

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	98	42.79	98	42.79
No	131	57.21	229	100.00
Frequency Missing = 3				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	11	11.70	11	11.70
Usually	20	21.28	31	32.98
Always	63	67.02	94	100.00
Frequency Missing = 138				

BCBS - 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	16	9.09	16	9.09
Usually	52	29.55	68	38.64
Always	108	61.36	176	100.00
Frequency Missing = 56				

BCBS - 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	143	73.71	143	73.71
No	51	26.29	194	100.00
Frequency Missing = 38				

BCBS - 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	107	54.87	107	54.87
No	88	45.13	195	100.00
Frequency Missing = 37				

BCBS - 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	102	96.23	102	96.23
No	4	3.77	106	100.00
Frequency Missing = 126				

BCBS - 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	76	71.70	76	71.70
No	30	28.30	106	100.00
Frequency Missing = 126				

BCBS - 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	78	73.58	78	73.58
No	28	26.42	106	100.00
Frequency Missing = 126				

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

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	17	8.72	17	8.72
Good	66	33.85	83	42.56
Great	112	57.44	195	100.00
Frequency Missing = 37				

BCBS - 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	18	9.28	18	9.28
Usually	59	30.41	77	39.69
Always	117	60.31	194	100.00
Frequency Missing = 38				

BCBS - 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	2.87	5	2.87
Usually	31	17.82	36	20.69
Always	138	79.31	174	100.00
Frequency Missing = 58				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	3.98	7	3.98
Usually	29	16.48	36	20.45
Always	140	79.55	176	100.00
Frequency Missing = 56				

BCBS - 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	7	3.98	7	3.98
Usually	25	14.20	32	18.18
Always	144	81.82	176	100.00
Frequency Missing = 56				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	9	5.11	9	5.11
Usually	40	22.73	49	27.84
Always	127	72.16	176	100.00
Frequency Missing = 56				

BCBS - 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	117	66.86	117	66.86
No	58	33.14	175	100.00
Frequency Missing = 57				

BCBS - 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	19	16.67	19	16.67
Usually	33	28.95	52	45.61
Always	62	54.39	114	100.00
Frequency Missing = 118				

BCBS - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	19	9.90	19	9.90
Good	39	20.31	58	30.21
Great	134	69.79	192	100.00
Frequency Missing = 40				

BCBS - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	135	58.19	135	58.19
No	97	41.81	232	100.00

BCBS - 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	19	14.18	19	14.18
Usually	41	30.60	60	44.78
Always	74	55.22	134	100.00
Frequency Missing = 98				

BCBS - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	16	12.21	16	12.21
Good	28	21.37	44	33.59
Great	87	66.41	131	100.00
Frequency Missing = 101				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	65	28.14	65	28.14
No	166	71.86	231	100.00
Frequency Missing = 1				

BCBS - 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	9	13.85	9	13.85
Usually	23	35.38	32	49.23
Always	33	50.77	65	100.00
Frequency Missing = 167				

BCBS - 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	3.13	2	3.13
Usually	9	14.06	11	17.19
Always	53	82.81	64	100.00
Frequency Missing = 168				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	48	21.43	48	21.43
No	176	78.57	224	100.00
Frequency Missing = 8				

BCBS - 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	19.57	9	19.57
Usually	16	34.78	25	54.35
Always	21	45.65	46	100.00
Frequency Missing = 186				

BCBS - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	41	18.14	41	18.14
Good	69	30.53	110	48.67
Great	116	51.33	226	100.00
Frequency Missing = 6				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	30	12.93	30	12.93
Very Good	87	37.50	117	50.43
Good	84	36.21	201	86.64
Fair	25	10.78	226	97.41
Poor	2	0.86	228	98.28
Unknown/Did Not Answer	4	1.72	232	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	57	24.57	57	24.57
Very Good	84	36.21	141	60.78
Good	69	29.74	210	90.52
Fair	16	6.90	226	97.41
Poor	2	0.86	228	98.28
Unknown/Did Not Answer	4	1.72	232	100.00

BCBS - 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	81	35.22	81	35.22
No	149	64.78	230	100.00
Frequency Missing = 2				

BCBS - 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	28	34.57	28	34.57
Usually	31	38.27	59	72.84
Always	22	27.16	81	100.00
Frequency Missing = 151				

BCBS - 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	41	17.90	41	17.90
No	188	82.10	229	100.00
Frequency Missing = 3				

BCBS - 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	40.00	16	40.00
Usually	11	27.50	27	67.50
Always	13	32.50	40	100.00
Frequency Missing = 192				

BCBS - 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	38	16.45	38	16.45
No	193	83.55	231	100.00
Frequency Missing = 1				

BCBS - 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	10	26.32	10	26.32
Usually	9	23.68	19	50.00
Always	19	50.00	38	100.00
Frequency Missing = 194				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	119	60.71	119	60.71
No	77	39.29	196	100.00
Frequency Missing = 36				

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

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	13	13.83	13	13.83
Usually	33	35.11	46	48.94
Always	48	51.06	94	100.00
Frequency Missing = 138				

BCBS - 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	9.38	9	9.38
Usually	29	30.21	38	39.58
Always	58	60.42	96	100.00
Frequency Missing = 136				

BCBS - 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	26	57.78	26	57.78
No	19	42.22	45	100.00
Frequency Missing = 187				

BCBS - 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	27	60.00	27	60.00
Usually	4	8.89	31	68.89
Always	14	31.11	45	100.00
Frequency Missing = 187				

BCBS - 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	36	81.82	36	81.82
Usually	5	11.36	41	93.18
Always	3	6.82	44	100.00
Frequency Missing = 188				

BCBS - 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	37	84.09	37	84.09
Usually	2	4.55	39	88.64
Always	5	11.36	44	100.00
Frequency Missing = 188				

BCBS - 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	80	35.09	80	35.09
No	148	64.91	228	100.00
Frequency Missing = 4				

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

The FREQ Procedure

RptCareMonths	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	68	85.00	68	85.00
No	12	15.00	80	100.00
Frequency Missing = 152				

BCBS - 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	153	67.70	153	67.70
No	73	32.30	226	100.00
Frequency Missing = 6				