

Cigna\_STL\_Adult - Did you have an illness, injury or condition that needed care right away?

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	19	39.58	19	39.58
No	29	60.42	48	100.00

Cigna\_STL\_Adult - How often did you get care as soon as you needed?

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	4	21.05	4	21.05
Usually	4	21.05	8	42.11
Always	11	57.89	19	100.00
Frequency Missing = 29				

Cigna\_STL\_Adult - 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	5	15.63	5	15.63
Usually	8	25.00	13	40.63
Always	19	59.38	32	100.00
Frequency Missing = 16				

Cigna\_STL\_Adult - How would you rate your health care quality in the last six months?

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	4	12.50	4	12.50
Good	10	31.25	14	43.75
Great	18	56.25	32	100.00
Frequency Missing = 16				

Cigna\_STL\_Adult - 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	3	9.68	3	9.68
Usually	11	35.48	14	45.16
Always	17	54.84	31	100.00
Frequency Missing = 17				

Cigna\_STL\_Adult - 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
Usually	11	31.43	11	31.43
Always	24	68.57	35	100.00
Frequency Missing = 13				

Cigna\_STL\_Adult - How often did your personal doctor listen to you?

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	1	2.86	1	2.86
Usually	7	20.00	8	22.86
Always	27	77.14	35	100.00
Frequency Missing = 13				

Cigna\_STL\_Adult - How often did your personal doctor show respect for what you had to say?

The FREQ Procedure

DrRespect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Usually	8	22.86	8	22.86
Always	27	77.14	35	100.00
Frequency Missing = 13				

Cigna\_STL\_Adult - How often did your personal doctor spend enough time with you?

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	3	8.57	3	8.57
Usually	8	22.86	11	31.43
Always	24	68.57	35	100.00
Frequency Missing = 13				

Cigna\_STL\_Adult - 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	27	77.14	27	77.14
No	8	22.86	35	100.00
Frequency Missing = 13				

Cigna\_STL\_Adult - 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	6	22.22	6	22.22
Usually	6	22.22	12	44.44
Always	15	55.56	27	100.00
Frequency Missing = 21				

Cigna\_STL\_Adult - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	2	5.41	2	5.41
Good	13	35.14	15	40.54
Great	22	59.46	37	100.00
Frequency Missing = 11				

Cigna\_STL\_Adult - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	27	56.25	27	56.25
No	21	43.75	48	100.00

Cigna\_STL\_Adult - 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	6	22.22	6	22.22
Usually	9	33.33	15	55.56
Always	12	44.44	27	100.00
Frequency Missing = 21				

Cigna\_STL\_Adult - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	4	14.81	4	14.81
Good	6	22.22	10	37.04
Great	17	62.96	27	100.00
Frequency Missing = 21				

Cigna\_STL\_Adult - Did you get information or help from your health plan's customer services?

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	16	33.33	16	33.33
No	32	66.67	48	100.00

Cigna\_STL\_Adult - 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	1	6.25	1	6.25
Usually	8	50.00	9	56.25
Always	7	43.75	16	100.00
Frequency Missing = 32				

Cigna\_STL\_Adult - 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
Usually	4	25.00	4	25.00
Always	12	75.00	16	100.00
Frequency Missing = 32				

Cigna\_STL\_Adult - Did you have to fill out any forms with your health plan?

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	7	14.58	7	14.58
No	41	85.42	48	100.00

Cigna\_STL\_Adult - How often were forms from your health plan easy to fill out?

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	2	33.33	2	33.33
Usually	4	66.67	6	100.00
Frequency Missing = 42				

Cigna\_STL\_Adult - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	9	18.75	9	18.75
Good	17	35.42	26	54.17
Great	22	45.83	48	100.00

Cigna\_STL\_Adult - In general, how would you rate your overall health?

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	5	10.42	5	10.42
Very Good	24	50.00	29	60.42
Good	16	33.33	45	93.75
Fair	3	6.25	48	100.00

Cigna\_STL\_Adult - In general, how would you rate your overall mental or emotional health?

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	10	20.83	10	20.83
Very Good	18	37.50	28	58.33
Good	17	35.42	45	93.75
Fair	3	6.25	48	100.00

Cigna\_STL\_Adult - 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	22	45.83	22	45.83
No	26	54.17	48	100.00

Cigna\_STL\_Adult - Did you file any claims for care to your health plan?

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	18	50.00	18	50.00
No	18	50.00	36	100.00
Frequency Missing = 12				

Cigna\_STL\_Adult - 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	14.29	2	14.29
Usually	5	35.71	7	50.00
Always	7	50.00	14	100.00
Frequency Missing = 34				

Cigna\_STL\_Adult - 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	6.67	1	6.67
Usually	4	26.67	5	33.33
Always	10	66.67	15	100.00
Frequency Missing = 33				

Cigna\_STL\_Adult - 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	100.00	3	100.00
Frequency Missing = 45				

Cigna\_STL\_Adult - 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	1	33.33	1	33.33
Always	2	66.67	3	100.00
Frequency Missing = 45				

Cigna\_STL\_Adult - 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	2	66.67	2	66.67
Always	1	33.33	3	100.00
Frequency Missing = 45				

Cigna\_STL\_Adult - 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	2	66.67	2	66.67
Usually	1	33.33	3	100.00
Frequency Missing = 45				