



Oregon Health Plan: Special Populations  
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2016



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## METHODOLOGY

### Introduction

This banner book report summarizes the results of the 2016 CAHPS© Medicaid survey of Oregon Health Plan: Special Populations members. A total of 17 health CCOs participated in the survey. It was administered over a twelve-week period using a mixed-mode (mail and telephone) six-wave protocol. This protocol consisted of a pre-notification letter, an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents. Phone follow-up was conducted for members who had not responded to the mailings. Respondents were surveyed in English and Spanish. DataStat administered the survey under contract with the State of Oregon Department of Human Services.

### Survey Milestones

Pre-notification letters mailed:	January 14, 2016
1st mailing of survey packets:	January 21, 2016
1st mailing of reminder postcards:	January 28, 2016
2nd mailing of survey packets:	February 18, 2016
2nd mailing of reminder postcards:	February 26, 2016
Phone follow-up start:	March 14, 2016
Mail and phone field terminated:	April 10, 2016

### Sampling

The sampling plan for the adult and child surveys called for an initial random sample of 900 eligible members per CCO in each age group. There was one plan, HealthShare, that sampled 2700 members - 900 members from each of the three counties that make up HealthShare.

To achieve sufficient cases in each race/ethnicity category for analysis, adult and child oversamples of 113 eligible members were drawn for the African/American, Asian, American Indian, and Unknown/Other race/ethnicity subgroups identified in the sample frame. Adults were defined as members aged 18 years or older and children as 17 years old or younger, both as of December 31, 2015. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of December 31, 2015. The final selected sample consisted of 17,552 adult and 17,552 child OHP enrollees.

### Questionnaires

The instruments selected for the survey were adaptations of the CAHPS© 5.0 adult and child core questionnaires for use in assessing the performance of CCOs. CAHPS© supplemental questions as well as OHP-specific items were added to the instruments.

### Selection of Cases for Analysis

Surveys were considered complete if respondents did not say 'No' to Q1 and if they provided a valid response to at least one non OHP-specific question.

## Composites, Overall Ratings, and Measures for Reporting

In addition to responses by individual question, the CAHPS® 5.0 questionnaire yields several types of results for reporting. *Composite scores* summarize responses in key areas of member experience. Five composites are calculated for the adult and child instruments: *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctors Communicate*, and *Health Plan Customer Service*, and *Shared Decision Making*. Global or overall ratings measure respondents' assessments, using a scale of 0 to 10, of their health plan, health care, personal doctor, and specialist. In the child questionnaire, an additional set of three *Reporting Measures* are possible. These measures cover topics called *Access to Specialized Services*, *Family Centered Care*, and *Coordination of Care*.

The questions for each composite, overall rating, and reporting measure are listed below, with their locations in the adult and child questionnaires, respectively, as well as the topics addressed by the item.

### **Composite: Getting Needed Care**

Q14/15. Got care, tests or treatment you thought you needed

Q25/46. Getting appointments with specialists

### **Composite: Getting Care Quickly**

Q4/4. Got care for illness/injury/condition as soon as you thought you/child needed

Q6/6. Got an appt. for routine care as soon as you thought you/child needed

### **Composite: How Well Doctors Communicate**

Q17/32. Personal doctor explained things in a way that was easy to understand

Q18/33. Personal doctor listened carefully to you

Q19/34. Personal doctor showed respect for what you had to say

Q20/37. Personal doctor spent enough time with you/your child

### **Composite: Customer Service**

Q31/50. Health plan's customer service gave needed information or help

Q32/51. Treated with courtesy and respect by health plan's customer service staff

### **Composite: Shared Decision Making**

Q10/11. Doctor talked about reasons you might want to take a medicine

Q11/12. Doctor talked about reasons you might not want to take a medicine

Q12/13. Doctor talked about what you thought was best for you when discussing a medication

### **Rating Questions**

Q13/14. Rating of all health care

Q23/41. Rating of personal doctor

Q27/47. Rating of specialist doctor

Q35/54. Rating of health plan

### **Composite: Access to Specialized Services (Child only)**

Q--/20. Getting special medical equipment or devices for your child

Q--/23. Getting special therapy (physical, occupational, speech) for your child

Q--/26. Getting treatment or counseling for your child

### **Composite: Family Centered Care: Personal Doctor Who Knows Child (Child only)**

Q--/38. Child's personal doctor talked with you about how child is feeling, growing, behaving

Q--/43. Child's personal doctor understands how child's health conditions affect child's day-to-day life

Q--/44. Child's personal doctor understands how child's health conditions affect family's day-to-day life

### **Composite: Coordination of Care for Children with Chronic Conditions (Child only)**

Q--/18. Got help contacting school and daycare from someone at health plan or doctor's office

Q--/29. Got help coordinating care among providers from someone at health plan or doctor's office

## Comparisons, Statistical Testing, Scoring, and Weighting

In the tables, results are presented for all questionnaire items, reporting measures, and composites, by OHP overall, age category, race/ethnicity, health status, and gender. If any demographic subgroup has fewer than 11 respondents then the data in that demographic subgroup are suppressed, no cases will be presented in the column. Suppressed banner points are marked with a '###' on the banner point label. Some banner points have zero respondents, these banner points are marked with a '#' on the banner point label.

Significance testing was conducted between overall OHP results and plan or demographic subgroup results. Statistically significant differences were determined with binomial and t-tests, using a significance level of .05 or less. Tests were considered valid when the number of cases used to compute the score was 50 or greater and there was non-zero variation in the tested groups. The symbol '~' is used to indicate the test was not valid. For comparisons with statistically significant differences, a star (\*) is found to the right of the relevant percentage in the table.

For rating, composite, and reporting measure questions, responses grouped together as scores offer a means of comparing performance across plans and other subgroups. Scores are usually designed to capture respondents' positive experiences. Thus, in rating questions, for example, responses of 8, 9, or 10 represent a positive experience, as do responses of 'Usually' or 'Always' to questions that make up the composites and most of the reporting measures. To make these scores easily available to users, positive responses have been set apart in the banner tables and labelled as 'Nets'. A net score preceded by '#' signifies the most inclusive grouping (i.e. 8, 9, and 10), whereas a net score preceded by the label 'Score 2' represents the least inclusive grouping (i.e. 9 and 10).

Data presented in the banner books were weighted to reflect each race/ethnicity subgroup's actual distribution in the total eligible population. A weight unique to each race/ethnicity subgroup (White, Unknown, Black/African-American, Asian, Pacific Islander, and American Indian or Alaska Native) and age category (adults and children) was constructed by applying the percentage of members by race/ethnicity subgroup in the population to the corresponding percentages in the completed cases.

# Sample Disposition

## Special Populations

Category	Adult	Child
<b>**First mailing - sent</b>	17552	17552
<b>*First mailing - usable survey returned</b>	3125	2356
<b>Second mailing - sent</b>	13870	14401
<b>*Second mailing - usable survey returned</b>	1135	1052
<b>*Phone - usable surveys</b>	1529	2370
<b>Total - usable surveys</b>	5789	5778
<b>†Ineligible: According to population criteria‡</b>	439	327
<b>†Ineligible: Deceased</b>	38	2
<b>†Ineligible: Mentally or physically unable to complete survey</b>	952	896
<b>†Ineligible: Language barrier</b>	92	99
<b>Incorrect address AND incorrect phone number</b>	170	0
<b>Refusal/Returned survey blank</b>	893	931
<b>Nonresponse - Unavailable by mail or phone</b>	9179	9519
<b>Adjusted Response Rate</b>	<b>36.1%</b>	<b>35.6%</b>

\*Included in response rate numerator

†Excluded from adjusted response rate denominator

‡Population criteria: The designated respondent must be enrolled in the health plan and meet the age requirements of the survey methodology.

Note: *Adjusted Response Rate = Total Usable Surveys / Total Eligible Cases*

## Response/Non-Response Comparison

Presented below is a comparison, by age and gender within each age category, of respondents and non-respondents, all of whom were part of the random sample for the Oregon CAHPS© 2016 survey.

**Non-Respondents** are members or member proxys who decided not to participate in the study by mail or phone. This group includes two types of non-respondents:

- 1) Members who passively refused by not returning the questionnaire mailed to their household and/or not answering questions over the phone.
- 2) Members who actively refused, either by contacting DataStat or by declining to participate when DataStat attempted to reach them by phone.

The category labeled **Respondents** includes members or member proxys who completed the questionnaire either by mail or phone.

### Adult

Gender / Age	Non-Respondents	Respondents	Difference
Male	4248 44.7%	2412 41.7%	-3.00%
Female	5263 55.3%	3377 58.3%	3.00%
18-24	1885 19.8%	601 10.4%	-9.44%
25-34	2734 28.7%	1025 17.7%	-11.04%
35-44	1918 20.2%	914 15.8%	-4.38%
45-54	1512 15.9%	1225 21.2%	5.26%
55-64	1072 11.3%	1588 27.4%	16.16%
65-74	233 2.4%	278 4.8%	2.35%
75 or Older	157 1.7%	158 2.7%	1.08%

### Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	4941 50.8%	3012 52.1%	1.37%
Female	4793 49.2%	2766 47.9%	-1.37%
<3	1943 20.0%	1032 17.9%	-2.10%
4-7	2382 24.5%	1434 24.8%	0.35%
8-12	2834 29.1%	1716 29.7%	0.58%
13 or older	2575 26.5%	1596 27.6%	1.17%

Q1 OUR RECORDS SHOW THAT YOU ARE NOW IN <HEALTH PLAN>. IS THAT RIGHT?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	OTH-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
Q1 YES	5696 100%	517 100%	917 100%	849 100%	1117 100%	1530 100%	427 100%	3152 100%	60 100%	144 100%	16 100%	71 100%	60 100%	231 100%	670 100%	4614 100%	3739 100%	1594 100%	2213 100%	3154 100%
NOT ANSWERED	93	13	10	9	15	21	16	58	3	2		1		5	17	70	64	26	45	44
VALID CASES	5696	517	917	849	1117	1530	427	3152	60	144	16	71	60	231	670	4614	3739	1594	2213	3154
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%



Q3 IN THE LAST 6 MONTHS, DID YOU HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	ETHNICITY HIS- IC	NOT HIS- PAC- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	FE- MALE MALE			
Q3 YES	2270 40%	142 27%*	352 39%	355 42%	483 44%*	625 41%	192 45%	1295 41%	31 50%	42 29%*	7 42%~	34 49%	19 33%	111 47%*	234 35%*	1895 41%	1324 35%*	826 52%*	766 35%*	1390 44%*
NO	3342 60%	383 73%*	562 61%	497 58%	619 56%*	899 59%	239 55%	1868 59%	31 50%	101 71%*	9 58%~	36 51%	39 67%	123 53%*	433 65%*	2722 59%	2426 65%*	762 48%*	1448 65%*	1761 56%*
NOT ANSWERED	177	4	13	6	31	27	12	47	2	3		2	2	2	20	67	53	32	44	47
VALID CASES	5612	526	914	852	1101	1524	431	3163	61	143	16	70	58	234	667	4617	3750	1588	2214	3151
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q4 IN THE LAST 6 MONTHS, WHEN YOU NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOU GET CARE AS SOON AS YOU NEEDED?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q4 NEVER	62 3%	1 0.7%*	9 3%	9 3%	15 3%	21 4%	2 1%*	30 3%	~	2 5%~	~	~	~	6 6%	5 2%	53 3%	24 2%*	32 4%*	19 3%	39 3%
SOMETIMES	283 14%	18 13%	56 17%	44 14%	73 16%	57 11%*	15 8%*	136 12%*	5 17%~	11 31%~	~	5 16%~	4 26%~	18 17%	29 14%	228 13%	145 12%*	122 16%*	77 11%*	188 15%
USUALLY	527 25%	39 29%	93 27%	99 30%*	104 23%	119 22%*	45 26%	301 26%	8 27%~	11 29%~	3 44%~	3 11%~	6 37%~	23 23%	59 28%	437 25%	297 24%	199 27%	181 26%	320 25%
ALWAYS	1205 58%	76 57%	181 53%	175 53%	254 57%	345 64%*	111 64%	687 60%	16 55%~	13 35%~	4 56%~	22 73%~	6 37%~	56 55%	121 56%	1009 58%	754 62%*	392 53%*	413 60%	734 57%
#ALWAYS + USUALLY (NET)	1732 83%	115 86%	274 81%	274 84%	358 80%*	464 86%	157 90%*	989 86%*	23 83%~	24 64%~	7 100%~	25 84%~	12 74%~	80 77%	180 84%	1446 84%	1052 86%*	591 79%*	595 86%*	1054 82%
TOP BOX SCORE	1205 58%	76 57%	181 53%	175 53%	254 57%	345 64%*	111 64%	687 60%	16 55%~	13 35%~	4 56%~	22 73%~	6 37%~	56 55%	121 56%	1009 58%	754 62%*	392 53%*	413 60%	734 57%
NOT ANSWERED	204	10	16	28	39	82	18	144	2	5	~	4	4	9	23	172	114	80	79	113
VALID CASES	2077	134	339	328	447	543	173	1155	28	37	7	30	16	103	214	1728	1220	745	691	1282
NUMBER OF RESPONDENTS	2281 100%	144 100%	355 100%	356 100%	486 100%	625 100%	191 100%	1299 100%	30 100%	42 100%	7 100%	34 100%	20 100%	112 100%	237 100%	1900 100%	1334 100%	825 100%	770 100%	1395 100%

[ASKED IF Q3 = YES]

Q5 IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q5 YES	3751 67%	252 49%*	573 62%*	535 63%*	782 71%*	1099 72%*	340 79%*	2192 70%*	46 75%	99 68%	10 62%~	44 63%	38 64%	152 65%	418 62%*	3120 68%*	2346 63%*	1231 78%*	1306 59%*	2285 72%*
NO	1845 33%	264 51%*	345 38%*	314 37%*	324 29%*	426 28%*	93 21%*	954 30%*	15 25%	46 32%	6 38%~	26 37%	22 36%	81 35%	254 38%*	1487 32%*	1399 37%*	357 22%*	902 41%*	869 28%*
NOT ANSWERED	193	13	10	9	26	26	10	64	2	1		2		3	15	77	58	33	50	45
VALID CASES	5596	517	917	849	1106	1525	433	3146	61	145	16	70	60	233	672	4607	3745	1587	2208	3153
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q6 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC AS SOON AS YOU NEEDED?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE	
Q6 NEVER	113 3%	11 5%	25 5%	16 3%	21 3%	32 3%	6 2%	65 3%	1 2%	2 2%	1 ~	2 3%	6 6%	9 2%	97 3%	71 3%	38 3%	39 3%	71 3%	
SOMETIMES	675 20%	72 31%*	126 23%*	103 21%	144 20%	154 16%*	37 12%*	330 17%*	9 22%~	37 41%*	2 23%~	8 20%~	10 31%~	25 18%	94 25%*	541 19%*	435 20%	210 19%	245 21%	398 19%
USUALLY	923 27%	60 26%	146 27%	167 33%*	192 27%	238 25%*	81 27%	550 28%	8 20%~	22 24%	1 9%	10 26%~	8 25%~	40 28%	106 28%	767 27%	543 25%*	338 30%*	299 25%	588 28%*
ALWAYS	1701 50%	90 39%*	242 45%*	214 43%*	356 50%	546 56%*	177 59%*	1002 51%*	24 57%~	30 33%*	6 68%~	20 52%~	13 39%~	70 50%	170 45%*	1427 50%	1086 51%	533 48%	601 51%	1023 49%
#ALWAYS + USUALLY (NET)	2623 77%	150 64%*	388 72%*	381 76%	548 77%	784 81%*	258 86%*	1553 80%*	32 76%~	52 57%*	7 77%~	30 77%~	21 63%~	109 78%	276 73%	2193 77%	1629 76%	871 78%	899 76%	1611 77%
TOP BOX SCORE	1701 50%	90 39%*	242 45%*	214 43%*	356 50%	546 56%*	177 59%*	1002 51%*	24 57%~	30 33%*	6 68%~	20 52%~	13 39%~	70 50%	170 45%*	1427 50%	1086 51%	533 48%	601 51%	1023 49%
NOT ANSWERED	344	20	32	36	72	128	40	247	2	8	1	5	6	13	40	289	213	113	122	207
VALID CASES	3412	233	539	500	712	970	301	1947	43	91	9	39	33	140	379	2832	2134	1119	1184	2080
NUMBER OF RESPONDENTS	3756	253	571	536	784	1098	341	2194	45	99	10	44	39	153	419	3121	2347	1232	1306	2287
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

Q7 IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOU WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID YOU GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE FOR YOURSELF?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q7 NONE	1529 28%	227 43%*	304 34%*	258 31%*	265 24%*	333 22%*	82 19%*	810 26%*	16 26%	38 27%	4 25%~	19 27%	17 29%	56 24%	222 34%*	1229 27%*	1204 32%*	261 17%*	803 37%*	671 21%*
1 TIME	966 17%	89 17%	140 15%	168 20%*	182 17%	278 18%	74 17%	559 18%	8 13%	40 28%*	1 7%~	9 13%	16 26%	41 18%	114 17%	808 18%	723 19%*	207 13%*	386 18%	548 18%
2	948 17%	83 16%	132 15%*	133 16%	199 18%	284 19%	79 19%	565 18%	7 12%	23 16%	3 18%~	13 19%	6 10%*	41 18%	117 18%	785 17%	658 18%	257 16%	362 16%	549 18%
3	683 12%	48 9%*	102 11%	91 11%	143 13%	195 13%	72 17%*	395 13%	5 8%	20 14%	5 31%~	9 13%	5 8%	33 15%	87 13%	552 12%	436 12%*	212 14%	245 11%*	409 13%
4	456 8%	26 5%*	57 6%*	61 7%	102 9%	159 10%*	36 8%	298 9%*	11 18%*	9 6%		6 ~	6 9%	14 10%	37 6%*	406 9%*	257 7%*	179 11%*	134 6%*	310 10%*
5 TO 9	658 12%	30 6%*	122 13%	89 11%	143 13%	188 12%	56 13%	369 12%	13 21%	8 5%*	3 19%~	9 13%	8 13%	27 12%	61 9%*	561 12%	332 9%*	296 19%*	180 8%*	450 14%*
10 OR MORE TIMES	294 5%	18 4%*	50 5%	41 5%	61 6%	78 5%	29 7%	155 5%	1 2%*	5 4%		4 ~	3 6%	18 5%	24 4%*	250 5%	120 3%*	157 10%*	86 4%*	193 6%*
NOT ANSWERED	255	7	19	16	36	37	13	58	2	3		3		6	25	95	73	52	62	68
VALID CASES	5534	523	908	842	1096	1514	430	3152	61	143	16	69	60	230	662	4589	3730	1568	2196	3130
NUMBER OF RESPONDENTS	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q8 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	MALE			
Q8 #YES	2832 72%	177 60%*	403 68%*	390 68%*	619 77%*	881 76%*	259 77%	1715 75%*	32 75%~	79 77%	10 84%~	36 77%~	29 67%~	119 70%	286 67%*	2413 73%*	1735 70%*	981 77%*	1009 74%	1722 71%
NO	1089 28%	117 40%*	194 32%*	186 32%*	189 23%*	272 24%*	80 23%	578 25%*	11 25%~	24 23%	2 16%~	11 23%~	14 33%~	52 30%	141 33%*	882 27%*	744 30%*	296 23%*	358 26%	686 29%
NOT ANSWERED	92	4	6	11	24	30	8	51	2	2		3		4	14	69	52	32	31	52
VALID CASES	3922	294	597	575	808	1153	339	2293	43	103	12	47	43	170	427	3296	2479	1277	1367	2408
NUMBER OF RESPONDENTS	4014 100%	298 100%	603 100%	586 100%	832 100%	1183 100%	347 100%	2344 100%	45 100%	105 100%	12 100%	50 100%	43 100%	174 100%	441 100%	3365 100%	2531 100%	1309 100%	1398 100%	2460 100%

[ASKED IF Q7 >= 1 TIME]

Q9 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q9 YES	2144 55%	125 42%*	307 51%	290 51%*	475 58%*	677 59%*	186 55%	1310 57%*	29 71%~	42 42%*	3 26%~	25 54%~	21 48%~	94 56%	188 44%*	1852 56%*	1224 49%*	829 65%*	703 52%*	1360 56%*
NO	1776 45%	170 58%*	291 49%	285 49%*	338 42%*	469 41%*	153 45%	985 43%*	12 29%~	59 58%*	9 74%~	21 46%~	22 52%~	75 44%	240 56%*	1443 44%*	1261 51%*	442 35%*	653 48%*	1057 44%*
NOT ANSWERED	94	3	5	11	19	37	8	49	4	4		4		5	12	71	47	37	42	43
VALID CASES	3920	295	598	575	813	1146	339	2295	41	101	12	46	43	169	429	3294	2484	1272	1356	2417
NUMBER OF RESPONDENTS	4014 100%	298 100%	603 100%	586 100%	832 100%	1183 100%	347 100%	2344 100%	45 100%	105 100%	12 100%	50 100%	43 100%	174 100%	441 100%	3365 100%	2531 100%	1309 100%	1398 100%	2460 100%

[ASKED IF Q7 >= 1 TIME]

Q10 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE?

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q10 #YES	1948 93%	108 88%	286 94%	277 98%*	427 91%	607 92%	168 93%	1188 94%	26 89%~	38 91%~	3 100%~	22 89%~	19 94%~	88 94%	161 87%*	1695 94%*	1121 93%	749 93%	643 93%	1235 93%
NO	148 7%	15 12%	18 6%	7 2%*	40 9%	51 8%	13 7%	82 6%	3 11%~	4 9%~		3 ~ 11%~	1 6%~	6 6%	25 13%*	117 6%*	84 7%	56 7%	49 7%	95 7%
NOT ANSWERED	402	11	28	35	67	95	25	149	6	8		7	1	12	40	210	147	112	120	144
VALID CASES	2097	124	304	284	467	658	181	1270	29	42	3	25	20	94	186	1812	1206	805	691	1330
NUMBER OF RESPONDENTS	2499 100%	135 100%	332 100%	319 100%	534 100%	753 100%	206 100%	1419 100%	35 100%	50 100%	3 100%	32 100%	21 100%	106 100%	226 100%	2022 100%	1353 100%	917 100%	811 100%	1474 100%

[ASKED IF Q7 >= 1 TIME AND Q9 = YES]



Q11 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE?

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q11 #YES	1559 74%	89 72%	235 78%	214 75%	351 75%	482 73%	129 71%	962 76%	20 67%~	25 59%~	2 70%~	16 64%~	17 85%~	63 69%	125 67%*	1362 75%	902 75%	598 74%	513 74%	988 74%
NO	537 26%	34 28%	67 22%	70 25%	118 25%	178 27%	53 29%	308 24%	9 33%~	17 41%~	1 30%~	9 36%~	3 15%~	29 31%	61 33%*	450 25%	302 25%	209 26%	180 26%	341 26%
NOT ANSWERED	56	2	6	9	10	20	3	41		1			1	3	3	46	31	20	16	35
VALID CASES	2096	123	302	284	468	660	182	1270	29	42	3	25	20	92	186	1812	1204	807	693	1329
NUMBER OF RESPONDENTS	2152 100%	125 100%	308 100%	293 100%	478 100%	680 100%	185 100%	1311 100%	29 100%	43 100%	3 100%	25 100%	21 100%	95 100%	189 100%	1858 100%	1235 100%	827 100%	709 100%	1364 100%

[ASKED IF Q7 >= 1 TIME AND Q9 = YES]

Q12 WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOU?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q12 #YES	1589 76%	105 85%*	238 79%	207 73%	360 77%	491 75%	129 72%	964 76%	22 75%~	33 79%~	2 70%~	17 68%~	13 65%~	63 68%	145 77%	1368 76%	944 79%*	576 72%*	532 77%	999 75%
NO	497 24%	18 15%*	64 21%	76 27%	106 23%	165 25%	51 28%	303 24%	7 25%~	9 21%~	1 30%~	8 32%~	7 35%~	29 32%	42 23%	435 24%	257 21%*	224 28%*	157 23%	325 25%
NOT ANSWERED	66	2	6	10	13	25	5	44		1			1	3	2	55	34	27	21	39
VALID CASES	2086	123	302	283	465	655	180	1267	29	42	3	25	20	92	187	1803	1201	800	688	1325
NUMBER OF RESPONDENTS	2152 100%	125 100%	308 100%	293 100%	478 100%	680 100%	185 100%	1311 100%	29 100%	43 100%	3 100%	25 100%	21 100%	95 100%	189 100%	1858 100%	1235 100%	827 100%	709 100%	1364 100%

[ASKED IF Q7 >= 1 TIME AND Q9 = YES]

Q13 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS?

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	FE- MALE MALE				
Q13 WORST HEALTH CARE POSSIBLE	24 0.6%	1 0.3%	3 0.5%	2 0.3%	7 0.8%	7 0.6%	2 0.6%	16 0.7%	~	~	~	~	~	2 1%	22 ~0.7%	8 0.3%*	14 1%*	8 0.6%	14 0.6%	
01	14 0.4%	1 0.3%	2 ~0.4%	3 0.4%	6 0.5%	1 0.3%	8 0.3%	~	~	~	~	~	1 ~0.2%	11 0.3%	6 0.2%	7 0.5%	4 0.3%	9 0.4%		
02	44 1%	2 0.6%	8 1%	8 1%	7 0.8%	18 2%	21 ~0.9%	2 4%~	~	~	1 2%~	1 2%~	6 3%	5 1%	38 1%	16 0.7%*	27 2%*	11 0.8%	32 1%	
03	83 2%	3 1%	16 3%	17 3%	21 3%	22 2%	1 0.3%*	47 2%	1 2%~	1 1%	~	~	3 7%~	10 6%*	7 2%	71 2%	38 2%*	43 3%*	23 2%	57 2%
04	95 2%	6 2%	19 3%	17 3%	19 2%	27 2%	3 0.9%*	60 3%	1 2%~	2 2%	~	3 7%~	2 5%~	7 4%	8 2%	80 2%	47 2%*	44 3%*	35 3%	56 2%
05	290 7%	18 6%	39 7%	52 9%	69 9%	75 7%	24 7%	177 8%	4 10%~	7 7%	4 32%~	6 13%~	4 9%~	13 8%	17 4%*	259 8%*	156 6%*	123 10%*	100 7%	180 7%
06	233 6%	25 8%	45 8%	40 7%	52 6%	38 3%*	23 7%	121 5%*	1 2%~	6 6%	~	4 8%~	4 9%~	15 9%	28 7%	191 6%	133 5%*	90 7%	84 6%	141 6%
07	522 13%	56 19%*	95 16%	91 16%	100 12%	127 11%*	32 10%*	300 13%	5 12%~	11 11%	2 16%~	4 8%~	6 14%~	27 16%	48 11%	445 14%	333 13%	164 13%	188 14%	313 13%
08	849 22%	64 22%	149 25%*	139 24%	163 20%	239 21%	57 17%*	509 22%	7 16%~	27 26%	~	9 20%~	5 12%~	28 16%	86 20%	715 22%	562 23%	249 20%*	279 20%	531 22%
09	642 16%	51 17%	80 13%*	94 16%	131 16%	196 17%	69 21%*	366 16%	5 11%~	28 27%*	3 27%~	8 17%~	6 14%~	24 14%	80 19%	536 16%	422 17%	199 16%	245 18%	376 16%
BEST HEALTH CARE POSSIBLE	1113 28%	67 23%*	140 24%*	113 20%*	237 29%	400 35%*	123 37%*	665 29%	17 40%~	21 20%*	3 25%~	12 26%~	12 28%~	40 23%	149 35%*	925 28%	756 31%*	315 25%*	388 28%	698 29%
#8-10 (NET)	2604 67%	182 62%*	369 62%*	347 60%*	531 66%	835 72%*	249 75%*	1540 67%	29 67%~	76 74%	6 53%~	29 62%~	23 54%~	92 54%*	316 74%*	2176 66%	1739 70%*	763 60%*	912 67%	1605 67%

Continued

Q13 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
9-10 (NET)	1754 45%	118 40%	220 37%*	207 36%*	368 45%	596 52%*	192 57%*	1031 45%	22 51%~	49 48%	6 53%~	20 43%~	18 42%~	64 38%*	229 53%*	1461 44%	1177 48%*	514 40%*	633 46%	1074 45%
NOT ANSWERED	107	4	9	9	23	29	13	54	2	2		3	1	4	12	74	55	33	33	54
VALID CASES	3907	294	594	577	809	1154	334	2290	43	103	12	47	42	170	429	3291	2476	1276	1365	2406
NUMBER OF RESPONDENTS	4014 100%	298 100%	603 100%	586 100%	832 100%	1183 100%	347 100%	2344 100%	45 100%	105 100%	12 100%	50 100%	43 100%	174 100%	441 100%	3365 100%	2531 100%	1309 100%	1398 100%	2460 100%
MEAN	7.91	7.87	7.71	7.58	7.87	8.13	8.38	7.93	7.98	8.13	7.68	7.66	7.42	7.31	8.29	7.89	8.12	7.53	7.97	7.90
p stat_(*=Sig @ p<=.05)		.641	.009*	.000*	.508	.000*	.000*	.565	~.177	~	~	~	~.001*	.000*	.084	.000*	.000*	.249	.640	

[ASKED IF Q7 >= 1 TIME]

Q14 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS OR TREATMENT YOU NEEDED?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE
Q14 NEVER	110 3%	9 3%	17 3%	18 3%	27 3%	25 2%	7 2%	56 2%	1 2%~	2 2%			5 ~	5 ~	13 3%	86 3%	58 2%*	45 4%	35 3%	67 3%
SOMETIMES	658 17%	54 18%	127 21%*	121 21%*	136 17%	162 14%*	29 9%*	341 15%*	6 15%~	22 21%	2 17%~	7 14%~	8 18%~	41 24%*	68 16%	556 17%	348 14%*	281 22%*	204 15%*	427 18%
USUALLY	1300 33%	85 29%	224 38%*	208 37%	268 33%	361 31%	106 31%	788 34%	15 35%~	40 39%	7 59%~	15 32%~	19 43%~	51 31%	142 33%	1098 33%	807 33%	444 35%	443 32%	816 34%
ALWAYS	1833 47%	145 50%	230 38%*	220 39%*	381 47%	603 52%*	196 58%*	1102 48%	21 48%~	40 38%	3 24%~	26 54%~	12 28%~	71 42%	201 47%	1550 47%	1256 51%*	509 40%*	686 50%*	1089 45%*
#ALWAYS + USUALLY (NET)	3132 80%	230 79%	454 76%*	429 76%*	648 80%	963 84%*	301 89%*	1891 83%*	36 84%~	80 77%	10 83%~	41 86%~	31 71%~	123 73%*	343 81%	2648 81%	2064 84%*	953 74%*	1129 83%*	1905 79%
TOP BOX SCORE	1833 47%	145 50%	230 38%*	220 39%*	381 47%	603 52%*	196 58%*	1102 48%	21 48%~	40 38%	3 24%~	26 54%~	12 28%~	71 42%	201 47%	1550 47%	1256 51%*	509 40%*	686 50%*	1089 45%*
NOT ANSWERED	113	5	5	18	20	32	10	56	2	1		2		6	16	75	62	29	30	61
VALID CASES	3901	293	598	568	812	1151	337	2288	43	104	12	48	43	168	425	3290	2469	1280	1368	2399
NUMBER OF RESPONDENTS	4014	298	603	586	832	1183	347	2344	45	105	12	50	43	174	441	3365	2531	1309	1398	2460
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q15 A PERSONAL DOCTOR IS THE ONE YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. DO YOU HAVE A PERSONAL DOCTOR?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q15 YES	4432 80%	349 67%*	660 72%*	656 77%*	914 82%*	1310 86%*	380 88%*	2623 83%*	51 81%	117 80%	14 87%~	48 71%	41 69%	176 75%	477 71%*	3749 81%*	2885 77%*	1377 86%*	1640 74%*	2644 84%*
NO	1136 20%	172 33%*	251 28%*	198 23%*	198 18%*	222 14%*	51 12%*	544 17%*	12 19%	29 20%	2 13%~	19 29%	19 31%	57 25%	196 29%*	875 19%*	866 23%*	216 14%*	580 26%*	514 16%*
NOT ANSWERED	221	9	16	4	20	19	11	42			5		3	14	60	51	26	38	40	
VALID CASES	5568	521	911	854	1112	1532	432	3168	63	146	16	67	60	233	673	4624	3752	1594	2220	3158
NUMBER OF RESPONDENTS	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q16 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOU VISIT YOUR PERSONAL DOCTOR TO GET CARE FOR YOURSELF?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q16 NONE	912 22%	134 39%*	175 27%*	158 25%*	155 18%*	212 17%*	46 13%*	522 21%	10 21%~	20 18%	3 24%~	11 24%~	8 21%~	30 18%	101 22%	769 22%	716 26%*	159 12%*	416 27%*	467 19%*
1 TIME	1029 25%	89 26%	159 25%	158 25%	203 23%	308 25%	80 23%	640 26%*	9 18%~	32 28%	2 19%~	9 21%~	16 41%~	28 17%*	108 24%	873 25%	744 27%*	250 19%*	402 26%	596 24%
2	884 21%	53 15%*	117 18%	124 20%	186 22%	276 23%	88 25%	518 21%	8 17%~	31 27%	2 16%~	6 13%~	5 13%~	40 24%	101 22%	740 21%	572 21%	281 22%	307 20%	543 22%
3	560 13%	28 8%*	65 10%*	80 13%	125 14%	183 15%*	66 19%*	330 13%	6 13%~	17 15%	3 25%~	7 16%~	2 5%~	32 19%	68 15%	472 13%	328 12%*	212 16%*	194 13%	352 14%
4	300 7%	18 5%	35 6%	48 8%	71 8%	92 8%	28 8%	193 8%	5 10%~	4 3%*		2 ~	3 5%~	16 8%~	30 7%	263 7%	153 6%*	139 11%*	84 5%*	211 8%*
5 TO 9	413 10%	16 5%*	69 11%	49 8%*	99 11%	123 10%	39 11%	217 9%*	9 18%~	6 5%*	2 17%~	7 16%~	4 10%~	17 10%	41 9%	348 10%	181 7%*	206 16%*	116 8%*	279 11%*
10 OR MORE TIMES	99 2%	5 1%	18 3%	14 2%	26 3%	24 2%	7 2%	44 2%*	1 2%~	3 3%		2 ~	1 5%~	6 2%~	10 2%	85 2%	41 2%*	54 4%*	27 2%*	68 3%
NOT ANSWERED	241	9	24	26	50	91	27	161	3	5	2	4	3	9	19	202	154	77	92	134
VALID CASES	4197	343	638	631	864	1219	354	2463	48	112	12	44	39	168	459	3550	2736	1301	1547	2516
NUMBER OF RESPONDENTS	4438	352	662	657	914	1310	381	2624	51	117	14	48	42	177	478	3752	2890	1378	1639	2650
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

Q17 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY TO UNDERSTAND?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q17 NEVER	52 2%	5 2%	6 1%	2 0.4%*	16 2%	14 1%	5 2%	23 1%*	1 2%~	1 1%	~	~	1 3%~	4 3%	7 2%	41 1%	24 1%*	25 2%	14 1%	34 2%
SOMETIMES	231 7%	12 6%	38 8%	39 8%	48 7%	68 7%	15 5%	127 7%	3 8%~	6 6%	3 31%~	3 9%~	2 7%~	11 8%	30 9%	186 7%	95 5%*	120 11%*	63 6%*	156 8%
USUALLY	661 20%	43 21%	105 23%	112 24%*	145 21%	173 17%*	59 19%	399 21%	7 19%~	29 31%*	1 12%~	5 16%~	5 17%~	22 16%	73 21%	556 20%	386 19%	256 23%*	238 21%	403 20%
ALWAYS	2320 71%	150 71%	311 68%	318 67%	496 70%	750 75%*	225 74%	1384 72%	27 71%~	56 61%*	5 57%~	25 76%~	22 73%~	100 73%	245 69%	1983 72%	1506 75%*	733 65%*	811 72%	1443 71%
#ALWAYS + USUALLY (NET)	2981 91%	193 92%	417 91%	431 91%	640 91%	923 92%	284 93%	1783 92%*	34 90%~	85 92%	6 69%~	30 91%~	27 90%~	123 89%	318 90%	2539 92%*	1892 94%*	989 87%*	1049 93%*	1846 91%
TOP BOX SCORE	2320 71%	150 71%	311 68%	318 67%	496 70%	750 75%*	225 74%	1384 72%	27 71%~	56 61%*	5 57%~	25 76%~	22 73%~	100 73%	245 69%	1983 72%	1506 75%*	733 65%*	811 72%	1443 71%
NOT ANSWERED	24		3	2	5	3	4	11					1	1	3	16	12	7	7	11
VALID CASES	3263	210	460	472	704	1004	304	1933	38	92	9	33	30	137	355	2765	2010	1134	1126	2036
NUMBER OF RESPONDENTS	3287	210	463	474	709	1007	308	1944	38	92	9	33	31	138	358	2781	2022	1141	1133	2047
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]



Q18 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR LISTEN CAREFULLY TO YOU?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q18 NEVER	58 2%	4 2%	10 2%	4 0.8%*	19 3%	13 1%	6 2%	34 2%	1 2%~	~	~	~	1 4%~	4 3%	5 1%	51 2%	28 1%	28 2%*	19 2%	37 2%
SOMETIMES	264 8%	14 7%	46 10%	43 9%	57 8%	74 7%	12 4%*	154 8%	3 8%~	7 7%	1 10%~	4 12%~	2 6%~	9 7%	25 7%	222 8%	127 6%*	119 10%*	70 6%*	179 9%
USUALLY	665 20%	38 18%	100 22%	114 24%*	146 21%	181 18%*	67 22%	404 21%	4 11%~	25 27%	3 32%~	3 10%~	6 20%~	20 15%	64 18%	564 20%	377 19%*	268 24%*	234 21%	413 20%
ALWAYS	2275 70%	154 73%	307 66%	312 66%	481 68%	731 73%*	223 72%	1339 69%	30 79%~	60 66%	5 57%~	26 78%~	21 70%~	103 76%	262 74%	1927 70%	1478 74%*	720 63%*	805 71%	1406 69%
#ALWAYS + USUALLY (NET)	2940 90%	192 91%	407 88%	426 90%	627 89%	912 91%	290 94%*	1743 90%	34 90%~	85 93%	8 90%~	29 88%~	27 90%~	123 90%	326 92%	2492 90%	1855 92%*	988 87%*	1039 92%*	1819 89%
TOP BOX SCORE	2275 70%	154 73%	307 66%	312 66%	481 68%	731 73%*	223 72%	1339 69%	30 79%~	60 66%	5 57%~	26 78%~	21 70%~	103 76%	262 74%	1927 70%	1478 74%*	720 63%*	805 71%	1406 69%
NOT ANSWERED	25		1	1	6	8		13					1	2	2	16	12	6	5	12
VALID CASES	3262	210	462	473	703	999	308	1931	38	92	9	33	30	136	356	2765	2010	1135	1128	2035
NUMBER OF RESPONDENTS	3287	210	463	474	709	1007	308	1944	38	92	9	33	31	138	358	2781	2022	1141	1133	2047
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q19 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q19 NEVER	72 2%	7 3%	10 2%	8 2%	22 3%	18 2%	4 1%	42 2%	2 5%~	2 2%			1 3%~	7 5%	4 1%*	66 2%	35 2%*	34 3%*	25 2%	44 2%
SOMETIMES	205 6%	9 4%	31 7%	26 6%	46 7%	60 6%	18 6%	121 6%	1 3%~	3 3%	2 19%~	3 9%~	1 4%~	6 4%	16 4%	173 6%	87 4%*	101 9%*	45 4%*	146 7%*
USUALLY	538 16%	36 17%	73 16%	86 18%	121 17%	153 15%	53 17%	328 17%	6 17%~	24 26%*	2 23%~	2 6%~	6 19%~	17 13%	49 14%	461 17%	299 15%*	218 19%*	201 18%	319 16%
ALWAYS	2444 75%	159 76%	348 75%	351 75%	513 73%	768 77%	233 76%	1438 75%	29 76%~	63 69%	5 57%~	28 85%~	22 74%~	106 78%	286 81%*	2061 75%	1587 79%*	778 69%*	854 76%	1524 75%
#ALWAYS + USUALLY (NET)	2982 92%	195 93%	421 91%	436 93%	634 90%	920 92%	286 93%	1765 92%	35 93%~	87 95%	7 81%~	30 91%~	28 93%~	123 91%	335 94%*	2522 91%	1887 94%*	997 88%*	1055 94%*	1843 91%*
TOP BOX SCORE	2444 75%	159 76%	348 75%	351 75%	513 73%	768 77%	233 76%	1438 75%	29 76%~	63 69%	5 57%~	28 85%~	22 74%~	106 78%	286 81%*	2061 75%	1587 79%*	778 69%*	854 76%	1524 75%
NOT ANSWERED	28		1	4	7	9		15					1	3	3	20	13	9	8	14
VALID CASES	3259	210	462	470	702	998	308	1929	38	92	9	33	30	135	355	2761	2009	1132	1125	2033
NUMBER OF RESPONDENTS	3287 100%	210 100%	463 100%	474 100%	709 100%	1007 100%	308 100%	1944 100%	38 100%	92 100%	9 100%	33 100%	31 100%	138 100%	358 100%	2781 100%	2022 100%	1141 100%	1133 100%	2047 100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q20 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOU?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q20 NEVER	82 3%	5 2%	17 4%	8 2%	22 3%	22 2%	7 2%	49 3%	1 ~0.9%				7 5%	9 2%	72 3%	37 2%*	44 4%*	22 2%	58 3%	
SOMETIMES	314 10%	23 11%	51 11%	54 11%	63 9%	77 8%*	25 8%	171 9%	3 7%~	7 8%	2 19%~	4 13%~	4 13%~	14 10%	34 10%	256 9%	162 8%*	134 12%*	87 8%*	208 10%
USUALLY	778 24%	57 27%	112 24%	134 28%*	179 26%	204 20%*	71 23%	444 23%	11 28%~	37 40%*	3 34%~	6 19%~	5 16%~	28 20%	95 27%	653 24%	450 22%*	301 26%*	262 23%	496 24%
ALWAYS	2085 64%	125 60%	282 61%	278 59%*	438 62%	695 70%*	204 67%	1268 66%*	25 65%~	47 51%*	4 47%~	22 68%~	21 70%~	89 65%	216 61%	1783 65%	1361 68%*	657 58%*	756 67%*	1270 62%*
#ALWAYS + USUALLY (NET)	2863 88%	182 87%	393 85%	412 87%	618 88%	899 90%*	275 90%	1712 89%	35 93%~	84 91%	7 81%~	28 87%~	26 87%~	117 85%	311 88%	2436 88%	1811 90%*	958 84%*	1017 90%*	1767 87%*
TOP BOX SCORE	2085 64%	125 60%	282 61%	278 59%*	438 62%	695 70%*	204 67%	1268 66%*	25 65%~	47 51%*	4 47%~	22 68%~	21 70%~	89 65%	216 61%	1783 65%	1361 68%*	657 58%*	756 67%*	1270 62%*
NOT ANSWERED	28	1	1	1	6	9	2	12				1	1	1	4	17	12	6	6	14
VALID CASES	3259	209	462	473	703	998	306	1932	38	92	9	32	30	137	354	2764	2010	1135	1127	2033
NUMBER OF RESPONDENTS	3287 100%	210 100%	463 100%	474 100%	709 100%	1007 100%	308 100%	1944 100%	38 100%	92 100%	9 100%	33 100%	31 100%	138 100%	358 100%	2781 100%	2022 100%	1141 100%	1133 100%	2047 100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q21 IN THE LAST 6 MONTHS, DID YOU GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES YOUR PERSONAL DOCTOR?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q21 YES	1988 61%	93 45%*	273 59%	279 59%	430 62%	634 64%	212 70%*	1197 62%	25 70%~	51 56%	4 48%~	14 44%~	22 74%~	88 65%	181 51%*	1721 63%*	1132 57%*	780 69%*	642 57%*	1286 64%*
NO	1256 39%	116 55%*	189 41%	192 41%	265 38%	361 36%	92 30%*	723 38%	11 30%~	41 44%	4 52%~	18 56%~	8 26%~	47 35%	176 49%*	1024 37%*	867 43%*	347 31%*	477 43%*	738 36%*
NOT ANSWERED	43	1	1	3	15	13	4	24	2		1	1	1	3	1	36	23	14	14	22
VALID CASES	3244	209	462	471	694	994	304	1920	36	92	8	32	30	135	357	2745	1999	1127	1119	2025
NUMBER OF RESPONDENTS	3287	210	463	474	709	1007	308	1944	38	92	9	33	31	138	358	2781	2022	1141	1133	2047
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q22 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOU GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q22 NEVER	121 6%	10 11%	26 10%*	20 7%	29 7%	33 5%	3 1%*	75 6%	4 ~	1 8%~	1 24%~	3 6%~	3 16%~	12 7%	107 6%	61 6%	58 8%	26 4%*	93 7%*	
SOMETIMES	280 15%	7 8%*	47 17%	61 22%*	63 15%	75 12%*	17 8%*	173 15%	5 19%~	5 10%~	1 21%~	2 15%~	3 15%~	15 18%	18 10%*	246 15%	142 13%*	126 17%*	71 11%*	199 16%*
USUALLY	545 28%	24 27%	78 29%	75 27%	120 28%	174 29%	60 29%	348 30%	5 21%~	14 28%~	1 29%~	6 43%~	8 42%~	22 26%	51 30%	474 28%	296 27%	234 31%	186 30%	346 28%
ALWAYS	978 51%	49 55%	117 44%*	118 43%*	210 50%	326 54%	124 61%*	568 49%*	15 60%~	27 54%~	1 27%~	5 36%~	5 28%~	44 53%	93 54%	842 50%	598 55%*	342 45%*	337 54%*	610 49%*
#ALWAYS + USUALLY (NET)	1524 79%	73 81%	195 73%*	193 71%*	330 78%	501 82%*	184 90%*	915 79%	20 81%~	41 82%~	2 56%~	11 79%~	13 70%~	66 79%	145 83%	1316 79%	894 81%*	575 76%*	523 84%*	956 77%*
TOP BOX SCORE	978 51%	49 55%	117 44%*	118 43%*	210 50%	326 54%	124 61%*	568 49%*	15 60%~	27 54%~	1 27%~	5 36%~	5 28%~	44 53%	93 54%	842 50%	598 55%*	342 45%*	337 54%*	610 49%*
NOT ANSWERED	63	4	6	6	10	25	7	35		1			3	4	7	51	36	18	20	38
VALID CASES	1925	90	267	273	421	608	204	1163	25	50	4	14	19	83	174	1669	1097	760	621	1249
NUMBER OF RESPONDENTS	1988	94	273	279	431	633	211	1198	25	51	4	14	22	87	181	1720	1133	778	641	1287
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME AND Q21 = YES]

Q23 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR PERSONAL DOCTOR?

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	FE- MALE	MALE		
Q23 WORST PERSONAL DOCTOR POSSIBLE	18 0.4%	1 0.3%	2 0.3%	5 0.7%	4 0.4%	3 0.2%	3 0.8%	7 0.3%	~	~	~	~	~	~	4 2%	18 ~0.5%	7 0.3%	10 0.8%	6 0.4%	12 0.5%
01	31 0.7%	~	4 ~0.6%	3 0.5%	7 0.8%	14 1%	2 0.5%	22 0.9%	~	1 ~0.7%	~	~	~	1 ~0.6%	1 0.2%	27 0.8%	10 0.4%	19 1%	8 0.5%	21 0.9%
02	42 1%	3 0.8%	8 1%	4 0.6%	9 1%	15 1%	3 0.8%	25 1%	~	1 ~0.9%	~	~	3 8%	2 1%	4 0.9%	37 1%	14 0.5%	28 2%	11 0.7%	30 1%
03	73 2%	3 0.8%	18 3%	12 2%	14 2%	20 2%	4 1%	50 2%	1 2%	~	~	1 2%	1 3%	4 2%	5 1%	64 2%	36 1%	34 3%	25 2%	46 2%
04	83 2%	5 2%	13 2%	20 3%	21 2%	17 1%	2 0.5%*	49 2%	~	2 2%	~	1 2%	~	3 2%	6 1%	73 2%	49 2%	27 2%	26 2%	53 2%
05	214 5%	21 6%	37 6%	33 5%	48 6%	54 4%	10 3%*	139 6%	4 7%	3 3%	1 7%	3 6%	6 15%	13 8%	13 3%*	189 5%	125 5%*	77 6%	83 5%	120 5%
06	192 5%	20 6%	31 5%	41 7%*	38 4%	41 3%*	15 4%	113 5%	2 4%	9 8%	~	1 2%	1 2%	4 2%	19 4%	160 5%	123 5%	65 5%	76 5%	112 4%
07	332 8%	28 8%	70 11%*	60 9%	61 7%	85 7%	19 5%*	199 8%	2 4%	7 6%	2 17%	3 7%	2 5%	12 7%	28 6%	293 8%*	218 8%	106 8%	116 8%	206 8%
08	681 16%	68 20%	111 18%	125 20%*	136 16%	164 14%*	56 16%	370 15%*	8 18%	18 16%	2 17%	6 13%	7 18%	25 15%	75 17%	575 16%	459 17%	200 15%	277 18%*	385 15%
09	788 19%	64 19%	124 20%	102 16%*	165 19%	238 20%	70 20%	467 19%	7 14%	40 36%*	1 9%	9 21%	6 15%	36 21%	82 18%	676 19%	535 20%	228 18%	294 19%	471 19%
BEST PERSONAL DOCTOR POSSIBLE	1704 41%	123 37%	210 33%*	229 36%*	353 41%	558 46%*	169 48%*	995 41%	24 50%	30 27%*	6 50%	21 47%	14 35%	65 38%	223 49%*	1405 40%*	1131 42%	506 39%	618 40%	1034 42%
#8-10 (NET)	3173 76%	255 76%	445 71%*	456 72%*	654 76%	960 79%*	295 84%*	1832 75%	39 82%	88 80%	9 76%	35 80%	26 67%	125 75%	380 83%*	2656 76%*	2126 79%*	934 72%*	1189 77%	1890 76%

Continued

Q23 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR PERSONAL DOCTOR?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
9-10 (NET)	2492 60%	187 56%	334 53%*	331 52%*	518 61%	796 66%*	239 68%*	1462 60%	31 64%~	70 63%	7 59%~	30 67%~	19 50%~	101 60%	305 67%*	2081 59%*	1667 62%*	734 56%*	912 59%	1505 60%
NOT ANSWERED	279	16	33	24	58	101	29	189	3	6	2	4	3	9	23	234	184	78	101	161
VALID CASES	4159	336	629	633	856	1209	352	2435	48	111	12	44	39	168	455	3518	2706	1300	1538	2489
NUMBER OF RESPONDENTS	4438 100%	352 100%	662 100%	657 100%	914 100%	1310 100%	381 100%	2624 100%	51 100%	117 100%	14 100%	48 100%	42 100%	177 100%	478 100%	3752 100%	2890 100%	1378 100%	1639 100%	2650 100%
MEAN	8.37	8.35	8.10	8.16	8.36	8.53	8.71	8.33	8.68	8.42	8.72	8.63	7.68	8.16	8.76	8.32	8.51	8.08	8.40	8.35
p stat_(*=Sig @ p<=.05)		.885	.000*	.005*	.882	.001*	.001*	.221	~.724	~	~	~	~.247	.000*	.001*	.000*	.000*	.361	.627	

[ASKED IF Q15 = YES]

Q24 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS TO SEE A SPECIALIST?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q24 YES	2118 38%	96 18%*	287 31%*	291 34%*	461 42%*	706 46%*	219 51%*	1305 41%*	25 40%	39 27%*	7 43%~	29 41%	24 39%	97 41%	179 26%*	1858 40%*	1185 32%*	860 54%*	722 32%*	1346 43%*
NO	3415 62%	432 82%*	628 69%*	563 66%*	649 58%*	820 54%*	214 49%*	1850 59%*	37 60%	105 73%*	9 57%~	42 59%	36 61%	137 59%	497 74%*	2764 60%*	2567 68%*	732 46%*	1502 68%*	1808 57%*
NOT ANSWERED	256	2	12	5	22	25	10	55	1	2		1		2	11	63	52	27	34	44
VALID CASES	5533	528	915	853	1110	1526	433	3155	62	144	16	71	60	234	676	4621	3751	1593	2224	3154
NUMBER OF RESPONDENTS	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Q25 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT TO SEE A SPECIALIST AS SOON AS YOU NEEDED?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	ILND NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE
Q25 NEVER	134 7%	6 6%	21 7%	26 9%	37 8%	32 5%*	5 2%*	73 6%	3 11%~	1 2%~	4 ~ 15%~	1 4%~	8 8%	7 4%	110 6%	61 5%*	67 8%*	45 6%	82 6%	
SOMETIMES	412 20%	22 22%	66 24%	72 25%*	92 21%	120 18%	27 13%*	242 19%	3 13%~	11 29%~	2 40%~	6 21%~	4 19%~	20 21%	36 21%	360 20%	215 19%	181 22%	150 21%	251 19%
USUALLY	545 26%	19 20%	80 29%	68 24%	119 27%	171 25%	68 32%	337 27%	8 32%~	14 37%~	1 21%~	8 28%~	6 28%~	23 24%	37 22%	487 27%	296 26%	232 28%	170 24%	361 28%
ALWAYS	968 47%	49 51%	114 41%*	118 42%*	198 44%	355 52%*	113 53%	610 48%	11 43%~	12 31%~	2 38%~	10 36%~	11 49%~	44 46%	88 52%	848 47%	587 51%*	347 42%*	335 48%	614 47%
#ALWAYS + USUALLY (NET)	1513 73%	69 71%	194 69%	187 65%*	317 71%	526 78%*	181 85%*	947 75%	19 76%~	26 68%~	3 60%~	18 64%~	17 77%~	67 70%	126 74%	1335 74%	883 76%*	579 70%*	505 72%	975 75%
TOP BOX SCORE	968 47%	49 51%	114 41%*	118 42%*	198 44%	355 52%*	113 53%	610 48%	11 43%~	12 31%~	2 38%~	10 36%~	11 49%~	44 46%	88 52%	848 47%	587 51%*	347 42%*	335 48%	614 47%
NOT ANSWERED	69	1	7	7	17	31	7	45		1	2	1	2	1	11	56	35	32	27	41
VALID CASES	2059	96	280	285	445	678	213	1262	25	38	5	28	22	95	169	1806	1158	827	700	1308
NUMBER OF RESPONDENTS	2128	97	287	292	462	709	220	1307	25	39	7	29	24	96	180	1862	1193	859	727	1349
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

Q26 HOW MANY SPECIALISTS HAVE YOU SEEN IN THE LAST 6 MONTHS?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q26 NONE	120 6%	7 7%	21 7%	15 5%	32 7%	38 6%	4 2%*	73 6%	2 7%~	~	4 ~	6 15%~	9 ~	104 6%	66 6%	45 5%	40 6%	76 6%		
1 SPECIALIST	1079 52%	66 68%*	172 61%*	162 57%	214 48%*	334 49%*	98 46%*	664 53%	13 51%~	21 56%~	3 57%~	12 45%~	9 40%~	53 57%	92 54%	943 52%	689 60%*	356 43%*	389 56%*	662 51%*
2	490 24%	18 18%	56 20%	59 21%	110 25%	187 28%*	50 24%	313 25%	5 21%~	10 25%~	~	2 7%~	9 41%~	17 19%	40 23%	434 24%	264 23%	208 25%	173 25%	307 23%
3	242 12%	6 6%*	25 9%	31 11%	69 15%*	66 10%*	38 18%*	144 11%	2 10%~	5 14%~	2 43%~	7 26%~	3 14%~	9 10%	22 13%	212 12%	100 9%*	133 16%*	65 9%*	172 13%*
4	68 3%	~	4 1%*	7 3%	13 3%	33 5%*	10 5%	35 3%	3 11%~	1 3%~	~	~	1 4%~	3 4%	2 1%*	64 4%	23 2%*	44 5%*	19 3%	48 4%
5 OR MORE SPECIALISTS	57 3%	1 1%	3 1%*	8 3%	10 2%	20 3%	12 6%*	28 2%	~	1 3%~	~	2 8%~	~	5 5%	5 3%	48 3%	13 1%*	41 5%*	12 2%*	43 3%*
NOT ANSWERED	72	~	7	10	14	33	8	49	~	1	2	1	2	3	11	58	38	33	29	42
VALID CASES	2056	97	280	282	448	676	212	1258	25	38	5	28	22	93	169	1804	1155	826	698	1307
NUMBER OF RESPONDENTS	2128	97	287	292	462	709	220	1307	25	39	7	29	24	96	180	1862	1193	859	727	1349
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

Q27 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOU SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q27 WORST SPECIALIST POSSIBLE	20 1%	2 ~0.7%	5 2%	8 2%	4 0.6%	1 0.6%	12 1%	1 ~ 3%	1 ~ 4%	2 ~ 2%	1 0.7%	19 1%	8 0.7%	12 2%	9 1%	11 0.9%				
01	14 0.7%	1 1%	1 0.4%	3 1%	4 1%	4 0.6%	8 ~0.7%	1 ~ 3%				2 1%	11 0.7%	10 0.9%	3 0.4%	6 0.9%	7 0.6%			
02	15 0.8%	8 ~ 3%	1 *0.4%	2 0.5%	4 0.6%		8 ~0.7%				1 4%	1 1%	3 2%	12 0.7%	9 0.8%	6 0.7%	5 0.8%	10 0.8%		
03	29 2%	1 1%	3 1%	4 2%	10 2%	9 1%	1 0.5%*	16 1%				3 ~ 3%	3 2%	24 1%	16 1%	11 1%	14 2%	14 1%		
04	29 2%	2 2%	6 2%	5 2%	6 1%	10 2%	1 0.5%*	19 2%				1 ~ 1%	3 2%	26 2%	14 1%	15 2%	16 2%*	14 1%		
05	66 3%	1 1%	10 4%	13 5%	13 3%	23 4%	5 3%	38 3%	1 ~ 3%	3 ~ 13%	4 ~ 4%	5 4%	58 3%	27 2%*	36 5%*	18 3%	47 4%			
06	81 4%	1 1%*	11 4%	14 5%	22 5%	23 4%	6 3%	48 4%	1 5%	1 3%	1 ~ 4%	3 13%	3 13%	3 2%*	73 4%	37 3%	40 5%	23 4%	55 4%	
07	169 9%	9 10%	31 12%	24 9%	36 9%	47 7%	16 8%	98 8%	3 14%	2 5%	1 21%	3 13%	1 5%	10 12%	13 8%	146 9%	92 9%	69 9%	102 8%	
08	323 17%	16 18%	44 17%	41 16%	60 15%	124 19%*	30 15%	207 18%	4 18%	7 19%	2 40%	3 13%	4 18%	10 12%	16 10%*	294 17%*	178 17%	136 18%	112 17%	202 17%
09	357 19%	20 22%	40 15%	53 20%	79 19%	110 17%	43 21%	235 20%	4 17%	15 41%	~ 16%	4 23%	5 16%	14 16%	26 17%	318 19%	205 19%	140 18%	122 19%	225 18%
BEST SPECIALIST POSSIBLE	811 42%	39 44%	105 41%	100 38%	169 41%	277 44%	102 50%*	487 41%	11 47%	9 24%	2 38%	9 38%	8 36%	40 46%	81 52%*	703 42%	484 45%*	303 39%*	263 41%	534 44%

Continued

Q27 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOU SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR WHT	AMR	AS-IAN	NATV ILND	AMR ALSK	IND/ NATV	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE-MALE
#8-10 (NET)	1491 78%	75 84%	189 73%	194 74%	307 75%	511 81%*	175 85%*	928 79%	19 82%~	31 84%~	4 79%~	16 67%~	17 77%~	64 73%	123 79%	1315 78%	867 80%*	579 75%*	497 77%	962 79%
9-10 (NET)	1168 61%	59 65%	145 56%	153 58%	248 61%	388 61%	145 71%*	722 61%	15 64%~	24 65%~	2 38%~	13 54%~	13 59%~	53 61%	107 69%*	1021 61%	688 64%*	442 57%*	384 59%	759 62%
NOT ANSWERED	19			5	7	3	3	9		1				1	4	14	8	10	8	10
VALID CASES	1915	90	259	263	408	635	205	1175	23	37	5	24	22	87	156	1684	1079	771	648	1221
NUMBER OF RESPONDENTS	1934	90	259	268	415	638	208	1184	23	38	5	24	22	88	160	1698	1087	781	656	1231
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.44	8.72	8.24	8.20	8.30	8.53	8.91	8.46	8.88	8.28	8.55	8.05	8.37	8.32	8.56	8.44	8.56	8.28	8.32	8.51
p stat_(*=Sig @ p<=.05)		.181	.105	.069	.165	.140	.000*	.473	~	~	~	~	~	.618	.436	.934	.003*	.009*	.099	.043*

[ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]

Q28 IN THE LAST 6 MONTHS, DID YOU LOOK FOR ANY INFORMATION IN WRITTEN MATERIALS OR ON THE INTERNET ABOUT HOW YOUR HEALTH PLAN WORKS?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	FE- MALE	MALE	
Q28 YES	1020 18%	73 14%*	225 25%*	172 20%	194 18%	248 16%*	69 16%	542 17%*	6 10%*	32 22%	1 7%~	10 14%	14 23%	57 24%*	106 16%*	867 19%	661 18%*	317 20%	348 16%*	634 20%*
NO	4495 82%	456 86%*	692 75%*	679 80%	911 82%	1281 84%*	356 84%	2612 83%*	54 90%*	112 78%	14 93%~	59 86%	45 77%	176 76%*	570 84%*	3742 81%	3089 82%*	1271 80%	1868 84%*	2519 80%*
NOT ANSWERED	274	1	10	7	27	22	19	57	3	2	1	3	1	4	11	75	53	32	42	45
VALID CASES	5515	529	917	851	1105	1529	424	3153	60	144	15	69	59	232	676	4609	3750	1588	2216	3153
NUMBER OF RESPONDENTS	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q29 IN THE LAST 6 MONTHS, HOW OFTEN DID THE WRITTEN MATERIALS OR THE INTERNET PROVIDE THE INFORMATION YOU NEEDED ABOUT HOW YOUR HEALTH PLAN WORKS?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q29 NEVER	105 11%	4 6%	17 8%	28 17%*	26 14%	17 7%*	6 10%	64 12%	8 ~ 25%~	2 ~ 22%~	2 17%~	5 10%~	3 3%*	95 11%	59 9%	41 14%	26 8%*	73 12%		
SOMETIMES	351 36%	31 44%	92 43%*	57 34%	61 32%	78 33%	16 26%	183 35%	1 18%~	9 29%~	4 ~ 51%~	4 31%~	21 43%~	35 35%	297 36%	228 36%	109 36%	110 33%	228 38%	
USUALLY	338 35%	19 27%	78 36%	50 30%	64 34%	90 38%	30 49%*	185 36%	4 54%~	10 31%~	1 100%~	2 27%~	6 45%~	8 16%~	42 42%	286 34%	229 36%	97 32%	134 40%*	196 32%*
ALWAYS	183 19%	16 23%	28 13%*	32 19%	38 20%	52 22%	10 16%	85 16%	2 28%~	5 15%~	~	~	1 7%~	15 31%~	21 21%	155 19%	118 19%	56 18%	66 20%	111 18%
#ALWAYS + USUALLY (NET)	521 53%	35 50%	106 49%	82 49%	102 54%	142 60%*	40 64%	270 52%	6 82%~	15 46%~	1 100%~	2 27%~	7 53%~	23 47%~	63 62%	441 53%	346 55%	154 51%	200 60%*	307 50%*
TOP BOX SCORE	183 19%	16 23%	28 13%*	32 19%	38 20%	52 22%	10 16%	85 16%	2 28%~	5 15%~	~	~	1 7%~	15 31%~	21 21%	155 19%	118 19%	56 18%	66 20%	111 18%
NOT ANSWERED	37	2	7	5	5	10	6	20				2	1	4	5	29	21	14	14	20
VALID CASES	977	70	215	167	190	236	62	517	7	32	1	8	13	50	101	833	633	304	335	608
NUMBER OF RESPONDENTS	1014 100%	72 100%	222 100%	172 100%	195 100%	246 100%	68 100%	537 100%	7 100%	32 100%	1 100%	10 100%	14 100%	54 100%	106 100%	862 100%	654 100%	318 100%	349 100%	628 100%

[ASKED IF Q28 = YES]

Q30 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM YOUR HEALTH PLAN'S CUSTOMER SERVICE?

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q30 YES	1431 26%	108 21%*	270 29%*	212 25%	290 26%	390 26%	113 27%	740 24%*	18 30%	40 28%	5 36%~	10 15%*	16 27%	64 27%	196 29%	1174 26%	948 25%	428 27%	513 23%*	874 28%*
NO	4054 74%	418 79%*	647 71%*	635 75%	812 74%	1128 74%	310 73%	2401 76%*	43 70%	103 72%	10 64%~	60 85%*	44 73%	168 73%	477 71%	3420 74%	2786 75%	1151 73%	1696 77%*	2262 72%*
NOT ANSWERED	304	4	10	11	30	32	20	69	2	3	1	2		4	14	90	69	41	49	62
VALID CASES	5485	526	917	847	1102	1519	423	3141	61	143	15	70	60	232	673	4594	3734	1579	2209	3136
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q31 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE GIVE YOU THE INFORMATION OR HELP YOU NEEDED?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q31 NEVER	52 4%	2 2%	9 3%	11 5%	11 4%	12 3%	4 4%	27 4%	~	~	~	~	3 18%	3 4%	3 2%*	45 4%	33 4%	18 4%	20 4%	29 3%
SOMETIMES	256 19%	22 22%	63 24%*	44 21%	35 12%*	61 17%	20 18%	125 18%	3 18%~	8 22%~	1 25%~	~	3 17%~	10 17%	32 17%	211 19%	163 18%	81 19%	78 16%*	171 20%*
USUALLY	401 29%	34 33%	73 28%	66 32%	88 31%	93 25%	33 31%	200 28%	6 33%~	18 49%~	3 75%~	3 33%~	4 24%~	21 34%	57 31%	325 29%	247 27%*	139 33%*	145 29%	243 29%
ALWAYS	666 48%	44 43%	118 45%	86 42%*	149 52%	200 55%*	51 47%	360 51%	9 49%~	11 29%~	~	6 67%~	7 41%~	27 44%	94 51%	554 49%	462 51%*	180 43%*	250 51%	398 47%
#ALWAYS + USUALLY (NET)	1067 78%	79 76%	191 73%*	152 74%	237 84%*	293 80%	84 78%	560 79%	16 82%~	29 78%~	3 75%~	9 100%~	11 65%~	48 79%	151 81%	878 77%	709 78%	319 76%	396 80%	641 76%
TOP BOX SCORE	666 48%	44 43%	118 45%	86 42%*	149 52%	200 55%*	51 47%	360 51%	9 49%~	11 29%~	~	6 67%~	7 41%~	27 44%	94 51%	554 49%	462 51%*	180 43%*	250 51%	398 47%
NOT ANSWERED	48	3	5	5	6	22	4	27	2	1	1	1	1	10	34	37	9	16	29	
VALID CASES	1375	103	263	206	284	367	108	712	19	37	4	9	17	61	186	1134	905	418	494	841
NUMBER OF RESPONDENTS	1423	106	268	211	290	389	112	739	19	39	5	10	17	62	196	1168	942	427	510	870
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]



Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE STAFF TREAT YOU WITH COURTESY AND RESPECT?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q32 NEVER	25 2%	3 ~ 1%	4 2%	9 3%	5 1%	2 2%	8 1%*	1 ~ 3%	1 ~ 10%	2 11%	1 ~ 1%	3 2%	20 2%	10 1%*	13 3%*	10 2%	13 1%			
SOMETIMES	86 6%	13 12%*	21 8%	15 7%	11 4%*	18 5%	5 4%	46 6%	2 12%~	3 8%~	1 ~	3 6%~	8 4%	73 6%	55 6%	28 7%	30 6%	53 6%		
USUALLY	284 21%	25 24%	67 25%*	56 27%*	46 16%*	62 17%*	21 20%	140 20%	5 26%~	12 31%~	2 52%~	4 ~	15 24%~	41 22%	231 20%	190 21%	83 20%	88 18%*	189 22%*	
ALWAYS	983 71%	65 63%	173 66%*	131 64%*	219 77%*	284 77%*	79 74%	517 73%	12 63%~	22 58%~	2 48%~	8 90%~	10 59%~	43 70%	135 72%	811 72%	656 72%	292 70%	366 74%	589 70%
#ALWAYS + USUALLY (NET)	1267 92%	90 88%	240 91%	187 91%	264 93%	346 94%	100 94%	657 92%	17 88%~	34 89%~	4 100%~	8 90%~	14 83%~	57 94%	176 94%	1042 92%	846 93%	375 90%	454 92%	778 92%
TOP BOX SCORE	983 71%	65 63%	173 66%*	131 64%*	219 77%*	284 77%*	79 74%	517 73%	12 63%~	22 58%~	2 48%~	8 90%~	10 59%~	43 70%	135 72%	811 72%	656 72%	292 70%	366 74%	589 70%
NOT ANSWERED	45	3	4	5	6	20	5	29	1	1	1	1	9	34	31	11	16	27		
VALID CASES	1378	103	264	206	284	369	107	710	19	38	4	9	17	61	187	1134	911	416	494	843
NUMBER OF RESPONDENTS	1423	106	268	211	290	389	112	739	19	39	5	10	17	62	196	1168	942	427	510	870
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

Q33 IN THE LAST 6 MONTHS, DID YOUR HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK NATV	MUL- OHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q33 YES	1709 31%	172 33%	285 31%	277 33%	360 33%	438 29%*	116 28%	793 25%*	17 29%	34 24%*	5 34%~	17 24%	18 31%	97 42%*	247 37%*	1379 30%*	1120 30%*	530 34%*	648 30%*	1005 32%
NO	3725 69%	345 67%	623 69%	564 67%	733 67%	1071 71%*	305 72%	2336 75%*	43 71%	108 76%*	10 66%~	53 76%	41 69%	134 58%*	416 63%*	3178 70%*	2585 70%*	1036 66%*	1548 70%*	2101 68%
NOT ANSWERED	356	14	19	17	39	42	21	81	3	4	1	2	1	6	24	127	98	54	62	92
VALID CASES	5433	516	908	841	1093	1509	422	3129	60	142	15	70	59	230	663	4557	3705	1566	2196	3106
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

PQ34 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR HEALTH PLAN EASY TO FILL OUT?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
PQ34 NEVER	86 2%	7 1%	15 2%	15 2%	18 2%	24 2%	1 0.3%*	28 0.9%*	1 ~0.7%	3 ~	2 4%	6 3%	11 2%	68 2%	48 1%*	34 2%	36 2%	47 2%		
SOMETIMES	290 5%	33 7%	40 4%	46 6%	62 6%	73 5%	18 4%	112 4%*	4 7%	9 7%	2 13%~	4 ~	19 7%	47 8%	219 7%*	158 4%*	120 8%*	103 5%	171 6%	
USUALLY	644 12%	61 12%	129 14%*	99 12%	134 12%	154 10%*	57 14%	337 11%*	8 13%	15 11%	1 8%~	5 8%	9 15%	36 16%	79 12%	548 12%	442 12%	187 12%	231 11%*	402 13%*
ALWAYS	4334 81%	409 80%	718 80%	672 81%	861 80%	1229 83%*	341 82%	2624 85%*	49 81%	117 82%	12 79%~	60 88%	44 75%	165 73%*	511 79%	3663 81%	3008 82%*	1202 78%*	1794 83%*	2443 80%*
#ALWAYS + USUALLY (NET)	4977 93%	470 92%	847 94%	771 93%	995 93%	1383 93%	397 95%*	2962 96%*	56 93%	132 93%	13 87%~	65 96%	52 90%	201 89%	590 91%	4211 94%*	3449 94%*	1389 90%*	2025 94%	2845 93%
TOP BOX SCORE	4334 81%	409 80%	718 80%	672 81%	861 80%	1229 83%*	341 82%	2624 85%*	49 81%	117 82%	12 79%~	60 88%	44 75%	165 73%*	511 79%	3663 81%	3008 82%*	1202 78%*	1794 83%*	2443 80%*
NOT ANSWERED	81	6	6	9	18	30	4	28			2	1	5	15	58	50	23	31	44	
VALID CASES	5353	510	902	832	1076	1480	417	3101	60	142	15	68	58	225	648	4499	3655	1543	2164	3063
NUMBER OF RESPONDENTS	5434 100%	516 100%	908 100%	841 100%	1094 100%	1510 100%	421 100%	3129 100%	60 100%	142 100%	15 100%	70 100%	59 100%	230 100%	663 100%	4557 100%	3705 100%	1566 100%	2195 100%	3107 100%

[ASKED IF Q33 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q33 = NO]

Q35 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR HEALTH PLAN?

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE		
Q35 WORST HEALTH PLAN POSSIBLE	44 0.9%	3 0.6%	6 0.7%	8 1%	14 1%	10 0.7%	~	28 1%	1 2%	~	~	~	3 5%	1 0.4%	4 0.6%	34 0.8%	23 0.7%*	20 1%*	23 1%	17 0.6%*
01	45 0.9%	1 0.2%*	7 0.8%	6 0.7%	15 1%	11 0.8%	3 0.7%	29 1%	1 2%	1 0.6%	~	~	1 2%	2 0.9%	4 0.6%	38 0.9%	22 0.6%*	23 2%*	17 0.8%	25 0.8%
02	53 1%	2 0.4%*	9 1%	10 1%	9 0.9%	19 1%	~	32 1%	~	~	~	~	3 5%	2 1%	2 0.3%*	46 1%	24 0.7%*	24 2%*	17 0.8%	32 1%
03	115 2%	10 2%	22 3%	24 3%	29 3%	24 2%	3 0.7%*	60 2%	1 ~0.8%	1 5%	3 ~	3 5%	3 6%	4 2%	15 2%	93 2%	64 2%*	50 3%*	42 2%	71 2%
04	140 3%	10 2%	30 3%	20 3%	33 3%	41 3%	5 1%*	90 3%	2 4%	~	1 7%	1 ~	5 2%	10 9%	9 1%*	129 3%*	84 2%*	55 4%*	46 2%	92 3%*
05	476 9%	45 9%	96 11%	86 11%	95 9%	120 9%	25 6%*	296 10%*	7 ~	1 5%*	10 7%	5 ~	27 18%	5 9%	39 6%*	424 10%*	325 9%	138 9%	191 9%	276 9%
06	342 7%	37 7%	64 7%	71 9%*	77 7%	73 5%*	11 3%*	214 7%*	2 3%	7 5%	~	4 7%	4 7%	20 10%	25 4%*	306 7%*	236 7%	100 7%	137 7%	196 7%
07	661 13%	82 16%*	128 15%	109 14%	121 12%	150 11%*	45 11%	348 12%*	7 12%	17 13%	2 13%	8 ~	6 13%	38 11%	52 8%*	569 13%	430 12%	208 14%	248 12%	389 13%
08	1047 20%	110 22%	174 20%	172 21%	196 19%	285 20%	85 21%	592 20%	15 27%	36 27%	5 34%	11 ~	6 19%	33 11%*	110 17%*	898 21%*	741 21%*	274 18%*	432 21%	591 20%
09	783 15%	68 13%	141 16%	106 13%	156 15%	210 15%	87 22%*	462 16%	6 12%	26 20%	1 7%	4 ~	8 7%*	24 14%	104 16%	658 15%	556 16%*	210 14%	307 15%	464 16%
BEST HEALTH PLAN POSSIBLE	1445 28%	135 27%	191 22%*	190 24%*	283 28%	469 33%*	138 34%*	759 26%*	20 37%	37 28%	4 27%	18 ~	12 31%	52 22%	275 43%*	1116 26%*	1001 29%	394 26%	612 30%	800 27%
#8-10 (NET)	3275 64%	312 62%	507 58%*	468 58%*	635 62%	964 68%*	310 77%*	1813 62%*	42 76%*	99 75%*	10 68%	33 ~	25 56%	109 46%*	488 77%*	2672 62%*	2298 66%*	879 59%*	1351 65%*	1855 63%

Continued

Q35 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR HEALTH PLAN?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- ILND NATV	OTHR OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE
9-10 (NET)	2228 43%	203 40%	333 38%*	296 37%*	439 43%	679 48%*	225 56%*	1220 42%*	27 49%	63 48%	5 34%~	22 37%	20 36%	76 36%*	378 59%*	1774 41%*	1557 44%*	605 40%*	918 44%	1264 43%
NOT ANSWERED	638	28	57	55	104	141	42	301	9	14	1	12	5	21	50	374	296	123	187	245
VALID CASES	5151	502	870	803	1028	1410	401	2909	54	132	15	60	55	215	637	4310	3507	1497	2071	2953
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%
MEAN	7.76	7.83	7.53	7.51	7.62	7.96	8.42	7.67	8.22	8.29	7.75	7.56	6.57	7.40	8.41	7.69	7.87	7.49	7.82	7.74
p stat_(*=Sig @ p<=.05)		.399	.001*	.000*	.030*	.000*	0.000*	.001*	.116	.000*	~.478	.005*	.013*	0.000*	0.000*	.000*	.000*	.000*	.104	.376

Q35A IN THE LAST 6 MONTHS, DID YOU HAVE A HEALTH PROBLEM FOR WHICH YOU NEEDED SPECIAL MEDICAL EQUIPMENT, SUCH AS A CANE, A WHEELCHAIR, OR OXYGEN EQUIPMENT?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q35A YES	636 12%	11 2%*	63 7%*	68 8%*	148 13%*	228 15%*	99 23%*	374 12%	7 11%	12 8%	3 18%~	13 19%	10 16%	38 16%*	39 6%*	569 12%*	246 7%*	369 23%*	217 10%*	400 13%*
NO	4821 88%	514 98%*	850 93%*	777 92%*	948 87%*	1283 85%*	325 77%*	2748 88%	54 89%	134 92%	13 82%~	56 81%	49 84%	193 84%*	621 94%*	4019 88%*	3481 93%*	1200 77%*	1984 90%*	2726 87%*
NOT ANSWERED	332	6	14	13	37	40	20	88	3			3	1	5	27	96	76	51	58	71
VALID CASES	5457	524	913	845	1095	1511	423	3122	60	146	16	69	59	231	660	4588	3727	1569	2200	3127
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q35B IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE MEDICAL EQUIPMENT YOU NEEDED THROUGH YOUR HEALTH PLAN?

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMER	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35B NEVER	133 22%	2 18%~	19 32%	19 30%	42 29%*	35 16%*	13 13%*	78 22%	1 16%~	1 8%~	6 ~ 46%~	3 29%~	7 19%~	7 18%~	121 22%	49 21%	83 23%	32 16%*	98 26%*	
SOMETIMES	83 14%		9 ~ 15%	9 14%	11 7%*	36 17%	14 14%	49 14%	1 11%~	4 34%~	1 32%~	1 ~ 10%~	4 10%~	2 5%~	73 14%	24 10%*	56 16%	27 13%	52 14%	
USUALLY	143 24%	1 9%~	10 17%	18 28%	28 19%	56 26%	27 28%	76 22%	2 31%~	6 51%~	2 68%~	2 15%~	4 42%~	10 29%~	9 24%~	129 24%	55 24%	84 24%	53 26%	86 22%
ALWAYS	245 41%	8 73%~	21 36%	18 29%*	63 44%	86 41%	42 44%	148 42%	3 42%~	1 7%~	5 ~ 39%~	2 19%~	15 41%~	20 53%~	216 40%	105 45%	130 37%*	91 45%	147 38%	
#ALWAYS + USUALLY (NET)	388 64%	9 82%~	31 53%	36 56%	90 63%	142 67%	69 72%	224 64%	5 73%~	7 58%~	2 68%~	7 54%~	6 61%~	25 71%~	29 77%~	345 64%	160 69%	214 61%*	144 71%*	233 61%*
TOP BOX SCORE	245 41%	8 73%~	21 36%	18 29%*	63 44%	86 41%	42 44%	148 42%	3 42%~	1 7%~	5 ~ 39%~	2 19%~	15 41%~	20 53%~	216 40%	105 45%	130 37%*	91 45%	147 38%	
NOT ANSWERED	36		3	5	6	16	5	28					2	2	32	15	18	15	20	
VALID CASES	605	11	59	63	143	213	96	350	7	12	3	13	10	35	38	539	233	352	204	383
NUMBER OF RESPONDENTS	641	11	62	68	149	229	101	378	7	12	3	13	10	37	40	571	248	370	219	403
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

Q35C IN THE LAST 6 MONTHS, DID YOU HAVE ANY HEALTH PROBLEMS THAT NEEDED SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE		
Q35C YES	781 14%	28 5%*	89 10%*	114 14%	183 17%*	250 17%*	93 22%*	476 15%*	6 11%	15 10%	2 12%~	7 10%	7 11%	44 19%	57 9%*	688 15%*	370 10%*	381 24%*	250 11%*	511 16%*
NO	4650 86%	496 95%*	828 90%*	727 86%	904 83%*	1248 83%*	328 78%*	2622 85%*	54 89%	129 90%	13 88%~	62 90%	53 89%	186 81%	606 91%*	3873 85%*	3343 90%*	1179 76%*	1933 89%*	2607 84%*
NOT ANSWERED	358	6	10	17	45	53	22	112	3	2	1	3		6	23	123	91	59	74	79
VALID CASES	5431	524	917	841	1087	1498	421	3098	60	144	15	69	60	230	664	4561	3712	1561	2184	3119
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%



Q35D IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE SPECIAL THERAPY YOU NEEDED THROUGH YOUR HEALTH PLAN?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q35D NEVER	184 25%	7 23%~	31 36%*	36 32%	51 29%	48 21%	6 6%*	112 25%	2 ~ 15%~	3 ~ 57%~	3 49%~	14 33%~	14 25%	163 25%	78 22%	100 28%	48 20%	131 27%		
SOMETIMES	138 18%	5 18%~	21 25%	24 21%	27 16%	45 19%	5 5%*	77 17%	1 23%~	~	~	1 ~ 19%~	8 19%~	9 16%	114 18%	70 20%	57 16%	44 18%	85 17%	
USUALLY	179 24%	7 24%~	15 17%	26 23%	35 20%	61 26%	33 36%*	112 25%	5 ~ 36%~	2 ~ 100%~	2 ~ 33%~	12 29%~	9 15%	163 25%	78 22%	95 26%	58 25%	119 24%		
ALWAYS	248 33%	10 34%~	19 22%*	25 23%*	62 35%	79 34%	48 52%*	152 33%	4 77%~	7 50%~	2 ~ 43%~	8 ~ 20%~	25 44%	214 33%	128 36%	112 31%	88 37%	157 32%		
#ALWAYS + USUALLY (NET)	428 57%	16 59%~	33 39%*	51 46%*	97 55%	140 60%	81 88%*	264 58%	4 77%~	12 85%~	2 ~ 100%~	2 43%~	21 49%~	34 59%	377 58%	206 58%	207 57%	146 61%	276 56%	
TOP BOX SCORE	248 33%	10 34%~	19 22%*	25 23%*	62 35%	79 34%	48 52%*	152 33%	4 77%~	7 50%~	2 ~ 43%~	8 ~ 20%~	25 44%	214 33%	128 36%	112 31%	88 37%	157 32%		
NOT ANSWERED	39	5	5	8	19	3	24	2	1	2	1	2	2	37	20	19	16	23		
VALID CASES	750	28	85	111	175	233	92	453	5	14	2	5	6	42	57	654	354	364	238	492
NUMBER OF RESPONDENTS	789	28	90	116	183	252	95	477	7	15	2	7	7	44	59	691	374	383	254	515
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

Q35E IN THE LAST 6 MONTHS, DID YOU VISIT A PROVIDER FOR A SPECIFIC HEALTH ISSUE?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMER	IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35E YES	2909 53%	172 33%*	450 49%*	434 51%	605 55%	914 60%*	268 62%*	1774 56%*	36 59%	57 39%*	7 42%~	35 51%	33 55%	136 58%	237 36%*	2572 56%*	1741 47%*	1087 69%*	1007 46%*	1836 58%*
NO	2566 47%	352 67%*	465 51%*	414 49%	503 45%	604 40%*	161 38%*	1368 44%*	25 41%	88 61%*	9 58%~	34 49%	27 45%	98 42%	427 64%*	2036 44%*	1996 53%*	499 31%*	1206 54%*	1304 42%*
NOT ANSWERED	314	6	12	10	25	33	15	68	2	1		3		2	23	76	65	35	45	58
VALID CASES	5475	524	915	848	1107	1518	428	3142	61	145	16	69	60	234	664	4608	3738	1585	2213	3140
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q35F HOW MUCH EFFORT WAS MADE TO HELP YOU UNDERSTAND YOUR HEALTH ISSUE?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q35F																				
NO EFFORT AT ALL	99 3%	5 3%	16 4%	12 3%	20 3%	34 4%	11 4%	53 3%	1 2%~	2 4%	1 ~	1 3%~	4 3%	20 9%*	74 3%*	46 3%*	52 5%*	36 4%	62 3%	
A LITTLE EFFORT WAS MADE	216 8%	15 9%	43 10%	39 9%	46 8%	56 6%	10 4%*	126 7%	2 6%~	2 4%	1 14%~	4 11%~	5 15%~	12 9%	21 9%	185 7%	112 7%*	98 9%*	73 7%	138 8%
SOME EFFORT WAS MADE	695 25%	49 29%	118 27%	131 31%*	137 23%	189 21%*	57 21%	431 25%	9 24%~	21 39%*	1 16%~	7 21%~	9 29%~	37 27%	45 20%*	623 25%	394 23%*	283 27%*	245 25%	435 24%
A LOT OF EFFORT WAS MADE	1827 64%	103 60%	267 60%*	241 57%*	384 65%	600 68%*	190 71%*	1105 64%	24 67%~	30 54%	4 69%~	21 65%~	17 53%~	82 61%	146 63%	1624 65%	1148 68%*	626 59%*	633 64%	1152 64%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2523 89%	152 89%	385 87%	372 88%	521 89%	789 90%	247 92%	1536 90%	32 92%~	51 93%	5 86%~	28 86%~	26 82%~	118 88%	191 82%*	2247 90%*	1542 91%*	908 86%*	878 89%	1587 89%
TOP BOX SCORE	1827 64%	103 60%	267 60%*	241 57%*	384 65%	600 68%*	190 71%*	1105 64%	24 67%~	30 54%	4 69%~	21 65%~	17 53%~	82 61%	146 63%	1624 65%	1148 68%*	626 59%*	633 64%	1152 64%
NOT ANSWERED	86	3	8	13	19	38	2	60	1	2	1	2	2	2	7	74	52	31	28	56
VALID CASES	2838	171	443	423	588	879	268	1715	35	55	6	33	32	134	232	2506	1700	1058	987	1787
NUMBER OF RESPONDENTS	2924	174	451	436	607	917	270	1775	36	57	7	35	34	136	239	2580	1752	1089	1015	1843
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

Q35G HOW MUCH EFFORT WAS MADE TO LISTEN TO THE THINGS THAT MATTER MOST TO YOU ABOUT YOUR HEALTH ISSUE?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35G																				
NO EFFORT AT ALL	107 4%	7 4%	19 4%	12 3%	26 4%	35 4%	9 3%	58 3%	2 7%~	1 2%	1 ~	1 3%~	5 4%	20 9%*	83 3%*	51 3%*	55 5%*	41 4%	65 4%	
A LITTLE EFFORT WAS MADE	235 8%	14 8%	48 11%	40 10%	53 9%	58 7%*	15 5%*	141 8%	2 6%~	5 9%	2 31%~	3 9%~	3 10%	23 10%	201 8%	127 7%	103 10%*	76 8%	153 9%	
SOME EFFORT WAS MADE	709 25%	46 27%	110 25%	126 30%*	151 26%	196 22%*	63 23%	414 24%	12 35%~	21 39%*	1 16%~	10 30%~	11 33%~	32 24%	50 22%	630 25%	400 24%*	291 27%*	261 27%	433 24%
A LOT OF EFFORT WAS MADE	1779 63%	105 61%	267 60%	241 58%*	358 61%	589 67%*	182 68%	1102 64%	18 52%~	27 50%	3 53%~	19 58%~	18 55%~	82 62%	138 60%	1590 64%	1117 66%*	609 58%*	605 62%	1136 64%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2488 88%	151 88%	377 85%	368 88%	509 87%	785 89%	244 91%	1515 88%	29 86%~	48 89%	4 69%~	29 88%~	29 88%~	114 86%	189 81%*	2219 89%*	1517 89%*	900 85%*	865 88%	1569 88%
TOP BOX SCORE	1779 63%	105 61%	267 60%	241 58%*	358 61%	589 67%*	182 68%	1102 64%	18 52%~	27 50%	3 53%~	19 58%~	18 55%~	82 62%	138 60%	1590 64%	1117 66%*	609 58%*	605 62%	1136 64%
NOT ANSWERED	94	2	8	16	20	39	2	61	2	3	1	2	1	4	7	77	57	30	33	55
VALID CASES	2830	172	443	420	587	878	268	1714	34	54	6	33	33	132	232	2503	1695	1059	982	1788
NUMBER OF RESPONDENTS	2924	174	451	436	607	917	270	1775	36	57	7	35	34	136	239	2580	1752	1089	1015	1843
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

Q35H HOW MUCH EFFORT WAS MADE TO INCLUDE WHAT MATTERS MOST TO YOU IN CHOOSING WHAT TO DO NEXT?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTH	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35H																				
NO EFFORT AT ALL	187 7%	13 7%	24 5%	37 9%	42 7%	57 6%	11 4%*	99 6%*	2 7%~	2 4%	5 ~ 14%~	4 12%~	9 7%	31 13%*	146 6%*	93 6%*	90 9%*	61 6%	122 7%	
A LITTLE EFFORT WAS MADE	248 9%	15 9%	50 11%	42 10%	52 9%	64 7%*	18 7%	155 9%	4 12%~	5 9%	1 14%~	3 8%~	4 12%~	10 8%	15 7%	224 9%	132 8%*	112 11%*	84 9%	160 9%
SOME EFFORT WAS MADE	759 27%	52 30%	118 27%	125 30%	164 28%	217 25%	70 27%	448 26%	13 38%~	23 42%*	3 52%~	8 24%~	10 31%~	42 32%	54 24%	679 27%	424 25%*	315 30%*	299 30%*	448 25%*
A LOT OF EFFORT WAS MADE	1630 58%	93 54%	251 57%	218 52%*	332 56%	540 62%*	163 62%	1008 59%	15 43%~	24 44%*	2 33%~	18 54%~	15 45%~	70 53%	129 56%	1453 58%	1045 62%*	539 51%*	537 55%*	1056 59%*
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2389 85%	145 84%	369 83%	344 81%	496 84%	756 86%	233 89%*	1456 85%	28 81%~	47 87%	5 86%~	27 78%~	25 76%~	112 85%	183 80%	2131 85%*	1469 87%*	854 81%*	836 85%	1505 84%
TOP BOX SCORE	1630 58%	93 54%	251 57%	218 52%*	332 56%	540 62%*	163 62%	1008 59%	15 43%~	24 44%*	2 33%~	18 54%~	15 45%~	70 53%	129 56%	1453 58%	1045 62%*	539 51%*	537 55%*	1056 59%*
NOT ANSWERED	99	2	8	14	17	40	8	64	1	3	1	1	1	5	10	79	58	33	35	56
VALID CASES	2825	172	443	422	590	877	262	1711	35	54	6	34	33	131	229	2501	1694	1056	980	1787
NUMBER OF RESPONDENTS	2924	174	451	436	607	917	270	1775	36	57	7	35	34	136	239	2580	1752	1089	1015	1843
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

Q35I CHOICES FOR YOUR TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID THIS PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE	
Q35I YES	1890 35%	146 28%*	303 33%	278 33%	407 37%	555 37%	164 39%	1095 35%	26 42%	48 34%	1 7%~	16 23%*	23 39%	90 39%	206 31%*	1630 36%*	1201 32%*	640 41%*	640 29%*	1215 39%*
NO	3522 65%	376 72%*	608 67%	560 67%	688 63%	955 63%	258 61%	2036 65%	36 58%	95 66%	15 93%~	54 77%*	36 61%	143 61%	456 69%*	2941 64%*	2504 68%*	935 59%*	1553 71%*	1900 61%*
NOT ANSWERED	377	8	16	20	38	41	21	79	1	3		2	1	4	25	114	98	45	65	83
VALID CASES	5412	522	911	838	1094	1510	422	3131	62	143	16	70	59	232	662	4570	3705	1575	2193	3115
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q35J IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR HEALTH CARE?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q35J #YES	1608 88%	120 85%	268 89%	225 85%	337 86%	487 91%*	143 90%	947 90%*	16 66%~	36 79%~	1 100%~	12 79%~	19 87%~	71 80%*	178 90%	1390 88%	1039 89%*	539 86%	534 86%*	1048 90%*
NO	218 12%	21 15%	32 11%	39 15%	56 14%	48 9%*	16 10%*	105 10%*	8 34%~	10 21%~		3 ~ 21%~	3 13%~	18 20%*	20 10%	185 12%	124 11%*	86 14%	89 14%*	122 10%*
NOT ANSWERED	65	5	3	15	15	20	6	45	2	2		1	1	2	8	55	42	12	19	45
VALID CASES	1826	141	300	264	392	535	158	1052	24	46	1	15	22	89	198	1575	1163	626	623	1170
NUMBER OF RESPONDENTS	1891 100%	146 100%	303 100%	279 100%	407 100%	555 100%	164 100%	1097 100%	26 100%	48 100%	1 100%	16 100%	23 100%	91 100%	206 100%	1630 100%	1205 100%	638 100%	642 100%	1215 100%

[ASKED IF Q35I = YES]

Q35K IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOU?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q35K #YES	1504 83%	118 83%	258 86%	207 79%	315 80%	451 86%	131 83%	881 85%	15 62%~	37 81%~	1 100%~	12 80%~	16 72%~	67 76%	166 85%	1303 83%	985 85%*	494 79%*	496 80%*	984 85%*
NO	305 17%	25 17%	41 14%	54 21%	76 20%	75 14%	26 17%	160 15%	9 38%~	9 19%~		3 ~ 20%~	6 28%~	21 24%	30 15%	260 17%	171 15%*	128 21%*	122 20%*	177 15%*
NOT ANSWERED	82	3	4	18	16	29	7	56	2	2		1	1	2	10	67	50	16	24	54
VALID CASES	1809	143	299	261	391	526	157	1041	24	46	1	15	22	89	196	1563	1155	622	618	1161
NUMBER OF RESPONDENTS	1891 100%	146 100%	303 100%	279 100%	407 100%	555 100%	164 100%	1097 100%	26 100%	48 100%	1 100%	16 100%	23 100%	91 100%	206 100%	1630 100%	1205 100%	638 100%	642 100%	1215 100%

[ASKED IF Q35I = YES]



Q35L IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS OR RAISE CONCERNS?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	MALE	FE-MALE	
Q35L NEVER	752 14%	74 14%	123 14%	124 15%	166 15%	205 14%	39 9%*	406 13%*	8 13%	29 20%	2 13%~	11 16%	13 23%	46 20%*	109 17%	613 14%*	542 15%*	191 12%*	408 19%*	326 11%*
SOMETIMES	624 12%	67 13%	127 14%*	106 13%	120 11%	140 9%*	43 10%	304 10%*	9 14%	22 15%	4 25%~	11 16%	8 13%	20 9%	104 16%*	491 11%*	357 10%*	248 16%*	235 11%	375 12%
USUALLY	1190 22%	128 25%	202 23%	213 26%*	229 21%	293 20%*	107 25%	687 22%	13 21%	39 27%	5 34%~	10 14%	16 28%	46 20%	162 24%	997 22%	794 22%	376 24%	471 22%	705 23%
ALWAYS	2758 52%	243 47%*	440 49%	381 46%*	564 52%	848 57%*	234 55%	1691 55%*	32 52%	53 37%*	4 27%~	37 53%	20 35%*	119 51%	287 43%*	2391 53%*	1951 54%*	760 48%*	1049 49%*	1661 54%*
#ALWAYS + USUALLY (NET)	3948 74%	371 73%	642 72%	595 72%	793 74%	1141 77%*	341 81%*	2378 77%*	45 73%	91 64%*	9 62%~	47 68%	36 63%	165 71%	449 68%*	3388 75%*	2744 75%*	1137 72%*	1520 70%*	2366 77%*
TOP BOX SCORE	2758 52%	243 47%*	440 49%	381 46%*	564 52%	848 57%*	234 55%	1691 55%*	32 52%	53 37%*	4 27%~	37 53%	20 35%*	119 51%	287 43%*	2391 53%*	1951 54%*	760 48%*	1049 49%*	1661 54%*
NOT ANSWERED	464	18	35	33	54	64	20	123	1	4	1	3	3	5	24	192	160	45	94	131
VALID CASES	5325	512	892	825	1078	1487	423	3087	62	142	15	69	57	231	663	4492	3643	1575	2164	3067
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q35M IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35M ALWAYS	316 6%	34 7%	39 4%*	38 5%	74 7%	83 6%	38 9%*	138 4%*	4 7%	5 4%	1 7%~	6 9%	3 5%	19 8%	57 9%*	239 5%*	185 5%*	123 8%*	124 6%	180 6%
USUALLY	269 5%	29 6%	47 5%	32 4%*	59 5%	62 4%	30 7%	134 4%*	4 7%	16 11%*	1 7%~	4 6%	1 2%	7 3%	28 4%	227 5%	151 4%*	108 7%*	101 5%	160 5%
SOMETIMES	945 18%	105 21%	165 18%	146 18%	197 18%	235 16%*	79 19%	538 17%	5 9%*	34 24%	4 24%~	20 29%*	13 23%	49 21%	129 19%	791 18%	567 15%*	366 23%*	352 16%*	580 19%*
NEVER	3804 71%	345 67%*	652 72%	616 74%	753 70%	1106 74%*	277 65%*	2275 74%*	47 77%	86 61%*	10 63%~	38 56%*	42 71%	156 68%	453 68%*	3250 72%*	2759 75%*	988 62%*	1588 73%*	2168 70%*
#NEVER + SOMETIMES (NET)	4748 89%	450 88%	817 90%	762 92%*	950 88%	1341 90%	355 84%*	2812 91%*	52 86%	120 85%	14 86%~	58 85%	55 93%	204 89%	582 87%	4041 90%*	3327 91%*	1354 85%*	1940 90%	2748 89%
TOP BOX SCORE	3804 71%	345 67%*	652 72%	616 74%	753 70%	1106 74%*	277 65%*	2275 74%*	47 77%	86 61%*	10 63%~	38 56%*	42 71%	156 68%	453 68%*	3250 72%*	2759 75%*	988 62%*	1588 73%*	2168 70%*
NOT ANSWERED	456	17	24	26	49	65	20	126	2	5		4	1	6	19	176	140	35	93	110
VALID CASES	5333	513	903	832	1083	1486	423	3084	61	141	16	68	59	230	668	4508	3663	1585	2165	3088
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q35N IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35N ALWAYS	75 1%	7 1%	9 1%	7 0.8%*	18 2%	24 2%	9 2%	32 1%*	2 3%	2 1%	4 ~ 6%	9 ~ 4%	9 1%	64 1%	32 0.9%*	42 3%*	29 1%	45 1%		
USUALLY	127 2%	16 3%	22 2%	23 3%	21 2%	35 2%	9 2%	70 2%	2 3%	4 3%	1 ~ 2%	1 2%	10 4%	10 1%*	112 2%	68 2%*	56 4%*	56 3%	69 2%	
SOMETIMES	764 14%	65 13%	135 15%	96 12%*	171 16%	214 14%	66 16%	483 16%*	3 5%*	16 11%	2 12%~	14 21%	12 21%	39 17%	66 10%*	677 15%*	453 12%*	301 19%*	254 12%*	497 16%*
NEVER	4376 82%	428 83%	736 82%	707 85%*	882 81%	1218 82%	340 80%	2500 81%	54 88%	119 85%	13 88%~	49 72%	46 78%	172 75%*	588 87%*	3663 81%*	3127 85%*	1187 75%*	1828 84%*	2492 80%*
#NEVER + SOMETIMES (NET)	5139 96%	493 95%	871 96%	803 96%	1052 96%	1432 96%	406 96%	2983 97%*	57 93%	135 96%	15 100%~	64 93%	58 98%	211 92%*	654 97%	4340 96%	3580 97%*	1488 94%*	2082 96%	2989 96%
TOP BOX SCORE	4376 82%	428 83%	736 82%	707 85%*	882 81%	1218 82%	340 80%	2500 81%	54 88%	119 85%	13 88%~	49 72%	46 78%	172 75%*	588 87%*	3663 81%*	3127 85%*	1187 75%*	1828 84%*	2492 80%*
NOT ANSWERED	447	14	24	26	41	60	19	126	2	5	1	3	1	6	15	167	124	34	91	95
VALID CASES	5342	516	903	832	1091	1491	424	3084	61	141	15	69	59	230	672	4517	3679	1586	2167	3103
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q350 IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE A CONDESCENDING, SARCASTIC, OR RUDE TONE OR MANNER WITH YOU?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q350 ALWAYS	62 1%	6 1%	9 1%	6 0.7%	10 0.9%	24 2%	6 1%	25 0.8%*	2 3%	1 0.8%	1 ~	1 2%	6 ~	6 2%	8 1%	52 1%	29 0.8%*	31 2%*	19 0.9%	41 1%
USUALLY	86 2%	7 1%	21 2%	14 2%	21 2%	20 1%	3 0.7%*	49 2%	1 ~0.8%	1 ~	2 3%	1 2%	9 4%	6 0.9%*	79 2%*	47 1%*	36 2%*	35 2%	50 2%	
SOMETIMES	500 9%	41 8%	99 11%	76 9%	112 10%	125 8%	34 8%	298 10%	4 7%	6 4%*	1 5%~	10 14%	6 10%	32 14%*	41 6%*	438 10%*	267 7%*	226 14%*	164 8%*	328 11%*
NEVER	4691 88%	459 89%	773 86%*	740 89%	946 87%	1320 89%	381 90%	2714 88%	55 90%	129 94%*	14 95%~	56 81%	51 89%	185 80%*	616 92%*	3951 87%*	3343 91%*	1286 81%*	1947 90%*	2684 86%*
#NEVER + SOMETIMES (NET)	5191 97%	500 97%	872 97%	816 98%	1058 97%	1445 97%	415 98%	3012 98%	59 97%	135 98%	15 100%~	66 95%	57 98%	217 94%*	657 98%	4389 97%	3610 98%*	1513 96%*	2111 97%	3012 97%
TOP BOX SCORE	4691 88%	459 89%	773 86%*	740 89%	946 87%	1320 89%	381 90%	2714 88%	55 90%	129 94%*	14 95%~	56 81%	51 89%	185 80%*	616 92%*	3951 87%*	3343 91%*	1286 81%*	1947 90%*	2684 86%*
NOT ANSWERED	449	17	24	22	43	62	19	124	2	9	1	3	2	5	16	164	117	40	93	95
VALID CASES	5340	513	903	836	1089	1489	424	3086	61	137	15	69	58	231	671	4520	3686	1580	2165	3103
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q35P IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q35P #YES DEFINITELY	3573 68%	355 69%	590 66%	545 66%	699 65%*	1030 70%	307 73%*	2100 69%	43 70%	98 71%	14 89%~	39 57%	32 57%	143 63%	453 70%	3041 68%	2603 72%*	928 59%*	1408 66%	2127 69%*
YES SOMEWHAT	1277 24%	124 24%	221 25%	219 27%	270 25%	338 23%	86 21%	733 24%	15 24%	28 20%	1 6%~	21 31%	16 28%	60 27%	149 23%	1081 24%	794 22%*	471 30%*	527 25%	734 24%
NO	419 8%	36 7%	80 9%	60 7%	103 10%*	108 7%	25 6%	231 8%	4 6%	12 9%	1 5%~	8 12%	9 16%	22 10%	48 7%	360 8%	243 7%*	167 11%*	187 9%	227 7%
NOT ANSWERED	520	15	36	34	60	76	26	146	1	8		4	3	11	36	203	163	55	135	110
VALID CASES	5269	515	891	824	1072	1475	417	3064	62	138	16	68	57	225	651	4481	3640	1565	2123	3088
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q35Q A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35Q YES	3082 57%	306 59%	571 62%*	494 58%	636 57%	851 57%	187 44%*	1815 58%	40 64%	84 60%	11 73%~	36 51%	33 56%	128 55%	378 56%	2631 57%	2236 60%*	811 51%*	1180 53%*	1868 60%*
NO	2316 43%	214 41%	352 38%*	355 42%	473 43%	652 43%	235 56%*	1318 42%	22 36%	56 40%	4 27%~	35 49%	25 44%	104 45%	295 44%	1951 43%	1512 40%*	774 49%*	1028 47%*	1260 40%*
NOT ANSWERED	391	10	4	9	23	48	21	78	1	5	1	1	2	4	13	103	55	35	50	69
VALID CASES	5398	520	923	849	1109	1503	422	3132	62	141	15	71	58	232	674	4581	3748	1585	2208	3129
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q35R IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE	
Q35R NEVER	932 37%	102 36%	159 34%	164 40%	200 39%	216 36%	67 39%	417 39%	11 36%~	31 51%*	3 35%~	13 38%~	15 58%~	50 43%	137 35%	750 37%	586 35%*	335 42%*	391 37%	522 37%
SOMETIMES	475 19%	66 23%	107 23%*	73 18%	97 19%	94 15%*	29 17%	179 17%*	6 21%~	12 20%	~	7 20%~	5 19%~	19 17%	94 24%*	368 18%	324 19%	147 18%	179 17%*	291 21%*
USUALLY	475 19%	50 18%	80 17%	86 21%	84 16%	125 21%	38 22%	225 21%*	5 16%~	12 20%	3 33%~	6 18%~	3 12%~	21 18%	67 17%	391 19%	316 19%	152 19%	194 19%	272 19%
ALWAYS	615 25%	65 23%	118 25%	88 21%	131 26%	169 28%*	39 23%	256 24%	8 27%~	5 9%*	3 32%~	8 24%~	3 11%~	25 22%	97 25%	503 25%	440 26%*	168 21%*	282 27%*	324 23%*
#ALWAYS + USUALLY (NET)	1090 44%	115 41%	198 43%	173 42%	215 42%	294 49%*	77 45%	481 45%	13 43%~	17 28%*	6 65%~	14 41%~	6 23%~	46 40%	164 41%	894 44%	757 45%*	320 40%*	476 45%	596 42%
TOP BOX SCORE	615 25%	65 23%	118 25%	88 21%	131 26%	169 28%*	39 23%	256 24%	8 27%~	5 9%*	3 32%~	8 24%~	3 11%~	25 22%	97 25%	503 25%	440 26%*	168 21%*	282 27%*	324 23%*
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2829	242	453	424	581	874	236	2025	30	79	6	37	31	115	267	2520	2043	756	1134	1685
NOT ANSWERED	464	5	10	23	40	73	34	108	2	7	1	1	3	6	24	152	94	62	78	105
VALID CASES	2497	283	464	411	511	604	173	1078	31	60	9	34	26	115	396	2012	1666	802	1046	1408
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q36 IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL HEALTH?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE
Q36 EXCELLENT	588 11%	121 23%*	143 16%*	99 12%	84 8%*	108 7%*	17 4%*	309 10%*	4 6%	17 12%	1 6%~	8 11%	10 18%	24 10%	98 15%*	477 10%*	587 15%*	269 ~12%*	314 10%*	
VERY GOOD	1312 24%	191 36%*	281 30%*	216 25%	224 20%*	320 21%*	67 16%*	763 24%	14 24%	38 26%	7 46%~	11 16%	15 27%	45 20%	163 24%	1118 24%	1310 34%~	560 ~25%	739 23%	
GOOD	1907 35%	155 30%*	337 36%	320 38%	392 36%	541 36%	142 33%	1178 37%*	17 29%	51 35%	4 24%~	21 31%	18 33%	78 34%	217 32%	1644 36%	1905 50%*	770 ~35%	1120 36%	
FAIR	1196 22%	52 10%*	137 15%*	169 20%	291 26%*	381 25%*	155 36%*	675 21%	19 31%	30 21%	1 6%~	23 33%	9 16%	54 24%	167 25%	996 22%	1202 ~74%~	461 ~21%	727 23%*	
POOR	417 8%	5 0.9%*	26 3%*	49 6%*	107 10%*	171 11%*	53 12%*	233 7%	6 10%	8 6%	3 19%~	6 9%	3 6%	28 12%*	27 4%*	376 8%*	418 ~26%*	156 7%	251 8%	
#EXCELLENT + VERY GOOD + GOOD (NET)	3807 70%	467 89%*	761 82%*	635 74%*	701 64%*	970 64%*	226 52%*	2250 71%	35 59%	106 73%	12 75%~	40 58%*	44 79%	148 64%*	479 71%	3239 70%	3803 100%~	1599 ~72%*	2173 69%*	
NOT ANSWERED	370	6	4	6	34	29	9	53	3	2		4	5	6	14	73		42	47	
VALID CASES	5419	524	923	852	1098	1522	434	3157	60	144	16	68	55	230	673	4611	3803	1620	2216	3151
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%



Q37 IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL MENTAL OR EMOTIONAL HEALTH?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	ILND	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE
Q37 EXCELLENT	1024 19%	165 32%*	198 22%*	157 18%	173 16%*	260 17%*	54 12%*	532 17%*	14 23%	36 26%	5 31%~	11 15%	19 32%*	35 15%	165 25%*	833 18%*	931 25%*	86 5%*	486 22%*	526 17%*
VERY GOOD	1459 27%	155 30%	255 28%	240 28%	295 27%	413 27%	91 21%*	841 27%	17 28%	40 28%	5 32%~	18 26%	11 18%	52 22%	175 26%	1259 27%	1231 33%*	216 13%*	610 27%	844 27%
GOOD	1610 30%	120 23%*	263 29%	263 31%	311 28%	485 32%	152 35%*	959 30%	14 22%	39 27%	2 12%~	25 37%	11 18%*	70 30%	202 30%	1372 30%	1132 30%	460 29%	638 29%	958 30%
FAIR	1034 19%	71 14%*	163 18%	136 16%*	244 22%*	286 19%	119 27%*	648 20%*	15 24%	22 16%	2 12%~	10 15%	14 25%	60 26%*	110 16%*	894 19%	402 11%*	620 39%*	384 17%*	638 20%*
POOR	310 6%	12 2%*	42 5%	59 7%	77 7%*	92 6%	22 5%	189 6%	2 3%	5 3%	2 13%~	5 7%	4 7%	17 7%	21 3%*	275 6%	86 2%*	222 14%*	107 5%*	196 6%*
#EXCELLENT + VERY GOOD + GOOD (NET)	4094 75%	440 84%*	716 78%*	659 77%	778 71%*	1159 75%	298 68%*	2332 74%*	46 72%	115 81%	12 75%~	54 78%	41 69%	158 67%*	543 81%*	3464 75%*	3294 87%*	762 48%*	1734 78%*	2328 74%*
NOT ANSWERED	352	6	6	4	32	14	4	41		4		3	1	2	13	51	21	15	33	36
VALID CASES	5437	524	921	854	1100	1537	439	3169	63	142	16	69	59	234	674	4633	3782	1605	2225	3162
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2015?

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q38 #YES	1906 36%	134 27%*	244 27%*	229 27%*	389 35%	612 40%*	276 64%*	1113 36%	22 37%	69 49%*	8 51%~	23 34%	12 22%*	74 33%	272 42%*	1588 35%*	1160 31%*	720 46%*	676 31%*	1213 39%*
NO	3422 64%	358 73%*	653 73%*	610 73%*	711 65%	899 60%*	154 36%*	2005 64%	37 63%	71 51%*	8 49%~	45 66%	44 78%*	149 67%	382 58%*	2961 65%*	2537 69%*	849 54%*	1506 69%*	1885 61%*
DON'T KNOW	130	35	24	13	16	32	8	60	3	5		2	2	13	22	100	87	43	61	67
NOT ANSWERED	331	3	6	6	16	9	6	32	1	1		1	1	1	11	35	20	8	14	33
VALID CASES	5328	492	898	839	1100	1510	429	3118	59	140	16	69	57	222	654	4549	3697	1569	2182	3098
NUMBER OF RESPONDENTS	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q39 DO YOU NOW SMOKE CIGARETTES OR USE TOBACCO EVERY DAY, SOME DAYS, OR NOT AT ALL?

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q39 EVERY DAY	1116 21%	59 11%*	164 18%*	177 21%	306 28%*	337 22%	60 14%*	719 23%*	11 18%	9 6%*	1 7%~	22 31%	10 17%	59 25%	43 6%*	1050 23%*	676 18%*	427 27%*	544 25%*	557 18%*
SOME DAYS	482 9%	41 8%	90 10%	75 9%	107 10%	138 9%	26 6%*	266 8%	8 13%	6 4%*	1 5%~	10 15%	4 7%	37 16%*	49 7%	423 9%	304 8%*	169 11%*	213 10%	266 8%
NOT AT ALL	3808 70%	423 81%*	663 72%	596 70%	690 63%*	1044 69%	350 80%*	2164 69%*	43 69%	125 89%*	14 88%~	38 54%*	45 76%	138 59%*	580 86%*	3136 68%*	2766 74%*	993 62%*	1459 66%*	2322 74%*
DON'T KNOW	38	4	4	7	12	11	1	21	1	5				2	6	31	23	13	14	25
NOT ANSWERED	345	3	5	3	17	21	6	39		1		2	1	1	9	45	33	17	29	28
VALID CASES	5406	523	918	848	1103	1519	436	3149	62	140	16	70	59	233	672	4609	3747	1590	2216	3145
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q40 IN THE LAST 6 MONTHS, HOW OFTEN WERE YOU ADVISED TO QUIT SMOKING OR USING TOBACCO BY A DOCTOR OR OTHER HEALTH PROVIDER IN YOUR PLAN?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	FE- MALE	MALE		
Q40 NEVER	486 30%	46 45%*	90 35%	98 38%*	115 28%	117 25%*	16 18%*	286 29%	2 12%~	8 57%~	1 100%~	13 41%~	5 35%~	29 31%	37 40%*	440 30%	341 35%*	138 23%*	259 34%*	223 27%*
SOMETIMES	321 20%	15 14%	58 23%	65 25%*	79 19%	91 19%	12 14%	195 20%	6 33%~	2 15%~		8 ~ 26%~	3 24%~	16 17%	17 19%	296 20%	180 18%*	137 23%*	145 19%	175 21%
USUALLY	287 18%	17 17%	46 18%	38 15%	72 18%	93 20%	20 24%	203 21%*	4 21%~	2 14%~		2 ~ 7%~	1 7%~	10 10%*	17 19%	264 18%	176 18%	110 18%	119 16%*	166 20%*
ALWAYS	502 31%	24 24%	61 24%*	56 22%*	142 35%	171 36%*	37 43%*	295 30%	6 35%~	2 15%~		8 ~ 26%~	5 35%~	39 42%*	20 22%*	468 32%	282 29%*	212 35%*	230 31%	262 32%
#ALWAYS + USUALLY (NET)	789 49%	42 41%	107 42%*	93 36%*	214 52%	264 56%*	57 67%*	498 51%	10 56%~	4 28%~		10 ~ 33%~	6 41%~	49 52%	37 41%	732 50%	458 47%*	322 54%*	349 46%*	428 52%*
TOP BOX SCORE	502 31%	24 24%	61 24%*	56 22%*	142 35%	171 36%*	37 43%*	295 30%	6 35%~	2 15%~		8 ~ 26%~	5 35%~	39 42%*	20 22%*	468 32%	282 29%*	212 35%*	230 31%	262 32%
NOT ANSWERED	26	1	2	1	6	12	2	13	1	1	1			1	3	22	18	7	15	10
VALID CASES	1596	102	255	256	409	471	85	978	18	14	1	32	14	94	91	1468	978	597	753	825
NUMBER OF RESPONDENTS	1622	103	257	257	415	483	87	991	19	15	2	32	14	95	94	1490	996	604	768	835
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q41 IN THE LAST 6 MONTHS, HOW OFTEN WAS MEDICATION RECOMMENDED OR DISCUSSED BY A DOCTOR OR HEALTH PROVIDER TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF MEDICATION ARE: NICOTINE GUM, PATCH, NASAL SPRAY, INHALER, OR PRESCRIPTION MEDICATION.

	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- THR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q41 NEVER	807 51%	70 69%*	153 60%*	151 59%*	198 48%	200 43%*	31 37%*	483 50%	2 11%~	9 60%~	1 100%~	18 59%~	9 66%~	43 45%	59 65%*	735 50%	525 54%*	273 46%*	405 54%*	397 48%*
SOMETIMES	351 22%	17 17%	48 19%	60 23%	81 20%	115 25%	22 27%	225 23%	9 46%~	2 14%~		5 ~ 16%~	2 13%~	20 22%	14 15%	325 22%	203 21%	143 24%	152 20%	193 24%
USUALLY	186 12%	8 8%	25 10%	24 9%	52 13%	67 14%*	9 11%	121 12%	2 11%~	2 13%~		4 ~ 13%~	2 13%~	10 11%	8 9%	173 12%	113 12%	74 12%	88 12%	96 12%
ALWAYS	243 15%	6 6%*	30 12%	21 8%*	78 19%*	86 18%*	21 25%*	145 15%	6 33%~	2 14%~		4 ~ 12%~	1 8%~	21 22%	10 11%	229 16%	136 14%	102 17%	107 14%	134 16%
#ALWAYS + USUALLY (NET)	430 27%	14 14%*	55 21%*	44 17%*	130 32%*	153 33%*	30 36%	266 27%	8 44%~	4 26%~		8 ~ 25%~	3 21%~	31 33%	18 20%	402 27%	248 25%	176 30%	195 26%	230 28%
TOP BOX SCORE	243 15%	6 6%*	30 12%	21 8%*	78 19%*	86 18%*	21 25%*	145 15%	6 33%~	2 14%~		4 ~ 12%~	1 8%~	21 22%	10 11%	229 16%	136 14%	102 17%	107 14%	134 16%
NOT ANSWERED	34	2	2	2	6	15	3	17			1	1		1	3	28	20	13	16	15
VALID CASES	1588	101	255	255	409	468	84	974	19	15	1	31	14	94	91	1462	976	591	752	820
NUMBER OF RESPONDENTS	1622 100%	103 100%	257 100%	257 100%	415 100%	483 100%	87 100%	991 100%	19 100%	15 100%	2 100%	32 100%	14 100%	95 100%	94 100%	1490 100%	996 100%	604 100%	768 100%	835 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q42 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR DOCTOR OR HEALTH PROVIDER DISCUSS OR PROVIDE METHODS AND STRATEGIES OTHER THAN MEDICATION TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF METHODS AND STRATEGIES ARE: TELEPHONE HELPLINE, INDIVIDUAL OR GROUP COUNSELING, OR CESSATION PROGRAM.

	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q42 NEVER	888 56%	71 69%*	158 62%*	154 61%	204 50%*	252 54%	43 51%	553 57%	6 33%~	9 60%~	1 100%~	15 48%~	11 79%~	52 55%	57 64%	817 56%	561 58%	317 54%	445 59%*	441 54%
SOMETIMES	328 21%	14 14%*	41 16%*	59 24%	89 22%	102 22%	19 23%	195 20%	5 27%~	2 14%~		9 30%~	1 7%~	18 19%	13 14%	305 21%	188 19%	135 23%	141 19%	183 22%
USUALLY	177 11%	8 8%	25 10%	23 9%	54 13%	59 13%	8 9%	114 12%	2 12%~	2 13%~		4 12%~	1 7%~	8 9%	8 9%	168 11%	106 11%	71 12%	84 11%	91 11%
ALWAYS	189 12%	10 9%	30 12%	16 6%*	60 15%	56 12%	14 16%	112 11%	5 29%~	2 14%~		3 9%~	1 8%~	16 17%	12 13%	172 12%	117 12%	67 11%	80 11%	103 13%
#ALWAYS + USUALLY (NET)	366 23%	17 17%	55 22%	38 15%*	114 28%*	115 25%	21 25%	226 23%	7 40%~	4 26%~		7 22%~	2 14%~	25 26%	20 22%	340 23%	223 23%	138 23%	165 22%	194 24%
TOP BOX SCORE	189 12%	10 9%	30 12%	16 6%*	60 15%	56 12%	14 16%	112 11%	5 29%~	2 14%~		3 9%~	1 8%~	16 17%	12 13%	172 12%	117 12%	67 11%	80 11%	103 13%
NOT ANSWERED	40	1	3	6	8	14	3	17	1		1	2			4	28	25	14	17	17
VALID CASES	1582	102	254	251	407	469	84	974	18	15	1	30	14	95	90	1462	971	590	751	818
NUMBER OF RESPONDENTS	1622 100%	103 100%	257 100%	257 100%	415 100%	483 100%	87 100%	991 100%	19 100%	15 100%	2 100%	32 100%	14 100%	95 100%	94 100%	1490 100%	996 100%	604 100%	768 100%	835 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q43 YES	1099 20%	27 5%*	46 5%*	80 9%*	239 21%	493 32%*	200 47%*	720 23%*	10 15%	25 17%	3 19%~	18 25%	8 13%	50 22%	104 16%*	962 21%*	593 16%*	489 31%*	496 22%*	593 19%*
NO	4309 80%	497 95%*	868 95%*	774 91%*	875 79%	1031 68%*	227 53%*	2440 77%*	52 85%	117 83%	13 81%~	53 75%	51 87%	182 78%	568 84%*	3653 79%*	3157 84%*	1101 69%*	1724 78%*	2557 81%*
DON'T KNOW	39	2	7	3	6	11	10	21	1	2				2	4	34	23	16	20	18
NOT ANSWERED	342	4	6	2	12	16	6	29		2		1	1	1	10	35	31	15	18	29
VALID CASES	5408	524	914	854	1114	1524	427	3161	62	142	16	71	59	233	673	4615	3749	1590	2219	3151
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q44 DO YOU HAVE A HEALTH PROBLEM OR TAKE MEDICATION THAT MAKES TAKING ASPIRIN UNSAFE FOR YOU?

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMER	IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q44 YES	465 9%	12 2%*	44 5%*	50 6%*	126 12%*	170 12%*	60 15%*	289 10%*	8 14%	6 5%*	1 7%~	6 9%	4 7%	28 14%	30 5%*	424 10%*	213 6%*	246 18%*	164 8%*	298 10%*
NO	4529 91%	488 98%*	827 95%*	749 94%*	885 88%*	1212 88%*	327 85%*	2588 90%*	49 86%	122 95%*	13 93%~	57 91%	49 93%	180 86%	603 95%*	3836 90%*	3359 94%*	1123 82%*	1915 92%*	2584 90%*
DON'T KNOW	440	25	49	56	106	149	49	295	6	15	2	7	6	25	45	382	202	224	154	286
NOT ANSWERED	354	5	7	3	15	20	7	38		3		2	1	3	9	41	30	28	25	31
VALID CASES	4994	500	871	799	1011	1382	387	2877	57	128	14	63	53	209	633	4260	3571	1368	2079	2881
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%



Q45 HAS A DOCTOR OR HEALTH PROVIDER EVER DISCUSSED WITH YOU THE RISKS AND BENEFITS OF ASPIRIN TO PREVENT HEART ATTACK OR STROKE?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	FE- MALE	MALE	
Q45 YES	1794 33%	73 14%*	150 16%*	162 19%*	408 37%*	717 47%*	270 63%*	1072 34%	22 35%	45 31%	2 14%~	22 32%	18 31%	90 38%	180 27%*	1573 34%*	1058 28%*	712 44%*	809 36%*	973 31%*
NO	3622 67%	449 86%*	770 84%*	691 81%*	706 63%*	810 53%*	162 37%*	2100 66%	41 65%	98 69%	13 86%~	47 68%	40 69%	144 62%	492 73%*	3057 66%*	2689 72%*	889 56%*	1418 64%*	2182 69%*
NOT ANSWERED	373	8	7	5	18	24	11	39		3	1	2	2	3	16	54	56	19	31	43
VALID CASES	5416	522	920	853	1114	1527	432	3171	63	143	15	70	58	233	671	4630	3747	1601	2227	3155
NUMBER OF RESPONDENTS	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q46.1 ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q46.1 YES	1233 21%	22 4%*	49 5%*	135 16%*	328 29%*	492 32%*	196 44%*	747 23%*	13 21%	57 39%*	5 32%~	17 24%	13 21%	55 23%	143 21%	1065 23%*	651 17%*	559 35%*	495 22%	729 23%*
NO	4556 79%	508 96%*	878 95%*	723 84%*	804 71%*	1059 68%*	247 56%*	2463 77%*	50 79%	89 61%*	11 68%~	55 76%	47 79%	181 77%	544 79%	3619 77%*	3152 83%*	1061 65%*	1763 78%	2469 77%*
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q46.2 ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE

	AGE							RACE							ETHNIC- ITY	HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	ETHNIC- ITY	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q46.2 YES	1640 28%	33 6%*	107 12%*	176 21%*	371 33%*	689 44%*	257 58%*	996 31%*	31 49%*	59 40%*	5 33%~	23 32%	16 27%	78 33%	173 25%*	1432 31%*	863 23%*	756 47%*	735 33%*	895 28%
NO	4149 72%	497 94%*	820 88%*	682 79%*	761 67%*	862 56%*	186 42%*	2214 69%*	32 51%*	87 60%*	11 67%~	49 68%	44 73%	158 67%	514 75%*	3252 69%*	2940 77%*	864 53%*	1523 67%*	2303 72%
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q46.3 ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: PARENT OR SIBLING WITH HEART ATTACK BEFORE THE AGE OF 60

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE		
Q46.3 YES	881 15%	49 9%*	88 9%*	118 14%	235 21%*	296 19%*	93 21%*	524 16%*	12 19%	16 11%	3 19%~	13 18%	8 14%	54 23%*	60 9%*	804 17%*	482 13%*	391 24%*	344 15%	534 17%*
NO	4908 85%	481 91%*	839 91%*	740 86%	897 79%*	1255 81%*	350 79%*	2686 84%*	51 81%	130 89%	13 81%~	59 82%	52 86%	182 77%*	627 91%*	3880 83%*	3321 87%*	1229 76%*	1914 85%	2664 83%*
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q47.1 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q47.1 YES	224 4%	4 0.7%*	9 1%*	13 1%*	47 4%	92 6%*	59 13%*	130 4%	2 3%	6 4%	3 ~	4 4%	12 5%	17 2%*	203 4%*	91 2%*	129 8%*	114 5%*	109 3%*	
NO	5565 96%	526 99%*	918 99%*	845 99%*	1085 96%	1459 94%*	384 87%*	3080 96%	61 97%	140 96%	16 100%~	69 96%	56 94%	224 95%	670 98%*	4481 96%*	3712 98%*	1491 92%*	2144 95%*	3089 97%*
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q47.2 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q47.2 YES	227 4%	4 0.8%*	8 0.8%*	18 2%*	41 4%	91 6%*	63 14%*	139 4%	6 9%	6 4%	5 ~ 7%	3 5%	14 6%	12 2%*	207 4%*	75 2%*	149 9%*	98 4%	127 4%	
NO	5562 96%	526 99%*	919 99%*	840 98%*	1091 96%	1460 94%*	380 86%*	3071 96%	57 91%	140 96%	16 100%~	67 93%	57 95%	222 94%	675 98%*	4477 96%*	3728 98%*	1471 91%*	2160 96%	3071 96%
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q47.3 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q47.3 YES	231 4%	1 0.2%*	10 1%*	11 1%*	53 5%	91 6%*	61 14%*	134 4%	3 4%	10 7%	2 13%~	1 1%	2 3%	14 6%	15 2%*	212 5%*	83 2%*	140 9%*	95 4%	133 4%
NO	5558 96%	529 100%*	917 99%*	847 99%*	1079 95%	1460 94%*	382 86%*	3076 96%	60 96%	136 93%	14 87%~	71 99%	58 97%	222 94%	672 98%*	4472 95%*	3720 98%*	1480 91%*	2163 96%	3065 96%
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q47.4 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANY KIND OF DIABETES OR HIGH BLOOD SUGAR

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE			
Q47.4 YES	966 17%	22 4%*	64 7%*	124 14%*	226 20%*	369 24%*	153 35%*	523 16%	20 32%*	39 27%*	4 26%~	21 30%*	13 21%	39 17%	144 21%*	797 17%	450 12%*	501 31%*	371 16%	587 18%*
NO	4823 83%	508 96%*	863 93%*	734 86%*	906 80%*	1182 76%*	290 65%*	2687 84%	43 68%*	107 73%*	12 74%~	51 70%*	47 79%	197 83%	543 79%*	3887 83%	3353 88%*	1119 69%*	1887 84%	2611 82%*
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%



Q48 IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q48 YES	1693 31%	83 16%*	233 25%*	244 29%	400 36%*	557 36%*	166 38%*	1014 32%	23 38%	25 18%*	3 19%~	23 33%	16 26%	88 38%*	164 24%*	1500 32%*	846 23%*	814 51%*	576 26%*	1110 35%*
NO	3713 69%	441 84%*	688 75%*	605 71%	717 64%*	973 64%*	267 62%*	2164 68%	38 62%	117 82%*	13 81%~	47 67%	44 74%	146 62%*	507 76%*	3139 68%*	2889 77%*	776 49%*	1652 74%*	2050 65%*
NOT ANSWERED	383	6	6	8	15	20	10	32	2	4		2		3	16	45	68	31	30	38
VALID CASES	5406	524	921	850	1117	1531	433	3178	61	142	16	70	60	233	671	4639	3735	1589	2228	3160
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q49 IS THIS A CONDITION OR PROBLEM THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE.

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMER	IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q49 YES	1420 87%	62 74%*	175 78%*	203 86%	349 90%*	493 91%*	133 83%	857 88%*	21 91%~	21 87%~	2 64%~	18 85%~	15 94%~	77 87%	120 79%*	1277 88%*	669 82%*	720 91%*	476 86%	939 87%
NO	220 13%	22 26%*	49 22%*	32 14%	39 10%*	48 9%*	26 17%	113 12%*	2 9%~	3 13%~	1 36%~	3 15%~	1 6%~	12 13%	33 21%*	181 12%*	151 18%*	68 9%*	77 14%	142 13%
NOT ANSWERED	66	1	8	10	14	21	9	49		1		2		11	52	34	29	26	38	
VALID CASES	1640	84	224	235	388	541	159	970	23	24	3	21	16	89	153	1457	820	788	553	1081
NUMBER OF RESPONDENTS	1706	85	232	245	402	562	168	1019	23	25	3	23	16	89	164	1509	854	817	579	1119
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q48 = YES]

Q50 DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q50 YES	3268 60%	142 27%*	378 41%*	444 52%*	768 68%*	1151 75%*	375 86%*	2066 65%*	34 55%	71 50%*	10 62%~	41 56%	31 52%	160 68%*	308 46%*	2908 63%*	1918 51%*	1299 81%*	1242 55%*	2021 64%*
NO	2157 40%	388 73%*	545 59%*	407 48%*	354 32%*	381 25%*	63 14%*	1118 35%*	28 45%	71 50%*	6 38%~	31 44%	29 48%	76 32%*	368 54%*	1744 37%*	1826 49%*	301 19%*	996 45%*	1151 36%*
NOT ANSWERED	364		4	7	10	19	5	26	1	4					11	32	59	20	21	26
VALID CASES	5425	530	923	851	1122	1532	438	3184	62	142	16	72	60	236	676	4652	3744	1600	2237	3172
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q51 IS THIS MEDICINE TO TREAT A CONDITION THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE.

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMER	IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q51 YES	2989 94%	121 84%*	343 92%	410 93%	697 93%	1063 96%*	343 95%	1914 96%*	32 97%~	56 84%*	8 88%~	35 97%~	28 94%~	144 94%	253 86%*	2691 95%*	1734 93%*	1207 96%*	1135 94%	1847 94%
NO	193 6%	23 16%*	29 8%	29 7%	50 7%	44 4%*	17 5%	87 4%*	1 3%~	11 16%*	1 12%~	1 3%~	2 6%~	9 6%	42 14%*	144 5%*	137 7%*	50 4%*	71 6%	121 6%
NOT ANSWERED	109	1	7	11	25	48	15	71	1	4	1	4	2	6	14	89	62	46	43	65
VALID CASES	3182	144	372	439	747	1107	361	2001	33	67	9	36	30	154	295	2834	1871	1257	1206	1969
NUMBER OF RESPONDENTS	3291 100%	145 100%	379 100%	450 100%	772 100%	1155 100%	376 100%	2072 100%	34 100%	71 100%	10 100%	40 100%	32 100%	160 100%	309 100%	2923 100%	1933 100%	1303 100%	1249 100%	2034 100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
NQ52																				
18 TO 24	583 10%	530 100%	~	~	~	~	~	207 6%*	4 6%	13 9%	1 7%~	6 8%	6 11%	26 11%	145 21%*	384 8%*	479 13%*	59 4%*	265 12%*	274 9%*
25 TO 34	1021 18%	~	927 ~100%	~	~	~	~	463 14%*	6 10%*	11 7%*	2 11%~	9 12%	7 12%	47 20%	139 20%	781 17%*	770 20%*	165 10%*	332 15%*	594 19%*
35 TO 44	925 16%	~	~	858 ~100%	~	~	~	466 15%*	15 24%	21 14%	3 20%~	9 12%	10 16%	36 15%	117 17%	734 16%	645 17%*	222 14%*	351 16%	514 16%
45 TO 54	1196 21%	~	~	~	1132 ~100%	~	~	694 22%*	13 21%	32 22%	2 12%~	24 33%*	16 26%	49 21%	123 18%*	993 21%*	706 19%*	404 25%*	496 22%	636 20%
55 TO 64	1594 28%	~	~	~	~	1551 ~100%	~	1093 34%*	17 26%	38 26%	5 30%~	21 28%	17 29%	61 26%	124 18%*	1396 30%*	971 26%*	557 34%*	661 29%*	887 28%
65 TO 74	300 5%	~	~	~	~	278 ~63%*	~	180 6%	3 5%	13 9%	3 21%~	2 3%	4 6%	12 5%	26 4%*	251 5%	151 4%*	130 8%*	107 5%	175 5%
75 OR OLDER	170 3%	~	~	~	~	165 ~37%*	~	107 3%*	4 7%	17 12%*	~	2 3%	~	4 2%	14 2%	145 3%	80 2%*	83 5%*	48 2%*	119 4%*
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

NQ53 ARE YOU MALE OR FEMALE?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
NQ53																				
MALE	2392 41%	262 50%*	333 36%*	347 40%	497 44%	666 43%	152 34%*	1300 41%	29 46%	53 36%	4 24%~	29 40%	30 49%	104 44%	294 43%	1917 41%	1610 42%*	626 39%*	2258 100%~	~
FEMALE	3397 59%	268 50%*	594 64%*	511 60%	635 56%	885 57%	291 66%*	1910 59%	34 54%	93 64%	12 76%~	43 60%	30 51%	132 56%	393 57%	2767 59%	2193 58%*	994 61%*	3198 ~100%~	~
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

Q54 WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHTE	AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q54 8TH GRADE OR LESS	337 6%	8 2%*	23 2%*	46 5%	83 7%	100 7%	73 17%*	86 3%*	7 12%	30 21%*	3 19%~	4 6%	1 2%*	8 4%*	166 25%*	157 3%*	178 5%*	150 9%*	149 7%	188 6%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	666 12%	77 15%	100 11%	105 12%	162 14%*	169 11%	53 12%	334 10%*	8 12%	18 13%	3 20%~	10 14%	4 6%	38 16%	118 18%*	525 11%*	393 11%*	268 17%*	318 14%*	346 11%*
HIGH SCHOOL GRADUATE OR GED	1786 33%	241 46%*	312 34%	263 31%	358 32%	488 32%	115 27%*	1113 35%*	19 30%	34 24%*	4 24%~	26 36%	20 33%	65 28%	197 30%*	1560 34%*	1245 33%	512 32%	811 36%*	972 31%*
SOME COLLEGE OR 2-YEAR DEGREE	1975 37%	179 34%	364 40%*	320 38%	381 34%*	580 38%	146 34%	1236 39%*	18 29%	34 24%*	6 36%~	31 43%	26 44%	94 40%	144 22%*	1813 39%*	1411 38%*	530 33%*	725 32%*	1247 39%*
4-YEAR COLLEGE GRADUATE	419 8%	18 3%*	87 9%	74 9%	93 8%	121 8%	25 6%	278 9%*	7 12%	21 15%*	~	~	4 6%	14 6%	20 3%*	391 8%*	337 9%*	77 5%*	155 7%*	263 8%
MORE THAN 4-YEAR COLLEGE DEGREE	218 4%	1 0.2%*	35 4%	42 5%	46 4%	70 5%	21 5%	139 4%	3 5%	5 3%	~	1 1%	5 8%	13 5%	16 2%*	199 4%*	171 5%*	47 3%*	75 3%*	142 4%*
NOT ANSWERED	388	6	6	7	10	23	10	25		4			1	4	25	39	67	35	26	39
VALID CASES	5401	524	921	851	1122	1528	433	3185	63	142	16	72	59	232	662	4645	3736	1585	2232	3159
NUMBER OF RESPONDENTS	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q55																				
YES HISPANIC OR LATINO	708 13%	147 28%*	144 16%*	119 14%	125 11%*	125 8%*	39 9%*	~	~	~	~	~	~	~	687 ~100%~	493 ~	200 13%	303 14%	403 13%	
NO NOT HISPANIC OR LATINO	4659 87%	374 72%*	778 84%*	724 86%	985 89%*	1389 92%*	389 91%*	3174 100%	61 100%	139 100%	16 100%	66 100%	57 100%	232 100%	4684 ~100%~	3218 87%	1371 87%	1903 86%	2747 87%	
NOT ANSWERED	422	9	5	15	22	37	15	36	2	7	6	3	4		91	49	52	48		
VALID CASES	5367	521	922	843	1110	1514	428	3174	61	139	16	66	57	232	687	4684	3712	1571	2206	3150
NUMBER OF RESPONDENTS	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

	AGE							RACE							ETHNIC-ITY	HEALTH STATUS	GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	MALE	FE- MALE		
Q56.1 YES	3577 62%	265 50%*	551 59%	520 61%	760 67%*	1161 75%*	304 69%*	3210 100%~	~	~	~	~	~	217 92%*	231 34%*	3317 71%*	2487 65%*	1026 63%	1455 64%*	2111 66%*
NO	2212 38%	265 50%*	376 41%	338 39%	372 33%*	390 25%*	139 31%*	63 ~100%	146 ~100%	16 ~100%	72 ~100%	60 ~100%	19 8%*	456 66%*	1367 29%*	1316 35%*	594 37%	803 36%*	1087 34%*	
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q56.2 WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
Q56.2 YES	134 2%	9 2%	25 3%	30 3%*	26 2%	31 2%	13 3%	63 ~100%~	~	~	~	~	30 ~ 13%*	11 2%	120 3%*	80 2%	48 3%	58 3%	74 2%	
NO	5655 98%	521 98%	902 97%	828 97%*	1106 98%	1520 98%	430 97%	3210 100%~	146 ~100%~	16 ~100%~	72 ~100%~	60 ~100%~	206 87%*	676 98%	4564 97%*	3723 98%	1572 97%	2200 97%	3124 98%	
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

	AGE							RACE							ETHNIC-ITY	HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	FE- MALE	MALE		
Q56.3 YES	204 4%	19 4%	18 2%*	30 3%	46 4%	50 3%	40 9%*	~	~100%~	~	~	~	11%*	2 0.3%*	193 4%*	152 4%*	50 3%	79 3%	125 4%	
NO	5585 96%	511 96%	909 98%*	828 97%	1086 96%	1501 97%	403 91%*	3210 100%*	63 100%*	16 ~100%*	72 100%*	60 100%*	210 89%*	685 100%*	4491 96%*	3651 96%*	1570 97%	2179 97%	3073 96%	
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q56.4 WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	FE- MALE			
Q56.4 YES	43 0.7%	5 1%	7 0.8%	6 0.6%	8 0.7%	12 0.8%	5 1%	~	~	16 ~100%	~	~	12 5%*	11 2%*	31 0.7%	32 0.8%	11 0.7%	14 0.6%	29 0.9%	
NO	5746 99%	525 99%	920 99%	852 99%	1124 99%	1539 99%	438 99%	3210 100%	63 100%	146 ~100%	72 ~100%	60 ~100%	224 95%*	676 98%*	4653 99%	3771 99%	1609 99%	2244 99%	3169 99%	
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q56.5 WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE

	AGE							RACE							ETHNIC-ITY	HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD	POOR	MALE	FE- MALE
Q56.5 YES	238 4%	22 4%	37 4%	28 3%	65 6%*	72 5%	13 3%	~	~	~	~100%~	72 ~	132 56%*	25 4%	204 4%*	141 4%*	90 6%*	100 4%	137 4%	
NO	5551 96%	508 96%	890 96%	830 97%	1067 94%*	1479 95%	430 97%	3210 100%	63 100%	146 100%	16 100%	60 ~100%~	104 44%*	662 96%	4480 96%*	3662 96%*	1530 94%*	2158 96%	3061 96%	
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q56.6 YES	297 5%	50 9%*	56 6%	50 6%	62 6%	61 4%*	16 4%	~	~	~	~	~	60 ~100%*	94 40%*	135 20%*	155 3%*	201 5%	87 5%	144 6%*	151 5%
NO	5492 95%	480 91%*	871 94%	808 94%	1070 94%	1490 96%*	427 96%	3210 100%*	63 100%*	146 100%*	16 100%*	72 100%*	~	142 ~ 60%*	552 80%*	4529 97%*	3602 95%	1533 95%	2114 94%*	3047 95%
VALID CASES	5789	530	927	858	1132	1551	443	3210	63	146	16	72	60	236	687	4684	3803	1620	2258	3198
NUMBER OF RESPONDENTS	5789 100%	530 100%	927 100%	858 100%	1132 100%	1551 100%	443 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	60 100%	236 100%	687 100%	4684 100%	3803 100%	1620 100%	2258 100%	3198 100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q57 YES	567 13%	55 16%	81 13%	67 11%*	99 11%*	131 10%*	128 34%*	358 11%*	13 22%	57 40%*	2 13%~	5 7%*	8 15%	14 9%*	91 20%*	465 13%*	335 11%*	220 18%*	290 17%*	276 11%*
NO	3651 87%	280 84%	554 87%	553 89%*	799 89%*	1197 90%*	246 66%*	2838 89%*	48 78%	87 60%*	14 87%~	65 93%*	44 85%	144 91%*	370 80%*	3212 87%*	2588 89%*	993 82%*	1437 83%*	2197 89%*
NOT ANSWERED	42	1		2	15	6	2	14	1	2		2	2		5	17	17	14	10	15
VALID CASES	4218	335	635	620	898	1328	375	3196	62	144	16	70	51	158	461	3677	2923	1213	1727	2473
NUMBER OF RESPONDENTS	4260 100%	336 100%	635 100%	622 100%	913 100%	1334 100%	377 100%	3210 100%	63 100%	146 100%	16 100%	72 100%	53 100%	158 100%	466 100%	3694 100%	2940 100%	1227 100%	1737 100%	2488 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

Q58.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME.

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTH	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q58.1 YES	265 47%	18 32%*	28 34%*	33 50%	51 52%	65 51%	67 54%	156 43%*	8 63%~	27 48%	1 47%~	2 39%~	6 75%~	7 53%~	53 59%*	205 45%*	148 45%	113 52%	131 45%	133 50%
NO	294 53%	38 68%*	54 66%*	33 50%	47 48%	62 49%	58 46%	207 57%*	5 37%~	30 52%	1 53%~	3 61%~	2 25%~	7 47%~	38 41%*	253 55%*	181 55%	105 48%	159 55%	135 50%
VALID CASES	559	56	82	66	98	127	125	363	13	57	2	5	8	14	91	458	329	218	290	268
NUMBER OF RESPONDENTS	559 100%	56 100%	82 100%	66 100%	98 100%	127 100%	125 100%	363 100%	13 100%	57 100%	2 100%	5 100%	8 100%	14 100%	91 100%	458 100%	329 100%	218 100%	290 100%	268 100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]



Q58.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE.

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q58.2 YES	226 40%	21 37%	28 35%	23 35%	45 46%	59 47%	48 39%	142 39%	6 47%~	18 32%	2 ~	5 39%~	9 66%~	41 46%	181 40%	131 40%	91 42%	125 43%	101 38%	
NO	333 60%	35 63%	54 65%	43 65%	53 54%	68 53%	77 61%	221 61%	7 53%~	39 68%	2 100%~	3 61%~	3 35%~	5 34%~	50 54%	277 60%	198 60%	127 58%	165 57%	167 62%
VALID CASES	559	56	82	66	98	127	125	363	13	57	2	5	8	14	91	458	329	218	290	268
NUMBER OF RESPONDENTS	559 100%	56 100%	82 100%	66 100%	98 100%	127 100%	125 100%	363 100%	13 100%	57 100%	2 100%	5 100%	8 100%	14 100%	91 100%	458 100%	329 100%	218 100%	290 100%	268 100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

Q58.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME.

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q58.3 YES	205 37%	25 44%	43 53%*	25 37%	32 33%	35 27%*	43 34%	162 45%*	3 21%~	13 23%*	3 ~	2 61%~	5 27%~	21 37%~	182 23%*	130 39%	72 33%	106 37%	99 37%	
NO	354 63%	31 56%	39 47%*	41 63%	66 67%	92 73%*	82 66%	201 55%*	10 79%~	44 77%*	2 100%~	2 39%~	6 73%~	9 63%~	70 77%*	276 60%*	199 61%	146 67%	184 63%	169 63%
VALID CASES	559	56	82	66	98	127	125	363	13	57	2	5	8	14	91	458	329	218	290	268
NUMBER OF RESPONDENTS	559 100%	56 100%	82 100%	66 100%	98 100%	127 100%	125 100%	363 100%	13 100%	57 100%	2 100%	5 100%	8 100%	14 100%	91 100%	458 100%	329 100%	218 100%	290 100%	268 100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

Q58.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE.

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
Q58.4 YES	77 14%	2 4%*	3 4%*	9 13%	22 22%*	19 15%	21 17%	16 4%*	2 16%~	29 51%*	1 53%~		1 ~ 15%~	1 8%~	19 21%	57 12%	45 14%	30 14%	30 10%*	47 17%*
NO	482 86%	54 96%*	79 96%*	57 87%	76 78%*	108 85%	104 83%	347 96%*	11 84%~	28 49%*	1 47%~	5 100%~	7 85%~	13 92%~	72 79%	401 88%	284 86%	188 86%	260 90%*	221 83%*
VALID CASES	559	56	82	66	98	127	125	363	13	57	2	5	8	14	91	458	329	218	290	268
NUMBER OF RESPONDENTS	559 100%	56 100%	82 100%	66 100%	98 100%	127 100%	125 100%	363 100%	13 100%	57 100%	2 100%	5 100%	8 100%	14 100%	91 100%	458 100%	329 100%	218 100%	290 100%	268 100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

Q58.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY.

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q58.5 YES	37 7%	9 15%	5 6%	3 4%	9 9%	9 7%	2 2%*	26 7%	3 ~ 5%	2 ~	5 ~ 27%	1 7%	5 5%	33 7%	21 6%	16 7%	20 7%	18 7%		
NO	522 93%	47 85%	77 94%	63 96%	89 91%	118 93%	123 98%*	337 93%	13 100%~	54 95%	2 100%~	5 100%~	6 73%~	13 93%~	86 95%	425 93%	308 94%	202 93%	270 93%	250 93%
VALID CASES	559	56	82	66	98	127	125	363	13	57	2	5	8	14	91	458	329	218	290	268
NUMBER OF RESPONDENTS	559 100%	56 100%	82 100%	66 100%	98 100%	127 100%	125 100%	363 100%	13 100%	57 100%	2 100%	5 100%	8 100%	14 100%	91 100%	458 100%	329 100%	218 100%	290 100%	268 100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

NQ13 RATING OF ALL HEALTH CARE

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NQ13 0-6	771 20%	56 19%	131 23%	138 24%*	171 22%	188 17%*	52 16%	443 19%	8 22%~	15 17%	3 28%~	12 32%~	14 33%~	52 31%*	66 15%*	660 20%	399 16%*	343 28%*	264 20%	479 20%
7-8	1340 35%	116 40%	237 41%*	228 40%*	260 33%	358 32%*	84 26%*	805 35%	9 24%~	30 34%	2 19%~	10 27%~	11 26%~	53 32%	132 31%	1134 35%	878 36%	402 32%*	457 34%	823 35%
9-10	1724 45%	119 41%	215 37%*	204 36%*	361 46%	590 52%*	184 57%*	1029 45%	20 54%~	42 48%	5 53%~	15 41%~	18 42%~	62 37%*	227 53%*	1434 44%	1163 48%*	500 40%*	624 46%	1054 45%
VALID CASES	3835	291	583	570	793	1136	320	2277	37	87	10	37	42	167	424	3229	2440	1244	1345	2356
NUMBER OF RESPONDENTS	3835 100%	291 100%	583 100%	570 100%	793 100%	1136 100%	320 100%	2277 100%	37 100%	87 100%	10 100%	37 100%	42 100%	167 100%	424 100%	3229 100%	2440 100%	1244 100%	1345 100%	2356 100%
MEAN	2.25	2.22	2.14	2.12	2.24	2.35	2.41	2.26	2.32	2.31	2.25	2.08	2.09	2.06	2.38	2.24	2.31	2.13	2.27	2.24
p stat_(*=Sig @ p<=.05)		.445	.000*	.000*	.713	.000*	.000*	.388	~.450	~	~	~	~.001*	.000*	.111	.000*	.000*	.248	.668	

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NQ23 0-6	641 16%	53 16%	113 18%	118 19%*	137 16%	159 13%*	37 11%*	400 17%	6 14%~	14 15%	1 7%~	5 14%~	11 28%~	30 19%	45 10%*	560 16%*	358 13%*	255 20%*	232 15%	384 16%
7-8	996 24%	95 29%	179 29%*	181 29%*	194 23%	246 21%*	71 21%	564 23%*	9 21%~	19 21%	4 34%~	9 25%~	9 22%~	37 23%	103 23%	853 25%	666 25%	301 24%	384 26%	583 24%
9-10	2436 60%	182 55%	326 53%*	326 52%*	506 60%	783 66%*	227 68%*	1459 60%	26 64%~	57 64%	7 59%~	21 61%~	19 50%~	95 58%	297 67%*	2035 59%*	1637 62%*	709 56%*	888 59%	1473 60%
VALID CASES	4074	331	617	624	837	1188	335	2423	40	90	12	35	39	163	446	3448	2661	1265	1505	2440
NUMBER OF RESPONDENTS	4074 100%	331 100%	617 100%	624 100%	837 100%	1188 100%	335 100%	2423 100%	40 100%	90 100%	12 100%	35 100%	39 100%	163 100%	446 100%	3448 100%	2661 100%	1265 100%	1505 100%	2440 100%
MEAN	2.44	2.39	2.35	2.33	2.44	2.52	2.57	2.44	2.50	2.48	2.52	2.47	2.22	2.40	2.57	2.43	2.48	2.36	2.44	2.45
p stat_(*=Sig @ p<=.05)		.204	.001*	.000*	.986	.000*	.000*	.733	~.578		~	~	~.452		.000*	.012*	.000*	.000*	.753	.559

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NQ27 0-6	250 13%	6 7%*	40 16%	44 17%	61 15%	77 12%	13 6%*	146 13%	3 ~ 11%~	5 ~ 27%~	4 18%~	13 15%	20 13%	217 13%	118 11%*	120 16%*	91 14%	151 13%		
7-8	480 26%	24 27%	73 29%	65 25%	95 24%	166 27%	44 22%	302 26%	6 32%~	7 24%~	3 77%~	4 23%~	5 23%~	19 22%	29 19%*	428 26%	267 25%	197 26%	169 26%	297 25%
9-10	1145 61%	59 66%	139 55%*	152 58%	241 61%	382 61%	142 72%*	718 62%	14 68%~	19 66%~	1 23%~	9 50%~	13 59%~	53 62%	105 68%	1003 61%	679 64%*	430 58%*	378 59%	743 62%
VALID CASES	1875	89	252	261	396	624	198	1166	20	29	4	18	22	86	154	1648	1064	747	638	1191
NUMBER OF RESPONDENTS	1875 100%	89 100%	252 100%	261 100%	396 100%	624 100%	198 100%	1166 100%	20 100%	29 100%	4 100%	18 100%	22 100%	86 100%	154 100%	1648 100%	1064 100%	747 100%	638 100%	1191 100%
MEAN	2.48	2.59	2.39	2.41	2.45	2.49	2.65	2.49	2.68	2.55	2.23	2.23	2.41	2.47	2.55	2.48	2.53	2.41	2.45	2.50
p stat_(*=Sig @ p<=.05)		.114	.050	.121	.475	.628	.000*	.341	~	~	~	~	~.902	.203	.886	.001*	.002*	.232	.130	

[ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]

NQ35 RATING OF HEALTH PLAN

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NQ35 0-6	1198 24%	108 22%	231 27%*	222 28%*	267 27%*	292 21%*	46 12%*	741 26%*	5 11%~	14 13%*	1 6%~	18 35%	23 42%*	65 32%*	94 15%*	1055 25%*	772 22%*	399 27%*	466 23%	698 24%
7-8	1678 33%	187 38%*	301 35%	278 35%	309 31%*	431 31%*	123 32%	938 32%	17 37%~	43 41%	7 54%~	16 32%	12 22%*	68 33%	162 26%*	1443 34%*	1154 33%	474 33%	670 33%	964 33%
9-10	2170 43%	201 41%	318 37%*	288 37%*	431 43%	667 48%*	212 56%*	1216 42%	24 52%~	48 46%	5 39%~	17 34%	20 36%	73 35%*	370 59%*	1724 41%*	1523 44%*	582 40%*	895 44%	1229 43%
VALID CASES	5046	496	850	788	1007	1390	381	2895	46	105	13	51	55	206	626	4223	3450	1455	2031	2892
NUMBER OF RESPONDENTS	5046 100%	496 100%	850 100%	788 100%	1007 100%	1390 100%	381 100%	2895 100%	46 100%	105 100%	13 100%	51 100%	55 100%	206 100%	626 100%	4223 100%	3450 100%	1455 100%	2031 100%	2892 100%
MEAN	2.19	2.19	2.10	2.08	2.16	2.27	2.43	2.16	2.41	2.33	2.33	1.99	1.93	2.04	2.44	2.16	2.22	2.13	2.21	2.18
p stat_(*=Sig @ p<=.05)		.885	.000*	.000*	.183	.000*	.000*	.004*		~.080		~.084	.033*	.004*	.000*	.000*	.001*	.000*	.173	.359



GETTING NEEDED CARE

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
NPRBSEE4 NQ25	2.21	2.23	2.09	2.08	2.16	2.30	2.38	2.24	2.17	2.00	1.73	1.86	2.26	2.17	2.28	2.21	2.27	2.12	2.20	2.22
p stat_(*=Sig @ p<=.05)	.784	.016*	.005*	.162	.000*	.001*	.050*	~	~	~	~	~	.633	.251	.663	.000*	.000*	.889	.521	
NCARNES4 NQ14	2.27	2.28	2.14	2.14	2.26	2.37	2.47	2.31	2.34	2.12	1.98	2.32	1.99	2.15	2.29	2.27	2.34	2.14	2.33	2.25
p stat_(*=Sig @ p<=.05)	.851	.000*	.000*	.748	.000*	.000*	.000*	~.061	~	~	~	~	.031*	.647	.635	.000*	.000*	.001*	.008*	
COMPOSITE	2.24	2.26	2.12	2.11	2.21	2.33	2.43	2.27	2.26	2.06	1.86	2.09	2.13	2.16	2.28	2.24	2.31	2.13	2.27	2.23
p stat_(*=Sig @ p<=.05)	.620	.000*	.000*	.112	.000*	.000*	.000*	~.006*	~	~	~	~	.082	.098	.475	.000*	.000*	.037*	.246	

GETTING CARE QUICKLY

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
NCARSN4 NQ4	2.42	2.44	2.34	2.37	2.38	2.49	2.58	2.45	2.38	2.06	2.56	2.62	2.11	2.32	2.42	2.43	2.49	2.33	2.46	2.40
p stat_(*=Sig @ p<=.05)	.741	.036*	.218	.237	.010*	.001*	.028*	~	~	~	~	~.216	.965	.358	.000*	.000*	.061	.208		
NAPGET4 NQ6	2.27	2.04	2.17	2.19	2.27	2.38	2.46	2.31	2.47	1.98	2.38	2.23	2.02	2.26	2.19	2.28	2.28	2.26	2.27	2.27
p stat_(*=Sig @ p<=.05)	.000*	.002*	.020*	.889	.000*	.000*	.001*	~.004*	~	~	~	~.837	.026*	.070	.571	.455	.952	.943		
COMPOSITE	2.35	2.24	2.26	2.28	2.33	2.44	2.52	2.38	2.42	2.02	2.47	2.42	2.06	2.29	2.30	2.36	2.38	2.29	2.37	2.34
p stat_(*=Sig @ p<=.05)	.003*	.000*	.007*	.271	.000*	.000*	.000*	~.000*	~	~	~	~.216	.106	.034*	.000*	.000*	.105	.316		

HOW WELL DOCTORS COMMUNICATE

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NDREXPL4 NQ17	2.62	2.63	2.58	2.59	2.61	2.67	2.67	2.64	2.59	2.51	2.26	2.64	2.63	2.61	2.59	2.63	2.69	2.52	2.65	2.62
p stat_(*=Sig @ p<=.05)		.975	.085	.155	.627	.003*	.187	.071	~.107	~	~	~.823	.271	.047*	.000*	.000*	.153	.563		
NDRLSTN4 NQ18	2.60	2.64	2.54	2.56	2.57	2.65	2.67	2.60	2.75	2.56	2.47	2.67	2.60	2.66	2.60	2.66	2.50	2.63	2.59	
p stat_(*=Sig @ p<=.05)		.354	.057	.152	.264	.002*	.043*	.961	~.628	~	~	~.300	.103	.970	.000*	.000*	.047*	.279		
NDRESPU4 NQ19	2.67	2.68	2.66	2.67	2.63	2.70	2.69	2.66	2.78	2.62	2.38	2.76	2.67	2.68	2.75	2.66	2.73	2.57	2.69	2.66
p stat_(*=Sig @ p<=.05)		.656	.814	.731	.108	.068	.531	.747	~.476	~	~	~.800	.002*	.253	.000*	.000*	.102	.538		
NDRTMEN4 NQ20	2.52	2.48	2.46	2.45	2.50	2.60	2.56	2.54	2.61	2.39	2.28	2.58	2.57	2.50	2.49	2.53	2.58	2.42	2.57	2.50
p stat_(*=Sig @ p<=.05)		.362	.063	.027*	.425	.000*	.284	.017*	~.095	~	~	~.697	.408	.106	.000*	.000*	.003*	.030*		
COMPOSITE	2.60	2.61	2.56	2.57	2.58	2.66	2.65	2.61	2.68	2.52	2.35	2.66	2.62	2.61	2.62	2.61	2.67	2.50	2.63	2.59
p stat_(*=Sig @ p<=.05)		.914	.123	.207	.298	.001*	.205	.286	~.322	~	~	~.879	.557	.482	.000*	.000*	.035*	.234		

CUSTOMER SERVICE

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
NPBCLCS4 NQ31	2.26	2.20	2.17	2.17	2.37	2.34	2.28	2.29	2.24	2.11	1.75	2.76	2.06	2.24	2.32	2.27	2.29	2.20	2.32	2.24
p stat_(*=Sig @ p<=.05)	.382	.038*	.063	.014*	.032*	.826	.236	~	~	~	~	~.782	.320	.758	.047*	.065	.058	.112		
NCSRESP NQ32	2.64	2.51	2.56	2.57	2.70	2.71	2.69	2.65	2.48	2.50	2.48	2.78	2.42	2.63	2.66	2.64	2.65	2.60	2.67	2.62
p stat_(*=Sig @ p<=.05)	.061	.033*	.083	.066	.010*	.328	.397	~	~	~	~	~.929	.515	.926	.161	.176	.147	.245		
COMPOSITE	2.45	2.35	2.37	2.37	2.53	2.52	2.49	2.47	2.36	2.31	2.11	2.77	2.24	2.43	2.49	2.45	2.47	2.40	2.49	2.43
p stat_(*=Sig @ p<=.05)	.147	.032*	.066	.015*	.020*	.569	.278	~	~	~	~	~.884	.389	.824	.077	.093	.082	.152		

SHARED DECISION MAKING

	AGE						RACE						ETHNIC-ITY		HEALTH STATUS		GENDER			
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE		
NNRXWHY NQ10																				
p stat_(*=Sig @ p<=.05)	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
NNRXWYNT NQ11	2.49	2.44	2.57	2.50	2.50	2.46	2.42	2.51	2.45	2.06	2.39	2.48	2.70	2.36	2.34	2.51	2.50	2.48	2.48	2.49
p stat_(*=Sig @ p<=.05)	.526	.078	.737	.720	.282	.291	.105	~	~	~	~	~	.173	.012*	.030*	.542	.803	.724	.930	
NRXBST NQ12	2.53	2.70	2.58	2.46	2.55	2.50	2.46	2.52	2.63	2.54	2.39	2.36	2.30	2.36	2.54	2.52	2.58	2.44	2.54	2.51
p stat_(*=Sig @ p<=.05)	.006*	.247	.168	.440	.306	.264	.973	~	~	~	~	~	.088	.782	.503	.001*	.000*	.470	.381	
COMPOSITE	2.51	2.57	2.57	2.48	2.53	2.48	2.44	2.52	2.54	2.30	2.39	2.42	2.50	2.36	2.44	2.51	2.54	2.46	2.51	2.50
p stat_(*=Sig @ p<=.05)	.131	.009*	.361	.294	.061	.053	.151	~	~	~	~	~	.014*	.066	.162	.001*	.000*	.749	.490	

GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	AGE						RACE							ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	FE-	MALE		
PRBSEE4 Q25	73%	71%	69%	65%	71%	78%	85%	75%	76%	68%	60%	64%	77%	70%	74%	74%	76%	70%	72%	75%
CARNES4 Q14	80%	79%	76%	76%	80%	84%	89%	83%	84%	77%	83%	86%	71%	73%	81%	81%	84%	74%	83%	79%
AVERAGE	76.89	75.01	72.53	70.48	75.48	80.64	87.07	78.85	79.77	72.58	71.25	75.32	74.05	71.62	77.60	77.22	79.89	72.26	77.33	76.98

GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTH-	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	FE-	MALE	
CARSN4 Q4	83%	86%	81%	84%	80%	86%	90%	86%	83%	64%	100%	84%	74%	77%	84%	84%	86%	79%	86%	82%
APGET4 Q6	77%	64%	72%	76%	77%	81%	86%	80%	76%	57%	77%	77%	63%	78%	73%	77%	76%	78%	76%	77%
AVERAGE	80.14	75.15	76.35	79.94	78.51	83.15	88.03	82.68	79.45	60.70	88.48	80.50	68.50	77.61	78.41	80.58	81.27	78.57	81.03	79.85

HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
DREXPL4 Q17	91%	92%	91%	91%	91%	92%	93%	92%	90%	92%	69%	91%	90%	89%	90%	92%	94%	87%	93%	91%
DRLSTN4 Q18	90%	91%	88%	90%	89%	91%	94%	90%	90%	93%	90%	88%	90%	90%	92%	90%	92%	87%	92%	89%
DRESPU4 Q19	92%	93%	91%	93%	90%	92%	93%	92%	93%	95%	81%	91%	93%	91%	94%	91%	94%	88%	94%	91%
DRTMEN4 Q20	88%	87%	85%	87%	88%	90%	90%	89%	93%	91%	81%	87%	87%	85%	88%	88%	90%	84%	90%	87%
AVERAGE	90.2	90.7	88.7	90.3	89.6	91.4	92.4	90.7	91.2	92.8	80.1	89.3	90.0	89.0	90.9	90.3	92.6	86.7	92.3	89.4



CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	FE- MALE	
PBCLCS4 Q31	78%	76%	73%	74%	84%	80%	78%	82%	78%	75%	100%	65%	79%	81%	77%	78%	76%	80%	76%	
CSRESP Q32	92%	88%	91%	91%	93%	94%	94%	92%	88%	89%	100%	90%	83%	94%	94%	92%	93%	90%	92%	92%
AVERAGE	84.78	82.05	81.86	82.18	88.34	86.84	85.78	85.54	85.36	83.66	87.34	95.13	73.77	86.30	87.73	84.66	85.60	83.11	86.04	84.25

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE
NRXWHY Q10	93%	88%	94%	98%	91%	92%	93%	94%	89%	91%	100%	89%	94%	94%	87%	94%	93%	93%	93%	93%
NRXWYNT Q11	74%	72%	78%	75%	75%	73%	71%	76%	67%	59%	70%	64%	85%	69%	67%	75%	75%	74%	74%	74%
RXBST Q12	76%	85%	79%	73%	77%	75%	72%	76%	75%	79%	70%	68%	65%	68%	77%	76%	79%	72%	77%	75%
AVERAGE	81.2	81.7	83.6	82.1	81.2	80.0	78.5	81.8	77.1	75.9	79.7	73.3	81.4	77.0	77.1	81.5	82.2	79.8	81.4	80.9

Q1 OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <HEALTH PLAN>. IS THAT RIGHT?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC		
Q1																		
YES	5713 100%	964 100%	1415 100%	1702 100%	1631 100%	1775 100%	36 100%	116 100%	13 100%	56 100%	47 100%	260 100%	1956 100%	3285 100%	5054 100%	234 100%	4528 100%	1185 100%
NOT ANSWERED	65	8	11	30	17	25	3	1	1	2	28	30	58	5	53	12		
VALID CASES	5713	964	1415	1702	1631	1775	36	116	13	56	47	260	1956	3285	5054	234	4528	1185
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

Q3 IN THE LAST 6 MONTHS, DID YOUR CHILD HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTH#	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR	NO CCC	CCC	
Q3																		
YES	1723 31%	349 37%*	437 32%	464 28%*	472 30%	582 33%*	6 15%~	18 16%*	3 25%~	22 39%	11 24%~	97 38%*	501 26%*	1099 34%*	1495 30%*	119 51%*	1234 28%*	487 41%*
NO	3876 69%	594 63%*	944 68%	1217 72%*	1121 70%	1187 67%*	33 85%~	97 84%*	10 75%~	33 61%	35 76%~	160 62%*	1444 74%*	2171 66%*	3539 70%*	114 49%*	3189 72%*	689 59%*
NOT ANSWERED	179	29	45	50	55	31		2		2	1	4	39	45	79	6	158	21
VALID CASES	5599	943	1381	1682	1593	1769	39	115	13	55	46	258	1945	3270	5033	233	4423	1176
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

Q4 IN THE LAST 6 MONTHS, WHEN YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	OHP TOT CHLD	BLCK OR AFR- AMER	AS- IAN	NATV ILND NATV	AMER IND/ PAC ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q4 NEVER	19	2	5	7	6	5				1	3	8	9	14	4	12	7
	1%	0.5%	1%	2%	1%	0.9%	~	~	~	5%~	~	3%	2%	0.9%	1%	4%	1%
SOMETIMES	112	17	30	29	37	24	4			2	6	49	52	88	15	87	25
	7%	5%	7%	7%	8%	5%*	~	29%~	~	~	15%~	7%	11%*	5%*	6%*	14%*	8%
USUALLY	270	45	62	78	85	90	1	4	1	1	3	15	86	170	229	26	180
	17%	13%	15%	18%	19%	17%	22%~	29%~	36%~	5%~	26%~	17%	18%	16%	16%	23%	16%
ALWAYS	1208	270	317	312	310	405	4	6	2	18	7	68	324	798	1065	66	874
	75%	81%*	77%	73%	71%*	77%	78%~	43%~	64%~	91%~	59%~	74%	69%*	78%*	76%*	59%*	76%
#ALWAYS + USUALLY (NET)	1478	315	379	390	394	495	5	10	3	19	9	84	409	968	1294	92	1054
	92%	94%*	92%	92%	90%	94%*	100%~	71%~	100%~	95%~	85%~	91%	88%*	94%*	93%*	83%*	91%
TOP BOX SCORE	1208	270	317	312	310	405	4	6	2	18	7	68	324	798	1065	66	874
	75%	81%*	77%	73%	71%*	77%	78%~	43%~	64%~	91%~	59%~	74%	69%*	78%*	76%*	59%*	76%
NOT ANSWERED	115	16	26	36	37	58	1	4		2		7	33	76	98	8	81
VALID CASES	1609	333	413	426	437	524	5	14	3	20	11	92	466	1029	1397	111	1154
NUMBER OF RESPONDENTS	1724	349	439	462	474	582	6	18	3	22	11	99	499	1105	1495	119	1235
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

Q5 IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	ILND	NATV	AMER HAW/PAC	IND/ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q5																			
YES	3634 65%	724 77%*	907 66%	994 60%*	1010 64%	1139 64%	26 67%~	82 73%	9 70%~	45 83%*	27 61%~	184 72%*	1239 64%	2133 66%	3215 64%*	187 80%*	2717 62%*	915 77%*	
NO	1930 35%	215 23%*	460 34%	674 40%*	580 36%	630 36%	13 33%~	31 27%	4 30%~	10 17%*	17 39%~	72 28%*	704 36%	1123 34%	1803 36%*	47 20%*	1664 38%*	268 23%*	
NOT ANSWERED	214	33	59	64	58	30		4			2	3	6	41	60	95	5	200	15
VALID CASES	5564	939	1367	1668	1590	1770	39	113	13	55	44	256	1943	3255	5017	234	4381	1182	
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%	

Q6 IN THE LAST 6 MONTHS, WHEN YOU MADE AN APPOINTMENT FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOUR CHILD NEEDED?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC
Q6 NEVER	53 2%	2 0.3%*	12 1%	21 2%*	17 2%	18 2%	1 ~	1 1%	1 ~	2 2%~	2 ~	2 1%	17 1%	30 2%	45 1%	5 3%	36 1%	16 2%
SOMETIMES	443 13%	73 11%*	123 14%	115 13%	132 14%	92 9%*	4 15%~	20 27%*	2 25%~	4 11%~	4 16%~	19 11%	189 16%*	216 11%*	367 12%*	41 24%*	330 13%	113 13%
USUALLY	930 28%	169 25%*	228 27%	252 28%	282 30%*	297 29%	4 17%~	26 35%	2 28%~	12 32%~	6 24%~	46 27%	331 29%	539 27%	833 28%	48 28%	680 27%	250 30%
ALWAYS	1954 58%	442 64%*	489 57%	524 57%	499 54%*	617 60%	16 68%~	27 37%*	4 47%~	21 55%~	14 60%~	103 60%	618 54%*	1191 60%*	1740 58%	78 45%*	1487 59%	467 55%
#ALWAYS + USUALLY (NET)	2884 85%	611 89%*	717 84%	776 85%	780 84%	914 89%*	20 85%~	53 72%*	6 75%~	33 87%~	20 84%~	150 88%	948 82%*	1730 88%*	2574 86%*	125 73%*	2167 86%	717 85%
TOP BOX SCORE	1954 58%	442 64%*	489 57%	524 57%	499 54%*	617 60%	16 68%~	27 37%*	4 47%~	21 55%~	14 60%~	103 60%	618 54%*	1191 60%*	1740 58%	78 45%*	1487 59%	467 55%
NOT ANSWERED	251	37	56	80	78	116	1	8	1	7	3	11	84	152	224	15	184	67
VALID CASES	3380	686	851	913	930	1024	24	74	8	38	23	171	1154	1976	2985	172	2534	846
NUMBER OF RESPONDENTS	3631	723	907	993	1008	1140	25	82	9	45	26	182	1238	2128	3209	187	2718	913
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

Q7 IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOUR CHILD WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID HE OR SHE GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q7																		
NONE	1662 30%	191 21%*	393 29%	564 34%*	513 32%*	537 30%	15 39%~	40 35%	5 35%~	12 21%	15 32%~	56 22%*	640 34%*	935 29%*	1546 31%*	45 20%*	1476 34%*	188 16%*
1 TIME	1638 30%	269 29%	422 31%	501 30%	446 28%	541 30%	9 24%~	41 36%	5 42%~	19 33%	15 32%~	91 35%	552 29%	990 30%	1498 30%	59 26%	1356 31%*	283 24%*
2	1115 20%	230 25%*	280 21%	322 19%	283 18%*	365 21%	7 20%~	19 17%	2 14%~	12 21%	9 18%~	55 21%	387 20%	651 20%	1009 20%	34 15%*	842 19%*	272 23%*
3	533 10%	113 12%*	118 9%	143 9%	158 10%	161 9%	2 6%~	10 9%	1 9%~	8 14%	4 8%~	32 13%	180 9%	330 10%	489 10%	29 13%	369 9%*	163 14%*
4	240 4%	59 6%*	56 4%	56 3%*	69 4%	79 4%	4 11%~	4 4%		3 ~ 5%	2 4%~	8 3%	65 3%*	151 5%	205 4%*	16 7%	146 3%*	93 8%*
5 TO 9	252 5%	43 5%	63 5%	59 4%*	87 5%	73 4%	~	~	~	3 ~ 5%	1 2%~	15 6%	68 4%*	162 5%	199 4%*	35 15%*	120 3%*	131 11%*
10 OR MORE TIMES	60 1%	7 0.8%	14 1%	12 0.7%	27 2%*	18 1%	~	~	~	~	2 3%~		15 ~0.8%	41 1%	44 0.9%*	11 5%*	15 0.3%*	45 4%*
NOT ANSWERED	278	59	79	74	65	25	1	3		1		4	77	55	121	9	257	22
VALID CASES	5500	913	1347	1658	1583	1775	38	114	13	56	47	258	1907	3260	4991	230	4324	1175
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Q8 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS IN YOUR CHILD?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	ILND	NATV PAC ALSK	AMER IND/ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q8 #YES	2537 68%	506 72%*	646 69%	712 67%	673 65%*	851 70%*	15 69%~	45 64%	4 49%~	30 71%~	18 56%~	144 73%	798 65%*	1593 70%*	2282 68%	124 69%	1823 66%*	713 73%*
NO	1213 32%	202 28%*	290 31%	357 33%	365 35%*	361 30%*	7 31%~	25 36%	4 51%~	13 29%~	14 44%~	53 27%	437 35%*	688 30%*	1089 32%	57 31%	953 34%*	261 27%*
NOT ANSWERED	87	14	16	26	31	26		4		1		4	31	45	71	4	71	16
VALID CASES	3750	707	936	1069	1038	1212	22	70	8	43	32	198	1234	2281	3371	181	2776	974
NUMBER OF RESPONDENTS	3837 100%	721 100%	952 100%	1095 100%	1069 100%	1238 100%	22 100%	74 100%	8 100%	44 100%	32 100%	202 100%	1265 100%	2326 100%	3442 100%	185 100%	2847 100%	990 100%

[ASKED IF Q7 >= 1 TIME]

Q9 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	OHP TOT CHLD	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q9 NEVER	116 3%	9 1%*	34 4%	37 3%	36 3%	37 3%	1 3%~	5 7%			4 ~	9 5%	34 3%	72 3%	101 3%	8 4%	91 3%	24 2%
SOMETIMES	331 9%	57 8%	78 8%	101 9%	93 9%	75 6%*	2 9%~	17 24%*	1 14%~	4 8%~	4 12%~	17 9%	132 11%*	166 7%*	272 8%*	38 21%*	237 9%	93 10%
USUALLY	799 21%	138 19%	185 20%	237 22%	240 23%	245 20%	2 9%~	18 25%	3 38%~	12 28%~	6 18%~	33 16%*	300 24%*	456 20%*	705 21%	55 30%*	582 21%	217 22%
ALWAYS	2506 67%	503 71%*	635 68%	694 65%	674 65%	853 70%*	17 79%~	31 44%*	4 49%~	28 64%~	19 58%~	141 71%	766 62%*	1594 70%*	2298 68%*	81 45%*	1863 67%	643 66%
#ALWAYS + USUALLY (NET)	3305 88%	640 91%*	820 88%	931 87%	914 88%	1098 91%*	19 88%~	49 69%*	7 86%~	39 92%~	24 76%~	174 87%	1066 87%*	2050 90%*	3003 89%*	136 75%*	2444 88%	861 88%
TOP BOX SCORE	2506 67%	503 71%*	635 68%	694 65%	674 65%	853 70%*	17 79%~	31 44%*	4 49%~	28 64%~	19 58%~	141 71%	766 62%*	1594 70%*	2298 68%*	81 45%*	1863 67%	643 66%
NOT ANSWERED	85	15	20	26	25	28		3		1		2	34	37	67	3	74	12
VALID CASES	3752	706	932	1069	1044	1210	22	71	8	43	32	200	1231	2289	3375	182	2773	978
NUMBER OF RESPONDENTS	3837	721	952	1095	1069	1238	22	74	8	44	32	202	1265	2326	3442	185	2847	990
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q10 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	ILND	NATV NATV ##	AMER IND/ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q10 YES	1062 28%	186 26%	234 25%*	304 28%	338 33%*	338 28%	5 24%~	14 20%	1 14%~	10 23%~	6 18%~	54 27%	319 26%*	679 30%*	923 27%*	81 45%*	590 21%*	470 48%*
Q10 NO	2676 72%	519 74%	697 75%*	763 72%	697 67%*	870 72%	16 76%~	57 80%	7 86%~	32 77%~	26 82%~	146 73%	913 74%*	1602 70%*	2443 73%*	100 55%*	2174 79%*	505 52%*
NOT ANSWERED	99	16	21	28	34	30	1	3		2		2	33	45	76	4	84	15
VALID CASES	3738	705	931	1067	1035	1208	21	71	8	42	32	200	1232	2281	3366	181	2763	975
NUMBER OF RESPONDENTS	3837	721	952	1095	1069	1238	22	74	8	44	32	202	1265	2326	3442	185	2847	990
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q11 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD POOR	NO CCC	CCC	
Q11 #YES	969 93%	166 92%	214 92%	275 94%	314 94%	319 98%*	5 100%~	11 92%~	8 ~ 88%~	4 80%~	51 98%*	273 86%*	637 96%*	849 93%	65 87%	521 90%*	445 97%*	
NO	74 7%	15 8%	19 8%	19 6%	21 6%	8 2%*	~	1 8%~100%~	1 12%~	1 20%~	1 2%*	43 14%*	27 4%*	60 7%	10 13%	59 10%*	14 3%*	
NOT ANSWERED	397	79	101	112	104	66	2	8	3	1	8	114	116	211	19	353	45	
VALID CASES	1042	181	233	294	335	327	5	12	1	9	5	52	663	908	75	581	460	
NUMBER OF RESPONDENTS	1439	260	334	406	439	393	7	20	1	12	6	60	779	1119	94	934	505	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q7 >= 1 TIME AND Q10 = YES]

Q12 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q12 #YES	740 71%	118 65%*	152 66%	217 74%	253 75%*	237 72%	2 40%~	11 85%~	7 ~ 81%~	5 100%~	42 79%	201 64%*	498 75%*	653 72%	49 65%	372 64%*	368 80%*	
NO	301 29%	64 35%*	79 34%	75 26%	83 25%*	92 28%	3 60%~	2 15%~	1 100%~	2 19%~	11 ~ 21%	113 36%*	166 25%*	255 28%	26 35%	211 36%*	91 20%*	
NOT ANSWERED	21	4	2	12	3	9		1			1	1	5	15	14	6	11	10
VALID CASES	1041	182	231	292	336	329	5	13	1	9	5	53	314	664	908	75	583	458
NUMBER OF RESPONDENTS	1062 100%	186 100%	233 100%	304 100%	339 100%	338 100%	5 100%	14 100%	1 100%	9 100%	6 100%	54 100%	319 100%	679 100%	922 100%	81 100%	594 100%	468 100%

[ASKED IF Q7 >= 1 TIME AND Q10 = YES]

Q13 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q13 #YES	796 78%	118 66%*	177 78%	244 84%*	258 78%	259 79%	4 80%~	8 61%~	1 100%~	8 90%~	3 60%~	38 75%	248 79%	505 77%	700 78%	54 71%	425 74%*	371 82%*
NO	230 22%	60 34%*	50 22%	47 16%*	72 22%	69 21%	1 20%~	5 39%~		1 ~ 10%~	2 40%~	13 25%	65 21%	151 23%	196 22%	22 29%	147 26%*	83 18%*
NOT ANSWERED	36	8	6	13	9	10		1			1	4	6	24	26	5	22	14
VALID CASES	1026	178	227	291	330	328	5	13	1	9	5	50	313	655	896	76	572	454
NUMBER OF RESPONDENTS	1062 100%	186 100%	233 100%	304 100%	339 100%	338 100%	5 100%	14 100%	1 100%	9 100%	6 100%	54 100%	319 100%	679 100%	922 100%	81 100%	594 100%	468 100%

[ASKED IF Q7 >= 1 TIME AND Q10 = YES]

Q14 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q14 WORST HEALTH CARE POSSIBLE	9 0.2%	1 0.1%	1 0.1%	3 0.3%	4 0.4%	1 0.1%	~	~	~	~	~	1 1%	2 0.2%	6 0.2%	6 0.2%	2 1%	3 0.1%	6 0.6%
01	7 0.2%	2 0.3%	2 0.2%	~	3 0.3%	3 0.2%	~	~	~	~	~	1 ~0.5%	7 ~0.3%	7 0.2%	~	~	4 ~0.1%	3 0.3%
02	15 0.4%	4 0.6%	4 0.4%	2 0.2%	5 0.5%	2 0.2%	~	~	~	~	~	1 ~0.5%	7 0.6%	4 0.2%	10 0.3%	4 2%	12 0.4%	3 0.3%
03	15 0.4%	3 0.4%	4 0.4%	3 0.3%	5 0.5%	2 0.2%	~	1 1%	~	1 3%	1 ~0.5%	1 ~0.5%	5 0.4%	6 0.3%	10 0.3%	2 1%	9 0.3%	6 0.6%
04	28 0.7%	1 0.1%	5 0.5%	13 1%	9 0.9%	9 0.7%	~	1 1%	~	2 4%	~	~	7 ~0.6%	19 0.8%	22 0.7%	4 2%	18 0.7%	9 1%
05	156 4%	31 4%	35 4%	42 4%	48 5%	55 5%	2 9%	2 3%	~	2 4%	2 6%	13 6%	39 3%*	102 4%	130 4%*	14 8%	120 4%	36 4%
06	129 3%	16 2%*	38 4%	35 3%	41 4%	46 4%	~	1 1%	14 14%~	2 5%~	3 9%~	5 3%	39 3%	85 4%	110 3%	16 9%*	79 3%*	51 5%*
07	332 9%	53 7%	83 9%	85 8%	111 11%*	111 9%	3 3%~	11 15%	27 27%~	7 16%~	4 12%~	20 10%	80 7%*	235 10%*	292 9%	24 13%	222 8%*	110 11%*
08	792 21%	142 20%	187 20%	251 24%*	212 20%	261 22%	5 23%~	13 18%	1 11%~	6 14%~	8 25%~	39 20%	248 20%	498 22%	713 21%	42 23%	587 21%	205 21%
09	822 22%	155 22%	211 23%	233 22%	222 21%	279 23%	4 19%~	21 30%	3 38%~	10 22%~	5 15%~	32 16%*	295 24%	489 21%	760 23%*	28 15%*	606 22%	216 22%
BEST HEALTH CARE POSSIBLE	1434 38%	298 42%*	357 38%	397 37%	381 37%	444 37%	10 46%~	21 29%	1 11%~	14 32%~	9 29%~	83 42%	512 41%*	837 37%*	1313 39%*	47 26%*	1104 40%*	331 34%*
#8-10 (NET)	3048 82%	596 84%*	755 81%	882 83%	816 78%*	984 81%	19 88%~	55 78%	5 59%~	29 68%~	21 69%~	154 78%	1055 86%*	1824 80%*	2787 83%*	117 64%*	2297 83%*	751 77%*

Continued

Q14 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR- AMER	AS- IAN	ILND NATV ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR & POOR	NO CCC	CCC	
9-10 (NET)	2256 60%	454 64%*	568 61%	631 59%	604 58%	723 60%	14 65%~	42 59%	4 49%~	23 54%~	14 44%~	115 58%	807 65%*	1326 58%*	2073 61%*	75 41%*	1710 62%*	547 56%*
NOT ANSWERED	99	15	25	32	27	25		3		1	1	4	32	39	69	2	83	16
VALID CASES	3738	706	927	1063	1042	1213	22	71	8	43	31	198	1233	2287	3373	183	2764	974
NUMBER OF RESPONDENTS	3837 100%	721 100%	952 100%	1095 100%	1069 100%	1238 100%	22 100%	74 100%	8 100%	44 100%	32 100%	202 100%	1265 100%	2326 100%	3442 100%	185 100%	2847 100%	990 100%
MEAN	8.60	8.73	8.62	8.61	8.49	8.59	8.81	8.50	8.05	8.18	8.08	8.47	8.76	8.54	8.65	7.77	8.66	8.42
p stat_(*=Sig @ p<=.05)		.021*	.679	.766	.009*	.743	~.584		~	~	~.315	.000*	.003*	.000*	0.000*	.000*	.000*	.000*

[ASKED IF Q7 >= 1]



Q15 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED?

	OHP TOT CHLD	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK NATV	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q15 NEVER	65 2%	7 1%*	16 2%	21 2%	21 2%	17 1%	1 5%~	4 6%	~	~	~	5 3%	32 3%*	31 1%*	52 2%*	11 6%*	46 2%	19 2%
SOMETIMES	359 10%	57 8%	101 11%	103 10%	98 9%	80 7%*	3 12%~	12 17%	2 27%~	4 10%~	5 15%~	18 9%	140 11%*	196 9%*	301 9%*	40 22%*	243 9%*	115 12%*
USUALLY	1164 31%	170 24%*	267 29%	353 33%	374 36%*	380 31%	5 23%~	32 45%*	2 27%~	12 28%~	12 36%~	59 30%	395 32%	697 30%	1049 31%	63 35%	838 30%	325 33%
ALWAYS	2149 58%	469 67%*	542 59%	587 55%	551 53%*	736 61%*	13 60%~	23 33%*	4 46%~	27 62%~	16 49%~	117 59%	664 54%*	1370 60%*	1978 59%*	67 37%*	1631 59%*	519 53%*
#ALWAYS + USUALLY (NET)	3312 89%	639 91%*	809 87%	939 88%	925 89%	1116 92%*	18 83%~	55 78%*	6 73%~	39 90%~	27 85%~	177 88%	1059 86%*	2067 90%*	3027 90%*	130 72%*	2469 90%*	844 86%*
TOP BOX SCORE	2149 58%	469 67%*	542 59%	587 55%	551 53%*	736 61%*	13 60%~	23 33%*	4 46%~	27 62%~	16 49%~	117 59%	664 54%*	1370 60%*	1978 59%*	67 37%*	1631 59%*	519 53%*
NOT ANSWERED	100	18	26	31	24	25		3		1		2	34	33	62	4	89	12
VALID CASES	3737	703	926	1064	1045	1213	22	71	8	43	32	200	1231	2293	3380	181	2758	978
NUMBER OF RESPONDENTS	3837	721	952	1095	1069	1238	22	74	8	44	32	202	1265	2326	3442	185	2847	990
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q16 IS YOUR CHILD NOW ENROLLED IN ANY KIND OF SCHOOL OR DAYCARE?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER IND/PAC ALSK NATV ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q16 YES	4032 73%	238 26%*	1095 80%*	1418 85%*	1281 80%*	1355 76%*	26 69%~	85 73%	9 69%~	43 77%	35 74%~	215 83%*	1286 66%*	2516 76%*	3674 72%	162 69%	3026 69%*	1003 84%*
NO	1529 27%	686 74%*	273 20%*	255 15%*	315 20%*	435 24%*	12 31%~	31 27%	4 31%~	13 23%	12 26%~	45 17%*	671 34%*	781 24%*	1396 28%	73 31%	1342 31%*	189 16%*
NOT ANSWERED	217	48	59	59	51	10	1	1		1		2	27	18	42	4	212	5
VALID CASES	5561	924	1367	1673	1597	1790	38	116	13	56	47	260	1957	3297	5070	235	4369	1192
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q17 IN THE LAST 6 MONTHS, DID YOU NEED YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TO CONTACT A SCHOOL OR DAYCARE CENTER ABOUT YOUR CHILD'S HEALTH OR HEALTH CARE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q17 YES	406 11%	27 12%	128 12%	126 10%	126 11%	88 7%*	3 14%~	6 8%	1 13%~	2 5%~	2 7%~	18 9%	156 13%*	216 9%*	324 9%*	51 33%*	229 8%*	175 19%*
NO	3382 89%	200 88%	916 88%	1199 90%	1067 89%	1147 93%*	20 86%~	73 92%	8 87%~	38 95%~	26 93%~	182 91%	1057 87%*	2147 91%*	3123 91%*	105 67%*	2619 92%*	764 81%*
NOT ANSWERED	238	10	49	93	87	119	3	6		3	6	16	72	154	222	6	176	62
VALID CASES	3788	227	1044	1324	1192	1236	24	79	9	40	28	200	1213	2363	3447	156	2848	940
NUMBER OF RESPONDENTS	4026 100%	237 100%	1093 100%	1417 100%	1279 100%	1355 100%	27 100%	85 100%	9 100%	43 100%	34 100%	216 100%	1285 100%	2517 100%	3669 100%	162 100%	3024 100%	1002 100%

[ASKED IF Q16 = YES]

Q18 IN THE LAST 6 MONTHS, DID YOU GET THE HELP YOU NEEDED FROM YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER IN CONTACTING YOUR CHILD'S SCHOOL OR DAYCARE?

	AGE				RACE								ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV ILND NATV ##	AMER PAC ALSK	OTH#	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD POOR	NO CCC	CCC	
Q18 #YES	358 90%	24 94%~	113 90%	109 90%	111 89%	78 90%	2 67%~	4 67%~	1 100%~	1 50%~	2 100%~	18 95%~	136 88%	195 92%	290 91%	42 85%	198 90%	160 90%
NO	40 10%	2 6%~	13 10%	13 10%	14 11%	9 10%	1 33%~	2 33%~	~	1 50%~	~	1 5%~	18 12%	18 8%	29 9%	8 15%	23 10%	17 10%
NOT ANSWERED	6		2	2	2	1							2	1	4		6	
VALID CASES	398	26	126	122	124	87	3	6	1	2	2	19	154	213	319	50	221	177
NUMBER OF RESPONDENTS	404	26	128	124	126	88	3	6	1	2	2	19	156	214	323	50	227	177
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES AND Q17 = YES]

Q19 SPECIAL MEDICAL EQUIPMENT OR DEVICES INCLUDE A WALKER, WHEELCHAIR, NEBULIZER, FEEDING TUBES, OR OXYGEN EQUIPMENT. IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET ANY SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	ILND	NATV	AMER HAW/IND/PAC ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q19 YES	210 4%	29 3%	50 4%	69 4%	63 4%	64 4%	4 10%	1 0.9%*	1 ~	5 2%	12 10%~	67 3%	131 4%	178 4%*	22 9%*	108 2%*	102 9%*	
NO	5325 96%	895 97%	1316 96%	1586 96%	1528 96%	1722 96%	33 90%~	114 99%*	13 100%~	55 98%	42 90%~	249 95%	1891 97%	3163 96%	4891 96%*	212 91%*	4235 98%*	1090 91%*
NOT ANSWERED	242	49	60	76	58	14	2	2	1		2	27	21	43	5	238	6	
VALID CASES	5536	923	1366	1656	1590	1786	37	115	13	56	47	260	1957	3294	5069	234	4343	1191
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q20 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?

	OHP TOT CHLD	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND NATV ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q20 NEVER	20 10%	1 3%	5 11%	6 9%	8 14%	8 13%	~	~	~	~	~	4 31%	4 6%	16 13%	18 10%	2 10%	10 9%	10 10%
SOMETIMES	35 18%	2 7%	8 17%	9 13%	16 29%*	9 15%	~	~	~	~	2 73%	3 22%	8 13%	26 21%	31 18%	3 14%	15 14%	20 21%
USUALLY	40 20%	7 26%	10 21%	14 20%	9 17%	12 20%	1 28%	~	~	1 100%	~	1 8%	13 21%	25 20%	33 20%	6 28%	18 17%	22 23%
ALWAYS	104 52%	18 65%	24 51%	40 59%	22 40%*	31 52%	3 72%	1 100%	~	~	1 27%	5 39%	39 60%	58 47%*	86 51%	10 48%	61 59%	44 46%
#ALWAYS + USUALLY (NET)	145 73%	25 90%	34 72%	54 79%	31 57%*	43 72%	4 100%	1 100%	~	~	1 100%	1 27%	6 46%	83 81%	120 71%	16 76%	79 76%	66 69%
TOP BOX SCORE	104 52%	18 65%	24 51%	40 59%	22 40%*	31 52%	3 72%	1 100%	~	~	1 27%	5 39%	39 60%	58 47%*	86 51%	10 48%	61 59%	44 46%
NOT ANSWERED	10		3	1	6	4				1			3	6	9	1	5	5
VALID CASES	199	28	47	69	55	60	4	1		1	3	13	64	124	168	21	104	95
NUMBER OF RESPONDENTS	209	28	50	70	61	64	4	1		1	4	13	67	130	177	22	109	100
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

Q21 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q21 #YES	161 81%	25 93%~	40 83%~	59 86%	38 67%*	49 82%	3 72%~	1 100%~	1 ~100%~	2 73%~	8 66%~	53 83%	99 79%	135 80%~	18 86%~	85 84%	76 78%	
NO	39 19%	2 7%~	8 17%~	10 14%	19 33%*	11 18%	1 28%~	~	~	1 ~27%~	4 34%~	11 17%	26 21%	34 20%~	3 14%~	17 16%	22 22%	
NOT ANSWERED	9	1	2	1	5	4				1	1	3	5	8	1	7	2	
VALID CASES	200	27	48	69	56	60	4	1	1	3	12	64	125	169	21	102	98	
NUMBER OF RESPONDENTS	209	28	50	70	61	64	4	1	1	4	13	67	130	177	22	109	100	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q19 = YES]

Q22 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET SPECIAL THERAPY SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY FOR YOUR CHILD?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q22 YES	477 9%	78 8%	139 10%*	118 7%*	142 9%	163 9%	2 5%~	3 3%*	1 9%~	11 19%*	4 8%~	20 8%	154 8%	294 9%	403 8%*	53 23%*	205 5%*	269 23%*
Q22 NO	5043 91%	843 92%	1224 90%*	1532 93%*	1445 91%	1617 91%	35 95%~	112 97%*	12 91%~	45 81%*	43 92%~	240 92%	1802 92%	2991 91%	4654 92%*	179 77%*	4128 95%*	917 77%*
Q22 NOT ANSWERED	259	52	64	82	61	20	2	2		1		2	28	30	55	7	249	11
VALID CASES	5519	920	1362	1650	1587	1780	37	115	13	56	47	260	1956	3285	5057	232	4332	1186
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%



Q23 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS THERAPY FOR YOUR CHILD?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER IND/ PAC ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q23 NEVER	74 16%	5 7%*	22 16%	15 13%	33 24%*	39 26%*	1 37%~	1 33%~	~	~	~	2 10%~	9 6%*	58 21%*	56 14%*	11 22%	25 13%	49 19%
SOMETIMES	84 19%	18 24%	22 16%	20 19%	24 18%	22 14%	1 63%~	~	~	3 33%~	1 38%~	3 15%~	32 21%	46 16%	68 18%	13 25%	30 15%	54 21%
USUALLY	97 21%	14 18%	24 18%	29 27%	30 23%	33 22%	~	~	1 100%~	4 44%~	~	4 20%~	35 24%	59 21%	87 23%	10 19%	36 19%	61 24%
ALWAYS	198 44%	39 51%	68 50%	45 41%	47 35%*	59 39%	2 67%~	2 23%~	1 62%~	11 55%~	11 75%~	73 49%	118 42%	174 45%	17 33%	102 53%*	97 37%*	
#ALWAYS + USUALLY (NET)	296 65%	52 70%	92 68%	74 68%	78 58%*	92 60%	2 67%~	1 100%~	6 67%~	1 62%~	15 75%~	108 73%*	178 63%	261 68%*	27 53%	138 71%*	158 61%*	
TOP BOX SCORE	198 44%	39 51%	68 50%	45 41%	47 35%*	59 39%	2 67%~	2 23%~	1 62%~	11 55%~	11 75%~	73 49%	118 42%	174 45%	17 33%	102 53%*	97 37%*	
NOT ANSWERED	22	2	3	9	8	10			2	1	2	4	14	17	2	11	11	
VALID CASES	454	75	136	109	134	153	2	3	1	8	2	19	149	282	385	51	193	261
NUMBER OF RESPONDENTS	476	77	139	118	142	163	2	3	1	10	3	21	153	296	402	53	204	272
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

Q24 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS THERAPY FOR YOUR CHILD?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND ##	AMER NATV ##	IND/ PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q24 #YES	300 66%	54 70%	87 64%	62 57%*	97 72%	89 57%*	1 37%~	1 33%~	1 100%~	6 77%~	1 62%~	11 58%~	106 71%	181 63%	247 64%*	44 83%*	122 63%	178 68%
NO	157 34%	23 30%	49 36%	48 43%*	38 28%	66 43%*	1 63%~	2 67%~		2 ~ 23%~	1 38%~	8 42%~	43 29%	106 37%	140 36%*	9 17%*	72 37%	85 32%
NOT ANSWERED	18	1	3	8	6	8				2	1	2	4	9	15		9	9
VALID CASES	458	76	136	110	136	155	2	3	1	8	2	19	149	287	387	53	195	263
NUMBER OF RESPONDENTS	476	77	139	118	142	163	2	3	1	10	3	21	153	296	402	53	204	272
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

Q25 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET TREATMENT OR COUNSELING FOR YOUR CHILD FOR AN EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEM?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q25																		
YES	708 13%	43 5%*	141 10%*	233 14%	290 18%*	269 15%*	6 18%~	2 2%*	1 7%~	10 18%	6 12%~	37 14%	180 9%*	489 15%*	620 12%*	57 24%*	226 5%*	476 40%*
NO	4804 87%	874 95%*	1219 90%*	1415 86%	1296 82%*	1512 85%*	29 82%~	115 98%*	12 93%~	44 82%	41 88%~	222 86%	1768 91%*	2801 85%*	4433 88%*	177 76%*	4094 95%*	714 60%*
NOT ANSWERED	266	55	66	83	62	19	3			3		3	36	25	60	5	261	6
VALID CASES	5512	917	1360	1649	1586	1781	36	117	13	54	47	259	1948	3290	5052	234	4320	1191
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q26 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD?

	OHP TOT CHLD	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q26 NEVER	81 12%	5 12%~	15 11%	30 14%	31 11%	43 17%*	~	~	~	10%~	~	17%~	6	14 8%*	62 13%	71 12%	5 9%	26 12%	55 12%
SOMETIMES	133 20%	9 22%~	33 24%	38 18%	53 19%	42 16%	~	~	~	31%~	17%~	17%~	6	36 21%	90 19%	117 20%	13 23%	48 22%	85 18%
USUALLY	160 24%	10 25%~	24 17%*	54 25%	72 26%	67 26%	2 33%~	1 44%~	~	2 19%~	~	25%~	9	44 25%	111 24%	138 23%	17 30%	39 18%*	121 26%*
ALWAYS	303 45%	17 41%~	66 48%	95 44%	126 45%	106 41%	4 67%~	1 56%~	1 100%~	4 40%~	5 83%~	15 41%~	80 46%	206 44%	265 45%	22 39%	103 48%	200 43%	
#ALWAYS + USUALLY (NET)	463 68%	27 66%~	90 65%	149 69%	197 70%	173 67%	6 100%~	2 100%~	1 100%~	6 60%~	5 83%~	24 66%~	124 71%	317 68%	403 68%	39 68%	142 66%	321 70%	
TOP BOX SCORE	303 45%	17 41%~	66 48%	95 44%	126 45%	106 41%	4 67%~	1 56%~	1 100%~	4 40%~	5 83%~	15 41%~	80 46%	206 44%	265 45%	22 39%	103 48%	200 43%	
NOT ANSWERED	22	1	4	13	4	11							5	14	20		11	12	
VALID CASES	677	41	138	217	281	258	6	2	1	10	6	36	174	469	590	57	215	461	
NUMBER OF RESPONDENTS	699	42	142	230	285	269	6	2	1	10	6	36	179	483	610	57	226	473	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q25 = YES]

Q27 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q27 #YES	363 53%	28 68%~	77 55%	106 48%	151 54%	134 52%	6 100%~	1 44%~	1 100%~	7 71%~	2 35%~	19 52%~	112 64%*	233 50%*	314 53%	34 61%	113 52%	250 54%
NO	317 47%	13 32%~	62 45%	113 52%	129 46%	123 48%	1 ~ 56%~	1 ~ 29%~	3 ~ 65%~	4 ~ 48%~	17 48%~	63 36%*	237 50%*	281 47%	22 39%	106 48%	212 46%	
NOT ANSWERED	19	1	3	10	5	12						4	13	16	1	8	12	
VALID CASES	680	41	139	220	280	257	6	2	1	10	6	36	175	470	594	56	218	461
NUMBER OF RESPONDENTS	699 100%	42 100%	142 100%	230 100%	285 100%	269 100%	6 100%	2 100%	1 100%	10 100%	6 100%	36 100%	179 100%	483 100%	610 100%	57 100%	226 100%	473 100%

[ASKED IF Q25 = YES]

Q28 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM MORE THAN ONE KIND OF HEALTH CARE PROVIDER OR USE MORE THAN ONE KIND OF HEALTH CARE SERVICE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q28 YES	1140 21%	176 19%	252 19%*	333 20%	378 24%*	406 23%*	5 15%~	10 9%*	22 ~ 41%*	11 24%~	66 26%	303 16%*	774 24%*	994 20%*	98 42%*	619 14%*	517 44%*	
Q28 NO	4357 79%	739 81%	1103 81%*	1314 80%	1201 76%*	1381 77%*	32 85%~	107 91%*	12 100%~	32 59%*	36 76%~	193 74%	1639 84%*	2518 76%*	4057 80%*	134 58%*	3696 86%*	665 56%*
NOT ANSWERED	281	56	71	84	69	13	2		1	3		3	42	23	61	7	266	15
VALID CASES	5497	916	1355	1648	1579	1787	37	117	12	54	47	259	1942	3292	5051	232	4315	1182
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q29 IN THE LAST 6 MONTHS, DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP COORDINATE YOUR CHILD'S CARE AMONG THESE DIFFERENT PROVIDERS OR SERVICES?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q29 #YES	627 57%	93 54%	140 57%	173 54%	221 61%	226 58%	5 100%	5 ~56%	10 ~44%	3 32%	25 41%	189 64%*	406 54%*	541 57%	61 63%	328 55%	299 59%	
NO	477 43%	79 46%	107 43%	149 46%	142 39%	166 42%	4 ~44%		12 ~56%	8 68%	36 59%*	105 36%*	344 46%*	417 43%	36 37%	272 45%	205 41%	
NOT ANSWERED	35	3	7	10	15	14	1				5	8	26	33	1	20	14	
VALID CASES	1104	172	247	322	363	392	5	9	22	11	61	294	750	958	97	600	505	
NUMBER OF RESPONDENTS	1139 100%	175 100%	254 100%	332 100%	378 100%	406 100%	5 100%	10 100%	22 100%	11 100%	66 100%	302 100%	776 100%	991 100%	98 100%	620 100%	519 100%	

[ASKED IF Q28 = YES]

Q30 A PERSONAL DOCTOR IS THE ONE YOUR CHILD WOULD SEE IF HE OR SHE NEEDS A CHECKUP, HAS A HEALTH PROBLEM, OR GETS SICK OR HURT. DOES YOUR CHILD HAVE A PERSONAL DOCTOR?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q30 YES	4777 88%	832 91%*	1199 90%*	1428 88%	1318 85%*	1584 91%*	29 74%~	84 73%*	9 89%~	46 84%	42 90%~	225 88%	1632 85%*	2918 90%*	4393 88%	203 87%	3683 87%*	1092 93%*
NO	649 12%	81 9%*	140 10%*	197 12%	230 15%*	159 9%*	10 26%~	31 27%*	1 11%~	8 16%	5 10%~	31 12%	299 15%*	319 10%*	597 12%	31 13%	568 13%*	81 7%*
NOT ANSWERED	353	60	86	107	100	57		2	3	3		5	53	78	122	5	329	24
VALID CASES	5425	912	1340	1625	1548	1743	39	115	10	54	47	257	1931	3237	4990	234	4252	1173
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%



Q31 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOUR CHILD VISIT HIS OR HER PERSONAL DOCTOR FOR CARE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER PAC ALSK NATV	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q31 NONE	1283 28%	138 17%*	307 27%	469 34%*	369 29%	442 29%	9 35%~	21 27%	2 18%~	6 14%~	11 28%~	45 21%*	433 28%	799 28%	1209 29%*	35 18%*	1087 31%*	198 19%*
1 TIME	1674 36%	285 35%	455 39%*	497 36%	438 34%	564 37%	8 29%~	39 49%*	5 56%~	15 36%~	17 40%~	92 42%	564 36%	1029 36%	1550 37%	59 30%	1334 38%*	341 32%*
2	892 19%	212 26%*	215 19%	238 17%*	226 18%	290 19%	4 16%~	13 16%	2 26%~	11 26%~	8 18%~	39 18%	324 21%	530 19%	832 20%	31 16%	673 19%	219 21%
3	389 8%	83 10%	92 8%	94 7%*	120 9%	109 7%*	3 12%~	4 5%		3 ~ 8%~	3 7%~	25 11%	137 9%	230 8%	350 8%	23 12%	258 7%*	130 12%*
4	175 4%	46 6%*	40 3%	34 2%*	55 4%	64 4%	2 8%~	1 1%*		4 ~ 10%~	1 2%~	7 3%	51 3%	115 4%	148 3%*	18 9%*	103 3%*	71 7%*
5 TO 9	156 3%	35 4%	38 3%	33 2%*	50 4%	39 3%*		1 ~ 1%		3 ~ 7%~	2 4%~	11 5%	45 3%	100 4%	127 3%*	21 11%*	70 2%*	86 8%*
10 OR MORE TIMES	28 0.6%	7 0.9%	7 0.6%	2 0.1%*	12 0.9%	6 0.4%						1 ~ 0.4%	8 0.5%	18 0.6%	18 0.4%*	8 4%*	10 0.3%*	18 2%*
NOT ANSWERED	184	27	46	61	51	70	2	5		4	1	8	69	102	162	9	153	32
VALID CASES	4597	805	1154	1368	1269	1514	27	79	9	42	41	220	1562	2821	4233	194	3534	1062
NUMBER OF RESPONDENTS	4781 100%	832 100%	1200 100%	1429 100%	1320 100%	1584 100%	29 100%	84 100%	9 100%	46 100%	42 100%	228 100%	1631 100%	2923 100%	4395 100%	203 100%	3687 100%	1094 100%

[ASKED IF Q30 = YES]

Q31A IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING YOUR CHILD'S PERSONAL DOCTOR BECAUSE YOU SPOKE DIFFERENT LANGUAGES?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q31A ALWAYS	89 3%	17 3%	28 3%	25 3%	20 2%	3 0.3%*	2 14%~	5 9%	~	~	~	~	63 6%*	22 1%*	74 2%*	10 6%	72 3%	17 2%
USUALLY	55 2%	11 2%	19 2%	15 2%	10 1%	4 0.4%*	~	2 3%	~	~	~	~	37 3%*0.7%*	15 0.7%*	50 2%	3 2%	45 2%	10 1%
SOMETIMES	205 6%	38 6%	50 6%	65 7%	51 6%	11 1%*	3 21%~	13 23%*	1 16%~	1 3%~	1 3%~	6 3%*	145 13%*	50 2%*	174 6%*	24 15%*	164 7%*	41 5%*
NEVER	2936 89%	596 90%	737 88%	788 88%	815 91%	1051 98%*	10 65%~	38 65%*	6 84%~	35 97%~	28 97%~	162 97%*	871 78%*	1925 96%*	2700 90%*	123 77%*	2140 88%*	796 92%*
#NEVER + SOMETIMES (NET)	3141 96%	634 96%	788 94%	853 95%	866 97%*	1062 99%*	13 86%~	51 88%	7 100%~	36 100%~	29 100%~	168 100%~	1016 91%*	1975 98%*	2874 96%*	147 92%	2304 95%*	837 97%*
TOP BOX SCORE	2936 89%	596 90%	737 88%	788 88%	815 91%	1051 98%*	10 65%~	38 65%*	6 84%~	35 97%~	28 97%~	162 97%*	871 78%*	1925 96%*	2700 90%*	123 77%*	2140 88%*	796 92%*
NOT ANSWERED	27	5	12	6	5	3	2					4	14	10	25		23	4
VALID CASES	3285	661	834	894	895	1069	15	58	7	36	29	168	1115	2011	2997	160	2421	864
NUMBER OF RESPONDENTS	3312	666	846	900	900	1072	17	58	7	36	29	172	1129	2021	3022	160	2444	868
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS ABOUT YOUR CHILD'S HEALTH IN A WAY THAT WAS EASY TO UNDERSTAND?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	OHP TOT CHLD	WHT	BLCK OR AFR- AMER	AS- IAN	NATV ILND NATV	AMER IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q32 NEVER	82	14	16	32	21	9	1	1			2	39	39	74	4	67	16	
	3%	2%	2%	4%*	2%	0.8%*	~	2%	12%~	~	~	1%	3%*	2%*	2%	3%	3%	2%
SOMETIMES	150	25	31	47	46	20	1	8		2	2	8	87	55	120	25	107	42
	5%	4%	4%	5%	5%	2%*	7%~	14%*	~	6%~	7%~	5%	8%*	3%*	4%*	16%*	4%	5%
USUALLY	503	100	122	133	148	135	3	14	1	5	5	15	225	259	459	32	377	126
	15%	15%	15%	15%	17%	13%*	17%~	24%~	16%~	14%~	16%~	9%*	20%*	13%*	15%	20%	16%	15%
ALWAYS	2552	525	667	683	677	902	12	35	5	29	22	144	772	1655	2353	98	1874	679
	78%	79%	80%	76%	76%	85%*	76%~	61%*	72%~	80%~	77%~	85%*	69%*	82%*	78%*	62%*	77%	79%
#ALWAYS + USUALLY (NET)	3055	624	789	817	825	1037	15	49	6	34	27	159	998	1914	2812	130	2251	804
	93%	94%	94%*	91%*	92%	97%*	93%~	85%	88%~	94%~	93%~	94%	89%*	95%*	94%*	82%*	93%	93%
TOP BOX SCORE	2552	525	667	683	677	902	12	35	5	29	22	144	772	1655	2353	98	1874	679
	78%	79%	80%	76%	76%	85%*	76%~	61%*	72%~	80%~	77%~	85%*	69%*	82%*	78%*	62%*	77%	79%
NOT ANSWERED	25	3	10	4	8	6	1					3	5	13	16	1	19	6
VALID CASES	3287	663	836	896	892	1066	16	58	7	36	29	169	1124	2008	3006	159	2425	862
NUMBER OF RESPONDENTS	3312	666	846	900	900	1072	17	58	7	36	29	172	1129	2021	3022	160	2444	868
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q33 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR LISTEN CAREFULLY TO YOU?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER IND/ PAC ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q33 NEVER	39 1%	6 0.9%	7 0.8%	13 1%	13 2%	8 0.8%	1 ~	2 2%	1 ~	1 ~	4 ~	6 1%	15 1%	21 1%	34 1%	4 3%	28 1%	11 1%
SOMETIMES	144 4%	28 4%	40 5%	37 4%	39 4%	42 4%	1 7%~	2 3%	1 16%~	1 3%~	4 13%~	6 4%	47 4%	88 4%	122 4%*	15 10%*	98 4%	46 5%
USUALLY	522 16%	88 13%*	117 14%	153 17%	164 18%*	154 14%	1 4%~	13 22%	1 16%~	7 20%~	5 16%~	30 18%	209 19%*	289 14%*	472 16%	35 22%	386 16%	136 16%
ALWAYS	2577 79%	541 82%*	672 80%	692 77%	672 76%*	862 81%*	14 89%~	42 73%	5 69%~	28 77%~	21 71%~	132 78%	855 76%*	1611 80%*	2381 79%*	103 66%*	1909 79%	668 78%
#ALWAYS + USUALLY (NET)	3099 94%	629 95%	789 94%	844 94%	837 94%	1016 95%	15 93%~	55 95%	6 84%~	35 97%~	25 87%~	161 95%	1065 95%	1900 95%	2854 95%*	138 88%*	2294 95%	804 93%
TOP BOX SCORE	2577 79%	541 82%*	672 80%	692 77%	672 76%*	862 81%*	14 89%~	42 73%	5 69%~	28 77%~	21 71%~	132 78%	855 76%*	1611 80%*	2381 79%*	103 66%*	1909 79%	668 78%
NOT ANSWERED	30	3	11	6	11	6	1					3	3	13	13	3	24	7
VALID CASES	3282	663	835	894	889	1066	16	58	7	36	29	169	1126	2008	3009	157	2420	861
NUMBER OF RESPONDENTS	3312 100%	666 100%	846 100%	900 100%	900 100%	1072 100%	17 100%	58 100%	7 100%	36 100%	29 100%	172 100%	1129 100%	2021 100%	3022 100%	160 100%	2444 100%	868 100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q34 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q34 NEVER	26 0.8%	3 0.4%	7 0.8%	8 0.9%	9 1%	5 0.5%	3 ~ 5%	1 ~	2 3%~	1 1%	2 1%	10 0.9%	14 0.7%	21 0.7%	4 3%	18 0.7%	9 1%	
SOMETIMES	119 4%	23 4%	34 4%	33 4%	28 3%	34 3%	1 7%~	2 3%	1 ~	3 3%~	6 10%~	35 3%	77 4%	109 4%	6 4%	78 3%	40 5%	
USUALLY	409 12%	76 11%	93 11%	116 13%	124 14%	131 12%	1 4%~	11 19%	1 16%~	4 11%~	5 16%~	19 12%	159 14%*	234 12%	367 12%	32 20%*	298 12%	111 13%
ALWAYS	2725 83%	560 85%	701 84%	737 82%	726 82%	898 84%	14 89%~	42 73%	6 84%~	31 86%~	21 71%~	141 84%	920 82%	1685 84%	2510 83%	117 74%*	2023 84%	701 81%
#ALWAYS + USUALLY (NET)	3134 96%	636 96%	795 95%	853 95%	850 96%	1029 96%	15 93%~	53 91%	7 100%~	35 97%~	25 87%~	160 95%	1080 96%	1919 95%	2877 96%	149 94%	2321 96%	812 94%
TOP BOX SCORE	2725 83%	560 85%	701 84%	737 82%	726 82%	898 84%	14 89%~	42 73%	6 84%~	31 86%~	21 71%~	141 84%	920 82%	1685 84%	2510 83%	117 74%*	2023 84%	701 81%
NOT ANSWERED	33	4	11	6	13	4	1				4	4	11	15	1	27	7	
VALID CASES	3279	662	835	894	887	1068	16	58	7	36	29	168	1125	2010	3007	159	2417	861
NUMBER OF RESPONDENTS	3312 100%	666 100%	846 100%	900 100%	900 100%	1072 100%	17 100%	58 100%	7 100%	36 100%	29 100%	172 100%	1129 100%	2021 100%	3022 100%	160 100%	2444 100%	868 100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q35 IS YOUR CHILD ABLE TO TALK WITH DOCTORS ABOUT HIS OR HER HEALTH CARE?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q35 YES	2262 69%	88 13%*	546 66%*	787 89%*	842 95%*	733 69%	11 75%~	36 63%	5 69%~	24 69%~	18 63%~	122 72%	770 69%	1394 70%	2071 69%	115 73%	1609 67%*	652 76%*
NO	996 31%	567 87%*	284 34%*	102 11%*	44 5%*	335 31%	4 25%~	21 37%	2 31%~	11 31%~	11 37%~	47 28%	347 31%	611 30%	924 31%	42 27%	789 33%*	208 24%*
NOT ANSWERED	54	12	16	12	15	4	2	1		1		3	12	17	26	3	46	8
VALID CASES	3258	654	830	888	885	1068	15	57	7	35	29	169	1117	2004	2996	157	2398	860
NUMBER OF RESPONDENTS	3312 100%	666 100%	846 100%	900 100%	900 100%	1072 100%	17 100%	58 100%	7 100%	36 100%	29 100%	172 100%	1129 100%	2021 100%	3022 100%	160 100%	2444 100%	868 100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q36 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY FOR YOUR CHILD TO UNDERSTAND?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q36 NEVER	27 1%	5 6%	9 2%	8 1%	5 0.6%*	8 1%	~	~	~	~	~	2 2%	9 1%	15 1%	21 1%	2 2%	19 1%	9 1%
SOMETIMES	134 6%	10 12%	41 8%	48 6%	34 4%*	28 4%*	1 10%~	2 6%~	~	~	2 10%~	6 5%	47 6%	78 6%	114 6%*	13 11%	92 6%	42 7%
USUALLY	509 23%	22 25%	129 24%	167 22%	191 23%	175 25%	3 27%~	9 25%~	2 41%~	5 20%~	5 25%~	27 23%	175 23%	313 23%	467 23%	31 27%	350 22%	159 25%
ALWAYS	1546 70%	50 57%*	360 67%	542 71%	595 72%	494 70%	6 62%~	25 70%~	3 59%~	19 80%~	12 65%~	82 69%	531 70%	952 70%	1427 70%	68 60%*	1127 71%	420 67%
#ALWAYS + USUALLY (NET)	2055 93%	72 83%*	489 91%	709 93%	785 95%*	669 95%*	9 90%~	34 94%~	5 100%~	24 100%~	17 90%~	109 93%	706 93%	1265 93%	1893 93%*	99 87%	1477 93%	579 92%
TOP BOX SCORE	1546 70%	50 57%*	360 67%	542 71%	595 72%	494 70%	6 62%~	25 70%~	3 59%~	19 80%~	12 65%~	82 69%	531 70%	952 70%	1427 70%	68 60%*	1127 71%	420 67%
NOT ANSWERED	46	2	7	19	17	28	1					4	10	34	43	1	25	21
VALID CASES	2216	87	539	766	825	705	10	36	5	24	19	118	761	1358	2028	114	1587	629
NUMBER OF RESPONDENTS	2262	89	546	785	842	733	11	36	5	24	19	122	771	1392	2071	115	1612	650
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]

Q37 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOUR CHILD?

	OHP TOT CHLD	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND PAC	AMER IND/ ALSK NATV	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q37 NEVER	91 3%	27 4%	26 3%	25 3%	13 1%*	18 2%*	1 7%~	2 3%	1 16%~	1 ~	4 3%~	4 3%	41 4%	40 2%*	73 2%*	11 7%*	73 3%	18 2%
SOMETIMES	285 9%	56 9%	68 8%	85 10%	75 9%	57 5%*	1 7%~	12 21%*	1 16%~	3 9%~	4 15%~	10 6%	152 14%*	123 6%*	253 8%	25 16%*	218 9%	66 8%
USUALLY	812 25%	136 21%*	224 27%	218 25%	233 26%	239 22%*	3 18%~	20 34%	1 16%~	4 11%~	9 32%~	38 22%	335 30%*	448 22%*	741 25%	51 32%*	601 25%	211 24%
ALWAYS	2063 63%	434 66%	508 61%	560 63%	560 64%	750 70%*	10 67%~	24 42%*	4 53%~	29 80%~	14 50%~	116 69%	587 53%*	1395 70%*	1925 64%*	72 45%*	1497 63%	566 66%
#ALWAYS + USUALLY (NET)	2875 88%	570 87%	733 89%	779 88%	793 90%	989 93%*	13 86%~	44 76%*	5 69%~	33 91%~	24 81%~	154 91%	922 83%*	1842 92%*	2666 89%*	123 77%*	2099 88%	776 90%
TOP BOX SCORE	2063 63%	434 66%	508 61%	560 63%	560 64%	750 70%*	10 67%~	24 42%*	4 53%~	29 80%~	14 50%~	116 69%	587 53%*	1395 70%*	1925 64%*	72 45%*	1497 63%	566 66%
NOT ANSWERED	61	13	19	11	19	8	2					4	15	15	30	1	54	7
VALID CASES	3251	653	827	889	881	1064	15	58	7	36	29	168	1114	2006	2992	159	2390	861
NUMBER OF RESPONDENTS	3312 100%	666 100%	846 100%	900 100%	900 100%	1072 100%	17 100%	58 100%	7 100%	36 100%	29 100%	172 100%	1129 100%	2021 100%	3022 100%	160 100%	2444 100%	868 100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]



Q38 IN THE LAST 6 MONTHS, DID YOUR CHILD'S PERSONAL DOCTOR TALK WITH YOU ABOUT HOW YOUR CHILD IS FEELING, GROWING, OR BEHAVING?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	ILND	NATV NATV ##	AMER IND/ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q38 #YES	2789 86%	606 92%*	731 88%*	741 84%	712 80%*	934 88%*	13 80%~	47 81%	6 84%~	31 87%~	23 79%~	144 86%	953 85%	1733 86%	2586 86%*	124 79%*	2049 86%	740 86%
NO	463 14%	50 8%*	99 12%*	140 16%	175 20%*	130 12%*	3 20%~	11 19%	1 16%~	5 13%~	6 21%~	24 14%	169 15%	271 14%	413 14%*	34 21%*	339 14%	124 14%
NOT ANSWERED	60	11	17	20	13	8	1					4	7	17	24	2	56	4
VALID CASES	3252	655	829	880	887	1064	16	58	7	36	29	168	1122	2004	2998	158	2388	864
NUMBER OF RESPONDENTS	3312 100%	666 100%	846 100%	900 100%	900 100%	1072 100%	17 100%	58 100%	7 100%	36 100%	29 100%	172 100%	1129 100%	2021 100%	3022 100%	160 100%	2444 100%	868 100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q39 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES HIS OR HER PERSONAL DOCTOR?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q39 YES	1236 38%	259 40%	300 36%	311 35%	366 41%*	415 39%	5 38%~	15 26%*	13 ~ 38%~	11 37%~	65 38%	397 35%*	790 39%*	1101 37%*	92 57%*	764 32%*	471 55%*	
Q39 NO	2010 62%	396 60%	528 64%	566 65%	519 59%*	650 61%	9 62%~	42 74%*	7 100%~	22 62%~	18 63%~	104 62%	723 65%*	1214 61%*	1890 63%*	68 43%*	1618 68%*	393 45%*
NOT ANSWERED	66	12	18	23	14	7	3	1	1	4	9	17	31		63	4		
VALID CASES	3246	654	828	877	886	1065	14	57	7	35	29	168	1120	2004	2991	160	2381	864
NUMBER OF RESPONDENTS	3312 100%	666 100%	846 100%	900 100%	900 100%	1072 100%	17 100%	58 100%	7 100%	36 100%	29 100%	172 100%	1129 100%	2021 100%	3022 100%	160 100%	2444 100%	868 100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q40 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOUR CHILD GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q40 NEVER	76 6%	11 4%	18 6%	20 7%	27 8%	21 5%	~	~	1 7%	1 9%	8 12%	26 7%	47 6%	67 6%	8 9%	41 6%	34 8%
SOMETIMES	140 12%	31 12%	36 13%	41 14%	31 9%*	40 10%	1 20%~	~	2 17%~	4 33%~	5 8%	46 12%	82 11%	118 11%	10 12%	81 11%	58 13%
USUALLY	348 29%	66 26%	70 24%*	95 31%	117 34%*	117 30%	6 ~ 43%~	~	6 47%~	2 18%~	21 33%	127 33%	211 28%	312 29%	27 31%	222 30%	126 28%
ALWAYS	626 53%	144 57%	163 57%	147 48%	171 49%	217 55%	4 80%~	8 57%~	4 ~ 29%~	4 40%~	31 47%	192 49%	415 55%*	565 53%	42 48%	390 53%	236 52%
#ALWAYS + USUALLY (NET)	975 82%	210 84%	233 81%	243 80%	289 83%	334 85%	4 80%~	14 100%~	10 ~ 76%~	6 58%~	52 80%	319 82%	626 83%	877 83%	69 79%	613 83%	362 80%
TOP BOX SCORE	626 53%	144 57%	163 57%	147 48%	171 49%	217 55%	4 80%~	8 57%~	4 ~ 29%~	4 40%~	31 47%	192 49%	415 55%*	565 53%	42 48%	390 53%	236 52%
NOT ANSWERED	45	8	14	6	18	20	1				1	6	34	36	5	27	18
VALID CASES	1190	251	287	304	347	395	5	14	13	11	65	390	756	1063	87	735	455
NUMBER OF RESPONDENTS	1235	259	301	310	365	415	5	15	13	11	66	396	790	1099	92	762	473
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q39 = YES]

Q41 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S PERSONAL DOCTOR?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q41 WORST PERSONAL DOCTOR POSSIBLE	9 0.2%	1 0.1%	1 0.1%	3 0.2%	4 0.3%	4 0.3%	~	~	~	~	~	2 0.1%	7 0.2%	9 0.2%	~	6 0.2%	3 0.3%	
01	15 0.3%	5 0.6%	3 0.3%	2 0.1%	5 0.4%	4 0.3%	~	~	~	~	~0.4%	5 0.3%	9 0.3%	13 0.3%	2 1%	10 0.3%	5 0.5%	
02	17 0.4%	5 0.6%	4 0.3%	4 0.3%	4 0.3%	8 0.5%	~	~	~	~	~0.4%	5 0.3%	10 0.3%	16 0.4%	~	14 0.4%	3 0.3%	
03	26 0.6%	5 0.6%	8 0.7%	9 0.6%	5 0.4%	10 0.7%	~	1%	~	~	2%~0.9%	7 0.4%	18 0.6%	22 0.5%	3 2%	19 0.5%	8 0.7%	
04	37 0.8%	2 0.2%*	12 1%	9 0.7%	14 1%	16 1%	1 2%~	1 1%	~	~	5%~0.4%	11 0.7%	25 0.9%	37 0.9%*	~	28 0.8%	9 0.8%	
05	126 3%	12 1%*	34 3%	40 3%	40 3%	53 4%*	~	1%	~	7%~	5%~	2 4%	9 4%	29 2%*	91 3%*	6 3%	92 3%	33 3%
06	126 3%	22 3%	33 3%	36 3%	35 3%	56 4%*	1 4%~	~	~	~	5%~	2 2%	5 3%	35 2%	84 3%	12 3%	92 3%	34 3%
07	283 6%	38 5%*	65 6%	94 7%	86 7%	97 6%	1 2%~	8 10%	1 10%~	5 13%~	6 14%~	12 6%	83 5%*	186 7%	256 6%	16 8%	220 6%	63 6%
08	725 16%	106 13%*	192 17%	225 17%	202 16%	219 15%	5 19%~	16 21%	2 20%~	6 15%~	3 9%~	37 17%	238 15%	466 17%	665 16%	46 24%*	557 16%	168 16%
09	910 20%	175 22%	228 20%	273 20%	234 19%	326 22%	5 18%~	15 19%	2 26%~	4 10%~	11 28%~	34 16%	319 20%	571 20%	856 20%	36 19%	699 20%	211 20%
BEST PERSONAL DOCTOR POSSIBLE	2283 50%	430 54%*	566 49%	658 49%	629 50%	718 48%*	15 55%~	36 46%	4 44%~	23 56%~	13 33%~	115 53%	840 53%*	1348 48%*	2135 50%	74 38%*	1758 50%	525 49%
#8-10 (NET)	3918 86%	712 89%*	986 86%	1156 85%	1064 85%	1264 84%*	24 91%~	67 86%	8 90%~	33 80%~	28 69%~	186 86%	1396 89%*	2385 85%*	3655 86%	155 80%*	3015 86%	904 85%

Continued

Q41 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S PERSONAL DOCTOR?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR IAN	AS-	ILND	NATV	AMR IND/ PAC ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC
9-10 (NET)	3193 70%	605 76%*	794 69%	931 69%	863 69%	1044 69%	20 73%~	51 65%	6 70%~	27 66%~	24 61%~	149 69%	1159 74%*	1919 68%*	2990 71%*	110 57%*	2457 70%	736 69%
NOT ANSWERED	225	31	54	77	63	72	2	6		5	2	11	59	109	159	9	193	33
VALID CASES	4556	801	1146	1352	1257	1512	27	78	9	41	40	217	1572	2814	4236	194	3494	1061
NUMBER OF RESPONDENTS	4781	832	1200	1429	1320	1584	29	84	9	46	42	228	1631	2923	4395	203	3687	1094
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.88	9.02	8.86	8.86	8.83	8.78	9.07	8.86	9.04	8.89	8.24	8.88	9.02	8.81	8.89	8.50	8.90	8.83
p stat_(*=Sig @ p<=.05)		.008*	.670	.570	.225	.002*	~.890		~	~	~.985		.000*	.000*	.056	.001*	.245	.252

[ASKED IF Q30 = YES]

Q42 DOES YOUR CHILD HAVE ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS THAT HAVE LASTED FOR MORE THAN 3 MONTHS?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q42 YES	1098 24%	96 12%*	231 20%*	347 26%	424 33%*	428 28%*	6 26%~	3 4%*	15 ~ 37%~	13 31%~	78 36%*	227 14%*	821 29%*	949 22%*	115 59%*	280 8%*	810 76%*	
Q42 NO	3469 76%	705 88%*	912 80%*	1009 74%	844 67%*	1085 72%*	18 74%~	76 96%*	9 100%~	26 63%~	28 69%~	141 64%*	1351 86%*	2003 71%*	3299 78%*	81 41%*	3221 92%*	256 24%*
NOT ANSWERED	213	31	57	73	52	72	4	5	5	1	9	53	99	147	7	186	28	
VALID CASES	4568	801	1143	1356	1268	1512	25	79	9	41	41	219	1578	2824	4248	196	3501	1066
NUMBER OF RESPONDENTS	4781 100%	832 100%	1200 100%	1429 100%	1320 100%	1584 100%	29 100%	84 100%	9 100%	46 100%	42 100%	228 100%	1631 100%	2923 100%	4395 100%	203 100%	3687 100%	1094 100%

[ASKED IF Q30 = YES]

Q43 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW THESE MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR CHILD'S DAY-TO-DAY LIFE?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	ILND	NATV	AMER PAC ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q43 #YES	936 89%	82 89%	199 88%	300 91%	355 87%	368 89%	5 100%	3 100%	~	14 94%	10 86%	66 86%	195 90%	703 88%	809 89%	97 87%	232 86%	704 89%
NO	120 11%	10 11%	28 12%	31 9%	51 13%	47 11%	~	~	~	1 6%	2 14%	11 14%	21 10%	93 12%	102 11%	14 13%	37 14%	83 11%
NOT ANSWERED	31	2	3	11	15	12	1						9	20	26	4	8	23
VALID CASES	1056	92	227	331	406	415	5	3		15	12	77	216	796	911	111	269	787
NUMBER OF RESPONDENTS	1087 100%	94 100%	230 100%	342 100%	421 100%	427 100%	6 100%	3 100%		15 100%	12 100%	77 100%	225 100%	816 100%	937 100%	115 100%	277 100%	810 100%

[ASKED IF Q30 = YES AND Q42 = YES]

Q44 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW YOUR CHILD'S MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR FAMILY'S DAY-TO-DAY LIFE?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q44 #YES	894 85%	79 88%	197 87%	281 85%	337 83%	350 85%	5 100%	3 100%	12 ~ 81%	9 71%	61 81%	190 88%	671 85%	781 86%	87 80%	226 84%	668 85%
NO	156 15%	11 12%	29 13%	48 15%	68 17%	62 15%	~	~	3 ~ 19%	3 29%	15 19%	26 12%	121 15%	129 14%	21 20%	42 16%	114 15%
NOT ANSWERED	36	4	4	13	16	15	1				1	9	24	27	7	9	28
VALID CASES	1051	90	226	329	405	412	5	3	15	12	76	216	792	910	108	268	782
NUMBER OF RESPONDENTS	1087 100%	94 100%	230 100%	342 100%	421 100%	427 100%	6 100%	3 100%	15 100%	12 100%	77 100%	225 100%	816 100%	937 100%	115 100%	277 100%	810 100%

[ASKED IF Q30 = YES AND Q42 = YES]



Q45 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR YOUR CHILD TO SEE A SPECIALIST?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	ILND	NATV AMER HAW/ PAC ALSK	IND/ NATV	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
OHP TOT CHLD																		
Q45 YES	815 15%	101 11%*	193 15%	225 14%	296 19%*	281 16%	5 15%~	10 9%*	1 9%~	15 27%	8 18%~	39 15%	252 13%*	526 16%*	698 14%*	88 38%*	401 9%*	410 35%*
NO	4593 85%	802 89%*	1135 85%	1390 86%	1267 81%*	1509 84%	30 85%~	106 91%*	12 91%~	41 73%	38 82%~	220 85%	1705 87%*	2767 84%*	4364 86%*	146 62%*	3821 91%*	775 65%*
NOT ANSWERED	370	69	98	117	85	10	3	1		1	1	3	27	22	50	5	359	12
VALID CASES	5408	903	1328	1615	1563	1790	36	116	13	56	46	259	1957	3293	5062	234	4222	1185
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q46 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR YOUR CHILD TO SEE A SPECIALIST AS SOON AS YOU NEEDED?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q46 NEVER	43 5%	3 3%	12 6%	11 5%	17 6%	14 5%	~	~	~	~	11%~	~	17 7%	23 5%	34 5%	7 8%	21 5%	23 6%
SOMETIMES	152 19%	20 20%	42 22%	39 18%	52 18%	48 18%	~	50%~	~	3 20%~	7 17%~	48 20%	94 18%	123 18%	24 28%	84 21%	69 17%	
USUALLY	215 27%	24 24%	49 26%	59 27%	83 29%	76 28%	1 20%~	2 20%~	1 100%~	4 32%~	2 23%~	13 35%~	74 30%	134 26%	190 28%	18 21%	99 25%	117 29%
ALWAYS	383 48%	52 53%	88 46%	108 50%	136 47%	133 49%	4 80%~	3 30%~	~	7 48%~	5 65%~	19 49%~	105 43%	263 51%*	330 49%	38 44%	187 48%	195 48%
#ALWAYS + USUALLY (NET)	598 75%	75 77%	137 72%	167 77%	219 76%	209 77%	5 100%~	5 50%~	1 100%~	11 80%~	7 89%~	33 83%~	179 73%	397 77%	521 77%*	56 64%*	286 73%	312 77%
TOP BOX SCORE	383 48%	52 53%	88 46%	108 50%	136 47%	133 49%	4 80%~	3 30%~	~	7 48%~	5 65%~	19 49%~	105 43%	263 51%*	330 49%	38 44%	187 48%	195 48%
NOT ANSWERED	19	3	2	8	6	10						1	6	12	16	1	11	8
VALID CASES	793	98	191	216	288	271	5	10	1	14	8	39	244	514	678	87	390	403
NUMBER OF RESPONDENTS	812	101	193	224	294	281	5	10	1	14	8	40	250	526	694	88	401	411
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

Q47 HOW MANY SPECIALISTS HAS YOUR CHILD SEEN IN THE LAST 6 MONTHS?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/PAC ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q47 NONE	58 7%	9 9%	12 6%	16 7%	21 7%	12 4%*	1 ~ 10%~	~	~	~	1 2%~	25 10%	27 5%*	49 7%	8 9%	36 9%*	22 5%*	
1 SPECIALIST	524 66%	61 62%	132 70%	144 67%	187 65%	190 70%	3 60%~	7 70%~	1 100%~	9 67%~	4 46%~	27 67%~	154 64%	352 68%	464 68%*	43 50%*	298 77%*	227 56%*
2	134 17%	13 13%	26 14%	39 18%	56 19%	42 16%	2 40%~	1 10%~	~	2 12%~	3 35%~	7 18%~	39 16%	90 17%	109 16%	21 24%	30 8%*	104 25%*
3	47 6%	11 11%	11 6%	11 5%	14 5%	15 6%	~	1 10%~	~	2 15%~	~	4 10%~	13 5%	31 6%	35 5%	9 11%	13 3%*	34 8%*
4	10 1%	3 4%	3 2%	2 0.9%	2 0.7%	3 1%	~	~	~	1 6%~	~	~	5 2%	3 0.6%*	7 1%	1 1%	5 1%	5 1%
5 OR MORE SPECIALISTS	19 2%	1 1%	4 2%	4 2%	9 3%	9 3%	~	~	~	~	2 19%~	1 2%~	5 2%	13 3%	15 2%	4 5%	4 1%*	14 4%*
NOT ANSWERED	20	3	5	8	4	10							10	9	16	2	15	5
VALID CASES	792	98	188	216	290	271	5	10	1	14	8	40	240	517	678	86	386	406
NUMBER OF RESPONDENTS	812	101	193	224	294	281	5	10	1	14	8	40	250	526	694	88	401	411
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

	AGE				RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER HAW/PAC ALSK	IND/ NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q48 WORST SPECIALIST POSSIBLE	5 0.7%	2 2%	2 1%	1 ~0.4%	1 0.8%	~	~	~	~	~	~	~	~	5 1%*	5 0.8%*	~	4 1%	1 0.3%
01	3 0.4%	~	~	2 1% 0.4%	1 0.4%	~	~	~	~	~	~	2 5%	1 0.5%	2 0.4%	3 0.5%	~	2 0.6%	1 0.3%
02	4 0.5%	~	1 ~0.6%	1 0.4%	2 0.7%	~	~	~	~	~	~	~	2 ~0.8%	2 0.4%	4 0.6%~	~	3 ~0.8%	1 0.3%
03	5 0.7%	~	3 2%	~	2 ~0.7%	~	~	~	~	~	~	~	2 ~0.9%	2 0.4%	4 0.6%	~	3 ~0.9%	2 0.5%
04	5 0.7%	~	1 ~0.6%	~	4 1%	3 1%	~	~	~	~	1 12%~	~	1 ~0.5%	4 0.8%	5 0.8%*	~	~	5 1%~
05	26 4%	4 4%	5 3%	8 4%	10 4%	12 5%	~	1 11%~	~	~	~	1 2%	7 3%	20 4%	22 3%	5 6%	11 3%	16 4%
06	31 4%	~	6 3%	13 7%	12 4%	15 6%	~	~	~	1 6%~	1 12%~	1 2%	8 4%	22 5%	24 4%	7 9%	12 3%	19 5%
07	65 9%	9 10%	17 10%	13 6%	26 10%	21 8%	~	1 ~100%~	~	~	~	6 ~15%~	13 6%*	49 10%	57 9%	5 6%	28 8%	37 10%
08	119 16%	13 14%	27 15%	34 17%	46 17%	38 15%	1 20%~	~	~	6 ~42%~	1 12%~	5 13%~	33 15%	80 16%	103 16%	12 16%	59 17%	60 16%
09	138 19%	14 15%	27 15%	43 21%	55 21%	61 24%*	1 20%~	2 22%~	~	2 ~12%~	2 23%~	4 10%~	39 18%	94 19%	112 18%	24 31%*	59 17%	80 21%
BEST SPECIALIST POSSIBLE	326 45%	48 54%	85 49%	87 43%	106 40%	105 41%	3 60%~	6 67%~	~	6 ~39%~	3 42%~	21 53%~	109 51%*	207 42%	287 46%	25 32%*	165 48%	161 42%

Continued

Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR-	WHTE	AS- IAN	NATV ILND	AMER HAW/ PAC	IND/ ALSK	OTH#	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
#8-10 (NET)	584 80%	74 83%	139 80%	163 82%	207 78%	204 79%	5 100%	8 89%	13 94%	6 77%	29 76%	181 85%*	381 78%	502 80%	61 78%	282 82%	301 79%		
9-10 (NET)	464 64%	62 69%	112 64%	129 65%	162 61%	166 65%	4 80%	8 89%	7 52%	5 65%	24 63%	148 69%*	301 62%	399 64%	49 63%	223 65%	241 63%		
NOT ANSWERED	6		2		4	2							1	3	4			5	1
VALID CASES	728	89	174	200	265	257	5	9	1	14	8	39	214	487	625	78	345	383	
NUMBER OF RESPONDENTS	734 100%	89 100%	176 100%	200 100%	269 100%	259 100%	5 100%	9 100%	1 100%	14 100%	8 100%	39 100%	215 100%	490 100%	629 100%	78 100%	350 100%	384 100%	
MEAN	8.62	8.82	8.63	8.67	8.52	8.61	9.40	9.22	7.00	8.79	8.38	8.54	8.83	8.54	8.63	8.51	8.65	8.60	
p stat_(*=Sig @ p<=.05)		.307	.933	.644	.226	.844	~	~	~	~	~	~	~.045*	.069	.817	.511	.701	.700	

[ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

Q49 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER PAC ALSK NATV ##	OTH ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q49																		
YES	1351 25%	260 29%*	337 26%	393 24%	361 23%*	319 18%*	13 34%~	24 21%	13 ~ 23%	15 33%~	58 23%	636 33%*	674 21%*	1232 24%*	87 38%*	1030 25%	321 27%	
NO	4017 75%	637 71%*	972 74%	1215 76%	1193 77%*	1473 82%*	25 66%~	89 79%	13 100%~	43 77%	31 67%~	201 77%	1300 67%*	2612 79%*	3810 76%*	143 62%*	3156 75%	861 73%
NOT ANSWERED	410	75	117	124	94	8	1	4		1	1	3	49	30	70	9	396	15
VALID CASES	5368	897	1309	1608	1554	1792	38	113	13	56	46	259	1935	3285	5042	230	4185	1182
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q50 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC		
Q50 NEVER	45 3%	7 3%	7 2%	14 4%	17 5%	14 5%	~	~	~	~	11%~	2 3%	2 3%	14 2%*	31 5%*	42 3%	2 2%	25 2%*	20 6%*
SOMETIMES	217 16%	39 15%	65 20%	62 16%	50 14%	46 15%	2 17%~	5 21%~	~	1 9%~	4 27%~	11 18%	97 16%	108 16%	194 16%	17 21%	159 16%	57 18%	
USUALLY	385 29%	79 31%	86 26%	115 30%	104 30%	100 32%	1 8%~	9 38%~	~	6 56%~	5 34%~	15 26%	183 30%	195 30%	355 29%	20 24%	291 29%	94 30%	
ALWAYS	672 51%	130 51%	172 52%	187 50%	182 52%	150 48%	9 75%~	10 41%~	~	4 34%~	4 27%~	30 53%	322 52%	326 49%	614 51%	44 53%	528 53%*	144 46%*	
#ALWAYS + USUALLY (NET)	1056 80%	210 82%	258 78%	302 80%	286 81%	250 81%	10 83%~	19 79%~	~	10 91%~	9 61%~	45 78%	506 82%	520 79%	969 80%	64 77%	819 82%*	238 75%*	
TOP BOX SCORE	672 51%	130 51%	172 52%	187 50%	182 52%	150 48%	9 75%~	10 41%~	~	4 34%~	4 27%~	30 53%	322 52%	326 49%	614 51%	44 53%	528 53%*	144 46%*	
NOT ANSWERED	31	3	7	13	8	9				1	1		17	9	24	3	27	4	
VALID CASES	1317	256	330	378	353	310	12	24		11	14	57	617	659	1204	83	1002	315	
NUMBER OF RESPONDENTS	1348	259	337	391	361	319	12	24		12	15	57	634	668	1228	86	1029	319	
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q49 = YES]

Q51 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE STAFF AT YOUR CHILD'S HEALTH PLAN TREAT YOU WITH COURTESY AND RESPECT?

	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q51 NEVER	24 2%	4 1%	4 1%	8 2%	9 2%	3 1%	1 ~ 4%	~	~	~	3 6%	7 1%	16 2%	22 2%	1 1%	19 2%	5 1%
SOMETIMES	80 6%	16 6%	24 7%	21 5%	20 6%	9 3%*	~	~	2 ~ 19%	2 ~ 13%	4 6%	42 7%	33 5%	72 6%	6 7%	53 5%	26 8%
USUALLY	274 21%	57 23%	73 22%	81 21%	64 18%	79 26%*	1 8%	5 21%	1 ~ 8%	5 ~ 32%	10 18%	124 20%	144 22%	254 21%	14 17%	203 20%	71 23%
ALWAYS	928 71%	176 70%	229 70%	267 71%	256 74%	215 70%	11 92%	18 75%	8 ~ 73%	8 55%	40 70%	440 72%	461 71%	848 71%	62 75%	718 72%	210 67%
#ALWAYS + USUALLY (NET)	1202 92%	233 92%	301 92%	348 93%	320 92%	294 96%*	12 100%	23 96%	9 ~ 81%	13 87%	50 88%	564 92%	605 93%	1102 92%	76 92%	921 93%	281 90%
TOP BOX SCORE	928 71%	176 70%	229 70%	267 71%	256 74%	215 70%	11 92%	18 75%	8 ~ 73%	8 55%	40 70%	440 72%	461 71%	848 71%	62 75%	718 72%	210 67%
NOT ANSWERED	42	7	8	15	13	13			1			21	15	33	3	36	7
VALID CASES	1306	252	329	376	348	306	12	24	11	15	57	613	653	1195	83	993	312
NUMBER OF RESPONDENTS	1348	259	337	391	361	319	12	24	12	15	57	634	668	1228	86	1029	319
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]



Q52 IN THE LAST 6 MONTHS, DID YOUR CHILD'S HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK NATV	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q52 YES	1822 34%	323 36%	460 35%	542 34%	496 32%*	462 26%*	10 26%~	33 28%	3 24%~	11 20%*	15 33%~	86 33%	786 41%*	982 30%*	1682 34%*	106 46%*	1399 34%	422 36%
NO	3476 66%	562 64%	837 65%	1039 66%	1037 68%*	1315 74%*	27 74%~	83 72%	10 76%~	44 80%*	31 67%~	175 67%	1127 59%*	2268 70%*	3295 66%*	125 54%*	2726 66%	749 64%
NOT ANSWERED	481	87	129	150	115	23	2	1		2	1	1	71	65	135	8	456	26
VALID CASES	5297	885	1297	1582	1533	1777	37	116	13	55	46	261	1913	3250	4977	231	4125	1171
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

PQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK NATV	OTH#	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
PQ53 NEVER	120 2%	14 2%	26 2%	43 3%	37 2%	26 1%*	3 ~	1 3%	1 9%~	1 2%	11 ~	55 3%*	62 2%*	107 2%	12 5%*	83 2%*	37 3%*	
SOMETIMES	379 7%	58 7%	98 8%	129 8%	94 6%	68 4%*	3 9%~	10 9%	1 ~	6 2%*	17 13%~	194 10%*	174 5%*	341 7%*	32 14%*	275 7%*	103 9%*	
USUALLY	590 11%	121 14%*	128 10%	170 11%	171 11%	188 11%	2 6%~	12 10%	1 9%~	7 14%	5 10%~	25 10%	229 12%	341 11%*	544 11%	32 14%	449 11%	140 12%
ALWAYS	4136 79%	681 78%	1026 80%	1213 78%	1216 80%	1478 84%*	32 85%~	90 78%	11 82%~	45 83%	35 77%~	208 80%	1393 74%*	2646 82%*	3917 80%*	152 67%*	3253 80%*	883 76%*
#ALWAYS + USUALLY (NET)	4726 90%	801 92%	1154 90%	1384 89%*	1387 91%	1666 95%*	34 91%~	102 89%	12 91%~	52 96%*	40 87%~	233 89%	1623 87%*	2987 93%*	4462 91%*	184 81%*	3702 91%*	1023 88%*
TOP BOX SCORE	4136 79%	681 78%	1026 80%	1213 78%	1216 80%	1478 84%*	32 85%~	90 78%	11 82%~	45 83%	35 77%~	208 80%	1393 74%*	2646 82%*	3917 80%*	152 67%*	3253 80%*	883 76%*
NOT ANSWERED	553	99	148	177	130	40	2	2	3	1	2	112	91	202	11	521	34	
VALID CASES	5225	873	1278	1555	1518	1760	37	115	13	54	46	260	1872	3224	4910	228	4060	1163
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

[ASKED IF Q52 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q52 = NO]

Q54 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S HEALTH PLAN?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	OTHER NATV	MULTI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q54 WORST HEALTH PLAN POSSIBLE	19 0.4%	1 0.1%	5 0.4%	4 0.2%	9 0.6%	11 0.6%*	~	~	~	~	~0.4%	6 0.3%	13 0.4%	16 0.3%	3 1%	13 0.3%	6 0.5%	
01	23 0.4%	1 0.1%	8 0.6%	7 0.4%	7 0.4%	9 0.5%	~0.9%	~	~	~	1%	5 0.3%	17 0.5%	20 0.4%	2 0.8%	14 0.3%	9 0.7%	
02	35 0.6%	5 0.6%	9 0.7%	15 0.9%	6 0.4%	13 0.7%	~0.9%	~	1	1	1	6 0.3%	28 0.9%	30 0.6%	4 2%	18 0.4%*	16 1%*	
03	40 0.8%	7 0.8%	9 0.7%	13 0.8%	12 0.8%	21 1%*	~0.9%	~	1	1	4	4 0.2%*	34 1%*	38 0.7%	2 0.8%	26 0.6%	15 1%	
04	64 1%	8 0.9%	11 0.8%	19 1%	26 2%	29 2%	1 2%~	~	~	1	2	8 0.4%*	52 2%*	58 1%	5 2%	39 0.9%*	25 2%*	
05	292 5%	33 4%*	63 5%	104 7%*	93 6%	132 7%*	2 6%~	4 4%	~	4	5	16 3%*	222 7%*	266 5%	19 8%	206 5%*	86 7%*	
06	253 5%	26 3%*	63 5%	73 5%	91 6%*	99 6%	4 10%~	4 4%	~	3	4	9 3%*	184 6%*	235 5%	15 6%	181 4%*	72 6%*	
07	536 10%	69 8%*	118 9%	173 11%	176 11%*	227 13%*	4 10%~	10 9%	1	11	2	40 5%*	423 13%*	502 10%	28 12%	382 9%*	153 13%*	
08	1044 20%	164 18%	246 19%	327 20%	308 20%	393 22%*	6 17%~	28 25%	2	10	11	67 14%*	740 23%*	988 20%	37 16%	822 20%	221 19%	
09	978 18%	170 19%	249 19%	291 18%	268 17%	321 18%	2 6%~	27 24%	3	11	11	32 21%*	561 17%*	923 18%	41 17%	750 18%	227 19%	
BEST HEALTH PLAN POSSIBLE	2050 38%	405 46%*	534 41%	569 36%*	543 35%*	511 29%*	19 50%~	36 32%	6	14	13	82 52%*	988 30%*	1940 39%	80 34%	1699 41%*	352 30%*	
#8-10 (NET)	4071 76%	739 83%*	1028 78%	1186 74%*	1118 73%*	1226 69%*	27 72%~	91 81%	11	34	34	181 87%*	2289 70%*	3851 77%*	158 67%*	3271 79%*	800 68%*	

Continued

Q54 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S HEALTH PLAN?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR- AMER	AS- IAN	ILND NATV ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
OHP TOT CHLD	3027	575	782	860	811	833	21	63	9	24	24	114	1416	1549	2864	121	2449	579
9-10 (NET)	57%	65%*	60%*	54%*	53%*	47%*	56%~	56%	75%~	44%	51%~	44%*	73%*	47%*	57%	51%	59%*	49%*
NOT ANSWERED	445	84	113	137	112	33	1	5	1	2		5	47	53	97	4	431	15
VALID CASES	5333	888	1313	1595	1536	1767	38	112	12	55	47	257	1937	3262	5015	235	4150	1182
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.41	8.73	8.49	8.31	8.26	8.04	8.51	8.45	9.16	7.91	8.04	8.10	8.97	8.10	8.43	7.98	8.53	8.00
p stat_(*=Sig @ p<=.05)		.000*	.062	.007*	.000*	.000*	~.804		~.055		~.006*	.000*	.000*	.002*	.003*	.000*	.000*	

Q55 IN THE LAST 6 MONTHS, DID YOU GET OR REFILL ANY PRESCRIPTION MEDICINES FOR YOUR CHILD?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER IND/PAC ALSK NATV ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q55 YES	2062 38%	366 41%	495 38%	559 35%*	642 41%*	703 39%	18 47%~	37 32%	3 23%~	23 42%	20 42%~	122 47%*	683 35%*	1321 40%*	1888 37%*	146 62%*	1231 29%*	825 69%*
NO	3305 62%	523 59%	823 62%	1045 65%*	914 59%*	1085 61%	20 53%~	79 68%	10 77%~	32 58%	27 58%~	140 53%*	1267 65%*	1965 60%*	3166 63%*	90 38%*	2946 71%*	365 31%*
NOT ANSWERED	411	84	108	128	91	12	1	1		2			34	28	58	3	405	7
VALID CASES	5367	888	1318	1604	1557	1788	38	116	13	55	47	262	1950	3287	5054	236	4176	1190
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET PRESCRIPTION MEDICINES FOR YOUR CHILD THROUGH HIS OR HER HEALTH PLAN?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q56 NEVER	40 2%	8 2%	12 2%	8 1%	12 2%	12 2%	3 ~ 8%~				4 ~ 4%	12 2%	24 2%	33 2%	5 3%	22 2%	18 2%	
SOMETIMES	173 9%	25 7%	39 8%	55 10%	55 9%	49 7%	1 6%~	3 8%~		1 ~ 4%~	3 15%~	16 13%	68 10%	98 8%*	149 8%*	24 17%*	87 7%*	86 10%*
USUALLY	493 24%	88 25%	100 21%*	136 25%	169 27%	185 27%	4 24%~	11 30%~		9 ~ 39%~	3 15%~	24 20%	155 23%	326 25%	449 24%	38 26%	279 23%	213 26%
ALWAYS	1317 65%	239 66%	332 69%*	349 64%	397 63%	446 64%	12 70%~	19 53%~	3 100%~	13 57%~	14 71%~	76 63%	432 65%	853 66%	1221 66%*	77 53%*	818 68%*	500 61%*
#ALWAYS + USUALLY (NET)	1810 89%	327 91%	432 90%	485 89%	566 89%	631 91%	16 94%~	30 83%~	3 100%~	21 96%~	17 85%~	100 83%	588 88%	1178 91%*	1669 90%*	115 80%*	1097 91%*	713 87%*
TOP BOX SCORE	1317 65%	239 66%	332 69%*	349 64%	397 63%	446 64%	12 70%~	19 53%~	3 100%~	13 57%~	14 71%~	76 63%	432 65%	853 66%	1221 66%*	77 53%*	818 68%*	500 61%*
NOT ANSWERED	33	5	11	10	8	11	1			1		2	15	17	28	2	26	8
VALID CASES	2023	360	482	547	633	692	17	36	3	22	20	120	667	1300	1851	144	1206	816
NUMBER OF RESPONDENTS	2056	365	493	557	641	703	17	37	3	23	20	122	682	1317	1879	146	1232	824
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

Q57 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET YOUR CHILD'S PRESCRIPTION MEDICINES?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	ILND	NATV PAC ALSK	AMER IND/ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q57 #YES	1174 58%	203 57%	294 61%	316 58%	361 57%	350 51%*	12 73%~	27 75%~	2 61%~	16 74%~	7 36%~	67 58%	451 68%*	696 54%*	1064 58%*	92 65%	675 56%*	498 61%*
NO	833 42%	153 43%	184 39%	226 42%	270 43%	341 49%*	5 27%~	9 25%~	1 39%~	6 26%~	12 64%~	48 42%	216 32%*	592 46%*	775 42%*	49 35%	520 44%*	313 39%*
NOT ANSWERED	49	9	15	15	10	12		1		1	1	6	15	29	40	5	36	13
VALID CASES	2007	356	478	542	631	691	17	36	3	22	19	116	667	1288	1839	141	1196	811
NUMBER OF RESPONDENTS	2056 100%	365 100%	493 100%	557 100%	641 100%	703 100%	17 100%	37 100%	3 100%	23 100%	20 100%	122 100%	682 100%	1317 100%	1879 100%	146 100%	1232 100%	824 100%

[ASKED IF Q55 = YES]

Q57A A REGULAR DENTIST IS ONE YOUR CHILD WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN HE/SHE HAS A CAVITY OR TOOTH PAIN. DOES YOUR CHILD HAVE A REGULAR DENTIST?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q57A YES	4184 80%	494 56%*	1071 83%*	1370 87%*	1249 82%*	1363 78%	31 85%~	92 83%	9 75%~	47 88%	37 81%~	190 74%*	1575 83%*	2517 78%*	3943 80%	189 81%	3212 79%*	971 82%*
NO	1065 20%	386 44%*	215 17%*	197 13%*	267 18%*	377 22%	6 15%~	19 17%	3 25%~	6 12%	9 19%~	66 26%*	328 17%*	712 22%*	1006 20%	44 19%	858 21%*	207 18%*
NOT ANSWERED	529	93	139	165	132	60	2	6	1	3	1	6	82	87	163	6	511	19
VALID CASES	5249	879	1287	1567	1516	1740	37	111	12	54	46	256	1902	3228	4949	233	4070	1178
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%



Q57B IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q57B NEVER	679 28%	118 38%*	152 24%*	202 25%	207 29%	154 38%*	3 31%~	25 59%~	1 26%~	9 37%~	5 44%~	31 31%	285 27%	380 29%	630 28%	42 30%	529 28%	151 27%
SOMETIMES	480 20%	55 18%	119 19%	144 18%	161 23%*	60 15%*	5 49%~	7 17%~		3 ~ 13%~	2 16%~	18 18%	239 22%*	234 18%*	437 19%	40 28%*	378 20%	102 19%
USUALLY	519 21%	49 16%*	146 23%	170 21%	154 22%	81 20%	1 6%~	4 10%~	1 21%~	6 25%~	3 24%~	23 23%	209 20%	300 23%	486 21%	27 19%	399 21%	119 22%
ALWAYS	767 31%	89 29%	214 34%	278 35%*	187 26%*	115 28%	2 15%~	6 14%~	2 53%~	6 25%~	2 16%~	28 28%	334 31%	409 31%	720 32%	33 23%*	591 31%	176 32%
#ALWAYS + USUALLY (NET)	1286 53%	138 44%*	360 57%*	448 56%*	340 48%*	197 48%*	2 20%~	10 24%~	3 74%~	12 51%~	5 40%~	51 51%	543 51%	709 54%	1206 53%	60 42%*	990 52%	295 54%
TOP BOX SCORE	767 31%	89 29%	214 34%	278 35%*	187 26%*	115 28%	2 15%~	6 14%~	2 53%~	6 25%~	2 16%~	28 28%	334 31%	409 31%	720 32%	33 23%*	591 31%	176 32%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2861	563	674	796	827	1363	27	71	9	34	34	155	863	1932	2732	92	2233	628
NOT ANSWERED	472	97	121	142	113	27	1	4			1	8	54	59	108	6	452	21
VALID CASES	2445	312	632	794	708	411	11	42	4	23	12	99	1067	1324	2273	141	1896	548
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

Q57C CHOICES FOR YOUR CHILD'S TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID YOUR PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	ILND	NATV AMER HAW/ PAC ALSK	IND/ NATV	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q57C YES	1122 21%	178 20%	281 22%	328 21%	335 22%	266 15%*	5 15%~	11 10%*	1 9%~	9 17%	6 13%~	45 18%	442 23%*	647 20%*	1020 21%*	84 36%*	762 19%*	358 30%*
NO	4128 79%	704 80%	999 78%	1232 79%	1193 78%	1505 85%*	32 85%~	104 90%*	12 91%~	44 83%	37 87%~	211 82%	1474 77%*	2593 80%*	3951 79%*	151 64%*	3312 81%*	816 70%*
NOT ANSWERED	529	90	146	172	120	29	2	2		4	4	6	68	74	141	4	507	23
VALID CASES	5249	882	1280	1560	1528	1771	37	115	13	53	43	256	1916	3241	4971	235	4074	1174
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57D IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q57D #YES	977 89%	153 86%	246 90%	277 86%	301 91%	239 92%*	4 80%~	7 63%~	8 ~ 87%~	6 100%~	43 92%~	371 86%*	582 91%*	892 89%	72 87%	642 86%*	335 93%*	
NO	127 11%	25 14%	27 10%	44 14%	31 9%	21 8%*	1 20%~	4 37%~	1 100%~	1 13%~	4 ~ 8%~	62 14%*	57 9%*	112 11%	11 13%	102 14%*	25 7%*	
NOT ANSWERED	19	1	7	9	2	6						9	8	16	1	19		
VALID CASES	1104	178	273	321	332	260	5	11	1	9	6	47	433	639	1004	83	744	360
NUMBER OF RESPONDENTS	1123 100%	179 100%	280 100%	330 100%	334 100%	266 100%	5 100%	11 100%	1 100%	9 100%	6 100%	47 100%	442 100%	647 100%	1020 100%	84 100%	763 100%	360 100%

[ASKED IF Q57C = YES]

Q57E IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOUR CHILD?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q57E #YES	934 85%	146 82%	237 86%	273 85%	278 85%	224 86%	5 100%~	6 54%~	1 100%~	7 75%~	3 50%~	37 79%~	374 87%	541 85%	853 85%	69 83%	624 84%	310 86%
NO	166 15%	32 18%	38 14%	47 15%	49 15%	36 14%	~ 46%~	5	2 ~ 25%~	3 50%~	10 21%~	58 13%	98 15%	150 15%	14 17%	118 16%	48 14%	
NOT ANSWERED	23	1	5	10	7	6						10	8	18	1	21	2	
VALID CASES	1100	178	275	320	327	260	5	11	1	9	6	47	432	639	1002	83	742	358
NUMBER OF RESPONDENTS	1123 100%	179 100%	280 100%	330 100%	334 100%	266 100%	5 100%	11 100%	1 100%	9 100%	6 100%	47 100%	442 100%	647 100%	1020 100%	84 100%	763 100%	360 100%

[ASKED IF Q57C = YES]

Q57F IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER CONSIDER AND RESPECT WHAT HEALTH CARE AND TREATMENT CHOICES YOU THOUGHT WORK BEST FOR YOUR CHILD?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q57F NEVER	18 2%	1 0.5%	8 3%	5 1%	5 2%	4 2%	~	~	~	~	~	1 2%	8 2%	10 2%	14 1%	4 5%	14 2%	5 1%
SOMETIMES	86 8%	16 9%	16 6%	29 9%	25 8%	9 3%*	1 20%~	1 9%~	1 ~	1 ~	2 13%~	3 33%~	3 6%~	14 12%*	51 7%	32 14%	66 9%*	19 5%*
USUALLY	270 25%	45 25%	63 23%	70 22%	92 28%	55 21%	1 20%~	~	~	3 33%~	3 50%~	14 30%~	113 26%	147 23%	239 24%	23 27%	190 26%	80 22%
ALWAYS	724 66%	116 65%	189 69%	217 68%	202 62%	190 74%*	3 60%~	10 91%~	1 100%~	5 54%~	1 17%~	28 62%~	264 61%*	447 70%*	675 67%*	45 54%*	470 64%*	254 71%*
#ALWAYS + USUALLY (NET)	994 91%	161 91%	251 91%	287 89%	294 91%	245 95%*	4 80%~	10 91%~	1 100%~	8 87%~	4 67%~	42 92%~	376 87%*	593 93%*	914 91%*	68 81%*	660 89%*	334 93%*
TOP BOX SCORE	724 66%	116 65%	189 69%	217 68%	202 62%	190 74%*	3 60%~	10 91%~	1 100%~	5 54%~	1 17%~	28 62%~	264 61%*	447 70%*	675 67%*	45 54%*	470 64%*	254 71%*
NOT ANSWERED	25	1	5	9	10	8						1	7	12	18	1	23	2
VALID CASES	1098	178	275	321	324	258	5	11	1	9	6	46	435	635	1002	83	740	358
NUMBER OF RESPONDENTS	1123 100%	179 100%	280 100%	330 100%	334 100%	266 100%	5 100%	11 100%	1 100%	9 100%	6 100%	47 100%	442 100%	647 100%	1020 100%	84 100%	763 100%	360 100%

[ASKED IF Q57C = YES]

Q57G IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER ENCOURAGE YOU TO ASK QUESTIONS AND RAISE CONCERNS?

	OHP TOT CHLD	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND PAC ALSK ##	AMER IND/ NATV ##	OTH R ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q57G NEVER	49 4%	5 3%	18 7%	14 4%	12 4%	8 3%	1 ~	1 9%~100%~	1 ~	1 17%~	1 2%	22 5%	25 4%	43 4%	4 5%	39 5%*	10 3%*	
SOMETIMES	117 11%	23 13%	21 8%*	32 10%	40 12%	27 10%	1 20%~	2 18%~	2 ~	2 23%~	1 17%~	5 12%~	51 12%	62 10%	102 10%	15 18%	76 10%	41 11%
USUALLY	230 21%	27 16%*	63 23%	74 23%	65 20%	51 20%	2 40%~	2 18%~	2 ~	2 23%~	2 33%~	12 27%~	104 24%	120 19%*	208 21%	18 22%	158 21%	72 20%
ALWAYS	702 64%	121 69%	171 63%	199 62%	210 64%	174 67%	2 40%~	6 54%~	6 ~	5 54%~	2 33%~	26 59%~	257 59%*	430 68%*	649 65%	47 56%	464 63%	237 66%
#ALWAYS + USUALLY (NET)	931 85%	149 84%	234 86%	273 86%	275 84%	225 87%	4 80%~	8 73%~	8 ~	7 77%~	4 67%~	39 86%~	361 83%	550 86%	858 86%	65 78%	622 84%	309 86%
TOP BOX SCORE	702 64%	121 69%	171 63%	199 62%	210 64%	174 67%	2 40%~	6 54%~	6 ~	5 54%~	2 33%~	26 59%~	257 59%*	430 68%*	649 65%	47 56%	464 63%	237 66%
NOT ANSWERED	26	2	7	11	7	6					2	8	10	17		26		
VALID CASES	1097	177	273	319	327	260	5	11	1	9	6	45	434	637	1003	84	737	360
NUMBER OF RESPONDENTS	1123 100%	179 100%	280 100%	330 100%	334 100%	266 100%	5 100%	11 100%	1 100%	9 100%	6 100%	47 100%	442 100%	647 100%	1020 100%	84 100%	763 100%	360 100%

[ASKED IF Q57C = YES]

Q57H IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS AND RAISE CONCERNS?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q57H NEVER	22 2%	1 0.6%*	9 3%	5 2%	7 2%	7 3%	~	~	~	~	~	10 2%	11 2%	19 2%	3 4%	17 2%	5 1%	
SOMETIMES	89 8%	14 8%	18 7%	28 9%	28 9%	13 5%*	~ 18%~	1 100%~	1 13%~	2 33%~	5 10%~	45 10%*	39 6%*	75 7%*	14 17%*	58 8%	31 9%	
USUALLY	218 20%	33 19%	52 19%	65 20%	67 21%	38 15%*	~ 18%~	2 ~ 21%~	2 50%~	3 21%~	9 21%~	115 27%*	100 16%*	195 19%	21 25%	166 23%*	52 15%*	
ALWAYS	767 70%	128 73%	193 71%	223 69%	223 69%	200 78%*100%~	5 63%~	7 ~ 67%~	6 17%~	1 70%~	32 70%~	264 61%*	488 77%*	716 71%*	46 55%*	495 67%*	272 76%*	
#ALWAYS + USUALLY (NET)	985 90%	161 91%	245 90%	289 90%	291 89%	238 92% 100%~	5 100%~	9 82%~	8 ~ 87%~	4 67%~	41 90%~	379 87%*	588 92%*	911 91%*	67 80%*	661 90%	324 90%	
TOP BOX SCORE	767 70%	128 73%	193 71%	223 69%	223 69%	200 78%*100%~	5 63%~	7 ~ 67%~	6 17%~	1 70%~	32 70%~	264 61%*	488 77%*	716 71%*	46 55%*	495 67%*	272 76%*	
NOT ANSWERED	28	3	8	8	9	8					1	8	9	16		28		
VALID CASES	1095	176	272	322	325	258	5	11	1	9	6	46	434	638	1004	84	735	360
NUMBER OF RESPONDENTS	1123 100%	179 100%	280 100%	330 100%	334 100%	266 100%	5 100%	11 100%	1 100%	9 100%	6 100%	47 100%	442 100%	647 100%	1020 100%	84 100%	763 100%	360 100%

[ASKED IF Q57C = YES]

Q58 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL HEALTH?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK NATV	OTH#	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q58 EXCELLENT	2214 41%	452 51%*	587 45%*	636 40%	541 35%*	775 44%*	14 36%~	36 32%*	7 52%~	23 42%	16 36%~	104 40%	713 36%*	1471 45%*	2215 43%~	~	1963 47%*	254 21%*
VERY GOOD	1937 36%	294 33%*	464 35%	600 38%	579 37%	721 41%*	16 41%~	52 46%*	2 14%~	17 31%	18 39%~	106 41%	644 33%*	1262 38%*	1937 38%*	~	1481 36%	456 38%
GOOD	960 18%	121 14%*	211 16%*	292 18%	335 22%*	240 13%*	8 20%~	23 20%	3 26%~	12 22%	10 23%~	43 16%	467 24%*	474 14%*	960 19%~	~	607 15%*	351 29%*
FAIR	218 4%	23 3%*	45 3%	59 4%	91 6%*	38 2%*	1 3%~	2 2%	1 7%~	3 5%	1 2%~	6 2%*	134 7%*	82 2%*	222 ~	93%~	101 2%*	117 10%*
POOR	17 0.3%	1 0.1%	2 0.2%	8 0.5%	6 0.4%	3 0.2%	1 ~	1 0.9%	~	~	~	~	9 0.5%	8 0.2%	17 ~	7%*	4 0.1%*	13 1%*
#EXCELLENT + VERY GOOD + GOOD (NET)	5111 96%	867 97%*	1262 96%	1528 96%	1454 94%*	1735 98%*	37 97%~	111 97%	12 93%~	52 95%	44 98%~	252 98%*	1824 93%*	3207 97%*	5112 100%~	~	4051 97%*	1061 89%*
NOT ANSWERED	431	81	117	137	97	24	1	3		2	2	4	17	18			426	7
VALID CASES	5347	891	1309	1595	1551	1776	38	114	13	55	45	258	1967	3297	5112	239	4155	1190
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Q59 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL MENTAL OR EMOTIONAL HEALTH?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK NATV	OTH#	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q59 EXCELLENT	2304 43%	559 63%*	628 48%*	624 39%*	494 32%*	755 42%	14 37%~	45 39%	7 51%~	20 36%	15 34%~	97 38%	875 45%	1400 42%	2259 44%*	38 16%*	2115 51%*	193 16%*
VERY GOOD	1544 29%	206 23%*	382 29%	496 31%*	461 30%	543 30%	10 26%~	43 38%*	2 18%~	12 21%	13 29%~	85 33%	526 27%*	999 30%*	1515 30%*	23 10%*	1277 31%*	268 23%*
GOOD	1036 19%	110 12%*	228 17%*	325 20%	372 24%*	310 17%*	9 25%~	18 16%	4 31%~	13 24%	10 22%~	45 18%	434 22%*	579 18%*	954 19%*	76 32%*	651 16%*	382 32%*
FAIR	382 7%	16 2%*	66 5%*	126 8%	174 11%*	137 8%	4 10%~	7 6%		10 ~ 18%*	2 4%~	23 9%	120 6%*	255 8%*	294 6%*	86 36%*	104 3%*	275 23%*
POOR	72 1%	1 0.1%*	4 0.3%*	18 1%	50 3%*	36 2%*	1 3%~	1 0.9%			5 ~ 10%~	6 2%	9 0.5%*	62 2%*	56 1%*	15 6%*	5 0.1%*	67 6%*
#EXCELLENT + VERY GOOD + GOOD (NET)	4884 91%	875 98%*	1237 95%*	1445 91%	1327 86%*	1607 90%*	32 87%~	106 93%	13 100%~	45 82%	38 85%~	228 89%	1835 93%*	2977 90%*	4729 93%*	136 57%*	4043 97%*	844 71%*
NOT ANSWERED	439	81	119	143	97	20	2	3		2	3	5	20	21	33	1	429	12
VALID CASES	5339	891	1307	1589	1551	1780	37	114	13	55	44	257	1964	3294	5079	238	4152	1185
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

Q60 DOES YOUR CHILD CURRENTLY NEED OR USE MEDICINE PRESCRIBED BY A DOCTOR (OTHER THAN VITAMINS)?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK NATV	OTH#	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q60 YES	1082 20%	110 12%*	205 16%*	321 20%	444 29%*	380 21%	12 33%~	15 13%*	12 ~ 22%	12 27%~	71 28%*	305 16%*	757 23%*	962 19%*	115 48%*	294 7%*	779 65%*	
NO	4264 80%	776 88%*	1103 84%*	1276 80%	1110 71%*	1405 79%	26 67%~	100 87%*	12 100%~	42 78%	32 73%~	186 72%*	1653 84%*	2547 77%*	4119 81%*	123 52%*	3856 93%*	416 35%*
NOT ANSWERED	432	86	118	135	94	15	1	2	1	3	3	4	26	11	31	1	432	2
VALID CASES	5346	886	1308	1597	1554	1785	38	115	12	54	44	258	1958	3304	5081	238	4149	1195
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q61 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC
Q61 YES	821 78%	68 62%*	152 76%	257 84%*	344 79%	299 81%	10 83%~	9 64%~	9 ~ 82%~	10 92%~	56 80%	212 72%*	595 80%*	724 77%*	94 85%*	75 27%*	742 97%*
NO	229 22%	41 38%*	49 24%	50 16%*	89 21%	72 19%	2 17%~	5 36%~	2 ~ 18%~	1 8%~	14 20%	84 28%*	144 20%*	211 23%*	17 15%*	205 73%*	27 3%*
NOT ANSWERED	19	1	3	10	6	9		1				7	10	14	3	14	6
VALID CASES	1050	108	201	307	433	371	12	14	11	11	70	296	739	934	111	280	769
NUMBER OF RESPONDENTS	1069 100%	109 100%	204 100%	317 100%	439 100%	380 100%	12 100%	15 100%	11 100%	11 100%	70 100%	303 100%	749 100%	948 100%	114 100%	294 100%	775 100%

[ASKED IF Q60 = YES]

Q62 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC
Q62 YES	729 91%	54 87%	132 89%	236 92%	307 91%	275 93%	9 90%~	7 88%~	8 ~ 90%~	10 100%~	52 95%	180 87%*	541 92%*	639 91%	87 93%		727 ~ 98%~
NO	74 9%	8 13%	17 11%	20 8%	29 9%	21 7%	1 10%~	1 12%~	1 ~ 10%~		3 ~ 5%	28 13%*	44 8%*	67 9%	7 7%	64 100%~	11 2%*
NOT ANSWERED	15	5	3	2	6	3		1			1	4	9	14	1	12	4
VALID CASES	803	62	149	255	336	296	10	8	9	10	55	208	584	706	94	64	738
NUMBER OF RESPONDENTS	818	67	152	257	342	299	10	9	9	10	56	212	593	720	95	76	742
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]

Q63 DOES YOUR CHILD NEED OR USE MORE MEDICAL CARE, MORE MENTAL HEALTH SERVICES, OR MORE EDUCATIONAL SERVICES THAN IS USUAL FOR MOST CHILDREN OF THE SAME AGE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMER IAN	NATV #	AMER HAW/ PAC #	IND/ ALSK #	OTH #	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q63 YES	786 15%	75 8%*	168 13%*	251 16%	292 19%*	293 16%*	6 17%~	3 3%*		12 ~ 22%	7 17%~	47 18%	208 11%*	568 17%*	680 13%*	102 45%*	118 3%*	660 56%*
Q63 NO	4536 85%	814 92%*	1135 87%*	1340 84%	1247 81%*	1492 84%*	30 83%~	113 97%*	13 100%~	42 78%	38 83%~	210 82%	1750 89%*	2721 83%*	4379 87%*	127 55%*	4025 97%*	517 44%*
NOT ANSWERED	456	83	123	141	110	15	2	1		3	2	5	26	26	53	10	437	20
VALID CASES	5322	889	1303	1591	1538	1785	37	116	13	54	45	257	1958	3289	5059	229	4144	1177
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

Q64 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC
Q64 YES	638 84%	58 81%	134 83%	210 85%	236 85%	256 90%*	6 100%~	3 100%~	10 ~ 92%~	6 100%~	40 86%~	142 72%*	489 88%*	545 83%	87 88%	28 25%*	609 94%*
NO	120 16%	14 19%	28 17%	36 15%	42 15%	29 10%*	~	~	1 ~ 8%~	7 ~ 14%~	56 28%*	64 12%*	108 17%	12 12%	83 75%*	38 6%*	
NOT ANSWERED	22	3	6	4	9	8				1		9	12	19	3	8	14
VALID CASES	758	72	162	246	278	285	6	3	11	6	47	198	553	653	99	111	647
NUMBER OF RESPONDENTS	780	75	168	250	287	293	6	3	11	7	47	207	565	672	102	119	661
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

Q65 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q65 YES	598 95%	50 90%	127 95%	201 98%*	221 95%	246 97%*	6 100%	3 ~100%	10 ~100%	6 ~100%	38 98%~	130 92%	465 96%*	510 95%	84 97%	598 ~ 99%~		
NO	30 5%	6 10%	7 5%	5 2%*	13 5%	7 3%*	~	~	~	~	~	1 2%~	11 8%	18 4%*	26 5%	3 3%	22 100%~	8 1%~
NOT ANSWERED	8	3		4	1	3					1	1	6	7		6	2	
VALID CASES	628	55	134	206	233	253	6	3	10	6	39	141	482	536	87	22	606	
NUMBER OF RESPONDENTS	636 100%	58 100%	134 100%	210 100%	234 100%	256 100%	6 100%	3 100%	10 100%	6 100%	40 100%	142 100%	488 100%	543 100%	87 100%	28 100%	608 100%	

[ASKED IF Q63 = YES AND Q64 = YES]

Q66 IS YOUR CHILD LIMITED OR PREVENTED IN ANY WAY IN HIS OR HER ABILITY TO DO THE THINGS MOST CHILDREN OF THE SAME AGE CAN DO?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q66 YES	620 12%	73 8%*	132 10%*	196 12%	220 14%*	210 12%	7 20%~	8 7%*	9 ~ 17%	6 15%~	31 12%	187 10%*	421 13%*	520 10%*	92 40%*	150 4%*	465 39%*	
NO	4715 88%	819 92%*	1171 90%*	1397 88%	1329 86%*	1577 88%	29 80%~	108 93%*	13 100%~	44 83%	38 85%~	226 88%	1768 90%*	2883 87%*	4549 90%*	139 60%*	3996 96%*	723 61%*
NOT ANSWERED	443	81	124	139	99	13	2	1		3	3	5	29	11	43	8	434	9
VALID CASES	5335	891	1302	1593	1549	1787	37	116	13	54	44	257	1955	3304	5069	231	4147	1188
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%



Q67 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER IND/PAC ALSK NATV ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC
Q67 YES	455 77%	34 49%*	89 71%	156 82%*	176 84%*	187 93%*	5 83%~	1 14%~	7 ~ 89%~	5 85%~	24 80%~	105 59%*	341 85%*	370 75%*	78 89%*	19 14%*	436 95%*
NO	139 23%	35 51%*	37 29%	33 18%*	34 16%*	15 7%*	1 17%~	6 86%~	1 ~ 11%~	1 15%~	6 20%~	75 41%*	61 15%*	127 25%*	10 11%*	116 86%*	22 5%*
NOT ANSWERED	21	2	5	7	8	8	1	1	1			7	14	17	3	13	9
VALID CASES	594	69	126	189	209	202	6	7	8	6	30	180	402	497	88	135	458
NUMBER OF RESPONDENTS	615 100%	71 100%	131 100%	196 100%	217 100%	210 100%	7 100%	8 100%	9 100%	6 100%	30 100%	187 100%	416 100%	514 100%	91 100%	148 100%	467 100%

[ASKED IF Q66 = YES]

Q68 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND ##	AMER NATV ##	IND/ PAC ALSK OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
Q68 YES	431 96%	31 92%~	85 96%	150 97%	165 97%	181 98%	4 80%~	1 100%~	7 ~100%~	5 100%~	23 96%~	97 94%	329 97%	351 96%	73 95%		431 ~100%~	
NO	18 4%	3 8%~	4 4%	5 3%	5 3%	4 2%	1 20%~	~	~	~	~	1 4%~	6 6%	11 3%	14 4%	4 5%	15 100%~	2 0.5%~
NOT ANSWERED	8		1	2	5	2					1	2	3	6	1	4	4	
VALID CASES	448	34	89	155	170	185	5	1	7	5	24	103	340	365	77	15	433	
NUMBER OF RESPONDENTS	456	34	90	157	175	187	5	1	7	5	25	105	343	371	78	19	437	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q66 = YES AND Q67 = YES]

Q69 DOES YOUR CHILD NEED OR GET SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q69 YES	511 10%	60 7%*	154 12%*	165 10%	132 9%	178 10%	5 13%~	4 3%*	8 ~ 14%	4 8%~	28 11%	167 9%*	339 10%*	450 9%*	58 25%*	151 4%*	356 30%*	
NO	4818 90%	833 93%*	1149 88%*	1427 90%	1408 91%	1604 90%	32 87%~	112 97%*	13 100%~	46 86%	42 92%~	231 89%	1791 91%*	2959 90%*	4615 91%*	173 75%*	3991 96%*	830 70%*
NOT ANSWERED	450	79	123	140	108	18	2	1	3	2	3	26	17	47	8	439	11	
VALID CASES	5328	893	1303	1592	1540	1782	37	116	13	54	45	259	1958	3298	5065	231	4142	1186
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

Q70 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
Q70 YES	325 66%	31 52%*	73 49%*	117 74%*	104 81%*	121 69%	3 67%~	1 25%~	6 ~ 88%~	3 100%~	17 58%~	91 56%*	229 69%*	278 64%*	44 77%*	17 12%*	307 88%*	
NO	171 34%	28 48%*	77 51%*	42 26%*	24 19%*	55 31%	2 33%~	3 75%~	1 ~ 12%~		12 ~ 42%~	71 44%*	101 31%*	158 36%*	13 23%*	130 88%*	43 12%*	
NOT ANSWERED	11	1	3	5	2	2						4	7	10	1	4	7	
VALID CASES	496	59	150	159	128	176	5	4	7	3	29	162	330	435	57	147	349	
NUMBER OF RESPONDENTS	507 100%	60 100%	153 100%	164 100%	130 100%	178 100%	5 100%	4 100%	7 100%	3 100%	29 100%	166 100%	337 100%	445 100%	58 100%	151 100%	356 100%	

[ASKED IF Q69 = YES]

Q71 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q71 YES	295 93%	27 93%	70 95%	107 92%	92 92%	114 96%	3 100%	1 100%	6 ~100%	3 100%	15 88%	80 89%	211 94%	252 93%	40 91%	296 ~97%	
NO	24 7%	2 7%	4 5%	9 8%	8 8%	5 4%	~	~	~	~	2 12%	10 11%	14 6%	20 7%	4 9%	14 100%	9 3%
NOT ANSWERED	5	1		1	3	2						1	4	4		3	2
VALID CASES	319	29	74	116	100	119	3	1	6	3	17	90	225	272	44	14	305
NUMBER OF RESPONDENTS	324 100%	30 100%	74 100%	117 100%	103 100%	121 100%	3 100%	1 100%	6 100%	3 100%	17 100%	91 100%	229 100%	276 100%	44 100%	17 100%	307 100%

[ASKED IF Q69 = YES AND Q70 = YES]

Q72 DOES YOUR CHILD HAVE ANY KIND OF EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEMS FOR WHICH HE OR SHE NEEDS OR GETS TREATMENT OR COUNSELING?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q72 YES	742 14%	44 5%*	144 11%*	242 15%	312 20%*	307 17%*	8 22%~	6 5%*	1 7%~	13 23%	8 19%~	48 18%	163 8%*	570 17%*	668 13%*	69 30%*	79 2%*	655 55%*
NO	4585 86%	845 95%*	1156 89%*	1348 85%	1236 80%*	1477 83%*	29 78%~	110 95%*	12 93%~	41 77%	36 81%~	211 82%	1797 92%*	2729 83%*	4392 87%*	165 70%*	4062 98%*	530 45%*
NOT ANSWERED	451	83	126	142	99	16	2	1		3	3	3	24	16	52	5	440	12
VALID CASES	5327	889	1300	1590	1549	1784	37	116	13	54	44	259	1960	3299	5060	234	4141	1185
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

Q73 HAS THIS PROBLEM LASTED OR IS IT EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER IND/PAC ALSK NATV ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC
Q73 YES	638 89%	34 80%~	119 88%	211 91%	273 91%	274 92%	7 87%~	6 100%~	9 ~ 78%~	7 90%~	44 94%~	131 84%*	499 91%*	572 89%	60 91%	637 ~ 99%~		
NO	75 11%	9 20%~	17 12%	22 9%	28 9%	24 8%	1 13%~	1 ~100%~	3 22%~	1 10%~	3 6%~	25 16%*	50 9%*	69 11%	6 9%	66 100%~	10 1%*	
NOT ANSWERED	21	1	7	6	7	9						6	14	18	3	13	8	
VALID CASES	712	43	135	233	301	298	8	6	1	12	8	47	156	549	640	66	66	646
NUMBER OF RESPONDENTS	733	44	142	239	308	307	8	6	1	12	8	47	162	563	658	69	79	654
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER PAC ALSK NATV ##	OTH	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
NQ74																		
3 YEARS OLD OR LESS	972 17%	972 100%~	~	~	~	309 17%	5 14%~	13 11%*	3 23%~	9 15%	7 16%~	40 15%	327 16%	550 17%	868 17%	24 10%*	884 19%*	90 8%*
4 TO 7 YEARS OLD	1418 25%	1426 ~100%~	~	~	~	401 22%*	4 11%~	25 21%	4 33%~	11 19%	8 16%~	57 22%	510 26%	780 24%*	1255 25%	48 20%	1175 26%*	244 20%*
8 TO 12 YEARS OLD	1732 30%	~	1732 ~100%~	~	~	508 28%*	14 36%~	33 28%	3 20%~	19 33%	16 34%~	80 31%	640 32%*	953 29%*	1528 30%	68 28%	1344 29%*	387 32%*
13 OR OLDER	1656 29%	~	~	1648 ~100%~	~	583 32%*	15 39%~	46 40%*	3 24%~	19 33%	16 34%~	85 32%	506 26%*	1031 31%*	1462 29%	99 42%*	1178 26%*	476 40%*
VALID CASES	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]



NQ75 IS YOUR CHILD MALE OR FEMALE?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ75 MALE	3017 52%	508 52%	760 53%	888 51%	862 52%	949 53%	22 57%~	59 51%	6 46%~	26 45%	23 49%~	137 52%	1033 52%	1725 52%	2660 52%	129 54%	2325 51%*	691 58%*
FEMALE	2761 48%	464 48%	666 47%	844 49%	786 48%	851 47%	17 43%~	58 49%	7 54%~	31 55%	24 51%~	125 48%	951 48%	1590 48%	2452 48%	110 46%	2256 49%*	506 42%*
VALID CASES	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

Q76 IS YOUR CHILD OF HISPANIC OR LATINO ORIGIN OR DESCENT?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q76 HISPANIC OR LATINO	1948 37%	321 37%	504 39%	629 40%*	495 32%*	~	~	~	~	~	~	~	1984 ~100%~	3315 ~100%~	1792 ~36%*	142 61%*	1659 40%*	291 25%*
NOT HISPANIC OR LATINO	3345 63%	555 63%	792 61%	962 60%*	1035 68%*	1777 100%	36 100%	111 100%	13 100%	52 100%	35 100%	251 100%	3315 ~100%~	3236 ~100%~	92 64%*	92 39%*	2453 60%*	888 75%*
NOT ANSWERED	485	96	131	141	118	23	3	6		5	12	11			84	5	468	18
VALID CASES	5293	876	1295	1591	1530	1777	36	111	13	52	35	251	1984	3315	5028	234	4113	1179
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q77.1 WHAT IS YOUR CHILD'S RACE? RESPONSE: WHITE

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMER IAN	NATV ##	AMER IND/ PAC ALSK	ILND NATV ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q77.1																		
YES	2728 47%	459 47%	626 44%*	801 46%	841 51%*	1800 100%~	~	~	~	~	~	246 94%*	690 35%*	1998 60%*	2614 51%*	81 34%*	2058 45%*	668 56%*
NO	3050 53%	513 53%	800 56%*	931 54%	807 49%*	~100%	39 100%	117 100%	13 100%	57 100%	47 100%	16 6%*	1294 65%*	1317 40%*	2498 49%*	158 66%*	2523 55%*	529 44%*
VALID CASES	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q77.2 WHAT IS YOUR CHILD'S RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	BLK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER IND/PAC ALSK NATV ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR		NO CCC	CCC		
Q77.2 YES	179 3%	25 3%	30 2%*	55 3%	70 4%*	39 ~100%	~	~	~	~	86 33%*	28 1%*	140 4%*	171 3%*	4 2%	111 2%*	68 6%*	
NO	5599 97%	947 97%	1396 98%*	1677 97%	1578 96%*	1800 100%	117 ~100%	13 ~100%	57 ~100%	47 ~100%	176 67%*	1956 99%*	3175 96%*	4941 97%*	235 98%	4470 98%*	1129 94%*	
VALID CASES	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

Q77.3 WHAT IS YOUR CHILD'S RACE? RESPONSE: ASIAN

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q77.3 YES	176 3%	20 2%*	43 3%	52 3%	60 4%	~	~100%~	117 ~	~	~	53 ~ 20%*	5 0.3%*	163 5%*	167 3%*	4 2%	154 3%*	22 2%*	
NO	5602 97%	952 98%*	1383 97%	1680 97%	1588 96%	1800 100%~	39 100%~	13 ~100%~	57 ~100%~	47 ~100%~	209 80%*	1979 100%*	3152 95%*	4945 97%*	235 98%	4427 97%*	1175 98%*	
VALID CASES	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

Q77.4 WHAT IS YOUR CHILD'S RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR- WHT	AMER IAN	NATV #	AMER IND/ PAC ALSK #	OTH #	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.4 YES	63 1%	11 1%	18 1%	17 1%	16 1%	~	~	~100%	~	~	~14%	10	52	62	1	45	18	
NO	5715 99%	961 99%	1408 99%	1715 99%	1632 99%	1800	39	117	57	47	226	1974	3263	5050	238	4536	1179	
VALID CASES	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197

Q77.5 WHAT IS YOUR CHILD'S RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV IND/ PAC ALSK	AMER NATV	OTH#	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
Q77.5 YES	189 3%	24 2%	44 3%	65 4%	56 3%	~	~	~	~100%	~	31%*	3%	4%*	177 3%*	9 4%	126 3%*	63 5%*	
NO	5589 97%	948 98%	1382 97%	1667 96%	1592 97%	1800 100%	39 100%	117 100%	13 100%	47 ~100%	182 69%*	1930 97%	3186 96%*	4935 97%*	230 96%	4455 97%*	1134 95%*	
VALID CASES	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%

Q77.6 WHAT IS YOUR CHILD'S RACE? RESPONSE: OTHER

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMER IAN	NATV ##	AMER IND/ PAC ALSK	ILND NATV ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q77.6 YES	489 8%	72 7%	112 8%	159 9%	146 9%	~	~	~	~	~	~	47 ~100%	78 30%*	364 18%*	112 3%*	459 9%*	23 10%	391 9%	98 8%
NO	5289 92%	900 93%	1314 92%	1573 91%	1502 91%	1800 100%	39 100%	117 100%	13 100%	57 100%	~	184 70%*	1620 82%*	3203 97%*	4653 91%*	216 90%	4190 91%	1099 92%	
VALID CASES	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197	
NUMBER OF RESPONDENTS	5778 100%	972 100%	1426 100%	1732 100%	1648 100%	1800 100%	39 100%	117 100%	13 100%	57 100%	47 100%	262 100%	1984 100%	3315 100%	5112 100%	239 100%	4581 100%	1197 100%	



Q78 WHAT IS YOUR AGE?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMER	ILND IAN	NATV PAC ALSK	AMER IND/ NATV	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q78 UNDER 18	227 4%	40 4%	39 3%*	71 4%	78 5%	136 8%*	5 13%~	5 4%	4 ~	1 7%	10 2%~	4	65 3%*	157 5%*	213 4%	8 3%	175 4%	53 4%
18 TO 24	200 4%	125 14%*	49 4%	8 0.5%*	18 1%*	64 4%	2 5%~	1 0.9%*	1 ~	11 ~	4	73 4%	126 4%	195 4%*	4 2%*	166 4%	35 3%	
25 TO 34	1684 32%	466 53%*	613 47%*	484 30%	123 8%*	476 27%*	5 14%~	27 23%*	4 32%~	9 15%*	9 19%~	71 27%	676 34%*	984 30%*	1612 32%*	62 27%	1400 34%*	284 24%*
35 TO 44	2054 39%	223 25%*	480 37%	666 42%*	684 44%*	638 36%*	16 41%~	49 42%	6 44%~	19 33%	12 27%~	91 35%	849 43%*	1180 36%*	1943 39%	92 39%	1601 39%	453 38%
45 TO 54	788 15%	21 2%*	76 6%*	269 17%*	421 27%*	298 17%*	6 15%~	27 23%*	3 25%~	12 21%	13 28%~	51 20%*	244 12%*	527 16%*	730 14%*	49 21%*	572 14%*	216 18%*
55 TO 64	256 5%	10 1%*	28 2%*	73 5%	146 9%*	119 7%*	3 8%~	4 3%	8 ~	8 13%	15 18%~	6	36 2%*	211 6%*	241 5%	13 5%	160 4%*	95 8%*
65 TO 74	102 2%	2 0.2%*	13 1%*	28 2%	59 4%*	51 3%*	2 4%~	4 3%	5 ~	3 9%	8 6%~	3	19 1%*	81 2%*	95 2%	6 3%	62 2%*	39 3%*
75 OR OLDER	19 0.4%	1 0.1%*	2 0.2%	3 0.2%	13 0.8%*	13 0.7%*	~	~	~	~	~	2 ~0.7%	2 0.1%*	14 0.4%	17 0.3%	~	11 ~0.3%	8 0.7%
NOT ANSWERED	447	84	127	130	107	5					1	1	21	34	66	5	434	14
VALID CASES	5331	888	1299	1602	1541	1795	39	117	13	57	46	261	1963	3281	5046	234	4147	1183
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q79 ARE YOU MALE OR FEMALE?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
Q79																		
MALE	755 14%	94 11%*	170 13%	236 15%	254 16%*	204 11%*	14 35%~	34 29%*	1 9%~	8 14%	11 24%~	49 19%	254 13%*	489 15%*	724 14%	26 11%	624 15%*	131 11%*
FEMALE	4584 86%	798 89%*	1131 87%	1364 85%	1290 84%*	1591 89%*	25 65%~	82 71%*	12 91%~	49 86%	35 76%~	213 81%	1711 87%*	2801 85%*	4330 86%	207 89%	3528 85%*	1054 89%*
NOT ANSWERED	439	80	125	131	104	5		1			1		20	25	59	6	429	11
VALID CASES	5339	892	1301	1601	1544	1795	39	116	13	57	46	262	1964	3290	5053	233	4152	1186
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q80 WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/PAC ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q80																		
8TH GRADE OR LESS	564 11%	60 7%*	131 10%	207 13%*	167 11%	21 1%*	5 14%~	10 9%	1 9%~	~	~	2%*	515 27%*	54 2%*	501 10%*	61 26%*	505 12%*	61 5%*
SOME HIGH SCHOOL BUT DID NOT GRADUATE	603 11%	93 11%	138 11%	182 11%	190 12%	113 6%*	5 13%~	13 11%	1 9%~	9 15%	3 6%~	24 9%	351 18%*	249 8%*	564 11%	30 13%	495 12%*	108 9%*
HIGH SCHOOL GRADUATE OR GED	1556 29%	289 33%*	393 30%	454 29%	420 27%*	491 28%*	11 29%~	30 26%	3 19%~	15 25%	8 17%~	70 27%	618 32%*	907 28%*	1483 30%	62 27%	1245 30%*	311 26%*
SOME COLLEGE OR 2-YEAR DEGREE	1866 35%	324 37%	447 34%	533 34%	562 37%	797 45%*	13 34%~	27 24%*	8 63%~	27 48%	23 52%~	115 44%*	361 19%*	1471 45%*	1798 36%*	52 23%*	1359 33%*	505 43%*
4-YEAR COLLEGE GRADUATE	453 9%	71 8%	129 10%	129 8%	125 8%	233 13%*	1 3%~	25 22%*	5 ~	7 8%	28 16%~	11%	66 3%*	378 12%*	439 9%*	12 5%*	329 8%*	124 11%*
MORE THAN 4-YEAR COLLEGE DEGREE	246 5%	39 4%	59 5%	82 5%	66 4%	130 7%*	3 7%~	9 8%	2 ~	4 4%	18 8%~	7%	29 1%*	212 6%*	229 5%	14 6%	178 4%	67 6%
NOT ANSWERED	489	96	130	145	118	15	1	3			2	4	43	44	98	9	469	21
VALID CASES	5289	876	1296	1587	1530	1785	38	114	13	57	45	258	1941	3271	5014	230	4112	1176
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK NATV	OTH#	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q81																		
MOTHER OR FATHER	4959 94%	848 96%*	1238 96%*	1497 94%	1376 91%*	1614 92%*	37 96%~	111 97%	13 100%~	37 69%*	39 85%~	242 95%	1906 97%*	2979 92%*	4695 94%	219 94%	3923 95%*	1035 89%*
GRANDPARENT	183 3%	17 2%*	37 3%	56 3%	74 5%*	94 5%*	1 1%~	3 3%		4 ~	4 7%	8 10%~	29 1%	147 5%*	168 3%	10 4%	117 3%*	65 6%*
AUNT OR UNCLE	17 0.3%		5 ~0.4%	7 0.4%	5 0.3%	4 0.2%					1 ~	2 2%	5 0.3%	12 0.4%	17 0.3%~		13 ~0.3%	4 0.3%
OLDER BROTHER OR SISTER	12 0.2%		1 ~0.1%	4 0.2%	8 0.5%	2 0.1%							8 ~0.4%	5 0.1%	12 0.2%~		9 ~0.2%	4 0.3%
OTHER RELATIVE	4 0.1%		1 ~0.1%		3 ~0.2%								1 0.1%	3 0.1%	3 0.1%	1 0.4%	1 0.0%	3 0.3%
LEGAL GUARDIAN	61 1%	10 1%	9 0.7%*	18 1%	23 2%	25 1%	1 3%~	1 0.9%		7 ~	2 13%*	1 4%~	6 0.3%*	53 2%*	61 1%*		36 ~0.9%*	25 2%*
SOMEONE ELSE	43 0.8%	7 0.8%	5 0.4%	8 0.5%*	23 1%*	15 0.9%				5 ~	1 9%*	1 2%~	8 0.4%*	33 1%*	38 0.8%	4 2%	16 0.4%*	26 2%*
NOT ANSWERED	499	90	130	143	137	46		2		3	1	7	21	84	118	5	466	34
VALID CASES	5279	882	1296	1589	1511	1754	39	115	13	54	46	255	1963	3231	4994	234	4115	1163
NUMBER OF RESPONDENTS	5778	972	1426	1732	1648	1800	39	117	13	57	47	262	1984	3315	5112	239	4581	1197
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR- WHT	AMER IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q82 YES	148 4%	21 4%	28 4%	43 4%	57 6%*	27 2%*	5 14%~	18 15%*			4 ~	6 ~	85 8%*	60 3%*	138 4%	10 9%	121 5%	27 4%
NO	3210 96%	533 96%	758 96%	956 96%	963 94%*	1771 98%*	34 86%~	99 85%*	13 100%~	56 100%~	39 92%~	196 97%	981 92%*	2167 97%*	3055 96%	102 91%	2491 95%	718 96%
NOT ANSWERED	50	3	14	12	21	2				1			23	16	40	1	47	3
VALID CASES	3358	554	786	998	1020	1798	39	117	13	56	43	202	1066	2227	3193	112	2613	745
NUMBER OF RESPONDENTS	3408	557	800	1010	1041	1800	39	117	13	57	43	202	1089	2243	3233	113	2660	748
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL]

Q83.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME.

	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q83.1 YES	55 38%	5 27%	11 39%	16 37%	23 41%	12 44%	1 20%	7 39%	~	1 27%	3 45%	31 36%	21 38%	50 37%	5 50%	45 38%	9 37%
NO	91 62%	14 73%	17 61%	26 63%	34 59%	15 56%	4 80%	11 61%	~	2 73%	3 55%	54 64%	36 62%	86 63%	5 50%	75 62%	17 63%
VALID CASES	146	19	28	42	57	27	5	18		3	6	85	57	136	10	120	26
NUMBER OF RESPONDENTS	146 100%	19 100%	28 100%	42 100%	57 100%	27 100%	5 100%	18 100%		3 100%	6 100%	85 100%	57 100%	136 100%	10 100%	120 100%	26 100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

Q83.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE.

	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD POOR	NO CCC	CCC		
Q83.2 YES	40 28%	5 24%~	7 25%~	11 27%~	18 31%	8 30%~	1 20%~	6 33%~	~	~	2 54%~	4 60%~	20 23%	20 35%	37 27%~	3 30%~	34 28%~	7 26%~
NO	106 72%	14 76%~	21 75%~	31 73%~	39 69%	19 70%~	4 80%~	12 67%~	~	~	1 46%~	2 40%~	65 77%	37 65%	99 73%~	7 70%~	86 72%~	19 74%~
VALID CASES	146	19	28	42	57	27	5	18			3	6	85	57	136	10	120	26
NUMBER OF RESPONDENTS	146 100%	19 100%	28 100%	42 100%	57 100%	27 100%	5 100%	18 100%			3 100%	6 100%	85 100%	57 100%	136 100%	10 100%	120 100%	26 100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

Q83.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME.

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	MUL- OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.3 YES	18 13%	3 14%~	1 4%~	6 14%~	9 15%	7 26%~	5 ~ 28%~	~	~	~	~	7 8%	11 20%	18 14%~	~	15 12%~	4 15%~
NO	128 87%	16 86%~	27 96%~	36 86%~	48 85%	20 74%~	5 100%~	13 72%~	~	3 ~100%~	6 ~100%~	78 92%	46 80%	118 86%~	10 100%~	105 88%~	22 85%~
VALID CASES	146	19	28	42	57	27	5	18		3	6	85	57	136	10	120	26
NUMBER OF RESPONDENTS	146 100%	19 100%	28 100%	42 100%	57 100%	27 100%	5 100%	18 100%		3 100%	6 100%	85 100%	57 100%	136 100%	10 100%	120 100%	26 100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]



Q83.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE.

	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	MUL- OTHR ##	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q83.4 YES	74 51%	7 36%~	18 64%~	23 54%~	27 47%	6 22%~	3 60%~	9 50%~		1 ~	15%~	56 66%*	18 31%*	72 53%~	2 20%~	65 54%~	9 35%~	
NO	72 49%	12 64%~	10 36%~	19 46%~	30 53%	21 78%~	2 40%~	9 50%~		3 ~	100%~	5 85%~	29 34%*	39 69%*	64 47%~	8 80%~	55 46%~	17 65%~
VALID CASES	146	19	28	42	57	27	5	18		3	6	85	57	136	10	120	26	
NUMBER OF RESPONDENTS	146 100%	19 100%	28 100%	42 100%	57 100%	27 100%	5 100%	18 100%		3 100%	6 100%	85 100%	57 100%	136 100%	10 100%	120 100%	26 100%	

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

Q83.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY.

	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	MUL- OTHR ##	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.5 YES	8 6%	3 18%~	2 7%~	3 ~	3 5%	4 15%~	1 ~	6%~	~	1 ~	1 15%~	1 1%*	7 13%*	8 6%~	~	7 5%~	2 7%~
NO	138 94%	16 82%~	26 93%~	42 100%~	54 95%	23 85%~	5 100%~	17 94%~	~	2 ~	5 54%~	84 99%*	50 87%*	128 94%~	10 100%~	113 95%~	24 93%~
VALID CASES	146	19	28	42	57	27	5	18		3	6	85	57	136	10	120	26
NUMBER OF RESPONDENTS	146 100%	19 100%	28 100%	42 100%	57 100%	27 100%	5 100%	18 100%		3 100%	6 100%	85 100%	57 100%	136 100%	10 100%	120 100%	26 100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

NQ14 RATING OF ALL CHILD'S HEALTH CARE

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	OTH#	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
NQ14 0-6	347 10%	56 8%	87 10%	93 9%	111 11%	117 10%	1 7%~	5 8%	1 14%~	5 12%~	6 19%~	23 12%	96 8%*	220 10%	284 9%*	41 23%*	236 9%*	111 12%*
7-8	1102 30%	192 28%	264 29%	329 32%	317 31%	370 31%	4 26%~	22 36%	3 38%~	13 32%~	11 35%~	56 30%	322 27%*	719 32%*	987 30%	66 37%	793 29%	309 32%
9-10	2199 60%	446 64%*	550 61%	613 59%	590 58%	718 60%	9 66%~	34 56%	4 49%~	22 56%~	14 46%~	107 58%	798 66%*	1283 58%*	2020 61%*	74 41%*	1666 62%*	533 56%*
VALID CASES	3648	694	901	1035	1018	1205	14	61	8	40	30	186	1216	2222	3291	181	2695	953
NUMBER OF RESPONDENTS	3648	694	901	1035	1018	1205	14	61	8	40	30	186	1216	2222	3291	181	2695	953
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.51	2.56	2.51	2.50	2.47	2.50	2.59	2.48	2.35	2.43	2.26	2.45	2.58	2.48	2.53	2.18	2.53	2.44
p stat_(*=Sig @ p<=.05)		.017*	.735	.749	.037*	.566	~.725	~	~	~.248			.000*	.001*	.000*	0.000*	.001*	.001*

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK NATV	OTH#	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
NQ41 0-6	349 8%	51 6%	93 8%	100 8%	106 9%	150 10%*	2 9%~	2 3%*	2 ~	7 5%~	18 18%~	91 6%*	239 9%*	320 8%	21 11%	256 7%	93 9%	
7-8	988 22%	142 18%*	252 22%	314 24%	280 23%	316 21%	5 23%~	21 33%	3 30%~	11 30%~	8 22%~	47 23%	314 20%*	640 23%*	902 22%*	62 32%*	758 22%	230 22%
9-10	3122 70%	596 76%*	779 69%	907 69%	840 69%	1037 69%	14 68%~	41 64%	6 70%~	24 65%~	23 61%~	140 68%	1141 74%*	1867 68%*	2923 71%*	107 56%*	2402 70%	720 69%
VALID CASES	4459	789	1123	1321	1226	1504	20	64	9	37	38	206	1546	2746	4145	190	3416	1043
NUMBER OF RESPONDENTS	4459	789	1123	1321	1226	1504	20	64	9	37	38	206	1546	2746	4145	190	3416	1043
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.62	2.69	2.61	2.61	2.60	2.59	2.59	2.61	2.70	2.60	2.43	2.59	2.68	2.59	2.63	2.45	2.63	2.60
p stat_(*=Sig @ p<=.05)		.000*	.504	.471	.133	.019*	~.842	~	~	~.464	.000*	.000*	.018*	.000*	.220	.221		

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	OTH#	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ48 0-6	80 11%	6 7%	18 11%	24 12%	31 12%	32 13%	1 ~ 12%	1 ~ 6%	2 23%	4 10%	20 10%	57 12%	67 11%	12 15%	35 10%	45 12%		
7-8	180 25%	21 24%	43 25%	44 23%	71 27%	57 22%	~ 100%	1 42%	6 12%	1 25%	9 25%	45 21%	124 26%	155 25%	17 22%	84 25%	96 25%	
9-10	459 64%	62 69%	111 64%	128 65%	159 61%	166 65%	4 100%	7 88%	7 ~ 52%	5 65%	25 65%	146 69%	298 62%	395 64%	48 62%	218 65%	240 63%	
VALID CASES	718	89	172	196	261	255	4	8	1	14	8	38	212	479	616	77	337	381
NUMBER OF RESPONDENTS	718 100%	89 100%	172 100%	196 100%	261 100%	255 100%	4 100%	8 100%	1 100%	14 100%	8 100%	38 100%	212 100%	479 100%	616 100%	77 100%	337 100%	381 100%
MEAN	2.53	2.63	2.54	2.53	2.49	2.52	3.00	2.75	2.00	2.45	2.42	2.55	2.59	2.50	2.53	2.47	2.54	2.51
p stat_(*=Sig @ p<=.05)		.119	.827	.988	.244	.923	~	~	~	~	~	~	.089	.136	.693	.465	.539	.539

[ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

NQ54 RATING OF CHILD'S HEALTH PLAN

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK NATV	OTH#	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ54 0-6	711 14%	78 9%*	166 13%	228 15%	238 16%*	313 18%*	6 20%~	10 11%	9 ~ 17%	11 24%~	33 14%	143 8%*	539 17%*	647 13%*	48 21%*	483 12%*	227 20%*	
7-8	1541 30%	230 26%*	354 28%	483 31%	473 32%*	616 35%*	7 26%~	31 34%	3 25%~	21 41%	12 28%~	100 41%*	367 19%*	1131 36%*	1454 30%	63 27%	1176 29%	364 31%
9-10	2958 57%	567 65%*	763 59%*	842 54%*	787 53%*	829 47%*	15 54%~	50 55%	9 75%~	21 42%*	22 49%~	109 45%*	1393 73%*	1501 47%*	2794 57%	119 52%	2392 59%*	568 49%*
VALID CASES	5210	875	1284	1553	1498	1758	28	91	12	51	45	243	1903	3171	4895	230	4051	1159
NUMBER OF RESPONDENTS	5210 100%	875 100%	1284 100%	1553 100%	1498 100%	1758 100%	28 100%	91 100%	12 100%	51 100%	45 100%	243 100%	1903 100%	3171 100%	4895 100%	230 100%	4051 100%	1159 100%
MEAN	2.43	2.56	2.46	2.40	2.37	2.29	2.33	2.44	2.75	2.25	2.25	2.31	2.66	2.30	2.44	2.31	2.47	2.29
p stat_(*=Sig @ p<=.05)		.000*	.055	.019*	.000*	.000*	~.935		~.065		~.008*	.000*	.000*	.008*	.016*	.000*	.000*	

GETTING NEEDED CARE

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER NATV ##	IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC		
NPRBSEE4 NQ46	2.24	2.29	2.17	2.28	2.23	2.26	3.00	1.78	2.00	2.28	2.54	2.33	2.16	2.29	2.26	2.07	2.22	2.26
p stat_(*=Sig @ p<=.05)	.473	.222	.401	.873	.532	~	~	~	~	~	~	.064	.014*	.083	.044*	.463	.463	
NCARNES4 NQ15	2.46	2.58	2.45	2.44	2.42	2.53	2.55	2.10	2.19	2.51	2.35	2.49	2.40	2.50	2.48	2.09	2.49	2.40
p stat_(*=Sig @ p<=.05)	.000*	.614	.142	.018*	.000*	~	.000*	~	~	~	.619	.000*	.000*	.000*	.000*	.001*	.001*	
COMPOSITE	2.35	2.44	2.31	2.36	2.33	2.39	2.77	1.94	2.09	2.40	2.44	2.41	2.28	2.40	2.37	2.08	2.35	2.33
p stat_(*=Sig @ p<=.05)	.000*	.004*	.563	.044*	.000*	~	.000*	~	~	~	.116	.000*	.000*	.000*	.000*	.000*	.855	.109

GETTING CARE QUICKLY

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
NCARSN4 NQ4	2.67	2.76	2.68	2.67	2.61	2.72	3.00	2.33	2.64	2.85	2.40	2.66	2.57	2.72	2.69	2.42	2.68	2.67
p stat_(*=Sig @ p<=.05)	.003*	.734	.822	.013*	.039*	~	~	~	~	~.814	.000*	.000*	.004*	.000*	.825	.830		
NAPGET4 NQ6	2.44	2.54	2.42	2.43	2.38	2.49	2.65	2.10	2.22	2.42	2.46	2.48	2.36	2.48	2.45	2.18	2.45	2.40
p stat_(*=Sig @ p<=.05)	.000*	.469	.766	.009*	.002*	~.001*	~	~	~.386	.000*	.000*	.007*	.000*	.143	.142			
COMPOSITE	2.55	2.65	2.55	2.55	2.49	2.61	2.82	2.22	2.43	2.64	2.43	2.57	2.46	2.60	2.57	2.30	2.56	2.54
p stat_(*=Sig @ p<=.05)	.000*	.808	.655	.000*	.000*	~.000*	~	~	~.704	.000*	.000*	0.000*	.000*	.195	.224			



HOW WELL DOCTORS COMMUNICATE

	AGE				RACE							ETHNIC- ITY	HEALTH STATUS	CCC SCREENER				
OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
NDREXPL4 NQ32	2.71	2.73	2.74	2.68	2.69	2.82	2.86	2.45	2.59	2.75	2.69	2.79	2.57	2.78	2.72	2.44	2.71	2.72
p stat_(*=Sig @ p<=.05)	.268	.039*	.096	.225	.000*	~	~	~	~	~.080	.000*	0.000*	.002*	.000*	.646	.649		
NDRLSTN4 NQ33	2.73	2.77	2.75	2.72	2.70	2.76	2.95	2.70	2.53	2.75	2.58	2.73	2.71	2.75	2.74	2.54	2.74	2.71
p stat_(*=Sig @ p<=.05)	.067	.196	.377	.042*	.035*	~	~	~	~	~.947	.061	.014*	.004*	.001*	.211	.210		
NDRESPU4 NQ34	2.79	2.81	2.79	2.78	2.78	2.80	2.95	2.65	2.84	2.84	2.58	2.80	2.78	2.80	2.79	2.68	2.80	2.76
p stat_(*=Sig @ p<=.05)	.235	.849	.674	.401	.223	~	~	~	~	~.673	.323	.275	.115	.015*	.072	.071		
NDRTMEN4 NQ37	2.52	2.54	2.51	2.51	2.53	2.63	2.54	2.21	2.22	2.71	2.30	2.61	2.36	2.62	2.54	2.23	2.51	2.56
p stat_(*=Sig @ p<=.05)	.442	.562	.459	.539	.000*	~	~	~	~	~.104	.000*	.000*	.000*	.000*	.078	.078		
COMPOSITE	2.69	2.71	2.70	2.67	2.67	2.75	2.82	2.50	2.55	2.76	2.54	2.73	2.60	2.74	2.70	2.47	2.69	2.69
p stat_(*=Sig @ p<=.05)	.193	.443	.299	.411	.000*	~	~	~	~	~.409	0.000*	.000*	.001*	.000*	.942	.934		

CUSTOMER SERVICE

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER NATV ##	IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NPBCLCS4 NQ50	2.31	2.33	2.29	2.30	2.33	2.29	2.78	2.10		2.25	1.89	2.39	2.34	2.29	2.32	2.28	2.34	2.22
p stat_(*=Sig @ p<=.05)	.658	.641	.715	.661	.575	~	~	~	~	~	.488	.248	.264	.645	.743	.023*	.023*	
NCSRESP NQ51	2.63	2.62	2.61	2.64	2.65	2.66	3.00	2.74		2.54	2.42	2.59	2.64	2.63	2.63	2.66	2.65	2.57
p stat_(*=Sig @ p<=.05)	.802	.491	.868	.467	.322	~	~	~	~	~	.642	.763	1.00	.921	.638	.059	.059	
COMPOSITE	2.47	2.48	2.45	2.47	2.49	2.48	2.89	2.42	x	2.40	2.16	2.49	2.49	2.46	2.47	2.47	2.50	2.40
p stat_(*=Sig @ p<=.05)	.892	.555	.898	.562	.885	~	~	~	~	~	.899	.418	.535	.830	.985	.037*	.042*	

SHARED DECISION MAKING

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	AS-	ILND	NATV ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NNRXWHY NQ11																		
p stat_(*=Sig @ p<=.05)	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NNRXWYNT NQ12	2.43	2.32	2.33	2.48	2.50	2.45	2.00	2.64	1.00	2.62	3.00	2.55	2.28	2.51	2.45	2.30	2.28	2.61
p stat_(*=Sig @ p<=.05)	.094	.072	.194	.060	.582	~	~	~	~	~	~	.284	.001*	.000*	.103	.235	.000*	.000*
NRXBST NQ13	2.56	2.34	2.56	2.69	2.56	2.58	3.00	2.09	3.00	2.81	2.20	2.51	2.59	2.55	2.57	2.41	2.49	2.63
p stat_(*=Sig @ p<=.05)	.001*	.883	.002*	1.00	.482	~	~	~	~	~	~	~	.437	.650	.203	.156	.007*	.007*
COMPOSITE	2.49	2.33	2.45	2.59	2.53	2.52	2.50	2.36	2.00	2.71	2.60	2.53	2.43	2.53	2.51	2.36	2.39	2.62
p stat_(*=Sig @ p<=.05)	.000*	.118	.000*	.098	.268	~	~	~	~	~	~	.648	.012*	.002*	.010*	.017*	.000*	.000*

ACCESS TO SPECIALIZED SERVICES

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER PAC ALSK ##	OTH NATV ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC		
NEZMDEQ NQ20	2.25	2.58	2.23	2.36	1.97	2.23	3.00	3.00	2.00	1.55	1.85	2.42	2.12	2.22	2.24	2.35	2.14	
p stat_(*=Sig @ p<=.05)	~	~	.190	.008*	.884	~	~	~	~	~	~	.052	.009*	~	~	.084	.084	
NEZTHP NQ23	2.09	2.24	2.18	2.08	1.93	1.99	1.00	2.33	2.00	1.90	2.25	2.31	2.22	2.05	2.14	1.84	2.25	1.98
p stat_(*=Sig @ p<=.05)	.111	.177	.898	.012*	.067	~	~	~	~	~	~	~	.032*	.192	.011*	.031*	.001*	.001*
NEZTC NQ26	2.14	2.10	2.14	2.13	2.15	2.08	2.80	3.00	3.00	2.00	2.50	2.12	2.18	2.12	2.14	2.07	2.15	2.13
p stat_(*=Sig @ p<=.05)	~	.988	.934	.846	.158	~	~	~	~	~	~	~	.429	.377	.894	.539	.866	.865
COMPOSITE	2.16	2.31	2.18	2.19	2.02	2.10	2.27	2.78	2.50	1.97	2.10	2.09	2.27	2.10	2.16	2.05	2.25	2.08
p stat_(*=Sig @ p<=.05)	.007*	.381	.133	0.000*	.001*	~	~	~	~	~	~	~	.000*	.000*	.444	.019*	.000*	.000*

GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/PAC ILND ##	AMER IND/ALSK NATV ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
PRBSEE4 Q46	75%	77%	72%	77%	76%	77%	100%	50%	100%	80%	89%	83%	73%	77%	77%	64%	73%	77%
CARNES4 Q15	89%	91%	87%	88%	89%	92%	83%	78%	73%	90%	85%	88%	86%	90%	90%	72%	90%	86%
AVERAGE	82.00	83.91	79.55	82.71	82.24	84.59	91.69	63.84	86.46	85.20	86.80	85.90	79.66	83.66	83.17	68.12	81.37	81.82

GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV HAW/PAC ILND ##	AMER IND/ALSK NATV ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
CARSN4 Q4	92%	94%	92%	92%	90%	94%	100%	71%	100%	95%	85%	91%	88%	94%	93%	83%	91%	93%
APGET4 Q6	85%	89%	84%	85%	84%	89%	85%	72%	75%	87%	84%	88%	82%	88%	86%	73%	86%	85%
AVERAGE	88.59	91.77	87.92	88.32	87.09	91.85	92.40	71.63	87.61	91.13	84.69	89.13	84.94	90.79	89.43	77.93	88.45	88.90

HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
DREXPL4 Q32	93%	94%	94%	91%	92%	97%	93%	85%	88%	94%	93%	94%	89%	95%	94%	82%	93%	93%
DRLSTN4 Q33	94%	95%	94%	94%	94%	95%	93%	95%	84%	97%	87%	95%	95%	95%	95%	88%	95%	93%
DRESPU4 Q34	96%	96%	95%	95%	96%	96%	93%	91%	100%	97%	87%	95%	96%	95%	96%	94%	96%	94%
DRTMEN4 Q37	88%	87%	89%	88%	90%	93%	86%	76%	69%	91%	81%	91%	83%	92%	89%	77%	88%	90%
AVERAGE	92.8	93.1	93.1	92.1	93.1	95.5	91.5	86.7	85.1	94.8	87.2	94.0	90.5	94.3	93.3	85.2	92.9	92.8

CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	OHP TOT CHLD	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND ##	AMER IND/ ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PBCLCS4 Q50	80%	82%	78%	80%	81%	81%	83%	79%		91%	61%	78%	82%	79%	80%	77%	82%	75%
CSRESP Q51	92%	92%	92%	93%	92%	96%	100%	96%		81%	87%	88%	92%	93%	92%	92%	93%	90%
AVERAGE	86.13	87.15	84.81	86.23	86.49	88.36	91.67	87.66	x	85.76	74.33	83.02	87.00	85.73	86.30	84.12	87.20	82.79



SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NRXWHY Q11	93%	92%	92%	94%	94%	98%	100%	92%	0%	88%	80%	98%	86%	96%	93%	87%	90%	97%
NRXWYNT Q12	71%	65%	66%	74%	75%	72%	40%	85%	0%	81%	100%	79%	64%	75%	72%	65%	64%	80%
RXBST Q13	78%	66%	78%	84%	78%	79%	80%	61%	100%	90%	60%	75%	79%	77%	78%	71%	74%	82%
AVERAGE	80.5	74.1	78.6	83.9	82.4	82.9	73.3	79.2	33.3	86.6	80.0	83.9	76.6	82.7	81.2	74.3	75.9	86.3

ACCESS TO SPECIALIZED SERVICES (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER HAW/ IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
EZMDEQ Q20	73%	90%	72%	79%	57%	72%	100%	100%	100%	27%	46%	81%	67%	71%	76%	76%	69%	
EZTHP Q23	65%	70%	68%	68%	58%	60%	0%	67%	100%	67%	62%	75%	73%	63%	68%	53%	71%	61%
EZTC Q26	68%	66%	65%	69%	70%	67%	100%	100%	100%	60%	83%	66%	71%	68%	68%	68%	66%	70%
AVERAGE	68.8	75.3	68.3	71.7	61.7	66.3	66.7	83.3	100	63.1	57.5	62.6	75.0	65.7	69.1	65.7	71.1	66.4

PERSONAL DOCTOR WHO KNOWS CHILD (YES) -- GLOBAL PROPORTION COMPOSITE

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
DRTLKU Q38	86%	92%	88%	84%	80%	88%	80%	81%	84%	87%	79%	86%	85%	86%	86%	79%	86%	86%
DRUNCON Q43	89%	89%	88%	91%	87%	89%	100%	100%		94%	86%	86%	90%	88%	89%	87%	86%	89%
DRUNFAM Q44	85%	88%	87%	85%	83%	85%	100%	100%		81%	71%	81%	88%	85%	86%	80%	84%	85%
AVERAGE	86.5	89.6	87.7	86.7	83.6	87.2	93.4	93.7	84.3	87.0	78.6	84.2	87.8	86.5	86.9	82.1	85.5	86.8

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
HELPCONT Q18	90%	94%	90%	90%	89%	90%	67%	67%	100%	50%	100%	95%	88%	92%	91%	85%	90%	90%
HLPCOORD Q29	57%	54%	57%	54%	61%	58%	100%	56%		44%	32%	41%	64%	54%	57%	63%	55%	59%
AVERAGE	73.3	74.0	73.3	71.8	74.9	73.7	83.3	61.1	100	47.0	65.8	67.8	76.3	72.8	73.7	73.8	72.2	74.7

INDEX OF ADULT TABLES

PAGE QUESTION TITLE

1. INTRODUCTION

1 Q1 OUR RECORDS SHOW THAT YOU ARE NOW IN <HEALTH PLAN>. IS THAT RIGHT?

2. YOUR HEALTH CARE IN THE LAST 6 MONTHS

2 Q3 IN THE LAST 6 MONTHS, DID YOU HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?

3 Q4 IN THE LAST 6 MONTHS, WHEN YOU NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOU GET CARE AS SOON AS YOU NEEDED? [ASKED IF Q3 = YES]

4 Q5 IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC?

5 Q6 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC AS SOON AS YOU NEEDED? [ASKED IF Q5 = YES]

6 Q7 IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOU WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID YOU GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE FOR YOURSELF?

7 Q8 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS? [ASKED IF Q7 >= 1 TIME]

8 Q9 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE? [ASKED IF Q7 >= 1 TIME]

9 Q10 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

10 Q11 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

11 Q12 WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOU? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

12 Q13 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1 TIME]

13 Q14 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS OR TREATMENT YOU NEEDED? [ASKED IF Q7 >= 1 TIME]

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

- 14 Q15 A PERSONAL DOCTOR IS THE ONE YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. DO YOU HAVE A PERSONAL DOCTOR?
- 15 Q16 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOU VISIT YOUR PERSONAL DOCTOR TO GET CARE FOR YOURSELF? [ASKED IF Q15 = YES]
- 16 Q17 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 17 Q18 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 18 Q19 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 19 Q20 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOU? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 20 Q21 IN THE LAST 6 MONTHS, DID YOU GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES YOUR PERSONAL DOCTOR? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 21 Q22 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOU GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS? [ASKED IF Q15 = YES AND Q16 >= 1 TIME AND Q21 = YES]
- 22 Q23 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR PERSONAL DOCTOR? [ASKED IF Q15 = YES]

4. GETTING HEALTH CARE FROM SPECIALISTS

- 23 Q24 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS TO SEE A SPECIALIST?
- 24 Q25 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q24 = YES]
- 25 Q26 HOW MANY SPECIALISTS HAVE YOU SEEN IN THE LAST 6 MONTHS? [ASKED IF Q24 = YES]
- 26 Q27 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOU SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

27 Q28 IN THE LAST 6 MONTHS, DID YOU LOOK FOR ANY INFORMATION IN WRITTEN MATERIALS OR ON THE INTERNET ABOUT HOW YOUR HEALTH PLAN WORKS?

28 Q29 IN THE LAST 6 MONTHS, HOW OFTEN DID THE WRITTEN MATERIALS OR THE INTERNET PROVIDE THE INFORMATION YOU NEEDED ABOUT HOW YOUR HEALTH PLAN WORKS? [ASKED IF Q28 = YES]

29 Q30 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM YOUR HEALTH PLAN'S CUSTOMER SERVICE?

30 Q31 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q30 = YES]

31 Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE STAFF TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q30 = YES]

32 Q33 IN THE LAST 6 MONTHS, DID YOUR HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?

33 PQ34 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q33 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q33 = NO]

34 Q35 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR HEALTH PLAN?

35 Q35A IN THE LAST 6 MONTHS, DID YOU HAVE A HEALTH PROBLEM FOR WHICH YOU NEEDED SPECIAL MEDICAL EQUIPMENT, SUCH AS A CANE, A WHEELCHAIR, OR OXYGEN EQUIPMENT?

36 Q35B IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE MEDICAL EQUIPMENT YOU NEEDED THROUGH YOUR HEALTH PLAN? [ASKED IF Q35A = YES]

37 Q35C IN THE LAST 6 MONTHS, DID YOU HAVE ANY HEALTH PROBLEMS THAT NEEDED SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?

38 Q35D IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE SPECIAL THERAPY YOU NEEDED THROUGH YOUR HEALTH PLAN? [ASKED IF Q35C = YES]

PAGE QUESTION TITLE

5. ADDITIONAL QUESTIONS

- 39 Q35E IN THE LAST 6 MONTHS, DID YOU VISIT A PROVIDER FOR A SPECIFIC HEALTH ISSUE?
- 40 Q35F HOW MUCH EFFORT WAS MADE TO HELP YOU UNDERSTAND YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]
- 41 Q35G HOW MUCH EFFORT WAS MADE TO LISTEN TO THE THINGS THAT MATTER MOST TO YOU ABOUT YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]
- 42 Q35H HOW MUCH EFFORT WAS MADE TO INCLUDE WHAT MATTERS MOST TO YOU IN CHOOSING WHAT TO DO NEXT? [ASKED IF Q35E = YES]
- 43 Q35I CHOICES FOR YOUR TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID THIS PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE?
- 44 Q35J IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR HEALTH CARE? [ASKED IF Q35I = YES]
- 45 Q35K IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOU? [ASKED IF Q35I = YES]
- 46 Q35L IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS OR RAISE CONCERNS?
- 47 Q35M IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?
- 48 Q35N IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?
- 49 Q35O IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE A CONDESCENDING, SARCASTIC, OR RUDE TONE OR MANNER WITH YOU?
- 50 Q35P IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

5. ACCESS TO DENTAL CARE

- 51 Q35Q A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?
- 52 Q35R IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?



PAGE	QUESTION	TITLE
6. ABOUT YOU		
53	Q36	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL HEALTH?
54	Q37	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL MENTAL OR EMOTIONAL HEALTH?
55	Q38	HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2015?
56	Q39	DO YOU NOW SMOKE CIGARETTES OR USE TOBACCO EVERY DAY, SOME DAYS, OR NOT AT ALL?
57	Q40	IN THE LAST 6 MONTHS, HOW OFTEN WERE YOU ADVISED TO QUIT SMOKING OR USING TOBACCO BY A DOCTOR OR OTHER HEALTH PROVIDER IN YOUR PLAN? [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
58	Q41	IN THE LAST 6 MONTHS, HOW OFTEN WAS MEDICATION RECOMMENDED OR DISCUSSED BY A DOCTOR OR HEALTH PROVIDER TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF MEDICATION ARE: NICOTINE GUM, PATCH, NASAL SPRAY, INHALER, OR PRESCRIPTION MEDICATION. [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
59	Q42	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR DOCTOR OR HEALTH PROVIDER DISCUSS OR PROVIDE METHODS AND STRATEGIES OTHER THAN MEDICATION TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF METHODS AND STRATEGIES ARE: TELEPHONE HELPLINE, INDIVIDUAL OR GROUP COUNSELING, OR CESSATION PROGRAM. [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
60	Q43	DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?
61	Q44	DO YOU HAVE A HEALTH PROBLEM OR TAKE MEDICATION THAT MAKES TAKING ASPIRIN UNSAFE FOR YOU?
62	Q45	HAS A DOCTOR OR HEALTH PROVIDER EVER DISCUSSED WITH YOU THE RISKS AND BENEFITS OF ASPIRIN TO PREVENT HEART ATTACK OR STROKE?

PAGE	QUESTION	TITLE
63	Q46.1	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL
64	Q46.2	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE
65	Q46.3	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: PARENT OR SIBLING WITH HEART ATTACK BEFORE THE AGE OF 60
66	Q47.1	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK
67	Q47.2	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE
68	Q47.3	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE
69	Q47.4	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANY KIND OF DIABETES OR HIGH BLOOD SUGAR
70	Q48	IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?
71	Q49	IS THIS A CONDITION OR PROBLEM THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE. [ASKED IF Q48 = YES]
72	Q50	DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.
73	Q51	IS THIS MEDICINE TO TREAT A CONDITION THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE. [ASKED IF Q50 = YES]
74	NQ52	WHAT IS YOUR AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
75	NQ53	ARE YOU MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
76	Q54	WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?
77	Q55	ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?
78	Q56.1	WHAT IS YOUR RACE? RESPONSE: WHITE
79	Q56.2	WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
80	Q56.3	WHAT IS YOUR RACE? RESPONSE: ASIAN
81	Q56.4	WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
82	Q56.5	WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE
83	Q56.6	WHAT IS YOUR RACE? RESPONSE: OTHER
84	Q57	DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]
85	Q58.1	HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

86 Q58.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

87 Q58.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

88 Q58.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

89 Q58.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

PAGE	QUESTION	TITLE
8. RATINGS		
90	NQ13	RATING OF ALL HEALTH CARE [ASKED IF Q7 >= 1 TIME]
91	NQ23	RATING OF PERSONAL DOCTOR [ASKED IF Q15 = YES]
92	NQ27	RATING OF SPECIALIST SEEN MOST OFTEN [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]
93	NQ35	RATING OF HEALTH PLAN
9. COMPOSITES		
94		GETTING NEEDED CARE
95		GETTING CARE QUICKLY
96		HOW WELL DOCTORS COMMUNICATE
97		CUSTOMER SERVICE
98		SHARED DECISION MAKING
10. GLOBAL PROPORTION COMPOSITES		
99		GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
100		GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
101		HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
102		CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
103		SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

INDEX OF CHILD TABLES

PAGE	QUESTION	TITLE
1. INTRODUCTION		
1	Q1	OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <HEALTH PLAN>. IS THAT RIGHT?
2. YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS		
2	Q3	IN THE LAST 6 MONTHS, DID YOUR CHILD HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?
3	Q4	IN THE LAST 6 MONTHS, WHEN YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED? [ASKED IF Q3 = YES]
4	Q5	IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?
5	Q6	IN THE LAST 6 MONTHS, WHEN YOU MADE AN APPOINTMENT FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOUR CHILD NEEDED? [ASKED IF Q5 = YES]
6	Q7	IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOUR CHILD WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID HE OR SHE GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE?
7	Q8	IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS IN YOUR CHILD? [ASKED IF Q7 >= 1 TIME]
8	Q9	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER? [ASKED IF Q7 >= 1 TIME]
9	Q10	IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME]
10	Q11	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
11	Q12	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
12	Q13	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
13	Q14	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1]
14	Q15	IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED? [ASKED IF Q7 >= 1 TIME]
15	Q16	IS YOUR CHILD NOW ENROLLED IN ANY KIND OF SCHOOL OR DAYCARE?

- 16 Q17 IN THE LAST 6 MONTHS, DID YOU NEED YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TO CONTACT A SCHOOL OR DAYCARE CENTER ABOUT YOUR CHILD'S HEALTH OR HEALTH CARE? [ASKED IF Q16 = YES]
- 17 Q18 IN THE LAST 6 MONTHS, DID YOU GET THE HELP YOU NEEDED FROM YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER IN CONTACTING YOUR CHILD'S SCHOOL OR DAYCARE? [ASKED IF Q16 = YES AND Q17 = YES]

### 3. SPECIALIZED SERVICES

- 18 Q19 SPECIAL MEDICAL EQUIPMENT OR DEVICES INCLUDE A WALKER, WHEELCHAIR, NEBULIZER, FEEDING TUBES, OR OXYGEN EQUIPMENT. IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET ANY SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?
- 19 Q20 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD? [ASKED IF Q19 = YES]
- 20 Q21 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD? [ASKED IF Q19 = YES]
- 21 Q22 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET SPECIAL THERAPY SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY FOR YOUR CHILD?
- 22 Q23 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS THERAPY FOR YOUR CHILD? [ASKED IF Q22 = YES]
- 23 Q24 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS THERAPY FOR YOUR CHILD? [ASKED IF Q22 = YES]
- 24 Q25 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET TREATMENT OR COUNSELING FOR YOUR CHILD FOR AN EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEM?
- 25 Q26 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD? [ASKED IF Q25 = YES]
- 26 Q27 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD? [ASKED IF Q25 = YES]
- 27 Q28 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM MORE THAN ONE KIND OF HEALTH CARE PROVIDER OR USE MORE THAN ONE KIND OF HEALTH CARE SERVICE?
- 28 Q29 IN THE LAST 6 MONTHS, DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP COORDINATE YOUR CHILD'S CARE AMONG THESE DIFFERENT PROVIDERS OR SERVICES? [ASKED IF Q28 = YES]

PAGE QUESTION TITLE

### 4. YOUR CHILD'S PERSONAL DOCTOR

- 29 Q30 A PERSONAL DOCTOR IS THE ONE YOUR CHILD WOULD SEE IF HE OR SHE NEEDS A CHECKUP, HAS A HEALTH PROBLEM, OR GETS SICK OR HURT. DOES YOUR CHILD HAVE A PERSONAL DOCTOR?
- 30 Q31 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOUR CHILD VISIT HIS OR HER PERSONAL DOCTOR FOR CARE? [ASKED IF Q30 = YES]
- 31 Q31A IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING YOUR CHILD'S PERSONAL DOCTOR BECAUSE YOU SPOKE DIFFERENT LANGUAGES? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

32 Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS ABOUT YOUR CHILD'S HEALTH IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

33 Q33 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

34 Q34 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

35 Q35 IS YOUR CHILD ABLE TO TALK WITH DOCTORS ABOUT HIS OR HER HEALTH CARE? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

36 Q36 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY FOR YOUR CHILD TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]

37 Q37 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOUR CHILD? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

38 Q38 IN THE LAST 6 MONTHS, DID YOUR CHILD'S PERSONAL DOCTOR TALK WITH YOU ABOUT HOW YOUR CHILD IS FEELING, GROWING, OR BEHAVING? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

39 Q39 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES HIS OR HER PERSONAL DOCTOR? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

40 Q40 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOUR CHILD GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q39 = YES]

41 Q41 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S PERSONAL DOCTOR? [ASKED IF Q30 = YES]

42 Q42 DOES YOUR CHILD HAVE ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS THAT HAVE LASTED FOR MORE THAN 3 MONTHS? [ASKED IF Q30 = YES]

43 Q43 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW THESE MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR CHILD'S DAY-TO-DAY LIFE? [ASKED IF Q30 = YES AND Q42 = YES]

44 Q44 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW YOUR CHILD'S MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR FAMILY'S DAY-TO-DAY LIFE? [ASKED IF Q30 = YES AND Q42 = YES]

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

45 Q45 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR YOUR CHILD TO SEE A SPECIALIST?

46 Q46 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR YOUR CHILD TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q45 = YES]

47 Q47 HOW MANY SPECIALISTS HAS YOUR CHILD SEEN IN THE LAST 6 MONTHS? [ASKED IF Q45 = YES]

48 Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

6. YOUR CHILD'S HEALTH PLAN

49 Q49 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN?

50 Q50 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q49 = YES]

51 Q51 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE STAFF AT YOUR CHILD'S HEALTH PLAN TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q49 = YES]

52 Q52 IN THE LAST 6 MONTHS, DID YOUR CHILD'S HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?

53 PQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q52 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q52 = NO]

54 Q54 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S HEALTH PLAN?

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

55 Q55 IN THE LAST 6 MONTHS, DID YOU GET OR REFILL ANY PRESCRIPTION MEDICINES FOR YOUR CHILD?

56 Q56 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET PRESCRIPTION MEDICINES FOR YOUR CHILD THROUGH HIS OR HER HEALTH PLAN? [ASKED IF Q55 = YES]

57 Q57 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET YOUR CHILD'S PRESCRIPTION MEDICINES? [ASKED IF Q55 = YES]

7. ACCESS TO DENTAL CARE

58 Q57A A REGULAR DENTIST IS ONE YOUR CHILD WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN HE/SHE HAS A CAVITY OR TOOTH PAIN. DOES YOUR CHILD HAVE A REGULAR DENTIST?

59 Q57B IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

7. ADDITIONAL QUESTIONS

60 Q57C CHOICES FOR YOUR CHILD'S TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID YOUR PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?



- 61 Q57D IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE? [ASKED IF Q57C = YES]
- 62 Q57E IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOUR CHILD? [ASKED IF Q57C = YES]
- 63 Q57F IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER CONSIDER AND RESPECT WHAT HEALTH CARE AND TREATMENT CHOICES YOU THOUGHT WORK BEST FOR YOUR CHILD? [ASKED IF Q57C = YES]
- 64 Q57G IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER ENCOURAGE YOU TO ASK QUESTIONS AND RAISE CONCERNS? [ASKED IF Q57C = YES]
- 65 Q57H IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS AND RAISE CONCERNS? [ASKED IF Q57C = YES]

8. ABOUT YOUR CHILD AND YOU

- 66 Q58 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL HEALTH?
- 67 Q59 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL MENTAL OR EMOTIONAL HEALTH?
- 68 Q60 DOES YOUR CHILD CURRENTLY NEED OR USE MEDICINE PRESCRIBED BY A DOCTOR (OTHER THAN VITAMINS)?
- 69 Q61 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q60 = YES]
- 70 Q62 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q60 = YES AND Q61 = YES]
- 71 Q63 DOES YOUR CHILD NEED OR USE MORE MEDICAL CARE, MORE MENTAL HEALTH SERVICES, OR MORE EDUCATIONAL SERVICES THAN IS USUAL FOR MOST CHILDREN OF THE SAME AGE?
- 72 Q64 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q63 = YES]
- 73 Q65 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q63 = YES AND Q64 = YES]
- 74 Q66 IS YOUR CHILD LIMITED OR PREVENTED IN ANY WAY IN HIS OR HER ABILITY TO DO THE THINGS MOST CHILDREN OF THE SAME AGE CAN DO?
- 75 Q67 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q66 = YES]
- 76 Q68 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q66 = YES AND Q67 = YES]
- 77 Q69 DOES YOUR CHILD NEED OR GET SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?
- 78 Q70 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q69 = YES]
- 79 Q71 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q69 = YES AND Q70 = YES]
- 80 Q72 DOES YOUR CHILD HAVE ANY KIND OF EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEMS FOR WHICH HE OR SHE NEEDS OR GETS TREATMENT OR COUNSELING?
- 81 Q73 HAS THIS PROBLEM LASTED OR IS IT EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q72 = YES]
- 82 NQ74 WHAT IS YOUR CHILD'S AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
- 83 NQ75 IS YOUR CHILD MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
- 84 Q76 IS YOUR CHILD OF HISPANIC OR LATINO ORIGIN OR DESCENT?

85 Q77.1 WHAT IS YOUR CHILD'S RACE? RESPONSE: WHITE

86 Q77.2 WHAT IS YOUR CHILD'S RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN

87 Q77.3 WHAT IS YOUR CHILD'S RACE? RESPONSE: ASIAN

88 Q77.4 WHAT IS YOUR CHILD'S RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

89 Q77.5 WHAT IS YOUR CHILD'S RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE

90 Q77.6 WHAT IS YOUR CHILD'S RACE? RESPONSE: OTHER

91 Q78 WHAT IS YOUR AGE?

92 Q79 ARE YOU MALE OR FEMALE?

93 Q80 WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?

94 Q81 HOW ARE YOU RELATED TO THE CHILD?

95 Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]

96 Q83.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

97 Q83.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

98 Q83.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

99 Q83.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

100 Q83.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

PAGE QUESTION TITLE

9. RATINGS

101 NQ14 RATING OF ALL CHILD'S HEALTH CARE [ASKED IF Q7 >= 1 TIME]

102 NQ41 RATING OF CHILD'S PERSONAL DOCTOR [ASKED IF Q30 = YES]

103 NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

104 NQ54 RATING OF CHILD'S HEALTH PLAN

10. COMPOSITES

105 GETTING NEEDED CARE

106 GETTING CARE QUICKLY

107 HOW WELL DOCTORS COMMUNICATE

108 CUSTOMER SERVICE

109 SHARED DECISION MAKING

110 ACCESS TO SPECIALIZED SERVICES

11. GLOBAL PROPORTION COMPOSITES

111 GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

112 GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

113 HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

114 CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

115 SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

116 ACCESS TO SPECIALIZED SERVICES (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

117 PERSONAL DOCTOR WHO KNOWS CHILD (YES) -- GLOBAL PROPORTION COMPOSITE

118 CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

Your privacy is protected. All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-506-5136 (or, for the hearing-impaired, call 1-888-631-2097).

**SURVEY INSTRUCTIONS**

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct  
Mark 

Incorrect  
Marks 

- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes → *Go to Question 1*  
 No

↓ **START HERE** ↓

1. Our records show that you are now in the Oregon Health Plan. Is that right?

- Yes → *Go to Question 3*
- No

2. What is the name of your health plan? (Please print)

\_\_\_\_\_

## YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?
- Yes  
 No → *Go to Question 5*
4. In the last 6 months, when you **needed care right away**, how often did you get care as soon as you needed?
- Never  
 Sometimes  
 Usually  
 Always
5. In the last 6 months, did you make any appointments for a **check-up or routine care** at a doctor's office or clinic?
- Yes  
 No → *Go to Question 7*
6. In the last 6 months, how often did you get an appointment for a **check-up or routine care** at a doctor's office or clinic as soon as you needed?
- Never  
 Sometimes  
 Usually  
 Always

7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
- None → *Go to Question 15*  
 1 time  
 2  
 3  
 4  
 5 to 9  
 10 or more times
8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
- Yes  
 No
9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?
- Yes  
 No → *Go to Question 13*
10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
- Yes  
 No
11. Did you and a doctor or other health provider talk about the reasons you might **not** want to take a medicine?
- Yes  
 No
12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
- Yes  
 No

13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

- 0  1  2  3  4  5  6  7  8  9  10
- Worst Health Care Possible Best Health Care Possible

14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- Never  
 Sometimes  
 Usually  
 Always

### YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes  
 No → **Go to Question 24**

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → **Go to Question 23**  
 1 time  
 2  
 3  
 4  
 5 to 9  
 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never  
 Sometimes  
 Usually  
 Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never  
 Sometimes  
 Usually  
 Always

19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- Never  
 Sometimes  
 Usually  
 Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never  
 Sometimes  
 Usually  
 Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes  
 No → **Go to Question 23**

22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never  
 Sometimes  
 Usually  
 Always

23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- 0  1  2  3  4  5  6  7  8  9  10
- Worst Personal Doctor Possible Best Personal Doctor Possible



## GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do **not** include dental visits or care you got when you stayed overnight in a hospital.

24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

- Yes  
 No → *Go to Question 28*

25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

- Never  
 Sometimes  
 Usually  
 Always

26. How many specialists have you seen in the last 6 months?

- None → *Go to Question 28*  
 1 specialist  
 2  
 3  
 4  
 5 or more specialists

27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0 1 2 3 4 5 6 7 8 9 10  
Worst Specialist Possible Best Specialist Possible

## YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- Yes  
 No → *Go to Question 30*

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- Never  
 Sometimes  
 Usually  
 Always

30. In the last 6 months, did you get information or help from your health plan's customer service?

- Yes  
 No → *Go to Question 33*

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- Never  
 Sometimes  
 Usually  
 Always

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- Never  
 Sometimes  
 Usually  
 Always

33. In the last 6 months, did your health plan give you any forms to fill out?

- Yes  
 No → *Go to Question 35*







35j. In the last 6 months, did your provider talk with you about the pros and cons of each choice for your treatment or health care?

- Yes
- No

35k. In the last 6 months, when there was more than one choice for your treatment or health care, did your provider ask you which choice was best for you?

- Yes
- No

35l. In the last 6 months, how often did your provider make it easy for you to ask questions or raise concerns?

- Never
- Sometimes
- Usually
- Always

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

35m. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

- Never
- Sometimes
- Usually
- Always

35n. In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

- Never
- Sometimes
- Usually
- Always

35o. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

- Never
- Sometimes
- Usually
- Always

35p. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

- Yes, definitely
- Yes, somewhat
- No

### ACCESS TO DENTAL CARE

35q. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

- Yes
- No

35r. In the last 6 months, if you needed to see a dentist right away because of a dental emergency, did you get to see a dentist as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I did not have a dental emergency in the last 6 months

### ABOUT YOU

36. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor



37. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very Good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2015?

- Yes
- No
- Don't know

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → *Go to Question 43*
- Don't know → *Go to Question 43*

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- Never
- Sometimes
- Usually
- Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- Never
- Sometimes
- Usually
- Always

43. Do you take aspirin daily or every other day?

- Yes
- No
- Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- Yes
- No
- Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- Yes
- No

46. Are you aware that you have any of the following conditions? Mark all that apply.

- High cholesterol
- High blood pressure
- Parent or sibling with heart attack before the age of 60

47. Has a doctor ever told you that you have any of the following conditions? Mark all that apply.

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar



48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → **Go to Question 50**

49. Is this a condition or problem that has lasted for at least 3 months? Do **not** include pregnancy or menopause.

- Yes
- No

50. Do you now need or take medicine prescribed by a doctor? Do **not** include birth control.

- Yes
- No → **Go to Question 52**

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do **not** include pregnancy or menopause.

- Yes
- No

52. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

53. Are you male or female?

- Male
- Female

54. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

55. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

56. What is your race? Mark one or more.

- White
  - Black or African-American
  - Asian
  - Native Hawaiian or other Pacific Islander
  - American Indian or Alaska Native
  - Other (Please print)
- \_\_\_\_\_

57. Did someone help you complete this survey?

- Yes → **Go to Question 58**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

58. How did that person help you? Mark one or more.

- Read the questions to me
  - Wrote down the answers I gave
  - Answered the questions for me
  - Translated the questions into my language
  - Helped in some other way (Please print)
- \_\_\_\_\_

**THANK YOU**

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108



Your privacy is protected. All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-506-5136 (or, for the hearing-impaired, call 1-888-631-2097).

**SURVEY INSTRUCTIONS**

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct  
Mark 

Incorrect  
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in the Oregon Health Plan. Is that right?

- Yes → *Go to Question 3*
- No

2. What is the name of your child's health plan? (Please print)

\_\_\_\_\_

**YOUR CHILD'S HEALTH CARE  
IN THE LAST 6 MONTHS**

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

- 3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
  - Yes
  - No → *Go to Question 5*
  
- 4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
  - Never
  - Sometimes
  - Usually
  - Always
  
- 5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
  - Yes
  - No → *Go to Question 7*
  
- 6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
  - Never
  - Sometimes
  - Usually
  - Always

- 7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
  - None → *Go to Question 16*
  - 1 time
  - 2
  - 3
  - 4
  - 5 to 9
  - 10 or more times
  
- 8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
  - Yes
  - No
  
- 9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?
  - Never
  - Sometimes
  - Usually
  - Always
  
- 10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
  - Yes
  - No → *Go to Question 14*
  
- 11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
  - Yes
  - No



12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

- Yes
- No

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- Yes
- No

14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

- 
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Care Possible Best Health Care Possible

15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

- Never
- Sometimes
- Usually
- Always

16. Is your child now enrolled in any kind of school or daycare?

- Yes
- No → *Go to Question 19*

17. In the last 6 months, did you need your child's doctor or other health provider to contact a school or daycare center about your child's health or health care?

- Yes
- No → *Go to Question 19*

18. In the last 6 months, did you get the help you needed from your child's doctor or other health provider in contacting your child's school or daycare?

- Yes
- No

### SPECIALIZED SERVICES

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- Yes
- No → *Go to Question 22*

20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

- Never
- Sometimes
- Usually
- Always

21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
- No

22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes
- No → *Go to Question 25*



23. In the last 6 months, how often was it easy to get this therapy for your child?

- Never
- Sometimes
- Usually
- Always

24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- Yes
- No

25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes
- No → *Go to Question 28*

26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

- Never
- Sometimes
- Usually
- Always

27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- Yes
- No

28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes
- No → *Go to Question 30*

29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
- No

### YOUR CHILD'S PERSONAL DOCTOR

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- Yes
- No → *Go to Question 45*

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

- None → *Go to Question 41*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

31a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

- Never
- Sometimes
- Usually
- Always



32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
- Never
  - Sometimes
  - Usually
  - Always
33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
  - Sometimes
  - Usually
  - Always
34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- Never
  - Sometimes
  - Usually
  - Always
35. Is your child able to talk with doctors about his or her health care?
- Yes
  - No → *Go to Question 37*
36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- Never
  - Sometimes
  - Usually
  - Always
37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
  - Sometimes
  - Usually
  - Always

38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes
  - No
39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- Yes
  - No → *Go to Question 41*
40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- Never
  - Sometimes
  - Usually
  - Always
41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?
- 0 1 2 3 4 5 6 7 8 9 10  
 Worst Personal Best Personal  
 Doctor Possible Doctor Possible
42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?
- Yes
  - No → *Go to Question 45*



43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- Yes
 No

44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- Yes
 No

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

- Yes
 No -> Go to Question 49

46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

- Never
 Sometimes
 Usually
 Always

47. How many specialists has your child seen in the last 6 months?

- None -> Go to Question 49
 1 specialist
 2
 3
 4
 5 or more specialists

48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0 1 2 3 4 5 6 7 8 9 10
Worst Specialist Possible Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

49. In the last 6 months, did you get information or help from customer service at your child's health plan?

- Yes
 No -> Go to Question 52

50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

- Never
 Sometimes
 Usually
 Always



51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

52. In the last 6 months, did your child's health plan give you any forms to fill out?

- Yes
- No → *Go to Question 54*

53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

- Never
- Sometimes
- Usually
- Always

54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

- 
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Plan Possible Best Health Plan Possible

**PRESCRIPTION MEDICINES**

55. In the last 6 months, did you get or refill any prescription medicines for your child?

- Yes
- No → *Go to Question 57a*

56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

- Never
- Sometimes
- Usually
- Always

57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- Yes
- No

**ACCESS TO DENTAL CARE**

57a. A regular dentist is one your child would go to for check-ups and cleanings or when he/she has a cavity or tooth pain. Does your child have a regular dentist?

- Yes
- No

57b. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, did he/she get to see a dentist as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- My child did not have a dental emergency in the last 6 months



## ADDITIONAL QUESTIONS

57c. Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did your provider tell you there was more than one choice for your child's treatment or health care?

- Yes
- No → *Go to Question 58*

57d. In the last 6 months, did your provider talk with you about the pros and cons of each choice for your child's treatment or health care?

- Yes
- No

57e. In the last 6 months, when there was more than one choice for your child's treatment or health care, did your provider ask you which choice was best for your child?

- Yes
- No

57f. In the last 6 months, how often did your provider consider and respect what health care and treatment choices you thought work best for your child?

- Never
- Sometimes
- Usually
- Always

57g. In the last 6 months, how often did your child's provider encourage you to ask questions and raise concerns?

- Never
- Sometimes
- Usually
- Always

57h. In the last 6 months, how often did your child's provider make it easy for you to ask questions and raise concerns?

- Never
- Sometimes
- Usually
- Always

## ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

59. In general, how would you rate your child's overall mental or emotional health?

- Excellent
- Very good
- Good
- Fair
- Poor

60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

- Yes
- No → *Go to Question 63*

61. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 63*

62. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?
- Yes  
 No → **Go to Question 66**
64. Is this because of any medical, behavioral, or other health condition?
- Yes  
 No → **Go to Question 66**
65. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes  
 No
66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
- Yes  
 No → **Go to Question 69**
67. Is this because of any medical, behavioral, or other health condition?
- Yes  
 No → **Go to Question 69**
68. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes  
 No
69. Does your child need or get special therapy such as physical, occupational, or speech therapy?
- Yes  
 No → **Go to Question 72**

70. Is this because of any medical, behavioral, or other health condition?
- Yes  
 No → **Go to Question 72**
71. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes  
 No
72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
- Yes  
 No → **Go to Question 74**
73. Has this problem lasted or is it expected to last for at least 12 months?
- Yes  
 No
74. What is your child's age?
- Less than 1 year old
- YEARS OLD (write in)
75. Is your child male or female?
- Male  
 Female
76. Is your child of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino  
 No, Not Hispanic or Latino

77. What is your child's race? Mark one or more.

- White
  - Black or African-American
  - Asian
  - Native Hawaiian or other Pacific Islander
  - American Indian or Alaska Native
  - Other (Please print)
- 

78. What is your age?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

79. Are you male or female?

- Male
- Female

80. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

81. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian
- Someone else

82. Did someone help you complete this survey?

- Yes → **Go to Question 83**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

83. How did that person help you? Mark one or more.

- Read the questions to me
  - Wrote down the answers I gave
  - Answered the questions for me
  - Translated the questions into my language
  - Helped in some other way (Please print)
- 

**THANK YOU**

**Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.**

**When you are done, please use the enclosed prepaid envelope to mail the survey to:**

**DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108**







Sus respuestas a esta encuesta son completamente confidenciales. Toda información que pueda identificarle a usted o a su familia se mantendrá privada. El personal de la encuesta no divulgará su información personal sin su permiso.

Usted puede elegir si quiere contestar este cuestionario o no. Si decide no participar, esto no afectará los beneficios que usted recibe. El número en la cubierta de este cuestionario sirve para saber que ya envió su respuesta y que no hay que enviarle recordatorios.

Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136 (aquellos con impedimentos de audición, favor llamar al 1-888-631-2097).

**INSTRUCCIONES PARA EL CUESTIONARIO**

- ▶ Por favor llene el círculo de su respuesta completamente. Use solamente tinta NEGRA o AZUL o un lápiz oscuro para completar la encuesta.

Marca  
Correcta 

Marca  
Incorrecta   

- ▶ A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

- Sí → *Pase a la Pregunta 1*
- No

↓ **COMIENCE AQUI** ↓

1. Nuestros registros muestran que usted está ahora con Oregon Health Plan. ¿Es correcta esta información?

- Sí → *Pase a la pregunta 3*
- No

2. ¿Cómo se llama su plan de salud? (Por favor escriba en letra de molde)

\_\_\_\_\_



## LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

Estas preguntas son acerca de la atención médica que usted ha recibido. **No** incluya la atención que recibió cuando pasó la noche hospitalizado. **No** incluya las consultas al dentista.

3. En los últimos 6 meses, ¿tuvo usted una enfermedad, lesión, o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?
- Sí  
 No → *Pase a la pregunta 5*
4. En los últimos 6 meses, cuando usted necesitó atención inmediata, ¿con qué frecuencia lo atendieron tan pronto como lo necesitaba?
- Nunca  
 A veces  
 La mayoría de las veces  
 Siempre
5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta regular en un consultorio médico o en una clínica?
- Sí  
 No → *Pase a la pregunta 7*
6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta regular en un consultorio médico o en una clínica tan pronto como la necesitaba?
- Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

7. En los últimos 6 meses, sin contar las veces en que fue a una sala de emergencia, ¿cuántas veces fue a un consultorio médico o a una clínica para recibir atención médica para usted mismo?
- Ninguna vez → *Pase a la pregunta 15*  
 1 vez  
 2  
 3  
 4  
 5 a 9  
 10 veces o más
8. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre cosas específicas que usted podría hacer para prevenir enfermedades?
- Sí  
 No
9. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre comenzar o suspender una medicina recetada?
- Sí  
 No → *Pase a la pregunta 13*
10. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez quiera tomar una medicina?
- Sí  
 No
11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez no quiera tomar una medicina?
- Sí  
 No
12. Cuando hablaron de comenzar o suspender una medicina recetada, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para usted?
- Sí  
 No





## LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

Al contestar las siguientes preguntas **no** incluya las veces que fue a ver al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

24. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel y otras áreas. En los últimos 6 meses, ¿hizo alguna cita con un especialista?

Sí  
 No → *Pase a la pregunta 28*

25. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista tan pronto como usted la necesitaba?

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

26. ¿Cuántos especialistas ha visto en los últimos 6 meses?

Ninguno → *Pase a la pregunta 28*  
 1 especialista  
 2  
 3  
 4  
 5 especialistas o más

27. Queremos saber cómo califica al especialista al que fue con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, el 0 siendo el peor especialista posible y el 10 el mejor especialista posible, ¿qué número usaría para calificar al especialista?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
El peor especialista posible					El mejor especialista posible					

## SU PLAN DE SALUD

Las siguientes preguntas se refieren a su experiencia con su plan de salud.

28. En los últimos 6 meses, ¿buscó alguna información en materiales escritos o en la Internet sobre cómo funciona su plan de salud?

Sí  
 No → *Pase a la pregunta 30*

29. En los últimos 6 meses, ¿con qué frecuencia encontró la información que usted necesitaba sobre cómo funciona su plan de salud en materiales escritos o en la Internet?

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

30. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente de su plan de salud?

Sí  
 No → *Pase a la pregunta 33*

31. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente de su plan de salud le dio la información o ayuda que usted necesitaba?

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

32. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente de su plan de salud le trató con cortesía y respeto?

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

33. En los últimos 6 meses, ¿le dio su plan de salud algún formulario para que lo llenara?

Sí  
 No → *Pase a la pregunta 35*



35k. En los últimos 6 meses, cuando había más de una opción de tratamiento o atención médica, ¿su profesional médico le preguntó cuál opción le convenía más a usted?

- Sí
- No

35l. En los últimos 6 meses, ¿con qué frecuencia le hizo fácil su profesional médico el hacer preguntas o plantear inquietudes?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

Las siguientes preguntas son sobre cuánto usted piensa que su doctor u otro proveedor de salud respeta sus creencias, actitudes, lenguaje y comportamiento.

35m. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud habló muy rápido cuando le habló usted?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35n. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud le interrumpió cuando usted estaba hablando?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35o. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud uso un tono condesendiente, sarcástico o grosero con usted?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35p. En los últimos 6 meses, ¿sintió usted que podría confiar en el doctor u otro proveedor de salud con su cuidado médico?

- Sí, definitivamente
- Sí, algo
- No

## ACCESO A CUIDADO DENTAL

35q. Un dentista regular es a quien usted va a ver para un chequeo y limpieza o tiene una carie o un dolor de diente. ¿Usted tiene un dentista regular?

- Sí
- No

35r. En los últimos 6 meses, si usted necesitó ver a un dentista de inmediato por una emergencia dental, ¿pudo ver usted a un dentista tan pronto como quería?

- Nunca
- A veces
- La mayoría de las veces
- Siempre
- Yo no tuve una emergencia dental en los últimos 6 meses

## ACERCA DE USTED

36. En general, ¿cómo calificaría toda su salud?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

37. En general, ¿cómo calificaría toda su salud mental o emocional?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

38. Desde el 1 de julio del 2015, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o espray nasal?

- Sí
- No
- No sé

39. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

- Todos los días
- Algunos días
- No fumo en absoluto → **Pase a la pregunta 43**
- No sé → **Pase a la pregunta 43**

40. En los últimos 6 meses, ¿qué tan seguido le aconsejó un doctor u otro profesional médico de su seguro que dejara de fumar o usar tabaco?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

41. En los últimos 6 meses, ¿qué tan seguido le recomendó, o habló un doctor o profesional médico sobre medicamentos para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de medicamentos son: chicle o goma de mascar con nicotina, parche, rociador o aerosol nasal, inhalador o medicamentos con receta.

- Nunca
- A veces
- La mayoría de las veces
- Siempre

42. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló con su doctor o profesional médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de métodos y estrategias son: una línea telefónica de ayuda, consejería individual o terapia de grupo o un programa para dejar de fumar.

- Nunca
- A veces
- La mayoría de las veces
- Siempre

43. ¿Toma aspirina todos los días o un día sí y otro día no?

- Sí
- No
- No sé

44. ¿Tiene algún problema de salud o toma algún medicamento que hace que sea peligroso para usted tomar aspirina?

- Sí
- No
- No sé

45. ¿Ha hablado alguna vez un doctor o profesional médico con usted acerca de los riesgos y beneficios de la aspirina para prevenir un infarto o un derrame cerebral?

- Sí
- No

46. Que usted sepa, ¿tiene alguna de las siguientes enfermedades? Marque una o más.

- Colesterol alto
- Presión sanguínea alta (hipertensión arterial)
- Padres o hermanos que hayan tenido un infarto antes de los 60 años

47. ¿Alguna vez le ha dicho un doctor que usted tiene alguna de las siguientes enfermedades? Marque una o más.

- Un infarto
- Angina de pecho o cardiopatía coronaria
- Un derrame cerebral
- Algún tipo de diabetes o niveles altos de azúcar en la sangre

48. En los últimos 6 meses, ¿recibió usted atención médica 3 veces o más para la misma enfermedad o problema?

- Sí
- No → **Pase a la pregunta 50**

49. ¿Se trata de una enfermedad o problema que ha durado al menos 3 meses? **No** incluya el embarazo ni la menopausia.

- Sí
- No

50. ¿Necesita o toma ahora alguna medicina recetada por un doctor? **No** incluya anticonceptivos.

- Sí
- No → **Pase a la pregunta 52**



51. ¿Es esta medicina para tratar una enfermedad o problema que ha durado al menos 3 meses? **No** incluya el embarazo ni la menopausia.

- Sí
- No

52. ¿Qué edad tiene?

- 18 a 24 años
- 25 a 34
- 35 a 44
- 45 a 54
- 55 a 64
- 65 a 74
- 75 años o más

53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

54. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

- 8 años de escuela o menos
- 9 a 12 años de escuela, pero sin graduarse
- Graduado de la escuela secundaria (high school), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)
- Algunos cursos universitarios o un título universitario de un programa de 2 años
- Título universitario de 4 años
- Título universitario de más de 4 años

55. ¿Es usted de origen o ascendencia hispana o latina?

- Sí, hispano o latino
- No, ni hispano ni latino

56. ¿A qué raza pertenece? Marque una o más.

- Blanca
  - Negra o afroamericana
  - Asiática
  - Nativo de Hawái o de otras islas del Pacífico
  - Indígena americano o nativo de Alaska
  - Otra (Por favor escriba en letra de molde)
- \_\_\_\_\_

57. ¿Le ayudó alguien a completar esta encuesta?

- Sí → *Pase a la pregunta 58*
- No → *Gracias. Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado.*

58. ¿Cómo le ayudó a usted esta persona? Marque una o más.

- Me leyó las preguntas
  - Anotó las respuestas que le di
  - Contestó las preguntas por mí
  - Tradujo las preguntas a mi idioma
  - Me ayudó de otra forma (Por favor escriba en letra de molde)
- \_\_\_\_\_

**Gracias nuevamente por tomar el tiempo de completar el cuestionario! Sus respuestas son sumamente apreciadas.**

**Cuando haya terminado, por favor envíe la encuesta en el sobre con el porte pagado a:**

**DataStat, 3975 Research Park Dr, Ann Arbor, MI 48108**



Sus respuestas a esta encuesta son completamente confidenciales. Toda información que pueda identificarle a usted o a su familia se mantendrá privada. El personal de la encuesta no divulgará su información personal sin su permiso.

Usted puede elegir si quiere contestar este cuestionario o no. Si decide no participar, esto no afectará los beneficios que usted recibe. El número en la cubierta de este cuestionario sirve para saber que ya envió su respuesta y que no hay que enviarle recordatorios.

Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136 (aquellos con impedimentos de audición, favor llamar al 1-888-631-2097).

**INSTRUCCIONES PARA EL CUESTIONARIO**

- Por favor llene el círculo de su respuesta completamente. Use solamente tinta NEGRA o AZUL o un lápiz oscuro para completar la encuesta.

Marca  
Correcta 

Marca  
Incorrecta   

- A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

Sí ➔ *Pase a la Pregunta 1*  
 No

↓ **COMIENZE AQUI** ↓

Por favor conteste las preguntas para el niño cuyo nombre está anotado en el sobre. No las conteste para ningún otro niño.

1. Nuestros registros muestran que su niño está ahora con Oregon Health Plan. ¿Es correcta esta información?

Sí ➔ *Pase a la pregunta 3*  
 No

2. ¿Cómo se llama el plan de salud de su niño? (Por favor escriba en letra de molde)

\_\_\_\_\_



**LA ATENCIÓN MÉDICA QUE  
RECIBIÓ  
SU NIÑO EN LOS ÚLTIMOS 6 MESES**

Estas preguntas son acerca de la atención médica que ha recibido su niño. **No** incluya la atención que recibió su niño cuando pasó la noche hospitalizado. **No** incluya las consultas de su niño con el dentista.

3. En los últimos 6 meses, ¿tuvo su niño una enfermedad, lesión, o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?

Sí  
 No → *Pase a la pregunta 5*

4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica?

Sí  
 No → *Pase a la pregunta 7*

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica tan pronto como su niño la necesitaba?

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

7. En los últimos 6 meses, sin contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?

Ninguna vez → *Pase a la pregunta 16*  
 1 vez  
 2  
 3  
 4  
 5 a 9  
 10 veces o más

8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?

Sí  
 No

9. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre



## SERVICIOS ESPECIALIZADOS

19. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno. En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

- Sí
- No → *Pase a la pregunta 22*

20. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir equipo o dispositivos médicos especiales para su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

21. ¿Alguien del plan de salud, del consultorio médico o clínica de su niño le ayudó a conseguir el equipo o dispositivos médicos especiales para su niño?

- Sí
- No

22. En los últimos 6 meses, ¿consiguió o intentó conseguir terapia especial para su niño tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 25*

23. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir esta terapia para su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

24. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir esta terapia para su niño?

- Sí
- No

25. En los últimos 6 meses, ¿consiguió o intentó conseguir tratamiento o consejería para su niño, para un problema emocional, de desarrollo o de comportamiento?

- Sí
- No → *Pase a la pregunta 28*

26. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir este tratamiento o consejería para su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

27. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir este tratamiento o consejería para su niño?

- Sí
- No

28. En los últimos 6 meses, ¿recibió su niño atención de más de un tipo de profesional médico, o usó más de un tipo de servicio de salud?

- Sí
- No → *Pase a la pregunta 30*

29. En los últimos 6 meses, ¿alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a coordinar la atención médica de su niño entre estos profesionales o servicios diferentes?

- Sí
- No

32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas sobre la salud de su niño de una manera fácil de entender?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

33. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

34. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35. ¿Su niño puede hablar con los doctores sobre su atención médica?

- Sí
- No → *Pase a la pregunta 37*

36. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

### EL DOCTOR PERSONAL DE SU NIÑO

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, tiene un problema de salud o si se enferma o lastima. ¿Tiene su niño un doctor personal?

- Sí
- No → *Pase a la pregunta 45*

31. En los últimos 6 meses, ¿cuántas veces fue su niño a ver a su doctor personal para recibir atención médica?

- Ninguna vez → *Pase a la pregunta 41*
- 1 vez
- 2
- 3
- 4
- 5 a 9
- 10 veces o más

31a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar o entender al doctor personal de su niño porque hablaban idiomas diferentes?

- Nunca
- A veces
- La mayoría de las veces
- Siempre



37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

38. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- Sí
- No

39. En los últimos 6 meses, ¿atendió a su niño algún doctor u otro profesional médico además de su doctor personal?

- Sí
- No → *Pase a la pregunta 41*

40. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño parecía estar informado y al día acerca de la atención que su niño había recibido de estos doctores u otros profesionales médicos?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

41. Usando un número del 0 al 10, el 0 siendo el peor doctor personal posible y el 10 el mejor doctor personal posible, ¿qué número usaría para calificar al doctor personal de su niño?

- |                                 |                       |                       |                       |                       |                       |                       |                                  |                       |                       |                       |
|---------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/>           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                               | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                                | 8                     | 9                     | 10                    |
| El peor doctor personal posible |                       |                       |                       |                       |                       |                       | El mejor doctor personal posible |                       |                       |                       |

42. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que ha durado por más de 3 meses?

- Sí
- No → *Pase a la pregunta 45*

43. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- Sí
- No

44. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- Sí
- No



## LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

Al contestar las siguientes preguntas no incluya las veces que su niño fue a ver al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

45. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel y otras áreas. En los últimos 6 meses, ¿hizo alguna cita para su niño con un especialista?

- Sí
- No → *Pase a la pregunta 49*

46. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como él o ella la necesitaba?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?

- Ninguno → *Pase a la pregunta 49*
- 1 especialista
- 2
- 3
- 4
- 5 especialistas o más

48. Queremos saber cómo califica al especialista al que su niño fue con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, el 0 siendo el peor especialista posible y el 10 el mejor especialista posible, ¿qué número usaría para calificar a ese especialista?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| El peor               |                       |                       |                       |                       |                       |                       |                       | El mejor              |                       |                       |
| especialista          |                       |                       |                       |                       |                       |                       |                       | especialista          |                       |                       |
| posible               |                       |                       |                       |                       |                       |                       |                       | posible               |                       |                       |

## EL PLAN DE SALUD DE SU NIÑO

Las siguientes preguntas se refieren a su experiencia con el plan de salud de su niño.

49. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente del plan de salud de su niño?

- Sí
- No → *Pase a la pregunta 52*

50. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

51. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

52. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?

- Sí
- No → *Pase a la pregunta 54*

53. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios del plan de salud de su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

54. Usando un número del 0 al 10, el 0 siendo el peor plan de salud posible y el 10 el mejor plan de salud posible, ¿qué número usaría para calificar al plan de salud de su niño?

- 
- 0 1 2 3 4 5 6 7 8 9 10
- El peor plan de salud posible El mejor plan de salud posible

### MEDICINAS RECETADAS

55. En los últimos 6 meses, ¿consiguió alguna medicina recetada o renovó una receta para una medicina recetada para su niño?

- Sí
- No → *Pase a la pregunta 57a*

56. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

57. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir las medicinas recetadas para su niño?

- Sí
- No

### ACCESO A CUIDADO DENTAL

57a. Un dentista regular es a quien su niño va a ver para un chequeo y limpieza o cuando tiene una carie o un dolor de diente. ¿Su niño tiene un dentista regular?

- Sí
- No

57b. En los últimos 6 meses, si su niño necesitó ver a un dentista de inmediato por una emergencia dental, ¿el/ella pudo ver a un dentista tan pronto como usted quería?

- Nunca
- A veces
- La mayoría de las veces
- Siempre
- Mi niño no tuvo una emergencia dental en los últimos 6 meses

## PREGUNTAS ADICIONALES

57c. Las opciones de tratamiento o atención médica para su niño pueden incluir opciones sobre medicinas, cirugía u otro tratamiento.

En los últimos 6 meses, ¿le dijo su profesional médico que había más de una opción para el tratamiento o atención médica de su niño?

- Sí
- No → *Pase a la pregunta 58*

57d. En los últimos 6 meses, ¿le habló su profesional médico acerca de las cosas buenas y las cosas malas de cada opción de tratamiento o de atención médica de su niño?

- Sí
- No

57e. En los últimos 6 meses, cuando había más de una opción de tratamiento o de atención médica para su niño, ¿su profesional médico le preguntó cuál opción le convenía más a su niño?

- Sí
- No

57f. En los últimos 6 meses, ¿con qué frecuencia su profesional médico considero y respeto las opciones de atención médica que usted penso funcionarían mejor para su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

57g. En los últimos 6 meses, ¿con qué frecuencia el profesional médico de su niño le animo a usted a hacer preguntas y plantear inquietudes?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

57h. En los últimos 6 meses, ¿con qué frecuencia el profesional médico de su niño le hizo fácil a usted el hacer preguntas y plantear inquietudes?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

## ACERCA DE USTED Y DE SU NIÑO

58. En general, ¿cómo calificaría toda la salud de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

59. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

60. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- Sí
- No → *Pase a la pregunta 63*



61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí  
 No → *Pase a la pregunta 63*
62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí  
 No
63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?
- Sí  
 No → *Pase a la pregunta 66*
64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí  
 No → *Pase a la pregunta 66*
65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí  
 No
66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?
- Sí  
 No → *Pase a la pregunta 69*

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí  
 No → *Pase a la pregunta 69*
68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí  
 No
69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?
- Sí  
 No → *Pase a la pregunta 72*
70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí  
 No → *Pase a la pregunta 72*
71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí  
 No
72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?
- Sí  
 No → *Pase a la pregunta 74*
73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?
- Sí  
 No

74. ¿Qué edad tiene su niño?

Menos de un año

AÑOS (escriba la respuesta)

75. ¿Es su niño de sexo masculino o femenino?

Masculino

Femenino

76. ¿Es su niño de origen o ascendencia hispana o latina?

Sí, hispano o latino

No, ni hispano ni latino

77. ¿A qué raza pertenece su niño?  
Marque una o más.

Blanca

Negra o afroamericana

Asiática

Nativo de Hawái o de otras islas del Pacífico

Indígena americano o nativo de Alaska

Otra (Por favor escriba en letra de molde)

\_\_\_\_\_

78. ¿Qué edad tiene usted?

Menos de 18 años

18 a 24

25 a 34

35 a 44

45 a 54

55 a 64

65 a 74

75 años o más

79. ¿Es usted hombre o mujer?

Hombre

Mujer

80. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

8 años de escuela o menos

9 a 12 años de escuela, pero sin graduarse

Graduado de la escuela secundaria (high school), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)

Algunos cursos universitarios o un título universitario de un programa de 2 años

Título universitario de 4 años

Título universitario de más de 4 años

81. ¿Qué relación tiene con el niño?

Madre o padre

Abuelo o abuela

Tía o tío

Hermano o hermana mayor

Otro familiar

Tutor legal del niño

Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

Sí → **Pase a la pregunta 83**

No → **Gracias. Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado.**

83. ¿Cómo le ayudó a usted esta persona? Marque una o más.

Me leyó las preguntas

Anotó las respuestas que le di

Contestó las preguntas por mí

Tradujo las preguntas a mi idioma

Me ayudó de otra forma (Por favor escriba en letra de molde)

\_\_\_\_\_

**Gracias nuevamente por tomar el tiempo de completar el cuestionario! Sus respuestas son sumamente apreciadas.**

**Cuando haya terminado, por favor envíe la encuesta en el sobre con el porte pagado a:**

**DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108**



DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE NAMED  
RESPONDENT.

PHONE NUMBER ---> [ 1 CELL PHONE - HAND DIAL ([AREA\$]) [FRST3\$] -  
[LAST4\$] /\*\*\* \*\*\*-\*\*\*\*]

(IWER: THIS IS NOT A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may  
be monitored and recorded for quality control. May I please speak with  
[MEMBER FIRST NAME] [MEMBER LAST NAME]?

(IF NEEDED: "We are conducting an important study to find out how  
satisfied people are with Oregon Health Plan. The results of the  
study will help Oregon Health Plan improve the care they provide and will also  
help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary,  
and will not affect your health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people  
about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD  
LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the  
deadline for mailing surveys has passed and we're now in the telephone  
phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED  
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may  
be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied  
people are with Oregon Health Plan. The results of the study will help  
Oregon Health Plan improve the care they provide and will also help consumers  
when they choose health care plans.

The interview is completely confidential and voluntary, and will not  
affect your health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should  
take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people  
about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD  
LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the  
deadline for mailing surveys has passed and we're now in the telephone  
phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
  
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

1. MALE
2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

MEMBER

Q1. / MEMBER

Our records show that you are now in Oregon Health Plan. Is that right?

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. RESPONDENT NO LONGER INSURED -----> NO.INSUR
- 5. RESPONDENT INSURED BY MEDICAID BUT DOESN'T -----> CK.PLMSTCR  
KNOW PLAN NAME
- 6. RESPONDENT INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

Q2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

-----  
IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your own health care. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

INCARE

Q3. / INCARE

In the last 6 months, did you have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

Q4. / CARSN4

In the last 6 months, when you NEEDED CARE RIGHT AWAY, how often did you get care as soon as you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

Q5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic?

- 1. YES
- 2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

Q6. / APGET4

In the last 6 months, how often did you get an appointment for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic as soon as you needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

Q7. / OFCTIM4

In the last 6 months, NOT counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care you received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL THEN GO TO PRSNLD4



PRVENT5

Q8. / PRVENT5

In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXSTP

9. / RXSTP

In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

NRXWHY

10. / NRXWHY

Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT

11. / NRXWYNT

Did you and a doctor or other health provider talk about the reasons you might NOT want to take a medicine?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXBST

12. / RXBST

When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

13. / RTALLCR

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care you may have received.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

CARNES4

14. / CARNES4

In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PRSNLD4

15. / PRSNLD4

A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

Do you have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

16. / DRTMS

In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DREXPL4

17. / DREXPL4

In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

18. / DRLSTN4

In the last 6 months, how often did your personal doctor listen carefully to you? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

19. / DRESPU4

In the last 6 months, how often did your personal doctor show respect for what you had to say? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

20. / DRTMEN4

In the last 6 months, how often did your personal doctor spend enough time with you? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

21. / DIFFDR

In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED --> RATEDR4

DRINFO

22. / DRINFO

In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

23. / RATEDR4

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

00            01 02 03 04 05 06 07 08 09    10

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital

NDSPDR4

24. / NDSPDR4

SPECIALISTS are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

1. YES
2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

25. / PRBSEE4

In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

26. / SPDRS

How many specialists have you seen in the last 6 months?

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say you've seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

27. / RTSPDR4

We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

00            01 02 03 04 05 06 07 08 09    10

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your health plan.

LOOMAT4

28. / LOOMAT4

In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- 1. YES
- 2. NO -----> CLCSRV4

DK/REFUSAL/NOT ASCERTAINED --> CLCSRV4

UNDINF4

29. / UNDINF4

In the last 6 months, how often did the written materials OR the Internet provide the information you needed about how your health plan works? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSRV4

30. / CLCSRV4

In the last 6 months, did you get information or help from your health plan's customer service?

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

31. / PBCLCS4

In the last 6 months, how often did your health plan's customer service give you the information or help you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

32. / CSRESP

In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

33. / PLPRWK4

In the last 6 months, did your health plan give you any forms to fill out?

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

34. / PBPLPW4

In the last 6 months, how often were the forms from your health plan easy to fill out? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

35. / RTPLEXP

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

00            01 02 03 04 05 06 07 08 09    10

DK/REFUSAL/NOT ASCERTAINED



HPMDEQ

35a. / HPMDEQ

In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

1. YES
  2. NO -----> POSTHP
- DK/REFUSAL/NOT ASCERTAINED

EZMDHP

35b. / EZMDHP

In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

1. NEVER
  2. SOMETIMES
  3. USUALLY
  4. ALWAYS
- DK/REFUSAL/NOT ASCERTAINED

POSTHP

35c. / POSTHP

In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

1. YES
  2. NO -----> DTLKTF
- DK/REFUSAL/NOT ASCERTAINED

EZPOST

35d. / EZPOST

In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

1. NEVER
  2. SOMETIMES
  3. USUALLY
  4. ALWAYS
- DK/REFUSAL/NOT ASCERTAINED

INTRO.SHLTHIS

INTRO.SHLTHIS

A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse or anyone else you would see for health care. Please keep this in mind as you answer the following questions.

SHLTHIS

35e. / SHLTHIS

In the last 6 months, did you visit a provider for a specific health issue?

- 1. YES
- 2. NO -----> CHTREAT

DK/REFUSAL/NOT ASCERTAINED --> CHTREAT

EUNDER

35f. / EUNDER

How much effort was made to help you understand your health issue? Would you say...?

(READ LIST)

- 1. NO EFFORT AT ALL,
  - 2. A LITTLE EFFORT WAS MADE,
  - 3. SOME EFFORT WAS MADE, or
  - 4. A LOT OF EFFORT WAS MADE
- DK/REFUSAL/NOT ASCERTAINED

ELISTEN

35g. / ELISTEN

How much effort was made to listen to the things that matter most to you about your health issue?

(READ LIST IF NECESSARY)

- 1. NO EFFORT AT ALL,
- 2. A LITTLE EFFORT WAS MADE,
- 3. SOME EFFORT WAS MADE, or
- 4. A LOT OF EFFORT WAS MADE

DK/REFUSAL/NOT ASCERTAINED

EINCLUD

35h. / EINCLUD

How much effort was made to include what matters most to you in choosing what to do next?

(READ LIST IF NECESSARY)

- 1. NO EFFORT AT ALL,
- 2. A LITTLE EFFORT WAS MADE,
- 3. SOME EFFORT WAS MADE, or
- 4. A LOT OF EFFORT WAS MADE

DK/REFUSAL/NOT ASCERTAINED

## CHTREAT

35i. / CHTREAT

Choices for your treatment or health care can include choices about medicine, surgery, or other treatment.

In the last 6 months, did this provider tell you there was more than one choice for your treatment or health care?

1. YES
2. NO -----> RESPCHT

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

## PCTREAT

35j. / PCTREAT

In the last 6 months, did your provider talk with you about the pros and cons of each choice for your treatment or health care?

1. YES
  2. NO
- DK/REFUSAL/NOT ASCERTAINED

## BSTREAT

35k. / BSTREAT

In the last 6 months, when there was more than one choice for your treatment or health care, did your provider ask you which choice was best for you ?

1. YES
  2. NO
- DK/REFUSAL/NOT ASCERTAINED

## EASYQC

35l. / EASYQC

In the last 6 months, how often did your provider make it easy for you to ask questions or raise concerns? Would you say...?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

DTLKTF

35m. / DTLKTF

In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you? Would you say...?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

DINTER

35n. / DINTER

In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking? Would you say...?

(READ LIST IF NECESSARY)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

DRRUDE

35o. / DRRUDE

In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you? Would you say...?

(READ LIST IF NECESSARY)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

TRUSTDR

35p. / TRUSTDR

In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

(READ LIST)

1. YES DEFINITELY,
2. YES SOMEWHAT, OR
3. NO?

DK/REFUSAL/NOT ASCERTAINED

## REGDENT

35q. / REGDENT

A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

1. YES
  2. NO
- DK/REFUSAL/NOT ASCERTAINED

## DNTASAP

35r.

In the last 6 months, if you needed to see a dentist right away because of a DENTAL EMERGENCY, did you get to see a dentist as soon as you wanted?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?
5. I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS (DO NOT READ)

DK/REFUSAL/NOT ASCERTAINED

## HLTSTA4

36. / HLTSTA4

In general, how would you rate your overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## MNTLSTAT

37. / MNTLSTAT

In general, how would you rate your overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## FLUSHOTQ

38. / FLUSHOTQ

Have you had either a flu shot or flu spray in the nose since July 1, 2015?

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

## NOWSMOK

39. / NOWSMOK

Do you now smoke cigarettes or use tobacco...

(READ LIST)

1. EVERY DAY,
2. SOME DAYS, OR
3. NOT AT ALL? -----> ASPDAY
4. DON'T KNOW (DO NOT READ) -----> ASPDAY
9. REFUSAL/NOT ASCERTAINED (DO NOT READ) --> ASPDAY

## ADVQUIT9

40. / ADVQUIT9

In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## PATCH9

41. / PATCH9

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

WILLPWR9

42. / WILLPWR9

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPDAY

43. / ASPDAY

Do you take aspirin daily or every other day?

(IF NEEDED: "Would you say YES or NO?")

(IWER: If the R asks about whether a particular medication or Brand name is considered aspirin, you may provide the following clarification:

Aspirin: Bayer and Bufferin

Not Aspirin: Tylenol, Motrin, Aleve, Advil, ibuprofen and acetaminophen)

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPUSF

44. / ASPUSF

Do you have a health problem or take medication that makes taking aspirin unsafe for you?

(IF NEEDED: "Would you say YES or NO?")

1. YES
2. NO
3. DON'T KNOW

9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPPRV

45. / ASPPRV

Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.AWCOND  
INTRO.AWCOND

When I read the following list, please tell me if you are aware that you have any of these conditions.

PHAWCD.(1-3)  
46.(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"
2. "High blood pressure"
3. "Parent or sibling who had a heart attack before the age of 60"

(IWER IF NECESSARY: "Are you aware if you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND  
INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)  
47.(1-4) / PHDRCD.(1-4)

[First,/(Next/How About...)]

1. "A heart attack"
2. "Angina or coronary heart disease"
3. "A stroke"
4. "Any kind of diabetes or high blood sugar"

(IWER IF NECESSARY: "Has a doctor ever told you that you have this condition?")

[FOR PHDRCD.2: (IWER IF NEEDED, CLARIFY: Angina pectoris (an-JYE-nuh or AN-jin-uh PECK-ter-iss) is severe pain in the chest associated with insufficient blood supply to the heart.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED



SMPROB

48. / SMPROB

I have just a few more questions.

In the last 6 months, did you get health care 3 or more times for the same condition or problem?

1. YES
2. NO -----> TKMED

DK/REFUSAL/NOT ASCERTAINED --> TKMED

PRBLST

49. / PRBLST

Is this a condition or problem that has lasted for at least 3 months? [Please do NOT include pregnancy or menopause.]

[(IWER IF NEEDED, CLARIFY: Menopause (men-ne-paws) is the time in a woman's life when she stops having menstrual periods. It is sometimes called 'the change of life' or 'the change'.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

TKMED

50. / TKMED

Do you now need or take medicine prescribed by a doctor? [Please do NOT include birth control.]

1. YES
2. NO -----> QAGE4

DK/REFUSAL\NOT ASCERTAINED --> QAGE4

TRTCOND

51. / TRTCOND

Is this medicine to treat a condition that has lasted for at least three months? [Please do NOT include pregnancy or menopause.]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QAGE4

52. / QAGE4

What is your age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ LIST IF NEEDED, "Are you...")

1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

QGENDER

53. / QGENDER

(IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

54. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?  
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

LATINO

55. / LATINO

Are you of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

56.(1-6) / PQRACE3.(1-6)

[(Are you)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY RACE?" SAY "We ask about your race for demographic purposes only. We want to be sure that the people we survey accurately represent the racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC" or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

## DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE PARENT OR GUARDIAN WHO KNOWS MOST ABOUT FNAME LNAME'S HEALTH CARE.  
PHONE NUMBER ---> [ 1 CELL PHONE - HAND DIAL ([AREA\$]) [FRST3\$] - [LAST4\$] /\*\*\* \*\*\*-\*\*\*\*]

(IWER: THIS IS A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with the person who knows the most about [NAME OF CHILD]'s health care?

(IF NEEDED: "We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEWNUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

## MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN  
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO  
RETURN TO COVERSHEET

## RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED  
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

## SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

1. MALE
2. FEMALE

## SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

## MEMBER

Q1. / MEMBER

I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and not on any experiences you may have had getting care for yourself or other members of your family.

Our records show that your child is now in Oregon Health Plan. Is that right?

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

1. YES --> CK.PLMSTCR
2. NO

DK/REFUSAL/NOT ASCERTAINED

## NPLNAME

Q2. / NPLNAME

What is the name of your child's health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

1. EXACT MATCH -----> CK.PLMSTCR
2. POSSIBLE MATCH -----> PLNAME
3. NOT A MATCH -----> PLNAME
4. CHILD NO LONGER INSURED -----> NO.INSUR
5. CHILD INSURED BY MEDICAID BUT DOESN'T -----> CK.PLMSTCR  
KNOW PLAN NAME
6. CHILD INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

Q2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

-----

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your child's health care. When you answer these questions, please do NOT include dental visits or care your child got when [he/she] stayed overnight in a hospital.

INCARE

Q3. / INCARE

In the last 6 months, did your child have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

1. YES
2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --&gt; APMAKE4

CARSN4

Q4. / CARSN4

In the last 6 months, when your child NEEDED CARE RIGHT AWAY, how often did your child get care as soon as [he/she] needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

Q5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic?

1. YES
2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

Q6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

Q7. / OFCTIM4

In the last 6 months, NOT counting the times your child went to an emergency room, how many times did [he/she] go to a doctor's office or clinic to get health care?

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care your child received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL THEN GO TO CHSCHL



PRVENT5

Q8. / PRVENT5

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

OFTQUES

9. / OFTQUES

In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

10. / RXSTP

In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

1. YES
2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --&gt; RTALLCR

NRXWHY

11. / NRXWHY

Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT

12. / NRXWYNT

Did you and a doctor or other health provider talk about the reasons you might NOT want your child to take a medicine?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RXBST

13. / RXBST

When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

14. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care your child may have received.")

00            01 02 03 04 05 06 07 08 09    10

DK/REFUSAL/NOT ASCERTAINED

CARNES4

15. / CARNES4

In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## CHSCHL

16. / CHSCHL

Is your child now enrolled in any kind of school or daycare?

1. YES
2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

## CONTSCHL

17. / CONTSCHL

In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

1. YES
2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

## HELPCONT

18. / HELPCONT

In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## MEDEQUIP

19. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

1. YES
2. NO -----> SPCTHY

DK/REFUSAL/NOT ASCERTAINED --> SPCTHY

## EZMDEQ

20. / EZMDEQ

In the last 6 months, how often was it easy to get special medical equipment or devices for your child? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## HELPMDEQ

21. / HELPMDEQ

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## SPCTHY

22. / SPCTHY

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

1. YES
2. NO -----> TCPBLM

DK/REFUSAL/NOT ASCERTAINED --&gt; TCPBLM

## EZTHP

23. / EZTHP

In the last 6 months, how often was it easy to get this therapy for your child? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## HELPTHP

24. / HELPTHP

Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## TCPBLM

25. / TCPBLM

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

1. YES
2. NO -----> PLUSCARE

DK/REFUSAL/NOT ASCERTAINED --&gt; PLUSCARE

EZTC

26. / EZTC

In the last 6 months, how often was it easy to get this treatment or counseling for your child? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTC

27. / HELPTC

Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

PLUSCARE

28. / PLUSCARE

In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

1. YES
2. NO -----> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --&gt; PRSNLD4

HLPCOORD

29. / HLPCOORD

In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4

30. / PRSNLD4

A personal doctor is the one your child would see if [he/she] needs a check-up, has a health problem or gets sick or hurt.

Does your child have a personal doctor?

1. YES
2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --&gt; INTRO.SPDR

DRTMS

31. / DRTMS

In the last 6 months, how many times did your child visit  
[his/her] personal doctor for care?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, -----> RATEDR4
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

PBDRNG

31a. / PBDRNG

In the last 6 months, how often did you have a hard time speaking with  
or understanding your child's personal doctor because you spoke different  
languages? Would you say...?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DREXPL4

32. / DREXPL4

In the last 6 months, how often did your child's personal  
doctor explain things about your child's health in a way that was  
easy to understand? Would you say...?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

33. / DRLSTN4

In the last 6 months, how often did your child's personal doctor listen carefully to you? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

34. / DRESPU4

In the last 6 months, how often did your child's personal doctor show respect for what you had to say? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CABLTLK

35. / CABLTLK

Is your child able to talk with doctors about [his/her] health care?

1. YES
2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CDREXPL

36. / CDREXPL

In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for YOUR CHILD to understand? Would you say...

(READ LIST)

1. NEVER
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

37. / DRTMEN4

In the last 6 months, how often did your child's personal doctor spend enough time with your child? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

38. / DRTLKU

In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DIFFDR

39. / DIFFDR

In the last 6 months, did your child get care from a doctor or other health provider besides [his/her] personal doctor?

1. YES
2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED --> RATEDR4

DRINFO

40. / DRINFO

In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)



RATEDR4

41. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

00            01 02 03 04 05 06 07 08 09    10

DK/REFUSAL/NOT ASCERTAINED

COND3MO

42. / COND3MO

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 MONTHS?

(IWER: "We are looking for a condition that the child CURRENTLY HAS that has lasted for more than 3 months." )

1. YES
2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON

43. / DRUNCON

Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM

44. / DRUNFAM

Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your FAMILY'S day-to-day life?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care your child got when (he/she) stayed overnight in a hospital.

NDSPDR4

45. / NDSPDR4

SPECIALISTS are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

1. YES
2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

46. / PRBSEE4

In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

47. / SPDRS

How many specialists has your child seen in the last 6 months?

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say your child has seen...")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, -----> INTRO.PLAN
1. 1 SPECIALIST,
2. 2,
3. 3,
4. 4, OR
5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

48. / RTSPDR4

We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

00            01 02 03 04 05 06 07 08 09    10

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your child's health plan.

CLCSR4

49. / CLCSR4

In the last 6 months, did you get information or help from customer service at your child's health plan?

1. YES
2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

50. / PBCLCS4

In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

51. / CSRESP

In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

52. / PLPRWK4

In the last 6 months, did your child's health plan give you any forms to fill out?

1. YES
2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --&gt; RTPLEXP

PBPLPW4

53. / PBPLPW4

In the last 6 months, how often were the forms from your child's health plan easy to fill out? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

54. / RTPLEXP

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

00            01 02 03 04 05 06 07 08 09    10

DK/REFUSAL/NOT ASCERTAINED

CHPRES

55. / CHPRES

In the last 6 months, did you get or refill any prescription medicines for your child?

1. YES
2. NO -----> REGDENT

DK/REFUSAL/NOT ASCERTAINED --&gt; REGDENT

## EZPRES

56. / EZPRES

In the last 6 months, how often was it easy to get prescription medicines for your child through [his/her] health plan? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## HELPPRES

57. / HELPPRES

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## REGDENT

57a. / REGDENT

A regular dentist is one you would go to for check-ups and cleanings or when [he/she] has a cavity or tooth pain.

Does your child have a regular dentist?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## DNTASAP

57b. / DNTASAP

In the last 6 months, if your child needed to see a dentist right away because of a DENTAL EMERGENCY, did [he/she] get to see a dentist as soon as you wanted? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?
5. DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS (DO NOT READ)

DK/REFUSAL/NOT ASCERTAINED

## CHTREAT

57c. / CHTREAT

Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment.

In the last 6 months, did your provider tell you there was more than one choice for your child's treatment or health care?

1. YES
2. NO -----> RESPCHT

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

## PCTREAT

57d. / PCTREAT

In the last 6 months, did your provider talk with you about the pros and cons of each choice for your child's treatment or health care?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## BSTREAT

57e. / BSTREAT

In the last 6 months, when there was more than one choice for your child's treatment or health care, did your provider ask you which choice was best for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## RESPCHT

57f. / RESPCHT

In the last 6 months, how often did your child's provider respect what health care and treatment choices you thought work best for your child? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

## ENCORQC

57g. / ENCORQC

In the last 6 months, how often did your child's provider encourage you to ask questions and raise concerns? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

EASYQC

57h. / EASYQC

In the last 6 months, how often did your child's provider make it easy for you to ask questions and raise concerns? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

58. / HLTSTA4

In general, how would you rate your child's overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

59. / MNTLSTAT

In general, how would you rate your child's overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED

60. / CUSEMED

Other than vitamins, does your child currently need or use medicine prescribed by a doctor?

1. YES
2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --&gt; MOREMED

## WHYMEDA

61. / WHYMEDA

Is this because of any medical, behavioral, or other health condition?

1. YES
2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

## WHYMEDB

62. / WHYMEDB

Is this a condition that has lasted or is expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## MOREMED

63. / MOREMED

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

1. YES
2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

## WHYMOREA

64. / WHYMOREA

Is this because of any medical, behavioral, or other health condition?

1. YES
2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

## WHYMOREB

65. / WHYMOREB

Is this a condition that has lasted or is expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## LIMITED

66. / LIMITED

Is your child limited or prevented in any way in [his/her] ability to do the things most children of the same age can do?

1. YES
2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP



WHYLIMA

67. / WHYLIMA

Is this because of any medical, behavioral, or other health condition?

1. YES
2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --&gt; SPECTHP

WHYLIMB

68. / WHYLIMB

Is this a condition that has lasted or is expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP

69. / SPECTHP

Does your child need or get special therapy such as physical, occupational, or speech therapy?

1. YES
2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --&gt; CHCOUNS

WHYSTA

70. / WHYSTA

Is this because of any medical, behavioral, or other health condition?

1. YES
2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --&gt; CHCOUNS

WHYSTB

71. / WHYSTB

Is this a condition that has lasted or is expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS

72. / CHCOUNS

Does your child have any kind of emotional, developmental, or behavioral problem for which [he/she] needs or gets treatment or counseling?

1. YES
2. NO -----> CAGE

DK/REFUSAL/NOT ASCERTAINED --&gt; CAGE

TIMCOUNA

73. / TIMCOUNA

Has this problem lasted or is it expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

CAGE

74. / CAGE

I have just a few more questions.

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

\_\_\_ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

CGENDER

75. / CGENDER

(IF NEEDED: "Is your child male or female?")

1. MALE
2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

76. / LATINO

Is your child of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your child's race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

77.1-6) / PQRACE3.(1-6)

[(Is your child)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY CHILD'S RACE?" SAY "We ask about your child's race for demographic purposes only. We want to be sure that the people we survey accurately represent the racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC" or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

PAGE

78. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER

79. / PGENDER

(IWER: ENTER RESPONDENT'S SEX. "DK" NOT ALLOWED.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

80. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?  
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE  
SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT  
LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS  
SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH  
SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHRELT

81. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.