



**Department  
of Health**

New York State  
Medicaid Managed Care Program (MMC)

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

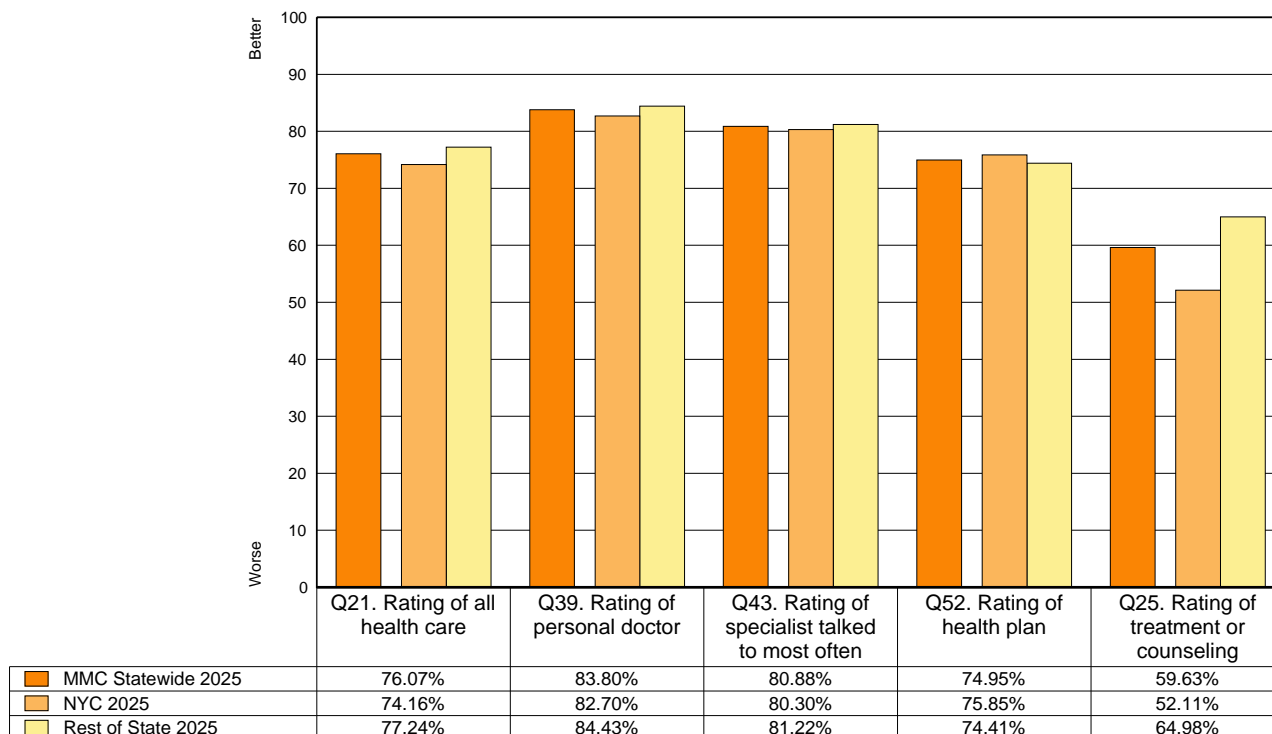
In New York, the CAHPS® survey is administered to Medicaid managed care plan members every other year. For the 2025 administration, the Department focused on adult members of Medicaid managed care plans as well as members in Special Needs Plans (SNPs) and Health and Recovery Plans (HARPs). The survey 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. Statewide, a total of 2,860 responses were received resulting in a 13.4% 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) and Rest of State.

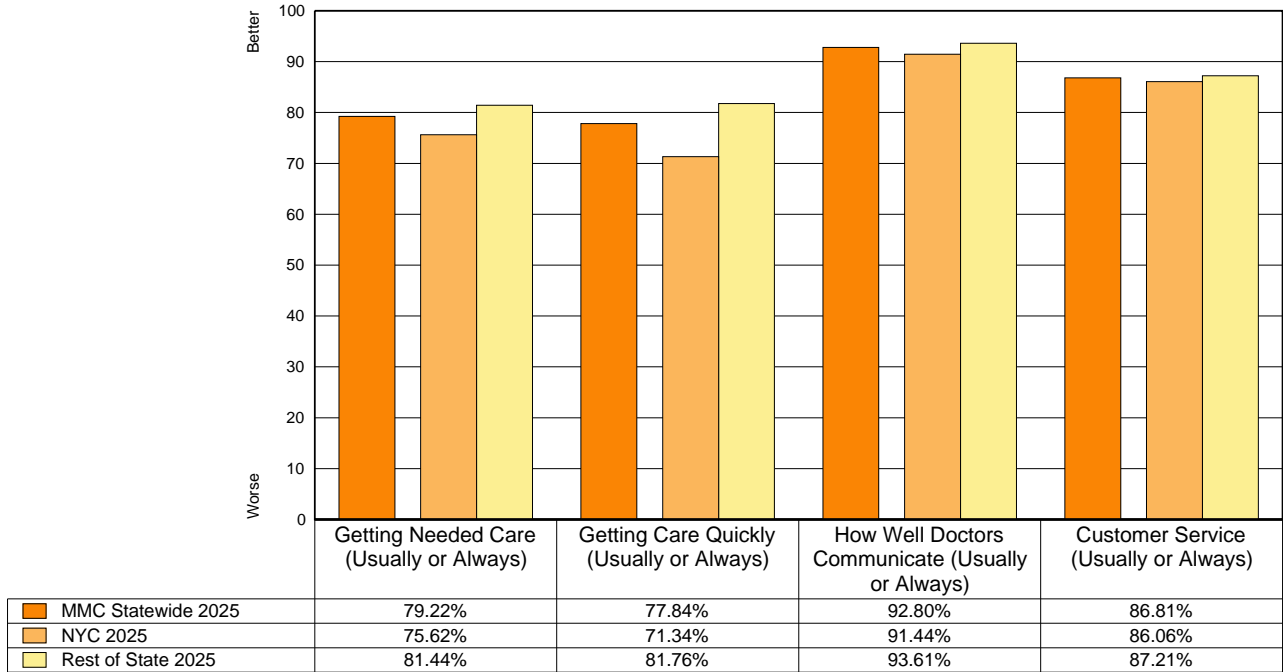
Standard Ratings Questions (8, 9 or 10)



### 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) and Rest of State.

Standard Composites



## 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
<b>MMC Statewide</b>	79	78	93	87	76	84	81	75	60
<b>NYC</b>	76	71	91	86	74	83	80	76	52
<b>Rest of State</b>	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

<b>Age (years)</b>	MMC Statewide	NYC	Rest of State
18 to 24	11.1%	13.1%	10.1%
25 to 34	14.5%	12.3%	15.7%
35 to 44	15.8%	15.2%	16.1%
45 to 54	18.6%	19.7%	18.0%
55 to 64	33.8%	30.3%	35.4%
65 to 74	4.5%	6.5%	3.5%
75 or older	1.8%	2.9%	1.2%

<b>Gender</b>	MMC Statewide	NYC	Rest of State
Male	42.5%	40.5%	43.4%
Female	56.4%	58.5%	55.4%
Genderqueer, Gender Non-Binary, Transgender, or Other	1.2%	1.0%	1.2%

<b>Highest grade or level of school completed</b>	MMC Statewide	NYC	Rest of State
8th grade or less	6.4%	9.7%	4.9%
Some high school, but did not graduate	10.4%	14.6%	8.2%
High school graduate or GED	33.7%	30.8%	35.2%
Some college or 2-year degree	26.9%	23.5%	28.6%
4-year college graduate	14.7%	14.7%	14.7%
More than 4-year college graduate	7.8%	6.7%	8.4%

<b>Hispanic or Latino</b>	MMC Statewide	NYC	Rest of State
Yes, Hispanic or Latino	20.8%	33.6%	15.2%
No, Not Hispanic or Latino	79.2%	66.4%	84.8%

<b>Rating of Overall Health</b>	MMC Statewide	NYC	Rest of State
Excellent	14.9%	16.5%	14.2%
Very good	28.2%	26.7%	28.9%
Good	36.3%	36.4%	36.5%
Fair	16.2%	16.5%	15.8%
Poor	4.4%	3.8%	4.7%

## Respondent Sample Profile

### Race

<b>Overall</b>	MMC Statewide	NYC	Rest of State
White	55.5%	25.2%	69.3%
Black or African-American	18.3%	29.4%	13.7%
American Indian or Alaska Native	1.8%	1.8%	1.7%
Asian / Native Hawaiian / Pacific Islander	13.6%	23.9%	8.6%
Other	21.5%	34.4%	15.6%

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

<b>Native Hawaiian / Pacific Islander Detail</b>	MMC Statewide	NYC	Rest of State
Hawaiian	0.2%	0.2%	0.2%
Guamanian/Chamorro	0.0%	0.0%	0.1%
Samoan	0.1%	0.1%	0.1%
Fijian	0.1%	0.1%	0.1%
Tongan	0.0%	0.0%	0.1%

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## Respondent Profile

### Scores by Demographics

The following pages display breakouts by selected demographic categories of rating and composite scores and their individual items.

A red, yellow, or green dot is found in each cell to easily identify scores that merit attention. The dot colors are defined as follows:

- Score is less than 70%
- Score is less than 80% but equal to or higher than 70%
- Score is equal to or higher than 80%

These ranges have been defined as achievement goals set by New York State Medicaid Managed Care Program to aid users in interpreting the results presented within this report.

Due to small sample sizes, the Asian/Native Hawaiian/Pacific Islander populations are included in the Asian-Native HI-Pacific Is. category in the tables.

Pursuant to Chapter 745 of 2021 of the Laws of New York, this report does not include separate tabulations for the required Asian or Pacific Islander ethnic groups and languages. Data quality was determined to be insufficient for publication due to small cell sizes that result in unreliable/unstable estimates and/or are vulnerable to patient identifiability.

## Respondent Profile Scores by Demographics

<i>Ratings</i>	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Q21. Rating of all health care	76.1%	80.1%	75.4%	77.0%	77.2%	50.0%	70.1%	72.2%	89.4%	83.5%	72.7%	69.8%	61.4%
Q39. Rating of personal doctor	83.8%	82.5%	84.0%	85.1%	84.3%	71.4%	77.4%	81.9%	91.0%	86.5%	81.8%	79.8%	77.0%
Q43. Rating of specialist talked to most often	80.9%	86.2%	80.1%	80.1%	83.3%	73.1%	78.9%	82.5%	91.2%	86.1%	77.8%	77.1%	70.4%
Q52. Rating of health plan	75.0%	81.1%	73.4%	74.1%	74.8%	59.6%	71.8%	76.4%	83.3%	80.1%	71.8%	67.1%	66.4%
Q25. Rating of treatment or counseling	59.6%	58.3%	62.7%	64.0%	59.8%	46.7%	62.9%	50.6%	91.4%	67.0%	58.0%	56.2%	50.0%

<i>Standard Composites</i>	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Getting Needed Care (Usually or Always)	79.2%	81.4%	79.4%	82.2%	78.2%	72.5%	69.5%	74.4%	87.3%	83.2%	79.7%	73.3%	70.1%
Getting Care Quickly (Usually or Always)	77.8%	78.7%	78.7%	82.7%	78.0%	73.3%	65.7%	74.1%	79.3%	79.8%	78.7%	78.8%	73.6%
How Well Doctors Communicate (Usually or Always)	92.8%	91.3%	93.2%	93.8%	91.6%	83.9%	88.4%	92.6%	96.4%	95.2%	92.5%	90.4%	85.0%
Customer Service (Usually or Always)	86.8%	87.2%	87.3%	87.6%	87.7%	80.8%	79.2%	85.3%	90.0%	89.2%	83.7%	87.3%	87.0%

**Performance Indicator:** Score < 70%    Score ≥ 70% and < 80%    Score ≥ 80%

# Respondent Profile

## Composite Scores by Demographics

<b>Getting Needed Care (Usually or Always)</b>	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Composite	79.2%	81.4%	79.4%	82.2%	78.2%	72.5%	69.5%	74.4%	87.3%	83.2%	79.7%	73.3%	70.1%
Q22. Usually or always easy to get the care, tests, or treatment you needed	84.7%	85.4%	84.9%	85.7%	86.3%	73.5%	79.8%	82.0%	91.5%	88.3%	84.3%	80.5%	71.6%
Q41. Usually or always got appointments with a specialist as soon as you needed	73.8%	77.5%	73.9%	78.6%	70.0%	71.4%	59.3%	66.8%	83.2%	78.1%	75.1%	66.1%	68.6%

<b>Getting Care Quickly (Usually or Always)</b>	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Composite	77.8%	78.7%	78.7%	82.7%	78.0%	73.3%	65.7%	74.1%	79.3%	79.8%	78.7%	78.8%	73.6%
Q4. Usually or always got urgent care as soon as you needed	79.8%	83.6%	80.0%	84.0%	79.7%	82.4%	66.3%	75.1%	79.6%	82.2%	82.0%	81.8%	70.0%
Q6. Usually or always got an appointment for check-up or routine care as soon as you needed	75.9%	73.9%	77.5%	81.4%	76.2%	64.3%	65.0%	73.1%	79.1%	77.3%	75.5%	75.8%	77.2%

<b>How Well Doctors Communicate (Usually or Always)</b>	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Composite	92.8%	91.3%	93.2%	93.8%	91.6%	83.9%	88.4%	92.6%	96.4%	95.2%	92.5%	90.4%	85.0%
Q33. Personal doctor usually or always explained things in a way that was easy to understand	92.8%	89.5%	93.6%	94.7%	92.7%	82.1%	85.4%	90.3%	94.1%	96.4%	92.7%	90.3%	83.5%
Q34. Personal doctor usually or always listened carefully to you	93.1%	92.5%	93.1%	93.6%	91.2%	89.3%	88.8%	94.3%	97.3%	95.5%	92.0%	91.6%	84.7%
Q35. Personal doctor usually or always showed respect for what you had to say	94.9%	94.6%	94.8%	94.9%	94.5%	89.3%	91.6%	95.5%	98.9%	96.2%	95.0%	93.0%	85.9%
Q36. Personal doctor usually or always spent enough time with you	90.4%	88.8%	91.1%	91.9%	87.9%	75.0%	87.9%	90.3%	95.2%	92.8%	90.2%	86.9%	85.9%

**Performance Indicator:** Score < 70%    Score ≥ 70% and < 80%    Score ≥ 80%

## Respondent Profile

### Composite Scores by Demographics

<i>Customer Service (Usually or Always)</i>	Total	Hispanic	Non-Hispanic	White	Black	Amer. Indian	Asian Native HI Pacific Is.	Other Race	Health Excellent	Health Very Good	Health Good	Health Fair	Health Poor
Composite	86.8% 	87.2% 	87.3% 	87.6% 	87.7% 	80.8% 	79.2% 	85.3% 	90.0% 	89.2% 	83.7% 	87.3% 	87.0% 
Q47. Health plan customer service usually or always gave information or help you needed	80.3% 	80.4% 	81.1% 	82.1% 	80.6% 	69.2% 	72.6% 	77.5% 	85.5% 	84.1% 	76.0% 	80.0% 	76.1% 
Q49. Health plan customer service usually or always treated you with courtesy and respect	93.3% 	94.1% 	93.4% 	93.2% 	94.9% 	92.3% 	85.8% 	93.1% 	94.6% 	94.2% 	91.5% 	94.6% 	97.8% 

**Performance Indicator:** Score < 70%    Score ≥ 70% and < 80%    Score ≥ 80%

## Sample Disposition

	MMC Statewide	NYC	Rest of State
First mailing - sent	24,000	9,873	14,127
First mailing - usable survey returned*	1,028	311	717
Second mailing - sent	21,966	8,908	13,058
Second mailing - usable survey returned*	795	247	548
Third mailing - sent	19,673	7,975	11,698
Third mailing - usable survey returned*	289	89	200
Web - usable surveys*	748	323	425
<b>Total - usable surveys</b>	<b>2,860</b>	<b>970</b>	<b>1,890</b>
Ineligible: According to population criteria‡†	59	22	37
Ineligible: Language barrier†	6	2	4
Ineligible: Deceased†	7	1	6
Ineligible: Mentally or physically unable to complete survey†	5	1	4
Refusal/Returned survey blank	6	2	4
Incomplete survey - mail or web	28	9	19
Nonresponse - Unavailable by mail	18,497	7,519	10,978
Bad Address†	2,532	1,347	1,185
<b>Response Rate</b>	<b>13.4%</b>	<b>11.4%</b>	<b>14.7%</b>

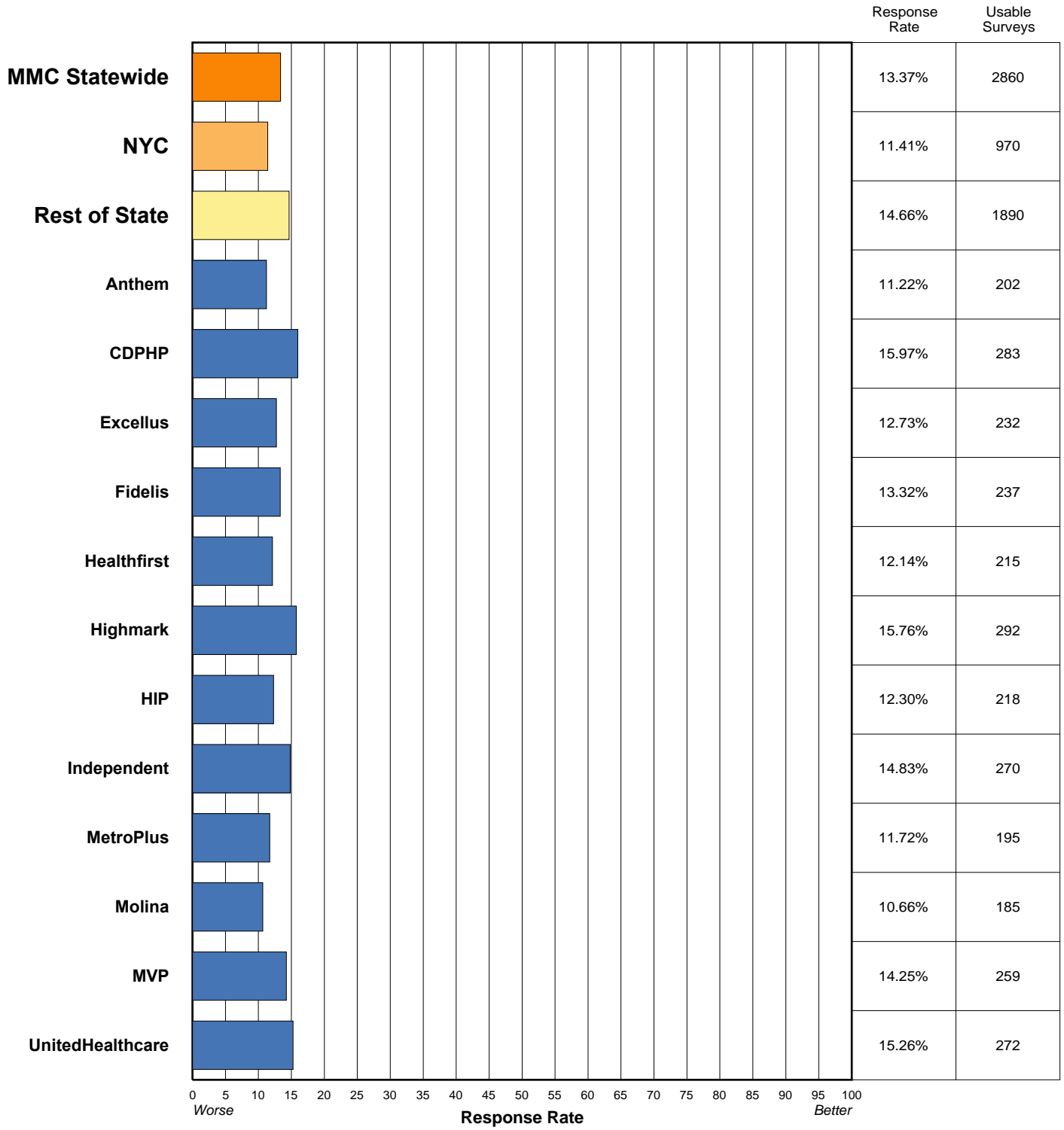
\*Included in response rate numerator

†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

## New York State Medicaid Managed Care Program

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	MMC Statewide 2025 Score	MMC Statewide 2023 Score	Point Change	Composite/ Question Group	
Q48. Information from health plans customer service usually or always easy to understand	86.1%	80.9%	+ 5.2 ▲	Single Items	Better ▲ ↑ ↓ ▼ Worse
Q45. Written materials or internet usually or always provided information about how health plan works	63.9%	59.1%	+ 4.8	Single Items	
Q39. Rating of personal doctor	83.8%	79.6%	+ 4.2 ▲	Ratings	
Q25. Rating of treatment or counseling	59.6%	55.7%	+ 3.9	Ratings	
Q16. Doctor or other health provider talked about reasons you might not want to take a medicine	69.7%	66.1%	+ 3.5	Single Items	
Q60. Doctor/provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco	55.4%	51.9%	+ 3.5	Smoking Cessation	
Q13e. Doctor or other health provider talked about smoking or using tobacco products	42.0%	38.7%	+ 3.3	Single Items	
Q13a. Doctor or other health provider talked about a healthy diet and eating habits	70.1%	67.3%	+ 2.8	Single Items	
Q13b. Doctor or other health provider talked about exercise or physical activity	72.6%	70.0%	+ 2.6	Single Items	
Q21. Rating of all health care	76.1%	73.5%	+ 2.6	Ratings	
Q41. Usually or always got appointments with a specialist as soon as you needed	73.8%	73.2%	+ 0.5	Getting Needed Care	
Q36. Personal doctor usually or always spent enough time with you	90.4%	90.1%	+ 0.3	Communication	
Q49. Health plan customer service usually or always treated you with courtesy and respect	93.3%	93.2%	+ 0.2	Customer Service	
Q33. Personal doctor usually or always explained things in a way that was easy to understand	92.8%	92.6%	+ 0.2	Communication	
Q19. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results	79.8%	79.7%	+ 0.1	Single Items	
Q35. Personal doctor usually or always showed respect for what you had to say	94.9%	95.0%	- 0.1	Communication	
Q43. Rating of specialist talked to most often	80.9%	81.4%	- 0.5	Ratings	
Q12. Doctor or other health provider definitely talked about specific things to do to prevent illness	71.3%	72.8%	- 1.5	Single Items	
Q4. Usually or always got urgent care as soon as you needed	79.8%	82.3%	- 2.6	Getting Care Quickly	
Q56. Received a flu shot or flu spray in the nose since July 1, 2024 [Presented for Respondents 18-64 years old]	37.5%	40.8%	- 3.3 ▼	Single Items	

▲ ▼ 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 2,860 Medicaid managed care members, and the overall project response rate was 13.4%.

## 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, regional results for the Standard Ratings and Composites are presented for additional information, but are not compared to the Statewide achievement scores. 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 for Statewide results. The *Trend Analysis* section displays Statewide results for 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.

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# 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.

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## 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.

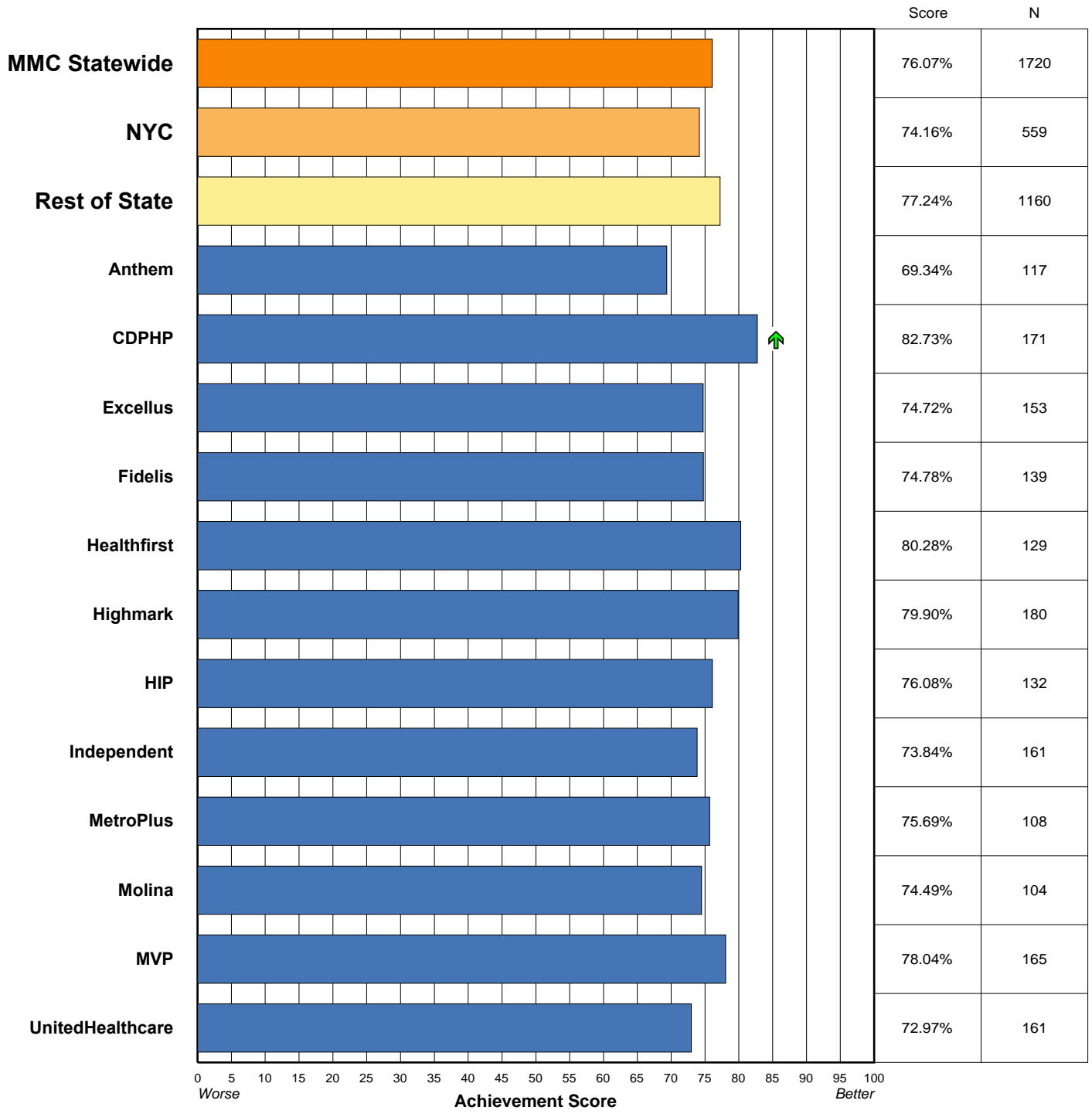
Questions that relate to the same broad domain of performance are grouped together for the purpose of reporting. For example, the domain Getting Care Quickly includes questions about how soon appointments were scheduled. Composite achievement scores reflect responses of "Usually" or "Always". Graphs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

# Overall Ratings

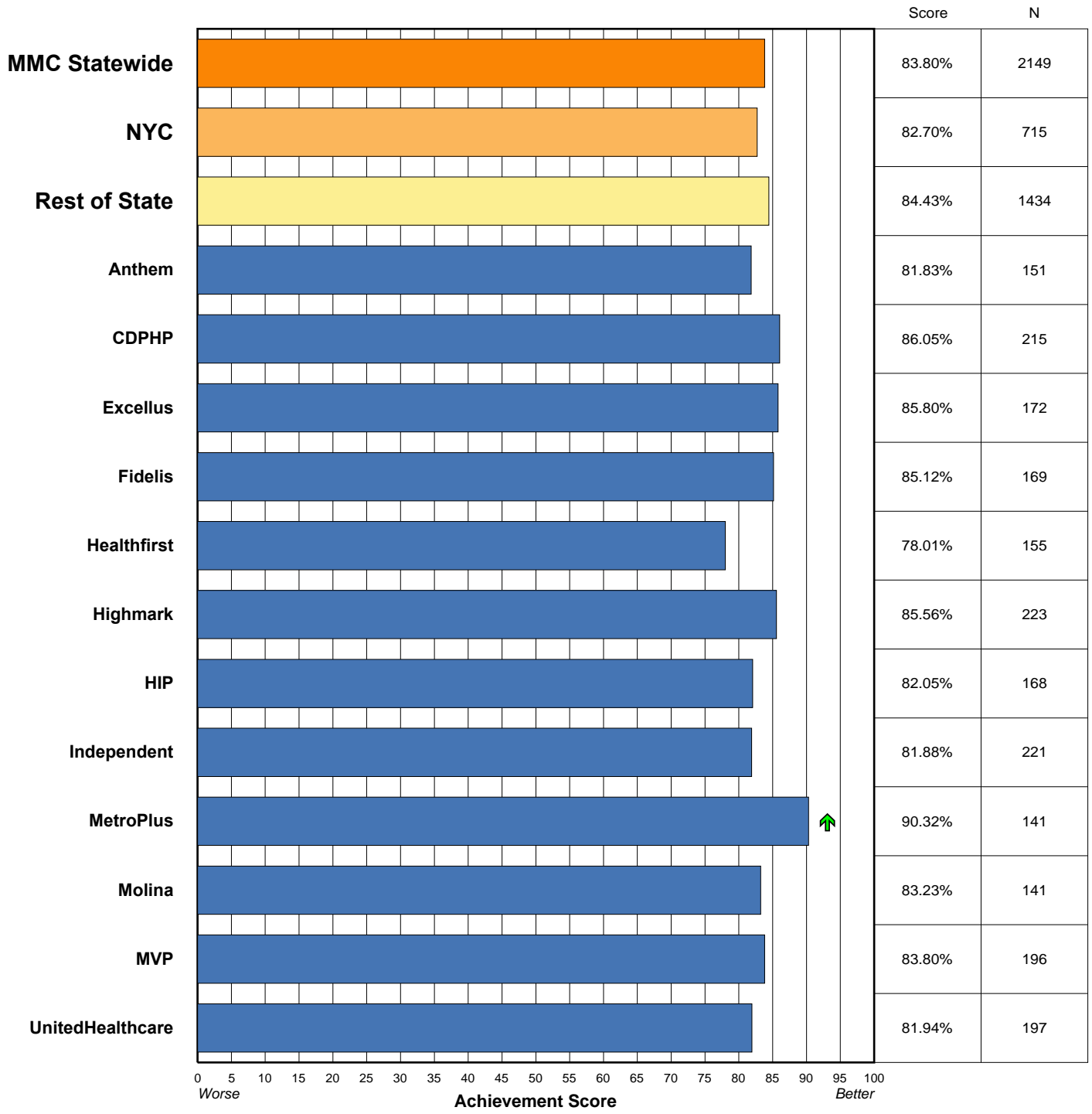
## Q21. Rating of all health care (8, 9 or 10)



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

# Overall Ratings

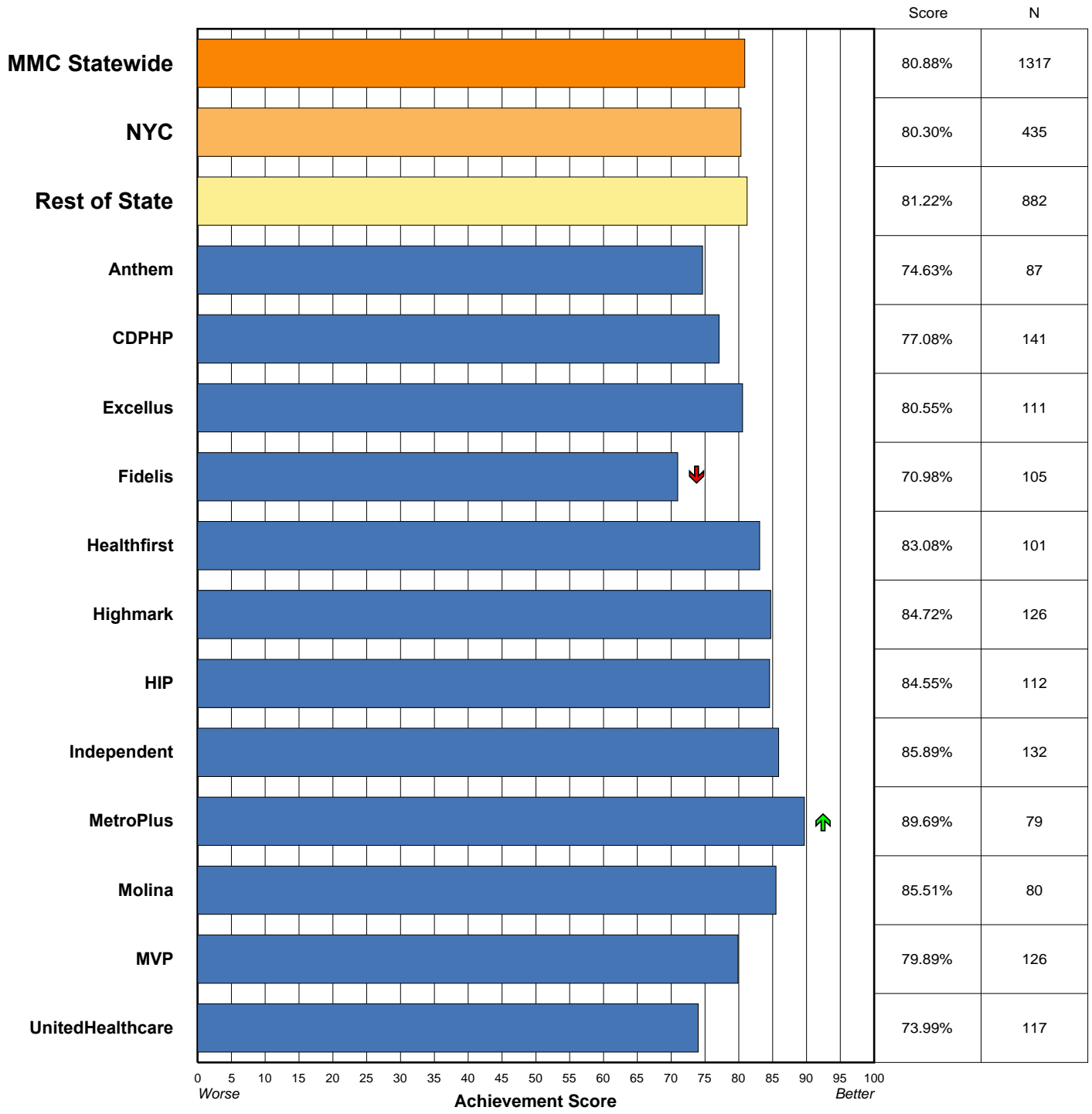
## Q39. Rating of personal doctor (8, 9 or 10)



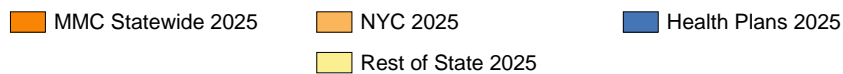
■ MMC Statewide 2025    
 ■ NYC 2025    
 ■ Health Plans 2025  
■ Rest of State 2025

# Overall Ratings

## Q43. Rating of specialist talked to most often (8, 9 or 10)

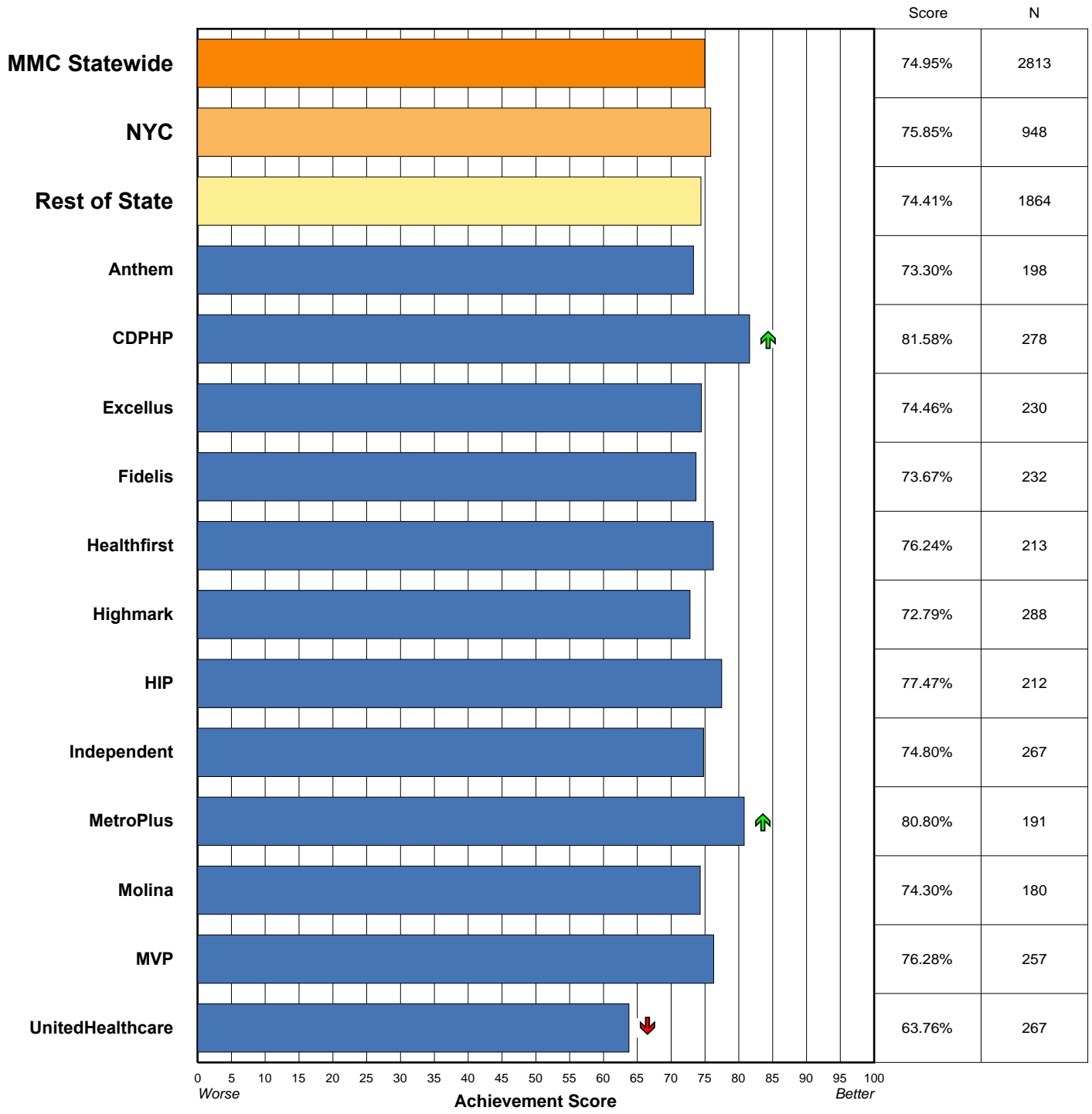


Statistically significantly better/worse than MMC Statewide 2025.



# Overall Ratings

## Q52. Rating of health plan (8, 9 or 10)

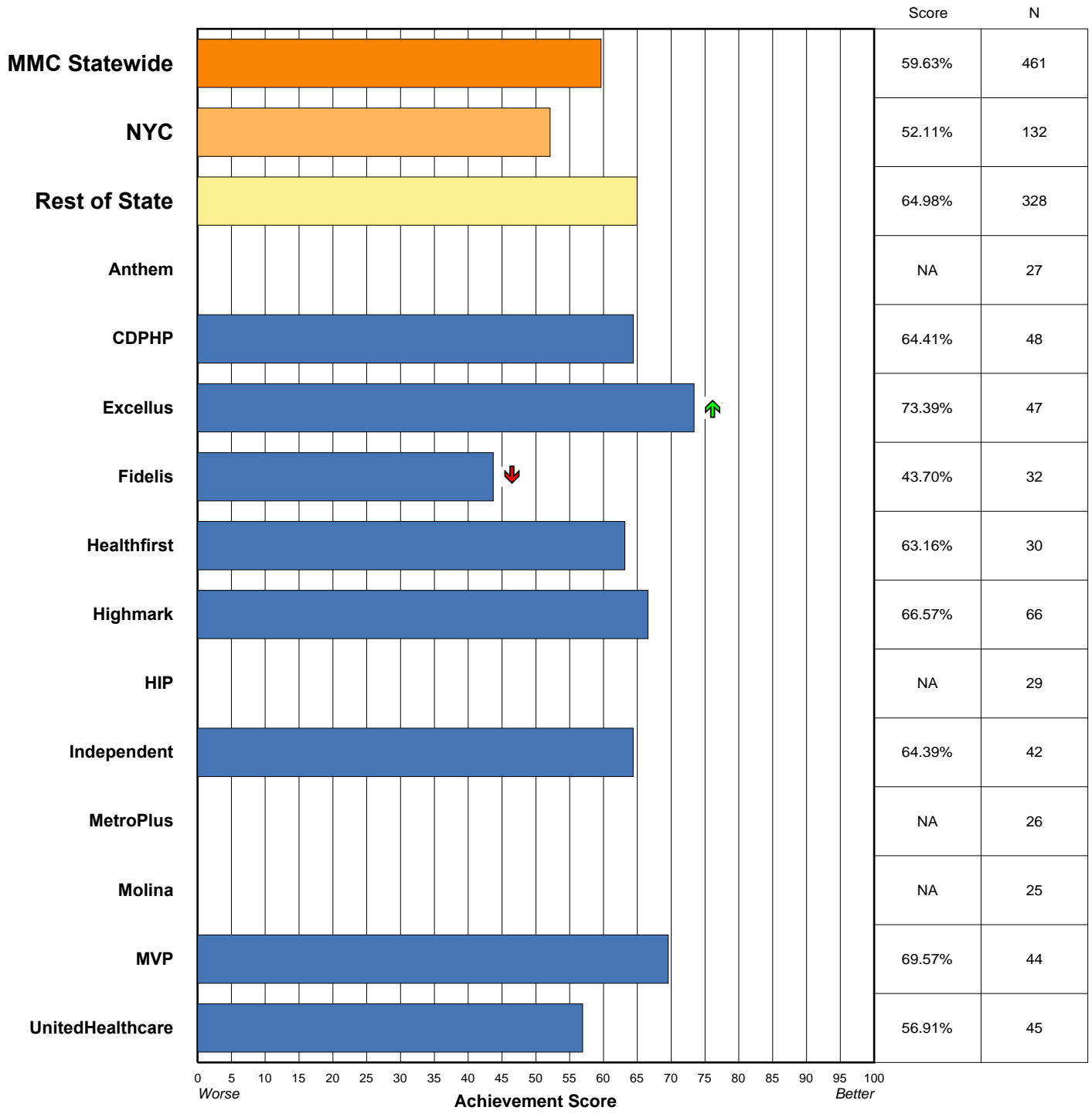


Statistically significantly better/worse than MMC Statewide 2025.

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

# Overall Ratings

## Q25. Rating of treatment or counseling (8, 9 or 10)

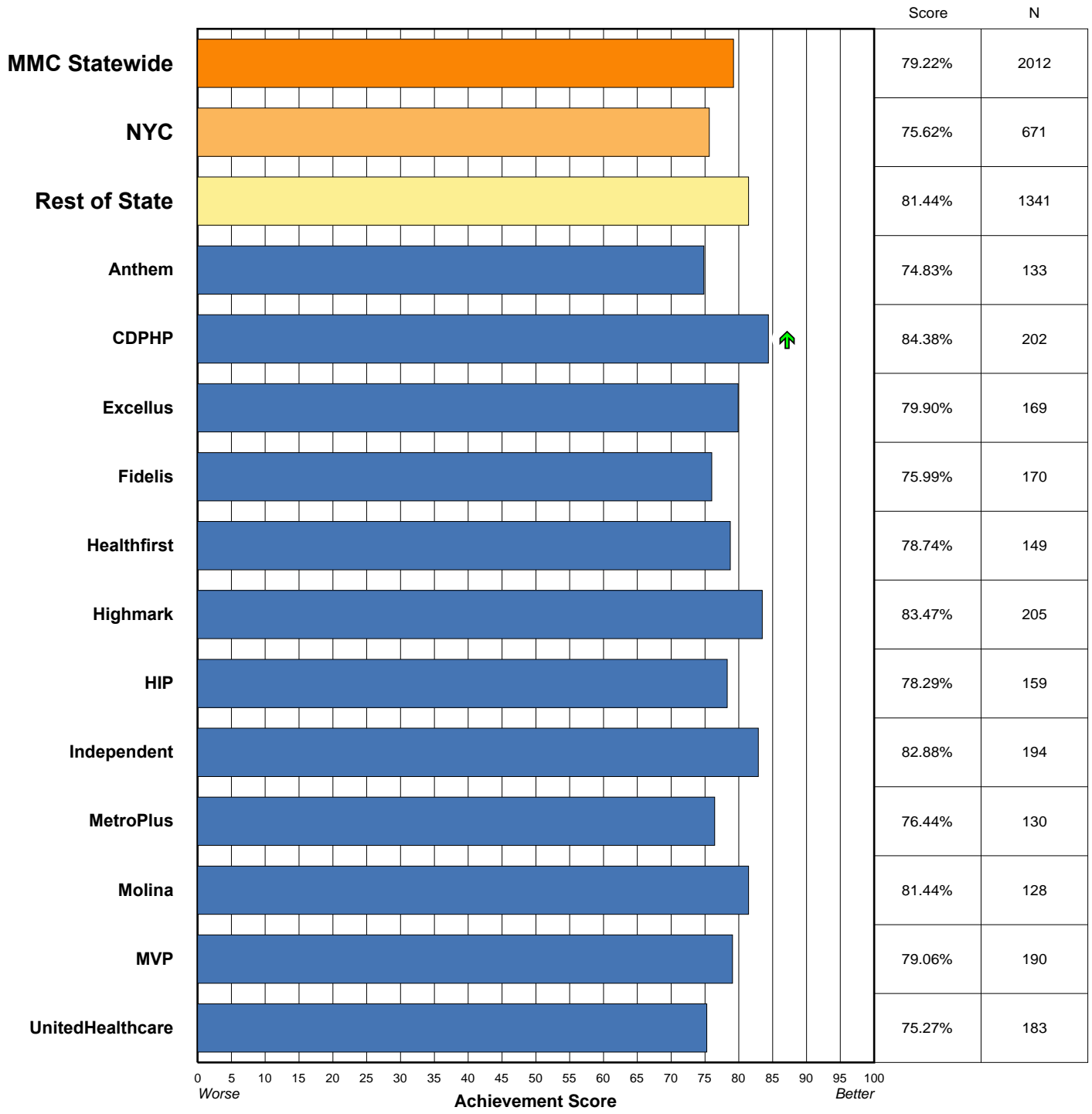


NA Results suppressed for fewer than 30 cases.  
 ↑ ↓ Statistically significantly better/worse than MMC Statewide 2025.

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

# Composites

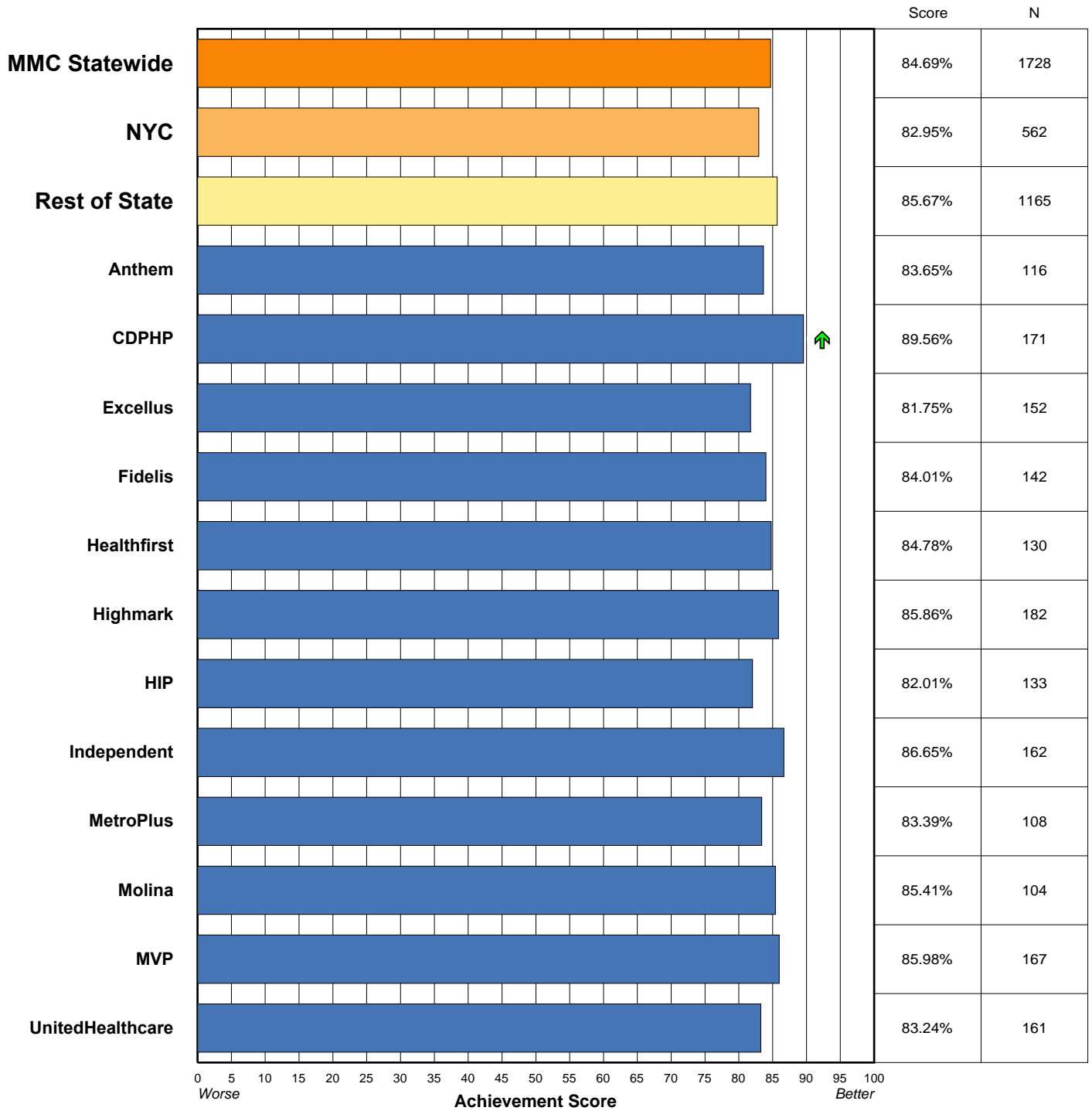
## Getting Needed Care (Usually or Always)



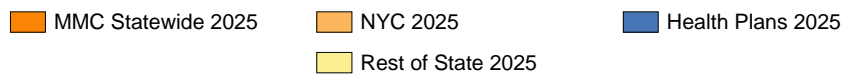
■ MMC Statewide 2025    
 ■ NYC 2025    
 ■ Health Plans 2025  
■ Rest of State 2025

## Getting Needed Care (Usually or Always)

Q22. Usually or always easy to get the care, tests, or treatment you needed

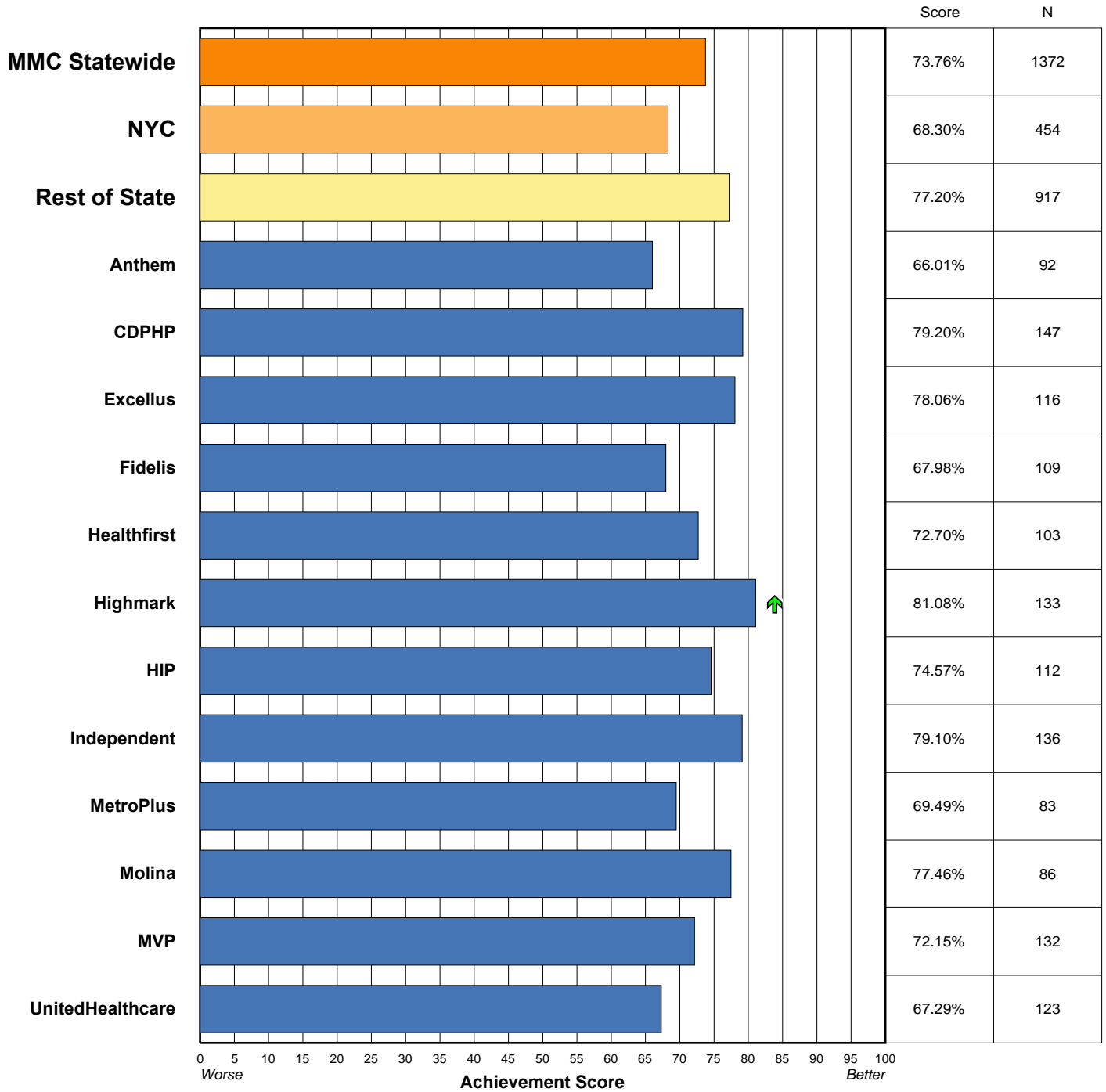


Statistically significantly better/worse than MMC Statewide 2025.

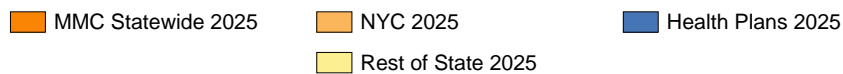


## Getting Needed Care (Usually or Always)

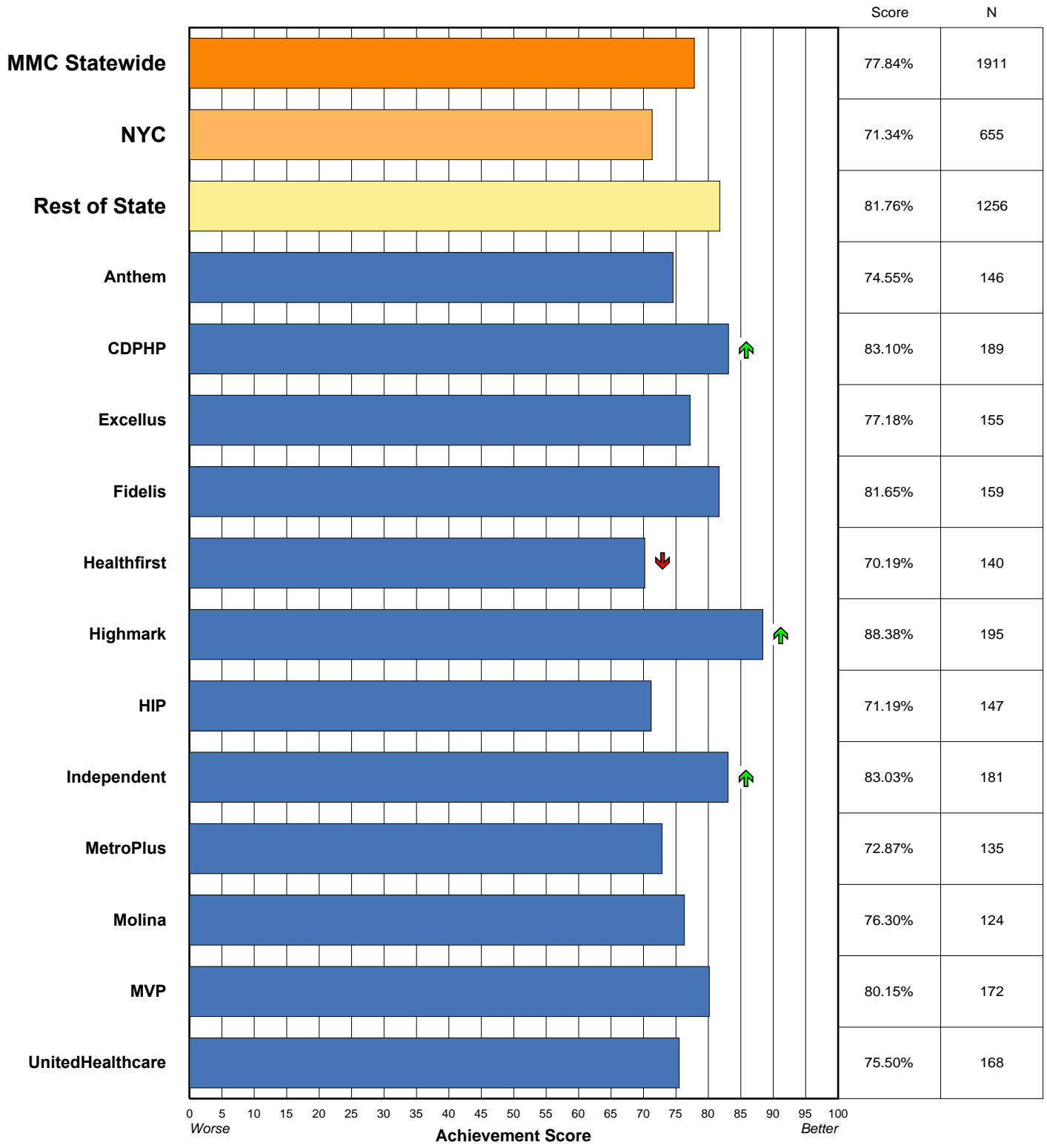
**Q41. Usually or always got appointments with a specialist as soon as you needed**



Statistically significantly better/worse than MMC Statewide 2025.



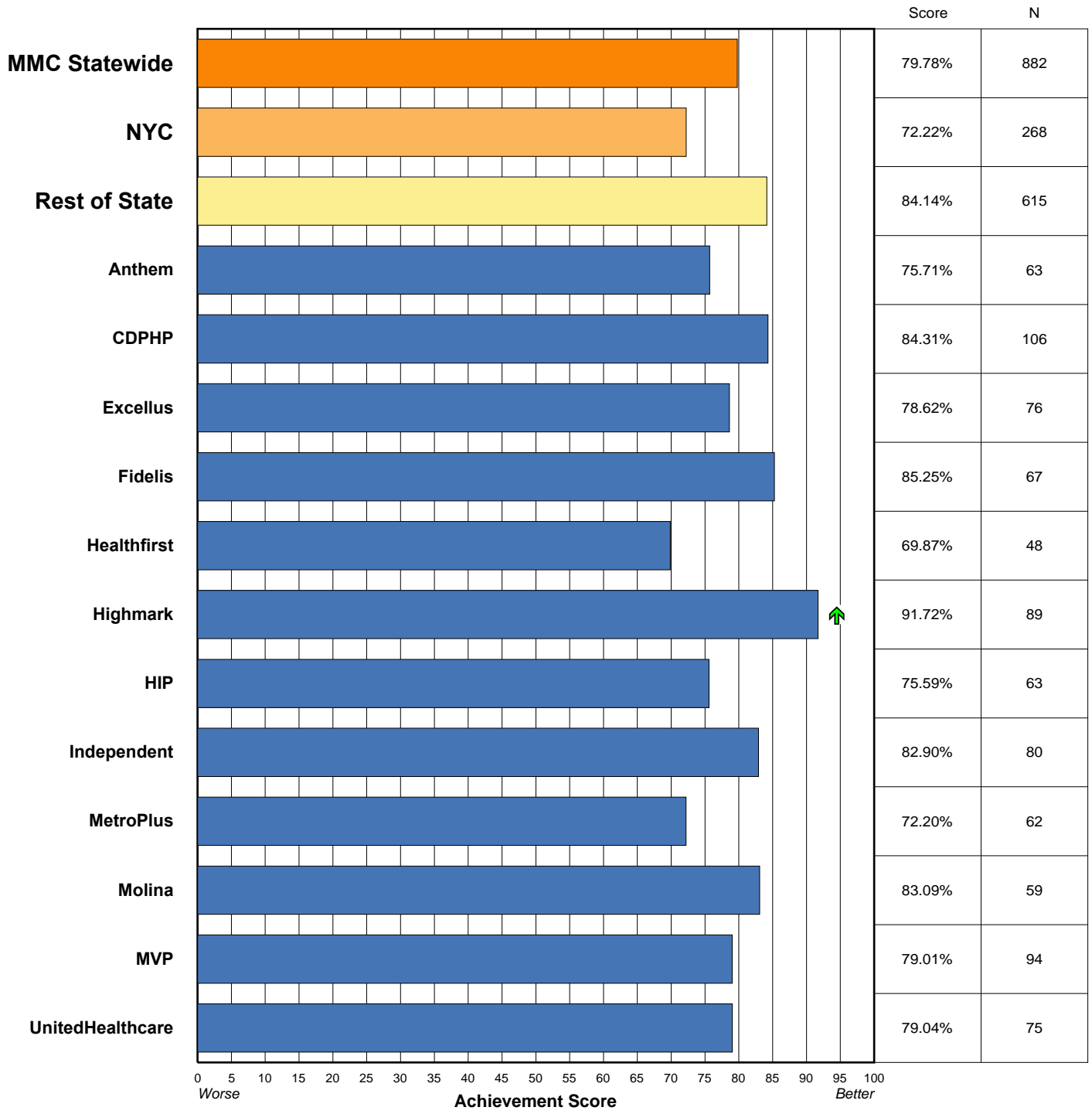
## Getting Care Quickly (Usually or Always)



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

## Getting Care Quickly (Usually or Always)

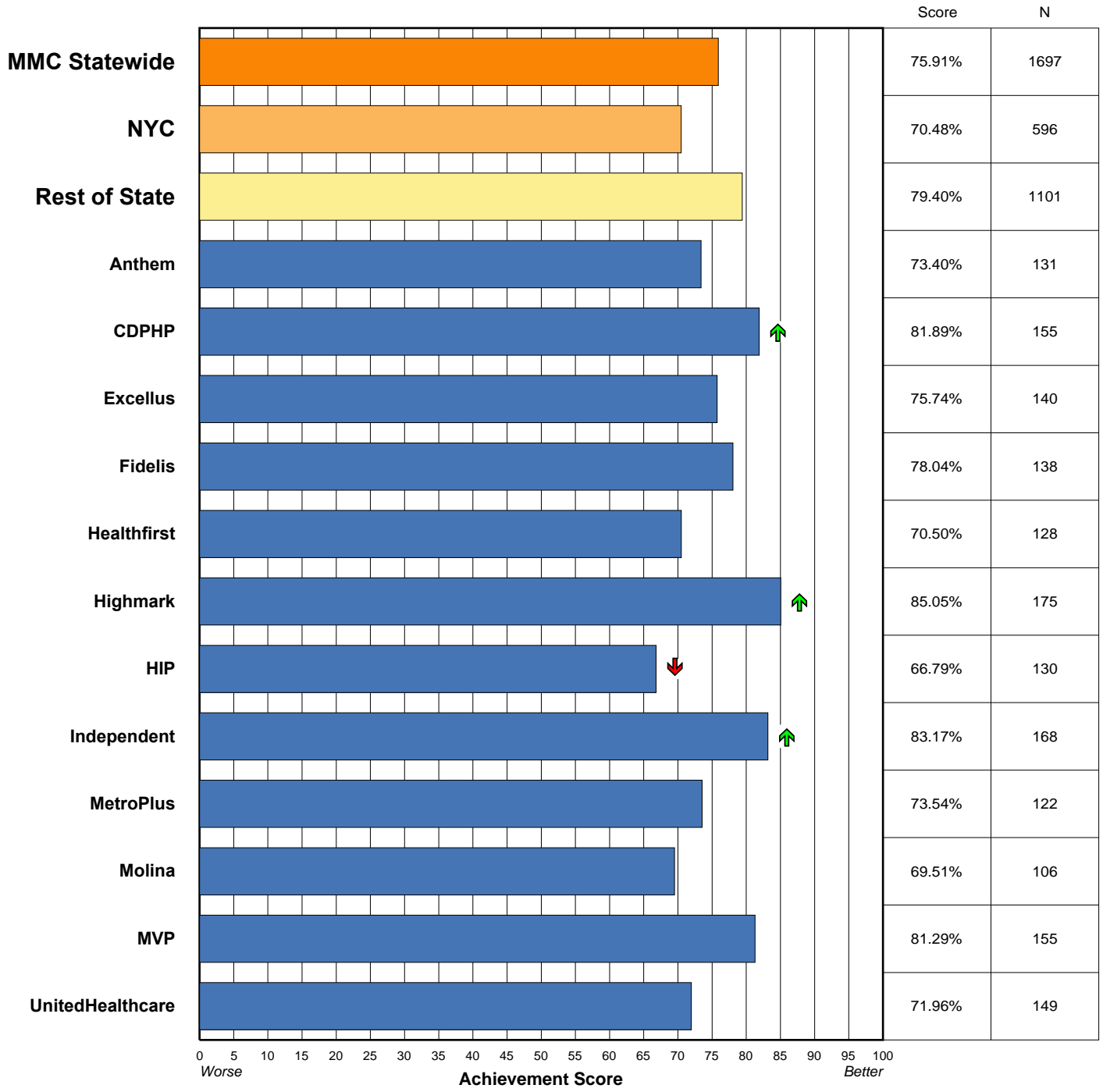
### Q4. Usually or always got urgent care as soon as you needed



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

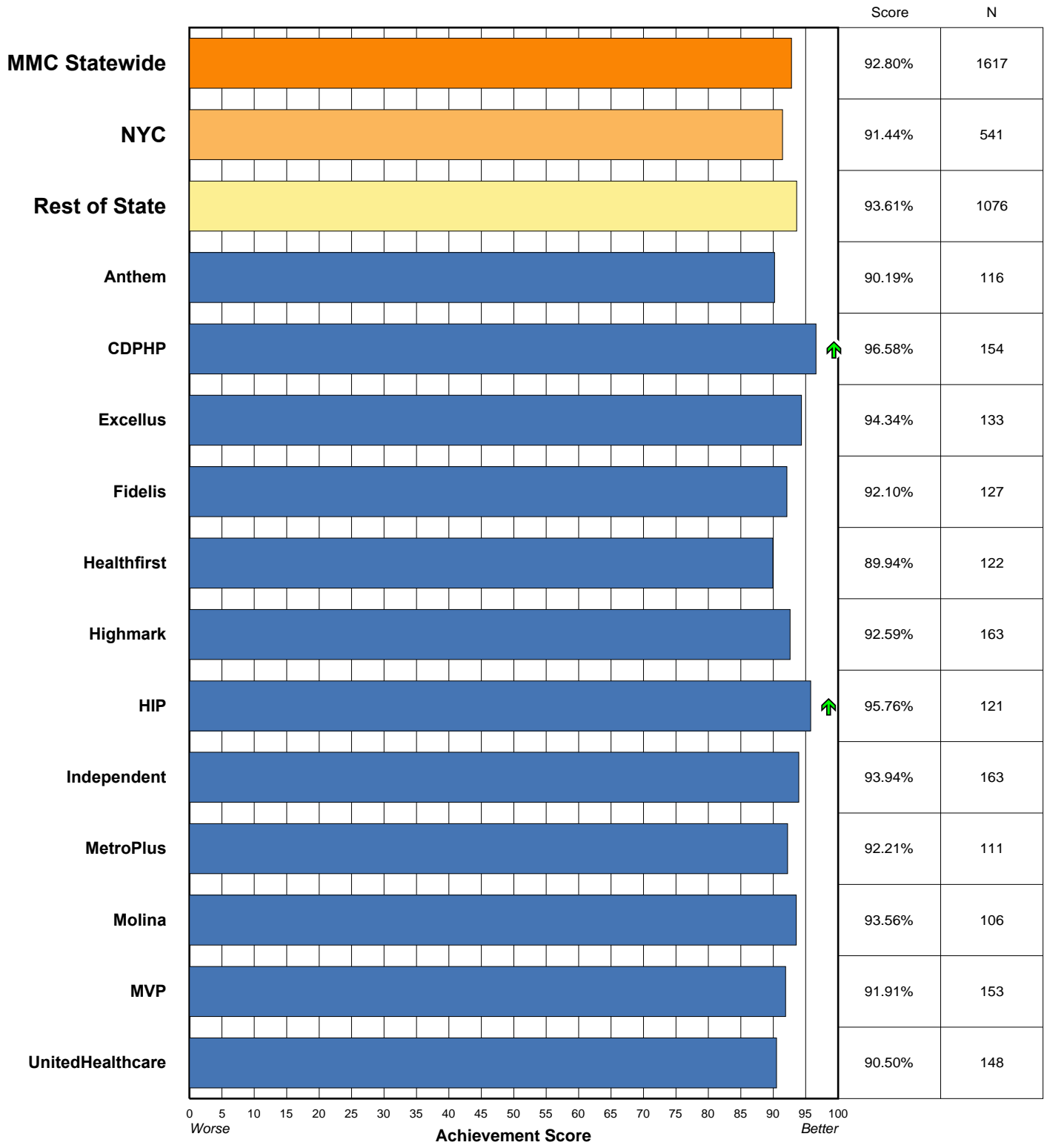
## Getting Care Quickly (Usually or Always)

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



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

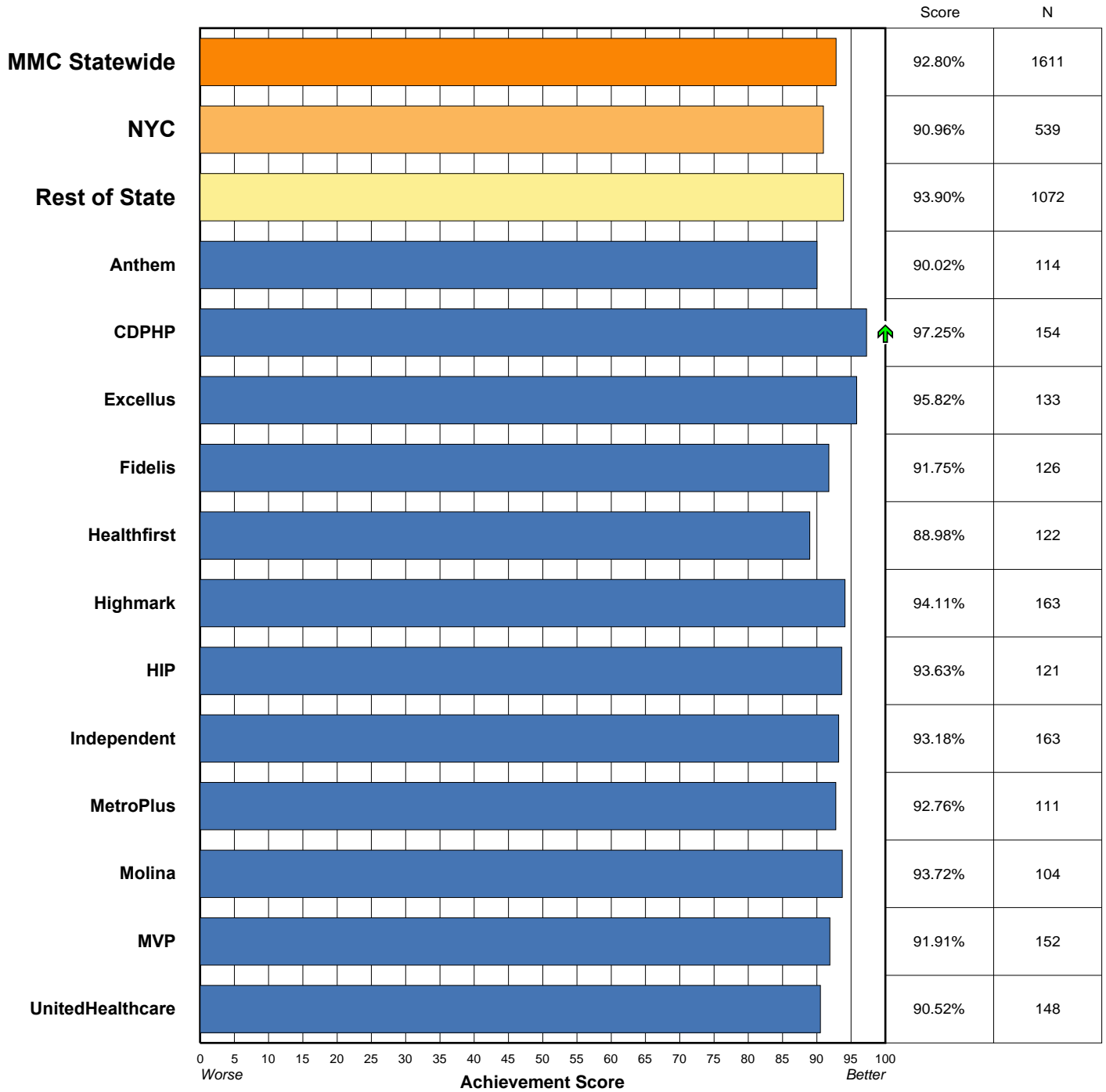
## How Well Doctors Communicate (Usually or Always)



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

## How Well Doctors Communicate (Usually or Always)

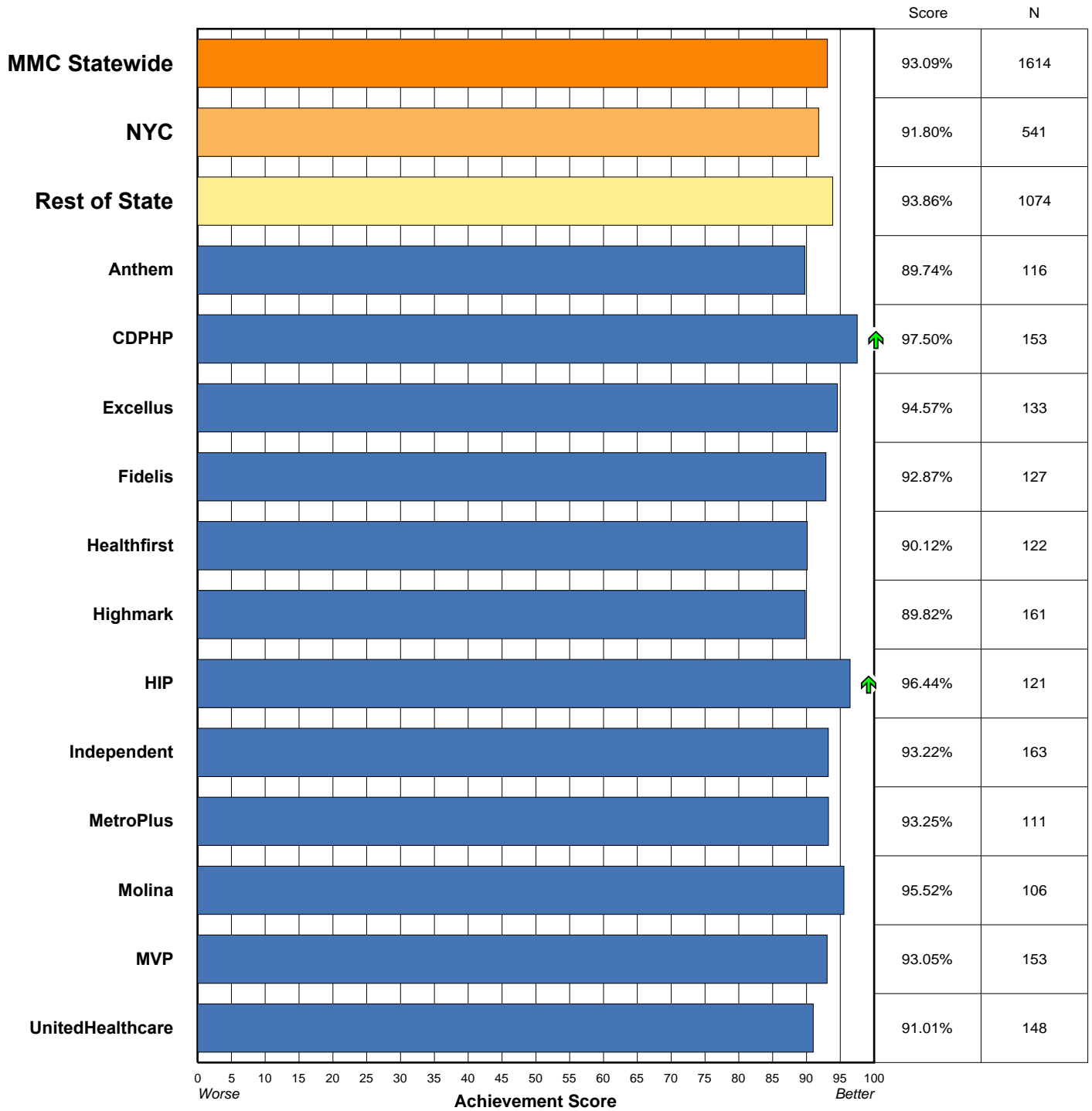
**Q33. Personal doctor usually or always explained things in a way that was easy to understand**



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

## How Well Doctors Communicate (Usually or Always)

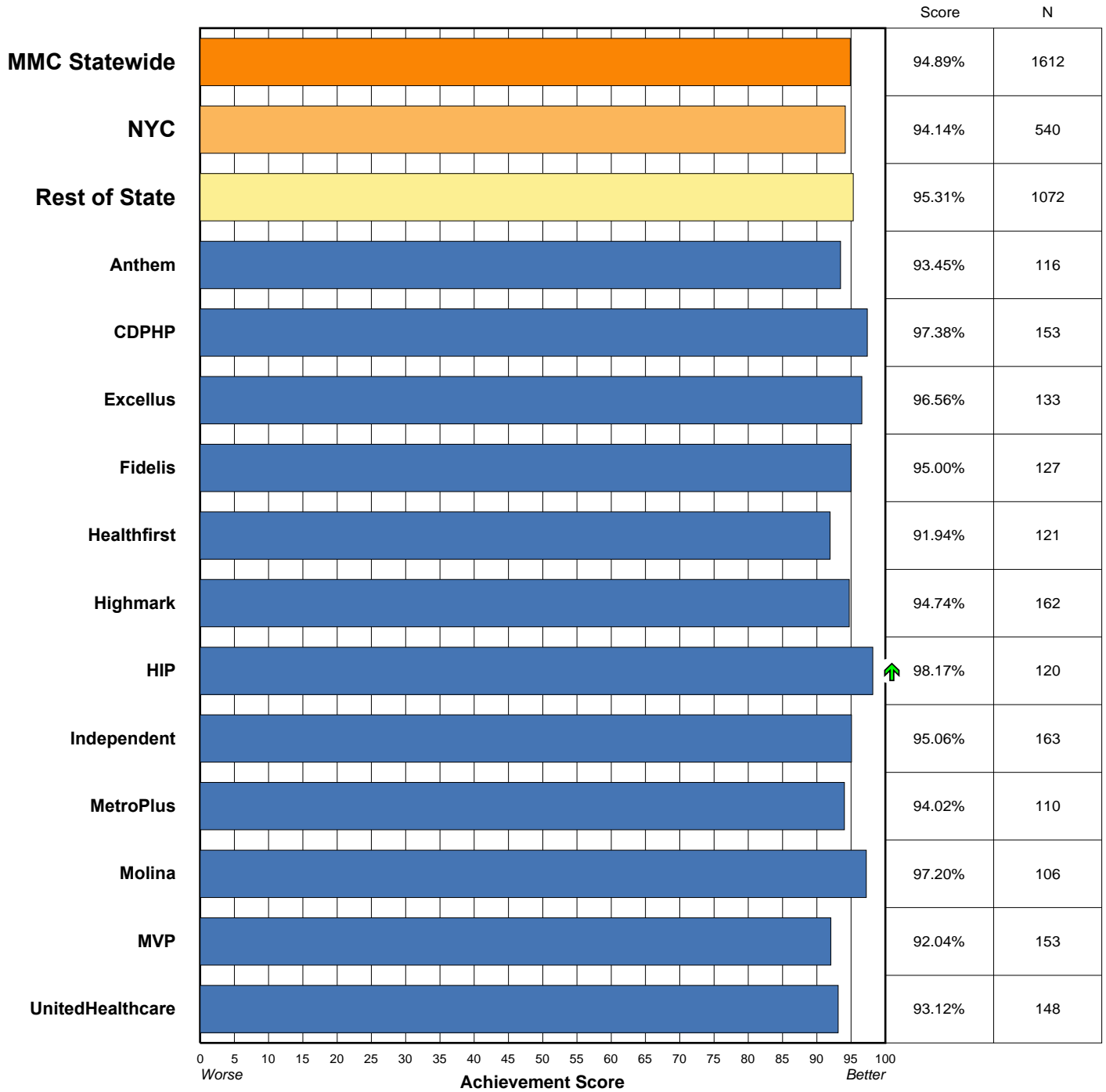
### Q34. Personal doctor usually or always listened carefully to you



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

## How Well Doctors Communicate (Usually or Always)

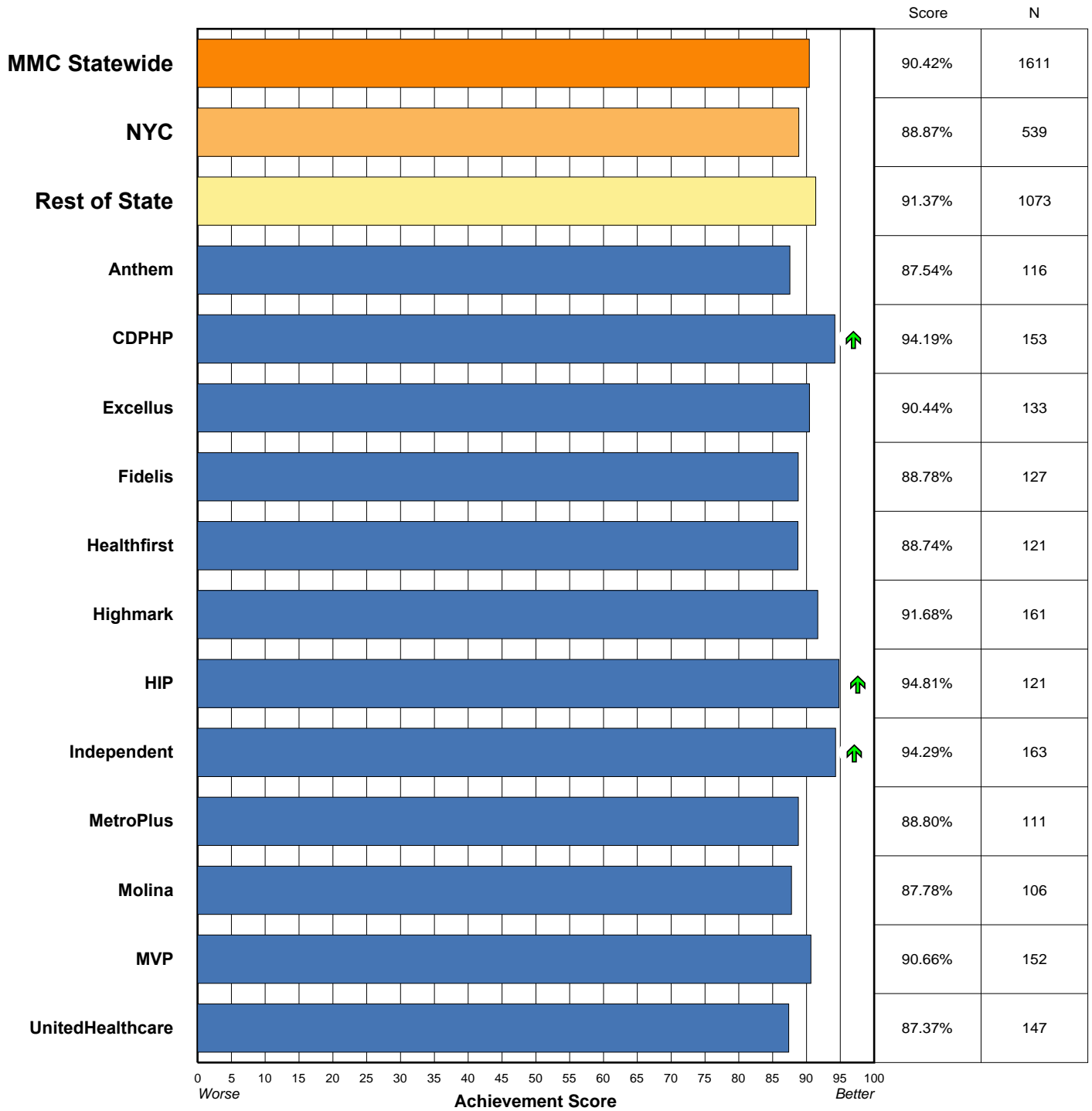
**Q35. Personal doctor usually or always showed respect for what you had to say**



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

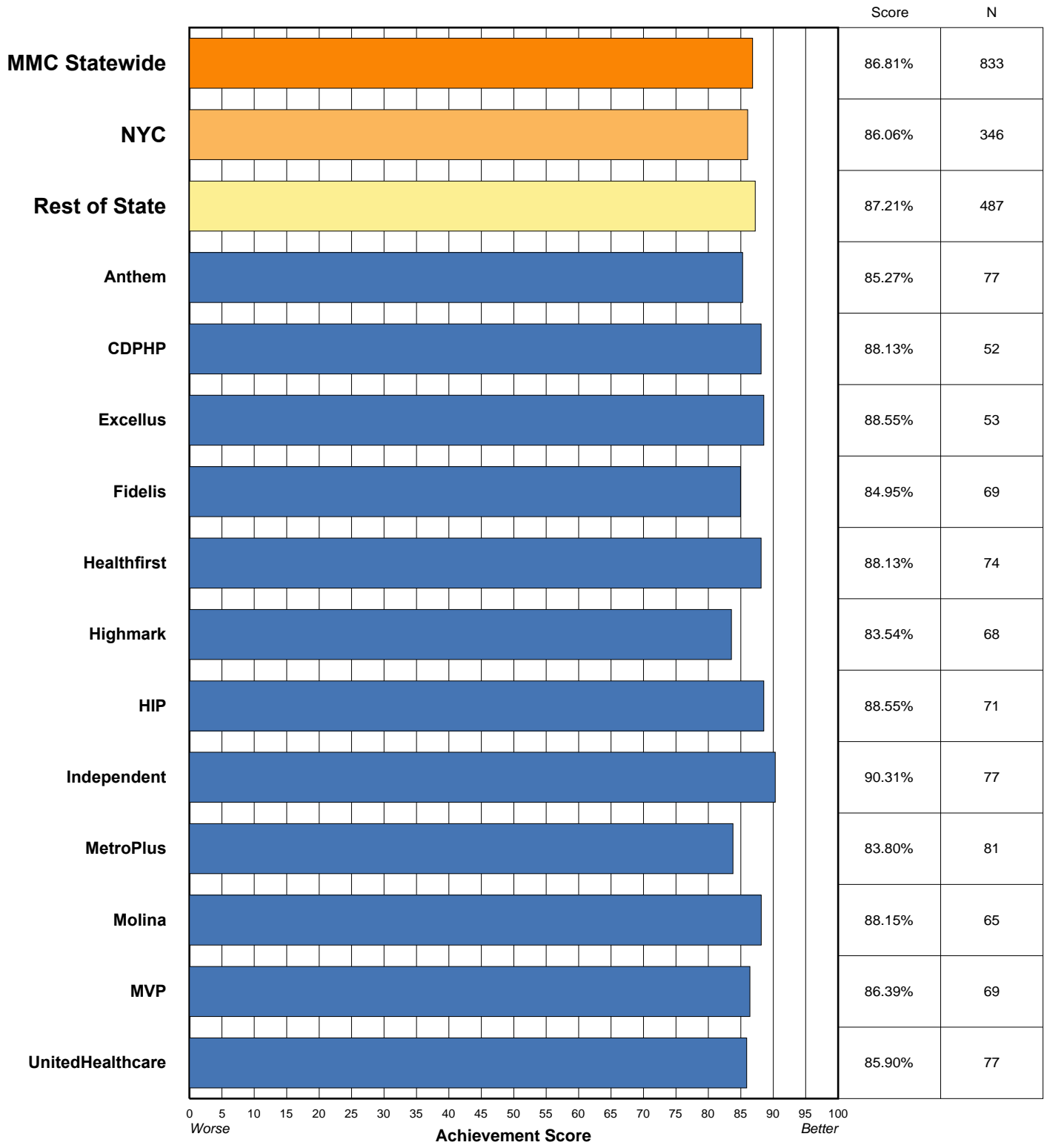
## How Well Doctors Communicate (Usually or Always)

### Q36. Personal doctor usually or always spent enough time with you



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

### Customer Service (Usually or Always)

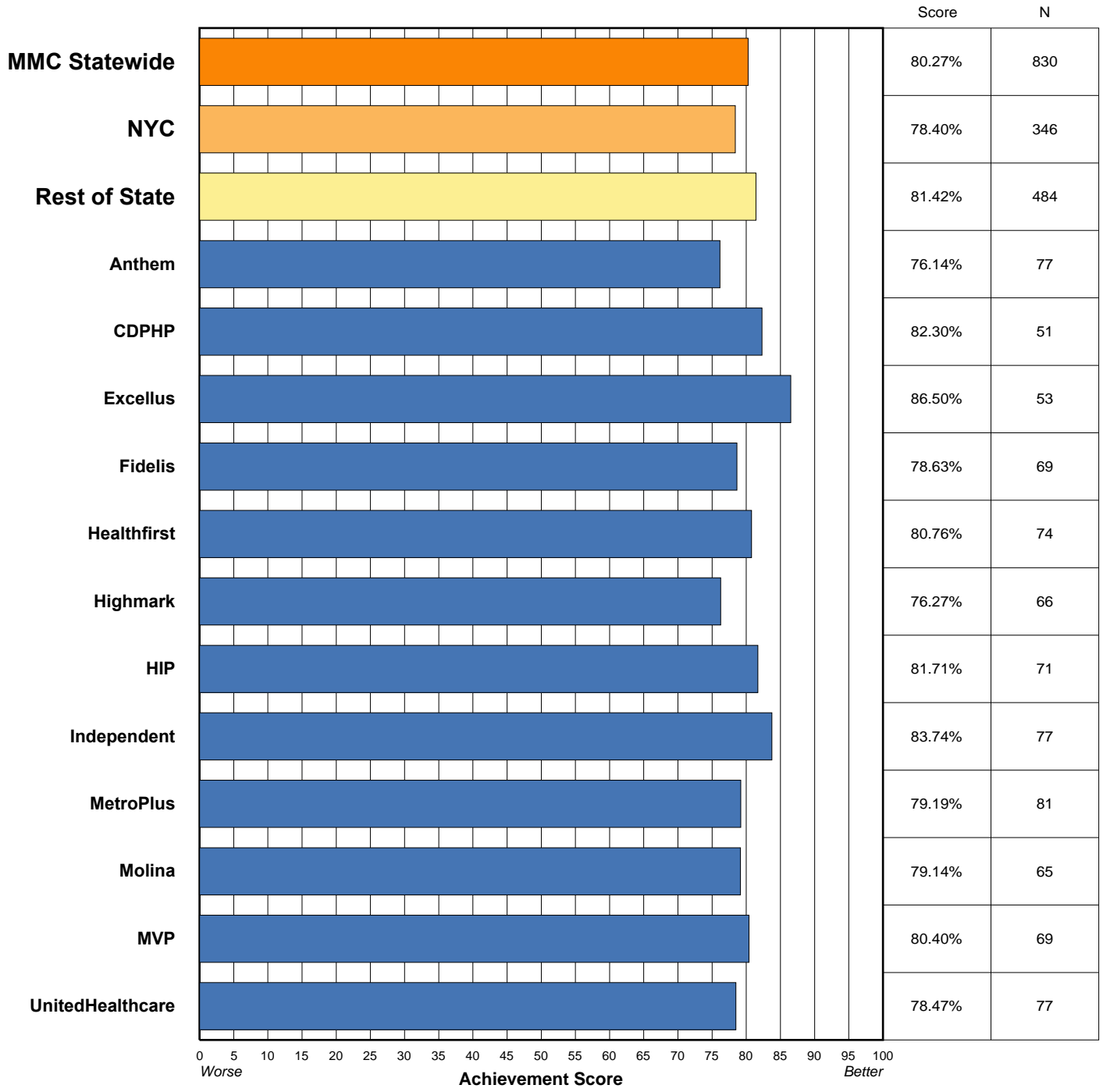


↑↓ Statistically significantly better/worse than MMC Statewide 2025.

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

## Customer Service (Usually or Always)

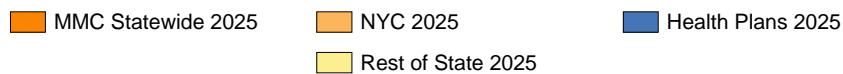
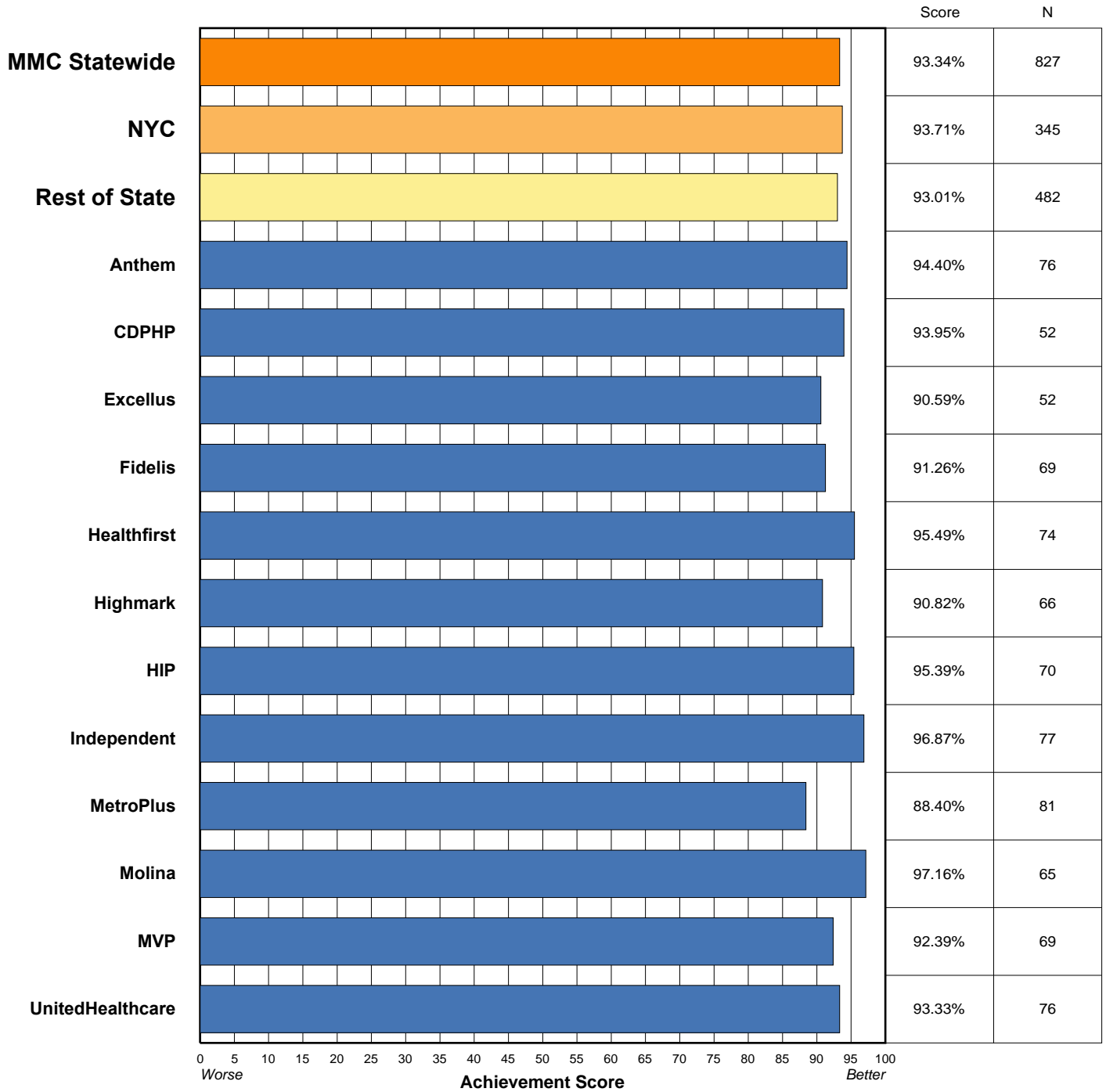
**Q47. Health plan customer service usually or always gave information or help you needed**



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

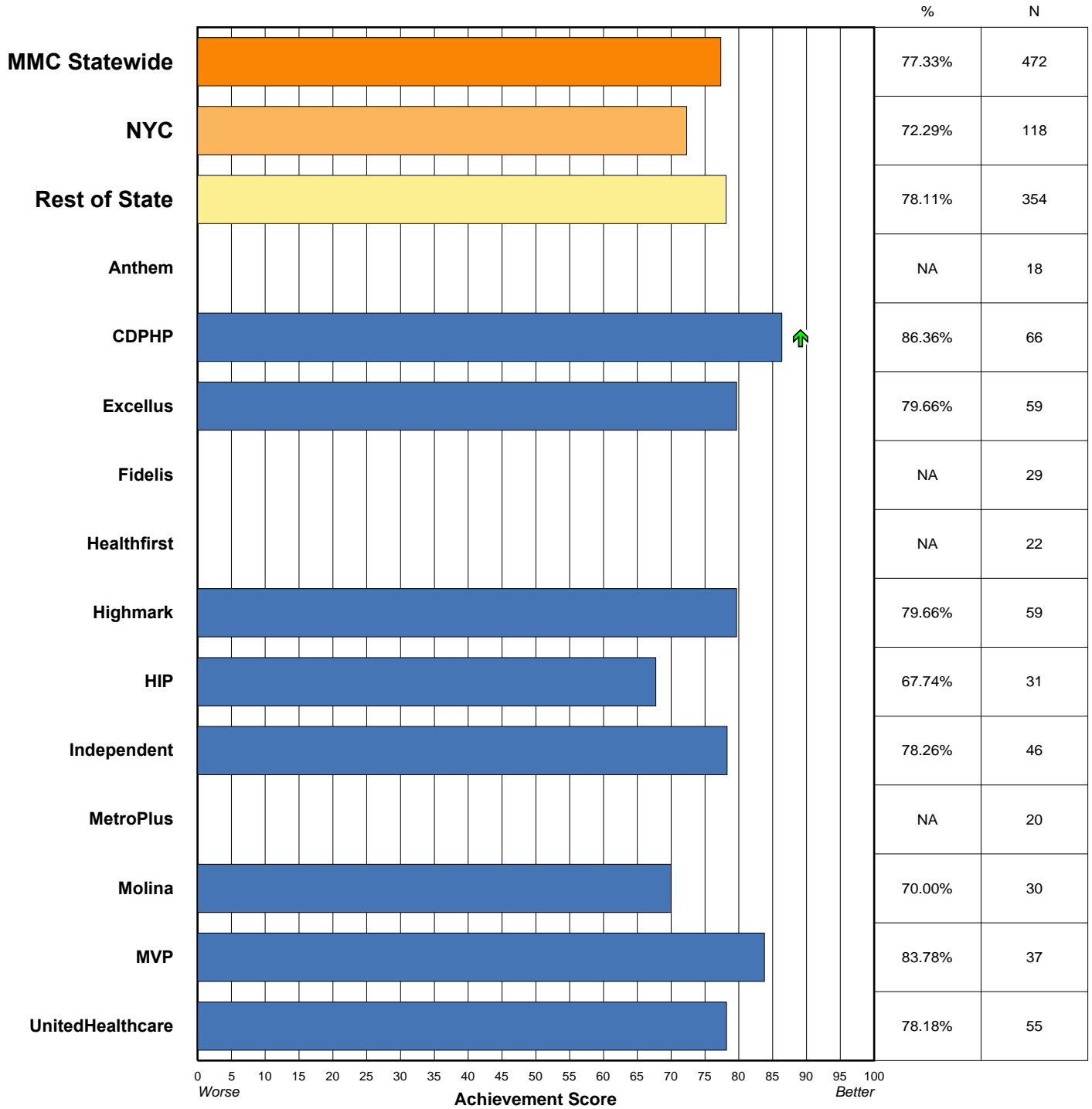
## Customer Service (Usually or Always)

### Q49. Health plan customer service usually or always treated you with courtesy and respect



# Medical Assistance with Smoking Cessation

## Q58. Advised by doctor/provider to quit smoking or using tobacco

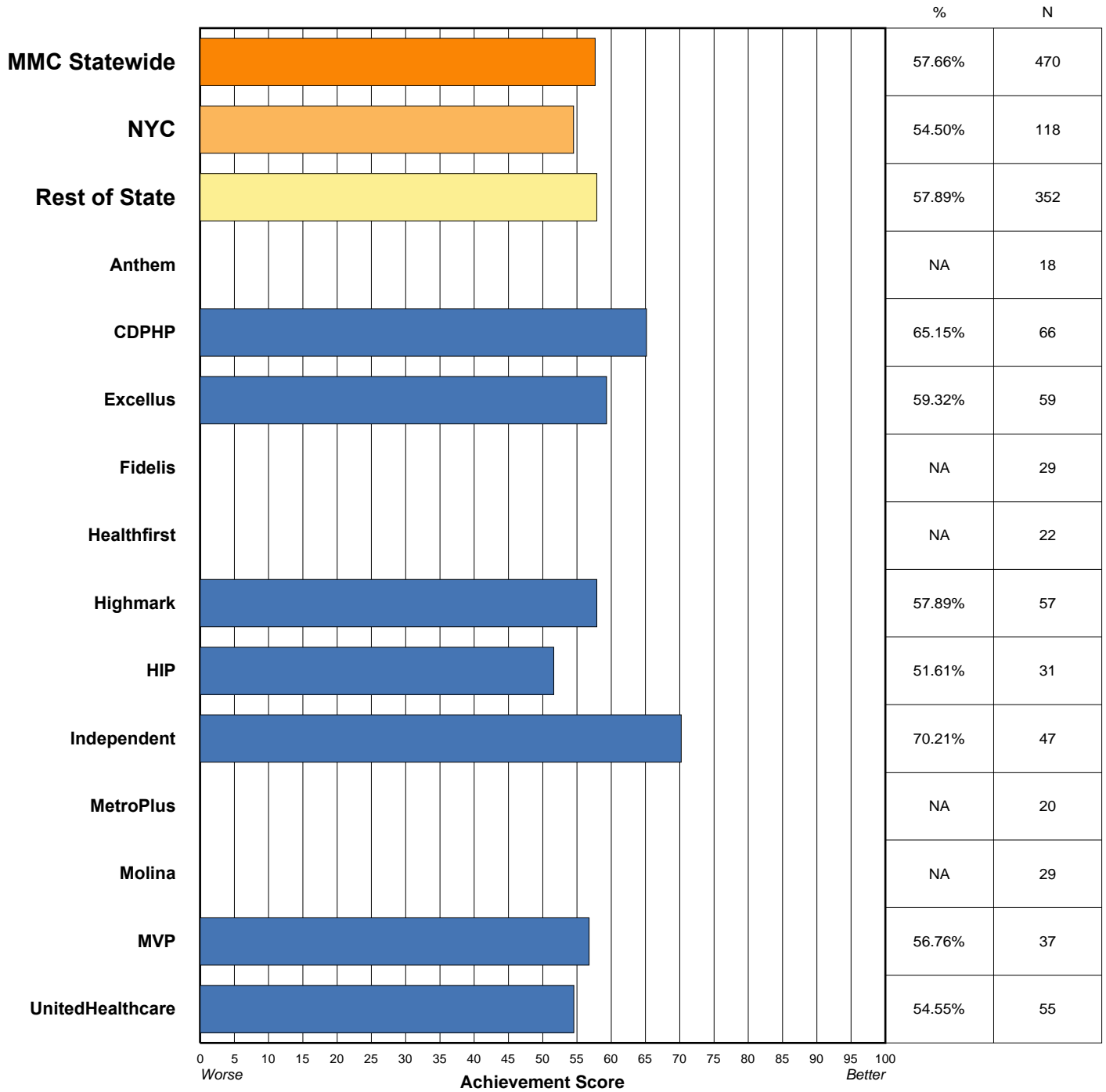


NA Results suppressed for fewer than 30 cases.  
 ↑ Statistically significantly better than MMC Statewide 2025.  
 ↓ Statistically significantly worse than MMC Statewide 2025.

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

## Medical Assistance with Smoking Cessation

### Q59. Doctor/provider recommended or discussed medication to assist with quitting smoking or using tobacco

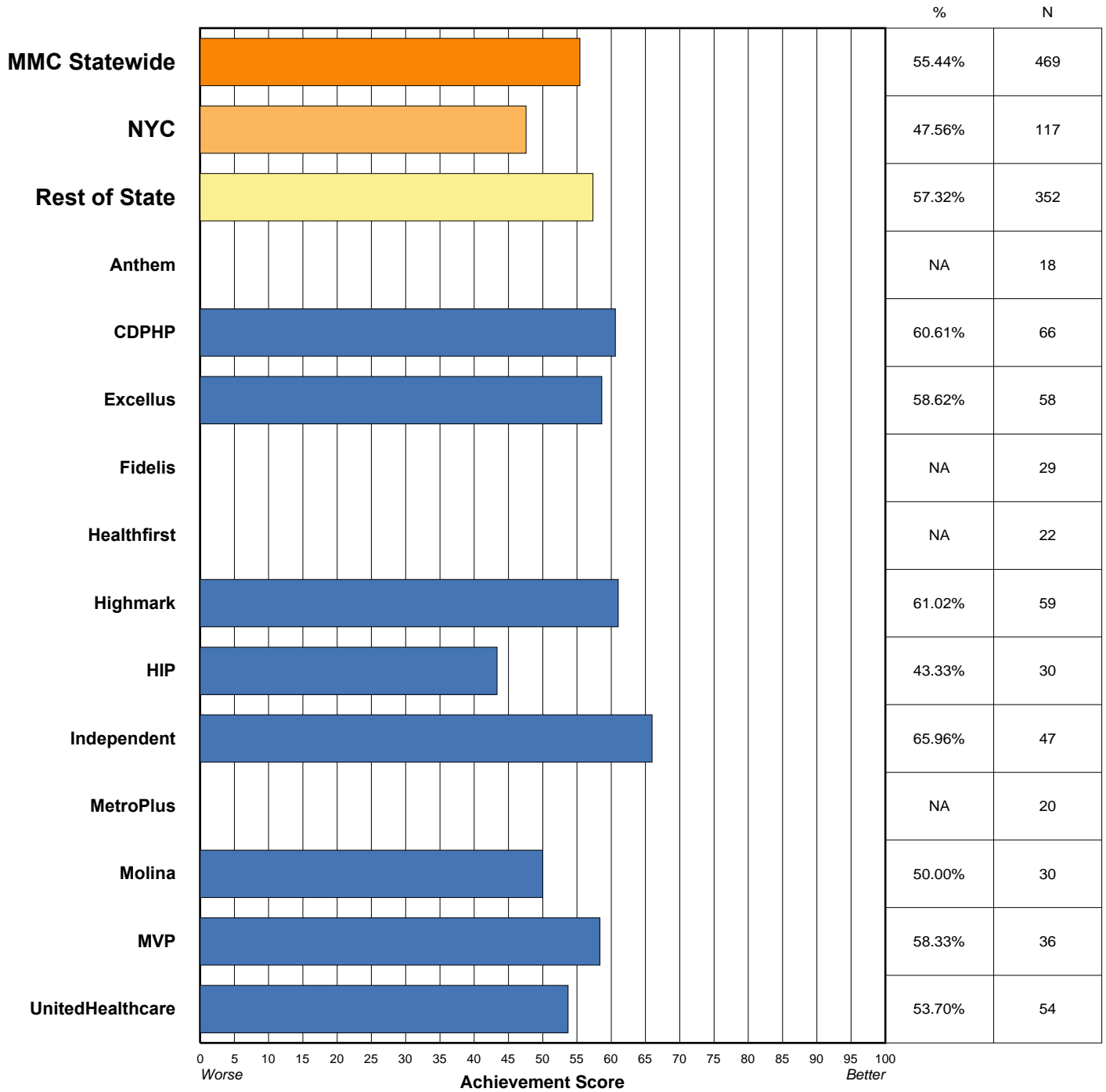


NA Results suppressed for fewer than 30 cases.  
 ↑↓ Statistically significantly better/worse than MMC Statewide 2025.

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

## Medical Assistance with Smoking Cessation

### Q60. Doctor/provider discussed or provided methods and strategies to assist with quitting smoking or using tobacco

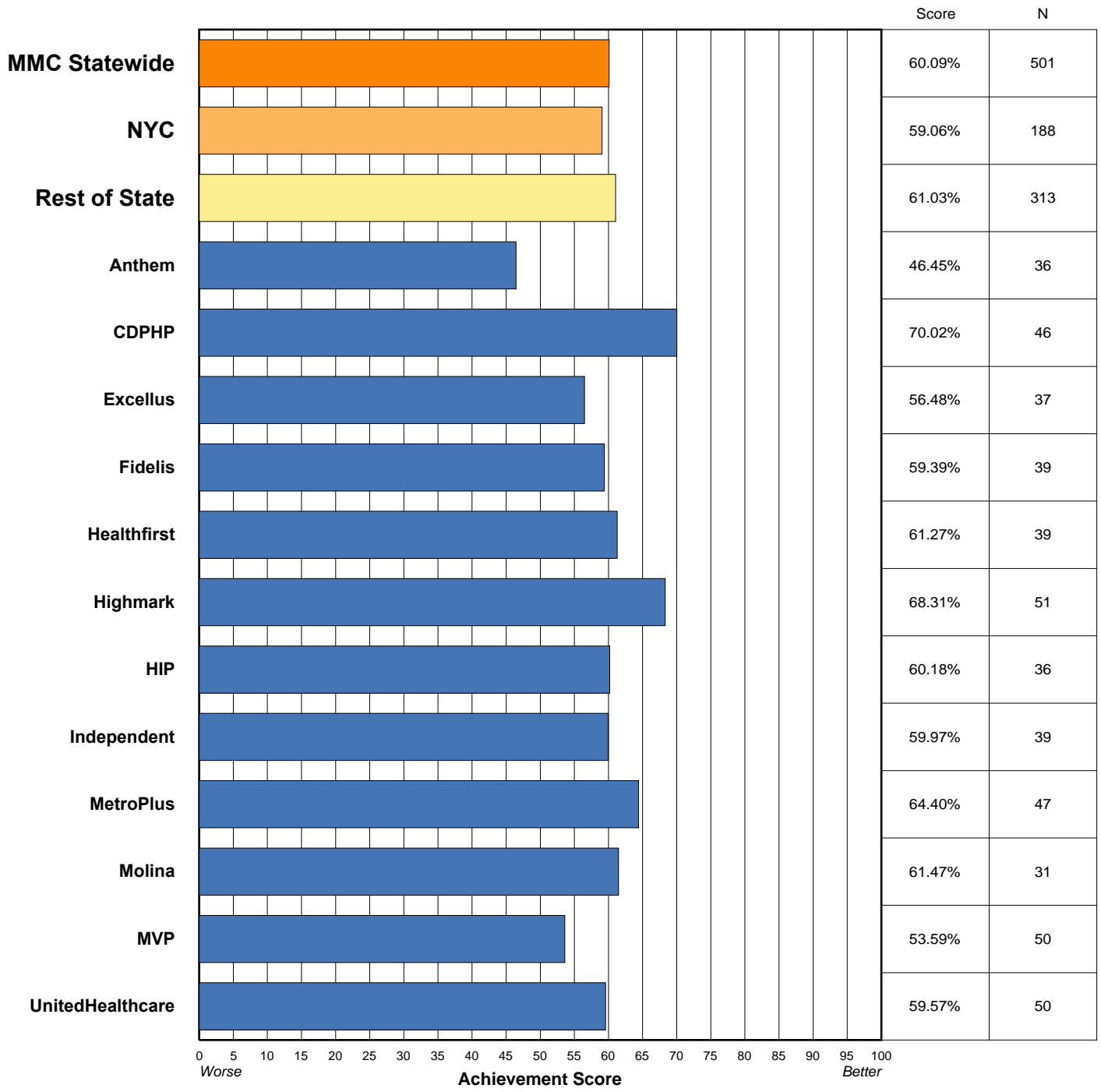


NA Results suppressed for fewer than 30 cases.  
 ↑ ↓ Statistically significantly better/worse than MMC Statewide 2025.

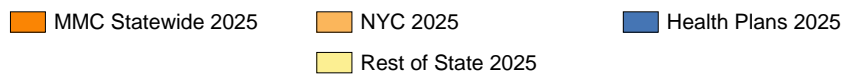
■ MMC Statewide 2025    
 ■ NYC 2025    
 ■ Health Plans 2025  
■ Rest of State 2025

# Single Items

## Q8. Usually or always able to get care needed during evenings, weekends or holidays

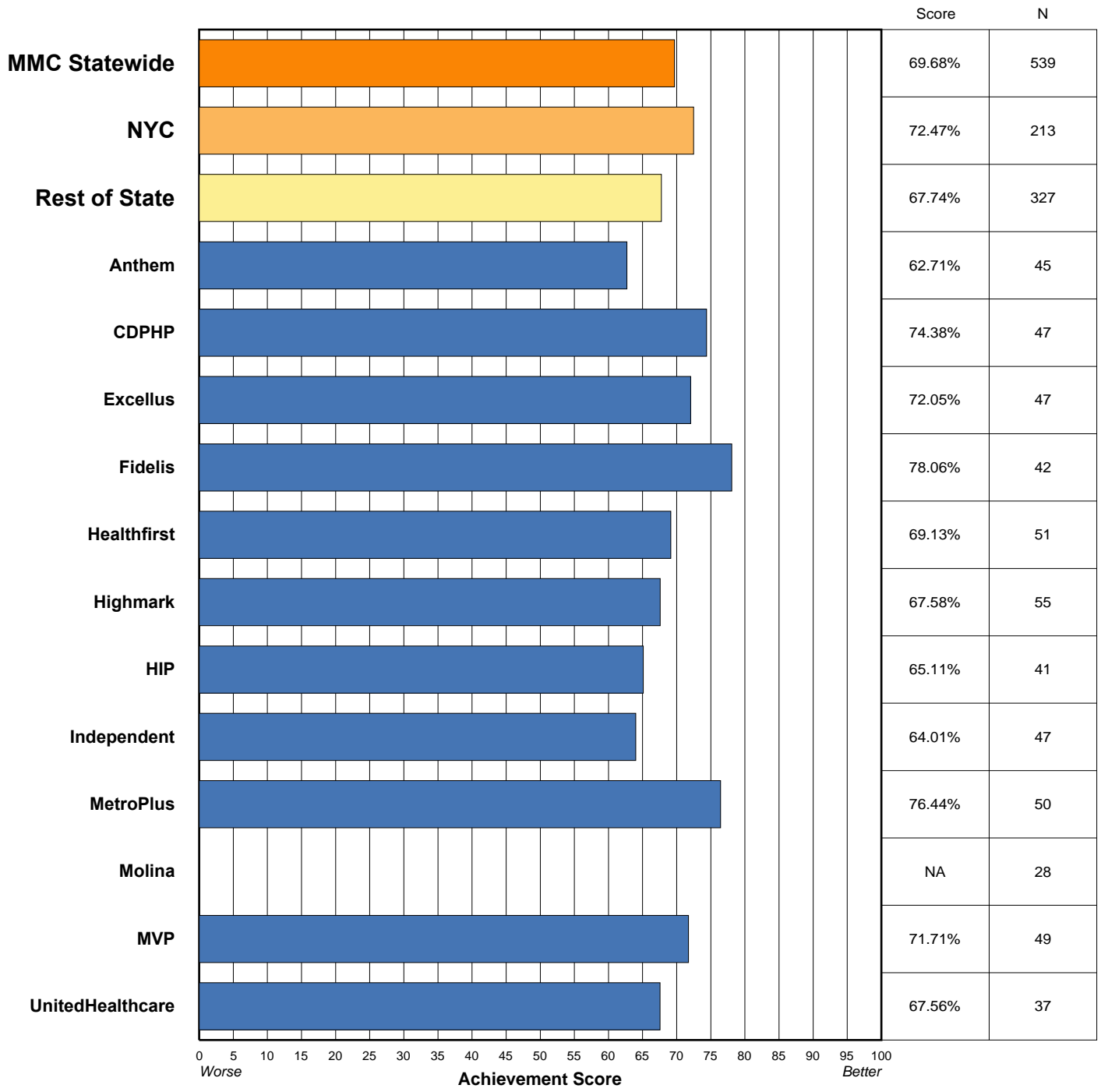


Statistically significantly better/worse than MMC Statewide 2025.



### Single Items

#### Q10. After regular office hours usually or always got answer to medical question as soon as needed

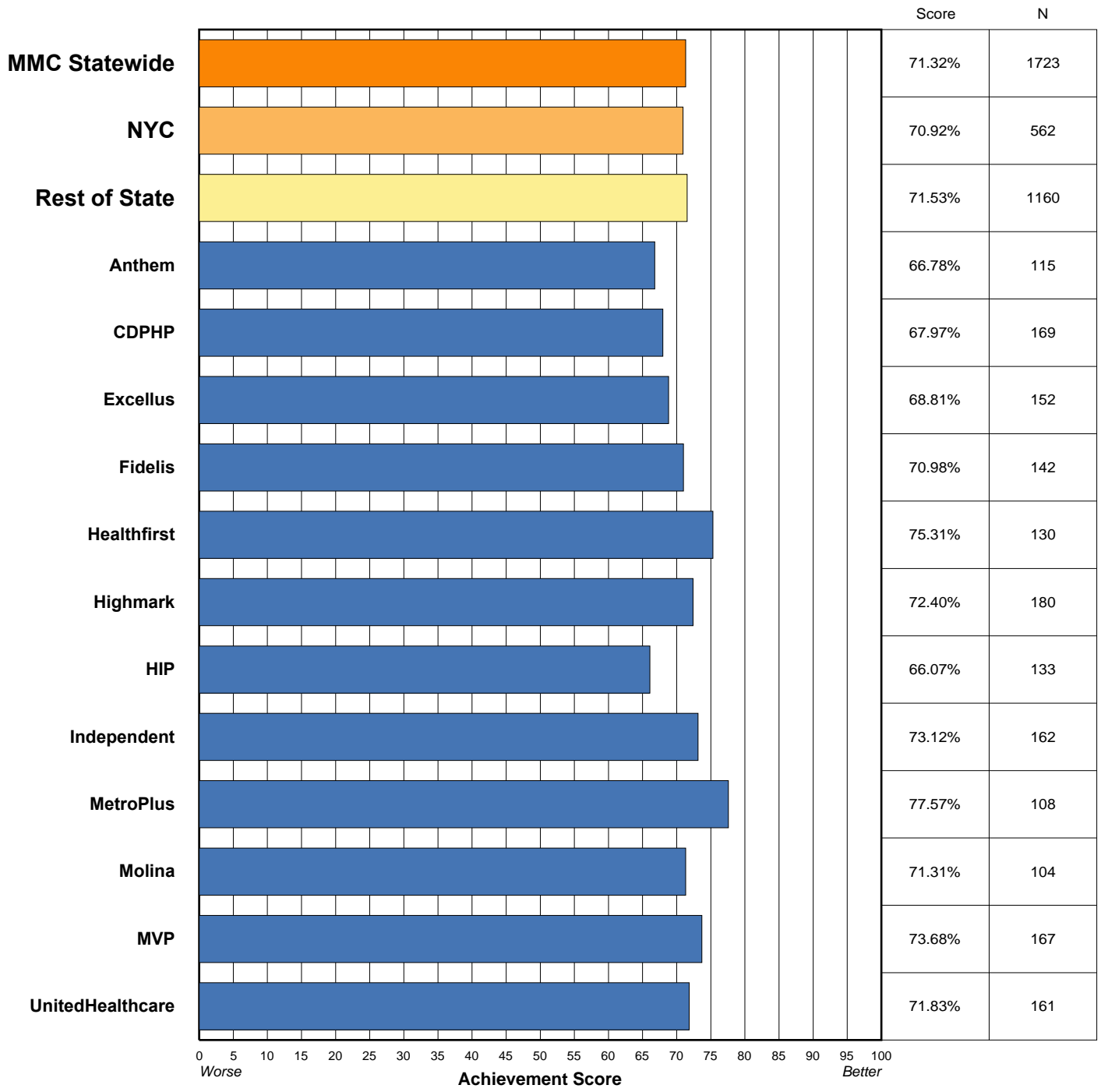


NA Results suppressed for fewer than 30 cases.  
 ↑ ↓ Statistically significantly better/worse than MMC Statewide 2025.

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

# Single Items

## Q12. Doctor or other health provider definitely talked about specific things to do to prevent illness

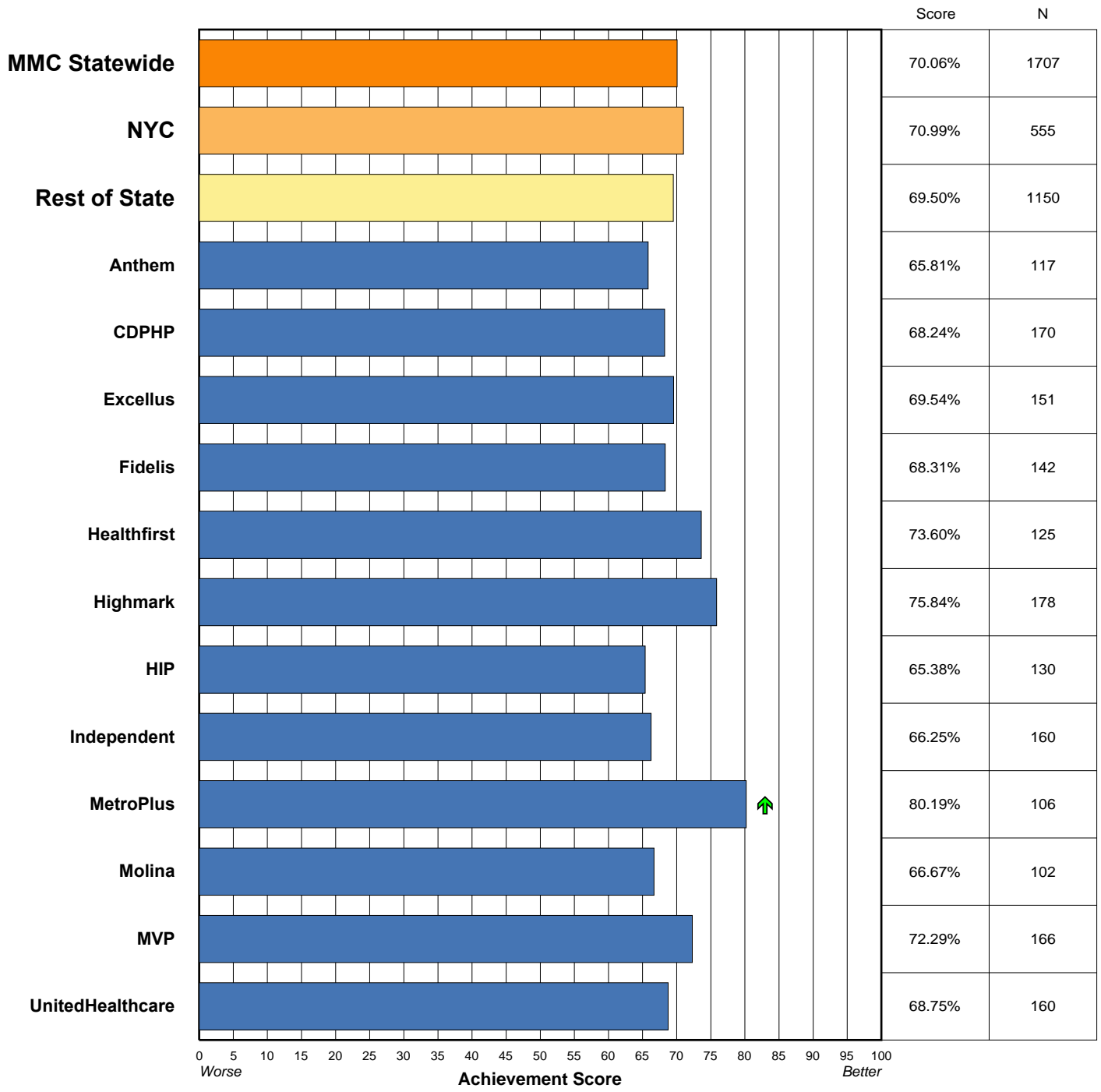


↑↓ Statistically significantly better/worse than MMC Statewide 2025.

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

# Single Items

## Q13a. Doctor or other health provider talked about a healthy diet and eating habits

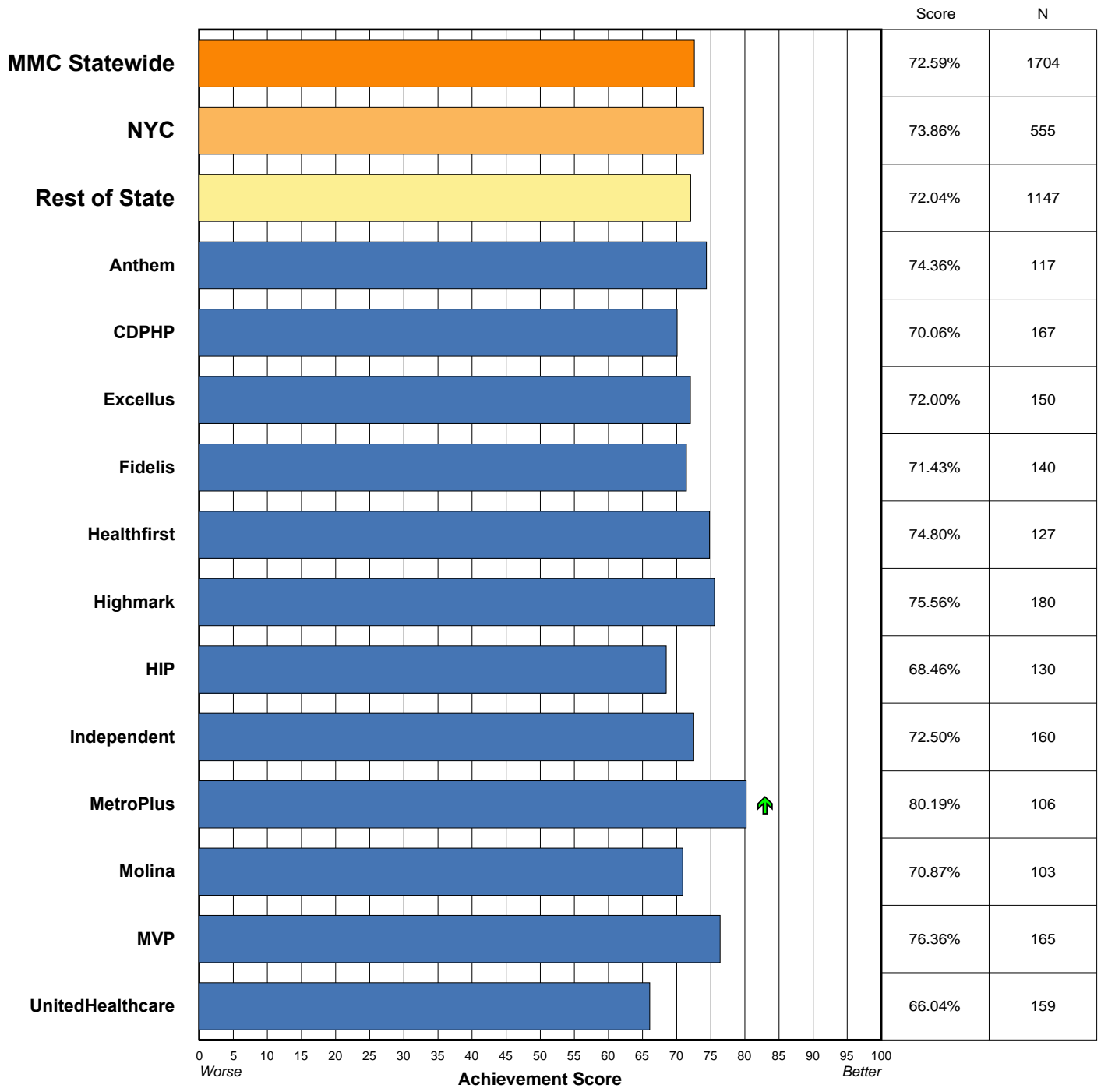


Statistically significantly better/worse than MMC Statewide 2025.

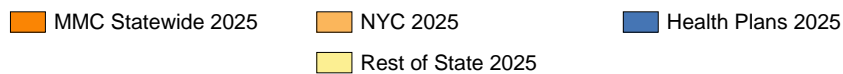
■ MMC Statewide 2025    
 ■ NYC 2025    
 ■ Health Plans 2025  
■ Rest of State 2025

# Single Items

## Q13b. Doctor or other health provider talked about exercise or physical activity

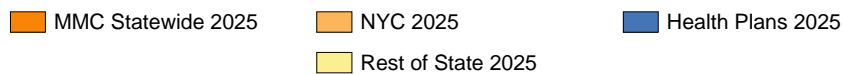
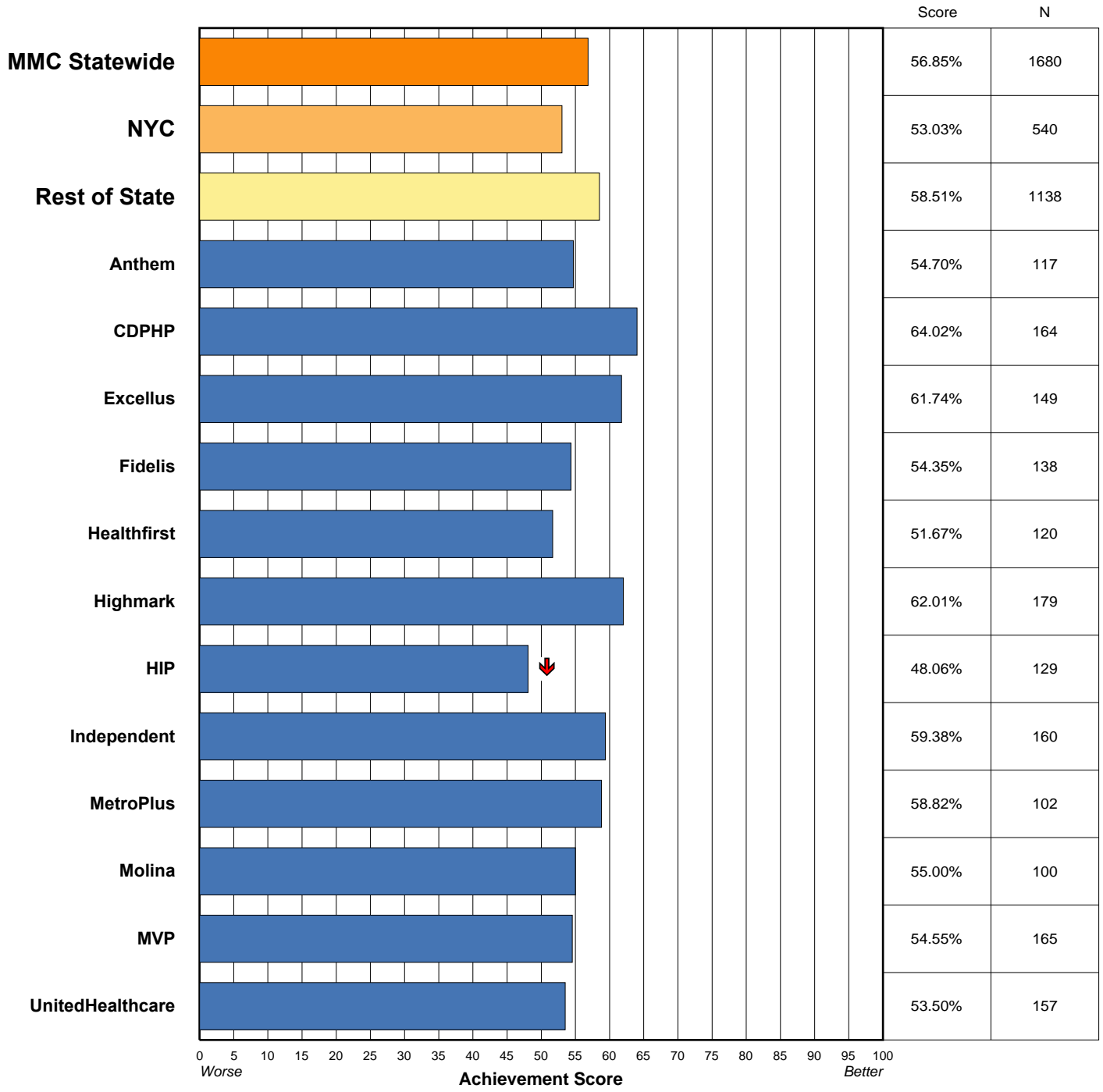


Statistically significantly better/worse than MMC Statewide 2025.



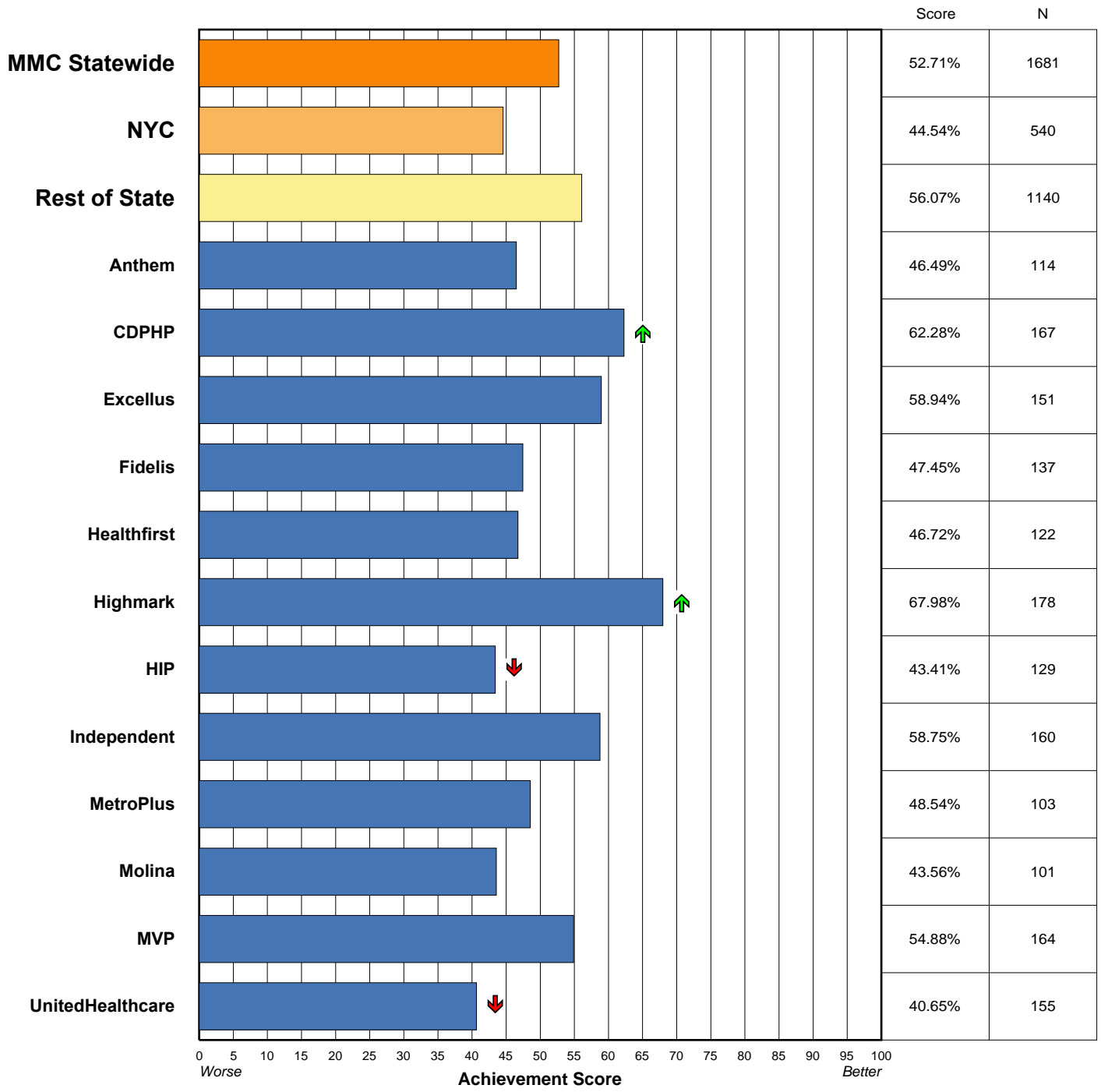
# Single Items

## Q13c. Doctor or other health provider talked about things in your life that worry you or cause you stress



# Single Items

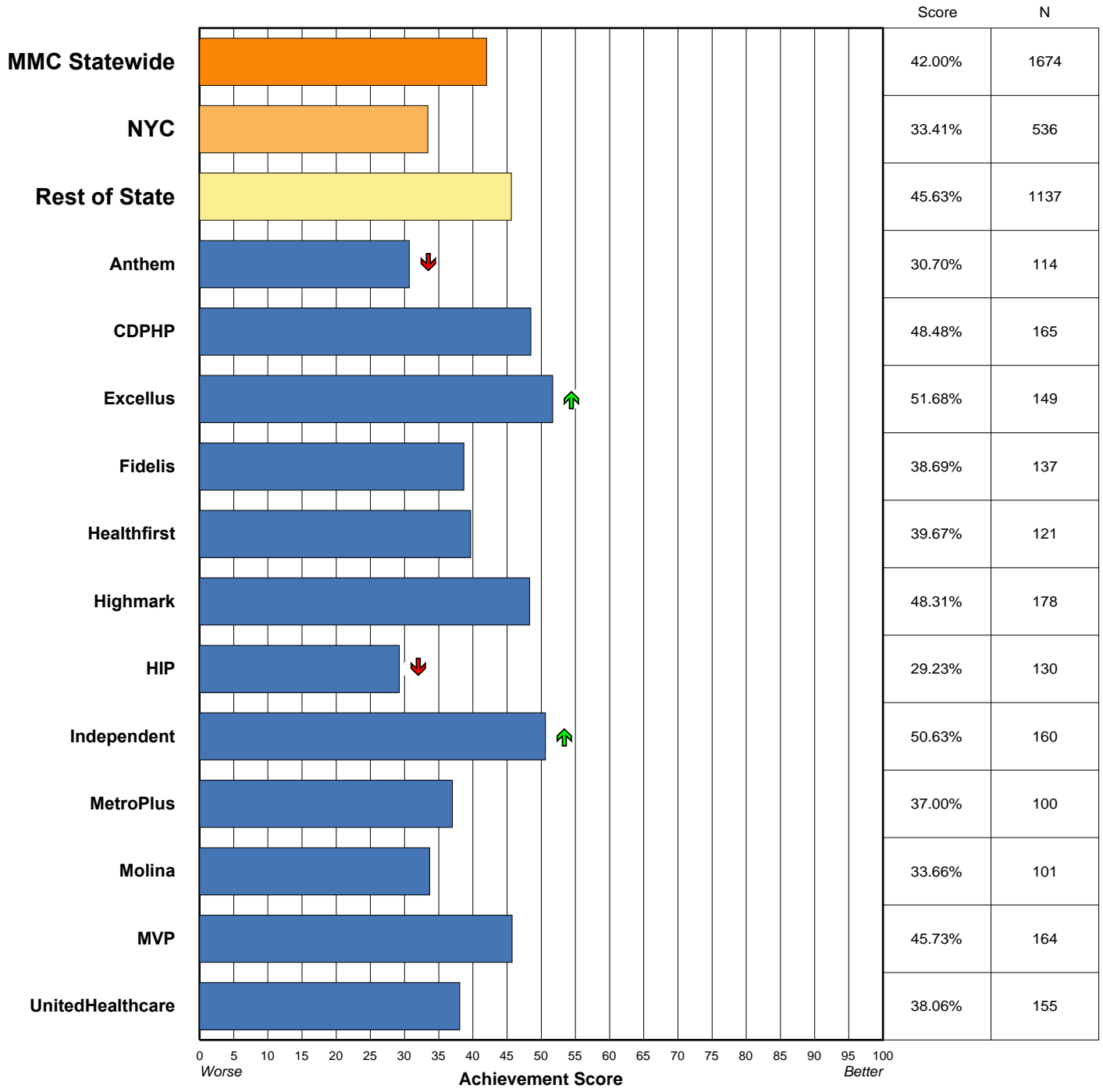
## Q13d. Doctor or other health provider talked about whether there was a period of time when you felt sad, empty or depressed



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

# Single Items

## Q13e. Doctor or other health provider talked about smoking or using tobacco products

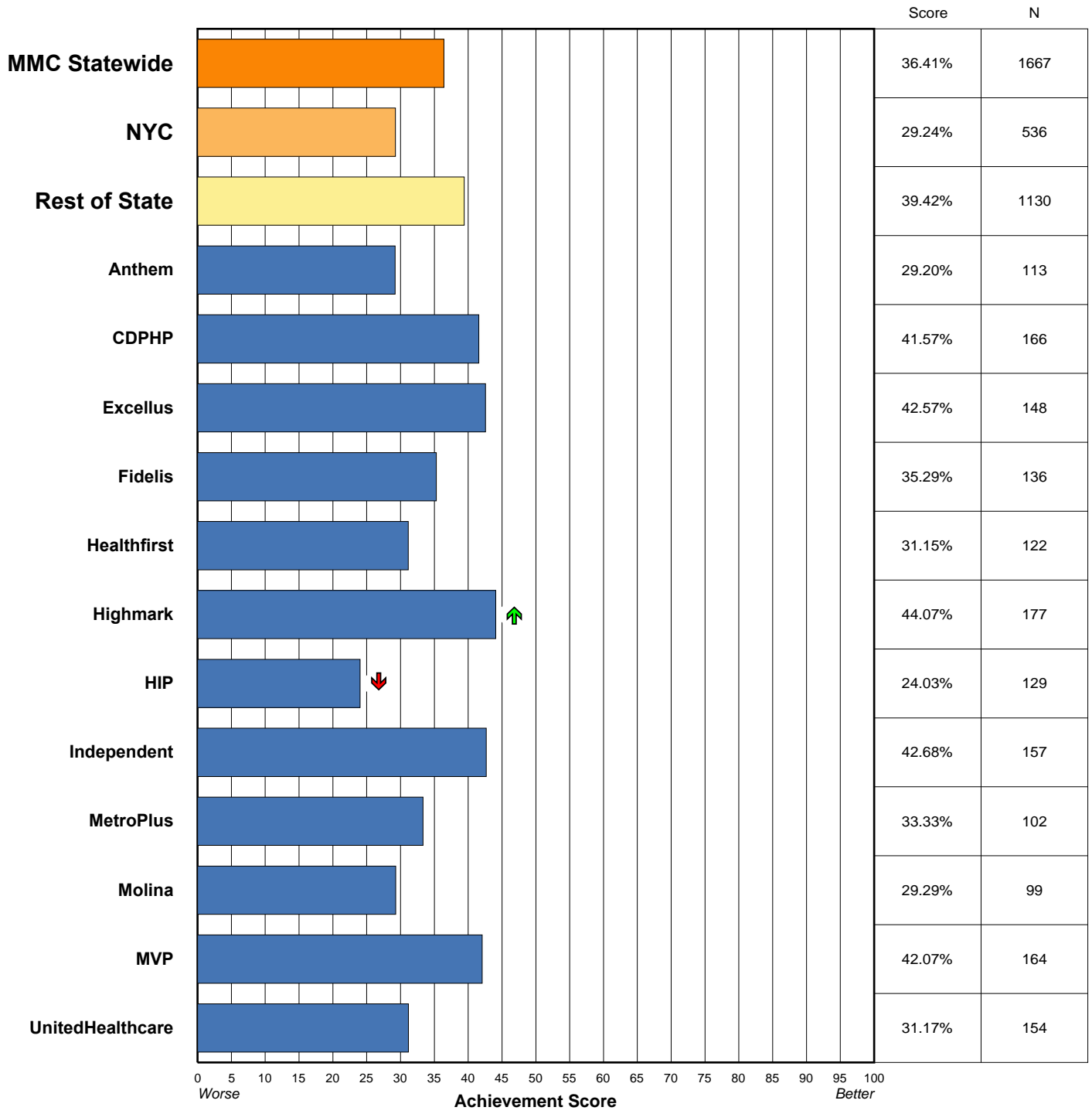


Statistically significantly better/worse than MMC Statewide 2025.

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

# Single Items

## Q13f. Doctor or other health provider talked about alcohol or other drug use

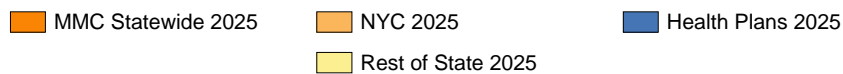
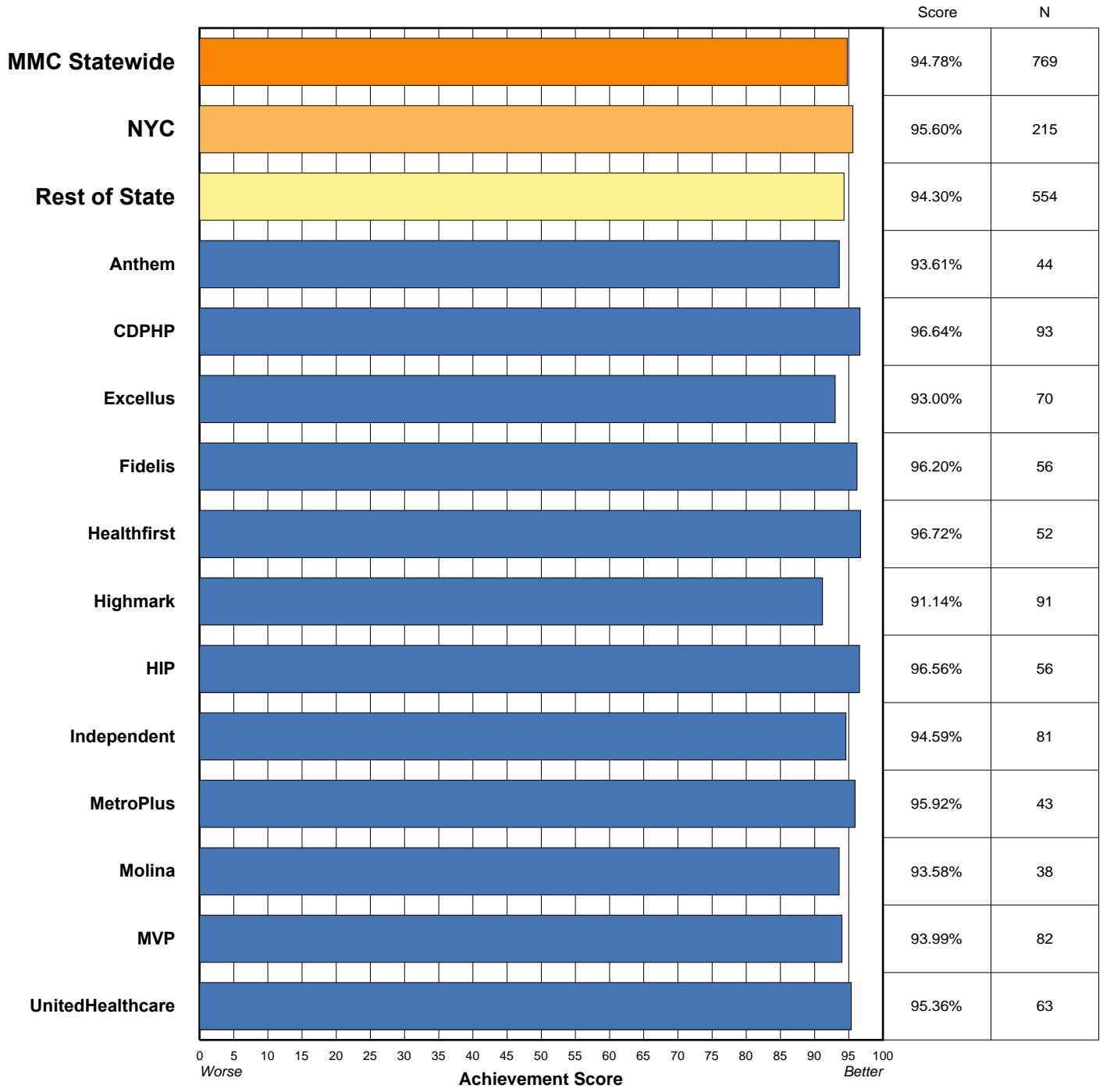


Statistically significantly better/worse than MMC Statewide 2025.

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

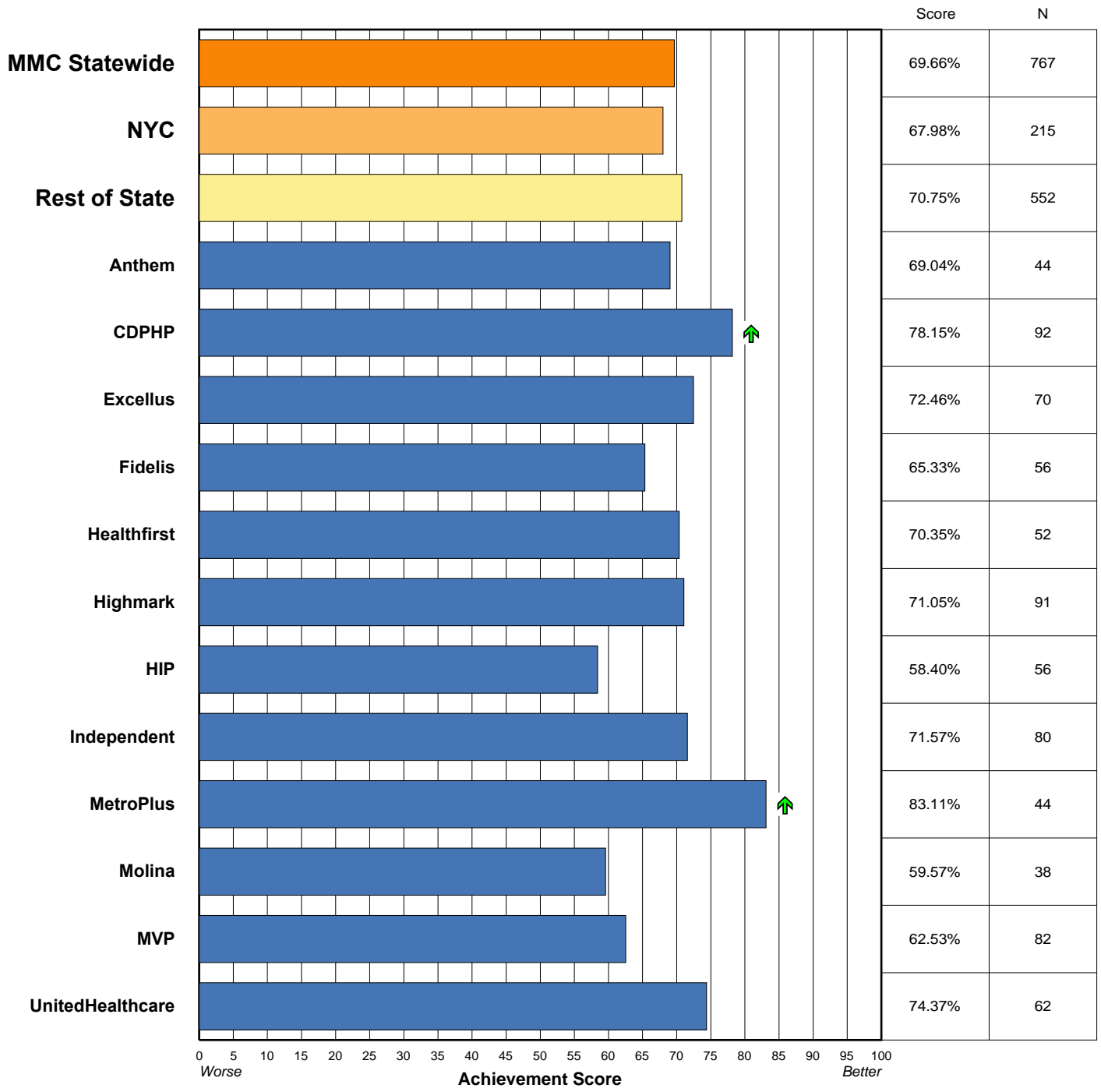
# Single Items

## Q15. Doctor or other health provider talked about reasons you might want to take a medicine

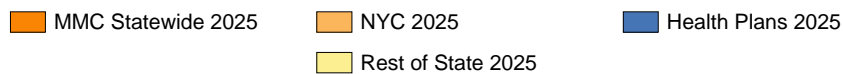


# Single Items

## Q16. Doctor or other health provider talked about reasons you might not want to take a medicine

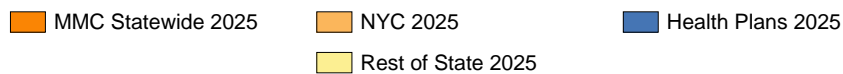
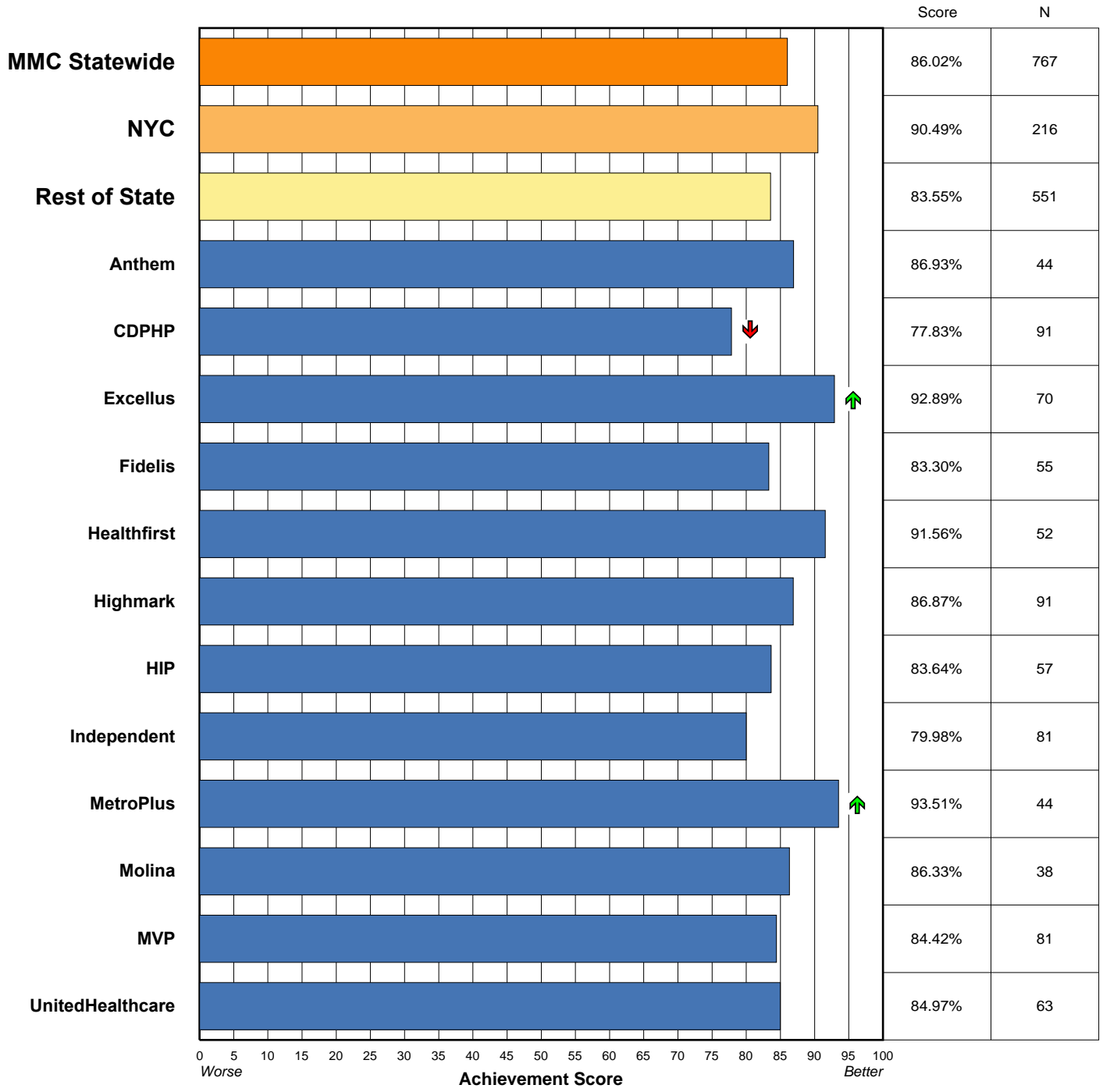


Statistically significantly better/worse than MMC Statewide 2025.



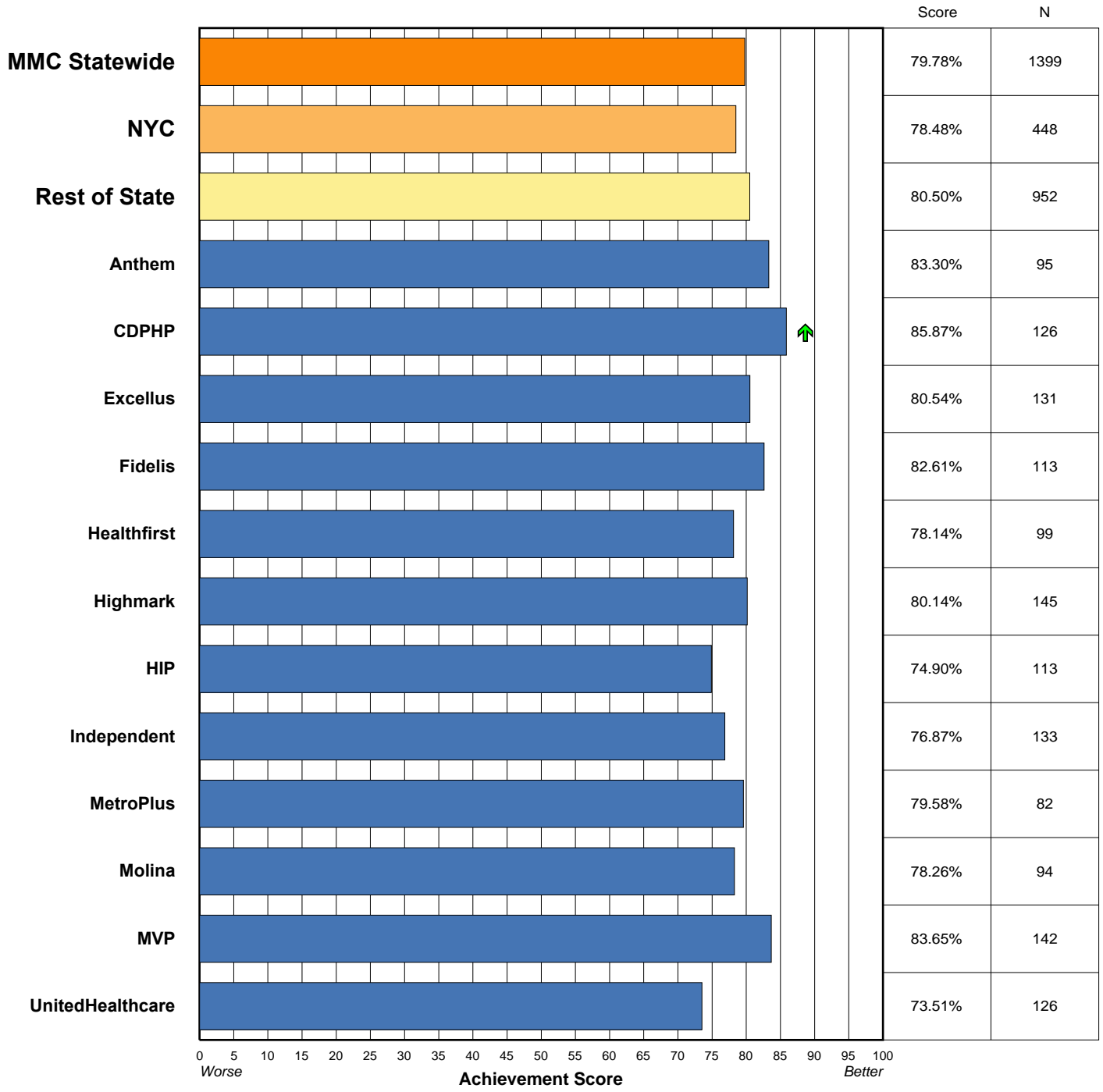
# Single Items

## Q17. Doctor or other health provider asked what you thought was best for you

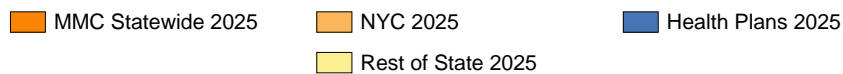


# Single Items

## Q19. Someone from doctor's office usually or always followed up to give blood test, x-ray or other test results

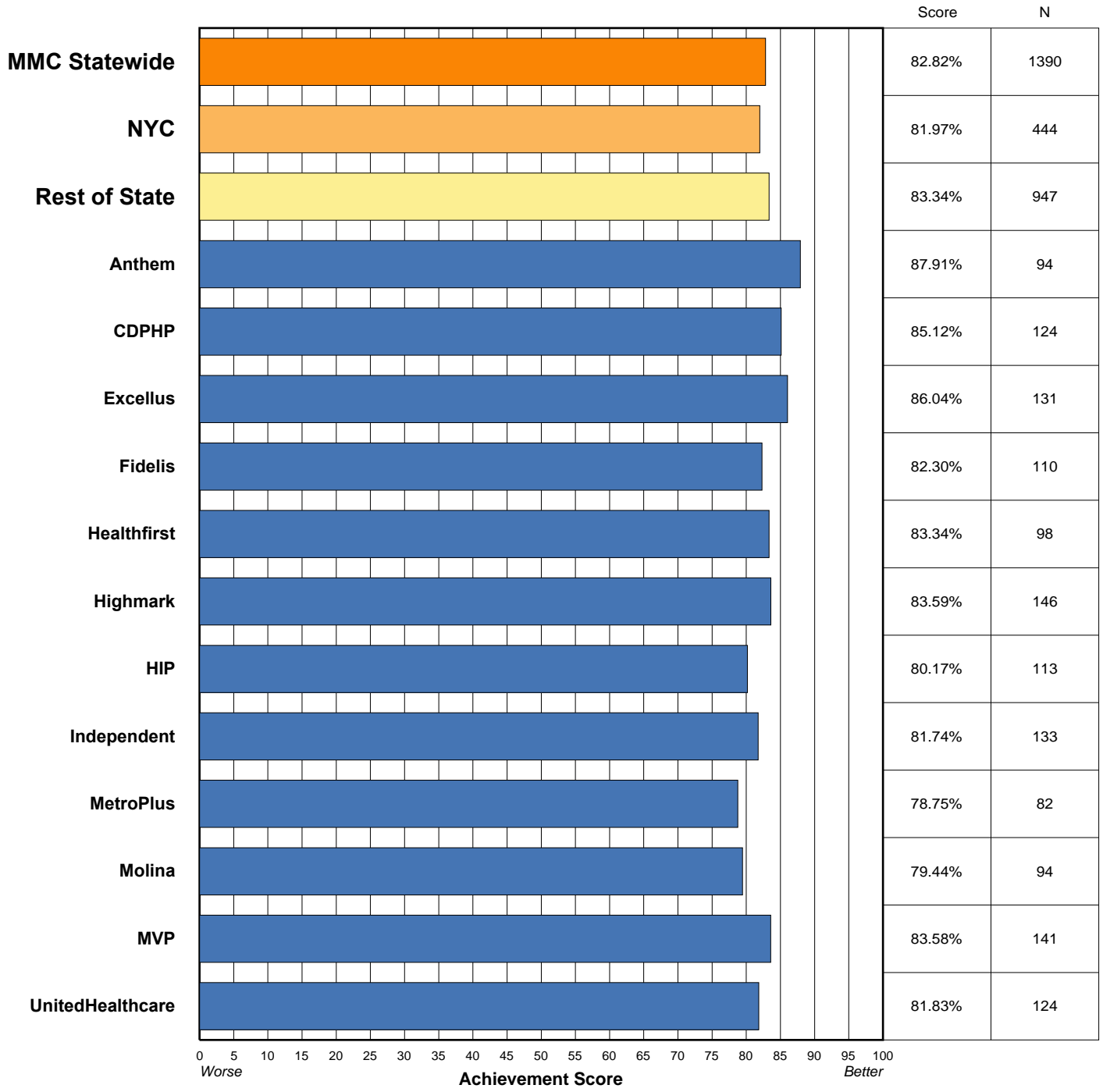


Statistically significantly better/worse than MMC Statewide 2025.



# Single Items

## Q20. Results of blood test, x-ray or other test usually or always easy to understand

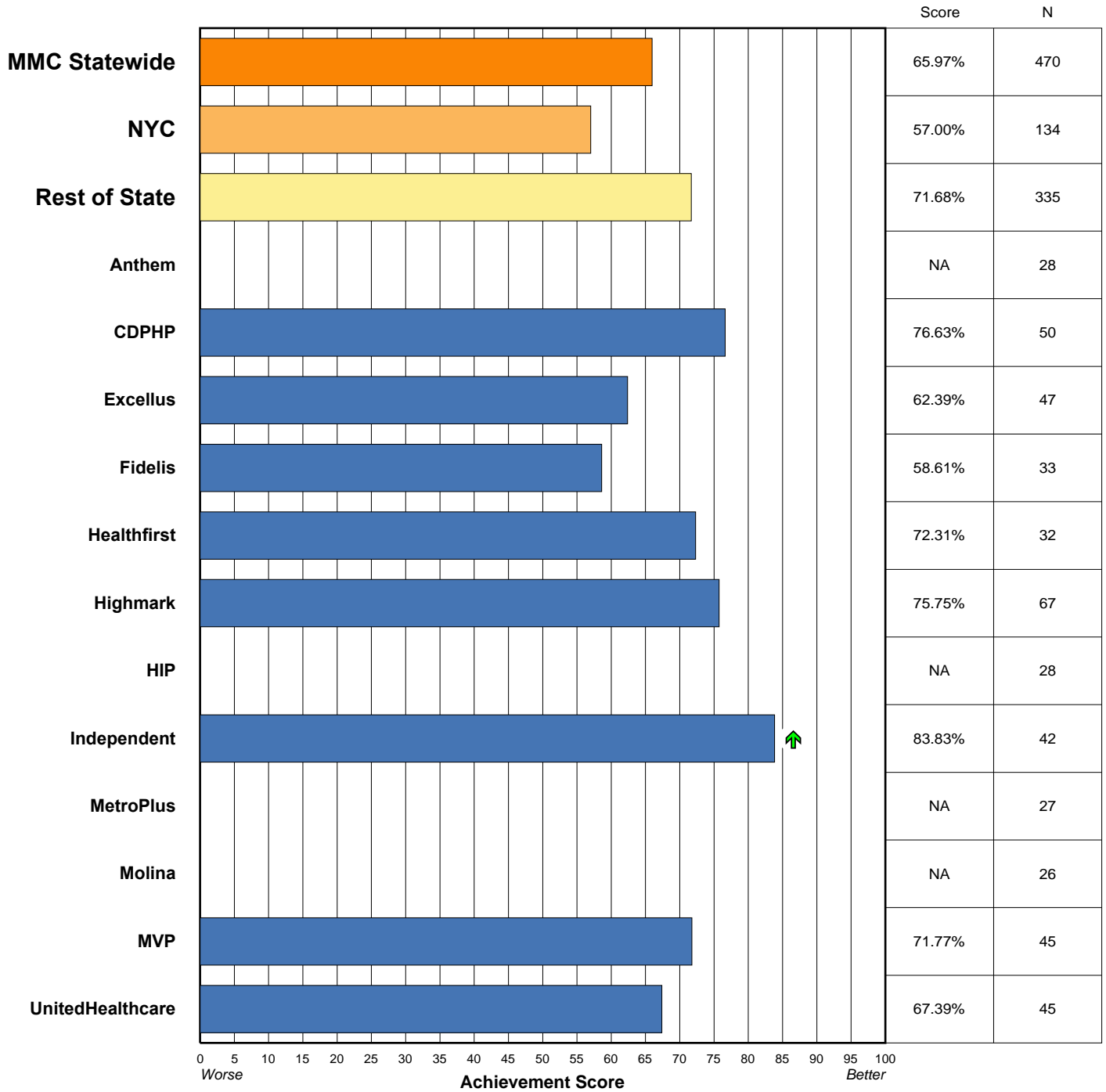


Statistically significantly better/worse than MMC Statewide 2025.

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

### Single Items

**Q24. Usually or always easy to get treatment or counseling you needed for a personal or family problem through your health plan**

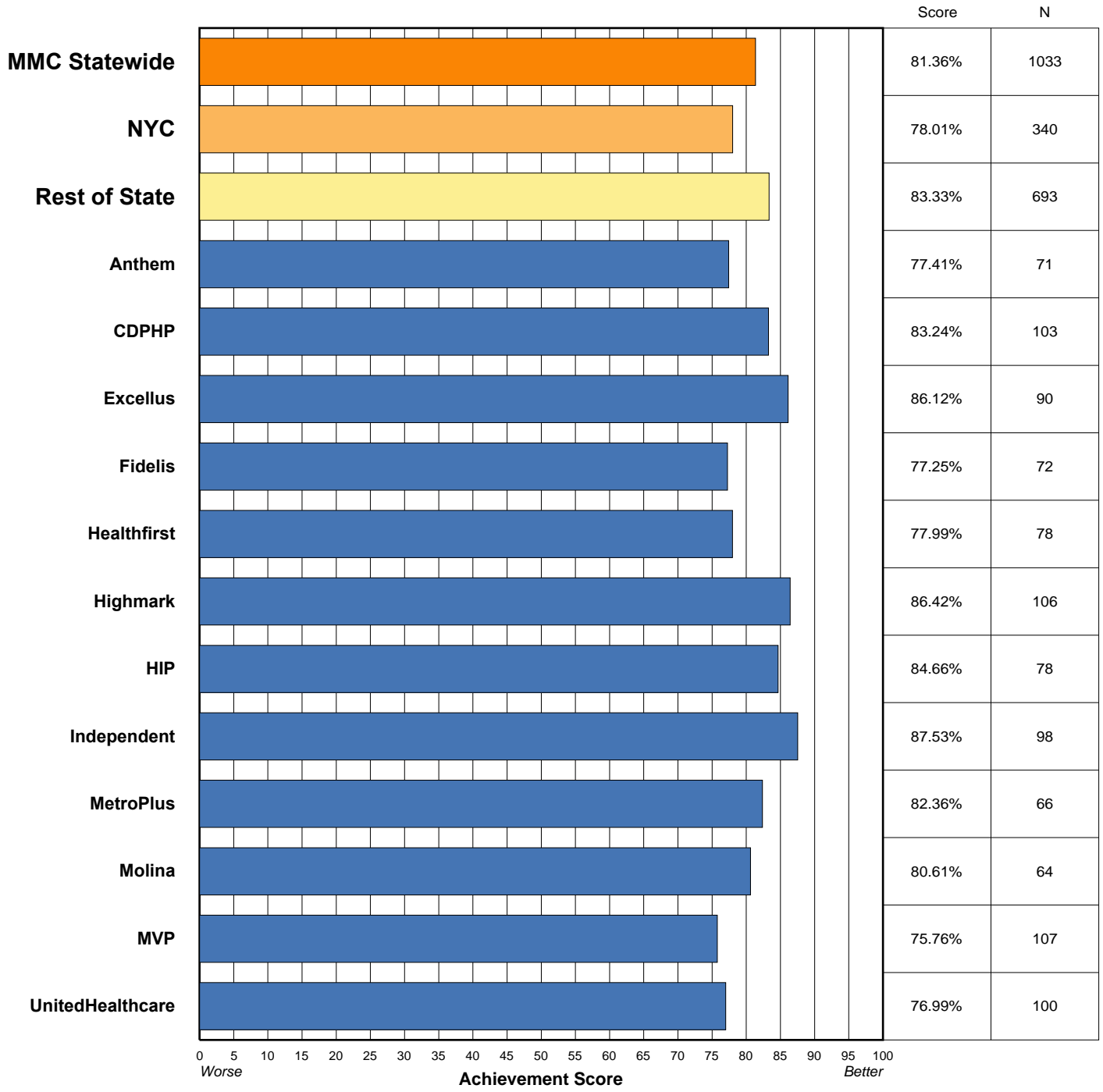


NA Results suppressed for fewer than 30 cases.  
 ↑ Statistically significantly better/worse than MMC Statewide 2025.

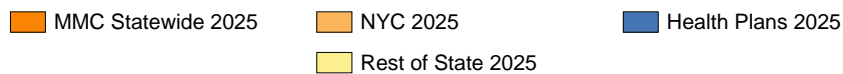
■ MMC Statewide 2025    
 ■ NYC 2025    
 ■ Health Plans 2025  
■ Rest of State 2025

# Single Items

## Q38. Personal doctor usually or always seemed informed about care received from other doctors or providers

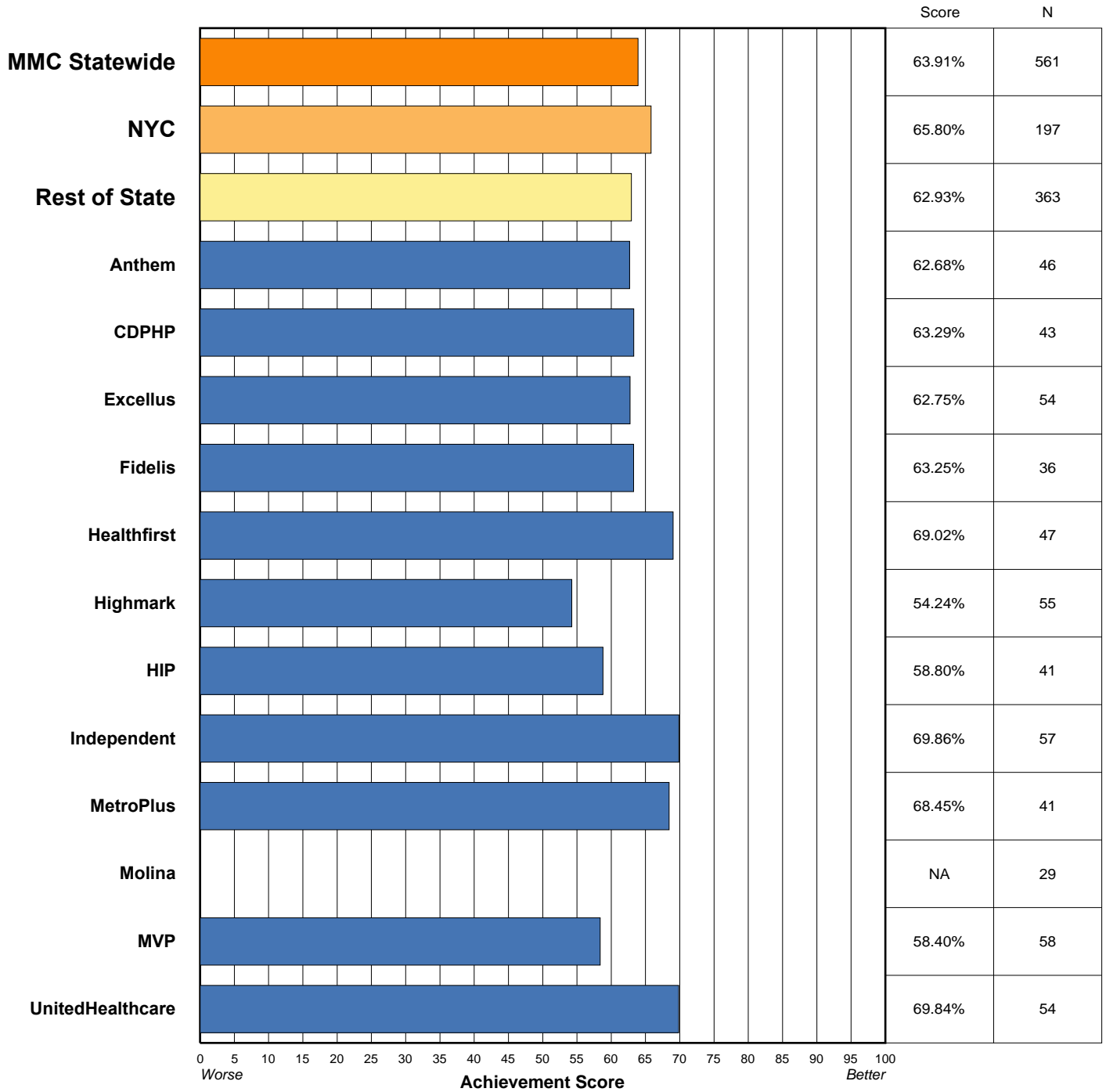


Statistically significantly better/worse than MMC Statewide 2025.



# Single Items

## Q45. Written materials or internet usually or always provided information about how health plan works

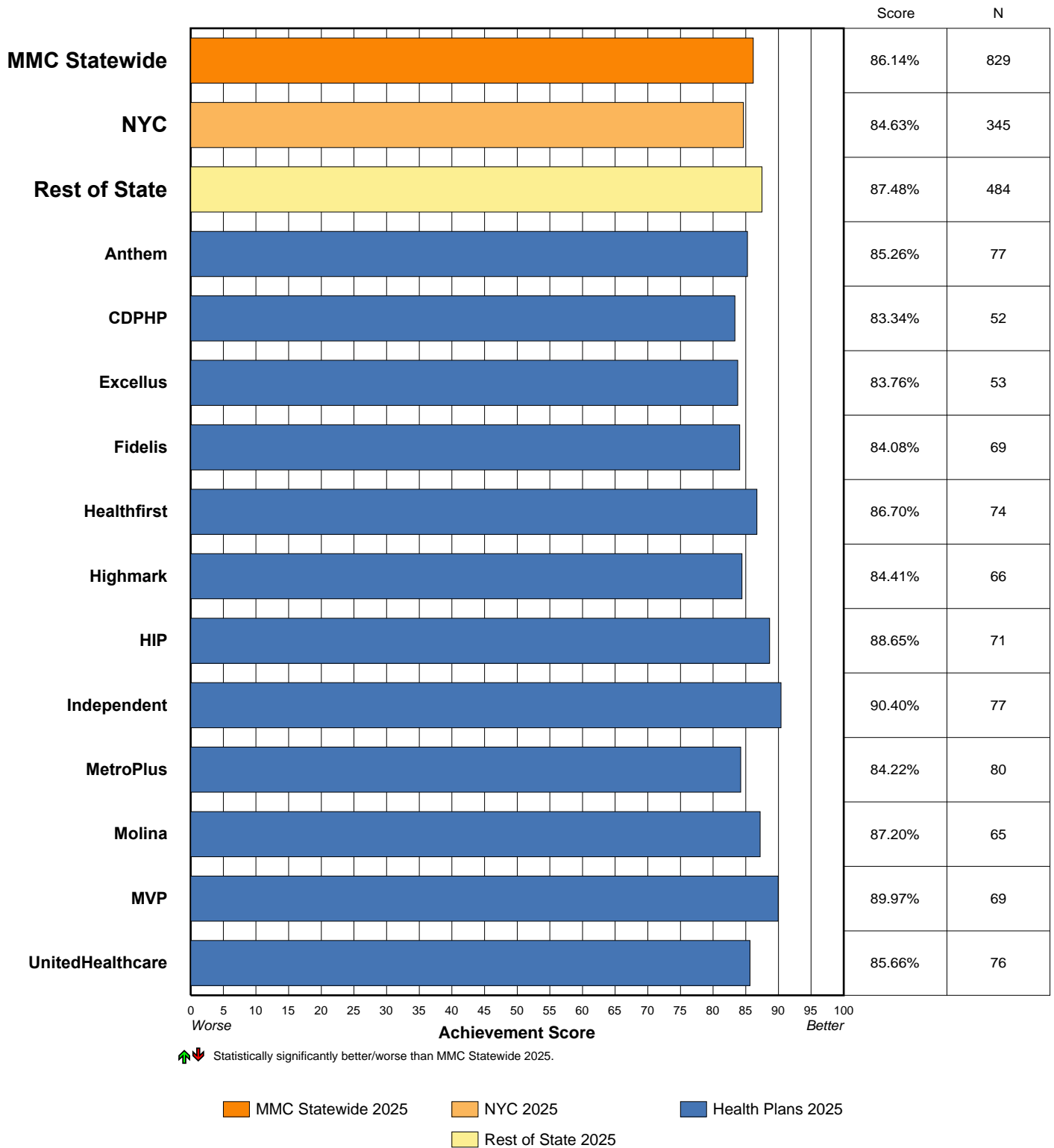


NA Results suppressed for fewer than 30 cases.  
 ↑ ↓ Statistically significantly better/worse than MMC Statewide 2025.

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

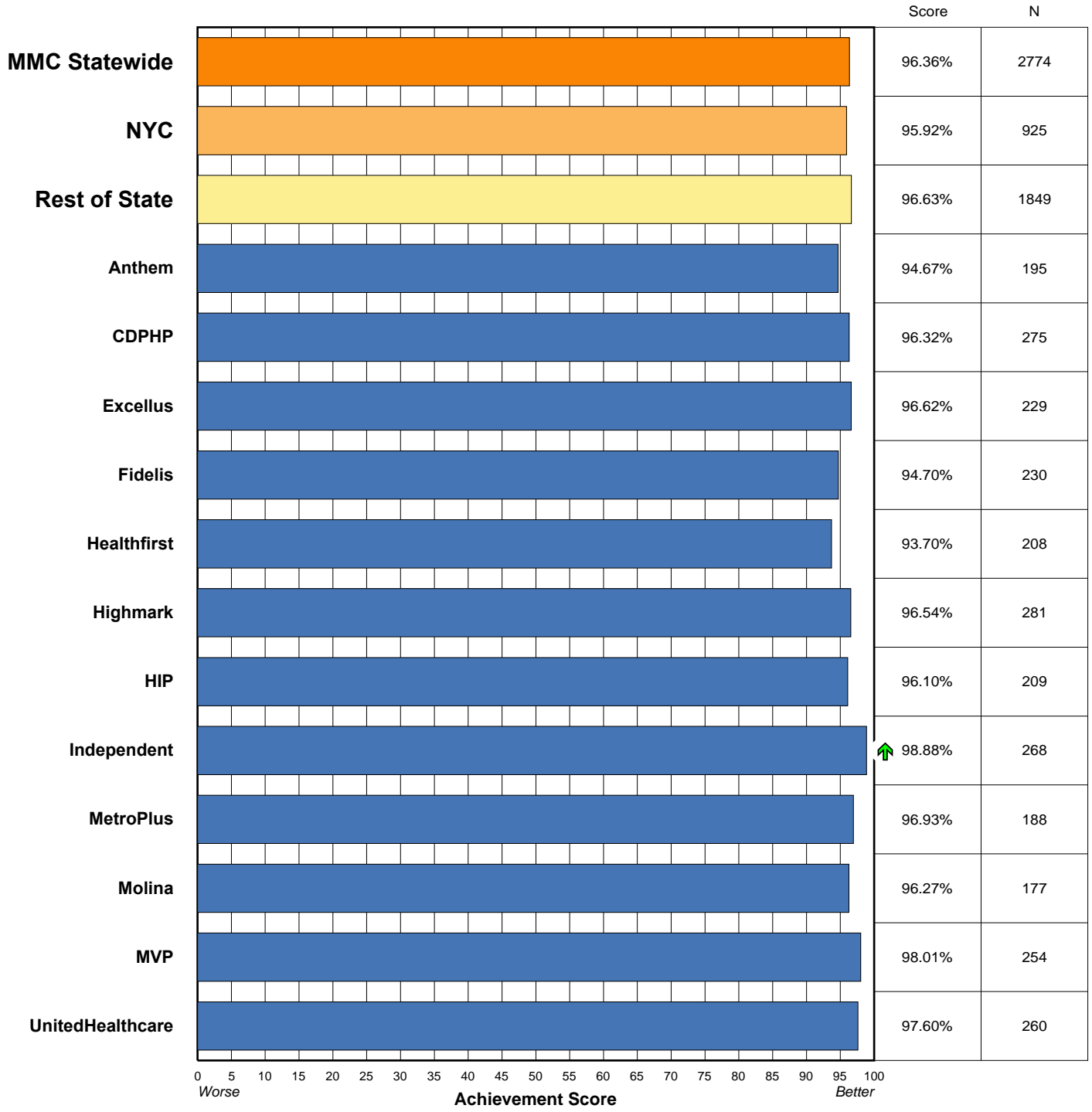
# Single Items

## Q48. Information from health plans customer service usually or always easy to understand



# Single Items

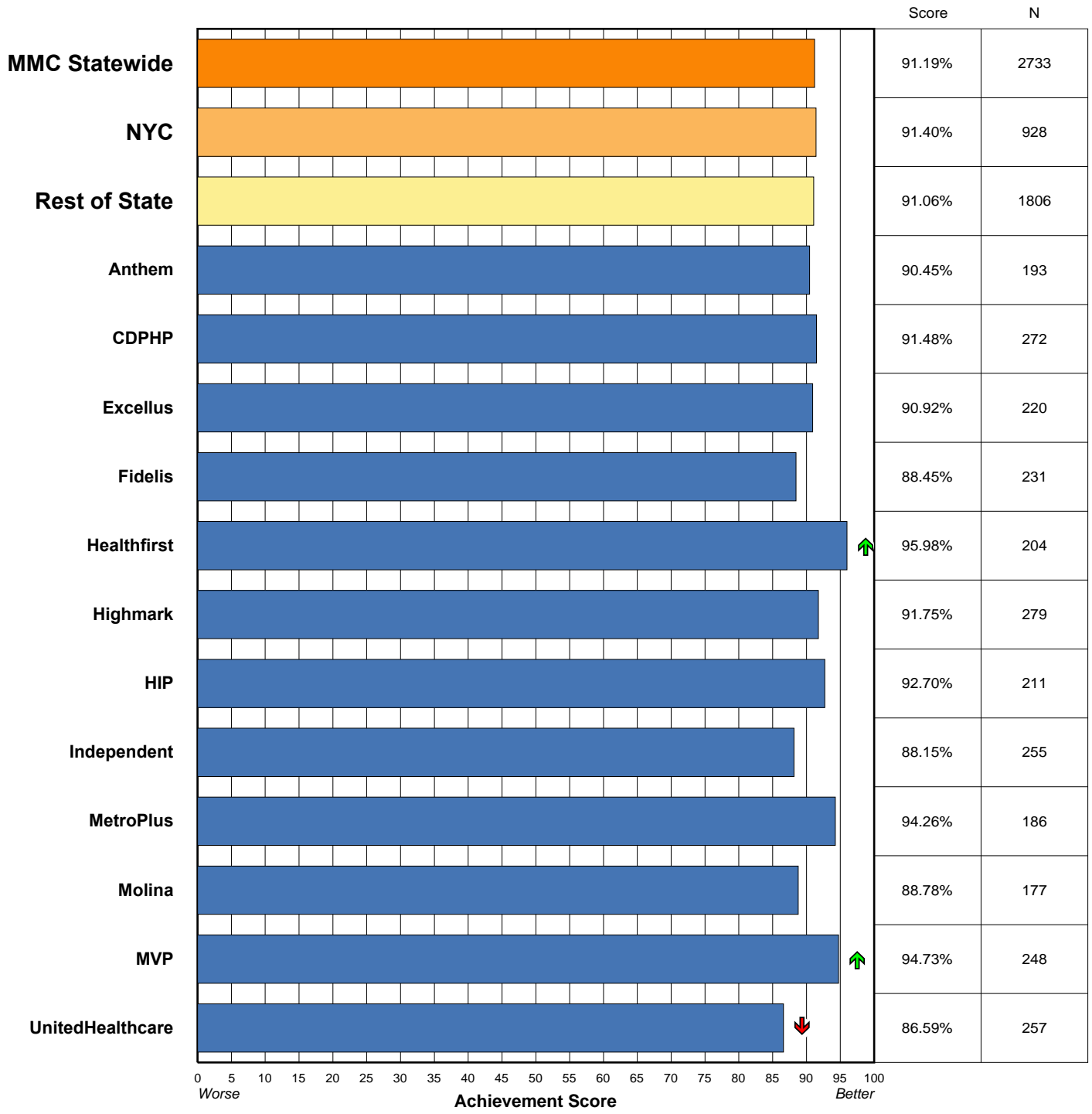
## Q51. Forms from health plan usually or always easy to fill out



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

# Single Items

## Q53. Would recommend health plan to your family and friends

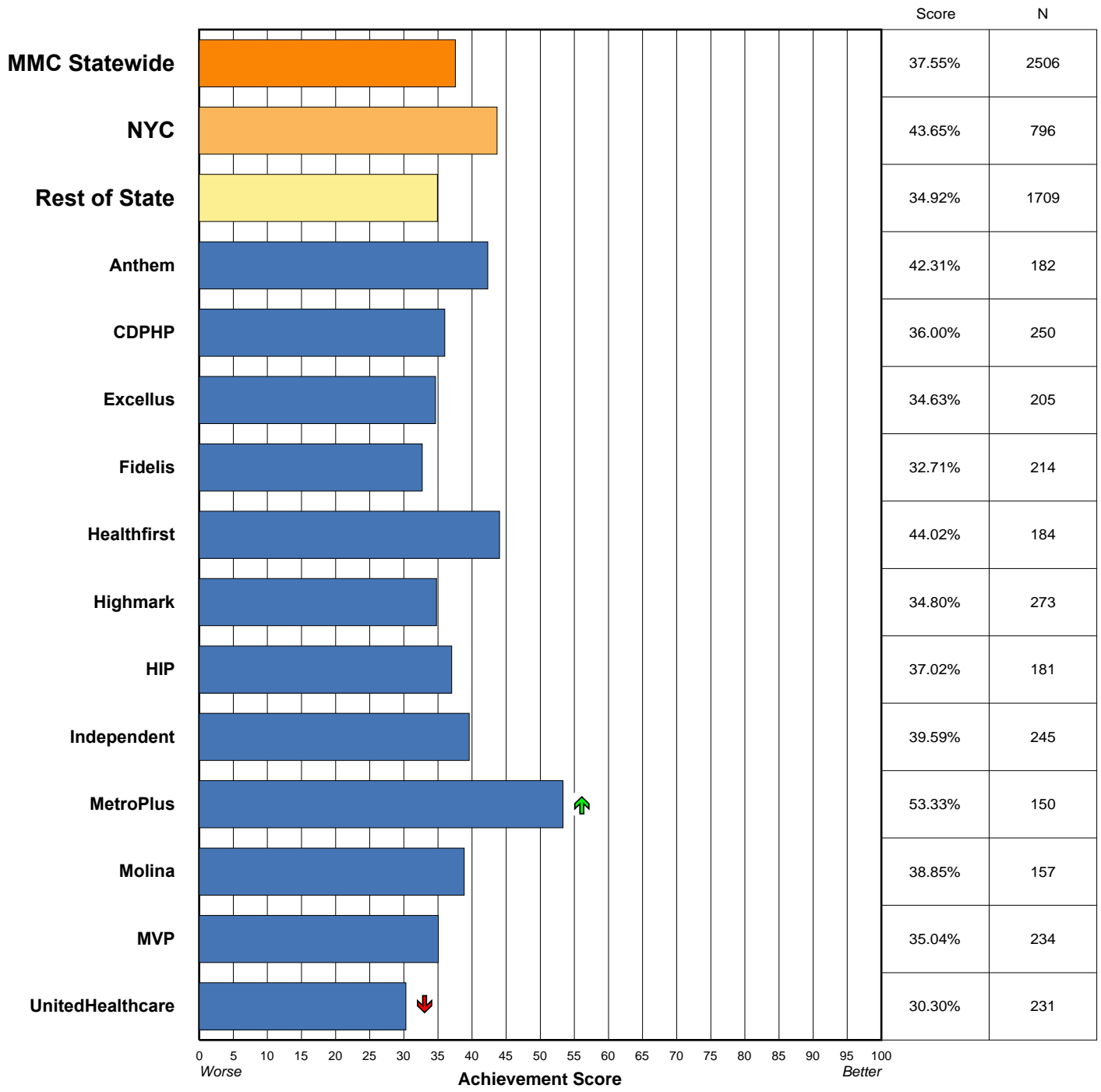


↑ ↓ Statistically significantly better/worse than MMC Statewide 2025.

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

# Single Items

## Q56. Received a flu shot or flu spray in the nose since July 1, 2024 [Presented for Respondents 18-64 years old]



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

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## 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 correlation summary table 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 with ratings 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.

## New York State Medicaid Managed Care Program

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	85%	0.62	Q34 Communication	93%	0.65	Q22 Getting Needed Care	85%	0.45	Q22 Getting Needed Care	85%	0.47	Q4 Getting Care Quickly	80%	0.47
2	Q34 Communication	93%	0.49	Q35 Communication	95%	0.65	Q47 Customer Service	80%	0.44	Q47 Customer Service	80%	0.42	Q22 Getting Needed Care	85%	0.43
3	Q36 Communication	90%	0.48	Q36 Communication	90%	0.62	Q41 Getting Needed Care	74%	0.43	Q49 Customer Service	93%	0.42	Q47 Customer Service	80%	0.37
4	Q4 Getting Care Quickly	80%	0.47	Q33 Communication	93%	0.55	Q49 Customer Service	93%	0.43	Q4 Getting Care Quickly	80%	0.33	Q41 Getting Needed Care	74%	0.34
5	Q35 Communication	95%	0.46	Q22 Getting Needed Care	85%	0.44	Q36 Communication	90%	0.33	Q41 Getting Needed Care	74%	0.32	Q6 Getting Care Quickly	76%	0.34
6	Q33 Communication	93%	0.45	Q41 Getting Needed Care	74%	0.23	Q35 Communication	95%	0.33	Q34 Communication	93%	0.32	Q36 Communication	90%	0.31
7	Q41 Getting Needed Care	74%	0.37	Q6 Getting Care Quickly	76%	0.23	Q34 Communication	93%	0.32	Q33 Communication	93%	0.29	Q34 Communication	93%	0.29
8	Q6 Getting Care Quickly	76%	0.35	Q47 Customer Service	80%	0.23	Q33 Communication	93%	0.30	Q36 Communication	90%	0.29	Q35 Communication	95%	0.29
9	Q47 Customer Service	80%	0.32	Q49 Customer Service	93%	0.22	Q4 Getting Care Quickly	80%	0.28	Q35 Communication	95%	0.28	Q49 Customer Service	93%	0.29
10	Q49 Customer Service	93%	0.31	Q4 Getting Care Quickly	80%	0.20	Q6 Getting Care Quickly	76%	0.26	Q6 Getting Care Quickly	76%	0.22	Q33 Communication	93%	0.22

# NYC

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	83%	0.54	Q34 Communication	92%	0.61	Q47 Customer Service	78%	0.46	Q47 Customer Service	78%	0.51	Q4 Getting Care Quickly	72%	0.55
2	Q4 Getting Care Quickly	72%	0.48	Q36 Communication	89%	0.60	Q22 Getting Needed Care	83%	0.39	Q22 Getting Needed Care	83%	0.43	Q22 Getting Needed Care	83%	0.43
3	Q34 Communication	92%	0.46	Q35 Communication	94%	0.59	Q49 Customer Service	94%	0.37	Q4 Getting Care Quickly	72%	0.40	Q47 Customer Service	78%	0.40
4	Q33 Communication	91%	0.45	Q33 Communication	91%	0.51	Q41 Getting Needed Care	68%	0.37	Q49 Customer Service	94%	0.38	Q6 Getting Care Quickly	70%	0.37
5	Q35 Communication	94%	0.43	Q22 Getting Needed Care	83%	0.40	Q4 Getting Care Quickly	72%	0.28	Q41 Getting Needed Care	68%	0.36	Q41 Getting Needed Care	68%	0.37
6	Q36 Communication	89%	0.42	Q47 Customer Service	78%	0.30	Q35 Communication	94%	0.28	Q33 Communication	91%	0.33	Q34 Communication	92%	0.22
7	Q47 Customer Service	78%	0.41	Q41 Getting Needed Care	68%	0.30	Q36 Communication	89%	0.27	Q34 Communication	92%	0.31	Q36 Communication	89%	0.19
8	Q49 Customer Service	94%	0.37	Q4 Getting Care Quickly	72%	0.25	Q33 Communication	91%	0.25	Q35 Communication	94%	0.29	Q35 Communication	94%	0.14
9	Q41 Getting Needed Care	68%	0.33	Q6 Getting Care Quickly	70%	0.25	Q34 Communication	92%	0.25	Q36 Communication	89%	0.27	Q49 Customer Service	94%	0.10
10	Q6 Getting Care Quickly	70%	0.29	Q49 Customer Service	94%	0.24	Q6 Getting Care Quickly	70%	0.18	Q6 Getting Care Quickly	70%	0.20	Q33 Communication	91%	0.09

### Rest of State

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%	0.66	Q35 Communication	95%	0.67	Q22 Getting Needed Care	86%	0.48	Q22 Getting Needed Care	86%	0.50	Q22 Getting Needed Care	86%	0.43
2	Q34 Communication	94%	0.51	Q34 Communication	94%	0.67	Q49 Customer Service	93%	0.47	Q49 Customer Service	93%	0.46	Q4 Getting Care Quickly	84%	0.42
3	Q36 Communication	91%	0.50	Q36 Communication	91%	0.62	Q41 Getting Needed Care	77%	0.46	Q47 Customer Service	81%	0.38	Q49 Customer Service	93%	0.36
4	Q4 Getting Care Quickly	84%	0.49	Q33 Communication	94%	0.57	Q47 Customer Service	81%	0.44	Q34 Communication	94%	0.32	Q47 Customer Service	81%	0.36
5	Q35 Communication	95%	0.47	Q22 Getting Needed Care	86%	0.45	Q36 Communication	91%	0.36	Q41 Getting Needed Care	77%	0.31	Q36 Communication	91%	0.34
6	Q33 Communication	94%	0.46	Q49 Customer Service	93%	0.21	Q34 Communication	94%	0.36	Q36 Communication	91%	0.29	Q35 Communication	95%	0.33
7	Q41 Getting Needed Care	77%	0.39	Q6 Getting Care Quickly	79%	0.21	Q35 Communication	95%	0.34	Q4 Getting Care Quickly	84%	0.29	Q41 Getting Needed Care	77%	0.32
8	Q6 Getting Care Quickly	79%	0.37	Q41 Getting Needed Care	77%	0.20	Q33 Communication	94%	0.32	Q33 Communication	94%	0.28	Q34 Communication	94%	0.31
9	Q49 Customer Service	93%	0.29	Q47 Customer Service	81%	0.17	Q6 Getting Care Quickly	79%	0.29	Q35 Communication	95%	0.27	Q6 Getting Care Quickly	79%	0.30
10	Q47 Customer Service	81%	0.27	Q4 Getting Care Quickly	84%	0.17	Q4 Getting Care Quickly	84%	0.27	Q6 Getting Care Quickly	79%	0.24	Q33 Communication	94%	0.25

## Rating of all health care

### New York State Medicaid Managed Care Program

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?	0.62	85%	46%	38%	13%	2%
2	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.49	93%	74%	19%	6%	1%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.48	90%	67%	24%	8%	1%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.47	80%	54%	27%	16%	3%
5	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.46	95%	80%	15%	5%	1%
6	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.45	93%	73%	20%	6%	1%
7	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.37	74%	42%	32%	21%	5%
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?	0.35	76%	47%	29%	21%	3%
9	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.32	80%	50%	30%	17%	3%
10	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.31	93%	74%	19%	5%	2%

## Rating of personal doctor

### New York State Medicaid Managed Care Program

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.65	93%	74%	19%	6%	1%
2	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.65	95%	80%	15%	5%	1%
3	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.62	90%	67%	24%	8%	1%
4	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.55	93%	73%	20%	6%	1%
5	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.44	85%	46%	38%	13%	2%
6	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.23	74%	42%	32%	21%	5%
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?	0.23	76%	47%	29%	21%	3%
8	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.23	80%	50%	30%	17%	3%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.22	93%	74%	19%	5%	2%
10	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.20	80%	54%	27%	16%	3%

## Rating of specialist talked to most often

### New York State Medicaid Managed Care Program

Corr. Rank	Question	Correlation w/ Rating of specialist talked to most often	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?	0.45	85%	46%	38%	13%	2%
2	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.44	80%	50%	30%	17%	3%
3	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.43	74%	42%	32%	21%	5%
4	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.43	93%	74%	19%	5%	2%
5	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.33	90%	67%	24%	8%	1%
6	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.33	95%	80%	15%	5%	1%
7	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.32	93%	74%	19%	6%	1%
8	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.30	93%	73%	20%	6%	1%
9	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.28	80%	54%	27%	16%	3%
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?	0.26	76%	47%	29%	21%	3%

## Rating of health plan

### New York State Medicaid Managed Care Program

Corr. Rank	Question	Correlation w/ Rating of health plan	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?	0.47	85%	46%	38%	13%	2%
2	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.42	80%	50%	30%	17%	3%
3	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.42	93%	74%	19%	5%	2%
4	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.33	80%	54%	27%	16%	3%
5	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.32	74%	42%	32%	21%	5%
6	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.32	93%	74%	19%	6%	1%
7	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.29	93%	73%	20%	6%	1%
8	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.29	90%	67%	24%	8%	1%
9	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.28	95%	80%	15%	5%	1%
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?	0.22	76%	47%	29%	21%	3%

## Rating of treatment or counseling

### New York State Medicaid Managed Care Program

Corr. Rank	Question	Correlation w/ Rating of treatment or counseling	Achievement Score	Positive Responses ←————→ Negative Responses			
				Always	Usually	Sometimes	Never
1	Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	0.47	80%	54%	27%	16%	3%
2	Q22. In the last 6 months, how often was it easy to get the care, tests, or treatment, you needed?	0.43	85%	46%	38%	13%	2%
3	Q47. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	0.37	80%	50%	30%	17%	3%
4	Q41. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?	0.34	74%	42%	32%	21%	5%
5	Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	0.34	76%	47%	29%	21%	3%
6	Q36. In the last 6 months, how often did your personal doctor spend enough time with you?	0.31	90%	67%	24%	8%	1%
7	Q34. In the last 6 months, how often did your personal doctor listen carefully to you?	0.29	93%	74%	19%	6%	1%
8	Q35. In the last 6 months, how often did your personal doctor show respect for what you had to say?	0.29	95%	80%	15%	5%	1%
9	Q49. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	0.29	93%	74%	19%	5%	2%
10	Q33. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	0.22	93%	73%	20%	6%	1%

## 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	
	N	%	N	%	N	%
Yes	2,802	100.0%	939	100.0%	1,863	100.0%
No	0	0.0%	0	0.0%	0	0.0%
<b>Total</b>	2,802	100.0%	939	100.0%	1,863	100.0%
Not Answered	58		31		27	

### *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	
	N	%	N	%	N	%
Yes	944	33.3%	287	29.8%	659	35.2%
No	1,891	66.7%	674	70.2%	1,215	64.8%
<b>Total</b>	2,835	100.0%	961	100.0%	1,874	100.0%
Not Answered	25		9		16	

### 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	
	N	%	N	%	N	%
Never	26	2.9%	12	4.6%	14	2.3%
Sometimes	145	16.4%	63	23.7%	82	13.3%
Usually	236	26.8%	66	24.5%	171	27.7%
Always	475	53.9%	126	47.2%	348	56.7%
<b>Total</b>	882	100.0%	268	100.0%	615	100.0%
Not Answered	62		17		44	
<b>Reporting Category</b>	Getting Care Quickly					
Achievement Score	79.78%		72.22%		84.14%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	-2.6		-3.6		-1.9	
Correlation with rating of health plan	0.325		0.400		0.290	

**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	
	N	%	N	%	N	%
Yes	1,830	64.9%	630	65.8%	1,201	64.6%
No	989	35.1%	328	34.2%	659	35.4%
<b>Total</b>	2,819	100.0%	958	100.0%	1,860	100.0%
Not Answered	41		12		30	

**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	
	N	%	N	%	N	%
Never	49	2.9%	19	3.2%	31	2.8%
Sometimes	348	20.5%	159	26.7%	193	17.5%
Usually	497	29.3%	181	30.3%	313	28.5%
Always	803	47.3%	237	39.8%	563	51.2%
<b>Total</b>	1,697	100.0%	596	100.0%	1,101	100.0%
Not Answered	133		35		98	
<b>Reporting Category</b>	Getting Care Quickly					
Achievement Score	75.91%		70.48%		79.40%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.2		-0.4		+2.5	
Correlation with rating of health plan	0.219		0.202		0.237	

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

### Your Health Care in the Last 6 Months (continued)

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	527	18.7%	197	20.7%	330	17.6%
No	2,296	81.3%	756	79.3%	1,539	82.4%
<b>Total</b>	<b>2,823</b>	<b>100.0%</b>	<b>954</b>	<b>100.0%</b>	<b>1,869</b>	<b>100.0%</b>
Not Answered	37		16		21	

**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	
	N	%	N	%	N	%
<span style="color: red;">■</span> Never	73	14.6%	28	15.0%	45	14.3%
<span style="color: red;">■</span> Sometimes	125	25.0%	49	26.2%	77	24.5%
<span style="color: green;">■</span> Usually	111	22.2%	54	28.4%	58	18.6%
<span style="color: green;">■</span> Always	192	38.3%	57	30.4%	133	42.7%
<b>Total</b>	<b>501</b>	<b>100.0%</b>	<b>188</b>	<b>100.0%</b>	<b>313</b>	<b>100.0%</b>
Not Answered	26		9		17	
<b>Reporting Category</b>	<b>Single Items</b>					
Achievement Score	60.09%		59.06%		61.03%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.4		+7.9		-1.2	

**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	
	N	%	N	%	N	%
Yes	566	20.0%	226	23.7%	340	18.1%
No	2,267	80.0%	730	76.3%	1,537	81.9%
<b>Total</b>	<b>2,833</b>	<b>100.0%</b>	<b>956</b>	<b>100.0%</b>	<b>1,877</b>	<b>100.0%</b>
Not Answered	27		14		13	

■ **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	
	N	%	N	%	N	%
Never	59	10.9%	18	8.7%	40	12.4%
Sometimes	104	19.3%	39	18.5%	66	20.1%
Usually	146	27.1%	66	30.9%	81	24.7%
Always	230	42.7%	89	41.9%	140	42.8%
<b>Total</b>	539	100.0%	213	100.0%	327	100.0%
Not Answered	27		12		14	
<b>Reporting Category</b> Single Items						
Achievement Score	69.68%		72.47%		67.74%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.0		+4.8		-3.0	

**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	
	N	%	N	%	N	%
None	1,051	37.3%	384	40.3%	667	35.8%
1 time	469	16.6%	147	15.4%	318	17.1%
2	403	14.3%	132	13.9%	272	14.6%
3	281	10.0%	90	9.5%	194	10.4%
4	207	7.3%	73	7.6%	135	7.2%
5 to 9	301	10.7%	95	10.0%	204	10.9%
10 or more times	107	3.8%	31	3.2%	77	4.1%
<b>Total</b>	2,819	100.0%	953	100.0%	1,866	100.0%
Not Answered	41		17		24	

**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	
	N	%	N	%	N	%
Yes	1,229	71.3%	398	70.8%	831	71.6%
No	494	28.7%	164	29.2%	329	28.4%
<b>Total</b>	1,723	100.0%	562	100.0%	1,160	100.0%
Not Answered	45		8		38	
<b>Reporting Category</b> Single Items						
Achievement Score	71.32%		70.92%		71.53%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	-1.5		+1.3		-3.2	

Response scored as: Room for Improvement Achievement

### Your Health Care in the Last 6 Months (continued)

**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	
	N	%	N	%	N	%
<span style="color: green;">■</span> Yes	1,196	70.1%	394	71.0%	800	69.5%
<span style="color: red;">■</span> No	511	29.9%	161	29.0%	351	30.5%
<b>Total</b>	1,707	100.0%	555	100.0%	1,150	100.0%
Not Answered	61		15		48	
<b>Reporting Category</b> Single Items						
Achievement Score	70.06%		70.99%		69.50%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.8		+0.9		+3.9 ↑	

**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	
	N	%	N	%	N	%
<span style="color: green;">■</span> Yes	1,237	72.6%	410	73.9%	827	72.0%
<span style="color: red;">■</span> No	467	27.4%	145	26.1%	321	28.0%
<b>Total</b>	1,704	100.0%	555	100.0%	1,147	100.0%
Not Answered	64		15		51	
<b>Reporting Category</b> Single Items						
Achievement Score	72.59%		73.86%		72.04%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.6		+3.6		+2.2	

**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	
	N	%	N	%	N	%
<span style="color: green;">■</span> Yes	955	56.8%	287	53.0%	666	58.5%
<span style="color: red;">■</span> No	725	43.2%	254	47.0%	472	41.5%
<b>Total</b>	1,680	100.0%	540	100.0%	1,138	100.0%
Not Answered	88		30		60	
<b>Reporting Category</b> Single Items						
Achievement Score	56.85%		53.03%		58.51%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.8		+3.6		+1.1	

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

### Your Health Care in the Last 6 Months (continued)

**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	
	N	%	N	%	N	%
<span style="color: green;">■</span> Yes	886	52.7%	240	44.5%	639	56.1%
<span style="color: red;">■</span> No	795	47.3%	299	55.5%	501	43.9%
<b>Total</b>	1,681	100.0%	540	100.0%	1,140	100.0%
Not Answered	87		30		58	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>						
Achievement Score	52.71%		44.54%		56.07%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.9		-1.0		+3.4	

**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	
	N	%	N	%	N	%
<span style="color: green;">■</span> Yes	703	42.0%	179	33.4%	519	45.6%
<span style="color: red;">■</span> No	971	58.0%	357	66.6%	618	54.4%
<b>Total</b>	1,674	100.0%	536	100.0%	1,137	100.0%
Not Answered	94		34		61	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>						
Achievement Score	42.00%		33.41%		45.63%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.3		+3.0		+3.6	

**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	
	N	%	N	%	N	%
<span style="color: green;">■</span> Yes	607	36.4%	157	29.2%	445	39.4%
<span style="color: red;">■</span> No	1,060	63.6%	379	70.8%	684	60.6%
<b>Total</b>	1,667	100.0%	536	100.0%	1,130	100.0%
Not Answered	101		34		68	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>						
Achievement Score	36.41%		29.24%		39.42%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.7		+1.3		+1.9	

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

### Your Health Care in the Last 6 Months (continued)

**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	
	N	%	N	%	N	%
Yes	785	45.6%	218	39.1%	562	48.3%
No	938	54.4%	339	60.9%	602	51.7%
<b>Total</b>	1,723	100.0%	557	100.0%	1,165	100.0%
Not Answered	45		13		33	

**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	
	N	%	N	%	N	%
<span style="color: green;">■</span> Yes	728	94.7%	205	95.3%	523	94.4%
<span style="color: red;">■</span> No	41	5.3%	10	4.7%	31	5.6%
<b>Total</b>	769	100.0%	215	100.0%	554	100.0%
Not Answered	16		3		13	
<b>Reporting Category</b>	Single Items					
Achievement Score	94.78%		95.60%		94.30%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.5		+0.8		+3.0	

**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	
	N	%	N	%	N	%
<span style="color: green;">■</span> Yes	538	70.1%	145	67.5%	392	71.0%
<span style="color: red;">■</span> No	229	29.9%	70	32.5%	160	29.0%
<b>Total</b>	767	100.0%	215	100.0%	552	100.0%
Not Answered	18		3		15	
<b>Reporting Category</b>	Single Items					
Achievement Score	69.66%		67.98%		70.75%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.5		+1.3		+5.2	

### Your Health Care in the Last 6 Months (continued)

**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	
	N	%	N	%	N	%
<span style="color: green;">■</span> Yes	655	85.4%	195	90.2%	461	83.7%
<span style="color: red;">■</span> No	112	14.6%	21	9.8%	90	16.3%
<b>Total</b>	767	100.0%	216	100.0%	551	100.0%
Not Answered	18		2		16	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>						
Achievement Score	86.02%		90.49%		83.55%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.9		+2.9		+1.7	

**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	
	N	%	N	%	N	%
Yes	1,436	83.4%	459	82.4%	980	84.3%
No	285	16.6%	98	17.6%	182	15.7%
<b>Total</b>	1,721	100.0%	557	100.0%	1,163	100.0%
Not Answered	47		13		35	

**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	
	N	%	N	%	N	%
<span style="color: red;">■</span> Never	93	6.6%	22	4.9%	68	7.2%
<span style="color: red;">■</span> Sometimes	189	13.5%	74	16.6%	118	12.4%
<span style="color: green;">■</span> Usually	287	20.5%	110	24.5%	177	18.5%
<span style="color: green;">■</span> Always	830	59.3%	243	54.1%	589	61.9%
<b>Total</b>	1,399	100.0%	448	100.0%	952	100.0%
Not Answered	37		11		25	
<b>Reporting Category</b> <span style="float: right;">Single Items</span>						
Achievement Score	79.78%		78.48%		80.50%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.1		-0.6		+0.4	

### Your Health Care in the Last 6 Months (continued)

**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	
	N	%	N	%	N	%
Never	49	3.5%	10	2.2%	38	4.1%
Sometimes	188	13.5%	71	16.0%	118	12.5%
Usually	427	30.7%	146	32.9%	282	29.8%
Always	726	52.2%	217	48.9%	508	53.7%
<b>Total</b>	1,390	100.0%	444	100.0%	947	100.0%
Not Answered	46		15		30	
<b>Reporting Category</b>	Single Items					
Achievement Score	82.82%		81.97%		83.34%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.5		+3.5		+0.4	

**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	
	N	%	N	%	N	%
Worst health care possible	11	0.6%	0	0.0%	11	0.9%
1	6	0.3%	3	0.5%	3	0.3%
2	5	0.3%	0	0.0%	5	0.4%
3	11	0.6%	3	0.5%	8	0.7%
4	18	1.0%	9	1.6%	9	0.8%
5	69	4.0%	24	4.2%	46	4.0%
6	95	5.5%	36	6.5%	57	4.9%
7	192	11.2%	69	12.4%	125	10.8%
8	407	23.7%	127	22.7%	278	24.0%
9	342	19.9%	110	19.7%	230	19.8%
Best health care possible	564	32.8%	178	31.9%	388	33.4%
<b>Total</b>	1,720	100.0%	559	100.0%	1,160	100.0%
Not Answered	48		11		38	
<b>Reporting Category</b>	Ratings					
Achievement Score	76.07%		74.16%		77.24%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.6		+1.1		+3.4	
Correlation with rating of health plan	0.633		0.626		0.631	

Response scored as: ■ Room for Improvement ■ Achievement

### Your Health Care in the Last 6 Months (continued)

**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	
	N	%	N	%	N	%
Never	35	2.0%	9	1.6%	26	2.2%
Sometimes	227	13.1%	86	15.3%	142	12.2%
Usually	665	38.5%	232	41.3%	431	37.0%
Always	801	46.4%	234	41.7%	566	48.6%
<b>Total</b>	<b>1,728</b>	<b>100.0%</b>	<b>562</b>	<b>100.0%</b>	<b>1,165</b>	<b>100.0%</b>
Not Answered	40		8		33	
<b>Reporting Category</b>	<b>Getting Needed Care</b>					
Achievement Score	84.69%		82.95%		85.67%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.9		+1.2		+0.5	
Correlation with rating of health plan	0.475		0.425		0.501	

**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	
	N	%	N	%	N	%
Yes	493	17.4%	142	14.8%	347	18.5%
No	2,344	82.6%	818	85.2%	1,529	81.5%
<b>Total</b>	<b>2,837</b>	<b>100.0%</b>	<b>960</b>	<b>100.0%</b>	<b>1,877</b>	<b>100.0%</b>
Not Answered	23		10		13	

**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	
	N	%	N	%	N	%
Never	81	17.2%	29	21.7%	53	15.8%
Sometimes	70	14.9%	28	21.2%	42	12.6%
Usually	104	22.1%	29	21.7%	73	21.9%
Always	215	45.7%	48	35.4%	167	49.7%
<b>Total</b>	<b>470</b>	<b>100.0%</b>	<b>134</b>	<b>100.0%</b>	<b>335</b>	<b>100.0%</b>
Not Answered	23		7		17	
<b>Reporting Category</b>	<b>Single Items</b>					
Achievement Score	65.97%		57.00%		71.68%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.7		+0.4		+0.5	

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	
	N	%	N	%	N	%
■ Worst treatment possible	30	6.5%	9	6.8%	21	6.3%
■ 1	8	1.7%	1	0.8%	7	2.2%
■ 2	8	1.7%	3	2.4%	5	1.6%
■ 3	13	2.8%	8	6.3%	5	1.6%
■ 4	13	2.8%	8	6.3%	5	1.5%
■ 5	39	8.5%	13	9.8%	26	8.0%
■ 6	26	5.6%	12	9.4%	12	3.8%
■ 7	41	8.9%	8	6.3%	33	10.1%
■ 8	59	12.8%	17	12.8%	41	12.4%
■ 9	73	15.8%	20	14.8%	54	16.4%
■ Best treatment possible	151	32.8%	32	24.2%	119	36.3%
<b>Total</b>	461	100.0%	132	100.0%	328	100.0%
Not Answered	32		9		24	
<b>Reporting Category</b>	<b>Ratings</b>					
Achievement Score	59.63%		52.11%		64.98%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+3.9		+2.1		+6.0	
Correlation with rating of health plan	0.481		0.426		0.509	

**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	
	N	%	N	%	N	%
Yes	62	2.2%	15	1.5%	47	2.5%
No	2,758	97.8%	938	98.5%	1,820	97.5%
<b>Total</b>	2,820	100.0%	953	100.0%	1,867	100.0%
Not Answered	40		17		23	

**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	
	N	%	N	%	N	%
Never	5	8.5%	3	20.8%	2	5.3%
Sometimes	11	18.6%	3	19.5%	7	16.9%
Usually	9	15.3%	0	0.0%	9	20.6%
Always	34	57.6%	9	59.7%	25	57.1%
<b>Total</b>	59	100.0%	15	100.0%	44	100.0%
Not Answered	3		0		3	

■ Response scored as: ■ Room for Improvement ■ Achievement

### Your Health Care in the Last 6 Months (continued)

**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	
	N	%	N	%	N	%
Yes	41	67.2%	6	40.9%	35	76.7%
No	20	32.8%	9	59.1%	11	23.3%
<b>Total</b>	61	100.0%	15	100.0%	46	100.0%
Not Answered	1		0		1	

**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	
	N	%	N	%	N	%
Extremely difficult	6	14.6%	0	0.0%	6	18.0%
Very difficult	2	4.9%	0	0.0%	2	5.6%
Somewhat difficult	5	12.2%	2	32.9%	3	8.2%
Not very difficult	13	31.7%	2	31.3%	11	32.4%
Not at all difficult	15	36.6%	2	35.8%	13	35.8%
<b>Total</b>	41	100.0%	6	100.0%	35	100.0%
Not Answered	0		0		0	

**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	
	N	%	N	%	N	%
Worst treatment possible	8	13.6%	4	27.5%	4	9.7%
1	0	0.0%	0	0.0%	0	0.0%
2	0	0.0%	0	0.0%	0	0.0%
3	0	0.0%	0	0.0%	0	0.0%
4	2	3.4%	0	0.0%	2	4.4%
5	9	15.3%	4	25.6%	5	11.1%
6	5	8.5%	1	6.8%	4	9.1%
7	2	3.4%	0	0.0%	2	4.5%
8	8	13.6%	0	0.0%	8	19.1%
9	8	13.6%	1	6.7%	7	15.7%
Best treatment possible	17	28.8%	5	33.5%	12	26.3%
<b>Total</b>	59	100.0%	15	100.0%	44	100.0%
Not Answered	3		0		3	

### 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	
	N	%	N	%	N	%
Yes	2,275	80.5%	741	77.6%	1,532	81.9%
No	552	19.5%	214	22.4%	340	18.1%
<b>Total</b>	<b>2,827</b>	<b>100.0%</b>	<b>955</b>	<b>100.0%</b>	<b>1,872</b>	<b>100.0%</b>
Not Answered	33		15		18	

**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	
	N	%	N	%	N	%
None	516	24.1%	166	23.3%	346	24.2%
1 time	679	31.7%	191	26.8%	490	34.2%
2	456	21.3%	167	23.4%	289	20.2%
3	212	9.9%	79	11.2%	134	9.3%
4	143	6.7%	53	7.5%	90	6.3%
5 to 9	109	5.1%	42	5.9%	68	4.8%
10 or more times	28	1.3%	13	1.8%	14	1.0%
<b>Total</b>	<b>2,143</b>	<b>100.0%</b>	<b>711</b>	<b>100.0%</b>	<b>1,431</b>	<b>100.0%</b>
Not Answered	132		30		103	

**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	
	N	%	N	%	N	%
<span style="color: red;">■</span> Never	14	0.9%	5	1.0%	9	0.8%
<span style="color: red;">■</span> Sometimes	100	6.2%	46	8.4%	54	5.0%
<span style="color: green;">■</span> Usually	328	20.4%	136	25.2%	194	18.1%
<span style="color: green;">■</span> Always	1,169	72.6%	353	65.4%	814	76.0%
<b>Total</b>	<b>1,611</b>	<b>100.0%</b>	<b>539</b>	<b>100.0%</b>	<b>1,072</b>	<b>100.0%</b>
Not Answered	16		6		10	
<b>Reporting Category</b>	<b>Communication</b>					
Achievement Score	92.80%		90.96%		93.90%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+0.2		+1.4		-0.5	
Correlation with rating of health plan	0.293		0.329		0.283	

■ 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	
	N	%	N	%	N	%
■ Never	13	0.8%	5	1.0%	8	0.7%
■ Sometimes	99	6.1%	39	7.3%	58	5.4%
■ Usually	306	19.0%	117	21.6%	191	17.8%
■ Always	1,196	74.1%	379	70.1%	817	76.1%
<b>Total</b>	1,614	100.0%	541	100.0%	1,074	100.0%
Not Answered	13		4		8	
<b>Reporting Category</b>	Communication					
Achievement Score	93.09%		91.80%		93.86%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+0.8		+1.7		+0.3	
Correlation with rating of health plan	0.315		0.313		0.318	

**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	
	N	%	N	%	N	%
■ Never	9	0.6%	3	0.6%	5	0.5%
■ Sometimes	74	4.6%	29	5.4%	44	4.1%
■ Usually	239	14.8%	100	18.6%	140	13.0%
■ Always	1,290	80.0%	407	75.4%	883	82.4%
<b>Total</b>	1,612	100.0%	540	100.0%	1,072	100.0%
Not Answered	15		5		10	
<b>Reporting Category</b>	Communication					
Achievement Score	94.89%		94.14%		95.31%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	-0.1		+0.2		-0.3	
Correlation with rating of health plan	0.277		0.287		0.271	

■ **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	
	N	%	N	%	N	%
Never	24	1.5%	9	1.7%	16	1.4%
Sometimes	127	7.9%	52	9.6%	76	7.1%
Usually	381	23.6%	153	28.4%	229	21.3%
Always	1,079	67.0%	325	60.3%	752	70.1%
<b>Total</b>	1,611	100.0%	539	100.0%	1,073	100.0%
Not Answered	16		6		9	
<b>Reporting Category</b>	Communication					
Achievement Score	90.42%		88.87%		91.37%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.3		+2.9		-1.1	
Correlation with rating of health plan	0.285		0.268		0.290	

**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	
	N	%	N	%	N	%
Yes	1,055	65.9%	344	64.3%	708	66.4%
No	545	34.1%	191	35.7%	358	33.6%
<b>Total</b>	1,600	100.0%	535	100.0%	1,066	100.0%
Not Answered	27		10		16	

**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	
	N	%	N	%	N	%
Never	52	5.0%	18	5.4%	35	5.0%
Sometimes	139	13.5%	56	16.4%	82	11.8%
Usually	302	29.2%	94	27.8%	207	29.8%
Always	540	52.3%	171	50.4%	370	53.4%
<b>Total</b>	1,033	100.0%	340	100.0%	693	100.0%
Not Answered	22		6		16	
<b>Reporting Category</b>	Single Items					
Achievement Score	81.36%		78.01%		83.33%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.0		+1.5		-1.0	

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	
	N	%	N	%	N	%
Worst personal doctor possible	10	0.5%	3	0.4%	6	0.4%
1	6	0.3%	2	0.3%	4	0.3%
2	5	0.2%	2	0.2%	3	0.2%
3	19	0.9%	3	0.4%	16	1.1%
4	22	1.0%	11	1.6%	11	0.8%
5	72	3.4%	20	2.9%	51	3.6%
6	54	2.5%	21	2.9%	33	2.3%
7	160	7.4%	61	8.5%	101	7.0%
8	344	16.0%	123	17.1%	219	15.3%
9	424	19.7%	140	19.6%	282	19.6%
Best personal doctor possible	1,033	48.1%	329	46.0%	710	49.5%
<b>Total</b>	2,149	100.0%	715	100.0%	1,434	100.0%
Not Answered	126		26		100	
<b>Reporting Category</b>	<b>Ratings</b>					
Achievement Score	83.80%		82.70%		84.43%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+4.2 ↑		+3.8		+4.4 ↑	
Correlation with rating of health plan	0.436		0.505		0.398	

### 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	
	N	%	N	%	N	%
Yes	1,416	50.1%	461	48.1%	955	51.0%
No	1,412	49.9%	497	51.9%	916	49.0%
<b>Total</b>	2,828	100.0%	958	100.0%	1,870	100.0%
Not Answered	32		12		20	

### 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	
	N	%	N	%	N	%
Never	64	4.7%	18	4.0%	47	5.1%
Sometimes	290	21.1%	126	27.7%	162	17.7%
Usually	443	32.3%	142	31.3%	299	32.6%
Always	575	41.9%	168	37.0%	409	44.6%
<b>Total</b>	1,372	100.0%	454	100.0%	917	100.0%
Not Answered	44		9		36	
<b>Reporting Category</b>	<b>Getting Needed Care</b>					
Achievement Score	73.76%		68.30%		77.20%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.5		+0.7		+0.6	
Correlation with rating of health plan	0.323		0.361		0.310	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
None	39	2.8%	11	2.5%	28	3.1%
1 specialist	601	43.9%	191	42.4%	409	44.5%
2	377	27.5%	128	28.4%	248	27.0%
3	197	14.4%	66	14.7%	129	14.0%
4	90	6.6%	28	6.1%	64	7.0%
5 or more specialists	66	4.8%	26	5.8%	40	4.4%
<b>Total</b>	1,370	100.0%	450	100.0%	919	100.0%
Not Answered	46		13		34	

■ **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	
	N	%	N	%	N	%
■ Worst specialist possible	4	0.3%	2	0.5%	2	0.2%
■ 1	8	0.6%	2	0.4%	6	0.7%
■ 2	6	0.5%	1	0.2%	5	0.5%
■ 3	11	0.8%	4	0.9%	7	0.8%
■ 4	14	1.1%	5	1.2%	9	1.0%
■ 5	57	4.3%	19	4.4%	38	4.4%
■ 6	47	3.6%	17	3.8%	30	3.4%
■ 7	107	8.1%	36	8.3%	69	7.8%
■ 8	233	17.7%	86	19.7%	144	16.3%
■ 9	263	20.0%	87	20.0%	178	20.2%
■ Best specialist possible	567	43.1%	177	40.6%	395	44.7%
<b>Total</b>	1,317	100.0%	435	100.0%	882	100.0%
Not Answered	14		4		10	
<b>Reporting Category</b>	<b>Ratings</b>					
Achievement Score	80.88%		80.30%		81.22%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	-0.5		-1.1		-0.1	
Correlation with rating of health plan	0.501		0.555		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	
	N	%	N	%	N	%
Yes	575	20.3%	202	21.1%	374	20.0%
No	2,256	79.7%	755	78.9%	1,500	80.0%
<b>Total</b>	2,831	100.0%	957	100.0%	1,873	100.0%
Not Answered	29		13		17	

### 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	
	N	%	N	%	N	%
Never	32	5.7%	4	2.0%	28	7.6%
Sometimes	171	30.5%	62	31.5%	109	29.9%
Usually	200	35.7%	66	33.6%	134	36.7%
Always	158	28.2%	65	32.9%	93	25.7%
<b>Total</b>	561	100.0%	197	100.0%	363	100.0%
Not Answered	14		5		10	
<b>Reporting Category</b> Single Items						
Achievement Score	63.91%		65.80%		62.93%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+4.8		+13.1 ↑		+0.1	

**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	
	N	%	N	%	N	%
Yes	846	30.0%	355	37.1%	501	26.9%
No	1,977	70.0%	601	62.9%	1,365	73.1%
<b>Total</b>	2,823	100.0%	957	100.0%	1,866	100.0%
Not Answered	37		13		24	

**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	
	N	%	N	%	N	%
Never	21	2.5%	5	1.4%	16	3.3%
Sometimes	144	17.3%	70	20.3%	74	15.2%
Usually	253	30.5%	107	30.8%	147	30.4%
Always	412	49.6%	164	47.5%	248	51.1%
<b>Total</b>	830	100.0%	346	100.0%	484	100.0%
Not Answered	16		6		10	
<b>Reporting Category</b> Customer Service						
Achievement Score	80.27%		78.40%		81.42%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+1.9		+4.4		+0.2	
Correlation with rating of health plan	0.423		0.506		0.381	

■ 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	
	N	%	N	%	N	%
Never	17	2.1%	5	1.4%	12	2.5%
Sometimes	97	11.7%	49	14.1%	48	9.9%
Usually	290	35.0%	116	33.5%	175	36.1%
Always	425	51.3%	176	51.0%	250	51.5%
<b>Total</b>	<b>829</b>	<b>100.0%</b>	<b>345</b>	<b>100.0%</b>	<b>484</b>	<b>100.0%</b>
Not Answered	17		7		10	
<b>Reporting Category</b> Single Items						
Achievement Score	86.14%		84.63%		87.48%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+5.2 ↑		+3.3		+6.6 ↑	

**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	
	N	%	N	%	N	%
Never	13	1.6%	2	0.6%	11	2.3%
Sometimes	42	5.1%	20	5.9%	22	4.5%
Usually	160	19.3%	75	21.6%	85	17.6%
Always	612	74.0%	248	71.9%	364	75.6%
<b>Total</b>	<b>827</b>	<b>100.0%</b>	<b>345</b>	<b>100.0%</b>	<b>482</b>	<b>100.0%</b>
Not Answered	19		7		12	
<b>Reporting Category</b> Customer Service						
Achievement Score	93.34%		93.71%		93.01%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.2		+1.8		-0.8	
Correlation with rating of health plan	0.423		0.378		0.459	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	537	19.2%	201	21.4%	340	18.3%
No	2,260	80.8%	737	78.6%	1,520	81.7%
<b>Total</b>	<b>2,797</b>	<b>100.0%</b>	<b>938</b>	<b>100.0%</b>	<b>1,861</b>	<b>100.0%</b>
Not Answered	63		32		29	

■ 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	
	N	%	N	%	N	%
Never	13	0.5%	5	0.5%	8	0.5%
Sometimes	85	3.1%	33	3.6%	53	2.9%
Usually	196	7.1%	71	7.6%	127	6.9%
Always	2,480	89.4%	817	88.3%	1,660	89.8%
<b>Total</b>	<b>2,774</b>	<b>100.0%</b>	<b>925</b>	<b>100.0%</b>	<b>1,849</b>	<b>100.0%</b>
Not Answered	23		12		11	
<b>Reporting Category</b>	<b>Single Items</b>					
Achievement Score	96.36%		95.92%		96.63%	

**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	
	N	%	N	%	N	%
Worst health plan possible	20	0.7%	5	0.6%	14	0.7%
1	10	0.4%	4	0.4%	6	0.3%
2	14	0.5%	4	0.4%	10	0.5%
3	15	0.5%	6	0.7%	8	0.4%
4	46	1.6%	20	2.1%	26	1.4%
5	162	5.8%	49	5.2%	115	6.2%
6	135	4.8%	47	4.9%	89	4.8%
7	307	10.9%	93	9.8%	211	11.3%
8	532	18.9%	175	18.4%	354	19.0%
9	485	17.2%	165	17.4%	317	17.0%
Best health plan possible	1,087	38.6%	381	40.2%	714	38.3%
<b>Total</b>	<b>2,813</b>	<b>100.0%</b>	<b>948</b>	<b>100.0%</b>	<b>1,864</b>	<b>100.0%</b>
Not Answered	47		22		26	
<b>Reporting Category</b>	<b>Ratings</b>					
Achievement Score	74.95%		75.85%		74.41%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.8		+3.5		-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	
	N	%	N	%	N	%
<span style="color: green;">■</span> Yes	2,490	91.1%	848	91.4%	1,644	91.1%
<span style="color: red;">■</span> No	243	8.9%	80	8.6%	162	8.9%
<b>Total</b>	2,733	100.0%	928	100.0%	1,806	100.0%
Not Answered	127		42		84	
<b>Reporting Category</b>	Single Items					
Achievement Score	91.19%		91.40%		91.06%	
2025 vs. 2023: +/- Change (▲▼ Stat. sig.)	+0.8		+2.0		+0.1	

### About Your Health

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Excellent	420	14.9%	157	16.5%	264	14.2%
Very Good	793	28.2%	254	26.7%	538	28.9%
Good	1,023	36.3%	347	36.4%	679	36.5%
Fair	456	16.2%	157	16.5%	293	15.8%
Poor	123	4.4%	37	3.8%	87	4.7%
<b>Total</b>	2,815	100.0%	952	100.0%	1,862	100.0%
Not Answered	45		18		28	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Excellent	679	24.1%	267	28.1%	422	22.6%
Very Good	751	26.6%	233	24.5%	514	27.5%
Good	819	29.0%	285	29.9%	531	28.4%
Fair	433	15.4%	125	13.1%	306	16.4%
Poor	138	4.9%	42	4.4%	94	5.1%
<b>Total</b>	2,820	100.0%	952	100.0%	1,868	100.0%
Not Answered	40		18		22	

■ **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	
	N	%	N	%	N	%
<span style="color: green;">■</span> Yes	941	37.5%	347	43.7%	597	34.9%
<span style="color: red;">■</span> No	1,565	62.5%	448	56.3%	1,112	65.1%
Don't Know	189		85		105	
<b>Total</b>	2,506	100.0%	796	100.0%	1,709	100.0%
Not Answered	26		9		17	
<b>Reporting Category</b> Single Items						
Achievement Score	37.55%		43.65%		34.92%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	-3.3 ↓		-1.7		-3.9 ↓	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Every day	285	10.1%	49	5.1%	232	12.4%
Some days	194	6.9%	70	7.4%	123	6.6%
Not at all	2,304	81.6%	818	86.0%	1,491	79.7%
Don't Know	39	1.4%	14	1.5%	25	1.3%
<b>Total</b>	2,822	100.0%	951	100.0%	1,871	100.0%
Not Answered	38		19		19	

**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	
	N	%	N	%	N	%
<span style="color: red;">■</span> Never	107	22.7%	33	27.7%	77	21.9%
<span style="color: green;">■</span> Sometimes	104	22.0%	22	18.6%	81	23.0%
<span style="color: green;">■</span> Usually	91	19.3%	27	22.9%	64	18.1%
<span style="color: green;">■</span> Always	170	36.0%	36	30.8%	131	37.0%
<b>Total</b>	472	100.0%	118	100.0%	354	100.0%
Not Answered	7		3		4	
<b>Reporting Category</b> Smoking Cessation						
Achievement Score	77.33%		72.29%		78.11%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+2.4		-0.5		+2.6	

■ 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	
	N	%	N	%	N	%
Never	199	42.3%	54	45.5%	148	42.1%
Sometimes	101	21.5%	25	21.0%	75	21.2%
Usually	72	15.3%	20	17.1%	52	14.9%
Always	98	20.9%	19	16.4%	77	21.8%
<b>Total</b>	470	100.0%	118	100.0%	352	100.0%
Not Answered	9		3		6	
<b>Reporting Category</b>	Smoking Cessation					
Achievement Score	57.66%		54.50%		57.89%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+0.0		-1.7		+0.2	

**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	
	N	%	N	%	N	%
Never	209	44.6%	61	52.4%	150	42.7%
Sometimes	106	22.6%	22	18.6%	84	23.9%
Usually	81	17.3%	20	17.0%	61	17.2%
Always	73	15.6%	14	12.0%	57	16.3%
<b>Total</b>	469	100.0%	117	100.0%	352	100.0%
Not Answered	10		4		6	
<b>Reporting Category</b>	Smoking Cessation					
Achievement Score	55.44%		47.56%		57.32%	
2025 vs. 2023: +/- Change (↑↓ Stat. sig.)	+3.5		-7.4		+6.0	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
High cholesterol	910	47.5%	330	46.4%	582	48.4%
High blood pressure	902	47.1%	319	44.8%	584	48.6%
Parent or sibling with a heart attack before the age of 60	328	17.1%	93	13.0%	233	19.4%
<b>Total</b>	1,914	100.0%	712	100.0%	1,202	100.0%
Not Answered	946		258		688	

Response scored as: ■ Room for Improvement ■ Achievement

**About Your Health** (continued)

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
A heart attack	84	6.3%	35	6.4%	49	6.3%
Angina or coronary heart disease	109	8.2%	39	7.3%	69	8.7%
A stroke	77	5.8%	23	4.3%	53	6.7%
Any kind of diabetes or high blood sugar	642	48.5%	262	48.4%	383	48.6%
<b>Total</b>	1,324	100.0%	540	100.0%	788	100.0%
Not Answered	1,536		430		1,102	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	77	3.2%	26	3.3%	50	3.2%
No	2,320	96.8%	774	96.7%	1,547	96.8%
<b>Total</b>	2,397	100.0%	801	100.0%	1,597	100.0%
Not Answered	463		169		293	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	716	28.7%	205	24.4%	509	30.8%
No	1,778	71.3%	635	75.6%	1,147	69.2%
<b>Total</b>	2,494	100.0%	840	100.0%	1,656	100.0%
Not Answered	366		130		234	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	354	14.8%	94	11.8%	257	16.1%
No	2,039	85.2%	706	88.2%	1,336	83.9%
<b>Total</b>	2,393	100.0%	800	100.0%	1,593	100.0%
Not Answered	467		170		297	

**About Your Health (continued)**

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	872	35.2%	249	29.9%	620	37.7%
No	1,606	64.8%	584	70.1%	1,025	62.3%
<b>Total</b>	<b>2,478</b>	<b>100.0%</b>	<b>833</b>	<b>100.0%</b>	<b>1,645</b>	<b>100.0%</b>
Not Answered	382		137		245	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	618	25.1%	162	19.8%	449	27.4%
No	1,843	74.9%	658	80.2%	1,191	72.6%
<b>Total</b>	<b>2,461</b>	<b>100.0%</b>	<b>820</b>	<b>100.0%</b>	<b>1,640</b>	<b>100.0%</b>
Not Answered	399		150		250	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	66	2.8%	18	2.3%	47	3.0%
No	2,317	97.2%	775	97.7%	1,542	97.0%
<b>Total</b>	<b>2,383</b>	<b>100.0%</b>	<b>793</b>	<b>100.0%</b>	<b>1,589</b>	<b>100.0%</b>
Not Answered	477		177		301	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	491	20.2%	131	16.2%	354	21.8%
No	1,945	79.8%	677	83.8%	1,273	78.2%
<b>Total</b>	<b>2,436</b>	<b>100.0%</b>	<b>808</b>	<b>100.0%</b>	<b>1,627</b>	<b>100.0%</b>
Not Answered	424		162		263	

### About Your Health *(continued)*

**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	
	N	%	N	%	N	%
Yes	829	33.0%	242	29.0%	580	34.5%
No	1,686	67.0%	593	71.0%	1,098	65.5%
<b>Total</b>	<b>2,515</b>	<b>100.0%</b>	<b>836</b>	<b>100.0%</b>	<b>1,678</b>	<b>100.0%</b>
Not Answered	345		134		212	

### About You

**Q64. What is your age?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
18 to 24	313	11.1%	124	13.1%	190	10.1%
25 to 34	410	14.5%	118	12.3%	294	15.7%
35 to 44	446	15.8%	145	15.2%	301	16.1%
45 to 54	525	18.6%	187	19.7%	337	18.0%
55 to 64	957	33.8%	289	30.3%	664	35.4%
65 to 74	127	4.5%	62	6.5%	66	3.5%
75 or older	51	1.8%	28	2.9%	23	1.2%
<b>Total</b>	<b>2,829</b>	<b>100.0%</b>	<b>953</b>	<b>100.0%</b>	<b>1,875</b>	<b>100.0%</b>
Not Answered	31		17		15	

**Q65. What is your current gender identity?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Male	1,202	42.5%	387	40.5%	814	43.4%
Female	1,595	56.4%	560	58.5%	1,037	55.4%
Genderqueer, Gender Non-Binary, Transgender, or Other	33	1.2%	10	1.0%	22	1.2%
<b>Total</b>	<b>2,830</b>	<b>100.0%</b>	<b>957</b>	<b>100.0%</b>	<b>1,874</b>	<b>100.0%</b>
Not Answered	30		13		16	

**About You (continued)**

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
8th grade or less	181	6.4%	92	9.7%	91	4.9%
Some high school but did not graduate	293	10.4%	139	14.6%	153	8.2%
High school graduate or GED	948	33.7%	292	30.8%	654	35.2%
Some college or 2-year degree	757	26.9%	223	23.5%	533	28.6%
4-year college graduate	412	14.7%	140	14.7%	273	14.7%
More than 4-year college degree	218	7.8%	63	6.7%	156	8.4%
<b>Total</b>	2,809	100.0%	949	100.0%	1,860	100.0%
Not Answered	51		21		30	

**Q67. How well do you speak English?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Very well	1,926	68.0%	485	50.6%	1,428	76.2%
Well	449	15.8%	201	21.0%	251	13.4%
Not well	306	10.8%	186	19.3%	127	6.8%
Not at all	152	5.4%	87	9.1%	68	3.6%
<b>Total</b>	2,833	100.0%	959	100.0%	1,874	100.0%
Not Answered	27		11		16	

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes	1,099	39.3%	597	63.2%	521	28.1%
No	1,697	60.7%	348	36.8%	1,331	71.9%
<b>Total</b>	2,796	100.0%	944	100.0%	1,852	100.0%
Not Answered	64		26		38	

**Q69. What is the language spoken at home?**

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Spanish	420	39.9%	245	42.3%	182	38.5%
Other	632	60.1%	335	57.7%	290	61.5%
<b>Total</b>	1,052	100.0%	580	100.0%	472	100.0%
Not Answered	47		16		31	

**About You (continued)**

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

	MMC Statewide		NYC		Rest of State	
	N	%	N	%	N	%
Yes, Hispanic or Latino	575	20.8%	317	33.6%	276	15.2%
No, Not Hispanic or Latino	2,190	79.2%	627	66.4%	1,545	84.8%
<b>Total</b>	<b>2,765</b>	<b>100.0%</b>	<b>943</b>	<b>100.0%</b>	<b>1,821</b>	<b>100.0%</b>
Not Answered	95		27		69	

**Q71. What is your race?**

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



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 Possible Best Health Care 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





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**

