



**National Core Indicators  
Aging and Disability Adult Consumer Survey**

**2015-2016 Tennessee Results**



## Preface

TennCare is Tennessee’s Medicaid program that provides physical and behavioral health and long-term services and supports (LTSS) for 1.5 million Tennesseans, roughly 20 percent of the state’s population. TennCare is one of the oldest Medicaid managed care programs in the country, and the only program in the nation to enroll the entire state’s Medicaid population, including older adults and people with disabilities, into managed care. The TennCare program operates under a Section 1115 waiver from the [Centers for Medicare and Medicaid Services](#) (CMS). TennCare is an integrated, full-risk, managed care program. Physical and behavioral health and LTSS are covered by three statewide [Managed Care Organizations](#) (MCOs). All TennCare’s MCOs are accredited by the National Committee on Quality Assurance and ranked among the top 100 Medicaid health plans in the country.

TennCare CHOICES in Long Term Services and Supports (“CHOICES”) provides LTSS, including Nursing Facility services and home and community based services (HCBS), to older adults and adults with physical disabilities in Tennessee. Implemented in 2010, the program is the result of sweeping reform legislation: The Long-Term Care Community Choices Act of 2008, passed unanimously by the Tennessee 105th General Assembly. In addition to expanding access to HCBS and achieving a more equitable balance of institutional versus HCBS expenditures, the Act set forth clear expectations regarding quality, requiring that the state’s LTSS system *“include a comprehensive quality approach across the entire continuum of long-term care services and settings that promotes continuous quality improvement and that focuses on customer perceptions of quality, with mechanisms to ensure ongoing feedback from persons receiving care and their families in order to immediately identify and resolve issues, and to improve the overall quality of services and the system.”*

Measuring quality from the perspective of those who receive services is what Tennessee’s participation in the NCI-AD is all about. While the state has conducted an annual satisfaction and quality of life survey for several years, transition to the NCI-AD will allow for comparison of performance not just among MCOs, but also with other state’s LTSS programs, and, in particular, other states’ MLTSS programs. NCI-AD’s indicators and outcomes that assess quality of life, community integration, and person-centered services will help TennCare, in partnership with our stakeholders, to monitor compliance with the HCBS settings rule, and identify potential gaps in services or in social supports that are key to helping people achieve their person-centered goals and live meaningful lives in their homes and communities. We are committed to measuring the things that matter, that have the greatest potential to make a difference in the lives of those we serve and their families, and to using that information to make the CHOICES program better.

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## List of Abbreviations Used in This Report

HCBS – Home and Community Based Services

HSRI – Human Services Research Institute

MCO – Managed Care Organization

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

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## What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD), are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury (TBI/ABI)—who are accessing publicly-funded services through Medicaid, the Older Americans Act, skilled nursing facilities/nursing homes, and/or state-funded programs. The effort is coordinated by the National Association of States United for Aging and Disabilities<sup>1</sup> (NASUAD) and Human Services Research Institute (HSRI). Data for the project are gathered through a yearly in-person Adult Consumer Survey administered by state Aging, Disability, and Medicaid Agencies to a sample of at least 400 individuals. Indicators address key areas of concern such as service and care coordination, community participation, choice and decision making, employment, rights and respect, health care and safety. NCI-AD data measure the performance of state long term services and supports (LTSS) systems and help state agencies with quality improvement initiatives, strategic planning, and legislative and funding prioritization. The project officially launched in mid-2015 with 13 participating states<sup>2</sup>. For more on the development and history of NCI-AD, refer to the *National Core Indicators Aging and Disability Adult Consumer Survey Mid-Year Results 2015-2016: Shortened Data Collection Cycle*.

## NCI-AD Survey

### Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure approximately 50 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals. Indicators are organized across eighteen broader domains and address key areas of concern, including employment, respect/rights, service coordination, care coordination, choice,

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<sup>1</sup> NASUAD is the membership organization for state Aging, Disability, and Medicaid directors.

<sup>2</sup> Colorado, Delaware, Georgia, Indiana, Kansas, Maine, Minnesota, Mississippi, New Jersey, North Carolina, Ohio, Tennessee, and Texas.

and health and safety. An example of an indicator around Service Coordination is: “Proportion of people who receive the services that they need.”

While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the Access indicator that measures “Proportion of people who get needed equipment, assistive devices” is measured by several survey questions that ask about the person’s need for various equipment and devices. The following Figure 1 details NCI-AD domains and corresponding indicators.

Figure 1. NCI-AD Domains and indicators

<b>Domain</b>	<b>NCI-AD Indicator</b>
<b>Community Participation</b>	Proportion of people who are able to participate in preferred activities outside of home when and with whom they want
<b>Choice and Decision Making</b>	Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that supports them and with whom they spend time
<b>Relationships</b>	Proportion of people who are able to see or talk to their friends and families when they want to
	Proportion of people who are (not) lonely
<b>Satisfaction</b>	Proportion of people who are satisfied with where they live
	Proportion of people who are satisfied with what they do during the day
	Proportion of people who are satisfied with staff who work with them
<b>Service Coordination</b>	Proportion of people who know who to call with a complaint, concern, or question about their services
	Proportion of people whose CM talks to them about any needs that are not being met
	Proportion of people who can get in contact with their CM when they need to
	Proportion of people who receive the services that they need
	Proportion of people finding out about services from service agencies
	Proportion of people who want help planning for future need for services

<b>Domain</b>	<b>NCI-AD Indicator</b>
	Proportion of people who have an emergency plan in place
	Proportion of people whose support workers come when they are supposed to
	Proportion of people who use a relative as their support person
<b>Care Coordination</b>	Proportion of people discharged from the hospital or LTC facility who felt comfortable going home
	Proportion of people making a transition from hospital or LTC facility who had adequate follow-up
	Proportion of people who know how to manage their chronic conditions
<b>Access</b>	Proportion of people who have adequate transportation
	Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)
	Proportion of people who have access to information about services in their preferred language
<b>Safety</b>	Proportion of people who feel safe at home
	Proportion of people who feel safe around their staff/ caregiver
	Proportion of people who feel that their belongings are safe
	Proportion of people whose fear of falling is managed
	Proportion of people who are able to get to safety quickly in case of an emergency
<b>Health Care</b>	Proportion of people who have been to the ER in the past 12 months
	Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.)
	Proportion of people who can get an appointment their doctor when they need to
	The proportion of people who have access to mental health services when they need them
<b>Wellness</b>	The proportion of people in poor health
	Proportion of people with unaddressed memory concerns
<b>Medications</b>	Proportion of people taking medications that help them feel less sad/depressed
	Proportion of people who know what their medications are for
<b>Rights and Respect</b>	Proportion of people whose basic rights are respected by others

Domain	NCI-AD Indicator
	Proportion of people whose staff/worker/caregiver treat them with respect
<b>Self-Direction of Care</b>	Proportion of people self-directing
	Proportion of people who can choose or change the kind of services they receive and who provides them
<b>Work</b>	Proportion of people who have a paid job
	Proportion of people whose job pays at least minimum wage
	Proportion of people who would like a job
	Proportion of people who have had job search assistance
	Proportion of people who volunteer
<b>Everyday Living</b>	Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and IADLs (cleaning, laundry, etc.)
	Proportion of people who have access to healthy foods
<b>Affordability</b>	Proportion of people who have ever had to cut back on food because of money
<b>Planning for future</b>	Proportion of people who want help planning for future need for services
	Proportion of people who have decision-making assistance
<b>Control</b>	Proportion of people who feel in control of their lives

## Organization of the Survey

The NCI-AD Adult Consumer Survey consists of a pre-survey form, a background information section, the in-person interview questions, and an interviewer feedback form. An additional Proxy Version of the survey is available for surveys conducted only with a proxy respondent. Each is described below.

**Pre-Survey Information:** This form has questions that help the interviewer prepare for the meeting. Pre-Survey information is not received by HSRI, is not analyzed and thus is not included in this report; it is for interviewer use only.

**Background Information:** This section consists of questions about the consumer’s demographics, residence, and services and supports. Data are generally collected from state records, case managers, or a combination of both; when information is not available or is incomplete, the interviewer is responsible for collecting the missing background items at the end of the interview.

**In-person interview questions:** This section includes all questions for the full in-person interview. The survey is broken-out into thematic sub-sections with related questions grouped together (e.g., questions about employment are in the same section; questions about the home are in a separate section, etc.). This section is completed one-on-one with the person whenever possible. However, some questions throughout the survey may be answered (or assisted with) by a proxy respondent (e.g. family member or close friend) if the person receiving services is unable to respond or has asked for assistance with responding.

**Proxy Version:** This version of the survey is used when the person receiving services is unable to complete **any** of the survey or has asked that a proxy complete the survey on their behalf. This version includes only the questions that may be answered by a proxy respondent and has rephrased questions to reflect that questions are about the individual receiving services.

**Interviewer Feedback:** This form is completed by the interviewer after the interview to record information such as the length and place of the meeting, any problematic questions encountered, and general feedback for the project team.

## NCI-AD in Tennessee

As part of the state’s longstanding statutory and programmatic commitment to quality—in particular, customer perceptions of quality, the state of Tennessee implemented NCI-AD to establish a baseline and ongoing survey results that could be used to evaluate customer satisfaction and program improvement in a standardized manner. In addition, the state wanted to be able to measure program performance in comparison to other states operating similar programs. NCI-AD is the only known survey that is standardized across the country and utilized in multiple states in a consistent manner.

TennCare plans to use these data to aid in understanding the quality of long-terms services and supports (LTSS) provided in Tennessee based on the member’s experience, including how well outcomes are being achieved by the members who are served by



the state-contracted Managed Care Organizations (MCOs). TennCare will also use the data to determine corrective action that may be needed to address MCO performance and to help identify areas the state may need to focus on for program improvements. Finally, TennCare will use the data to compare program performance on a national level in an effort to set benchmarks for service initiatives, continually improving the quality of services provided to Tennessee residents receiving LTSS through TennCare.

Tennessee's participation in NCI-AD was funded through Medicaid administrative funds. The Bureau of TennCare (part of the Division of Health Care Finance and Administration, Tennessee's state Medicaid agency) served as the project lead. The state plans to participate in future cycles of data collection.

## Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Tennessee and included for analysis in 2015-2016 was 923 (Total N=923). One program was included in the survey sample (TennCare CHOICES), with three participating MCOs represented (United HealthCare Community Plan, BlueCare and Amerigroup).

**TennCare Choices** in LTSS ("CHOICES") is a managed long-term services and supports (MLTSS) program, funded through a Medicaid 1115 Demonstration Project. The program includes nursing facility services for residents of all ages and home and community-based services (HCBS) for adults 21 years of age and older with a physical disability and older adults (age 65 and older). HCBS available in the CHOICES program include an array of options that offer hands-on assistance with activities of daily living or instrumental activities of daily living, including personal care visits, attendant care, adult day care and home-delivered meals; the use of technology to help ensure safety and increase independence, such as personal emergency response systems, assistive technology, and minor home modifications; caregiver supports such as respite; pest control; and a variety of community-based residential alternatives for people who are no longer able to live alone and need more intensive support to continue living in the community. Consumer direction, using an employer authority model, is available for certain services, allowing members who elect this option more choice and control over the workers that provide their support.

Tennessee requested that their data be reported in this report by MCO and by CHOICES “Group”. Three MCOs are included in the data: United HealthCare Community Plan, BlueCare and Amerigroup. Each MCO served participants in all three CHOICES Groups:

- Group 1– Members of any age who meet the NF level of care.
- Group 2 – Members who meet the level of care criteria to qualify for NF admission, but choose to receive HCBS in community settings, such as their own homes.
- Group 3 – Members who do not meet the level of care criteria for NF admission, but are at risk of NF placement if needed HCBS are not in place, and qualify for a smaller package of HCBS.

Figure 2 below summarizes the MCOs and Groups included in Tennessee’s analysis sample, the number of surveys completed per MCO and Group and included for analysis, and the number of participants eligible to be included in the survey by MCO and Group. Also included are calculations of margin of error for each MCO/Group estimate under two scenarios: assuming 0.5 distribution of responses and assuming 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative assumption one can make when calculating margins of error and is usually used when no prior information is available at all about population proportions. When prior evidence exists about likely distributions of proportions or averages in the population, those proportions can be used in calculating somewhat less conservative margins of error. Based on the data collected so far (including evidence from the large-scale pilot conducted during development phase of the NCI-AD Adult Consumer Survey), it is reasonable to assume a less conservative population proportion (response distribution) of 0.7 when calculating margins of error for the individual MCO/Group. Resulting margins of error are shown under both assumptions. Both scenarios use all completed analyzed surveys as sample MCO/Group N in the calculations. Readers should be cautioned that for some survey items, the actual number of valid responses may be smaller than the number of completed surveys. This is explained in more detail in the following section “Organization of Results”.

Figure 2. MCOs and Groups included, number of surveys, and margins of error

MCO/Group	Number of surveys	Number of eligible participants	Margin of error and confidence level for estimate (using 0.5 distribution)	Margin of error and confidence level for estimate (using 0.7 distribution)
<b>United HealthCare Group 1</b>	77	7432	95% Confidence Level, 11.1% Margin of Error	95% Confidence Level, 10.2 Margin of Error
<b>United HealthCare Group 2</b>	120	3761	95% Confidence Level, 8.8% Margin of Error	95% Confidence Level, 8.1% Margin of Error
<b>United HealthCare Group 3</b>	105	2165	95% Confidence Level, 9.3% Margin of Error	95% Confidence Level, 8.6% Margin of Error
<b>BlueCare Group 1</b>	102	5623	95% Confidence Level, 9.6% Margin of Error	95% Confidence Level, 8.8% Margin of Error
<b>BlueCare Group 2</b>	101	2896	95% Confidence Level, 9.6% Margin of Error	95% Confidence Level, 8.8% Margin of Error
<b>BlueCare Group 3</b>	107	1620	95% Confidence Level, 9.2% Margin of Error	95% Confidence Level, 8.4% Margin of Error
<b>Amerigroup Group 1</b>	134	4316	95% Confidence Level, 8.3% Margin of Error	95% Confidence Level, 7.6% Margin of Error
<b>Amerigroup Group 2</b>	82	1729	95% Confidence Level, 10.6% Margin of Error	95% Confidence Level, 9.7% Margin of Error
<b>Amerigroup Group 3</b>	76	1117	95% Confidence Level, 10.9% Margin of Error	95% Confidence Level, 10.0% Margin of Error
<b>Total</b>	<b>923<sup>3</sup></b>	<b>30659</b>		

<sup>3</sup> MCO/Group was missing from the survey submission for 19 cases.

## Survey Process

NCI-AD Interviews in Tennessee were conducted by Tennessee's nine Area Agencies on Aging and Disability (AAAD) through an existing contract which encompasses a number of single point of entry and quality-related functions for the CHOICES program. Activities for this survey aligned with the existing contract between TennCare and each AAAD, which had previously included conducting face-to-face surveys using a different quality of life instrument. Approximately 34 interviewers were utilized to conduct the survey. The interviewers participated in one of two interviewer trainings, held on August 4-5 and August 6-7, 2015. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, and data entry procedures. Interviews started on September 1, 2015 and ended December 31, 2015.

Individuals were initially contacted by the interviewer via telephone. During the initial contact, the interviewer obtained verbal consent. During the survey, the interviewer obtained written consent from the interviewee. Tennessee does not require a formal IRB review to participate in a survey of this nature.

## Stakeholders

Extensive participant education processes were not necessary in Tennessee, as the survey procedures were not new to CHOICES members. Prior to NCI-AD, TennCare conducted annual CHOICES consumer satisfaction surveys based largely on the Participant Experience Survey. The AAADs conducted the surveys previously described and were well versed in communicating with the population and building trust.

The state opted not to share the sample list with MCO staff who conduct CHOICES care coordination (i.e., case management) functions in order to protect the integrity of the process and ensure members were not coached on how to respond.

Stakeholder groups engaged in preparation and during the NCI-AD interviewing process included the MCOs, AAADs, Tennessee advocacy organizations, nursing facilities, community-based residential providers. Information was provided to stakeholders through the CHOICES Advisory Committee meetings conducted by each MCO and the AAAD quarterly meetings. Advocacy organizations and provider associations, including nursing facility and HCBS, were informed via written communication that was distributed through established email groups. Additionally, a memo was sent to CHOICES nursing facilities and community-based residential providers regarding the possibility that a member supported by their agency may be contacted for an interview.

TennCare will share this report with stakeholder group, convene discussions regarding the results, and use these data to help identify and implement program and performance improvements that will positively impact the quality of services provided to Tennessee residents receiving LTSS through TennCare and their quality of life in the community.

## Organization of Results

The following section of the report presents findings from Tennessee's 2015-16 NCI-AD data collection cycle. Results are grouped by MCO/Group and are presented in chart format. Charts show collapsed data broken out by each of the nine MCO/Groups included in the sample, as well as the Tennessee state average. The number of respondents for each MCO/Group and the state as a whole is also shown. For rules on collapsing response options, please refer to Appendix A.

The Ns (number of respondents for each individual MCO/Group and the state) shown in each chart is the number of valid responses to that survey item. That number may be smaller than the total number of completed surveys for a number of reasons:

- Certain questions in the survey could only be asked of the target interviewee – i.e. no proxy respondents were allowed for those questions. As the number of completed surveys includes both the full in-person surveys and the proxy surveys, these questions were only asked in the full in-person survey and thus have a smaller number of respondents.
- Only valid responses were included in both denominator and numerator. The Ns also represent the number of valid responses only. Unclear, refused and, unless otherwise stated, “don't know” responses were excluded.

- The survey contains a number of skip logic patterns. This means that depending on the response to a previous survey item, a question may or may not be asked, as appropriate. When a question is skipped due to survey logic, that particular respondent does not contribute to the calculations for the item and does not contribute to the N.

Tennessee state average is a weighted state estimate. A weighted estimate is needed because Tennessee proportionally oversampled some of its MCOs and Groups – i.e. some MCOs/Groups constituted a larger proportion of the sample than they did as proportion of population receiving services. To account for these MCOs/Groups being proportionally over-represented in the state sample, statistical weights were developed and applied when estimating state averages. Applying these weights in effect “re-balances” the disproportionate representation of MCOs/Groups in the sample, and results in a state estimate that one would expect if they were sampled proportionately to the populations they serve. For exact calculations of state weights please contact the project team.

Un-collapsed data showing all categories of responses by MCO/Group and the sample overall are shown in tabular format in Appendix B. Please note that the “sample average” in Appendix B is a simple average and is different from the state average, as it presents unweighted data (i.e. no weights that account for disproportionate sampling of MCOs/Groups have been applied).

## Limitations of Data

This report contains survey results related to the quality and impact of LTSS in Tennessee. However, benchmarks for acceptable or unacceptable levels of performance for the programs or the state overall are not included. Rather, it is up to stakeholders to assess the information contained in this report and draw conclusions. This report is intended to be one mechanism for State leaders and community stakeholders to assess the current state of LTSS system and identify areas that are working well, and areas that could use improvement. The results charts throughout this report display MCO/Group scores relative to one another and to Tennessee weighted state average. It is up to public managers, policy-makers, and other stakeholders to decide whether an MCO/Group’s result relative to the state average suggests that changes or further investigation are necessary. Also, by aligning NCI-AD measures

with specific state and federal initiatives, Tennessee can more accurately reflect the areas in which transformation is evident and continue to promote efforts accordingly, while recognizing limitations and ongoing challenges.

Extreme caution should be exercised when interpreting results where the sample size is small. The sample sizes for each MCO/Group are shown in each chart and table. Anytime the sample size is smaller than 20, the N is also asterisked. Readers should be very careful interpreting results based on small Ns; in fact, no conclusions should be drawn – instead, the reader should treat the data as suggestive and informational only.

## Community Participation

People are able to participate in preferred activities outside of home when and with whom they want.

There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

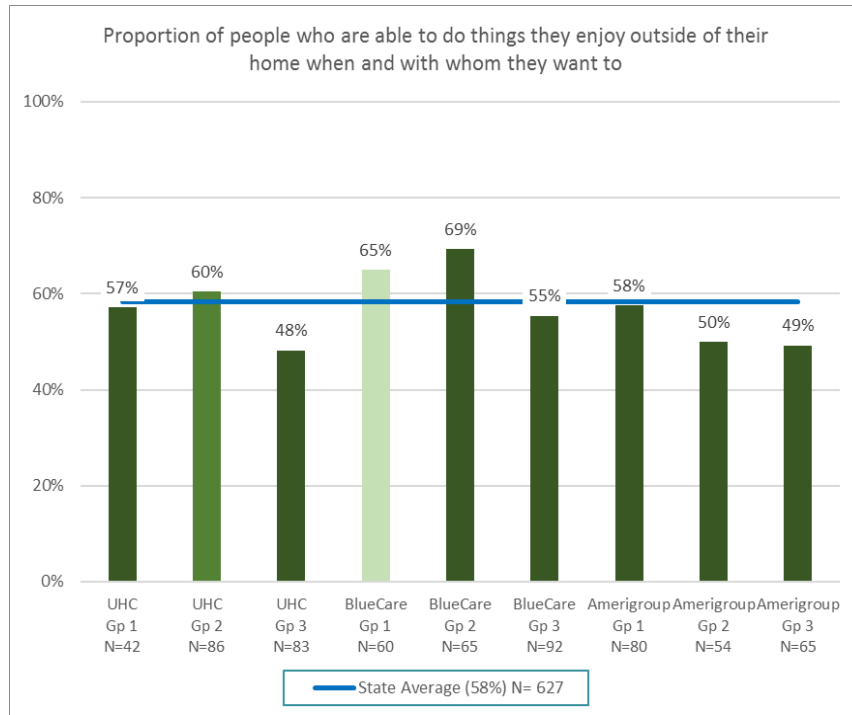
1. Proportion of people who are able to participate in preferred activities outside of home when and with whom they want.

There are two survey items that correspond to the Community Participation domain.

Un-collapsed data for state and MCO/Groups are shown in Appendix B.



Graph 1. Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to.



## Choice and Decision Making

People are involved in making decisions about their everyday lives and with whom they spend their time.

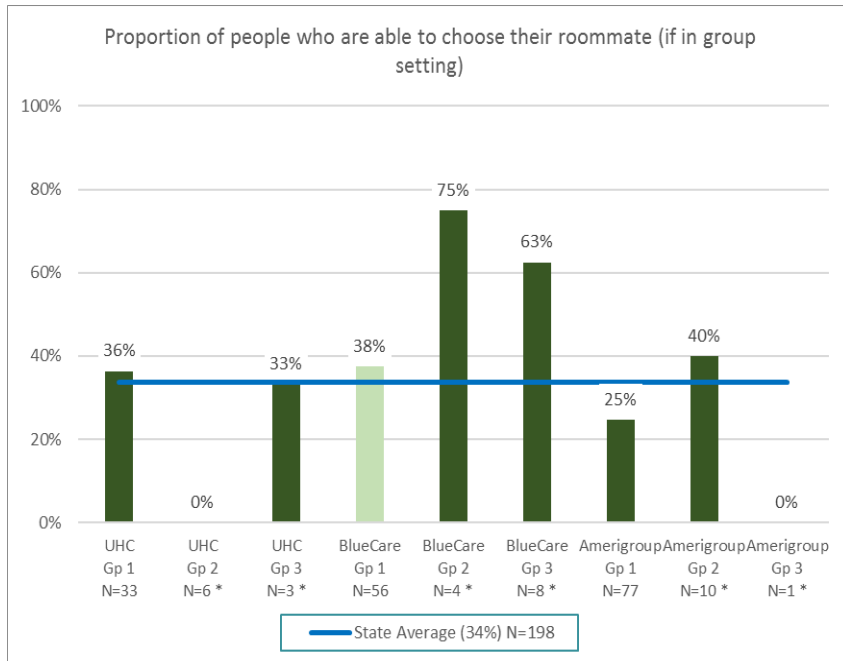
There is one Choice and Decision Making indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that supports them and with whom they spend time

There are four survey items that correspond to the Choice and Decision Making domain.

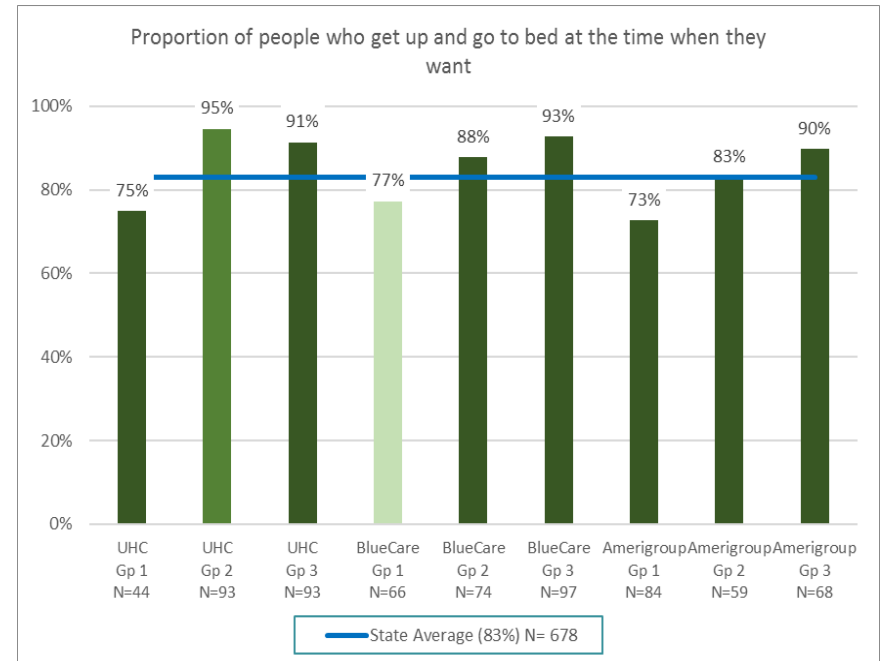
Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

Graph 2. Proportion of people who are able to choose their roommate (if in group setting)

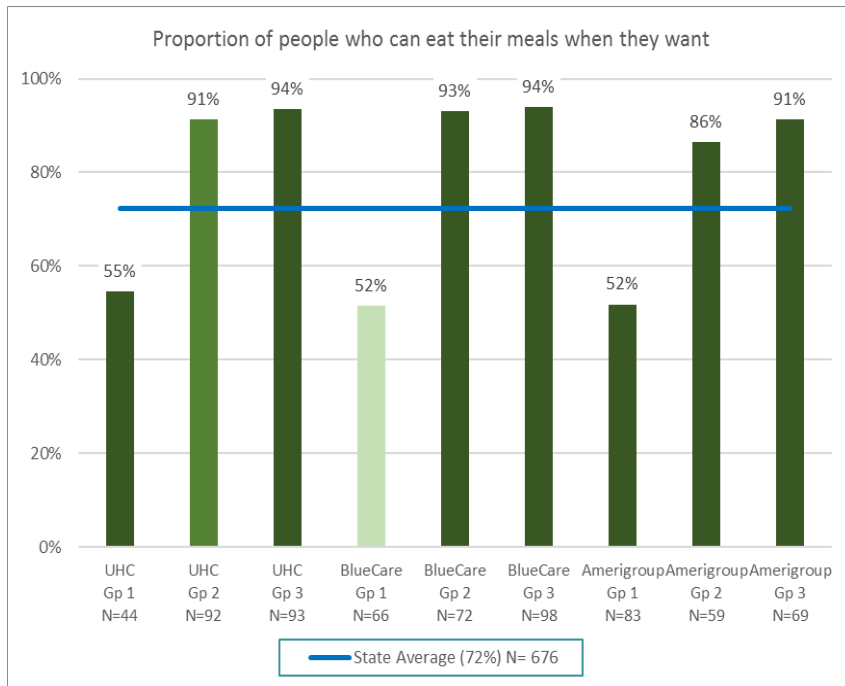


\* Very small number of responses

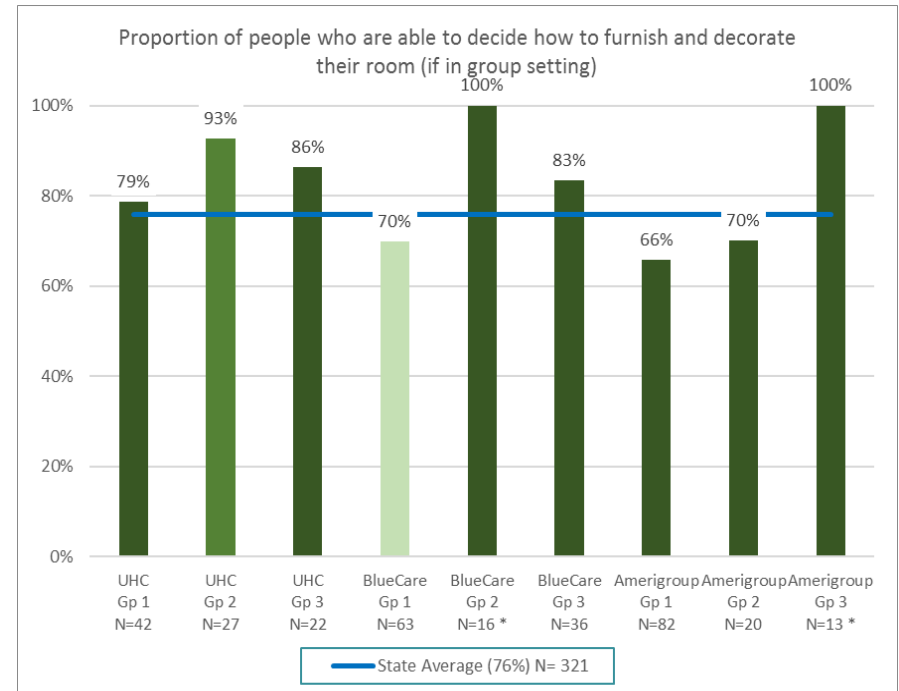
Graph 3. Proportion of people who get up and go to bed at the time when they want



Graph 4. Proportion of people who can eat their meals when they want



Graph 5. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)



\* Very small number of responses

## Relationships

People have friends and relationships and do not feel lonely.

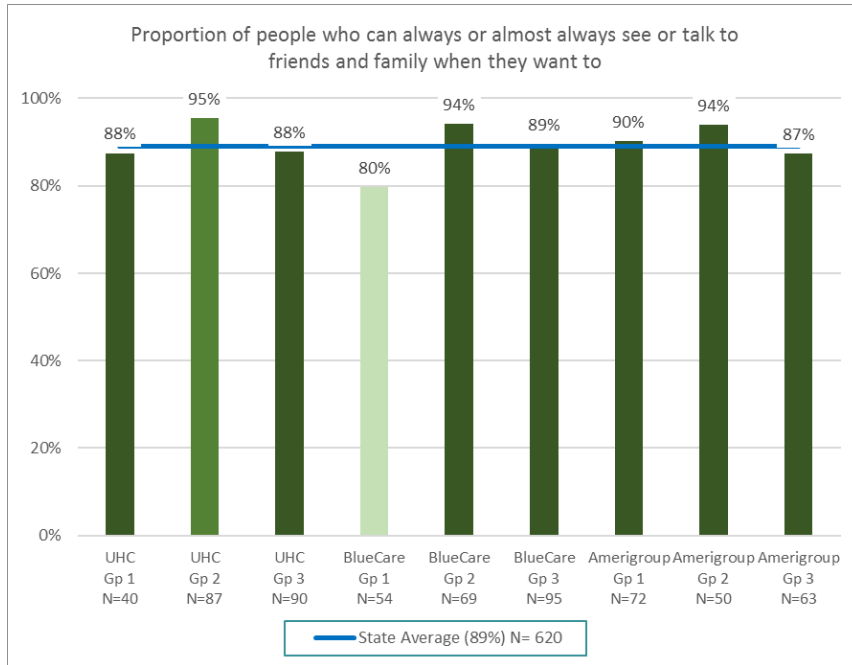
There are two Relationship indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are able to see or talk to their friends and families when they want to.
2. Proportion of people who are (not) lonely.

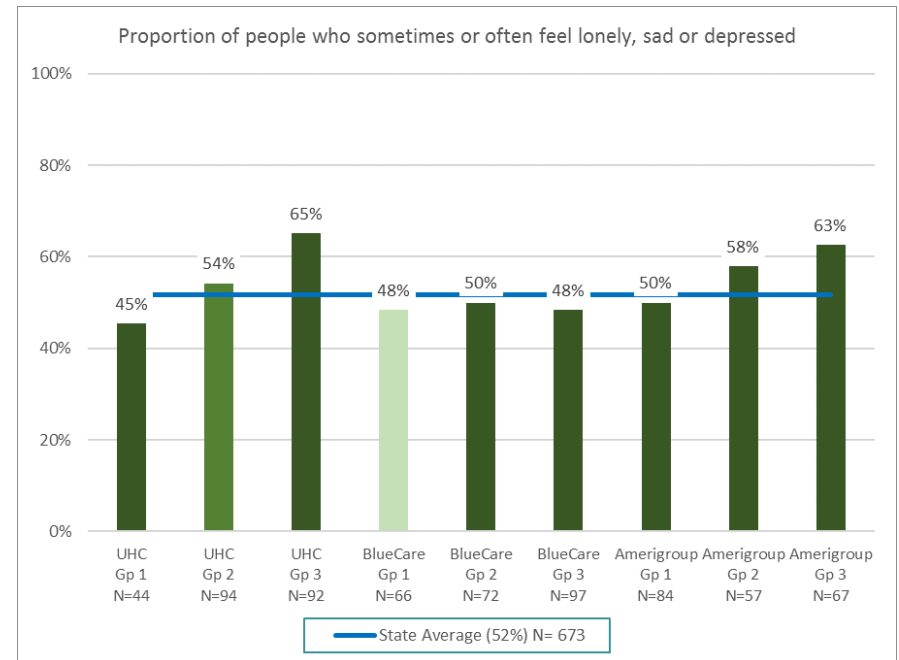
There are three survey items that correspond to the Relationship domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

Graph 6. Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)



Graph 7. Proportion of people who sometimes or often feel lonely, sad or depressed



## Satisfaction

People are satisfied with their everyday lives – where they live, who works with them, and what they do during the day.

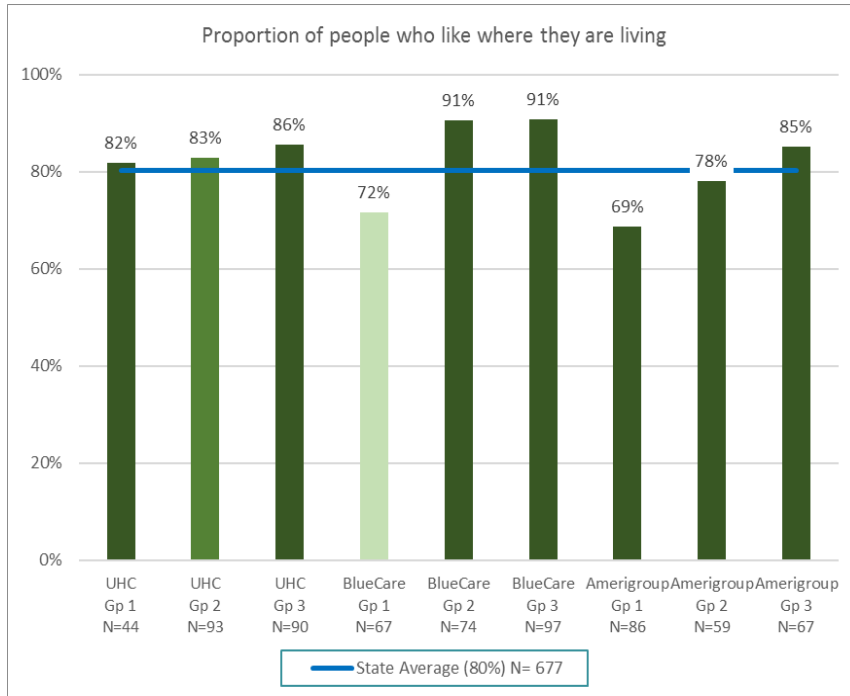
There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with staff who work with them.

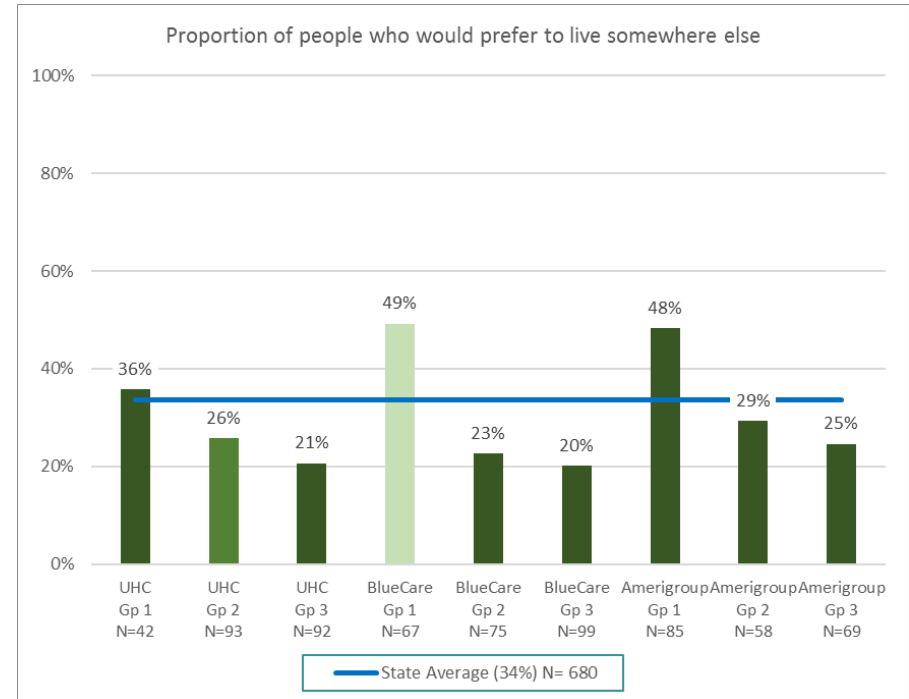
There are seven survey items that correspond to the Satisfaction domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

Graph 8. Proportion of people who like where they are living

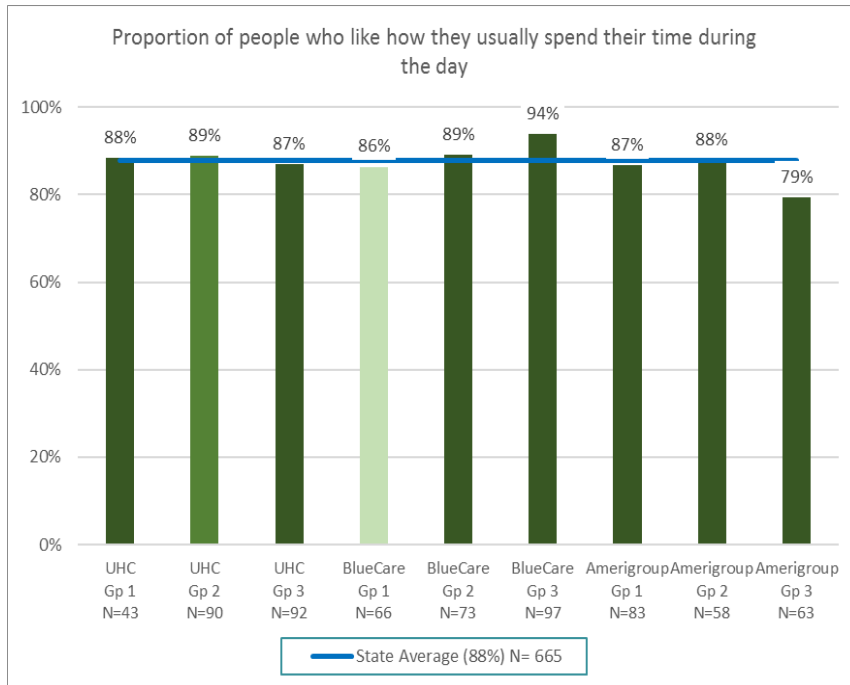


Graph 9. Proportion of people who would prefer to live somewhere else

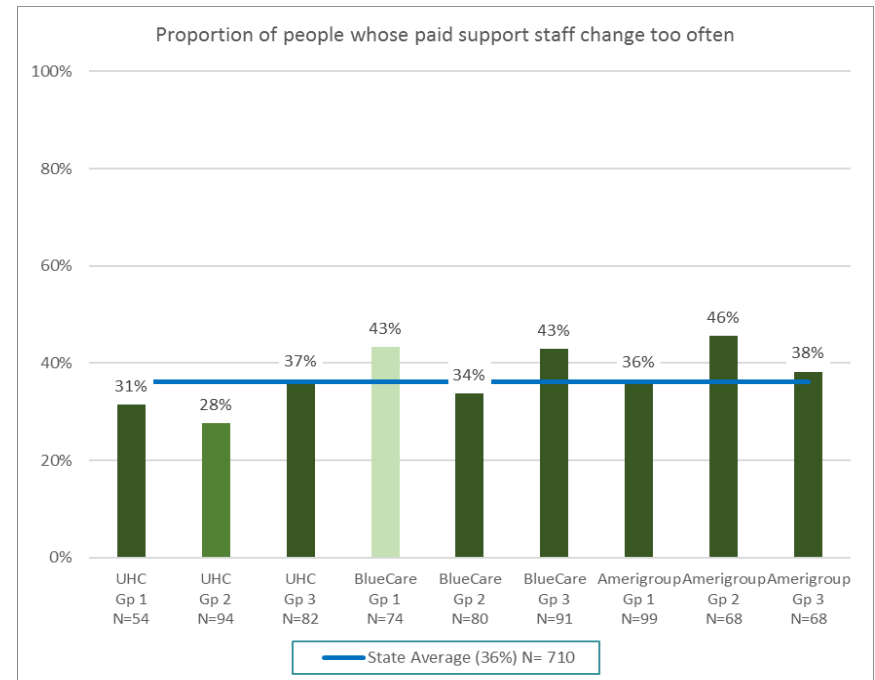




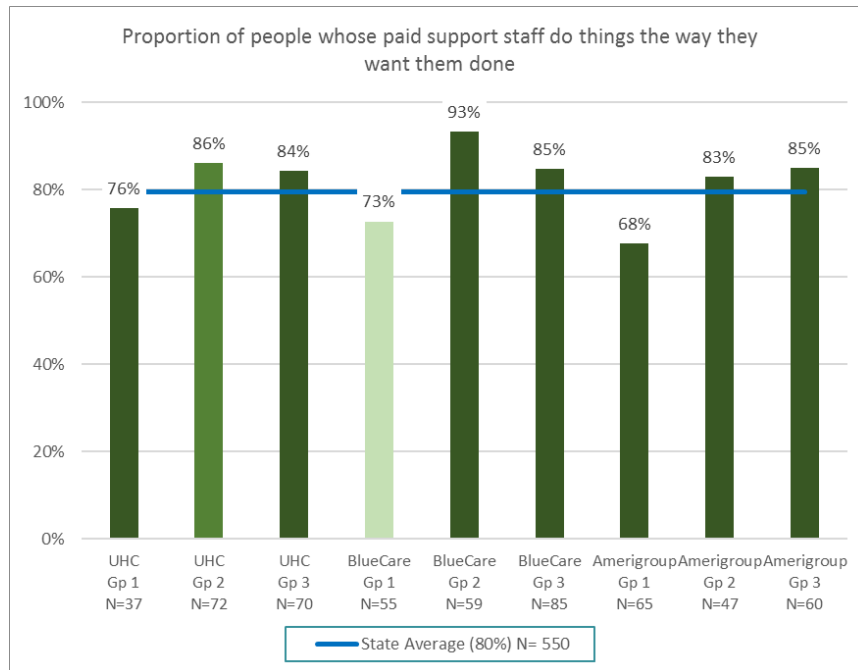
Graph 10. Proportion of people who like how they usually spend their time during the day



Graph 11. Proportion of people whose paid support staff change too often



Graph 12. Proportion of people whose paid support staff do things the way they want them done



## Service Coordination

Service coordinators are accessible, responsive, and support the person's participation in service planning and the person receives needed services.

There are nine Service Coordination indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose CM talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their CM when they need to
4. Proportion of people who receive the services that they need
5. Proportion of people finding out about services from service agencies<sup>4</sup>
6. Proportion of people who want help planning for future need for services
7. Proportion of people who have an emergency plan in place
8. Proportion of people whose support workers come when they are supposed to
9. Proportion of people who use a relative as their support person

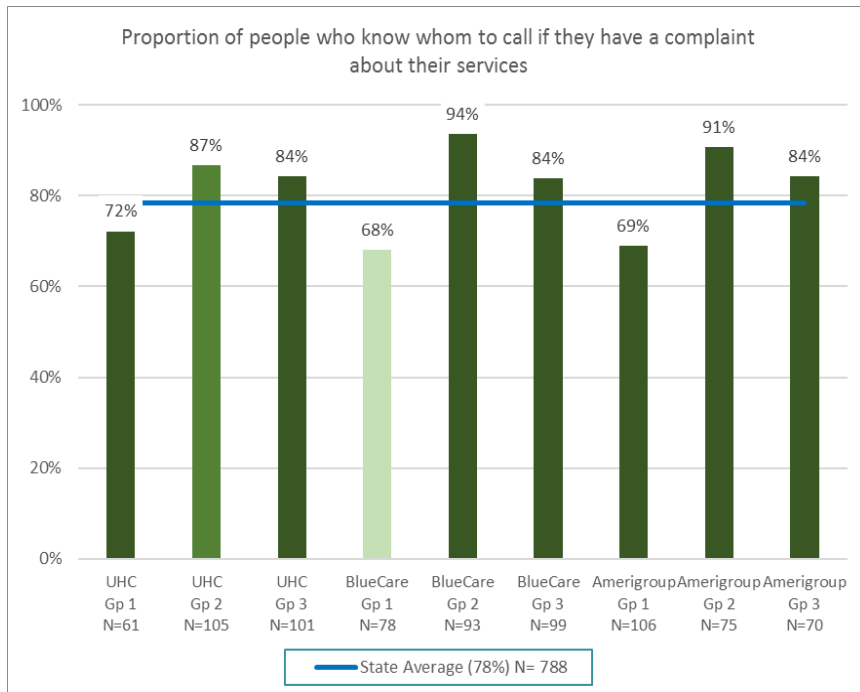
There are thirteen survey items that correspond to the Service Coordination domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

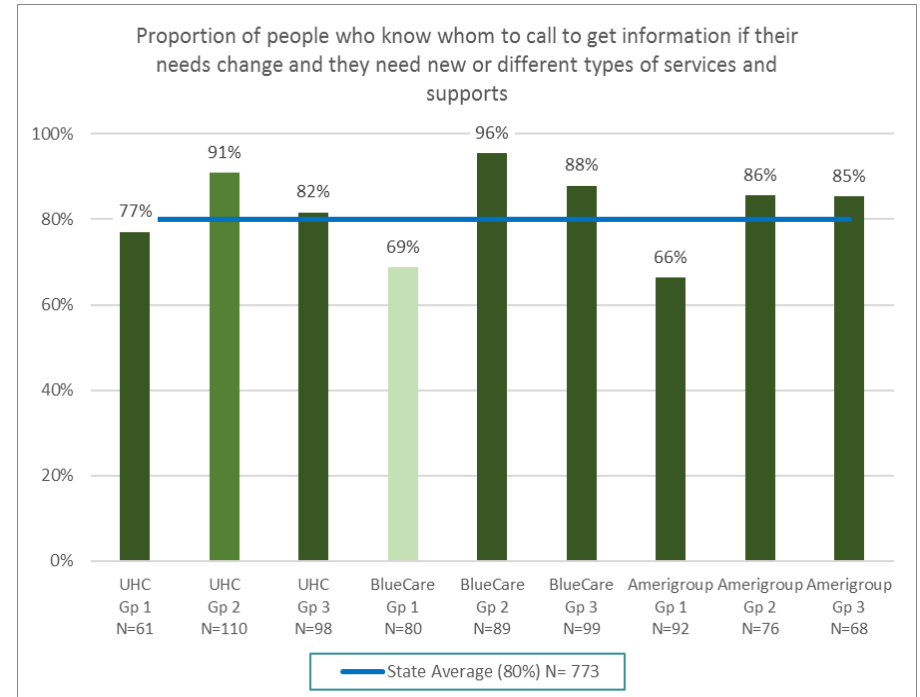
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<sup>4</sup> Data shown in Appendix B only

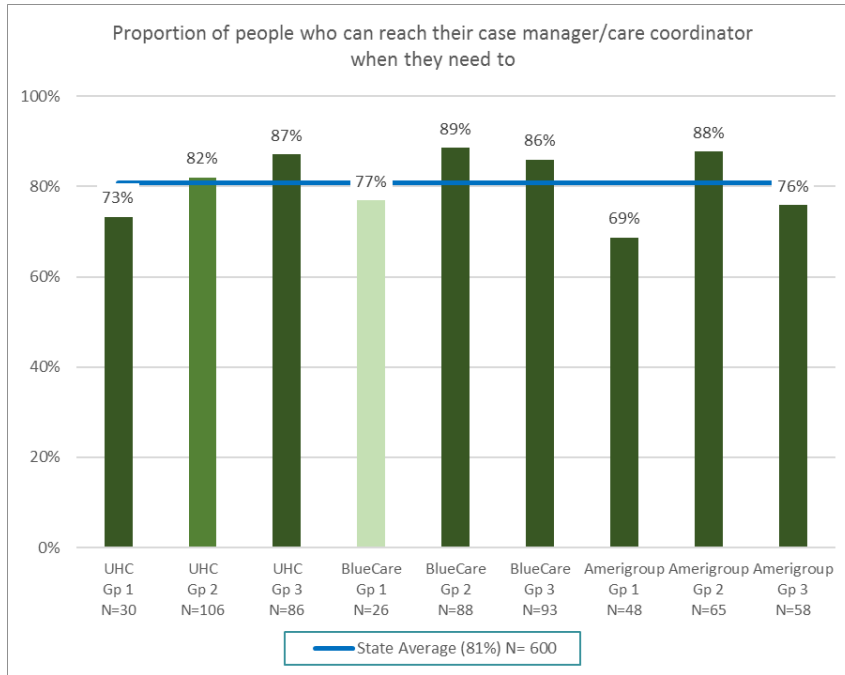
Graph 13. Proportion of people who know whom to call if they have a complaint about their services



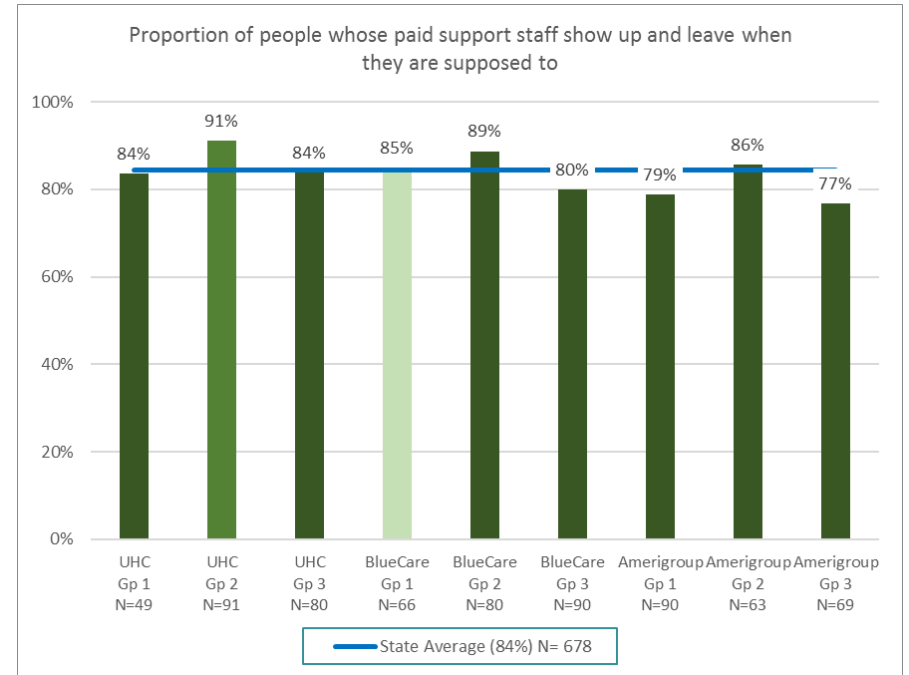
Graph 14. Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports



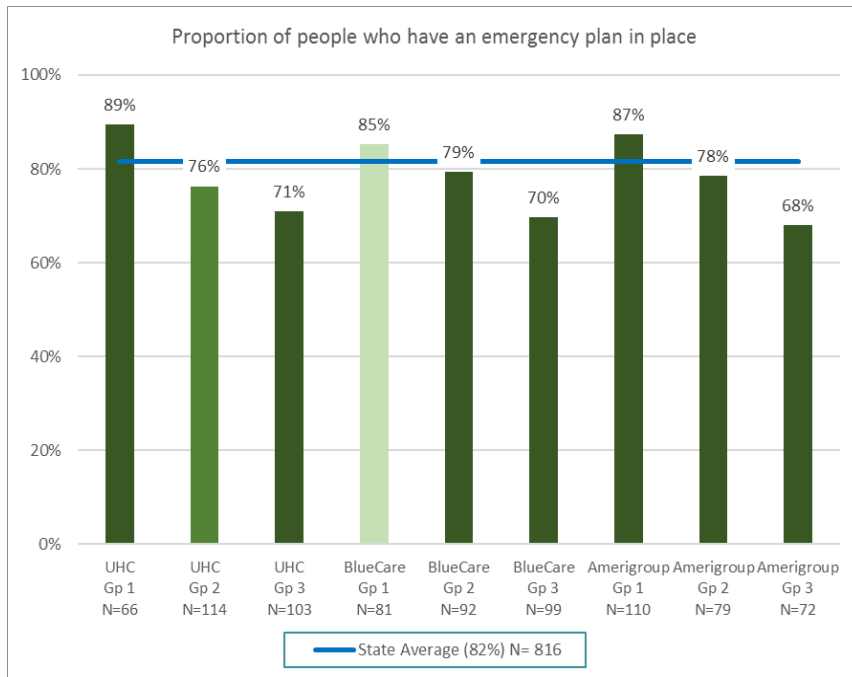
Graph 15. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



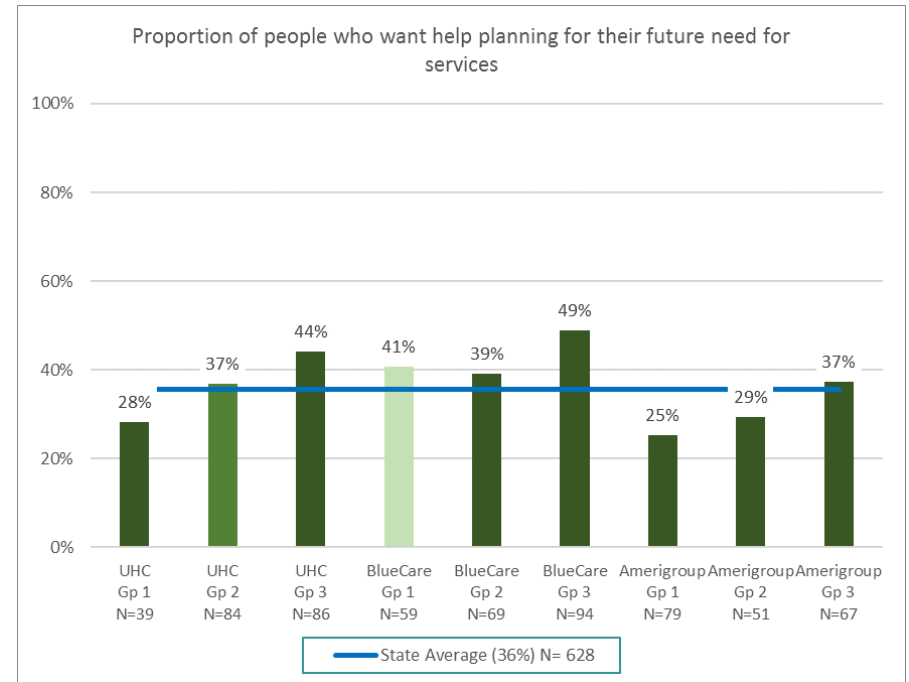
Graph 16. Proportion of people whose paid support staff show up and leave when they are supposed to



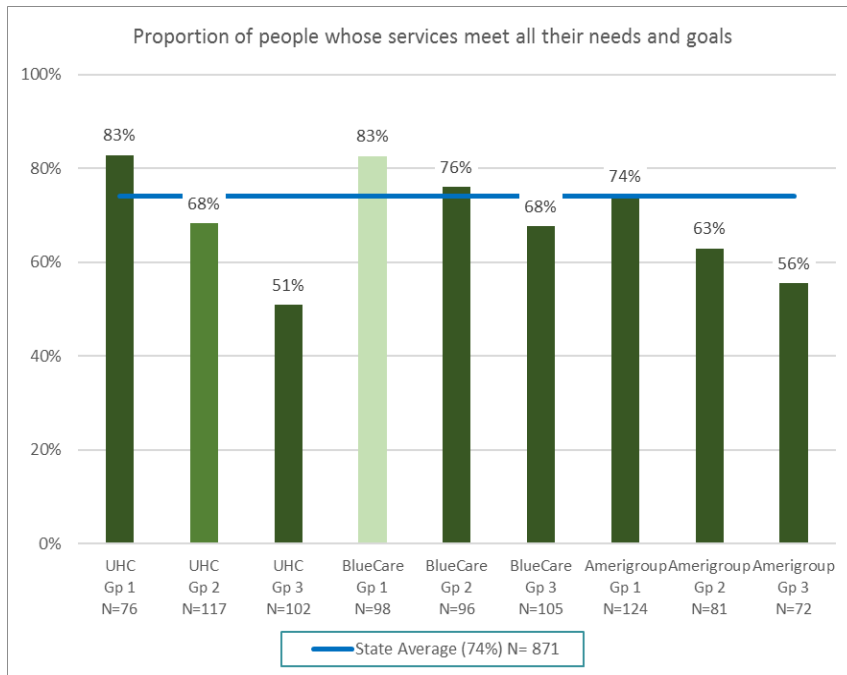
Graph 17. Proportion of people who have an emergency plan in place



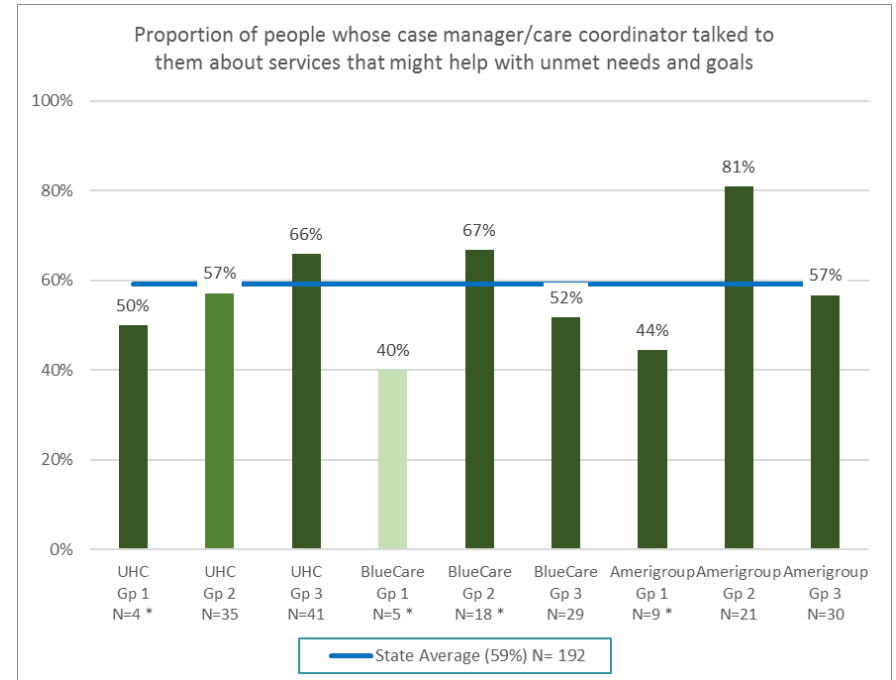
Graph 18. Proportion of people who want help planning for their future need for services



Graph 19. Proportion of people whose services meet all their needs and goals



Graph 20. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

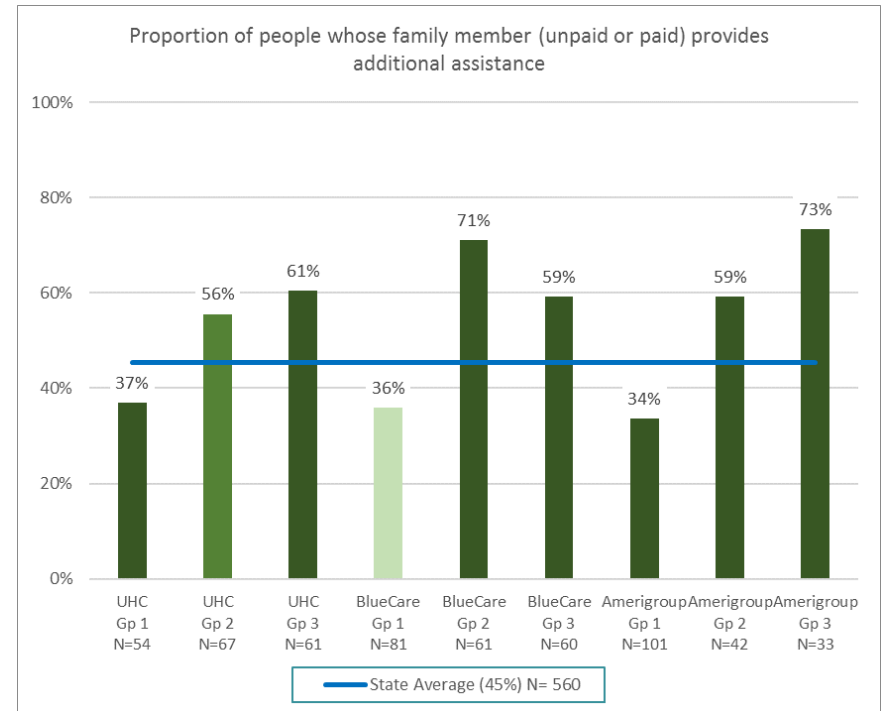


\* Very small number of responses

Graph 21. Proportion of people whose family member (unpaid or paid) is the person who helps them most often



Graph 22. Proportion of people whose family member (unpaid or paid) provides additional assistance





## Care Coordination

Individuals are provided appropriate coordination of care.

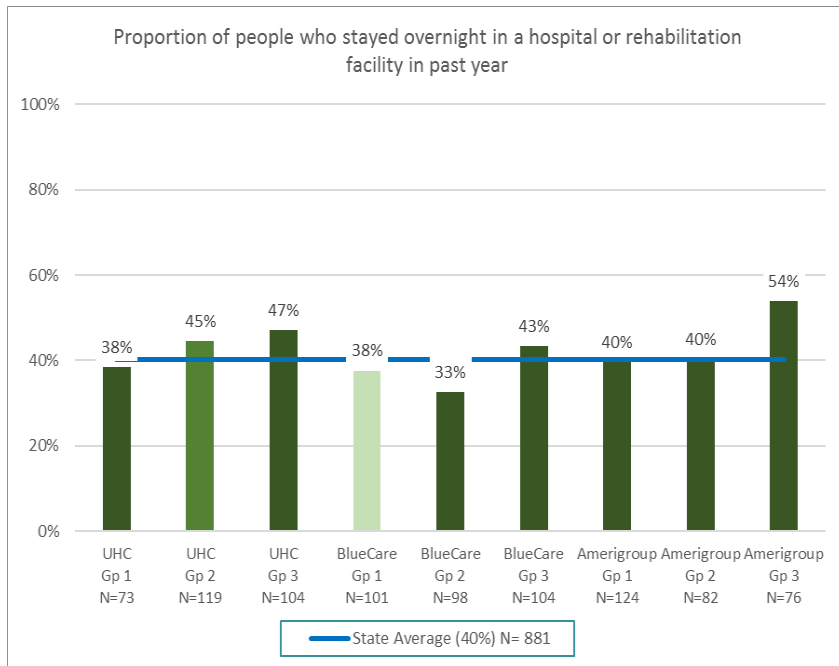
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people discharged from the hospital or LTC facility who felt comfortable going home.
2. Proportion of people making a transition from hospital or LTC facility who had adequate follow-up.
3. Proportion of people who know how to manage their chronic conditions.

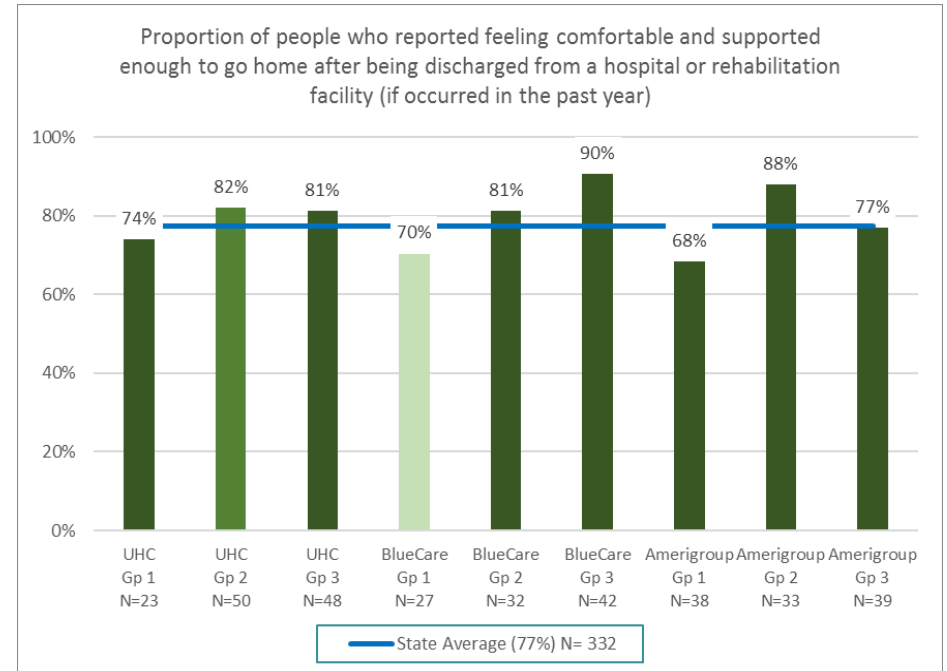
There are five survey items that correspond to the Care Coordination domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

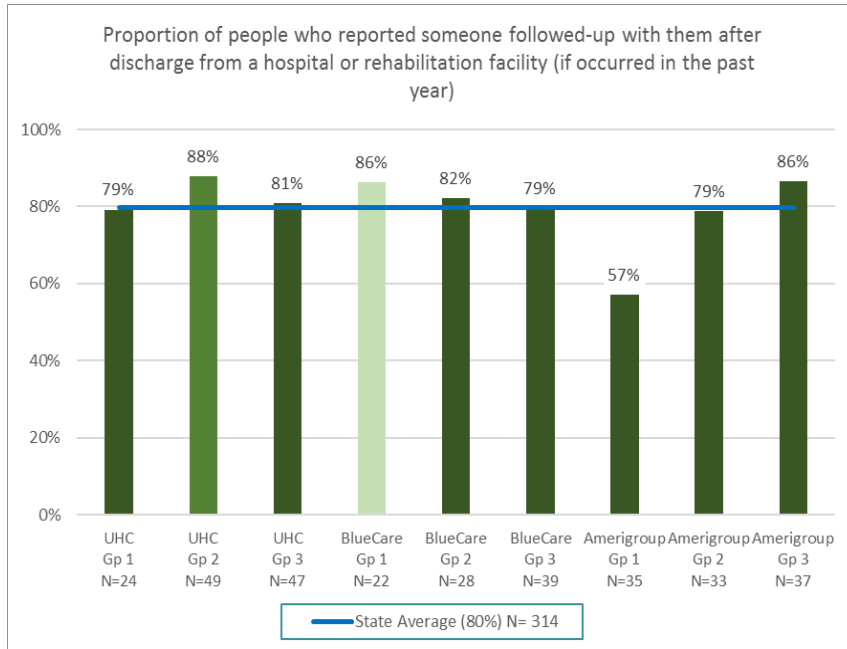
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year



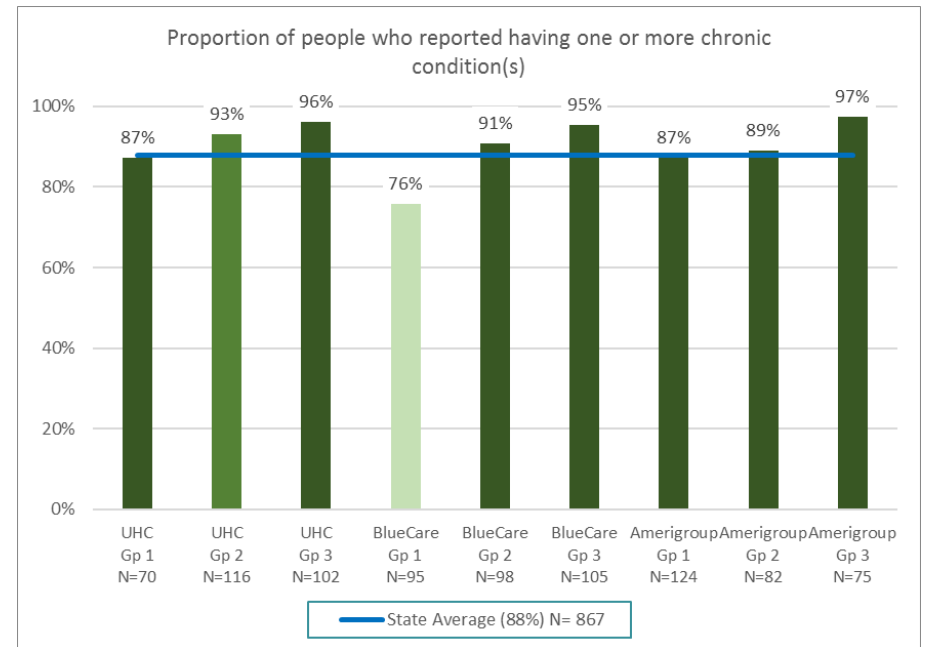
Graph 24. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)



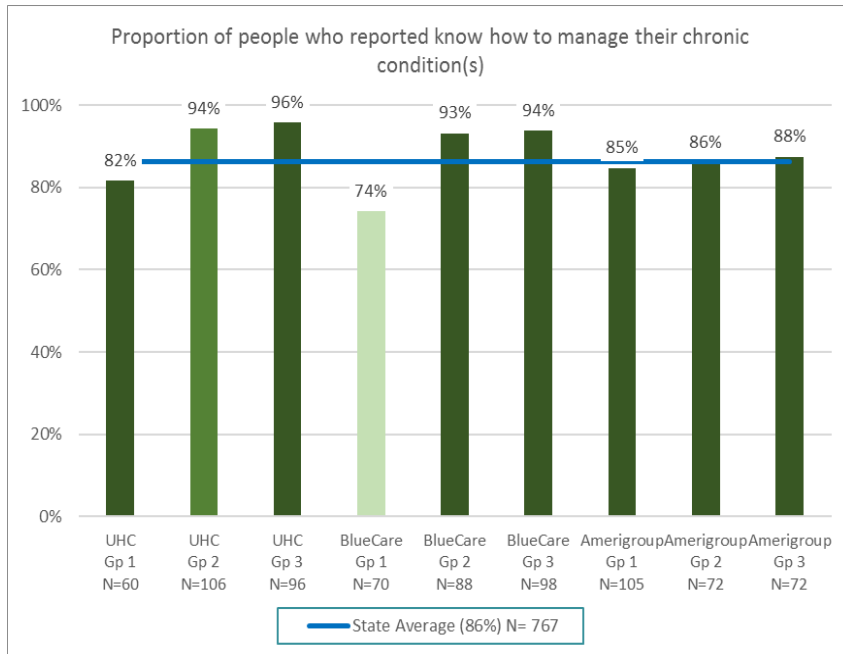
Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)



Graph 26. Proportion of people who reported having one or more chronic condition(s)



Graph 27. Proportion of people who reported they know how to manage their chronic condition(s)



## Access

Publicly funded services are readily available to individuals who need and qualify for them.

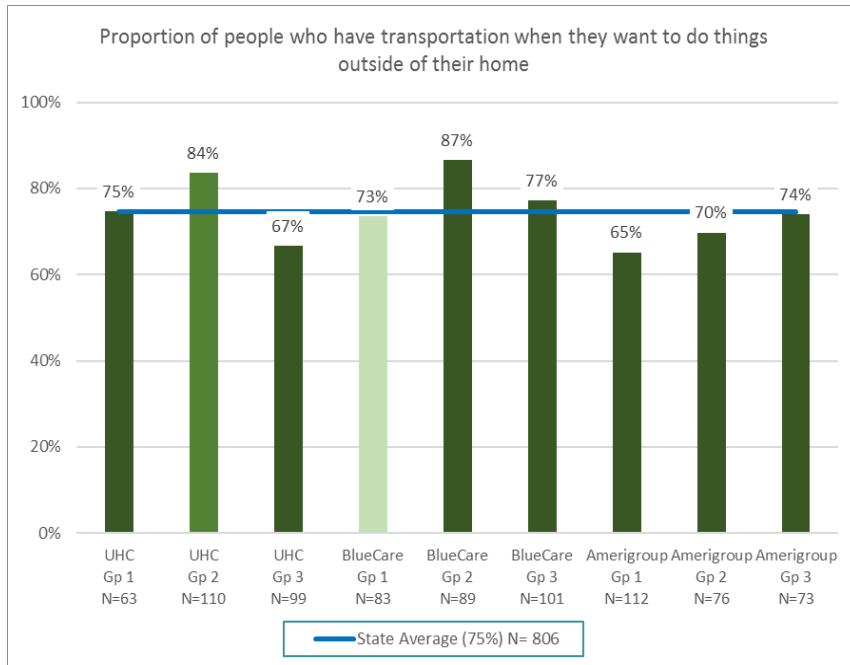
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate transportation.
2. Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)
3. Proportion of people who have access to information about services in their preferred language.

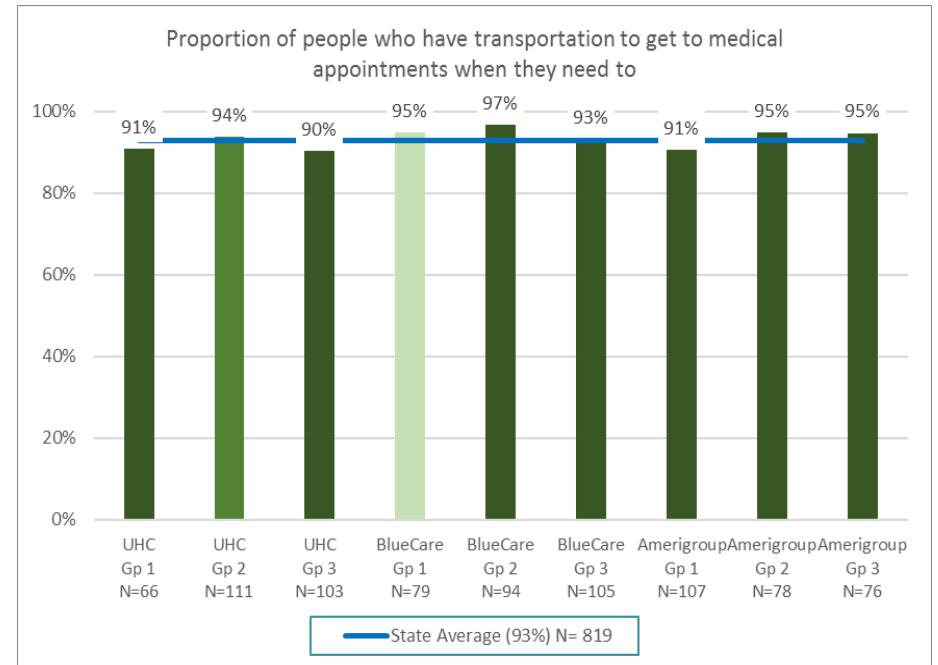
There are five survey items that correspond to the Access domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

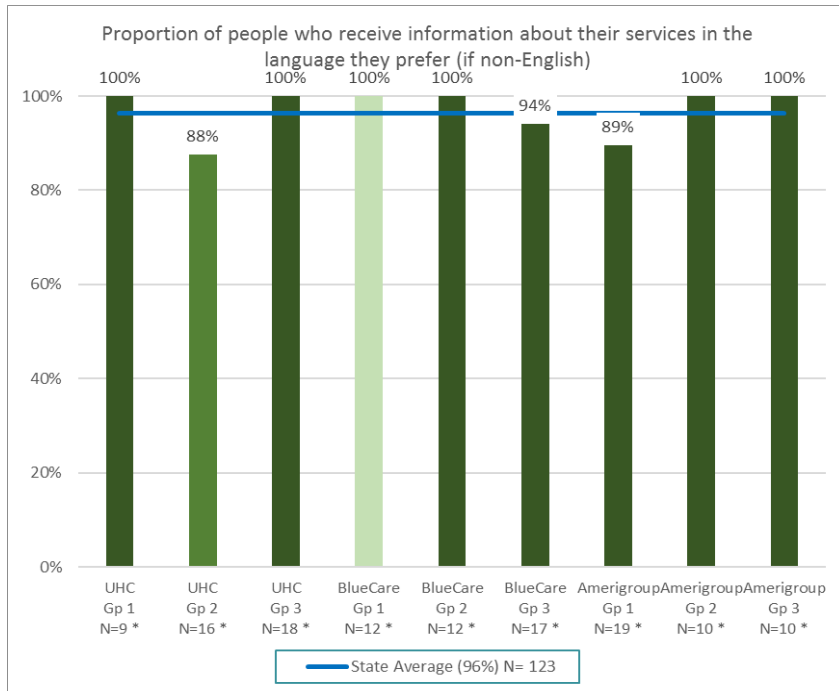
Graph 28. Proportion of people who have transportation when they want to do things outside of their home



Graph 29. Proportion of people who have transportation to get to medical appointments when they need to

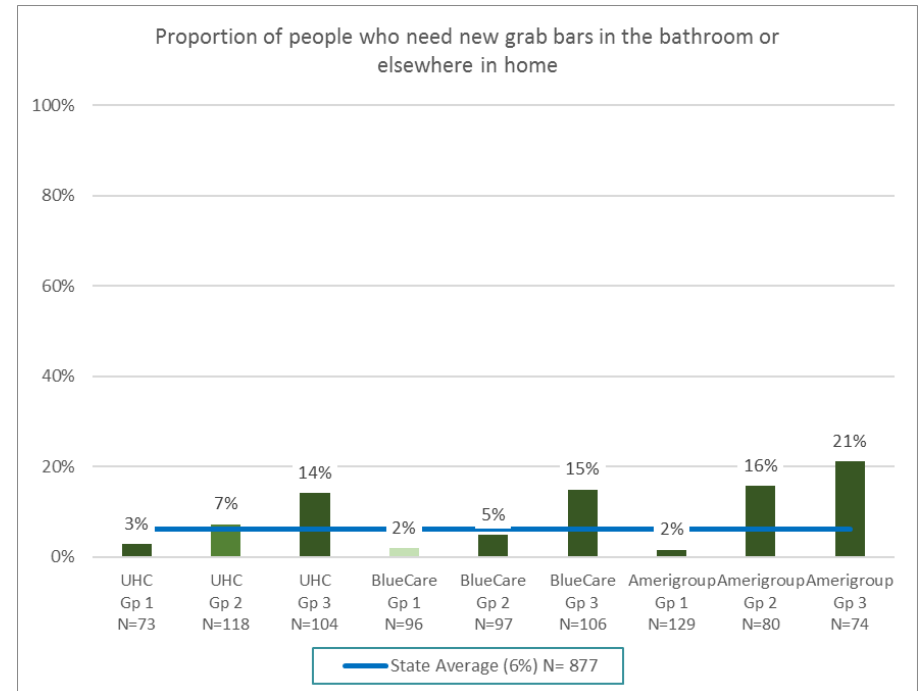


Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)

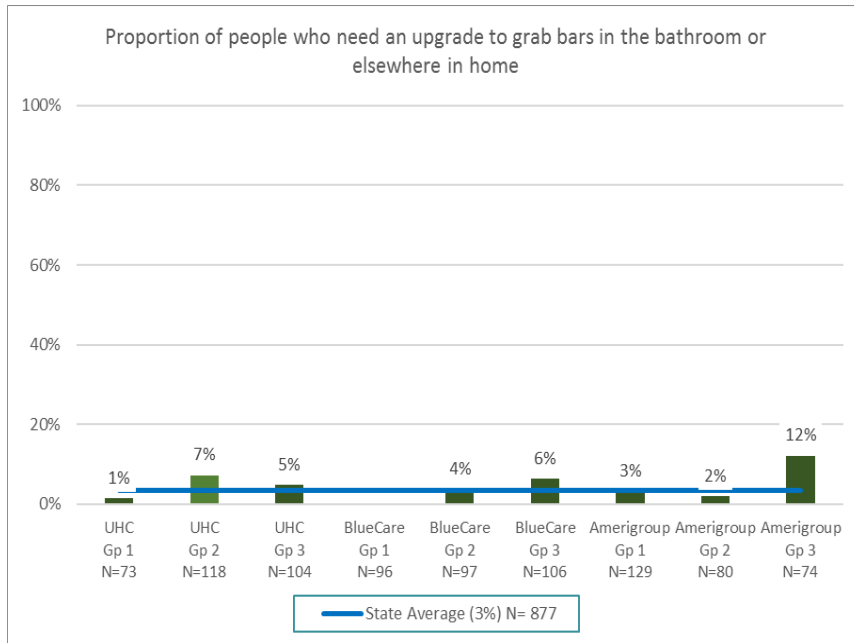


\* Very small number of responses

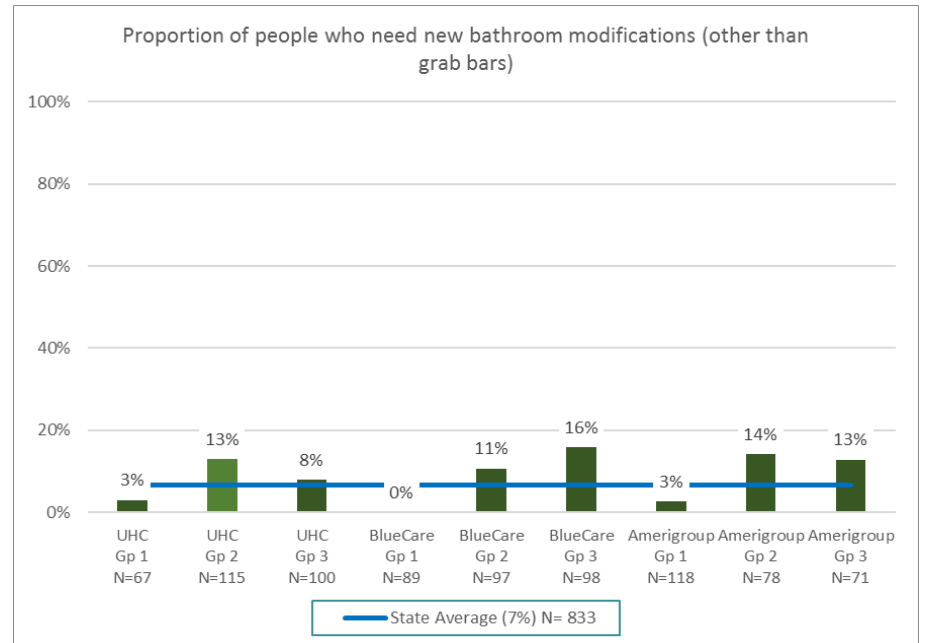
Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home



Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home

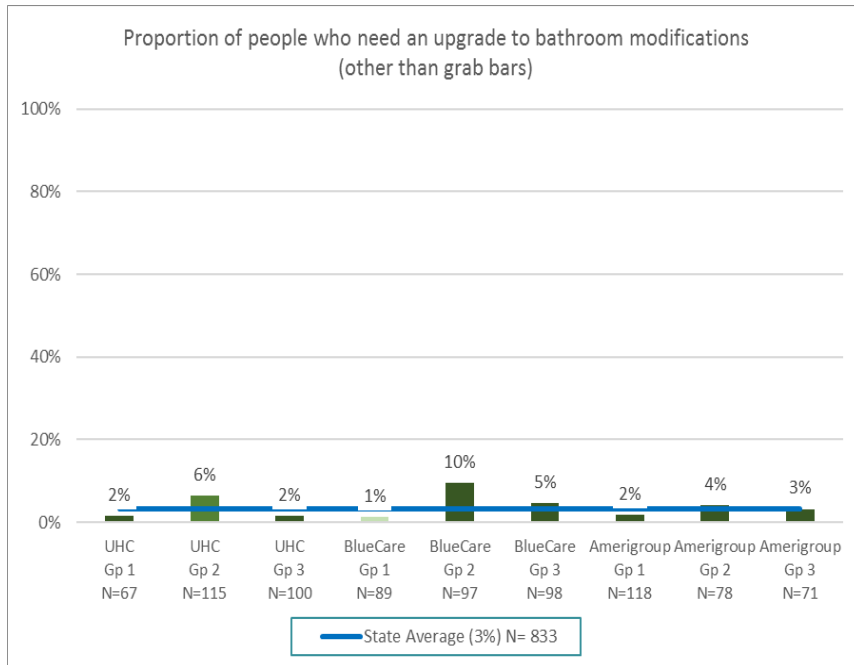


Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)

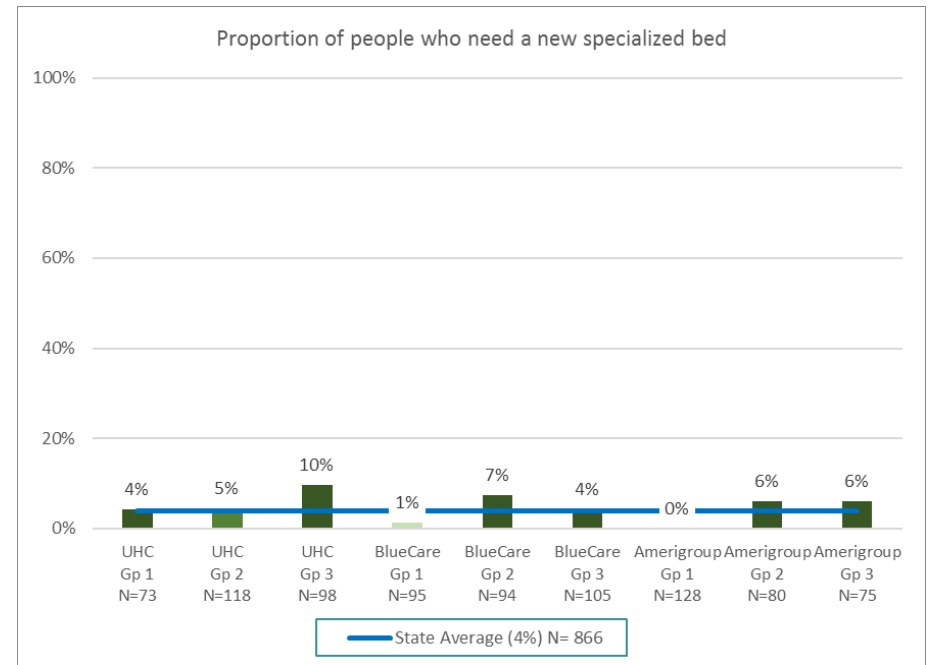




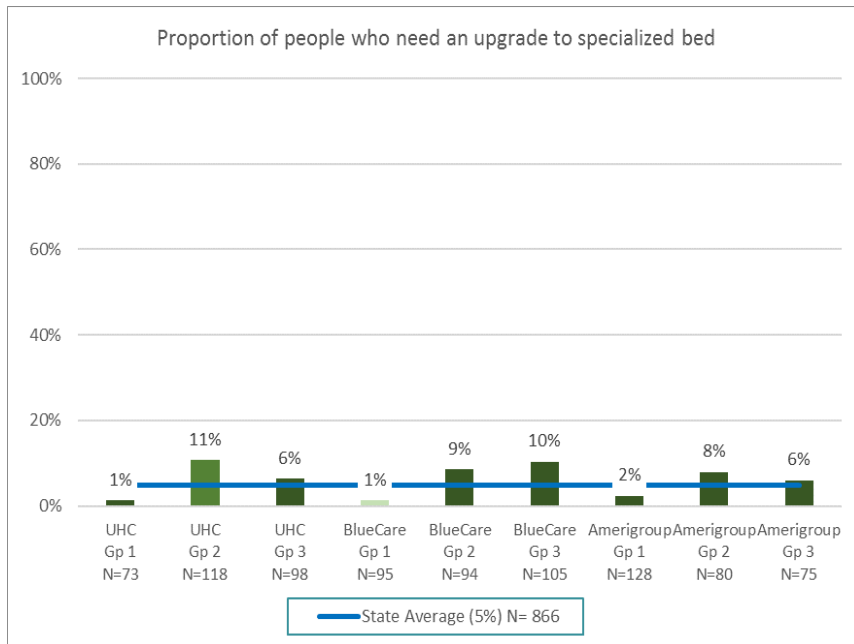
Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



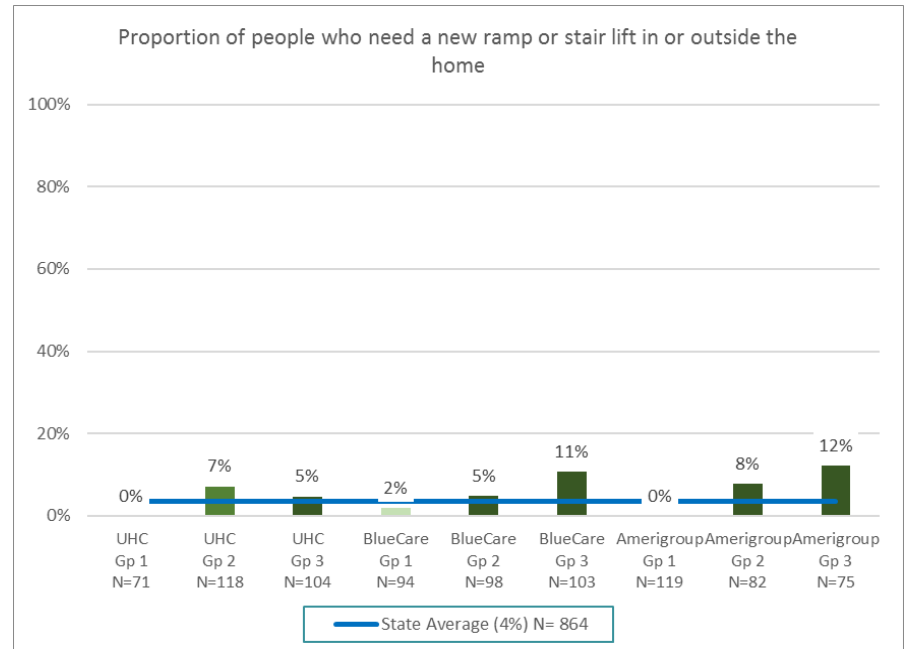
Graph 35. Proportion of people who need a new specialized bed



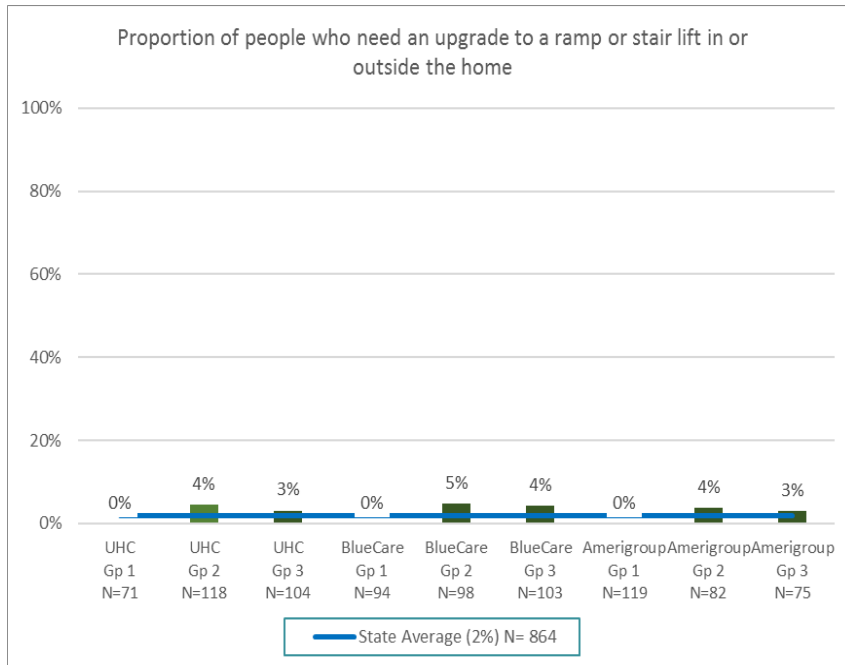
Graph 36. Proportion of people who need an upgrade to specialized bed



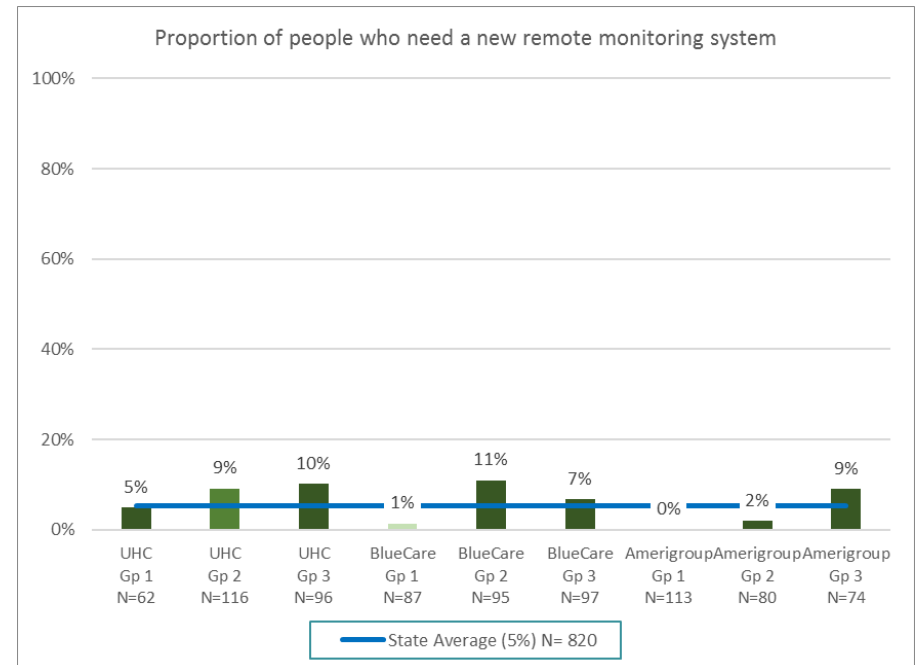
Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



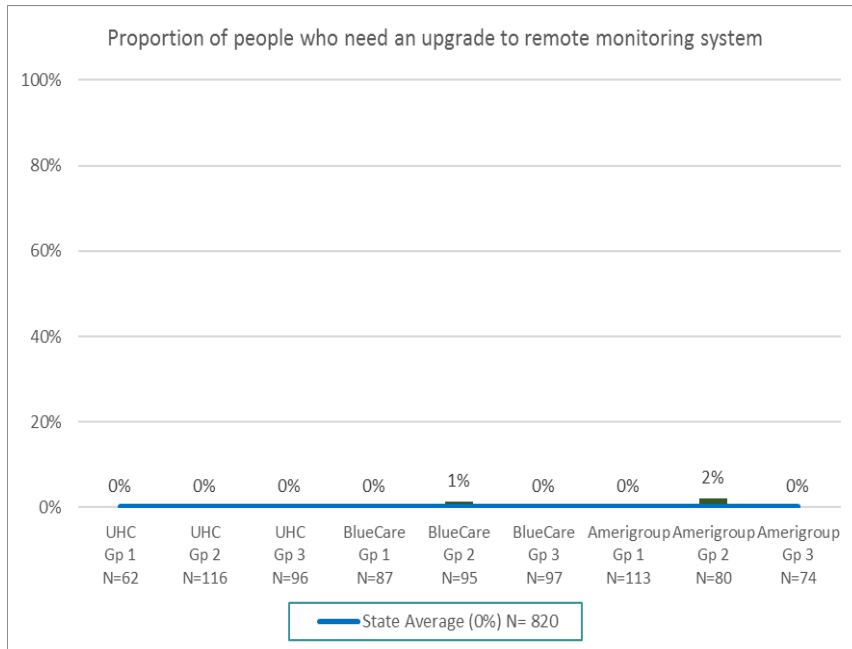
Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



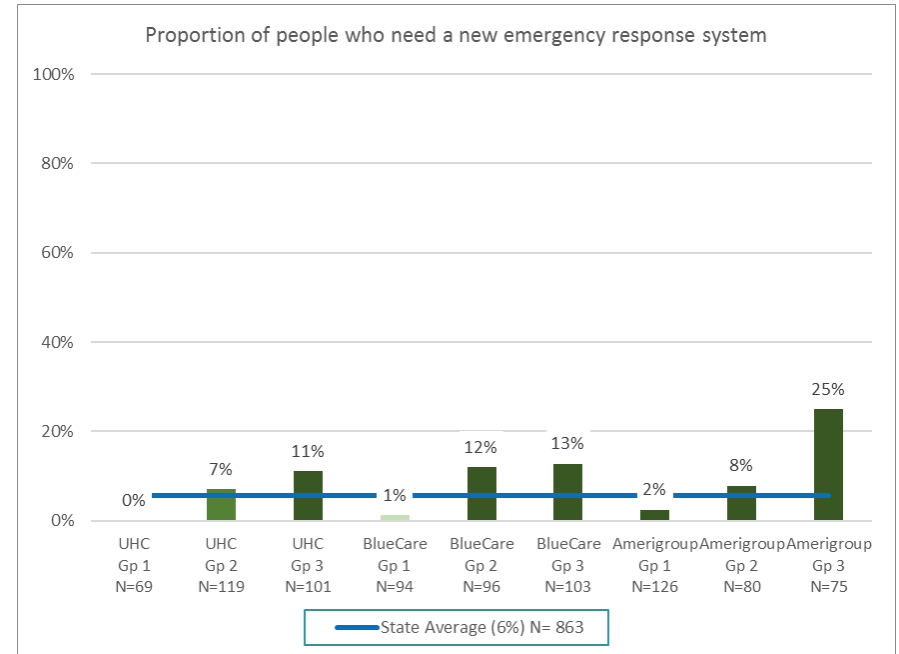
Graph 39. Proportion of people who need a new remote monitoring system



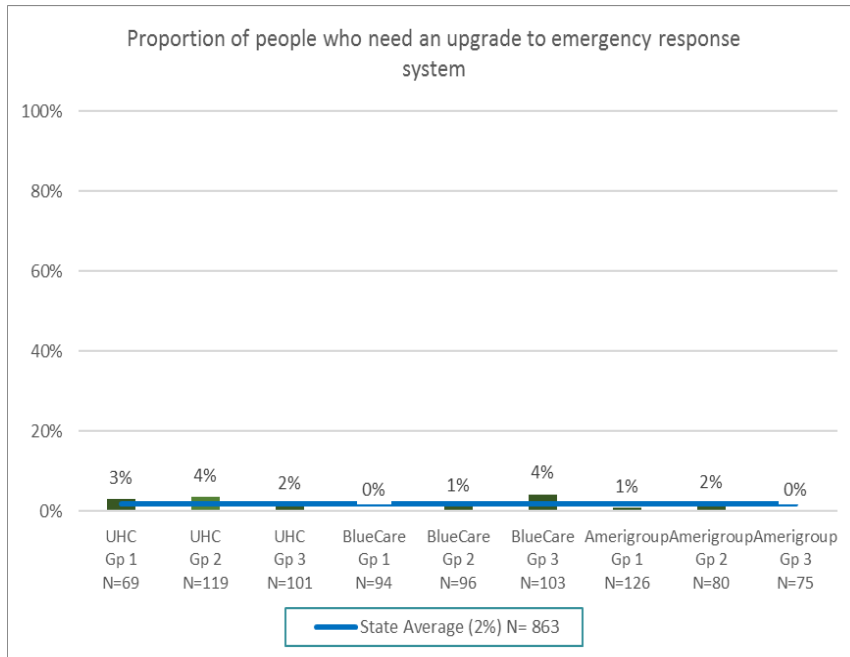
Graph 40. Proportion of people who need an upgrade to remote monitoring system



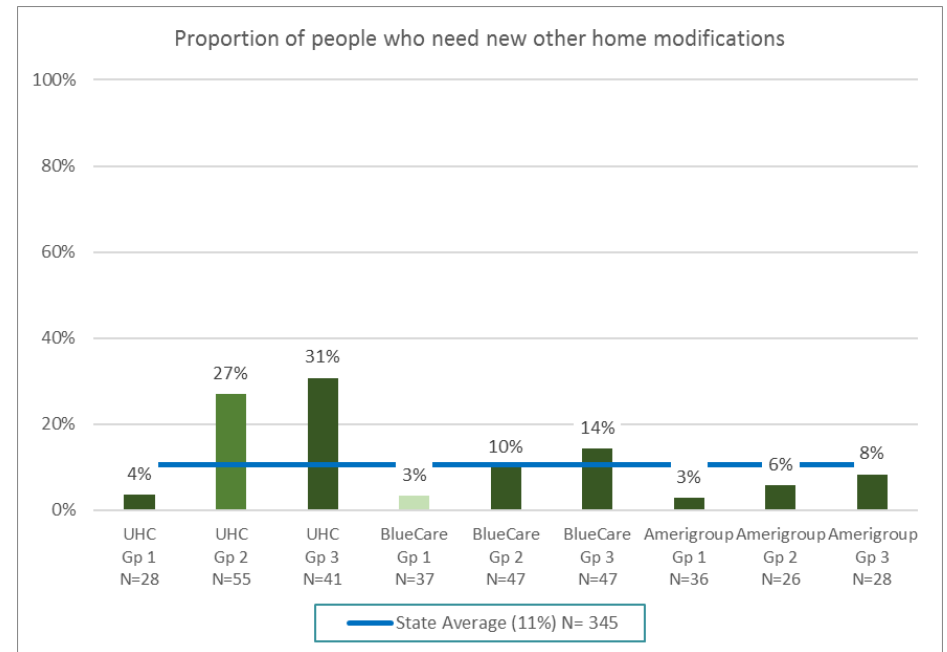
Graph 41. Proportion of people who need a new emergency response system



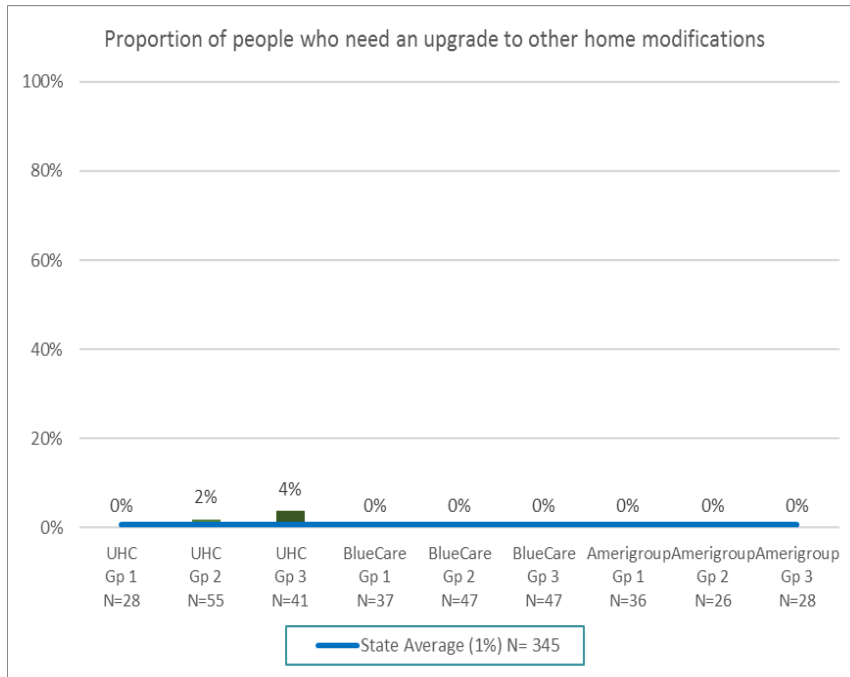
Graph 42. Proportion of people who need an upgrade to emergency response system



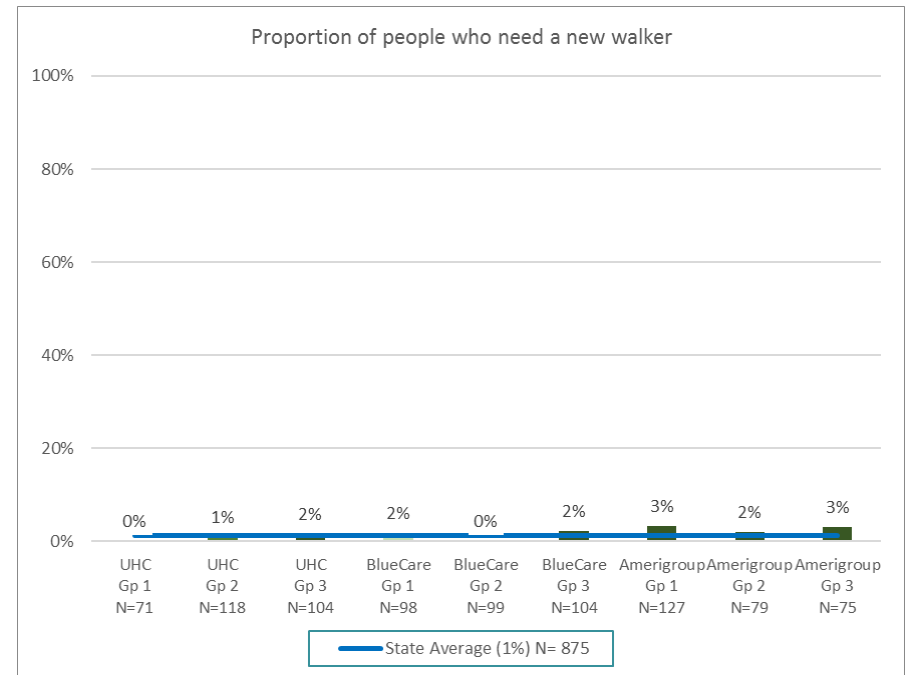
Graph 43. Proportion of people who need new other home modifications



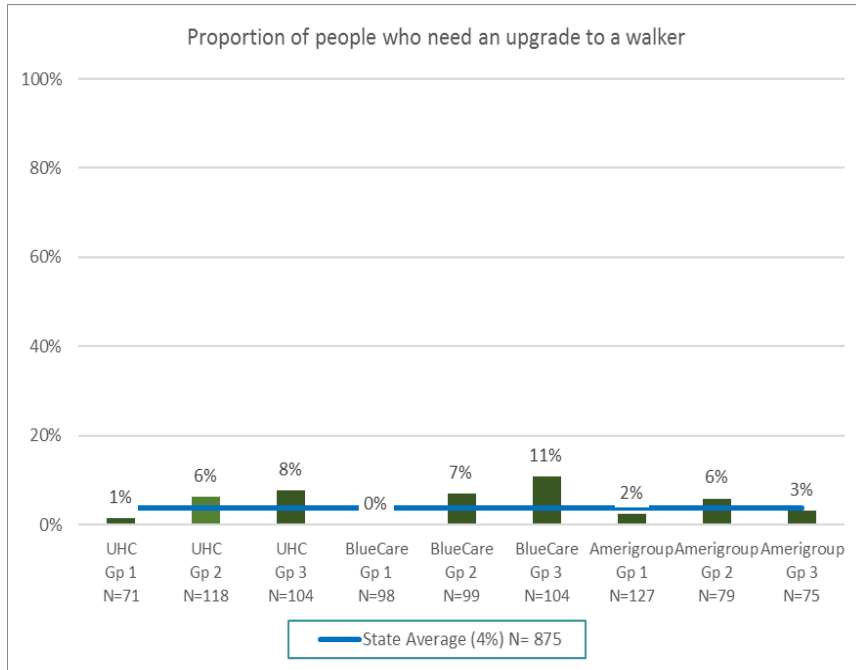
Graph 44. Proportion of people who need an upgrade to other home modifications



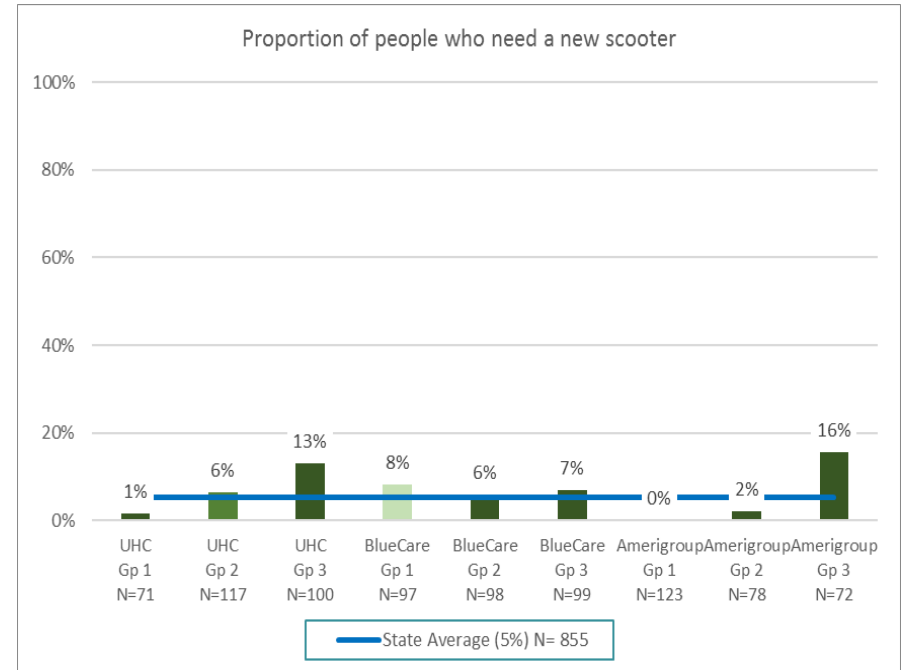
Graph 45. Proportion of people who need a new walker



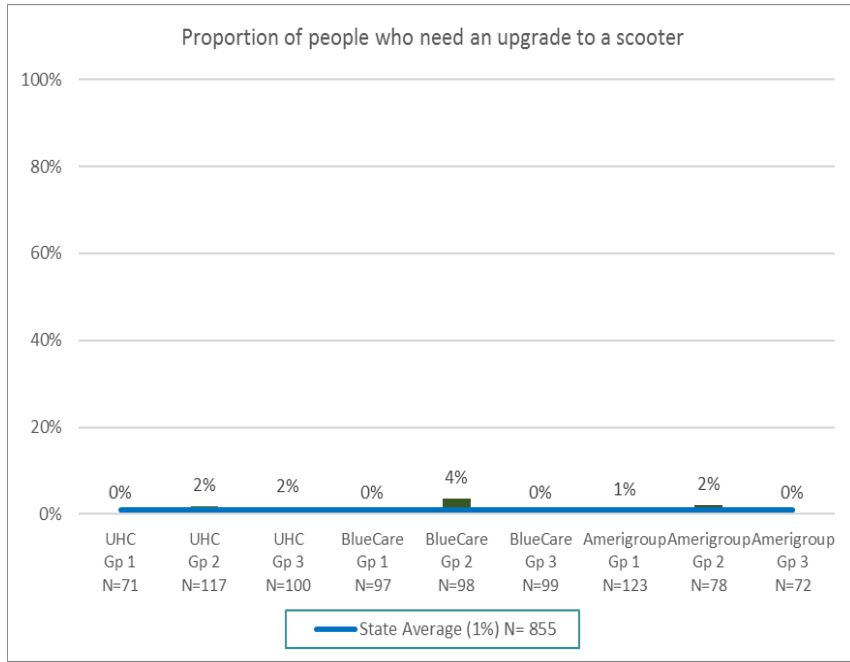
Graph 46. Proportion of people who need an upgrade to a walker



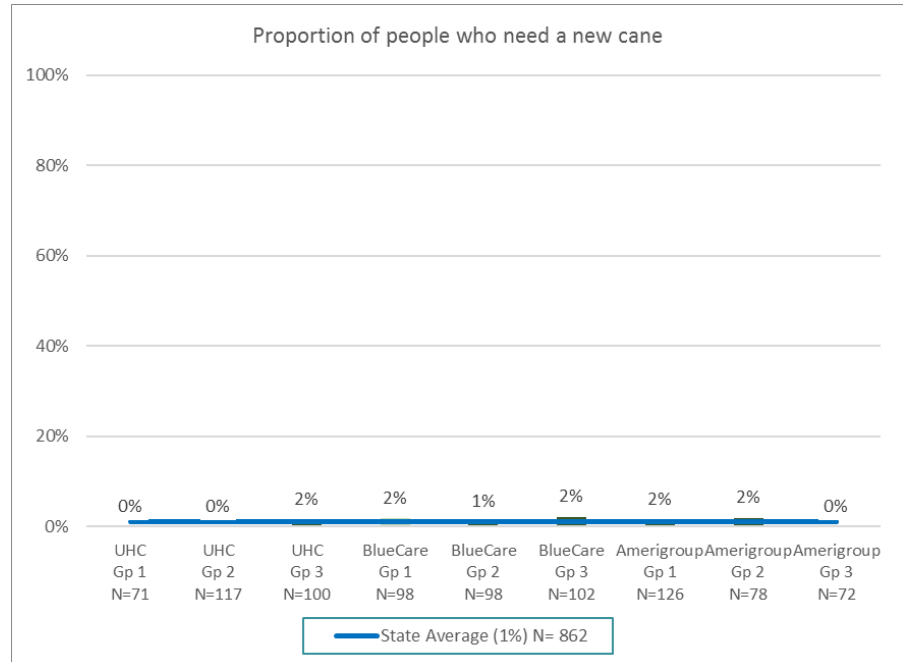
Graph 47. Proportion of people who need a new scooter



Graph 48. Proportion of people who need an upgrade to a scooter

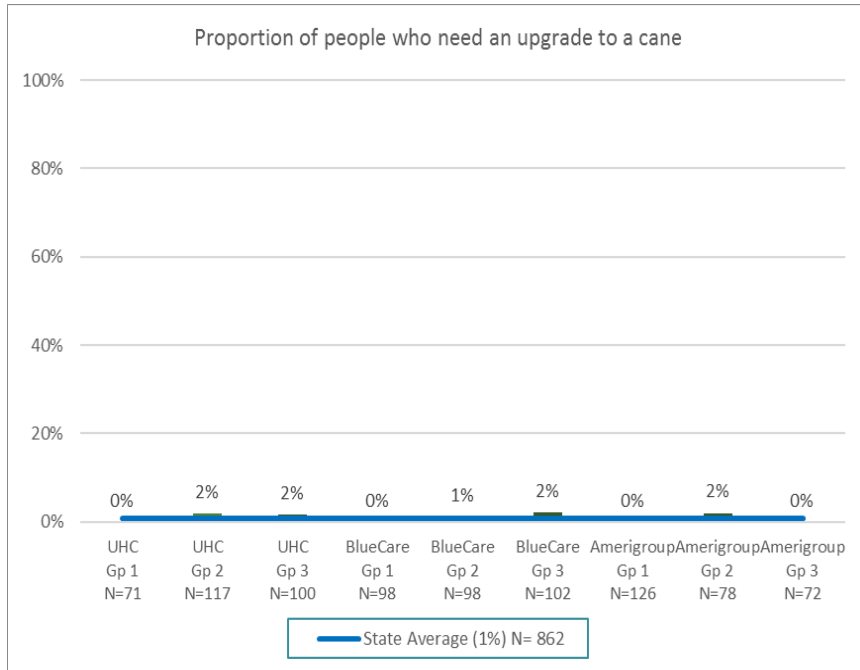


Graph 49. Proportion of people who need a new cane

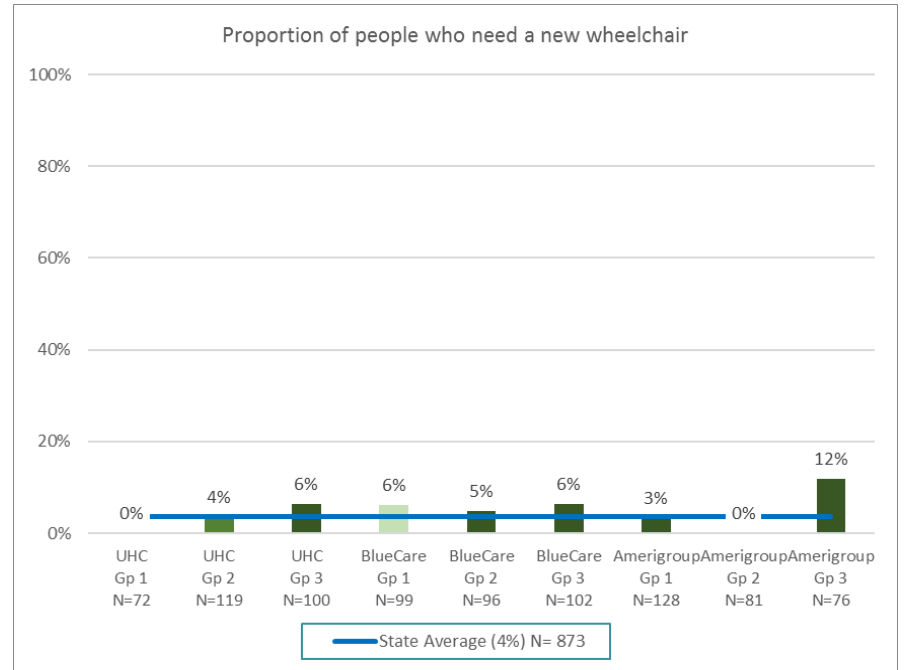




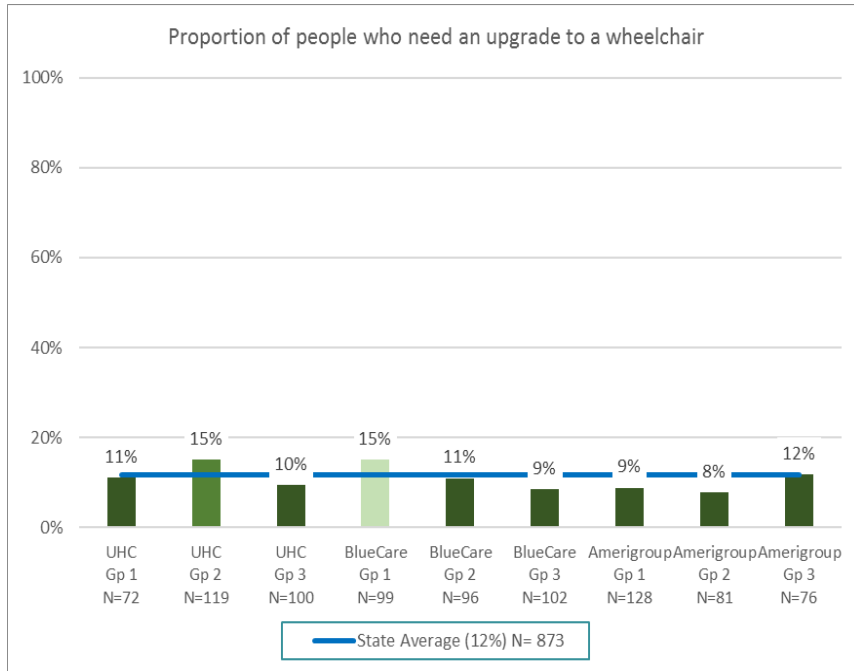
Graph 50. Proportion of people who need an upgrade to cane



Graph 51. Proportion of people who need a new wheelchair



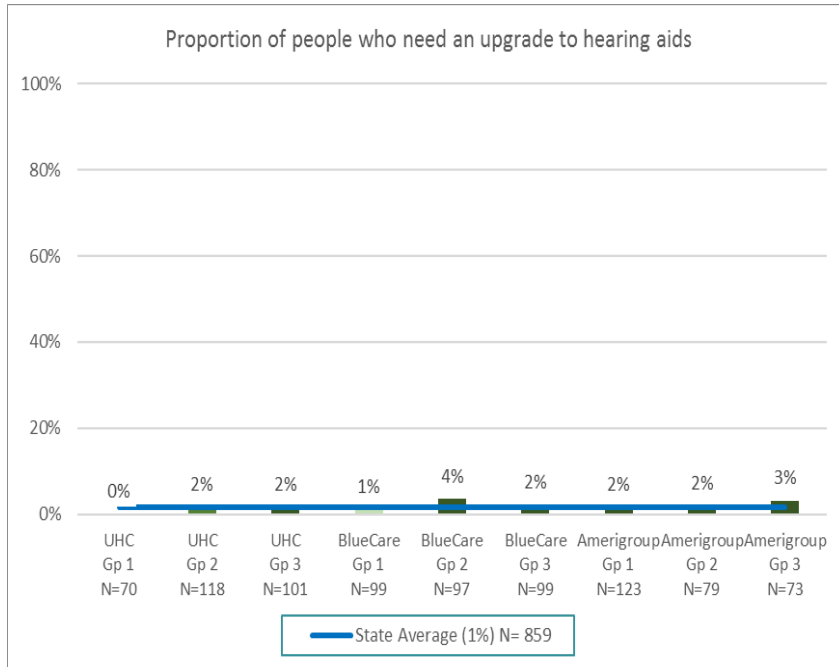
Graph 52. Proportion of people who need an upgrade to a wheelchair



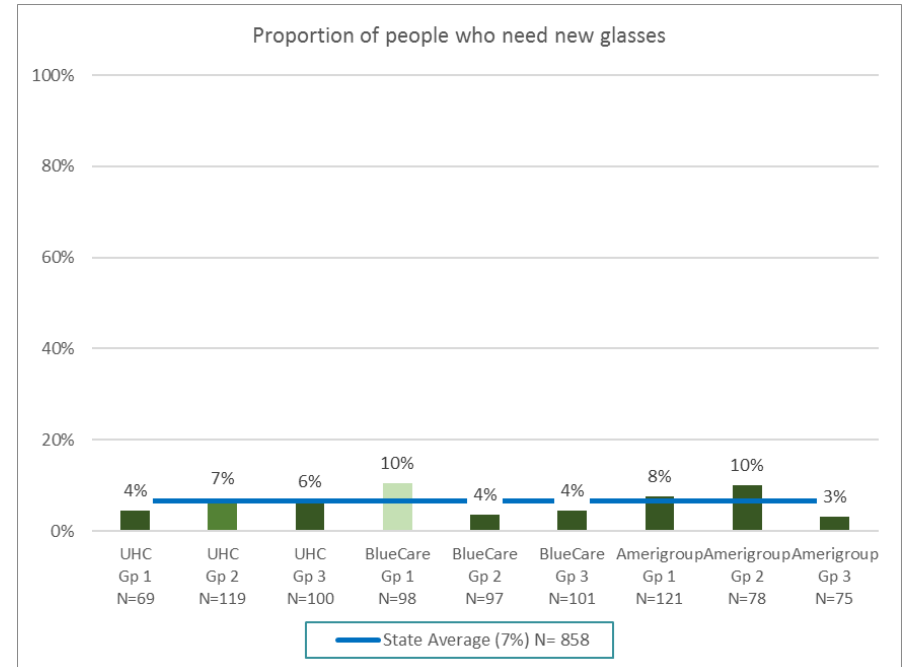
Graph 53. Proportion of people who need new hearing aids



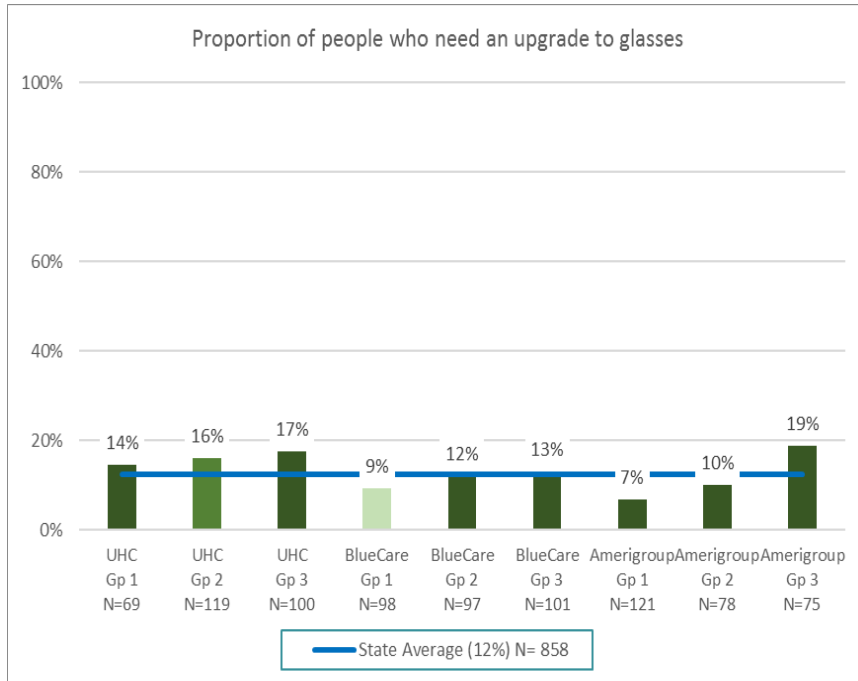
Graph 54. Proportion of people who need an upgrade to hearing aids



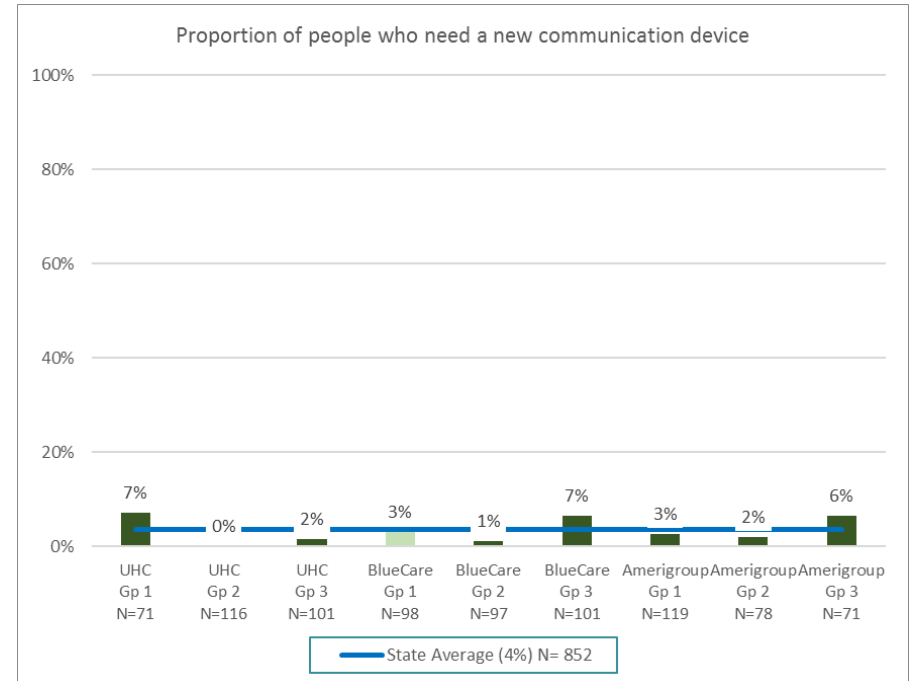
Graph 55. Proportion of people who need new glasses



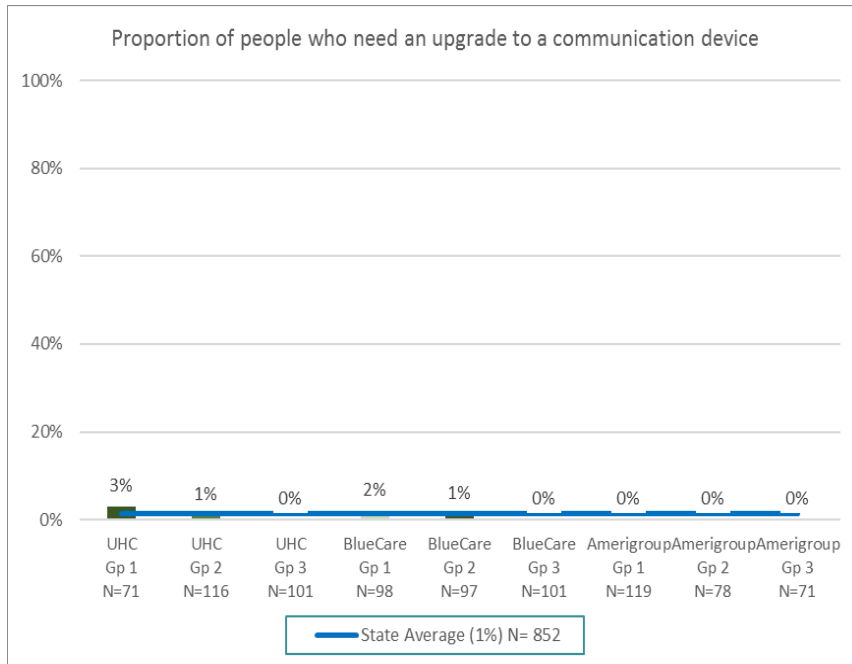
Graph 56. Proportion of people who need an upgrade to glasses



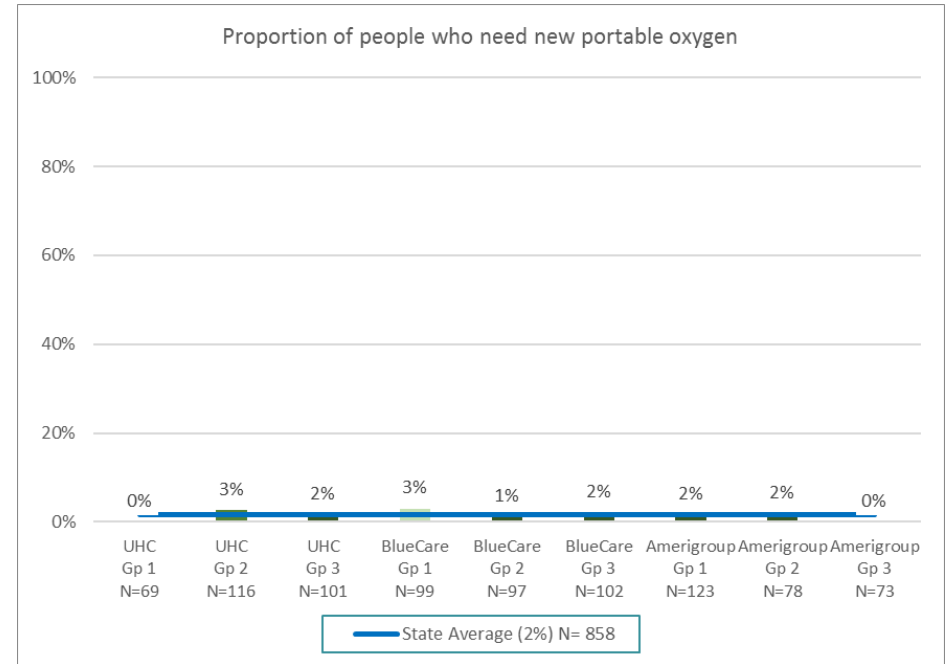
Graph 57. Proportion of people who need a new communication device



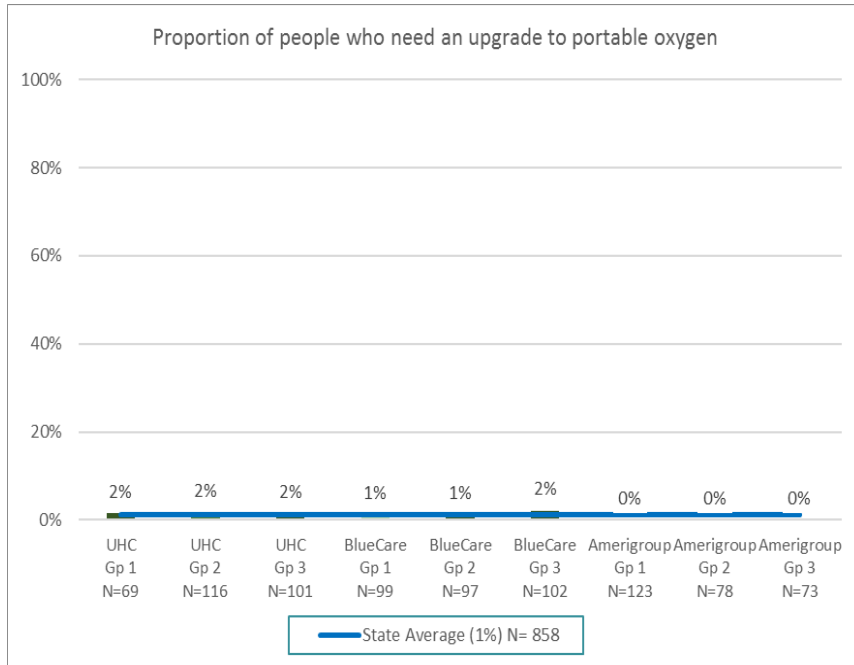
Graph 58. Proportion of people who need an upgrade to a communication device



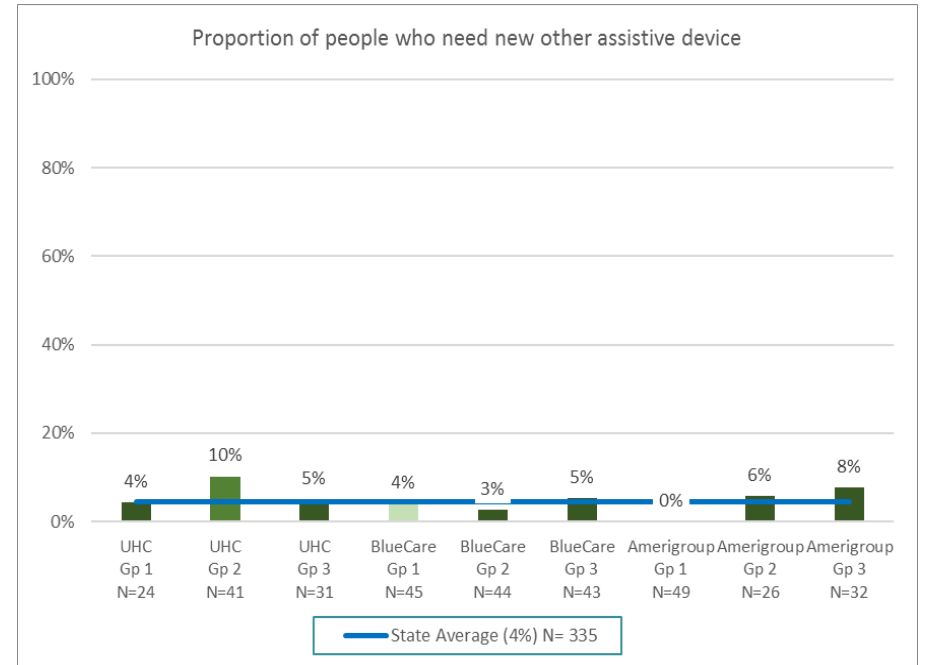
Graph 59. Proportion of people who need new portable oxygen



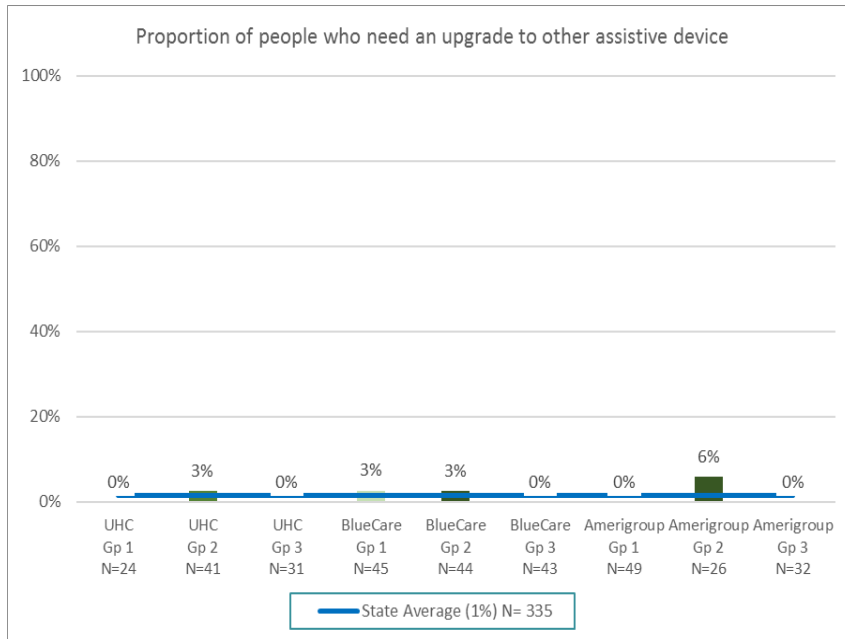
Graph 60. Proportion of people who need an upgrade to portable oxygen



Graph 61. Proportion of people who need new other assistive device



Graph 62. Proportion of people who need an upgrade to other assistive device



## Safety

People feel safe from abuse, neglect, and injury.

There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

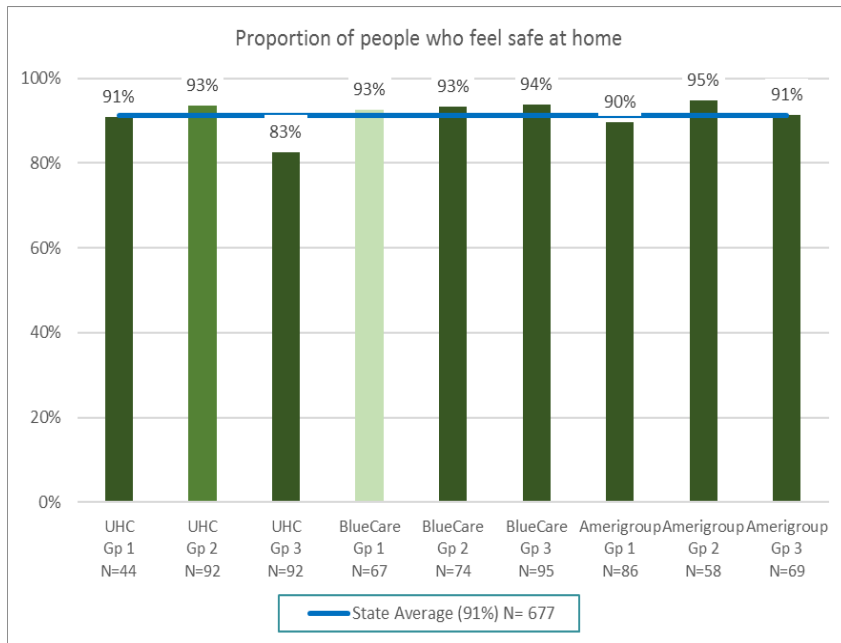
1. Proportion of people who feel safe at home.
2. Proportion of people who feel safe around their staff/ caregiver.
3. Proportion of people who feel that their belongings are safe.
4. Proportion of people whose fear of falling is managed.
5. Proportion of people who are able to get to safety quickly in case of an emergency.

There are seven survey items that correspond to the Safety domain.

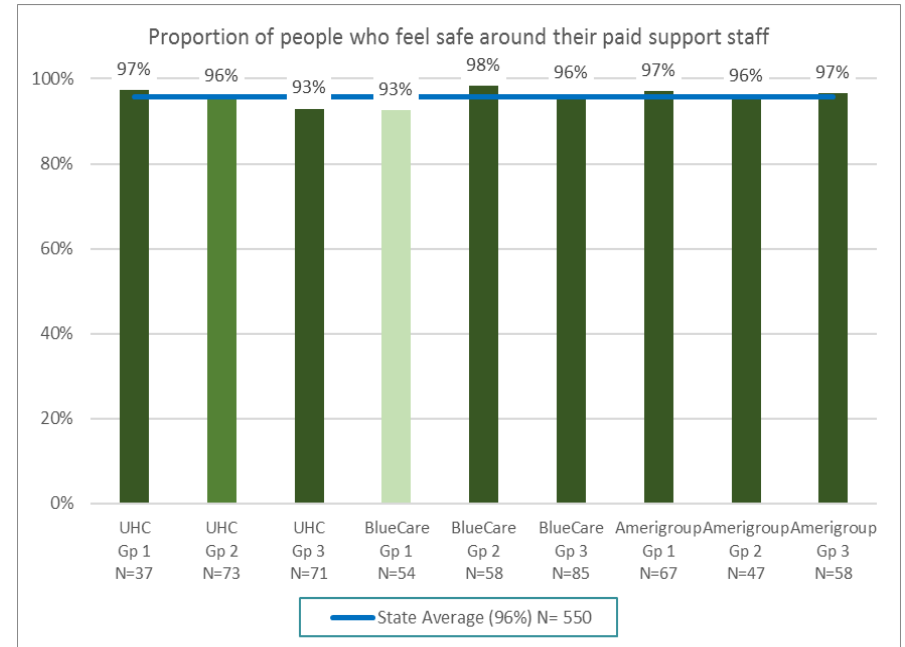
Un-collapsed data for state and MCOs/Groups are shown in Appendix B.



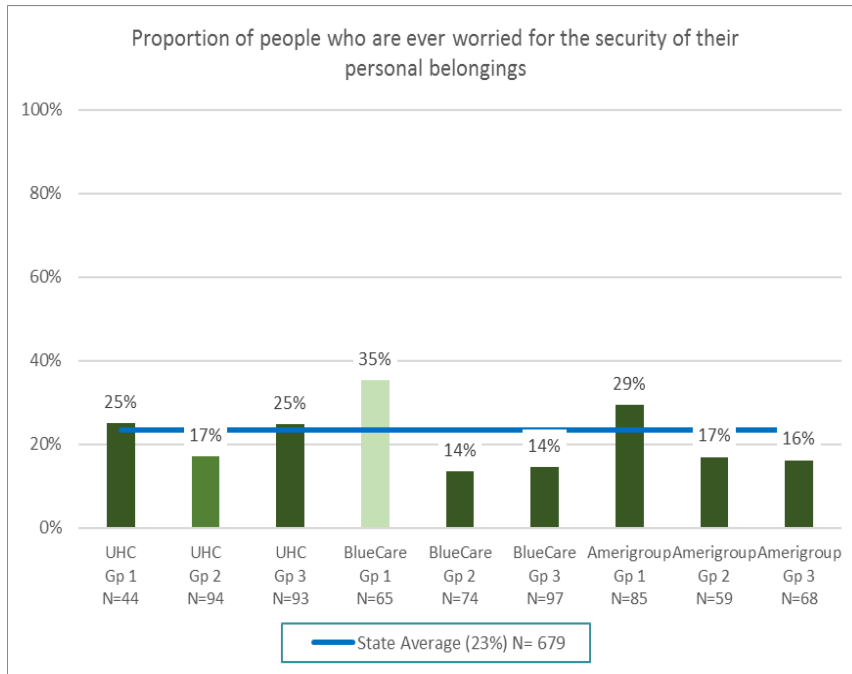
Graph 63. Proportion of people who feel safe at home



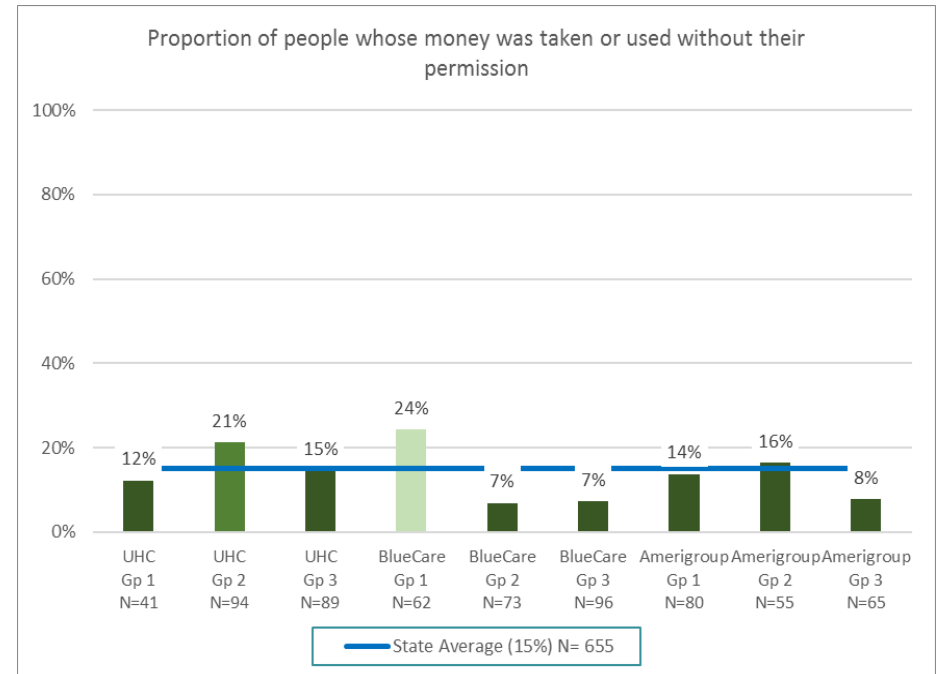
Graph 64. Proportion of people who feel safe around their paid support staff



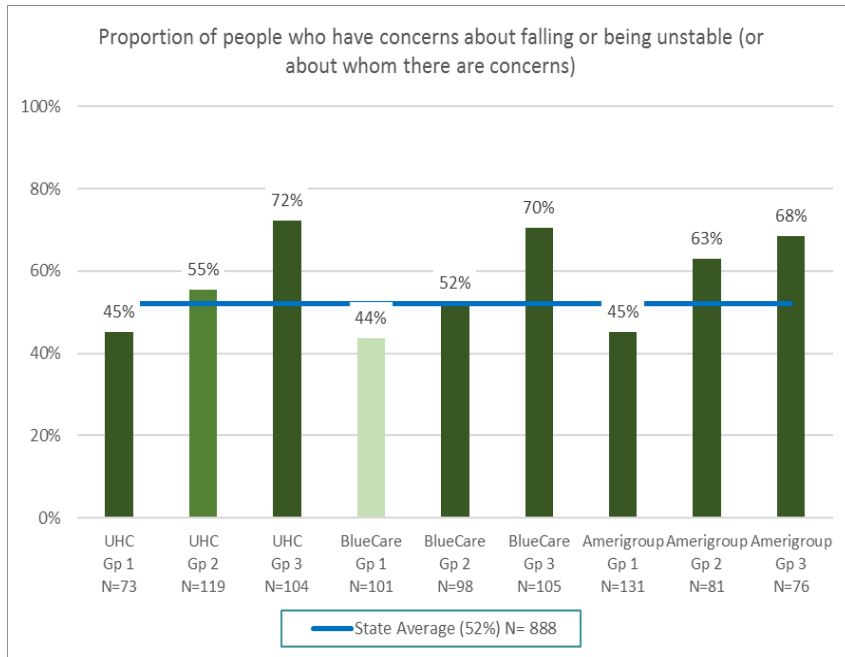
Graph 65. Proportion of people who are ever worried for the security of their personal belongings



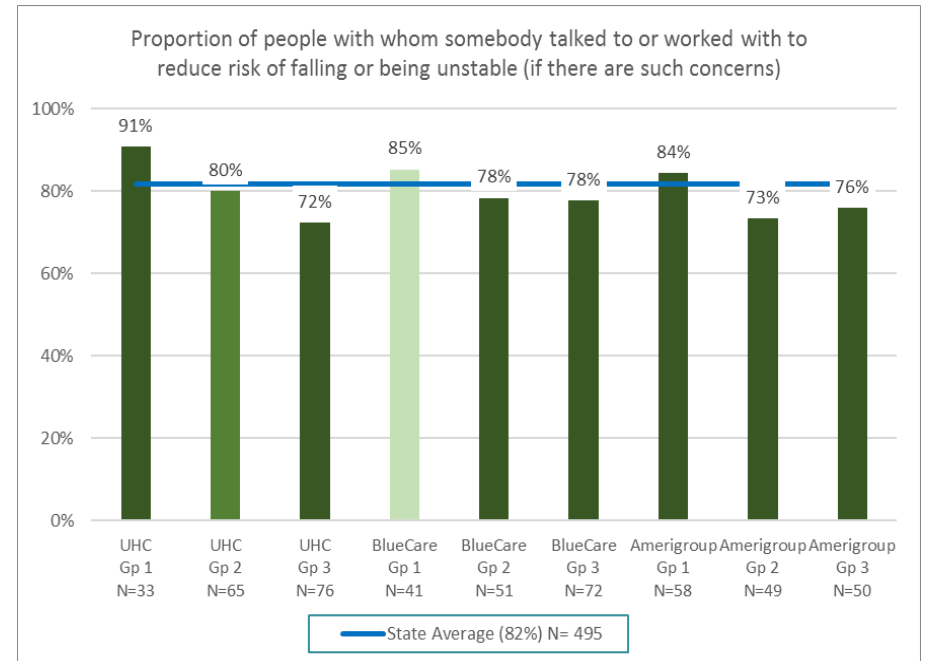
Graph 66. Proportion of people whose money was taken or used without their permission



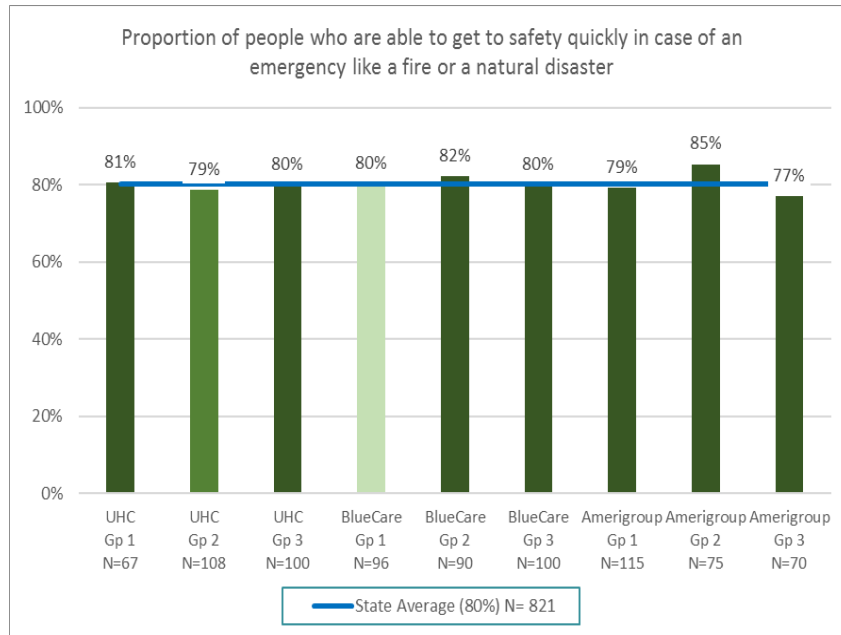
Graph 67. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)



Graph 68. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)



Graph 69. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster



## Health Care

### People secure needed health services.

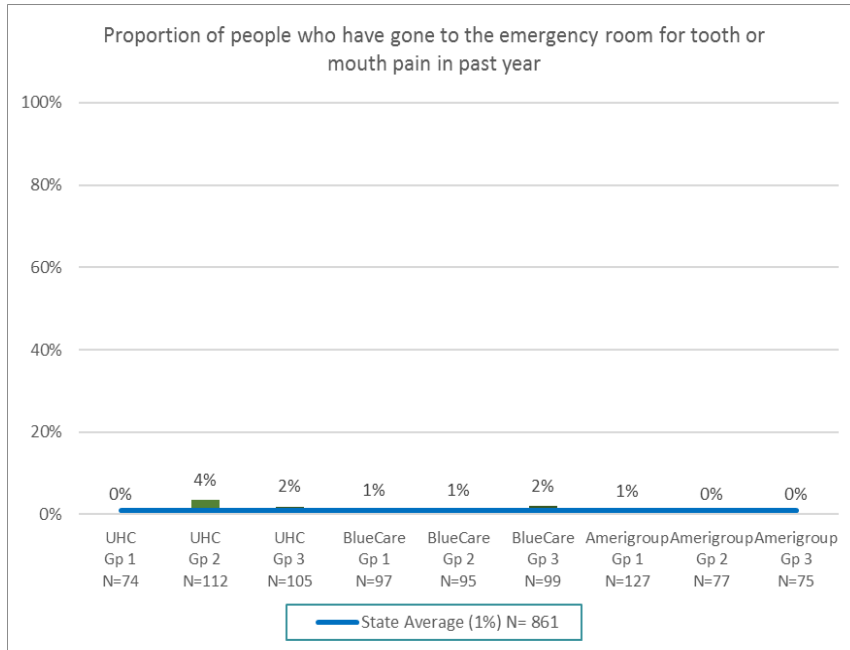
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have been to the ER in the past 12 months.
2. Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.)
3. Proportion of people who can get an appointment their doctor when they need to.
4. The proportion of people who have access to mental health services when they need them.

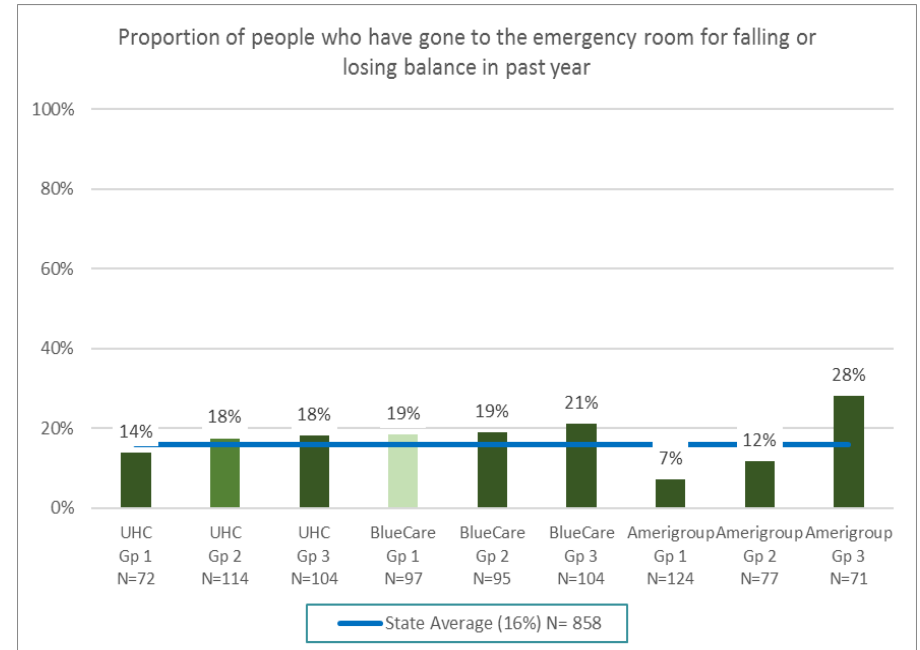
There are twelve survey items that correspond to the Health Care domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

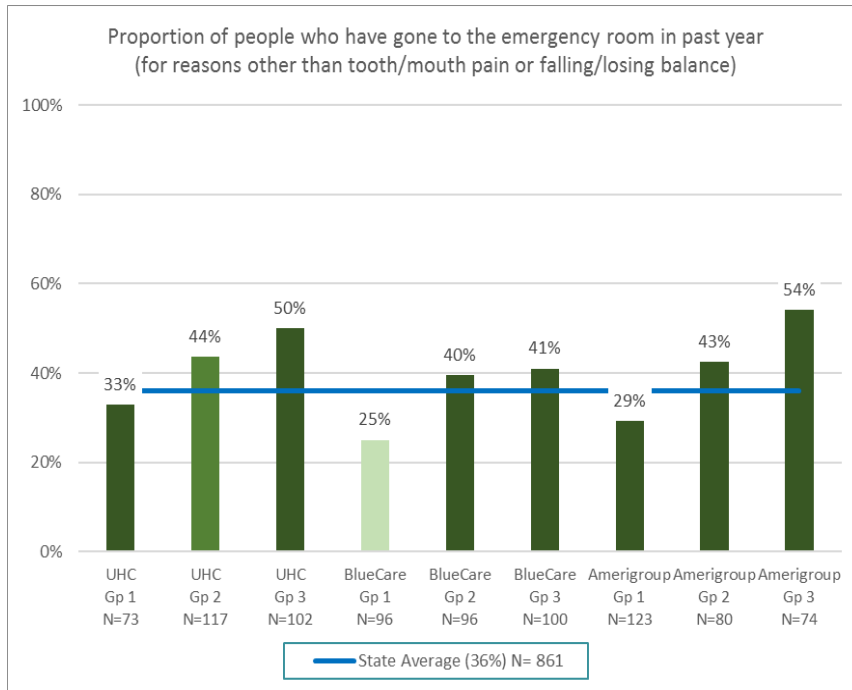
Graph 70. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year



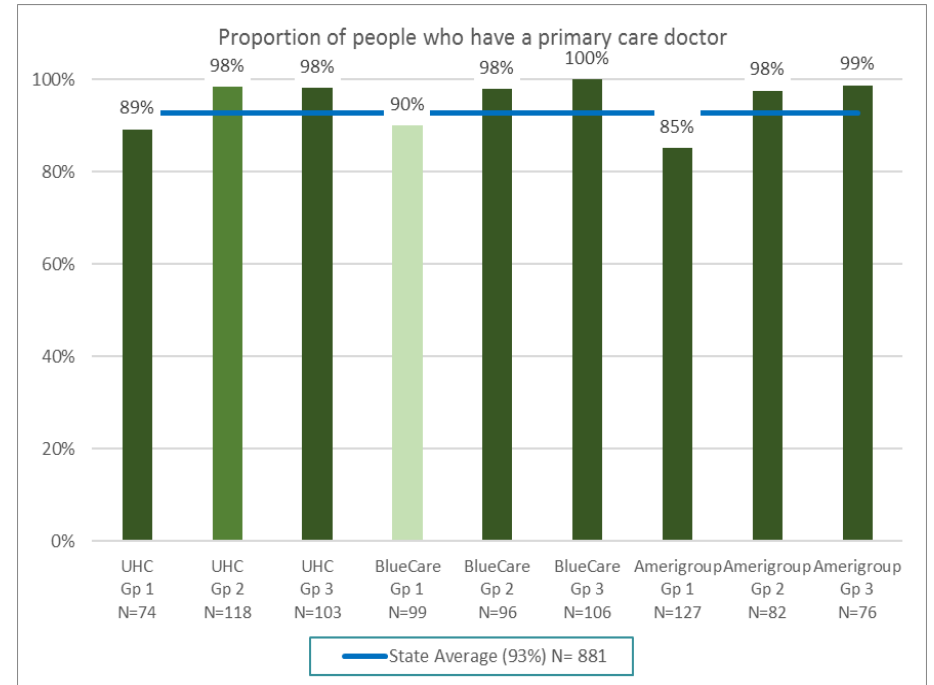
Graph 71. Proportion of people who have gone to the emergency room for falling or losing balance in past year



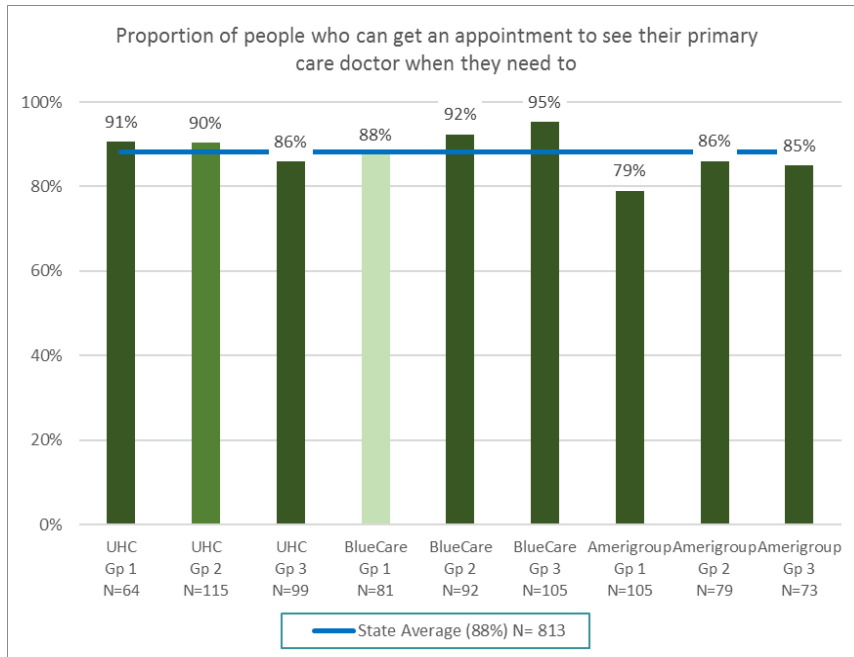
Graph 72. Proportion of people who have gone to the emergency room in past year (for reasons other than tooth/mouth pain or falling/losing balance)



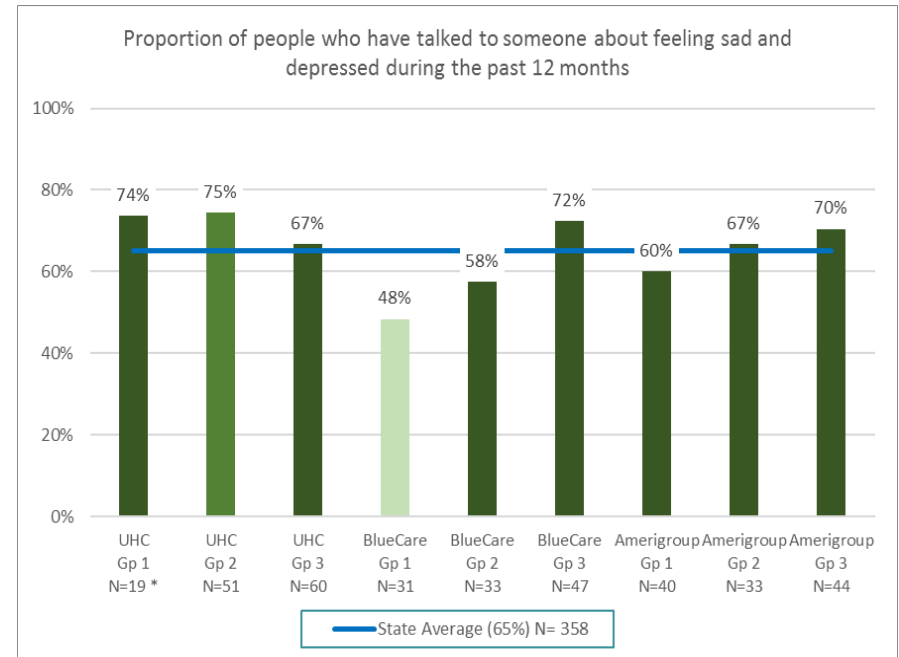
Graph 73. Proportion of people who have a primary care doctor



Graph 74. Proportion of people who can get an appointment to see their primary care doctor when they need to

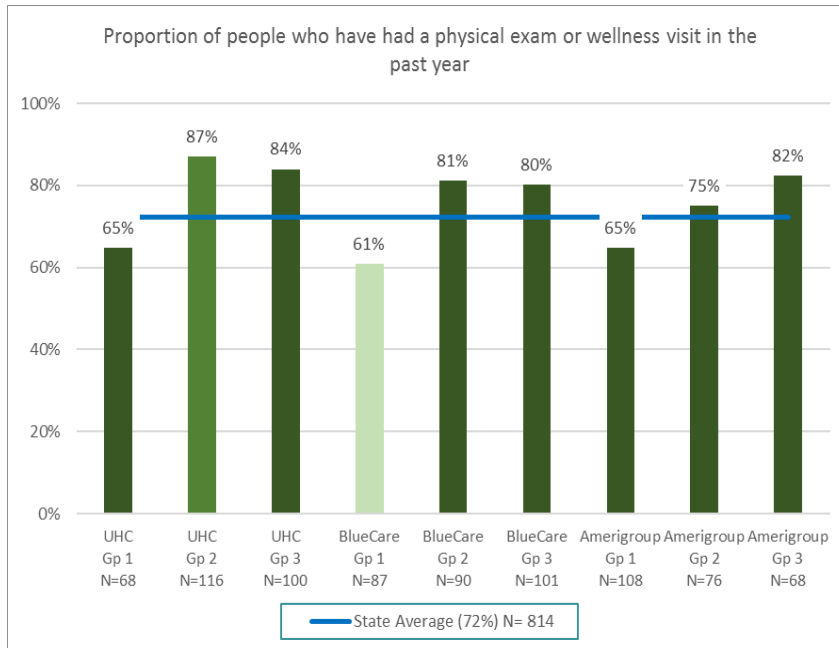


Graph 75. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)

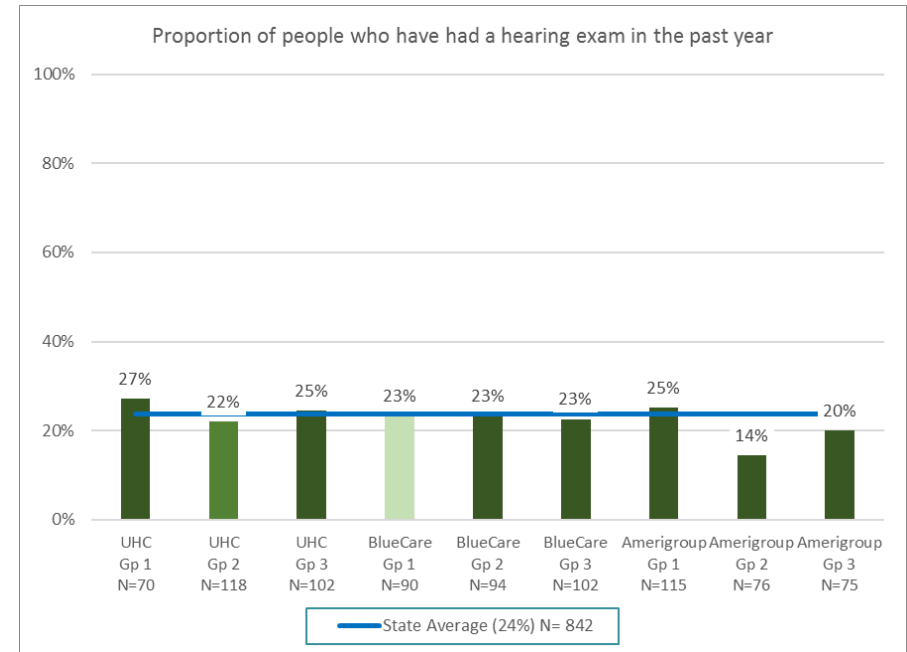




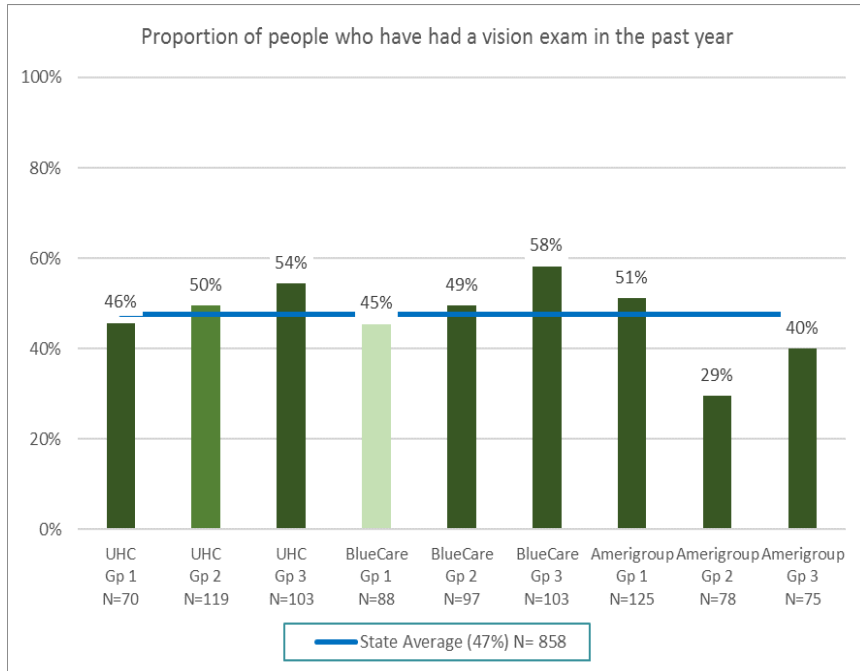
Graph 76. Proportion of people who have had a physical exam or wellness visit in the past year



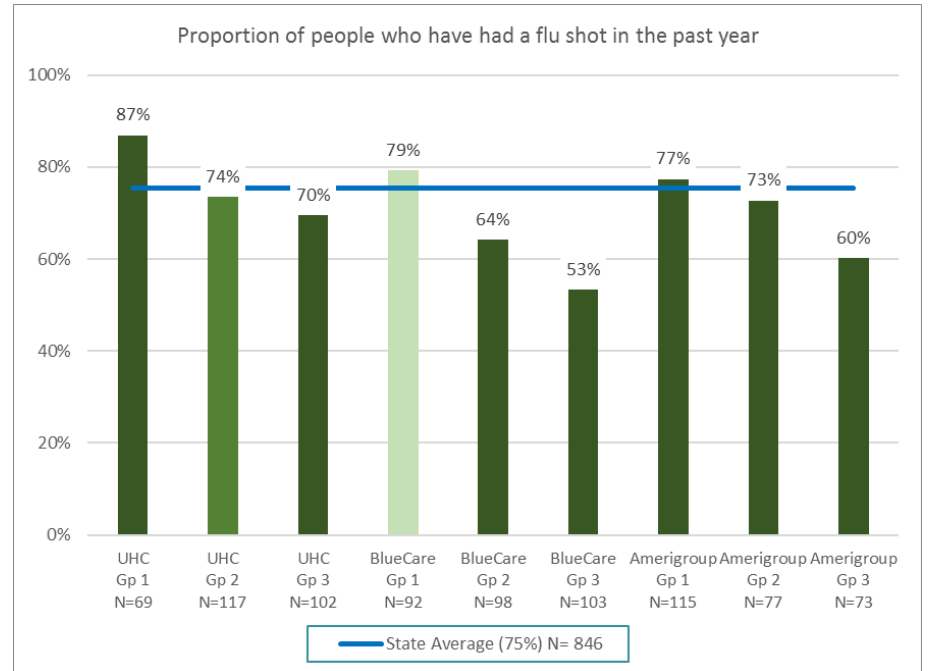
Graph 77. Proportion of people who have had a hearing exam in the past year



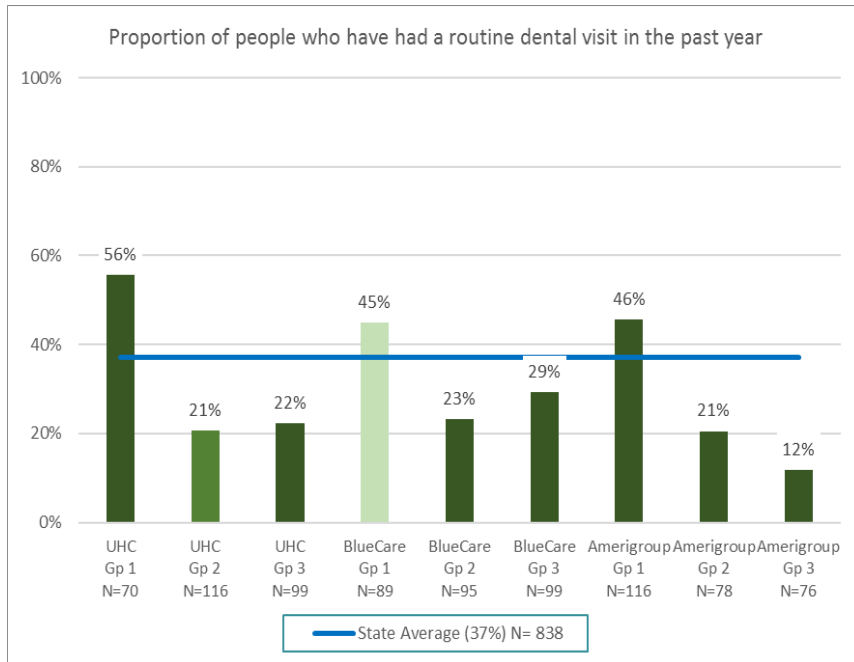
Graph 78. Proportion of people who have had a vision exam in the past year



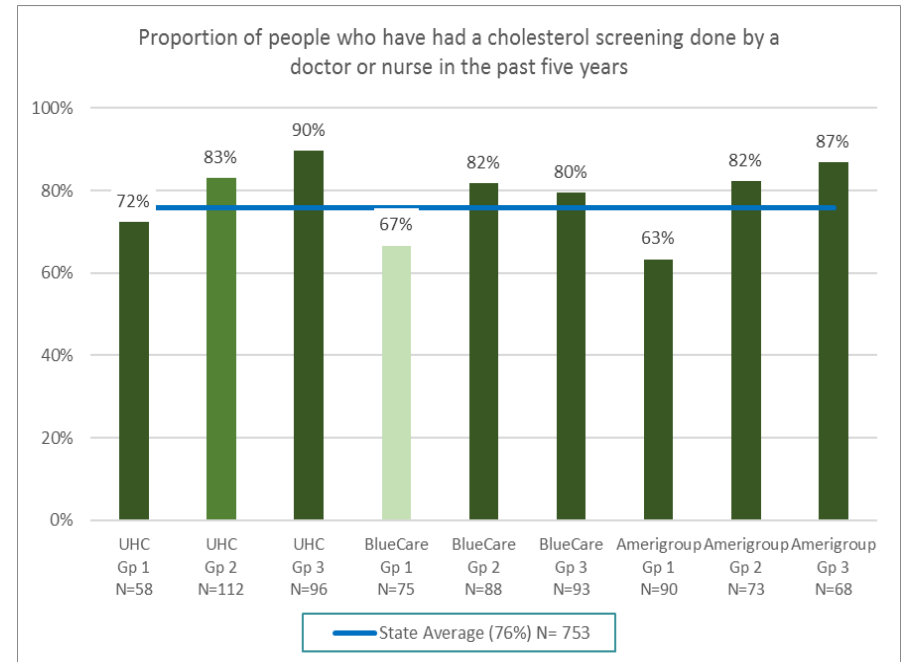
Graph 79. Proportion of people who have had a flu shot in the past year



Graph 80. Proportion of people who have had a routine dental visit in the past year



Graph 81. Proportion of people who have had a cholesterol screening done by a doctor or nurse in the past five years



## Wellness

People are supported to maintain health.

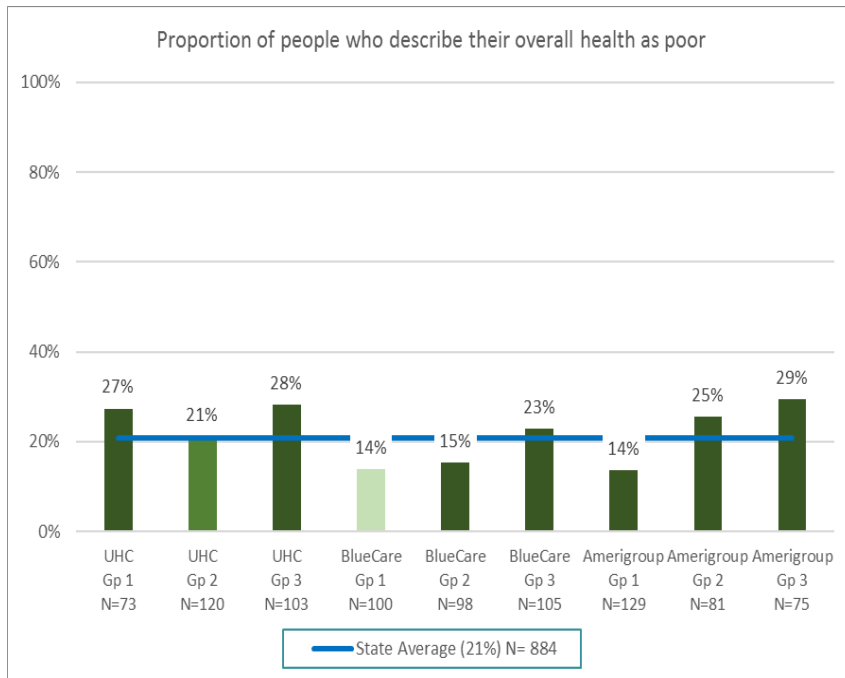
There are two Wellness indicators measured by the NCI-AD Adult Consumer Survey:

1. The proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.

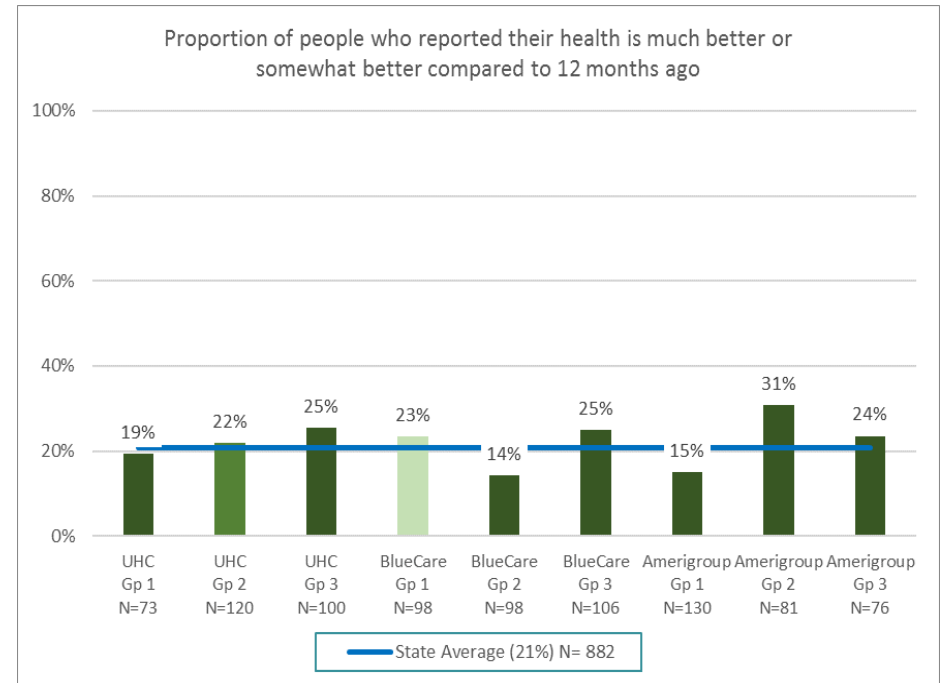
There are four survey items that correspond to the Wellness domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

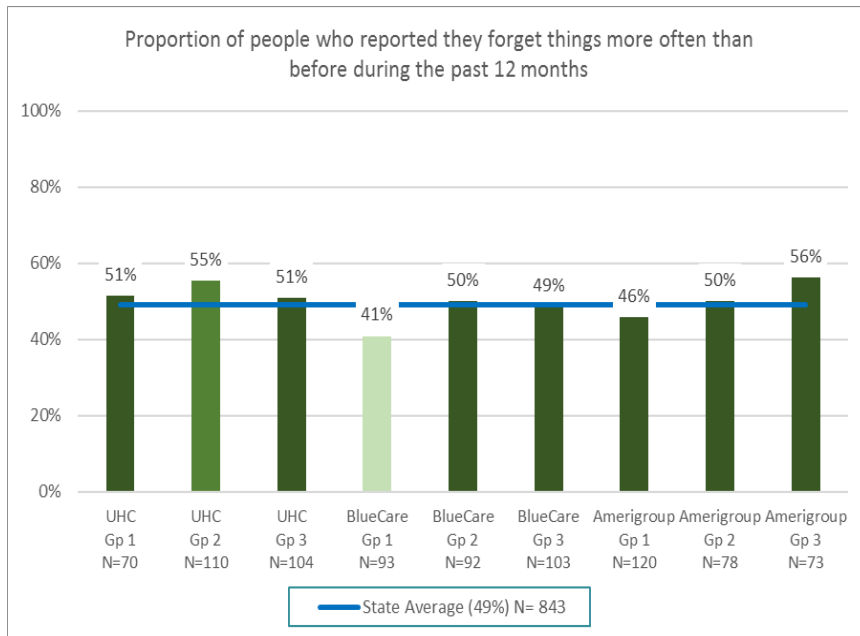
Graph 82. Proportion of people who describe their overall health as poor



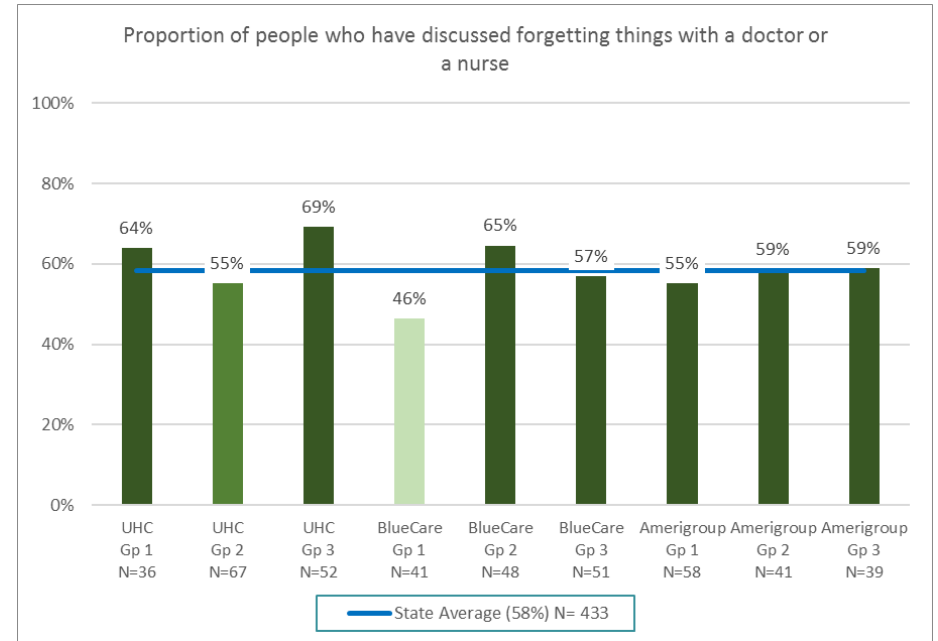
Graph 83. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



Graph 84. Proportion of people who reported they forget things more often than before during the past 12 months



Graph 85. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)



## Medications

Medications are managed effectively and appropriately.

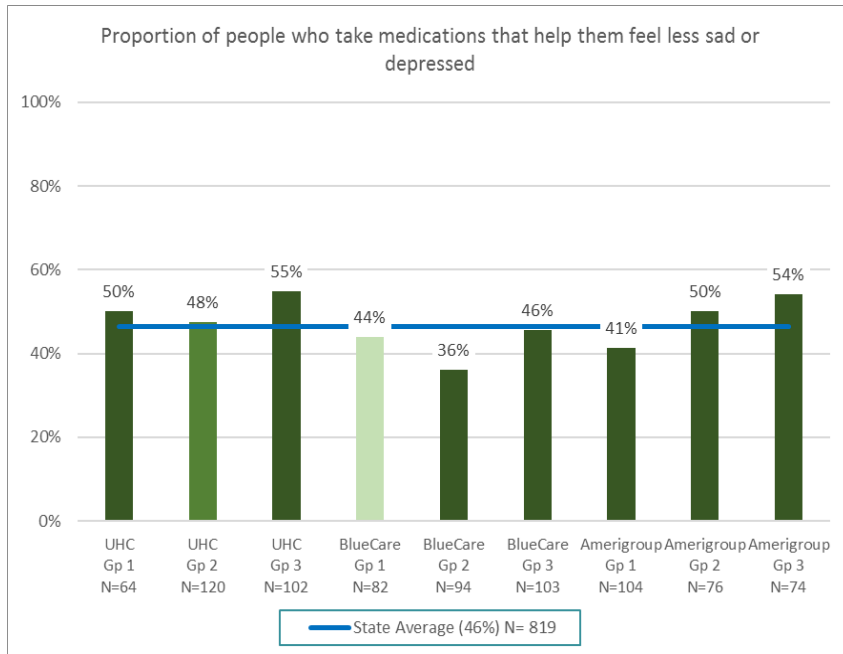
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people taking medications that help them feel less sad/depressed.
2. Proportion of people who know what their medications are for.

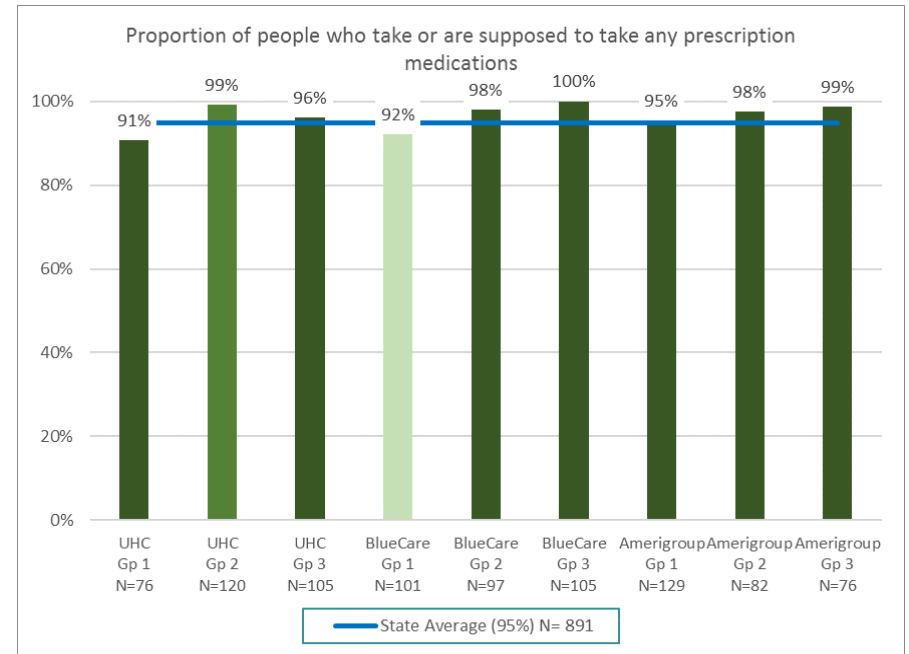
There are three survey items that correspond to the Medication domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

Graph 86. Proportion of people who take medications that help them feel less sad or depressed

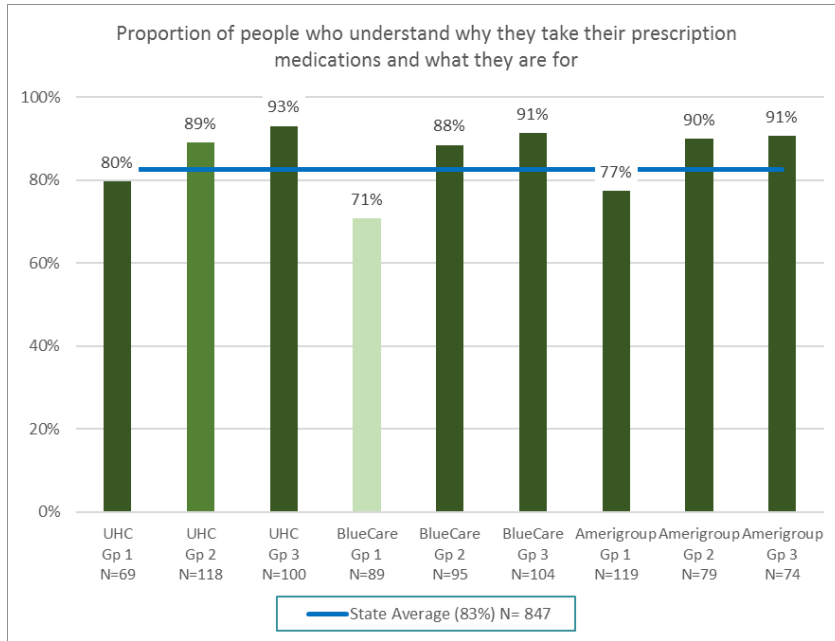


Graph 87. Proportion of people who take or are supposed to take any prescription medications





Graph 88. Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)



## Rights and Respect

People receive the same respect and protections as others in the community.

There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people whose basic rights are respected by others.
2. Proportion of people whose staff/worker/caregiver treat them with respect.

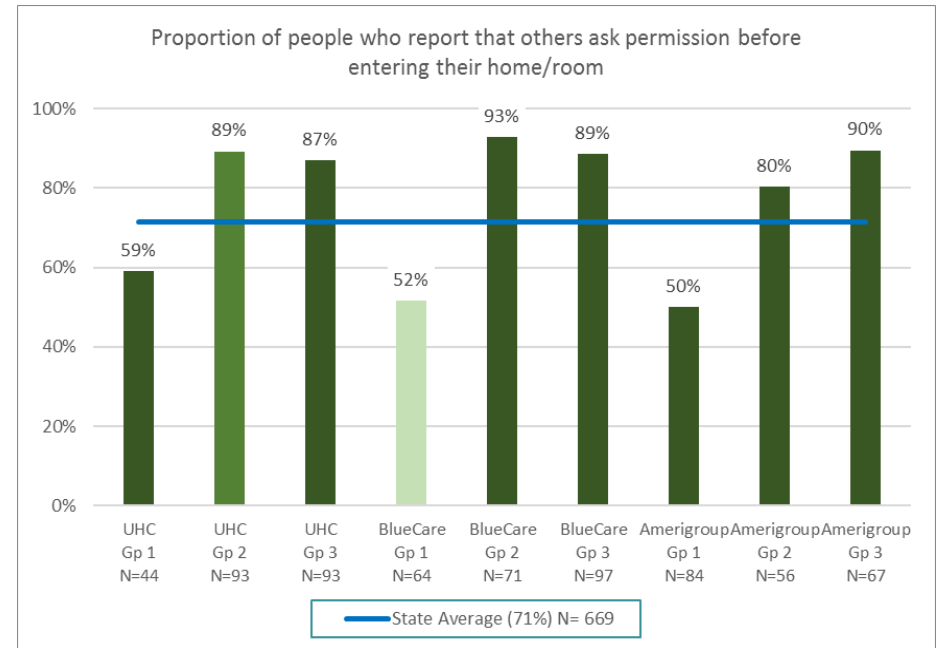
There are nine survey items that correspond to the Rights and Respect domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

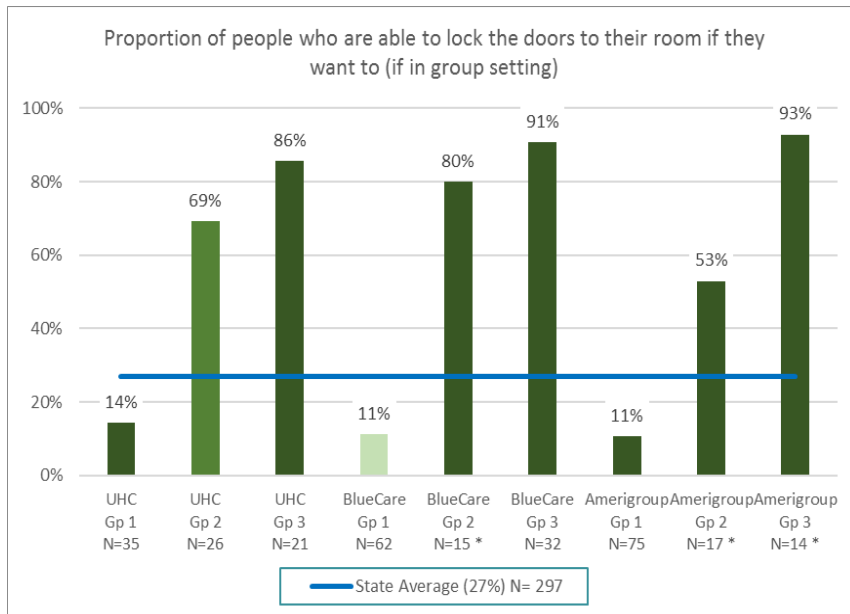
Graph 89. Proportion of people who feel that their paid support staff treat them with respect



Graph 90. Proportion of people who report that others ask permission before entering their home/room

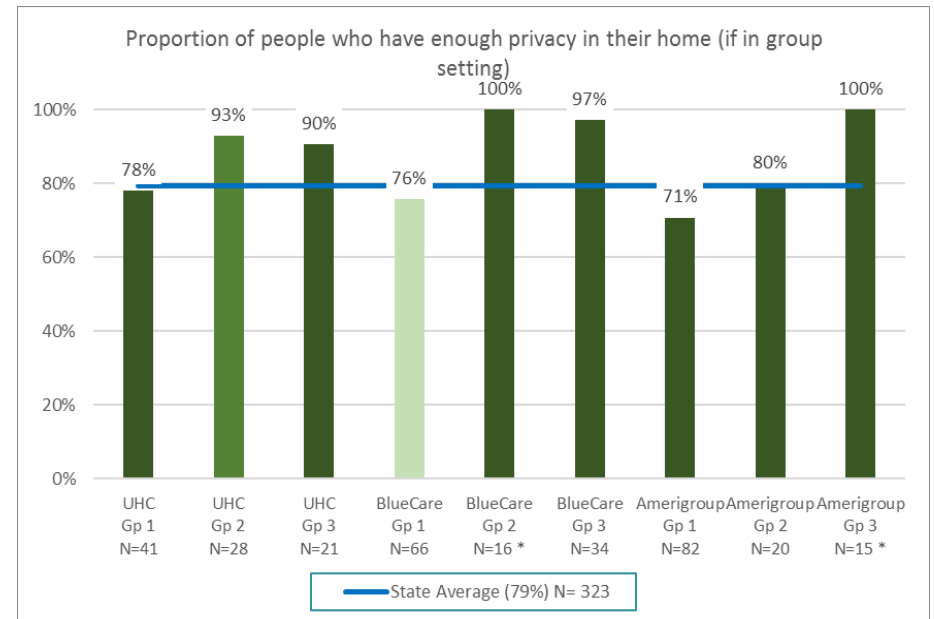


Graph 91. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)



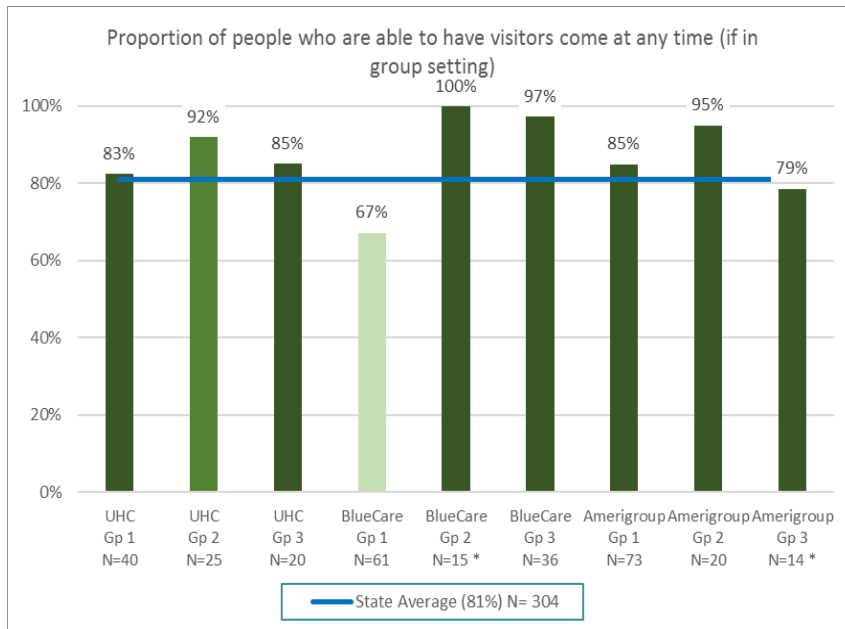
\* Very small number of responses

Graph 92. Proportion of people who have enough privacy in their home (if in group setting)



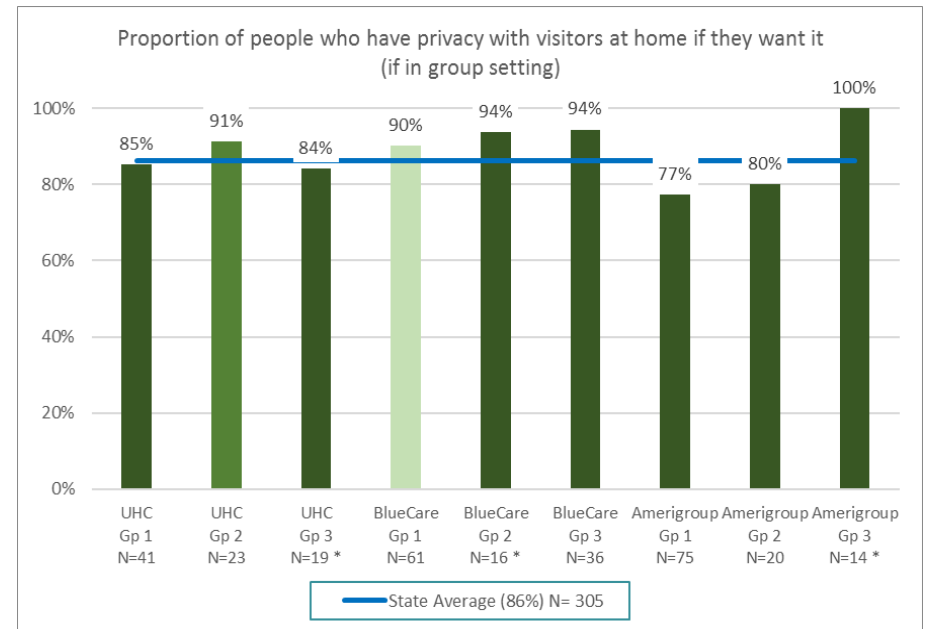
\* Very small number of responses

Graph 93. Proportion of people who are able to have visitors come at any time (if in group setting)



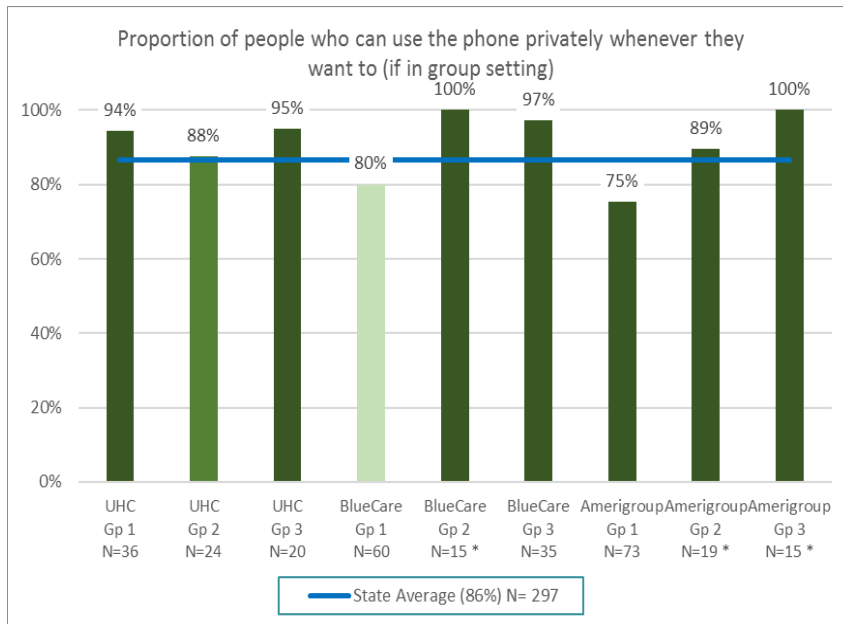
\* Very small number of responses

Graph 94. Proportion of people who have privacy with visitors at home if they want it (if in group setting)



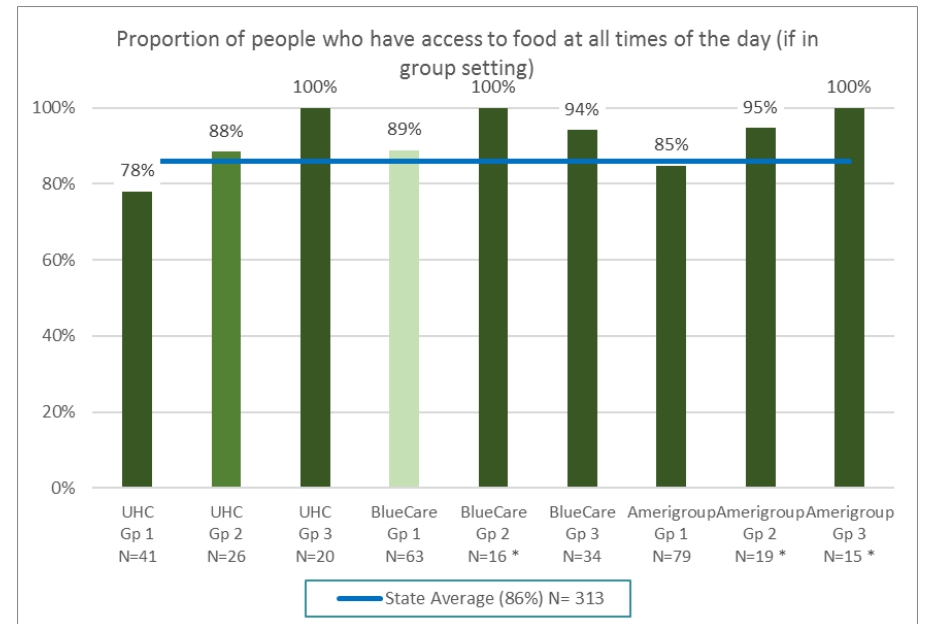
\* Very small number of responses

Graph 95. Proportion of people who can use the phone privately whenever they want to (if in group setting)



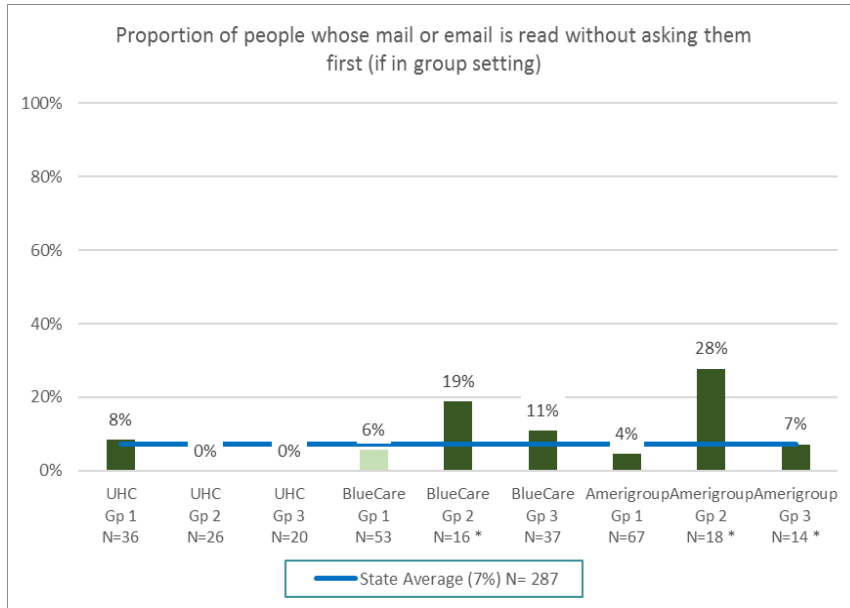
\* Very small number of responses

Graph 96. Proportion of people who have access to food at all times of the day (if in group setting)



\* Very small number of responses

Graph 97. Proportion of people whose mail or email is read without asking them first (if in group setting)



\* Very small number of responses

## Self-Direction of Care

People have authority and are supported to direct and manage their own services.

There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

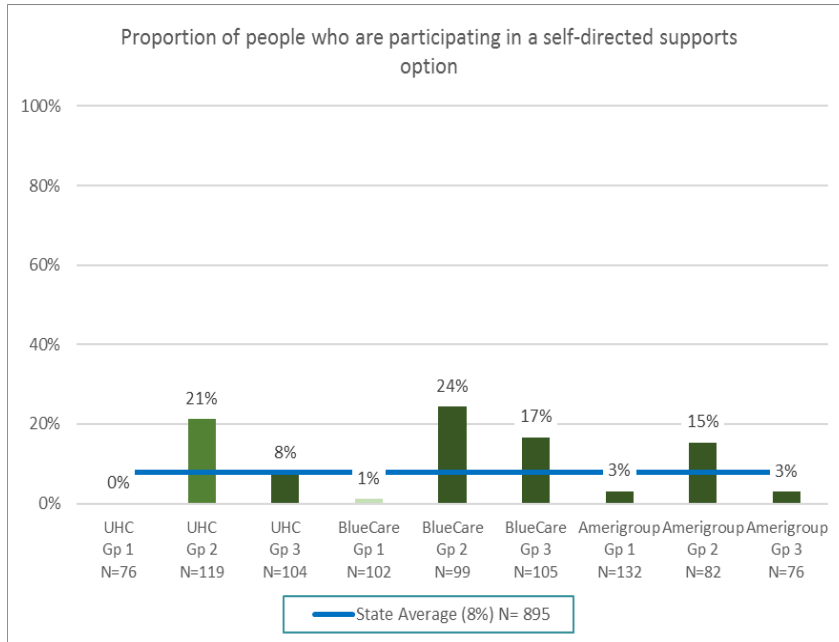
1. Proportion of people self-directing.
2. Proportion of people who can choose or change the kind of services they receive and who provides them.

There are three survey items that correspond to the Self-Direction of Care domain. Proportion of people self-directing is derived from state administrative records.

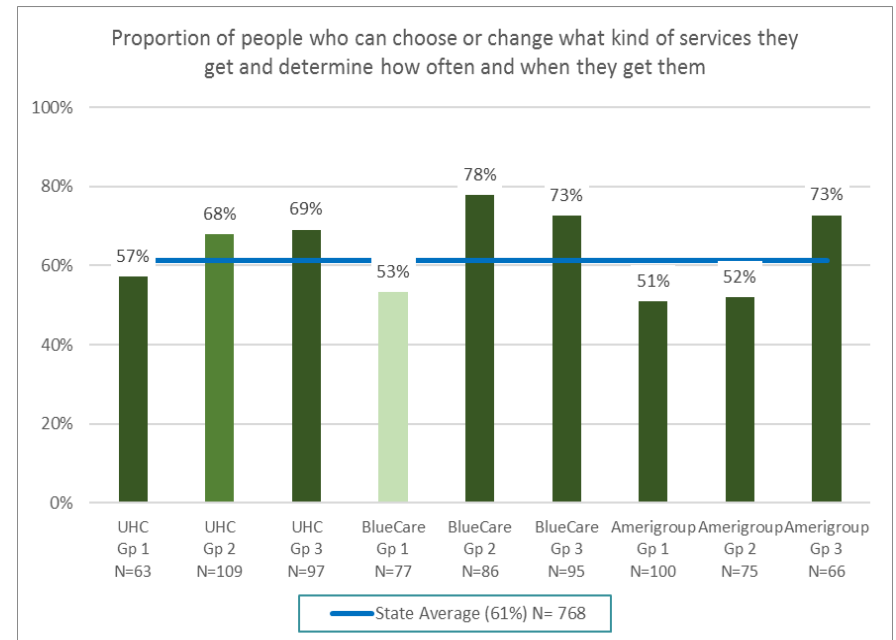
Un-collapsed data for state and MCOs/Groups are shown in Appendix B.



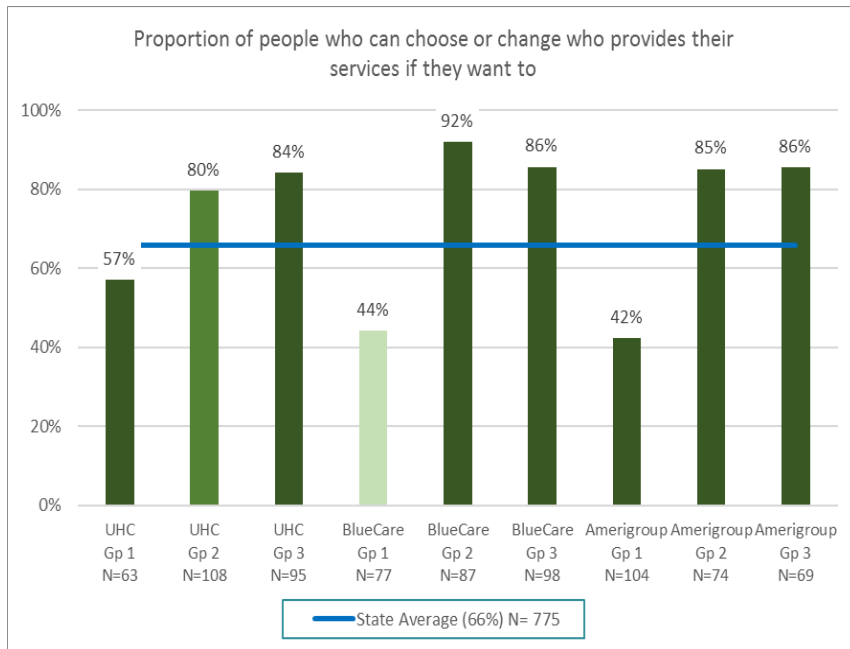
Graph 98. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)



Graph 99. Proportion of people who can choose or change what kind of services they get and determine how often and when they get them



Graph 100. Proportion of people who can choose or change who provides their services if they want to



## Work

People have support to find and maintain community integrated employment if they want it.

There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have a paid job.
2. Proportion of people whose job pays at least minimum wage<sup>5</sup>.
3. Proportion of people who would like a job.
4. Proportion of people who have had job search assistance.
5. Proportion of people who volunteer.

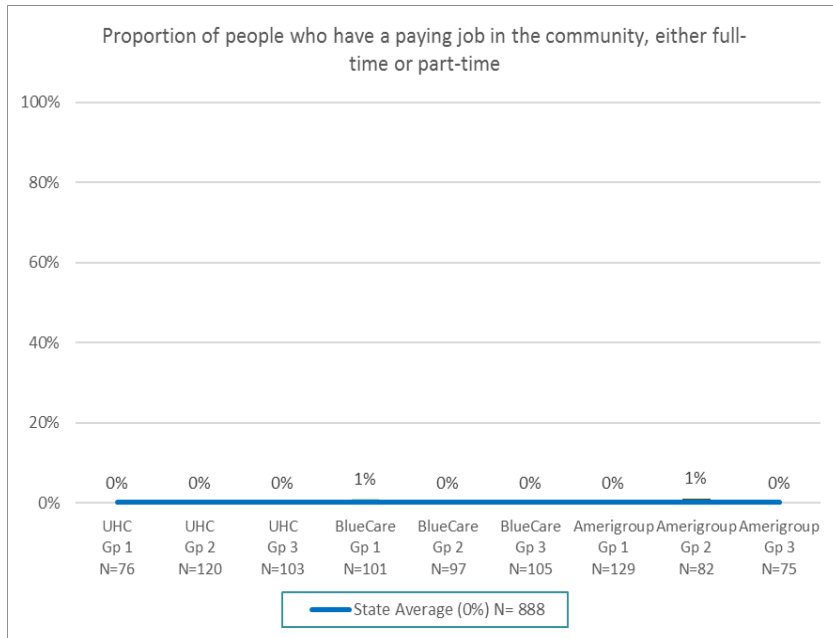
There are five survey items that correspond to the Work domain.

Un-collapsed for state and MCOs/Groups are shown in Appendix B.

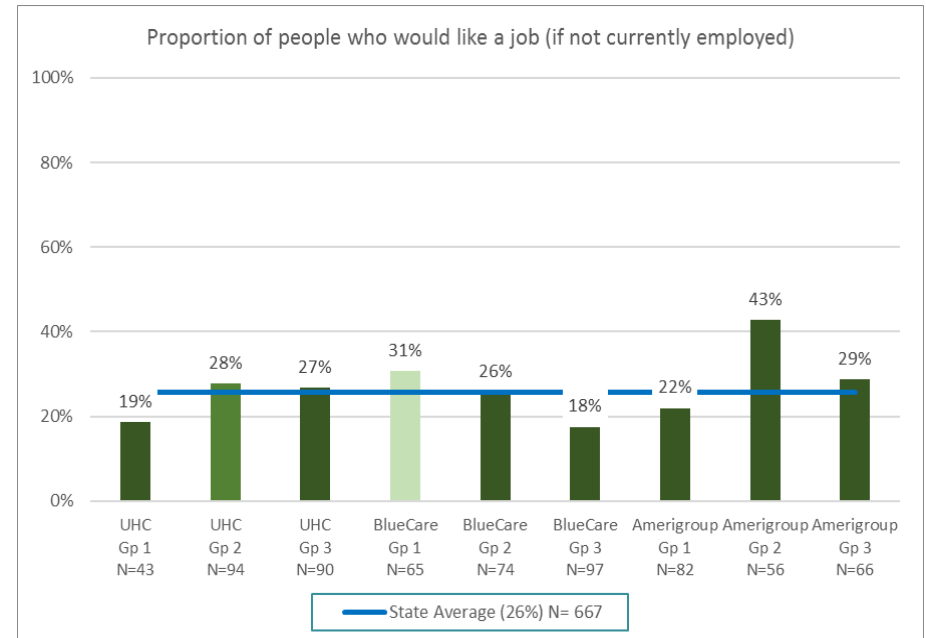
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<sup>5</sup> Data not shown due to very small numbers

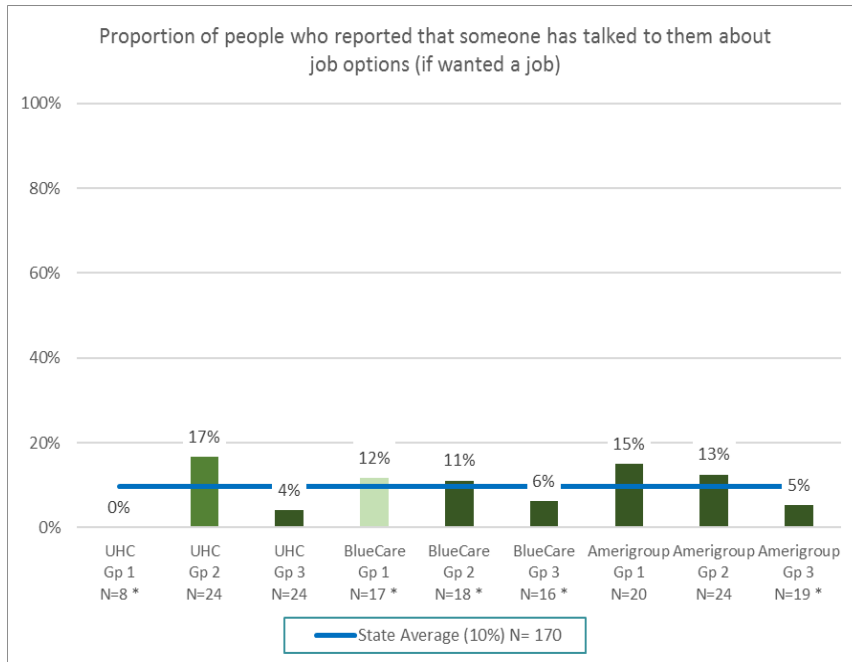
Graph 101. Proportion of people who have a paying job in the community, either full-time or part-time



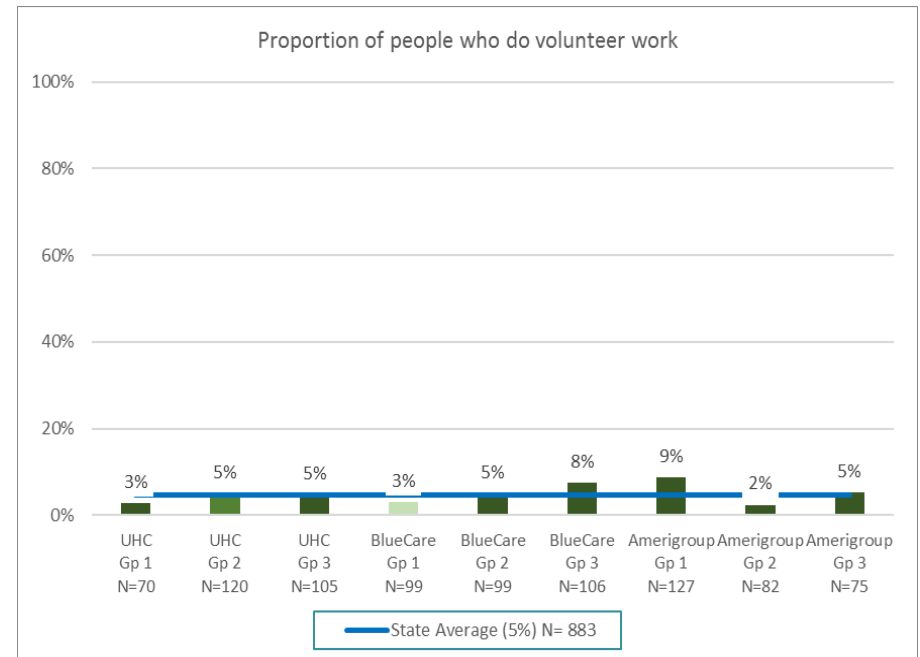
Graph 102. Proportion of people who would like a job (if not currently employed)



Graph 103. Proportion of people who reported that someone has talked to them about job options (if wanted a job)



Graph 104. Proportion of people who do volunteer work



## Everyday Living

### People have enough supports for everyday living.

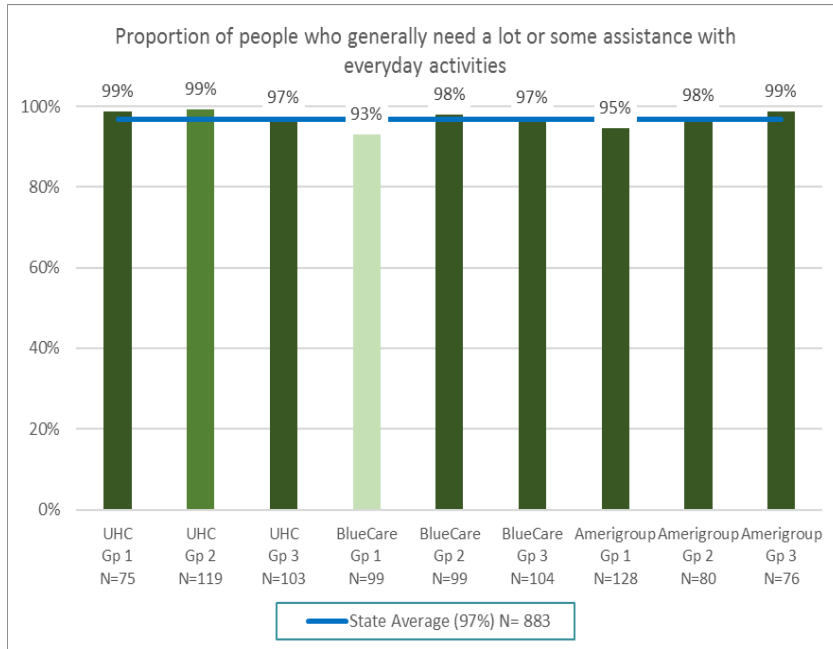
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and IADLs (cleaning, laundry, etc.)
2. Proportion of people who have access to healthy foods.

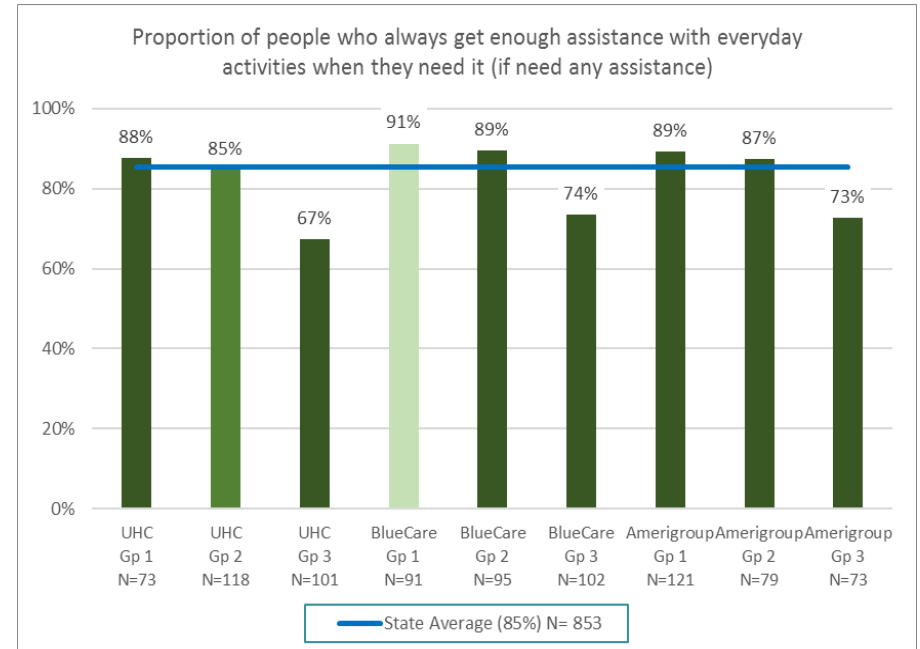
There are five survey items that correspond to the Everyday Living domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

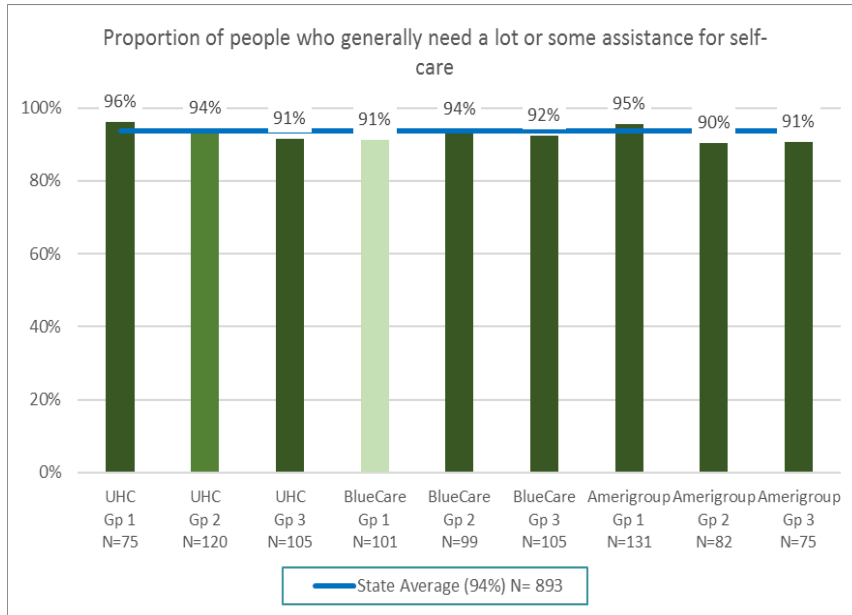
Graph 105. Proportion of people who generally need a lot or some assistance with everyday activities (things like preparing meals, housework, shopping or taking their medications)



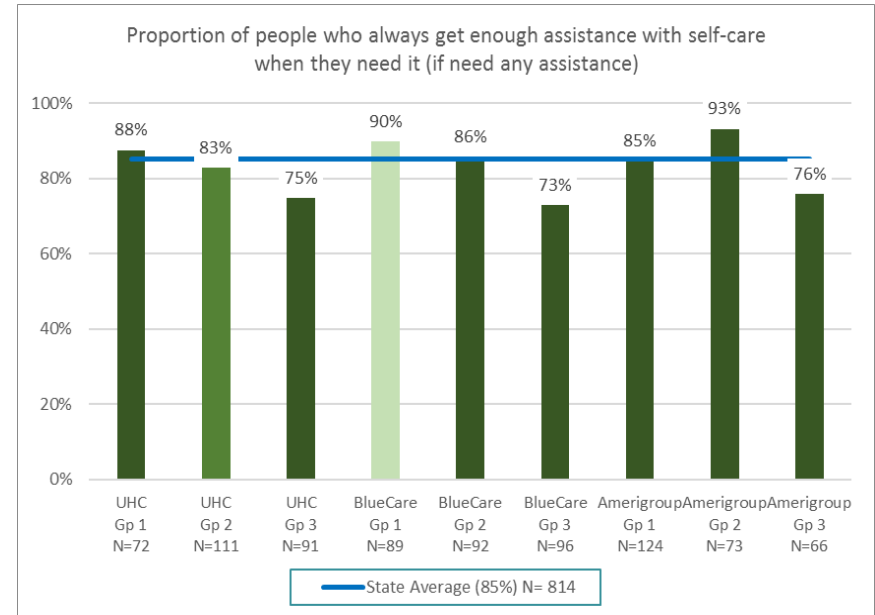
Graph 106. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)



Graph 107. Proportion of people who generally need a lot or some assistance for self-care (things like bathing, dressing, going to the bathroom, eating, or moving around their home)

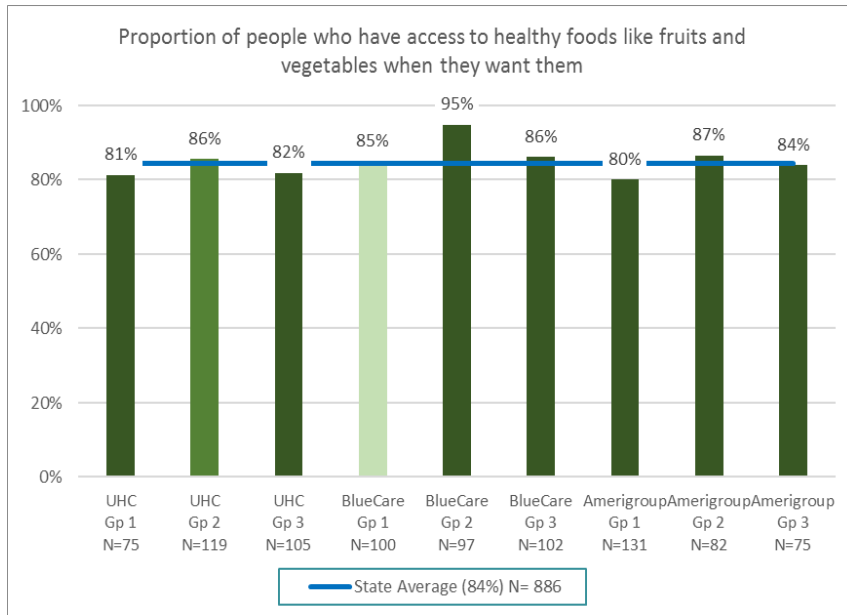


Graph 108. Proportion of people who always get enough assistance with self-care when they need it (if need any assistance) (things like bathing, dressing, going to the bathroom, eating, or moving around their home)





Graph 109. Proportion of people who have access to healthy foods like fruits and vegetables when they want them



## Affordability

People have enough available resources.

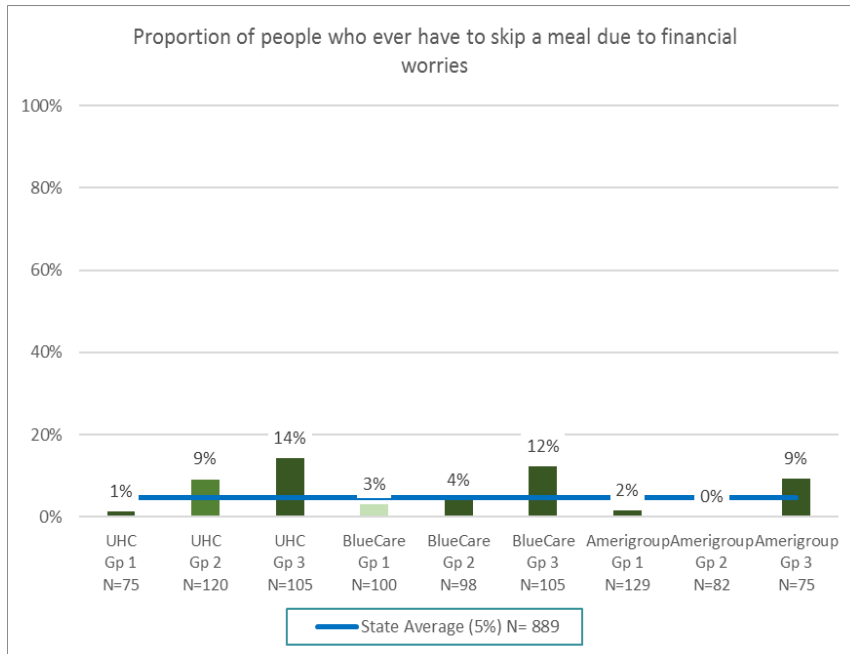
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have ever had to cut back on food because of money.

There is one survey item that corresponds to the Affordability domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

Graph 110. Proportion of people who ever have to skip a meal due to financial worries



## Planning for future

People have support to plan and make decision about the future.

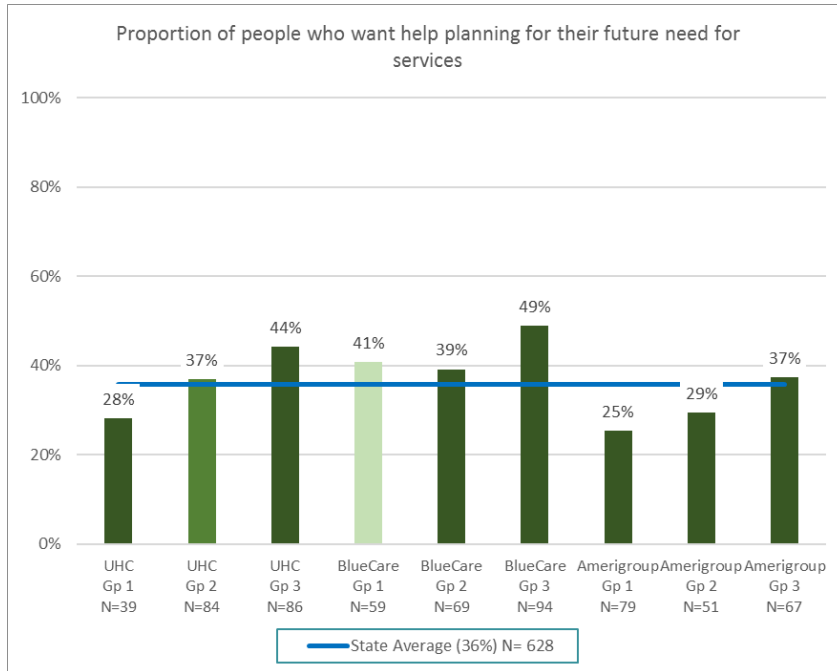
There are two Planning for Future indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who want help planning for future need for services.
2. Proportion of people who have decision-making assistance.

There are two survey items that correspond to the Planning for Future domain.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

Graph 111. Proportion of people who want help planning for their future need for services



## Control

### People feel in control of their lives

There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel in control of their lives.

There is one survey item that corresponds to the Control domain.

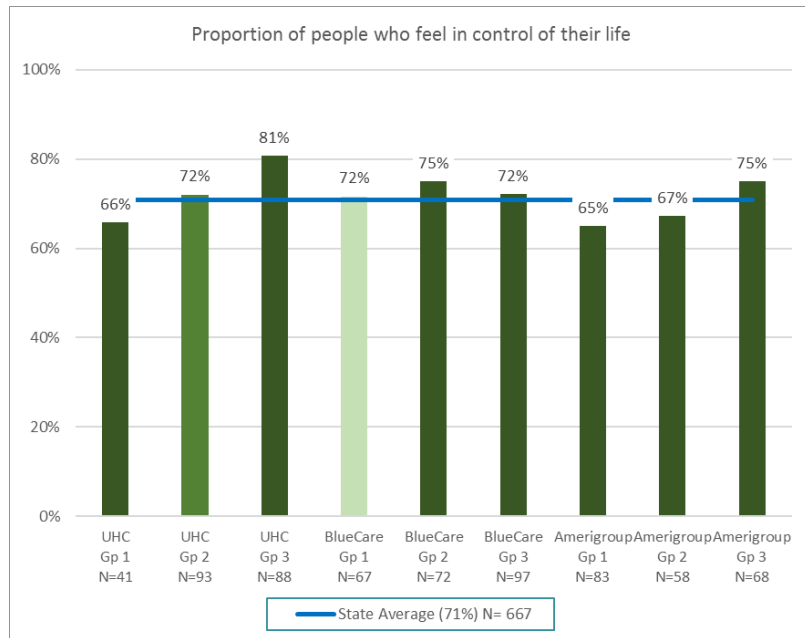
This section also includes presentation of results on a ranking of what is most important to people surveyed<sup>6</sup>.

Un-collapsed data for state and MCOs/Groups are shown in Appendix B.

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<sup>6</sup> Data shown in Appendix B only

Graph 112. Proportion of people who feel in control of their life



## Appendix A

### Rules for Recoding and Collapsing Responses



Below is a table that details collapsing and recoding logic for indicators that were measured using anything other than a “Yes/No” binary response. The number in the third column refers to the table number in the report where the indicator can be found. Unless otherwise stated, “don’ know” and “unclear/refused” responses are excluded from both numerator and denominator.

Table A1. Outcome Variables – Collapsing Rules

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Community Participation	Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to	1	Collapse “No” and “Sometimes”
	Proportion of people who get up and go to bed at the time they want	3	Collapse “Some days, sometimes” and “No, never”
Choice and Decision Making	Proportion of people who can eat their meals when they want	4	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)	5	Collapse “In-between, able to decide some ways” and “No”
Relationships	Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)	6	Collapse “Most of the time, usually, or some family and/or friends” and “No, or only sometimes”
	Proportion of people who sometimes or often feel lonely, sad or depressed	7	Collapse “Often” and “Sometimes”; Collapse “Not often” and “Never or almost never”
Satisfaction	Proportion of people who like where they are living	8	Collapse “In-between, most of the time” and “No”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Service Coordination	Proportion of people who would prefer to live somewhere else	9	Collapse “Yes” and “Maybe”
	Proportion of people who like how they usually spend their time during the day	10	Collapse “Yes, always, or almost always” and “Some days, sometimes”
	Proportion of people whose paid support staff change too often	11	Collapse “Yes” and “Some, or sometimes”
	Proportion of people whose paid support staff do things the way they want them done	12	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people who know whom to call if they have a complaint about their services	13	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
	Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports	14	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
	Proportion of people who can reach their case manager/ care coordinator when they need to (if they know they have a case manager/ care coordinator)	15	Collapse “No, or only sometimes” and “Most of the time, usually”
	Proportion of people whose paid support staff show up and leave when they are supposed to	16	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people whose services meet all their needs and goals	19	Collapse “No, not at all, needs or goals are not met”, “Somewhat, some needs and goals” and “Mostly, most needs and goals”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Care Coordination	Proportion of people whose family member (unpaid or paid) is the person who helps them most often	21	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people whose family member (unpaid or paid) provides additional assistance	22	Add percentages for “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who stayed overnight in a hospital or rehab facility (and were discharged to go home) in past year	23	Collapse “Yes, hospital” and “Yes, rehab/nursing facility”
	Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehab facility (if occurred in the past year)	24	Collapse “No” and “In-between”
	Proportion of people who reported they know how to manage their chronic conditions	27	Collapse “No” and “In-between, or some conditions”
	Proportion of people who have transportation when they want to do things outside of their home	28	Collapse “No” and “Sometimes”
Access	Proportion of people who have transportation to get to medical appointments when they need to	29	Collapse “No” and “Sometimes”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
	Proportion of people who receive information about their services in the language they prefer (if non-English)	30	Collapse “No” and “Some information”
	Proportion of people who feel safe at home	63	Collapse “Rarely or never” and “Most of the time”
	Proportion of people who feel safe around their paid support staff	64	Collapse “No, never or rarely” and “Some, or usually but not always”
	Proportion of people who are ever worried for the security of their personal belongings	65	Collapse “Yes, often” and “Sometimes”
Safety	Proportion of people whose money was taken or used without their permission	66	“Maybe, not sure” response treated as “don’t know” and excluded from both numerator and denominator
	Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)	67	Collapse “Yes, often” and “Sometimes”
	Proportion of people who can get an appointment to see their primary care doctor when they need to	74	Collapse “Sometimes or rarely” and “Usually”
Health Care	Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)	75	Collapse “Yes, friend”, “Yes, family member” and “Yes, doctor or nurse”
Wellness	Proportion of people who describe their overall health as poor	82	Collapse “Excellent”, “Very good”, “Good” and “Fair”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Medications	Proportion of people whose who reported their health has gotten much better or somewhat better compared to 12 months ago	83	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)	88	Collapse “No” and “In-between, or some medications”
	Proportion of people who feel that their paid support staff treat them with respect	89	Collapse “No, never or rarely” and “Some, or usually”
Rights and Respect	Proportion of people who get asked permission before people enter their home/room	90	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy in their home (if in group setting)	92	Collapse “No, never or rarely” and “Usually”
	Proportion of people who have privacy with visitors at home if they want it (if in group setting)	94	Collapse “No, never or rarely” and “Usually”
Self-Direction of Care	Proportion of people who can use the phone privately whenever they want to (if in group setting)	95	Collapse “No, never or rarely” and “Usually”
	Proportion of people who can choose or change what kind of services they get and determine how often and when they get them	99	Collapse “No” and “Sometimes, or some services”

Domain	Indicator	Graph #	Recoding/Collapsing Logic
Work	Proportion of people who can choose or change who provides their services if they want to	100	Collapse “No” and “Sometimes, or some services”
	Proportion of people who have a paying job in the community, either full-time or part-time	101	Collapse “Yes, full time” and “Yes, part time”
	Proportion of people who would like a job (if not currently employed)	102	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who generally need a lot or some assistance with everyday activities (Things like preparing meals, housework, shopping or taking their medications)	105	Collapse “A lot” and “Some”
Everyday Living	Proportion of people who generally need a lot or some assistance with self-care (Things like bathing, dressing, going to the bathroom, eating, or moving around their home)	107	Collapse “A lot” and “Some”
	Proportion of people who have access to healthy foods like fruits and vegetables when they want them	109	Collapse “No, never” and “Sometimes”
Affordability	Proportion of people who ever have to skip a meal due to financial worries	110	Collapse “Yes, often” and “Sometimes”
Control	Proportion of people who feel in control of their life	112	Collapse “No” and “In-between”

## Appendix B

Un-collapsed and un-weighted data by MCO/Group

## Demographic Tables

Table 1. Average age (reported for those under 90)

	Average Age	N
<b>UnitedHealthCare Group 1</b>	73.5	63
<b>UnitedHealthCare Group 2</b>	64.9	104
<b>UnitedHealthCare Group 3</b>	65.6	98
<b>BlueCare Group 1</b>	70.9	83
<b>BlueCare Group 2</b>	66.7	87
<b>BlueCare Group 3</b>	68.0	98
<b>Amerigroup Group 1</b>	73.6	115
<b>Amerigroup Group 2</b>	65.8	79
<b>Amerigroup Group 3</b>	67.2	70
<b>Sample Average</b>	68.4	797

Table 2. Proportion of individuals 90 years of age and over

	Under 90	90 and Over	N
<b>UnitedHealthCare Group 1</b>	82%	18%	77
<b>UnitedHealthCare Group 2</b>	87%	13%	120
<b>UnitedHealthCare Group 3</b>	93%	7%	105
<b>BlueCare Group 1</b>	81%	19%	102
<b>BlueCare Group 2</b>	87%	13%	100
<b>BlueCare Group 3</b>	92%	8%	107
<b>Amerigroup Group 1</b>	86%	14%	134
<b>Amerigroup Group 2</b>	96%	4%	82
<b>Amerigroup Group 3</b>	92%	8%	76
<b>Sample Average</b>	88%	12%	903



Table 3. Gender: proportion female

	Male	Female	Other	Don't Know	N
UnitedHealthCare Group 1	23%	77%	0%	0%	77
UnitedHealthCare Group 2	29%	71%	0%	0%	119
UnitedHealthCare Group 3	32%	68%	0%	0%	105
BlueCare Group 1	28%	71%	0%	1%	102
BlueCare Group 2	27%	73%	0%	0%	101
BlueCare Group 3	24%	76%	0%	0%	107
Amerigroup Group 1	27%	73%	0%	0%	134
Amerigroup Group 2	43%	57%	0%	0%	82
Amerigroup Group 3	26%	74%	0%	0%	76
Sample Average	29%	71%	0%	0%	903

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't know	N
UnitedHealthCare Group 1	0%	0%	27%	0%	73%	0%	0%	0%	77
UnitedHealthCare Group 2	1%	2%	27%	0%	69%	1%	0%	2%	120
UnitedHealthCare Group 3	1%	1%	27%	0%	70%	0%	0%	2%	105
BlueCare Group 1	0%	0%	18%	0%	63%	4%	0%	15%	101
BlueCare Group 2	2%	1%	33%	0%	58%	1%	0%	7%	99
BlueCare Group 3	0%	0%	41%	1%	51%	1%	1%	7%	107
Amerigroup Group 1	0%	0%	25%	0%	75%	0%	0%	0%	134
Amerigroup Group 2	0%	0%	33%	0%	68%	0%	0%	0%	82
Amerigroup Group 3	0%	0%	24%	0%	76%	0%	0%	0%	76
Sample Average	0%	0%	28%	0%	67%	1%	0%	4%	901

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
UnitedHealthCare Group 1	11%	14%	18%	48%	8%	71
UnitedHealthCare Group 2	21%	15%	25%	35%	4%	107
UnitedHealthCare Group 3	20%	18%	26%	35%	1%	84
BlueCare Group 1	25%	12%	18%	37%	8%	102
BlueCare Group 2	25%	11%	26%	37%	2%	101
BlueCare Group 3	17%	14%	26%	41%	2%	107
Amerigroup Group 1	20%	11%	17%	50%	3%	133
Amerigroup Group 2	29%	23%	17%	30%	0%	82
Amerigroup Group 3	17%	20%	25%	37%	1%	76
Sample Average	21%	15%	22%	39%	3%	863

Table 6. Primary language

	English	Spanish	Other	Don't know	N
UnitedHealthCare Group 1	88%	0%	1%	10%	77
UnitedHealthCare Group 2	93%	1%	3%	3%	120
UnitedHealthCare Group 3	96%	0%	0%	4%	105
BlueCare Group 1	77%	0%	1%	22%	101
BlueCare Group 2	96%	0%	0%	4%	101
BlueCare Group 3	95%	0%	0%	5%	107
Amerigroup Group 1	98%	0%	1%	1%	134
Amerigroup Group 2	100%	0%	0%	0%	82
Amerigroup Group 3	99%	1%	0%	0%	76
Sample Average	94%	0%	1%	5%	903

Table 7. Preferred means of communication

	Spoken	Gestures or Body language	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
UnitedHealthCare Group 1	83%	13%	0%	0%	1%	3%	71
UnitedHealthCare Group 2	93%	5%	1%	0%	0%	1%	106
UnitedHealthCare Group 3	99%	1%	0%	0%	0%	0%	82
BlueCare Group 1	75%	4%	1%	0%	0%	21%	102
BlueCare Group 2	77%	6%	1%	0%	1%	15%	101
BlueCare Group 3	83%	1%	5%	0%	0%	11%	106
Amerigroup Group 1	90%	7%	0%	1%	1%	1%	134
Amerigroup Group 2	96%	4%	0%	0%	0%	0%	82
Amerigroup Group 3	97%	3%	0%	0%	0%	0%	76
Sample Average	88%	5%	1%	0%	0%	6%	860

Table 8. Type of residential area<sup>7</sup>

	Metropolitan	Micropolitan	Rural	Small town	N
UnitedHealthCare Group 1	69%	19%	1%	9%	77
UnitedHealthCare Group 2	58%	25%	2%	13%	120
UnitedHealthCare Group 3	67%	16%	7%	10%	105
BlueCare Group 1	55%	19%	5%	19%	102
BlueCare Group 2	54%	16%	6%	22%	101
BlueCare Group 3	66%	16%	4%	12%	107
Amerigroup Group 1	69%	19%	1%	10%	134
Amerigroup Group 2	65%	24%	4%	7%	82
Amerigroup Group 3	58%	18%	3%	21%	76
Sample Average	63%	19%	4%	14%	904

<sup>7</sup> Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 9. Type of residence

	Own or Family Home	Group Home	Adult Family Home, Foster or Host Home	Assisted Living Facility	Nursing Facility	Homeless	Other	Don't Know	N
UnitedHealthCare Group 1	5%	0%	1%	1%	92%	0%	0%	0%	77
UnitedHealthCare Group 2	87%	0%	2%	4%	4%	0%	3%	0%	119
UnitedHealthCare Group 3	96%	0%	1%	1%	2%	0%	0%	0%	105
BlueCare Group 1	1%	0%	0%	2%	97%	0%	0%	0%	101
BlueCare Group 2	78%	0%	9%	3%	4%	0%	3%	3%	101
BlueCare Group 3	86%	1%	6%	2%	5%	0%	1%	0%	107
Amerigroup Group 1	3%	0%	0%	0%	97%	0%	0%	0%	134
Amerigroup Group 2	85%	0%	2%	4%	5%	0%	4%	0%	82
Amerigroup Group 3	88%	0%	1%	0%	7%	0%	3%	1%	76
Sample Average	58%	0%	2%	2%	36%	0%	1%	0%	902

Table 10. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	PCA's	Others (not family, friend, or PCA)	Other	N
UnitedHealthCare Group 1	3%	0%	3%	0%	0%	17%	79%	77
UnitedHealthCare Group 2	35%	10%	49%	1%	0%	1%	9%	120
UnitedHealthCare Group 3	45%	22%	33%	1%	0%	1%	3%	105
BlueCare Group 1	0%	1%	0%	0%	1%	94%	13%	101
BlueCare Group 2	30%	13%	50%	0%	1%	3%	4%	101
BlueCare Group 3	51%	7%	36%	2%	0%	5%	1%	107
Amerigroup Group 1	5%	1%	2%	0%	0%	86%	14%	133
Amerigroup Group 2	21%	21%	45%	0%	1%	12%	0%	82
Amerigroup Group 3	34%	21%	41%	0%	0%	5%	3%	76
Sample Average	25%	10%	28%	0%	0%	27%	13%	902

Table 11. Proportion of people whose address changed in the past 6 months

	No	Yes	Don't Know	N
UnitedHealthCare Group 1	90%	9%	1%	77
UnitedHealthCare Group 2	92%	8%	0%	119
UnitedHealthCare Group 3	90%	10%	0%	105
BlueCare Group 1	96%	4%	0%	101
BlueCare Group 2	96%	4%	0%	101
BlueCare Group 3	91%	9%	0%	107
Amerigroup Group 1	93%	5%	2%	133
Amerigroup Group 2	90%	10%	0%	82
Amerigroup Group 3	93%	7%	0%	75
Sample Average	92%	7%	0%	900

Table 12. Proportion of people with diagnosis of Physical Disability

	No	Yes	Don't Know	N
UnitedHealthCare Group 1	22%	73%	5%	77
UnitedHealthCare Group 2	13%	86%	1%	120
UnitedHealthCare Group 3	25%	75%	0%	105
BlueCare Group 1	6%	70%	25%	102
BlueCare Group 2	2%	83%	15%	100
BlueCare Group 3	9%	76%	15%	105
Amerigroup Group 1	21%	75%	4%	133
Amerigroup Group 2	65%	35%	0%	82
Amerigroup Group 3	58%	42%	0%	76
Sample Average	22%	70%	7%	900

Table 13. Proportion of people with diagnosis of Alzheimer’s or other dementia

	No	Yes	Don’t Know	N
<b>UnitedHealthCare Group 1</b>	49%	47%	4%	77
<b>UnitedHealthCare Group 2</b>	73%	27%	0%	120
<b>UnitedHealthCare Group 3</b>	83%	17%	0%	105
<b>BlueCare Group 1</b>	18%	56%	26%	100
<b>BlueCare Group 2</b>	51%	20%	29%	98
<b>BlueCare Group 3</b>	44%	19%	37%	106
<b>Amerigroup Group 1</b>	46%	51%	3%	133
<b>Amerigroup Group 2</b>	68%	30%	1%	82
<b>Amerigroup Group 3</b>	79%	18%	3%	76
<b>Sample Average</b>	56%	32%	11%	897

Table 14. Proportion of people with diagnosis of Traumatic or Acquired Brain Injury

	No	Yes	Don’t Know	N
<b>UnitedHealthCare Group 1</b>	83%	12%	5%	77
<b>UnitedHealthCare Group 2</b>	85%	14%	1%	119
<b>UnitedHealthCare Group 3</b>	88%	12%	0%	104
<b>BlueCare Group 1</b>	31%	8%	61%	102
<b>BlueCare Group 2</b>	50%	7%	43%	100
<b>BlueCare Group 3</b>	58%	5%	37%	107
<b>Amerigroup Group 1</b>	89%	8%	2%	133
<b>Amerigroup Group 2</b>	96%	4%	0%	82
<b>Amerigroup Group 3</b>	93%	5%	1%	76
<b>Sample Average</b>	74%	8%	17%	900

Table 15. Proportion of people with diagnosis of Intellectual or Developmental Disability

	No	Yes	Don't Know	N
UnitedHealthCare Group 1	91%	5%	4%	77
UnitedHealthCare Group 2	95%	3%	2%	119
UnitedHealthCare Group 3	96%	3%	1%	105
BlueCare Group 1	32%	5%	63%	101
BlueCare Group 2	56%	5%	39%	101
BlueCare Group 3	58%	2%	41%	106
Amerigroup Group 1	93%	2%	5%	132
Amerigroup Group 2	94%	6%	0%	81
Amerigroup Group 3	95%	1%	4%	76
Sample Average	79%	3%	18%	898

Table 16. Proportion of people with diagnosis of Mental Health

	No	Yes	Don't Know	N
UnitedHealthCare Group 1	43%	52%	5%	77
UnitedHealthCare Group 2	61%	38%	1%	120
UnitedHealthCare Group 3	66%	34%	0%	104
BlueCare Group 1	13%	57%	30%	102
BlueCare Group 2	40%	31%	30%	101
BlueCare Group 3	40%	36%	23%	107
Amerigroup Group 1	34%	63%	3%	134
Amerigroup Group 2	49%	51%	0%	82
Amerigroup Group 3	45%	54%	1%	74
Sample Average	43%	46%	11%	901

Table 17. Level of hearing impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	Don't Know	N
UnitedHealthCare Group 1	51%	30%	11%	7%	70
UnitedHealthCare Group 2	56%	24%	17%	3%	103
UnitedHealthCare Group 3	66%	24%	9%	1%	82
BlueCare Group 1	54%	18%	7%	21%	101
BlueCare Group 2	41%	19%	13%	26%	99
BlueCare Group 3	56%	22%	7%	15%	107
Amerigroup Group 1	45%	32%	21%	2%	133
Amerigroup Group 2	44%	20%	37%	0%	82
Amerigroup Group 3	55%	26%	18%	0%	76
Sample Average	52%	24%	15%	9%	853

Table 18. Level of visual impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	Don't Know	N
UnitedHealthCare Group 1	48%	35%	6%	12%	69
UnitedHealthCare Group 2	60%	26%	11%	3%	103
UnitedHealthCare Group 3	64%	30%	5%	1%	81
BlueCare Group 1	47%	28%	2%	23%	102
BlueCare Group 2	44%	20%	12%	25%	101
BlueCare Group 3	58%	21%	5%	16%	107
Amerigroup Group 1	66%	30%	2%	3%	132
Amerigroup Group 2	67%	29%	4%	0%	82
Amerigroup Group 3	68%	22%	9%	0%	76
Sample Average	58%	27%	6%	9%	853



Table 19. Level of mobility

	Non-ambulatory	Moves Self With Wheelchair	Moves Self With Other Aids	Moves Self Without Aids	Don't know	N
UnitedHealthCare Group 1	43%	39%	21%	8%	1%	77
UnitedHealthCare Group 2	19%	34%	51%	7%	1%	120
UnitedHealthCare Group 3	8%	32%	60%	15%	0%	105
BlueCare Group 1	19%	37%	29%	9%	13%	102
BlueCare Group 2	20%	35%	58%	2%	6%	100
BlueCare Group 3	9%	22%	70%	6%	6%	107
Amerigroup Group 1	31%	40%	36%	4%	1%	134
Amerigroup Group 2	22%	20%	56%	9%	0%	82
Amerigroup Group 3	12%	19%	64%	7%	0%	75
Sample Average	20%	32%	49%	7%	3%	902

Table 20. History of frequent falls

	No	Yes	Don't Know	N
UnitedHealthCare Group 1	87%	8%	5%	77
UnitedHealthCare Group 2	82%	18%	1%	120
UnitedHealthCare Group 3	83%	17%	0%	105
BlueCare Group 1	85%	14%	1%	101
BlueCare Group 2	82%	14%	4%	101
BlueCare Group 3	68%	27%	5%	107
Amerigroup Group 1	90%	6%	4%	134
Amerigroup Group 2	79%	16%	5%	82
Amerigroup Group 3	83%	17%	0%	76
Sample Average	82%	15%	3%	903

Table 21. Receives Medicare

	No	Yes	Don't Know	N
<b>UnitedHealthCare Group 1</b>	3%	96%	1%	77
<b>UnitedHealthCare Group 2</b>	16%	83%	1%	120
<b>UnitedHealthCare Group 3</b>	26%	73%	1%	105
<b>BlueCare Group 1</b>	10%	88%	2%	102
<b>BlueCare Group 2</b>	14%	85%	1%	101
<b>BlueCare Group 3</b>	13%	87%	0%	107
<b>Amerigroup Group 1</b>	7%	92%	2%	133
<b>Amerigroup Group 2</b>	21%	79%	0%	82
<b>Amerigroup Group 3</b>	16%	84%	0%	74
<b>Sample Average</b>	14%	85%	1%	901

## Community Participation- un-collapsed tables

Table 22. Proportion of people who are able to do things they enjoy outside of their home when and with whom they want to

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	23%	18%	55%	5%	0%	0%	44
UnitedHealthCare Group 2	21%	15%	55%	9%	0%	0%	94
UnitedHealthCare Group 3	32%	15%	43%	10%	0%	0%	92
BlueCare Group 1	18%	13%	58%	4%	4%	1%	67
BlueCare Group 2	16%	11%	61%	9%	1%	1%	74
BlueCare Group 3	27%	15%	52%	6%	0%	0%	98
Amerigroup Group 1	20%	20%	53%	6%	0%	1%	86
Amerigroup Group 2	29%	17%	47%	7%	0%	0%	58
Amerigroup Group 3	36%	13%	48%	3%	0%	0%	67
Sample Average	25%	15%	52%	7%	1%	0%	680

Table 23a. Reasons person cannot go out

	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Support	N
UnitedHealthCare Group 1	6%	28%	17%	44%	6%	18
UnitedHealthCare Group 2	15%	30%	21%	88%	33%	33
UnitedHealthCare Group 3	14%	40%	21%	88%	26%	43
BlueCare Group 1	6%	39%	17%	39%	6%	18
BlueCare Group 2	10%	10%	5%	85%	10%	20
BlueCare Group 3	10%	34%	20%	76%	20%	41
Amerigroup Group 1	21%	36%	15%	64%	15%	33
Amerigroup Group 2	12%	38%	8%	58%	19%	26
Amerigroup Group 3	12%	39%	12%	64%	9%	33
Sample Average	12%	34%	16%	71%	18%	265

Table 23b. Reasons person cannot go out (continued)

	Feeling Unwelcome In Community	Feeling Unsafe	No Community Activities Outside of Home	Lack of Information, or Doesn't Know What is Available	Other	Don't Know	Unclear/ Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	6%	0%	0%	11%	17%	0%	6%	18
<b>UnitedHealthCare Group 2</b>	0%	9%	0%	0%	6%	0%	0%	33
<b>UnitedHealthCare Group 3</b>	0%	0%	0%	0%	2%	0%	0%	43
<b>BlueCare Group 1</b>	0%	0%	0%	0%	6%	6%	11%	18
<b>BlueCare Group 2</b>	0%	5%	0%	0%	10%	0%	0%	20
<b>BlueCare Group 3</b>	0%	2%	5%	2%	2%	0%	0%	41
<b>Amerigroup Group 1</b>	0%	0%	0%	12%	6%	0%	6%	33
<b>Amerigroup Group 2</b>	0%	0%	0%	4%	4%	0%	4%	26
<b>Amerigroup Group 3</b>	3%	0%	0%	6%	12%	3%	6%	33
<b>Sample Average</b>	1%	2%	1%	4%	6%	1%	3%	265

## Choice and Decision Making— un-collapsed

Table 24. Proportion of people who are able to choose their roommate (if in group setting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	54%	31%	15%	0%	39
UnitedHealthCare Group 2	100%	0%	0%	0%	6
UnitedHealthCare Group 3	50%	25%	0%	25%	4
BlueCare Group 1	56%	34%	6%	3%	62
BlueCare Group 2	20%	60%	0%	20%	5
BlueCare Group 3	38%	63%	0%	0%	8
Amerigroup Group 1	72%	23%	5%	0%	81
Amerigroup Group 2	55%	36%	0%	9%	11
Amerigroup Group 3	33%	0%	67%	0%	3
Sample Average	61%	30%	7%	2%	219

Table 25. Proportion of people who get up and go to bed at the time when they want

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	2%	23%	75%	0%	0%	44
UnitedHealthCare Group 2	2%	3%	95%	0%	0%	93
UnitedHealthCare Group 3	4%	4%	91%	0%	0%	93
BlueCare Group 1	9%	13%	76%	0%	1%	67
BlueCare Group 2	1%	11%	88%	0%	0%	74
BlueCare Group 3	3%	4%	93%	0%	0%	97
Amerigroup Group 1	7%	20%	71%	1%	1%	86
Amerigroup Group 2	8%	8%	83%	0%	0%	59
Amerigroup Group 3	9%	1%	90%	0%	0%	68
Sample Average	5%	9%	86%	0%	0%	681

Table 26. Proportion of people who can eat their meals when they want

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	34%	11%	55%	0%	0%	44
UnitedHealthCare Group 2	5%	3%	90%	0%	1%	93
UnitedHealthCare Group 3	3%	3%	94%	0%	0%	93
BlueCare Group 1	37%	10%	51%	1%	0%	67
BlueCare Group 2	1%	5%	92%	0%	1%	73
BlueCare Group 3	2%	4%	94%	0%	0%	98
Amerigroup Group 1	34%	13%	51%	1%	1%	85
Amerigroup Group 2	8%	5%	86%	0%	0%	59
Amerigroup Group 3	3%	6%	91%	0%	0%	69
Sample Average	13%	6%	80%	0%	0%	681

Table 27. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)

	No	In-between, Able to Decide Some Ways	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	14%	7%	79%	0%	0%	42
UnitedHealthCare Group 2	7%	0%	93%	0%	0%	27
UnitedHealthCare Group 3	5%	9%	86%	0%	0%	22
BlueCare Group 1	12%	17%	67%	5%	0%	66
BlueCare Group 2	0%	0%	100%	0%	0%	16
BlueCare Group 3	8%	8%	83%	0%	0%	36
Amerigroup Group 1	19%	14%	64%	4%	0%	85
Amerigroup Group 2	20%	10%	70%	0%	0%	20
Amerigroup Group 3	0%	0%	93%	7%	0%	14
Sample Average	12%	10%	76%	2%	0%	328

## Relationships- un-collapsed

Table 28. Proportion of people who can always or almost always see or talk to friends and family when they want to

	No, or Only Sometimes	Most of the Time, Usually, or Some Family and/or Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	7%	4%	82%	4%	2%	45
UnitedHealthCare Group 2	0%	4%	95%	0%	1%	93
UnitedHealthCare Group 3	9%	3%	88%	0%	0%	90
BlueCare Group 1	6%	13%	78%	2%	2%	63
BlueCare Group 2	0%	5%	95%	0%	0%	78
BlueCare Group 3	3%	7%	90%	0%	0%	98
Amerigroup Group 1	4%	6%	86%	3%	1%	80
Amerigroup Group 2	0%	5%	93%	0%	2%	58
Amerigroup Group 3	8%	5%	85%	2%	2%	66
Sample Average	4%	6%	89%	1%	1%	671

Table 29. Reasons people cannot always see friends/family

	Availability of Transportation	Accessibility	Staffing or Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	0%	0%	20%	0%	0%	80%	0%	5
UnitedHealthCare Group 2	50%	0%	0%	25%	0%	50%	0%	4
UnitedHealthCare Group 3	18%	55%	0%	9%	0%	36%	0%	11
BlueCare Group 1	0%	27%	0%	18%	0%	36%	36%	11
BlueCare Group 2	50%	0%	25%	50%	0%	0%	0%	4
BlueCare Group 3	20%	50%	10%	10%	0%	0%	20%	10
Amerigroup Group 1	29%	29%	14%	29%	14%	29%	0%	7
Amerigroup Group 2	67%	33%	0%	33%	0%	0%	0%	3
Amerigroup Group 3	0%	38%	0%	13%	0%	38%	13%	8
Sample Average	19%	32%	6%	17%	2%	30%	11%	63

Table 30. Proportion of people who sometimes or often feel lonely, sad or depressed

	Never Or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
<b>UnitedHealthCare Group 1</b>	34%	20%	25%	20%	0%	0%	44
<b>UnitedHealthCare Group 2</b>	21%	24%	36%	18%	0%	0%	94
<b>UnitedHealthCare Group 3</b>	20%	15%	38%	27%	0%	0%	92
<b>BlueCare Group 1</b>	32%	20%	24%	24%	0%	0%	66
<b>BlueCare Group 2</b>	38%	11%	32%	16%	0%	3%	74
<b>BlueCare Group 3</b>	28%	24%	33%	15%	0%	0%	97
<b>Amerigroup Group 1</b>	22%	27%	41%	8%	0%	2%	86
<b>Amerigroup Group 2</b>	24%	17%	39%	17%	3%	0%	59
<b>Amerigroup Group 3</b>	16%	21%	34%	28%	0%	0%	67
<b>Sample Average</b>	25%	20%	34%	19%	0%	1%	679



## Satisfaction- un-collapsed

Table 31. Proportion of people who like where they are living

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	8%	4%	51%	7%	30%	76
UnitedHealthCare Group 2	5%	9%	72%	0%	14%	118
UnitedHealthCare Group 3	8%	6%	77%	3%	6%	102
BlueCare Group 1	17%	6%	59%	1%	17%	99
BlueCare Group 2	4%	3%	81%	0%	12%	98
BlueCare Group 3	3%	6%	89%	0%	3%	105
Amerigroup Group 1	10%	11%	52%	3%	24%	129
Amerigroup Group 2	4%	14%	64%	2%	16%	81
Amerigroup Group 3	7%	7%	81%	3%	3%	74
Sample Average	7%	7%	69%	2%	14%	882

Table 32a. Reasons for not liking where people live

	Accessibility	Neighborhood	Feels Unsafe in Home	Home or Building Needs Repairs or Upkeep	Does Not Feel Like Home	N
UnitedHealthCare Group 1	0%	0%	0%	0%	56%	9
UnitedHealthCare Group 2	6%	12%	6%	12%	24%	17
UnitedHealthCare Group 3	14%	7%	0%	14%	7%	14
BlueCare Group 1	0%	9%	0%	0%	39%	23
BlueCare Group 2	17%	0%	0%	33%	0%	6
BlueCare Group 3	22%	11%	0%	22%	11%	9
Amerigroup Group 1	0%	4%	4%	4%	52%	27
Amerigroup Group 2	0%	36%	0%	7%	14%	14
Amerigroup Group 3	10%	0%	0%	20%	0%	10
Sample Average	5%	9%	2%	9%	28%	129

Table 32b. Reasons for not liking where people live (continued)

	Layout or Size of Home or Building	Problems With Neighbors, Residents, Housemates, or Roommates	Problems With Staff	Insufficient Amount or Type of Staff	Wants More Independence and Control	N
UnitedHealthCare Group 1	0%	0%	44%	0%	0%	9
UnitedHealthCare Group 2	12%	6%	12%	6%	6%	17
UnitedHealthCare Group 3	7%	14%	7%	0%	7%	14
BlueCare Group 1	0%	9%	17%	0%	22%	23
BlueCare Group 2	17%	0%	0%	0%	0%	6
BlueCare Group 3	0%	11%	0%	0%	0%	9
Amerigroup Group 1	0%	7%	30%	15%	26%	27
Amerigroup Group 2	7%	0%	14%	7%	14%	14
Amerigroup Group 3	20%	10%	0%	0%	10%	10
Sample Average	5%	7%	16%	5%	13%	129

Table 32c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family or Friends	Feels Isolated From Community or Feels Lonely	Other	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	0%	11%	11%	22%	0%	11%	9
UnitedHealthCare Group 2	6%	12%	12%	35%	0%	0%	17
UnitedHealthCare Group 3	14%	7%	14%	43%	7%	0%	14
BlueCare Group 1	0%	22%	4%	26%	9%	13%	23
BlueCare Group 2	0%	33%	0%	17%	0%	0%	6
BlueCare Group 3	11%	11%	11%	22%	0%	0%	9
Amerigroup Group 1	11%	26%	15%	11%	7%	4%	27
Amerigroup Group 2	14%	0%	7%	29%	14%	0%	14
Amerigroup Group 3	10%	10%	20%	20%	20%	0%	10
Sample Average	8%	16%	11%	25%	7%	4%	129

Table 33. Proportion of people who would prefer to live somewhere else

	No	Maybe	Yes	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	41%	5%	19%	35%	74
UnitedHealthCare Group 2	63%	5%	16%	16%	118
UnitedHealthCare Group 3	73%	4%	16%	8%	102
BlueCare Group 1	39%	3%	35%	23%	98
BlueCare Group 2	68%	2%	15%	15%	99
BlueCare Group 3	78%	7%	12%	4%	107
Amerigroup Group 1	39%	6%	26%	29%	129
Amerigroup Group 2	59%	3%	20%	19%	80
Amerigroup Group 3	74%	4%	18%	4%	76
Sample Average	59%	4%	20%	17%	883

Table 34a. Where people would prefer to live (if would prefer to live somewhere else)

	Different Own Home	Family Member's Home	Assisted Living	Group Home	Adult Family Home or Shared Living	N
UnitedHealthCare Group 1	50%	17%	0%	0%	0%	18
UnitedHealthCare Group 2	72%	8%	0%	0%	0%	25
UnitedHealthCare Group 3	89%	0%	0%	0%	0%	18
BlueCare Group 1	53%	19%	3%	0%	0%	36
BlueCare Group 2	65%	6%	6%	6%	0%	17
BlueCare Group 3	75%	5%	0%	0%	0%	20
Amerigroup Group 1	61%	10%	2%	0%	5%	41
Amerigroup Group 2	72%	0%	0%	0%	0%	18
Amerigroup Group 3	76%	6%	0%	0%	0%	17
Sample Average	66%	9%	1%	0%	1%	210

Table 34b. Where people would prefer to live (if would prefer to live somewhere else, continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	6%	17%	11%	0%	18
UnitedHealthCare Group 2	4%	16%	0%	0%	25
UnitedHealthCare Group 3	0%	6%	0%	6%	18
BlueCare Group 1	11%	3%	6%	6%	36
BlueCare Group 2	0%	6%	12%	0%	17
BlueCare Group 3	0%	20%	0%	0%	20
Amerigroup Group 1	7%	10%	5%	0%	41
Amerigroup Group 2	0%	17%	6%	6%	18
Amerigroup Group 3	0%	0%	18%	0%	17
Sample Average	4%	10%	6%	2%	210

Table 35. Proportion of people who like how they usually spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	11%	18%	68%	0%	2%	44
UnitedHealthCare Group 2	11%	16%	71%	0%	2%	92
UnitedHealthCare Group 3	13%	32%	54%	0%	1%	93
BlueCare Group 1	14%	30%	56%	0%	0%	66
BlueCare Group 2	11%	15%	74%	0%	0%	73
BlueCare Group 3	6%	25%	69%	0%	0%	97
Amerigroup Group 1	13%	27%	57%	2%	1%	86
Amerigroup Group 2	12%	27%	59%	0%	2%	59
Amerigroup Group 3	20%	35%	42%	2%	2%	65
Sample Average	12%	25%	61%	0%	1%	675

Table 36. Proportion of people whose paid support staff change too often

	No	Some or Sometimes	Yes	Paid Support Person(s) are Live-in	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	67%	15%	16%	2%	0%	0%	55
UnitedHealthCare Group 2	72%	2%	25%	0%	1%	0%	95
UnitedHealthCare Group 3	63%	17%	20%	0%	0%	0%	82
BlueCare Group 1	54%	23%	18%	1%	3%	1%	78
BlueCare Group 2	65%	15%	18%	0%	1%	1%	82
BlueCare Group 3	57%	11%	32%	0%	1%	0%	92
Amerigroup Group 1	61%	19%	16%	1%	2%	1%	103
Amerigroup Group 2	54%	19%	26%	0%	0%	0%	68
Amerigroup Group 3	61%	12%	26%	0%	1%	0%	69
Sample Average	62%	15%	22%	0%	1%	0%	724

Table 37. Proportion of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Workers, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	0%	24%	76%	0%	0%	37
UnitedHealthCare Group 2	4%	10%	86%	0%	0%	72
UnitedHealthCare Group 3	6%	10%	84%	0%	0%	70
BlueCare Group 1	4%	24%	73%	0%	0%	55
BlueCare Group 2	0%	7%	93%	0%	0%	59
BlueCare Group 3	5%	11%	85%	0%	0%	85
Amerigroup Group 1	5%	27%	67%	0%	2%	66
Amerigroup Group 2	4%	13%	83%	0%	0%	47
Amerigroup Group 3	3%	12%	85%	0%	0%	60
Sample Average	4%	15%	82%	0%	0%	551

## Service Coordination- un-collapsed

Table 38. Proportion of people who know whom to call if they have a complaint about their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	25%	12%	64%	0%	69
UnitedHealthCare Group 2	12%	8%	79%	1%	115
UnitedHealthCare Group 3	15%	3%	82%	0%	104
BlueCare Group 1	27%	15%	58%	0%	92
BlueCare Group 2	6%	4%	90%	0%	97
BlueCare Group 3	16%	4%	81%	0%	103
Amerigroup Group 1	27%	12%	60%	1%	121
Amerigroup Group 2	9%	6%	84%	1%	81
Amerigroup Group 3	15%	3%	80%	3%	74
Sample Average	17%	7%	75%	1%	856

Table 39. Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	20%	11%	67%	1%	70
UnitedHealthCare Group 2	9%	5%	86%	0%	116
UnitedHealthCare Group 3	17%	5%	78%	0%	103
BlueCare Group 1	28%	10%	62%	0%	89
BlueCare Group 2	4%	8%	88%	0%	97
BlueCare Group 3	12%	3%	84%	2%	104
Amerigroup Group 1	26%	20%	51%	3%	119
Amerigroup Group 2	14%	5%	81%	0%	80
Amerigroup Group 3	14%	3%	79%	4%	73
Sample Average	16%	8%	75%	1%	851

Table 40. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	15%	9%	67%	9%	0%	33
UnitedHealthCare Group 2	5%	13%	81%	2%	0%	108
UnitedHealthCare Group 3	7%	6%	85%	2%	0%	88
BlueCare Group 1	17%	3%	69%	10%	0%	29
BlueCare Group 2	4%	7%	88%	1%	0%	89
BlueCare Group 3	3%	11%	84%	2%	0%	95
Amerigroup Group 1	20%	10%	66%	4%	0%	50
Amerigroup Group 2	4%	7%	83%	4%	1%	69
Amerigroup Group 3	16%	7%	72%	5%	0%	61
Sample Average	8%	9%	80%	3%	0%	622

Table 41. Proportion of people whose paid support staff show up and leave when they are supposed to

	No, Never Or Rarely	Some, Or Usually	Yes, All Paid Support Workers, Always, Or Almost Always	Paid Support Person/S Are Live-In	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	5%	9%	75%	7%	4%	0%	55
UnitedHealthCare Group 2	1%	8%	89%	2%	0%	0%	93
UnitedHealthCare Group 3	8%	9%	84%	0%	0%	0%	80
BlueCare Group 1	3%	10%	72%	4%	8%	4%	78
BlueCare Group 2	4%	7%	88%	0%	1%	0%	81
BlueCare Group 3	5%	14%	78%	1%	1%	0%	92
Amerigroup Group 1	3%	16%	70%	8%	3%	0%	101
Amerigroup Group 2	3%	11%	86%	0%	0%	0%	63
Amerigroup Group 3	6%	17%	77%	0%	0%	0%	69
Sample Average	4%	11%	80%	3%	2%	0%	712

Table 42. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	9%	78%	12%	1%	76
UnitedHealthCare Group 2	23%	73%	4%	1%	120
UnitedHealthCare Group 3	29%	70%	2%	0%	105
BlueCare Group 1	12%	68%	18%	3%	102
BlueCare Group 2	19%	74%	5%	1%	98
BlueCare Group 3	29%	66%	5%	0%	104
Amerigroup Group 1	11%	73%	17%	0%	132
Amerigroup Group 2	21%	77%	2%	0%	81
Amerigroup Group 3	31%	65%	4%	0%	75
Sample Average	20%	71%	8%	1%	893

Table 43. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	65%	26%	9%	0%	43
UnitedHealthCare Group 2	56%	33%	10%	1%	94
UnitedHealthCare Group 3	52%	41%	7%	0%	92
BlueCare Group 1	56%	38%	3%	3%	63
BlueCare Group 2	58%	37%	5%	0%	73
BlueCare Group 3	49%	47%	3%	1%	98
Amerigroup Group 1	70%	24%	5%	1%	84
Amerigroup Group 2	62%	26%	9%	3%	58
Amerigroup Group 3	62%	37%	1%	0%	68
Sample Average	58%	35%	6%	1%	673



Table 44. Proportion of people whose services meet all their needs and goals

	No, Not At All, Needs Or Goals Are Not Met	Somewhat, Some Needs And Goals	Mostly, Most Needs And Goals	Yes, Completely, All Needs And Goals	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	1%	5%	11%	83%	0%	0%	76
UnitedHealthCare Group 2	2%	8%	22%	68%	1%	0%	118
UnitedHealthCare Group 3	7%	15%	27%	51%	0%	0%	102
BlueCare Group 1	4%	1%	12%	81%	2%	0%	100
BlueCare Group 2	1%	8%	14%	74%	1%	1%	98
BlueCare Group 3	2%	12%	18%	68%	0%	0%	105
Amerigroup Group 1	2%	5%	18%	72%	2%	2%	128
Amerigroup Group 2	7%	5%	25%	63%	0%	0%	81
Amerigroup Group 3	1%	18%	24%	54%	1%	1%	74
Sample Average	3%	8%	19%	68%	1%	0%	882

Table 45a. Additional services that may help if not all needs and goals are met

	Personal Care Assistance, Personal Care Services	Home Maker or Chore Services	Companion Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
UnitedHealthCare Group 1	8%	0%	17%	8%	0%	12
UnitedHealthCare Group 2	8%	14%	6%	11%	6%	36
UnitedHealthCare Group 3	33%	33%	8%	10%	15%	48
BlueCare Group 1	0%	0%	13%	6%	0%	16
BlueCare Group 2	23%	23%	0%	0%	9%	22
BlueCare Group 3	38%	21%	15%	6%	32%	34
Amerigroup Group 1	29%	6%	26%	16%	3%	31
Amerigroup Group 2	14%	10%	3%	3%	7%	29
Amerigroup Group 3	44%	31%	16%	6%	3%	32
Sample Average	25%	18%	11%	8%	10%	260

Table 45b. Additional services that may help if not all needs and goals are met (continued)

	Congregate Dining	Adult Day Services	Transportation	Assistive Technology, Specialized Medical Equipment	Home and/or Vehicle Modifications	Respite or Family Caregiver Support	N
UnitedHealthCare Group 1	0%	8%	25%	8%	0%	0%	12
UnitedHealthCare Group 2	3%	6%	11%	19%	14%	8%	36
UnitedHealthCare Group 3	0%	8%	25%	25%	19%	15%	48
BlueCare Group 1	0%	0%	0%	0%	0%	6%	16
BlueCare Group 2	0%	0%	18%	9%	18%	14%	22
BlueCare Group 3	0%	6%	12%	15%	18%	21%	34
Amerigroup Group 1	0%	10%	23%	10%	3%	6%	31
Amerigroup Group 2	0%	10%	21%	17%	21%	7%	29
Amerigroup Group 3	0%	6%	28%	19%	6%	16%	32
Sample Average	0%	7%	19%	16%	13%	12%	260

Table 45c. Additional services that may help if not all needs and goals are met (continued)

	Health Care	Mental Health Care	Dental Care	Housing Assistance	Heating or Cooling Assistance	Other	N
UnitedHealthCare Group 1	0%	8%	0%	17%	0%	8%	12
UnitedHealthCare Group 2	3%	6%	22%	22%	11%	39%	36
UnitedHealthCare Group 3	4%	4%	17%	13%	15%	17%	48
BlueCare Group 1	0%	13%	6%	0%	0%	25%	16
BlueCare Group 2	0%	0%	9%	5%	14%	36%	22
BlueCare Group 3	6%	0%	15%	9%	6%	21%	34
Amerigroup Group 1	3%	3%	6%	6%	3%	32%	31
Amerigroup Group 2	0%	3%	17%	3%	0%	38%	29
Amerigroup Group 3	0%	6%	19%	9%	0%	31%	32
Sample Average	2%	4%	14%	10%	7%	28%	260

Table 46. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	33%	33%	33%	0%	6
UnitedHealthCare Group 2	41%	54%	3%	3%	37
UnitedHealthCare Group 3	33%	63%	2%	2%	43
BlueCare Group 1	60%	40%	0%	0%	5
BlueCare Group 2	33%	67%	0%	0%	18
BlueCare Group 3	45%	48%	3%	3%	31
Amerigroup Group 1	50%	40%	10%	0%	10
Amerigroup Group 2	17%	71%	8%	4%	24
Amerigroup Group 3	42%	55%	0%	3%	31
Sample Average	37%	57%	4%	2%	205

Table 47a. How people first find out about the services available to them

	Friend	Family	Area Agency On Aging	Aging And Disability Resource Center	Center for Independent Living	Newspaper, Advertisement, Or Billboard	N
UnitedHealthCare Group 1	6%	43%	4%	0%	2%	0%	54
UnitedHealthCare Group 2	8%	21%	4%	0%	0%	1%	103
UnitedHealthCare Group 3	21%	18%	3%	3%	0%	2%	95
BlueCare Group 1	9%	44%	0%	3%	0%	0%	68
BlueCare Group 2	13%	15%	5%	0%	0%	2%	87
BlueCare Group 3	9%	20%	5%	0%	0%	1%	95
Amerigroup Group 1	4%	35%	2%	0%	0%	0%	93
Amerigroup Group 2	7%	15%	4%	1%	0%	0%	73
Amerigroup Group 3	10%	19%	2%	3%	0%	2%	59
Sample Average	10%	25%	3%	1%	0%	1%	727

Table 47b. How people first find out about the services available to them (continued)

	Provider	State Or County Agency	Doctor	Managed Care Organization	Case Manager Or Care Coordinator	Other	N
UnitedHealthCare Group 1	28%	4%	17%	2%	4%	9%	54
UnitedHealthCare Group 2	32%	4%	9%	7%	8%	11%	103
UnitedHealthCare Group 3	28%	4%	6%	7%	1%	12%	95
BlueCare Group 1	22%	0%	13%	1%	6%	16%	68
BlueCare Group 2	43%	2%	11%	3%	3%	10%	87
BlueCare Group 3	37%	6%	13%	2%	4%	13%	95
Amerigroup Group 1	37%	0%	12%	1%	1%	18%	93
Amerigroup Group 2	34%	5%	15%	3%	3%	18%	73
Amerigroup Group 3	51%	0%	5%	8%	0%	8%	59
Sample Average	35%	3%	11%	4%	3%	13%	727

Table 48a. Who helps them most often

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member Or Spouse or Partner	Paid Friend	Unpaid Family Member Or Spouse or Partner	N
UnitedHealthCare Group 1	89%	2%	0%	6%	63
UnitedHealthCare Group 2	55%	3%	0%	39%	118
UnitedHealthCare Group 3	58%	4%	0%	33%	100
BlueCare Group 1	94%	0%	0%	5%	88
BlueCare Group 2	63%	3%	1%	33%	96
BlueCare Group 3	54%	4%	0%	38%	104
Amerigroup Group 1	90%	3%	0%	5%	112
Amerigroup Group 2	48%	2%	0%	46%	81
Amerigroup Group 3	43%	3%	0%	51%	76
Sample Average	66%	3%	0%	29%	838

Table 48b. Who helps them most often (continued)

	Unpaid Friend Or Volunteer	Other	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	0%	2%	2%	0%	63
UnitedHealthCare Group 2	2%	1%	0%	0%	118
UnitedHealthCare Group 3	4%	1%	0%	0%	100
BlueCare Group 1	0%	0%	0%	1%	88
BlueCare Group 2	0%	0%	0%	0%	96
BlueCare Group 3	2%	2%	0%	1%	104
Amerigroup Group 1	0%	1%	1%	0%	112
Amerigroup Group 2	1%	2%	0%	0%	81
Amerigroup Group 3	1%	0%	0%	1%	76
Sample Average	1%	1%	0%	0%	838

Table 49. Who else helps

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member Or Spouse or Partner	Paid Friend	Unpaid Family Member Or Spouse or Partner	Unpaid Friend Or Volunteer	Other	N
UnitedHealthCare Group 1	22%	2%	0%	37%	3%	0%	59
UnitedHealthCare Group 2	36%	3%	1%	41%	15%	3%	118
UnitedHealthCare Group 3	32%	0%	0%	43%	12%	1%	98
BlueCare Group 1	15%	0%	0%	35%	5%	2%	85
BlueCare Group 2	29%	1%	1%	51%	10%	2%	97
BlueCare Group 3	36%	1%	0%	47%	8%	1%	102
Amerigroup Group 1	17%	2%	0%	32%	5%	4%	111
Amerigroup Group 2	40%	5%	1%	35%	10%	4%	80
Amerigroup Group 3	45%	0%	4%	46%	3%	1%	74
Sample Average	30%	1%	1%	41%	8%	2%	824

## Care Coordination- un-collapsed

Table 50. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year

	Hospital	Rehab or Nursing Facility	No	N
UnitedHealthCare Group 1	31%	8%	60%	75
UnitedHealthCare Group 2	40%	15%	55%	119
UnitedHealthCare Group 3	45%	12%	52%	105
BlueCare Group 1	25%	15%	62%	102
BlueCare Group 2	30%	11%	67%	98
BlueCare Group 3	42%	9%	56%	106
Amerigroup Group 1	24%	17%	58%	130
Amerigroup Group 2	37%	9%	60%	82
Amerigroup Group 3	46%	22%	46%	76
Sample Average	35%	13%	57%	893

Table 51. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	15%	7%	63%	11%	4%	27
UnitedHealthCare Group 2	11%	6%	77%	2%	4%	53
UnitedHealthCare Group 3	13%	6%	81%	0%	0%	48
BlueCare Group 1	19%	3%	51%	8%	19%	37
BlueCare Group 2	13%	6%	81%	0%	0%	32
BlueCare Group 3	5%	5%	86%	2%	2%	44
Amerigroup Group 1	22%	4%	57%	9%	9%	46
Amerigroup Group 2	6%	6%	88%	0%	0%	33
Amerigroup Group 3	20%	2%	73%	2%	2%	41
Sample Average	14%	5%	73%	4%	4%	361

Table 52. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)

	No	Yes	Did Not Need Or Want Follow-Up Care	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	18%	68%	0%	14%	0%	28
UnitedHealthCare Group 2	11%	81%	0%	4%	4%	53
UnitedHealthCare Group 3	18%	78%	2%	0%	2%	49
BlueCare Group 1	8%	50%	3%	24%	16%	38
BlueCare Group 2	16%	74%	3%	6%	0%	31
BlueCare Group 3	18%	69%	0%	11%	2%	45
Amerigroup Group 1	33%	43%	2%	17%	4%	46
Amerigroup Group 2	21%	79%	0%	0%	0%	33
Amerigroup Group 3	12%	78%	0%	7%	2%	41
Sample Average	17%	69%	1%	9%	4%	364

Table 53. Proportion of people who reported having one or more chronic condition(s)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	12%	81%	7%	0%	75
UnitedHealthCare Group 2	7%	92%	1%	0%	117
UnitedHealthCare Group 3	4%	94%	1%	1%	104
BlueCare Group 1	23%	71%	7%	0%	102
BlueCare Group 2	9%	90%	1%	0%	99
BlueCare Group 3	5%	94%	1%	0%	106
Amerigroup Group 1	12%	82%	5%	1%	132
Amerigroup Group 2	11%	89%	0%	0%	82
Amerigroup Group 3	3%	97%	0%	0%	75
Sample Average	10%	88%	3%	0%	892

Table 54. Proportion of people who reported they know how to manage their chronic condition(s)

	No	In-between	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	8%	10%	80%	0%	2%	61
<b>UnitedHealthCare Group 2</b>	0%	6%	93%	0%	2%	108
<b>UnitedHealthCare Group 3</b>	2%	2%	95%	1%	0%	97
<b>BlueCare Group 1</b>	15%	10%	72%	1%	1%	72
<b>BlueCare Group 2</b>	2%	5%	93%	0%	0%	88
<b>BlueCare Group 3</b>	1%	5%	94%	0%	0%	98
<b>Amerigroup Group 1</b>	7%	8%	83%	2%	0%	107
<b>Amerigroup Group 2</b>	7%	7%	86%	0%	0%	72
<b>Amerigroup Group 3</b>	4%	8%	88%	0%	0%	72
<b>Sample Average</b>	5%	6%	88%	1%	1%	775



## Access—un-collapsed

Table 55. Proportion of people who have transportation when they want to do things outside of their home

	No	Sometimes	Yes	Does Not Want to	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	12%	9%	62%	13%	1%	3%	76
UnitedHealthCare Group 2	11%	4%	78%	6%	1%	0%	118
UnitedHealthCare Group 3	16%	15%	63%	5%	0%	0%	104
BlueCare Group 1	14%	8%	60%	14%	4%	1%	102
BlueCare Group 2	4%	8%	78%	9%	0%	1%	99
BlueCare Group 3	8%	13%	74%	5%	0%	0%	106
Amerigroup Group 1	17%	13%	56%	11%	2%	1%	131
Amerigroup Group 2	15%	14%	65%	6%	0%	0%	81
Amerigroup Group 3	16%	9%	71%	4%	0%	0%	76
Sample Average	13%	10%	67%	8%	1%	1%	893

Table 56. Proportion of people who have transportation to get to medical appointments when they need to

	No	Sometimes	Yes	Does Not Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	3%	5%	79%	12%	1%	0%	76
UnitedHealthCare Group 2	1%	5%	87%	8%	0%	0%	120
UnitedHealthCare Group 3	5%	5%	89%	2%	0%	0%	105
BlueCare Group 1	1%	3%	74%	19%	3%	1%	102
BlueCare Group 2	0%	3%	92%	5%	0%	0%	99
BlueCare Group 3	1%	6%	93%	0%	0%	0%	105
Amerigroup Group 1	3%	5%	75%	16%	2%	0%	129
Amerigroup Group 2	0%	5%	90%	5%	0%	0%	82
Amerigroup Group 3	3%	3%	95%	0%	0%	0%	76
Sample Average	2%	4%	85%	8%	1%	0%	894

Table 57. Proportion of people who receive information about their services in the language they prefer (if non-English)

	No	Some Information	Yes, All Information	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	0%	0%	90%	10%	0%	10
UnitedHealthCare Group 2	13%	0%	88%	0%	0%	16
UnitedHealthCare Group 3	0%	0%	95%	0%	5%	19
BlueCare Group 1	0%	0%	92%	0%	8%	13
BlueCare Group 2	0%	0%	100%	0%	0%	12
BlueCare Group 3	0%	6%	89%	0%	6%	18
Amerigroup Group 1	9%	0%	74%	13%	4%	23
Amerigroup Group 2	0%	0%	100%	0%	0%	10
Amerigroup Group 3	0%	0%	100%	0%	0%	10
Sample Average	3%	1%	90%	3%	3%	131

Table 58. Proportion of people who need grab bars in the bathroom or elsewhere in home

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	31%	64%	1%	3%	0%	1%	74
UnitedHealthCare Group 2	21%	63%	8%	8%	2%	0%	120
UnitedHealthCare Group 3	23%	57%	5%	14%	1%	0%	105
BlueCare Group 1	29%	65%	0%	2%	4%	0%	100
BlueCare Group 2	27%	63%	4%	5%	1%	0%	98
BlueCare Group 3	13%	65%	7%	15%	0%	0%	106
Amerigroup Group 1	19%	74%	3%	2%	2%	0%	132
Amerigroup Group 2	28%	51%	2%	16%	1%	1%	82
Amerigroup Group 3	17%	49%	12%	20%	3%	0%	76
Sample Average	23%	62%	5%	9%	2%	0%	893

Table 59. Proportion of people who need bathroom modifications (other than grab bars)

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	61%	26%	1%	3%	7%	3%	74
UnitedHealthCare Group 2	39%	39%	6%	13%	3%	0%	119
UnitedHealthCare Group 3	52%	35%	2%	8%	2%	2%	104
BlueCare Group 1	64%	25%	1%	0%	7%	3%	99
BlueCare Group 2	49%	31%	9%	10%	1%	0%	98
BlueCare Group 3	45%	29%	5%	15%	2%	4%	104
Amerigroup Group 1	61%	28%	2%	2%	6%	2%	127
Amerigroup Group 2	49%	29%	4%	13%	2%	2%	82
Amerigroup Group 3	53%	24%	4%	13%	4%	1%	75
Sample Average	52%	30%	4%	9%	4%	2%	882

Table 60. Proportion of people who need a specialized bed

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	18%	76%	1%	4%	1%	0%	74
UnitedHealthCare Group 2	40%	44%	11%	4%	0%	1%	119
UnitedHealthCare Group 3	60%	22%	6%	9%	3%	0%	101
BlueCare Group 1	15%	80%	1%	1%	2%	1%	98
BlueCare Group 2	44%	39%	8%	7%	1%	1%	96
BlueCare Group 3	51%	34%	10%	4%	0%	0%	105
Amerigroup Group 1	10%	85%	2%	0%	1%	2%	131
Amerigroup Group 2	40%	46%	7%	6%	0%	1%	81
Amerigroup Group 3	49%	39%	5%	7%	0%	0%	75
Sample Average	36%	52%	6%	4%	1%	1%	880

Table 61. Proportion of people who need a ramp or stair lift in or outside the home

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	80%	16%	0%	0%	3%	1%	74
UnitedHealthCare Group 2	45%	44%	4%	7%	1%	0%	119
UnitedHealthCare Group 3	51%	39%	4%	5%	1%	0%	105
BlueCare Group 1	73%	20%	0%	2%	5%	0%	99
BlueCare Group 2	47%	43%	5%	5%	0%	0%	98
BlueCare Group 3	42%	41%	4%	11%	2%	1%	106
Amerigroup Group 1	76%	17%	0%	0%	6%	1%	128
Amerigroup Group 2	49%	40%	4%	7%	0%	0%	82
Amerigroup Group 3	47%	40%	3%	11%	0%	0%	75
Sample Average	56%	33%	3%	5%	2%	0%	886

Table 62. Proportion of people who need a remote monitoring system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	72%	8%	0%	4%	14%	3%	74
UnitedHealthCare Group 2	69%	18%	0%	9%	3%	0%	120
UnitedHealthCare Group 3	75%	10%	0%	10%	4%	2%	102
BlueCare Group 1	75%	11%	0%	1%	12%	1%	100
BlueCare Group 2	72%	13%	1%	10%	2%	1%	98
BlueCare Group 3	79%	10%	0%	7%	3%	1%	101
Amerigroup Group 1	77%	11%	0%	0%	11%	2%	129
Amerigroup Group 2	82%	12%	1%	2%	2%	0%	82
Amerigroup Group 3	88%	3%	0%	8%	0%	1%	75
Sample Average	76%	11%	0%	6%	6%	1%	881

Table 63. Proportion of people who need an emergency response system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	40%	52%	3%	0%	4%	1%	73
UnitedHealthCare Group 2	33%	56%	3%	8%	0%	0%	119
UnitedHealthCare Group 3	23%	62%	2%	11%	2%	0%	103
BlueCare Group 1	43%	52%	0%	1%	3%	1%	98
BlueCare Group 2	33%	53%	1%	12%	1%	0%	97
BlueCare Group 3	32%	51%	4%	13%	1%	0%	104
Amerigroup Group 1	28%	64%	1%	2%	5%	0%	132
Amerigroup Group 2	45%	44%	1%	7%	2%	0%	82
Amerigroup Group 3	16%	59%	1%	24%	0%	0%	75
Sample Average	32%	55%	2%	8%	2%	0%	883

Table 64. Proportion of people who need other home modifications

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	50%	2%	0%	2%	13%	33%	52
UnitedHealthCare Group 2	56%	1%	1%	22%	3%	16%	68
UnitedHealthCare Group 3	39%	3%	2%	20%	2%	34%	64
BlueCare Group 1	51%	3%	0%	1%	9%	36%	67
BlueCare Group 2	63%	2%	0%	8%	3%	25%	65
BlueCare Group 3	62%	2%	0%	9%	2%	26%	65
Amerigroup Group 1	46%	1%	0%	1%	12%	39%	74
Amerigroup Group 2	58%	3%	0%	5%	3%	33%	40
Amerigroup Group 3	48%	2%	0%	6%	8%	36%	50
Sample Average	52%	2%	0%	9%	6%	31%	545

Table 65. Proportion of people who need a walker

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	60%	36%	1%	0%	1%	1%	73
UnitedHealthCare Group 2	35%	57%	6%	1%	0%	2%	120
UnitedHealthCare Group 3	28%	63%	8%	1%	0%	0%	104
BlueCare Group 1	66%	30%	0%	2%	0%	2%	100
BlueCare Group 2	40%	53%	7%	0%	0%	0%	99
BlueCare Group 3	17%	68%	12%	3%	0%	0%	104
Amerigroup Group 1	63%	28%	2%	3%	2%	1%	131
Amerigroup Group 2	42%	52%	5%	1%	0%	0%	79
Amerigroup Group 3	27%	67%	4%	3%	0%	0%	75
Sample Average	42%	50%	5%	2%	0%	1%	885

Table 66. Proportion of people who need a scooter

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	95%	1%	0%	1%	1%	1%	73
UnitedHealthCare Group 2	87%	4%	2%	6%	1%	1%	119
UnitedHealthCare Group 3	79%	5%	2%	13%	0%	1%	101
BlueCare Group 1	85%	4%	0%	8%	0%	3%	100
BlueCare Group 2	83%	6%	4%	6%	1%	0%	99
BlueCare Group 3	79%	9%	1%	7%	3%	2%	104
Amerigroup Group 1	92%	2%	1%	0%	4%	2%	130
Amerigroup Group 2	86%	10%	1%	3%	0%	0%	78
Amerigroup Group 3	77%	5%	0%	15%	1%	1%	74
Sample Average	85%	5%	1%	6%	1%	1%	878

Table 67. Proportion of people who need a cane

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	84%	14%	0%	0%	1%	1%	73
UnitedHealthCare Group 2	64%	34%	2%	0%	0%	1%	118
UnitedHealthCare Group 3	49%	48%	2%	1%	0%	1%	101
BlueCare Group 1	89%	8%	0%	2%	0%	1%	99
BlueCare Group 2	62%	36%	1%	1%	0%	0%	98
BlueCare Group 3	58%	35%	3%	3%	1%	1%	104
Amerigroup Group 1	86%	9%	0%	2%	2%	2%	130
Amerigroup Group 2	64%	32%	3%	1%	0%	0%	78
Amerigroup Group 3	49%	49%	1%	1%	0%	0%	72
Sample Average	68%	29%	1%	1%	0%	1%	873

Table 68. Proportion of people who need a wheelchair

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	17%	72%	11%	0%	0%	0%	72
UnitedHealthCare Group 2	16%	66%	15%	3%	0%	0%	119
UnitedHealthCare Group 3	33%	49%	9%	6%	2%	2%	104
BlueCare Group 1	18%	60%	15%	6%	0%	1%	100
BlueCare Group 2	23%	60%	11%	5%	0%	1%	97
BlueCare Group 3	27%	58%	8%	6%	0%	1%	103
Amerigroup Group 1	22%	65%	8%	3%	1%	1%	130
Amerigroup Group 2	23%	68%	9%	0%	0%	0%	81
Amerigroup Group 3	29%	49%	11%	12%	0%	0%	76
Sample Average	23%	61%	11%	5%	0%	1%	882

Table 69. Proportion of people who need hearing aids

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	83%	13%	0%	1%	1%	1%	72
UnitedHealthCare Group 2	84%	5%	2%	8%	0%	1%	119
UnitedHealthCare Group 3	77%	4%	2%	16%	1%	0%	102
BlueCare Group 1	81%	8%	1%	8%	0%	2%	101
BlueCare Group 2	79%	5%	3%	12%	1%	0%	98
BlueCare Group 3	79%	8%	2%	8%	2%	2%	103
Amerigroup Group 1	73%	10%	2%	11%	2%	3%	129
Amerigroup Group 2	90%	0%	1%	9%	0%	0%	79
Amerigroup Group 3	70%	4%	4%	20%	0%	1%	74
Sample Average	79%	6%	2%	10%	1%	1%	877

Table 70. Proportion of people who need glasses

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	34%	42%	14%	4%	4%	1%	73
UnitedHealthCare Group 2	25%	52%	16%	7%	0%	1%	120
UnitedHealthCare Group 3	30%	46%	17%	7%	0%	1%	101
BlueCare Group 1	38%	41%	9%	10%	1%	2%	101
BlueCare Group 2	36%	47%	12%	4%	1%	0%	98
BlueCare Group 3	26%	55%	14%	4%	1%	0%	102
Amerigroup Group 1	36%	44%	6%	7%	5%	2%	130
Amerigroup Group 2	25%	53%	10%	10%	0%	1%	79
Amerigroup Group 3	37%	39%	18%	4%	1%	0%	76
Sample Average	32%	47%	13%	6%	1%	1%	880



Table 71. Proportion of people who need a communication device

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	84%	4%	3%	7%	1%	1%	73
UnitedHealthCare Group 2	92%	5%	1%	0%	1%	1%	118
UnitedHealthCare Group 3	88%	10%	0%	2%	0%	0%	101
BlueCare Group 1	90%	2%	2%	3%	1%	2%	101
BlueCare Group 2	93%	4%	1%	1%	1%	0%	98
BlueCare Group 3	81%	10%	1%	7%	0%	2%	103
Amerigroup Group 1	87%	5%	0%	2%	2%	4%	127
Amerigroup Group 2	94%	3%	0%	3%	1%	0%	79
Amerigroup Group 3	90%	1%	0%	7%	0%	1%	72
Sample Average	89%	5%	1%	3%	1%	1%	872

Table 72. Proportion of people who need portable oxygen

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
UnitedHealthCare Group 1	84%	10%	1%	0%	1%	4%	73
UnitedHealthCare Group 2	71%	23%	2%	3%	0%	2%	118
UnitedHealthCare Group 3	75%	20%	2%	2%	1%	0%	102
BlueCare Group 1	87%	7%	1%	3%	1%	1%	101
BlueCare Group 2	81%	15%	1%	1%	2%	0%	99
BlueCare Group 3	79%	17%	2%	2%	0%	1%	103
Amerigroup Group 1	88%	5%	0%	2%	2%	3%	129
Amerigroup Group 2	83%	15%	0%	1%	0%	0%	78
Amerigroup Group 3	84%	15%	1%	0%	0%	0%	73
Sample Average	81%	14%	1%	2%	1%	1%	876

Table 73. Proportion of people who need other assistive device

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	50%	0%	0%	2%	11%	37%	46
<b>UnitedHealthCare Group 2</b>	52%	7%	2%	7%	5%	28%	61
<b>UnitedHealthCare Group 3</b>	49%	2%	0%	2%	2%	46%	59
<b>BlueCare Group 1</b>	59%	1%	1%	3%	1%	33%	69
<b>BlueCare Group 2</b>	61%	8%	2%	2%	2%	26%	61
<b>BlueCare Group 3</b>	62%	3%	0%	5%	2%	28%	61
<b>Amerigroup Group 1</b>	59%	3%	0%	0%	3%	36%	80
<b>Amerigroup Group 2</b>	50%	8%	5%	3%	3%	33%	40
<b>Amerigroup Group 3</b>	46%	6%	2%	6%	4%	37%	54
<b>Sample Average</b>	55%	4%	1%	3%	3%	34%	531

## Safety—un-collapsed

Table 74. Proportion of people who feel safe at home

	Rarely Or Never	Most of the Time	Yes, Always	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	0%	9%	91%	0%	0%	44
UnitedHealthCare Group 2	2%	4%	91%	0%	2%	94
UnitedHealthCare Group 3	0%	17%	82%	1%	0%	93
BlueCare Group 1	3%	4%	93%	0%	0%	67
BlueCare Group 2	4%	3%	93%	0%	0%	74
BlueCare Group 3	0%	6%	93%	0%	1%	96
Amerigroup Group 1	1%	9%	90%	0%	0%	86
Amerigroup Group 2	2%	3%	93%	2%	0%	59
Amerigroup Group 3	1%	7%	91%	0%	0%	69
Sample Average	1%	7%	90%	0%	0%	682

Table 75. Proportion of people who feel safe around their paid support staff

	No, Never Or Rarely	Some, Or Usually But Not Always	Yes, All Paid Support Workers, Always	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	0%	3%	97%	0%	0%	37
UnitedHealthCare Group 2	3%	1%	96%	0%	0%	73
UnitedHealthCare Group 3	0%	7%	93%	0%	0%	71
BlueCare Group 1	0%	7%	91%	2%	0%	55
BlueCare Group 2	0%	2%	98%	0%	0%	58
BlueCare Group 3	0%	4%	96%	0%	0%	85
Amerigroup Group 1	0%	3%	97%	0%	0%	67
Amerigroup Group 2	0%	4%	96%	0%	0%	47
Amerigroup Group 3	0%	3%	97%	0%	0%	58
Sample Average	0%	4%	96%	0%	0%	551

Table 76. Proportion of people who are ever worried for the security of their personal belongings

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	75%	18%	7%	0%	0%	44
UnitedHealthCare Group 2	83%	7%	10%	0%	0%	94
UnitedHealthCare Group 3	75%	17%	8%	0%	0%	93
BlueCare Group 1	63%	16%	18%	1%	1%	67
BlueCare Group 2	86%	5%	8%	0%	0%	74
BlueCare Group 3	86%	6%	8%	0%	0%	97
Amerigroup Group 1	70%	16%	13%	1%	0%	86
Amerigroup Group 2	83%	14%	3%	0%	0%	59
Amerigroup Group 3	83%	7%	9%	0%	1%	69
Sample Average	78%	12%	9%	0%	0%	683

Table 77. Proportion of people whose money was taken or used without their permission

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	82%	5%	11%	2%	44
UnitedHealthCare Group 2	79%	0%	21%	0%	94
UnitedHealthCare Group 3	84%	2%	14%	0%	91
BlueCare Group 1	70%	7%	22%	0%	67
BlueCare Group 2	92%	0%	7%	1%	74
BlueCare Group 3	91%	1%	7%	1%	98
Amerigroup Group 1	81%	6%	13%	0%	85
Amerigroup Group 2	78%	7%	15%	0%	59
Amerigroup Group 3	87%	4%	7%	1%	69
Sample Average	83%	3%	13%	1%	681

Table 78. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	53%	11%	33%	1%	1%	75
<b>UnitedHealthCare Group 2</b>	44%	8%	47%	1%	0%	120
<b>UnitedHealthCare Group 3</b>	28%	16%	56%	0%	0%	104
<b>BlueCare Group 1</b>	56%	17%	26%	1%	0%	102
<b>BlueCare Group 2</b>	47%	13%	38%	1%	0%	99
<b>BlueCare Group 3</b>	30%	24%	47%	0%	0%	105
<b>Amerigroup Group 1</b>	55%	14%	30%	1%	0%	132
<b>Amerigroup Group 2</b>	37%	15%	48%	0%	0%	81
<b>Amerigroup Group 3</b>	32%	24%	45%	0%	0%	76
<b>Sample Average</b>	43%	16%	41%	1%	0%	894

Table 79. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	9%	88%	0%	3%	34
<b>UnitedHealthCare Group 2</b>	19%	78%	3%	0%	67
<b>UnitedHealthCare Group 3</b>	28%	72%	0%	0%	76
<b>BlueCare Group 1</b>	13%	78%	4%	4%	45
<b>BlueCare Group 2</b>	21%	77%	2%	0%	52
<b>BlueCare Group 3</b>	22%	78%	0%	0%	72
<b>Amerigroup Group 1</b>	15%	82%	3%	0%	60
<b>Amerigroup Group 2</b>	25%	69%	4%	2%	52
<b>Amerigroup Group 3</b>	24%	75%	2%	0%	51
<b>Sample Average</b>	20%	77%	2%	1%	509

Table 80. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	17%	71%	12%	0%	76
<b>UnitedHealthCare Group 2</b>	19%	71%	8%	1%	119
<b>UnitedHealthCare Group 3</b>	19%	76%	5%	0%	105
<b>BlueCare Group 1</b>	19%	75%	5%	1%	102
<b>BlueCare Group 2</b>	16%	75%	8%	1%	99
<b>BlueCare Group 3</b>	19%	75%	5%	1%	106
<b>Amerigroup Group 1</b>	18%	69%	11%	1%	131
<b>Amerigroup Group 2</b>	13%	78%	9%	0%	82
<b>Amerigroup Group 3</b>	21%	72%	7%	0%	75
<b>Sample Average</b>	18%	74%	8%	1%	895

## Health Care—un-collapsed

Table 81. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	97%	0%	3%	0%	76
UnitedHealthCare Group 2	92%	3%	2%	3%	117
UnitedHealthCare Group 3	98%	2%	0%	0%	105
BlueCare Group 1	95%	1%	2%	2%	101
BlueCare Group 2	96%	1%	1%	2%	98
BlueCare Group 3	96%	2%	2%	0%	101
Amerigroup Group 1	97%	1%	2%	1%	130
Amerigroup Group 2	97%	0%	3%	0%	79
Amerigroup Group 3	99%	0%	0%	1%	76
Sample Average	96%	1%	1%	1%	883

Table 82. Proportion of people who have gone to the emergency room for falling or losing balance in past year

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	82%	13%	5%	0%	76
UnitedHealthCare Group 2	80%	17%	2%	2%	118
UnitedHealthCare Group 3	82%	18%	0%	0%	104
BlueCare Group 1	78%	18%	3%	1%	101
BlueCare Group 2	79%	18%	1%	2%	98
BlueCare Group 3	77%	21%	2%	0%	106
Amerigroup Group 1	88%	7%	4%	1%	130
Amerigroup Group 2	86%	11%	3%	0%	79
Amerigroup Group 3	72%	28%	0%	0%	71
Sample Average	81%	16%	2%	1%	883

Table 83. Proportion of people who have gone to the emergency room in past year for reasons other than tooth/mouth pain or falling/losing balance

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	64%	32%	4%	0%	76
<b>UnitedHealthCare Group 2</b>	55%	43%	1%	1%	119
<b>UnitedHealthCare Group 3</b>	49%	49%	2%	0%	104
<b>BlueCare Group 1</b>	71%	24%	5%	0%	101
<b>BlueCare Group 2</b>	59%	39%	2%	0%	98
<b>BlueCare Group 3</b>	56%	39%	3%	2%	105
<b>Amerigroup Group 1</b>	66%	27%	6%	1%	132
<b>Amerigroup Group 2</b>	57%	42%	1%	0%	81
<b>Amerigroup Group 3</b>	45%	53%	1%	1%	76
<b>Sample Average</b>	59%	38%	3%	1%	892

Table 84. Proportion of people who have a primary care doctor

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	11%	88%	1%	0%	75
<b>UnitedHealthCare Group 2</b>	2%	98%	0%	0%	118
<b>UnitedHealthCare Group 3</b>	2%	97%	1%	0%	104
<b>BlueCare Group 1</b>	10%	88%	2%	0%	101
<b>BlueCare Group 2</b>	2%	98%	0%	0%	96
<b>BlueCare Group 3</b>	0%	100%	0%	0%	106
<b>Amerigroup Group 1</b>	14%	82%	4%	0%	132
<b>Amerigroup Group 2</b>	2%	98%	0%	0%	82
<b>Amerigroup Group 3</b>	1%	99%	0%	0%	76
<b>Sample Average</b>	5%	94%	1%	0%	890



Table 85. Proportion of people who can get an appointment to see their primary care doctor when they need to

	Sometimes Or Rarely	Usually	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	2%	8%	88%	3%	0%	66
UnitedHealthCare Group 2	2%	8%	90%	1%	0%	116
UnitedHealthCare Group 3	4%	10%	84%	0%	2%	101
BlueCare Group 1	5%	7%	81%	7%	1%	88
BlueCare Group 2	3%	4%	91%	0%	1%	93
BlueCare Group 3	1%	4%	95%	0%	0%	105
Amerigroup Group 1	7%	13%	77%	3%	0%	108
Amerigroup Group 2	3%	11%	85%	1%	0%	80
Amerigroup Group 3	5%	9%	84%	1%	0%	74
Sample Average	3%	8%	86%	2%	0%	831

Table 86. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)

	Yes, Friend	Yes, Family Member	Yes, Doctor Or Nurse	No	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	5%	5%	25%	11%	2%	0%	44
UnitedHealthCare Group 2	14%	13%	24%	14%	0%	0%	94
UnitedHealthCare Group 3	7%	15%	33%	22%	0%	0%	92
BlueCare Group 1	5%	9%	12%	24%	2%	0%	66
BlueCare Group 2	3%	11%	20%	20%	1%	1%	71
BlueCare Group 3	13%	9%	22%	13%	0%	0%	97
Amerigroup Group 1	2%	6%	23%	19%	1%	1%	84
Amerigroup Group 2	9%	18%	28%	19%	0%	0%	57
Amerigroup Group 3	7%	22%	32%	19%	0%	0%	69
Sample Average	8%	12%	24%	18%	1%	0%	674

Table 87. Proportion of people who have had a physical exam or wellness visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	32%	59%	0%	9%	0%	75
UnitedHealthCare Group 2	13%	84%	0%	3%	0%	120
UnitedHealthCare Group 3	15%	80%	3%	2%	0%	105
BlueCare Group 1	34%	52%	0%	14%	0%	101
BlueCare Group 2	17%	74%	3%	5%	1%	99
BlueCare Group 3	19%	76%	1%	4%	0%	106
Amerigroup Group 1	29%	53%	1%	15%	2%	131
Amerigroup Group 2	23%	70%	1%	6%	0%	82
Amerigroup Group 3	16%	75%	1%	7%	1%	75
Sample Average	22%	69%	1%	7%	1%	894

Table 88. Proportion of people who have had a hearing exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	67%	25%	0%	8%	0%	76
UnitedHealthCare Group 2	77%	22%	1%	1%	0%	120
UnitedHealthCare Group 3	75%	24%	0%	1%	0%	103
BlueCare Group 1	68%	21%	0%	11%	1%	102
BlueCare Group 2	73%	22%	3%	1%	0%	98
BlueCare Group 3	76%	22%	0%	1%	1%	104
Amerigroup Group 1	67%	22%	0%	9%	2%	129
Amerigroup Group 2	79%	13%	0%	7%	0%	82
Amerigroup Group 3	79%	20%	0%	1%	0%	76
Sample Average	73%	21%	0%	4%	1%	890

Table 89. Proportion of people who have had a vision exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	52%	44%	0%	4%	0%	73
UnitedHealthCare Group 2	50%	49%	1%	0%	0%	120
UnitedHealthCare Group 3	45%	53%	0%	2%	0%	105
BlueCare Group 1	47%	39%	0%	13%	1%	102
BlueCare Group 2	50%	49%	1%	0%	0%	98
BlueCare Group 3	41%	57%	0%	1%	1%	105
Amerigroup Group 1	46%	48%	0%	4%	2%	132
Amerigroup Group 2	68%	28%	0%	4%	0%	81
Amerigroup Group 3	59%	39%	0%	1%	0%	76
Sample Average	50%	46%	0%	3%	0%	892

Table 90. Proportion of people who have had a flu shot in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	12%	81%	0%	7%	0%	74
UnitedHealthCare Group 2	26%	72%	0%	2%	0%	119
UnitedHealthCare Group 3	30%	68%	0%	2%	0%	104
BlueCare Group 1	19%	72%	0%	9%	1%	102
BlueCare Group 2	35%	64%	0%	1%	0%	99
BlueCare Group 3	46%	53%	0%	1%	0%	104
Amerigroup Group 1	20%	68%	1%	8%	4%	131
Amerigroup Group 2	26%	68%	0%	5%	1%	82
Amerigroup Group 3	39%	59%	0%	3%	0%	75
Sample Average	28%	67%	0%	4%	1%	890

Table 91. Proportion of people who have had a routine dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	41%	52%	1%	5%	0%	75
UnitedHealthCare Group 2	77%	20%	1%	2%	0%	119
UnitedHealthCare Group 3	74%	21%	3%	2%	0%	104
BlueCare Group 1	50%	41%	1%	6%	2%	98
BlueCare Group 2	75%	23%	1%	0%	1%	97
BlueCare Group 3	69%	28%	2%	1%	0%	102
Amerigroup Group 1	48%	41%	0%	9%	2%	130
Amerigroup Group 2	77%	20%	0%	4%	0%	81
Amerigroup Group 3	88%	12%	0%	0%	0%	76
Sample Average	66%	29%	1%	3%	1%	882

Table 92. Proportion of people who have had a cholesterol screening done by a doctor or nurse in the past five years

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	22%	57%	0%	22%	0%	74
UnitedHealthCare Group 2	16%	78%	0%	6%	0%	119
UnitedHealthCare Group 3	10%	83%	2%	6%	0%	104
BlueCare Group 1	25%	50%	0%	24%	2%	101
BlueCare Group 2	16%	73%	2%	8%	0%	98
BlueCare Group 3	18%	72%	2%	7%	1%	103
Amerigroup Group 1	25%	44%	0%	29%	2%	131
Amerigroup Group 2	16%	73%	0%	11%	0%	82
Amerigroup Group 3	12%	79%	0%	8%	1%	75
Sample Average	18%	67%	1%	14%	1%	887

## Wellness—un-collapsed

Table 93. Proportion of people who describe their overall health as poor, fair, good, very good, or excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	27%	30%	28%	9%	4%	1%	0%	74
UnitedHealthCare Group 2	21%	38%	28%	10%	3%	0%	0%	120
UnitedHealthCare Group 3	28%	43%	20%	6%	2%	2%	0%	105
BlueCare Group 1	14%	30%	40%	15%	1%	1%	0%	101
BlueCare Group 2	15%	32%	42%	8%	3%	0%	0%	98
BlueCare Group 3	24%	40%	26%	8%	2%	1%	0%	106
Amerigroup Group 1	14%	39%	33%	8%	4%	2%	1%	132
Amerigroup Group 2	26%	35%	25%	12%	2%	0%	0%	81
Amerigroup Group 3	31%	36%	23%	8%	3%	0%	0%	75
Sample Average	21%	36%	30%	9%	3%	1%	0%	892

Table 94. Proportion of people who reported their health has gotten much better, somewhat better, stayed about the same, got somewhat worse, or got much worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	8%	17%	53%	12%	7%	4%	0%	76
UnitedHealthCare Group 2	12%	18%	48%	18%	3%	0%	0%	120
UnitedHealthCare Group 3	8%	26%	38%	15%	9%	2%	2%	104
BlueCare Group 1	8%	25%	40%	18%	5%	4%	0%	102
BlueCare Group 2	12%	17%	56%	9%	5%	1%	0%	99
BlueCare Group 3	8%	27%	40%	15%	9%	0%	0%	106
Amerigroup Group 1	5%	19%	61%	11%	4%	2%	0%	132
Amerigroup Group 2	17%	17%	35%	24%	5%	1%	0%	82
Amerigroup Group 3	21%	21%	34%	16%	8%	0%	0%	76
Sample Average	10%	21%	46%	15%	6%	1%	0%	897

Table 95. Proportion of people who reported they forget things more often than before during the past 12 months

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	45%	47%	8%	0%	76
UnitedHealthCare Group 2	42%	52%	6%	1%	118
UnitedHealthCare Group 3	49%	51%	0%	0%	104
BlueCare Group 1	55%	38%	4%	3%	100
BlueCare Group 2	46%	46%	6%	1%	99
BlueCare Group 3	51%	48%	0%	1%	104
Amerigroup Group 1	50%	42%	6%	2%	131
Amerigroup Group 2	48%	48%	2%	1%	81
Amerigroup Group 3	43%	55%	3%	0%	75
Sample Average	48%	47%	4%	1%	888

Table 96. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	32%	56%	10%	2%	41
UnitedHealthCare Group 2	43%	53%	4%	0%	70
UnitedHealthCare Group 3	30%	67%	2%	2%	54
BlueCare Group 1	50%	43%	5%	2%	44
BlueCare Group 2	33%	60%	6%	2%	52
BlueCare Group 3	42%	56%	2%	0%	52
Amerigroup Group 1	41%	50%	8%	2%	64
Amerigroup Group 2	40%	57%	2%	0%	42
Amerigroup Group 3	38%	55%	2%	5%	42
Sample Average	39%	55%	5%	2%	461

## Medications—un-collapsed

Table 97. Proportion of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	42%	42%	16%	0%	76
UnitedHealthCare Group 2	53%	48%	0%	0%	120
UnitedHealthCare Group 3	44%	53%	3%	0%	105
BlueCare Group 1	46%	36%	17%	1%	100
BlueCare Group 2	61%	34%	4%	1%	99
BlueCare Group 3	53%	44%	3%	0%	106
Amerigroup Group 1	46%	33%	20%	2%	132
Amerigroup Group 2	46%	46%	4%	4%	82
Amerigroup Group 3	45%	53%	3%	0%	76
Sample Average	49%	43%	8%	1%	896

Table 98. Proportion of people who take or are supposed to take any prescription medications

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	9%	91%	0%	0%	76
UnitedHealthCare Group 2	1%	99%	0%	0%	120
UnitedHealthCare Group 3	4%	96%	0%	0%	105
BlueCare Group 1	8%	91%	1%	0%	102
BlueCare Group 2	2%	98%	0%	0%	97
BlueCare Group 3	0%	100%	0%	0%	105
Amerigroup Group 1	5%	93%	2%	0%	132
Amerigroup Group 2	2%	98%	0%	0%	82
Amerigroup Group 3	1%	99%	0%	0%	76
Sample Average	3%	96%	0%	0%	895

Table 99. Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)

	No	In-between, Or Some Medications	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	9%	12%	80%	0%	0%	69
<b>UnitedHealthCare Group 2</b>	7%	4%	89%	0%	0%	118
<b>UnitedHealthCare Group 3</b>	4%	3%	92%	1%	0%	101
<b>BlueCare Group 1</b>	21%	8%	68%	2%	1%	92
<b>BlueCare Group 2</b>	8%	3%	88%	0%	0%	95
<b>BlueCare Group 3</b>	3%	6%	91%	0%	0%	104
<b>Amerigroup Group 1</b>	9%	13%	75%	2%	0%	122
<b>Amerigroup Group 2</b>	8%	3%	89%	1%	0%	80
<b>Amerigroup Group 3</b>	3%	7%	91%	0%	0%	74
<b>Sample Average</b>	8%	6%	85%	1%	0%	855



## Rights and Respect—un-collapsed

Table 100. Proportion of people who feel that their paid support staff treat them with respect

	No, Never Or Rarely	Some, Or Usually	Yes, All Paid Support Workers, Always Or Almost Always	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	3%	6%	92%	0%	0%	36
UnitedHealthCare Group 2	1%	6%	93%	0%	0%	72
UnitedHealthCare Group 3	4%	4%	91%	0%	0%	69
BlueCare Group 1	0%	13%	87%	0%	0%	55
BlueCare Group 2	0%	5%	95%	0%	0%	58
BlueCare Group 3	0%	6%	94%	0%	0%	83
Amerigroup Group 1	0%	12%	86%	0%	2%	65
Amerigroup Group 2	2%	9%	89%	0%	0%	46
Amerigroup Group 3	0%	5%	95%	0%	0%	58
Sample Average	1%	7%	92%	0%	0%	542

Table 101. Proportion of people who report that others ask permission before entering their home/room

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	18%	23%	59%	0%	0%	44
UnitedHealthCare Group 2	4%	6%	88%	0%	1%	94
UnitedHealthCare Group 3	6%	6%	87%	0%	0%	93
BlueCare Group 1	21%	25%	49%	3%	1%	67
BlueCare Group 2	0%	7%	90%	1%	1%	73
BlueCare Group 3	4%	7%	88%	1%	0%	98
Amerigroup Group 1	23%	26%	49%	2%	0%	86
Amerigroup Group 2	10%	9%	78%	3%	0%	58
Amerigroup Group 3	4%	6%	87%	1%	1%	69
Sample Average	10%	12%	77%	1%	1%	682

Table 102. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	71%	12%	17%	0%	42
UnitedHealthCare Group 2	31%	69%	0%	0%	26
UnitedHealthCare Group 3	14%	86%	0%	0%	21
BlueCare Group 1	83%	11%	5%	2%	66
BlueCare Group 2	20%	80%	0%	0%	15
BlueCare Group 3	9%	91%	0%	0%	32
Amerigroup Group 1	81%	10%	10%	0%	83
Amerigroup Group 2	44%	50%	6%	0%	18
Amerigroup Group 3	7%	87%	7%	0%	15
Sample Average	56%	37%	6%	0%	318

Table 103. Proportion of people who have enough privacy in their home (if in group setting)

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	5%	17%	76%	2%	0%	42
UnitedHealthCare Group 2	0%	7%	93%	0%	0%	28
UnitedHealthCare Group 3	0%	10%	90%	0%	0%	21
BlueCare Group 1	17%	8%	76%	0%	0%	66
BlueCare Group 2	0%	0%	100%	0%	0%	16
BlueCare Group 3	0%	3%	97%	0%	0%	34
Amerigroup Group 1	11%	18%	69%	1%	1%	84
Amerigroup Group 2	10%	10%	80%	0%	0%	20
Amerigroup Group 3	0%	0%	100%	0%	0%	15
Sample Average	7%	10%	81%	1%	0%	326

Table 104. Proportion of people who are able to have visitors come at any time (if in group setting)

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	17%	79%	5%	0%	42
UnitedHealthCare Group 2	8%	88%	4%	0%	26
UnitedHealthCare Group 3	15%	85%	0%	0%	20
BlueCare Group 1	32%	65%	0%	3%	63
BlueCare Group 2	0%	100%	0%	0%	15
BlueCare Group 3	3%	97%	0%	0%	36
Amerigroup Group 1	14%	79%	5%	1%	78
Amerigroup Group 2	5%	95%	0%	0%	20
Amerigroup Group 3	20%	73%	7%	0%	15
Sample Average	15%	81%	3%	1%	315

Table 105. Proportion of people who have privacy with visitors at home if they want it (if in group setting)

	No, Never Or Rarely Has Privacy Or There Are Rules Against	Usually Has Privacy	Yes, Always Has Privacy	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	5%	10%	85%	0%	0%	41
UnitedHealthCare Group 2	0%	8%	88%	4%	0%	24
UnitedHealthCare Group 3	0%	16%	84%	0%	0%	19
BlueCare Group 1	5%	5%	87%	2%	2%	63
BlueCare Group 2	6%	0%	94%	0%	0%	16
BlueCare Group 3	0%	6%	94%	0%	0%	36
Amerigroup Group 1	5%	17%	74%	4%	0%	78
Amerigroup Group 2	15%	5%	80%	0%	0%	20
Amerigroup Group 3	0%	0%	93%	7%	0%	15
Sample Average	4%	9%	85%	2%	0%	312

Table 106. Proportion of people who can use the phone privately whenever they want to (if in group setting)

	No, Never Or Rarely Can Use Privately Or There Are	Can Usually Use Privately	Yes, Can Use Privately Anytime, Either Independently Or With	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	0%	5%	87%	8%	0%	39
UnitedHealthCare Group 2	4%	8%	88%	0%	0%	24
UnitedHealthCare Group 3	0%	5%	95%	0%	0%	20
BlueCare Group 1	15%	5%	77%	2%	2%	62
BlueCare Group 2	0%	0%	100%	0%	0%	15
BlueCare Group 3	0%	3%	97%	0%	0%	35
Amerigroup Group 1	13%	10%	71%	4%	3%	78
Amerigroup Group 2	0%	10%	85%	5%	0%	20
Amerigroup Group 3	0%	0%	100%	0%	0%	15
Sample Average	6%	6%	84%	3%	1%	308

Table 107. Proportion of people who have access to food at all times of the day (if in group setting)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	22%	78%	0%	0%	41
UnitedHealthCare Group 2	12%	88%	0%	0%	26
UnitedHealthCare Group 3	0%	100%	0%	0%	20
BlueCare Group 1	11%	86%	2%	2%	65
BlueCare Group 2	0%	100%	0%	0%	16
BlueCare Group 3	6%	94%	0%	0%	34
Amerigroup Group 1	15%	83%	2%	0%	81
Amerigroup Group 2	5%	90%	5%	0%	20
Amerigroup Group 3	0%	100%	0%	0%	15
Sample Average	11%	88%	1%	0%	318

Table 108. Proportion of people whose mail or email is read without asking them first (if in group setting)

	No, People Never Read Mail Or Email Without Permission	Yes, People Read Mail Or Email Without Permission	Don't Know	Unclear/ Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	85%	8%	5%	3%	39
<b>UnitedHealthCare Group 2</b>	100%	0%	0%	0%	26
<b>UnitedHealthCare Group 3</b>	100%	0%	0%	0%	20
<b>BlueCare Group 1</b>	81%	5%	10%	5%	62
<b>BlueCare Group 2</b>	81%	19%	0%	0%	16
<b>BlueCare Group 3</b>	89%	11%	0%	0%	37
<b>Amerigroup Group 1</b>	86%	4%	7%	3%	74
<b>Amerigroup Group 2</b>	65%	25%	10%	0%	20
<b>Amerigroup Group 3</b>	93%	7%	0%	0%	14
<b>Sample Average</b>	86%	7%	5%	2%	308

## Self-Direction of Care—un-collapsed

Table 109. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)

	No	Yes	N
UnitedHealthCare Group 1	100%	0%	76
UnitedHealthCare Group 2	79%	21%	119
UnitedHealthCare Group 3	92%	8%	104
BlueCare Group 1	99%	1%	102
BlueCare Group 2	76%	24%	99
BlueCare Group 3	84%	16%	105
Amerigroup Group 1	97%	3%	132
Amerigroup Group 2	84%	16%	82
Amerigroup Group 3	97%	3%	76
Sample Average	89%	11%	895

Table 110. Proportion of people who can choose or change what kind of services they get and determine how often and when they get them

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	14%	24%	51%	9%	1%	70
UnitedHealthCare Group 2	13%	17%	63%	7%	0%	117
UnitedHealthCare Group 3	22%	7%	65%	5%	1%	103
BlueCare Group 1	22%	18%	45%	13%	2%	91
BlueCare Group 2	8%	11%	70%	8%	2%	96
BlueCare Group 3	10%	14%	66%	9%	1%	105
Amerigroup Group 1	23%	18%	43%	13%	4%	120
Amerigroup Group 2	21%	23%	48%	6%	1%	81
Amerigroup Group 3	16%	8%	65%	8%	3%	74
Sample Average	17%	16%	57%	9%	2%	857

Table 111. Proportion of people who can choose or change who provides their services if they want to

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	23%	16%	51%	10%	0%	70
<b>UnitedHealthCare Group 2</b>	10%	9%	74%	6%	1%	116
<b>UnitedHealthCare Group 3</b>	10%	5%	77%	9%	0%	104
<b>BlueCare Group 1</b>	34%	13%	38%	12%	2%	90
<b>BlueCare Group 2</b>	5%	2%	82%	10%	0%	97
<b>BlueCare Group 3</b>	8%	6%	80%	6%	1%	105
<b>Amerigroup Group 1</b>	34%	15%	36%	12%	2%	122
<b>Amerigroup Group 2</b>	10%	4%	78%	6%	2%	81
<b>Amerigroup Group 3</b>	5%	8%	80%	5%	1%	74
<b>Sample Average</b>	16%	8%	66%	9%	1%	859

## Work—un-collapsed

Table 112. Proportion of people who have a paying job in the community, either full-time or part-time

	No	Yes, Part-Time	Yes, Full-Time	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	100%	0%	0%	0%	0%	76
UnitedHealthCare Group 2	100%	0%	0%	0%	0%	120
UnitedHealthCare Group 3	100%	0%	0%	0%	0%	103
BlueCare Group 1	99%	1%	0%	0%	0%	101
BlueCare Group 2	99%	0%	0%	1%	0%	98
BlueCare Group 3	100%	0%	0%	0%	0%	105
Amerigroup Group 1	100%	0%	0%	0%	0%	129
Amerigroup Group 2	99%	1%	0%	0%	0%	82
Amerigroup Group 3	100%	0%	0%	0%	0%	75
Sample Average	100%	0%	0%	0%	0%	889

Table 113. Proportion of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	81%	5%	14%	0%	43
UnitedHealthCare Group 2	72%	9%	19%	0%	94
UnitedHealthCare Group 3	72%	2%	24%	2%	92
BlueCare Group 1	68%	6%	24%	2%	66
BlueCare Group 2	74%	1%	24%	0%	74
BlueCare Group 3	82%	3%	14%	1%	98
Amerigroup Group 1	77%	5%	17%	1%	83
Amerigroup Group 2	55%	3%	38%	3%	58
Amerigroup Group 3	69%	7%	21%	3%	68
Sample Average	73%	5%	21%	1%	676



Table 114. Proportion of people who reported that someone has talked to them about job options (if wanted a job)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	100%	0%	0%	0%	8
UnitedHealthCare Group 2	77%	15%	4%	4%	26
UnitedHealthCare Group 3	96%	4%	0%	0%	24
BlueCare Group 1	75%	10%	0%	15%	20
BlueCare Group 2	84%	11%	5%	0%	19
BlueCare Group 3	88%	6%	0%	6%	17
Amerigroup Group 1	85%	15%	0%	0%	20
Amerigroup Group 2	88%	13%	0%	0%	24
Amerigroup Group 3	95%	5%	0%	0%	19
Sample Average	86%	10%	1%	3%	177

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	96%	3%	1%	0%	71
UnitedHealthCare Group 2	95%	5%	0%	0%	120
UnitedHealthCare Group 3	95%	5%	0%	0%	105
BlueCare Group 1	96%	3%	1%	0%	100
BlueCare Group 2	95%	5%	0%	0%	99
BlueCare Group 3	92%	8%	0%	0%	106
Amerigroup Group 1	91%	9%	0%	0%	127
Amerigroup Group 2	98%	2%	0%	0%	82
Amerigroup Group 3	95%	5%	0%	0%	75
Sample Average	95%	5%	0%	0%	885

## Everyday Living—un-collapsed

Table 116. Proportion of people who generally need a lot or some assistance with everyday activities

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	1%	20%	78%	1%	0%	76
UnitedHealthCare Group 2	1%	26%	73%	0%	0%	119
UnitedHealthCare Group 3	3%	26%	71%	0%	0%	103
BlueCare Group 1	7%	29%	61%	1%	2%	102
BlueCare Group 2	2%	25%	73%	0%	0%	99
BlueCare Group 3	3%	31%	66%	0%	0%	104
Amerigroup Group 1	5%	30%	63%	2%	0%	131
Amerigroup Group 2	2%	25%	72%	0%	1%	81
Amerigroup Group 3	1%	37%	62%	0%	0%	76
Sample Average	3%	28%	68%	1%	0%	891

Table 117. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UnitedHealthCare Group 1	12%	86%	0%	1%	74
UnitedHealthCare Group 2	15%	85%	0%	0%	118
UnitedHealthCare Group 3	32%	67%	1%	0%	102
BlueCare Group 1	9%	90%	1%	0%	92
BlueCare Group 2	11%	89%	0%	0%	95
BlueCare Group 3	26%	74%	0%	0%	102
Amerigroup Group 1	11%	89%	0%	0%	121
Amerigroup Group 2	13%	87%	0%	0%	79
Amerigroup Group 3	27%	72%	1%	0%	74
Sample Average	17%	82%	0%	0%	857

Table 118. Proportion of people who generally need a lot or some assistance for self-care

	None	Some	A Lot	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	4%	28%	67%	1%	0%	76
UnitedHealthCare Group 2	6%	30%	64%	0%	0%	120
UnitedHealthCare Group 3	9%	38%	53%	0%	0%	105
BlueCare Group 1	9%	26%	64%	1%	0%	102
BlueCare Group 2	6%	28%	66%	0%	0%	99
BlueCare Group 3	8%	31%	61%	0%	0%	105
Amerigroup Group 1	5%	32%	63%	1%	0%	132
Amerigroup Group 2	10%	26%	65%	0%	0%	82
Amerigroup Group 3	9%	39%	50%	0%	1%	76
Sample Average	7%	31%	62%	0%	0%	897

Table 119. Proportion of people who always get enough assistance with self-care when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	13%	88%	0%	0%	72
UnitedHealthCare Group 2	17%	83%	0%	0%	111
UnitedHealthCare Group 3	25%	73%	2%	0%	93
BlueCare Group 1	10%	89%	1%	0%	90
BlueCare Group 2	14%	86%	0%	0%	92
BlueCare Group 3	27%	73%	0%	0%	96
Amerigroup Group 1	15%	85%	0%	0%	124
Amerigroup Group 2	7%	92%	1%	0%	74
Amerigroup Group 3	24%	75%	0%	1%	67
Sample Average	17%	82%	0%	0%	819

Table 120. Proportion of people who have access to healthy foods like fruits and vegetables when they want them

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	8%	11%	80%	0%	1%	76
<b>UnitedHealthCare Group 2</b>	3%	12%	85%	0%	1%	120
<b>UnitedHealthCare Group 3</b>	5%	13%	82%	0%	0%	105
<b>BlueCare Group 1</b>	6%	9%	84%	1%	0%	101
<b>BlueCare Group 2</b>	3%	2%	93%	0%	2%	99
<b>BlueCare Group 3</b>	0%	13%	85%	1%	1%	104
<b>Amerigroup Group 1</b>	5%	15%	80%	0%	1%	132
<b>Amerigroup Group 2</b>	5%	9%	87%	0%	0%	82
<b>Amerigroup Group 3</b>	7%	9%	84%	0%	0%	75
<b>Sample Average</b>	4%	11%	84%	0%	1%	894

## Affordability—un-collapsed

Table 121. Proportion of people who ever have to skip a meal due to financial worries

	No	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	99%	1%	0%	0%	0%	75
<b>UnitedHealthCare Group 2</b>	91%	6%	3%	0%	0%	120
<b>UnitedHealthCare Group 3</b>	86%	12%	2%	0%	0%	105
<b>BlueCare Group 1</b>	95%	2%	1%	2%	0%	102
<b>BlueCare Group 2</b>	96%	3%	1%	0%	0%	98
<b>BlueCare Group 3</b>	88%	4%	9%	0%	0%	105
<b>Amerigroup Group 1</b>	97%	1%	1%	1%	1%	131
<b>Amerigroup Group 2</b>	100%	0%	0%	0%	0%	82
<b>Amerigroup Group 3</b>	89%	5%	4%	0%	1%	76
<b>Sample Average</b>	93%	4%	2%	0%	0%	894

## Planning for the Future— un-collapsed

Table 122. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
<b>UnitedHealthCare Group 1</b>	65%	26%	9%	0%	43
<b>UnitedHealthCare Group 2</b>	56%	33%	10%	1%	94
<b>UnitedHealthCare Group 3</b>	52%	41%	7%	0%	92
<b>BlueCare Group 1</b>	56%	38%	3%	3%	63
<b>BlueCare Group 2</b>	58%	37%	5%	0%	73
<b>BlueCare Group 3</b>	49%	47%	3%	1%	98
<b>Amerigroup Group 1</b>	70%	24%	5%	1%	84
<b>Amerigroup Group 2</b>	62%	26%	9%	3%	58
<b>Amerigroup Group 3</b>	62%	37%	1%	0%	68
<b>Sample Average</b>	58%	35%	6%	1%	673

## Control—un-collapsed

Table 123. Proportion of people who feel in control of their life

	No	In-between	Yes	Don't Know	Unclear/Refused/ No Response	N
UnitedHealthCare Group 1	16%	16%	63%	0%	5%	43
UnitedHealthCare Group 2	9%	19%	71%	1%	0%	94
UnitedHealthCare Group 3	8%	11%	76%	4%	1%	93
BlueCare Group 1	12%	16%	72%	0%	0%	67
BlueCare Group 2	8%	16%	74%	0%	1%	73
BlueCare Group 3	6%	22%	72%	0%	0%	97
Amerigroup Group 1	13%	21%	63%	1%	2%	86
Amerigroup Group 2	17%	16%	67%	0%	0%	58
Amerigroup Group 3	7%	18%	75%	0%	0%	68
Sample Average	10%	17%	71%	1%	1%	679

Table 124. Ranking of how important people reported health was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
UnitedHealthCare Group 1	54%	24%	15%	7%	41
UnitedHealthCare Group 2	50%	37%	10%	3%	90
UnitedHealthCare Group 3	64%	26%	8%	2%	85
BlueCare Group 1	55%	23%	8%	15%	62
BlueCare Group 2	54%	32%	10%	3%	68
BlueCare Group 3	72%	13%	12%	3%	92
Amerigroup Group 1	62%	21%	14%	3%	76
Amerigroup Group 2	54%	25%	15%	6%	52
Amerigroup Group 3	62%	23%	11%	5%	66
Sample Average	59%	25%	11%	5%	632

Table 125. Ranking of how important people reported safety was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
UnitedHealthCare Group 1	7%	24%	32%	37%	41
UnitedHealthCare Group 2	10%	31%	35%	24%	90
UnitedHealthCare Group 3	11%	39%	35%	15%	85
BlueCare Group 1	8%	37%	29%	26%	62
BlueCare Group 2	12%	38%	35%	15%	68
BlueCare Group 3	7%	48%	35%	11%	92
Amerigroup Group 1	10%	41%	29%	21%	76
Amerigroup Group 2	12%	25%	37%	25%	52
Amerigroup Group 3	6%	33%	38%	23%	66
Sample Average	9%	37%	34%	20%	632

Table 126. Ranking of how important people reported being independent was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
UnitedHealthCare Group 1	15%	37%	39%	10%	41
UnitedHealthCare Group 2	23%	17%	34%	26%	90
UnitedHealthCare Group 3	13%	27%	38%	22%	85
BlueCare Group 1	11%	34%	30%	25%	62
BlueCare Group 2	19%	15%	37%	29%	68
BlueCare Group 3	13%	26%	46%	15%	92
Amerigroup Group 1	15%	18%	41%	27%	76
Amerigroup Group 2	24%	24%	35%	18%	52
Amerigroup Group 3	14%	24%	42%	20%	66
Sample Average	16%	24%	38%	22%	632



Table 127. Ranking of how important people reported being engaged with community and friends was to them right now (out of health, safety, being independent, being engaged with community and friends)

	1 – Engaged with Community Most Important	2	3	4 - Engaged with Community Least Important	N
UnitedHealthCare Group 1	24%	15%	15%	46%	41
UnitedHealthCare Group 2	16%	16%	21%	48%	90
UnitedHealthCare Group 3	14%	8%	17%	60%	85
BlueCare Group 1	26%	6%	34%	34%	62
BlueCare Group 2	15%	15%	18%	53%	68
BlueCare Group 3	9%	13%	8%	71%	92
Amerigroup Group 1	15%	21%	15%	49%	76
Amerigroup Group 2	18%	24%	8%	50%	52
Amerigroup Group 3	18%	20%	9%	53%	66
Sample Average	16%	15%	16%	53%	632