



*National Core Indicators- Aging and Disabilities (NCI-AD)
Adult Consumer Survey State Results*

Tennessee

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Introduction

Established in 2015, National Core Indicators—Aging and Disabilities™ (NCI-AD™) is a voluntary effort by state aging and physical disability agencies to measure and track their performance using a standardized set of nationally validated measures. The effort is coordinated by Advancing States and Human Services Research Institute (HSRI). Learn more about our history [here](#).

In 2022-23 a total of 18 states participated in NCI-AD. Not all participating states do all surveys every year.

Adult Consumer Survey

The NCI-AD Adult Consumer Survey (ACS), is standardized survey conducted with a person receiving long term services and supports (LTSS) through state aging and physical disability systems. Surveys are conducted by trained surveyors through in-person, secure video meeting, or over-the-phone conversations with service participants. The main part of the survey contains subjective questions about how well services are supporting the person; these can only be answered by the person themselves. A subset of more objective questions may be answered by a proxy respondent if needed. In addition to the questions for service participants, the survey also collects background information on the person –demographic and service-related data – mainly from service agency records. In 2022-23, the survey included two state-optional modules:

Person-Centered Planning Module (state-optional). This is a state-optional series of questions that ask about the person-centered planning process, including the person’s experience developing the service plan and the service planning meeting. The following states conducted the Person-Centered Planning Module: AL, CO, DE, GA, IN, KS, KY, MN, MO, ND, NE, NJ, OH, OK, TN, WA, and WI.

Self-direction Module (state-optional). This state-optional module was added to the 2022-23 ACS. Questions in this section are asked only of those who are using a self-directed supports option and assess experiences specific to self-direction. The following states conducted the Self-direction module: AL, CO, DE, GA, IN, KS, KY, MI, MN, MO, ND, NE, NJ, OH, OK, TN, WA, and WI.

Tennessee Sample

There is considerable variation in how states’ long-term services and supports (LTSS) programs serving older adults and adults with physical disabilities are organized, funded, and administered. The NCI-AD program allows states to include programs funded through Medicaid, the Older Americans Act, Program of All-Inclusive Care for the Elderly (PACE), state-only funds, and/or other state- and federal-blended funds. The NCI-AD project team works closely with each participating NCI-AD state to advise and track which LTSS program populations and sub-populations are included in the state’s sampling strategy, how that sample is designed and how many surveys are targeted for completion. See detailed information on state sample frames [here](#).

Table A. Statewide Sample

| Total Sample Frame | Total Surveys Completed | Overall Margin of Error |
|--------------------|-------------------------|-------------------------|
| 24,081 | 628 | 3.91% |

Table B. Classification of 2022-23 State programs

| Program | Funding Source | Description of Program | Total Population Eligible for NCI-AD | Total Usable Surveys Collected | MoE (95% Confidence, 0.5 Distribution) | MoE (95% Confidence, 0.7 Distribution) |
|------------------------------------|------------------|---|--------------------------------------|--------------------------------|--|--|
| Group 1 – Amerigroup | Nursing Facility | Tennessee’s CHOICES program includes nursing facility (NF) services for residents of all ages and home and community-based services (HCBS) for adults 21 years of age and older with a physical disability and older adults (age 65 and older). | 4,518 | 59 | 12.8% | 11.7% |
| Group 1 - BlueCare | Nursing Facility | | 4,750 | 80 | 11.0% | 10.0% |
| Group 1 – UnitedHealthcare | Nursing Facility | | 3,913 | 78 | 11.1% | 10.2% |
| Group 2 - Amerigroup | MLTSS HCBS | | 2,325 | 56 | 13.1% | 12.0% |
| Group 2- BlueCare | MLTSS HCBS | | 3,463 | 86 | 10.6% | 9.7% |
| Group 2 – UnitedHealthcare | MLTSS HCBS | | 3,035 | 75 | 11.3% | 10.4% |
| Group 3 – Amerigroup | MLTSS HCBS | | 459 | 37 | 16.1% | 14.8% |
| Group 3 – BlueCare | MLTSS HCBS | | 780 | 61 | 12.5% | 11.5% |
| Group 3 – United Healthcare | MLTSS HCBS | | 572 | 42 | 15.1% | 13.9% |
| PACE | PACE | Tennessee’s PACE program includes adults who are 55 years or older, meet nursing facility level | 266 | 54 | 13.3% | 12.2% |

| Program | Funding Source | Description of Program | Total Population Eligible for NCI-AD | Total Usable Surveys Collected | MoE (95%Confidence, 0.5 Distribution) | MoE (95%Confidence, 0.7 Distribution) |
|---------|----------------|---|--------------------------------------|--------------------------------|---------------------------------------|---------------------------------------|
| | | of care, live in Hamilton county, and can live in a community setting without jeopardizing their health and safety. | | | | |

What is included in this report?

This report presents Tennessee 2022-23 ACS demographics and outcomes results. Data are shown for the overall statewide average, broken out by program sampled, and include the weighted NCI-AD Average.

Please note: Extreme caution should be used when interpreting results where the number of valid responses is small. Each program's valid number of responses (valid Ns) is shown in every chart and table in this report. *To protect people's privacy we do not show the data when 20 or fewer people from a state or within a program responded to a question, however their data are included in the overall state average.*

Presentation of Data

Data may be viewed as bar charts or in tables by clicking the appropriate tab for each outcome. Data presented in charts are "collapsed" meaning that data grouped by response options to what is considered to reflect a positive outcome and all other responses. Tables represent the un-collapsed data outcomes. All NCI-AD data are collapsed "yes" responses only, unless otherwise noted.

All state and NCI-AD averages throughout this report are "weighted" to account for any non-proportional sampling of programs and to "rebalance" the states' sample sizes according to their populations of survey-eligible service recipients. *See more details on weighting in Part II of this report.*

Accessibility Statement

National Core Indicators strives to develop accessible resources to support equitable access to information about quality of services. While all charts in this report have been marked as decorative, the data from the charts is all represented in the tables which have been reviewed for accessibility. Should you require other accommodations to make this report accessible for you, please reach out to us at nci@nationalcoreindicators.org.

Demographics

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

| Program | Age | N |
|--------------------------------|-------------|---------------|
| Group 1 – Amerigroup | 71.9 | 59 |
| Group 1 - BlueCare | 62.4 | 80 |
| Group 1 – UnitedHealthcare | 61.3 | 78 |
| Group 2 - Amerigroup | 68.0 | 56 |
| Group 2- BlueCare | 61.0 | 86 |
| Group 2 – UnitedHealthcare | 61.7 | 75 |
| Group 3 – Amerigroup | 66.1 | 37 |
| Group 3 – BlueCare | 66.1 | 61 |
| Group 3 – United Healthcare | 62.9 | 42 |
| PACE | 75.1 | 54 |
| Overall TN Average | 64.6 | 628 |
| Weighted NCI-AD Average | 67.2 | 14,414 |

Table 2. Age Category (including those 90 and older)

| Program | 18-44 | 45-65 | 66-89 | 90+ | N |
|--------------------------------|--------------|--------------|--------------|------------|---------------|
| Group 1 – Amerigroup | 3% | 22% | 75% | 0% | 59 |
| Group 1 - BlueCare | 13% | 43% | 45% | 0% | 80 |
| Group 1 – UnitedHealthcare | 9% | 59% | 32% | 0% | 78 |
| Group 2 - Amerigroup | 2% | 39% | 59% | 0% | 56 |
| Group 2- BlueCare | 16% | 40% | 44% | 0% | 86 |
| Group 2 – UnitedHealthcare | 17% | 41% | 41% | 0% | 75 |
| Group 3 – Amerigroup | 8% | 24% | 68% | 0% | 37 |
| Group 3 – BlueCare | 0% | 49% | 51% | 0% | 61 |
| Group 3 – United Healthcare | 14% | 36% | 50% | 0% | 42 |
| PACE | 0% | 19% | 81% | 0% | 54 |
| Overall TN Average | 10% | 40% | 50% | 0% | 628 |
| Weighted NCI-AD Average | 7% | 30% | 56% | 6% | 15,167 |

Table 3. Gender

| Program | Male | Female | Other | Don't know or unclear | N |
|--------------------------------|------------|------------|-----------|-----------------------|---------------|
| Group 1 – Amerigroup | 37% | 63% | 0% | 0% | 59 |
| Group 1 - BlueCare | 36% | 64% | 0% | 0% | 80 |
| Group 1 – UnitedHealthcare | 41% | 59% | 0% | 0% | 78 |
| Group 2 - Amerigroup | 41% | 59% | 0% | 0% | 56 |
| Group 2- BlueCare | 38% | 62% | 0% | 0% | 86 |
| Group 2 – UnitedHealthcare | 37% | 63% | 0% | 0% | 75 |
| Group 3 – Amerigroup | 35% | 65% | 0% | 0% | 37 |
| Group 3 – BlueCare | 46% | 54% | 0% | 0% | 61 |
| Group 3 – United Healthcare | 43% | 57% | 0% | 0% | 42 |
| PACE | 24% | 76% | 0% | 0% | 54 |
| Overall TN Average | 38% | 62% | 0% | 0% | 628 |
| Weighted NCI-AD Average | 34% | 65% | 0% | 0% | 15,349 |

Table 4. Race and ethnicity

Categories are not mutually exclusive, therefore N is not shown.

| Program | American Indian or Alaska Native | Asian | Black or African American | Pacific Islander | White | Hispanic or Latino | Other | Don't know or unclear |
|--------------------------------|----------------------------------|-----------|---------------------------|------------------|------------|--------------------|-----------|-----------------------|
| Group 1 – Amerigroup | 0% | 0% | 5% | 0% | 14% | 0% | 0% | 0% |
| Group 1 - BlueCare | 0% | 0% | 6% | 0% | 10% | 0% | 2% | 0% |
| Group 1 – UnitedHealthcare | 0% | 0% | 6% | 0% | 8% | 0% | 1% | 0% |
| Group 2 - Amerigroup | 0% | 0% | 2% | 0% | 7% | 0% | 0% | 0% |
| Group 2- BlueCare | 0% | 0% | 6% | 0% | 8% | 0% | 0% | 0% |
| Group 2 – UnitedHealthcare | 0% | 0% | 6% | 0% | 7% | 0% | 0% | 0% |
| Group 3 – Amerigroup | 0% | 0% | 0% | 0% | 1% | 0% | 0% | 0% |
| Group 3 – BlueCare | 0% | 0% | 1% | 0% | 2% | 0% | 0% | 0% |
| Group 3 – United Healthcare | 0% | 0% | 1% | 0% | 1% | 0% | 0% | 0% |
| PACE | 0% | 0% | 1% | 0% | 0% | 0% | 0% | 0% |
| Overall TN Average | 0% | 0% | 34% | 0% | 58% | 0% | 3% | 1% |
| Weighted NCI-AD Average | 2% | 4% | 24% | 0% | 65% | 4% | 1% | 2% |

Programs with more than 25% missing or don't know are marked with *
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Table 5. Marital status

| Program | Single, never married | Married or in domestic partnership | Separated or divorced | Widowed | Don't know or unclear | N |
|--------------------------------|-----------------------|------------------------------------|-----------------------|------------|-----------------------|---------------|
| Group 1 – Amerigroup | 33% | 7% | 22% | 38% | 0% | 58 |
| Group 1 - BlueCare * | 31% | 35% | 4% | 4% | 27% | 26 |
| Group 1 – UnitedHealthcare * | 31% | 8% | 19% | 8% | 35% | 26 |
| Group 2 - Amerigroup | 38% | 16% | 16% | 29% | 0% | 55 |
| Group 2- BlueCare | 45% | 13% | 20% | 22% | 0% | 86 |
| Group 2 – UnitedHealthcare | 41% | 12% | 39% | 8% | 0% | 75 |
| Group 3 – Amerigroup * | 0% | 14% | 0% | 0% | 86% | 37 |
| Group 3 – BlueCare * | 2% | 18% | 3% | 2% | 75% | 61 |
| Group 3 – United Healthcare * | 2% | 12% | 0% | 2% | 83% | 41 |
| PACE | 17% | 13% | 25% | 42% | 4% | 53 |
| Overall TN Average * | 34% | 13% | 20% | 20% | 13% | 518 |
| Weighted NCI-AD Average | 27% | 17% | 28% | 25% | 4% | 14,363 |

Programs with more than 25% missing or don't know are marked with *
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Table 6. Preferred language

| Program | English | Spanish | Other | Don't know or unclear | N |
|--------------------------------|----------------|----------------|--------------|------------------------------|---------------|
| Group 1 – Amerigroup | 100% | 0% | 0% | 0% | 59 |
| Group 1 - BlueCare | 100% | 0% | 0% | 0% | 79 |
| Group 1 – UnitedHealthcare | 99% | 0% | 1% | 0% | 78 |
| Group 2 - Amerigroup | 100% | 0% | 0% | 0% | 56 |
| Group 2- BlueCare | 97% | 1% | 2% | 0% | 86 |
| Group 2 – UnitedHealthcare | 100% | 0% | 0% | 0% | 75 |
| Group 3 – Amerigroup | 97% | 0% | 0% | 3% | 37 |
| Group 3 – BlueCare | 98% | 2% | 0% | 0% | 61 |
| Group 3 – United Healthcare | 98% | 0% | 2% | 0% | 42 |
| PACE | 98% | 2% | 0% | 0% | 54 |
| Overall TN Average | 99% | 0% | 1% | 0% | 627 |
| Weighted NCI-AD Average | 90% | 2% | 5% | 2% | 15,005 |

Table 7. Preferred means of communication

New Question in 2022-23

| Program | Spoken | Gestures or body language | Sign language or finger spelling | Communication aid or device | Other | Don't Know | N |
|--------------------------------|------------|---------------------------|----------------------------------|-----------------------------|-----------|------------|---------------|
| Group 1 – Amerigroup | 85% | 8% | 0% | 3% | 3% | 0% | 59 |
| Group 1 - BlueCare | 86% | 6% | 0% | 0% | 8% | 0% | 80 |
| Group 1 – UnitedHealthcare | 91% | 1% | 0% | 0% | 8% | 0% | 78 |
| Group 2 - Amerigroup | 93% | 4% | 0% | 2% | 2% | 0% | 56 |
| Group 2- BlueCare | 88% | 9% | 0% | 0% | 2% | 0% | 86 |
| Group 2 – UnitedHealthcare | 100% | 0% | 0% | 0% | 0% | 0% | 75 |
| Group 3 – Amerigroup | 95% | 3% | 0% | 0% | 0% | 3% | 37 |
| Group 3 – BlueCare | 95% | 2% | 0% | 0% | 3% | 0% | 61 |
| Group 3 – United Healthcare | 100% | 0% | 0% | 0% | 0% | 0% | 42 |
| PACE | 98% | 0% | 0% | 0% | 0% | 2% | 54 |
| Overall TN Average | 90% | 5% | 0% | 1% | 4% | 0% | 628 |
| Weighted NCI-AD Average | 95% | 2% | 0% | 0% | 1% | 2% | 14,370 |

Programs with more than 25% missing or don't know are marked with *
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Table 8. Residential designation

Categories created using zip codes and corresponding RUCA codes.

| Program | Metropolitan | Micropolitan | Rural | Small town | Don't Know | N |
|--------------------------------|--------------|--------------|-----------|------------|------------|---------------|
| Group 1 – Amerigroup | 47% | 22% | 7% | 24% | 0% | 59 |
| Group 1 - BlueCare | 70% | 15% | 4% | 11% | 0% | 80 |
| Group 1 – UnitedHealthcare | 67% | 19% | 5% | 9% | 0% | 78 |
| Group 2 - Amerigroup | 57% | 21% | 5% | 16% | 0% | 56 |
| Group 2- BlueCare | 72% | 14% | 3% | 10% | 0% | 86 |
| Group 2 – UnitedHealthcare | 72% | 13% | 4% | 11% | 0% | 75 |
| Group 3 – Amerigroup | 46% | 19% | 8% | 27% | 0% | 37 |
| Group 3 – BlueCare | 64% | 26% | 0% | 10% | 0% | 61 |
| Group 3 – United Healthcare | 71% | 17% | 2% | 10% | 0% | 42 |
| PACE | 100% | 0% | 0% | 0% | 0% | 54 |
| Overall TN Average | 64% | 18% | 5% | 14% | 0% | 628 |
| Weighted NCI-AD Average | 72% | 14% | 5% | 9% | 1% | 14,726 |

Programs with more than 25% missing or don't know are marked with *
2022-23 Adult Consumer Survey National Results | 21

Table 9. Median area income (based on zip code)

| Program | \$0- \$9,999 | \$10,000- \$19,999 | \$20,000- \$29,999 | \$30,000- \$39,999 | \$40,000- \$49,999 | \$50,000- \$59,999 | \$60,000- \$69,999 | \$70,000- \$79,999 | \$80,000- \$89,999 | \$90,000- \$99,999 | \$100,000 and over | N |
|--------------------------------|-----------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------|---------------|
| Group 1 – Amerigroup | 0% | 2% | 0% | 8% | 54% | 8% | 15% | 10% | 0% | 0% | 2% | 59 |
| Group 1 - BlueCare | 0% | 1% | 1% | 13% | 46% | 18% | 9% | 8% | 1% | 1% | 3% | 80 |
| Group 1 – UnitedHealthcare | 0% | 0% | 0% | 17% | 51% | 19% | 8% | 4% | 0% | 0% | 1% | 78 |
| Group 2 - Amerigroup | 0% | 0% | 0% | 9% | 45% | 21% | 18% | 5% | 2% | 0% | 0% | 56 |
| Group 2- BlueCare | 0% | 0% | 0% | 8% | 50% | 19% | 9% | 10% | 2% | 1% | 0% | 86 |
| Group 2 – UnitedHealthcare | 0% | 0% | 4% | 16% | 47% | 12% | 15% | 5% | 1% | 0% | 0% | 75 |
| Group 3 – Amerigroup | 5% | 0% | 0% | 5% | 51% | 24% | 0% | 8% | 5% | 0% | 0% | 37 |
| Group 3 – BlueCare | 0% | 0% | 3% | 8% | 51% | 23% | 10% | 3% | 0% | 0% | 2% | 61 |
| Group 3 – United Healthcare | 0% | 0% | 2% | 17% | 43% | 21% | 12% | 2% | 2% | 0% | 0% | 42 |
| PACE | 0% | 0% | 11% | 20% | 9% | 24% | 6% | 30% | 0% | 0% | 0% | 54 |
| Overall TN Average | 0% | 1% | 1% | 12% | 49% | 16% | 11% | 7% | 1% | 0% | 1% | 628 |
| Weighted NCI-AD Average | 1% | 0% | 1% | 9% | 25% | 29% | 15% | 9% | 6% | 3% | 3% | 14,656 |

Programs with more than 25% missing or don't know are marked with *
2022-23 Adult Consumer Survey National Results | 22

Table 10. Type of Residence

| Program | Own or family house or apartment | Senior living apartment or complex | Group home, adult family home, foster home, host home | Assisted living facility, residential care facility | Nursing facility, nursing home | Homeless or temporary shelter | Other | Don't know or unclear | N |
|--------------------------------|----------------------------------|------------------------------------|---|---|--------------------------------|-------------------------------|-----------|-----------------------|---------------|
| Group 1 – Amerigroup | 3% | 0% | 0% | 0% | 97% | 0% | 0% | 0% | 59 |
| Group 1 - BlueCare | 86% | 0% | 10% | 3% | 0% | 0% | 1% | 0% | 80 |
| Group 1 – UnitedHealthcare | 82% | 4% | 0% | 9% | 1% | 0% | 4% | 0% | 78 |
| Group 2 - Amerigroup | 0% | 0% | 0% | 0% | 100% | 0% | 0% | 0% | 56 |
| Group 2- BlueCare | 92% | 2% | 2% | 3% | 0% | 0% | 0% | 0% | 86 |
| Group 2 – UnitedHealthcare | 91% | 7% | 0% | 3% | 0% | 0% | 0% | 0% | 75 |
| Group 3 – Amerigroup | 0% | 0% | 0% | 0% | 100% | 0% | 0% | 0% | 37 |
| Group 3 – BlueCare | 90% | 2% | 2% | 5% | 0% | 0% | 2% | 0% | 61 |
| Group 3 – United Healthcare | 98% | 0% | 0% | 0% | 0% | 0% | 2% | 0% | 42 |
| PACE | 68% | 2% | 4% | 11% | 15% | 0% | 0% | 0% | 53 |
| Overall TN Average | 62% | 2% | 2% | 3% | 30% | 0% | 1% | 0% | 627 |
| Weighted NCI-AD Average | 73% | 6% | 2% | 8% | 10% | 0% | 1% | 1% | 14,995 |

Programs with more than 25% missing or don't know are marked with *
2022-23 Adult Consumer Survey National Results | 23

Table 11. Who the person lives with

Categories are not mutually exclusive, therefore N is not shown.

| Program | No One – Lives Alone | Spouse or Partner | Other Family | Friend(s) | Live-in PCA | Others | Don't Know or unclear |
|--------------------------------|----------------------|-------------------|--------------|-----------|-------------|------------|-----------------------|
| Group 1 – Amerigroup | 1% | 0% | 0% | 0% | 0% | 18% | 0% |
| Group 1 - BlueCare | 5% | 2% | 9% | 0% | 0% | 2% | 0% |
| Group 1 – UnitedHealthcare | 7% | 1% | 6% | 0% | 0% | 2% | 0% |
| Group 2 - Amerigroup | 1% | 0% | 0% | 0% | 0% | 9% | 0% |
| Group 2- BlueCare | 4% | 2% | 8% | 0% | 0% | 1% | 0% |
| Group 2 – UnitedHealthcare | 8% | 2% | 3% | 0% | 0% | 0% | 0% |
| Group 3 – Amerigroup | 0% | 0% | 0% | 0% | 0% | 2% | 0% |
| Group 3 – BlueCare | 1% | 1% | 1% | 0% | 0% | 0% | 0% |
| Group 3 – United Healthcare | 1% | 0% | 1% | 0% | 0% | 0% | 0% |
| PACE | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Overall TN Average | 28% | 9% | 28% | 1% | 1% | 34% | 0% |
| Weighted NCI-AD Average | 48% | 14% | 24% | 1% | 2% | 10% | 4% |

Table 12. Address changed in the past 6 months

| Program | Yes | No | Don't Know or Unclear | N |
|--------------------------------|-----------|------------|-----------------------|---------------|
| Group 1 – Amerigroup | 0% | 100% | 0% | 23 |
| Group 1 - BlueCare | 3% | 94% | 3% | 32 |
| Group 1 – UnitedHealthcare | 3% | 97% | 0% | 35 |
| Group 2 - Amerigroup | 4% | 96% | 0% | 56 |
| Group 2- BlueCare | 3% | 97% | 0% | 86 |
| Group 2 – UnitedHealthcare | 4% | 96% | 0% | 75 |
| Group 3 – Amerigroup | 11% | 84% | 5% | 37 |
| Group 3 – BlueCare | 7% | 92% | 2% | 61 |
| Group 3 – United Healthcare | 2% | 98% | 0% | 42 |
| PACE | 7% | 93% | 0% | 54 |
| Overall TN Average | 3% | 96% | 1% | 501 |
| Weighted NCI-AD Average | 5% | 91% | 3% | 13,850 |

Table 13. Where people moved from (if moved in the last 6 months)

| Program | Own or family house or apartment | Senior living apartment or complex | Group home, adult family home, foster home, host home | Assisted living facility, residential care facility | Nursing facility, nursing home | Homeless or temporary shelter | Other | Don't know or unclear | N |
|-------------------------|----------------------------------|------------------------------------|---|---|--------------------------------|-------------------------------|-------|-----------------------|-----|
| Overall TN Average | 51% | 0% | 11% | 8% | 19% | 0% | 0% | 11% | 23 |
| Weighted NCI-AD Average | 58% | 4% | 3% | 7% | 10% | 2% | 10% | 7% | 701 |

Table 14A. Diagnoses

Categories are not mutually exclusive; therefore, N is not shown.

| Program | Physical Disability | Traumatic brain injury or other acquired brain injury | Intellectual or other developmental disability | Alzheimer's disease or other dementia | Heart Disease | Cancer |
|--------------------------------|---------------------|---|--|---------------------------------------|---------------|------------|
| Group 1 – Amerigroup | 17% | 1% | 0% | 11% | 9% | 1% |
| Group 1 - BlueCare | 17% | 2% | 2% | 3% | 6% | 0% |
| Group 1 – UnitedHealthcare | 12% | 1% | 0% | 0% | 4% | 1% |
| Group 2 - Amerigroup | 8% | 1% | 0% | 4% | 4% | 0% |
| Group 2- BlueCare | 11% | 2% | 3% | 3% | 4% | 1% |
| Group 2 – UnitedHealthcare | 8% | 1% | 1% | 1% | 4% | 1% |
| Group 3 – Amerigroup | 2% | 0% | 0% | 1% | 1% | 0% |
| Group 3 – BlueCare | 3% | 0% | 0% | 0% | 1% | 0% |
| Group 3 – United Healthcare | 2% | 0% | 0% | 0% | 1% | 0% |
| PACE | 1% | 0% | 0% | 1% | 0% | 0% |
| Overall TN Average | 82% | 9% | 8% | 24% | 35% | 6% |
| Weighted NCI-AD Average | 63% | 11% | 6% | 14% | 36% | 13% |

Programs with more than 25% missing or don't know are marked with *
2022-23 Adult Consumer Survey National Results | 27

Table 14B. Diagnoses (continued)

Categories are not mutually exclusive; therefore, N is not shown.

Limited or no vision and hearing loss were newly added in 2022-23.

| Program | Chronic Obstructive pulmonary disease (COPD) | Stroke | Diabetes | Hypertension (or high blood pressure) | Limited or no vision- legally blind | Hearing loss- severe or profound |
|------------------------------------|--|------------|------------|--|--|-------------------------------------|
| Group 1 – Amerigroup | 6% | 6% | 8% | 15% | 1% | 0% |
| Group 1 - BlueCare | 3% | 5% | 7% | 10% | 2% | 1% |
| Group 1 – UnitedHealthcare | 4% | 3% | 6% | 7% | 1% | 0% |
| Group 2 - Amerigroup | 2% | 3% | 5% | 7% | 1% | 1% |
| Group 2- BlueCare | 2% | 5% | 6% | 9% | 1% | 1% |
| Group 2 – UnitedHealthcare | 4% | 3% | 4% | 9% | 1% | 1% |
| Group 3 – Amerigroup | 1% | 0% | 1% | 1% | 1% | 0% |
| Group 3 – BlueCare | 1% | 1% | 1% | 2% | 1% | 0% |
| Group 3 – United Healthcare | 1% | 0% | 1% | 2% | 0% | 0% |
| PACE | 0% | 0% | 0% | 1% | 0% | 0% |
| Overall TN Average | 24% | 27% | 39% | 63% | 8% | 4% |
| Weighted NCI-AD Average | 24% | 18% | 38% | 60% | 15% | 11% |

Programs with more than 25% missing or don't know are marked with *
2022-23 Adult Consumer Survey National Results | 28

Table 15. Person has chronic psychiatric or mental health diagnosis

| Program | Yes | No | Don't Know or Unclear | N |
|--------------------------------|------------|------------|-----------------------|---------------|
| Group 1 – Amerigroup | 85% | 15% | 0% | 59 |
| Group 1 - BlueCare | 50% | 50% | 0% | 80 |
| Group 1 – UnitedHealthcare | 60% | 40% | 0% | 78 |
| Group 2 - Amerigroup | 57% | 39% | 4% | 56 |
| Group 2- BlueCare | 35% | 64% | 1% | 86 |
| Group 2 – UnitedHealthcare | 36% | 61% | 3% | 75 |
| Group 3 – Amerigroup | 73% | 27% | 0% | 37 |
| Group 3 – BlueCare | 59% | 39% | 2% | 61 |
| Group 3 – United Healthcare | 50% | 48% | 2% | 42 |
| PACE | 69% | 31% | 0% | 54 |
| Overall TN Average | 56% | 43% | 1% | 628 |
| Weighted NCI-AD Average | 36% | 62% | 2% | 13,515 |

Table 16. Level of Mobility

Categories are not mutually exclusive (except 'Don't know or unclear').

| Program | Non-Ambulatory | Moves self with wheelchair | Moves self with other aids | Moves self without aids | Don't Know or unclear |
|--------------------------------|----------------|----------------------------|----------------------------|-------------------------|-----------------------|
| Group 1 – Amerigroup | 10% | 3% | 4% | 1% | 0% |
| Group 1 - BlueCare | 5% | 5% | 9% | 2% | 0% |
| Group 1 – UnitedHealthcare | 2% | 5% | 8% | 2% | 0% |
| Group 2 - Amerigroup | 5% | 3% | 1% | 0% | 0% |
| Group 2- BlueCare | 5% | 3% | 5% | 1% | 0% |
| Group 2 – UnitedHealthcare | 1% | 4% | 7% | 2% | 0% |
| Group 3 – Amerigroup | 1% | 0% | 0% | 0% | 0% |
| Group 3 – BlueCare | 0% | 1% | 2% | 0% | 0% |
| Group 3 – United Healthcare | 0% | 1% | 1% | 0% | 0% |
| PACE | 0% | 0% | 0% | 0% | 0% |
| Overall TN Average | 30% | 26% | 38% | 10% | 1% |
| Weighted NCI-AD Average | 8% | 22% | 58% | 24% | 4% |

Table 17. Has history of frequent falls (more than two falls in a six-month period)

| Program | Yes | No | Don't Know or Unclear | N |
|--------------------------------|------------|------------|------------------------------|---------------|
| Group 1 – Amerigroup | 15% | 83% | 2% | 59 |
| Group 1 - BlueCare | 19% | 81% | 0% | 80 |
| Group 1 – UnitedHealthcare | 29% | 68% | 3% | 78 |
| Group 2 - Amerigroup | 20% | 71% | 9% | 56 |
| Group 2- BlueCare | 19% | 81% | 0% | 86 |
| Group 2 – UnitedHealthcare | 13% | 85% | 1% | 75 |
| Group 3 – Amerigroup | 5% | 70% | 24% | 37 |
| Group 3 – BlueCare | 23% | 62% | 15% | 61 |
| Group 3 – United Healthcare | 19% | 67% | 14% | 42 |
| PACE | 30% | 70% | 0% | 53 |
| Overall TN Average | 19% | 78% | 3% | 627 |
| Weighted NCI-AD Average | 29% | 66% | 5% | 13,727 |

Table 18. Receives Medicare*information required to come from administrative records*

| Program | Yes | No | Don't Know or Unclear | N |
|--------------------------------|------------|------------|-----------------------|---------------|
| Group 1 – Amerigroup | 78% | 22% | 0% | 59 |
| Group 1 - BlueCare | 77% | 23% | 0% | 79 |
| Group 1 – UnitedHealthcare | 62% | 38% | 0% | 77 |
| Group 2 - Amerigroup | 86% | 14% | 0% | 56 |
| Group 2- BlueCare | 71% | 29% | 0% | 86 |
| Group 2 – UnitedHealthcare | 68% | 32% | 0% | 75 |
| Group 3 – Amerigroup | 68% | 32% | 0% | 37 |
| Group 3 – BlueCare | 78% | 22% | 0% | 58 |
| Group 3 – United Healthcare | 76% | 24% | 0% | 41 |
| PACE | 98% | 2% | 0% | 52 |
| Overall TN Average | 74% | 26% | 0% | 620 |
| Weighted NCI-AD Average | 76% | 17% | 7% | 13,432 |

Table 19. Length of time receiving LTSS services in current program

information required to come from administrative records

| Program | 0 - 5 months | 6 months – less than 1 year | 1 year – less than 3 years | 3 or more years | Don't know or unclear | N |
|--------------------------------|--------------|-----------------------------|----------------------------|-----------------|-----------------------|---------------|
| Group 1 – Amerigroup | 0% | 8% | 44% | 47% | 0% | 59 |
| Group 1 - BlueCare | 0% | 9% | 30% | 61% | 0% | 80 |
| Group 1 – UnitedHealthcare | 3% | 22% | 35% | 40% | 1% | 78 |
| Group 2 - Amerigroup | 2% | 11% | 41% | 46% | 0% | 56 |
| Group 2- BlueCare | 2% | 13% | 35% | 50% | 0% | 86 |
| Group 2 – UnitedHealthcare | 0% | 5% | 31% | 64% | 0% | 75 |
| Group 3 – Amerigroup | 5% | 16% | 38% | 41% | 0% | 37 |
| Group 3 – BlueCare | 2% | 17% | 33% | 48% | 0% | 60 |
| Group 3 – United Healthcare | 0% | 7% | 26% | 67% | 0% | 42 |
| PACE | 2% | 2% | 46% | 50% | 0% | 54 |
| Overall TN Average | 1% | 11% | 36% | 52% | 0% | 627 |
| Weighted NCI-AD Average | 2% | 6% | 35% | 37% | 20% | 13,937 |

Table 20. Person has legal guardian

information required to come from administrative records

| Program | Yes | No | Don't Know or Unclear | N |
|--------------------------------|------------|------------|-----------------------|---------------|
| Group 1 – Amerigroup | 39% | 61% | 0% | 59 |
| Group 1 - BlueCare | 44% | 56% | 0% | 80 |
| Group 1 – UnitedHealthcare | 24% | 74% | 1% | 78 |
| Group 2 - Amerigroup | 9% | 91% | 0% | 56 |
| Group 2- BlueCare | 10% | 90% | 0% | 86 |
| Group 2 – UnitedHealthcare | 1% | 99% | 0% | 75 |
| Group 3 – Amerigroup | 62% | 38% | 0% | 37 |
| Group 3 – BlueCare | 8% | 92% | 0% | 60 |
| Group 3 – United Healthcare | 5% | 95% | 0% | 42 |
| PACE | 15% | 85% | 0% | 54 |
| Overall TN Average | 24% | 76% | 0% | 627 |
| Weighted NCI-AD Average | 6% | 68% | 26% | 12,761 |

Table 21. Amount of paid supports received

Newly added question in 2022-23. Information required to come from administrative records.

| Program | 24-hour support or supervision | Daily support (for a limited number of hours per day, not round-the-clock) | Scheduled, less frequent than daily support | As-needed visitation and phone contact | None of the above | Don't know | N |
|--------------------------------|--------------------------------|--|---|--|-------------------|------------|---------------|
| Group 1 – Amerigroup | 97% | 0% | 0% | 0% | 3% | 0% | 59 |
| Group 1 - BlueCare | 13% | 28% | 51% | 0% | 9% | 0% | 80 |
| Group 1 – UnitedHealthcare | 4% | 21% | 63% | 0% | 12% | 1% | 78 |
| Group 2 - Amerigroup | 100% | 0% | 0% | 0% | 0% | 0% | 56 |
| Group 2- BlueCare | 16% | 53% | 26% | 2% | 2% | 0% | 86 |
| Group 2 – UnitedHealthcare | 5% | 17% | 73% | 1% | 3% | 0% | 75 |
| Group 3 – Amerigroup | 100% | 0% | 0% | 0% | 0% | 0% | 37 |
| Group 3 – BlueCare | 10% | 31% | 56% | 0% | 3% | 0% | 61 |
| Group 3 – United Healthcare | 2% | 10% | 83% | 0% | 2% | 2% | 42 |
| PACE | 56% | 44% | 0% | 0% | 0% | 0% | 54 |
| Overall TN Average | 37% | 20% | 37% | 1% | 5% | 0% | 628 |
| Weighted NCI-AD Average | 15% | 15% | 30% | 2% | 8% | 30% | 11,979 |

Programs with more than 25% missing or don't know are marked with *
2022-23 Adult Consumer Survey National Results | 35

Table 22. Person has remote supports

Newly added question in 2022-23. Information required to come from administrative records.

| Program | Yes, 24-hour remote supports | Yes, less than 24-hour remote supports | No, none | Don't know | N |
|--------------------------------|------------------------------|--|------------|------------|---------------|
| Group 1 – Amerigroup | 3% | 0% | 97% | 0% | 59 |
| Group 1 - BlueCare | 19% | 0% | 81% | 0% | 80 |
| Group 1 – UnitedHealthcare | 17% | 1% | 82% | 0% | 78 |
| Group 2 - Amerigroup | 0% | 0% | 100% | 0% | 56 |
| Group 2- BlueCare | 0% | 0% | 100% | 0% | 86 |
| Group 2 – UnitedHealthcare | 0% | 0% | 100% | 0% | 75 |
| Group 3 – Amerigroup * | 5% | 0% | 62% | 32% | 37 |
| Group 3 – BlueCare * | 21% | 0% | 44% | 34% | 61 |
| Group 3 – United Healthcare * | 17% | 0% | 57% | 26% | 42 |
| PACE | 41% | 24% | 35% | 0% | 54 |
| Overall TN Average | 9% | 0% | 88% | 2% | 628 |
| Weighted NCI-AD Average | 8% | 1% | 58% | 33% | 12,242 |

Programs with more than 25% missing or don't know are marked with *
2022-23 Adult Consumer Survey National Results | 36

Outcome Tables

Community Participation

Gets to do things outside of their home as much as they want to

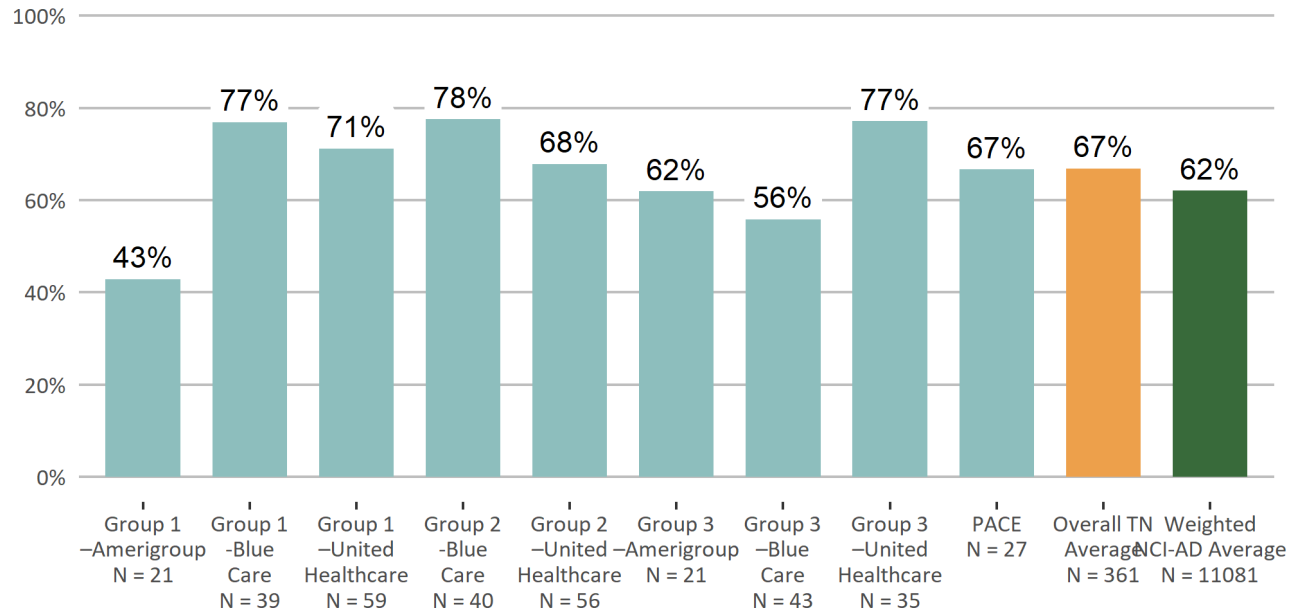


Table 23. Gets to do things outside of their home as much as they want to

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 43% | 57% | 21 |
| Group 1 - BlueCare | 77% | 23% | 39 |
| Group 1 – UnitedHealthcare | 71% | 29% | 59 |
| Group 2- BlueCare | 78% | 23% | 40 |
| Group 2 – UnitedHealthcare | 68% | 32% | 56 |
| Group 3 – Amerigroup | 62% | 38% | 21 |
| Group 3 – BlueCare | 56% | 44% | 43 |
| Group 3 – United Healthcare | 77% | 23% | 35 |
| PACE | 67% | 33% | 27 |
| Overall TN Average | 67% | 33% | 361 |
| Weighted NCI-AD Average | 62% | 38% | 11,081 |

Takes part in activities with
others as much as they want to
(in-person or virtually)

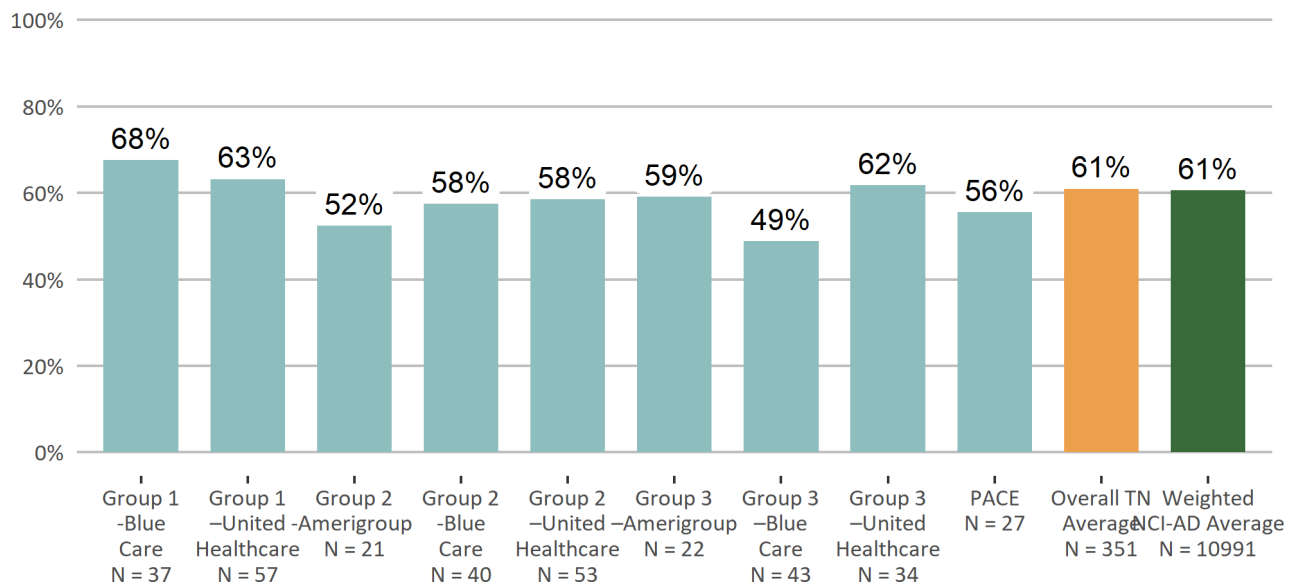


Table 24. Takes part in activities with others as much as they want to (in-person or virtually)

| Program | Yes | Maybe | No | N |
|--------------------------------|------------|--------------|------------|---------------|
| Group 1 - BlueCare | 68% | 0% | 32% | 37 |
| Group 1 – UnitedHealthcare | 63% | 12% | 25% | 57 |
| Group 2 - Amerigroup | 52% | 10% | 38% | 21 |
| Group 2- BlueCare | 58% | 18% | 25% | 40 |
| Group 2 – UnitedHealthcare | 58% | 11% | 30% | 53 |
| Group 3 – Amerigroup | 59% | 0% | 41% | 22 |
| Group 3 – BlueCare | 49% | 7% | 44% | 43 |
| Group 3 – United Healthcare | 62% | 18% | 21% | 34 |
| PACE | 56% | 11% | 33% | 27 |
| Overall TN Average | 61% | 9% | 30% | 351 |
| Weighted NCI-AD Average | 61% | 12% | 27% | 10,991 |

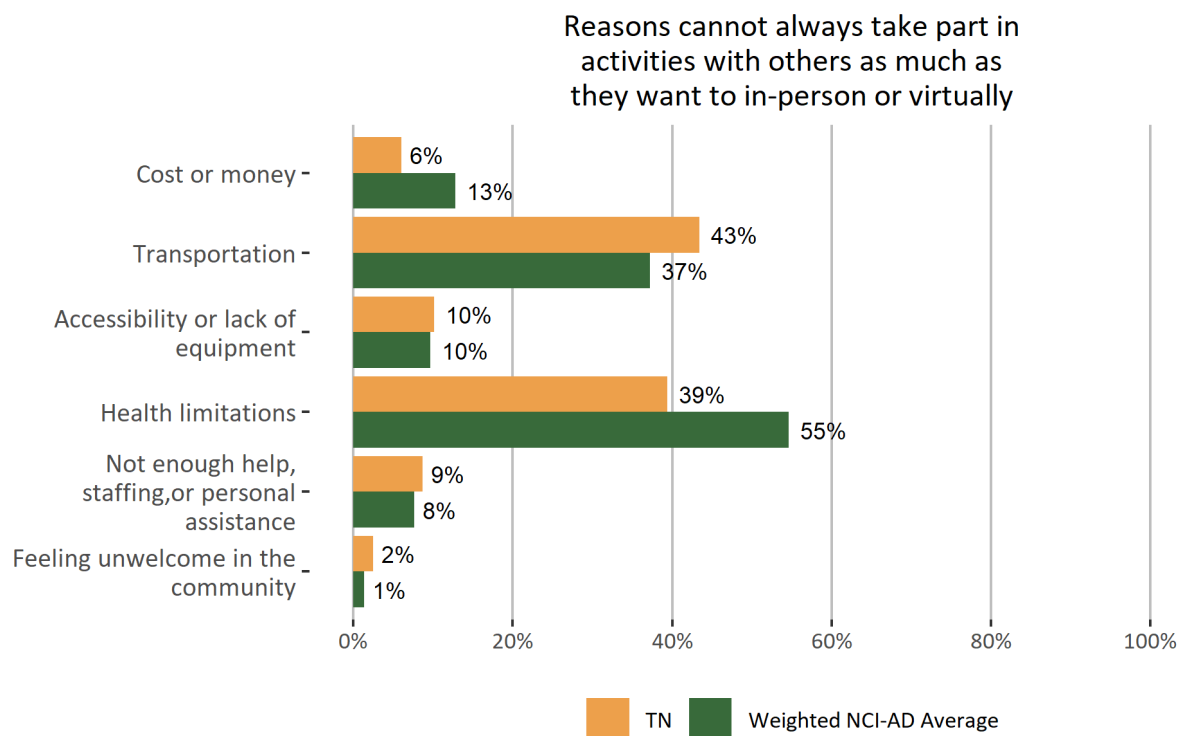


Table 25A. Reasons cannot always take part in activities with others as much as they want to in-person or virtually

Categories are not mutually exclusive, therefore N is not shown.

| Program | Cost or money | Transportation | Accessibility or lack of equipment | Health limitations | Not enough help, staffing, or personal assistance | Feeling unwelcome in the community |
|--------------------------------|---------------|----------------|------------------------------------|--------------------|---|------------------------------------|
| Group 2 – UnitedHealthcare | 2% | 8% | 1% | 8% | 1% | 0% |
| Group 3 – BlueCare | 1% | 3% | 1% | 4% | 1% | 0% |
| Overall TN Average | 6% | 43% | 10% | 39% | 9% | 2% |
| Weighted NCI-AD Average | 13% | 37% | 10% | 55% | 8% | 1% |

Reasons cannot always take part in activities with others as much as they want to in-person or virtually
(continued)

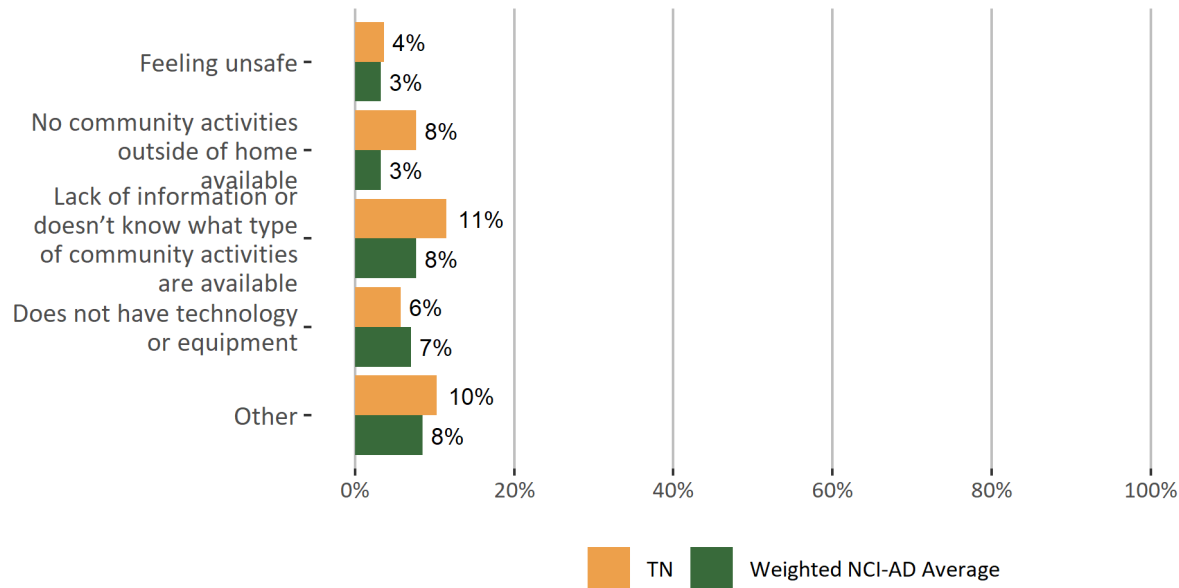


Table 25B. Reasons cannot always take part in activities with others as much as they want to in-person or virtually (continued)

Categories are not mutually exclusive, therefore N is not shown.

| Program | Feeling unsafe | No community activities outside of home available | Lack of information or doesn't know what type of community activities are available | Does not have technology or equipment | Other |
|--------------------------------|----------------|---|---|---------------------------------------|------------|
| Group 2 – UnitedHealthcare | 0% | 0% | 1% | 0% | 4% |
| Group 3 – BlueCare | 0% | 0% | 1% | 0% | 0% |
| Overall TN Average | 4% | 8% | 11% | 6% | 10% |
| Weighted NCI-AD Average | 3% | 3% | 8% | 7% | 8% |

Access to the Community

Has transportation to do the things they want outside of home

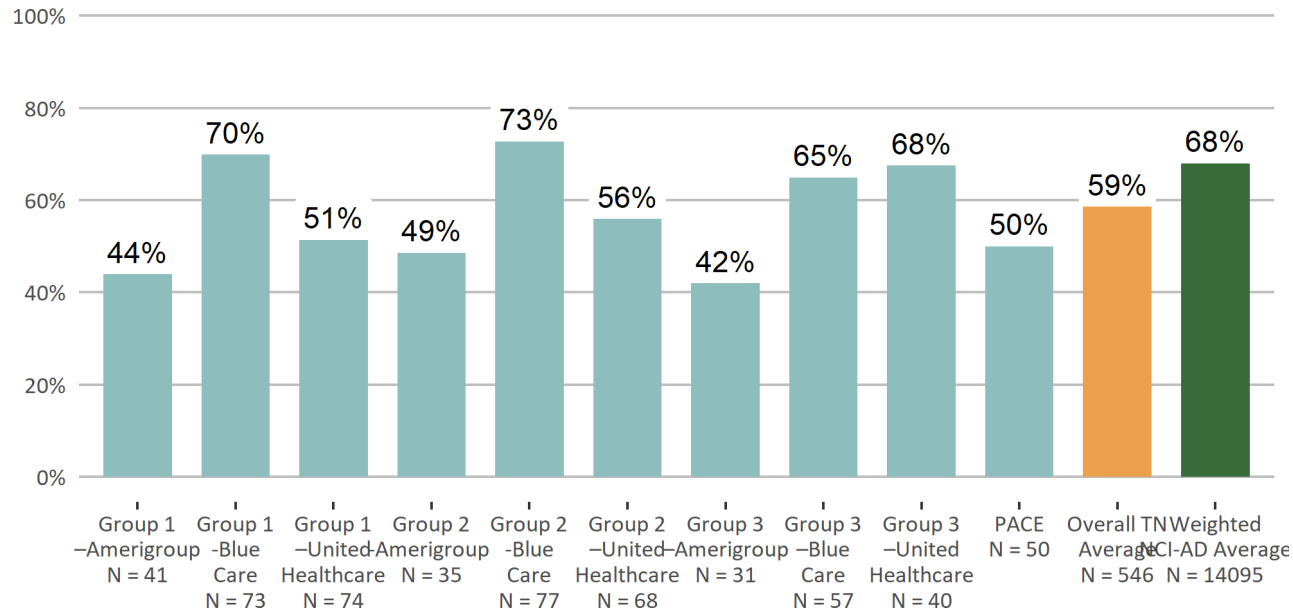


Table 26. Has transportation to do the things they want outside of home

Proxy respondents were allowed for this question

| Program | Yes | Maybe | No | N |
|--------------------------------|------------|--------------|------------|---------------|
| Group 1 – Amerigroup | 44% | 29% | 27% | 41 |
| Group 1 - BlueCare | 70% | 16% | 14% | 73 |
| Group 1 – UnitedHealthcare | 51% | 27% | 22% | 74 |
| Group 2 - Amerigroup | 49% | 6% | 46% | 35 |
| Group 2- BlueCare | 73% | 12% | 16% | 77 |
| Group 2 – UnitedHealthcare | 56% | 25% | 19% | 68 |
| Group 3 – Amerigroup | 42% | 29% | 29% | 31 |
| Group 3 – BlueCare | 65% | 16% | 19% | 57 |
| Group 3 – United Healthcare | 68% | 25% | 8% | 40 |
| PACE | 50% | 24% | 26% | 50 |
| Overall TN Average | 59% | 21% | 21% | 546 |
| Weighted NCI-AD Average | 68% | 16% | 16% | 14,095 |

Has transportation to get to medical appointments

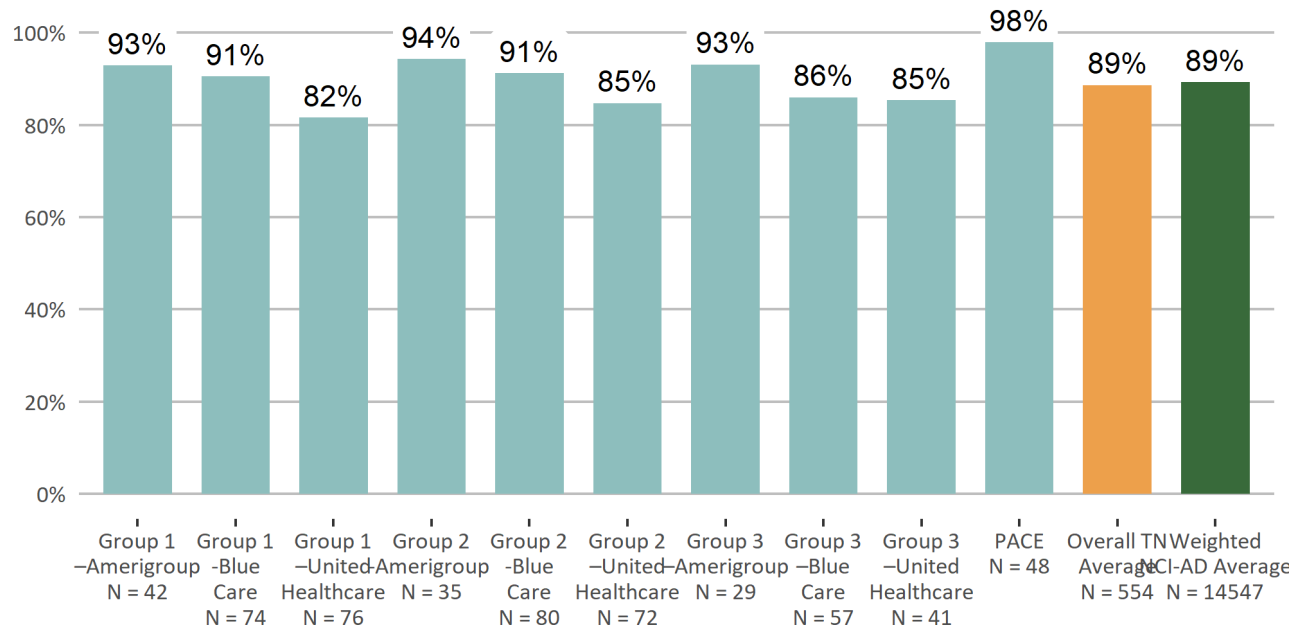


Table 27. Has transportation to get to medical appointments

Proxy respondents were allowed for this question

| Program | Yes | Maybe | No | N |
|--------------------------------|------------|--------------|-----------|---------------|
| Group 1 – Amerigroup | 93% | 5% | 2% | 42 |
| Group 1 - BlueCare | 91% | 7% | 3% | 74 |
| Group 1 – UnitedHealthcare | 82% | 11% | 8% | 76 |
| Group 2 - Amerigroup | 94% | 0% | 6% | 35 |
| Group 2- BlueCare | 91% | 6% | 3% | 80 |
| Group 2 – UnitedHealthcare | 85% | 10% | 6% | 72 |
| Group 3 – Amerigroup | 93% | 0% | 7% | 29 |
| Group 3 – BlueCare | 86% | 7% | 7% | 57 |
| Group 3 – United Healthcare | 85% | 10% | 5% | 41 |
| PACE | 98% | 2% | 0% | 48 |
| Overall TN Average | 89% | 7% | 4% | 554 |
| Weighted NCI-AD Average | 89% | 8% | 3% | 14,547 |

Everyday Living

Needs at least some assistance
with everyday activities (such
as preparing meals, housework,
shopping or taking their
medications)

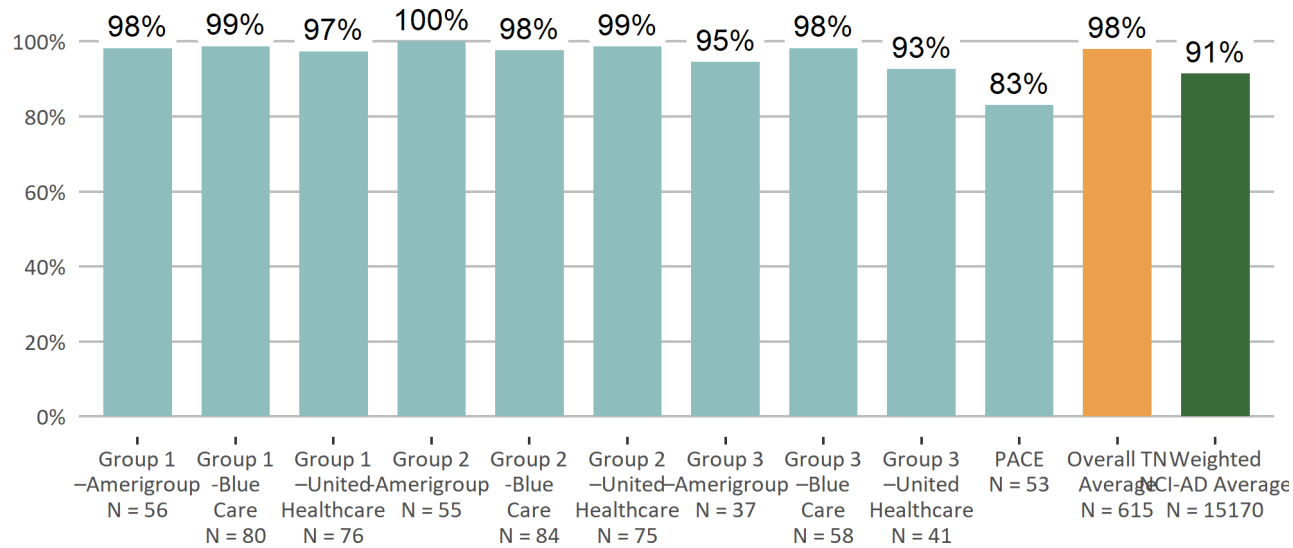


Table 28. Needs assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

Proxy respondents were allowed for this question

| Program | A Lot | Some | None | N |
|--------------------------------|--------------|-------------|-------------|---------------|
| Group 1 – Amerigroup | 73% | 25% | 2% | 56 |
| Group 1 - BlueCare | 71% | 28% | 1% | 80 |
| Group 1 – UnitedHealthcare | 46% | 51% | 3% | 76 |
| Group 2 - Amerigroup | 85% | 15% | 0% | 55 |
| Group 2- BlueCare | 75% | 23% | 2% | 84 |
| Group 2 – UnitedHealthcare | 51% | 48% | 1% | 75 |
| Group 3 – Amerigroup | 84% | 11% | 5% | 37 |
| Group 3 – BlueCare | 62% | 36% | 2% | 58 |
| Group 3 – United Healthcare | 44% | 49% | 7% | 41 |
| PACE | 49% | 34% | 17% | 53 |
| Overall TN Average | 66% | 32% | 2% | 615 |
| Weighted NCI-AD Average | 53% | 38% | 9% | 15,170 |

Always gets enough support for
everyday activities (if needs at
least some assistance)

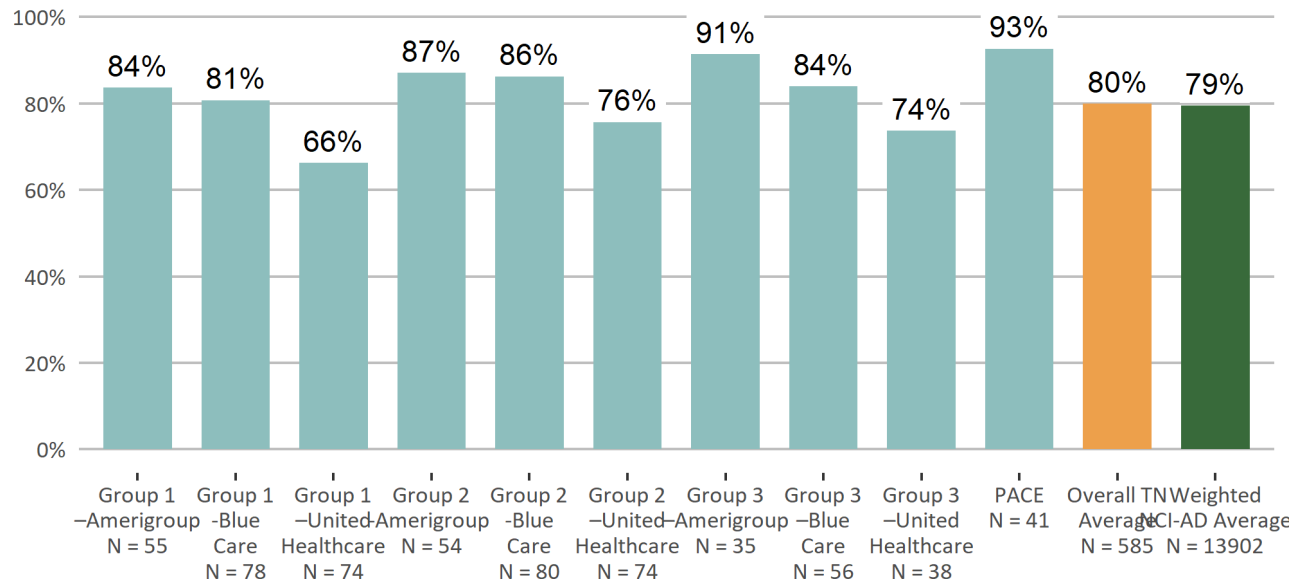


Table 29. Always gets enough support for everyday activities (if needs at least some assistance)

Proxy respondents were allowed for this question

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 84% | 16% | 55 |
| Group 1 - BlueCare | 81% | 19% | 78 |
| Group 1 – UnitedHealthcare | 66% | 34% | 74 |
| Group 2 - Amerigroup | 87% | 13% | 54 |
| Group 2- BlueCare | 86% | 14% | 80 |
| Group 2 – UnitedHealthcare | 76% | 24% | 74 |
| Group 3 – Amerigroup | 91% | 9% | 35 |
| Group 3 – BlueCare | 84% | 16% | 56 |
| Group 3 – United Healthcare | 74% | 26% | 38 |
| PACE | 93% | 7% | 41 |
| Overall TN Average | 80% | 20% | 585 |
| Weighted NCI-AD Average | 79% | 21% | 13,902 |

Needs at least some assistance
with self-care (such as bathing,
dressing, going to the bathroom,
eating, or moving around their
home)

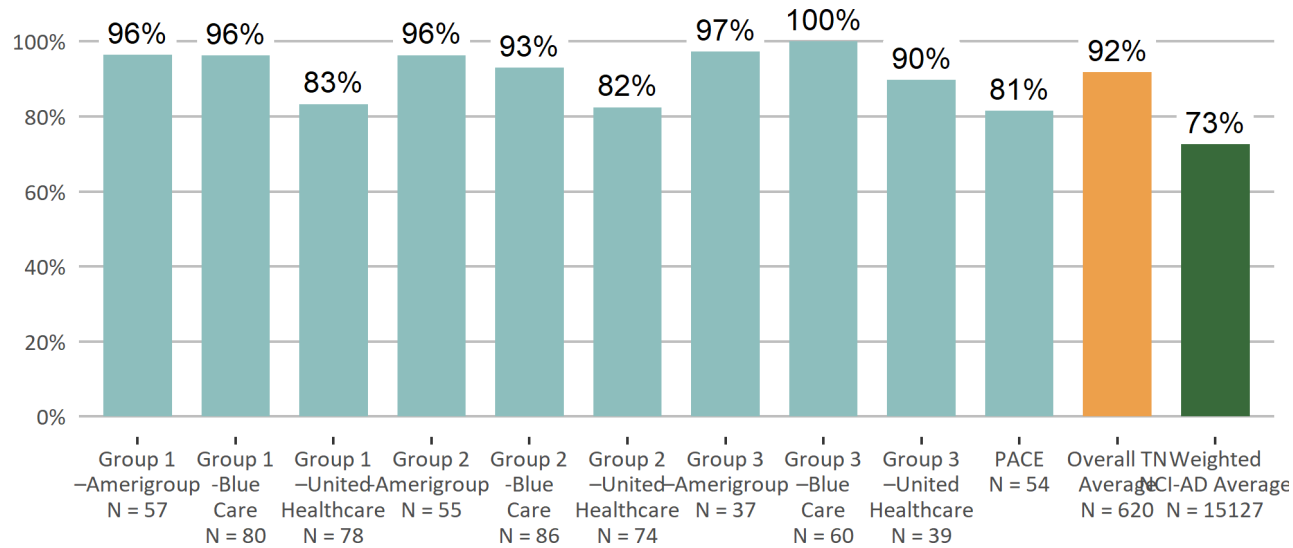


Table 30. Needs assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

Proxy respondents were allowed for this question

| Program | A Lot | Some | None | N |
|--------------------------------|--------------|-------------|-------------|---------------|
| Group 1 – Amerigroup | 70% | 26% | 4% | 57 |
| Group 1 - BlueCare | 63% | 34% | 4% | 80 |
| Group 1 – UnitedHealthcare | 37% | 46% | 17% | 78 |
| Group 2 - Amerigroup | 80% | 16% | 4% | 55 |
| Group 2- BlueCare | 66% | 27% | 7% | 86 |
| Group 2 – UnitedHealthcare | 47% | 35% | 18% | 74 |
| Group 3 – Amerigroup | 76% | 22% | 3% | 37 |
| Group 3 – BlueCare | 60% | 40% | 0% | 60 |
| Group 3 – United Healthcare | 38% | 51% | 10% | 39 |
| PACE | 43% | 39% | 19% | 54 |
| Overall TN Average | 59% | 32% | 8% | 620 |
| Weighted NCI-AD Average | 36% | 36% | 27% | 15,127 |

Always gets enough support for
self-care (if needs at least some
assistance)

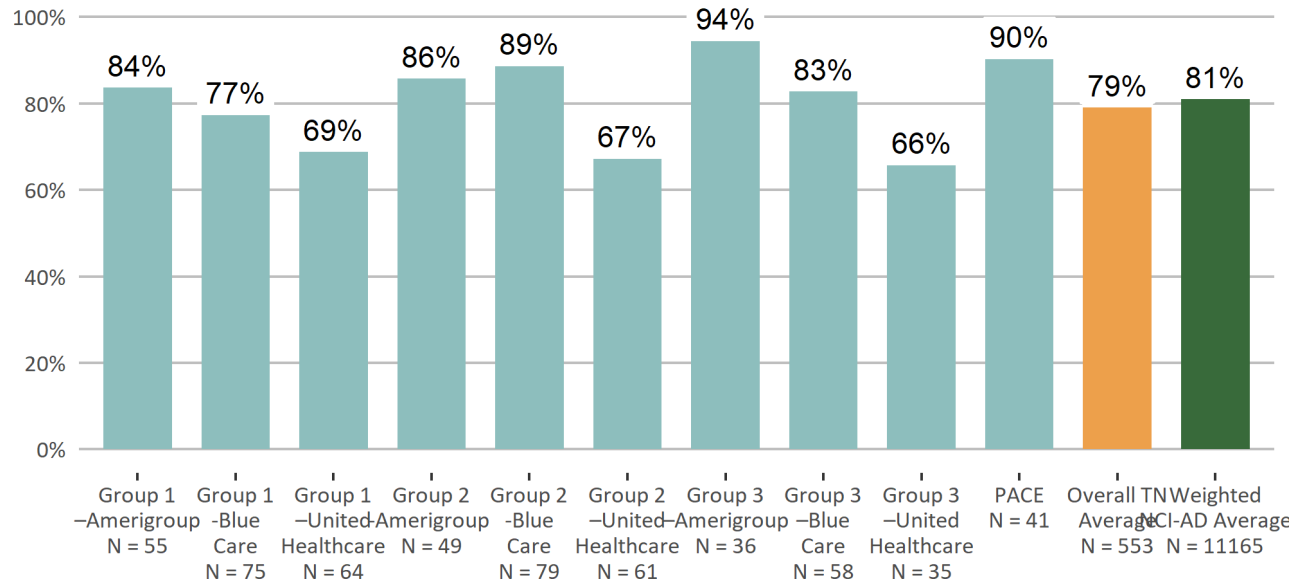


Table 31. Always gets enough support for self-care (if needs at least some assistance)

Proxy respondents were allowed for this question

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 84% | 16% | 55 |
| Group 1 - BlueCare | 77% | 23% | 75 |
| Group 1 – UnitedHealthcare | 69% | 31% | 64 |
| Group 2 - Amerigroup | 86% | 14% | 49 |
| Group 2- BlueCare | 89% | 11% | 79 |
| Group 2 – UnitedHealthcare | 67% | 33% | 61 |
| Group 3 – Amerigroup | 94% | 6% | 36 |
| Group 3 – BlueCare | 83% | 17% | 58 |
| Group 3 – United Healthcare | 66% | 34% | 35 |
| PACE | 90% | 10% | 41 |
| Overall TN Average | 79% | 21% | 553 |
| Weighted NCI-AD Average | 81% | 19% | 11,165 |

Work

Has a paid job

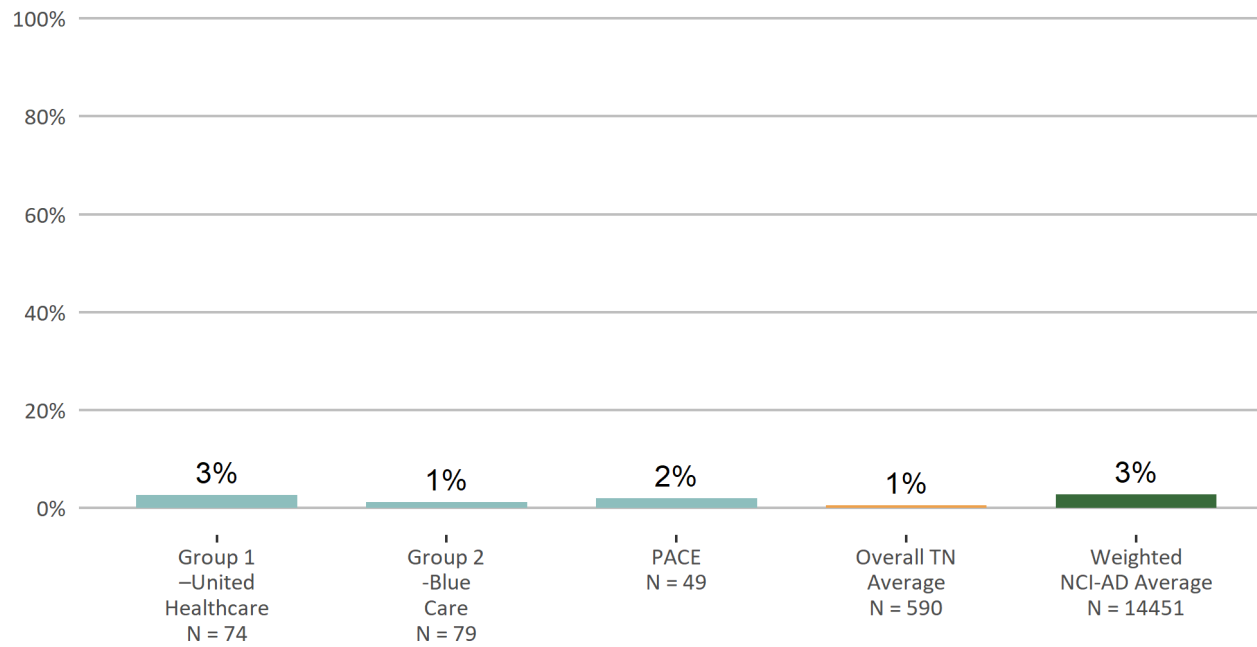


Table 32. Has a paid job

Proxy respondents were allowed for this question

| Program | Yes | No | N |
|--------------------------------|-----------|------------|---------------|
| Group 1 – Amerigroup | 0% | 100% | 54 |
| Group 1 - BlueCare | 0% | 100% | 76 |
| Group 1 – UnitedHealthcare | 3% | 97% | 74 |
| Group 2 - Amerigroup | 0% | 100% | 52 |
| Group 2- BlueCare | 1% | 99% | 79 |
| Group 2 – UnitedHealthcare | 0% | 100% | 72 |
| Group 3 – Amerigroup | 0% | 100% | 37 |
| Group 3 – BlueCare | 0% | 100% | 59 |
| Group 3 – United Healthcare | 0% | 100% | 38 |
| PACE | 2% | 98% | 49 |
| Overall TN Average | 1% | 99% | 590 |
| Weighted NCI-AD Average | 3% | 97% | 14,451 |

Wants a paid job (if they do not currently have one)

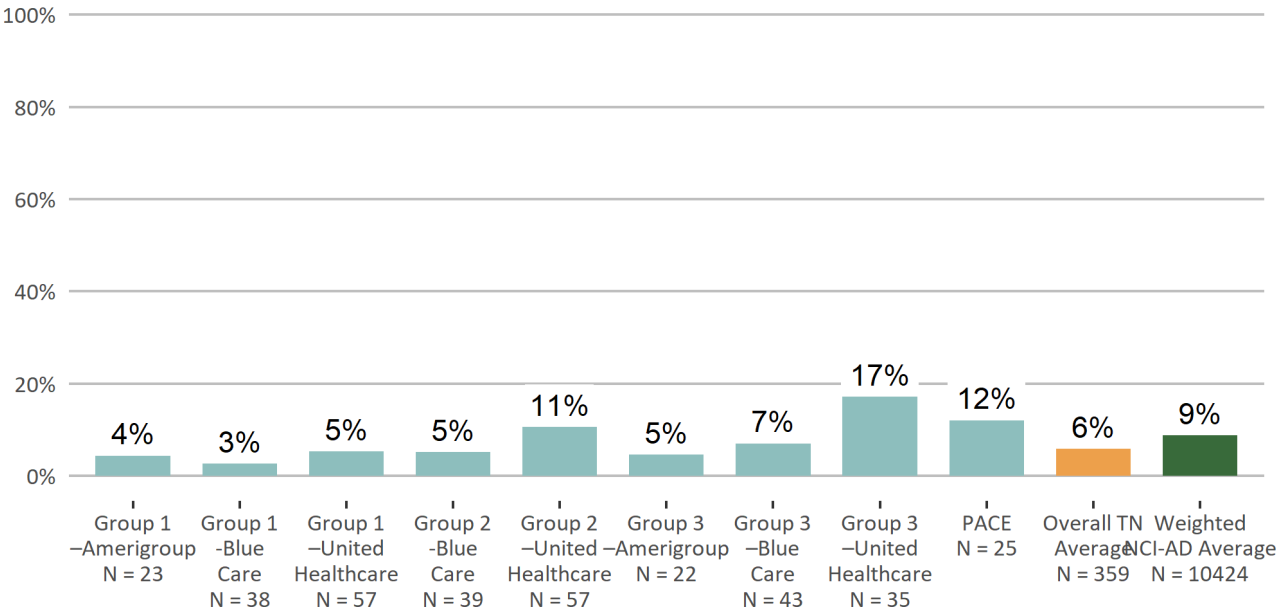


Table 33. Wants a paid job (if they do not currently have one)

| Program | Yes | Maybe, Not sure | No | N |
|--------------------------------|-----------|-----------------|------------|---------------|
| Group 1 – Amerigroup | 4% | 0% | 96% | 23 |
| Group 1 - BlueCare | 3% | 0% | 97% | 38 |
| Group 1 – UnitedHealthcare | 5% | 0% | 95% | 57 |
| Group 2- BlueCare | 5% | 3% | 92% | 39 |
| Group 2 – UnitedHealthcare | 11% | 7% | 82% | 57 |
| Group 3 – Amerigroup | 5% | 0% | 95% | 22 |
| Group 3 – BlueCare | 7% | 0% | 93% | 43 |
| Group 3 – United Healthcare | 17% | 3% | 80% | 35 |
| PACE | 12% | 4% | 84% | 25 |
| Overall TN Average | 6% | 2% | 92% | 359 |
| Weighted NCI-AD Average | 9% | 5% | 87% | 10,424 |

Someone talked with them about job
options (if they do not currently
have a job but want one)

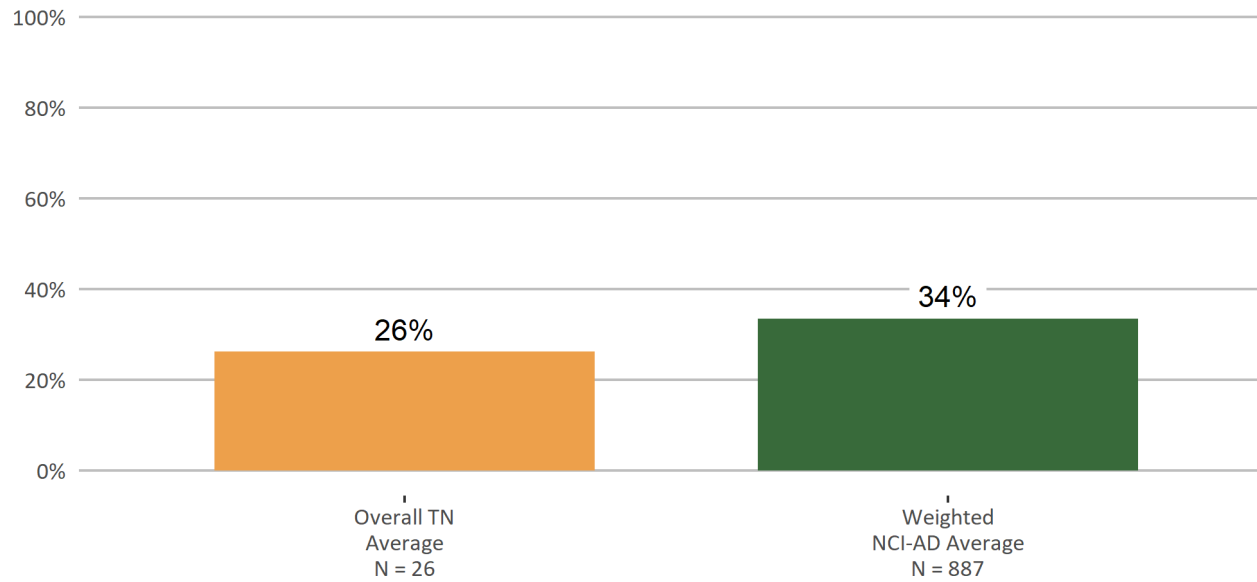


Table 34. Someone talked with them about job options (if they do not currently have a job but want one)

| Program | Yes | No | N |
|--------------------------------|------------|------------|------------|
| Overall TN Average | 26% | 74% | 26 |
| Weighted NCI-AD Average | 34% | 66% | 887 |

Person Volunteers

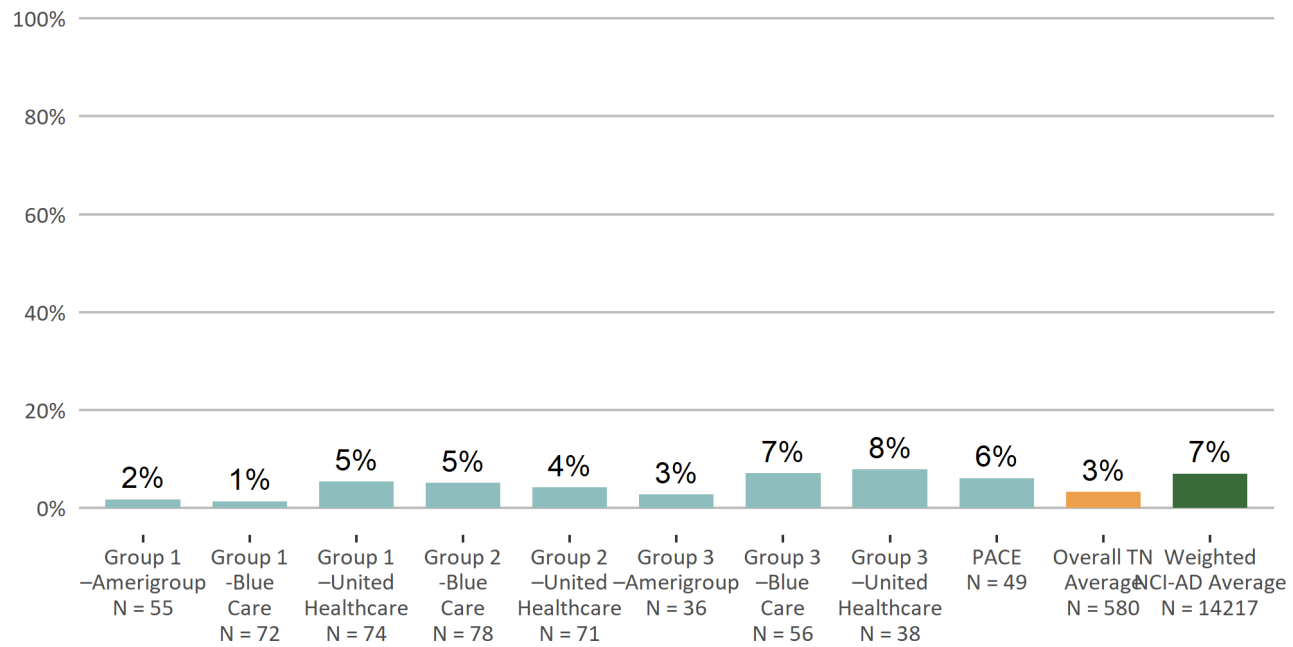


Table 35. Person volunteers*Proxy respondents were allowed for this question*

| Program | Yes | No | N |
|--------------------------------|-----------|------------|---------------|
| Group 1 – Amerigroup | 2% | 98% | 55 |
| Group 1 - BlueCare | 1% | 99% | 72 |
| Group 1 – UnitedHealthcare | 5% | 95% | 74 |
| Group 2 - Amerigroup | 0% | 100% | 51 |
| Group 2- BlueCare | 5% | 95% | 78 |
| Group 2 – UnitedHealthcare | 4% | 96% | 71 |
| Group 3 – Amerigroup | 3% | 97% | 36 |
| Group 3 – BlueCare | 7% | 93% | 56 |
| Group 3 – United Healthcare | 8% | 92% | 38 |
| PACE | 6% | 94% | 49 |
| Overall TN Average | 3% | 97% | 580 |
| Weighted NCI-AD Average | 7% | 93% | 14,217 |

Wants to volunteer (if they do not currently)

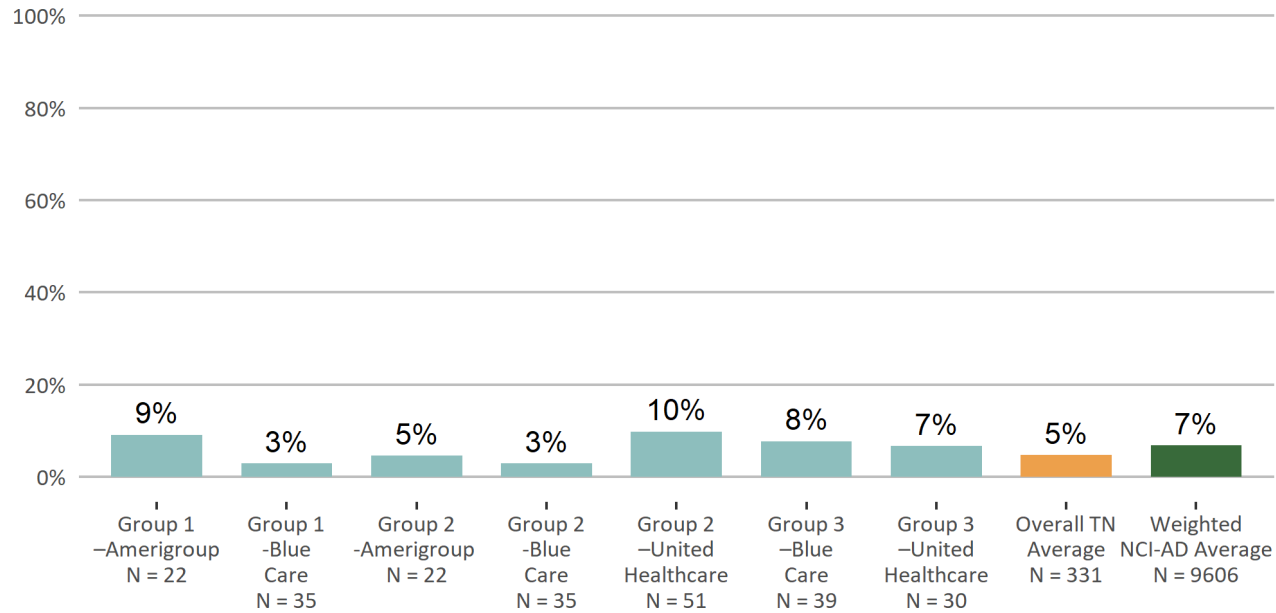


Table 36. Wants to volunteer (if they do not currently)

| Program | Yes | Maybe, Not sure | No | N |
|--------------------------------|------------|------------------------|------------|--------------|
| Group 1 – Amerigroup | 9% | 5% | 86% | 22 |
| Group 1 - BlueCare | 3% | 3% | 94% | 35 |
| Group 1 – UnitedHealthcare | 0% | 11% | 89% | 56 |
| Group 2 - Amerigroup | 5% | 0% | 95% | 22 |
| Group 2- BlueCare | 3% | 11% | 86% | 35 |
| Group 2 – UnitedHealthcare | 10% | 4% | 86% | 51 |
| Group 3 – BlueCare | 8% | 3% | 90% | 39 |
| Group 3 – United Healthcare | 7% | 3% | 90% | 30 |
| PACE | 0% | 0% | 100% | 21 |
| Overall TN Average | 5% | 6% | 90% | 331 |
| Weighted NCI-AD Average | 7% | 9% | 85% | 9,606 |

Relationships

Has friends or family they do not
live with who are a part of their
life

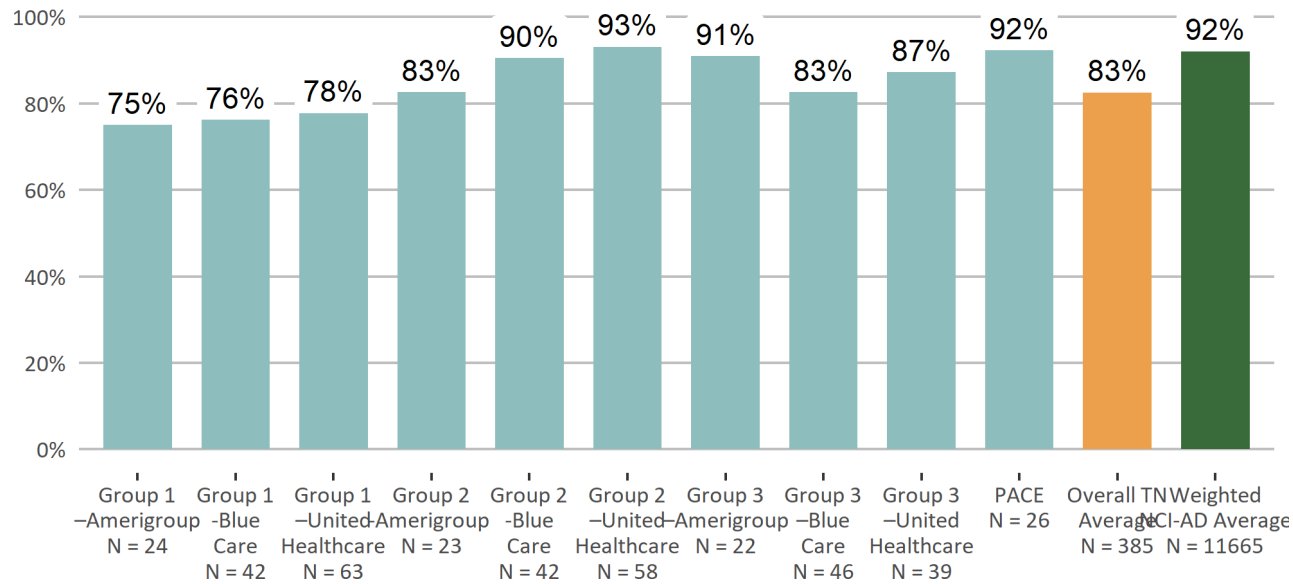


Table 37. Has friends or family they do not live with who are a part of their life

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 75% | 25% | 24 |
| Group 1 - BlueCare | 76% | 24% | 42 |
| Group 1 – UnitedHealthcare | 78% | 22% | 63 |
| Group 2 - Amerigroup | 83% | 17% | 23 |
| Group 2- BlueCare | 90% | 10% | 42 |
| Group 2 – UnitedHealthcare | 93% | 7% | 58 |
| Group 3 – Amerigroup | 91% | 9% | 22 |
| Group 3 – BlueCare | 83% | 17% | 46 |
| Group 3 – United Healthcare | 87% | 13% | 39 |
| PACE | 92% | 8% | 26 |
| Overall TN Average | 83% | 17% | 385 |
| Weighted NCI-AD Average | 92% | 8% | 11,665 |

Able to see or talk to their
friends and family when they want
(if has friends or family they do
not live with who are a part of
their life)

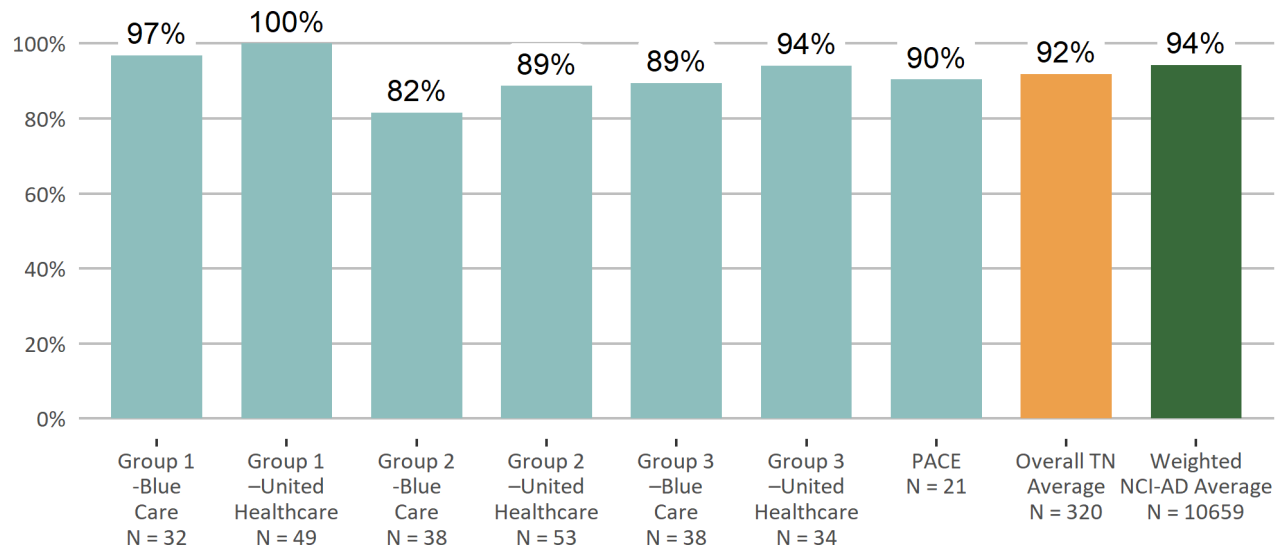


Table 38. Able to see or talk to their friends and family when they want (if has friends or family they do not live with who are a part of their life)

| Program | Yes | Maybe | No | N |
|--------------------------------|------------|--------------|-----------|---------------|
| Group 1 - BlueCare | 72% | 25% | 3% | 32 |
| Group 1 – UnitedHealthcare | 73% | 27% | 0% | 49 |
| Group 2- BlueCare | 66% | 16% | 18% | 38 |
| Group 2 – UnitedHealthcare | 70% | 19% | 11% | 53 |
| Group 3 – BlueCare | 66% | 24% | 11% | 38 |
| Group 3 – United Healthcare | 56% | 38% | 6% | 34 |
| PACE | 76% | 14% | 10% | 21 |
| Overall TN Average | 69% | 23% | 8% | 320 |
| Weighted NCI-AD Average | 81% | 13% | 6% | 10,659 |

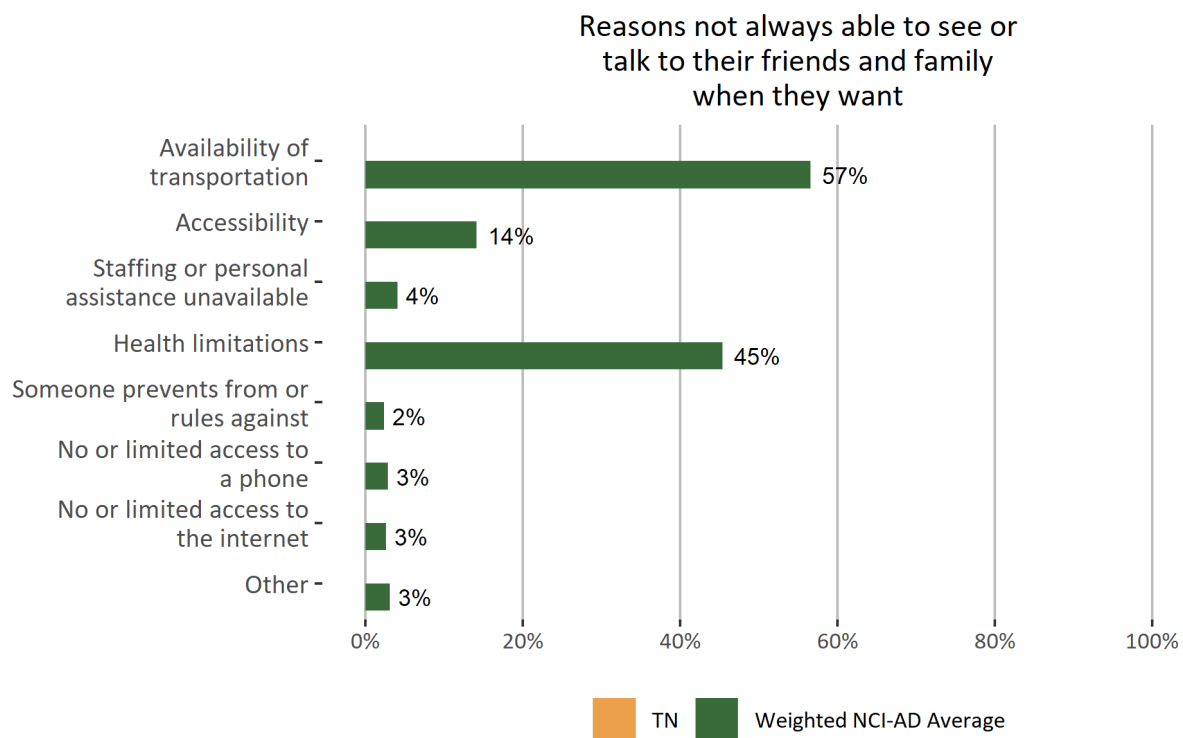


Table 39. Reasons not always able to see or talk to their friends and family when they want

Categories are not mutually exclusive, therefore N is not shown.

| Program | Availability of transportation | Accessibility | Staffing or personal assistance unavailable | Health limitations | Someone prevents from or rules against | No or limited access to a phone | No or limited access to the internet | Other |
|-------------------------|--------------------------------|---------------|---|--------------------|--|---------------------------------|--------------------------------------|-------|
| Weighted NCI-AD Average | 57% | 14% | 4% | 45% | 2% | 3% | 3% | 3% |

Service Coordination

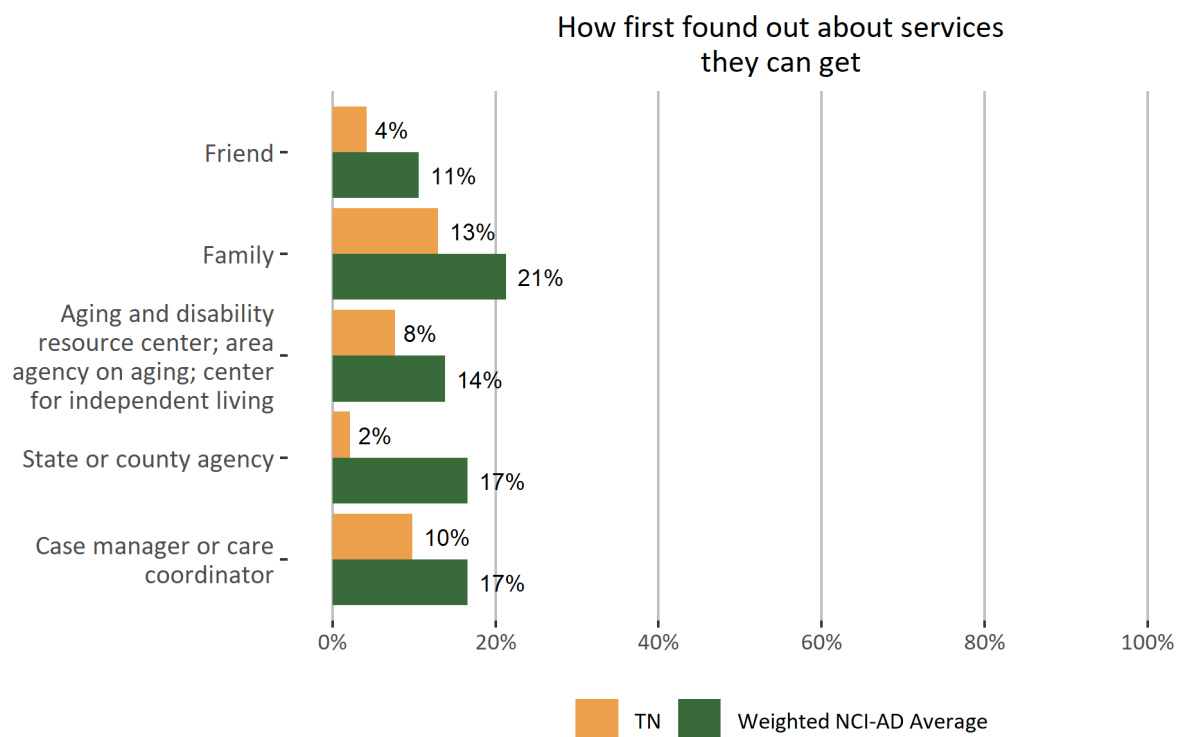


Table 40A. How first found out about services they can get

Proxy respondents were allowed for this question. Categories are not mutually exclusive, therefore N is not shown.

| Program | Friend | Family | Aging and disability resource center; area agency on aging; center for independent living | State or county agency | Case manager or care coordinator |
|--------------------------------|------------|------------|---|------------------------|----------------------------------|
| Group 1 – Amerigroup | 0% | 2% | 2% | 0% | 1% |
| Group 1 - BlueCare | 2% | 3% | 2% | 0% | 2% |
| Group 1 – UnitedHealthcare | 1% | 3% | 2% | 1% | 1% |
| Group 2 - Amerigroup | 0% | 1% | 0% | 0% | 0% |
| Group 2- BlueCare | 1% | 2% | 1% | 0% | 2% |
| Group 2 – UnitedHealthcare | 1% | 2% | 1% | 0% | 1% |
| Group 3 – Amerigroup | 0% | 0% | 0% | 0% | 0% |
| Group 3 – BlueCare | 0% | 1% | 0% | 0% | 0% |
| Group 3 – United Healthcare | 0% | 0% | 0% | 0% | 0% |
| PACE | 0% | 0% | 0% | 0% | 0% |
| Overall TN Average | 4% | 13% | 8% | 2% | 10% |
| Weighted NCI-AD Average | 11% | 21% | 14% | 17% | 17% |

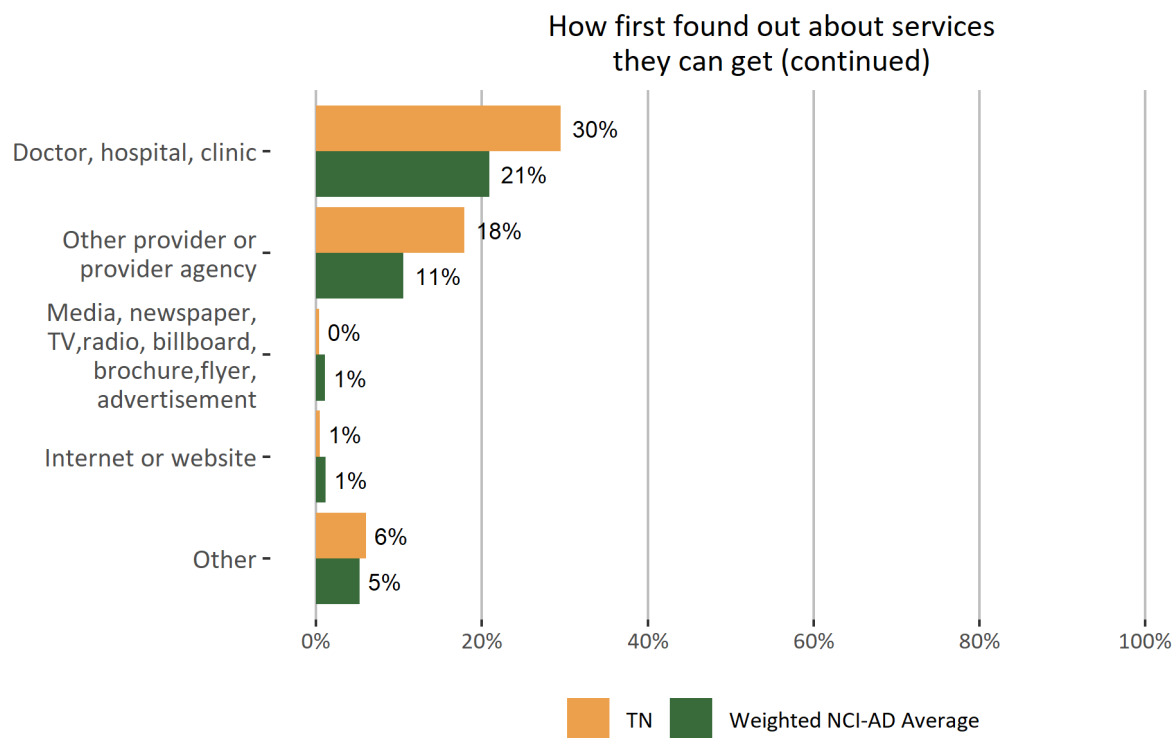


Table 40B. How first found out about services they can get (continued)

Proxy respondents were allowed for this question.

| Program | Doctor, hospital, clinic | Other provider or provider agency | Media, newspaper, TV, radio, billboard, brochure, flyer, advertisement | Internet or website | Other |
|------------------------------------|-----------------------------|--------------------------------------|---|------------------------|-----------|
| Group 1 – Amerigroup | 4% | 4% | 0% | 0% | 0% |
| Group 1 - BlueCare | 6% | 4% | 0% | 0% | 1% |
| Group 1 – UnitedHealthcare | 4% | 3% | 0% | 0% | 1% |
| Group 2 - Amerigroup | 4% | 1% | 0% | 0% | 0% |
| Group 2- BlueCare | 5% | 3% | 0% | 0% | 2% |
| Group 2 – UnitedHealthcare | 3% | 2% | 0% | 0% | 1% |
| Group 3 – Amerigroup | 1% | 1% | 0% | 0% | 0% |
| Group 3 – BlueCare | 1% | 0% | 0% | 0% | 0% |
| Group 3 – United Healthcare | 0% | 0% | 0% | 0% | 0% |
| PACE | 0% | 0% | 0% | 0% | 0% |
| Overall TN Average | 30% | 18% | 0% | 1% | 6% |
| Weighted NCI-AD Average | 21% | 11% | 1% | 1% | 5% |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 83

Can contact their case manager or
care coordinator when needs to

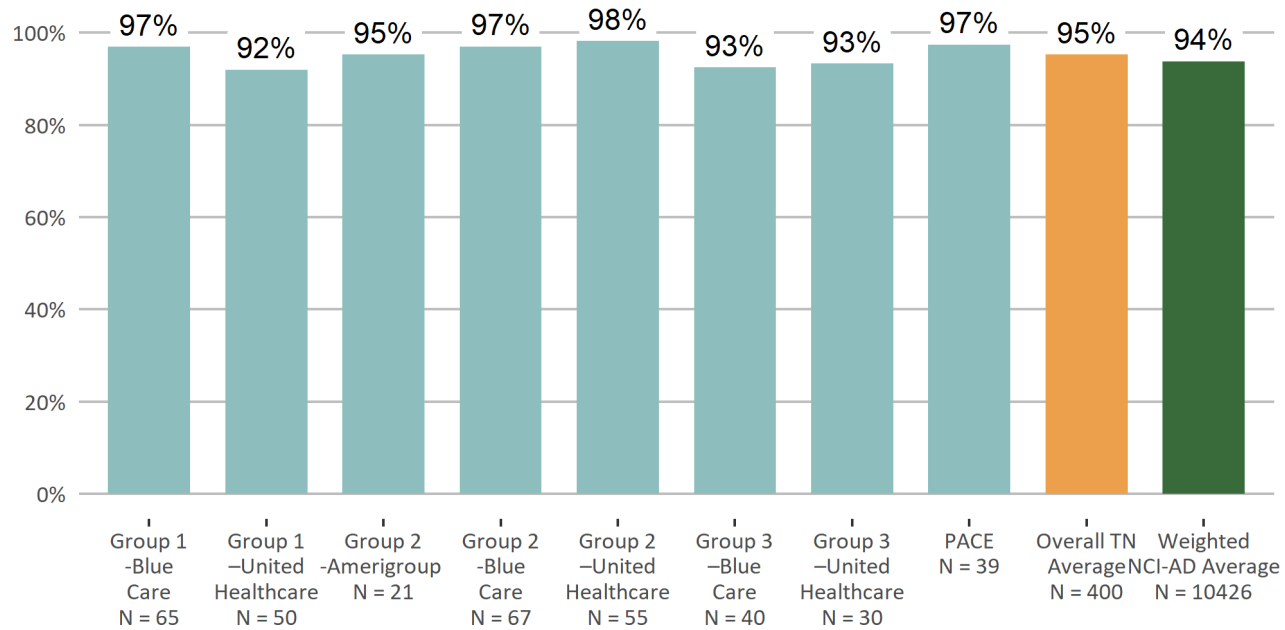


Table 41. Can contact their case manager or care coordinator when needs to

Proxy respondents were allowed for this question.

| Program | Yes, always | Most of the time, usually | No | N |
|--------------------------------|-------------|---------------------------|-----------|---------------|
| Group 1 - BlueCare | 83% | 14% | 3% | 65 |
| Group 1 – UnitedHealthcare | 78% | 14% | 8% | 50 |
| Group 2 - Amerigroup | 95% | 0% | 5% | 21 |
| Group 2- BlueCare | 78% | 19% | 3% | 67 |
| Group 2 – UnitedHealthcare | 82% | 16% | 2% | 55 |
| Group 3 – BlueCare | 78% | 15% | 8% | 40 |
| Group 3 – United Healthcare | 53% | 40% | 7% | 30 |
| PACE | 82% | 15% | 3% | 39 |
| Overall TN Average | 80% | 16% | 5% | 400 |
| Weighted NCI-AD Average | 80% | 13% | 6% | 10,426 |

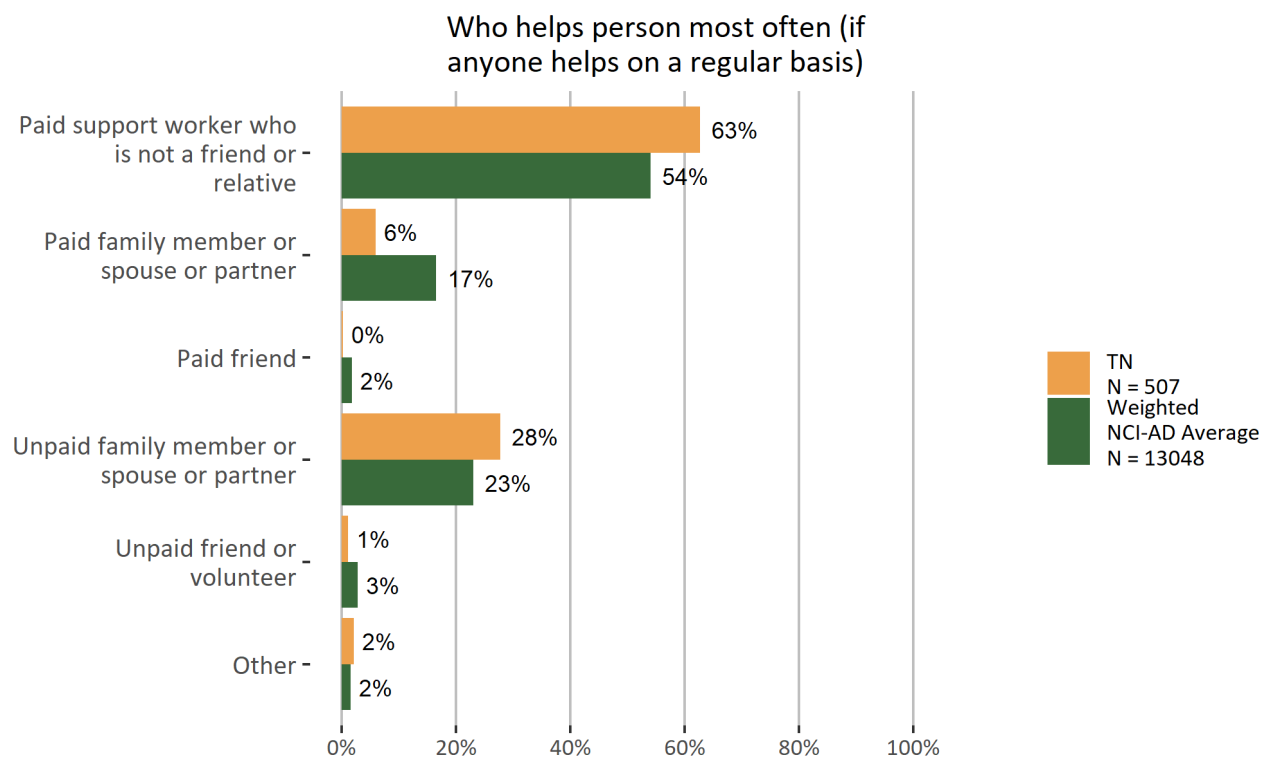


Table 42. Who helps person most often (if anyone helps on a regular basis)

Proxy respondents were allowed for this question.

| Program | 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 |
|--------------------------------|---|---|-------------|---|----------------------------|-----------|---------------|
| Group 1 – Amerigroup | 84% | 2% | 0% | 12% | 0% | 2% | 43 |
| Group 1 - BlueCare | 58% | 7% | 0% | 32% | 0% | 3% | 74 |
| Group 1 – UnitedHealthcare | 56% | 3% | 0% | 38% | 2% | 2% | 64 |
| Group 2 - Amerigroup | 93% | 0% | 0% | 5% | 0% | 2% | 42 |
| Group 2- BlueCare | 50% | 16% | 1% | 31% | 1% | 0% | 70 |
| Group 2 – UnitedHealthcare | 50% | 6% | 0% | 36% | 3% | 5% | 66 |
| Group 3 – Amerigroup | 96% | 0% | 0% | 4% | 0% | 0% | 23 |
| Group 3 – BlueCare | 60% | 8% | 0% | 28% | 2% | 2% | 53 |
| Group 3 – United Healthcare | 38% | 9% | 0% | 44% | 9% | 0% | 34 |
| PACE | 29% | 0% | 0% | 66% | 5% | 0% | 38 |
| Overall TN Average | 63% | 6% | 0% | 28% | 1% | 2% | 507 |
| Weighted NCI-AD Average | 54% | 17% | 2% | 23% | 3% | 2% | 13,048 |

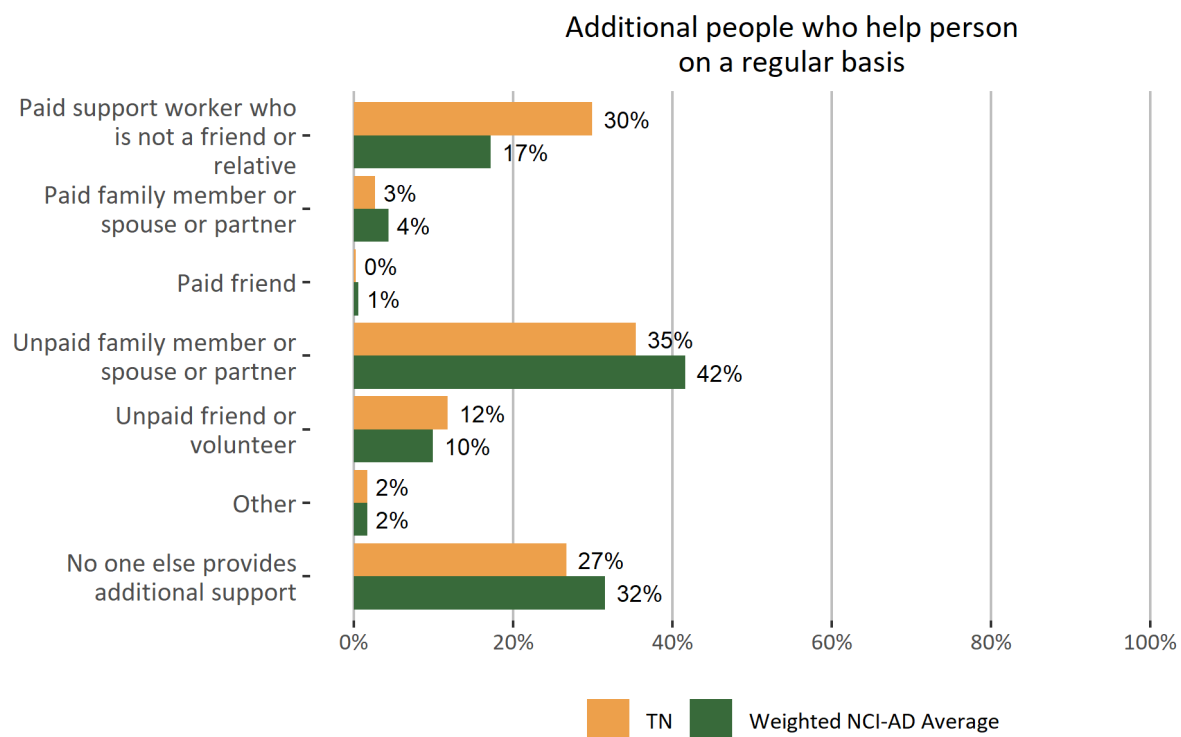


Table 43. Additional people who help person on a regular basis

Proxy respondents were allowed for this question. Categories are not mutually exclusive, therefore N is not shown.

| Program | Paid support worker who is not a friend or relative | Paid family member, spouse, or partner | Paid friend | Unpaid family member, spouse, or partner | Unpaid friend or volunteer | Other | No one else provides additional support |
|-------------------------|---|--|-------------|--|----------------------------|-------|---|
| Overall TN Average | 30% | 3% | 0% | 35% | 12% | 2% | 27% |
| Weighted NCI-AD Average | 17% | 4% | 1% | 42% | 10% | 2% | 32% |

People who are paid to help them
come and leave when they are
supposed to

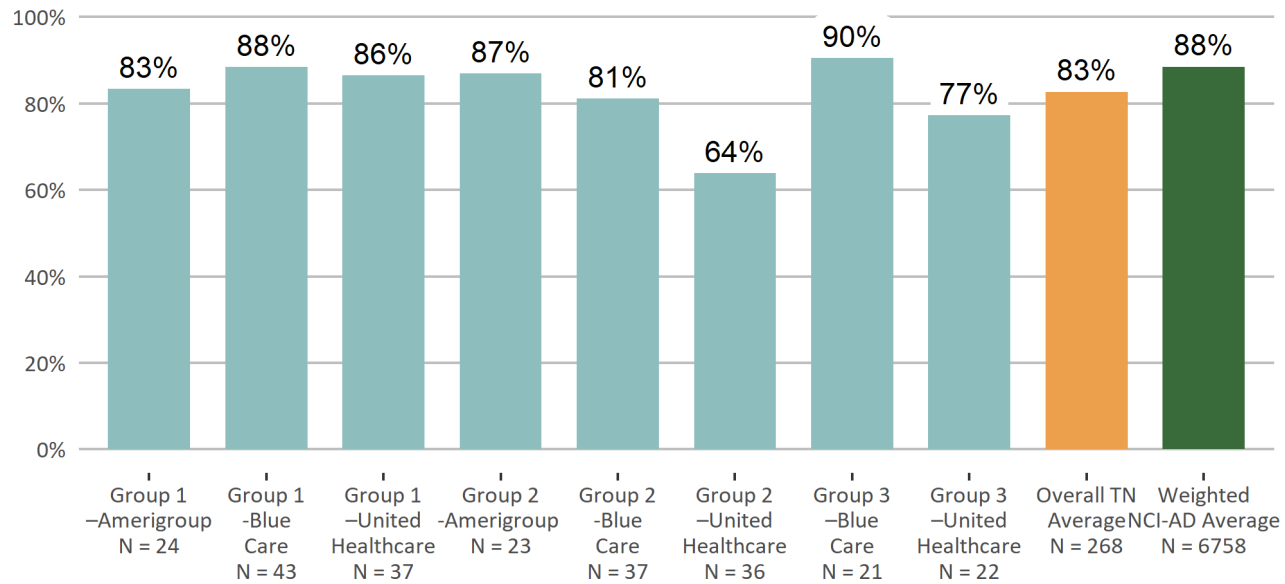


Table 44. People who are paid to help them come and leave when they are supposed to

Proxy respondents were allowed for this question.

| Program | Yes, all paid support workers, always or almost always | Some, or usually | No, never or rarely | N |
|--------------------------------|--|------------------|---------------------|--------------|
| Group 1 – Amerigroup | 83% | 13% | 4% | 24 |
| Group 1 - BlueCare | 88% | 9% | 2% | 43 |
| Group 1 – UnitedHealthcare | 86% | 11% | 3% | 37 |
| Group 2 - Amerigroup | 87% | 9% | 4% | 23 |
| Group 2- BlueCare | 81% | 14% | 5% | 37 |
| Group 2 – UnitedHealthcare | 64% | 31% | 6% | 36 |
| Group 3 – BlueCare | 90% | 5% | 5% | 21 |
| Group 3 – United Healthcare | 77% | 14% | 9% | 22 |
| Overall TN Average | 83% | 13% | 4% | 268 |
| Weighted NCI-AD Average | 88% | 9% | 2% | 6,758 |

Has a backup plan if the people who
are paid to help them do not show
up

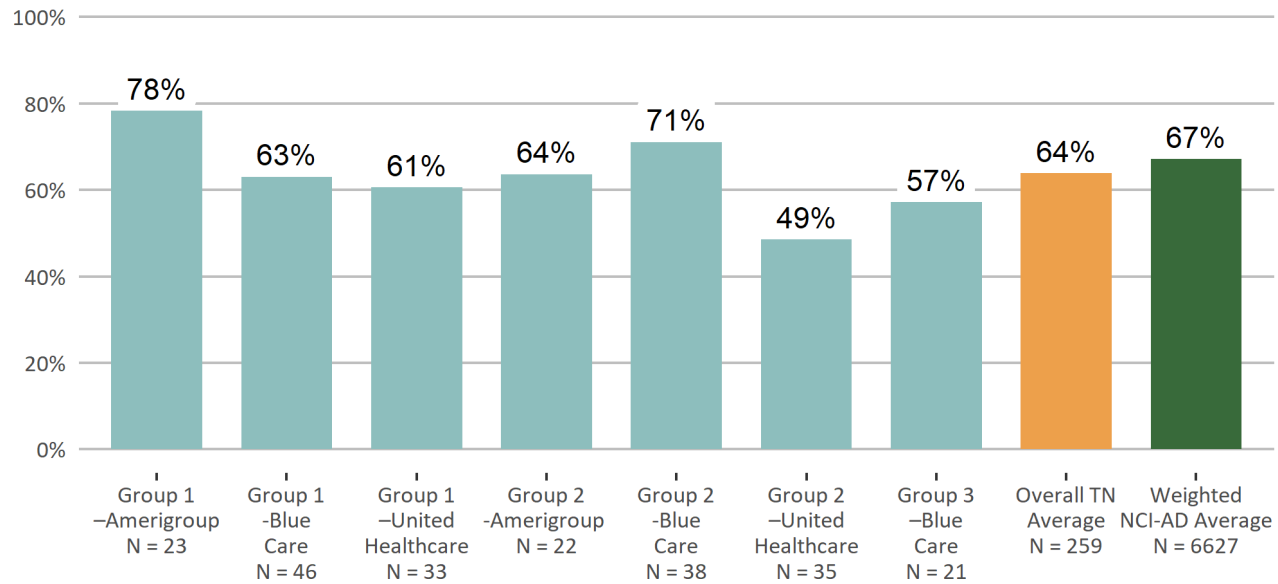


Table 45. Has a backup plan if their people who are paid to help them do not show up

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Group 1 – Amerigroup | 78% | 22% | 23 |
| Group 1 - BlueCare | 63% | 37% | 46 |
| Group 1 – UnitedHealthcare | 61% | 39% | 33 |
| Group 2 - Amerigroup | 64% | 36% | 22 |
| Group 2- BlueCare | 71% | 29% | 38 |
| Group 2 – UnitedHealthcare | 49% | 51% | 35 |
| Group 3 – BlueCare | 57% | 43% | 21 |
| Overall TN Average | 64% | 36% | 259 |
| Weighted NCI-AD Average | 67% | 33% | 6,627 |

Has an emergency plan in place in case of widescale emergency

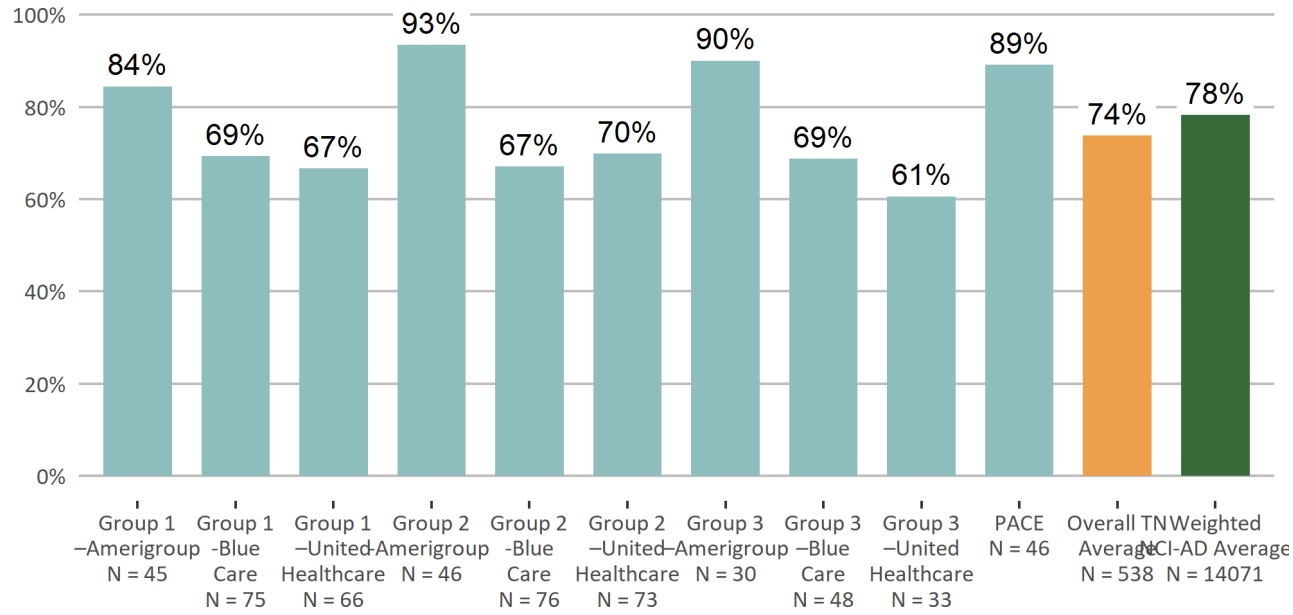


Table 46. Has an emergency plan in place in case of widescale emergency

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 84% | 16% | 45 |
| Group 1 - BlueCare | 69% | 31% | 75 |
| Group 1 – UnitedHealthcare | 67% | 33% | 66 |
| Group 2 - Amerigroup | 93% | 7% | 46 |
| Group 2- BlueCare | 67% | 33% | 76 |
| Group 2 – UnitedHealthcare | 70% | 30% | 73 |
| Group 3 – Amerigroup | 90% | 10% | 30 |
| Group 3 – BlueCare | 69% | 31% | 48 |
| Group 3 – United Healthcare | 61% | 39% | 33 |
| PACE | 89% | 11% | 46 |
| Overall TN Average | 74% | 26% | 538 |
| Weighted NCI-AD Average | 78% | 22% | 14,071 |

Knows whom to contact if they have
a complaint about their services

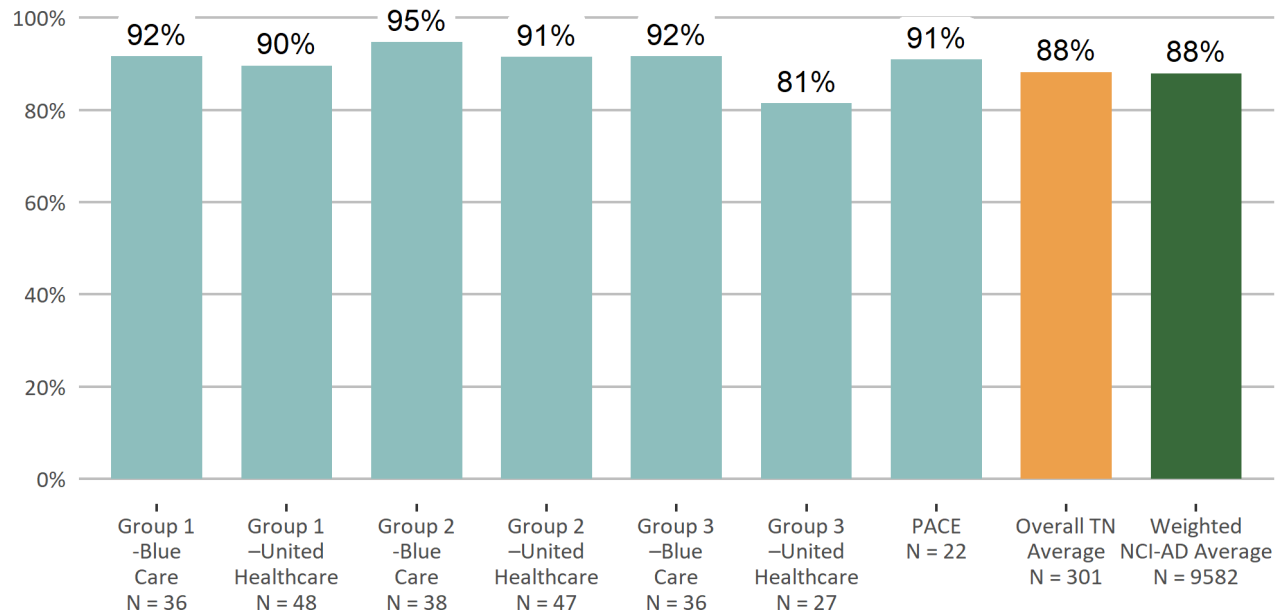


Table 47. Knows whom to contact if they have a complaint about their services

| Program | Yes | Maybe, Not sure | No | N |
|--------------------------------|------------|------------------------|------------|--------------|
| Group 1 - BlueCare | 83% | 8% | 8% | 36 |
| Group 1 – UnitedHealthcare | 81% | 8% | 10% | 48 |
| Group 2- BlueCare | 89% | 5% | 5% | 38 |
| Group 2 – UnitedHealthcare | 87% | 4% | 9% | 47 |
| Group 3 – BlueCare | 86% | 6% | 8% | 36 |
| Group 3 – United Healthcare | 70% | 11% | 19% | 27 |
| PACE | 82% | 9% | 9% | 22 |
| Overall TN Average | 81% | 7% | 12% | 301 |
| Weighted NCI-AD Average | 81% | 7% | 12% | 9,582 |

Knows whom to contact if they want
to make changes to services

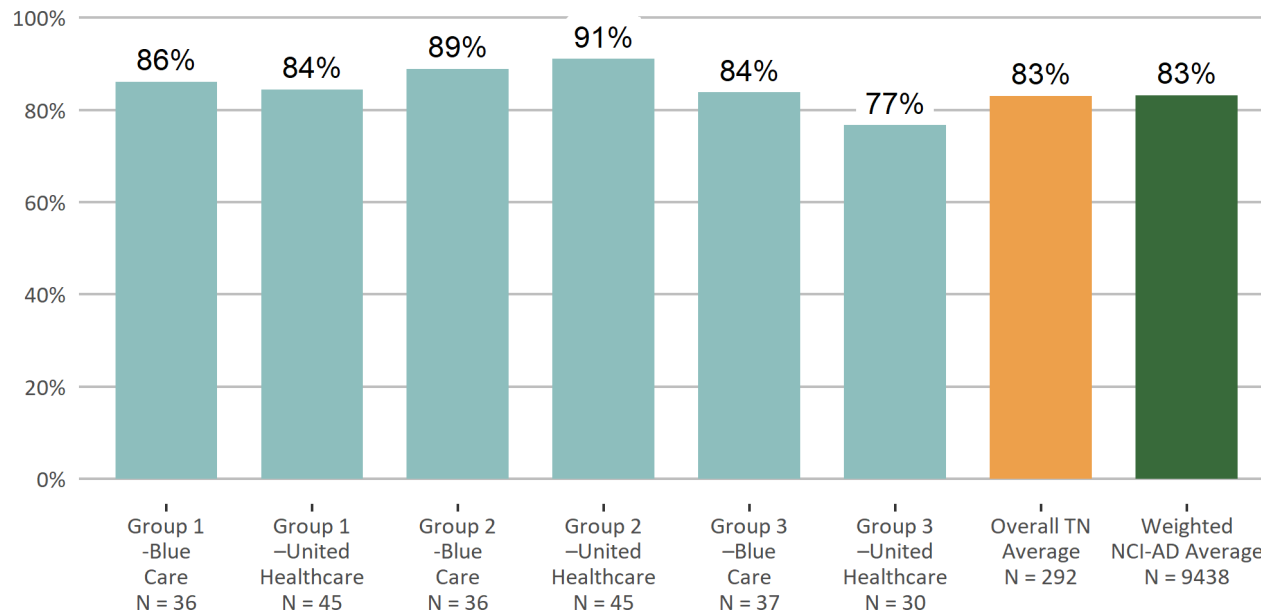


Table 48. Knows whom to contact if they want to make changes to services

| Program | Yes | Maybe, Not sure | No | N |
|--------------------------------|------------|------------------------|-----------|--------------|
| Group 1 - BlueCare | 86% | 6% | 8% | 36 |
| Group 1 – UnitedHealthcare | 84% | 11% | 4% | 45 |
| Group 2- BlueCare | 89% | 3% | 8% | 36 |
| Group 2 – UnitedHealthcare | 91% | 7% | 2% | 45 |
| Group 3 – BlueCare | 84% | 5% | 11% | 37 |
| Group 3 – United Healthcare | 77% | 17% | 7% | 30 |
| Overall TN Average | 83% | 8% | 9% | 292 |
| Weighted NCI-AD Average | 83% | 8% | 8% | 9,438 |

Services meet all needs and current goals

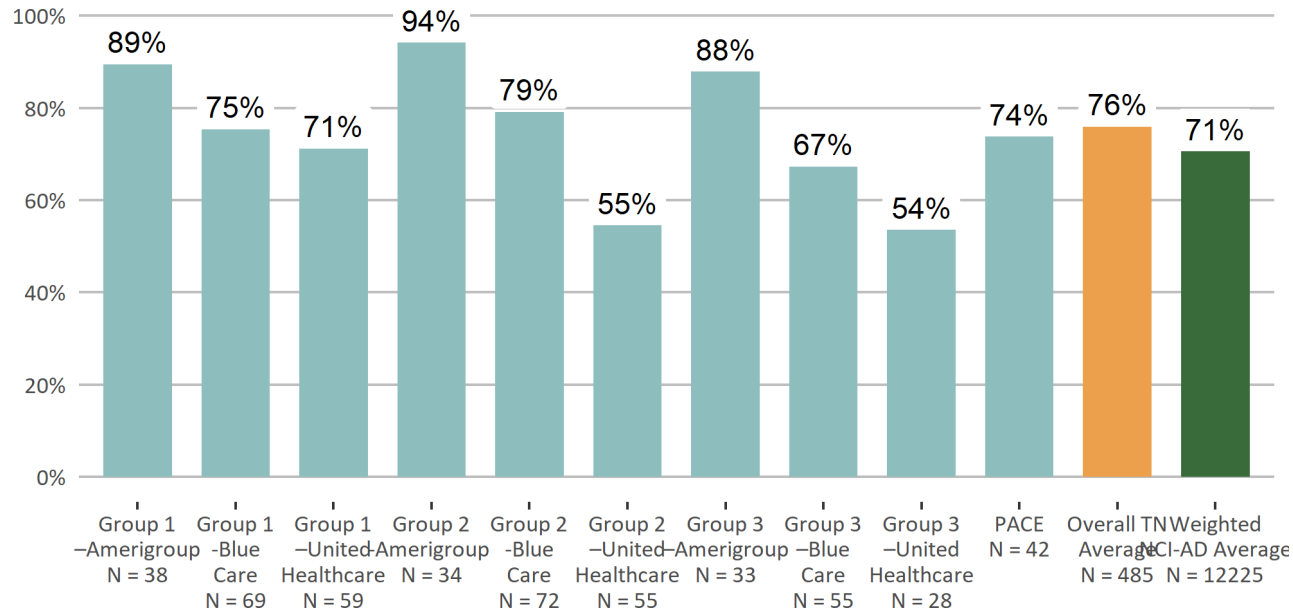


Table 49. Services meet all current needs

Proxy respondents were allowed for this question.

| Program | Yes, completely, all needs and goals | Some needs and goals | No, not at all, needs and goals are not met | N |
|--------------------------------|--------------------------------------|----------------------|---|---------------|
| Group 1 – Amerigroup | 89% | 5% | 5% | 38 |
| Group 1 - BlueCare | 75% | 20% | 4% | 69 |
| Group 1 – UnitedHealthcare | 71% | 20% | 8% | 59 |
| Group 2 - Amerigroup | 94% | 3% | 3% | 34 |
| Group 2- BlueCare | 79% | 17% | 4% | 72 |
| Group 2 – UnitedHealthcare | 55% | 38% | 7% | 55 |
| Group 3 – Amerigroup | 88% | 9% | 3% | 33 |
| Group 3 – BlueCare | 67% | 25% | 7% | 55 |
| Group 3 – United Healthcare | 54% | 39% | 7% | 28 |
| PACE | 74% | 17% | 10% | 42 |
| Overall TN Average | 76% | 18% | 6% | 485 |
| Weighted NCI-AD Average | 71% | 24% | 6% | 12,225 |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 101

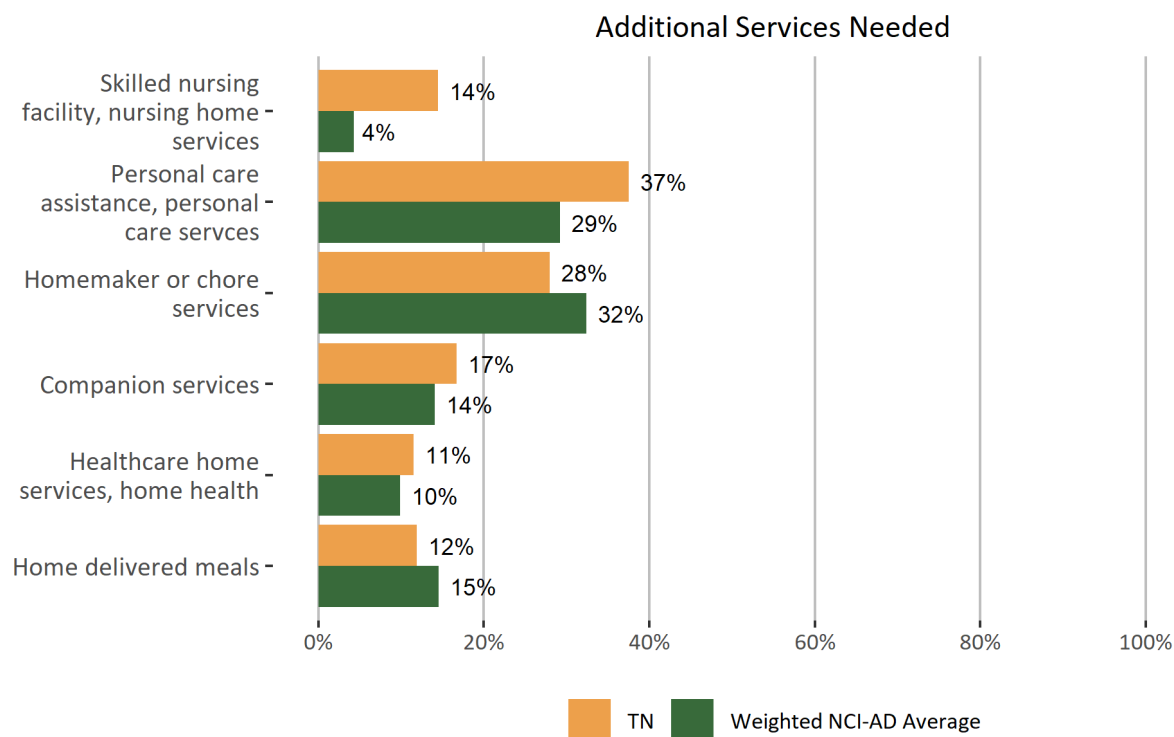


Table 50A. Additional services and supports needed (if all current needs and goals are not being met)

Proxy respondents were allowed for this question; categories are not mutually exclusive, therefore N is not shown.

| Program | Skilled nursing facility, nursing home services | Personal care assistance, personal care services | Homemaker or chore services | Companion services | Healthcare home services, home health | Home delivered meals |
|--------------------------------|---|--|-----------------------------|--------------------|---------------------------------------|----------------------|
| Group 2 – UnitedHealthcare | 3% | 9% | 6% | 3% | 1% | 2% |
| Overall TN Average | 14% | 37% | 28% | 17% | 11% | 12% |
| Weighted NCI-AD Average | 4% | 29% | 32% | 14% | 10% | 15% |

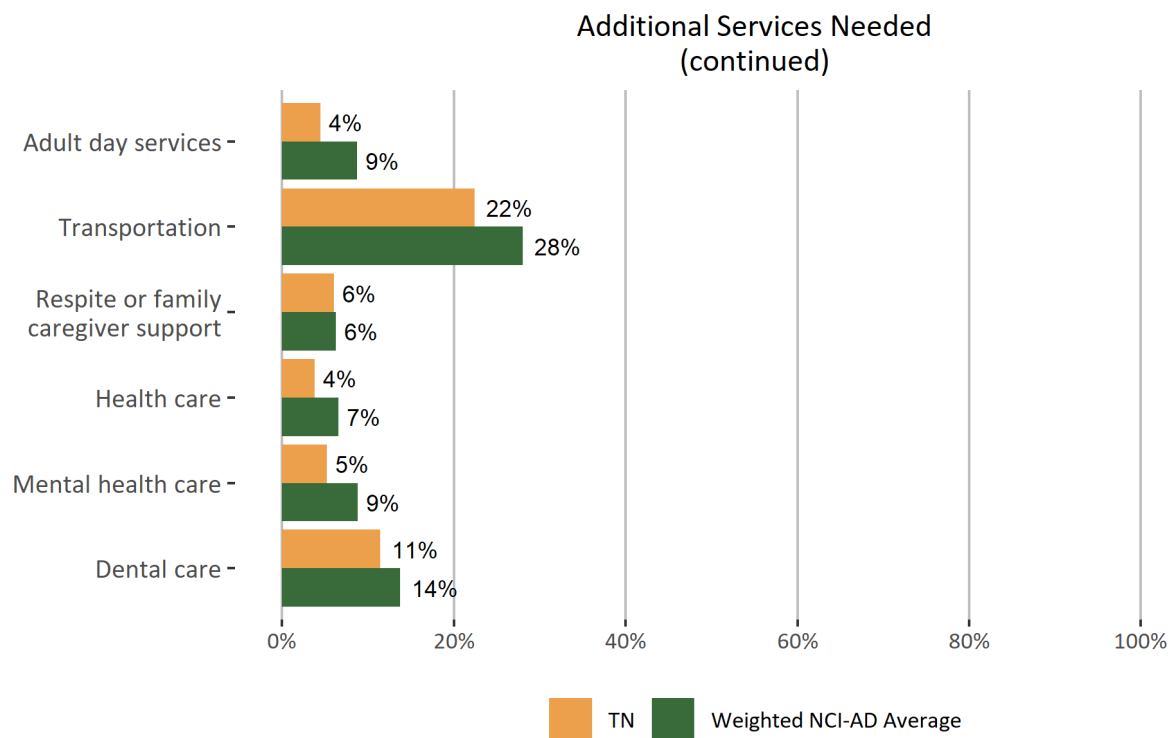


Table 50B. Additional services and supports needed (if all current needs and goals are not being met; continued)

Proxy respondents were allowed for this question; categories are not mutually exclusive, therefore N is not shown.

| Program | Adult day services | Transportation | Respite or family caregiver support | Health care | Mental health care | Dental care |
|--------------------------------|--------------------|----------------|-------------------------------------|-------------|--------------------|-------------|
| Group 2 – UnitedHealthcare | 1% | 3% | 1% | 0% | 1% | 2% |
| Overall TN Average | 4% | 22% | 6% | 4% | 5% | 11% |
| Weighted NCI-AD Average | 9% | 28% | 6% | 7% | 9% | 14% |

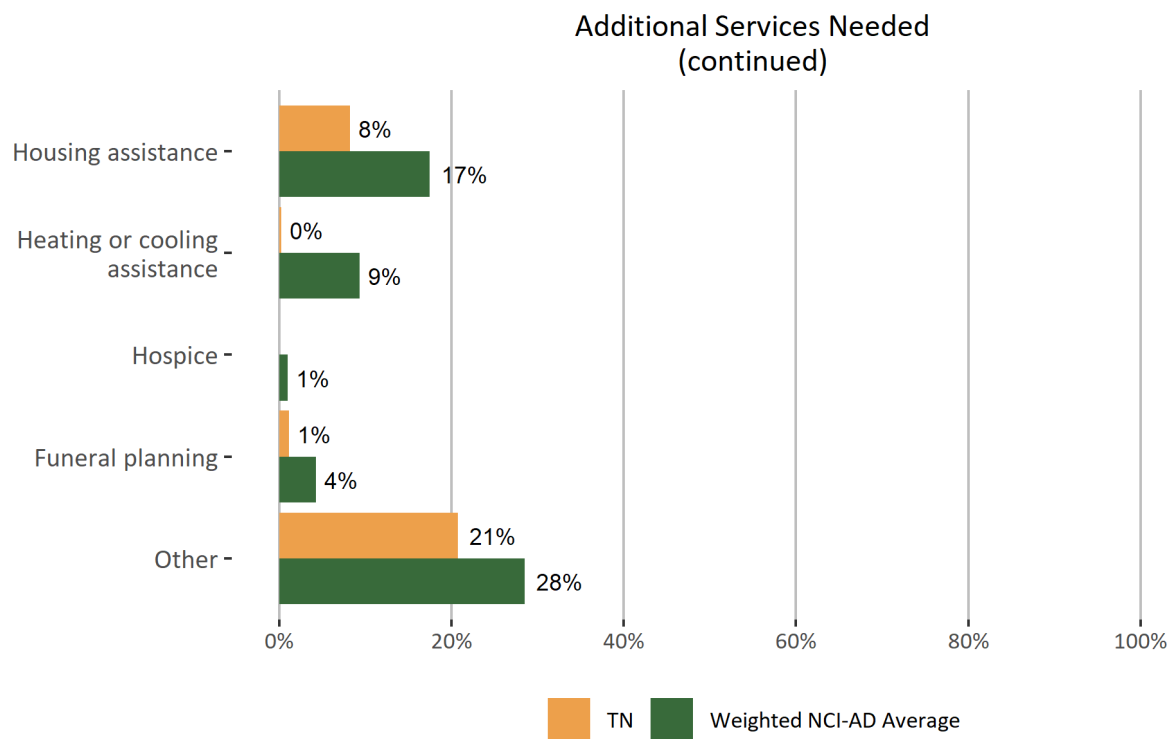


Table 50C. Additional services and supports needed (if all current needs and goals are not being met; continued)

Proxy respondents were allowed for this question; categories are not mutually exclusive, therefore N is not shown.

| Program | Housing assistance | Heating or cooling assistance | Hospice | Funeral planning | Other |
|--------------------------------|--------------------|-------------------------------|-----------|------------------|------------|
| Group 2 – UnitedHealthcare | 1% | 0% | 0% | 0% | 6% |
| Overall TN Average | 8% | 0% | 0% | 1% | 21% |
| Weighted NCI-AD Average | 17% | 9% | 1% | 4% | 28% |

Case manager talked to them about services that might help with their unmet needs (if all current needs and goals are not being met and has a case manager)

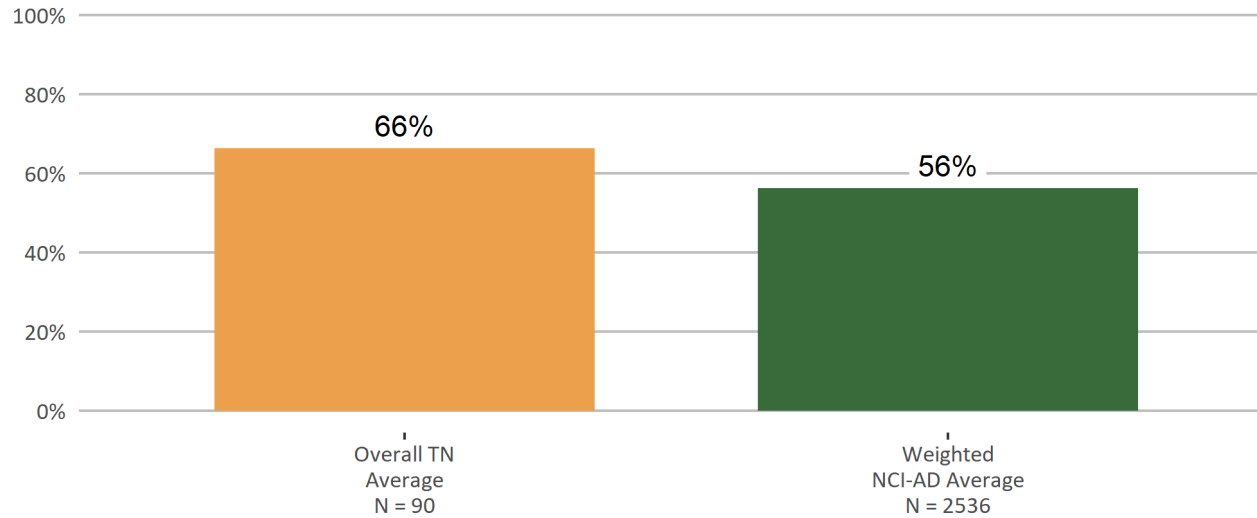


Table 51. Case manager talked to them about services that might help with their unmet needs (if all current needs and goals are not being met and has a case manager)

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|-------------------------|-----|-----|-------|
| Overall TN Average | 66% | 34% | 90 |
| Weighted NCI-AD Average | 56% | 44% | 2,536 |

Service providers work together to provide support

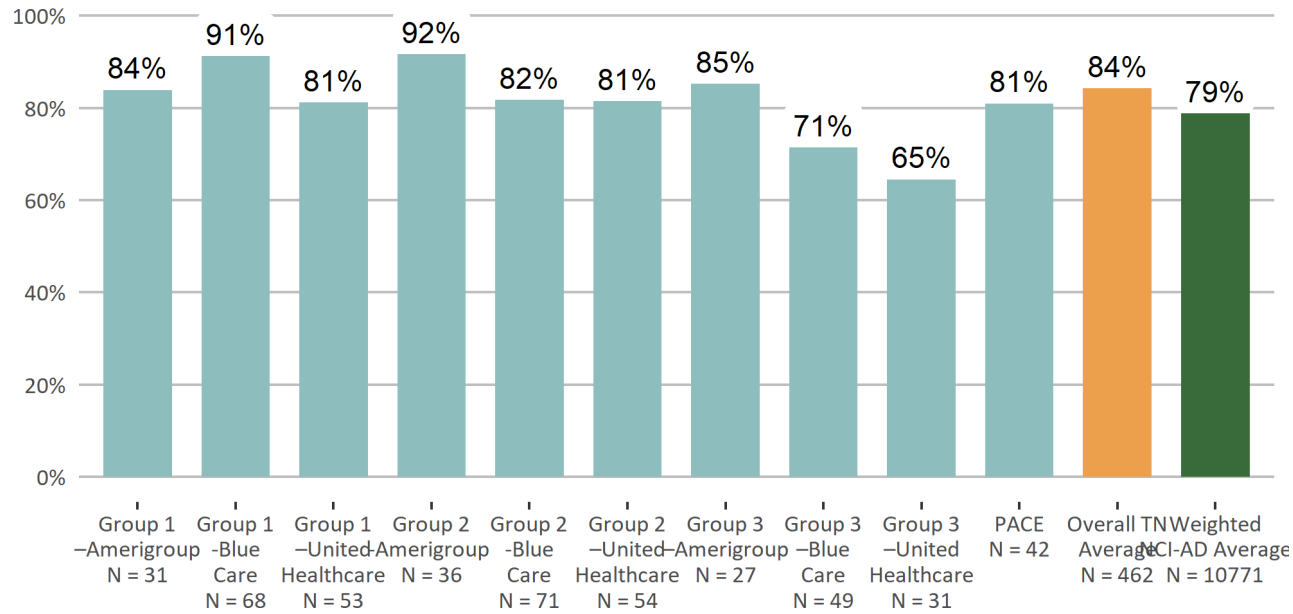


Table 52. Service providers work together to provide support

New question in 2022-2023.

| Program | Yes, all service providers | Sometimes, or some service providers | No | N |
|--------------------------------|----------------------------|--------------------------------------|-----------|---------------|
| Group 1 – Amerigroup | 84% | 10% | 6% | 31 |
| Group 1 - BlueCare | 91% | 9% | 0% | 68 |
| Group 1 – UnitedHealthcare | 81% | 11% | 8% | 53 |
| Group 2 - Amerigroup | 92% | 0% | 8% | 36 |
| Group 2- BlueCare | 82% | 13% | 6% | 71 |
| Group 2 – UnitedHealthcare | 81% | 15% | 4% | 54 |
| Group 3 – Amerigroup | 85% | 11% | 4% | 27 |
| Group 3 – BlueCare | 71% | 18% | 10% | 49 |
| Group 3 – United Healthcare | 65% | 32% | 3% | 31 |
| PACE | 81% | 14% | 5% | 42 |
| Overall TN Average | 84% | 11% | 5% | 462 |
| Weighted NCI-AD Average | 79% | 12% | 9% | 10,771 |

Care Coordination

Knows how to manage chronic conditions (if has at least one)

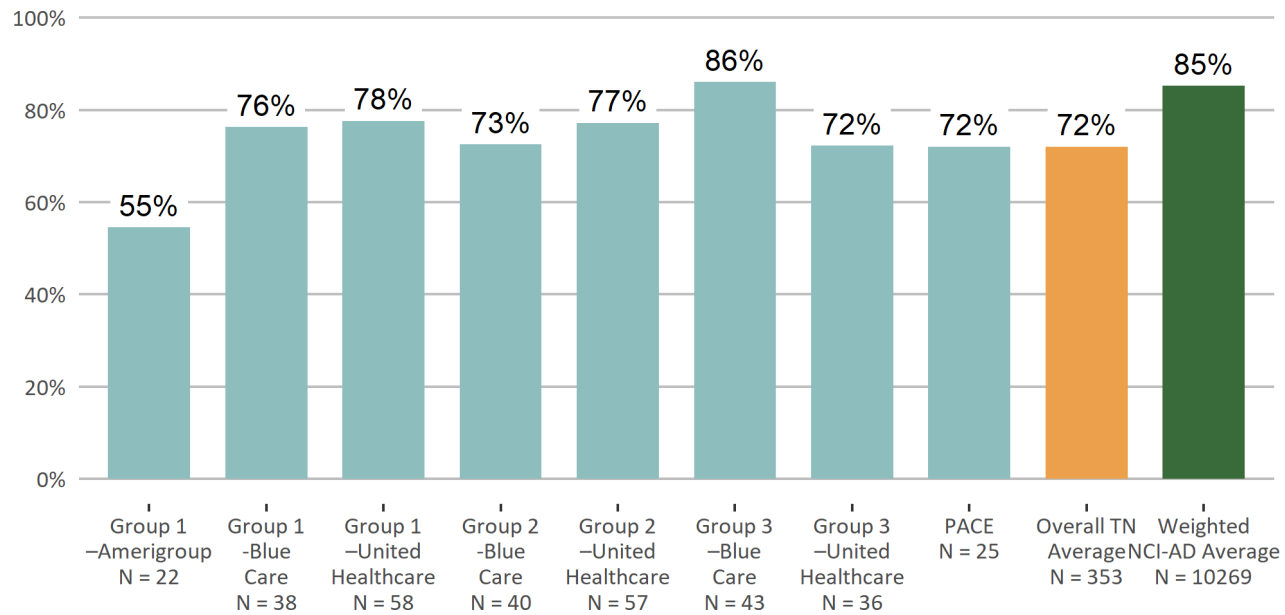


Table 53. Knows how to manage chronic conditions (if has at least one)

| Program | Yes | In-between, or some conditions | No | N |
|--------------------------------|------------|--------------------------------|-----------|---------------|
| Group 1 – Amerigroup | 55% | 32% | 14% | 22 |
| Group 1 - BlueCare | 76% | 18% | 5% | 38 |
| Group 1 – UnitedHealthcare | 78% | 19% | 3% | 58 |
| Group 2- BlueCare | 73% | 20% | 8% | 40 |
| Group 2 – UnitedHealthcare | 77% | 11% | 12% | 57 |
| Group 3 – BlueCare | 86% | 9% | 5% | 43 |
| Group 3 – United Healthcare | 72% | 17% | 11% | 36 |
| PACE | 72% | 12% | 16% | 25 |
| Overall TN Average | 72% | 20% | 8% | 353 |
| Weighted NCI-AD Average | 85% | 10% | 5% | 10,269 |

Stayed overnight in a hospital or
rehab/nursing facility in the past
12 months and was discharged to go
home

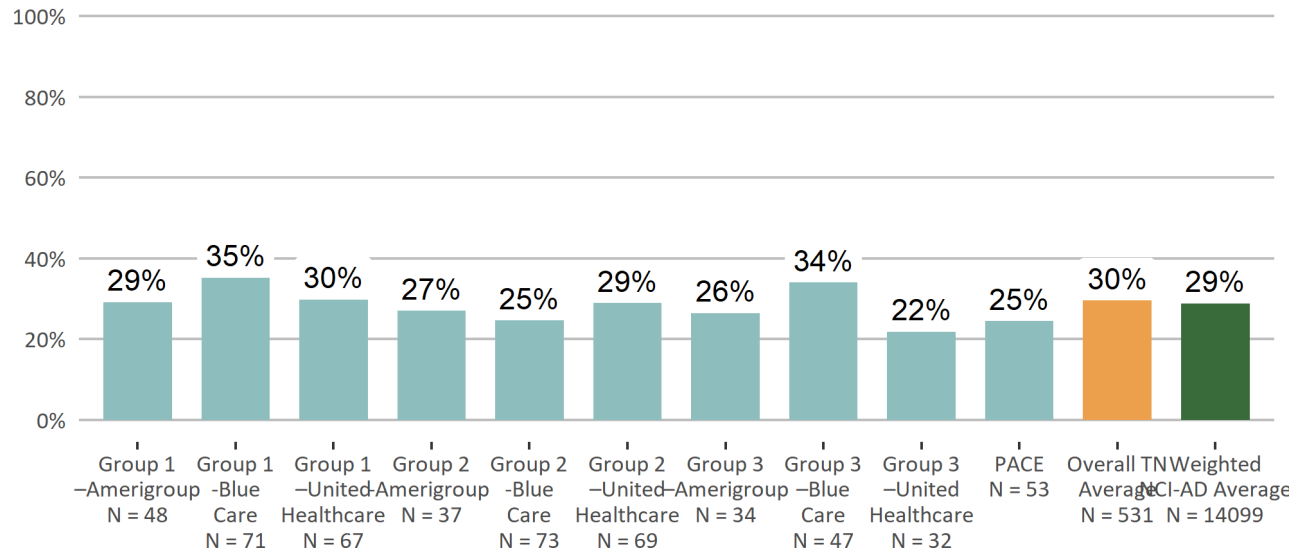


Table 54. Stayed overnight in a hospital or rehab/nursing facility in the past 12 months and was discharged to go home

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 29% | 71% | 48 |
| Group 1 - BlueCare | 35% | 65% | 71 |
| Group 1 – UnitedHealthcare | 30% | 70% | 67 |
| Group 2 - Amerigroup | 27% | 73% | 37 |
| Group 2- BlueCare | 25% | 75% | 73 |
| Group 2 – UnitedHealthcare | 29% | 71% | 69 |
| Group 3 – Amerigroup | 26% | 74% | 34 |
| Group 3 – BlueCare | 34% | 66% | 47 |
| Group 3 – United Healthcare | 22% | 78% | 32 |
| PACE | 25% | 75% | 53 |
| Overall TN Average | 30% | 70% | 531 |
| Weighted NCI-AD Average | 29% | 71% | 14,099 |

Felt comfortable and supported
enough to go home after stay in a
hospital or rehab/nursing facility
(if had an overnight stay in the
past 12 months and was discharged
to go home)

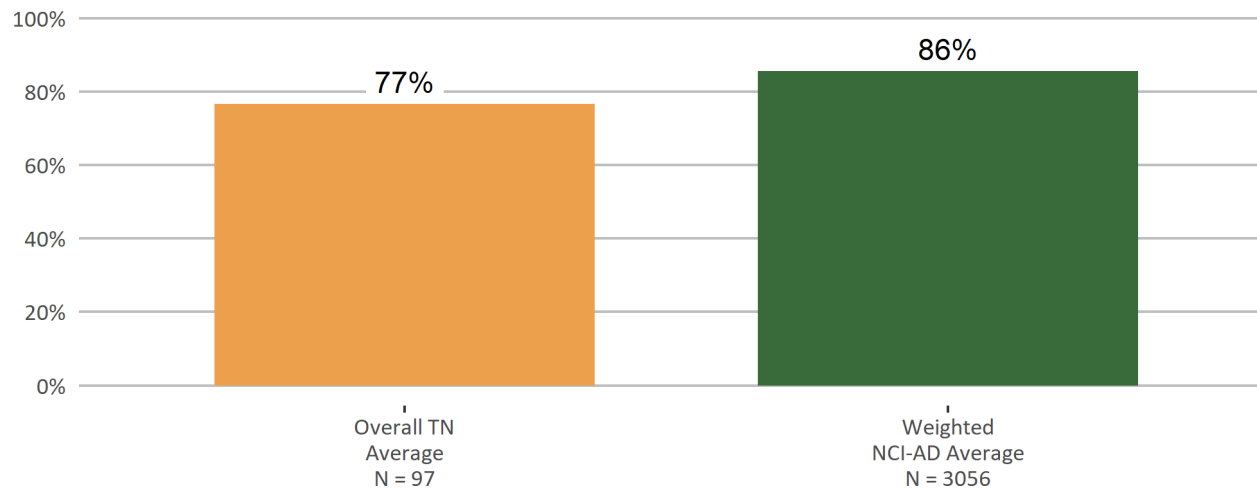


Table 55. Felt comfortable and supported enough to go home after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

| Program | Yes | In-between | No | N |
|-------------------------|-----|------------|----|-------|
| Overall TN Average | 77% | 15% | 8% | 97 |
| Weighted NCI-AD Average | 86% | 7% | 8% | 3,056 |

Someone followed-up to make sure they had needed services and supports after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

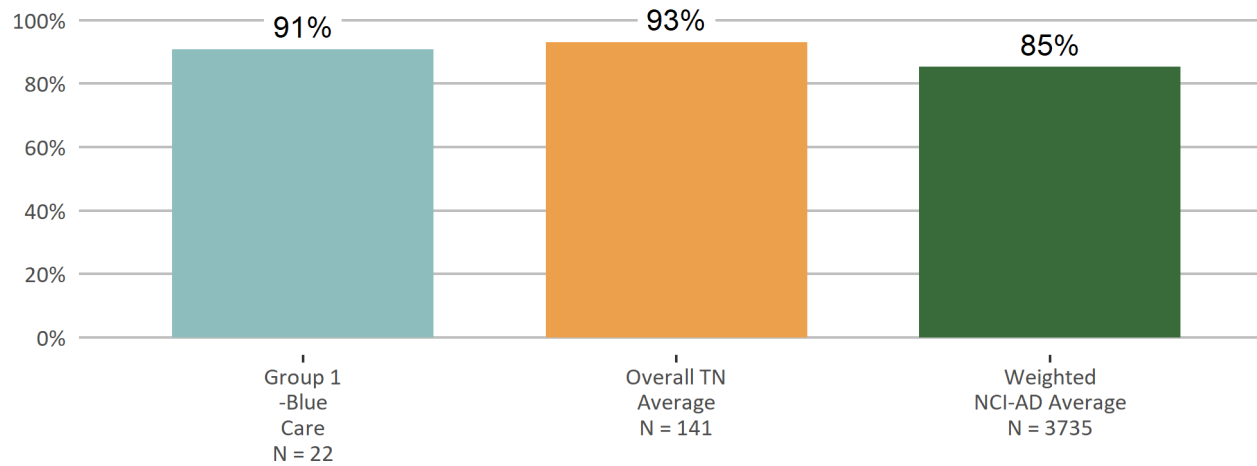


Table 56. Someone followed-up to make sure they had needed services and supports after stay in a hospital or rehab/nursing facility (if had an overnight stay in the past 12 months and was discharged to go home)

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Group 1 - BlueCare | 91% | 9% | 22 |
| Overall TN Average | 93% | 7% | 141 |
| Weighted NCI-AD Average | 85% | 15% | 3,735 |

Choice and Control

Always feels in control of their life

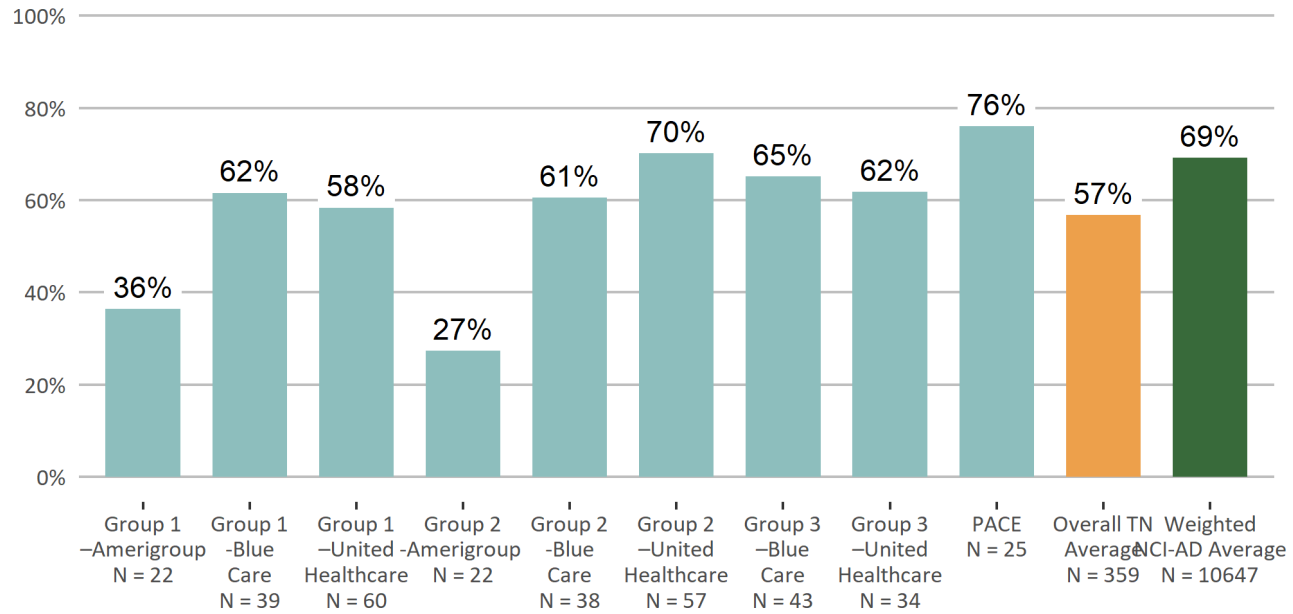


Table 57. Feels in control of their life

| Program | Yes, almost always, always | In-between, sometimes | No, rarely, never | N |
|--------------------------------|----------------------------|-----------------------|-------------------|---------------|
| Group 1 – Amerigroup | 36% | 36% | 27% | 22 |
| Group 1 - BlueCare | 62% | 36% | 3% | 39 |
| Group 1 – UnitedHealthcare | 58% | 33% | 8% | 60 |
| Group 2 - Amerigroup | 27% | 64% | 9% | 22 |
| Group 2- BlueCare | 61% | 32% | 8% | 38 |
| Group 2 – UnitedHealthcare | 70% | 25% | 5% | 57 |
| Group 3 – BlueCare | 65% | 26% | 9% | 43 |
| Group 3 – United Healthcare | 62% | 32% | 6% | 34 |
| PACE | 76% | 16% | 8% | 25 |
| Overall TN Average | 57% | 34% | 9% | 359 |
| Weighted NCI-AD Average | 69% | 24% | 7% | 10,647 |

Able to furnish and decorate their
room however they want to (if
living in a group setting)

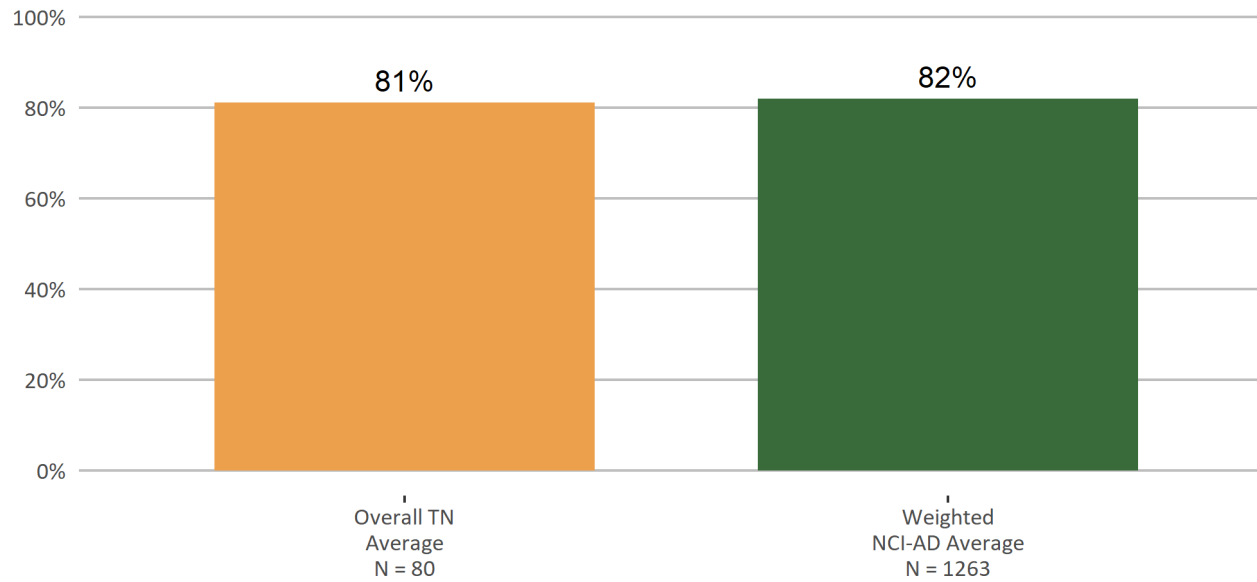


Table 58. Able to furnish and decorate their room however they want to (if living in a group setting)

| Program | In all ways | In most ways | Only in some ways, or not at all | N |
|--------------------------------|--------------------|---------------------|---|--------------|
| Overall TN Average | 35% | 46% | 19% | 80 |
| Weighted NCI-AD Average | 53% | 29% | 18% | 1,263 |

Can choose or change their roommate
(if living in a group setting and
has a roommate)

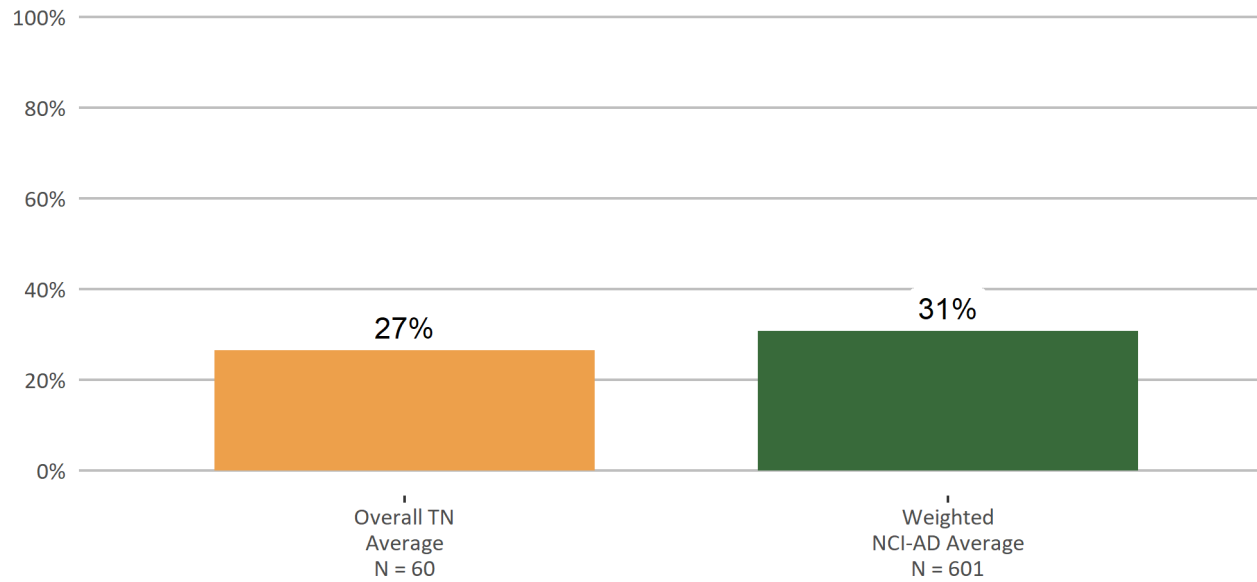


Table 59. Can choose or change their roommate (if living in a group setting and has a roommate)

| Program | Yes | No | N |
|-------------------------|-----|-----|-----|
| Overall TN Average | 27% | 73% | 60 |
| Weighted NCI-AD Average | 31% | 69% | 601 |

Can always get up and go to bed
when they want to

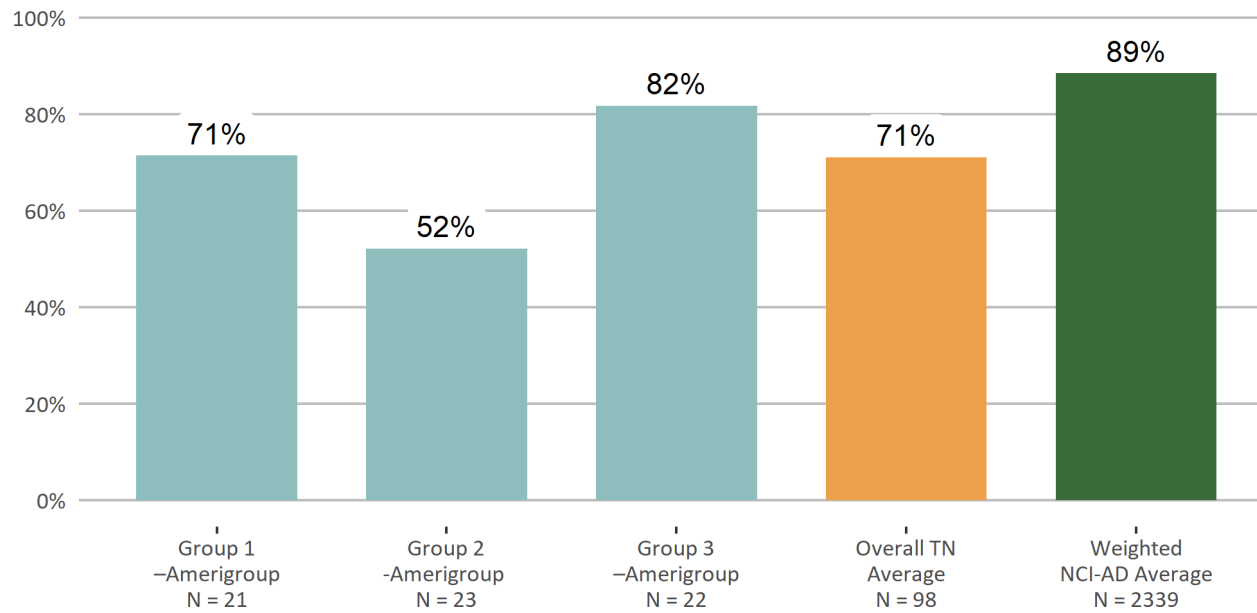


Table 60. Can get up and go to bed when they want to

| Program | Yes, always, or almost always | Some days, sometimes | No, never | N |
|--------------------------------|-------------------------------|----------------------|-----------|--------------|
| Group 1 – Amerigroup | 71% | 24% | 5% | 21 |
| Group 2 - Amerigroup | 52% | 35% | 13% | 23 |
| Group 3 – Amerigroup | 82% | 14% | 5% | 22 |
| Overall TN Average | 71% | 20% | 9% | 98 |
| Weighted NCI-AD Average | 89% | 9% | 3% | 2,339 |

Can always eat their meals when
they want to

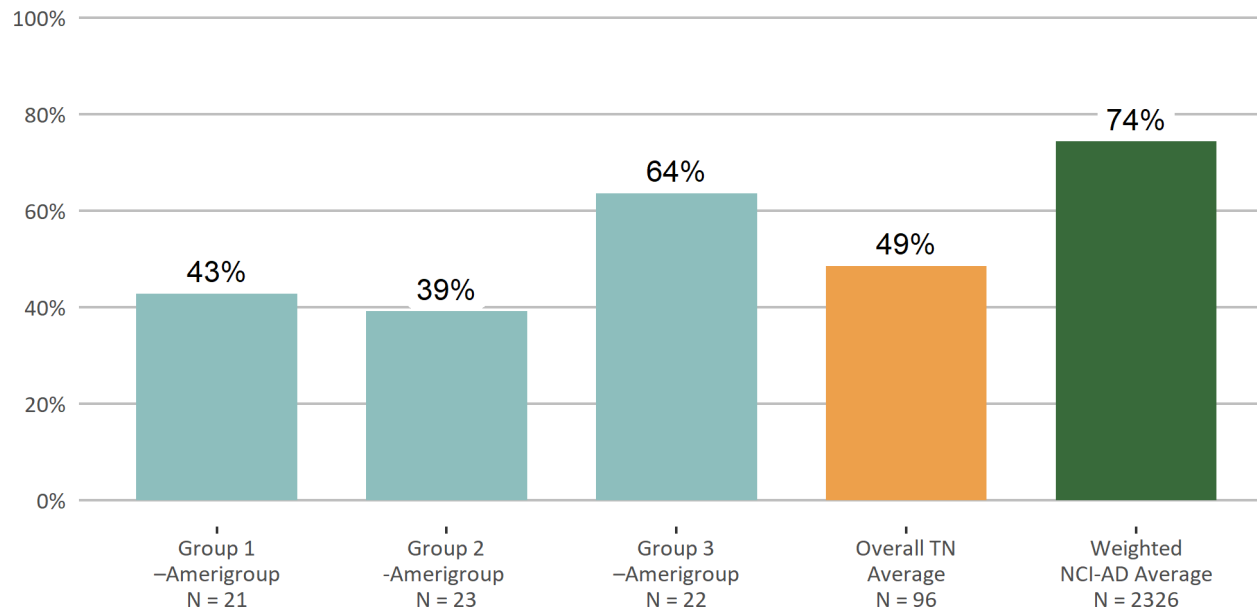


Table 61. Can eat their meals when they want to

| Program | Yes, always, or almost always | Some days, sometimes | No, never | N |
|--------------------------------|--------------------------------------|-----------------------------|------------------|--------------|
| Group 1 – Amerigroup | 43% | 29% | 29% | 21 |
| Group 2 - Amerigroup | 39% | 17% | 43% | 23 |
| Group 3 – Amerigroup | 64% | 23% | 14% | 22 |
| Overall TN Average | 49% | 25% | 27% | 96 |
| Weighted NCI-AD Average | 74% | 11% | 15% | 2,326 |

Can choose or change their services

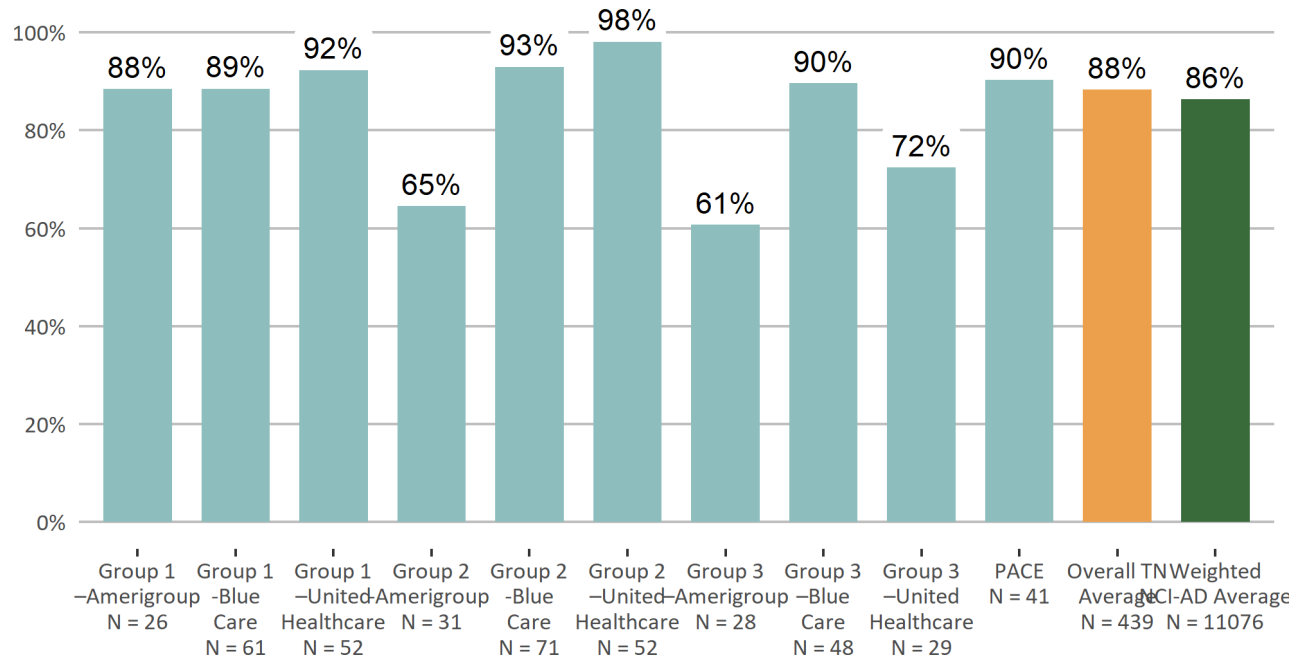


Table 62. Can choose or change their services

Proxy respondents were allowed for this question

| Program | Yes, all services | Sometimes, or some services | No | N |
|--------------------------------|-------------------|-----------------------------|------------|---------------|
| Group 1 – Amerigroup | 77% | 12% | 12% | 26 |
| Group 1 - BlueCare | 75% | 13% | 11% | 61 |
| Group 1 – UnitedHealthcare | 67% | 25% | 8% | 52 |
| Group 2 - Amerigroup | 52% | 13% | 35% | 31 |
| Group 2- BlueCare | 79% | 14% | 7% | 71 |
| Group 2 – UnitedHealthcare | 81% | 17% | 2% | 52 |
| Group 3 – Amerigroup | 36% | 25% | 39% | 28 |
| Group 3 – BlueCare | 71% | 19% | 10% | 48 |
| Group 3 – United Healthcare | 52% | 21% | 28% | 29 |
| PACE | 76% | 15% | 10% | 41 |
| Overall TN Average | 72% | 16% | 12% | 439 |
| Weighted NCI-AD Average | 72% | 14% | 14% | 11,076 |

Can choose or change when and how often they receive services

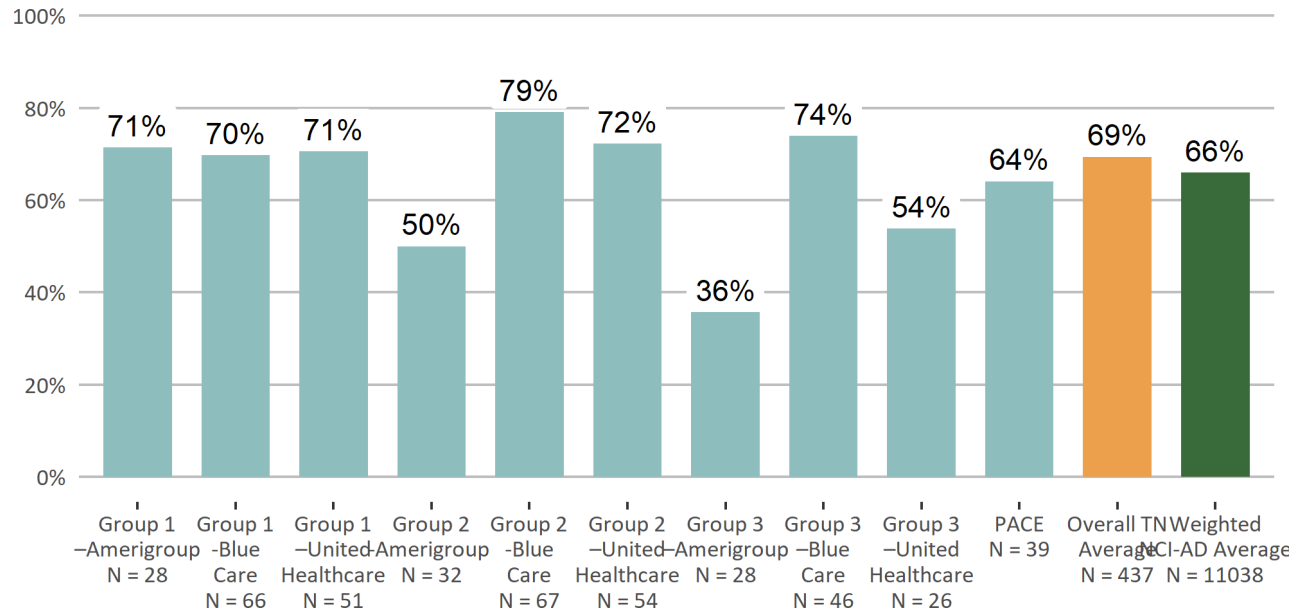


Table 63. Can choose or change when and how often they receive services

Proxy respondents were allowed for this question

| Program | Yes, all services | Sometimes, or some services | No | N |
|--------------------------------|-------------------|-----------------------------|------------|---------------|
| Group 1 – Amerigroup | 71% | 7% | 21% | 28 |
| Group 1 - BlueCare | 70% | 15% | 15% | 66 |
| Group 1 – UnitedHealthcare | 71% | 14% | 16% | 51 |
| Group 2 - Amerigroup | 50% | 13% | 38% | 32 |
| Group 2- BlueCare | 79% | 13% | 7% | 67 |
| Group 2 – UnitedHealthcare | 72% | 19% | 9% | 54 |
| Group 3 – Amerigroup | 36% | 25% | 39% | 28 |
| Group 3 – BlueCare | 74% | 17% | 9% | 46 |
| Group 3 – United Healthcare | 54% | 23% | 23% | 26 |
| PACE | 64% | 15% | 21% | 39 |
| Overall TN Average | 69% | 14% | 16% | 437 |
| Weighted NCI-AD Average | 66% | 15% | 19% | 11,038 |

Can choose or change the people who
provide paid supports if wants

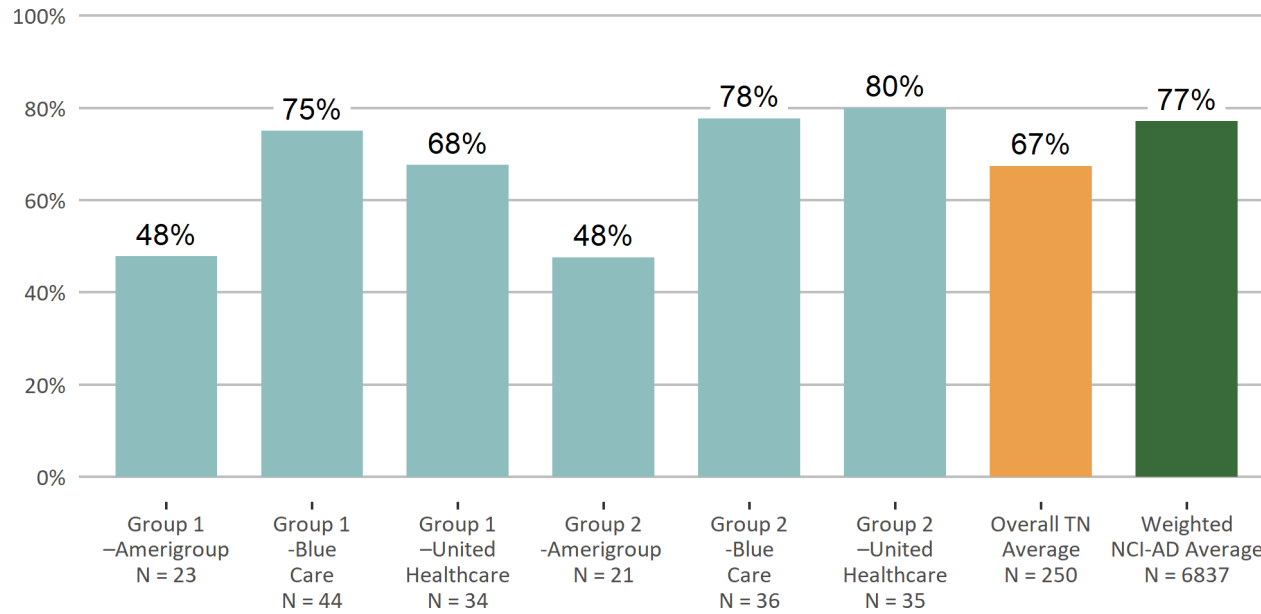


Table 64. Can choose or change the people who provide paid supports if wants

Proxy respondents were allowed for this question

| Program | Yes, all services | Sometimes, or some services | No | N |
|--------------------------------|--------------------------|------------------------------------|------------|--------------|
| Group 1 – Amerigroup | 48% | 17% | 35% | 23 |
| Group 1 - BlueCare | 75% | 5% | 20% | 44 |
| Group 1 – UnitedHealthcare | 68% | 9% | 24% | 34 |
| Group 2 - Amerigroup | 48% | 14% | 38% | 21 |
| Group 2- BlueCare | 78% | 11% | 11% | 36 |
| Group 2 – UnitedHealthcare | 80% | 3% | 17% | 35 |
| Overall TN Average | 67% | 9% | 23% | 250 |
| Weighted NCI-AD Average | 77% | 7% | 16% | 6,837 |

Satisfaction

Services help them live the life
they want

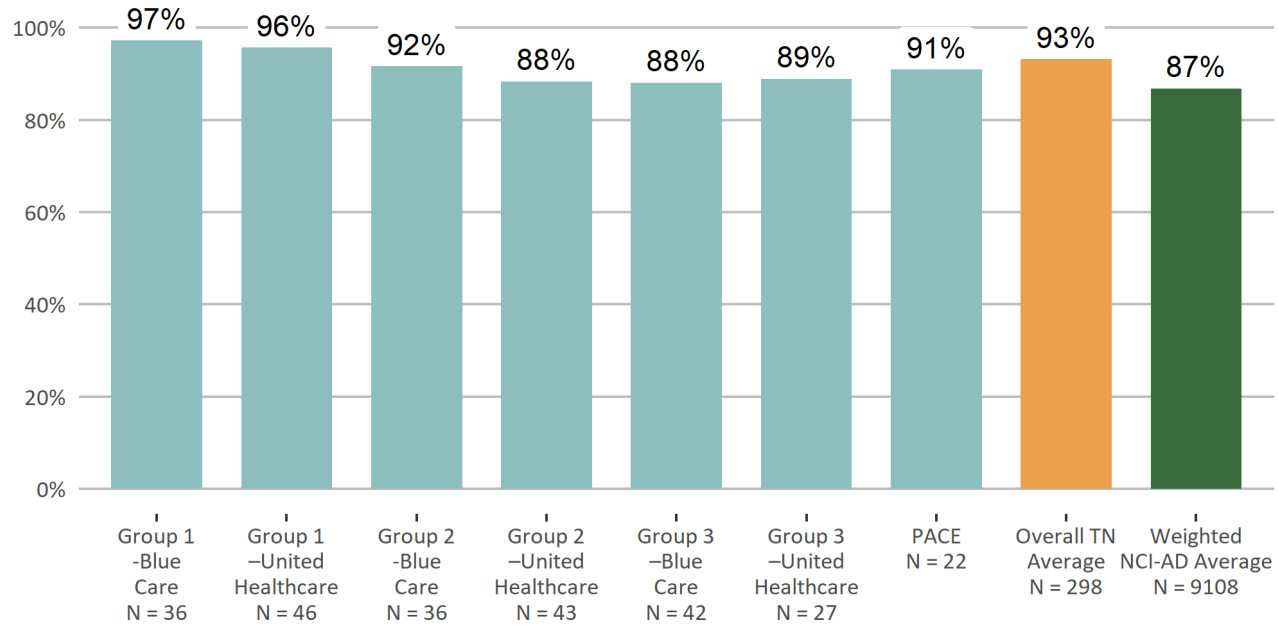


Table 65. Services help them live the life they want

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Group 1 - BlueCare | 97% | 3% | 36 |
| Group 1 – UnitedHealthcare | 96% | 4% | 46 |
| Group 2- BlueCare | 92% | 8% | 36 |
| Group 2 – UnitedHealthcare | 88% | 12% | 43 |
| Group 3 – BlueCare | 88% | 12% | 42 |
| Group 3 – United Healthcare | 89% | 11% | 27 |
| PACE | 91% | 9% | 22 |
| Overall TN Average | 93% | 7% | 298 |
| Weighted NCI-AD Average | 87% | 13% | 9,108 |

Case manager/care coordinator
changes too often

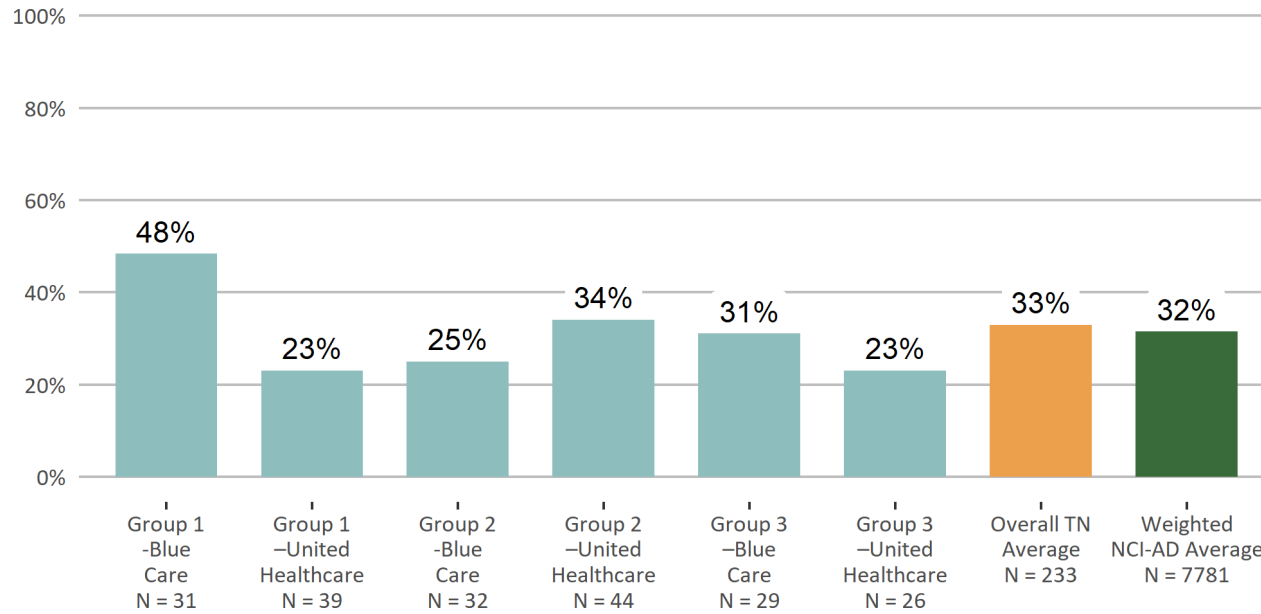


Table 66. Case manager/care coordinator changes too often

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Group 1 - BlueCare | 48% | 52% | 31 |
| Group 1 – UnitedHealthcare | 23% | 77% | 39 |
| Group 2- BlueCare | 25% | 75% | 32 |
| Group 2 – UnitedHealthcare | 34% | 66% | 44 |
| Group 3 – BlueCare | 31% | 69% | 29 |
| Group 3 – United Healthcare | 23% | 77% | 26 |
| Overall TN Average | 33% | 67% | 233 |
| Weighted NCI-AD Average | 32% | 68% | 7,781 |

People who are paid to help them
change too often

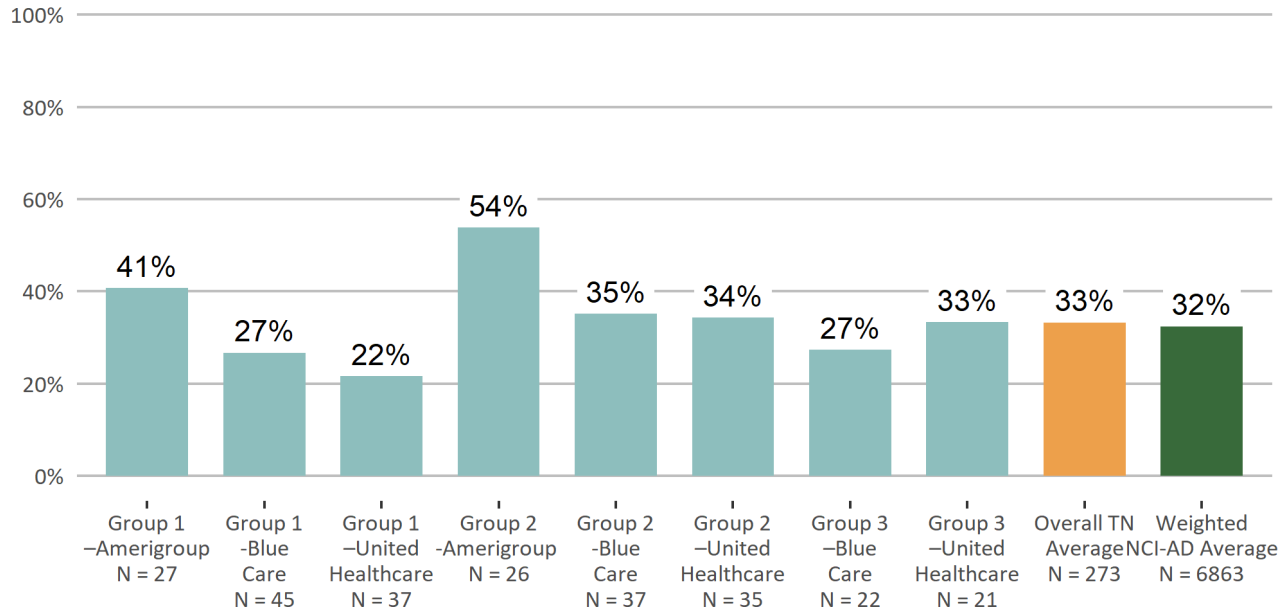


Table 67. People who are paid to help them change too often

| Program | Yes, all paid support workers, always or almost always | Some or usually | No, never or rarely | N |
|--------------------------------|--|-----------------|---------------------|--------------|
| Group 1 – Amerigroup | 33% | 7% | 59% | 27 |
| Group 1 - BlueCare | 9% | 18% | 73% | 45 |
| Group 1 – UnitedHealthcare | 8% | 14% | 78% | 37 |
| Group 2 - Amerigroup | 35% | 19% | 46% | 26 |
| Group 2- BlueCare | 11% | 24% | 65% | 37 |
| Group 2 – UnitedHealthcare | 11% | 23% | 66% | 35 |
| Group 3 – BlueCare | 18% | 9% | 73% | 22 |
| Group 3 – United Healthcare | 10% | 24% | 67% | 21 |
| Overall TN Average | 17% | 17% | 67% | 273 |
| Weighted NCI-AD Average | 18% | 15% | 68% | 6,863 |

Likes where they live

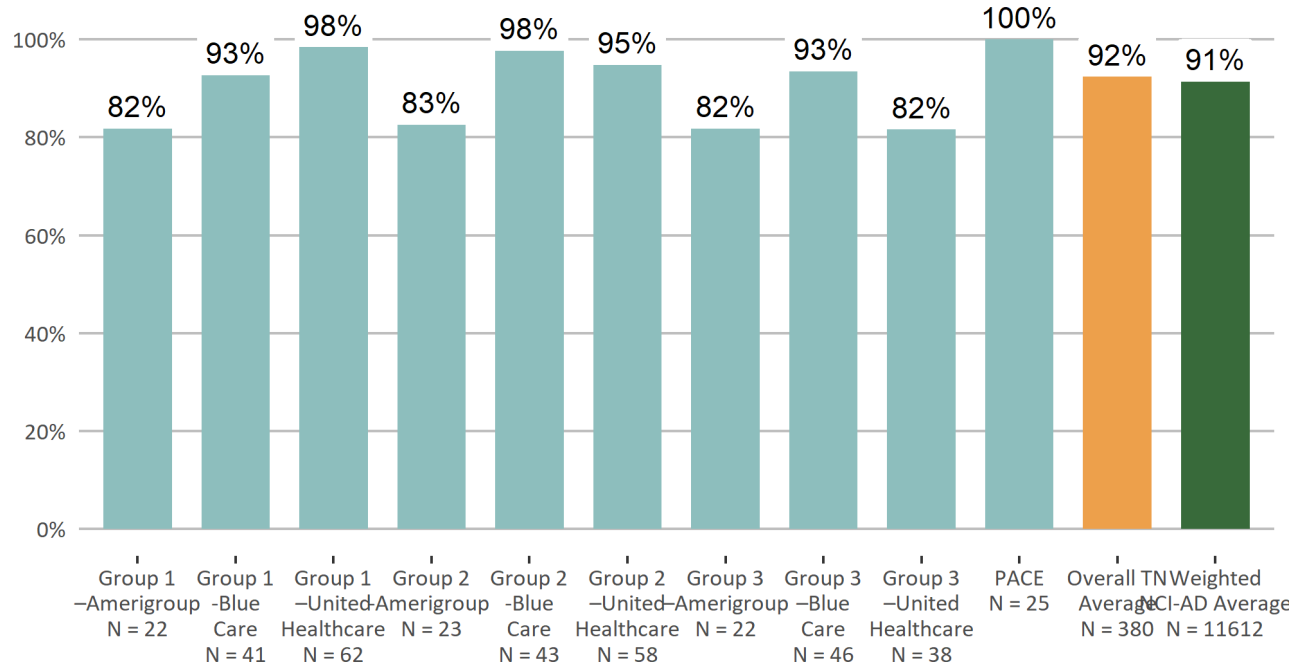


Table 68. Likes where they live

| Program | Yes | In between, most of the time | No | N |
|--------------------------------|------------|------------------------------|-----------|---------------|
| Group 1 – Amerigroup | 64% | 18% | 18% | 22 |
| Group 1 - BlueCare | 88% | 5% | 7% | 41 |
| Group 1 – UnitedHealthcare | 90% | 8% | 2% | 62 |
| Group 2 - Amerigroup | 57% | 26% | 17% | 23 |
| Group 2- BlueCare | 86% | 12% | 2% | 43 |
| Group 2 – UnitedHealthcare | 90% | 5% | 5% | 58 |
| Group 3 – Amerigroup | 68% | 14% | 18% | 22 |
| Group 3 – BlueCare | 89% | 4% | 7% | 46 |
| Group 3 – United Healthcare | 82% | 0% | 18% | 38 |
| PACE | 100% | 0% | 0% | 25 |
| Overall TN Average | 83% | 10% | 8% | 380 |
| Weighted NCI-AD Average | 83% | 9% | 9% | 11,612 |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
 2022-23 Adult Consumer Survey National Results | 146

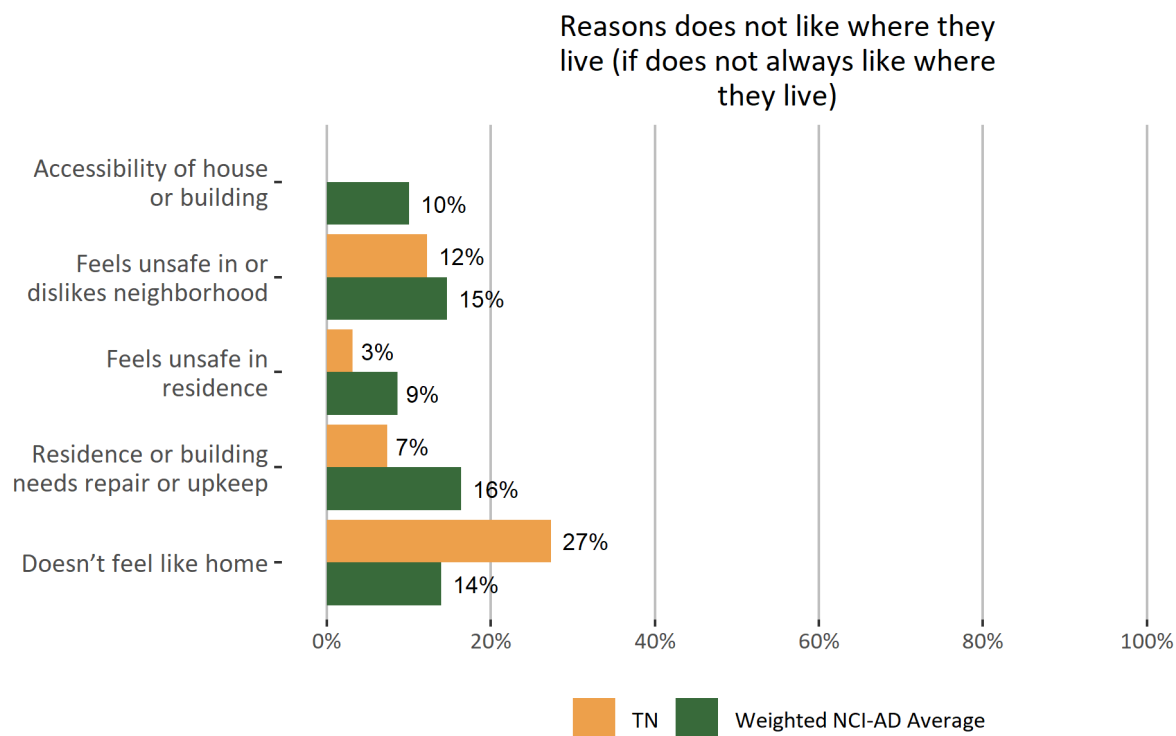


Table 69A. Reasons does not like where they live (if does not always like where they live)

Categories are not mutually exclusive, therefore N is not shown.

| Program | Accessibility of house or building | Feels unsafe in or dislikes neighborhood | Feels unsafe in residence | Residence or building needs repair or upkeep | Doesn't feel like home |
|-------------------------|------------------------------------|--|---------------------------|--|------------------------|
| Overall TN Average | 0% | 12% | 3% | 7% | 27% |
| Weighted NCI-AD Average | 10% | 15% | 9% | 16% | 14% |

Reasons does not like where they live (if does not always like where they live) (continued)

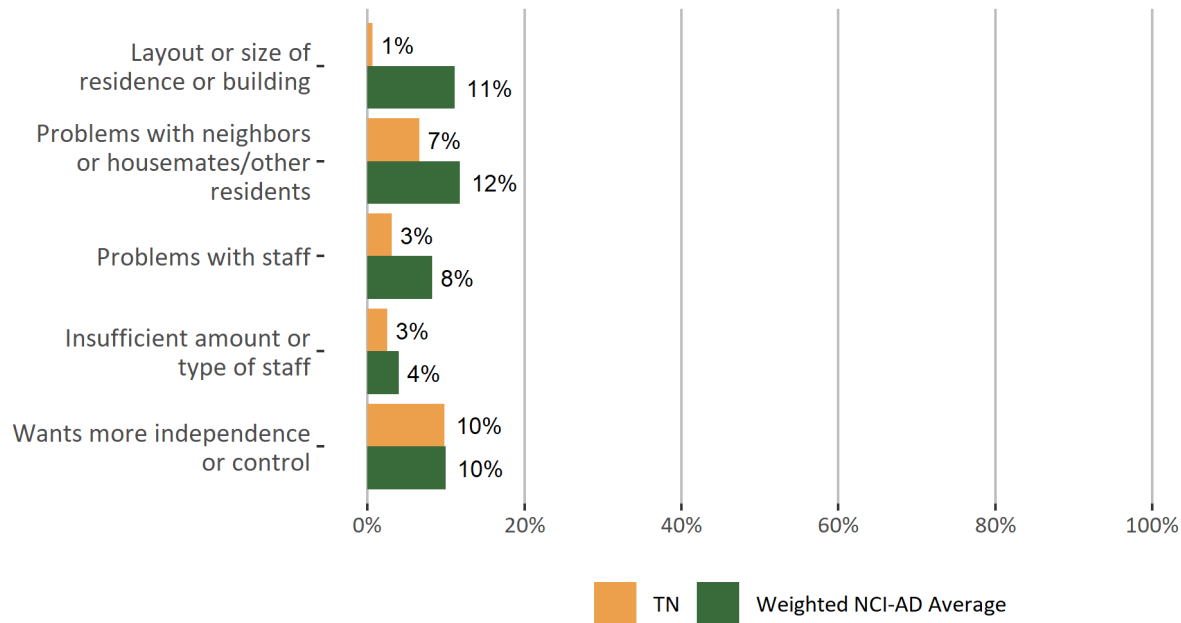


Table 69B. Reasons does not like where they live (if does not always like where they live) (continued)

Categories are not mutually exclusive, therefore N is not shown.

| Program | Layout or size of residence or building | Problems with neighbors or housemates/other residents | Problems with staff | Insufficient amount or type of staff | Wants more independence or control |
|--------------------------------|--|--|----------------------------|---|---|
| Overall TN Average | 1% | 7% | 3% | 3% | 10% |
| Weighted NCI-AD Average | 11% | 12% | 8% | 4% | 10% |

Reasons does not like where they live (if does not always like where they live) (continued)

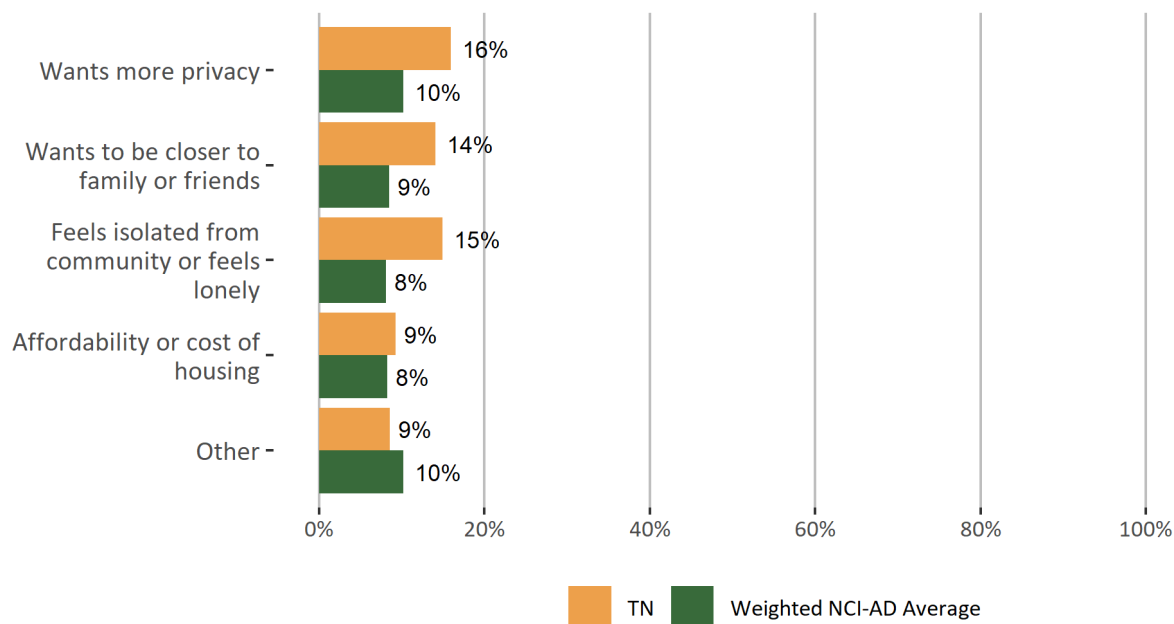


Table 69C. Reasons does not like where they live (if does not always like where they live) (continued)

Categories are not mutually exclusive, therefore N is not shown.

| Program | Wants more privacy | Wants to be closer to family or friends | Feels isolated from community or feels lonely | Affordability or cost of housing | Other |
|--------------------------------|---------------------------|--|--|---|--------------|
| Overall TN Average | 16% | 14% | 15% | 9% | 9% |
| Weighted NCI-AD Average | 10% | 9% | 8% | 8% | 10% |

Wants to live somewhere else

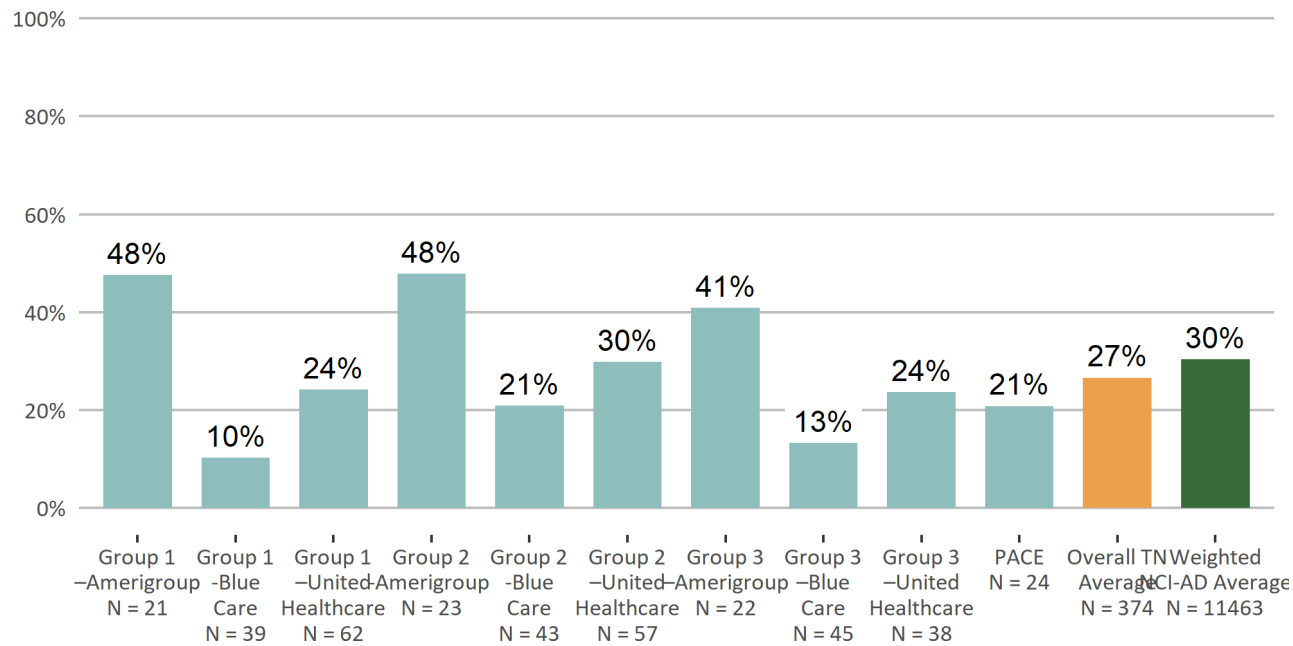


Table 70. Wants to live somewhere else

| Program | Yes | Maybe | No | N |
|--------------------------------|------------|--------------|------------|---------------|
| Group 1 – Amerigroup | 24% | 24% | 52% | 21 |
| Group 1 - BlueCare | 8% | 3% | 90% | 39 |
| Group 1 – UnitedHealthcare | 18% | 6% | 76% | 62 |
| Group 2 - Amerigroup | 35% | 13% | 52% | 23 |
| Group 2- BlueCare | 19% | 2% | 79% | 43 |
| Group 2 – UnitedHealthcare | 21% | 9% | 70% | 57 |
| Group 3 – Amerigroup | 27% | 14% | 59% | 22 |
| Group 3 – BlueCare | 13% | 0% | 87% | 45 |
| Group 3 – United Healthcare | 18% | 5% | 76% | 38 |
| PACE | 13% | 8% | 79% | 24 |
| Overall TN Average | 19% | 8% | 73% | 374 |
| Weighted NCI-AD Average | 22% | 9% | 70% | 11,463 |

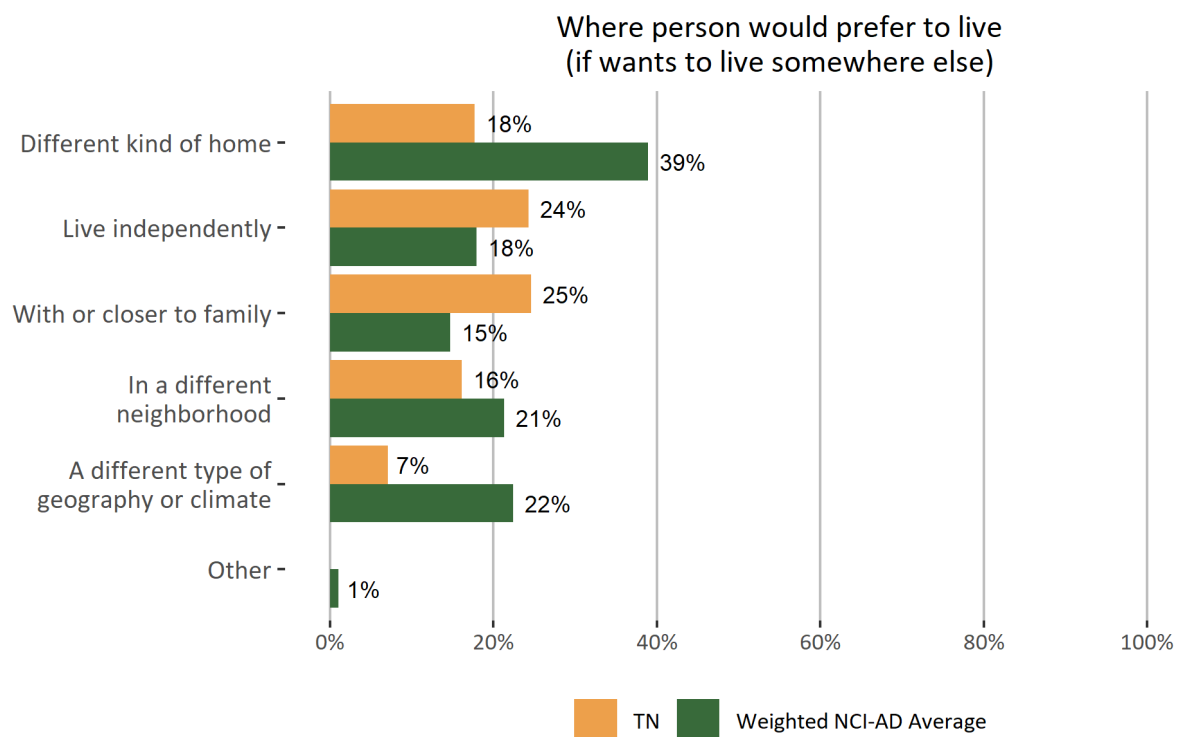


Table 71. Where person would prefer to live (if wants to live somewhere else)

| Program | Different kind of home | Live independently | With or closer to family | In a different neighborhood | A different type of geography or climate | Other |
|-------------------------|------------------------|--------------------|--------------------------|-----------------------------|--|-------|
| Overall TN Average | 18% | 24% | 25% | 16% | 7% | 0% |
| Weighted NCI-AD Average | 39% | 18% | 15% | 21% | 22% | 1% |

People who are paid to help them
always do things the way they want
them done

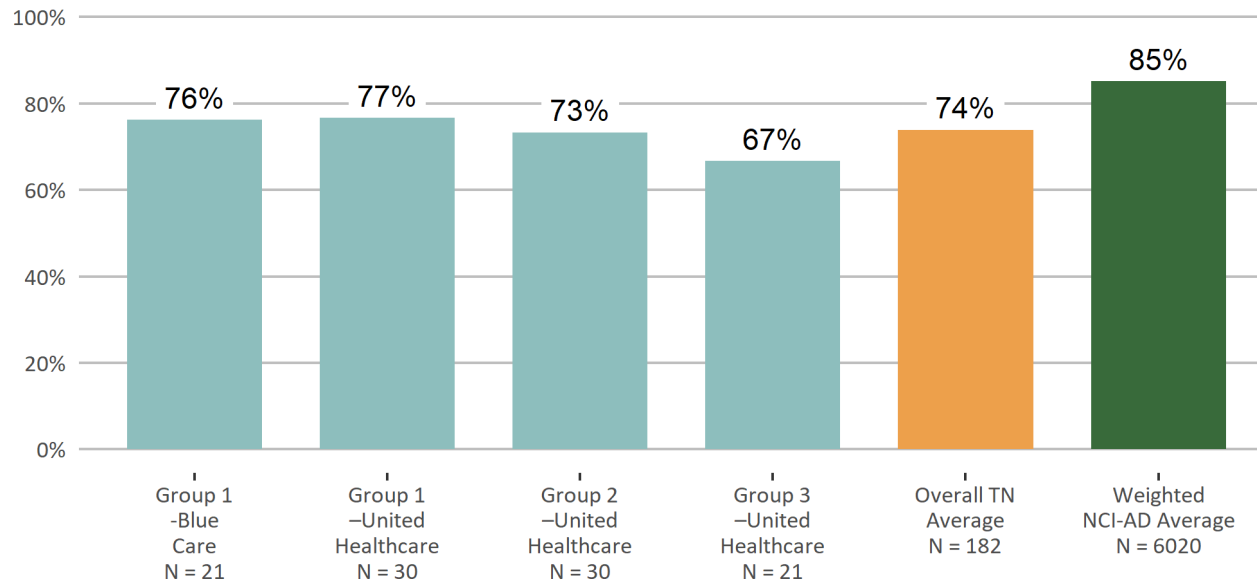


Table 72. People who are paid to help them do things the way they want them done

| Program | Yes, all paid support workers, always or almost always | Some or usually | No, never or rarely | N |
|--------------------------------|--|-----------------|---------------------|--------------|
| Group 1 - BlueCare | 76% | 19% | 5% | 21 |
| Group 1 – UnitedHealthcare | 77% | 23% | 0% | 30 |
| Group 2 – UnitedHealthcare | 73% | 20% | 7% | 30 |
| Group 3 – United Healthcare | 67% | 24% | 10% | 21 |
| Overall TN Average | 74% | 21% | 5% | 182 |
| Weighted NCI-AD Average | 85% | 12% | 3% | 6,020 |

Usually likes how they spend their
time during the day

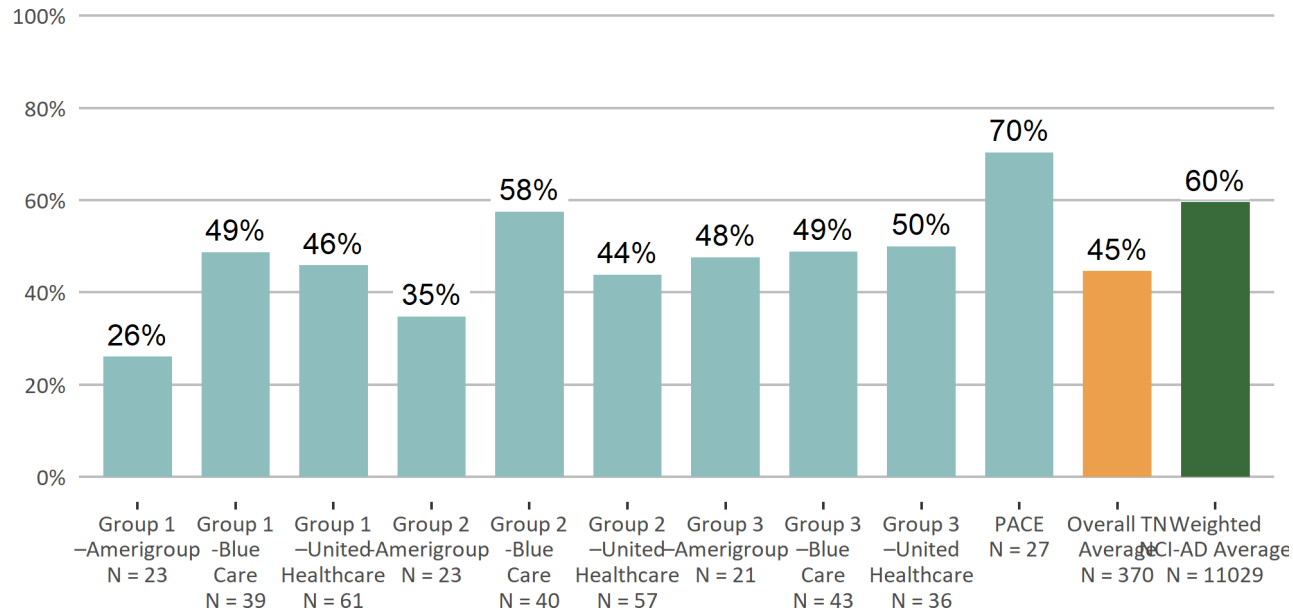


Table 73. Usually likes how they spend their time during the day

| Program | Yes, always, or almost always | Sometimes | No, never or rarely | N |
|--------------------------------|-------------------------------|------------|---------------------|---------------|
| Group 1 – Amerigroup | 26% | 57% | 17% | 23 |
| Group 1 - BlueCare | 49% | 44% | 8% | 39 |
| Group 1 – UnitedHealthcare | 46% | 43% | 11% | 61 |
| Group 2 - Amerigroup | 35% | 57% | 9% | 23 |
| Group 2- BlueCare | 58% | 40% | 3% | 40 |
| Group 2 – UnitedHealthcare | 44% | 47% | 9% | 57 |
| Group 3 – Amerigroup | 48% | 38% | 14% | 21 |
| Group 3 – BlueCare | 49% | 47% | 5% | 43 |
| Group 3 – United Healthcare | 50% | 42% | 8% | 36 |
| PACE | 70% | 19% | 11% | 27 |
| Overall TN Average | 45% | 46% | 10% | 370 |
| Weighted NCI-AD Average | 60% | 31% | 9% | 11,029 |

Technology

Has access to the internet

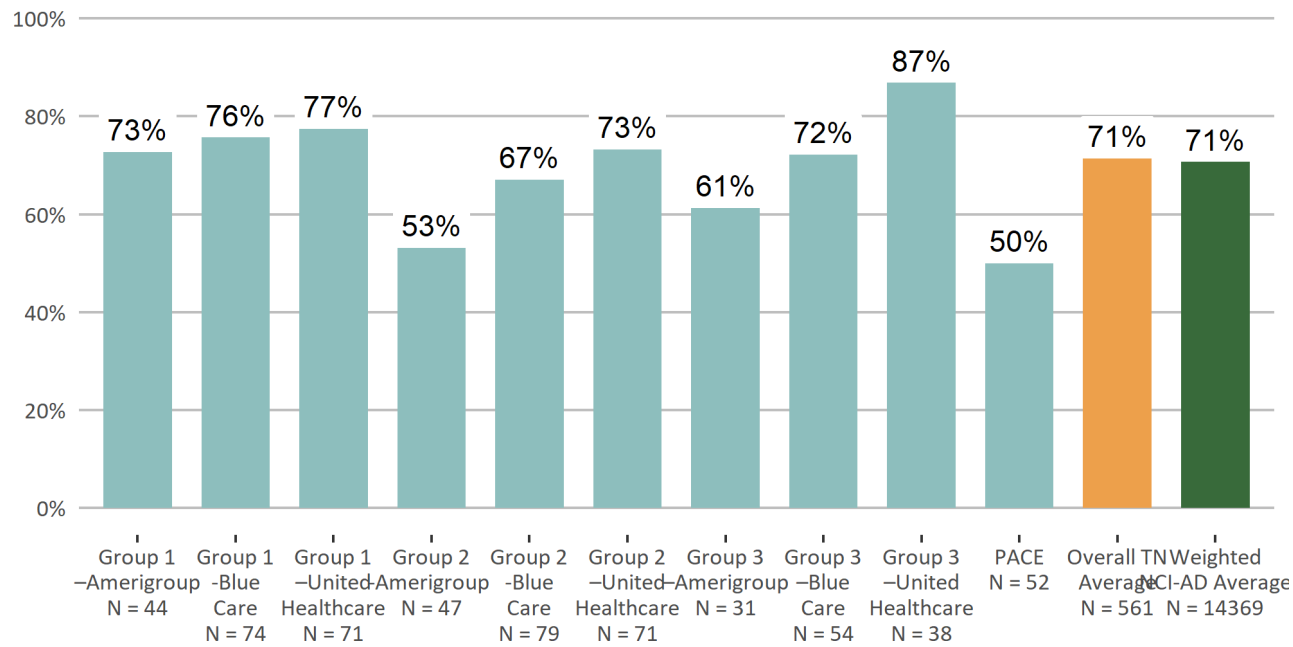


Table 74. Has access to the internet*Proxy respondents were allowed for this question*

| Program | Yes | Sometimes | No | N |
|--------------------------------|------------|-----------|------------|---------------|
| Group 1 – Amerigroup | 70% | 2% | 27% | 44 |
| Group 1 - BlueCare | 76% | 0% | 24% | 74 |
| Group 1 – UnitedHealthcare | 75% | 3% | 23% | 71 |
| Group 2 - Amerigroup | 53% | 0% | 47% | 47 |
| Group 2- BlueCare | 67% | 0% | 33% | 79 |
| Group 2 – UnitedHealthcare | 68% | 6% | 27% | 71 |
| Group 3 – Amerigroup | 61% | 0% | 39% | 31 |
| Group 3 – BlueCare | 72% | 0% | 28% | 54 |
| Group 3 – United Healthcare | 87% | 0% | 13% | 38 |
| PACE | 44% | 6% | 50% | 52 |
| Overall TN Average | 70% | 2% | 29% | 561 |
| Weighted NCI-AD Average | 69% | 2% | 29% | 14,369 |

Frequency of internet use

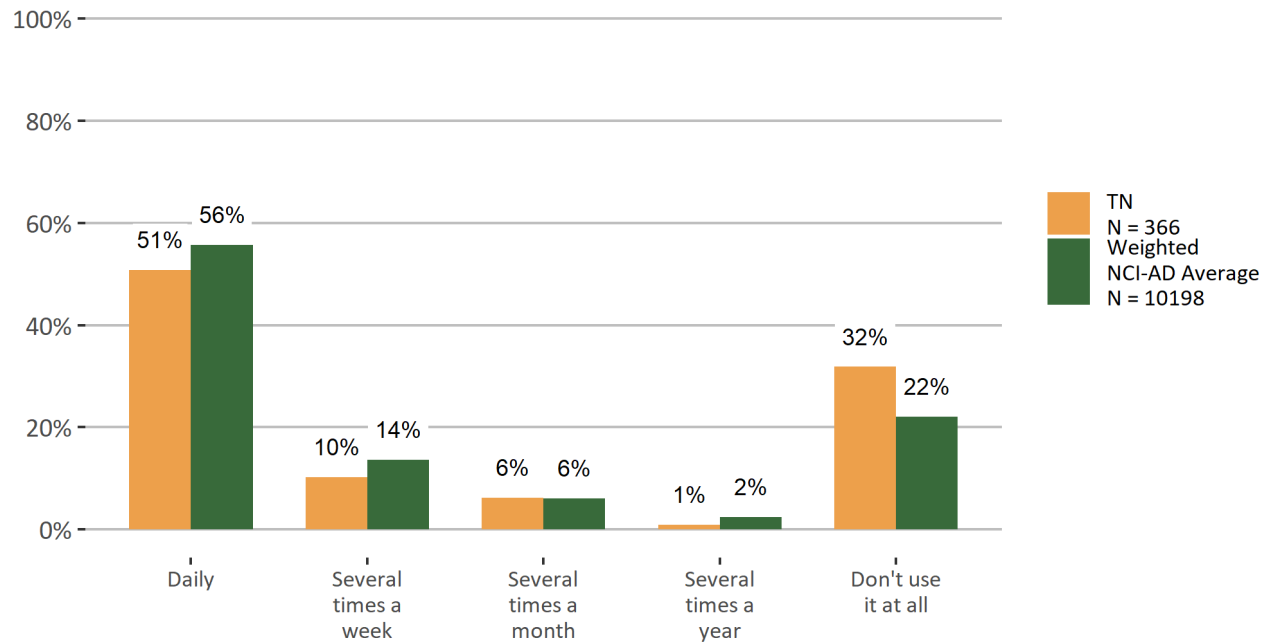


Table 75. Frequency with which people use the internet

Proxy respondents were allowed for this question

| Program | Daily | Several times a week | Several times a month | Several times a year | Don't use it at all | N |
|--------------------------------|------------|----------------------|-----------------------|----------------------|---------------------|---------------|
| Group 1 – Amerigroup | 35% | 6% | 0% | 0% | 58% | 31 |
| Group 1 - BlueCare | 55% | 9% | 6% | 0% | 30% | 53 |
| Group 1 – UnitedHealthcare | 60% | 12% | 8% | 2% | 19% | 52 |
| Group 2- BlueCare | 50% | 15% | 10% | 0% | 25% | 52 |
| Group 2 – UnitedHealthcare | 61% | 12% | 6% | 2% | 20% | 51 |
| Group 3 – BlueCare | 58% | 13% | 5% | 3% | 21% | 38 |
| Group 3 – United Healthcare | 68% | 6% | 13% | 3% | 10% | 31 |
| PACE | 35% | 9% | 9% | 0% | 48% | 23 |
| Overall TN Average | 51% | 10% | 6% | 1% | 32% | 366 |
| Weighted NCI-AD Average | 56% | 14% | 6% | 2% | 22% | 10,198 |

Always has a stable internet connection

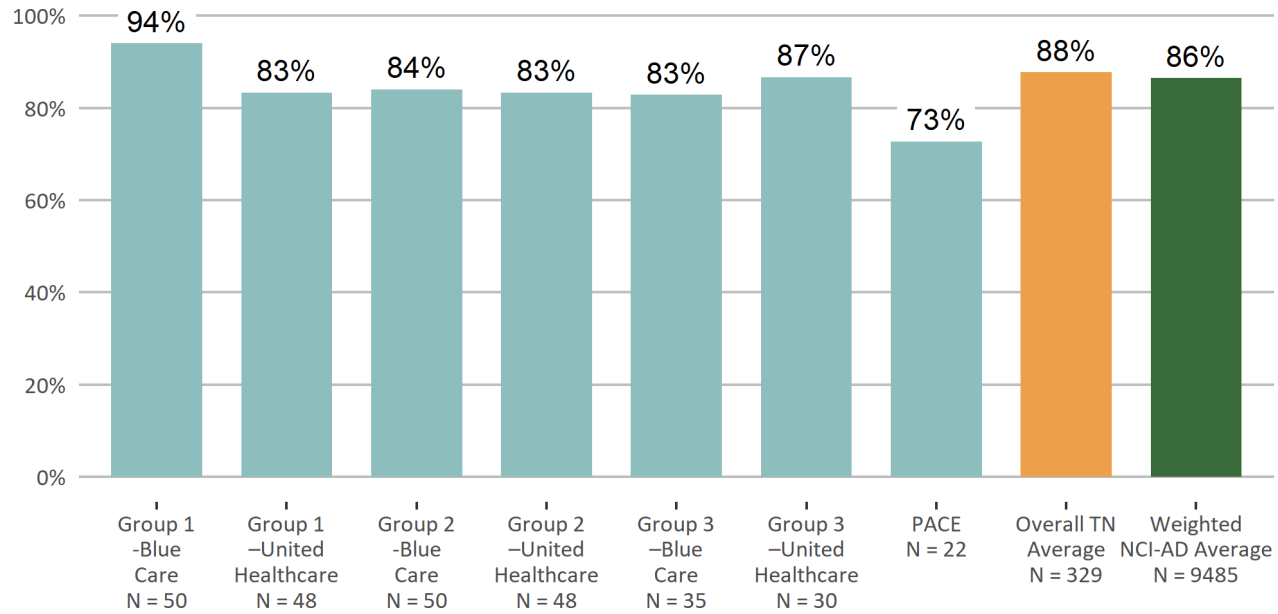


Table 76. Always has a stable internet connection

Proxy respondents were allowed for this question

| Program | Always works | Sometimes works | Rarely or never works | N |
|--------------------------------|--------------|-----------------|-----------------------|--------------|
| Group 1 - BlueCare | 94% | 6% | 0% | 50 |
| Group 1 – UnitedHealthcare | 83% | 15% | 2% | 48 |
| Group 2- BlueCare | 84% | 16% | 0% | 50 |
| Group 2 – UnitedHealthcare | 83% | 15% | 2% | 48 |
| Group 3 – BlueCare | 83% | 17% | 0% | 35 |
| Group 3 – United Healthcare | 87% | 10% | 3% | 30 |
| PACE | 73% | 27% | 0% | 22 |
| Overall TN Average | 88% | 11% | 1% | 329 |
| Weighted NCI-AD Average | 86% | 13% | 1% | 9,485 |

Has talked to health professionals using video conference/telehealth

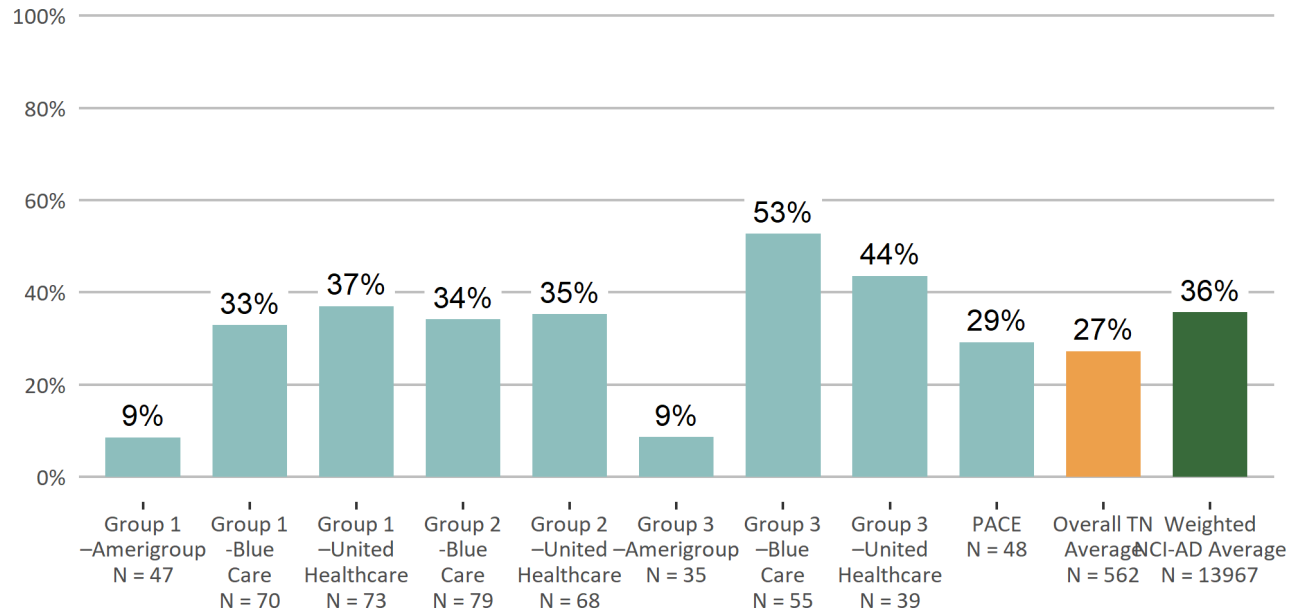


Table 77. Has talked to health professionals using video conference/telehealth

Proxy respondents were allowed for this question

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 9% | 91% | 47 |
| Group 1 - BlueCare | 33% | 67% | 70 |
| Group 1 – UnitedHealthcare | 37% | 63% | 73 |
| Group 2 - Amerigroup | 0% | 100% | 48 |
| Group 2- BlueCare | 34% | 66% | 79 |
| Group 2 – UnitedHealthcare | 35% | 65% | 68 |
| Group 3 – Amerigroup | 9% | 91% | 35 |
| Group 3 – BlueCare | 53% | 47% | 55 |
| Group 3 – United Healthcare | 44% | 56% | 39 |
| PACE | 29% | 71% | 48 |
| Overall TN Average | 27% | 73% | 562 |
| Weighted NCI-AD Average | 36% | 64% | 13,967 |

Liked talking to health care providers using telehealth

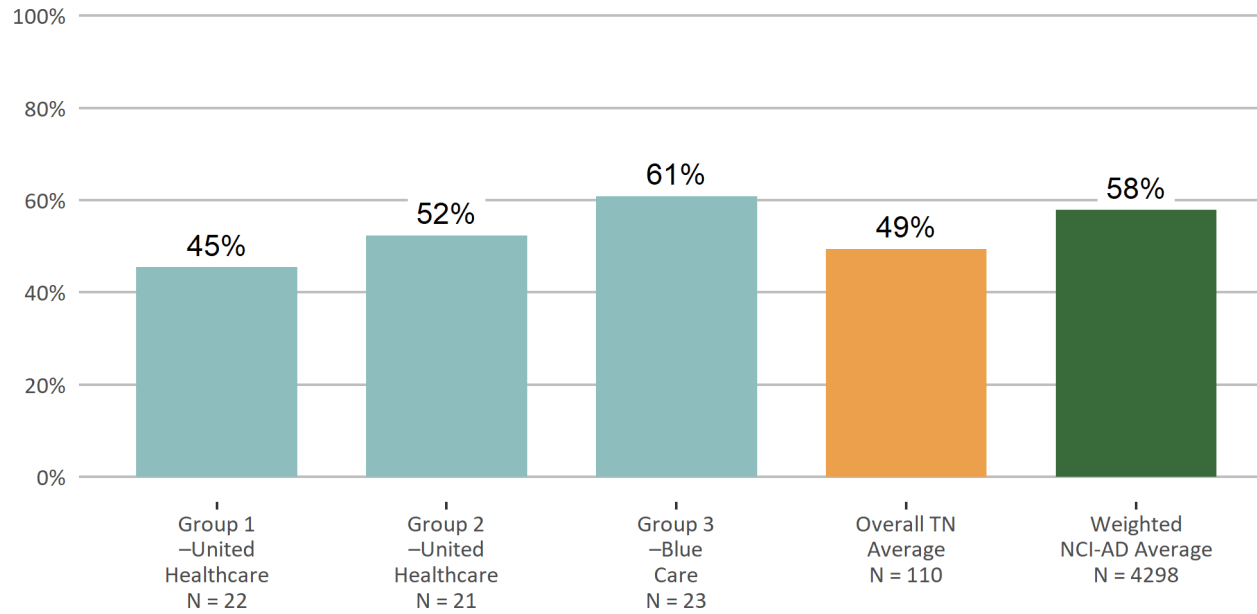


Table 78. Liked talking to health care providers using telehealth

New question in 2022-2023.

| Program | Yes, completely | Yes, in part | No | N |
|--------------------------------|------------------------|---------------------|------------|--------------|
| Group 1 – UnitedHealthcare | 45% | 23% | 32% | 22 |
| Group 2 – UnitedHealthcare | 52% | 24% | 24% | 21 |
| Group 3 – BlueCare | 61% | 26% | 13% | 23 |
| Overall TN Average | 49% | 22% | 28% | 110 |
| Weighted NCI-AD Average | 58% | 24% | 18% | 4,298 |

Access to Needed Equipment

Needs grab bars in the bathroom or
elsewhere in their home but do not
have them

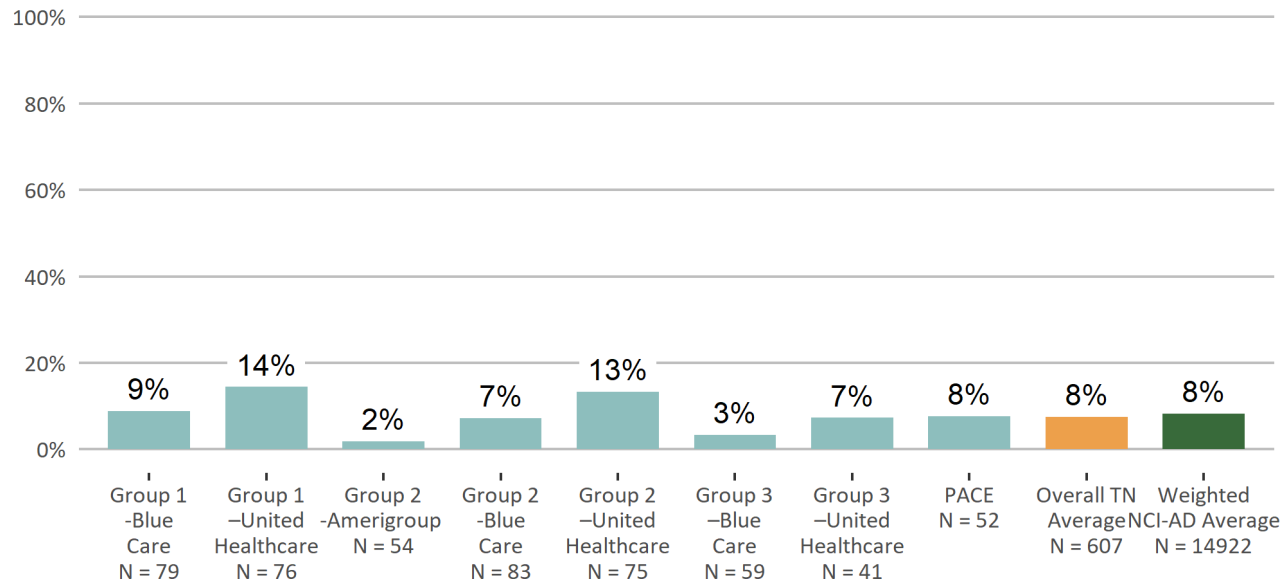


Table 79. Needs grab bars in the bathroom or elsewhere in their home but does not have them

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 0% | 0% | 90% | 10% | 52 |
| Group 1 - BlueCare | 9% | 5% | 63% | 23% | 79 |
| Group 1 – UnitedHealthcare | 14% | 5% | 58% | 22% | 76 |
| Group 2 - Amerigroup | 2% | 0% | 81% | 17% | 54 |
| Group 2- BlueCare | 7% | 5% | 63% | 25% | 83 |
| Group 2 – UnitedHealthcare | 13% | 5% | 67% | 15% | 75 |
| Group 3 – Amerigroup | 0% | 0% | 78% | 22% | 36 |
| Group 3 – BlueCare | 3% | 3% | 76% | 17% | 59 |
| Group 3 – United Healthcare | 7% | 12% | 68% | 12% | 41 |
| PACE | 8% | 4% | 71% | 17% | 52 |
| Overall TN Average | 8% | 4% | 70% | 19% | 607 |
| Weighted NCI-AD Average | 8% | 6% | 69% | 17% | 14,922 |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 174

Needs other bathroom modifications but does not have them

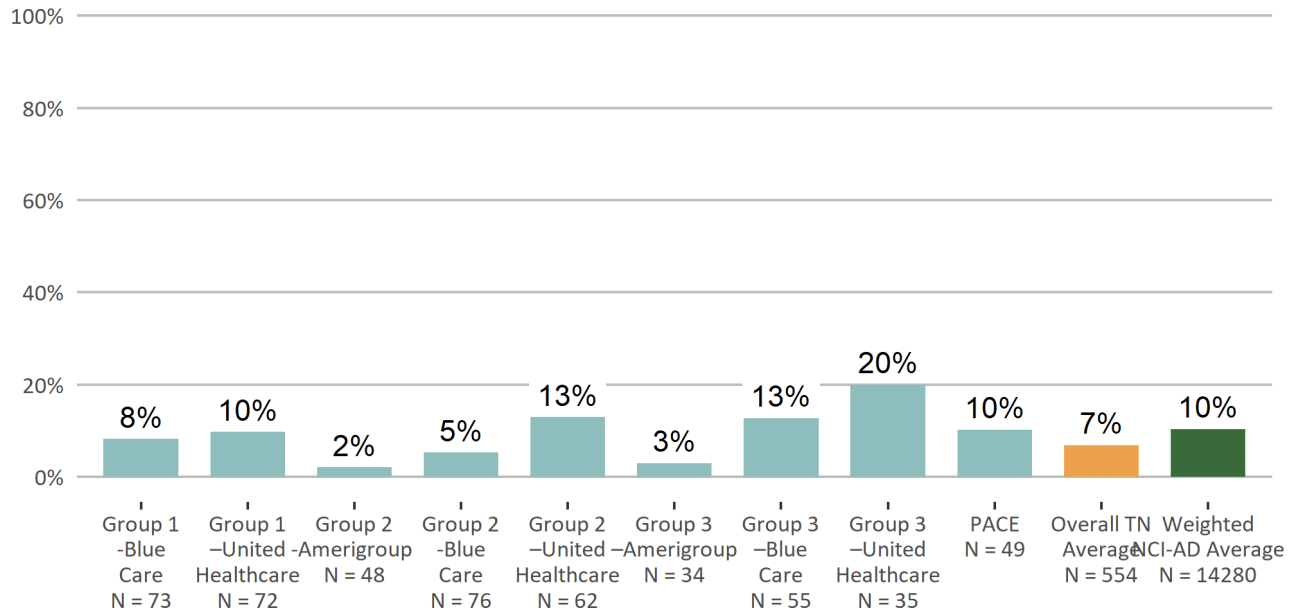


Table 80. Needs other bathroom modifications but does not have them

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|------------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 0% | 0% | 72% | 28% | 50 |
| Group 1 - BlueCare | 8% | 5% | 34% | 52% | 73 |
| Group 1 – UnitedHealthcare | 10% | 6% | 36% | 49% | 72 |
| Group 2 - Amerigroup | 2% | 2% | 71% | 25% | 48 |
| Group 2- BlueCare | 5% | 8% | 46% | 41% | 76 |
| Group 2 – UnitedHealthcare | 13% | 2% | 42% | 44% | 62 |
| Group 3 – Amerigroup | 3% | 0% | 62% | 35% | 34 |
| Group 3 – BlueCare | 13% | 4% | 42% | 42% | 55 |
| Group 3 – United Healthcare | 20% | 6% | 43% | 31% | 35 |
| PACE | 10% | 4% | 45% | 41% | 49 |
| Overall TN Average | 7% | 4% | 49% | 41% | 554 |
| Weighted NCI-AD Average | 10% | 3% | 32% | 55% | 14,280 |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 176

Needs a shower chair but does not have one

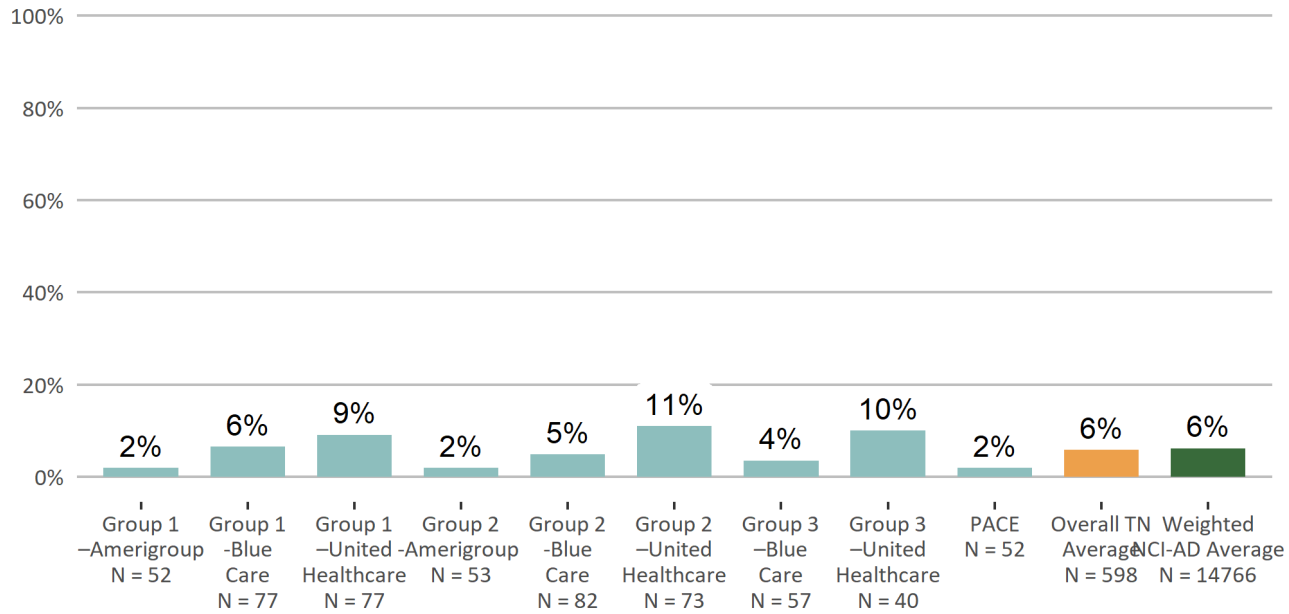


Table 81. Needs a shower chair but does not have one

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 2% | 2% | 81% | 15% | 52 |
| Group 1 - BlueCare | 6% | 8% | 64% | 22% | 77 |
| Group 1 – UnitedHealthcare | 9% | 8% | 65% | 18% | 77 |
| Group 2 - Amerigroup | 2% | 2% | 77% | 19% | 53 |
| Group 2- BlueCare | 5% | 11% | 61% | 23% | 82 |
| Group 2 – UnitedHealthcare | 11% | 10% | 62% | 18% | 73 |
| Group 3 – Amerigroup | 0% | 0% | 69% | 31% | 35 |
| Group 3 – BlueCare | 4% | 2% | 84% | 11% | 57 |
| Group 3 – United Healthcare | 10% | 10% | 60% | 20% | 40 |
| PACE | 2% | 0% | 81% | 17% | 52 |
| Overall TN Average | 6% | 7% | 68% | 19% | 598 |
| Weighted NCI-AD Average | 6% | 5% | 69% | 19% | 14,766 |

Needs a specialized bed but does not have one

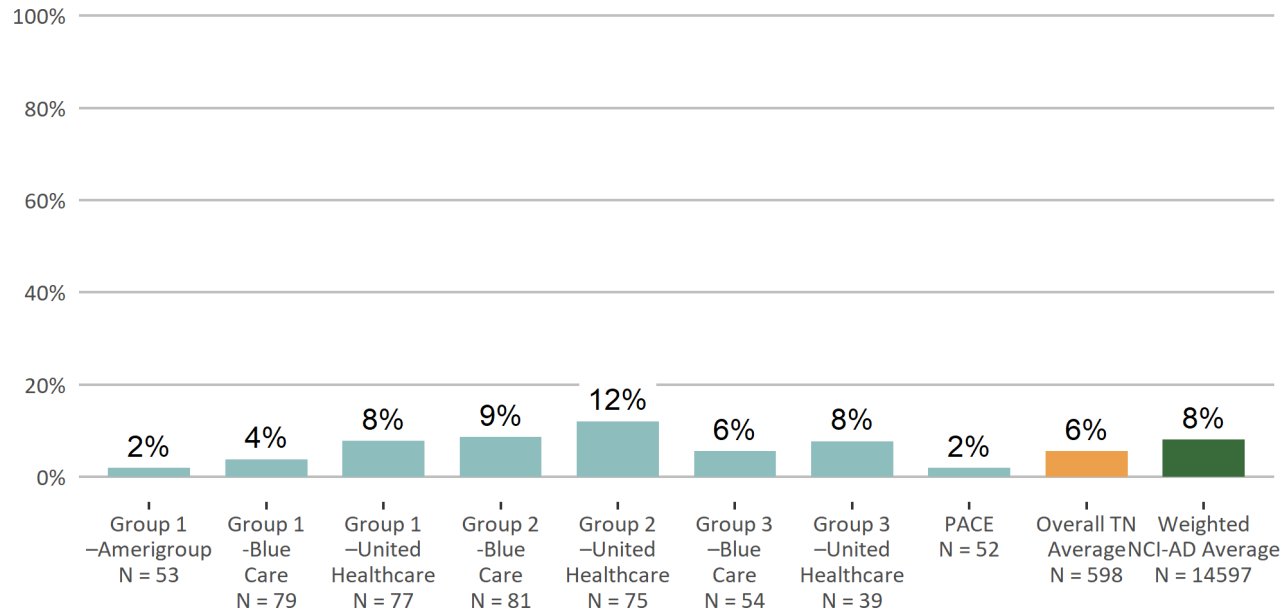


Table 82. Needs a specialized bed but does not have one

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 2% | 4% | 89% | 6% | 53 |
| Group 1 - BlueCare | 4% | 11% | 38% | 47% | 79 |
| Group 1 – UnitedHealthcare | 8% | 4% | 39% | 49% | 77 |
| Group 2 - Amerigroup | 0% | 4% | 85% | 11% | 54 |
| Group 2- BlueCare | 9% | 7% | 52% | 32% | 81 |
| Group 2 – UnitedHealthcare | 12% | 3% | 35% | 51% | 75 |
| Group 3 – Amerigroup | 0% | 6% | 79% | 15% | 34 |
| Group 3 – BlueCare | 6% | 11% | 39% | 44% | 54 |
| Group 3 – United Healthcare | 8% | 8% | 46% | 38% | 39 |
| PACE | 2% | 0% | 62% | 37% | 52 |
| Overall TN Average | 6% | 6% | 54% | 34% | 598 |
| Weighted NCI-AD Average | 8% | 4% | 29% | 60% | 14,597 |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 180

Need for a ramp (either inside or outside of their residence) but does not have one

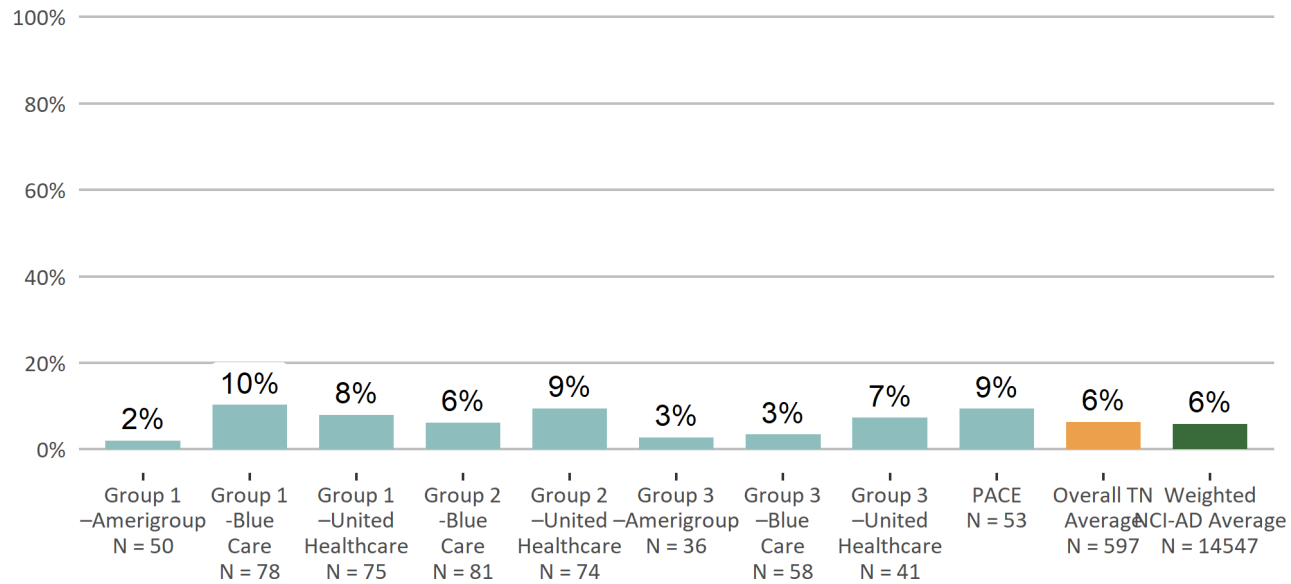


Table 83. Need for a ramp (either inside or outside of their residence) but does not have one

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 2% | 4% | 66% | 28% | 50 |
| Group 1 - BlueCare | 10% | 6% | 56% | 27% | 78 |
| Group 1 – UnitedHealthcare | 8% | 7% | 53% | 32% | 75 |
| Group 2 - Amerigroup | 0% | 2% | 67% | 31% | 51 |
| Group 2- BlueCare | 6% | 7% | 44% | 42% | 81 |
| Group 2 – UnitedHealthcare | 9% | 3% | 43% | 45% | 74 |
| Group 3 – Amerigroup | 3% | 0% | 56% | 42% | 36 |
| Group 3 – BlueCare | 3% | 5% | 66% | 26% | 58 |
| Group 3 – United Healthcare | 7% | 5% | 56% | 32% | 41 |
| PACE | 9% | 0% | 51% | 40% | 53 |
| Overall TN Average | 6% | 5% | 55% | 33% | 597 |
| Weighted NCI-AD Average | 6% | 3% | 35% | 56% | 14,547 |

Needs other home modifications that does not have

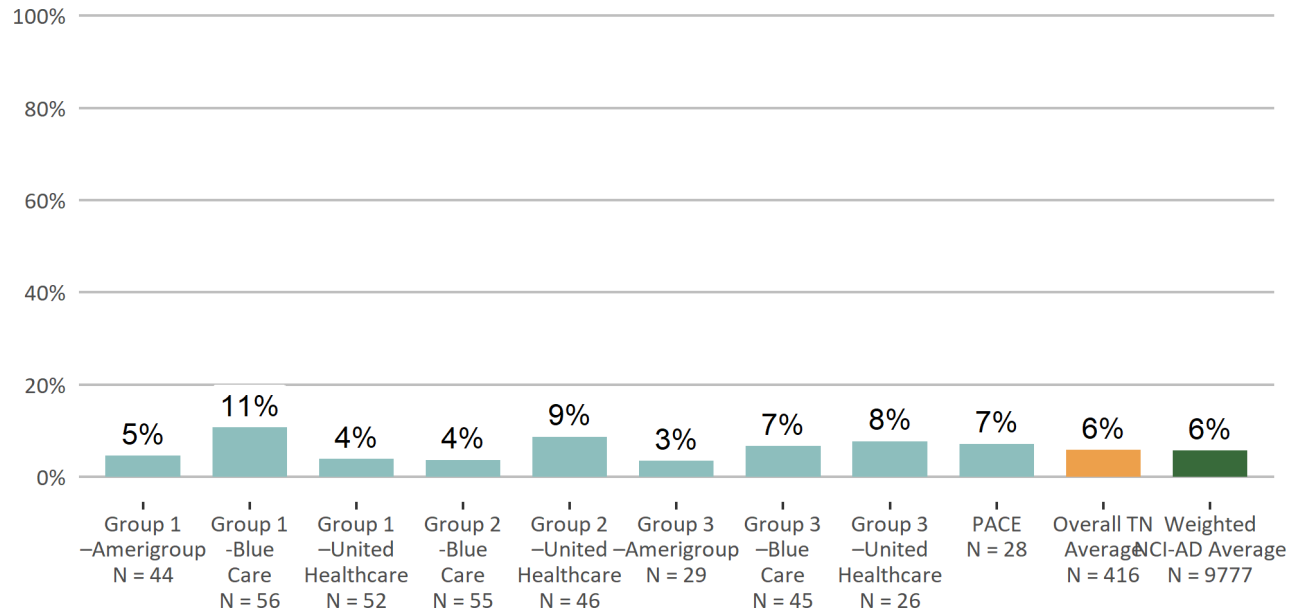


Table 84. Needs other home modifications that does not have

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|--------------|
| Group 1 – Amerigroup | 5% | 2% | 30% | 64% | 44 |
| Group 1 - BlueCare | 11% | 4% | 18% | 68% | 56 |
| Group 1 – UnitedHealthcare | 4% | 2% | 15% | 79% | 52 |
| Group 2 - Amerigroup | 0% | 3% | 23% | 74% | 35 |
| Group 2- BlueCare | 4% | 0% | 18% | 78% | 55 |
| Group 2 – UnitedHealthcare | 9% | 2% | 11% | 78% | 46 |
| Group 3 – Amerigroup | 3% | 0% | 34% | 62% | 29 |
| Group 3 – BlueCare | 7% | 4% | 16% | 73% | 45 |
| Group 3 – United Healthcare | 8% | 4% | 19% | 69% | 26 |
| PACE | 7% | 4% | 43% | 46% | 28 |
| Overall TN Average | 6% | 2% | 20% | 72% | 416 |
| Weighted NCI-AD Average | 6% | 2% | 12% | 80% | 9,777 |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 184

Needs a wheelchair but does not have one

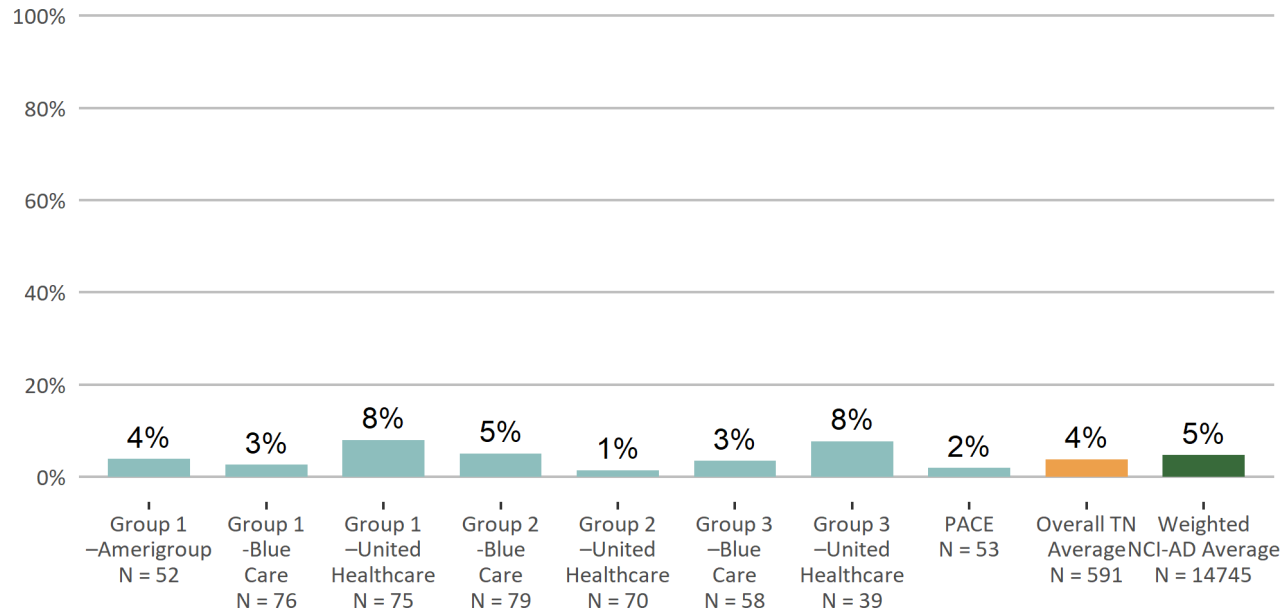


Table 85. Needs a wheelchair but does not have one

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 4% | 2% | 83% | 12% | 52 |
| Group 1 - BlueCare | 3% | 12% | 54% | 32% | 76 |
| Group 1 – UnitedHealthcare | 8% | 11% | 47% | 35% | 75 |
| Group 2 - Amerigroup | 0% | 8% | 79% | 13% | 53 |
| Group 2- BlueCare | 5% | 15% | 58% | 22% | 79 |
| Group 2 – UnitedHealthcare | 1% | 16% | 43% | 40% | 70 |
| Group 3 – Amerigroup | 0% | 8% | 75% | 17% | 36 |
| Group 3 – BlueCare | 3% | 17% | 59% | 21% | 58 |
| Group 3 – United Healthcare | 8% | 15% | 51% | 26% | 39 |
| PACE | 2% | 4% | 51% | 43% | 53 |
| Overall TN Average | 4% | 11% | 60% | 26% | 591 |
| Weighted NCI-AD Average | 5% | 6% | 39% | 50% | 14,745 |

Needs a scooter but does not have one

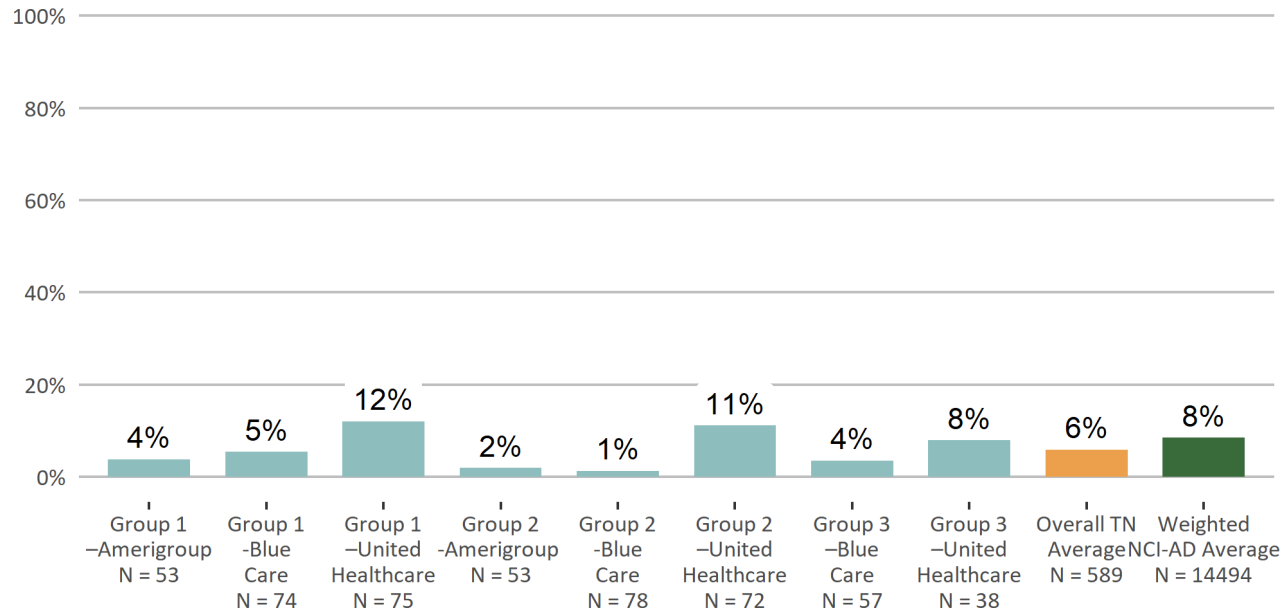


Table 86. Needs a scooter but does not have one

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 4% | 0% | 17% | 79% | 53 |
| Group 1 - BlueCare | 5% | 3% | 14% | 78% | 74 |
| Group 1 – UnitedHealthcare | 12% | 4% | 11% | 73% | 75 |
| Group 2 - Amerigroup | 2% | 0% | 8% | 91% | 53 |
| Group 2- BlueCare | 1% | 3% | 10% | 86% | 78 |
| Group 2 – UnitedHealthcare | 11% | 3% | 11% | 75% | 72 |
| Group 3 – Amerigroup | 0% | 0% | 6% | 94% | 36 |
| Group 3 – BlueCare | 4% | 9% | 14% | 74% | 57 |
| Group 3 – United Healthcare | 8% | 0% | 16% | 76% | 38 |
| PACE | 0% | 0% | 6% | 94% | 53 |
| Overall TN Average | 6% | 2% | 12% | 80% | 589 |
| Weighted NCI-AD Average | 8% | 2% | 9% | 81% | 14,494 |

Needs a walker but does not have one

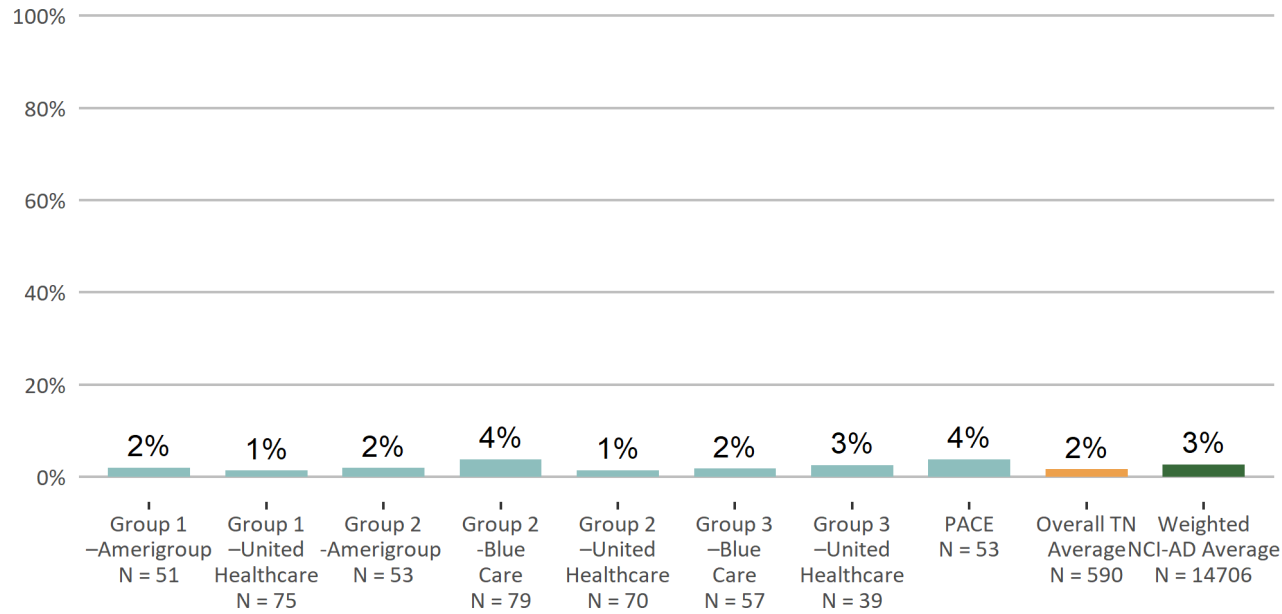


Table 87. Needs a walker but does not have one

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 2% | 4% | 49% | 45% | 51 |
| Group 1 - BlueCare | 0% | 5% | 53% | 42% | 77 |
| Group 1 – UnitedHealthcare | 1% | 7% | 55% | 37% | 75 |
| Group 2 - Amerigroup | 2% | 0% | 30% | 68% | 53 |
| Group 2- BlueCare | 4% | 4% | 49% | 43% | 79 |
| Group 2 – UnitedHealthcare | 1% | 11% | 54% | 33% | 70 |
| Group 3 – Amerigroup | 0% | 0% | 42% | 58% | 36 |
| Group 3 – BlueCare | 2% | 2% | 60% | 37% | 57 |
| Group 3 – United Healthcare | 3% | 8% | 54% | 36% | 39 |
| PACE | 4% | 2% | 55% | 40% | 53 |
| Overall TN Average | 2% | 5% | 50% | 43% | 590 |
| Weighted NCI-AD Average | 3% | 6% | 55% | 37% | 14,706 |

Needs hearing aids but does not have them

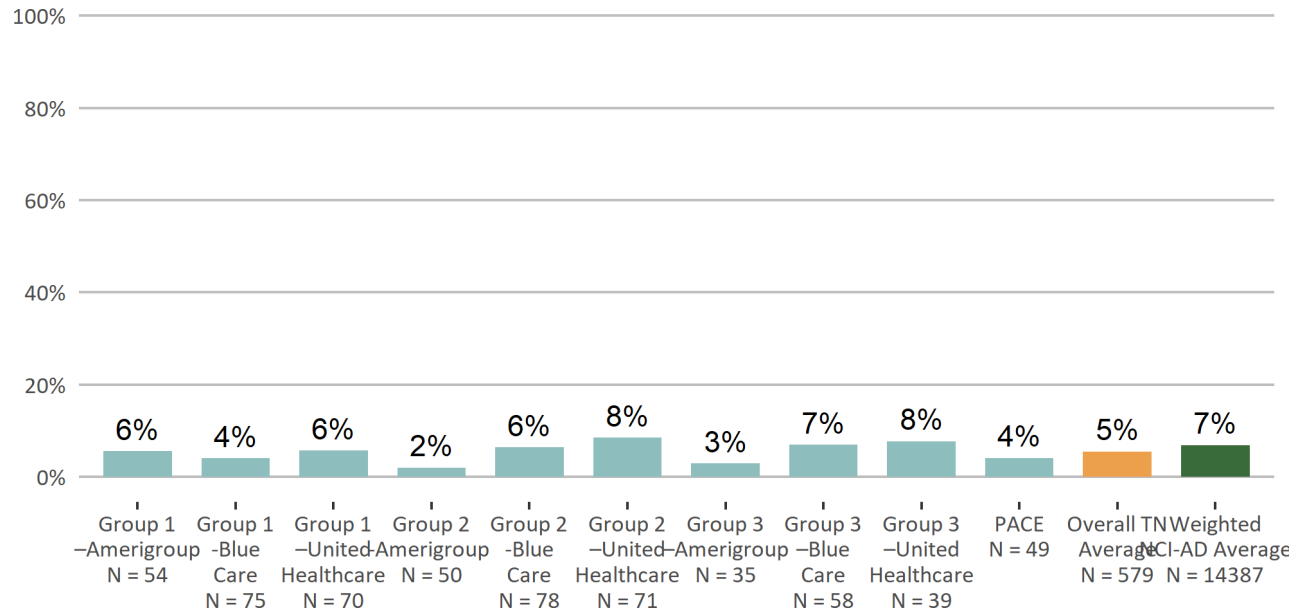


Table 88. Needs hearing aids but does not have them

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 6% | 2% | 17% | 76% | 54 |
| Group 1 - BlueCare | 4% | 3% | 11% | 83% | 75 |
| Group 1 – UnitedHealthcare | 6% | 1% | 11% | 81% | 70 |
| Group 2 - Amerigroup | 2% | 2% | 8% | 88% | 50 |
| Group 2- BlueCare | 6% | 1% | 4% | 88% | 78 |
| Group 2 – UnitedHealthcare | 8% | 1% | 8% | 82% | 71 |
| Group 3 – Amerigroup | 3% | 0% | 17% | 80% | 35 |
| Group 3 – BlueCare | 7% | 3% | 9% | 81% | 58 |
| Group 3 – United Healthcare | 8% | 0% | 15% | 77% | 39 |
| PACE | 4% | 0% | 16% | 80% | 49 |
| Overall TN Average | 5% | 2% | 11% | 82% | 579 |
| Weighted NCI-AD Average | 7% | 4% | 13% | 77% | 14,387 |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 192

Needs glasses but does not have them

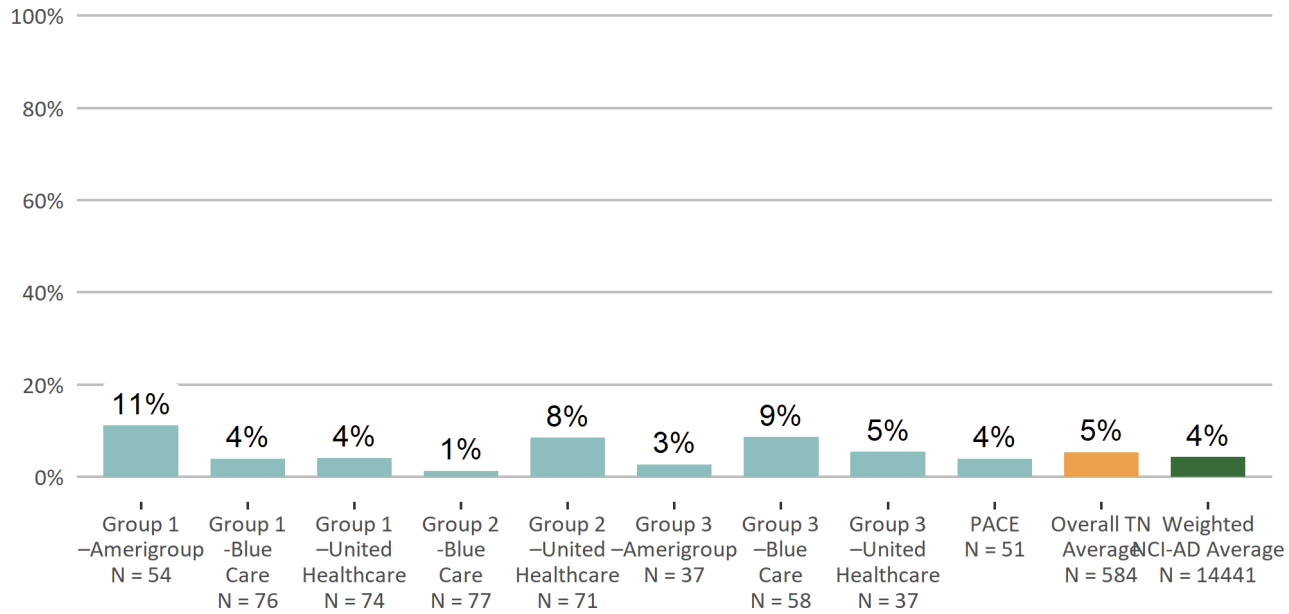


Table 89. Needs glasses but does not have them

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 11% | 11% | 39% | 39% | 54 |
| Group 1 - BlueCare | 4% | 14% | 51% | 30% | 76 |
| Group 1 – UnitedHealthcare | 4% | 16% | 47% | 32% | 74 |
| Group 2 - Amerigroup | 0% | 8% | 47% | 45% | 49 |
| Group 2- BlueCare | 1% | 13% | 51% | 35% | 77 |
| Group 2 – UnitedHealthcare | 8% | 23% | 46% | 23% | 71 |
| Group 3 – Amerigroup | 3% | 11% | 43% | 43% | 37 |
| Group 3 – BlueCare | 9% | 14% | 52% | 26% | 58 |
| Group 3 – United Healthcare | 5% | 11% | 57% | 27% | 37 |
| PACE | 4% | 16% | 61% | 20% | 51 |
| Overall TN Average | 5% | 14% | 47% | 33% | 584 |
| Weighted NCI-AD Average | 4% | 14% | 62% | 19% | 14,441 |

Needs personal emergency response system (PERS) but does not have one

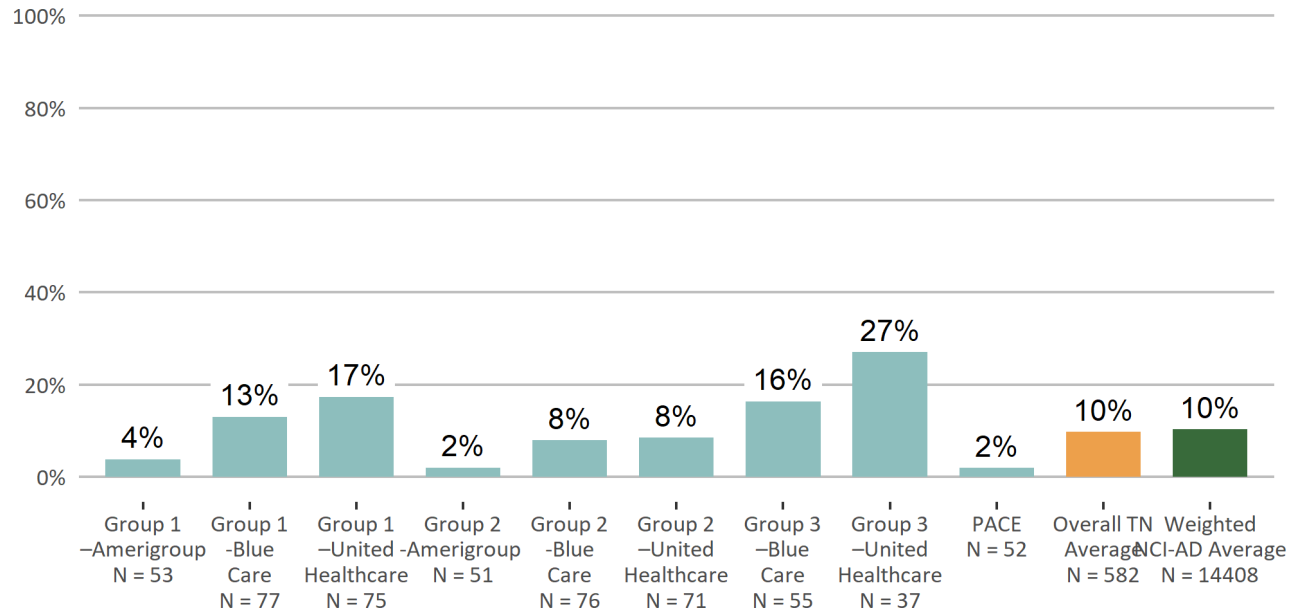


Table 90. Needs personal emergency response system (PERS) but does not have one

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|------------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 4% | 0% | 42% | 55% | 53 |
| Group 1 - BlueCare | 13% | 9% | 31% | 47% | 77 |
| Group 1 – UnitedHealthcare | 17% | 0% | 47% | 36% | 75 |
| Group 2 - Amerigroup | 2% | 4% | 37% | 57% | 51 |
| Group 2- BlueCare | 8% | 8% | 43% | 41% | 76 |
| Group 2 – UnitedHealthcare | 8% | 11% | 59% | 21% | 71 |
| Group 3 – Amerigroup | 0% | 0% | 40% | 60% | 35 |
| Group 3 – BlueCare | 16% | 9% | 53% | 22% | 55 |
| Group 3 – United Healthcare | 27% | 0% | 32% | 41% | 37 |
| PACE | 2% | 2% | 63% | 33% | 52 |
| Overall TN Average | 10% | 5% | 43% | 42% | 582 |
| Weighted NCI-AD Average | 10% | 3% | 51% | 36% | 14,408 |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 196

Needs an oxygen machine but does
not have one

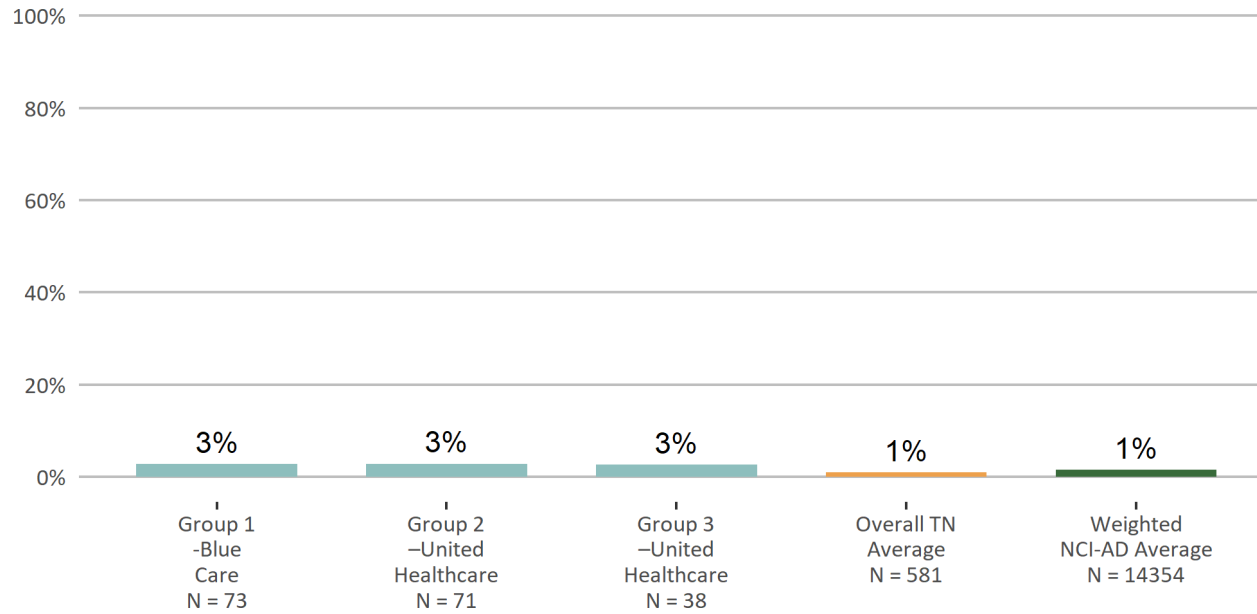


Table 91. Needs an oxygen machine but does not have one

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 0% | 0% | 30% | 70% | 53 |
| Group 1 - BlueCare | 3% | 0% | 26% | 71% | 73 |
| Group 1 – UnitedHealthcare | 0% | 0% | 36% | 64% | 73 |
| Group 2 - Amerigroup | 0% | 2% | 29% | 69% | 49 |
| Group 2- BlueCare | 0% | 3% | 17% | 81% | 77 |
| Group 2 – UnitedHealthcare | 3% | 1% | 25% | 70% | 71 |
| Group 3 – Amerigroup | 0% | 0% | 24% | 76% | 37 |
| Group 3 – BlueCare | 0% | 2% | 31% | 67% | 58 |
| Group 3 – United Healthcare | 3% | 0% | 39% | 58% | 38 |
| PACE | 0% | 0% | 19% | 81% | 52 |
| Overall TN Average | 1% | 1% | 28% | 71% | 581 |
| Weighted NCI-AD Average | 1% | 1% | 18% | 79% | 14,354 |

Needs other assistive technology equipment but does not have

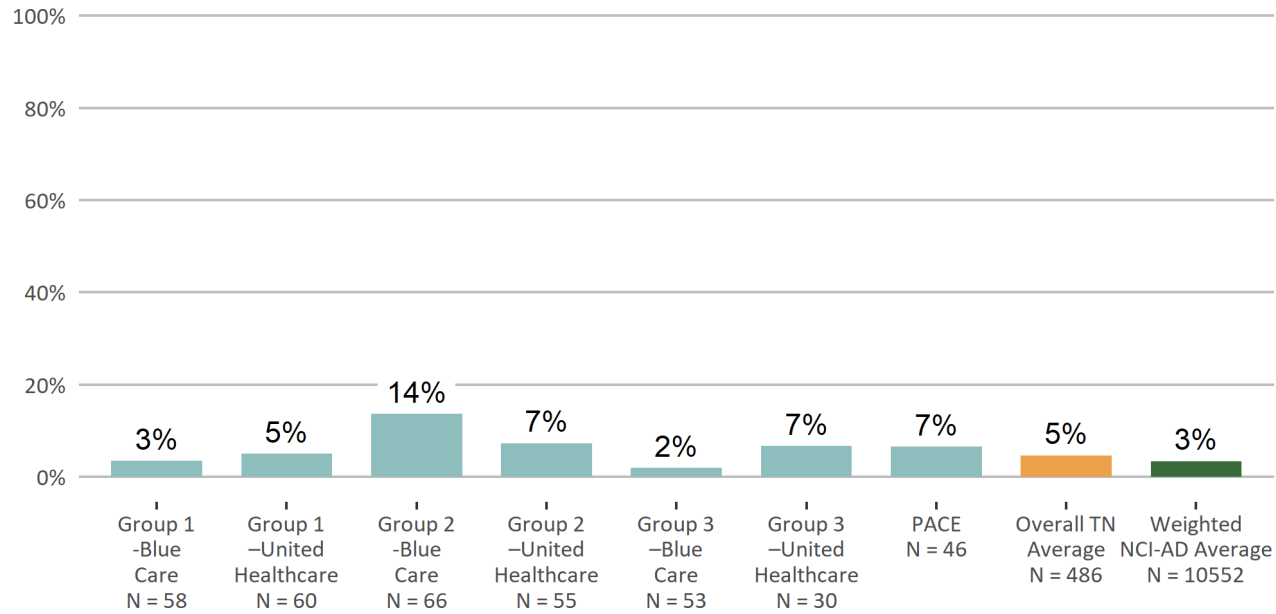


Table 92. Needs other assistive technology equipment but does not have

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|---------------|
| Group 1 – Amerigroup | 0% | 2% | 20% | 78% | 45 |
| Group 1 - BlueCare | 3% | 3% | 9% | 84% | 58 |
| Group 1 – UnitedHealthcare | 5% | 2% | 12% | 82% | 60 |
| Group 2 - Amerigroup | 0% | 0% | 10% | 90% | 42 |
| Group 2- BlueCare | 14% | 0% | 9% | 77% | 66 |
| Group 2 – UnitedHealthcare | 7% | 0% | 5% | 87% | 55 |
| Group 3 – Amerigroup | 0% | 0% | 6% | 94% | 31 |
| Group 3 – BlueCare | 2% | 2% | 6% | 91% | 53 |
| Group 3 – United Healthcare | 7% | 0% | 7% | 87% | 30 |
| PACE | 7% | 2% | 24% | 67% | 46 |
| Overall TN Average | 5% | 1% | 11% | 83% | 486 |
| Weighted NCI-AD Average | 3% | 1% | 16% | 79% | 10,552 |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 200

Needs other equipment but does not have

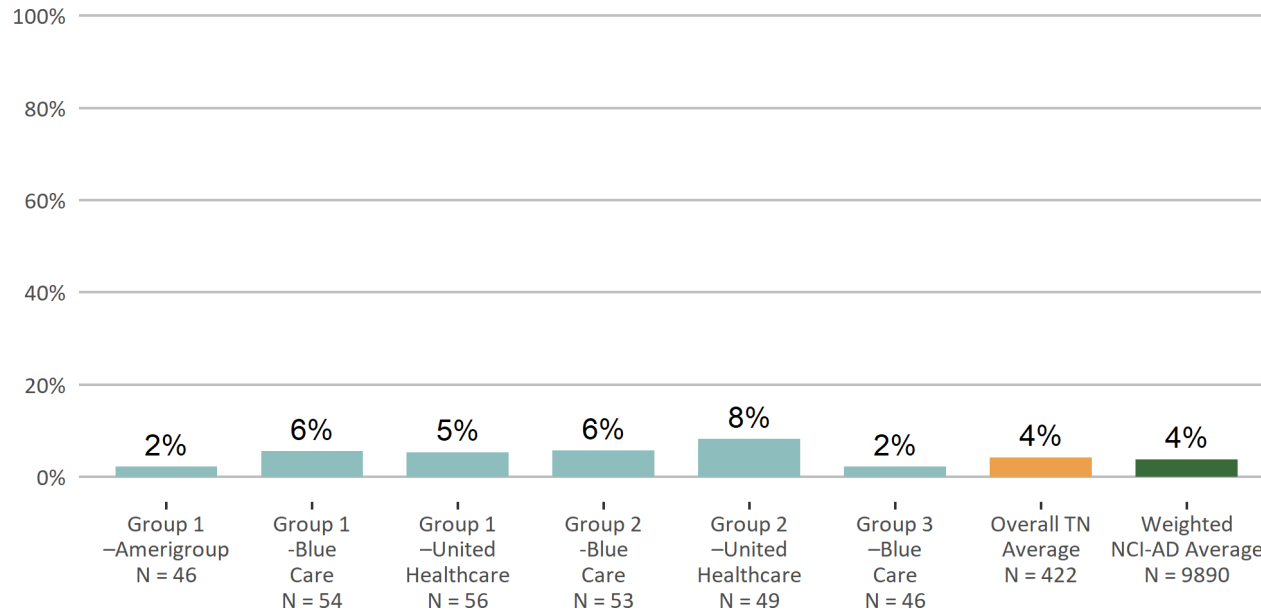


Table 93. Needs other equipment but does not have

Proxy respondents were allowed for this question.

| Program | Needs | Has but needs change or update | Has and does not need change or update | Does not need | N |
|--------------------------------|-----------|--------------------------------|--|---------------|--------------|
| Group 1 – Amerigroup | 2% | 0% | 17% | 80% | 46 |
| Group 1 - BlueCare | 6% | 0% | 9% | 85% | 54 |
| Group 1 – UnitedHealthcare | 5% | 2% | 7% | 86% | 56 |
| Group 2 - Amerigroup | 0% | 0% | 10% | 90% | 40 |
| Group 2- BlueCare | 6% | 0% | 6% | 89% | 53 |
| Group 2 – UnitedHealthcare | 8% | 0% | 6% | 86% | 49 |
| Group 3 – Amerigroup | 0% | 0% | 7% | 93% | 29 |
| Group 3 – BlueCare | 2% | 7% | 4% | 87% | 46 |
| Group 3 – United Healthcare | 0% | 0% | 0% | 100% | 24 |
| PACE | 0% | 0% | 24% | 76% | 25 |
| Overall TN Average | 4% | 1% | 10% | 86% | 422 |
| Weighted NCI-AD Average | 4% | 2% | 19% | 75% | 9,890 |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 202

Medications

Knows what prescription medications are for

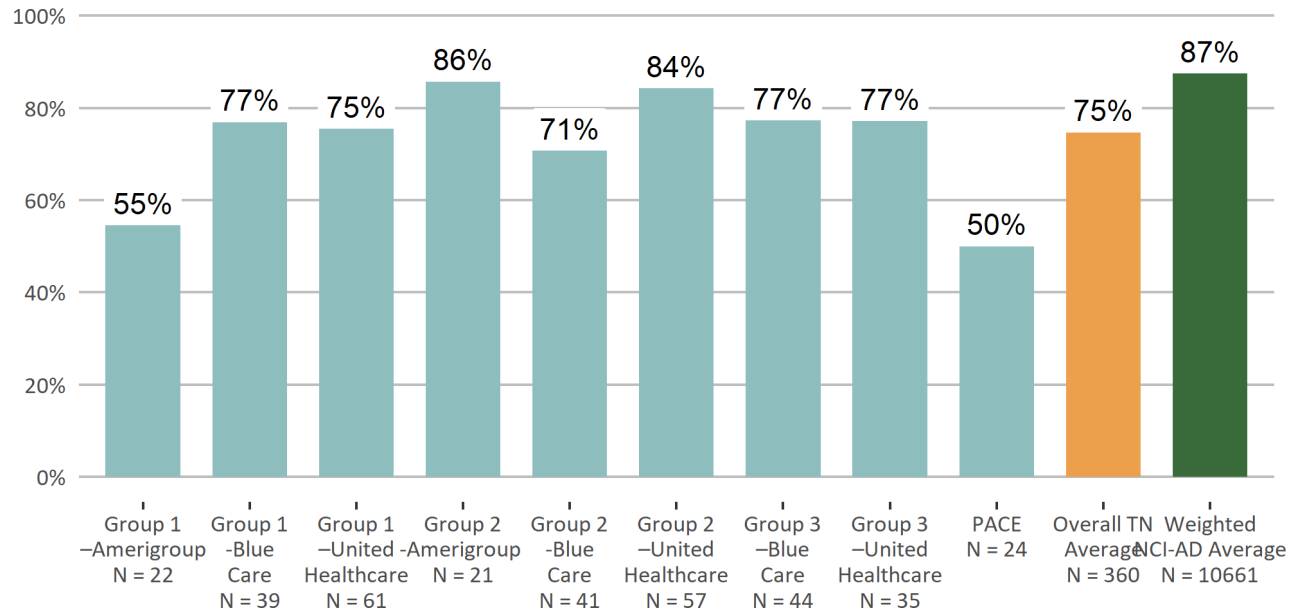


Table 94. Knows what prescription medications are for

| Program | Yes | Maybe, Not sure | No | N |
|--------------------------------|------------|------------------------|-----------|---------------|
| Group 1 – Amerigroup | 55% | 32% | 14% | 22 |
| Group 1 - BlueCare | 77% | 18% | 5% | 39 |
| Group 1 – UnitedHealthcare | 75% | 21% | 3% | 61 |
| Group 2 - Amerigroup | 86% | 14% | 0% | 21 |
| Group 2- BlueCare | 71% | 22% | 7% | 41 |
| Group 2 – UnitedHealthcare | 84% | 11% | 5% | 57 |
| Group 3 – BlueCare | 77% | 20% | 2% | 44 |
| Group 3 – United Healthcare | 77% | 14% | 9% | 35 |
| PACE | 50% | 21% | 29% | 24 |
| Overall TN Average | 75% | 19% | 6% | 360 |
| Weighted NCI-AD Average | 87% | 9% | 4% | 10,661 |

Takes medication to help feel less sad or depressed

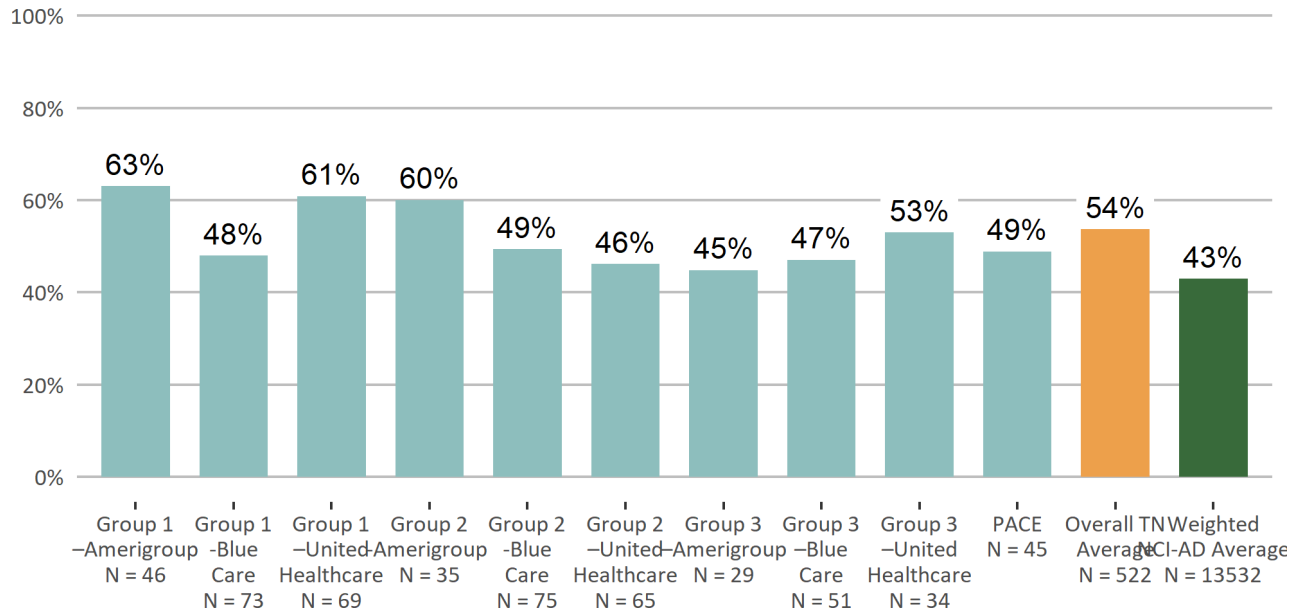


Table 95. Takes medication to help feel less sad or depressed

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 63% | 37% | 46 |
| Group 1 - BlueCare | 48% | 52% | 73 |
| Group 1 – UnitedHealthcare | 61% | 39% | 69 |
| Group 2 - Amerigroup | 60% | 40% | 35 |
| Group 2- BlueCare | 49% | 51% | 75 |
| Group 2 – UnitedHealthcare | 46% | 54% | 65 |
| Group 3 – Amerigroup | 45% | 55% | 29 |
| Group 3 – BlueCare | 47% | 53% | 51 |
| Group 3 – United Healthcare | 53% | 47% | 34 |
| PACE | 49% | 51% | 45 |
| Overall TN Average | 54% | 46% | 522 |
| Weighted NCI-AD Average | 43% | 57% | 13,532 |

Health care

Has access to mental health
services if they want them

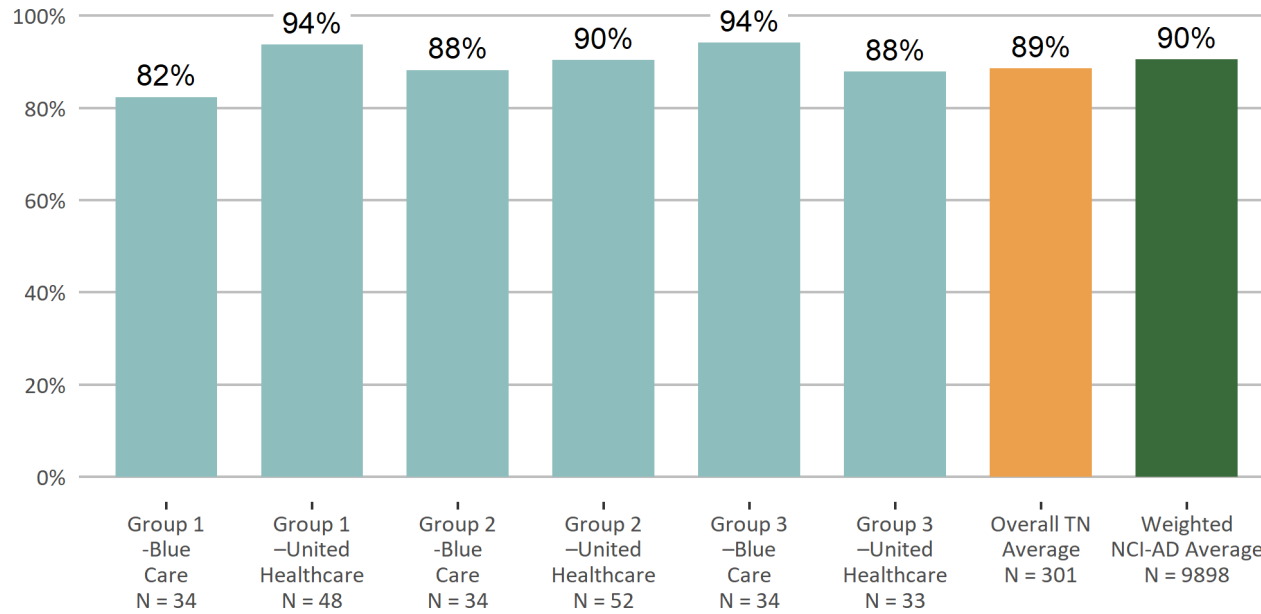


Table 96. Has access to mental health services if they want them

| Program | Yes, always | Usually | No, only sometimes or rarely | N |
|--------------------------------|--------------------|----------------|-------------------------------------|--------------|
| Group 1 - BlueCare | 82% | 3% | 15% | 34 |
| Group 1 – UnitedHealthcare | 94% | 2% | 4% | 48 |
| Group 2- BlueCare | 88% | 3% | 9% | 34 |
| Group 2 – UnitedHealthcare | 90% | 0% | 10% | 52 |
| Group 3 – BlueCare | 94% | 3% | 3% | 34 |
| Group 3 – United Healthcare | 88% | 3% | 9% | 33 |
| Overall TN Average | 89% | 2% | 9% | 301 |
| Weighted NCI-AD Average | 90% | 2% | 7% | 9,898 |

Can get an appointment to see or
talk to their primary care doctor
when they need to

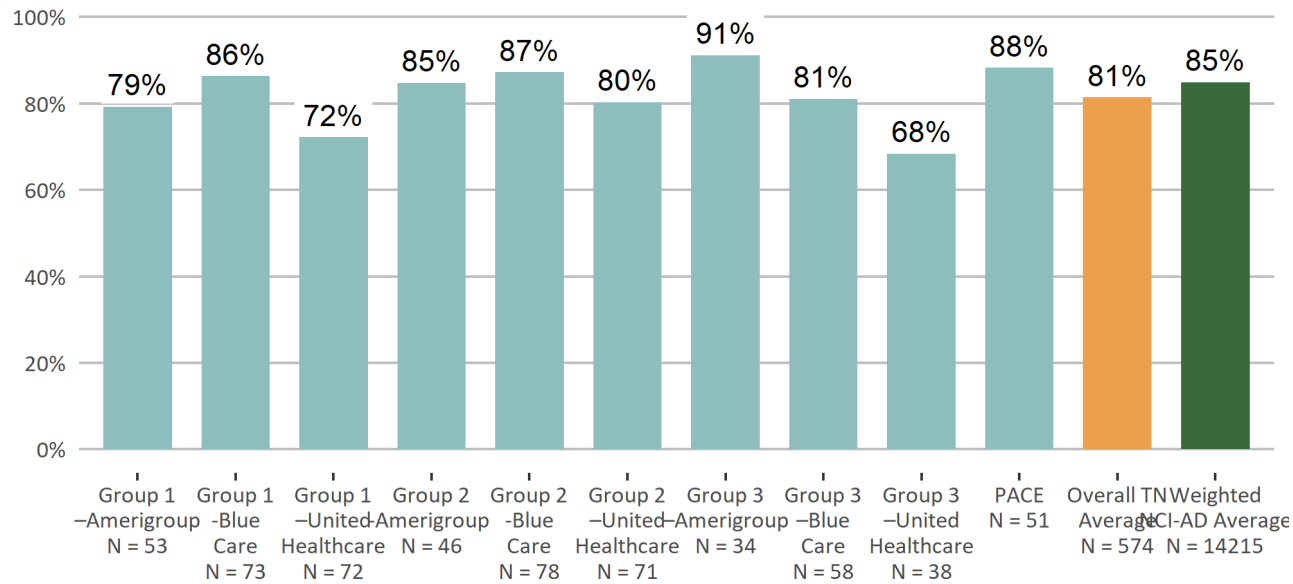


Table 97. Can get an appointment to see or talk to their primary care doctor when they need to

Proxy respondents were allowed for this question.

| Program | Yes, always | Usually | No, only sometimes or rarely | N |
|--------------------------------|-------------|------------|------------------------------|---------------|
| Group 1 – Amerigroup | 79% | 15% | 6% | 53 |
| Group 1 - BlueCare | 86% | 11% | 3% | 73 |
| Group 1 – UnitedHealthcare | 72% | 25% | 3% | 72 |
| Group 2 - Amerigroup | 85% | 11% | 4% | 46 |
| Group 2- BlueCare | 87% | 8% | 5% | 78 |
| Group 2 – UnitedHealthcare | 80% | 14% | 6% | 71 |
| Group 3 – Amerigroup | 91% | 9% | 0% | 34 |
| Group 3 – BlueCare | 81% | 12% | 7% | 58 |
| Group 3 – United Healthcare | 68% | 26% | 5% | 38 |
| PACE | 88% | 8% | 4% | 51 |
| Overall TN Average | 81% | 14% | 4% | 574 |
| Weighted NCI-AD Average | 85% | 10% | 5% | 14,215 |

Went to the emergency room for any
reason in the past 12 months

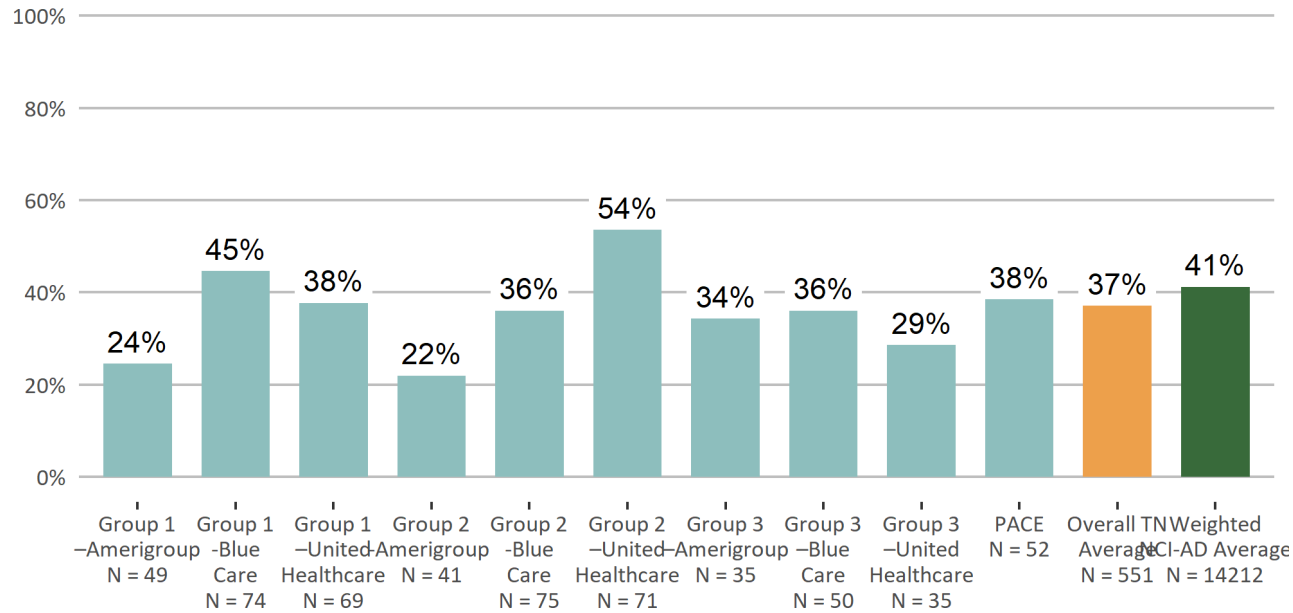


Table 98. Went to the emergency room for any reason in the past 12 months

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 24% | 76% | 49 |
| Group 1 - BlueCare | 45% | 55% | 74 |
| Group 1 – UnitedHealthcare | 38% | 62% | 69 |
| Group 2 - Amerigroup | 22% | 78% | 41 |
| Group 2- BlueCare | 36% | 64% | 75 |
| Group 2 – UnitedHealthcare | 54% | 46% | 71 |
| Group 3 – Amerigroup | 34% | 66% | 35 |
| Group 3 – BlueCare | 36% | 64% | 50 |
| Group 3 – United Healthcare | 29% | 71% | 35 |
| PACE | 38% | 62% | 52 |
| Overall TN Average | 37% | 63% | 551 |
| Weighted NCI-AD Average | 41% | 59% | 14,212 |

Has gone to the emergency room in
the past 12 months due to falling
or losing balance

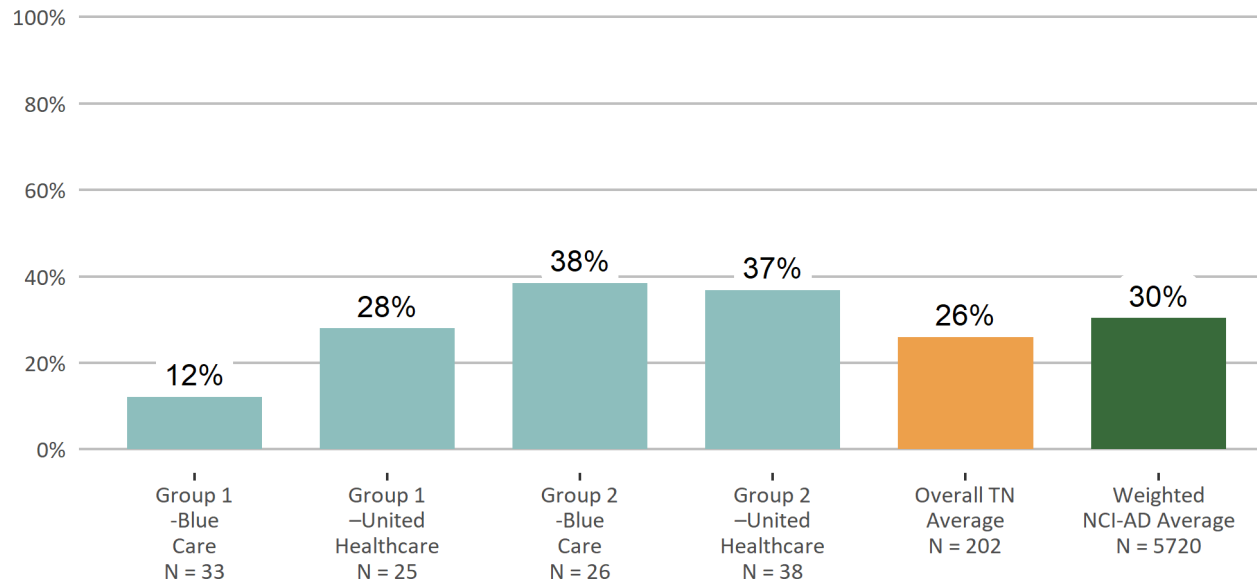


Table 99. Has gone to the emergency room in the past 12 months due to falling or losing balance

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Group 1 - BlueCare | 12% | 88% | 33 |
| Group 1 – UnitedHealthcare | 28% | 72% | 25 |
| Group 2- BlueCare | 38% | 62% | 26 |
| Group 2 – UnitedHealthcare | 37% | 63% | 38 |
| Overall TN Average | 26% | 74% | 202 |
| Weighted NCI-AD Average | 30% | 70% | 5,720 |

Has gone to the emergency room in
the past 12 months due to tooth or
mouth pain

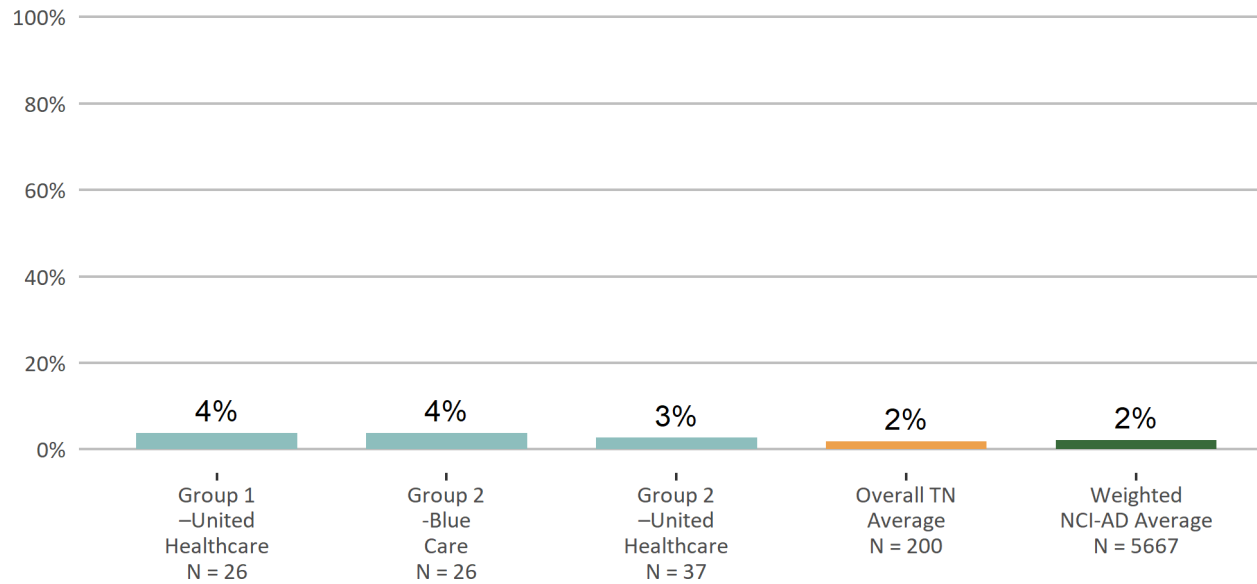


Table 100. Has gone to the emergency room in the past 12 months due to tooth or mouth pain

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Group 1 - BlueCare | 0% | 100% | 33 |
| Group 1 – UnitedHealthcare | 4% | 96% | 26 |
| Group 2- BlueCare | 4% | 96% | 26 |
| Group 2 – UnitedHealthcare | 3% | 97% | 37 |
| Overall TN Average | 2% | 98% | 200 |
| Weighted NCI-AD Average | 2% | 98% | 5,667 |

Has gone to the emergency room in
the past 12 months due to not being
able to see their primary care
physician

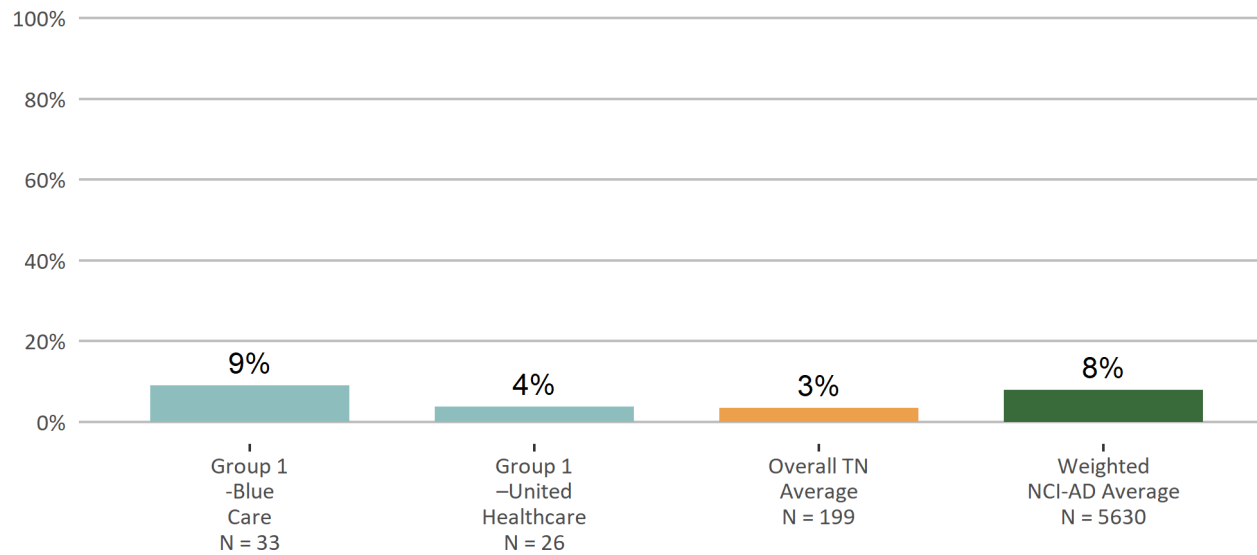


Table 101. Has gone to the emergency room in the past 12 months due to not being able to see their primary care physician

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|-----------|------------|--------------|
| Group 1 - BlueCare | 9% | 91% | 33 |
| Group 1 – UnitedHealthcare | 4% | 96% | 26 |
| Group 2- BlueCare | 0% | 100% | 26 |
| Group 2 – UnitedHealthcare | 0% | 100% | 37 |
| Overall TN Average | 3% | 97% | 199 |
| Weighted NCI-AD Average | 8% | 92% | 5,630 |

Had a physical exam or wellness
visit in the past 12 months

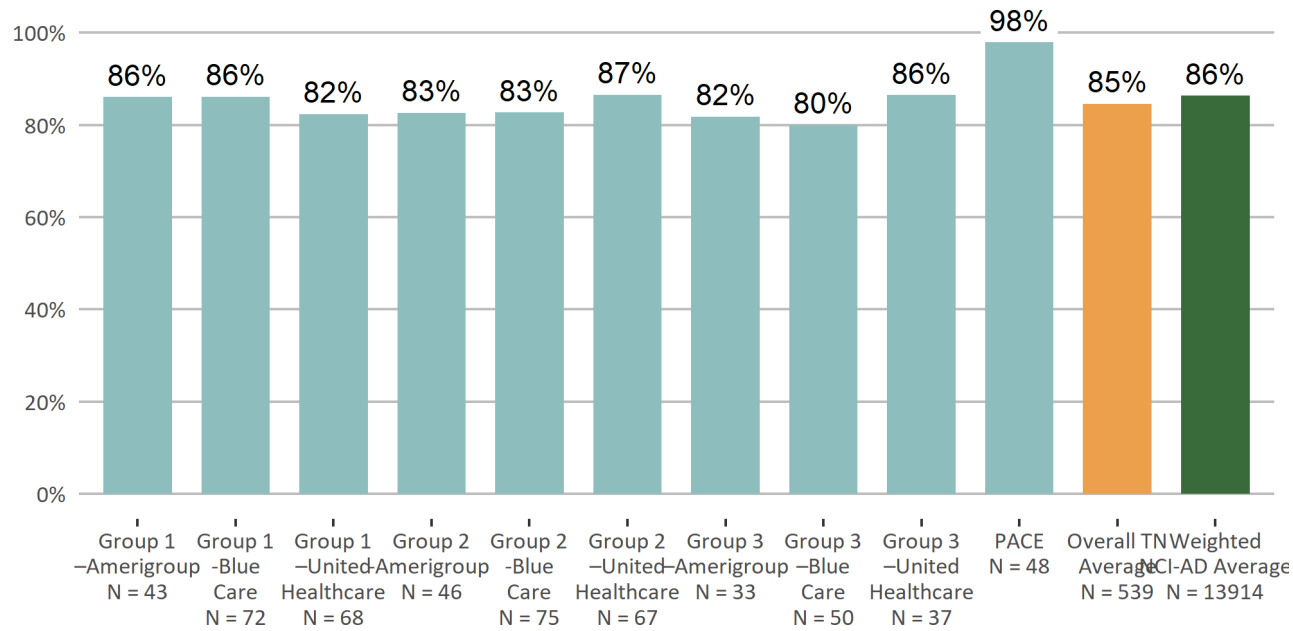


Table 102. Had a physical exam or wellness visit in the past 12 months

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 86% | 14% | 43 |
| Group 1 - BlueCare | 86% | 14% | 72 |
| Group 1 – UnitedHealthcare | 82% | 18% | 68 |
| Group 2 - Amerigroup | 83% | 17% | 46 |
| Group 2- BlueCare | 83% | 17% | 75 |
| Group 2 – UnitedHealthcare | 87% | 13% | 67 |
| Group 3 – Amerigroup | 82% | 18% | 33 |
| Group 3 – BlueCare | 80% | 20% | 50 |
| Group 3 – United Healthcare | 86% | 14% | 37 |
| PACE | 98% | 2% | 48 |
| Overall TN Average | 85% | 15% | 539 |
| Weighted NCI-AD Average | 86% | 14% | 13,914 |

Had a hearing exam in the past 4 years

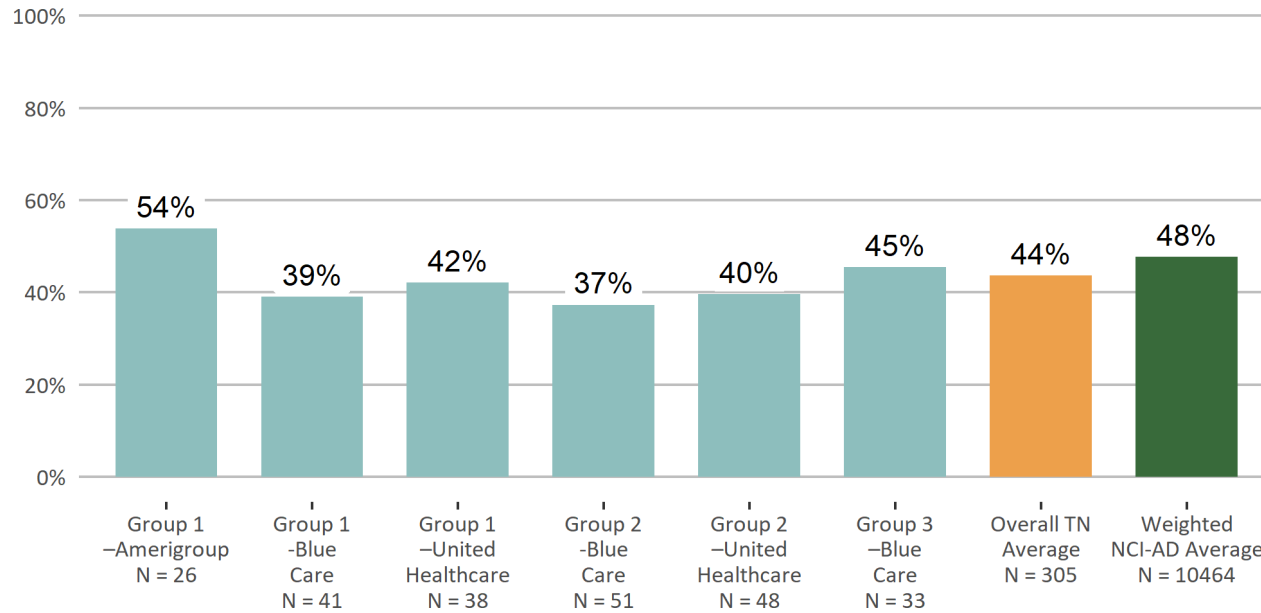


Table 103. Had a hearing exam in the past 4 years

Proxy respondents were allowed for this question.

| Program | 5 years ago or more | 3-4 years ago | 1-2 years ago | Past Year | Has not had one | N |
|--------------------------------|---------------------|---------------|---------------|------------|-----------------|---------------|
| Group 1 – Amerigroup | 8% | 8% | 23% | 23% | 38% | 26 |
| Group 1 - BlueCare | 24% | 5% | 17% | 17% | 37% | 41 |
| Group 1 – UnitedHealthcare | 18% | 5% | 24% | 13% | 39% | 38 |
| Group 2- BlueCare | 25% | 8% | 20% | 10% | 37% | 51 |
| Group 2 – UnitedHealthcare | 25% | 2% | 19% | 19% | 35% | 48 |
| Group 3 – BlueCare | 18% | 9% | 21% | 15% | 36% | 33 |
| Overall TN Average | 19% | 5% | 20% | 18% | 37% | 305 |
| Weighted NCI-AD Average | 21% | 10% | 18% | 20% | 32% | 10,464 |

Had a vision exam in the past year

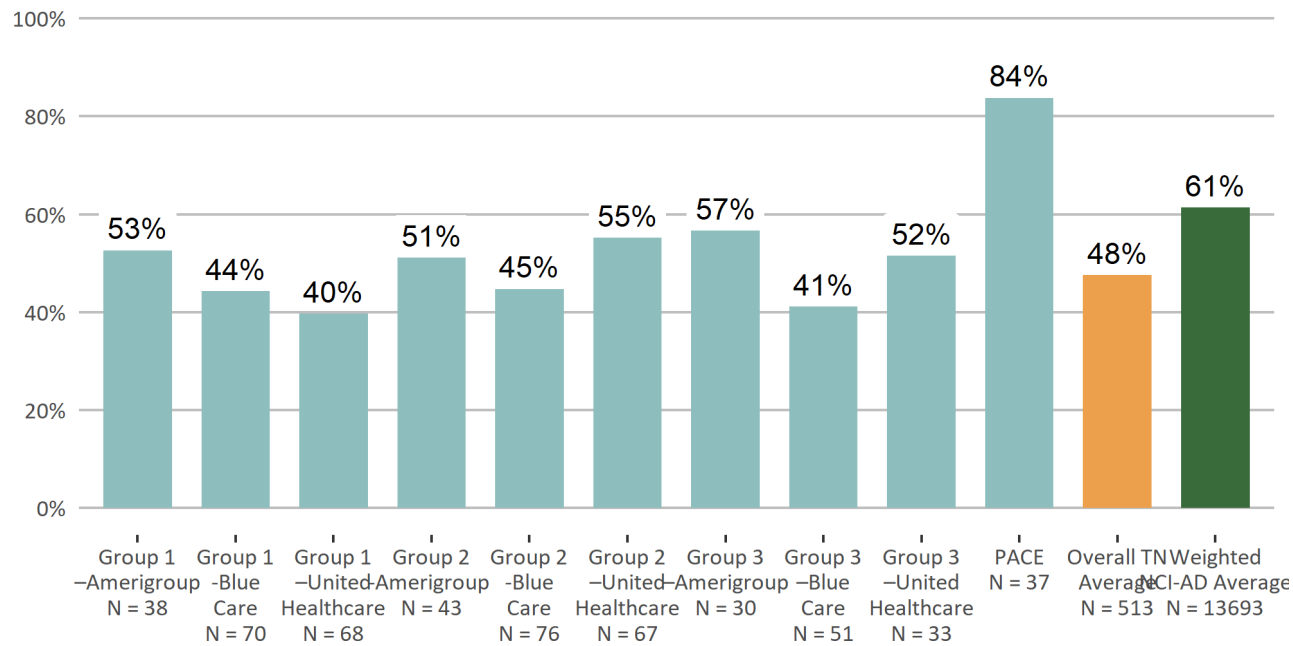


Table 104. Had a vision exam in the past year

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 53% | 47% | 38 |
| Group 1 - BlueCare | 44% | 56% | 70 |
| Group 1 – UnitedHealthcare | 40% | 60% | 68 |
| Group 2 - Amerigroup | 51% | 49% | 43 |
| Group 2- BlueCare | 45% | 55% | 76 |
| Group 2 – UnitedHealthcare | 55% | 45% | 67 |
| Group 3 – Amerigroup | 57% | 43% | 30 |
| Group 3 – BlueCare | 41% | 59% | 51 |
| Group 3 – United Healthcare | 52% | 48% | 33 |
| PACE | 84% | 16% | 37 |
| Overall TN Average | 48% | 52% | 513 |
| Weighted NCI-AD Average | 61% | 39% | 13,693 |

Had a dental visit in the past 12 months

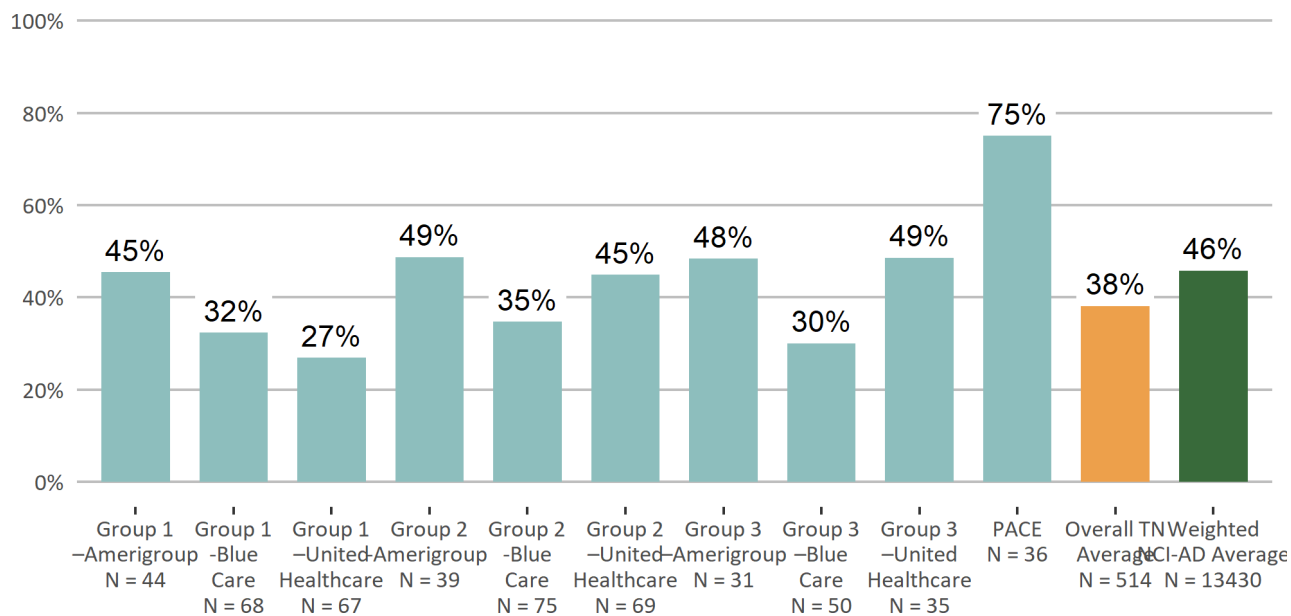


Table 105. Had a dental visit in the past 12 months

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 45% | 55% | 44 |
| Group 1 - BlueCare | 32% | 68% | 68 |
| Group 1 – UnitedHealthcare | 27% | 73% | 67 |
| Group 2 - Amerigroup | 49% | 51% | 39 |
| Group 2- BlueCare | 35% | 65% | 75 |
| Group 2 – UnitedHealthcare | 45% | 55% | 69 |
| Group 3 – Amerigroup | 48% | 52% | 31 |
| Group 3 – BlueCare | 30% | 70% | 50 |
| Group 3 – United Healthcare | 49% | 51% | 35 |
| PACE | 75% | 25% | 36 |
| Overall TN Average | 38% | 62% | 514 |
| Weighted NCI-AD Average | 46% | 54% | 13,430 |

Had a flu shot in the past 12 months

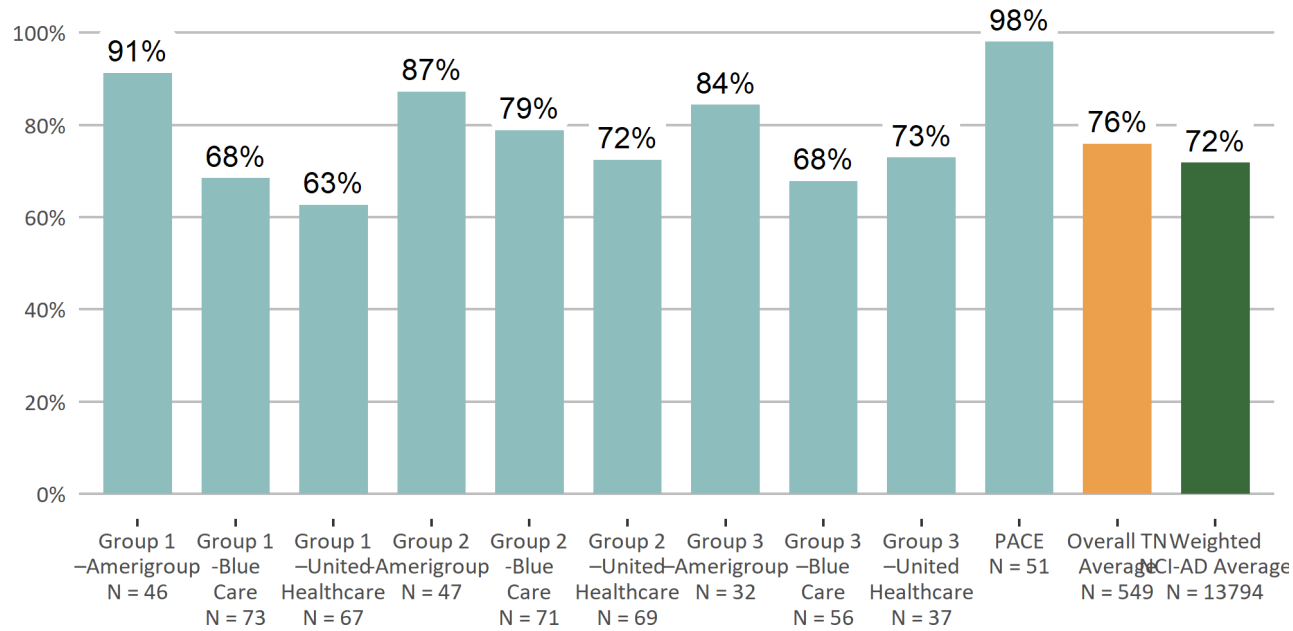


Table 106. Had a flu shot in the past 12 months

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 91% | 9% | 46 |
| Group 1 - BlueCare | 68% | 32% | 73 |
| Group 1 – UnitedHealthcare | 63% | 37% | 67 |
| Group 2 - Amerigroup | 87% | 13% | 47 |
| Group 2- BlueCare | 79% | 21% | 71 |
| Group 2 – UnitedHealthcare | 72% | 28% | 69 |
| Group 3 – Amerigroup | 84% | 16% | 32 |
| Group 3 – BlueCare | 68% | 32% | 56 |
| Group 3 – United Healthcare | 73% | 27% | 37 |
| PACE | 98% | 2% | 51 |
| Overall TN Average | 76% | 24% | 549 |
| Weighted NCI-AD Average | 72% | 28% | 13,794 |

Received the COVID-19 Vaccine

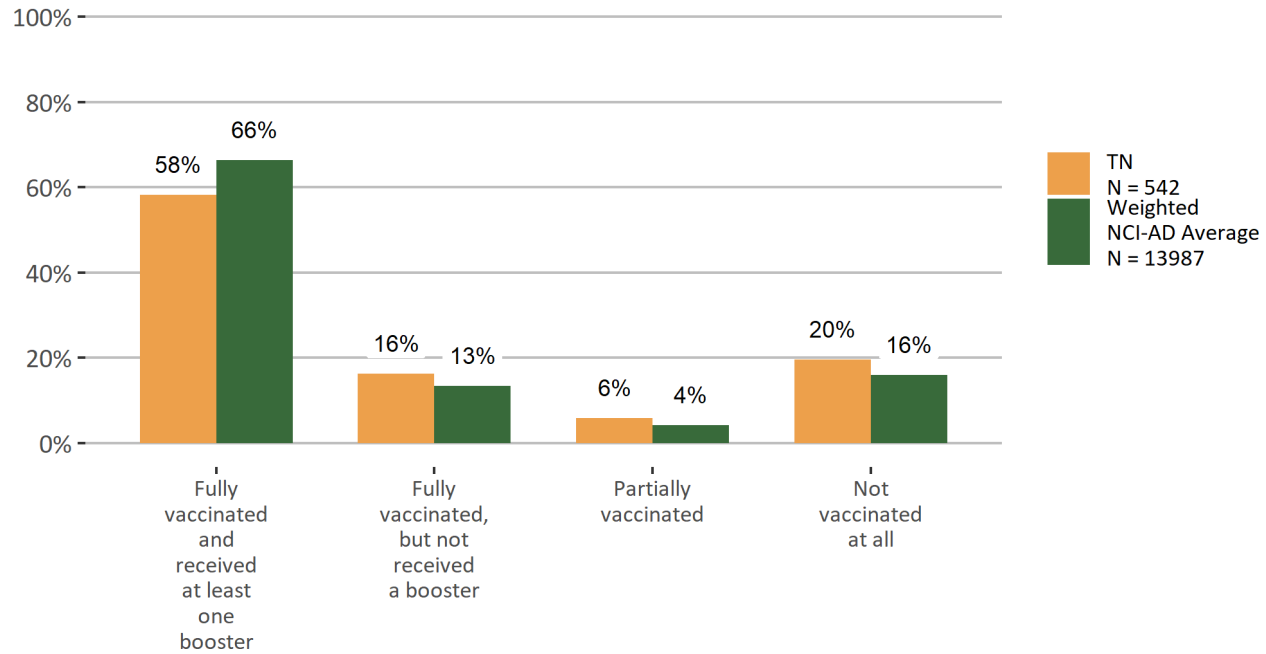


Table 107. Received the COVID-19 Vaccine

Proxy respondents were allowed for this question

| Program | Fully vaccinated and received at least one booster | Fully vaccinated, but not received a booster | Partially vaccinated | Not vaccinated at all | N |
|--------------------------------|--|--|----------------------|-----------------------|---------------|
| Group 1 – Amerigroup | 73% | 12% | 6% | 8% | 49 |
| Group 1 - BlueCare | 51% | 20% | 10% | 19% | 70 |
| Group 1 – UnitedHealthcare | 49% | 12% | 6% | 34% | 68 |
| Group 2 - Amerigroup | 67% | 19% | 7% | 7% | 43 |
| Group 2- BlueCare | 61% | 17% | 4% | 17% | 75 |
| Group 2 – UnitedHealthcare | 50% | 19% | 1% | 29% | 68 |
| Group 3 – Amerigroup | 72% | 9% | 3% | 16% | 32 |
| Group 3 – BlueCare | 54% | 15% | 7% | 24% | 54 |
| Group 3 – United Healthcare | 38% | 30% | 5% | 27% | 37 |
| PACE | 96% | 2% | 2% | 0% | 46 |
| Overall TN Average | 58% | 16% | 6% | 20% | 542 |
| Weighted NCI-AD Average | 66% | 13% | 4% | 16% | 13,987 |

Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
2022-23 Adult Consumer Survey National Results | 232

Wellness

Has access to healthy foods when they want them

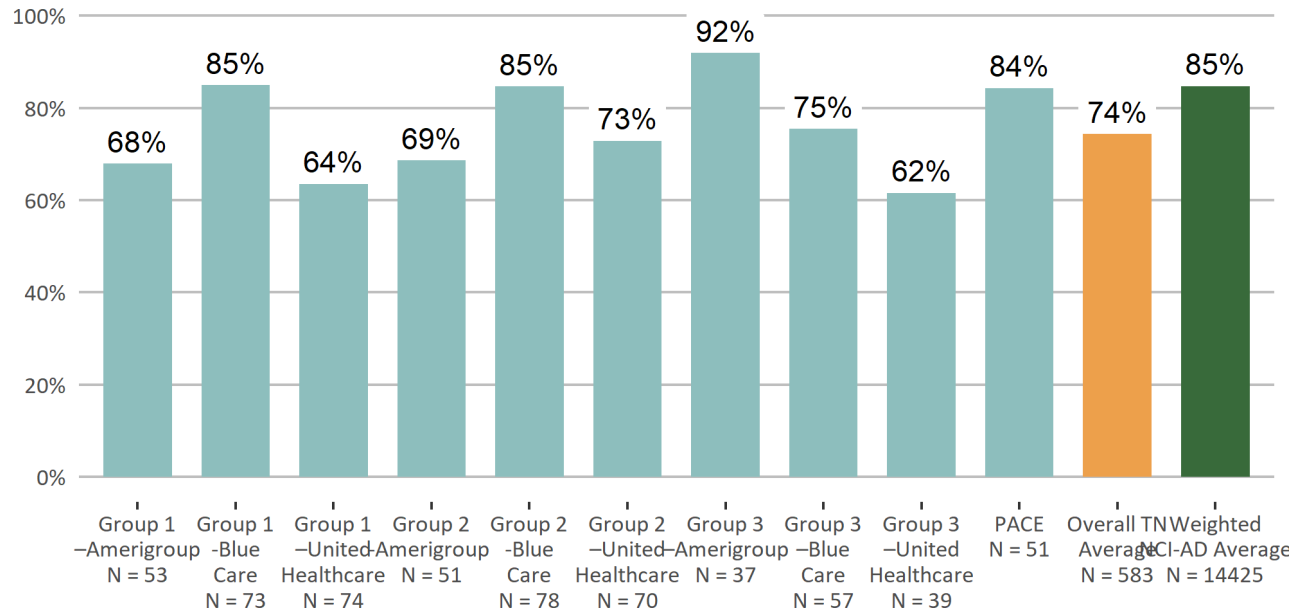


Table 108. Has access to healthy foods when they want them

Proxy respondents were allowed for this question.

| Program | Yes, often | Sometimes | No | N |
|--------------------------------|------------|------------|-----------|---------------|
| Group 1 – Amerigroup | 68% | 23% | 9% | 53 |
| Group 1 - BlueCare | 85% | 7% | 8% | 73 |
| Group 1 – UnitedHealthcare | 64% | 28% | 8% | 74 |
| Group 2 - Amerigroup | 69% | 29% | 2% | 51 |
| Group 2- BlueCare | 85% | 13% | 3% | 78 |
| Group 2 – UnitedHealthcare | 73% | 16% | 11% | 70 |
| Group 3 – Amerigroup | 92% | 3% | 5% | 37 |
| Group 3 – BlueCare | 75% | 19% | 5% | 57 |
| Group 3 – United Healthcare | 62% | 31% | 8% | 39 |
| PACE | 84% | 12% | 4% | 51 |
| Overall TN Average | 74% | 18% | 7% | 583 |
| Weighted NCI-AD Average | 85% | 11% | 5% | 14,425 |

Overall Health

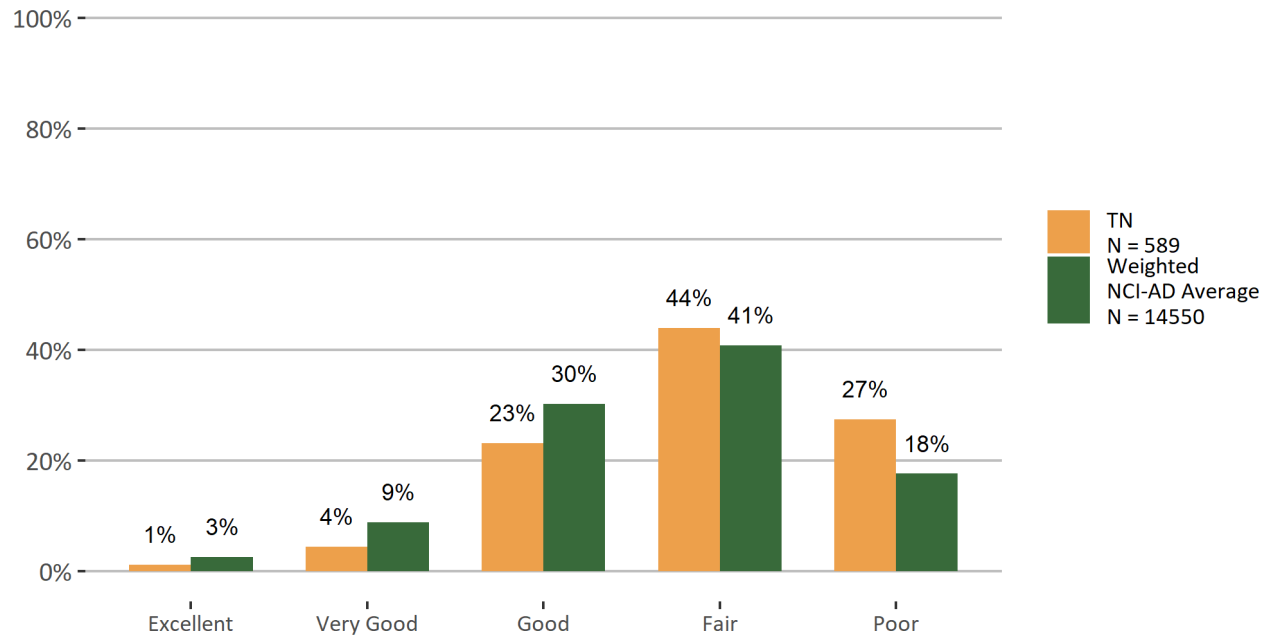


Table 109. Overall Health

Proxy respondents were allowed for this question.

| Program | Excellent | Very Good | Good | Fair | Poor | N |
|--------------------------------|-----------|-----------|------------|------------|------------|---------------|
| Group 1 – Amerigroup | 0% | 6% | 26% | 37% | 31% | 54 |
| Group 1 - BlueCare | 0% | 5% | 22% | 45% | 28% | 76 |
| Group 1 – UnitedHealthcare | 0% | 3% | 25% | 44% | 29% | 73 |
| Group 2 - Amerigroup | 2% | 0% | 19% | 42% | 37% | 52 |
| Group 2- BlueCare | 4% | 4% | 21% | 49% | 22% | 77 |
| Group 2 – UnitedHealthcare | 1% | 5% | 22% | 49% | 22% | 73 |
| Group 3 – Amerigroup | 8% | 6% | 33% | 25% | 28% | 36 |
| Group 3 – BlueCare | 0% | 5% | 20% | 48% | 27% | 56 |
| Group 3 – United Healthcare | 0% | 5% | 23% | 51% | 21% | 39 |
| PACE | 6% | 17% | 34% | 36% | 8% | 53 |
| Overall TN Average | 1% | 4% | 23% | 44% | 27% | 589 |
| Weighted NCI-AD Average | 3% | 9% | 30% | 41% | 18% | 14,550 |

Health compared to 12 months ago

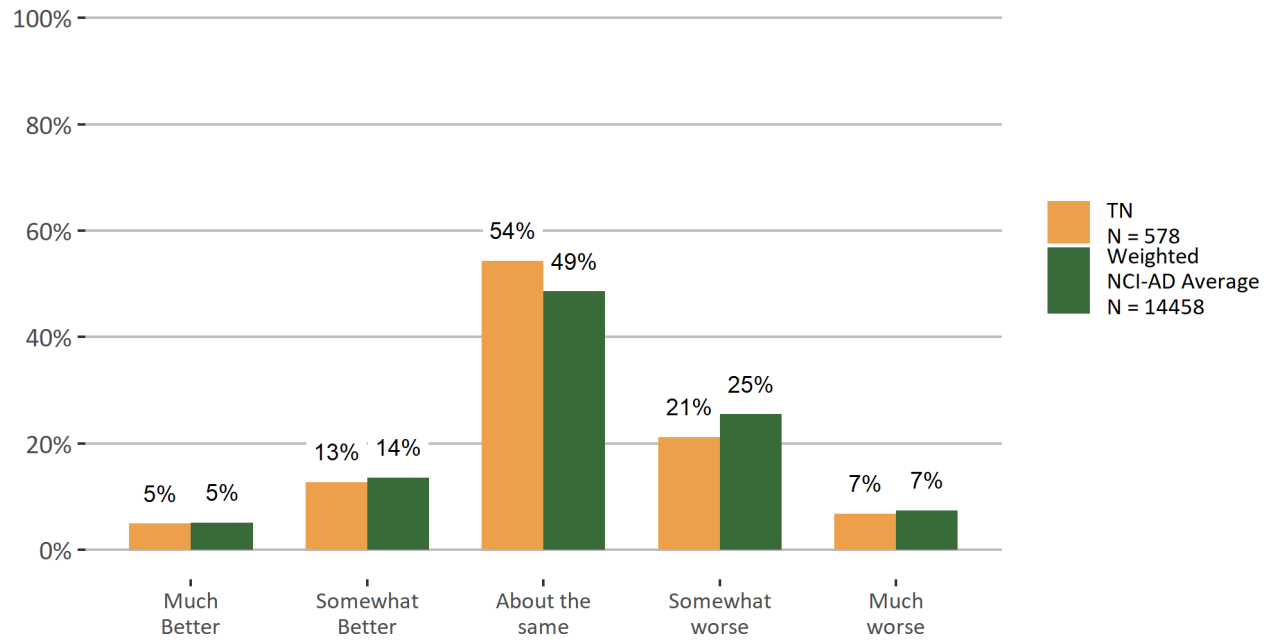


Table 110. Health compared to 12 months ago

Proxy respondents were allowed for this question.

| Program | Much Better | Somewhat Better | About the same | Somewhat worse | Much worse | N |
|--------------------------------|-------------|-----------------|----------------|----------------|------------|---------------|
| Group 1 – Amerigroup | 6% | 17% | 53% | 17% | 8% | 53 |
| Group 1 - BlueCare | 7% | 8% | 53% | 25% | 7% | 75 |
| Group 1 – UnitedHealthcare | 3% | 12% | 60% | 19% | 5% | 73 |
| Group 2 - Amerigroup | 2% | 12% | 66% | 14% | 6% | 50 |
| Group 2- BlueCare | 6% | 10% | 53% | 23% | 6% | 77 |
| Group 2 – UnitedHealthcare | 4% | 18% | 44% | 25% | 8% | 71 |
| Group 3 – Amerigroup | 3% | 12% | 62% | 18% | 6% | 34 |
| Group 3 – BlueCare | 5% | 13% | 44% | 25% | 13% | 55 |
| Group 3 – United Healthcare | 3% | 5% | 63% | 26% | 3% | 38 |
| PACE | 12% | 21% | 50% | 15% | 2% | 52 |
| Overall TN Average | 5% | 13% | 54% | 21% | 7% | 578 |
| Weighted NCI-AD Average | 5% | 14% | 49% | 25% | 7% | 14,458 |

In the past 12 months, forgets things more often than before

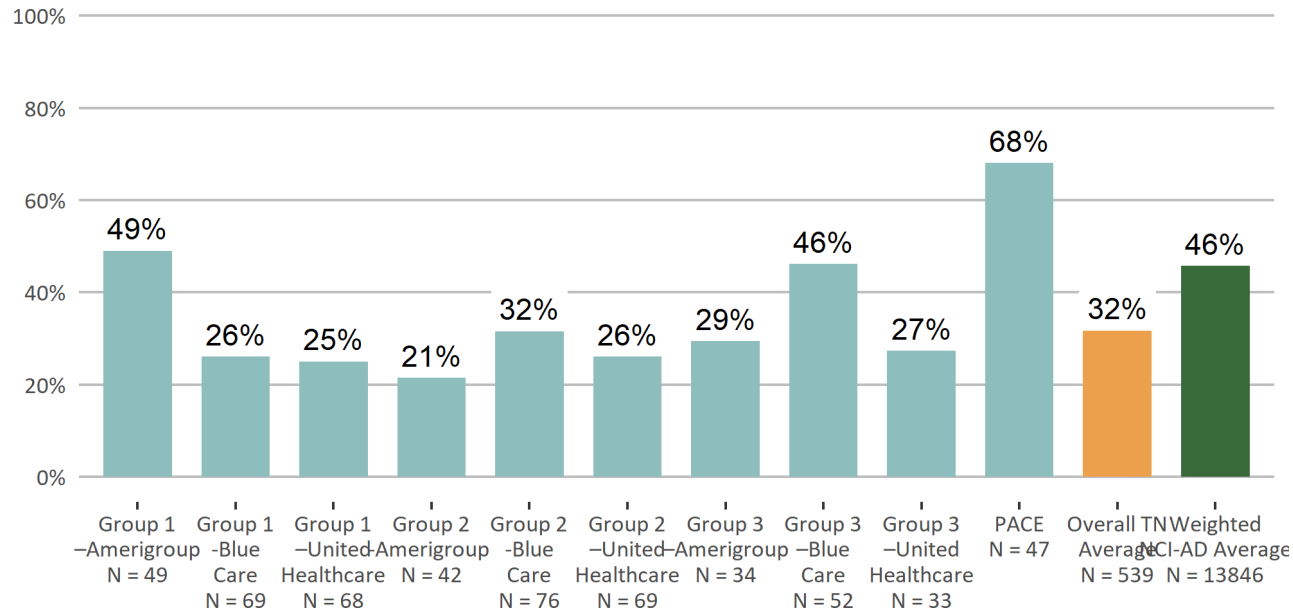


Table 111. In the past 12 months, forgets things more often than before

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 49% | 51% | 49 |
| Group 1 - BlueCare | 26% | 74% | 69 |
| Group 1 – UnitedHealthcare | 25% | 75% | 68 |
| Group 2 - Amerigroup | 21% | 79% | 42 |
| Group 2- BlueCare | 32% | 68% | 76 |
| Group 2 – UnitedHealthcare | 26% | 74% | 69 |
| Group 3 – Amerigroup | 29% | 71% | 34 |
| Group 3 – BlueCare | 46% | 54% | 52 |
| Group 3 – United Healthcare | 27% | 73% | 33 |
| PACE | 68% | 32% | 47 |
| Overall TN Average | 32% | 68% | 539 |
| Weighted NCI-AD Average | 46% | 54% | 13,846 |

Has discussed forgetting things
with a doctor or a nurse (if they
have been forgetting things more
often in the past 12 months)

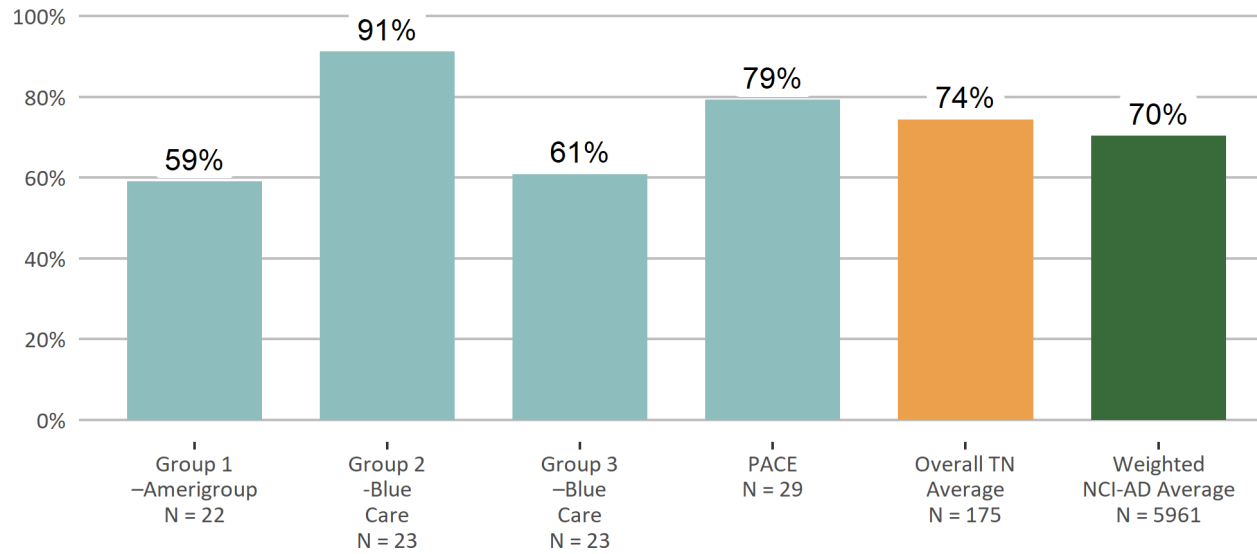


Table 112. Has discussed forgetting things with a doctor or a nurse (if they have been forgetting things more often in the past 12 months)

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Group 1 – Amerigroup | 59% | 41% | 22 |
| Group 2- BlueCare | 91% | 9% | 23 |
| Group 3 – BlueCare | 61% | 39% | 23 |
| PACE | 79% | 21% | 29 |
| Overall TN Average | 74% | 26% | 175 |
| Weighted NCI-AD Average | 70% | 30% | 5,961 |

Amount of physical activity per week

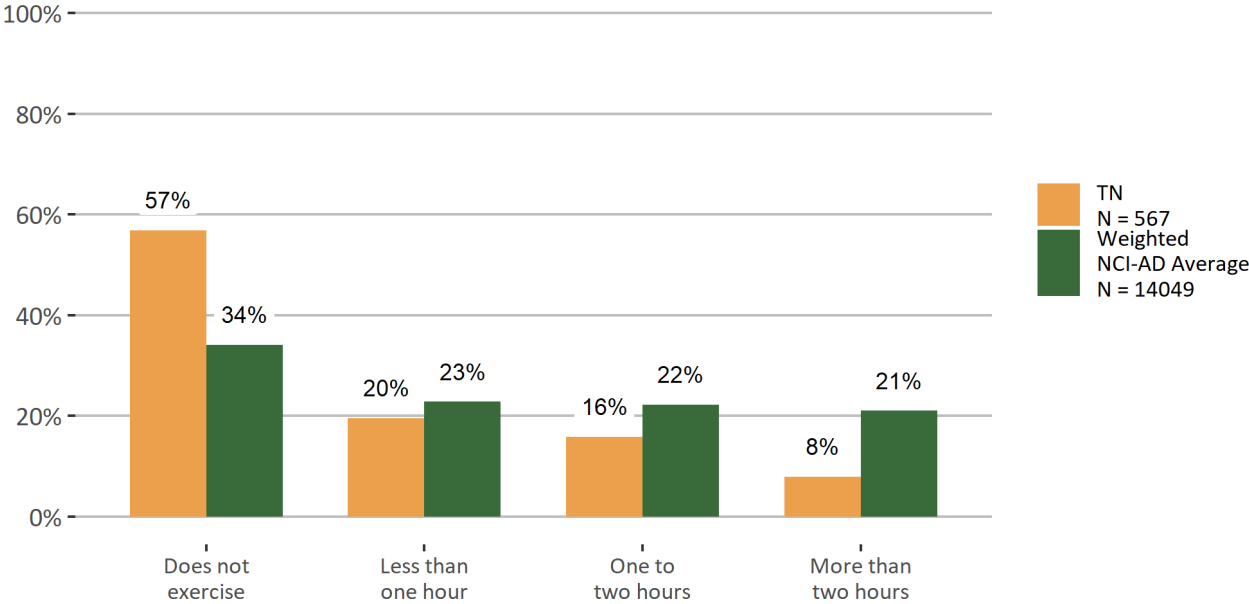


Table 113. Amount of physical activity per week

New Question in 2022-2023. Proxy respondents were allowed for this question.

| Program | Does not exercise | Less than one hour | One to two hours | More than two hours | N |
|--------------------------------|-------------------|--------------------|------------------|---------------------|---------------|
| Group 1 – Amerigroup | 63% | 12% | 17% | 8% | 52 |
| Group 1 - BlueCare | 58% | 22% | 11% | 9% | 74 |
| Group 1 – UnitedHealthcare | 60% | 21% | 14% | 4% | 70 |
| Group 2 - Amerigroup | 65% | 19% | 13% | 4% | 48 |
| Group 2- BlueCare | 57% | 18% | 15% | 10% | 79 |
| Group 2 – UnitedHealthcare | 48% | 21% | 22% | 9% | 67 |
| Group 3 – Amerigroup | 57% | 20% | 14% | 9% | 35 |
| Group 3 – BlueCare | 33% | 30% | 26% | 11% | 54 |
| Group 3 – United Healthcare | 29% | 37% | 24% | 11% | 38 |
| PACE | 40% | 32% | 24% | 4% | 50 |
| Overall TN Average | 57% | 20% | 16% | 8% | 567 |
| Weighted NCI-AD Average | 34% | 23% | 22% | 21% | 14,049 |

Often feels lonely

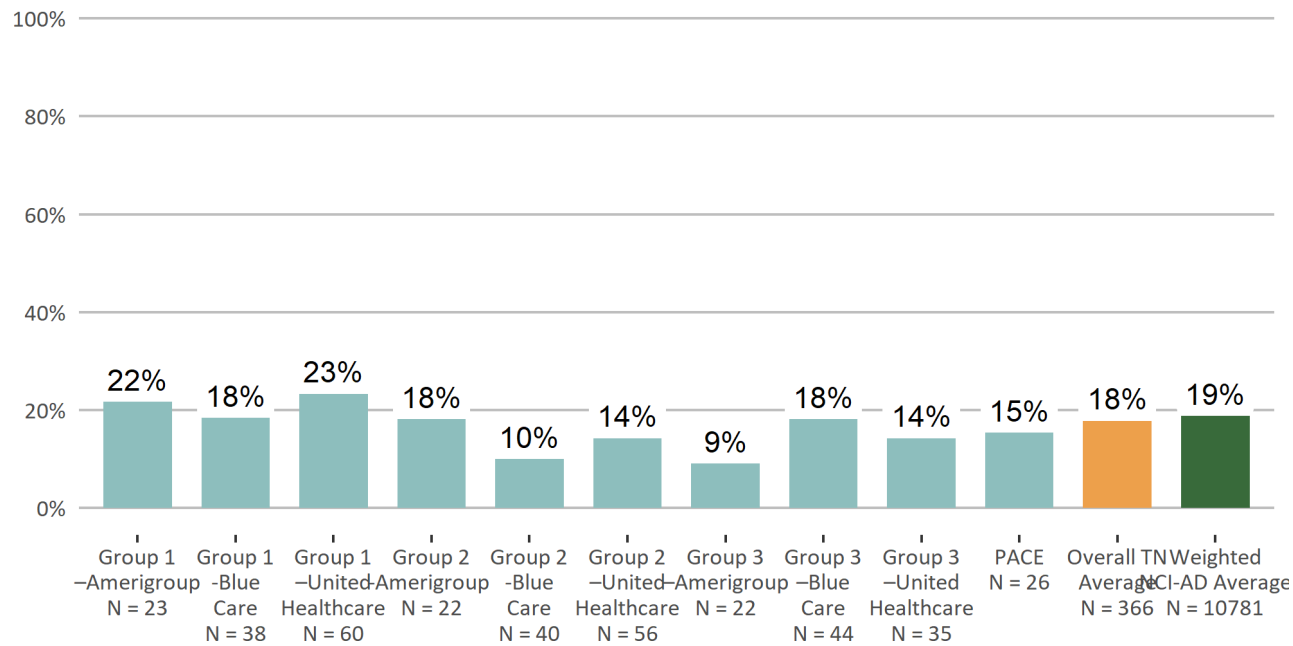


Table 114. Often feels lonely

| Program | Yes, often | Sometimes | Not often, never or almost never | N |
|--------------------------------|------------|------------|----------------------------------|---------------|
| Group 1 – Amerigroup | 22% | 57% | 22% | 23 |
| Group 1 - BlueCare | 18% | 32% | 50% | 38 |
| Group 1 – UnitedHealthcare | 23% | 40% | 37% | 60 |
| Group 2 - Amerigroup | 18% | 73% | 9% | 22 |
| Group 2- BlueCare | 10% | 58% | 33% | 40 |
| Group 2 – UnitedHealthcare | 14% | 45% | 41% | 56 |
| Group 3 – Amerigroup | 9% | 41% | 50% | 22 |
| Group 3 – BlueCare | 18% | 36% | 45% | 44 |
| Group 3 – United Healthcare | 14% | 46% | 40% | 35 |
| PACE | 15% | 42% | 42% | 26 |
| Overall TN Average | 18% | 46% | 36% | 366 |
| Weighted NCI-AD Average | 19% | 36% | 45% | 10,781 |

Affordability

Ever has to skip meals due to financial worries

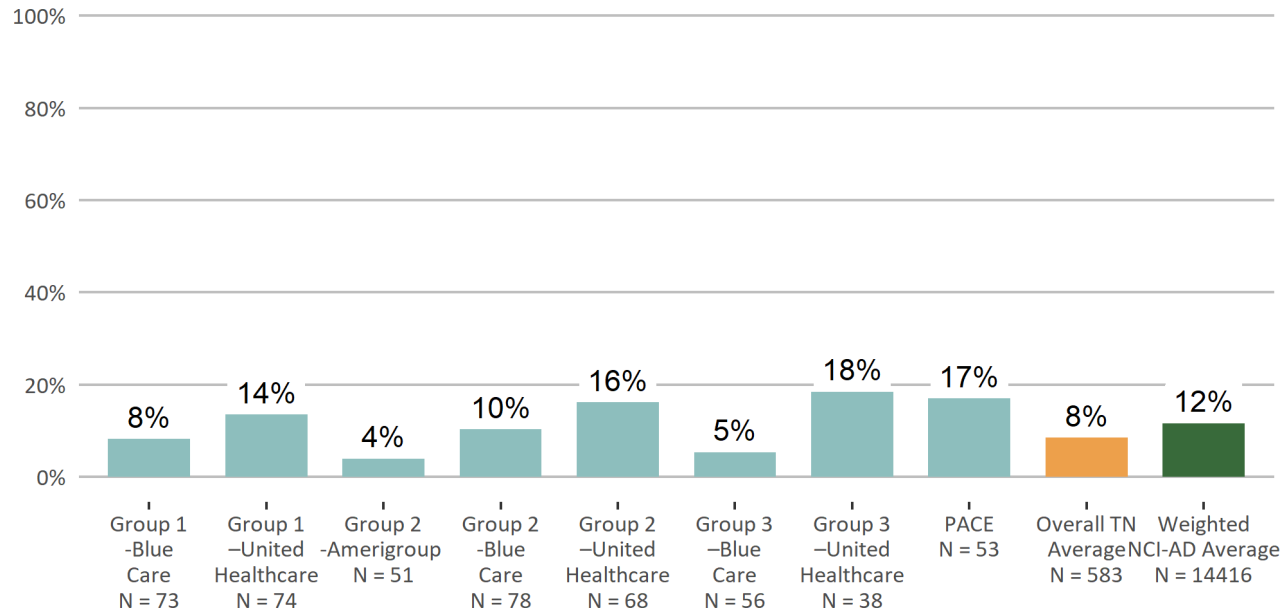


Table 115. Ever has to skip meals due to financial worries

Proxy respondents were allowed for this question.

| Program | Yes, often | Sometimes | No | N |
|--------------------------------|------------|-----------|------------|---------------|
| Group 1 – Amerigroup | 0% | 0% | 100% | 55 |
| Group 1 - BlueCare | 5% | 3% | 92% | 73 |
| Group 1 – UnitedHealthcare | 4% | 9% | 86% | 74 |
| Group 2 - Amerigroup | 4% | 0% | 96% | 51 |
| Group 2- BlueCare | 6% | 4% | 90% | 78 |
| Group 2 – UnitedHealthcare | 9% | 7% | 84% | 68 |
| Group 3 – Amerigroup | 0% | 0% | 100% | 37 |
| Group 3 – BlueCare | 0% | 5% | 95% | 56 |
| Group 3 – United Healthcare | 11% | 8% | 82% | 38 |
| PACE | 9% | 8% | 83% | 53 |
| Overall TN Average | 4% | 4% | 92% | 583 |
| Weighted NCI-AD Average | 6% | 6% | 88% | 14,416 |

Safety

They or someone else has concerns
about falling or being unstable

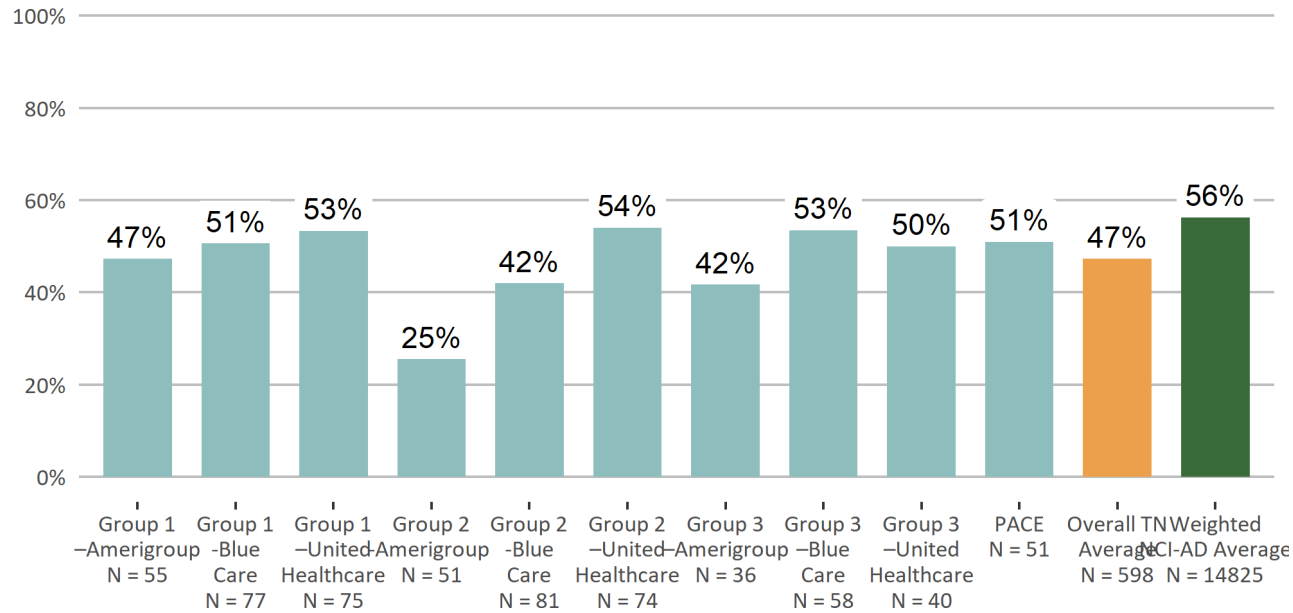


Table 116. They or someone else has concerns about falling or being unstable

Proxy respondents were allowed for this question.

| Program | Yes, often | Sometimes | No | N |
|--------------------------------|------------|------------|------------|---------------|
| Group 1 – Amerigroup | 18% | 29% | 53% | 55 |
| Group 1 - BlueCare | 29% | 22% | 49% | 77 |
| Group 1 – UnitedHealthcare | 29% | 24% | 47% | 75 |
| Group 2 - Amerigroup | 12% | 14% | 75% | 51 |
| Group 2- BlueCare | 36% | 6% | 58% | 81 |
| Group 2 – UnitedHealthcare | 32% | 22% | 46% | 74 |
| Group 3 – Amerigroup | 28% | 14% | 58% | 36 |
| Group 3 – BlueCare | 41% | 12% | 47% | 58 |
| Group 3 – United Healthcare | 33% | 18% | 50% | 40 |
| PACE | 33% | 18% | 49% | 51 |
| Overall TN Average | 27% | 20% | 53% | 598 |
| Weighted NCI-AD Average | 35% | 21% | 44% | 14,825 |

Has worked with someone to reduce
risk of falls (if someone has
concerns about them falling or
being unstable)

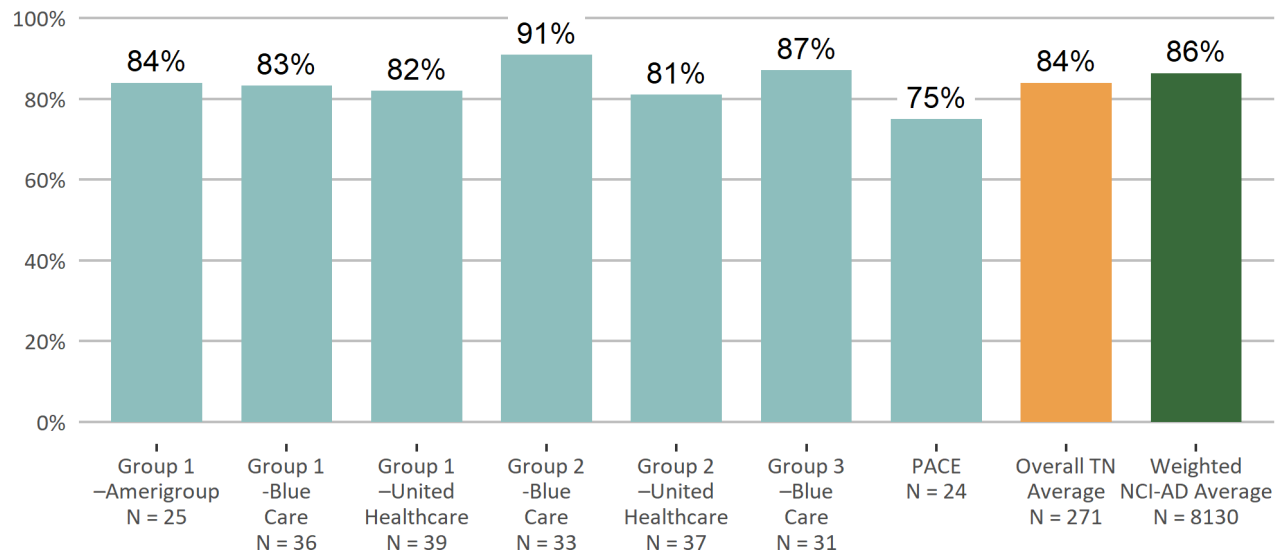


Table 117. Has worked with someone to reduce risk of falls (if someone has concerns about them falling or being unstable)

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Group 1 – Amerigroup | 84% | 16% | 25 |
| Group 1 - BlueCare | 83% | 17% | 36 |
| Group 1 – UnitedHealthcare | 82% | 18% | 39 |
| Group 2- BlueCare | 91% | 9% | 33 |
| Group 2 – UnitedHealthcare | 81% | 19% | 37 |
| Group 3 – BlueCare | 87% | 13% | 31 |
| PACE | 75% | 25% | 24 |
| Overall TN Average | 84% | 16% | 271 |
| Weighted NCI-AD Average | 86% | 14% | 8,130 |

Able to get to safety quickly in
case of an emergency

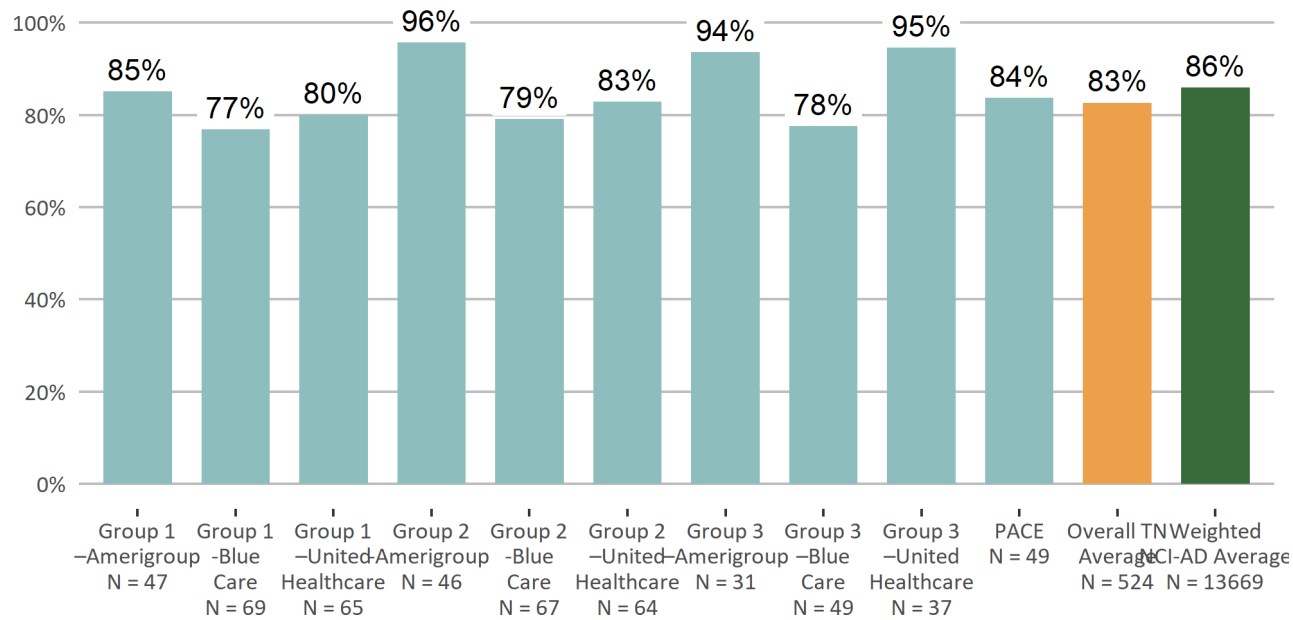


Table 118. Able to get to safety quickly in case of an emergency

Proxy respondents were allowed for this question.

| Program | Yes | No | N |
|--------------------------------|------------|------------|---------------|
| Group 1 – Amerigroup | 85% | 15% | 47 |
| Group 1 - BlueCare | 77% | 23% | 69 |
| Group 1 – UnitedHealthcare | 80% | 20% | 65 |
| Group 2 - Amerigroup | 96% | 4% | 46 |
| Group 2- BlueCare | 79% | 21% | 67 |
| Group 2 – UnitedHealthcare | 83% | 17% | 64 |
| Group 3 – Amerigroup | 94% | 6% | 31 |
| Group 3 – BlueCare | 78% | 22% | 49 |
| Group 3 – United Healthcare | 95% | 5% | 37 |
| PACE | 84% | 16% | 49 |
| Overall TN Average | 83% | 17% | 524 |
| Weighted NCI-AD Average | 86% | 14% | 13,669 |

Knows who to talk to if they are
mistreated, hurt, disrespected by
others

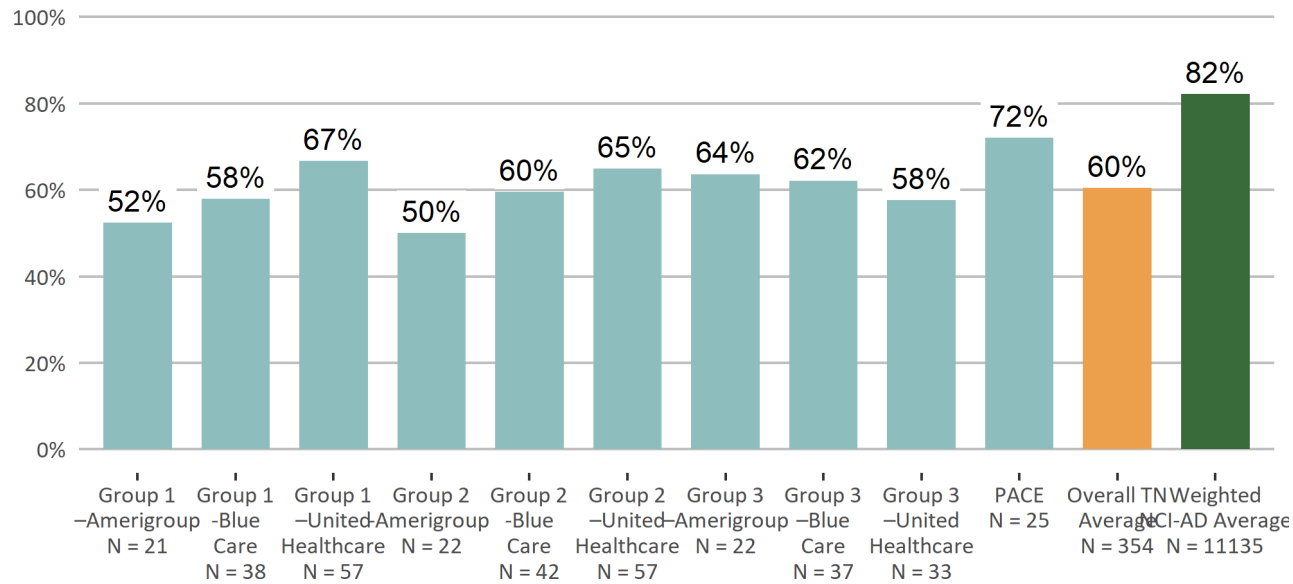


Table 119. Knows who to talk to if they are mistreated, hurt, disrespected by others

| Program | Yes | Maybe, Not sure | No | N |
|--------------------------------|------------|------------------------|------------|---------------|
| Group 1 – Amerigroup | 52% | 24% | 24% | 21 |
| Group 1 - BlueCare | 58% | 3% | 39% | 38 |
| Group 1 – UnitedHealthcare | 67% | 11% | 23% | 57 |
| Group 2 - Amerigroup | 50% | 27% | 23% | 22 |
| Group 2- BlueCare | 60% | 10% | 31% | 42 |
| Group 2 – UnitedHealthcare | 65% | 4% | 32% | 57 |
| Group 3 – Amerigroup | 64% | 14% | 23% | 22 |
| Group 3 – BlueCare | 62% | 5% | 32% | 37 |
| Group 3 – United Healthcare | 58% | 3% | 39% | 33 |
| PACE | 72% | 4% | 24% | 25 |
| Overall TN Average | 60% | 10% | 29% | 354 |
| Weighted NCI-AD Average | 82% | 5% | 13% | 11,135 |

Are ever worried for the security of their personal belongings

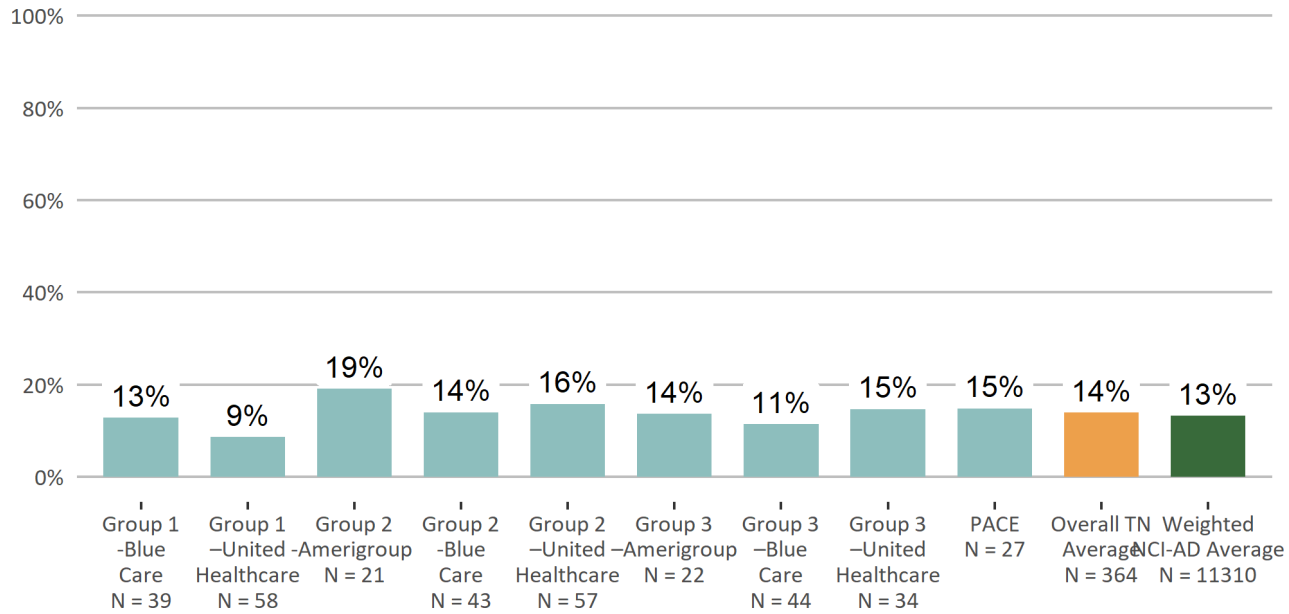


Table 120. Are ever worried for the security of their personal belongings

| Program | Yes at least sometimes | No, never | N |
|--------------------------------|-------------------------------|------------------|---------------|
| Group 1 - BlueCare | 13% | 87% | 39 |
| Group 1 – UnitedHealthcare | 9% | 91% | 58 |
| Group 2 - Amerigroup | 19% | 81% | 21 |
| Group 2- BlueCare | 14% | 86% | 43 |
| Group 2 – UnitedHealthcare | 16% | 84% | 57 |
| Group 3 – Amerigroup | 14% | 86% | 22 |
| Group 3 – BlueCare | 11% | 89% | 44 |
| Group 3 – United Healthcare | 15% | 85% | 34 |
| PACE | 15% | 85% | 27 |
| Overall TN Average | 14% | 86% | 364 |
| Weighted NCI-AD Average | 13% | 87% | 11,310 |

Someone used or took their money
without their permission in the
past 12 months

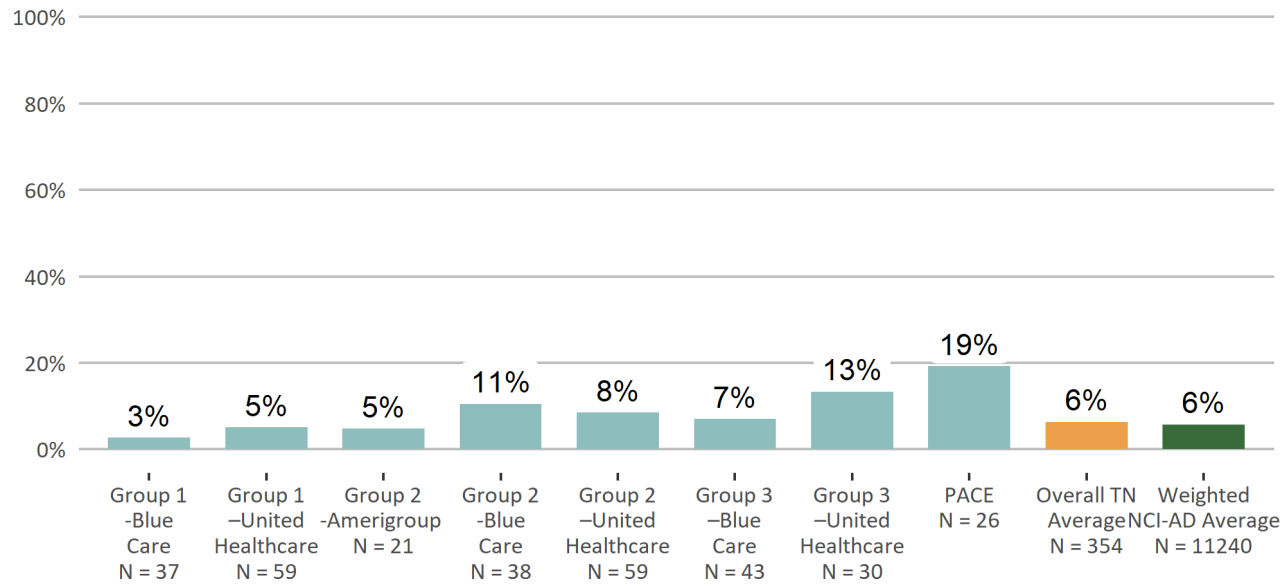


Table 121. Someone used or took their money without their permission in the past 12 months

| Program | Yes | No | N |
|--------------------------------|-----------|------------|---------------|
| Group 1 - BlueCare | 3% | 97% | 37 |
| Group 1 – UnitedHealthcare | 5% | 95% | 59 |
| Group 2 - Amerigroup | 5% | 95% | 21 |
| Group 2- BlueCare | 11% | 89% | 38 |
| Group 2 – UnitedHealthcare | 8% | 92% | 59 |
| Group 3 – Amerigroup | 0% | 100% | 22 |
| Group 3 – BlueCare | 7% | 93% | 43 |
| Group 3 – United Healthcare | 13% | 87% | 30 |
| PACE | 19% | 81% | 26 |
| Overall TN Average | 6% | 94% | 354 |
| Weighted NCI-AD Average | 6% | 94% | 11,240 |

Feels safe around people who are
paid to help them

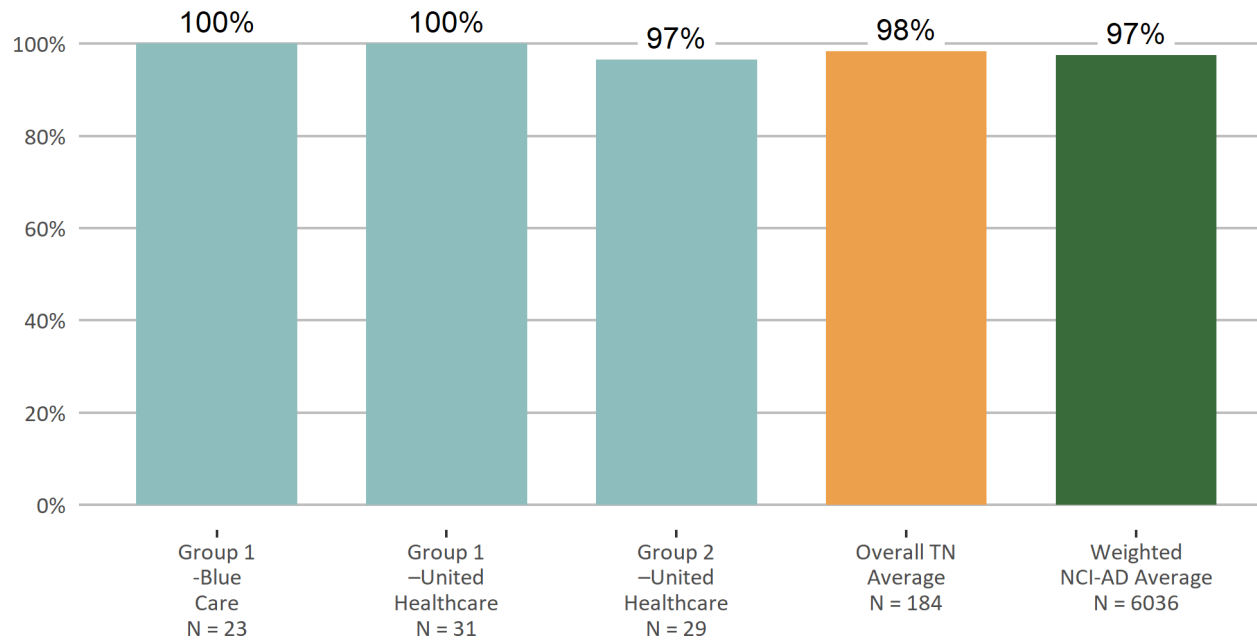


Table 122. Feels safe around people who are paid to help them

| Program | Yes, all paid support workers, always | No, not all workers, or not always | N |
|--------------------------------|--|---|--------------|
| Group 1 - BlueCare | 100% | 0% | 23 |
| Group 1 – UnitedHealthcare | 100% | 0% | 31 |
| Group 2 – UnitedHealthcare | 97% | 3% | 29 |
| Overall TN Average | 98% | 2% | 184 |
| Weighted NCI-AD Average | 97% | 3% | 6,036 |

Rights and Respect

Gets information about services
in their preferred language (if
preferred language is not English)

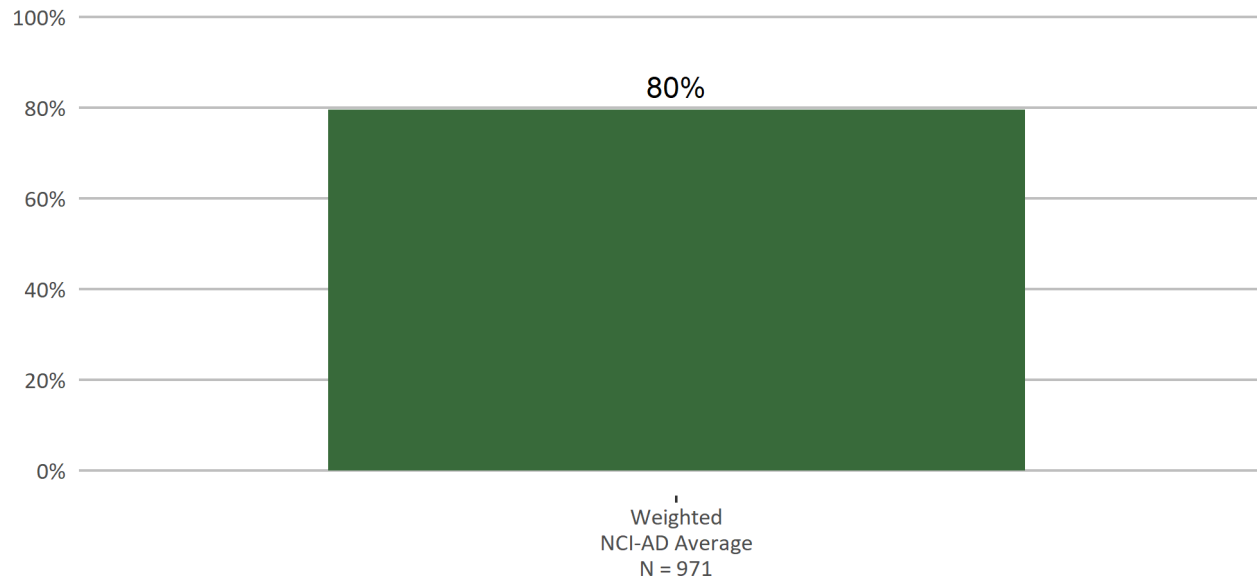


Table 123. Gets information about services in their preferred language (if preferred language is not English)

Proxy respondents were allowed for this question.

| Program | Yes, all information | Some Information | No | N |
|-------------------------|----------------------|------------------|-----|-----|
| Weighted NCI-AD Average | 51% | 29% | 20% | 971 |

Services and supports are delivered
in a way that is respectful of
their culture

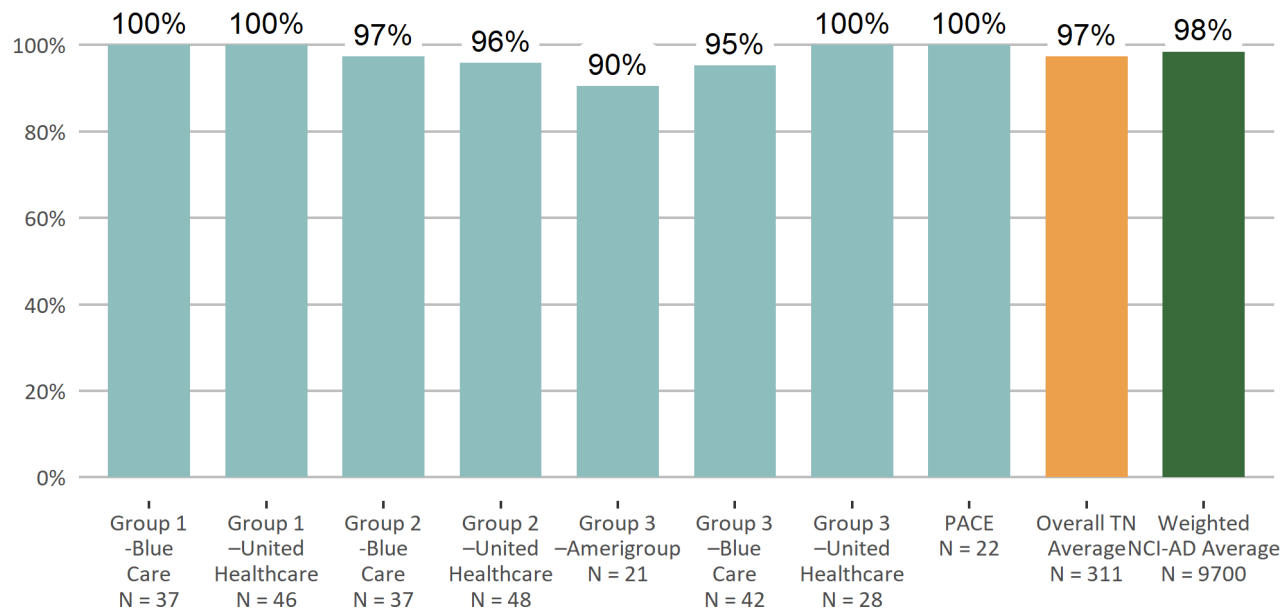


Table 124. Services and supports are delivered in a way that is respectful of their culture

| Program | Yes | Sometimes, or some services | No | N |
|--------------------------------|------------|------------------------------------|-----------|--------------|
| Group 1 - BlueCare | 95% | 5% | 0% | 37 |
| Group 1 – UnitedHealthcare | 98% | 2% | 0% | 46 |
| Group 2- BlueCare | 97% | 0% | 3% | 37 |
| Group 2 – UnitedHealthcare | 90% | 6% | 4% | 48 |
| Group 3 – Amerigroup | 86% | 5% | 10% | 21 |
| Group 3 – BlueCare | 90% | 5% | 5% | 42 |
| Group 3 – United Healthcare | 96% | 4% | 0% | 28 |
| PACE | 95% | 5% | 0% | 22 |
| Overall TN Average | 94% | 4% | 3% | 311 |
| Weighted NCI-AD Average | 96% | 3% | 2% | 9,700 |

People who are paid to help them
treat them with respect

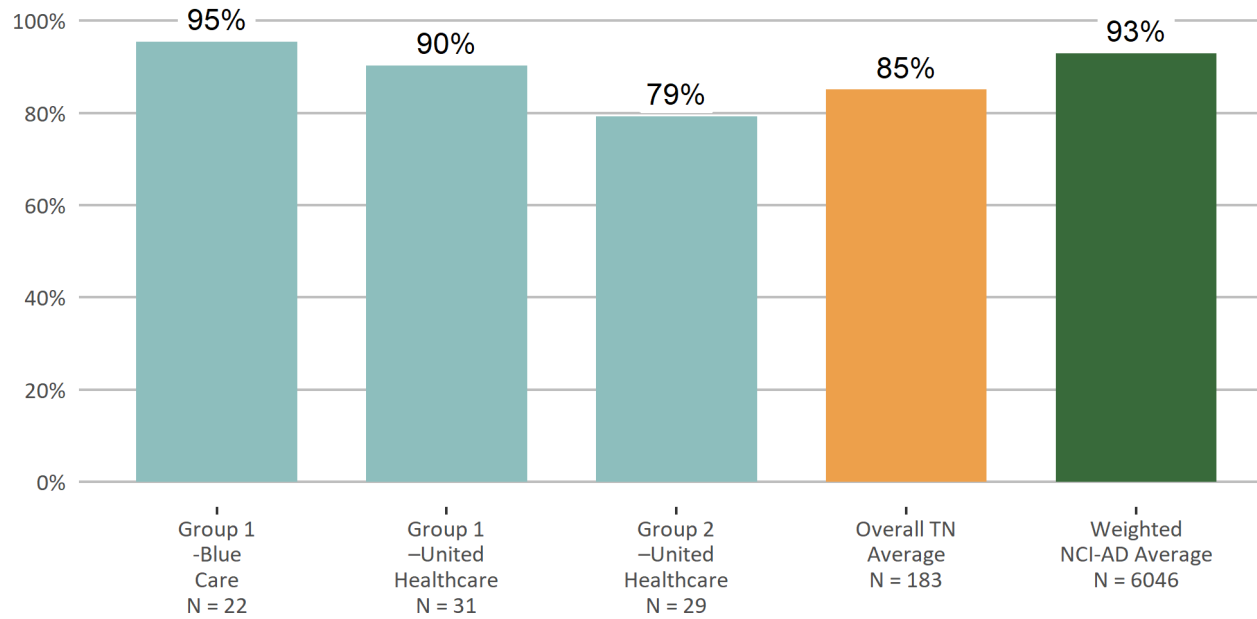


Table 125. People who are paid to help them treat them with respect

| Program | Yes, all paid support workers, always or almost always | Some, or usually | No, never or rarely | N |
|--------------------------------|--|------------------|---------------------|--------------|
| Group 1 - BlueCare | 95% | 5% | 0% | 22 |
| Group 1 – UnitedHealthcare | 90% | 10% | 0% | 31 |
| Group 2 – UnitedHealthcare | 79% | 17% | 3% | 29 |
| Overall TN Average | 85% | 13% | 2% | 183 |
| Weighted NCI-AD Average | 93% | 6% | 1% | 6,046 |

Others ask before coming into their
home/room (if living in a group
setting)

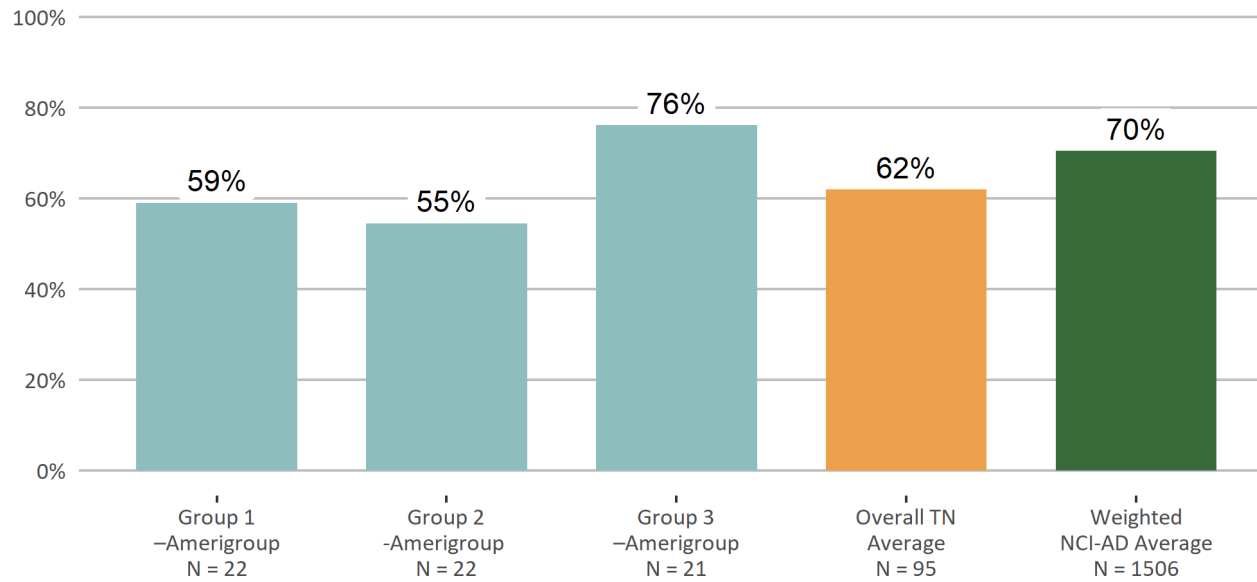


Table 126. Others ask before coming into their home/room (if living in a group setting)

| Program | Yes, always | Usually, but not always | Sometimes, rarely, or never | N |
|--------------------------------|--------------------|--------------------------------|------------------------------------|--------------|
| Group 1 – Amerigroup | 59% | 32% | 9% | 22 |
| Group 2 - Amerigroup | 55% | 27% | 18% | 22 |
| Group 3 – Amerigroup | 76% | 24% | 0% | 21 |
| Overall TN Average | 62% | 27% | 11% | 95 |
| Weighted NCI-AD Average | 70% | 20% | 9% | 1,506 |

Able to lock doors to room (if
living in a group setting)

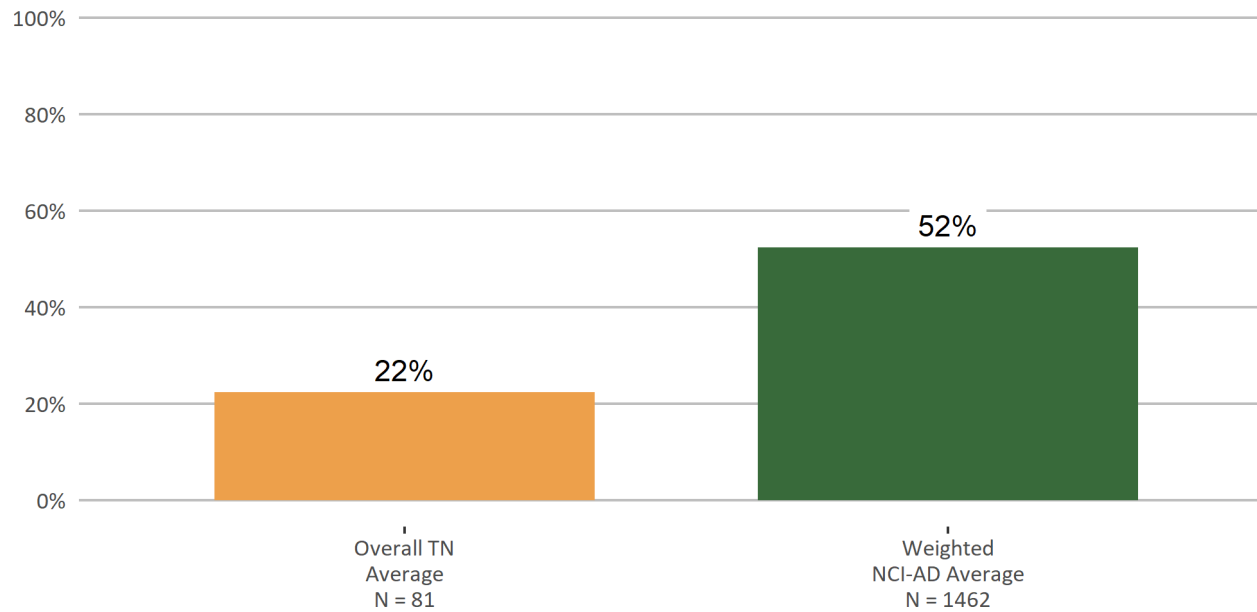


Table 127. Able to lock doors to room (if living in a group setting)

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Overall TN Average | 22% | 78% | 81 |
| Weighted NCI-AD Average | 52% | 48% | 1,462 |

Has enough privacy where lives (if
living in a group setting)

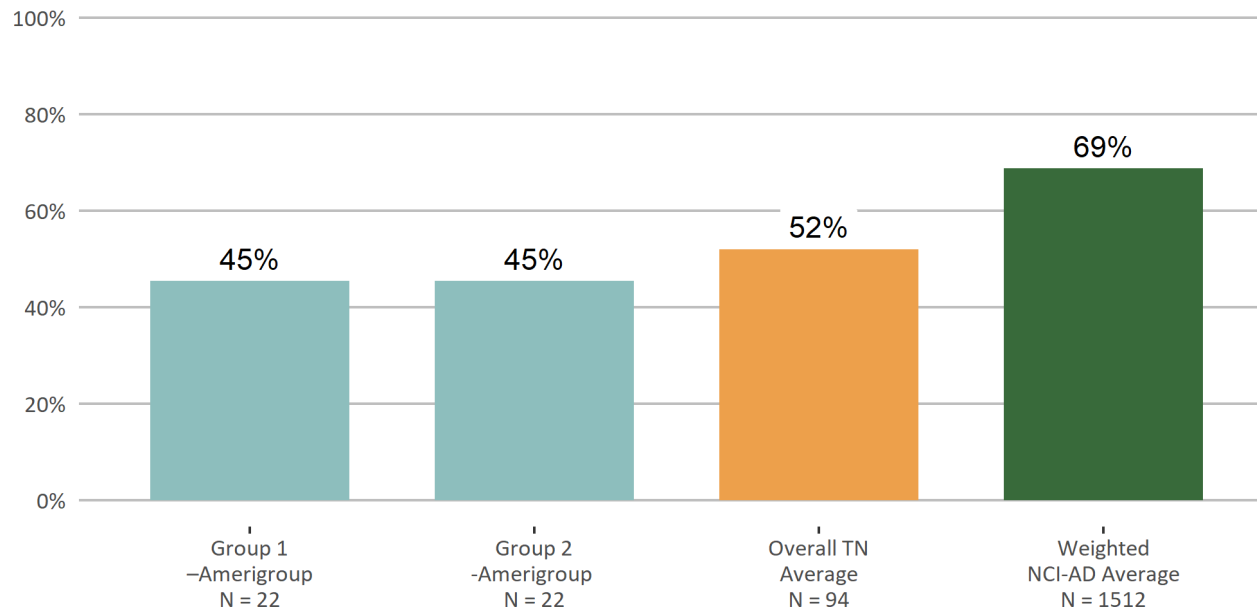


Table 128. Has enough privacy where lives (if living in a group setting)

| Program | Yes, always | Usually, but not always | Sometimes, rarely, or never | N |
|--------------------------------|--------------------|--------------------------------|------------------------------------|--------------|
| Group 1 – Amerigroup | 45% | 27% | 27% | 22 |
| Group 2 - Amerigroup | 45% | 18% | 36% | 22 |
| Overall TN Average | 52% | 24% | 23% | 94 |
| Weighted NCI-AD Average | 69% | 19% | 12% | 1,512 |

Can have visitors at any time (if living in a group setting)

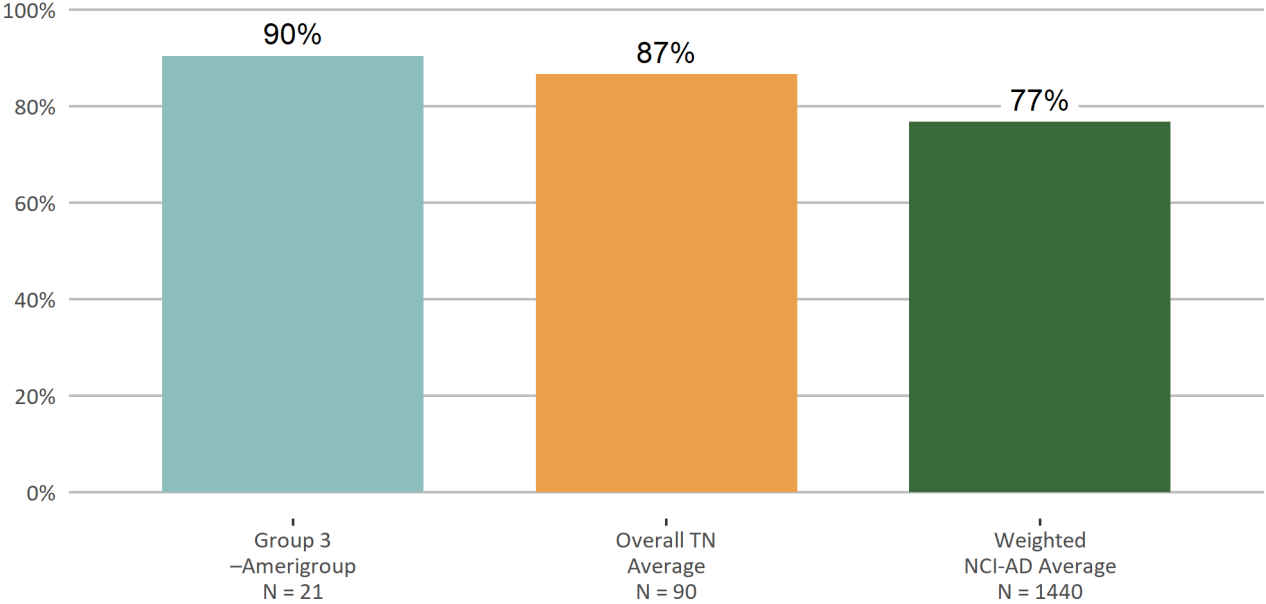


Table 129. Can have visitors at any time (if living in a group setting)

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Group 3 – Amerigroup | 90% | 10% | 21 |
| Overall TN Average | 87% | 13% | 90 |
| Weighted NCI-AD Average | 77% | 23% | 1,440 |

Can get something to eat or grab a snack anytime they (if living in a group setting)

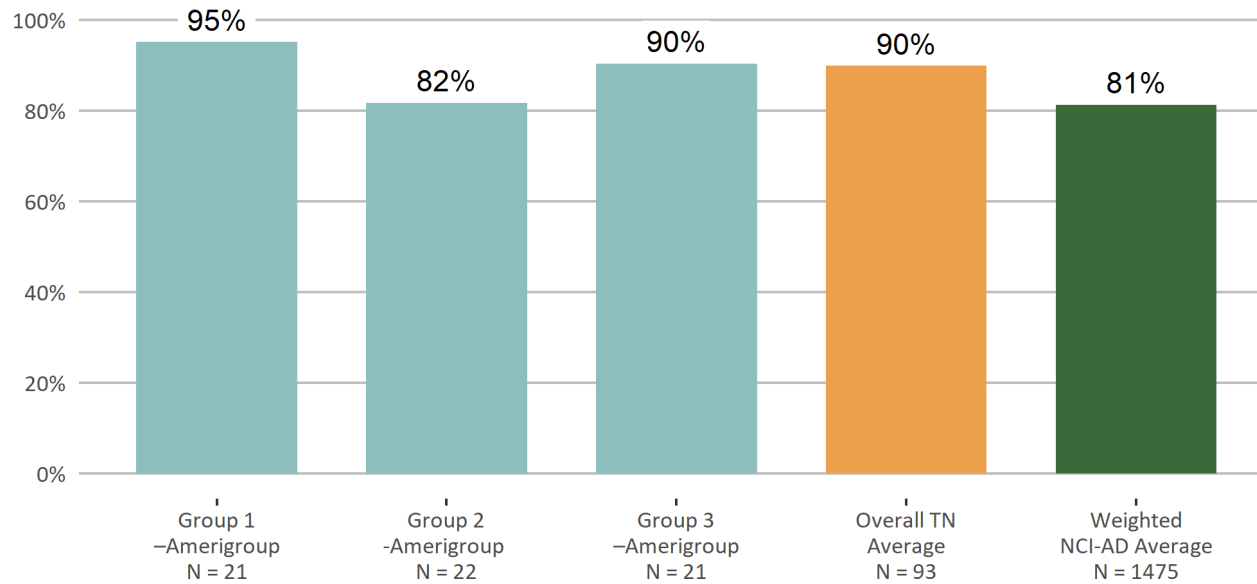


Table 130. Can get something to eat or grab a snack anytime they (if living in a group setting)

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Group 1 – Amerigroup | 95% | 5% | 21 |
| Group 2 - Amerigroup | 82% | 18% | 22 |
| Group 3 – Amerigroup | 90% | 10% | 21 |
| Overall TN Average | 90% | 10% | 93 |
| Weighted NCI-AD Average | 81% | 19% | 1,475 |

Person-Centered Planning

Very or fully involved in making
decisions about what is in the
service plan

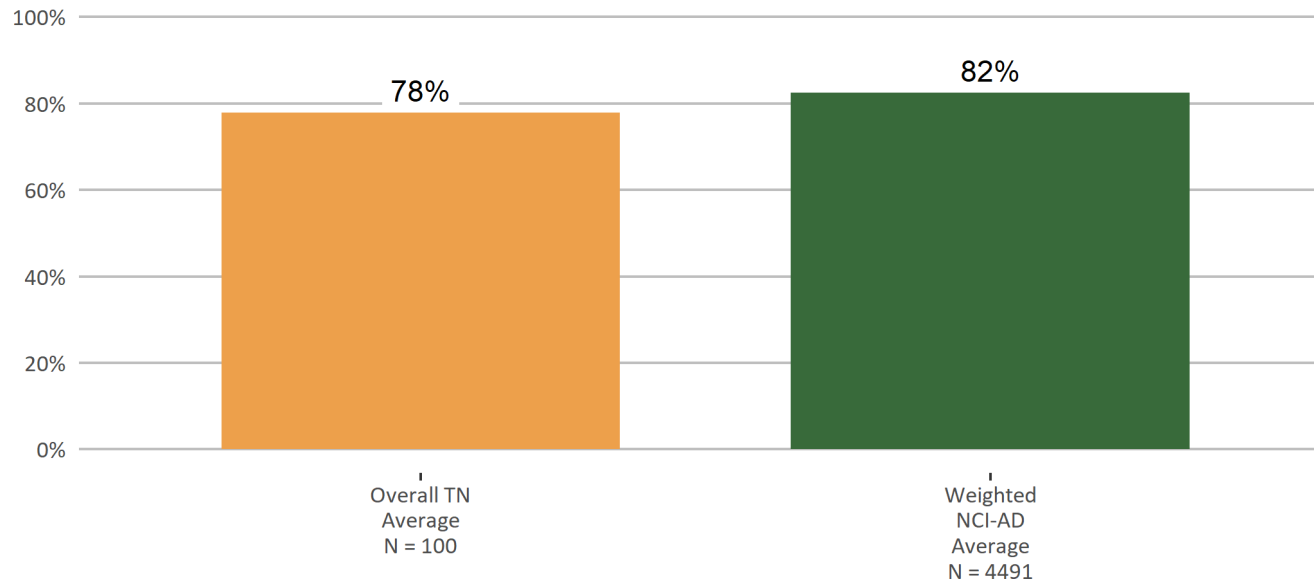


Table 131. Involvement in making decisions about what is in the service plan

| Program | Very or fully involved | Somewhat | Very little | Not at all | N |
|--------------------------------|-------------------------------|-----------------|--------------------|-------------------|--------------|
| Overall TN Average | 78% | 20% | 1% | 1% | 100 |
| Weighted NCI-AD Average | 82% | 14% | 2% | 2% | 4,491 |

Remembers their last service planning meeting

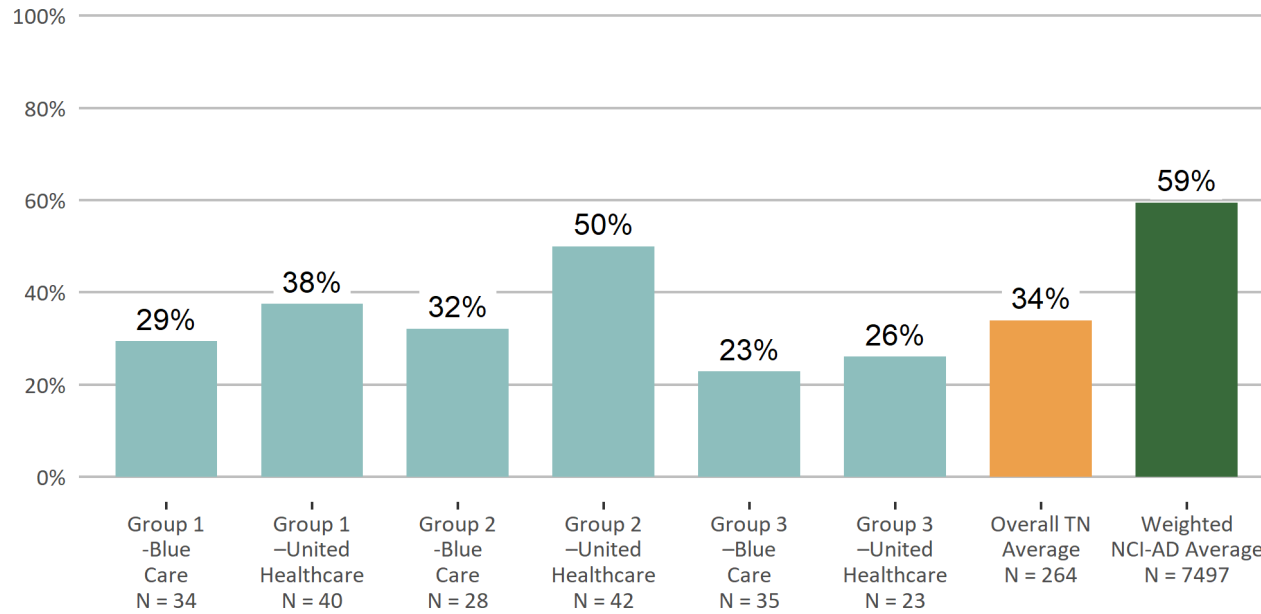


Table 132. Remembers their last service planning meeting

| Program | Yes | No | N |
|--------------------------------|------------|------------|--------------|
| Group 1 - BlueCare | 29% | 71% | 34 |
| Group 1 – UnitedHealthcare | 38% | 63% | 40 |
| Group 2- BlueCare | 32% | 68% | 28 |
| Group 2 – UnitedHealthcare | 50% | 50% | 42 |
| Group 3 – BlueCare | 23% | 77% | 35 |
| Group 3 – United Healthcare | 26% | 74% | 23 |
| Overall TN Average | 34% | 66% | 264 |
| Weighted NCI-AD Average | 59% | 41% | 7,497 |

Service planning meeting took place
at a time that was good for them

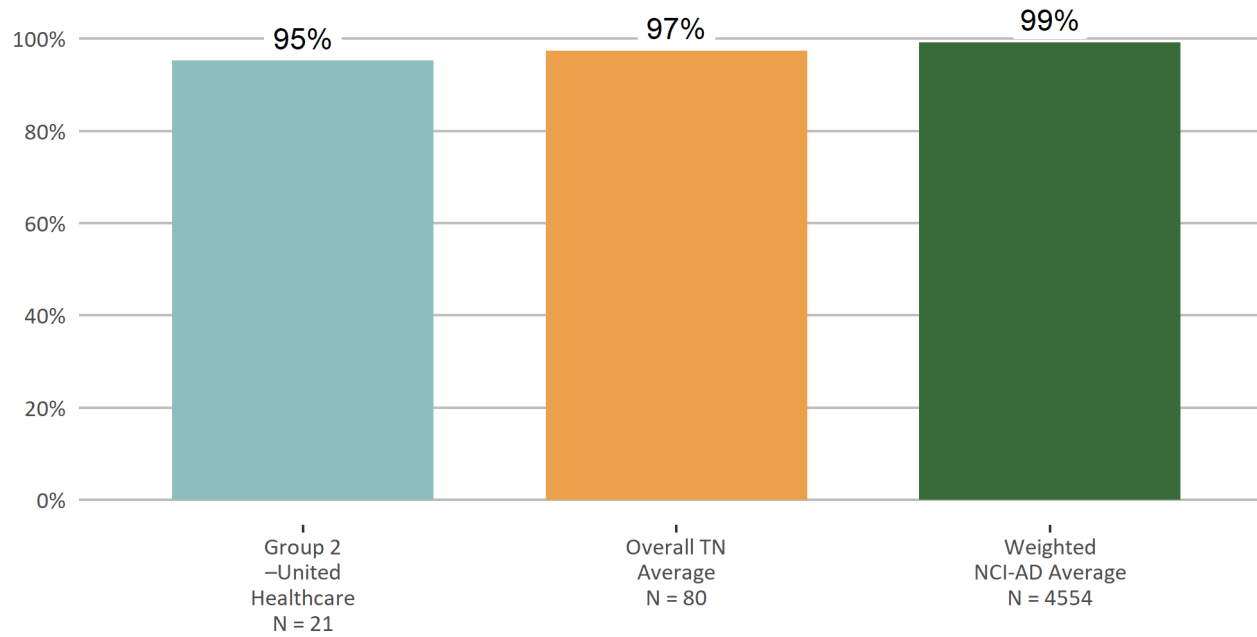


Table 133. Service planning meeting took place at a time that was good for them

| Program | Yes | No | N |
|--------------------------------|------------|-----------|--------------|
| Group 2 – UnitedHealthcare | 95% | 5% | 21 |
| Overall TN Average | 97% | 3% | 80 |
| Weighted NCI-AD Average | 99% | 1% | 4,554 |

Service planning meeting took place
in a place that was good for them

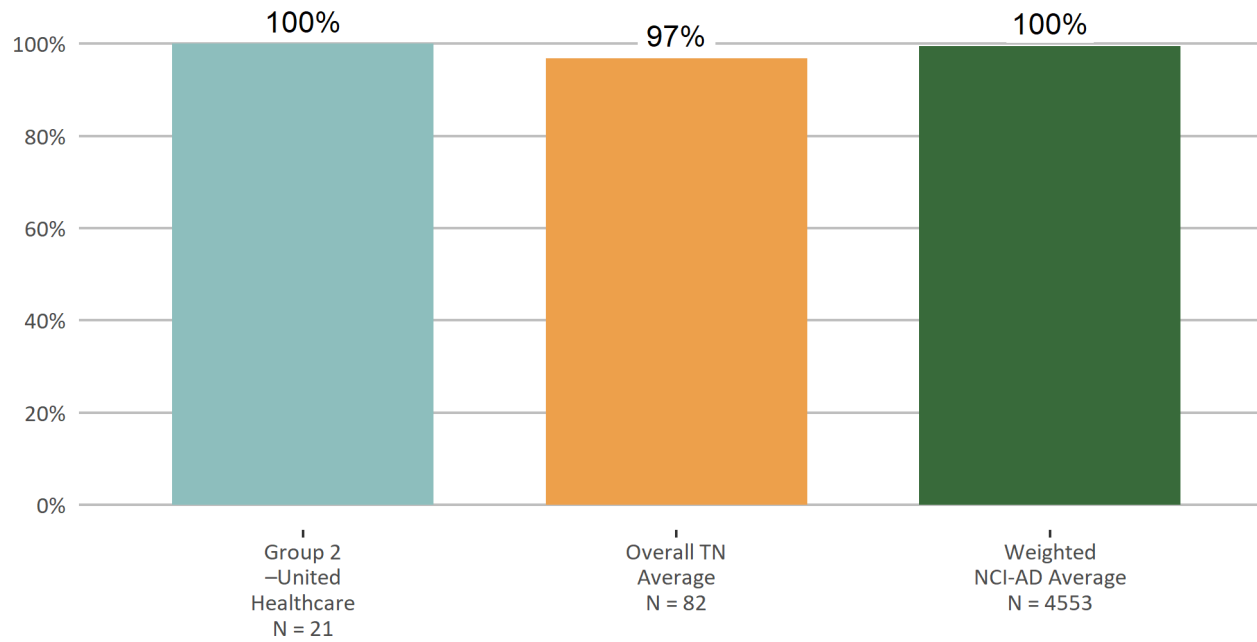


Table 134. Service planning meeting took place in a place that was good for them

| Program | Yes | No | N |
|--------------------------------|-------------|-----------|--------------|
| Group 2 – UnitedHealthcare | 100% | 0% | 21 |
| Overall TN Average | 97% | 3% | 82 |
| Weighted NCI-AD Average | 100% | 0% | 4,553 |

Service planning meeting included
the people they wanted to be there

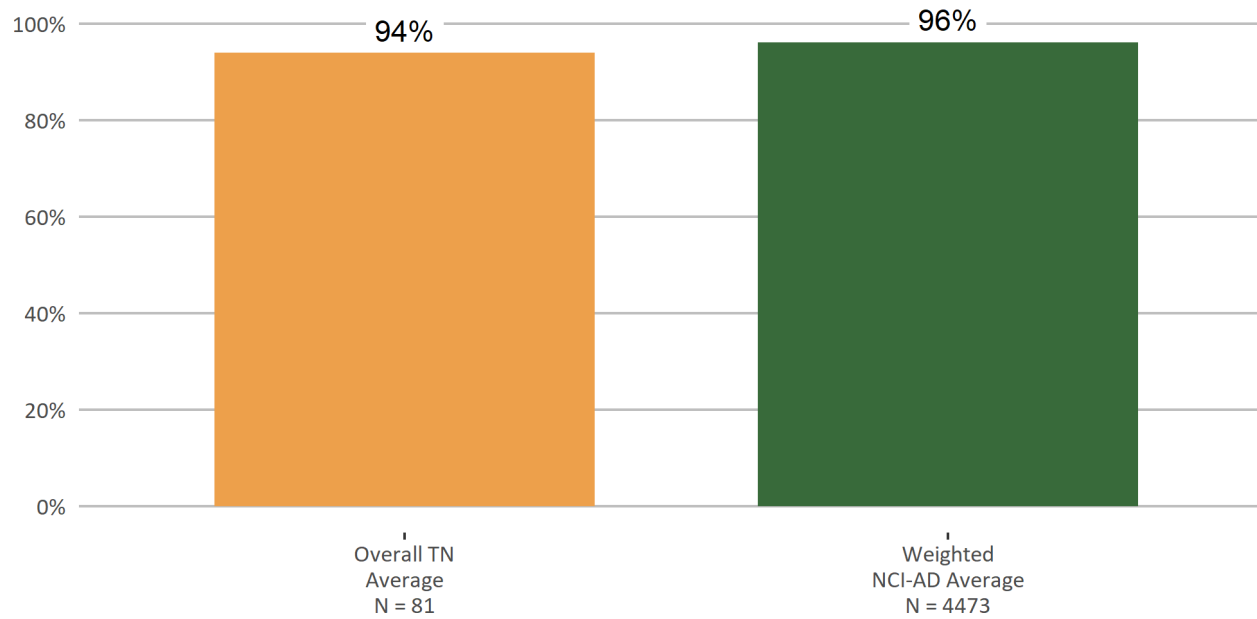


Table 135. Service planning meeting included the people they wanted to be there

| Program | Yes | Some People | No | N |
|-------------------------|-----|-------------|----|-------|
| Overall TN Average | 94% | 3% | 3% | 81 |
| Weighted NCI-AD Average | 96% | 2% | 2% | 4,473 |

People at the service planning meeting listened to needs and preferences

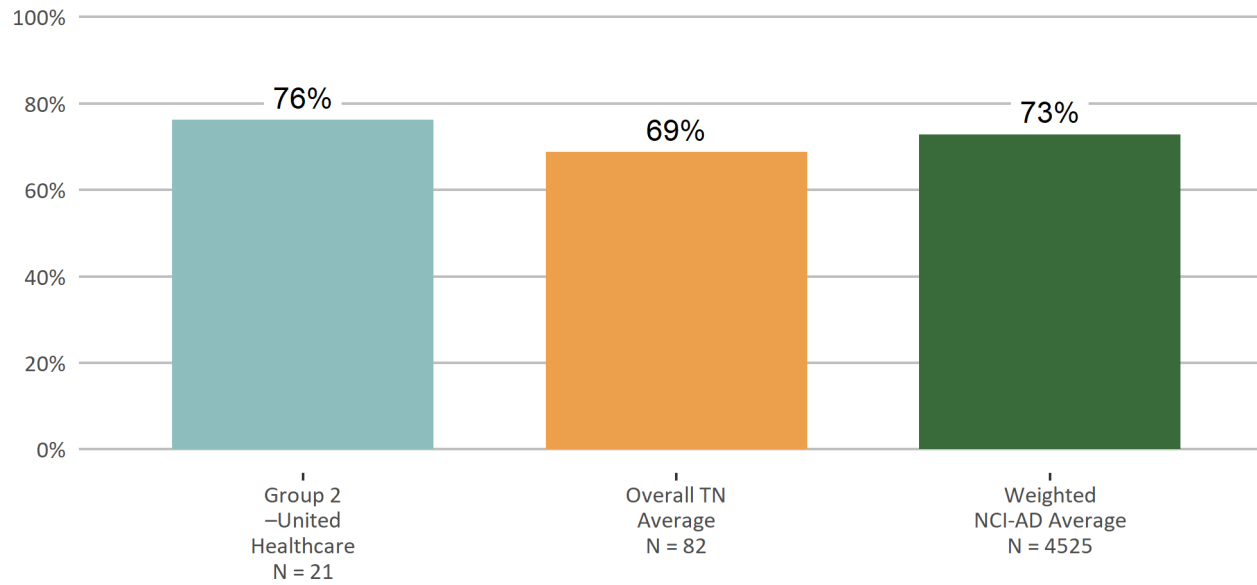


Table 136. People at the service planning meeting listened to needs and preferences

| Program | Completely | Mostly | Somewhat | Very little | Not at all | N |
|--------------------------------|-------------------|---------------|-----------------|--------------------|-------------------|--------------|
| Group 2 – UnitedHealthcare | 76% | 0% | 14% | 0% | 10% | 21 |
| Overall TN Average | 69% | 17% | 10% | 1% | 4% | 82 |
| Weighted NCI-AD Average | 73% | 20% | 5% | 1% | 1% | 4,525 |

Received a copy of the service plan
after the service planning meeting

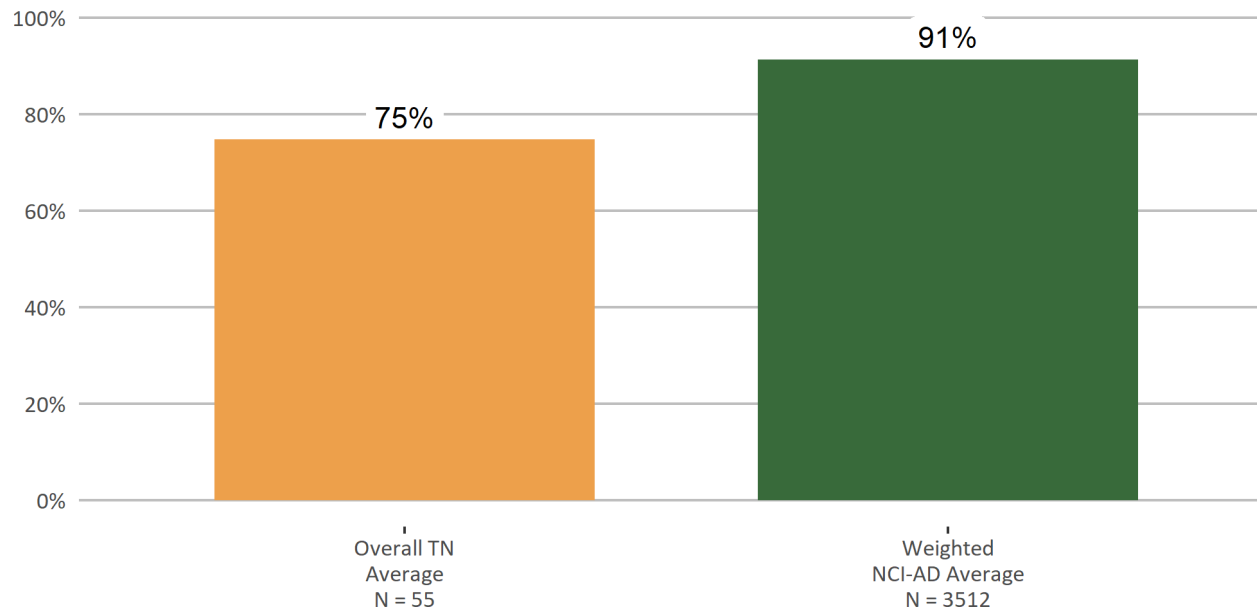


Table 137. Received a copy of the service plan after the service planning meeting

| Program | Yes | No | N |
|-------------------------|-----|-----|-------|
| Overall TN Average | 75% | 25% | 55 |
| Weighted NCI-AD Average | 91% | 9% | 3,512 |

Current service plan reflects what
was talked about at the service
plan meeting

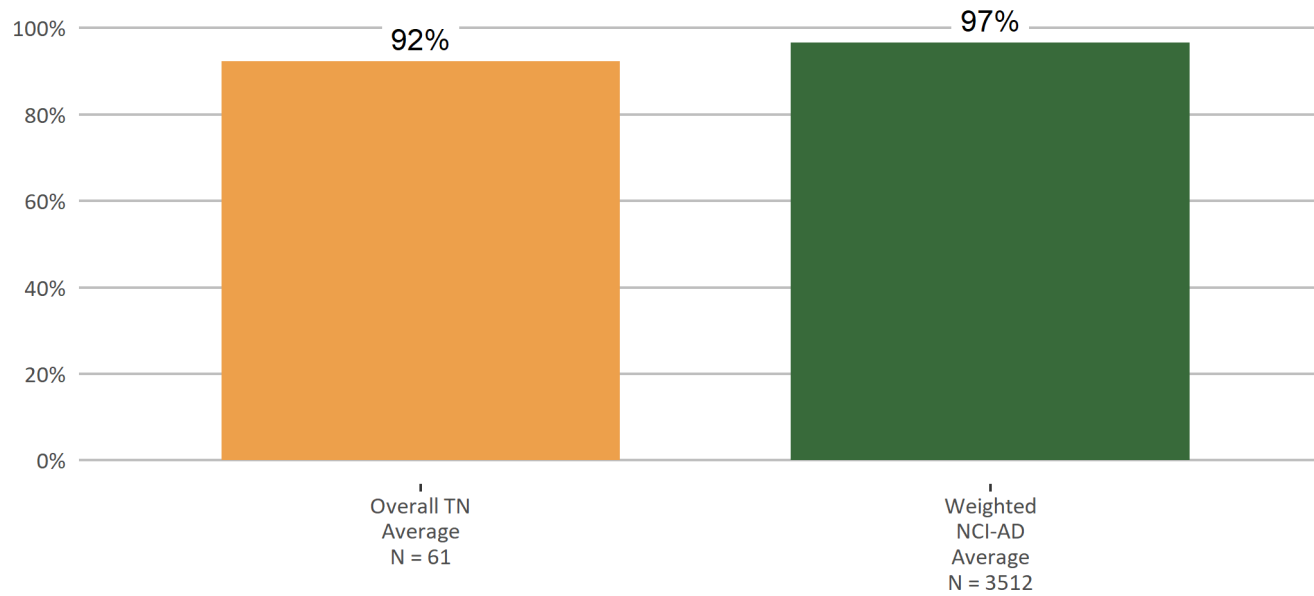


Table 138. Current service plan reflects what was talked about at the service plan meeting

| Program | Yes, completely | Yes, in part | No | N |
|-------------------------|-----------------|--------------|----|-------|
| Overall TN Average | 77% | 16% | 8% | 61 |
| Weighted NCI-AD Average | 90% | 6% | 3% | 3,512 |

Choices and preferences are reflected in current service plan

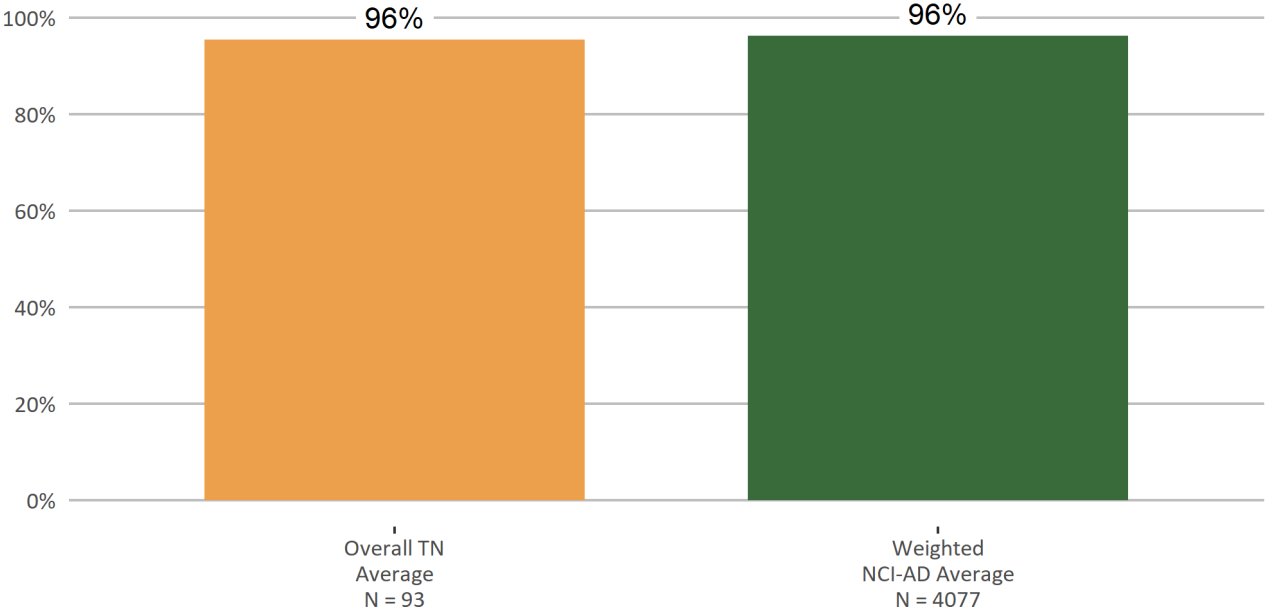
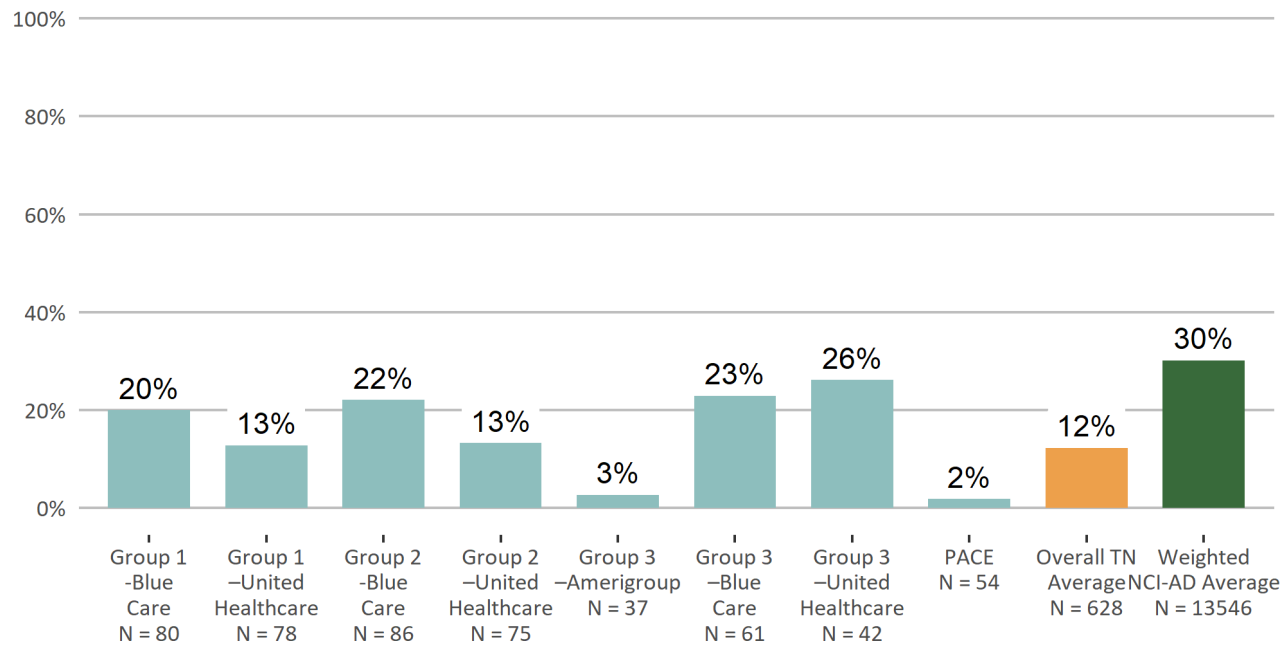


Table 139. Choices and preferences are reflected in current service plan

| Program | Yes, all/completely | Yes, some/In Part | No | N |
|--------------------------------|----------------------------|--------------------------|-----------|--------------|
| Overall TN Average | 69% | 26% | 4% | 93 |
| Weighted NCI-AD Average | 84% | 12% | 4% | 4,077 |

Self-Direction

Uses self-directed supports option



Programs with fewer than 20 respondents are not shown for confidentiality, their data are included in the statewide average.
 2022-23 Adult Consumer Survey National Results | 303

Table 140. Uses self-directed supports option*Information may only come from existing records.*

| Program | Yes | No | Don't Know | N |
|--------------------------------|------------|------------|------------|---------------|
| Group 1 – Amerigroup | 0% | 100% | 0% | 59 |
| Group 1 - BlueCare | 20% | 80% | 0% | 80 |
| Group 1 – UnitedHealthcare | 13% | 87% | 0% | 78 |
| Group 2 - Amerigroup | 0% | 100% | 0% | 56 |
| Group 2- BlueCare | 22% | 78% | 0% | 86 |
| Group 2 – UnitedHealthcare | 13% | 87% | 0% | 75 |
| Group 3 – Amerigroup | 3% | 97% | 0% | 37 |
| Group 3 – BlueCare | 23% | 77% | 0% | 61 |
| Group 3 – United Healthcare | 26% | 74% | 0% | 42 |
| PACE | 2% | 98% | 0% | 54 |
| Overall TN Average | 12% | 88% | 0% | 628 |
| Weighted NCI-AD Average | 30% | 60% | 10% | 13,546 |

Makes decisions about services that are self directed

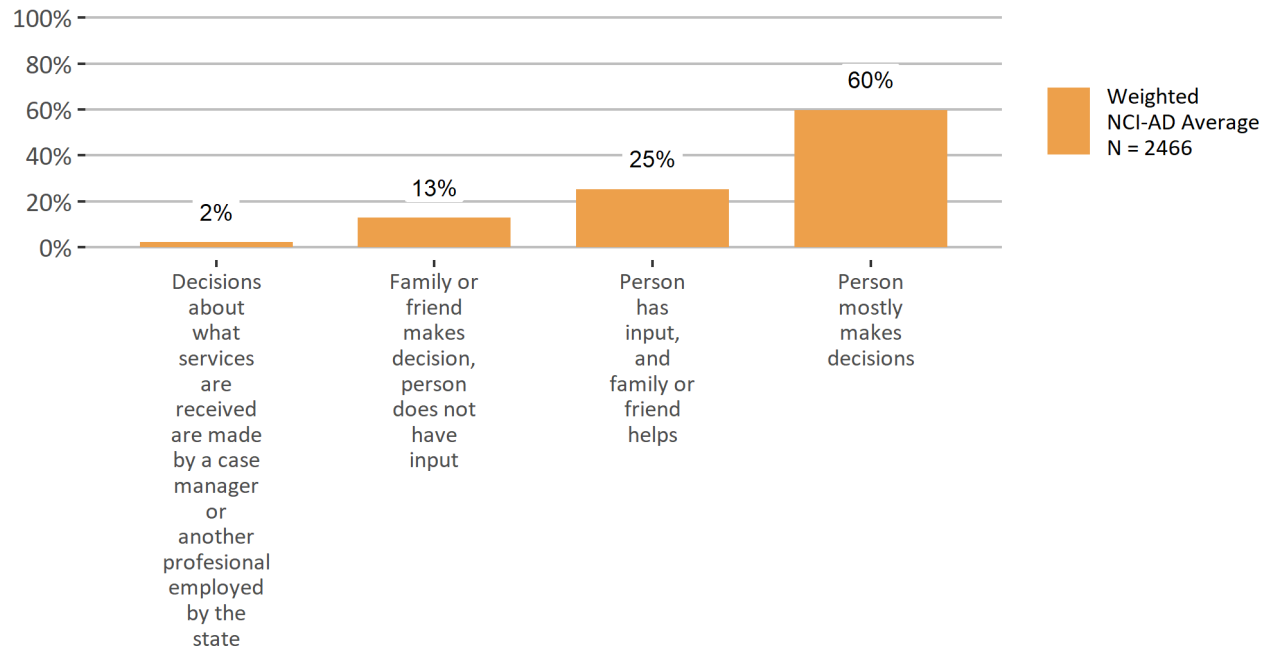


Table 141. Makes decisions about services that are self-directed

Proxy respondents were allowed for this question. Newly added question in 2022-23.

| Program | Decisions about what services are received are made by a case manager or another professional employed by the state | Family or friend makes decision, person does not have input | Person has input, and family or friend helps | Person mostly makes decisions | N |
|-------------------------|---|---|--|-------------------------------|-------|
| Weighted NCI-AD Average | 2% | 13% | 25% | 60% | 2,466 |

Has enough help deciding how to direct services, like making decisions about how and when services are received

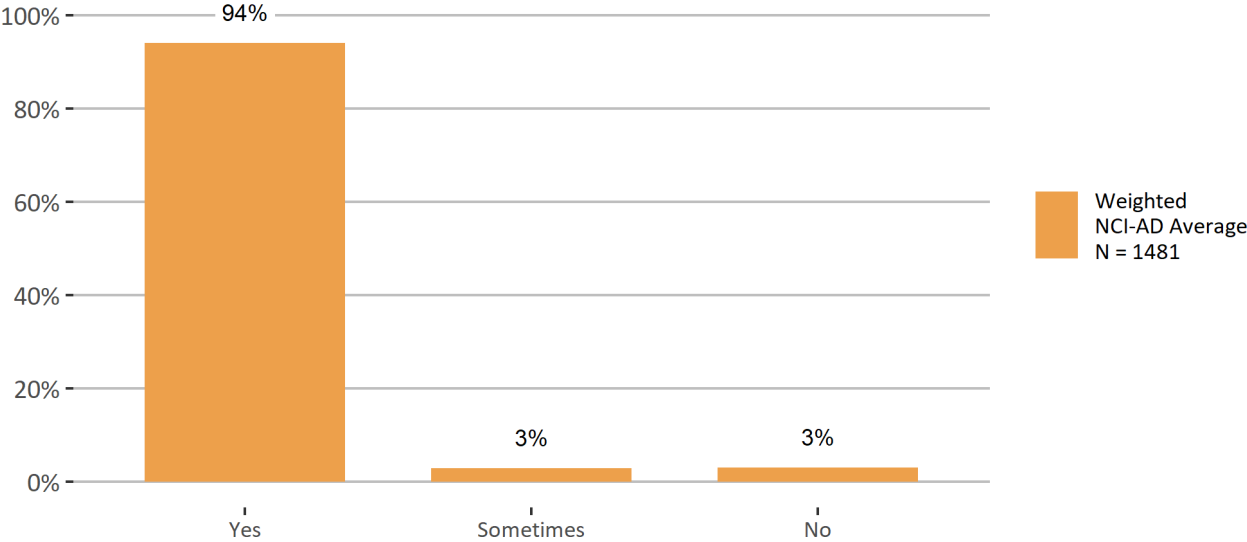


Table 142. Has enough help deciding how to direct services, like making decisions about how and when services are received

Proxy respondents were allowed for this question. Newly added question in 2022-23.

| Program | Yes | Sometimes | No | N |
|-------------------------|-----|-----------|----|-------|
| Weighted NCI-AD Average | 94% | 3% | 3% | 1,481 |

Can make changes to the services
and supports you self-direct if
needed

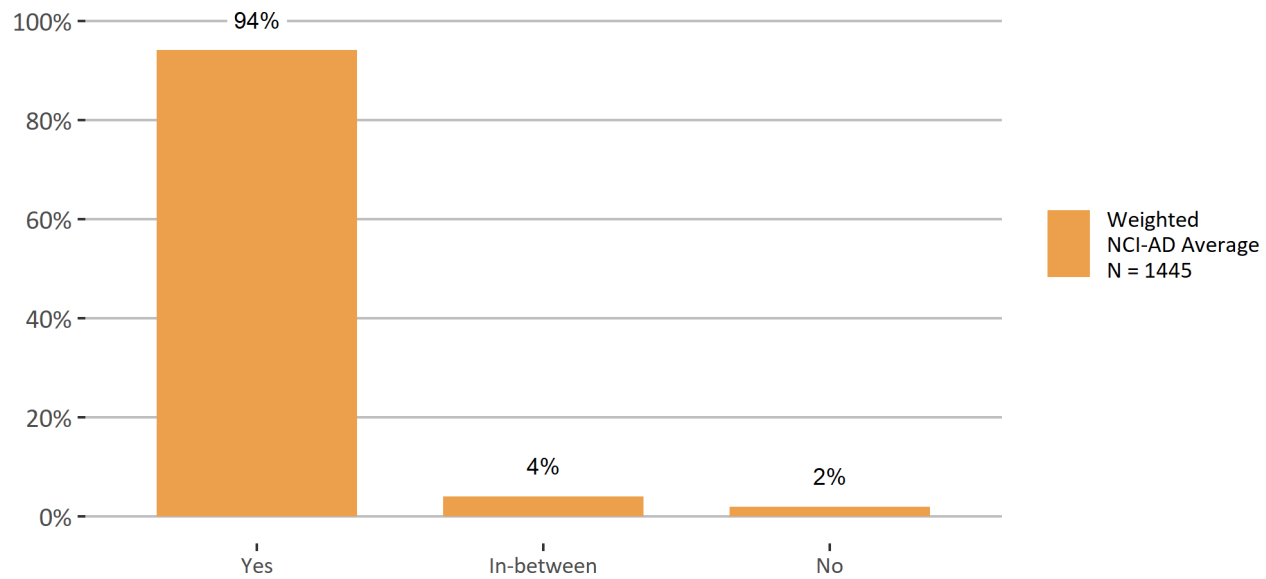


Table 143. Can make changes to the services and supports you self-direct if needed

Proxy respondents were allowed for this question. Newly added question in 2022-23.

| Program | Yes | In-between | No | N |
|-------------------------|-----|------------|----|-------|
| Weighted NCI-AD Average | 94% | 4% | 2% | 1,445 |

Has the amount of control wanted
with the services that are
self-directed

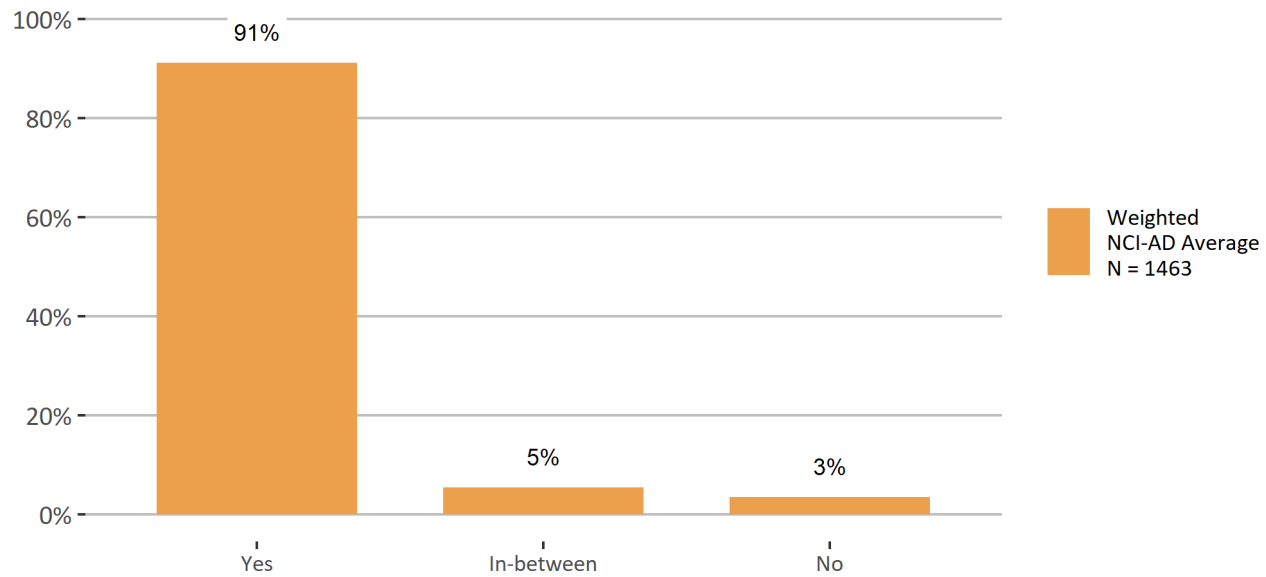


Table 144. Has the amount of control wanted with the services that are self-directed

Proxy respondents were allowed for this question. Newly added question in 2022-23.

| Program | Yes | In-between | No | N |
|-------------------------|-----|------------|----|-------|
| Weighted NCI-AD Average | 91% | 5% | 3% | 1,463 |

Services and supports wanted to self direct are always available

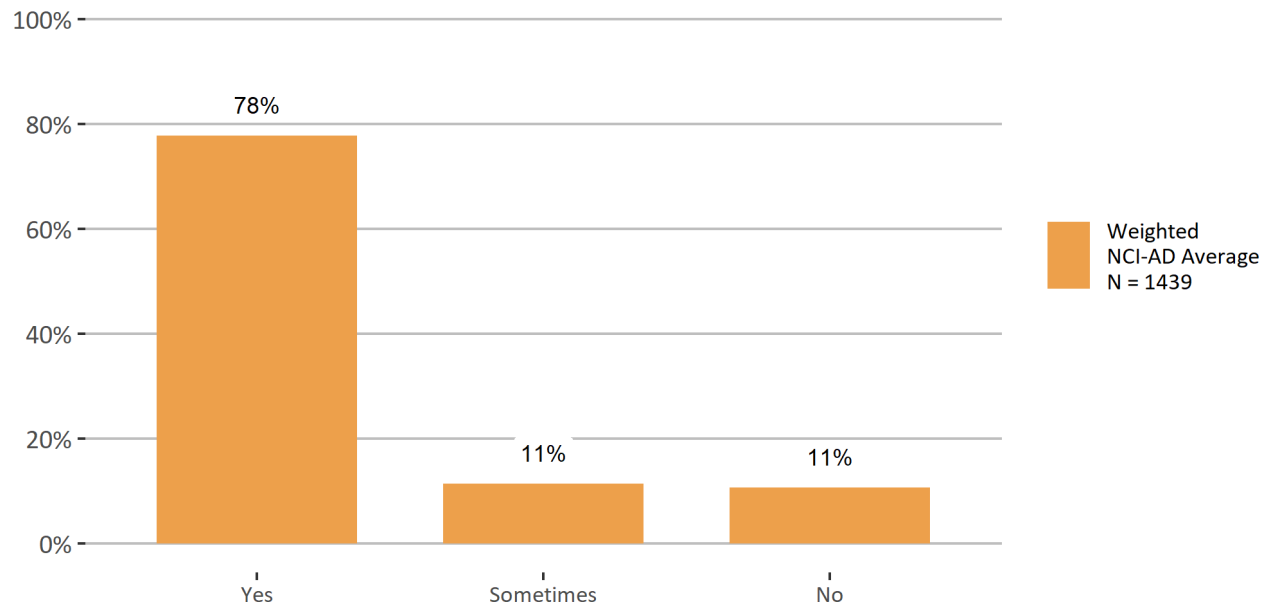


Table 145. Services and supports wanted to self-direct are always available

Proxy respondents were allowed for this question. Newly added question in 2022-23.

| Program | Yes | Sometimes | No | N |
|-------------------------|-----|-----------|-----|-------|
| Weighted NCI-AD Average | 78% | 11% | 11% | 1,439 |

Gets information about budget
and services from the financial
management service (FMS)

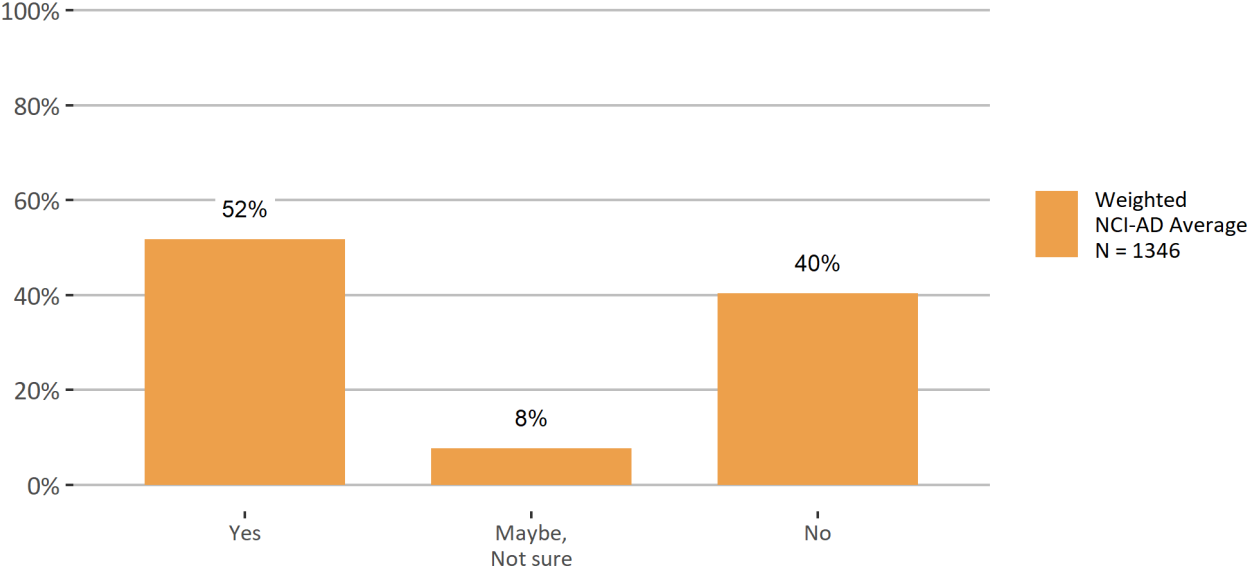


Table 146. Gets information about budget and services from the financial management service (FMS)

Proxy respondents were allowed for this question. Newly added question in 2022-23.

| Program | Yes | Maybe, Not sure | No | N |
|-------------------------|-----|-----------------|-----|-------|
| Weighted NCI-AD Average | 52% | 8% | 40% | 1,346 |

Information received from the FMS
is easy to understand

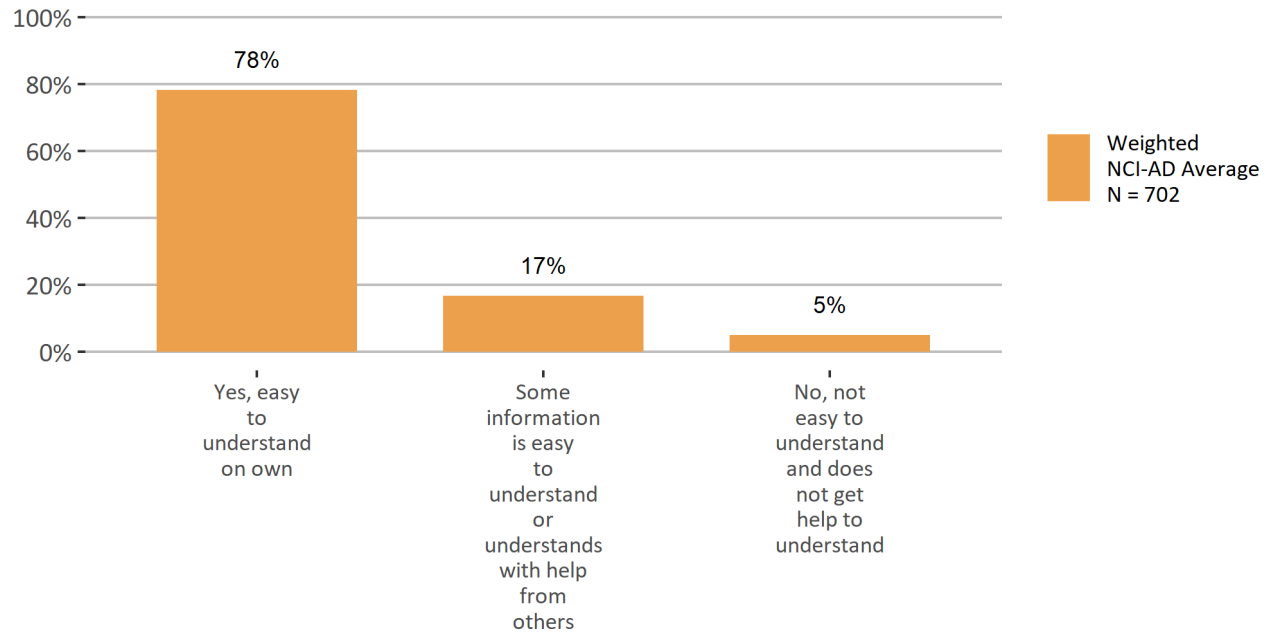


Table 147. Information received from the FMS is easy to understand

Proxy respondents were allowed for this question. Newly added question in 2022-23.

| Program | Yes, easy to understand on own | Some information is easy to understand or understands with help from others | No, not easy to understand and does not get help to understand | N |
|-------------------------|--------------------------------|---|--|-----|
| Weighted NCI-AD Average | 78% | 17% | 5% | 702 |

Frequency of receiving information
about budget and services from FMS

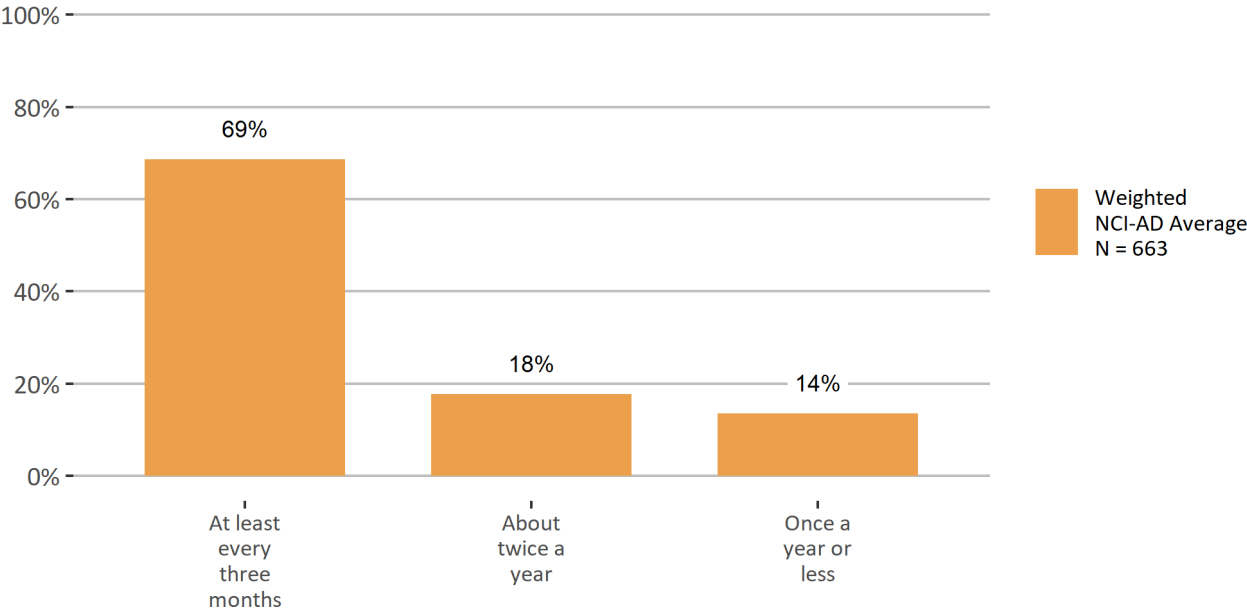


Table 148. Frequency of receiving information about budget and services from FMS

Proxy respondents were allowed for this question. Newly added question in 2022-23.

| Program | At least every three months | About twice a year | Once a year or less | N |
|-------------------------|-----------------------------|--------------------|---------------------|-----|
| Weighted NCI-AD Average | 69% | 18% | 14% | 663 |

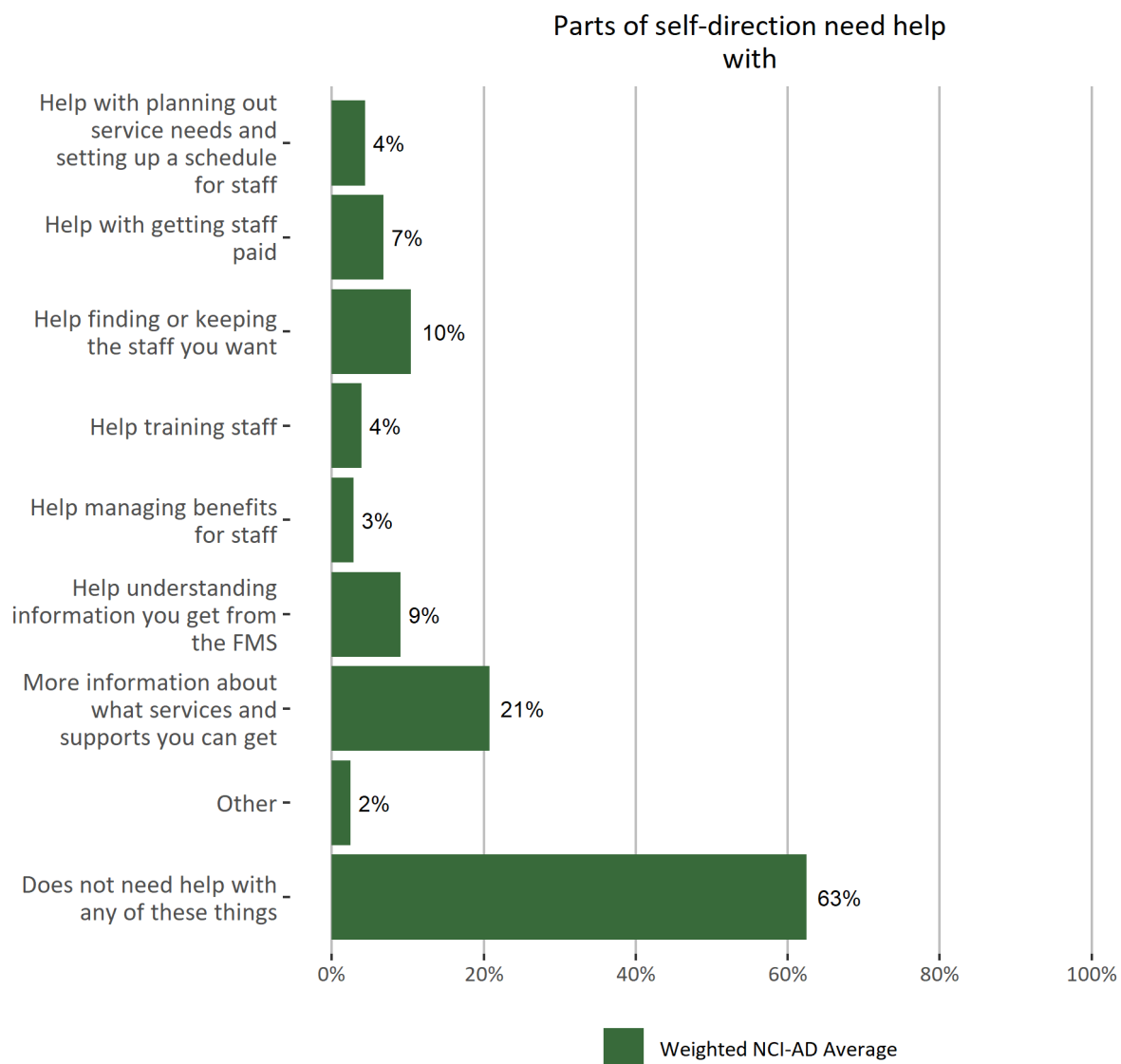


Table 149. Parts of self-direction need help with

Proxy respondents were allowed for this question. Newly added question in 2022-23.

| Program | Help with planning out service needs and setting up a schedule for staff | Help with getting staff paid | Help finding or keeping the staff you want | Help training staff | Help managing benefits for staff | Help understanding information you get from the FMS | More information about what services and supports you can get | Other | Does not need help with any of these things |
|-------------------------|--|------------------------------|--|---------------------|----------------------------------|---|---|-------|---|
| Weighted NCI-AD Average | 4% | 7% | 10% | 4% | 3% | 9% | 21% | 2% | 63% |