



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

2019-2020 New Jersey Results



Preface

The State of New Jersey has a number of publicly funded long-term services and supports (LTSS) available to older adults and adults with physical disabilities who have significant health care needs. LTSS provide a wide array of health and social supports designed to enable the individuals being served to avoid placement in facilities and to live in a setting of their choice. Specifically, the New Jersey Division of Medical Assistance and Health Services (DMAHS) administers Medicaid funding for LTSS that provides a variety of program options in both facility-based and home and community-based services (HCBS) settings. In addition, the New Jersey Division of Aging Services (DoAS) administers funding from the federal Older Americans Act, making additional supports and services available to help older adults remain in the community of their choice.

To date, states have been limited in their ability to measure the quality of these services and the outcomes of the people they serve. Systemic approaches to measuring quality in LTSS have been limited and usually are focused on specific program funding streams. This limits states in examining the outcomes for the various publicly-funded programs in their LTSS systems as well as those on a national level. In order to best meet the needs of those served by these programs, it is critical to understand the quality and effectiveness of those services and be sure they result in positive outcomes for those receiving LTSS.

To address this, ADvancing States and Human Services Research Institute (HSRI), developed the National Core Indicators-Aging and Disabilities (NCI-AD) Adult Consumer Survey. This survey collects valid and reliable person-reported data about the impact that states' publicly funded LTSS have on the quality of life and outcomes of the older adults and adults with physical disabilities states serve.

New Jersey chose to participate in the NCI-AD national initiative, demonstrating its commitment to measuring and improving the quality of LTSS systems that serve older adults and adults with physical disabilities. New Jersey first partnered with NCI-AD in 2015-2016 and surveyed over seven hundred people receiving services and supports through one of the following programs: Medicaid fee-for-service nursing facility, Managed Long-Term Services and Supports (MLTSS) home and community-based services (HCBS), participants in the Program of All-inclusive Care for the Elderly (PACE), and those in the Older Americans Act (OAA). In 2019-2020, over five hundred residents were surveyed that had received services for a minimum of six months from one of the following programs: MLTSS members residing in nursing facilities, MLTSS members residing in the community, and PACE. In addition to the

standard questions, New Jersey elected to utilize NCI-AD's optional Person-Centered Planning Module and to add a number of New Jersey-specific questions to address specific concerns relevant to New Jersey and its residents.

This report highlights the results for New Jersey from the 2019-20 National Core Indicators Aging and Disabilities Adult Consumer Survey. This report aligns well with existing efforts and serves as a key resource on the quality of LTSS and outcomes for the people served. State departments and planning groups can utilize this information to make improvements in programs and services, and more effectively meet the needs of older adults and adults with physical disabilities who have significant health care needs.

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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
DHS – NJ Department of Human Services
DMAHS – NJ Division of Medical Assistance and Health Services
DoAS – NJ Division of Aging Services
HCBS – Home and Community-Based Services
HSRI – Human Services Research Institute
IDT – Interdisciplinary Team
LTSS – Long-Term Services and Supports
MAAC – Medical Assistance Advisory Council
MCO – Managed Care Organization
MLTSS – Managed Long-Term Services and Supports
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
NF – Nursing Facilities
NJHA – New Jersey Hospital Association
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

UHC – United Healthcare

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What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through 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 States¹ (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 states². 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.

Impact of COVID-19 on 2019-20 Data Collection and Reporting

Due to the COVID-19 Pandemic the 2019-20 Adult Consumer Survey (ACS) data collection period was unexpectedly abbreviated with all data collection being stopped in April. At the time surveying ended, states were in many different stages of survey administration. Very few states had completed data collection. NCI-AD made the decision to offer to provide state reports to all states that collected data during the 2019-20 survey year. As states were in various stages of completion, some demographics – including program populations – may not be fully represented. Therefore, data presented in this report are for internal state use only and data **should not** be used as a true comparison between states this year or in previous years.

NCI-AD in New Jersey

In July 2014, New Jersey launched its Managed Long-Term Service and Supports (MLTSS) program within the Comprehensive Medicaid 1115 Waiver in order to provide greater independence and expand access to Home and Community-Based Services (HCBS). New Jersey decided to participate in NCI-AD's expedited survey year one (2015-2016) so they would have early results that would serve as baseline data for the newly implemented MLTSS program.

The New Jersey Department of Human Services' (DHS) Division of Medical Assistance and Health Services (DMAHS) and Division of Aging Services (DoAS) again partnered with ADvancing States and HSRI in implementing the 2019-2020 NCI-AD Adult Consumer Survey in New Jersey. The project lead was within the DMAHS' Office of MLTSS Quality Monitoring. New Jersey participated in this initiative to examine their publicly funded long-term services and supports (LTSS) programs regardless of funding source: NJ FamilyCare/Medicaid or PACE. Administrators of these programs are anticipating the use of the data from the NCI-AD project as one of the tools to assess the performance of NJ's publicly funded LTSS programs and how they impact the quality of life and outcomes of service recipients; as well as a tool to ensure choice, person-centered planning and other components of the Home and Community-Based Settings (HCBS) rule; and potential use of the data to evaluate Managed Care Organizations (MCO) and quality of services in managed LTSS as well as for cross agency comparison.

For the 2019-2020 NCI-AD survey cycle, New Jersey created ten questions unique to the State that addressed specific concerns relevant to New Jersey and its residents for addition to the standard survey. The questions fall into the categories of housing, home delivered meals, health care, and access to financial resources. New Jersey's state-specific report will be used to examine the results for the identified Medicaid MCOs participating in MLTSS and the PACE programs.

The 2019-2020 NCI-AD Adult Consumer Survey project in New Jersey was funded through a combination of Medicaid Administrative Funds and funds from NJ Department of Human Services Division of Aging Services. Data from the annual project will be used to support New Jersey's efforts to strengthen LTSS policy, inform quality assurance activities, and improve the quality of life of LTSS consumers regardless of funding source.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in New Jersey in 2019-2020 and included for analysis was five hundred nine (Total N=509). Three program populations were included in the survey sample and are detailed below.

Managed Long-Term Services and Supports (MLTSS)/Home and Community Based Services (HCBS): This program is funded through an 1115 Medicaid Waiver. It serves members of the five MCOs in New Jersey who reside in the community and are using MLTSS HCBS. MLTSS Home and Community-Based Services include: adult family care, assisted living residence, assisted living programs, community residential services, comprehensive personal care home, personal care assistant (State Plan benefit), home-based supportive care, chore services, home health aide and skilled home health services (State Plan benefit), adult medical day (State Plan benefit), social day services, supported day program services, structured day program services, personal emergency response system, home modifications, vehicle modifications, assistive technology, specialized medical equipment (considered durable medical equipment, a State Plan benefit), nonmedical transportation, care management, respite, home delivered meals, TBI behavioral management, caregiver/participant training, community transition services, cognitive rehabilitative therapy, medication dispensing device set-up, occupational therapy, physical therapy, private duty nursing, speech therapy, language therapy, and hearing therapy. A total of three hundred twenty-two people (N=322) from this program were included in the sample, comprising 5 MCOs:

Aetna Better Health New Jersey (MLTSS/HCBS): N=85

Amerigroup New Jersey (MLTSS/HCBS): N=45

Horizon NJ Health (MLTSS/HCBS): N=63

United Healthcare Community (UHC) Plan (MLTSS/HCBS): N=54

WellCare Health Plans of NJ (MLTSS/HCBS): N=75

Managed Long-Term Services and Supports (MLTSS)/Nursing Facility (NF): Includes individuals enrolled in MLTSS and residing as custodial stay in a nursing facility or special care nursing facility. Members from all five MCOs are included in this sample. Ninety participants (N=90) from this program were included in the sample.

Program of All-Inclusive Care for the Elderly (PACE): The PACE program, funded through Medicare and Medicaid, provides each PACE participant comprehensive medical and social services coordinated and provided by an interdisciplinary team of professionals in a community-based center and in their homes, helping program participants delay or avoid long-term nursing home care. To participate in PACE, an individual must be 55 years of age or older, require nursing home level of care but be able to live safely in the community at time of enrollment with the services of PACE, and reside in the service area of a PACE organization. Each PACE participant receives customized care that is planned and delivered by a coordinated, interdisciplinary team of professionals working at the center. The team meets regularly with each participant and his or her representative in order to assess the participant's needs. A participant's care plan usually integrates some home care services from the team with several visits each week to the PACE center, which serves as the hub for medical care, rehabilitation, social activities and dining. PACE services include round-the-clock services, home care, homemaker services, chore services, home health aide services, adult day health care services, personal emergency response system, home modification, durable medical equipment, transportation, interdisciplinary team (IDT), social services, respite, home delivered meals, and assisted living. Ninety-six participants (N=96) from this program were interviewed and included for analysis.

Figure 2 below summarizes programs included in New Jersey’s 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 program 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 program. 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 program.

Program	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
Aetna (MLTSS/HCBS)	85	3,732	9.6% MoE, 95% CL	10.5% MoE, 95% CL
Amerigroup (MLTSS/HCBS)	45	2,756	13.3% MoE, 95% CL	14.5% MoE, 95% CL
Horizon (MLTSS/HCBS)	63	510	10.6% MoE, 95% CL	11.6% MoE, 95% CL
UHC (MLTSS/HCBS)	54	2,996	12.1% MoE, 95% CL	13.2% MoE, 95% CL
WellCare (MLTSS/HCBS)	75	7,959	10.3% MoE, 95% CL	11.3% MoE, 95% CL

Program	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
PACE	96	791	8.6% MoE, 95% CL	9.4% MoE, 95% CL
MLTSS/NF	90	12,613	9.4% MoE, 95% CL	10.3% MoE, 95% CL
Total	509³	31,357	4.0% MoE, 95% CL	4.3% MoE, 95% CL

Survey Process in New Jersey

The State of New Jersey utilized staff from the Department of Human Services' DMAHS and DoAS to conduct the NCI-AD in-person Adult Consumer Survey. Lead Trainers from the State of NJ DHS DMAHS conducted a one-day training with interviewers in 2019. The training for all interviewers 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, mock interviewing practice sessions, and data entry procedures. The inperson interviews began in fall of 2019 and data from the interviews that were completed before COVID-19 stopped interviewing was submitted to HSRI via ODESA in early 2020. An oversampling of participants was selected for each target population and an introductory letter was sent informing them the NCI-AD Survey was a voluntary, confidential project and that someone from the State may be in contact to schedule an interview. Staff secured an appointment to conduct the survey and, upon arrival, individuals were reminded participation was voluntary and confidential. A consent form for signature was provided prior to beginning the survey. If the participant identified any unmet needs during the survey and consented to follow up, the interviewer reported the participant's unmet needs to the appropriate agency for follow-up. At the end of the interview meeting, the

³ Program was missing for 1 case included for analysis.

participant was given a form thanking them for their participation and providing contact information should they have any questions.

Interviewers from DoAS were equipped with Wi-Fi enabled laptops for direct entry into ODESA and had paper copies of the survey materials as a back-up should they not be able to access Wi-Fi at a specific location. DMAHS staff primarily used paper surveys and entered the data into ODESA when they returned to their office.

New Jersey used NCI-AD's optional module on person-centered planning (PCP) in all of its programs surveyed. In addition, New Jersey chose to add 10 state-specific questions to the standard NCI-AD Survey.

Stakeholders

DHS provided an overview of the NCI-AD project to their Medical Assistance Advisory Council (MAAC), New Jersey Hospital Association (NJHA), MCOs, and the PACE Organizations. The MAAC meets quarterly and the meetings are open to the public. The NJHA is a healthcare organization with a membership consisting of hospitals, health systems, nursing homes, home health agencies, hospice providers and healthcare-related business and educational institutions. All of the groups were provided updates on the project by DHS staff, and were supplied with the location to access New Jersey's state-specific and annual national NCI-AD reports on the NCI-AD website.

The DMAHS has increased access to NCI-AD Survey results by enabling linkage of New Jersey state-specific information and the survey findings on the State of NJ DMAHS website (<https://www.state.nj.us/humanservices/dmahs/home/mltss.html>).

Organization of Results

The following pages of the report presents findings from New Jersey's 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 program. The number of people (N) in each program 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 program’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 New Jersey’s 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. New Jersey’s sampling design did include oversampling of some of its programs – i.e. some programs 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 programs being proportionally over-represented in the state’s survey data, statistical weights were developed and applied to calculate New Jersey’s 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 program 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 New Jersey’s 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.

Data from state-specific questions that New Jersey chose to add to the standard NCI-AD Survey are shown in Appendix C. New Jersey’s data from NCI-AD’s optional PCP module are shown in Appendix D.

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in New Jersey. 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 New Jersey’s 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 New Jersey’s programs and the state overall. State leaders, public managers, policymakers and community stakeholders can use this information to decide whether a program’s result relative to another program or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program’s result relative to another program, as it is important to keep in mind the potential differences as well as similarities amongst program participants and the programs themselves.

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:

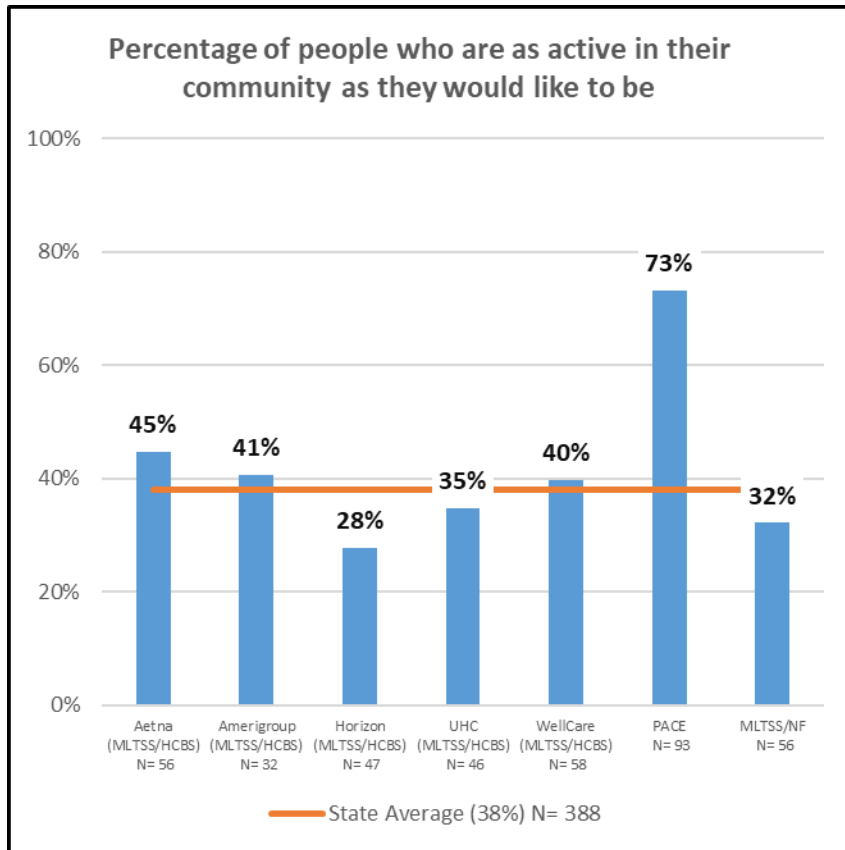
1. Percentage of people who are able to do things they enjoy outside of home as much as they want to
2. Percentage of people who are as active in their community as they would like to be

There are three⁴ survey items that correspond to the Community Participation domain.

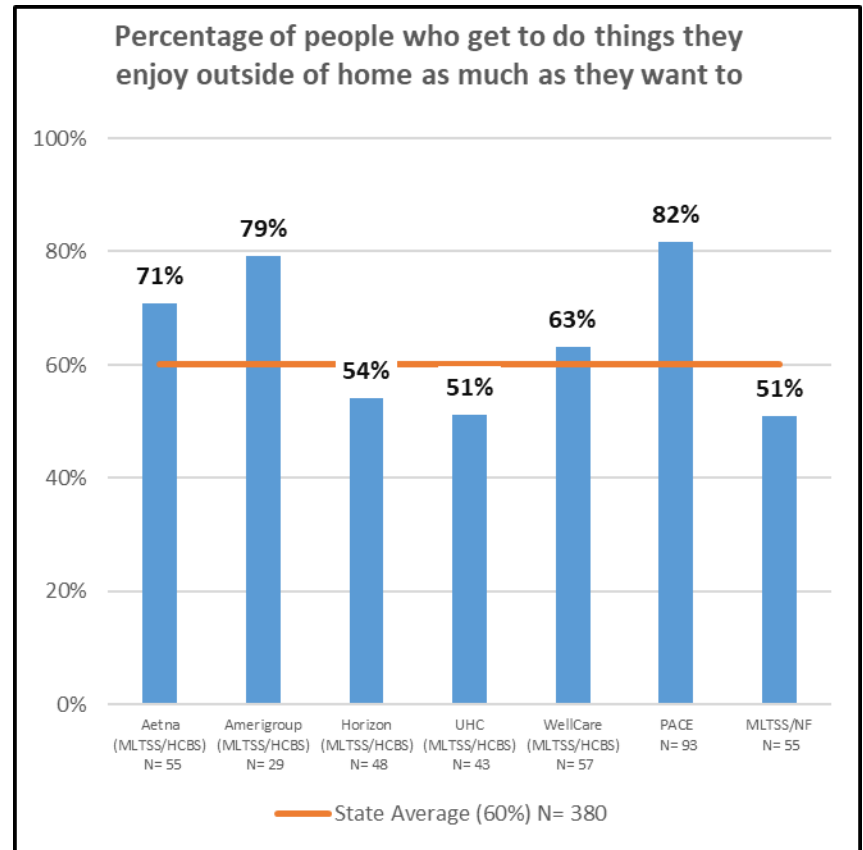
Un-collapsed data are shown in Appendix B.

⁴ 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



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



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:

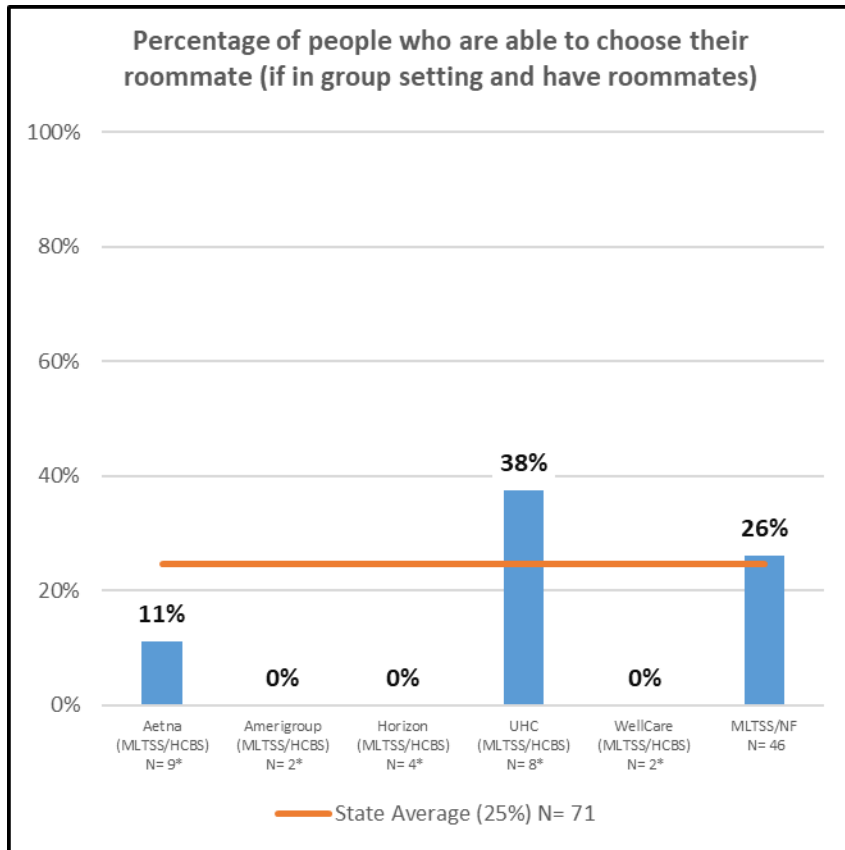
1. Percentage of people in group settings who are able to furnish and decorate their room however they want to
2. Percentage of people in group settings who are able to choose their roommate
3. Percentage of people who feel in control of their life⁵
4. Percentage of people who are able to get up and 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.

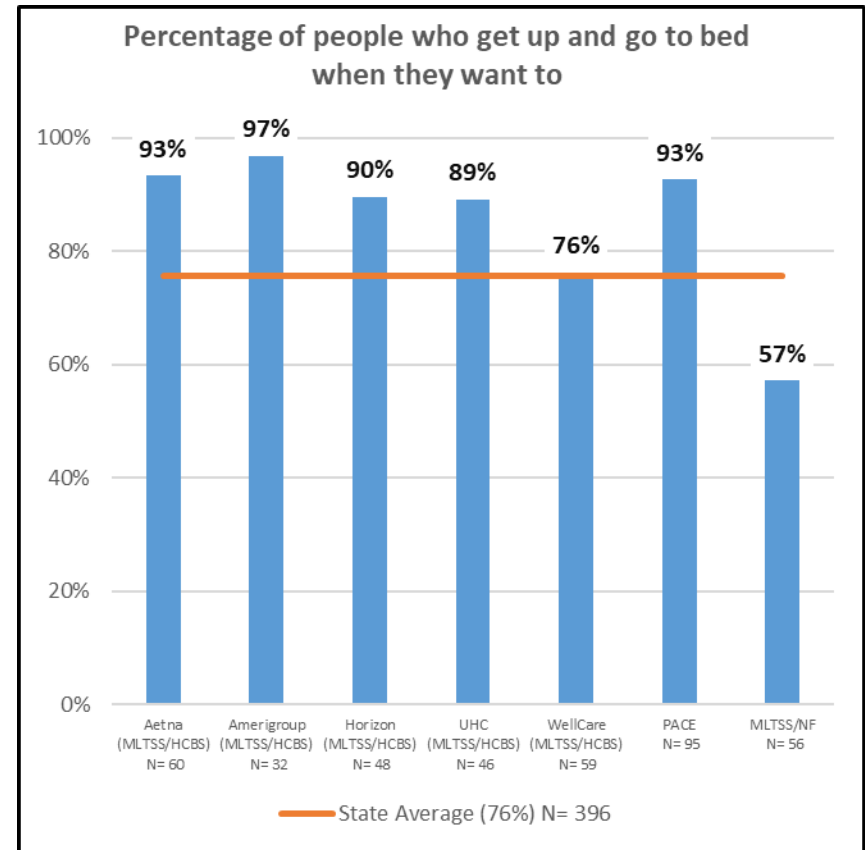
⁵ Indicator previously reported in the “Control” domain.

Graph 3. Percentage of people who are able to choose their roommate (if in group setting⁶ and have roommates)



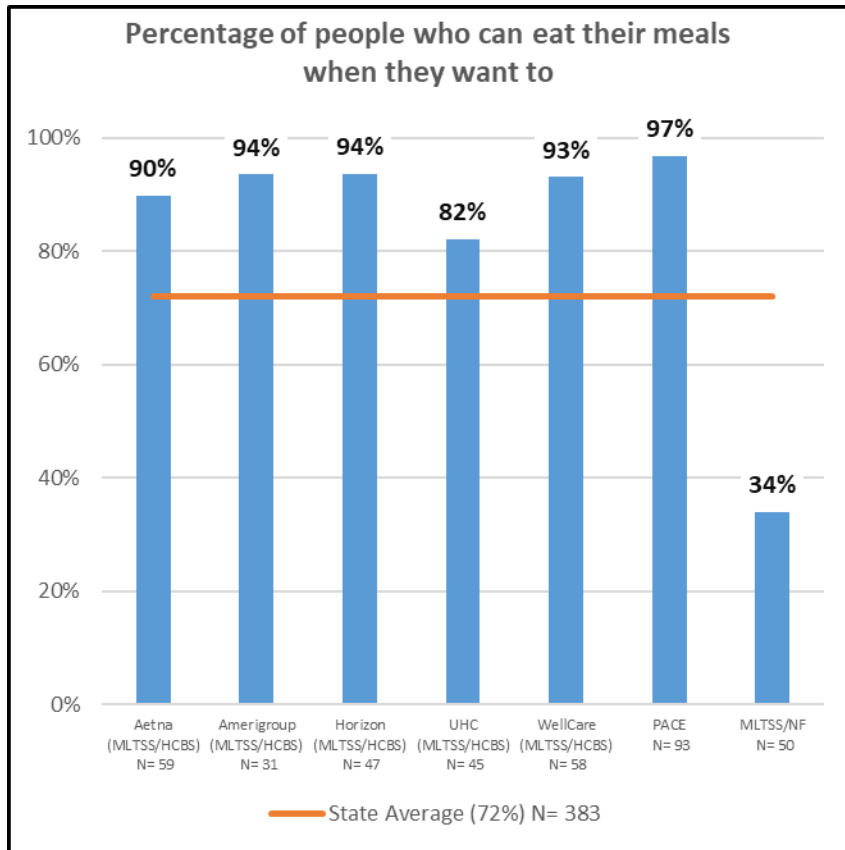
* Very small number of responses

Graph 4. Percentage of people who get up and go to bed when they want to

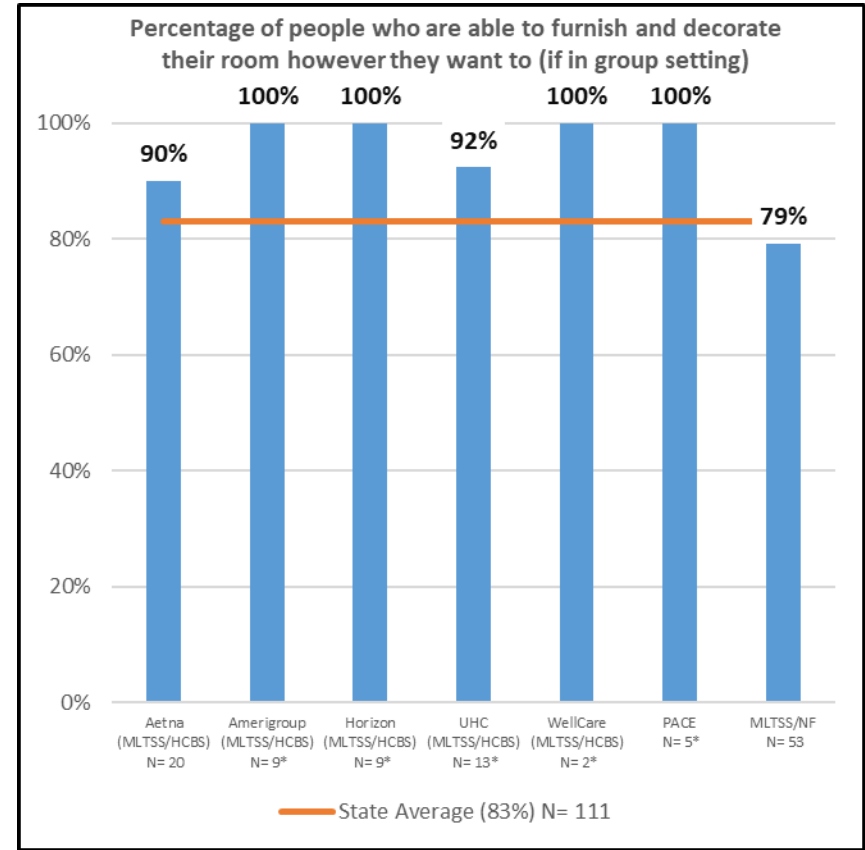


⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



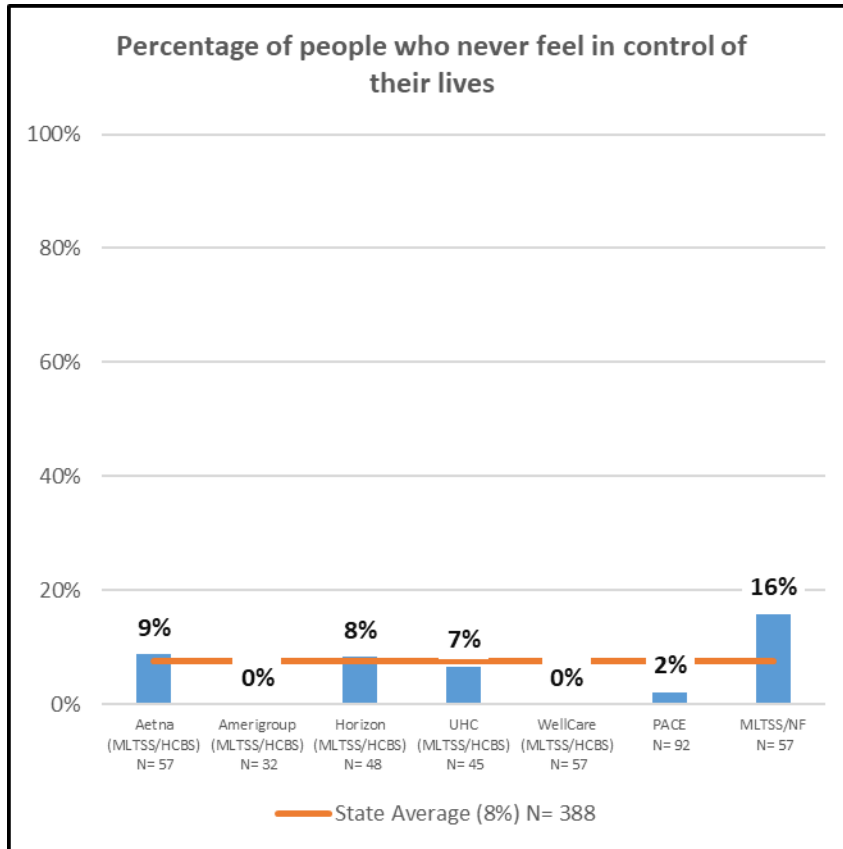
Graph 6. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting⁷)



* Very small number of responses

⁷ 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 lives⁸



⁸ 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:

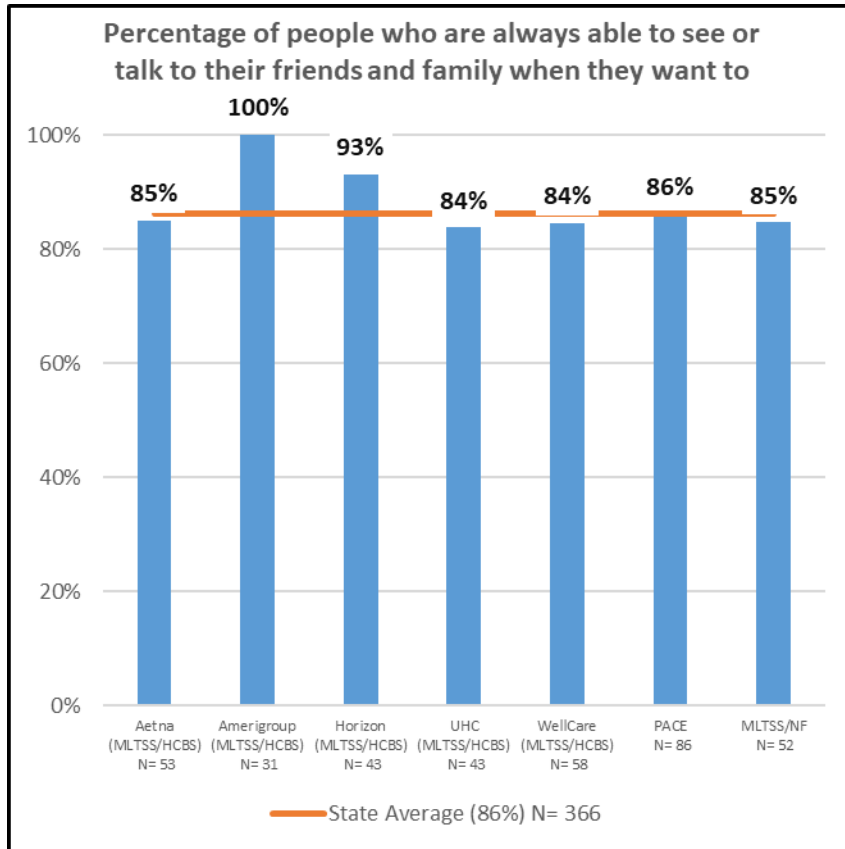
1. Percentage of people who are able to see or talk to their friends and families when they want

There are two⁹ survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

⁹ 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)



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 often¹⁰
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 life¹¹

There are nine¹² survey items that correspond to the Satisfaction domain.

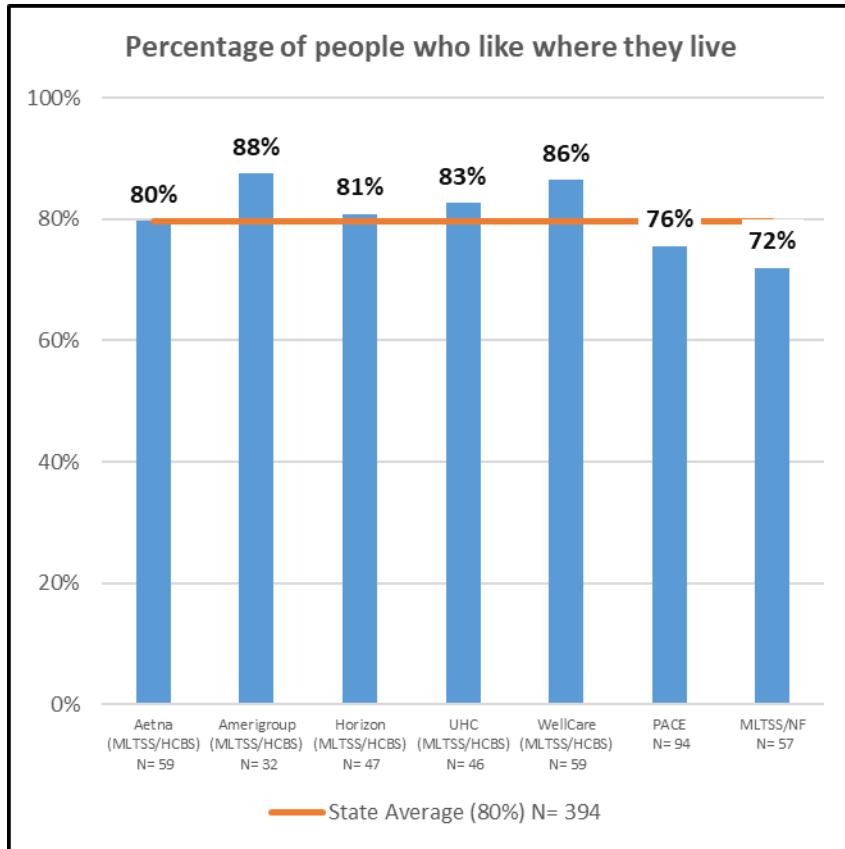
Un-collapsed data are shown in Appendix B.

¹⁰ New indicator in 2019-2020.

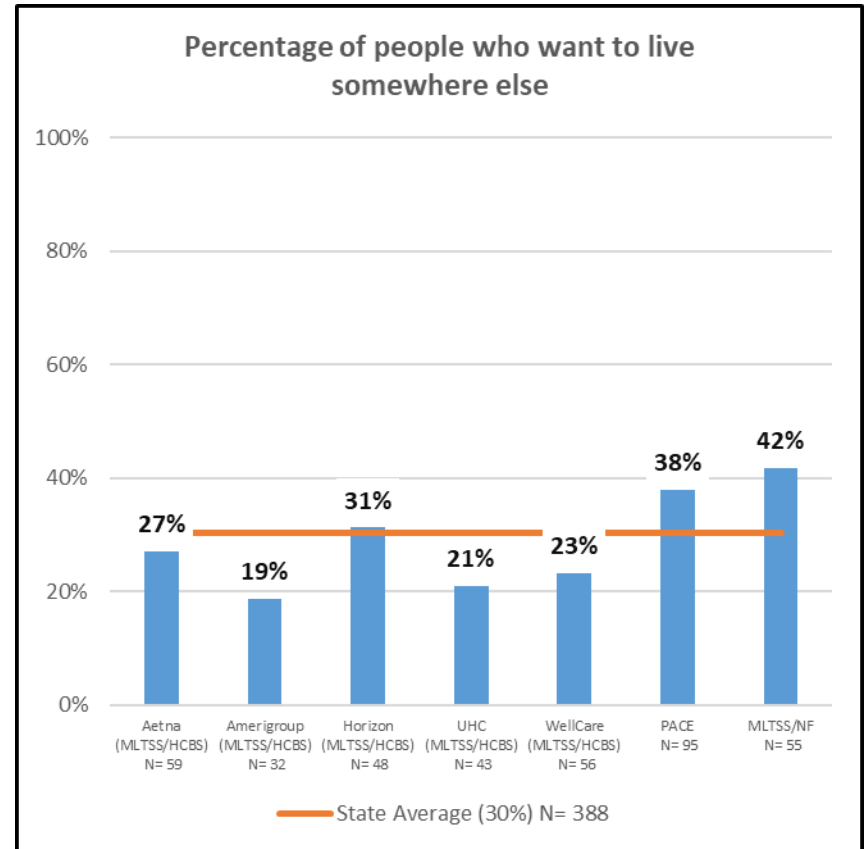
¹¹ New indicator in 2019-2020.

¹² Data for two items are presented in Appendix B only.

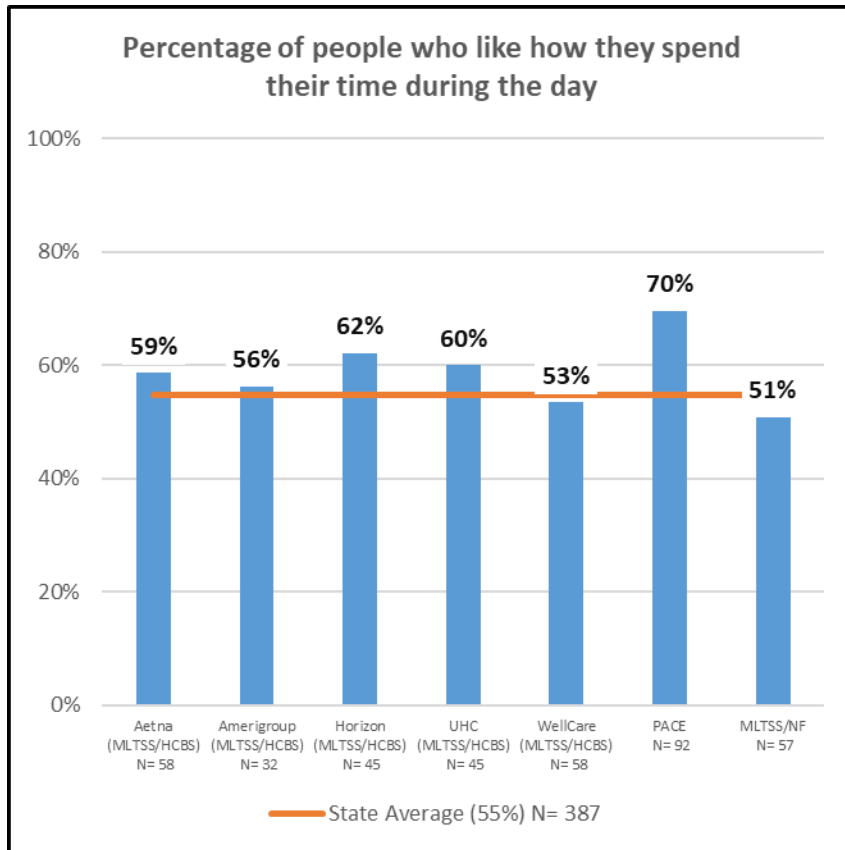
Graph 9. Percentage of people who like where they live



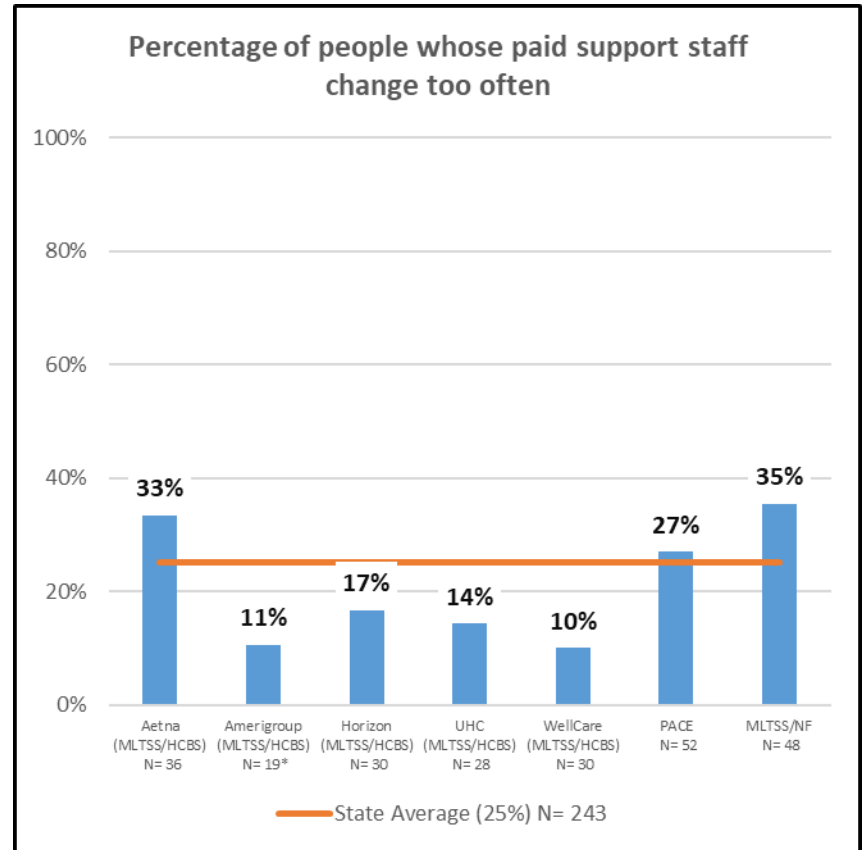
Graph 10. Percentage of people who want to live somewhere else



Graph 11. Percentage of people who like how they spend their time during the day

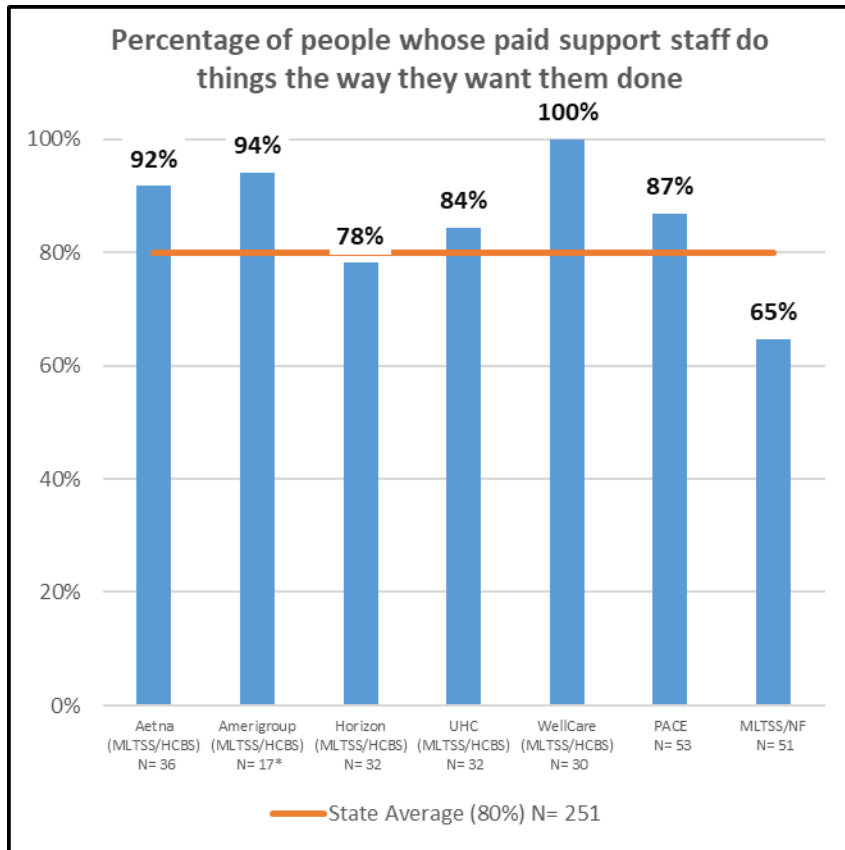


Graph 12. Percentage of people whose paid support staff change too often



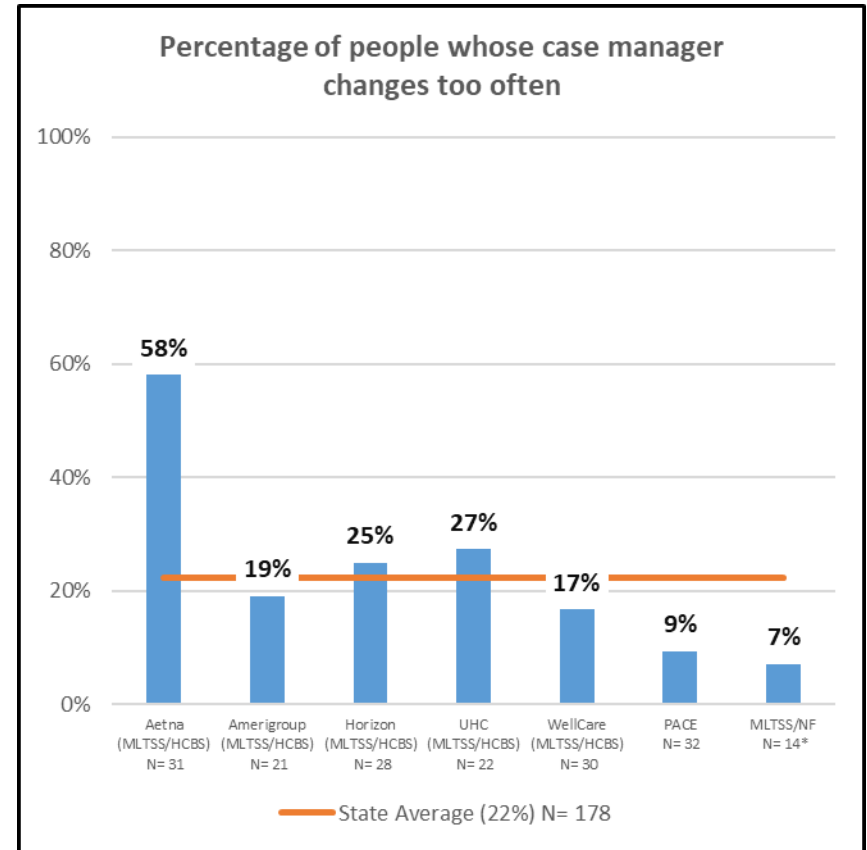
* Very small number of responses

Graph 13. Percentage of people whose paid support staff do things the way they want them done



* Very small number of responses

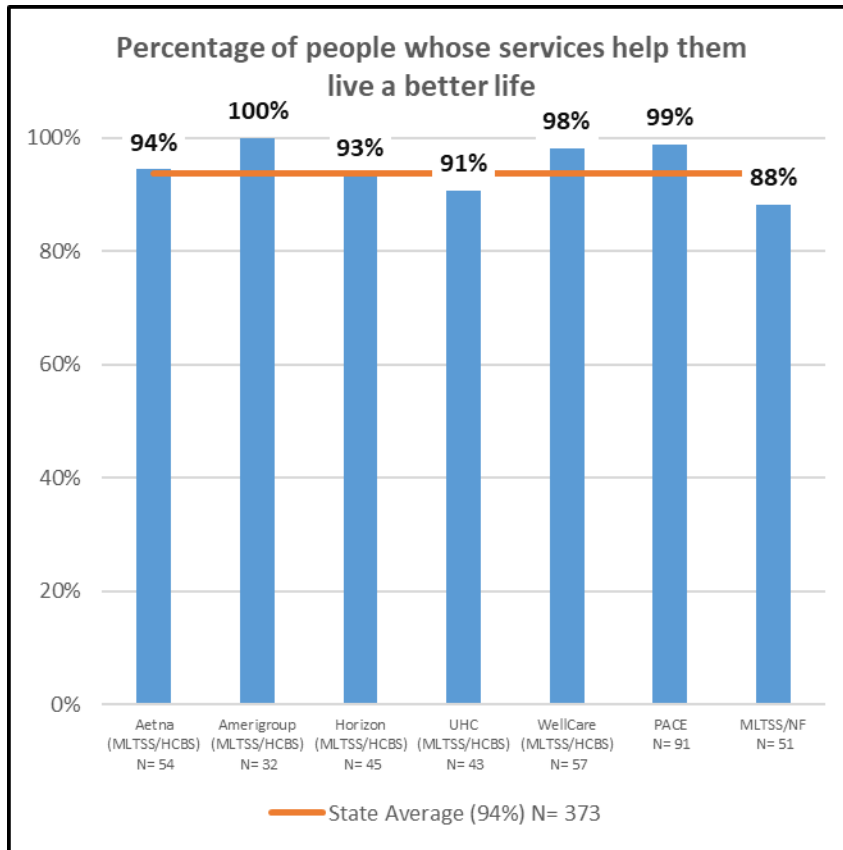
Graph 14. Percentage of people whose case manager changes too often¹³



* Very small number of responses

¹³ New item in 2019-2020.

Graph 15. Percentage of people whose services help them live a better life¹⁴



¹⁴ 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:

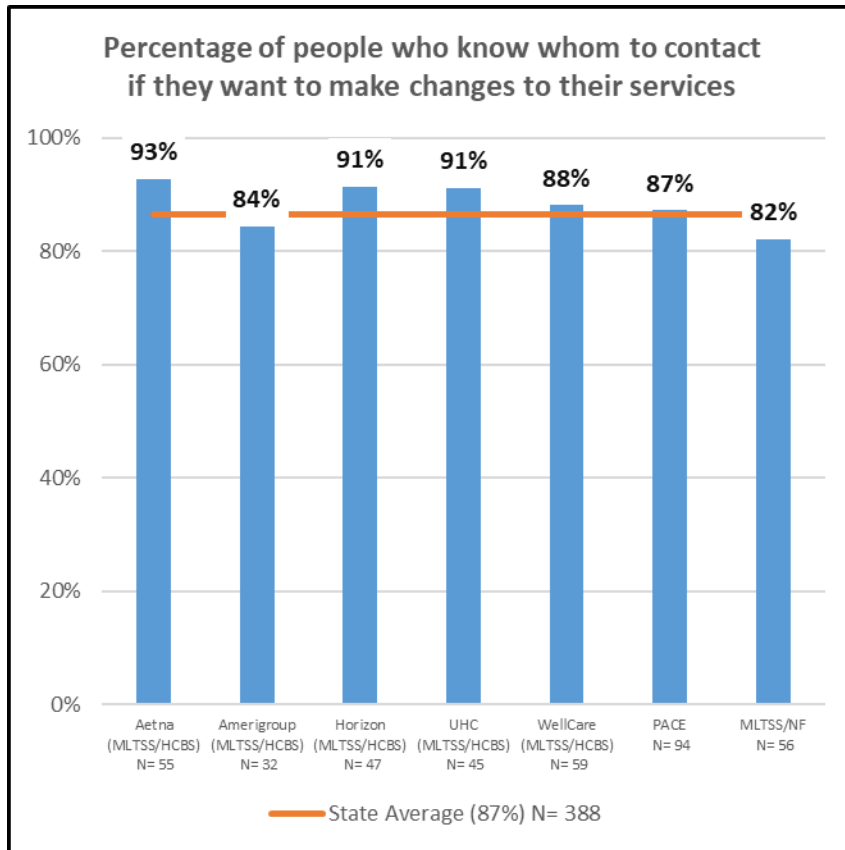
1. Percentage of people who can reach their case manager when they need to
2. Percentage of people who know whom to contact if they have a complaint about their services
3. Percentage of people who know whom to contact if they want to make changes to their services
4. Percentage of people whose support 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 fourteen¹⁵ survey items that correspond to the Service Coordination domain.

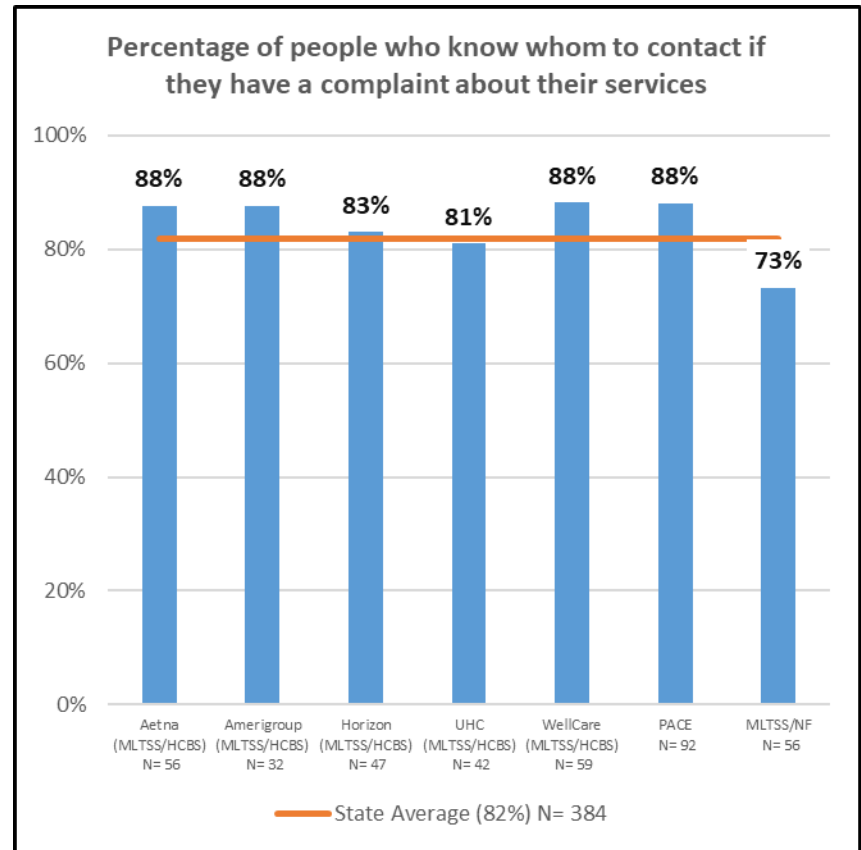
Un-collapsed data are shown in Appendix B.

¹⁵ Data for six items are presented in Appendix B only.

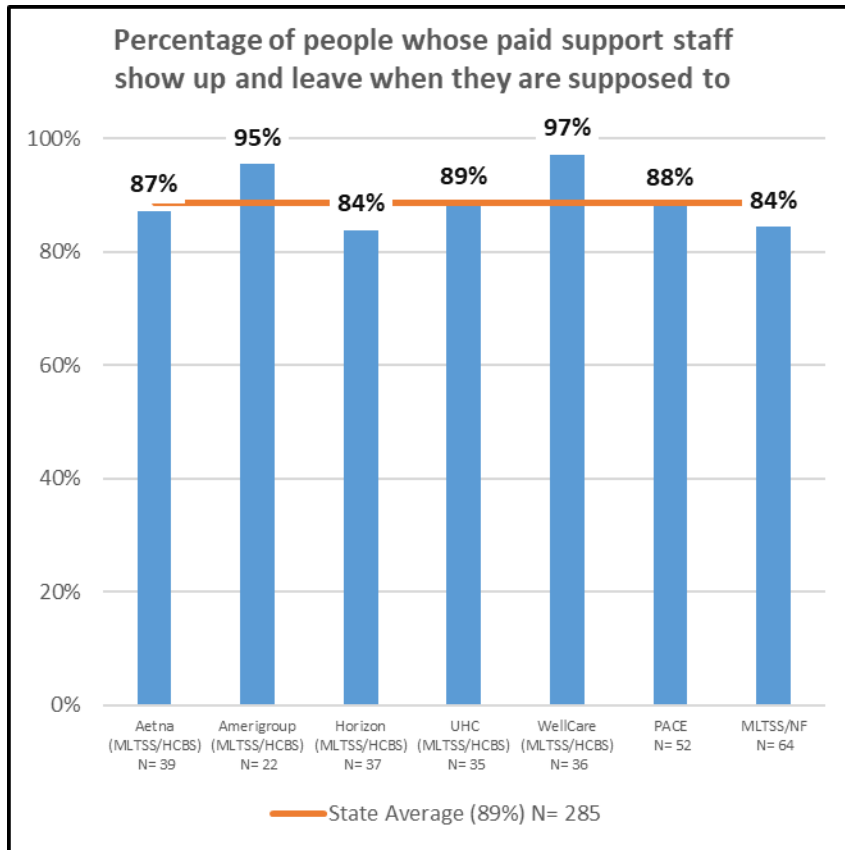
Graph 16. Percentage of people who know whom to contact if they want to make changes to their services



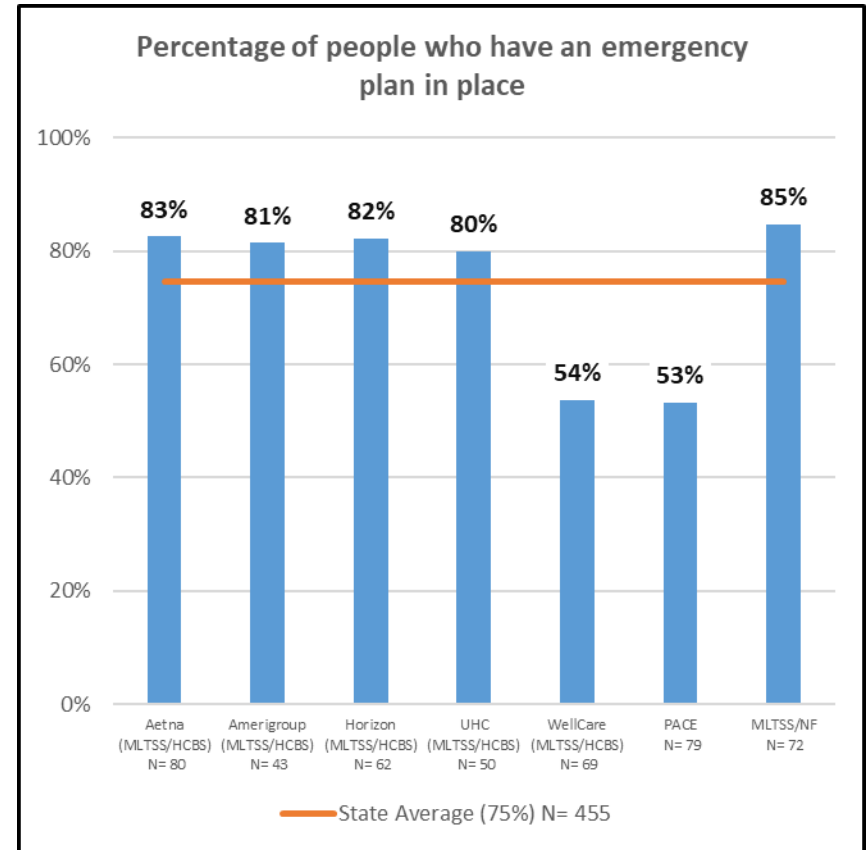
Graph 17. Percentage of people who know whom to contact if they have a complaint about their services



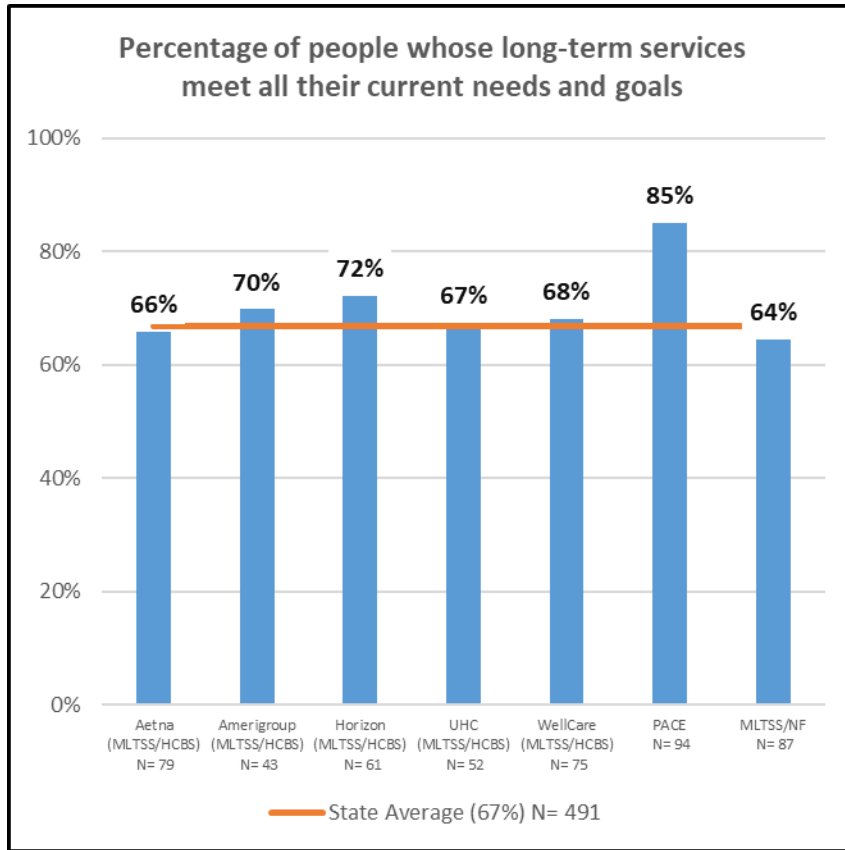
Graph 18. Percentage of people whose paid support staff show up and leave when they are supposed to



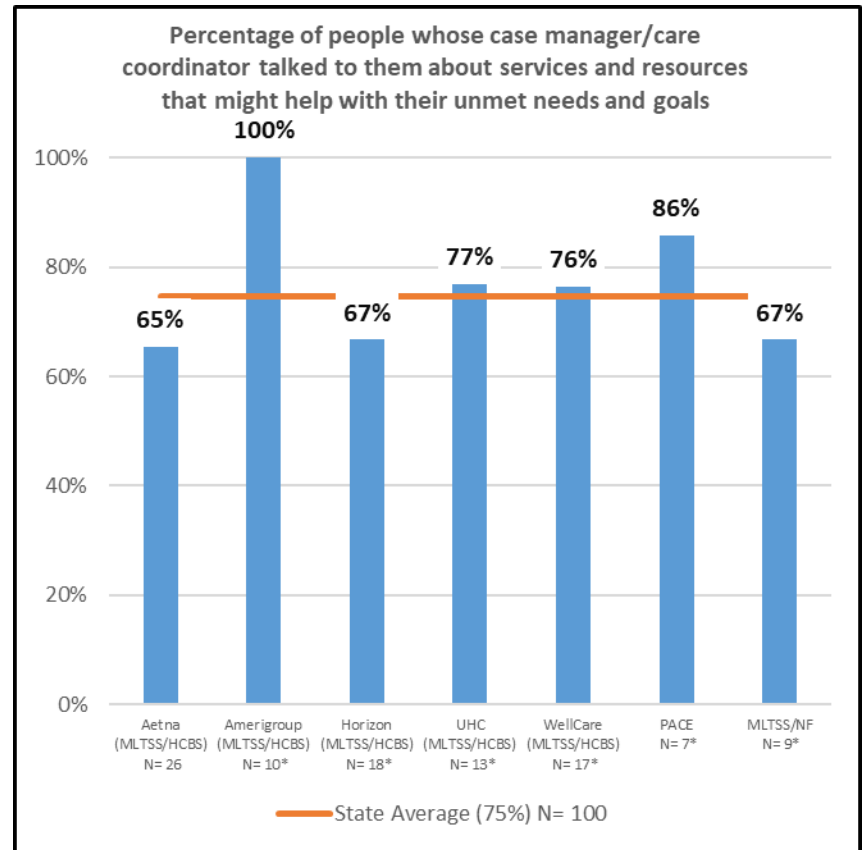
Graph 19. Percentage of people who have an emergency plan in place



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

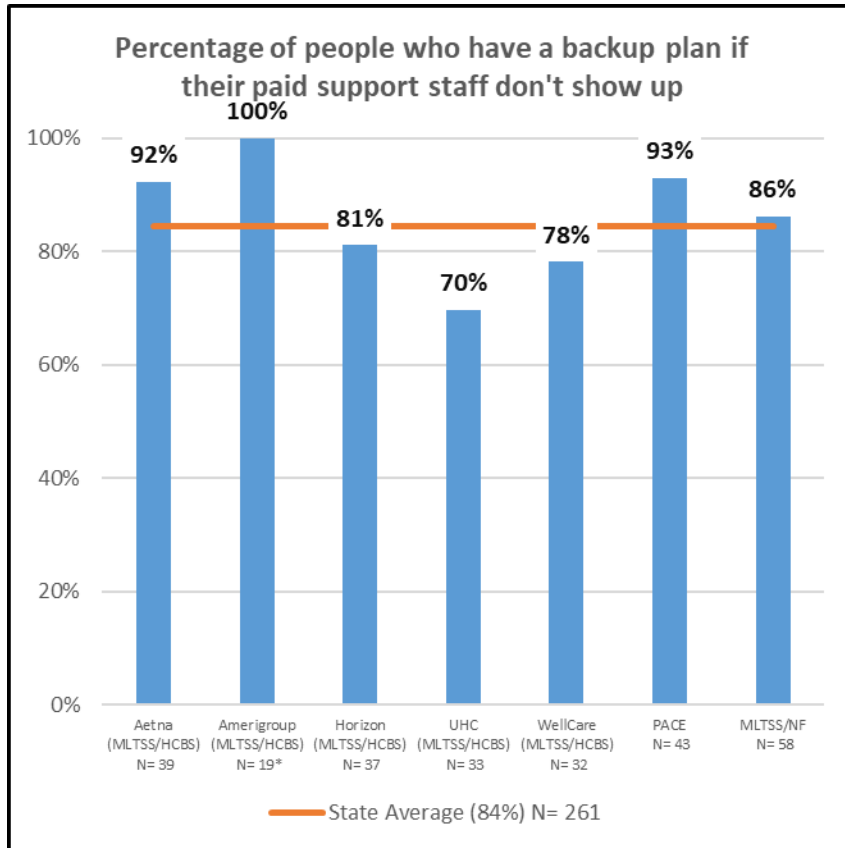


Graph 21. Percentage of people whose case manager/care coordinator talked to them about services and resources that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)



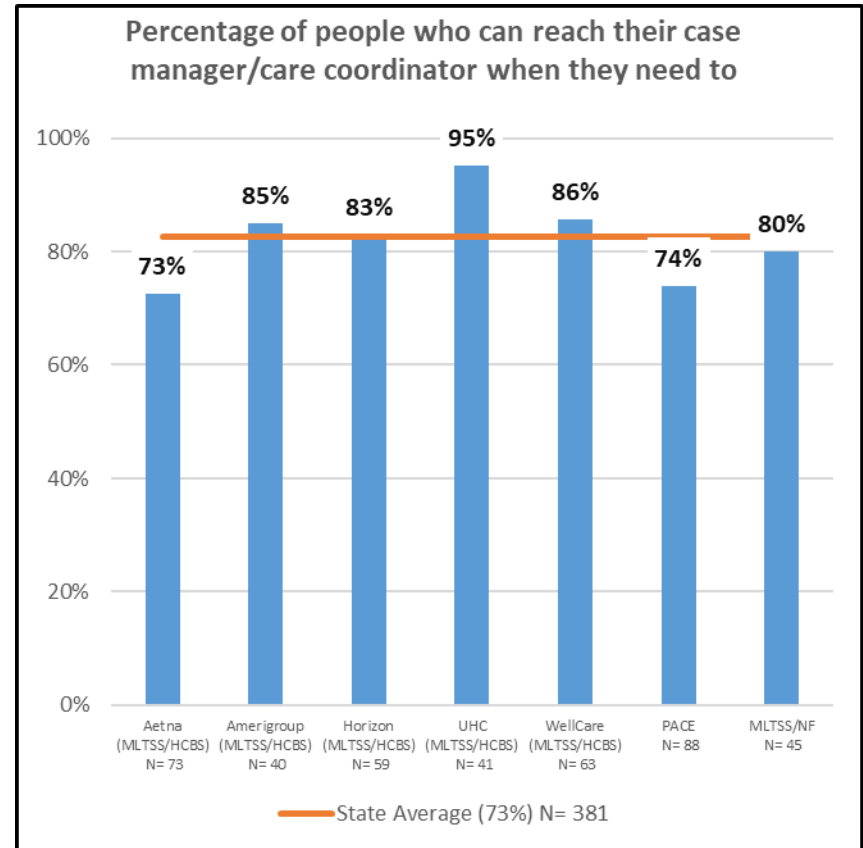
* Very small number of responses

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



* Very small number of responses

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)



Care Coordination

Individuals are provided appropriate coordination of care.

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

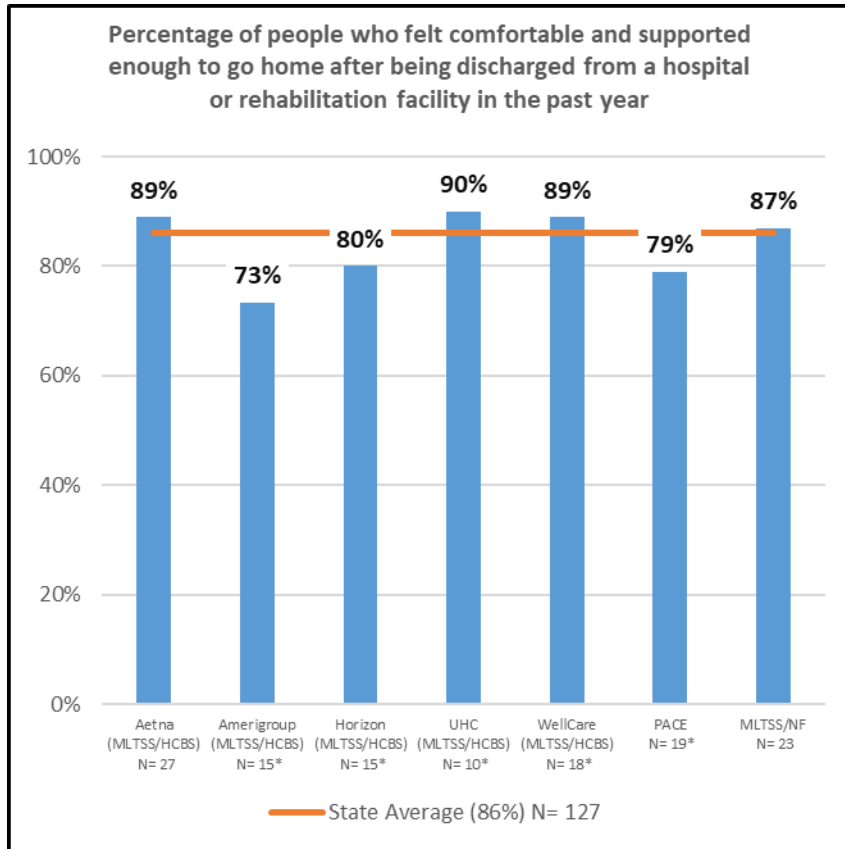
1. Percentage of people who feel comfortable going home after being discharged from a hospital or a rehab facility
2. Percentage of people who have adequate follow-up after being discharged from a hospital or a rehab facility
3. Percentage of people who know how to manage their chronic conditions
4.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

There are five¹⁶ survey items that correspond to the Care Coordination domain.

Un-collapsed data are shown in Appendix B.

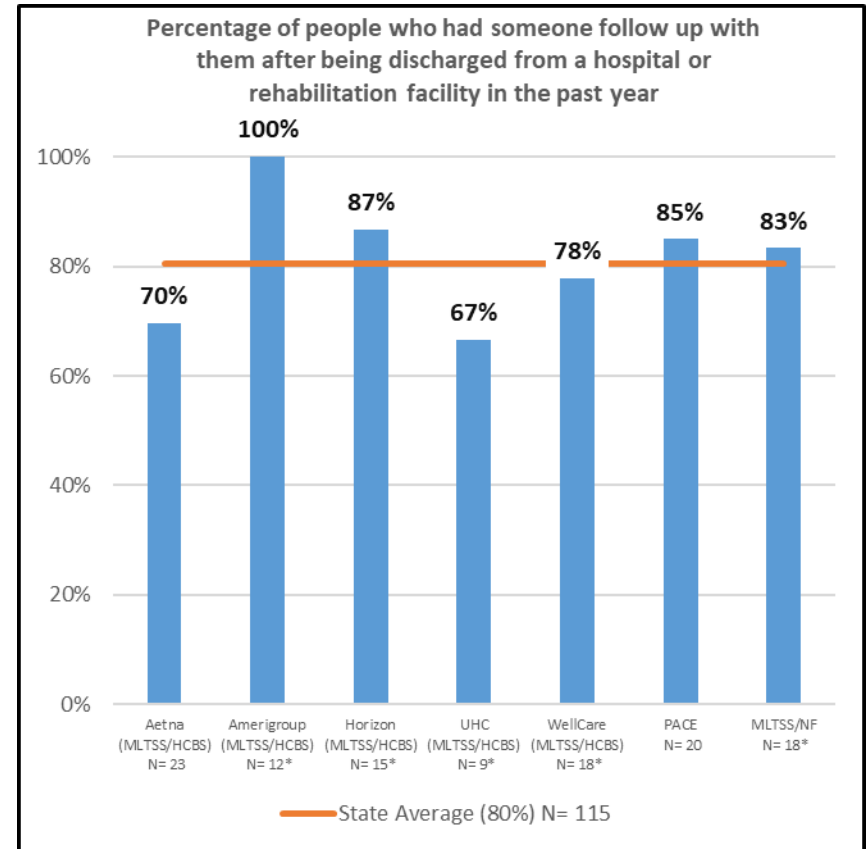
¹⁶ Data for one item are presented in Appendix B only.

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



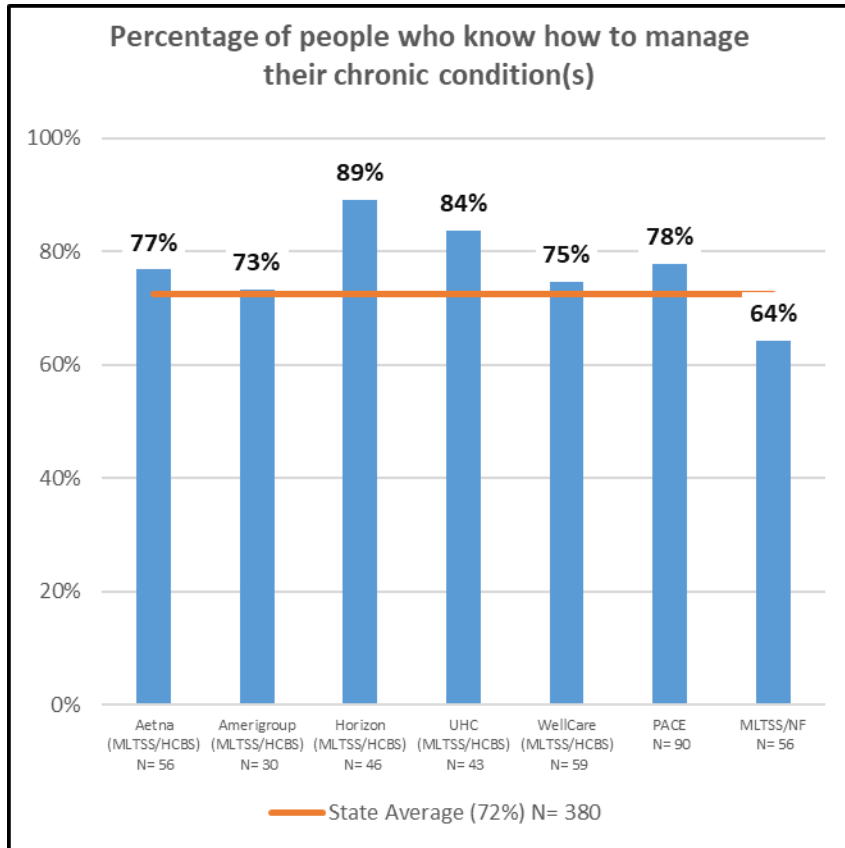
* Very small number of responses

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

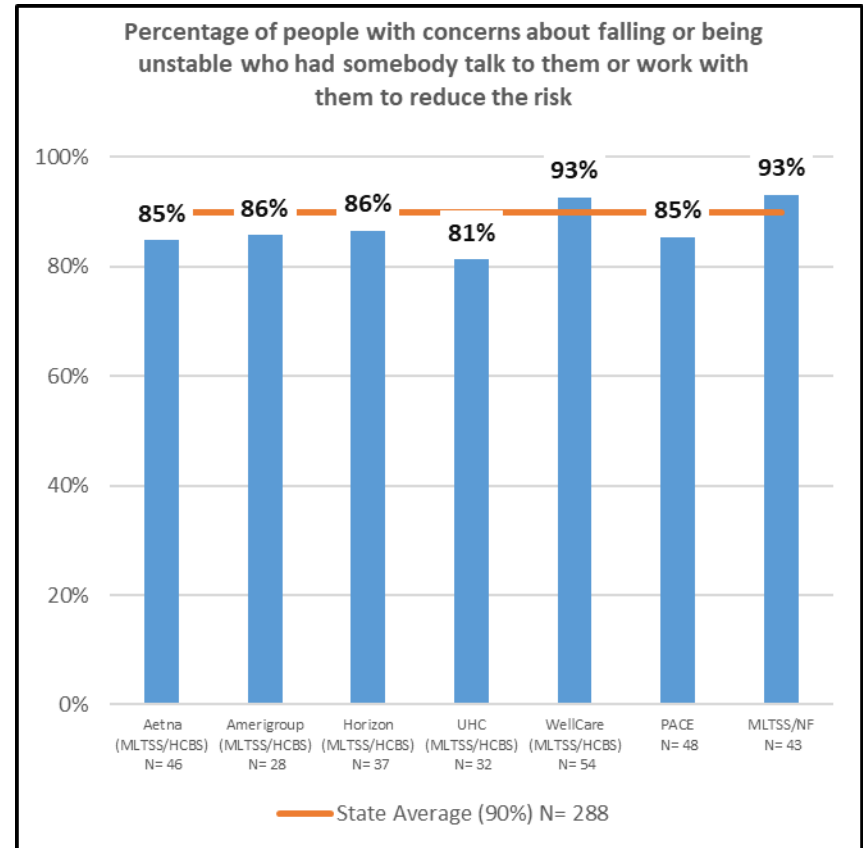


* Very small number of responses

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



Access to Community

Services facilitate individuals' access to community.

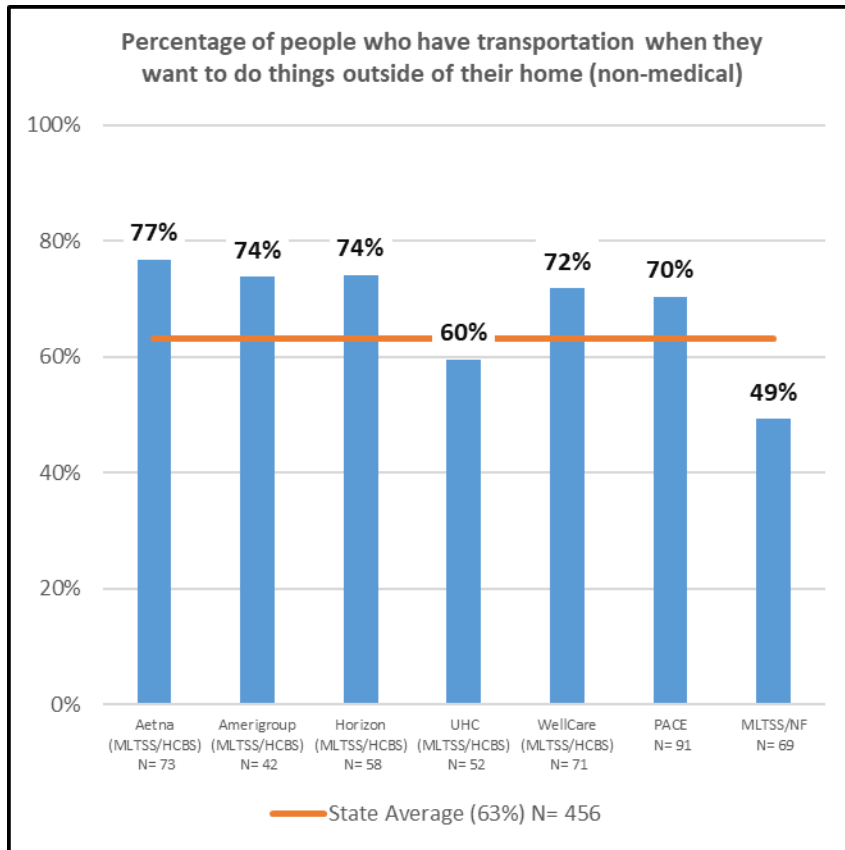
There are two Access to Community indicators measured by the NCI-AD Adult Consumer Survey:

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

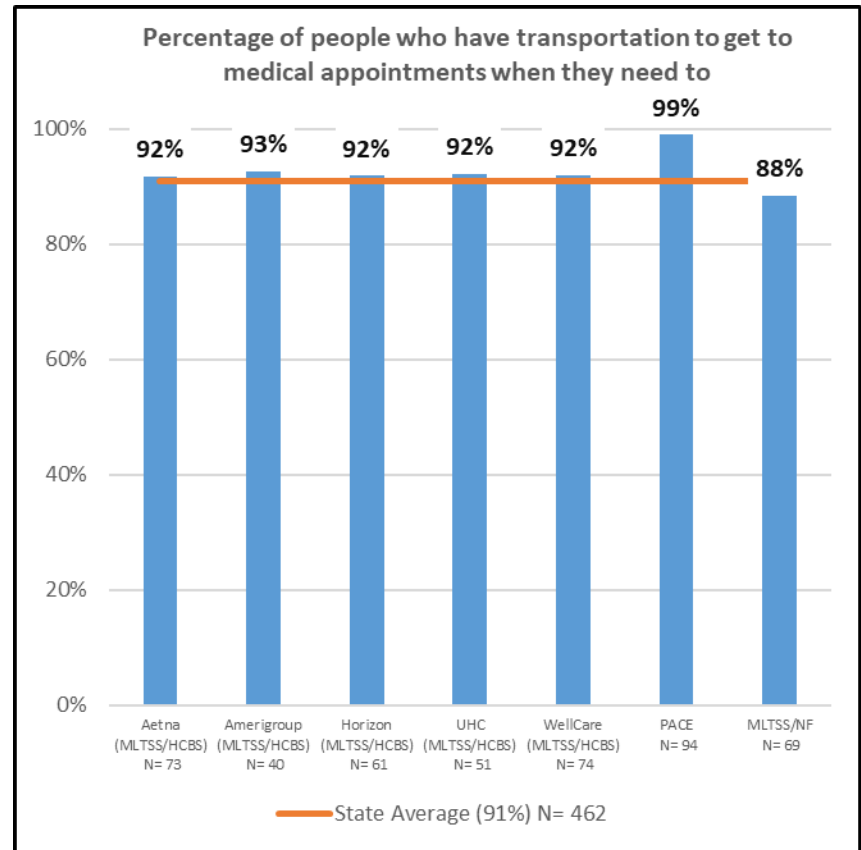
There are two survey items that correspond to the Access to Community domain.

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.

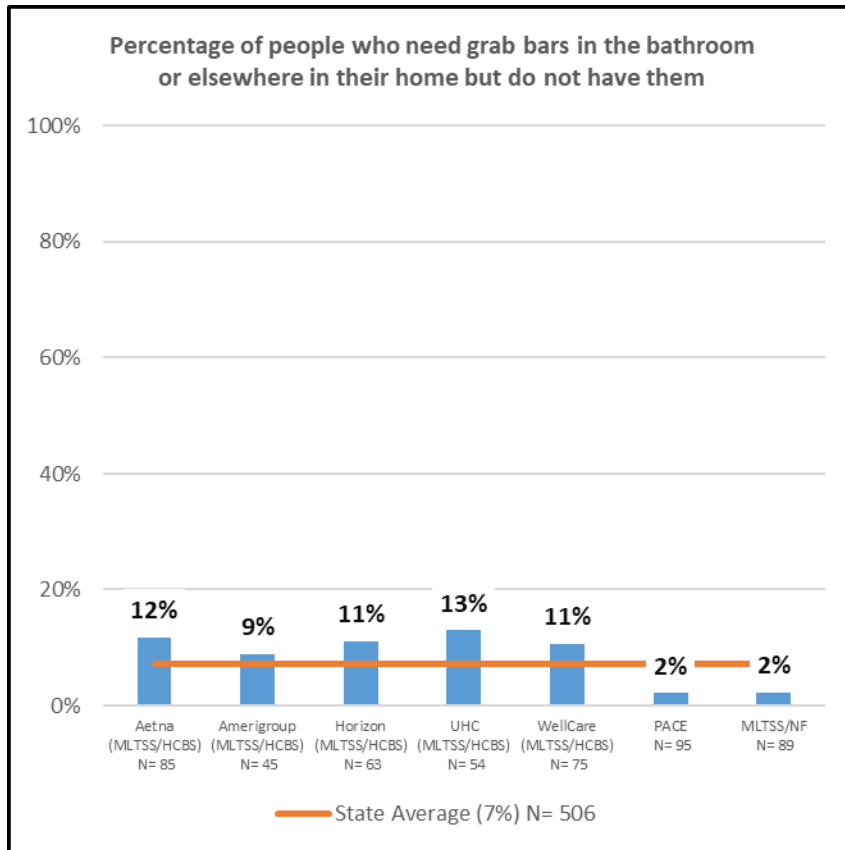
There are two Access to Needed Equipment indicators measured by the NCI-AD Adult Consumer Survey:

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

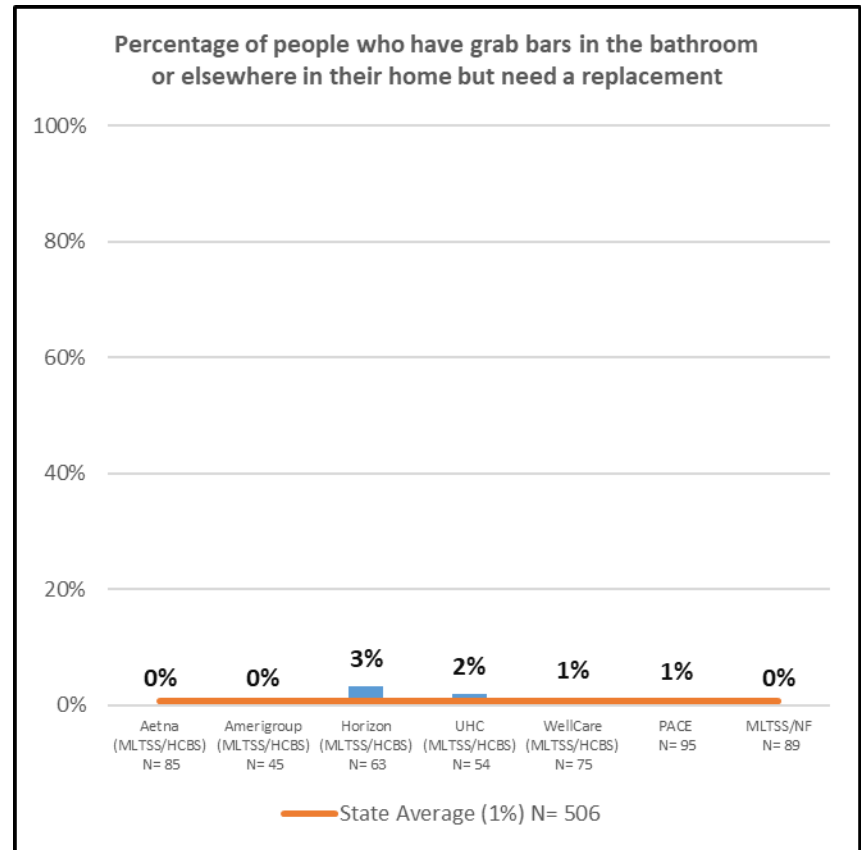
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

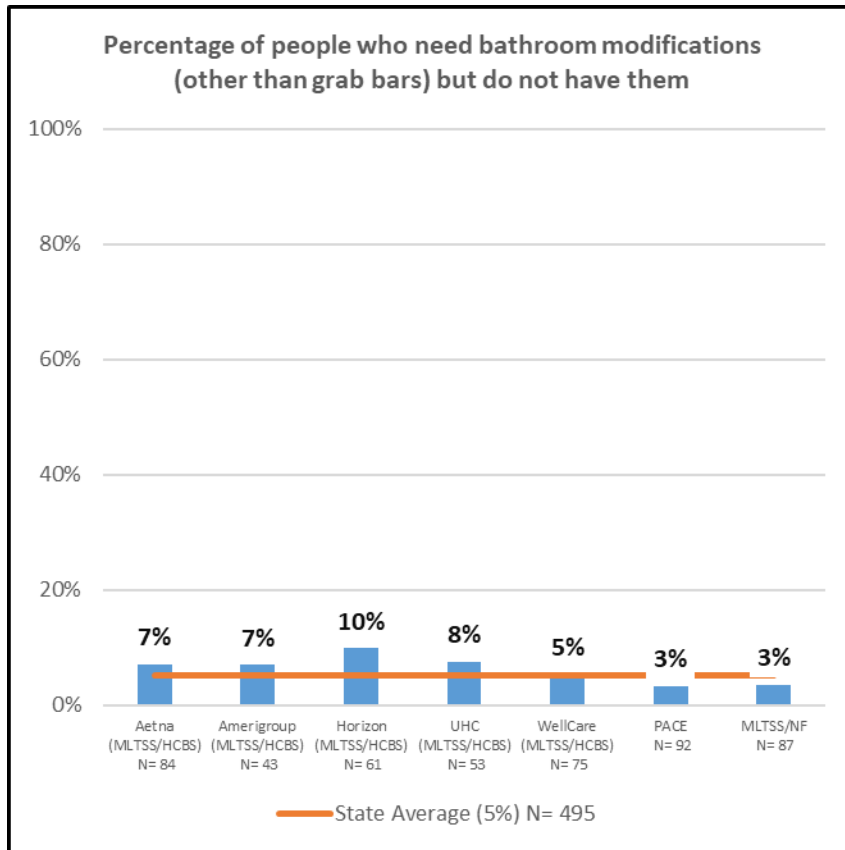
Graph 30. Percentage of people who need grab bars in the bathroom or elsewhere in their home but do not have them



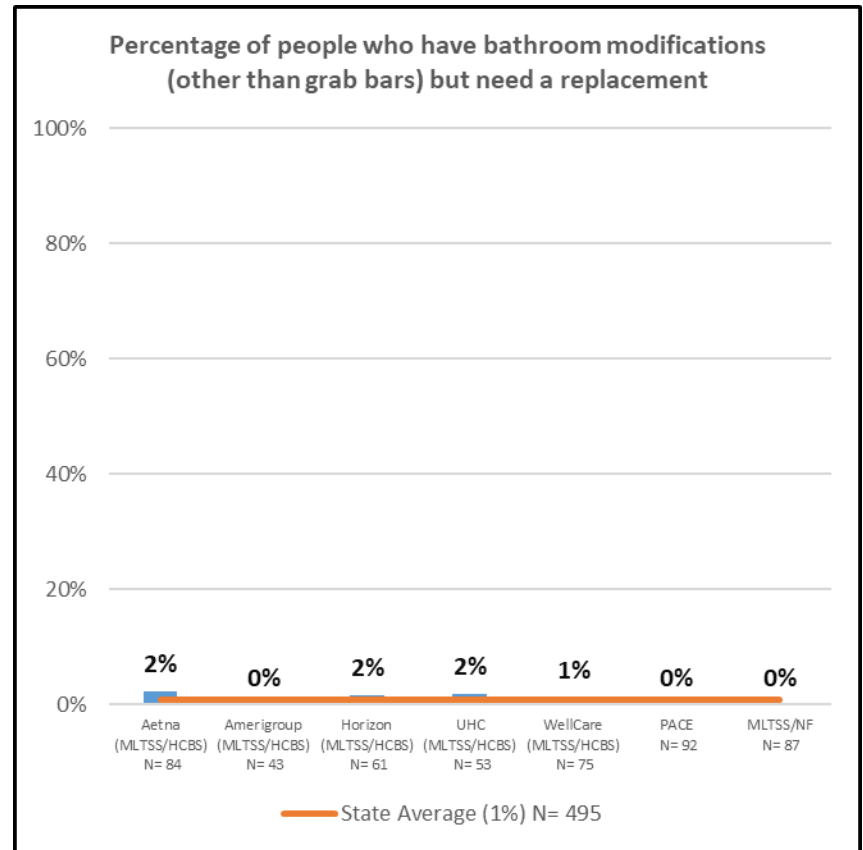
Graph 31. Percentage of people who have grab bars in the bathroom or elsewhere in their home but need a replacement



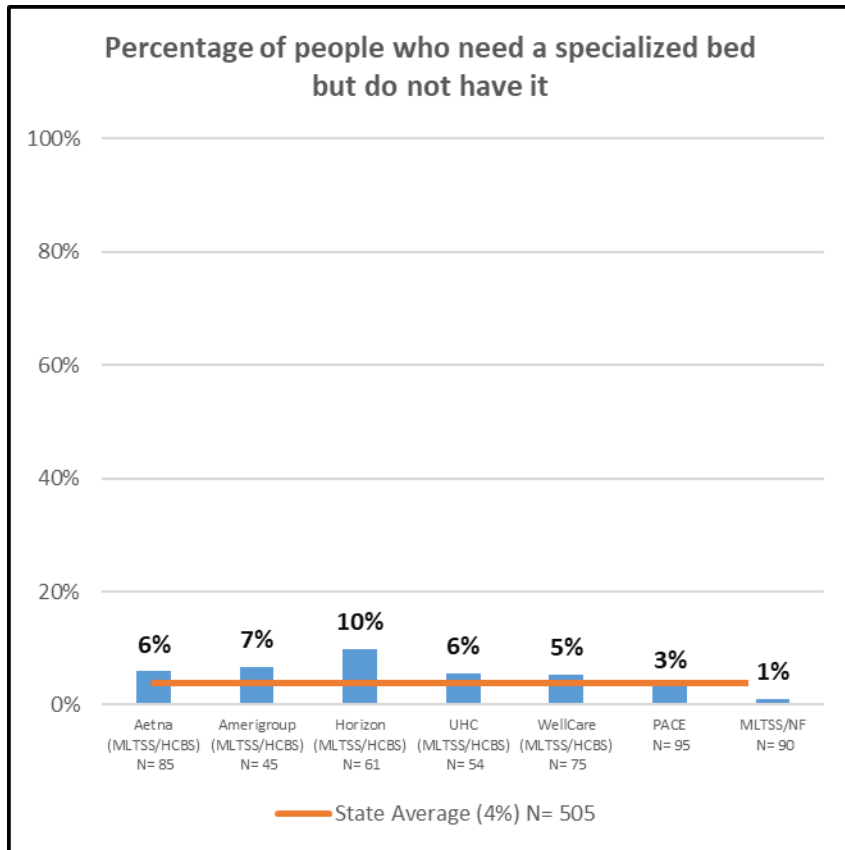
Graph 32. Percentage of people who need bathroom modifications (other than grab bars) but do not have them



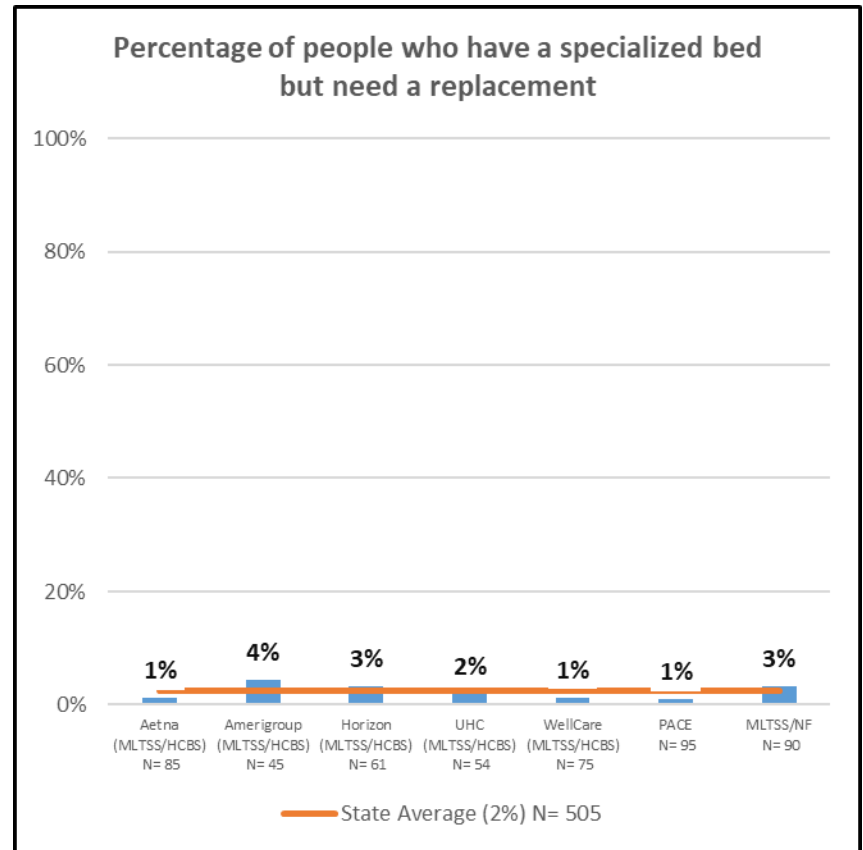
Graph 33. Percentage of people who have bathroom modifications (other than grab bars) but need a replacement



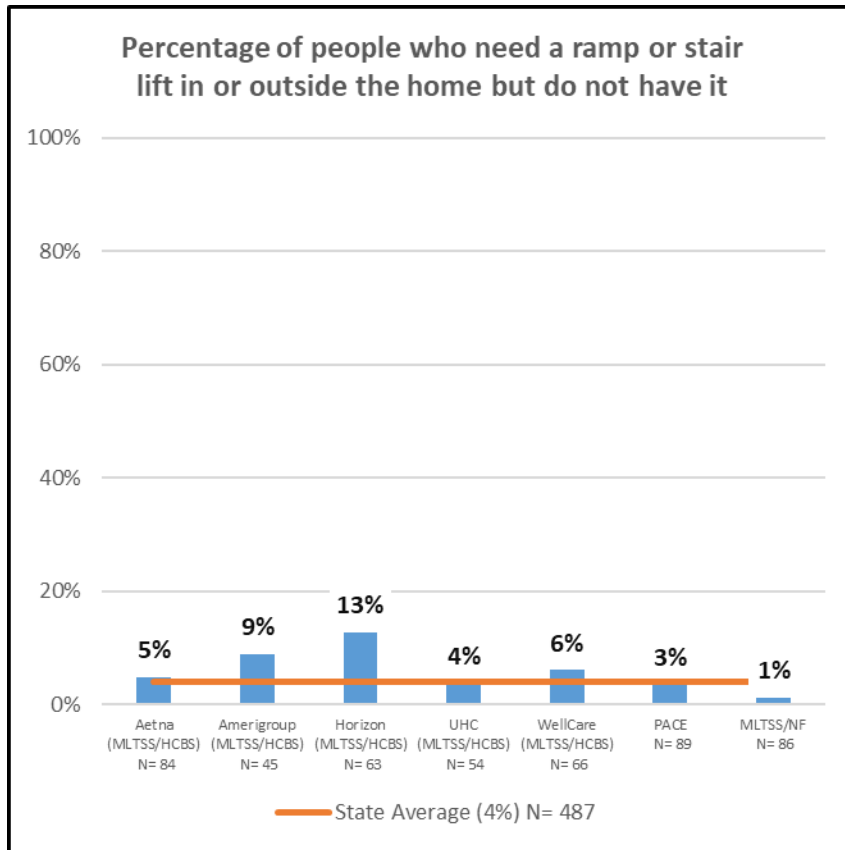
Graph 34. Percentage of people who need a specialized bed but do not have it



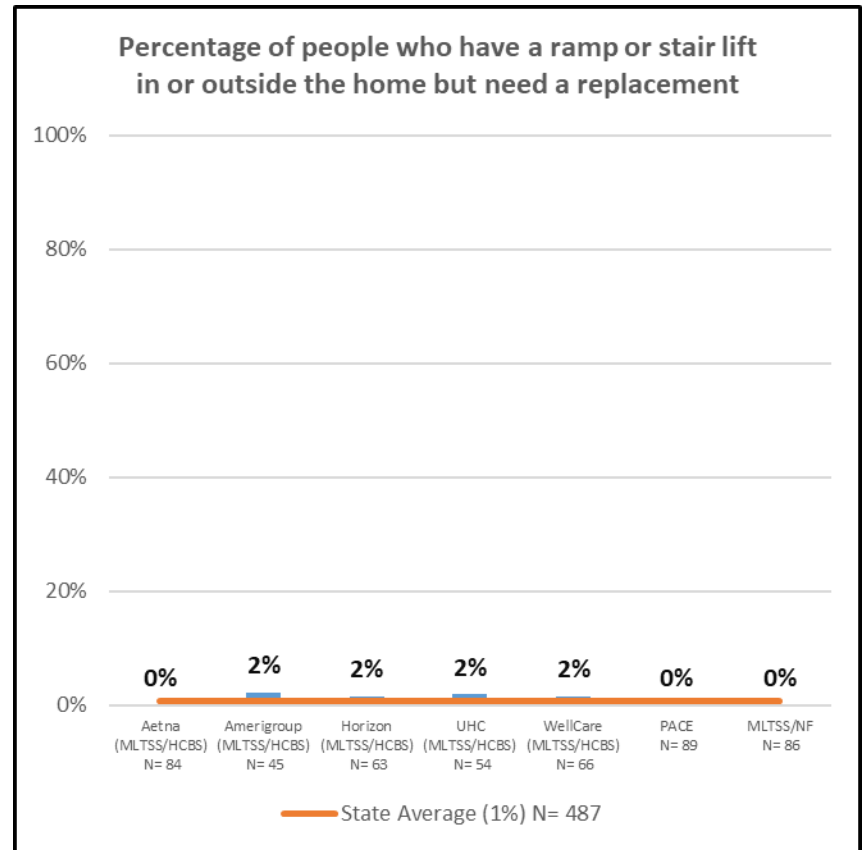
Graph 35. Percentage of people who have a specialized bed but need a replacement



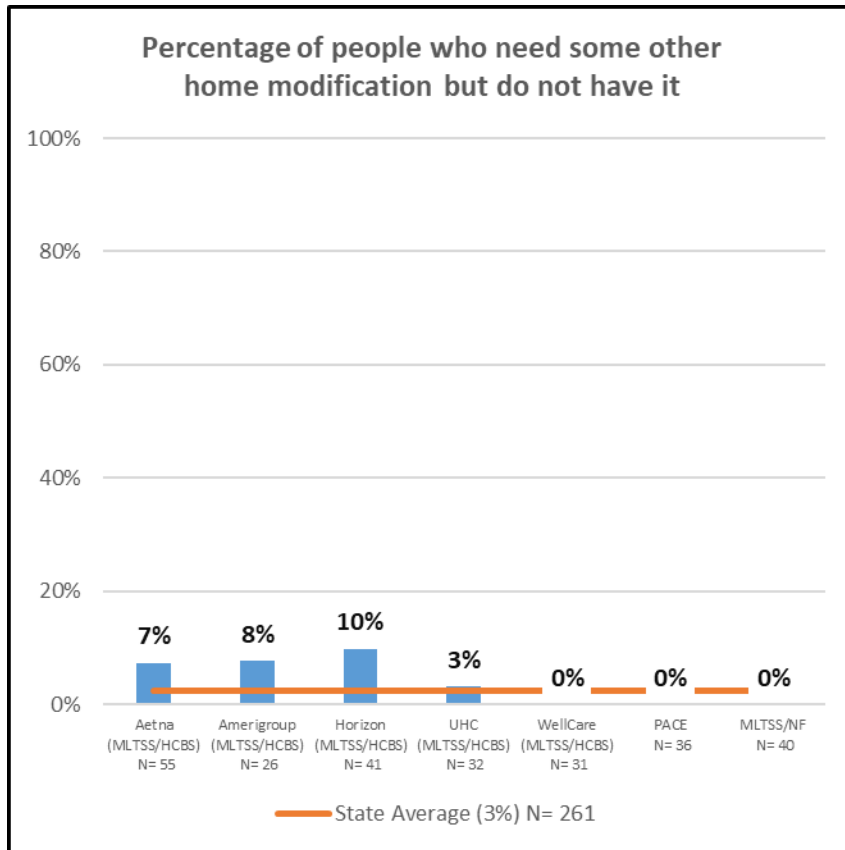
Graph 36. Percentage of people who need a ramp or stair lift in or outside the home but do not have it



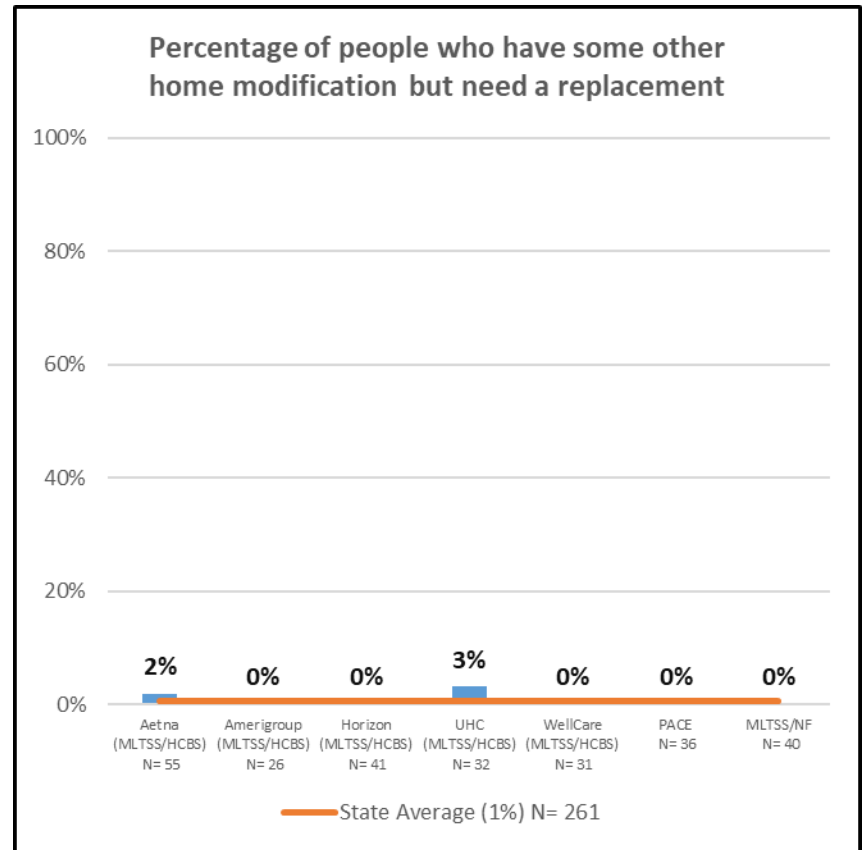
Graph 37. Percentage of people who have a ramp or stair lift in or outside the home but need a replacement



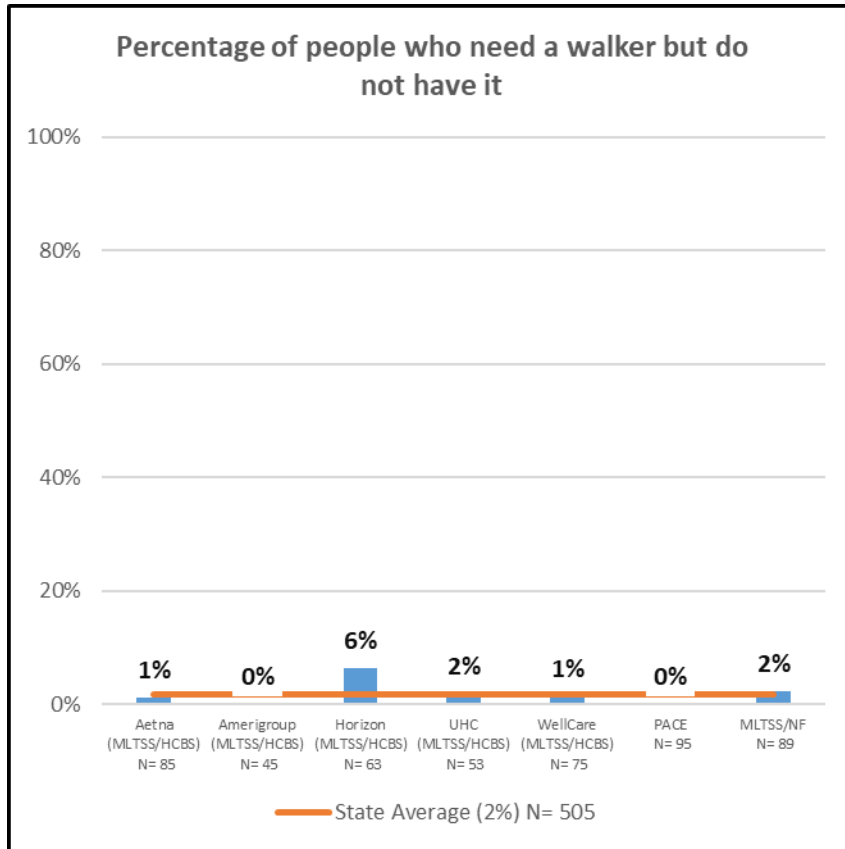
Graph 38. Percentage of people who need some other home modification but do not have it



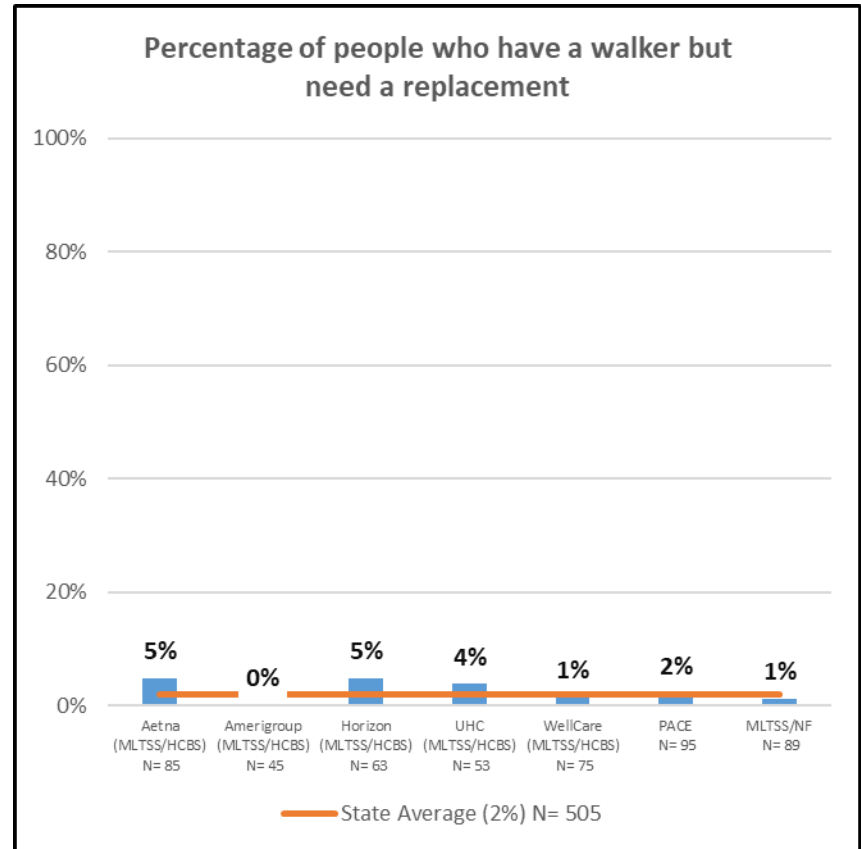
Graph 39. Percentage of people who have some other home modification but need a replacement



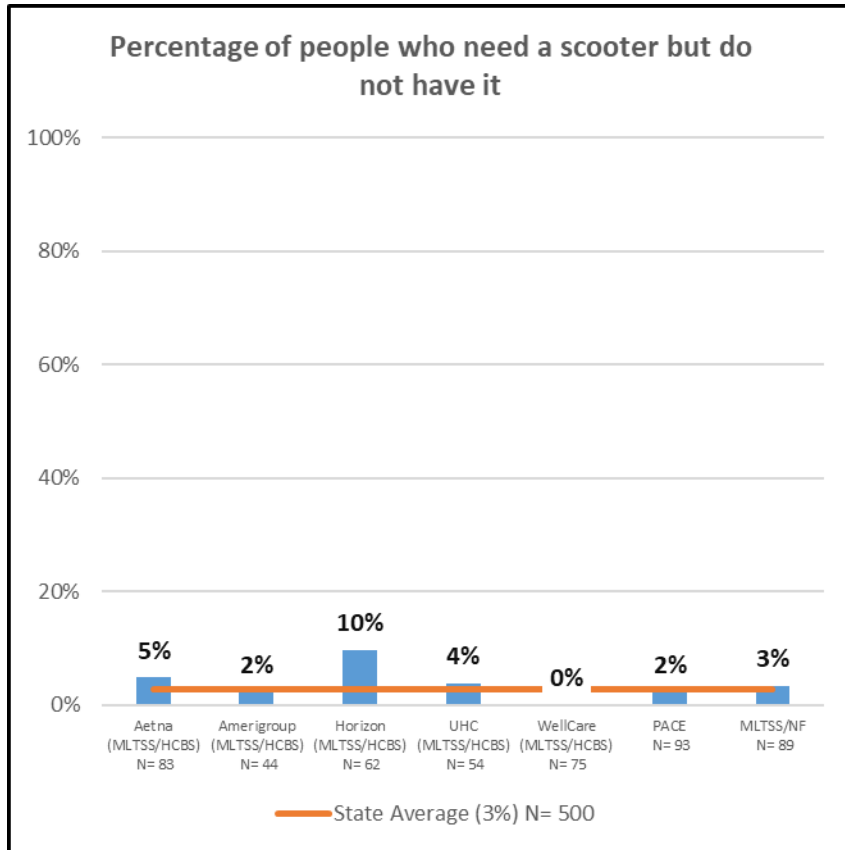
Graph 40. Percentage of people who need a walker but do not have it



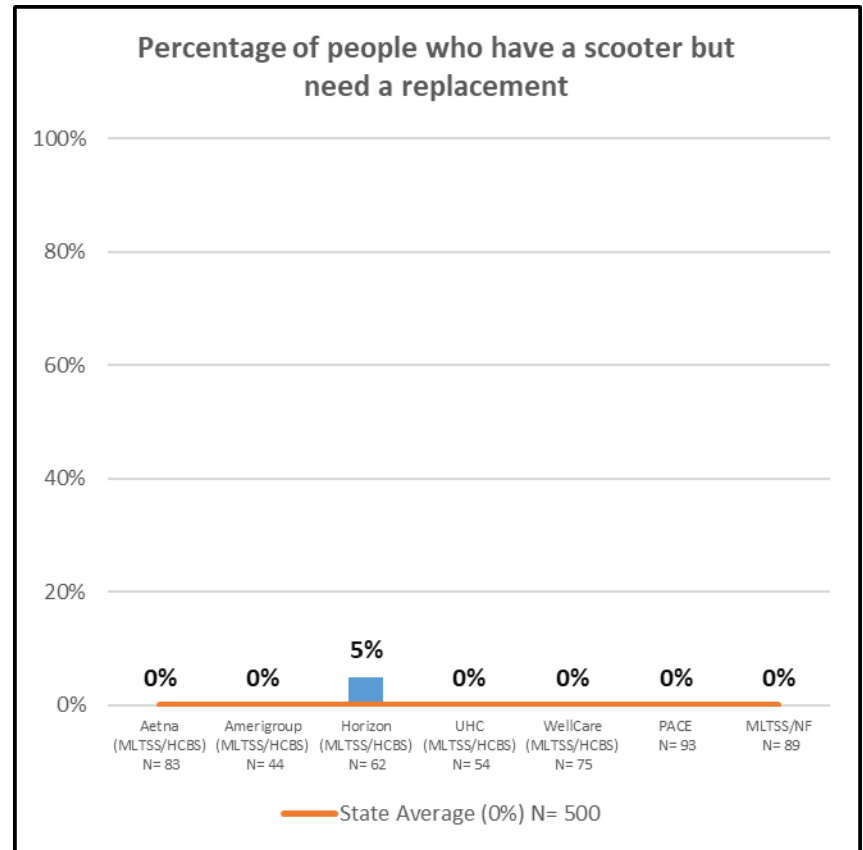
Graph 41. Percentage of people who have a walker but need a replacement



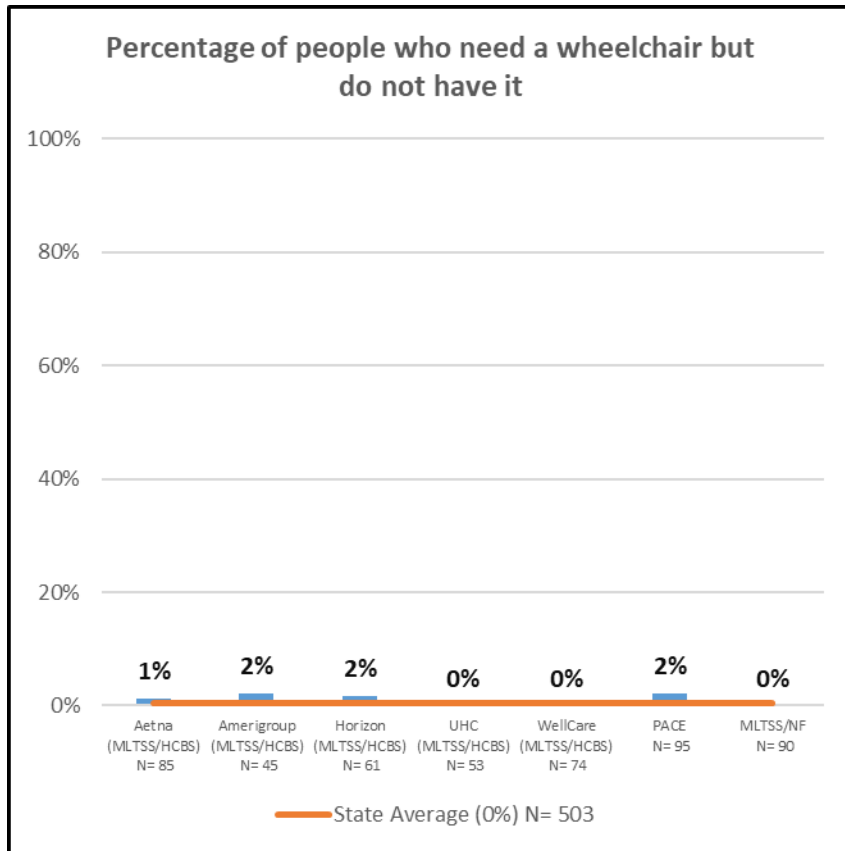
Graph 42. Percentage of people who need a scooter but do not have it



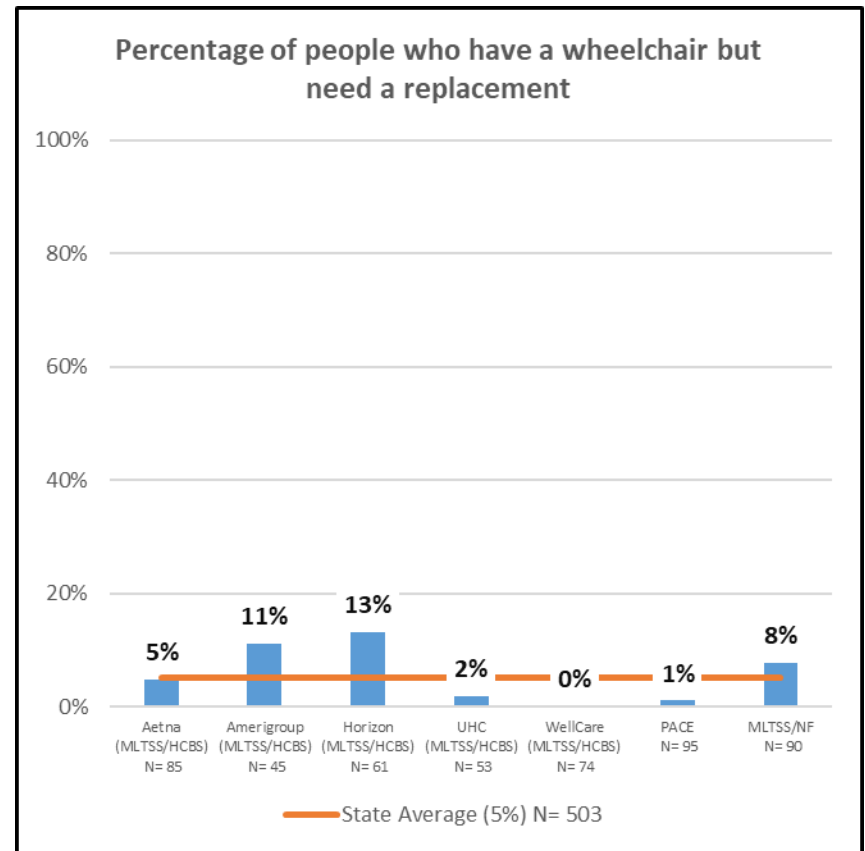
Graph 43. Percentage of people who have a scooter but need a replacement



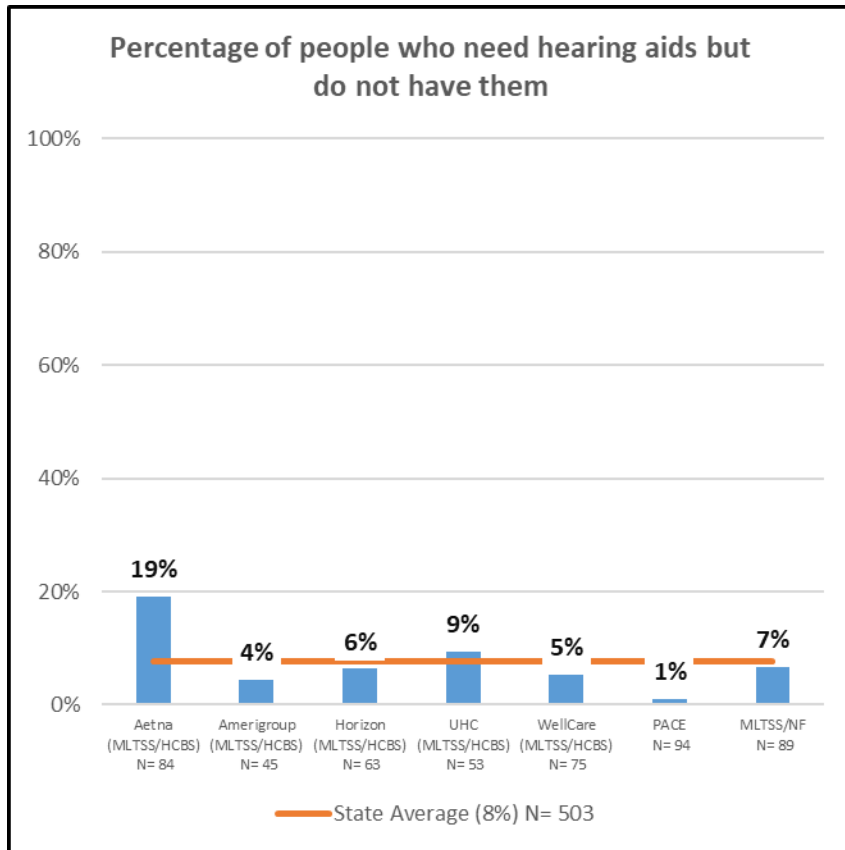
Graph 44. Percentage of people who need a wheelchair but do not have it



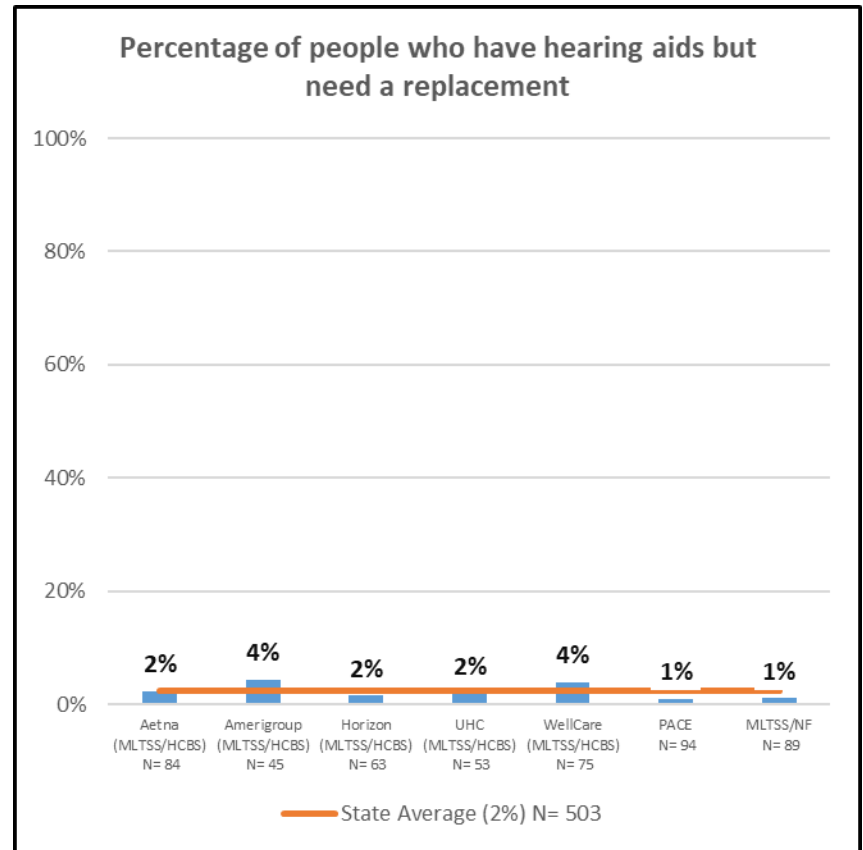
Graph 45. Percentage of people who have a wheelchair but need a replacement



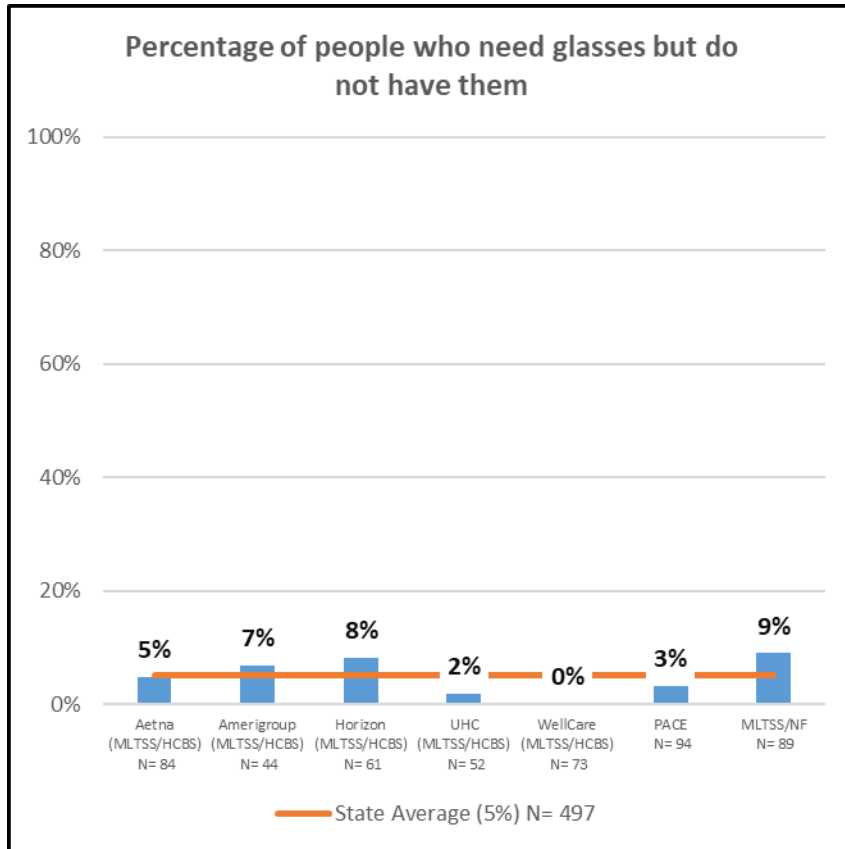
Graph 46. Percentage of people who need hearing aids but do not have them



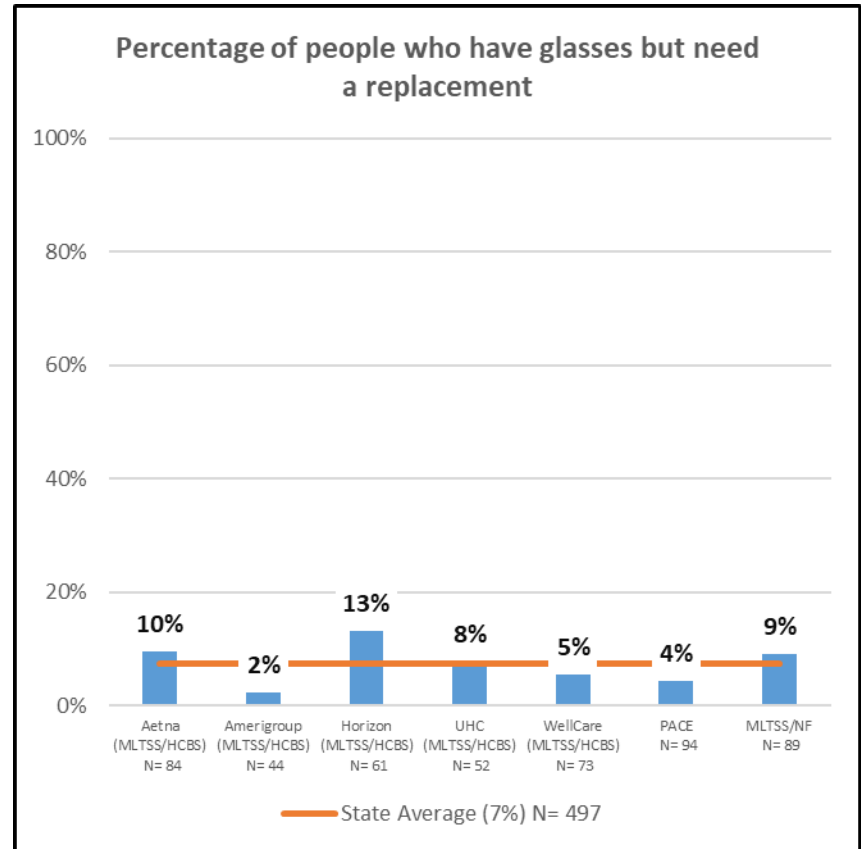
Graph 47. Percentage of people who have hearing aids but need a replacement



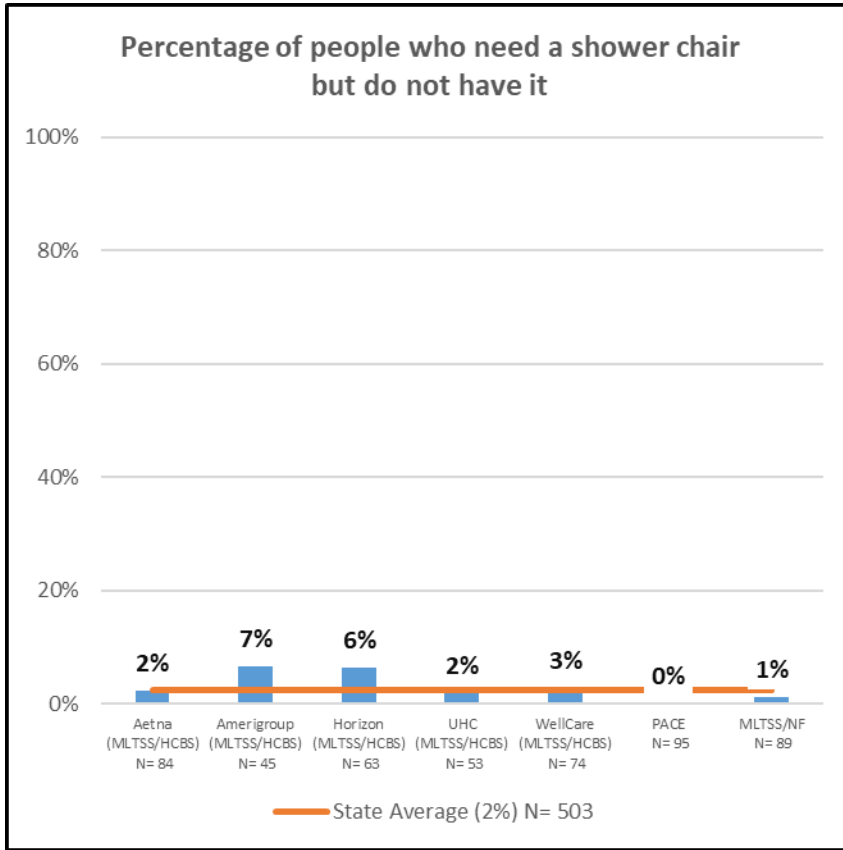
Graph 48. Percentage of people who need glasses but do not have them



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

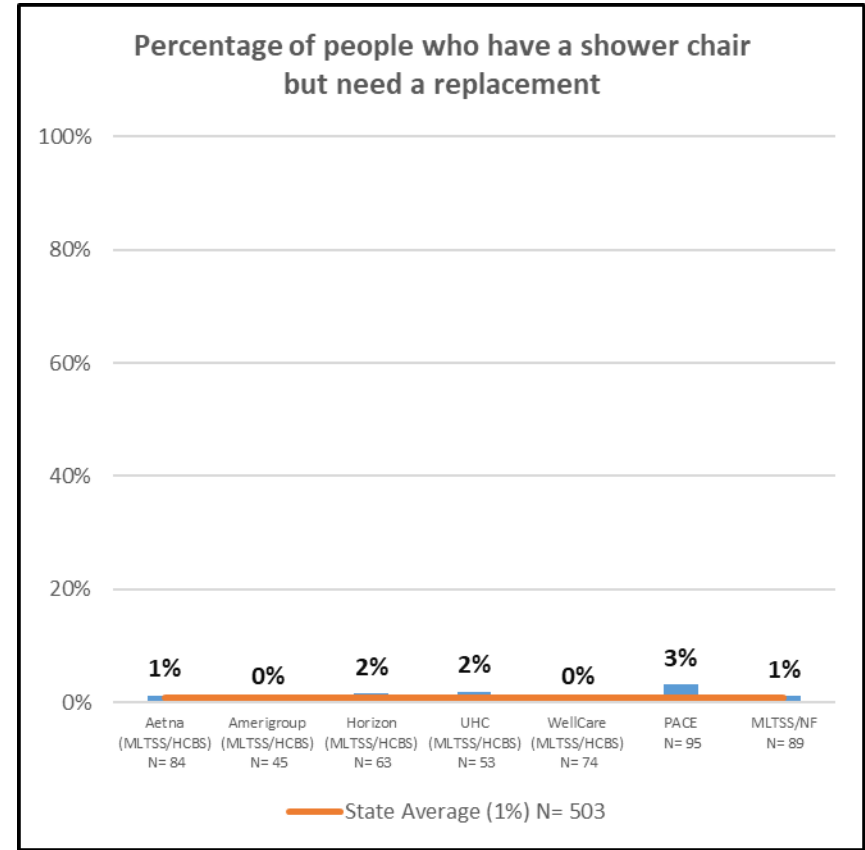


Graph 50. Percentage of people who need a shower chair but do not have it¹⁷



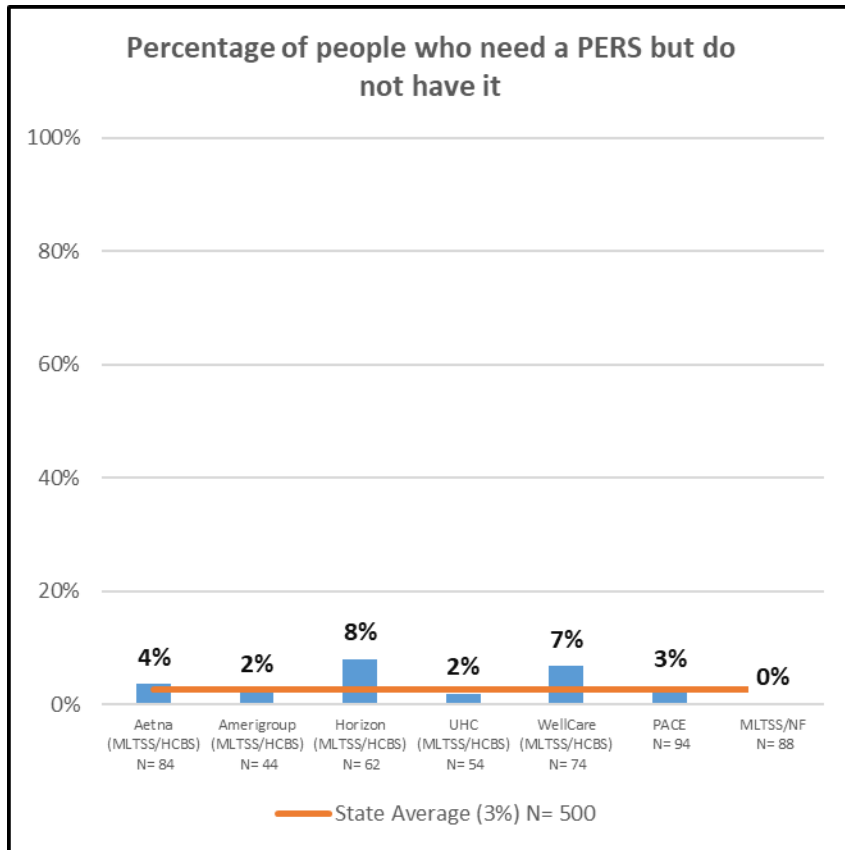
¹⁷ New item in 2019-2020

Graph 51. Percentage of people who have a shower chair but need a replacement¹⁸

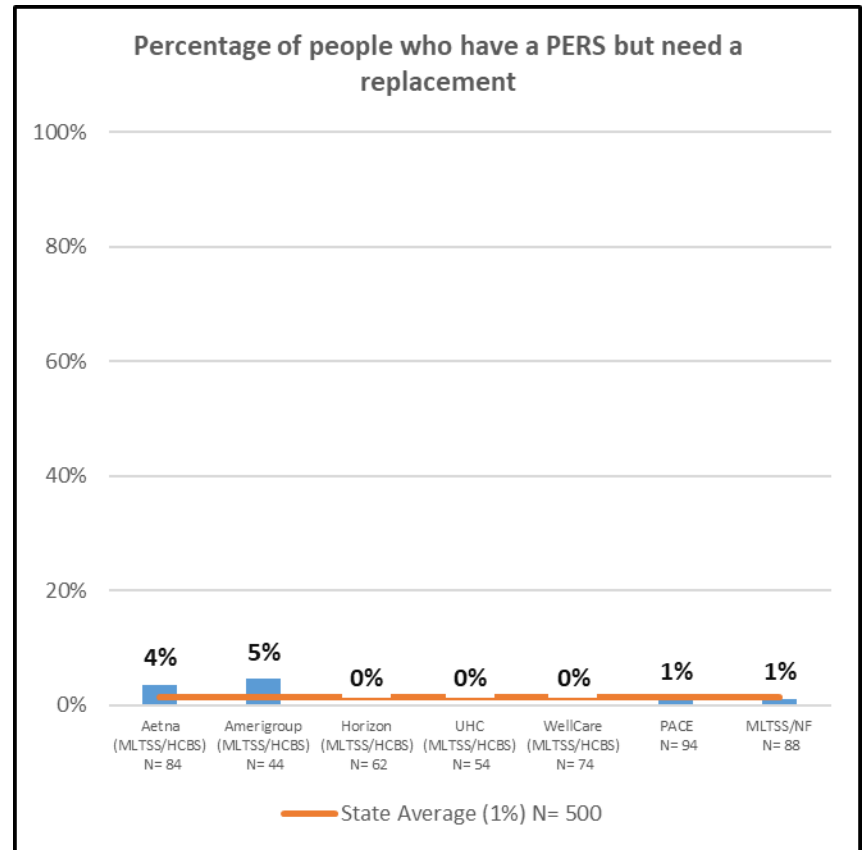


¹⁸ New item in 2019-2020

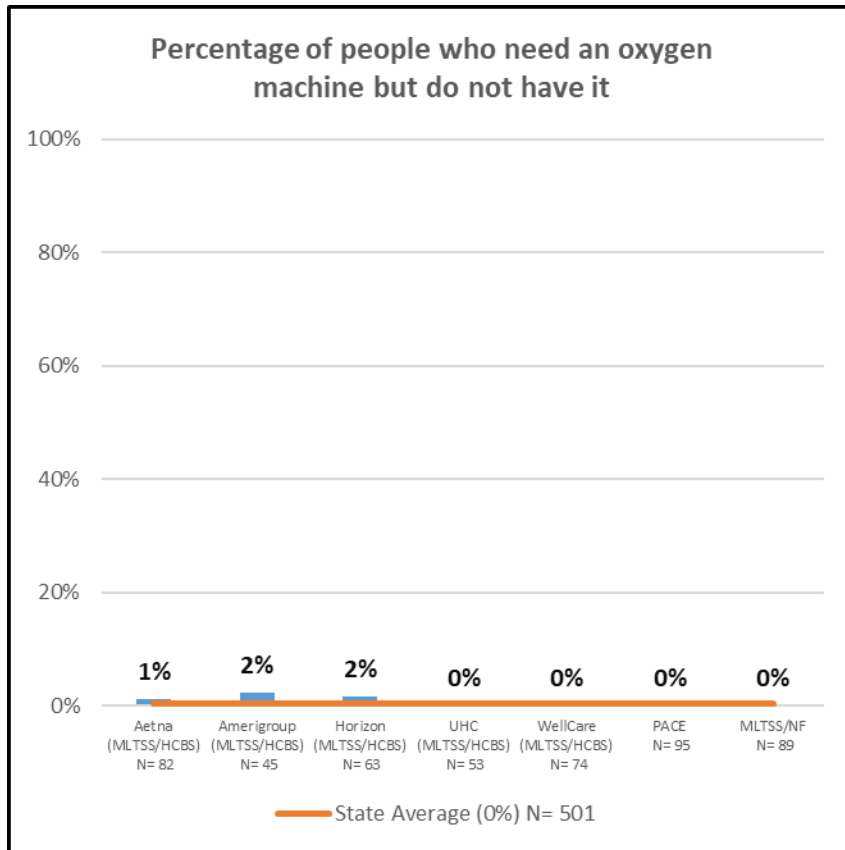
Graph 52. Percentage of people who need a personal emergency response system but do not have it



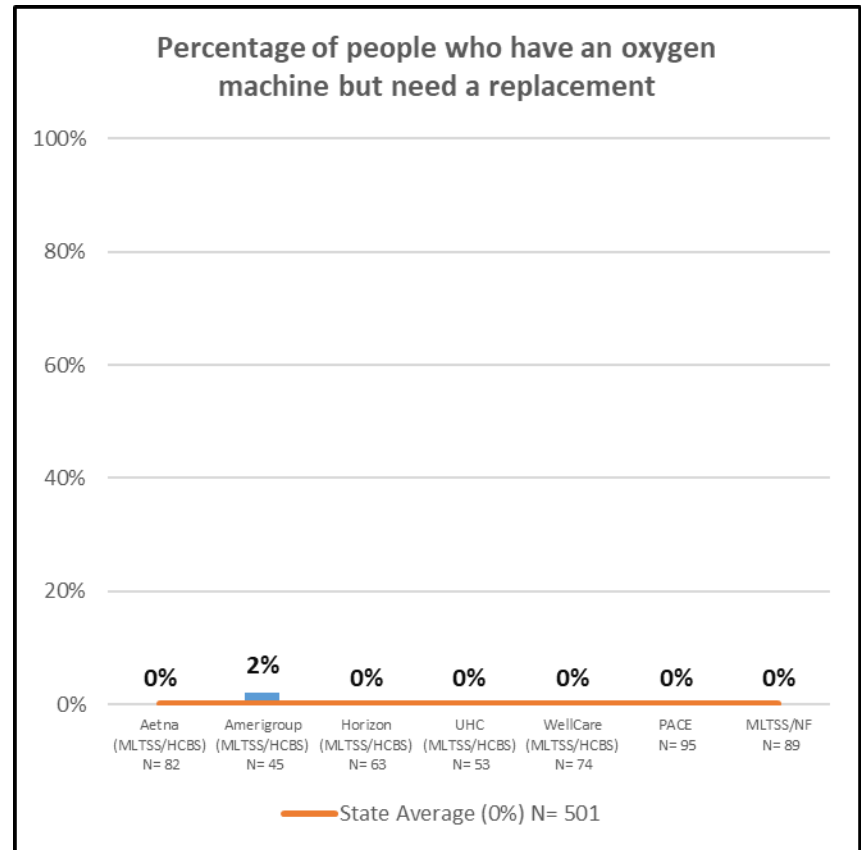
Graph 53. Percentage of people who have a personal emergency response system but need a replacement



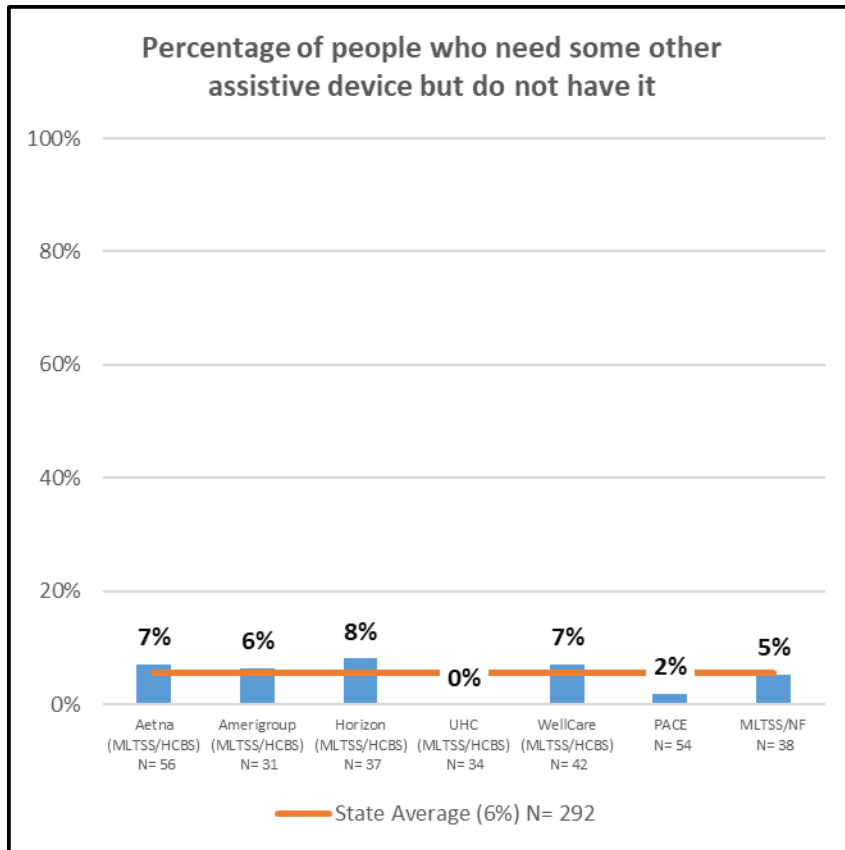
Graph 54. Percentage of people who need an oxygen machine but do not have it



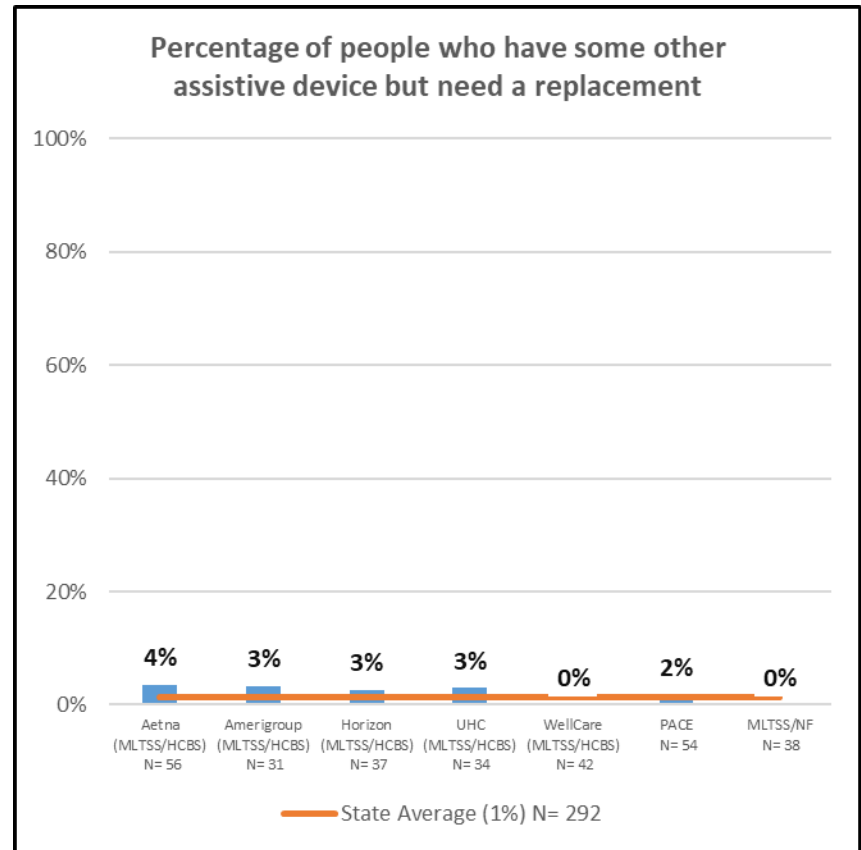
Graph 55. Percentage of people who have an oxygen machine but need a replacement



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



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 falling¹⁹
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 neglected²⁰

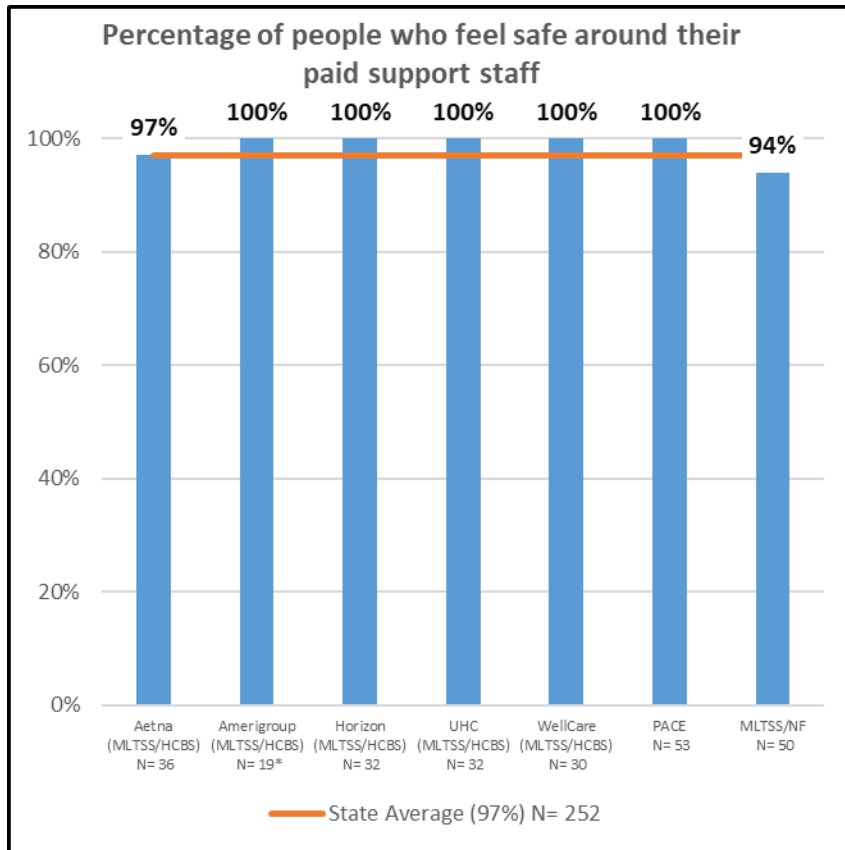
There are six survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

¹⁹ Indicator previously reported in the “Care Coordination” domain.

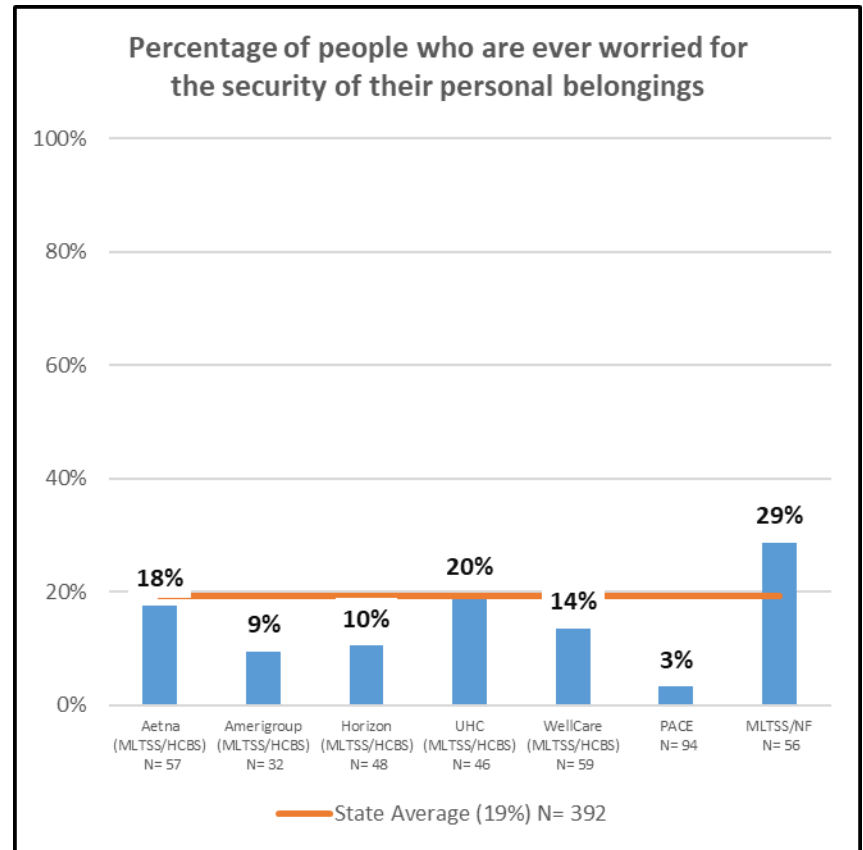
²⁰ New indicator in 2019-2020.

Graph 58. Percentage of people who feel safe around their paid support staff

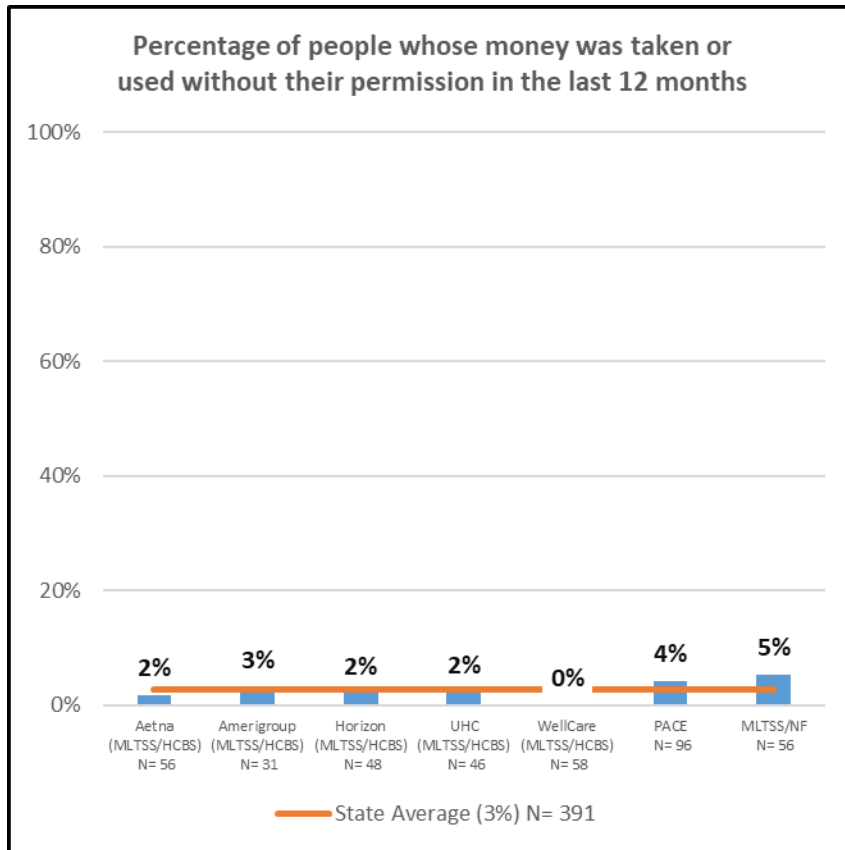


* Very small number of responses

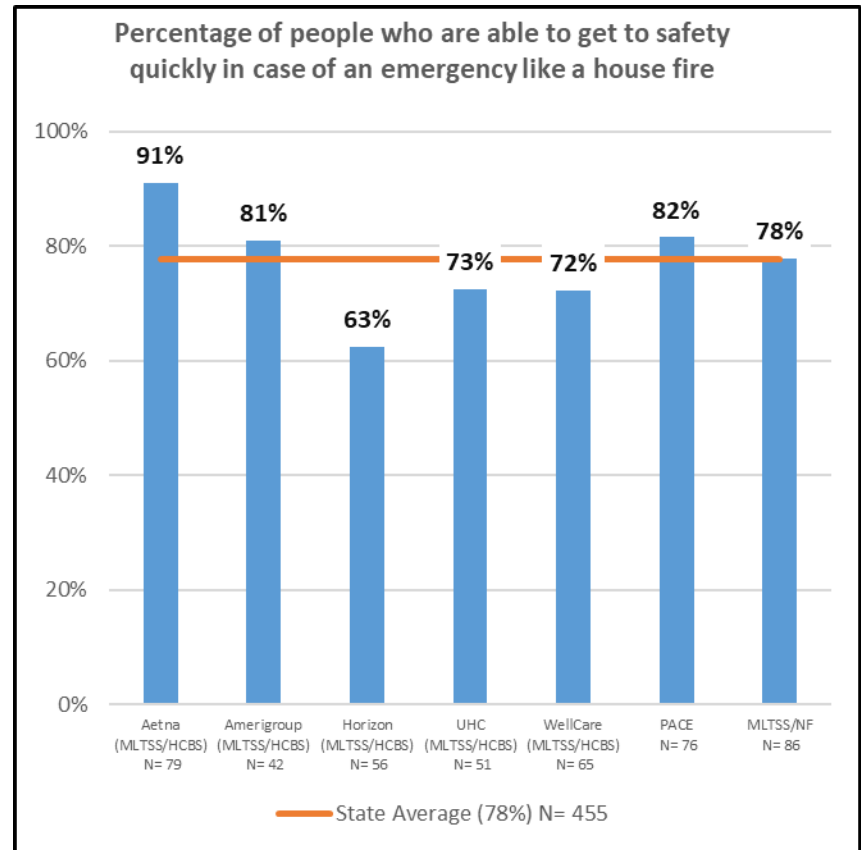
Graph 59. Percentage of people who are ever worried for the security of their personal belongings



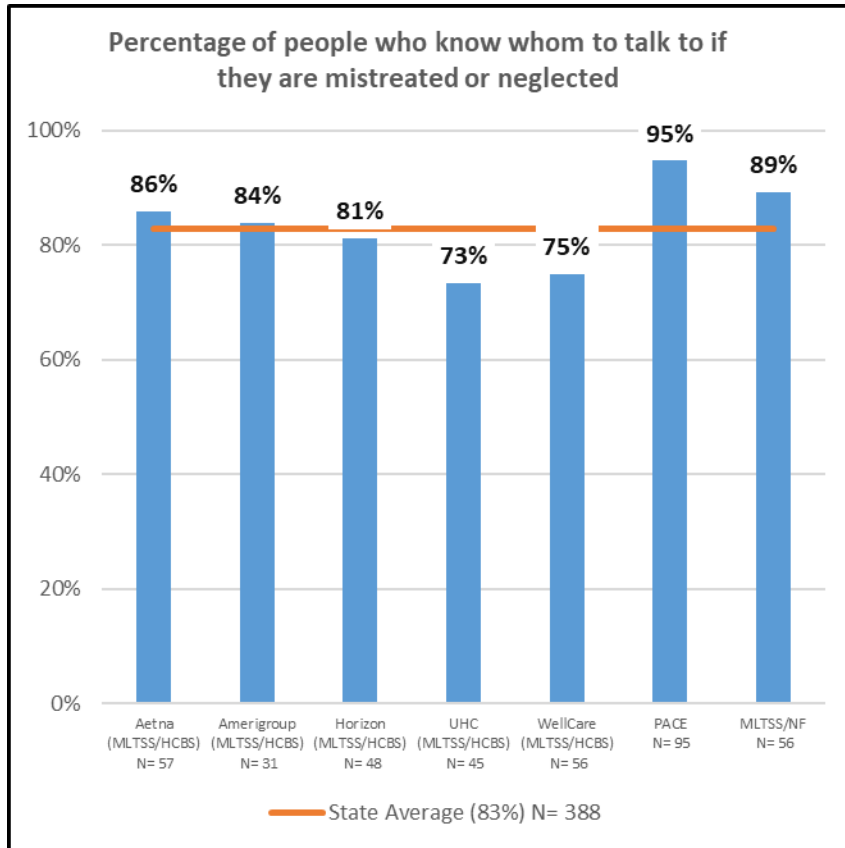
Graph 60. Percentage of people whose money was taken or used without their permission in the last 12 months



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

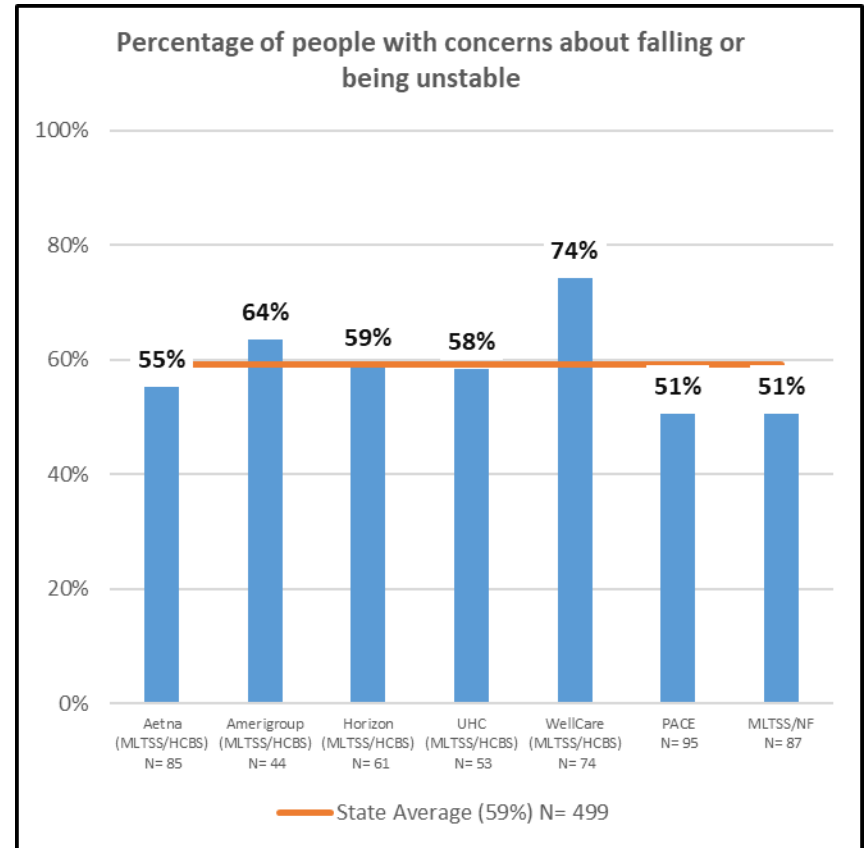


Graph 62. Percentage of people who know whom to talk to if they are mistreated or neglected²¹



²¹ New item in 2019-2020.

Graph 63. Percentage of people with concerns about falling or being unstable²²



²² Item previously reported in the “Care Coordination” domain.

Health Care

People secure needed health services.

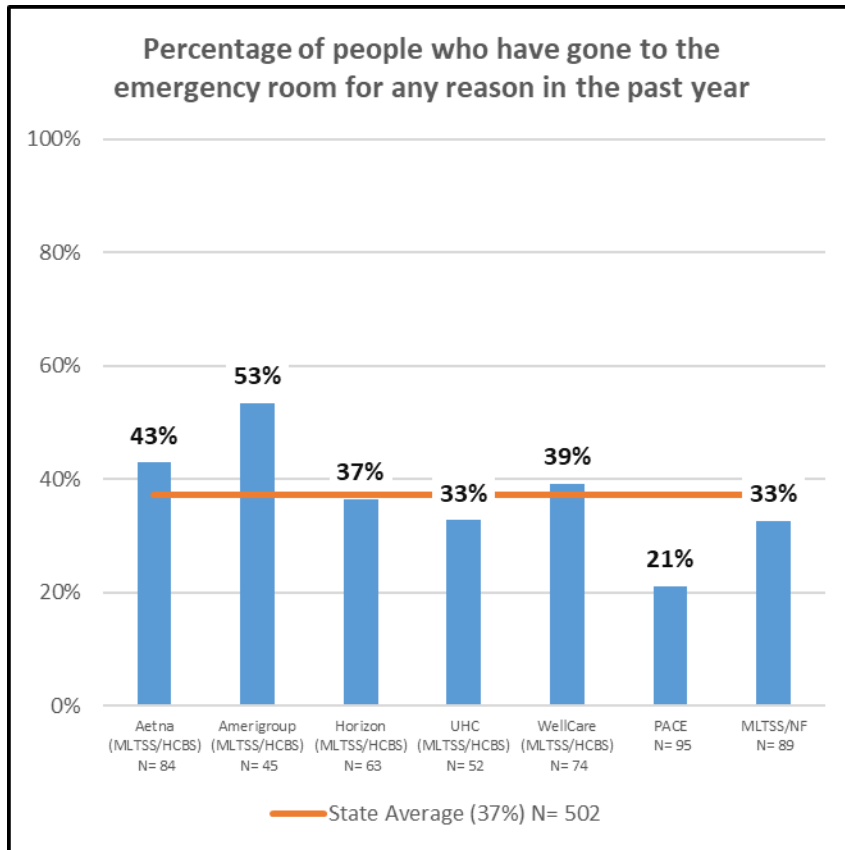
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

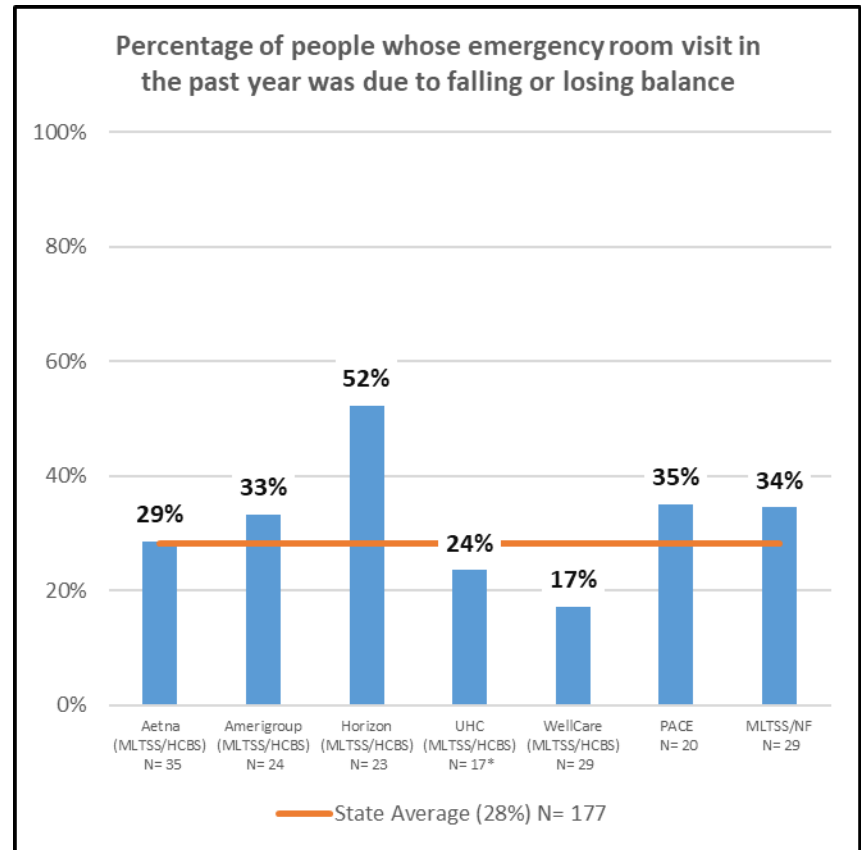
There are five survey items that correspond to the Health Care domain.

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

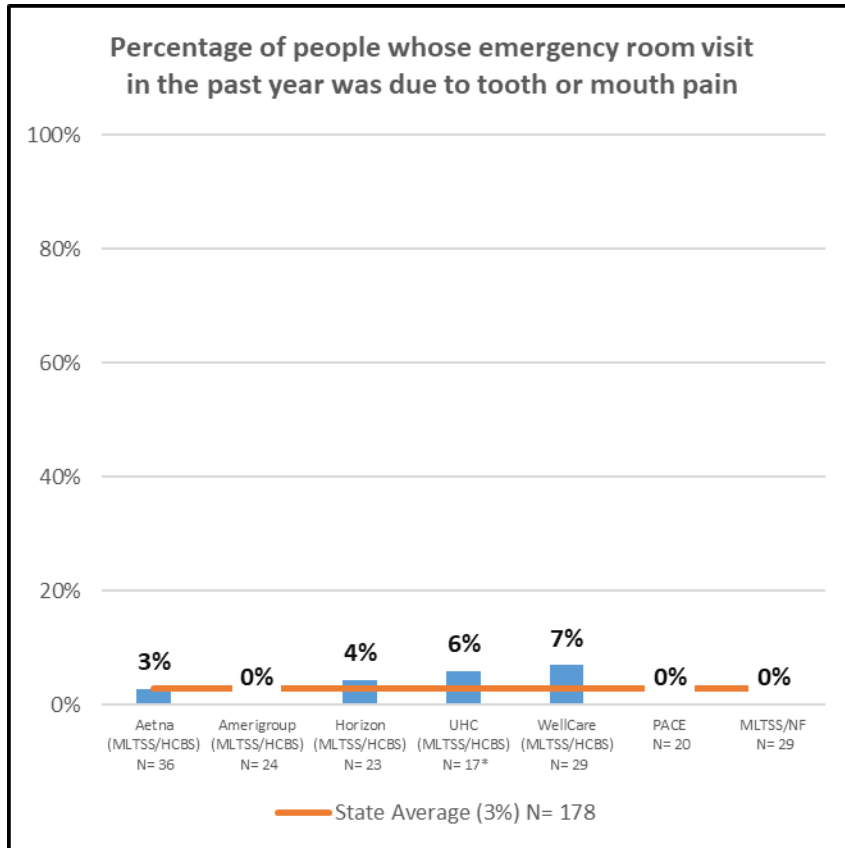


Graph 65. Percentage of people whose emergency room visit in the past year was due to falling or losing balance



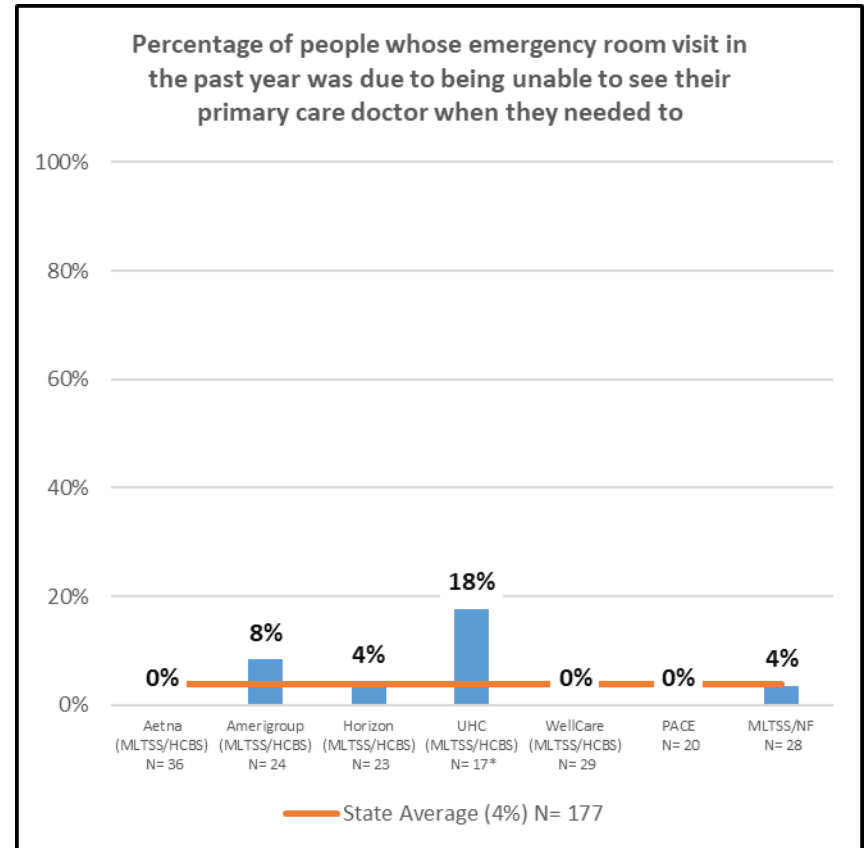
* Very small number of responses

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



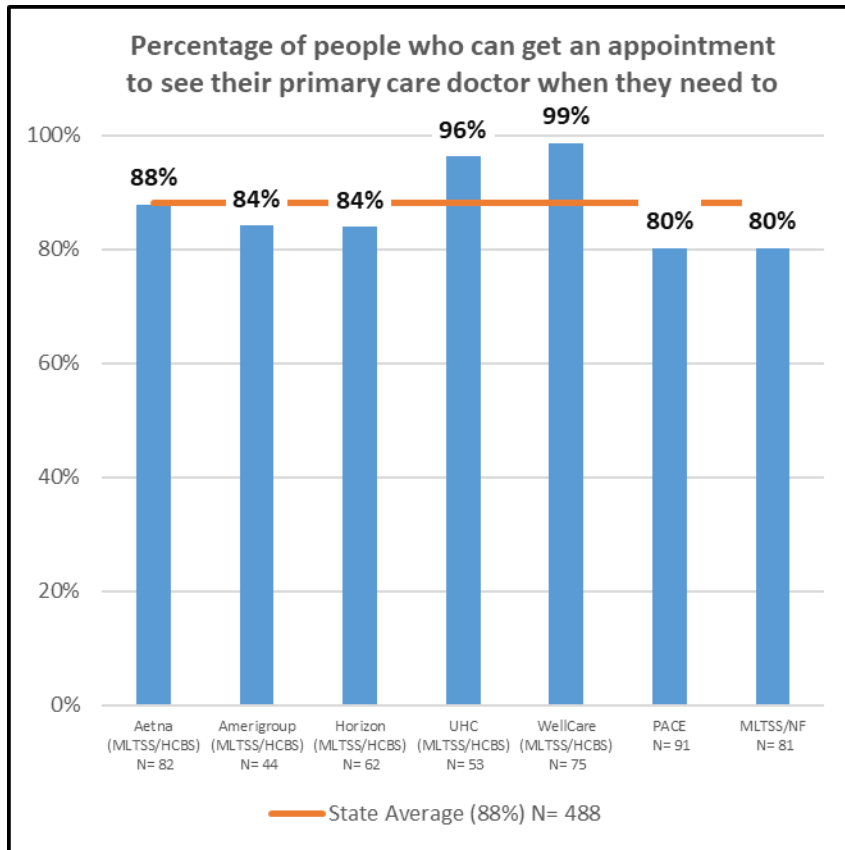
* Very small number of responses

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

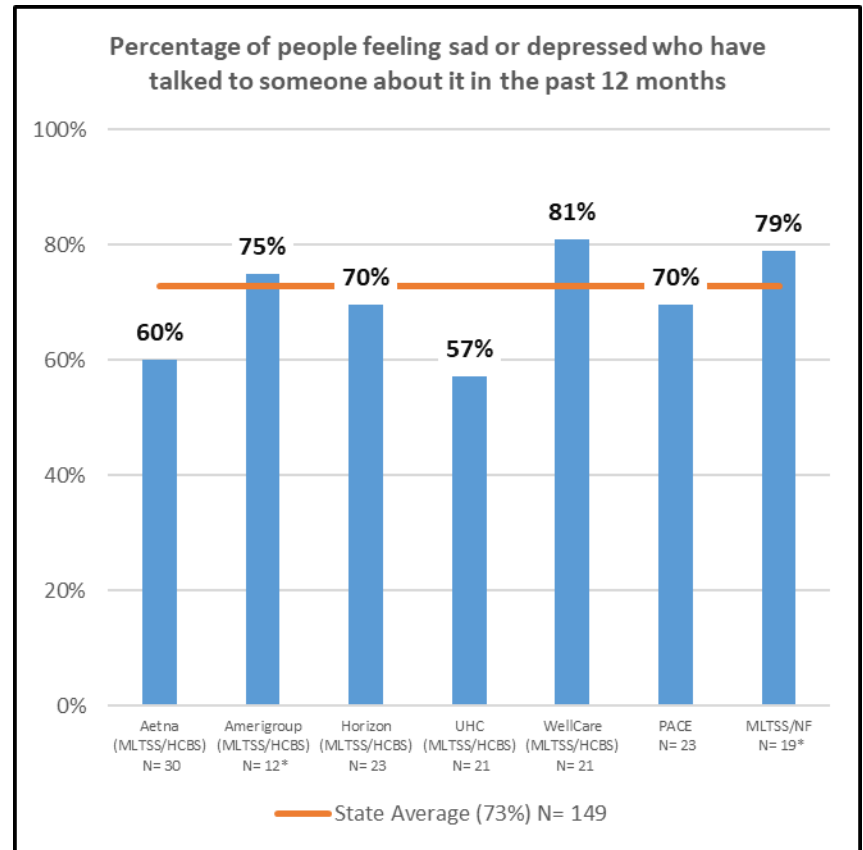


* Very small number of responses

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

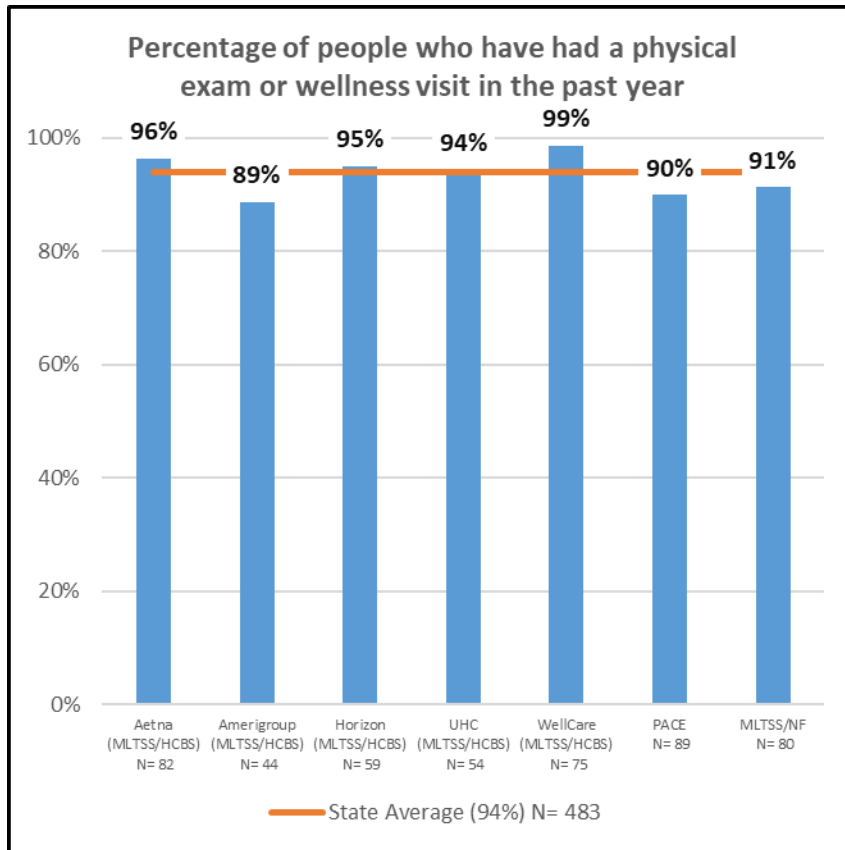


Graph 69. Percentage of people feeling sad or depressed who have talked to someone about it in the past 12 months

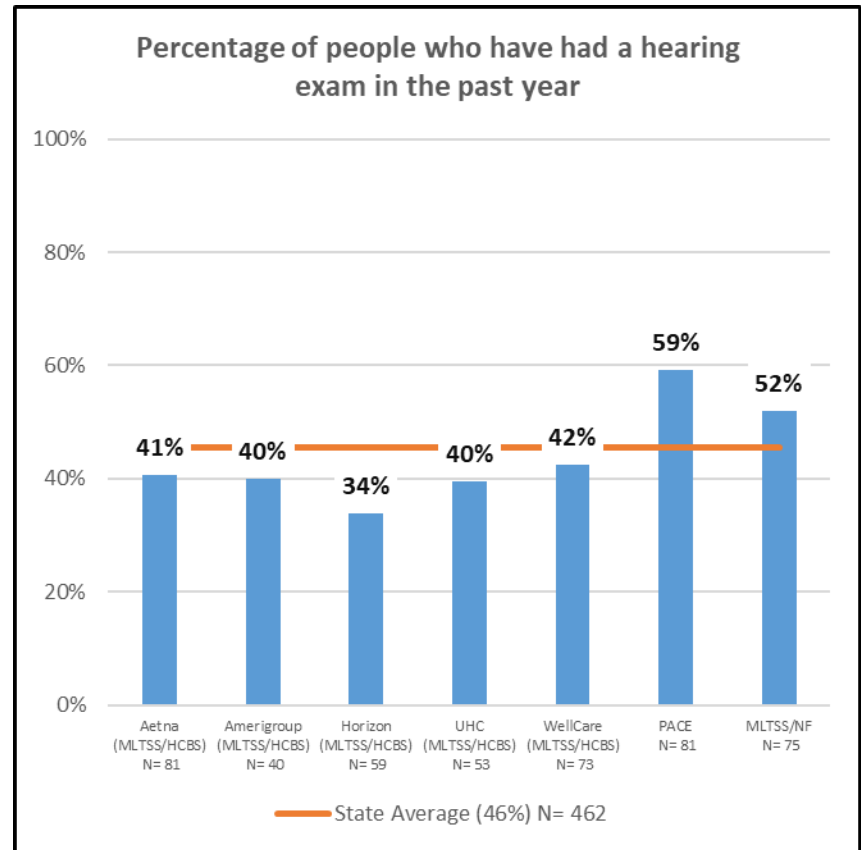


* Very small number of responses

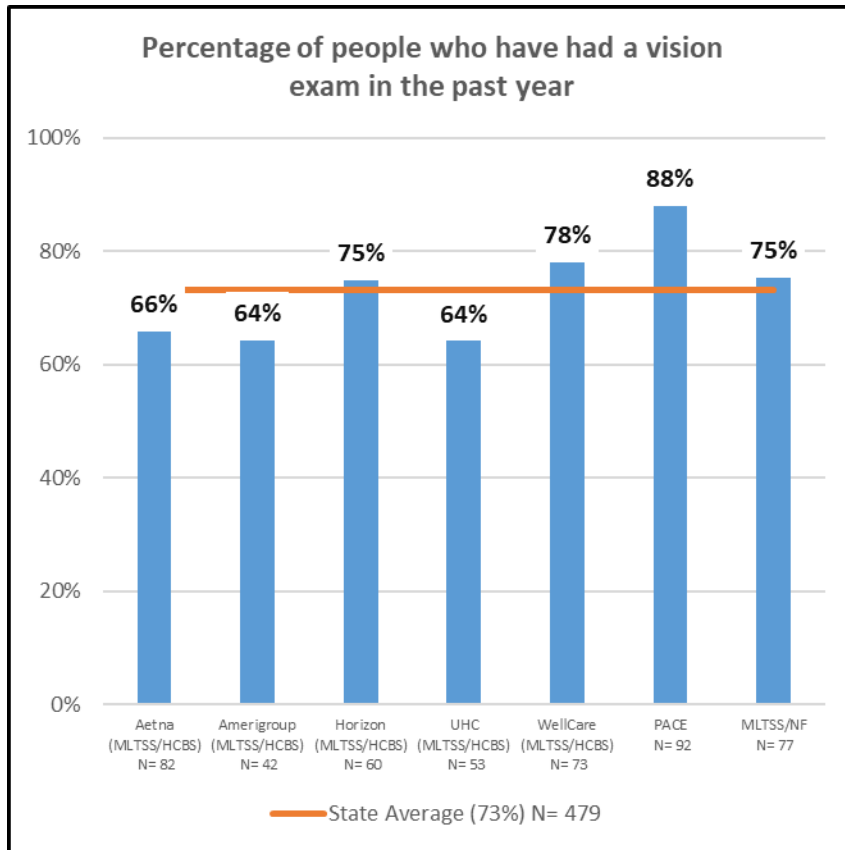
Graph 70. Percentage of people who have had a physical exam or wellness visit in the past year



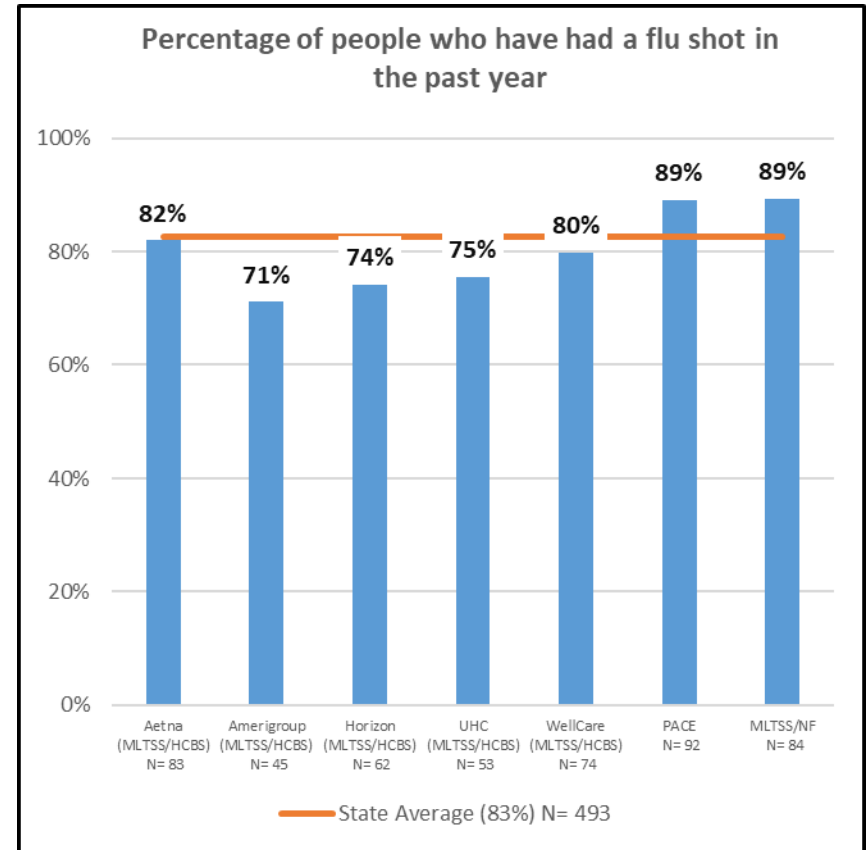
Graph 71. Percentage of people who have had a hearing exam in the past year



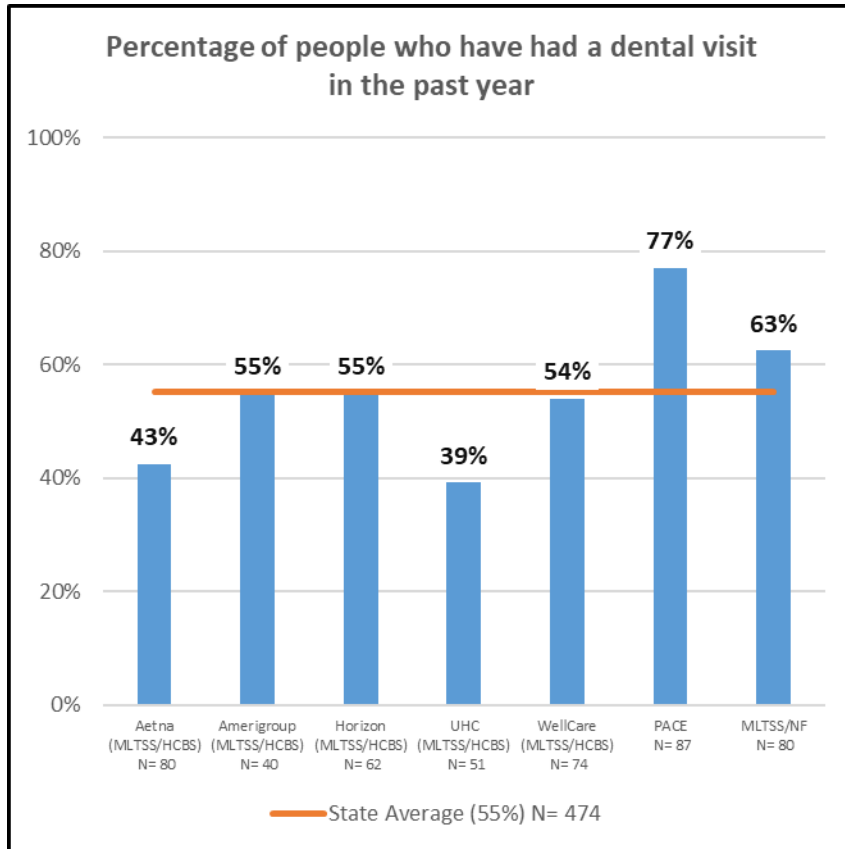
Graph 72. Percentage of people who have had a vision exam in the past year



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



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 lonely²³

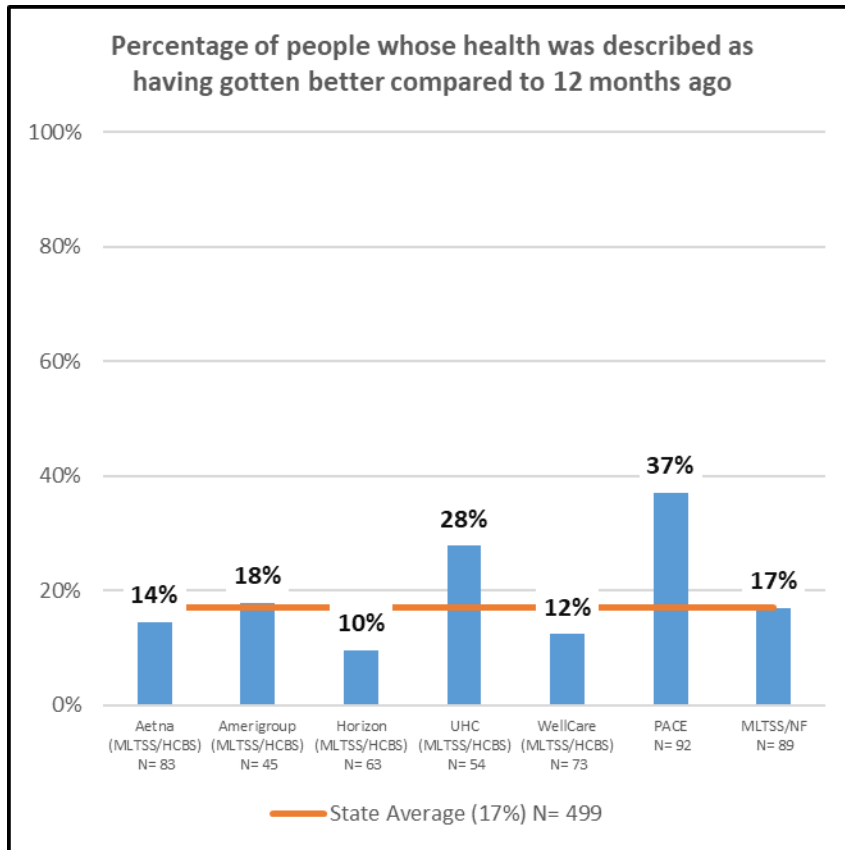
There are nine²⁴ survey items that correspond to the Wellness domain.

Un-collapsed data are shown in Appendix B.

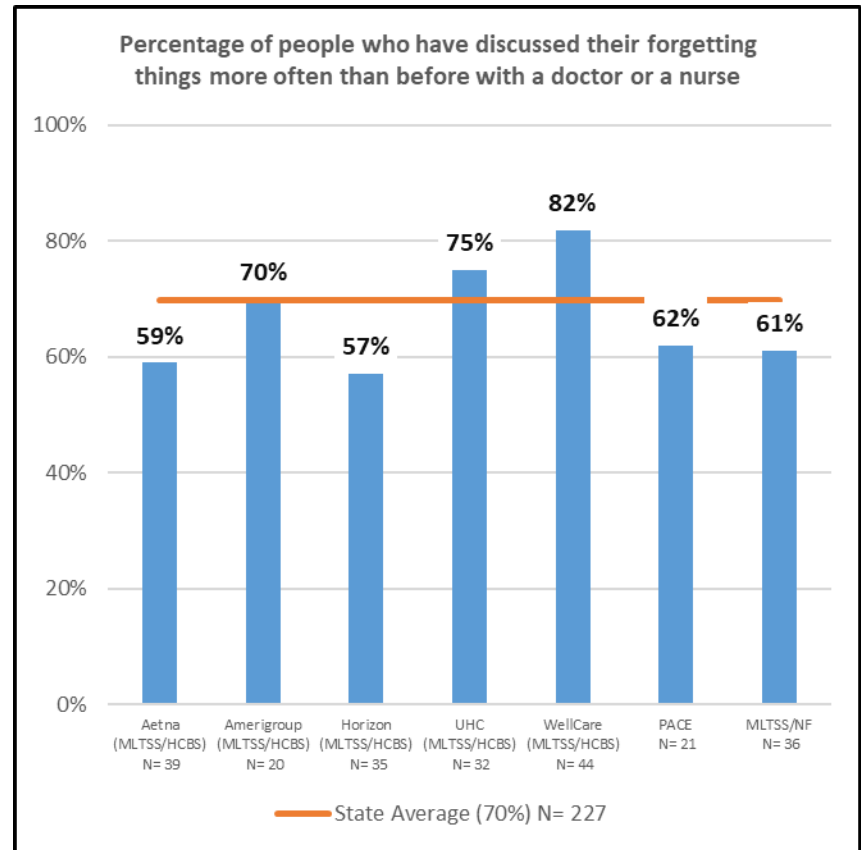
²³ New indicator in 2019-2020.

²⁴ Data for two items are presented in Appendix B only.

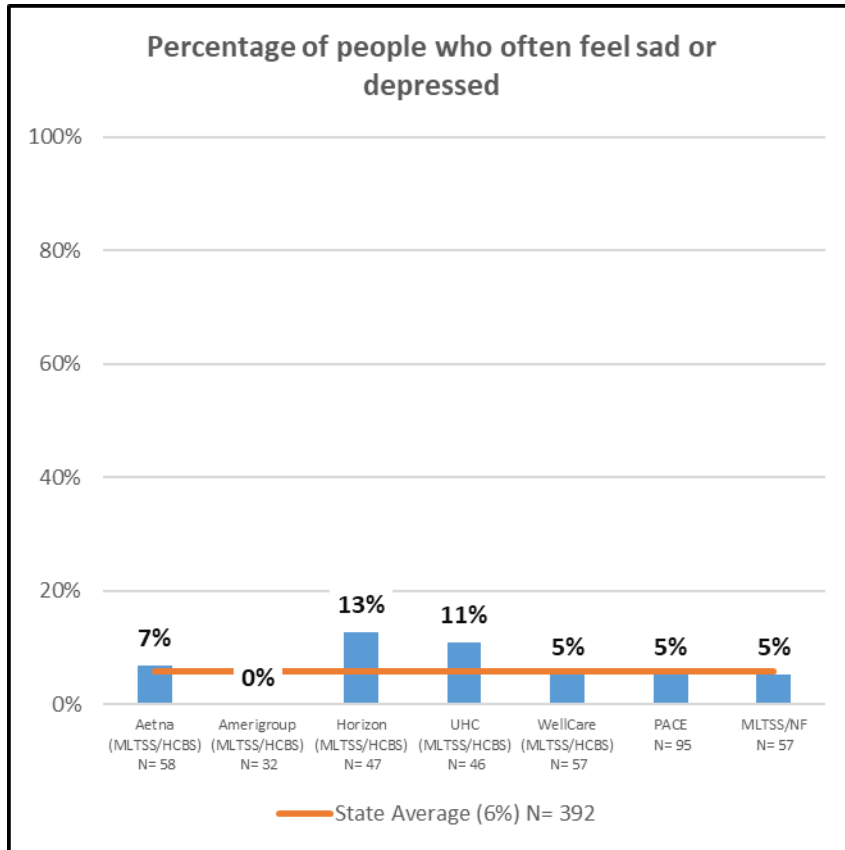
Graph 75. Percentage of people whose health was described as having gotten better compared to 12 months ago



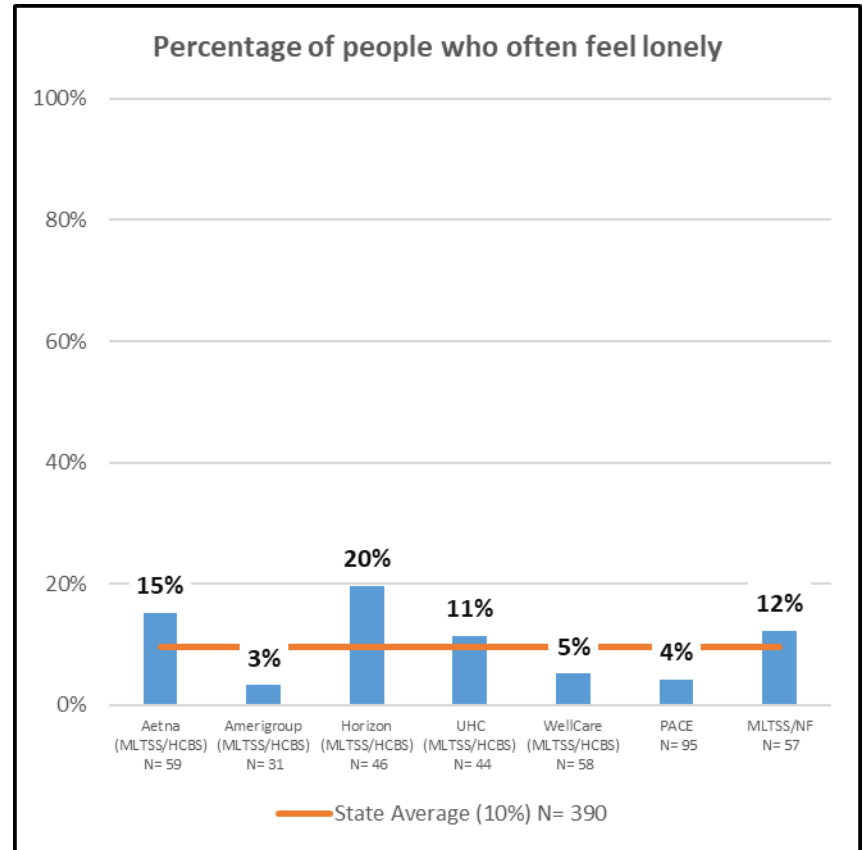
Graph 76. Percentage of people who have discussed their forgetting things more often than before with a doctor or a nurse



Graph 77. Percentage of people who often feel sad or depressed

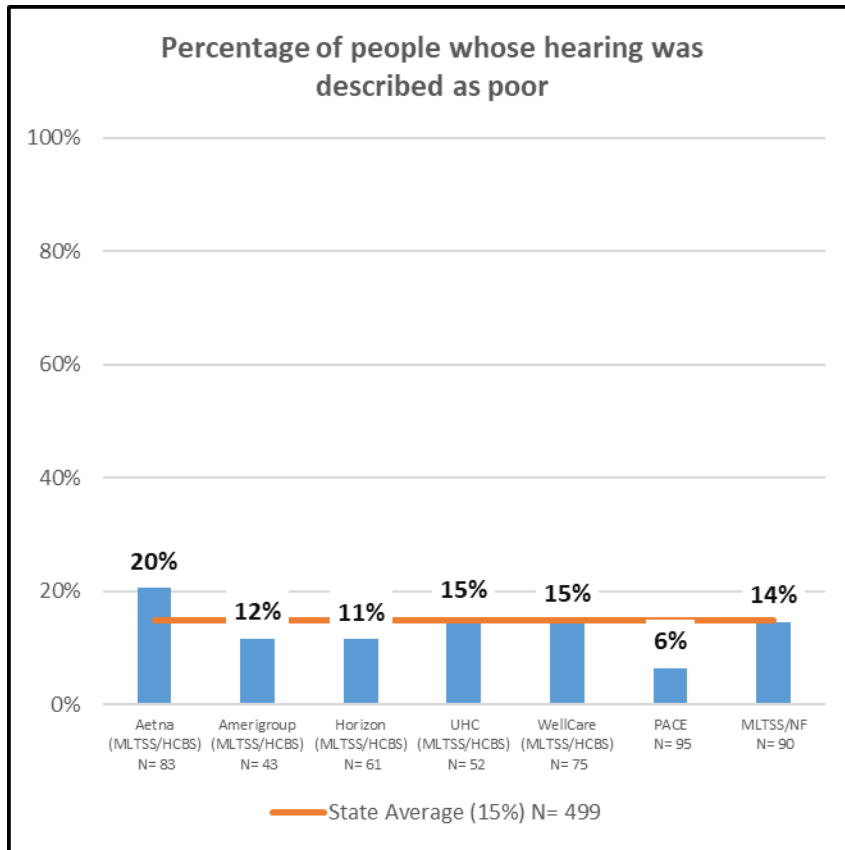


Graph 78. Percentage of people who often feel lonely²⁵

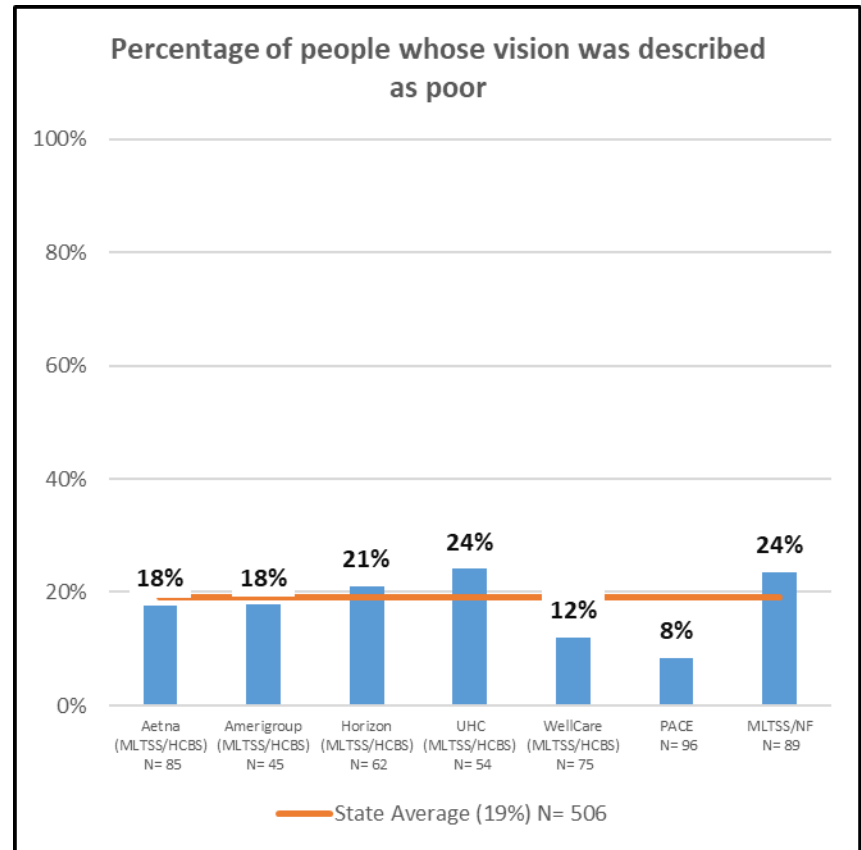


²⁵ New item in 2019-2020.

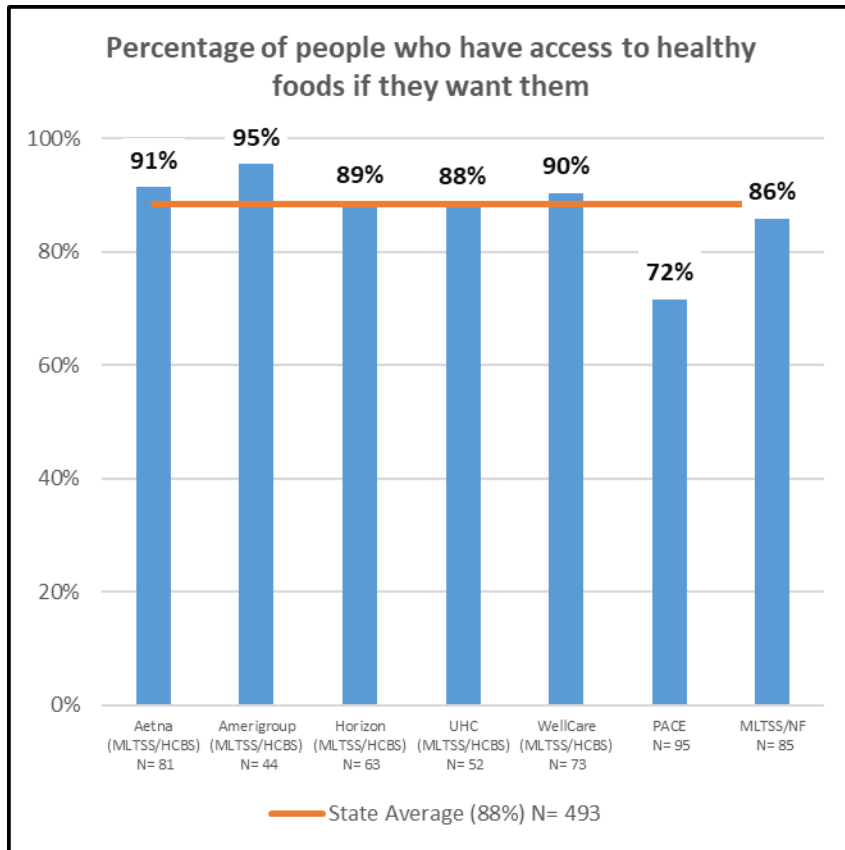
Graph 79. Percentage of people whose hearing was described as poor (with hearing aids, if wears any)



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



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



Medications

Medications are managed effectively and appropriately.

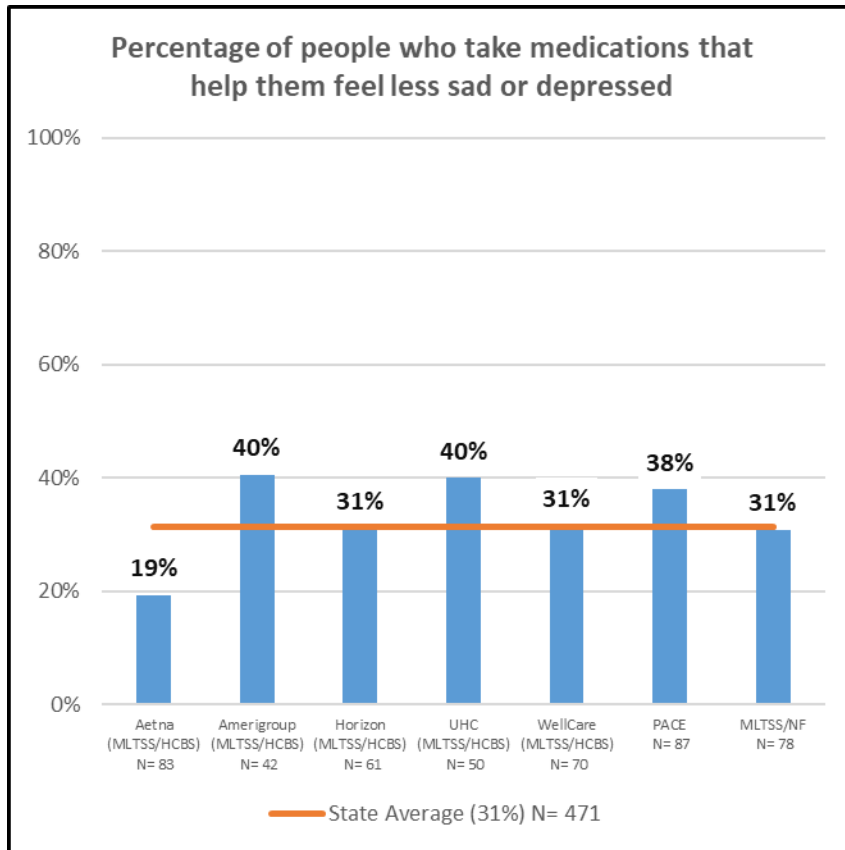
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

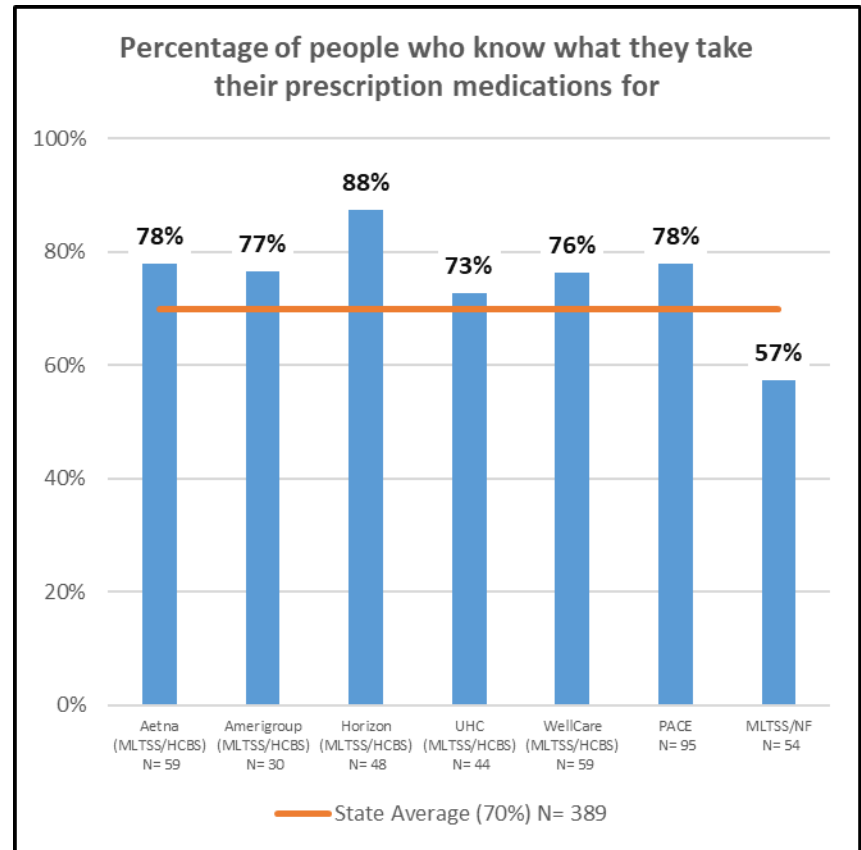
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

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



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



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:

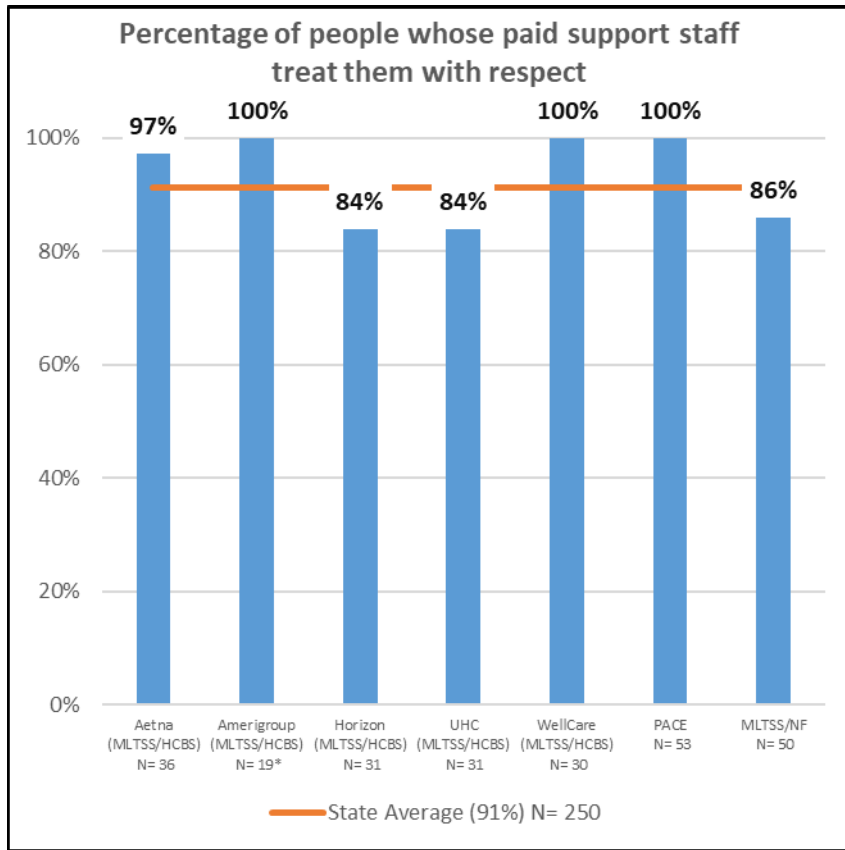
1. Percentage of people who have access to information about services in their preferred language²⁶
2. Percentage of people whose paid support staff treat them with respect
3. Percentage of people in group settings whose permission is asked before others enter their room
4. Percentage of people in group 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.

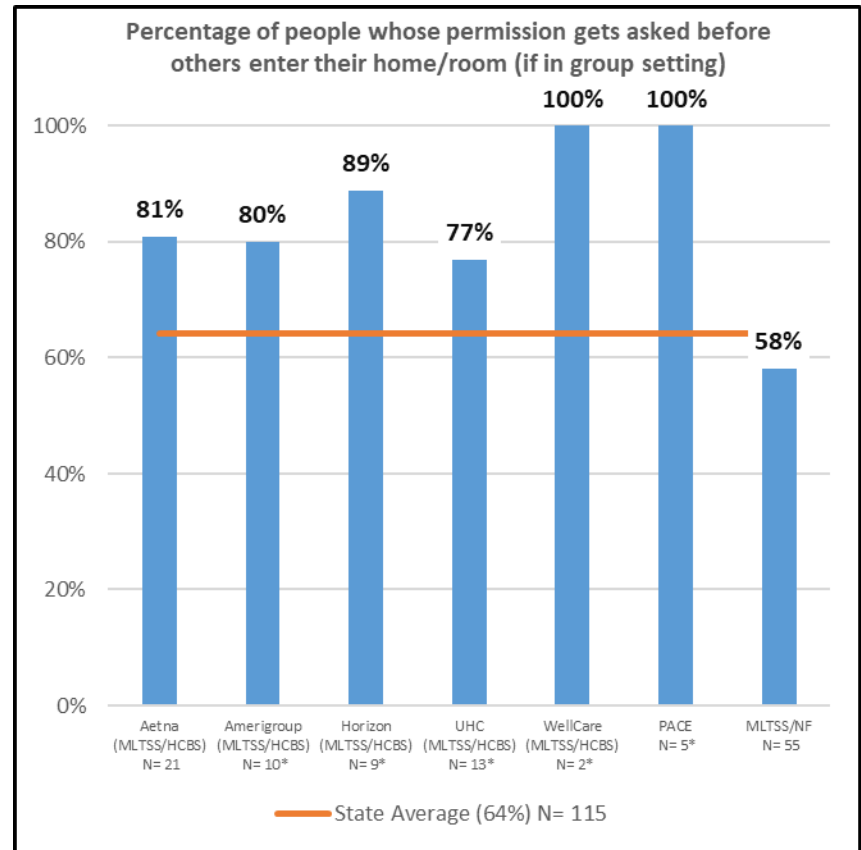
²⁶ Indicator previously reported in the “Service Coordination” domain.

Graph 84. Percentage of people whose paid support staff treat them with respect



* Very small number of responses

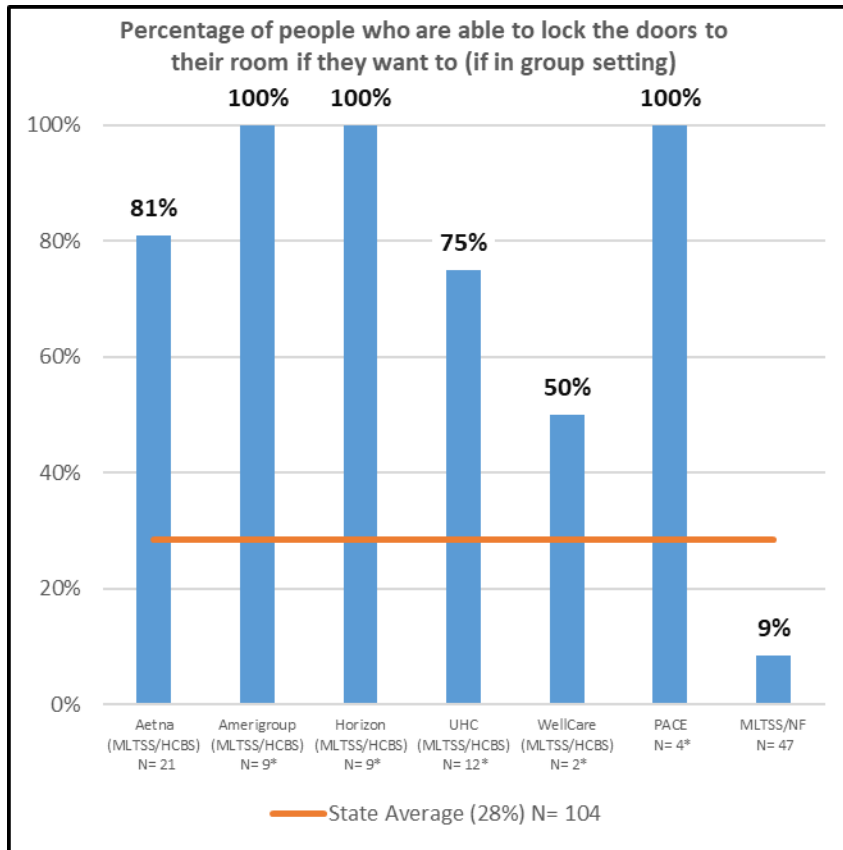
Graph 85. Percentage of people whose permission is asked before others enter their home/room (if in group setting)²⁷



* Very small number of responses

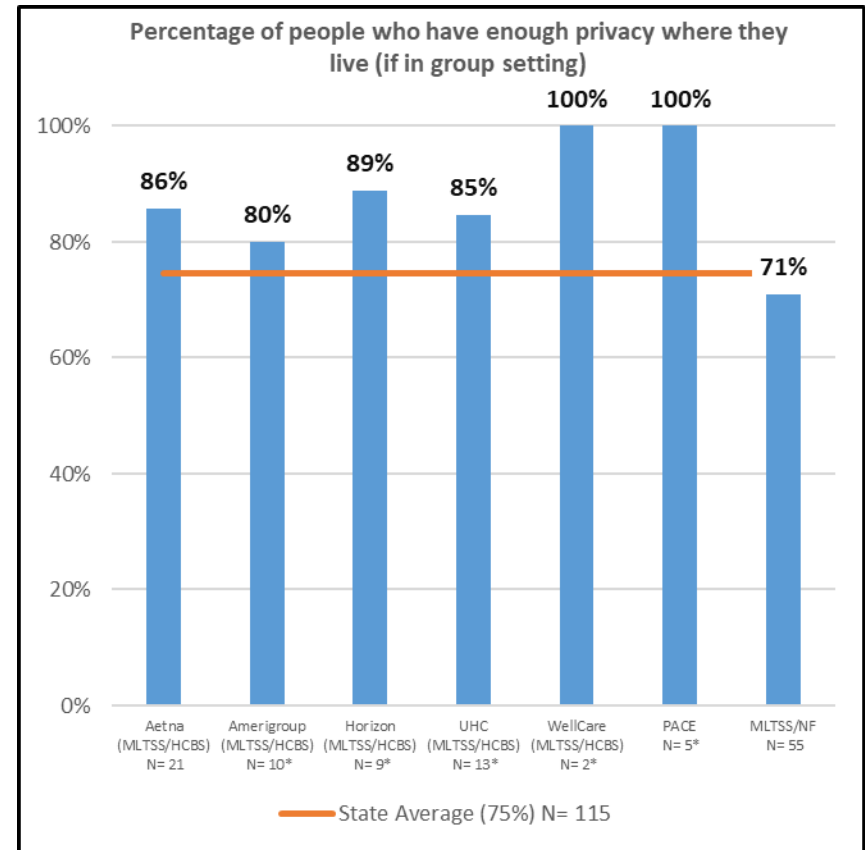
²⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 86. Percentage of people who are able to lock the doors to their room if they want to (if in group setting)²⁸



* Very small number of responses

Graph 87. Percentage of people who have enough privacy where they live (if in group setting)²⁹

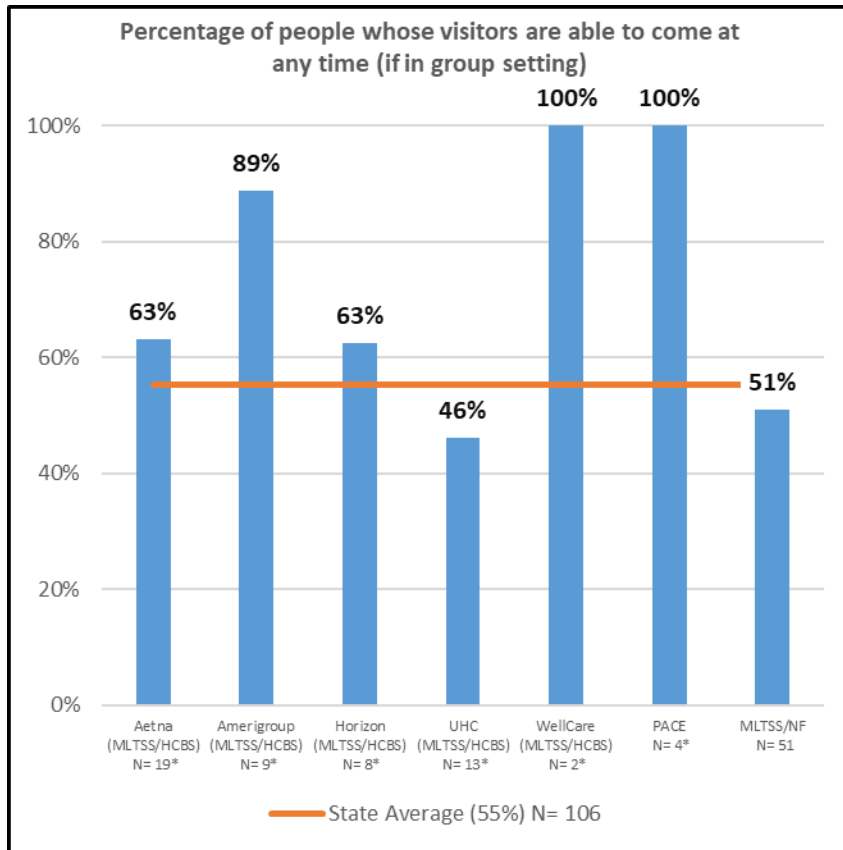


* Very small number of responses

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

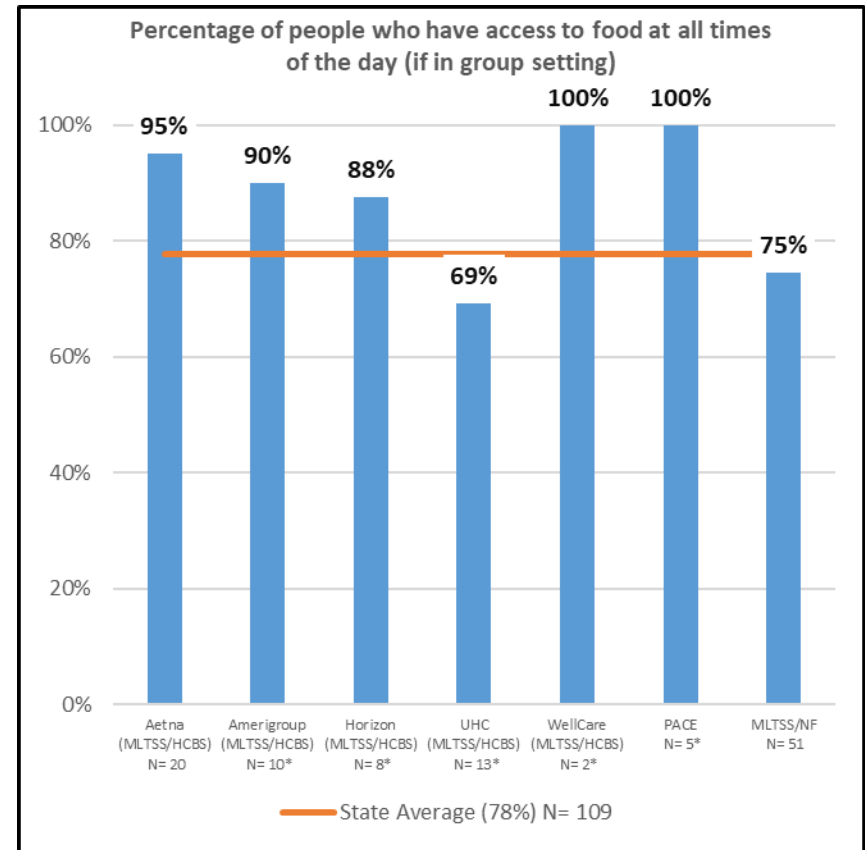
²⁹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 88. Percentage of people whose visitors are able to come at any time (if in group setting)³⁰



* Very small number of responses

Graph 89. Percentage of people who have access to food at all times of the day (if in group setting)³¹

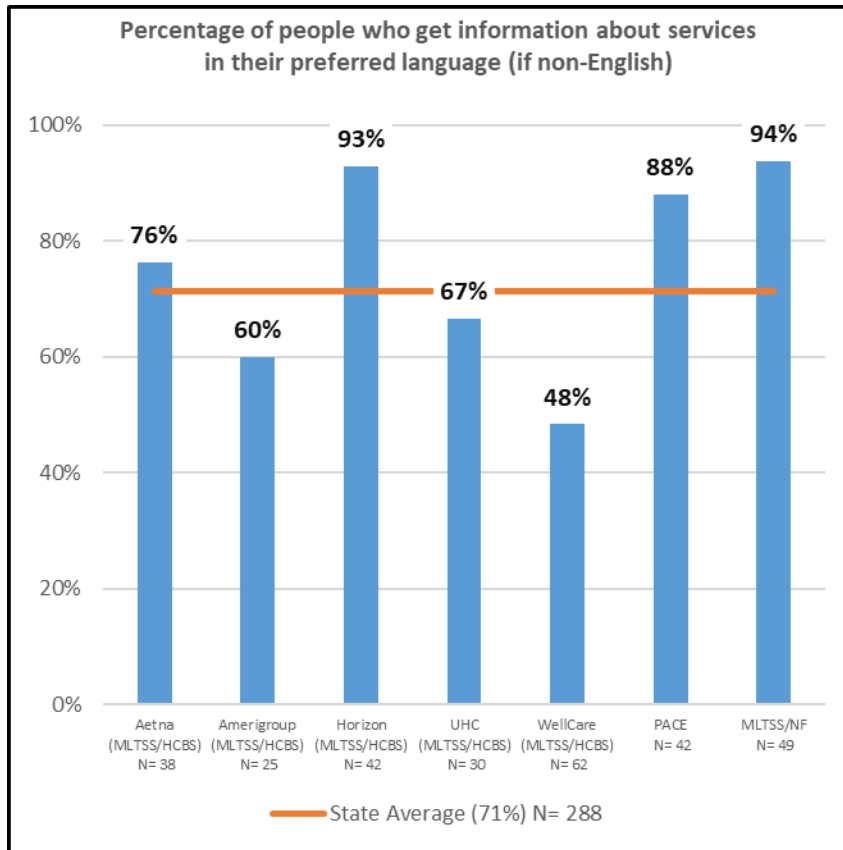


* Very small number of responses

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

³¹ 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)³²



³² Item previously reported in “Service Coordination” domain

Self-Direction

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

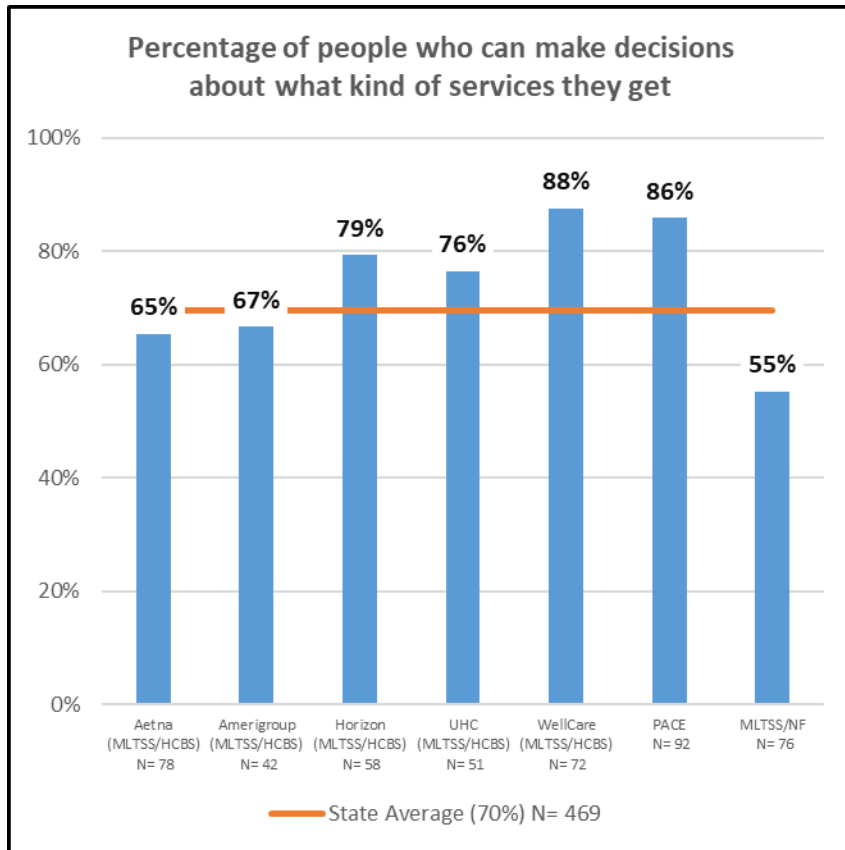
There are three Self-Direction indicators measured by the NCI-AD Adult Consumer Survey:

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

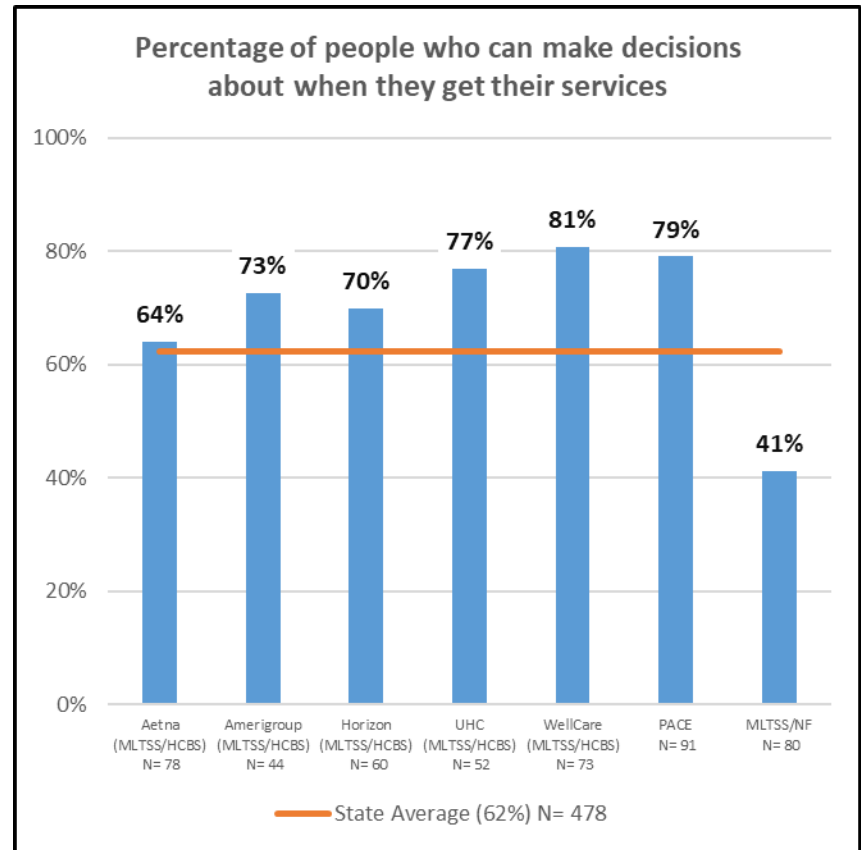
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

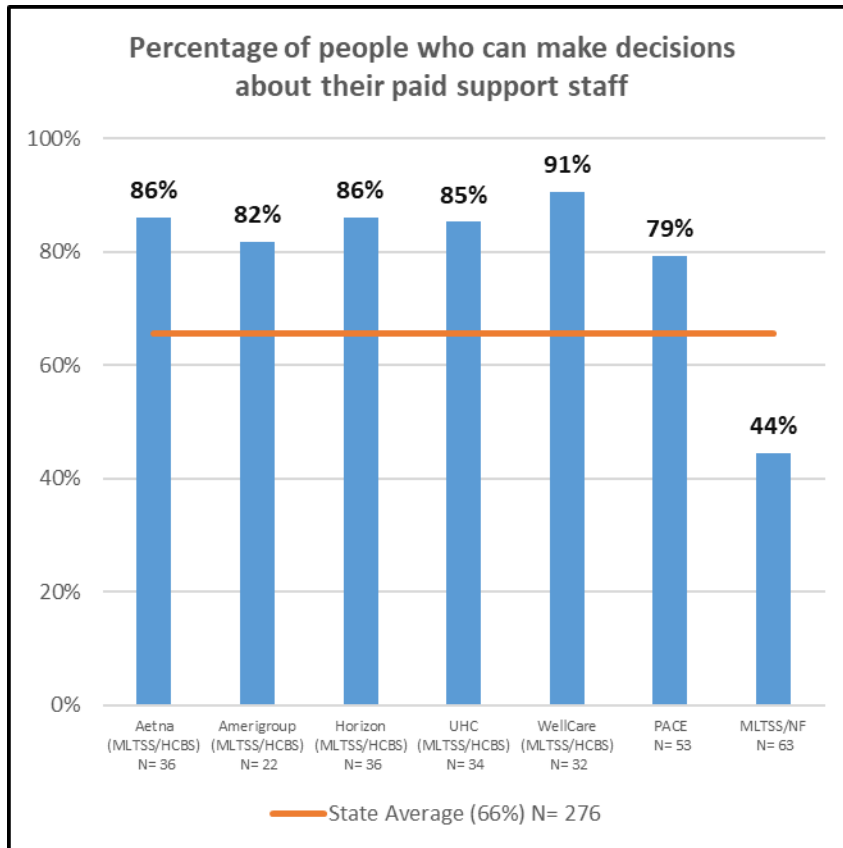
Graph 91. Percentage of people who can make decisions about what kind of services they get



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



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



Work

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

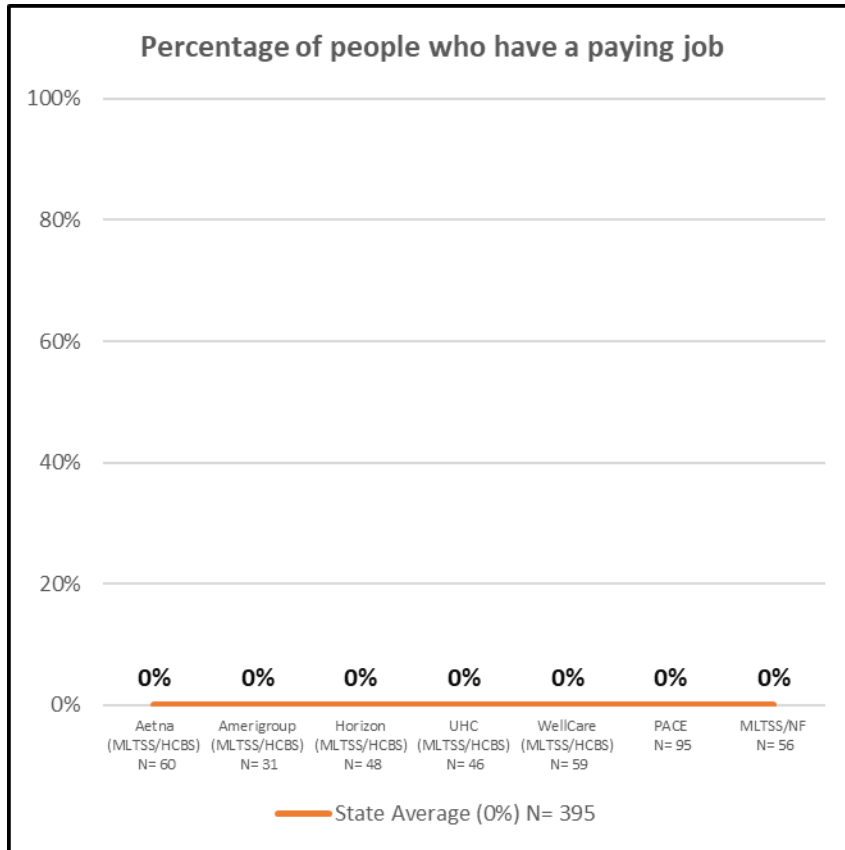
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

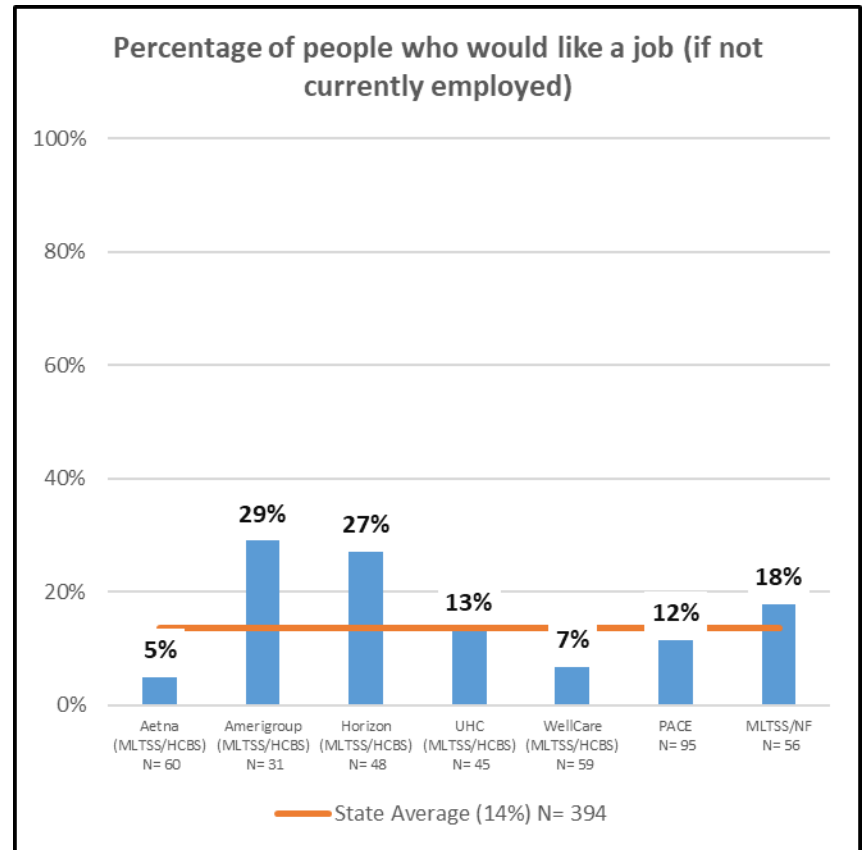
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

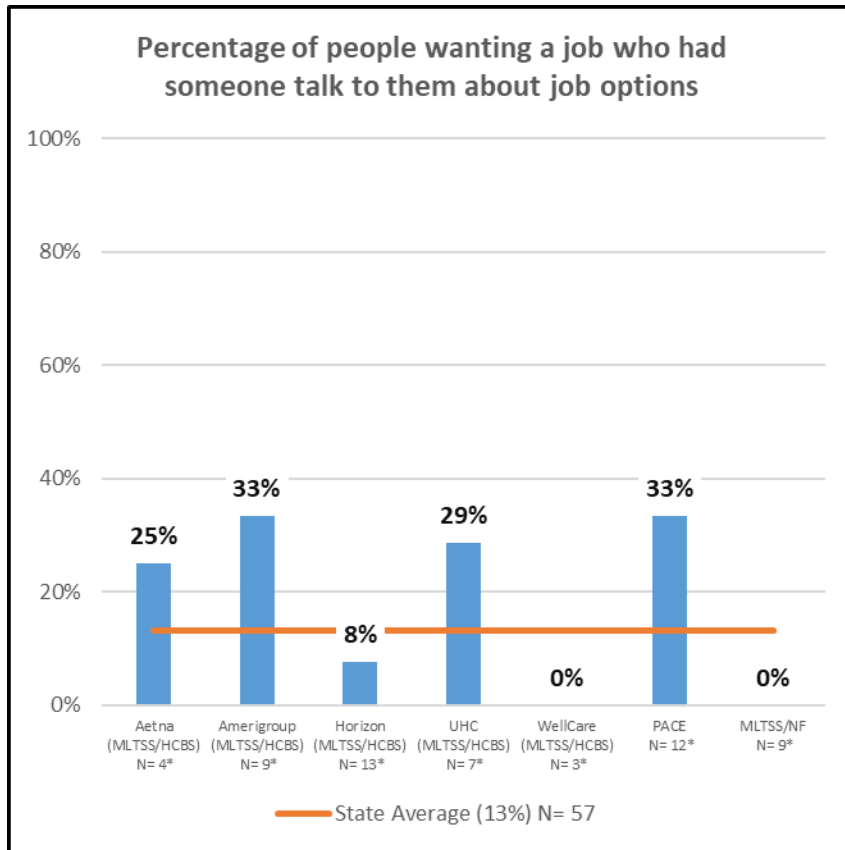
Graph 94. Percentage of people who have a paying job



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

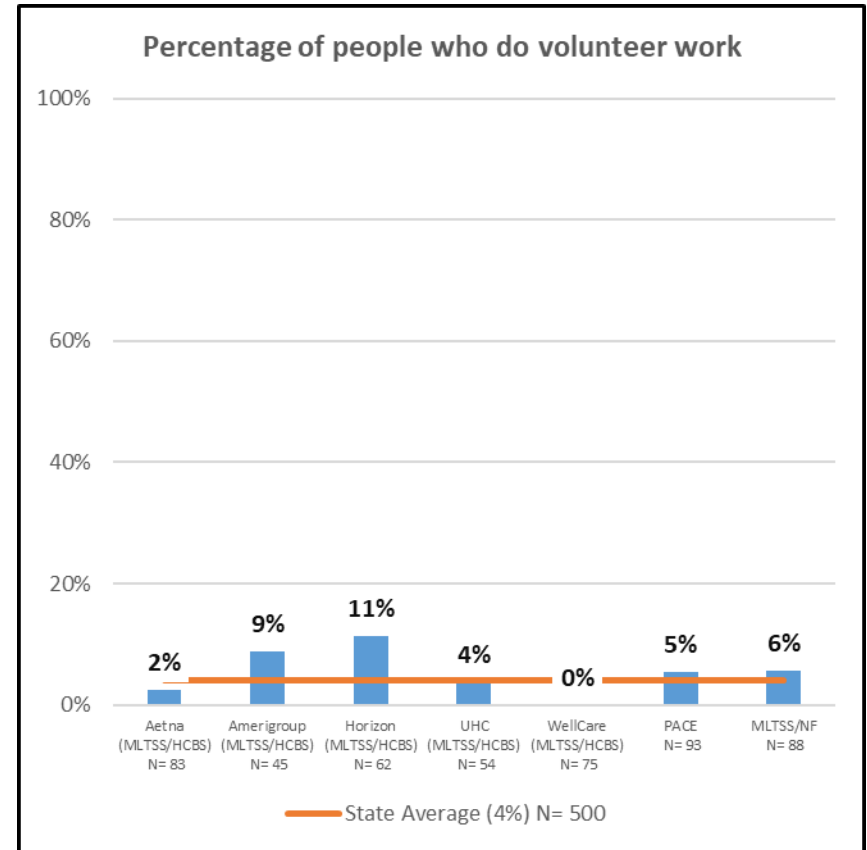


Graph 96. Percentage of people wanting a job who had someone talk to them about job options

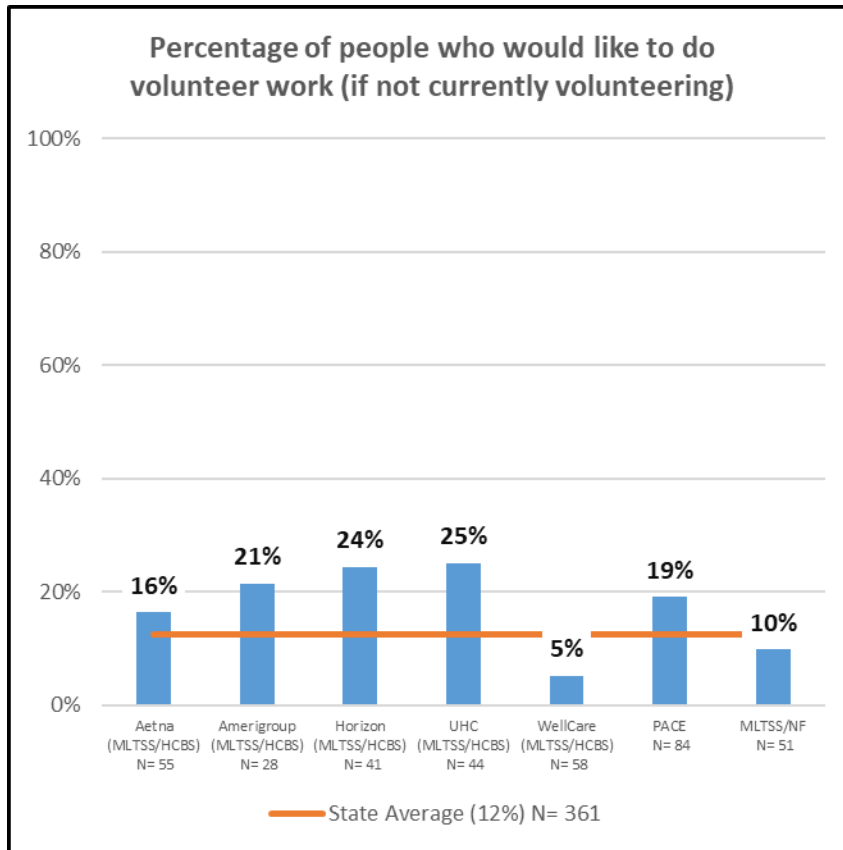


* Very small number of responses

Graph 97. Percentage of people who do volunteer work



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



Everyday Living

People have enough supports for everyday living.

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

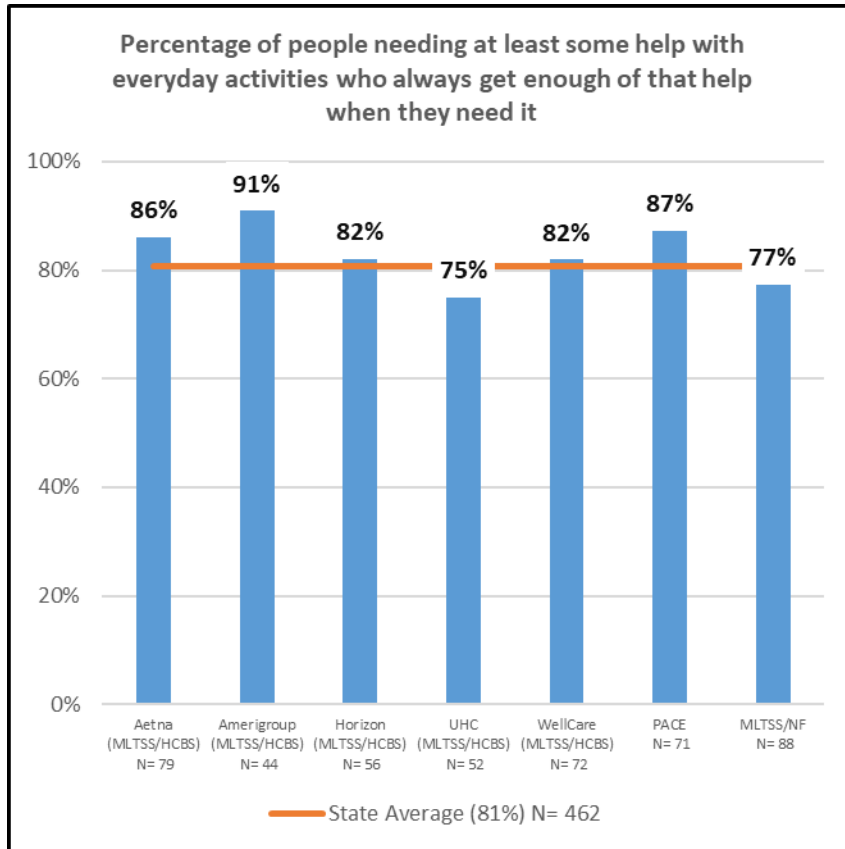
1. Percentage of people who have adequate support for everyday activities
2. Percentage of people who have adequate support for self-care

There are four³³ survey items that correspond to the Everyday Living domain.

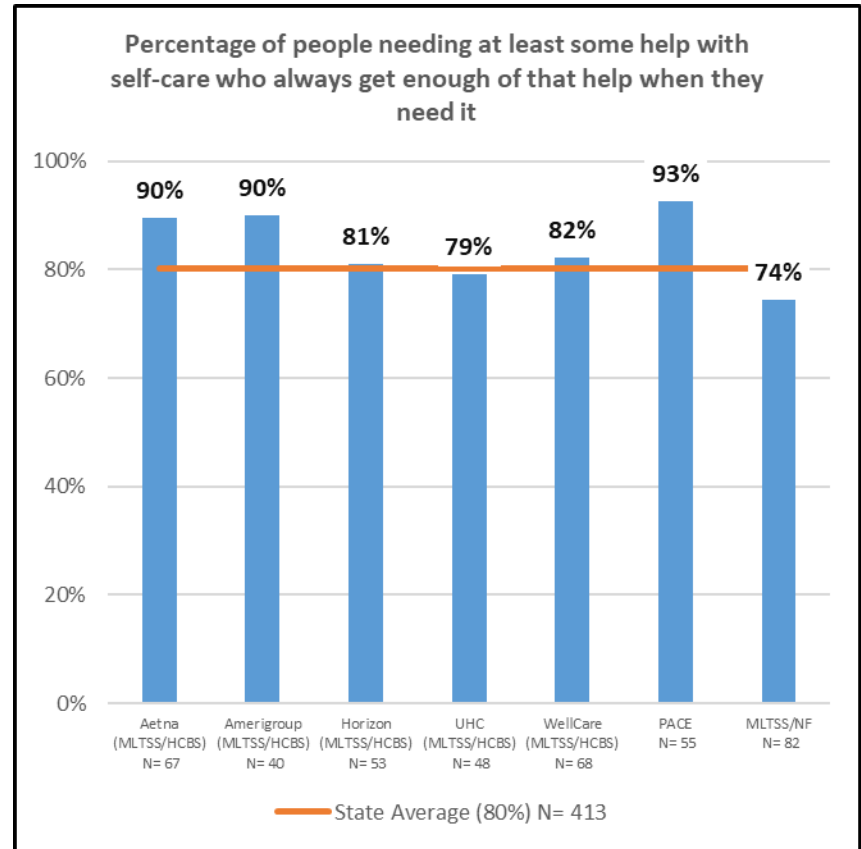
Un-collapsed data are shown in Appendix B.

³³ 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.

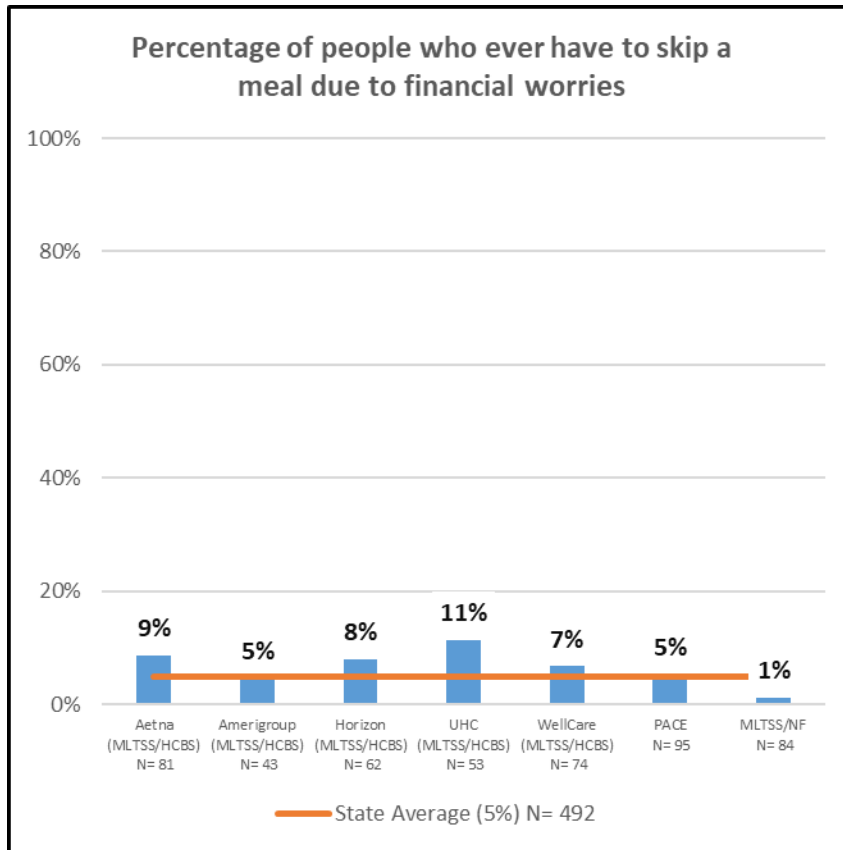
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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



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
Aetna (MLTSS/HCBS)	74	66
Amerigroup (MLTSS/HCBS)	73	38
Horizon (MLTSS/HCBS)	68	54
UHC (MLTSS/HCBS)	71	47
WellCare (MLTSS/HCBS)	75	68
PACE	73	93
MLTSS/NF	73	68
Unknown	n/a	0
Sample Average	73	434

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
Aetna (MLTSS/HCBS)	78%	22%	0%	85
Amerigroup (MLTSS/HCBS)	84%	16%	0%	45
Horizon (MLTSS/HCBS)	87%	13%	0%	62
UHC (MLTSS/HCBS)	89%	11%	0%	53
WellCare (MLTSS/HCBS)	92%	8%	0%	74
PACE	97%	3%	0%	96
MLTSS/NF	76%	24%	0%	90
Unknown	n/a	n/a	n/a	0
Sample Average	86%	14%	0%	505

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
Aetna (MLTSS/HCBS)	29%	71%	0%	0%	85
Amerigroup (MLTSS/HCBS)	18%	82%	0%	0%	45
Horizon (MLTSS/HCBS)	29%	71%	0%	0%	63
UHC (MLTSS/HCBS)	28%	72%	0%	0%	54
WellCare (MLTSS/HCBS)	27%	73%	0%	0%	74
PACE	31%	69%	0%	0%	94
MLTSS/NF	38%	62%	0%	0%	89
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	30%	70%	0%	0%	504

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
Aetna (MLTSS/HCBS)	0%	11%	32%	0%	47%	9%	1%	0%	85
Amerigroup (MLTSS/HCBS)	2%	0%	22%	0%	56%	20%	0%	0%	45
Horizon (MLTSS/HCBS)	2%	0%	30%	0%	41%	19%	6%	2%	63
UHC (MLTSS/HCBS)	0%	0%	26%	0%	57%	15%	2%	0%	53
WellCare (MLTSS/HCBS)	1%	39%	9%	0%	12%	36%	4%	0%	74
PACE	0%	2%	40%	0%	46%	9%	4%	0%	96
MLTSS/NF	0%	1%	29%	0%	66%	3%	1%	1%	90
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	1%	8%	28%	0%	46%	15%	3%	0%	506

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
Aetna (MLTSS/HCBS)	20%	14%	13%	47%	5%	83
Amerigroup (MLTSS/HCBS)	22%	9%	31%	31%	7%	45
Horizon (MLTSS/HCBS)	35%	16%	19%	29%	2%	63
UHC (MLTSS/HCBS)	31%	11%	19%	37%	2%	54
WellCare (MLTSS/HCBS)	13%	29%	19%	39%	0%	75
PACE	28%	5%	31%	35%	1%	95
MLTSS/NF	31%	10%	20%	34%	4%	90
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	26%	13%	21%	36%	3%	505

Table 6. Preferred language

	English	Spanish	Other	Don't Know/ Unclear	N
Aetna (MLTSS/HCBS)	82%	7%	11%	0%	85
Amerigroup (MLTSS/HCBS)	73%	16%	11%	0%	45
Horizon (MLTSS/HCBS)	81%	11%	8%	0%	62
UHC (MLTSS/HCBS)	81%	13%	6%	0%	54
WellCare (MLTSS/HCBS)	24%	32%	44%	0%	75
PACE	86%	8%	5%	0%	95
MLTSS/NF	93%	1%	3%	2%	90
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	75%	12%	12%	0%	506

Table 7. Type of residential area³⁴

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
Aetna (MLTSS/HCBS)	96%	0%	0%	0%	4%	85
Amerigroup (MLTSS/HCBS)	93%	0%	0%	0%	7%	45
Horizon (MLTSS/HCBS)	92%	2%	0%	0%	6%	63
UHC (MLTSS/HCBS)	91%	2%	0%	0%	7%	54
WellCare (MLTSS/HCBS)	93%	0%	0%	0%	7%	75
PACE	86%	11%	0%	0%	2%	96
MLTSS/NF	92%	7%	0%	0%	1%	90
Unknown	0%	0%	0%	0%	100%	1
Sample Average	92%	4%	0%	0%	5%	509

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
Aetna (MLTSS/HCBS)	64%	6%	1%	25%	0%	1%	2%	0%	84
Amerigroup (MLTSS/HCBS)	56%	16%	4%	22%	0%	0%	2%	0%	45
Horizon (MLTSS/HCBS)	67%	17%	0%	16%	0%	0%	0%	0%	63
UHC (MLTSS/HCBS)	57%	17%	2%	22%	2%	0%	0%	0%	54
WellCare (MLTSS/HCBS)	65%	32%	0%	3%	0%	0%	0%	0%	75
PACE	47%	50%	1%	2%	0%	0%	0%	0%	96
MLTSS/NF	2%	0%	0%	0%	98%	0%	0%	0%	90
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	49%	21%	1%	11%	18%	0%	1%	0%	507

³⁴ 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
Aetna (MLTSS/HCBS)	26%	11%	38%	1%	1%	28%	0%	85
Amerigroup (MLTSS/HCBS)	38%	11%	29%	2%	0%	20%	0%	45
Horizon (MLTSS/HCBS)	36%	15%	36%	0%	0%	15%	2%	61
UHC (MLTSS/HCBS)	43%	11%	26%	2%	2%	17%	0%	53
WellCare (MLTSS/HCBS)	44%	23%	33%	0%	0%	3%	0%	75
PACE	71%	4%	22%	0%	0%	3%	0%	96
MLTSS/NF	11%	2%	3%	0%	0%	82%	1%	90
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	39%	10%	26%	1%	0%	26%	0%	505

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
Aetna (MLTSS/HCBS)	93%	5%	2%	84
Amerigroup (MLTSS/HCBS)	96%	0%	4%	45
Horizon (MLTSS/HCBS)	94%	6%	0%	63
UHC (MLTSS/HCBS)	98%	2%	0%	54
WellCare (MLTSS/HCBS)	97%	3%	0%	75
PACE	99%	1%	0%	93
MLTSS/NF	98%	2%	0%	90
Unknown	n/a	n/a	n/a	0
Sample Average	96%	3%	1%	504

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
Aetna (MLTSS/HCBS)	75%	0%	25%	0%	0%	0%	0%	0%	4
Amerigroup (MLTSS/HCBS)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Horizon (MLTSS/HCBS)	25%	50%	0%	0%	0%	0%	25%	0%	4
UHC (MLTSS/HCBS)	100%	0%	0%	0%	0%	0%	0%	0%	1
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	0%	0%	0%	0%	2
PACE	100%	0%	0%	0%	0%	0%	0%	0%	1
MLTSS/NF	100%	0%	0%	0%	0%	0%	0%	0%	2
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	71%	14%	7%	0%	0%	0%	7%	0%	14

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
Aetna (MLTSS/HCBS)	7%	93%	0%	85
Amerigroup (MLTSS/HCBS)	27%	71%	2%	45
Horizon (MLTSS/HCBS)	39%	61%	0%	62
UHC (MLTSS/HCBS)	37%	63%	0%	54
WellCare (MLTSS/HCBS)	77%	23%	0%	74
PACE	54%	38%	8%	96
MLTSS/NF	31%	69%	0%	89
Unknown	n/a	n/a	n/a	0
Sample Average	39%	59%	2%	505

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

	No	Yes	Don’t Know/Unclear	N
Aetna (MLTSS/HCBS)	71%	28%	1%	83
Amerigroup (MLTSS/HCBS)	71%	29%	0%	45
Horizon (MLTSS/HCBS)	84%	16%	0%	63
UHC (MLTSS/HCBS)	81%	19%	0%	54
WellCare (MLTSS/HCBS)	76%	24%	0%	75
PACE	85%	15%	0%	95
MLTSS/NF	67%	33%	0%	90
Unknown	n/a	n/a	n/a	0
Sample Average	76%	23%	0%	505

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
Aetna (MLTSS/HCBS)	99%	1%	0%	85
Amerigroup (MLTSS/HCBS)	93%	4%	2%	45
Horizon (MLTSS/HCBS)	98%	0%	2%	63
UHC (MLTSS/HCBS)	94%	6%	0%	52
WellCare (MLTSS/HCBS)	96%	3%	1%	75
PACE	97%	3%	0%	95
MLTSS/NF	91%	4%	4%	89
Unknown	n/a	n/a	n/a	0
Sample Average	96%	3%	1%	504

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
Aetna (MLTSS/HCBS)	100%	0%	0%	85
Amerigroup (MLTSS/HCBS)	93%	4%	2%	45
Horizon (MLTSS/HCBS)	98%	2%	0%	62
UHC (MLTSS/HCBS)	93%	4%	4%	54
WellCare (MLTSS/HCBS)	99%	0%	1%	73
PACE	99%	1%	0%	94
MLTSS/NF	92%	5%	3%	88
Unknown	n/a	n/a	n/a	0
Sample Average	97%	2%	1%	501

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
Aetna (MLTSS/HCBS)	11%	21%	61%	21%	2%	85
Amerigroup (MLTSS/HCBS)	11%	29%	56%	22%	4%	45
Horizon (MLTSS/HCBS)	11%	24%	65%	8%	0%	63
UHC (MLTSS/HCBS)	11%	11%	70%	20%	2%	54
WellCare (MLTSS/HCBS)	4%	7%	77%	20%	0%	74
PACE	1%	27%	53%	23%	0%	95
MLTSS/NF	25%	51%	16%	11%	0%	87
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	11%	25%	55%	18%	1%	503

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

	No	Yes	Don't Know/Unclear	N
Aetna (MLTSS/HCBS)	81%	16%	2%	85
Amerigroup (MLTSS/HCBS)	73%	22%	4%	45
Horizon (MLTSS/HCBS)	76%	24%	0%	63
UHC (MLTSS/HCBS)	79%	15%	6%	53
WellCare (MLTSS/HCBS)	85%	13%	1%	75
PACE	88%	13%	0%	96
MLTSS/NF	81%	17%	2%	90
Unknown	n/a	n/a	n/a	0
Sample Average	81%	17%	2%	507

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
Aetna (MLTSS/HCBS)	8%	92%	0%	84
Amerigroup (MLTSS/HCBS)	9%	91%	0%	45
Horizon (MLTSS/HCBS)	17%	83%	0%	63
UHC (MLTSS/HCBS)	9%	91%	0%	54
WellCare (MLTSS/HCBS)	9%	91%	0%	75
PACE	8%	92%	0%	96
MLTSS/NF	12%	87%	1%	90
Unknown	n/a	n/a	n/a	0
Sample Average	10%	89%	0%	507

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
Aetna (MLTSS/HCBS)	0%	0%	87%	13%	0%	84
Amerigroup (MLTSS/HCBS)	2%	2%	60%	36%	0%	45
Horizon (MLTSS/HCBS)	0%	2%	49%	49%	0%	63
UHC (MLTSS/HCBS)	0%	2%	67%	31%	0%	54
WellCare (MLTSS/HCBS)	1%	1%	63%	35%	0%	75
PACE	0%	0%	48%	52%	0%	96
MLTSS/NF	2%	6%	59%	32%	1%	90
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	1%	2%	62%	36%	0%	507

Table 20. Has legal guardian

	No	Yes	Don't Know	N
Aetna (MLTSS/HCBS)	90%	10%	0%	84
Amerigroup (MLTSS/HCBS)	84%	13%	2%	45
Horizon (MLTSS/HCBS)	95%	5%	0%	63
UHC (MLTSS/HCBS)	96%	4%	0%	54
WellCare (MLTSS/HCBS)	96%	3%	1%	75
PACE	100%	0%	0%	95
MLTSS/NF	87%	11%	2%	90
Unknown	n/a	n/a	n/a	0
Sample Average	93%	6%	1%	506

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
Aetna (MLTSS/HCBS)	87%	13%	0%	84
Amerigroup (MLTSS/HCBS)	67%	33%	0%	45
Horizon (MLTSS/HCBS)	78%	21%	2%	63
UHC (MLTSS/HCBS)	41%	22%	37%	49
WellCare (MLTSS/HCBS)	87%	13%	0%	75
PACE	78%	0%	22%	96
MLTSS/NF	90%	2%	8%	89
Unknown	n/a	n/a	n/a	0
Sample Average	78%	12%	9%	501

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
Aetna (MLTSS/HCBS)	44%	8%	42%	5%	0%	59
Amerigroup (MLTSS/HCBS)	31%	28%	41%	0%	0%	32
Horizon (MLTSS/HCBS)	67%	4%	27%	2%	0%	48
UHC (MLTSS/HCBS)	63%	2%	35%	0%	0%	46
WellCare (MLTSS/HCBS)	34%	26%	40%	0%	0%	58
PACE	17%	9%	72%	1%	1%	95
MLTSS/NF	63%	4%	32%	0%	2%	57
Unknown	0%	0%	100%	0%	0%	1
Sample Average	43%	11%	45%	1%	1%	396

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
Aetna (MLTSS/HCBS)	13%	23%	3%	81%	6%	3%	31
Amerigroup (MLTSS/HCBS)	11%	28%	11%	83%	0%	0%	18
Horizon (MLTSS/HCBS)	12%	21%	9%	76%	3%	3%	34
UHC (MLTSS/HCBS)	17%	33%	0%	83%	10%	0%	30
WellCare (MLTSS/HCBS)	6%	40%	11%	91%	9%	0%	35
PACE	28%	36%	4%	80%	8%	4%	25
MLTSS/NF	11%	22%	3%	62%	16%	3%	37
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	13%	29%	6%	79%	8%	2%	210

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
Aetna (MLTSS/HCBS)	3%	6%	0%	6%	0%	0%	31
Amerigroup (MLTSS/HCBS)	0%	0%	6%	0%	0%	0%	18
Horizon (MLTSS/HCBS)	0%	3%	12%	9%	0%	0%	34
UHC (MLTSS/HCBS)	0%	0%	3%	10%	0%	0%	30
WellCare (MLTSS/HCBS)	0%	3%	0%	26%	0%	3%	35
PACE	4%	4%	8%	4%	0%	0%	25
MLTSS/NF	0%	8%	11%	22%	3%	0%	37
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	1%	4%	6%	12%	0%	0%	210

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
Aetna (MLTSS/HCBS)	28%	67%	5%	0%	58
Amerigroup (MLTSS/HCBS)	19%	72%	9%	0%	32
Horizon (MLTSS/HCBS)	46%	54%	0%	0%	48
UHC (MLTSS/HCBS)	47%	49%	2%	2%	45
WellCare (MLTSS/HCBS)	36%	62%	0%	2%	58
PACE	18%	80%	1%	1%	95
MLTSS/NF	48%	50%	2%	0%	56
Unknown	0%	100%	0%	0%	1
Sample Average	33%	64%	2%	1%	393

Choice and Control

Table 25. Percentage of people who are able to choose their roommate (if in group setting³⁵ and have roommates)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	73%	9%	18%	0%	11
Amerigroup (MLTSS/HCBS)	40%	0%	60%	0%	5
Horizon (MLTSS/HCBS)	100%	0%	0%	0%	4
UHC (MLTSS/HCBS)	63%	38%	0%	0%	8
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	2
PACE	n/a	n/a	n/a	n/a	0
MLTSS/NF	69%	24%	4%	2%	49
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	70%	20%	9%	1%	79

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
Aetna (MLTSS/HCBS)	3%	3%	93%	0%	0%	60
Amerigroup (MLTSS/HCBS)	0%	3%	97%	0%	0%	32
Horizon (MLTSS/HCBS)	2%	8%	90%	0%	0%	48
UHC (MLTSS/HCBS)	7%	4%	89%	0%	0%	46
WellCare (MLTSS/HCBS)	0%	24%	76%	0%	0%	59
PACE	0%	7%	92%	0%	1%	96
MLTSS/NF	16%	27%	57%	0%	0%	56
Unknown	0%	0%	100%	0%	0%	1
Sample Average	4%	11%	85%	0%	0%	398

³⁵ 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
Aetna (MLTSS/HCBS)	5%	5%	88%	2%	0%	0%	60
Amerigroup (MLTSS/HCBS)	3%	3%	91%	3%	0%	0%	32
Horizon (MLTSS/HCBS)	4%	2%	94%	0%	0%	0%	47
UHC (MLTSS/HCBS)	15%	2%	80%	2%	0%	0%	46
WellCare (MLTSS/HCBS)	2%	5%	92%	2%	0%	0%	59
PACE	1%	2%	95%	0%	1%	1%	95
MLTSS/NF	44%	14%	30%	4%	9%	0%	57
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	10%	5%	82%	2%	2%	0%	397

Table 28. Percentage of people who are able to furnish and decorate their room however they want to (if in group setting³⁶)

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	10%	25%	65%	0%	0%	20
Amerigroup (MLTSS/HCBS)	0%	30%	60%	10%	0%	10
Horizon (MLTSS/HCBS)	0%	33%	67%	0%	0%	9
UHC (MLTSS/HCBS)	8%	23%	69%	0%	0%	13
WellCare (MLTSS/HCBS)	0%	100%	0%	0%	0%	2
PACE	0%	20%	80%	0%	0%	5
MLTSS/NF	20%	49%	27%	2%	2%	55
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	12%	39%	46%	2%	1%	114

³⁶ 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 lives³⁷

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
Aetna (MLTSS/HCBS)	8%	24%	64%	2%	2%	59
Amerigroup (MLTSS/HCBS)	0%	28%	72%	0%	0%	32
Horizon (MLTSS/HCBS)	8%	21%	71%	0%	0%	48
UHC (MLTSS/HCBS)	7%	15%	76%	2%	0%	46
WellCare (MLTSS/HCBS)	0%	24%	73%	3%	0%	59
PACE	2%	18%	76%	2%	2%	96
MLTSS/NF	16%	28%	56%	0%	0%	57
Unknown	0%	0%	100%	0%	0%	1
Sample Average	6%	22%	70%	2%	1%	398

³⁷ 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
Aetna (MLTSS/HCBS)	4%	11%	85%	0%	0%	53
Amerigroup (MLTSS/HCBS)	0%	0%	100%	0%	0%	31
Horizon (MLTSS/HCBS)	2%	5%	93%	0%	0%	43
UHC (MLTSS/HCBS)	5%	12%	84%	0%	0%	43
WellCare (MLTSS/HCBS)	2%	14%	84%	0%	0%	58
PACE	0%	14%	86%	0%	0%	86
MLTSS/NF	8%	8%	85%	0%	0%	52
Unknown	0%	0%	100%	0%	0%	1
Sample Average	3%	10%	87%	0%	0%	367

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
Aetna (MLTSS/HCBS)	43%	14%	0%	14%	0%	71%	0%	7
Amerigroup (MLTSS/HCBS)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Horizon (MLTSS/HCBS)	50%	0%	0%	0%	0%	100%	0%	2
UHC (MLTSS/HCBS)	25%	0%	0%	25%	0%	50%	0%	4
WellCare (MLTSS/HCBS)	29%	29%	0%	71%	0%	14%	14%	7
PACE	8%	0%	0%	67%	0%	25%	0%	12
MLTSS/NF	25%	13%	0%	38%	0%	38%	0%	8
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	25%	10%	0%	45%	0%	40%	3%	40

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
Aetna (MLTSS/HCBS)	10%	10%	80%	0%	0%	59
Amerigroup (MLTSS/HCBS)	3%	9%	88%	0%	0%	32
Horizon (MLTSS/HCBS)	13%	6%	81%	0%	0%	47
UHC (MLTSS/HCBS)	7%	11%	83%	0%	0%	46
WellCare (MLTSS/HCBS)	7%	7%	86%	0%	0%	59
PACE	7%	17%	76%	0%	0%	94
MLTSS/NF	14%	14%	72%	0%	0%	57
Unknown	0%	100%	0%	0%	0%	1
Sample Average	9%	12%	79%	0%	0%	395

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
Aetna (MLTSS/HCBS)	8%	17%	8%	17%	25%	12
Amerigroup (MLTSS/HCBS)	25%	0%	0%	50%	0%	4
Horizon (MLTSS/HCBS)	11%	11%	33%	11%	0%	9
UHC (MLTSS/HCBS)	25%	25%	0%	13%	25%	8
WellCare (MLTSS/HCBS)	25%	0%	0%	13%	13%	8
PACE	0%	9%	0%	13%	22%	23
MLTSS/NF	6%	0%	6%	6%	44%	16
Unknown	0%	0%	0%	0%	100%	1
Sample Average	10%	9%	6%	14%	23%	81

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
Aetna (MLTSS/HCBS)	25%	25%	8%	0%	8%	12
Amerigroup (MLTSS/HCBS)	0%	0%	0%	0%	25%	4
Horizon (MLTSS/HCBS)	22%	22%	11%	11%	22%	9
UHC (MLTSS/HCBS)	0%	0%	0%	0%	0%	8
WellCare (MLTSS/HCBS)	0%	0%	13%	0%	0%	8
PACE	4%	39%	13%	4%	9%	23
MLTSS/NF	0%	0%	0%	13%	31%	16
Unknown	0%	0%	0%	0%	0%	1
Sample Average	7%	17%	7%	5%	14%	81

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

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Lonely	Cost	Other	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	17%	25%	17%	8%	33%	0%	0%	12
Amerigroup (MLTSS/HCBS)	0%	0%	0%	25%	25%	0%	25%	4
Horizon (MLTSS/HCBS)	11%	11%	33%	33%	11%	0%	0%	9
UHC (MLTSS/HCBS)	13%	0%	0%	13%	25%	13%	0%	8
WellCare (MLTSS/HCBS)	0%	0%	0%	13%	63%	0%	0%	8
PACE	17%	4%	4%	9%	17%	4%	0%	23
MLTSS/NF	19%	13%	13%	0%	56%	0%	6%	16
Unknown	0%	0%	100%	0%	0%	0%	0%	1
Sample Average	14%	9%	11%	11%	32%	2%	2%	81

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	73%	8%	19%	0%	59
Amerigroup (MLTSS/HCBS)	81%	13%	6%	0%	32
Horizon (MLTSS/HCBS)	69%	4%	27%	0%	48
UHC (MLTSS/HCBS)	79%	0%	21%	0%	43
WellCare (MLTSS/HCBS)	77%	13%	11%	0%	56
PACE	61%	23%	15%	1%	96
MLTSS/NF	58%	2%	40%	0%	55
Unknown	100%	0%	0%	0%	1
Sample Average	69%	11%	20%	0%	390

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
Aetna (MLTSS/HCBS)	69%	0%	6%	0%	16
Amerigroup (MLTSS/HCBS)	67%	0%	0%	0%	6
Horizon (MLTSS/HCBS)	71%	0%	0%	0%	14
UHC (MLTSS/HCBS)	78%	11%	0%	0%	9
WellCare (MLTSS/HCBS)	46%	0%	0%	0%	13
PACE	36%	0%	6%	0%	36
MLTSS/NF	43%	22%	9%	4%	23
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	52%	5%	4%	1%	117

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
Aetna (MLTSS/HCBS)	0%	19%	6%	0%	16
Amerigroup (MLTSS/HCBS)	0%	33%	0%	0%	6
Horizon (MLTSS/HCBS)	7%	14%	7%	0%	14
UHC (MLTSS/HCBS)	0%	11%	0%	0%	9
WellCare (MLTSS/HCBS)	0%	38%	8%	8%	13
PACE	0%	31%	28%	0%	36
MLTSS/NF	4%	13%	4%	0%	23
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	2%	23%	12%	1%	117

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
Aetna (MLTSS/HCBS)	7%	34%	59%	0%	0%	58
Amerigroup (MLTSS/HCBS)	3%	41%	56%	0%	0%	32
Horizon (MLTSS/HCBS)	4%	33%	62%	0%	0%	45
UHC (MLTSS/HCBS)	9%	30%	59%	2%	0%	46
WellCare (MLTSS/HCBS)	5%	41%	53%	0%	2%	59
PACE	2%	27%	67%	3%	0%	95
MLTSS/NF	9%	40%	51%	0%	0%	57
Unknown	0%	0%	100%	0%	0%	1
Sample Average	5%	34%	59%	1%	0%	393

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
Aetna (MLTSS/HCBS)	67%	25%	8%	0%	0%	0%	36
Amerigroup (MLTSS/HCBS)	89%	0%	11%	0%	0%	0%	19
Horizon (MLTSS/HCBS)	78%	3%	13%	6%	0%	0%	32
UHC (MLTSS/HCBS)	80%	10%	3%	3%	3%	0%	30
WellCare (MLTSS/HCBS)	90%	7%	3%	0%	0%	0%	30
PACE	72%	11%	15%	2%	0%	0%	53
MLTSS/NF	61%	14%	20%	2%	4%	0%	51
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	74%	11%	12%	2%	1%	0%	252

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
Aetna (MLTSS/HCBS)	3%	6%	92%	0%	0%	36
Amerigroup (MLTSS/HCBS)	0%	6%	94%	0%	0%	17
Horizon (MLTSS/HCBS)	3%	19%	78%	0%	0%	32
UHC (MLTSS/HCBS)	0%	16%	84%	0%	0%	32
WellCare (MLTSS/HCBS)	0%	0%	100%	0%	0%	30
PACE	0%	13%	87%	0%	0%	53
MLTSS/NF	4%	31%	65%	0%	0%	51
Unknown	0%	0%	100%	0%	0%	1
Sample Average	2%	15%	84%	0%	0%	252

Table 39. Percentage of people whose case manager changes too often³⁸

	No	Yes	N/A – Case Manager Hasn't Changed	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	25%	35%	37%	2%	0%	51
Amerigroup (MLTSS/HCBS)	59%	14%	24%	3%	0%	29
Horizon (MLTSS/HCBS)	48%	16%	34%	2%	0%	44
UHC (MLTSS/HCBS)	46%	17%	37%	0%	0%	35
WellCare (MLTSS/HCBS)	47%	9%	40%	2%	2%	53
PACE	33%	3%	61%	2%	0%	87
MLTSS/NF	42%	3%	42%	13%	0%	31
Unknown	100%	0%	0%	0%	0%	1
Sample Average	41%	13%	43%	3%	0%	331

Table 40. Percentage of people whose services help them live a better life³⁹

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	5%	89%	5%	0%	57
Amerigroup (MLTSS/HCBS)	0%	100%	0%	0%	32
Horizon (MLTSS/HCBS)	7%	91%	2%	0%	46
UHC (MLTSS/HCBS)	9%	89%	2%	0%	44
WellCare (MLTSS/HCBS)	2%	95%	0%	3%	59
PACE	1%	94%	4%	1%	96
MLTSS/NF	11%	79%	9%	2%	57
Unknown	0%	100%	0%	0%	1
Sample Average	5%	91%	4%	1%	392

³⁸ New item in 2019-2020.

³⁹ 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
Aetna (MLTSS/HCBS)	2%	5%	89%	4%	57
Amerigroup (MLTSS/HCBS)	3%	13%	84%	0%	32
Horizon (MLTSS/HCBS)	2%	6%	91%	0%	47
UHC (MLTSS/HCBS)	7%	2%	91%	0%	45
WellCare (MLTSS/HCBS)	2%	10%	88%	0%	59
PACE	2%	10%	85%	2%	96
MLTSS/NF	14%	4%	81%	2%	57
Unknown	0%	0%	100%	0%	1
Sample Average	4%	7%	87%	1%	394

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
Aetna (MLTSS/HCBS)	9%	4%	88%	0%	56
Amerigroup (MLTSS/HCBS)	9%	3%	88%	0%	32
Horizon (MLTSS/HCBS)	11%	6%	83%	0%	47
UHC (MLTSS/HCBS)	10%	10%	81%	0%	42
WellCare (MLTSS/HCBS)	7%	5%	88%	0%	59
PACE	2%	10%	88%	0%	92
MLTSS/NF	18%	9%	73%	0%	56
Unknown	0%	0%	100%	0%	1
Sample Average	9%	7%	84%	0%	385

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	2%	93%	5%	0%	82
Amerigroup (MLTSS/HCBS)	2%	93%	5%	0%	44
Horizon (MLTSS/HCBS)	3%	97%	0%	0%	62
UHC (MLTSS/HCBS)	10%	85%	6%	0%	52
WellCare (MLTSS/HCBS)	1%	92%	7%	0%	75
PACE	2%	95%	3%	0%	96
MLTSS/NF	16%	60%	25%	0%	89
Unknown	0%	100%	0%	0%	1
Sample Average	5%	87%	8%	0%	501

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
Aetna (MLTSS/HCBS)	9%	17%	70%	4%	0%	76
Amerigroup (MLTSS/HCBS)	5%	10%	85%	0%	0%	40
Horizon (MLTSS/HCBS)	7%	10%	83%	0%	0%	59
UHC (MLTSS/HCBS)	2%	2%	91%	2%	2%	43
WellCare (MLTSS/HCBS)	1%	12%	79%	6%	1%	68
PACE	1%	24%	72%	1%	1%	90
MLTSS/NF	4%	13%	68%	15%	0%	53
Unknown	0%	0%	100%	0%	0%	1
Sample Average	4%	14%	77%	4%	1%	430

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
Aetna (MLTSS/HCBS)	0%	12%	83%	5%	0%	0%	41
Amerigroup (MLTSS/HCBS)	0%	4%	91%	0%	4%	0%	23
Horizon (MLTSS/HCBS)	3%	13%	79%	5%	0%	0%	39
UHC (MLTSS/HCBS)	0%	11%	82%	3%	5%	0%	38
WellCare (MLTSS/HCBS)	3%	0%	97%	0%	0%	0%	36
PACE	0%	11%	87%	2%	0%	0%	53
MLTSS/NF	0%	13%	71%	1%	14%	0%	76
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	1%	10%	82%	2%	5%	0%	307

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	16%	78%	5%	1%	85
Amerigroup (MLTSS/HCBS)	18%	78%	4%	0%	45
Horizon (MLTSS/HCBS)	17%	81%	2%	0%	63
UHC (MLTSS/HCBS)	19%	74%	7%	0%	54
WellCare (MLTSS/HCBS)	43%	49%	7%	1%	75
PACE	39%	44%	18%	0%	96
MLTSS/NF	13%	69%	18%	0%	88
Unknown	100%	0%	0%	0%	1
Sample Average	24%	65%	10%	0%	507

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
Aetna (MLTSS/HCBS)	4%	29%	63%	4%	0%	82
Amerigroup (MLTSS/HCBS)	2%	27%	67%	4%	0%	45
Horizon (MLTSS/HCBS)	3%	25%	72%	0%	0%	61
UHC (MLTSS/HCBS)	4%	29%	67%	0%	0%	52
WellCare (MLTSS/HCBS)	1%	31%	68%	0%	0%	75
PACE	1%	14%	83%	1%	1%	96
MLTSS/NF	8%	27%	62%	3%	0%	90
Unknown	0%	0%	100%	0%	0%	1
Sample Average	3%	25%	70%	2%	0%	502

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
Aetna (MLTSS/HCBS)	0%	29%	4%	8%	4%	24
Amerigroup (MLTSS/HCBS)	0%	31%	15%	8%	15%	13
Horizon (MLTSS/HCBS)	6%	6%	29%	0%	6%	17
UHC (MLTSS/HCBS)	6%	22%	11%	11%	6%	18
WellCare (MLTSS/HCBS)	0%	24%	19%	5%	0%	21
PACE	0%	0%	14%	0%	0%	14
MLTSS/NF	4%	8%	4%	12%	0%	25
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	2%	17%	13%	7%	4%	132

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
Aetna (MLTSS/HCBS)	0%	4%	4%	4%	4%	0%	21%	24
Amerigroup (MLTSS/HCBS)	15%	15%	8%	0%	8%	0%	0%	13
Horizon (MLTSS/HCBS)	18%	0%	6%	6%	0%	6%	24%	17
UHC (MLTSS/HCBS)	6%	6%	17%	6%	0%	0%	11%	18
WellCare (MLTSS/HCBS)	0%	0%	14%	10%	0%	5%	14%	21
PACE	7%	0%	7%	0%	14%	0%	7%	14
MLTSS/NF	4%	4%	8%	0%	8%	12%	12%	25
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	6%	4%	9%	4%	5%	4%	14%	132

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
Aetna (MLTSS/HCBS)	21%	0%	0%	0%	58%	17%	0%	24
Amerigroup (MLTSS/HCBS)	15%	0%	0%	0%	62%	8%	0%	13
Horizon (MLTSS/HCBS)	24%	6%	0%	6%	47%	6%	0%	17
UHC (MLTSS/HCBS)	6%	0%	0%	0%	33%	17%	0%	18
WellCare (MLTSS/HCBS)	10%	5%	0%	0%	38%	14%	10%	21
PACE	7%	0%	0%	0%	43%	29%	14%	14
MLTSS/NF	4%	0%	0%	0%	40%	16%	8%	25
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	12%	2%	0%	1%	45%	15%	5%	132

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
Aetna (MLTSS/HCBS)	35%	65%	0%	0%	26
Amerigroup (MLTSS/HCBS)	0%	83%	17%	0%	12
Horizon (MLTSS/HCBS)	33%	67%	0%	0%	18
UHC (MLTSS/HCBS)	21%	71%	7%	0%	14
WellCare (MLTSS/HCBS)	19%	62%	19%	0%	21
PACE	8%	50%	33%	8%	12
MLTSS/NF	21%	43%	36%	0%	14
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	22%	63%	14%	1%	117

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
Aetna (MLTSS/HCBS)	10%	35%	3%	10%	21%	16%	77
Amerigroup (MLTSS/HCBS)	14%	43%	2%	5%	21%	7%	42
Horizon (MLTSS/HCBS)	11%	23%	3%	7%	30%	16%	61
UHC (MLTSS/HCBS)	15%	33%	0%	12%	17%	19%	52
WellCare (MLTSS/HCBS)	23%	27%	1%	11%	15%	12%	73
PACE	34%	29%	7%	4%	8%	11%	91
MLTSS/NF	8%	36%	1%	9%	9%	35%	86
Unknown	0%	0%	0%	0%	0%	0%	1
Sample Average	17%	32%	3%	8%	16%	17%	483

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
Aetna (MLTSS/HCBS)	6%	0%	1%	4%	8%	0%	77
Amerigroup (MLTSS/HCBS)	7%	0%	0%	0%	21%	0%	42
Horizon (MLTSS/HCBS)	15%	0%	0%	2%	2%	0%	61
UHC (MLTSS/HCBS)	12%	0%	0%	2%	2%	0%	52
WellCare (MLTSS/HCBS)	14%	5%	0%	0%	3%	3%	73
PACE	4%	10%	0%	0%	3%	0%	91
MLTSS/NF	9%	0%	0%	1%	3%	1%	86
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	10%	3%	0%	1%	5%	1%	483

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
Aetna (MLTSS/HCBS)	6%	94%	0%	0%	85
Amerigroup (MLTSS/HCBS)	0%	98%	2%	0%	45
Horizon (MLTSS/HCBS)	5%	95%	0%	0%	63
UHC (MLTSS/HCBS)	4%	96%	0%	0%	54
WellCare (MLTSS/HCBS)	4%	96%	0%	0%	75
PACE	16%	84%	0%	0%	96
MLTSS/NF	7%	93%	0%	0%	90
Unknown	0%	100%	0%	0%	1
Sample Average	7%	93%	0%	0%	509

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
Aetna (MLTSS/HCBS)	61%	9%	0%	27%	3%	1%	0%	0%	79
Amerigroup (MLTSS/HCBS)	68%	25%	0%	7%	0%	0%	0%	0%	44
Horizon (MLTSS/HCBS)	55%	13%	2%	27%	3%	0%	0%	0%	60
UHC (MLTSS/HCBS)	79%	6%	0%	15%	0%	0%	0%	0%	52
WellCare (MLTSS/HCBS)	59%	20%	0%	21%	0%	0%	0%	0%	71
PACE	56%	0%	0%	37%	6%	1%	0%	0%	81
MLTSS/NF	94%	1%	0%	5%	0%	0%	0%	0%	84
Unknown	100%	0%	0%	0%	0%	0%	0%	0%	1
Sample Average	68%	9%	0%	21%	2%	0%	0%	0%	472

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
Aetna (MLTSS/HCBS)	23%	3%	1%	60%	3%	3%	20%	0%	0%	80
Amerigroup (MLTSS/HCBS)	9%	11%	0%	61%	11%	0%	20%	0%	0%	44
Horizon (MLTSS/HCBS)	30%	3%	2%	45%	8%	0%	15%	0%	0%	60
UHC (MLTSS/HCBS)	23%	2%	2%	54%	21%	0%	8%	0%	0%	52
WellCare (MLTSS/HCBS)	28%	4%	0%	57%	1%	1%	21%	0%	0%	72
PACE	17%	2%	0%	36%	5%	2%	40%	0%	0%	81
MLTSS/NF	24%	0%	0%	44%	1%	0%	32%	1%	0%	84
Unknown	0%	0%	0%	100%	0%	0%	0%	0%	0%	1
Sample Average	22%	3%	1%	50%	6%	1%	24%	0%	0%	474

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
Aetna (MLTSS/HCBS)	7%	86%	7%	0%	0%	42
Amerigroup (MLTSS/HCBS)	0%	83%	0%	17%	0%	23
Horizon (MLTSS/HCBS)	18%	77%	5%	0%	0%	39
UHC (MLTSS/HCBS)	26%	61%	3%	11%	0%	38
WellCare (MLTSS/HCBS)	19%	69%	0%	11%	0%	36
PACE	6%	75%	2%	15%	2%	53
MLTSS/NF	10%	65%	1%	21%	3%	77
Unknown	0%	100%	0%	0%	0%	1
Sample Average	12%	72%	3%	12%	1%	309

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
Aetna (MLTSS/HCBS)	67%	32%	1%	0%	85
Amerigroup (MLTSS/HCBS)	67%	33%	0%	0%	45
Horizon (MLTSS/HCBS)	75%	24%	2%	0%	63
UHC (MLTSS/HCBS)	77%	19%	4%	0%	53
WellCare (MLTSS/HCBS)	75%	25%	0%	0%	75
PACE	78%	21%	1%	0%	96
MLTSS/NF	71%	27%	2%	0%	90
Unknown	0%	100%	0%	0%	1
Sample Average	73%	26%	1%	0%	508

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
Aetna (MLTSS/HCBS)	7%	4%	89%	0%	0%	27
Amerigroup (MLTSS/HCBS)	13%	13%	73%	0%	0%	15
Horizon (MLTSS/HCBS)	13%	7%	80%	0%	0%	15
UHC (MLTSS/HCBS)	10%	0%	90%	0%	0%	10
WellCare (MLTSS/HCBS)	5%	5%	84%	5%	0%	19
PACE	5%	15%	75%	5%	0%	20
MLTSS/NF	9%	4%	87%	0%	0%	23
Unknown	0%	0%	100%	0%	0%	1
Sample Average	8%	7%	83%	2%	0%	130

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
Aetna (MLTSS/HCBS)	27%	62%	8%	4%	0%	26
Amerigroup (MLTSS/HCBS)	0%	86%	0%	14%	0%	14
Horizon (MLTSS/HCBS)	13%	87%	0%	0%	0%	15
UHC (MLTSS/HCBS)	30%	60%	0%	10%	0%	10
WellCare (MLTSS/HCBS)	21%	74%	0%	0%	5%	19
PACE	15%	85%	0%	0%	0%	20
MLTSS/NF	14%	68%	5%	14%	0%	22
Unknown	0%	100%	0%	0%	0%	1
Sample Average	17%	74%	2%	6%	1%	127

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
Aetna (MLTSS/HCBS)	5%	17%	73%	3%	2%	0%	59
Amerigroup (MLTSS/HCBS)	3%	22%	69%	3%	3%	0%	32
Horizon (MLTSS/HCBS)	0%	11%	87%	2%	0%	0%	47
UHC (MLTSS/HCBS)	11%	4%	80%	0%	4%	0%	45
WellCare (MLTSS/HCBS)	5%	20%	75%	0%	0%	0%	59
PACE	11%	11%	74%	2%	1%	2%	95
MLTSS/NF	23%	12%	63%	0%	2%	0%	57
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	9%	13%	74%	2%	2%	1%	395

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
Aetna (MLTSS/HCBS)	15%	83%	2%	0%	47
Amerigroup (MLTSS/HCBS)	14%	86%	0%	0%	28
Horizon (MLTSS/HCBS)	14%	86%	0%	0%	37
UHC (MLTSS/HCBS)	19%	81%	0%	0%	32
WellCare (MLTSS/HCBS)	7%	91%	0%	2%	55
PACE	15%	85%	0%	0%	48
MLTSS/NF	7%	91%	2%	0%	44
Unknown	0%	100%	0%	0%	1
Sample Average	12%	87%	1%	0%	292

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
Aetna (MLTSS/HCBS)	13%	7%	67%	13%	0%	0%	84
Amerigroup (MLTSS/HCBS)	9%	16%	69%	7%	0%	0%	45
Horizon (MLTSS/HCBS)	13%	11%	68%	8%	0%	0%	63
UHC (MLTSS/HCBS)	26%	13%	57%	4%	0%	0%	54
WellCare (MLTSS/HCBS)	12%	15%	69%	4%	0%	0%	74
PACE	3%	25%	67%	1%	2%	1%	95
MLTSS/NF	20%	19%	38%	20%	2%	1%	90
Unknown	0%	100%	0%	0%	0%	0%	1
Sample Average	13%	16%	61%	8%	1%	0%	506

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
Aetna (MLTSS/HCBS)	2%	5%	79%	14%	0%	0%	85
Amerigroup (MLTSS/HCBS)	0%	7%	82%	11%	0%	0%	45
Horizon (MLTSS/HCBS)	3%	5%	89%	3%	0%	0%	63
UHC (MLTSS/HCBS)	2%	6%	87%	6%	0%	0%	54
WellCare (MLTSS/HCBS)	0%	8%	91%	1%	0%	0%	75
PACE	0%	1%	99%	0%	0%	0%	94
MLTSS/NF	1%	8%	69%	21%	1%	0%	89
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	1%	5%	85%	8%	0%	0%	506

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
Aetna (MLTSS/HCBS)	18%	71%	0%	12%	0%	0%	85
Amerigroup (MLTSS/HCBS)	11%	80%	0%	9%	0%	0%	45
Horizon (MLTSS/HCBS)	24%	62%	3%	11%	0%	0%	63
UHC (MLTSS/HCBS)	20%	65%	2%	13%	0%	0%	54
WellCare (MLTSS/HCBS)	13%	75%	1%	11%	0%	0%	75
PACE	12%	85%	1%	2%	0%	0%	95
MLTSS/NF	8%	89%	0%	2%	1%	0%	90
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	15%	76%	1%	8%	0%	0%	508

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
Aetna (MLTSS/HCBS)	49%	42%	2%	7%	0%	0%	84
Amerigroup (MLTSS/HCBS)	53%	40%	0%	7%	0%	0%	43
Horizon (MLTSS/HCBS)	52%	35%	2%	10%	0%	2%	62
UHC (MLTSS/HCBS)	49%	42%	2%	8%	0%	0%	53
WellCare (MLTSS/HCBS)	57%	36%	1%	5%	0%	0%	75
PACE	62%	33%	0%	3%	2%	0%	94
MLTSS/NF	19%	74%	0%	3%	3%	0%	90
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	48%	44%	1%	6%	1%	0%	502

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
Aetna (MLTSS/HCBS)	69%	24%	1%	6%	0%	0%	85
Amerigroup (MLTSS/HCBS)	64%	24%	4%	7%	0%	0%	45
Horizon (MLTSS/HCBS)	61%	24%	3%	10%	2%	0%	62
UHC (MLTSS/HCBS)	80%	13%	2%	6%	0%	0%	54
WellCare (MLTSS/HCBS)	79%	15%	1%	5%	0%	0%	75
PACE	71%	25%	1%	3%	0%	0%	95
MLTSS/NF	7%	89%	3%	1%	0%	0%	90
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	60%	33%	2%	5%	0%	0%	507

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
Aetna (MLTSS/HCBS)	68%	26%	0%	5%	1%	0%	85
Amerigroup (MLTSS/HCBS)	49%	40%	2%	9%	0%	0%	45
Horizon (MLTSS/HCBS)	56%	30%	2%	13%	0%	0%	63
UHC (MLTSS/HCBS)	70%	24%	2%	4%	0%	0%	54
WellCare (MLTSS/HCBS)	43%	39%	1%	5%	12%	0%	75
PACE	48%	46%	0%	3%	2%	1%	92
MLTSS/NF	44%	52%	0%	1%	2%	0%	88
Unknown	0%	0%	0%	100%	0%	0%	1
Sample Average	53%	38%	1%	5%	3%	0%	503

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
Aetna (MLTSS/HCBS)	63%	16%	2%	6%	11%	2%	63
Amerigroup (MLTSS/HCBS)	73%	7%	0%	7%	10%	3%	30
Horizon (MLTSS/HCBS)	80%	2%	0%	9%	4%	4%	45
UHC (MLTSS/HCBS)	85%	6%	3%	3%	0%	3%	33
WellCare (MLTSS/HCBS)	50%	28%	0%	0%	5%	18%	40
PACE	36%	12%	0%	0%	51%	1%	76
MLTSS/NF	69%	15%	0%	0%	15%	2%	48
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	62%	13%	1%	3%	18%	4%	336

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
Aetna (MLTSS/HCBS)	31%	64%	5%	1%	0%	0%	85
Amerigroup (MLTSS/HCBS)	29%	71%	0%	0%	0%	0%	45
Horizon (MLTSS/HCBS)	30%	59%	5%	6%	0%	0%	63
UHC (MLTSS/HCBS)	38%	57%	4%	2%	0%	0%	53
WellCare (MLTSS/HCBS)	45%	52%	1%	1%	0%	0%	75
PACE	40%	57%	2%	0%	0%	1%	96
MLTSS/NF	67%	29%	1%	2%	0%	0%	89
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	42%	54%	3%	2%	0%	0%	507

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
Aetna (MLTSS/HCBS)	94%	0%	0%	5%	1%	0%	84
Amerigroup (MLTSS/HCBS)	95%	2%	0%	2%	0%	0%	44
Horizon (MLTSS/HCBS)	78%	6%	5%	10%	2%	0%	63
UHC (MLTSS/HCBS)	96%	0%	0%	4%	0%	0%	54
WellCare (MLTSS/HCBS)	99%	1%	0%	0%	0%	0%	75
PACE	88%	9%	0%	2%	0%	1%	94
MLTSS/NF	97%	0%	0%	3%	0%	0%	89
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	92%	3%	1%	4%	0%	0%	504

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
Aetna (MLTSS/HCBS)	55%	39%	5%	1%	0%	0%	85
Amerigroup (MLTSS/HCBS)	44%	42%	11%	2%	0%	0%	45
Horizon (MLTSS/HCBS)	47%	37%	13%	2%	2%	0%	62
UHC (MLTSS/HCBS)	58%	40%	2%	0%	0%	0%	53
WellCare (MLTSS/HCBS)	81%	19%	0%	0%	0%	0%	74
PACE	60%	35%	1%	2%	1%	0%	96
MLTSS/NF	21%	71%	8%	0%	0%	0%	90
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	52%	41%	5%	1%	0%	0%	506

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
Aetna (MLTSS/HCBS)	72%	6%	2%	19%	1%	0%	85
Amerigroup (MLTSS/HCBS)	80%	11%	4%	4%	0%	0%	45
Horizon (MLTSS/HCBS)	86%	6%	2%	6%	0%	0%	63
UHC (MLTSS/HCBS)	67%	20%	2%	9%	2%	0%	54
WellCare (MLTSS/HCBS)	75%	16%	4%	5%	0%	0%	75
PACE	85%	12%	1%	1%	0%	1%	95
MLTSS/NF	82%	9%	1%	7%	1%	0%	90
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	79%	11%	2%	7%	1%	0%	508

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
Aetna (MLTSS/HCBS)	24%	61%	9%	5%	1%	0%	85
Amerigroup (MLTSS/HCBS)	18%	73%	2%	7%	0%	0%	44
Horizon (MLTSS/HCBS)	26%	52%	13%	8%	0%	0%	61
UHC (MLTSS/HCBS)	25%	65%	8%	2%	0%	0%	52
WellCare (MLTSS/HCBS)	11%	84%	5%	0%	0%	0%	73
PACE	5%	86%	4%	3%	1%	0%	95
MLTSS/NF	37%	44%	9%	9%	1%	0%	90
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	21%	66%	8%	5%	1%	0%	501

Table 72. Percentage of people who need a shower chair⁴⁰

	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
Aetna (MLTSS/HCBS)	29%	68%	1%	2%	0%	0%	84
Amerigroup (MLTSS/HCBS)	20%	73%	0%	7%	0%	0%	45
Horizon (MLTSS/HCBS)	24%	68%	2%	6%	0%	0%	63
UHC (MLTSS/HCBS)	32%	64%	2%	2%	0%	0%	53
WellCare (MLTSS/HCBS)	15%	82%	0%	3%	0%	0%	74
PACE	14%	82%	3%	0%	0%	1%	95
MLTSS/NF	26%	72%	1%	1%	0%	0%	89
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	22%	73%	1%	3%	0%	0%	504

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
Aetna (MLTSS/HCBS)	24%	68%	4%	4%	1%	0%	85
Amerigroup (MLTSS/HCBS)	27%	66%	5%	2%	0%	0%	44
Horizon (MLTSS/HCBS)	15%	77%	0%	8%	0%	0%	62
UHC (MLTSS/HCBS)	33%	65%	0%	2%	0%	0%	54
WellCare (MLTSS/HCBS)	21%	71%	0%	7%	1%	0%	75
PACE	29%	65%	1%	3%	0%	1%	95
MLTSS/NF	38%	61%	1%	0%	0%	0%	88
Unknown	0%	100%	0%	0%	0%	0%	1
Sample Average	27%	67%	1%	4%	0%	0%	504

⁴⁰ 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
Aetna (MLTSS/HCBS)	90%	7%	0%	1%	1%	0%	83
Amerigroup (MLTSS/HCBS)	73%	22%	2%	2%	0%	0%	45
Horizon (MLTSS/HCBS)	86%	13%	0%	2%	0%	0%	63
UHC (MLTSS/HCBS)	92%	8%	0%	0%	0%	0%	53
WellCare (MLTSS/HCBS)	99%	1%	0%	0%	0%	0%	74
PACE	89%	10%	0%	0%	1%	0%	96
MLTSS/NF	90%	9%	0%	0%	1%	0%	90
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	89%	9%	0%	1%	1%	0%	505

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
Aetna (MLTSS/HCBS)	51%	24%	3%	6%	10%	6%	67
Amerigroup (MLTSS/HCBS)	40%	40%	3%	6%	11%	0%	35
Horizon (MLTSS/HCBS)	69%	10%	2%	7%	7%	5%	42
UHC (MLTSS/HCBS)	51%	43%	3%	0%	0%	3%	35
WellCare (MLTSS/HCBS)	31%	49%	0%	6%	0%	14%	49
PACE	32%	37%	1%	1%	25%	4%	76
MLTSS/NF	53%	20%	0%	4%	16%	6%	49
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	45%	31%	2%	4%	12%	6%	354

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
Aetna (MLTSS/HCBS)	3%	97%	0%	0%	36
Amerigroup (MLTSS/HCBS)	0%	100%	0%	0%	19
Horizon (MLTSS/HCBS)	0%	100%	0%	0%	32
UHC (MLTSS/HCBS)	0%	100%	0%	0%	32
WellCare (MLTSS/HCBS)	0%	100%	0%	0%	30
PACE	0%	100%	0%	0%	53
MLTSS/NF	6%	92%	0%	2%	51
Unknown	0%	100%	0%	0%	1
Sample Average	2%	98%	0%	0%	254

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
Aetna (MLTSS/HCBS)	81%	17%	2%	0%	58
Amerigroup (MLTSS/HCBS)	91%	9%	0%	0%	32
Horizon (MLTSS/HCBS)	90%	10%	0%	0%	48
UHC (MLTSS/HCBS)	80%	20%	0%	0%	46
WellCare (MLTSS/HCBS)	86%	14%	0%	0%	59
PACE	96%	3%	1%	0%	95
MLTSS/NF	70%	28%	2%	0%	57
Unknown	100%	0%	0%	0%	1
Sample Average	86%	14%	1%	0%	396

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
Aetna (MLTSS/HCBS)	93%	2%	5%	0%	59
Amerigroup (MLTSS/HCBS)	94%	3%	0%	3%	32
Horizon (MLTSS/HCBS)	98%	2%	0%	0%	48
UHC (MLTSS/HCBS)	98%	2%	0%	0%	46
WellCare (MLTSS/HCBS)	98%	0%	2%	0%	59
PACE	96%	4%	0%	0%	96
MLTSS/NF	93%	5%	2%	0%	57
Unknown	100%	0%	0%	0%	1
Sample Average	96%	3%	1%	0%	398

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
Aetna (MLTSS/HCBS)	8%	86%	6%	0%	84
Amerigroup (MLTSS/HCBS)	18%	76%	7%	0%	45
Horizon (MLTSS/HCBS)	33%	56%	11%	0%	63
UHC (MLTSS/HCBS)	26%	69%	6%	0%	54
WellCare (MLTSS/HCBS)	24%	63%	11%	3%	75
PACE	15%	65%	19%	1%	95
MLTSS/NF	21%	75%	3%	0%	89
Unknown	0%	100%	0%	0%	1
Sample Average	20%	70%	9%	1%	506

Table 80. Percentage of people with concerns about falling or being unstable⁴¹

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	45%	31%	25%	0%	0%	85
Amerigroup (MLTSS/HCBS)	36%	24%	38%	2%	0%	45
Horizon (MLTSS/HCBS)	40%	26%	32%	2%	0%	62
UHC (MLTSS/HCBS)	42%	15%	43%	0%	0%	53
WellCare (MLTSS/HCBS)	26%	31%	43%	0%	0%	74
PACE	49%	30%	20%	0%	1%	96
MLTSS/NF	48%	17%	33%	2%	0%	89
Unknown	0%	0%	100%	0%	0%	1
Sample Average	42%	25%	32%	1%	0%	505

Table 81. Percentage of people who know whom to talk to if they are mistreated or neglected⁴²

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	14%	0%	86%	0%	57
Amerigroup (MLTSS/HCBS)	3%	13%	84%	0%	31
Horizon (MLTSS/HCBS)	13%	6%	81%	0%	48
UHC (MLTSS/HCBS)	17%	9%	72%	2%	46
WellCare (MLTSS/HCBS)	21%	4%	74%	2%	57
PACE	3%	2%	94%	1%	96
MLTSS/NF	5%	5%	89%	0%	56
Unknown	0%	0%	100%	0%	1
Sample Average	10%	5%	84%	1%	392

⁴¹ Item previously reported in the “Care Coordination” domain.

⁴² 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
Aetna (MLTSS/HCBS)	57%	43%	0%	0%	84
Amerigroup (MLTSS/HCBS)	47%	53%	0%	0%	45
Horizon (MLTSS/HCBS)	63%	37%	0%	0%	63
UHC (MLTSS/HCBS)	66%	32%	2%	0%	53
WellCare (MLTSS/HCBS)	61%	39%	0%	0%	74
PACE	78%	21%	0%	1%	96
MLTSS/NF	67%	32%	1%	0%	90
Unknown	0%	100%	0%	0%	1
Sample Average	64%	35%	0%	0%	506

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
Aetna (MLTSS/HCBS)	69%	28%	3%	0%	36
Amerigroup (MLTSS/HCBS)	67%	33%	0%	0%	24
Horizon (MLTSS/HCBS)	48%	52%	0%	0%	23
UHC (MLTSS/HCBS)	76%	24%	0%	0%	17
WellCare (MLTSS/HCBS)	83%	17%	0%	0%	29
PACE	65%	35%	0%	0%	20
MLTSS/NF	66%	34%	0%	0%	29
Unknown	100%	0%	0%	0%	1
Sample Average	68%	31%	1%	0%	179

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
Aetna (MLTSS/HCBS)	97%	3%	0%	0%	36
Amerigroup (MLTSS/HCBS)	100%	0%	0%	0%	24
Horizon (MLTSS/HCBS)	96%	4%	0%	0%	23
UHC (MLTSS/HCBS)	94%	6%	0%	0%	17
WellCare (MLTSS/HCBS)	93%	7%	0%	0%	29
PACE	100%	0%	0%	0%	20
MLTSS/NF	100%	0%	0%	0%	29
Unknown	100%	0%	0%	0%	1
Sample Average	97%	3%	0%	0%	179

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
Aetna (MLTSS/HCBS)	100%	0%	0%	0%	36
Amerigroup (MLTSS/HCBS)	92%	8%	0%	0%	24
Horizon (MLTSS/HCBS)	96%	4%	0%	0%	23
UHC (MLTSS/HCBS)	82%	18%	0%	0%	17
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	29
PACE	100%	0%	0%	0%	20
MLTSS/NF	93%	3%	3%	0%	29
Unknown	100%	0%	0%	0%	1
Sample Average	96%	4%	1%	0%	179

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
Aetna (MLTSS/HCBS)	5%	7%	87%	0%	1%	0%	83
Amerigroup (MLTSS/HCBS)	11%	4%	82%	2%	0%	0%	45
Horizon (MLTSS/HCBS)	6%	10%	84%	0%	0%	0%	62
UHC (MLTSS/HCBS)	2%	2%	94%	0%	2%	0%	54
WellCare (MLTSS/HCBS)	0%	1%	99%	0%	0%	0%	75
PACE	1%	18%	78%	0%	1%	1%	93
MLTSS/NF	7%	11%	72%	1%	8%	1%	90
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	4%	9%	84%	0%	2%	0%	503

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
Aetna (MLTSS/HCBS)	40%	60%	0%	0%	30
Amerigroup (MLTSS/HCBS)	25%	75%	0%	0%	12
Horizon (MLTSS/HCBS)	30%	70%	0%	0%	23
UHC (MLTSS/HCBS)	41%	55%	5%	0%	22
WellCare (MLTSS/HCBS)	18%	77%	5%	0%	22
PACE	30%	70%	0%	0%	23
MLTSS/NF	20%	75%	5%	0%	20
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	30%	68%	2%	0%	152

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
Aetna (MLTSS/HCBS)	4%	93%	1%	2%	0%	85
Amerigroup (MLTSS/HCBS)	11%	87%	2%	0%	0%	45
Horizon (MLTSS/HCBS)	5%	89%	5%	2%	0%	63
UHC (MLTSS/HCBS)	6%	94%	0%	0%	0%	54
WellCare (MLTSS/HCBS)	1%	99%	0%	0%	0%	75
PACE	10%	87%	0%	2%	1%	92
MLTSS/NF	8%	82%	2%	8%	0%	89
Unknown	0%	100%	0%	0%	0%	1
Sample Average	6%	90%	1%	2%	0%	504

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
Aetna (MLTSS/HCBS)	56%	39%	0%	5%	0%	85
Amerigroup (MLTSS/HCBS)	53%	36%	2%	9%	0%	45
Horizon (MLTSS/HCBS)	63%	32%	0%	5%	0%	62
UHC (MLTSS/HCBS)	59%	39%	0%	2%	0%	54
WellCare (MLTSS/HCBS)	56%	41%	0%	3%	0%	75
PACE	35%	51%	12%	2%	1%	95
MLTSS/NF	40%	44%	2%	13%	0%	89
Unknown	100%	0%	0%	0%	0%	1
Sample Average	50%	41%	3%	6%	0%	506

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
Aetna (MLTSS/HCBS)	33%	64%	1%	1%	1%	85
Amerigroup (MLTSS/HCBS)	34%	61%	0%	5%	0%	44
Horizon (MLTSS/HCBS)	24%	73%	0%	3%	0%	62
UHC (MLTSS/HCBS)	35%	63%	0%	2%	0%	54
WellCare (MLTSS/HCBS)	22%	78%	0%	0%	0%	73
PACE	12%	86%	2%	0%	0%	94
MLTSS/NF	21%	64%	3%	11%	0%	90
Unknown	100%	0%	0%	0%	0%	1
Sample Average	25%	71%	1%	3%	0%	503

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
Aetna (MLTSS/HCBS)	18%	80%	0%	1%	1%	85
Amerigroup (MLTSS/HCBS)	29%	71%	0%	0%	0%	45
Horizon (MLTSS/HCBS)	26%	74%	0%	0%	0%	62
UHC (MLTSS/HCBS)	24%	74%	0%	0%	2%	54
WellCare (MLTSS/HCBS)	20%	80%	0%	0%	0%	74
PACE	10%	85%	3%	1%	0%	96
MLTSS/NF	10%	83%	1%	6%	0%	90
Unknown	0%	100%	0%	0%	0%	1
Sample Average	18%	79%	1%	1%	0%	507

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
Aetna (MLTSS/HCBS)	54%	40%	2%	4%	0%	85
Amerigroup (MLTSS/HCBS)	40%	49%	4%	7%	0%	45
Horizon (MLTSS/HCBS)	44%	54%	0%	2%	0%	63
UHC (MLTSS/HCBS)	60%	38%	0%	2%	0%	52
WellCare (MLTSS/HCBS)	45%	53%	0%	1%	0%	75
PACE	22%	72%	5%	0%	1%	93
MLTSS/NF	34%	56%	4%	6%	0%	89
Unknown	0%	100%	0%	0%	0%	1
Sample Average	41%	53%	3%	3%	0%	503

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
Aetna (MLTSS/HCBS)	13%	47%	33%	5%	2%	0%	0%	85
Amerigroup (MLTSS/HCBS)	13%	40%	27%	7%	11%	0%	2%	45
Horizon (MLTSS/HCBS)	21%	52%	13%	10%	5%	0%	0%	63
UHC (MLTSS/HCBS)	15%	37%	26%	15%	6%	2%	0%	54
WellCare (MLTSS/HCBS)	21%	44%	24%	8%	3%	0%	0%	75
PACE	8%	28%	43%	16%	4%	1%	0%	96
MLTSS/NF	11%	33%	31%	18%	7%	0%	0%	89
Unknown	100%	0%	0%	0%	0%	0%	0%	1
Sample Average	14%	39%	29%	11%	5%	0%	0%	508

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
Aetna (MLTSS/HCBS)	11%	23%	51%	12%	2%	1%	0%	84
Amerigroup (MLTSS/HCBS)	7%	24%	51%	9%	9%	0%	0%	45
Horizon (MLTSS/HCBS)	6%	30%	54%	8%	2%	0%	0%	63
UHC (MLTSS/HCBS)	6%	22%	44%	19%	9%	0%	0%	54
WellCare (MLTSS/HCBS)	9%	32%	45%	5%	7%	1%	0%	74
PACE	1%	17%	44%	23%	14%	1%	0%	93
MLTSS/NF	2%	18%	62%	11%	6%	0%	1%	90
Unknown	0%	100%	0%	0%	0%	0%	0%	1
Sample Average	6%	23%	50%	13%	7%	1%	0%	504

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
Aetna (MLTSS/HCBS)	45%	48%	7%	0%	84
Amerigroup (MLTSS/HCBS)	44%	49%	7%	0%	45
Horizon (MLTSS/HCBS)	38%	60%	2%	0%	63
UHC (MLTSS/HCBS)	37%	61%	2%	0%	54
WellCare (MLTSS/HCBS)	29%	63%	8%	0%	73
PACE	76%	21%	2%	1%	94
MLTSS/NF	54%	42%	3%	0%	90
Unknown	0%	100%	0%	0%	1
Sample Average	48%	47%	4%	0%	504

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
Aetna (MLTSS/HCBS)	39%	56%	5%	0%	41
Amerigroup (MLTSS/HCBS)	27%	64%	9%	0%	22
Horizon (MLTSS/HCBS)	41%	54%	5%	0%	37
UHC (MLTSS/HCBS)	25%	75%	0%	0%	32
WellCare (MLTSS/HCBS)	18%	80%	2%	0%	45
PACE	36%	59%	5%	0%	22
MLTSS/NF	37%	58%	3%	3%	38
Unknown	0%	100%	0%	0%	1
Sample Average	32%	64%	4%	0%	238

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
Aetna (MLTSS/HCBS)	13%	33%	43%	7%	3%	0%	60
Amerigroup (MLTSS/HCBS)	16%	47%	38%	0%	0%	0%	32
Horizon (MLTSS/HCBS)	15%	35%	35%	13%	2%	0%	48
UHC (MLTSS/HCBS)	22%	30%	37%	11%	0%	0%	46
WellCare (MLTSS/HCBS)	12%	47%	32%	5%	2%	2%	59
PACE	56%	19%	19%	5%	0%	1%	96
MLTSS/NF	19%	46%	30%	5%	0%	0%	57
Unknown	0%	100%	0%	0%	0%	0%	1
Sample Average	26%	35%	32%	7%	1%	1%	399

Table 98. Percentage of people who feel lonely⁴³

	Never/Almost Never, Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
Aetna (MLTSS/HCBS)	47%	37%	15%	2%	0%	60
Amerigroup (MLTSS/HCBS)	44%	50%	3%	3%	0%	32
Horizon (MLTSS/HCBS)	34%	45%	19%	2%	0%	47
UHC (MLTSS/HCBS)	50%	39%	11%	0%	0%	44
WellCare (MLTSS/HCBS)	56%	37%	5%	0%	2%	59
PACE	72%	23%	4%	0%	1%	96
MLTSS/NF	42%	46%	12%	0%	0%	57
Unknown	100%	0%	0%	0%	0%	1
Sample Average	52%	37%	10%	1%	1%	396

⁴³ New item in 2019-2020.

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
Aetna (MLTSS/HCBS)	20%	38%	40%	1%	0%	84
Amerigroup (MLTSS/HCBS)	11%	27%	59%	2%	0%	44
Horizon (MLTSS/HCBS)	11%	21%	67%	0%	0%	61
UHC (MLTSS/HCBS)	15%	33%	52%	0%	0%	52
WellCare (MLTSS/HCBS)	15%	25%	60%	0%	0%	75
PACE	6%	14%	80%	0%	0%	95
MLTSS/NF	14%	22%	63%	0%	0%	90
Unknown	0%	100%	0%	0%	0%	1
Sample Average	13%	25%	61%	0%	0%	502

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
Aetna (MLTSS/HCBS)	18%	41%	41%	0%	0%	85
Amerigroup (MLTSS/HCBS)	18%	31%	51%	0%	0%	45
Horizon (MLTSS/HCBS)	21%	30%	48%	2%	0%	63
UHC (MLTSS/HCBS)	24%	33%	43%	0%	0%	54
WellCare (MLTSS/HCBS)	12%	44%	44%	0%	0%	75
PACE	8%	34%	57%	0%	0%	96
MLTSS/NF	23%	28%	48%	1%	0%	90
Unknown	0%	0%	100%	0%	0%	1
Sample Average	17%	35%	48%	0%	0%	509

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
Aetna (MLTSS/HCBS)	2%	6%	87%	5%	0%	0%	85
Amerigroup (MLTSS/HCBS)	0%	4%	93%	2%	0%	0%	45
Horizon (MLTSS/HCBS)	6%	5%	89%	0%	0%	0%	63
UHC (MLTSS/HCBS)	2%	9%	85%	2%	2%	0%	54
WellCare (MLTSS/HCBS)	1%	8%	89%	1%	0%	0%	74
PACE	0%	28%	72%	0%	0%	0%	95
MLTSS/NF	7%	7%	81%	4%	0%	1%	90
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	3%	11%	84%	2%	0%	0%	507

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
Aetna (MLTSS/HCBS)	79%	19%	1%	1%	85
Amerigroup (MLTSS/HCBS)	56%	38%	7%	0%	45
Horizon (MLTSS/HCBS)	69%	31%	0%	0%	61
UHC (MLTSS/HCBS)	57%	38%	6%	0%	53
WellCare (MLTSS/HCBS)	64%	29%	4%	3%	75
PACE	56%	34%	8%	1%	96
MLTSS/NF	60%	27%	12%	1%	90
Unknown	0%	100%	0%	0%	1
Sample Average	63%	30%	6%	1%	506

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
Aetna (MLTSS/HCBS)	7%	15%	77%	0%	2%	0%	60
Amerigroup (MLTSS/HCBS)	3%	19%	72%	3%	3%	0%	32
Horizon (MLTSS/HCBS)	4%	8%	88%	0%	0%	0%	48
UHC (MLTSS/HCBS)	20%	7%	73%	0%	0%	0%	44
WellCare (MLTSS/HCBS)	14%	10%	76%	0%	0%	0%	59
PACE	2%	20%	77%	0%	1%	0%	96
MLTSS/NF	19%	21%	54%	2%	4%	0%	57
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	9%	15%	74%	1%	1%	0%	397

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
Aetna (MLTSS/HCBS)	0%	3%	97%	0%	0%	36
Amerigroup (MLTSS/HCBS)	0%	0%	100%	0%	0%	19
Horizon (MLTSS/HCBS)	3%	13%	84%	0%	0%	31
UHC (MLTSS/HCBS)	0%	16%	84%	0%	0%	31
WellCare (MLTSS/HCBS)	0%	0%	100%	0%	0%	30
PACE	0%	0%	100%	0%	0%	53
MLTSS/NF	2%	12%	86%	0%	0%	50
Unknown	0%	0%	100%	0%	0%	1
Sample Average	1%	6%	93%	0%	0%	251

Table 105. Percentage of people whose permission is asked before others enter their home/room (if in group setting⁴⁴)

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
Aetna (MLTSS/HCBS)	5%	14%	81%	0%	0%	21
Amerigroup (MLTSS/HCBS)	10%	10%	80%	0%	0%	10
Horizon (MLTSS/HCBS)	0%	11%	89%	0%	0%	9
UHC (MLTSS/HCBS)	0%	23%	77%	0%	0%	13
WellCare (MLTSS/HCBS)	0%	0%	100%	0%	0%	2
PACE	0%	0%	100%	0%	0%	5
MLTSS/NF	16%	25%	58%	0%	0%	55
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	10%	19%	71%	0%	0%	115

⁴⁴ 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 setting⁴⁵)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	19%	81%	0%	0%	21
Amerigroup (MLTSS/HCBS)	0%	90%	10%	0%	10
Horizon (MLTSS/HCBS)	0%	100%	0%	0%	9
UHC (MLTSS/HCBS)	25%	75%	0%	0%	12
WellCare (MLTSS/HCBS)	50%	50%	0%	0%	2
PACE	0%	80%	20%	0%	5
MLTSS/NF	78%	7%	15%	0%	55
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	45%	46%	9%	0%	114

Table 107. Percentage of people who have enough privacy where they live (if in group setting⁴⁶)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	0%	14%	86%	0%	0%	21
Amerigroup (MLTSS/HCBS)	0%	20%	80%	0%	0%	10
Horizon (MLTSS/HCBS)	0%	11%	89%	0%	0%	9
UHC (MLTSS/HCBS)	8%	8%	85%	0%	0%	13
WellCare (MLTSS/HCBS)	0%	0%	100%	0%	0%	2
PACE	0%	0%	100%	0%	0%	5
MLTSS/NF	15%	15%	71%	0%	0%	55
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	8%	13%	79%	0%	0%	115

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

⁴⁶ 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 setting⁴⁷)

	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
Aetna (MLTSS/HCBS)	33%	57%	5%	5%	0%	21
Amerigroup (MLTSS/HCBS)	10%	80%	0%	10%	0%	10
Horizon (MLTSS/HCBS)	33%	56%	0%	11%	0%	9
UHC (MLTSS/HCBS)	54%	46%	0%	0%	0%	13
WellCare (MLTSS/HCBS)	0%	100%	0%	0%	0%	2
PACE	0%	80%	20%	0%	0%	5
MLTSS/NF	46%	48%	2%	4%	0%	54
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	38%	55%	3%	4%	0%	114

Table 109. Percentage of people who have access to food at all times of the day (if in group setting⁴⁸)

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	5%	95%	0%	0%	0%	20
Amerigroup (MLTSS/HCBS)	10%	90%	0%	0%	0%	10
Horizon (MLTSS/HCBS)	11%	78%	0%	11%	0%	9
UHC (MLTSS/HCBS)	31%	69%	0%	0%	0%	13
WellCare (MLTSS/HCBS)	0%	100%	0%	0%	0%	2
PACE	0%	100%	0%	0%	0%	5
MLTSS/NF	24%	70%	4%	2%	0%	54
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	18%	79%	2%	2%	0%	113

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

⁴⁸ 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)⁴⁹

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	16%	8%	76%	0%	0%	38
Amerigroup (MLTSS/HCBS)	8%	32%	60%	0%	0%	25
Horizon (MLTSS/HCBS)	0%	7%	93%	0%	0%	42
UHC (MLTSS/HCBS)	17%	17%	67%	0%	0%	30
WellCare (MLTSS/HCBS)	29%	23%	48%	0%	0%	62
PACE	0%	11%	80%	2%	7%	46
MLTSS/NF	6%	0%	94%	0%	0%	49
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	12%	13%	74%	0%	1%	292

⁴⁹ 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
Aetna (MLTSS/HCBS)	9%	24%	62%	4%	1%	82
Amerigroup (MLTSS/HCBS)	9%	23%	64%	5%	0%	44
Horizon (MLTSS/HCBS)	2%	18%	75%	5%	0%	61
UHC (MLTSS/HCBS)	8%	15%	74%	4%	0%	53
WellCare (MLTSS/HCBS)	3%	9%	85%	3%	0%	74
PACE	0%	14%	82%	4%	0%	96
MLTSS/NF	13%	25%	47%	10%	4%	89
Unknown	0%	0%	100%	0%	0%	1
Sample Average	6%	18%	70%	5%	1%	500

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
Aetna (MLTSS/HCBS)	10%	25%	62%	2%	1%	81
Amerigroup (MLTSS/HCBS)	7%	20%	71%	2%	0%	45
Horizon (MLTSS/HCBS)	5%	24%	68%	3%	0%	62
UHC (MLTSS/HCBS)	8%	15%	75%	2%	0%	53
WellCare (MLTSS/HCBS)	1%	18%	80%	1%	0%	74
PACE	1%	19%	76%	4%	0%	95
MLTSS/NF	18%	34%	37%	7%	4%	90
Unknown	0%	0%	100%	0%	0%	1
Sample Average	7%	23%	66%	3%	1%	501

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
Aetna (MLTSS/HCBS)	5%	7%	74%	14%	0%	42
Amerigroup (MLTSS/HCBS)	4%	13%	78%	4%	0%	23
Horizon (MLTSS/HCBS)	8%	5%	79%	8%	0%	39
UHC (MLTSS/HCBS)	11%	3%	78%	8%	0%	37
WellCare (MLTSS/HCBS)	3%	6%	83%	9%	0%	35
PACE	6%	15%	79%	0%	0%	53
MLTSS/NF	30%	16%	36%	18%	0%	77
Unknown	0%	0%	100%	0%	0%	1
Sample Average	12%	10%	68%	10%	0%	307

Work

Table 114. Percentage of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	100%	0%	0%	0%	60
Amerigroup (MLTSS/HCBS)	100%	0%	0%	0%	31
Horizon (MLTSS/HCBS)	100%	0%	0%	0%	48
UHC (MLTSS/HCBS)	100%	0%	0%	0%	46
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	59
PACE	99%	0%	1%	0%	96
MLTSS/NF	100%	0%	0%	0%	56
Unknown	100%	0%	0%	0%	1
Sample Average	100%	0%	0%	0%	397

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	95%	2%	3%	0%	60
Amerigroup (MLTSS/HCBS)	71%	6%	23%	0%	31
Horizon (MLTSS/HCBS)	73%	15%	13%	0%	48
UHC (MLTSS/HCBS)	87%	2%	11%	0%	45
WellCare (MLTSS/HCBS)	93%	2%	5%	0%	59
PACE	88%	5%	6%	0%	95
MLTSS/NF	82%	13%	5%	0%	56
Unknown	0%	100%	0%	0%	1
Sample Average	86%	6%	8%	0%	395

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
Aetna (MLTSS/HCBS)	60%	20%	0%	20%	5
Amerigroup (MLTSS/HCBS)	67%	33%	0%	0%	9
Horizon (MLTSS/HCBS)	92%	8%	0%	0%	13
UHC (MLTSS/HCBS)	71%	29%	0%	0%	7
WellCare (MLTSS/HCBS)	75%	0%	25%	0%	4
PACE	67%	33%	0%	0%	12
MLTSS/NF	90%	0%	0%	10%	10
Unknown	100%	0%	0%	0%	1
Sample Average	77%	18%	2%	3%	61

Table 117. Percentage of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	98%	2%	0%	0%	83
Amerigroup (MLTSS/HCBS)	91%	9%	0%	0%	45
Horizon (MLTSS/HCBS)	89%	11%	0%	0%	62
UHC (MLTSS/HCBS)	96%	4%	0%	0%	54
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	75
PACE	93%	5%	0%	2%	95
MLTSS/NF	93%	6%	0%	1%	89
Unknown	100%	0%	0%	0%	1
Sample Average	94%	5%	0%	1%	504

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
Aetna (MLTSS/HCBS)	84%	4%	13%	0%	55
Amerigroup (MLTSS/HCBS)	79%	7%	14%	0%	28
Horizon (MLTSS/HCBS)	76%	12%	12%	0%	41
UHC (MLTSS/HCBS)	75%	11%	14%	0%	44
WellCare (MLTSS/HCBS)	95%	2%	3%	0%	58
PACE	80%	16%	2%	1%	85
MLTSS/NF	90%	2%	8%	0%	51
Unknown	0%	100%	0%	0%	1
Sample Average	83%	9%	8%	0%	363

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
Aetna (MLTSS/HCBS)	7%	36%	56%	0%	0%	85
Amerigroup (MLTSS/HCBS)	0%	31%	69%	0%	0%	45
Horizon (MLTSS/HCBS)	11%	37%	52%	0%	0%	63
UHC (MLTSS/HCBS)	2%	45%	53%	0%	0%	53
WellCare (MLTSS/HCBS)	1%	32%	65%	0%	1%	75
PACE	22%	55%	22%	1%	0%	95
MLTSS/NF	1%	30%	69%	0%	0%	89
Unknown	0%	100%	0%	0%	0%	1
Sample Average	7%	39%	54%	0%	0%	506

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
Aetna (MLTSS/HCBS)	14%	86%	0%	0%	79
Amerigroup (MLTSS/HCBS)	9%	89%	2%	0%	45
Horizon (MLTSS/HCBS)	18%	82%	0%	0%	56
UHC (MLTSS/HCBS)	25%	75%	0%	0%	52
WellCare (MLTSS/HCBS)	18%	82%	0%	0%	72
PACE	12%	85%	1%	1%	73
MLTSS/NF	23%	77%	0%	0%	88
Unknown	0%	100%	0%	0%	1
Sample Average	17%	82%	0%	0%	466

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
Aetna (MLTSS/HCBS)	19%	38%	43%	0%	0%	84
Amerigroup (MLTSS/HCBS)	9%	33%	58%	0%	0%	45
Horizon (MLTSS/HCBS)	15%	44%	42%	0%	0%	62
UHC (MLTSS/HCBS)	11%	44%	44%	0%	0%	54
WellCare (MLTSS/HCBS)	8%	41%	51%	0%	0%	74
PACE	39%	51%	11%	0%	0%	95
MLTSS/NF	8%	31%	61%	0%	0%	89
Unknown	0%	100%	0%	0%	0%	1
Sample Average	17%	41%	42%	0%	0%	504

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
Aetna (MLTSS/HCBS)	10%	87%	1%	1%	69
Amerigroup (MLTSS/HCBS)	10%	88%	2%	0%	41
Horizon (MLTSS/HCBS)	19%	81%	0%	0%	53
UHC (MLTSS/HCBS)	21%	79%	0%	0%	48
WellCare (MLTSS/HCBS)	18%	82%	0%	0%	68
PACE	7%	88%	5%	0%	58
MLTSS/NF	26%	74%	0%	0%	82
Unknown	0%	100%	0%	0%	1
Sample Average	16%	82%	1%	0%	420

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
Aetna (MLTSS/HCBS)	89%	6%	2%	2%	0%	0%	83
Amerigroup (MLTSS/HCBS)	91%	4%	0%	2%	0%	2%	45
Horizon (MLTSS/HCBS)	92%	5%	3%	0%	0%	0%	62
UHC (MLTSS/HCBS)	87%	9%	2%	2%	0%	0%	54
WellCare (MLTSS/HCBS)	92%	7%	0%	1%	0%	0%	75
PACE	95%	3%	2%	0%	0%	0%	95
MLTSS/NF	94%	0%	1%	5%	0%	0%	88
Unknown	100%	0%	0%	0%	0%	0%	1
Sample Average	92%	5%	2%	2%	0%	0%	503

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
Aetna (MLTSS/HCBS)	76%	13%	11%	0%	54
Amerigroup (MLTSS/HCBS)	76%	8%	8%	8%	25
Horizon (MLTSS/HCBS)	76%	24%	0%	0%	46
UHC (MLTSS/HCBS)	80%	18%	0%	2%	45
WellCare (MLTSS/HCBS)	91%	4%	4%	2%	56
PACE	75%	19%	3%	2%	89
MLTSS/NF	57%	28%	11%	4%	54
Unknown	0%	0%	100%	0%	1
Sample Average	76%	17%	5%	2%	370

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
Aetna (MLTSS/HCBS)	9%	52%	30%	9%	54
Amerigroup (MLTSS/HCBS)	16%	48%	32%	4%	25
Horizon (MLTSS/HCBS)	9%	50%	33%	9%	46
UHC (MLTSS/HCBS)	7%	44%	38%	11%	45
WellCare (MLTSS/HCBS)	7%	63%	18%	13%	56
PACE	9%	34%	31%	26%	89
MLTSS/NF	7%	37%	30%	26%	54
Unknown	0%	100%	0%	0%	1
Sample Average	9%	46%	30%	16%	370

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
Aetna (MLTSS/HCBS)	9%	33%	35%	22%	54
Amerigroup (MLTSS/HCBS)	8%	32%	36%	24%	25
Horizon (MLTSS/HCBS)	9%	20%	59%	13%	46
UHC (MLTSS/HCBS)	13%	27%	44%	16%	45
WellCare (MLTSS/HCBS)	0%	16%	66%	18%	56
PACE	6%	30%	44%	20%	89
MLTSS/NF	28%	24%	35%	13%	54
Unknown	100%	0%	0%	0%	1
Sample Average	10%	26%	46%	18%	370

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
Aetna (MLTSS/HCBS)	6%	2%	24%	69%	54
Amerigroup (MLTSS/HCBS)	0%	12%	24%	64%	25
Horizon (MLTSS/HCBS)	7%	7%	9%	78%	46
UHC (MLTSS/HCBS)	0%	11%	18%	71%	45
WellCare (MLTSS/HCBS)	2%	18%	13%	68%	56
PACE	10%	17%	21%	52%	89
MLTSS/NF	7%	11%	24%	57%	54
Unknown	0%	0%	0%	100%	1
Sample Average	5%	12%	19%	64%	370

Appendix C: New Jersey's State-Specific Questions

Table 128. Proportion of people who said they need assistance to be able to stay in their current housing or to find and maintain other, safer or more stable housing (NJ-1)

	No	Yes	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	71%	27%	2%	56
Amerigroup (MLTSS/HCBS)	81%	16%	3%	31
Horizon (MLTSS/HCBS)	60%	38%	2%	48
UHC (MLTSS/HCBS)	80%	20%	0%	45
WellCare (MLTSS/HCBS)	64%	34%	2%	59
PACE	78%	6%	16%	94
MLTSS/NF	67%	32%	2%	57
Unknown	0%	100%	0%	1
Sample Average	71%	24%	5%	391

Table 129a. Type of assistance people need to be able to stay in their current housing or to find and maintain other, safer or more stable housing (NJ-2)

	Help w/ paying first month's rent, utilities, or other one-time costs	Financial help w/ rent	Rental housing info	Weather-proofing house	Housing repairs	N
Aetna (MLTSS/HCBS)	21%	50%	21%	0%	0%	14
Amerigroup (MLTSS/HCBS)	0%	60%	40%	0%	0%	5
Horizon (MLTSS/HCBS)	24%	29%	24%	0%	18%	17
UHC (MLTSS/HCBS)	0%	44%	11%	0%	0%	9
WellCare (MLTSS/HCBS)	15%	10%	15%	0%	5%	20
PACE	17%	50%	17%	33%	17%	6
MLTSS/NF	0%	33%	17%	6%	6%	18
Unknown	0%	100%	0%	0%	0%	1
Sample Average	12%	34%	19%	3%	7%	90

Table 129b. Type of assistance people need to be able to stay in their current housing or to find and maintain other, safer or more stable housing (NJ-2) (continued)

	Property tax relief	Legal assistance	Help w/ balancing checkbook	Other	Don't Know	Unclear/Refused/ No Response	N
Aetna (MLTSS/HCBS)	0%	0%	0%	50%	0%	0%	14
Amerigroup (MLTSS/HCBS)	0%	20%	0%	20%	20%	0%	5
Horizon (MLTSS/HCBS)	0%	6%	0%	29%	6%	0%	17
UHC (MLTSS/HCBS)	0%	0%	0%	44%	22%	0%	9
WellCare (MLTSS/HCBS)	0%	5%	0%	75%	0%	0%	20
PACE	0%	0%	0%	17%	0%	0%	6
MLTSS/NF	0%	0%	0%	56%	6%	11%	18
Unknown	0%	0%	0%	0%	0%	0%	1
Sample Average	0%	3%	0%	48%	6%	2%	90

Table 130. Proportion of people who were provided a choice between receiving their home delivered meals prepared daily or frozen in bulk twice a month (if receive home delivered meals) (NJ-3)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Aetna (MLTSS/HCBS)	33%	67%	0%	0%	6
Amerigroup (MLTSS/HCBS)	22%	67%	11%	0%	9
Horizon (MLTSS/HCBS)	43%	57%	0%	0%	21
UHC (MLTSS/HCBS)	40%	50%	10%	0%	10
WellCare (MLTSS/HCBS)	44%	44%	11%	0%	9
PACE	38%	38%	23%	0%	13
MLTSS/NF	50%	50%	0%	0%	2
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	39%	53%	9%	0%	70

Table 131. Proportion of people who are satisfied with their home delivered meals (if receive home delivered meals) (NJ-4)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
Aetna (MLTSS/HCBS)	0%	100%	0%	0%	6
Amerigroup (MLTSS/HCBS)	0%	89%	11%	0%	9
Horizon (MLTSS/HCBS)	33%	67%	0%	0%	21
UHC (MLTSS/HCBS)	10%	90%	0%	0%	10
WellCare (MLTSS/HCBS)	22%	78%	0%	0%	9
PACE	8%	85%	8%	0%	13
MLTSS/NF	100%	0%	0%	0%	2
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	19%	79%	3%	0%	70

Table 132. Reasons why people are not satisfied with their home delivered meals (if receive home delivered meals and are not satisfied) (NJ-5)

	Doesn't meet dietary requirements	Lack of variety	Poor quality	Lack of ethnic food options	Other	Don't Know	Unclear/ Refused/ No Response	N
Aetna (MLTSS/HCBS)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Amerigroup (MLTSS/HCBS)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Horizon (MLTSS/HCBS)	29%	14%	29%	14%	43%	0%	0%	7
UHC (MLTSS/HCBS)	0%	100%	0%	0%	0%	0%	0%	1
WellCare (MLTSS/HCBS)	50%	50%	0%	0%	0%	0%	0%	2
PACE	0%	100%	100%	0%	100%	0%	0%	1
MLTSS/NF	0	0	0	0	1	0	0	1
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	25%	33%	25%	8%	42%	0%	0%	12

Table 133. Proportion of people who know whom to contact if have questions about their home-delivered meals (NJ-6)

	No	Not Sure, Maybe	Yes	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	0%	0%	100%	0%	6
Amerigroup (MLTSS/HCBS)	0%	0%	100%	0%	9
Horizon (MLTSS/HCBS)	10%	0%	90%	0%	20
UHC (MLTSS/HCBS)	10%	0%	90%	0%	10
WellCare (MLTSS/HCBS)	22%	0%	78%	0%	9
PACE	0%	8%	92%	0%	13
MLTSS/NF	0%	0%	100%	0%	2
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	7%	1%	91%	0%	69

Table 134. Proportion of people whose case manager changing impacts their service delivery (if has case manager) (NJ-8)

	No	Yes	N/A – Case Manager Hasn’t Changed	Don’t Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	46%	16%	34%	4%	0%	76
Amerigroup (MLTSS/HCBS)	49%	5%	37%	10%	0%	41
Horizon (MLTSS/HCBS)	40%	8%	52%	0%	0%	60
UHC (MLTSS/HCBS)	36%	10%	55%	0%	0%	42
WellCare (MLTSS/HCBS)	54%	6%	38%	1%	0%	68
PACE	30%	2%	67%	0%	0%	89
MLTSS/NF	43%	2%	42%	11%	2%	53
Unknown	0%	0%	100%	0%	0%	1
Sample Average	42%	7%	47%	3%	0%	430

Table 135. Proportion of people who can access their bank accounts, checking accounts, and financial resources when they want (NJ-9)

	No	Yes	N/A – Doesn't have bank/checking accounts or financial resources	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	5%	85%	3%	5%	2%	60
Amerigroup (MLTSS/HCBS)	0%	91%	3%	3%	3%	32
Horizon (MLTSS/HCBS)	8%	79%	13%	0%	0%	48
UHC (MLTSS/HCBS)	11%	85%	4%	0%	0%	46
WellCare (MLTSS/HCBS)	3%	93%	0%	0%	3%	59
PACE	1%	78%	18%	1%	2%	96
MLTSS/NF	14%	58%	23%	0%	5%	57
Unknown	0%	100%	0%	0%	0%	1
Sample Average	6%	80%	10%	1%	2%	399

Table 136. Proportion of people who are aware that there is information to address dependency issues available to people who may need it (NJ-10)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	14%	68%	17%	2%	59
Amerigroup (MLTSS/HCBS)	41%	44%	16%	0%	32
Horizon (MLTSS/HCBS)	13%	73%	13%	2%	48
UHC (MLTSS/HCBS)	22%	63%	13%	2%	46
WellCare (MLTSS/HCBS)	53%	31%	12%	5%	59
PACE	13%	65%	8%	15%	96
MLTSS/NF	19%	61%	12%	7%	57
Unknown	0%	100%	0%	0%	1
Sample Average	23%	59%	12%	6%	398

Table 137. How people became aware that there is information to address dependency issues available (NJ-11)

	TV or Radio Ad	Flyer/Poster in Doctor's/Nurse's Office	Health Plan Care Manager/Team	Info/Newsletter Provided by Health Plan	Family Member or Friend	Other	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	43%	8%	15%	0.025	15%	10%	3%	5%	40
Amerigroup (MLTSS/HCBS)	64%	7%	7%	0%	14%	7%	0%	0%	14
Horizon (MLTSS/HCBS)	43%	3%	23%	9%	14%	9%	0%	0%	35
UHC (MLTSS/HCBS)	59%	7%	7%	3%	7%	14%	0%	3%	29
WellCare (MLTSS/HCBS)	56%	17%	6%	0%	11%	6%	0%	6%	18
PACE	58%	6%	23%	5%	6%	2%	0%	0%	62
MLTSS/NF	60%	3%	14%	0%	9%	9%	3%	3%	35
Unknown	100%	0%	0%	0%	0%	0%	0%	0%	1
Sample Average	54%	6%	16%	3%	10%	7%	1%	2%	234

Appendix D: New Jersey's NCI-AD Person-Centered Planning Module

Table 138. Percentage of people who reported having a service plan/plan of care⁵⁰

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	7%	72%	21%	0%	57
Amerigroup (MLTSS/HCBS)	0%	78%	22%	0%	32
Horizon (MLTSS/HCBS)	11%	79%	11%	0%	47
UHC (MLTSS/HCBS)	20%	62%	18%	0%	45
WellCare (MLTSS/HCBS)	8%	76%	15%	0%	59
PACE	6%	74%	14%	6%	96
MLTSS/NF	23%	26%	46%	5%	57
Unknown	0%	100%	0%	0%	1
Sample Average	11%	67%	20%	2%	394

Table 139. People's level of involvement in deciding what is in their service plan/plan of care

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	0%	2%	22%	73%	2%	0%	41
Amerigroup (MLTSS/HCBS)	0%	0%	8%	88%	4%	0%	25
Horizon (MLTSS/HCBS)	3%	0%	11%	86%	0%	0%	37
UHC (MLTSS/HCBS)	0%	7%	21%	68%	4%	0%	28
WellCare (MLTSS/HCBS)	0%	0%	20%	78%	2%	0%	45
PACE	0%	4%	30%	63%	3%	0%	71
MLTSS/NF	0%	13%	20%	67%	0%	0%	15
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	0%	3%	21%	73%	2%	0%	263

⁵⁰ New item in 2019-2020.

Table 140. Percentage of people who remember their most recent service/care planning meeting

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	7%	90%	2%	0%	41
Amerigroup (MLTSS/HCBS)	16%	76%	8%	0%	25
Horizon (MLTSS/HCBS)	0%	97%	3%	0%	36
UHC (MLTSS/HCBS)	11%	86%	4%	0%	28
WellCare (MLTSS/HCBS)	24%	73%	2%	0%	45
PACE	21%	76%	3%	0%	71
MLTSS/NF	40%	60%	0%	0%	15
Unknown	0%	100%	0%	0%	1
Sample Average	16%	81%	3%	0%	262

Table 141. Percentage of people whose most recent service/care planning meeting took place at a time that was good for them

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	3%	97%	0%	0%	37
Amerigroup (MLTSS/HCBS)	0%	100%	0%	0%	19
Horizon (MLTSS/HCBS)	0%	100%	0%	0%	35
UHC (MLTSS/HCBS)	4%	96%	0%	0%	24
WellCare (MLTSS/HCBS)	6%	91%	3%	0%	33
PACE	0%	100%	0%	0%	54
MLTSS/NF	22%	78%	0%	0%	9
Unknown	0%	100%	0%	0%	1
Sample Average	3%	97%	0%	0%	212

Table 142. Percentage of people whose most recent service/care planning meeting took place at a location that was good for them

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	0%	100%	0%	0%	37
Amerigroup (MLTSS/HCBS)	0%	100%	0%	0%	18
Horizon (MLTSS/HCBS)	0%	100%	0%	0%	35
UHC (MLTSS/HCBS)	0%	100%	0%	0%	24
WellCare (MLTSS/HCBS)	3%	94%	3%	0%	33
PACE	0%	100%	0%	0%	54
MLTSS/NF	0%	100%	0%	0%	9
Unknown	0%	100%	0%	0%	1
Sample Average	0%	99%	0%	0%	211

Table 143. Percentage of people whose most recent service/care planning meeting included the people they wanted to be there

	No	Some People	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	3%	6%	89%	3%	0%	36
Amerigroup (MLTSS/HCBS)	0%	0%	100%	0%	0%	19
Horizon (MLTSS/HCBS)	6%	0%	94%	0%	0%	35
UHC (MLTSS/HCBS)	0%	0%	100%	0%	0%	24
WellCare (MLTSS/HCBS)	3%	6%	91%	0%	0%	33
PACE	8%	0%	92%	0%	0%	53
MLTSS/NF	11%	0%	89%	0%	0%	9
Unknown	0%	100%	0%	0%	0%	1
Sample Average	4%	2%	93%	0%	0%	210

Table 144. Percentage of people who felt their preferences and needs were being heard during their most recent service/care planning meeting

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	0%	0%	14%	16%	70%	0%	0%	37
Amerigroup (MLTSS/HCBS)	0%	0%	0%	21%	79%	0%	0%	19
Horizon (MLTSS/HCBS)	0%	3%	3%	23%	71%	0%	0%	35
UHC (MLTSS/HCBS)	0%	4%	13%	13%	71%	0%	0%	24
WellCare (MLTSS/HCBS)	3%	0%	3%	27%	64%	3%	0%	33
PACE	0%	0%	4%	22%	74%	0%	0%	54
MLTSS/NF	0%	0%	22%	22%	56%	0%	0%	9
Unknown	0%	0%	0%	0%	100%	0%	0%	1
Sample Average	0%	1%	7%	21%	71%	0%	0%	212

Table 145. Percentage of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting

	No	Yes	Don't Know	Unclear/Refused/No Response	N
Aetna (MLTSS/HCBS)	14%	83%	3%	0%	36
Amerigroup (MLTSS/HCBS)	5%	84%	11%	0%	19
Horizon (MLTSS/HCBS)	12%	82%	3%	3%	34
UHC (MLTSS/HCBS)	4%	96%	0%	0%	24
WellCare (MLTSS/HCBS)	9%	76%	15%	0%	33
PACE	4%	72%	24%	0%	54
MLTSS/NF	44%	56%	0%	0%	9
Unknown	0%	100%	0%	0%	1
Sample Average	10%	80%	10%	0%	210

Table 146. Percentage of people whose service plan/plan of care includes what was talked about at their service/care planning meeting

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/ No Response	N
Aetna (MLTSS/HCBS)	0%	14%	78%	8%	0%	37
Amerigroup (MLTSS/HCBS)	0%	5%	79%	16%	0%	19
Horizon (MLTSS/HCBS)	0%	14%	77%	9%	0%	35
UHC (MLTSS/HCBS)	0%	4%	88%	4%	4%	24
WellCare (MLTSS/HCBS)	0%	9%	73%	18%	0%	33
PACE	0%	9%	91%	0%	0%	53
MLTSS/NF	0%	22%	44%	33%	0%	9
Unknown	0%	0%	100%	0%	0%	1
Sample Average	0%	10%	80%	9%	0%	211

Table 147. Percentage of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/ No Response	N
Aetna (MLTSS/HCBS)	0%	20%	68%	12%	0%	41
Amerigroup (MLTSS/HCBS)	0%	4%	80%	16%	0%	25
Horizon (MLTSS/HCBS)	0%	22%	72%	3%	3%	36
UHC (MLTSS/HCBS)	0%	7%	79%	7%	7%	28
WellCare (MLTSS/HCBS)	0%	13%	67%	16%	4%	45
PACE	0%	17%	79%	3%	1%	71
MLTSS/NF	0%	27%	47%	20%	7%	15
Unknown	0%	0%	100%	0%	0%	1
Sample Average	0%	16%	73%	9%	3%	262