

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	28	16.47	28	16.47
No	142	83.53	170	100.00
Frequency Missing = 2				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	1	3.57	1	3.57
Usually	1	3.57	2	7.14
Always	26	92.86	28	100.00
Frequency Missing = 144				

uhc_community_plan - 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	11	11.11	11	11.11
Usually	16	16.16	27	27.27
Always	72	72.73	99	100.00
Frequency Missing = 73				

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

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	7	6.86	7	6.86
Good	21	20.59	28	27.45
Great	74	72.55	102	100.00
Frequency Missing = 70				

uhc_community_plan - 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	6	5.83	6	5.83
Usually	24	23.30	30	29.13
Always	73	70.87	103	100.00
Frequency Missing = 69				

uhc_community_plan - 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	2	2.06	2	2.06
Usually	11	11.34	13	13.40
Always	84	86.60	97	100.00
Frequency Missing = 75				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	3	3.09	3	3.09
Usually	9	9.28	12	12.37
Always	85	87.63	97	100.00
Frequency Missing = 75				

uhc_community_plan - 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	2.06	2	2.06
Usually	9	9.28	11	11.34
Always	86	88.66	97	100.00
Frequency Missing = 75				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	4	4.08	4	4.08
Usually	15	15.31	19	19.39
Always	79	80.61	98	100.00
Frequency Missing = 74				

uhc_community_plan - 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	39	40.21	39	40.21
No	58	59.79	97	100.00
Frequency Missing = 75				

uhc_community_plan - 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	3	7.89	3	7.89
Usually	8	21.05	11	28.95
Always	27	71.05	38	100.00
Frequency Missing = 134				

uhc_community_plan - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	4	2.86	4	2.86
Good	30	21.43	34	24.29
Great	106	75.71	140	100.00
Frequency Missing = 32				

uhc_community_plan - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	31	18.67	31	18.67
No	135	81.33	166	100.00
Frequency Missing = 6				

uhc_community_plan - 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	13.79	4	13.79
Usually	11	37.93	15	51.72
Always	14	48.28	29	100.00
Frequency Missing = 143				

uhc_community_plan - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	2	6.90	2	6.90
Good	6	20.69	8	27.59
Great	21	72.41	29	100.00
Frequency Missing = 143				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	29	17.37	29	17.37
No	138	82.63	167	100.00
Frequency Missing = 5				

uhc_community_plan - 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	3	10.71	3	10.71
Usually	5	17.86	8	28.57
Always	20	71.43	28	100.00
Frequency Missing = 144				

uhc_community_plan - 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	7.41	2	7.41
Always	25	92.59	27	100.00
Frequency Missing = 145				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	45	26.79	45	26.79
No	123	73.21	168	100.00
Frequency Missing = 4				

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

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	3	6.82	3	6.82
Usually	19	43.18	22	50.00
Always	22	50.00	44	100.00
Frequency Missing = 128				

uhc_community_plan - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	14	8.19	14	8.19
Good	29	16.96	43	25.15
Great	128	74.85	171	100.00
Frequency Missing = 1				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	67	38.95	67	38.95
Very Good	70	40.70	137	79.65
Good	27	15.70	164	95.35
Fair	6	3.49	170	98.84
Poor	1	0.58	171	99.42
Unknown/Did Not Answer	1	0.58	172	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	60	34.88	60	34.88
Very Good	53	30.81	113	65.70
Good	34	19.77	147	85.47
Fair	15	8.72	162	94.19
Poor	9	5.23	171	99.42
Unknown/Did Not Answer	1	0.58	172	100.00