

BCBSKC - 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	39.58	76	39.58
No	116	60.42	192	100.00
Frequency Missing = 1				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	13	18.06	13	18.06
Usually	15	20.83	28	38.89
Always	44	61.11	72	100.00
Frequency Missing = 121				

BCBSKC - 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	29	18.13	29	18.13
Usually	36	22.50	65	40.63
Always	95	59.38	160	100.00
Frequency Missing = 33				

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

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	20	11.63	20	11.63
Good	55	31.98	75	43.60
Great	97	56.40	172	100.00
Frequency Missing = 21				

BCBSKC - 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	22	12.72	22	12.72
Usually	48	27.75	70	40.46
Always	103	59.54	173	100.00
Frequency Missing = 20				

BCBSKC - 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	3	2.08	3	2.08
Usually	18	12.50	21	14.58
Always	123	85.42	144	100.00
Frequency Missing = 49				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	4	2.80	4	2.80
Usually	26	18.18	30	20.98
Always	113	79.02	143	100.00
Frequency Missing = 50				

BCBSKC - 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	5	3.50	5	3.50
Usually	20	13.99	25	17.48
Always	118	82.52	143	100.00
Frequency Missing = 50				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	4.90	7	4.90
Usually	31	21.68	38	26.57
Always	105	73.43	143	100.00
Frequency Missing = 50				

BCBSKC - 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	105	73.94	105	73.94
No	37	26.06	142	100.00
Frequency Missing = 51				

BCBSKC - 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	22.33	23	22.33
Usually	32	31.07	55	53.40
Always	48	46.60	103	100.00
Frequency Missing = 90				

BCBSKC - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	10	6.13	10	6.13
Good	39	23.93	49	30.06
Great	114	69.94	163	100.00
Frequency Missing = 30				

BCBSKC - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	111	57.51	111	57.51
No	82	42.49	193	100.00

BCBSKC - 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	16	14.95	16	14.95
Usually	36	33.64	52	48.60
Always	55	51.40	107	100.00
Frequency Missing = 86				

BCBSKC - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	8	7.55	8	7.55
Good	25	23.58	33	31.13
Great	73	68.87	106	100.00
Frequency Missing = 87				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	78	41.49	78	41.49
No	110	58.51	188	100.00
Frequency Missing = 5				

BCBSKC - 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	15	19.48	15	19.48
Usually	15	19.48	30	38.96
Always	47	61.04	77	100.00
Frequency Missing = 116				

BCBSKC - 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	4	5.19	4	5.19
Usually	15	19.48	19	24.68
Always	58	75.32	77	100.00
Frequency Missing = 116				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	55	29.41	55	29.41
No	132	70.59	187	100.00
Frequency Missing = 6				

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

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	12	21.82	12	21.82
Usually	21	38.18	33	60.00
Always	22	40.00	55	100.00
Frequency Missing = 138				

BCBSKC - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	40	21.39	40	21.39
Good	75	40.11	115	61.50
Great	72	38.50	187	100.00
Frequency Missing = 6				

BCBSKC - In general, how woul you rate your overall health?

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	38	19.69	38	19.69
Very Good	96	49.74	134	69.43
Good	50	25.91	184	95.34
Fair	5	2.59	189	97.93
Poor	1	0.52	190	98.45
Unknown/Did Not Answer	3	1.55	193	100.00

BCBSKC - In general, how woul you rate your overall mental or emotional health?

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	46	23.83	46	23.83
Very Good	91	47.15	137	70.98
Good	45	23.32	182	94.30
Fair	8	4.15	190	98.45
Unknown/Did Not Answer	3	1.55	193	100.00

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	110	63.58	110	63.58
No	63	36.42	173	100.00
Frequency Missing = 20				

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

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	12	12.12	12	12.12
Usually	34	34.34	46	46.46
Always	53	53.54	99	100.00
Frequency Missing = 94				

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

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	5	5.10	5	5.10
Usually	35	35.71	40	40.82
Always	58	59.18	98	100.00
Frequency Missing = 95				

BCBSKC - 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	7	50.00	7	50.00
No	7	50.00	14	100.00
Frequency Missing = 179				

BCBSKC - 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	5	35.71	5	35.71
Usually	4	28.57	9	64.29
Always	5	35.71	14	100.00
Frequency Missing = 179				

BCBSKC - 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	9	64.29	9	64.29
Always	5	35.71	14	100.00
Frequency Missing = 179				

BCBSKC - 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	10	71.43	10	71.43
Always	4	28.57	14	100.00
Frequency Missing = 179				