

UHC - Did you have an illness, injury or condition that needed care right away?

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	76	38.58	76	38.58
No	121	61.42	197	100.00
Frequency Missing = 1				

UHC - How often did you get care as soon as you needed?

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	9	12.33	9	12.33
Usually	16	21.92	25	34.25
Always	48	65.75	73	100.00
Frequency Missing = 125				

UHC - Did you get a checkup or routine care at a doctor's office as soon as you needed?

The FREQ Procedure

CheckupsFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	27	17.65	27	17.65
Usually	36	23.53	63	41.18
Always	90	58.82	153	100.00
Frequency Missing = 45				

UHC - Did you and your doctor/health provider talk about specific things you could do to prevent illness?

The FREQ Procedure

PreventIllness	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	132	80.00	132	80.00
No	33	20.00	165	100.00
Frequency Missing = 33				

UHC - Did you and your doctor/health provider talk about starting or stopping a medication?

The FREQ Procedure

MedStartStop	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	81	49.69	81	49.69
No	82	50.31	163	100.00
Frequency Missing = 35				

UHC - Did you and your doctor/health provider talk about reasons you might want to take a medicine?

The FREQ Procedure

MedDiscuss	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	74	92.50	74	92.50
No	6	7.50	80	100.00
Frequency Missing = 118				

UHC - Did you and your doctor/health provider talk about reasons you might want to stop taking a medication?

The FREQ Procedure

MedNoDiscuss	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	60	75.00	60	75.00
No	20	25.00	80	100.00
Frequency Missing = 118				

UHC - Did you and your doctor/health provider ask what you thought was best for you when discussing starting or stopping a medication?

The FREQ Procedure

MedBestAsk	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	64	82.05	64	82.05
No	14	17.95	78	100.00
Frequency Missing = 120				

UHC - How would you rate your health care quality in the last six months?

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	13	7.88	13	7.88
Good	64	38.79	77	46.67
Great	88	53.33	165	100.00
Frequency Missing = 33				

UHC - How often was it easy to get care, tests, or treatments you needed?

The FREQ Procedure

CareEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	14	8.48	14	8.48
Usually	63	38.18	77	46.67
Always	88	53.33	165	100.00
Frequency Missing = 33				

UHC - How often did your doctor explain things in a way that was easy to understand?

The FREQ Procedure

DrUnderstand	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	4.70	7	4.70
Usually	24	16.11	31	20.81
Always	118	79.19	149	100.00
Frequency Missing = 49				

UHC - How often did your personal doctor listen to you?

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	8	5.37	8	5.37
Usually	27	18.12	35	23.49
Always	114	76.51	149	100.00
Frequency Missing = 49				

UHC - How often did your personal doctor show respect for what you had to say?

## The FREQ Procedure

<b>DrRespect</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Sometimes/Never</b>	6	4.03	6	4.03
<b>Usually</b>	22	14.77	28	18.79
<b>Always</b>	121	81.21	149	100.00
<b>Frequency Missing = 49</b>				

UHC - How often did your personal doctor spend enough time with you?

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	11	7.43	11	7.43
Usually	33	22.30	44	29.73
Always	104	70.27	148	100.00
Frequency Missing = 50				

UHC - In the last six months, did you get care from another doctor or health provider other than your personal doctor?

The FREQ Procedure

CareMulti	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	110	73.83	110	73.83
No	39	26.17	149	100.00
Frequency Missing = 49				

UHC - How often did your personal doctor seemed informed with care you received from other doctors or providers?

The FREQ Procedure

DrInformedMultiDr	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	23	21.30	23	21.30
Usually	36	33.33	59	54.63
Always	49	45.37	108	100.00
Frequency Missing = 90				

UHC - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	10	5.88	10	5.88
Good	50	29.41	60	35.29
Great	110	64.71	170	100.00
Frequency Missing = 28				

UHC - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	105	53.57	105	53.57
No	91	46.43	196	100.00
Frequency Missing = 2				

UHC - How often did you get an appointment with a specialist as soon as you needed?

The FREQ Procedure

SpecialistFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	11	10.58	11	10.58
Usually	39	37.50	50	48.08
Always	54	51.92	104	100.00
Frequency Missing = 94				

UHC - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	5	4.81	5	4.81
Good	29	27.88	34	32.69
Great	70	67.31	104	100.00
Frequency Missing = 94				

UHC - Did you get information or help from your health plan's customer services?

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	58	29.44	58	29.44
No	139	70.56	197	100.00
Frequency Missing = 1				

UHC - How often were you able to get information or help from your health plan's customer services?

The FREQ Procedure

CSHelp	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	13	22.81	13	22.81
Usually	18	31.58	31	54.39
Always	26	45.61	57	100.00
Frequency Missing = 141				

UHC - How often were you treated with respect and courtesy by your health plan's customer services?

The FREQ Procedure

CSRespect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	3	5.26	3	5.26
Usually	10	17.54	13	22.81
Always	44	77.19	57	100.00
Frequency Missing = 141				

UHC - Did you have to fill out any forms with your health plan?

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	22	11.46	22	11.46
No	170	88.54	192	100.00
Frequency Missing = 6				

UHC - How often were forms from your health plan easy to fill out?

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	5	22.73	5	22.73
Usually	9	40.91	14	63.64
Always	8	36.36	22	100.00
Frequency Missing = 176				

UHC - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	42	21.54	42	21.54
Good	87	44.62	129	66.15
Great	66	33.85	195	100.00
Frequency Missing = 3				

UHC - In general, how would you rate your overall health?

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	28	14.14	28	14.14
Very Good	83	41.92	111	56.06
Good	67	33.84	178	89.90
Fair	18	9.09	196	98.99
Unknown/Did Not Answer	2	1.01	198	100.00

UHC - In general, how would you rate your overall mental or emotional health?

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	51	25.76	51	25.76
Very Good	78	39.39	129	65.15
Good	50	25.25	179	90.40
Fair	11	5.56	190	95.96
Poor	5	2.53	195	98.48
Unknown/Did Not Answer	3	1.52	198	100.00



UHC - Did you look for info in written materials or on the internet about your plan?

The FREQ Procedure

InternetLook	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	74	37.56	74	37.56
No	123	62.44	197	100.00
Frequency Missing = 1				

UHC - How often did written materials or the internet provide info you needed regarding your health plan?

The FREQ Procedure

InternetProvide	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	26	36.62	26	36.62
Usually	30	42.25	56	78.87
Always	15	21.13	71	100.00
Frequency Missing = 127				

UHC - Did you look for information on how much you would have to pay for a health service or health equipment?

The FREQ Procedure

CostLook	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	37	18.78	37	18.78
No	160	81.22	197	100.00
Frequency Missing = 1				

UHC - How often did you find information on how much you would have to pay for a health service or health equipment?

The FREQ Procedure

CostFind	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	18	48.65	18	48.65
Usually	12	32.43	30	81.08
Always	7	18.92	37	100.00
Frequency Missing = 161				

UHC - Did you look for information on how much you would have to pay for specific prescription medicines?

The FREQ Procedure

MedLook	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	41	21.03	41	21.03
No	154	78.97	195	100.00
Frequency Missing = 3				

UHC - How often were you able to find information on how much you would have to pay for specific prescription medicines?

The FREQ Procedure

MedFind	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	19	46.34	19	46.34
Usually	14	34.15	33	80.49
Always	8	19.51	41	100.00
Frequency Missing = 157				

UHC - Did you file any claims for care to your health plan?

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	109	62.29	109	62.29
No	66	37.71	175	100.00
Frequency Missing = 23				

UHC - How often were claims for care to your health plan handled quickly?

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	8	8.08	8	8.08
Usually	42	42.42	50	50.51
Always	49	49.49	99	100.00
Frequency Missing = 99				

UHC - How often were claims for care to your health plan handled correctly?

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	6.93	7	6.93
Usually	24	23.76	31	30.69
Always	70	69.31	101	100.00
Frequency Missing = 97				

UHC - Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

The FREQ Procedure

Smoke	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	11	50.00	11	50.00
No	11	50.00	22	100.00
Frequency Missing = 176				

UHC - How often were you advised to quit smoking or using tobacco by your doctor/health provider?

The FREQ Procedure

SmokeAdvice	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	14	66.67	14	66.67
Usually	3	14.29	17	80.95
Always	4	19.05	21	100.00
Frequency Missing = 177				

UHC - How often was medication recommended to help quit smoking/tobacco products by your doctor/health provider?

The FREQ Procedure

SmokeMedicine	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	17	80.95	17	80.95
Usually	2	9.52	19	90.48
Always	2	9.52	21	100.00
Frequency Missing = 177				

UHC - How often were methods or strategies (other than medication) discussed or provided to help quit smoking/tobacco products by your doctor/health provider?

The FREQ Procedure

SmokeStrategies	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	17	77.27	17	77.27
Usually	2	9.09	19	86.36
Always	3	13.64	22	100.00
Frequency Missing = 176				

UHC - Did you receive health care 3 or more times for the same condition or problem?

The FREQ Procedure

RptCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	69	35.20	69	35.20
No	127	64.80	196	100.00
Frequency Missing = 2				

UHC - Did this condition last longer than 3 months (not including pregnancy or menopause)?

The FREQ Procedure

RptCareMonths	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	58	85.29	58	85.29
No	10	14.71	68	100.00
Frequency Missing = 130				

UHC - Do you now need to take medicine prescribed by a doctor (not including birth control)?

The FREQ Procedure

TakeMed	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	131	66.84	131	66.84
No	65	33.16	196	100.00
Frequency Missing = 2				