

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

### The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	113	44.14	113	44.14
No	143	55.86	256	100.00
Frequency Missing = 4				

BCBSMO\_ADULT - How often did you get care as soon as you needed?

### The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	10	9.17	10	9.17
Usually	28	25.69	38	34.86
Always	71	65.14	109	100.00
Frequency Missing = 151				

BCBSMO\_ADULT - 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	30	13.95	30	13.95
Usually	59	27.44	89	41.40
Always	126	58.60	215	100.00
Frequency Missing = 45				

BCBSMO\_ADULT - How would you rate your health care quality in the last six months?

### The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	24	10.30	24	10.30
Good	77	33.05	101	43.35
Great	132	56.65	233	100.00
Frequency Missing = 27				

BCBSMO\_ADULT - 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	25	10.78	25	10.78
Usually	76	32.76	101	43.53
Always	131	56.47	232	100.00
Frequency Missing = 28				

BCBSMO\_ADULT - 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	4	1.98	4	1.98
Usually	46	22.77	50	24.75
Always	152	75.25	202	100.00
Frequency Missing = 58				

BCBSMO\_ADULT - How often did your personal doctor listen to you?

## The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	3.47	7	3.47
Usually	39	19.31	46	22.77
Always	156	77.23	202	100.00
Frequency Missing = 58				

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

## The FREQ Procedure

DrRespect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	2	0.99	2	0.99
Usually	37	18.32	39	19.31
Always	163	80.69	202	100.00
Frequency Missing = 58				

BCBSMO\_ADULT - How often did your personal doctor spend enough time with you?

### The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	12	6.00	12	6.00
Usually	45	22.50	57	28.50
Always	143	71.50	200	100.00
Frequency Missing = 60				

BCBSMO\_ADULT - 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	150	75.00	150	75.00
No	50	25.00	200	100.00
Frequency Missing = 60				

BCBSMO\_ADULT - 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	26	17.57	26	17.57
Usually	45	30.41	71	47.97
Always	77	52.03	148	100.00
Frequency Missing = 112				

BCBSMO\_ADULT - How would you rate your personal doctor?

### The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	13	5.86	13	5.86
Good	47	21.17	60	27.03
Great	162	72.97	222	100.00
Frequency Missing = 38				

BCBSMO\_ADULT - Did you visit a specialist?

## The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	168	64.62	168	64.62
No	92	35.38	260	100.00

BCBSMO\_ADULT - 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	23	13.86	23	13.86
Usually	53	31.93	76	45.78
Always	90	54.22	166	100.00
Frequency Missing = 94				

BCBSMO\_ADULT - How would you rate your specialist?

## The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	14	8.81	14	8.81
Good	39	24.53	53	33.33
Great	106	66.67	159	100.00
Frequency Missing = 101				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	89	35.32	89	35.32
No	163	64.68	252	100.00
Frequency Missing = 8				

BCBSMO\_ADULT - 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	11	12.94	11	12.94
Usually	32	37.65	43	50.59
Always	42	49.41	85	100.00
Frequency Missing = 175				

BCBSMO\_ADULT - 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	6	7.23	6	7.23
Usually	17	20.48	23	27.71
Always	60	72.29	83	100.00
Frequency Missing = 177				

BCBSMO\_ADULT - Did you have to fill out any forms with your health plan?

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	37	14.74	37	14.74
No	214	85.26	251	100.00
Frequency Missing = 9				

BCBSMO\_ADULT - How often were forms from your health plan easy to fill out?

### The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	20.00	7	20.00
Usually	15	42.86	22	62.86
Always	13	37.14	35	100.00
Frequency Missing = 225				

BCBSMO\_ADULT - How would you rate your health plan?

### The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	37	14.62	37	14.62
Good	86	33.99	123	48.62
Great	130	51.38	253	100.00
Frequency Missing = 7				

BCBSMO\_ADULT - In general, how would you rate your overall health?

### The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	25	9.62	25	9.62
Very Good	101	38.85	126	48.46
Good	101	38.85	227	87.31
Fair	22	8.46	249	95.77
Poor	4	1.54	253	97.31
Unknown/Did Not Answer	7	2.69	260	100.00

BCBSMO\_ADULT - In general, how would you rate your overall mental or emotional health?

### The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	64	24.62	64	24.62
Very Good	92	35.38	156	60.00
Good	72	27.69	228	87.69
Fair	20	7.69	248	95.38
Poor	6	2.31	254	97.69
Unknown/Did Not Answer	6	2.31	260	100.00

BCBSMO\_ADULT - Did you file any claims for care to your health plan?

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	136	63.85	136	63.85
No	77	36.15	213	100.00
Frequency Missing = 47				

BCBSMO\_ADULT - How often were claims for care to your health plan handled quickly?

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	10	9.52	10	9.52
Usually	45	42.86	55	52.38
Always	50	47.62	105	100.00
Frequency Missing = 155				

BCBSMO\_ADULT - How often were claims for care to your health plan handled correctly?

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	8	7.62	8	7.62
Usually	36	34.29	44	41.90
Always	61	58.10	105	100.00
Frequency Missing = 155				

BCBSMO\_ADULT - 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	23	69.70	23	69.70
No	10	30.30	33	100.00
Frequency Missing = 227				

BCBSMO\_ADULT - 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	11	34.38	11	34.38
Usually	6	18.75	17	53.13
Always	15	46.88	32	100.00
Frequency Missing = 228				

BCBSMO\_ADULT - 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	26	78.79	26	78.79
Usually	4	12.12	30	90.91
Always	3	9.09	33	100.00
Frequency Missing = 227				

BCBSMO\_ADULT - 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	27	81.82	27	81.82
Usually	4	12.12	31	93.94
Always	2	6.06	33	100.00
Frequency Missing = 227				