

UHC - 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	42.21	84	42.21
No	115	57.79	199	100.00
Frequency Missing = 3				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	12	14.81	12	14.81
Usually	16	19.75	28	34.57
Always	53	65.43	81	100.00
Frequency Missing = 121				

UHC - 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	27	15.70	27	15.70
Usually	56	32.56	83	48.26
Always	89	51.74	172	100.00
Frequency Missing = 30				

UHC - 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	155	76.73	155	76.73
No	47	23.27	202	100.00

UHC - 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	84	42.64	84	42.64
No	113	57.36	197	100.00
Frequency Missing = 5				

UHC - 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	80	95.24	80	95.24
No	4	4.76	84	100.00
Frequency Missing = 118				

UHC - 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	62	73.81	62	73.81
No	22	26.19	84	100.00
Frequency Missing = 118				

UHC - 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	65	78.31	65	78.31
No	18	21.69	83	100.00
Frequency Missing = 119				

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

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	19	9.41	19	9.41
Good	81	40.10	100	49.50
Great	102	50.50	202	100.00

UHC - 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	20	9.95	20	9.95
Usually	70	34.83	90	44.78
Always	111	55.22	201	100.00
Frequency Missing = 1				

UHC - 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	6	3.68	6	3.68
Usually	35	21.47	41	25.15
Always	122	74.85	163	100.00
Frequency Missing = 39				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	9	5.45	9	5.45
Usually	48	29.09	57	34.55
Always	108	65.45	165	100.00
Frequency Missing = 37				

UHC - 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	8	4.85	8	4.85
Usually	27	16.36	35	21.21
Always	130	78.79	165	100.00
Frequency Missing = 37				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	17	10.30	17	10.30
Usually	44	26.67	61	36.97
Always	104	63.03	165	100.00
Frequency Missing = 37				

UHC - 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	70.55	115	70.55
No	48	29.45	163	100.00
Frequency Missing = 39				

UHC - 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	22	19.82	22	19.82
Usually	45	40.54	67	60.36
Always	44	39.64	111	100.00
Frequency Missing = 91				

UHC - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	14	8.05	14	8.05
Good	50	28.74	64	36.78
Great	110	63.22	174	100.00
Frequency Missing = 28				

UHC - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	125	63.45	125	63.45
No	72	36.55	197	100.00
Frequency Missing = 5				

UHC - 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	15	12.00	15	12.00
Usually	39	31.20	54	43.20
Always	71	56.80	125	100.00
Frequency Missing = 77				

UHC - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	8	6.45	8	6.45
Good	30	24.19	38	30.65
Great	86	69.35	124	100.00
Frequency Missing = 78				

UHC - 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	77	39.09	77	39.09
No	120	60.91	197	100.00
Frequency Missing = 5				

UHC - 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	24	31.17	24	31.17
Usually	37	48.05	61	79.22
Always	16	20.78	77	100.00
Frequency Missing = 125				

UHC - 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	42	21.43	42	21.43
No	154	78.57	196	100.00
Frequency Missing = 6				

UHC - 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	22	52.38	22	52.38
Usually	11	26.19	33	78.57
Always	9	21.43	42	100.00
Frequency Missing = 160				

UHC - 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	49	24.75	49	24.75
No	149	75.25	198	100.00
Frequency Missing = 4				

UHC - 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	23	46.94	23	46.94
Usually	5	10.20	28	57.14
Always	21	42.86	49	100.00
Frequency Missing = 153				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	57	28.93	57	28.93
No	140	71.07	197	100.00
Frequency Missing = 5				

UHC - 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	13	23.21	13	23.21
Usually	14	25.00	27	48.21
Always	29	51.79	56	100.00
Frequency Missing = 146				

UHC - 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	5	8.77	5	8.77
Usually	13	22.81	18	31.58
Always	39	68.42	57	100.00
Frequency Missing = 145				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	34	17.44	34	17.44
No	161	82.56	195	100.00
Frequency Missing = 7				

UHC - 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	18.18	6	18.18
Usually	15	45.45	21	63.64
Always	12	36.36	33	100.00
Frequency Missing = 169				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	113	68.48	113	68.48
No	52	31.52	165	100.00
Frequency Missing = 37				

UHC - How often were claims for care to your health plan handled quicly?

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	11	12.09	11	12.09
Usually	35	38.46	46	50.55
Always	45	49.45	91	100.00
Frequency Missing = 111				

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

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	12	13.19	12	13.19
Usually	30	32.97	42	46.15
Always	49	53.85	91	100.00
Frequency Missing = 111				

UHC - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	41	20.92	41	20.92
Good	90	45.92	131	66.84
Great	65	33.16	196	100.00
Frequency Missing = 6				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	30	14.85	30	14.85
Very Good	81	40.10	111	54.95
Good	69	34.16	180	89.11
Fair	14	6.93	194	96.04
Poor	2	0.99	196	97.03
Unknown/Did Not Answer	6	2.97	202	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	60	29.70	60	29.70
Very Good	84	41.58	144	71.29
Good	42	20.79	186	92.08
Fair	10	4.95	196	97.03
Poor	1	0.50	197	97.52
Unknown/Did Not Answer	5	2.48	202	100.00

UHC - 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	8	47.06	8	47.06
No	9	52.94	17	100.00
Frequency Missing = 185				

UHC - 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	29.41	5	29.41
Usually	2	11.76	7	41.18
Always	10	58.82	17	100.00
Frequency Missing = 185				

UHC - 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	13	76.47	13	76.47
Usually	1	5.88	14	82.35
Always	3	17.65	17	100.00
Frequency Missing = 185				

UHC - 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	14	82.35	14	82.35
Usually	1	5.88	15	88.24
Always	2	11.76	17	100.00
Frequency Missing = 185				

UHC - 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	63	32.31	63	32.31
No	132	67.69	195	100.00
Frequency Missing = 7				

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

The FREQ Procedure

RptCareMonths	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	57	90.48	57	90.48
No	6	9.52	63	100.00
Frequency Missing = 139				

UHC - Do you now need to take medicine prescribed by a doctor (not including birth control)?

The FREQ Procedure

The FREQ Procedure

TakeMed	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	132	67.35	132	67.35
No	64	32.65	196	100.00
Frequency Missing = 6				