

AnthemBCBS_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	84	40.00	84	40.00
No	126	60.00	210	100.00
Frequency Missing = 5				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	3	3.75	3	3.75
Usually	24	30.00	27	33.75
Always	53	66.25	80	100.00
Frequency Missing = 135				

AnthemBCBS_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	21	13.13	21	13.13
Usually	52	32.50	73	45.63
Always	87	54.38	160	100.00
Frequency Missing = 55				

AnthemBCBS_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	12	6.98	12	6.98
Good	53	30.81	65	37.79
Great	107	62.21	172	100.00
Frequency Missing = 43				

AnthemBCBS_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	11	6.40	11	6.40
Usually	55	31.98	66	38.37
Always	106	61.63	172	100.00
Frequency Missing = 43				

AnthemBCBS_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	5	3.16	5	3.16
Usually	26	16.46	31	19.62
Always	127	80.38	158	100.00
Frequency Missing = 57				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	6	3.80	6	3.80
Usually	26	16.46	32	20.25
Always	126	79.75	158	100.00
Frequency Missing = 57				

AnthemBCBS_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	6	3.77	6	3.77
Usually	23	14.47	29	18.24
Always	130	81.76	159	100.00
Frequency Missing = 56				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	9	5.70	9	5.70
Usually	34	21.52	43	27.22
Always	115	72.78	158	100.00
Frequency Missing = 57				

AnthemBCBS_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	115	72.78	115	72.78
No	43	27.22	158	100.00
Frequency Missing = 57				

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

The FREQ Procedure

DrInformedMultiDr	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	13	11.82	13	11.82
Usually	35	31.82	48	43.64
Always	62	56.36	110	100.00
Frequency Missing = 105				

AnthemBCBS_Adult - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	13	7.30	13	7.30
Good	43	24.16	56	31.46
Great	122	68.54	178	100.00
Frequency Missing = 37				

AnthemBCBS_Adult - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	137	63.72	137	63.72
No	78	36.28	215	100.00

AnthemBCBS_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	18	13.53	18	13.53
Usually	43	32.33	61	45.86
Always	72	54.14	133	100.00
Frequency Missing = 82				

AnthemBCBS_Adult - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	6	4.58	6	4.58
Good	24	18.32	30	22.90
Great	101	77.10	131	100.00
Frequency Missing = 84				

AnthemBCBS_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	59	27.96	59	27.96
No	152	72.04	211	100.00
Frequency Missing = 4				

AnthemBCBS_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	8	14.04	8	14.04
Usually	19	33.33	27	47.37
Always	30	52.63	57	100.00
Frequency Missing = 158				

AnthemBCBS_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	2	3.57	2	3.57
Usually	7	12.50	9	16.07
Always	47	83.93	56	100.00
Frequency Missing = 159				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	30	14.49	30	14.49
No	177	85.51	207	100.00
Frequency Missing = 8				

AnthemBCBS_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	2	6.67	2	6.67
Usually	17	56.67	19	63.33
Always	11	36.67	30	100.00
Frequency Missing = 185				

AnthemBCBS_Adult - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	28	13.53	28	13.53
Good	77	37.20	105	50.72
Great	102	49.28	207	100.00
Frequency Missing = 8				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	24	11.16	24	11.16
Very Good	86	40.00	110	51.16
Good	84	39.07	194	90.23
Fair	15	6.98	209	97.21
Poor	2	0.93	211	98.14
Unknown/Did Not Answer	4	1.86	215	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	55	25.58	55	25.58
Very Good	75	34.88	130	60.47
Good	62	28.84	192	89.30
Fair	15	6.98	207	96.28
Poor	2	0.93	209	97.21
Unknown/Did Not Answer	6	2.79	215	100.00

AnthemBCBS_Adult - Have you had a flu shot or flu spray administration since July 1 2020?

The FREQ Procedure

FluTreat	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	113	54.85	113	54.85
No	93	45.15	206	100.00
Frequency Missing = 9				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	122	67.03	122	67.03
No	60	32.97	182	100.00
Frequency Missing = 33				

AnthemBCBS_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	8	7.84	8	7.84
Usually	43	42.16	51	50.00
Always	51	50.00	102	100.00
Frequency Missing = 113				

AnthemBCBS_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	9	8.91	9	8.91
Usually	32	31.68	41	40.59
Always	60	59.41	101	100.00
Frequency Missing = 114				

AnthemBCBS_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	16	55.17	16	55.17
No	13	44.83	29	100.00
Frequency Missing = 186				

AnthemBCBS_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	15	51.72	15	51.72
Usually	6	20.69	21	72.41
Always	8	27.59	29	100.00
Frequency Missing = 186				

AnthemBCBS_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	24	82.76	24	82.76
Usually	3	10.34	27	93.10
Always	2	6.90	29	100.00
Frequency Missing = 186				

AnthemBCBS_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	25	86.21	25	86.21
Usually	1	3.45	26	89.66
Always	3	10.34	29	100.00
Frequency Missing = 186				