



Health and Recovery Plan (HARP):

Highmark Western and Northeastern New
York

CAHPS® 5.1H
Adult Medicaid Survey

Continuous Quality Improvement Report

March 2026



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Background

In New York, Medicaid enrollees living with significant behavioral health needs may be enrolled in a type of Medicaid managed care plan called a Health and Recovery Plan (HARP). These plans are designed to specifically address the needs of members living with mental health or substance use disorders by providing access to experienced behavioral health providers and offering services specialized for their needs. Specialized services include care coordination between medical and other providers, promoting wellness, and treatment adherence services.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey is a comprehensive tool designed to assess consumers' experience with health care and health plans. CAHPS® is the questionnaire that asks health plan members about experiences with access to care, health care providers and health plans. The New York State Department of Health sponsors a CAHPS® survey every other year for the Medicaid managed care plans and uses the results to determine variation in member satisfaction among the plans. DataStat, Inc. conducted the survey on behalf of the Department in 2025. The instrument used for the administration of the survey was the CAHPS® 5.1H Adult Medicaid core survey, developed and tested nationally for assessing the performance of health plans.

The majority of question items addressed member's experience with their health care, such as getting care quickly, communication with doctors, and overall satisfaction with health care and with the health plan. The questionnaire was expanded to include 32 supplemental questions of particular interest to the Department. Rounding out the instrument was a set of questions collecting demographic data. In total, the questionnaire consisted of 71 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

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Executive Summary

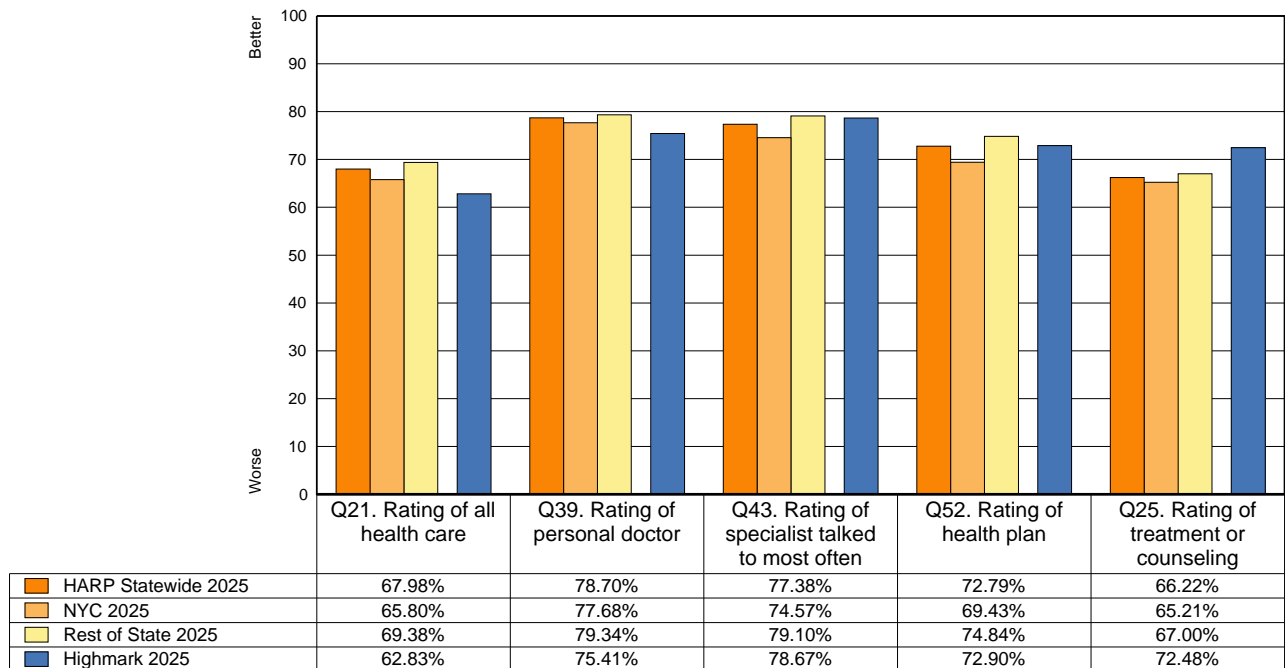
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2025 administration, the Department focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The survey included 12 HARPs in New York with a sampled goal of 2,000 adults per plan. Questionnaires were sent to 22,958 members following a combined mail and web methodology during the period September 25, 2025, through December 18, 2025, using a standardized survey procedure and questionnaire. A total of 182 responses were received resulting in a 20.6% response rate. The disposition of surveys is contained at the end of this section.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some questionnaire items, relatively small numbers of responses may be available due to skip patterns in the questionnaire. In order to present the most reliable information, results based on fewer than 30 observations are not presented in this report. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation. Finally, in many of the graphs and tables presented in this report, differences between the Statewide average and individual managed care plans are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Summary of Standard Rating Questions

Response options for standard rating questions ranged from 0 (worst) to 10 (best). In the table below, the achievement score represents the proportion of members who responded with a rating of "8", "9", or "10". HARP results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the HARP Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "▲" or "▼" is placed at the top of the appropriate bar. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Standard Ratings Questions (8, 9 or 10)

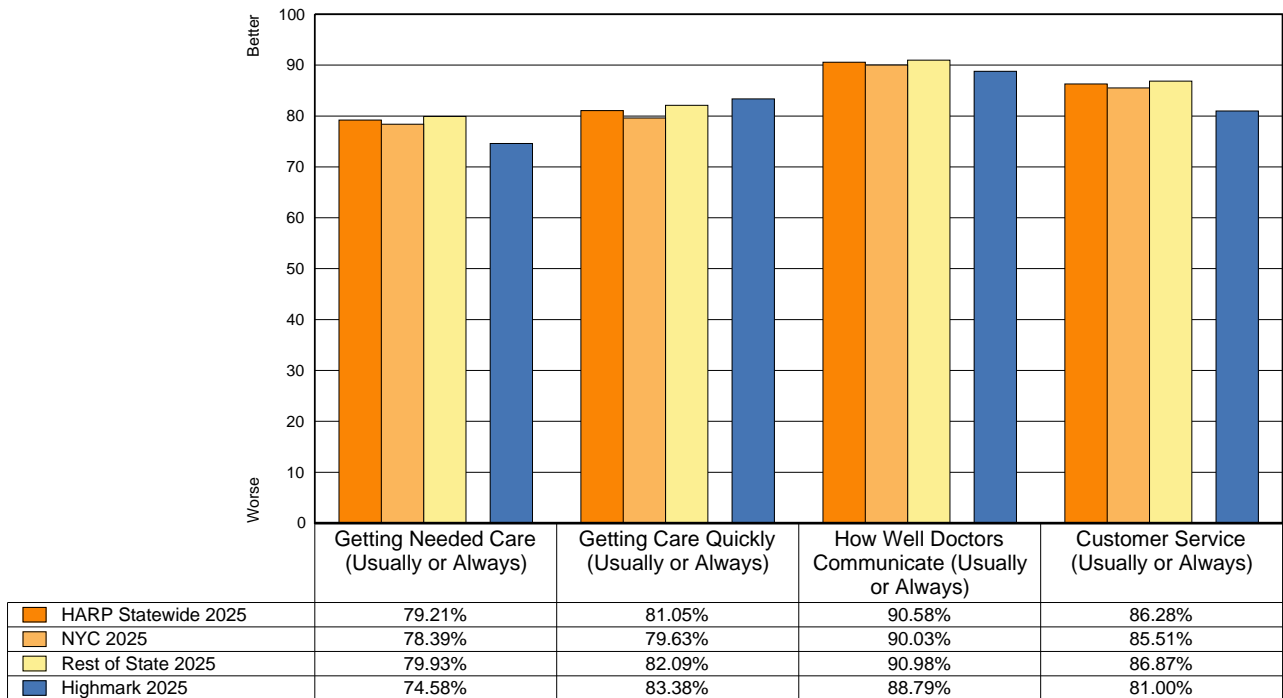


▲▼ Statistically significantly better/worse than HARP Statewide 2025.

Summary of Standard Composites

A composite score is calculated for each of four domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. Composite achievement scores indicate the proportion of members who reported a positive experience within a given domain. Responses of "Usually" or "Always" indicate achievement for all composite measures. HARP results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the HARP Statewide achievement scores and a significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Standard Composites



↑/↓ Statistically significantly better/worse than HARP Statewide 2025.

Key Measure Summary

Plans	Getting Needed Care (Usually or Always)	Getting Care Quickly (Usually or Always)	How Well Doctors Communicate (Usually or Always)	Customer Service (Usually or Always)	Rating of all health care	Rating of personal doctor	Rating of specialist talked to most often	Rating of health plan	Rating of treatment or counseling
HARP Statewide	79	81	91	86	68	79	77	73	66
NYC	78	80	90	86	66	78	75	69	65
Rest of State	80	82	91	87	69	79	79	75	67
Anthem BCBSHP	84 ▲	81	94 ▲	85	68	81	76	65 ▼	69
CDPHP	84 ▲	84	92	92 ▲	75 ▲	82	80	84 ▲	70
Excellus - Blue Option Plus	81	85 ▲	93	89	70	80	83	76	63
Fidelis HealthierLife	80	81	90	89	71	84 ▲	80	68	67
Healthfirst Personal Wellness Plan	77	81	90	88	65	74	74	74	62
Highmark Western and Northeastern New York	75	83	89	81	63	75	79	73	72
HIP EmblemHealth	80	78	89	88	64	79	76	71	66
Independent Health	83	78	90	89	71	80	80	78 ▲	68
MetroPlus Enhanced	75	75 ▼	89	84	65	77	75	69	63
Molina Healthcare PLUS	77	83	89	84	69	78	78	69	70
MVP Harmonious	79	85	90	85	69	78	79	74	65
UnitedHealthcare	76	79	91	82	66	76	69 ▼	72	58 ▼

▲ ▼ Statistically significantly better/worse than HARP Statewide 2025.

Respondent Sample Profile

Age (years)	HARP Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
18 to 24	1.7%	1.7%	1.7%	2.2%
25 to 34	9.3%	8.9%	9.7%	10.1%
35 to 44	18.1%	16.5%	19.2%	20.8%
45 to 54	22.2%	22.2%	22.2%	21.9%
55 to 64	44.6%	45.5%	43.8%	42.1%
65 to 74	3.6%	4.3%	3.1%	2.8%
75 or older	0.5%	0.9%	0.2%	0.0%

Gender	HARP Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
Male	48.3%	53.5%	45.6%	50.3%
Female	50.7%	45.9%	53.2%	48.0%
Genderqueer, Gender Non-Binary, Transgender, or Other	1.0%	0.6%	1.3%	1.7%

Highest grade or level of school completed	HARP Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
8th grade or less	7.5%	10.7%	5.6%	3.4%
Some high school, but did not graduate	20.9%	24.5%	18.9%	20.7%
High school graduate or GED	37.6%	34.8%	39.4%	38.0%
Some college or 2-year degree	24.7%	20.5%	27.1%	27.9%
4-year college graduate	6.3%	6.3%	6.3%	6.7%
More than 4-year college graduate	2.9%	3.2%	2.7%	3.4%

Hispanic or Latino	HARP Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
Yes, Hispanic or Latino	25.4%	42.0%	14.8%	11.6%
No, Not Hispanic or Latino	74.6%	58.0%	85.2%	88.4%

Rating of Overall Health	HARP Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
Excellent	8.4%	11.7%	6.4%	8.4%
Very good	14.8%	16.3%	13.8%	12.4%
Good	31.6%	28.6%	33.7%	35.4%
Fair	33.1%	31.2%	34.2%	34.3%
Poor	12.1%	12.2%	11.9%	9.6%

Respondent Sample Profile

Race

Overall	HARP Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
White	54.3%	27.6%	70.7%	73.2%
Black or African-American	28.6%	41.4%	20.6%	16.8%
American Indian or Alaska Native	3.6%	4.5%	3.0%	3.9%
Asian / Native Hawaiian / Pacific Islander	4.2%	6.7%	2.8%	3.4%
Other	18.0%	31.4%	9.8%	9.5%

Asian Detail	HARP Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
Chinese	1.3%	2.8%	0.3%	0.6%
Japanese	0.3%	0.6%	0.2%	0.0%
Filipino	0.2%	0.3%	0.2%	1.1%
Korean	0.6%	0.9%	0.4%	0.6%
Vietnamese	0.2%	0.3%	0.1%	0.0%
Asian Indian	0.9%	1.4%	0.6%	0.6%
Laotian	0.3%	0.6%	0.1%	0.0%
Cambodian	0.3%	0.5%	0.2%	0.0%
Bangladeshi	0.2%	0.6%	0.0%	0.0%
Hmong	0.1%	0.2%	0.0%	0.0%
Indonesian	0.1%	0.2%	0.1%	0.0%
Malaysian	0.2%	0.3%	0.1%	0.0%
Pakistani	0.2%	0.4%	0.2%	0.6%
Sri Lankan	0.1%	0.2%	0.1%	0.0%
Taiwanese	0.2%	0.2%	0.2%	0.6%
Nepalese	0.3%	0.2%	0.3%	0.0%
Burmese	0.2%	0.2%	0.1%	0.0%
Thai	0.1%	0.2%	0.0%	0.0%

Native Hawaiian / Pacific Islander Detail	HARP Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
Hawaiian	0.4%	0.8%	0.2%	0.0%
Guamanian/Chamorro	0.1%	0.2%	0.1%	0.0%
Samoan	0.2%	0.2%	0.2%	0.0%
Fijian	0.2%	0.2%	0.1%	0.0%
Tongan	0.2%	0.2%	0.1%	0.0%

Sample Disposition

	HARP Statewide	Highmark Western and Northeastern New York
First mailing - sent	22,958	1,015
First mailing - usable survey returned*	1,565	81
Second mailing - sent	20,138	899
Second mailing - usable survey returned*	1,104	66
Third mailing - sent	17,120	778
Third mailing - usable survey returned*	422	23
Web - usable surveys*	424	12
Total - usable surveys	3,515	182
Ineligible: According to population criteria‡†	65	4
Ineligible: Language barrier†	0	0
Ineligible: Deceased†	20	2
Ineligible: Mentally or physically unable to complete survey†	21	0
Refusal/Returned survey blank	33	2
Incomplete survey - mail or web	58	1
Nonresponse - Unavailable by mail	15,644	699
Bad Address†	3,602	125
Response Rate	18.3%	20.6%

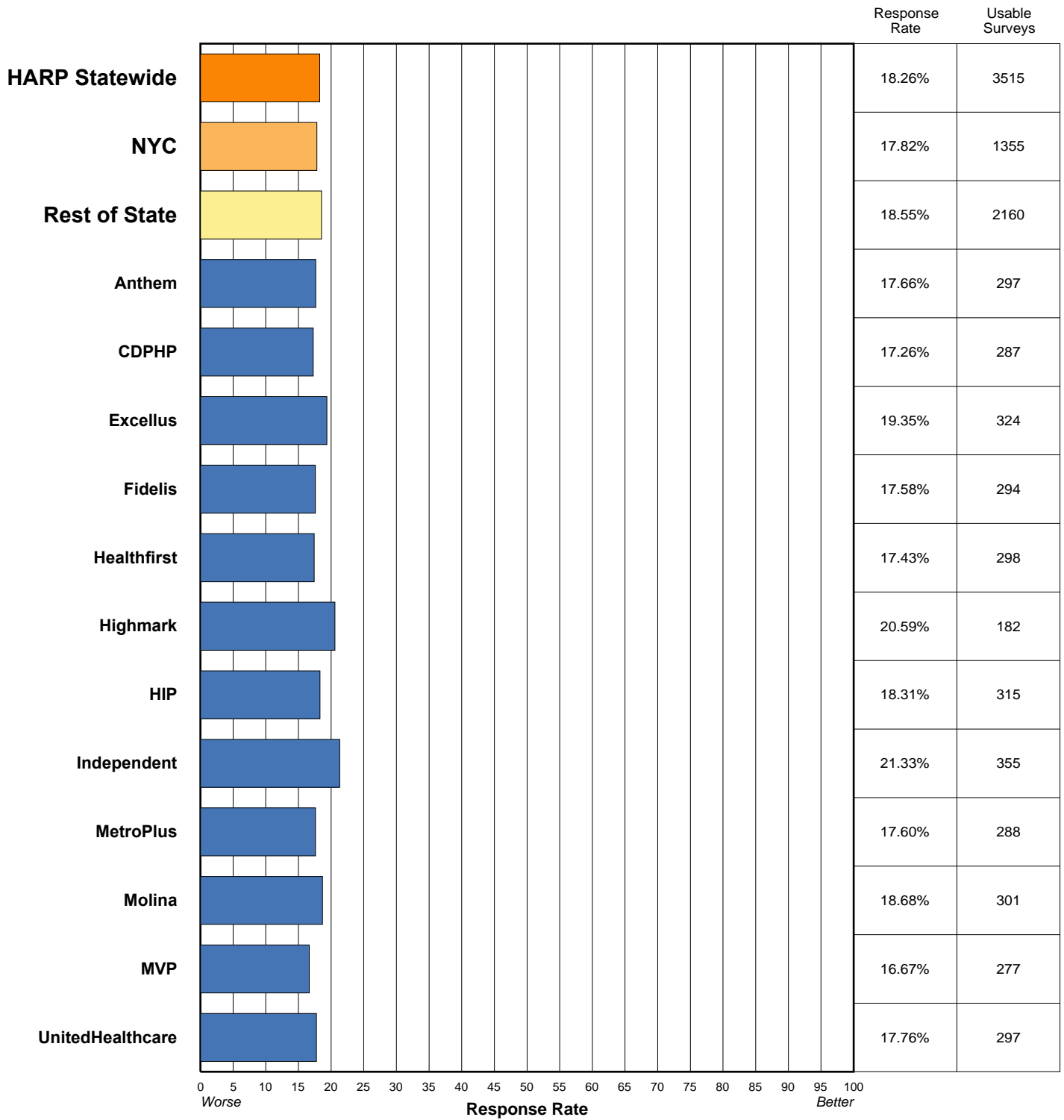
*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the health and recovery plan.

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

Response Rates



■ HARP Statewide 2025
 ■ NYC 2025
 ■ Health Plans 2025
■ Rest of State 2025

Methodology

Adults who were current members of a Health and Recovery plan, ages 21 to 64, as of July 2025 and who had been enrolled for five out of the last six months were eligible to be randomly selected for the survey. Respondents were surveyed in English or Spanish. The survey was administered over a 12 week period using a mixed-mode (mail and web) five-wave protocol. The protocol consisted of a first questionnaire packet and reminder postcard to all selected members, followed by a second questionnaire packet and reminder postcard to individuals who had not responded to the initial mailings and concluding with a third questionnaire packet to non-responders of both prior mailings. Each cover letter included a member-specific link and a QR code with password for respondents who preferred to complete the survey online.

Survey Milestones

1. 1st questionnaire packets mailed: September 25, 2025
2. 1st Reminder postcards mailed: October 6, 2025
3. 2nd questionnaire packets mailed: October 23, 2025
4. 2nd Reminder postcards mailed: November 3, 2025
5. 3rd questionnaire packets mailed: November 20, 2025
6. Mail and Web field closed: December 18, 2025

Sampling Frame

A stratified random sample was drawn with the goal of selecting 2,000 eligible adults for each of the HARPs. To be eligible, individuals had to be current members, aged 21 to 64, who were continuously enrolled in the plan for at least five out of the last six months as of July 2025.

Questionnaire

The instrument selected for the survey, the CAHPS® 5.1H Adult Medicaid core survey, was developed and tested nationally for use in assessing the performance of health plans. The majority of questions addressed domains of member experience such as getting care quickly, doctor communication, overall satisfaction with health care and health plan. The questionnaire was expanded to include 32 supplemental questions of particular interest to the Department. Rounding out the questionnaire was a set of questions collecting demographic data. In total, the questionnaire consisted of 71 questions. A copy of the modified CAHPS® questionnaire can be found in Appendix A.

Selection of Cases for Analysis

Questionnaires were considered complete if respondents did not say 'No' to Question 1 (Our records show that you are now in [HEALTH PLAN NAME]. Is that right?) and if they provided a valid response to at least three of the five questions: Q3, Q31, Q40, Q46, Q52. Complete interviews were obtained from 182 HARP members, and the overall project response rate was 20.6%.

Definition of Achievement Scores

Member responses to questionnaire items are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. Since achievement scores for questions represent the proportion of respondents who indicate a positive experience, the lower the achievement score, the greater the need for improvement. See the *Responses by Question* section for assignment of achievement responses for each question.

In general, somewhat positive responses are included with positive responses as achievements. For example, a response of "Usually" or "Always" to the question "How often did you get an appointment for health care at a doctor's office or clinic as soon as you needed?" is considered an achievement, as are responses of "8", "9", or "10" to rating questions.

Composites

Four standard composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service. The achievement score for the composite is the average of the achievement scores for the individual items comprising a composite. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q22. Usually or always easy to get the care, tests, or treatment you needed
- Q41. Usually or always got appointments with a specialist as soon as you needed

Getting Care Quickly

- Q4. Usually or always got urgent care as soon as you needed
- Q6. Usually or always got an appointment for check-up or routine care as soon as you needed

How Well Doctors Communicate

- Q33. Personal doctor usually or always explained things in a way that was easy to understand
- Q34. Personal doctor usually or always listened carefully to you
- Q35. Personal doctor usually or always showed respect for what you had to say
- Q36. Personal doctor usually or always spent enough time with you

Customer Service

- Q47. Health plan customer service usually or always gave information or help you needed
- Q49. Health plan customer service usually or always treated you with courtesy and respect

Correlation to Satisfaction

To understand the relationship between performance and satisfaction in particular areas of member experience, correlations are computed between responses to the question items comprising the four composites and each of the ratings questions. The specific correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 to 1. Correlation scores are presented in the *Correlation Analysis* section.

Comparisons: Current Year

Current year comparisons are found in the *Executive Summary* and *Graphs* sections. In the *Executive Summary* section, plan level results for the Standard Ratings and Composites are compared to the Statewide achievement score, with statistical testing. Regional results are presented for comparison. In the *Graphs* section plan level results for each performance measure are compared to the Statewide achievement score, with statistical testing. Regional results are presented for additional information, but are not compared to the Statewide achievement scores.

Statistical Testing

Statistically significant differences between scores were determined using t-tests. A significance level of .05 or less was considered statistically significant and "↑" or "↓" is placed at the top of the appropriate bar or next to the appropriate achievement score.

Case-Mix Analysis

The majority of achievement scores presented in this report are case-mix adjusted to control for differences in the member population across managed care plans. The results for 2025 are case-mix adjusted for age (Q64), health status (Q54) and education (Q66). Case-mix adjustment is applied to mitigate the effect of differences in individual plan's member population. The variables chosen for case-mix adjustment are beyond the control of the managed care plan and have been shown to affect managed care plan and health care ratings. For example, individuals with higher levels of education generally rate lower for satisfaction. Details about the distribution of populations in categories for the three adjusters can be seen in the *Respondent Sample Profile* contained in the *Executive Summary* section.

All achievement scores based on questions in the "About Your Health" and "About You" sections are not case-mix adjusted. Case-mix adjustment is also not applied to the achievement scores for the Question 13 series.

Using this Report

Understanding Achievement Scores

This report is designed to assist the Department and participating health plans in identifying key opportunities to improve members' experiences. Member responses to questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as positive. For all composites, responses of "Usually" or "Always" are considered achievements. For example, a response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered a positive response, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need to improve.

Achievement scores are computed and reported for all pertinent questions. In addition, composite scores are built from groups of questions that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service.

Achievement scores based on fewer than 30 observations are suppressed in this report and "NA" is substituted for the result. When relevant, a footnote is presented. Typically, too few responses are due to skip patterns in the questionnaire. Suppressing scores based on a small number of cases ensures that this report includes the most reliable information available.

Understanding the Sections of the Report

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

1. Assist the Department and health plans in identifying strengths and weaknesses in quality of health care, access and services, and
2. Provide the Department and health plans with a way to assess where resources can best be allocated to improve experiences.

The remainder of the report is broken into three major sections that are briefly described here to help you make the best use of the report and the information it contains.

Graphs/Results

This section contains a graphic presentation of the HARP Statewide, NYC, Rest of State and plan specific results for questions using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to the HARP Statewide and peers. The composites are directly followed by the individual questions that are combined to create composite measures.

Correlation Analysis

The Correlation Analysis section is helpful in understanding how satisfaction in various questions relates to the four standard rating questions (personal doctor, specialist seen most often, all health care, and health plan) for respondents. The charts show which questions are most strongly linked to the rating and the current achievement score. The information helps define what areas are related to satisfaction and how the plan performed in that area. The section enables a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. First there are correlations of the top ten highly correlated composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. The second analysis presents the proportion of responses in each response option for each composite question for each individual rating. This lets you see where there may be an opportunity for improvement. For example, if a question correlates highly and has higher proportions of "usually" and "sometimes", improving the processes may move respondents up to "always" to improve not only that composite, but the other rating questions.

Responses by Question

This section provides a breakdown for each question with the number of members responding to the question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. For example, "Always" and "Usually" are achievement and "Sometimes" and "Never" are room for improvement. Similarly on a rating question, "8", "9", or "10" are achievement and 0 through 7 are room for improvement. Questions without a colored circle indicate the question is not associated with this type of response determination. For example, asking whether a member needed a service in the past six months does not have an associated achievement score. Achievement scores based on fewer than 30 observations are suppressed and "NA" is substituted for the result. This section provides additional information about volume of members to help you prioritize areas to be addressed.

When applicable, each question is represented with the composite name, the achievement score, the correlation with rating of health plan and trend information. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

Graphs/Results

The Graphs/Results sections contains a graphic presentation of the HARP Statewide, NYC, Rest of State and plan specific results for each question using the achievement scores. Statistical significance, the achievement score, and the number of respondents for each plan are displayed. This depicts plan specific performance compared to various benchmarks or peers. Rating results are followed by composites and the questions that make up each composite. Medical Assistance with Smoking Cessation and Single Items can be found at the end of this section.

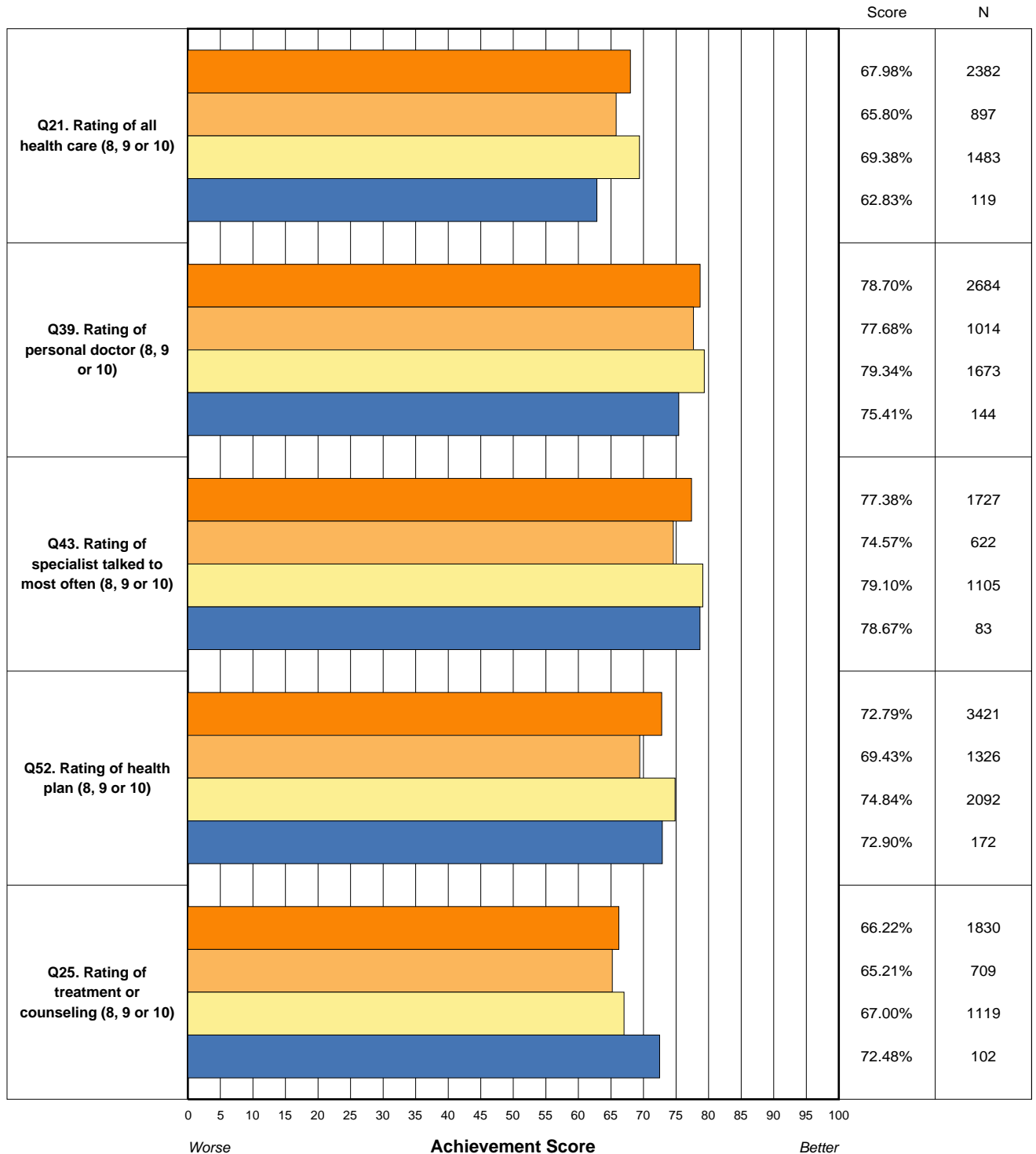
The CAHPS® 5.1H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain "Getting Care Quickly" includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always". Graphs presenting the results of individual questions that make up the composite score follow the presentation of the composite results.

For full detail of response options for each question and which responses qualify as achievements, please refer to the Responses by Question section.

In this report, results based on fewer than 30 cases are suppressed and "NA" is substituted for the result. When relevant, a footnote is presented.

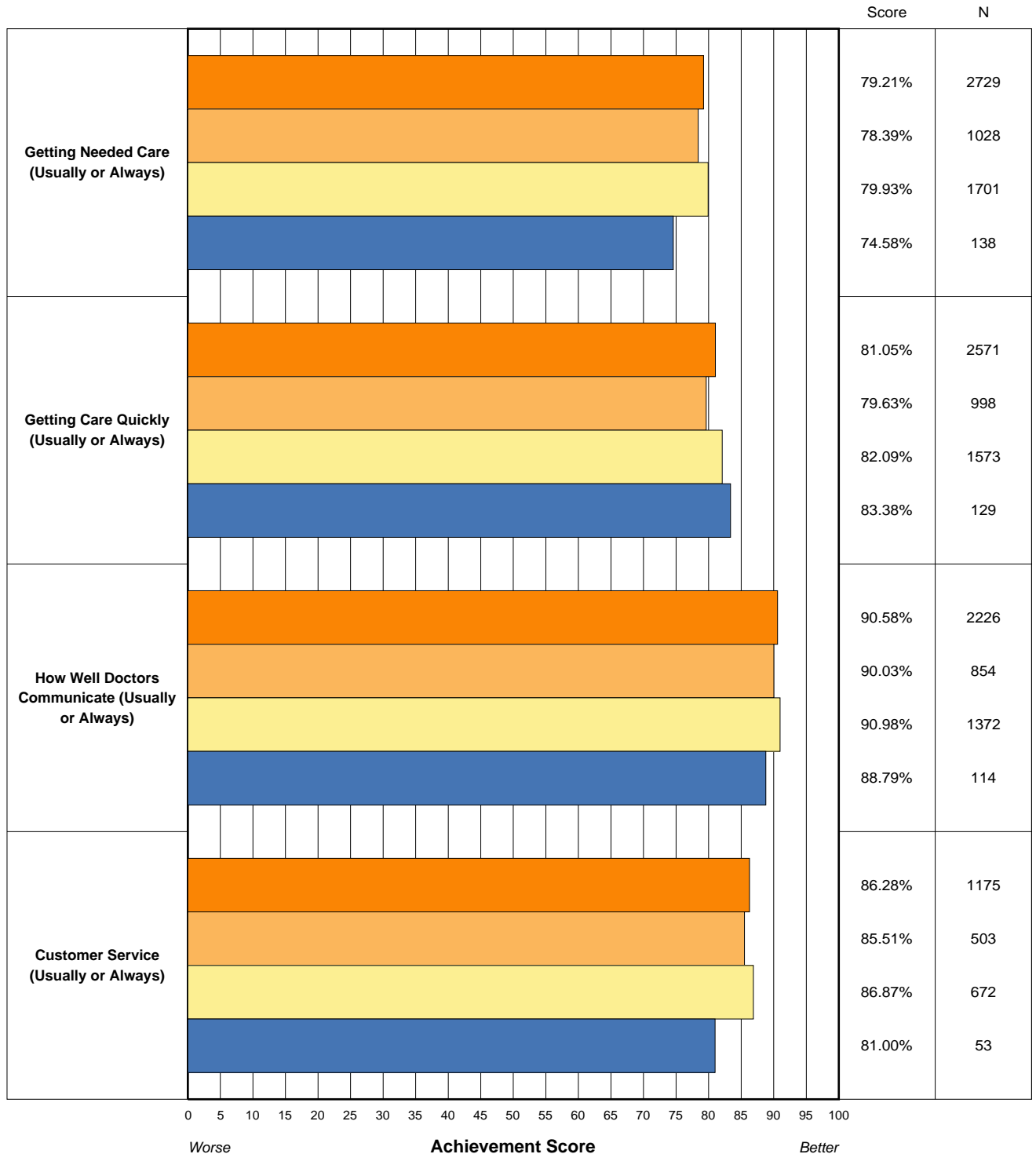
Standard Ratings



Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

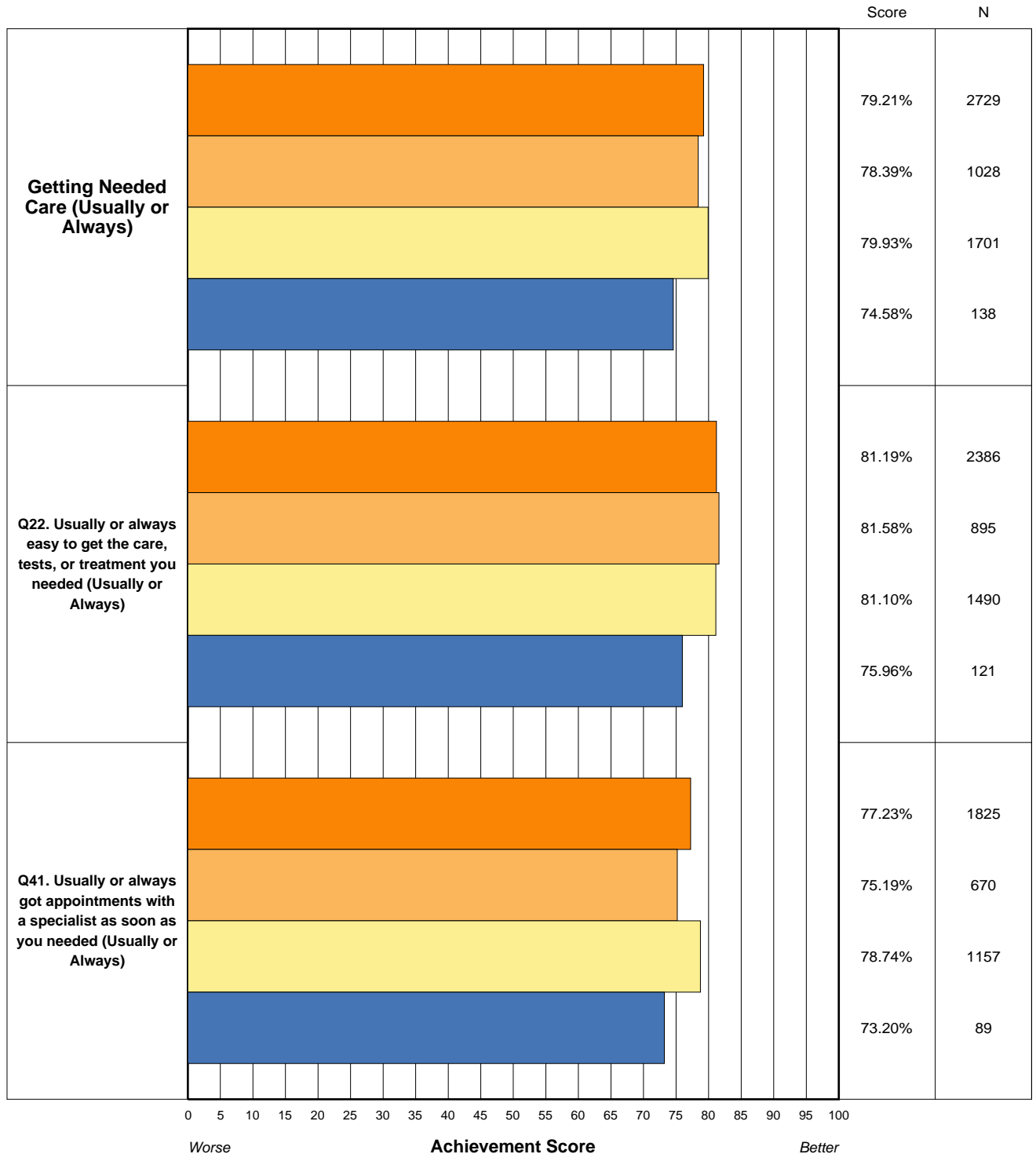
Standard Composites



Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

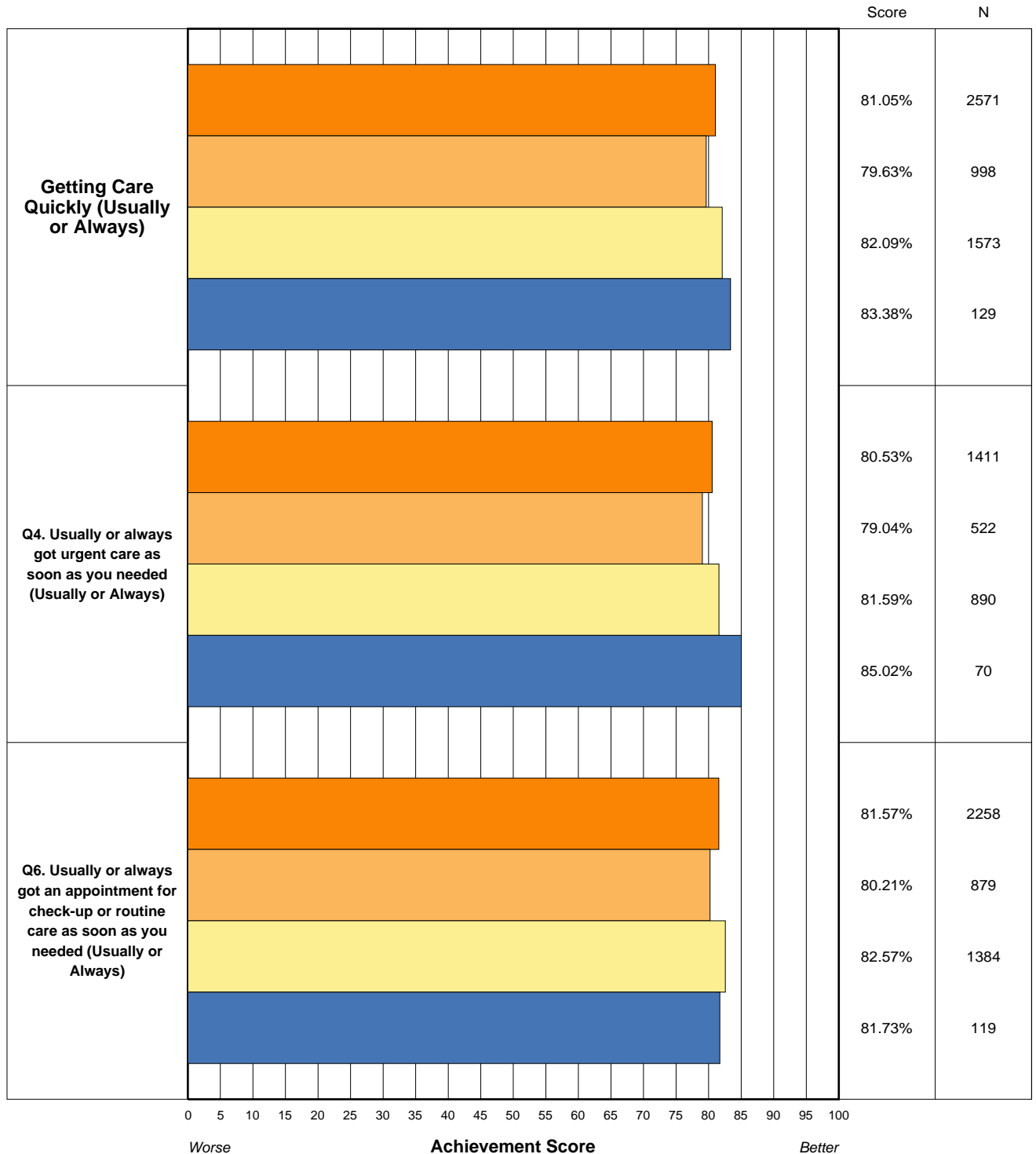
Getting Needed Care



Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

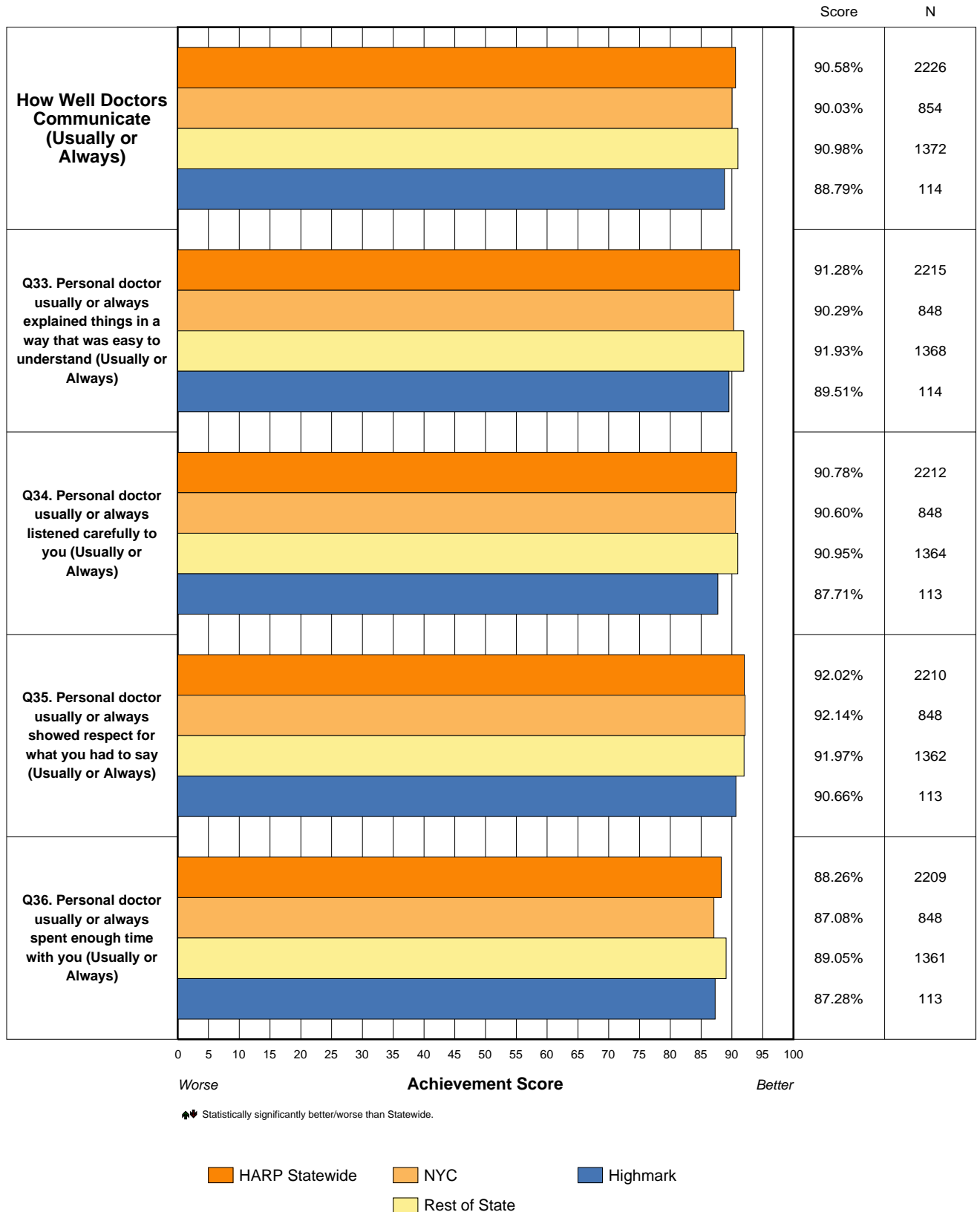
Getting Care Quickly



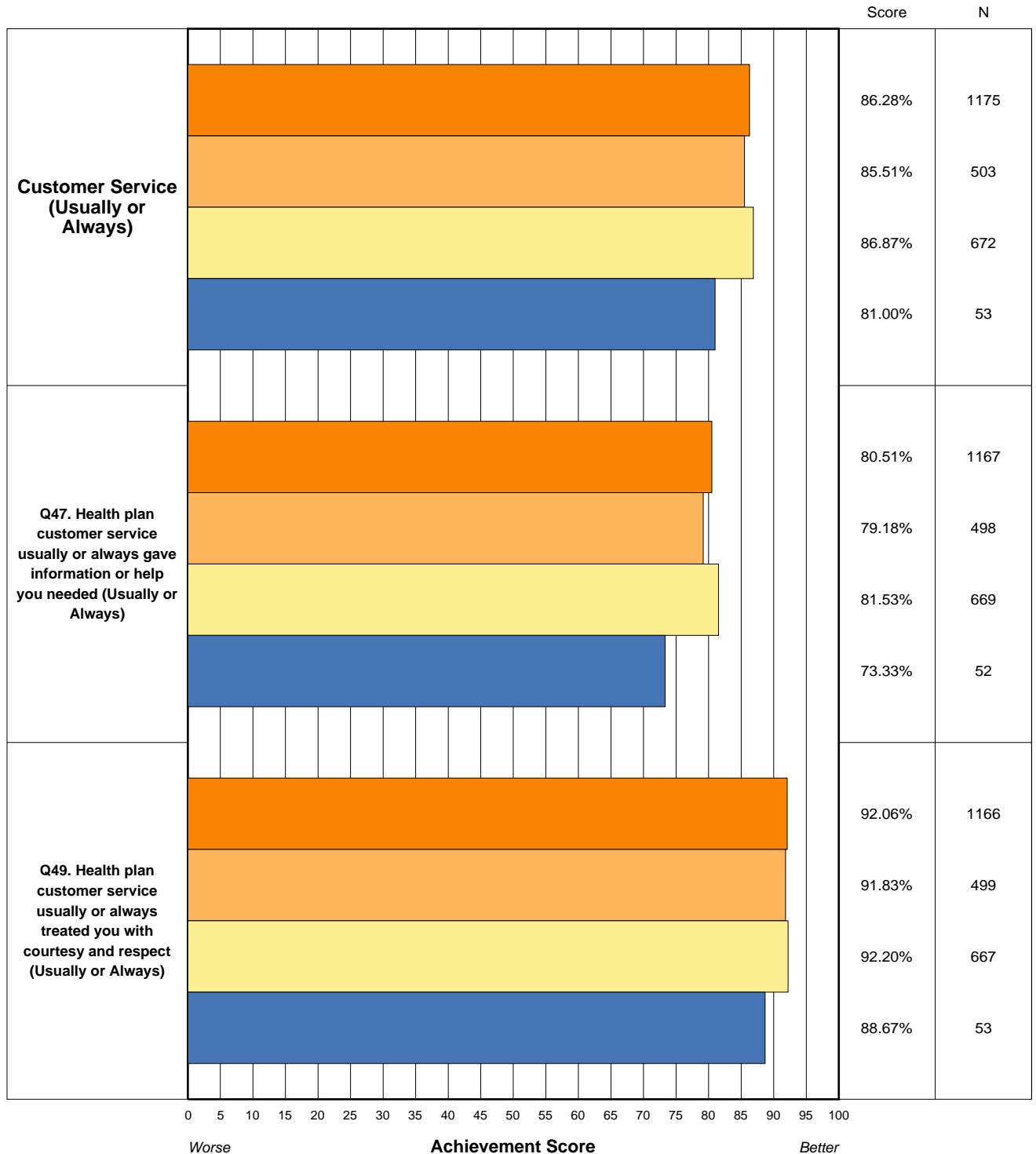
Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

How Well Doctors Communicate



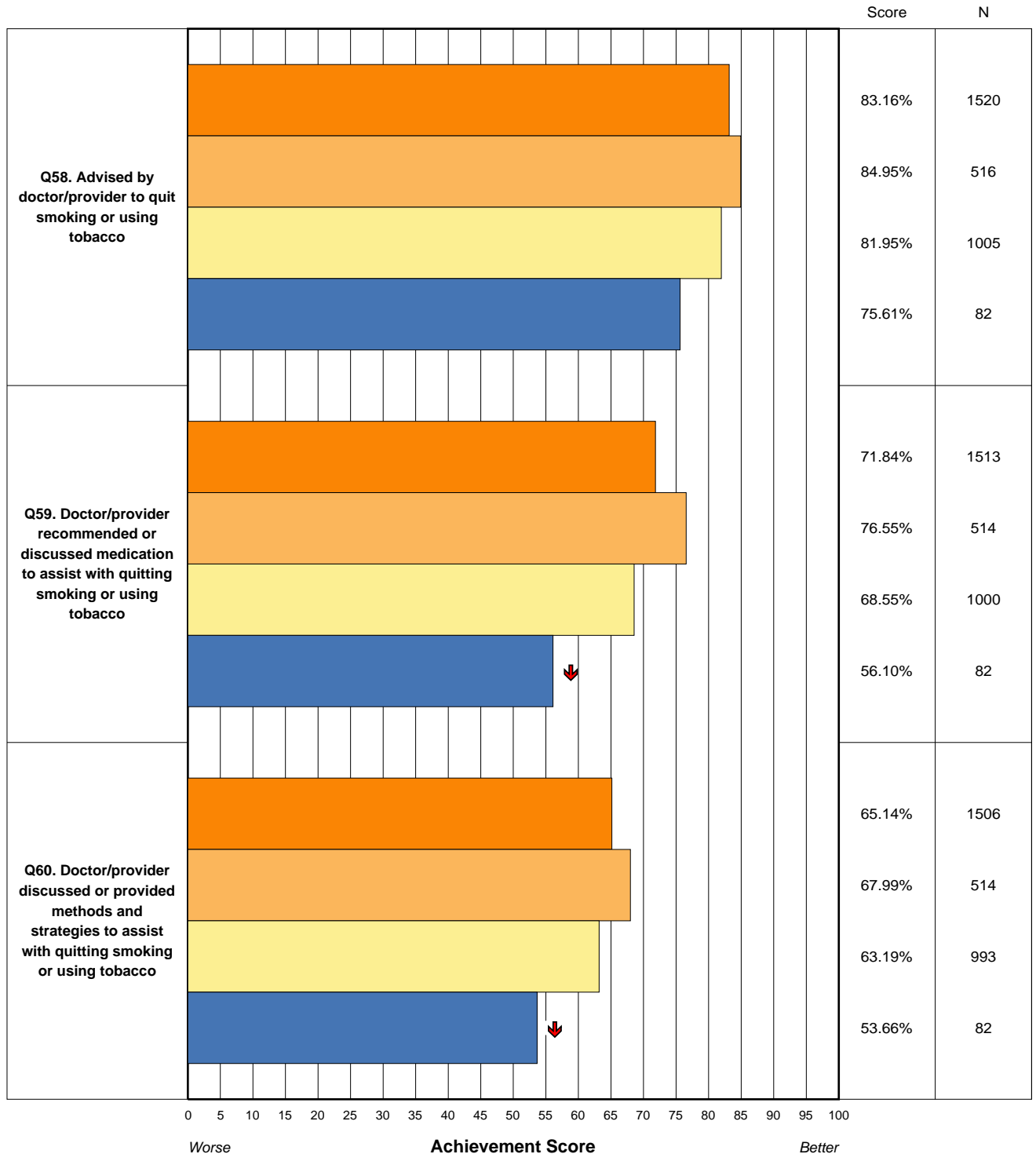
Customer Service



Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

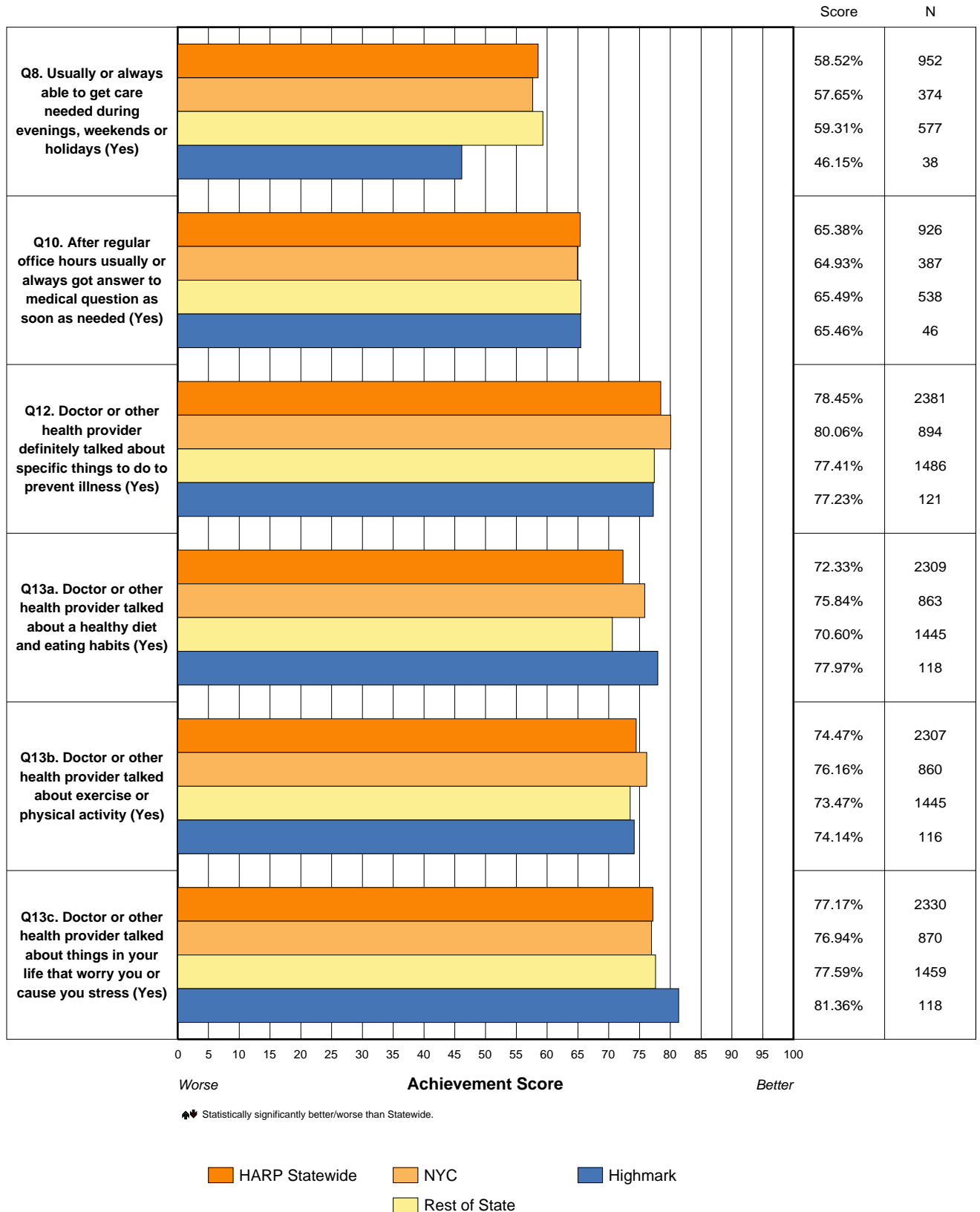
Medical Assistance with Smoking Cessation



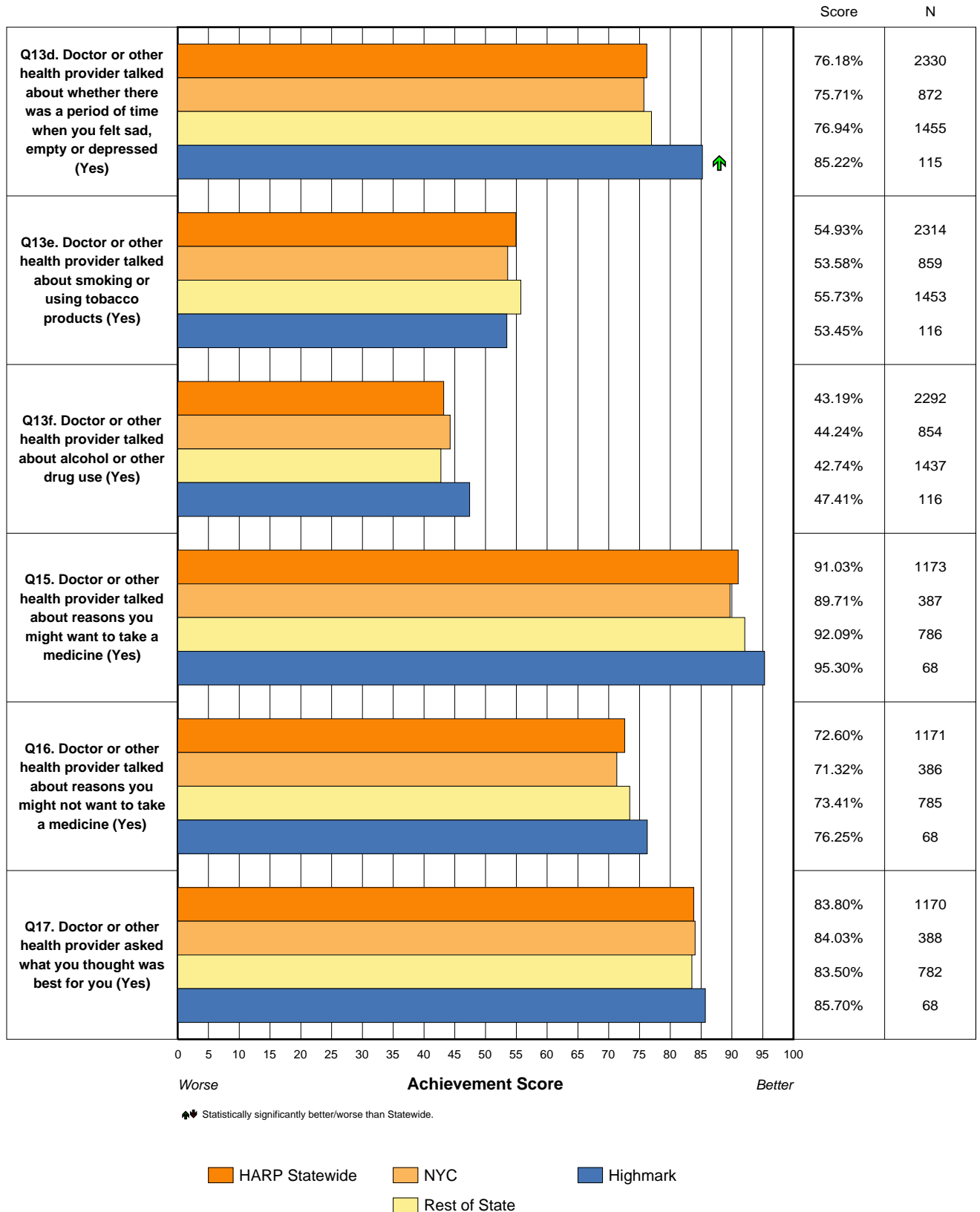
Statistically significantly better/worse than Statewide.

■ HARP Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

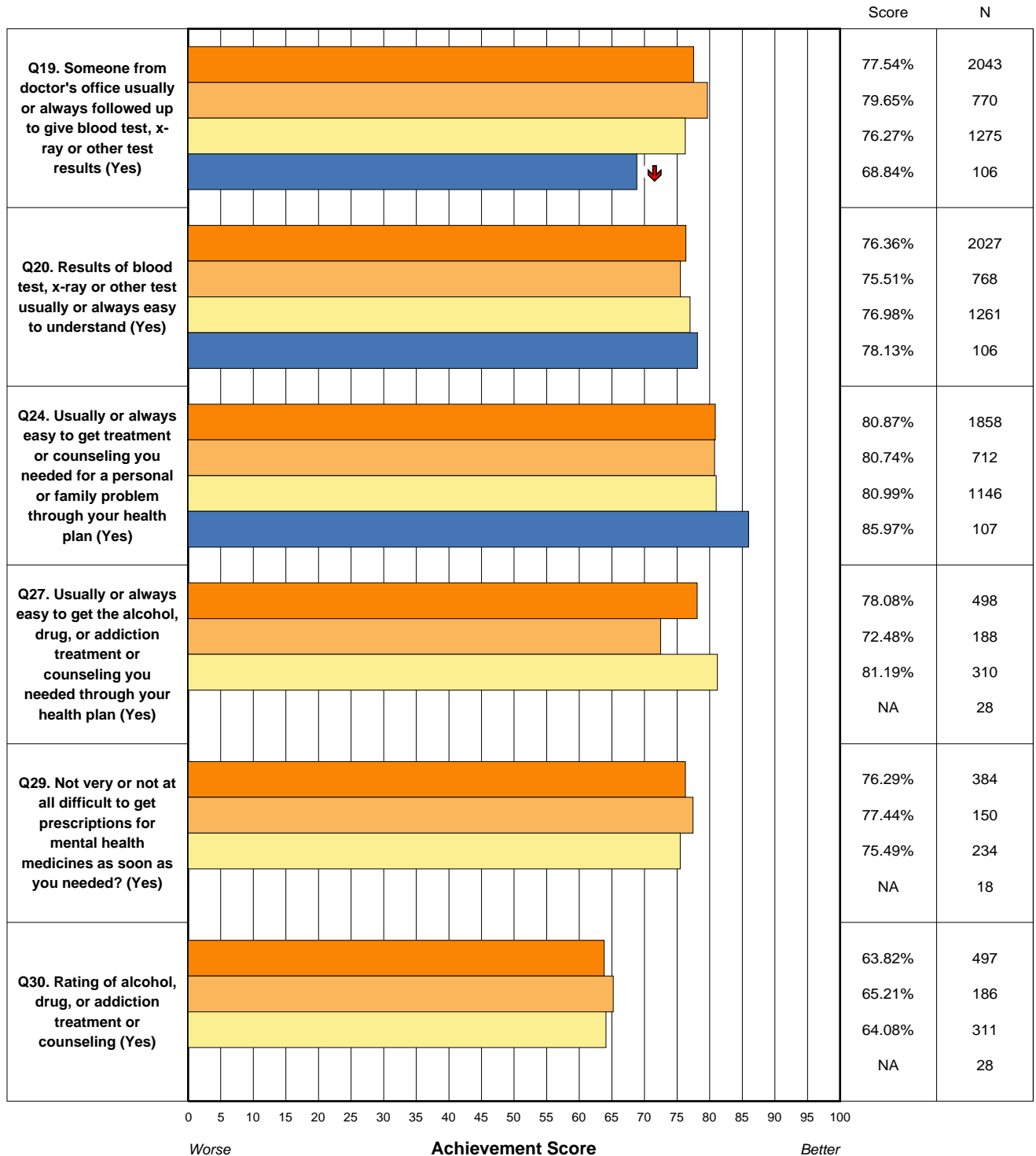
Single Items



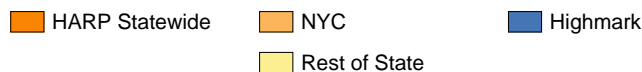
Single Items



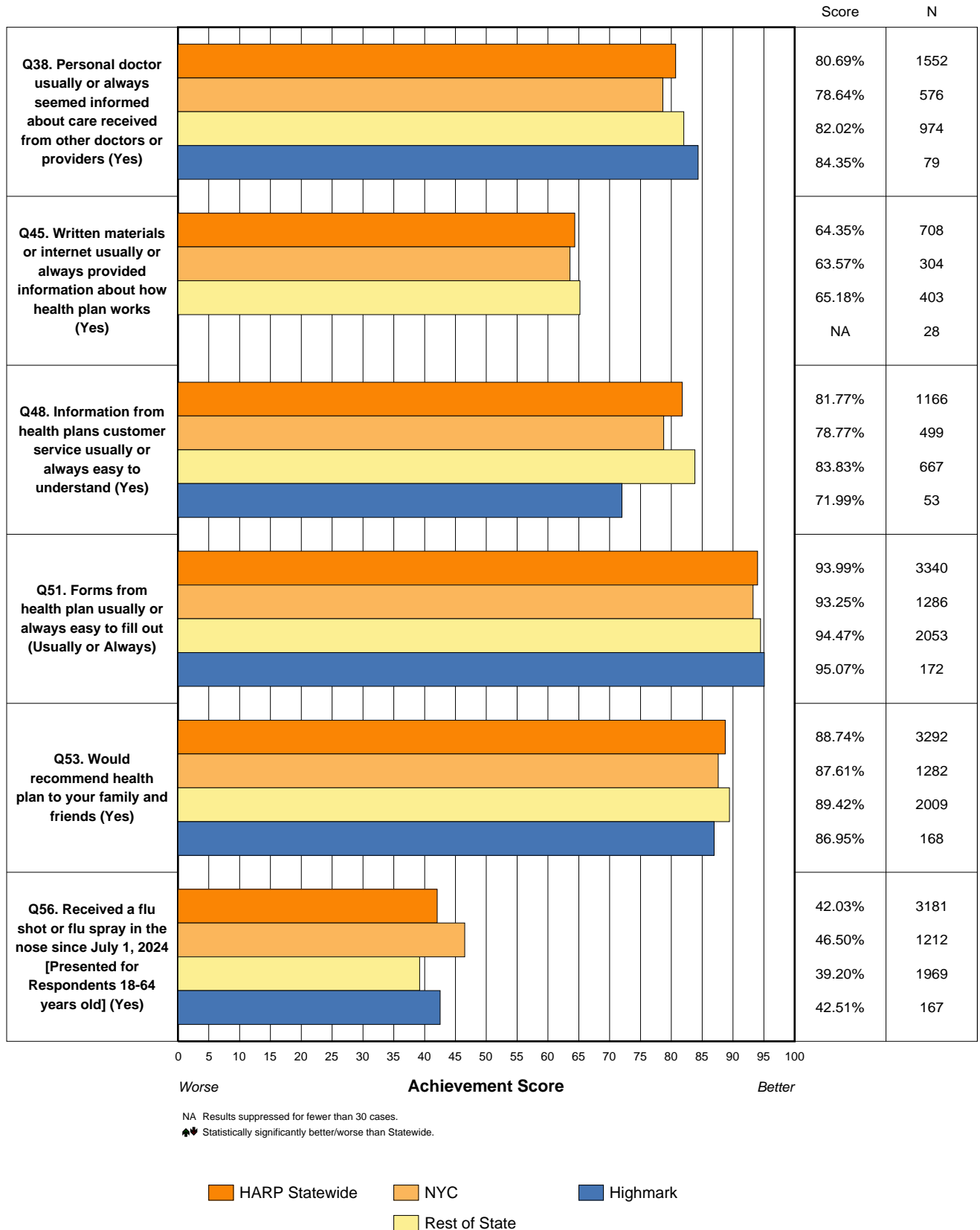
Single Items



NA Results suppressed for fewer than 30 cases.
 ⬇ Statistically significantly better/worse than Statewide.



Single Items



Correlation Analysis

The Correlation Analysis section is helpful in understanding how results in various questions relate to the four standard ratings (personal doctor, specialist seen most often, all health care, and health plan) for respondents. This allows for evaluation of which questions are most strongly linked to the rating and what the current achievement score is. The section can be used for a quick view of how composite questions correlate across ratings.

The correlation analyses are presented two ways. There is a table summarizing correlations of the top ten highly correlated standard composite questions to the four rating questions ranked by the highest correlation between the question and rating. This allows a visual picture of clustering of composites across ratings. Each question in a composite is represented with the individual question number, composite name, achievement score and the correlation value.

Example:

If Getting Needed Care and How Well Doctors Communicate have higher correlations across the ratings, you can see how these aspects are important to members and influence how satisfied they are with their providers, health care, and health plan. Likewise, composites clustered toward the bottom may indicate areas of lower importance to the members. The visual also allows you to see areas where you can improve. If you are performing poorly in Getting Needed Care, and it is important to the members' satisfaction with care, this could be a compelling reason to focus on improving this area. It also lets you see how different questions within a composite correlate individually.

The summary is followed by four tables presenting more detailed data on composite questions for each individual rating. The questions are written out and you can see the proportion of responses for each response option. This lets you see where an opportunity for improvement may lie. For example, if a question correlates highly and has higher proportions of "sometimes" and "never", improving the processes may move respondents up to "always" which will improve not only that composite, but the other rating questions.

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist talked to most often			Rating of health plan			Rating of treatment or counseling		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q35 Communication	91%	0.68	Q34 Communication	88%	0.71	Q4 Getting Care Quickly	85%	0.66	Q47 Customer Service	73%	0.67	Q41 Getting Needed Care	73%	0.64
2	Q33 Communication	90%	0.64	Q33 Communication	90%	0.69	Q35 Communication	91%	0.64	Q49 Customer Service	89%	0.57	Q22 Getting Needed Care	76%	0.56
3	Q34 Communication	88%	0.63	Q36 Communication	87%	0.68	Q33 Communication	90%	0.61	Q4 Getting Care Quickly	85%	0.52	Q36 Communication	87%	0.47
4	Q41 Getting Needed Care	73%	0.57	Q35 Communication	91%	0.61	Q41 Getting Needed Care	73%	0.55	Q33 Communication	90%	0.49	Q4 Getting Care Quickly	85%	0.44
5	Q36 Communication	87%	0.57	Q22 Getting Needed Care	76%	0.49	Q47 Customer Service	73%	0.55	Q35 Communication	91%	0.49	Q6 Getting Care Quickly	82%	0.42
6	Q4 Getting Care Quickly	85%	0.53	Q41 Getting Needed Care	73%	0.42	Q36 Communication	87%	0.50	Q34 Communication	88%	0.47	Q33 Communication	90%	0.35
7	Q22 Getting Needed Care	76%	0.49	Q4 Getting Care Quickly	85%	0.37	Q22 Getting Needed Care	76%	0.49	Q41 Getting Needed Care	73%	0.44	Q35 Communication	91%	0.30
8	Q47 Customer Service	73%	0.39	Q49 Customer Service	89%	0.37	Q6 Getting Care Quickly	82%	0.43	Q36 Communication	87%	0.38	Q34 Communication	88%	0.17
9	Q49 Customer Service	89%	0.36	Q6 Getting Care Quickly	82%	0.32	Q34 Communication	88%	0.37	Q22 Getting Needed Care	76%	0.35	Q49 Customer Service	89%	0.16
10	Q6 Getting Care Quickly	82%	0.32	Q47 Customer Service	73%	0.25	Q49 Customer Service	89%	0.33	Q6 Getting Care Quickly	82%	0.35	Q47 Customer Service	73%	-0.01

▲▼ Statistically significantly higher/lower than HARP Statewide 2025.

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.68	91%	73%	18%	6%	4%
2	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.64	90%	63%	26%	10%	1%
3	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.63	88%	69%	19%	11%	2%
4	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.57	73%	46%	27%	18%	9%
5	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.57	87%	65%	21%	11%	3%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.53	85%	53%	31%	14%	1%
7	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.49	76%	45%	31%	17%	7%
8	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.39	73%	44%	29%	21%	6%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.36	89%	64%	25%	8%	4%
10	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?	0.32	82%	49%	33%	15%	3%

▲ ▼ Statistically significantly higher/lower than HARP Statewide 2025.

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.71	88%	69%	19%	11%	2%
2	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.69	90%	63%	26%	10%	1%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.68	87%	65%	21%	11%	3%
4	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.61	91%	73%	18%	6%	4%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.49	76%	45%	31%	17%	7%
6	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.42	73%	46%	27%	18%	9%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.37	85%	53%	31%	14%	1%
8	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.37	89%	64%	25%	8%	4%
9	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?	0.32	82%	49%	33%	15%	3%
10	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.25	73%	44%	29%	21%	6%

▲ ▼ Statistically significantly higher/lower than HARP Statewide 2025.

Rating of specialist talked to most often

Corr. Rank	Question	Correlation w/ Rating of specialist talked to most often	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.66	85%	53%	31%	14%	1%
2	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.64	91%	73%	18%	6%	4%
3	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.61	90%	63%	26%	10%	1%
4	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.55	73%	46%	27%	18%	9%
5	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.55	73%	44%	29%	21%	6%
6	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.50	87%	65%	21%	11%	3%
7	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.49	76%	45%	31%	17%	7%
8	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?	0.43	82%	49%	33%	15%	3%
9	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.37	88%	69%	19%	11%	2%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.33	89%	64%	25%	8%	4%

▲▼ Statistically significantly higher/lower than HARP Statewide 2025.

Rating of health plan

Corr. Rank	Question	Correlation w/ Rating of health plan	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.67	73%	44%	29%	21%	6%
2	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.57	89%	64%	25%	8%	4%
3	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.52	85%	53%	31%	14%	1%
4	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.49	90%	63%	26%	10%	1%
5	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.49	91%	73%	18%	6%	4%
6	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.47	88%	69%	19%	11%	2%
7	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.44	73%	46%	27%	18%	9%
8	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.38	87%	65%	21%	11%	3%
9	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.35	76%	45%	31%	17%	7%
10	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?	0.35	82%	49%	33%	15%	3%

▲▼ Statistically significantly higher/lower than HARP Statewide 2025.

Rating of treatment or counseling

Corr. Rank	Question	Correlation w/ Rating of treatment or counseling	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.64	73%	46%	27%	18%	9%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.56	76%	45%	31%	17%	7%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.47	87%	65%	21%	11%	3%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.44	85%	53%	31%	14%	1%
5	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?	0.42	82%	49%	33%	15%	3%
6	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.35	90%	63%	26%	10%	1%
7	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.30	91%	73%	18%	6%	4%
8	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.17	88%	69%	19%	11%	2%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.16	89%	64%	25%	8%	4%
10	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	-0.01	73%	44%	29%	21%	6%

▲▼ Statistically significantly higher/lower than HARP Statewide 2025.

Responses by Question

This section presents each question and the distribution for each available response option. For each question that has responses determined to be positive or negative, there is a colored circle indicating achievement (green circle) or room for improvement (red circle). The circles are based on the response category and are not indicative of areas the plan needs to improve necessarily. When applicable, each question is presented with the composite name, the achievement score, the correlation value and trend information. In this section, a t-test is used to determine significant differences across time where 2025 scores are compared to 2023 scores when applicable. A significance level of .05 or less was considered statistically significant and "▲" or "▼" is placed next to the appropriate achievement score change. The achievement scores are case-mix adjusted while data for each response option are not case-mix adjusted. Achievement scores for the Question 13 series, the "About Your Health" and "About You" sections are not case-mix adjusted.

Q1. Our records show that you are now in [Health Plan Name]. Is that right?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	3,407	100.0%	1,313	100.0%	2,094	100.0%	176	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	3,407	100.0%	1,313	100.0%	2,094	100.0%	176	100.0%
Not Answered	108		42		66		6	

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?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,548	45.2%	555	42.1%	989	47.0%	78	45.1%
No	1,879	54.8%	765	57.9%	1,113	53.0%	95	54.9%
Total	3,427	100.0%	1,321	100.0%	2,102	100.0%	173	100.0%
Not Answered	88		34		58		9	

Your Health Care in the Last 6 Months (continued)

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

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	38	2.7%	16	3.1%	21	2.4%	1	1.4%
Sometimes	238	16.9%	92	17.6%	144	16.2%	10	14.3%
Usually	363	25.7%	130	24.8%	236	26.6%	22	31.4%
Always	772	54.7%	285	54.5%	489	54.9%	37	52.9%
Total	1,411	100.0%	522	100.0%	890	100.0%	70	100.0%
Not Answered	137		32		104		8	
Reporting Category	Getting Care Quickly							
Achievement Score	80.53%		79.04%		81.59%		85.02%	
Correlation with rating of health plan	0.391		0.425		0.374		0.515	

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

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	2,486	72.5%	947	71.5%	1,538	73.1%	128	72.3%
No	944	27.5%	378	28.5%	566	26.9%	49	27.7%
Total	3,430	100.0%	1,326	100.0%	2,103	100.0%	177	100.0%
Not Answered	85		29		57		5	

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?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	51	2.3%	24	2.7%	28	2.1%	4	3.4%
Sometimes	363	16.1%	147	16.8%	215	15.5%	18	15.1%
Usually	681	30.2%	266	30.2%	419	30.3%	39	32.8%
Always	1,163	51.5%	442	50.3%	721	52.1%	58	48.7%
Total	2,258	100.0%	879	100.0%	1,384	100.0%	119	100.0%
Not Answered	228		69		154		9	
Reporting Category	Getting Care Quickly							
Achievement Score	81.57%		80.21%		82.57%		81.73%	
Correlation with rating of health plan	0.278		0.259		0.296		0.351	

Response scored as: ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q7. In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,021	29.8%	403	30.5%	611	29.1%	42	24.0%
No	2,403	70.2%	919	69.5%	1,488	70.9%	133	76.0%
Total	3,424	100.0%	1,323	100.0%	2,099	100.0%	175	100.0%
Not Answered	91		32		61		7	

Q8. In the last 6 months, how often were you able to get the care you needed from a doctor's office or clinic during evenings, weekends, or holidays?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	177	18.6%	64	17.0%	114	19.7%	10	26.3%
Sometimes	214	22.5%	88	23.6%	128	22.1%	11	28.9%
Usually	192	20.2%	67	17.9%	126	21.8%	8	21.1%
Always	369	38.8%	155	41.5%	210	36.4%	9	23.7%
Total	952	100.0%	374	100.0%	577	100.0%	38	100.0%
Not Answered	69		29		41		4	
Reporting Category	Single Items							
Achievement Score	58.52%		57.65%		59.31%		46.15%	

Q9. In the last 6 months, did you contact your personal doctor's office or clinic with a medical question after regular office hours?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	987	28.8%	411	31.1%	576	27.3%	51	28.8%
No	2,444	71.2%	909	68.9%	1,533	72.7%	126	71.2%
Total	3,431	100.0%	1,320	100.0%	2,110	100.0%	177	100.0%
Not Answered	84		35		50		5	

■ Response scored as: ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q10. In the last 6 months, when you contacted your personal doctor's office or clinic after regular office hours, how often did you get an answer to your medical question as soon as you needed?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	129	13.9%	60	15.4%	66	12.3%	2	4.3%
Sometimes	194	21.0%	73	18.9%	122	22.8%	14	30.4%
Usually	241	26.0%	97	25.1%	146	27.2%	14	30.4%
Always	362	39.1%	157	40.6%	203	37.7%	16	34.8%
Total	926	100.0%	387	100.0%	538	100.0%	46	100.0%
Not Answered	61		22		40		5	
Reporting Category	Single Items							
Achievement Score	65.38%		64.93%		65.49%		65.46%	

Q11. 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?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
None	967	28.3%	405	30.5%	563	26.9%	50	28.6%
1 time	416	12.2%	152	11.5%	267	12.8%	31	17.7%
2	454	13.3%	185	13.9%	268	12.8%	21	12.0%
3	388	11.3%	155	11.7%	234	11.2%	19	10.9%
4	291	8.5%	105	7.9%	179	8.6%	5	2.9%
5 to 9	521	15.2%	193	14.6%	326	15.6%	24	13.7%
10 or more times	383	11.2%	133	10.0%	253	12.1%	25	14.3%
Total	3,420	100.0%	1,328	100.0%	2,090	100.0%	175	100.0%
Not Answered	95		27		70		7	

■ Response scored as: ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q12. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	1,868	78.5%	718	80.3%	1,148	77.3%	93	76.9%
■ No	513	21.5%	176	19.7%	338	22.7%	28	23.1%
Total	2,381	100.0%	894	100.0%	1,486	100.0%	121	100.0%
Not Answered	72		29		44		4	
Reporting Category Single Items								
Achievement Score	78.45%		80.06%		77.41%		77.23%	

Q13a. In the last 6 months, did you and a doctor or other health provider talk about... A healthy diet and eating habits?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	1,670	72.3%	655	75.8%	1,020	70.6%	92	78.0%
■ No	639	27.7%	208	24.2%	425	29.4%	26	22.0%
Total	2,309	100.0%	863	100.0%	1,445	100.0%	118	100.0%
Not Answered	144		60		85		7	
Reporting Category Single Items								
Achievement Score	72.33%		75.84%		70.60%		77.97%	

Q13b. In the last 6 months, did you and a doctor or other health provider talk about... Exercise or physical activity?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	1,718	74.5%	655	76.2%	1,062	73.5%	86	74.1%
■ No	589	25.5%	205	23.8%	383	26.5%	30	25.9%
Total	2,307	100.0%	860	100.0%	1,445	100.0%	116	100.0%
Not Answered	146		63		85		9	
Reporting Category Single Items								
Achievement Score	74.47%		76.16%		73.47%		74.14%	

■ Response scored as: ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q13c. In the last 6 months, did you and a doctor or other health provider talk about... Things in your life that worry you or cause you stress?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	1,798	77.2%	669	76.9%	1,132	77.6%	96	81.4%
■ No	532	22.8%	201	23.1%	327	22.4%	22	18.6%
Total	2,330	100.0%	870	100.0%	1,459	100.0%	118	100.0%
Not Answered	123		53		71		7	
Reporting Category	Single Items							
Achievement Score	77.17%		76.94%		77.59%		81.36%	

Q13d. In the last 6 months, did you and a doctor or other health provider talk about... Whether you felt sad, empty or depressed?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	1,775	76.2%	660	75.7%	1,119	76.9%	98	85.2%
■ No	555	23.8%	212	24.3%	336	23.1%	17	14.8%
Total	2,330	100.0%	872	100.0%	1,455	100.0%	115	100.0%
Not Answered	123		51		75		10	
Reporting Category	Single Items							
Achievement Score	76.18%		75.71%		76.94%		85.22%	

Q13e. In the last 6 months, did you and a doctor or other health provider talk about... Smoking or using tobacco products?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	1,271	54.9%	460	53.6%	810	55.7%	62	53.4%
■ No	1,043	45.1%	399	46.4%	643	44.3%	54	46.6%
Total	2,314	100.0%	859	100.0%	1,453	100.0%	116	100.0%
Not Answered	139		64		77		9	
Reporting Category	Single Items							
Achievement Score	54.93%		53.58%		55.73%		53.45%	

■ Response scored as: ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q13f. In the last 6 months, did you and a doctor or other health provider talk about... Alcohol or other drug use?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	990	43.2%	378	44.2%	614	42.7%	55	47.4%
■ No	1,302	56.8%	476	55.8%	823	57.3%	61	52.6%
Total	2,292	100.0%	854	100.0%	1,437	100.0%	116	100.0%
Not Answered	161		69		93		9	
Reporting Category Single Items								
Achievement Score	43.19%		44.24%		42.74%		47.41%	

Q14. In the last 6 months, did you and a doctor or other health care provider talk about starting or stopping a prescription medicine?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,221	51.7%	401	45.4%	820	55.5%	70	57.9%
No	1,141	48.3%	483	54.6%	658	44.5%	51	42.1%
Total	2,362	100.0%	884	100.0%	1,478	100.0%	121	100.0%
Not Answered	91		39		52		4	

Q15. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	1,069	91.1%	346	89.4%	725	92.2%	65	95.6%
■ No	104	8.9%	41	10.6%	61	7.8%	3	4.4%
Total	1,173	100.0%	387	100.0%	786	100.0%	68	100.0%
Not Answered	48		14		34		2	
Reporting Category Single Items								
Achievement Score	91.03%		89.71%		92.09%		95.30%	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q16. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	850	72.6%	273	70.7%	579	73.7%	52	76.5%
■ No	321	27.4%	113	29.3%	207	26.3%	16	23.5%
Total	1,171	100.0%	386	100.0%	785	100.0%	68	100.0%
Not Answered	50		15		35		2	
Reporting Category Single Items								
Achievement Score	72.60%		71.32%		73.41%		76.25%	

Q17. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what was best for you?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	977	83.5%	327	84.3%	652	83.3%	58	85.3%
■ No	193	16.5%	61	15.7%	130	16.7%	10	14.7%
Total	1,170	100.0%	388	100.0%	782	100.0%	68	100.0%
Not Answered	51		13		38		2	
Reporting Category Single Items								
Achievement Score	83.80%		84.03%		83.50%		85.70%	

Q18. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	2,097	87.9%	795	89.0%	1,303	87.3%	106	87.6%
No	290	12.1%	98	11.0%	190	12.7%	15	12.4%
Total	2,387	100.0%	893	100.0%	1,493	100.0%	121	100.0%
Not Answered	66		30		37		4	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q19. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	148	7.2%	47	6.0%	100	7.9%	8	7.5%
■ Sometimes	308	15.1%	106	13.7%	206	16.2%	25	23.6%
■ Usually	408	20.0%	160	20.7%	248	19.4%	19	17.9%
■ Always	1,179	57.7%	458	59.5%	720	56.5%	54	50.9%
Total	2,043	100.0%	770	100.0%	1,275	100.0%	106	100.0%
Not Answered	54		25		27		0	
Reporting Category	Single Items							
Achievement Score	77.54%		79.65%		76.27%		68.84%	

Q20. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	122	6.0%	45	5.8%	75	6.0%	5	4.7%
■ Sometimes	358	17.7%	139	18.1%	219	17.4%	18	17.0%
■ Usually	609	30.0%	207	26.9%	400	31.7%	28	26.4%
■ Always	938	46.3%	378	49.1%	566	44.9%	55	51.9%
Total	2,027	100.0%	768	100.0%	1,261	100.0%	106	100.0%
Not Answered	70		27		41		0	
Reporting Category	Single Items							
Achievement Score	76.36%		75.51%		76.98%		78.13%	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q21. 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?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Worst health care possible	13	0.5%	5	0.6%	7	0.5%	0	0.0%
■ 1	14	0.6%	1	0.1%	13	0.9%	2	1.7%
■ 2	21	0.9%	8	0.9%	12	0.8%	0	0.0%
■ 3	46	1.9%	19	2.1%	29	2.0%	5	4.2%
■ 4	53	2.2%	20	2.2%	33	2.2%	2	1.7%
■ 5	186	7.8%	76	8.5%	112	7.5%	10	8.4%
■ 6	138	5.8%	55	6.1%	81	5.5%	5	4.2%
■ 7	286	12.0%	113	12.6%	176	11.9%	20	16.8%
■ 8	471	19.8%	168	18.7%	296	20.0%	14	11.8%
■ 9	365	15.3%	129	14.3%	239	16.1%	22	18.5%
■ Best health care possible	789	33.1%	304	33.9%	484	32.6%	39	32.8%
Total	2,382	100.0%	897	100.0%	1,483	100.0%	119	100.0%
Not Answered	71		26		47		6	
Reporting Category	Ratings							
Achievement Score	67.98%		65.80%		69.38%		62.83%	
Correlation with rating of health plan	0.595		0.620		0.582		0.636	

Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	64	2.7%	19	2.1%	48	3.2%	8	6.6%
■ Sometimes	377	15.8%	140	15.7%	239	16.0%	21	17.4%
■ Usually	826	34.6%	287	32.1%	534	35.8%	38	31.4%
■ Always	1,119	46.9%	449	50.1%	669	44.9%	54	44.6%
Total	2,386	100.0%	895	100.0%	1,490	100.0%	121	100.0%
Not Answered	67		28		40		4	
Reporting Category	Getting Needed Care							
Achievement Score	81.19%		81.58%		81.10%		75.96%	
Correlation with rating of health plan	0.482		0.478		0.478		0.352	

■ Response scored as: ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q23. In the last 6 months, did you need any emotional or mental health treatment or counseling for a personal or family problem?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,944	56.5%	743	56.2%	1,210	57.2%	113	64.2%
No	1,497	43.5%	579	43.8%	907	42.8%	63	35.8%
Total	3,441	100.0%	1,322	100.0%	2,117	100.0%	176	100.0%
Not Answered	74		33		43		6	

Q24. In the last 6 months, how often was it easy to get the emotional or mental health treatment or counseling you needed through your health plan?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	135	7.3%	41	5.7%	92	8.1%	6	5.6%
■ Sometimes	224	12.1%	95	13.3%	127	11.1%	9	8.4%
■ Usually	402	21.6%	158	22.2%	241	21.0%	19	17.8%
■ Always	1,097	59.0%	419	58.8%	686	59.8%	73	68.2%
Total	1,858	100.0%	712	100.0%	1,146	100.0%	107	100.0%
Not Answered	86		31		55		6	
Reporting Category	Single Items							
Achievement Score	80.87%		80.74%		80.99%		85.97%	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q25. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your emotional or mental health treatment or counseling in the last 6 months?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Worst treatment possible	66	3.6%	21	3.0%	45	4.0%	3	2.9%
■ 1	22	1.2%	8	1.1%	14	1.2%	1	1.0%
■ 2	21	1.1%	7	1.0%	14	1.2%	2	2.0%
■ 3	38	2.1%	12	1.7%	27	2.4%	4	3.9%
■ 4	39	2.1%	16	2.3%	22	2.0%	1	1.0%
■ 5	144	7.9%	57	8.0%	84	7.5%	4	3.9%
■ 6	120	6.6%	47	6.7%	71	6.3%	2	2.0%
■ 7	170	9.3%	68	9.5%	104	9.3%	12	11.8%
■ 8	251	13.7%	100	14.0%	151	13.5%	16	15.7%
■ 9	280	15.3%	110	15.5%	173	15.5%	20	19.6%
■ Best treatment possible	679	37.1%	263	37.2%	415	37.1%	37	36.3%
Total	1,830	100.0%	709	100.0%	1,119	100.0%	102	100.0%
Not Answered	114		34		82		11	
Reporting Category	Ratings							
Achievement Score	66.22%		65.21%		67.00%		72.48%	
Correlation with rating of health plan	0.487		0.546		0.447		0.372	

Q26. In the last 6 months, did you need any treatment or counseling for alcohol use, drug use or other addiction?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	526	15.4%	201	15.4%	327	15.6%	29	16.6%
No	2,881	84.6%	1,108	84.6%	1,769	84.4%	146	83.4%
Total	3,407	100.0%	1,309	100.0%	2,097	100.0%	175	100.0%
Not Answered	108		46		63		7	

■ Response scored as: ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q27. In the last 6 months, how often was it easy to get the alcohol, drug or addiction treatment or counseling you needed through your health plan?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	36	7.2%	18	9.5%	19	6.0%	2	7.1%
■ Sometimes	73	14.7%	35	18.6%	39	12.5%	4	14.3%
■ Usually	91	18.3%	27	14.3%	63	20.4%	6	21.4%
■ Always	298	59.8%	108	57.6%	190	61.1%	16	57.1%
Total	498	100.0%	188	100.0%	310	100.0%	28	100.0%
Not Answered	28		12		16		1	
Reporting Category	Single Items							
Achievement Score	78.08%		72.48%		81.19%		NA	

Q28. Sometimes counseling or mental health treatment can include taking medicine. In the last 6 months, did you take any medicine because of how you were feeling or for personal problems?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	393	77.5%	152	78.0%	239	76.7%	18	66.7%
No	114	22.5%	43	22.0%	73	23.3%	9	33.3%
Total	507	100.0%	195	100.0%	312	100.0%	27	100.0%
Not Answered	19		5		14		2	

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Care in the Last 6 Months (continued)

Q29. In the last 6 months, how difficult was it for you to get your prescriptions for these mental health medicines as soon as you needed?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Extremely difficult	13	3.4%	2	1.3%	11	4.7%	1	5.6%
Very difficult	15	3.9%	8	5.3%	7	2.9%	0	0.0%
Somewhat difficult	64	16.7%	19	12.7%	44	18.9%	2	11.1%
Not very difficult	106	27.6%	33	22.0%	75	31.8%	8	44.4%
Not at all difficult	186	48.4%	88	58.7%	98	41.7%	7	38.9%
Total	384	100.0%	150	100.0%	234	100.0%	18	100.0%
Not Answered	9		2		7		0	
Reporting Category	Single Items							
Achievement Score	76.29%		77.44%		75.49%		NA	

Q30. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your alcohol, drug or addiction treatment or counseling in the last 6 months?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Worst treatment possible	14	2.8%	6	3.2%	8	2.7%	1	3.6%
1	3	0.6%	0	0.0%	3	0.9%	0	0.0%
2	8	1.6%	5	2.7%	4	1.2%	1	3.6%
3	12	2.4%	3	1.6%	10	3.3%	3	10.7%
4	18	3.6%	6	3.2%	12	3.9%	1	3.6%
5	50	10.1%	20	10.7%	28	9.0%	0	0.0%
6	27	5.4%	7	3.8%	19	6.2%	0	0.0%
7	44	8.9%	14	7.6%	31	9.9%	4	14.3%
8	69	13.9%	26	14.0%	41	13.2%	3	10.7%
9	87	17.5%	27	14.5%	63	20.3%	11	39.3%
Best treatment possible	165	33.2%	72	38.8%	91	29.4%	4	14.3%
Total	497	100.0%	186	100.0%	311	100.0%	28	100.0%
Not Answered	29		14		15		1	
Reporting Category	Single Items							
Achievement Score	63.82%		65.21%		64.08%		NA	

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Personal Doctor





Q31. 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?




	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	2,888	84.3%	1,083	82.1%	1,802	85.6%	150	86.2%
No	539	15.7%	237	17.9%	303	14.4%	24	13.8%
Total	3,427	100.0%	1,320	100.0%	2,105	100.0%	174	100.0%
Not Answered	88		35		55		8	

Q32. 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?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
None	432	16.2%	147	14.7%	283	17.1%	25	18.0%
1 time	624	23.4%	201	20.0%	420	25.3%	34	24.5%
2	597	22.4%	221	22.0%	376	22.6%	30	21.6%
3	373	14.0%	144	14.3%	233	14.0%	26	18.7%
4	211	7.9%	77	7.7%	134	8.1%	10	7.2%
5 to 9	308	11.6%	147	14.6%	161	9.7%	9	6.5%
10 or more times	119	4.5%	67	6.7%	53	3.2%	5	3.6%
Total	2,664	100.0%	1,004	100.0%	1,660	100.0%	139	100.0%
Not Answered	224		80		144		11	

Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
 Never	32	1.4%	11	1.3%	20	1.5%	1	0.9%
 Sometimes	160	7.2%	71	8.4%	91	6.6%	11	9.6%
 Usually	520	23.5%	205	24.1%	318	23.3%	30	26.3%
 Always	1,503	67.9%	561	66.2%	938	68.6%	72	63.2%
Total	2,215	100.0%	848	100.0%	1,368	100.0%	114	100.0%
Not Answered	17		8		8		0	
Reporting Category	Communication							
Achievement Score	91.28%		90.29%		91.93%		89.51%	
Correlation with rating of health plan	0.319		0.305		0.335		0.490	

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

Your Personal Doctor (continued)

Q34. In the last 6 months, how often did your personal doctor listen carefully to you?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	37	1.7%	10	1.2%	26	1.9%	2	1.8%
■ Sometimes	164	7.4%	68	8.0%	99	7.2%	12	10.6%
■ Usually	446	20.2%	173	20.3%	273	20.0%	21	18.6%
■ Always	1,565	70.8%	598	70.5%	965	70.8%	78	69.0%
Total	2,212	100.0%	848	100.0%	1,364	100.0%	113	100.0%
Not Answered	20		8		12		1	
Reporting Category	Communication							
Achievement Score	90.78%		90.60%		90.95%		87.71%	
Correlation with rating of health plan	0.355		0.341		0.369		0.474	

Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	34	1.5%	6	0.7%	29	2.2%	4	3.5%
■ Sometimes	141	6.4%	58	6.8%	83	6.1%	7	6.2%
■ Usually	334	15.1%	132	15.5%	204	15.0%	20	17.7%
■ Always	1,701	77.0%	653	77.0%	1,046	76.8%	82	72.6%
Total	2,210	100.0%	848	100.0%	1,362	100.0%	113	100.0%
Not Answered	22		8		14		1	
Reporting Category	Communication							
Achievement Score	92.02%		92.14%		91.97%		90.66%	
Correlation with rating of health plan	0.286		0.257		0.315		0.486	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Personal Doctor (continued)

Q36. In the last 6 months, how often did your personal doctor spend enough time with you?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	57	2.6%	15	1.8%	42	3.1%	3	2.7%
Sometimes	199	9.0%	92	10.8%	110	8.1%	12	10.6%
Usually	552	25.0%	211	24.9%	341	25.0%	24	21.2%
Always	1,401	63.4%	530	62.5%	869	63.8%	74	65.5%
Total	2,209	100.0%	848	100.0%	1,361	100.0%	113	100.0%
Not Answered	23		8		15		1	
Reporting Category	Communication							
Achievement Score	88.26%		87.08%		89.05%		87.28%	
Correlation with rating of health plan	0.286		0.245		0.314		0.383	

Q37. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,589	73.0%	591	71.2%	998	74.1%	83	74.1%
No	588	27.0%	239	28.8%	349	25.9%	29	25.9%
Total	2,177	100.0%	830	100.0%	1,347	100.0%	112	100.0%
Not Answered	55		26		29		2	

Q38. 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?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	82	5.3%	32	5.5%	50	5.2%	4	5.1%
Sometimes	217	14.0%	87	15.2%	129	13.2%	9	11.4%
Usually	444	28.6%	155	27.0%	292	30.0%	29	36.7%
Always	809	52.1%	302	52.4%	503	51.6%	37	46.8%
Total	1,552	100.0%	576	100.0%	974	100.0%	79	100.0%
Not Answered	37		15		24		4	
Reporting Category	Single Items							
Achievement Score	80.69%		78.64%		82.02%		84.35%	

■ Response scored as: ■ Room for Improvement ■ Achievement

Your Personal Doctor (continued)

Q39. 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?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Worst personal doctor possible	22	0.8%	10	1.0%	11	0.7%	0	0.0%
■ 1	15	0.6%	2	0.2%	13	0.8%	1	0.7%
■ 2	14	0.5%	6	0.6%	9	0.5%	2	1.4%
■ 3	28	1.0%	6	0.6%	23	1.4%	3	2.1%
■ 4	44	1.6%	15	1.5%	31	1.8%	5	3.5%
■ 5	131	4.9%	45	4.5%	83	4.9%	4	2.8%
■ 6	106	3.9%	43	4.2%	66	4.0%	10	6.9%
■ 7	207	7.7%	90	8.9%	119	7.1%	11	7.6%
■ 8	375	14.0%	145	14.3%	228	13.7%	17	11.8%
■ 9	440	16.4%	157	15.5%	286	17.1%	25	17.4%
■ Best personal doctor possible	1,302	48.5%	495	48.8%	804	48.1%	66	45.8%
Total	2,684	100.0%	1,014	100.0%	1,673	100.0%	144	100.0%
Not Answered	204		70		131		6	
Reporting Category	Ratings							
Achievement Score	78.70%		77.68%		79.34%		75.41%	
Correlation with rating of health plan	0.443		0.438		0.454		0.580	

Getting Health Care From Specialists

Q40. 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 with a specialist?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,897	55.4%	695	52.7%	1,194	56.8%	90	52.0%
No	1,530	44.6%	625	47.3%	910	43.2%	83	48.0%
Total	3,427	100.0%	1,320	100.0%	2,103	100.0%	173	100.0%
Not Answered	88		35		57		9	

■ Response scored as: ■ Room for Improvement ■ Achievement

Getting Health Care From Specialists (continued)

Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	76	4.2%	31	4.6%	48	4.1%	8	9.0%
■ Sometimes	332	18.2%	130	19.4%	203	17.6%	16	18.0%
■ Usually	569	31.2%	195	29.1%	371	32.1%	24	27.0%
■ Always	848	46.5%	314	46.9%	535	46.3%	41	46.1%
Total	1,825	100.0%	670	100.0%	1,157	100.0%	89	100.0%
Not Answered	72		26		44		1	
Reporting Category	Getting Needed Care							
Achievement Score	77.23%		75.19%		78.74%		73.20%	
Correlation with rating of health plan	0.320		0.326		0.324		0.437	

Q42. How many specialists have you talked to in the last 6 months?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
None	59	3.2%	27	4.1%	33	2.8%	4	4.5%
1 specialist	558	30.7%	201	30.4%	357	30.9%	25	28.1%
2	480	26.4%	181	27.3%	303	26.2%	28	31.5%
3	338	18.6%	122	18.5%	212	18.3%	10	11.2%
4	197	10.8%	74	11.2%	126	10.9%	14	15.7%
5 or more specialists	185	10.2%	57	8.6%	126	10.9%	8	9.0%
Total	1,817	100.0%	663	100.0%	1,156	100.0%	89	100.0%
Not Answered	80		33		45		1	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Getting Health Care From Specialists (continued)

Q43. 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?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Worst specialist possible	17	1.0%	6	1.0%	13	1.1%	3	3.6%
■ 1	8	0.5%	3	0.5%	5	0.4%	0	0.0%
■ 2	20	1.2%	9	1.4%	11	1.0%	1	1.2%
■ 3	22	1.3%	8	1.3%	15	1.3%	2	2.4%
■ 4	26	1.5%	7	1.1%	18	1.7%	1	1.2%
■ 5	72	4.2%	30	4.8%	41	3.7%	1	1.2%
■ 6	78	4.5%	30	4.9%	49	4.4%	5	6.0%
■ 7	145	8.4%	58	9.3%	86	7.8%	5	6.0%
■ 8	270	15.6%	96	15.5%	173	15.7%	10	12.0%
■ 9	305	17.7%	96	15.5%	211	19.1%	16	19.3%
■ Best specialist possible	764	44.2%	278	44.8%	483	43.7%	39	47.0%
Total	1,727	100.0%	622	100.0%	1,105	100.0%	83	100.0%
Not Answered	31		14		17		2	
Reporting Category	Ratings							
Achievement Score	77.38%		74.57%		79.10%		78.67%	
Correlation with rating of health plan	0.479		0.496		0.491		0.794	

Your Health Plan

Q44. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	734	21.3%	318	23.9%	414	19.6%	30	16.9%
No	2,713	78.7%	1,012	76.1%	1,702	80.4%	148	83.1%
Total	3,447	100.0%	1,330	100.0%	2,116	100.0%	178	100.0%
Not Answered	68		25		44		4	

■ Response scored as: ■ Room for Improvement ■ Achievement

Your Health Plan (continued)

Q45. 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?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	48	6.8%	15	4.9%	35	8.7%	5	17.9%
Sometimes	200	28.2%	92	30.2%	109	27.1%	8	28.6%
Usually	241	34.0%	93	30.6%	146	36.3%	9	32.1%
Always	219	30.9%	104	34.2%	113	27.9%	6	21.4%
Total	708	100.0%	304	100.0%	403	100.0%	28	100.0%
Not Answered	26		14		13		2	
Reporting Category	Single Items							
Achievement Score	64.35%		63.57%		65.18%		NA	

Q46. In the last 6 months, did you get information or help from your health plan's customer service?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,224	35.8%	525	40.0%	700	33.2%	55	31.4%
No	2,195	64.2%	787	60.0%	1,405	66.8%	120	68.6%
Total	3,419	100.0%	1,312	100.0%	2,105	100.0%	175	100.0%
Not Answered	96		43		55		7	

Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	35	3.0%	14	2.8%	22	3.2%	3	5.8%
Sometimes	189	16.2%	88	17.6%	104	15.5%	11	21.2%
Usually	350	30.0%	144	28.9%	207	30.9%	15	28.8%
Always	593	50.8%	253	50.7%	336	50.3%	23	44.2%
Total	1,167	100.0%	498	100.0%	669	100.0%	52	100.0%
Not Answered	57		27		30		3	
Reporting Category	Customer Service							
Achievement Score	80.51%		79.18%		81.53%		73.33%	
Correlation with rating of health plan	0.492		0.488		0.505		0.666	

NA: Results suppressed for fewer than 30 cases.

■ **Response scored as:** ■ Room for Improvement ■ Achievement

Your Health Plan (continued)

Q48. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	36	3.1%	15	3.0%	21	3.2%	2	3.8%
■ Sometimes	173	14.8%	90	18.0%	88	13.2%	13	24.5%
■ Usually	388	33.3%	149	29.9%	238	35.6%	17	32.1%
■ Always	569	48.8%	245	49.1%	321	48.1%	21	39.6%
Total	1,166	100.0%	499	100.0%	667	100.0%	53	100.0%
Not Answered	58		26		32		2	
Reporting Category	Single Items							
Achievement Score	81.77%		78.77%		83.83%		71.99%	

Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	17	1.5%	5	1.0%	13	1.9%	2	3.8%
■ Sometimes	74	6.3%	36	7.2%	39	5.8%	4	7.5%
■ Usually	231	19.8%	117	23.4%	118	17.6%	13	24.5%
■ Always	844	72.4%	341	68.3%	498	74.6%	34	64.2%
Total	1,166	100.0%	499	100.0%	667	100.0%	53	100.0%
Not Answered	58		26		32		2	
Reporting Category	Customer Service							
Achievement Score	92.06%		91.83%		92.20%		88.67%	
Correlation with rating of health plan	0.463		0.496		0.442		0.572	

Q50. In the last 6 months, did your health plan give you any forms to fill out?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	834	24.6%	342	26.2%	491	23.7%	37	21.1%
No	2,552	75.4%	965	73.8%	1,585	76.3%	138	78.9%
Total	3,386	100.0%	1,308	100.0%	2,076	100.0%	175	100.0%
Not Answered	129		47		84		7	

■ Response scored as: ■ Room for Improvement ■ Achievement

Your Health Plan (continued)

Q51. In the last 6 months, how often were the forms from your health plan easy to fill out?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	35	1.0%	14	1.1%	21	1.0%	0	0.0%
Sometimes	165	4.9%	76	5.9%	90	4.4%	8	4.7%
Usually	264	7.9%	90	7.0%	175	8.5%	17	9.9%
Always	2,876	86.1%	1,106	86.0%	1,768	86.1%	147	85.5%
Total	3,340	100.0%	1,286	100.0%	2,053	100.0%	172	100.0%
Not Answered	46		22		25		3	
Reporting Category	Single Items							
Achievement Score	93.99%		93.25%		94.47%		95.07%	

Q52. 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?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Worst health plan possible	39	1.1%	19	1.4%	21	1.0%	2	1.2%
1	22	0.6%	6	0.5%	16	0.8%	1	0.6%
2	27	0.8%	15	1.1%	12	0.6%	1	0.6%
3	47	1.4%	21	1.6%	28	1.3%	5	2.9%
4	65	1.9%	21	1.6%	44	2.1%	3	1.7%
5	228	6.7%	91	6.9%	137	6.5%	12	7.0%
6	155	4.5%	69	5.2%	86	4.1%	6	3.5%
7	346	10.1%	150	11.3%	197	9.4%	17	9.9%
8	559	16.3%	198	15.0%	359	17.1%	27	15.7%
9	567	16.6%	203	15.3%	365	17.5%	31	18.0%
Best health plan possible	1,366	39.9%	533	40.2%	829	39.6%	67	39.0%
Total	3,421	100.0%	1,326	100.0%	2,092	100.0%	172	100.0%
Not Answered	94		29		68		10	
Reporting Category	Ratings							
Achievement Score	72.79%		69.43%		74.84%		72.90%	

Response scored as: Room for Improvement Achievement

Your Health Plan (continued)**Q53. Would you recommend your health plan to your family and friends?**

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	2,924	88.8%	1,127	87.9%	1,793	89.2%	146	86.9%
■ No	368	11.2%	155	12.1%	216	10.8%	22	13.1%
Total	3,292	100.0%	1,282	100.0%	2,009	100.0%	168	100.0%
Not Answered	223		73		151		14	
Reporting Category	Single Items							
Achievement Score	88.74%		87.61%		89.42%		86.95%	

About Your Health**Q54. In general, how would you rate your overall health?**

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Excellent	287	8.4%	155	11.7%	134	6.4%	15	8.4%
Very Good	508	14.8%	216	16.3%	292	13.8%	22	12.4%
Good	1,087	31.6%	379	28.6%	711	33.7%	63	35.4%
Fair	1,139	33.1%	414	31.2%	722	34.2%	61	34.3%
Poor	416	12.1%	162	12.2%	251	11.9%	17	9.6%
Total	3,437	100.0%	1,326	100.0%	2,110	100.0%	178	100.0%
Not Answered	78		29		50		4	

Q55. In general, how would you rate your overall mental or emotional health?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Excellent	317	9.2%	153	11.5%	164	7.8%	16	9.1%
Very Good	406	11.8%	164	12.4%	242	11.5%	21	11.9%
Good	969	28.2%	343	25.8%	626	29.7%	54	30.7%
Fair	1,252	36.4%	482	36.3%	767	36.4%	60	34.1%
Poor	491	14.3%	185	13.9%	308	14.6%	25	14.2%
Total	3,435	100.0%	1,326	100.0%	2,107	100.0%	176	100.0%
Not Answered	80		29		53		6	

■ **Response scored as:**
■ Room for Improvement
 ■ Achievement

About Your Health (continued)

Q56. Have you had a flu shot or flu spray since September 1, 2024? [Presented for Respondents 18-64 years old]

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	1,337	42.0%	564	46.5%	772	39.2%	71	42.5%
■ No	1,844	58.0%	648	53.5%	1,197	60.8%	96	57.5%
Don't Know	195		78		115		8	
Total	3,181	100.0%	1,212	100.0%	1,969	100.0%	167	100.0%
Not Answered	63		21		44		6	
Reporting Category	Single Items							
Achievement Score	42.03%		46.50%		39.20%		42.51%	

Q57. Do you now smoke cigarettes or use tobacco every day, some days or not at all?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Every day	1,014	29.5%	317	23.8%	705	33.4%	67	37.6%
Some days	534	15.5%	214	16.1%	313	14.8%	15	8.4%
Not at all	1,841	53.5%	775	58.3%	1,065	50.4%	93	52.2%
Don't Know	53	1.5%	24	1.8%	29	1.4%	3	1.7%
Total	3,442	100.0%	1,330	100.0%	2,113	100.0%	178	100.0%
Not Answered	73		25		47		4	

Q58. 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?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	256	16.8%	78	15.1%	181	18.1%	20	24.4%
■ Sometimes	376	24.7%	123	23.9%	252	25.1%	16	19.5%
■ Usually	312	20.5%	105	20.3%	209	20.8%	17	20.7%
■ Always	576	37.9%	210	40.8%	362	36.1%	29	35.4%
Total	1,520	100.0%	516	100.0%	1,005	100.0%	82	100.0%
Not Answered	28		13		14		0	
Reporting Category	Smoking Cessation							
Achievement Score	83.16%		84.95%		81.95%		75.61%	

■ Response scored as: ■ Room for Improvement ■ Achievement

About Your Health (continued)

- Q59.** 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.

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	426	28.2%	121	23.4%	315	31.4%	36	43.9%
Sometimes	418	27.6%	154	30.0%	261	26.1%	16	19.5%
Usually	285	18.8%	101	19.6%	182	18.2%	14	17.1%
Always	384	25.4%	138	26.9%	242	24.2%	16	19.5%
Total	1,513	100.0%	514	100.0%	1,000	100.0%	82	100.0%
Not Answered	35		15		19		0	
Reporting Category	Smoking Cessation							
Achievement Score	71.84%		76.55%		68.55%		56.10%	

- Q60.** 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.

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	525	34.9%	165	32.0%	366	36.8%	38	46.3%
Sometimes	426	28.3%	144	28.1%	279	28.1%	15	18.3%
Usually	258	17.1%	100	19.5%	159	16.0%	15	18.3%
Always	297	19.7%	105	20.4%	190	19.1%	14	17.1%
Total	1,506	100.0%	514	100.0%	993	100.0%	82	100.0%
Not Answered	42		15		26		0	
Reporting Category	Smoking Cessation							
Achievement Score	65.14%		67.99%		63.19%		53.66%	

- Q61.** Are you aware that you have any of the following conditions?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
High cholesterol	1,449	57.5%	584	58.1%	864	57.2%	74	58.3%
High blood pressure	1,528	60.6%	612	60.8%	914	60.5%	79	62.2%
Parent or sibling with a heart attack before the age of 60	601	23.8%	193	19.2%	411	27.2%	38	29.9%
Total	2,520	100.0%	1,006	100.0%	1,512	100.0%	127	100.0%
Not Answered	995		349		648		55	

■ **Response scored as:** ■ Room for Improvement ■ Achievement

About Your Health (continued)**Q62. Has a doctor ever told you that you have any of the following conditions?**

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
A heart attack	192	11.4%	68	9.5%	127	13.2%	15	18.8%
Angina or coronary heart disease	202	12.0%	87	12.2%	117	12.2%	13	16.3%
A stroke	205	12.2%	82	11.5%	121	12.6%	9	11.3%
Any kind of diabetes or high blood sugar	1,145	68.3%	505	70.8%	641	66.6%	54	67.5%
Total	1,677	100.0%	714	100.0%	962	100.0%	80	100.0%
Not Answered	1,838		641		1,198		102	

Q63a. Do any of the following conditions affect you right now ... Cancer?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	154	5.7%	54	5.5%	99	5.8%	8	5.7%
No	2,529	94.3%	934	94.5%	1,592	94.2%	132	94.3%
Total	2,683	100.0%	988	100.0%	1,691	100.0%	140	100.0%
Not Answered	832		367		469		42	

Q63b. Do any of the following conditions affect you right now ... Arthritis?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,470	50.1%	487	45.1%	983	53.0%	83	52.5%
No	1,467	49.9%	593	54.9%	873	47.0%	75	47.5%
Total	2,937	100.0%	1,079	100.0%	1,856	100.0%	158	100.0%
Not Answered	578		276		304		24	

Q63c. Do any of the following conditions affect you right now ... Asthma?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,001	35.3%	365	34.7%	630	35.4%	48	32.0%
No	1,832	64.7%	688	65.3%	1,148	64.6%	102	68.0%
Total	2,833	100.0%	1,053	100.0%	1,779	100.0%	150	100.0%
Not Answered	682		302		381		32	

About Your Health (continued)**Q63d. Do any of the following conditions affect you right now ... Overweight?**

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,372	47.9%	470	44.6%	898	49.7%	73	47.7%
No	1,491	52.1%	583	55.4%	910	50.3%	80	52.3%
Total	2,863	100.0%	1,053	100.0%	1,809	100.0%	153	100.0%
Not Answered	652		302		351		29	

Q63e. Do any of the following conditions affect you right now ... Depression?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	2,197	70.2%	799	67.8%	1,403	71.9%	124	74.3%
No	932	29.8%	379	32.2%	548	28.1%	43	25.7%
Total	3,129	100.0%	1,179	100.0%	1,951	100.0%	167	100.0%
Not Answered	386		176		209		15	

Q63f. Do any of the following conditions affect you right now ... Drinking or other drug problems?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	444	15.8%	168	16.2%	277	15.6%	24	16.0%
No	2,369	84.2%	866	83.8%	1,499	84.4%	126	84.0%
Total	2,813	100.0%	1,034	100.0%	1,776	100.0%	150	100.0%
Not Answered	702		321		384		32	

Q63g. Do any of the following conditions affect you right now ... Emotional problems or mental illness?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	2,211	70.7%	824	69.6%	1,395	71.6%	126	73.7%
No	918	29.3%	360	30.4%	553	28.4%	45	26.3%
Total	3,129	100.0%	1,184	100.0%	1,948	100.0%	171	100.0%
Not Answered	386		171		212		11	

About Your Health (continued)

Q63h. Do any of the following conditions affect you right now ... Other medical conditions lasting more than three months?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,740	57.5%	590	52.6%	1,149	60.3%	101	61.2%
No	1,287	42.5%	531	47.4%	758	39.7%	64	38.8%
Total	3,027	100.0%	1,122	100.0%	1,907	100.0%	165	100.0%
Not Answered	488		233		253		17	

About You

Q64. What is your age?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
18 to 24	57	1.7%	22	1.7%	36	1.7%	4	2.2%
25 to 34	322	9.3%	119	8.9%	207	9.7%	18	10.1%
35 to 44	626	18.1%	219	16.5%	408	19.2%	37	20.8%
45 to 54	766	22.2%	295	22.2%	470	22.2%	39	21.9%
55 to 64	1,540	44.6%	605	45.5%	930	43.8%	75	42.1%
65 to 74	124	3.6%	58	4.3%	66	3.1%	5	2.8%
75 or older	17	0.5%	12	0.9%	5	0.2%	0	0.0%
Total	3,452	100.0%	1,330	100.0%	2,121	100.0%	178	100.0%
Not Answered	63		25		39		4	

Q65. What is your current gender identity?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Male	1,673	48.3%	713	53.5%	969	45.6%	90	50.3%
Female	1,754	50.7%	613	45.9%	1,131	53.2%	86	48.0%
Genderqueer, Gender Non-Binary, Transgender, or Other	34	1.0%	8	0.6%	27	1.3%	3	1.7%
Total	3,461	100.0%	1,334	100.0%	2,127	100.0%	179	100.0%
Not Answered	54		21		33		3	

About You (continued)**Q66. What is the highest grade or level of school that you have completed?**

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
8th grade or less	258	7.5%	140	10.7%	118	5.6%	6	3.4%
Some high school but did not graduate	718	20.9%	322	24.5%	401	18.9%	37	20.7%
High school graduate or GED	1,290	37.6%	458	34.8%	833	39.4%	68	38.0%
Some college or 2-year degree	849	24.7%	270	20.5%	574	27.1%	50	27.9%
4-year college graduate	217	6.3%	83	6.3%	132	6.3%	12	6.7%
More than 4-year college degree	99	2.9%	42	3.2%	58	2.7%	6	3.4%
Total	3,431	100.0%	1,316	100.0%	2,116	100.0%	179	100.0%
Not Answered	84		39		44		3	

Q67. How well do you speak English?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Very well	2,702	78.3%	933	70.3%	1,773	83.5%	154	86.0%
Well	489	14.2%	246	18.5%	243	11.4%	20	11.2%
Not well	175	5.1%	103	7.8%	69	3.2%	4	2.2%
Not at all	86	2.5%	45	3.4%	39	1.8%	1	0.6%
Total	3,452	100.0%	1,328	100.0%	2,124	100.0%	179	100.0%
Not Answered	63		27		36		3	

Q68. Do you speak a language other than English at home?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	920	26.9%	589	44.8%	325	15.4%	20	11.2%
No	2,498	73.1%	726	55.2%	1,779	84.6%	159	88.8%
Total	3,418	100.0%	1,315	100.0%	2,104	100.0%	179	100.0%
Not Answered	97		40		56		3	

About You (continued)**Q69.** What is the language spoken at home?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Spanish	553	66.6%	379	71.2%	175	58.8%	10	55.6%
Other	277	33.4%	153	28.8%	122	41.2%	8	44.4%
Total	830	100.0%	532	100.0%	297	100.0%	18	100.0%
Not Answered	90		55		36		2	

Q70. Are you of Hispanic or Latino origin or descent?

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	846	25.4%	541	42.0%	302	14.8%	20	11.6%
No, Not Hispanic or Latino	2,483	74.6%	745	58.0%	1,740	85.2%	153	88.4%
Total	3,329	100.0%	1,286	100.0%	2,043	100.0%	173	100.0%
Not Answered	186		69		117		9	

About You (continued)**Q71. What is your race?**

	HARP Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
White	1,818	54.3%	351	27.6%	1,470	70.7%	131	73.2%
Black or African-American	956	28.6%	526	41.4%	427	20.6%	30	16.8%
American Indian or Alaska Native	119	3.6%	57	4.5%	63	3.0%	7	3.9%
Other	601	18.0%	399	31.4%	203	9.8%	17	9.5%
Chinese	43	1.3%	36	2.8%	7	0.3%	1	0.6%
Japanese	11	0.3%	7	0.6%	4	0.2%	0	0.0%
Filipino	8	0.2%	4	0.3%	5	0.2%	2	1.1%
Korean	20	0.6%	12	0.9%	8	0.4%	1	0.6%
Vietnamese	6	0.2%	4	0.3%	2	0.1%	0	0.0%
Asian Indian	30	0.9%	18	1.4%	12	0.6%	1	0.6%
Laotian	9	0.3%	7	0.6%	2	0.1%	0	0.0%
Cambodian	11	0.3%	6	0.5%	5	0.2%	0	0.0%
Bangladeshi	8	0.2%	7	0.6%	1	0.0%	0	0.0%
Hmong	3	0.1%	2	0.2%	1	0.0%	0	0.0%
Indonesian	4	0.1%	2	0.2%	2	0.1%	0	0.0%
Malaysian	6	0.2%	4	0.3%	2	0.1%	0	0.0%
Pakistani	8	0.2%	5	0.4%	3	0.2%	1	0.6%
Sri Lankan	5	0.1%	2	0.2%	3	0.1%	0	0.0%
Taiwanese	6	0.2%	3	0.2%	4	0.2%	1	0.6%
Nepalese	9	0.3%	2	0.2%	7	0.3%	0	0.0%
Burmese	6	0.2%	3	0.2%	3	0.1%	0	0.0%
Thai	4	0.1%	3	0.2%	1	0.0%	0	0.0%
Hawaiian	14	0.4%	10	0.8%	4	0.2%	0	0.0%
Guamanian/Chamorro	5	0.1%	2	0.2%	3	0.1%	0	0.0%
Samoan	6	0.2%	2	0.2%	4	0.2%	0	0.0%
Fijian	6	0.2%	3	0.2%	3	0.1%	0	0.0%
Tongan	6	0.2%	3	0.2%	3	0.1%	0	0.0%
Total	3,345	100.0%	1,270	100.0%	2,078	100.0%	179	100.0%
Not Answered	170		85		82		3	



All information that would let someone identify you will be kept private. The New York State Department of Health and DataStat will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

Your responses to this survey are completely confidential. Once you complete the survey, place it in the envelope that was provided, seal the envelope, and return the envelope to DataStat.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't send you reminders.

If you want to know more about this study, please call 1-877-455-3394.

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes → Go to Question 1
- No

↓ START HERE ↓

1. Our records show that you are now in [HEALTH PLAN NAME]. Is that right?

- Yes → Go to Question 3
- No

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



YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

Yes
 No → *Go to Question 5*

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No → *Go to Question 7*

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

Never
 Sometimes
 Usually
 Always

7. In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?

Yes
 No → *Go to Question 9*

8. In the last 6 months, how often were you able to get the care you needed from a doctor's office or clinic during evenings, weekends, or holidays?

Never
 Sometimes
 Usually
 Always

9. In the last 6 months, did you contact your personal doctor's office or clinic with a medical question after regular office hours?

Yes
 No → *Go to Question 11*

10. In the last 6 months, when you contacted your personal doctor's office or clinic after regular office hours, how often did you get an answer to your medical question as soon as you needed?

Never
 Sometimes
 Usually
 Always

11. 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 → *Go to Question 23*
 1 time
 2
 3
 4
 5 to 9
 10 or more

12. 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

13. In the last 6 months, did you and a doctor or other health provider talk about any of the following?

	Yes	No
a. Healthy diet and eating habits	<input type="radio"/>	<input type="radio"/>
b. Exercise or physical activity	<input type="radio"/>	<input type="radio"/>
c. Things in your life that worry you or cause you stress	<input type="radio"/>	<input type="radio"/>
d. Whether you felt sad, empty, or depressed	<input type="radio"/>	<input type="radio"/>
e. Smoking or using tobacco products	<input type="radio"/>	<input type="radio"/>
f. Alcohol or other drug use	<input type="radio"/>	<input type="radio"/>

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

- Yes
- No → **Go to Question 18**

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

18. In the last 6 months, did a doctor or other health provider order a blood test, x-ray or other test for you?

- Yes
- No → **Go to Question 21**

19. When a doctor or other health provider ordered a blood test, x-ray or other test for you, how often did someone from this doctor's office follow up to give you those results?

- Never
- Sometimes
- Usually
- Always

20. In the last 6 months, how often were the results of your blood test, x-ray or other test easy to understand?

- Never
- Sometimes
- Usually
- Always

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

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

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

- Never
- Sometimes
- Usually
- Always

23. In the last 6 months, did you need any emotional or mental health treatment or counseling for a personal or family problem?

- Yes
- No → **Go to Question 26**

24. In the last 6 months, how often was it easy to get the emotional or mental health treatment or counseling you needed through your health plan?

- Never
- Sometimes
- Usually
- Always



25. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your emotional or mental health treatment or counseling in the last 6 months?

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

26. In the last 6 months, did you need any treatment or counseling for alcohol use, drug use or other addiction?

- Yes
- No → *Go to Question 31*

27. In the last 6 months, how often was it easy to get the alcohol, drug or addiction treatment or counseling you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

28. Sometimes counseling or mental health treatment can include taking medicine. In the last 6 months, did you take any medicine because of how you were feeling or for personal problems?

- Yes
- No → *Go to Question 30*

29. In the last 6 months, how difficult was it for you to get your prescriptions for these mental health medicines as soon as you needed?

- Extremely difficult
- Very difficult
- Somewhat difficult
- Not very difficult
- Not at all difficult

30. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your alcohol, drug or addiction treatment or counseling in the last 6 months?

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

YOUR PERSONAL DOCTOR

31. 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 → *Go to Question 40*

32. 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 → *Go to Question 39*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more

33. 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

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 39**

38. 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

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

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

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, include the care you got in person, by phone, or by video. Do not include dental visits or care you got when you stayed overnight in a hospital.

40. 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 with a specialist?

- Yes
- No → **Go to Question 44**

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

- Never
- Sometimes
- Usually
- Always

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

- None → **Go to Question 44**
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

43. 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	1	2	3	4	5	6	7	8	9	10
Worst					Best					
Specialist					Specialist					
Possible					Possible					



YOUR HEALTH PLAN

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

44. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?
- Yes
 No → **Go to Question 46**
45. 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
46. In the last 6 months, did you get information or help from your health plan's customer service?
- Yes
 No → **Go to Question 50**
47. 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
48. In the last 6 months, how often was the information you got from your health plan's customer service easy to understand?
- Never
 Sometimes
 Usually
 Always
49. 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

50. In the last 6 months, did your health plan give you any forms to fill out?
- Yes
 No → **Go to Question 52**
51. In the last 6 months, how often were the forms from your health plan easy to fill out?
- Never
 Sometimes
 Usually
 Always
52. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Plan Possible Best Health Plan Possible
53. Would you recommend your health plan to your family and friends?
- Yes
 No

ABOUT YOUR HEALTH

54. In general, how would you rate your overall health?
- Excellent
 Very good
 Good
 Fair
 Poor
55. In general, how would you rate your overall mental or emotional health?
- Excellent
 Very good
 Good
 Fair
 Poor

56. Have you had either a flu shot or flu spray in the nose since July 1, 2024?

- Yes
- No
- Don't know

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

- Every day
- Some days
- Not at all → Go to Question 61
- Don't know → Go to Question 61

58. 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

59. 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

60. 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

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

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

62. 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

63. Do any of the following conditions affect you right now?

	Yes	No
a. Cancer	<input type="radio"/>	<input type="radio"/>
b. Arthritis	<input type="radio"/>	<input type="radio"/>
c. Asthma	<input type="radio"/>	<input type="radio"/>
d. Overweight	<input type="radio"/>	<input type="radio"/>
e. Depression	<input type="radio"/>	<input type="radio"/>
f. Drinking or other drug problems	<input type="radio"/>	<input type="radio"/>
g. Emotional problems or mental illness	<input type="radio"/>	<input type="radio"/>
h. Other medical conditions lasting more than three months	<input type="radio"/>	<input type="radio"/>

ABOUT YOU

64. 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



65. What is your current gender identity?

- Male
- Female
- Genderqueer, Gender Non-Binary, Transgender, or Other

66. 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

67. How well do you speak English?

- Very well
- Well
- Not well
- Not at all

68. Do you speak a language other than English at home?

- Yes
- No → **Go to Question 70**

69. What is this language spoken at home?

- Spanish
- Other

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

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

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

- White
- Black or African-American
- American Indian or Alaska Native
- Other

Asian

- Chinese
- Japanese
- Filipino
- Korean
- Vietnamese
- Asian Indian
- Laotian
- Cambodian
- Bangladeshi
- Hmong
- Indonesian
- Malaysian
- Pakistani
- Sri Lankan
- Taiwanese
- Nepalese
- Burmese
- Thai

Native Hawaiian/Pacific Islander

- Hawaiian
- Guamanian/Chamorro
- Samoan
- Fijian
- Tongan

Thank you for taking the time to complete this survey. Your answers are greatly appreciated.

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

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

