NCI-AD
NATIONAL CORE INDICATORS
Aging and Disabilities™

National Core Indicators
Aging and Disabilities Adult Consumer Survey

2019-2020 Texas Results

ADVANCING STATES

HSRI Human Services Research Institute

Preface

Since 2012, ADvancing States (formerly the National Association of States United for Aging and Disabilities (NASUAD)) has worked in collaboration with Human Services Research Institute (HSRI) to build the National Core Indicators-Aging and Disabilities (NCI-AD) Adult Consumer Survey. The NCI-AD Survey collects information on the experiences of individuals who are aging or who have a physical disability and are receiving various long-term services and supports (LTSS). Texas participated in the first year of this initiative during the 2015-2016 data cycle and has continued to participate on a biennial basis. Texas uses the NCI-AD to gather information on member experiences in STAR+PLUS Home and Community-Based Services (HCBS).

Texas first implemented Medicaid managed care as a pilot in 1991. In 1997, Texas created a new pilot to integrate acute care and LTSS; this program is known as STAR+PLUS. After evaluation of the model, the state continued to expand Medicaid managed care. STAR+PLUS has been available statewide since September 2014. STAR+PLUS HCBS provides additional LTSS to members who have a nursing facility level of care.

The NCI-AD is one of the few national tools that assesses LTSS. Data collected through NCI-AD complements the managed care quality assurance system and will be used to demonstrate managed care organization performance to external parties, including state and federal stakeholders. This report will also provide meaningful insights into the experience of Texans receiving LTSS.

Stephanie Stephens
State Medicaid Director
Texas Health and Human Services Commission

Human Services Research Institute (HSRI)

2336 Massachusetts Avenue

Cambridge, MA 02140

ADvancing States

241 18th Street S., Ste. 403

Arlington, VA 22202

Texas Health and Human Services (HHS)

Brown-Heatly Building

4900 N. Lamar Blvd.

Austin, TX 78751-2316

June 17, 2021

List of Abbreviations Used in This Report

AAA – Area Agency on Aging

ADRC – Aging and Disability Resource Center

BI Section – Background Information Section of NCI-AD Adult Consumer Survey

CIL – Center for Independent Living

CPAP – Continuous positive airway pressure

HCBS – Home and Community-Based Services

HHSC – Health and Human Services Commission

HSRI – Human Services Research Institute

ICHP – Institute for Child Health Policy

LTSS – Long-Term Services and Supports

MCO – Managed Care Organization

N – Number of respondents

N/A – not applicable

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

NORC– Nonpartisan and Objective Research Organization

OAA – Older Americans Act

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

PERS – Personal Emergency Response System

Table of Contents

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 the Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), Medicaid, and/or state-funded programs. The program is coordinated by ADvancing States[1] (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an 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 service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The program officially launched in the summer of 2015 with 13 participating states[2]. The 2019-2020 project cycle marked its fifth year of implementation, with more than twenty states having participated. 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).

NCI-AD Adult Consumer Survey

Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure outcomes across nineteen broad domains comprising approximately 75 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals,

---

[1] ADvancing States (formerly NASUAD) is the membership organization for state Aging, Disability, and Medicaid directors. www.ADvancingStates.org

[2] Colorado, Delaware, Georgia, Indiana, Kansas, Maine, Minnesota, Mississippi, New Jersey, North Carolina, Ohio, Tennessee, and Texas.

including respect and rights, service coordination, care coordination, employment, health, safety, person-centered planning, etc. An example of an indicator in the Service Coordination domain is: "Percentage of people whose services meet their needs and goals".

While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator "Percentage of people who have needed home modifications" in the Access to Needed Equipment domain is addressed by several survey questions that ask about the person's need for various types of home modifications. Figure 1 below details NCI-AD domains and corresponding indicators.

Figure 1. 2019-2020 NCI-AD Domains and Indicators

Domain	NCI-AD Indicator
Community Participation	Percentage of people who are able to do things they enjoy outside of home as much as they want to
	Percentage of people who are as active in their community as they would like to be
Choice and Control	Percentage of people in group settings who are able to furnish and decorate their room however they want to
	Percentage of people in group settings who are able to choose their roommate
	Percentage of people who feel in control of their life
	Percentage of people who are able to get up and go to bed when they want to
	Percentage of people who are able to eat their meals when they want to
Relationships	Percentage of people who are able to see or talk to their friends and family when they want
Satisfaction	Percentage of people who like where they live
	Percentage of people who want to live somewhere else
	Percentage of people whose case manager changes too often
	Percentage of people whose paid support staff change too often
	Percentage of people whose paid support staff do things the way they want them done
	Percentage of people who like how they spend their time during the day
	Percentage of people whose services help them live a better life
	Percentage of people who can reach their case manager when they need to

Domain	NCI-AD Indicator
Service Coordination	Percentage of people who know whom to contact if they have a complaint about their services
	Percentage of people who know whom to contact if they want to make changes to their services
	Percentage of people whose paid support staff come and leave when they are supposed to
	Percentage of people who have a backup plan if their paid support staff don't show up
	Percentage of people who have an emergency plan in place
	Percentage of people whose services meet their needs and goals
	Percentage of people whose case manager talked to them about services that might help with their unmet needs
Care Coordination	Percentage of people with concerns about falling who had someone work with them to reduce risk of falls
	Percentage of people who felt comfortable going home after being discharged from a hospital or rehab/nursing facility
	Percentage of people who had adequate follow-up after being discharged from a hospital or rehab/nursing facility
	Percentage of people who know how to manage their chronic conditions
Access to Community	Percentage of people who have adequate transportation to get to medical appointments
	Percentage of people who have adequate transportation to do the things they want outside of home
Access to Needed	Percentage of people who have needed home modifications
	Percentage of people who have needed assistive equipment and devices
Safety	Percentage of people with concerns about falling
	Percentage of people who feel safe around their support staff
	Percentage of people who are able to get to safety quickly in case of an emergency
	Percentage of people who know whom to talk to if they are mistreated or neglected
	Percentage of people who are worried for the security of their personal belongings
	Percentage of people whose money has been taken without their permission
Health Care	Percentage of people who have talked to someone about feeling sad or depressed
	Percentage of people who can get an appointment to see their primary care doctor when they need to
	Percentage of people who experience potentially preventable emergency room visits
	Percentage of people who have preventive health screenings and exams in a timely manner

Domain	NCI-AD Indicator
Wellness	Percentage of people who have access to healthy foods
	Percentage of people whose health is better than 12 months ago
	Percentage of people with uncorrected poor hearing
	Percentage of people with uncorrected poor vision
	Percentage of people who have discussed forgetting things with a health care professional
	Percentage of people who often feel lonely
	Percentage of people who often feel sad or depressed
Medications	Percentage of people who know what their prescription medications are for
	Percentage of people who take medications to help them feel less sad or depressed
Rights and Respect	Percentage of people who have access to information about services in their preferred language
	Percentage of people whose paid support staff treat them with respect
	Percentage of people in group settings whose permission is asked before others enter their room
	Percentage of people in group settings who are able to lock the door to their room
	Percentage of people in group settings who have enough privacy
	Percentage of people in group settings whose visitors are able to come at any time
	Percentage of people in group settings who always have access to food
Self-Direction	Percentage of people who can choose what services they receive
	Percentage of people who can choose when they receive services
	Percentage of people who can choose their paid support staff
Work	Percentage of people who have a paid job
	Percentage of people who would like a job
	Percentage of people wanting a job who receive job search assistance
	Percentage of people who volunteer
	Percentage of people who would like to volunteer

Domain	NCI-AD Indicator
Everyday Living	Percentage of people who have adequate support for everyday activities
	Percentage of people who have adequate support for self-care
Affordability	Percentage of people who have to cut back on food due to finances
Person-Centered Planning (OPTIONAL MODULE)	Percentage of people who remember their last service planning meeting
	Percentage of people who are involved in making decisions about their service plan
	Percentage of people whose service planning meeting took place at a convenient time
	Percentage of people whose service planning meeting took place in a convenient location
	Percentage of people whose service planning meeting included the people they wanted to be there
	Percentage of people who discussed their preferences and needs in the service planning meeting
	Percentage of people who received a copy of their service plan after the service planning meeting
	Percentage of people whose service plan reflects what was discussed in the service plan meeting
	Percentage of people whose service plan includes their preferences and choices

Survey Organization

The NCI-AD Adult Consumer Survey tool consists of the Pre-Survey form, the Background Information Section, the Full In-Person Survey, and the Interviewer Feedback Form. An alternative Proxy Version of the In-Person Survey is available for those interviews that need to be conducted with proxies of service recipients instead of the service recipient themselves. Each part of the tool is described below.

Pre-Survey form: The Pre-Survey section is an optional form intended to collect information that may be helpful for surveyors to prepare for and schedule the survey meetings. The Pre-Survey form is for surveyor use only; Pre-Survey information is not submitted or used for any data analysis or reporting.

Background Information (BI) Section: The BI Section collects demographic and service-related information about the service recipient. To the extent possible, data for the BI Section are derived from states' existing administrative records. BI items not

available from state administrative data sources may be collected by surveyors at the end of the survey meeting. Surveyors may collect any missing BI information with the exception of five BI items that must be completed using administrative data sources (person's primary source of LTSS funding/program, LTSS services received through that program, length of receiving services, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether data were derived from existing administrative records or collected by surveyors as part of the survey meetings.

In-Person Survey: The Full In-Person Survey consists of approximately 90 questions, with related questions grouped together by theme or topic (e.g., a series of questions about employment, a series of questions about support staff, etc.); another 10 questions comprise the optional Person-Centered Planning module. The Full In-Person Survey is completed face-to-face with the person receiving services. The respondent may ask their proxy (e.g. a family member or a close friend) for assistance with answering some of the questions, if needed. The Full In-Person Survey includes both subjective and objective questions; proxy assistance is only allowed for a defined subset of more objective items.

> **Proxy Version:** The Proxy Version is an alternative version of the In-Person Survey. It is used in place of the Full In-Person Survey when the person receiving services is unable or unwilling to provide valid responses or has asked their proxy to complete the survey on their behalf. The Proxy Version includes only the subset of more objective questions from the Full Survey that allow for proxy assistance. Questions in the Proxy Version are rephrased to be in third person, making it clear their subject is the person receiving services and not the proxy respondent. Surveyors must meet with the service recipient face-to-face and attempt to interview them; only after the in-person attempt has been made can the proxy be surveyed instead of the service recipient.

Interviewer Feedback Form: The Interviewer Feedback Form is completed by surveyors after the survey meeting is concluded. It collects information about the survey meeting itself, such as when/where the meeting took place, who was present, the respondent's level of comprehension, etc. Surveyors are also asked to provide any feedback they may have about the survey tool itself or the survey process overall.

NCI-AD in Texas

The Texas Health and Human Services Commission (HHSC), working with ADvancing States and HSRI, has been conducting the NCI-AD Survey biennially since 2015, making the 2019-2020 its third data collection cycle. While Texas has administered other LTSS member experience surveys to the fee-for-service population for a number of years, the NCI-AD initiative is the first survey that allows for comparable data to be collected for the managed care LTSS programs. Data from this substantial undertaking will be used in an ongoing effort to positively impact the lives of the people in Texas who rely on HCBS to remain in their homes or the least restrictive community setting possible.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Texas in 2019-2020 and included for analysis was one thousand four hundred seventy-six (Total N=1,476). One program population was included in the survey sample and is detailed below.

> **STAR+PLUS Home and Community-Based Services (HCBS):** STAR+PLUS HCBS provides an alternative to living in a nursing facility for members who are elderly or who have disabilities. Services include nursing, personal assistance services, adaptive aids, medical supplies, and minor home modifications. To be eligible for STAR+PLUS HCBS, a member must be age 21 and older, and meet income, resource, and level of care requirements for Medicaid nursing facility care. A total of 1,476 participants (N=1,476) were interviewed and included for analysis, with services provided by five MCOs: Amerigroup, Cigna-HealthSpring, Molina, Superior and United Healthcare. This report presents results for each MCO.

Figure 2 below summarizes MCOs included in Texas' NCI-AD survey sample, the number of survey-eligible service recipients in each and the corresponding number of conducted surveys included for analysis. Also included are calculations of margin of error for each MCO under two scenarios: assuming a very conservative 0.5 distribution of responses and assuming a somewhat less conservative 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative distribution assumption for calculating margins of error that can be made and is usually used when no prior information is available about true population response distributions. When some prior information about distributions of responses in the population is available, it can be used for

calculating less conservative margins of error. Based on distributions observed in previously collected NCI-AD data, it is reasonable to assume a somewhat less conservative population response distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the total number of analyzed surveys in each MCO. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the "Organization of Results" section below.

Figure 2. Number of survey-eligible service recipients, number of analyzed surveys, and calculations of margins of error by MCO.

MCO	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
STAR+PLUS Amerigroup	300	8,962	5.1% MoE, 95% CL	5.6% MoE, 95% CL
STAR+PLUS Cigna-HealthSpring	289	5,978	5.2% MoE, 95% CL	5.6% MoE, 95% CL
STAR+PLUS Molina	296	9,187	5.1% MoE, 95% CL	5.6% MoE, 95% CL
STAR+PLUS Superior	293	13,721	5.2% MoE, 95% CL	5.7% MoE, 95% CL
STAR+PLUS UnitedHealthcare	298	9,848	5.1% MoE, 95% CL	5.6% MoE, 95% CL
Total	1,476	47,696	2.3% MoE, 95% CL	2.5% MoE, 95% CL

Survey Process in Texas

The State's external quality review organization, the Institute for Child Health Policy (ICHP), subcontracted with the nonpartisan and objective research organization (NORC) at the University of Chicago to conduct the NCI-AD Surveys. Approximately 10 interviewers were employed. Because of Texas' size and because the surveys were conducted face-to-face, the interviewers were spread across

Texas. HHSC, ICHP, ADvancing States, and HSRI staff conducted a one-day teleconference interviewer training on June 19, 2019. 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 began in June 2019 and were completed by March 2020.

The interview process included advance letters sent to sampled service recipients to inform them that they would be contacted by an interviewer. The advance letters included a brief description of the project and contact numbers that would allow individuals to learn more about the project, opt out of participating, and get answers to their questions.

Texas elected not to use NCI-AD's optional PCP module.

Stakeholders

Texas engaged in several general outreach activities, including presentations on the NCI-AD project at stakeholder meetings and posting the 2017-2018 NCI-AD Survey results and information about the project on its agency website. The 2019-2020 results will be shared with the respective stakeholders and will be used to help inform future discussions between the state and its providers and MCOs.

Organization of Results

The following pages of the report presents findings from Texas' 2019-2020 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by each MCO. The number of people (N) in each MCO that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

- Certain questions in the survey can only be asked of the service recipient – i.e. proxy respondents for these questions are not allowed. These questions have a smaller number of responses because they are contained only in the full In-Person Survey, whereas the total number of analyzed surveys also includes cases when the Proxy Version was used.
- Only valid responses are included in both the denominator and the numerator when calculating percentages. Unclear, refused and, for most items, "don't know" responses are 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 an item is skipped due to skip logic, the survey case does not contribute to the calculations for the item.

Please note: Extreme caution should be used when interpreting results where the number of valid responses is small. Each MCO's valid number of responses (valid Ns) is shown in every chart and table in this report. In addition to displaying valid number of responses, charts also use an asterisk to indicate Ns smaller than 20. Responses smaller than 20 should not be used as a basis for firm conclusions and should be treated as suggestive and informational only.

Each chart also contains Texas' weighted state average, as well as the total number of observed valid responses for that survey item. A weighted state average takes into account whether the sampling strategy proportionally oversampled one or more of the state's programs; its calculation effectively "re-balances" the oversampled programs to produce an average one would expect if they were represented proportionally relative to the populations they serve. Texas' sampling design did include oversampling of some of its MCOs – i.e. some MCOs constituted a larger proportion of the survey sample than they did as proportion of total population of survey-eligible service recipients. To account for these MCOs being proportionally over-represented in the state's survey data, statistical weights were developed and applied to calculate Texas' weighted state averages presented in the charts. For exact calculations of weights, please contact the NCI-AD project team.

Charts present results using binary data indicating presence or absence of the outcome. For the purposes of analysis, most survey items with three or more possible response options were recoded to form binary variables (i.e. responses were collapsed, for example, an "always" response combined with a "most of the time" response). For details about recoded items and the rules on

collapsing response options, please refer to Appendix A. Unless otherwise stated, "don't know" and unclear/refused responses were excluded from both the numerator and denominator.

Un-collapsed and unweighted data showing frequencies of all response options by MCO are shown in tabular format in Appendix B. These tables contain all response options, including "don't know" and unclear/refused/no response categories. Tables also contain Texas' unweighted overall sample averages for all response options. Please note that the "sample averages" in tables in Appendix B are simple (unweighted) averages that didn't employ weights in their calculations and may therefore be slightly different from the corresponding weighted state averages shown in the charts.

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Texas. However, it does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to state staff, leadership, and other stakeholders to assess information contained in this report and establish priorities. This report is intended to be one mechanism to assess the current state of Texas' LTSS system and identify areas that are working well and areas that could use improvement. The charts in this report allow the reader to compare average outcomes between Texas' MCOs and the state overall. State leaders, public managers, policymakers and community stakeholders can use this information to decide whether an MCO's result relative to another MCO or to the state average suggests further investigation or intervention is necessary.

Results

Community Participation

People are able to participate in preferred activities outside of home.

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

1. Percentage of people who are able to do things they enjoy outside of home as much as they want to
2. Percentage of people who are as active in their community as they would like to be

There are three[3] survey items that correspond to the Community Participation domain.

Un-collapsed data are shown in Appendix B.

---

[3] Data for one item are presented in Appendix B only.

Graph 1. Percentage of people who are as active in their community as they would like to be

Percentage of people who are as active in their community as they would like to be

100%	
80%	
60%	
40%	36% 31% 37% 32%
20%	22%
0%	

STAR+PLUS Amerigroup N= 229 | STAR+PLUS Cigna HealthSpring N= 226 | STAR+PLUS Molina N= 238 | STAR+PLUS Superior N= 223 | STAR+PLUS UnitedHealthcare N= 232

—— State Average (33%) N= 1148

Graph 2. Percentage of people who are able to do things they enjoy outside of home as much as they want to

Percentage of people who get to do things they enjoy outside of home as much as they want to

100%	
80%	
60%	50% 49% 47% 50%
40%	38%
20%	
0%	

STAR+PLUS Amerigroup N= 228 | STAR+PLUS Cigna HealthSpring N= 225 | STAR+PLUS Molina N= 239 | STAR+PLUS Superior N= 222 | STAR+PLUS UnitedHealthcare N= 231

—— State Average (48%) N= 1145

Choice and Control

People are involved in making decisions about their everyday lives.

There are five Choice and Decision-Making indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people in group settings[4] who are able to furnish and decorate their room however they want to
2. Percentage of people in group settings who are able to choose their roommate
3. Percentage of people who feel in control of their life[5]
4. Percentage of people who are able to get up and go to bed when they want to
5. Percentage of people who are able to eat their meals when they want to

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

Un-collapsed data are shown in Appendix B.

---

[4] STAR+PLUS HCBS group settings include adult foster care (AFC) homes or licensed assisted living facilities (ALFs).

[5] Indicator previously reported in the "Control" domain.

Graph 3. Percentage of people who are able to choose their roommate (if in group setting and have roommates)
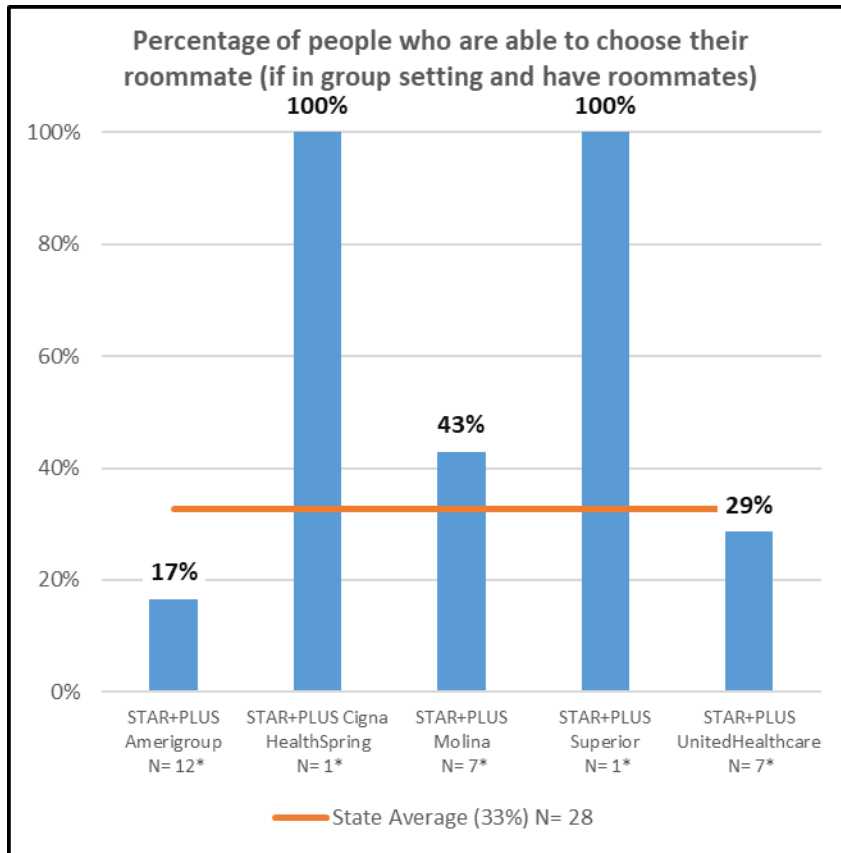
Graph 4. Percentage of people who get up and go to bed when they want to

Percentage of people who are able to choose their roommate (if in group setting and have roommates)

Category	Percentage
STAR+PLUS Amerigroup N= 12*	17%
STAR+PLUS Cigna HealthSpring N= 1*	100%
STAR+PLUS Molina N= 7*	43%
STAR+PLUS Superior N= 1*	100%
STAR+PLUS UnitedHealthcare N= 7*	29%

State Average (33%) N= 28

Percentage of people who get up and go to bed when they want to

Category	Percentage
STAR+PLUS Amerigroup N= 228	93%
STAR+PLUS Cigna HealthSpring N= 225	73%
STAR+PLUS Molina N= 238	85%
STAR+PLUS Superior N= 224	82%
STAR+PLUS UnitedHealthcare N= 230	90%

State Average (85%) N= 1145

* Very small number of responses

33

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

Graph 6. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting[6])
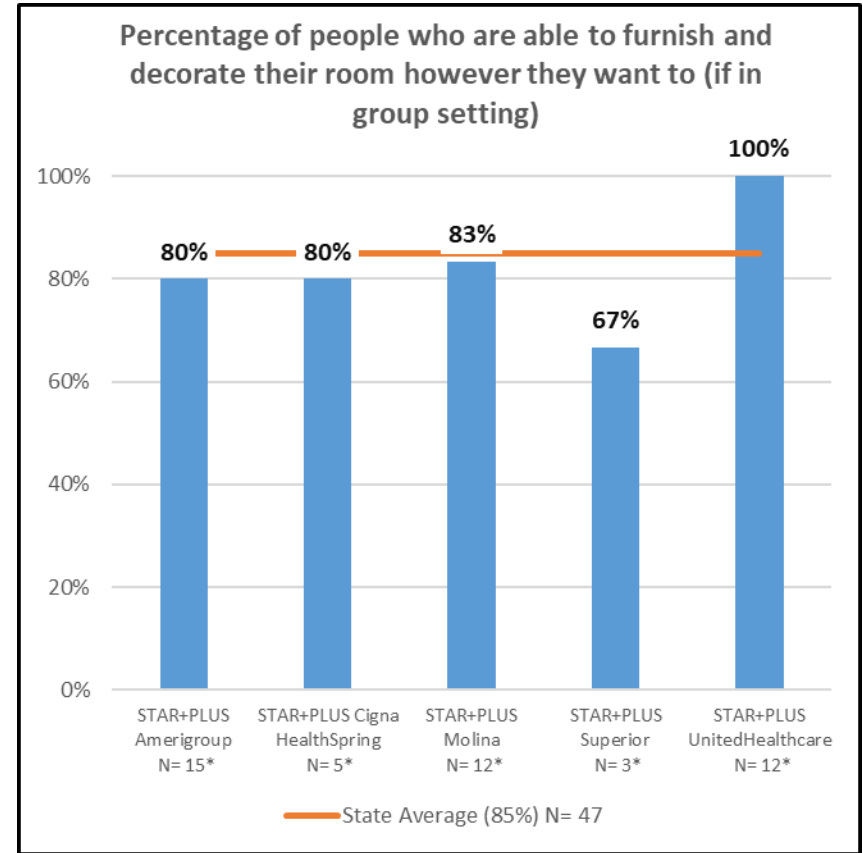
* Very small number of responses

[6] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 7. Percentage of people who never feel in control of their lives[7]

Percentage of people who never feel in control of their lives

10%	12%	11%	9%	9%
STAR+PLUS Amerigroup N= 224	STAR+PLUS Cigna HealthSpring N= 220	STAR+PLUS Molina N= 234	STAR+PLUS Superior N= 221	STAR+PLUS UnitedHealthcare N= 232

State Average (10%) N= 1131

---
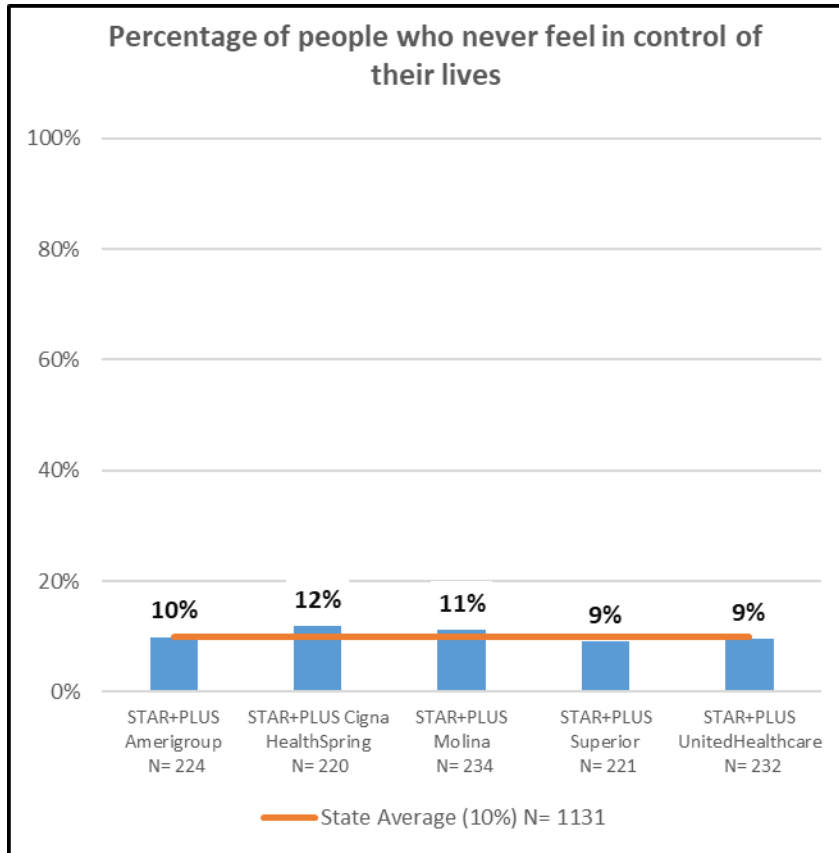
[7] Item previously reported in the "Control" domain.

Relationships

People have friends and relationships.

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

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

There are two[8] survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

---

[8] Data for one item are presented in Appendix B only.

Graph 8. Percentage of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)

Percentage of people who are always able to see or talk to their friends and family when they want to

93%	95%	92%	97%	92%

STAR+PLUS Amerigroup N= 212
STAR+PLUS Cigna HealthSpring N= 204
STAR+PLUS Molina N= 214
STAR+PLUS Superior N= 207
STAR+PLUS UnitedHealthcare N= 213

State Average (94%) N= 1050
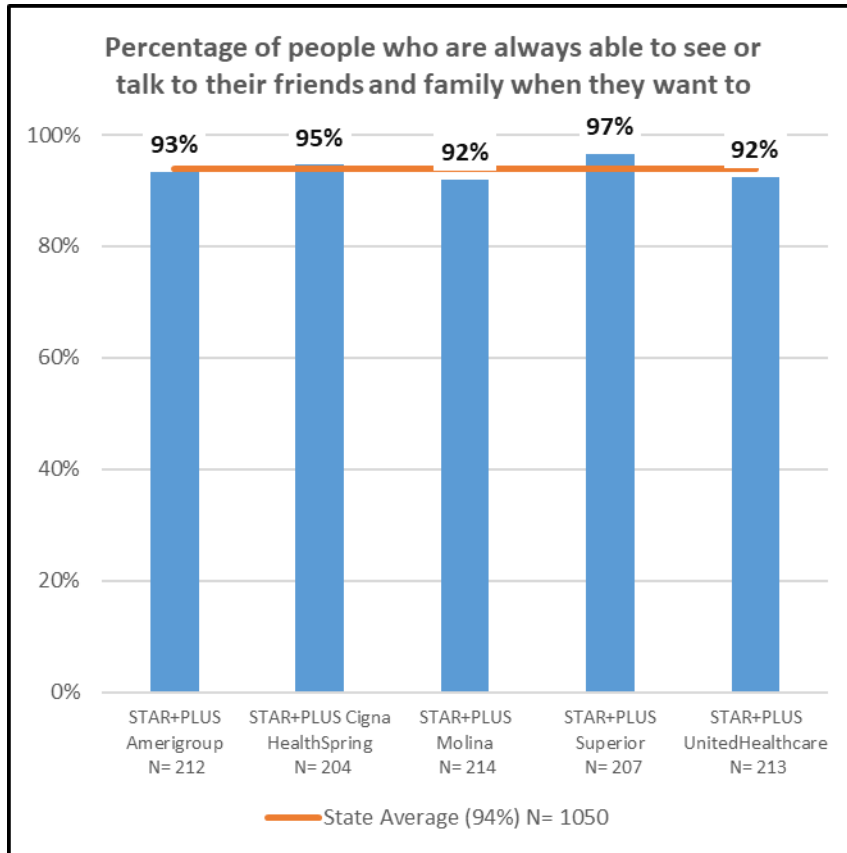
Satisfaction

People are satisfied with their everyday lives.

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

1. Percentage of people who like where they live
2. Percentage of people who want to live somewhere else
3. Percentage of people whose case manager changes too often[9]
4. Percentage of people whose paid support staff change too often
5. Percentage of people whose paid support staff do things the way they want them done
6. Percentage of people who like how they spend their time during the day
7. Percentage of people whose services help them live a better life[10]

There are nine[11] survey items that correspond to the Satisfaction domain.

Un-collapsed data are shown in Appendix B.

---

[9] New indicator in 2019-2020.
[10] New indicator in 2019-2020.
[11] Data for two items are presented in Appendix B only.

Graph 9. Percentage of people who like where they live

Graph 10. Percentage of people who want to live somewhere else

Percentage of people who like where they live

- STAR+PLUS Amerigroup N= 230: 80%
- STAR+PLUS Cigna HealthSpring N= 227: 90%
- STAR+PLUS Molina N= 234: 85%
- STAR+PLUS Superior N= 224: 83%
- STAR+PLUS UnitedHealthcare N= 231: 81%

State Average (83%) N= 1146

Percentage of people who want to live somewhere else

- STAR+PLUS Amerigroup N= 229: 41%
- STAR+PLUS Cigna HealthSpring N= 225: 21%
- STAR+PLUS Molina N= 234: 29%
- STAR+PLUS Superior N= 224: 26%
- STAR+PLUS UnitedHealthcare N= 231: 32%

State Average (30%) N= 1143
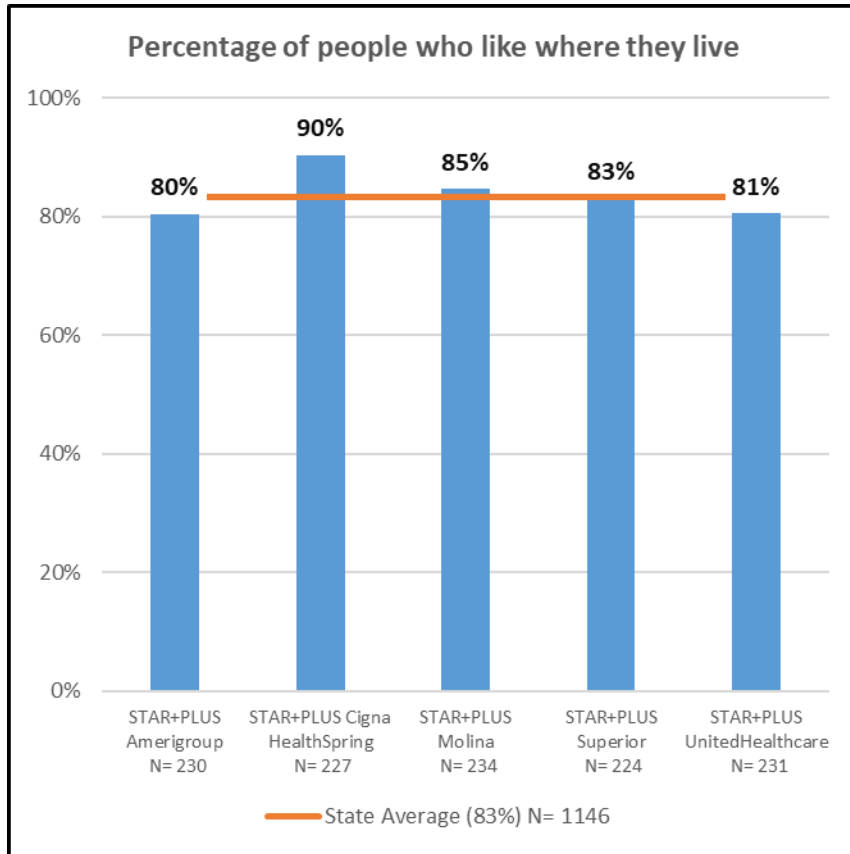
Graph 11. Percentage of people who like how they spend their time during the day

Graph 12. Percentage of people whose paid support staff change too often

Percentage of people who like how they spend their time during the day

- STAR+PLUS Amerigroup N= 228: 61%
- STAR+PLUS Cigna HealthSpring N= 224: 69%
- STAR+PLUS Molina N= 235: 63%
- STAR+PLUS Superior N= 223: 61%
- STAR+PLUS UnitedHealthcare N= 232: 58%
- State Average (62%) N= 1142

Percentage of people whose paid support staff change too often

- STAR+PLUS Amerigroup N= 129: 10%
- STAR+PLUS Cigna HealthSpring N= 181: 11%
- STAR+PLUS Molina N= 139: 20%
- STAR+PLUS Superior N= 158: 11%
- STAR+PLUS UnitedHealthcare N= 170: 31%
- State Average (17%) N= 777

Graph 13. Percentage of people whose paid support staff do things the way they want them done
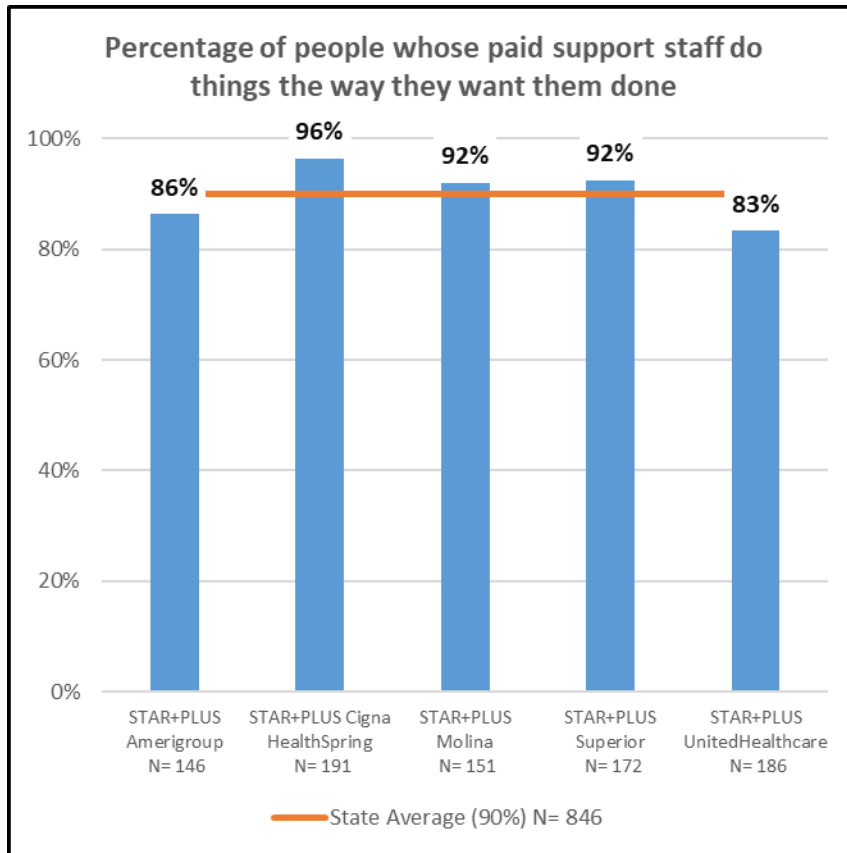
Graph 14. Percentage of people whose case manager changes too often[12]

Percentage of people whose paid support staff do things the way they want them done

Percentage of people whose case manager changes too often
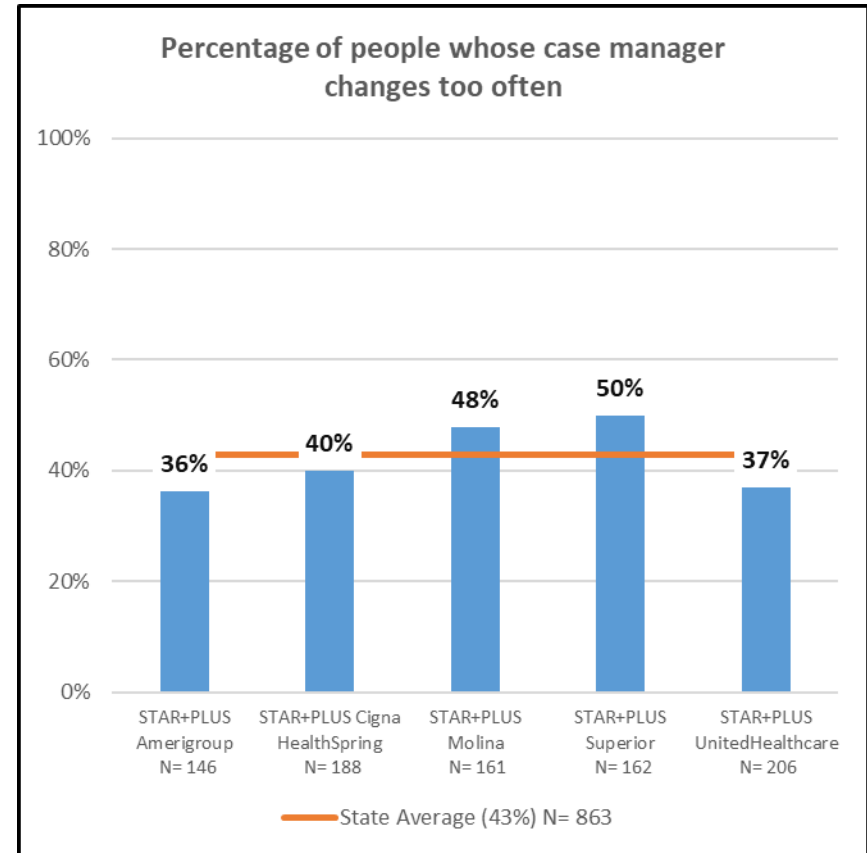
Graph 15. Percentage of people whose services help them live a better life[13]

Percentage of people whose services help them live a better life

92%	96%	96%	95%	97%
STAR+PLUS Amerigroup N= 210	STAR+PLUS Cigna HealthSpring N= 221	STAR+PLUS Molina N= 223	STAR+PLUS Superior N= 214	STAR+PLUS UnitedHealthcare N= 228

State Average (95%) N= 1096

---
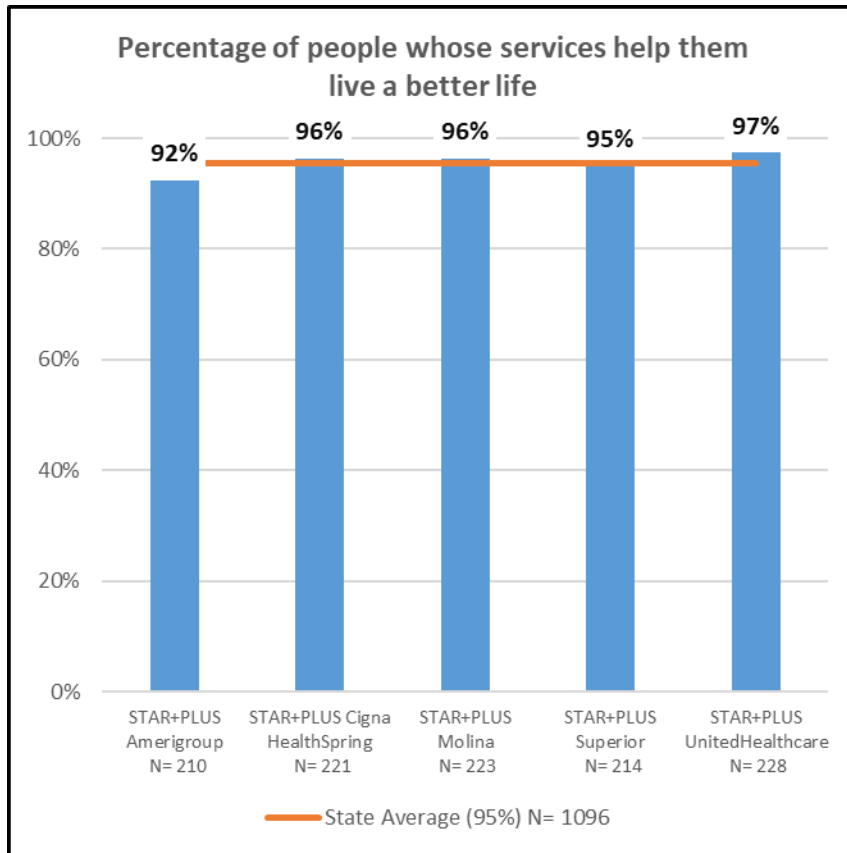
[13] New item in 2019-2020.

Service Coordination

Service coordinators are accessible and responsive, and the person receives needed services.

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

1. Percentage of people who can reach their case manager when they need to
2. Percentage of people who know whom to contact if they have a complaint about their services
3. Percentage of people who know whom to contact if they want to make changes to their services
4. Percentage of people whose support staff come and leave when they are supposed to
5. Percentage of people who have a backup plan if their paid support staff don't show up
6. Percentage of people who have an emergency plan in place
7. Percentage of people whose services meet their needs and goals
8. Percentage of people whose case manager talked to them about services that might help with their unmet needs

There are fourteen[14] survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

---

[14] Data for six items are presented in Appendix B only.

Graph 16. Percentage of people who know whom to contact if they want to make changes to their services

Percentage of people who know whom to contact if they want to make changes to their services

- 63% — STAR+PLUS Amerigroup N= 216
- 72% — STAR+PLUS Cigna HealthSpring N= 223
- 63% — STAR+PLUS Molina N= 225
- 74% — STAR+PLUS Superior N= 214
- 83% — STAR+PLUS UnitedHealthcare N= 228

State Average (72%) N= 1106

Graph 17. Percentage of people who know whom to contact if they have a complaint about their services

Percentage of people who know whom to contact if they have a complaint about their services

- 51% — STAR+PLUS Amerigroup N= 214
- 39% — STAR+PLUS Cigna HealthSpring N= 221
- 53% — STAR+PLUS Molina N= 224
- 52% — STAR+PLUS Superior N= 212
- 67% — STAR+PLUS UnitedHealthcare N= 227

State Average (54%) N= 1098
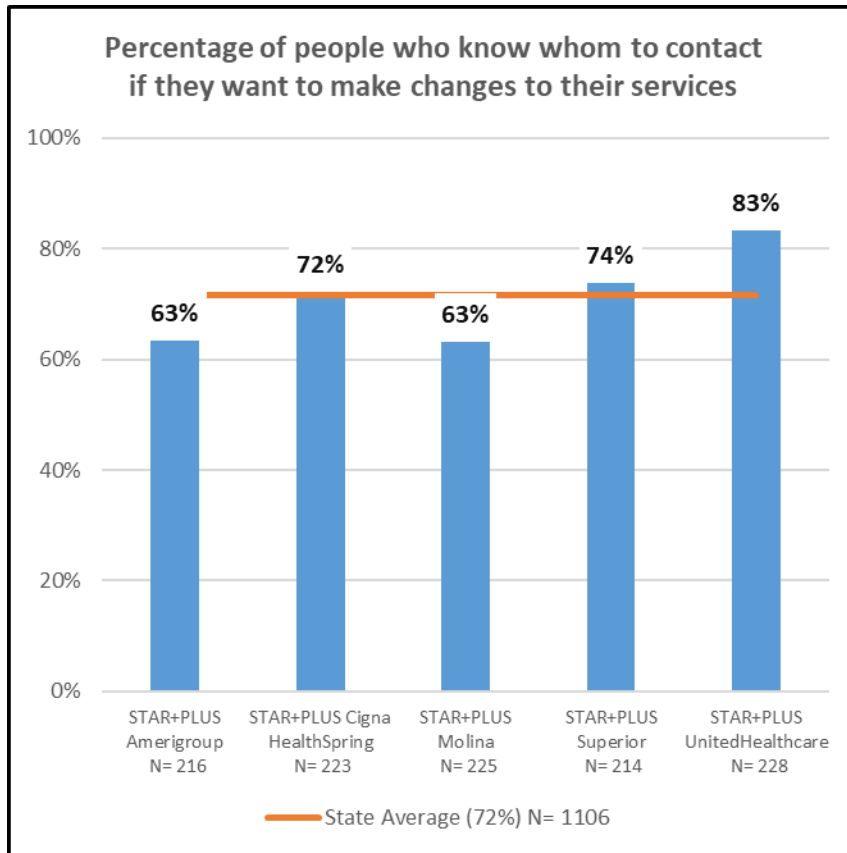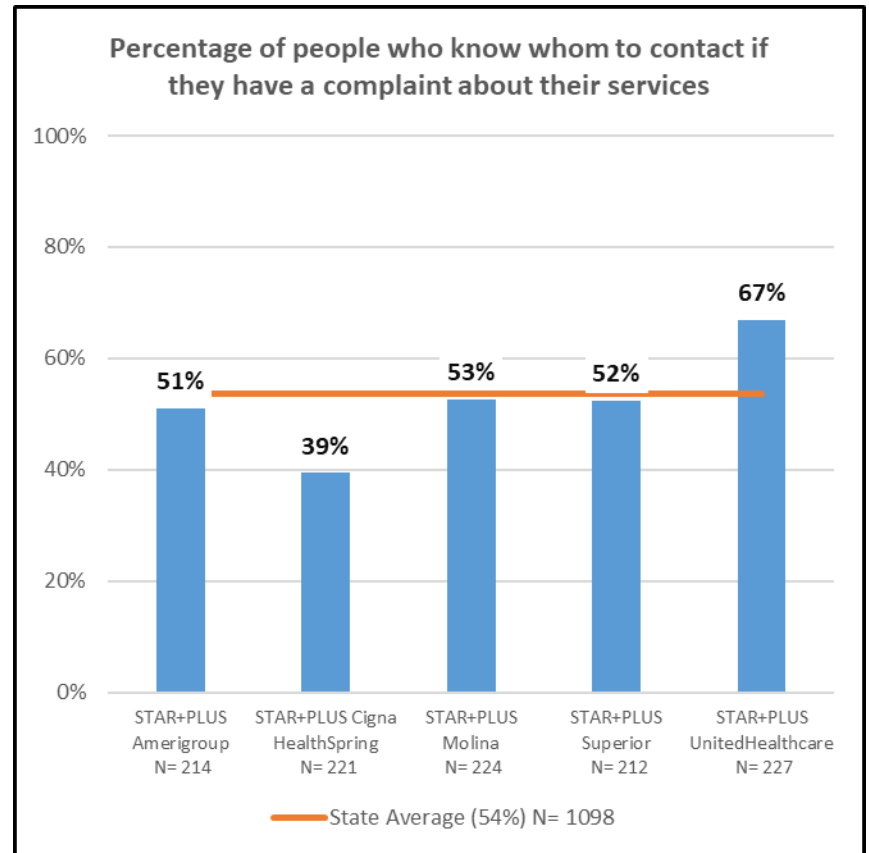
Graph 18. Percentage of people whose paid support staff show up and leave when they are supposed to

Graph 19. Percentage of people who have an emergency plan in place

Percentage of people whose paid support staff show up and leave when they are supposed to

- 91% STAR+PLUS Amerigroup N= 150
- 98% STAR+PLUS Cigna HealthSpring N= 203
- 93% STAR+PLUS Molina N= 163
- 98% STAR+PLUS Superior N= 177
- 87% STAR+PLUS UnitedHealthcare N= 193

State Average (93%) N= 886

Percentage of people who have an emergency plan in place

- 66% STAR+PLUS Amerigroup N= 268
- 69% STAR+PLUS Cigna HealthSpring N= 285
- 65% STAR+PLUS Molina N= 277
- 68% STAR+PLUS Superior N= 289
- 84% STAR+PLUS UnitedHealthcare N= 293

State Average (71%) N= 1412

45

Graph 20. Percentage of people whose long-term services meet all their current needs and goals

Graph 21. Percentage of people whose case manager/care coordinator talked to them about services and resources that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

Percentage of people whose long-term services meet all their current needs and goals

- STAR+PLUS Amerigroup N= 280: 61%
- STAR+PLUS Cigna HealthSpring N= 283: 64%
- STAR+PLUS Molina N= 280: 52%
- STAR+PLUS Superior N= 279: 63%
- STAR+PLUS UnitedHealthcare N= 293: 77%
- State Average (64%) N= 1415

Percentage of people whose case manager/care coordinator talked to them about services and resources that might help with their unmet needs and goals

- STAR+PLUS Amerigroup N= 72: 39%
- STAR+PLUS Cigna HealthSpring N= 90: 33%
- STAR+PLUS Molina N= 95: 27%
- STAR+PLUS Superior N= 78: 32%
- STAR+PLUS UnitedHealthcare N= 60: 43%
- State Average (34%) N= 395

46

Graph 22. Percentage of people who have a backup plan if their paid support staff do not show up

Graph 23. Percentage of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

Percentage of people who have a backup plan if their paid support staff don't show up

- STAR+PLUS Amerigroup N= 149: 79%
- STAR+PLUS Cigna HealthSpring N= 172: 80%
- STAR+PLUS Molina N= 156: 71%
- STAR+PLUS Superior N= 155: 79%
- STAR+PLUS UnitedHealthcare N= 193: 80%

State Average (78%) N= 825

Percentage of people who can reach their case manager/care coordinator when they need to

- STAR+PLUS Amerigroup N= 192: 53%
- STAR+PLUS Cigna HealthSpring N= 219: 70%
- STAR+PLUS Molina N= 201: 58%
- STAR+PLUS Superior N= 191: 66%
- STAR+PLUS UnitedHealthcare N= 271: 68%

State Average (63%) N= 1074

Care Coordination

Individuals are provided appropriate coordination of care.

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

1. Percentage of people who feel comfortable going home after being discharged from a hospital or a rehab facility
2. Percentage of people who have adequate follow-up after being discharged from a hospital or a rehab facility
3. Percentage of people who know how to manage their chronic conditions
4. Percentage of people with concerns about falling who had someone work with them to reduce risk of falls

There are five[15] survey items that correspond to the Care Coordination domain.

Un-collapsed data are shown in Appendix B.

---

[15] Data for one item are presented in Appendix B only.

Graph 24. Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

Graph 25. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

Percentage of people who felt comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility in the past year

- STAR+PLUS Amerigroup N= 94: 91%
- STAR+PLUS Cigna HealthSpring N= 84: 92%
- STAR+PLUS Molina N= 98: 82%
- STAR+PLUS Superior N= 90: 92%
- STAR+PLUS UnitedHealthcare N= 103: 86%
- State Average (89%) N= 469

Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

- STAR+PLUS Amerigroup N= 92: 83%
- STAR+PLUS Cigna HealthSpring N= 83: 84%
- STAR+PLUS Molina N= 95: 82%
- STAR+PLUS Superior N= 90: 81%
- STAR+PLUS UnitedHealthcare N= 98: 85%
- State Average (83%) N= 458
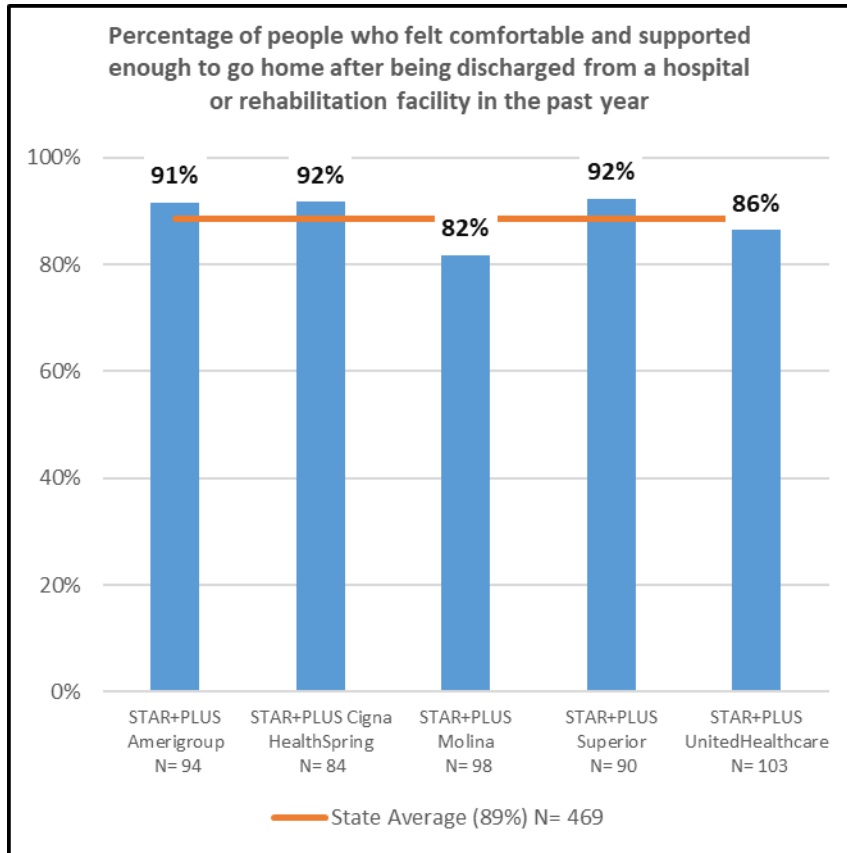
Graph 26. Percentage of people who know how to manage their chronic condition(s)

Graph 27. Percentage of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk

Percentage of people who know how to manage their chronic condition(s)

Percentage of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk
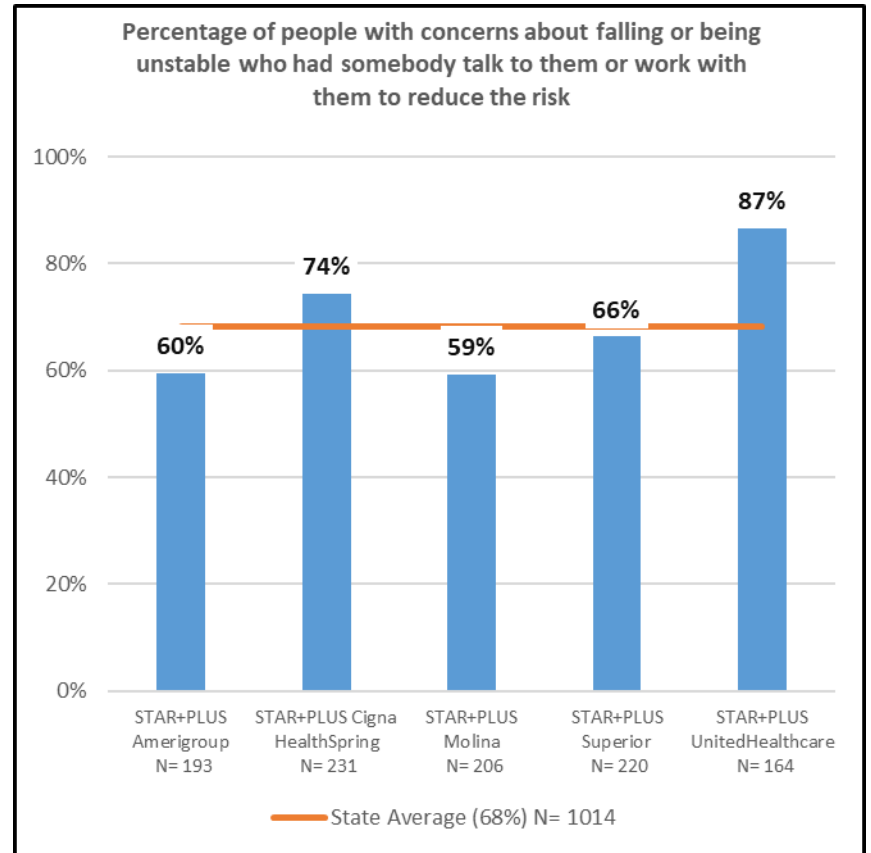
Access to Community

Services facilitate individuals' access to community.

There are two Access to Community indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have adequate transportation to get to medical appointments
2. Percentage of people who have adequate transportation to do the things they want outside of home

There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

Graph 28. Percentage of people who have transportation when they want to do things outside of their home (non-medical)
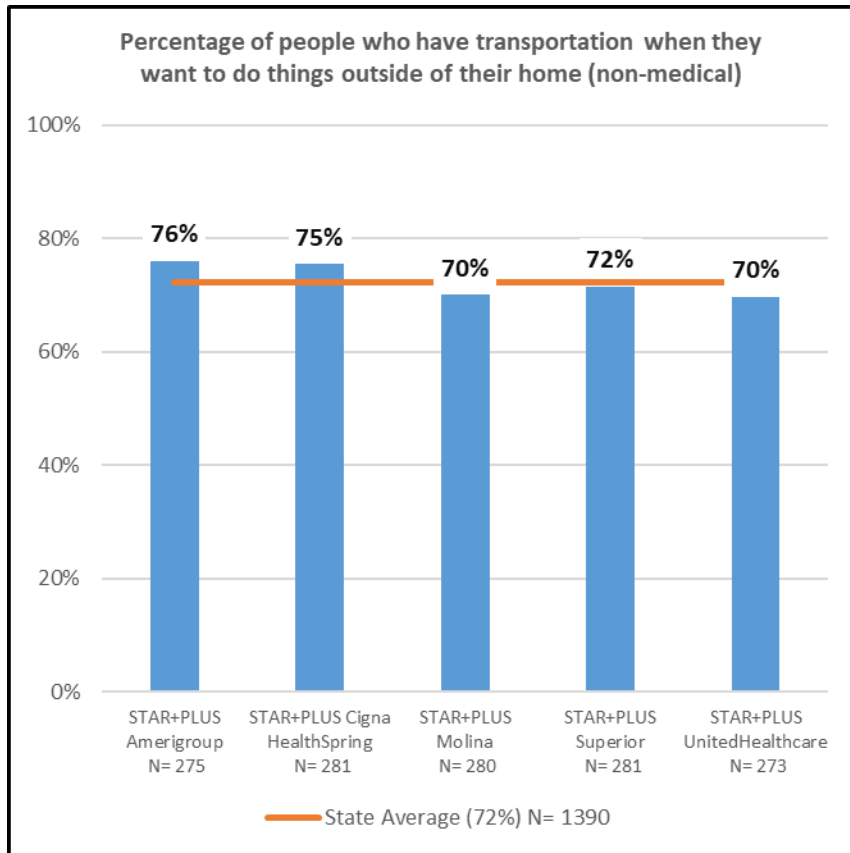
Graph 29. Percentage of people who have transportation to get to medical appointments when they need to
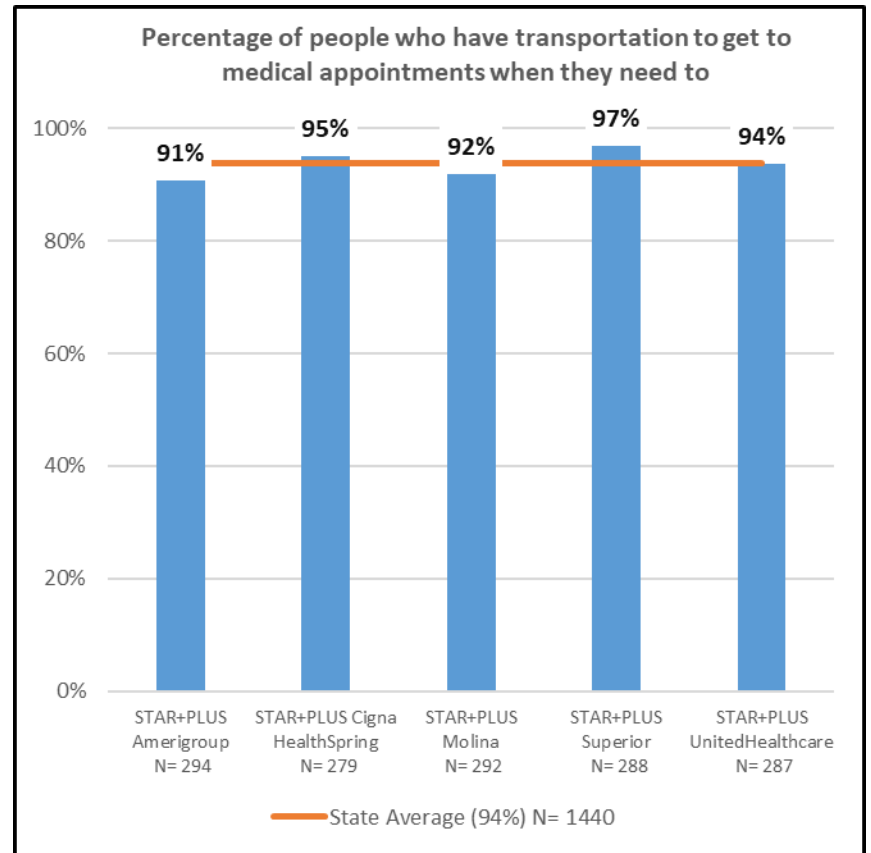
Access to Needed Equipment

People have access to needed home modifications and assistive equipment.

There are two Access to Needed Equipment indicators measured by the NCI-AD Adult Consumer Survey:

1. Percentage of people who have needed home modifications
2. Percentage of people who have needed assistive equipment and devices

There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

Graph 30. Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them

Graph 31. Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement

Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them

- STAR+PLUS Amerigroup N= 294: 27%
- STAR+PLUS Cigna HealthSpring N= 286: 21%
- STAR+PLUS Molina N= 294: 26%
- STAR+PLUS Superior N= 290: 22%
- STAR+PLUS UnitedHealthcare N= 296: 17%

State Average (22%) N= 1460

Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement

- STAR+PLUS Amerigroup N= 294: 7%
- STAR+PLUS Cigna HealthSpring N= 286: 9%
- STAR+PLUS Molina N= 294: 7%
- STAR+PLUS Superior N= 290: 7%
- STAR+PLUS UnitedHealthcare N= 296: 4%

State Average (7%) N= 1460
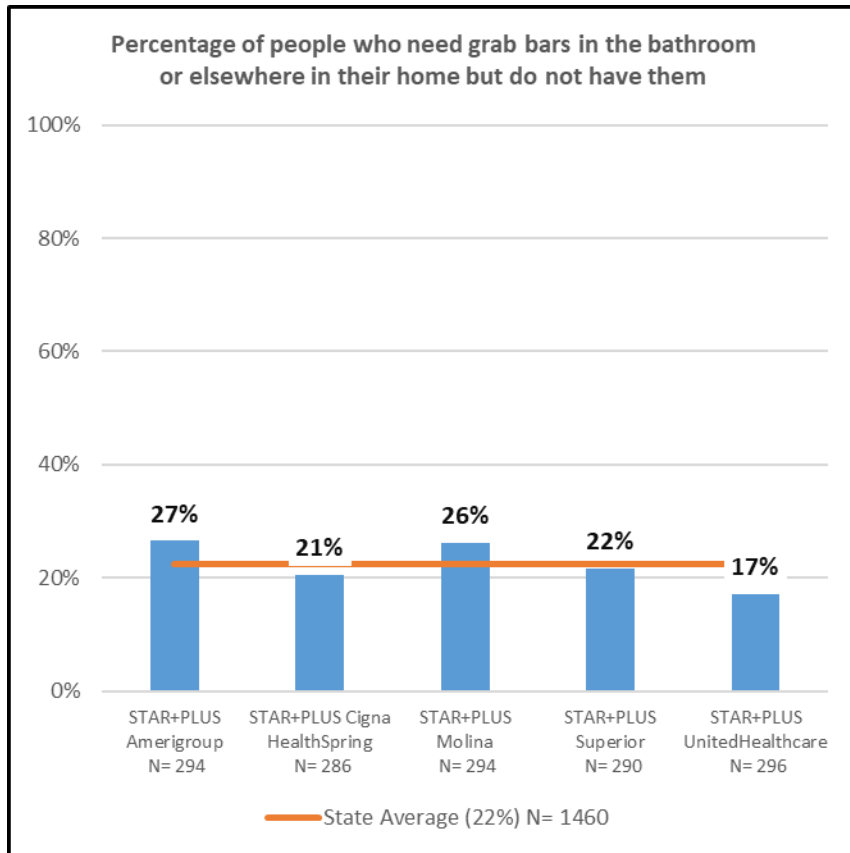
Graph 32. Percentage of people who need bathroom modifications (other than grab bars) but do not have them
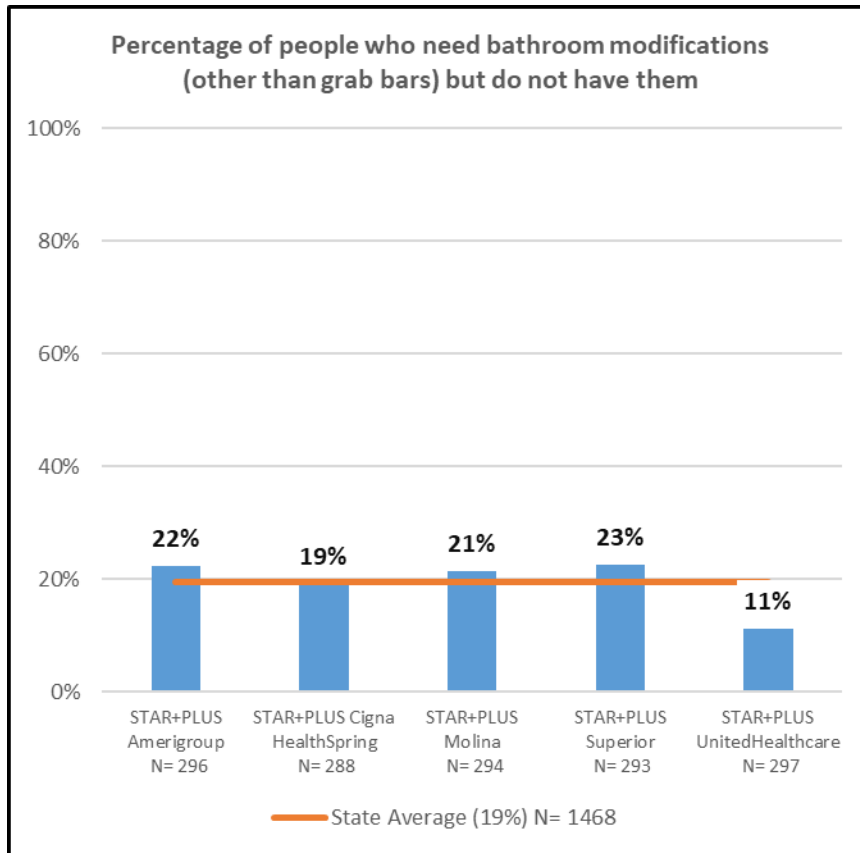
Graph 33. Percentage of people who have bathroom modifications (other than grab bars) but need a replacement

Percentage of people who need bathroom modifications (other than grab bars) but do not have them

22% — STAR+PLUS Amerigroup N= 296
19% — STAR+PLUS Cigna HealthSpring N= 288
21% — STAR+PLUS Molina N= 294
23% — STAR+PLUS Superior N= 293
11% — STAR+PLUS UnitedHealthcare N= 297

State Average (19%) N= 1468

Percentage of people who have bathroom modifications (other than grab bars) but need a replacement

6% — STAR+PLUS Amerigroup N= 296
11% — STAR+PLUS Cigna HealthSpring N= 288
5% — STAR+PLUS Molina N= 294
9% — STAR+PLUS Superior N= 293
3% — STAR+PLUS UnitedHealthcare N= 297

State Average (7%) N= 1468

Graph 34. Percentage of people who need a specialized bed but do not have it

Graph 35. Percentage of people who have a specialized bed but need a replacement

Percentage of people who need a specialized bed but do not have it

- STAR+PLUS Amerigroup N= 298: 14%
- STAR+PLUS Cigna HealthSpring N= 283: 19%
- STAR+PLUS Molina N= 294: 12%
- STAR+PLUS Superior N= 291: 16%
- STAR+PLUS UnitedHealthcare N= 298: 9%

State Average (14%) N= 1464

Percentage of people who have a specialized bed but need a replacement

- STAR+PLUS Amerigroup N= 298: 7%
- STAR+PLUS Cigna HealthSpring N= 283: 8%
- STAR+PLUS Molina N= 294: 11%
- STAR+PLUS Superior N= 291: 10%
- STAR+PLUS UnitedHealthcare N= 298: 7%

State Average (9%) N= 1464

Graph 36. Percentage of people who need a ramp or stair lift in or outside the home but do not have it

Graph 37. Percentage of people who have a ramp or stair lift in or outside the home but need a replacement

Percentage of people who need a ramp or stair lift in or outside the home but do not have it

STAR+PLUS Amerigroup N= 297	15%
STAR+PLUS Cigna HealthSpring N= 284	16%
STAR+PLUS Molina N= 294	16%
STAR+PLUS Superior N= 293	13%
STAR+PLUS UnitedHealthcare N= 298	7%

State Average (13%) N= 1466

Percentage of people who have a ramp or stair lift in or outside the home but need a replacement

STAR+PLUS Amerigroup N= 297	7%
STAR+PLUS Cigna HealthSpring N= 284	8%
STAR+PLUS Molina N= 294	4%
STAR+PLUS Superior N= 293	4%
STAR+PLUS UnitedHealthcare N= 298	4%

State Average (5%) N= 1466

Graph 38. Percentage of people who need some other home modification but do not have it

Graph 39. Percentage of people who have some other home modification but need a replacement

Percentage of people who need some other home modification but do not have it

STAR+PLUS Amerigroup N= 256	13%
STAR+PLUS Cigna HealthSpring N= 91	29%
STAR+PLUS Molina N= 177	13%
STAR+PLUS Superior N= 98	28%
STAR+PLUS UnitedHealthcare N= 297	5%

State Average (14%) N= 919

Percentage of people who have some other home modification but need a replacement

STAR+PLUS Amerigroup N= 256	3%
STAR+PLUS Cigna HealthSpring N= 91	14%
STAR+PLUS Molina N= 177	3%
STAR+PLUS Superior N= 98	8%
STAR+PLUS UnitedHealthcare N= 297	1%

State Average (4%) N= 919

Graph 40. Percentage of people who need a walker but do not have it

Graph 41. Percentage of people who have a walker but need a replacement

Percentage of people who need a walker but do not have it

STAR+PLUS Amerigroup N= 295	7%
STAR+PLUS Cigna HealthSpring N= 288	13%
STAR+PLUS Molina N= 293	8%
STAR+PLUS Superior N= 292	6%
STAR+PLUS UnitedHealthcare N= 296	2%

State Average (7%) N= 1464

Percentage of people who have a walker but need a replacement

STAR+PLUS Amerigroup N= 295	13%
STAR+PLUS Cigna HealthSpring N= 288	12%
STAR+PLUS Molina N= 293	10%
STAR+PLUS Superior N= 292	13%
STAR+PLUS UnitedHealthcare N= 296	11%

State Average (12%) N= 1464

Graph 42. Percentage of people who need a scooter but do not have it

Graph 43. Percentage of people who have a scooter but need a replacement

Percentage of people who need a scooter but do not have it

- STAR+PLUS Amerigroup N= 297: 22%
- STAR+PLUS Cigna HealthSpring N= 288: 18%
- STAR+PLUS Molina N= 291: 16%
- STAR+PLUS Superior N= 290: 11%
- STAR+PLUS UnitedHealthcare N= 297: 12%
- State Average (15%) N= 1463

Percentage of people who have a scooter but need a replacement

- STAR+PLUS Amerigroup N= 297: 1%
- STAR+PLUS Cigna HealthSpring N= 288: 1%
- STAR+PLUS Molina N= 291: 2%
- STAR+PLUS Superior N= 290: 2%
- STAR+PLUS UnitedHealthcare N= 297: 4%
- State Average (2%) N= 1463

Graph 44. Percentage of people who need a wheelchair but do not have it

Graph 45. Percentage of people who have a wheelchair but need a replacement

Percentage of people who need a wheelchair but do not have it

- STAR+PLUS Amerigroup N= 296: 16%
- STAR+PLUS Cigna HealthSpring N= 286: 17%
- STAR+PLUS Molina N= 294: 10%
- STAR+PLUS Superior N= 290: 12%
- STAR+PLUS UnitedHealthcare N= 297: 6%

State Average (12%) N= 1463

Percentage of people who have a wheelchair but need a replacement

- STAR+PLUS Amerigroup N= 296: 18%
- STAR+PLUS Cigna HealthSpring N= 286: 7%
- STAR+PLUS Molina N= 294: 17%
- STAR+PLUS Superior N= 290: 10%
- STAR+PLUS UnitedHealthcare N= 297: 15%

State Average (14%) N= 1463

Graph 46. Percentage of people who need hearing aids but do not have them

Graph 47. Percentage of people who have hearing aids but need a replacement

Percentage of people who need hearing aids but do not have them

- STAR+PLUS Amerigroup N= 296: 13%
- STAR+PLUS Cigna HealthSpring N= 282: 22%
- STAR+PLUS Molina N= 289: 15%
- STAR+PLUS Superior N= 289: 12%
- STAR+PLUS UnitedHealthcare N= 295: 9%
- State Average (13%) N= 1451

Percentage of people who have hearing aids but need a replacement

- STAR+PLUS Amerigroup N= 296: 4%
- STAR+PLUS Cigna HealthSpring N= 282: 5%
- STAR+PLUS Molina N= 289: 3%
- STAR+PLUS Superior N= 289: 4%
- STAR+PLUS UnitedHealthcare N= 295: 3%
- State Average (4%) N= 1451

62

Graph 48. Percentage of people who need glasses but do not have them

Graph 49. Percentage of people who have glasses but need a replacement

Percentage of people who need glasses but do not have them

- STAR+PLUS Amerigroup N= 295: 16%
- STAR+PLUS Cigna HealthSpring N= 283: 12%
- STAR+PLUS Molina N= 290: 8%
- STAR+PLUS Superior N= 286: 9%
- STAR+PLUS UnitedHealthcare N= 296: 13%
- State Average (11%) N= 1450

Percentage of people who have glasses but need a replacement

- STAR+PLUS Amerigroup N= 295: 21%
- STAR+PLUS Cigna HealthSpring N= 283: 19%
- STAR+PLUS Molina N= 290: 24%
- STAR+PLUS Superior N= 286: 31%
- STAR+PLUS UnitedHealthcare N= 296: 20%
- State Average (24%) N= 1450

Graph 50. Percentage of people who need a shower chair but do not have it[16]

Percentage of people who need a shower chair but do not have it

14%	17%	14%	14%	4%

STAR+PLUS Amerigroup N= 296 | STAR+PLUS Cigna HealthSpring N= 286 | STAR+PLUS Molina N= 293 | STAR+PLUS Superior N= 292 | STAR+PLUS UnitedHealthcare N= 296

State Average (13%) N= 1463

Graph 51. Percentage of people who have a shower chair but need a replacement[17]

Percentage of people who have a shower chair but need a replacement

20%	13%	15%	14%	13%

STAR+PLUS Amerigroup N= 296 | STAR+PLUS Cigna HealthSpring N= 286 | STAR+PLUS Molina N= 293 | STAR+PLUS Superior N= 292 | STAR+PLUS UnitedHealthcare N= 296

State Average (15%) N= 1463

---

[16] New item in 2019-2020
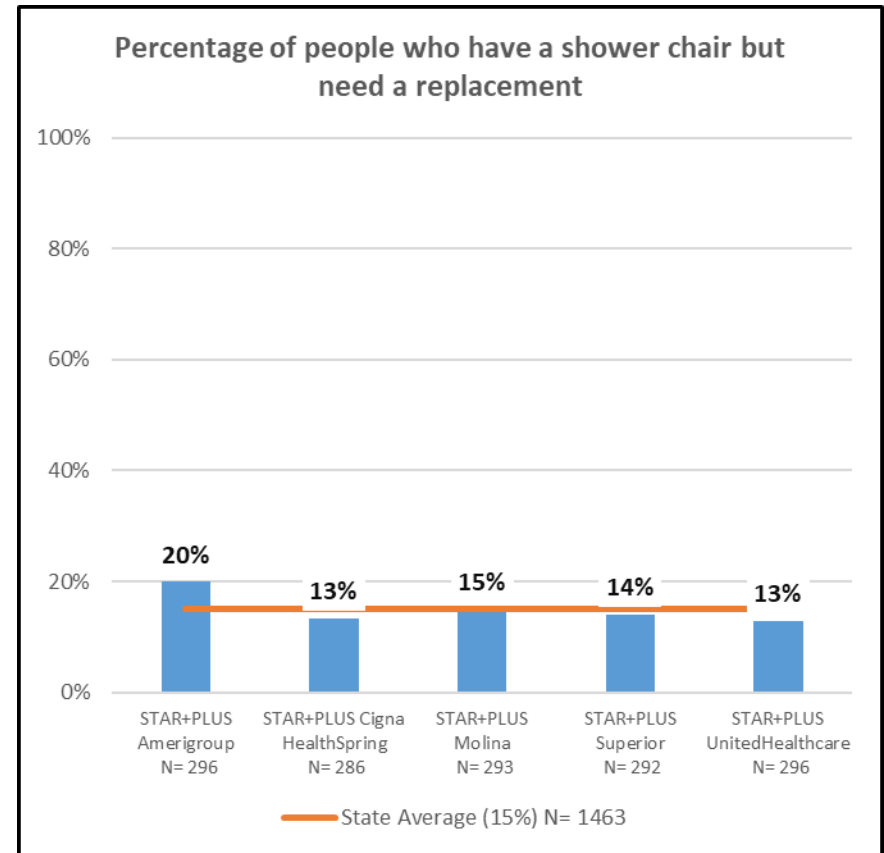
[17] New item in 2019-2020

Graph 52. Percentage of people who need a personal emergency response system but do not have it
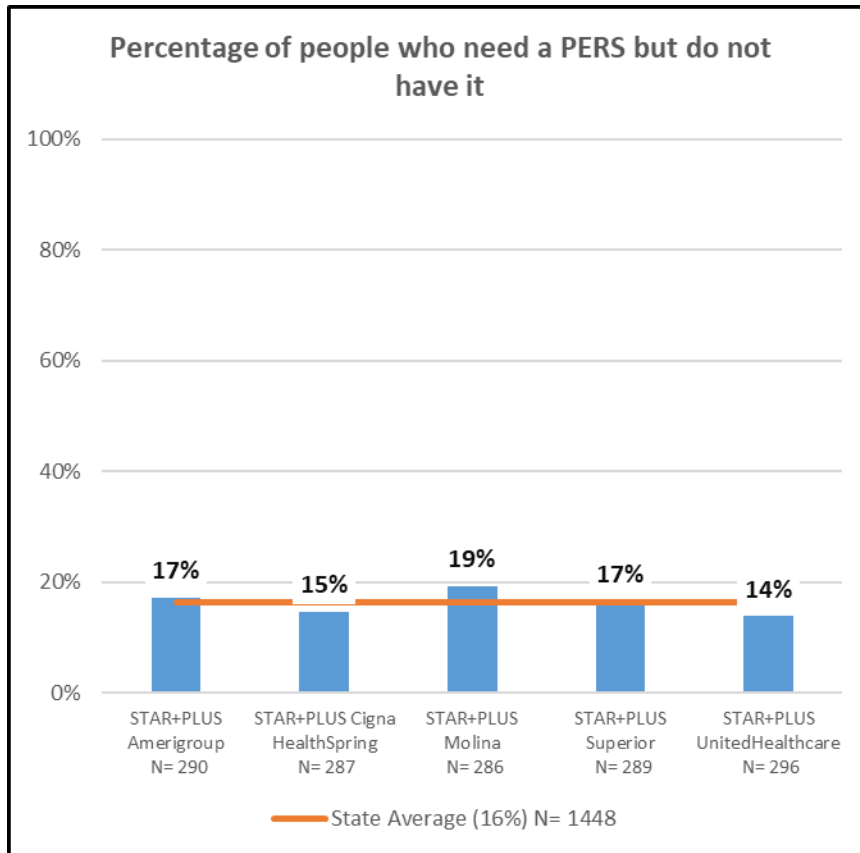
Graph 53. Percentage of people who have a personal emergency response system but need a replacement
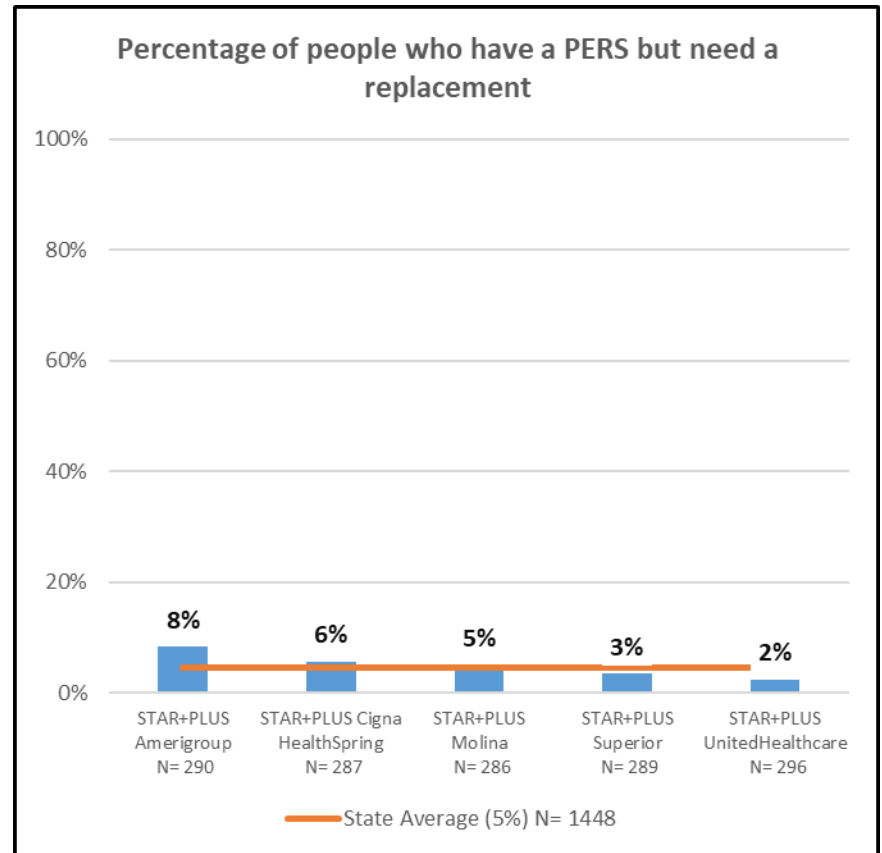
Percentage of people who need a PERS but do not have it

Percentage of people who have a PERS but need a replacement

Graph 54. Percentage of people who need an oxygen machine but do not have it

Percentage of people who need an oxygen machine but do not have it

	STAR+PLUS Amerigroup N= 288	STAR+PLUS Cigna HealthSpring N= 288	STAR+PLUS Molina N= 292	STAR+PLUS Superior N= 290	STAR+PLUS UnitedHealthcare N= 296
	5%	6%	5%	3%	5%

State Average (4%) N= 1454

Graph 55. Percentage of people who have an oxygen machine but need a replacement

Percentage of people who have an oxygen machine but need a replacement

	STAR+PLUS Amerigroup N= 288	STAR+PLUS Cigna HealthSpring N= 288	STAR+PLUS Molina N= 292	STAR+PLUS Superior N= 290	STAR+PLUS UnitedHealthcare N= 296
	3%	3%	3%	1%	1%

State Average (2%) N= 1454

66
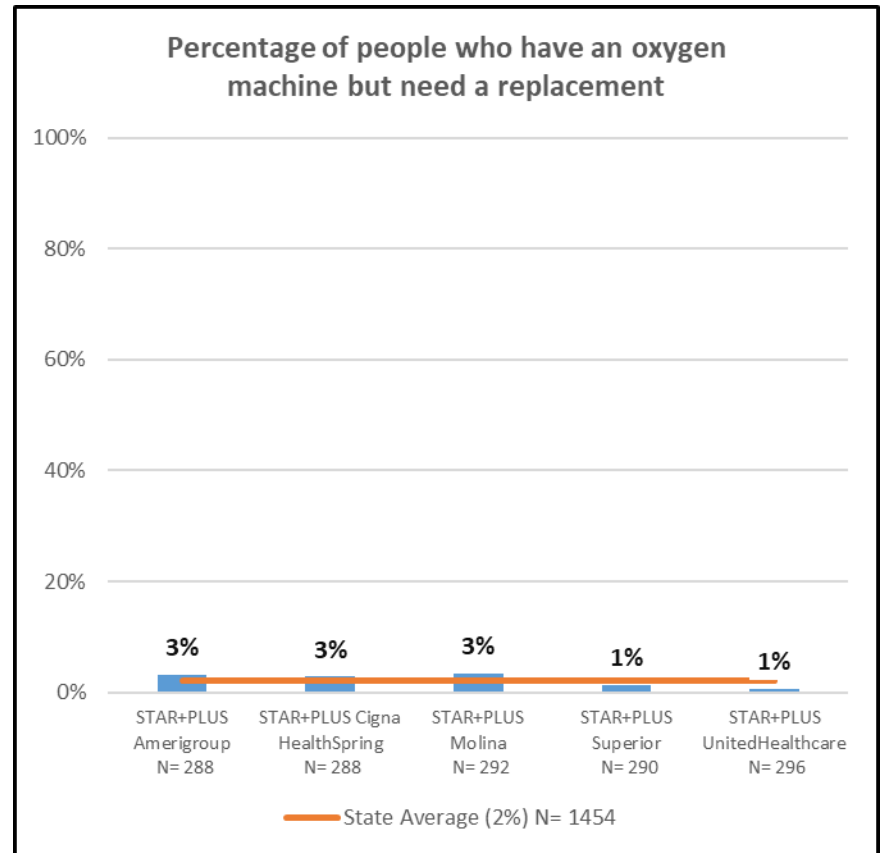
Graph 56. Percentage of people who need some other assistive device but do not have it

Graph 57. Percentage of people who have some other assistive device but need a replacement

Percentage of people who need some other assistive device but do not have it

- STAR+PLUS Amerigroup N= 261: 16%
- STAR+PLUS Cigna HealthSpring N= 93: 38%
- STAR+PLUS Molina N= 192: 16%
- STAR+PLUS Superior N= 147: 28%
- STAR+PLUS UnitedHealthcare N= 293: 3%
- State Average (16%) N= 986

Percentage of people who have some other assistive device but need a replacement

- STAR+PLUS Amerigroup N= 261: 10%
- STAR+PLUS Cigna HealthSpring N= 93: 23%
- STAR+PLUS Molina N= 192: 6%
- STAR+PLUS Superior N= 147: 16%
- STAR+PLUS UnitedHealthcare N= 293: 3%
- State Average (9%) N= 986

Safety

People feel safe from abuse, neglect, and injury.

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

1. Percentage of people with concerns about falling[18]
2. Percentage of people who feel safe around their paid support staff
3. Percentage of people who are worried for the security of their personal belongings
4. Percentage of people who are able to get to safety quickly in case of an emergency
5. Percentage of people whose money has been taken without their permission
6. Percentage of people who know whom to talk to if they are mistreated or neglected[19]

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

Un-collapsed data are shown in Appendix B.

---

[18] Indicator previously reported in the "Care Coordination" domain.
[19] New indicator in 2019-2020.

Graph 58. Percentage of people who feel safe around their paid support staff
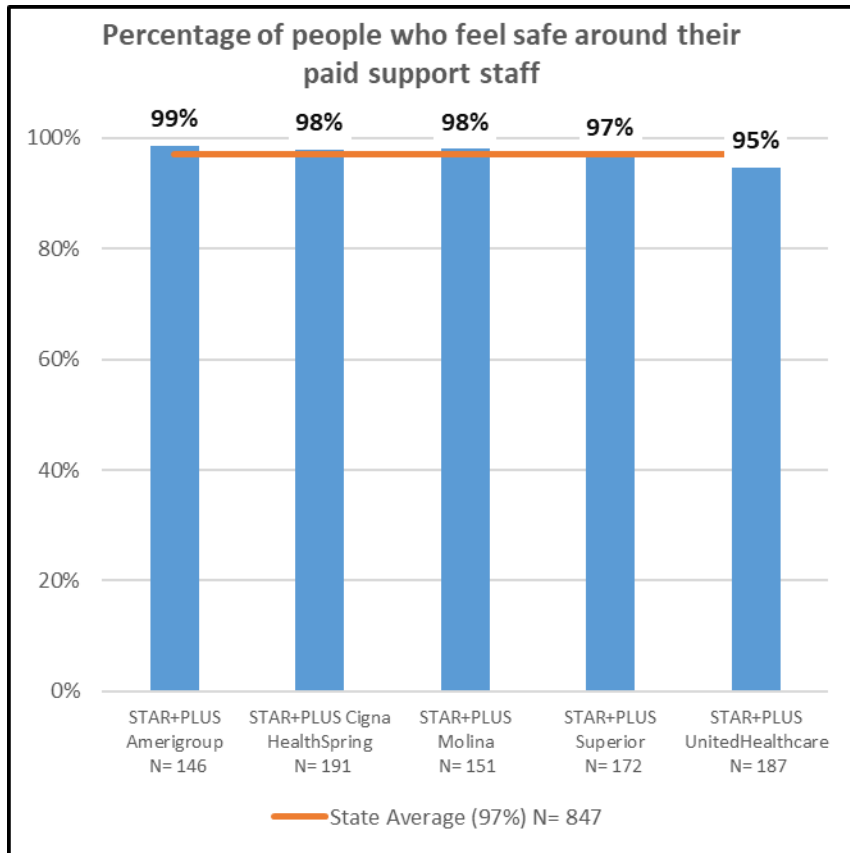
Graph 59. Percentage of people who are ever worried for the security of their personal belongings

Percentage of people who feel safe around their paid support staff

- STAR+PLUS Amerigroup N= 146: 99%
- STAR+PLUS Cigna HealthSpring N= 191: 98%
- STAR+PLUS Molina N= 151: 98%
- STAR+PLUS Superior N= 172: 97%
- STAR+PLUS UnitedHealthcare N= 187: 95%

State Average (97%) N= 847

Percentage of people who are ever worried for the security of their personal belongings

- STAR+PLUS Amerigroup N= 227: 23%
- STAR+PLUS Cigna HealthSpring N= 225: 20%
- STAR+PLUS Molina N= 240: 24%
- STAR+PLUS Superior N= 224: 21%
- STAR+PLUS UnitedHealthcare N= 233: 21%

State Average (22%) N= 1149

Graph 60. Percentage of people whose money was taken or used without their permission in the last 12 months

Graph 61. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire

Percentage of people whose money was taken or used without their permission in the last 12 months

4%	4%	3%	4%	5%
STAR+PLUS Amerigroup N= 226	STAR+PLUS Cigna HealthSpring N= 224	STAR+PLUS Molina N= 238	STAR+PLUS Superior N= 224	STAR+PLUS UnitedHealthcare N= 232

State Average (4%) N= 1144

Percentage of people who are able to get to safety quickly in case of an emergency like a house fire

76%	48%	62%	58%	84%
STAR+PLUS Amerigroup N= 272	STAR+PLUS Cigna HealthSpring N= 275	STAR+PLUS Molina N= 263	STAR+PLUS Superior N= 274	STAR+PLUS UnitedHealthcare N= 273

State Average (66%) N= 1357

Graph 62. Percentage of people who know whom to talk to if they are mistreated or neglected[20]
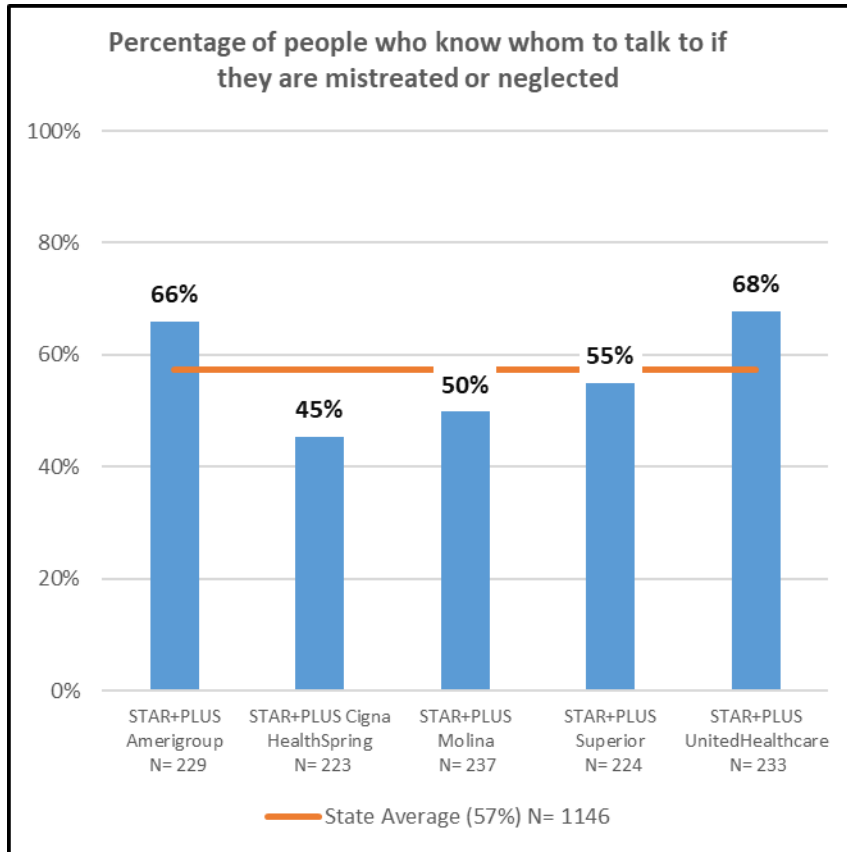
Graph 63. Percentage of people with concerns about falling or being unstable[21]

Percentage of people who know whom to talk to if they are mistreated or neglected

- STAR+PLUS Amerigroup N= 229: 66%
- STAR+PLUS Cigna HealthSpring N= 223: 45%
- STAR+PLUS Molina N= 237: 50%
- STAR+PLUS Superior N= 224: 55%
- STAR+PLUS UnitedHealthcare N= 233: 68%

State Average (57%) N= 1146

Percentage of people with concerns about falling or being unstable

- STAR+PLUS Amerigroup N= 295: 66%
- STAR+PLUS Cigna HealthSpring N= 287: 82%
- STAR+PLUS Molina N= 293: 71%
- STAR+PLUS Superior N= 293: 76%
- STAR+PLUS UnitedHealthcare N= 298: 56%

State Average (69%) N= 1466

---

[20] New item in 2019-2020.

[21] Item previously reported in the "Care Coordination" domain.

71

Health Care

People secure needed health services.

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

1. Percentage of people who experience potentially preventable emergency room visits
2. Percentage of people who have needed health screenings and exams in a timely manner
3. Percentage of people who can get an appointment with their doctor when they need to
4. Percentage of people who have talked to someone about feeling sad or depressed

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

Un-collapsed data are shown in Appendix B.

Graph 64. Percentage of people who have gone to the emergency room for any reason in the past year

Percentage of people who have gone to the emergency room for any reason in the past year

Plan	Percentage
STAR+PLUS Amerigroup N= 297	54%
STAR+PLUS Cigna HealthSpring N= 287	44%
STAR+PLUS Molina N= 292	46%
STAR+PLUS Superior N= 290	49%
STAR+PLUS UnitedHealthcare N= 294	46%

State Average (48%) N= 1460

Graph 65. Percentage of people whose emergency room visit in the past year was due to falling or losing balance

Percentage of people whose emergency room visit in the past year was due to falling or losing balance

Plan	Percentage
STAR+PLUS Amerigroup N= 160	28%
STAR+PLUS Cigna HealthSpring N= 126	25%
STAR+PLUS Molina N= 134	27%
STAR+PLUS Superior N= 140	35%
STAR+PLUS UnitedHealthcare N= 136	28%

State Average (29%) N= 696

73

Graph 66. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain

Graph 67. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to

Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain

Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to

Graph 68. Percentage of people who can get an appointment to see their primary care doctor when they need to

Percentage of people who can get an appointment to see their primary care doctor when they need to

State Average (88%) N= 1445

Graph 69. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months

Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months

State Average (70%) N= 671
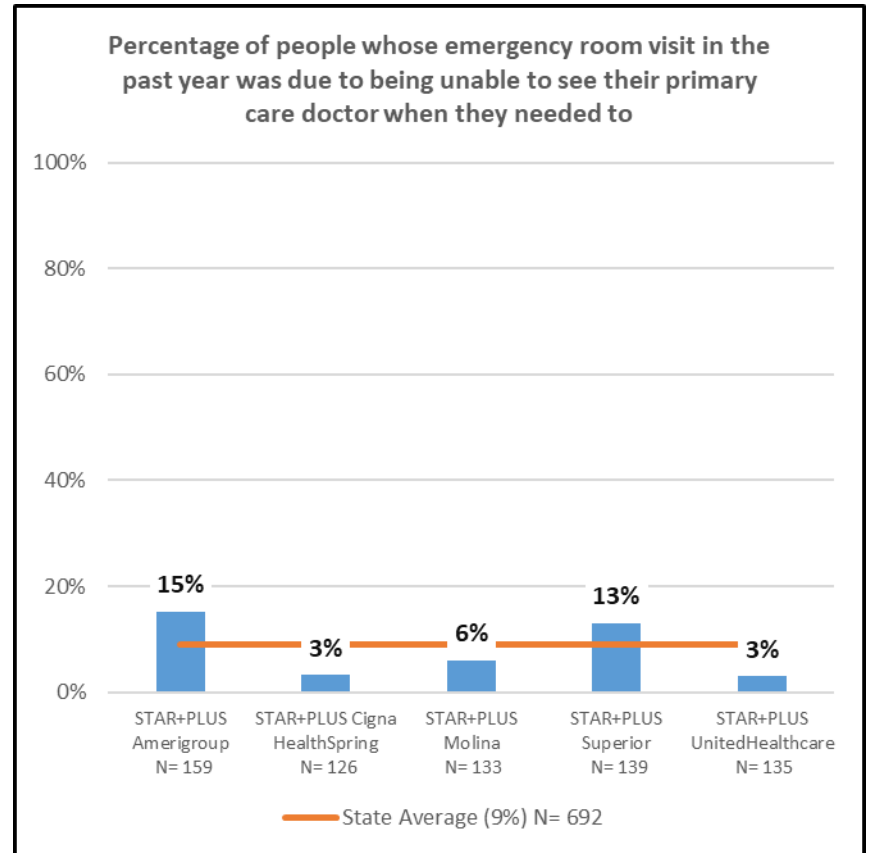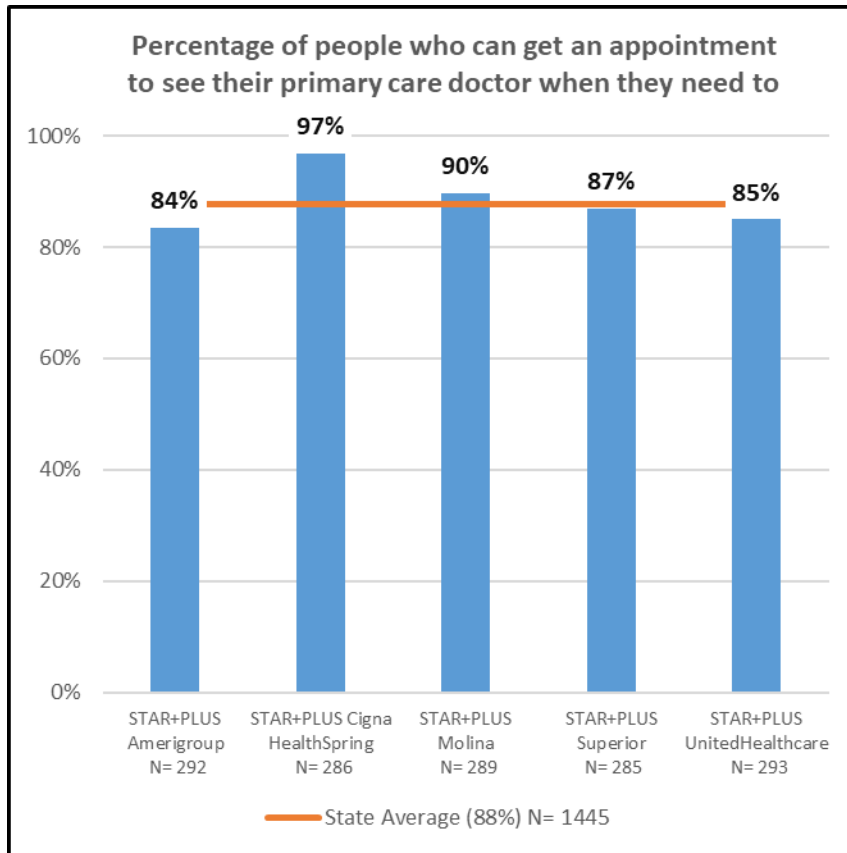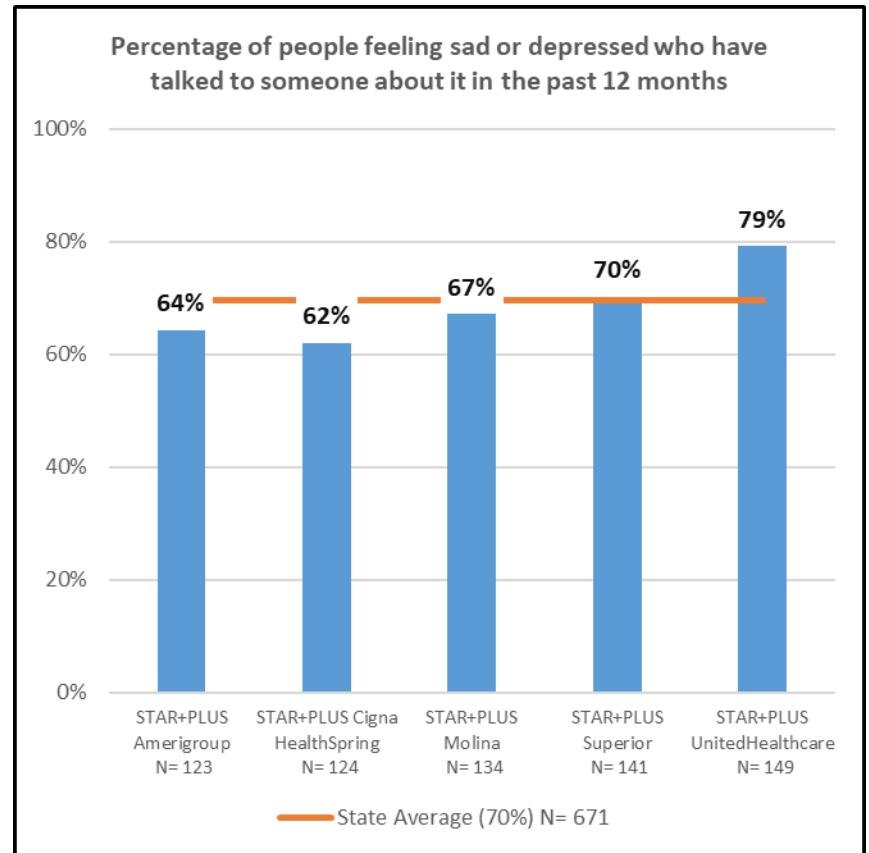
Graph 70. Percentage of people who have had a physical exam or wellness visit in the past year
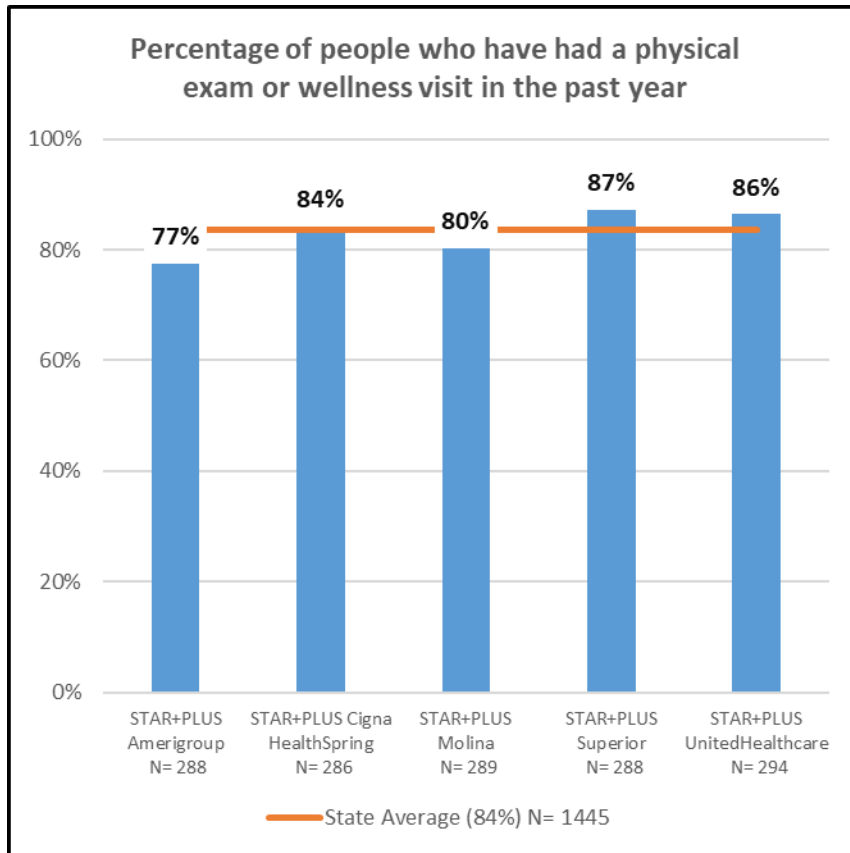
Graph 71. Percentage of people who have had a hearing exam in the past year
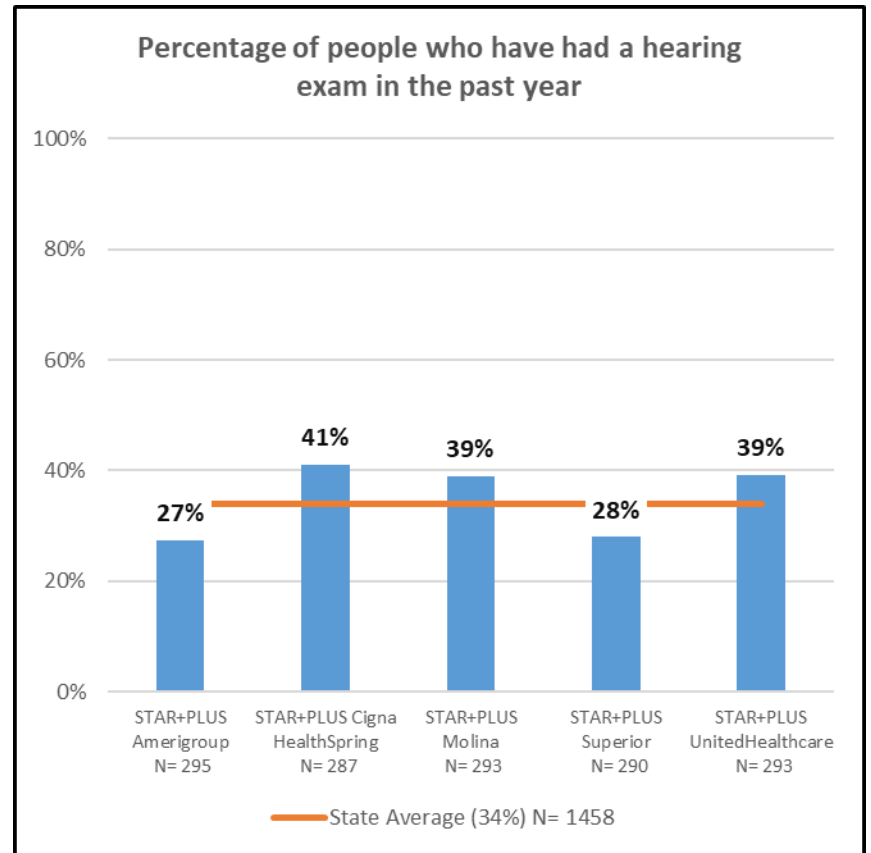
Graph 72. Percentage of people who have had a vision exam in the past year
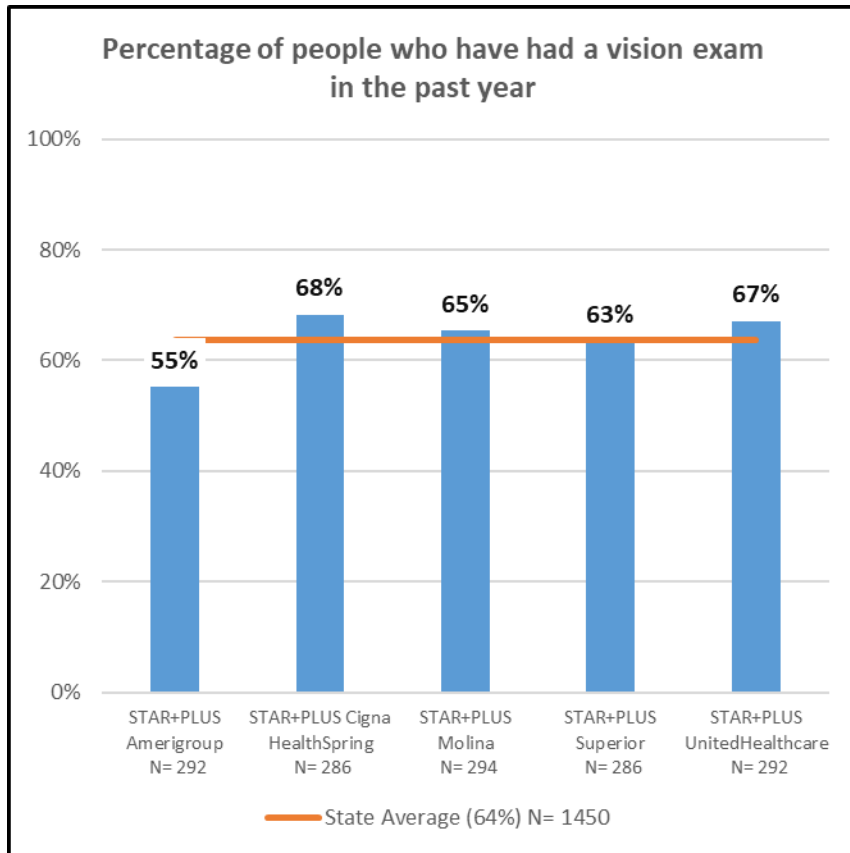
Graph 73. Percentage of people who have had a flu shot in the past year

Graph 74. Percentage of people who have had a dental visit in the past year

Percentage of people who have had a dental visit
in the past year

	STAR+PLUS Amerigroup N= 297	STAR+PLUS Cigna HealthSpring N= 288	STAR+PLUS Molina N= 292	STAR+PLUS Superior N= 288	STAR+PLUS UnitedHealthcare N= 293
	53%	49%	50%	56%	50%

State Average (52%) N= 1458
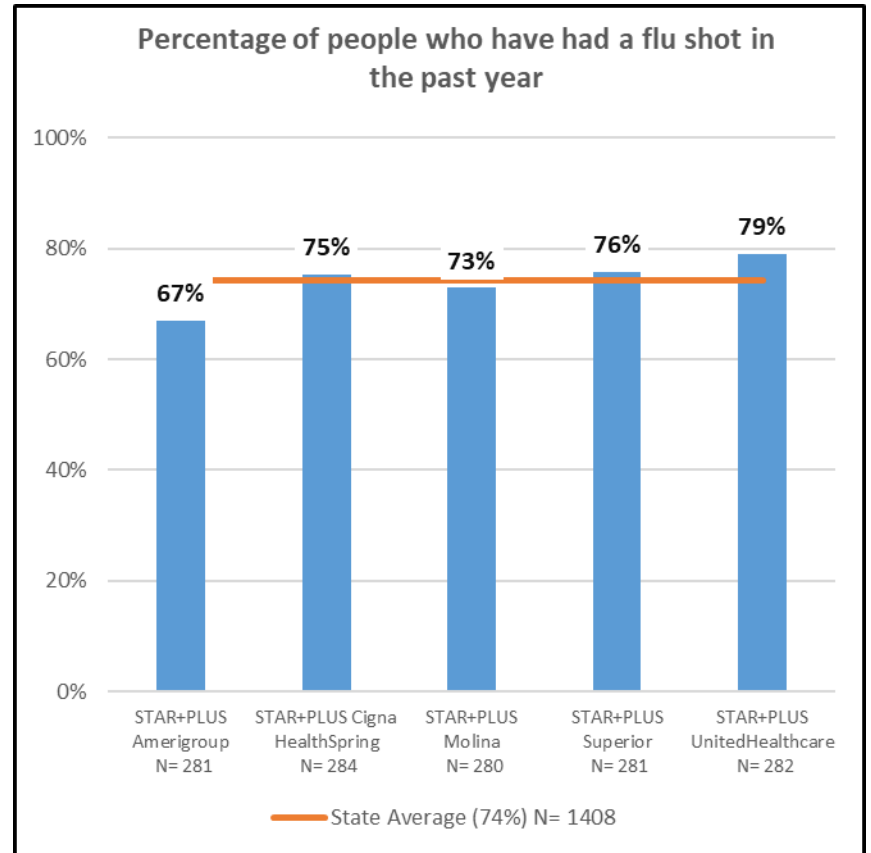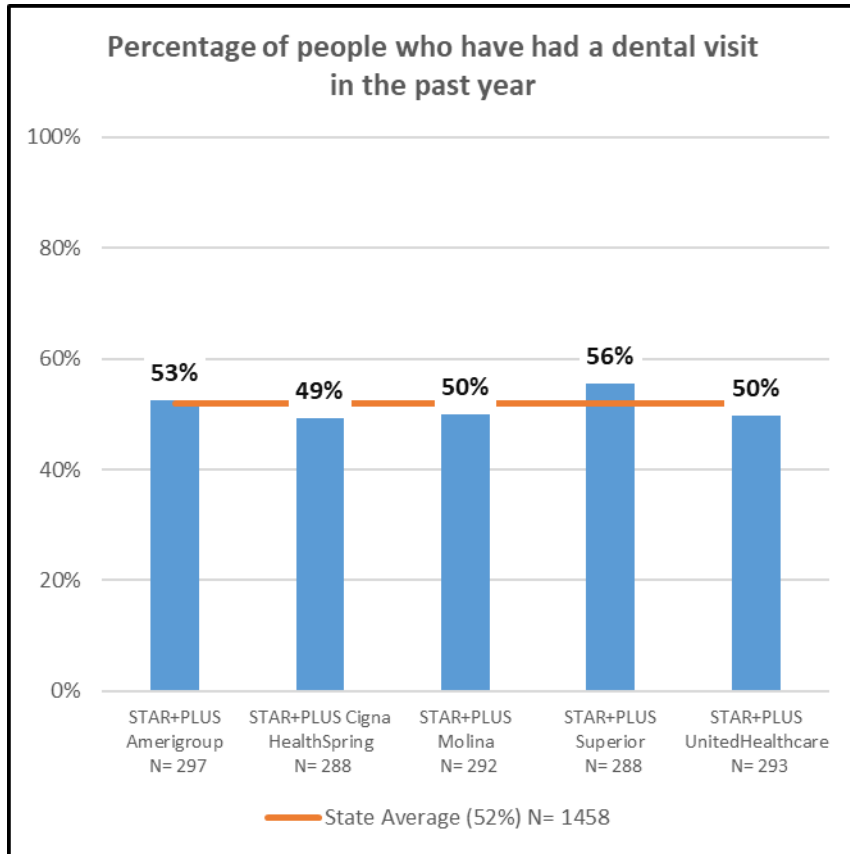
Wellness

People are supported to maintain wellness.

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

1. Percentage of people whose health is better than 12 months ago
2. Percentage of people who have discussed forgetting things with a health care professional
3. Percentage of people with uncorrected poor hearing
4. Percentage of people with uncorrected poor vision
5. Percentage of people who often feel sad or depressed
6. Percentage of people who have access to healthy foods
7. Percentage of people who often feel lonely[22]

There are nine[23] survey items that correspond to the Wellness domain.

Un-collapsed data are shown in Appendix B.

---

[22] New indicator in 2019-2020.
[23] Data for two items are presented in Appendix B only.

Graph 75. Percentage of people whose health was described as having gotten better compared to 12 months ago

Graph 76. Percentage of people who have discussed their forgetting things more often than before with a doctor or a nurse

Percentage of people whose health was described as having gotten better compared to 12 months ago

STAR+PLUS Amerigroup N= 299	21%
STAR+PLUS Cigna HealthSpring N= 289	17%
STAR+PLUS Molina N= 290	20%
STAR+PLUS Superior N= 292	17%
STAR+PLUS UnitedHealthcare N= 297	22%

State Average (19%) N= 1467

Percentage of people who have discussed their forgetting things more often than before with a doctor or a nurse

STAR+PLUS Amerigroup N= 151	58%
STAR+PLUS Cigna HealthSpring N= 187	64%
STAR+PLUS Molina N= 162	62%
STAR+PLUS Superior N= 163	71%
STAR+PLUS UnitedHealthcare N= 160	83%

State Average (68%) N= 823
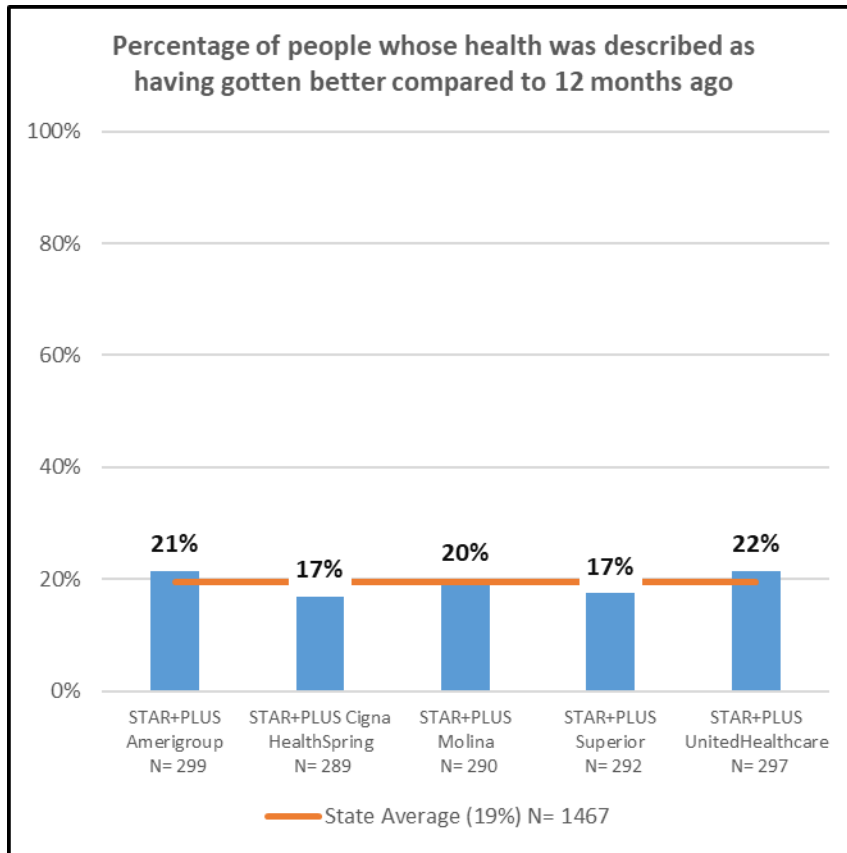
Graph 77. Percentage of people who often feel sad or depressed

Percentage of people who often feel sad or depressed

Graph 78. Percentage of people who often feel lonely[24]

Percentage of people who often feel lonely
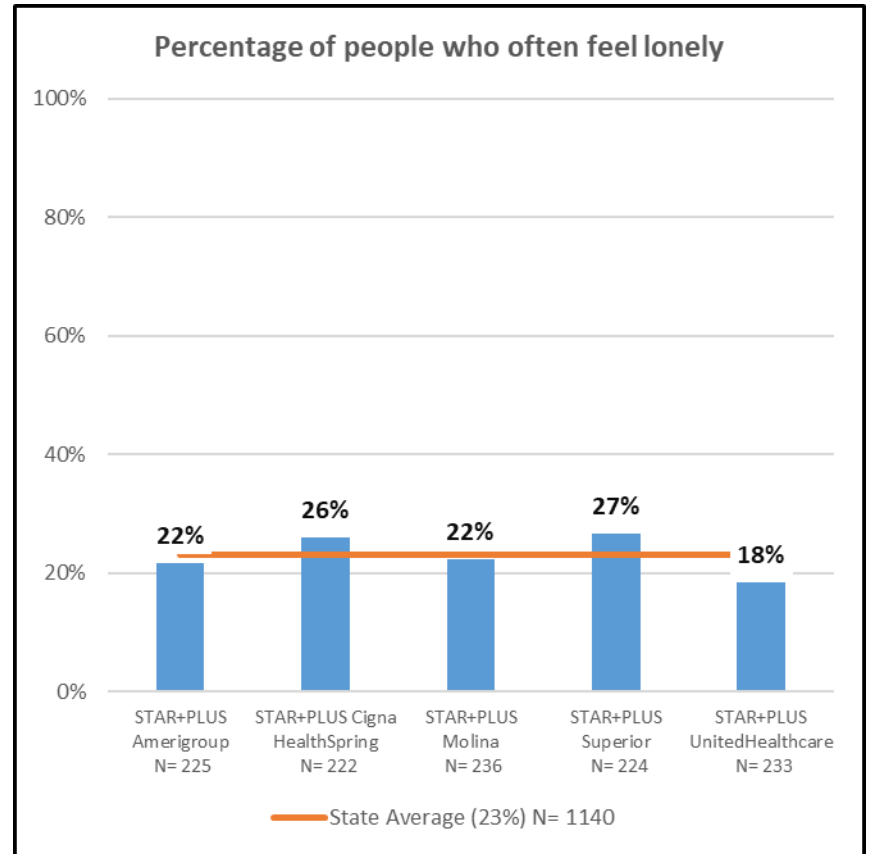
[24] New item in 2019-2020.

Graph 79. Percentage of people whose hearing was described as poor (with hearing aids, if wears any)

Graph 80. Percentage of people whose vision was described as poor (with glasses or contacts, if wears any)

Percentage of people whose hearing was described as poor

- STAR+PLUS Amerigroup N= 294: 14%
- STAR+PLUS Cigna HealthSpring N= 287: 24%
- STAR+PLUS Molina N= 291: 16%
- STAR+PLUS Superior N= 292: 18%
- STAR+PLUS UnitedHealthcare N= 295: 11%
- State Average (16%) N= 1459

Percentage of people whose vision was described as poor

- STAR+PLUS Amerigroup N= 297: 26%
- STAR+PLUS Cigna HealthSpring N= 285: 29%
- STAR+PLUS Molina N= 290: 25%
- STAR+PLUS Superior N= 286: 25%
- STAR+PLUS UnitedHealthcare N= 295: 25%
- State Average (26%) N= 1453

Graph 81. Percentage of people who have access to healthy foods if they want them

Percentage of people who have access to healthy foods if they want them

- 79% — STAR+PLUS Amerigroup N= 289
- 88% — STAR+PLUS Cigna HealthSpring N= 283
- 83% — STAR+PLUS Molina N= 288
- 89% — STAR+PLUS Superior N= 289
- 84% — STAR+PLUS UnitedHealthcare N= 285

State Average (85%) N= 1434

Medications

Medications are managed effectively and appropriately.

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

1. Percentage of people who take medications to help them feel less sad or depressed
2. Percentage of people who know what their prescription medications are for

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

Un-collapsed data are shown in Appendix B.

Graph 82. Percentage of people who take medications that help them feel less sad or depressed
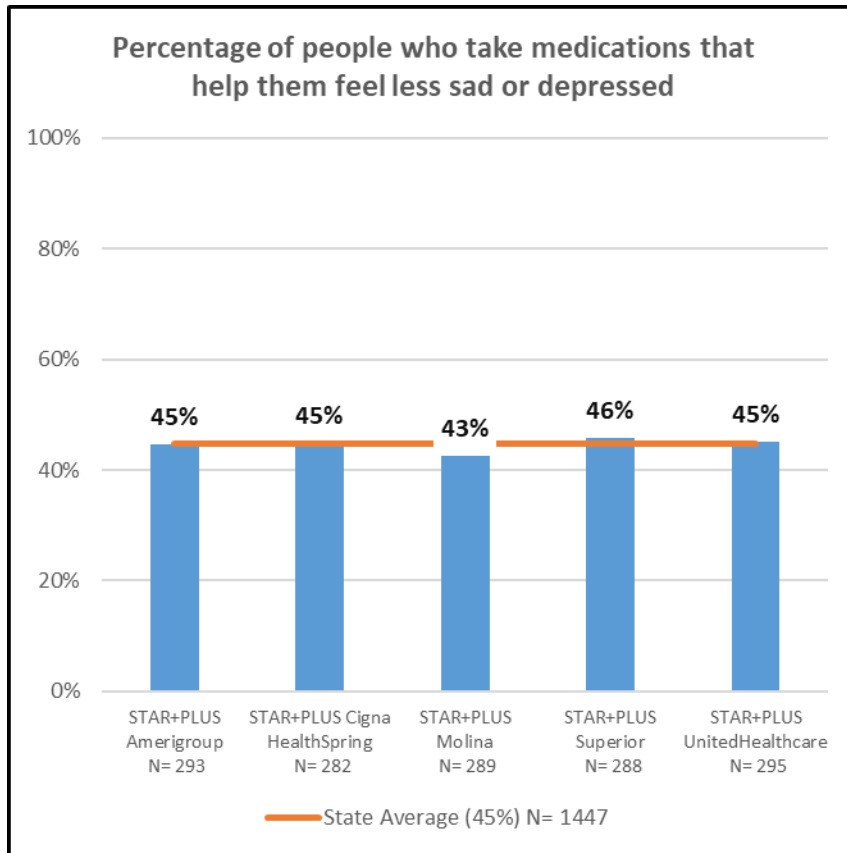
Percentage of people who take medications that help them feel less sad or depressed

STAR+PLUS Amerigroup N= 293	STAR+PLUS Cigna HealthSpring N= 282	STAR+PLUS Molina N= 289	STAR+PLUS Superior N= 288	STAR+PLUS UnitedHealthcare N= 295
45%	45%	43%	46%	45%

State Average (45%) N= 1447

Graph 83. Percentage of people who understand what they take their prescription medications for

Percentage of people who know what they take their prescription medications for

STAR+PLUS Amerigroup N= 228	STAR+PLUS Cigna HealthSpring N= 221	STAR+PLUS Molina N= 238	STAR+PLUS Superior N= 224	STAR+PLUS UnitedHealthcare N= 232
81%	71%	70%	75%	72%

State Average (74%) N= 1143

85
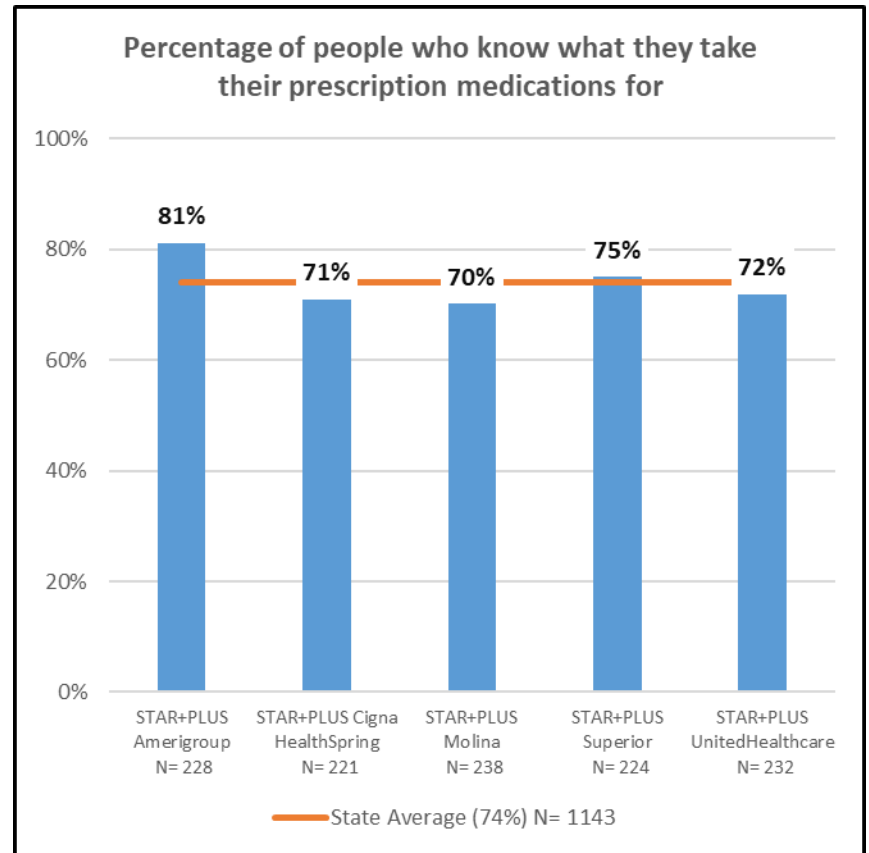
Rights and Respect

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

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

1. Percentage of people who have access to information about services in their preferred language[25]
2. Percentage of people whose paid support staff treat them with respect
3. Percentage of people in group settings whose permission is asked before others enter their room
4. Percentage of people in group settings who are able to lock the door to their room
5. Percentage of people in group settings who have enough privacy
6. Percentage of people in group settings whose visitors are able to come at any time
7. Percentage of people in group settings who always have access to food

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

Un-collapsed data are shown in Appendix B.

---

[25] Indicator previously reported in the "Service Coordination" domain.

Graph 84. Percentage of people whose paid support staff treat them with respect
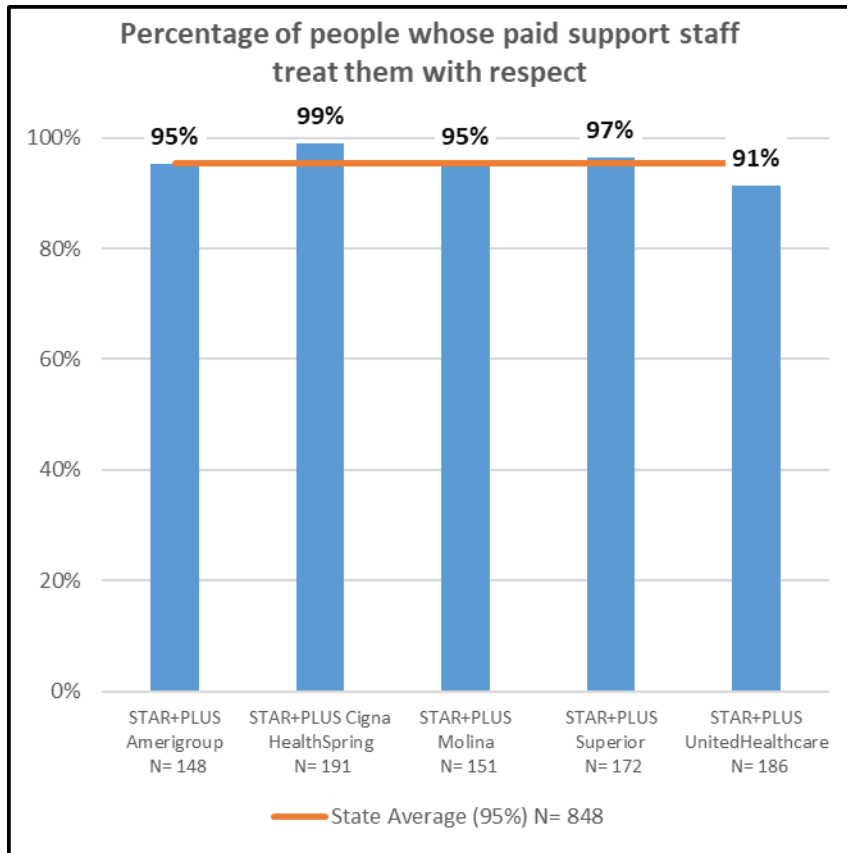
Graph 85. Percentage of people whose permission is asked before others enter their home/room (if in group setting[26])

Percentage of people whose paid support staff treat them with respect

- STAR+PLUS Amerigroup N= 148: 95%
- STAR+PLUS Cigna HealthSpring N= 191: 99%
- STAR+PLUS Molina N= 151: 95%
- STAR+PLUS Superior N= 172: 97%
- STAR+PLUS UnitedHealthcare N= 186: 91%

State Average (95%) N= 848

Percentage of people whose permission gets asked before others enter their home/room (if in group setting)

- STAR+PLUS Amerigroup N= 15*: 40%
- STAR+PLUS Cigna HealthSpring N= 5*: 80%
- STAR+PLUS Molina N= 14*: 50%
- STAR+PLUS Superior N= 3*: 67%
- STAR+PLUS UnitedHealthcare N= 12*: 58%

State Average (53%) N= 49

* Very small number of responses

[26] STAR+PLUS HCBS group settings include adult foster care (AFC) homes or licensed assisted living facilities (ALFs).

Graph 86. Percentage of people who are able to lock the doors to their room if they want to (if in group setting[27])
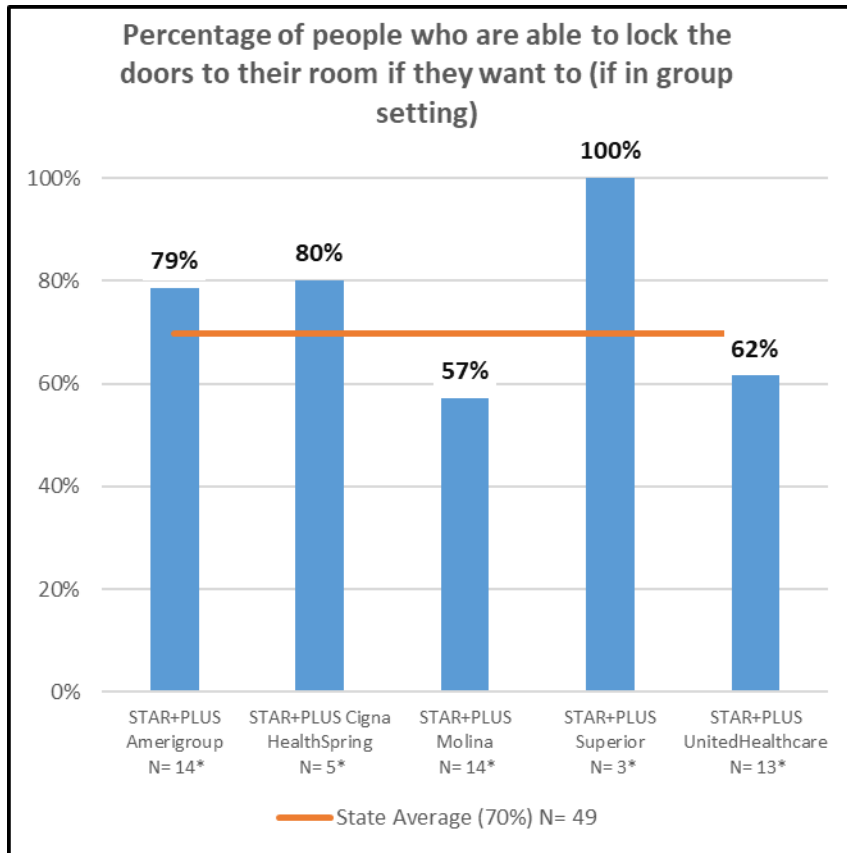
Graph 87. Percentage of people who have enough privacy where they live (if in group setting[28])

Percentage of people who are able to lock the doors to their room if they want to (if in group setting)

- STAR+PLUS Amerigroup N= 14*: 79%
- STAR+PLUS Cigna HealthSpring N= 5*: 80%
- STAR+PLUS Molina N= 14*: 57%
- STAR+PLUS Superior N= 3*: 100%
- STAR+PLUS UnitedHealthcare N= 13*: 62%
- State Average (70%) N= 49

Percentage of people who have enough privacy where they live (if in group setting)

- STAR+PLUS Amerigroup N= 15*: 47%
- STAR+PLUS Cigna HealthSpring N= 5*: 80%
- STAR+PLUS Molina N= 14*: 86%
- STAR+PLUS Superior N= 3*: 100%
- STAR+PLUS UnitedHealthcare N= 13*: 69%
- State Average (71%) N= 50

* Very small number of responses

* Very small number of responses

[27] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

[28] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 88. Percentage of people whose visitors are able to come at any time (if in group setting[29])
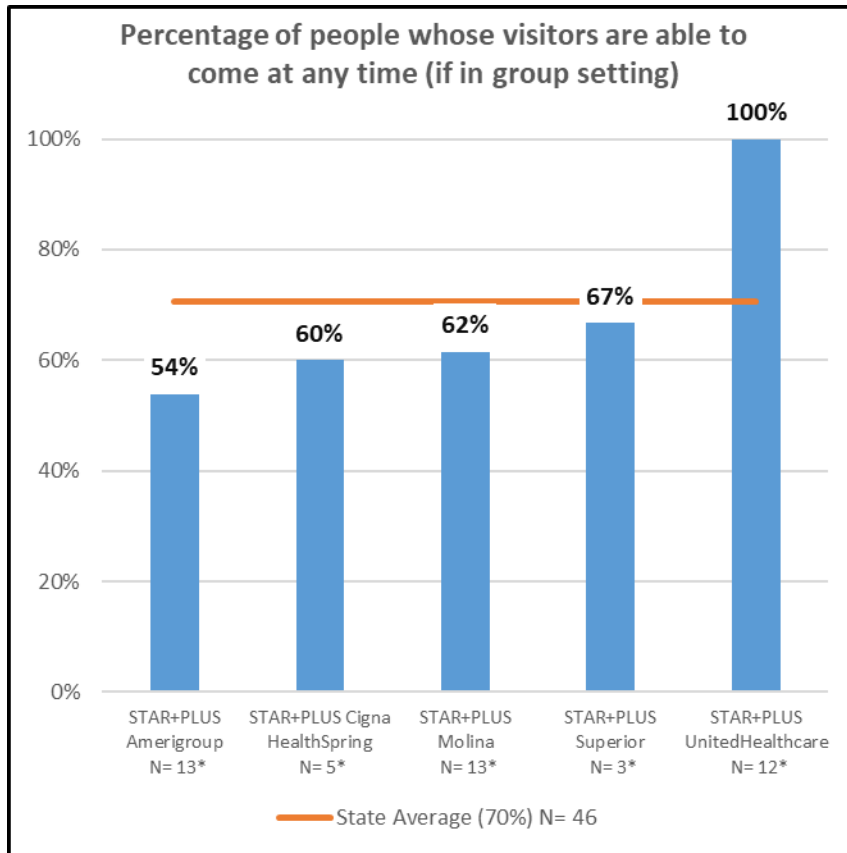
Graph 89. Percentage of people who have access to food at all times of the day (if in group setting[30])

Percentage of people whose visitors are able to come at any time (if in group setting)

- STAR+PLUS Amerigroup N= 13*: 54%
- STAR+PLUS Cigna HealthSpring N= 5*: 60%
- STAR+PLUS Molina N= 13*: 62%
- STAR+PLUS Superior N= 3*: 67%
- STAR+PLUS UnitedHealthcare N= 12*: 100%
- State Average (70%) N= 46

* Very small number of responses

Percentage of people who have access to food at all times of the day (if in group setting)

- STAR+PLUS Amerigroup N= 13*: 77%
- STAR+PLUS Cigna HealthSpring N= 5*: 80%
- STAR+PLUS Molina N= 13*: 92%
- STAR+PLUS Superior N= 2*: 50%
- STAR+PLUS UnitedHealthcare N= 13*: 85%
- State Average (82%) N= 46

* Very small number of responses

[29] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

[30] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 90. Percentage of people who have access to information about services in their preferred language (if non-English)[31]

Percentage of people who get information about services in their preferred language (if non-English)

89%	95%	85%	88%	95%
STAR+PLUS Amerigroup N= 261	STAR+PLUS Cigna HealthSpring N= 252	STAR+PLUS Molina N= 227	STAR+PLUS Superior N= 142	STAR+PLUS UnitedHealthcare N= 240

State Average (90%) N= 1122

---
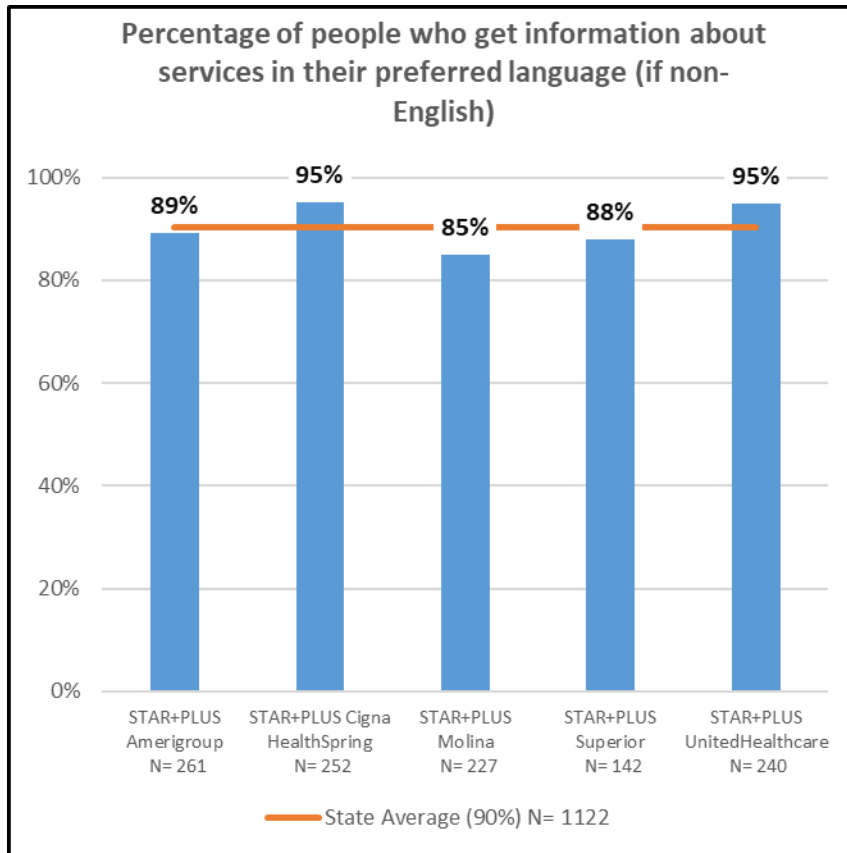
[31] Item previously reported in "Service Coordination" domain

Self-Direction

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

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

1. Percentage of people who can choose what services they receive
2. Percentage of people who can choose when they receive services
3. Percentage of people who can choose their paid support staff

There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

Graph 91. Percentage of people who can make decisions about what kind of services they get

Graph 92. Percentage of people who can make decisions about when they get their services

Percentage of people who can make decisions about what kind of services they get

- STAR+PLUS Amerigroup N= 267: 66%
- STAR+PLUS Cigna HealthSpring N= 272: 79%
- STAR+PLUS Molina N= 272: 74%
- STAR+PLUS Superior N= 276: 66%
- STAR+PLUS UnitedHealthcare N= 290: 72%
- State Average (70%) N= 1377

Percentage of people who can make decisions about when they get their services

- STAR+PLUS Amerigroup N= 271: 62%
- STAR+PLUS Cigna HealthSpring N= 277: 80%
- STAR+PLUS Molina N= 274: 71%
- STAR+PLUS Superior N= 275: 69%
- STAR+PLUS UnitedHealthcare N= 291: 73%
- State Average (70%) N= 1388

Graph 93. Percentage of people who can make decisions about their paid support staff

Percentage of people who can make decisions about their paid support staff

86%	96%	90%	88%	79%
STAR+PLUS Amerigroup N= 167	STAR+PLUS Cigna HealthSpring N= 212	STAR+PLUS Molina N= 176	STAR+PLUS Superior N= 199	STAR+PLUS UnitedHealthcare N= 217

State Average (87%) N= 971

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. Percentage of people who have a paid job
2. Percentage of people who would like a job
3. Percentage of people wanting a job who receive job search assistance
4. Percentage of people who volunteer
5. Percentage of people who would like to volunteer

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

Un-collapsed data are shown in Appendix B.

Graph 94. Percentage of people who have a paying job
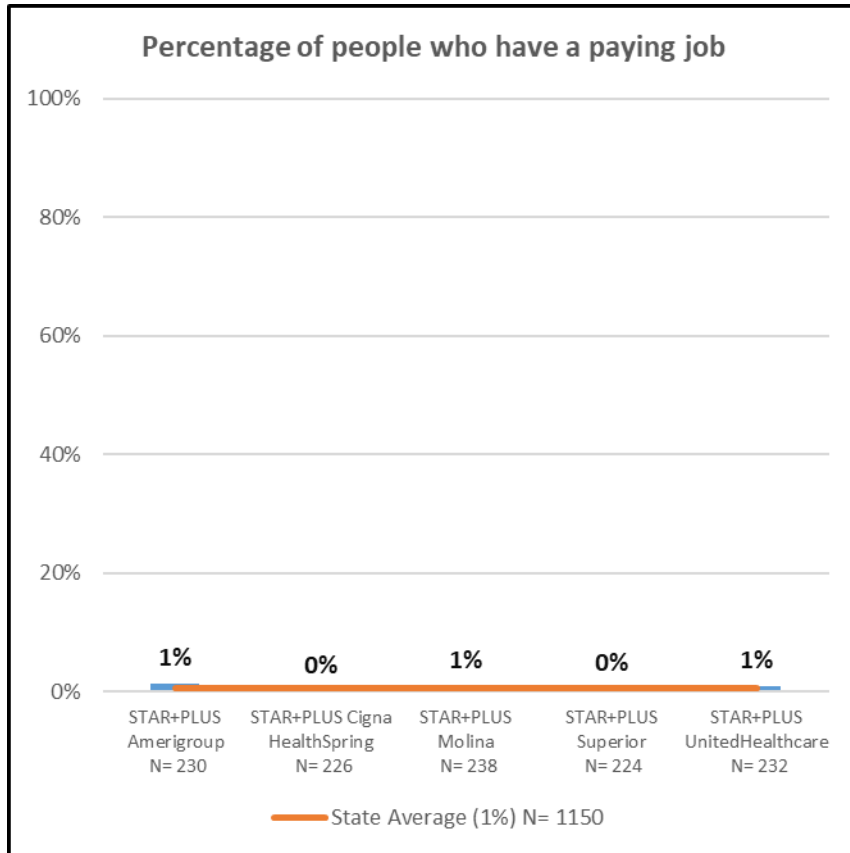
Graph 95. Percentage of people who would like a job (if not currently employed)

Percentage of people who have a paying job

1%	0%	1%	0%	1%

STAR+PLUS Amerigroup N= 230 · STAR+PLUS Cigna HealthSpring N= 226 · STAR+PLUS Molina N= 238 · STAR+PLUS Superior N= 224 · STAR+PLUS UnitedHealthcare N= 232

State Average (1%) N= 1150

Percentage of people who would like a job (if not currently employed)

35%	14%	21%	16%	17%

STAR+PLUS Amerigroup N= 227 · STAR+PLUS Cigna HealthSpring N= 226 · STAR+PLUS Molina N= 237 · STAR+PLUS Superior N= 224 · STAR+PLUS UnitedHealthcare N= 231

State Average (20%) N= 1145

Graph 96. Percentage of people wanting a job who had someone talk to them about job options

Graph 97. Percentage of people who do volunteer work

Percentage of people wanting a job who had someone talk to them about job options

- STAR+PLUS Amerigroup N= 80: 29%
- STAR+PLUS Cigna HealthSpring N= 34: 18%
- STAR+PLUS Molina N= 49: 18%
- STAR+PLUS Superior N= 36: 19%
- STAR+PLUS UnitedHealthcare N= 43: 30%

State Average (24%) N= 242

Percentage of people who do volunteer work

- STAR+PLUS Amerigroup N= 295: 10%
- STAR+PLUS Cigna HealthSpring N= 286: 2%
- STAR+PLUS Molina N= 295: 7%
- STAR+PLUS Superior N= 293: 4%
- STAR+PLUS UnitedHealthcare N= 296: 6%

State Average (6%) N= 1465

Graph 98. Percentage of people who would like to do volunteer work (if not currently volunteering)

Percentage of people who would like to do volunteer work (if not currently volunteering)

- STAR+PLUS Amerigroup N= 194: 31%
- STAR+PLUS Cigna HealthSpring N= 218: 11%
- STAR+PLUS Molina N= 219: 16%
- STAR+PLUS Superior N= 211: 20%
- STAR+PLUS UnitedHealthcare N= 212: 11%

State Average (18%) N= 1054

Everyday Living

People have enough supports for everyday living.

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

1. Percentage of people who have adequate support for everyday activities
2. Percentage of people who have adequate support for self-care

There are four[32] survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

---

[32] Data for two items are presented in Appendix B only.

Graph 99. Percentage of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it
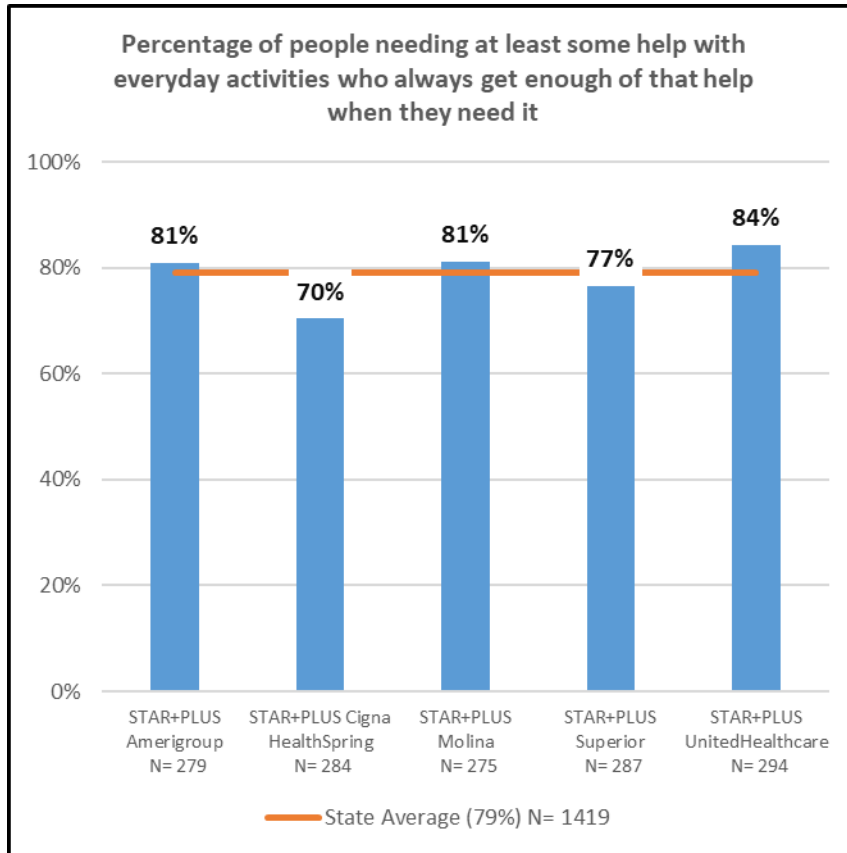
Graph 100. Percentage of people needing at least some assistance with self-care who always get enough of that assistance when they need it
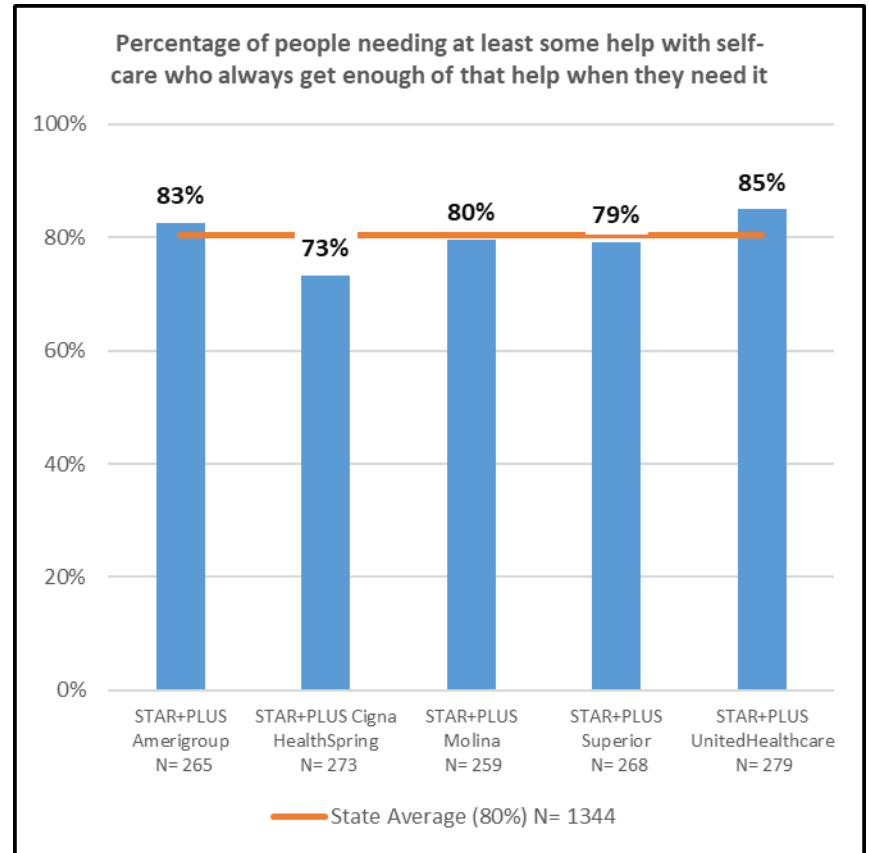
Affordability

People have enough available resources.

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

1. Percentage of people who have to cut back on food due to finances.

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

Un-collapsed data are shown in Appendix B.

Graph 101. Percentage of people who ever have to skip a meal due to financial worries

Percentage of people who ever have to skip a meal due to financial worries

100%	
80%	
60%	
40%	
20%	13% 12% 18% 17% 16%
0%	

STAR+PLUS Amerigroup N= 294 | STAR+PLUS Cigna HealthSpring N= 286 | STAR+PLUS Molina N= 291 | STAR+PLUS Superior N= 288 | STAR+PLUS UnitedHealthcare N= 291

State Average (16%) N= 1450
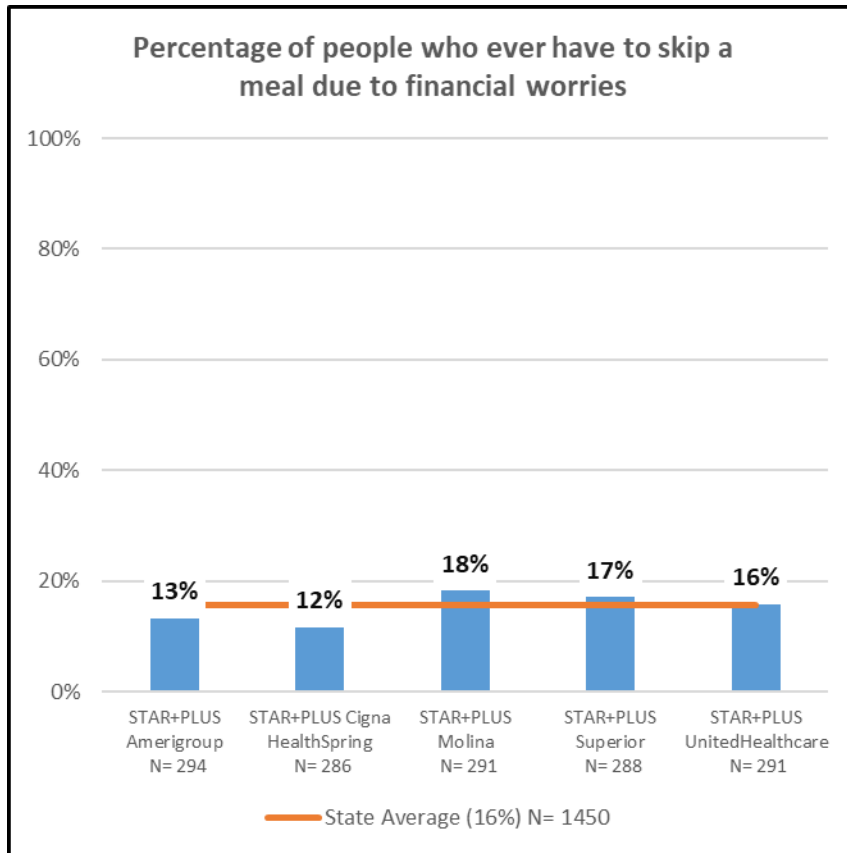
Appendix A: Rules for Recoding and Collapsing Responses

Table A1 below details collapsing rules for recoding survey items with three or more response options into binary variables used for analysis. The table also specifies which graphs in this report contain recoded items, as well as their associated NCI-AD domains. Unless otherwise stated, "Don't Know" and "Unclear/Refused" responses are excluded.

Table A1. Outcome Variables – Collapsing Rules

Domain	Item	Graph #	Collapsing Logic
Community Participation	Percentage of people who are as active in their community as they would like to be	1	Collapse "No" and "Sometimes"
Choice and Control	Percentage of people who get up and go to bed when they want to	4	Collapse "Some days, sometimes" and "No, never"
	Percentage of people who can eat their meals when they want to	5	Collapse "Some days, sometimes" and "No, never"
	Percentage of people who are able to furnish and decorate their room however they want to (if in group setting)	6	Collapse "In all ways" and "In most ways"
	Percentage of people who never feel in control of their lives	7	Collapse "Yes, almost always, always" and "In-between, sometimes"
Relationships	Percentage of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)	8	Collapse "Most of the time, usually, or some family and/or friends" and "No, or rarely"
Satisfaction	Percentage of people who like where they live	9	Collapse "In-between, most of the time" and "No"
	Percentage of people who want to live somewhere else	10	Collapse "Yes" and "Maybe"
	Percentage of people who like how they spend their time during the day	11	Collapse "Some days, sometimes" and "No, never"
	Percentage of people whose paid support staff change too often	12	Collapse "Yes" and "Some, or sometimes"
	Percentage of people whose paid support staff do things the way they want them done	13	Collapse "Some, or usually" and "No, never or rarely"
Service Coordination	Percentage of people who know whom to contact if they want to make changes to their services	16	Collapse "Not sure, maybe" and "No"
	Percentage of people who know whom to contact if they have a complaint about their services	17	Collapse "Not sure, maybe" and "No"

Domain	Item	Graph #	Collapsing Logic
	Percentage of people whose paid support staff show up and leave when they are supposed to	18	Collapse "Some, or usually" and "No, never or rarely"
	Percentage of people whose long-term services meet all their current needs and goals	20	Collapse "No, not at all" and "Some needs and goals"
	Percentage of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	23	Collapse "Most of the time, usually" and "No, or only sometimes"
Care Coordination	Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	24	Collapse "No" and "In-between"
	Percentage of people who know how to manage their chronic condition(s)	26	Collapse "No" and "In-between, or some conditions"
Access to Community	Percentage of people who have transportation when they want to do things outside of their home (non-medical)	28	Collapse "No" and "Sometimes"
	Percentage of people who have transportation to get to medical appointments when they need to	29	Collapse "No" and "Sometimes"
Access to Needed Equipment	Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them	30	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement	31	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need bathroom modifications (other than grab bars) but do not have them	32	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have bathroom modifications (other than grab bars) but need a replacement	33	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a specialized bed but do not have it	34	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a specialized bed but need a replacement	35	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a ramp or stair lift in or outside the home but do not have it	36	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"

Domain	Item	Graph #	Collapsing Logic
	Percentage of people who have a ramp or stair lift in or outside the home but need a replacement	37	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need some other home modification but do not have it	38	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have some other home modification but need a replacement	39	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a walker but do not have it	40	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a walker but need a replacement	41	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a scooter but do not have it	42	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a scooter but need a replacement	43	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a wheelchair but do not have it	44	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a wheelchair but need a replacement	45	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need hearing aids but do not have them	46	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have hearing aids but need a replacement	47	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need glasses but do not have them	48	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have glasses but need a replacement	49	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need a shower chair but do not have it	50	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a shower chair but need a replacement	51	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"

Domain	Item	Graph #	Collapsing Logic
	Percentage of people who need a personal emergency response system but do not have it	52	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have a personal emergency response system but need a replacement	53	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need an oxygen machine but do not have it	54	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have an oxygen machine but need a replacement	55	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who need some other assistive device but do not have it	56	Collapse "Has one, but needs replacement", "Has one and doesn't need replacement", and "Doesn't need"
	Percentage of people who have some other assistive device but need a replacement	57	Collapse "Needs one", "Has one and doesn't need replacement", and "Doesn't need"
Safety	Percentage of people who know whom to talk to if they are mistreated or neglected	62	Collapse "Maybe, not sure" and "No"
	Percentage of people with concerns about falling or being unstable	63	Collapse "Yes, often" and "Sometimes"
Health Care	Percentage of people who can get an appointment to see their primary care doctor when they need to	68	Collapse "Usually" and "No, rarely"
Wellness	Percentage of people whose health was described as having gotten better compared to 12 months ago	75	Collapse "Much better" and "Somewhat better"; Collapse "Much worse", "Somewhat worse" and "About the same"
	Percentage of people who often feel sad or depressed	77	Collapse "Never, or almost never", "Not often", and "Sometimes"
	Percentage of people who often feel lonely	78	Collapse "Never, or almost never", "Not often", and "Sometimes"
	Percentage of people whose hearing was described as poor (with hearing aids, if wears any)	79	Collapse "Good" and "Fair"
	Percentage of people whose vision was described as poor (with glasses or contacts, if wears any)	80	Collapse "Good" and "Fair"
	Percentage of people who have access to healthy foods if they want them	81	Collapse "No, never" and "Sometimes"

Domain	Item	Graph #	Collapsing Logic
Medications	Percentage of people who understand what they take their prescription medications for	83	Collapse "No" and "In-between, or some medications"
Rights and Respect	Percentage of people whose paid support staff treat them with respect	84	Collapse "No, never or rarely" and "Some, or usually"
	Percentage of people whose permission is asked before others enter their home/room (if in group setting)	85	Collapse "Sometimes, rarely or never" and "Usually, but not always"
	Percentage of people who have enough privacy where they live (if in group setting)	87	Collapse "Sometimes, rarely or never" and "Usually, but not always"
	Percentage of people who have access to information about services in their preferred language (if non-English)	90	Collapse "Some information" and "No"
Self-Direction	Percentage of people who can make decisions about what kind of services they get	91	Collapse "No" and "Sometimes, or some services"
	Percentage of people who can make decisions about when they get their services	92	Collapse "No" and "Sometimes, or some services"
	Percentage of people who can make decisions about their paid support staff	93	Collapse "No" and "Sometimes, or some"
Work	Percentage of people who would like a job (if not currently employed)	95	Collapse "Yes" and "Maybe, not sure"
	Percentage of people who would like to do volunteer work (if not currently volunteering)	98	Collapse "Yes" and "Maybe, not sure"
Affordability	Percentage of people who ever have to skip a meal due to financial worries	101	Collapse "Yes, often" and "Sometimes"

Appendix B: Un-Collapsed and Unweighted Data by Program

Demographic Characteristics

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

	Average Age	N
STAR+PLUS Amerigroup	58	280
STAR+PLUS Cigna HealthSpring	66	256
STAR+PLUS Molina	62	276
STAR+PLUS Superior	61	267
STAR+PLUS UnitedHealthcare	60	281
Sample Average	**61**	**1360**

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
STAR+PLUS Amerigroup	94%	6%	0%	299
STAR+PLUS Cigna HealthSpring	89%	11%	0%	289
STAR+PLUS Molina	93%	7%	0%	296
STAR+PLUS Superior	91%	9%	0%	293
STAR+PLUS UnitedHealthcare	94%	6%	0%	298
Sample Average	**92%**	**8%**	**0%**	**1475**

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
STAR+PLUS Amerigroup	35%	65%	0%	0%	300
STAR+PLUS Cigna HealthSpring	33%	67%	0%	0%	289
STAR+PLUS Molina	40%	60%	0%	0%	296
STAR+PLUS Superior	31%	68%	0%	0%	293
STAR+PLUS UnitedHealthcare	37%	63%	0%	0%	298

Sample Average	**35%**	**65%**	**0%**	**0%**	**1476**

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/ Unclear	N
STAR+PLUS Amerigroup	3%	2%	34%	0%	29%	38%	0%	0%	300
STAR+PLUS Cigna HealthSpring	1%	1%	5%	0%	18%	74%	4%	1%	289
STAR+PLUS Molina	0%	3%	21%	1%	25%	57%	2%	0%	296
STAR+PLUS Superior	1%	0%	11%	0%	24%	76%	2%	0%	293
STAR+PLUS UnitedHealthcare	1%	3%	33%	0%	29%	36%	0%	0%	298
Sample Average	**1%**	**2%**	**21%**	**0%**	**25%**	**56%**	**2%**	**0%**	**1476**

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
STAR+PLUS Amerigroup	47%	12%	21%	20%	1%	300
STAR+PLUS Cigna HealthSpring	24%	21%	23%	32%	0%	289
STAR+PLUS Molina	43%	15%	24%	19%	0%	296
STAR+PLUS Superior	31%	13%	28%	28%	0%	293
STAR+PLUS UnitedHealthcare	57%	10%	17%	16%	0%	298
Sample Average	**40%**	**14%**	**22%**	**23%**	**0%**	**1476**

Table 6. Preferred language

	English	Spanish	Other	Don't Know/ Unclear	N
STAR+PLUS Amerigroup	83%	16%	1%	0%	300
STAR+PLUS Cigna HealthSpring	45%	53%	2%	1%	289
STAR+PLUS Molina	63%	36%	1%	0%	296
STAR+PLUS Superior	68%	32%	1%	0%	293

STAR+PLUS UnitedHealthcare	85%	9%	5%	1%	298
Sample Average	**69%**	**29%**	**2%**	**0%**	**1476**

Table 7. Type of residential area[33]

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
STAR+PLUS Amerigroup	99%	1%	0%	0%	0%	300
STAR+PLUS Cigna HealthSpring	99%	1%	0%	1%	0%	289
STAR+PLUS Molina	98%	1%	0%	0%	0%	296
STAR+PLUS Superior	95%	4%	1%	1%	0%	293
STAR+PLUS UnitedHealthcare	98%	1%	0%	1%	0%	298
Sample Average	**98%**	**2%**	**0%**	**1%**	**0%**	**1476**

Table 8. Type of residence

	Own or Family House/Apt	Senior Living Apt/ Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
STAR+PLUS Amerigroup	87%	6%	1%	5%	0%	0%	0%	0%	300
STAR+PLUS Cigna HealthSpring	95%	2%	0%	2%	0%	0%	1%	0%	289
STAR+PLUS Molina	88%	6%	1%	5%	0%	0%	1%	0%	296
STAR+PLUS Superior	91%	6%	0%	2%	0%	0%	1%	0%	293
STAR+PLUS UnitedHealthcare	89%	7%	0%	4%	0%	0%	0%	0%	298
Sample Average	**90%**	**5%**	**1%**	**4%**	**0%**	**0%**	**0%**	**0%**	**1476**

---

[33] 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. Who else lives with the person

	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/ Unclear	N
STAR+PLUS Amerigroup	31%	13%	52%	3%	4%	5%	0%	300
STAR+PLUS Cigna HealthSpring	31%	16%	56%	1%	1%	2%	0%	289
STAR+PLUS Molina	26%	13%	57%	2%	3%	4%	0%	296
STAR+PLUS Superior	34%	12%	55%	1%	2%	1%	0%	293
STAR+PLUS UnitedHealthcare	33%	9%	55%	1%	2%	2%	0%	298
Sample Average	**31%**	**13%**	**55%**	**2%**	**3%**	**3%**	**0%**	**1476**

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
STAR+PLUS Amerigroup	96%	4%	0%	300
STAR+PLUS Cigna HealthSpring	97%	3%	0%	289
STAR+PLUS Molina	94%	6%	0%	296
STAR+PLUS Superior	94%	6%	0%	293
STAR+PLUS UnitedHealthcare	96%	4%	0%	298
Sample Average	**95%**	**5%**	**0%**	**1476**

Table 11. Where the person moved from (if address changed in the past 6 months)

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
STAR+PLUS Amerigroup	92%	8%	0%	0%	0%	0%	0%	0%	13
STAR+PLUS Cigna HealthSpring	100%	0%	0%	0%	0%	0%	0%	0%	10
STAR+PLUS Molina	82%	6%	0%	6%	6%	0%	0%	0%	17
STAR+PLUS Superior	100%	0%	0%	0%	0%	0%	0%	0%	17
STAR+PLUS UnitedHealthcare	64%	9%	0%	18%	0%	0%	9%	0%	11
Sample Average	88%	4%	0%	4%	1%	0%	1%	0%	68

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
STAR+PLUS Amerigroup	16%	82%	2%	300
STAR+PLUS Cigna HealthSpring	28%	72%	0%	289
STAR+PLUS Molina	27%	72%	2%	296
STAR+PLUS Superior	22%	78%	1%	293
STAR+PLUS UnitedHealthcare	24%	76%	0%	298
Sample Average	23%	76%	1%	1476

Table 13. Formal diagnosis: Alzheimer's disease or other dementia

	No	Yes	Don't Know/Unclear	N
STAR+PLUS Amerigroup	85%	15%	1%	300
STAR+PLUS Cigna HealthSpring	75%	24%	1%	289
STAR+PLUS Molina	82%	17%	1%	296
STAR+PLUS Superior	83%	17%	0%	293
STAR+PLUS UnitedHealthcare	86%	14%	1%	298
Sample Average	**82%**	**17%**	**1%**	**1476**

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don't Know/Unclear	N
STAR+PLUS Amerigroup	80%	19%	2%	300
STAR+PLUS Cigna HealthSpring	83%	15%	2%	289
STAR+PLUS Molina	80%	19%	1%	296
STAR+PLUS Superior	84%	16%	0%	293
STAR+PLUS UnitedHealthcare	82%	17%	1%	298
Sample Average	**82%**	**17%**	**1%**	**1476**

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
STAR+PLUS Amerigroup	79%	19%	2%	300
STAR+PLUS Cigna HealthSpring	87%	12%	1%	289
STAR+PLUS Molina	85%	14%	1%	296
STAR+PLUS Superior	82%	18%	0%	293
STAR+PLUS UnitedHealthcare	82%	18%	0%	298

Sample Average	**83%**	**16%**	**1%**	**1476**

Table 16. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know/ Unclear	N
STAR+PLUS Amerigroup	10%	35%	59%	32%	0%	300
STAR+PLUS Cigna HealthSpring	13%	12%	65%	25%	0%	289
STAR+PLUS Molina	13%	24%	53%	31%	0%	296
STAR+PLUS Superior	10%	26%	59%	23%	0%	293
STAR+PLUS UnitedHealthcare	14%	39%	53%	26%	0%	298
Sample Average	**12%**	**27%**	**58%**	**27%**	**0%**	**1476**

Table 17. History of frequent falls (more than two in a six-month period)

	No	Yes	Don't Know/Unclear	N
STAR+PLUS Amerigroup	67%	33%	0%	300
STAR+PLUS Cigna HealthSpring	62%	38%	0%	289
STAR+PLUS Molina	73%	27%	0%	296
STAR+PLUS Superior	63%	37%	0%	293
STAR+PLUS UnitedHealthcare	74%	26%	0%	298
Sample Average	**68%**	**32%**	**0%**	**1476**

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
STAR+PLUS Amerigroup	33%	67%	0%	300
STAR+PLUS Cigna HealthSpring	19%	80%	0%	289
STAR+PLUS Molina	27%	73%	0%	296
STAR+PLUS Superior	32%	68%	0%	293

STAR+PLUS UnitedHealthcare	21%	79%	0%	298
Sample Average	**26%**	**73%**	**0%**	**1476**

Table 19. Length of receiving LTSS in current program

	0-5 months	6 months-less than 1 year	1 year-less than 3 years	3 or more years	Don't know	N
STAR+PLUS Amerigroup	0%	7%	26%	67%	0%	300
STAR+PLUS Cigna HealthSpring	0%	0%	21%	78%	0%	289
STAR+PLUS Molina	0%	4%	33%	63%	0%	296
STAR+PLUS Superior	0%	1%	35%	64%	0%	293
STAR+PLUS UnitedHealthcare	0%	0%	33%	67%	0%	298
Sample Average	**0%**	**2%**	**30%**	**68%**	**0%**	**1476**

Table 20. Has legal guardian

	No	Yes	Don't Know	N
STAR+PLUS Amerigroup	75%	25%	0%	300
STAR+PLUS Cigna HealthSpring	74%	26%	0%	289
STAR+PLUS Molina	74%	26%	0%	296
STAR+PLUS Superior	74%	26%	0%	293
STAR+PLUS UnitedHealthcare	73%	27%	0%	298
Sample Average	**74%**	**26%**	**0%**	**1476**

Table 21. Percentage of people participating in a self-directed supports option (as defined and reported by the State – data derived from administrative records)

	No	Yes	Don't Know	N
STAR+PLUS Amerigroup	94%	6%	0%	300
STAR+PLUS Cigna HealthSpring	99%	1%	0%	289

STAR+PLUS Molina	98%	2%	0%	296
STAR+PLUS Superior	91%	9%	0%	293
STAR+PLUS UnitedHealthcare	90%	10%	0%	298
Sample Average	**94%**	**6%**	**0%**	**1476**

Community Participation

Table 22. Percentage of people who are as active in their community as they would like to be

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	54%	10%	36%	0%	0%	229
STAR+PLUS Cigna HealthSpring	73%	5%	22%	0%	0%	227
STAR+PLUS Molina	55%	13%	31%	0%	0%	235
STAR+PLUS Superior	57%	6%	37%	0%	0%	223
STAR+PLUS UnitedHealthcare	46%	22%	32%	0%	0%	231
Sample Average	**57%**	**11%**	**32%**	**0%**	**0%**	**1145**

Table 23a. Reasons that people are not as active in the community as they would like to be

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
STAR+PLUS Amerigroup	32%	29%	18%	77%	16%	6%	146
STAR+PLUS Cigna HealthSpring	10%	13%	12%	89%	7%	2%	176
STAR+PLUS Molina	17%	23%	13%	82%	5%	3%	164
STAR+PLUS Superior	5%	20%	6%	82%	4%	1%	141
STAR+PLUS UnitedHealthcare	18%	33%	10%	87%	10%	2%	157
Sample Average	**16%**	**23%**	**12%**	**84%**	**8%**	**3%**	**784**

Table 23b. Reasons that people are not as active in the community as they would like to be (continued)

	Feels Unsafe	No Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	10%	11%	22%	23%	1%	0%	146
STAR+PLUS Cigna HealthSpring	6%	3%	6%	10%	0%	0%	176
STAR+PLUS Molina	7%	3%	7%	15%	0%	0%	164
STAR+PLUS Superior	8%	2%	3%	9%	0%	0%	141
STAR+PLUS UnitedHealthcare	15%	2%	4%	6%	1%	0%	157
Sample Average	**9%**	**4%**	**8%**	**12%**	**0%**	**0%**	**784**

Table 24. Percentage of people who get to do the things they enjoy outside of their home as much as they want to

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	50%	50%	0%	0%	227
STAR+PLUS Cigna HealthSpring	62%	38%	0%	0%	226
STAR+PLUS Molina	51%	49%	0%	0%	235
STAR+PLUS Superior	52%	48%	0%	0%	221
STAR+PLUS UnitedHealthcare	50%	50%	0%	0%	229
Sample Average	**53%**	**47%**	**0%**	**0%**	**1138**

Choice and Control

Table 25. Percentage of people who are able to choose their roommate (if in group setting[34] and have roommates)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	77%	15%	8%	0%	13
STAR+PLUS Cigna HealthSpring	0%	100%	0%	0%	1
STAR+PLUS Molina	57%	43%	0%	0%	7
STAR+PLUS Superior	0%	100%	0%	0%	1
STAR+PLUS UnitedHealthcare	71%	29%	0%	0%	7
Sample Average	**66%**	**31%**	**3%**	**0%**	**29**

Table 26. Percentage of people who get up and go to bed when they want to

	No, Never	Some Days, Sometimes	Yes, Always/Almost Always	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	2%	4%	93%	0%	0%	227
STAR+PLUS Cigna HealthSpring	10%	17%	73%	0%	0%	226
STAR+PLUS Molina	4%	10%	85%	0%	0%	234
STAR+PLUS Superior	8%	10%	82%	0%	0%	223
STAR+PLUS UnitedHealthcare	3%	6%	90%	0%	0%	229
Sample Average	**6%**	**10%**	**85%**	**0%**	**0%**	**1139**

[34] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 27. Percentage of people who can eat their meals when they want to

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	5%	5%	90%	0%	0%	0%	225
STAR+PLUS Cigna HealthSpring	19%	9%	72%	0%	0%	0%	225
STAR+PLUS Molina	6%	10%	83%	0%	0%	0%	234
STAR+PLUS Superior	9%	6%	84%	0%	0%	0%	224
STAR+PLUS UnitedHealthcare	3%	6%	90%	1%	0%	0%	228
Sample Average	**8%**	**7%**	**84%**	**0%**	**0%**	**0%**	**1136**

Table 28. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting[35])

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	20%	27%	53%	0%	0%	15
STAR+PLUS Cigna HealthSpring	20%	0%	80%	0%	0%	5
STAR+PLUS Molina	15%	15%	62%	0%	8%	13
STAR+PLUS Superior	33%	0%	67%	0%	0%	3
STAR+PLUS UnitedHealthcare	0%	8%	85%	8%	0%	13
Sample Average	**14%**	**14%**	**67%**	**2%**	**2%**	**49**

---

[35] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 29.. Percentage of people who feel in control of their lives[36]

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	10%	17%	71%	1%	1%	228
STAR+PLUS Cigna HealthSpring	11%	18%	68%	1%	2%	227
STAR+PLUS Molina	11%	18%	70%	1%	1%	233
STAR+PLUS Superior	9%	21%	69%	0%	0%	222
STAR+PLUS UnitedHealthcare	10%	34%	57%	0%	0%	230
Sample Average	**10%**	**21%**	**67%**	**1%**	**1%**	**1140**

---

[36] Item previously reported in the "Control" domain.

Relationships

Table 30.. Percentage of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them)

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	4%	3%	93%	0%	0%	212
STAR+PLUS Cigna HealthSpring	4%	1%	95%	0%	0%	204
STAR+PLUS Molina	5%	3%	92%	0%	0%	214
STAR+PLUS Superior	2%	1%	97%	0%	0%	207
STAR+PLUS UnitedHealthcare	3%	5%	92%	0%	0%	213
Sample Average	**4%**	**3%**	**94%**	**0%**	**0%**	**1050**

Table 31. Reasons people aren't always able to see friends/family

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/ Refused/ No Response	N
STAR+PLUS Amerigroup	14%	14%	7%	50%	0%	50%	0%	14
STAR+PLUS Cigna HealthSpring	30%	30%	0%	30%	0%	30%	0%	10
STAR+PLUS Molina	29%	6%	0%	59%	0%	35%	0%	17
STAR+PLUS Superior	43%	0%	0%	29%	0%	43%	0%	7
STAR+PLUS UnitedHealthcare	31%	25%	0%	69%	0%	19%	0%	16
Sample Average	**28%**	**16%**	**2%**	**52%**	**0%**	**34%**	**0%**	**64**

Satisfaction

Table 32. Percentage of people who like where they live

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	8%	11%	80%	0%	0%	230
STAR+PLUS Cigna HealthSpring	6%	4%	90%	0%	0%	227
STAR+PLUS Molina	8%	8%	84%	0%	0%	235
STAR+PLUS Superior	12%	5%	83%	0%	0%	224
STAR+PLUS UnitedHealthcare	10%	10%	81%	0%	0%	231
Sample Average	**9%**	**7%**	**84%**	**0%**	**0%**	**1147**

Table 33a. Reasons for not liking where people are living

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
STAR+PLUS Amerigroup	5%	11%	11%	16%	23%	44
STAR+PLUS Cigna HealthSpring	5%	14%	5%	5%	19%	21
STAR+PLUS Molina	8%	19%	8%	25%	14%	36
STAR+PLUS Superior	5%	29%	13%	32%	11%	38
STAR+PLUS UnitedHealthcare	7%	31%	20%	40%	20%	45
Sample Average	**6%**	**22%**	**13%**	**26%**	**17%**	**184**

Table 33b. Reasons for not liking where people are living (continued)

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/ Housemates/Roommates	Problems with Staff	Insufficient Amount/ Type of Staff	Wants More Independence/ Control	N
STAR+PLUS Amerigroup	2%	11%	5%	2%	2%	44
STAR+PLUS Cigna HealthSpring	19%	0%	0%	0%	5%	21
STAR+PLUS Molina	17%	17%	8%	0%	11%	36
STAR+PLUS Superior	8%	11%	13%	3%	8%	38
STAR+PLUS UnitedHealthcare	18%	18%	31%	9%	9%	45
Sample Average	**12%**	**13%**	**13%**	**3%**	**7%**	**184**

Table 33c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Feels Lonely	Cost	Other	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	9%	9%	5%	16%	59%	2%	0%	44
STAR+PLUS Cigna HealthSpring	5%	0%	0%	5%	43%	5%	0%	21
STAR+PLUS Molina	17%	8%	6%	11%	28%	0%	0%	36
STAR+PLUS Superior	8%	0%	5%	3%	29%	0%	0%	38
STAR+PLUS UnitedHealthcare	11%	11%	4%	16%	16%	0%	0%	45
Sample Average	**10%**	**7%**	**4%**	**11%**	**34%**	**1%**	**0%**	**184**

Table 34. Percentage of people who want to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	59%	4%	37%	0%	229
STAR+PLUS Cigna HealthSpring	79%	2%	19%	0%	226
STAR+PLUS Molina	71%	3%	26%	0%	234
STAR+PLUS Superior	74%	1%	25%	0%	224
STAR+PLUS UnitedHealthcare	68%	8%	25%	0%	231
Sample Average	**70%**	**4%**	**26%**	**0%**	**1144**

Table 35a. Where people want to live (if wants to live somewhere else)

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/ Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
STAR+PLUS Amerigroup	65%	2%	3%	1%	93
STAR+PLUS Cigna HealthSpring	67%	2%	0%	0%	45
STAR+PLUS Molina	65%	3%	0%	0%	69
STAR+PLUS Superior	71%	8%	5%	2%	59
STAR+PLUS UnitedHealthcare	73%	5%	1%	0%	75
Sample Average	**68%**	**4%**	**2%**	**1%**	**341**

Table 35b. Where people want to live (if wants to live somewhere else) (continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	0%	28%	1%	0%	93
STAR+PLUS Cigna HealthSpring	0%	27%	4%	0%	45
STAR+PLUS Molina	0%	28%	4%	0%	69
STAR+PLUS Superior	2%	10%	2%	0%	59
STAR+PLUS UnitedHealthcare	0%	20%	0%	0%	75

Sample Average	0%	23%	2%	0%	341

Table 36. Percentage of people who like how they spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	12%	27%	60%	0%	0%	228
STAR+PLUS Cigna HealthSpring	10%	21%	68%	0%	0%	226
STAR+PLUS Molina	11%	25%	63%	0%	1%	232
STAR+PLUS Superior	13%	26%	61%	0%	0%	222
STAR+PLUS UnitedHealthcare	9%	33%	58%	0%	0%	230
Sample Average	**11%**	**27%**	**62%**	**0%**	**0%**	**1138**

Table 37. Percentage of people whose paid support staff change too often

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	79%	3%	6%	12%	0%	0%	146
STAR+PLUS Cigna HealthSpring	84%	2%	9%	5%	1%	0%	191
STAR+PLUS Molina	73%	7%	12%	7%	1%	0%	150
STAR+PLUS Superior	82%	3%	7%	8%	0%	0%	170
STAR+PLUS UnitedHealthcare	63%	9%	19%	9%	0%	0%	186
Sample Average	**76%**	**5%**	**11%**	**8%**	**0%**	**0%**	**843**

Table 38. Percentage 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 Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	2%	12%	86%	0%	0%	146
STAR+PLUS Cigna HealthSpring	1%	3%	96%	0%	0%	191
STAR+PLUS Molina	2%	6%	92%	0%	0%	150
STAR+PLUS Superior	1%	6%	92%	0%	0%	171
STAR+PLUS UnitedHealthcare	5%	12%	83%	0%	0%	185
Sample Average	**2%**	**8%**	**90%**	**0%**	**0%**	**843**

Table 39. Percentage of people whose case manager changes too often[37]

	No	Yes	N/A – Case Manager Hasn't Changed	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	61%	35%	1%	3%	0%	151
STAR+PLUS Cigna HealthSpring	59%	39%	0%	3%	0%	193
STAR+PLUS Molina	49%	45%	0%	5%	0%	165
STAR+PLUS Superior	49%	48%	0%	3%	0%	166
STAR+PLUS UnitedHealthcare	60%	36%	0%	5%	0%	214
Sample Average	**56%**	**40%**	**0%**	**4%**	**0%**	**889**

---

[37] New item in 2019-2020.

Table 40. Percentage of people whose services help them live a better life[38]

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	7%	90%	2%	0%	215
STAR+PLUS Cigna HealthSpring	4%	96%	0%	0%	223
STAR+PLUS Molina	4%	95%	1%	0%	221
STAR+PLUS Superior	5%	94%	0%	0%	214
STAR+PLUS UnitedHealthcare	3%	97%	0%	0%	226
Sample Average	**4%**	**94%**	**1%**	**0%**	**1099**

---

[38] New item in 2019-2020.

Service Coordination

Table 41. Percentage 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
STAR+PLUS Amerigroup	23%	14%	63%	0%	216
STAR+PLUS Cigna HealthSpring	24%	4%	72%	0%	223
STAR+PLUS Molina	22%	15%	63%	1%	222
STAR+PLUS Superior	21%	5%	74%	0%	213
STAR+PLUS UnitedHealthcare	5%	12%	83%	0%	226
Sample Average	**19%**	**10%**	**71%**	**0%**	**1100**

Table 42. Percentage of people who know whom to contact if they have a complaint about their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	30%	19%	50%	1%	216
STAR+PLUS Cigna HealthSpring	56%	5%	39%	0%	222
STAR+PLUS Molina	35%	13%	52%	0%	220
STAR+PLUS Superior	41%	7%	53%	0%	211
STAR+PLUS UnitedHealthcare	20%	13%	67%	0%	225
Sample Average	**36%**	**11%**	**52%**	**0%**	**1094**

Table 43. Percentage of people who reported having a case manager/care coordinator

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	17%	70%	13%	0%	282
STAR+PLUS Cigna HealthSpring	9%	87%	4%	0%	283
STAR+PLUS Molina	15%	76%	10%	0%	281
STAR+PLUS Superior	16%	76%	8%	0%	282
STAR+PLUS UnitedHealthcare	2%	95%	3%	0%	293
Sample Average	**12%**	**81%**	**8%**	**0%**	**1421**

Table 44. Percentage 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
STAR+PLUS Amerigroup	27%	19%	52%	2%	0%	196
STAR+PLUS Cigna HealthSpring	21%	6%	62%	11%	0%	245
STAR+PLUS Molina	22%	18%	54%	6%	0%	213
STAR+PLUS Superior	19%	12%	59%	10%	0%	213
STAR+PLUS UnitedHealthcare	11%	21%	66%	2%	0%	277
Sample Average	**19%**	**15%**	**59%**	**6%**	**0%**	**1144**

Table 45. Percentage 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 Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	2%	5%	79%	12%	1%	0%	173
STAR+PLUS Cigna HealthSpring	0%	2%	92%	6%	0%	0%	215
STAR+PLUS Molina	1%	6%	86%	7%	1%	0%	177
STAR+PLUS Superior	0%	1%	86%	11%	0%	0%	201
STAR+PLUS UnitedHealthcare	4%	8%	77%	11%	0%	0%	217

Sample Average	**2%**	**4%**	**84%**	**9%**	**0%**	**0%**	**983**

Table 46. Percentage of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	30%	60%	9%	1%	297
STAR+PLUS Cigna HealthSpring	31%	68%	1%	0%	289
STAR+PLUS Molina	33%	61%	6%	0%	295
STAR+PLUS Superior	32%	68%	0%	0%	290
STAR+PLUS UnitedHealthcare	16%	83%	1%	0%	295
Sample Average	**28%**	**68%**	**4%**	**0%**	**1466**

Table 47. Percentage of people whose long-term services meet their current 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
STAR+PLUS Amerigroup	7%	31%	61%	0%	0%	281
STAR+PLUS Cigna HealthSpring	22%	14%	64%	0%	0%	283
STAR+PLUS Molina	10%	38%	52%	0%	0%	280
STAR+PLUS Superior	10%	27%	62%	1%	0%	283
STAR+PLUS UnitedHealthcare	5%	18%	77%	0%	0%	293
Sample Average	**11%**	**25%**	**63%**	**0%**	**0%**	**1420**

Table 48a. Additional services might help meet people's needs and goals (if have unmet needs and goals)

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Companion Services	Healthcare Home Services, Home Health	N
STAR+PLUS Amerigroup	1%	22%	23%	7%	13%	116
STAR+PLUS Cigna HealthSpring	1%	11%	7%	12%	4%	102
STAR+PLUS Molina	0%	20%	18%	8%	5%	133
STAR+PLUS Superior	1%	18%	17%	13%	9%	111

STAR+PLUS UnitedHealthcare	2%	28%	32%	3%	26%	65
Sample Average	**1%**	**19%**	**19%**	**9%**	**10%**	**527**

Table 48b. Additional services might help meet people's needs and goals (if have unmet needs and goals) (continued)

	Home Delivered Meals	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
STAR+PLUS Amerigroup	11%	9%	19%	9%	7%	6%	22%	116
STAR+PLUS Cigna HealthSpring	1%	1%	8%	33%	0%	1%	12%	102
STAR+PLUS Molina	4%	2%	8%	13%	5%	4%	11%	133
STAR+PLUS Superior	5%	2%	8%	11%	3%	5%	8%	111
STAR+PLUS UnitedHealthcare	18%	12%	37%	12%	12%	8%	29%	65
Sample Average	**7%**	**4%**	**14%**	**16%**	**5%**	**4%**	**15%**	**527**

Table 48c. Additional services might help meet people's needs and goals (if have unmet needs and goals) (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	28%	9%	0%	1%	53%	4%	0%	116
STAR+PLUS Cigna HealthSpring	4%	8%	1%	1%	49%	1%	0%	102
STAR+PLUS Molina	22%	8%	0%	0%	58%	8%	0%	133
STAR+PLUS Superior	17%	3%	0%	0%	54%	0%	1%	111
STAR+PLUS UnitedHealthcare	26%	5%	2%	3%	35%	2%	0%	65
Sample Average	**19%**	**6%**	**0%**	**1%**	**51%**	**3%**	**0%**	**527**

Table 49. Percentage of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	59%	38%	3%	0%	74
STAR+PLUS Cigna HealthSpring	66%	33%	1%	0%	91
STAR+PLUS Molina	71%	27%	2%	0%	97
STAR+PLUS Superior	68%	32%	0%	0%	78
STAR+PLUS UnitedHealthcare	55%	42%	3%	0%	62
Sample Average	**65%**	**34%**	**2%**	**0%**	**402**

Table 50a. How people first find out about the services available to them

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
STAR+PLUS Amerigroup	13%	23%	2%	10%	9%	21%	238
STAR+PLUS Cigna HealthSpring	9%	20%	2%	5%	0%	36%	257
STAR+PLUS Molina	7%	16%	3%	12%	9%	30%	262
STAR+PLUS Superior	8%	21%	3%	12%	2%	27%	268
STAR+PLUS UnitedHealthcare	9%	17%	2%	11%	30%	31%	276
Sample Average	**9%**	**19%**	**2%**	**10%**	**10%**	**29%**	**1301**

Table 50b. How people first find out about the services available to them (continued)

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	12%	3%	3%	5%	14%	0%	238
STAR+PLUS Cigna HealthSpring	35%	0%	1%	3%	7%	0%	257
STAR+PLUS Molina	26%	1%	1%	1%	10%	0%	262
STAR+PLUS Superior	34%	0%	0%	1%	8%	0%	268
STAR+PLUS UnitedHealthcare	8%	1%	2%	0%	9%	0%	276
Sample Average	**23%**	**1%**	**1%**	**2%**	**10%**	**0%**	**1301**

Table 51. Percentage of people who have someone that helps them at home or in the community on a regular basis (at least once a week)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	4%	96%	0%	0%	299
STAR+PLUS Cigna HealthSpring	1%	98%	0%	0%	289
STAR+PLUS Molina	6%	94%	0%	0%	296
STAR+PLUS Superior	5%	95%	0%	0%	293
STAR+PLUS UnitedHealthcare	3%	97%	0%	0%	298
Sample Average	**4%**	**96%**	**0%**	**0%**	**1475**

Table 52. Who helps people most often (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/ Refused/ No Response	N
STAR+PLUS Amerigroup	36%	41%	4%	16%	2%	0%	0%	0%	285
STAR+PLUS Cigna HealthSpring	34%	48%	5%	13%	1%	0%	0%	0%	284
STAR+PLUS Molina	35%	45%	3%	14%	2%	0%	0%	0%	277
STAR+PLUS Superior	32%	44%	8%	15%	1%	0%	0%	0%	278
STAR+PLUS UnitedHealthcare	37%	44%	6%	12%	0%	1%	0%	0%	289
Sample Average	**35%**	**44%**	**5%**	**14%**	**1%**	**0%**	**0%**	**0%**	**1413**

Table 53. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/ Partner	Paid Friend	Unpaid Family Member or Spouse/ Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/ Refused/ No Response	N
STAR+PLUS Amerigroup	11%	10%	2%	54%	11%	2%	19%	0%	0%	285
STAR+PLUS Cigna HealthSpring	8%	11%	3%	48%	4%	0%	31%	0%	0%	284
STAR+PLUS Molina	13%	8%	1%	51%	6%	0%	26%	0%	0%	277
STAR+PLUS Superior	6%	15%	1%	46%	5%	0%	28%	0%	0%	277
STAR+PLUS UnitedHealthcare	9%	14%	0%	54%	10%	0%	17%	0%	0%	289
Sample Average	**9%**	**12%**	**1%**	**51%**	**7%**	**0%**	**24%**	**0%**	**0%**	**1412**

Table 54. Percentage of people who have a backup plan if their paid support staff don't show up

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	18%	68%	12%	2%	0%	173
STAR+PLUS Cigna HealthSpring	16%	64%	5%	15%	0%	216
STAR+PLUS Molina	26%	63%	6%	5%	0%	176
STAR+PLUS Superior	17%	61%	10%	13%	0%	200
STAR+PLUS UnitedHealthcare	18%	71%	11%	0%	0%	217
Sample Average	**19%**	**65%**	**9%**	**7%**	**0%**	**982**

Care Coordination

Table 55. Percentage of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)

	Yes	No	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	68%	32%	0%	0%	294
STAR+PLUS Cigna HealthSpring	70%	29%	0%	0%	288
STAR+PLUS Molina	67%	33%	0%	0%	293
STAR+PLUS Superior	68%	32%	0%	0%	292
STAR+PLUS UnitedHealthcare	65%	35%	0%	0%	298
Sample Average	**68%**	**32%**	**0%**	**0%**	**1465**

Table 56. Percentage of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	5%	3%	91%	0%	0%	94
STAR+PLUS Cigna HealthSpring	7%	1%	92%	0%	0%	84
STAR+PLUS Molina	14%	4%	82%	0%	0%	98
STAR+PLUS Superior	3%	4%	90%	1%	1%	92
STAR+PLUS UnitedHealthcare	9%	5%	86%	0%	0%	103
Sample Average	**8%**	**4%**	**88%**	**0%**	**0%**	**471**

Table 57. Percentage of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

	No	Yes	Didn't Need/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	17%	81%	2%	0%	0%	94
STAR+PLUS Cigna HealthSpring	15%	83%	0%	1%	0%	84
STAR+PLUS Molina	17%	80%	0%	3%	0%	98
STAR+PLUS Superior	18%	78%	0%	2%	1%	93
STAR+PLUS UnitedHealthcare	15%	81%	0%	5%	0%	103
Sample Average	**17%**	**81%**	**0%**	**2%**	**0%**	**472**

Table 58. Percentage of people who know how to manage their chronic condition(s)

	No	In-between, Some Conditions	Yes	N/A – Doesn't Have Chronic Conditions	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	16%	13%	67%	3%	0%	2%	230
STAR+PLUS Cigna HealthSpring	17%	20%	61%	1%	0%	1%	226
STAR+PLUS Molina	13%	17%	69%	1%	0%	0%	234
STAR+PLUS Superior	15%	14%	70%	0%	0%	0%	222
STAR+PLUS UnitedHealthcare	8%	27%	61%	3%	0%	0%	231
Sample Average	**14%**	**18%**	**65%**	**2%**	**0%**	**1%**	**1143**

Table 59. Percentage of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	40%	59%	2%	0%	196
STAR+PLUS Cigna HealthSpring	25%	74%	1%	0%	234
STAR+PLUS Molina	41%	59%	0%	0%	207
STAR+PLUS Superior	33%	66%	1%	0%	222
STAR+PLUS UnitedHealthcare	13%	86%	1%	0%	166
Sample Average	**31%**	**68%**	**1%**	**0%**	**1025**

Access to Community

Table 60. Percentage of people who have transportation when they want to do things outside of their home (non-medical)

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	15%	7%	71%	7%	0%	0%	296
STAR+PLUS Cigna HealthSpring	20%	4%	74%	2%	0%	0%	288
STAR+PLUS Molina	18%	10%	67%	5%	0%	0%	294
STAR+PLUS Superior	18%	9%	69%	4%	0%	0%	292
STAR+PLUS UnitedHealthcare	12%	16%	64%	8%	0%	0%	297
Sample Average	**17%**	**9%**	**69%**	**5%**	**0%**	**0%**	**1467**

Table 61. Percentage 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
STAR+PLUS Amerigroup	4%	5%	89%	2%	0%	0%	299
STAR+PLUS Cigna HealthSpring	3%	2%	92%	2%	0%	0%	287
STAR+PLUS Molina	4%	4%	91%	1%	0%	0%	295
STAR+PLUS Superior	2%	1%	96%	1%	0%	0%	292
STAR+PLUS UnitedHealthcare	3%	3%	90%	4%	0%	0%	298
Sample Average	**3%**	**3%**	**92%**	**2%**	**0%**	**0%**	**1471**

Access to Needed Equipment

Table 62. Percentage of people who need grab bars in the bathroom or elsewhere in their home

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	19%	46%	7%	26%	1%	0%	297
STAR+PLUS Cigna HealthSpring	14%	56%	9%	20%	1%	0%	288
STAR+PLUS Molina	19%	47%	7%	26%	1%	0%	296
STAR+PLUS Superior	17%	54%	7%	22%	1%	0%	292
STAR+PLUS UnitedHealthcare	25%	54%	4%	17%	0%	0%	297
Sample Average	**19%**	**51%**	**7%**	**22%**	**1%**	**0%**	**1470**

Table 63. Percentage of people who need bathroom modifications (other than grab bars)

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	40%	32%	6%	22%	1%	0%	298
STAR+PLUS Cigna HealthSpring	16%	54%	11%	19%	0%	0%	288
STAR+PLUS Molina	34%	39%	5%	21%	0%	0%	294
STAR+PLUS Superior	24%	44%	9%	23%	0%	0%	293
STAR+PLUS UnitedHealthcare	55%	30%	3%	11%	0%	0%	298
Sample Average	**34%**	**40%**	**7%**	**19%**	**0%**	**0%**	**1471**

Table 64. Percentage of people who need a specialized bed

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	54%	25%	7%	14%	0%	0%	299
STAR+PLUS Cigna HealthSpring	50%	22%	8%	19%	1%	0%	286
STAR+PLUS Molina	58%	18%	11%	12%	1%	0%	296
STAR+PLUS Superior	49%	25%	10%	16%	0%	0%	292
STAR+PLUS UnitedHealthcare	54%	30%	7%	9%	0%	0%	298
Sample Average	**53%**	**24%**	**8%**	**14%**	**0%**	**0%**	**1471**

Table 65. Percentage of people who need a ramp or stair lift in or outside the home

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	52%	25%	7%	15%	0%	0%	298
STAR+PLUS Cigna HealthSpring	47%	29%	8%	16%	1%	0%	287
STAR+PLUS Molina	56%	24%	4%	16%	0%	0%	294
STAR+PLUS Superior	51%	32%	4%	13%	0%	0%	293
STAR+PLUS UnitedHealthcare	46%	43%	4%	7%	0%	0%	298
Sample Average	**50%**	**31%**	**6%**	**13%**	**0%**	**0%**	**1470**

Table 66. Percentage of people who need some other home modification(s)

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	76%	1%	3%	12%	8%	0%	278
STAR+PLUS Cigna HealthSpring	16%	3%	5%	9%	64%	3%	279
STAR+PLUS Molina	61%	1%	2%	10%	24%	3%	240
STAR+PLUS Superior	33%	2%	4%	15%	41%	4%	181
STAR+PLUS UnitedHealthcare	92%	2%	1%	5%	0%	0%	298
Sample Average	**58%**	**2%**	**3%**	**10%**	**26%**	**2%**	**1276**

Table 67. Percentage of people who need a walker

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	42%	38%	13%	7%	0%	0%	295
STAR+PLUS Cigna HealthSpring	35%	40%	12%	13%	0%	0%	288
STAR+PLUS Molina	41%	42%	10%	8%	0%	0%	293
STAR+PLUS Superior	37%	45%	13%	6%	0%	0%	292
STAR+PLUS UnitedHealthcare	45%	41%	11%	2%	0%	0%	296
Sample Average	**40%**	**41%**	**12%**	**7%**	**0%**	**0%**	**1464**

Table 68. Percentage of people who need a scooter

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	72%	5%	1%	22%	0%	0%	297
STAR+PLUS Cigna HealthSpring	77%	5%	1%	18%	0%	0%	288
STAR+PLUS Molina	81%	1%	2%	16%	1%	0%	294
STAR+PLUS Superior	83%	4%	2%	11%	1%	0%	292
STAR+PLUS UnitedHealthcare	74%	9%	4%	12%	0%	0%	297
Sample Average	**77%**	**5%**	**2%**	**16%**	**0%**	**0%**	**1468**

Table 69. Percentage of people who need a wheelchair

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	35%	32%	18%	15%	0%	0%	297
STAR+PLUS Cigna HealthSpring	39%	36%	7%	17%	1%	0%	289
STAR+PLUS Molina	37%	36%	17%	10%	0%	0%	294
STAR+PLUS Superior	39%	38%	10%	12%	0%	0%	291
STAR+PLUS UnitedHealthcare	35%	44%	15%	6%	0%	0%	297
Sample Average	**37%**	**37%**	**13%**	**12%**	**0%**	**0%**	**1468**

Table 70. Percentage of people who need hearing aids

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	77%	5%	4%	13%	1%	0%	298
STAR+PLUS Cigna HealthSpring	67%	5%	5%	22%	2%	0%	288
STAR+PLUS Molina	76%	5%	3%	14%	1%	0%	294
STAR+PLUS Superior	79%	4%	4%	12%	1%	0%	292
STAR+PLUS UnitedHealthcare	80%	8%	3%	9%	0%	0%	296
Sample Average	76%	6%	4%	14%	1%	0%	1468

Table 71. Percentage of people who need glasses

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	27%	35%	21%	16%	1%	0%	297
STAR+PLUS Cigna HealthSpring	25%	44%	18%	12%	1%	0%	287
STAR+PLUS Molina	27%	41%	24%	7%	1%	0%	294
STAR+PLUS Superior	21%	38%	30%	9%	1%	0%	290
STAR+PLUS UnitedHealthcare	26%	41%	20%	13%	0%	0%	297
Sample Average	25%	40%	23%	12%	1%	0%	1465

Table 72. Percentage of people who need a shower chair[39]

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	21%	45%	20%	14%	0%	0%	296
STAR+PLUS Cigna HealthSpring	12%	58%	13%	17%	0%	0%	286
STAR+PLUS Molina	17%	53%	15%	14%	0%	0%	293
STAR+PLUS Superior	15%	56%	14%	14%	0%	0%	292
STAR+PLUS UnitedHealthcare	20%	63%	13%	4%	0%	0%	296
Sample Average	**17%**	**55%**	**15%**	**13%**	**0%**	**0%**	**1463**

Table 73. Percentage of people who need a personal emergency response system

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	33%	41%	8%	17%	1%	0%	293
STAR+PLUS Cigna HealthSpring	42%	38%	6%	15%	1%	0%	289
STAR+PLUS Molina	46%	29%	5%	19%	1%	0%	291
STAR+PLUS Superior	40%	39%	3%	16%	1%	0%	292
STAR+PLUS UnitedHealthcare	33%	50%	2%	14%	0%	0%	296
Sample Average	**39%**	**39%**	**5%**	**16%**	**1%**	**0%**	**1461**

---

[39] New item in 2019-2020

Table 74. Percentage of people who need an oxygen machine

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	80%	10%	3%	5%	2%	0%	294
STAR+PLUS Cigna HealthSpring	78%	14%	3%	6%	0%	0%	288
STAR+PLUS Molina	80%	12%	3%	5%	0%	0%	292
STAR+PLUS Superior	84%	11%	1%	3%	0%	0%	291
STAR+PLUS UnitedHealthcare	76%	18%	1%	5%	0%	0%	296
Sample Average	**80%**	**13%**	**2%**	**5%**	**0%**	**0%**	**1461**

Table 75. Percentage of people who need some other assistive device(s)

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	61%	6%	10%	15%	8%	0%	283
STAR+PLUS Cigna HealthSpring	11%	2%	8%	13%	63%	3%	272
STAR+PLUS Molina	52%	8%	5%	12%	22%	2%	252
STAR+PLUS Superior	25%	12%	10%	18%	31%	3%	222
STAR+PLUS UnitedHealthcare	87%	6%	3%	3%	0%	0%	294
Sample Average	**49%**	**7%**	**7%**	**12%**	**24%**	**1%**	**1323**

Safety

Table 76. Percentage of people who feel safe around their paid support staff

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	1%	99%	0%	0%	146
STAR+PLUS Cigna HealthSpring	2%	98%	0%	0%	191
STAR+PLUS Molina	2%	98%	0%	0%	150
STAR+PLUS Superior	3%	97%	0%	0%	171
STAR+PLUS UnitedHealthcare	5%	95%	0%	0%	186
Sample Average	**3%**	**97%**	**0%**	**0%**	**844**

Table 77. Percentage 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
STAR+PLUS Amerigroup	76%	23%	0%	0%	228
STAR+PLUS Cigna HealthSpring	80%	19%	0%	0%	227
STAR+PLUS Molina	76%	24%	0%	0%	235
STAR+PLUS Superior	79%	21%	0%	0%	224
STAR+PLUS UnitedHealthcare	78%	22%	0%	0%	231
Sample Average	**78%**	**22%**	**0%**	**0%**	**1145**

Table 78. Percentage 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
STAR+PLUS Amerigroup	95%	4%	0%	0%	227
STAR+PLUS Cigna HealthSpring	94%	4%	0%	1%	227
STAR+PLUS Molina	96%	3%	1%	0%	236
STAR+PLUS Superior	96%	4%	0%	0%	224
STAR+PLUS UnitedHealthcare	94%	5%	0%	0%	231
Sample Average	**95%**	**4%**	**0%**	**0%**	**1145**

Table 79. Percentage of people who are able to get to safety quickly in case of an emergency like a house fire

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	21%	70%	9%	0%	299
STAR+PLUS Cigna HealthSpring	50%	45%	5%	0%	288
STAR+PLUS Molina	34%	56%	11%	0%	295
STAR+PLUS Superior	39%	55%	6%	0%	293
STAR+PLUS UnitedHealthcare	15%	77%	8%	0%	298
Sample Average	**32%**	**61%**	**8%**	**0%**	**1473**

Table 80. Percentage of people with concerns about falling or being unstable[40]

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	34%	17%	48%	1%	0%	297
STAR+PLUS Cigna HealthSpring	18%	7%	75%	0%	0%	287
STAR+PLUS Molina	29%	16%	54%	0%	0%	295
STAR+PLUS Superior	24%	13%	62%	0%	0%	293
STAR+PLUS UnitedHealthcare	44%	25%	31%	0%	0%	298
Sample Average	**30%**	**16%**	**54%**	**0%**	**0%**	**1470**

Table 81. Percentage of people who know whom to talk to if they are mistreated or neglected[41]

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	28%	5%	66%	0%	229
STAR+PLUS Cigna HealthSpring	51%	3%	45%	1%	226
STAR+PLUS Molina	43%	6%	50%	1%	235
STAR+PLUS Superior	40%	4%	55%	0%	224
STAR+PLUS UnitedHealthcare	25%	7%	68%	0%	231
Sample Average	**37%**	**5%**	**57%**	**1%**	**1145**

---

[40] Item previously reported in the "Care Coordination" domain.
[41] New item in 2019-2020.

Health Care

Table 82. Percentage 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
STAR+PLUS Amerigroup	46%	54%	0%	0%	298
STAR+PLUS Cigna HealthSpring	56%	44%	0%	0%	288
STAR+PLUS Molina	54%	46%	0%	0%	294
STAR+PLUS Superior	51%	49%	0%	0%	290
STAR+PLUS UnitedHealthcare	53%	46%	1%	0%	296
Sample Average	**52%**	**48%**	**0%**	**0%**	**1466**

Table 83. Percentage of people whose emergency room visit in the past year was due to falling or losing balance

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	73%	28%	0%	0%	160
STAR+PLUS Cigna HealthSpring	74%	25%	1%	0%	127
STAR+PLUS Molina	73%	27%	0%	0%	134
STAR+PLUS Superior	65%	35%	1%	0%	141
STAR+PLUS UnitedHealthcare	72%	28%	0%	0%	136
Sample Average	**71%**	**29%**	**0%**	**0%**	**698**

Table 84. Percentage of people whose emergency room visit in the past year was due to tooth or mouth pain

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	93%	7%	0%	0%	160
STAR+PLUS Cigna HealthSpring	95%	4%	1%	0%	127
STAR+PLUS Molina	98%	2%	0%	0%	133
STAR+PLUS Superior	98%	1%	1%	0%	141
STAR+PLUS UnitedHealthcare	99%	1%	0%	0%	135
Sample Average	96%	3%	0%	0%	696

Table 85. Percentage of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	84%	15%	1%	0%	160
STAR+PLUS Cigna HealthSpring	96%	3%	1%	0%	127
STAR+PLUS Molina	94%	6%	0%	0%	133
STAR+PLUS Superior	87%	13%	0%	0%	139
STAR+PLUS UnitedHealthcare	97%	3%	0%	0%	135
Sample Average	91%	8%	0%	0%	694

Table 86. Percentage of people who can get an appointment to see their primary care doctor when they need to

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	8%	8%	82%	1%	1%	0%	298
STAR+PLUS Cigna HealthSpring	2%	1%	96%	1%	0%	0%	289
STAR+PLUS Molina	6%	4%	88%	1%	0%	0%	294
STAR+PLUS Superior	5%	7%	85%	1%	1%	0%	292
STAR+PLUS UnitedHealthcare	4%	10%	84%	1%	0%	0%	297
Sample Average	5%	6%	87%	1%	1%	0%	1470

Table 87. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	36%	64%	0%	0%	123
STAR+PLUS Cigna HealthSpring	38%	62%	0%	0%	124
STAR+PLUS Molina	33%	65%	0%	2%	133
STAR+PLUS Superior	29%	71%	0%	0%	140
STAR+PLUS UnitedHealthcare	21%	79%	0%	0%	149
Sample Average	**31%**	**69%**	**0%**	**0%**	**669**

Table 88. Percentage 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
STAR+PLUS Amerigroup	22%	75%	0%	3%	0%	299
STAR+PLUS Cigna HealthSpring	16%	83%	0%	1%	0%	289
STAR+PLUS Molina	19%	79%	0%	1%	0%	293
STAR+PLUS Superior	13%	86%	0%	1%	0%	292
STAR+PLUS UnitedHealthcare	13%	86%	0%	1%	0%	297
Sample Average	**17%**	**82%**	**0%**	**2%**	**0%**	**1470**

Table 89. Percentage 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
STAR+PLUS Amerigroup	72%	27%	0%	1%	0%	298
STAR+PLUS Cigna HealthSpring	59%	41%	0%	0%	0%	288
STAR+PLUS Molina	61%	39%	0%	0%	0%	294
STAR+PLUS Superior	72%	28%	0%	0%	0%	292
STAR+PLUS UnitedHealthcare	60%	39%	1%	1%	0%	298
Sample Average	**65%**	**35%**	**0%**	**1%**	**0%**	**1470**

Table 90. Percentage 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
STAR+PLUS Amerigroup	44%	54%	0%	1%	0%	297
STAR+PLUS Cigna HealthSpring	32%	68%	0%	0%	0%	287
STAR+PLUS Molina	35%	65%	0%	0%	0%	294
STAR+PLUS Superior	36%	63%	1%	0%	0%	289
STAR+PLUS UnitedHealthcare	32%	66%	1%	0%	0%	297
Sample Average	**36%**	**63%**	**0%**	**0%**	**0%**	**1464**

Table 91. Percentage 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
STAR+PLUS Amerigroup	31%	63%	5%	1%	0%	297
STAR+PLUS Cigna HealthSpring	24%	74%	0%	1%	0%	288
STAR+PLUS Molina	26%	70%	3%	1%	0%	293
STAR+PLUS Superior	23%	73%	3%	1%	0%	291
STAR+PLUS UnitedHealthcare	20%	75%	4%	1%	0%	296
Sample Average	**25%**	**71%**	**3%**	**1%**	**0%**	**1465**

Table 92. Percentage of people who have had a dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	47%	52%	0%	0%	0%	298
STAR+PLUS Cigna HealthSpring	51%	49%	0%	0%	0%	289
STAR+PLUS Molina	50%	50%	0%	0%	0%	293
STAR+PLUS Superior	44%	55%	0%	1%	0%	290
STAR+PLUS UnitedHealthcare	49%	49%	1%	1%	0%	298
Sample Average	**48%**	**51%**	**0%**	**0%**	**0%**	**1468**

Wellness

Table 93. Percentage of people whose health was described as poor, fair, good, very good, and excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	22%	42%	25%	8%	2%	0%	0%	299
STAR+PLUS Cigna HealthSpring	29%	42%	25%	1%	3%	0%	0%	289
STAR+PLUS Molina	26%	39%	22%	8%	4%	0%	0%	294
STAR+PLUS Superior	24%	41%	24%	4%	5%	1%	0%	291
STAR+PLUS UnitedHealthcare	21%	43%	28%	6%	3%	0%	0%	298
Sample Average	**24%**	**41%**	**25%**	**6%**	**4%**	**0%**	**0%**	**1471**

Table 94. Percentage of people whose health was described as having gotten better, staying about the same, or getting 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
STAR+PLUS Amerigroup	8%	26%	44%	15%	7%	0%	0%	299
STAR+PLUS Cigna HealthSpring	21%	25%	37%	11%	6%	0%	0%	289
STAR+PLUS Molina	12%	28%	39%	14%	6%	1%	1%	294
STAR+PLUS Superior	18%	22%	42%	12%	5%	0%	0%	293
STAR+PLUS UnitedHealthcare	8%	31%	39%	19%	2%	0%	0%	298
Sample Average	**13%**	**26%**	**40%**	**14%**	**5%**	**0%**	**0%**	**1473**

Table 95. Percentage of people reported to be forgetting things more often than before in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	44%	52%	4%	0%	296
STAR+PLUS Cigna HealthSpring	30%	66%	4%	0%	286
STAR+PLUS Molina	41%	57%	3%	0%	292
STAR+PLUS Superior	41%	56%	3%	0%	290
STAR+PLUS UnitedHealthcare	40%	55%	5%	0%	298
Sample Average	**39%**	**57%**	**4%**	**0%**	**1462**

Table 96. Percentage of people who have discussed their forgetting things with a doctor or a nurse

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	41%	58%	1%	0%	153
STAR+PLUS Cigna HealthSpring	35%	63%	2%	1%	191
STAR+PLUS Molina	38%	61%	1%	1%	164
STAR+PLUS Superior	29%	71%	0%	0%	163
STAR+PLUS UnitedHealthcare	17%	81%	1%	0%	162
Sample Average	**32%**	**67%**	**1%**	**0%**	**833**

Table 97. Percentage of people who feel sad or depressed

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	18%	24%	37%	17%	2%	1%	229
STAR+PLUS Cigna HealthSpring	18%	25%	37%	18%	1%	1%	226
STAR+PLUS Molina	16%	26%	41%	15%	0%	0%	234
STAR+PLUS Superior	18%	20%	42%	20%	0%	0%	224

STAR+PLUS UnitedHealthcare	7%	28%	47%	17%	0%	0%	230
Sample Average	**15%**	**25%**	**41%**	**18%**	**1%**	**1%**	**1143**

Table 98. Percentage of people who feel lonley[42]

	Never/Almost Never, Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	45%	32%	21%	2%	0%	228
STAR+PLUS Cigna HealthSpring	42%	31%	26%	1%	0%	225
STAR+PLUS Molina	43%	33%	23%	0%	0%	233
STAR+PLUS Superior	35%	39%	26%	0%	0%	223
STAR+PLUS UnitedHealthcare	34%	47%	19%	0%	0%	231
Sample Average	**40%**	**36%**	**23%**	**1%**	**0%**	**1140**

Table 99. Percentage of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	14%	27%	59%	0%	0%	294
STAR+PLUS Cigna HealthSpring	24%	27%	48%	1%	0%	289
STAR+PLUS Molina	16%	27%	57%	1%	0%	293
STAR+PLUS Superior	18%	26%	56%	0%	0%	293
STAR+PLUS UnitedHealthcare	10%	30%	59%	1%	0%	297
Sample Average	**16%**	**27%**	**56%**	**0%**	**0%**	**1466**

---

[42] New item in 2019-2020.

Table 100. Percentage of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	26%	30%	43%	1%	0%	299
STAR+PLUS Cigna HealthSpring	29%	37%	33%	1%	0%	287
STAR+PLUS Molina	25%	34%	41%	1%	0%	292
STAR+PLUS Superior	25%	35%	38%	2%	0%	292
STAR+PLUS UnitedHealthcare	25%	36%	39%	1%	0%	297
Sample Average	**26%**	**34%**	**39%**	**1%**	**0%**	**1467**

Table 101. Percentage of people who have access to healthy foods if they want them

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	8%	13%	76%	3%	0%	0%	298
STAR+PLUS Cigna HealthSpring	6%	6%	86%	1%	0%	0%	288
STAR+PLUS Molina	3%	13%	81%	2%	0%	0%	295
STAR+PLUS Superior	3%	7%	88%	1%	0%	0%	293
STAR+PLUS UnitedHealthcare	1%	14%	80%	4%	0%	0%	298
Sample Average	**4%**	**11%**	**82%**	**2%**	**0%**	**0%**	**1472**

Medications

Table 102. Percentage of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	55%	44%	1%	0%	297
STAR+PLUS Cigna HealthSpring	54%	44%	2%	0%	289
STAR+PLUS Molina	56%	42%	1%	1%	294
STAR+PLUS Superior	53%	45%	2%	0%	293
STAR+PLUS UnitedHealthcare	54%	45%	1%	0%	298
Sample Average	**54%**	**44%**	**1%**	**0%**	**1471**

Table 103. Percentage of people who understand what they take their prescription medications for (if takes prescription medications)

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	7%	12%	80%	0%	0%	1%	230
STAR+PLUS Cigna HealthSpring	19%	10%	69%	0%	1%	1%	227
STAR+PLUS Molina	10%	19%	70%	0%	0%	0%	234
STAR+PLUS Superior	13%	11%	75%	0%	0%	0%	223
STAR+PLUS UnitedHealthcare	10%	18%	72%	0%	0%	0%	231
Sample Average	**12%**	**14%**	**73%**	**0%**	**0%**	**1%**	**1145**

Rights and Respect

Table 104. Percentage of people whose paid support staff treat them with respect

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	1%	4%	95%	0%	0%	148
STAR+PLUS Cigna HealthSpring	1%	1%	99%	0%	0%	191
STAR+PLUS Molina	1%	3%	95%	0%	0%	150
STAR+PLUS Superior	1%	3%	96%	0%	0%	171
STAR+PLUS UnitedHealthcare	2%	7%	91%	0%	0%	185
Sample Average	**1%**	**4%**	**96%**	**0%**	**0%**	**845**

Table 105. Percentage of people whose permission is asked before others enter their home/room (if in group setting[43])

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	47%	13%	40%	0%	0%	15
STAR+PLUS Cigna HealthSpring	20%	0%	80%	0%	0%	5
STAR+PLUS Molina	21%	29%	50%	0%	0%	14
STAR+PLUS Superior	0%	33%	67%	0%	0%	3
STAR+PLUS UnitedHealthcare	31%	8%	54%	8%	0%	13
Sample Average	**30%**	**16%**	**52%**	**2%**	**0%**	**50**

---

[43] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 106. Percentage of people who are able to lock the doors to their room if they want to (if in group setting[44])

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	21%	79%	0%	0%	14
STAR+PLUS Cigna HealthSpring	20%	80%	0%	0%	5
STAR+PLUS Molina	43%	57%	0%	0%	14
STAR+PLUS Superior	0%	100%	0%	0%	3
STAR+PLUS UnitedHealthcare	38%	62%	0%	0%	13
Sample Average	**31%**	**69%**	**0%**	**0%**	**49**

Table 107. Percentage of people who have enough privacy where they live (if in group setting[45])

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	27%	27%	47%	0%	0%	15
STAR+PLUS Cigna HealthSpring	20%	0%	80%	0%	0%	5
STAR+PLUS Molina	7%	7%	86%	0%	0%	14
STAR+PLUS Superior	0%	0%	100%	0%	0%	3
STAR+PLUS UnitedHealthcare	15%	15%	69%	0%	0%	13
Sample Average	**16%**	**14%**	**70%**	**0%**	**0%**	**50**

---

[44] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home
[45] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 108. Percentage of people whose visitors are able to come at any time (if in group setting[46])

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	40%	47%	7%	7%	0%	15
STAR+PLUS Cigna HealthSpring	40%	60%	0%	0%	0%	5
STAR+PLUS Molina	38%	62%	0%	0%	0%	13
STAR+PLUS Superior	33%	67%	0%	0%	0%	3
STAR+PLUS UnitedHealthcare	0%	92%	8%	0%	0%	13
Sample Average	**29%**	**65%**	**4%**	**2%**	**0%**	**49**

Table 109. Percentage of people who have access to food at all times of the day (if in group setting[47])

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	20%	67%	0%	13%	0%	15
STAR+PLUS Cigna HealthSpring	20%	80%	0%	0%	0%	5
STAR+PLUS Molina	8%	92%	0%	0%	0%	13
STAR+PLUS Superior	50%	50%	0%	0%	0%	2
STAR+PLUS UnitedHealthcare	15%	85%	0%	0%	0%	13
Sample Average	**17%**	**79%**	**0%**	**4%**	**0%**	**48**

---

[46] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home
[47] Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 110. Percentage of people who receive information about their services in the language they prefer (if non-English)[48]

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	3%	8%	89%	0%	0%	262
STAR+PLUS Cigna HealthSpring	2%	2%	95%	0%	0%	253
STAR+PLUS Molina	1%	14%	85%	0%	0%	228
STAR+PLUS Superior	6%	6%	86%	2%	0%	145
STAR+PLUS UnitedHealthcare	1%	4%	95%	0%	0%	240
Sample Average	**2%**	**7%**	**90%**	**1%**	**0%**	**1128**

[48] Item previously reported in "Service Coordination" domain

Self-Direction

Table 111. Percentage of people who can make decisions about what kind of services they get

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	12%	21%	63%	4%	0%	278
STAR+PLUS Cigna HealthSpring	10%	10%	76%	4%	0%	282
STAR+PLUS Molina	11%	15%	71%	3%	0%	280
STAR+PLUS Superior	21%	12%	65%	2%	0%	282
STAR+PLUS UnitedHealthcare	2%	25%	72%	1%	0%	292
Sample Average	**11%**	**17%**	**70%**	**3%**	**0%**	**1414**

Table 112. Percentage of people who can make decisions about when they get their services

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	14%	23%	60%	4%	0%	282
STAR+PLUS Cigna HealthSpring	12%	8%	78%	2%	0%	283
STAR+PLUS Molina	14%	15%	69%	2%	0%	280
STAR+PLUS Superior	20%	10%	68%	1%	0%	280
STAR+PLUS UnitedHealthcare	3%	24%	73%	0%	0%	292
Sample Average	**12%**	**16%**	**70%**	**2%**	**0%**	**1417**

Table 113. Percentage of people who can make decisions about their paid support staff

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	5%	9%	84%	2%	0%	171
STAR+PLUS Cigna HealthSpring	2%	2%	95%	1%	0%	214
STAR+PLUS Molina	5%	6%	89%	1%	0%	177
STAR+PLUS Superior	8%	4%	87%	1%	0%	201
STAR+PLUS UnitedHealthcare	6%	15%	79%	0%	0%	217
Sample Average	**5%**	**7%**	**87%**	**1%**	**0%**	**980**

Work

Table 114. Percentage of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	99%	1%	0%	0%	229
STAR+PLUS Cigna HealthSpring	100%	0%	0%	0%	227
STAR+PLUS Molina	99%	1%	0%	0%	233
STAR+PLUS Superior	100%	0%	0%	0%	223
STAR+PLUS UnitedHealthcare	99%	1%	0%	0%	230
Sample Average	**99%**	**1%**	**0%**	**0%**	**1142**

Table 115. Percentage of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	65%	8%	27%	0%	226
STAR+PLUS Cigna HealthSpring	86%	4%	11%	0%	226
STAR+PLUS Molina	79%	5%	16%	0%	232
STAR+PLUS Superior	84%	8%	8%	0%	223
STAR+PLUS UnitedHealthcare	83%	5%	12%	0%	229
Sample Average	**79%**	**6%**	**15%**	**0%**	**1136**

Table 116. Percentage of people wanting a job who had someone talk to them about job options

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	71%	29%	0%	0%	80
STAR+PLUS Cigna HealthSpring	82%	18%	0%	0%	34
STAR+PLUS Molina	80%	18%	0%	2%	49
STAR+PLUS Superior	81%	19%	0%	0%	36

STAR+PLUS UnitedHealthcare	70%	30%	0%	0%	43
Sample Average	76%	24%	0%	0%	242

Table 117. Percentage of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	90%	10%	0%	0%	295
STAR+PLUS Cigna HealthSpring	98%	2%	0%	0%	286
STAR+PLUS Molina	93%	7%	0%	0%	295
STAR+PLUS Superior	96%	4%	0%	0%	293
STAR+PLUS UnitedHealthcare	94%	6%	0%	0%	296
Sample Average	94%	6%	0%	0%	1465

Table 118. Percentage of people who would like to do volunteer work (if not currently volunteering)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	68%	15%	16%	1%	194
STAR+PLUS Cigna HealthSpring	89%	3%	8%	0%	219
STAR+PLUS Molina	84%	6%	11%	0%	214
STAR+PLUS Superior	80%	10%	10%	0%	210
STAR+PLUS UnitedHealthcare	89%	5%	6%	0%	211
Sample Average	82%	8%	10%	0%	1048

Everyday Living

Table 119. Percentage of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	6%	23%	71%	0%	0%	298
STAR+PLUS Cigna HealthSpring	1%	10%	88%	0%	0%	287
STAR+PLUS Molina	6%	23%	71%	0%	0%	295
STAR+PLUS Superior	2%	18%	80%	0%	0%	293
STAR+PLUS UnitedHealthcare	1%	28%	71%	0%	0%	298
Sample Average	**3%**	**20%**	**76%**	**0%**	**0%**	**1471**

Table 120. Percentage of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	19%	81%	0%	0%	280
STAR+PLUS Cigna HealthSpring	29%	70%	0%	0%	285
STAR+PLUS Molina	19%	81%	0%	0%	275
STAR+PLUS Superior	23%	77%	0%	0%	287
STAR+PLUS UnitedHealthcare	16%	84%	0%	0%	294
Sample Average	**21%**	**79%**	**0%**	**0%**	**1421**

Table 121. Percentage of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
STAR+PLUS Amerigroup	10%	29%	61%	0%	0%	297
STAR+PLUS Cigna HealthSpring	4%	19%	76%	0%	0%	289
STAR+PLUS Molina	12%	34%	54%	0%	0%	295
STAR+PLUS Superior	8%	24%	68%	0%	0%	293
STAR+PLUS UnitedHealthcare	6%	33%	60%	0%	0%	298
Sample Average	**8%**	**28%**	**64%**	**0%**	**0%**	**1472**

Table 122. Percentage of people needing at least some assistance with self-care who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	17%	83%	0%	0%	265
STAR+PLUS Cigna HealthSpring	27%	73%	0%	0%	274
STAR+PLUS Molina	20%	79%	0%	0%	260
STAR+PLUS Superior	21%	79%	1%	0%	270
STAR+PLUS UnitedHealthcare	15%	85%	0%	0%	279
Sample Average	**20%**	**80%**	**0%**	**0%**	**1348**

Affordability

Table 123. Percentage of people who ever have to skip a meal due to financial worries

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/ No Response	N
STAR+PLUS Amerigroup	86%	9%	4%	1%	0%	0%	298
STAR+PLUS Cigna HealthSpring	88%	5%	6%	1%	0%	0%	288
STAR+PLUS Molina	81%	12%	6%	1%	0%	0%	295
STAR+PLUS Superior	82%	13%	4%	1%	0%	0%	292
STAR+PLUS UnitedHealthcare	82%	11%	4%	2%	0%	0%	298
Sample Average	**84%**	**10%**	**5%**	**1%**	**0%**	**0%**	**1471**

Ranking of Priorities

Table 124. Ranking of how important health is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
STAR+PLUS Amerigroup	72%	18%	6%	4%	215
STAR+PLUS Cigna HealthSpring	86%	8%	5%	2%	210
STAR+PLUS Molina	81%	11%	6%	2%	226
STAR+PLUS Superior	77%	15%	6%	2%	204
STAR+PLUS UnitedHealthcare	78%	17%	4%	1%	227
Sample Average	**79%**	**14%**	**5%**	**2%**	**1082**

Table 125. Ranking of how important safety is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
STAR+PLUS Amerigroup	12%	34%	36%	18%	214
STAR+PLUS Cigna HealthSpring	3%	57%	31%	8%	210
STAR+PLUS Molina	8%	51%	30%	12%	226
STAR+PLUS Superior	5%	48%	31%	16%	204
STAR+PLUS UnitedHealthcare	4%	32%	48%	17%	227
Sample Average	**6%**	**44%**	**35%**	**14%**	**1081**

Table 126. Ranking of how important being independent is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
STAR+PLUS Amerigroup	10%	36%	42%	11%	215
STAR+PLUS Cigna HealthSpring	6%	28%	53%	13%	210
STAR+PLUS Molina	5%	30%	48%	17%	226
STAR+PLUS Superior	11%	25%	46%	17%	204
STAR+PLUS UnitedHealthcare	11%	39%	33%	16%	227
Sample Average	9%	32%	44%	15%	1082

Table 127. Ranking of how important being engaged with their community and friends is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
STAR+PLUS Amerigroup	6%	11%	16%	67%	215
STAR+PLUS Cigna HealthSpring	5%	8%	11%	77%	210
STAR+PLUS Molina	6%	8%	16%	69%	226
STAR+PLUS Superior	6%	12%	17%	65%	204
STAR+PLUS UnitedHealthcare	7%	11%	15%	66%	227
Sample Average	6%	10%	15%	69%	1082