

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	62	43.97	62	43.97
No	79	56.03	141	100.00
Frequency Missing = 2				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	11	18.64	11	18.64
Usually	9	15.25	20	33.90
Always	39	66.10	59	100.00
Frequency Missing = 84				

UHC_MEDICARE - 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	21	23.08	21	23.08
Usually	21	23.08	42	46.15
Always	49	53.85	91	100.00
Frequency Missing = 52				

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

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	13	12.87	13	12.87
Good	27	26.73	40	39.60
Great	61	60.40	101	100.00
Frequency Missing = 42				

UHC_MEDICARE - 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	12	11.88	12	11.88
Usually	27	26.73	39	38.61
Always	62	61.39	101	100.00
Frequency Missing = 42				

UHC_MEDICARE - 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	4	5.06	4	5.06
Usually	10	12.66	14	17.72
Always	65	82.28	79	100.00
Frequency Missing = 64				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	6	7.59	6	7.59
Usually	11	13.92	17	21.52
Always	62	78.48	79	100.00
Frequency Missing = 64				

UHC_MEDICARE - 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	4	5.00	4	5.00
Usually	9	11.25	13	16.25
Always	67	83.75	80	100.00
Frequency Missing = 63				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	5	6.25	5	6.25
Usually	23	28.75	28	35.00
Always	52	65.00	80	100.00
Frequency Missing = 63				

UHC_MEDICARE - 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	47	59.49	47	59.49
No	32	40.51	79	100.00
Frequency Missing = 64				

UHC_MEDICARE - 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	5	10.64	5	10.64
Usually	16	34.04	21	44.68
Always	26	55.32	47	100.00
Frequency Missing = 96				

UHC_MEDICARE - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	10	10.10	10	10.10
Good	21	21.21	31	31.31
Great	68	68.69	99	100.00
Frequency Missing = 44				

UHC_MEDICARE - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	61	43.26	61	43.26
No	80	56.74	141	100.00
Frequency Missing = 2				

UHC_MEDICARE - 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	13	21.31	13	21.31
Usually	18	29.51	31	50.82
Always	30	49.18	61	100.00
Frequency Missing = 82				

UHC_MEDICARE - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	5	8.77	5	8.77
Good	17	29.82	22	38.60
Great	35	61.40	57	100.00
Frequency Missing = 86				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	48	34.29	48	34.29
No	92	65.71	140	100.00
Frequency Missing = 3				

UHC_MEDICARE - 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	5	10.42	5	10.42
Usually	16	33.33	21	43.75
Always	27	56.25	48	100.00
Frequency Missing = 95				

UHC_MEDICARE - 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	1	2.08	1	2.08
Usually	9	18.75	10	20.83
Always	38	79.17	48	100.00
Frequency Missing = 95				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	47	34.81	47	34.81
No	88	65.19	135	100.00
Frequency Missing = 8				

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

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	15.22	7	15.22
Usually	11	23.91	18	39.13
Always	28	60.87	46	100.00
Frequency Missing = 97				

UHC_MEDICARE - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	21	15.22	21	15.22
Good	32	23.19	53	38.41
Great	85	61.59	138	100.00
Frequency Missing = 5				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	21	14.69	21	14.69
Very Good	52	36.36	73	51.05
Good	41	28.67	114	79.72
Fair	23	16.08	137	95.80
Poor	4	2.80	141	98.60
Unknown/Did Not Answer	2	1.40	143	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	24	16.78	24	16.78
Very Good	31	21.68	55	38.46
Good	44	30.77	99	69.23
Fair	33	23.08	132	92.31
Poor	9	6.29	141	98.60
Unknown/Did Not Answer	2	1.40	143	100.00