

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

2015-2016 Texas Results



Preface

Since 2012, the National Association of States United for Aging and Disabilities (NASUAD) has been working in collaboration with Human Services Research Institute (HSRI) to build the National Core Indicators-Aging and Disabilities (NCI-AD). The NCI-AD survey collects information on the experiences of individuals' who are aging or who have a physical disability and are receiving various long-term services and supports. Texas has a long history of providing Medicaid and non-Medicaid long-term services and supports. Three Texas programs are the focus of this initiative: Older Americans Act services, the Program of All-Inclusive Care for the Elderly (PACE), and STAR+PLUS.

Texas first implemented Medicaid managed care as a pilot in 1991. In 1997, Texas created a new pilot to integrate acute care and long-term services and supports for SSI and SSI-related Medicaid clients; this program is known as STAR+PLUS. After evaluation of the model in Texas, the state continued to expand Medicaid managed care, both geographically and to new populations. STAR+PLUS has been available statewide since September 2014.

The Balanced Budget Act of 1997 created the PACE program, which Texas implemented in 2003. PACE is a comprehensive care approach providing an array of services to individuals age 55 and older for a capitated monthly fee. PACE participants receive all medical and social services they need through the PACE provider. The program is available in three counties in Texas.

Created in 1965 and reauthorized in 2014 and 2016, Older Americans Act (OAA) funding provides social and nutrition programs for people who are 60 and older and their caregivers. These services are delivered through the area agencies on aging. Services target those with greatest economic and social need, with an emphasis on providing services to older members of low-income minority groups, those with limited English proficiency, and those living in rural areas. Family members or other caregivers may receive information and services on behalf of the older person for whom they are providing care. Services may be provided to family caregivers caring for people of any age when diagnosed with Alzheimer's disease or related dementia.

While Texas has administered long-term services and supports member experience surveys to the fee-for-service population for a number of years, the NCI-AD initiative is the first time comparable data will be collected for the managed care long-term services and supports programs. Data collected through this survey will fill a gap in an otherwise fairly comprehensive managed care quality assurance system and will be used to demonstrate managed care organization performance to external parties, including state and federal stakeholders. This survey will also provide meaningful insights into the experience of receiving long-term services and supports in Texas.

A handwritten signature in black ink, appearing to read "J. Snyder". The signature is fluid and cursive, with the first letter of each word being capitalized and prominent.

Jami Snyder

Associate Commissioner, Medicaid and CHIP Services

Texas Health and Human Services Commission



Human Services Research Institute (HSRI)

2336 Massachusetts Avenue

Cambridge, MA 02140



National Association of States United for Aging and
Disabilities (NASUAD)

1201 15th St. NW, Ste. 350, Washington, DC 20005



Texas Health and Human Services (HHS)

Brown-Heatly Building

4900 N. Lamar Blvd.

Austin, TX 78751-2316

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List of Abbreviations Used in This Report

ADRC – Aging and Disability Resource Centers

BI Medicaid Program – Brain Injury Medicaid Program

CIL – Centers for Independent Living

CMS – Centers for Medicare & Medicaid Services

HCBS – Home and Community Based Services

HSRI – Human Services Research Institute

ID/DD – Intellectual/Developmental Disability

MCO – Managed Care Organization

MFP – Money Follows the Person

N – Number of respondents

NASDDDS – National Association of State Directors of Developmental Disabilities Services

NASUAD – National Association of States United for Aging and Disabilities

OAA – Older Americans Act

PACE – Programs of All-Inclusive Care for the Elderly

PD Medicaid Program – Physical Disability Medicaid Program

QOL – Quality of Life

SNF – Skilled Nursing Facility

TBI/ABI – Traumatic/Acquired Brain Injury

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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 Disabilities¹ (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 states². 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,

¹ NASUAD is the membership organization for state Aging, Disability, and Medicaid directors.

² 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

Domain	NCI-AD Indicator
Community Participation	Proportion of people who are able to participate in preferred activities outside of home when and with whom they want
Choice and Decision Making	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
Relationships	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
Satisfaction	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
Service Coordination	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

Domain	NCI-AD Indicator
	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
Care Coordination	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
Access	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
Safety	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
Health Care	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
Wellness	The proportion of people in poor health
	Proportion of people with unaddressed memory concerns
Medications	Proportion of people taking medications that help them feel less sad/depressed
	Proportion of people who know what their medications are for
Rights and Respect	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
Self-Direction of Care	Proportion of people self-directing
	Proportion of people who can choose or change the kind of services they receive and who provides them
Work	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
Everyday Living	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
Affordability	Proportion of people who have ever had to cut back on food because of money
Planning for future	Proportion of people who want help planning for future need for services
	Proportion of people who have decision-making assistance
Control	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 Texas

While Texas has administered LTSS member experience surveys to the fee-for-service population for a number of years, the NCI-AD initiative is the first time comparable data will be collected for the managed care LTSS programs. Data collected through this survey will fill a gap in an otherwise fairly comprehensive managed care quality assurance system and will be used to demonstrate managed care organization performance to external parties, including state and federal stakeholders.

Data for the project was gathered through in-person consumer surveys. HHSC contracted with its external quality review organization to conduct the surveys with individuals receiving services through the following programs:

- STAR+PLUS (Community-based LTSS only)
- STAR+PLUS HCBS

- Older Americans Act (OAA)
- Program of All-inclusive Care for the Elderly (PACE)

The project was funded using Medicaid administrative funds and Medicaid funds billed at the external quality review organization match rate. State general revenue funds were used for the OAA component of the project.

The project was led by the Medicaid and CHIP Quality Assurance unit. Support was provided by other parts of the health and human services system responsible for the programs included in the project as well as the managed care organizations. These supporting entities provided background data and program expertise when needed. Going forward, Texas plans to conduct the survey every other year.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Texas and included for analysis in 2015-2016 was 1958 (Total N=1958). Seven program populations were included in the survey sample.

Star+Plus Managed Care: STAR+PLUS integrates the delivery of acute care and long-term services and supports through a Medicaid managed care system operated under the authority of an 1115 waiver. Acute, pharmacy, and certain long-term services and supports (personal assistant services and day activity and health services) are coordinated and provided through a provider network contracted with managed care organizations. The STAR+PLUS home and community-based services program provides additional long-term care services and supports to members aged 21 and older who meet nursing facility level of care and who need, and are receiving, home and community-based services as an alternative to nursing facility care. A total of one thousand four hundred and fifty-seven people (N=1457) from this program were included for analysis. Five managed care organizations were represented:

Amerigroup (N=297)

Cigna-HealthSpring (N=285)

Molina (N=299)

Superior (N=292)

UnitedHealthCare (N=284)

Older Americans Act (OAA): This program serves individuals age 60 or older. Services target those with greatest economic and social need, with an emphasis on providing services to older members of low-income minority groups, those with limited English proficiency, and those living in rural areas. Family members or other caregivers may receive information and services on behalf of the older person for whom they are providing care. Services may be provided to family caregivers caring for people of any age when diagnosed with Alzheimer’s disease or related dementia. Two hundred and eighty-three people (N=283) from this program were included for analysis. As a criteria for inclusion in this sample, individuals must have received one or more Cluster 1 services (adult day services, chore, homemaker, home-delivered meals, and personal care).

Program of All-Inclusive Care (PACE): This Medicaid program provides community-based services to individuals age 55 or older who are qualify for Medicaid nursing facility services. PACE includes all necessary health-related services, including in-patient and outpatient medical care, specialty services like dentistry and podiatry, social services, in-home care, meals, transportation, day activity, and housing assistance. Services are only available in Amarillo, El Paso, and Lubbock. Two hundred eighteen people (N=218) from this program were included for analysis.

Figure 2 below summarizes the programs included in Texas’ analysis sample, the number of surveys completed per program and included for analysis, and the number of participants eligible to be included in the survey by program. Also included are calculations of margin of error for each program’s 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 programs. Resulting margins of error are shown under both assumptions. Both scenarios use all completed analyzed surveys as sample program 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. Programs included, number of surveys, and margins of error

Program	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)
Star+Plus: Amerigroup	297	42,912	95% Confidence Level, 5.7% Margin of Error	95% Confidence Level, 5.2 Margin of Error
Star+Plus: Cigna-HealthSpring	285	18,686	95% Confidence Level, 5.8% Margin of Error	95% Confidence Level, 5.3% Margin of Error
Star+Plus: Molina	299	44,356	95% Confidence Level, 5.7% Margin of Error	95% Confidence Level, 5.2% Margin of Error
Star+Plus: Superior	292	65,623	95% Confidence Level, 5.7% Margin of Error	95% Confidence Level, 5.2% Margin of Error
Star+Plus: UnitedHealthCare	284	30,096	95% Confidence Level, 5.8% Margin of Error	95% Confidence Level, 5.3% Margin of Error
OAA	283	44,357	95% Confidence Level, 5.8% Margin of Error	95% Confidence Level, 5.3% Margin of Error
PACE	218	1,078	95% Confidence Level, 5.9% Margin of Error	95% Confidence Level, 5.4% Margin of Error
Total	1958	247,108		

Survey Process

The State's external quality review organization, the Institute for Child Health Policy (IHP), subcontracted with a familiar company to conduct the interviews. Approximately 15 interviewers were used. Because of the size of Texas, and because the interviews were face-face, these interviewers were spread out across Texas. HHSC, IHP, NASUAD, and HSRI staff conducted a one-day interviewer training on July 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 began in August 2015 and were completed by May 2016.

Stakeholders

The interview process included advance letters sent to sampled individuals to inform them that they would be contacted by an interviewer. The advance letters included a brief description of the study and contact numbers that would allow them to learn more about the study, opt out of the study, or get answers to questions. In addition, Texas engaged in the more general outreach activities:

- Presentations: Presentations on the NCI-AD project were provided at stakeholder meetings and state legislative briefings. A webinar for managed care organizations was also conducted.
- Internet Resources: HHSC has posted information about the NCI-AD project on its agency website.
- Other written communications: Six times a year HHSC publishes a newsletter titled "In Touch", providing updates on major projects and events happening at the agency and within the health and human services enterprise. The May/June 2015 issue contained a brief description of the project and contact information for individuals seeking additional details.

The data will be shared with the respective stakeholders and will be used to help inform future discussions between the State and its providers and managed care organizations.

Organization of Results

The following section of the report presents findings from Texas's 2015-16 NCI-AD data collection cycle. Results are grouped by domain and are presented in chart format. Charts show collapsed data broken out by each of the seven programs included in the sample, as well as the Texas state average. The number of respondents for each program 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 program 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.

Texas state average is a weighted state estimate. A weighted estimate is needed because Texas proportionally oversampled some of its programs – i.e. some programs constituted a larger proportion of the sample than they did as proportion of population receiving services. To account for these programs 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 programs in the sample, and results in a state estimate that one would expect if the programs 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 program 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 programs have been applied).

Limitations of Data

This report contains survey results related to the quality and impact of LTSS in Texas. 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 program scores relative to one another and to Texas weighted state average. It is up to public managers, policy-makers, and other stakeholders to decide whether a program’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, Texas 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 program 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. In addition, caution should be used comparing a program’s result relative to another program due to similarities and differences between program participants.

Community Participation

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

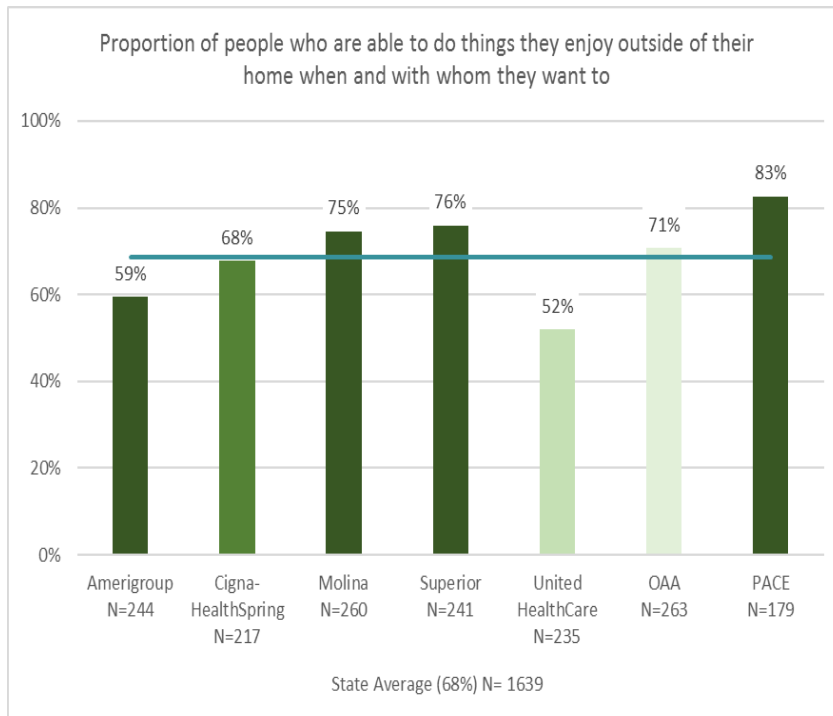
There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

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 programs 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.

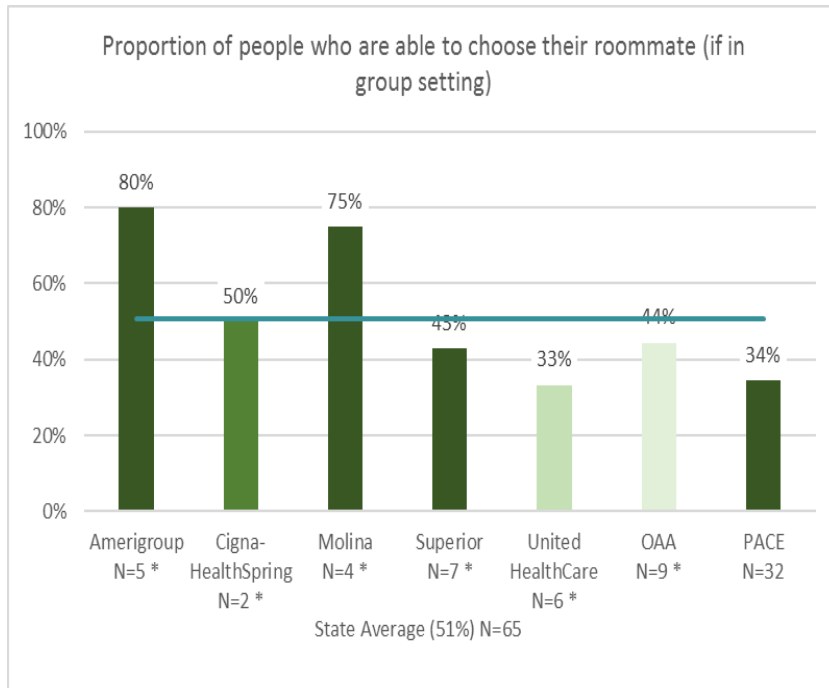
There is one Choice and Decision Making indicator measured by the NCI-AD Adult Consumer Survey:

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.

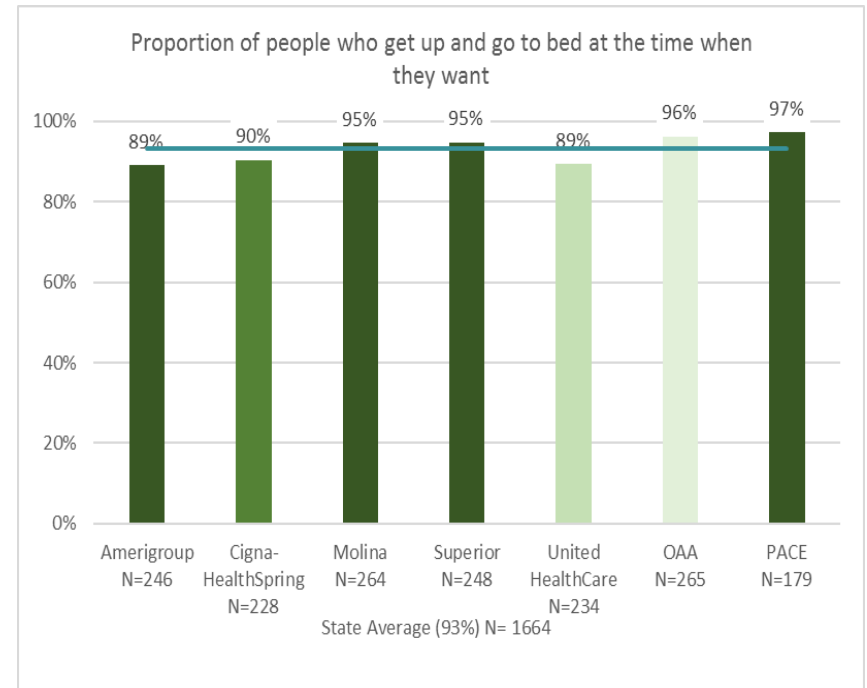
Un-collapsed data for state and programs are shown in Appendix B.

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

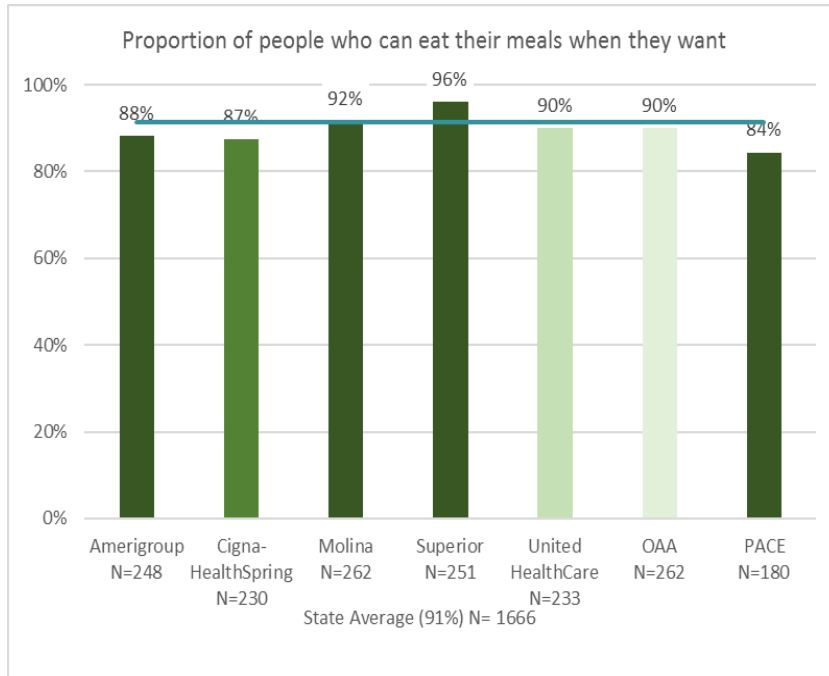


* Very small number of responses

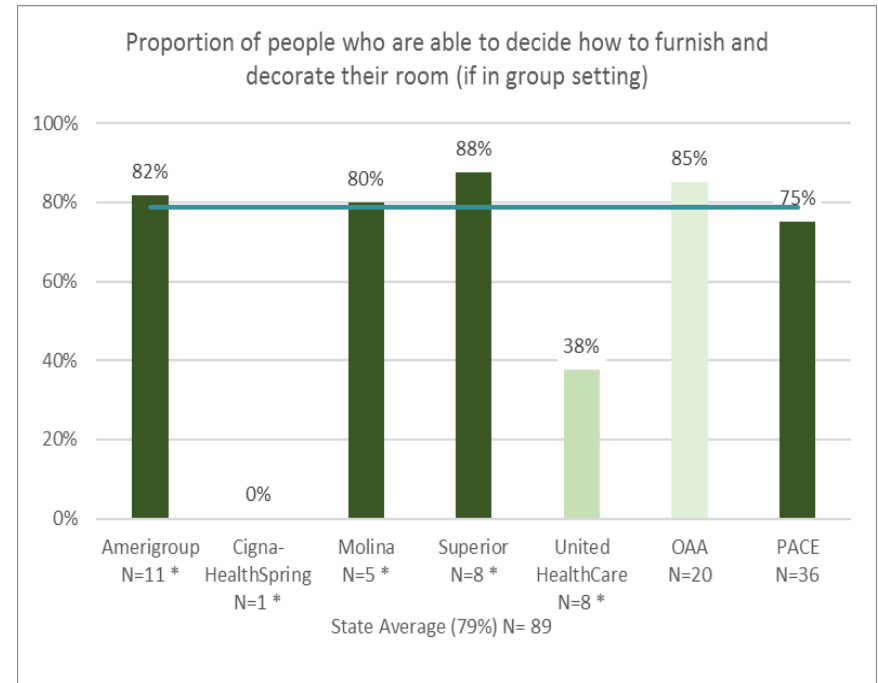
Graph 3. Proportion of people who get up and go to bed at the time when they want



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.

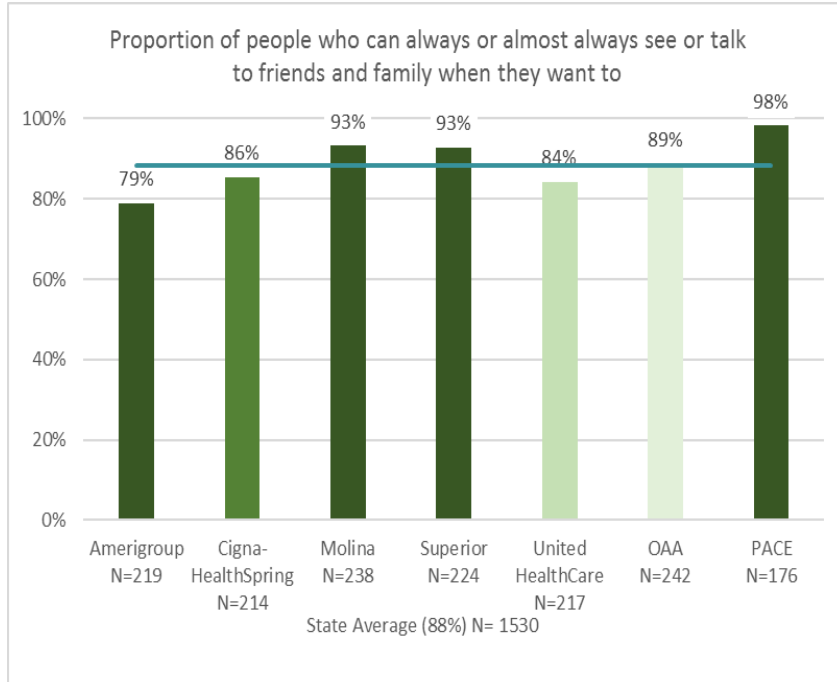
There are two Relationship indicators measured by the NCI-AD Adult Consumer Survey:

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.

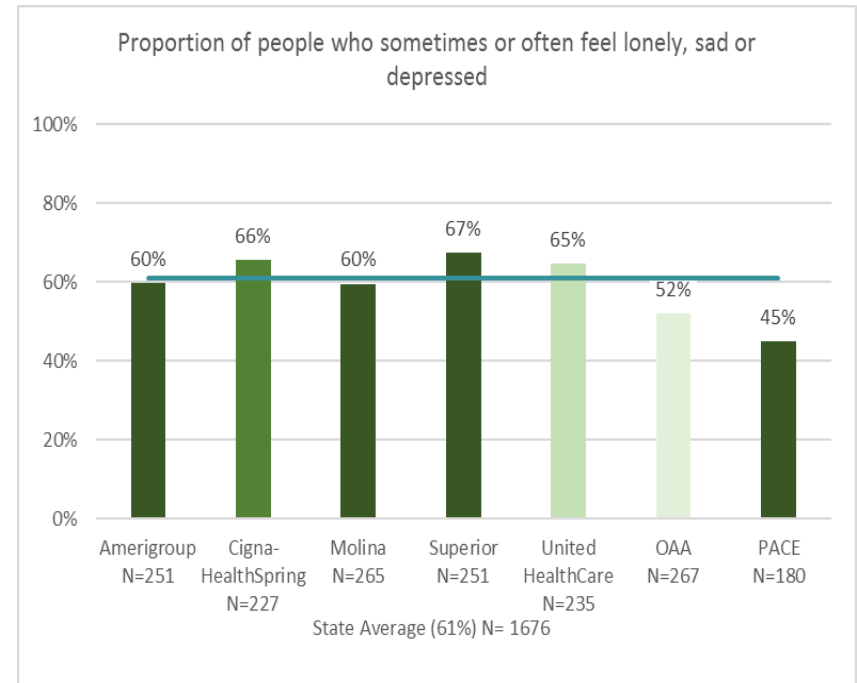
There are three survey items that correspond to the Relationship domain.

Un-collapsed data for state and programs 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.

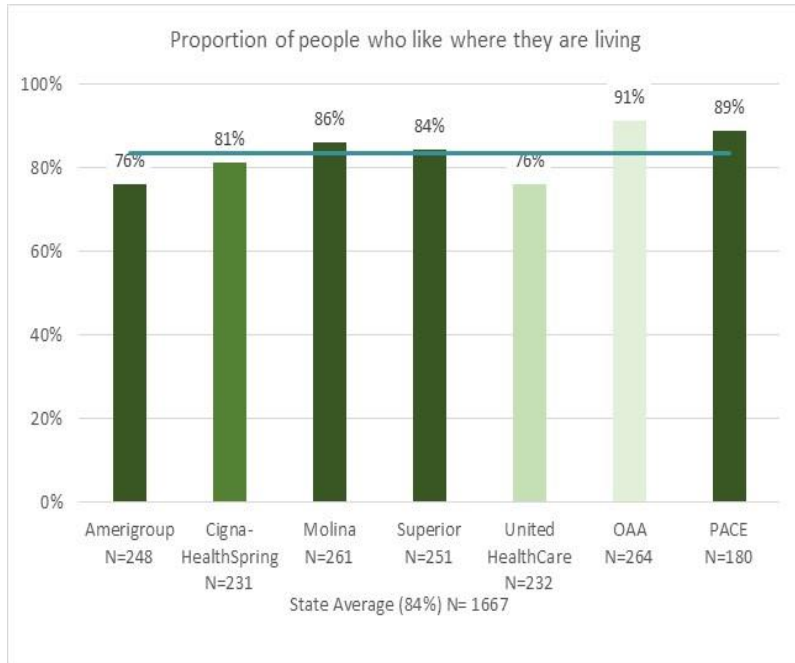
There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

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.

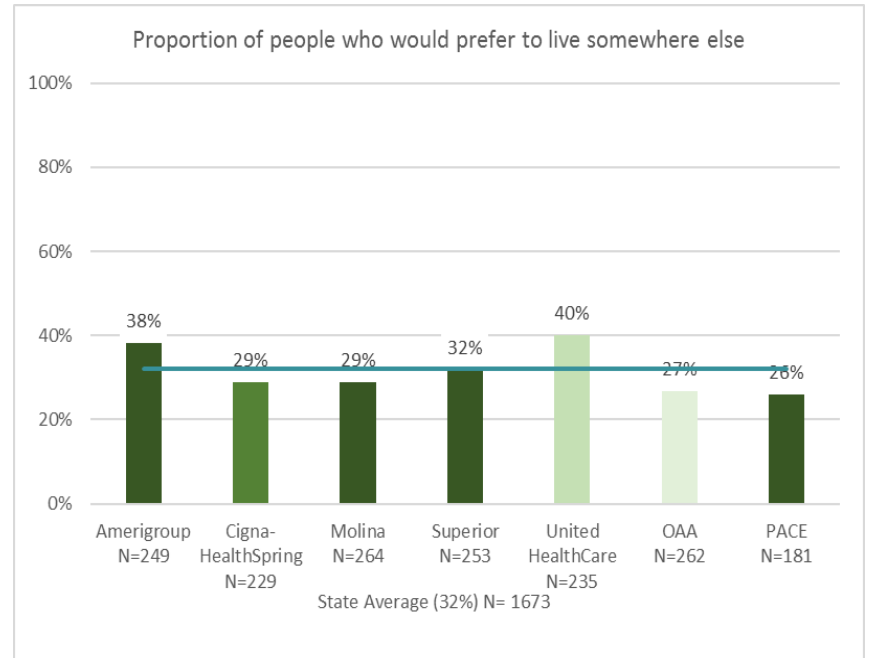
There are seven survey items that correspond to the Satisfaction domain.

Un-collapsed data for state and programs are shown in Appendix B.

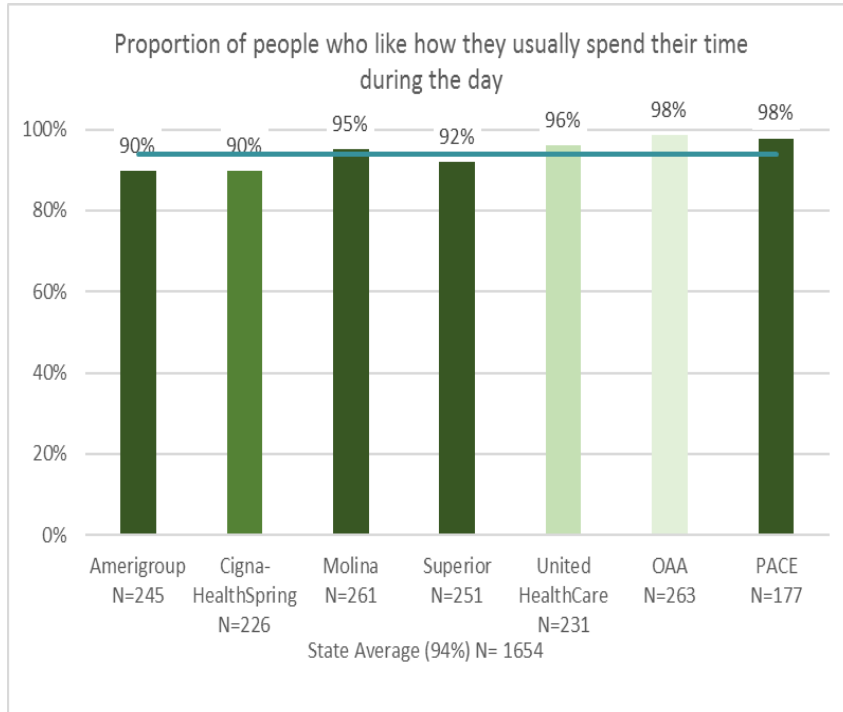
Graph 8. Proportion of people who like where they are living



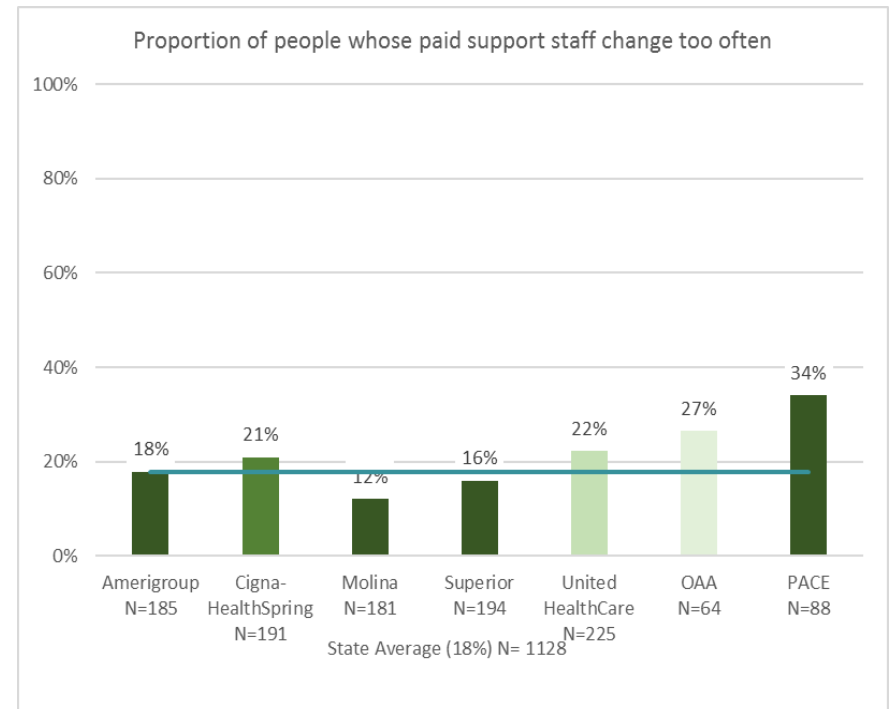
Graph 9. Proportion of people who would prefer to live somewhere else



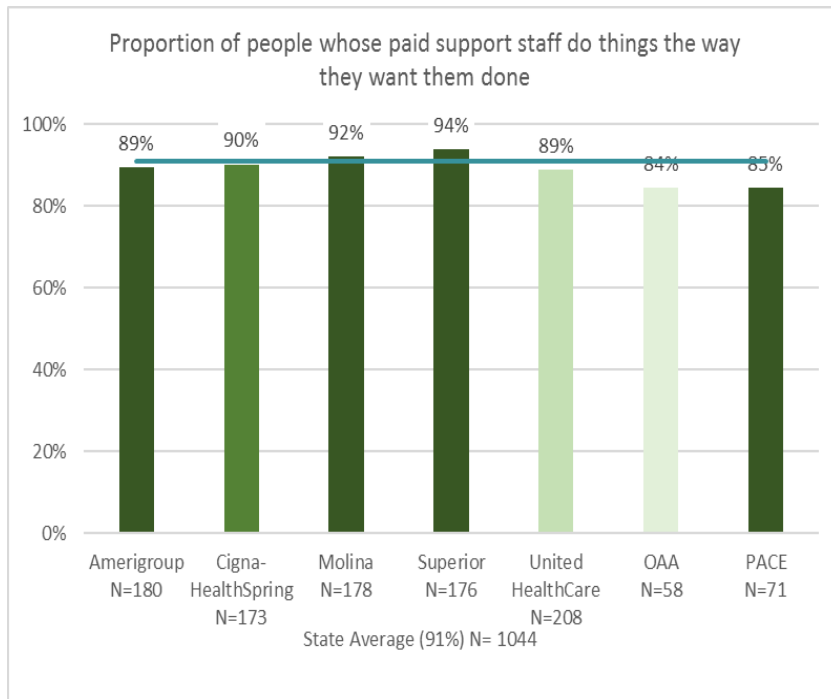
Graph 10. Proportion of people who like how they usually spend their time during the day



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:

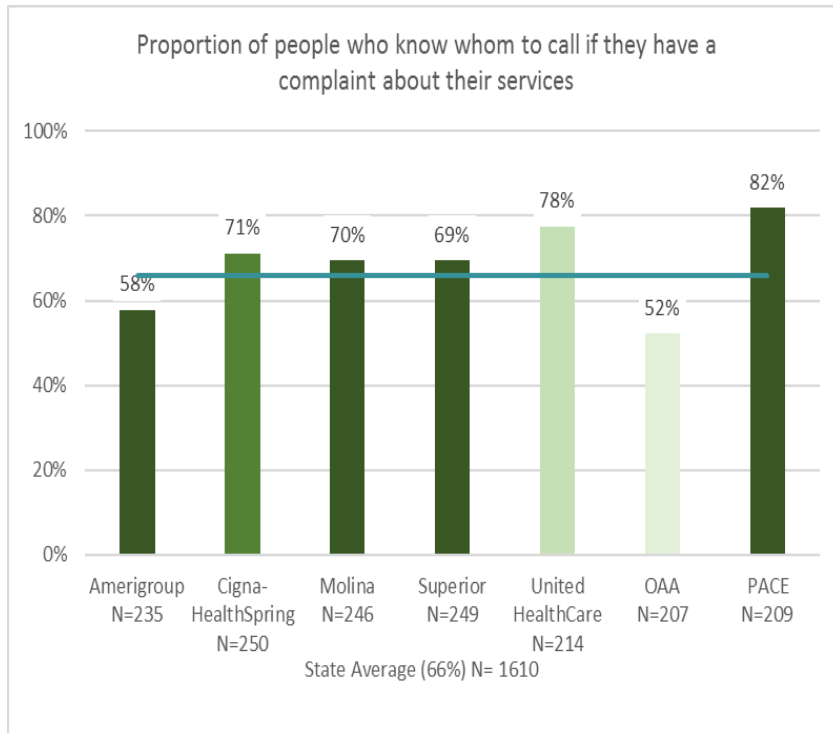
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose CM talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their CM when they need to
4. Proportion of people who receive the services that they need
5. Proportion of people finding out about services from service agencies³
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.

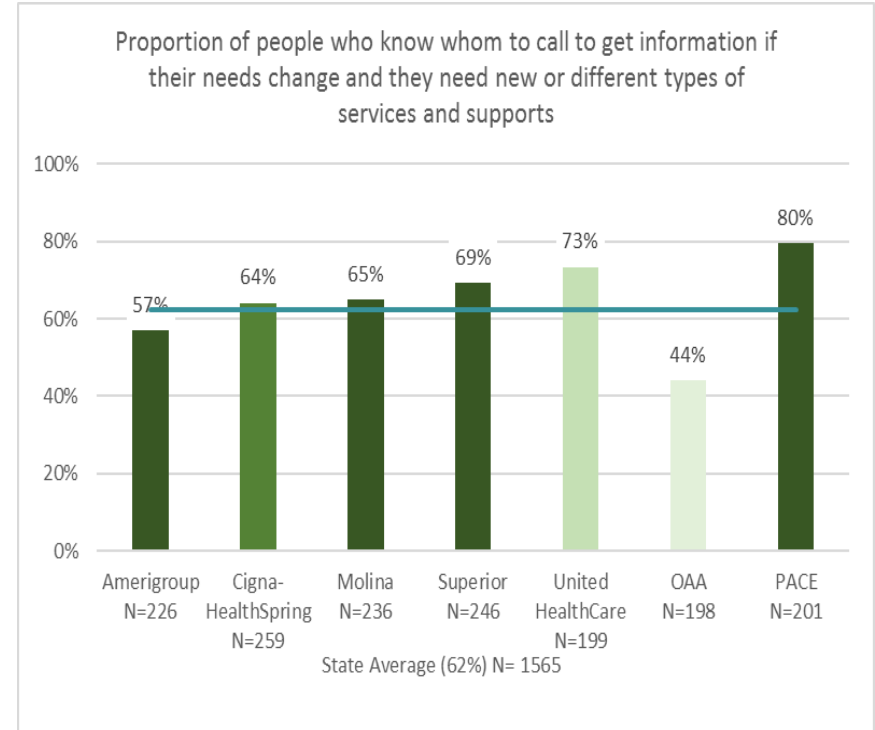
Un-collapsed data for state and programs are shown in Appendix B.

³ Data shown in Appendix B only

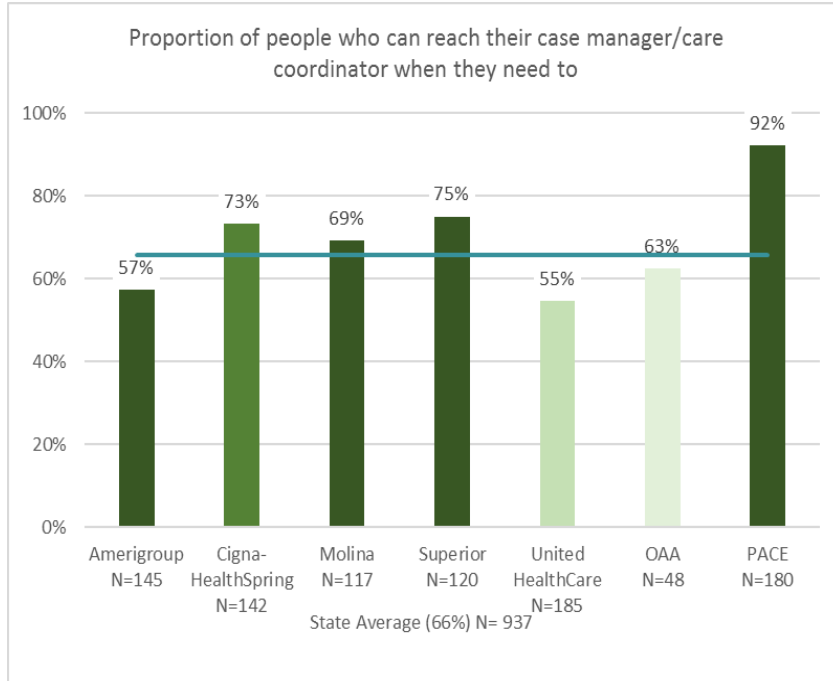
Graph 13. Proportion of people who know whom to call if they have a complaint about their services



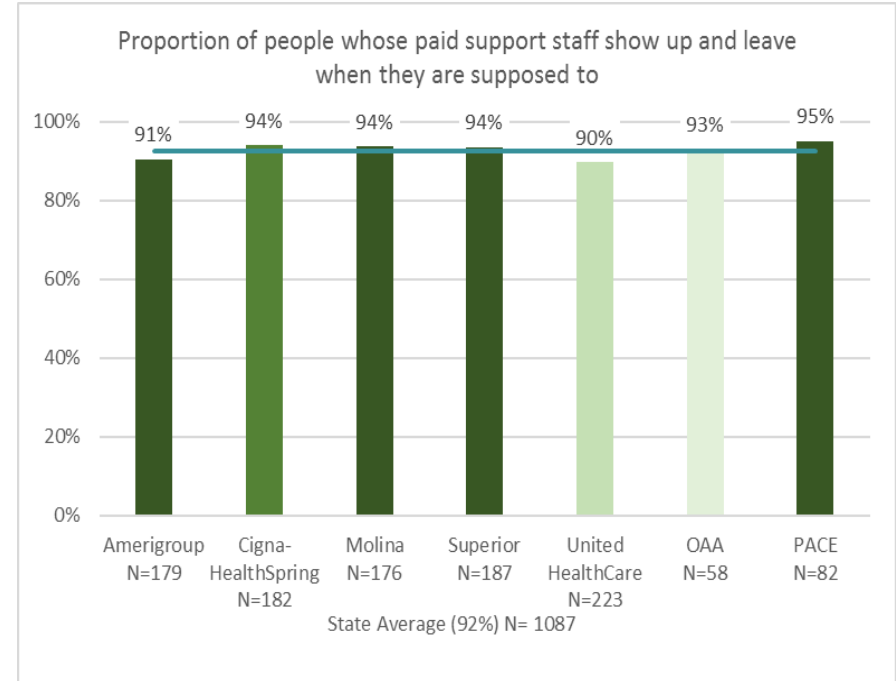
Graph 14. Proportion of people who know whom to call to get information if their needs change and they need new or different types of services and supports



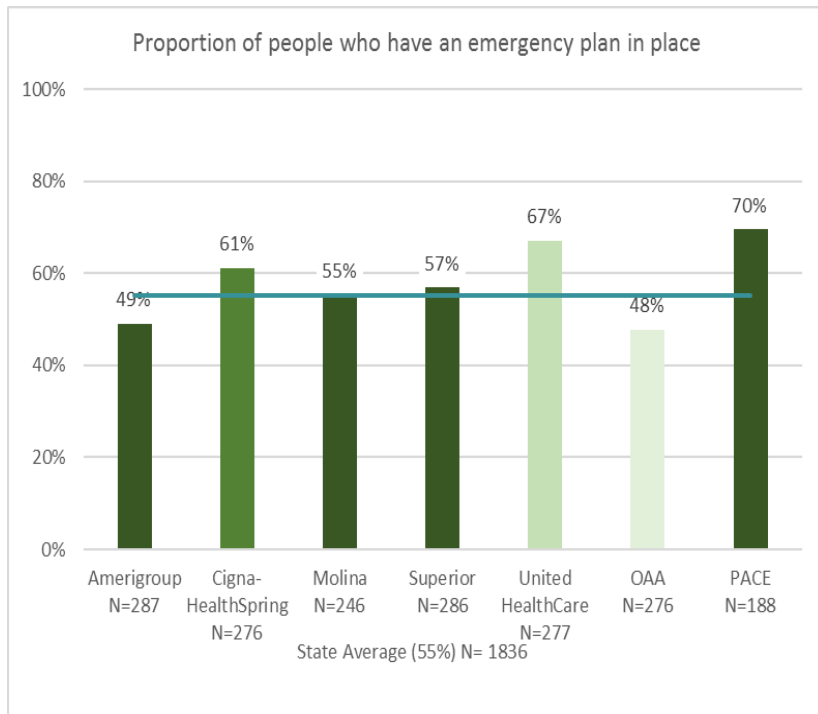
Graph 15. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



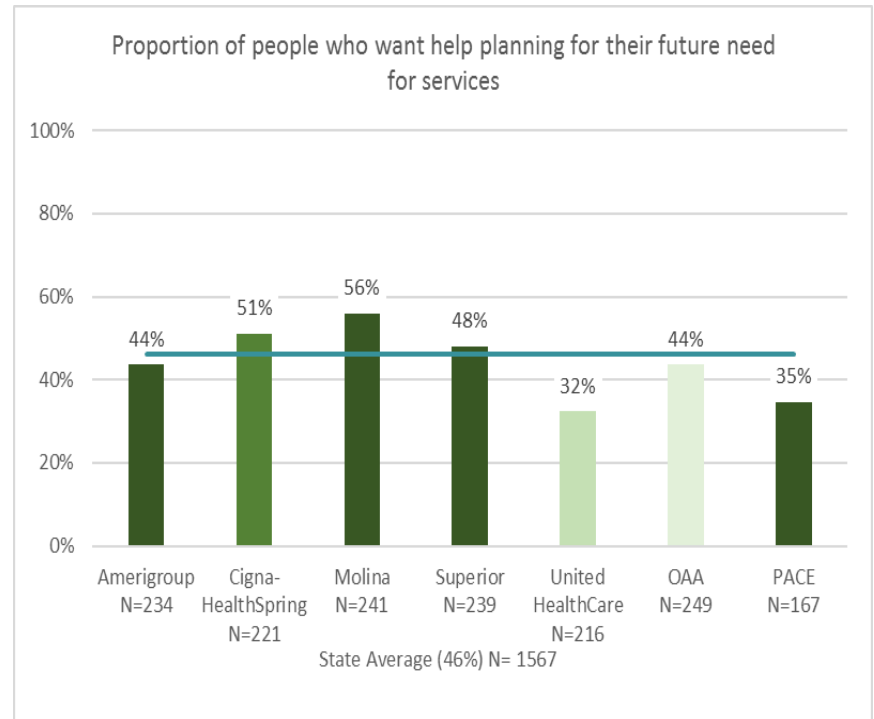
Graph 16. Proportion of people whose paid support staff show up and leave when they are supposed to



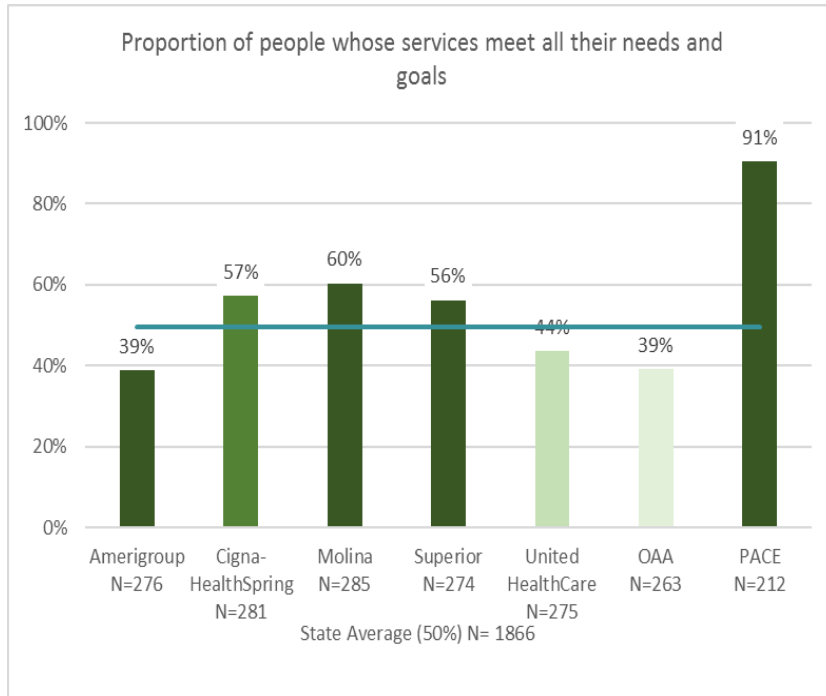
Graph 17. Proportion of people who have an emergency plan in place



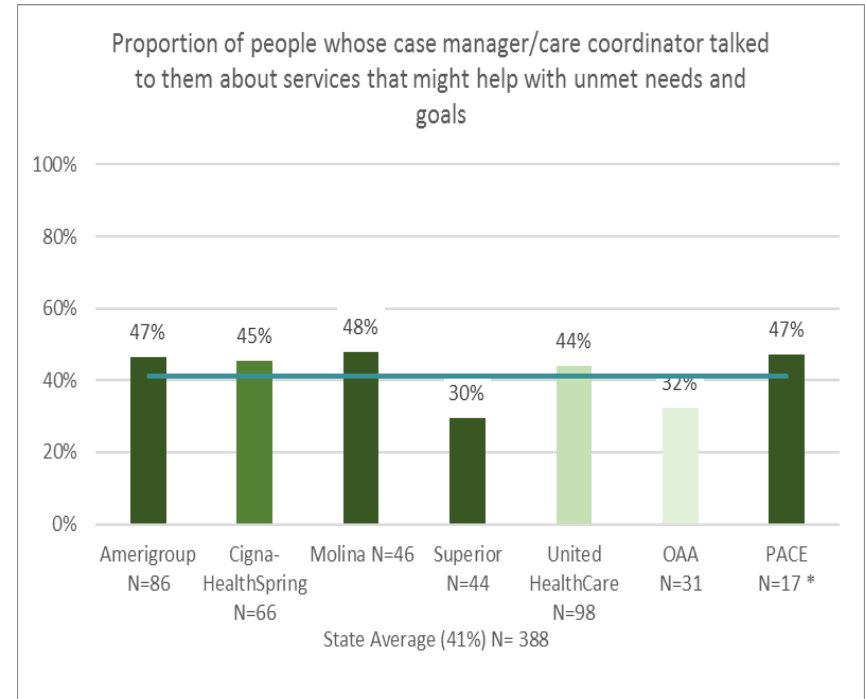
Graph 18. Proportion of people who want help planning for their future need for services



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

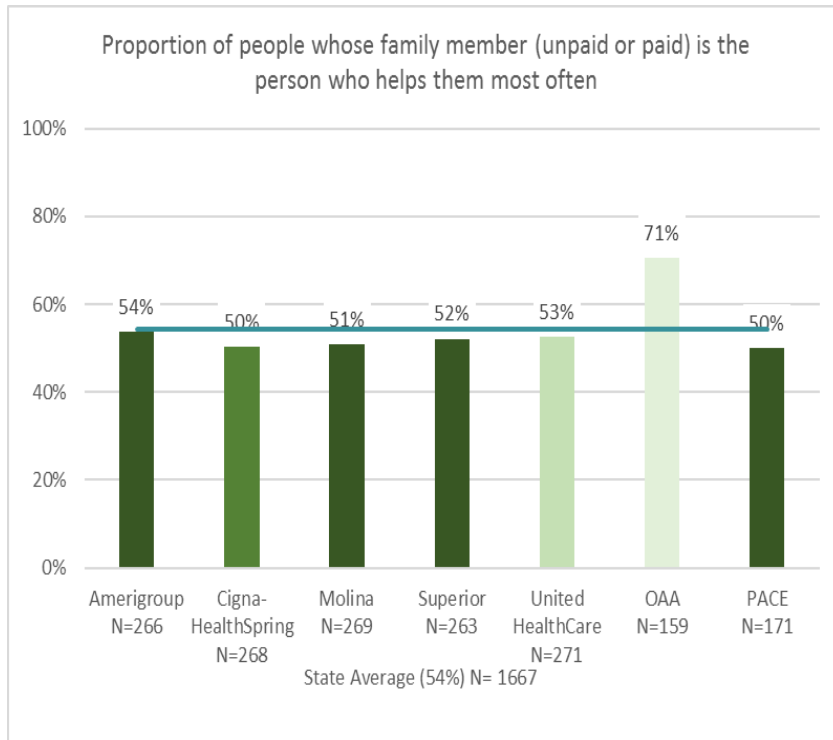


Graph 20. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

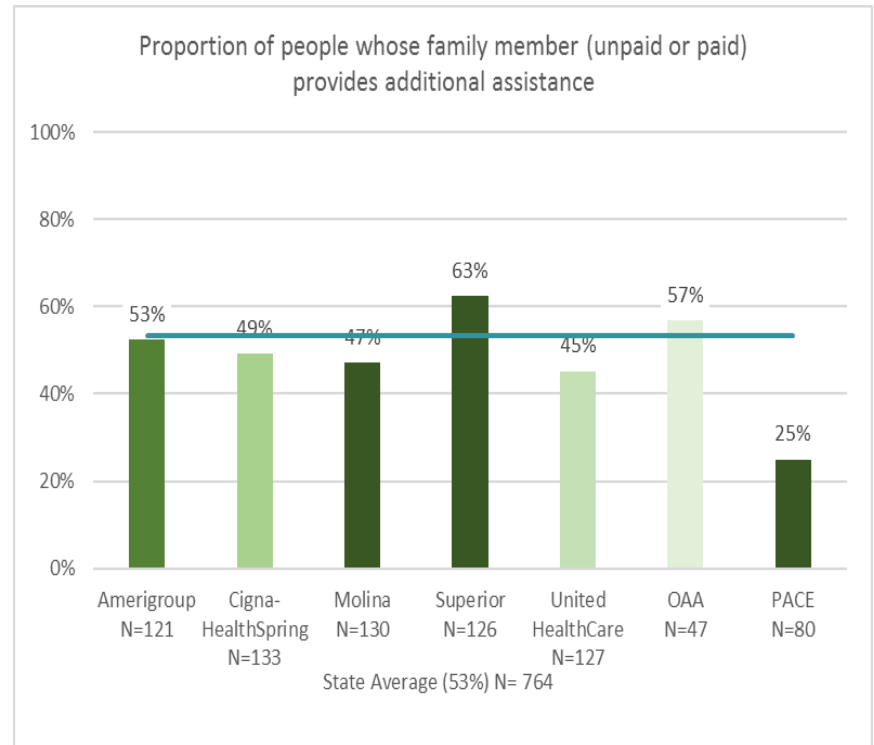


* Very small number of responses

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.

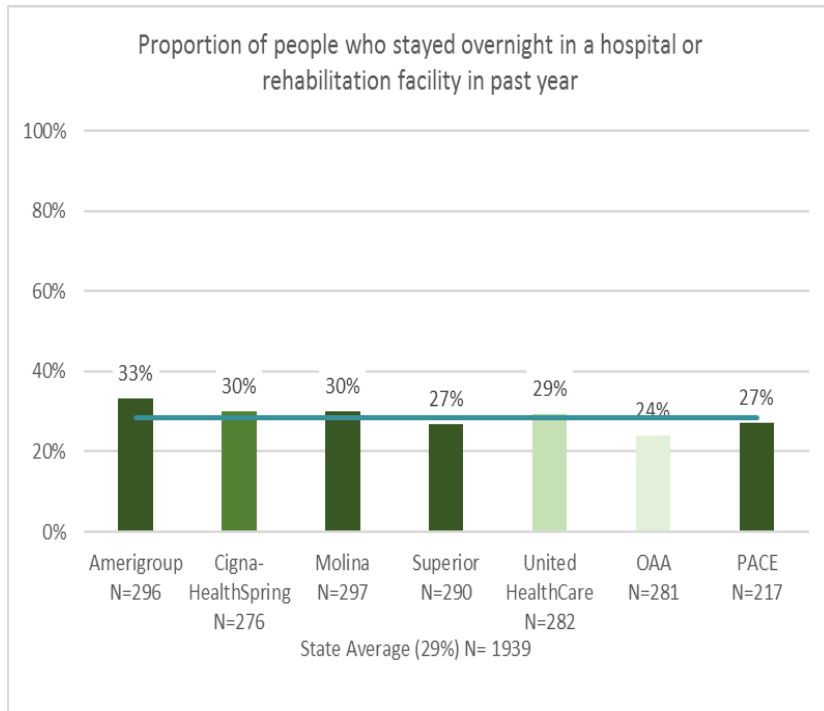
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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.

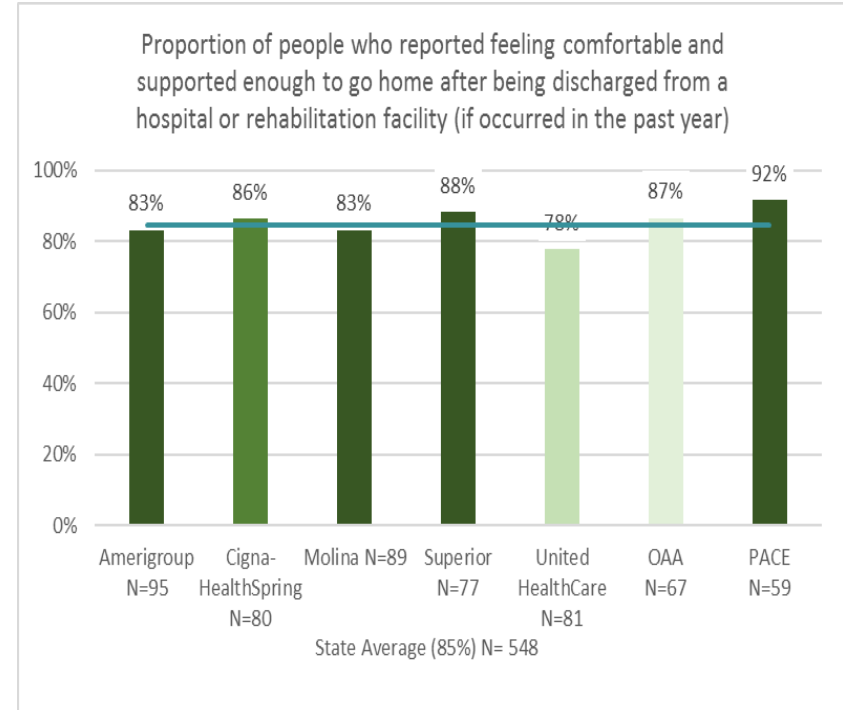
There are five survey items that correspond to the Care Coordination domain.

Un-collapsed data for state and programs are shown in Appendix B.

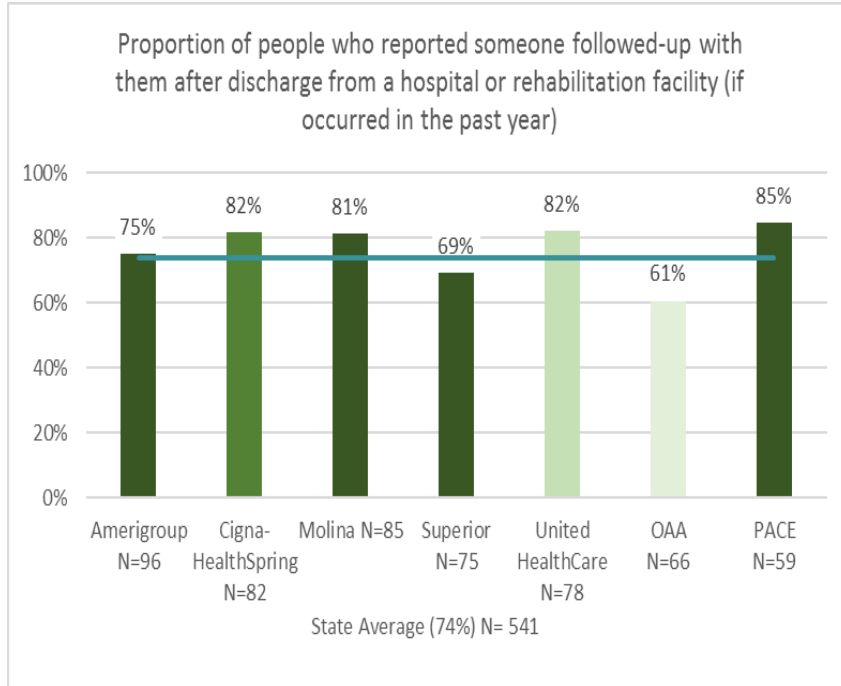
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year



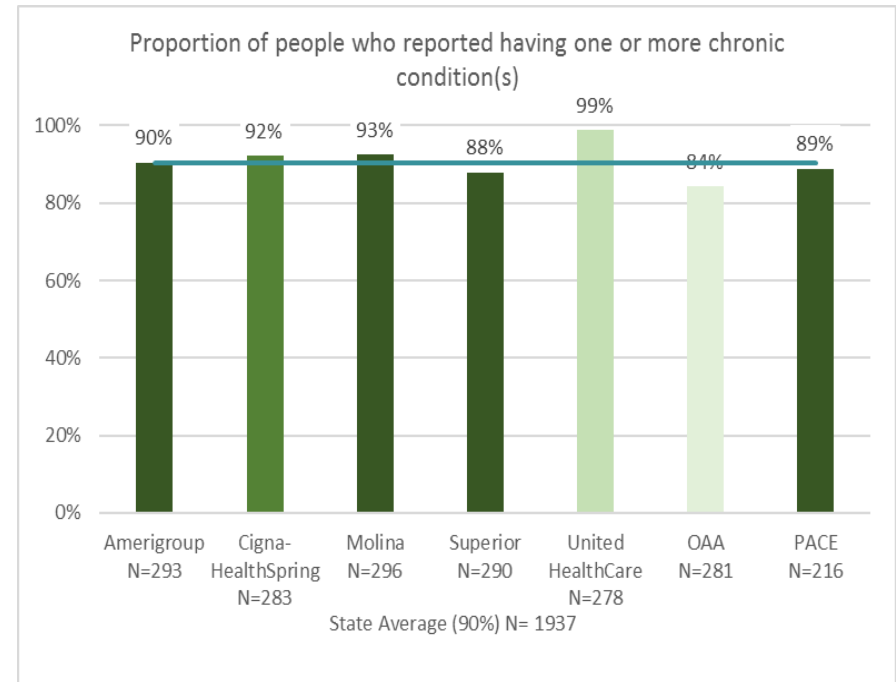
Graph 24. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)



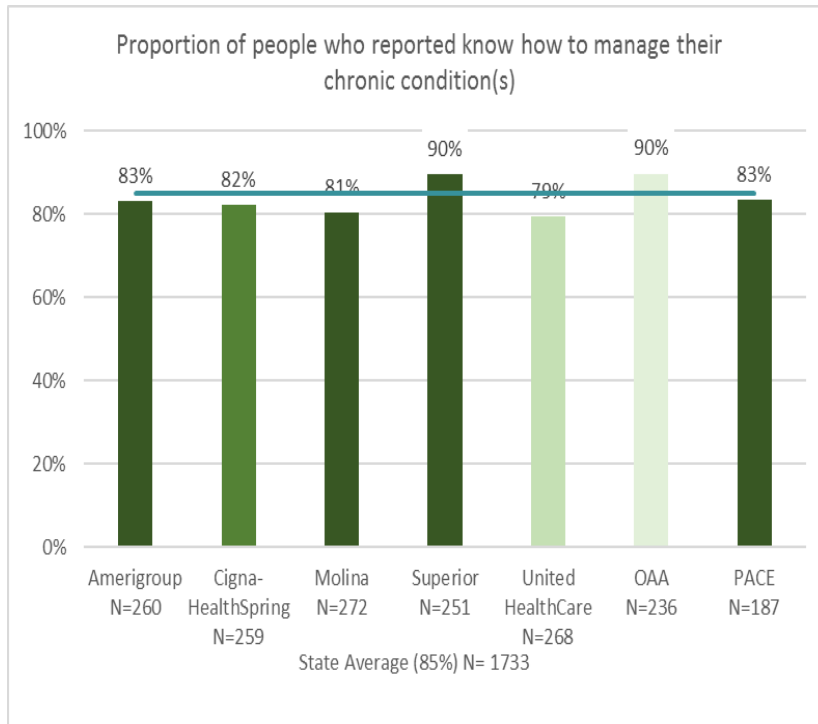
Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)



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



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



Access

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

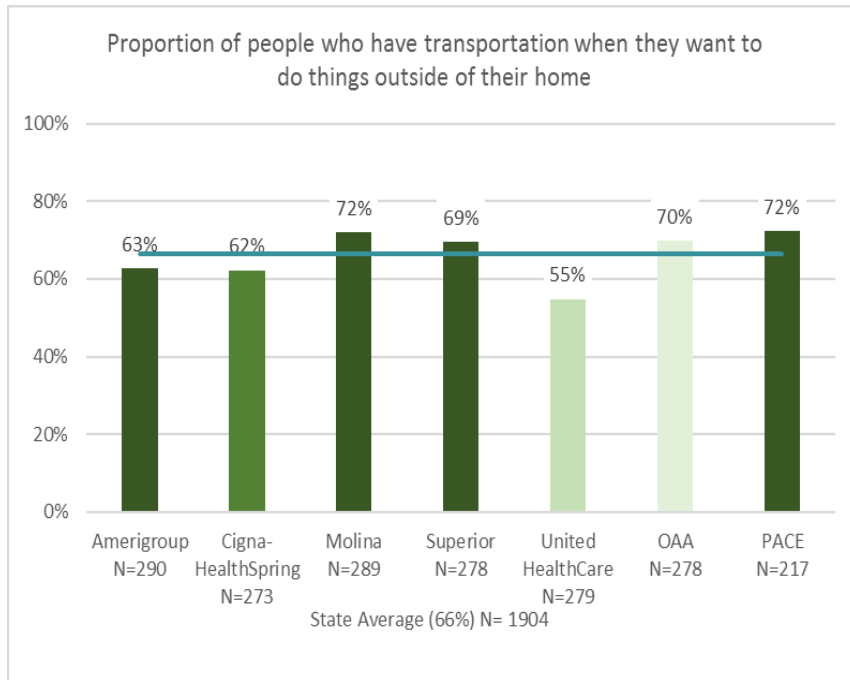
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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.

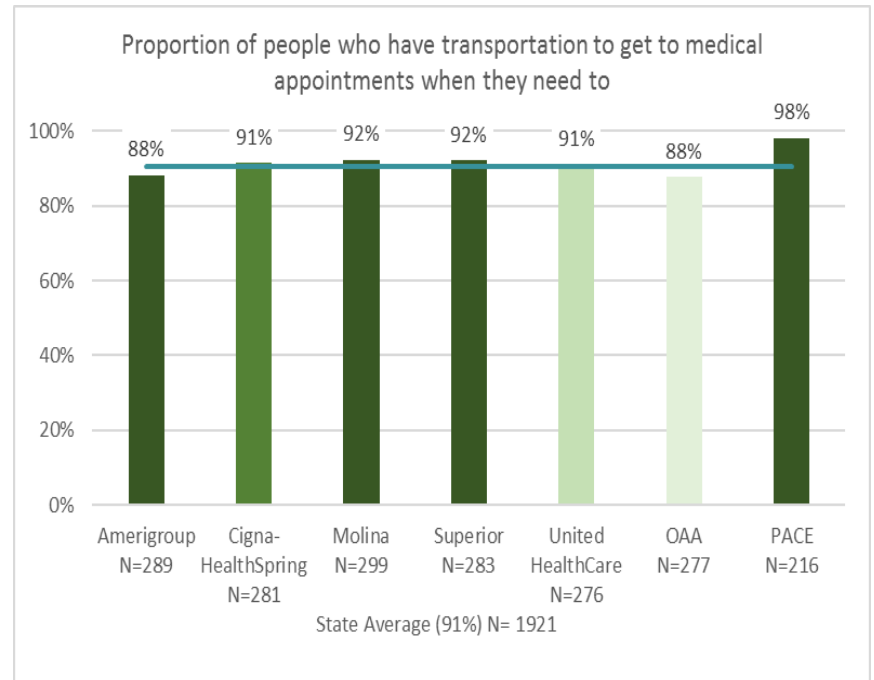
There are five survey items that correspond to the Access domain.

Un-collapsed data for state and programs are shown in Appendix B.

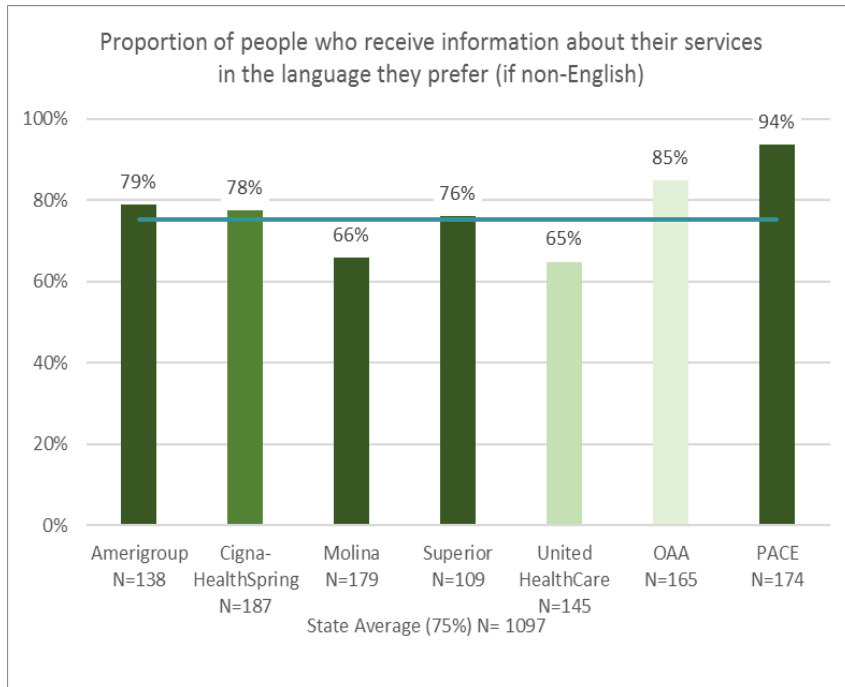
Graph 28. Proportion of people who have transportation when they want to do things outside of their home



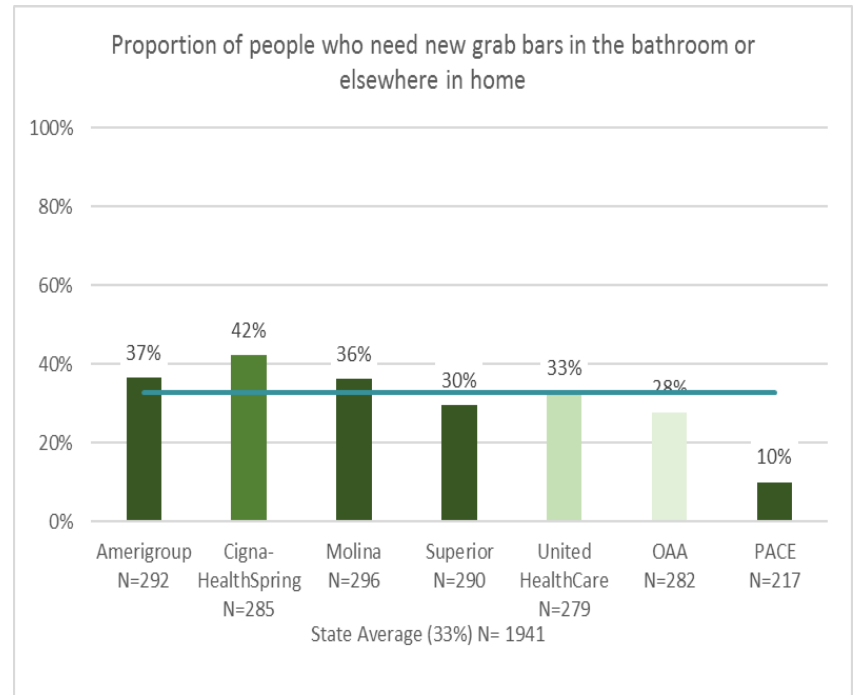
Graph 29. Proportion of people who have transportation to get to medical appointments when they need to



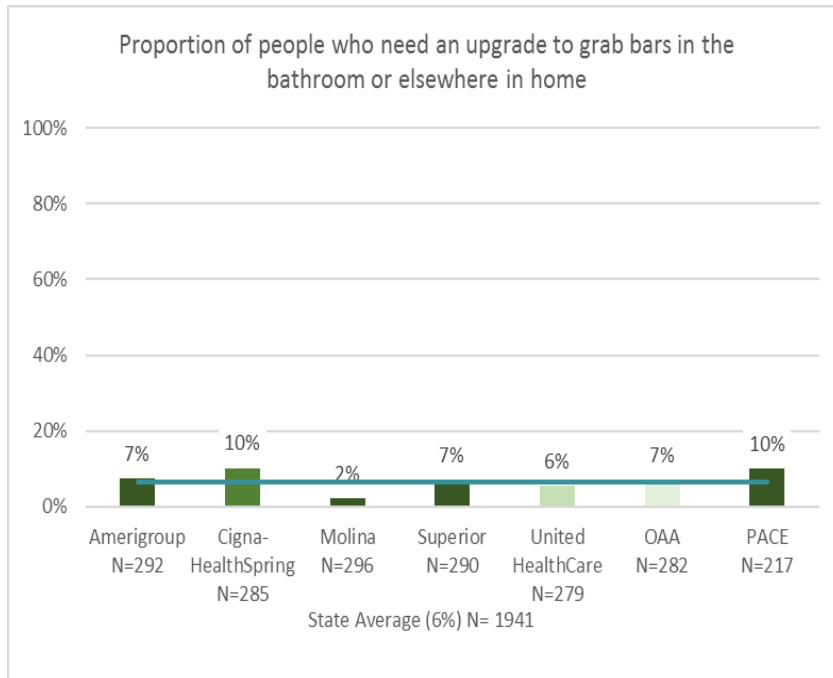
Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)



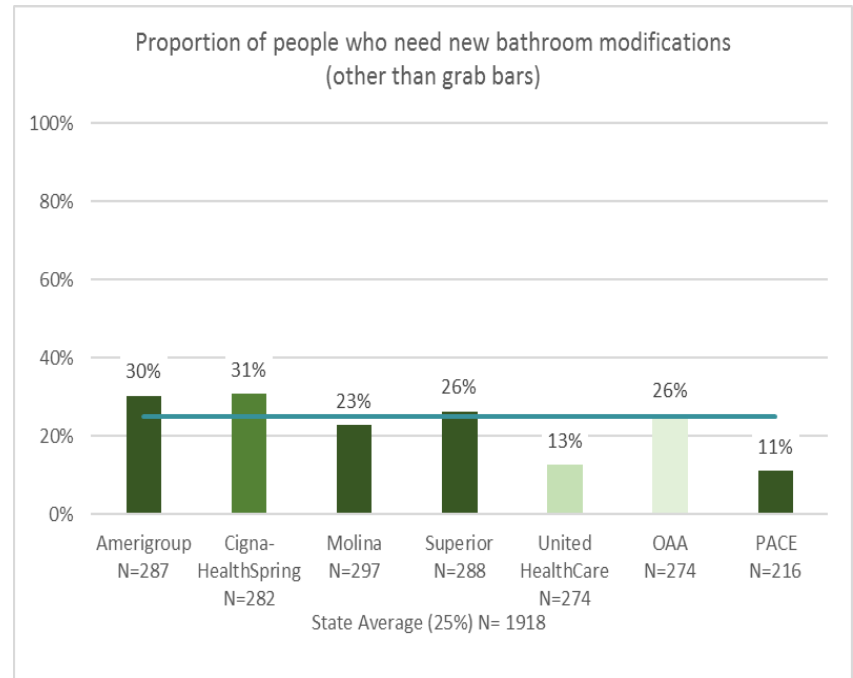
Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home



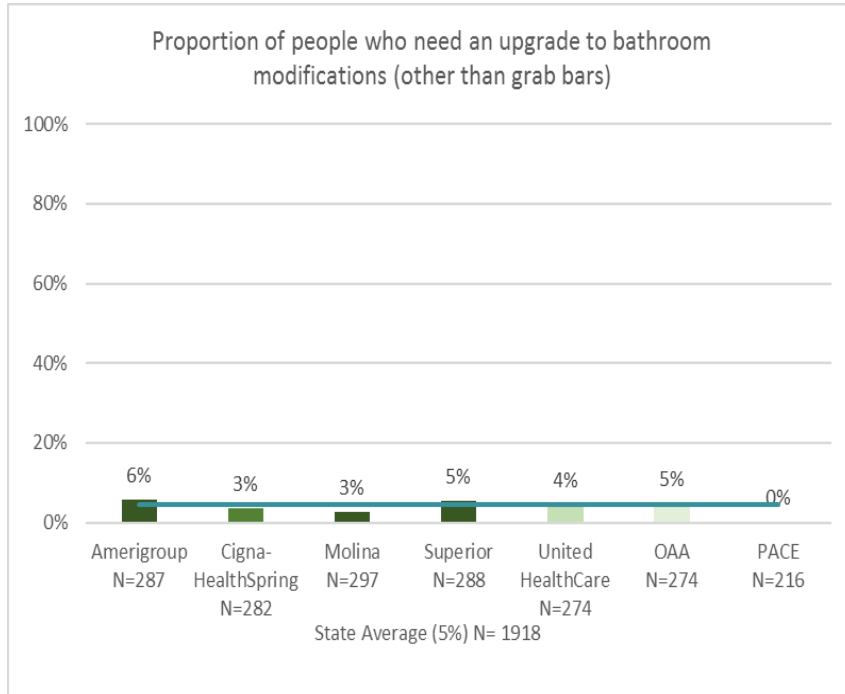
Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home



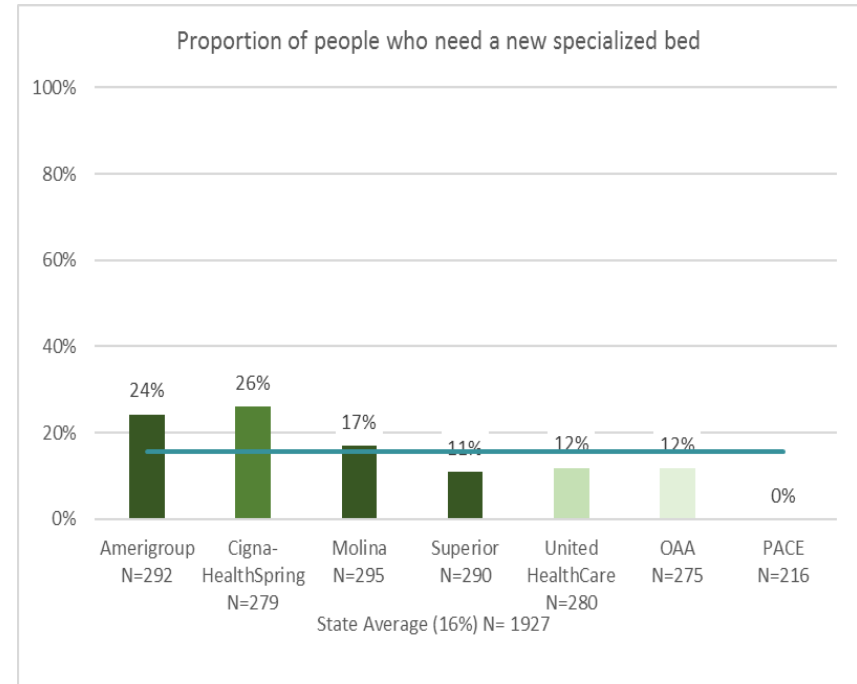
Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)



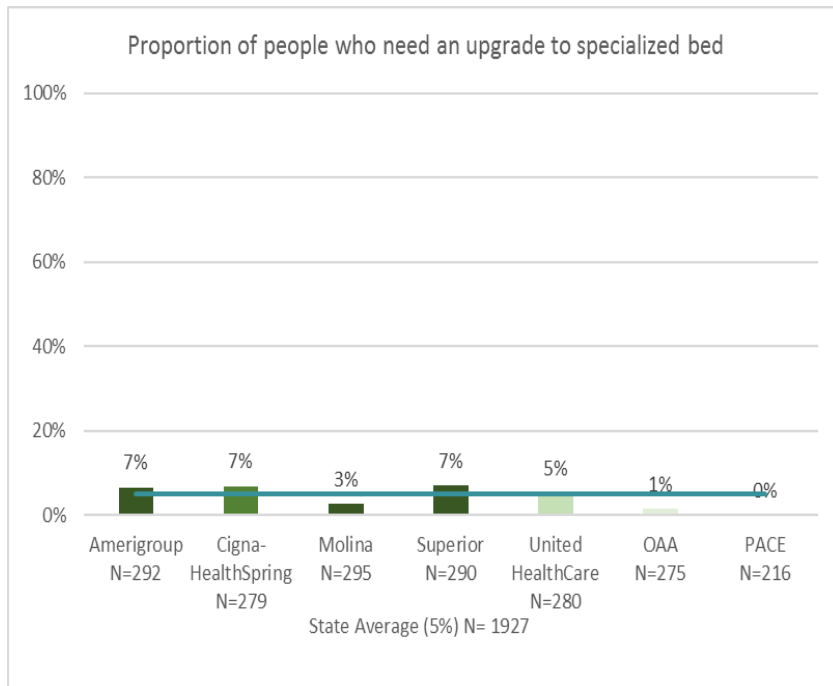
Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



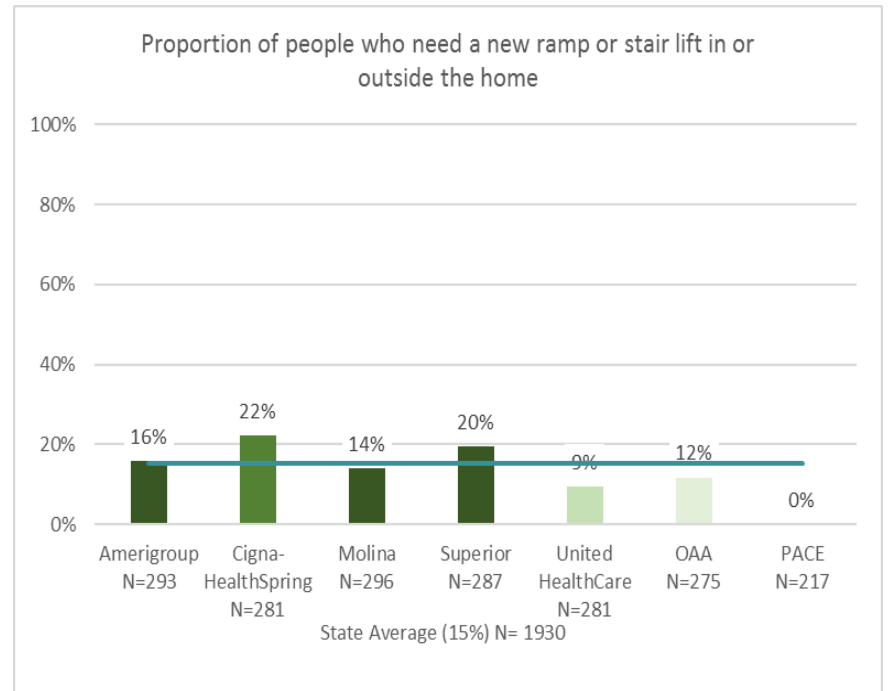
Graph 35. Proportion of people who need a new specialized bed



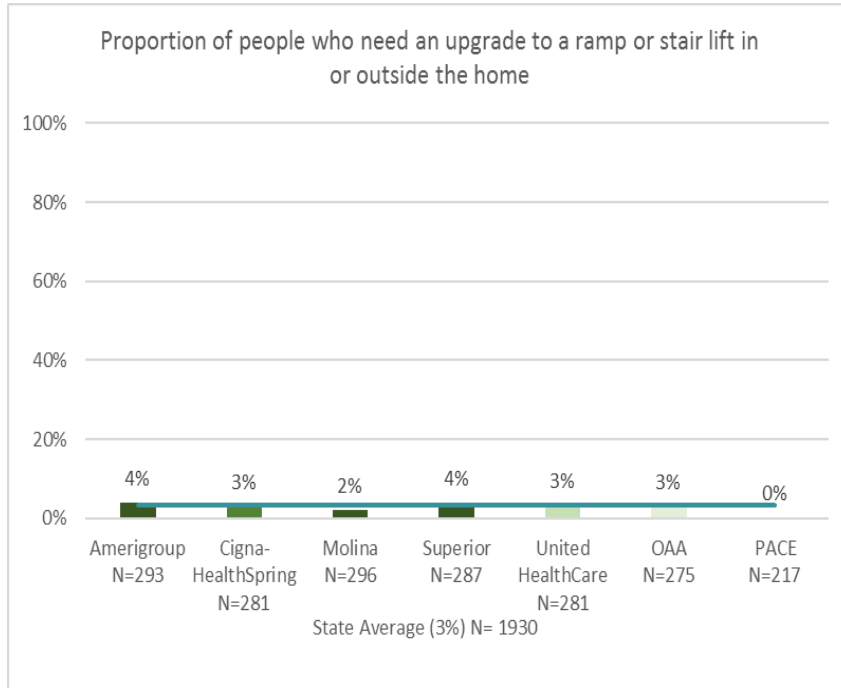
Graph 36. Proportion of people who need an upgrade to specialized bed



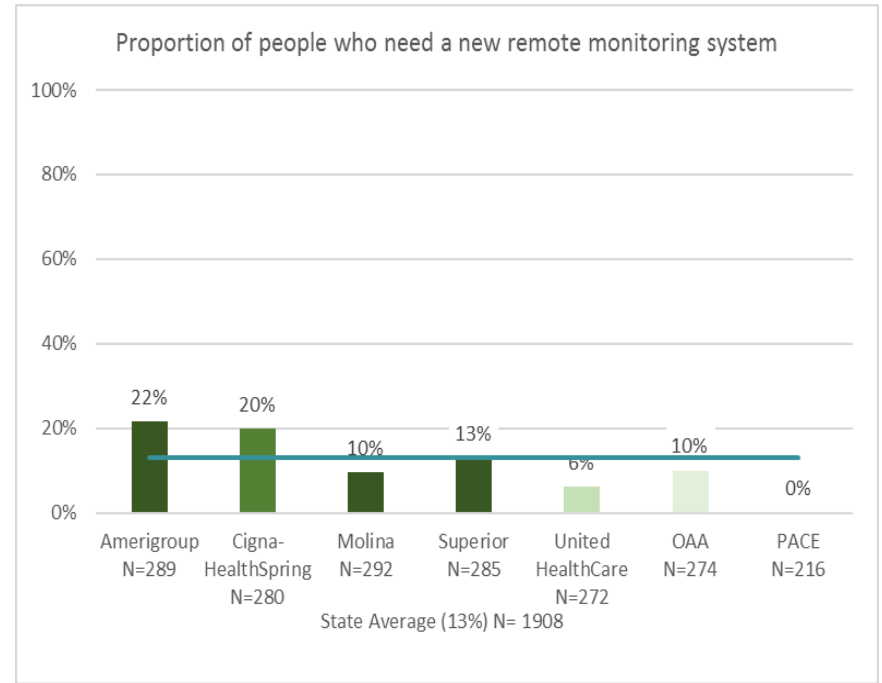
Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



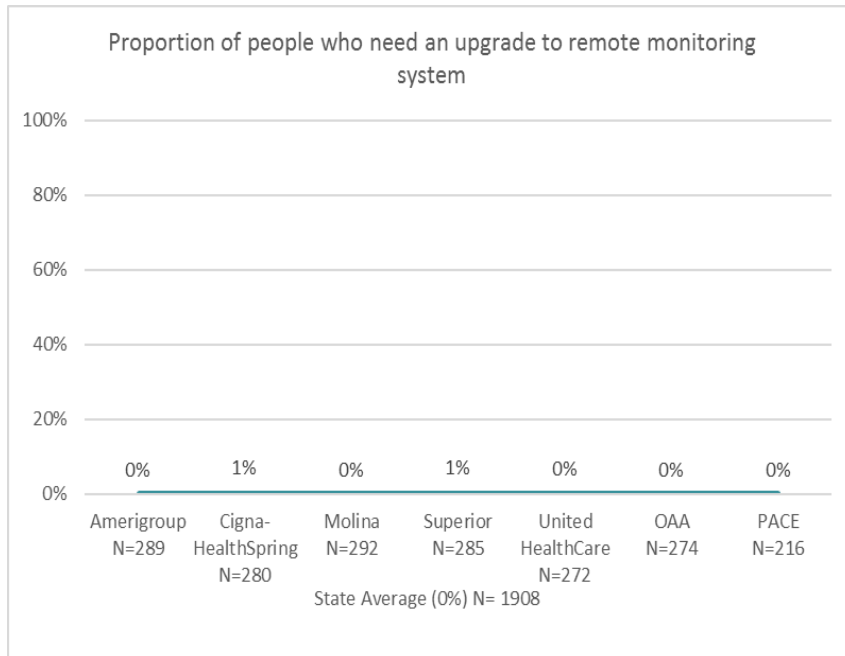
Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



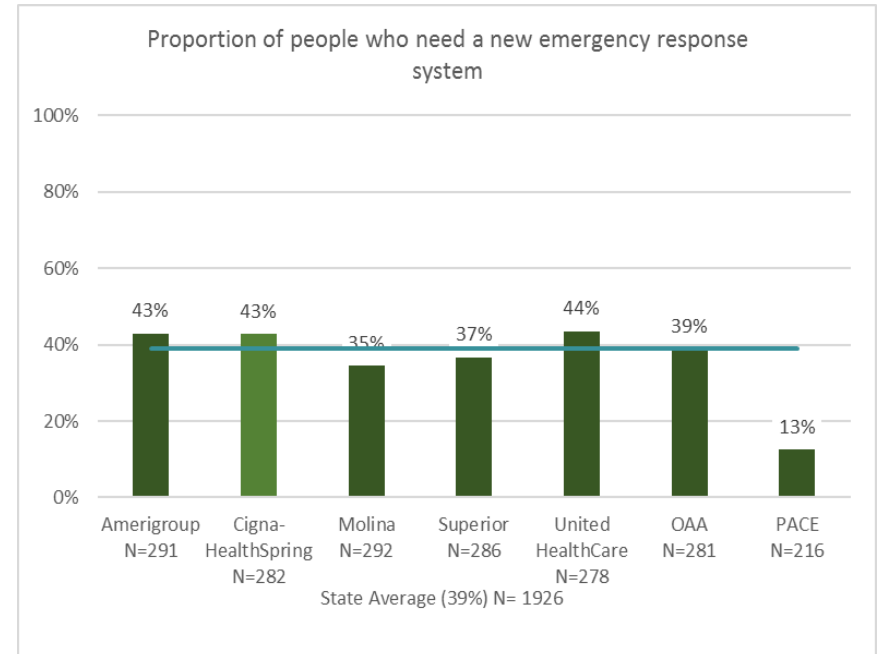
Graph 39. Proportion of people who need a new remote monitoring system



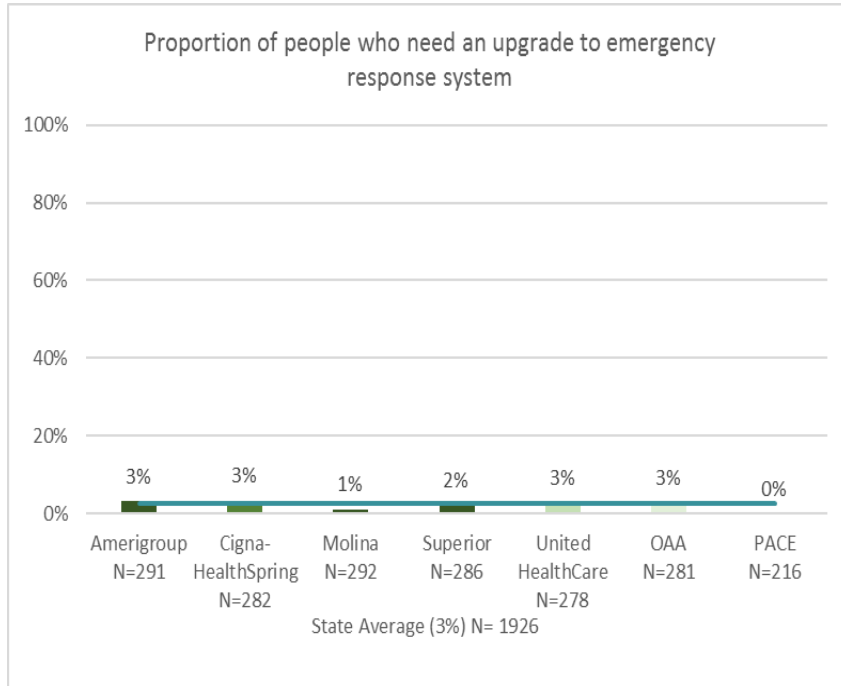
Graph 40. Proportion of people who need an upgrade to remote monitoring system



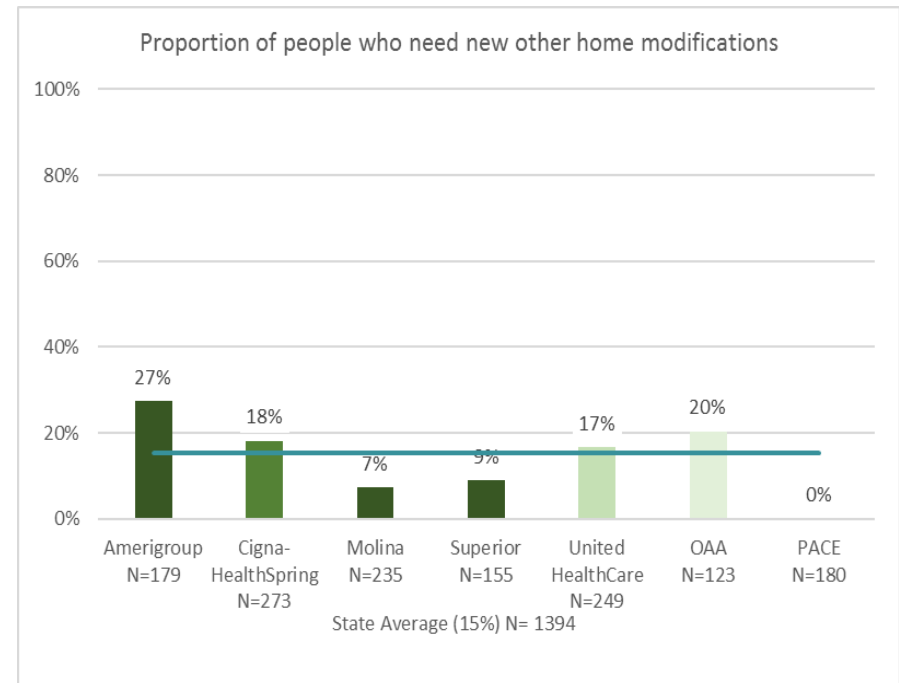
Graph 41. Proportion of people who need a new emergency response system



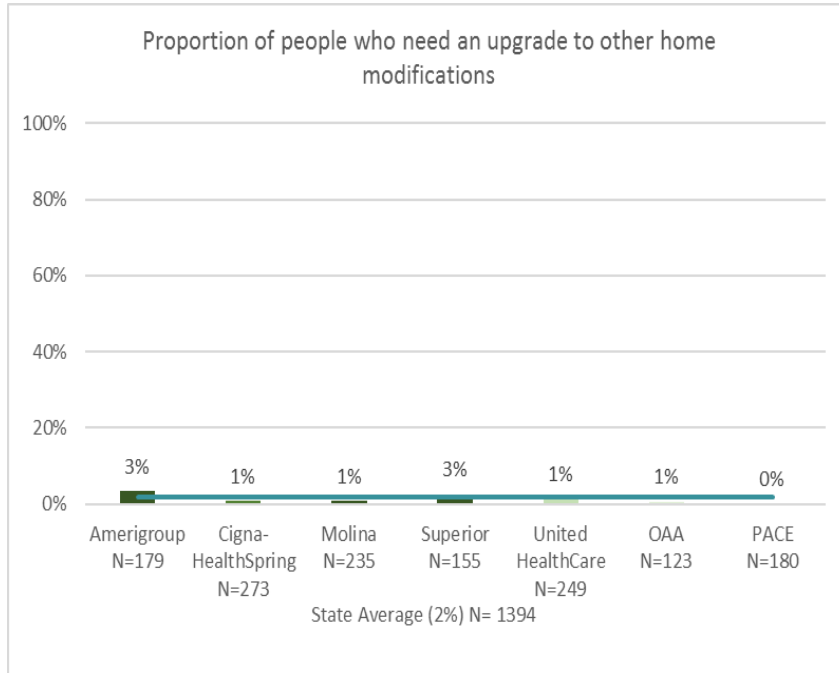
Graph 42. Proportion of people who need an upgrade to emergency response system



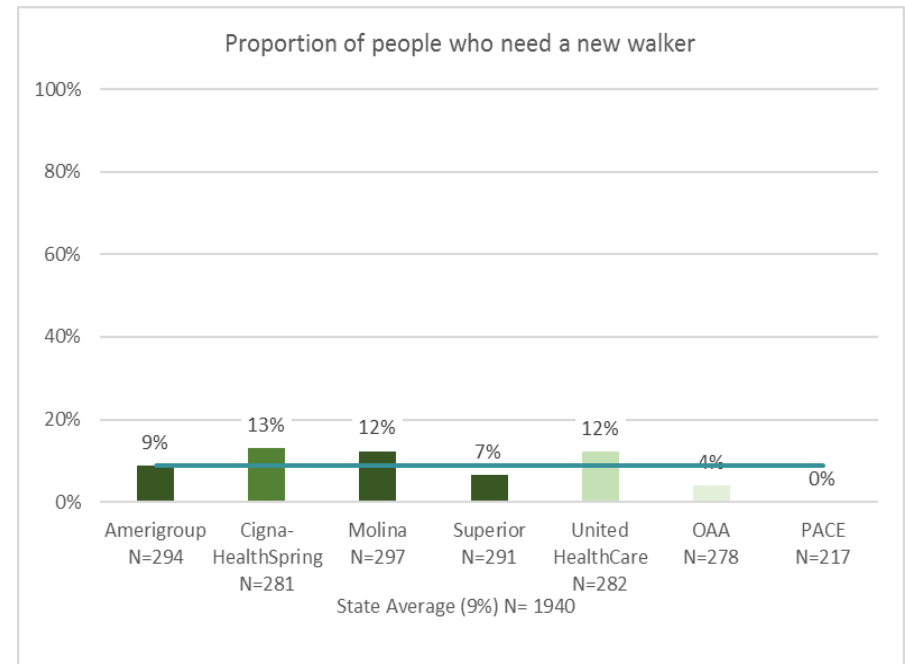
Graph 43. Proportion of people who need new other home modifications



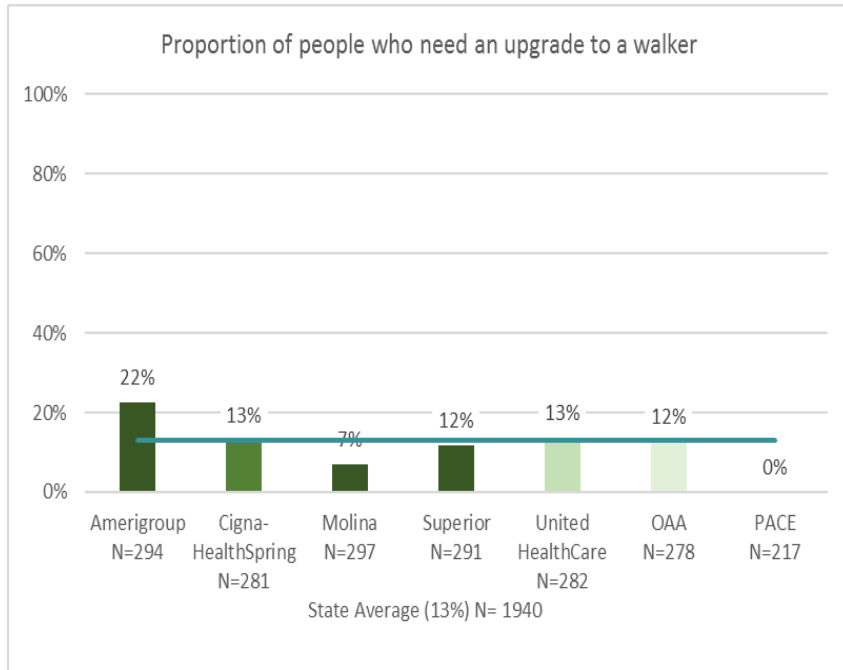
Graph 44. Proportion of people who need an upgrade to other home modifications



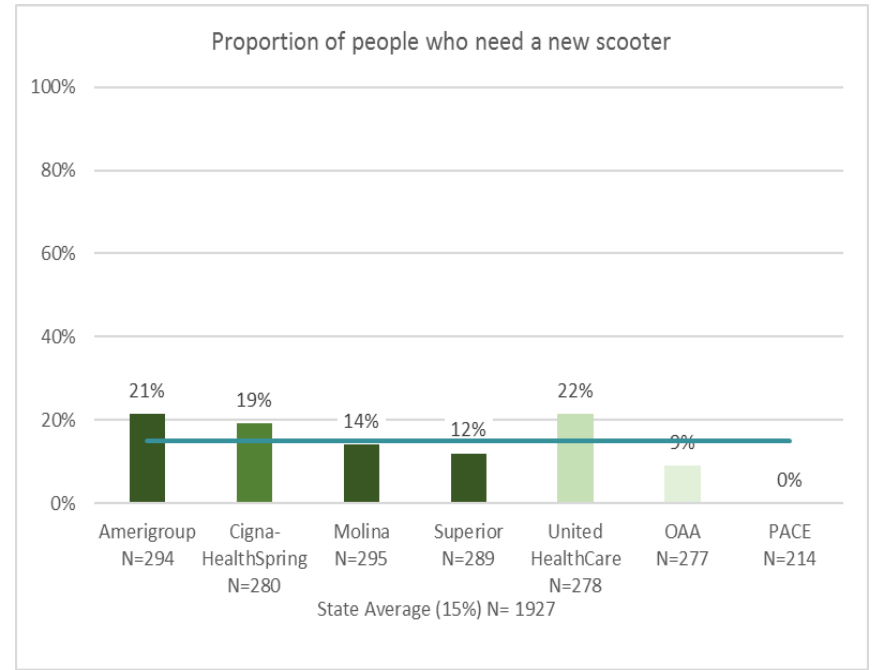
Graph 45. Proportion of people who need a new walker



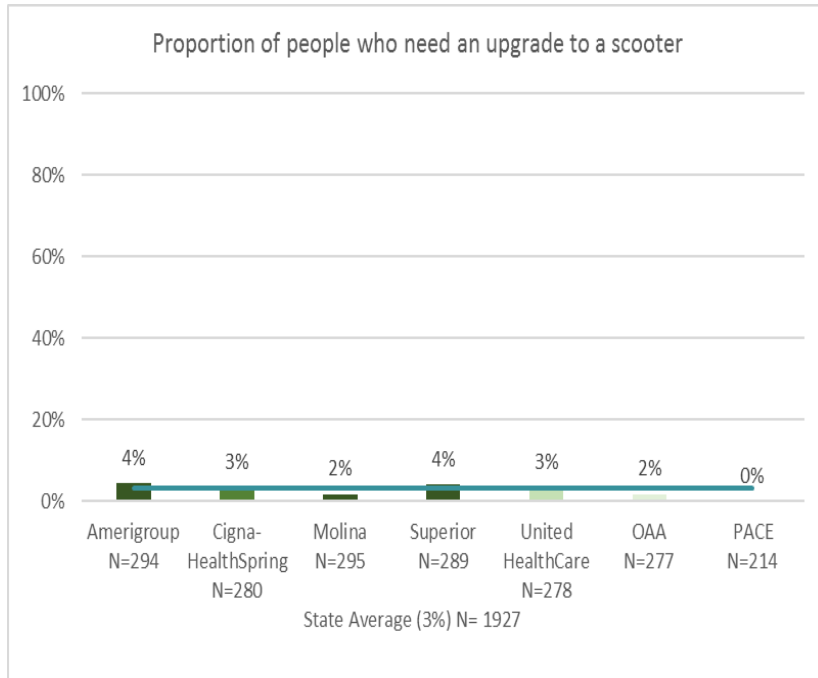
Graph 46. Proportion of people who need an upgrade to a walker



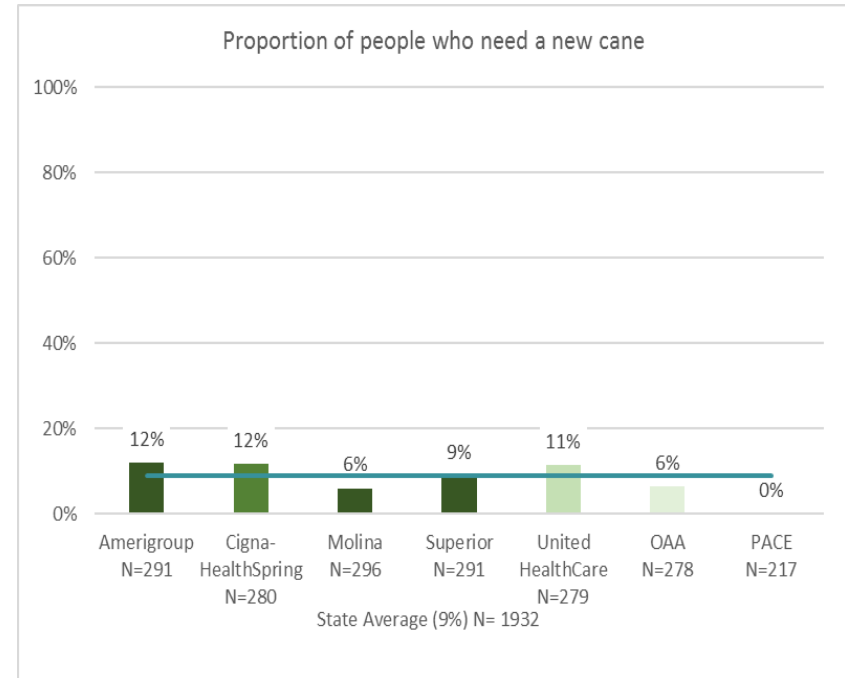
Graph 47. Proportion of people who need a new scooter



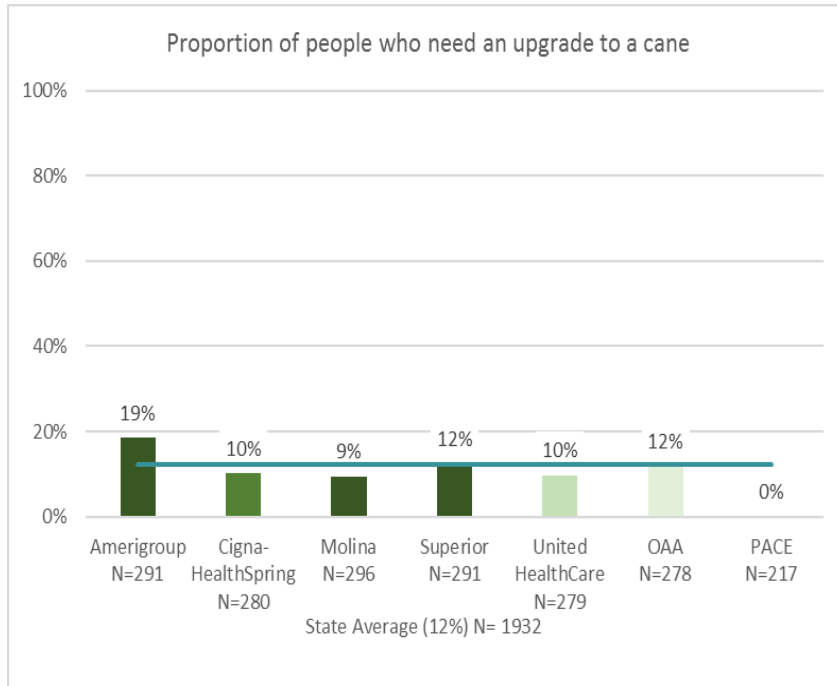
Graph 48. Proportion of people who need an upgrade to a scooter



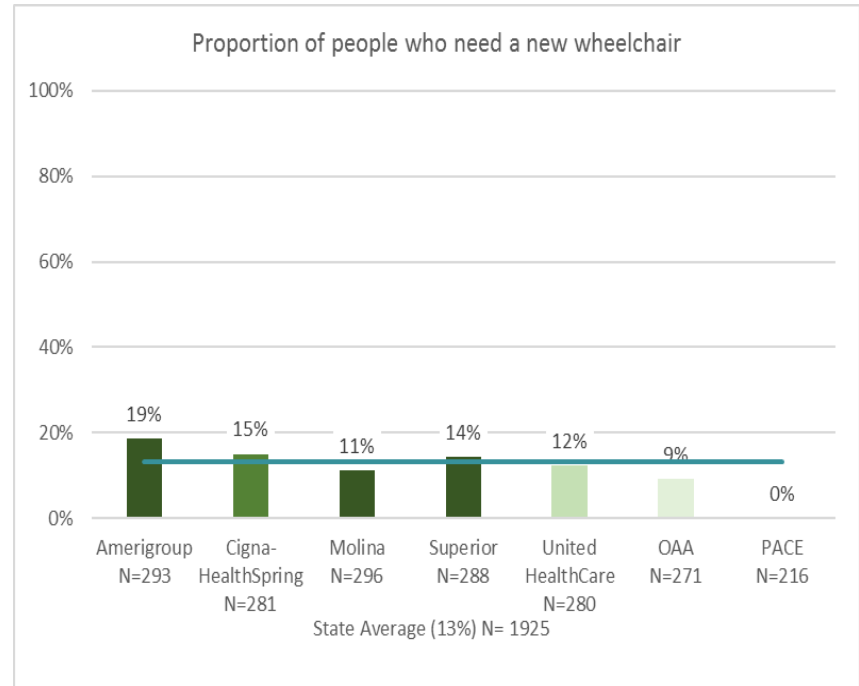
Graph 49. Proportion of people who need a new cane



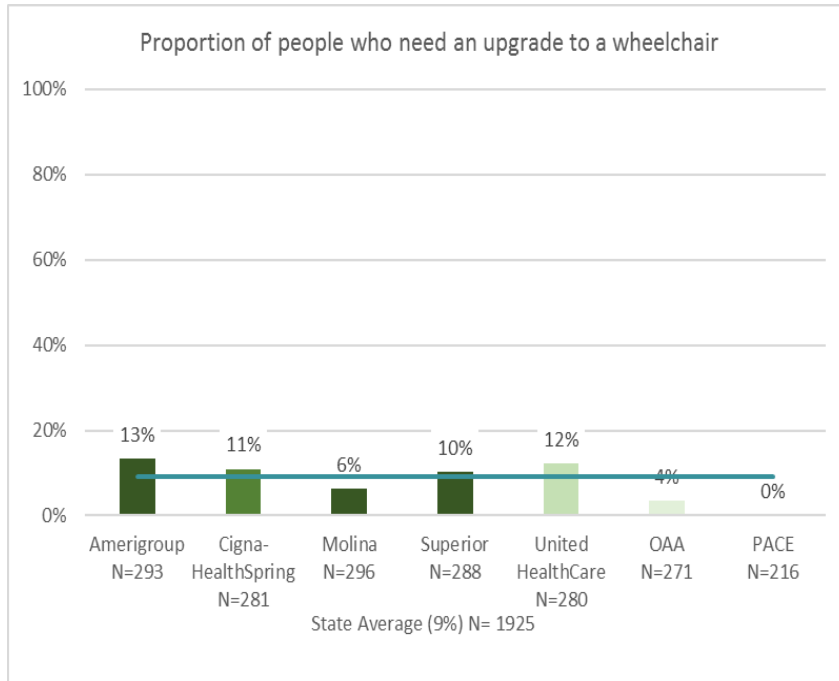
Graph 50. Proportion of people who need an upgrade to a cane



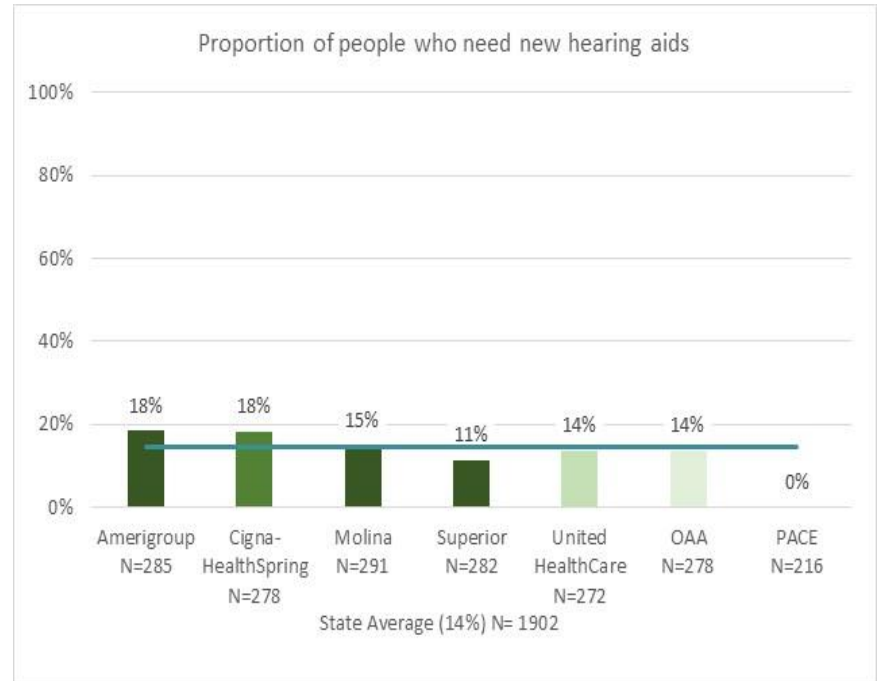
Graph 51. Proportion of people who need a new wheelchair



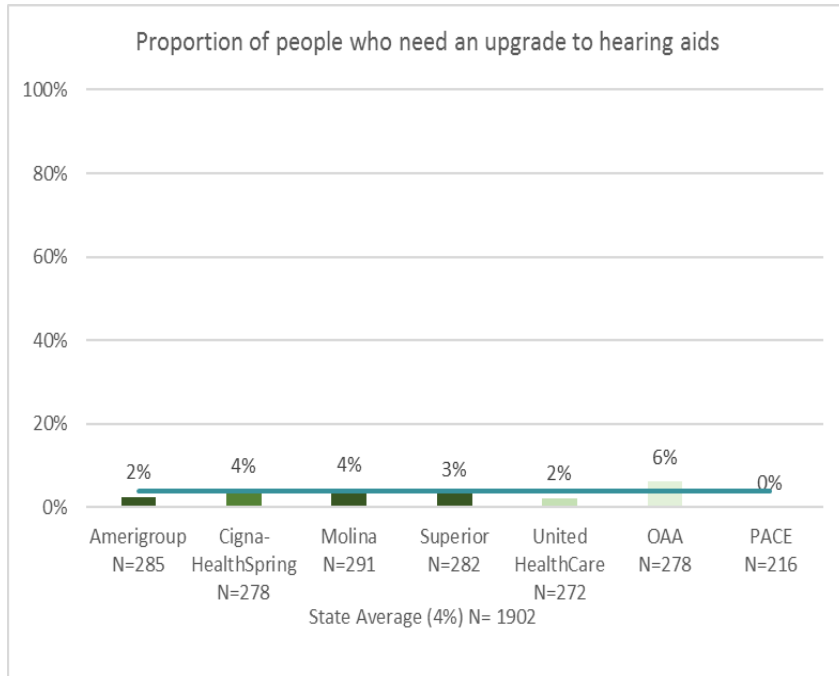
Graph 52. Proportion of people who need an upgrade to a wheelchair



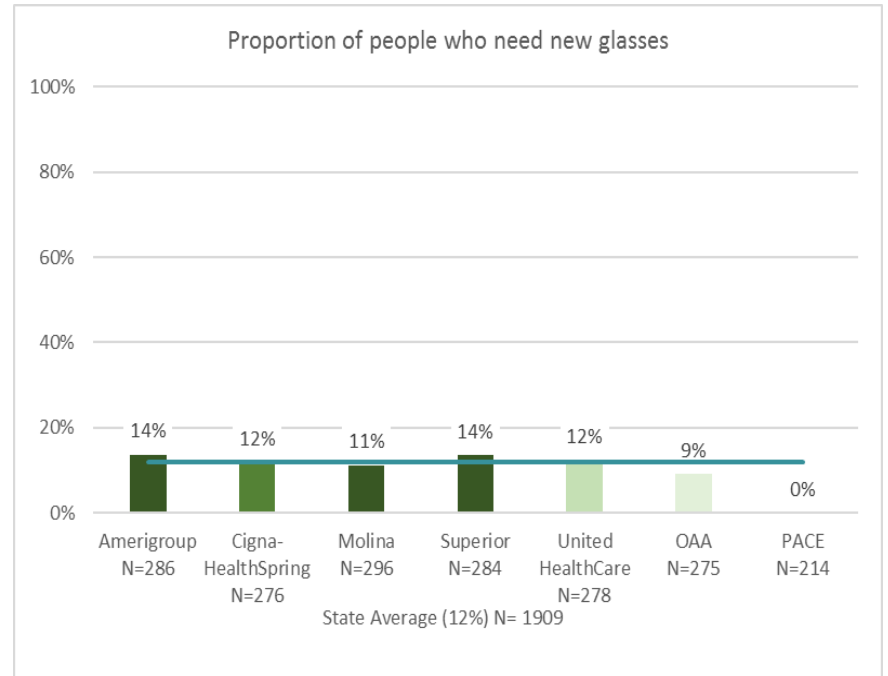
Graph 53. Proportion of people who need new hearing aids



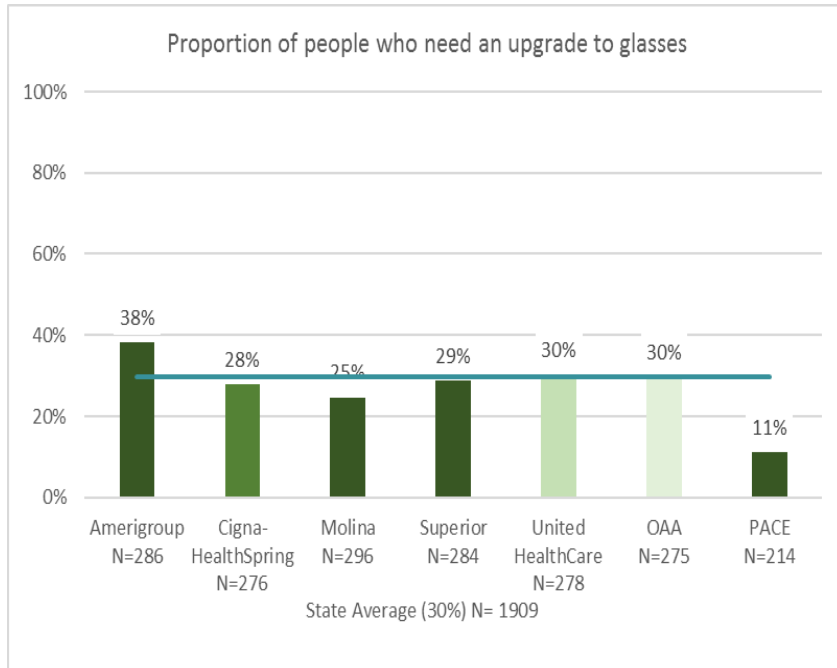
Graph 54. Proportion of people who need an upgrade to hearing aids



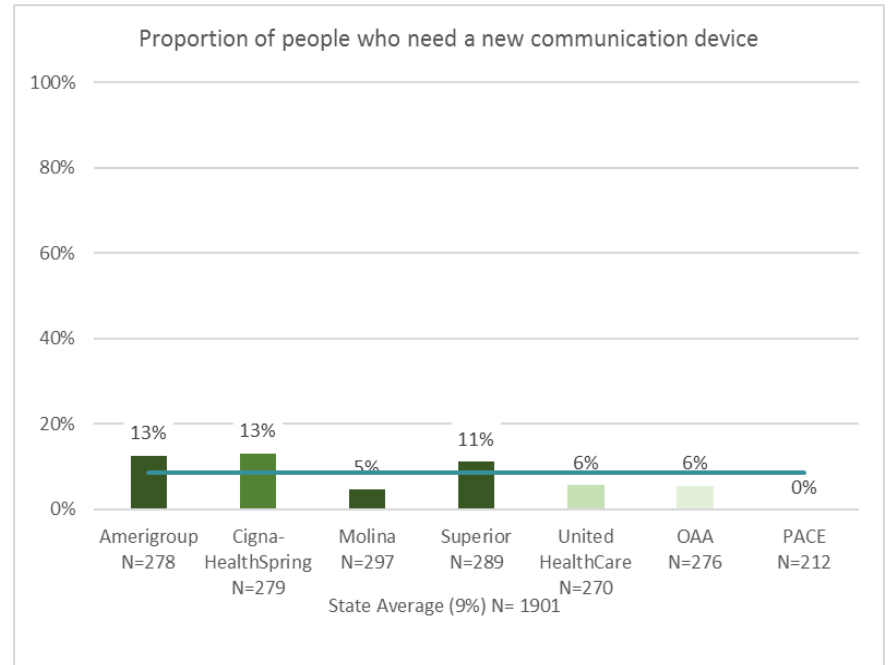
Graph 55. Proportion of people who need new glasses



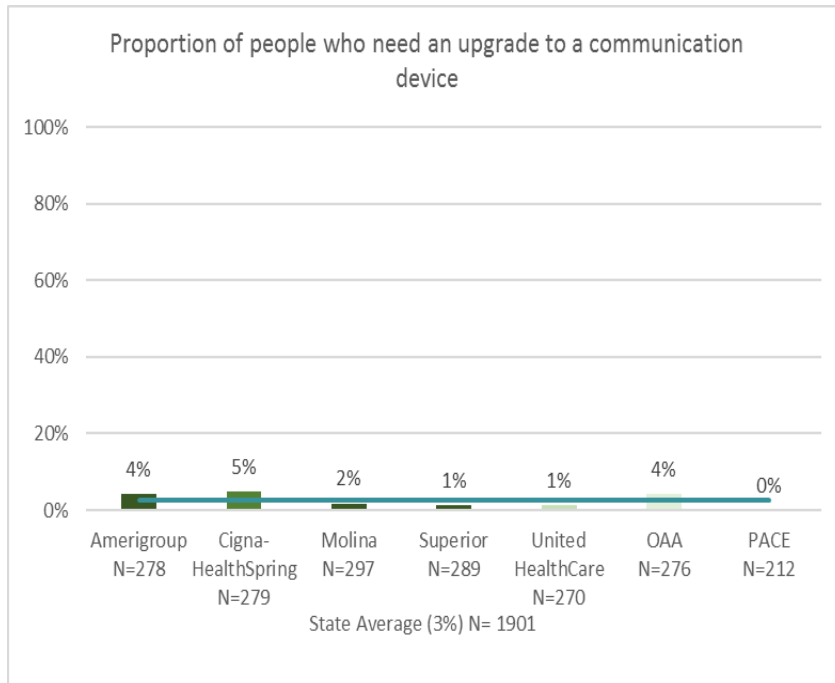
Graph 56. Proportion of people who need an upgrade to glasses



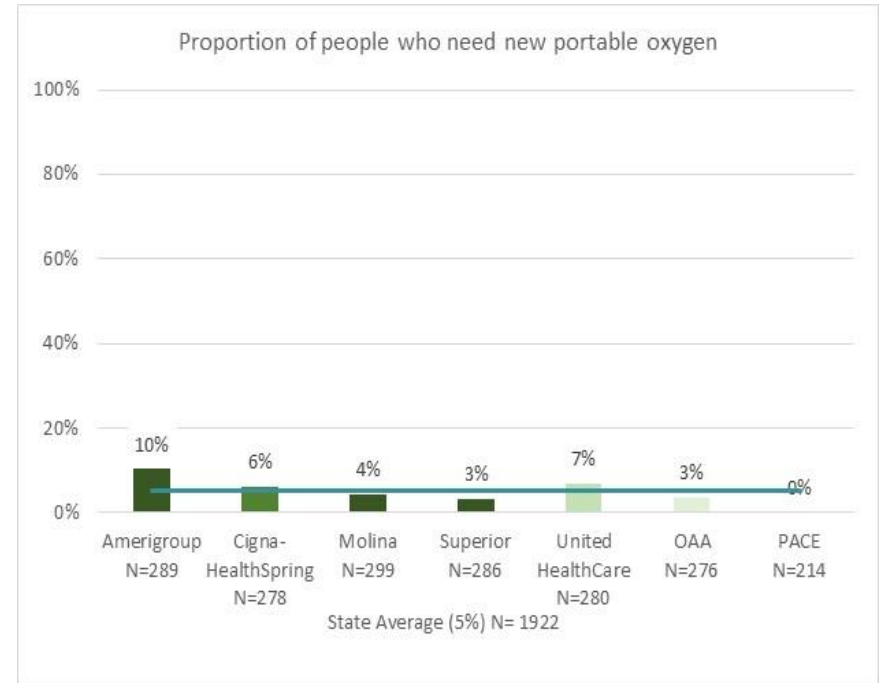
Graph 57. Proportion of people who need a new communication device



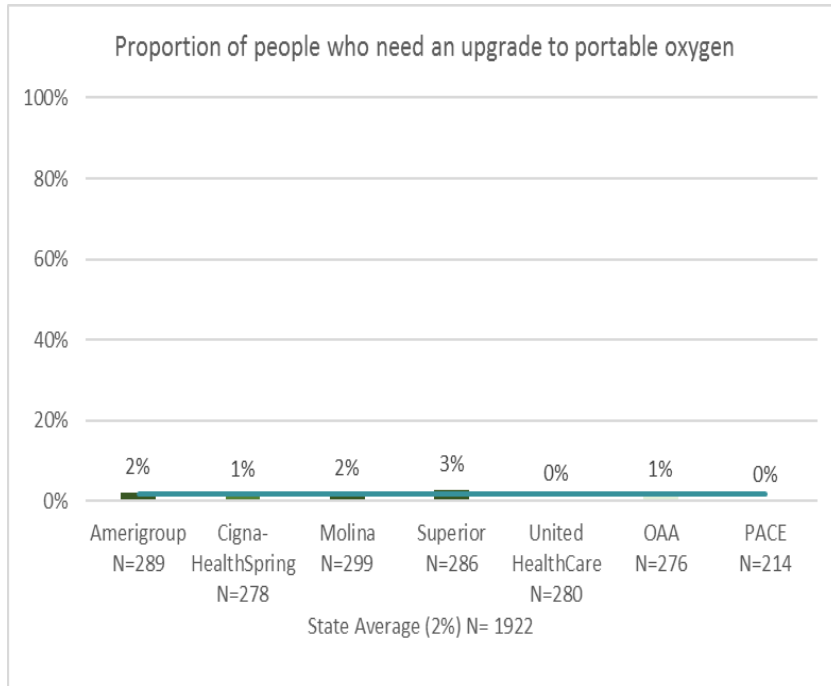
Graph 58. Proportion of people who need an upgrade to a communication device



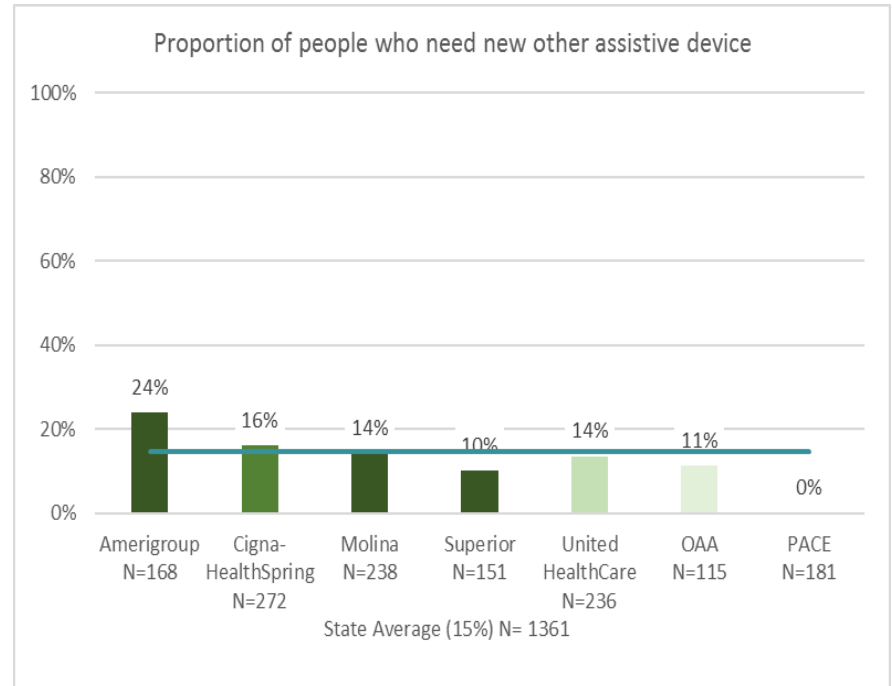
Graph 59. Proportion of people who need new portable oxygen



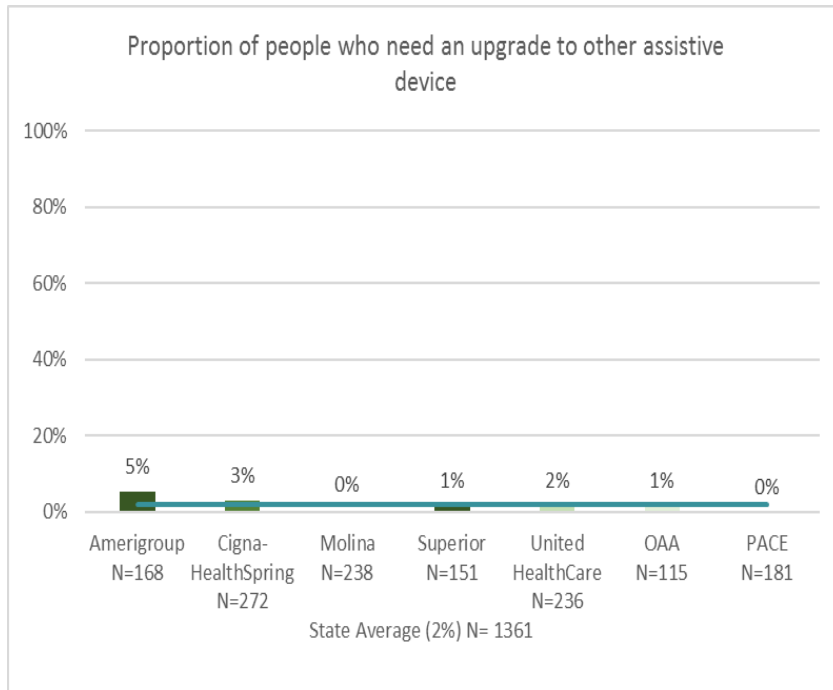
Graph 60. Proportion of people who need an upgrade to portable oxygen



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.

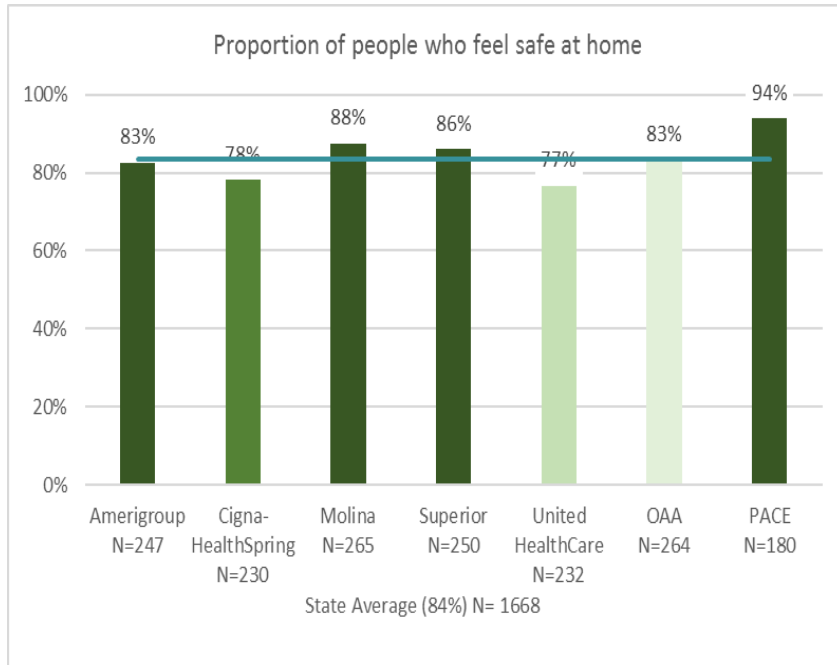
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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.

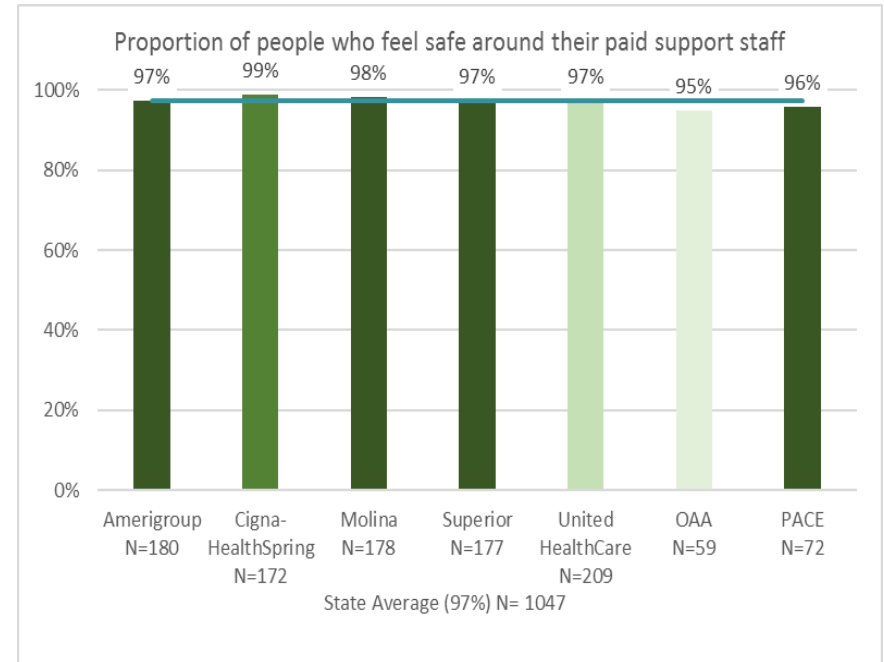
There are seven survey items that correspond to the Safety domain.

Un-collapsed data for state and programs are shown in Appendix B.

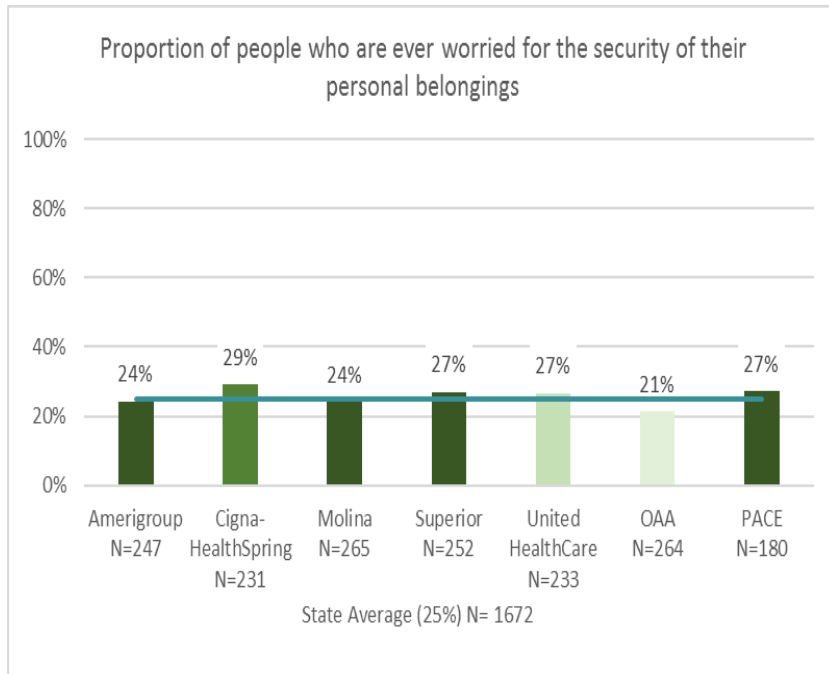
Graph 63. Proportion of people who feel safe at home



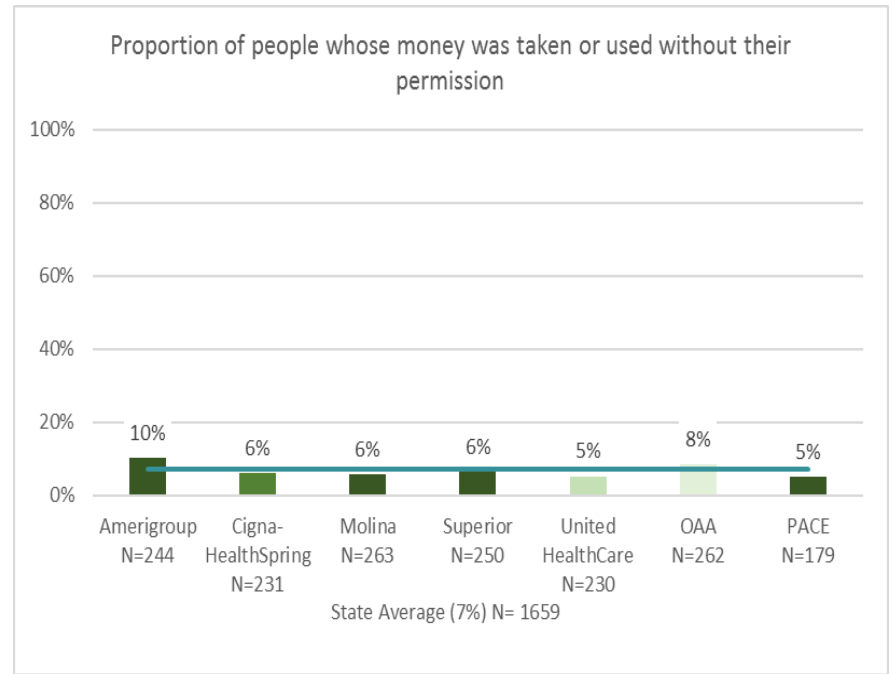
Graph 64. Proportion of people who feel safe around their paid support staff



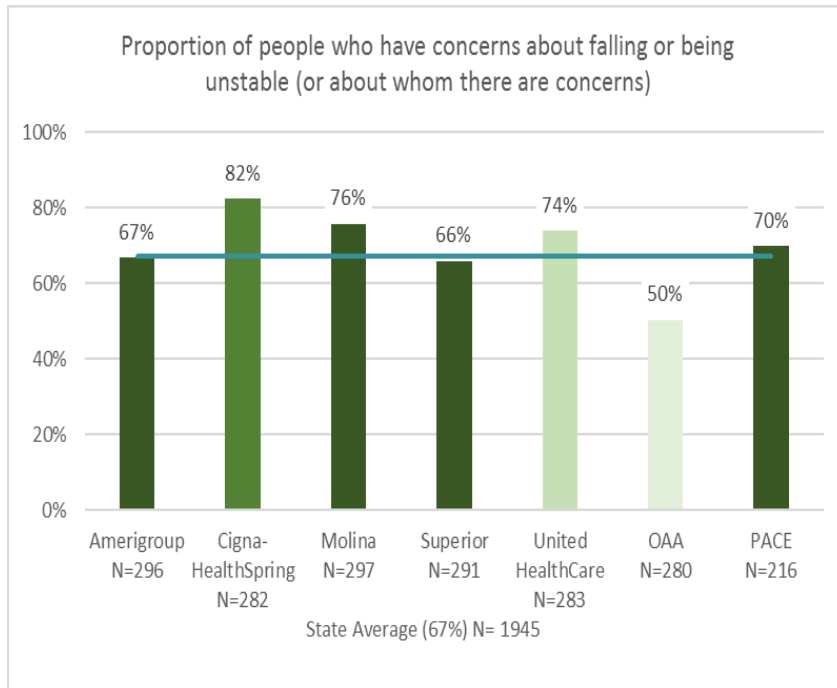
Graph 65. Proportion of people who are ever worried for the security of their personal belongings



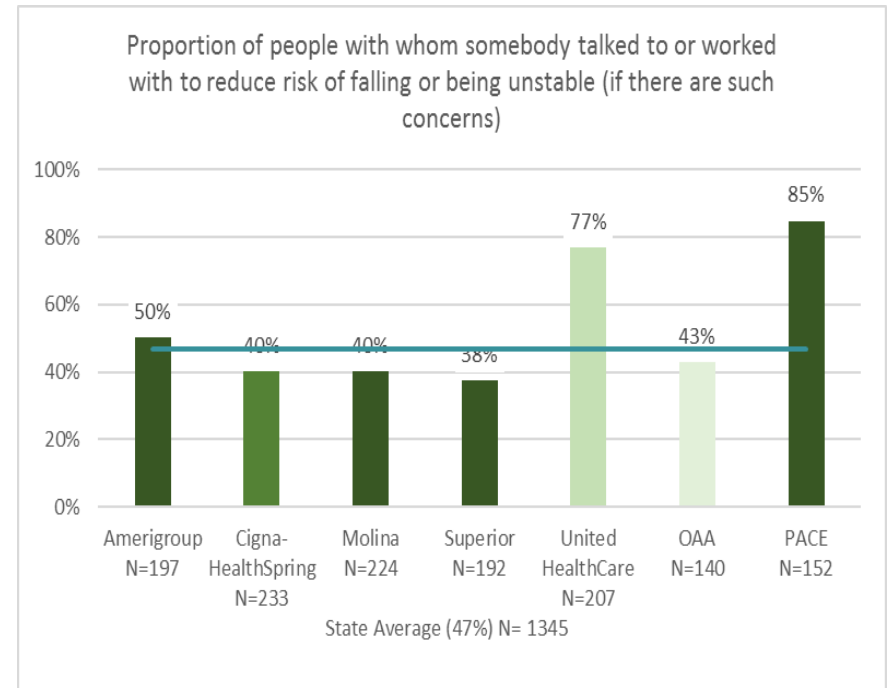
Graph 66. Proportion of people whose money was taken or used without their permission



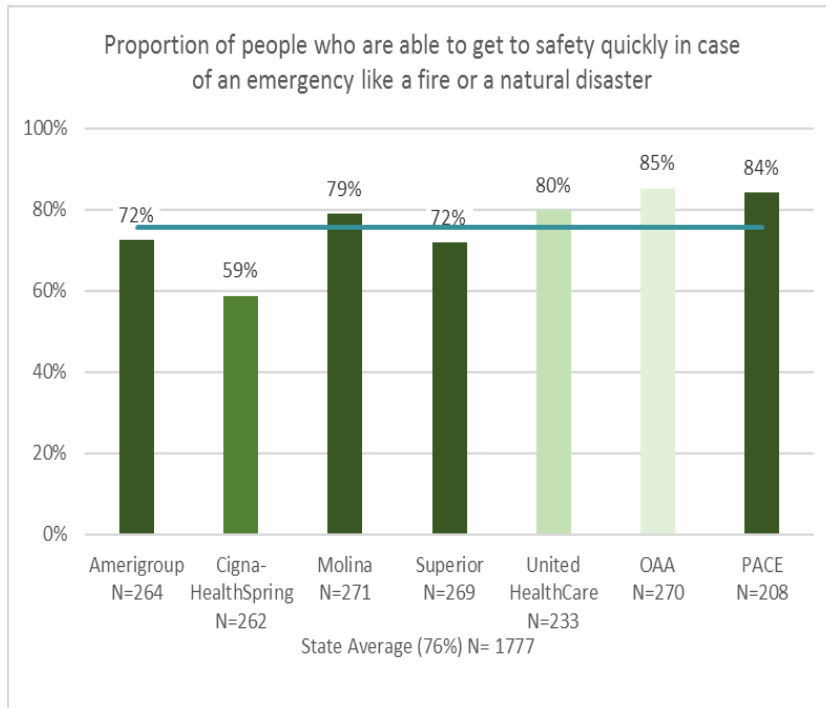
Graph 67. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)



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.

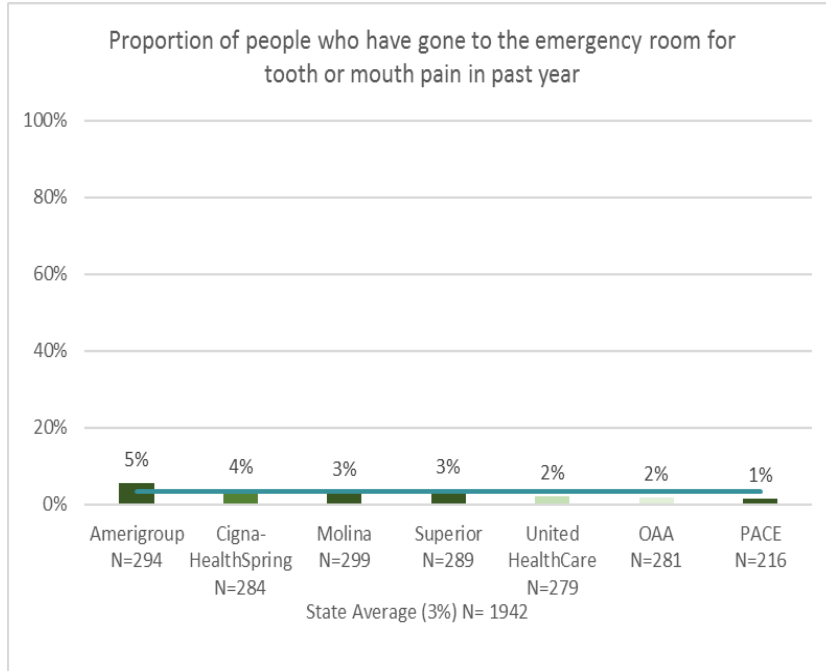
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

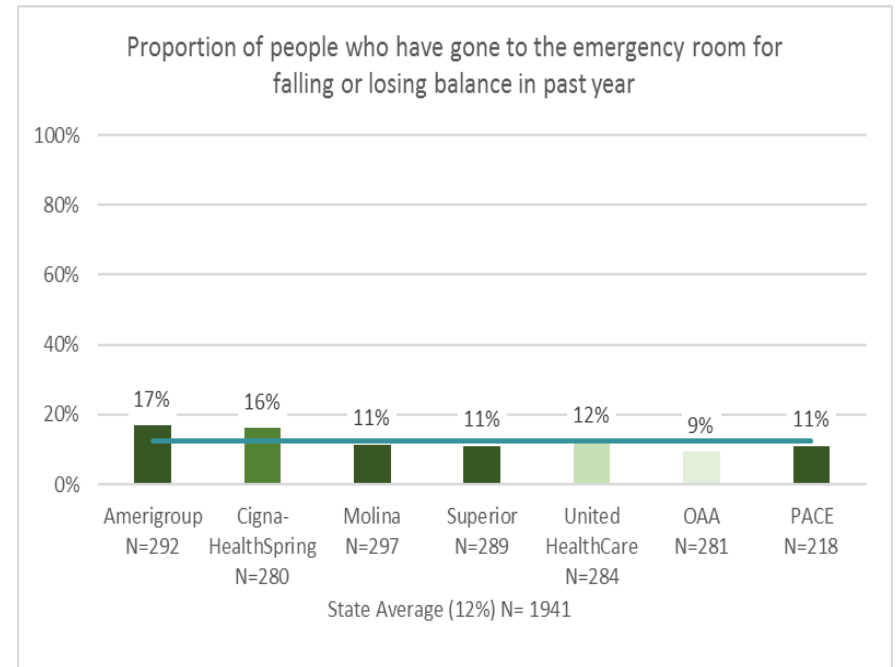
There are twelve survey items that correspond to the Health Care domain.

Un-collapsed data for state and programs are shown in Appendix B.

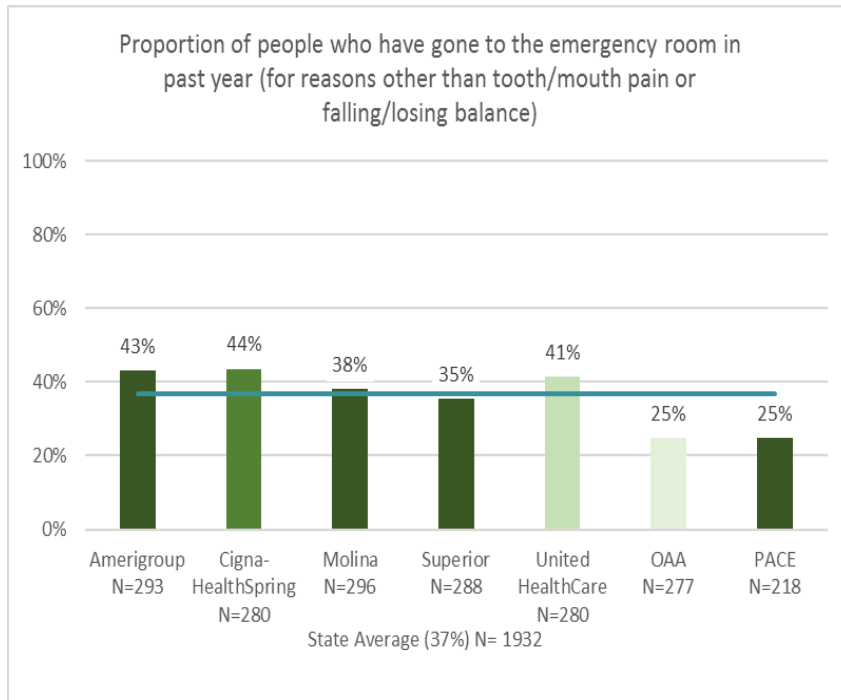
Graph 70. Proportion of people who have gone to the emergency room for tooth or mouth pain in past year



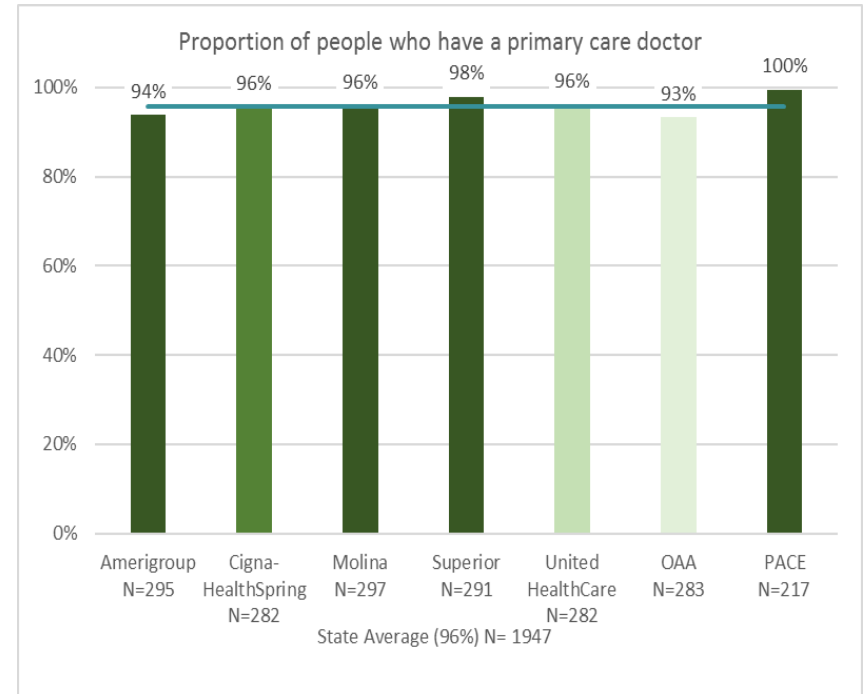
Graph 71. Proportion of people who have gone to the emergency room for falling or losing balance in past year



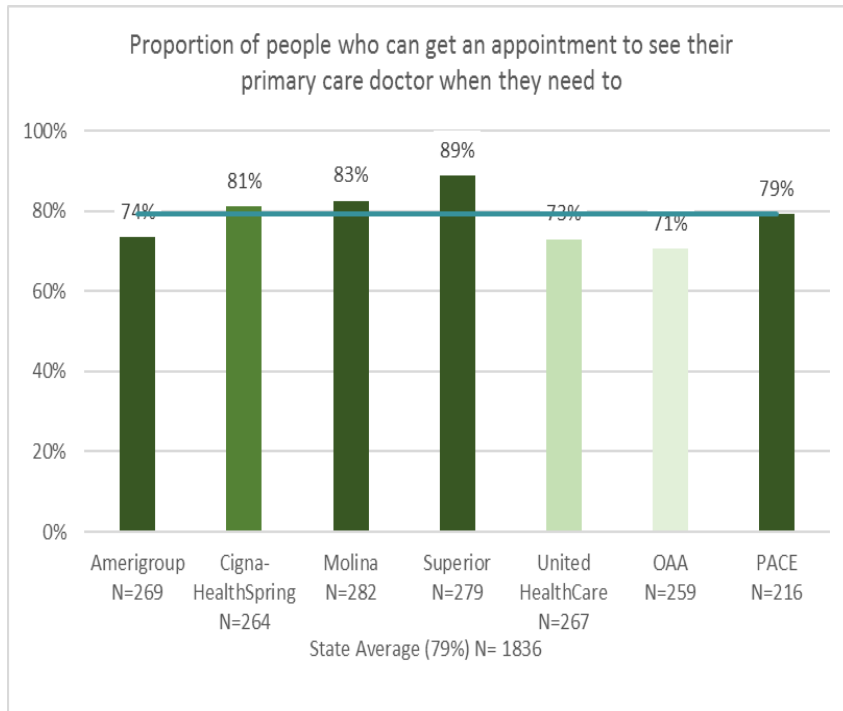
Graph 72. Proportion of people who have gone to the emergency room in past year (for reasons other than tooth/mouth pain or falling/losing balance)



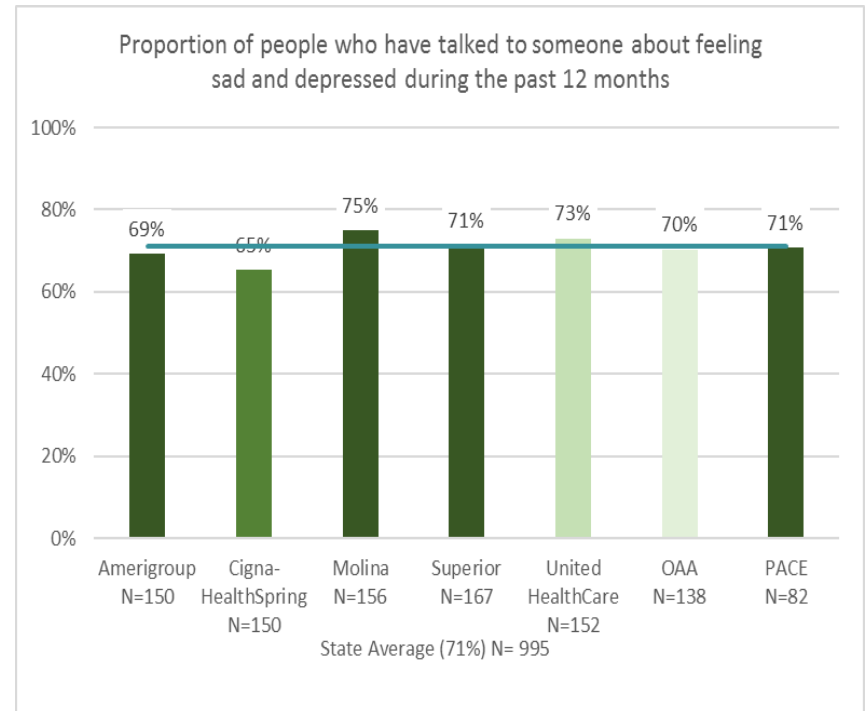
Graph 73. Proportion of people who have a primary care doctor



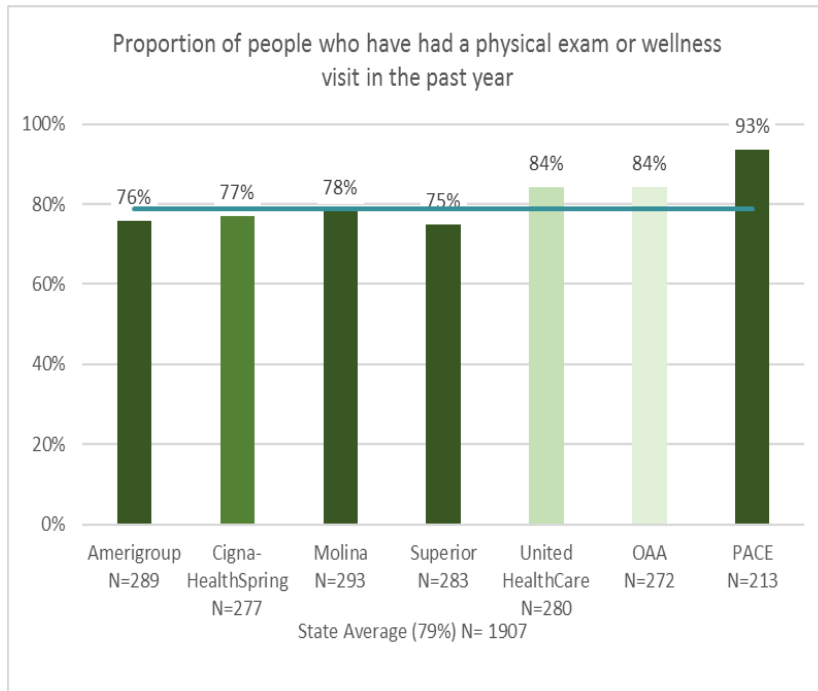
Graph 74. Proportion of people who can get an appointment to see their primary care doctor when they need to



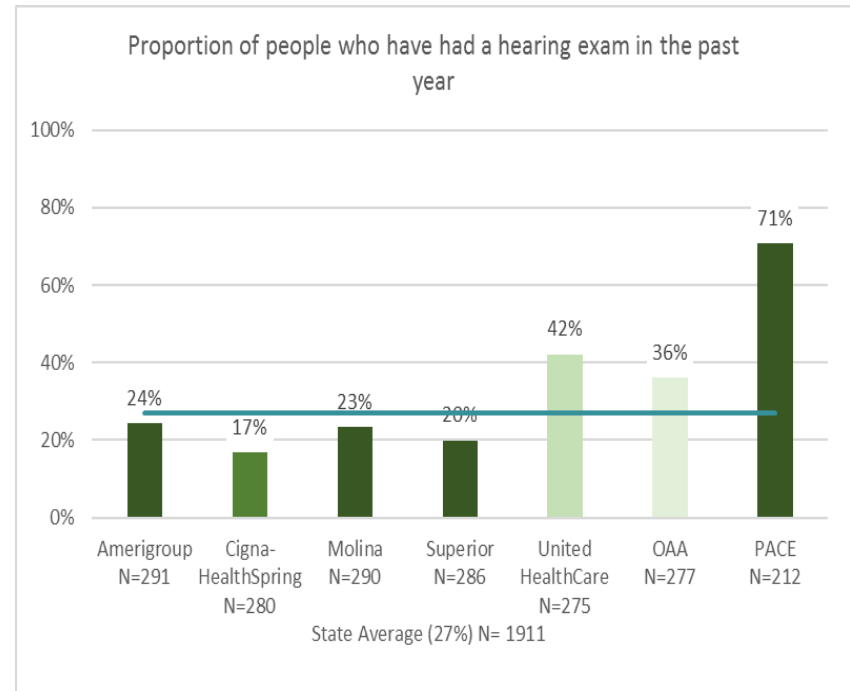
Graph 75. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)



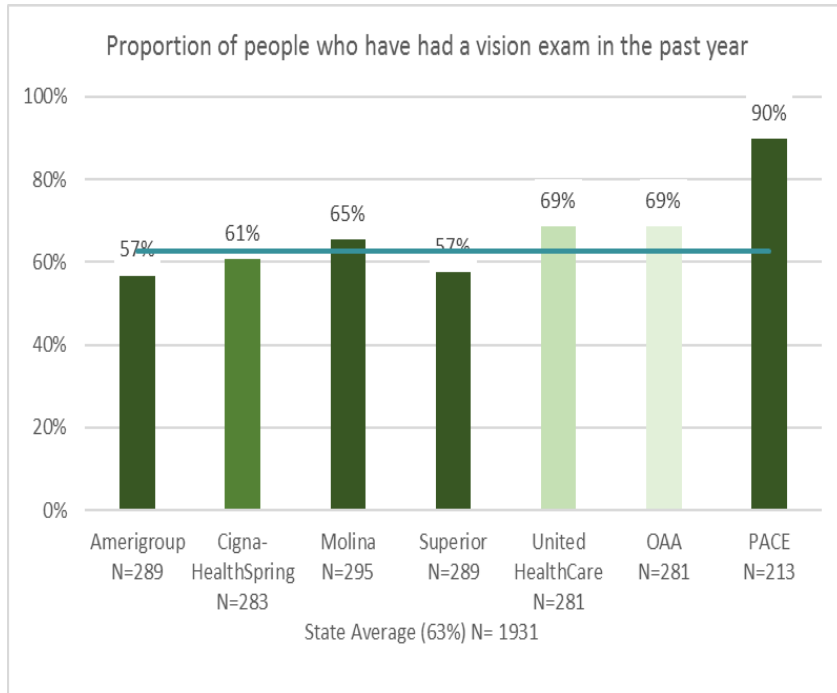
Graph 76. Proportion of people who have had a physical exam or wellness visit in the past year



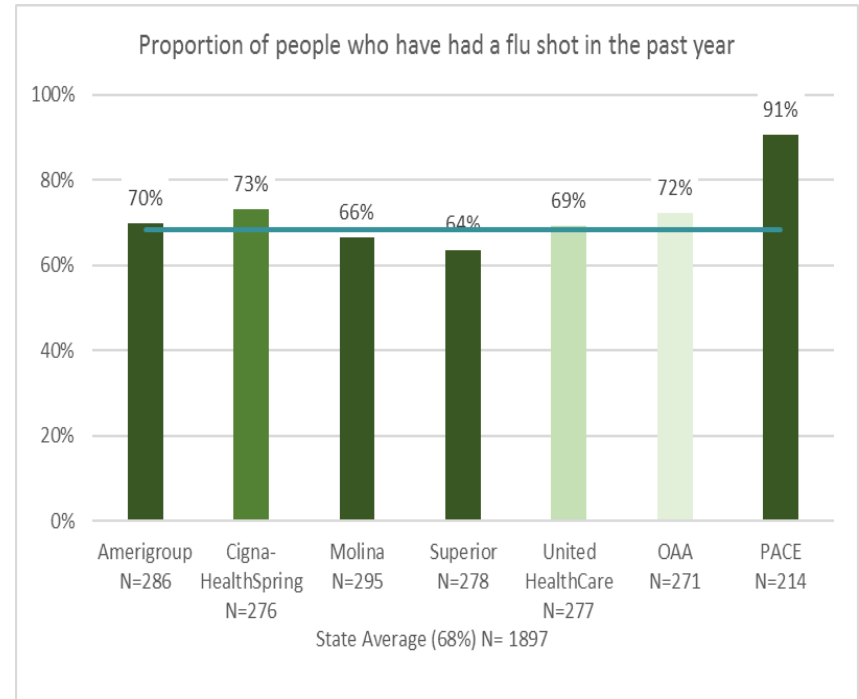
Graph 77. Proportion of people who have had a hearing exam in the past year



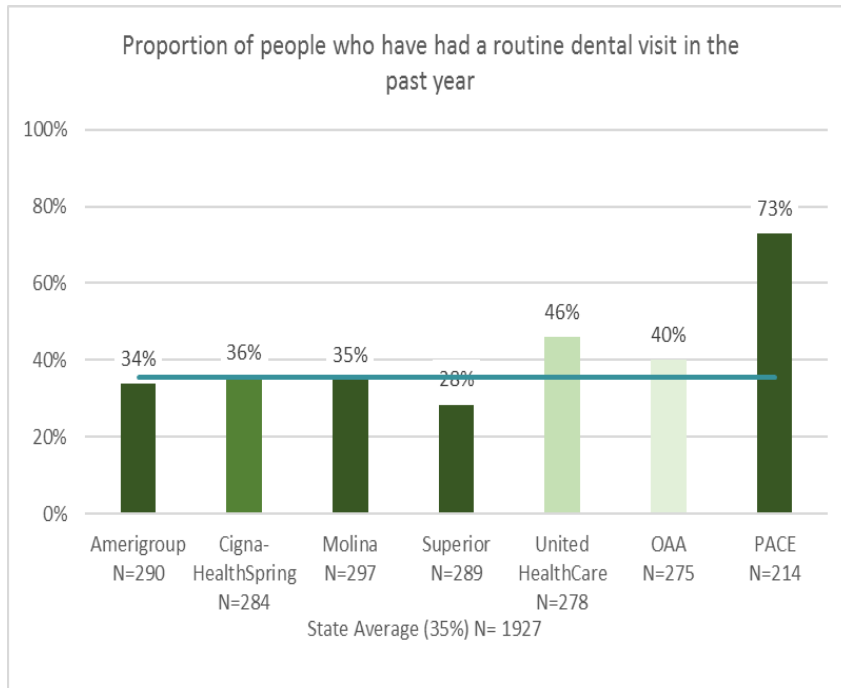
Graph 78. Proportion of people who have had a vision exam in the past year



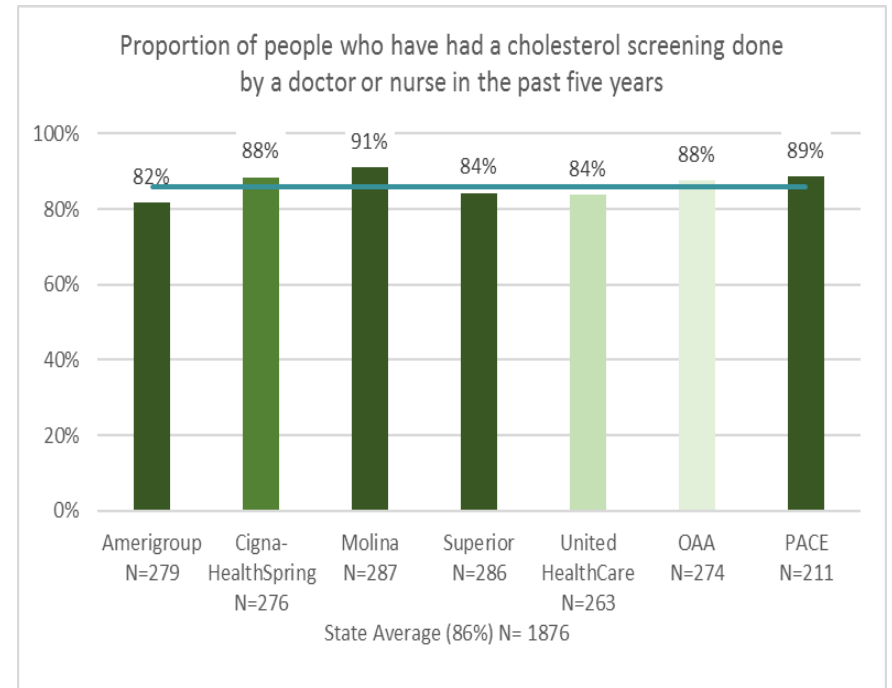
Graph 79. Proportion of people who have had a flu shot in the past year



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.

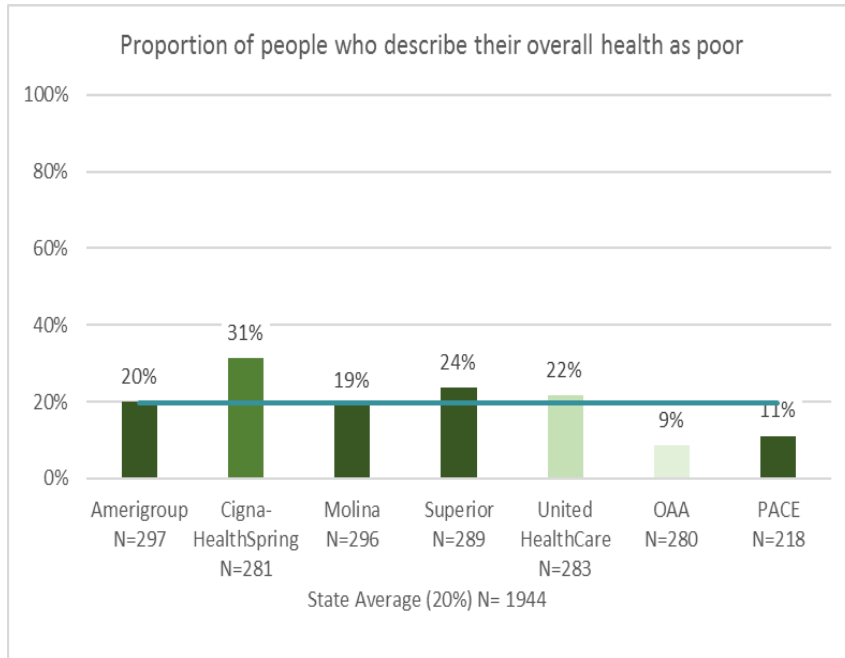
There are two Wellness indicators measured by the NCI-AD Adult Consumer Survey:

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

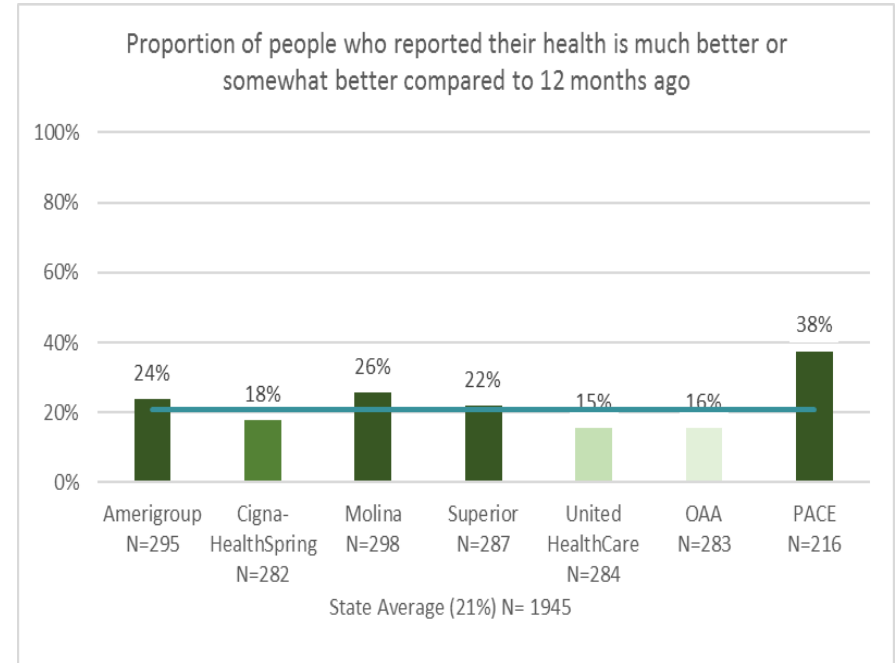
There are four survey items that correspond to the Wellness domain.

Un-collapsed data for state and programs are shown in Appendix B.

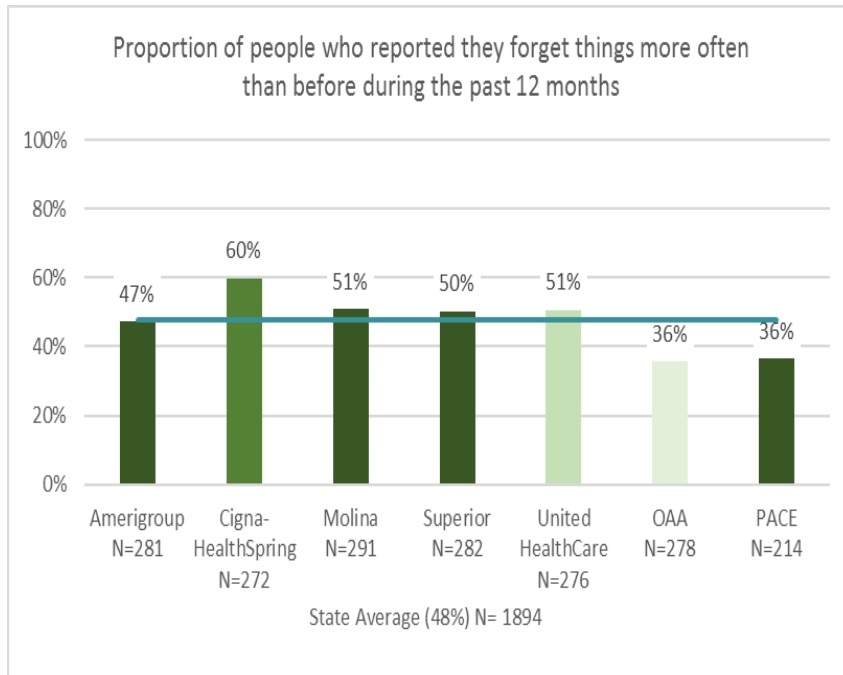
Graph 82. Proportion of people who describe their overall health as poor



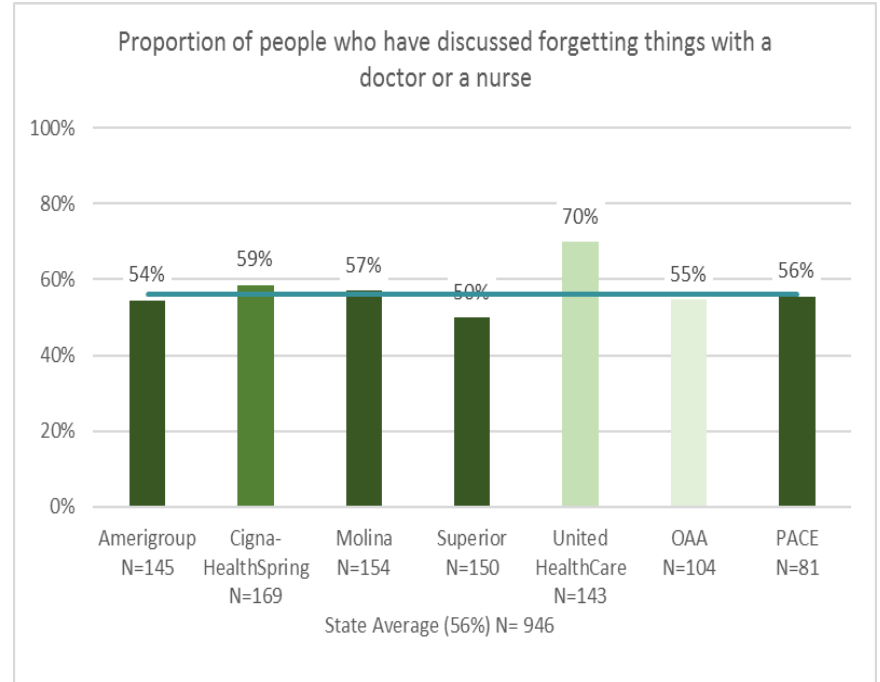
Graph 83. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



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.

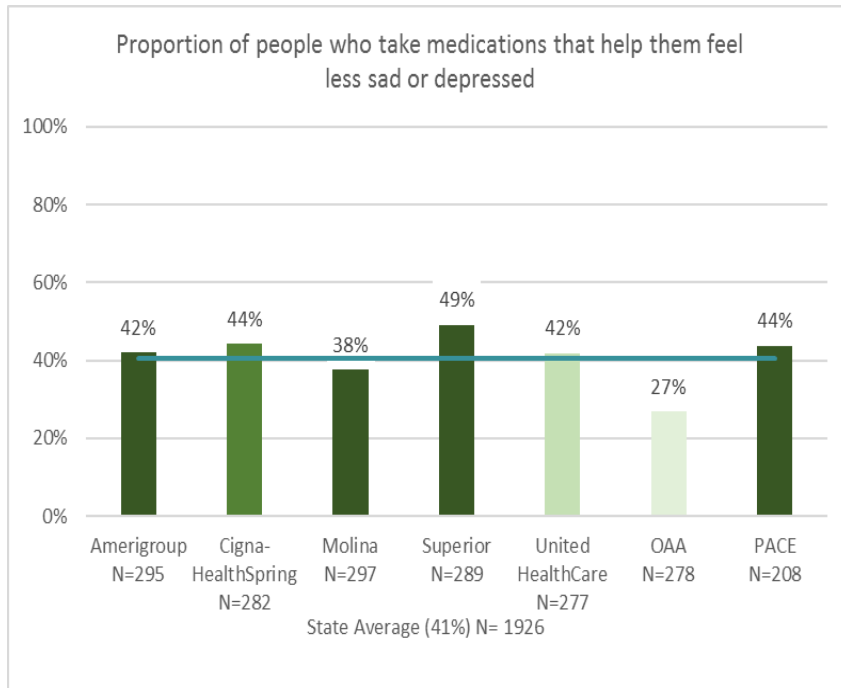
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

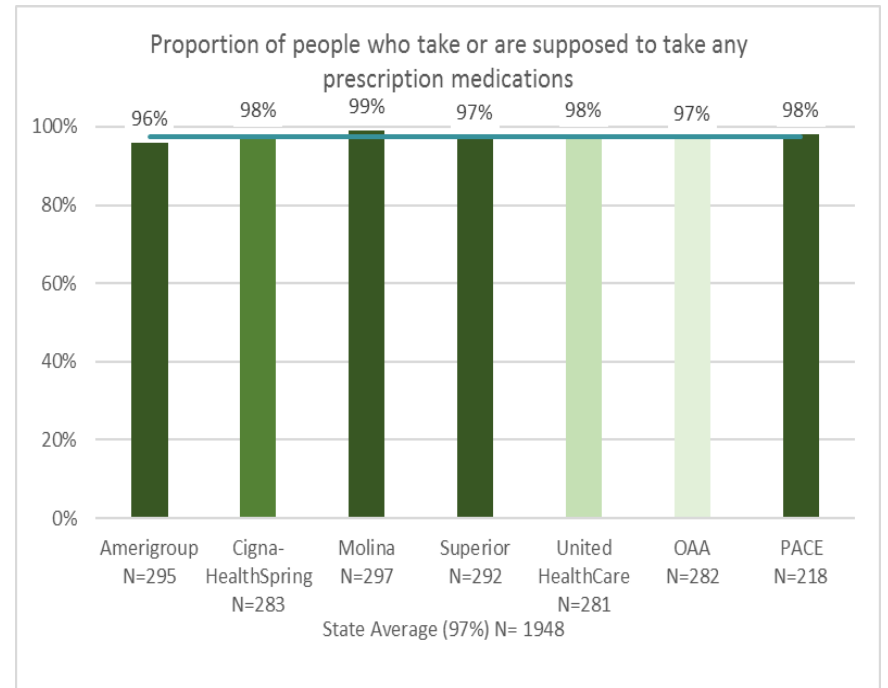
There are three survey items that correspond to the Medication domain.

Un-collapsed data for state and programs are shown in Appendix B.

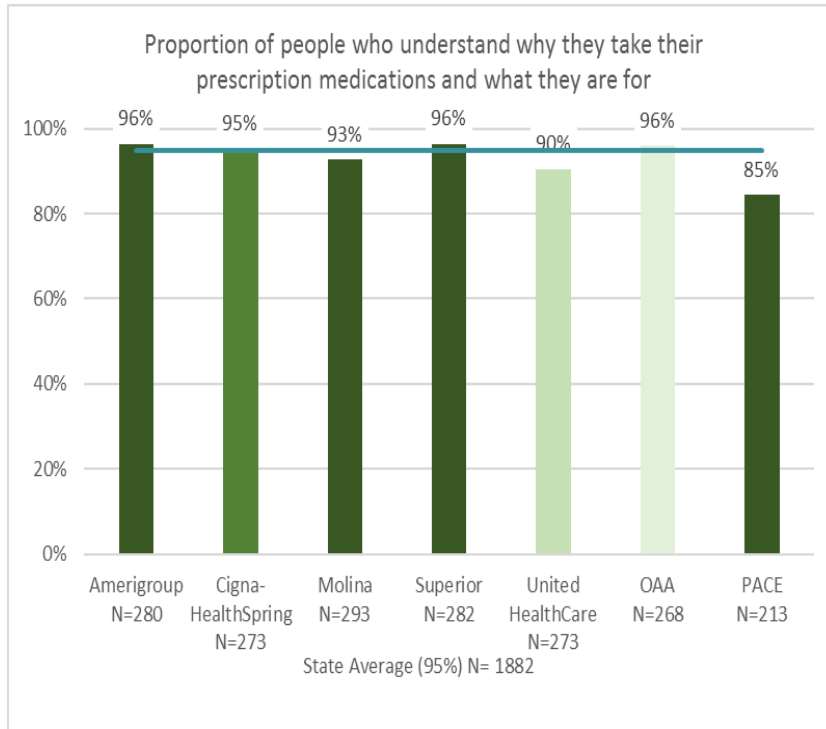
Graph 86. Proportion of people who take medications that help them feel less sad or depressed



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.

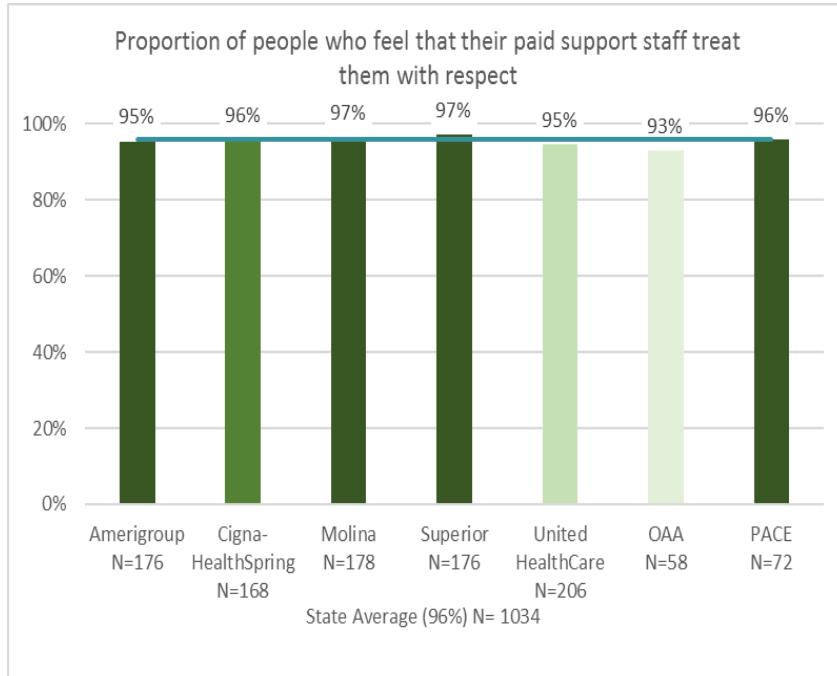
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

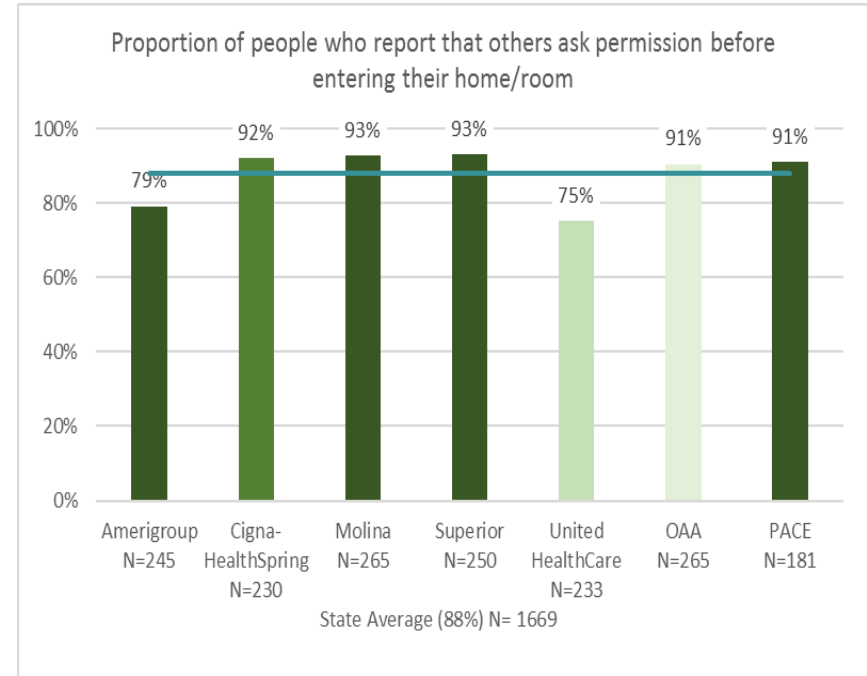
There are nine survey items that correspond to the Rights and Respect domain.

Un-collapsed data for state and programs are shown in Appendix B.

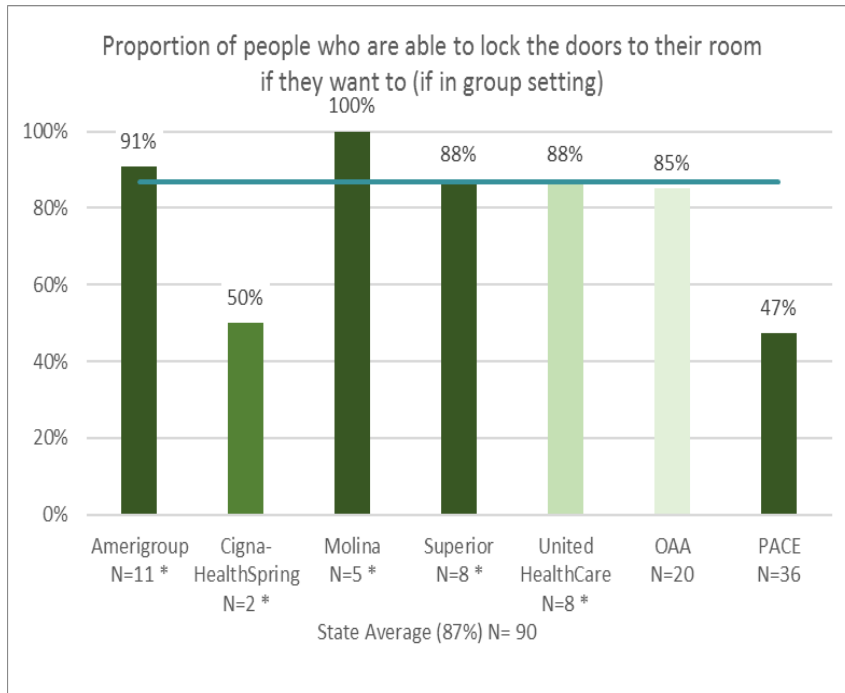
Graph 89. Proportion of people who feel that their paid support staff treat them with respect



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

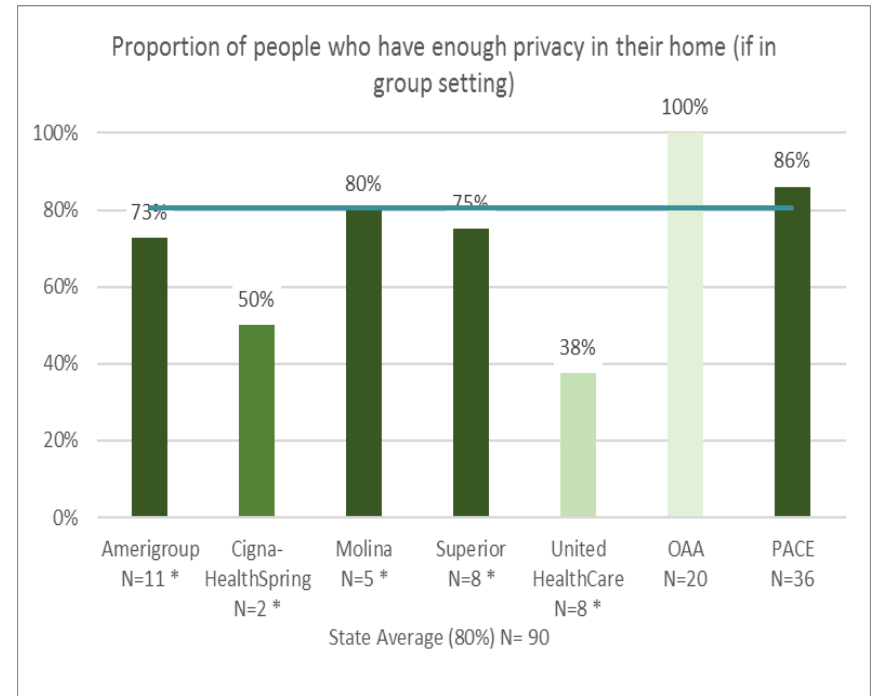


Graph 91. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)



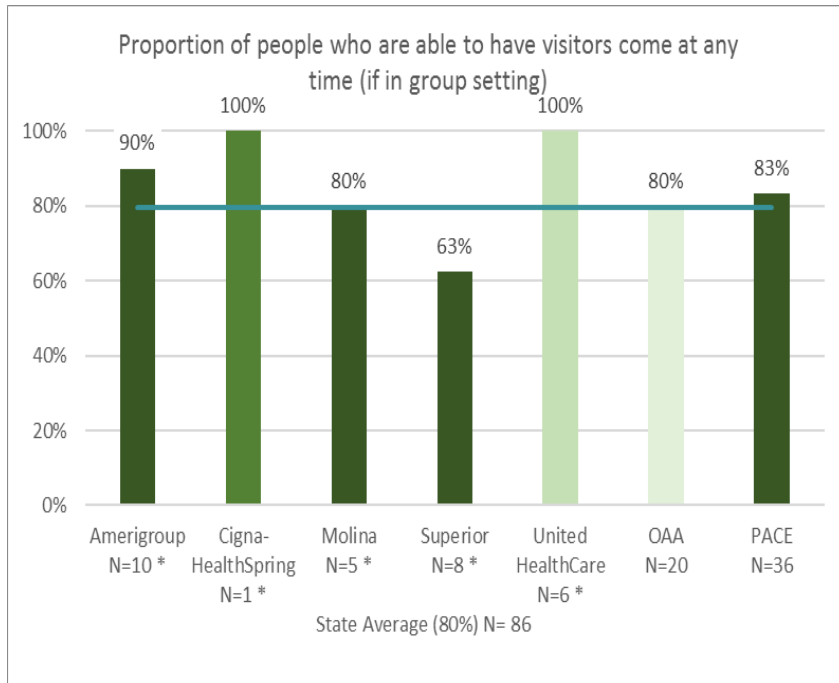
* Very small number of responses

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



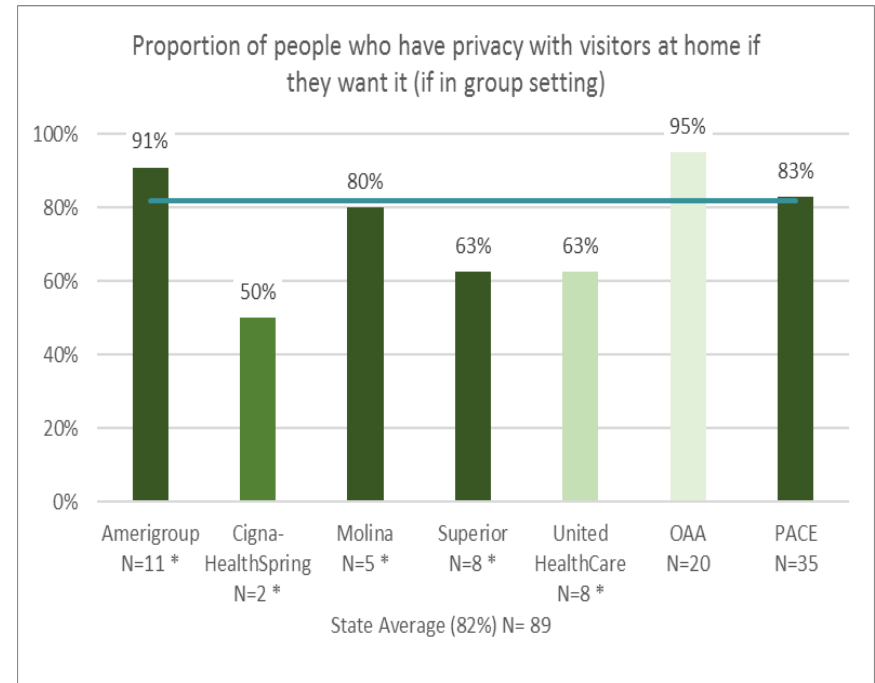
* Very small number of responses

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



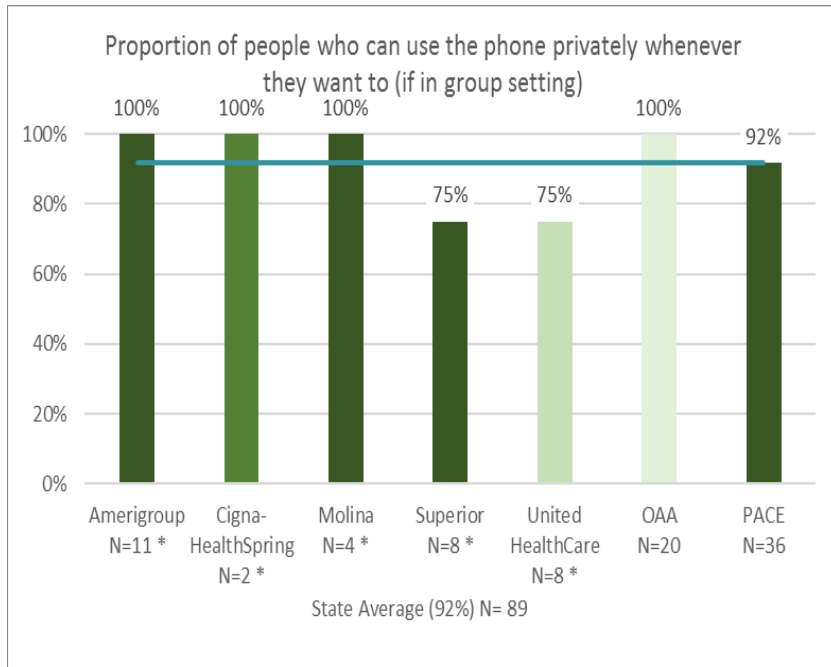
* Very small number of responses

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



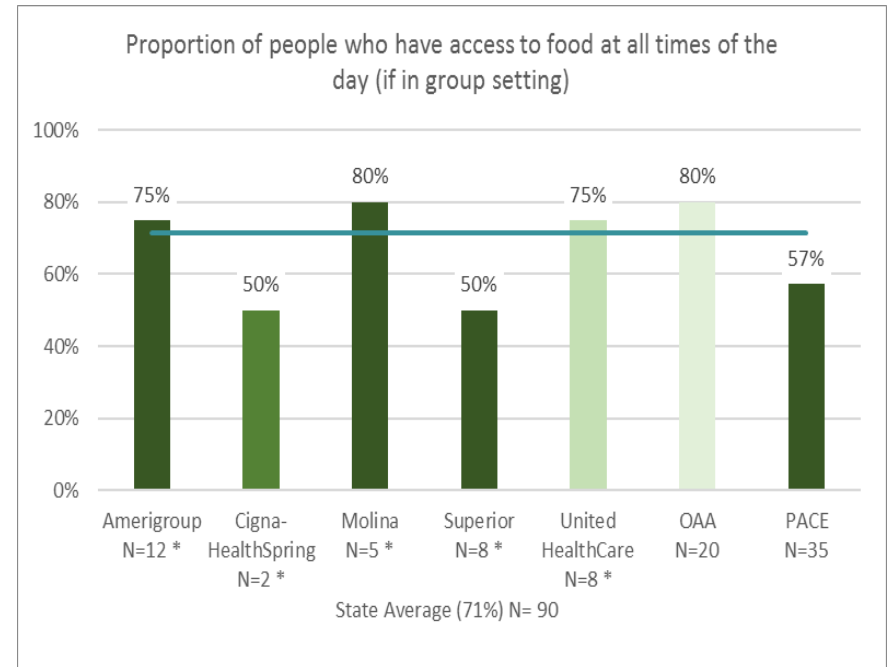
* Very small number of responses

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



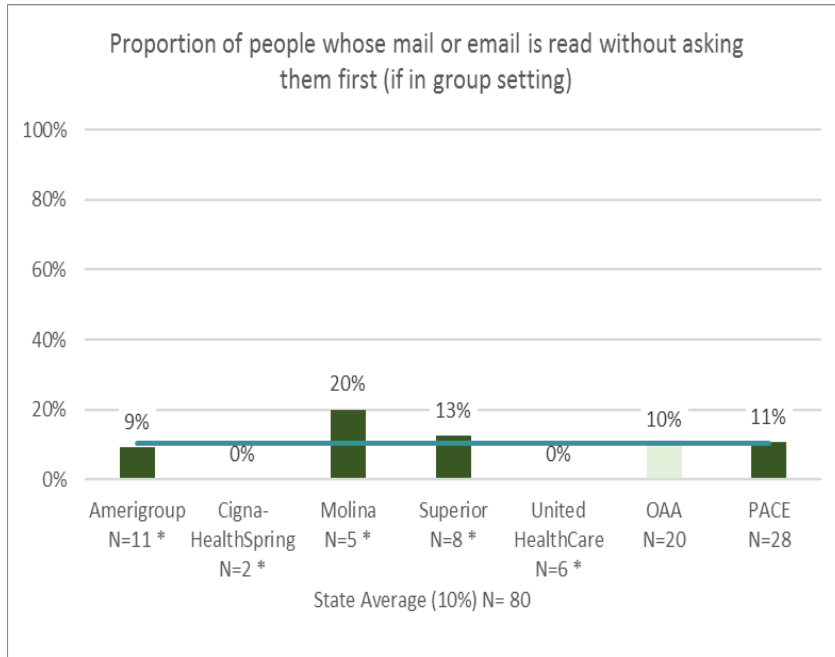
* Very small number of responses

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.

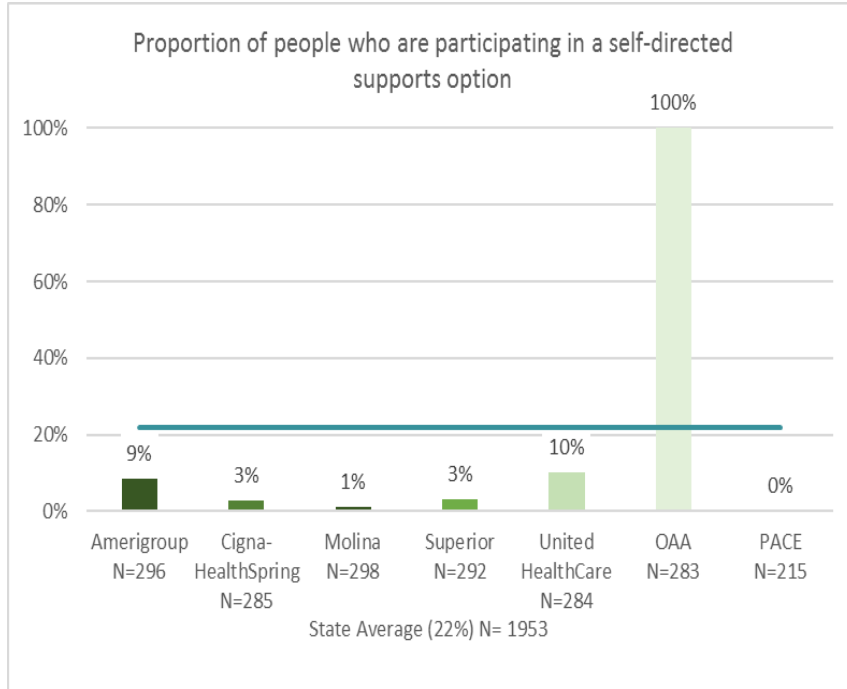
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

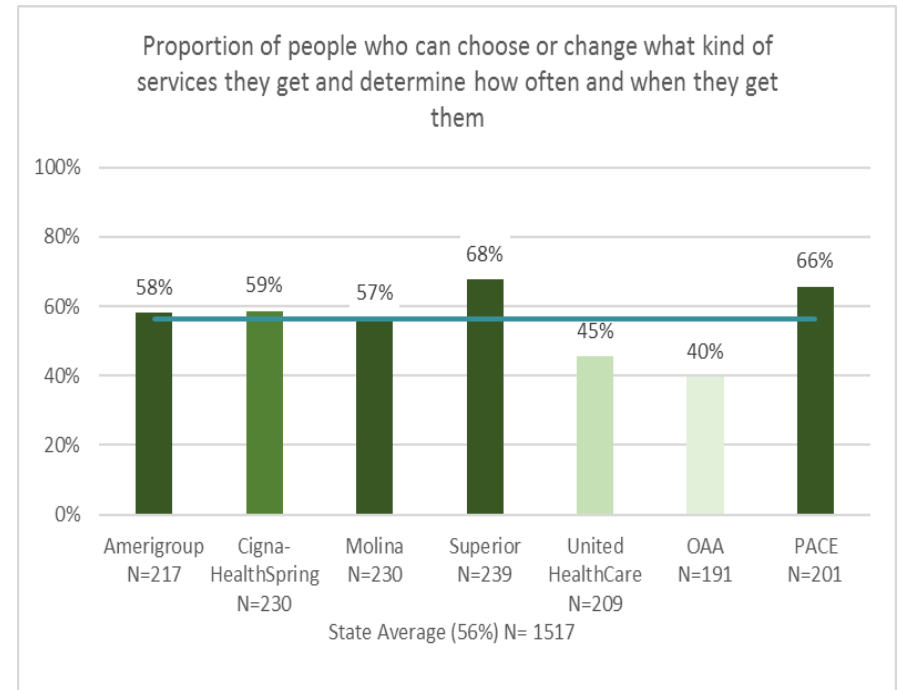
There are three survey items that correspond to the Self-Direction of Care domain. Proportion of people self-directing is derived from state administrative records.

Un-collapsed data for state and programs are shown in Appendix B.

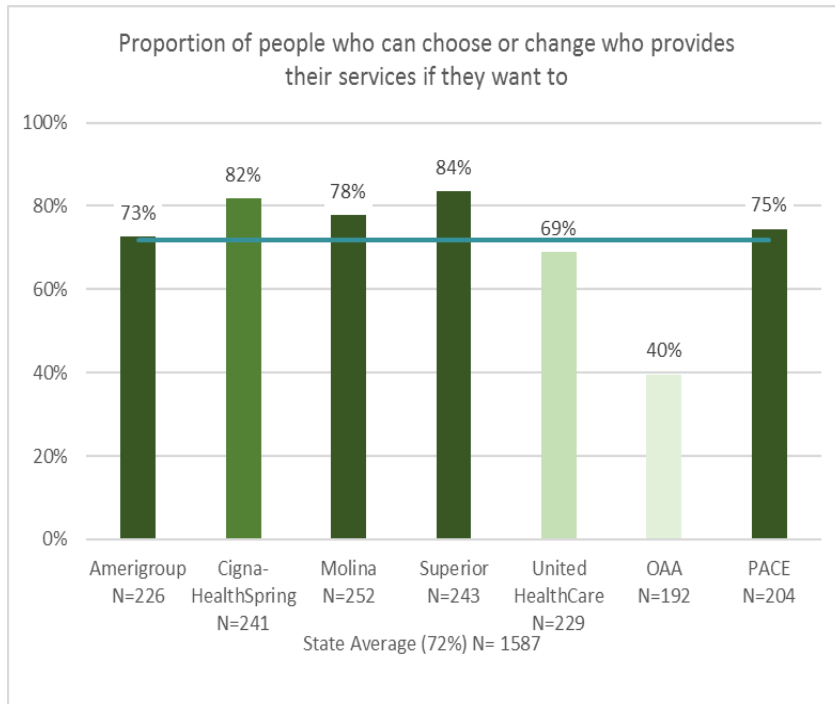
Graph 98. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)



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:

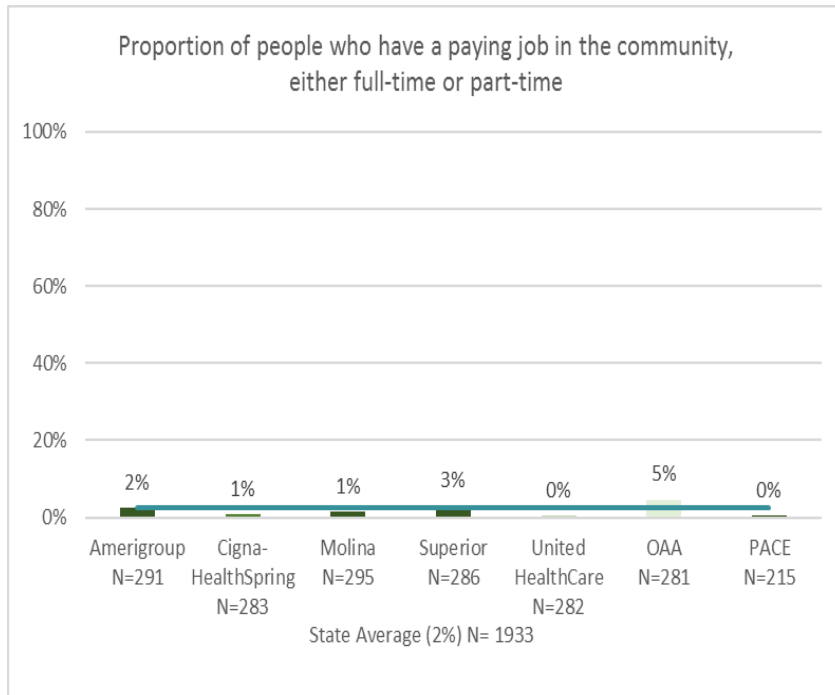
1. Proportion of people who have a paid job.
2. Proportion of people whose job pays at least minimum wage⁴.
3. Proportion of people who would like a job.
4. Proportion of people who have had job search assistance.
5. Proportion of people who volunteer.

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

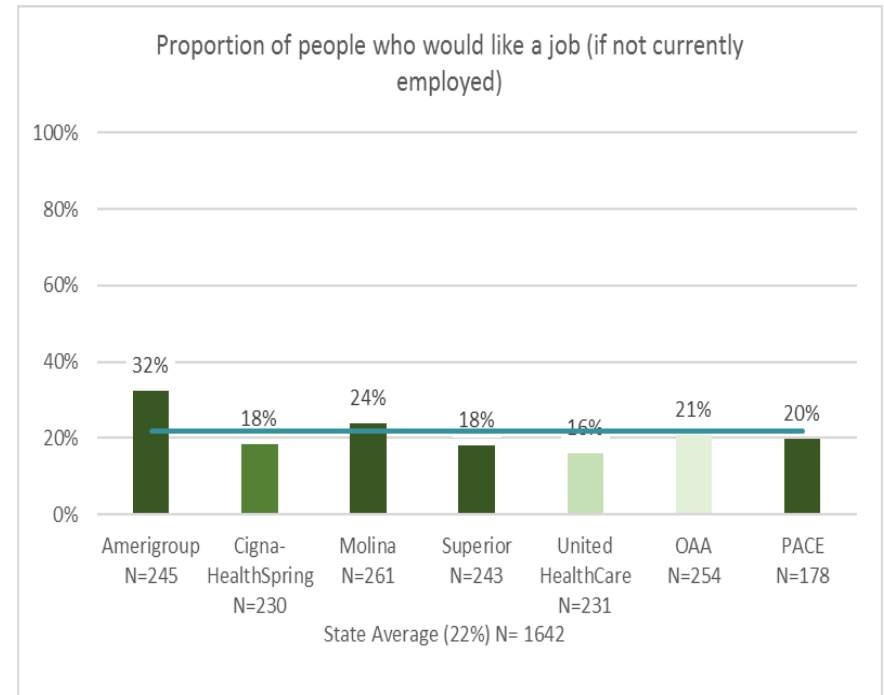
Un-collapsed for state and programs are shown in Appendix B.

⁴ Data not shown due to very small numbers

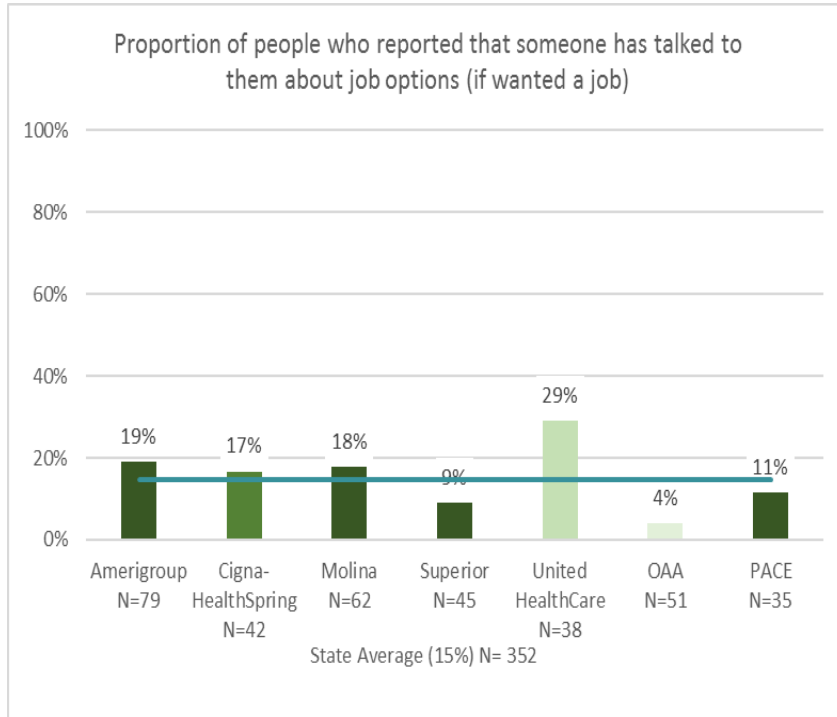
Graph 101. Proportion of people who have a paying job in the community, either full-time or part-time



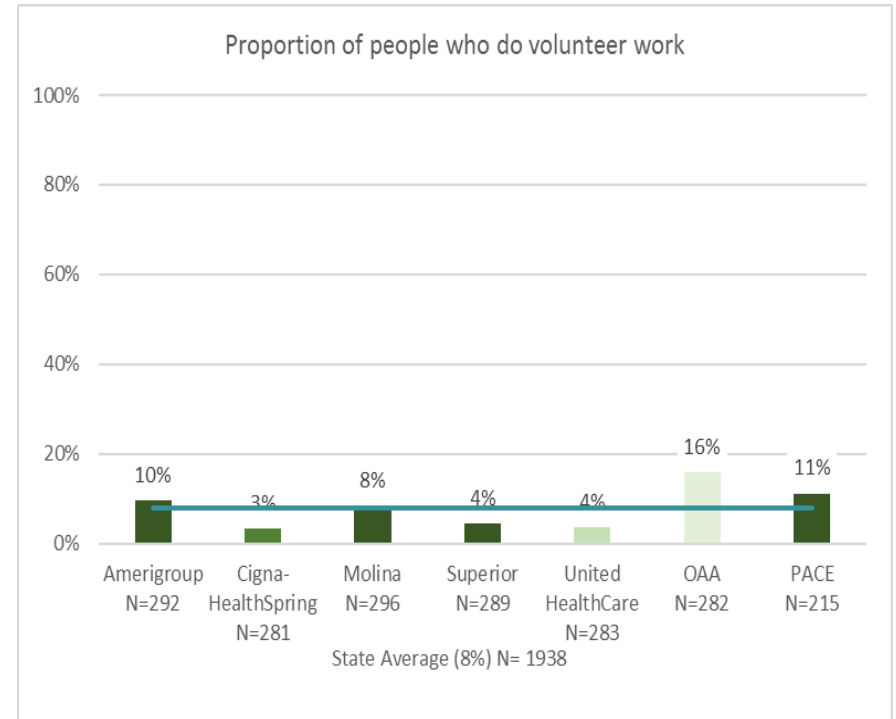
Graph 102. Proportion of people who would like a job (if not currently employed)



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.

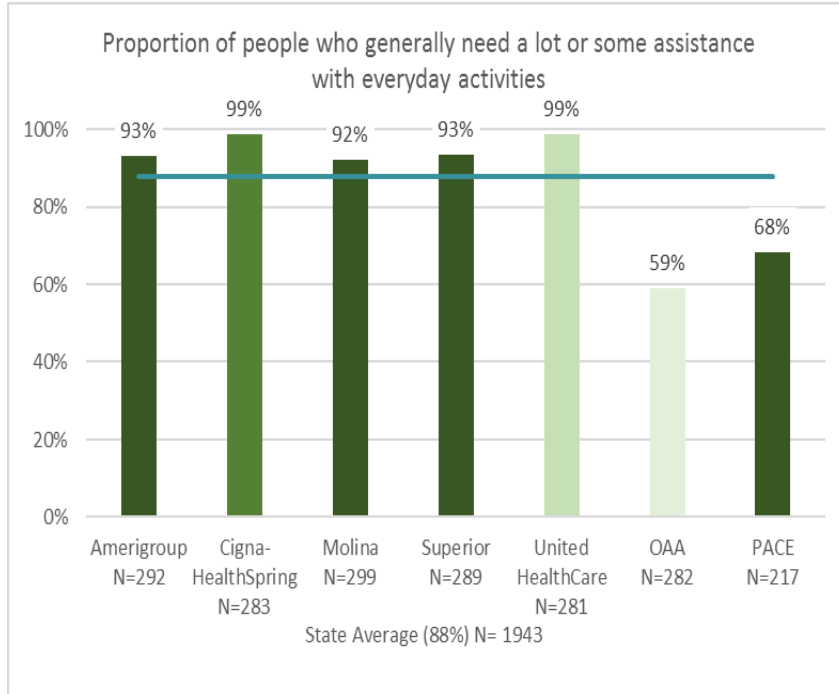
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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.

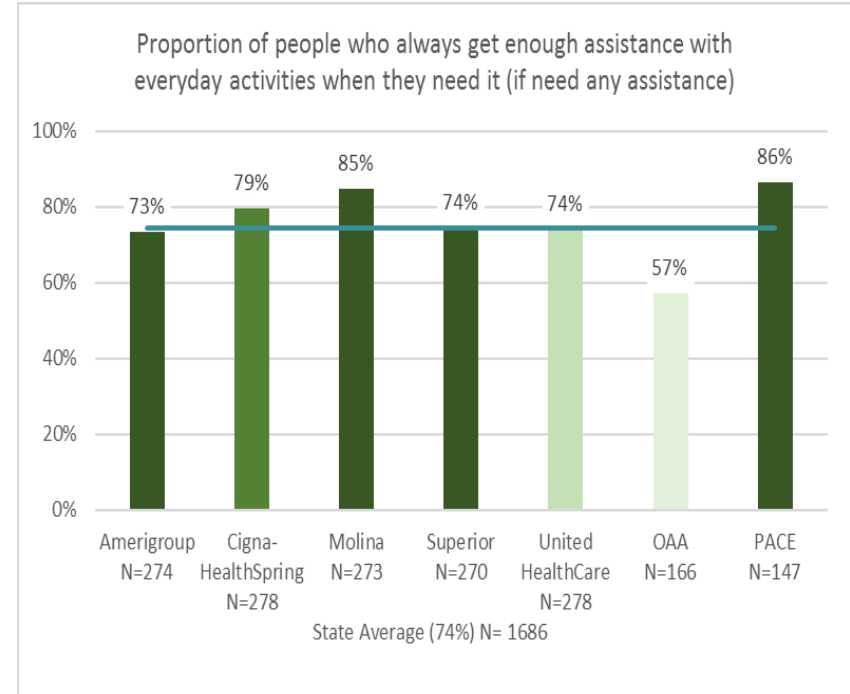
There are five survey items that correspond to the Everyday Living domain.

Un-collapsed data for state and programs are shown in Appendix B.

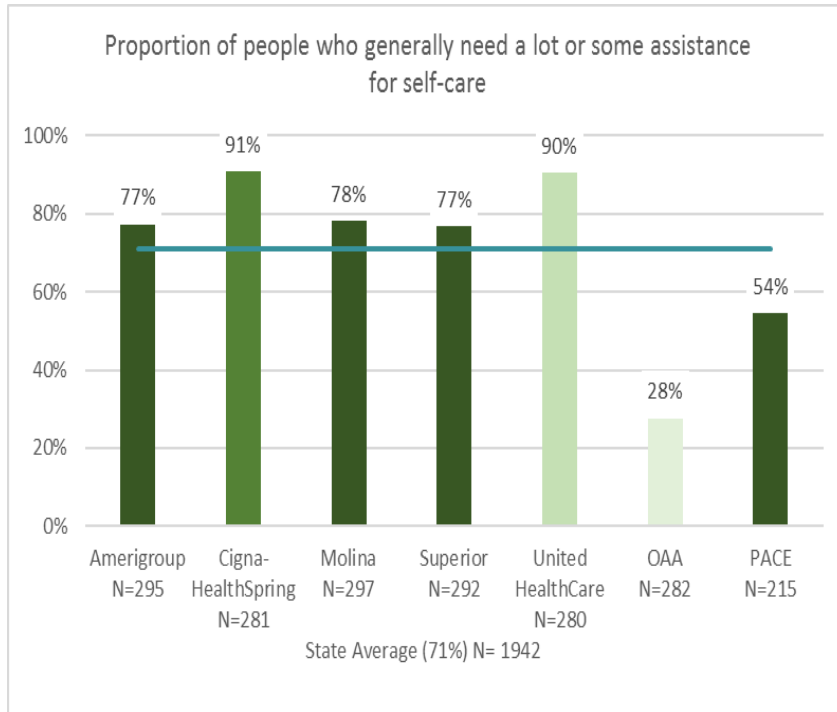
Graph 105. Proportion of people who generally need a lot or some assistance with everyday activities (things like preparing meals, housework, shopping or taking their medications)



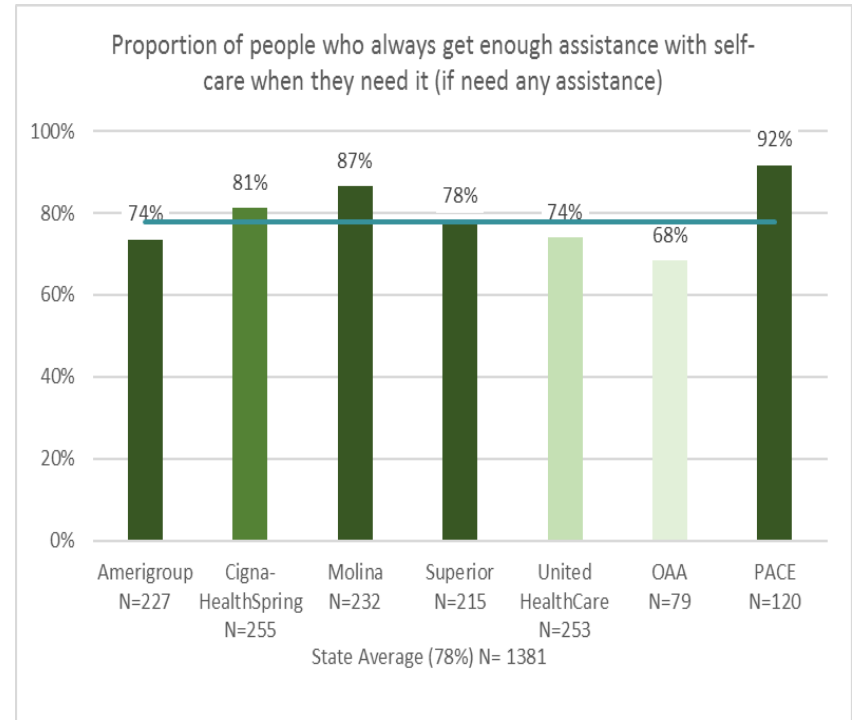
Graph 106. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)



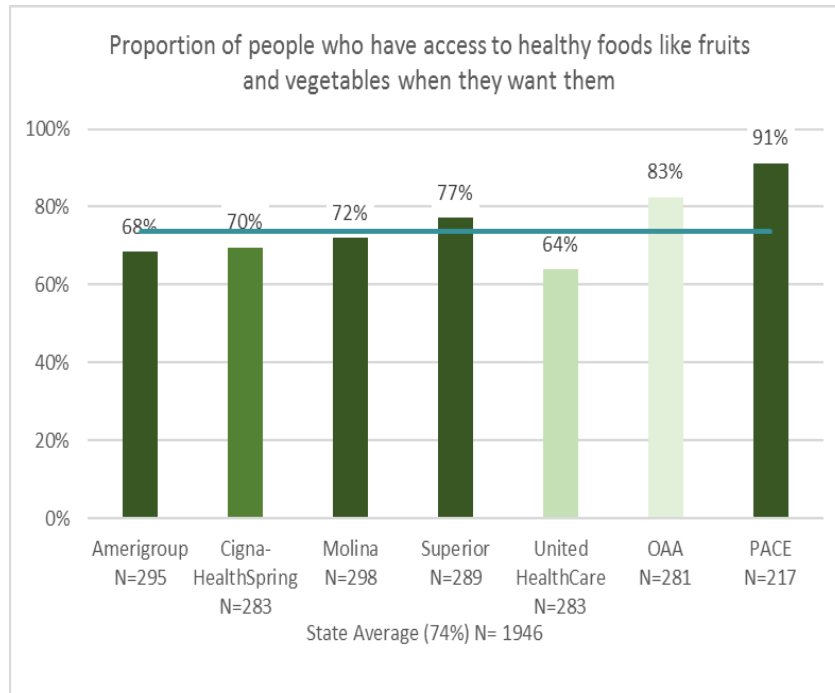
Graph 107. Proportion of people who generally need a lot or some assistance for self-care (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



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.

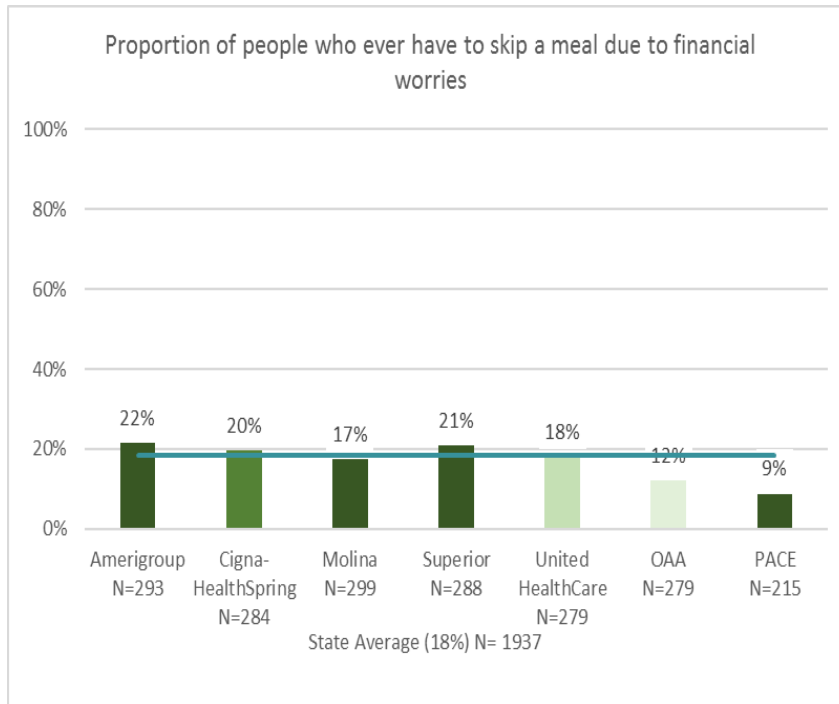
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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 programs 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.

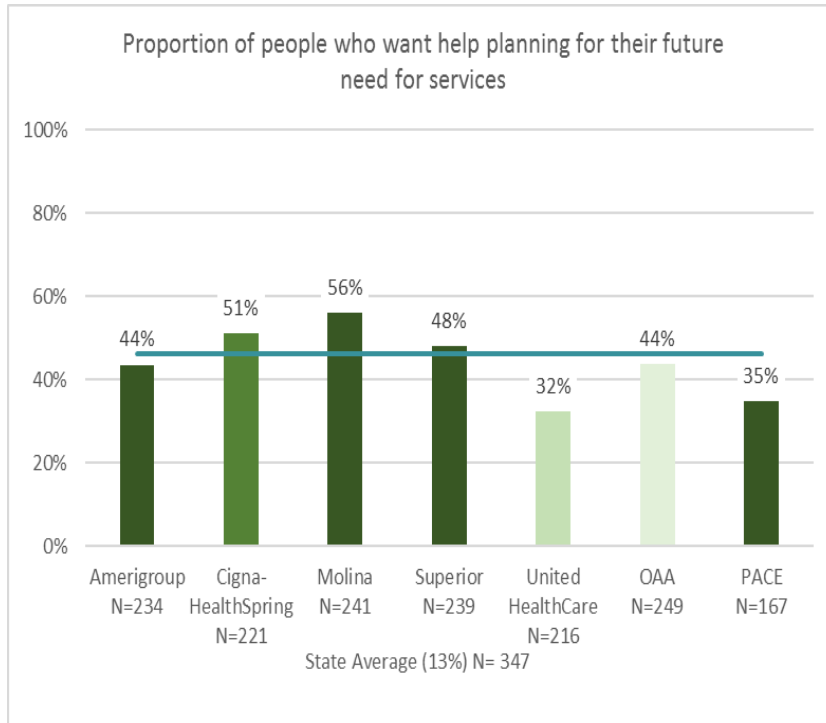
There are two Planning for Future indicators measured by the NCI-AD Adult Consumer Survey:

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 programs 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.

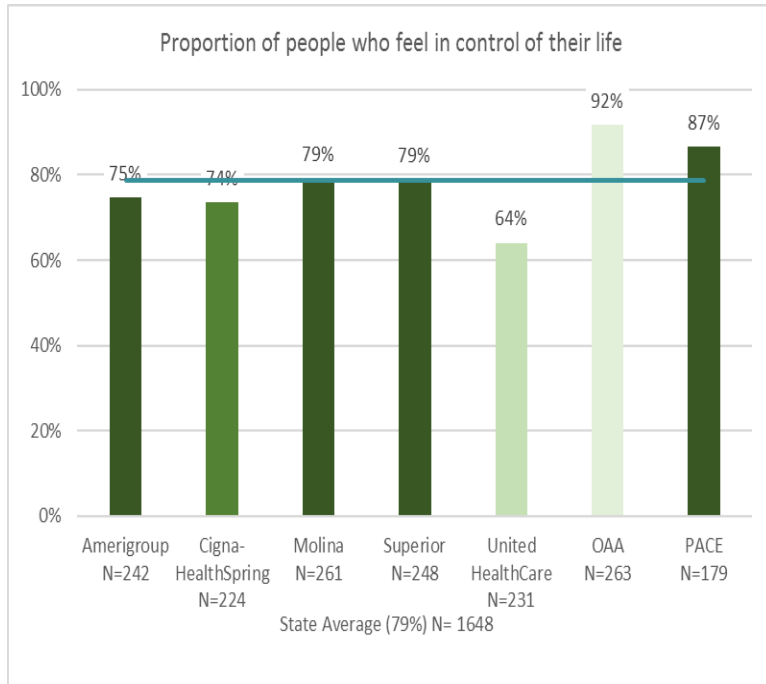
There is one survey item that corresponds to the Control domain.

This section also includes presentation of results on a ranking of what is most important to people surveyed⁵.

Un-collapsed data for state and programs are shown in Appendix B.

⁵ 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 program

Demographic Tables

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

	Average Age	N
Amerigroup	61.3	281
Cigna-HealthSpring	64.0	268
Molina	64.2	289
Superior	59.9	280
UnitedHealthCare	60.8	265
OAA	74.3	253
PACE	75.4	208
Sample Average	65.2	1844

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

	Under 90	90 and Over	N
Amerigroup	96%	4%	293
Cigna-HealthSpring	94%	6%	284
Molina	97%	3%	298
Superior	96%	4%	292
UnitedHealthCare	94%	6%	282
OAA	89%	11%	283
PACE	95%	5%	218
Sample Average	95%	5%	1950

Table 3. Gender: proportion female

	Male	Female	Other	Don't Know	N
Amerigroup	30%	70%	0%	0%	295
Cigna-HealthSpring	35%	65%	0%	0%	284
Molina	33%	67%	0%	0%	299
Superior	28%	72%	0%	0%	291
UnitedHealthCare	30%	70%	0%	0%	284
OAA	36%	64%	0%	0%	282
PACE	34%	66%	0%	0%	218
Sample Average	32%	68%	0%	0%	1953

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
Amerigroup	6%	3%	29%	0%	32%	37%	9%	0%	297
Cigna-HealthSpring	4%	5%	10%	0%	24%	63%	11%	1%	284
Molina	1%	2%	18%	0%	14%	70%	4%	0%	299
Superior	0%	0%	9%	0%	22%	80%	6%	0%	291
UnitedHealthCare	1%	2%	40%	0%	32%	37%	4%	0%	284
OAA	3%	0%	21%	0%	28%	51%	4%	1%	280
PACE	0%	0%	1%	0%	28%	81%	0%	0%	218
Sample Average	2%	2%	19%	0%	26%	59%	6%	0%	1953

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
Amerigroup	32%	15%	31%	21%	2%	297
Cigna-HealthSpring	24%	20%	32%	23%	1%	282
Molina	27%	20%	29%	23%	0%	298
Superior	28%	16%	31%	26%	0%	290
UnitedHealthCare	36%	12%	30%	21%	1%	283
OAA	7%	26%	22%	45%	0%	282
PACE	11%	38%	20%	31%	0%	218
Sample Average	24%	20%	28%	27%	1%	1950

Table 6. Primary language

	English	Spanish	Other	Don't know	N
Amerigroup	72%	23%	5%	0%	297
Cigna-HealthSpring	51%	41%	7%	0%	285
Molina	45%	53%	2%	0%	299
Superior	59%	39%	1%	2%	292
UnitedHealthCare	82%	15%	2%	0%	284
OAA	66%	34%	0%	0%	283
PACE	31%	69%	0%	0%	218
Sample Average	59%	38%	3%	0%	1958

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
Amerigroup	95%	1%	0%	0%	2%	0%	278
Cigna-HealthSpring	94%	1%	0%	0%	4%	1%	272
Molina	98%	1%	0%	0%	1%	0%	298
Superior	96%	3%	0%	0%	0%	1%	290
UnitedHealthCare	95%	2%	0%	0%	2%	0%	283
OAA	99%	1%	0%	0%	0%	0%	266
PACE	97%	2%	0%	0%	0%	0%	218
Sample Average	96%	2%	0%	0%	1%	0%	1905

Table 8. Type of residential area⁶

	Metropolitan	Micropolitan	Rural	Small town	N
Amerigroup	99%	0%	0%	0%	297
Cigna-HealthSpring	95%	1%	2%	1%	285
Molina	99%	0%	1%	0%	299
Superior	95%	2%	1%	2%	292
UnitedHealthCare	98%	1%	0%	1%	284
OAA	91%	6%	1%	2%	283
PACE	100%	0%	0%	0%	218
Sample Average	97%	2%	1%	1%	1958

⁶ 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
Amerigroup	95%	0%	1%	2%	0%	0%	2%	0%	297
Cigna-HealthSpring	98%	0%	0%	1%	1%	0%	0%	0%	283
Molina	97%	1%	1%	1%	0%	0%	0%	0%	298
Superior	96%	0%	0%	3%	0%	0%	1%	0%	291
UnitedHealthCare	95%	1%	1%	1%	1%	0%	1%	0%	284
OAA	96%	0%	0%	0%	0%	0%	2%	0%	282
PACE	73%	0%	2%	22%	3%	0%	0%	0%	218
Sample Average	94%	0%	1%	4%	1%	0%	1%	0%	1953

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
Amerigroup	40%	16%	44%	4%	4%	4%	2%	297
Cigna-HealthSpring	36%	18%	51%	2%	4%	1%	2%	282
Molina	40%	20%	46%	1%	5%	2%	0%	298
Superior	43%	13%	45%	0%	1%	1%	2%	292
UnitedHealthCare	37%	12%	49%	3%	2%	2%	2%	284
OAA	56%	25%	23%	0%	0%	0%	1%	282
PACE	28%	28%	22%	1%	16%	22%	0%	218
Sample Average	41%	19%	41%	2%	4%	4%	1%	1953

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

	No	Yes	N
Amerigroup	92%	8%	296
Cigna-HealthSpring	95%	5%	283
Molina	95%	5%	299
Superior	95%	5%	291
UnitedHealthCare	94%	6%	283
OAA	99%	1%	282
PACE	93%	7%	218
Sample Average	95%	5%	1952

Table 12. Proportion of people with diagnosis of Physical Disability

	No	Yes	Don't Know	N
Amerigroup	29%	69%	2%	296
Cigna-HealthSpring	31%	68%	1%	285
Molina	40%	59%	1%	298
Superior	32%	67%	1%	292
UnitedHealthCare	34%	66%	0%	283
OAA	76%	23%	1%	282
PACE	58%	42%	0%	218
Sample Average	42%	57%	1%	1954

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

	No	Yes	Don’t Know	N
Amerigroup	91%	7%	2%	296
Cigna-HealthSpring	87%	12%	1%	283
Molina	91%	9%	0%	299
Superior	88%	11%	1%	291
UnitedHealthCare	93%	6%	1%	281
OAA	91%	8%	1%	280
PACE	81%	19%	0%	217
Sample Average	89%	10%	1%	1947

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

	No	Yes	Don’t Know	N
Amerigroup	85%	12%	3%	286
Cigna-HealthSpring	86%	12%	2%	274
Molina	90%	8%	1%	298
Superior	95%	5%	1%	292
UnitedHealthCare	89%	8%	3%	280
OAA	97%	3%	0%	281
PACE	91%	9%	0%	215
Sample Average	90%	8%	1%	1926

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

	No	Yes	Don't Know	N
Amerigroup	87%	10%	3%	290
Cigna-HealthSpring	86%	11%	3%	282
Molina	89%	8%	3%	299
Superior	90%	10%	0%	288
UnitedHealthCare	91%	7%	1%	281
OAA	97%	1%	2%	277
PACE	99%	1%	0%	214
Sample Average	91%	7%	2%	1931

Table 16. Proportion of people with diagnosis of Mental Health

	No	Yes	Don't Know	N
Amerigroup	47%	51%	2%	294
Cigna-HealthSpring	44%	55%	1%	282
Molina	52%	47%	1%	297
Superior	41%	58%	1%	290
UnitedHealthCare	49%	49%	1%	283
OAA	74%	26%	0%	282
PACE	62%	38%	0%	217
Sample Average	52%	47%	1%	1945

Table 17. Level of hearing impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	Don't Know	N
Amerigroup	68%	27%	4%	1%	294
Cigna-HealthSpring	65%	28%	5%	1%	283
Molina	68%	30%	2%	0%	296
Superior	72%	24%	3%	1%	291
UnitedHealthCare	75%	23%	1%	1%	281
OAA	67%	30%	3%	0%	280
PACE	66%	30%	5%	0%	218
Sample Average	69%	27%	3%	1%	1943

Table 18. Level of visual impairment

	None or Completely Corrected	Some or Moderate	Complete or Almost Complete	Don't Know	N
Amerigroup	55%	37%	6%	2%	297
Cigna-HealthSpring	52%	40%	6%	2%	283
Molina	56%	40%	3%	0%	299
Superior	61%	34%	4%	1%	292
UnitedHealthCare	67%	28%	4%	1%	284
OAA	73%	25%	2%	0%	282
PACE	33%	65%	1%	0%	218
Sample Average	58%	37%	4%	1%	1955

Table 19. Level of mobility

	Non-ambulatory	Moves Self With Wheelchair	Moves Self With Other Aids	Moves Self Without Aids	Don't know	N
Amerigroup	7%	21%	63%	38%	0%	296
Cigna-HealthSpring	8%	20%	64%	44%	0%	285
Molina	5%	10%	58%	47%	0%	299
Superior	6%	15%	53%	39%	0%	292
UnitedHealthCare	10%	22%	65%	27%	0%	282
OAA	1%	8%	42%	62%	0%	283
PACE	3%	20%	45%	36%	0%	217
Sample Average	6%	17%	56%	42%	0%	1954

Table 20. History of frequent falls

	No	Yes	Don't Know	N
Amerigroup	62%	38%	0%	296
Cigna-HealthSpring	64%	36%	0%	285
Molina	71%	29%	0%	295
Superior	70%	30%	0%	288
UnitedHealthCare	59%	41%	0%	283
OAA	85%	15%	1%	280
PACE	81%	18%	0%	215
Sample Average	70%	30%	0%	1942

Table 21. Receives Medicare

	No	Yes	N
Amerigroup	35%	65%	289
Cigna-HealthSpring	27%	73%	279
Molina	29%	71%	293
Superior	35%	65%	283
UnitedHealthCare	37%	63%	281
OAA	12%	88%	244
PACE	5%	95%	200
Sample Average	27%	73%	1869

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
Amerigroup	20%	20%	58%	2%	0%	0%	251
Cigna-HealthSpring	18%	13%	64%	6%	0%	0%	230
Molina	9%	15%	73%	2%	0%	0%	265
Superior	12%	11%	72%	4%	0%	0%	253
UnitedHealthCare	15%	33%	52%	0%	0%	0%	235
OAA	11%	18%	70%	1%	0%	0%	267
PACE	12%	6%	82%	1%	0%	0%	180
Sample Average	14%	17%	67%	2%	0%	0%	1681

Table 23a. Reasons person cannot go out

	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Support	N
Amerigroup	41%	54%	18%	79%	13%	97
Cigna-HealthSpring	30%	51%	21%	74%	16%	70
Molina	21%	39%	8%	77%	5%	66
Superior	17%	29%	14%	72%	5%	58
UnitedHealthCare	35%	46%	21%	81%	12%	113
OAA	21%	52%	12%	56%	10%	77
PACE	10%	32%	6%	74%	3%	31
Sample Average	28%	46%	16%	74%	10%	512

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
Amerigroup	4%	14%	9%	14%	22%	0%	0%	97
Cigna-HealthSpring	6%	14%	7%	13%	27%	0%	0%	70
Molina	0%	12%	0%	5%	5%	0%	0%	66
Superior	2%	10%	2%	7%	3%	2%	0%	58
UnitedHealthCare	1%	14%	3%	5%	15%	0%	0%	113
OAA	6%	17%	6%	9%	13%	0%	0%	77
PACE	3%	10%	3%	6%	3%	0%	0%	31
Sample Average	3%	14%	5%	9%	14%	0%	0%	512

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
Amerigroup	17%	67%	17%	0%	6
Cigna-HealthSpring	50%	50%	0%	0%	2
Molina	25%	75%	0%	0%	4
Superior	57%	43%	0%	0%	7
UnitedHealthCare	57%	29%	14%	0%	7
OAA	56%	44%	0%	0%	9
PACE	64%	33%	3%	0%	33
Sample Average	54%	41%	4%	0%	68

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
Amerigroup	2%	9%	89%	0%	0%	246
Cigna-HealthSpring	4%	6%	90%	0%	0%	228
Molina	1%	4%	95%	0%	0%	264
Superior	2%	3%	95%	0%	0%	248
UnitedHealthCare	1%	10%	89%	0%	0%	235
OAA	2%	2%	96%	0%	0%	265
PACE	1%	2%	97%	0%	0%	179
Sample Average	2%	5%	93%	0%	0%	1665

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
Amerigroup	4%	8%	88%	0%	0%	248
Cigna-HealthSpring	3%	10%	87%	0%	0%	230
Molina	1%	7%	92%	0%	0%	262
Superior	3%	1%	96%	0%	0%	251
UnitedHealthCare	1%	9%	90%	0%	0%	233
OAA	3%	6%	89%	0%	1%	264
PACE	12%	4%	84%	0%	0%	180
Sample Average	4%	6%	90%	0%	0%	1668

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
Amerigroup	9%	9%	82%	0%	0%	11
Cigna-HealthSpring	50%	0%	0%	50%	0%	2
Molina	0%	20%	80%	0%	0%	5
Superior	13%	0%	88%	0%	0%	8
UnitedHealthCare	25%	38%	38%	0%	0%	8
OAA	5%	10%	85%	0%	0%	20
PACE	11%	14%	73%	0%	3%	37
Sample Average	11%	13%	74%	1%	1%	91

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
Amerigroup	7%	14%	77%	1%	0%	243
Cigna-HealthSpring	10%	9%	81%	0%	0%	235
Molina	2%	4%	93%	0%	0%	254
Superior	4%	3%	93%	0%	0%	232
UnitedHealthCare	3%	15%	81%	0%	0%	242
OAA	5%	6%	89%	0%	0%	250
PACE	1%	1%	98%	0%	0%	190
Sample Average	5%	8%	87%	0%	0%	1646

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
Amerigroup	34%	23%	9%	34%	4%	60%	0%	47
Cigna-HealthSpring	19%	12%	5%	21%	0%	77%	0%	43
Molina	53%	12%	0%	47%	6%	24%	0%	17
Superior	41%	29%	0%	29%	6%	53%	0%	17
UnitedHealthCare	36%	36%	2%	50%	0%	32%	0%	44
OAA	41%	22%	0%	22%	0%	59%	4%	27
PACE	67%	67%	0%	33%	0%	0%	0%	3
Sample Average	35%	24%	4%	34%	2%	53%	1%	198

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
Amerigroup	20%	21%	39%	21%	0%	0%	251
Cigna-HealthSpring	19%	15%	39%	27%	0%	0%	228
Molina	22%	18%	42%	18%	0%	0%	265
Superior	20%	13%	40%	27%	0%	0%	251
UnitedHealthCare	20%	16%	49%	16%	0%	0%	235
OAA	21%	27%	41%	11%	0%	0%	267
PACE	32%	23%	34%	11%	0%	0%	180
Sample Average	21%	19%	41%	19%	0%	0%	1677

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
Amerigroup	12%	9%	73%	1%	5%	290
Cigna-HealthSpring	10%	7%	79%	1%	4%	273
Molina	6%	7%	82%	1%	5%	294
Superior	8%	7%	81%	1%	3%	274
UnitedHealthCare	9%	13%	72%	2%	4%	280
OAA	4%	5%	90%	1%	0%	275
PACE	6%	4%	81%	0%	8%	216
Sample Average	8%	7%	80%	1%	4%	1902

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
Amerigroup	16%	28%	21%	19%	19%	58
Cigna-HealthSpring	12%	21%	14%	23%	12%	43
Molina	11%	22%	8%	35%	11%	37
Superior	8%	30%	14%	32%	11%	37
UnitedHealthCare	15%	30%	10%	33%	12%	60
OAA	17%	22%	17%	30%	17%	23
PACE	14%	24%	29%	29%	33%	21
Sample Average	13%	26%	15%	28%	15%	279

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
Amerigroup	22%	28%	12%	7%	10%	58
Cigna-HealthSpring	16%	26%	12%	0%	0%	43
Molina	16%	8%	5%	3%	0%	37
Superior	5%	27%	11%	3%	0%	37
UnitedHealthCare	15%	8%	8%	5%	12%	60
OAA	17%	26%	0%	4%	4%	23
PACE	19%	19%	5%	0%	14%	21
Sample Average	16%	20%	9%	4%	6%	279

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
Amerigroup	16%	7%	14%	50%	0%	0%	58
Cigna-HealthSpring	14%	2%	2%	58%	2%	2%	43
Molina	3%	3%	5%	35%	3%	0%	37
Superior	3%	3%	3%	32%	5%	0%	37
UnitedHealthCare	23%	10%	3%	25%	0%	2%	60
OAA	9%	17%	17%	48%	0%	0%	23
PACE	14%	14%	29%	14%	0%	0%	21
Sample Average	13%	7%	9%	39%	1%	1%	279

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

	No	Maybe	Yes	Unclear/ Refused/ No Response	N
Amerigroup	59%	7%	28%	6%	290
Cigna-HealthSpring	69%	4%	23%	5%	271
Molina	69%	8%	19%	4%	295
Superior	67%	4%	26%	3%	273
UnitedHealthCare	57%	9%	26%	7%	282
OAA	73%	9%	17%	1%	274
PACE	68%	3%	19%	10%	217
Sample Average	66%	6%	23%	5%	1902

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
Amerigroup	82%	3%	2%	1%	0%	99
Cigna-HealthSpring	59%	3%	3%	0%	1%	68
Molina	78%	6%	1%	0%	1%	77
Superior	81%	6%	3%	0%	1%	79
UnitedHealthCare	90%	0%	1%	1%	0%	99
OAA	46%	28%	1%	0%	0%	71
PACE	79%	10%	0%	0%	0%	48
Sample Average	75%	7%	2%	0%	1%	541

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
Amerigroup	1%	9%	2%	0%	99
Cigna-HealthSpring	0%	28%	6%	0%	68
Molina	0%	12%	1%	0%	77
Superior	0%	5%	4%	0%	79
UnitedHealthCare	0%	5%	2%	1%	99
OAA	1%	18%	4%	0%	71
PACE	0%	10%	0%	0%	48
Sample Average	0%	12%	3%	0%	541

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
Amerigroup	10%	33%	57%	0%	0%	246
Cigna-HealthSpring	10%	30%	59%	0%	0%	227
Molina	5%	32%	63%	0%	0%	261
Superior	8%	21%	71%	0%	0%	251
UnitedHealthCare	4%	39%	57%	0%	0%	231
OAA	2%	25%	73%	1%	0%	265
PACE	2%	17%	81%	0%	0%	177
Sample Average	6%	28%	66%	0%	0%	1658

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
Amerigroup	72%	3%	12%	12%	0%	0%	211
Cigna-HealthSpring	69%	5%	14%	13%	0%	0%	220
Molina	72%	5%	5%	18%	0%	0%	221
Superior	78%	6%	9%	7%	0%	0%	210
UnitedHealthCare	72%	7%	14%	7%	0%	0%	243
OAA	72%	6%	20%	2%	0%	0%	65
PACE	64%	15%	18%	2%	1%	0%	91
Sample Average	72%	6%	12%	10%	0%	0%	1261

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
Amerigroup	2%	8%	89%	1%	0%	181
Cigna-HealthSpring	1%	9%	90%	0%	1%	174
Molina	1%	7%	92%	0%	0%	178
Superior	2%	4%	94%	0%	0%	176
UnitedHealthCare	1%	10%	89%	0%	0%	208
OAA	2%	14%	84%	0%	0%	58
PACE	3%	13%	85%	0%	0%	71
Sample Average	2%	8%	90%	0%	0%	1046

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
Amerigroup	38%	10%	52%	0%	260
Cigna-HealthSpring	27%	6%	67%	0%	267
Molina	28%	9%	63%	0%	270
Superior	29%	4%	67%	0%	260
UnitedHealthCare	18%	21%	61%	0%	273
OAA	44%	8%	48%	1%	226
PACE	18%	2%	80%	0%	214
Sample Average	29%	9%	62%	0%	1770

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
Amerigroup	37%	13%	49%	0%	262
Cigna-HealthSpring	34%	4%	61%	0%	270
Molina	31%	12%	57%	0%	268
Superior	29%	5%	65%	0%	260
UnitedHealthCare	20%	26%	54%	0%	270
OAA	49%	11%	39%	1%	225
PACE	19%	6%	75%	0%	214
Sample Average	31%	11%	57%	0%	1769

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
Amerigroup	19%	22%	55%	5%	0%	152
Cigna-HealthSpring	14%	13%	72%	1%	0%	144
Molina	15%	16%	69%	0%	0%	117
Superior	15%	9%	73%	2%	0%	123
UnitedHealthCare	17%	27%	53%	4%	0%	192
OAA	8%	27%	58%	6%	2%	52
PACE	2%	6%	92%	0%	0%	180
Sample Average	13%	16%	68%	2%	0%	960

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
Amerigroup	3%	5%	78%	14%	0%	0%	209
Cigna-HealthSpring	2%	3%	78%	16%	0%	0%	219
Molina	1%	4%	75%	20%	0%	0%	219
Superior	3%	2%	85%	9%	0%	0%	206
UnitedHealthCare	1%	9%	82%	9%	0%	0%	245
OAA	2%	5%	87%	3%	2%	2%	62
PACE	1%	3%	87%	2%	7%	0%	90
Sample Average	2%	5%	80%	12%	1%	0%	1250

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Amerigroup	50%	48%	2%	0%	294
Cigna-HealthSpring	38%	60%	2%	0%	283
Molina	37%	46%	17%	0%	296
Superior	42%	56%	1%	0%	290
UnitedHealthCare	32%	65%	2%	0%	284
OAA	51%	47%	1%	0%	280
PACE	26%	60%	14%	0%	218
Sample Average	40%	54%	6%	0%	1945

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
Amerigroup	53%	41%	6%	0%	250
Cigna-HealthSpring	47%	49%	4%	0%	231
Molina	40%	51%	9%	0%	264
Superior	49%	46%	5%	0%	252
UnitedHealthCare	62%	30%	8%	0%	235
OAA	53%	41%	6%	0%	264
PACE	61%	32%	7%	0%	180
Sample Average	52%	42%	6%	0%	1676

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
Amerigroup	7%	15%	39%	38%	1%	0%	279
Cigna-HealthSpring	7%	12%	23%	57%	0%	0%	282
Molina	5%	11%	23%	60%	0%	0%	286
Superior	8%	8%	28%	56%	0%	0%	274
UnitedHealthCare	2%	17%	38%	43%	0%	0%	276
OAA	14%	17%	29%	39%	0%	0%	265
PACE	3%	3%	3%	90%	0%	0%	213
Sample Average	7%	12%	27%	54%	0%	0%	1875

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
Amerigroup	27%	25%	11%	19%	18%	169
Cigna-HealthSpring	13%	16%	4%	8%	11%	119
Molina	6%	13%	3%	5%	8%	113
Superior	18%	20%	3%	8%	12%	120
UnitedHealthCare	32%	35%	10%	14%	17%	155
OAA	13%	61%	8%	11%	15%	160
PACE	25%	45%	10%	25%	5%	20
Sample Average	19%	31%	7%	12%	14%	856

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
Amerigroup	9%	14%	31%	18%	26%	11%	169
Cigna-HealthSpring	2%	12%	12%	19%	18%	3%	119
Molina	2%	5%	22%	12%	25%	1%	113
Superior	0%	3%	10%	18%	16%	2%	120
UnitedHealthCare	3%	6%	28%	15%	13%	11%	155
OAA	7%	9%	33%	7%	18%	6%	160
PACE	0%	0%	10%	10%	15%	0%	20
Sample Average	4%	8%	23%	14%	19%	6%	856

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
Amerigroup	11%	11%	38%	23%	16%	53%	169
Cigna-HealthSpring	4%	4%	24%	13%	9%	67%	119
Molina	5%	3%	35%	18%	6%	41%	113
Superior	10%	3%	35%	14%	7%	35%	120
UnitedHealthCare	9%	9%	42%	25%	14%	48%	155
OAA	10%	4%	21%	13%	12%	19%	160
PACE	30%	10%	5%	10%	25%	35%	20
Sample Average	9%	6%	32%	18%	11%	43%	856

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
Amerigroup	49%	43%	6%	1%	93
Cigna-HealthSpring	54%	45%	1%	0%	67
Molina	52%	48%	0%	0%	46
Superior	67%	28%	4%	0%	46
UnitedHealthCare	54%	42%	4%	0%	102
OAA	66%	31%	3%	0%	32
PACE	50%	44%	6%	0%	18
Sample Average	55%	41%	4%	0%	404

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
Amerigroup	20%	21%	2%	2%	0%	1%	242
Cigna-HealthSpring	19%	23%	1%	2%	0%	0%	266
Molina	14%	23%	2%	3%	0%	5%	257
Superior	17%	25%	1%	1%	0%	1%	255
UnitedHealthCare	20%	33%	0%	0%	0%	0%	261
OAA	19%	32%	1%	0%	0%	0%	214
PACE	29%	42%	1%	3%	0%	5%	207
Sample Average	20%	28%	1%	2%	0%	2%	1702

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
Amerigroup	11%	13%	23%	2%	4%	20%	242
Cigna-HealthSpring	25%	8%	21%	6%	6%	19%	266
Molina	19%	11%	24%	6%	9%	7%	257
Superior	14%	17%	31%	3%	2%	9%	255
UnitedHealthCare	9%	15%	37%	2%	3%	18%	261
OAA	7%	29%	16%	0%	2%	13%	214
PACE	4%	2%	6%	0%	4%	10%	207
Sample Average	13%	14%	23%	3%	4%	14%	1702

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
Amerigroup	37%	38%	4%	16%	266
Cigna-HealthSpring	42%	40%	7%	11%	268
Molina	43%	42%	5%	9%	269
Superior	40%	40%	6%	12%	263
UnitedHealthCare	39%	38%	5%	14%	271
OAA	22%	8%	2%	62%	159
PACE	42%	3%	2%	50%	171
Sample Average	39%	33%	5%	21%	1667

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

	Unpaid Friend Or Volunteer	Other	Don't Know	Unclear/ Refused/ No Response	N
Amerigroup	5%	0%	0%	0%	266
Cigna-HealthSpring	1%	0%	0%	0%	268
Molina	0%	0%	0%	0%	269
Superior	2%	0%	0%	0%	263
UnitedHealthCare	2%	1%	0%	0%	271
OAA	4%	2%	0%	0%	159
PACE	2%	1%	0%	0%	171
Sample Average	2%	1%	0%	0%	1667

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
Amerigroup	9%	3%	2%	55%	6%	3%	264
Cigna-HealthSpring	8%	8%	1%	45%	9%	0%	268
Molina	6%	2%	0%	52%	8%	0%	264
Superior	4%	5%	0%	54%	4%	1%	265
UnitedHealthCare	10%	6%	2%	47%	11%	3%	272
OAA	9%	3%	1%	47%	10%	4%	158
PACE	51%	2%	0%	26%	6%	1%	144
Sample Average	11%	4%	1%	48%	8%	2%	1635

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
Amerigroup	32%	5%	67%	296
Cigna-HealthSpring	29%	2%	69%	281
Molina	29%	2%	70%	298
Superior	26%	1%	73%	291
UnitedHealthCare	29%	3%	70%	283
OAA	23%	5%	76%	281
PACE	24%	3%	72%	218
Sample Average	28%	3%	71%	1948

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
Amerigroup	7%	9%	83%	0%	0%	95
Cigna-HealthSpring	6%	7%	84%	2%	0%	82
Molina	10%	7%	83%	0%	0%	89
Superior	6%	5%	87%	1%	0%	78
UnitedHealthCare	10%	12%	78%	0%	0%	81
OAA	9%	4%	87%	0%	0%	67
PACE	5%	3%	92%	0%	0%	59
Sample Average	8%	7%	84%	1%	0%	551

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
Amerigroup	25%	74%	0%	1%	0%	97
Cigna-HealthSpring	18%	81%	0%	1%	0%	83
Molina	18%	78%	0%	3%	0%	88
Superior	30%	68%	0%	1%	0%	76
UnitedHealthCare	17%	78%	0%	2%	2%	82
OAA	39%	60%	0%	1%	0%	67
PACE	15%	85%	0%	0%	0%	59
Sample Average	23%	75%	0%	2%	0%	552

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Amerigroup	10%	90%	0%	0%	294
Cigna-HealthSpring	8%	92%	0%	0%	283
Molina	7%	93%	0%	0%	296
Superior	12%	88%	0%	0%	290
UnitedHealthCare	1%	98%	1%	0%	280
OAA	16%	84%	0%	0%	281
PACE	11%	89%	0%	0%	216
Sample Average	9%	91%	0%	0%	1940

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
Amerigroup	6%	10%	82%	0%	0%	262
Cigna-HealthSpring	8%	9%	82%	0%	0%	260
Molina	5%	15%	81%	0%	0%	272
Superior	4%	6%	89%	0%	0%	252
UnitedHealthCare	1%	19%	79%	0%	0%	268
OAA	4%	6%	90%	0%	0%	236
PACE	7%	9%	83%	1%	1%	189
Sample Average	5%	11%	84%	0%	0%	1739

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
Amerigroup	19%	18%	62%	1%	0%	0%	295
Cigna-HealthSpring	21%	15%	61%	3%	0%	0%	280
Molina	13%	14%	71%	2%	0%	0%	294
Superior	18%	12%	67%	4%	0%	0%	290
UnitedHealthCare	13%	32%	54%	1%	0%	0%	283
OAA	8%	22%	69%	1%	0%	0%	282
PACE	25%	3%	72%	0%	0%	0%	217
Sample Average	16%	17%	65%	2%	0%	0%	1941

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
Amerigroup	3%	8%	87%	1%	0%	0%	292
Cigna-HealthSpring	3%	6%	91%	1%	0%	0%	283
Molina	3%	5%	92%	0%	0%	0%	299
Superior	4%	3%	91%	2%	0%	0%	288
UnitedHealthCare	3%	6%	89%	1%	0%	0%	281
OAA	4%	9%	87%	0%	0%	0%	279
PACE	2%	0%	98%	0%	0%	0%	217
Sample Average	1%	4%	95%	1%	0%	0%	398

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
Amerigroup	10%	10%	76%	3%	1%	143
Cigna-HealthSpring	10%	13%	78%	0%	0%	187
Molina	7%	27%	65%	1%	1%	181
Superior	9%	14%	75%	1%	1%	111
UnitedHealthCare	8%	27%	64%	1%	0%	146
OAA	5%	10%	83%	2%	1%	169
PACE	2%	4%	89%	5%	0%	183
Sample Average	7%	15%	76%	2%	0%	1120

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
Amerigroup	18%	37%	7%	36%	1%	0%	294
Cigna-HealthSpring	13%	35%	10%	42%	0%	0%	285
Molina	23%	38%	2%	36%	0%	0%	298
Superior	30%	33%	7%	30%	0%	0%	291
UnitedHealthCare	24%	37%	6%	32%	0%	0%	281
OAA	26%	40%	7%	28%	0%	0%	282
PACE	9%	78%	6%	7%	0%	0%	217
Sample Average	21%	41%	7%	31%	0%	0%	1948

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
Amerigroup	47%	15%	6%	30%	1%	0%	292
Cigna-HealthSpring	49%	15%	4%	31%	1%	0%	285
Molina	49%	25%	3%	23%	1%	0%	299
Superior	49%	19%	6%	26%	0%	0%	288
UnitedHealthCare	58%	23%	4%	13%	2%	0%	280
OAA	60%	9%	5%	25%	1%	0%	278
PACE	71%	18%	2%	9%	0%	0%	217
Sample Average	54%	18%	4%	23%	1%	0%	1939

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
Amerigroup	62%	7%	6%	24%	0%	0%	293
Cigna-HealthSpring	56%	11%	7%	26%	1%	0%	282
Molina	71%	9%	3%	17%	0%	0%	296
Superior	76%	7%	7%	11%	0%	0%	290
UnitedHealthCare	72%	11%	5%	12%	0%	0%	281
OAA	81%	6%	1%	12%	0%	0%	276
PACE	59%	36%	1%	4%	0%	0%	216
Sample Average	68%	11%	4%	15%	0%	0%	1934

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
Amerigroup	69%	12%	4%	16%	0%	0%	294
Cigna-HealthSpring	59%	15%	3%	22%	1%	0%	283
Molina	72%	11%	2%	14%	0%	0%	297
Superior	64%	13%	4%	19%	0%	0%	288
UnitedHealthCare	71%	16%	3%	9%	0%	0%	282
OAA	71%	15%	3%	12%	0%	0%	275
PACE	83%	13%	1%	3%	0%	0%	217
Sample Average	69%	14%	3%	14%	0%	0%	1936

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
Amerigroup	74%	3%	0%	21%	1%	0%	293
Cigna-HealthSpring	78%	1%	1%	19%	1%	0%	284
Molina	87%	2%	0%	9%	1%	0%	296
Superior	85%	1%	1%	13%	1%	0%	288
UnitedHealthCare	89%	1%	0%	6%	3%	0%	281
OAA	88%	1%	0%	10%	2%	0%	279
PACE	92%	3%	0%	5%	0%	0%	217
Sample Average	84%	2%	0%	12%	1%	0%	1938

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
Amerigroup	38%	16%	3%	43%	1%	0%	293
Cigna-HealthSpring	38%	15%	3%	43%	1%	0%	284
Molina	49%	14%	1%	34%	2%	0%	298
Superior	47%	13%	2%	36%	1%	0%	290
UnitedHealthCare	34%	20%	3%	43%	0%	0%	280
OAA	48%	11%	3%	39%	0%	0%	282
PACE	52%	35%	0%	13%	0%	0%	217
Sample Average	43%	17%	2%	37%	1%	0%	1944

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
Amerigroup	63%	3%	3%	26%	4%	1%	187
Cigna-HealthSpring	78%	1%	0%	18%	3%	0%	281
Molina	88%	1%	1%	7%	3%	0%	243
Superior	82%	2%	2%	9%	5%	0%	164
UnitedHealthCare	74%	4%	1%	16%	5%	0%	262
OAA	69%	5%	1%	19%	7%	0%	132
PACE	91%	1%	0%	4%	3%	0%	186
Sample Average	78%	2%	1%	14%	4%	0%	1455

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
Amerigroup	39%	30%	22%	9%	0%	0%	295
Cigna-HealthSpring	37%	37%	13%	13%	1%	0%	284
Molina	43%	38%	7%	12%	0%	0%	298
Superior	51%	31%	12%	7%	0%	0%	291
UnitedHealthCare	34%	40%	13%	12%	0%	0%	282
OAA	51%	31%	13%	4%	1%	0%	280
PACE	41%	54%	4%	0%	0%	0%	217
Sample Average	42%	37%	12%	8%	0%	0%	1947

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
Amerigroup	71%	3%	4%	21%	1%	0%	296
Cigna-HealthSpring	73%	4%	3%	19%	1%	0%	282
Molina	79%	4%	2%	14%	1%	0%	298
Superior	79%	4%	4%	12%	0%	0%	290
UnitedHealthCare	64%	11%	4%	21%	1%	0%	280
OAA	85%	2%	2%	9%	2%	0%	282
PACE	93%	1%	1%	3%	1%	0%	216
Sample Average	77%	4%	3%	15%	1%	0%	1944

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
Amerigroup	38%	31%	18%	12%	0%	0%	292
Cigna-HealthSpring	40%	39%	10%	12%	0%	0%	280
Molina	42%	43%	9%	6%	0%	0%	296
Superior	52%	27%	12%	9%	0%	0%	291
UnitedHealthCare	41%	38%	10%	11%	0%	0%	280
OAA	44%	36%	12%	6%	1%	0%	281
PACE	60%	36%	3%	1%	0%	0%	217
Sample Average	45%	36%	11%	8%	0%	0%	1937

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
Amerigroup	51%	17%	13%	19%	0%	0%	293
Cigna-HealthSpring	53%	20%	11%	15%	1%	0%	283
Molina	64%	19%	6%	11%	0%	0%	297
Superior	61%	14%	10%	14%	0%	0%	289
UnitedHealthCare	54%	22%	12%	12%	0%	0%	280
OAA	77%	9%	4%	9%	1%	0%	275
PACE	56%	38%	3%	2%	0%	0%	217
Sample Average	60%	19%	9%	12%	0%	0%	1934

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
Amerigroup	74%	3%	2%	18%	3%	0%	293
Cigna-HealthSpring	72%	5%	4%	18%	1%	0%	282
Molina	76%	3%	4%	14%	2%	0%	297
Superior	79%	4%	3%	11%	3%	0%	291
UnitedHealthCare	79%	3%	2%	13%	2%	0%	278
OAA	67%	12%	6%	14%	1%	0%	281
PACE	77%	14%	5%	3%	0%	0%	217
Sample Average	75%	6%	4%	13%	2%	0%	1939

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
Amerigroup	21%	26%	37%	13%	2%	0%	292
Cigna-HealthSpring	16%	44%	28%	11%	1%	0%	280
Molina	21%	43%	25%	11%	0%	0%	297
Superior	23%	34%	28%	13%	2%	0%	289
UnitedHealthCare	16%	41%	30%	12%	1%	0%	280
OAA	24%	37%	29%	9%	1%	0%	278
PACE	20%	68%	11%	1%	0%	0%	214
Sample Average	20%	41%	27%	11%	1%	0%	1930

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
Amerigroup	74%	8%	4%	12%	2%	0%	284
Cigna-HealthSpring	33%	49%	5%	13%	0%	0%	280
Molina	66%	28%	2%	5%	0%	0%	297
Superior	73%	14%	1%	11%	0%	0%	290
UnitedHealthCare	89%	2%	1%	5%	2%	0%	276
OAA	84%	5%	4%	5%	1%	0%	280
PACE	92%	4%	0%	3%	1%	0%	214
Sample Average	72%	16%	2%	8%	1%	0%	1921

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
Amerigroup	81%	5%	2%	10%	1%	0%	292
Cigna-HealthSpring	85%	6%	1%	6%	1%	0%	281
Molina	91%	3%	2%	4%	0%	0%	299
Superior	89%	4%	3%	3%	1%	0%	289
UnitedHealthCare	85%	7%	0%	7%	1%	0%	282
OAA	92%	3%	1%	4%	1%	0%	278
PACE	83%	15%	1%	1%	0%	0%	214
Sample Average	87%	6%	1%	5%	1%	0%	1935

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
Amerigroup	64%	4%	5%	23%	5%	0%	176
Cigna-HealthSpring	77%	2%	3%	16%	2%	0%	278
Molina	80%	4%	0%	14%	1%	0%	240
Superior	82%	3%	1%	10%	4%	0%	157
UnitedHealthCare	82%	1%	1%	13%	2%	0%	242
OAA	80%	2%	2%	11%	5%	0%	121
PACE	90%	5%	1%	3%	2%	0%	184
Sample Average	79%	3%	2%	13%	3%	0%	1398

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
Amerigroup	4%	13%	83%	0%	0%	248
Cigna-HealthSpring	3%	18%	78%	0%	0%	231
Molina	3%	9%	88%	0%	0%	265
Superior	5%	9%	86%	0%	0%	250
UnitedHealthCare	6%	18%	77%	0%	0%	232
OAA	3%	14%	83%	0%	0%	264
PACE	3%	3%	94%	0%	0%	180
Sample Average	4%	12%	84%	0%	0%	1670

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
Amerigroup	1%	2%	97%	0%	0%	180
Cigna-HealthSpring	0%	1%	98%	0%	1%	173
Molina	1%	1%	98%	0%	0%	178
Superior	1%	2%	97%	0%	0%	177
UnitedHealthCare	0%	3%	97%	0%	0%	209
OAA	0%	5%	95%	0%	0%	59
PACE	1%	3%	96%	0%	0%	72
Sample Average	0%	2%	97%	0%	0%	1048

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
Amerigroup	75%	11%	13%	0%	0%	248
Cigna-HealthSpring	71%	17%	12%	0%	0%	231
Molina	76%	11%	13%	0%	0%	265
Superior	73%	14%	13%	0%	0%	252
UnitedHealthCare	73%	20%	6%	0%	0%	233
OAA	79%	12%	9%	0%	0%	264
PACE	73%	9%	18%	0%	0%	180
Sample Average	74%	14%	12%	0%	0%	1673

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

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
Amerigroup	88%	2%	10%	0%	250
Cigna-HealthSpring	94%	0%	6%	0%	231
Molina	94%	0%	6%	0%	263
Superior	93%	1%	6%	0%	252
UnitedHealthCare	93%	2%	5%	0%	234
OAA	91%	1%	8%	0%	265
PACE	94%	1%	5%	0%	181
Sample Average	92%	1%	7%	0%	1676

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
Amerigroup	33%	21%	46%	0%	0%	296
Cigna-HealthSpring	18%	17%	65%	0%	0%	282
Molina	24%	19%	57%	0%	0%	297
Superior	34%	19%	47%	0%	0%	291
UnitedHealthCare	26%	33%	41%	0%	0%	283
OAA	49%	22%	28%	0%	0%	281
PACE	30%	4%	66%	0%	0%	216
Sample Average	31%	20%	49%	0%	0%	1946

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
Amerigroup	49%	50%	1%	0%	198
Cigna-HealthSpring	60%	40%	0%	0%	233
Molina	60%	40%	0%	0%	225
Superior	62%	37%	1%	0%	193
UnitedHealthCare	23%	76%	0%	0%	208
OAA	57%	43%	0%	0%	140
PACE	15%	85%	0%	0%	152
Sample Average	48%	52%	0%	0%	1349

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
Amerigroup	25%	66%	9%	0%	290
Cigna-HealthSpring	38%	54%	8%	0%	284
Molina	19%	72%	9%	0%	298
Superior	26%	67%	7%	0%	289
UnitedHealthCare	17%	66%	18%	0%	283
OAA	14%	81%	5%	0%	283
PACE	15%	81%	4%	0%	216
Sample Average	22%	69%	8%	0%	1943

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
Amerigroup	95%	5%	0%	0%	294
Cigna-HealthSpring	96%	4%	0%	0%	285
Molina	97%	3%	0%	0%	299
Superior	96%	3%	0%	0%	290
UnitedHealthCare	97%	2%	1%	0%	281
OAA	98%	2%	0%	0%	282
PACE	99%	1%	0%	0%	216
Sample Average	97%	3%	0%	0%	1947

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
Amerigroup	83%	17%	0%	0%	293
Cigna-HealthSpring	83%	16%	1%	0%	283
Molina	88%	11%	0%	0%	298
Superior	88%	11%	1%	0%	291
UnitedHealthCare	88%	12%	0%	0%	284
OAA	91%	9%	0%	0%	281
PACE	89%	11%	0%	0%	218
Sample Average	87%	13%	0%	0%	1948

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
Amerigroup	57%	43%	0%	0%	293
Cigna-HealthSpring	56%	43%	1%	0%	283
Molina	61%	38%	1%	0%	298
Superior	64%	35%	0%	0%	289
UnitedHealthCare	58%	41%	0%	0%	281
OAA	75%	25%	0%	0%	278
PACE	75%	25%	0%	0%	218
Sample Average	63%	36%	0%	0%	1940

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

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Amerigroup	6%	94%	0%	0%	295
Cigna-HealthSpring	4%	95%	0%	0%	283
Molina	4%	96%	0%	0%	298
Superior	2%	98%	0%	0%	291
UnitedHealthCare	4%	96%	0%	0%	282
OAA	7%	93%	0%	0%	283
PACE	0%	99%	0%	0%	218
Sample Average	4%	96%	0%	0%	1950

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
Amerigroup	12%	14%	73%	1%	0%	272
Cigna-HealthSpring	8%	11%	80%	1%	0%	268
Molina	8%	10%	82%	1%	0%	284
Superior	6%	5%	88%	1%	0%	281
UnitedHealthCare	6%	21%	72%	1%	0%	269
OAA	6%	23%	70%	1%	0%	262
PACE	9%	12%	79%	0%	0%	216
Sample Average	8%	13%	78%	1%	0%	1852

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
Amerigroup	12%	15%	25%	18%	0%	0%	251
Cigna-HealthSpring	14%	20%	27%	23%	0%	0%	228
Molina	11%	17%	25%	15%	0%	0%	263
Superior	11%	21%	26%	19%	0%	0%	249
UnitedHealthCare	9%	15%	35%	17%	0%	0%	235
OAA	9%	14%	24%	15%	0%	0%	267
PACE	4%	8%	22%	13%	0%	0%	181
Sample Average	10%	16%	27%	17%	0%	0%	1674

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
Amerigroup	24%	74%	1%	1%	0%	294
Cigna-HealthSpring	23%	75%	0%	2%	0%	284
Molina	21%	77%	1%	1%	0%	299
Superior	24%	73%	1%	2%	0%	292
UnitedHealthCare	16%	83%	1%	0%	0%	283
OAA	15%	81%	1%	2%	1%	282
PACE	6%	91%	0%	2%	0%	218
Sample Average	19%	79%	1%	2%	0%	1952

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
Amerigroup	75%	24%	0%	0%	0%	292
Cigna-HealthSpring	82%	17%	0%	1%	0%	283
Molina	75%	23%	0%	2%	0%	295
Superior	80%	20%	0%	1%	0%	288
UnitedHealthCare	56%	41%	0%	2%	0%	282
OAA	63%	36%	0%	1%	0%	280
PACE	29%	69%	0%	2%	0%	216
Sample Average	67%	31%	0%	1%	0%	1936

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
Amerigroup	43%	56%	0%	1%	0%	292
Cigna-HealthSpring	39%	61%	0%	0%	0%	284
Molina	35%	65%	0%	0%	0%	295
Superior	42%	57%	0%	1%	0%	292
UnitedHealthCare	31%	68%	0%	0%	0%	282
OAA	31%	69%	0%	0%	0%	281
PACE	10%	88%	0%	2%	0%	218
Sample Average	34%	65%	0%	1%	0%	1944

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
Amerigroup	30%	69%	1%	1%	0%	291
Cigna-HealthSpring	26%	71%	1%	1%	0%	283
Molina	33%	66%	0%	0%	0%	296
Superior	35%	62%	2%	1%	0%	287
UnitedHealthCare	30%	68%	0%	2%	0%	283
OAA	27%	71%	0%	2%	0%	277
PACE	9%	89%	0%	2%	0%	218
Sample Average	28%	70%	1%	1%	0%	1935

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
Amerigroup	66%	34%	0%	1%	0%	292
Cigna-HealthSpring	64%	35%	0%	0%	0%	285
Molina	65%	35%	0%	0%	0%	297
Superior	71%	28%	0%	0%	0%	290
UnitedHealthCare	53%	46%	0%	1%	0%	281
OAA	59%	39%	0%	1%	0%	279
PACE	27%	72%	0%	2%	0%	218
Sample Average	59%	40%	0%	1%	0%	1942

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
Amerigroup	17%	78%	0%	5%	0%	294
Cigna-HealthSpring	11%	86%	0%	2%	0%	284
Molina	9%	88%	1%	3%	0%	298
Superior	15%	83%	0%	2%	0%	292
UnitedHealthCare	15%	78%	0%	6%	0%	282
OAA	12%	85%	0%	3%	0%	282
PACE	11%	86%	0%	3%	0%	218
Sample Average	13%	83%	0%	3%	0%	1950

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
Amerigroup	20%	45%	20%	11%	4%	0%	0%	297
Cigna-HealthSpring	31%	40%	19%	6%	2%	1%	0%	284
Molina	19%	43%	26%	9%	3%	0%	0%	297
Superior	24%	42%	27%	6%	2%	0%	0%	289
UnitedHealthCare	22%	50%	20%	6%	2%	0%	0%	283
OAA	8%	29%	44%	12%	6%	1%	0%	283
PACE	11%	42%	36%	6%	5%	0%	0%	218
Sample Average	20%	42%	27%	8%	4%	0%	0%	1951

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
Amerigroup	8%	25%	44%	16%	8%	0%	0%	295
Cigna-HealthSpring	12%	28%	41%	9%	9%	0%	0%	283
Molina	9%	26%	39%	20%	5%	0%	0%	299
Superior	10%	21%	46%	17%	5%	0%	0%	289
UnitedHealthCare	7%	36%	42%	12%	3%	0%	0%	284
OAA	5%	15%	64%	10%	5%	0%	0%	283
PACE	3%	12%	50%	23%	12%	0%	0%	216
Sample Average	8%	24%	46%	15%	6%	0%	0%	1949

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
Amerigroup	51%	45%	4%	0%	293
Cigna-HealthSpring	39%	58%	3%	0%	282
Molina	48%	50%	2%	0%	296
Superior	49%	49%	2%	0%	288
UnitedHealthCare	48%	50%	2%	0%	282
OAA	64%	35%	0%	0%	279
PACE	63%	36%	0%	0%	216
Sample Average	51%	47%	2%	0%	1936

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
Amerigroup	45%	54%	1%	0%	147
Cigna-HealthSpring	40%	57%	2%	0%	173
Molina	43%	57%	0%	0%	154
Superior	49%	49%	1%	0%	152
UnitedHealthCare	29%	68%	2%	0%	146
OAA	45%	55%	0%	0%	104
PACE	44%	56%	0%	0%	81
Sample Average	42%	57%	1%	0%	957

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
Amerigroup	58%	42%	1%	0%	297
Cigna-HealthSpring	55%	44%	0%	0%	284
Molina	62%	38%	0%	0%	297
Superior	50%	49%	1%	0%	292
UnitedHealthCare	57%	41%	2%	0%	283
OAA	72%	27%	1%	0%	281
PACE	54%	42%	4%	0%	217
Sample Average	58%	40%	1%	0%	1951

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
Amerigroup	4%	96%	0%	0%	295
Cigna-HealthSpring	2%	98%	0%	0%	283
Molina	1%	99%	0%	0%	297
Superior	3%	97%	0%	0%	292
UnitedHealthCare	2%	98%	0%	0%	281
OAA	3%	97%	0%	0%	283
PACE	2%	98%	0%	0%	218
Sample Average	2%	98%	0%	0%	1949

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
Amerigroup	0%	3%	96%	0%	0%	281
Cigna-HealthSpring	1%	4%	95%	0%	0%	275
Molina	0%	7%	93%	0%	0%	293
Superior	1%	2%	96%	0%	0%	282
UnitedHealthCare	1%	9%	90%	0%	0%	274
OAA	1%	3%	96%	0%	0%	269
PACE	7%	8%	85%	0%	0%	213
Sample Average	2%	5%	93%	0%	0%	1887

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
Amerigroup	1%	4%	95%	0%	0%	176
Cigna-HealthSpring	1%	4%	95%	0%	1%	169
Molina	1%	2%	97%	0%	0%	178
Superior	2%	1%	97%	0%	0%	176
UnitedHealthCare	0%	5%	95%	0%	0%	206
OAA	0%	7%	93%	0%	0%	58
PACE	1%	3%	96%	0%	0%	72
Sample Average	1%	3%	96%	0%	0%	1035

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
Amerigroup	8%	13%	79%	0%	0%	246
Cigna-HealthSpring	4%	3%	92%	0%	0%	231
Molina	2%	5%	93%	0%	0%	265
Superior	4%	2%	93%	0%	0%	251
UnitedHealthCare	3%	22%	75%	0%	0%	234
OAA	3%	7%	90%	0%	0%	266
PACE	3%	6%	91%	0%	0%	181
Sample Average	4%	8%	88%	0%	0%	1674

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
Amerigroup	9%	91%	0%	0%	11
Cigna-HealthSpring	50%	50%	0%	0%	2
Molina	0%	100%	0%	0%	5
Superior	13%	88%	0%	0%	8
UnitedHealthCare	13%	88%	0%	0%	8
OAA	14%	81%	5%	0%	21
PACE	53%	47%	0%	0%	36
Sample Average	29%	70%	1%	0%	91

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
Amerigroup	27%	0%	73%	0%	0%	11
Cigna-HealthSpring	50%	0%	50%	0%	0%	2
Molina	0%	20%	80%	0%	0%	5
Superior	13%	13%	75%	0%	0%	8
UnitedHealthCare	25%	38%	38%	0%	0%	8
OAA	0%	0%	100%	0%	0%	20
PACE	8%	6%	86%	0%	0%	36
Sample Average	11%	8%	81%	0%	0%	90

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
Amerigroup	10%	90%	0%	0%	10
Cigna-HealthSpring	0%	50%	50%	0%	2
Molina	20%	80%	0%	0%	5
Superior	38%	63%	0%	0%	8
UnitedHealthCare	0%	86%	14%	0%	7
OAA	20%	80%	0%	0%	20
PACE	17%	83%	0%	0%	36
Sample Average	17%	81%	2%	0%	88

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
Amerigroup	0%	9%	91%	0%	0%	11
Cigna-HealthSpring	50%	0%	50%	0%	0%	2
Molina	20%	0%	80%	0%	0%	5
Superior	38%	0%	63%	0%	0%	8
UnitedHealthCare	13%	25%	63%	0%	0%	8
OAA	0%	5%	95%	0%	0%	20
PACE	0%	17%	83%	0%	0%	35
Sample Average	7%	11%	82%	0%	0%	89

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
Amerigroup	0%	0%	100%	0%	0%	11
Cigna-HealthSpring	0%	0%	100%	0%	0%	2
Molina	0%	0%	100%	0%	0%	4
Superior	25%	0%	75%	0%	0%	8
UnitedHealthCare	13%	13%	75%	0%	0%	8
OAA	0%	0%	100%	0%	0%	20
PACE	0%	8%	92%	0%	0%	36
Sample Average	3%	4%	92%	0%	0%	89

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
Amerigroup	25%	75%	0%	0%	12
Cigna-HealthSpring	50%	50%	0%	0%	2
Molina	20%	80%	0%	0%	5
Superior	50%	50%	0%	0%	8
UnitedHealthCare	22%	67%	0%	11%	9
OAA	20%	80%	0%	0%	20
PACE	42%	56%	3%	0%	36
Sample Average	33%	65%	1%	1%	92

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
Amerigroup	91%	9%	0%	0%	11
Cigna-HealthSpring	100%	0%	0%	0%	2
Molina	80%	20%	0%	0%	5
Superior	88%	13%	0%	0%	8
UnitedHealthCare	86%	0%	14%	0%	7
OAA	90%	10%	0%	0%	20
PACE	68%	8%	22%	3%	37
Sample Average	80%	9%	10%	1%	90

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	Don't Know	N
Amerigroup	92%	8%	0%	296
Cigna-HealthSpring	98%	2%	0%	285
Molina	99%	1%	0%	298
Superior	97%	3%	0%	292
UnitedHealthCare	90%	10%	0%	284
OAA	0%	100%	0%	283
PACE	100%	0%	0%	215
Sample Average	82%	18%	0%	1953

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
Amerigroup	22%	13%	48%	18%	0%	265
Cigna-HealthSpring	21%	14%	50%	15%	0%	271
Molina	21%	17%	49%	14%	0%	268
Superior	17%	13%	62%	8%	1%	261
UnitedHealthCare	11%	31%	35%	23%	0%	272
OAA	40%	11%	33%	13%	3%	227
PACE	25%	7%	62%	6%	0%	214
Sample Average	22%	16%	48%	14%	1%	1778

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
Amerigroup	12%	11%	62%	14%	1%	265
Cigna-HealthSpring	9%	7%	72%	12%	0%	273
Molina	12%	9%	72%	7%	0%	271
Superior	11%	4%	78%	7%	0%	261
UnitedHealthCare	3%	23%	57%	17%	0%	275
OAA	43%	8%	33%	13%	2%	227
PACE	18%	6%	71%	5%	0%	215
Sample Average	15%	10%	64%	11%	0%	1787

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
Amerigroup	98%	2%	1%	0%	0%	291
Cigna-HealthSpring	99%	1%	0%	0%	0%	283
Molina	99%	1%	0%	0%	0%	295
Superior	97%	3%	0%	0%	0%	286
UnitedHealthCare	100%	0%	0%	0%	0%	282
OAA	95%	3%	2%	0%	0%	281
PACE	100%	0%	0%	0%	0%	215
Sample Average	98%	2%	0%	0%	0%	1933

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

	No	Maybe, Not Sure	Yes	Unclear/ Refused/ No Response	N
Amerigroup	68%	12%	20%	0%	245
Cigna-HealthSpring	82%	4%	14%	0%	230
Molina	76%	9%	15%	0%	261
Superior	82%	3%	15%	0%	243
UnitedHealthCare	83%	7%	9%	1%	233
OAA	79%	7%	14%	0%	254
PACE	80%	3%	16%	0%	178
Sample Average	78%	7%	15%	0%	1644

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
Amerigroup	81%	19%	0%	0%	79
Cigna-HealthSpring	83%	17%	0%	0%	42
Molina	82%	18%	0%	0%	62
Superior	91%	9%	0%	0%	45
UnitedHealthCare	71%	29%	0%	0%	38
OAA	96%	4%	0%	0%	51
PACE	89%	11%	0%	0%	35
Sample Average	85%	15%	0%	0%	352

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
Amerigroup	90%	10%	0%	0%	292
Cigna-HealthSpring	97%	3%	0%	0%	281
Molina	92%	8%	0%	0%	296
Superior	95%	4%	0%	0%	290
UnitedHealthCare	96%	4%	0%	0%	283
OAA	84%	16%	0%	0%	282
PACE	89%	11%	0%	0%	215
Sample Average	92%	8%	0%	0%	1939

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
Amerigroup	7%	37%	55%	1%	0%	295
Cigna-HealthSpring	1%	20%	79%	0%	0%	283
Molina	8%	33%	59%	0%	0%	299
Superior	7%	37%	56%	0%	0%	289
UnitedHealthCare	1%	40%	59%	0%	0%	281
OAA	41%	40%	18%	0%	0%	282
PACE	32%	28%	39%	0%	0%	218
Sample Average	13%	34%	53%	0%	0%	1947

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
Amerigroup	27%	73%	0%	0%	274
Cigna-HealthSpring	20%	79%	0%	0%	279
Molina	15%	85%	0%	0%	273
Superior	25%	74%	1%	0%	272
UnitedHealthCare	26%	74%	0%	0%	278
OAA	43%	57%	0%	0%	166
PACE	14%	86%	0%	0%	147
Sample Average	24%	76%	0%	0%	1689

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
Amerigroup	23%	37%	40%	0%	0%	295
Cigna-HealthSpring	9%	32%	58%	0%	0%	282
Molina	22%	35%	43%	0%	0%	297
Superior	23%	36%	41%	0%	0%	292
UnitedHealthCare	10%	42%	48%	0%	0%	281
OAA	72%	16%	12%	0%	0%	282
PACE	46%	22%	32%	0%	0%	215
Sample Average	29%	32%	40%	0%	0%	1944

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
Amerigroup	26%	74%	0%	0%	227
Cigna-HealthSpring	19%	81%	0%	0%	255
Molina	13%	87%	0%	0%	232
Superior	22%	77%	1%	0%	218
UnitedHealthCare	26%	74%	0%	0%	253
OAA	32%	68%	0%	0%	79
PACE	8%	92%	0%	0%	120
Sample Average	21%	79%	0%	0%	1384

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
Amerigroup	7%	24%	68%	0%	0%	295
Cigna-HealthSpring	10%	20%	69%	0%	0%	284
Molina	4%	23%	72%	0%	0%	298
Superior	7%	16%	77%	0%	0%	289
UnitedHealthCare	5%	31%	64%	0%	0%	283
OAA	3%	14%	82%	0%	0%	282
PACE	4%	5%	91%	0%	0%	217
Sample Average	6%	20%	74%	0%	0%	1948

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
Amerigroup	78%	14%	8%	0%	0%	293
Cigna-HealthSpring	80%	14%	6%	0%	0%	284
Molina	83%	13%	4%	0%	0%	299
Superior	79%	12%	8%	0%	0%	289
UnitedHealthCare	81%	14%	4%	0%	0%	281
OAA	88%	8%	4%	0%	0%	279
PACE	91%	6%	3%	0%	0%	215
Sample Average	83%	12%	5%	0%	0%	1940

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
Amerigroup	53%	41%	6%	0%	250
Cigna-HealthSpring	47%	49%	4%	0%	231
Molina	40%	51%	9%	0%	264
Superior	49%	46%	5%	0%	252
UnitedHealthCare	62%	30%	8%	0%	235
OAA	53%	41%	6%	0%	264
PACE	61%	32%	7%	0%	180
Sample Average	52%	42%	6%	0%	1676

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
Amerigroup	7%	18%	75%	0%	0%	242
Cigna-HealthSpring	9%	17%	72%	1%	1%	229
Molina	6%	14%	79%	1%	0%	263
Superior	6%	14%	79%	0%	0%	249
UnitedHealthCare	3%	32%	64%	0%	0%	231
OAA	4%	4%	91%	0%	0%	264
PACE	3%	10%	86%	1%	0%	181
Sample Average	6%	16%	78%	0%	0%	1659

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
Amerigroup	74%	17%	5%	3%	240
Cigna-HealthSpring	75%	19%	5%	1%	212
Molina	88%	9%	3%	0%	261
Superior	77%	17%	5%	2%	246
UnitedHealthCare	74%	18%	6%	2%	229
OAA	78%	16%	4%	2%	262
PACE	87%	12%	1%	0%	179
Sample Average	79%	15%	4%	1%	1629

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
Amerigroup	3%	42%	37%	18%	240
Cigna-HealthSpring	8%	44%	36%	12%	212
Molina	2%	43%	41%	14%	261
Superior	4%	45%	35%	17%	246
UnitedHealthCare	5%	29%	52%	14%	229
OAA	5%	41%	38%	15%	262
PACE	3%	43%	41%	12%	179
Sample Average	4%	41%	40%	15%	1629

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
Amerigroup	14%	31%	41%	13%	240
Cigna-HealthSpring	12%	30%	38%	20%	212
Molina	7%	35%	38%	20%	261
Superior	13%	24%	40%	23%	246
UnitedHealthCare	11%	39%	32%	17%	229
OAA	11%	27%	44%	17%	262
PACE	7%	36%	42%	15%	179
Sample Average	11%	32%	40%	18%	1629

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
Amerigroup	9%	10%	15%	66%	240
Cigna-HealthSpring	6%	8%	19%	67%	212
Molina	2%	13%	18%	67%	261
Superior	7%	15%	20%	58%	246
UnitedHealthCare	10%	13%	10%	67%	229
OAA	6%	16%	13%	65%	262
PACE	2%	9%	15%	73%	179
Sample Average	6%	12%	16%	66%	1629