

*Oklahoma Health Care Authority*

**CAHPS® Adult Health Survey  
for SoonerCare Choice**

**Executive Summary and  
Technical Specifications**



Report for Fiscal Year 2010

Report Submitted May 2010

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## CAHPS® Adult Health Survey for SoonerCare Choice

### Executive Summary

The Oklahoma Health Care Authority (OHCA) is the state agency responsible for administering Medicaid. SoonerCare Choice, the managed care component of Oklahoma Medicaid, operated under a partially capitated case management system during the first half of the state fiscal year (SFY) 2009. A patient-centered medical home model was implemented January 1, 2009. In order to evaluate service satisfaction, the OHCA contracted with APS Healthcare to survey adult members enrolled in SoonerCare Choice between December 1, 2008, and November 30, 2009. The OHCA has administered CAHPS (Consumer Assessment of Healthcare Providers Systems) surveys to measure consumer satisfaction in the Medicaid population since 1996.

Comparing the 2008 survey and the 2010 survey, results indicated fairly high levels of satisfaction holding steady across an array of eight quality measures. The overall picture drawn by the CAHPS data is one of high and rising satisfaction with several different aspects of health care received from SoonerCare providers, and also customer services provided directly by SoonerCare. Positive trends were seen in ratings of health care, personal physicians, specialists, and the health plan, and also in composite measures of getting care quickly, provider communication, getting needed care, and customer service. One increase was statistically significant; respondents gave higher ratings on how often they were able to get care quickly.

## CAHPS® Adult Health Survey for SoonerCare Choice

### Technical Specifications

Consumer satisfaction surveys are an important source of information to consumers, purchasers of health care, health plans and program administrators. By responding to satisfaction surveys, individuals provide valuable information regarding access to care, use of services, and satisfaction with the care they have received. To survey the general population of managed care members about their overall experience with their health plan, the Oklahoma Health Care Authority (OHCA) has administered Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys to SoonerCare members since 1996. CAHPS questionnaires, administration protocol and survey analysis were developed by Harvard, RAND and the Research Triangle Institute. The health care community has accepted these methods in producing consumer satisfaction measures that may be compared across health plans and health service delivery types.

In order to evaluate service satisfaction, the OHCA contracted with APS Healthcare (APS) to survey the members enrolled in SoonerCare Choice between December 1, 2008, and November 30, 2009. This technical report includes information on the survey methodology, findings, and summary information on the respondents' satisfaction with health plan services they received.

### Method

The Adult CAHPS Health Plan Survey 4.0 questionnaire (shown in Appendix A) was administered by The Myers Group (TMG) between December 16, 2009, and April 1, 2010. The questionnaire addressed several aspects of health plan performance, including:

- Rating of personal doctors, specialists, health care received, and health plan
- Receiving care without long waits
- Communication with clinicians
- Health plan information and customer service

- Getting needed care

### *Sampling*

Because it is not feasible to survey the entire SoonerCare Choice population, TMG used recognized sampling techniques to obtain information from a limited number of members. This information is used to estimate the consumer satisfaction of the SoonerCare Choice population as a whole.

Sampling for this survey followed CAHPS 4.0 protocols with one exception: APS limited the sample to members with at least one paid claim from a SoonerCare Choice provider. APS provided TMG with a list of eligible members for sample selection. Each member included in the eligibility list met the following criteria:

- 18 years of age or older as of November 30, 2009;
- Enrolled in the SoonerCare Choice program as of November 30, 2009; and
- Continuously enrolled in SoonerCare Choice for 12 months between December 1, 2008, and November 30, 2009. (Continuous enrollment was defined as having no more than one 45-day break in enrollment during the year.)

In accordance with CAHPS recommendations and to reduce the burden on respondents, TMG randomly selected only one member from a household for the sample. The CAHPS Survey and Reporting Kit 4.0 standards indicate that a minimum of 300 completed surveys are needed for a valid administration. The total number of members eligible for the survey was 44,772; TMG selected a random sample of 1,688 members.

### *Data Collection*

The CAHPS survey methodology allowed data to be collected by mail, telephone interview, or a combination of mail and telephone. The OHCA and APS agreed to conduct these surveys using mail and incorporated telephone interviewing only when the targeted response rate was not received. The survey process had outreach interventions that included mailings of the survey packet, reminder postcards and phone follow-up with interviewers.

After the sample was selected, address lists were processed using the U.S. Postal Service's CASS Certified ZIP + 4 Coding Software, which verified the zip code for each address. Each packet included a questionnaire and a letter that explained the purpose and the importance of the survey. To encourage participation, the packet also contained a postage-paid business reply envelope. Reminder postcards served to thank individuals who had responded to the survey and to remind others to complete their questionnaires. Members selected for the sample who did not respond to the first survey and/or postcard mailings were mailed a second survey. All correspondence included a toll-free number that members could use to contact TMG with questions regarding the survey or to complete the survey over the telephone. Each information letter contained a statement written in Spanish asking the member to call the toll-free number to take the survey by phone with a Spanish interpreter. If needed, follow-up calls were then initiated with bilingual interviewers.

TMG developed a database to track the status of members selected for the sample at each stage of the survey protocol. The database identified members who had not returned the survey and needed additional mailings. The database also indicated the date that a member responded to the survey, refused to participate in the survey or was determined to be ineligible for the survey. Members were determined to be ineligible for the survey if they no longer qualified for SoonerCare or had moved to another state.

### *Data Coding and Data Entry*

TMG recorded the responses to the questionnaires in a database specifically designed for this purpose. The data entry program permitted the entry of only those responses that were within the accepted range for each specific item; for example, if a rating was supposed to be on a scale of 0 to 10, a response of 12 could not be entered. TMG performed a data clean-up process prior to the actual analysis to detect any additional out-of-range values and response inconsistencies. Typically, inconsistencies occurred when respondents did not follow the skip pattern of question groups. When feasible, TMG recoded the items to conform to the questionnaire skip patterns; for example, if one response indicated the person did not receive forms to fill out, then it

would not make sense for the person to answer the next question about the ease of completing the forms. However, when the intent of the respondent could not be determined, the analyst recoded the item as missing.

### *Data Analysis*

All analyses and calculations in the study were performed by APS using SAS 9.2, including the standard CAHPS analysis macro “cc250\_cahps36b.sas.” Frequencies were computed for all the items on the survey. Due to the lengthy results for this type of analysis, the frequency distributions are reported in Appendix B rather than in the results section.

The statistical analysis consisted of comparing this year’s survey results with those from the previous administration of the survey, which was in state fiscal year (SFY) 2008, using the t-test statistic for difference of means as incorporated in the standard CAHPS analysis macro.

Global ratings, which used a scale of 0 to 10, measured the respondents’ assessment of their health plan and the quality of the care received. APS computed the means for each global rating and used a t-test to compare means from the SFY 2008 and SFY 2010 SoonerCare Choice surveys. Four global ratings were compared between SFY 2010 and SFY 2008:

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

Composite measures combine the responses to questions that are closely related to each other and provide more reliable results than comparing each item separately. APS computed the mean scores for each composite and used t-tests to compare means from the SFY 2008 and SFY 2010 SoonerCare Choice surveys. The four composites that could be compared were:

- Experiences in Getting Treatment Quickly

- Experiences with How Well Clinicians Communicate
- Experience with Getting Needed Care
- Experience with Information and Customer Service

## Results

Table 1 shows the response rate by method for the current year's survey and the previous administration of the survey from SFY 2008.

**Table 1. Completed Surveys Rate by Method each Survey by Year**

Completed Surveys	SFY 2010 Survey	SFY 2008 Survey
Mailing	520	238
Phone Follow-Up	108	95
<b>Total Completed Surveys</b>	<b>628</b>	<b>333</b>

The study evaluated each returned questionnaire to determine whether it met the CAHPS definition for a completed survey. To be considered complete, a questionnaire must have had at least one answered question. APS coded returned questionnaires that did not pass the completion criteria as non-respondents and excluded them from the analysis. Additionally, returned surveys received by TMG included refusals returned by mail and those from SoonerCare Choice members who had moved out of state or were not in the plan.

The adjusted response rate, expressed as a percentage, is the number of completed surveys divided by the number of eligible surveys.

$$\frac{\text{Number of completed surveys}}{\text{Number of eligible surveys}} \times 100 = \text{Adjusted response rate}$$

$$\frac{\text{(total completes)}}{\text{(Sample) - (Ineligible)}} = \frac{628}{1688 - 106} \times 100 = 39.7\%$$

The adjusted response rates for the current (SFY 2010) SoonerCare Choice survey was 39.7%; the adjusted response rates for the previous (SFY 2008) SoonerCare Choice survey was 21.0%. The difference in response rates may be attributable to the decision in

SFY 2010 to limit the sampling frame to participants who had a paid claim during the sample timeframe.

Table 2 displays the disposition of surveys deemed ineligible by number and percentage for SFY 2010.

**Table 2. Number and Percentage of Ineligible Surveys for SFY 2010**

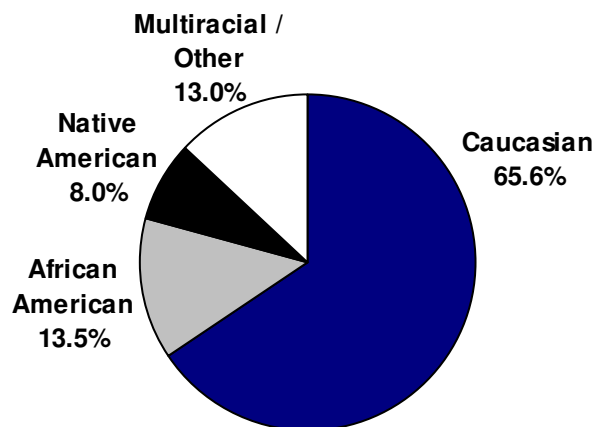
<b>Ineligible Disposition</b>	<b>N</b>	<b>%</b>
Deceased	3	0.18
Mentally/Physically Incapacitated	14	0.83
Does Not Meet Criteria	89	5.27
<b>Total Ineligibles</b>	<b>106</b>	<b>6.28</b>

The most frequent reason for exclusion was that the survey did not contain at least one answered question.

### *Demographics*

Respondents were asked their race and ethnicity. Figure 1 shows these results.

**Figure 1. Respondent's Reported Racial Identity**



Caucasians represented the majority of respondents with 65.6%. Members who were African American or multiracial/other were nearly equally represented at 13.5% and



13%, respectively. In response to a separate question about ethnicity, 5.5% of the respondents reported to be Hispanic or Latino.

### *Global Ratings*

In Figures 2 through 5, the overall ratings are shown for the following:

- The adult's health care received
- The adult's personal doctor
- The adult's specialist
- The adult's health plan

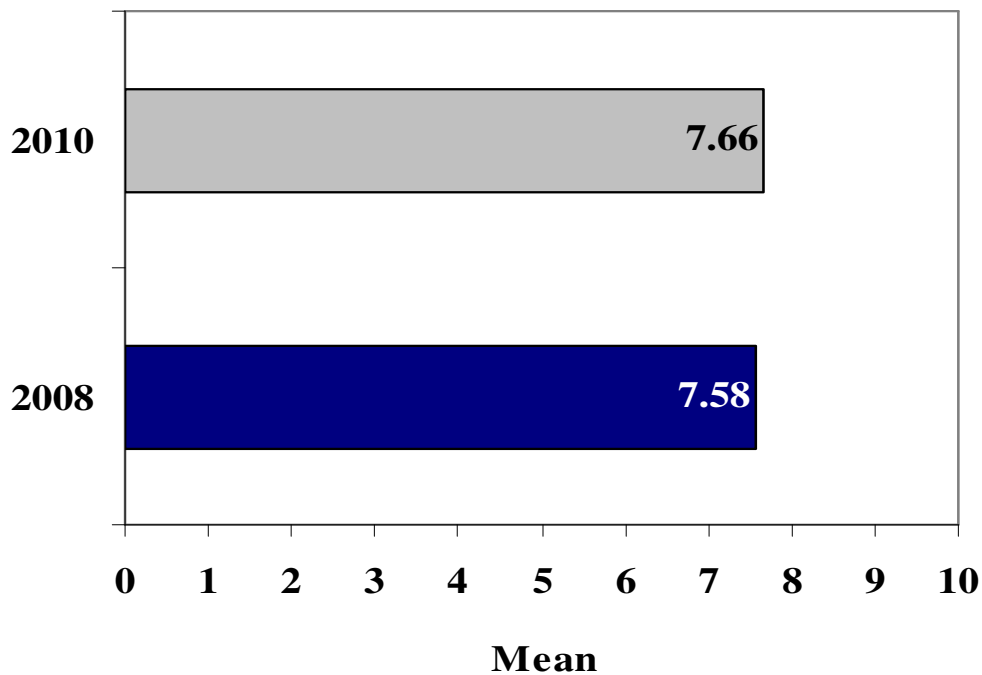
The means for the global rating items for the two years are shown in bar graphs. The table below each graph lists the number of respondents analyzed, the means and the p-value associated with the t-test of mean difference between the two years. A p-value less than .05 was considered statistically significant. That is, if the p-value was less than .05 the two means were statistically different from each other; otherwise, the two means were not statistically different.\*

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\* A statistical note: The standard CAHPS analysis does not assume equal variances, but it did not compute a difference between the OHCA results for SFY 2008 and SFY 2010. APS used SAS PROC TTEST to compute the significance of difference between years. Reported p-values are from pooled tests with equal variances assumed. Only one question failed a test of equal variances, but the decision on the hypothesis test of equal means would have been the same with a t-test that did not assume equal variances.

**Overall Rating of Health Care Received**

- 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?

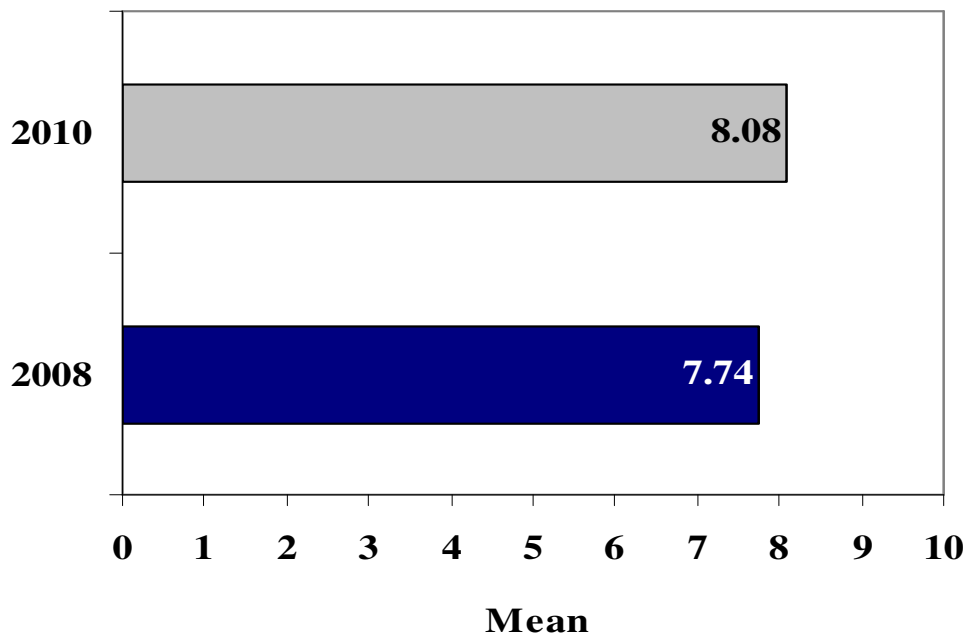
**Figure 2. Rating of Health Care Received**

Year	N	Mean	p-value
2010	495	7.66	.6631
2008	251	7.58	

Figure 2 demonstrates that SoonerCare Choice members remained fairly satisfied with the health care they received in 2010 compared with the ratings in 2008. The slight increase was not statistically significant.

**Overall Rating for Personal Doctor**

- 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 in the last 6 months?

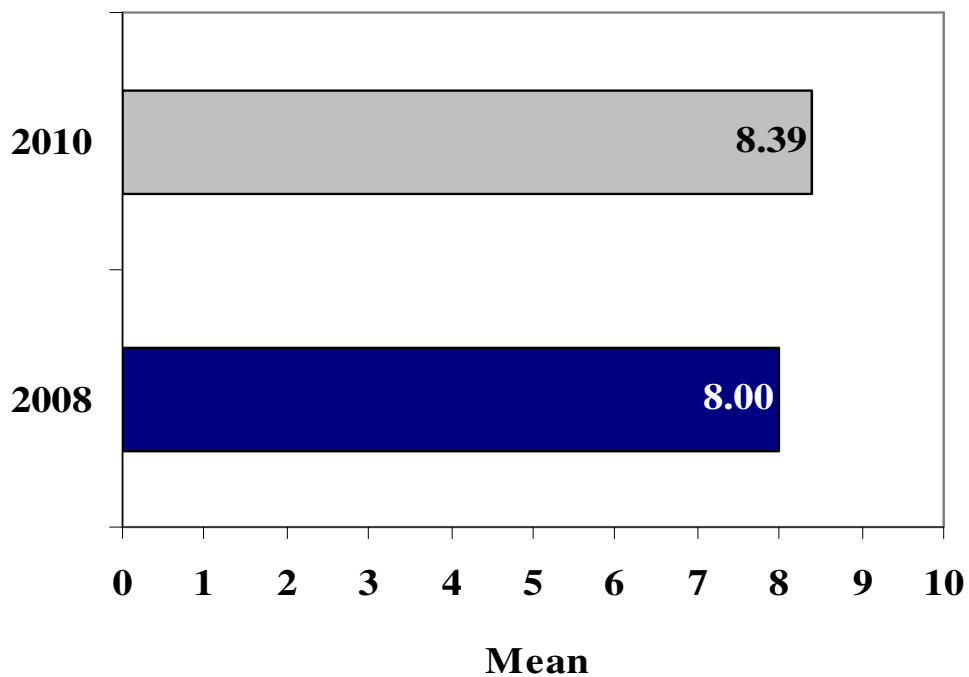
**Figure 3. Overall Rating for Personal Doctor**

Year	N	Mean	p-value
2010	496	8.08	.0833
2008	249	7.74	

Figure 3 shows that SoonerCare Choice members were highly satisfied with their personal doctor in 2010. The slight increase in satisfaction from 2008 to 2010 was not statistically significant.

**Overall Rating for Specialist**

- We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

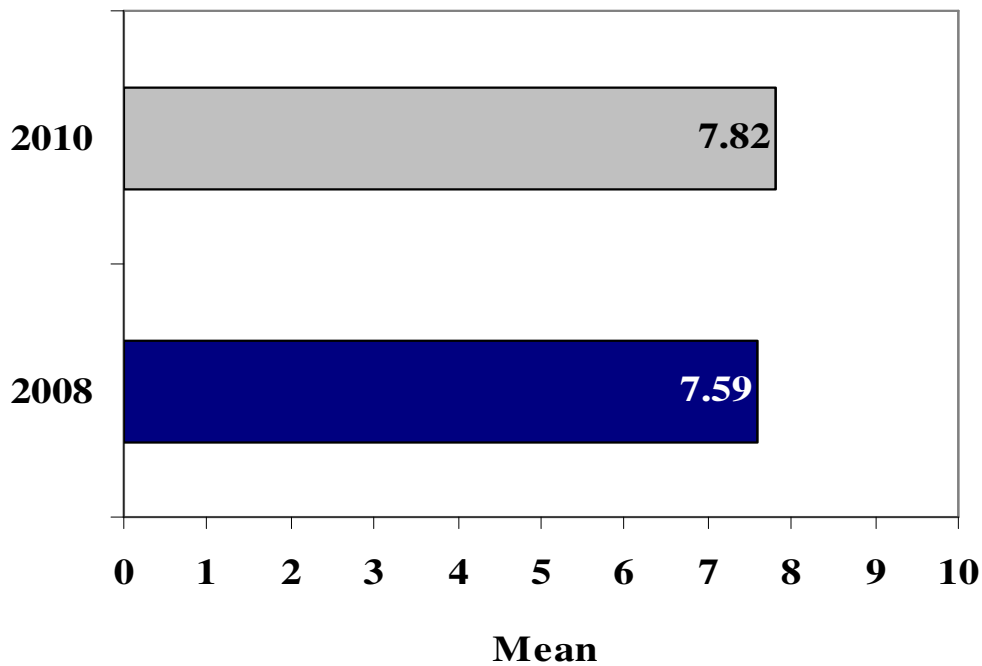
**Figure 4. Overall Rating for Specialist**

Year	N	Mean	p-value
2010	247	8.39	.1468
2008	112	8.00	

Figure 4 shows that SoonerCare Choice members were highly satisfied with their specialist doctor seen most often in 2010. The slight increase from 2008 to 2010 was not statistically significant.

**Overall Rating for Health Plan**

- 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?

**Figure 5. Overall Rating for Health Plan**

Year	N	Mean	p-value
2010	569	7.82	.1718
2008	306	7.59	

Figure 5 shows that SoonerCare Choice members were generally satisfied with their health plan in 2010. The increase from 2008 to 2010 was not statistically significant.

### *Composite Measures*

In Figures 6 through 9, composite measures for the following services are provided:

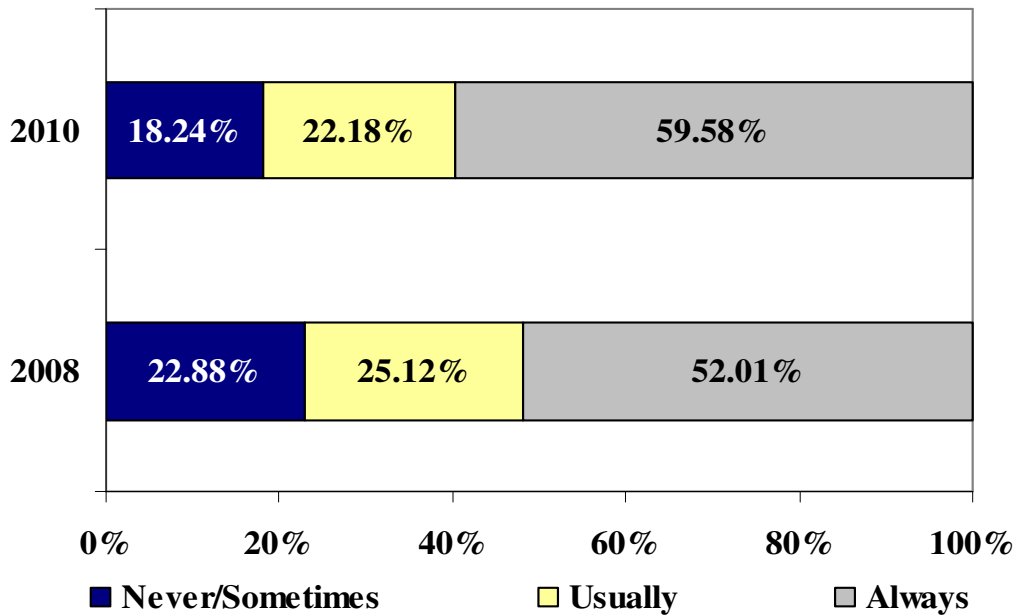
- Experiences in getting treatment quickly
- Experiences with how well clinicians communicate
- Experiences with getting needed treatment
- Experiences with health plan information and customer service

These questions were answered on a four-point ordinal scale, where 1 = “never,” 2 = “sometimes,” 3 = “usually,” and 4 = “always.” Responses of “never” and “sometimes” were combined into one category for the purpose of graphing since there were small percentages in those categories. The mean of the four-point scale was computed and compared between years using a t-test, following standard CAHPS analysis protocol. The percentage in each category for the composite measures is shown in the bar graph. The table below each graph lists the number of respondents analyzed, the mean and the p-value associated with the t-test comparison of means.

**Getting Treatment Quickly**

- *In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?*
- *In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for health care at a doctor’s office or clinic as soon as you thought you needed?*

**Figure 6. Getting Treatment Quickly**



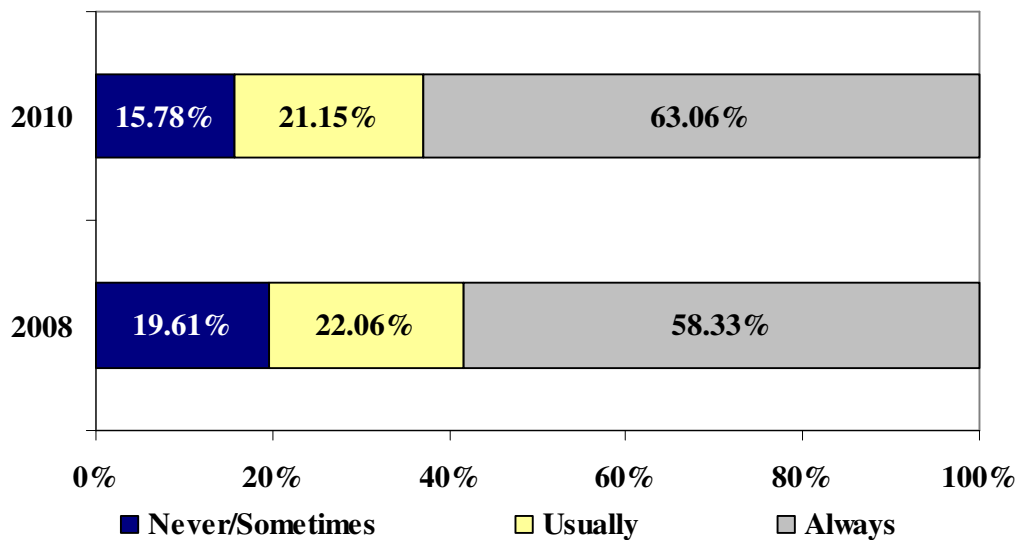
Year	N	Mean	p-value
2010	523	3.38	.0099
2008	281	3.24	

Figure 6 shows that 59.58% of the respondents in 2010 reported they always received treatment quickly. The difference of means from 2008 was statistically significant, as 52.01% of respondents in 2008 reported that they always received treatment quickly.

*How Well Clinicians Communicate*

- *In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?*
- *In the last 6 months, how often did your personal doctor listen carefully to you?*
- *In the last 6 months, how often did your personal doctor show respect for what you had to say?*
- *In the last 6 months, how often did your personal doctor spend enough time with you?*

**Figure 7. How Well Clinicians Communicate**



Year	N	Mean	p-value
2010	440	3.43	.1233
2008	226	3.34	

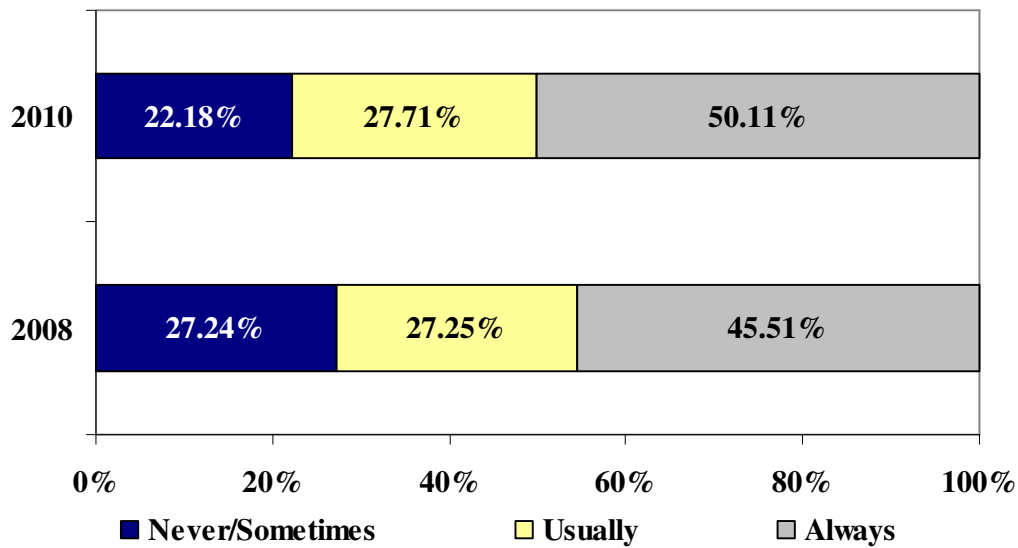
Figure 7 indicates that 63.06% of members felt that their clinicians always communicated well during SFY 2010. This was an increase from 58.33% in SFY 2007; however, the increase in average score was not statistically significant.



**Getting Needed Health Care**

- In the last 6 months, how often was it easy to get appointments with specialists?
- In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?

**Figure 8. How Often Needed Health Care was Easy to Get**



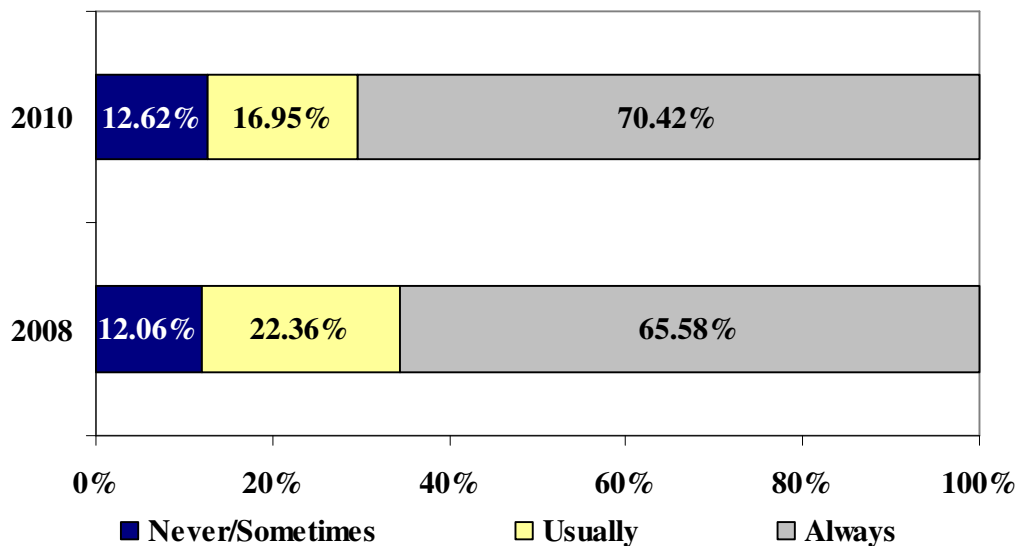
Year	N	Mean	p-value
2010	409	3.21	.5551
2008	216	3.07	

Figure 8 indicates that 50.11% of members felt that they always had easy access to specialists and needed treatment during SFY 2010. This was an increase from 45.51% in SFY 2008; however, the increase in average score was not statistically significant.

**Health Plan Information and Customer Service**

- *In the last 6 months, how often did your health plan's customer service give you the information or help you needed?*
- *In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?*

**Figure 9. How Often Customer Service Gave Information, Courtesy, and Respect**



Year	N	Mean	p-value
2010	128	3.26	.8897
2008	90	3.25	

Figure 9 indicates that 70.42% of members felt that their clinicians always communicated well during SFY 2010. Although this was an increase from 65.58% in SFY 2008, the increase in average score was not statistically significant.

## Discussion

The overall picture drawn by the CAHPS data is one of high and rising satisfaction with several different aspects of health care received from SoonerCare providers, and also customer services provided directly by SoonerCare. Positive trends were seen in ratings of health care, personal physicians, specialists, the health plan, and also in composite measures of getting care quickly, provider communication, getting needed care, and customer service. One measure increased enough to be statistically significant: respondents reported an increase in how often they were able to get care quickly.

The SFY 2010 sampling methodology involved limiting the sampling frame to members who had a paid health claim. Using this method, the number of completed surveys increased by 89% when compared to SFY 2008. The increase in completed surveys also contributed to an adjusted response rate that was 89% higher than the previous year. It appears to be a successful method in that members utilizing SoonerCare services were more likely to have an opinion regarding their health care. APS recommends the OHCA continue to follow this sampling methodology for future surveys.

# Appendix A

## APPENDIX A

**MAS**

46. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?  
 Yes .....Go to Question 47  
 No .....Go to Question 48
47. Is this a condition or problem that has lasted for at least 3 months? Do **not** include pregnancy or menopause.  
 Yes  
 No
48. Do you now need or take medicine prescribed by a doctor? Do **not** include birth control.  
 Yes .....Go to Question 49  
 No .....Go to Question 50
49. Is this to treat a condition that has lasted for at least 3 months? Do **not** include pregnancy or menopause.  
 Yes  
 No
50. 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
51. Are you male or female?  
 Male  
 Female
52. 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
53. Are you of Hispanic or Latino origin or descent?  
 Yes, Hispanic or Latino  
 No, not Hispanic or Latino
54. What is your race? (Please mark one or more.)  
 White  
 Black or African-American  
 Asian  
 Native Hawaiian or other Pacific Islander  
 American Indian or Alaska Native  
 Other

55. Did someone help you complete this survey?  
 Yes .....Go to Question 56  
 No .....Please return the survey in the postage-paid envelope.
56. How did that person help you? (Mark all that apply.)  
 Read the questions to me  
 Wrote down the answers I gave  
 Answered the questions for me  
 Translated the questions into my language  
 Helped in some other way



\* Answer **all** the questions by marking the box with blue or black ink. Like this:  **Yes**.....Go to Question 3

\* You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this:  **Yes**.....Go to Question 3

All information that would let someone identify you or your family will be kept private. The Myers Group 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. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you have returned your survey so we don't have to send you reminders. If you want to know more about this study, please call The Myers Group at 1-800-692-0041.

1. Our records show that you are now in **SoonerCare Choice**. Is that right?  
 Yes .....Go to Question 3  
 No .....Go to Question 2
2. What is the name of your health plan?  
 (Please print)


**Your Health Care in The Last 6 Months**  
 These questions ask about your own health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?  
 Yes .....Go to Question 4  
 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 thought you needed?  
 Never  
 Sometimes  
 Usually  
 Always
5. In the last 6 months, **not** counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?  
 Yes .....Go to Question 6  
 No .....Go to Question 7
6. In the last 6 months, **not** counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?  
 Never  
 Sometimes  
 Usually  
 Always

7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?  
 None .....Go to Question 13  
 1 .....Go to Question 8  
 2 .....Go to Question 8  
 3 .....Go to Question 8  
 4 .....Go to Question 8  
 5 to 9 .....Go to Question 8  
 10 or more .....Go to Question 8
8. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?  
 Never  
 Sometimes  
 Usually  
 Always
9. Choices for your treatment or health care can include choices about medicine, surgery, or other treatment.  
 In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?  
 Yes .....Go to Question 10  
 No .....Go to Question 12
10. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?  
 Definitely yes  
 Somewhat yes  
 Somewhat no  
 Definitely no
11. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?  
 Definitely yes  
 Somewhat yes  
 Somewhat no  
 Definitely no
12. 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?
- |                            |                          |                          |                          |                          |                          |                           |                          |                          |                          |                          |
|----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Worst health care possible |                          |                          |                          |                          |                          | Best health care possible |                          |                          |                          |                          |
| 0                          | 1                        | 2                        | 3                        | 4                        | 5                        | 6                         | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Thank You**

Please return the completed survey in the postage-paid envelope to:



Attn: Survey Processing Department  
 The Myers Group  
 2351 Henry Clower Boulevard, Suite C  
 Snellville, GA 30078-3107  
 Toll-Free: 1-800-692-0041

For Internal Purposes Only: 47408

**Your Personal Doctor**

13. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.  
Do you have a personal doctor?  
 Yes .....Go to Question 14  
 No .....Go to Question 22
14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?  
 None .....Go to Question 21  
 1 .....Go to Question 15  
 2 .....Go to Question 15  
 3 .....Go to Question 15  
 4 .....Go to Question 15  
 5 to 9 .....Go to Question 15  
 10 or more .....Go to Question 15
15. 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
16. In the last 6 months, how often did your personal doctor listen carefully to you?  
 Never  
 Sometimes  
 Usually  
 Always
17. In the last 6 months, how often did your personal doctor show respect for what you had to say?  
 Never  
 Sometimes  
 Usually  
 Always
18. In the last 6 months, how often did your personal doctor spend enough time with you?  
 Never  
 Sometimes  
 Usually  
 Always
19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?  
 Yes .....Go to Question 20  
 No .....Go to Question 21
20. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?  
 Never  
 Sometimes  
 Usually  
 Always

21. 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?

Worst personal doctor possible					Best personal doctor possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Getting Health Care From Specialists**

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

22. 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 try to make any appointments to see a specialist?  
 Yes .....Go to Question 23  
 No .....Go to Question 26
23. In the last 6 months, how often was it easy to get appointments with specialists?  
 Never  
 Sometimes  
 Usually  
 Always
24. How many specialists have you seen in the last 6 months?  
 None .....Go to Question 26  
 1 specialist .....Go to Question 25  
 2 .....Go to Question 25  
 3 .....Go to Question 25  
 4 .....Go to Question 25  
 5 or more specialists .....Go to Question 25
25. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?
- |                           |                          |                          |                          |                          |                          |                          |                          |                          |                          |                          |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Worst specialist possible |                          |                          |                          |                          | Best specialist possible |                          |                          |                          |                          |                          |
| 0                         | 1                        | 2                        | 3                        | 4                        | 5                        | 6                        | 7                        | 8                        | 9                        | 10                       |
| <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Your Health Plan**

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

26. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?  
 Yes .....Go to Question 27  
 No .....Go to Question 28
27. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?  
 Never  
 Sometimes  
 Usually  
 Always

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?  
 Yes .....Go to Question 29  
 No .....Go to Question 30

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?  
 Never  
 Sometimes  
 Usually  
 Always

30. In the last 6 months, did you try to get information or help from your health plan's customer service?  
 Yes .....Go to Question 31  
 No .....Go to Question 33

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?  
 Never  
 Sometimes  
 Usually  
 Always

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?  
 Never  
 Sometimes  
 Usually  
 Always

33. In the last 6 months, did your health plan give you any forms to fill out?  
 Yes .....Go to Question 34  
 No .....Go to Question 35

34. In the last 6 months, how often were the forms from your health plan easy to fill out?  
 Never  
 Sometimes  
 Usually  
 Always

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

Worst health plan possible					Best health plan possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**About You**

36. In general, how would you rate your overall health?  
 Excellent  
 Very good  
 Good  
 Fair  
 Poor

37. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?  
 Every day .....Go to Question 38  
 Some days .....Go to Question 38  
 Not at all .....Go to Question 41  
 Don't know .....Go to Question 41

38. 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

39. 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

40. 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

41. Do you take aspirin daily or every other day?  
 Yes  
 No  
 Don't know

42. Do you have a health problem or take medication that makes taking aspirin unsafe for you?  
 Yes  
 No  
 Don't know

43. Has a doctor or other health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?  
 Yes  
 No

44. Are you aware that you have any of the following conditions? (Mark all that apply.)  
 High cholesterol  
 High blood pressure  
 Parents or sibling with heart attack before the age of 60

45. Has a doctor ever told you that you have any of the following conditions? (Mark all that apply.)  
 A heart attack  
 Angina or coronary heart disease  
 A stroke  
 Any kind of diabetes or high blood sugar

## Appendix B

Below are the responses for each survey question. There were 628 total completed questionnaires. Frequencies depicted in the tables reflect the number of people responding to each item; percentages depicted in the tables reflect the total number of respondents to the particular question. Non-responses or missing data are omitted from each table.

<b>1. Our records show that you are now in SoonerCare Choice. Is that right?</b>		
<b>Q1</b>	<b>Frequency</b>	<b>Percent</b>
Yes	625	100.00

<b>3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?</b>		
<b>Q3</b>	<b>Frequency</b>	<b>Percent</b>
Yes	364	60.97
No	233	39.03
<b>Total</b>	597	100.00

<b>4. In the last 6 months, when you needed care right away how often did you get care as soon as you thought you needed?</b>		
<b>Q4</b>	<b>Frequency</b>	<b>Percent</b>
Never	13	3.61
Sometimes	48	13.33
Usually	81	22.50
Always	218	60.56
<b>Total</b>	360	100.00

<b>5. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?</b>		
<b>Q5</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	479	80.64
<b>No</b>	115	19.36
<b>Total</b>	594	100.00

<b>6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?</b>		
<b>Q6</b>	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	14	2.97
<b>Sometimes</b>	78	16.56
<b>Usually</b>	103	21.87
<b>Always</b>	276	58.60
<b>Total</b>	471	100.00

<b>7. In the last 6 months, not counting times you went to an emergency room, how many times did you go to a doctor's office or clinic to get care for yourself?</b>		
<b>Q7</b>	<b>Frequency</b>	<b>Percent</b>
<b>0</b>	70	12.13
<b>1</b>	83	14.38
<b>2</b>	97	16.81
<b>3</b>	85	14.73
<b>4</b>	72	12.48
<b>5 to 9</b>	120	20.80
<b>10 or more</b>	50	8.67
<b>Total</b>	<b>577</b>	<b>100.00</b>

<b>8. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?</b>		
<b>Q8</b>	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	70	14.00
<b>Sometimes</b>	122	24.40
<b>Usually</b>	126	25.20
<b>Always</b>	182	36.40
<b>Total</b>	<b>500</b>	<b>100.00</b>

<b>9. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?</b>		
<b>Q9</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	242	48.69
<b>No</b>	255	51.31
<b>Total</b>	<b>497</b>	<b>100.00</b>



<b>10. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?</b>		
<b>Q10</b>	<b>Frequency</b>	<b>Percent</b>
<b>Definitely Yes</b>	132	55.00
<b>Somewhat Yes</b>	84	35.00
<b>Somewhat No</b>	18	7.50
<b>Definitely No</b>	6	2.50
<b>Total</b>	240	100.00

<b>11. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?</b>		
<b>Q11</b>	<b>Frequency</b>	<b>Percent</b>
<b>Definitely Yes</b>	119	50.00
<b>Somewhat Yes</b>	94	39.50
<b>Somewhat No</b>	12	5.04
<b>Definitely No</b>	13	5.46
<b>Total</b>	238	100.00

<b>12. Rating of all health care</b>		
<b>Q12</b>	<b>Frequency</b>	<b>Percent</b>
<b>0 Worst</b>	8	1.62
<b>1</b>	6	1.21
<b>2</b>	4	0.81
<b>3</b>	13	2.63
<b>4</b>	21	4.24
<b>5</b>	52	10.51
<b>6</b>	32	6.46
<b>7</b>	54	10.91
<b>8</b>	79	15.96
<b>9</b>	67	13.54
<b>10 Best</b>	159	32.12
<b>Total</b>	495	100.00

<b>13. Do you have a personal doctor?</b>		
<b>Q13</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	511	87.50
<b>No</b>	73	12.50
<b>Total</b>	584	100.00

<b>14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?</b>		
<b>Q14</b>	<b>Frequency</b>	<b>Percent</b>
<b>0</b>	62	12.33
<b>1</b>	89	17.69
<b>2</b>	89	17.69
<b>3</b>	72	14.31
<b>4</b>	70	13.92
<b>5 to 9</b>	96	19.09
<b>10 or more</b>	25	4.97
<b>Total</b>	503	100.00

<b>15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?</b>		
<b>Q15</b>	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	17	3.88
<b>Sometimes</b>	44	10.05
<b>Usually</b>	99	22.60
<b>Always</b>	278	63.47
<b>Total</b>	438	100.00

<b>16. In the last 6 months, how often did your personal doctor listen carefully to you?</b>		
<b>Q16</b>	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	19	4.35
<b>Sometimes</b>	56	12.81
<b>Usually</b>	85	19.45
<b>Always</b>	277	63.39
<b>Total</b>	437	100.00

<b>17. In the last 6 months, how often did your personal doctor show respect for what you had to say?</b>		
<b>Q17</b>	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	15	3.43
<b>Sometimes</b>	43	9.84
<b>Usually</b>	82	18.76
<b>Always</b>	297	67.96
<b>Total</b>	437	100.00

<b>18. In the last 6 months, how often did your personal doctor spend enough time with you?</b>		
<b>Q18</b>	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	22	5.03
<b>Sometimes</b>	60	13.73
<b>Usually</b>	104	23.80
<b>Always</b>	251	57.44
<b>Total</b>	437	100.00

<b>19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?</b>		
<b>Q19</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	288	65.90
<b>No</b>	149	34.10
<b>Total</b>	437	100.00

**20. 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?**

Q20	Frequency	Percent
Never	34	12.06
Sometimes	48	17.02
Usually	73	25.89
Always	127	45.04
<b>Total</b>	<b>282</b>	<b>100.00</b>

**21. Rating of personal doctor**

Q21	Frequency	Percent
<b>0 Worst</b>	9	1.81
1	6	1.21
2	10	2.02
3	9	1.81
4	15	3.02
5	30	6.05
6	24	4.84
7	37	7.46
8	75	15.12
9	69	13.91
<b>10 Best</b>	<b>212</b>	<b>42.74</b>
<b>Total</b>	<b>496</b>	<b>100.00</b>

<b>22. In the last 6 months, did you try to make any appointments to see a specialist?</b>		
<b>Q22</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	275	47.66
<b>No</b>	302	52.34
<b>Total</b>	577	100.00

<b>23. In the last 6 months, how often was it easy to get appointments with specialists?</b>		
<b>Q23</b>	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	22	8.09
<b>Sometimes</b>	41	15.07
<b>Usually</b>	72	26.47
<b>Always</b>	137	50.37
<b>Total</b>	272	100.00

<b>24. How many specialists have you seen in the last 6 months?</b>		
<b>Q24</b>	<b>Frequency</b>	<b>Percent</b>
<b>0</b>	24	8.79
<b>1</b>	142	52.01
<b>2</b>	57	20.88
<b>3</b>	27	9.89
<b>4</b>	14	5.13
<b>5</b>	9	3.30
<b>Total</b>	273	100.00

<b>25. Rating of specialist saw most often</b>		
<b>Q25</b>	<b>Frequency</b>	<b>Percent</b>
<b>0 Worst</b>	2	0.81
<b>1</b>	1	0.40
<b>2</b>	5	2.02
<b>3</b>	5	2.02
<b>4</b>	8	3.24
<b>5</b>	9	3.64
<b>6</b>	18	7.29
<b>7</b>	14	5.67
<b>8</b>	24	9.72
<b>9</b>	38	15.38
<b>10 Best</b>	123	49.80
<b>Total</b>	247	100.00

<b>26. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?</b>		
<b>Q26</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	351	61.58
<b>No</b>	219	38.42
<b>Total</b>	570	100.00

<b>27. In the last 6 months, how often was it easy to get care, tests, or treatment you thought you needed through your health plan?</b>		
<b>Q27</b>	<b>Frequency</b>	<b>Percent</b>
Never	20	5.73
Sometimes	54	15.47
Usually	101	28.94
Always	174	49.86
<b>Total</b>	<b>349</b>	<b>100.00</b>

<b>28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?</b>		
<b>Q28</b>	<b>Frequency</b>	<b>Percent</b>
Yes	91	15.77
No	486	84.23
<b>Total</b>	<b>577</b>	<b>100.00</b>

<b>29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?</b>		
<b>Q29</b>	<b>Frequency</b>	<b>Percent</b>
Never	4	4.49
Sometimes	22	24.72
Usually	33	37.08
Always	30	33.71
<b>Total</b>	<b>89</b>	<b>100.00</b>



<b>30. In the last 6 months, did you try to get information or help from your health plan's customer service?</b>		
<b>Q30</b>	<b>Frequency</b>	<b>Percent</b>
Yes	129	22.47
No	445	77.53
<b>Total</b>	<b>574</b>	<b>100.00</b>

<b>31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?</b>		
<b>Q31</b>	<b>Frequency</b>	<b>Percent</b>
Never	11	8.66
Sometimes	23	18.11
Usually	32	25.20
Always	61	48.03
<b>Total</b>	<b>127</b>	<b>100.00</b>

<b>32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?</b>		
<b>Q32</b>	<b>Frequency</b>	<b>Percent</b>
Never	9	7.20
Sometimes	12	9.60
Usually	27	21.60
Always	77	61.60
<b>Total</b>	<b>125</b>	<b>100.00</b>

<b>33. In the last 6 months, did your health plan give you any forms to fill out?</b>		
<b>Q33</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	125	22.08
<b>No</b>	441	77.92
<b>Total</b>	566	100.00

<b>34. In the last 6 months, how often were the forms from your health plan easy to fill out?</b>		
<b>Q34</b>	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	7	5.83
<b>Sometimes</b>	23	19.17
<b>Usually</b>	46	38.33
<b>Always</b>	44	36.67
<b>Total</b>	120	100.00

<b>35. Rating of your health plan</b>		
<b>Q35</b>	<b>Frequency</b>	<b>Percent</b>
<b>0 Worst</b>	10	1.76
<b>1</b>	5	0.88
<b>2</b>	9	1.58
<b>3</b>	5	0.88
<b>4</b>	20	3.51
<b>5</b>	47	8.26
<b>6</b>	42	7.38
<b>7</b>	65	11.42
<b>8</b>	101	17.75
<b>9</b>	68	11.95
<b>10 Best</b>	197	34.62
<b>Total</b>	569	100.00

<b>36. In general, how would you rate your overall health?</b>		
<b>Q36</b>	<b>Frequency</b>	<b>Percent</b>
<b>Excellent</b>	38	6.55
<b>Very Good</b>	88	15.17
<b>Good</b>	172	29.66
<b>Fair</b>	180	31.03
<b>Poor</b>	102	17.59
<b>Total</b>	580	100.00

<b>37. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?</b>		
<b>Q37</b>	<b>Frequency</b>	<b>Percent</b>
<b>Every day</b>	191	32.76
<b>Some days</b>	74	12.69
<b>Not at all</b>	305	52.32
<b>Don't know</b>	13	2.23
<b>Total</b>	583	100.00

<b>38. 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?</b>		
<b>Q38</b>	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	58	22.14
<b>Sometimes</b>	65	24.81
<b>Usually</b>	48	18.32
<b>Always</b>	91	34.73
<b>Total</b>	262	100.00

**39. 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?**

<b>Q39</b>	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	127	49.22
<b>Sometimes</b>	64	24.81
<b>Usually</b>	29	11.24
<b>Always</b>	38	14.73
<b>Total</b>	258	100.00

**40. 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?**

<b>Q40</b>	<b>Frequency</b>	<b>Percent</b>
<b>Never</b>	156	61.18
<b>Sometimes</b>	49	19.22
<b>Usually</b>	21	8.24
<b>Always</b>	29	11.37
<b>Total</b>	255	100.00

**41. Do you take aspirin daily or every other day?**

<b>Q41</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	162	28.52
<b>No</b>	406	71.48
<b>Total</b>	568	100.00

<b>42. Do you have a health problem or take medication that makes taking aspirin unsafe for you?</b>		
<b>Q42</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	81	16.30
<b>No</b>	416	83.70
<b>Total</b>	497	100.00

<b>43. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?</b>		
<b>Q43</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	237	41.22
<b>No</b>	338	58.78
<b>Total</b>	575	100.00

<b>44. Are you aware that you have any of the following conditions? High cholesterol</b>		
<b>Q44A</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	441	70.22
<b>Yes</b>	187	29.78
<b>Total</b>	628	100.00

<b>44. Are you aware that you have any of the following conditions? High blood pressure</b>		
<b>Q44B</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	374	59.55
<b>Yes</b>	254	40.45
<b>Total</b>	628	100.00

<b>44. Are you aware that you have any of the following conditions? Parent or sibling with heart attack before the age of 60</b>		
<b>Q44C</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	479	76.27
<b>Yes</b>	149	23.73
<b>Total</b>	628	100.00

<b>45. Has a doctor ever told you that you have any of the following conditions? A heart attack</b>		
<b>Q45A</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	577	91.88
<b>Yes</b>	51	8.12
<b>Total</b>	628	100.00

<b>45. Has a doctor ever told you that you have any of the following conditions? Angina or coronary heart disease</b>		
<b>Q45B</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	577	91.88
<b>Yes</b>	51	8.12
<b>Total</b>	628	100.00

<b>45. Has a doctor ever told you that you have any of the following conditions? A stroke</b>		
<b>Q45C</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	578	92.04
<b>Yes</b>	50	7.96
<b>Total</b>	628	100.00

<b>45. Has a doctor ever told you that you have any of the following conditions? Any kind of diabetes or high blood sugar</b>		
<b>Q45D</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	481	76.59
<b>Yes</b>	147	23.41
<b>Total</b>	628	100.00

<b>46. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?</b>		
<b>Q46</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	322	55.23
<b>No</b>	261	44.77
<b>Total</b>	583	100.00

<b>47. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.</b>		
<b>Q47</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	270	86.26
<b>No</b>	43	13.74
<b>Total</b>	313	100.00

<b>48. Do you now need or take medicine prescribed by a doctor? Do not include birth control.</b>		
<b>Q48</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	477	81.82
<b>No</b>	106	18.18
<b>Total</b>	583	100.00

<b>49. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.</b>		
<b>Q49</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	428	92.04
<b>No</b>	37	7.96
<b>Total</b>	465	100.00

<b>50. What is your age?</b>		
<b>Q50</b>	<b>Frequency</b>	<b>Percent</b>
<b>18-24</b>	107	18.26
<b>25-34</b>	73	12.46
<b>35-44</b>	99	16.89
<b>45-54</b>	169	28.84
<b>55-64</b>	135	23.04
<b>65-74</b>	3	0.51
<b>Total</b>	586	100.00

<b>51. Are you male or female?</b>		
<b>Q51</b>	<b>Frequency</b>	<b>Percent</b>
<b>Male</b>	187	32.13
<b>Female</b>	395	67.87
<b>Total</b>	582	100.00



<b>52. What is the highest grade or level of school that you have completed?</b>		
<b>Q52</b>	<b>Frequency</b>	<b>Percent</b>
<b>8th grade or less</b>	44	7.61
<b>Some high school</b>	156	26.99
<b>HS grad or GED</b>	229	39.62
<b>Some college</b>	131	22.66
<b>College grad</b>	15	2.60
<b>More than 4yr college</b>	3	0.52
<b>Total</b>	578	100.00

<b>53. Are you of Hispanic or Latino origin or descent?</b>		
<b>Q53</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	30	5.49
<b>No</b>	516	94.51
<b>Total</b>	546	100.00

<b>54. What is your race?</b>		
<b>Q54</b>	<b>Frequency</b>	<b>Percent</b>
<b>White</b>	379	65.57
<b>Black or African American</b>	78	13.49
<b>American Indian or Alaska Native<sup>1</sup></b>	46	7.96
<b>Multiracial / Other<sup>2</sup></b>	75	12.98
<b>Total</b>	578	100.00

<sup>1</sup>The race categories are based upon the standard CMS nomenclature for all Medicaid programs.

<sup>2</sup>Respondents who selected more than one race were grouped in the multiracial / other category.

<b>55. Did someone help you complete this survey?</b>		
<b>Q55</b>	<b>Frequency</b>	<b>Percent</b>
<b>Yes</b>	114	24.20
<b>No</b>	357	75.80
<b>Total</b>	471	100.00

<b>56. How did that person help you? Read the questions to me</b>		
<b>Q56A</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	47	41.23
<b>Yes</b>	67	58.77
<b>Total</b>	114	100.00

<b>56. How did that person help you? Wrote down the answers I gave</b>		
<b>Q56B</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	69	60.53
<b>Yes</b>	45	39.47
<b>Total</b>	114	100.00

<b>56. How did that person help you? Answered the questions for me</b>		
<b>Q56C</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	81	71.05
<b>Yes</b>	33	28.95
<b>Total</b>	114	100.00

<b>56. How did that person help you? Translated the questions into my language</b>		
<b>Q56D</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	108	94.74
<b>Yes</b>	6	5.26
<b>Total</b>	114	100.00

<b>56. How did that person help you? Helped in some other way</b>		
<b>Q56E</b>	<b>Frequency</b>	<b>Percent</b>
<b>No</b>	103	90.35
<b>Yes</b>	11	9.65
<b>Total</b>	114	100.00