



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

Virginia

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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 2023-24 a total of 20 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 2023-24, 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, AZ, DE, IN, KS, KY, MN, MO, NE, NJ, OH, OK, OR, TN, TX, WI, and WY.

Self-direction Module (state-optional). This state-optional module was added to the 2023-24 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, DE, IN, KS, KY, MO, NE, NJ, OH, OK, OR, TN, TX, WI, and WY.

Virginia Specific 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](#). Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Figure 1. Statewide Sample

Total Sample Frame	Total surveys completed	Overall Margin of Error (MoE)
293902	1,000	3.1%

Figure 2. Classification of 2023-24 State programs

Program	Funding Source	Description of Program	Total Usable Surveys Collected	Total Population Eligible for NCI-AD	MoE(95%Confidence, 0.5 Distribution)	MoE(95%Confidence, 0.7 Distribution)
Aetna Better Health	1915(b1) 1915(b4) 1915©	Members who are 65 years of age and over, medically complex, physically disabled individuals 0 to 64 years of age, individuals with other disabilities 0 to 64 years of age, and technology dependent individuals of all ages who would otherwise require a nursing facility level of care.	207	45,254	6.8%	6.2%
Anthem HealthKeepers Plus	1915(b1) 1915(b4) 1915©	Members who are 65 years of age and over, medically complex, physically disabled individuals 0 to 64 years of age, individuals with other disabilities 0 to 64 years of age, and technology dependent individuals of all ages who would otherwise require a nursing facility level of care.	215	83,448	6.7%	6.1%
Molina Healthcare	1915(b1) 1915(b4) 1915©	Members who are 65 years of age and over, medically complex, physically disabled individuals 0 to 64 years of age,	188	28,522	7.1%	6.6%

Program	Funding Source	Description of Program	Total Usable Surveys Collected	Total Population Eligible for NCI-AD	MoE(95%Confidence, 0.5 Distribution)	MoE(95%Confidence, 0.7 Distribution)
		individuals with other disabilities 0 to 64 years of age, and technology dependent individuals of all ages who would otherwise require a nursing facility level of care.				
Optima Community Care*	1915(b1) 1915(b4) 1915©	Members who are 65 years of age and over, medically complex, physically disabled individuals 0 to 64 years of age, individuals with other disabilities 0 to 64 years of age, and technology dependent individuals of all ages who would otherwise require a nursing facility level of care.	201	97,637	6.9%	6.3%
United HealthCare Community Plan	1915(b1) 1915(b4) 1915©	Members who are 65 years of age and over, medically complex, physically disabled individuals 0 to 64 years of age, individuals with other disabilities 0 to 64 years of age, and technology dependent individuals of all ages who would otherwise require a nursing facility level of care.	189	39,041	7.1%	6.5%

What is included in this report?

This report presents Virginia 2023-24 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 tables by clicking the appropriate tab for each outcome. Tables represent the un-collapsed data outcomes. This may differ from the national report that represents the data in collapsed outcomes. For more information on recoding and collapsing, refer to [Appendix B-How to Recode and Collapse Data](#).

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. 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
Aetna Better Health	55.4	204
Anthem HealthKeepers Plus	53.9	208
Molina Healthcare	53.8	184
Optima Community Care*	52.7	195
United HealthCare Community Plan	59.1	187
VA Overall Average	54.5	978
Weighted NCI-AD Average	62.5	19857

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Program	18-44	45-64	65-89	90+	N
Aetna Better Health	27%	37%	35%	1%	207
Anthem HealthKeepers Plus	33%	34%	29%	3%	215
Molina Healthcare	27%	42%	29%	2%	188
Optima Community Care*	26%	48%	22%	3%	201
United HealthCare Community Plan	22%	35%	42%	1%	189
VA Overall Average	28%	40%	30%	2%	1000
Weighted NCI-AD Average	14%	33%	48%	5%	20956

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 3. Gender

Program	Male	Female	Other	Don't Know or Unclear	N
Aetna Better Health	42%	58%	0%	0%	207
Anthem HealthKeepers Plus	41%	59%	0%	0%	215
Molina Healthcare	45%	55%	0%	0%	188
Optima Community Care*	40%	60%	0%	0%	201
United HealthCare Community Plan	39%	61%	0%	0%	189
VA Overall Average	41%	59%	0%	0%	1000
Weighted NCI-AD Average	37%	63%	0%	0%	20299

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	2%	7%	33%	1%	54%	1%	4%	1%
Anthem HealthKeepers Plus	1%	7%	39%	1%	46%	2%	3%	5%
Molina Healthcare	1%	4%	44%	0%	49%	3%	3%	1%
Optima Community Care*	1%	3%	35%	0%	57%	0%	1%	4%
United HealthCare Community Plan	3%	6%	36%	0%	55%	3%	1%	3%
VA Overall Average	2%	5%	37%	1%	52%	1%	2%	3%
Weighted NCI-AD Average	3%	4%	26%	0%	57%	7%	3%	2%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 5. Marital status

Program	Single, Never Married	Married or in Domestic Partnership	Separated or Divorced	Widowed	Don't Know or Unclear	N
Aetna Better Health	48%	14%	19%	14%	5%	197
Anthem HealthKeepers Plus	48%	17%	16%	12%	8%	212
Molina Healthcare	46%	10%	26%	8%	9%	181
Optima Community Care*	51%	9%	23%	6%	10%	191
United HealthCare Community Plan	42%	17%	25%	10%	6%	178
VA Overall Average	48%	13%	21%	10%	8%	959
Weighted NCI-AD Average	34%	15%	24%	18%	9%	19613

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 6. Preferred language

Program	English	Spanish	Other	Don't Know or Unclear	N
Aetna Better Health	97%	2%	1%	0%	206
Anthem HealthKeepers Plus	95%	2%	3%	0%	215
Molina Healthcare	96%	3%	1%	0%	186
Optima Community Care*	99%	1%	1%	0%	200
United HealthCare Community Plan	96%	2%	3%	0%	189
VA Overall Average	97%	1%	2%	0%	996
Weighted NCI-AD Average	91%	4%	4%	1%	20581

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 7. Preferred means of communication

Program	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
Aetna Better Health	95%	1%	0%	0%	2%	1%	206
Anthem HealthKeepers Plus	92%	2%	0%	2%	3%	1%	213
Molina Healthcare	73%	0%	0%	0%	4%	23%	160
Optima Community Care*	92%	3%	0%	1%	0%	5%	197
United HealthCare Community Plan	90%	3%	0%	1%	4%	3%	189
VA Overall Average	90%	2%	0%	1%	2%	5%	965
Weighted NCI-AD Average	95%	2%	0%	0%	1%	2%	19920

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 8. Residential designation

Categories created using zip codes and corresponding RUCA codes.

Program	Metropolitan	Micropolitan	Rural	Small Town	Don't Know	N
Aetna Better Health	73%	11%	7%	9%	0%	205
Anthem HealthKeepers Plus	79%	8%	6%	7%	0%	215
Molina Healthcare	78%	6%	9%	7%	0%	188
Optima Community Care*	76%	11%	3%	10%	0%	198
United HealthCare Community Plan	80%	4%	7%	10%	0%	187
VA Overall Average	77%	9%	5%	9%	0%	993
Weighted NCI-AD Average	74%	12%	5%	8%	1%	20743

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	1%	1%	1%	5%	28%	18%	11%	9%	6%	4%	15%	205
Anthem HealthKeepers Plus	2%	0%	0%	5%	18%	13%	15%	14%	6%	7%	19%	215
Molina Healthcare	1%	0%	1%	5%	28%	24%	12%	12%	9%	2%	6%	188
Optima Community Care*	1%	1%	1%	5%	30%	18%	19%	9%	10%	2%	6%	198
United HealthCare Community Plan	1%	0%	0%	3%	24%	21%	15%	6%	10%	6%	14%	187
VA Overall Average	1%	0%	1%	5%	25%	18%	16%	10%	8%	4%	12%	993
Weighted NCI-AD Average	1%	0%	1%	7%	25%	27%	15%	9%	6%	3%	5%	20671

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	78%	1%	1%	3%	2%	1%	12%	1%	206
Anthem HealthKeepers Plus	79%	2%	3%	1%	3%	0%	6%	5%	214
Molina Healthcare	74%	2%	2%	2%	5%	1%	6%	9%	187
Optima Community Care*	79%	2%	4%	1%	3%	1%	8%	4%	200
United HealthCare Community Plan	79%	2%	3%	2%	2%	2%	10%	2%	188
VA Overall Average	78%	2%	3%	1%	3%	1%	8%	4%	995
Weighted NCI-AD Average	72%	3%	4%	7%	9%	0%	3%	2%	20306

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	28%	18%	42%	4%	2%	9%	n/a
Anthem HealthKeepers Plus	22%	15%	53%	4%	1%	8%	n/a
Molina Healthcare	27%	12%	41%	3%	2%	12%	n/a
Optima Community Care*	26%	13%	47%	9%	2%	6%	n/a
United HealthCare Community Plan	31%	21%	37%	2%	3%	7%	n/a
VA Overall Average	26%	16%	46%	5%	2%	8%	n/a
Weighted NCI-AD Average	38%	13%	32%	3%	2%	13%	3%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 12. Address changed in the past 6 months

Program	Yes	No	Don't Know or Unclear	N
Aetna Better Health	8%	92%	0%	201
Anthem HealthKeepers Plus	8%	88%	4%	209
Molina Healthcare	9%	87%	4%	175
Optima Community Care*	8%	92%	1%	192
United HealthCare Community Plan	7%	89%	4%	183
VA Overall Average	8%	90%	2%	960
Weighted NCI-AD Average	7%	91%	2%	19846

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
VA Overall Average	58%	5%	1%	2%	1%	11%	19%	3%	73
Weighted NCI-AD Average	61%	5%	4%	5%	4%	6%	11%	4%	1186

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care*, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	3%	11%	10%	6%	25%	4%
Anthem HealthKeepers Plus	1%	4%	15%	5%	25%	3%
Molina Healthcare	3%	6%	9%	5%	21%	3%
Optima Community Care*	1%	11%	14%	5%	27%	7%
United HealthCare Community Plan	1%	4%	8%	5%	25%	3%
VA Overall Average	1%	8%	12%	5%	26%	4%
Weighted NCI-AD Average	44%	10%	9%	12%	35%	12%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 14B. Diagnoses (continued)

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

Program	Chronic Obstructive Pulmonary Disease (COPD)	Stroke	Diabetes	Hypertension (or High Blood Pressure)	Limited or No Vision - Legally Blind	Hearing Loss - Severe or Profound
Aetna Better Health	14%	6%	0%	57%	0%	2%
Anthem HealthKeepers Plus	14%	7%	0%	56%	1%	2%
Molina Healthcare	11%	7%	0%	60%	0%	1%
Optima Community Care*	19%	6%	2%	64%	1%	3%
United HealthCare Community Plan	17%	6%	0%	57%	1%	2%
VA Overall Average	16%	6%	0%	59%	1%	2%
Weighted NCI-AD Average	22%	17%	29%	65%	12%	10%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 15. Person has chronic psychiatric or mental health diagnosis

Program	Yes	No	Don't Know or Unclear	N
Aetna Better Health	3%	97%	0%	207
Anthem HealthKeepers Plus	1%	99%	0%	215
Molina Healthcare	1%	99%	0%	188
Optima Community Care*	1%	98%	0%	201
United HealthCare Community Plan	1%	99%	0%	189
VA Overall Average	2%	98%	0%	1000
Weighted NCI-AD Average	28%	70%	2%	19343

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 16. Level of Mobility

Categories are not mutually exclusive (except 'Don't Know or Unclear or Missing'); therefore, N is not shown.

Program	Non-Ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't Know or Unclear
Aetna Better Health	5%	5%	37%	61%	2%
Anthem HealthKeepers Plus	9%	10%	29%	60%	1%
Molina Healthcare	5%	8%	34%	55%	8%
Optima Community Care*	3%	7%	27%	65%	5%
United HealthCare Community Plan	4%	6%	43%	57%	3%
VA Overall Average	5%	8%	32%	61%	3%
Weighted NCI-AD Average	8%	19%	46%	38%	7%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	23%	74%	3%	204
Anthem HealthKeepers Plus	14%	77%	9%	210
Molina Healthcare	24%	73%	3%	175
Optima Community Care*	23%	75%	2%	189
United HealthCare Community Plan	16%	81%	3%	188
VA Overall Average	20%	76%	4%	966
Weighted NCI-AD Average	25%	73%	2%	19261

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 18. Receives Medicare

Information required to come from administrative records.

Program	Yes	No	Don't Know or Unclear	N
Aetna Better Health	48%	42%	10%	199
Anthem HealthKeepers Plus	53%	43%	4%	204
Molina Healthcare	49%	40%	10%	176
Optima Community Care*	49%	40%	12%	182
United HealthCare Community Plan	59%	32%	9%	145
VA Overall Average	51%	40%	9%	906
Weighted NCI-AD Average	70%	24%	6%	18141

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health **	0%	5%	11%	10%	74%	202
Anthem HealthKeepers Plus **	0%	2%	10%	26%	62%	209
Molina Healthcare **	0%	1%	14%	9%	76%	184
Optima Community Care* **	3%	3%	22%	12%	60%	196
United HealthCare Community Plan **	2%	3%	15%	9%	72%	186
VA Overall Average **	1%	3%	15%	15%	66%	977
Weighted NCI-AD Average	3%	7%	24%	35%	30%	19647

*Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024. Programs with more than 25% missing or don't know are marked with **.*

Table 20. Person has legal guardian

Information required to come from administrative records.

Program	Yes	No	Don't Know or Unclear	N
Aetna Better Health **	0%	0%	100%	205
Anthem HealthKeepers Plus **	0%	0%	100%	215
Molina Healthcare **	0%	0%	100%	185
Optima Community Care* **	0%	0%	100%	194
United HealthCare Community Plan **	0%	0%	100%	186
VA Overall Average **	0%	0%	100%	985
Weighted NCI-AD Average	7%	47%	46%	20383

*Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024. Programs with more than 25% missing or don't know are marked with **.*

Table 21. Amount of paid supports received

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
Aetna Better Health **	0%	0%	0%	0%	0%	100%	207
Anthem HealthKeepers Plus **	0%	0%	0%	0%	0%	100%	215
Molina Healthcare **	0%	0%	0%	0%	0%	100%	188
Optima Community Care* **	0%	0%	0%	0%	0%	100%	201
United HealthCare Community Plan **	0%	0%	0%	0%	1%	99%	189
VA Overall Average **	0%	0%	0%	0%	0%	100%	1000
Weighted NCI-AD Average	14%	11%	8%	1%	5%	60%	19531

*Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024. Programs with more than 25% missing or don't know are marked with **.*

Table 22. Person has remote supports

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
Aetna Better Health **	0%	0%	0%	100%	207
Anthem HealthKeepers Plus **	0%	0%	0%	100%	215
Molina Healthcare **	0%	0%	0%	100%	188
Optima Community Care* **	0%	0%	0%	100%	201
United HealthCare Community Plan **	0%	0%	0%	100%	189
VA Overall Average **	0%	0%	0%	100%	1000
Weighted NCI-AD Average	3%	0%	32%	65%	19527

*Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024. Programs with more than 25% missing or don't know are marked with **.*

Outcome Tables

Community Participation

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

Program	Yes	No	N
Aetna Better Health	59%	41%	152
Anthem HealthKeepers Plus	72%	28%	151
Molina Healthcare	63%	37%	134
Optima Community Care*	68%	32%	155
United HealthCare Community Plan	73%	27%	138
VA Overall Average	68%	32%	730
Weighted NCI-AD Average	66%	34%	15580

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Program	Yes	Maybe	No	N
Aetna Better Health	70%	5%	25%	151
Anthem HealthKeepers Plus	65%	11%	24%	153
Molina Healthcare	60%	13%	27%	135
Optima Community Care*	76%	6%	18%	152
United HealthCare Community Plan	73%	5%	22%	139
VA Overall Average	70%	8%	22%	730
Weighted NCI-AD Average	66%	10%	24%	15521

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	22%	30%	11%	46%	7%	0%
Anthem HealthKeepers Plus	8%	24%	2%	47%	2%	0%
Molina Healthcare	22%	35%	6%	43%	2%	4%
Optima Community Care*	19%	22%	5%	35%	8%	8%
United HealthCare Community Plan	19%	19%	3%	42%	3%	0%
VA Overall Average	16%	25%	5%	42%	5%	3%
Weighted NCI-AD Average	12%	32%	9%	50%	6%	2%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	2%	9%	4%	7%	11%
Anthem HealthKeepers Plus	4%	4%	10%	8%	18%
Molina Healthcare	6%	9%	0%	7%	13%
Optima Community Care*	0%	5%	8%	0%	27%
United HealthCare Community Plan	3%	0%	6%	8%	33%
VA Overall Average	3%	5%	7%	5%	20%
Weighted NCI-AD Average	3%	4%	6%	4%	17%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Access to the Community

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
Aetna Better Health	74%	13%	14%	200
Anthem HealthKeepers Plus	69%	10%	21%	205
Molina Healthcare	64%	14%	21%	177
Optima Community Care*	80%	7%	13%	194
United HealthCare Community Plan	73%	11%	15%	183
VA Overall Average	73%	10%	17%	959
Weighted NCI-AD Average	72%	12%	16%	19326

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 27. Has transportation to get to medical appointments

Proxy respondents were allowed for this question.

Program	Yes	Maybe	No	N
Aetna Better Health	90%	6%	4%	201
Anthem HealthKeepers Plus	86%	8%	6%	209
Molina Healthcare	84%	11%	5%	177
Optima Community Care*	91%	4%	5%	199
United HealthCare Community Plan	92%	7%	2%	184
VA Overall Average	89%	6%	5%	970
Weighted NCI-AD Average	91%	6%	3%	19721

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Everyday Living

Table 28. Needs at least some 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
Aetna Better Health	33%	37%	31%	206
Anthem HealthKeepers Plus	40%	31%	29%	214
Molina Healthcare	32%	31%	37%	183
Optima Community Care*	25%	36%	39%	200
United HealthCare Community Plan	26%	37%	37%	186
VA Overall Average	31%	34%	34%	989
Weighted NCI-AD Average	50%	34%	16%	20745

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	70%	30%	139
Anthem HealthKeepers Plus	82%	18%	148
Molina Healthcare	67%	33%	115
Optima Community Care*	75%	25%	122
United HealthCare Community Plan	84%	16%	116
VA Overall Average	77%	23%	640
Weighted NCI-AD Average	82%	18%	18728

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 30. Needs at least some 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
Aetna Better Health	19%	25%	55%	204
Anthem HealthKeepers Plus	26%	21%	53%	215
Molina Healthcare	21%	19%	61%	185
Optima Community Care*	16%	21%	63%	199
United HealthCare Community Plan	18%	22%	60%	186
VA Overall Average	20%	22%	59%	989
Weighted NCI-AD Average	34%	30%	35%	20699

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	78%	22%	90
Anthem HealthKeepers Plus	82%	18%	98
Molina Healthcare	72%	28%	72
Optima Community Care*	86%	14%	71
United HealthCare Community Plan	81%	19%	72
VA Overall Average	81%	19%	403
Weighted NCI-AD Average	84%	16%	14885

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 32. Has a paid job

Proxy respondents were allowed for this question.

Program	Yes	No	N
Aetna Better Health	12%	88%	203
Anthem HealthKeepers Plus	9%	91%	208
Molina Healthcare	16%	84%	174
Optima Community Care*	9%	91%	197
United HealthCare Community Plan	12%	88%	186
VA Overall Average	10%	90%	968
Weighted NCI-AD Average	5%	95%	20005

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Program	Yes	Maybe, Not Sure	No	N
Aetna Better Health	20%	14%	66%	128
Anthem HealthKeepers Plus	26%	8%	66%	135
Molina Healthcare	39%	9%	52%	102
Optima Community Care*	23%	8%	70%	133
United HealthCare Community Plan	10%	8%	82%	115
VA Overall Average	23%	9%	68%	613
Weighted NCI-AD Average	12%	6%	82%	14703

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Program	Yes	No	N
Aetna Better Health	36%	64%	25
Anthem HealthKeepers Plus	54%	46%	35
Molina Healthcare	21%	79%	39
Optima Community Care*	38%	62%	26
United HealthCare Community Plan	n/a	n/a	n/a
VA Overall Average	39%	61%	137
Weighted NCI-AD Average	33%	67%	1248

Table note: United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 35. Person volunteers

Proxy respondents were allowed for this question.

Program	Yes	No	N
Aetna Better Health	11%	89%	202
Anthem HealthKeepers Plus	12%	88%	207
Molina Healthcare	18%	82%	174
Optima Community Care*	17%	83%	195
United HealthCare Community Plan	18%	82%	186
VA Overall Average	15%	85%	964
Weighted NCI-AD Average	10%	90%	19881

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Program	Yes	Maybe, Not Sure	No	N
Aetna Better Health	8%	15%	77%	130
Anthem HealthKeepers Plus	17%	16%	67%	126
Molina Healthcare	19%	18%	64%	96
Optima Community Care*	16%	11%	73%	116
United HealthCare Community Plan	9%	12%	79%	110
VA Overall Average	14%	14%	72%	578
Weighted NCI-AD Average	9%	9%	82%	13634

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Relationships

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

Program	Yes	No	N
Aetna Better Health	94%	6%	156
Anthem HealthKeepers Plus	91%	9%	161
Molina Healthcare	95%	5%	142
Optima Community Care*	94%	6%	159
United HealthCare Community Plan	94%	6%	143
VA Overall Average	93%	7%	761
Weighted NCI-AD Average	93%	7%	16256

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	86%	10%	4%	146
Anthem HealthKeepers Plus	65%	21%	14%	147
Molina Healthcare	82%	8%	10%	132
Optima Community Care*	81%	13%	6%	149
United HealthCare Community Plan	78%	17%	4%	134
VA Overall Average	77%	15%	8%	708
Weighted NCI-AD Average	82%	12%	6%	14959

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
VA Overall Average	38%	1%	3%	24%	1%	0%	0%	55%
Weighted NCI-AD Average	34%	4%	2%	24%	2%	3%	1%	57%

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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
Aetna Better Health	6%	9%	3%	13%	25%
Anthem HealthKeepers Plus	7%	19%	2%	13%	23%
Molina Healthcare	4%	13%	5%	20%	16%
Optima Community Care*	9%	9%	7%	15%	27%
United HealthCare Community Plan	0%	8%	3%	21%	35%
VA Overall Average	6%	12%	4%	15%	25%
Weighted NCI-AD Average	10%	21%	9%	13%	21%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

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

Program	Doctor, Hospital, Clinic	Other Provider or Provider Agency	Media, Newspaper, TV, Radio, Billboard, Brochure, Flyer, Advertisement	Internet or Website	Other
Aetna Better Health	15%	6%	3%	1%	26%
Anthem HealthKeepers Plus	12%	19%	2%	2%	13%
Molina Healthcare	13%	11%	0%	1%	28%
Optima Community Care*	9%	9%	2%	0%	16%
United HealthCare Community Plan	11%	7%	0%	0%	25%
VA Overall Average	11%	12%	2%	1%	19%
Weighted NCI-AD Average	19%	10%	1%	2%	10%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	65%	25%	10%	81
Anthem HealthKeepers Plus	75%	13%	12%	91
Molina Healthcare	78%	17%	5%	59
Optima Community Care*	72%	17%	11%	76
United HealthCare Community Plan	71%	25%	5%	65
VA Overall Average	72%	18%	10%	372
Weighted NCI-AD Average	79%	14%	7%	14666

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	15%	13%	1%	56%	14%	1%	145
Anthem HealthKeepers Plus	30%	9%	0%	57%	4%	0%	164
Molina Healthcare	22%	7%	1%	60%	6%	4%	125
Optima Community Care*	17%	15%	1%	57%	10%	0%	121
United HealthCare Community Plan	22%	8%	0%	66%	4%	0%	134
VA Overall Average	22%	11%	1%	58%	8%	0%	689
Weighted NCI-AD Average	50%	19%	2%	25%	3%	1%	18111

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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 or Spouse or Partner	Paid friend	Unpaid Family Member or Spouse or Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Additional Support
Aetna Better Health	11%	5%	0%	42%	12%	0%	34%
Anthem HealthKeepers Plus	13%	4%	0%	55%	7%	2%	20%
Molina Healthcare	17%	3%	0%	52%	10%	1%	27%
Optima Community Care*	8%	8%	1%	50%	12%	0%	31%
United HealthCare Community Plan	20%	1%	1%	54%	7%	0%	21%
VA Overall Average	13%	5%	0%	51%	9%	1%	26%
Weighted NCI-AD Average	17%	5%	1%	45%	9%	2%	28%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	88%	3%	9%	33
Anthem HealthKeepers Plus	84%	16%	0%	49
Molina Healthcare	81%	13%	6%	31
Optima Community Care*	n/a	n/a	n/a	n/a
United HealthCare Community Plan	91%	6%	3%	33
VA Overall Average	86%	11%	2%	166
Weighted NCI-AD Average	88%	10%	2%	10348

Table note: Optima Community Care had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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
Aetna Better Health	88%	12%	34
Anthem HealthKeepers Plus	78%	22%	45
Molina Healthcare	63%	38%	32
Optima Community Care*	n/a	n/a	n/a
United HealthCare Community Plan	62%	38%	37
VA Overall Average	76%	24%	167
Weighted NCI-AD Average	73%	27%	10164

Table note: Optima Community Care had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Aetna Better Health	84%	16%	190
Anthem HealthKeepers Plus	74%	26%	202
Molina Healthcare	76%	24%	166
Optima Community Care*	75%	25%	190
United HealthCare Community Plan	73%	27%	172
VA Overall Average	76%	24%	920
Weighted NCI-AD Average	79%	21%	19432

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Program	Yes	Maybe, Not Sure	No	N
Aetna Better Health	82%	4%	14%	57
Anthem HealthKeepers Plus	65%	9%	26%	80
Molina Healthcare	63%	11%	26%	54
Optima Community Care*	64%	2%	35%	66
United HealthCare Community Plan	70%	7%	23%	57
VA Overall Average	67%	6%	27%	314
Weighted NCI-AD Average	77%	6%	17%	13615

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Program	Yes	Maybe, Not Sure	No	N
Aetna Better Health	77%	9%	14%	57
Anthem HealthKeepers Plus	81%	2%	16%	85
Molina Healthcare	71%	4%	25%	52
Optima Community Care*	79%	8%	14%	66
United HealthCare Community Plan	90%	3%	7%	59
VA Overall Average	80%	5%	15%	319
Weighted NCI-AD Average	84%	6%	10%	13538

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	46%	45%	9%	91
Anthem HealthKeepers Plus	68%	23%	10%	115
Molina Healthcare	58%	31%	11%	74
Optima Community Care*	60%	27%	13%	92
United HealthCare Community Plan	65%	26%	9%	88
VA Overall Average	61%	28%	11%	460
Weighted NCI-AD Average	71%	22%	7%	17228

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	6%	10%	23%	10%	13%	10%
Anthem HealthKeepers Plus	0%	23%	14%	20%	14%	14%
Molina Healthcare	10%	13%	16%	13%	6%	16%
Optima Community Care*	3%	11%	16%	8%	8%	14%
United HealthCare Community Plan	0%	37%	40%	23%	27%	43%
VA Overall Average	3%	17%	20%	14%	13%	17%
Weighted NCI-AD Average	4%	22%	22%	13%	10%	12%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	4%	17%	4%	21%	15%	15%
Anthem HealthKeepers Plus	31%	43%	20%	29%	37%	37%
Molina Healthcare	3%	52%	0%	23%	19%	26%
Optima Community Care*	5%	19%	5%	14%	14%	14%
United HealthCare Community Plan	10%	33%	7%	17%	10%	23%
VA Overall Average	12%	29%	9%	20%	20%	22%
Weighted NCI-AD Average	8%	26%	5%	11%	9%	14%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	31%	6%	0%	0%	25%
Anthem HealthKeepers Plus	26%	17%	9%	11%	29%
Molina Healthcare	19%	0%	0%	6%	16%
Optima Community Care*	22%	5%	0%	0%	24%
United HealthCare Community Plan	23%	23%	3%	7%	23%
VA Overall Average	25%	10%	3%	4%	25%
Weighted NCI-AD Average	17%	7%	1%	2%	34%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	49%	51%	37
Anthem HealthKeepers Plus	39%	61%	28
Molina Healthcare	50%	50%	22
Optima Community Care*	48%	52%	27
United HealthCare Community Plan	42%	58%	24
VA Overall Average	45%	55%	138
Weighted NCI-AD Average	51%	49%	3335

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 52. Service providers work together to provide support

Program	Yes, All Service Providers	Sometimes, or Some Service Providers	No	N
Aetna Better Health	80%	10%	10%	59
Anthem HealthKeepers Plus	80%	10%	11%	104
Molina Healthcare	66%	22%	12%	50
Optima Community Care*	78%	12%	9%	74
United HealthCare Community Plan	92%	5%	3%	66
VA Overall Average	80%	11%	9%	353
Weighted NCI-AD Average	80%	11%	9%	13861

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Care Coordination

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

Program	Yes	In-Between, or Some Conditions	No	N
Aetna Better Health	93%	4%	3%	135
Anthem HealthKeepers Plus	81%	6%	13%	148
Molina Healthcare	86%	8%	7%	118
Optima Community Care*	91%	4%	5%	141
United HealthCare Community Plan	89%	6%	5%	135
VA Overall Average	88%	5%	7%	677
Weighted NCI-AD Average	85%	9%	6%	14517

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	23%	77%	201
Anthem HealthKeepers Plus	18%	82%	200
Molina Healthcare	31%	69%	175
Optima Community Care*	20%	80%	193
United HealthCare Community Plan	26%	74%	185
VA Overall Average	22%	78%	954
Weighted NCI-AD Average	27%	73%	19616

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	97%	3%	0%	32
Anthem HealthKeepers Plus	82%	7%	11%	28
Molina Healthcare	83%	5%	13%	40
Optima Community Care*	84%	0%	16%	31
United HealthCare Community Plan	94%	0%	6%	35
VA Overall Average	87%	3%	10%	166
Weighted NCI-AD Average	86%	5%	9%	4432

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	80%	20%	46
Anthem HealthKeepers Plus	67%	33%	36
Molina Healthcare	71%	29%	51
Optima Community Care*	86%	14%	36
United HealthCare Community Plan	84%	16%	44
VA Overall Average	78%	22%	213
Weighted NCI-AD Average	83%	17%	5379

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Choice and Control

Table 57. Feels in control of their life

Program	Yes, Almost Always, Always	In-Between, Sometimes	No, Rarely, Never	N
Aetna Better Health	74%	23%	3%	150
Anthem HealthKeepers Plus	72%	16%	12%	152
Molina Healthcare	69%	20%	11%	131
Optima Community Care*	77%	17%	6%	151
United HealthCare Community Plan	75%	16%	9%	138
VA Overall Average	74%	18%	8%	722
Weighted NCI-AD Average	72%	20%	8%	14903

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	n/a	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
VA Overall Average	41%	25%	34%	31
Weighted NCI-AD Average	57%	28%	15%	2500

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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

Program	Yes	No	N
Aetna Better Health	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
VA Overall Average	21%	79%	22
Weighted NCI-AD Average	36%	64%	1106

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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
Aetna Better Health	n/a	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
VA Overall Average	79%	12%	9%	42
Weighted NCI-AD Average	89%	8%	4%	3415

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

Table 61. Can eat their meals when they want to

Program	Yes, Always, or Almost Always	Some Days, Sometimes	No, Never	N
Aetna Better Health	n/a	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
VA Overall Average	60%	13%	27%	42
Weighted NCI-AD Average	68%	13%	19%	3410

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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
Aetna Better Health	74%	18%	8%	84
Anthem HealthKeepers Plus	70%	13%	17%	104
Molina Healthcare	78%	6%	16%	64
Optima Community Care*	77%	9%	14%	74
United HealthCare Community Plan	86%	5%	9%	80
VA Overall Average	76%	11%	14%	406
Weighted NCI-AD Average	75%	13%	12%	15690

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	69%	10%	21%	78
Anthem HealthKeepers Plus	64%	13%	22%	107
Molina Healthcare	75%	7%	18%	55
Optima Community Care*	72%	13%	14%	76
United HealthCare Community Plan	79%	9%	13%	80
VA Overall Average	70%	12%	18%	396
Weighted NCI-AD Average	70%	15%	16%	15260

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	85%	3%	12%	33
Anthem HealthKeepers Plus	84%	4%	12%	50
Molina Healthcare	64%	0%	36%	33
Optima Community Care*	n/a	n/a	n/a	n/a
United HealthCare Community Plan	88%	0%	12%	33
VA Overall Average	81%	2%	17%	166
Weighted NCI-AD Average	76%	6%	18%	10664

Table note: Optima Community Care had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

Satisfaction

Table 65. Services and supports help them live the life they want

Program	Yes	No	N
Aetna Better Health	86%	14%	50
Anthem HealthKeepers Plus	93%	7%	81
Molina Healthcare	84%	16%	51
Optima Community Care*	83%	17%	63
United HealthCare Community Plan	86%	14%	57
VA Overall Average	87%	13%	302
Weighted NCI-AD Average	88%	12%	13011

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 66. Case manager/care coordinator changes more often than they would like

Program	Yes	No	N
Aetna Better Health	20%	80%	46
Anthem HealthKeepers Plus	23%	77%	57
Molina Healthcare	20%	80%	44
Optima Community Care*	40%	60%	50
United HealthCare Community Plan	11%	89%	35
VA Overall Average	27%	73%	232
Weighted NCI-AD Average	30%	70%	11144

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	n/a	n/a	n/a	n/a
Anthem HealthKeepers Plus	15%	11%	74%	27
Molina Healthcare	n/a	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a	n/a
United HealthCare Community Plan	9%	0%	91%	23
VA Overall Average	13%	7%	80%	104
Weighted NCI-AD Average	15%	13%	72%	8569

Table note: Aetna Better Health, Molina Healthcare, Optima Community Care had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

Table 68. Likes where they live

Program	Yes	In Between, Most of the Time	No	N
Aetna Better Health	72%	12%	16%	156
Anthem HealthKeepers Plus	83%	7%	10%	161
Molina Healthcare	70%	15%	15%	142
Optima Community Care*	81%	10%	9%	158
United HealthCare Community Plan	80%	8%	13%	144
VA Overall Average	79%	10%	11%	761
Weighted NCI-AD Average	80%	9%	10%	16205

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Proxy respondents were allowed for this question. 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
Aetna Better Health	14%	18%	2%	9%	14%
Anthem HealthKeepers Plus	4%	19%	15%	15%	12%
Molina Healthcare	7%	14%	5%	7%	16%
Optima Community Care*	3%	10%	3%	17%	17%
United HealthCare Community Plan	10%	10%	10%	21%	7%
VA Overall Average	7%	14%	7%	14%	14%
Weighted NCI-AD Average	8%	15%	9%	15%	14%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Proxy respondents were allowed for this question. 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
Aetna Better Health	16%	16%	7%	7%	14%
Anthem HealthKeepers Plus	8%	12%	8%	0%	15%
Molina Healthcare	14%	9%	2%	0%	14%
Optima Community Care*	14%	17%	0%	0%	10%
United HealthCare Community Plan	7%	14%	10%	0%	17%
VA Overall Average	12%	14%	5%	1%	13%
Weighted NCI-AD Average	12%	12%	8%	4%	10%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Proxy respondents were allowed for this question. 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
Aetna Better Health	18%	2%	7%	7%	30%
Anthem HealthKeepers Plus	15%	12%	4%	0%	38%
Molina Healthcare	9%	2%	11%	11%	34%
Optima Community Care*	3%	0%	3%	7%	17%
United HealthCare Community Plan	10%	3%	7%	7%	34%
VA Overall Average	11%	4%	6%	6%	29%
Weighted NCI-AD Average	10%	7%	6%	6%	29%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 70. Wants to live somewhere else

Program	Yes	Maybe	No	N
Aetna Better Health	47%	8%	45%	155
Anthem HealthKeepers Plus	31%	9%	60%	159
Molina Healthcare	45%	4%	50%	139
Optima Community Care*	38%	8%	54%	156
United HealthCare Community Plan	33%	13%	54%	141
VA Overall Average	38%	8%	54%	750
Weighted NCI-AD Average	30%	9%	62%	15997

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 71. Where person would prefer to live (if wants to live somewhere else)*Proxy respondents were allowed for this question.*

Program	Different Kind of Home	Live Independently	With or Closer to Family	In a Different Neighborhood	A Different Type of Geography or Climate	Other
Aetna Better Health	44%	18%	10%	33%	36%	5%
Anthem HealthKeepers Plus	32%	26%	10%	29%	34%	8%
Molina Healthcare	25%	21%	6%	30%	37%	8%
Optima Community Care*	37%	26%	12%	21%	32%	18%
United HealthCare Community Plan	33%	16%	8%	25%	45%	16%
VA Overall Average	35%	23%	10%	27%	36%	12%
Weighted NCI-AD Average	36%	18%	13%	24%	25%	17%

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	n/a	n/a	n/a	n/a
Anthem HealthKeepers Plus	90%	10%	0%	31
Molina Healthcare	n/a	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a	n/a
United HealthCare Community Plan	83%	17%	0%	24
VA Overall Average	90%	9%	0%	109
Weighted NCI-AD Average	86%	12%	2%	9285

Table note: Aetna Better Health, Molina Healthcare, Optima Community Care had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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

Program	Yes, Always, or Almost Always	Sometimes	No, Never or Rarely	N
Aetna Better Health	64%	22%	14%	153
Anthem HealthKeepers Plus	65%	24%	12%	153
Molina Healthcare	67%	19%	13%	134
Optima Community Care*	64%	27%	8%	154
United HealthCare Community Plan	68%	26%	6%	141
VA Overall Average	65%	24%	10%	735
Weighted NCI-AD Average	63%	27%	10%	15507

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Technology

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

Program	Yes	Sometimes	No	N
Aetna Better Health	83%	2%	15%	203
Anthem HealthKeepers Plus	77%	3%	20%	208
Molina Healthcare	77%	2%	21%	180
Optima Community Care*	78%	1%	21%	197
United HealthCare Community Plan	78%	3%	19%	184
VA Overall Average	78%	2%	20%	972
Weighted NCI-AD Average	75%	2%	23%	19930

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	74%	9%	6%	1%	10%	172
Anthem HealthKeepers Plus	74%	12%	5%	4%	5%	166
Molina Healthcare	77%	5%	5%	1%	12%	139
Optima Community Care*	72%	11%	8%	3%	6%	154
United HealthCare Community Plan	70%	10%	5%	1%	14%	147
VA Overall Average	73%	10%	6%	3%	8%	778
Weighted NCI-AD Average	65%	11%	5%	2%	17%	14951

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	89%	9%	1%	169
Anthem HealthKeepers Plus	78%	19%	2%	165
Molina Healthcare	79%	21%	0%	133
Optima Community Care*	82%	17%	1%	155
United HealthCare Community Plan	84%	16%	0%	143
VA Overall Average	82%	17%	1%	765
Weighted NCI-AD Average	85%	13%	2%	13661

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Aetna Better Health	55%	45%	201
Anthem HealthKeepers Plus	53%	47%	204
Molina Healthcare	50%	50%	173
Optima Community Care*	46%	54%	194
United HealthCare Community Plan	50%	50%	185
VA Overall Average	50%	50%	957
Weighted NCI-AD Average	43%	57%	19520

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 78. Liked talking to health care providers using telehealth

Program	Yes, Completely	Yes, In Part	No	N
Aetna Better Health	62%	28%	9%	85
Anthem HealthKeepers Plus	75%	16%	9%	87
Molina Healthcare	61%	28%	11%	72
Optima Community Care*	53%	24%	23%	74
United HealthCare Community Plan	60%	33%	7%	75
VA Overall Average	63%	24%	13%	393
Weighted NCI-AD Average	61%	22%	17%	6560

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Access to Needed Equipment

Table 79. Needs grab bars in the bathroom or elsewhere in their home*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
Aetna Better Health	22%	5%	32%	40%	201
Anthem HealthKeepers Plus	17%	5%	34%	45%	212
Molina Healthcare	15%	6%	34%	45%	177
Optima Community Care*	10%	5%	35%	51%	196
United HealthCare Community Plan	16%	3%	46%	36%	184
VA Overall Average	15%	5%	36%	45%	970
Weighted NCI-AD Average	11%	4%	59%	25%	20407

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 80. Needs other bathroom modifications

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
Aetna Better Health	17%	1%	18%	64%	197
Anthem HealthKeepers Plus	12%	2%	16%	70%	208
Molina Healthcare	18%	6%	21%	55%	172
Optima Community Care*	13%	5%	12%	70%	197
United HealthCare Community Plan	10%	4%	13%	72%	183
VA Overall Average	13%	4%	15%	68%	957
Weighted NCI-AD Average	11%	3%	27%	59%	19790

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 81. Needs a shower chair

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
Aetna Better Health	17%	2%	39%	41%	201
Anthem HealthKeepers Plus	11%	7%	32%	50%	212
Molina Healthcare	11%	5%	33%	51%	179
Optima Community Care*	7%	7%	27%	59%	199
United HealthCare Community Plan	10%	4%	45%	40%	184
VA Overall Average	10%	6%	33%	51%	975
Weighted NCI-AD Average	7%	5%	59%	28%	20332

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 82. Needs a specialized bed

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
Aetna Better Health	12%	1%	12%	75%	201
Anthem HealthKeepers Plus	10%	4%	13%	73%	212
Molina Healthcare	9%	2%	15%	75%	177
Optima Community Care*	7%	5%	9%	79%	199
United HealthCare Community Plan	9%	1%	12%	78%	181
VA Overall Average	9%	3%	11%	76%	970
Weighted NCI-AD Average	8%	4%	24%	64%	20302

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 83. Need for a ramp (either inside or outside of their residence)*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
Aetna Better Health	11%	1%	18%	70%	198
Anthem HealthKeepers Plus	3%	4%	14%	78%	212
Molina Healthcare	6%	5%	18%	71%	176
Optima Community Care*	4%	5%	10%	81%	196
United HealthCare Community Plan	10%	3%	20%	66%	185
VA Overall Average	6%	4%	15%	76%	967
Weighted NCI-AD Average	6%	3%	27%	63%	20290

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	8%	1%	10%	81%	158
Anthem HealthKeepers Plus	10%	2%	7%	82%	130
Molina Healthcare	8%	4%	4%	84%	122
Optima Community Care*	5%	3%	3%	89%	148
United HealthCare Community Plan	6%	3%	11%	80%	140
VA Overall Average	7%	2%	6%	84%	698
Weighted NCI-AD Average	7%	2%	8%	83%	13206

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 85. Needs a wheelchair

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
Aetna Better Health	3%	4%	13%	79%	203
Anthem HealthKeepers Plus	4%	6%	17%	73%	208
Molina Healthcare	6%	5%	13%	76%	178
Optima Community Care*	5%	6%	11%	78%	197
United HealthCare Community Plan	6%	4%	13%	76%	186
VA Overall Average	5%	5%	14%	76%	972
Weighted NCI-AD Average	5%	6%	30%	59%	20297

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 86. Needs a scooter

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
Aetna Better Health	9%	3%	4%	85%	197
Anthem HealthKeepers Plus	10%	0%	2%	87%	207
Molina Healthcare	8%	4%	3%	84%	172
Optima Community Care*	7%	4%	3%	86%	196
United HealthCare Community Plan	7%	4%	2%	88%	183
VA Overall Average	8%	3%	3%	86%	955
Weighted NCI-AD Average	9%	2%	6%	83%	20129

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 87. Needs a walker

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
Aetna Better Health	5%	2%	25%	68%	204
Anthem HealthKeepers Plus	5%	5%	22%	67%	209
Molina Healthcare	4%	1%	28%	67%	178
Optima Community Care*	1%	4%	22%	73%	197
United HealthCare Community Plan	11%	3%	24%	63%	185
VA Overall Average	4%	3%	23%	69%	973
Weighted NCI-AD Average	3%	5%	45%	47%	20266

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 88. Needs hearing aids

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
Aetna Better Health	8%	4%	6%	83%	198
Anthem HealthKeepers Plus	7%	1%	7%	85%	206
Molina Healthcare	7%	3%	2%	88%	176
Optima Community Care*	8%	3%	4%	85%	196
United HealthCare Community Plan	7%	4%	8%	80%	181
VA Overall Average	8%	3%	5%	84%	957
Weighted NCI-AD Average	7%	3%	10%	80%	20096

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 89. Needs glasses

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
Aetna Better Health	3%	34%	42%	21%	202
Anthem HealthKeepers Plus	5%	28%	41%	25%	204
Molina Healthcare	7%	26%	41%	26%	176
Optima Community Care*	6%	32%	39%	23%	196
United HealthCare Community Plan	3%	20%	58%	20%	184
VA Overall Average	5%	29%	43%	23%	962
Weighted NCI-AD Average	4%	18%	55%	23%	20154

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 90. Needs personal emergency response system (PERS)

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
Aetna Better Health	20%	3%	11%	66%	200
Anthem HealthKeepers Plus	20%	5%	11%	65%	203
Molina Healthcare	11%	4%	19%	66%	176
Optima Community Care*	16%	4%	11%	69%	195
United HealthCare Community Plan	21%	2%	12%	64%	185
VA Overall Average	18%	4%	12%	66%	959
Weighted NCI-AD Average	11%	3%	40%	46%	20058

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 91. Needs an oxygen machine

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
Aetna Better Health	1%	0%	5%	94%	201
Anthem HealthKeepers Plus	0%	2%	8%	90%	202
Molina Healthcare	2%	1%	6%	92%	177
Optima Community Care*	1%	2%	5%	92%	196
United HealthCare Community Plan	1%	1%	11%	88%	180
VA Overall Average	1%	1%	7%	91%	956
Weighted NCI-AD Average	1%	1%	13%	85%	20122

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	3%	1%	20%	77%	196
Anthem HealthKeepers Plus	4%	3%	15%	78%	172
Molina Healthcare	10%	4%	16%	70%	150
Optima Community Care*	5%	3%	16%	76%	172
United HealthCare Community Plan	5%	4%	26%	65%	167
VA Overall Average	5%	3%	18%	75%	857
Weighted NCI-AD Average	3%	2%	14%	81%	13670

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	5%	1%	37%	57%	187
Anthem HealthKeepers Plus	8%	5%	23%	64%	146
Molina Healthcare	6%	6%	28%	60%	139
Optima Community Care*	6%	1%	19%	73%	154
United HealthCare Community Plan	3%	5%	30%	62%	158
VA Overall Average	6%	3%	25%	65%	784
Weighted NCI-AD Average	5%	3%	22%	70%	13714

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Medications

Table 94. Knows what prescription medications are for

Program	Yes	Maybe, Not Sure	No	N
Aetna Better Health	95%	2%	3%	147
Anthem HealthKeepers Plus	91%	2%	7%	152
Molina Healthcare	92%	6%	2%	125
Optima Community Care*	93%	6%	1%	149
United HealthCare Community Plan	99%	1%	1%	134
VA Overall Average	93%	4%	3%	707
Weighted NCI-AD Average	87%	8%	5%	14971

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Aetna Better Health	42%	58%	199
Anthem HealthKeepers Plus	41%	59%	200
Molina Healthcare	43%	57%	169
Optima Community Care*	40%	60%	187
United HealthCare Community Plan	33%	67%	175
VA Overall Average	40%	60%	930
Weighted NCI-AD Average	44%	56%	19144

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Health care

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

Program	Yes, Always	Usually	No, Only Sometimes or Rarely	N
Aetna Better Health	88%	3%	8%	145
Anthem HealthKeepers Plus	76%	3%	21%	146
Molina Healthcare	89%	1%	10%	124
Optima Community Care*	89%	2%	9%	141
United HealthCare Community Plan	89%	1%	10%	127
VA Overall Average	85%	2%	13%	683
Weighted NCI-AD Average	89%	2%	10%	14131

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	76%	17%	7%	188
Anthem HealthKeepers Plus	75%	11%	14%	206
Molina Healthcare	75%	13%	11%	163
Optima Community Care*	82%	10%	8%	190
United HealthCare Community Plan	79%	15%	6%	182
VA Overall Average	78%	12%	10%	929
Weighted NCI-AD Average	83%	11%	7%	19497

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	47%	53%	199
Anthem HealthKeepers Plus	37%	63%	205
Molina Healthcare	49%	51%	177
Optima Community Care*	34%	66%	193
United HealthCare Community Plan	45%	55%	181
VA Overall Average	40%	60%	955
Weighted NCI-AD Average	43%	57%	19717

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	21%	79%	94
Anthem HealthKeepers Plus	23%	77%	75
Molina Healthcare	22%	78%	86
Optima Community Care*	24%	76%	66
United HealthCare Community Plan	15%	85%	82
VA Overall Average	22%	78%	403
Weighted NCI-AD Average	26%	74%	8702

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	5%	95%	94
Anthem HealthKeepers Plus	9%	91%	75
Molina Healthcare	4%	96%	84
Optima Community Care*	3%	97%	65
United HealthCare Community Plan	4%	96%	81
VA Overall Average	5%	95%	399
Weighted NCI-AD Average	3%	97%	8675

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	10%	90%	93
Anthem HealthKeepers Plus	16%	84%	75
Molina Healthcare	18%	82%	82
Optima Community Care*	14%	86%	66
United HealthCare Community Plan	10%	90%	82
VA Overall Average	13%	87%	398
Weighted NCI-AD Average	11%	89%	8647

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	77%	24%	200
Anthem HealthKeepers Plus	77%	23%	204
Molina Healthcare	73%	27%	174
Optima Community Care*	77%	23%	195
United HealthCare Community Plan	85%	15%	184
VA Overall Average	78%	22%	957
Weighted NCI-AD Average	83%	17%	19364

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	33%	7%	18%	15%	27%	158
Anthem HealthKeepers Plus	19%	9%	18%	30%	24%	152
Molina Healthcare	29%	11%	18%	13%	29%	141
Optima Community Care*	30%	9%	15%	19%	27%	151
United HealthCare Community Plan	26%	10%	18%	16%	30%	152
VA Overall Average	27%	9%	17%	20%	27%	754
Weighted NCI-AD Average	25%	9%	17%	19%	30%	14960

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 104. Had a vision exam in the past year

Proxy respondents were allowed for this question.

Program	Yes	No	N
Aetna Better Health	59%	41%	199
Anthem HealthKeepers Plus	46%	54%	203
Molina Healthcare	43%	57%	168
Optima Community Care*	52%	48%	194
United HealthCare Community Plan	60%	40%	184
VA Overall Average	52%	48%	948
Weighted NCI-AD Average	58%	42%	19308

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Aetna Better Health	46%	54%	179
Anthem HealthKeepers Plus	45%	55%	204
Molina Healthcare	40%	60%	167
Optima Community Care*	48%	52%	183
United HealthCare Community Plan	57%	43%	176
VA Overall Average	47%	53%	909
Weighted NCI-AD Average	46%	54%	18881

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Aetna Better Health	55%	45%	197
Anthem HealthKeepers Plus	56%	44%	201
Molina Healthcare	54%	46%	168
Optima Community Care*	57%	43%	192
United HealthCare Community Plan	55%	45%	181
VA Overall Average	56%	44%	939
Weighted NCI-AD Average	65%	35%	19237

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	64%	13%	3%	20%	203
Anthem HealthKeepers Plus	62%	17%	1%	20%	202
Molina Healthcare	59%	15%	2%	24%	169
Optima Community Care*	54%	16%	4%	26%	188
United HealthCare Community Plan	64%	12%	2%	23%	182
VA Overall Average	60%	15%	3%	23%	944
Weighted NCI-AD Average	62%	13%	4%	21%	19331

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Proxy respondents were allowed for this question.

Program	Yes, Often	Sometimes	No	N
Aetna Better Health	84%	10%	6%	203
Anthem HealthKeepers Plus	85%	7%	8%	209
Molina Healthcare	84%	9%	7%	176
Optima Community Care*	84%	10%	6%	196
United HealthCare Community Plan	87%	7%	5%	183
VA Overall Average	85%	9%	6%	967
Weighted NCI-AD Average	86%	9%	5%	19981

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 109. Overall Health

Proxy respondents were allowed for this question.

Program	Excellent	Very Good	Good	Fair	Poor	N
Aetna Better Health	4%	13%	25%	41%	17%	205
Anthem HealthKeepers Plus	6%	16%	38%	24%	15%	208
Molina Healthcare	5%	16%	31%	32%	16%	175
Optima Community Care*	5%	11%	33%	40%	11%	193
United HealthCare Community Plan	1%	12%	32%	47%	8%	183
VA Overall Average	5%	14%	33%	36%	13%	964
Weighted NCI-AD Average	3%	11%	31%	39%	17%	20003

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	15%	14%	41%	22%	8%	204
Anthem HealthKeepers Plus	8%	18%	50%	15%	9%	207
Molina Healthcare	12%	12%	47%	21%	8%	178
Optima Community Care*	7%	12%	53%	23%	4%	193
United HealthCare Community Plan	4%	20%	48%	22%	6%	184
VA Overall Average	9%	15%	49%	20%	7%	966
Weighted NCI-AD Average	7%	15%	48%	23%	7%	19996

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 111. In the past 12 months, forgets things more often than before*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Aetna Better Health	48%	52%	199
Anthem HealthKeepers Plus	49%	51%	202
Molina Healthcare	47%	53%	173
Optima Community Care*	49%	51%	193
United HealthCare Community Plan	45%	55%	180
VA Overall Average	48%	52%	947
Weighted NCI-AD Average	48%	52%	19463

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	66%	34%	93
Anthem HealthKeepers Plus	59%	41%	96
Molina Healthcare	65%	35%	79
Optima Community Care*	58%	42%	92
United HealthCare Community Plan	63%	37%	79
VA Overall Average	61%	39%	439
Weighted NCI-AD Average	67%	33%	8996

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 113. Amount of physical activity per week

Proxy respondents were allowed for this question.

Program	Does Not Exercise	Less Than One hour	One to Two Hours	More Than Two Hours	N
Aetna Better Health	25%	20%	17%	39%	204
Anthem HealthKeepers Plus	30%	22%	18%	30%	200
Molina Healthcare	20%	16%	23%	41%	177
Optima Community Care*	23%	21%	18%	38%	192
United HealthCare Community Plan	17%	28%	21%	34%	185
VA Overall Average	24%	22%	19%	36%	958
Weighted NCI-AD Average	30%	21%	21%	27%	19701

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Table 114. Often feels lonely

Program	Yes, Often	Sometimes	Not Often, Never or Almost Never	N
Aetna Better Health	23%	31%	46%	155
Anthem HealthKeepers Plus	16%	32%	52%	154
Molina Healthcare	19%	32%	49%	135
Optima Community Care*	27%	28%	44%	151
United HealthCare Community Plan	19%	27%	54%	140
VA Overall Average	21%	30%	48%	735
Weighted NCI-AD Average	21%	31%	48%	15084

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

Affordability

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

Proxy respondents were allowed for this question.

Program	Yes, often	Sometimes	No	N
Aetna Better Health	5%	14%	81%	205
Anthem HealthKeepers Plus	3%	11%	86%	207
Molina Healthcare	6%	12%	82%	178
Optima Community Care*	6%	11%	83%	196
United HealthCare Community Plan	3%	6%	91%	184
VA Overall Average	5%	11%	85%	970
Weighted NCI-AD Average	5%	8%	87%	19965

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	33%	22%	45%	204
Anthem HealthKeepers Plus	31%	11%	58%	212
Molina Healthcare	31%	14%	56%	180
Optima Community Care*	31%	9%	60%	198
United HealthCare Community Plan	30%	21%	49%	186
VA Overall Average	31%	14%	55%	980
Weighted NCI-AD Average	37%	16%	47%	20478

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	62%	38%	110
Anthem HealthKeepers Plus	67%	33%	89
Molina Healthcare	72%	28%	79
Optima Community Care*	68%	32%	79
United HealthCare Community Plan	85%	15%	93
VA Overall Average	70%	30%	450
Weighted NCI-AD Average	81%	19%	11285

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Proxy respondents were allowed for this question.

Program	Yes	No	N
Aetna Better Health	95%	5%	194
Anthem HealthKeepers Plus	85%	15%	202
Molina Healthcare	89%	11%	179
Optima Community Care*	93%	7%	192
United HealthCare Community Plan	92%	8%	177
VA Overall Average	91%	9%	944
Weighted NCI-AD Average	88%	12%	19346

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Program	Yes	Maybe, Not Sure	No	N
Aetna Better Health	85%	5%	11%	152
Anthem HealthKeepers Plus	71%	1%	28%	156
Molina Healthcare	78%	4%	18%	130
Optima Community Care*	84%	1%	14%	152
United HealthCare Community Plan	86%	3%	11%	138
VA Overall Average	80%	2%	17%	728
Weighted NCI-AD Average	81%	4%	15%	15605

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Program	Yes at Least Sometimes	No, Never	N
Aetna Better Health	8%	92%	153
Anthem HealthKeepers Plus	14%	86%	160
Molina Healthcare	11%	89%	137
Optima Community Care*	11%	89%	156
United HealthCare Community Plan	14%	86%	140
VA Overall Average	12%	88%	746
Weighted NCI-AD Average	14%	86%	15812

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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

Program	Yes	No	N
Aetna Better Health	5%	95%	155
Anthem HealthKeepers Plus	6%	94%	161
Molina Healthcare	8%	92%	137
Optima Community Care*	7%	93%	155
United HealthCare Community Plan	3%	97%	140
VA Overall Average	6%	94%	748
Weighted NCI-AD Average	6%	94%	15768

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	n/a	n/a	n/a
Anthem HealthKeepers Plus	100%	0%	31
Molina Healthcare	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a
United HealthCare Community Plan	100%	0%	24
VA Overall Average	100%	0%	109
Weighted NCI-AD Average	98%	2%	9305

Table note: Aetna Better Health, Molina Healthcare, Optima Community Care had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

Rights and Respect

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
Aetna Better Health	n/a	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
VA Overall Average	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	49%	36%	15%	1413

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Optima Community Care, United HealthCare Community Plan, VA Overall Average, Molina Healthcare had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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

Program	Yes	Sometimes, or Some Services	No	N
Aetna Better Health	97%	2%	2%	58
Anthem HealthKeepers Plus	93%	5%	2%	84
Molina Healthcare	88%	8%	4%	52
Optima Community Care*	93%	1%	6%	67
United HealthCare Community Plan	100%	0%	0%	60
VA Overall Average	94%	3%	3%	321
Weighted NCI-AD Average	95%	3%	2%	13874

Table Note: Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.

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
Aetna Better Health	n/a	n/a	n/a	n/a
Anthem HealthKeepers Plus	90%	3%	6%	31
Molina Healthcare	n/a	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a	n/a
United HealthCare Community Plan	92%	8%	0%	24
VA Overall Average	91%	6%	3%	109
Weighted NCI-AD Average	93%	6%	1%	9300

Table note: Aetna Better Health, Molina Healthcare, Optima Community Care had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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
Aetna Better Health	n/a	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
VA Overall Average	73%	12%	16%	38
Weighted NCI-AD Average	75%	16%	9%	2947

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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

Program	Yes	No	N
Aetna Better Health	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
VA Overall Average	57%	43%	38
Weighted NCI-AD Average	53%	47%	2841

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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
Aetna Better Health	n/a	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
VA Overall Average	62%	22%	16%	39
Weighted NCI-AD Average	75%	16%	9%	2944

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average.*

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

Program	Yes	No	N
Aetna Better Health	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
VA Overall Average	66%	34%	38
Weighted NCI-AD Average	81%	19%	2838

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

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

Program	Yes	No	N
Aetna Better Health	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
VA Overall Average	77%	23%	38
Weighted NCI-AD Average	87%	13%	2890

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*

Self-Direction

Note: all but one item in this section- ‘Uses self-directed supports option’ (Table 140) is part of a state option module.

Note: Virginia did not participate in the Self-Direction Module.

Table 140. Uses self-directed supports option

Information may only come from existing records; this differs from previous years as those indicated as “Don’t Know” are not included in the reporting of the measure.

Program	Yes	No	N
Aetna Better Health	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a
Optima Community Care*	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
VA Overall Average	n/a	n/a	n/a
Weighted NCI-AD Average	30%	70%	16483

Table note: Aetna Better Health, Anthem HealthKeepers Plus, Molina Healthcare, Optima Community Care, VA Overall Average, United HealthCare Community Plan had an N of less than 20, so their data is reported as n/a. They are included in the VA Overall Average and Weighted NCI-AD Average. Optima Community Care has transitioned to Sentara Health Plans since January 1, 2024.*