



*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 2024-25 a total of 24 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 a 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. 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, CO, DE, IN, KS, KY, MN, MO, NC, ND, NH, NJ, OH, OK, TN, WA, and WI.

Self-direction Module (state-optional). 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, KY, MN, MO, NC, NE, NH, NJ, NY, OH, OK, TN, and WI.

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.

Figure 1. Statewide Sample

Total Sample Frame	Total surveys completed	Overall Margin of Error (MoE)
233762	407	4.86%

Figure 2. Classification of 2024-25 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(c)	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.	106	38,760	9.5%	8.7%
Anthem HealthKeepers Plus	1915(b1) 1915(b4) 1915(c)	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	72	67,456	11.5%	10.6%

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)
		all ages who would otherwise require a nursing facility level of care.				
Molina Healthcare	1915(b1) 1915(b4) 1915(c)	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.	79	22,603	11%	10.1%
Sentara Community Plan	1915(b1) 1915(b4) 1915(c)	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.	67	70,338	12%	11%
United HealthCare Community Plan	1915(b1) 1915(b4) 1915(c)	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.	83	34,605	10.8%	9.9%

What is included in this report?

This report presents Virginia 2024-25 ACS demographics and outcomes results. Data are shown for the weighted 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 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 weighted state average.*

Presentation of Data

Data may be viewed as tables representing 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 the Data Analysis section of the national 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)*This information may come from administrative records.*

Program	Age	N
Aetna Better Health	51.5	105
Anthem HealthKeepers Plus	56.6	70
Molina Healthcare	48.9	78
Sentara Community Plan	47.6	66
United HealthCare Community Plan	57.2	82
Weighted VA Average	52.4	401
Weighted NCI-AD Average	62.2	19040

Table 2. Age category (including those 90 and older)*This information may come from administrative records.*

Program	18-44	45-64	65-89	90+	N
Aetna Better Health	36%	37%	26%	1%	106
Anthem HealthKeepers Plus	19%	43%	35%	3%	72
Molina Healthcare	42%	42%	15%	1%	79
Sentara Community Plan	42%	40%	16%	1%	67
United HealthCare Community Plan	23%	36%	40%	1%	83
Weighted VA Average	32%	40%	27%	2%	407
Weighted NCI-AD Average	16%	29%	50%	5%	19979

Table 3. Gender

This information may come from administrative records.

Program	Male	Female	Other	Don't Know or Unclear	N
Aetna Better Health	49%	51%	0%	0%	106
Anthem HealthKeepers Plus	33%	67%	0%	0%	72
Molina Healthcare	38%	62%	0%	0%	79
Sentara Community Plan	45%	55%	0%	0%	67
United HealthCare Community Plan	37%	63%	0%	0%	83
Weighted VA Average	40%	60%	0%	0%	407
Weighted NCI-AD Average	36%	64%	0%	0%	18737

Table 4. Race and ethnicity

This information may come from administrative records. 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	0%	4%	29%	0%	66%	1%	1%	0%
Anthem HealthKeepers Plus	1%	11%	42%	0%	44%	1%	1%	0%
Molina Healthcare	0%	3%	28%	3%	63%	0%	4%	0%
Sentara Community Plan	3%	3%	36%	0%	57%	3%	1%	0%
United HealthCare Community Plan	0%	2%	42%	0%	49%	0%	6%	0%
Weighted VA Average	1%	5%	37%	0%	54%	1%	2%	0%
Weighted NCI-AD Average	2%	11%	24%	1%	44%	15%	4%	2%

Table 5. Marital status

This information may come from administrative records.

Program	Single, Never Married	Married or in Domestic Partnership	Separated or Divorced	Widowed	Don't Know or Unclear	N
Aetna Better Health	53%	15%	24%	3%	6%	106
Anthem HealthKeepers Plus	39%	25%	15%	10%	11%	72
Molina Healthcare	59%	6%	19%	9%	6%	79
Sentara Community Plan	54%	10%	18%	3%	15%	67
United HealthCare Community Plan	53%	6%	22%	6%	13%	83
Weighted VA Average	50%	14%	19%	6%	11%	407
Weighted NCI-AD Average	24%	11%	15%	12%	37%	19315

Table 6. Preferred language

This information may come from administrative records.

Program	English	Spanish	Other	Don't Know or Unclear	N
Aetna Better Health	100%	0%	0%	0%	106
Anthem HealthKeepers Plus	96%	1%	3%	0%	72
Molina Healthcare	99%	1%	0%	0%	79
Sentara Community Plan	99%	1%	0%	0%	67
United HealthCare Community Plan	98%	0%	2%	0%	83
Weighted VA Average	98%	1%	1%	0%	407
Weighted NCI-AD Average	78%	9%	12%	0%	19351

Table 7. Preferred means of communication*This information may come from administrative records.*

Program	Spoken	Gestures or Body Language	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know or Unclear	N
Aetna Better Health	97%	0%	0%	1%	2%	0%	106
Anthem HealthKeepers Plus	92%	0%	0%	0%	1%	7%	72
Molina Healthcare	92%	3%	0%	1%	1%	3%	79
Sentara Community Plan	88%	3%	0%	0%	4%	4%	67
United HealthCare Community Plan	82%	2%	0%	0%	12%	4%	83
Weighted VA Average	90%	1%	0%	0%	4%	4%	407
Weighted NCI-AD Average	91%	2%	0%	0%	2%	5%	17186

Table 8. Residential designation

Categories created using zip codes and corresponding RUCA codes. This information may come from administrative records.

Program	Metropolitan	Micropolitan	Rural	Small Town	Don't Know or Unclear	N
Aetna Better Health	72%	13%	7%	8%	0%	106
Anthem HealthKeepers Plus	82%	7%	4%	7%	0%	72
Molina Healthcare	77%	9%	5%	9%	0%	79
Sentara Community Plan	84%	3%	6%	7%	0%	67
United HealthCare Community Plan	73%	10%	7%	10%	0%	83
Weighted VA Average	79%	7%	6%	8%	0%	407
Weighted NCI-AD Average	85%	8%	3%	4%	0%	19586

Table 9. Median income (based on zip code)*This information may come from administrative records.*

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%	0%	1%	3%	25%	20%	17%	8%	7%	5%	13%	106
Anthem HealthKeepers Plus	3%	0%	0%	4%	21%	18%	17%	11%	11%	1%	14%	72
Molina Healthcare	0%	0%	1%	4%	24%	24%	11%	8%	13%	5%	10%	79
Sentara Community Plan	1%	0%	1%	9%	19%	22%	19%	9%	10%	4%	3%	67
United HealthCare Community Plan	1%	0%	4%	5%	25%	20%	14%	7%	10%	2%	11%	83
Weighted VA Average	2%	0%	1%	5%	22%	21%	17%	9%	10%	3%	10%	407
Weighted NCI-AD Average	1%	0%	1%	7%	20%	24%	18%	10%	8%	5%	6%	19523

Table 10. Type of residence*This information may come from administrative records.*

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	76%	0%	3%	2%	0%	0%	17%	2%	106
Anthem HealthKeepers Plus	72%	0%	0%	1%	3%	1%	15%	7%	72
Molina Healthcare	75%	0%	1%	1%	0%	5%	16%	1%	79
Sentara Community Plan	88%	1%	0%	0%	0%	0%	6%	4%	67
United HealthCare Community Plan	84%	1%	1%	1%	0%	1%	6%	5%	83
Weighted VA Average	80%	1%	1%	1%	1%	1%	12%	4%	407
Weighted NCI-AD Average	77%	4%	2%	6%	4%	0%	2%	4%	18504

Table 11. Who the person lives with

This information may come from administrative records. 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	Other	Don't Know	Unclear/Refused/No response
Aetna Better Health	25%	25%	53%	5%	4%	3%	0%	1%
Anthem HealthKeepers Plus	29%	22%	44%	6%	1%	4%	1%	6%
Molina Healthcare	29%	15%	51%	5%	1%	9%	1%	1%
Sentara Community Plan	22%	19%	54%	4%	3%	4%	0%	6%
United HealthCare Community Plan	42%	11%	36%	2%	1%	2%	0%	6%
Weighted VA Average	28%	19%	48%	5%	2%	4%	1%	5%
Weighted NCI-AD Average	30%	14%	42%	2%	3%	9%	1%	6%

Table 12. Address changed in the past 6 months*This information may come from administrative records.*

Program	Yes	No	Don't Know or Unclear	N
Aetna Better Health	5%	92%	4%	106
Anthem HealthKeepers Plus	8%	83%	8%	72
Molina Healthcare	11%	89%	0%	79
Sentara Community Plan	4%	88%	7%	67
United HealthCare Community Plan	4%	86%	11%	83
Weighted VA Average	6%	87%	7%	407
Weighted NCI-AD Average	5%	90%	5%	18332

Table 13. Where people moved from (if moved in the last 6 months)*This information may come from administrative records.*

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
Sentara Community Plan	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
Weighted VA Average	39%	0%	2%	0%	6%	4%	40%	8%	26
Weighted NCI-AD Average	60%	3%	2%	6%	8%	4%	14%	5%	1187

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 14A. Diagnoses

This information may come from administrative records. 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%	3%	14%	4%	22%	3%
Anthem HealthKeepers Plus	3%	13%	10%	3%	38%	10%
Molina Healthcare	0%	6%	15%	4%	19%	0%
Sentara Community Plan	0%	9%	7%	1%	19%	3%
United HealthCare Community Plan	1%	8%	11%	5%	30%	7%
Weighted VA Average	1%	9%	10%	3%	27%	5%
Weighted NCI-AD Average	52%	10%	12%	12%	29%	13%

Table 14B. Diagnoses (continued)

This information may come from administrative records. 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	11%	6%	2%	57%	0%	1%
Anthem HealthKeepers Plus	28%	7%	1%	74%	4%	3%
Molina Healthcare	11%	4%	0%	48%	0%	0%
Sentara Community Plan	18%	4%	0%	49%	1%	1%
United HealthCare Community Plan	20%	5%	0%	60%	2%	0%
Weighted VA Average	19%	5%	1%	59%	2%	1%
Weighted NCI-AD Average	19%	18%	32%	60%	14%	11%

Table 15. Person has chronic psychiatric or mental health diagnosis*This information may come from administrative records.*

Program	Yes	No	Don't Know or Unclear	N
Aetna Better Health	5%	95%	0%	106
Anthem HealthKeepers Plus	1%	99%	0%	72
Molina Healthcare	3%	97%	0%	79
Sentara Community Plan	1%	99%	0%	67
United HealthCare Community Plan	0%	100%	0%	83
Weighted VA Average	2%	98%	0%	407
Weighted NCI-AD Average	27%	64%	9%	18462

Table 16. Level of mobility

This information may come from administrative records. 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	4%	3%	27%	72%	0%
Anthem HealthKeepers Plus	4%	13%	46%	46%	0%
Molina Healthcare	5%	8%	29%	72%	0%
Sentara Community Plan	1%	7%	24%	72%	3%
United HealthCare Community Plan	1%	8%	43%	73%	2%
Weighted VA Average	3%	8%	34%	65%	1%
Weighted NCI-AD Average	7%	18%	48%	36%	0%

Table 17. Has history of frequent falls (more than two falls in a six-month period)*This information may come from administrative records.*

Program	Yes	No	Don't Know or Unclear	N
Aetna Better Health	24%	73%	4%	106
Anthem HealthKeepers Plus	26%	65%	8%	72
Molina Healthcare	19%	81%	0%	79
Sentara Community Plan	22%	75%	3%	67
United HealthCare Community Plan	29%	65%	6%	83
Weighted VA Average	24%	71%	5%	407
Weighted NCI-AD Average	25%	70%	5%	18568

Table 18. Receives Medicare

This information may come from administrative records.

Program	Yes	No	Don't Know or Unclear	N
Aetna Better Health	56%	38%	7%	106
Anthem HealthKeepers Plus	50%	42%	8%	72
Molina Healthcare	51%	44%	5%	79
Sentara Community Plan	34%	52%	13%	67
United HealthCare Community Plan	58%	36%	6%	83
Weighted VA Average	47%	44%	9%	407
Weighted NCI-AD Average	69%	24%	7%	19928

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 **	9%	3%	8%	9%	71%	106
Anthem HealthKeepers Plus **	6%	1%	14%	22%	57%	72
Molina Healthcare **	9%	4%	3%	9%	76%	79
Sentara Community Plan **	9%	1%	12%	15%	63%	67
United HealthCare Community Plan **	5%	0%	8%	11%	76%	83
Weighted VA Average **	7%	2%	10%	15%	66%	407
Weighted NCI-AD Average	3%	8%	14%	26%	49%	19441

***State has more than 25% missing or don't know.*

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%	106
Anthem HealthKeepers Plus **	0%	0%	100%	72
Molina Healthcare **	0%	0%	100%	79
Sentara Community Plan **	0%	0%	100%	67
United HealthCare Community Plan **	0%	0%	100%	83
Weighted VA Average **	0%	0%	100%	407
Weighted NCI-AD Average	6%	41%	53%	19674

***State has more than 25% missing or don't know.*

Table 21. Amount of paid supports receives*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 or Unclear	N
Aetna Better Health **	0%	0%	0%	0%	0%	100%	106
Anthem HealthKeepers Plus **	0%	0%	0%	0%	0%	100%	72
Molina Healthcare **	0%	0%	0%	0%	0%	100%	79
Sentara Community Plan **	0%	0%	0%	0%	0%	100%	67
United HealthCare Community Plan **	0%	0%	0%	0%	0%	100%	83
Weighted VA Average **	0%	0%	0%	0%	0%	100%	407
Weighted NCI-AD Average	12%	14%	8%	1%	2%	64%	16382

***State has more than 25% missing or don't know.*

Table 22. Person has remote supports*Information required to come from administrative records.*

Program	No, None	Yes, 24-Hour Remote Supports	Yes, Less than 24-Hour Remote Supports	Don't Know or Unclear	N
Aetna Better Health **	0%	0%	0%	100%	106
Anthem HealthKeepers Plus **	0%	0%	0%	100%	72
Molina Healthcare **	0%	0%	0%	100%	79
Sentara Community Plan **	0%	0%	0%	100%	67
United HealthCare Community Plan **	0%	0%	0%	100%	83
Weighted VA Average **	0%	0%	0%	100%	407
Weighted NCI-AD Average	29%	5%	1%	65%	16310

***State has more than 25% missing or don't know.*

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	62%	38%	85
Anthem HealthKeepers Plus	67%	33%	57
Molina Healthcare	58%	42%	62
Sentara Community Plan	70%	30%	46
United HealthCare Community Plan	65%	35%	57
Weighted VA Average	66%	34%	307
Weighted NCI-AD Average	68%	32%	14383

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

Program	Yes	Sometimes	No	N
Aetna Better Health	64%	8%	27%	84
Anthem HealthKeepers Plus	68%	8%	23%	60
Molina Healthcare	61%	11%	27%	62
Sentara Community Plan	71%	13%	16%	45
United HealthCare Community Plan	63%	8%	28%	60
Weighted VA Average	67%	10%	23%	311
Weighted NCI-AD Average	67%	9%	24%	14418

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	27%	43%	7%	33%	3%	0%
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a	n/a	n/a
Molina Healthcare	13%	33%	4%	50%	0%	0%
Sentara Community Plan	n/a	n/a	n/a	n/a	n/a	n/a
United HealthCare Community Plan	23%	23%	0%	45%	0%	0%
Weighted VA Average	17%	32%	7%	41%	2%	0%
Weighted NCI-AD Average	11%	31%	8%	54%	4%	1%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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	7%	10%	7%	0%	13%
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a	n/a
Molina Healthcare	0%	4%	17%	0%	13%
Sentara Community Plan	n/a	n/a	n/a	n/a	n/a
United HealthCare Community Plan	5%	5%	5%	9%	36%
Weighted VA Average	2%	3%	7%	6%	25%
Weighted NCI-AD Average	1%	3%	5%	5%	20%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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, Always	Sometimes	No, Seldom or Never	N
Aetna Better Health	66%	17%	17%	105
Anthem HealthKeepers Plus	82%	10%	8%	71
Molina Healthcare	72%	11%	17%	76
Sentara Community Plan	72%	17%	11%	65
United HealthCare Community Plan	72%	15%	13%	82
Weighted VA Average	74%	14%	12%	399
Weighted NCI-AD Average	73%	14%	14%	18351

Table 27. Has transportation to get to medical appointments*Proxy respondents were allowed for this question.*

Program	Yes, Always	Sometimes	No, Seldom or Never	N
Aetna Better Health	87%	11%	2%	103
Anthem HealthKeepers Plus	90%	6%	4%	70
Molina Healthcare	85%	10%	5%	79
Sentara Community Plan	91%	8%	2%	66
United HealthCare Community Plan	88%	6%	6%	82
Weighted VA Average	89%	8%	3%	400
Weighted NCI-AD Average	92%	5%	3%	18790

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	30%	39%	31%	105
Anthem HealthKeepers Plus	36%	29%	35%	72
Molina Healthcare	19%	43%	38%	79
Sentara Community Plan	31%	36%	33%	67
United HealthCare Community Plan	23%	32%	45%	82
Weighted VA Average	30%	35%	35%	405
Weighted NCI-AD Average	63%	29%	7%	19778

Table 29. Gets enough support for everyday activities (if needs at least some assistance)*Proxy respondents were allowed for this question.*

Program	Yes, Always	No, Not Always	N
Aetna Better Health	80%	20%	71
Anthem HealthKeepers Plus	81%	19%	47
Molina Healthcare	73%	27%	49
Sentara Community Plan	84%	16%	44
United HealthCare Community Plan	73%	27%	44
Weighted VA Average	80%	20%	255
Weighted NCI-AD Average	85%	15%	18257

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	15%	25%	60%	105
Anthem HealthKeepers Plus	21%	22%	57%	72
Molina Healthcare	13%	19%	68%	78
Sentara Community Plan	19%	25%	55%	67
United HealthCare Community Plan	18%	22%	60%	83
Weighted VA Average	18%	23%	58%	405
Weighted NCI-AD Average	46%	31%	23%	19738

Table 31. Gets enough support for self-care (if needs at least some assistance)*Proxy respondents were allowed for this question.*

Program	Yes, Always	No, Not Always	N
Aetna Better Health	76%	24%	41
Anthem HealthKeepers Plus	87%	13%	31
Molina Healthcare	70%	30%	23
Sentara Community Plan	87%	13%	30
United HealthCare Community Plan	78%	22%	32
Weighted VA Average	83%	17%	157
Weighted NCI-AD Average	86%	14%	14532

Table 32. Has a paid job*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Aetna Better Health	18%	82%	104
Anthem HealthKeepers Plus	13%	87%	69
Molina Healthcare	23%	77%	79
Sentara Community Plan	20%	80%	66
United HealthCare Community Plan	16%	84%	81
Weighted VA Average	17%	83%	399
Weighted NCI-AD Average	5%	95%	18751

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

Program	Yes	Maybe, Not Sure	No	N
Aetna Better Health	15%	1%	84%	67
Anthem HealthKeepers Plus	6%	6%	88%	49
Molina Healthcare	20%	4%	76%	45
Sentara Community Plan	24%	9%	68%	34
United HealthCare Community Plan	14%	10%	76%	49
Weighted VA Average	15%	6%	79%	244
Weighted NCI-AD Average	12%	5%	83%	13346

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	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
Weighted VA Average	39%	61%	35
Weighted NCI-AD Average	32%	68%	1324

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 35. Volunteers*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Aetna Better Health	13%	88%	104
Anthem HealthKeepers Plus	10%	90%	68
Molina Healthcare	15%	85%	79
Sentara Community Plan	11%	89%	66
United HealthCare Community Plan	13%	87%	82
Weighted VA Average	12%	88%	399
Weighted NCI-AD Average	8%	92%	18663

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

Program	Yes	Maybe, Not Sure	No	N
Aetna Better Health	12%	8%	80%	74
Anthem HealthKeepers Plus	2%	2%	96%	51
Molina Healthcare	24%	12%	65%	51
Sentara Community Plan	10%	15%	76%	41
United HealthCare Community Plan	4%	10%	86%	50
Weighted VA Average	8%	9%	83%	267
Weighted NCI-AD Average	10%	7%	83%	12251

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	96%	4%	83
Anthem HealthKeepers Plus	93%	7%	61
Molina Healthcare	94%	6%	62
Sentara Community Plan	91%	9%	47
United HealthCare Community Plan	97%	3%	61
Weighted VA Average	94%	6%	314
Weighted NCI-AD Average	92%	8%	14987

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, Always, or Chooses Not To	Most of the Time, Usually	No, Only Sometimes or Rarely, or Only Some Family and/or Friends	N
Aetna Better Health	89%	10%	1%	80
Anthem HealthKeepers Plus	86%	2%	12%	57
Molina Healthcare	74%	19%	7%	58
Sentara Community Plan	98%	0%	2%	43
United HealthCare Community Plan	76%	17%	7%	59
Weighted VA Average	87%	7%	6%	297
Weighted NCI-AD Average	86%	9%	5%	13693

Table 39. Reasons not always able to see or talk to their friends and family*Categories are not mutually exclusive; therefore, N is not shown.*

Program	Availability of Transportation	Physical 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
Sentara Community Plan	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
Weighted VA Average	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	24%	6%	2%	21%	2%	5%	1%	62%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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	10%	15%	0%	12%	13%
Anthem HealthKeepers Plus	12%	9%	2%	16%	19%
Molina Healthcare	14%	10%	0%	10%	5%
Sentara Community Plan	0%	8%	8%	28%	16%
United HealthCare Community Plan	9%	7%	0%	25%	18%
Weighted VA Average	9%	10%	2%	18%	15%
Weighted NCI-AD Average	14%	20%	5%	10%	13%

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%	0%	9%	27%
Anthem HealthKeepers Plus	12%	9%	0%	0%	28%
Molina Healthcare	21%	21%	2%	5%	21%
Sentara Community Plan	8%	40%	0%	0%	16%
United HealthCare Community Plan	9%	7%	0%	0%	11%
Weighted VA Average	12%	16%	0%	2%	22%
Weighted NCI-AD Average	29%	9%	2%	2%	12%

Table 41. Can contact their case manager or care coordinator when they need to*Proxy respondents were allowed for this question.*

Program	Yes, Always	Most of the Time, Usually	No	N
Aetna Better Health	66%	13%	21%	53
Anthem HealthKeepers Plus	56%	22%	22%	32
Molina Healthcare	56%	44%	0%	27
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
Weighted VA Average	60%	22%	18%	149
Weighted NCI-AD Average	82%	11%	7%	15024

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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%	8%	0%	72%	4%	1%	78
Anthem HealthKeepers Plus	17%	13%	4%	57%	7%	2%	54
Molina Healthcare	14%	8%	0%	71%	6%	2%	51
Sentara Community Plan	15%	10%	0%	66%	10%	0%	41
United HealthCare Community Plan	13%	13%	0%	58%	15%	0%	52
Weighted VA Average	15%	11%	1%	64%	8%	1%	276
Weighted NCI-AD Average	44%	37%	3%	14%	2%	1%	17988

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	10%	3%	0%	49%	10%	0%	31%
Anthem HealthKeepers Plus	7%	11%	0%	46%	13%	0%	26%
Molina Healthcare	6%	0%	0%	49%	18%	0%	27%
Sentara Community Plan	7%	2%	0%	56%	12%	0%	29%
United HealthCare Community Plan	8%	2%	0%	52%	19%	2%	21%
Weighted VA Average	8%	5%	0%	50%	14%	0%	27%
Weighted NCI-AD Average	17%	8%	1%	46%	8%	1%	27%

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	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
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
Weighted VA Average	91%	9%	0%	46
Weighted NCI-AD Average	93%	5%	1%	11106

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 45. Has a backup plan if the 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	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
Weighted VA Average	74%	26%	46
Weighted NCI-AD Average	73%	27%	10887

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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	88%	12%	97
Anthem HealthKeepers Plus	82%	18%	71
Molina Healthcare	75%	25%	71
Sentara Community Plan	84%	16%	64
United HealthCare Community Plan	65%	35%	71
Weighted VA Average	81%	19%	374
Weighted NCI-AD Average	79%	21%	18499

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

Program	Yes	Maybe, Not Sure	No	N
Aetna Better Health	65%	5%	30%	60
Anthem HealthKeepers Plus	57%	14%	30%	37
Molina Healthcare	68%	4%	29%	28
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	54%	7%	39%	28
Weighted VA Average	62%	10%	29%	170
Weighted NCI-AD Average	78%	6%	16%	13459

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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

Program	Yes	Maybe, Not Sure	No	N
Aetna Better Health	73%	10%	18%	51
Anthem HealthKeepers Plus	82%	3%	15%	34
Molina Healthcare	82%	4%	14%	28
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	67%	7%	26%	27
Weighted VA Average	79%	7%	14%	157
Weighted NCI-AD Average	84%	6%	10%	13324

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 49. Services meet all current needs and goals*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	39%	56%	5%	79
Anthem HealthKeepers Plus	57%	36%	7%	42
Molina Healthcare	41%	49%	10%	41
Sentara Community Plan	64%	36%	0%	25
United HealthCare Community Plan	48%	45%	8%	40
Weighted VA Average	52%	43%	5%	227
Weighted NCI-AD Average	72%	23%	5%	17444

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	0%	15%	17%	6%	13%	2%
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a	n/a	n/a
Molina Healthcare	4%	25%	25%	4%	29%	0%
Sentara Community Plan	n/a	n/a	n/a	n/a	n/a	n/a
United HealthCare Community Plan	0%	10%	29%	10%	10%	24%
Weighted VA Average	2%	17%	24%	5%	12%	11%
Weighted NCI-AD Average	5%	29%	28%	12%	15%	19%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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	8%	25%	0%	2%	6%	19%
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a	n/a	n/a
Molina Healthcare	4%	25%	4%	25%	25%	21%
Sentara Community Plan	n/a	n/a	n/a	n/a	n/a	n/a
United HealthCare Community Plan	14%	29%	5%	14%	5%	14%
Weighted VA Average	7%	23%	3%	7%	5%	15%
Weighted NCI-AD Average	8%	28%	9%	5%	8%	17%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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	17%	0%	0%	0%	33%
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a	n/a
Molina Healthcare	13%	0%	0%	0%	33%
Sentara Community Plan	n/a	n/a	n/a	n/a	n/a
United HealthCare Community Plan	29%	33%	0%	0%	52%
Weighted VA Average	29%	15%	0%	2%	31%
Weighted NCI-AD Average	19%	11%	0%	4%	28%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 51. Case manager talked to them about services that might help meet their current needs and goals (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	50%	50%	24
Anthem HealthKeepers Plus	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
Weighted VA Average	53%	47%	65
Weighted NCI-AD Average	55%	45%	3330

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 52. Service providers work together to provide support*Proxy respondents were allowed for this question.*

Program	Yes, All Service Providers	Sometimes, or Some Service Providers	No	N
Aetna Better Health	72%	9%	20%	46
Anthem HealthKeepers Plus	75%	11%	14%	28
Molina Healthcare	71%	14%	14%	28
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	81%	10%	10%	21
Weighted VA Average	80%	8%	13%	142
Weighted NCI-AD Average	82%	7%	10%	13742

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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	84%	10%	7%	73
Anthem HealthKeepers Plus	89%	4%	7%	56
Molina Healthcare	81%	12%	7%	58
Sentara Community Plan	90%	7%	2%	42
United HealthCare Community Plan	87%	4%	9%	54
Weighted VA Average	88%	6%	6%	283
Weighted NCI-AD Average	84%	10%	6%	13359

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	17%	83%	102
Anthem HealthKeepers Plus	26%	74%	68
Molina Healthcare	19%	81%	78
Sentara Community Plan	20%	80%	65
United HealthCare Community Plan	22%	78%	81
Weighted VA Average	22%	78%	394
Weighted NCI-AD Average	26%	74%	18590

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	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
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
Weighted VA Average	88%	7%	4%	63
Weighted NCI-AD Average	88%	6%	6%	4148

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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	n/a	n/a	n/a
Anthem HealthKeepers Plus	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
Weighted VA Average	84%	16%	78
Weighted NCI-AD Average	85%	15%	5206

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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	72%	25%	2%	83
Anthem HealthKeepers Plus	74%	21%	5%	58
Molina Healthcare	72%	21%	7%	61
Sentara Community Plan	67%	26%	7%	46
United HealthCare Community Plan	70%	23%	7%	60
Weighted VA Average	71%	23%	5%	308
Weighted NCI-AD Average	75%	17%	7%	13881

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
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
Weighted VA Average	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	67%	22%	12%	2342

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 59. Able to choose 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
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
Weighted VA Average	n/a	n/a	n/a
Weighted NCI-AD Average	27%	73%	946

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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	95%	2%	2%	85
Anthem HealthKeepers Plus	93%	7%	0%	59
Molina Healthcare	92%	6%	2%	62
Sentara Community Plan	96%	4%	0%	46
United HealthCare Community Plan	93%	3%	3%	60
Weighted VA Average	94%	5%	1%	312
Weighted NCI-AD Average	91%	5%	3%	14369

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	94%	5%	1%	85
Anthem HealthKeepers Plus	92%	7%	2%	59
Molina Healthcare	98%	2%	0%	62
Sentara Community Plan	98%	0%	2%	46
United HealthCare Community Plan	95%	3%	2%	60
Weighted VA Average	95%	4%	2%	312
Weighted NCI-AD Average	91%	4%	5%	14359

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	82%	7%	11%	61
Anthem HealthKeepers Plus	67%	13%	20%	30
Molina Healthcare	69%	15%	15%	26
Sentara Community Plan	81%	5%	14%	21
United HealthCare Community Plan	75%	13%	13%	32
Weighted VA Average	75%	10%	15%	170
Weighted NCI-AD Average	81%	8%	12%	15732

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	60%	15%	25%	53
Anthem HealthKeepers Plus	68%	14%	18%	28
Molina Healthcare	76%	14%	10%	29
Sentara Community Plan	83%	9%	9%	23
United HealthCare Community Plan	68%	14%	18%	28
Weighted VA Average	71%	13%	16%	161
Weighted NCI-AD Average	73%	11%	16%	15630

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	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
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
Weighted VA Average	91%	5%	5%	43
Weighted NCI-AD Average	84%	4%	12%	11637

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Satisfaction

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

Program	Yes	No	N
Aetna Better Health	80%	20%	55
Anthem HealthKeepers Plus	85%	15%	33
Molina Healthcare	75%	25%	32
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	90%	10%	30
Weighted VA Average	82%	18%	169
Weighted NCI-AD Average	89%	11%	12820

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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

Program	Yes	No	N
Aetna Better Health	32%	68%	37
Anthem HealthKeepers Plus	31%	69%	26
Molina Healthcare	n/a	n/a	n/a
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
Weighted VA Average	37%	63%	108
Weighted NCI-AD Average	29%	71%	11189

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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

Program	Yes, All Paid Support Workers, Always or Almost Always	Some or Sometimes	No, Never or Rarely	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
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
Weighted VA Average	16%	16%	69%	32
Weighted NCI-AD Average	12%	9%	78%	9216

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 68. Likes where they live

Program	Yes	In Between, Most of the Time	No	N
Aetna Better Health	72%	12%	16%	85
Anthem HealthKeepers Plus	75%	8%	17%	60
Molina Healthcare	70%	16%	13%	61
Sentara Community Plan	79%	11%	11%	47
United HealthCare Community Plan	68%	14%	19%	59
Weighted VA Average	74%	11%	15%	312
Weighted NCI-AD Average	82%	9%	9%	14962

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
Aetna Better Health	0%	8%	8%	4%	4%
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a	n/a	n/a
Sentara Community Plan	n/a	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a	n/a
Weighted VA Average	1%	14%	7%	12%	6%
Weighted NCI-AD Average	7%	15%	6%	13%	10%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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
Aetna Better Health	8%	0%	4%	0%	21%
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a	n/a	n/a
Sentara Community Plan	n/a	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a	n/a
Weighted VA Average	13%	5%	1%	1%	11%
Weighted NCI-AD Average	10%	10%	4%	2%	8%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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
Aetna Better Health	25%	0%	4%	4%	63%
Anthem HealthKeepers Plus	n/a	n/a	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a	n/a	n/a
Sentara Community Plan	n/a	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a	n/a
Weighted VA Average	17%	5%	6%	2%	46%
Weighted NCI-AD Average	11%	6%	5%	5%	38%

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Table 70. Wants to live somewhere else

Program	Yes	Maybe	No	N
Aetna Better Health	47%	12%	41%	85
Anthem HealthKeepers Plus	38%	10%	52%	60
Molina Healthcare	49%	7%	44%	61
Sentara Community Plan	57%	11%	33%	46
United HealthCare Community Plan	57%	10%	33%	61
Weighted VA Average	49%	10%	41%	313
Weighted NCI-AD Average	28%	8%	65%	14658

Table 71. Where person would prefer to live (if wants to live somewhere else)*Categories are not mutually exclusive; therefore, N is not shown.*

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	22%	24%	8%	24%	30%	22%
Anthem HealthKeepers Plus	38%	14%	10%	31%	38%	10%
Molina Healthcare	15%	24%	18%	18%	35%	24%
Sentara Community Plan	45%	19%	3%	32%	35%	10%
United HealthCare Community Plan	27%	15%	7%	22%	34%	12%
Weighted VA Average	33%	18%	8%	27%	35%	14%
Weighted NCI-AD Average	34%	15%	11%	23%	22%	21%

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 Sometimes	No, Never or Rarely	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
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
Weighted VA Average	83%	8%	9%	33
Weighted NCI-AD Average	90%	9%	1%	10038

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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	61%	31%	8%	85
Anthem HealthKeepers Plus	61%	29%	10%	59
Molina Healthcare	56%	33%	11%	61
Sentara Community Plan	51%	42%	7%	45
United HealthCare Community Plan	47%	42%	12%	60
Weighted VA Average	56%	35%	9%	310
Weighted NCI-AD Average	65%	27%	8%	14250

Technology

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

Program	Yes	Sometimes	No	N
Aetna Better Health	85%	0%	15%	104
Anthem HealthKeepers Plus	82%	3%	15%	71
Molina Healthcare	87%	0%	13%	79
Sentara Community Plan	86%	2%	12%	66
United HealthCare Community Plan	76%	1%	23%	82
Weighted VA Average	83%	1%	15%	402
Weighted NCI-AD Average	74%	1%	25%	19012

Table 75. How often they use the internet (if has access to 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	84%	8%	3%	1%	3%	88
Anthem HealthKeepers Plus	75%	12%	7%	0%	7%	59
Molina Healthcare	84%	9%	4%	1%	1%	68
Sentara Community Plan	78%	9%	3%	0%	10%	58
United HealthCare Community Plan	76%	6%	6%	0%	11%	63
Weighted VA Average	78%	9%	5%	0%	7%	336
Weighted NCI-AD Average	67%	12%	3%	1%	17%	14606

Table 76. Internet always works at home*Proxy respondents were allowed for this question.*

Program	Always Works	Sometimes Works	Rarely or Never Works	N
Aetna Better Health	94%	6%	0%	84
Anthem HealthKeepers Plus	88%	12%	0%	57
Molina Healthcare	91%	9%	0%	68
Sentara Community Plan	86%	14%	0%	57
United HealthCare Community Plan	83%	16%	2%	63
Weighted VA Average	88%	12%	0%	329
Weighted NCI-AD Average	89%	10%	0%	13300

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	47%	53%	104
Anthem HealthKeepers Plus	64%	36%	69
Molina Healthcare	48%	52%	79
Sentara Community Plan	38%	62%	66
United HealthCare Community Plan	41%	59%	82
Weighted VA Average	48%	52%	400
Weighted NCI-AD Average	45%	55%	18542

Table 78. Liked talking to health care providers using telehealth

Program	Yes	Sometimes, or In-Between	No	N
Aetna Better Health	55%	26%	19%	42
Anthem HealthKeepers Plus	53%	25%	22%	36
Molina Healthcare	59%	19%	22%	32
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	48%	35%	17%	23
Weighted VA Average	58%	25%	17%	152
Weighted NCI-AD Average	60%	22%	17%	6251

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Access to Needed Equipment

Table 79. Need for 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	17%	2%	36%	45%	103
Anthem HealthKeepers Plus	17%	6%	46%	31%	70
Molina Healthcare	14%	3%	27%	57%	79
Sentara Community Plan	12%	2%	36%	50%	66
United HealthCare Community Plan	21%	6%	43%	30%	82
Weighted VA Average	16%	4%	39%	42%	400
Weighted NCI-AD Average	11%	5%	60%	24%	19422

Table 80. Need for 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	18%	1%	9%	73%	102
Anthem HealthKeepers Plus	13%	3%	26%	58%	69
Molina Healthcare	12%	5%	12%	72%	78
Sentara Community Plan	15%	3%	12%	70%	66
United HealthCare Community Plan	15%	5%	16%	65%	82
Weighted VA Average	15%	3%	16%	66%	397
Weighted NCI-AD Average	10%	2%	24%	64%	18731

Table 81. Need for 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	12%	1%	37%	50%	102
Anthem HealthKeepers Plus	10%	3%	54%	33%	69
Molina Healthcare	9%	4%	23%	64%	77
Sentara Community Plan	12%	2%	33%	53%	66
United HealthCare Community Plan	16%	7%	28%	48%	81
Weighted VA Average	12%	3%	38%	47%	395
Weighted NCI-AD Average	7%	5%	63%	24%	19368

Table 82. Need for 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	11%	2%	8%	79%	102
Anthem HealthKeepers Plus	4%	3%	20%	72%	69
Molina Healthcare	8%	1%	9%	82%	79
Sentara Community Plan	6%	2%	8%	85%	66
United HealthCare Community Plan	9%	2%	14%	75%	81
Weighted VA Average	7%	2%	12%	79%	397
Weighted NCI-AD Average	8%	3%	21%	68%	19315

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%	4%	9%	77%	104
Anthem HealthKeepers Plus	13%	3%	17%	67%	70
Molina Healthcare	5%	1%	9%	85%	79
Sentara Community Plan	8%	0%	12%	80%	65
United HealthCare Community Plan	7%	1%	22%	70%	82
Weighted VA Average	9%	2%	14%	75%	400
Weighted NCI-AD Average	6%	2%	24%	67%	19287

Table 84. Need for other home 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	1%	1%	1%	97%	86
Anthem HealthKeepers Plus	2%	2%	9%	87%	54
Molina Healthcare	6%	1%	1%	91%	68
Sentara Community Plan	3%	0%	11%	86%	64
United HealthCare Community Plan	4%	1%	25%	69%	67
Weighted VA Average	3%	1%	10%	86%	339
Weighted NCI-AD Average	5%	2%	7%	87%	12474

Table 85. Need for 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	4%	2%	13%	81%	105
Anthem HealthKeepers Plus	9%	10%	14%	67%	70
Molina Healthcare	4%	4%	9%	84%	79
Sentara Community Plan	3%	2%	11%	85%	66
United HealthCare Community Plan	1%	4%	18%	78%	80
Weighted VA Average	5%	5%	13%	78%	400
Weighted NCI-AD Average	5%	6%	28%	61%	19324

Table 86. Need for 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	6%	2%	5%	88%	104
Anthem HealthKeepers Plus	9%	1%	4%	86%	70
Molina Healthcare	9%	1%	1%	88%	78
Sentara Community Plan	8%	2%	0%	91%	66
United HealthCare Community Plan	9%	0%	5%	86%	80
Weighted VA Average	8%	1%	3%	88%	398
Weighted NCI-AD Average	8%	1%	5%	86%	19116

Table 87. Need for 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%	3%	28%	65%	105
Anthem HealthKeepers Plus	6%	9%	29%	57%	70
Molina Healthcare	1%	3%	22%	75%	79
Sentara Community Plan	3%	2%	17%	79%	66
United HealthCare Community Plan	12%	1%	19%	68%	81
Weighted VA Average	5%	4%	23%	68%	401
Weighted NCI-AD Average	3%	6%	45%	47%	19256

Table 88. Need for 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	5%	1%	4%	90%	104
Anthem HealthKeepers Plus	4%	0%	4%	91%	68
Molina Healthcare	10%	6%	1%	82%	78
Sentara Community Plan	11%	0%	2%	88%	64
United HealthCare Community Plan	5%	1%	8%	86%	80
Weighted VA Average	7%	1%	4%	88%	394
Weighted NCI-AD Average	7%	3%	10%	81%	19100

Table 89. Need for 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%	32%	36%	29%	103
Anthem HealthKeepers Plus	4%	28%	54%	14%	69
Molina Healthcare	13%	24%	33%	30%	79
Sentara Community Plan	8%	25%	38%	30%	64
United HealthCare Community Plan	12%	25%	48%	15%	81
Weighted VA Average	7%	27%	43%	23%	396
Weighted NCI-AD Average	5%	15%	58%	23%	19172

Table 90. Need for 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	23%	1%	7%	69%	104
Anthem HealthKeepers Plus	24%	6%	7%	63%	68
Molina Healthcare	18%	0%	12%	71%	78
Sentara Community Plan	29%	2%	6%	64%	66
United HealthCare Community Plan	29%	0%	9%	62%	79
Weighted VA Average	25%	2%	7%	65%	395
Weighted NCI-AD Average	12%	2%	31%	55%	18978

Table 91. Need for 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%	1%	4%	94%	102
Anthem HealthKeepers Plus	3%	4%	7%	86%	69
Molina Healthcare	1%	0%	3%	96%	78
Sentara Community Plan	2%	2%	3%	94%	64
United HealthCare Community Plan	6%	0%	6%	88%	82
Weighted VA Average	3%	2%	5%	91%	395
Weighted NCI-AD Average	2%	1%	11%	86%	19042

Table 92. Need for other assistive technology equipment*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	7%	1%	20%	72%	104
Anthem HealthKeepers Plus	3%	0%	22%	75%	68
Molina Healthcare	3%	0%	17%	81%	77
Sentara Community Plan	3%	0%	22%	75%	64
United HealthCare Community Plan	5%	1%	43%	51%	80
Weighted VA Average	4%	0%	24%	72%	393
Weighted NCI-AD Average	2%	1%	16%	81%	12832

Table 93. Need for other equipment*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%	2%	23%	66%	95
Anthem HealthKeepers Plus	13%	8%	27%	52%	60
Molina Healthcare	6%	3%	24%	68%	72
Sentara Community Plan	6%	2%	26%	66%	62
United HealthCare Community Plan	7%	3%	30%	61%	76
Weighted VA Average	9%	4%	26%	62%	365
Weighted NCI-AD Average	8%	2%	20%	70%	12547

Medications

Table 94. Knows what prescription medications are for (if taking prescription medication)

Program	Yes	In-Between, or Some Medications	No	N
Aetna Better Health	94%	4%	3%	77
Anthem HealthKeepers Plus	97%	2%	2%	58
Molina Healthcare	97%	0%	3%	58
Sentara Community Plan	95%	2%	2%	44
United HealthCare Community Plan	98%	0%	2%	56
Weighted VA Average	96%	2%	2%	293
Weighted NCI-AD Average	88%	7%	5%	13779

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	32%	68%	104
Anthem HealthKeepers Plus	40%	60%	67
Molina Healthcare	28%	72%	78
Sentara Community Plan	43%	57%	63
United HealthCare Community Plan	36%	64%	78
Weighted VA Average	38%	62%	390
Weighted NCI-AD Average	38%	62%	18103

Health care

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

Program	Yes	Sometimes	No	N
Aetna Better Health	91%	0%	9%	78
Anthem HealthKeepers Plus	87%	2%	11%	55
Molina Healthcare	89%	2%	9%	54
Sentara Community Plan	86%	5%	9%	44
United HealthCare Community Plan	76%	0%	24%	50
Weighted VA Average	86%	2%	12%	281
Weighted NCI-AD Average	89%	1%	9%	13077

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	74%	17%	9%	96
Anthem HealthKeepers Plus	84%	7%	9%	68
Molina Healthcare	72%	16%	12%	76
Sentara Community Plan	82%	15%	3%	62
United HealthCare Community Plan	68%	20%	12%	81
Weighted VA Average	78%	14%	8%	383
Weighted NCI-AD Average	84%	10%	6%	18551

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	41%	59%	102
Anthem HealthKeepers Plus	54%	46%	70
Molina Healthcare	42%	58%	78
Sentara Community Plan	50%	50%	66
United HealthCare Community Plan	37%	63%	82
Weighted VA Average	47%	53%	398
Weighted NCI-AD Average	42%	58%	18674

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	12%	88%	42
Anthem HealthKeepers Plus	13%	87%	38
Molina Healthcare	27%	73%	33
Sentara Community Plan	18%	82%	33
United HealthCare Community Plan	23%	77%	30
Weighted VA Average	17%	83%	176
Weighted NCI-AD Average	27%	73%	8152

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%	42
Anthem HealthKeepers Plus	8%	92%	38
Molina Healthcare	6%	94%	33
Sentara Community Plan	0%	100%	33
United HealthCare Community Plan	7%	93%	30
Weighted VA Average	5%	95%	176
Weighted NCI-AD Average	3%	97%	8127

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	24%	76%	42
Anthem HealthKeepers Plus	24%	76%	38
Molina Healthcare	22%	78%	32
Sentara Community Plan	9%	91%	33
United HealthCare Community Plan	7%	93%	29
Weighted VA Average	17%	83%	174
Weighted NCI-AD Average	10%	90%	8067

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	80%	20%	100
Anthem HealthKeepers Plus	93%	7%	68
Molina Healthcare	77%	23%	77
Sentara Community Plan	77%	23%	65
United HealthCare Community Plan	74%	26%	82
Weighted VA Average	81%	19%	392
Weighted NCI-AD Average	87%	13%	18456

Table 103. Had a hearing exam*Proxy respondents were allowed for this question.*

Program	Past Year	1-2 Years Ago	3-4 Years Ago	5 Years Ago or More	Has Not Had One	N
Aetna Better Health	14%	8%	12%	36%	31%	78
Anthem HealthKeepers Plus	15%	11%	15%	24%	35%	54
Molina Healthcare	14%	14%	6%	43%	22%	49
Sentara Community Plan	22%	15%	15%	37%	12%	41
United HealthCare Community Plan	15%	14%	12%	23%	35%	65
Weighted VA Average	17%	12%	13%	31%	27%	287
Weighted NCI-AD Average	24%	16%	9%	23%	28%	14254

Table 104. Had a vision exam in the past 12 months*Proxy respondents were allowed for this question.*

Program	Yes	No	N
Aetna Better Health	52%	48%	103
Anthem HealthKeepers Plus	66%	34%	70
Molina Healthcare	53%	47%	79
Sentara Community Plan	41%	59%	63
United HealthCare Community Plan	51%	49%	81
Weighted VA Average	53%	47%	396
Weighted NCI-AD Average	65%	35%	18299

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	49%	51%	92
Anthem HealthKeepers Plus	45%	55%	67
Molina Healthcare	47%	53%	77
Sentara Community Plan	49%	51%	61
United HealthCare Community Plan	46%	54%	78
Weighted VA Average	47%	53%	375
Weighted NCI-AD Average	54%	46%	17937

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	52%	48%	101
Anthem HealthKeepers Plus	42%	58%	67
Molina Healthcare	47%	53%	75
Sentara Community Plan	44%	56%	63
United HealthCare Community Plan	58%	43%	80
Weighted VA Average	47%	53%	386
Weighted NCI-AD Average	64%	36%	18161

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	53%	13%	3%	31%	102
Anthem HealthKeepers Plus	59%	19%	3%	20%	70
Molina Healthcare	52%	14%	3%	32%	79
Sentara Community Plan	43%	12%	9%	35%	65
United HealthCare Community Plan	62%	9%	3%	26%	77
Weighted VA Average	53%	14%	5%	29%	393
Weighted NCI-AD Average	60%	14%	7%	19%	18121

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	89%	7%	5%	105
Anthem HealthKeepers Plus	90%	6%	4%	70
Molina Healthcare	82%	14%	4%	78
Sentara Community Plan	88%	9%	3%	66
United HealthCare Community Plan	74%	20%	6%	82
Weighted VA Average	86%	10%	4%	401
Weighted NCI-AD Average	89%	7%	4%	18890

Table 109. Overall health*Proxy respondents were allowed for this question.*

Program	Excellent	Very Good	Good	Fair	Poor	N
Aetna Better Health	11%	15%	29%	32%	12%	105
Anthem HealthKeepers Plus	6%	13%	25%	38%	19%	69
Molina Healthcare	3%	15%	34%	37%	11%	79
Sentara Community Plan	2%	8%	38%	41%	13%	64
United HealthCare Community Plan	5%	20%	29%	39%	7%	82
Weighted VA Average	5%	13%	31%	38%	13%	399
Weighted NCI-AD Average	4%	10%	32%	37%	17%	18947

Table 110. Overall 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	17%	10%	51%	16%	6%	105
Anthem HealthKeepers Plus	19%	10%	43%	21%	7%	68
Molina Healthcare	16%	18%	43%	15%	8%	79
Sentara Community Plan	17%	11%	45%	20%	8%	66
United HealthCare Community Plan	9%	10%	52%	24%	5%	82
Weighted VA Average	16%	11%	46%	20%	7%	400
Weighted NCI-AD Average	7%	14%	47%	26%	6%	18885

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	41%	59%	101
Anthem HealthKeepers Plus	50%	50%	68
Molina Healthcare	43%	57%	74
Sentara Community Plan	45%	55%	64
United HealthCare Community Plan	47%	53%	81
Weighted VA Average	46%	54%	388
Weighted NCI-AD Average	49%	51%	18293

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	63%	38%	40
Anthem HealthKeepers Plus	56%	44%	34
Molina Healthcare	62%	38%	29
Sentara Community Plan	61%	39%	28
United HealthCare Community Plan	45%	55%	38
Weighted VA Average	57%	43%	169
Weighted NCI-AD Average	71%	29%	8060

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%	14%	19%	42%	102
Anthem HealthKeepers Plus	34%	15%	19%	32%	68
Molina Healthcare	27%	13%	14%	47%	79
Sentara Community Plan	23%	18%	22%	37%	65
United HealthCare Community Plan	10%	12%	20%	58%	81
Weighted VA Average	25%	15%	19%	41%	395
Weighted NCI-AD Average	30%	21%	22%	27%	18668

Table 114. Often feels lonely

Program	Yes, Often	Sometimes	Not Often, Never or Almost Never	N
Aetna Better Health	14%	29%	57%	83
Anthem HealthKeepers Plus	14%	32%	54%	57
Molina Healthcare	21%	31%	48%	62
Sentara Community Plan	22%	24%	54%	46
United HealthCare Community Plan	15%	40%	45%	60
Weighted VA Average	17%	30%	53%	308
Weighted NCI-AD Average	17%	31%	52%	14081

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	3%	12%	85%	105
Anthem HealthKeepers Plus	4%	7%	89%	70
Molina Healthcare	3%	21%	77%	78
Sentara Community Plan	9%	11%	80%	66
United HealthCare Community Plan	4%	16%	80%	80
Weighted VA Average	5%	12%	83%	399
Weighted NCI-AD Average	5%	8%	87%	18922

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	37%	13%	50%	104
Anthem HealthKeepers Plus	36%	17%	47%	72
Molina Healthcare	28%	18%	54%	79
Sentara Community Plan	29%	20%	52%	66
United HealthCare Community Plan	34%	11%	55%	82
Weighted VA Average	33%	16%	51%	403
Weighted NCI-AD Average	38%	18%	44%	19522

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	61%	39%	51
Anthem HealthKeepers Plus	86%	14%	37
Molina Healthcare	63%	37%	35
Sentara Community Plan	63%	38%	32
United HealthCare Community Plan	76%	24%	37
Weighted VA Average	71%	29%	192
Weighted NCI-AD Average	83%	17%	10543

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	94%	6%	102
Anthem HealthKeepers Plus	94%	6%	67
Molina Healthcare	96%	4%	74
Sentara Community Plan	94%	6%	62
United HealthCare Community Plan	90%	10%	70
Weighted VA Average	94%	6%	375
Weighted NCI-AD Average	87%	13%	18518

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

Program	Yes	Maybe, Not Sure	No	N
Aetna Better Health	85%	6%	9%	82
Anthem HealthKeepers Plus	80%	3%	16%	61
Molina Healthcare	79%	5%	16%	61
Sentara Community Plan	86%	2%	11%	44
United HealthCare Community Plan	75%	7%	18%	57
Weighted VA Average	82%	4%	14%	305
Weighted NCI-AD Average	82%	6%	12%	14462

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

Program	Yes at Least Sometimes	No, Never	N
Aetna Better Health	11%	89%	85
Anthem HealthKeepers Plus	10%	90%	61
Molina Healthcare	13%	87%	62
Sentara Community Plan	13%	87%	45
United HealthCare Community Plan	20%	80%	60
Weighted VA Average	13%	87%	313
Weighted NCI-AD Average	12%	88%	14653

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%	85
Anthem HealthKeepers Plus	0%	100%	58
Molina Healthcare	3%	97%	62
Sentara Community Plan	5%	95%	44
United HealthCare Community Plan	13%	87%	60
Weighted VA Average	4%	96%	309
Weighted NCI-AD Average	5%	95%	14623

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	n/a	n/a	n/a
Molina Healthcare	n/a	n/a	n/a
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
Weighted VA Average	94%	6%	33
Weighted NCI-AD Average	98%	2%	10070

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
Weighted VA Average	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	77%	14%	10%	1484

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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	98%	2%	0%	59
Anthem HealthKeepers Plus	91%	6%	3%	35
Molina Healthcare	94%	0%	6%	35
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	91%	9%	0%	32
Weighted VA Average	95%	4%	2%	179
Weighted NCI-AD Average	97%	2%	1%	13700

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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 Sometimes	No, Never or Rarely	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
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
Weighted VA Average	91%	9%	0%	33
Weighted NCI-AD Average	96%	3%	1%	10077

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
Weighted VA Average	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	68%	19%	13%	2409

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
Weighted VA Average	n/a	n/a	n/a
Weighted NCI-AD Average	56%	44%	2351

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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
Sentara Community Plan	n/a	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a	n/a
Weighted VA Average	n/a	n/a	n/a	n/a
Weighted NCI-AD Average	79%	12%	9%	2411

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the 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
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
Weighted VA Average	n/a	n/a	n/a
Weighted NCI-AD Average	76%	24%	2308

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

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
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
Weighted VA Average	n/a	n/a	n/a
Weighted NCI-AD Average	78%	22%	2347

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.

Self-Direction (State Optional Module)

Data from one item, “Uses Self-directed supports option” (table 131 below) comes from the Background Information section and are reported for all participating states. All other items in this section come from an optional Self-Direction module. The following states implemented the Self Direction module: AL, CO, DE, KY, MN, MO, NC, NE, NH, NJ, NY, OH, OK, TN, and WI.

Table 131. Uses self-directed supports option

This information may only come from existing records.

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
Sentara Community Plan	n/a	n/a	n/a
United HealthCare Community Plan	n/a	n/a	n/a
Weighted VA Average	n/a	n/a	n/a
Weighted NCI-AD Average	35%	65%	16690

State/Program had fewer than 20 respondents, so responses are not shown; data are included in the Weighted NCI-AD Average.