

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	66	33.67	66	33.67
No	130	66.33	196	100.00
Frequency Missing = 2				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	3	4.69	3	4.69
Usually	13	20.31	16	25.00
Always	48	75.00	64	100.00
Frequency Missing = 134				

BCBSKC_Good_Health - 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	15	9.93	15	9.93
Usually	48	31.79	63	41.72
Always	88	58.28	151	100.00
Frequency Missing = 47				

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

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	15	9.62	15	9.62
Good	53	33.97	68	43.59
Great	88	56.41	156	100.00
Frequency Missing = 42				

BCBSKC_Good_Health - 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	9	5.81	9	5.81
Usually	64	41.29	73	47.10
Always	82	52.90	155	100.00
Frequency Missing = 43				

BCBSKC_Good_Health - 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	3	2.00	3	2.00
Usually	29	19.33	32	21.33
Always	118	78.67	150	100.00
Frequency Missing = 48				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	6	4.00	6	4.00
Usually	26	17.33	32	21.33
Always	118	78.67	150	100.00
Frequency Missing = 48				

BCBSKC_Good_Health - 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	2.67	4	2.67
Usually	19	12.67	23	15.33
Always	127	84.67	150	100.00
Frequency Missing = 48				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	10	6.67	10	6.67
Usually	32	21.33	42	28.00
Always	108	72.00	150	100.00
Frequency Missing = 48				

BCBSKC_Good_Health - 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	96	66.21	96	66.21
No	49	33.79	145	100.00
Frequency Missing = 53				

BCBSKC_Good_Health - How often did your personal doctor seem informed with care you received from other doctors or providers?

The FREQ Procedure

DrInformedMultiDr	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	12	12.77	12	12.77
Usually	25	26.60	37	39.36
Always	57	60.64	94	100.00
Frequency Missing = 104				

BCBSKC_Good_Health - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	16	8.79	16	8.79
Good	41	22.53	57	31.32
Great	125	68.68	182	100.00
Frequency Missing = 16				

BCBSKC_Good_Health - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	121	61.73	121	61.73
No	75	38.27	196	100.00
Frequency Missing = 2				

BCBSKC_Good_Health - 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	17	14.17	17	14.17
Usually	37	30.83	54	45.00
Always	66	55.00	120	100.00
Frequency Missing = 78				

BCBSKC_Good_Health - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	7	5.88	7	5.88
Good	29	24.37	36	30.25
Great	83	69.75	119	100.00
Frequency Missing = 79				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	77	39.29	77	39.29
No	119	60.71	196	100.00
Frequency Missing = 2				

BCBSKC_Good_Health - 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	10	13.16	10	13.16
Usually	21	27.63	31	40.79
Always	45	59.21	76	100.00
Frequency Missing = 122				

BCBSKC_Good_Health - 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	3	3.95	3	3.95
Usually	14	18.42	17	22.37
Always	59	77.63	76	100.00
Frequency Missing = 122				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	57	30.16	57	30.16
No	132	69.84	189	100.00
Frequency Missing = 9				

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

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	8	14.55	8	14.55
Usually	28	50.91	36	65.45
Always	19	34.55	55	100.00
Frequency Missing = 143				

BCBSKC_Good_Health - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	13	6.70	13	6.70
Good	60	30.93	73	37.63
Great	121	62.37	194	100.00
Frequency Missing = 4				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	18	9.09	18	9.09
Very Good	68	34.34	86	43.43
Good	81	40.91	167	84.34
Fair	24	12.12	191	96.46
Poor	4	2.02	195	98.48
Unknown/Did Not Answer	3	1.52	198	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	45	22.73	45	22.73
Very Good	81	40.91	126	63.64
Good	47	23.74	173	87.37
Fair	19	9.60	192	96.97
Poor	2	1.01	194	97.98
Unknown/Did Not Answer	4	2.02	198	100.00

BCBSKC_Good_Health - Have you had a flu shot or flu spray administration since July 1 2020?

The FREQ Procedure

FluTreat	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	115	60.53	115	60.53
No	75	39.47	190	100.00
Frequency Missing = 8				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	98	59.39	98	59.39
No	67	40.61	165	100.00
Frequency Missing = 33				

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

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	7.53	7	7.53
Usually	28	30.11	35	37.63
Always	58	62.37	93	100.00
Frequency Missing = 105				

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

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	5	5.49	5	5.49
Usually	19	20.88	24	26.37
Always	67	73.63	91	100.00
Frequency Missing = 107				

BCBSKC_Good_Health - 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	23	69.70	23	69.70
No	10	30.30	33	100.00
Frequency Missing = 165				

BCBSKC_Good_Health - 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	12	37.50	12	37.50
Usually	7	21.88	19	59.38
Always	13	40.63	32	100.00
Frequency Missing = 166				

BCBSKC_Good_Health - 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	20	62.50	20	62.50
Usually	5	15.63	25	78.13
Always	7	21.88	32	100.00
Frequency Missing = 166				

BCBSKC_Good_Health - 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	22	68.75	22	68.75
Usually	5	15.63	27	84.38
Always	5	15.63	32	100.00
Frequency Missing = 166				