

AETNA_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 | 140 | 40.11 | 140 | 40.11 |
| No | 209 | 59.89 | 349 | 100.00 |
| Frequency Missing = 3 | | | | |

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

The FREQ Procedure

| UrgentCareFast | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-------------------------|-----------|---------|----------------------|--------------------|
| Sometimes/Never | 10 | 7.25 | 10 | 7.25 |
| Usually | 35 | 25.36 | 45 | 32.61 |
| Always | 93 | 67.39 | 138 | 100.00 |
| Frequency Missing = 214 | | | | |

AETNA_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 | 37 | 12.89 | 37 | 12.89 |
| Usually | 84 | 29.27 | 121 | 42.16 |
| Always | 166 | 57.84 | 287 | 100.00 |
| Frequency Missing = 65 | | | | |

AETNA_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 | 21 | 6.71 | 21 | 6.71 |
| Good | 107 | 34.19 | 128 | 40.89 |
| Great | 185 | 59.11 | 313 | 100.00 |
| Frequency Missing = 39 | | | | |

AETNA_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 | 22 | 7.07 | 22 | 7.07 |
| Usually | 89 | 28.62 | 111 | 35.69 |
| Always | 200 | 64.31 | 311 | 100.00 |
| Frequency Missing = 41 | | | | |

AETNA_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 | 10 | 3.30 | 10 | 3.30 |
| Usually | 62 | 20.46 | 72 | 23.76 |
| Always | 231 | 76.24 | 303 | 100.00 |
| Frequency Missing = 49 | | | | |

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

The FREQ Procedure

| DrListen | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Sometimes/Never | 16 | 5.28 | 16 | 5.28 |
| Usually | 54 | 17.82 | 70 | 23.10 |
| Always | 233 | 76.90 | 303 | 100.00 |
| Frequency Missing = 49 | | | | |

AETNA_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 | 10 | 3.30 | 10 | 3.30 |
| Usually | 44 | 14.52 | 54 | 17.82 |
| Always | 249 | 82.18 | 303 | 100.00 |
| Frequency Missing = 49 | | | | |

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

The FREQ Procedure

| DrTime | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Sometimes/Never | 16 | 5.33 | 16 | 5.33 |
| Usually | 77 | 25.67 | 93 | 31.00 |
| Always | 207 | 69.00 | 300 | 100.00 |
| Frequency Missing = 52 | | | | |

AETNA_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 | 203 | 67.22 | 203 | 67.22 |
| No | 99 | 32.78 | 302 | 100.00 |
| Frequency Missing = 50 | | | | |

AETNA_COMMERCIAL - 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 | 21 | 10.61 | 21 | 10.61 |
| Usually | 54 | 27.27 | 75 | 37.88 |
| Always | 123 | 62.12 | 198 | 100.00 |
| Frequency Missing = 154 | | | | |

AETNA_COMMERCIAL - How would you rate your personal doctor?

The FREQ Procedure

| DrRate | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Bad | 18 | 5.49 | 18 | 5.49 |
| Good | 67 | 20.43 | 85 | 25.91 |
| Great | 243 | 74.09 | 328 | 100.00 |
| Frequency Missing = 24 | | | | |

AETNA_COMMERCIAL - Did you visit a specialist?

The FREQ Procedure

| Specialist | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------------------|-----------|---------|----------------------|--------------------|
| Yes | 206 | 58.86 | 206 | 58.86 |
| No | 144 | 41.14 | 350 | 100.00 |
| Frequency Missing = 2 | | | | |

AETNA_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 | 29 | 14.15 | 29 | 14.15 |
| Usually | 66 | 32.20 | 95 | 46.34 |
| Always | 110 | 53.66 | 205 | 100.00 |
| Frequency Missing = 147 | | | | |

AETNA_COMMERCIAL - How would you rate your specialist?

The FREQ Procedure

| SpecialistRate | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-------------------------|-----------|---------|----------------------|--------------------|
| Bad | 11 | 5.70 | 11 | 5.70 |
| Good | 46 | 23.83 | 57 | 29.53 |
| Great | 136 | 70.47 | 193 | 100.00 |
| Frequency Missing = 159 | | | | |

AETNA_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 | 129 | 38.51 | 129 | 38.51 |
| No | 206 | 61.49 | 335 | 100.00 |
| Frequency Missing = 17 | | | | |

AETNA_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 | 33 | 25.78 | 33 | 25.78 |
| Usually | 45 | 35.16 | 78 | 60.94 |
| Always | 50 | 39.06 | 128 | 100.00 |
| Frequency Missing = 224 | | | | |

AETNA_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 | 10 | 7.81 | 10 | 7.81 |
| Usually | 36 | 28.13 | 46 | 35.94 |
| Always | 82 | 64.06 | 128 | 100.00 |
| Frequency Missing = 224 | | | | |

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

The FREQ Procedure

| Forms | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Yes | 66 | 19.76 | 66 | 19.76 |
| No | 268 | 80.24 | 334 | 100.00 |
| Frequency Missing = 18 | | | | |

AETNA_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 | 9 | 13.64 | 9 | 13.64 |
| Usually | 35 | 53.03 | 44 | 66.67 |
| Always | 22 | 33.33 | 66 | 100.00 |
| Frequency Missing = 286 | | | | |

AETNA_COMMERCIAL - How would you rate your health plan?

The FREQ Procedure

| PlanRate | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Bad | 57 | 16.72 | 57 | 16.72 |
| Good | 129 | 37.83 | 186 | 54.55 |
| Great | 155 | 45.45 | 341 | 100.00 |
| Frequency Missing = 11 | | | | |

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

The FREQ Procedure

| OverallHealthRate | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Excellent | 30 | 8.52 | 30 | 8.52 |
| Very Good | 142 | 40.34 | 172 | 48.86 |
| Good | 127 | 36.08 | 299 | 84.94 |
| Fair | 35 | 9.94 | 334 | 94.89 |
| Poor | 5 | 1.42 | 339 | 96.31 |
| Unknown/Did Not Answer | 13 | 3.69 | 352 | 100.00 |

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

The FREQ Procedure

| MentalHealthRate | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Excellent | 96 | 27.27 | 96 | 27.27 |
| Very Good | 142 | 40.34 | 238 | 67.61 |
| Good | 74 | 21.02 | 312 | 88.64 |
| Fair | 24 | 6.82 | 336 | 95.45 |
| Poor | 5 | 1.42 | 341 | 96.88 |
| Unknown/Did Not Answer | 11 | 3.13 | 352 | 100.00 |

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

The FREQ Procedure

| ClaimsSend | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Yes | 182 | 63.41 | 182 | 63.41 |
| No | 105 | 36.59 | 287 | 100.00 |
| Frequency Missing = 65 | | | | |

AETNA_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 | 20 | 13.89 | 20 | 13.89 |
| Usually | 53 | 36.81 | 73 | 50.69 |
| Always | 71 | 49.31 | 144 | 100.00 |
| Frequency Missing = 208 | | | | |

AETNA_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 | 18 | 12.59 | 18 | 12.59 |
| Usually | 45 | 31.47 | 63 | 44.06 |
| Always | 80 | 55.94 | 143 | 100.00 |
| Frequency Missing = 209 | | | | |

AETNA_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 | 38 | 58.46 | 38 | 58.46 |
| No | 27 | 41.54 | 65 | 100.00 |
| Frequency Missing = 287 | | | | |

AETNA_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 | 21 | 34.43 | 21 | 34.43 |
| Usually | 13 | 21.31 | 34 | 55.74 |
| Always | 27 | 44.26 | 61 | 100.00 |
| Frequency Missing = 291 | | | | |

AETNA_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 | 41 | 66.13 | 41 | 66.13 |
| Usually | 9 | 14.52 | 50 | 80.65 |
| Always | 12 | 19.35 | 62 | 100.00 |
| Frequency Missing = 290 | | | | |

AETNA_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 | 44 | 70.97 | 44 | 70.97 |
| Usually | 10 | 16.13 | 54 | 87.10 |
| Always | 8 | 12.90 | 62 | 100.00 |
| Frequency Missing = 290 | | | | |