

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	23	42.59	23	42.59
No	31	57.41	54	100.00

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Usually	8	36.36	8	36.36
Always	14	63.64	22	100.00
Frequency Missing = 32				

CIGNA - 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	7	17.95	7	17.95
Usually	12	30.77	19	48.72
Always	20	51.28	39	100.00
Frequency Missing = 15				

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

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	5	12.20	5	12.20
Good	20	48.78	25	60.98
Great	16	39.02	41	100.00
Frequency Missing = 13				

CIGNA - 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	4	9.76	4	9.76
Usually	19	46.34	23	56.10
Always	18	43.90	41	100.00
Frequency Missing = 13				

CIGNA - How often did your doctor explain things in a way that was easy to understand?

The FREQ Procedure

The FREQ Procedure

DrUnderstand	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	1	2.56	1	2.56
Usually	8	20.51	9	23.08
Always	30	76.92	39	100.00
Frequency Missing = 15				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	1	2.56	1	2.56
Usually	7	17.95	8	20.51
Always	31	79.49	39	100.00
Frequency Missing = 15				

CIGNA - 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	2	5.13	2	5.13
Usually	5	12.82	7	17.95
Always	32	82.05	39	100.00
Frequency Missing = 15				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	2	5.13	2	5.13
Usually	7	17.95	9	23.08
Always	30	76.92	39	100.00
Frequency Missing = 15				

CIGNA - 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	28	75.68	28	75.68
No	9	24.32	37	100.00
Frequency Missing = 17				

CIGNA - 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	6	21.43	6	21.43
Usually	11	39.29	17	60.71
Always	11	39.29	28	100.00
Frequency Missing = 26				

CIGNA - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	2	5.00	2	5.00
Good	15	37.50	17	42.50
Great	23	57.50	40	100.00
Frequency Missing = 14				

CIGNA - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	27	50.00	27	50.00
No	27	50.00	54	100.00

CIGNA - 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	4	14.81	4	14.81
Usually	7	25.93	11	40.74
Always	16	59.26	27	100.00
Frequency Missing = 27				

CIGNA - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	2	7.69	2	7.69
Good	8	30.77	10	38.46
Great	16	61.54	26	100.00
Frequency Missing = 28				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	17	31.48	17	31.48
No	37	68.52	54	100.00

CIGNA - 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	4	23.53	4	23.53
Usually	4	23.53	8	47.06
Always	9	52.94	17	100.00
Frequency Missing = 37				

CIGNA - 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	11.76	2	11.76
Usually	1	5.88	3	17.65
Always	14	82.35	17	100.00
Frequency Missing = 37				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	10	18.52	10	18.52
No	44	81.48	54	100.00

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

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	1	10.00	1	10.00
Usually	6	60.00	7	70.00
Always	3	30.00	10	100.00
Frequency Missing = 44				

CIGNA - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	12	22.22	12	22.22
Good	21	38.89	33	61.11
Great	21	38.89	54	100.00

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	6	11.11	6	11.11
Very Good	18	33.33	24	44.44
Good	24	44.44	48	88.89
Fair	6	11.11	54	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	10	18.52	10	18.52
Very Good	23	42.59	33	61.11
Good	18	33.33	51	94.44
Fair	3	5.56	54	100.00

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	16	35.56	16	35.56
No	29	64.44	45	100.00
Frequency Missing = 9				

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

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	2	18.18	2	18.18
Usually	3	27.27	5	45.45
Always	6	54.55	11	100.00
Frequency Missing = 43				

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

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	1	9.09	1	9.09
Usually	6	54.55	7	63.64
Always	4	36.36	11	100.00
Frequency Missing = 43				

CIGNA - 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	3	60.00	3	60.00
No	2	40.00	5	100.00
Frequency Missing = 49				

CIGNA - 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	3	60.00	3	60.00
Usually	1	20.00	4	80.00
Always	1	20.00	5	100.00
Frequency Missing = 49				

CIGNA - 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	3	60.00	3	60.00
Usually	2	40.00	5	100.00
Frequency Missing = 49				

CIGNA - 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	3	60.00	3	60.00
Usually	1	20.00	4	80.00
Always	1	20.00	5	100.00
Frequency Missing = 49				