

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	49	36.03	49	36.03
No	87	63.97	136	100.00
Frequency Missing = 3				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	2	4.17	2	4.17
Usually	11	22.92	13	27.08
Always	35	72.92	48	100.00
Frequency Missing = 91				

UHC_Commercial - 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	15	15.79	15	15.79
Usually	25	26.32	40	42.11
Always	55	57.89	95	100.00
Frequency Missing = 44				

UHC_Commercial - 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	11.71	13	11.71
Good	40	36.04	53	47.75
Great	58	52.25	111	100.00
Frequency Missing = 28				

UHC_Commercial - 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	10	9.09	10	9.09
Usually	31	28.18	41	37.27
Always	69	62.73	110	100.00
Frequency Missing = 29				

UHC_Commercial - 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	1	1.01	1	1.01
Usually	20	20.20	21	21.21
Always	78	78.79	99	100.00
Frequency Missing = 40				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	6	6.06	6	6.06
Usually	19	19.19	25	25.25
Always	74	74.75	99	100.00
Frequency Missing = 40				

UHC_Commercial - 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	4	4.04	4	4.04
Usually	15	15.15	19	19.19
Always	80	80.81	99	100.00
Frequency Missing = 40				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	8	8.16	8	8.16
Usually	17	17.35	25	25.51
Always	73	74.49	98	100.00
Frequency Missing = 41				

UHC_Commercial - 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	62	62.63	62	62.63
No	37	37.37	99	100.00
Frequency Missing = 40				

UHC_Commercial - 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	12	20.69	12	20.69
Usually	16	27.59	28	48.28
Always	30	51.72	58	100.00
Frequency Missing = 81				

UHC_Commercial - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	7	5.93	7	5.93
Good	30	25.42	37	31.36
Great	81	68.64	118	100.00
Frequency Missing = 21				

UHC_Commercial - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	82	59.42	82	59.42
No	56	40.58	138	100.00
Frequency Missing = 1				

UHC_Commercial - 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	17	20.99	17	20.99
Usually	22	27.16	39	48.15
Always	42	51.85	81	100.00
Frequency Missing = 58				

UHC_Commercial - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	11	13.75	11	13.75
Good	16	20.00	27	33.75
Great	53	66.25	80	100.00
Frequency Missing = 59				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	37	27.41	37	27.41
No	98	72.59	135	100.00
Frequency Missing = 4				

UHC_Commercial - 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	12	32.43	12	32.43
Usually	10	27.03	22	59.46
Always	15	40.54	37	100.00
Frequency Missing = 102				

UHC_Commercial - 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	11.11	4	11.11
Usually	5	13.89	9	25.00
Always	27	75.00	36	100.00
Frequency Missing = 103				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	23	17.16	23	17.16
No	111	82.84	134	100.00
Frequency Missing = 5				

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

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	6	26.09	6	26.09
Usually	5	21.74	11	47.83
Always	12	52.17	23	100.00
Frequency Missing = 116				

UHC_Commercial - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	24	17.91	24	17.91
Good	53	39.55	77	57.46
Great	57	42.54	134	100.00
Frequency Missing = 5				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	19	13.67	19	13.67
Very Good	61	43.88	80	57.55
Good	44	31.65	124	89.21
Fair	10	7.19	134	96.40
Poor	3	2.16	137	98.56
Unknown/Did Not Answer	2	1.44	139	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	35	25.18	35	25.18
Very Good	53	38.13	88	63.31
Good	39	28.06	127	91.37
Fair	8	5.76	135	97.12
Poor	1	0.72	136	97.84
Unknown/Did Not Answer	3	2.16	139	100.00

UHC_Commercial - 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	83	62.88	83	62.88
No	49	37.12	132	100.00
Frequency Missing = 7				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	75	60.00	75	60.00
No	50	40.00	125	100.00
Frequency Missing = 14				

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

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	10.61	7	10.61
Usually	30	45.45	37	56.06
Always	29	43.94	66	100.00
Frequency Missing = 73				

UHC_Commercial - 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	14.75	9	14.75
Usually	22	36.07	31	50.82
Always	30	49.18	61	100.00
Frequency Missing = 78				

UHC_Commercial - 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	6	54.55	6	54.55
No	5	45.45	11	100.00
Frequency Missing = 128				

UHC_Commercial - 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	45.45	5	45.45
Usually	1	9.09	6	54.55
Always	5	45.45	11	100.00
Frequency Missing = 128				

UHC_Commercial - 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	5	50.00	5	50.00
Always	5	50.00	10	100.00
Frequency Missing = 129				

UHC_Commercial - 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	90.91	10	90.91
Always	1	9.09	11	100.00
Frequency Missing = 128				