

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	139	47.12	139	47.12
No	156	52.88	295	100.00
Frequency Missing = 2				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	17	12.69	17	12.69
Usually	35	26.12	52	38.81
Always	82	61.19	134	100.00
Frequency Missing = 163				

AETNA - 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	41	16.53	41	16.53
Usually	76	30.65	117	47.18
Always	131	52.82	248	100.00
Frequency Missing = 49				

AETNA - 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	198	73.88	198	73.88
No	70	26.12	268	100.00
Frequency Missing = 29				

AETNA - 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	131	49.06	131	49.06
No	136	50.94	267	100.00
Frequency Missing = 30				

AETNA - 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	125	96.90	125	96.90
No	4	3.10	129	100.00
Frequency Missing = 168				

AETNA - 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	93	72.09	93	72.09
No	36	27.91	129	100.00
Frequency Missing = 168				

AETNA - 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	97	75.78	97	75.78
No	31	24.22	128	100.00
Frequency Missing = 169				

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

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	23	8.61	23	8.61
Good	91	34.08	114	42.70
Great	153	57.30	267	100.00
Frequency Missing = 30				

AETNA - 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	29	10.82	29	10.82
Usually	94	35.07	123	45.90
Always	145	54.10	268	100.00
Frequency Missing = 29				

AETNA - 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	9	3.57	9	3.57
Usually	48	19.05	57	22.62
Always	195	77.38	252	100.00
Frequency Missing = 45				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	14	5.53	14	5.53
Usually	52	20.55	66	26.09
Always	187	73.91	253	100.00
Frequency Missing = 44				

AETNA - 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>	14	5.53	14	5.53
<b>Usually</b>	38	15.02	52	20.55
<b>Always</b>	201	79.45	253	100.00
<b>Frequency Missing = 44</b>				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	21	8.30	21	8.30
Usually	55	21.74	76	30.04
Always	177	69.96	253	100.00
Frequency Missing = 44				

AETNA - 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	159	63.35	159	63.35
No	92	36.65	251	100.00
Frequency Missing = 46				

AETNA - 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	29	18.35	29	18.35
Usually	46	29.11	75	47.47
Always	83	52.53	158	100.00
Frequency Missing = 139				

AETNA - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	31	11.23	31	11.23
Good	51	18.48	82	29.71
Great	194	70.29	276	100.00
Frequency Missing = 21				

AETNA - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	167	56.23	167	56.23
No	130	43.77	297	100.00

AETNA - 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	29	17.47	29	17.47
Usually	48	28.92	77	46.39
Always	89	53.61	166	100.00
Frequency Missing = 131				

AETNA - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	11	6.63	11	6.63
Good	36	21.69	47	28.31
Great	119	71.69	166	100.00
Frequency Missing = 131				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	84	28.28	84	28.28
No	213	71.72	297	100.00

AETNA - 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	16	19.05	16	19.05
Usually	27	32.14	43	51.19
Always	41	48.81	84	100.00
Frequency Missing = 213				

AETNA - 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	2.38	2	2.38
Usually	23	27.38	25	29.76
Always	59	70.24	84	100.00
Frequency Missing = 213				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	55	18.77	55	18.77
No	238	81.23	293	100.00
Frequency Missing = 4				

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

### The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	9	16.36	9	16.36
Usually	30	54.55	39	70.91
Always	16	29.09	55	100.00
Frequency Missing = 242				

AETNA - How would you rate your health plan?

### The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	48	16.38	48	16.38
Good	114	38.91	162	55.29
Great	131	44.71	293	100.00
Frequency Missing = 4				

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

### The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	26	8.75	26	8.75
Very Good	115	38.72	141	47.47
Good	124	41.75	265	89.23
Fair	27	9.09	292	98.32
Poor	2	0.67	294	98.99
Unknown/Did Not Answer	3	1.01	297	100.00

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

### The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	83	27.95	83	27.95
Very Good	127	42.76	210	70.71
Good	68	22.90	278	93.60
Fair	17	5.72	295	99.33
Poor	2	0.67	297	100.00

AETNA - 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	73	24.83	73	24.83
No	221	75.17	294	100.00
Frequency Missing = 3				

AETNA - 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	25	35.21	25	35.21
Usually	39	54.93	64	90.14
Always	7	9.86	71	100.00
Frequency Missing = 226				

AETNA - 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	53	17.97	53	17.97
No	242	82.03	295	100.00
Frequency Missing = 2				

AETNA - 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	16	31.37	16	31.37
Usually	14	27.45	30	58.82
Always	21	41.18	51	100.00
Frequency Missing = 246				

AETNA - 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	33	11.15	33	11.15
No	263	88.85	296	100.00
Frequency Missing = 1				

AETNA - 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	13	40.63	13	40.63
Usually	10	31.25	23	71.88
Always	9	28.13	32	100.00
Frequency Missing = 265				

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

### The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	144	61.28	144	61.28
No	91	38.72	235	100.00
Frequency Missing = 62				

AETNA - 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	6.84	8	6.84
Usually	46	39.32	54	46.15
Always	63	53.85	117	100.00
Frequency Missing = 180				

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

### The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	13	10.74	13	10.74
Usually	44	36.36	57	47.11
Always	64	52.89	121	100.00
Frequency Missing = 176				

AETNA - 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	34	64.15	34	64.15
No	19	35.85	53	100.00
Frequency Missing = 244				

AETNA - 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	20	37.74	20	37.74
Usually	11	20.75	31	58.49
Always	22	41.51	53	100.00
Frequency Missing = 244				

AETNA - 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	35	66.04	35	66.04
Usually	14	26.42	49	92.45
Always	4	7.55	53	100.00
Frequency Missing = 244				

AETNA - 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	38	73.08	38	73.08
Usually	8	15.38	46	88.46
Always	6	11.54	52	100.00
Frequency Missing = 245				

AETNA - 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	95	32.20	95	32.20
No	200	67.80	295	100.00
Frequency Missing = 2				

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

### The FREQ Procedure

RptCareMonths	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	78	83.87	78	83.87
No	15	16.13	93	100.00
Frequency Missing = 204				

AETNA - 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	227	77.21	227	77.21
No	67	22.79	294	100.00
Frequency Missing = 3				