



**National Core Indicators  
Aging and Disability Adult Consumer Survey**

**2016-2017 Tennessee Results**



## Preface

TennCare is Tennessee’s Medicaid program that provides physical and behavioral health and long-term services and supports (LTSS) for 1.5 million Tennesseans, roughly 20 percent of the state’s population. TennCare is one of the oldest Medicaid managed care programs in the country, and the only program in the nation to enroll the entire state’s Medicaid population, including older adults and people with disabilities, into managed care. The TennCare program operates under a Section 1115 waiver from the [Centers for Medicare and Medicaid Services](#) (CMS). TennCare is an integrated, full-risk, managed care program. Physical and behavioral health and LTSS are covered by three statewide [Managed Care Organizations](#) (MCOs). All TennCare’s MCOs are accredited by the National Committee on Quality Assurance and ranked among the top 100 Medicaid health plans in the country.

TennCare CHOICES in Long Term Services and Supports (“CHOICES”) provides LTSS, including Nursing Facility services and home and community based services (HCBS), to older adults and adults with physical disabilities in Tennessee. Implemented in 2010, the program is the result of sweeping reform legislation: The Long-Term Care Community Choices Act of 2008, passed unanimously by the Tennessee 105th General Assembly. In addition to expanding access to HCBS and achieving a more equitable balance of institutional versus HCBS expenditures, the Act set forth clear expectations regarding quality, requiring that the state’s LTSS system *“include a comprehensive quality approach across the entire continuum of long-term care services and settings that promotes continuous quality improvement and that focuses on customer perceptions of quality, with mechanisms to ensure ongoing feedback from persons receiving care and their families in order to immediately identify and resolve issues, and to improve the overall quality of services and the system.”*

Measuring quality from the perspective of those who receive services is what Tennessee’s participation in the NCI-AD is all about. While the state has conducted an annual satisfaction and quality of life survey for several years, transition to the NCI-AD has allowed for comparison of performance not just among MCOs, but also with other states’ LTSS programs, and, in particular, other states’ MLTSS programs. NCI-AD’s indicators and outcomes that assess quality of life, community integration, and person-centered services will help TennCare, in partnership with our stakeholders, to monitor compliance with the HCBS settings rule, and identify potential gaps in services or in social supports that are key to helping people achieve their person-centered goals and live meaningful lives in their homes and communities. We are committed to measuring the things that matter, that have the greatest potential to make a difference in the lives of those we serve and their families, and to using that information to make the CHOICES program better.

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## List of Abbreviations Used in This Report

AAAD – Area Agencies on Aging and Disability

CHOICES – TennCare CHOICES in Long Term Services and Supports

CM – case manager

CMS – Centers for Medicare & Medicaid Services

ER – emergency room

HCBS – Home and Community Based Services

HSRI – Human Services Research Institute

LTC – long-term care

LTSS – Long Term Services and Supports

MCO – Managed Care Organization

MLTSS – Managed Long Term Services and Supports

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators - Aging and Disabilities

TBI/ABI – Traumatic/Acquired Brain Injury

TennCare – Tennessee’s CHOICES in Long Term Services and Supports

UHC – United HealthCare

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## What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through Medicaid, the Older Americans Act, Program of All-Inclusive Care for the Elderly (PACE), skilled nursing facilities/nursing homes, and/or state-funded programs. The effort is coordinated by the National Association of States United for Aging and Disabilities<sup>1</sup> (NASUAD) and Human Services Research Institute (HSRI). Data for the project are gathered through a yearly in-person Adult Consumer Survey administered by state Aging, Disability, and Medicaid Agencies (or a state agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and help state agencies with quality improvement initiatives, strategic planning, and legislative and funding prioritization. The project officially launched in mid-2015 with 13 participating states<sup>2</sup>. Currently, the project is in its third year of data collection. The data presented in this report were collected during the project's second year of implementation (2016-2017). For more on the development and history of NCI-AD, refer to the [\*National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results\*](#) report, available on the NCI-AD website ([www.NCI-AD.org](http://www.NCI-AD.org)).

## NCI-AD Survey

### Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure outcomes across eighteen broad domains and key areas of concern. These eighteen domains are comprised of approximately 50 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals, including employment, respect and rights, service coordination, care

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<sup>1</sup> NASUAD is the membership organization for state Aging, Disability, and Medicaid directors.

<sup>2</sup> Colorado, Delaware, Georgia, Indiana, Kansas, Maine, Minnesota, Mississippi, New Jersey, North Carolina, Ohio, Tennessee, and Texas.

coordination, choice, and health and safety. An example of an indicator for Service Coordination is: “Proportion of people who receive the services that they need.”

While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the Access indicator that measures “Proportion of people who get needed equipment, assistive devices” is measured by several survey questions that ask about the person’s need for various equipment and devices. The following Figure 1 details NCI-AD domains and corresponding indicators.

Figure 1. NCI-AD Domains and indicators

Domain	NCI-AD Indicator
<b>Community Participation</b>	Proportion of people who are able to participate in preferred activities outside of home when and with whom they want
<b>Choice and Decision Making</b>	Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that supports them and with whom they spend time
<b>Relationships</b>	Proportion of people who are able to see or talk to their friends and families when they want to
<b>Satisfaction</b>	Proportion of people who are satisfied with where they live
	Proportion of people who are satisfied with what they do during the day
	Proportion of people who are satisfied with staff who work with them
<b>Service Coordination</b>	Proportion of people who know who to call with a complaint, concern, or question about their services
	Proportion of people whose CM talks to them about any needs that are not being met
	Proportion of people who can get in contact with their CM when they need to
	Proportion of people who receive the services that they need
	Proportion of people finding out about services from service agencies
	Proportion of people who want help planning for future need for services
	Proportion of people who have an emergency plan in place
	Proportion of people whose support workers come when they are supposed to

Domain	NCI-AD Indicator
	Proportion of people who use a relative as their support person
	Proportion of people who have a backup plan if their support person doesn't show up
<b>Care Coordination</b>	Proportion of people discharged from the hospital or LTC facility who felt comfortable going home
	Proportion of people making a transition from hospital or LTC facility who had adequate follow-up
	Proportion of people who know how to manage their chronic conditions
<b>Access</b>	Proportion of people who have adequate transportation
	Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)
	Proportion of people who have access to information about services in their preferred language
<b>Safety</b>	Proportion of people who feel safe at home
	Proportion of people who feel safe around their staff/ caregiver
	Proportion of people who feel that their belongings are safe
	Proportion of people whose fear of falling is managed
	Proportion of people who are able to get to safety quickly in case of an emergency
<b>Health Care</b>	Proportion of people who have been to the ER in the past 12 months
	Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.)
	Proportion of people who can get an appointment their doctor when they need to
	Proportion of people who have access to mental health services when they need them
<b>Wellness</b>	Proportion of people in poor health
	Proportion of people with unaddressed memory concerns
	Proportion of people with poor hearing
	Proportion of people with poor vision
	Proportion of people who have a chronic psychiatric or mental health diagnosis
	Proportion of people who often feel sad or depressed

Domain	NCI-AD Indicator
	Proportion of people who have a chronic condition
<b>Medications</b>	Proportion of people taking medications that help them feel less sad/depressed
	Proportion of people who know what their medications are for
<b>Rights and Respect</b>	Proportion of people whose basic rights are respected by others
	Proportion of people whose staff/worker/caregiver treat them with respect
<b>Self-Direction of Care</b>	Proportion of people self-directing
	Proportion of people who can choose or change the kind of services they receive and who provides them
<b>Work</b>	Proportion of people who have a paid job
	Proportion of people who would like a job
	Proportion of people who have had job search assistance
	Proportion of people who volunteer
	Proportion of people who would like to volunteer
<b>Everyday Living</b>	Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and instrumental activities of daily living (cleaning, laundry, etc.)
	Proportion of people who have access to healthy foods
<b>Affordability</b>	Proportion of people who have ever had to cut back on food because of money
<b>Planning for future</b>	Proportion of people who want help planning for future need for services
<b>Control</b>	Proportion of people who feel in control of their lives

## Survey Organization

The NCI-AD Adult Consumer Survey consists of a pre-survey form, a background information section, the in-person interview questions, and an interviewer feedback form. An additional Proxy Version of the survey is available for surveys conducted only with a proxy respondent. Each is described below.



**Pre-Survey Information:** This form has questions that help the interviewer prepare for the meeting. Pre-Survey data are not received by the NCI-AD project team, are not analyzed, and thus are not included in this report. The Pre-Survey form is for interviewer use only.

**Background Information:** This section consists of questions about the consumer's demographics, residence, and services and supports. Data are generally collected from state records, case managers, or a combination of both. When information is not available or is incomplete, the interviewer is responsible for collecting the missing Background Information items at the end of the interview.

**In-person Consumer Survey:** This section includes all questions comprising the full in-person interview. The survey is organized into thematic sub-sections with related questions grouped together (e.g., questions about employment are in the same section; questions about the home are in a separate section, etc.). The in-person section is completed one-on-one with the person receiving services, whenever possible. The respondent may ask for assistance answering certain questions through the help of a proxy respondent (e.g. family member or close friend) if needed. While the full in-person survey includes both subjective and objective questions, the proxy may only assist with answering a pre-determined subset of more objective items.

**Proxy Version:** This version of the survey is used when the person receiving services is unable to complete *any* of the survey or has asked a proxy to complete the survey on their behalf. This version includes only the pre-determined subset of more objective survey questions that may be answered by a proxy respondent. Questions in the proxy version are rephrased to reflect that they about the individual receiving services and not the proxy respondent.

**Interviewer Feedback form:** This form is completed by the surveyor after the interview is finished to record information such as length and place of the meeting, respondent's ability to answer the questions, if others were present during the interview, any problematic questions encountered, and general feedback for the NCI-AD project team.

## NCI-AD in Tennessee

As part of the state's longstanding statutory and programmatic commitment to quality—in particular, customer perceptions of quality, the state of Tennessee implemented NCI-AD to establish a baseline and ongoing survey results that could be used to evaluate customer satisfaction and program improvement in a standardized manner across health plans and service settings. In addition, the state wanted to be able to measure program performance in comparison to other states operating similar programs.

TennCare plans to use these data to aid in understanding the quality of long-term services and supports (LTSS) provided in Tennessee based on the member's experience, including how well outcomes are being achieved by the members who are served by the state-contracted Managed Care Organizations (MCOs). TennCare will also use the data to determine corrective action that may be needed to address MCO performance and to help identify areas the state may need to focus on for program improvements. Finally, TennCare will use the data to compare program performance on a national level in an effort to set benchmarks for service initiatives, continually improving the quality of services provided to Tennessee residents receiving LTSS through TennCare.

Tennessee's participation in NCI-AD was funded through Medicaid administrative funds. The Bureau of TennCare (part of the Division of Health Care Finance and Administration, Tennessee's state Medicaid agency) served as the project lead. The state plans to participate in future cycles of data collection.

## Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Tennessee and included for analysis in 2016-2017 was eight hundred fifty-two (Total N=852). One program was included in the survey sample (TennCare CHOICES), with three participating MCOs represented (United HealthCare Community Plan, BlueCare and Amerigroup).

**TennCare Choices** in LTSS ("CHOICES") is a managed long-term services and supports (MLTSS) program, funded through a Medicaid 1115 Demonstration Project. The program includes nursing facility services for residents of all ages and home and community-based services (HCBS) for adults 21 years of age and older with a physical disability and older adults (age 65 and older). HCBS

available in the CHOICES program include an array of options that offer hands-on assistance with activities of daily living or instrumental activities of daily living, including personal care visits, attendant care, adult day care and home-delivered meals; the use of technology to help ensure safety and increase independence, such as personal emergency response systems, assistive technology, and minor home modifications; caregiver supports such as respite; pest control; and a variety of community-based residential alternatives for people who are no longer able to live alone and need more intensive support to continue living in the community. Consumer direction, using an employer authority model, is available for certain services, allowing members who elect this option more choice and control over the workers that provide their support.

Tennessee requested that their data be reported in this report by MCO and by CHOICES “Group”. Three MCOs are included in the data: United HealthCare Community Plan, BlueCare and Amerigroup. Each MCO served participants in all three CHOICES Groups:

- Group 1– Members of any age who meet the NF level of care.
- Group 2 – Members who meet the level of care criteria to qualify for NF admission, but choose to receive HCBS in community settings, such as their own homes.
- Group 3 – Members who do not meet the level of care criteria for NF admission, but are at risk of NF placement if needed HCBS are not in place, and qualify for a smaller package of HCBS.

Figure 2 below summarizes the MCOs and Groups included in Tennessee’s analysis sample, the number of surveys completed per MCO and Group and included for analysis, and the number of participants eligible to be included in the survey by MCO and Group. Also included are calculations of margin of error for each MCO/Group estimate under two scenarios: assuming 0.5 distribution of responses and assuming 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative assumption one can make when calculating margins of error and is usually used when no prior information is available at all about population proportions. When prior evidence exists about likely distributions of proportions or averages in the population, those proportions can be used in calculating less conservative margins of error. Based on distributions observed in data collected so far, it is reasonable to assume a less conservative population proportion (response distribution) of 0.7 when calculating margins of error for the individual MCO/Group. Both scenarios use all completed surveys included for analysis as sample MCO/Group N in the

calculations. Readers should be aware that for some survey items, the actual number of valid responses may be smaller than the total number of completed surveys. This is explained in more detail in “Organization of Results” section below.

Figure 2. MCOs and Groups included, number of surveys included for analysis, and margins of error

Setting	Number of surveys	Number of eligible participants	Margin of error and confidence level for estimate (using 0.5 distribution)	Margin of error and confidence level for estimate (using 0.7 distribution)
<b>United HealthCare (UHC) Group 1</b>	113	5,292	95% Confidence Level, 9.1% Margin of Error	95% Confidence Level, 8.4% Margin of Error
<b>United HealthCare (UHC) Group 2</b>	64	3,450	95% Confidence Level, 12.1% Margin of Error	95% Confidence Level, 11.1% Margin of Error
<b>United HealthCare (UHC) Group 3</b>	29	1,270	95% Confidence Level, 18.0% Margin of Error	95% Confidence Level, 16.5% Margin of Error
<b>BlueCare Group 1</b>	171	5,688	95% Confidence Level, 7.4% Margin of Error	95% Confidence Level, 6.8% Margin of Error
<b>BlueCare Group 2</b>	90	3,293	95% Confidence Level, 10.2% Margin of Error	95% Confidence Level, 9.3% Margin of Error
<b>BlueCare Group 3</b>	40	1,460	95% Confidence Level, 15.3% Margin of Error	95% Confidence Level, 14.0% Margin of Error
<b>Amerigroup Group 1</b>	210	6,146	95% Confidence Level, 6.7% Margin of Error	95% Confidence Level, 6.1% Margin of Error
<b>Amerigroup Group 2</b>	96	2,482	95% Confidence Level, 9.8% Margin of Error	95% Confidence Level, 9.0% Margin of Error
<b>Amerigroup Group 3</b>	30	793	95% Confidence Level, 17.6% Margin of Error	95% Confidence Level, 16.1% Margin of Error
<b>Total</b>	<b>852<sup>3</sup></b>	<b>29,874</b>	<b>95% Confidence Level, 3.3% Margin of Error</b>	<b>95% Confidence Level, 3.0% Margin of Error</b>

<sup>3</sup> Program was missing for 9 cases submitted for analysis

## Survey Process in Tennessee

NCI-AD Interviews in Tennessee were conducted by Tennessee's nine Area Agencies on Aging and Disability (AAAD) through an existing contract which encompasses a number of single point of entry and quality-related functions for the CHOICES program. Approximately 46 interviewers were utilized to conduct the survey. The interviewers participated in an interviewer training, held on March 1, 2017. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, and data entry procedures. Interviews started on March 7, 2017 and ended May 5, 2017.

Individuals were initially contacted by the interviewer via telephone. During the initial contact, the interviewer obtained verbal consent. During the survey, the interviewer obtained written consent from the interviewee. Tennessee does not require a formal IRB review to participate in a survey of this nature.

Tennessee elected to add 6 state-specific questions to the main NCI-AD in-person survey.

## Stakeholders

Extensive participant education processes were not necessary in Tennessee, as the survey procedures were not new to CHOICES members. Prior to NCI-AD, TennCare conducted annual CHOICES consumer satisfaction surveys based largely on the Participant Experience Survey. The AAADs conducted the surveys previously described and also conducted the NCI-AD surveys in Tennessee in 2015-2016, and are well versed in communicating with the population and building trust.

The state opted not to share the sample list with MCO staff who conduct CHOICES care coordination (i.e., case management) functions in order to protect the integrity of the process and ensure members were not coached on how to respond.

Stakeholder groups engaged in preparation and during the NCI-AD interviewing process included the MCOs, AAADs, Tennessee advocacy organizations, nursing facilities, and community-based residential providers. Information was provided to stakeholders through the CHOICES Advisory Committee meetings conducted by each MCO and the AAAD quarterly meetings. Advocacy organizations and provider associations, including nursing facility and HCBS, were informed via written communication that was distributed through established email groups. Additionally, a memo was sent to CHOICES nursing facilities and community-based residential providers regarding the possibility that a member supported by their agency may be contacted for an interview.

TennCare will share this report with stakeholder groups, convene discussions regarding the results, and use these data to help identify and implement program and performance improvements that will positively impact the quality of services provided to Tennessee residents receiving LTSS through TennCare and their quality of life in the community.

## Organization of Results

The following section of the report presents findings from Tennessee's 2016-17 NCI-AD data collection cycle. Results are grouped by domain and are presented in chart format. Charts show collapsed data broken out by each of the MCO/Groups, as well as the Tennessee state average. The numbers of people in each MCO/Group that responded to the item, as well as the number for the state as a whole are also shown. For rules on collapsing response options, please refer to Appendix A.

The Ns (number of respondents for each individual MCO/Group and the state) shown in each chart are the number of valid responses to that survey item. That number may be smaller than the total number of completed surveys for several reasons:

- Certain questions in the survey could only be asked of the service recipient – i.e. no proxy respondents were allowed for those questions. As the number of completed surveys includes both the full in-person surveys and the proxy surveys, these questions were only asked in the full in-person survey and thus have a smaller number of respondents.
- Only valid responses were included in both denominator and numerator. The Ns also represent the number of valid responses only. Unclear, refused and, unless otherwise stated, “don't know” responses were excluded.

- The survey contains several skip logic patterns. This means that depending on the response to a previous survey item, a question may or may not be asked, as appropriate. When a question is skipped due to skip logic, that survey case does not contribute to the calculations for the item and does not contribute to the N.

Tennessee state average is a weighted state estimate. A weighted estimate is needed because Tennessee oversampled some of its MCOs and Groups – i.e. some MCOs and Groups constituted a larger proportion of the sample than they did as proportion of total population receiving services in the state. To account for these MCO/Groups being proportionally over-represented in the state sample, statistical weights were developed and applied when estimating state averages. Applying these weights, in effect, “re-balances” the disproportionate representation of MCOs and Groups in the sample, and results in a state estimate that one would expect if the MCOs and Groups were sampled proportionately relative to the populations they serve. For exact calculations of state weights please contact the NCI-AD project team.

Un-collapsed and unweighted data showing all categories of responses by MCO/Group and Tennessee’s analysis sample overall are shown in tabular format in Appendix B. Please note, the “sample average” in Appendix B is a simple average and is different from the state average shown in the charts, as it presents unweighted data (i.e. no weights that account for disproportionate sampling of MCOs and Groups have been applied in Appendix B).

Tennessee’s state-specific questions that the state chose to add to the main NCI-AD in-person survey are shown in Appendix C.

## Limitations of Data

This report contains survey results related to the quality and impact of LTSS in Tennessee. However, the report does not include benchmarks for acceptable or unacceptable levels of performance for the MCOs, Groups, or the state overall. Rather, it is up to stakeholders to assess the information contained in this report and draw conclusions. This report is intended to be one mechanism for state leaders and community stakeholders to assess the current state of Tennessee’s LTSS system and identify areas that are working well and areas that could use improvement. The results charts throughout this report display MCO/Group scores relative to

one another and to Tennessee state average. It is up to public managers, policy-makers, and other stakeholders to decide whether a MCO/Group's result relative to the state average suggests that intervention or further investigation are necessary. Furthermore, by aligning NCI-AD measures with specific state and federal initiatives, Tennessee can more accurately demonstrate the areas in which transformation is evident and continue to promote quality efforts, while also recognizing limitations and ongoing challenges.

Extreme caution should be exercised when interpreting results where the item sample size is small. Valid item Ns for each MCO/Group are shown in every chart and table. Anytime the sample size is smaller than 20, the N in the charts is also asterisked. It is advised that in these cases the data are treated as suggestive and informational only, and not used for drawing firm conclusions.

In addition, discretion should be used when comparing an MCO/Group's result relative to another MCO/Group's due to potential similarities and differences amongst program participants.



## Community Participation

People are able to participate in preferred activities outside of home when and with whom they want.

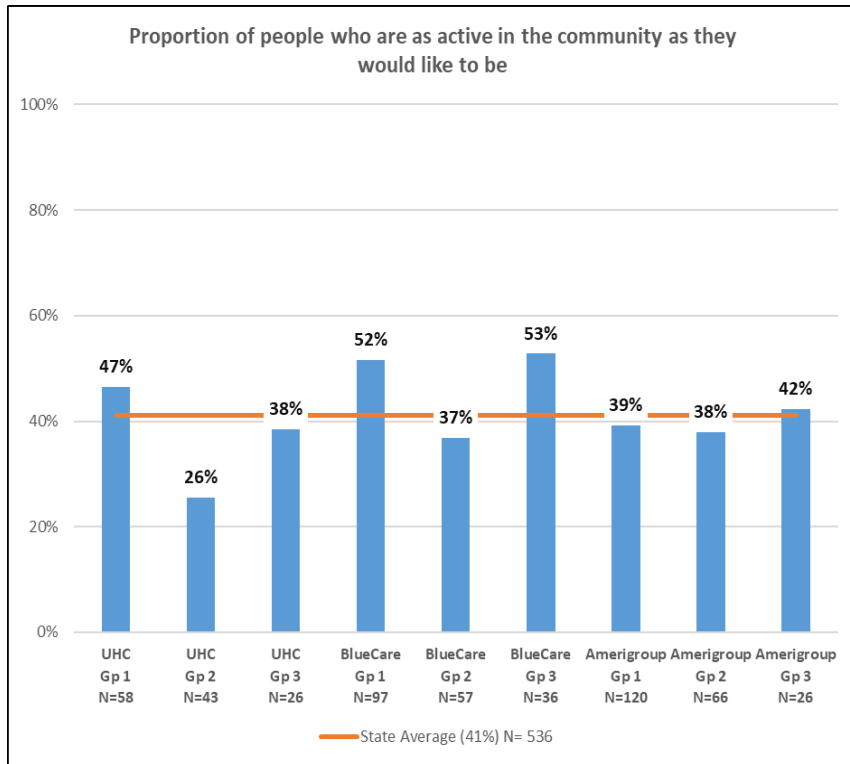
There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are able to participate in preferred activities outside of home when and with whom they want.

There are three survey items that correspond to the Community Participation domain.

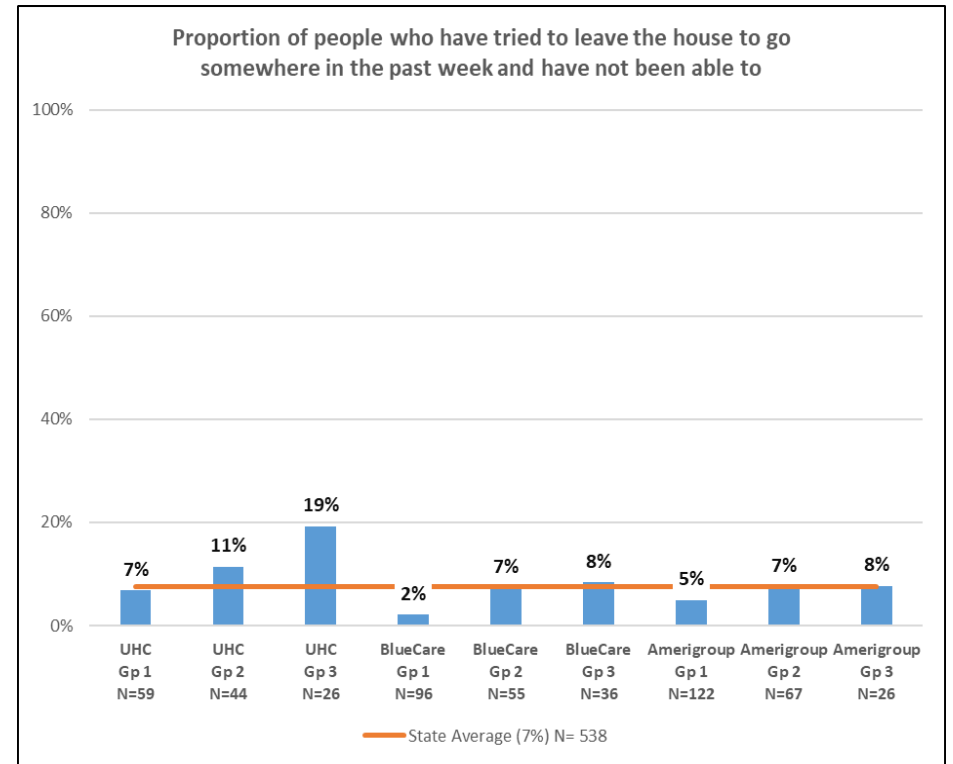
Un-collapsed data for state and settings are shown in Appendix B.

Graph 1. Proportion of people who are as active in the community as they would like to be<sup>4</sup>.



<sup>4</sup> New variable

Graph 2. Proportion of people who have tried to leave the house to go somewhere in the past week and have not been able to<sup>5</sup>.



<sup>5</sup> New variable

## Choice and Decision Making

People are involved in making decisions about their everyday lives and with whom they spend their time.

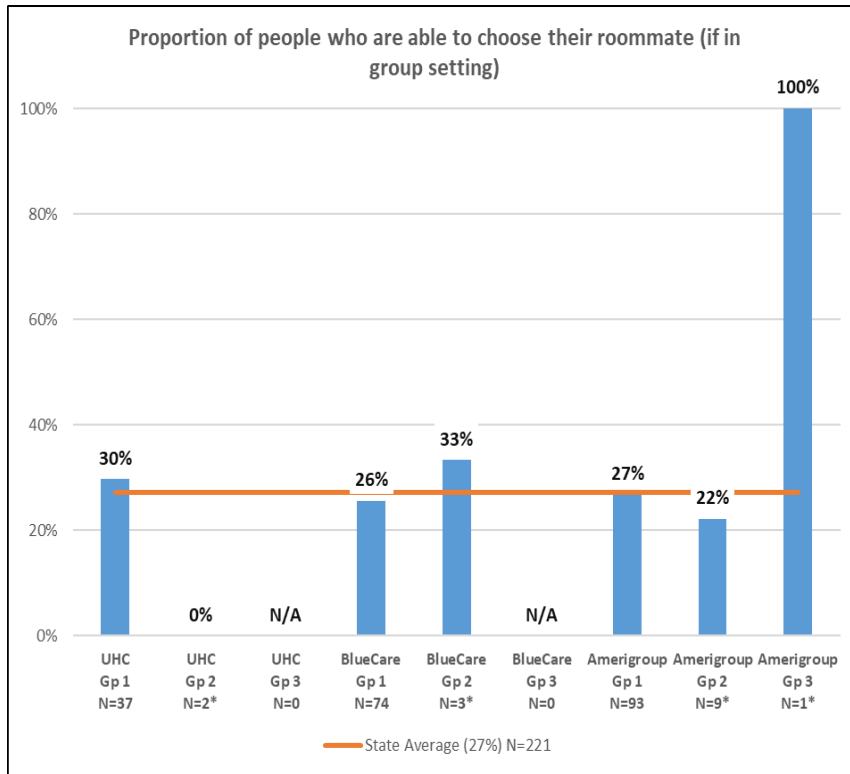
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are involved in making decisions about their everyday lives including where they live, what they do during the day, the staff that supports them and with whom they spend time

There are four survey items that correspond to the Choice and Decision-Making domain.

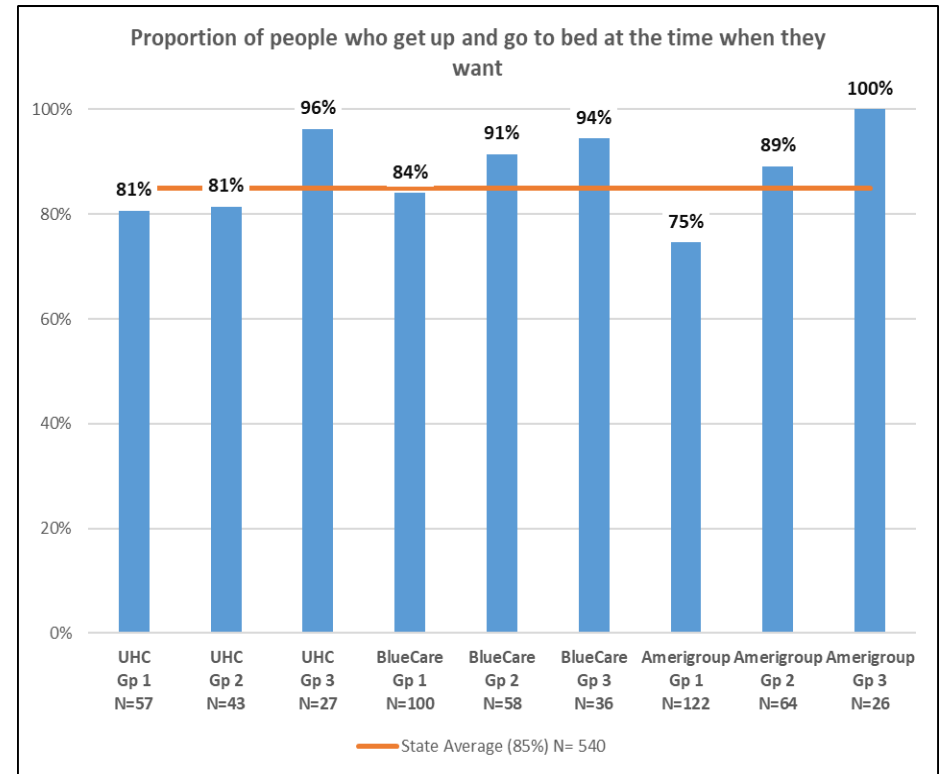
Un-collapsed data for state and settings are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting)

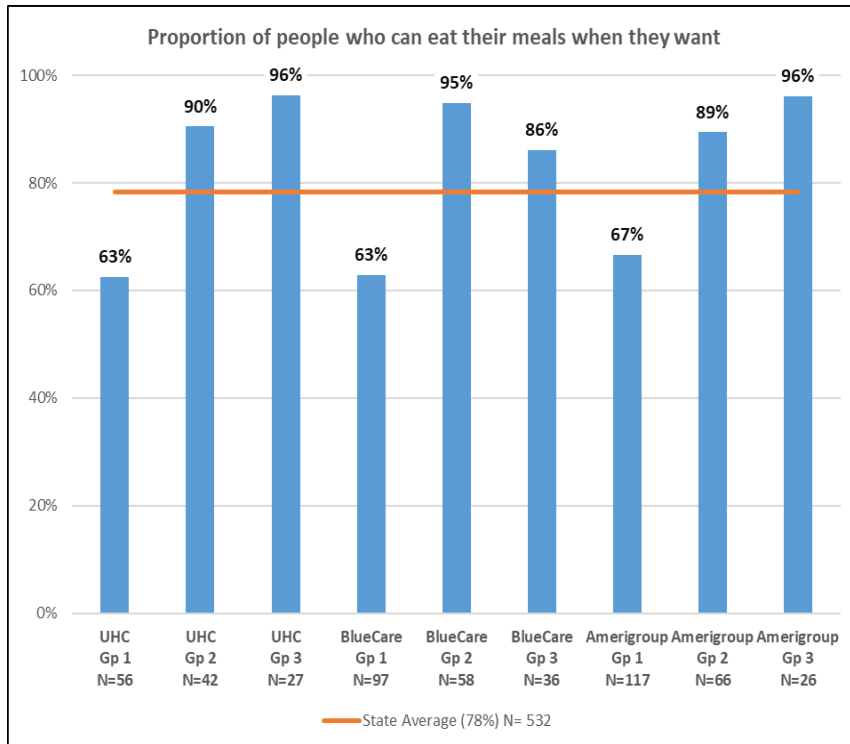


\* Very small number of responses

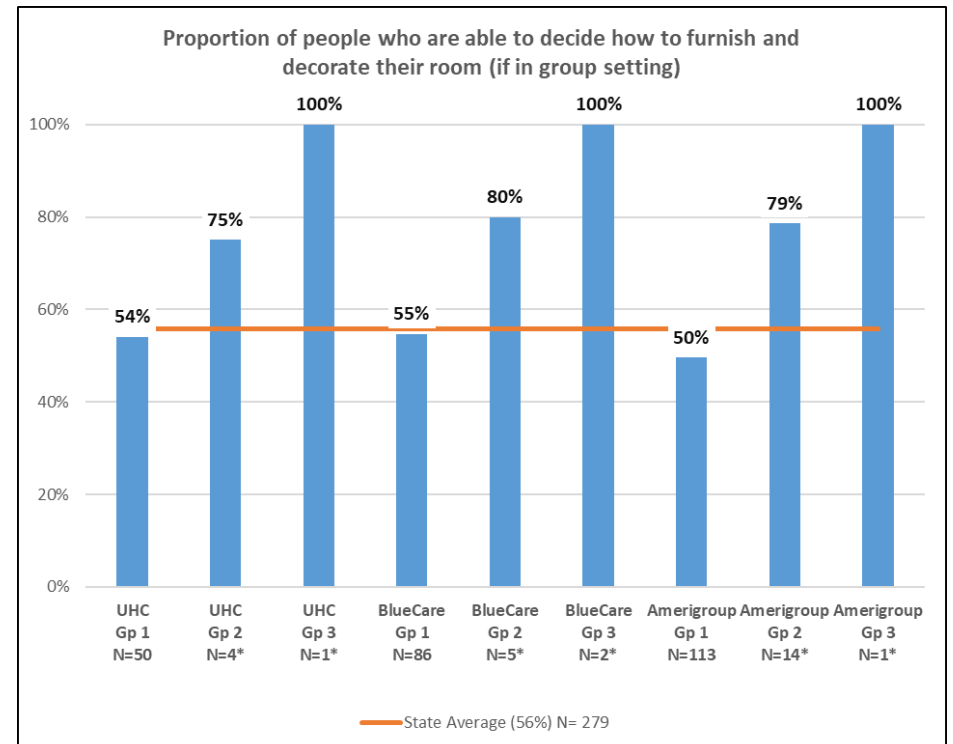
Graph 4. Proportion of people who get up and go to bed at the time when they want



Graph 5. Proportion of people who can eat their meals when they want



Graph 6. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)



\* Very small number of responses

## Relationships

People have friends and relationships and do not feel lonely.

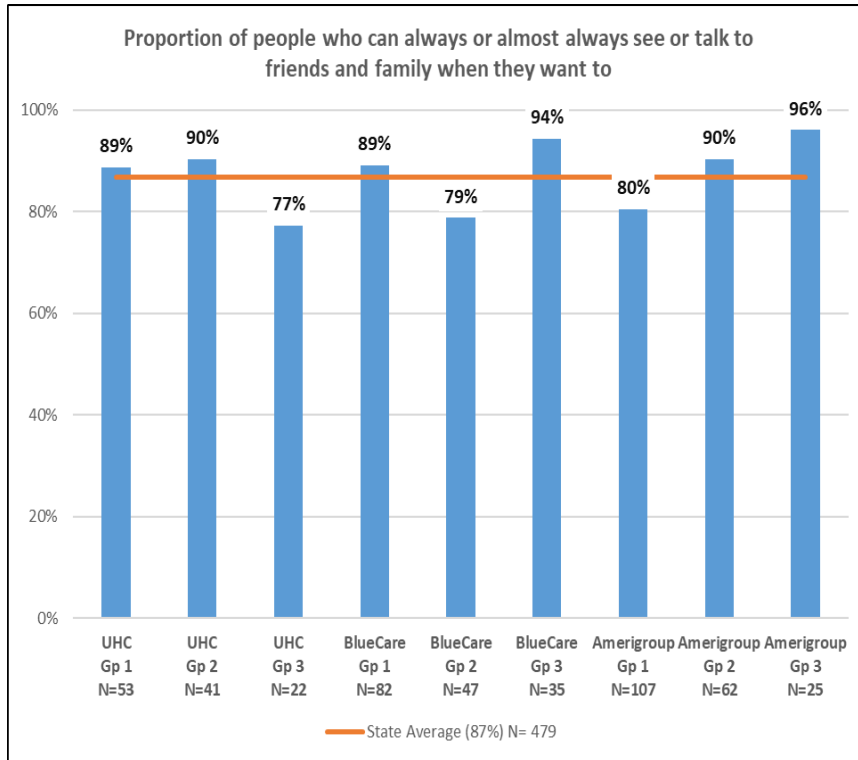
There is one Relationship indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are able to see or talk to their friends and families when they want to.

There are two survey items that correspond to the Relationship domain.

Un-collapsed data for state and settings are shown in Appendix B.

Graph 7. Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)



## Satisfaction

People are satisfied with their everyday lives – where they live, who works with them, and what they do during the day.

There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

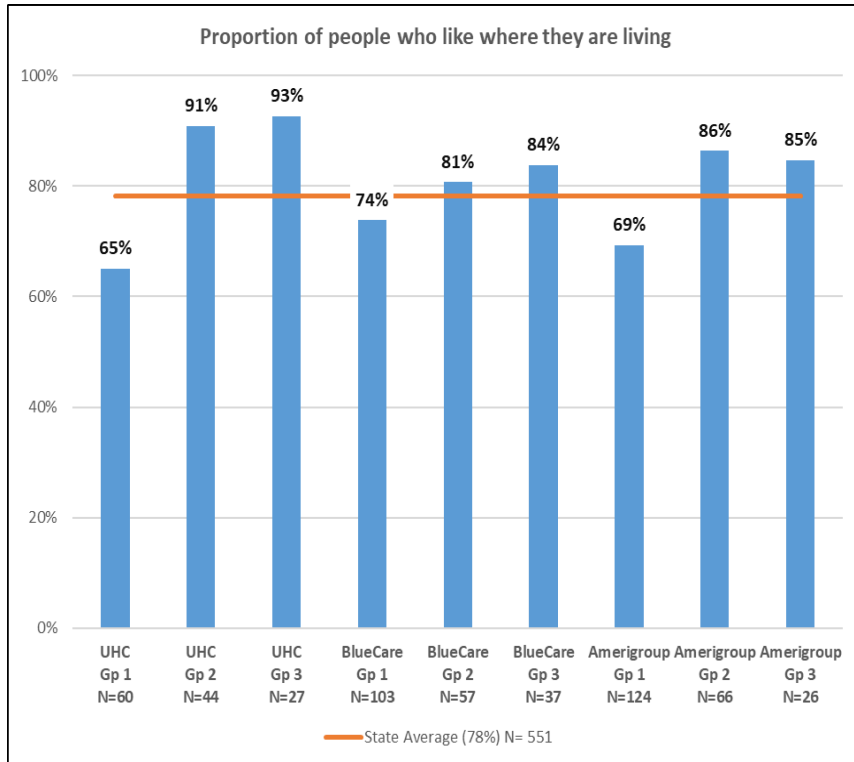
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with staff who work with them.

There are seven survey items that correspond to the Satisfaction domain.

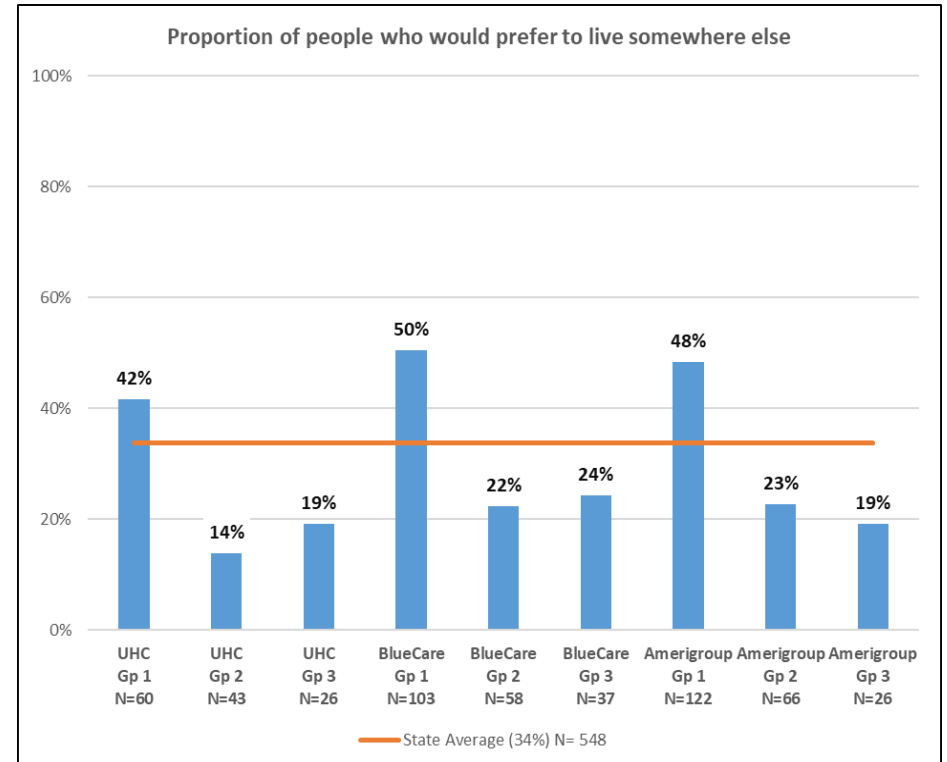
Un-collapsed data for state and settings are shown in Appendix B.



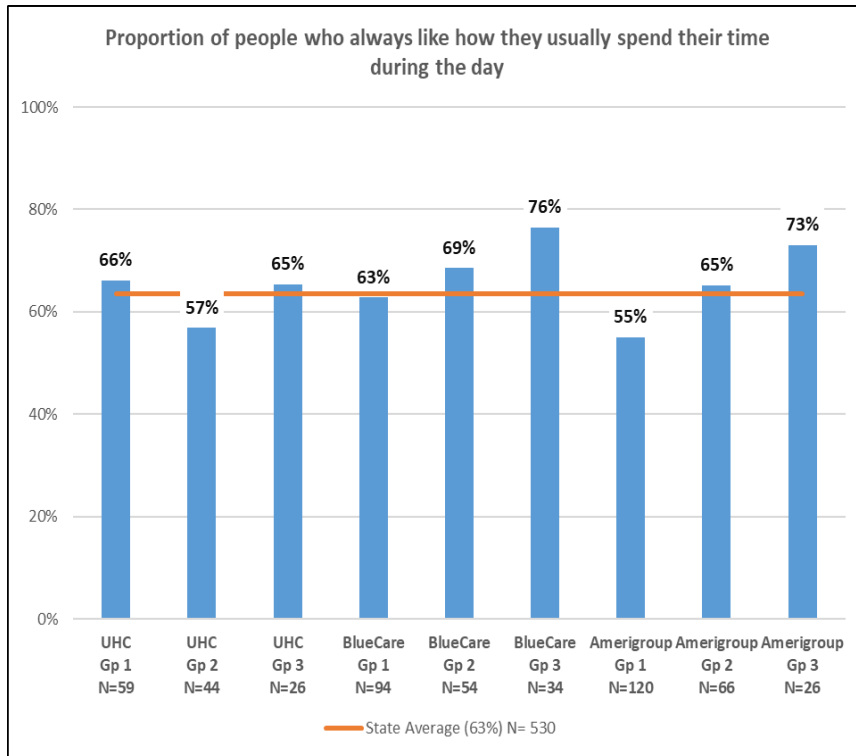
Graph 8. Proportion of people who like where they are living



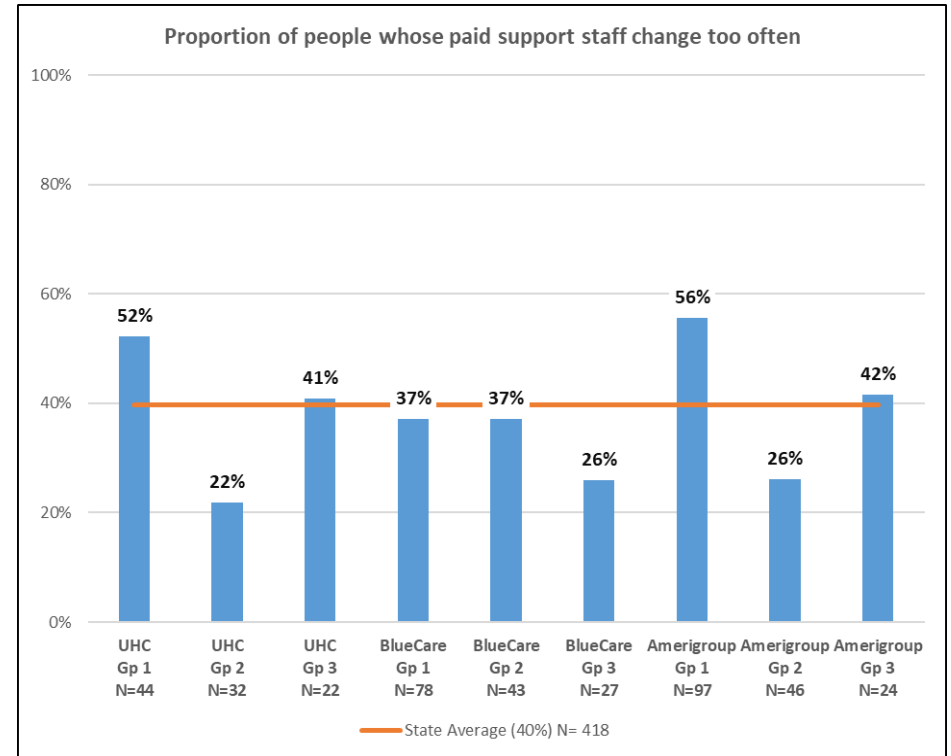
Graph 9. Proportion of people who would prefer to live somewhere else



Graph 10. Proportion of people who always like how they usually spend their time during the day<sup>6</sup>



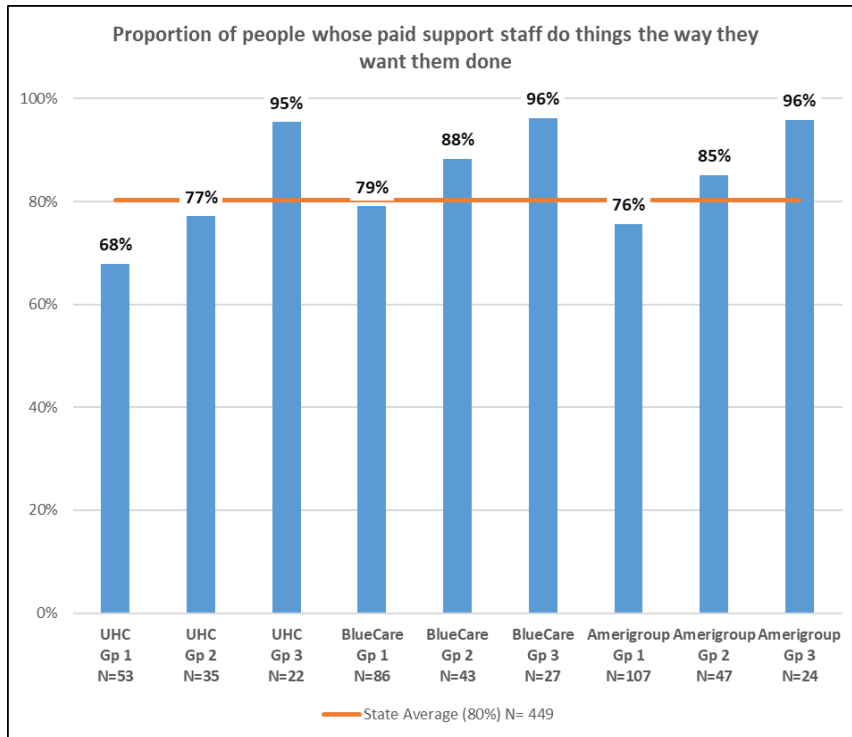
Graph 11. Proportion of people whose paid support staff change too often<sup>7</sup>



<sup>6</sup> In 2015-2016 reporting cycle, "sometimes" was combined with "always"

<sup>7</sup> In 2015-2016 survey cycle, proxies were allowed for this question

Graph 12. Proportion of people whose paid support staff do things the way they want them done



## Service Coordination

Service coordinators are accessible, responsive, and support the person's participation in service planning and the person receives needed services.

There are ten Service Coordination indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose case manager talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their case manager when they need to
4. Proportion of people who receive the services that they need
5. Proportion of people finding out about services from service agencies<sup>8</sup>
6. Proportion of people who want help planning for future need for services
7. Proportion of people who have an emergency plan in place
8. Proportion of people whose support workers come when they are supposed to
9. Proportion of people who use a relative as their support person
10. Proportion of people who have a backup plan if their support person doesn't show up

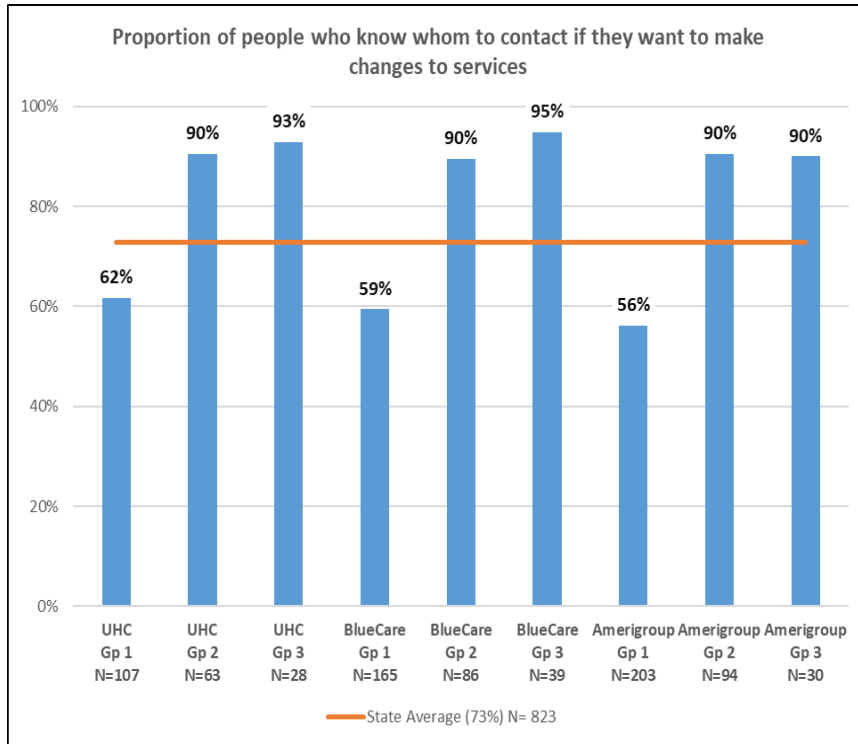
There are twelve survey items that correspond to the Service Coordination domain.

Un-collapsed data for state and settings are shown in Appendix B.

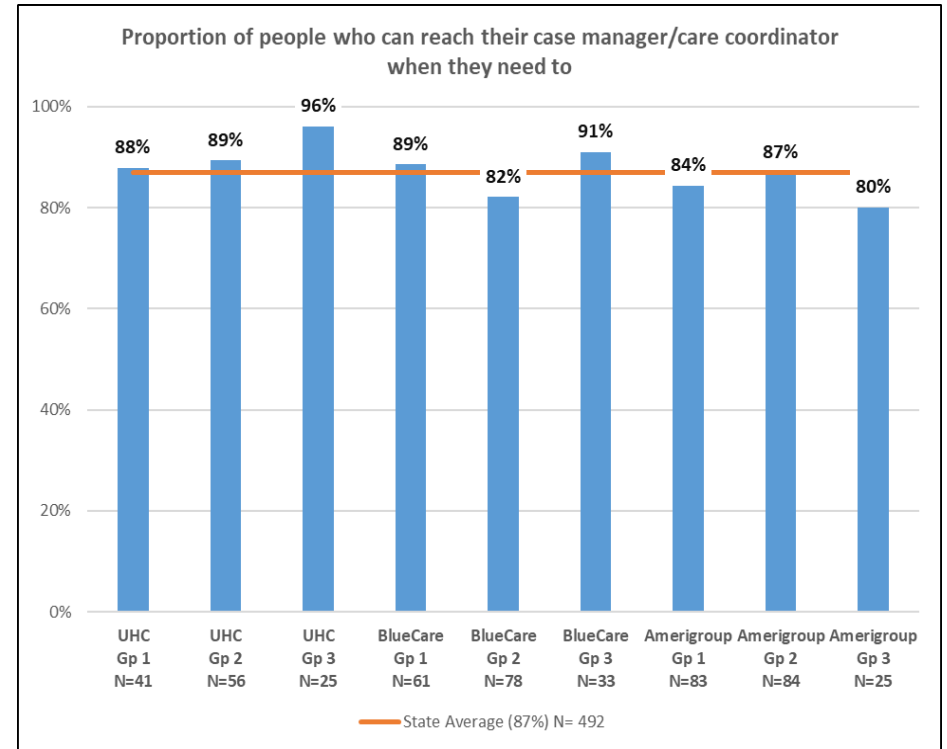
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<sup>8</sup> Data shown in Appendix B only

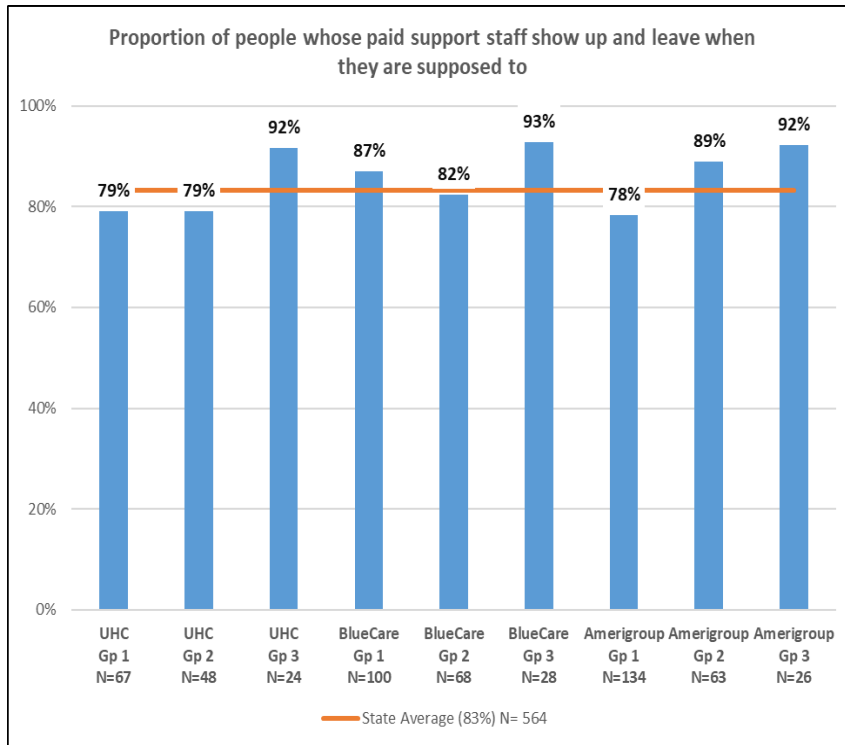
Graph 13. Proportion of people who know whom to contact if they want to make changes to their services



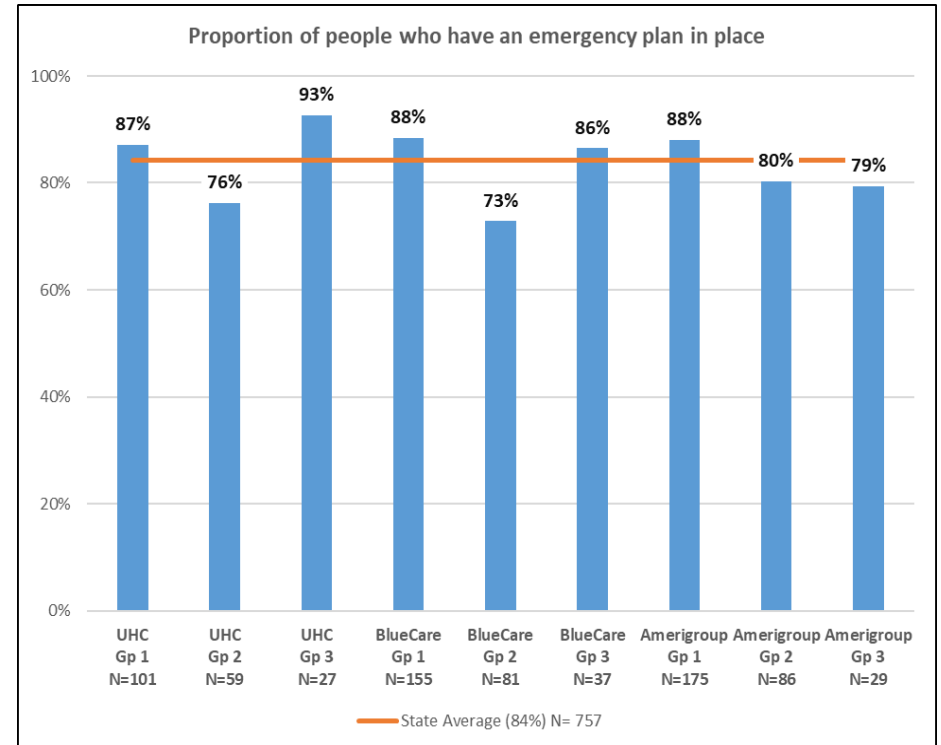
Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



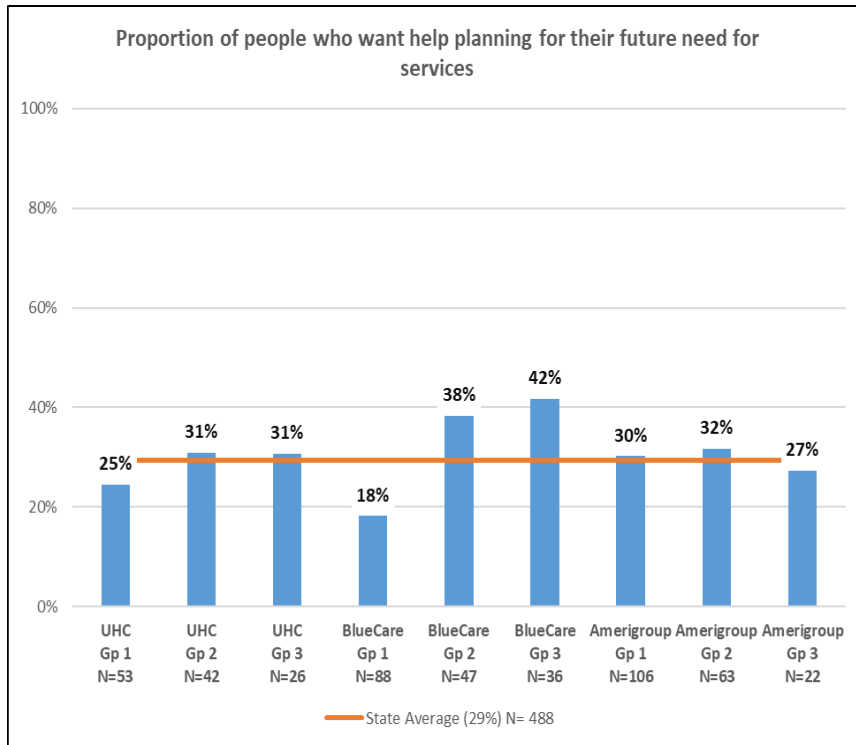
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



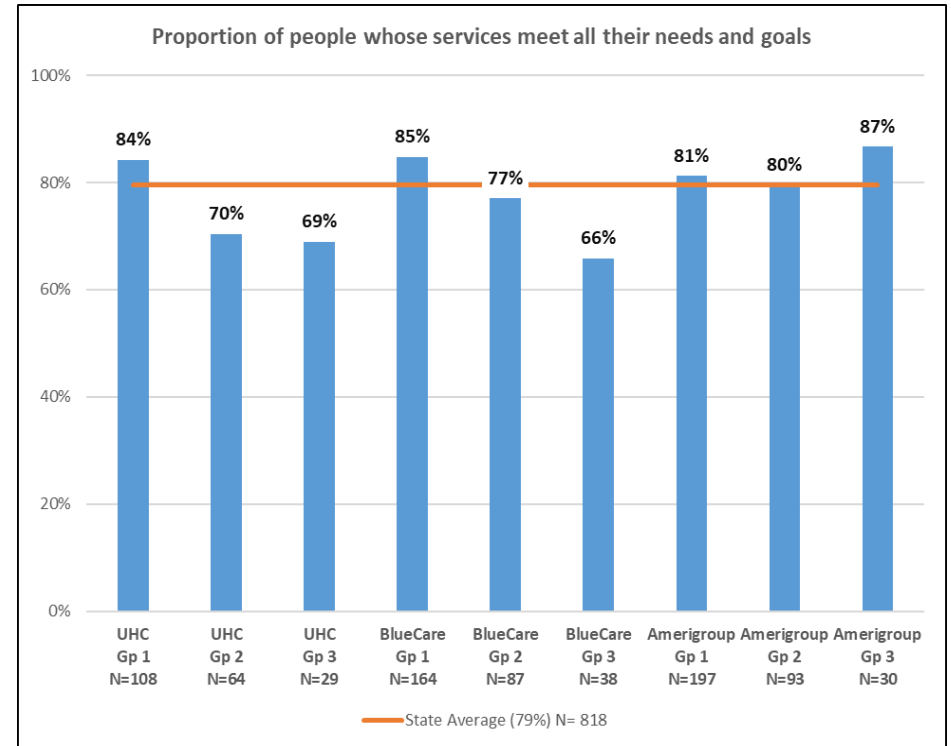
Graph 16. Proportion of people who have an emergency plan in place



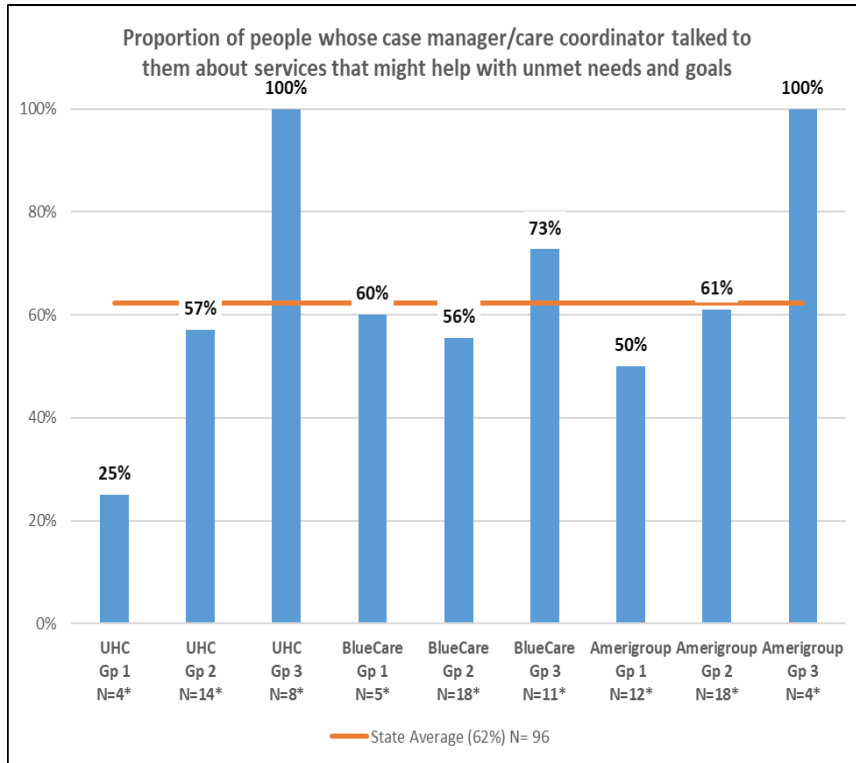
Graph 17. Proportion of people who want help planning for their future need for services



Graph 18. Proportion of people whose services meet all their needs and goals

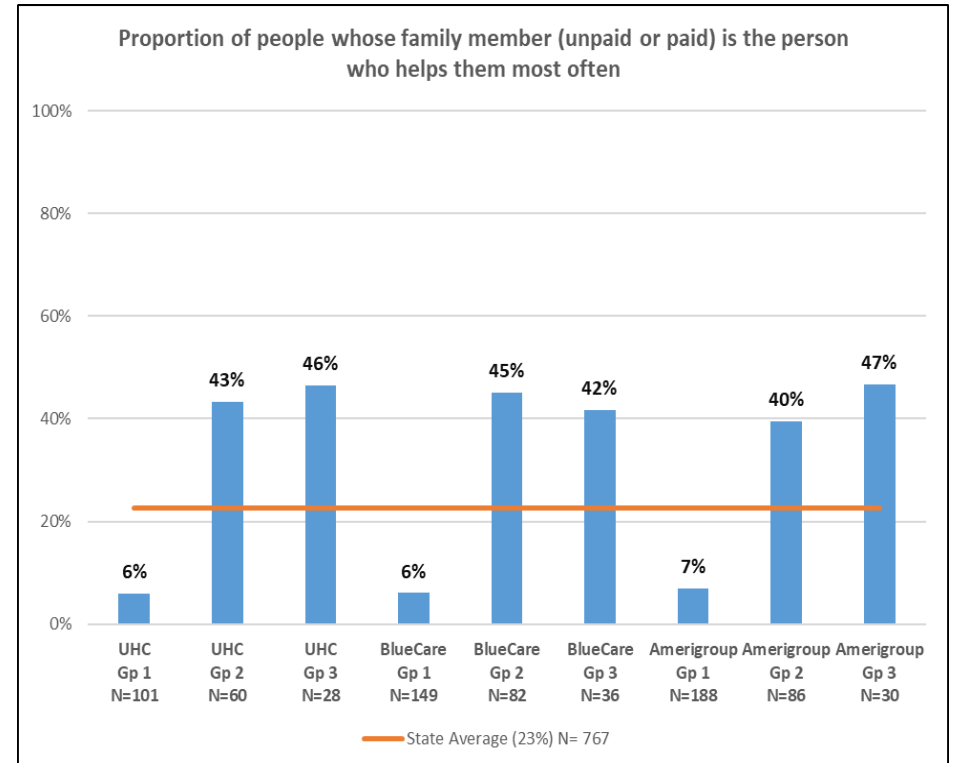


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)



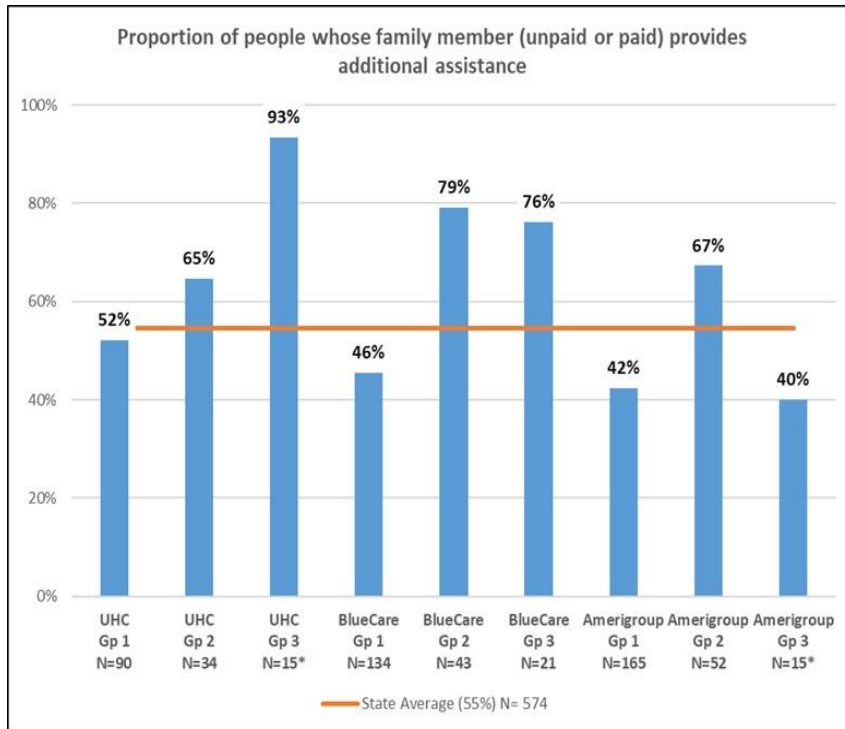
\* Very small number of responses

Graph 20. Proportion of people whose family member (unpaid or paid) is the person who helps them most often



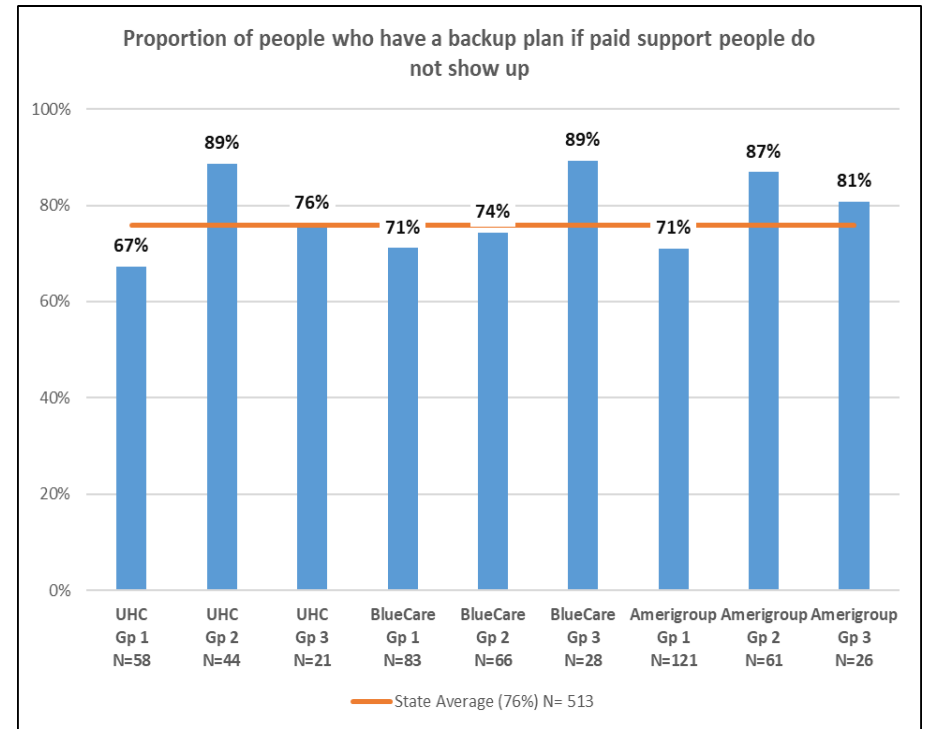


Graph 21. Proportion of people whose family member (unpaid or paid) provides additional assistance



\* Very small number of responses

Graph 22. Proportion of people who have a backup plan if their paid support people do not show up<sup>9</sup>



<sup>9</sup> New variable

## Care Coordination

Individuals are provided appropriate coordination of care.

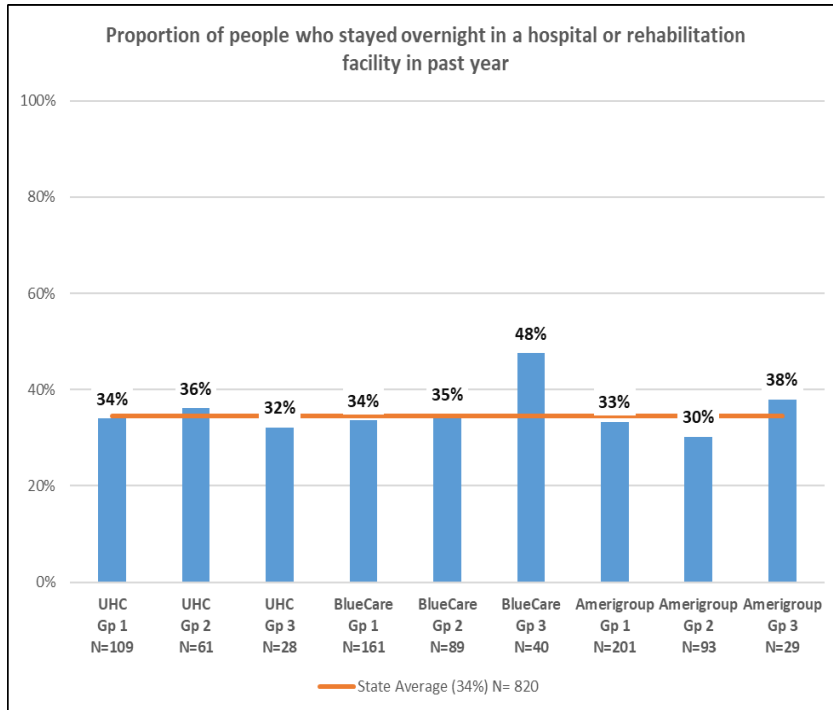
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people discharged from the hospital or LTC facility who felt comfortable going home.
2. Proportion of people making a transition from hospital or LTC facility who had adequate follow-up.
3. Proportion of people who know how to manage their chronic conditions.

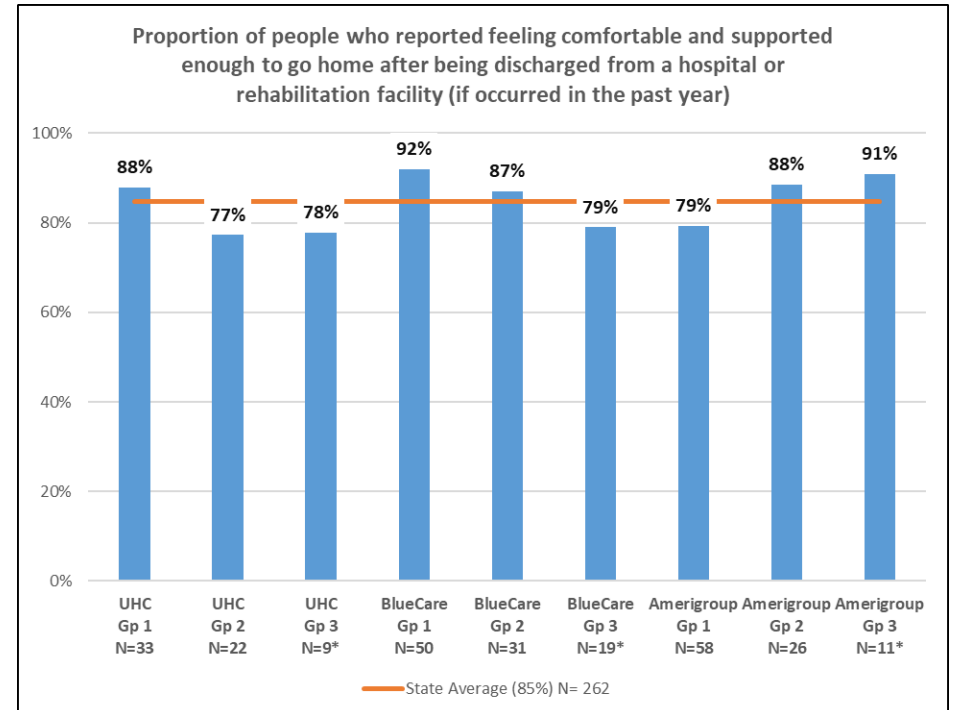
There are five survey items that correspond to the Care Coordination domain.

Un-collapsed data for state and settings are shown in Appendix B.

Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year

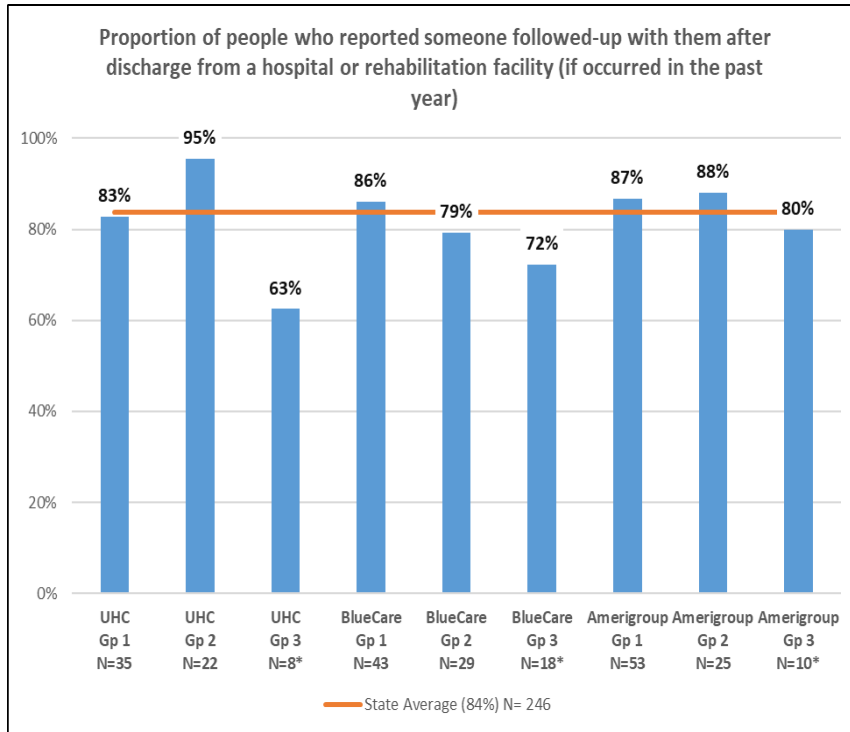


Graph 24. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)



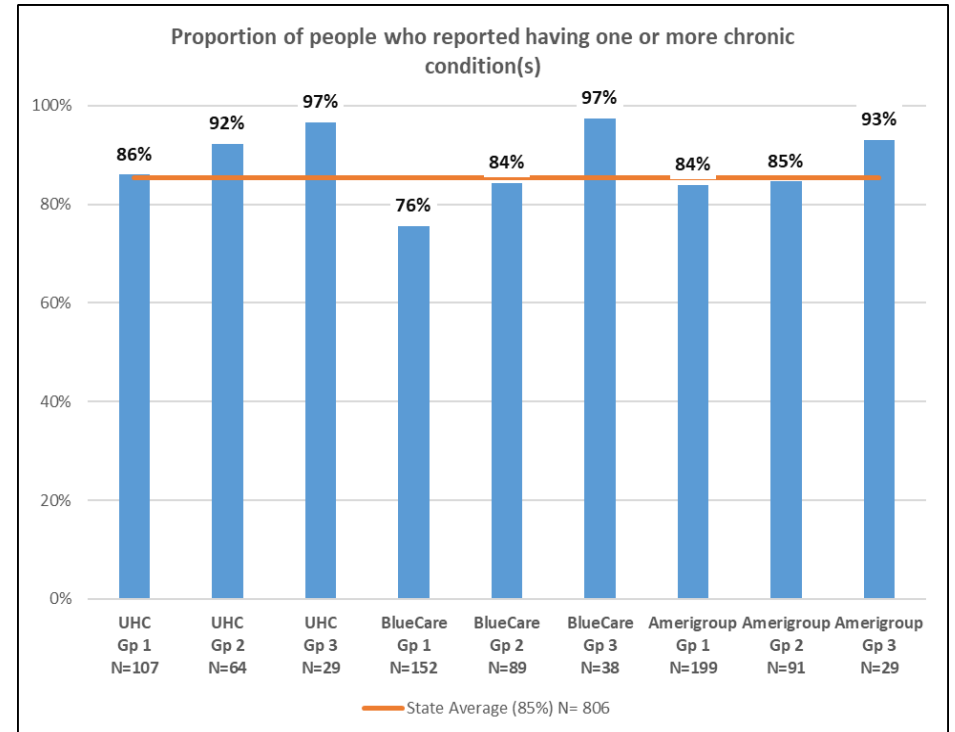
\* Very small number of responses

Graph 25. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in the past year)

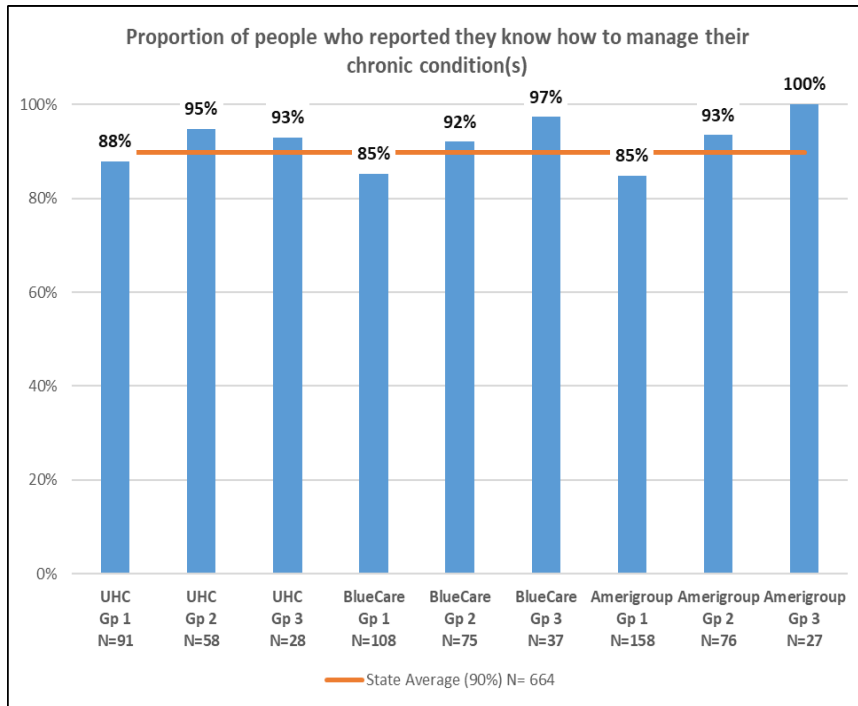


\* Very small number of responses

Graph 26. Proportion of people who reported having one or more chronic condition(s)



Graph 27. Proportion of people who reported they know how to manage their chronic condition(s)



## Access

Publicly funded services are readily available to individuals who need and qualify for them.

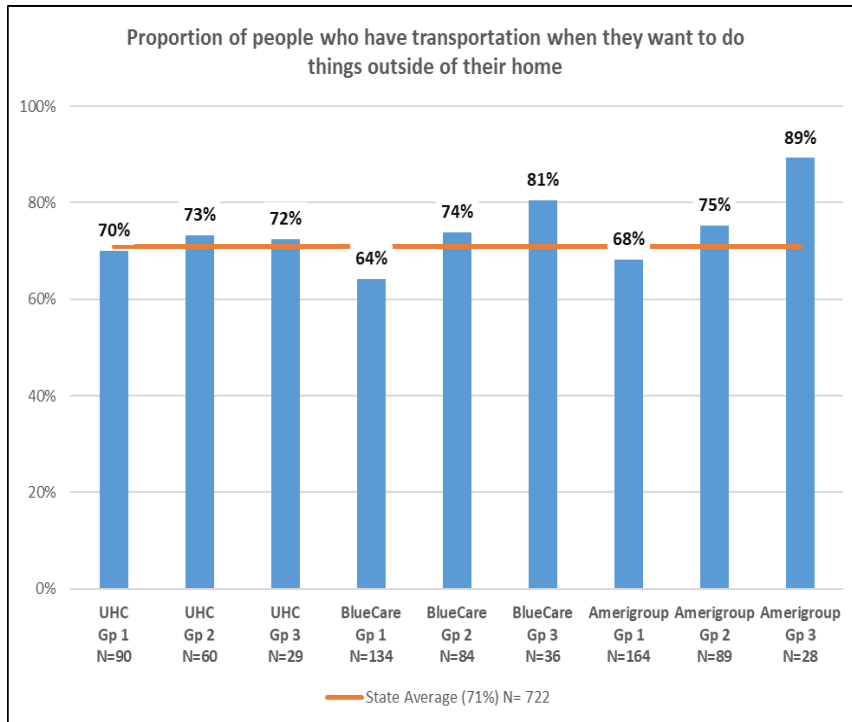
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate transportation.
2. Proportion of people who get needed equipment, assistive devices (wheelchairs, grab bars, home modifications, etc.)
3. Proportion of people who have access to information about services in their preferred language.

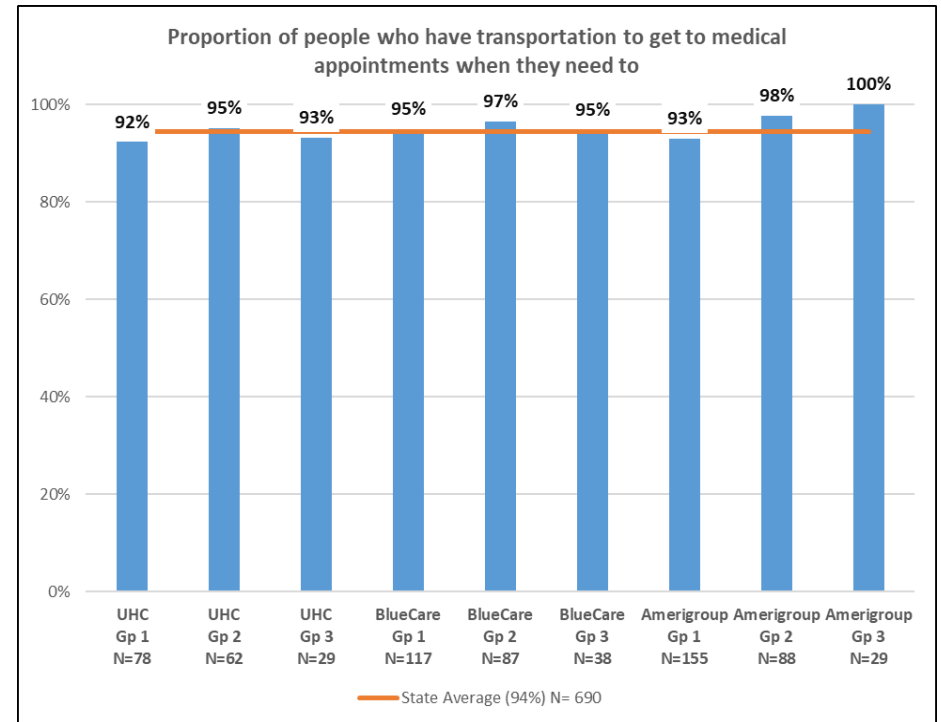
There are five survey items that correspond to the Access domain.

Un-collapsed data for state and settings are shown in Appendix B.

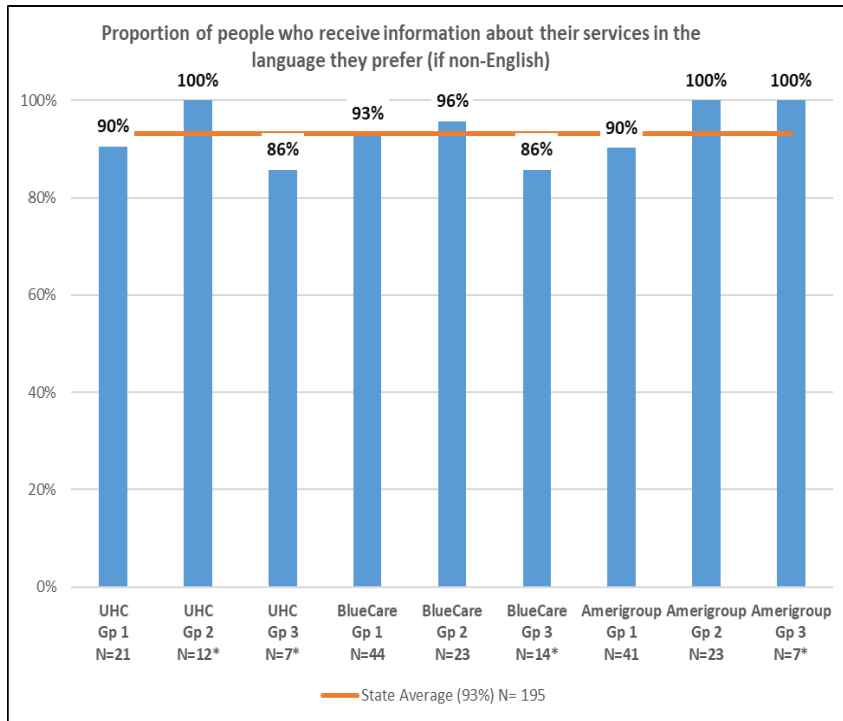
Graph 28. Proportion of people who have transportation when they want to do things outside of their home



Graph 29. Proportion of people who have transportation to get to medical appointments when they need to

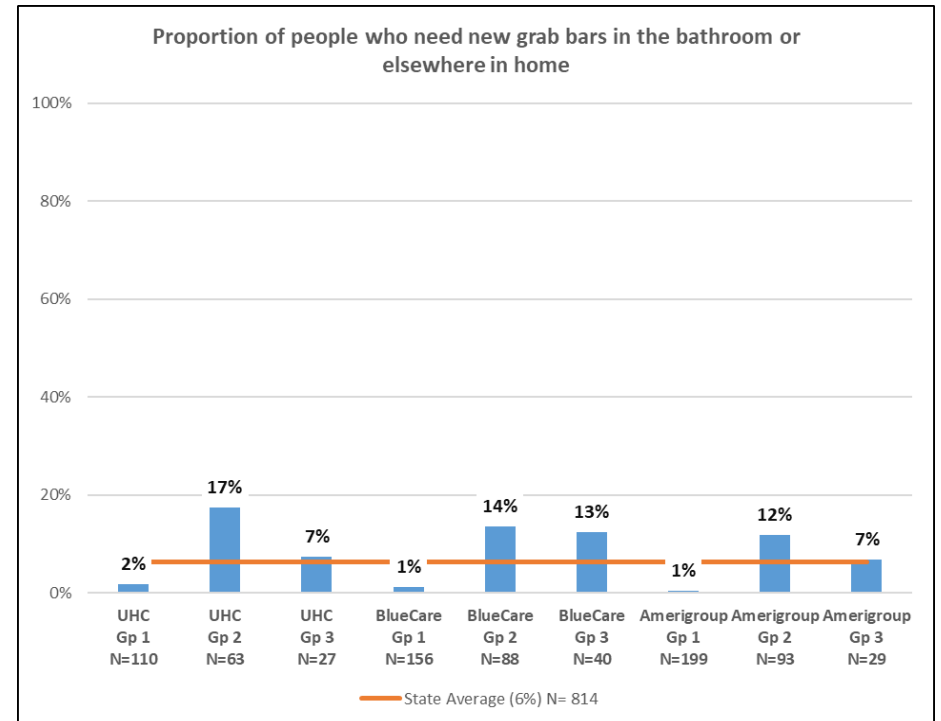


Graph 30. Proportion of people who receive information about their services in the language they prefer (if non-English)



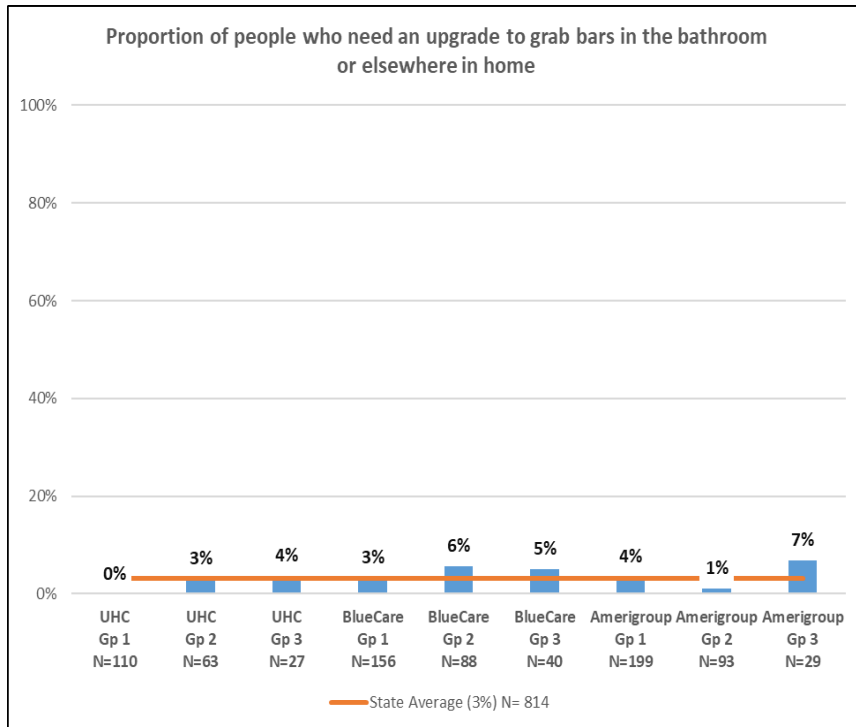
\* Very small number of responses

Graph 31. Proportion of people who need new grab bars in the bathroom or elsewhere in home

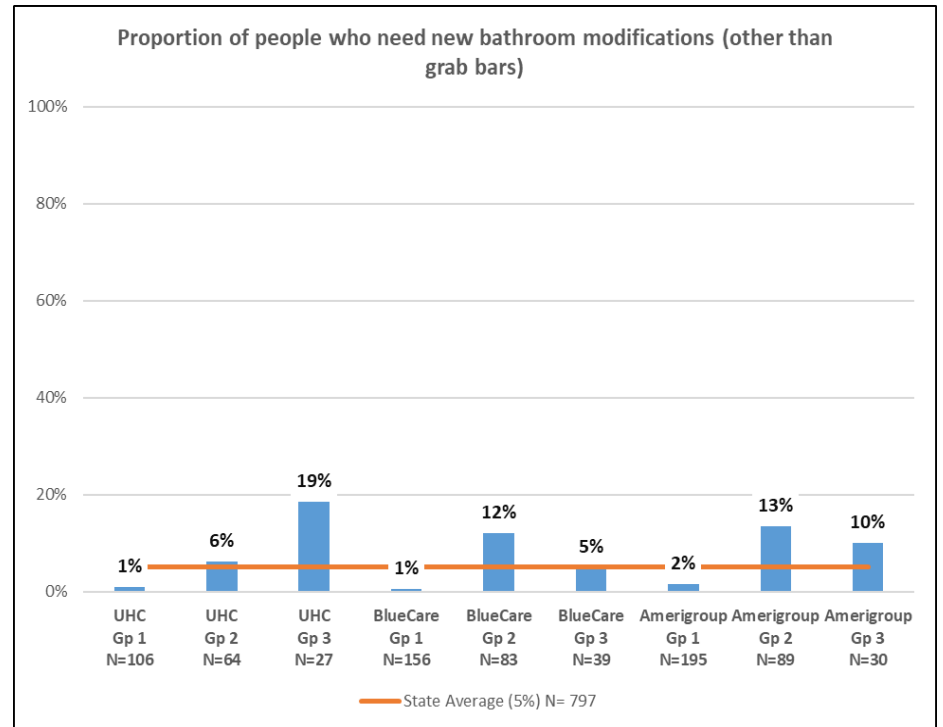




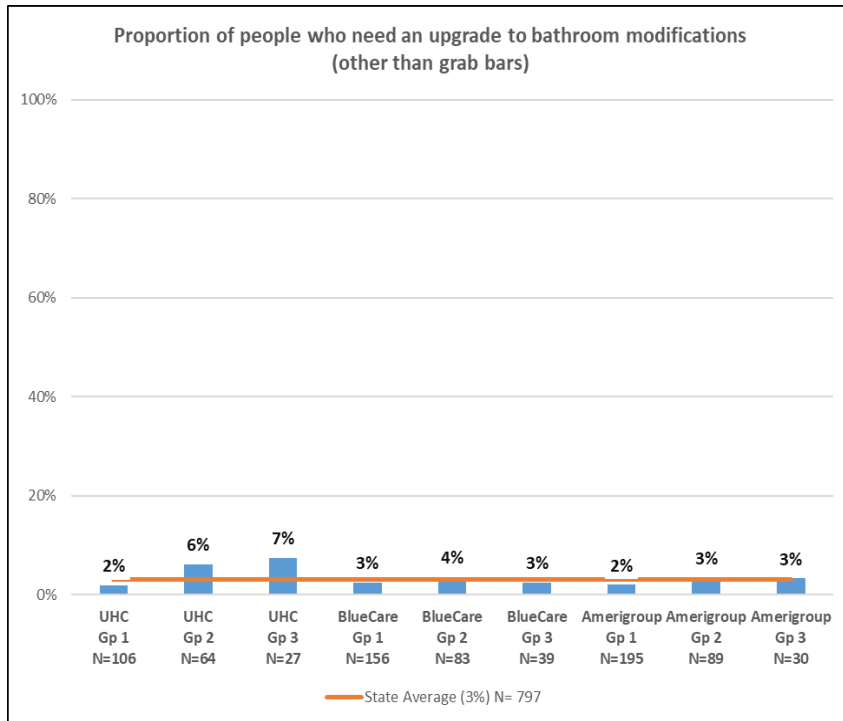
Graph 32. Proportion of people who need an upgrade to grab bars in the bathroom or elsewhere in home



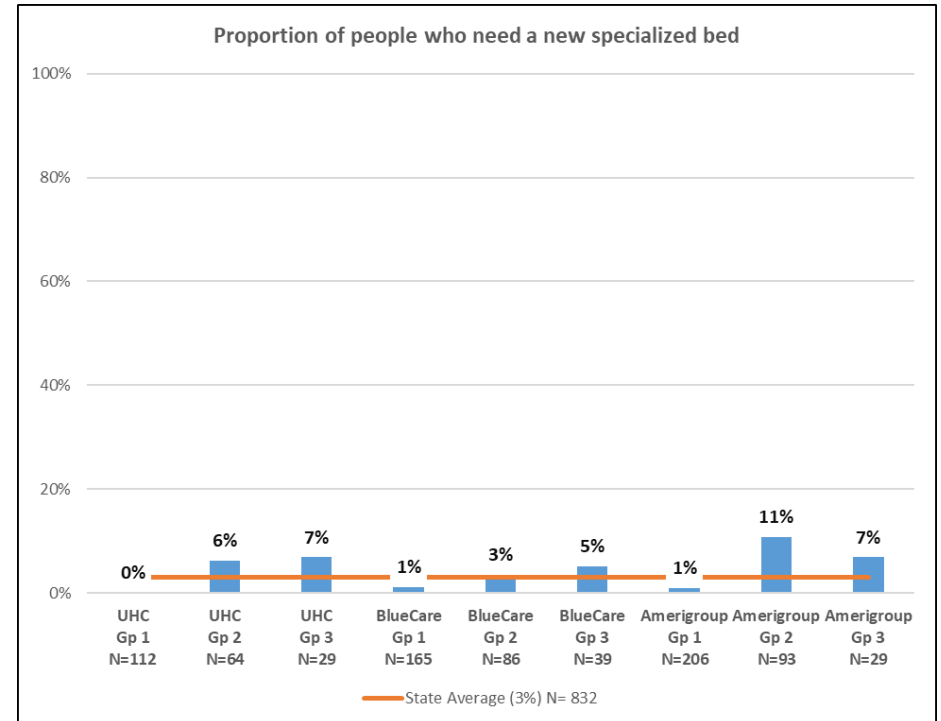
Graph 33. Proportion of people who need new bathroom modifications (other than grab bars)



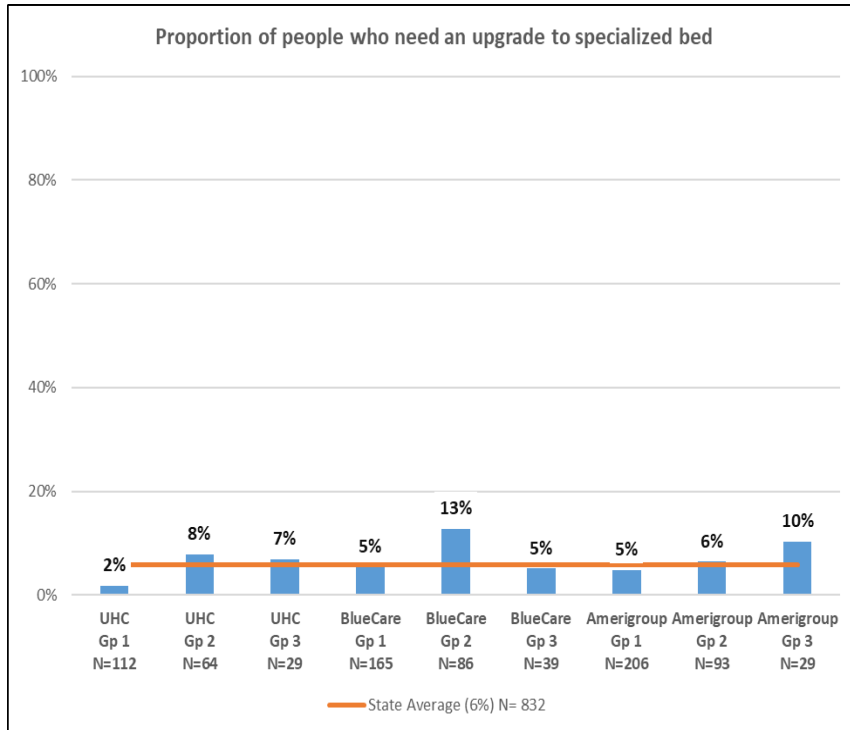
Graph 34. Proportion of people who need an upgrade to bathroom modifications (other than grab bars)



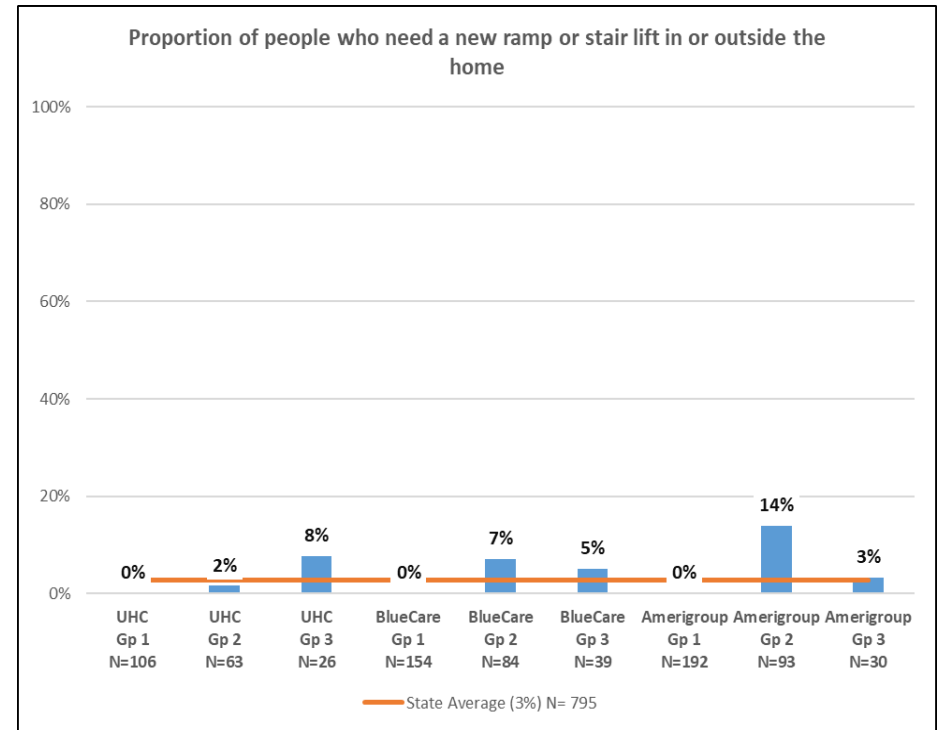
Graph 35. Proportion of people who need a new specialized bed



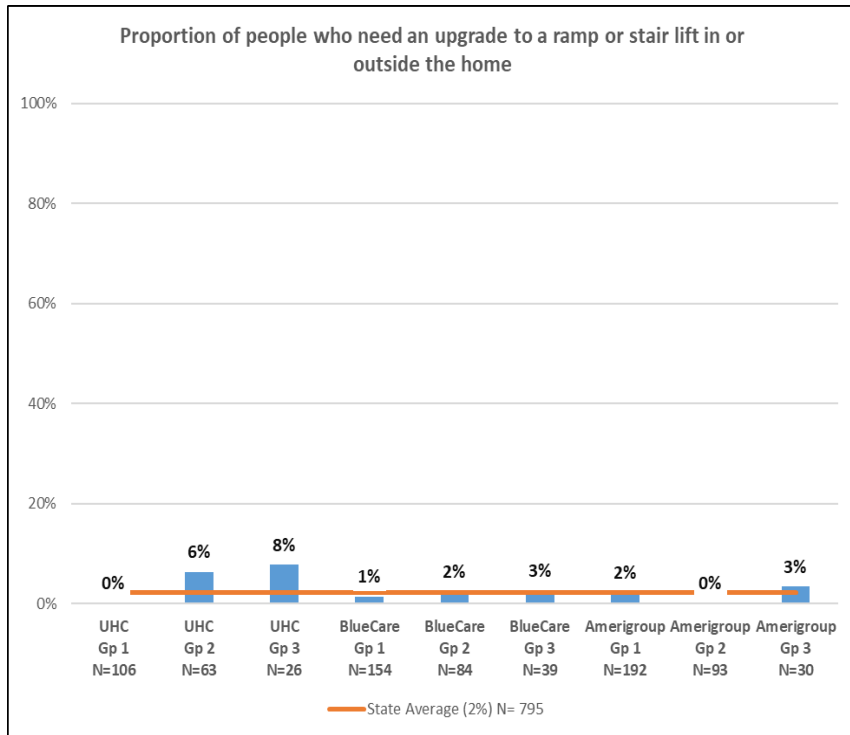
Graph 36. Proportion of people who need an upgrade to specialized bed



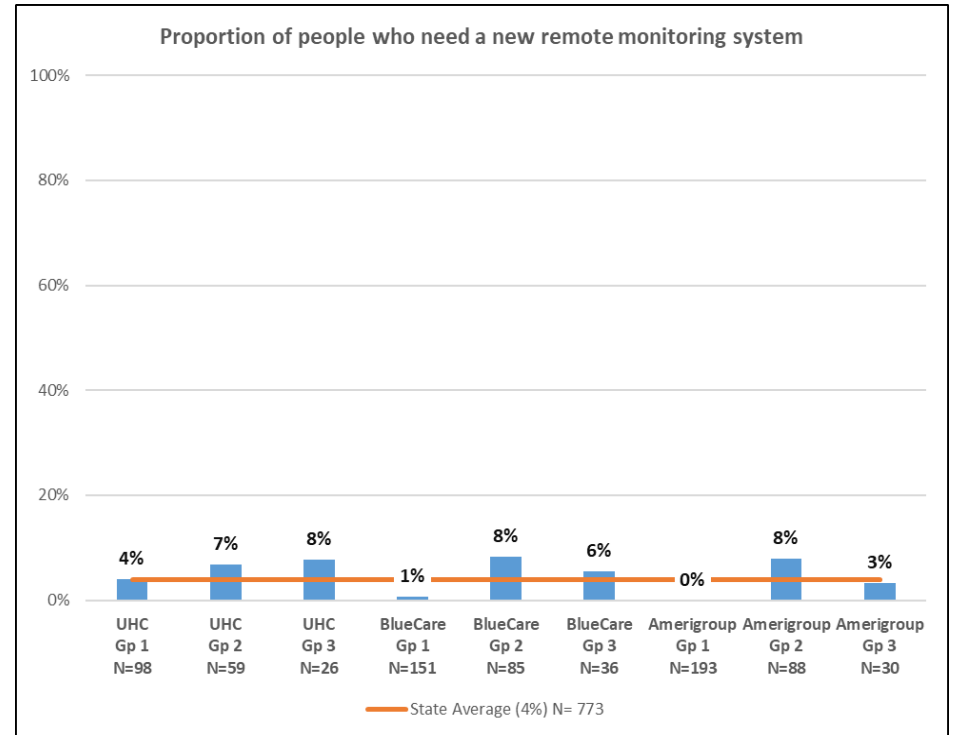
Graph 37. Proportion of people who need a new ramp or stair lift in or outside the home



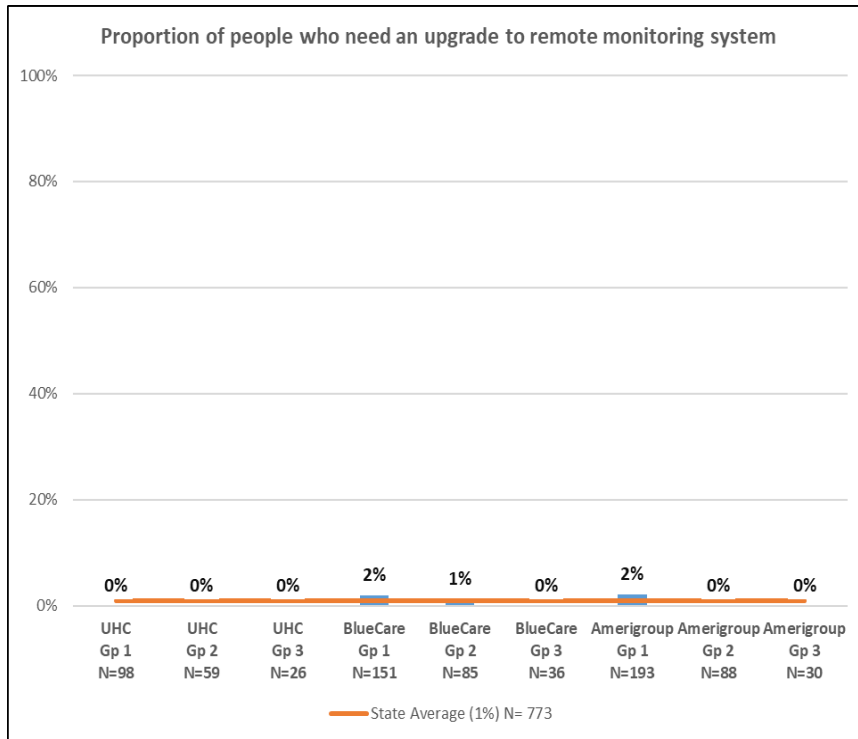
Graph 38. Proportion of people who need an upgrade to a ramp or stair lift in or outside the home



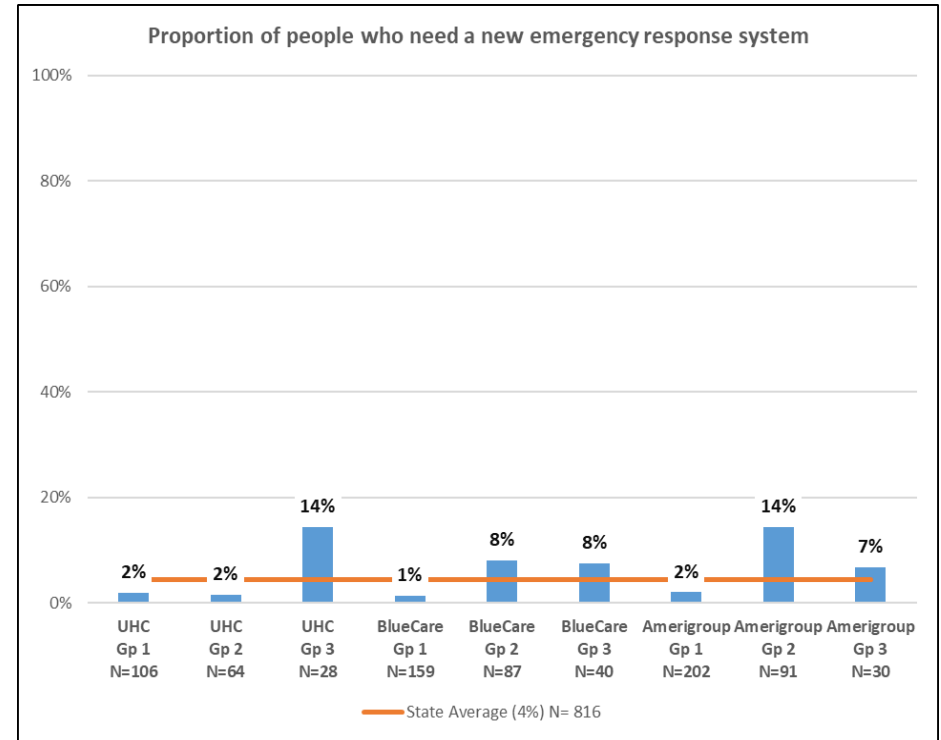
Graph 39. Proportion of people who need a new remote monitoring system



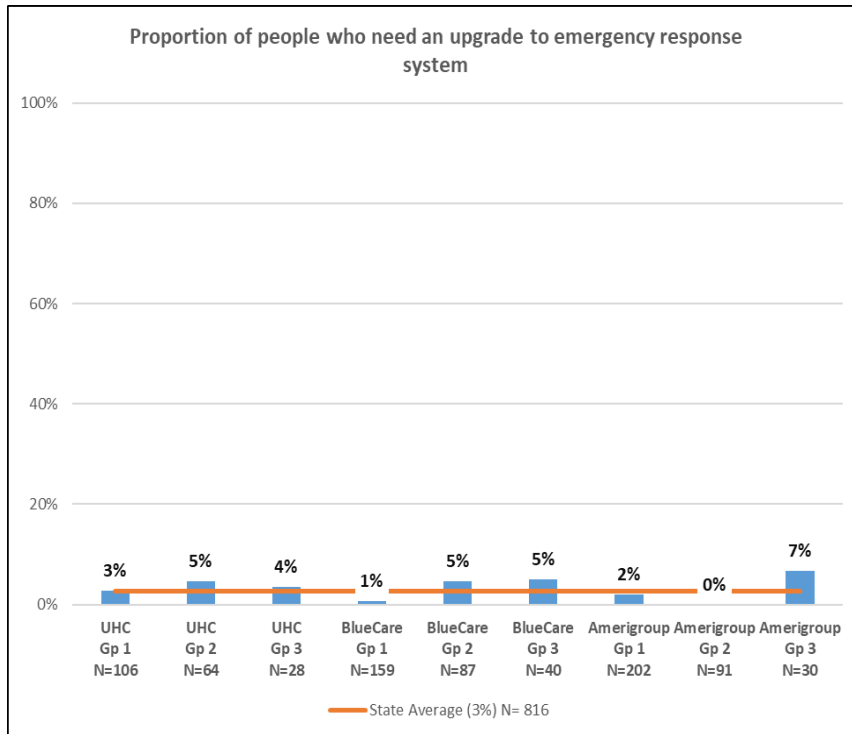
Graph 40. Proportion of people who need an upgrade to remote monitoring system



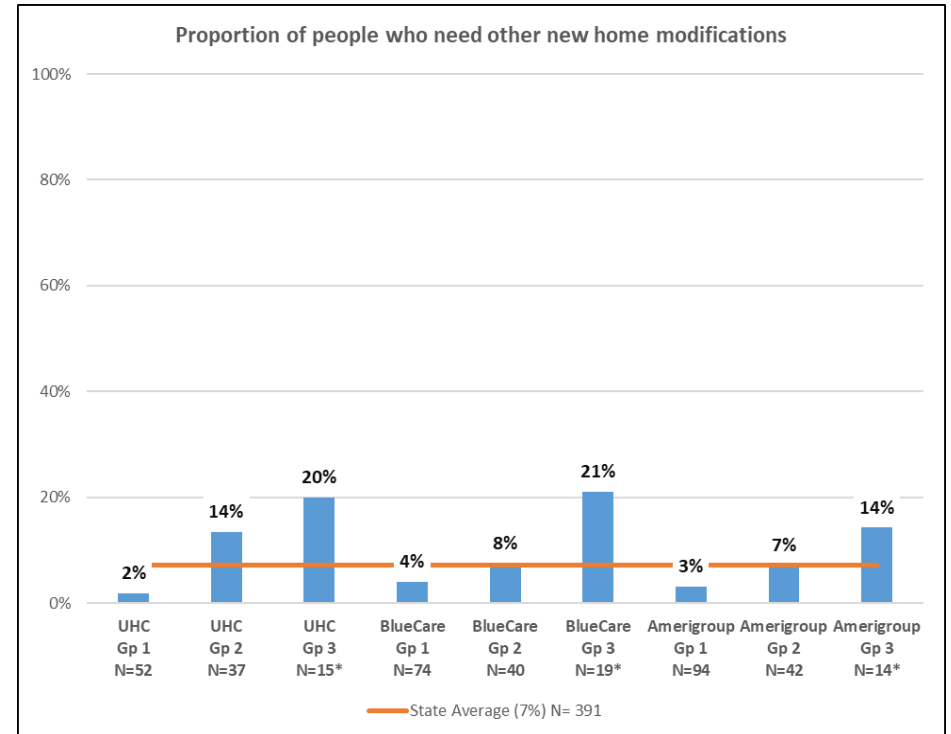
Graph 41. Proportion of people who need a new emergency response system



Graph 42. Proportion of people who need an upgrade to emergency response system

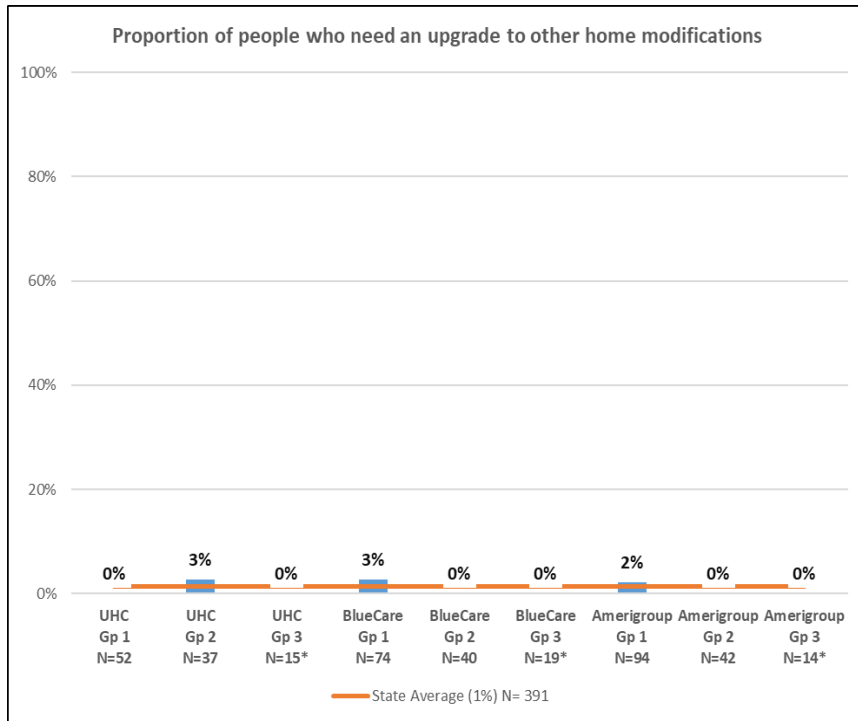


Graph 43. Proportion of people who need other new home modifications



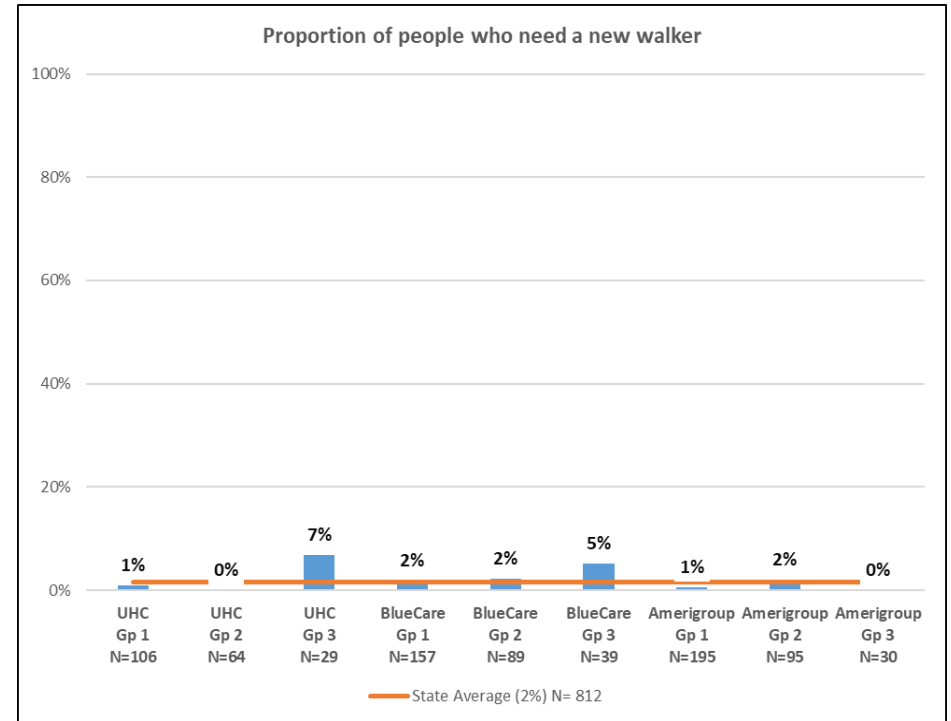
\* Very small number of responses

Graph 44. Proportion of people who need an upgrade to other home modifications

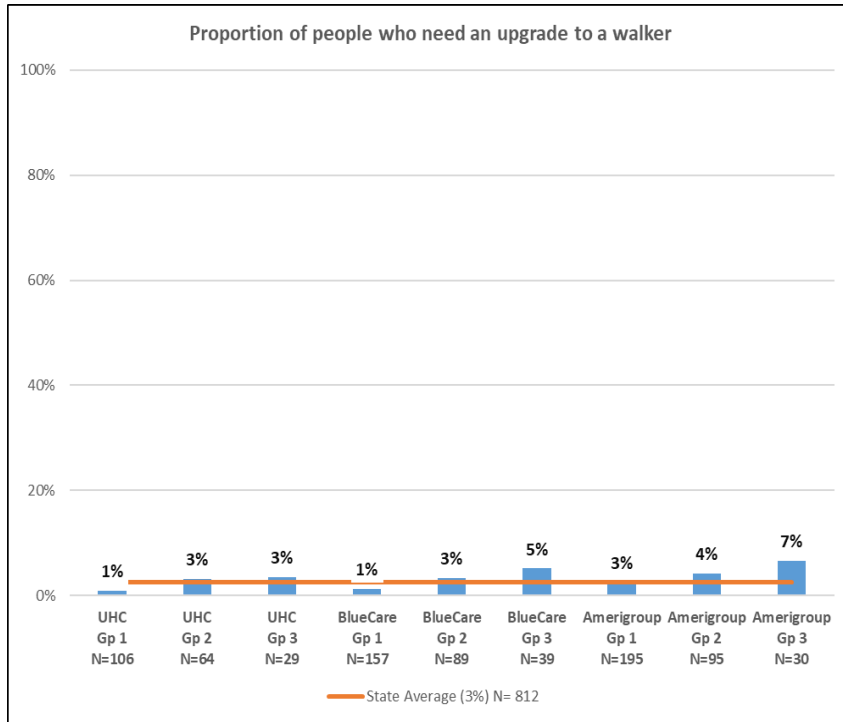


\* Very small number of responses

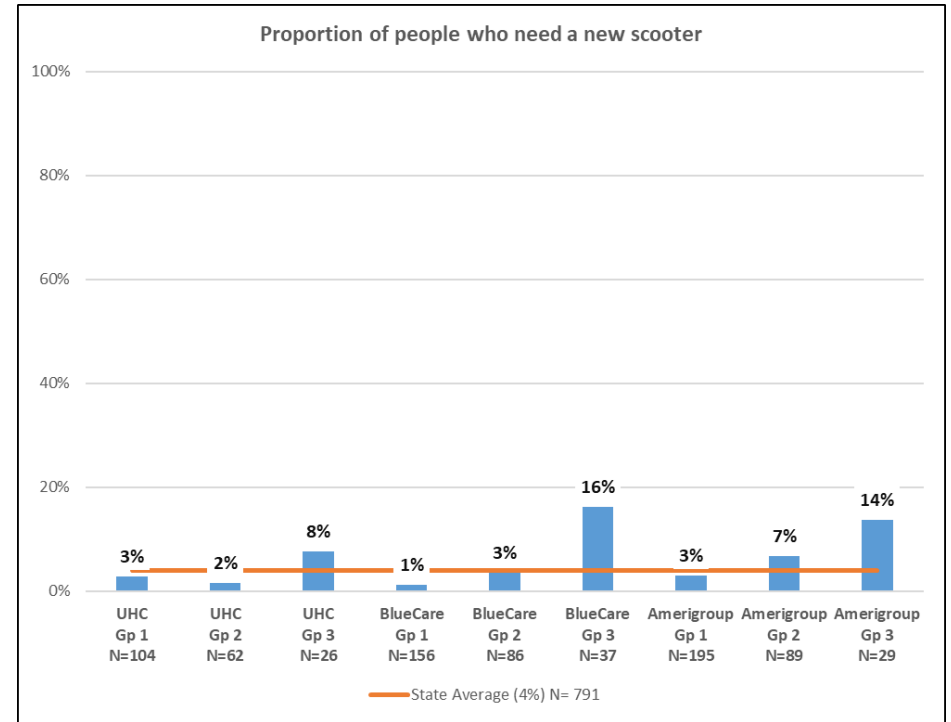
Graph 45. Proportion of people who need a new walker



Graph 46. Proportion of people who need an upgrade to a walker

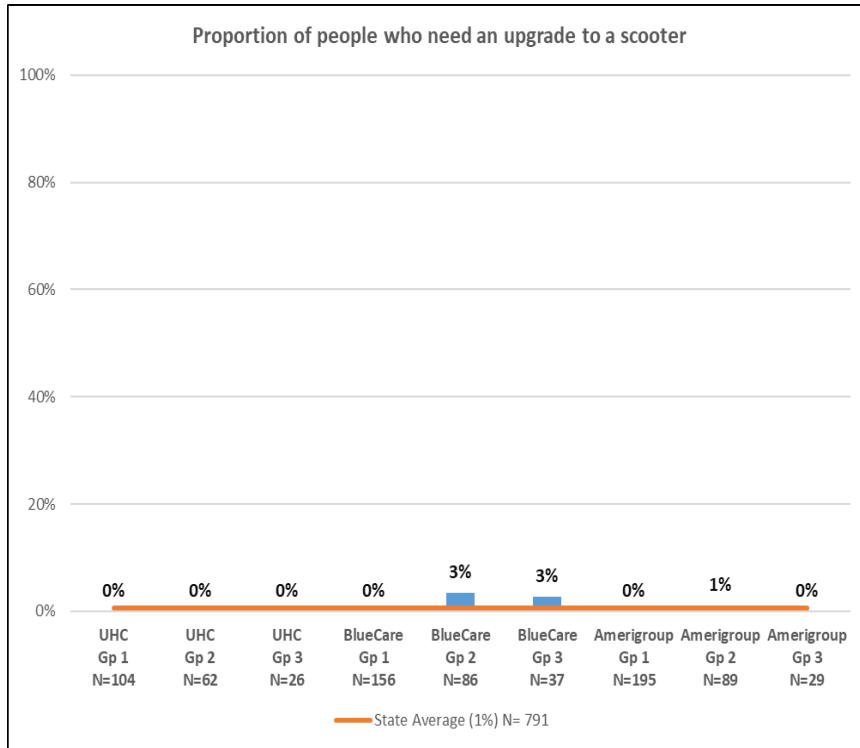


Graph 47. Proportion of people who need a new scooter

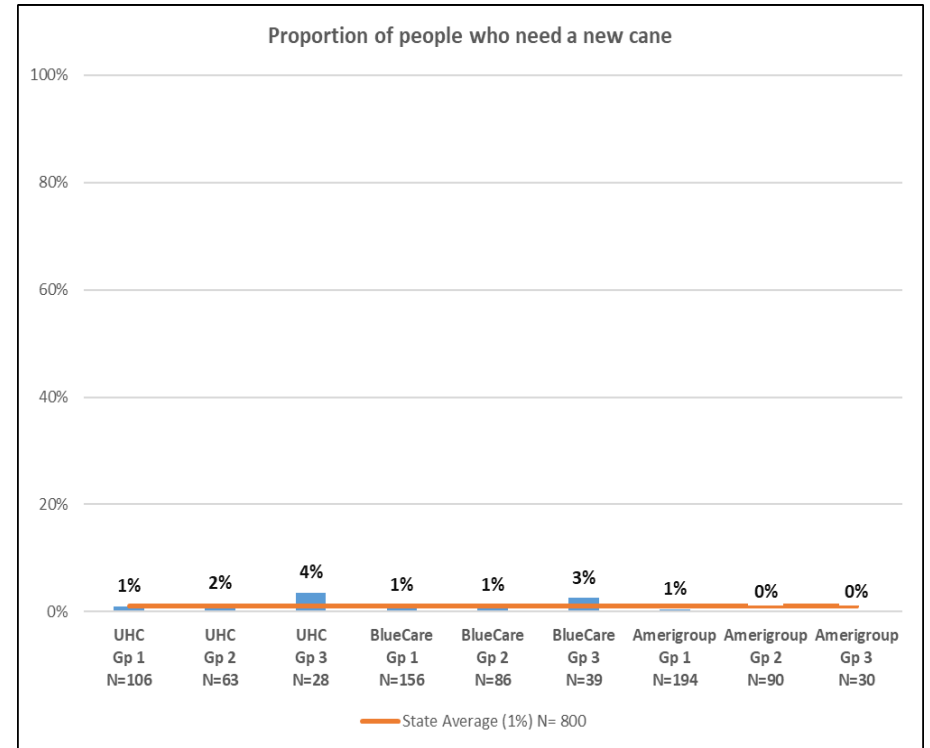




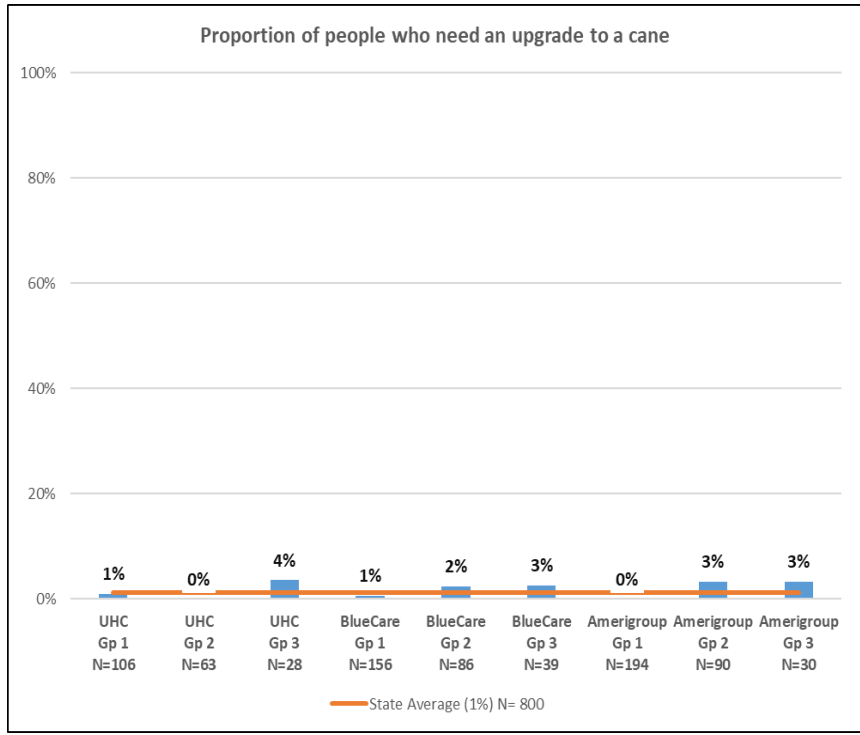
Graph 48. Proportion of people who need an upgrade to a scooter



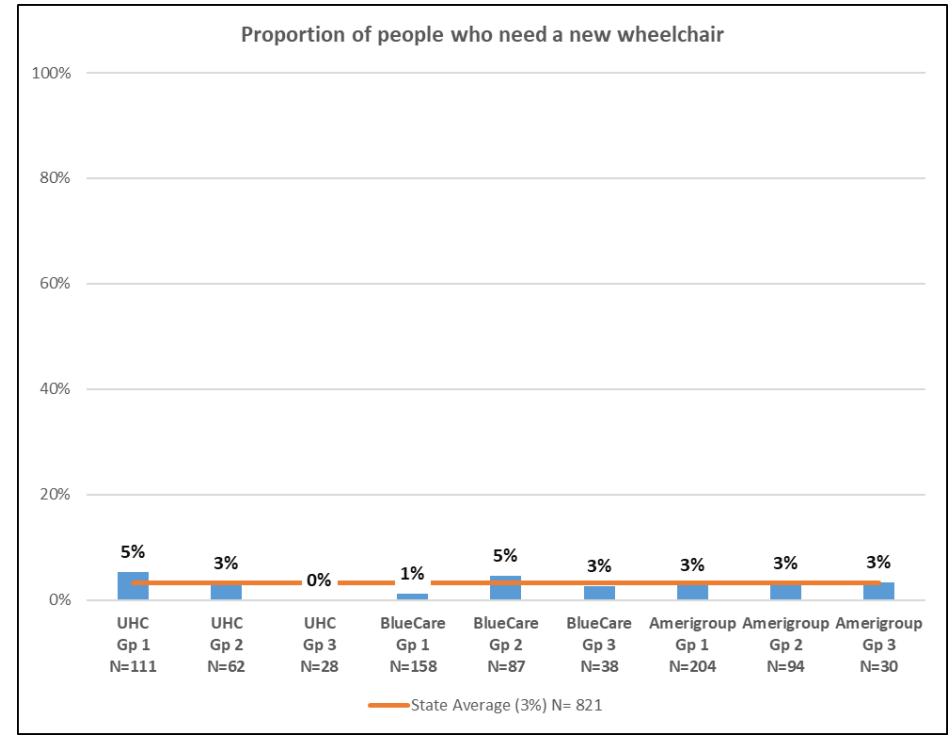
Graph 49. Proportion of people who need a new cane



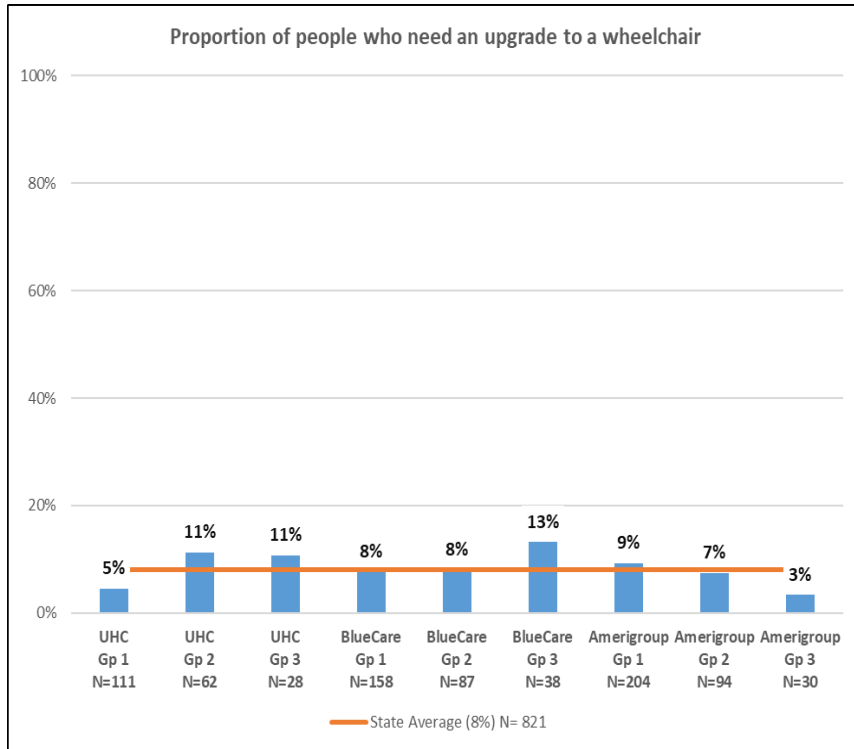
Graph 50. Proportion of people who need an upgrade to a cane



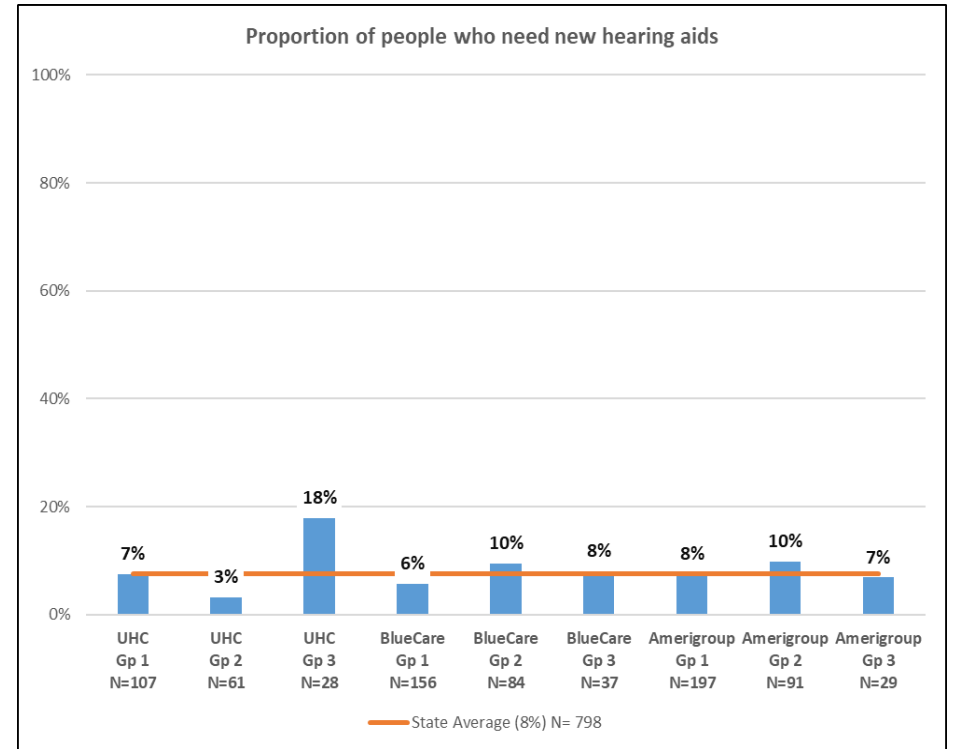
Graph 51. Proportion of people who need a new wheelchair



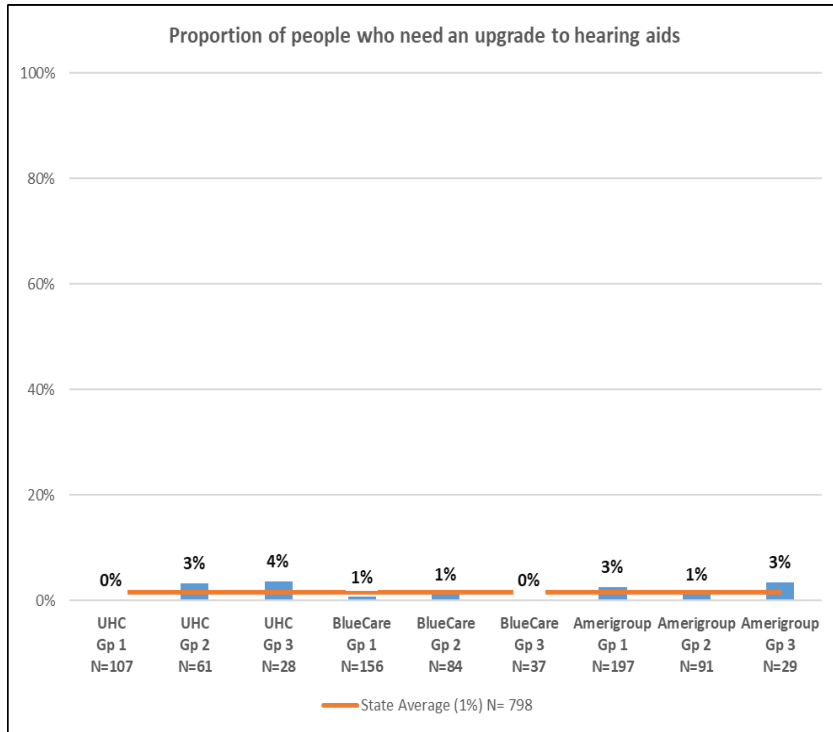
Graph 52. Proportion of people who need an upgrade to a wheelchair



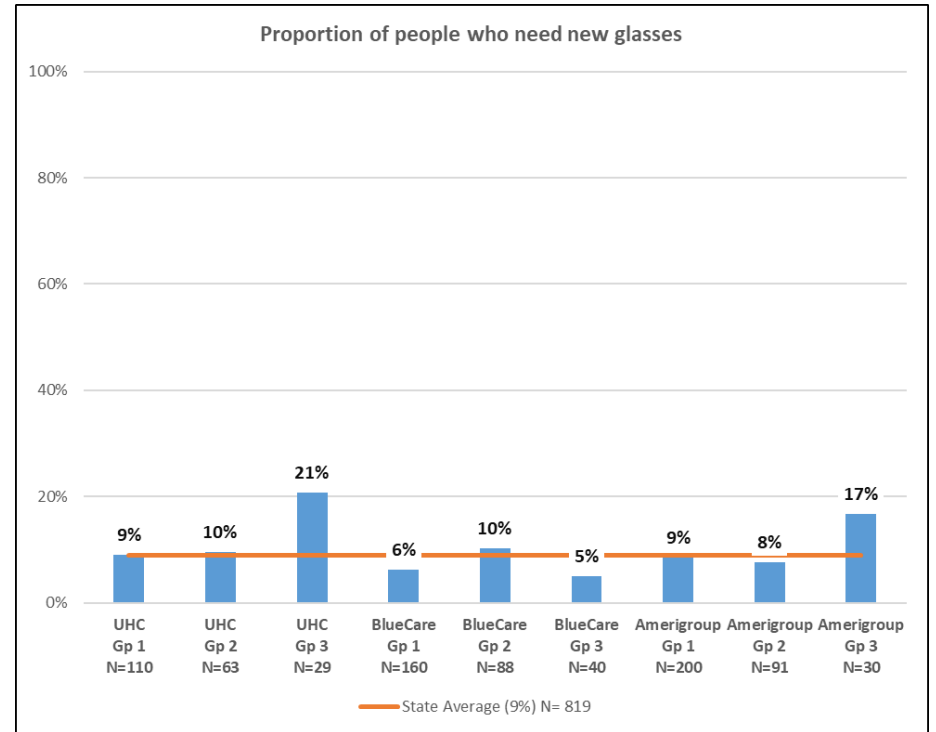
Graph 53. Proportion of people who need new hearing aids



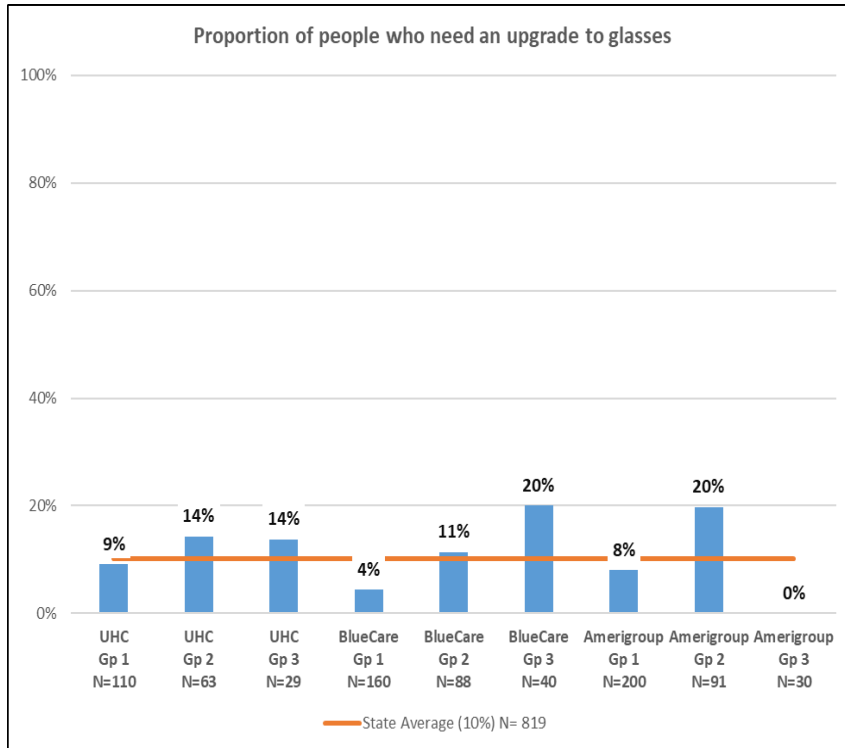
Graph 54. Proportion of people who need an upgrade to hearing aids



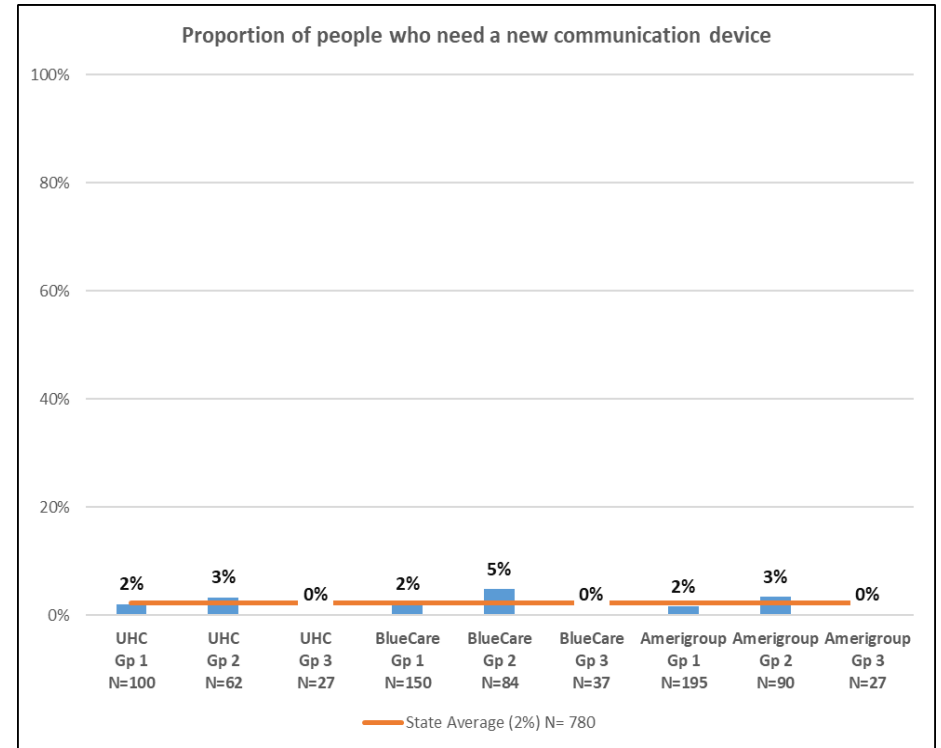
Graph 55. Proportion of people who need new glasses



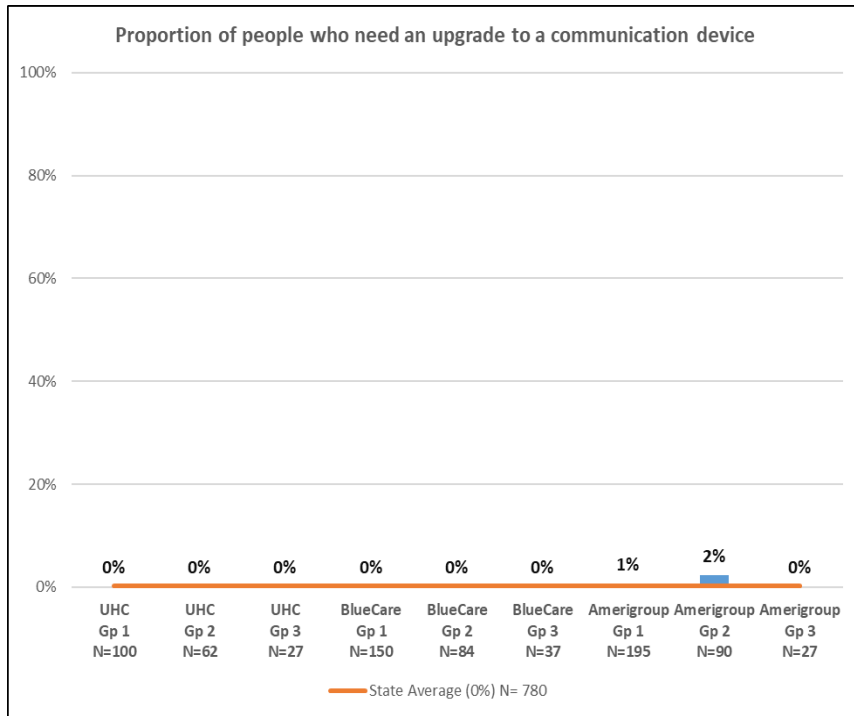
Graph 56. Proportion of people who need an upgrade to glasses



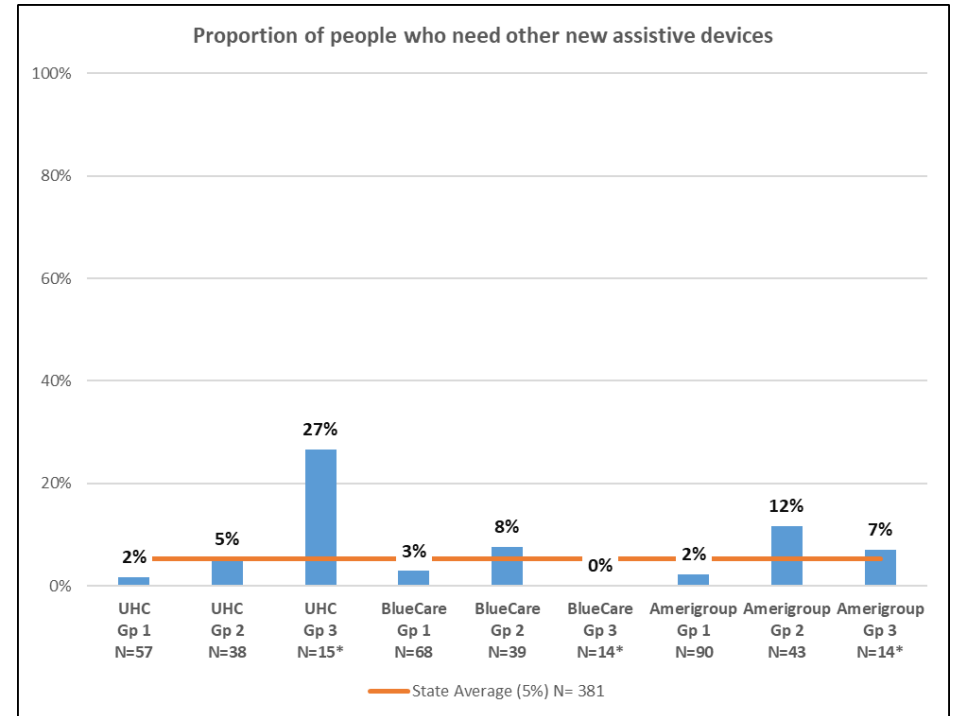
Graph 57. Proportion of people who need a new communication device



Graph 58. Proportion of people who need an upgrade to a communication device

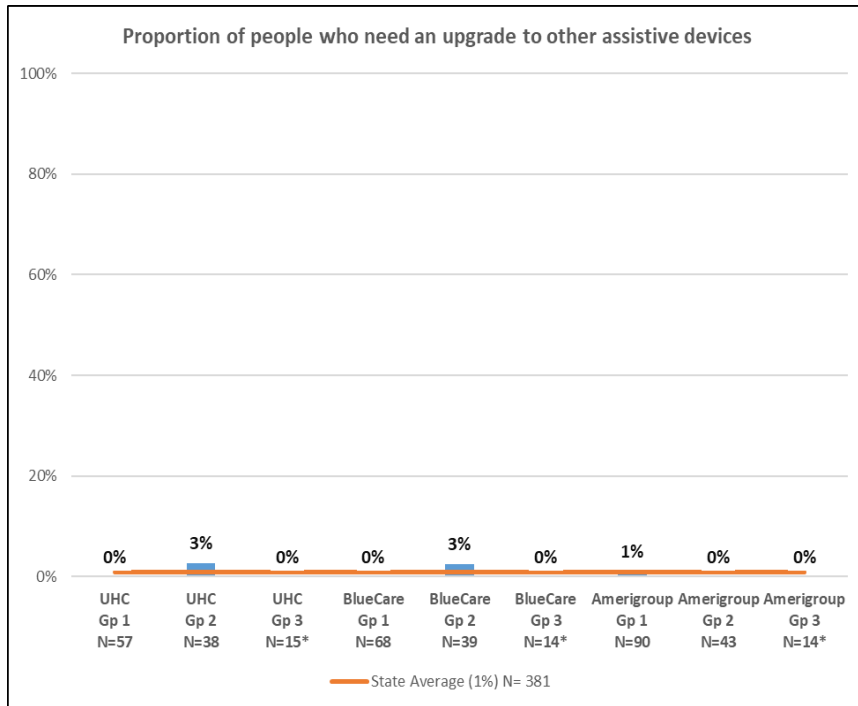


Graph 59. Proportion of people who need other new assistive devices



\* Very small number of responses

Graph 60. Proportion of people who need an upgrade to other assistive devices



\* Very small number of responses

## Safety

People feel safe from abuse, neglect, and injury.

There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

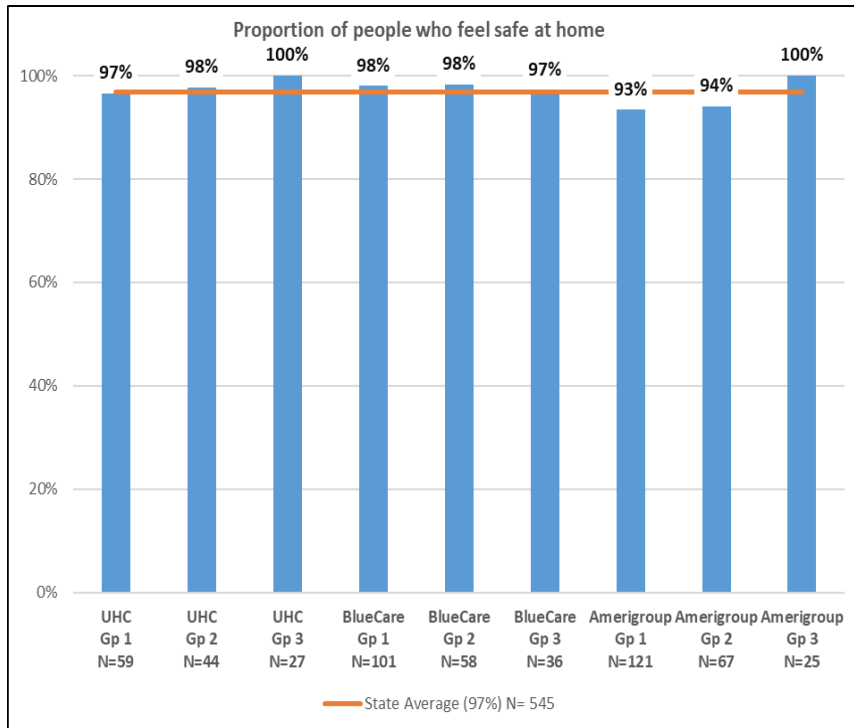
1. Proportion of people who feel safe at home.
2. Proportion of people who feel safe around their staff/ caregiver.
3. Proportion of people who feel that their belongings are safe.
4. Proportion of people whose fear of falling is managed.
5. Proportion of people who are able to get to safety quickly in case of an emergency.

There are seven survey items that correspond to the Safety domain.

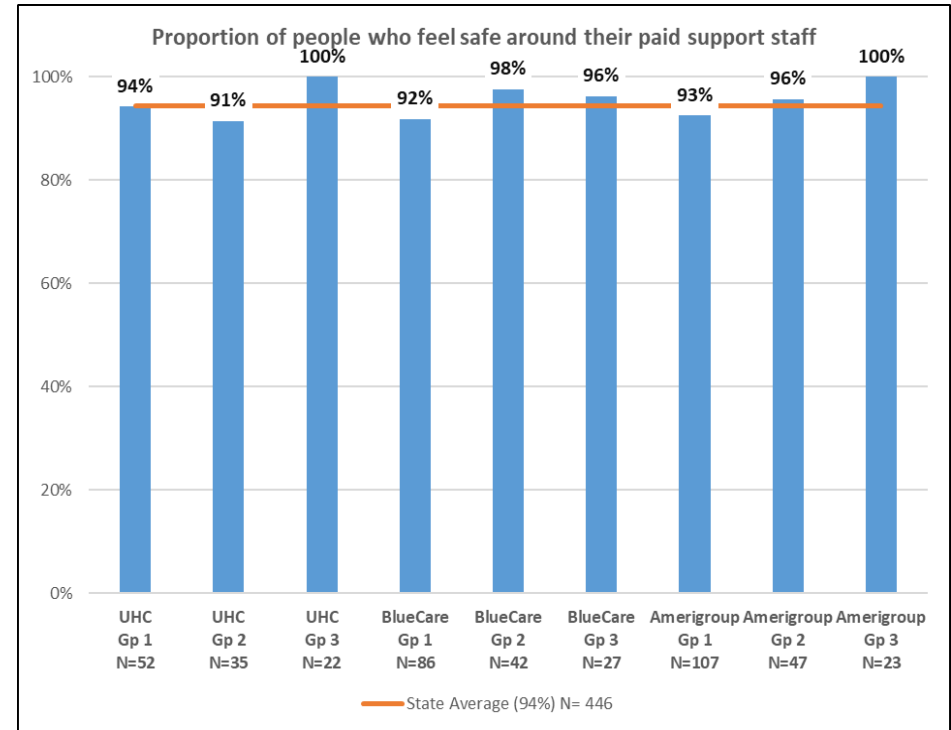
Un-collapsed data for state and settings are shown in Appendix B.



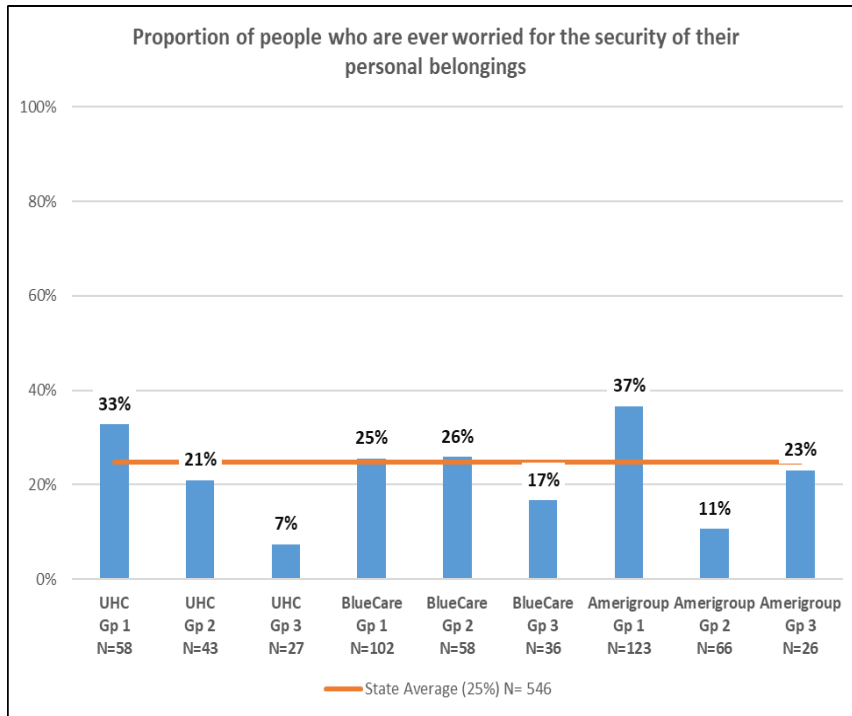
Graph 61. Proportion of people who feel safe at home



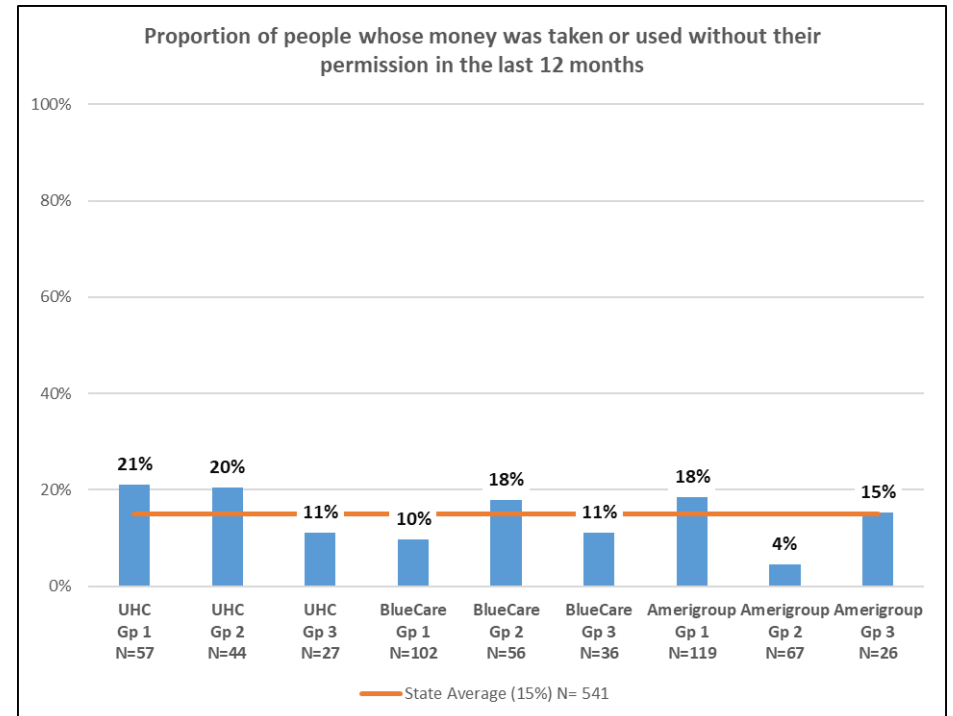
Graph 62. Proportion of people who feel safe around their paid support staff



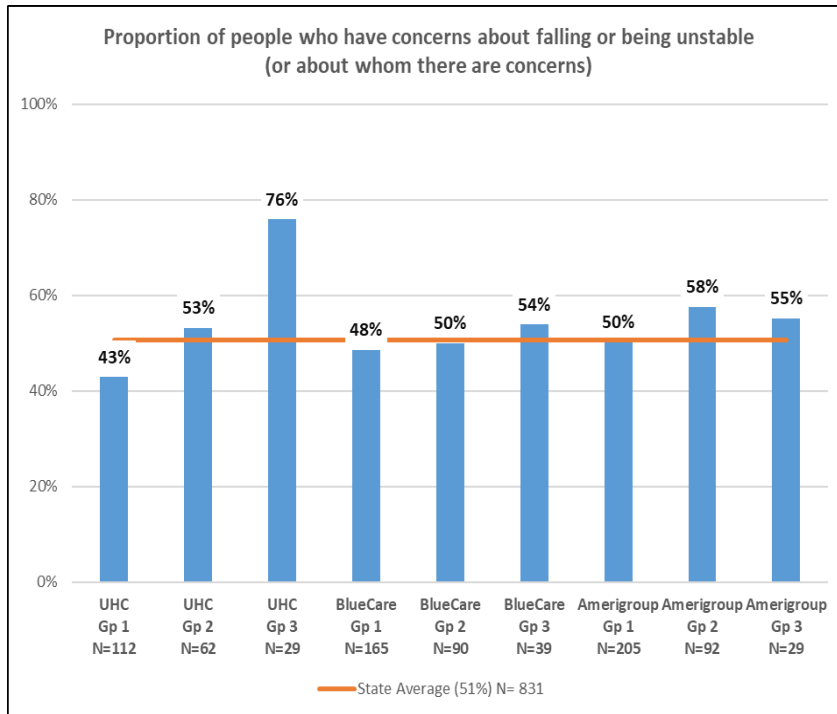
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



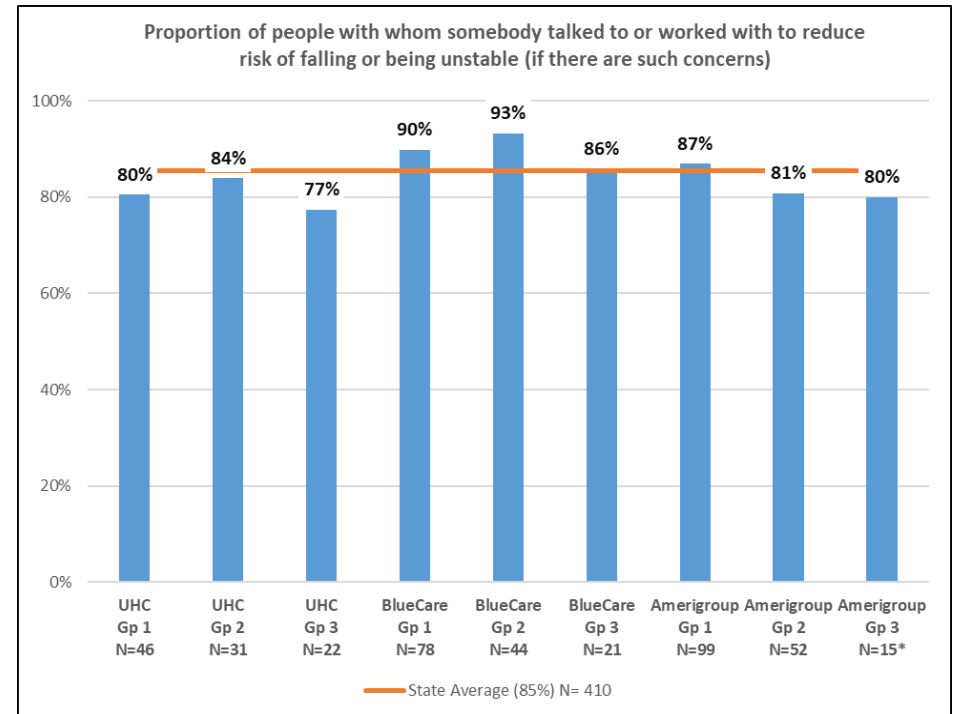
Graph 64. Proportion of people whose money was taken or used without their permission in the last 12 months



Graph 65. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)

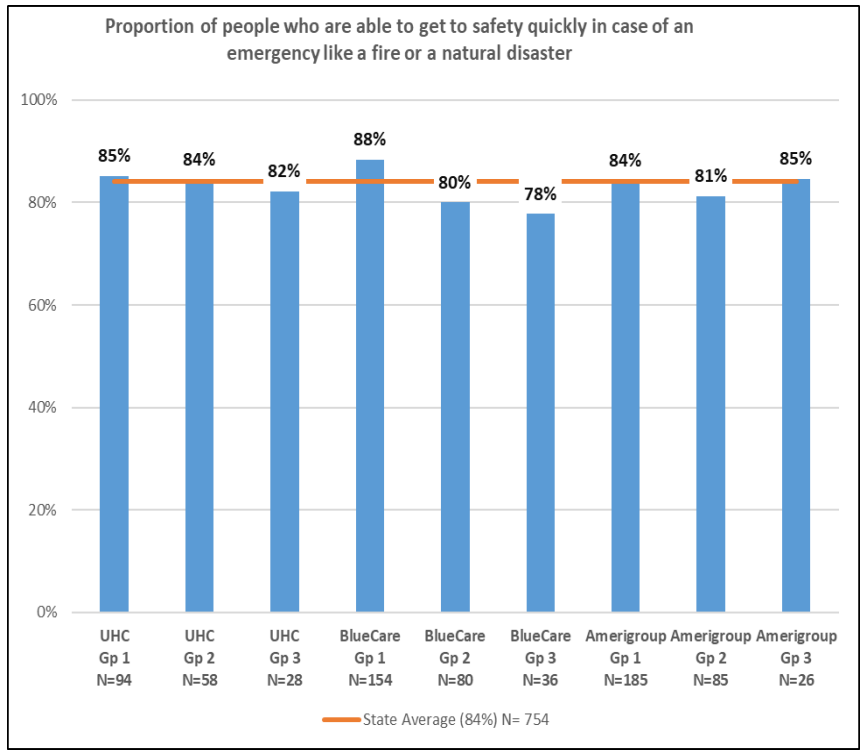


Graph 66. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)



\* Very small number of responses

Graph 67. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster



## Health Care

### People secure needed health services.

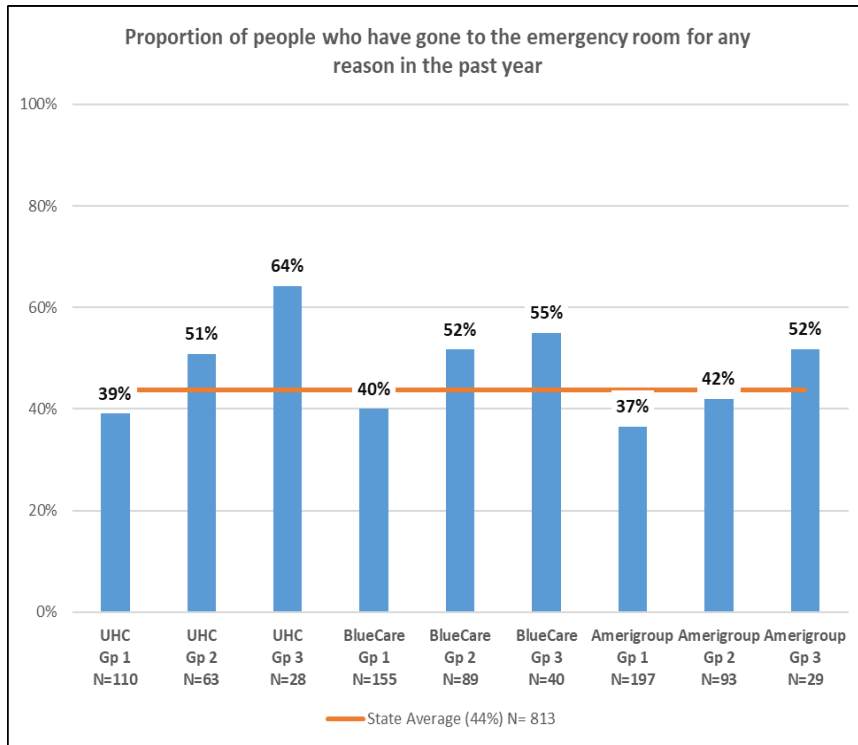
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have been to the ER in the past 12 months.
2. Proportion of people who have had needed health screenings and vaccinations in a timely manner (e.g., vision, hearing, dental, etc.)
3. Proportion of people who can get an appointment with their doctor when they need to.
4. Proportion of people who have access to mental health services when they need them.

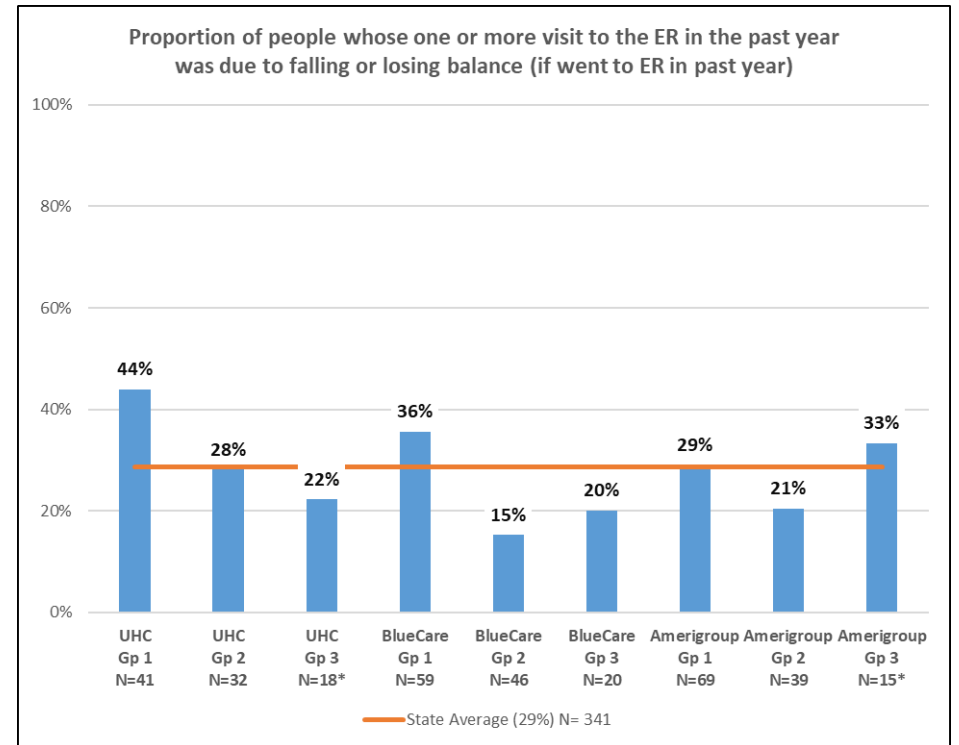
There are four survey items that correspond to the Health Care domain.

Un-collapsed data for state and settings are shown in Appendix B.

Graph 68. Proportion of people who have gone to the emergency room for any reason in the past year<sup>10</sup>



Graph 69. Proportion of people whose one or more visit to the ER in the past year was due to falling or losing balance (if went to ER in past year)<sup>11</sup>

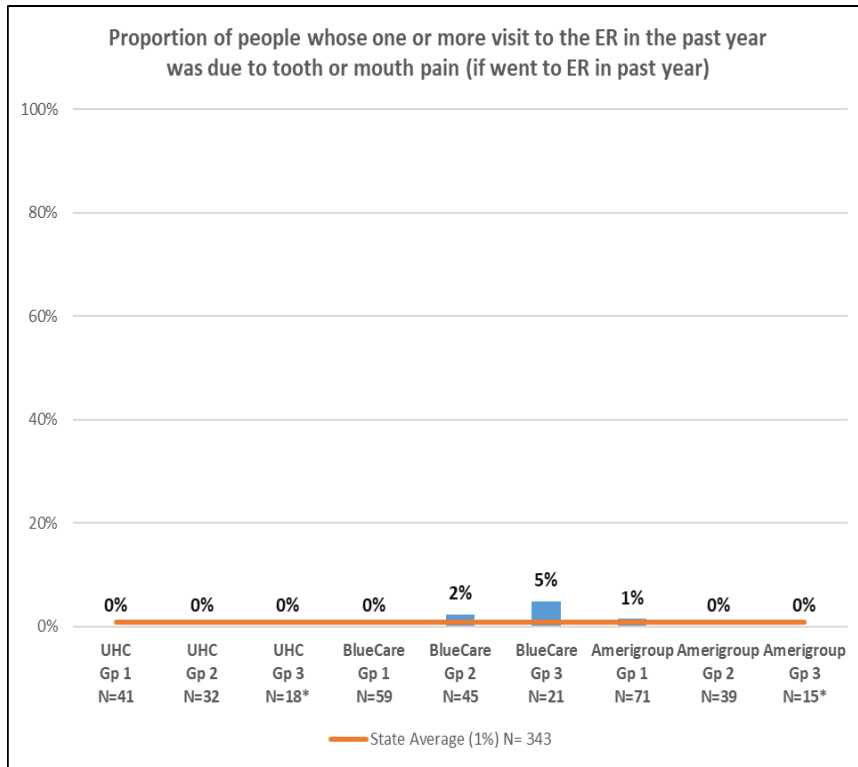


\* Very small number of responses

<sup>10</sup> Question restructured

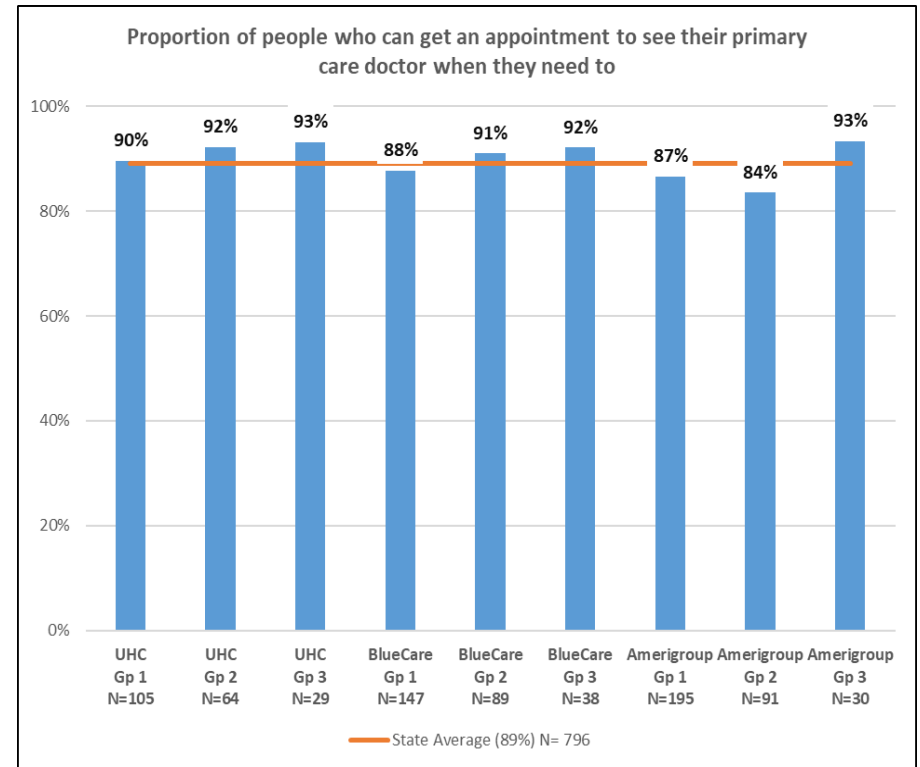
<sup>11</sup> Question restructured

Graph 70. Proportion of people whose one or more visit to the ER in the past year was due to tooth or mouth pain (if went to ER in the past year) <sup>12</sup>



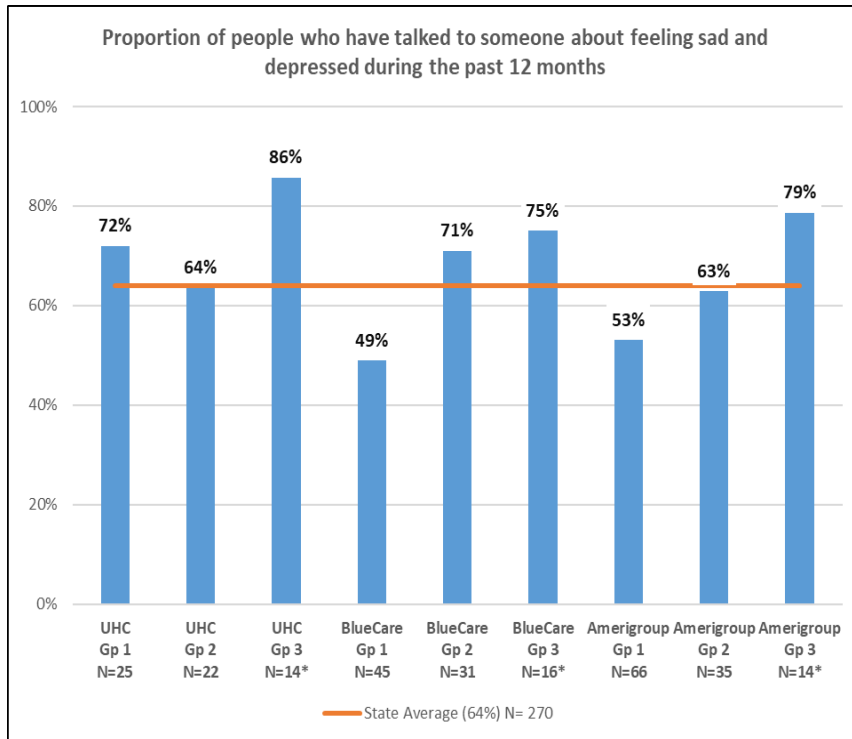
\* Very small number of responses

Graph 71. Proportion of people who can get an appointment to see their primary care doctor when they need to



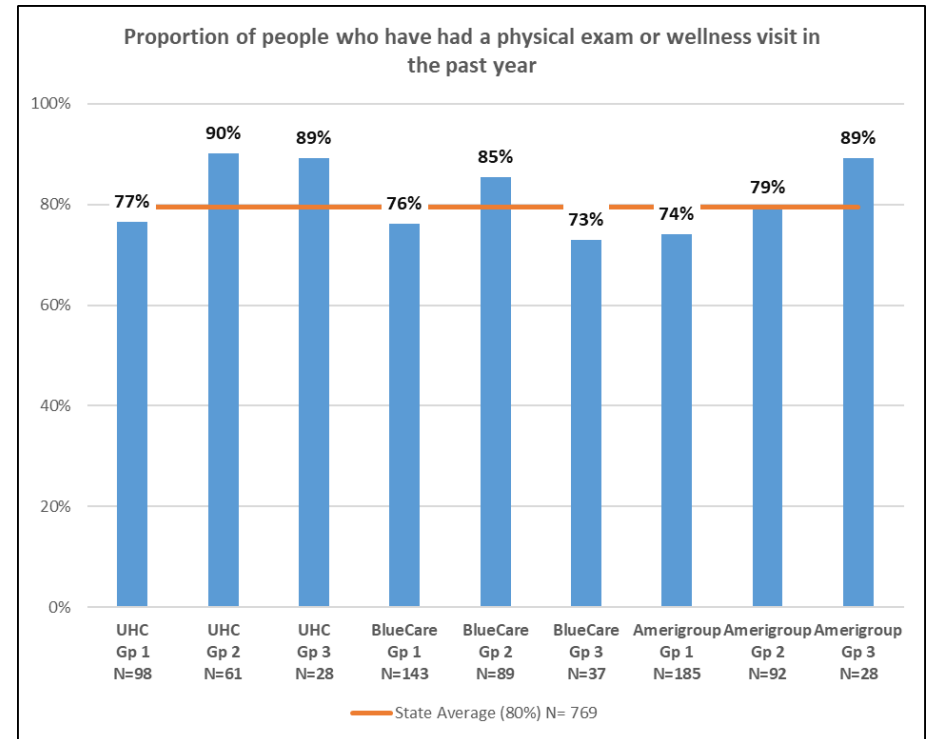
<sup>12</sup> Question restructured

Graph 72. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)



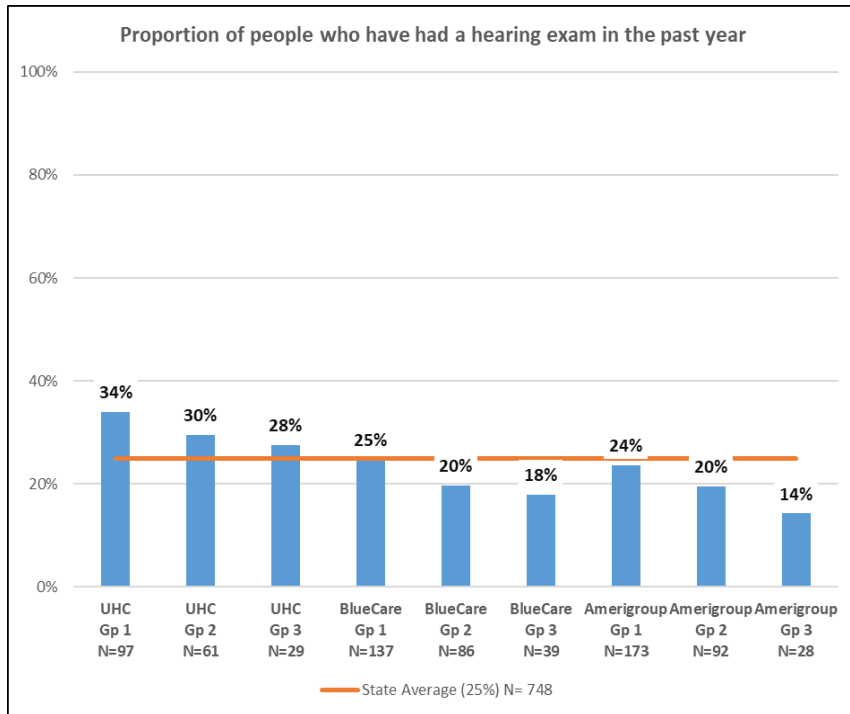
\* Very small number of responses

Graph 73. Proportion of people who have had a physical exam or wellness visit in the past year

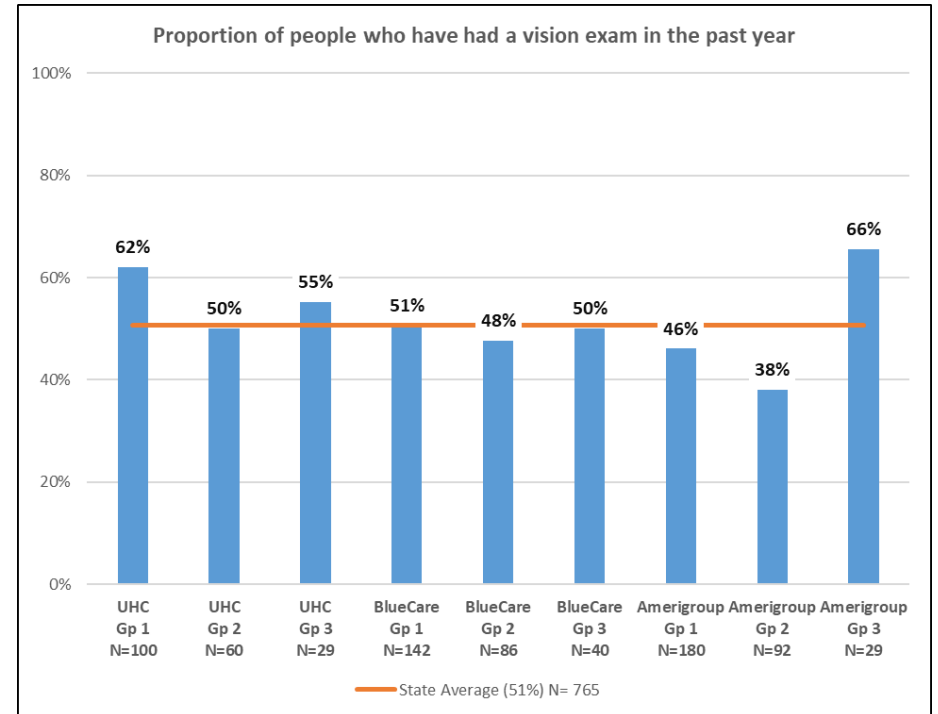




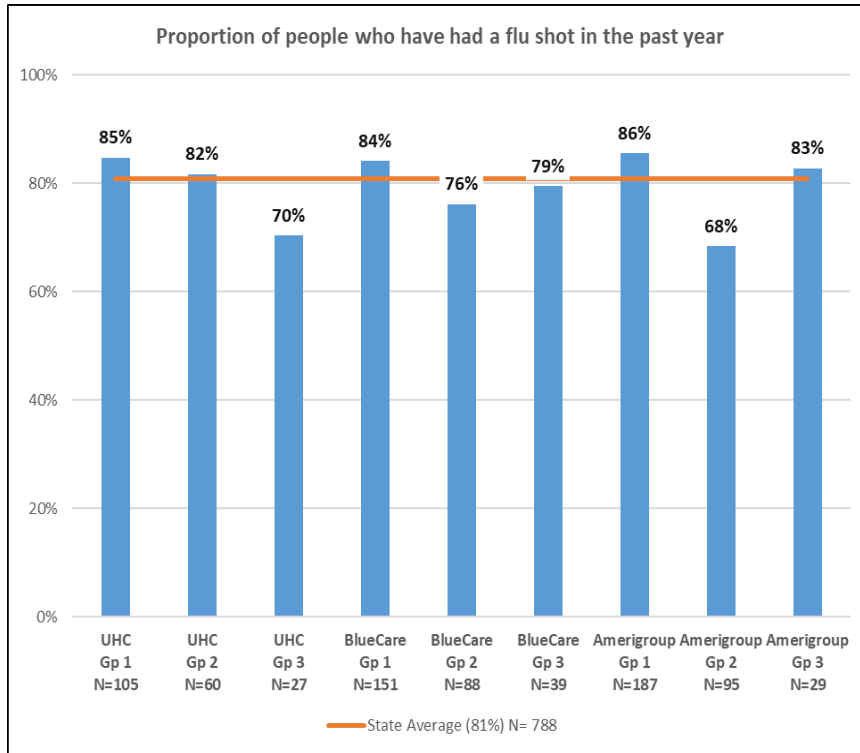
Graph 74. Proportion of people who have had a hearing exam in the past year



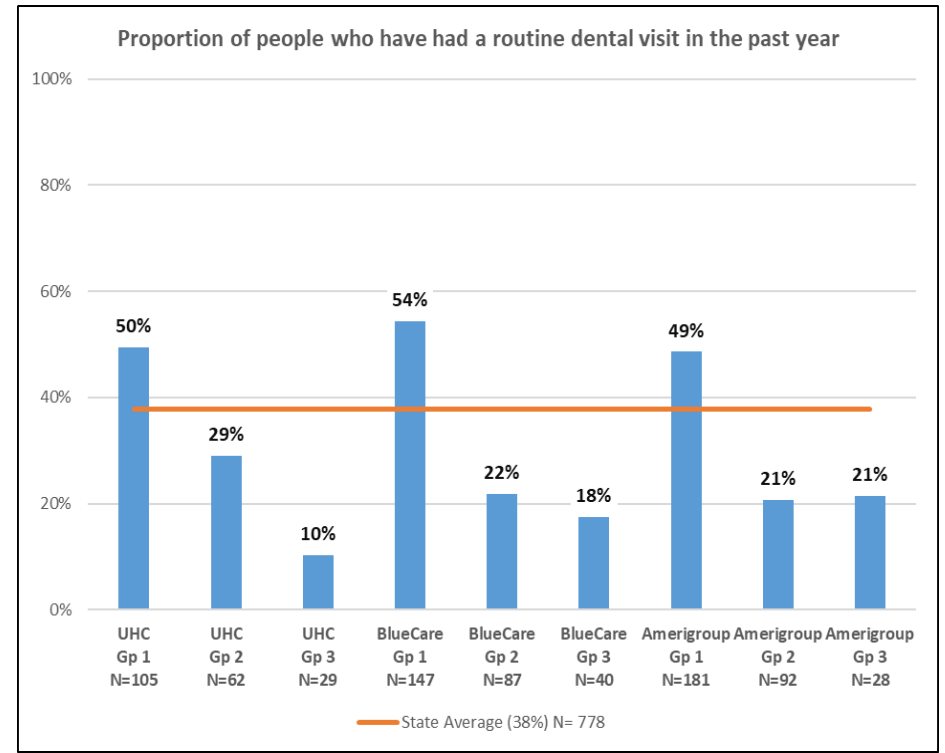
Graph 75. Proportion of people who have had a vision exam in the past year



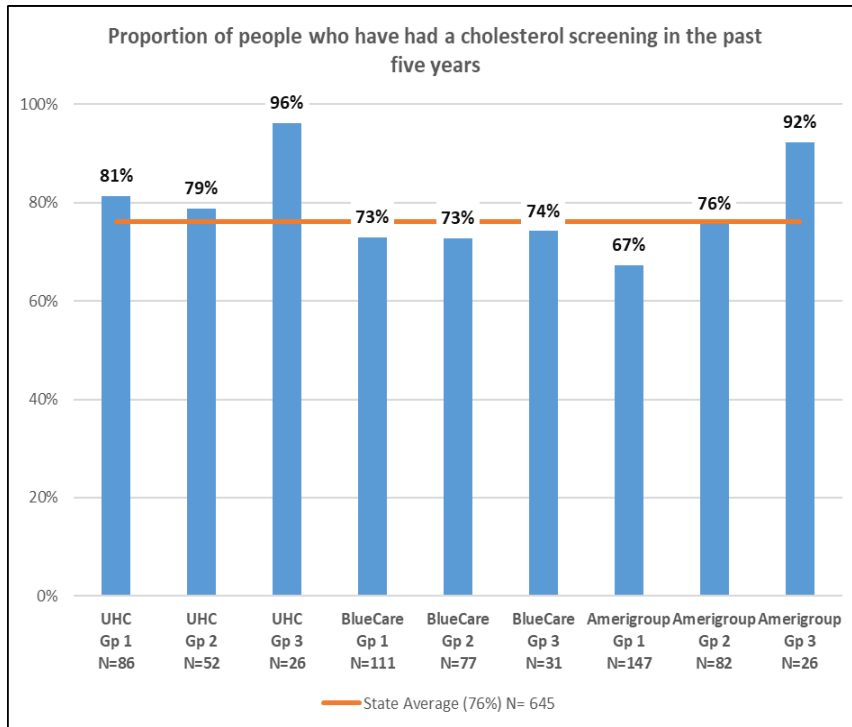
Graph 76. Proportion of people who have had a flu shot in the past year



Graph 77. Proportion of people who have had a routine dental visit in the past year



Graph 78. Proportion of people who have had a cholesterol screening in the past five years



## Wellness

People are supported to maintain health.

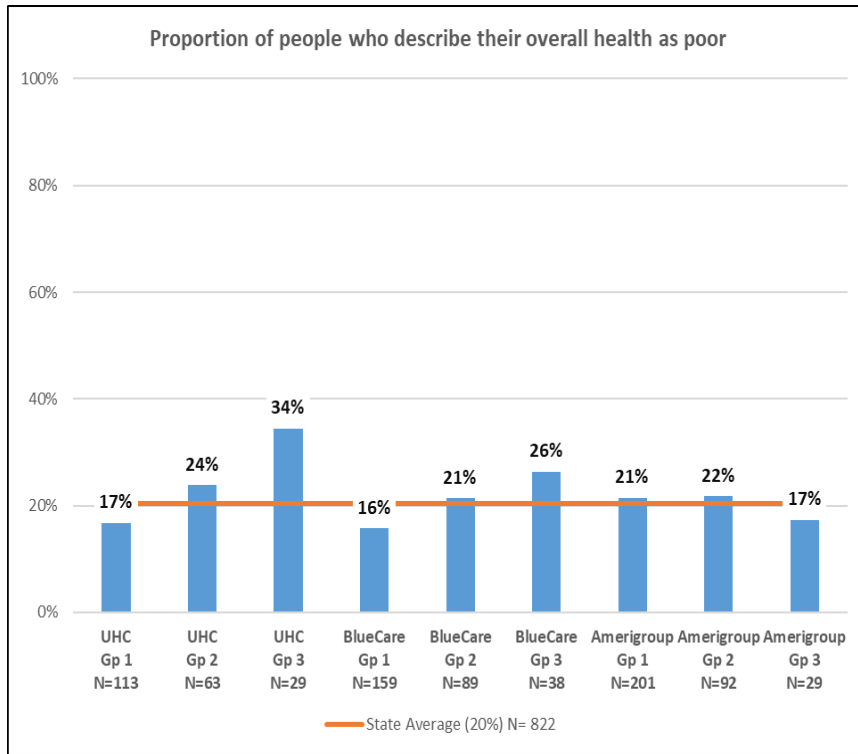
There are seven Wellness indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with poor hearing.
4. Proportion of people with poor vision.
5. Proportion of people who have a chronic psychiatric or mental health diagnosis.
6. Proportion of people who often feel sad or depressed.
7. Proportion of people who have a chronic condition.

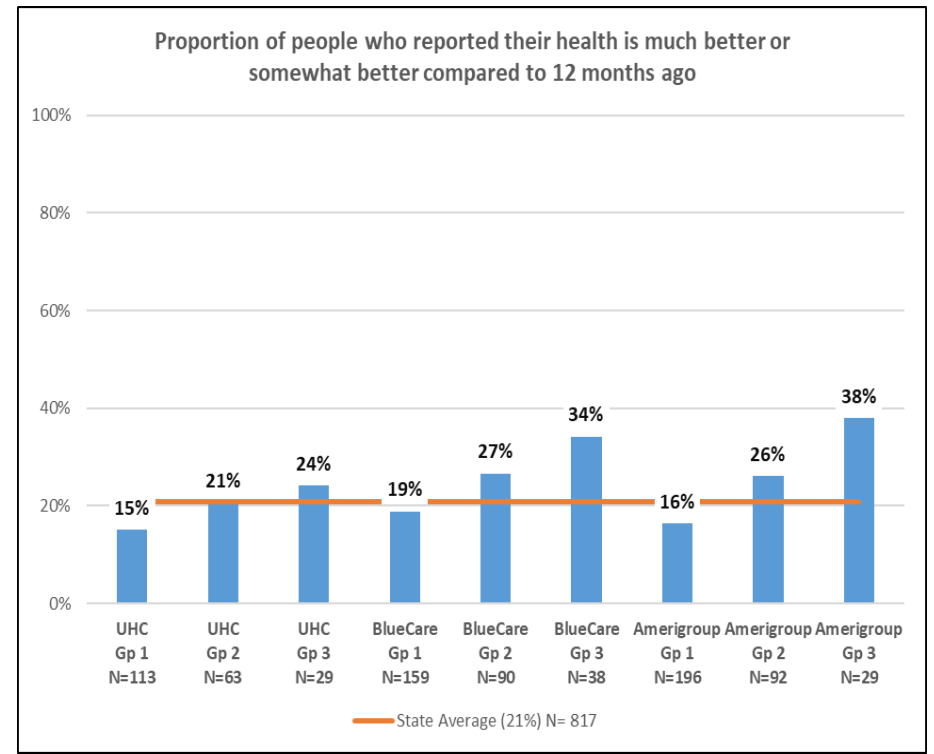
There are ten survey items that correspond to the Wellness domain.

Un-collapsed data for state and settings are shown in Appendix B.

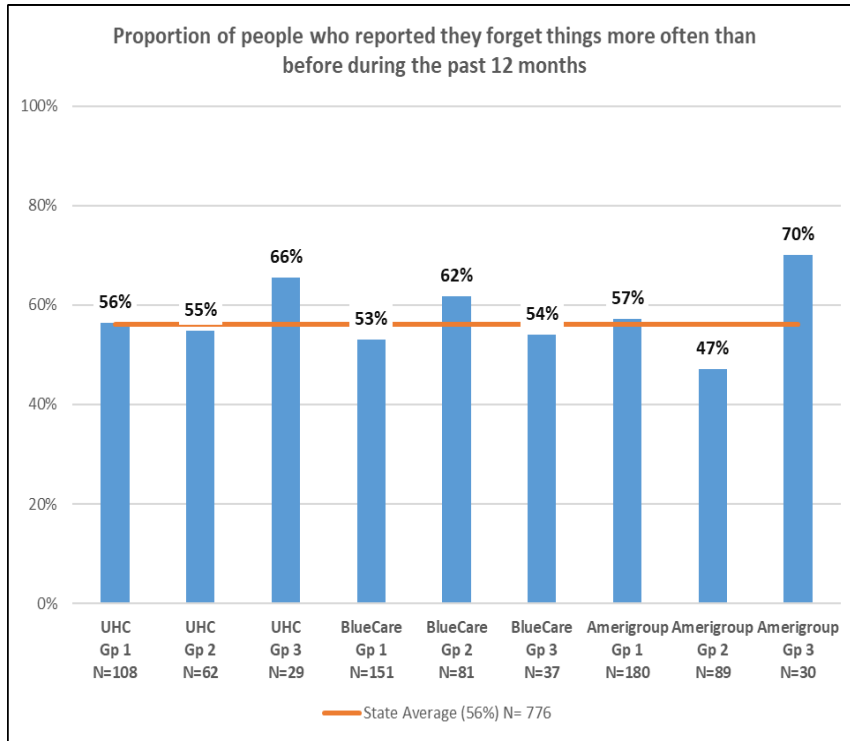
Graph 79. Proportion of people who describe their overall health as poor



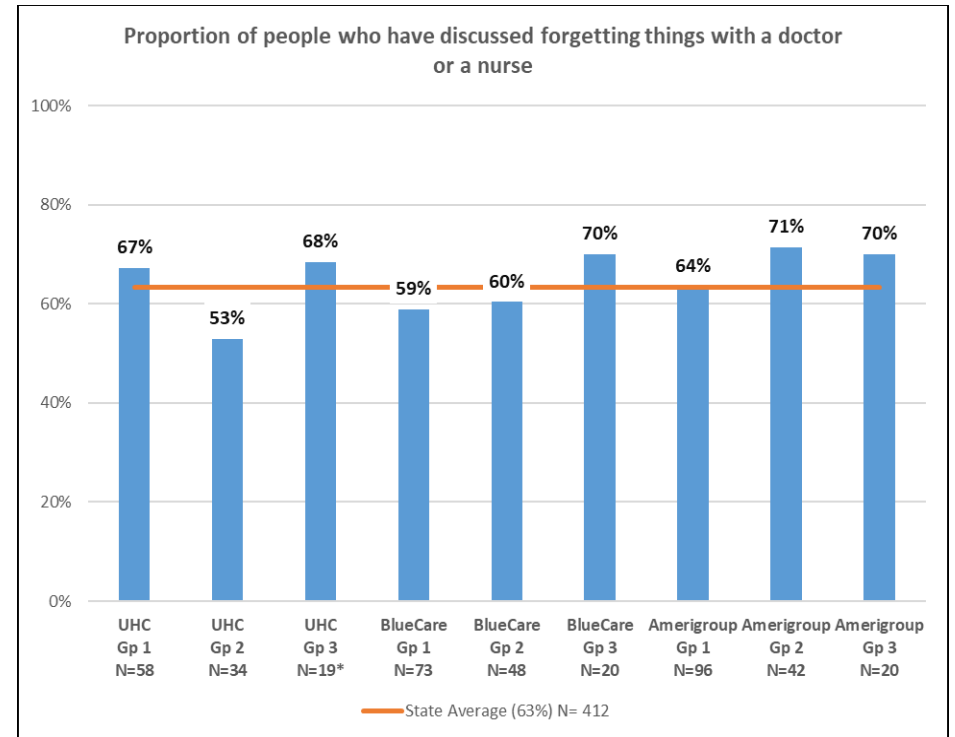
Graph 80. Proportion of people who reported their health is much better or somewhat better compared to 12 months ago



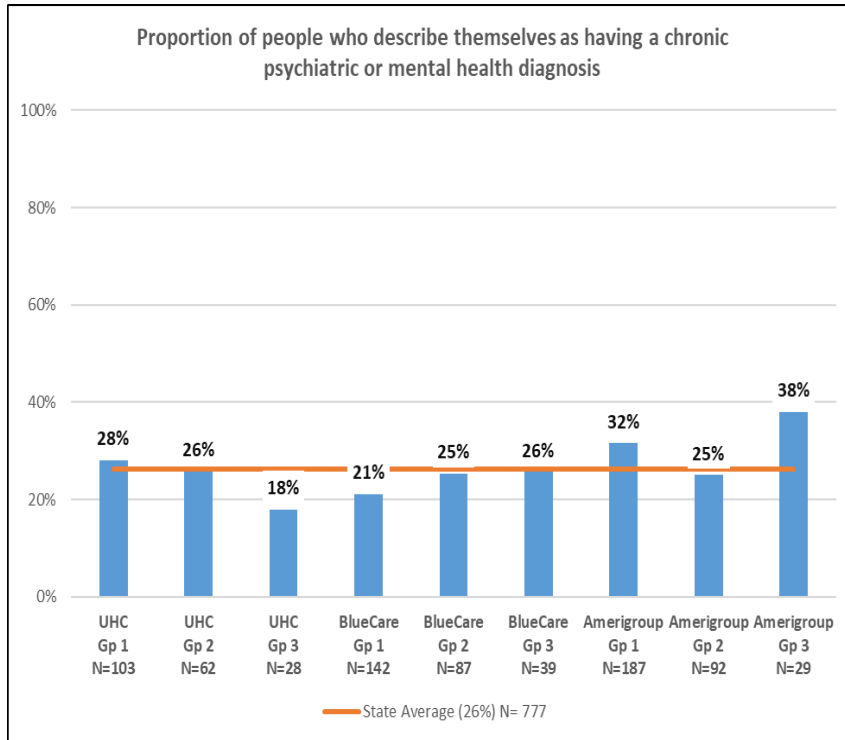
Graph 81. Proportion of people who reported they forget things more often than before during the past 12 months



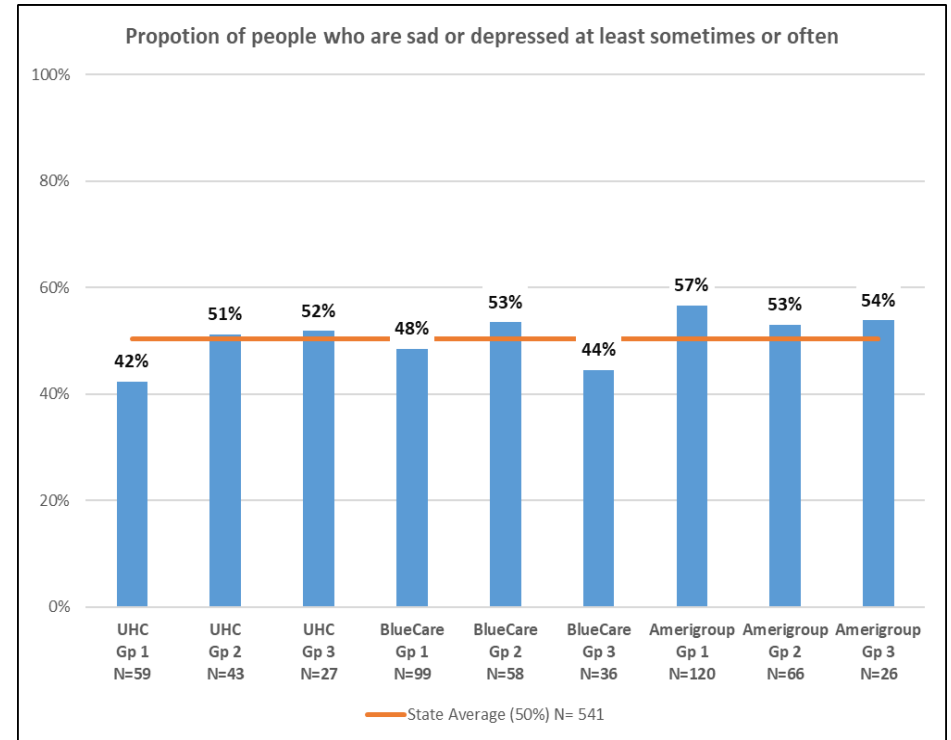
Graph 82. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)



Graph 83. Proportion of people who describe themselves as having a chronic psychiatric or mental health diagnosis<sup>13</sup>

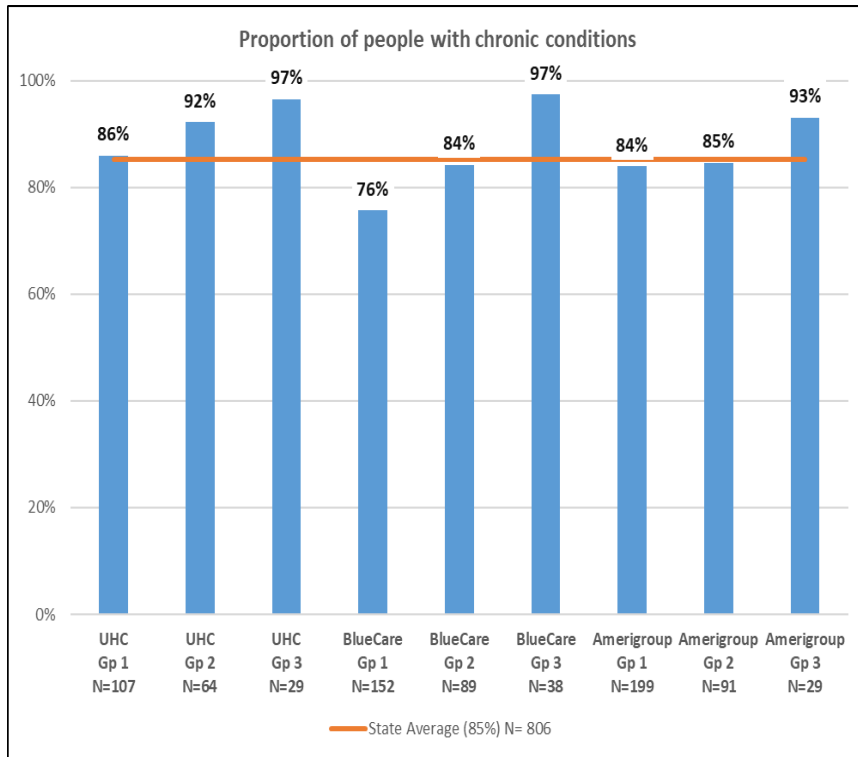


Graph 84. Proportion of people who feel sad or depressed at least sometimes or often

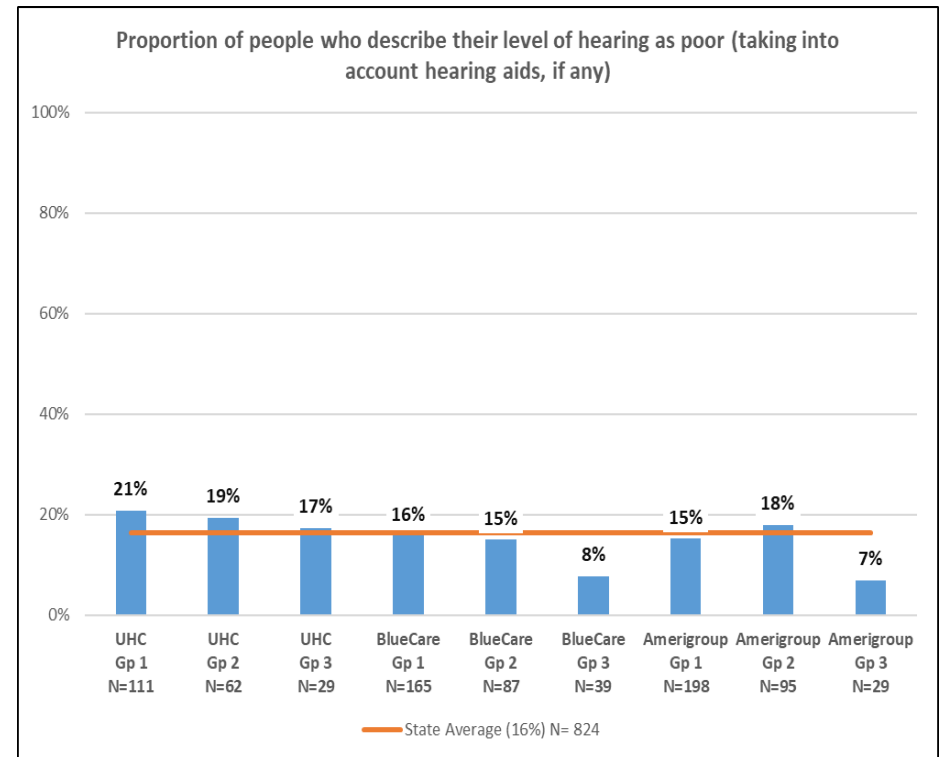


<sup>13</sup> New variable

Graph 85. Proportion of people with chronic conditions



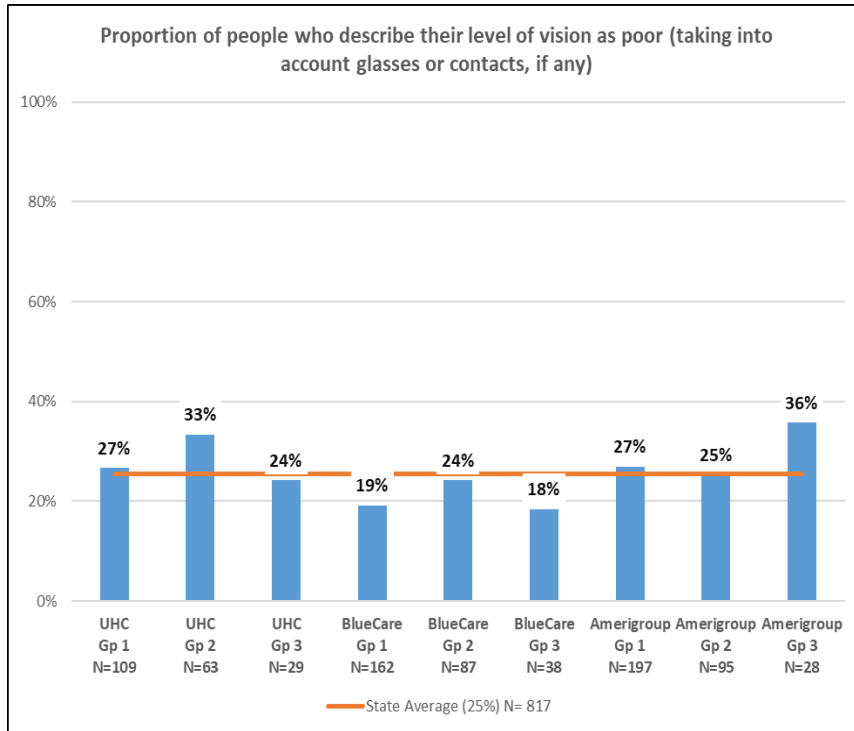
Graph 86. Proportion of people who describe their hearing as poor (taking into account hearing aids, if any)<sup>14</sup>



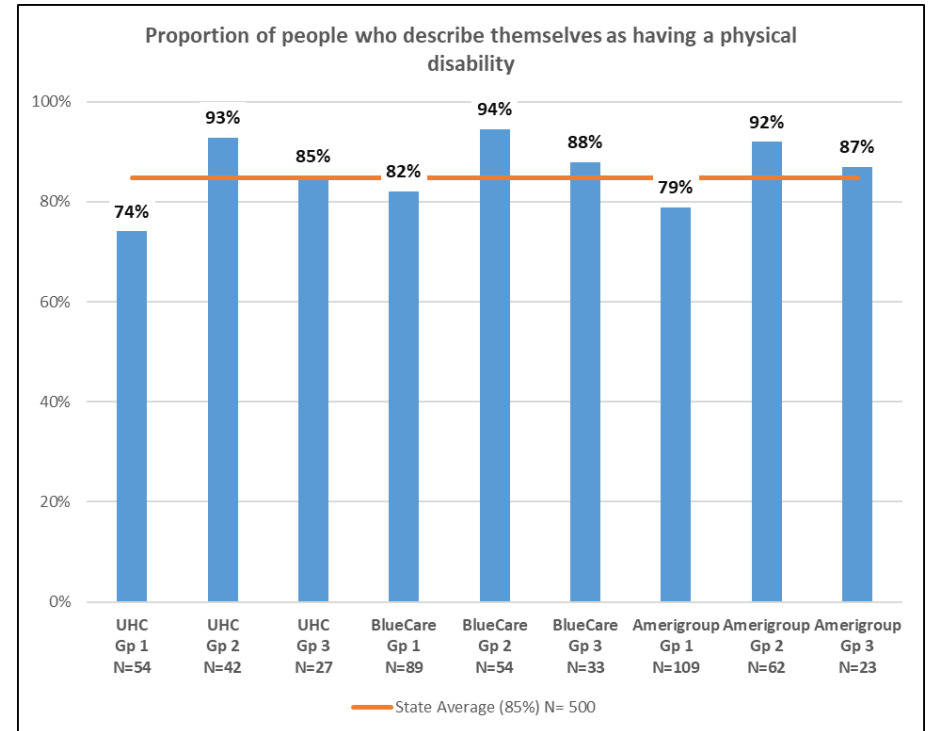
<sup>14</sup> New variable



Graph 87. Proportion of people who describe their vision as poor (taking into account glasses or contacts, if any)<sup>15</sup>



Graph 88. Proportion of people who describe themselves as having a physical disability<sup>16</sup>



<sup>15</sup> New variable

<sup>16</sup> New variable

## Medications

Medications are managed effectively and appropriately.

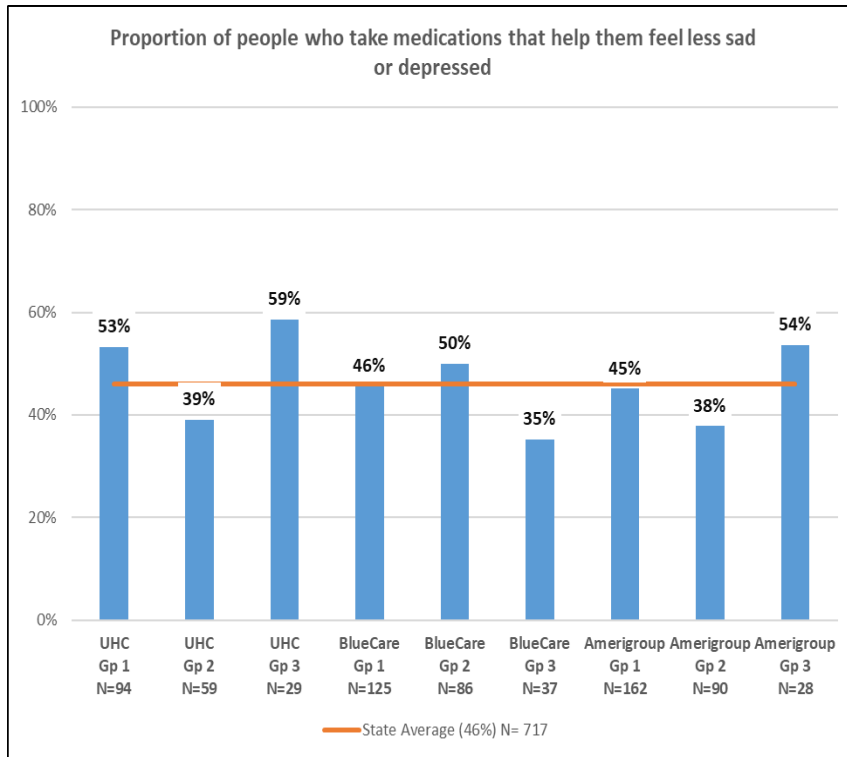
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people taking medications that help them feel less sad/depressed.
2. Proportion of people who know what their medications are for.

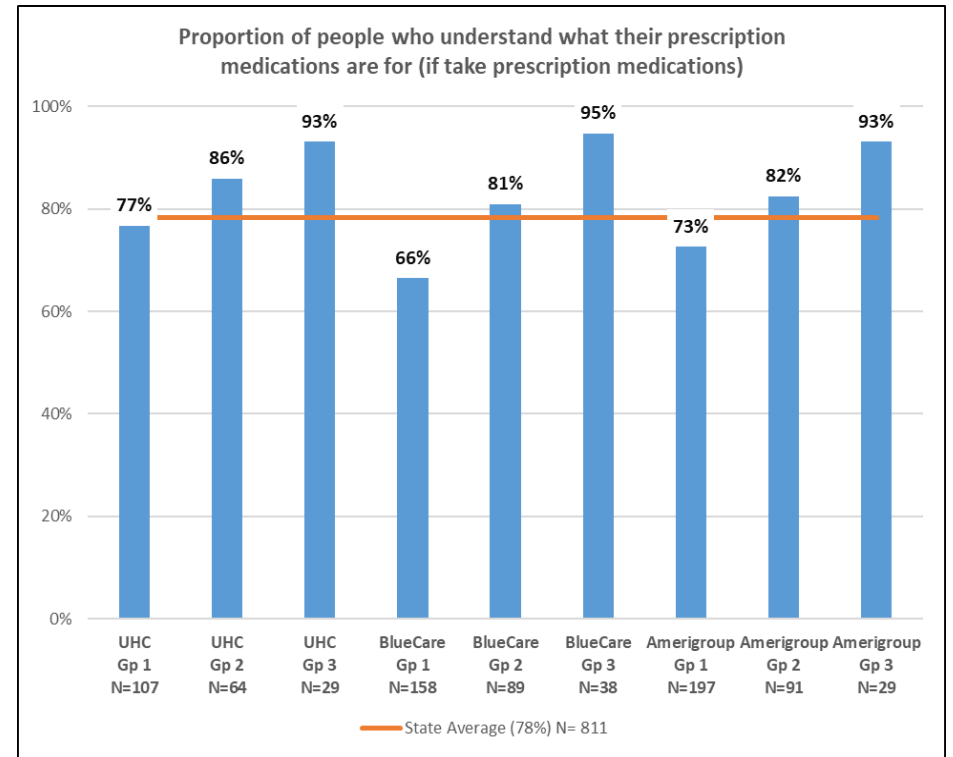
There are two survey items that correspond to the Medication domain.

Un-collapsed data for state and settings are shown in Appendix B.

Graph 89. Proportion of people who take medications that help them feel less sad or depressed



Graph 90. Proportion of people who understand what their prescription medications are for (if take prescription medications)



## Rights and Respect

People receive the same respect and protections as others in the community.

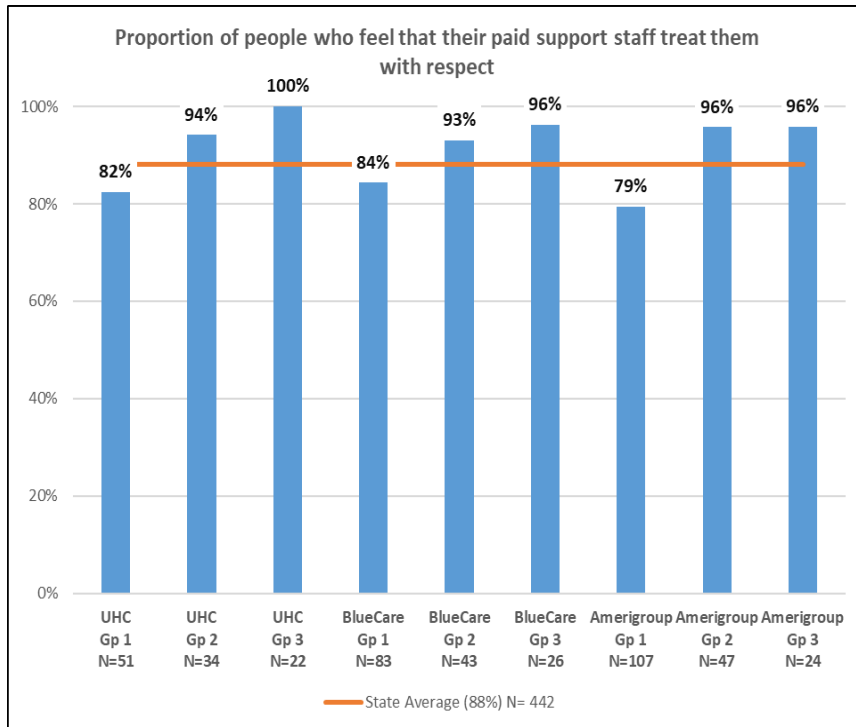
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people whose basic rights are respected by others.
2. Proportion of people whose staff/worker/caregiver treat them with respect.

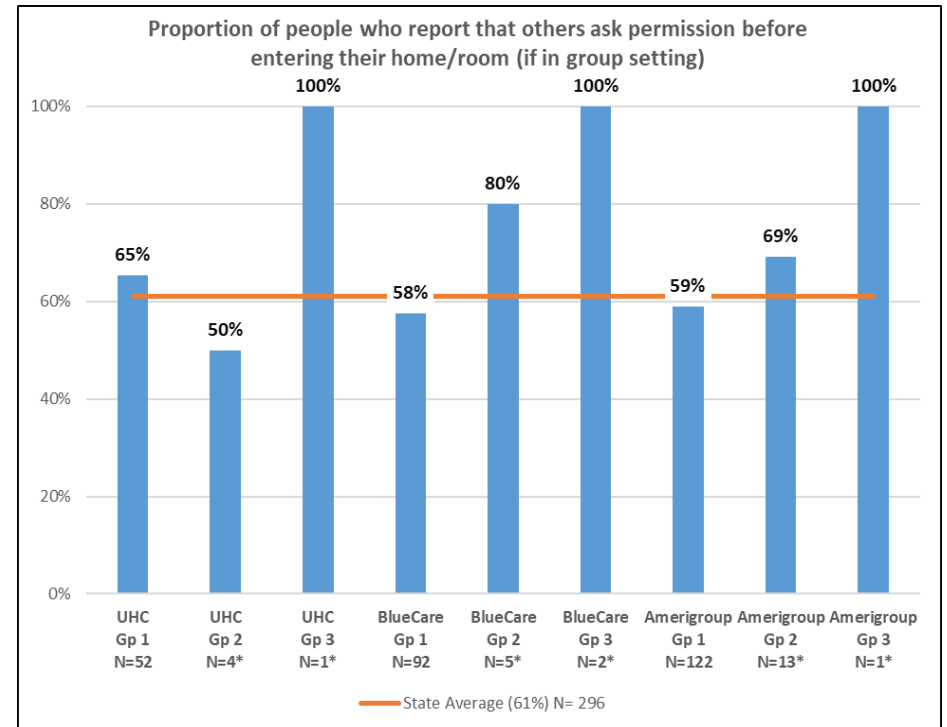
There are eight survey items that correspond to the Rights and Respect domain.

Un-collapsed data for state and settings are shown in Appendix B.

Graph 91. Proportion of people who feel that their paid support staff treat them with respect



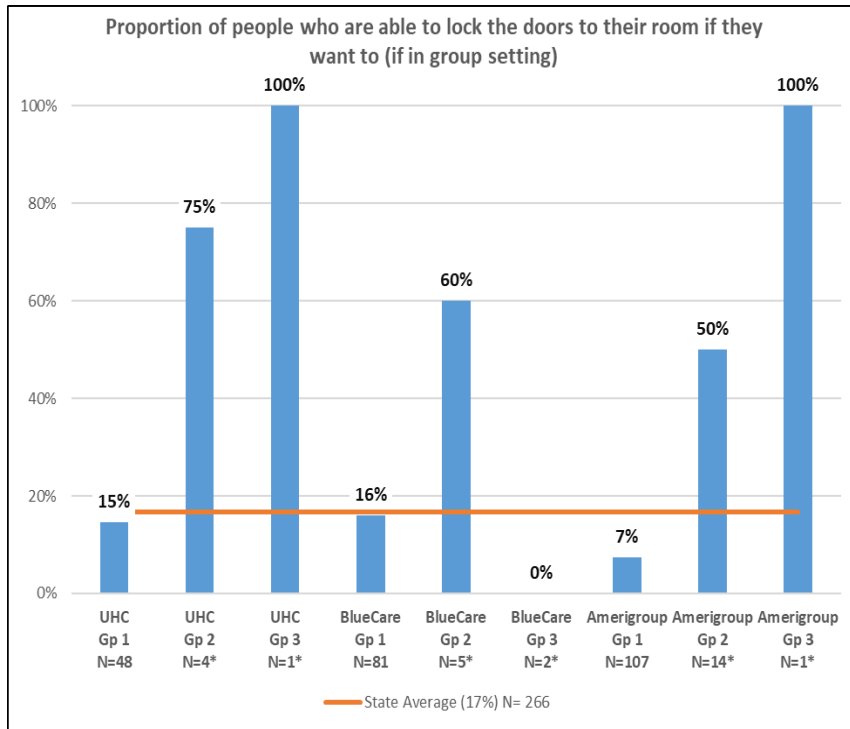
Graph 92. Proportion of people who report that others ask permission before entering their home/room (if in group setting)<sup>17</sup>



\* Very small number of responses

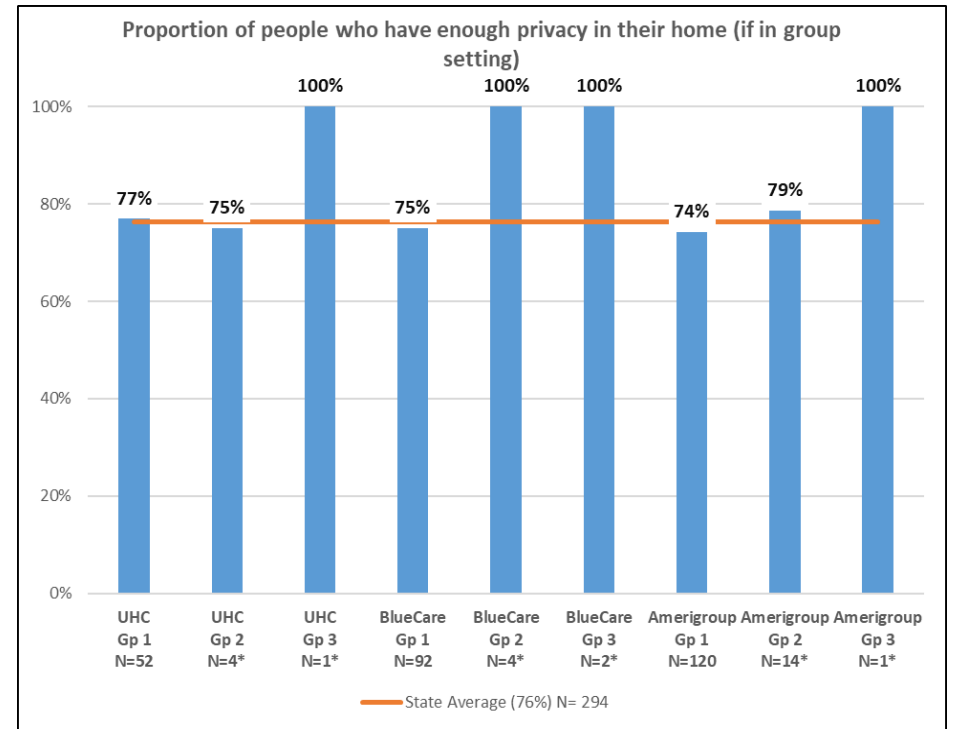
<sup>17</sup> In 2015-2016, this question was asked of everyone; now in group setting only

Graph 93. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)



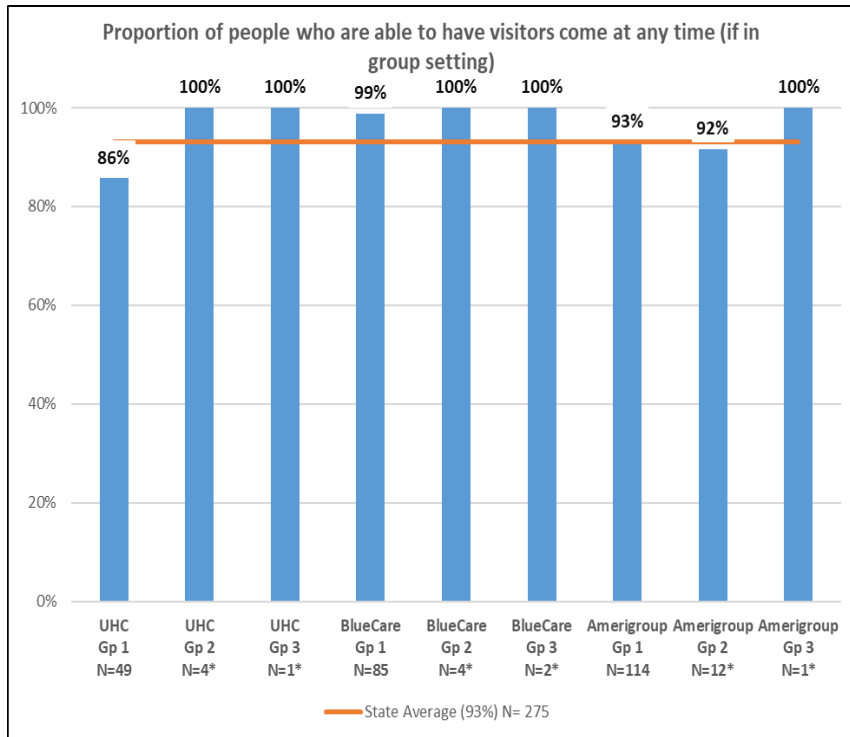
\* Very small number of responses

Graph 94. Proportion of people who have enough privacy in their home (if in group setting)



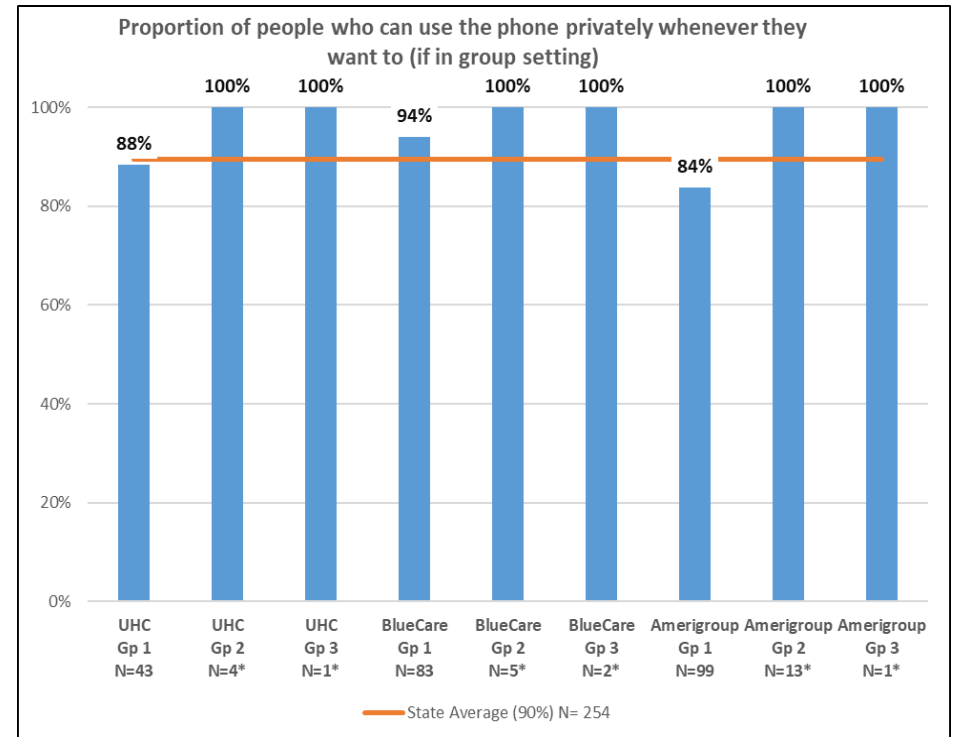
\* Very small number of responses

Graph 95. Proportion of people who are able to have visitors come at any time (if in group setting)



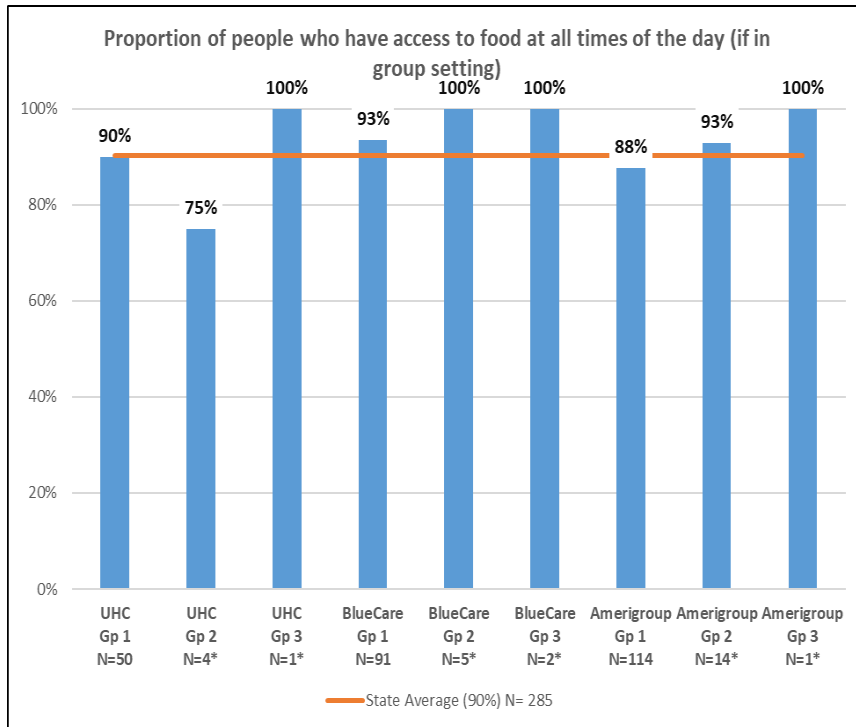
\* Very small number of responses

Graph 96. Proportion of people who can use the phone privately whenever they want to (if in group setting)



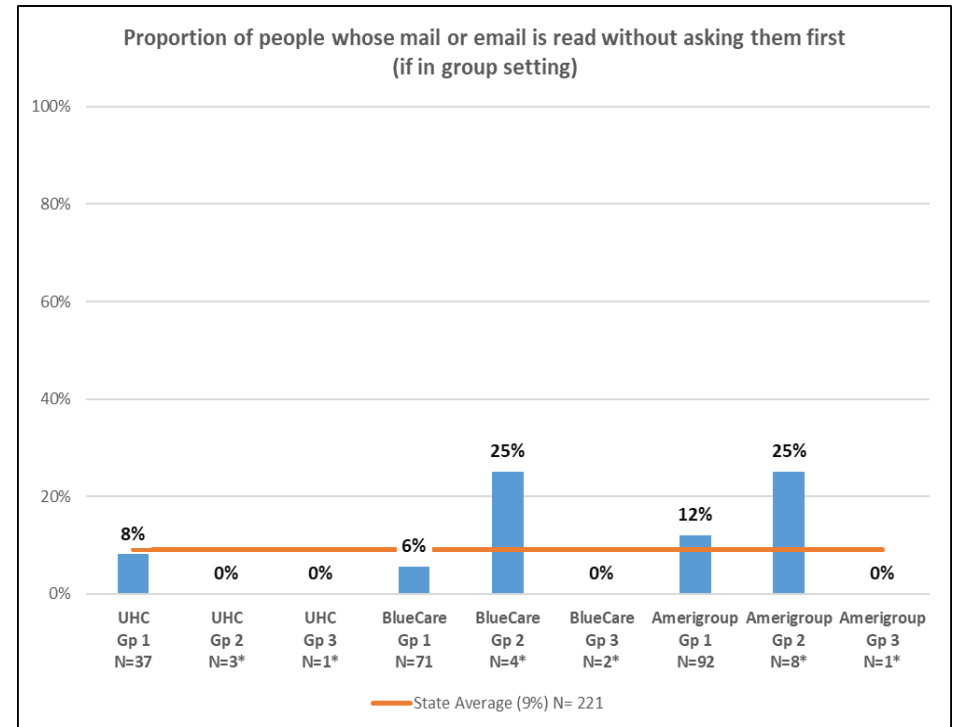
\* Very small number of responses

Graph 97. Proportion of people who have access to food at all times of day (if in group setting)



\* Very small number of responses

Graph 98. Proportion of people whose mail or email is read without asking them first (if in group setting)



\* Very small number of responses



## Self-Direction of Care

People have authority and are supported to direct and manage their own services.

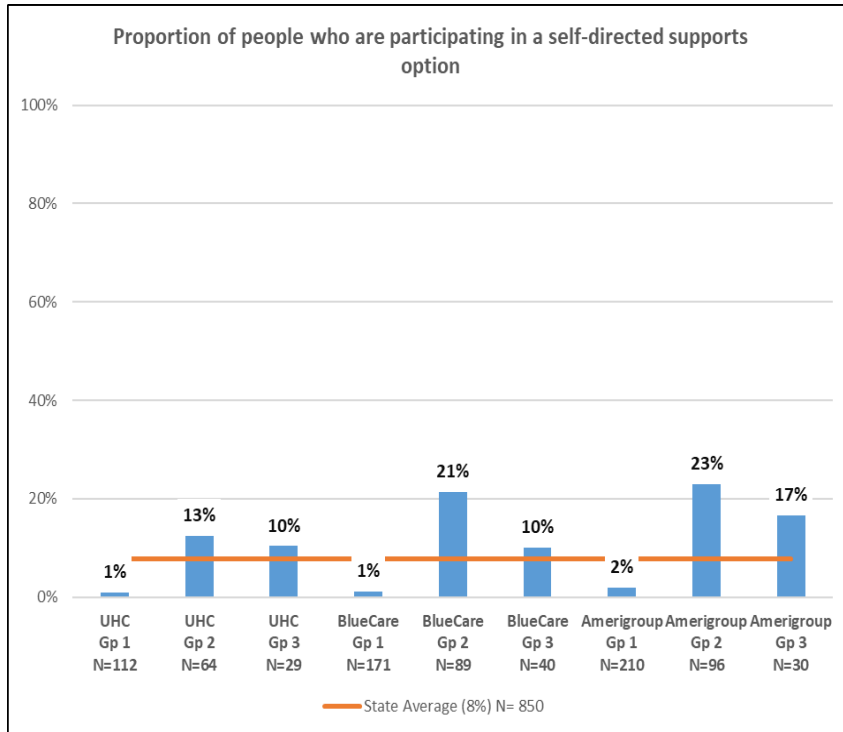
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people self-directing.
2. Proportion of people who can choose or change the kind of services they receive and who provides them.

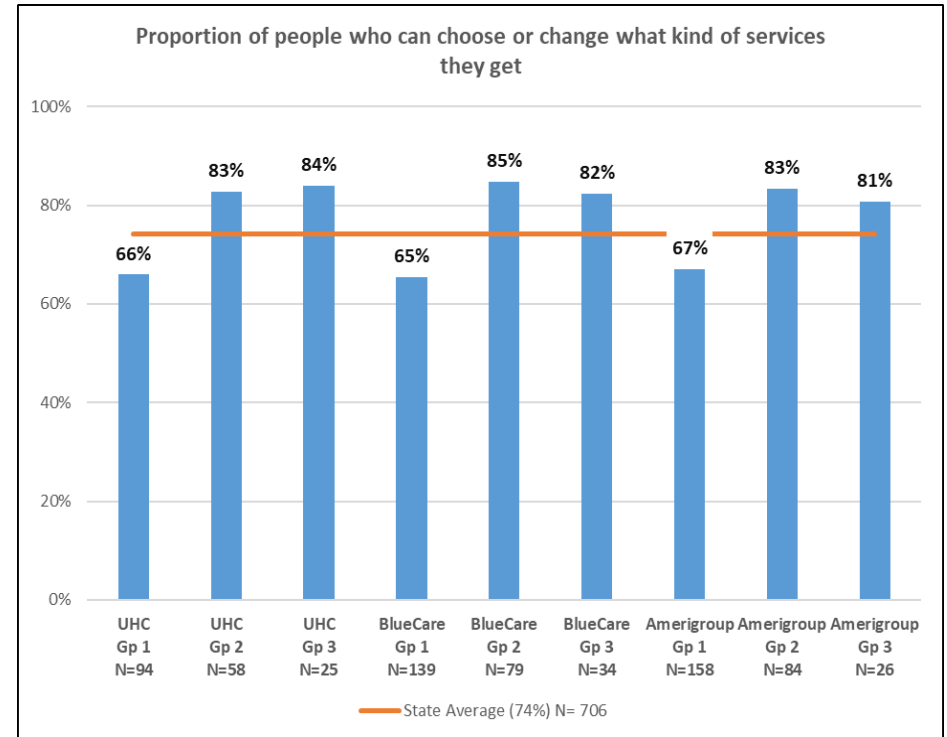
There are four survey items that correspond to the Self-Direction of Care domain. Proportion of people self-directing is derived from state administrative records.

Un-collapsed data for state and settings are shown in Appendix B.

Graph 99. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)

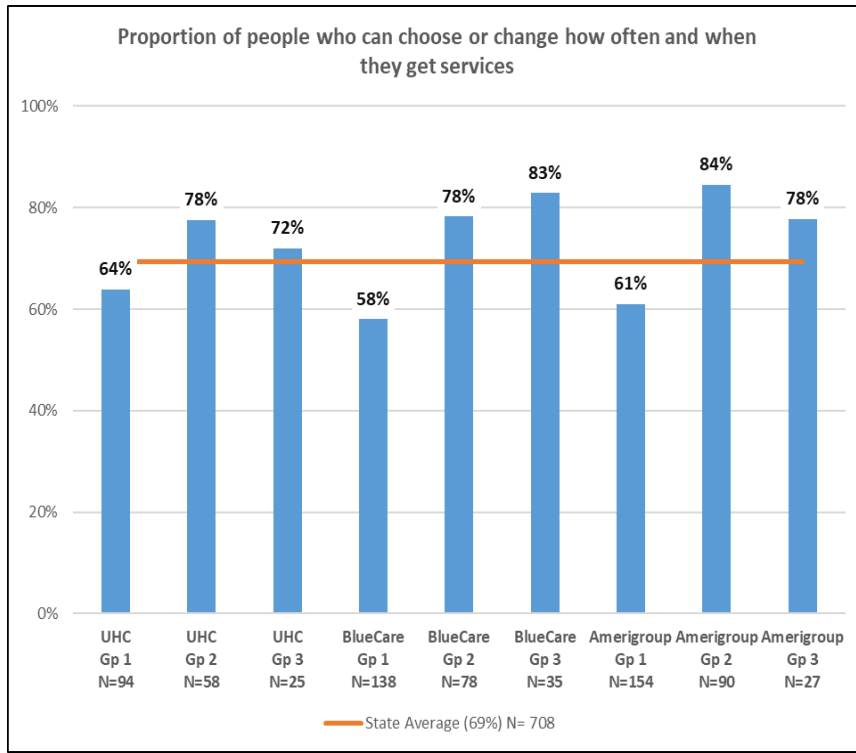


Graph 100. Proportion of people who can choose or change what kind of services they get<sup>18</sup>



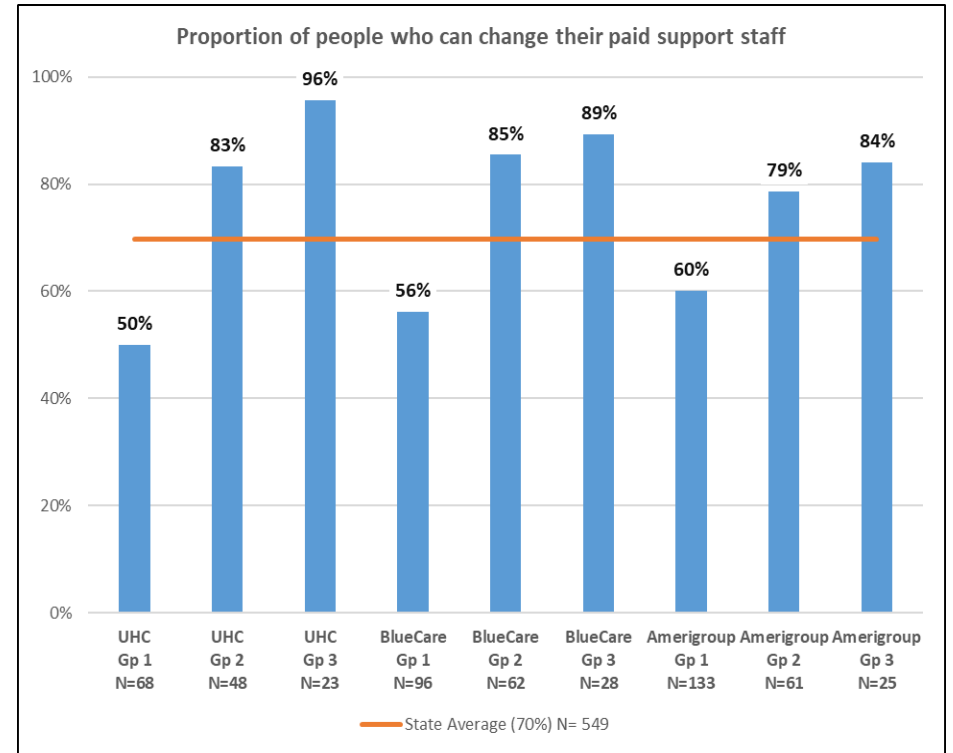
<sup>18</sup> New variable

Graph 101. Proportion of people who can choose or change how often and when they get services<sup>19</sup>



<sup>19</sup> New variable

Graph 102. Proportion of people who can change their paid support staff<sup>20</sup>



<sup>20</sup> New variable

## Work

People have support to find and maintain community integrated employment if they want it.

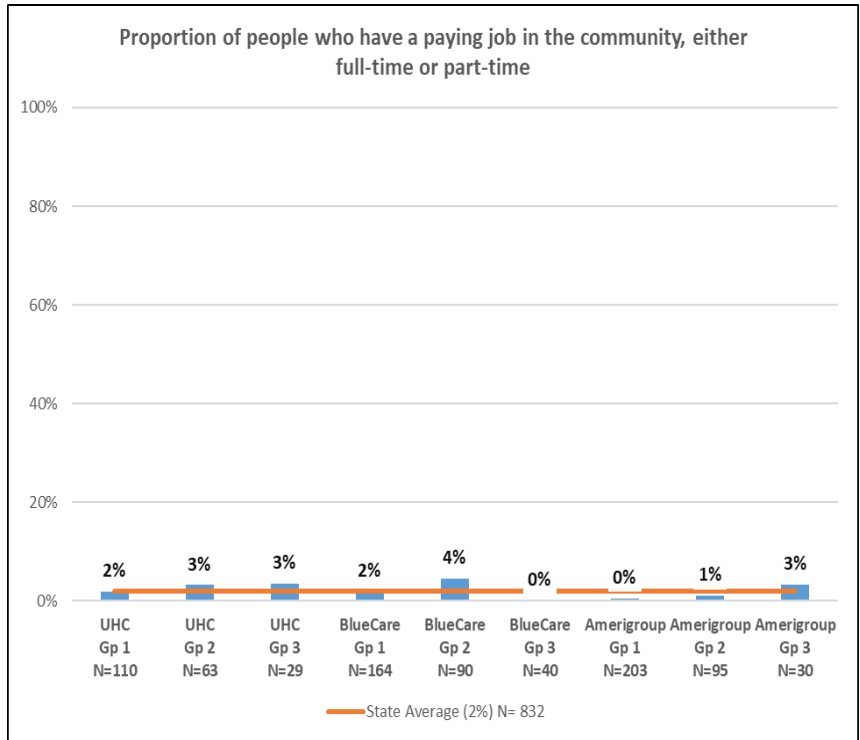
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have a paid job.
2. Proportion of people who would like a job.
3. Proportion of people who have had job search assistance.
4. Proportion of people who volunteer.
5. Proportion of people who would like to volunteer.

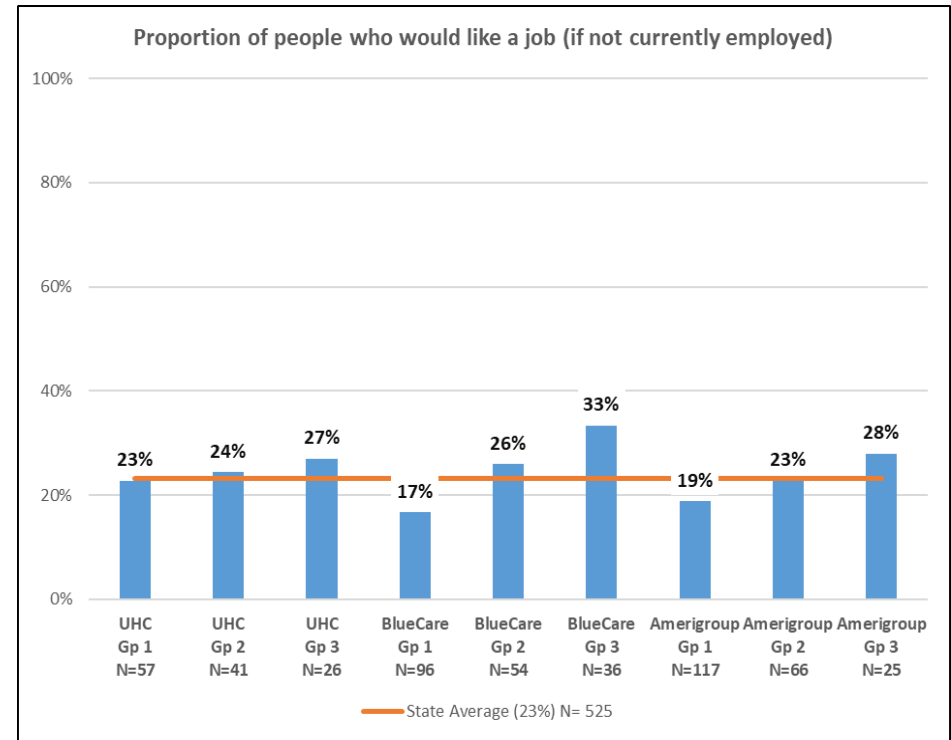
There are five survey items that correspond to the Work domain.

Un-collapsed for state and settings are shown in Appendix B.

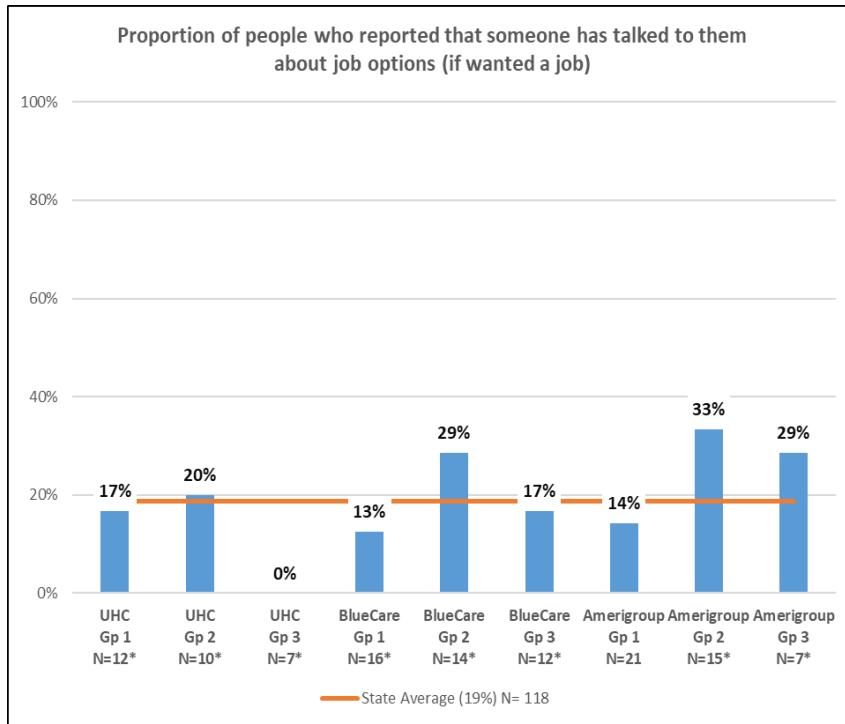
Graph 103. Proportion of people who have a paying job in the community



Graph 104. Proportion of people who would like a job (if not currently employed)

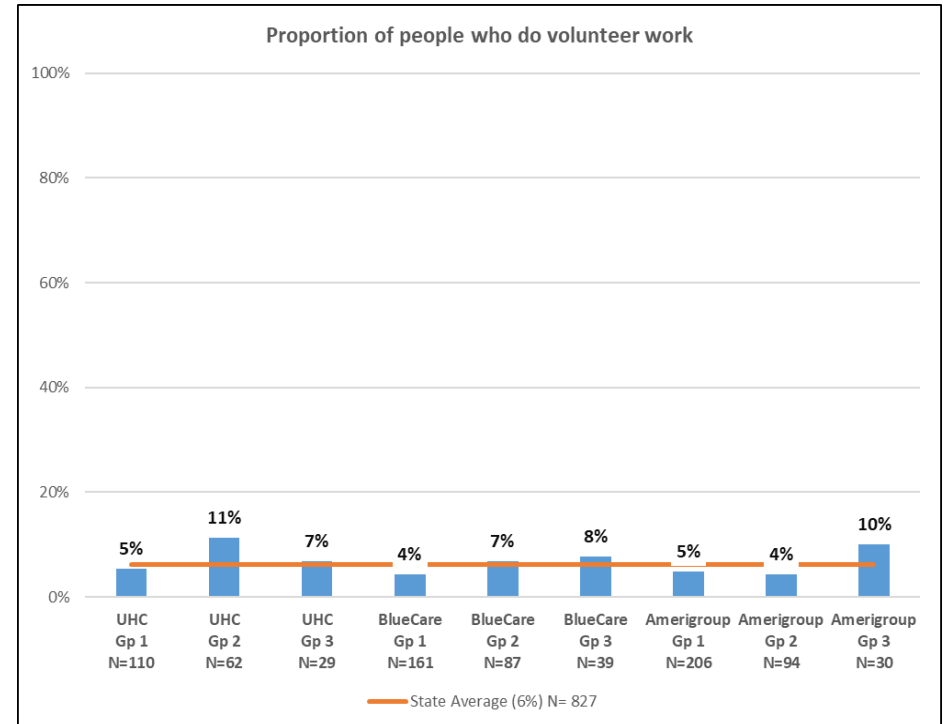


Graph 105. Proportion of people who reported that someone has talked to them about job options (if wanted a job)

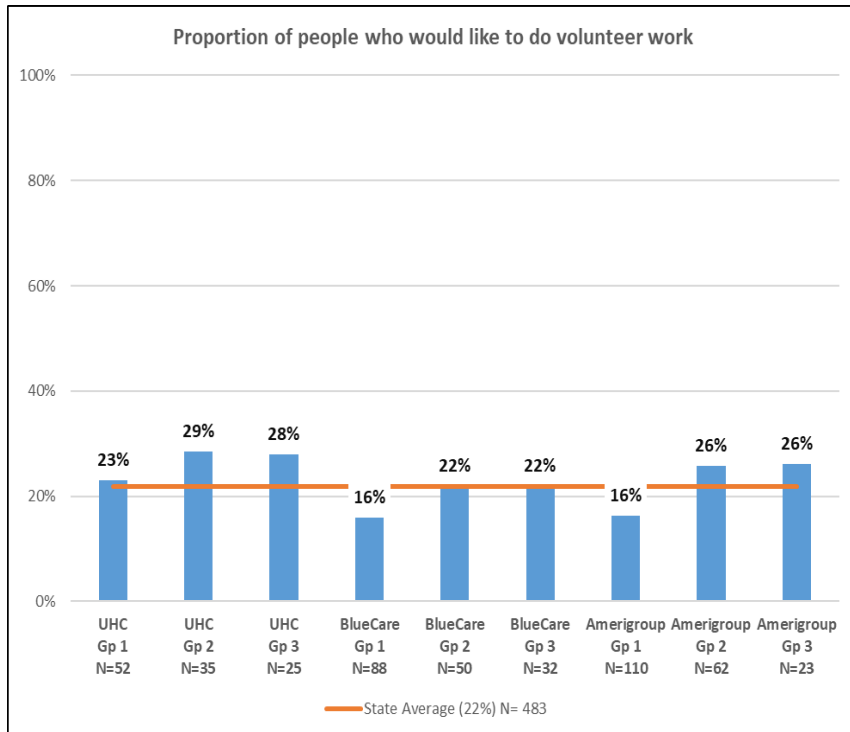


\* Very small number of responses

Graph 106. Proportion of people who do volunteer work



Graph 107. Proportion of people who would like to do volunteer work (if not currently volunteering)<sup>21</sup>



<sup>21</sup> New variable

## Everyday Living

### People have enough supports for everyday living.

There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

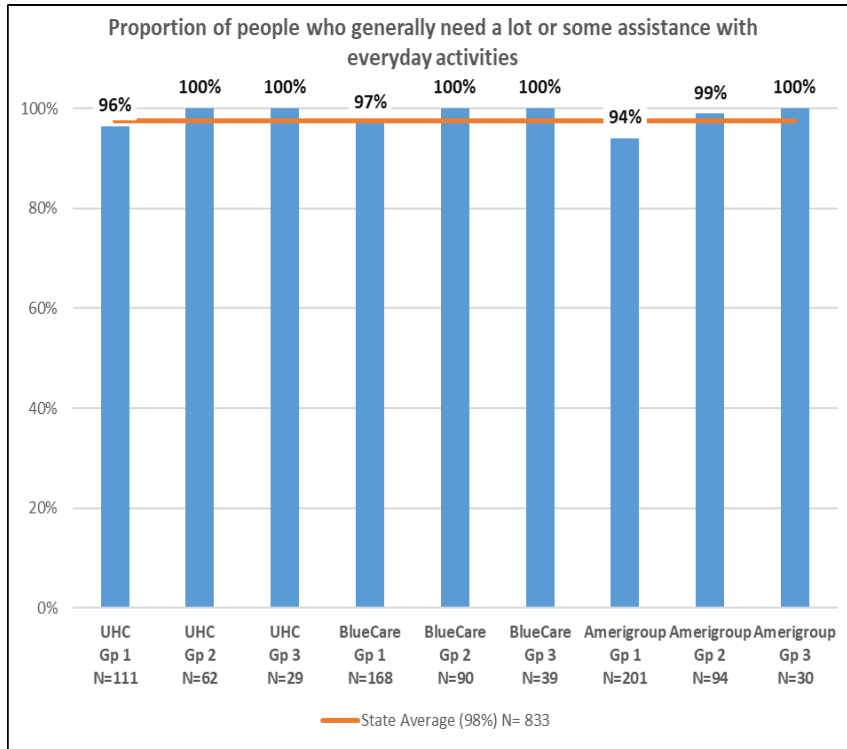
1. Proportion of people who have adequate support to perform activities of daily living (bathing, toileting, taking meds, etc.) and instrumental activities of daily living (cleaning, laundry, etc.)
2. Proportion of people who have access to healthy foods.

There are five survey items that correspond to the Everyday Living domain.

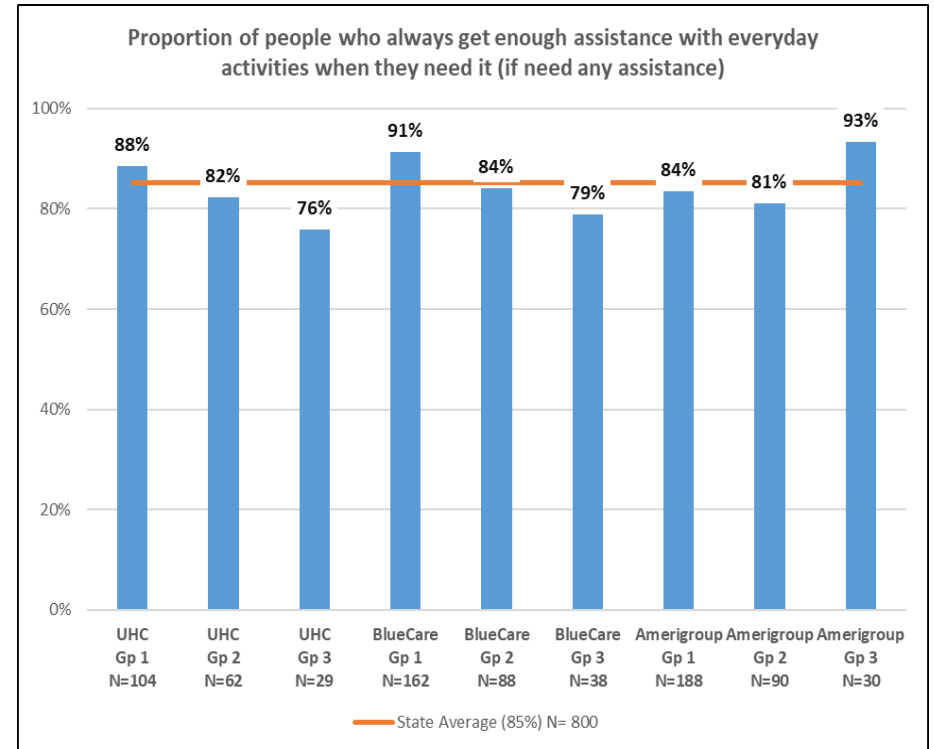
Un-collapsed data for state and settings are shown in Appendix B.



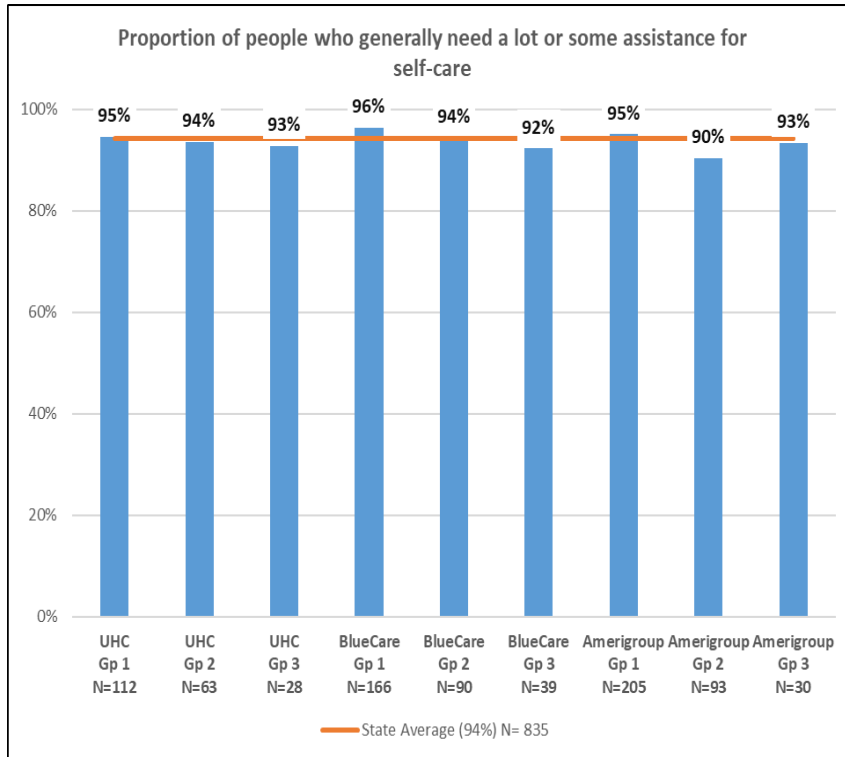
Graph 108. Proportion of people who generally need a lot or some assistance with everyday activities (things like preparing meals, housework, shopping or taking their medications)



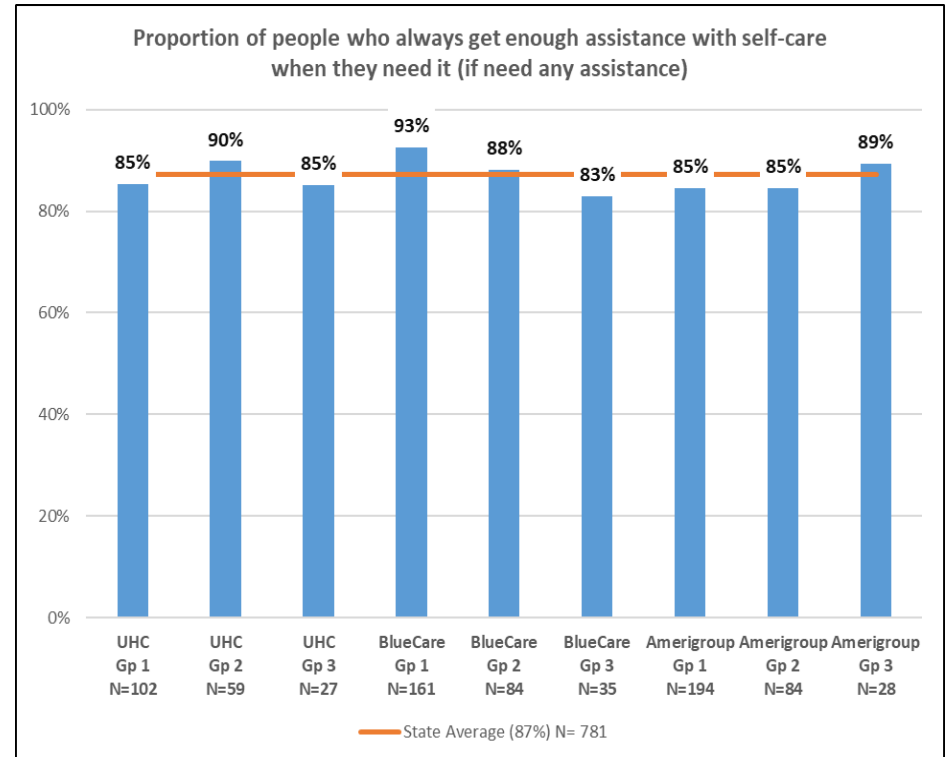
Graph 109. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance) (things like preparing meals, housework, shopping or taking their medications)



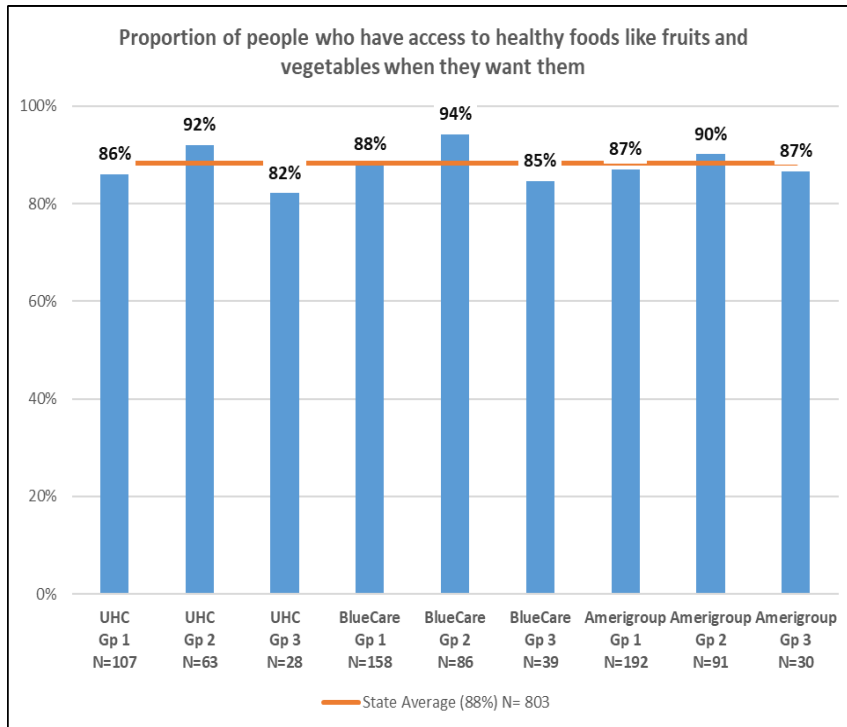
Graph 110. Proportion of people who generally need a lot or some assistance for self-care (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 111. Proportion of people who always get enough assistance with self-care when they need it (if need any assistance) (things like bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 112. Proportion of people who have access to healthy foods like fruits and vegetables when they want them



## Affordability

People have enough available resources.

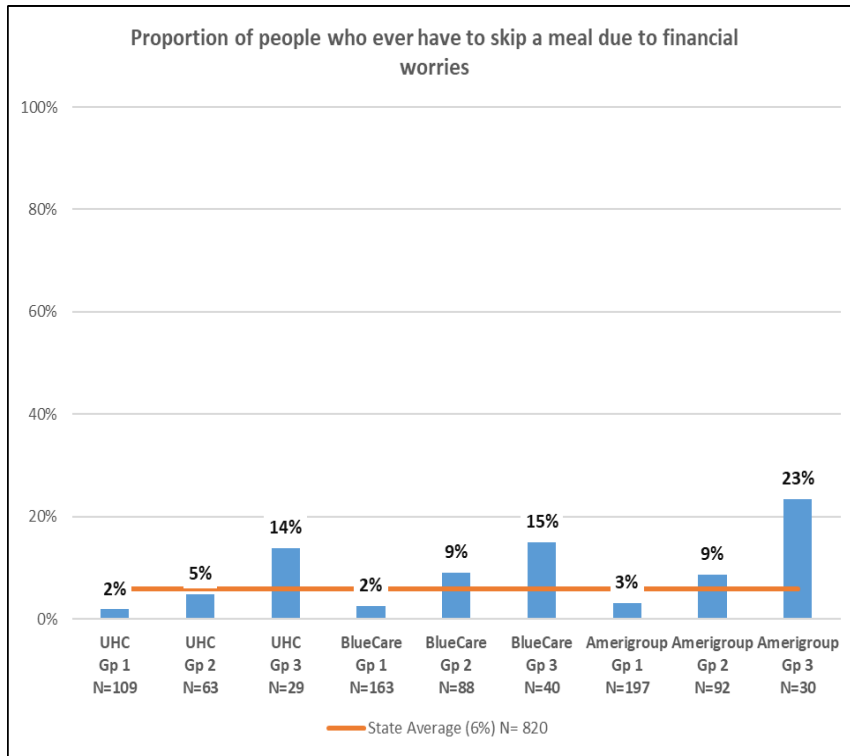
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have ever had to cut back on food because of money.

There is one survey item that corresponds to the Affordability domain.

Un-collapsed data for state and settings are shown in Appendix B.

Graph 113. Proportion of people who ever have to skip a meal due to financial worries



## Planning for future

People have support to plan and make decision about the future.

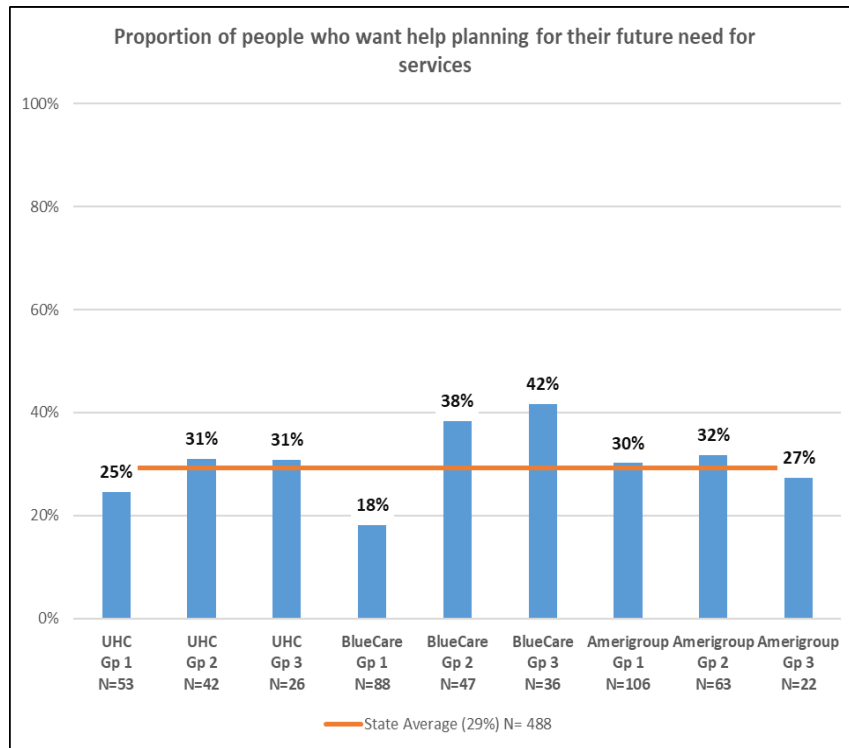
There is one Planning for Future indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who want help planning for future need for services.

There is one survey item that corresponds to the Planning for Future domain.

Un-collapsed data for state and settings are shown in Appendix B.

Graph 114. Proportion of people who want help planning for their future need for services



## Control

### People feel in control of their lives

There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel in control of their lives.

There is one survey item that corresponds to the Control domain.

This section also includes presentation of results on a ranking of what is most important to people surveyed<sup>22</sup>.

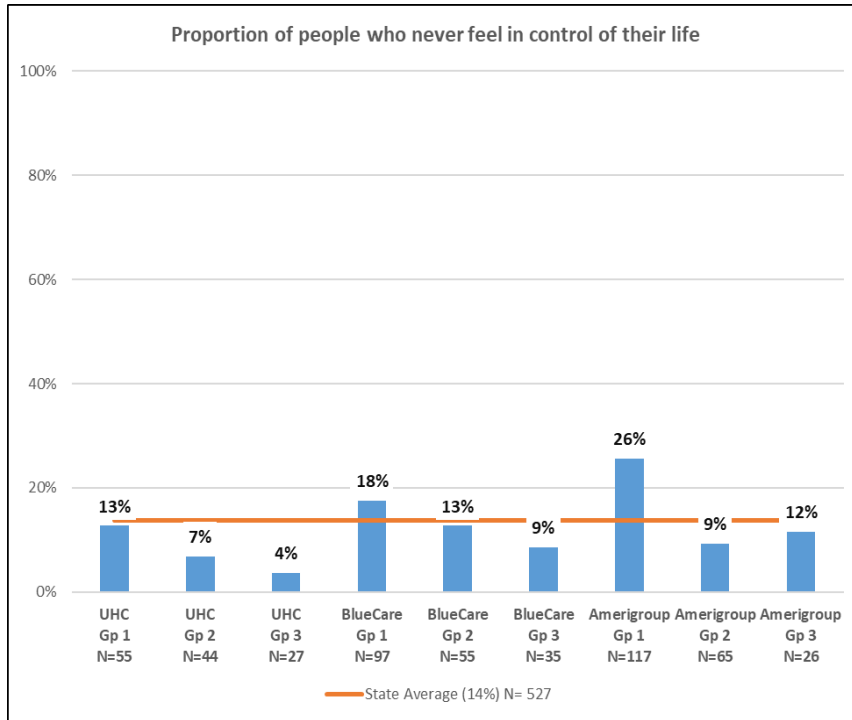
Un-collapsed data for state and settings are shown in Appendix B.

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<sup>22</sup> Data shown in Appendix B only



Graph 115. Proportion of people who never feel in control of their life



## **Appendix A: Rules for Recoding and Collapsing Responses**

Table A1 below details collapsing and recoding logic for items that were measured using anything other than a “Yes/No” binary response. The number in the third column refers to the graph number in the report where the item can be found. Unless otherwise stated, “don’ know” and “unclear/refused” responses are excluded from both numerator and denominator.

Table A1. Outcome Variables – Collapsing Rules

<b>Domain</b>	<b>Item</b>	<b>Graph #</b>	<b>Recoding/Collapsing Logic</b>
Community Participation	Proportion of people who are as active in the community as they would like to be	1	Collapse “No” and “Sometimes”
Choice and Decision Making	Proportion of people who get up and go to bed at the time they want	4	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who can eat their meals when they want	5	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)	6	Collapse “In most ways” and “Only in some ways, or not at all”
Relationships	Proportion of people who can always or almost always see or talk to friends and family when they want to (if there are friends and family who do not live with person)	7	Collapse “Most of the time, usually, or some family and/or friends” and “No, or rarely”
Satisfaction	Proportion of people who like where they are living	8	Collapse “In-between, most of the time” and “No”
	Proportion of people who would prefer to live somewhere else	9	Collapse “Yes” and “Maybe”
	Proportion of people who like how they usually spend their time during the day	10	Collapse “Some days, sometimes” and “No, never”
	Proportion of people whose paid support staff change too often	11	Collapse “Yes” and “Some, or sometimes”
	Proportion of people whose paid support staff do things the way they want them done	12	Collapse “Some, or usually” and “No, never or rarely”
Service Coordination	Proportion of people who know whom to contact if they want to make changes to their services	13	Collapse “Not sure, maybe” and “No”
	Proportion of people who can reach their case manager/ care coordinator when they need to (if they know they have a case manager/ care coordinator)	14	Collapse “Most of the time, usually” and “No, or only sometimes”

Domain	Item	Graph #	Recoding/Collapsing Logic
	Proportion of people whose paid support staff show up and leave when they are supposed to	15	Collapse “Some, or usually” and “No, never or rarely”
	Proportion of people whose services meet all their needs and goals	18	Collapse “No, not at all, needs or goals are not met” and “Some needs and goals”
	Proportion of people whose family member (unpaid or paid) is the person who helps them most often	20	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people whose family member (unpaid or paid) provides additional assistance	21	Add percentages for “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
Care Coordination	Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehab facility (if occurred in the past year)	24	Collapse “No” and “In-between”
	Proportion of people who reported they know how to manage their chronic conditions	27	Collapse “No” and “In-between, or some conditions”
Access	Proportion of people who have transportation when they want to do things outside of their home	28	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	29	Collapse “No” and “Sometimes”
	Proportion of people who receive information about their services in the language they prefer (if non-English)	30	Collapse “No” and “Some information”
Safety	Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)	65	Collapse “Yes, often” and “Sometimes”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	71	Collapse “Usually” and “No, rarely”
Wellness	Proportion of people who describe their overall health as poor	79	Collapse “Excellent”, “Very good”, “Good” and “Fair”

Domain	Item	Graph #	Recoding/Collapsing Logic
	Proportion of people who reported their health has gotten much better or somewhat better compared to 12 months ago	80	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Proportion of people who feel sad or depressed at least sometimes or often	84	Collapse “Often” and “Sometimes”; Collapse “Not often” and “Never, or almost never”
	Proportion of people who describe their hearing as poor (taking into account hearing aids, if any)	86	Collapse “Very good” and “Fair”
	Proportion of people who describe their vision as poor (taking into account glasses or contacts, if any)	87	Collapse “Very good” and “Fair”
Medications	Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)	90	Collapse “No” and “In-between, or some medications”
Rights and Respect	Proportion of people who feel that their paid support staff treat them with respect	91	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people who get asked permission before people enter their home/room (if in group setting)	92	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy in their home (if in group setting)	94	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who can use the phone privately whenever they want to (if in group setting)	96	Collapse “No, never or rarely” and “Usually”
Self-Direction of Care	Proportion of people who can choose or change what kind of services they get	100	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change how often and when they get services	101	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can change their paid support staff	102	Collapse “No” and “Sometimes, or some services”
Work	Proportion of people who would like a job (if not currently employed)	104	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who would like to do volunteer work (if does not currently volunteer)	107	Collapse “Yes” and “Maybe, not sure”

<b>Domain</b>	<b>Item</b>	<b>Graph #</b>	<b>Recoding/Collapsing Logic</b>
Everyday Living	Proportion of people who generally need a lot or some assistance with everyday activities (Things like preparing meals, housework, shopping or taking their medications)	108	Collapse "A lot" and "Some"
	Proportion of people who generally need a lot or some assistance with self-care (Things like bathing, dressing, going to the bathroom, eating, or moving around their home)	110	Collapse "A lot" and "Some"
	Proportion of people who have access to healthy foods like fruits and vegetables when they want them	112	Collapse "No, never" and "Sometimes"
Affordability	Proportion of people who ever have to skip a meal due to financial worries	113	Collapse "Yes, often" and "Sometimes"
Control	Proportion of people who never feel in control of their life	115	Collapse "Yes, almost always, always" and "In-between, sometimes"

## Appendix B: Un-Collapsed and Un-Weighted Data by MCO/Group

## Demographic Tables

Table 1. Average age (reported for those under 90 years of age)

	Average Age	N
<b>UHC Group 1</b>	70.9	88
<b>UHC Group 2</b>	66.8	56
<b>UHC Group 3</b>	65.4	27
<b>BlueCare Group 1</b>	72.3	143
<b>BlueCare Group 2</b>	60.0	82
<b>BlueCare Group 3</b>	65.1	38
<b>Amerigroup Group 1</b>	72.3	170
<b>Amerigroup Group 2</b>	65.8	85
<b>Amerigroup Group 3</b>	67.1	29
<b>Unknown</b>	63.0	6
<b>Sample Average</b>	68.6	724

Table 2. Proportion of individuals 90 years of age and over

	Under 90	90 and Over	N
<b>UHC Group 1</b>	78%	22%	113
<b>UHC Group 2</b>	89%	11%	63
<b>UHC Group 3</b>	93%	7%	29
<b>BlueCare Group 1</b>	84%	16%	170
<b>BlueCare Group 2</b>	91%	9%	90
<b>BlueCare Group 3</b>	95%	5%	40
<b>Amerigroup Group 1</b>	83%	17%	206
<b>Amerigroup Group 2</b>	89%	11%	96
<b>Amerigroup Group 3</b>	97%	3%	30
<b>Unknown</b>	75%	25%	8
<b>Sample Average</b>	86%	14%	845



Table 3. Gender: proportion female

	Male	Female	Other	Don't Know	N
<b>UHC Group 1</b>	35%	65%	0%	0%	113
<b>UHC Group 2</b>	31%	69%	0%	0%	64
<b>UHC Group 3</b>	24%	76%	0%	0%	29
<b>BlueCare Group 1</b>	33%	67%	0%	0%	171
<b>BlueCare Group 2</b>	38%	62%	0%	0%	90
<b>BlueCare Group 3</b>	23%	78%	0%	0%	40
<b>Amerigroup Group 1</b>	40%	60%	0%	0%	210
<b>Amerigroup Group 2</b>	45%	55%	0%	0%	96
<b>Amerigroup Group 3</b>	34%	66%	0%	0%	29
<b>Unknown</b>	22%	78%	0%	0%	9
<b>Sample Average</b>	36%	64%	0%	0%	851

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't know	N
<b>UHC Group 1</b>	0%	0%	29%	0%	70%	0%	2%	0%	113
<b>UHC Group 2</b>	0%	0%	28%	0%	56%	0%	16%	0%	64
<b>UHC Group 3</b>	0%	0%	34%	0%	45%	0%	21%	0%	29
<b>BlueCare Group 1</b>	0%	0%	19%	0%	79%	1%	0%	1%	171
<b>BlueCare Group 2</b>	0%	0%	30%	0%	70%	0%	0%	0%	90
<b>BlueCare Group 3</b>	0%	0%	28%	0%	73%	3%	0%	0%	40
<b>Amerigroup Group 1</b>	0%	0%	24%	1%	75%	0%	0%	0%	210
<b>Amerigroup Group 2</b>	0%	1%	37%	1%	61%	1%	1%	0%	95
<b>Amerigroup Group 3</b>	0%	0%	33%	0%	63%	3%	0%	0%	30
<b>Unknown</b>	0%	0%	22%	0%	78%	0%	0%	0%	9
<b>Sample Average</b>	0%	0%	27%	0%	70%	1%	2%	0%	851

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know	N
<b>UHC Group 1</b>	16%	13%	16%	38%	16%	112
<b>UHC Group 2</b>	21%	10%	23%	39%	8%	62
<b>UHC Group 3</b>	21%	7%	25%	46%	0%	28
<b>BlueCare Group 1</b>	19%	14%	20%	46%	2%	168
<b>BlueCare Group 2</b>	33%	17%	27%	23%	0%	90
<b>BlueCare Group 3</b>	18%	13%	25%	45%	0%	40
<b>Amerigroup Group 1</b>	20%	16%	18%	44%	2%	209
<b>Amerigroup Group 2</b>	28%	22%	19%	31%	0%	95
<b>Amerigroup Group 3</b>	23%	17%	27%	33%	0%	30
<b>Unknown</b>	22%	0%	33%	44%	0%	9
<b>Sample Average</b>	22%	15%	20%	39%	4%	843

Table 6. Primary language

	English	Spanish	Other	Don't know	N
<b>UHC Group 1</b>	88%	0%	12%	1%	113
<b>UHC Group 2</b>	89%	2%	9%	0%	64
<b>UHC Group 3</b>	97%	0%	3%	0%	29
<b>BlueCare Group 1</b>	98%	1%	1%	1%	171
<b>BlueCare Group 2</b>	100%	0%	0%	0%	90
<b>BlueCare Group 3</b>	95%	3%	3%	0%	40
<b>Amerigroup Group 1</b>	99%	0%	1%	0%	210
<b>Amerigroup Group 2</b>	98%	1%	1%	0%	96
<b>Amerigroup Group 3</b>	97%	3%	0%	0%	30
<b>Unknown</b>	100%	0%	0%	0%	9
<b>Sample Average</b>	96%	1%	3%	0%	852

Table 7. Preferred means of communication

	Spoken	Sign Language or Finger Spelling	Communication Aid or Device	Other	Don't Know	N
<b>UHC Group 1</b>	94%	0%	0%	0%	6%	112
<b>UHC Group 2</b>	98%	0%	0%	2%	0%	62
<b>UHC Group 3</b>	97%	0%	0%	0%	3%	29
<b>BlueCare Group 1</b>	93%	1%	1%	6%	0%	170
<b>BlueCare Group 2</b>	88%	0%	0%	11%	1%	90
<b>BlueCare Group 3</b>	98%	0%	0%	3%	0%	40
<b>Amerigroup Group 1</b>	92%	0%	1%	2%	5%	210
<b>Amerigroup Group 2</b>	97%	2%	0%	1%	0%	95
<b>Amerigroup Group 3</b>	100%	0%	0%	0%	0%	30
<b>Unknown</b>	100%	0%	0%	0%	0%	9
<b>Sample Average</b>	94%	0%	0%	3%	2%	847

Table 8. Type of residential area<sup>23</sup>

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
<b>UHC Group 1</b>	58%	19%	4%	19%	1%	113
<b>UHC Group 2</b>	69%	16%	2%	14%	0%	64
<b>UHC Group 3</b>	69%	21%	3%	7%	0%	29
<b>BlueCare Group 1</b>	64%	19%	3%	14%	0%	171
<b>BlueCare Group 2</b>	62%	19%	3%	14%	1%	90
<b>BlueCare Group 3</b>	55%	23%	5%	18%	0%	40
<b>Amerigroup Group 1</b>	66%	14%	2%	17%	1%	210
<b>Amerigroup Group 2</b>	55%	27%	3%	11%	3%	96
<b>Amerigroup Group 3</b>	53%	30%	3%	10%	3%	30
<b>Unknown</b>	67%	11%	11%	11%	0%	9
<b>Sample Average</b>	62%	19%	3%	15%	1%	852

<sup>23</sup> Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 9. Type of residence

	Own or Family Home	Group Home, Adult Family Home, Foster, Host Home	Assisted Living Facility, Residential Care Facility	Nursing Facility, Nursing Home	Homeless, Temporary Shelter	Other	Don't Know	N
<b>UHC Group 1</b>	3%	0%	3%	94%	0%	1%	0%	113
<b>UHC Group 2</b>	92%	0%	8%	0%	0%	0%	0%	64
<b>UHC Group 3</b>	97%	0%	3%	0%	0%	0%	0%	29
<b>BlueCare Group 1</b>	2%	0%	4%	95%	0%	0%	0%	171
<b>BlueCare Group 2</b>	87%	2%	2%	2%	0%	7%	0%	89
<b>BlueCare Group 3</b>	88%	0%	3%	5%	0%	5%	0%	40
<b>Amerigroup Group 1</b>	1%	0%	5%	94%	0%	0%	0%	210
<b>Amerigroup Group 2</b>	79%	2%	8%	6%	1%	3%	0%	95
<b>Amerigroup Group 3</b>	90%	0%	10%	0%	0%	0%	0%	29
<b>Unknown</b>	22%	0%	0%	78%	0%	0%	0%	9
<b>Sample Average</b>	37%	0%	5%	57%	0%	1%	0%	849

Table 10. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others (not family, friend, or PCA)	N
<b>UHC Group 1</b>	4%	2%	3%	0%	4%	76%	112
<b>UHC Group 2</b>	29%	13%	44%	0%	0%	10%	62
<b>UHC Group 3</b>	48%	10%	31%	3%	0%	0%	29
<b>BlueCare Group 1</b>	5%	1%	1%	0%	0%	94%	167
<b>BlueCare Group 2</b>	30%	17%	51%	0%	1%	4%	90
<b>BlueCare Group 3</b>	53%	10%	33%	0%	0%	10%	40
<b>Amerigroup Group 1</b>	3%	0%	1%	0%	0%	95%	208
<b>Amerigroup Group 2</b>	22%	15%	35%	2%	2%	21%	96
<b>Amerigroup Group 3</b>	34%	14%	38%	3%	0%	14%	29
<b>Unknown</b>	33%	0%	0%	0%	0%	78%	9
<b>Sample Average</b>	16%	6%	18%	1%	1%	58%	842

Table 11. Proportion of people whose address changed in the past 6 months

	No	Yes	Don't Know	N
<b>UHC Group 1</b>	84%	4%	12%	108
<b>UHC Group 2</b>	81%	5%	14%	59
<b>UHC Group 3</b>	83%	3%	14%	29
<b>BlueCare Group 1</b>	94%	5%	1%	170
<b>BlueCare Group 2</b>	96%	3%	1%	90
<b>BlueCare Group 3</b>	93%	8%	0%	40
<b>Amerigroup Group 1</b>	92%	6%	1%	210
<b>Amerigroup Group 2</b>	85%	15%	0%	95
<b>Amerigroup Group 3</b>	93%	7%	0%	30
<b>Unknown</b>	78%	11%	11%	9
<b>Sample Average</b>	90%	6%	4%	840

Table 12. Where the person moved from (if address changed in the past 6 months)

	Own or Family Home	Group Home, Adult Family Home, Foster, Host Home	Assisted Living Facility, Residential Care Facility	Nursing Facility, Nursing Home	Homeless, Temporary Shelter	Other	Don't Know	N
<b>UHC Group 1</b>	6%	0%	0%	6%	0%	6%	82%	17
<b>UHC Group 2</b>	18%	0%	0%	0%	0%	9%	73%	11
<b>UHC Group 3</b>	20%	0%	0%	0%	0%	0%	80%	5
<b>BlueCare Group 1</b>	60%	0%	10%	10%	0%	0%	20%	10
<b>BlueCare Group 2</b>	75%	0%	0%	0%	0%	0%	25%	4
<b>BlueCare Group 3</b>	100%	0%	0%	0%	0%	0%	0%	3
<b>Amerigroup Group 1</b>	14%	0%	14%	36%	0%	14%	21%	14
<b>Amerigroup Group 2</b>	43%	7%	7%	7%	0%	36%	0%	14
<b>Amerigroup Group 3</b>	100%	0%	0%	0%	0%	0%	0%	2
<b>Unknown</b>	0%	0%	0%	50%	0%	0%	50%	2
<b>Sample Average</b>	32%	1%	5%	11%	0%	11%	40%	82

Table 13. Proportion of people with diagnosis of Physical Disability

	No	Yes	Don't Know	N
<b>UHC Group 1</b>	28%	67%	5%	112
<b>UHC Group 2</b>	21%	74%	5%	62
<b>UHC Group 3</b>	17%	76%	7%	29
<b>BlueCare Group 1</b>	40%	58%	1%	168
<b>BlueCare Group 2</b>	30%	70%	0%	89
<b>BlueCare Group 3</b>	30%	70%	0%	40
<b>Amerigroup Group 1</b>	27%	71%	2%	192
<b>Amerigroup Group 2</b>	9%	91%	0%	94
<b>Amerigroup Group 3</b>	13%	87%	0%	30
<b>Unknown</b>	33%	56%	11%	9
<b>Sample Average</b>	27%	71%	2%	825

Table 14. Proportion of people with diagnosis of Alzheimer's or other dementia

	No	Yes	Don't Know	N
<b>UHC Group 1</b>	44%	50%	6%	112
<b>UHC Group 2</b>	63%	26%	11%	62
<b>UHC Group 3</b>	97%	3%	0%	29
<b>BlueCare Group 1</b>	42%	56%	2%	170
<b>BlueCare Group 2</b>	79%	21%	0%	90
<b>BlueCare Group 3</b>	90%	10%	0%	40
<b>Amerigroup Group 1</b>	35%	64%	1%	196
<b>Amerigroup Group 2</b>	60%	38%	1%	78
<b>Amerigroup Group 3</b>	69%	31%	0%	26
<b>Unknown</b>	44%	33%	22%	9
<b>Sample Average</b>	53%	44%	3%	812

Table 15. Proportion of people with diagnosis of Traumatic or Acquired Brain Injury

	No	Yes	Don't Know	N
<b>UHC Group 1</b>	81%	10%	9%	112
<b>UHC Group 2</b>	77%	13%	10%	62
<b>UHC Group 3</b>	97%	3%	0%	29
<b>BlueCare Group 1</b>	95%	4%	2%	167
<b>BlueCare Group 2</b>	93%	7%	0%	89
<b>BlueCare Group 3</b>	95%	5%	0%	40
<b>Amerigroup Group 1</b>	90%	7%	3%	177
<b>Amerigroup Group 2</b>	93%	6%	1%	69
<b>Amerigroup Group 3</b>	96%	4%	0%	24
<b>Unknown</b>	63%	13%	25%	8
<b>Sample Average</b>	90%	7%	3%	777

Table 16. Proportion of people with diagnosis of Intellectual or Developmental Disability

	No	Yes	Don't Know	N
<b>UHC Group 1</b>	88%	5%	7%	112
<b>UHC Group 2</b>	85%	3%	11%	62
<b>UHC Group 3</b>	93%	7%	0%	29
<b>BlueCare Group 1</b>	76%	23%	1%	168
<b>BlueCare Group 2</b>	78%	22%	0%	89
<b>BlueCare Group 3</b>	83%	18%	0%	40
<b>Amerigroup Group 1</b>	93%	4%	3%	180
<b>Amerigroup Group 2</b>	87%	10%	3%	70
<b>Amerigroup Group 3</b>	84%	12%	4%	25
<b>Unknown</b>	57%	14%	29%	7
<b>Sample Average</b>	85%	12%	4%	782

Table 17. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know	N
<b>UHC Group 1</b>	47%	49%	14%	1%	5%	111
<b>UHC Group 2</b>	19%	39%	48%	6%	3%	62
<b>UHC Group 3</b>	10%	31%	66%	7%	0%	29
<b>BlueCare Group 1</b>	43%	42%	37%	6%	1%	171
<b>BlueCare Group 2</b>	26%	69%	59%	10%	0%	90
<b>BlueCare Group 3</b>	8%	70%	80%	10%	0%	40
<b>Amerigroup Group 1</b>	35%	39%	30%	6%	1%	210
<b>Amerigroup Group 2</b>	17%	34%	58%	2%	0%	96
<b>Amerigroup Group 3</b>	10%	37%	73%	3%	0%	30
<b>Unknown</b>	44%	44%	11%	0%	11%	9
<b>Sample Average</b>	31%	44%	42%	5%	1%	848

Table 18. History of frequent falls

	No	Yes	Don't Know	N
<b>UHC Group 1</b>	71%	16%	13%	112
<b>UHC Group 2</b>	73%	21%	6%	62
<b>UHC Group 3</b>	72%	24%	3%	29
<b>BlueCare Group 1</b>	84%	15%	2%	171
<b>BlueCare Group 2</b>	93%	7%	0%	90
<b>BlueCare Group 3</b>	88%	13%	0%	40
<b>Amerigroup Group 1</b>	82%	16%	1%	210
<b>Amerigroup Group 2</b>	70%	30%	0%	96
<b>Amerigroup Group 3</b>	73%	27%	0%	30
<b>Unknown</b>	78%	11%	11%	9
<b>Sample Average</b>	80%	17%	3%	849



Table 19. Receives Medicare

	No	Yes	Don't Know	N
<b>UHC Group 1</b>	2%	95%	4%	112
<b>UHC Group 2</b>	5%	94%	2%	64
<b>UHC Group 3</b>	3%	97%	0%	29
<b>BlueCare Group 1</b>	8%	90%	2%	171
<b>BlueCare Group 2</b>	14%	86%	0%	90
<b>BlueCare Group 3</b>	10%	90%	0%	40
<b>Amerigroup Group 1</b>	8%	89%	4%	210
<b>Amerigroup Group 2</b>	21%	78%	1%	95
<b>Amerigroup Group 3</b>	13%	87%	0%	30
<b>Unknown</b>	0%	71%	29%	7
<b>Sample Average</b>	9%	89%	2%	848

## Community Participation- un-collapsed tables

Table 20. Proportion of people who are as active in the community as they would like to be

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	45%	7%	45%	2%	2%	60
<b>UHC Group 2</b>	64%	9%	25%	2%	0%	44
<b>UHC Group 3</b>	59%	0%	37%	0%	4%	27
<b>BlueCare Group 1</b>	37%	9%	49%	5%	0%	102
<b>BlueCare Group 2</b>	53%	11%	37%	0%	0%	57
<b>BlueCare Group 3</b>	44%	3%	53%	0%	0%	36
<b>Amerigroup Group 1</b>	52%	6%	37%	2%	2%	126
<b>Amerigroup Group 2</b>	54%	6%	36%	1%	3%	69
<b>Amerigroup Group 3</b>	54%	4%	42%	0%	0%	26
<b>Unknown</b>	43%	29%	29%	0%	0%	7
<b>Sample Average</b>	50%	7%	40%	2%	1%	554

Table 21a. Reasons that people are not as active in the community as they would like to be

	Cost or Money	Transportation	Accessibility or Lack of Equipment	Health Limitations	Not Enough Support	N
<b>UHC Group 1</b>	3%	42%	10%	77%	23%	31
<b>UHC Group 2</b>	19%	34%	19%	78%	9%	32
<b>UHC Group 3</b>	6%	31%	6%	63%	0%	16
<b>BlueCare Group 1</b>	11%	27%	9%	60%	13%	45
<b>BlueCare Group 2</b>	6%	31%	22%	67%	8%	36
<b>BlueCare Group 3</b>	12%	18%	6%	94%	6%	17
<b>Amerigroup Group 1</b>	8%	15%	12%	64%	15%	73
<b>Amerigroup Group 2</b>	5%	41%	20%	66%	10%	41
<b>Amerigroup Group 3</b>	20%	20%	13%	100%	13%	15
<b>Unknown</b>	20%	40%	40%	100%	20%	5
<b>Sample Average</b>	9%	28%	14%	71%	12%	311

Table 21b. Reasons that people are not as active in the community as they would like to be (continued)

	Feeling Unwelcome in Community	Feeling Unsafe	No Community Activities Outside of Home	Lack of Information, or Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	0%	3%	3%	6%	10%	0%	0%	31
<b>UHC Group 2</b>	3%	0%	3%	3%	3%	3%	0%	32
<b>UHC Group 3</b>	0%	0%	0%	0%	19%	0%	6%	16
<b>BlueCare Group 1</b>	2%	2%	7%	11%	7%	7%	2%	45
<b>BlueCare Group 2</b>	0%	6%	3%	6%	8%	8%	6%	36
<b>BlueCare Group 3</b>	6%	6%	0%	0%	0%	0%	6%	17
<b>Amerigroup Group 1</b>	1%	3%	4%	5%	10%	4%	1%	73
<b>Amerigroup Group 2</b>	2%	2%	5%	2%	7%	2%	2%	41
<b>Amerigroup Group 3</b>	0%	0%	7%	7%	0%	0%	0%	15
<b>Unknown</b>	20%	20%	20%	0%	0%	0%	0%	5
<b>Sample Average</b>	2%	3%	4%	5%	7%	4%	2%	311

Table 22. Proportion of people who have tried to leave the house to go somewhere in the past week and have not been able to

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	90%	7%	2%	2%	61
<b>UHC Group 2</b>	89%	11%	0%	0%	44
<b>UHC Group 3</b>	78%	19%	0%	4%	27
<b>BlueCare Group 1</b>	95%	2%	1%	2%	99
<b>BlueCare Group 2</b>	89%	7%	0%	4%	57
<b>BlueCare Group 3</b>	92%	8%	0%	0%	36
<b>Amerigroup Group 1</b>	92%	5%	0%	3%	126
<b>Amerigroup Group 2</b>	91%	7%	0%	1%	68
<b>Amerigroup Group 3</b>	92%	8%	0%	0%	26
<b>Unknown</b>	71%	29%	0%	0%	7
<b>Sample Average</b>	91%	7%	0%	2%	551

## Choice and Decision Making— un-collapsed

Table 23. Proportion of people who are able to choose their roommate (if in group setting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	60%	26%	9%	5%	43
<b>UHC Group 2</b>	67%	0%	33%	0%	3
<b>UHC Group 3</b>	n/a	n/a	n/a	n/a	0
<b>BlueCare Group 1</b>	66%	23%	7%	4%	83
<b>BlueCare Group 2</b>	67%	33%	0%	0%	3
<b>BlueCare Group 3</b>	n/a	n/a	n/a	n/a	0
<b>Amerigroup Group 1</b>	64%	24%	11%	1%	106
<b>Amerigroup Group 2</b>	78%	22%	0%	0%	9
<b>Amerigroup Group 3</b>	0%	100%	0%	0%	1
<b>Unknown</b>	50%	50%	0%	0%	2
<b>Sample Average</b>	64%	24%	9%	2%	250

Table 24. Proportion of people who get up and go to bed at the time when they want

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	10%	8%	78%	2%	2%	59
<b>UHC Group 2</b>	5%	14%	81%	0%	0%	43
<b>UHC Group 3</b>	0%	4%	96%	0%	0%	27
<b>BlueCare Group 1</b>	7%	9%	82%	0%	2%	102
<b>BlueCare Group 2</b>	5%	3%	91%	0%	0%	58
<b>BlueCare Group 3</b>	0%	6%	94%	0%	0%	36
<b>Amerigroup Group 1</b>	14%	11%	73%	0%	2%	124
<b>Amerigroup Group 2</b>	4%	6%	85%	1%	3%	67
<b>Amerigroup Group 3</b>	0%	0%	100%	0%	0%	26
<b>Unknown</b>	0%	0%	100%	0%	0%	7
<b>Sample Average</b>	7%	8%	84%	0%	1%	549

Table 25. Proportion of people who can eat their meals when they want

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Person Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	20%	15%	59%	2%	2%	2%	59
<b>UHC Group 2</b>	5%	5%	88%	2%	0%	0%	43
<b>UHC Group 3</b>	0%	4%	96%	0%	0%	0%	27
<b>BlueCare Group 1</b>	27%	8%	60%	2%	1%	2%	102
<b>BlueCare Group 2</b>	3%	2%	95%	0%	0%	0%	58
<b>BlueCare Group 3</b>	8%	6%	86%	0%	0%	0%	36
<b>Amerigroup Group 1</b>	23%	9%	63%	2%	2%	1%	123
<b>Amerigroup Group 2</b>	7%	3%	86%	1%	0%	3%	69
<b>Amerigroup Group 3</b>	0%	4%	96%	0%	0%	0%	26
<b>Unknown</b>	0%	0%	100%	0%	0%	0%	7
<b>Sample Average</b>	15%	7%	75%	1%	1%	1%	550

Table 26. Proportion of people who are able to decide how to furnish and decorate their room (if in group setting)

	No	In-between, Able to Decide Some Ways	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	13%	30%	51%	4%	2%	53
<b>UHC Group 2</b>	0%	25%	75%	0%	0%	4
<b>UHC Group 3</b>	0%	0%	100%	0%	0%	1
<b>BlueCare Group 1</b>	17%	24%	50%	9%	0%	94
<b>BlueCare Group 2</b>	20%	0%	80%	0%	0%	5
<b>BlueCare Group 3</b>	0%	0%	100%	0%	0%	2
<b>Amerigroup Group 1</b>	21%	25%	46%	7%	2%	123
<b>Amerigroup Group 2</b>	14%	7%	79%	0%	0%	14
<b>Amerigroup Group 3</b>	0%	0%	100%	0%	0%	1
<b>Unknown</b>	0%	0%	100%	0%	0%	3
<b>Sample Average</b>	17%	24%	52%	6%	1%	300

## Relationships- un-collapsed

Table 27. Proportion of people who can always or almost always see or talk to friends and family when they want to

	No, or Only Sometimes	Most of the Time, Usually, or Some Family and/or Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	6%	5%	83%	5%	2%	64
<b>UHC Group 2</b>	0%	12%	88%	0%	0%	43
<b>UHC Group 3</b>	0%	23%	77%	0%	0%	22
<b>BlueCare Group 1</b>	4%	5%	87%	1%	2%	93
<b>BlueCare Group 2</b>	8%	13%	77%	2%	0%	53
<b>BlueCare Group 3</b>	3%	3%	94%	0%	0%	35
<b>Amerigroup Group 1</b>	9%	11%	76%	0%	4%	128
<b>Amerigroup Group 2</b>	4%	4%	86%	1%	4%	71
<b>Amerigroup Group 3</b>	0%	4%	93%	0%	4%	27
<b>Unknown</b>	0%	0%	100%	0%	0%	6
<b>Sample Average</b>	5%	8%	83%	1%	2%	542

Table 28. Reasons people cannot always see friends/family

	Availability of Transportation	Accessibility	Staffing or Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	14%	14%	0%	14%	14%	57%	14%	7
<b>UHC Group 2</b>	0%	50%	0%	0%	0%	25%	25%	4
<b>UHC Group 3</b>	40%	0%	0%	40%	0%	0%	20%	5
<b>BlueCare Group 1</b>	13%	38%	0%	13%	0%	25%	13%	8
<b>BlueCare Group 2</b>	27%	27%	9%	27%	0%	18%	27%	11
<b>BlueCare Group 3</b>	100%	0%	0%	100%	0%	0%	0%	2
<b>Amerigroup Group 1</b>	9%	35%	0%	17%	4%	35%	17%	23
<b>Amerigroup Group 2</b>	17%	50%	17%	17%	0%	33%	17%	6
<b>Amerigroup Group 3</b>	100%	100%	0%	100%	0%	0%	0%	1
<b>Unknown</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	19%	31%	3%	22%	3%	28%	18%	67

## Satisfaction- un-collapsed

Table 29. Proportion of people who like where they are living

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	7%	12%	42%	6%	32%	113
<b>UHC Group 2</b>	6%	3%	67%	0%	23%	64
<b>UHC Group 3</b>	3%	3%	86%	0%	7%	29
<b>BlueCare Group 1</b>	12%	8%	53%	1%	27%	169
<b>BlueCare Group 2</b>	8%	8%	58%	0%	26%	89
<b>BlueCare Group 3</b>	13%	5%	78%	0%	5%	40
<b>Amerigroup Group 1</b>	14%	10%	47%	4%	25%	208
<b>Amerigroup Group 2</b>	7%	4%	74%	0%	14%	94
<b>Amerigroup Group 3</b>	7%	7%	83%	0%	3%	30
<b>Unknown</b>	0%	0%	89%	0%	11%	9
<b>Sample Average</b>	10%	8%	58%	2%	23%	845

Table 30a. Reasons for not liking where people live

	Accessibility	Neighborhood	Feels Unsafe in Home	Home or Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
<b>UHC Group 1</b>	0%	5%	0%	0%	41%	22
<b>UHC Group 2</b>	17%	0%	0%	17%	0%	6
<b>UHC Group 3</b>	0%	0%	0%	50%	50%	2
<b>BlueCare Group 1</b>	0%	0%	3%	0%	38%	32
<b>BlueCare Group 2</b>	21%	14%	0%	14%	29%	14
<b>BlueCare Group 3</b>	29%	14%	0%	0%	14%	7
<b>Amerigroup Group 1</b>	0%	2%	4%	2%	40%	48
<b>Amerigroup Group 2</b>	18%	18%	27%	9%	36%	11
<b>Amerigroup Group 3</b>	25%	50%	0%	0%	25%	4
<b>Unknown</b>	n/a	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	6%	6%	4%	4%	35%	146

Table 30b. Reasons for not liking where people live (continued)

	Layout or Size of Home or Building	Problems With Neighbors, Residents, Housemates, or Roommates	Problems With Staff	Insufficient Amount or Type of Staff	Wants More Independence and Control	N
<b>UHC Group 1</b>	0%	0%	36%	18%	14%	22
<b>UHC Group 2</b>	17%	0%	0%	0%	17%	6
<b>UHC Group 3</b>	50%	0%	0%	0%	0%	2
<b>BlueCare Group 1</b>	0%	6%	22%	9%	13%	32
<b>BlueCare Group 2</b>	14%	14%	0%	0%	0%	14
<b>BlueCare Group 3</b>	14%	0%	0%	0%	0%	7
<b>Amerigroup Group 1</b>	0%	4%	13%	8%	27%	48
<b>Amerigroup Group 2</b>	0%	18%	18%	9%	27%	11
<b>Amerigroup Group 3</b>	0%	0%	0%	0%	25%	4
<b>Unknown</b>	n/a	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	3%	5%	16%	8%	17%	146

Table 30c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family or Friends	Feels Isolated From Community or Feels Lonely	Other	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	5%	9%	14%	36%	5%	0%	22
<b>UHC Group 2</b>	0%	0%	0%	17%	0%	33%	6
<b>UHC Group 3</b>	0%	50%	50%	50%	0%	0%	2
<b>BlueCare Group 1</b>	13%	3%	0%	22%	3%	13%	32
<b>BlueCare Group 2</b>	7%	0%	0%	36%	7%	14%	14
<b>BlueCare Group 3</b>	0%	0%	14%	14%	14%	0%	7
<b>Amerigroup Group 1</b>	15%	19%	15%	15%	19%	6%	48
<b>Amerigroup Group 2</b>	27%	18%	18%	27%	0%	0%	11
<b>Amerigroup Group 3</b>	25%	0%	0%	0%	0%	0%	4
<b>Unknown</b>	n/a	n/a	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	12%	10%	10%	23%	9%	8%	146



Table 31. Proportion of people who would prefer to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	37%	4%	22%	37%	113
<b>UHC Group 2</b>	66%	2%	9%	23%	64
<b>UHC Group 3</b>	75%	4%	14%	7%	28
<b>BlueCare Group 1</b>	35%	5%	26%	35%	168
<b>BlueCare Group 2</b>	54%	1%	14%	30%	90
<b>BlueCare Group 3</b>	70%	3%	20%	8%	40
<b>Amerigroup Group 1</b>	34%	3%	28%	35%	209
<b>Amerigroup Group 2</b>	66%	6%	15%	13%	94
<b>Amerigroup Group 3</b>	77%	7%	10%	7%	30
<b>Unknown</b>	67%	0%	11%	22%	9
<b>Sample Average</b>	48%	4%	21%	28%	845

Table 32a. Where people would prefer to live (if would prefer to live somewhere else)

	Different Own Home	Family Member's Home	Assisted Living	Group Home, Adult Family Home, Shared Living	N
<b>UHC Group 1</b>	79%	0%	4%	0%	28
<b>UHC Group 2</b>	43%	0%	29%	14%	7
<b>UHC Group 3</b>	100%	0%	0%	0%	4
<b>BlueCare Group 1</b>	62%	19%	4%	4%	52
<b>BlueCare Group 2</b>	62%	0%	0%	0%	13
<b>BlueCare Group 3</b>	67%	22%	0%	0%	9
<b>Amerigroup Group 1</b>	62%	17%	2%	2%	65
<b>Amerigroup Group 2</b>	63%	0%	0%	0%	19
<b>Amerigroup Group 3</b>	40%	20%	20%	0%	5
<b>Unknown</b>	0%	0%	0%	0%	1
<b>Sample Average</b>	64%	12%	3%	2%	203

Table 32b. Where people would prefer to live (if would prefer to live somewhere else, continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	4%	4%	11%	0%	28
<b>UHC Group 2</b>	0%	0%	14%	0%	7
<b>UHC Group 3</b>	0%	0%	0%	0%	4
<b>BlueCare Group 1</b>	2%	2%	8%	0%	52
<b>BlueCare Group 2</b>	0%	15%	0%	23%	13
<b>BlueCare Group 3</b>	0%	11%	0%	0%	9
<b>Amerigroup Group 1</b>	5%	2%	11%	2%	65
<b>Amerigroup Group 2</b>	5%	16%	11%	5%	19
<b>Amerigroup Group 3</b>	0%	20%	0%	0%	5
<b>Unknown</b>	100%	0%	0%	0%	1
<b>Sample Average</b>	3%	5%	8%	2%	203

Table 33. Proportion of people who like how they usually spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	10%	23%	65%	2%	0%	60
<b>UHC Group 2</b>	9%	34%	57%	0%	0%	44
<b>UHC Group 3</b>	4%	30%	63%	0%	4%	27
<b>BlueCare Group 1</b>	9%	26%	60%	3%	2%	99
<b>BlueCare Group 2</b>	7%	23%	66%	0%	4%	56
<b>BlueCare Group 3</b>	15%	9%	76%	0%	0%	34
<b>Amerigroup Group 1</b>	16%	27%	53%	2%	1%	124
<b>Amerigroup Group 2</b>	12%	22%	62%	0%	4%	69
<b>Amerigroup Group 3</b>	8%	19%	73%	0%	0%	26
<b>Unknown</b>	0%	29%	71%	0%	0%	7
<b>Sample Average</b>	11%	25%	62%	1%	2%	546

Table 34. Proportion of people whose paid support staff change too often

	No	Some or Sometimes	Yes	Paid Support Person(s) are Live-in	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	39%	19%	24%	7%	7%	4%	54
<b>UHC Group 2</b>	71%	9%	11%	3%	6%	0%	35
<b>UHC Group 3</b>	59%	14%	27%	0%	0%	0%	22
<b>BlueCare Group 1</b>	58%	22%	12%	4%	4%	1%	85
<b>BlueCare Group 2</b>	61%	16%	20%	0%	0%	2%	44
<b>BlueCare Group 3</b>	74%	4%	22%	0%	0%	0%	27
<b>Amerigroup Group 1</b>	40%	19%	31%	6%	4%	0%	108
<b>Amerigroup Group 2</b>	71%	8%	17%	2%	0%	2%	48
<b>Amerigroup Group 3</b>	58%	8%	33%	0%	0%	0%	24
<b>Unknown</b>	80%	0%	20%	0%	0%	0%	5
<b>Sample Average</b>	55%	15%	22%	4%	3%	1%	452

Table 35. Proportion of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Workers, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	6%	26%	67%	0%	2%	54
<b>UHC Group 2</b>	3%	20%	77%	0%	0%	35
<b>UHC Group 3</b>	0%	5%	95%	0%	0%	22
<b>BlueCare Group 1</b>	3%	17%	79%	0%	0%	86
<b>BlueCare Group 2</b>	2%	9%	86%	0%	2%	44
<b>BlueCare Group 3</b>	0%	4%	96%	0%	0%	27
<b>Amerigroup Group 1</b>	10%	14%	74%	1%	1%	109
<b>Amerigroup Group 2</b>	2%	13%	83%	0%	2%	48
<b>Amerigroup Group 3</b>	0%	4%	96%	0%	0%	24
<b>Unknown</b>	0%	40%	60%	0%	0%	5
<b>Sample Average</b>	4%	15%	80%	0%	1%	454

## Service Coordination- un-collapsed

Table 36. Proportion of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	16%	21%	60%	3%	110
<b>UHC Group 2</b>	6%	3%	90%	0%	63
<b>UHC Group 3</b>	4%	4%	93%	0%	28
<b>BlueCare Group 1</b>	23%	17%	59%	1%	166
<b>BlueCare Group 2</b>	5%	6%	90%	0%	86
<b>BlueCare Group 3</b>	5%	0%	95%	0%	39
<b>Amerigroup Group 1</b>	25%	19%	56%	1%	205
<b>Amerigroup Group 2</b>	7%	2%	89%	1%	95
<b>Amerigroup Group 3</b>	3%	7%	90%	0%	30
<b>Unknown</b>	13%	13%	75%	0%	8
<b>Sample Average</b>	15%	12%	71%	1%	830

Table 37. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	7%	5%	84%	5%	0%	43
<b>UHC Group 2</b>	4%	7%	88%	2%	0%	57
<b>UHC Group 3</b>	0%	4%	96%	0%	0%	25
<b>BlueCare Group 1</b>	6%	4%	79%	9%	1%	68
<b>BlueCare Group 2</b>	8%	10%	81%	1%	0%	79
<b>BlueCare Group 3</b>	3%	6%	88%	3%	0%	34
<b>Amerigroup Group 1</b>	9%	6%	79%	6%	1%	89
<b>Amerigroup Group 2</b>	2%	10%	85%	1%	1%	86
<b>Amerigroup Group 3</b>	12%	8%	77%	0%	4%	26
<b>Unknown</b>	13%	0%	63%	25%	0%	8
<b>Sample Average</b>	6%	7%	83%	4%	1%	515

Table 38. Proportion of people whose paid support staff show up and leave when they are supposed to

	No, Never Or Rarely	Some, Or Usually	Yes, All Paid Support Workers, Always, Or Almost Always	Paid Support Person/s Are Live-In	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	6%	11%	64%	10%	6%	4%	83
<b>UHC Group 2</b>	4%	16%	76%	2%	2%	0%	50
<b>UHC Group 3</b>	0%	8%	92%	0%	0%	0%	24
<b>BlueCare Group 1</b>	3%	9%	75%	6%	6%	2%	116
<b>BlueCare Group 2</b>	1%	16%	81%	0%	0%	1%	69
<b>BlueCare Group 3</b>	3%	3%	90%	0%	3%	0%	29
<b>Amerigroup Group 1</b>	6%	13%	66%	8%	6%	1%	158
<b>Amerigroup Group 2</b>	3%	8%	86%	3%	0%	0%	65
<b>Amerigroup Group 3</b>	0%	8%	92%	0%	0%	0%	26
<b>Unknown</b>	17%	0%	83%	0%	0%	0%	6
<b>Sample Average</b>	4%	11%	75%	5%	4%	1%	626

Table 39. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	12%	78%	10%	1%	113
<b>UHC Group 2</b>	22%	70%	8%	0%	64
<b>UHC Group 3</b>	7%	86%	7%	0%	29
<b>BlueCare Group 1</b>	11%	81%	6%	2%	170
<b>BlueCare Group 2</b>	24%	66%	9%	1%	90
<b>BlueCare Group 3</b>	13%	80%	8%	0%	40
<b>Amerigroup Group 1</b>	10%	74%	15%	1%	209
<b>Amerigroup Group 2</b>	18%	73%	9%	0%	95
<b>Amerigroup Group 3</b>	20%	77%	3%	0%	30
<b>Unknown</b>	0%	78%	11%	11%	9
<b>Sample Average</b>	14%	75%	10%	1%	849

Table 40. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	70%	23%	7%	0%	57
<b>UHC Group 2</b>	66%	30%	2%	2%	44
<b>UHC Group 3</b>	69%	31%	0%	0%	26
<b>BlueCare Group 1</b>	72%	16%	8%	4%	100
<b>BlueCare Group 2</b>	51%	32%	14%	4%	57
<b>BlueCare Group 3</b>	58%	42%	0%	0%	36
<b>Amerigroup Group 1</b>	60%	26%	10%	4%	123
<b>Amerigroup Group 2</b>	63%	29%	6%	1%	68
<b>Amerigroup Group 3</b>	62%	23%	12%	4%	26
<b>Unknown</b>	50%	33%	17%	0%	6
<b>Sample Average</b>	64%	26%	8%	3%	543

Table 41. Proportion of people whose services meet all their needs and goals

	No, Not At All, Needs Or Goals Are Not Met	Some Needs And Goals	Yes, Completely, All Needs And Goals	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	4%	12%	81%	4%	0%	112
<b>UHC Group 2</b>	3%	27%	70%	0%	0%	64
<b>UHC Group 3</b>	7%	24%	69%	0%	0%	29
<b>BlueCare Group 1</b>	5%	9%	82%	1%	2%	169
<b>BlueCare Group 2</b>	5%	18%	77%	0%	0%	87
<b>BlueCare Group 3</b>	15%	18%	64%	3%	0%	39
<b>Amerigroup Group 1</b>	8%	10%	78%	2%	2%	206
<b>Amerigroup Group 2</b>	3%	17%	80%	0%	0%	93
<b>Amerigroup Group 3</b>	0%	13%	87%	0%	0%	30
<b>Unknown</b>	0%	11%	78%	0%	11%	9
<b>Sample Average</b>	5%	14%	78%	1%	1%	838

Table 42a. Additional services that may help if not all needs and goals are met

	Personal Care Assistance, Personal Care Services	Home Maker or Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
<b>UHC Group 1</b>	12%	0%	0%	0%	17
<b>UHC Group 2</b>	21%	16%	21%	16%	19
<b>UHC Group 3</b>	22%	22%	11%	33%	9
<b>BlueCare Group 1</b>	25%	0%	4%	0%	24
<b>BlueCare Group 2</b>	30%	15%	20%	5%	20
<b>BlueCare Group 3</b>	31%	23%	23%	31%	13
<b>Amerigroup Group 1</b>	17%	6%	6%	3%	36
<b>Amerigroup Group 2</b>	26%	11%	5%	5%	19
<b>Amerigroup Group 3</b>	25%	0%	25%	25%	4
<b>Unknown</b>	100%	0%	0%	0%	1
<b>Sample Average</b>	23%	9%	10%	9%	162

Table 42b. Additional services that may help if not all needs and goals are met (continued)

	Adult Day Services	Transportation	Respite or Family Caregiver Support	Health Care	Mental Health Care	N
<b>UHC Group 1</b>	0%	18%	0%	0%	0%	17
<b>UHC Group 2</b>	0%	16%	11%	0%	5%	19
<b>UHC Group 3</b>	0%	0%	22%	0%	0%	9
<b>BlueCare Group 1</b>	0%	21%	0%	13%	4%	24
<b>BlueCare Group 2</b>	15%	25%	15%	5%	5%	20
<b>BlueCare Group 3</b>	0%	8%	23%	8%	8%	13
<b>Amerigroup Group 1</b>	6%	11%	6%	11%	14%	36
<b>Amerigroup Group 2</b>	26%	32%	0%	5%	5%	19
<b>Amerigroup Group 3</b>	0%	0%	25%	0%	25%	4
<b>Unknown</b>	0%	0%	0%	0%	0%	1
<b>Sample Average</b>	6%	17%	8%	6%	7%	162

Table 42c. Additional services that may help if not all needs and goals are met (continued)

	Dental Care	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	N
<b>UHC Group 1</b>	0%	6%	0%	0%	0%	65%	17
<b>UHC Group 2</b>	16%	11%	11%	0%	0%	21%	19
<b>UHC Group 3</b>	33%	22%	11%	0%	0%	33%	9
<b>BlueCare Group 1</b>	13%	8%	0%	0%	4%	17%	24
<b>BlueCare Group 2</b>	20%	5%	10%	0%	0%	40%	20
<b>BlueCare Group 3</b>	15%	23%	15%	0%	0%	31%	13
<b>Amerigroup Group 1</b>	25%	3%	3%	0%	0%	31%	36
<b>Amerigroup Group 2</b>	47%	11%	5%	0%	0%	37%	19
<b>Amerigroup Group 3</b>	25%	25%	25%	0%	25%	50%	4
<b>Unknown</b>	0%	0%	0%	0%	0%	0%	1
<b>Sample Average</b>	21%	9%	6%	0%	1%	33%	162

Table 43. Proportion of people whose case manager/care coordinator talked to them about services that might help with unmet needs and goals (if have case manager and have unmet needs and goals)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	75%	25%	0%	0%	4
<b>UHC Group 2</b>	40%	53%	7%	0%	15
<b>UHC Group 3</b>	0%	100%	0%	0%	8
<b>BlueCare Group 1</b>	40%	60%	0%	0%	5
<b>BlueCare Group 2</b>	44%	56%	0%	0%	18
<b>BlueCare Group 3</b>	27%	73%	0%	0%	11
<b>Amerigroup Group 1</b>	43%	43%	7%	7%	14
<b>Amerigroup Group 2</b>	39%	61%	0%	0%	18
<b>Amerigroup Group 3</b>	0%	100%	0%	0%	4
<b>Unknown</b>	50%	50%	0%	0%	2
<b>Sample Average</b>	36%	61%	2%	1%	99



Table 44a. How people first find out about the services available to them

	Friend	Family	Area Agency on Aging, Aging and Disability Resource Center	Center for Independent Living	State, County Agency	Case Manager, Care Coordinator	N
<b>UHC Group 1</b>	7%	27%	4%	1%	0%	13%	82
<b>UHC Group 2</b>	10%	29%	6%	0%	2%	8%	51
<b>UHC Group 3</b>	10%	38%	10%	0%	0%	5%	21
<b>BlueCare Group 1</b>	5%	31%	2%	0%	0%	4%	109
<b>BlueCare Group 2</b>	6%	22%	6%	0%	3%	10%	68
<b>BlueCare Group 3</b>	3%	24%	0%	0%	3%	8%	38
<b>Amerigroup Group 1</b>	8%	31%	1%	0%	0%	3%	153
<b>Amerigroup Group 2</b>	13%	23%	2%	0%	1%	14%	86
<b>Amerigroup Group 3</b>	22%	13%	0%	0%	4%	13%	23
<b>Unknown</b>	0%	29%	0%	0%	0%	0%	7
<b>Sample Average</b>	8%	27%	3%	0%	1%	8%	638

Table 44b. How people first find out about the services available to them (continued)

	Doctor	Other Provider	Other	N
<b>UHC Group 1</b>	9%	34%	10%	82
<b>UHC Group 2</b>	10%	41%	2%	51
<b>UHC Group 3</b>	10%	29%	10%	21
<b>BlueCare Group 1</b>	6%	51%	6%	109
<b>BlueCare Group 2</b>	6%	44%	9%	68
<b>BlueCare Group 3</b>	13%	42%	11%	38
<b>Amerigroup Group 1</b>	6%	44%	10%	153
<b>Amerigroup Group 2</b>	3%	35%	8%	86
<b>Amerigroup Group 3</b>	22%	22%	4%	23
<b>Unknown</b>	29%	29%	29%	7
<b>Sample Average</b>	8%	41%	8%	638

Table 45a. Who helps them most often

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member Or Spouse or Partner	Paid Friend	Unpaid Family Member Or Spouse or Partner	N
<b>UHC Group 1</b>	92%	0%	0%	6%	102
<b>UHC Group 2</b>	51%	3%	3%	39%	61
<b>UHC Group 3</b>	54%	0%	0%	46%	28
<b>BlueCare Group 1</b>	91%	1%	0%	5%	149
<b>BlueCare Group 2</b>	52%	9%	0%	34%	85
<b>BlueCare Group 3</b>	53%	0%	0%	42%	36
<b>Amerigroup Group 1</b>	89%	2%	0%	5%	192
<b>Amerigroup Group 2</b>	57%	5%	0%	34%	87
<b>Amerigroup Group 3</b>	47%	3%	0%	43%	30
<b>Unknown</b>	57%	14%	0%	14%	7
<b>Sample Average</b>	74%	3%	0%	19%	777

Table 45b. Who helps them most often (continued)

	Unpaid Friend Or Volunteer	Other	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	1%	0%	0%	1%	102
<b>UHC Group 2</b>	2%	0%	0%	2%	61
<b>UHC Group 3</b>	0%	0%	0%	0%	28
<b>BlueCare Group 1</b>	2%	1%	0%	0%	149
<b>BlueCare Group 2</b>	1%	0%	0%	4%	85
<b>BlueCare Group 3</b>	0%	6%	0%	0%	36
<b>Amerigroup Group 1</b>	1%	2%	1%	1%	192
<b>Amerigroup Group 2</b>	2%	0%	1%	0%	87
<b>Amerigroup Group 3</b>	3%	3%	0%	0%	30
<b>Unknown</b>	14%	0%	0%	0%	7
<b>Sample Average</b>	2%	1%	0%	1%	777

Table 46. Who else helps

	Paid Support Worker Who Is Not a Friend Or Relative	Paid Family Member, Spouse or Partner	Paid Friend	Unpaid Family Member, Spouse or Partner	Unpaid Friend Or Volunteer	Other	No One Else Provides Support	N
<b>UHC Group 1</b>	26%	1%	0%	52%	6%	3%	16%	96
<b>UHC Group 2</b>	43%	2%	2%	50%	13%	2%	8%	60
<b>UHC Group 3</b>	43%	0%	0%	68%	7%	4%	0%	28
<b>BlueCare Group 1</b>	21%	0%	0%	46%	2%	1%	38%	144
<b>BlueCare Group 2</b>	44%	5%	1%	53%	10%	0%	8%	80
<b>BlueCare Group 3</b>	44%	3%	0%	53%	8%	3%	6%	36
<b>Amerigroup Group 1</b>	27%	1%	0%	42%	3%	1%	30%	178
<b>Amerigroup Group 2</b>	31%	2%	1%	57%	12%	2%	9%	86
<b>Amerigroup Group 3</b>	62%	3%	0%	28%	7%	3%	14%	29
<b>Unknown</b>	14%	0%	0%	43%	43%	0%	14%	7
<b>Sample Average</b>	32%	1%	0%	48%	7%	2%	20%	744

## Care Coordination- un-collapsed

Table 47. Proportion of people who stayed overnight in a hospital or rehabilitation facility (and were discharged to go home) in past year

	Yes	No	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	65%	33%	2%	0%	111
<b>UHC Group 2</b>	64%	36%	0%	0%	61
<b>UHC Group 3</b>	66%	31%	3%	0%	29
<b>BlueCare Group 1</b>	65%	33%	2%	1%	165
<b>BlueCare Group 2</b>	64%	34%	1%	0%	90
<b>BlueCare Group 3</b>	53%	48%	0%	0%	40
<b>Amerigroup Group 1</b>	65%	33%	1%	1%	205
<b>Amerigroup Group 2</b>	69%	30%	1%	0%	94
<b>Amerigroup Group 3</b>	60%	37%	3%	0%	30
<b>Unknown</b>	67%	33%	0%	0%	9
<b>Sample Average</b>	65%	34%	1%	0%	834

Table 48. Proportion of people who reported feeling comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility (if occurred in the past year)

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	8%	3%	78%	3%	8%	37
<b>UHC Group 2</b>	9%	14%	77%	0%	0%	22
<b>UHC Group 3</b>	11%	11%	78%	0%	0%	9
<b>BlueCare Group 1</b>	6%	2%	85%	4%	4%	54
<b>BlueCare Group 2</b>	10%	3%	87%	0%	0%	31
<b>BlueCare Group 3</b>	11%	11%	79%	0%	0%	19
<b>Amerigroup Group 1</b>	15%	3%	71%	8%	3%	65
<b>Amerigroup Group 2</b>	11%	0%	82%	7%	0%	28
<b>Amerigroup Group 3</b>	9%	0%	91%	0%	0%	11
<b>Unknown</b>	0%	0%	100%	0%	0%	3
<b>Sample Average</b>	10%	4%	80%	4%	3%	279

Table 49. Proportion of people who reported someone followed-up with them after discharge from a hospital or rehabilitation facility (if occurred in past year)

	No	Yes	Did Not Need Or Want Follow-Up Care	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	16%	78%	0%	0%	5%	37
<b>UHC Group 2</b>	5%	95%	0%	0%	0%	22
<b>UHC Group 3</b>	33%	56%	0%	11%	0%	9
<b>BlueCare Group 1</b>	11%	70%	4%	9%	6%	53
<b>BlueCare Group 2</b>	19%	74%	0%	6%	0%	31
<b>BlueCare Group 3</b>	26%	68%	0%	5%	0%	19
<b>Amerigroup Group 1</b>	11%	70%	2%	15%	3%	66
<b>Amerigroup Group 2</b>	11%	79%	0%	11%	0%	28
<b>Amerigroup Group 3</b>	20%	80%	0%	0%	0%	10
<b>Unknown</b>	33%	67%	0%	0%	0%	3
<b>Sample Average</b>	14%	74%	1%	8%	3%	278

Table 50. Proportion of people who reported having one or more chronic condition(s)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	13%	81%	4%	1%	113
<b>UHC Group 2</b>	8%	92%	0%	0%	64
<b>UHC Group 3</b>	3%	97%	0%	0%	29
<b>BlueCare Group 1</b>	22%	68%	8%	2%	169
<b>BlueCare Group 2</b>	16%	83%	1%	0%	90
<b>BlueCare Group 3</b>	3%	95%	3%	0%	39
<b>Amerigroup Group 1</b>	15%	80%	3%	2%	209
<b>Amerigroup Group 2</b>	15%	82%	2%	1%	94
<b>Amerigroup Group 3</b>	7%	93%	0%	0%	29
<b>Unknown</b>	22%	67%	11%	0%	9
<b>Sample Average</b>	15%	81%	3%	1%	845

Table 51. Proportion of people who reported know how to manage their chronic condition(s)

	No	In-between	Yes	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	5%	7%	87%	0%	1%	92
<b>UHC Group 2</b>	3%	2%	95%	0%	0%	58
<b>UHC Group 3</b>	7%	0%	93%	0%	0%	28
<b>BlueCare Group 1</b>	10%	4%	81%	4%	1%	114
<b>BlueCare Group 2</b>	3%	5%	92%	0%	0%	75
<b>BlueCare Group 3</b>	0%	3%	97%	0%	0%	37
<b>Amerigroup Group 1</b>	8%	6%	80%	5%	1%	167
<b>Amerigroup Group 2</b>	3%	4%	92%	0%	1%	77
<b>Amerigroup Group 3</b>	0%	0%	100%	0%	0%	27
<b>Unknown</b>	0%	17%	83%	0%	0%	6
<b>Sample Average</b>	6%	5%	87%	2%	1%	681

## Access—un-collapsed

Table 52. Proportion of people who have transportation when they want to do things outside of their home

	No	Sometimes	Yes	Does Not Want to	Don't Know	Unclear/ Refused/No Response	N
<b>UHC Group 1</b>	16%	8%	56%	14%	3%	3%	112
<b>UHC Group 2</b>	16%	9%	69%	6%	0%	0%	64
<b>UHC Group 3</b>	7%	21%	72%	0%	0%	0%	29
<b>BlueCare Group 1</b>	17%	11%	51%	15%	5%	1%	170
<b>BlueCare Group 2</b>	14%	10%	69%	7%	0%	0%	90
<b>BlueCare Group 3</b>	18%	0%	73%	10%	0%	0%	40
<b>Amerigroup Group 1</b>	19%	6%	53%	15%	5%	2%	210
<b>Amerigroup Group 2</b>	18%	5%	71%	4%	1%	0%	94
<b>Amerigroup Group 3</b>	7%	3%	83%	7%	0%	0%	30
<b>Unknown</b>	22%	22%	44%	11%	0%	0%	9
<b>Sample Average</b>	17%	8%	60%	11%	3%	1%	848

Table 53. Proportion of people who have transportation to get to medical appointments when they need to

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	4%	2%	64%	29%	2%	0%	112
<b>UHC Group 2</b>	2%	3%	92%	3%	0%	0%	64
<b>UHC Group 3</b>	0%	7%	93%	0%	0%	0%	29
<b>BlueCare Group 1</b>	2%	1%	65%	28%	3%	1%	170
<b>BlueCare Group 2</b>	1%	2%	93%	3%	0%	0%	90
<b>BlueCare Group 3</b>	0%	5%	90%	5%	0%	0%	40
<b>Amerigroup Group 1</b>	3%	2%	70%	24%	0%	1%	207
<b>Amerigroup Group 2</b>	1%	1%	91%	3%	2%	1%	94
<b>Amerigroup Group 3</b>	0%	0%	97%	0%	0%	3%	30
<b>Unknown</b>	11%	11%	56%	22%	0%	0%	9
<b>Sample Average</b>	2%	2%	77%	17%	1%	1%	845

Table 54. Proportion of people who receive information about their services in the language they prefer (if non-English)

	No	Some Information	Yes, All Information	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	8%	0%	79%	0%	13%	24
<b>UHC Group 2</b>	0%	0%	80%	0%	20%	15
<b>UHC Group 3</b>	0%	11%	67%	0%	22%	9
<b>BlueCare Group 1</b>	4%	2%	82%	2%	10%	50
<b>BlueCare Group 2</b>	4%	0%	79%	0%	18%	28
<b>BlueCare Group 3</b>	6%	6%	75%	0%	13%	16
<b>Amerigroup Group 1</b>	7%	0%	69%	2%	22%	54
<b>Amerigroup Group 2</b>	0%	0%	92%	4%	4%	25
<b>Amerigroup Group 3</b>	0%	0%	78%	0%	22%	9
<b>Unknown</b>	0%	0%	100%	0%	0%	3
<b>Sample Average</b>	4%	1%	78%	1%	15%	233

Table 55. Proportion of people who need grab bars in the bathroom or elsewhere in home

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	25%	71%	0%	2%	0%	2%	112
<b>UHC Group 2</b>	25%	53%	3%	17%	2%	0%	64
<b>UHC Group 3</b>	29%	57%	4%	7%	0%	4%	28
<b>BlueCare Group 1</b>	22%	66%	3%	1%	4%	5%	170
<b>BlueCare Group 2</b>	29%	50%	6%	13%	0%	2%	90
<b>BlueCare Group 3</b>	15%	68%	5%	13%	0%	0%	40
<b>Amerigroup Group 1</b>	23%	69%	3%	0%	3%	1%	208
<b>Amerigroup Group 2</b>	22%	63%	1%	12%	0%	2%	95
<b>Amerigroup Group 3</b>	21%	66%	7%	7%	0%	0%	29
<b>Unknown</b>	33%	56%	11%	0%	0%	0%	9
<b>Sample Average</b>	24%	64%	3%	6%	2%	2%	845



Table 56. Proportion of people who need bathroom modifications (other than grab bars)

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	29%	62%	2%	1%	2%	4%	113
<b>UHC Group 2</b>	34%	53%	6%	6%	0%	0%	64
<b>UHC Group 3</b>	41%	28%	7%	17%	0%	7%	29
<b>BlueCare Group 1</b>	30%	60%	2%	1%	4%	4%	169
<b>BlueCare Group 2</b>	43%	34%	3%	11%	2%	6%	90
<b>BlueCare Group 3</b>	45%	45%	3%	5%	0%	3%	40
<b>Amerigroup Group 1</b>	37%	54%	2%	1%	2%	3%	207
<b>Amerigroup Group 2</b>	41%	37%	3%	13%	2%	3%	94
<b>Amerigroup Group 3</b>	53%	33%	3%	10%	0%	0%	30
<b>Unknown</b>	56%	33%	0%	0%	0%	11%	9
<b>Sample Average</b>	37%	50%	3%	5%	2%	4%	845

Table 57. Proportion of people who need a specialized bed

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	10%	88%	2%	0%	0%	1%	113
<b>UHC Group 2</b>	45%	41%	8%	6%	0%	0%	64
<b>UHC Group 3</b>	59%	28%	7%	7%	0%	0%	29
<b>BlueCare Group 1</b>	10%	82%	5%	1%	1%	1%	168
<b>BlueCare Group 2</b>	34%	48%	13%	3%	0%	2%	88
<b>BlueCare Group 3</b>	58%	30%	5%	5%	0%	3%	40
<b>Amerigroup Group 1</b>	11%	82%	5%	1%	0%	1%	209
<b>Amerigroup Group 2</b>	38%	43%	6%	11%	0%	2%	95
<b>Amerigroup Group 3</b>	50%	30%	10%	7%	0%	3%	30
<b>Unknown</b>	22%	78%	0%	0%	0%	0%	9
<b>Sample Average</b>	24%	65%	6%	3%	0%	1%	845

Table 58. Proportion of people who need a ramp or stair lift in or outside the home

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	59%	36%	0%	0%	1%	4%	112
<b>UHC Group 2</b>	53%	38%	6%	2%	0%	2%	64
<b>UHC Group 3</b>	31%	45%	7%	7%	3%	7%	29
<b>BlueCare Group 1</b>	57%	34%	1%	0%	2%	5%	167
<b>BlueCare Group 2</b>	42%	44%	2%	7%	0%	5%	88
<b>BlueCare Group 3</b>	53%	38%	3%	5%	0%	3%	40
<b>Amerigroup Group 1</b>	55%	37%	2%	0%	2%	3%	204
<b>Amerigroup Group 2</b>	49%	35%	0%	14%	1%	1%	95
<b>Amerigroup Group 3</b>	40%	53%	3%	3%	0%	0%	30
<b>Unknown</b>	56%	33%	0%	0%	0%	11%	9
<b>Sample Average</b>	52%	38%	2%	3%	1%	4%	838

Table 59. Proportion of people who need a remote monitoring system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	68%	17%	0%	4%	5%	5%	110
<b>UHC Group 2</b>	82%	6%	0%	6%	0%	5%	62
<b>UHC Group 3</b>	76%	7%	0%	7%	3%	7%	29
<b>BlueCare Group 1</b>	69%	18%	2%	1%	5%	5%	169
<b>BlueCare Group 2</b>	74%	12%	1%	8%	0%	4%	89
<b>BlueCare Group 3</b>	70%	15%	0%	5%	5%	5%	40
<b>Amerigroup Group 1</b>	62%	30%	2%	0%	4%	2%	206
<b>Amerigroup Group 2</b>	78%	7%	0%	7%	2%	5%	95
<b>Amerigroup Group 3</b>	93%	3%	0%	3%	0%	0%	30
<b>Unknown</b>	78%	0%	0%	0%	11%	11%	9
<b>Sample Average</b>	71%	17%	1%	3%	3%	4%	839

Table 60. Proportion of people who need an emergency response system

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	26%	65%	3%	2%	2%	3%	111
<b>UHC Group 2</b>	42%	52%	5%	2%	0%	0%	64
<b>UHC Group 3</b>	21%	59%	3%	14%	0%	3%	29
<b>BlueCare Group 1</b>	38%	54%	1%	1%	3%	4%	170
<b>BlueCare Group 2</b>	43%	43%	5%	8%	0%	1%	88
<b>BlueCare Group 3</b>	15%	73%	5%	8%	0%	0%	40
<b>Amerigroup Group 1</b>	33%	60%	2%	2%	1%	2%	209
<b>Amerigroup Group 2</b>	27%	55%	0%	14%	1%	3%	95
<b>Amerigroup Group 3</b>	33%	53%	7%	7%	0%	0%	30
<b>Unknown</b>	0%	100%	0%	0%	0%	0%	9
<b>Sample Average</b>	33%	57%	2%	4%	1%	2%	845

Table 61. Proportion of people who need other home modifications

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	62%	4%	0%	1%	5%	27%	77
<b>UHC Group 2</b>	57%	2%	2%	9%	6%	25%	53
<b>UHC Group 3</b>	40%	8%	0%	12%	8%	32%	25
<b>BlueCare Group 1</b>	60%	4%	2%	3%	2%	30%	109
<b>BlueCare Group 2</b>	48%	4%	0%	4%	3%	41%	71
<b>BlueCare Group 3</b>	61%	4%	0%	17%	0%	17%	23
<b>Amerigroup Group 1</b>	56%	7%	1%	2%	4%	29%	140
<b>Amerigroup Group 2</b>	60%	5%	0%	5%	3%	27%	60
<b>Amerigroup Group 3</b>	61%	6%	0%	11%	0%	22%	18
<b>Unknown</b>	60%	20%	0%	0%	0%	20%	5
<b>Sample Average</b>	57%	5%	1%	5%	4%	29%	581

Table 62. Proportion of people who need a walker

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	60%	32%	1%	1%	1%	5%	113
<b>UHC Group 2</b>	42%	55%	3%	0%	0%	0%	64
<b>UHC Group 3</b>	10%	79%	3%	7%	0%	0%	29
<b>BlueCare Group 1</b>	65%	25%	1%	2%	2%	5%	168
<b>BlueCare Group 2</b>	48%	46%	3%	2%	0%	1%	90
<b>BlueCare Group 3</b>	18%	70%	5%	5%	0%	3%	40
<b>Amerigroup Group 1</b>	69%	23%	2%	0%	2%	3%	206
<b>Amerigroup Group 2</b>	34%	60%	4%	2%	0%	0%	95
<b>Amerigroup Group 3</b>	23%	70%	7%	0%	0%	0%	30
<b>Unknown</b>	44%	44%	0%	0%	0%	11%	9
<b>Sample Average</b>	52%	40%	3%	2%	1%	3%	844

Table 63. Proportion of people who need a scooter

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	84%	6%	0%	3%	1%	6%	112
<b>UHC Group 2</b>	88%	8%	0%	2%	2%	2%	64
<b>UHC Group 3</b>	79%	3%	0%	7%	3%	7%	29
<b>BlueCare Group 1</b>	89%	2%	0%	1%	1%	7%	169
<b>BlueCare Group 2</b>	80%	9%	3%	3%	0%	4%	90
<b>BlueCare Group 3</b>	60%	15%	3%	15%	0%	8%	40
<b>Amerigroup Group 1</b>	86%	6%	0%	3%	2%	2%	205
<b>Amerigroup Group 2</b>	77%	11%	1%	6%	0%	4%	93
<b>Amerigroup Group 3</b>	83%	3%	0%	14%	0%	0%	29
<b>Unknown</b>	78%	0%	0%	0%	0%	22%	9
<b>Sample Average</b>	83%	6%	1%	4%	1%	5%	840

Table 64. Proportion of people who need a cane

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	84%	8%	1%	1%	0%	6%	113
<b>UHC Group 2</b>	73%	23%	0%	2%	2%	0%	64
<b>UHC Group 3</b>	48%	41%	3%	3%	0%	3%	29
<b>BlueCare Group 1</b>	85%	6%	1%	1%	1%	7%	168
<b>BlueCare Group 2</b>	71%	22%	2%	1%	0%	3%	89
<b>BlueCare Group 3</b>	45%	48%	3%	3%	0%	3%	40
<b>Amerigroup Group 1</b>	87%	7%	0%	0%	2%	2%	204
<b>Amerigroup Group 2</b>	65%	29%	3%	0%	0%	3%	93
<b>Amerigroup Group 3</b>	47%	50%	3%	0%	0%	0%	30
<b>Unknown</b>	78%	11%	0%	0%	0%	11%	9
<b>Sample Average</b>	76%	17%	1%	1%	1%	4%	839

Table 65. Proportion of people who need a wheelchair

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	15%	74%	4%	5%	0%	1%	112
<b>UHC Group 2</b>	16%	67%	11%	3%	3%	0%	64
<b>UHC Group 3</b>	31%	55%	10%	0%	0%	3%	29
<b>BlueCare Group 1</b>	17%	69%	7%	1%	2%	4%	167
<b>BlueCare Group 2</b>	27%	58%	8%	4%	0%	3%	90
<b>BlueCare Group 3</b>	33%	48%	13%	3%	0%	5%	40
<b>Amerigroup Group 1</b>	18%	69%	9%	3%	0%	1%	206
<b>Amerigroup Group 2</b>	22%	67%	7%	3%	0%	0%	94
<b>Amerigroup Group 3</b>	27%	67%	3%	3%	0%	0%	30
<b>Unknown</b>	11%	78%	0%	11%	0%	0%	9
<b>Sample Average</b>	20%	67%	8%	3%	1%	2%	841

Table 66. Proportion of people who need hearing aids

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	81%	7%	0%	7%	1%	4%	112
<b>UHC Group 2</b>	89%	2%	3%	3%	3%	0%	63
<b>UHC Group 3</b>	76%	0%	3%	17%	0%	3%	29
<b>BlueCare Group 1</b>	81%	6%	1%	5%	1%	6%	167
<b>BlueCare Group 2</b>	79%	6%	1%	9%	2%	3%	89
<b>BlueCare Group 3</b>	83%	3%	0%	8%	0%	8%	40
<b>Amerigroup Group 1</b>	80%	6%	2%	7%	1%	2%	205
<b>Amerigroup Group 2</b>	78%	9%	1%	10%	0%	2%	93
<b>Amerigroup Group 3</b>	77%	10%	3%	7%	0%	3%	30
<b>Unknown</b>	78%	11%	0%	0%	0%	11%	9
<b>Sample Average</b>	81%	6%	1%	7%	1%	4%	837

Table 67. Proportion of people who need glasses

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	39%	41%	9%	9%	0%	2%	112
<b>UHC Group 2</b>	34%	41%	14%	9%	2%	0%	64
<b>UHC Group 3</b>	17%	48%	14%	21%	0%	0%	29
<b>BlueCare Group 1</b>	38%	46%	4%	6%	1%	5%	169
<b>BlueCare Group 2</b>	39%	38%	11%	10%	1%	0%	89
<b>BlueCare Group 3</b>	18%	58%	20%	5%	0%	0%	40
<b>Amerigroup Group 1</b>	41%	39%	8%	8%	2%	1%	208
<b>Amerigroup Group 2</b>	29%	42%	19%	8%	1%	1%	93
<b>Amerigroup Group 3</b>	27%	57%	0%	17%	0%	0%	30
<b>Unknown</b>	50%	50%	0%	0%	0%	0%	8
<b>Sample Average</b>	36%	43%	10%	9%	1%	2%	842

Table 68. Proportion of people who need a communication device

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	77%	12%	0%	2%	4%	5%	110
<b>UHC Group 2</b>	88%	6%	0%	3%	3%	0%	64
<b>UHC Group 3</b>	93%	0%	0%	0%	0%	7%	29
<b>BlueCare Group 1</b>	82%	6%	0%	2%	3%	7%	167
<b>BlueCare Group 2</b>	89%	1%	0%	4%	2%	3%	89
<b>BlueCare Group 3</b>	90%	3%	0%	0%	3%	5%	40
<b>Amerigroup Group 1</b>	85%	8%	0%	1%	3%	2%	207
<b>Amerigroup Group 2</b>	89%	2%	2%	3%	1%	2%	93
<b>Amerigroup Group 3</b>	86%	7%	0%	0%	0%	7%	29
<b>Unknown</b>	89%	0%	0%	0%	0%	11%	9
<b>Sample Average</b>	85%	6%	0%	2%	3%	4%	837

Table 69. Proportion of people who need other assistive devices

	Does Not Need	Has One, And Doesn't Need Upgrade	Has One, But Needs Upgrade	Needs One	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	68%	5%	0%	1%	1%	25%	77
<b>UHC Group 2</b>	61%	8%	2%	4%	2%	24%	51
<b>UHC Group 3</b>	48%	0%	0%	17%	4%	30%	23
<b>BlueCare Group 1</b>	60%	3%	0%	2%	2%	33%	105
<b>BlueCare Group 2</b>	46%	4%	1%	4%	4%	39%	69
<b>BlueCare Group 3</b>	62%	5%	0%	0%	10%	24%	21
<b>Amerigroup Group 1</b>	58%	7%	1%	1%	4%	29%	135
<b>Amerigroup Group 2</b>	65%	2%	0%	9%	2%	23%	57
<b>Amerigroup Group 3</b>	56%	17%	0%	6%	0%	22%	18
<b>Unknown</b>	50%	25%	0%	0%	0%	25%	4
<b>Sample Average</b>	59%	5%	1%	4%	3%	29%	560

## Safety—un-collapsed

Table 70. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	3%	95%	2%	0%	60
<b>UHC Group 2</b>	2%	98%	0%	0%	44
<b>UHC Group 3</b>	0%	100%	0%	0%	27
<b>BlueCare Group 1</b>	2%	97%	1%	0%	102
<b>BlueCare Group 2</b>	2%	98%	0%	0%	58
<b>BlueCare Group 3</b>	3%	95%	3%	0%	37
<b>Amerigroup Group 1</b>	6%	90%	1%	3%	126
<b>Amerigroup Group 2</b>	6%	91%	0%	3%	69
<b>Amerigroup Group 3</b>	0%	100%	0%	0%	25
<b>Unknown</b>	0%	100%	0%	0%	7
<b>Sample Average</b>	3%	95%	1%	1%	555

Table 71. Proportion of people who feel safe around their paid support staff

	No, Not Always or Not All Paid Support Workers	Yes, All Paid Support Workers, Always	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	6%	91%	2%	2%	54
<b>UHC Group 2</b>	9%	91%	0%	0%	35
<b>UHC Group 3</b>	0%	100%	0%	0%	22
<b>BlueCare Group 1</b>	8%	92%	0%	0%	86
<b>BlueCare Group 2</b>	2%	93%	2%	2%	44
<b>BlueCare Group 3</b>	4%	96%	0%	0%	27
<b>Amerigroup Group 1</b>	7%	91%	2%	0%	109
<b>Amerigroup Group 2</b>	4%	94%	0%	2%	48
<b>Amerigroup Group 3</b>	0%	100%	0%	0%	23
<b>Unknown</b>	0%	100%	0%	0%	5
<b>Sample Average</b>	6%	93%	1%	1%	453



Table 72. Proportion of people who are ever worried for the security of their personal belongings

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	65%	32%	3%	0%	60
<b>UHC Group 2</b>	77%	20%	2%	0%	44
<b>UHC Group 3</b>	93%	7%	0%	0%	27
<b>BlueCare Group 1</b>	75%	25%	0%	0%	102
<b>BlueCare Group 2</b>	74%	26%	0%	0%	58
<b>BlueCare Group 3</b>	83%	17%	0%	0%	36
<b>Amerigroup Group 1</b>	62%	36%	1%	2%	126
<b>Amerigroup Group 2</b>	86%	10%	1%	3%	69
<b>Amerigroup Group 3</b>	77%	23%	0%	0%	26
<b>Unknown</b>	86%	14%	0%	0%	7
<b>Sample Average</b>	74%	25%	1%	1%	555

Table 73. Proportion of people whose money was taken or used without their permission in the last 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	75%	20%	5%	0%	60
<b>UHC Group 2</b>	80%	20%	0%	0%	44
<b>UHC Group 3</b>	89%	11%	0%	0%	27
<b>BlueCare Group 1</b>	89%	10%	1%	0%	103
<b>BlueCare Group 2</b>	79%	17%	0%	3%	58
<b>BlueCare Group 3</b>	89%	11%	0%	0%	36
<b>Amerigroup Group 1</b>	77%	17%	4%	2%	126
<b>Amerigroup Group 2</b>	93%	4%	0%	3%	69
<b>Amerigroup Group 3</b>	85%	15%	0%	0%	26
<b>Unknown</b>	100%	0%	0%	0%	7
<b>Sample Average</b>	83%	14%	2%	1%	556

Table 74. Proportion of people who have concerns about falling or being unstable (or about whom there are concerns)

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	57%	10%	33%	1%	0%	113
<b>UHC Group 2</b>	45%	11%	41%	3%	0%	64
<b>UHC Group 3</b>	24%	10%	66%	0%	0%	29
<b>BlueCare Group 1</b>	50%	16%	31%	2%	1%	170
<b>BlueCare Group 2</b>	50%	14%	36%	0%	0%	90
<b>BlueCare Group 3</b>	46%	10%	44%	0%	0%	39
<b>Amerigroup Group 1</b>	49%	15%	34%	1%	1%	210
<b>Amerigroup Group 2</b>	41%	16%	40%	2%	1%	95
<b>Amerigroup Group 3</b>	43%	17%	37%	3%	0%	30
<b>Unknown</b>	67%	11%	11%	11%	0%	9
<b>Sample Average</b>	48%	14%	36%	2%	0%	849

Table 75. Proportion of people with whom somebody talked to or worked with to reduce risk of falling or being unstable (if there are such concerns)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	18%	76%	6%	0%	49
<b>UHC Group 2</b>	15%	76%	6%	3%	34
<b>UHC Group 3</b>	23%	77%	0%	0%	22
<b>BlueCare Group 1</b>	10%	84%	5%	1%	83
<b>BlueCare Group 2</b>	7%	91%	2%	0%	45
<b>BlueCare Group 3</b>	14%	82%	5%	0%	22
<b>Amerigroup Group 1</b>	12%	80%	5%	3%	107
<b>Amerigroup Group 2</b>	18%	75%	5%	2%	56
<b>Amerigroup Group 3</b>	19%	75%	6%	0%	16
<b>Unknown</b>	0%	67%	33%	0%	3
<b>Sample Average</b>	14%	80%	5%	1%	437

Table 76. Proportion of people who are able to get to safety quickly in case of an emergency like a fire or a natural disaster

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	13%	71%	16%	0%	112
<b>UHC Group 2</b>	14%	77%	8%	2%	64
<b>UHC Group 3</b>	17%	79%	3%	0%	29
<b>BlueCare Group 1</b>	11%	80%	8%	1%	170
<b>BlueCare Group 2</b>	18%	73%	9%	0%	88
<b>BlueCare Group 3</b>	20%	70%	10%	0%	40
<b>Amerigroup Group 1</b>	14%	75%	11%	0%	208
<b>Amerigroup Group 2</b>	17%	74%	9%	0%	93
<b>Amerigroup Group 3</b>	13%	73%	13%	0%	30
<b>Unknown</b>	11%	78%	11%	0%	9
<b>Sample Average</b>	14%	75%	10%	0%	843

## Health Care—un-collapsed

Table 77. Proportion of people who have gone to the emergency room for any reason in the past year

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	59%	38%	3%	0%	113
<b>UHC Group 2</b>	48%	50%	2%	0%	64
<b>UHC Group 3</b>	34%	62%	3%	0%	29
<b>BlueCare Group 1</b>	55%	37%	6%	2%	168
<b>BlueCare Group 2</b>	48%	52%	0%	0%	89
<b>BlueCare Group 3</b>	45%	55%	0%	0%	40
<b>Amerigroup Group 1</b>	60%	34%	4%	2%	210
<b>Amerigroup Group 2</b>	57%	41%	1%	0%	94
<b>Amerigroup Group 3</b>	47%	50%	0%	3%	30
<b>Unknown</b>	78%	22%	0%	0%	9
<b>Sample Average</b>	55%	41%	3%	1%	846

Table 78. Proportion of people whose one or more visit to the ER in the past year was due to falling or losing balance (if went to ER in past year)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	56%	44%	0%	0%	41
<b>UHC Group 2</b>	72%	28%	0%	0%	32
<b>UHC Group 3</b>	78%	22%	0%	0%	18
<b>BlueCare Group 1</b>	62%	34%	3%	0%	61
<b>BlueCare Group 2</b>	85%	15%	0%	0%	46
<b>BlueCare Group 3</b>	76%	19%	5%	0%	21
<b>Amerigroup Group 1</b>	68%	28%	3%	1%	72
<b>Amerigroup Group 2</b>	79%	21%	0%	0%	39
<b>Amerigroup Group 3</b>	67%	33%	0%	0%	15
<b>Unknown</b>	100%	0%	0%	0%	2
<b>Sample Average</b>	71%	28%	1%	0%	347

Table 79. Proportion of people whose one or more visit to the ER in the past year was due to tooth or mouth pain (if went to ER in the past year)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	100%	0%	0%	0%	41
<b>UHC Group 2</b>	100%	0%	0%	0%	32
<b>UHC Group 3</b>	100%	0%	0%	0%	18
<b>BlueCare Group 1</b>	97%	0%	2%	2%	61
<b>BlueCare Group 2</b>	98%	2%	0%	0%	45
<b>BlueCare Group 3</b>	91%	5%	5%	0%	22
<b>Amerigroup Group 1</b>	97%	1%	1%	0%	72
<b>Amerigroup Group 2</b>	100%	0%	0%	0%	39
<b>Amerigroup Group 3</b>	100%	0%	0%	0%	15
<b>Unknown</b>	100%	0%	0%	0%	2
<b>Sample Average</b>	98%	1%	1%	0%	347

Table 80. Proportion of people who can get an appointment to see their primary care doctor when they need to

	No, Rarely	Usually	Yes, Always	Does Not Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	4%	5%	83%	4%	4%	0%	113
<b>UHC Group 2</b>	2%	6%	92%	0%	0%	0%	64
<b>UHC Group 3</b>	0%	7%	93%	0%	0%	0%	29
<b>BlueCare Group 1</b>	5%	6%	76%	8%	4%	1%	169
<b>BlueCare Group 2</b>	1%	8%	90%	1%	0%	0%	90
<b>BlueCare Group 3</b>	3%	5%	90%	0%	0%	3%	39
<b>Amerigroup Group 1</b>	6%	6%	80%	3%	3%	1%	210
<b>Amerigroup Group 2</b>	4%	12%	83%	0%	1%	0%	92
<b>Amerigroup Group 3</b>	0%	7%	93%	0%	0%	0%	30
<b>Unknown</b>	0%	0%	89%	11%	0%	0%	9
<b>Sample Average</b>	4%	7%	84%	3%	2%	1%	845

Table 81. Proportion of people who have talked to someone about feeling sad and depressed during the past 12 months (if feeling sad and depressed)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	28%	72%	0%	0%	25
<b>UHC Group 2</b>	36%	64%	0%	0%	22
<b>UHC Group 3</b>	14%	86%	0%	0%	14
<b>BlueCare Group 1</b>	48%	46%	4%	2%	48
<b>BlueCare Group 2</b>	29%	71%	0%	0%	31
<b>BlueCare Group 3</b>	25%	75%	0%	0%	16
<b>Amerigroup Group 1</b>	46%	52%	1%	0%	67
<b>Amerigroup Group 2</b>	35%	59%	0%	5%	37
<b>Amerigroup Group 3</b>	21%	79%	0%	0%	14
<b>Unknown</b>	0%	67%	33%	0%	3
<b>Sample Average</b>	36%	61%	1%	1%	277

Table 82. Proportion of people who have had a physical exam or wellness visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	20%	66%	1%	12%	0%	113
<b>UHC Group 2</b>	9%	86%	0%	5%	0%	64
<b>UHC Group 3</b>	10%	86%	0%	3%	0%	29
<b>BlueCare Group 1</b>	20%	64%	0%	14%	2%	169
<b>BlueCare Group 2</b>	14%	84%	0%	1%	0%	90
<b>BlueCare Group 3</b>	25%	68%	0%	8%	0%	40
<b>Amerigroup Group 1</b>	23%	65%	0%	10%	1%	210
<b>Amerigroup Group 2</b>	20%	77%	0%	2%	1%	95
<b>Amerigroup Group 3</b>	10%	83%	0%	3%	3%	30
<b>Unknown</b>	33%	56%	0%	11%	0%	9
<b>Sample Average</b>	19%	71%	0%	8%	1%	849

Table 83. Proportion of people who have had a hearing exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	57%	29%	0%	14%	0%	113
<b>UHC Group 2</b>	67%	28%	0%	5%	0%	64
<b>UHC Group 3</b>	72%	28%	0%	0%	0%	29
<b>BlueCare Group 1</b>	61%	20%	1%	17%	2%	170
<b>BlueCare Group 2</b>	78%	19%	1%	2%	0%	89
<b>BlueCare Group 3</b>	82%	18%	0%	0%	0%	39
<b>Amerigroup Group 1</b>	63%	20%	0%	15%	2%	209
<b>Amerigroup Group 2</b>	78%	19%	0%	2%	1%	95
<b>Amerigroup Group 3</b>	80%	13%	0%	7%	0%	30
<b>Unknown</b>	67%	0%	0%	33%	0%	9
<b>Sample Average</b>	67%	21%	0%	11%	1%	847

Table 84. Proportion of people who have had a vision exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	34%	55%	0%	12%	0%	113
<b>UHC Group 2</b>	48%	48%	0%	5%	0%	63
<b>UHC Group 3</b>	45%	55%	0%	0%	0%	29
<b>BlueCare Group 1</b>	41%	43%	1%	14%	2%	169
<b>BlueCare Group 2</b>	51%	46%	0%	3%	0%	89
<b>BlueCare Group 3</b>	50%	50%	0%	0%	0%	40
<b>Amerigroup Group 1</b>	46%	40%	0%	12%	1%	209
<b>Amerigroup Group 2</b>	61%	37%	0%	1%	1%	94
<b>Amerigroup Group 3</b>	33%	63%	0%	3%	0%	30
<b>Unknown</b>	56%	22%	0%	22%	0%	9
<b>Sample Average</b>	46%	45%	0%	9%	1%	845

Table 85. Proportion of people who have had a flu shot in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	14%	79%	0%	6%	0%	112
<b>UHC Group 2</b>	17%	77%	0%	6%	0%	64
<b>UHC Group 3</b>	28%	66%	0%	7%	0%	29
<b>BlueCare Group 1</b>	14%	75%	1%	8%	3%	170
<b>BlueCare Group 2</b>	24%	75%	0%	1%	0%	89
<b>BlueCare Group 3</b>	20%	78%	3%	0%	0%	40
<b>Amerigroup Group 1</b>	13%	77%	0%	9%	1%	209
<b>Amerigroup Group 2</b>	32%	68%	0%	0%	0%	95
<b>Amerigroup Group 3</b>	17%	80%	0%	3%	0%	30
<b>Unknown</b>	22%	56%	0%	22%	0%	9
<b>Sample Average</b>	18%	75%	0%	6%	1%	847

Table 86. Proportion of people who have had a routine dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	47%	46%	0%	7%	0%	113
<b>UHC Group 2</b>	69%	28%	0%	3%	0%	64
<b>UHC Group 3</b>	90%	10%	0%	0%	0%	29
<b>BlueCare Group 1</b>	39%	47%	1%	10%	2%	170
<b>BlueCare Group 2</b>	76%	21%	3%	0%	0%	90
<b>BlueCare Group 3</b>	83%	18%	0%	0%	0%	40
<b>Amerigroup Group 1</b>	45%	43%	0%	11%	1%	207
<b>Amerigroup Group 2</b>	77%	20%	1%	2%	0%	95
<b>Amerigroup Group 3</b>	76%	21%	0%	3%	0%	29
<b>Unknown</b>	44%	33%	0%	22%	0%	9
<b>Sample Average</b>	57%	35%	1%	7%	1%	846



Table 87. Proportion of people who have had a cholesterol screening in the past five years

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	14%	62%	0%	23%	1%	113
<b>UHC Group 2</b>	17%	64%	0%	19%	0%	64
<b>UHC Group 3</b>	3%	86%	0%	10%	0%	29
<b>BlueCare Group 1</b>	18%	48%	0%	31%	3%	169
<b>BlueCare Group 2</b>	24%	63%	0%	12%	1%	89
<b>BlueCare Group 3</b>	21%	59%	5%	15%	0%	39
<b>Amerigroup Group 1</b>	23%	48%	0%	27%	2%	206
<b>Amerigroup Group 2</b>	21%	65%	1%	13%	0%	95
<b>Amerigroup Group 3</b>	7%	80%	0%	13%	0%	30
<b>Unknown</b>	22%	56%	0%	22%	0%	9
<b>Sample Average</b>	19%	58%	0%	22%	1%	843

## Wellness—un-collapsed

Table 88. Proportion of people who describe their overall health as poor, fair, good, very good, or excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	17%	37%	28%	12%	5%	0%	0%	113
<b>UHC Group 2</b>	23%	31%	27%	14%	3%	2%	0%	64
<b>UHC Group 3</b>	34%	38%	17%	7%	3%	0%	0%	29
<b>BlueCare Group 1</b>	15%	34%	32%	11%	3%	2%	4%	169
<b>BlueCare Group 2</b>	21%	29%	32%	16%	1%	0%	1%	90
<b>BlueCare Group 3</b>	25%	30%	35%	3%	3%	5%	0%	40
<b>Amerigroup Group 1</b>	21%	37%	24%	11%	3%	2%	1%	209
<b>Amerigroup Group 2</b>	21%	33%	23%	17%	3%	3%	0%	95
<b>Amerigroup Group 3</b>	17%	30%	37%	10%	3%	0%	3%	30
<b>Unknown</b>	0%	56%	22%	11%	11%	0%	0%	9
<b>Sample Average</b>	20%	34%	28%	12%	3%	2%	1%	848

Table 89. Proportion of people who reported their health has gotten much better, somewhat better, stayed about the same, got somewhat worse, or got much worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	4%	24%	57%	11%	4%	0%	0%	113
<b>UHC Group 2</b>	6%	30%	42%	13%	8%	2%	0%	64
<b>UHC Group 3</b>	10%	28%	38%	24%	0%	0%	0%	29
<b>BlueCare Group 1</b>	6%	18%	51%	12%	5%	4%	2%	170
<b>BlueCare Group 2</b>	7%	19%	48%	19%	8%	0%	0%	90
<b>BlueCare Group 3</b>	10%	13%	40%	23%	10%	5%	0%	40
<b>Amerigroup Group 1</b>	10%	17%	51%	12%	3%	5%	2%	210
<b>Amerigroup Group 2</b>	5%	23%	43%	18%	7%	3%	0%	95
<b>Amerigroup Group 3</b>	7%	17%	37%	13%	23%	0%	3%	30
<b>Unknown</b>	0%	44%	33%	11%	0%	0%	11%	9
<b>Sample Average</b>	7%	20%	48%	14%	6%	3%	1%	850

Table 90. Proportion of people who reported they forget things more often than before during the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	42%	54%	4%	0%	113
<b>UHC Group 2</b>	44%	53%	3%	0%	64
<b>UHC Group 3</b>	34%	66%	0%	0%	29
<b>BlueCare Group 1</b>	43%	48%	7%	3%	167
<b>BlueCare Group 2</b>	34%	56%	10%	0%	90
<b>BlueCare Group 3</b>	43%	50%	8%	0%	40
<b>Amerigroup Group 1</b>	37%	49%	12%	2%	210
<b>Amerigroup Group 2</b>	49%	44%	4%	2%	95
<b>Amerigroup Group 3</b>	30%	70%	0%	0%	30
<b>Unknown</b>	67%	33%	0%	0%	9
<b>Sample Average</b>	40%	51%	7%	1%	847

Table 91. Proportion of people who have discussed (or somebody else discussed) their forgetting things with a doctor or a nurse (if forget things more often during the past 12 months)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	31%	64%	5%	0%	61
<b>UHC Group 2</b>	47%	53%	0%	0%	34
<b>UHC Group 3</b>	32%	68%	0%	0%	19
<b>BlueCare Group 1</b>	38%	54%	4%	4%	79
<b>BlueCare Group 2</b>	39%	59%	2%	0%	49
<b>BlueCare Group 3</b>	30%	70%	0%	0%	20
<b>Amerigroup Group 1</b>	34%	59%	7%	0%	103
<b>Amerigroup Group 2</b>	29%	71%	0%	0%	42
<b>Amerigroup Group 3</b>	29%	67%	5%	0%	21
<b>Unknown</b>	0%	67%	33%	0%	3
<b>Sample Average</b>	35%	61%	4%	1%	431

Table 92. Proportion of people who describe themselves as having a chronic psychiatric or mental health diagnosis

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	67%	26%	7%	0%	111
<b>UHC Group 2</b>	72%	25%	0%	3%	64
<b>UHC Group 3</b>	82%	18%	0%	0%	28
<b>BlueCare Group 1</b>	67%	18%	14%	1%	167
<b>BlueCare Group 2</b>	73%	25%	2%	0%	89
<b>BlueCare Group 3</b>	73%	25%	0%	3%	40
<b>Amerigroup Group 1</b>	61%	28%	9%	2%	209
<b>Amerigroup Group 2</b>	73%	24%	2%	0%	94
<b>Amerigroup Group 3</b>	60%	37%	0%	3%	30
<b>Unknown</b>	78%	11%	11%	0%	9
<b>Sample Average</b>	68%	24%	6%	1%	841

Table 93. Frequency with which people feel sad or depressed

	Never or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	26%	30%	23%	18%	3%	0%	61
<b>UHC Group 2</b>	16%	32%	43%	7%	0%	2%	44
<b>UHC Group 3</b>	22%	26%	30%	22%	0%	0%	27
<b>BlueCare Group 1</b>	25%	24%	34%	13%	3%	1%	103
<b>BlueCare Group 2</b>	24%	22%	38%	16%	0%	0%	58
<b>BlueCare Group 3</b>	39%	17%	28%	17%	0%	0%	36
<b>Amerigroup Group 1</b>	20%	22%	34%	20%	2%	2%	125
<b>Amerigroup Group 2</b>	18%	28%	40%	12%	0%	1%	67
<b>Amerigroup Group 3</b>	23%	23%	35%	19%	0%	0%	26
<b>Unknown</b>	29%	29%	43%	0%	0%	0%	7
<b>Sample Average</b>	23%	25%	34%	16%	1%	1%	554

Table 94. Proportion of people with chronic conditions

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	13%	81%	4%	1%	113
<b>UHC Group 2</b>	8%	92%	0%	0%	64
<b>UHC Group 3</b>	3%	97%	0%	0%	29
<b>BlueCare Group 1</b>	22%	68%	8%	2%	169
<b>BlueCare Group 2</b>	16%	83%	1%	0%	90
<b>BlueCare Group 3</b>	3%	95%	3%	0%	39
<b>Amerigroup Group 1</b>	15%	80%	3%	2%	209
<b>Amerigroup Group 2</b>	15%	82%	2%	1%	94
<b>Amerigroup Group 3</b>	7%	93%	0%	0%	29
<b>Unknown</b>	22%	67%	11%	0%	9
<b>Sample Average</b>	15%	81%	3%	1%	845

Table 95. Proportion of people who describe their hearing as poor, fair and very good (taking into account hearing aids, if any)

	Poor	Fair	Very Good	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	20%	28%	50%	2%	0%	113
<b>UHC Group 2</b>	19%	25%	53%	3%	0%	64
<b>UHC Group 3</b>	17%	24%	59%	0%	0%	29
<b>BlueCare Group 1</b>	15%	39%	42%	1%	2%	170
<b>BlueCare Group 2</b>	15%	30%	53%	2%	0%	89
<b>BlueCare Group 3</b>	8%	18%	73%	3%	0%	40
<b>Amerigroup Group 1</b>	14%	37%	43%	4%	1%	209
<b>Amerigroup Group 2</b>	18%	29%	53%	0%	0%	95
<b>Amerigroup Group 3</b>	7%	30%	60%	0%	3%	30
<b>Unknown</b>	0%	56%	44%	0%	0%	9
<b>Sample Average</b>	15%	33%	49%	2%	1%	848

Table 96. Proportion of people who describe their vision as poor, fair and very good (taking into account glasses or contacts, if any)

	Poor	Fair	Very Good	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	26%	38%	34%	3%	0%	112
<b>UHC Group 2</b>	33%	38%	29%	0%	0%	63
<b>UHC Group 3</b>	24%	48%	28%	0%	0%	29
<b>BlueCare Group 1</b>	18%	50%	28%	1%	2%	168
<b>BlueCare Group 2</b>	23%	41%	32%	3%	0%	90
<b>BlueCare Group 3</b>	18%	38%	41%	3%	0%	39
<b>Amerigroup Group 1</b>	25%	46%	23%	3%	3%	210
<b>Amerigroup Group 2</b>	25%	42%	33%	0%	0%	95
<b>Amerigroup Group 3</b>	33%	23%	37%	3%	3%	30
<b>Unknown</b>	22%	56%	22%	0%	0%	9
<b>Sample Average</b>	24%	43%	29%	2%	1%	845

Table 97. Proportion of people who describe themselves as having a physical disability

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	24%	69%	5%	2%	58
<b>UHC Group 2</b>	7%	91%	0%	2%	43
<b>UHC Group 3</b>	15%	85%	0%	0%	27
<b>BlueCare Group 1</b>	16%	72%	9%	3%	101
<b>BlueCare Group 2</b>	5%	88%	3%	3%	58
<b>BlueCare Group 3</b>	12%	85%	3%	0%	34
<b>Amerigroup Group 1</b>	19%	70%	7%	3%	122
<b>Amerigroup Group 2</b>	7%	84%	4%	4%	68
<b>Amerigroup Group 3</b>	12%	80%	8%	0%	25
<b>Unknown</b>	14%	86%	0%	0%	7
<b>Sample Average</b>	14%	78%	5%	3%	543

## Medications—un-collapsed

Table 98. Proportion of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	39%	45%	15%	1%	112
<b>UHC Group 2</b>	56%	36%	6%	2%	64
<b>UHC Group 3</b>	41%	59%	0%	0%	29
<b>BlueCare Group 1</b>	40%	34%	25%	1%	170
<b>BlueCare Group 2</b>	48%	48%	4%	0%	90
<b>BlueCare Group 3</b>	60%	33%	3%	5%	40
<b>Amerigroup Group 1</b>	42%	35%	21%	1%	210
<b>Amerigroup Group 2</b>	59%	36%	5%	0%	95
<b>Amerigroup Group 3</b>	43%	50%	7%	0%	30
<b>Unknown</b>	50%	38%	13%	0%	8
<b>Sample Average</b>	46%	39%	14%	1%	848

Table 99. Proportion of people who understand why they take their prescription medications and what they are for (if take or are supposed to take prescription medications)

	No	In-between, Or Some Medications	Yes	Does Not Take Prescription Medications	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	11%	12%	73%	2%	2%	1%	112
<b>UHC Group 2</b>	8%	6%	86%	0%	0%	0%	64
<b>UHC Group 3</b>	3%	3%	93%	0%	0%	0%	29
<b>BlueCare Group 1</b>	16%	15%	62%	1%	4%	2%	170
<b>BlueCare Group 2</b>	12%	7%	80%	1%	0%	0%	90
<b>BlueCare Group 3</b>	0%	5%	90%	3%	0%	3%	40
<b>Amerigroup Group 1</b>	16%	10%	69%	1%	3%	1%	208
<b>Amerigroup Group 2</b>	12%	5%	79%	3%	1%	0%	95
<b>Amerigroup Group 3</b>	7%	0%	90%	3%	0%	0%	30
<b>Unknown</b>	0%	0%	100%	0%	0%	0%	9
<b>Sample Average</b>	12%	9%	74%	1%	2%	1%	847

## Rights and Respect—un-collapsed

Table 100. Proportion of people who feel that their paid support staff treat them with respect

	No, Never Or Rarely	Some, Or Usually	Yes, All Paid Support Workers, Always Or Almost Always	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	4%	13%	79%	2%	2%	53
<b>UHC Group 2</b>	0%	6%	94%	0%	0%	34
<b>UHC Group 3</b>	0%	0%	100%	0%	0%	22
<b>BlueCare Group 1</b>	0%	16%	84%	0%	0%	83
<b>BlueCare Group 2</b>	0%	7%	91%	0%	2%	44
<b>BlueCare Group 3</b>	4%	0%	96%	0%	0%	26
<b>Amerigroup Group 1</b>	4%	17%	78%	1%	1%	109
<b>Amerigroup Group 2</b>	2%	2%	94%	0%	2%	48
<b>Amerigroup Group 3</b>	0%	4%	96%	0%	0%	24
<b>Unknown</b>	0%	20%	80%	0%	0%	5
<b>Sample Average</b>	2%	10%	87%	0%	1%	448

Table 101. Proportion of people who report that others ask permission before entering their home/room (if in group setting)

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	15%	19%	64%	0%	2%	53
<b>UHC Group 2</b>	50%	0%	50%	0%	0%	4
<b>UHC Group 3</b>	0%	0%	100%	0%	0%	1
<b>BlueCare Group 1</b>	23%	18%	56%	1%	1%	94
<b>BlueCare Group 2</b>	20%	0%	80%	0%	0%	5
<b>BlueCare Group 3</b>	0%	0%	100%	0%	0%	2
<b>Amerigroup Group 1</b>	26%	15%	59%	0%	1%	123
<b>Amerigroup Group 2</b>	29%	0%	64%	7%	0%	14
<b>Amerigroup Group 3</b>	0%	0%	100%	0%	0%	1
<b>Unknown</b>	50%	0%	50%	0%	0%	4
<b>Sample Average</b>	24%	15%	60%	1%	1%	301



Table 102. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	77%	13%	8%	2%	53
<b>UHC Group 2</b>	25%	75%	0%	0%	4
<b>UHC Group 3</b>	0%	100%	0%	0%	1
<b>BlueCare Group 1</b>	72%	14%	12%	2%	94
<b>BlueCare Group 2</b>	40%	60%	0%	0%	5
<b>BlueCare Group 3</b>	100%	0%	0%	0%	2
<b>Amerigroup Group 1</b>	81%	7%	11%	2%	122
<b>Amerigroup Group 2</b>	50%	50%	0%	0%	14
<b>Amerigroup Group 3</b>	0%	100%	0%	0%	1
<b>Unknown</b>	75%	0%	25%	0%	4
<b>Sample Average</b>	74%	14%	10%	2%	300

Table 103. Proportion of people who have enough privacy in their home (if in group setting)

	Sometimes, Rarely, Or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	13%	9%	75%	0%	2%	53
<b>UHC Group 2</b>	0%	25%	75%	0%	0%	4
<b>UHC Group 3</b>	0%	0%	100%	0%	0%	1
<b>BlueCare Group 1</b>	11%	14%	73%	1%	1%	94
<b>BlueCare Group 2</b>	0%	0%	100%	0%	0%	4
<b>BlueCare Group 3</b>	0%	0%	100%	0%	0%	2
<b>Amerigroup Group 1</b>	16%	10%	73%	2%	0%	122
<b>Amerigroup Group 2</b>	14%	7%	79%	0%	0%	14
<b>Amerigroup Group 3</b>	0%	0%	100%	0%	0%	1
<b>Unknown</b>	0%	0%	100%	0%	0%	4
<b>Sample Average</b>	13%	11%	75%	1%	1%	299

Table 104. Proportion of people who are able to have visitors come at any time (if in group setting)

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	14%	84%	0%	2%	50
<b>UHC Group 2</b>	0%	100%	0%	0%	4
<b>UHC Group 3</b>	0%	100%	0%	0%	1
<b>BlueCare Group 1</b>	1%	97%	1%	1%	87
<b>BlueCare Group 2</b>	0%	100%	0%	0%	4
<b>BlueCare Group 3</b>	0%	100%	0%	0%	2
<b>Amerigroup Group 1</b>	7%	92%	0%	1%	115
<b>Amerigroup Group 2</b>	8%	92%	0%	0%	12
<b>Amerigroup Group 3</b>	0%	100%	0%	0%	1
<b>Unknown</b>	33%	67%	0%	0%	3
<b>Sample Average</b>	6%	92%	0%	1%	279

Table 105. Proportion of people who can use the phone privately whenever they want to (if in group setting)

	No, Never Or Rarely Can Use Privately Or There Are Restrictions	Can Usually Use Privately	Yes, Can Use Privately Anytime, Either Independently Or With Assistance	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	9%	2%	81%	4%	4%	47
<b>UHC Group 2</b>	0%	0%	100%	0%	0%	4
<b>UHC Group 3</b>	0%	0%	100%	0%	0%	1
<b>BlueCare Group 1</b>	1%	5%	90%	5%	0%	87
<b>BlueCare Group 2</b>	0%	0%	100%	0%	0%	5
<b>BlueCare Group 3</b>	0%	0%	100%	0%	0%	2
<b>Amerigroup Group 1</b>	11%	4%	76%	7%	2%	109
<b>Amerigroup Group 2</b>	0%	0%	100%	0%	0%	13
<b>Amerigroup Group 3</b>	0%	0%	100%	0%	0%	1
<b>Unknown</b>	33%	0%	67%	0%	0%	3
<b>Sample Average</b>	7%	3%	83%	5%	1%	272

Table 106. Proportion of people who have access to food at all times of the day (if in group setting)

	No	Yes	N/A – Person Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	10%	87%	0%	2%	2%	52
<b>UHC Group 2</b>	25%	75%	0%	0%	0%	4
<b>UHC Group 3</b>	0%	100%	0%	0%	0%	1
<b>BlueCare Group 1</b>	6%	90%	0%	2%	1%	94
<b>BlueCare Group 2</b>	0%	100%	0%	0%	0%	5
<b>BlueCare Group 3</b>	0%	100%	0%	0%	0%	2
<b>Amerigroup Group 1</b>	11%	82%	1%	4%	2%	122
<b>Amerigroup Group 2</b>	7%	93%	0%	0%	0%	14
<b>Amerigroup Group 3</b>	0%	100%	0%	0%	0%	1
<b>Unknown</b>	33%	67%	0%	0%	0%	3
<b>Sample Average</b>	9%	86%	0%	3%	1%	298

Table 107. Proportion of people whose mail or email is read without asking them first (if in group setting)

	No, People Never Read Mail Or Email Without Permission	Yes, People Read Mail Or Email Without Permission	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	79%	7%	12%	2%	43
<b>UHC Group 2</b>	100%	0%	0%	0%	3
<b>UHC Group 3</b>	100%	0%	0%	0%	1
<b>BlueCare Group 1</b>	82%	5%	11%	2%	82
<b>BlueCare Group 2</b>	60%	20%	20%	0%	5
<b>BlueCare Group 3</b>	100%	0%	0%	0%	2
<b>Amerigroup Group 1</b>	78%	11%	11%	1%	104
<b>Amerigroup Group 2</b>	60%	20%	20%	0%	10
<b>Amerigroup Group 3</b>	100%	0%	0%	0%	1
<b>Unknown</b>	67%	0%	33%	0%	3
<b>Sample Average</b>	79%	8%	11%	2%	254

## Self-Direction of Care—un-collapsed

Table 108. Proportion of people who are participating in a self-directed supports option (as defined by their State—data for this indicator come directly from State administrative records)

	No	Yes	Don't Know	N
<b>UHC Group 1</b>	99%	1%	0%	112
<b>UHC Group 2</b>	88%	13%	0%	64
<b>UHC Group 3</b>	90%	10%	0%	29
<b>BlueCare Group 1</b>	95%	1%	4%	171
<b>BlueCare Group 2</b>	78%	21%	1%	89
<b>BlueCare Group 3</b>	90%	10%	0%	40
<b>Amerigroup Group 1</b>	93%	2%	5%	210
<b>Amerigroup Group 2</b>	76%	23%	1%	96
<b>Amerigroup Group 3</b>	80%	17%	3%	30
<b>Unknown</b>	100%	0%	0%	9
<b>Sample Average</b>	90%	8%	2%	850

Table 109. Proportion of people who can choose or change what kind of services they get

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	18%	11%	56%	14%	1%	111
<b>UHC Group 2</b>	3%	13%	76%	8%	0%	63
<b>UHC Group 3</b>	7%	7%	78%	7%	0%	27
<b>BlueCare Group 1</b>	19%	10%	55%	16%	0%	166
<b>BlueCare Group 2</b>	3%	10%	78%	8%	0%	86
<b>BlueCare Group 3</b>	5%	10%	72%	13%	0%	39
<b>Amerigroup Group 1</b>	17%	8%	51%	20%	3%	206
<b>Amerigroup Group 2</b>	6%	9%	74%	10%	1%	94
<b>Amerigroup Group 3</b>	7%	10%	72%	10%	0%	29
<b>Unknown</b>	11%	0%	89%	0%	0%	9
<b>Sample Average</b>	13%	10%	63%	14%	1%	830

Table 110. Proportion of people who can choose or change how often and when they get services

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	20%	11%	54%	15%	1%	112
<b>UHC Group 2</b>	9%	11%	70%	9%	0%	64
<b>UHC Group 3</b>	7%	18%	64%	11%	0%	28
<b>BlueCare Group 1</b>	23%	11%	48%	14%	2%	166
<b>BlueCare Group 2</b>	8%	12%	72%	8%	0%	85
<b>BlueCare Group 3</b>	5%	10%	74%	10%	0%	39
<b>Amerigroup Group 1</b>	22%	7%	46%	22%	3%	205
<b>Amerigroup Group 2</b>	6%	8%	80%	4%	1%	95
<b>Amerigroup Group 3</b>	17%	3%	70%	10%	0%	30
<b>Unknown</b>	22%	11%	67%	0%	0%	9
<b>Sample Average</b>	16%	10%	59%	14%	1%	833

Table 111. Proportion of people who can change their paid support staff

	No	Sometimes, Or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	36%	6%	43%	11%	4%	80
<b>UHC Group 2</b>	6%	10%	80%	4%	0%	50
<b>UHC Group 3</b>	0%	4%	92%	4%	0%	24
<b>BlueCare Group 1</b>	25%	11%	46%	17%	2%	118
<b>BlueCare Group 2</b>	3%	10%	77%	9%	1%	69
<b>BlueCare Group 3</b>	7%	3%	86%	3%	0%	29
<b>Amerigroup Group 1</b>	25%	8%	51%	14%	2%	158
<b>Amerigroup Group 2</b>	9%	11%	73%	6%	2%	66
<b>Amerigroup Group 3</b>	15%	0%	81%	4%	0%	26
<b>Unknown</b>	0%	17%	67%	17%	0%	6
<b>Sample Average</b>	18%	8%	61%	11%	2%	626

## Work—un-collapsed

Table 112. Proportion of people who have a paying job in the community, either full-time or part-time

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	97%	2%	1%	0%	111
<b>UHC Group 2</b>	97%	3%	0%	0%	63
<b>UHC Group 3</b>	97%	3%	0%	0%	29
<b>BlueCare Group 1</b>	96%	2%	0%	2%	167
<b>BlueCare Group 2</b>	96%	4%	0%	0%	90
<b>BlueCare Group 3</b>	100%	0%	0%	0%	40
<b>Amerigroup Group 1</b>	96%	0%	1%	2%	210
<b>Amerigroup Group 2</b>	99%	1%	0%	0%	95
<b>Amerigroup Group 3</b>	97%	3%	0%	0%	30
<b>Unknown</b>	100%	0%	0%	0%	8
<b>Sample Average</b>	97%	2%	0%	1%	843

Table 113. Proportion of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	76%	9%	14%	2%	58
<b>UHC Group 2</b>	74%	7%	17%	2%	42
<b>UHC Group 3</b>	73%	0%	27%	0%	26
<b>BlueCare Group 1</b>	81%	5%	11%	3%	99
<b>BlueCare Group 2</b>	73%	7%	18%	2%	55
<b>BlueCare Group 3</b>	67%	8%	25%	0%	36
<b>Amerigroup Group 1</b>	81%	2%	17%	1%	118
<b>Amerigroup Group 2</b>	75%	4%	18%	3%	68
<b>Amerigroup Group 3</b>	72%	8%	20%	0%	25
<b>Unknown</b>	43%	14%	43%	0%	7
<b>Sample Average</b>	76%	5%	17%	2%	534

Table 114. Proportion of people who reported that someone has talked to them about job options (if wanted a job)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	71%	14%	7%	7%	14
<b>UHC Group 2</b>	80%	20%	0%	0%	10
<b>UHC Group 3</b>	100%	0%	0%	0%	7
<b>BlueCare Group 1</b>	88%	13%	0%	0%	16
<b>BlueCare Group 2</b>	71%	29%	0%	0%	14
<b>BlueCare Group 3</b>	83%	17%	0%	0%	12
<b>Amerigroup Group 1</b>	86%	14%	0%	0%	21
<b>Amerigroup Group 2</b>	67%	33%	0%	0%	15
<b>Amerigroup Group 3</b>	71%	29%	0%	0%	7
<b>Unknown</b>	75%	25%	0%	0%	4
<b>Sample Average</b>	79%	19%	1%	1%	120

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	94%	5%	1%	0%	111
<b>UHC Group 2</b>	87%	11%	2%	0%	63
<b>UHC Group 3</b>	93%	7%	0%	0%	29
<b>BlueCare Group 1</b>	94%	4%	0%	1%	163
<b>BlueCare Group 2</b>	93%	7%	0%	0%	87
<b>BlueCare Group 3</b>	92%	8%	0%	0%	39
<b>Amerigroup Group 1</b>	94%	5%	0%	1%	209
<b>Amerigroup Group 2</b>	95%	4%	1%	0%	95
<b>Amerigroup Group 3</b>	90%	10%	0%	0%	30
<b>Unknown</b>	89%	11%	0%	0%	9
<b>Sample Average</b>	93%	6%	0%	1%	835

Table 116. Proportion of people who would like to do volunteer work (if not currently volunteering)

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
<b>UHC Group 1</b>	73%	9%	13%	5%	55
<b>UHC Group 2</b>	71%	0%	29%	0%	35
<b>UHC Group 3</b>	72%	8%	20%	0%	25
<b>BlueCare Group 1</b>	81%	7%	9%	3%	91
<b>BlueCare Group 2</b>	78%	10%	12%	0%	50
<b>BlueCare Group 3</b>	78%	3%	19%	0%	32
<b>Amerigroup Group 1</b>	82%	4%	13%	2%	112
<b>Amerigroup Group 2</b>	72%	8%	17%	3%	64
<b>Amerigroup Group 3</b>	74%	13%	13%	0%	23
<b>Unknown</b>	67%	17%	17%	0%	6
<b>Sample Average</b>	77%	6%	14%	2%	493



## Everyday Living—un-collapsed

Table 117. Proportion of people who generally need a lot or some assistance with everyday activities

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	4%	25%	70%	2%	0%	113
<b>UHC Group 2</b>	0%	17%	81%	0%	2%	63
<b>UHC Group 3</b>	0%	21%	79%	0%	0%	29
<b>BlueCare Group 1</b>	3%	30%	67%	0%	1%	169
<b>BlueCare Group 2</b>	0%	22%	78%	0%	0%	90
<b>BlueCare Group 3</b>	0%	36%	64%	0%	0%	39
<b>Amerigroup Group 1</b>	6%	21%	70%	2%	1%	209
<b>Amerigroup Group 2</b>	1%	19%	78%	1%	1%	96
<b>Amerigroup Group 3</b>	0%	37%	63%	0%	0%	30
<b>Unknown</b>	0%	44%	56%	0%	0%	9
<b>Sample Average</b>	3%	24%	72%	1%	1%	847

Table 118. Proportion of people who always get enough assistance with everyday activities when they need it (if need any assistance)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	11%	87%	1%	1%	106
<b>UHC Group 2</b>	17%	81%	2%	0%	63
<b>UHC Group 3</b>	24%	76%	0%	0%	29
<b>BlueCare Group 1</b>	9%	91%	0%	0%	162
<b>BlueCare Group 2</b>	16%	83%	0%	1%	89
<b>BlueCare Group 3</b>	21%	77%	3%	0%	39
<b>Amerigroup Group 1</b>	16%	83%	1%	0%	189
<b>Amerigroup Group 2</b>	19%	80%	1%	0%	91
<b>Amerigroup Group 3</b>	7%	93%	0%	0%	30
<b>Unknown</b>	22%	78%	0%	0%	9
<b>Sample Average</b>	15%	85%	1%	0%	807

Table 119. Proportion of people who generally need a lot or some assistance for self-care

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	5%	26%	68%	1%	0%	113
<b>UHC Group 2</b>	6%	22%	70%	0%	2%	64
<b>UHC Group 3</b>	7%	36%	57%	0%	0%	28
<b>BlueCare Group 1</b>	4%	26%	69%	0%	1%	168
<b>BlueCare Group 2</b>	6%	28%	67%	0%	0%	90
<b>BlueCare Group 3</b>	8%	41%	51%	0%	0%	39
<b>Amerigroup Group 1</b>	5%	22%	72%	0%	0%	207
<b>Amerigroup Group 2</b>	9%	21%	67%	1%	1%	95
<b>Amerigroup Group 3</b>	7%	60%	33%	0%	0%	30
<b>Unknown</b>	11%	33%	56%	0%	0%	9
<b>Sample Average</b>	6%	27%	67%	0%	1%	843

Table 120. Proportion of people who always get enough assistance with self-care when they need it

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	14%	84%	1%	1%	104
<b>UHC Group 2</b>	10%	90%	0%	0%	59
<b>UHC Group 3</b>	15%	85%	0%	0%	27
<b>BlueCare Group 1</b>	7%	93%	0%	0%	161
<b>BlueCare Group 2</b>	12%	88%	0%	0%	84
<b>BlueCare Group 3</b>	17%	83%	0%	0%	35
<b>Amerigroup Group 1</b>	15%	84%	1%	0%	196
<b>Amerigroup Group 2</b>	15%	85%	0%	0%	84
<b>Amerigroup Group 3</b>	11%	89%	0%	0%	28
<b>Unknown</b>	13%	75%	0%	13%	8
<b>Sample Average</b>	13%	87%	0%	0%	786

Table 121. Proportion of people who have access to healthy foods like fruits and vegetables when they want them

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	6%	8%	85%	1%	0%	108
<b>UHC Group 2</b>	0%	8%	92%	0%	0%	63
<b>UHC Group 3</b>	3%	14%	79%	3%	0%	29
<b>BlueCare Group 1</b>	3%	8%	84%	3%	1%	165
<b>BlueCare Group 2</b>	2%	3%	94%	0%	0%	86
<b>BlueCare Group 3</b>	3%	13%	83%	3%	0%	40
<b>Amerigroup Group 1</b>	5%	7%	82%	4%	1%	203
<b>Amerigroup Group 2</b>	3%	7%	89%	1%	0%	92
<b>Amerigroup Group 3</b>	0%	13%	87%	0%	0%	30
<b>Unknown</b>	11%	11%	78%	0%	0%	9
<b>Sample Average</b>	4%	8%	86%	2%	0%	825

## Affordability—un-collapsed

Table 122. Proportion of people who ever have to skip a meal due to financial worries

	No, Never	Sometimes	Yes, Often	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	97%	1%	1%	1%	0%	110
<b>UHC Group 2</b>	95%	2%	3%	0%	0%	63
<b>UHC Group 3</b>	86%	10%	3%	0%	0%	29
<b>BlueCare Group 1</b>	96%	1%	2%	0%	2%	166
<b>BlueCare Group 2</b>	91%	6%	3%	0%	0%	88
<b>BlueCare Group 3</b>	85%	8%	8%	0%	0%	40
<b>Amerigroup Group 1</b>	95%	0%	2%	0%	2%	201
<b>Amerigroup Group 2</b>	91%	4%	4%	0%	0%	92
<b>Amerigroup Group 3</b>	77%	17%	7%	0%	0%	30
<b>Unknown</b>	89%	0%	11%	0%	0%	9
<b>Sample Average</b>	93%	3%	3%	0%	1%	828

## Planning for the Future— un-collapsed

Table 123. Proportion of people who want help planning for their future need for services

	No	Yes	Don't Know	Unclear/ Refused/ No Response	N
<b>UHC Group 1</b>	70%	23%	7%	0%	57
<b>UHC Group 2</b>	66%	30%	2%	2%	44
<b>UHC Group 3</b>	69%	31%	0%	0%	26
<b>BlueCare Group 1</b>	72%	16%	8%	4%	100
<b>BlueCare Group 2</b>	51%	32%	14%	4%	57
<b>BlueCare Group 3</b>	58%	42%	0%	0%	36
<b>Amerigroup Group 1</b>	60%	26%	10%	4%	123
<b>Amerigroup Group 2</b>	63%	29%	6%	1%	68
<b>Amerigroup Group 3</b>	62%	23%	12%	4%	26
<b>Unknown</b>	50%	33%	17%	0%	6
<b>Sample Average</b>	64%	26%	8%	3%	543

## Control—un-collapsed

Table 124. Proportion of people who feel in control of their life

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
<b>UHC Group 1</b>	12%	16%	67%	3%	2%	58
<b>UHC Group 2</b>	7%	20%	73%	0%	0%	44
<b>UHC Group 3</b>	4%	19%	78%	0%	0%	27
<b>BlueCare Group 1</b>	17%	24%	55%	3%	2%	102
<b>BlueCare Group 2</b>	12%	16%	68%	0%	4%	57
<b>BlueCare Group 3</b>	9%	23%	69%	0%	0%	35
<b>Amerigroup Group 1</b>	24%	19%	51%	2%	3%	124
<b>Amerigroup Group 2</b>	9%	16%	71%	1%	3%	68
<b>Amerigroup Group 3</b>	12%	12%	77%	0%	0%	26
<b>Unknown</b>	0%	0%	100%	0%	0%	6
<b>Sample Average</b>	14%	19%	64%	2%	2%	547

Table 125. Ranking of how important people reported health was to them right now (out of health, safety, being independent, being engaged with community and friends, and maintaining assets/avoiding poverty)

	1 - Health Most Important	2	3	4	5 - Health Least Important	N
<b>UHC Group 1</b>	76%	9%	9%	4%	2%	45
<b>UHC Group 2</b>	48%	26%	19%	7%	0%	42
<b>UHC Group 3</b>	90%	5%	5%	0%	0%	20
<b>BlueCare Group 1</b>	57%	25%	7%	8%	3%	75
<b>BlueCare Group 2</b>	68%	11%	17%	4%	0%	47
<b>BlueCare Group 3</b>	77%	10%	7%	3%	3%	30
<b>Amerigroup Group 1</b>	64%	23%	7%	4%	2%	108
<b>Amerigroup Group 2</b>	60%	21%	13%	6%	0%	53
<b>Amerigroup Group 3</b>	38%	33%	25%	0%	4%	24
<b>Unknown</b>	75%	0%	25%	0%	0%	4
<b>Sample Average</b>	63%	19%	11%	5%	2%	448

Table 126. Ranking of how important people reported safety was to them right now (out of health, safety, being independent, being engaged with community and friends, and maintaining assets/avoiding poverty)

	1 - Safety Most Important	2	3	4	5 - Safety Least Important	N
<b>UHC Group 1</b>	2%	42%	33%	13%	9%	45
<b>UHC Group 2</b>	12%	24%	33%	29%	2%	42
<b>UHC Group 3</b>	0%	45%	20%	25%	10%	20
<b>BlueCare Group 1</b>	9%	28%	41%	15%	7%	74
<b>BlueCare Group 2</b>	2%	49%	15%	21%	13%	47
<b>BlueCare Group 3</b>	7%	50%	17%	23%	3%	30
<b>Amerigroup Group 1</b>	6%	39%	27%	22%	6%	107
<b>Amerigroup Group 2</b>	13%	40%	25%	17%	6%	53
<b>Amerigroup Group 3</b>	13%	39%	22%	22%	4%	23
<b>Unknown</b>	0%	75%	0%	25%	0%	4
<b>Sample Average</b>	7%	39%	27%	20%	7%	445

Table 127. Ranking of how important people reported being independent was to them right now (out of health, safety, being independent, being engaged with community and friends, and maintaining assets/avoiding poverty)

	1 – Being Independent Most Important	2	3	4	5 - Being Independent Least Important	N
<b>UHC Group 1</b>	18%	31%	29%	18%	4%	45
<b>UHC Group 2</b>	31%	26%	21%	12%	10%	42
<b>UHC Group 3</b>	5%	40%	40%	15%	0%	20
<b>BlueCare Group 1</b>	18%	26%	28%	18%	11%	74
<b>BlueCare Group 2</b>	13%	23%	40%	17%	6%	47
<b>BlueCare Group 3</b>	7%	17%	53%	13%	10%	30
<b>Amerigroup Group 1</b>	15%	13%	41%	17%	13%	105
<b>Amerigroup Group 2</b>	15%	25%	43%	15%	2%	53
<b>Amerigroup Group 3</b>	25%	13%	29%	29%	4%	24
<b>Unknown</b>	0%	25%	50%	0%	25%	4
<b>Sample Average</b>	16%	22%	36%	17%	8%	444

Table 128. Ranking of how important people reported being engaged with community and friends was to them right now (out of health, safety, being independent, being engaged with community and friends, and maintaining assets/avoiding poverty)

	1 – Engaged with Community Most Important	2	3	4	5- Engaged with Community Least Important	N
<b>UHC Group 1</b>	11%	13%	13%	31%	31%	45
<b>UHC Group 2</b>	5%	20%	10%	28%	38%	40
<b>UHC Group 3</b>	0%	10%	15%	20%	55%	20
<b>BlueCare Group 1</b>	19%	7%	15%	37%	22%	73
<b>BlueCare Group 2</b>	13%	13%	20%	22%	33%	46
<b>BlueCare Group 3</b>	10%	17%	10%	23%	40%	30
<b>Amerigroup Group 1</b>	14%	17%	13%	17%	40%	103
<b>Amerigroup Group 2</b>	9%	8%	11%	30%	42%	53
<b>Amerigroup Group 3</b>	18%	9%	14%	18%	41%	22
<b>Unknown</b>	25%	0%	0%	75%	0%	4
<b>Sample Average</b>	12%	13%	13%	26%	36%	436

Table 129. Ranking of how important people reported maintaining assets/avoiding poverty was to them right now (out of health, safety, being independent, being engaged with community and friends, and maintaining assets/avoiding poverty)

	1 – Maintaining Assets/Avoiding Poverty Most Important	2	3	4	5 - Maintaining Assets/Avoiding Poverty Least Important	N
<b>UHC Group 1</b>	4%	2%	13%	31%	49%	45
<b>UHC Group 2</b>	5%	5%	17%	24%	49%	41
<b>UHC Group 3</b>	5%	0%	20%	40%	35%	20
<b>BlueCare Group 1</b>	3%	13%	8%	19%	57%	72
<b>BlueCare Group 2</b>	4%	4%	9%	35%	48%	46
<b>BlueCare Group 3</b>	0%	10%	13%	33%	43%	30
<b>Amerigroup Group 1</b>	7%	7%	10%	39%	37%	105
<b>Amerigroup Group 2</b>	2%	8%	8%	32%	51%	53
<b>Amerigroup Group 3</b>	9%	9%	9%	30%	43%	23
<b>Unknown</b>	0%	0%	25%	0%	75%	4
<b>Sample Average</b>	4%	7%	11%	31%	46%	439



## Appendix C: Tennessee's State-Specific Questions

Table 130. Proportion of people who chose where they live (TN-1)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	18%	33%	16%	33%	112
UHC Group 2	11%	63%	3%	23%	64
UHC Group 3	14%	79%	0%	7%	29
BlueCare Group 1	27%	34%	8%	31%	169
BlueCare Group 2	15%	53%	4%	28%	89
BlueCare Group 3	8%	85%	0%	8%	39
Amerigroup Group 1	29%	33%	10%	29%	203
Amerigroup Group 2	15%	64%	6%	15%	95
Amerigroup Group 3	10%	83%	0%	7%	29
Unknown	0%	56%	33%	11%	9
Sample Average	20%	47%	8%	25%	838

Table 131. Proportion of people whose case manager/care coordinator changes more often than they'd like (TN-2)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	76%	17%	7%	0%	42
UHC Group 2	73%	25%	2%	0%	56
UHC Group 3	80%	20%	0%	0%	25
BlueCare Group 1	59%	29%	12%	0%	68
BlueCare Group 2	79%	21%	0%	0%	78
BlueCare Group 3	68%	29%	3%	0%	34
Amerigroup Group 1	59%	29%	12%	0%	91
Amerigroup Group 2	65%	30%	3%	1%	86
Amerigroup Group 3	77%	19%	0%	4%	26
Unknown	63%	38%	0%	0%	8
Sample Average	69%	26%	5%	0%	514

Table 132. Proportion of people who report that their paid caregivers assist them with the things they want to do (TN-4)

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Workers, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	2%	28%	65%	2%	4%	54
UHC Group 2	6%	15%	79%	0%	0%	33
UHC Group 3	0%	9%	91%	0%	0%	23
BlueCare Group 1	2%	14%	82%	0%	1%	85
BlueCare Group 2	4%	4%	87%	0%	4%	46
BlueCare Group 3	0%	0%	100%	0%	0%	27
Amerigroup Group 1	9%	17%	71%	2%	1%	104
Amerigroup Group 2	2%	10%	84%	0%	4%	49
Amerigroup Group 3	0%	4%	96%	0%	0%	24
Unknown	20%	0%	80%	0%	0%	5
Sample Average	4%	13%	80%	1%	2%	450

Table 133. Proportion of people who get to help plan or choose their meals and the foods they eat (TN-5)

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	N/A – No Because of Dietary Restrictions	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	34%	11%	49%	0%	5%	0%	61
UHC Group 2	7%	9%	84%	0%	0%	0%	44
UHC Group 3	0%	11%	89%	0%	0%	0%	27
BlueCare Group 1	40%	19%	36%	1%	2%	2%	102
BlueCare Group 2	11%	2%	86%	0%	2%	0%	57
BlueCare Group 3	3%	0%	94%	3%	0%	0%	35
Amerigroup Group 1	40%	14%	42%	2%	2%	2%	125
Amerigroup Group 2	10%	12%	71%	4%	0%	3%	68
Amerigroup Group 3	12%	19%	69%	0%	0%	0%	26
Unknown	0%	29%	57%	0%	14%	0%	7
Sample Average	24%	12%	60%	1%	2%	1%	552

Table 134. Proportion of people whose case manager/care coordinator helps them with other important needs (besides paid services) (TN-6)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	33%	43%	21%	2%	42
UHC Group 2	33%	60%	7%	0%	57
UHC Group 3	40%	56%	0%	4%	25
BlueCare Group 1	43%	37%	14%	6%	63
BlueCare Group 2	36%	53%	8%	3%	73
BlueCare Group 3	26%	71%	3%	0%	34
Amerigroup Group 1	35%	48%	13%	5%	84
Amerigroup Group 2	43%	52%	5%	0%	82
Amerigroup Group 3	36%	44%	12%	8%	25
Unknown	50%	38%	13%	0%	8
Sample Average	37%	51%	10%	3%	493

Table 135. Proportion of people who feel they have less, more, or the same amount of choices and control of their lives (TN-7)

	Less	About the Same	More	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	10%	67%	16%	5%	2%	58
UHC Group 2	18%	61%	20%	0%	0%	44
UHC Group 3	15%	59%	26%	0%	0%	27
BlueCare Group 1	17%	63%	15%	4%	2%	102
BlueCare Group 2	19%	60%	19%	0%	2%	58
BlueCare Group 3	8%	47%	44%	0%	0%	36
Amerigroup Group 1	21%	62%	12%	3%	2%	124
Amerigroup Group 2	10%	51%	32%	4%	3%	69
Amerigroup Group 3	12%	62%	27%	0%	0%	26
Unknown	17%	33%	50%	0%	0%	6
Sample Average	16%	60%	21%	3%	1%	550