



Medicaid Managed Care Program (MMC):

Highmark Western and Northeastern New
York

CAHPS® 5.1H
Adult Medicaid Survey

Continuous Quality Improvement Report

March 2026



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Background

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 survey was administered over a twelve-week period using a mixed-mode (mail and web) five wave protocol. The protocol consisted of a first questionnaire packet and first reminder postcard to all selected members, followed by a second questionnaire packet and second postcard to non-responders of the first mailing, and a third questionnaire packet to non-responders of prior two questionnaire packet mailings. Each cover letter included a member-specific link and a QR code with password for members who preferred to complete the survey online.

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

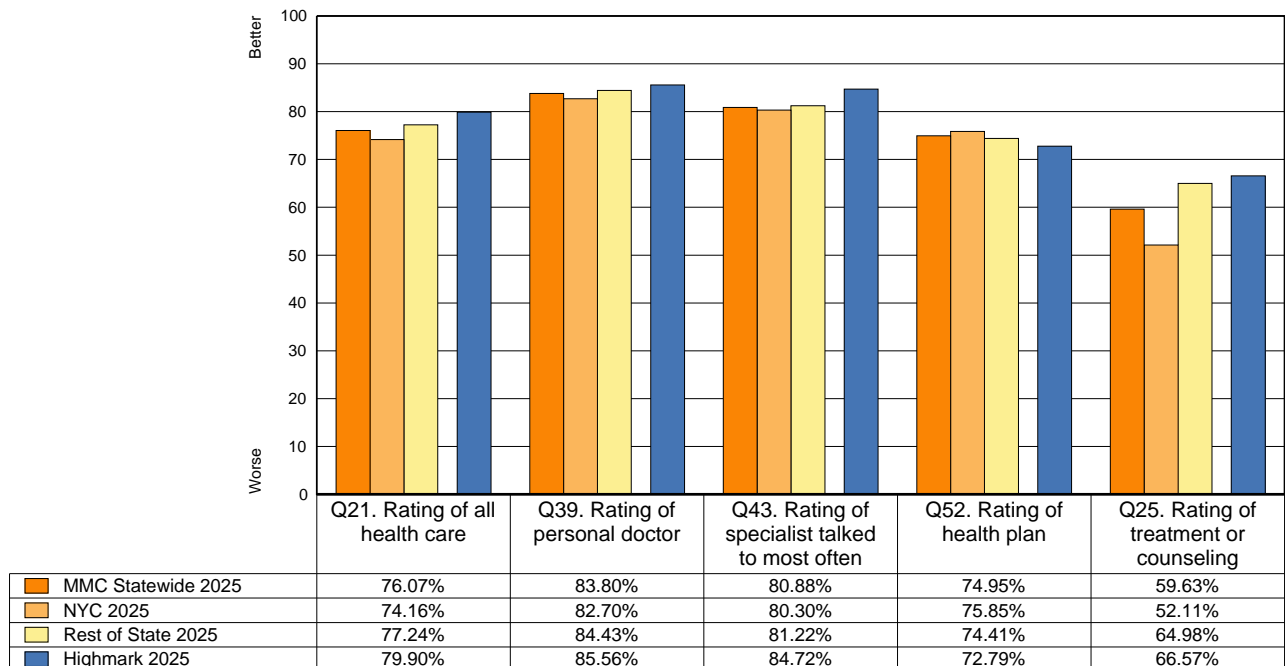
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2025 administration, the Department focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The survey included 12 Medicaid managed care plans in New York with a sample of 2,000 adults per plan. Questionnaires were sent to 24,000 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. For your plan, a total of 292 responses were received resulting in a 15.8% 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". Results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the 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)

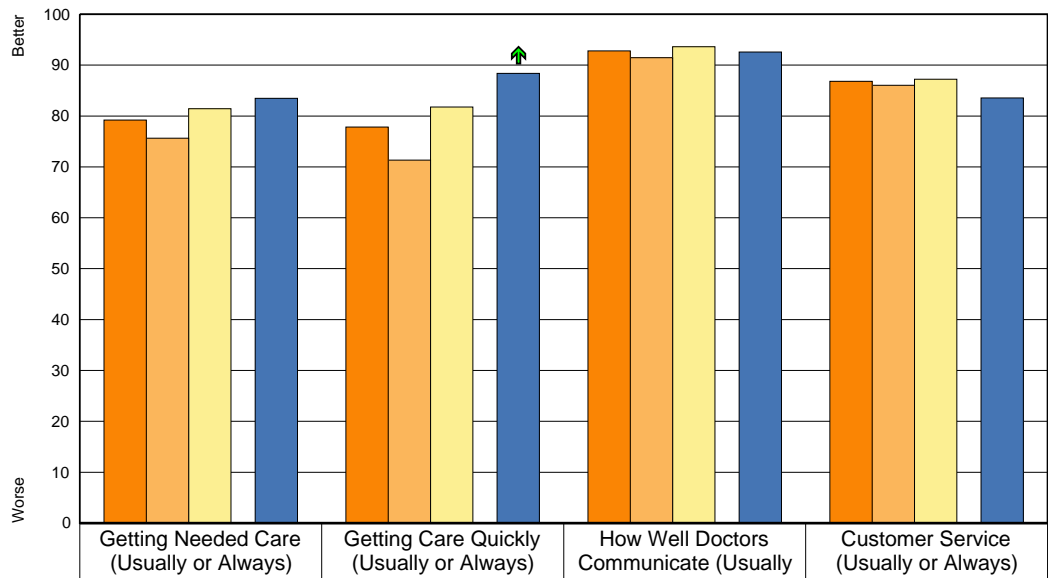


▲▼ Statistically significantly better/worse than MMC Statewide 2025.

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. Results are presented for Statewide, New York City (NYC), Rest of State and the plan. Plan results are compared to the 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



MMC Statewide 2025	79.22%	77.84%	92.80%	86.81%
NYC 2025	75.62%	71.34%	91.44%	86.06%
Rest of State 2025	81.44%	81.76%	93.61%	87.21%
Highmark 2025	83.47%	88.38%	92.59%	83.54%

↑/↓ Statistically significantly better/worse than MMC 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
MMC Statewide	79	78	93	87	76	84	81	75	60
NYC	76	71	91	86	74	83	80	76	52
Rest of State	81	82	94	87	77	84	81	74	65
Anthem BCBSHP	75	75	90	85	69	82	75	73	48
CDPHP	84 ▲	83 ▲	97 ▲	88	83 ▲	86	77	82 ▲	64
Excellus BlueCross BlueShield	80	77	94	89	75	86	81	74	73 ▲
Fidelis Care New York, Inc.	76	82	92	85	75	85	71 ▼	74	44 ▼
Healthfirst PHSP, Inc.	79	70 ▼	90	88	80	78	83	76	63
Highmark Western and Northeastern New York, Inc.	83	88 ▲	93	84	80	86	85	73	67
HIP (EmblemHealth)	78	71	96 ▲	89	76	82	85	77	64
Independent Health's MediSource	83	83 ▲	94	90	74	82	86	75	64
MetroPlus Health Plan	76	73	92	84	76	90 ▲	90 ▲	81 ▲	45
Molina Healthcare	81	76	94	88	74	83	86	74	57
MVP Health Care	79	80	92	86	78	84	80	76	70
UnitedHealthcare Community Plan	75	76	91	86	73	82	74	64 ▼	57

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

Respondent Sample Profile

Age (years)	MMC Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
18 to 24	11.1%	13.1%	10.1%	11.7%
25 to 34	14.5%	12.3%	15.7%	15.2%
35 to 44	15.8%	15.2%	16.1%	14.8%
45 to 54	18.6%	19.7%	18.0%	16.9%
55 to 64	33.8%	30.3%	35.4%	39.7%
65 to 74	4.5%	6.5%	3.5%	1.0%
75 or older	1.8%	2.9%	1.2%	0.7%

Gender	MMC Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
Male	42.5%	40.5%	43.4%	45.4%
Female	56.4%	58.5%	55.4%	53.3%
Genderqueer, Gender Non-Binary, Transgender, or Other	1.2%	1.0%	1.2%	1.4%

Highest grade or level of school completed	MMC Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
8th grade or less	6.4%	9.7%	4.9%	3.1%
Some high school, but did not graduate	10.4%	14.6%	8.2%	6.6%
High school graduate or GED	33.7%	30.8%	35.2%	43.1%
Some college or 2-year degree	26.9%	23.5%	28.6%	26.2%
4-year college graduate	14.7%	14.7%	14.7%	11.7%
More than 4-year college graduate	7.8%	6.7%	8.4%	9.3%

Hispanic or Latino	MMC Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
Yes, Hispanic or Latino	20.8%	33.6%	15.2%	6.0%
No, Not Hispanic or Latino	79.2%	66.4%	84.8%	94.0%

Rating of Overall Health	MMC Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
Excellent	14.9%	16.5%	14.2%	12.5%
Very good	28.2%	26.7%	28.9%	28.0%
Good	36.3%	36.4%	36.5%	34.3%
Fair	16.2%	16.5%	15.8%	19.4%
Poor	4.4%	3.8%	4.7%	5.9%

Respondent Sample Profile

Race

Overall	MMC Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
White	55.5%	25.2%	69.3%	80.9%
Black or African-American	18.3%	29.4%	13.7%	9.4%
American Indian or Alaska Native	1.8%	1.8%	1.7%	3.1%
Asian / Native Hawaiian / Pacific Islander	13.6%	23.9%	8.6%	5.6%
Other	21.5%	34.4%	15.6%	9.4%

Asian Detail	MMC Statewide	NYC	Rest of State	Highmark Western and Northeastern New York
Chinese	4.1%	9.3%	1.3%	0.7%
Japanese	0.4%	0.6%	0.4%	0.0%
Filipino	1.0%	1.3%	0.9%	0.3%
Korean	0.9%	1.6%	0.6%	0.7%
Vietnamese	0.5%	0.4%	0.7%	0.7%
Asian Indian	1.9%	3.1%	1.4%	1.4%
Laotian	0.1%	0.1%	0.2%	0.0%
Cambodian	0.1%	0.0%	0.2%	0.0%
Bangladeshi	2.0%	4.9%	0.7%	0.0%
Hmong	0.1%	0.0%	0.2%	0.0%
Indonesian	0.1%	0.0%	0.2%	0.0%
Malaysian	0.1%	0.1%	0.2%	0.0%
Pakistani	1.4%	2.2%	1.2%	0.7%
Sri Lankan	0.2%	0.1%	0.2%	0.0%
Taiwanese	0.3%	0.3%	0.2%	0.0%
Nepalese	0.5%	0.3%	0.7%	0.3%
Burmese	0.8%	0.1%	1.1%	0.7%
Thai	0.3%	0.1%	0.5%	0.7%

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

Sample Disposition

	MMC Statewide	Highmark Western and Northeastern New York
First mailing - sent	24,000	2,000
First mailing - usable survey returned*	1,028	122
Second mailing - sent	21,966	1,826
Second mailing - usable survey returned*	795	77
Third mailing - sent	19,673	1,671
Third mailing - usable survey returned*	289	33
Web - usable surveys*	748	60
Total - usable surveys	2,860	292
Ineligible: According to population criteria‡†	59	2
Ineligible: Language barrier†	6	1
Ineligible: Deceased†	7	0
Ineligible: Mentally or physically unable to complete survey†	5	1
Refusal/Returned survey blank	6	2
Incomplete survey - mail or web	28	2
Nonresponse - Unavailable by mail	18,497	1,557
Bad Address†	2,532	143
Response Rate	13.4%	15.8%

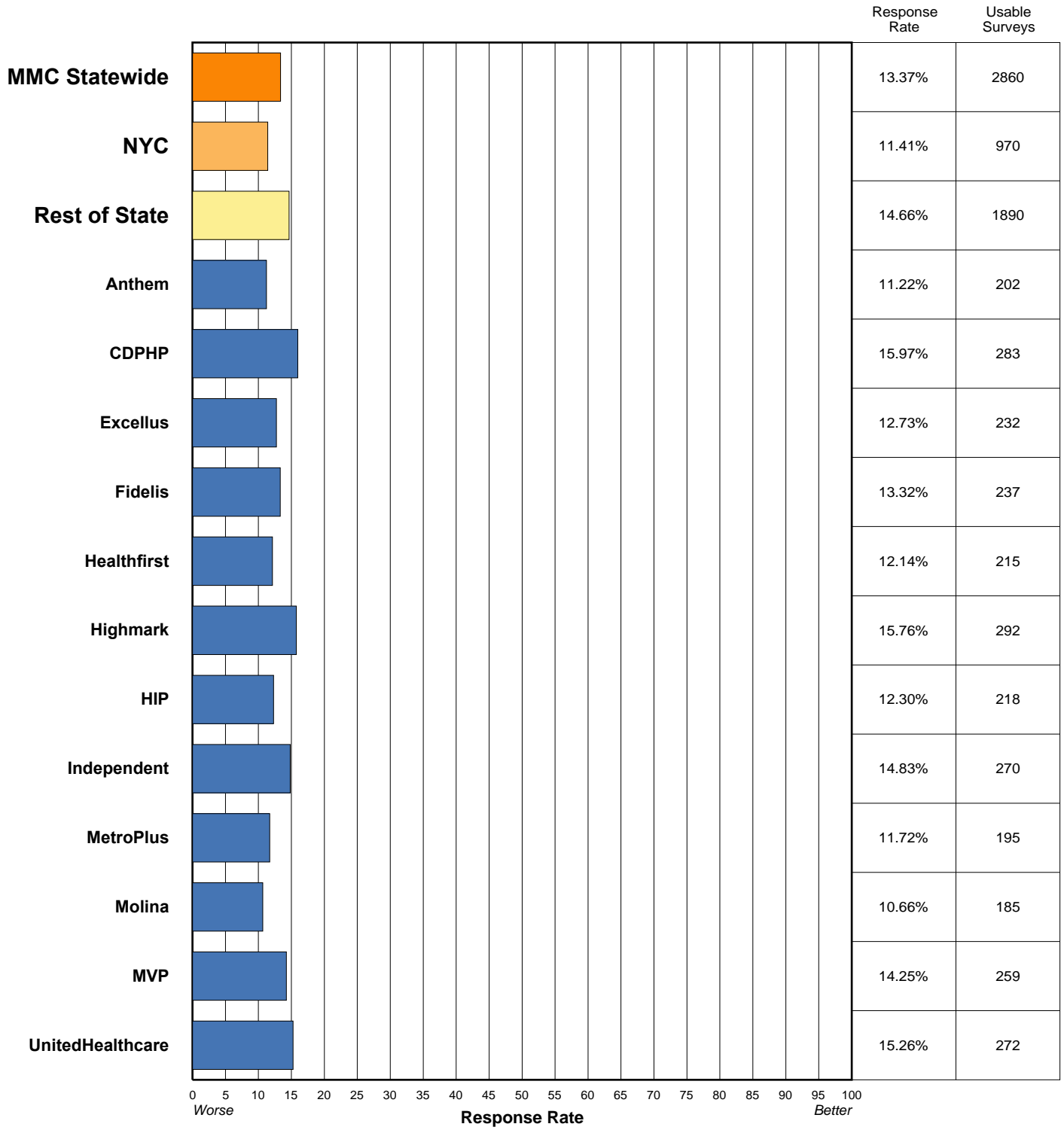
*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must be a member of the managed care plan.

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

Response Rates



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

Trend Analysis - 2025 vs. 2023

The table below provides a snapshot of the items with the greatest point change, positive or negative, since 2023. All performance-related items in the questionnaire that are able to be trended are listed in descending order of point change, and testing was conducted to determine which trends were statistically significant. Shown below are the ten items at the top of the list and the ten items at the bottom, with their 2023 and 2025 scores and results of the significance testing. In the table presented below, differences over time may be readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Question	Highmark 2025 Score	Highmark 2023 Score	Point Change	Composite/ Question Group
Q25. Rating of treatment or counseling	66.6%	44.5%	+ 22.1	Ratings
Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed	68.0%	54.8%	+ 13.2 ▲	Single Items
Q39. Rating of personal doctor	85.6%	73.4%	+ 12.1 ▲	Ratings
Q48. Information from health plans customer service usually or always easy to understand	84.4%	73.9%	+ 10.6	Single Items
Q8. Usually or always able to get care needed during evenings, weekends or holidays	68.3%	58.4%	+ 9.9	Single Items
Q17. Doctor or other health provider asked what you thought was best for you	86.9%	77.5%	+ 9.4	Single Items
Q47. Health plan customer service usually or always gave information or help you needed	76.3%	67.7%	+ 8.6	Customer Service
Q16. Doctor or other health provider talked about reasons you might not want to take a medicine	71.0%	62.5%	+ 8.5	Single Items
Q60. Doctor/provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	61.0%	52.6%	+ 8.4	Smoking Cessation
Q13a. Doctor or other health provider talked about a healthy diet and eating habits	75.8%	67.7%	+ 8.2	Single Items
Q15. Doctor or other health provider talked about reasons you might want to take a medicine	91.1%	90.6%	+ 0.5	Single Items
Q19. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results	80.1%	80.0%	+ 0.1	Single Items
Q35. Personal doctor usually or always showed respect for what you had to say	94.7%	94.9%	- 0.1	Communication
Q34. Personal doctor usually or always listened carefully to you	89.8%	90.8%	- 0.9	Communication
Q20. Results of blood test, x-ray or other test usually or always easy to understand	83.6%	84.8%	- 1.2	Single Items
Q49. Health plan customer service usually or always treated you with courtesy and respect	90.8%	92.2%	- 1.3	Customer Service
Q22. Usually or always easy to get the care, tests, or treatment you needed	85.9%	87.4%	- 1.5	Getting Needed Care
Q56. Received a flu shot or flu spray in the nose since July 1, 2024 [Presented for Respondents 18-64 years old]	34.8%	36.5%	- 1.7	Single Items
Q59. Doctor/provider recommended or discussed medication to assist with quitting smoking or using tobacco	57.9%	59.7%	- 1.8	Smoking Cessation
Q12. Doctor or other health provider definitely talked about specific things to do to prevent illness	72.4%	76.6%	- 4.2	Single Items

Better
↑
↓
Worse

▲ ▼ Statistically significantly higher/lower than 2023 score.

Methodology

Adults who were current members of a Medicaid Managed Care plan, ages 18 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 of 2,000 adults ages 18-64 was drawn for each of the managed care plans. To be eligible, individuals had to be current members who were continuously enrolled in the Medicaid managed care 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 292 Medicaid managed care members, and the overall project response rate was 15.8%.

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 performance related questions 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 and Trending

Two types of comparisons are presented. 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.

Comparisons across time are the focus of the *Trend Analysis* section: all performance-related items in the questionnaire that are able to be trended are listed in descending order of point change. The *Trend Analysis* section displays, for the plan, the ten items at the top of the list and the ten items at the bottom with the corresponding 2023 and 2025 scores as well as significance testing results. In addition, the *Responses by Question* section presents achievement score point change and significance testing results for each performance item.

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/end 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 Statewide, NYC, Rest of State and plan specific results for questions using 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. 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 group or 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 presented with the composite name, the achievement score, the correlation with rating of health plan value 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 section contains a graphic presentation of 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.

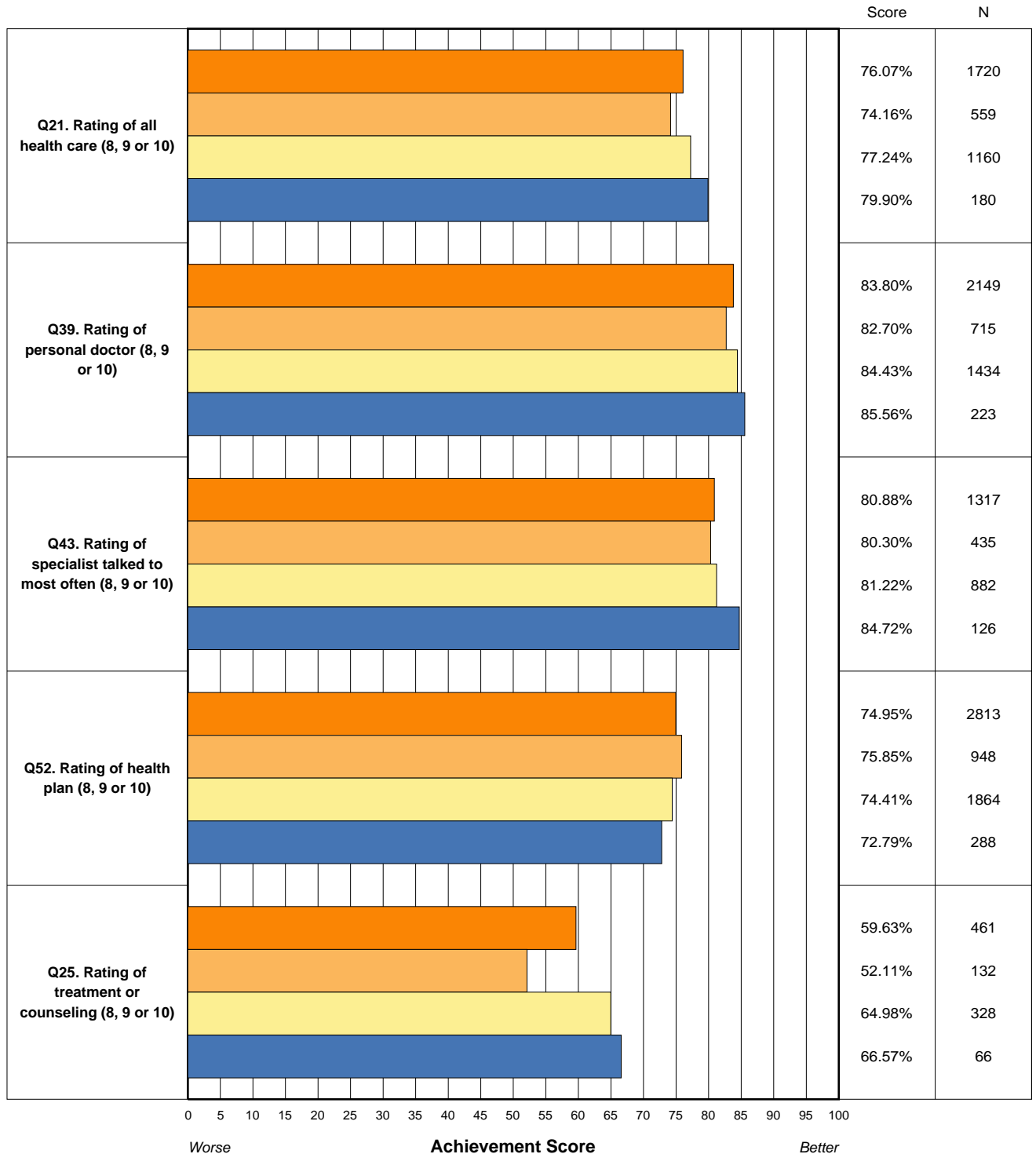
The CAHPS® 5.1H survey uses a 0-10 rating for assessing overall experience with personal doctors, specialists, health care and health plans. In the four ratings graphs, proportions of respondents assigning ratings of "8", "9", or "10" are reported as achievement scores.

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.

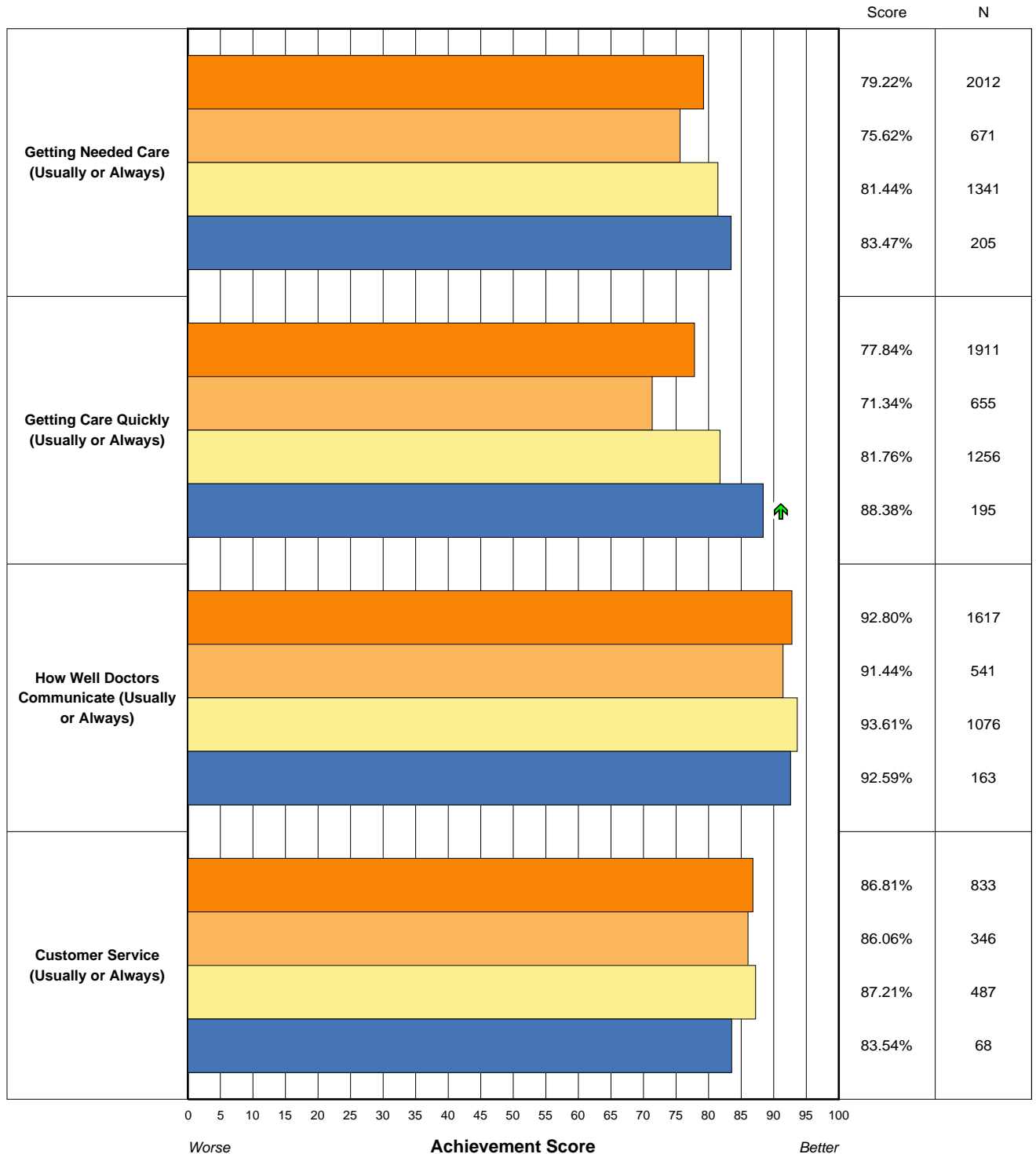
Standard Ratings



Statistically significantly better/worse than Statewide.

■ MMC Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

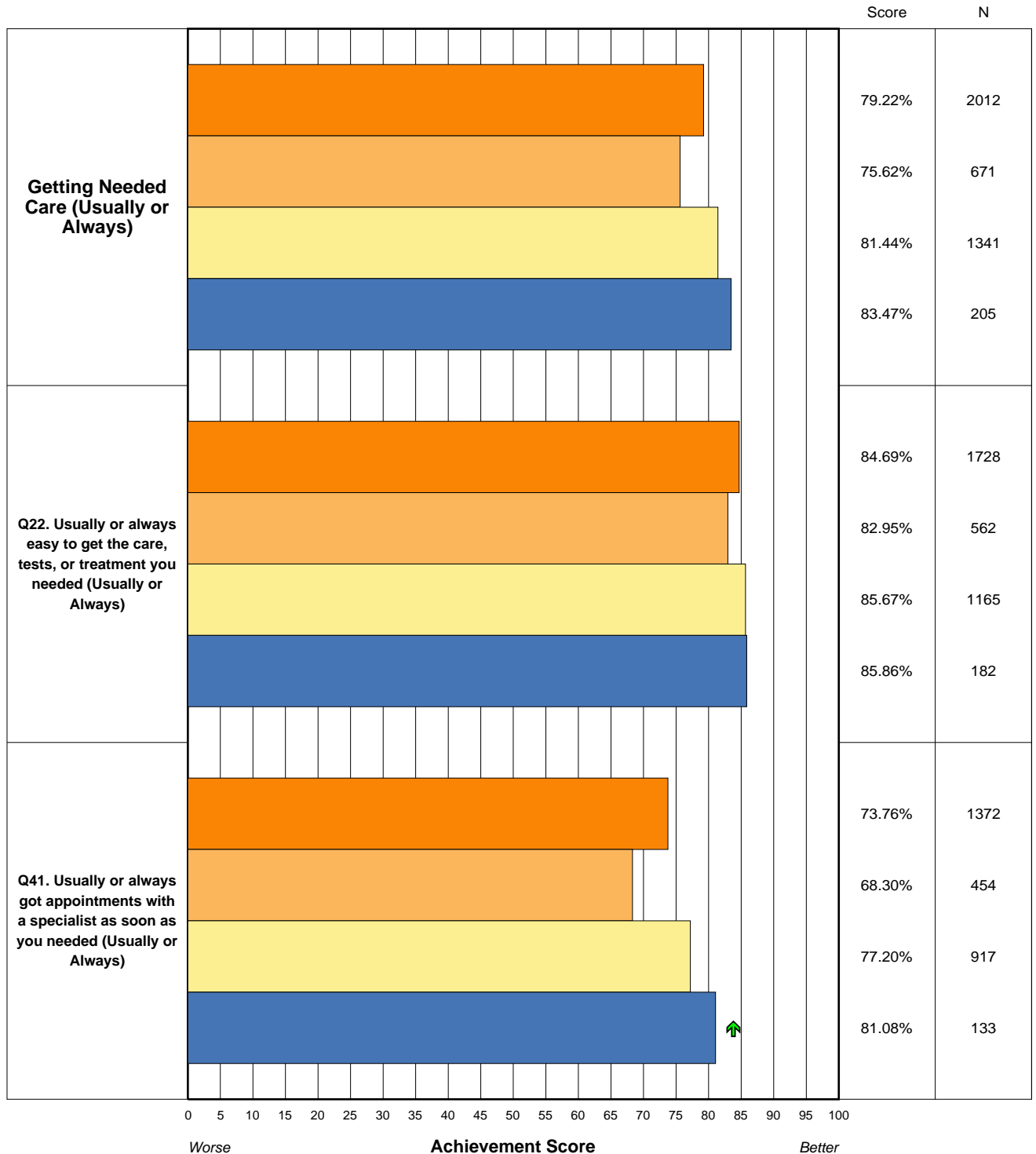
Standard Composites



Statistically significantly better/worse than Statewide.

■ MMC Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

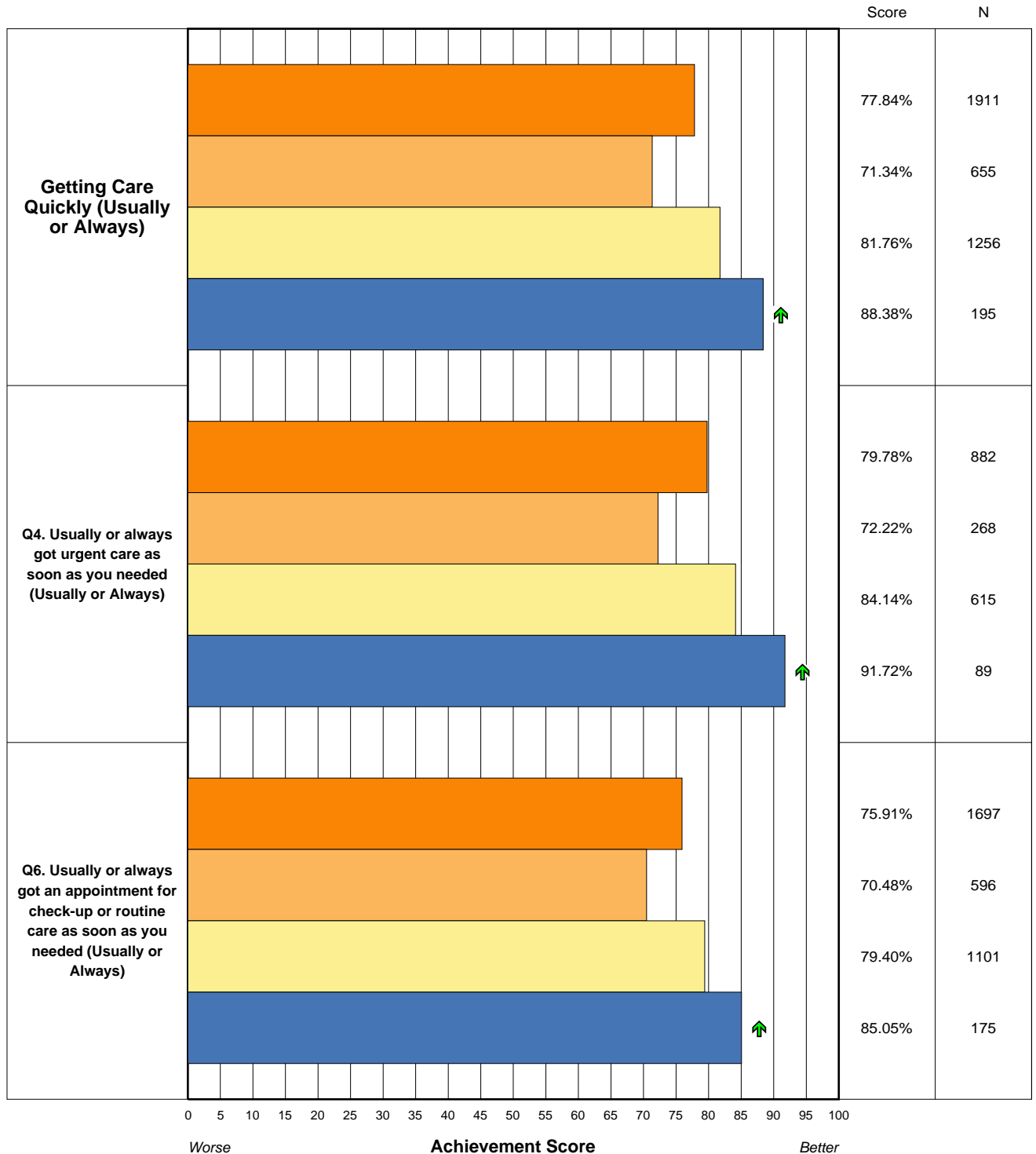
Getting Needed Care



Statistically significantly better/worse than Statewide.

■ MMC Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

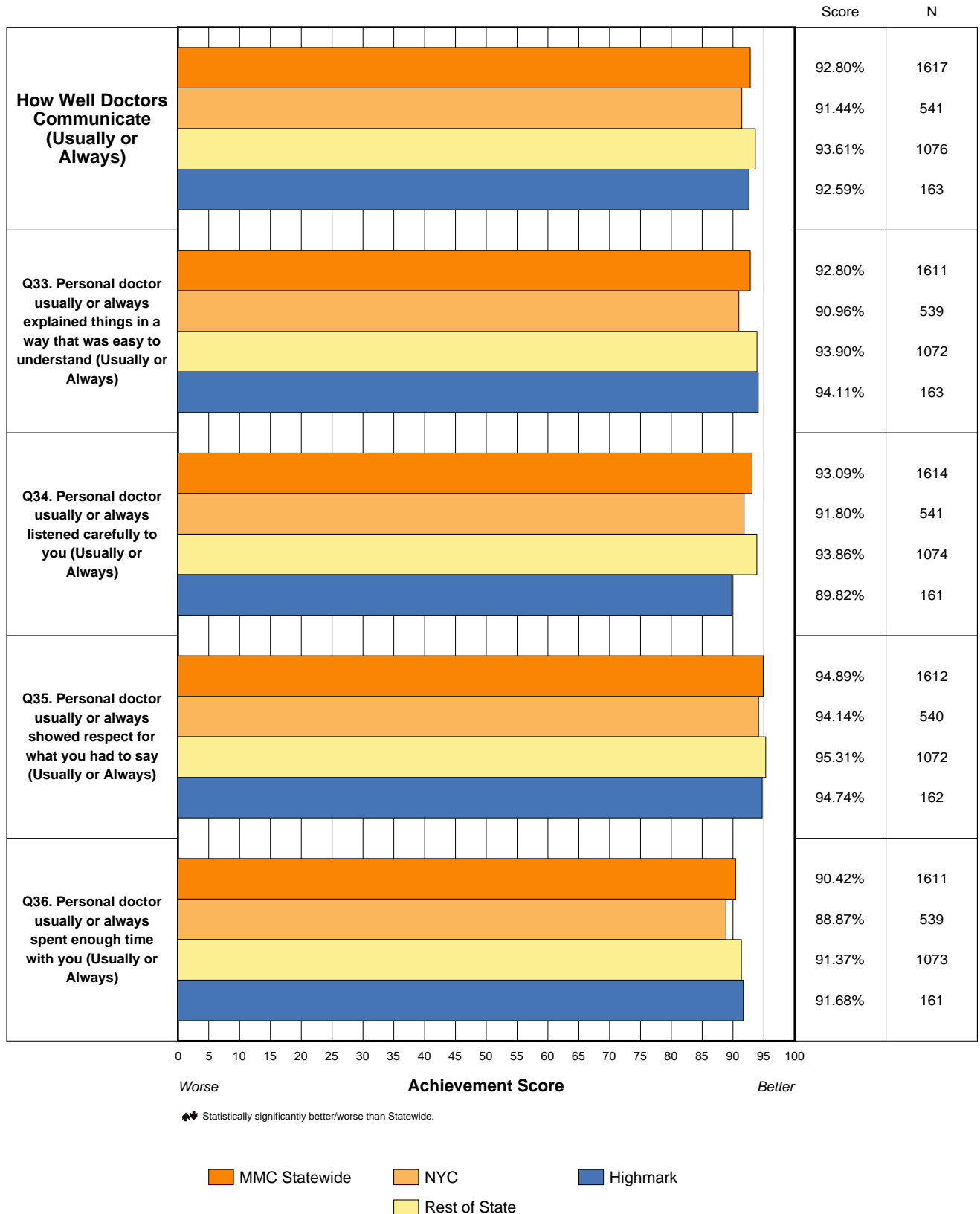
Getting Care Quickly



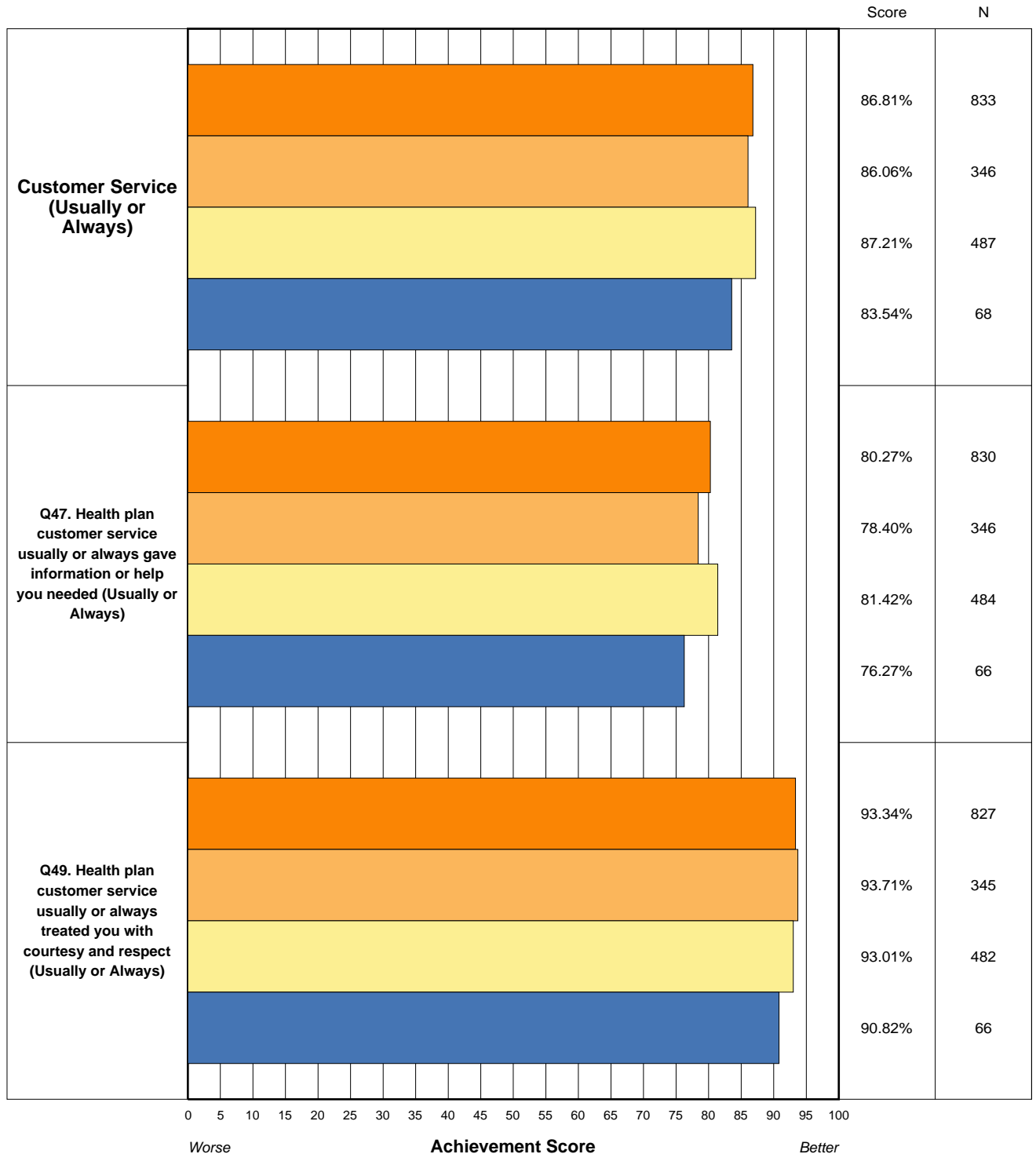
Statistically significantly better/worse than Statewide.

■ MMC Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

How Well Doctors Communicate



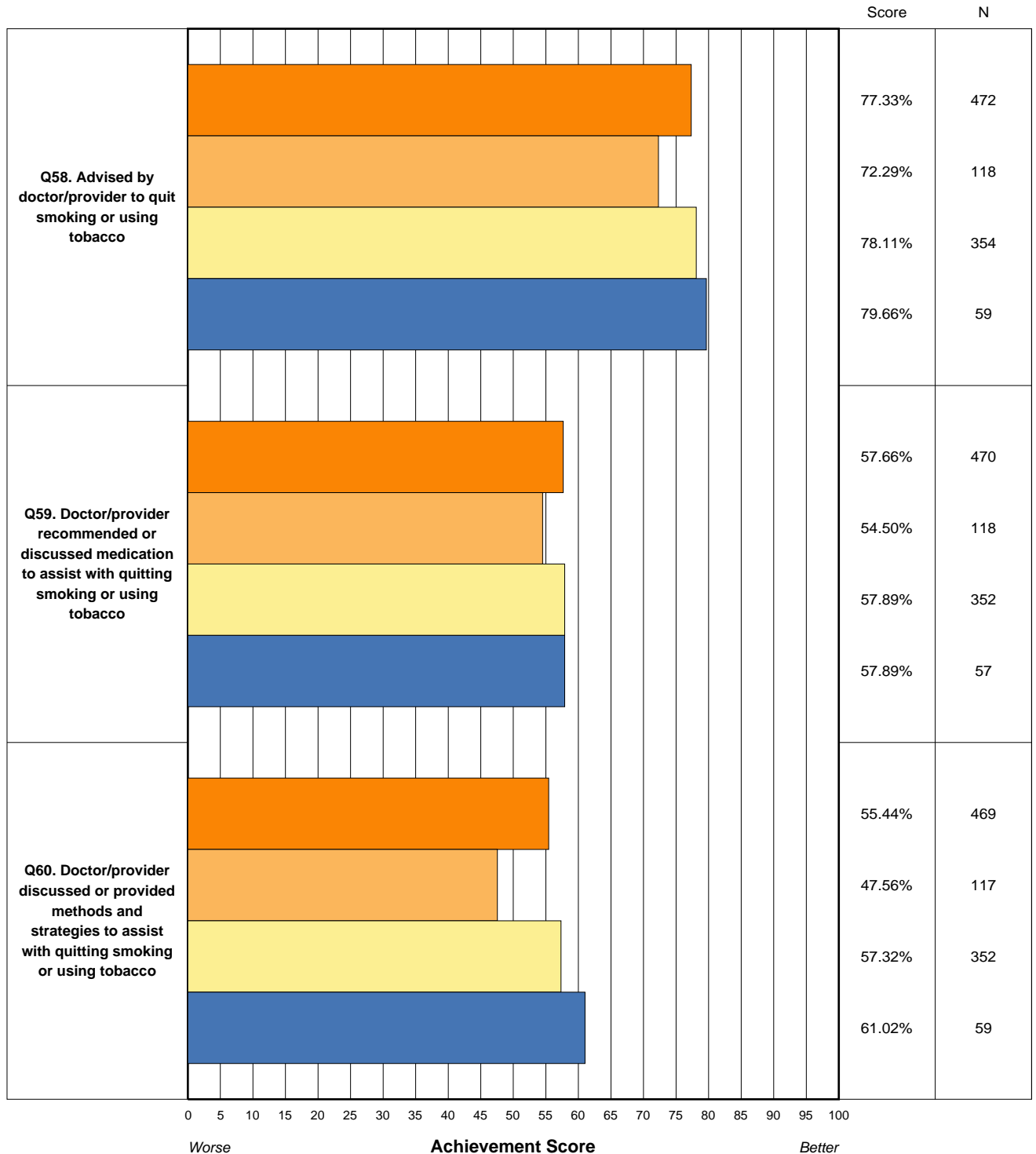
Customer Service



Statistically significantly better/worse than Statewide.

■ MMC Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

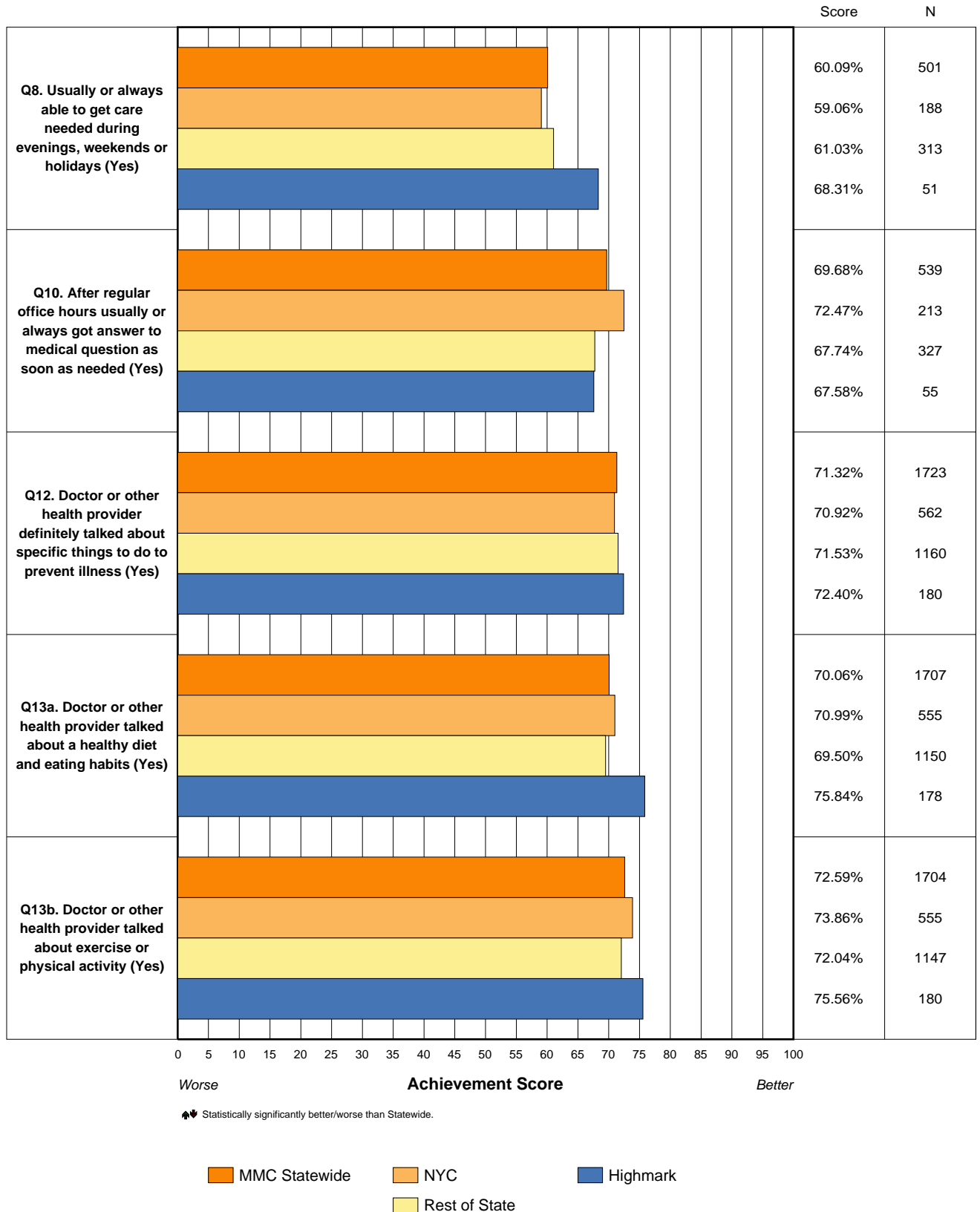
Medical Assistance with Smoking Cessation



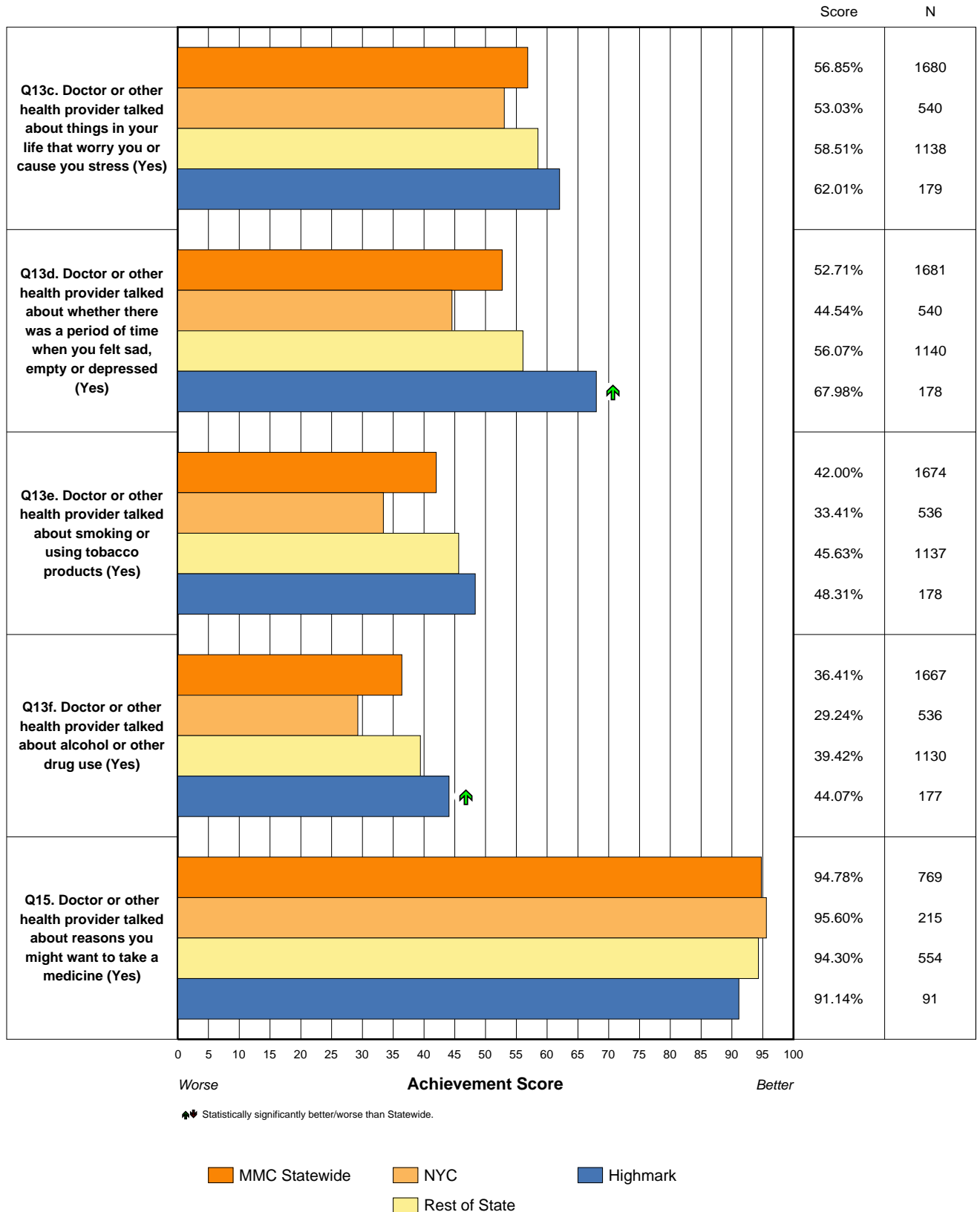
Statistically significantly better/worse than Statewide.

■ MMC Statewide
 ■ NYC
 ■ Highmark
■ Rest of State

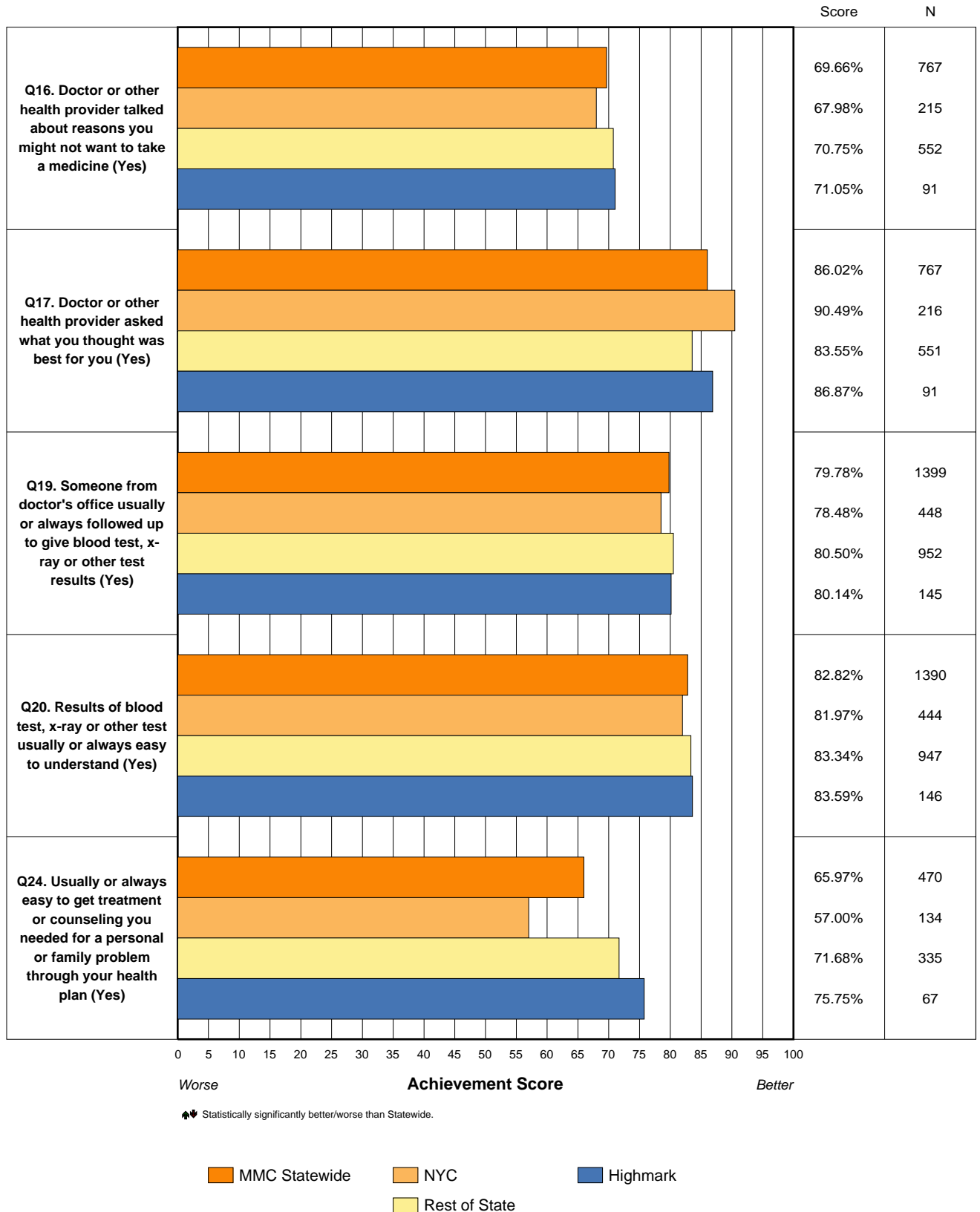
Single Items



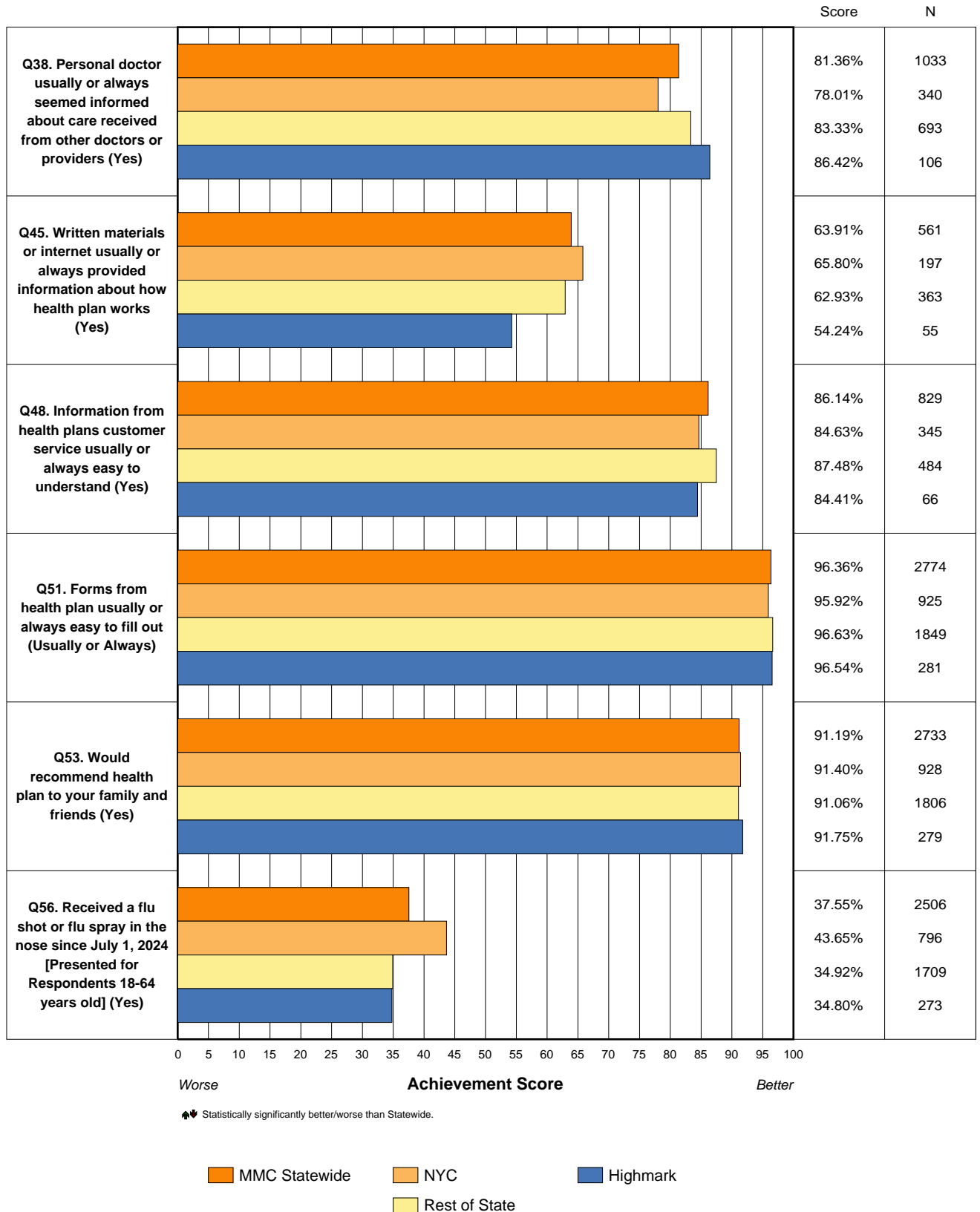
Single Items



Single Items



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	Q22 Getting Needed Care	86%	0.68	Q36 Communication	92%	0.75	Q41 Getting Needed Care	81% ▲	0.50	Q49 Customer Service	91%	0.57	Q36 Communication	92%	0.51
2	Q36 Communication	92%	0.66	Q34 Communication	90%	0.74	Q4 Getting Care Quickly	92% ▲	0.49	Q22 Getting Needed Care	86%	0.46	Q35 Communication	95%	0.47
3	Q34 Communication	90%	0.62	Q35 Communication	95%	0.74	Q36 Communication	92%	0.45	Q36 Communication	92%	0.45	Q49 Customer Service	91%	0.43
4	Q35 Communication	95%	0.58	Q33 Communication	94%	0.56	Q35 Communication	95%	0.45	Q34 Communication	90%	0.41	Q34 Communication	90%	0.43
5	Q41 Getting Needed Care	81% ▲	0.52	Q22 Getting Needed Care	86%	0.47	Q49 Customer Service	91%	0.44	Q47 Customer Service	76%	0.39	Q22 Getting Needed Care	86%	0.41
6	Q33 Communication	94%	0.50	Q41 Getting Needed Care	81% ▲	0.43	Q34 Communication	90%	0.41	Q4 Getting Care Quickly	92% ▲	0.32	Q33 Communication	94%	0.39
7	Q6 Getting Care Quickly	85% ▲	0.48	Q4 Getting Care Quickly	92% ▲	0.36	Q22 Getting Needed Care	86%	0.41	Q35 Communication	95%	0.31	Q47 Customer Service	76%	0.26
8	Q4 Getting Care Quickly	92% ▲	0.36	Q6 Getting Care Quickly	85% ▲	0.32	Q33 Communication	94%	0.38	Q41 Getting Needed Care	81% ▲	0.31	Q41 Getting Needed Care	81% ▲	0.20
9	Q49 Customer Service	91%	0.31	Q49 Customer Service	91%	0.27	Q6 Getting Care Quickly	85% ▲	0.32	Q33 Communication	94%	0.25	Q6 Getting Care Quickly	85% ▲	0.17
10	Q47 Customer Service	76%	0.29	Q47 Customer Service	76%	0.21	Q47 Customer Service	76%	0.31	Q6 Getting Care Quickly	85% ▲	0.21	Q4 Getting Care Quickly	92% ▲	0.15

▲ ▼ Statistically significantly higher/lower than MMC 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	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.68	86%	48%	37%	11%	4%
2	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.66	92%	69%	22%	7%	1%
3	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.62	90%	71%	19%	9%	1%
4	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.58	95%	83%	12%	4%	2%
5	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.52	81% ▲	50%	30%	16%	4%
6	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.50	94%	79%	15%	4%	2%
7	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?	0.48	85% ▲	58%	28%	13%	1%
8	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.36	92% ▲	58%	33%	7%	2%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.31	91%	73%	18%	8%	2%
10	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.29	76%	33%	42%	20%	5%

▲ ▼ Statistically significantly higher/lower than MMC 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	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.75	92%	69%	22%	7%	1%
2	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.74	90%	71%	19%	9%	1%
3	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.74	95%	83%	12%	4%	2%
4	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.56	94%	79%	15%	4%	2%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.47	86%	48%	37%	11%	4%
6	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.43	81% ▲	50%	30%	16%	4%
7	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.36	92% ▲	58%	33%	7%	2%
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?	0.32	85% ▲	58%	28%	13%	1%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.27	91%	73%	18%	8%	2%
10	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.21	76%	33%	42%	20%	5%

▲ ▼ Statistically significantly higher/lower than MMC 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	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.50	81% ▲	50%	30%	16%	4%
2	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.49	92% ▲	58%	33%	7%	2%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.45	92%	69%	22%	7%	1%
4	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.45	95%	83%	12%	4%	2%
5	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.44	91%	73%	18%	8%	2%
6	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.41	90%	71%	19%	9%	1%
7	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.41	86%	48%	37%	11%	4%
8	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.38	94%	79%	15%	4%	2%
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	85% ▲	58%	28%	13%	1%
10	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.31	76%	33%	42%	20%	5%

▲ ▼ Statistically significantly higher/lower than MMC 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	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.57	91%	73%	18%	8%	2%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.46	86%	48%	37%	11%	4%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.45	92%	69%	22%	7%	1%
4	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.41	90%	71%	19%	9%	1%
5	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.39	76%	33%	42%	20%	5%
6	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.32	92% ▲	58%	33%	7%	2%
7	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.31	95%	83%	12%	4%	2%
8	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.31	81% ▲	50%	30%	16%	4%
9	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.25	94%	79%	15%	4%	2%
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?	0.21	85% ▲	58%	28%	13%	1%

▲ ▼ Statistically significantly higher/lower than MMC 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	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.51	92%	69%	22%	7%	1%
2	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.47	95%	83%	12%	4%	2%
3	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.43	91%	73%	18%	8%	2%
4	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.43	90%	71%	19%	9%	1%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.41	86%	48%	37%	11%	4%
6	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.39	94%	79%	15%	4%	2%
7	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.26	76%	33%	42%	20%	5%
8	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.20	81% ▲	50%	30%	16%	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?	0.17	85% ▲	58%	28%	13%	1%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.15	92% ▲	58%	33%	7%	2%

▲ ▼ Statistically significantly higher/lower than MMC 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	2,802	100.0%	939	100.0%	1,863	100.0%	286	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	2,802	100.0%	939	100.0%	1,863	100.0%	286	100.0%
Not Answered	58		31		27		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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	944	33.3%	287	29.8%	659	35.2%	100	34.6%
No	1,891	66.7%	674	70.2%	1,215	64.8%	189	65.4%
Total	2,835	100.0%	961	100.0%	1,874	100.0%	289	100.0%
Not Answered	25		9		16		3	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	26	2.9%	12	4.6%	14	2.3%	2	2.2%
■ Sometimes	145	16.4%	63	23.7%	82	13.3%	6	6.7%
■ Usually	236	26.8%	66	24.5%	171	27.7%	29	32.6%
■ Always	475	53.9%	126	47.2%	348	56.7%	52	58.4%
Total	882	100.0%	268	100.0%	615	100.0%	89	100.0%
Not Answered	62		17		44		11	
Reporting Category	Getting Care Quickly							
Achievement Score	79.78%		72.22%		84.14%		91.72%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	-2.6		-3.6		-1.9		+4.3	
Correlation with rating of health plan	0.325		0.400		0.290		0.315	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,830	64.9%	630	65.8%	1,201	64.6%	192	66.9%
No	989	35.1%	328	34.2%	659	35.4%	95	33.1%
Total	2,819	100.0%	958	100.0%	1,860	100.0%	287	100.0%
Not Answered	41		12		30		5	

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

Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	49	2.9%	19	3.2%	31	2.8%	2	1.1%
Sometimes	348	20.5%	159	26.7%	193	17.5%	23	13.1%
Usually	497	29.3%	181	30.3%	313	28.5%	49	28.0%
Always	803	47.3%	237	39.8%	563	51.2%	101	57.7%
Total	1,697	100.0%	596	100.0%	1,101	100.0%	175	100.0%
Not Answered	133		35		98		17	
Reporting Category	Getting Care Quickly							
Achievement Score	75.91%		70.48%		79.40%		85.05%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.2		-0.4		+2.5		+4.0	
Correlation with rating of health plan	0.219		0.202		0.237		0.209	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	527	18.7%	197	20.7%	330	17.6%	52	18.0%
No	2,296	81.3%	756	79.3%	1,539	82.4%	237	82.0%
Total	2,823	100.0%	954	100.0%	1,869	100.0%	289	100.0%
Not Answered	37		16		21		3	

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

Your Health Care in the Last 6 Months (continued)

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	73	14.6%	28	15.0%	45	14.3%	4	7.8%
Sometimes	125	25.0%	49	26.2%	77	24.5%	12	23.5%
Usually	111	22.2%	54	28.4%	58	18.6%	9	17.6%
Always	192	38.3%	57	30.4%	133	42.7%	26	51.0%
Total	501	100.0%	188	100.0%	313	100.0%	51	100.0%
Not Answered	26		9		17		1	
Reporting Category	Single Items							
Achievement Score	60.09%		59.06%		61.03%		68.31%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.4		+7.9		-1.2		+9.9	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	566	20.0%	226	23.7%	340	18.1%	59	20.3%
No	2,267	80.0%	730	76.3%	1,537	81.9%	231	79.7%
Total	2,833	100.0%	956	100.0%	1,877	100.0%	290	100.0%
Not Answered	27		14		13		2	

■ **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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	59	10.9%	18	8.7%	40	12.4%	8	14.5%
Sometimes	104	19.3%	39	18.5%	66	20.1%	10	18.2%
Usually	146	27.1%	66	30.9%	81	24.7%	10	18.2%
Always	230	42.7%	89	41.9%	140	42.8%	27	49.1%
Total	539	100.0%	213	100.0%	327	100.0%	55	100.0%
Not Answered	27		12		14		4	
Reporting Category	Single Items							
Achievement Score	69.68%		72.47%		67.74%		67.58%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.0		+4.8		-3.0		+7.6	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
None	1,051	37.3%	384	40.3%	667	35.8%	100	34.8%
1 time	469	16.6%	147	15.4%	318	17.1%	59	20.6%
2	403	14.3%	132	13.9%	272	14.6%	37	12.9%
3	281	10.0%	90	9.5%	194	10.4%	38	13.2%
4	207	7.3%	73	7.6%	135	7.2%	16	5.6%
5 to 9	301	10.7%	95	10.0%	204	10.9%	27	9.4%
10 or more times	107	3.8%	31	3.2%	77	4.1%	10	3.5%
Total	2,819	100.0%	953	100.0%	1,866	100.0%	287	100.0%
Not Answered	41		17		24		5	

■ **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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	1,229	71.3%	398	70.8%	831	71.6%	130	72.2%
■ No	494	28.7%	164	29.2%	329	28.4%	50	27.8%
Total	1,723	100.0%	562	100.0%	1,160	100.0%	180	100.0%
Not Answered	45		8		38		7	
Reporting Category Single Items								
Achievement Score	71.32%		70.92%		71.53%		72.40%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	-1.5		+1.3		-3.2		-4.2	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	1,196	70.1%	394	71.0%	800	69.5%	135	75.8%
■ No	511	29.9%	161	29.0%	351	30.5%	43	24.2%
Total	1,707	100.0%	555	100.0%	1,150	100.0%	178	100.0%
Not Answered	61		15		48		9	
Reporting Category Single Items								
Achievement Score	70.06%		70.99%		69.50%		75.84%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.8		+0.9		+3.9 ↑		+8.2	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	1,237	72.6%	410	73.9%	827	72.0%	136	75.6%
■ No	467	27.4%	145	26.1%	321	28.0%	44	24.4%
Total	1,704	100.0%	555	100.0%	1,147	100.0%	180	100.0%
Not Answered	64		15		51		7	
Reporting Category Single Items								
Achievement Score	72.59%		73.86%		72.04%		75.56%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.6		+3.6		+2.2		+2.8	

■ 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	955	56.8%	287	53.0%	666	58.5%	111	62.0%
■ No	725	43.2%	254	47.0%	472	41.5%	68	38.0%
Total	1,680	100.0%	540	100.0%	1,138	100.0%	179	100.0%
Not Answered	88		30		60		8	
Reporting Category Single Items								
Achievement Score	56.85%		53.03%		58.51%		62.01%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.8		+3.6		+1.1		+5.3	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	886	52.7%	240	44.5%	639	56.1%	121	68.0%
■ No	795	47.3%	299	55.5%	501	43.9%	57	32.0%
Total	1,681	100.0%	540	100.0%	1,140	100.0%	178	100.0%
Not Answered	87		30		58		9	
Reporting Category Single Items								
Achievement Score	52.71%		44.54%		56.07%		67.98%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.9		-1.0		+3.4		+13.2 ↑	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	703	42.0%	179	33.4%	519	45.6%	86	48.3%
■ No	971	58.0%	357	66.6%	618	54.4%	92	51.7%
Total	1,674	100.0%	536	100.0%	1,137	100.0%	178	100.0%
Not Answered	94		34		61		9	
Reporting Category Single Items								
Achievement Score	42.00%		33.41%		45.63%		48.31%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.3		+3.0		+3.6		+2.3	

■ 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	607	36.4%	157	29.2%	445	39.4%	78	44.1%
■ No	1,060	63.6%	379	70.8%	684	60.6%	99	55.9%
Total	1,667	100.0%	536	100.0%	1,130	100.0%	177	100.0%
Not Answered	101		34		68		10	
Reporting Category Single Items								
Achievement Score	36.41%		29.24%		39.42%		44.07%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.7		+1.3		+1.9		+5.5	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	785	45.6%	218	39.1%	562	48.3%	93	51.4%
No	938	54.4%	339	60.9%	602	51.7%	88	48.6%
Total	1,723	100.0%	557	100.0%	1,165	100.0%	181	100.0%
Not Answered	45		13		33		6	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	728	94.7%	205	95.3%	523	94.4%	83	91.2%
■ No	41	5.3%	10	4.7%	31	5.6%	8	8.8%
Total	769	100.0%	215	100.0%	554	100.0%	91	100.0%
Not Answered	16		3		13		2	
Reporting Category Single Items								
Achievement Score	94.78%		95.60%		94.30%		91.14%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.5		+0.8		+3.0		+0.5	

■ 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	538	70.1%	145	67.5%	392	71.0%	65	71.4%
■ No	229	29.9%	70	32.5%	160	29.0%	26	28.6%
Total	767	100.0%	215	100.0%	552	100.0%	91	100.0%
Not Answered	18		3		15		2	
Reporting Category Single Items								
Achievement Score	69.66%		67.98%		70.75%		71.05%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.5		+1.3		+5.2		+8.5	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	655	85.4%	195	90.2%	461	83.7%	79	86.8%
■ No	112	14.6%	21	9.8%	90	16.3%	12	13.2%
Total	767	100.0%	216	100.0%	551	100.0%	91	100.0%
Not Answered	18		2		16		2	
Reporting Category Single Items								
Achievement Score	86.02%		90.49%		83.55%		86.87%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.9		+2.9		+1.7		+9.4	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,436	83.4%	459	82.4%	980	84.3%	149	82.3%
No	285	16.6%	98	17.6%	182	15.7%	32	17.7%
Total	1,721	100.0%	557	100.0%	1,163	100.0%	181	100.0%
Not Answered	47		13		35		6	

■ 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	93	6.6%	22	4.9%	68	7.2%	14	9.7%
Sometimes	189	13.5%	74	16.6%	118	12.4%	15	10.3%
Usually	287	20.5%	110	24.5%	177	18.5%	30	20.7%
Always	830	59.3%	243	54.1%	589	61.9%	86	59.3%
Total	1,399	100.0%	448	100.0%	952	100.0%	145	100.0%
Not Answered	37		11		25		4	
Reporting Category Single Items								
Achievement Score	79.78%		78.48%		80.50%		80.14%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.1		-0.6		+0.4		+0.1	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	49	3.5%	10	2.2%	38	4.1%	7	4.8%
Sometimes	188	13.5%	71	16.0%	118	12.5%	18	12.3%
Usually	427	30.7%	146	32.9%	282	29.8%	43	29.5%
Always	726	52.2%	217	48.9%	508	53.7%	78	53.4%
Total	1,390	100.0%	444	100.0%	947	100.0%	146	100.0%
Not Answered	46		15		30		3	
Reporting Category Single Items								
Achievement Score	82.82%		81.97%		83.34%		83.59%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.5		+3.5		+0.4		-1.2	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Worst health care possible	11	0.6%	0	0.0%	11	0.9%	3	1.7%
■ 1	6	0.3%	3	0.5%	3	0.3%	0	0.0%
■ 2	5	0.3%	0	0.0%	5	0.4%	2	1.1%
■ 3	11	0.6%	3	0.5%	8	0.7%	1	0.6%
■ 4	18	1.0%	9	1.6%	9	0.8%	0	0.0%
■ 5	69	4.0%	24	4.2%	46	4.0%	6	3.3%
■ 6	95	5.5%	36	6.5%	57	4.9%	6	3.3%
■ 7	192	11.2%	69	12.4%	125	10.8%	20	11.1%
■ 8	407	23.7%	127	22.7%	278	24.0%	49	27.2%
■ 9	342	19.9%	110	19.7%	230	19.8%	39	21.7%
■ Best health care possible	564	32.8%	178	31.9%	388	33.4%	54	30.0%
Total	1,720	100.0%	559	100.0%	1,160	100.0%	180	100.0%
Not Answered	48		11		38		7	
Reporting Category	Ratings							
Achievement Score	76.07%		74.16%		77.24%		79.90%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+2.6		+1.1		+3.4		+7.5	
Correlation with rating of health plan	0.633		0.626		0.631		0.653	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	35	2.0%	9	1.6%	26	2.2%	7	3.8%
■ Sometimes	227	13.1%	86	15.3%	142	12.2%	20	11.0%
■ Usually	665	38.5%	232	41.3%	431	37.0%	67	36.8%
■ Always	801	46.4%	234	41.7%	566	48.6%	88	48.4%
Total	1,728	100.0%	562	100.0%	1,165	100.0%	182	100.0%
Not Answered	40		8		33		5	
Reporting Category	Getting Needed Care							
Achievement Score	84.69%		82.95%		85.67%		85.86%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+0.9		+1.2		+0.5		-1.5	
Correlation with rating of health plan	0.475		0.425		0.501		0.455	

■ 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	493	17.4%	142	14.8%	347	18.5%	70	24.1%
No	2,344	82.6%	818	85.2%	1,529	81.5%	220	75.9%
Total	2,837	100.0%	960	100.0%	1,877	100.0%	290	100.0%
Not Answered	23		10		13		2	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	81	17.2%	29	21.7%	53	15.8%	6	9.0%
■ Sometimes	70	14.9%	28	21.2%	42	12.6%	10	14.9%
■ Usually	104	22.1%	29	21.7%	73	21.9%	17	25.4%
■ Always	215	45.7%	48	35.4%	167	49.7%	34	50.7%
Total	470	100.0%	134	100.0%	335	100.0%	67	100.0%
Not Answered	23		7		17		3	
Reporting Category	Single Items							
Achievement Score	65.97%		57.00%		71.68%		75.75%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+0.7		+0.4		+0.5		+4.3	

■ **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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Worst treatment possible	30	6.5%	9	6.8%	21	6.3%	2	3.0%
■ 1	8	1.7%	1	0.8%	7	2.2%	0	0.0%
■ 2	8	1.7%	3	2.4%	5	1.6%	2	3.0%
■ 3	13	2.8%	8	6.3%	5	1.6%	0	0.0%
■ 4	13	2.8%	8	6.3%	5	1.5%	2	3.0%
■ 5	39	8.5%	13	9.8%	26	8.0%	4	6.1%
■ 6	26	5.6%	12	9.4%	12	3.8%	3	4.5%
■ 7	41	8.9%	8	6.3%	33	10.1%	8	12.1%
■ 8	59	12.8%	17	12.8%	41	12.4%	10	15.2%
■ 9	73	15.8%	20	14.8%	54	16.4%	9	13.6%
■ Best treatment possible	151	32.8%	32	24.2%	119	36.3%	26	39.4%
Total	461	100.0%	132	100.0%	328	100.0%	66	100.0%
Not Answered	32		9		24		4	
Reporting Category	Ratings							
Achievement Score	59.63%		52.11%		64.98%		66.57%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+3.9		+2.1		+6.0		+22.1	
Correlation with rating of health plan	0.481		0.426		0.509		0.385	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	62	2.2%	15	1.5%	47	2.5%	6	2.1%
No	2,758	97.8%	938	98.5%	1,820	97.5%	281	97.9%
Total	2,820	100.0%	953	100.0%	1,867	100.0%	287	100.0%
Not Answered	40		17		23		5	

■ 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	5	8.5%	3	20.8%	2	5.3%	0	0.0%
Sometimes	11	18.6%	3	19.5%	7	16.9%	3	50.0%
Usually	9	15.3%	0	0.0%	9	20.6%	2	33.3%
Always	34	57.6%	9	59.7%	25	57.1%	1	16.7%
Total	59	100.0%	15	100.0%	44	100.0%	6	100.0%
Not Answered	3		0		3		0	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	41	67.2%	6	40.9%	35	76.7%	4	66.7%
No	20	32.8%	9	59.1%	11	23.3%	2	33.3%
Total	61	100.0%	15	100.0%	46	100.0%	6	100.0%
Not Answered	1		0		1		0	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Extremely difficult	6	14.6%	0	0.0%	6	18.0%	1	25.0%
Very difficult	2	4.9%	0	0.0%	2	5.6%	1	25.0%
Somewhat difficult	5	12.2%	2	32.9%	3	8.2%	0	0.0%
Not very difficult	13	31.7%	2	31.3%	11	32.4%	0	0.0%
Not at all difficult	15	36.6%	2	35.8%	13	35.8%	2	50.0%
Total	41	100.0%	6	100.0%	35	100.0%	4	100.0%
Not Answered	0		0		0		0	

Your Health Care in the Last 6 Months (continued)

- 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Worst treatment possible	8	13.6%	4	27.5%	4	9.7%	0	0.0%
1	0	0.0%	0	0.0%	0	0.0%	0	0.0%
2	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3	0	0.0%	0	0.0%	0	0.0%	0	0.0%
4	2	3.4%	0	0.0%	2	4.4%	0	0.0%
5	9	15.3%	4	25.6%	5	11.1%	2	40.0%
6	5	8.5%	1	6.8%	4	9.1%	0	0.0%
7	2	3.4%	0	0.0%	2	4.5%	0	0.0%
8	8	13.6%	0	0.0%	8	19.1%	0	0.0%
9	8	13.6%	1	6.7%	7	15.7%	2	40.0%
Best treatment possible	17	28.8%	5	33.5%	12	26.3%	1	20.0%
Total	59	100.0%	15	100.0%	44	100.0%	5	100.0%
Not Answered	3		0		3		1	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	2,275	80.5%	741	77.6%	1,532	81.9%	243	84.4%
No	552	19.5%	214	22.4%	340	18.1%	45	15.6%
Total	2,827	100.0%	955	100.0%	1,872	100.0%	288	100.0%
Not Answered	33		15		18		4	

Your Personal Doctor (continued)

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
None	516	24.1%	166	23.3%	346	24.2%	56	25.5%
1 time	679	31.7%	191	26.8%	490	34.2%	77	35.0%
2	456	21.3%	167	23.4%	289	20.2%	40	18.2%
3	212	9.9%	79	11.2%	134	9.3%	21	9.5%
4	143	6.7%	53	7.5%	90	6.3%	14	6.4%
5 to 9	109	5.1%	42	5.9%	68	4.8%	10	4.5%
10 or more times	28	1.3%	13	1.8%	14	1.0%	2	0.9%
Total	2,143	100.0%	711	100.0%	1,431	100.0%	220	100.0%
Not Answered	132		30		103		23	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	14	0.9%	5	1.0%	9	0.8%	3	1.8%
■ Sometimes	100	6.2%	46	8.4%	54	5.0%	7	4.3%
■ Usually	328	20.4%	136	25.2%	194	18.1%	24	14.7%
■ Always	1,169	72.6%	353	65.4%	814	76.0%	129	79.1%
Total	1,611	100.0%	539	100.0%	1,072	100.0%	163	100.0%
Not Answered	16		6		10		1	
Reporting Category	Communication							
Achievement Score	92.80%		90.96%		93.90%		94.11%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+0.2		+1.4		-0.5		+2.0	
Correlation with rating of health plan	0.293		0.329		0.283		0.252	

■ 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	13	0.8%	5	1.0%	8	0.7%	2	1.2%
Sometimes	99	6.1%	39	7.3%	58	5.4%	15	9.3%
Usually	306	19.0%	117	21.6%	191	17.8%	30	18.6%
Always	1,196	74.1%	379	70.1%	817	76.1%	114	70.8%
Total	1,614	100.0%	541	100.0%	1,074	100.0%	161	100.0%
Not Answered	13		4		8		3	
Reporting Category								
Communication								
Achievement Score	93.09%		91.80%		93.86%		89.82%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.8		+1.7		+0.3		-0.9	
Correlation with rating of health plan	0.315		0.313		0.318		0.415	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	9	0.6%	3	0.6%	5	0.5%	3	1.9%
Sometimes	74	4.6%	29	5.4%	44	4.1%	6	3.7%
Usually	239	14.8%	100	18.6%	140	13.0%	19	11.7%
Always	1,290	80.0%	407	75.4%	883	82.4%	134	82.7%
Total	1,612	100.0%	540	100.0%	1,072	100.0%	162	100.0%
Not Answered	15		5		10		2	
Reporting Category								
Communication								
Achievement Score	94.89%		94.14%		95.31%		94.74%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	-0.1		+0.2		-0.3		-0.1	
Correlation with rating of health plan	0.277		0.287		0.271		0.315	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	24	1.5%	9	1.7%	16	1.4%	2	1.2%
Sometimes	127	7.9%	52	9.6%	76	7.1%	12	7.5%
Usually	381	23.6%	153	28.4%	229	21.3%	36	22.4%
Always	1,079	67.0%	325	60.3%	752	70.1%	111	68.9%
Total	1,611	100.0%	539	100.0%	1,073	100.0%	161	100.0%
Not Answered	16		6		9		3	
Reporting Category								
Communication								
Achievement Score	90.42%		88.87%		91.37%		91.68%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.3		+2.9		-1.1		+1.9	
Correlation with rating of health plan	0.285		0.268		0.290		0.454	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,055	65.9%	344	64.3%	708	66.4%	109	67.7%
No	545	34.1%	191	35.7%	358	33.6%	52	32.3%
Total	1,600	100.0%	535	100.0%	1,066	100.0%	161	100.0%
Not Answered	27		10		16		3	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	52	5.0%	18	5.4%	35	5.0%	4	3.8%
Sometimes	139	13.5%	56	16.4%	82	11.8%	11	10.4%
Usually	302	29.2%	94	27.8%	207	29.8%	40	37.7%
Always	540	52.3%	171	50.4%	370	53.4%	51	48.1%
Total	1,033	100.0%	340	100.0%	693	100.0%	106	100.0%
Not Answered	22		6		16		3	
Reporting Category								
Single Items								
Achievement Score	81.36%		78.01%		83.33%		86.42%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.0		+1.5		-1.0		+3.3	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Worst personal doctor possible	10	0.5%	3	0.4%	6	0.4%	4	1.8%
■ 1	6	0.3%	2	0.3%	4	0.3%	2	0.9%
■ 2	5	0.2%	2	0.2%	3	0.2%	0	0.0%
■ 3	19	0.9%	3	0.4%	16	1.1%	3	1.3%
■ 4	22	1.0%	11	1.6%	11	0.8%	3	1.3%
■ 5	72	3.4%	20	2.9%	51	3.6%	4	1.8%
■ 6	54	2.5%	21	2.9%	33	2.3%	4	1.8%
■ 7	160	7.4%	61	8.5%	101	7.0%	13	5.8%
■ 8	344	16.0%	123	17.1%	219	15.3%	44	19.7%
■ 9	424	19.7%	140	19.6%	282	19.6%	54	24.2%
■ Best personal doctor possible	1,033	48.1%	329	46.0%	710	49.5%	92	41.3%
Total	2,149	100.0%	715	100.0%	1,434	100.0%	223	100.0%
Not Answered	126		26		100		20	
Reporting Category	Ratings							
Achievement Score	83.80%		82.70%		84.43%		85.56%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+4.2 ▲		+3.8		+4.4 ▲		+12.1 ▲	
Correlation with rating of health plan	0.436		0.505		0.398		0.409	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,416	50.1%	461	48.1%	955	51.0%	138	47.9%
No	1,412	49.9%	497	51.9%	916	49.0%	150	52.1%
Total	2,828	100.0%	958	100.0%	1,870	100.0%	288	100.0%
Not Answered	32		12		20		4	

■ 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	64	4.7%	18	4.0%	47	5.1%	5	3.8%
Sometimes	290	21.1%	126	27.7%	162	17.7%	21	15.8%
Usually	443	32.3%	142	31.3%	299	32.6%	40	30.1%
Always	575	41.9%	168	37.0%	409	44.6%	67	50.4%
Total	1,372	100.0%	454	100.0%	917	100.0%	133	100.0%
Not Answered	44		9		36		5	
Reporting Category	Getting Needed Care							
Achievement Score	73.76%		68.30%		77.20%		81.08%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.5		+0.7		+0.6		+1.6	
Correlation with rating of health plan	0.323		0.361		0.310		0.315	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
None	39	2.8%	11	2.5%	28	3.1%	4	3.0%
1 specialist	601	43.9%	191	42.4%	409	44.5%	53	39.8%
2	377	27.5%	128	28.4%	248	27.0%	35	26.3%
3	197	14.4%	66	14.7%	129	14.0%	31	23.3%
4	90	6.6%	28	6.1%	64	7.0%	5	3.8%
5 or more specialists	66	4.8%	26	5.8%	40	4.4%	5	3.8%
Total	1,370	100.0%	450	100.0%	919	100.0%	133	100.0%
Not Answered	46		13		34		5	

■ **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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Worst specialist possible	4	0.3%	2	0.5%	2	0.2%	0	0.0%
■ 1	8	0.6%	2	0.4%	6	0.7%	1	0.8%
■ 2	6	0.5%	1	0.2%	5	0.5%	2	1.6%
■ 3	11	0.8%	4	0.9%	7	0.8%	1	0.8%
■ 4	14	1.1%	5	1.2%	9	1.0%	1	0.8%
■ 5	57	4.3%	19	4.4%	38	4.4%	4	3.2%
■ 6	47	3.6%	17	3.8%	30	3.4%	2	1.6%
■ 7	107	8.1%	36	8.3%	69	7.8%	9	7.1%
■ 8	233	17.7%	86	19.7%	144	16.3%	19	15.1%
■ 9	263	20.0%	87	20.0%	178	20.2%	28	22.2%
■ Best specialist possible	567	43.1%	177	40.6%	395	44.7%	59	46.8%
Total	1,317	100.0%	435	100.0%	882	100.0%	126	100.0%
Not Answered	14		4		10		3	
Reporting Category	Ratings							
Achievement Score	80.88%		80.30%		81.22%		84.72%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	-0.5		-1.1		-0.1		+1.7	
Correlation with rating of health plan	0.501		0.555		0.477		0.477	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	575	20.3%	202	21.1%	374	20.0%	57	19.7%
No	2,256	79.7%	755	78.9%	1,500	80.0%	233	80.3%
Total	2,831	100.0%	957	100.0%	1,873	100.0%	290	100.0%
Not Answered	29		13		17		2	

■ 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	32	5.7%	4	2.0%	28	7.6%	8	14.5%
Sometimes	171	30.5%	62	31.5%	109	29.9%	17	30.9%
Usually	200	35.7%	66	33.6%	134	36.7%	21	38.2%
Always	158	28.2%	65	32.9%	93	25.7%	9	16.4%
Total	561	100.0%	197	100.0%	363	100.0%	55	100.0%
Not Answered	14		5		10		2	
Reporting Category	Single Items							
Achievement Score	63.91%		65.80%		62.93%		54.24%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+4.8		+13.1 ↑		+0.1		+6.2	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	846	30.0%	355	37.1%	501	26.9%	69	24.1%
No	1,977	70.0%	601	62.9%	1,365	73.1%	217	75.9%
Total	2,823	100.0%	957	100.0%	1,866	100.0%	286	100.0%
Not Answered	37		13		24		6	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	21	2.5%	5	1.4%	16	3.3%	3	4.5%
Sometimes	144	17.3%	70	20.3%	74	15.2%	13	19.7%
Usually	253	30.5%	107	30.8%	147	30.4%	28	42.4%
Always	412	49.6%	164	47.5%	248	51.1%	22	33.3%
Total	830	100.0%	346	100.0%	484	100.0%	66	100.0%
Not Answered	16		6		10		3	
Reporting Category	Customer Service							
Achievement Score	80.27%		78.40%		81.42%		76.27%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.9		+4.4		+0.2		+8.6	
Correlation with rating of health plan	0.423		0.506		0.381		0.389	

■ 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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	17	2.1%	5	1.4%	12	2.5%	1	1.5%
Sometimes	97	11.7%	49	14.1%	48	9.9%	10	15.2%
Usually	290	35.0%	116	33.5%	175	36.1%	30	45.5%
Always	425	51.3%	176	51.0%	250	51.5%	25	37.9%
Total	829	100.0%	345	100.0%	484	100.0%	66	100.0%
Not Answered	17		7		10		3	
Reporting Category Single Items								
Achievement Score	86.14%		84.63%		87.48%		84.41%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+5.2 ↑		+3.3		+6.6 ↑		+10.6	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	13	1.6%	2	0.6%	11	2.3%	1	1.5%
Sometimes	42	5.1%	20	5.9%	22	4.5%	5	7.6%
Usually	160	19.3%	75	21.6%	85	17.6%	12	18.2%
Always	612	74.0%	248	71.9%	364	75.6%	48	72.7%
Total	827	100.0%	345	100.0%	482	100.0%	66	100.0%
Not Answered	19		7		12		3	
Reporting Category Customer Service								
Achievement Score	93.34%		93.71%		93.01%		90.82%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.2		+1.8		-0.8		-1.3	
Correlation with rating of health plan	0.423		0.378		0.459		0.570	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	537	19.2%	201	21.4%	340	18.3%	51	18.0%
No	2,260	80.8%	737	78.6%	1,520	81.7%	233	82.0%
Total	2,797	100.0%	938	100.0%	1,861	100.0%	284	100.0%
Not Answered	63		32		29		8	

■ **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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	13	0.5%	5	0.5%	8	0.5%	1	0.4%
Sometimes	85	3.1%	33	3.6%	53	2.9%	9	3.2%
Usually	196	7.1%	71	7.6%	127	6.9%	19	6.8%
Always	2,480	89.4%	817	88.3%	1,660	89.8%	252	89.7%
Total	2,774	100.0%	925	100.0%	1,849	100.0%	281	100.0%
Not Answered	23		12		11		3	
Reporting Category	Single Items							
Achievement Score	96.36%		95.92%		96.63%		96.54%	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Worst health plan possible	20	0.7%	5	0.6%	14	0.7%	2	0.7%
1	10	0.4%	4	0.4%	6	0.3%	2	0.7%
2	14	0.5%	4	0.4%	10	0.5%	2	0.7%
3	15	0.5%	6	0.7%	8	0.4%	2	0.7%
4	46	1.6%	20	2.1%	26	1.4%	1	0.3%
5	162	5.8%	49	5.2%	115	6.2%	17	5.9%
6	135	4.8%	47	4.9%	89	4.8%	11	3.8%
7	307	10.9%	93	9.8%	211	11.3%	42	14.6%
8	532	18.9%	175	18.4%	354	19.0%	57	19.8%
9	485	17.2%	165	17.4%	317	17.0%	58	20.1%
Best health plan possible	1,087	38.6%	381	40.2%	714	38.3%	94	32.6%
Total	2,813	100.0%	948	100.0%	1,864	100.0%	288	100.0%
Not Answered	47		22		26		4	
Reporting Category	Ratings							
Achievement Score	74.95%		75.85%		74.41%		72.79%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.8		+3.5		-0.8		+0.8	

Response scored as: Room for Improvement Achievement

Your Health Plan (continued)

Q53. Would you recommend your health plan to your family and friends?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	2,490	91.1%	848	91.4%	1,644	91.1%	256	91.8%
■ No	243	8.9%	80	8.6%	162	8.9%	23	8.2%
Total	2,733	100.0%	928	100.0%	1,806	100.0%	279	100.0%
Not Answered	127		42		84		13	
Reporting Category								
Single Items								
Achievement Score	91.19%		91.40%		91.06%		91.75%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+0.8		+2.0		+0.1		+2.9	

About Your Health

Q54. In general, how would you rate your overall health?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Excellent	420	14.9%	157	16.5%	264	14.2%	36	12.5%
Very Good	793	28.2%	254	26.7%	538	28.9%	81	28.0%
Good	1,023	36.3%	347	36.4%	679	36.5%	99	34.3%
Fair	456	16.2%	157	16.5%	293	15.8%	56	19.4%
Poor	123	4.4%	37	3.8%	87	4.7%	17	5.9%
Total	2,815	100.0%	952	100.0%	1,862	100.0%	289	100.0%
Not Answered	45		18		28		3	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Excellent	679	24.1%	267	28.1%	422	22.6%	51	17.7%
Very Good	751	26.6%	233	24.5%	514	27.5%	85	29.5%
Good	819	29.0%	285	29.9%	531	28.4%	88	30.6%
Fair	433	15.4%	125	13.1%	306	16.4%	45	15.6%
Poor	138	4.9%	42	4.4%	94	5.1%	19	6.6%
Total	2,820	100.0%	952	100.0%	1,868	100.0%	288	100.0%
Not Answered	40		18		22		4	

■ 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]

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Yes	941	37.5%	347	43.7%	597	34.9%	95	34.8%
■ No	1,565	62.5%	448	56.3%	1,112	65.1%	178	65.2%
Don't Know	189		85		105		13	
Total	2,506	100.0%	796	100.0%	1,709	100.0%	273	100.0%
Not Answered	26		9		17		2	
Reporting Category Single Items								
Achievement Score	37.55%		43.65%		34.92%		34.80%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	-3.3 ↓		-1.7		-3.9 ↓		-1.7	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Every day	285	10.1%	49	5.1%	232	12.4%	38	13.2%
Some days	194	6.9%	70	7.4%	123	6.6%	21	7.3%
Not at all	2,304	81.6%	818	86.0%	1,491	79.7%	225	78.4%
Don't Know	39	1.4%	14	1.5%	25	1.3%	3	1.0%
Total	2,822	100.0%	951	100.0%	1,871	100.0%	287	100.0%
Not Answered	38		19		19		5	

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?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
■ Never	107	22.7%	33	27.7%	77	21.9%	12	20.3%
■ Sometimes	104	22.0%	22	18.6%	81	23.0%	12	20.3%
■ Usually	91	19.3%	27	22.9%	64	18.1%	12	20.3%
■ Always	170	36.0%	36	30.8%	131	37.0%	23	39.0%
Total	472	100.0%	118	100.0%	354	100.0%	59	100.0%
Not Answered	7		3		4		0	
Reporting Category Smoking Cessation								
Achievement Score	77.33%		72.29%		78.11%		79.66%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.4		-0.5		+2.6		+2.3	

■ 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.

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	199	42.3%	54	45.5%	148	42.1%	24	42.1%
Sometimes	101	21.5%	25	21.0%	75	21.2%	11	19.3%
Usually	72	15.3%	20	17.1%	52	14.9%	8	14.0%
Always	98	20.9%	19	16.4%	77	21.8%	14	24.6%
Total	470	100.0%	118	100.0%	352	100.0%	57	100.0%
Not Answered	9		3		6		2	
Reporting Category								
Smoking Cessation								
Achievement Score	57.66%		54.50%		57.89%		57.89%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.0		-1.7		+0.2		-1.8	

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.

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Never	209	44.6%	61	52.4%	150	42.7%	23	39.0%
Sometimes	106	22.6%	22	18.6%	84	23.9%	12	20.3%
Usually	81	17.3%	20	17.0%	61	17.2%	12	20.3%
Always	73	15.6%	14	12.0%	57	16.3%	12	20.3%
Total	469	100.0%	117	100.0%	352	100.0%	59	100.0%
Not Answered	10		4		6		0	
Reporting Category								
Smoking Cessation								
Achievement Score	55.44%		47.56%		57.32%		61.02%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.5		-7.4		+6.0		+8.4	

Response scored as: ■ Room for Improvement ■ Achievement

About Your Health (continued)**Q61. Are you aware that you have any of the following conditions?**

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
High cholesterol	910	47.5%	330	46.4%	582	48.4%	82	42.9%
High blood pressure	902	47.1%	319	44.8%	584	48.6%	99	51.8%
Parent or sibling with a heart attack before the age of 60	328	17.1%	93	13.0%	233	19.4%	49	25.7%
Total	1,914	100.0%	712	100.0%	1,202	100.0%	191	100.0%
Not Answered	946		258		688		101	

Q62. Has a doctor ever told you that you have any of the following conditions?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
A heart attack	84	6.3%	35	6.4%	49	6.3%	6	4.7%
Angina or coronary heart disease	109	8.2%	39	7.3%	69	8.7%	11	8.6%
A stroke	77	5.8%	23	4.3%	53	6.7%	10	7.8%
Any kind of diabetes or high blood sugar	642	48.5%	262	48.4%	383	48.6%	60	46.9%
Total	1,324	100.0%	540	100.0%	788	100.0%	128	100.0%
Not Answered	1,536		430		1,102		164	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	77	3.2%	26	3.3%	50	3.2%	9	3.8%
No	2,320	96.8%	774	96.7%	1,547	96.8%	230	96.2%
Total	2,397	100.0%	801	100.0%	1,597	100.0%	239	100.0%
Not Answered	463		169		293		53	

About Your Health (continued)**Q63b. Do any of the following conditions affect you right now ... Arthritis?**

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	716	28.7%	205	24.4%	509	30.8%	78	31.6%
No	1,778	71.3%	635	75.6%	1,147	69.2%	169	68.4%
Total	2,494	100.0%	840	100.0%	1,656	100.0%	247	100.0%
Not Answered	366		130		234		45	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	354	14.8%	94	11.8%	257	16.1%	47	19.7%
No	2,039	85.2%	706	88.2%	1,336	83.9%	192	80.3%
Total	2,393	100.0%	800	100.0%	1,593	100.0%	239	100.0%
Not Answered	467		170		297		53	

Q63d. Do any of the following conditions affect you right now ... Overweight?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	872	35.2%	249	29.9%	620	37.7%	106	42.7%
No	1,606	64.8%	584	70.1%	1,025	62.3%	142	57.3%
Total	2,478	100.0%	833	100.0%	1,645	100.0%	248	100.0%
Not Answered	382		137		245		44	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	618	25.1%	162	19.8%	449	27.4%	87	35.1%
No	1,843	74.9%	658	80.2%	1,191	72.6%	161	64.9%
Total	2,461	100.0%	820	100.0%	1,640	100.0%	248	100.0%
Not Answered	399		150		250		44	

About Your Health (continued)**Q63f. Do any of the following conditions affect you right now ... Drinking or other drug problems?**

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	66	2.8%	18	2.3%	47	3.0%	12	5.0%
No	2,317	97.2%	775	97.7%	1,542	97.0%	229	95.0%
Total	2,383	100.0%	793	100.0%	1,589	100.0%	241	100.0%
Not Answered	477		177		301		51	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	491	20.2%	131	16.2%	354	21.8%	67	27.0%
No	1,945	79.8%	677	83.8%	1,273	78.2%	181	73.0%
Total	2,436	100.0%	808	100.0%	1,627	100.0%	248	100.0%
Not Answered	424		162		263		44	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	829	33.0%	242	29.0%	580	34.5%	106	40.8%
No	1,686	67.0%	593	71.0%	1,098	65.5%	154	59.2%
Total	2,515	100.0%	836	100.0%	1,678	100.0%	260	100.0%
Not Answered	345		134		212		32	

About You

Q64. What is your age?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
18 to 24	313	11.1%	124	13.1%	190	10.1%	34	11.7%
25 to 34	410	14.5%	118	12.3%	294	15.7%	44	15.2%
35 to 44	446	15.8%	145	15.2%	301	16.1%	43	14.8%
45 to 54	525	18.6%	187	19.7%	337	18.0%	49	16.9%
55 to 64	957	33.8%	289	30.3%	664	35.4%	115	39.7%
65 to 74	127	4.5%	62	6.5%	66	3.5%	3	1.0%
75 or older	51	1.8%	28	2.9%	23	1.2%	2	0.7%
Total	2,829	100.0%	953	100.0%	1,875	100.0%	290	100.0%
Not Answered	31		17		15		2	

Q65. What is your current gender identity?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Male	1,202	42.5%	387	40.5%	814	43.4%	132	45.4%
Female	1,595	56.4%	560	58.5%	1,037	55.4%	155	53.3%
Genderqueer, Gender Non-Binary, Transgender, or Other	33	1.2%	10	1.0%	22	1.2%	4	1.4%
Total	2,830	100.0%	957	100.0%	1,874	100.0%	291	100.0%
Not Answered	30		13		16		1	

Q66. What is the highest grade or level of school that you have completed?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
8th grade or less	181	6.4%	92	9.7%	91	4.9%	9	3.1%
Some high school but did not graduate	293	10.4%	139	14.6%	153	8.2%	19	6.6%
High school graduate or GED	948	33.7%	292	30.8%	654	35.2%	125	43.1%
Some college or 2-year degree	757	26.9%	223	23.5%	533	28.6%	76	26.2%
4-year college graduate	412	14.7%	140	14.7%	273	14.7%	34	11.7%
More than 4-year college degree	218	7.8%	63	6.7%	156	8.4%	27	9.3%
Total	2,809	100.0%	949	100.0%	1,860	100.0%	290	100.0%
Not Answered	51		21		30		2	

About You (continued)**Q67. How well do you speak English?**

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Very well	1,926	68.0%	485	50.6%	1,428	76.2%	254	87.3%
Well	449	15.8%	201	21.0%	251	13.4%	28	9.6%
Not well	306	10.8%	186	19.3%	127	6.8%	4	1.4%
Not at all	152	5.4%	87	9.1%	68	3.6%	5	1.7%
Total	2,833	100.0%	959	100.0%	1,874	100.0%	291	100.0%
Not Answered	27		11		16		1	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes	1,099	39.3%	597	63.2%	521	28.1%	35	12.2%
No	1,697	60.7%	348	36.8%	1,331	71.9%	251	87.8%
Total	2,796	100.0%	944	100.0%	1,852	100.0%	286	100.0%
Not Answered	64		26		38		6	

Q69. What is the language spoken at home?

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Spanish	420	39.9%	245	42.3%	182	38.5%	12	40.0%
Other	632	60.1%	335	57.7%	290	61.5%	18	60.0%
Total	1,052	100.0%	580	100.0%	472	100.0%	30	100.0%
Not Answered	47		16		31		5	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	575	20.8%	317	33.6%	276	15.2%	17	6.0%
No, Not Hispanic or Latino	2,190	79.2%	627	66.4%	1,545	84.8%	268	94.0%
Total	2,765	100.0%	943	100.0%	1,821	100.0%	285	100.0%
Not Answered	95		27		69		7	

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

	MMC Statewide		NYC		Rest of State		Highmark Western and Northeastern New York	
	N	%	N	%	N	%	N	%
White	1,532	55.5%	230	25.2%	1,279	69.3%	233	80.9%
Black or African-American	506	18.3%	268	29.4%	252	13.7%	27	9.4%
American Indian or Alaska Native	50	1.8%	17	1.8%	32	1.7%	9	3.1%
Other	592	21.5%	315	34.4%	288	15.6%	27	9.4%
Chinese	114	4.1%	85	9.3%	25	1.3%	2	0.7%
Japanese	12	0.4%	6	0.6%	7	0.4%	0	0.0%
Filipino	28	1.0%	11	1.3%	16	0.9%	1	0.3%
Korean	26	0.9%	15	1.6%	11	0.6%	2	0.7%
Vietnamese	15	0.5%	3	0.4%	13	0.7%	2	0.7%
Asian Indian	53	1.9%	29	3.1%	26	1.4%	4	1.4%
Laotian	4	0.1%	1	0.1%	3	0.2%	0	0.0%
Cambodian	3	0.1%	0	0.0%	3	0.2%	0	0.0%
Bangladeshi	56	2.0%	45	4.9%	13	0.7%	0	0.0%
Hmong	3	0.1%	0	0.0%	3	0.2%	0	0.0%
Indonesian	3	0.1%	0	0.0%	3	0.2%	0	0.0%
Malaysian	4	0.1%	1	0.1%	3	0.2%	0	0.0%
Pakistani	39	1.4%	20	2.2%	22	1.2%	2	0.7%
Sri Lankan	5	0.2%	1	0.1%	4	0.2%	0	0.0%
Taiwanese	7	0.3%	3	0.3%	5	0.2%	0	0.0%
Nepalese	15	0.5%	3	0.3%	13	0.7%	1	0.3%
Burmese	21	0.8%	1	0.1%	20	1.1%	2	0.7%
Thai	9	0.3%	1	0.1%	8	0.5%	2	0.7%
Hawaiian	6	0.2%	2	0.2%	4	0.2%	0	0.0%
Guamanian/Chamorro	1	0.0%	0	0.0%	1	0.1%	0	0.0%
Samoan	2	0.1%	1	0.1%	1	0.1%	0	0.0%
Fijian	3	0.1%	1	0.1%	2	0.1%	0	0.0%
Tongan	1	0.0%	0	0.0%	1	0.1%	0	0.0%
Total	2,759	100.0%	914	100.0%	1,845	100.0%	288	100.0%
Not Answered	101		56		45		4	



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 Treatment Possible Best Treatment 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 Treatment Possible Best Treatment 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



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**

