



NCI-AD

NATIONAL CORE INDICATORS
Aging and Disabilities™

National Core Indicators
Aging and Disabilities Adult Consumer Survey

2017-2018 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, the National Association of States United for Aging and Disabilities (NASUAD) 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 2017-2018, over eight 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 new 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 17-18 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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Released November 2019

List of Abbreviations Used in This Report

AAA – Area Agency on Aging

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

DHS – Department of Human Services

DMAHS – Division of Medical Assistance and Health Services

DoAS – Division of Aging Services

EQRO – External Quality Review Organization

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

IDT – Interdisciplinary Team

LTC – Long Term Care

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

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

NF – Nursing Facility

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

TBI – Traumatic Brain Injury

UHC – United Healthcare Community

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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 project is coordinated by the National Association of States United for Aging and Disabilities¹ (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 future planning with valid and reliable LTSS data. The project officially launched in the summer of 2015 with 13 participating states². The current 2018-2019 project cycle marks its fourth year of implementation, with more than twenty states expected to participate. 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 eighteen broad domains and key areas of concern. These eighteen domains are comprised of approximately 50 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals, including respect and rights, service coordination, care coordination,

¹ NASUAD is the membership organization for state Aging, Disability, and Medicaid directors. www.nasud.org

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

employment, health, safety, etc. An example of an indicator in the Service Coordination domain is: “Proportion of people who receive the services that they need.”

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

Figure 1. 2017-2018 NCI-AD Domains and indicators

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

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

Domain	NCI-AD Indicator
	Proportion of people who have a chronic psychiatric or mental health diagnosis
	Proportion of people who often feel sad or depressed
	Proportion of people who have a chronic condition(s)
	Proportion of people who have poor hearing
	Proportion of people who have poor vision
Medications	Proportion of people who take medications that help them feel less sad or depressed
	Proportion of people who know what their medications are for
Rights and Respect	Proportion of people whose basic rights are respected by others
	Proportion of people whose staff treat them with respect
Self-Direction of Care	Proportion of people who are self-directing
	Proportion of people who can choose or change the kind of services they receive and who provides them
Work	Proportion of people who have a paid job
	Proportion of people who would like a job
	Proportion of people wanting a job who have job search assistance
	Proportion of people who volunteer
	Proportion of people who would like to volunteer
Everyday Living	Proportion of people who have adequate support to perform activities of daily living (e.g. bathing, toileting, eating, etc.) and instrumental activities of daily living (e.g. preparing meals, housework, taking medications, etc.)
	Proportion of people who have access to healthy foods
Affordability	Proportion of people who ever have to cut back on food because of money
Planning for future	Proportion of people who want help planning for future need for services
Control	Proportion of people who feel in control of their lives

Survey Organization

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

Pre-Survey form: The Pre-Survey section is an optional form intended to provide surveyors with information that may be helpful to prepare for and schedule the meeting. The Pre-Survey form is for interviewer use only; Pre-Survey data are not submitted to the NCI-AD project team and therefore are not analyzed or included in any reports.

Background Information (BI) section: This section collects demographic and service-related information about the consumer. To the extent possible, data for the BI section are collected from the state's existing administrative records. BI items that are not available from administrative data sources are collected by the surveyor at the end of the interview. Surveyors may collect any missing BI information except for five BI items that must be completed using administrative data sources or agency records only (consumer's LTSS program/primary source of funding, types of services being received through that program, length of receiving services through the program, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether information came from existing administrative records or was collected during the survey meeting.

In-Person Section: The Full In-Person Section consists of a total of approximately 90 questions, organized into thematic sub-sections with related questions grouped together (e.g., questions about employment are in the same section; questions about the home are in a separate section, etc.). The Full In-Person Section is completed face-to-face with the person receiving services. The respondent may ask a proxy respondent (e.g. family member or close friend) for assistance with answering some of the questions, if needed. The full In-Person Section includes both subjective and objective questions; proxy assistance is only allowed for a subset of more objective items.

Proxy Version: The Proxy Version is an alternative version of the In-Person Section. It is used in place of the Full In-Person Section when the person receiving services is unable to provide meaningful responses or has asked a proxy respondent to complete the survey on their behalf. The Proxy Version includes only the subset of more objective questions that allow for proxy assistance. Questions are rephrased in third person to reflect they are about the individual receiving services and not about the proxy respondent. The surveyor must meet and attempt to interview the service recipient face to face; only then can the proxy determination be made.

Interviewer Feedback form: The Interviewer Feedback form is completed by the surveyor after the interview is finished and records information about the meeting itself, such as respondent's comprehension, length and place of the meeting, who was present, difficulty of accessing the service recipient, etc. Surveyors are also asked to identify any problematic questions encountered and to provide any input and general feedback they may have for the NCI-AD project team.

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 NASUAD and HSRI in implementing the 2017-2018 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 2017-2018 NCI-AD survey cycle, New Jersey created twelve 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, individualized/person-centered plans of 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 2017-2018 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. In addition to State staff, NJ partnered with their External Quality Review Organization (EQRO) for the 2017-2018 NCI-AD survey cycle. The EQRO contracted with an outside agency to conduct the interviews. 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 and included for analysis in 2017-2018 was 844 (Total N=844). New Jersey used the criteria of six months (January 2017 through June 2017) of continuous eligibility in a specific program and continued enrollment in November 2017. 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), pediatric 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), non-medical 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 six hundred six people (N=606) from this program were included in the sample, comprising 5 MCOs:

Aetna Better Health New Jersey (MLTSS/HCBS): N=120

Amerigroup New Jersey (MLTSS/HCBS): N=107

Horizon NJ Health (MLTSS/HCBS): N=129

United Healthcare Community (UHC) Plan (MLTSS/HCBS): N=141

WellCare Health Plans of NJ (MLTSS/HCBS): N=109

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. One hundred twenty people (N=120) from this program were included in the sample.

Program of All-Inclusive Care for the Elderly (PACE): This program is funded through Medicare and Medicaid. It serves individuals who are 55 years of age and older who require nursing home level of care. Each PACE participant receives customized care that is planned and delivered by a coordinated, interdisciplinary team of professionals (IDT) 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 program. Individuals in this sample had six months of continuous PACE enrollment and were still enrolled in July 2017. One hundred eleven participants (N=111) from this program were interviewed and included for analysis.

Figure 2 below summarizes programs and MCOs 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 and MCO under two scenarios: assuming a very conservative 0.5 distribution of responses and assuming a somewhat less conservative 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative distribution assumption for calculating margins of error that can be made and is usually used when no prior information is available about true population response distributions. When some prior information about distributions of responses in the population is available, it can be used for calculating less conservative margins of error. Based on distributions observed in previously collected NCI-AD data, it is reasonable to assume a somewhat less conservative population response distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the total number of analyzed surveys in each program and MCO. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the “Organization of Results” section below.

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

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
WellCare (MLTSS/HCBS)	109	2,538	8.4% MoE, 95% CL	9.2% MoE, 95% CL
Amerigroup (MLTSS/HCBS)	107	1,850	8.4% MoE, 95% CL	9.2% MoE, 95% CL
Aetna (MLTSS/HCBS)	120	364	6.7% MoE, 95% CL	7.3% 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
UnitedHealthCare (MLTSS/HCBS)	141	2,265	7.3% MoE, 95% CL	8.0% MoE, 95% CL
Horizon (MLTSS/HCBS)	129	6,414	7.8% MoE, 95% CL	8.5% MoE, 95% CL
Nursing Facilities (MLTSS)	120	8,981	8.1% MoE, 95% CL	8.9% MoE, 95% CL
PACE	111	808	7.9% MoE, 95% CL	8.6% MoE, 95% CL
Total	844³	23,220	3.0% MoE, 95% CL	3.3% MoE, 95% CL

Survey Process in New Jersey

The State of New Jersey utilized staff from the Department of Human Services' DMAHS and DoAS, as well as partnering with their External Quality Review Organization (EQRO) to contract with an outside agency to conduct the NCI-AD in-person Adult Consumer Survey. DHS, NASUAD, and HSRI staff conducted a one-day training with 57 interviewers in January 2018. 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 in-person interviews began in February 2018 and all data from the completed interviews were entered into the database and submitted to HSRI in June 2018.

³ Program was missing for 7 cases submitted for analysis

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 either the State or contracted agency 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 to be signed was provided prior to beginning the survey. If the participant identified any unmet needs during the survey, the interviewer followed up after concluding the interview and, if the participant consented, reported their unmet needs to the appropriate agency for follow-up. At the end of the interview meeting, the participant was given a form thanking them for their participation and providing contact information should they have any questions.

The EQRO provided Wi-Fi enabled laptops to the interviewers from the contracted agency. Agency interviewers were also provided paper copies of the survey materials to carry with them in the event they were unable to access the internet during the interview. If paper survey materials were used, the interviewers entered participant responses into ODESA, NCI-AD's online database, upon returning to their office. Interviewers from DoAS were also equipped with Wi-Fi enabled laptops 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 chose to add 12 state-specific questions to the standard NCI-AD Survey. In addition, New Jersey was one of seven states that elected to pilot NCI-AD's new optional module on person-centered planning (PCP).

Stakeholders

DHS provided an overview of the NCI-AD project to their MLTSS Steering Committee, Medical Assistance Advisory Council (MAAC), New Jersey Hospital Association (NJHA), MCOs, and the PACE Organizations. The MLTSS Steering Committee is comprised of representation from advocates and providers of LTSS services. 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/>).

Organization of Results

The following pages of the report present findings from New Jersey's 2017-2018 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 of the programs and MCOs. The number of people (N) in each 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 proportions. Unclear, refused and, unless otherwise stated, "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 and MCO's valid number of responses (valid Ns) is shown in every chart and table in this report. In addition to displaying valid number of responses, charts also use an asterisk to indicate Ns smaller than 20. Responses smaller than 20 should not be used as a basis for firm conclusions and should be treated as suggestive and informational only.

Each chart also contains 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 and MCOs; its calculation effectively “re-balances” the oversampled programs and MCOs 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 and MCOs – i.e. some programs and MCOs constituted a larger proportion of the survey sample than they did as proportion of total population of survey-eligible service recipients. To account for these programs and MCOs being proportionally over-represented in the state’s survey data, statistical weights were developed and applied to calculate New Jersey’s weighted state averages shown in the charts. For exact calculations of weights, please contact the NCI-AD project team.

Most survey items with three or more possible response options were recoded to form binary variables for the purposes of analysis (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.

Un-collapsed and unweighted data showing frequencies of all response options by program and MCO are shown in tabular format in Appendix B. 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 corresponding charts.

Data from the state-specific questions that New Jersey chose to add to the standard NCI-AD Survey are shown in Appendix C. Data from New Jersey’s pilot of NCI-AD’s new optional module on person-centered planning (PCP) 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 could use improvement. The charts in this report allow the reader to compare average outcomes between New Jersey's programs and MCOs and the state overall. State leaders, public managers, policy-makers and community stakeholders can use this information to decide whether a program's or MCO's result relative to another program or MCO or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's or MCO's result relative to another program or MCO, as it is important to keep in mind the potential differences as well as similarities amongst the participants and the programs themselves.

Community Participation

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

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

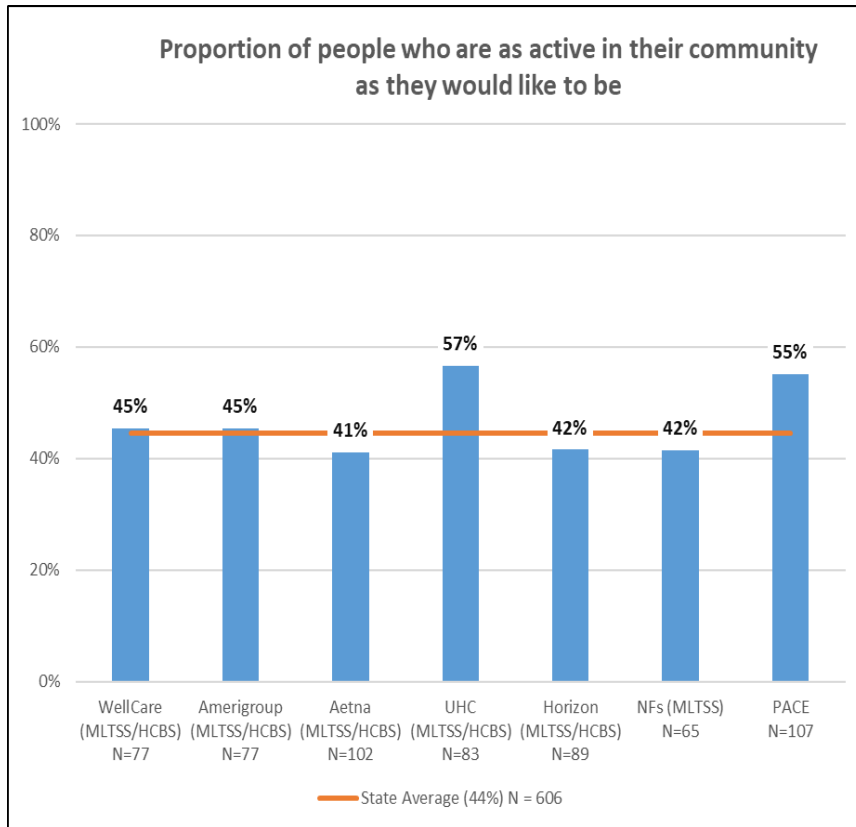
1. Proportion of people who are able to participate in preferred activities outside of home when and with whom they want.

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

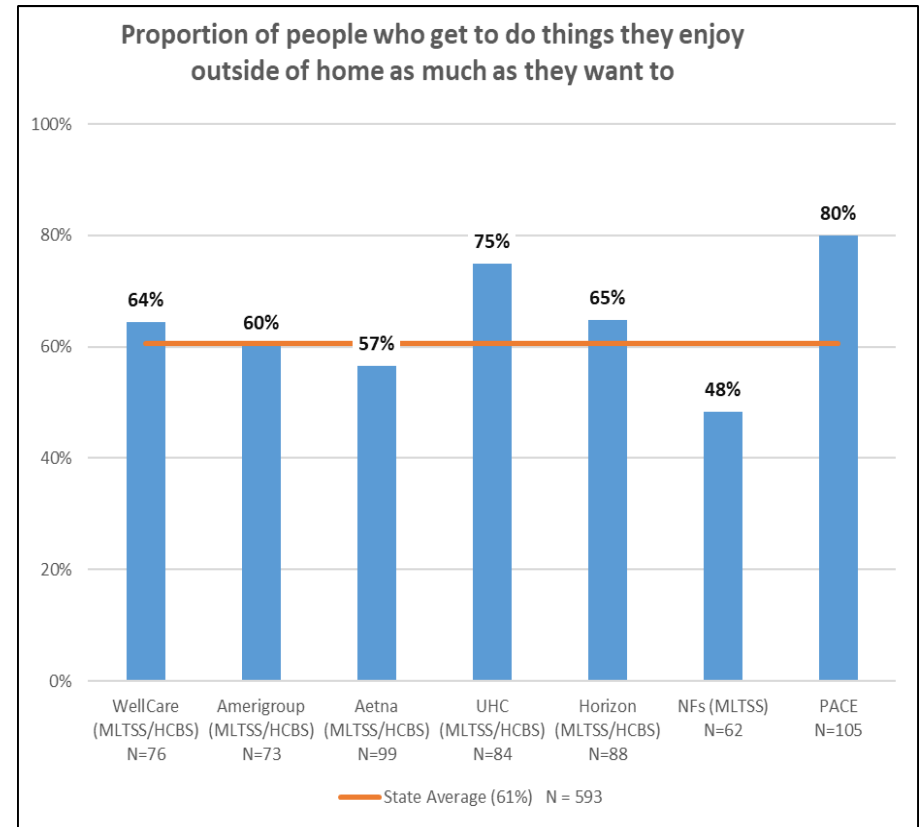
Un-collapsed and unweighted data are shown in Appendix B.

⁴ Data for one item are presented in Appendix B only.

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



Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to⁵



⁵ New question added in 2017-2018

Choice and Decision Making

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

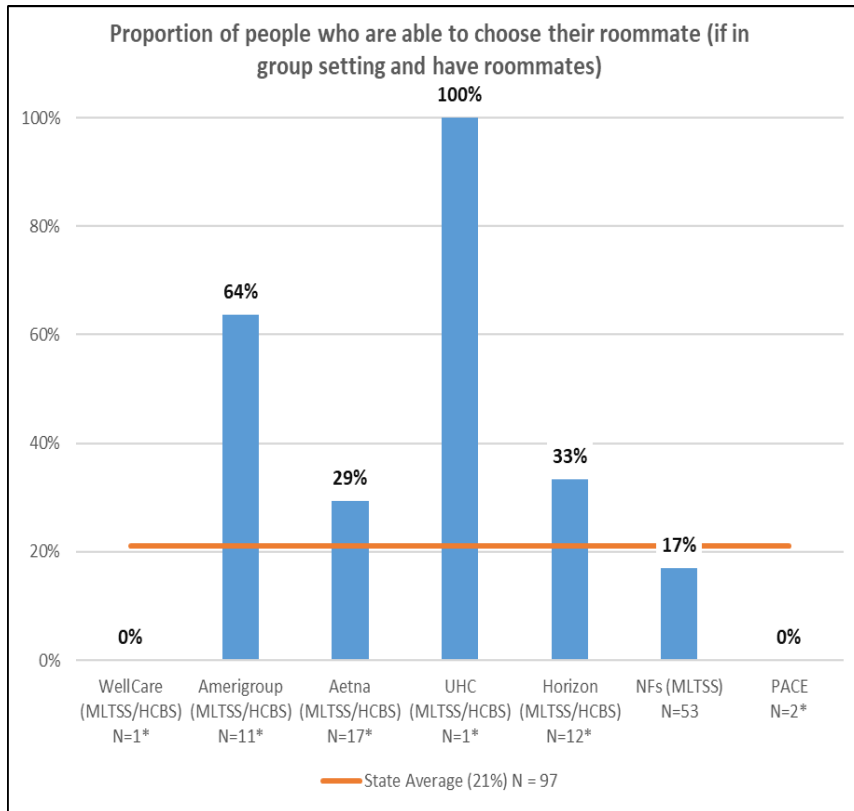
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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

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

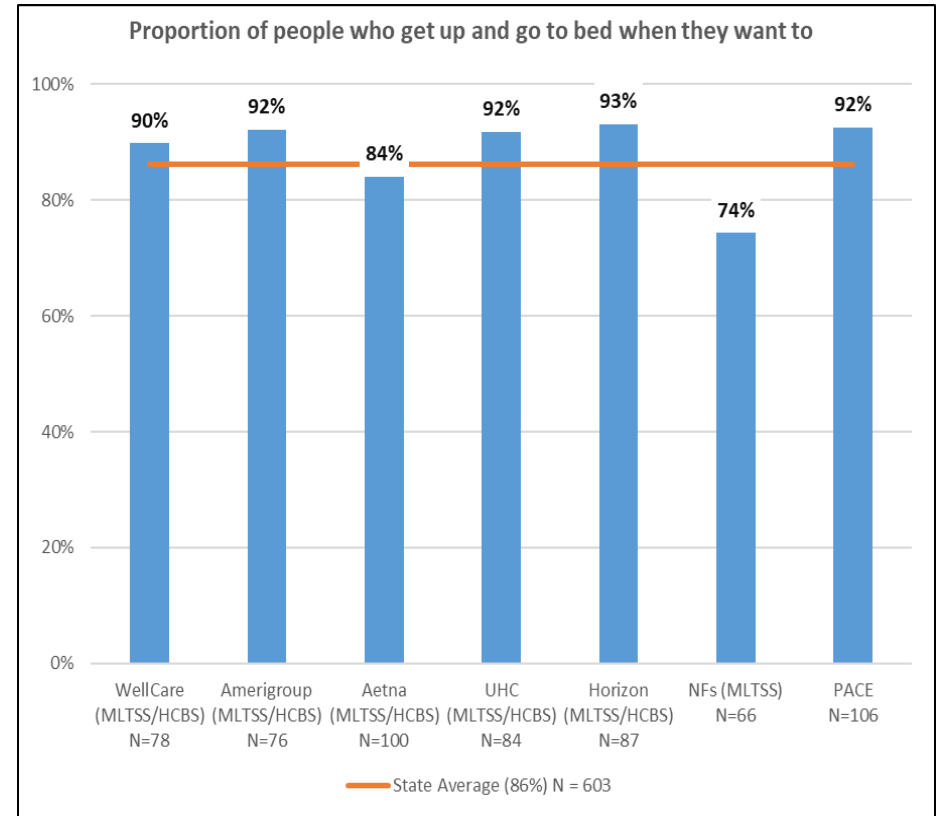
Un-collapsed and unweighted data are shown in Appendix B.

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



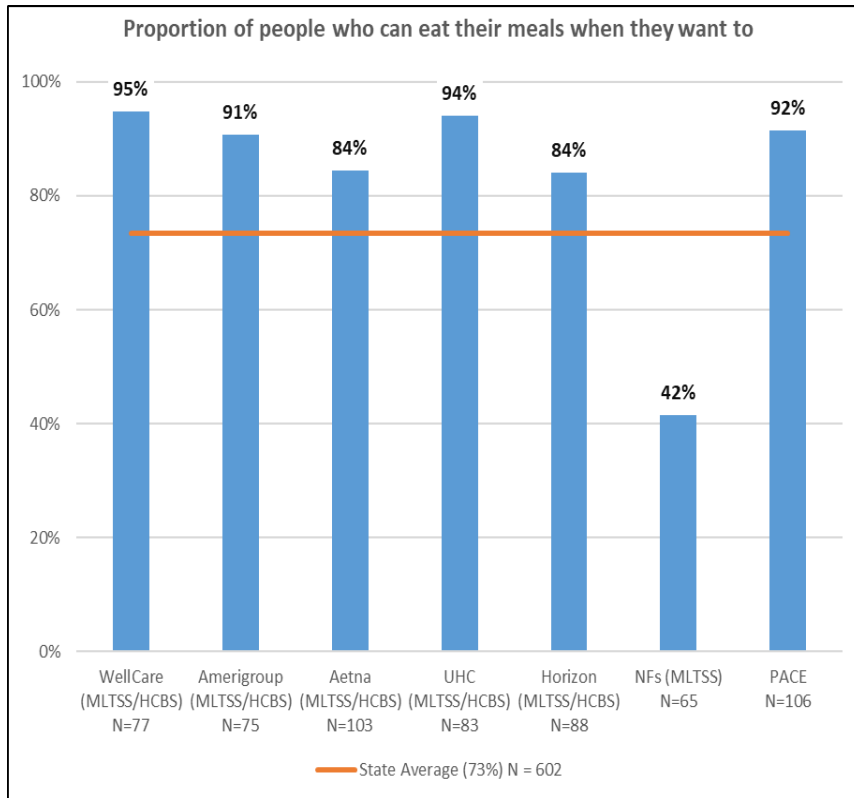
* Very small number of responses

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

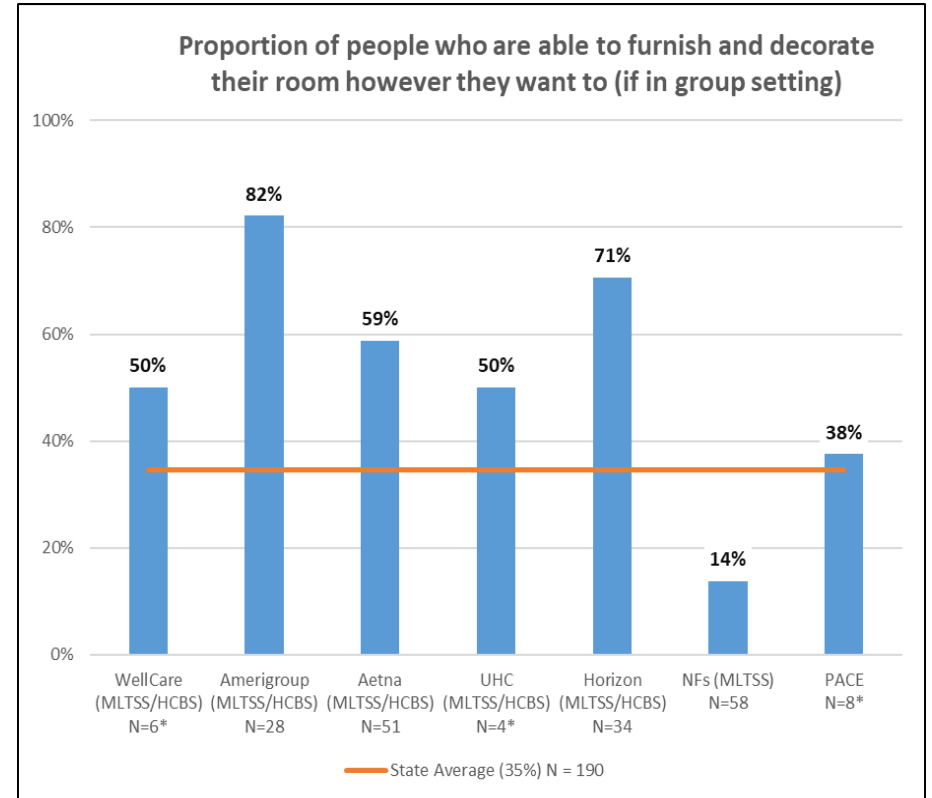


⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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



Graph 6. Proportion 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

Relationships

People have friends and relationships and do not feel lonely.

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

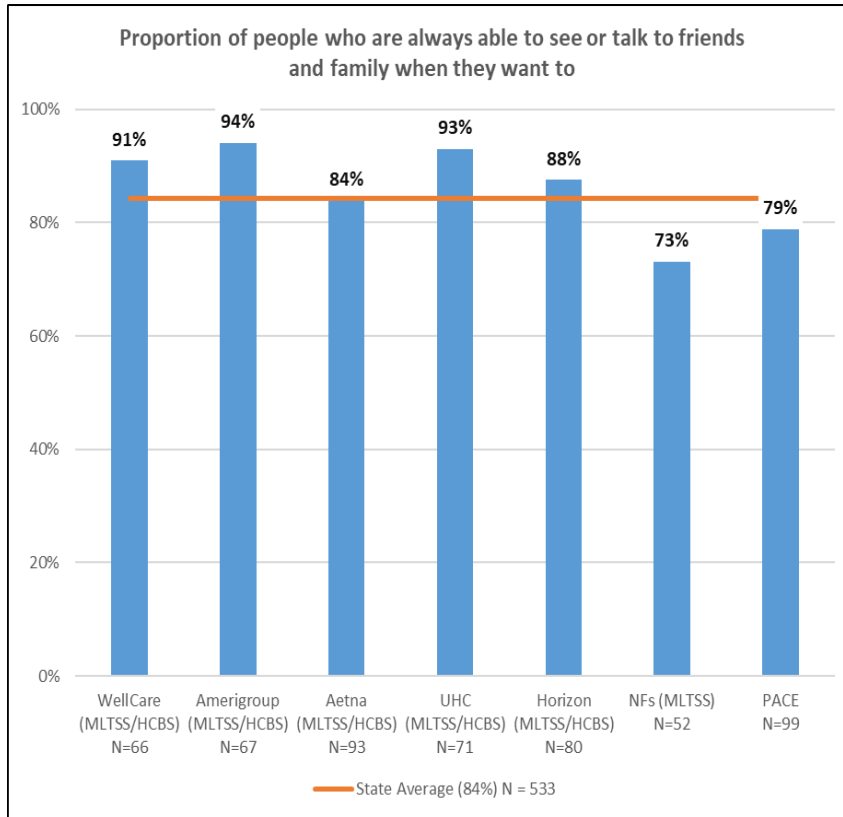
1. Proportion of people who are able to see or talk to their friends and families when they want to.

There are two⁸ survey items that correspond to the Relationship domain.

Un-collapsed and unweighted data are shown in Appendix B.

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

Graph 7. Proportion 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 – where they live, who works with them, and what they do during the day.

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

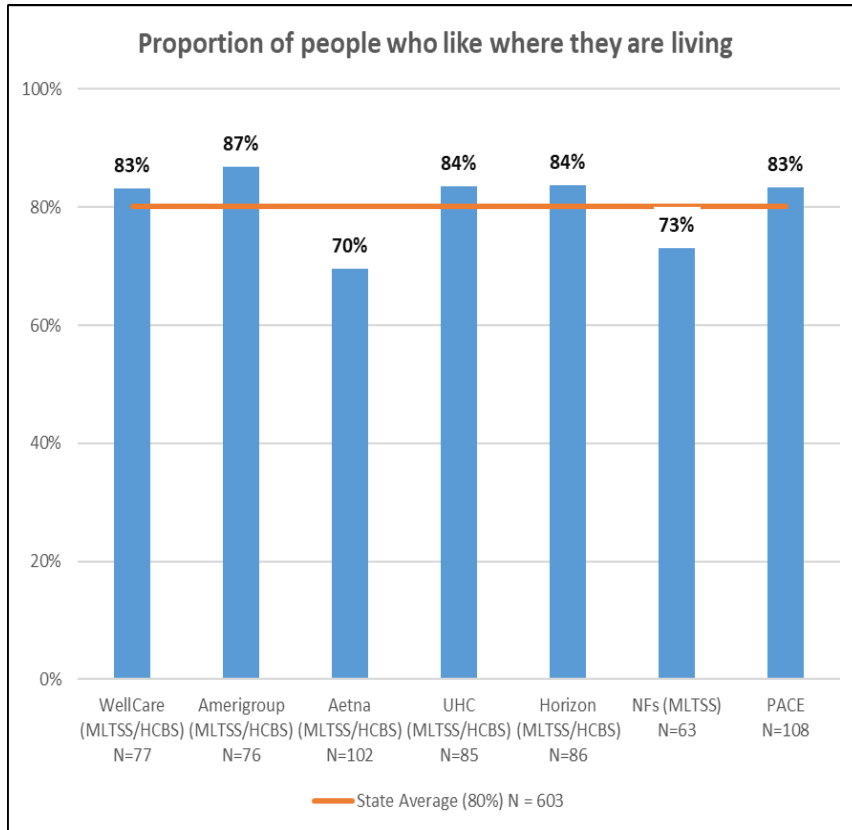
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with staff who work with them.

There are seven⁹ survey items that correspond to the Satisfaction domain.

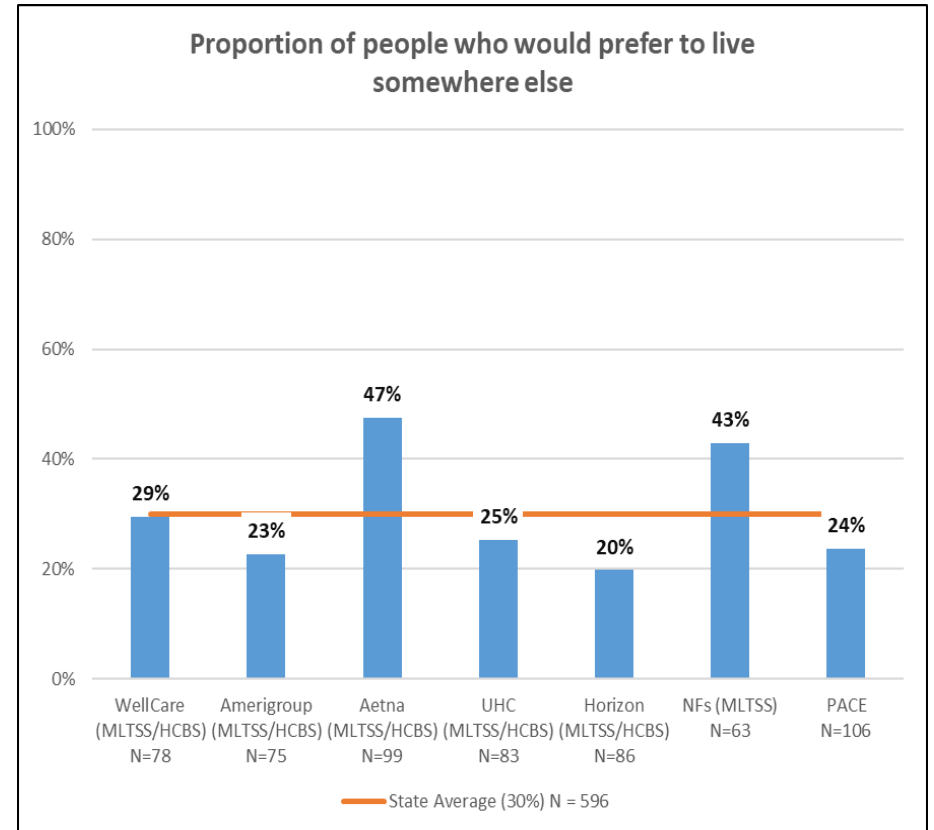
Un-collapsed and unweighted data are shown in Appendix B.

⁹ Data for two items are presented in Appendix B only.

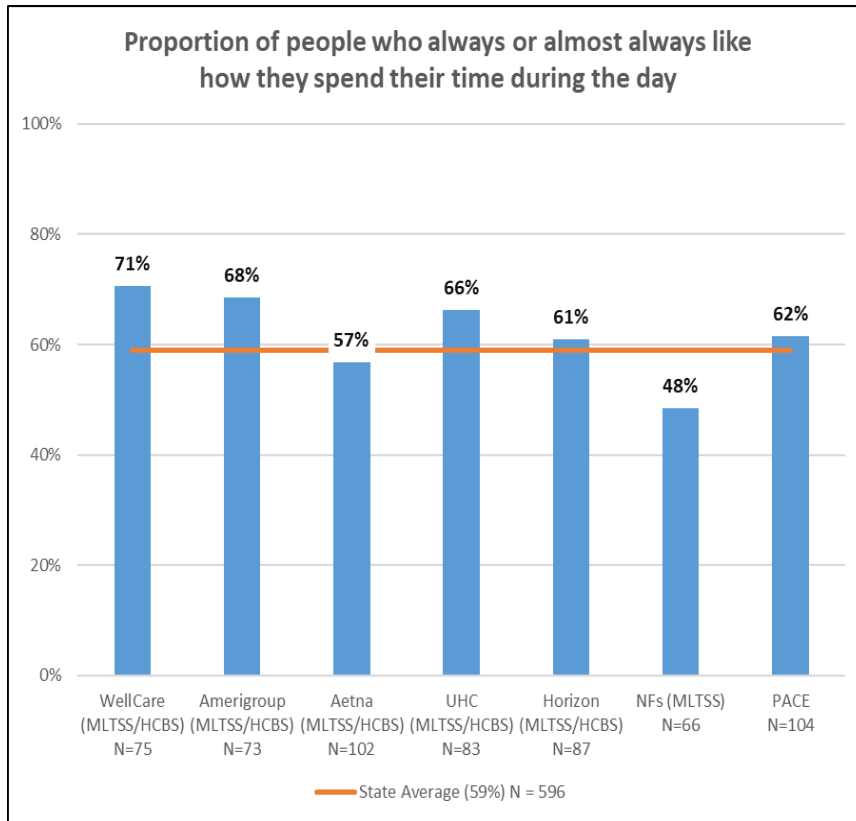
Graph 8. Proportion of people who like where they are living



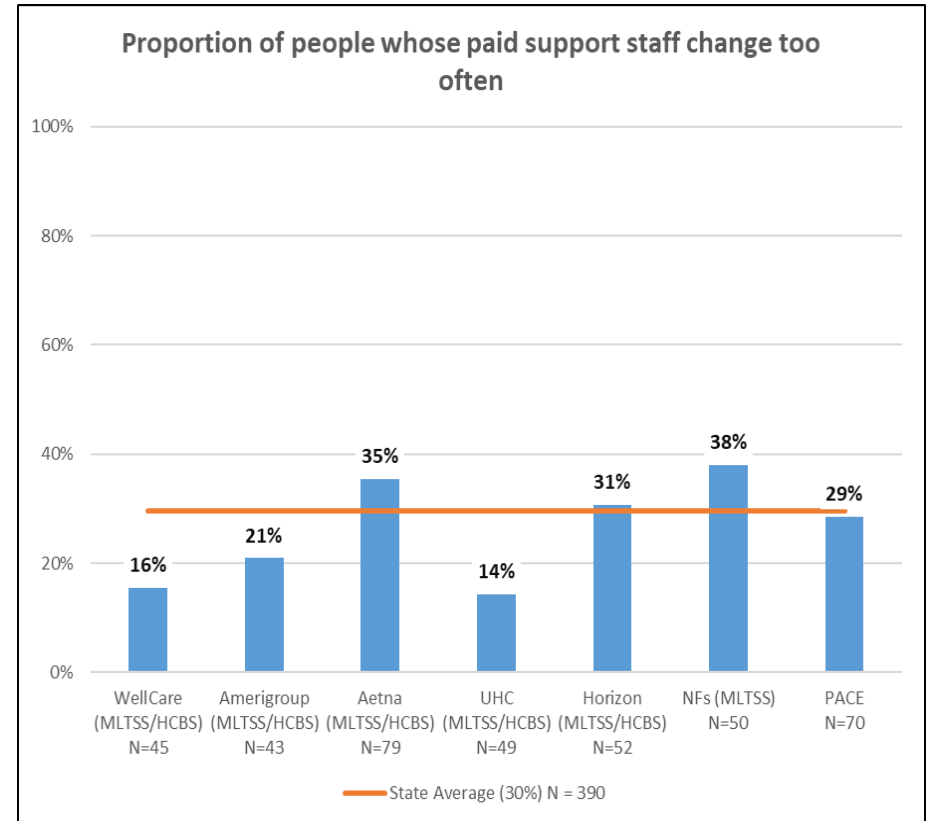
Graph 9. Proportion of people who would prefer to live somewhere else



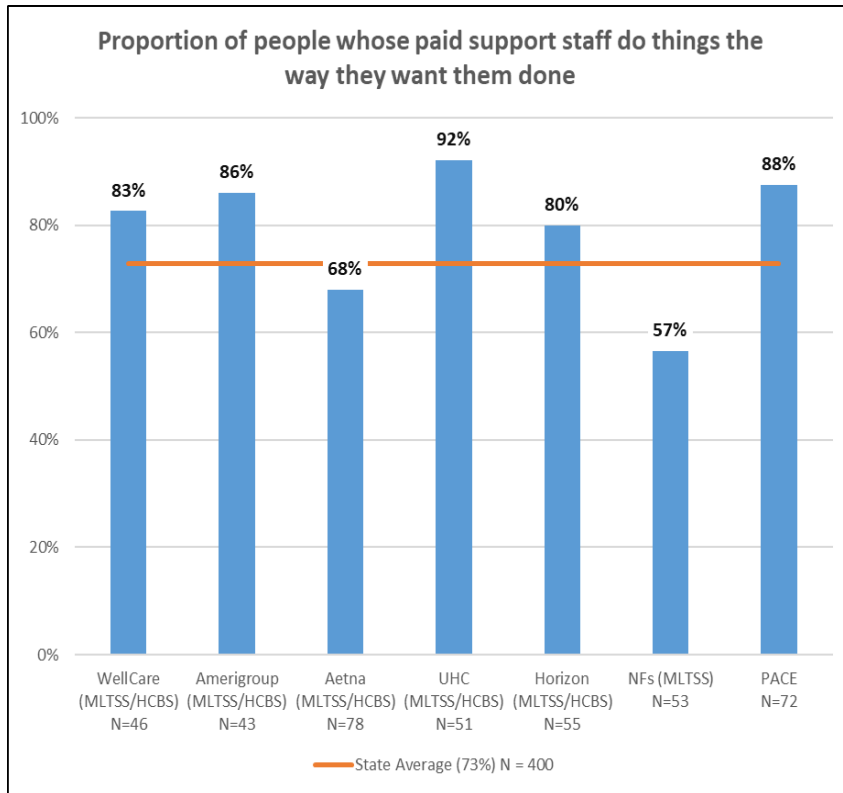
Graph 10. Proportion of people who always or almost always like how they spend their time during the day



Graph 11. Proportion of people whose paid support staff change too often



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



Service Coordination

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

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

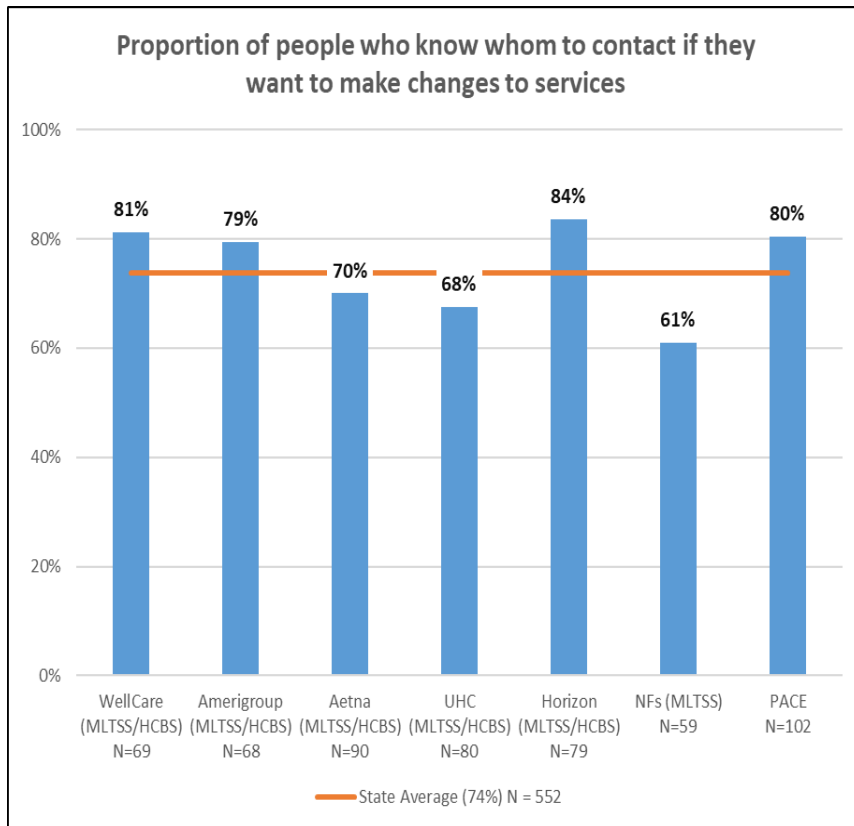
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose case manager talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their case manager when they need to
4. Proportion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

There are twelve¹⁰ survey items that correspond to the Service Coordination domain.

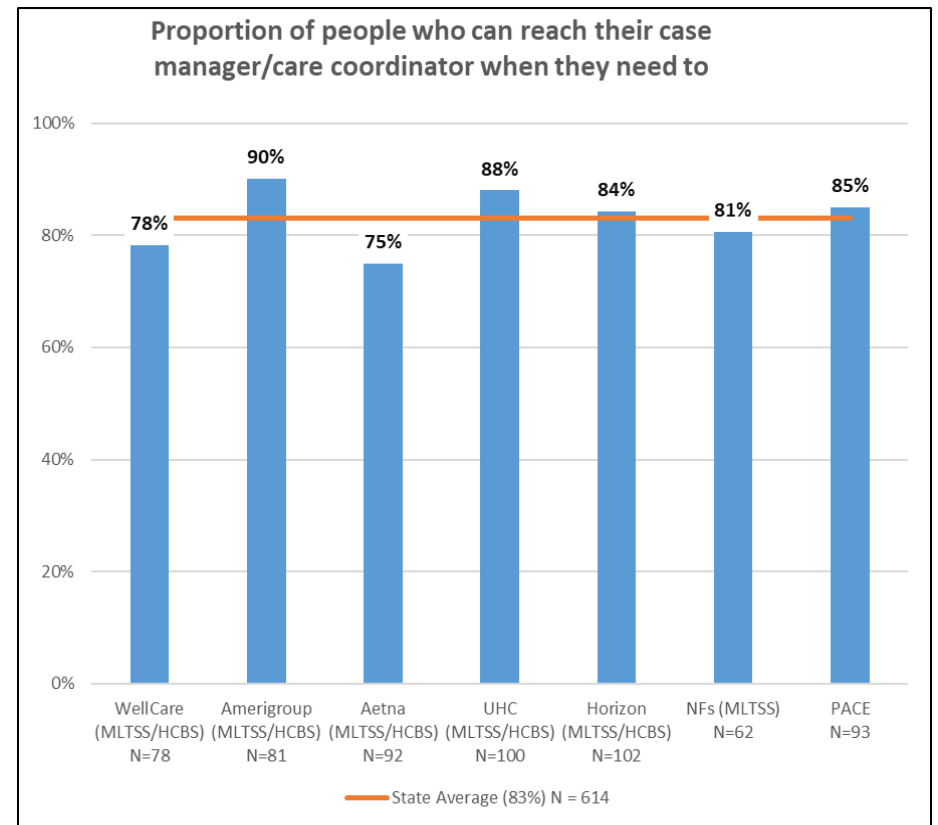
Un-collapsed and unweighted data are shown in Appendix B.

¹⁰ Data for two items are presented in Appendix B only.

Graph 13. Proportion of people who know whom to contact if they want to make changes to their services¹¹

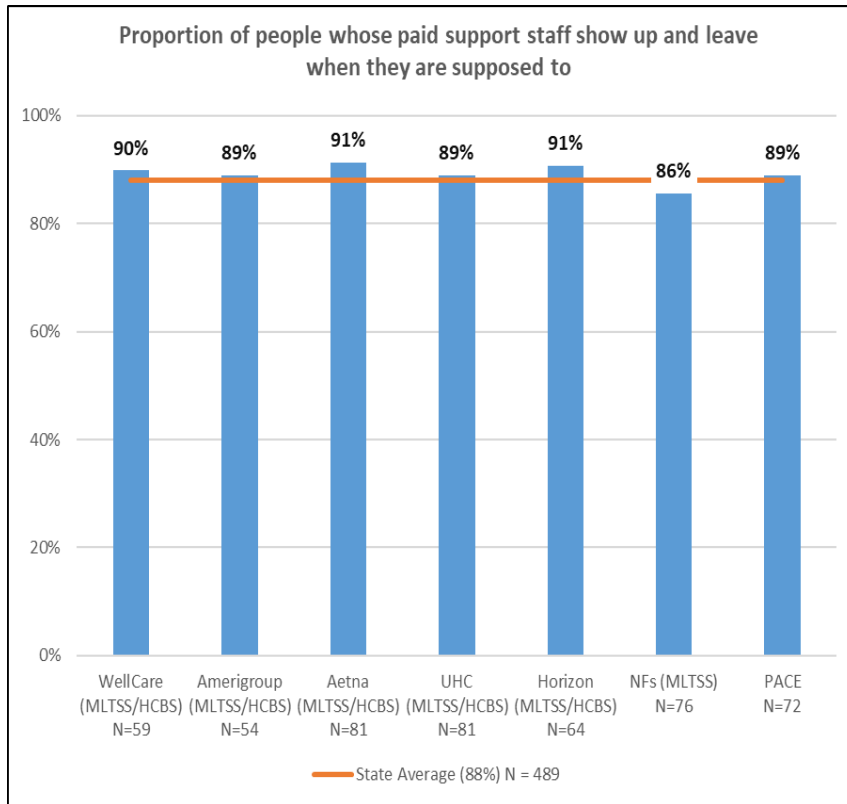


Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

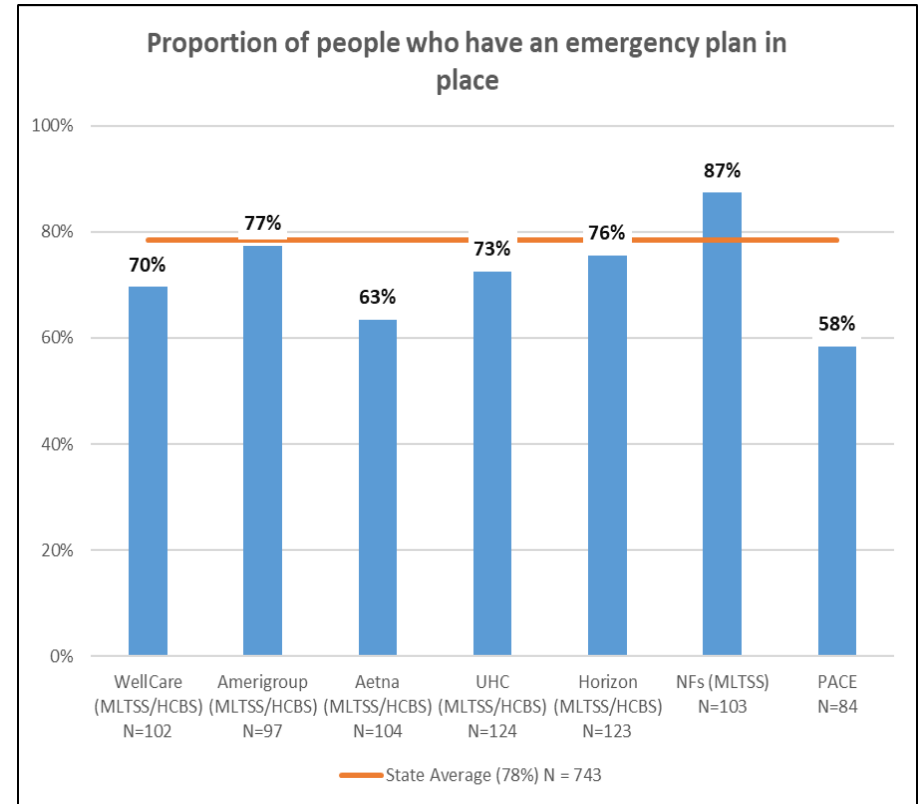


¹¹ Question changed in 2017-2018 – no longer allows for proxies

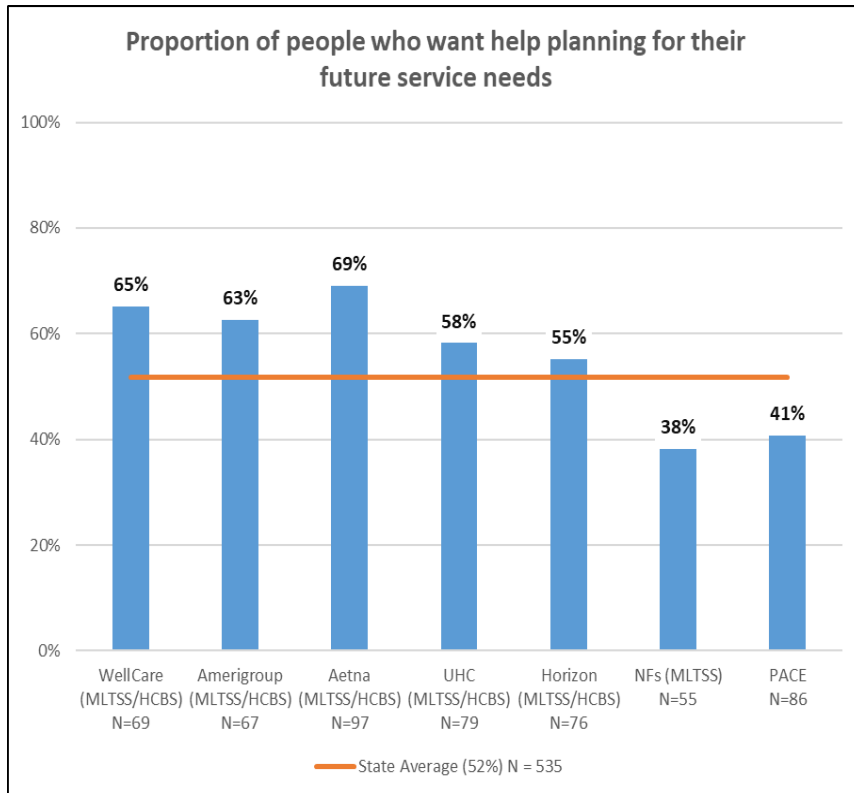
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



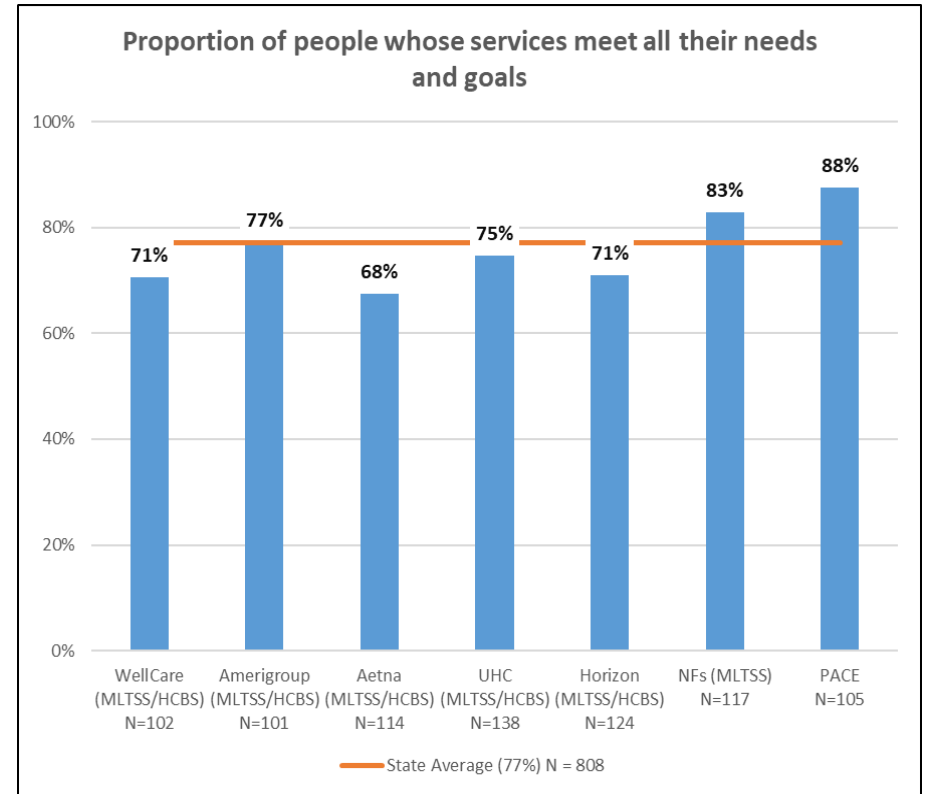
Graph 16. Proportion of people who have an emergency plan in place



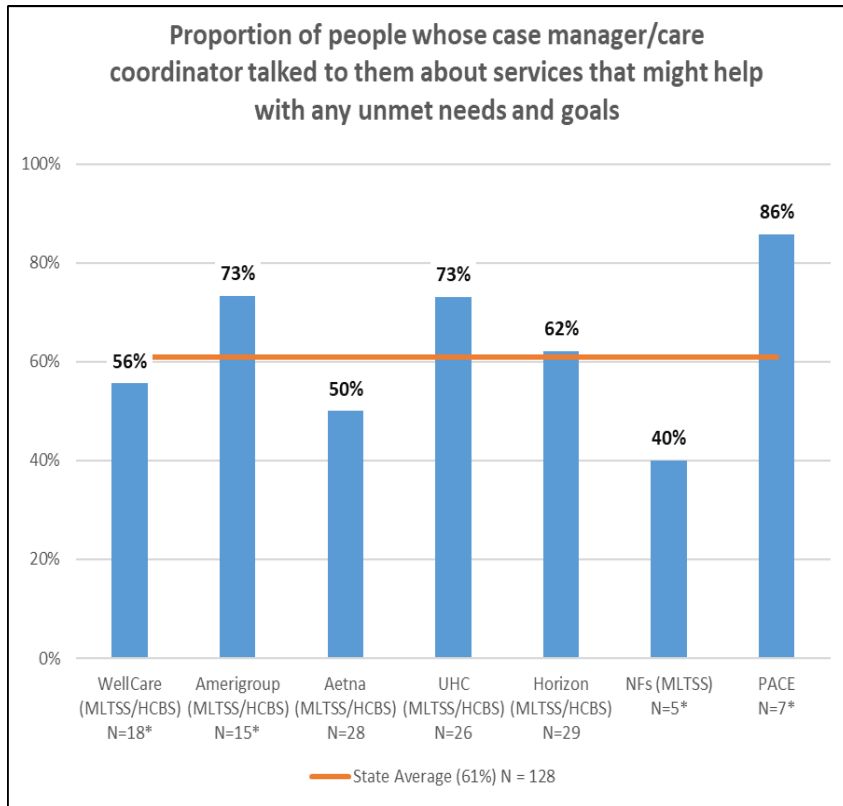
Graph 17. Proportion of people who want help planning for their future service needs



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

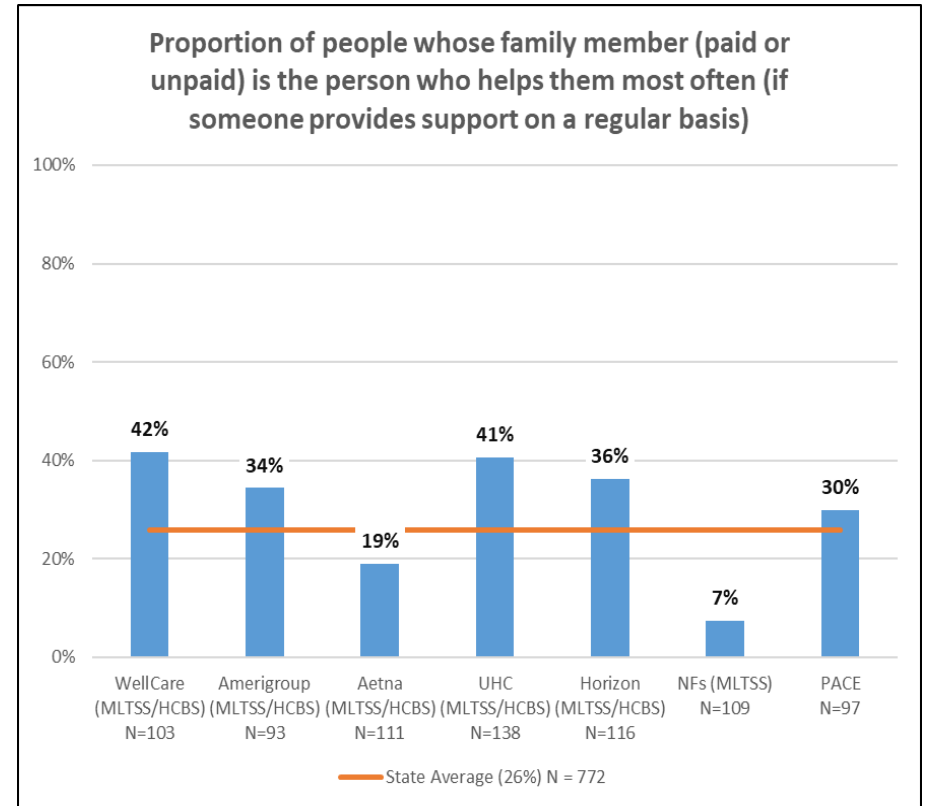


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

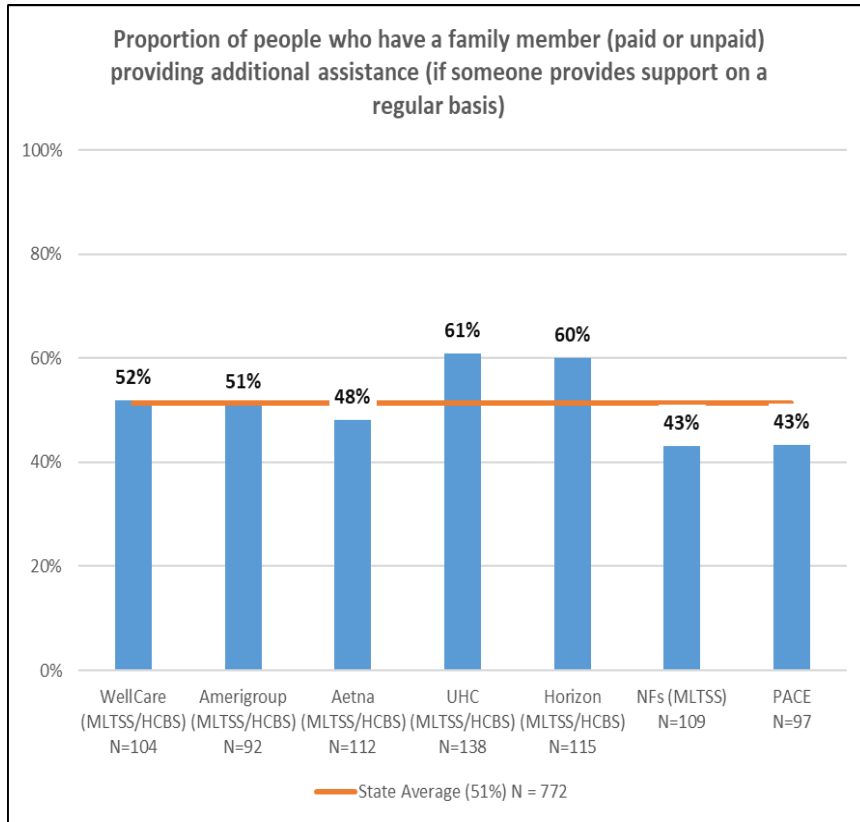


* Very small number of responses

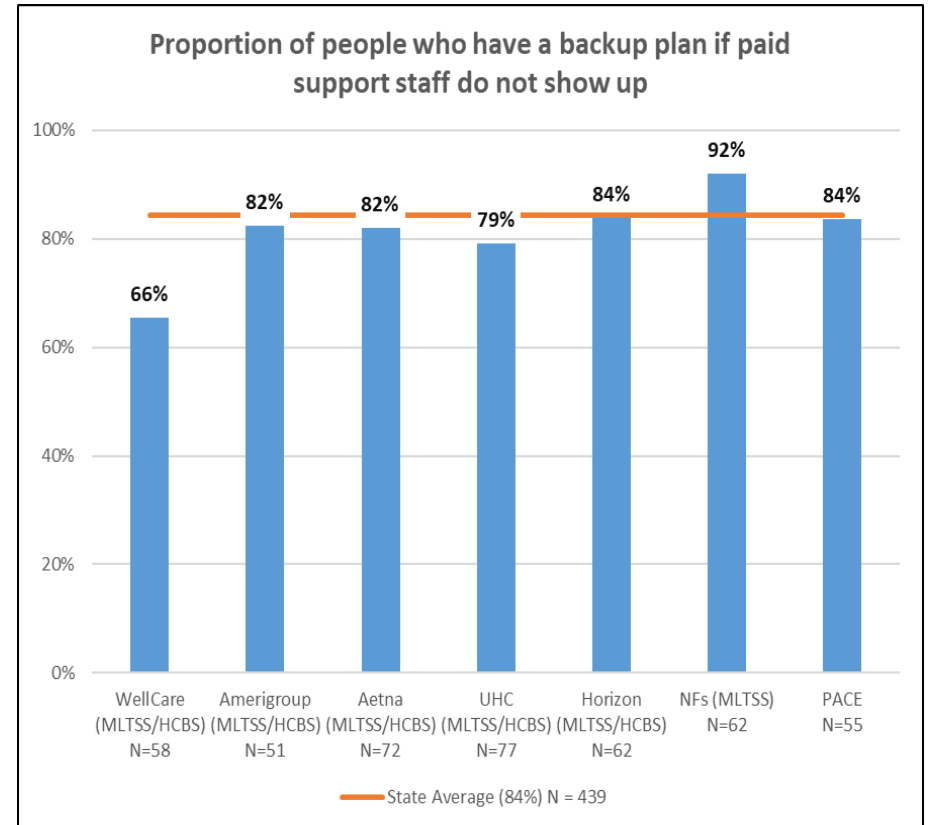
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if someone provides support on a regular basis)



Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis)



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



Care Coordination

Individuals are provided appropriate coordination of care.

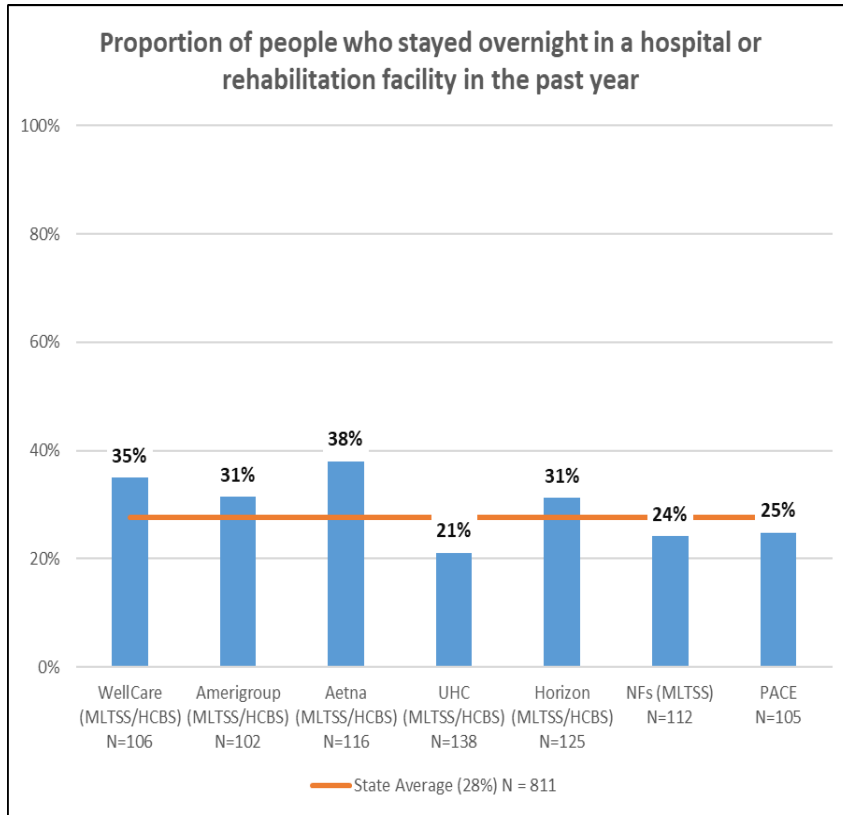
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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

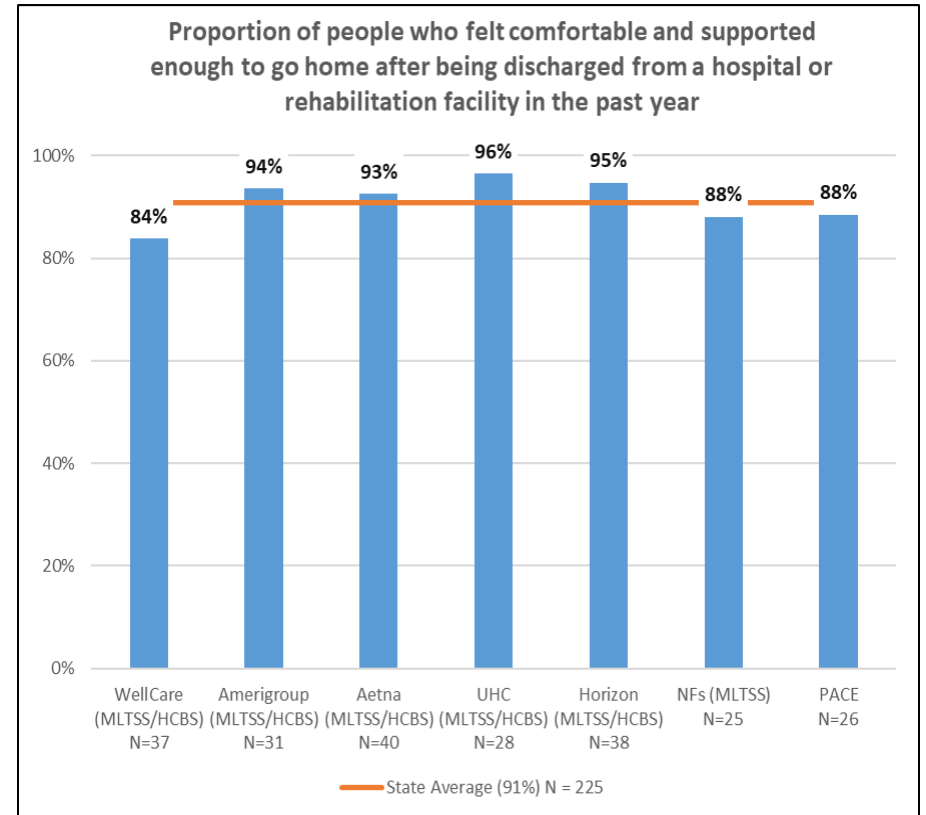
There are four survey items that correspond to the Care Coordination domain.

Un-collapsed and unweighted data are shown in Appendix B.

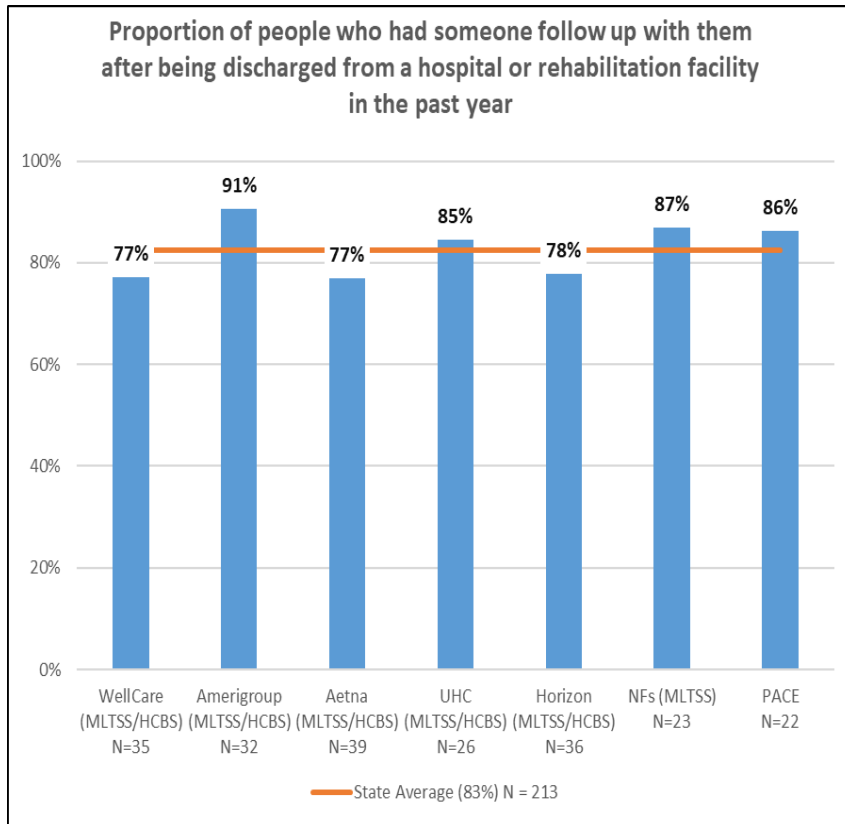
Graph 23. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



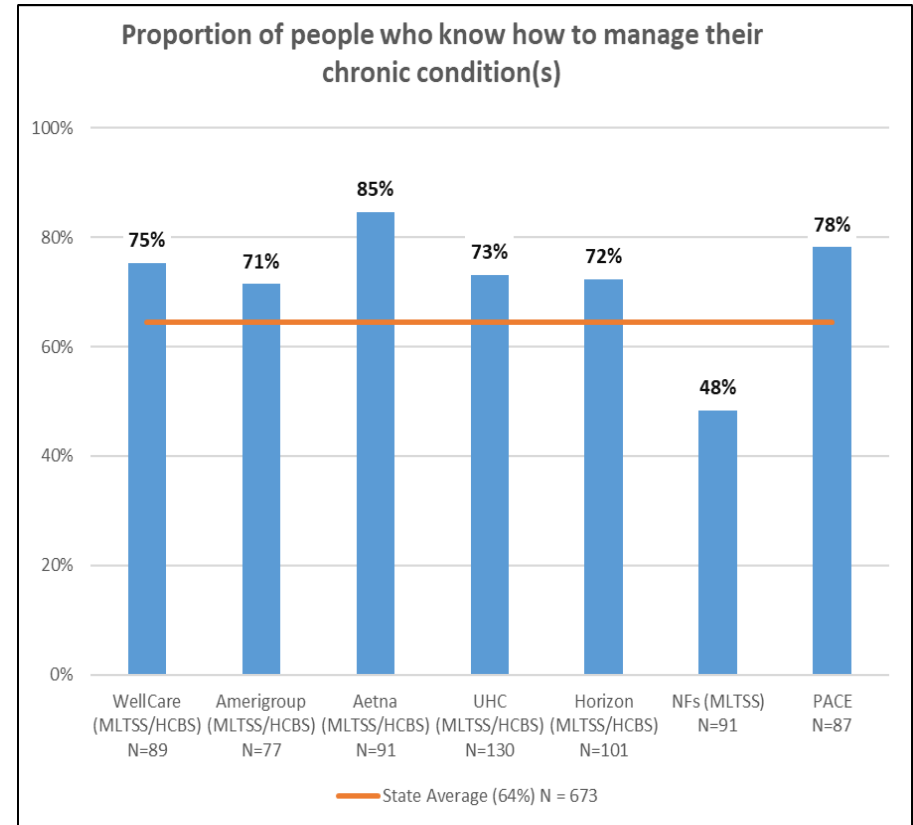
Graph 24. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



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



Graph 26. Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)



Access

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

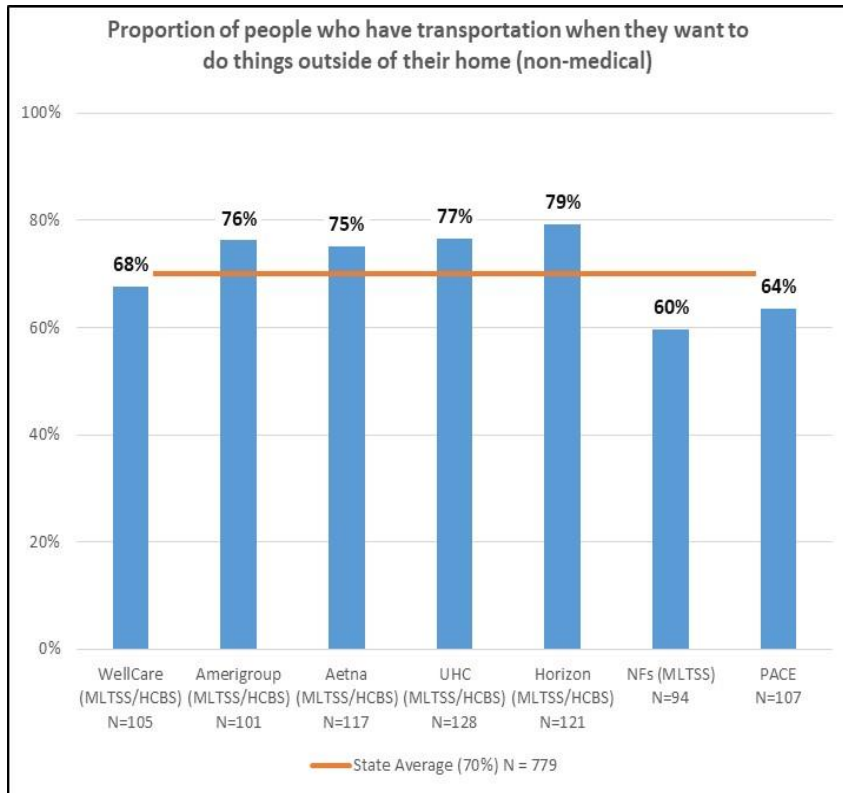
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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

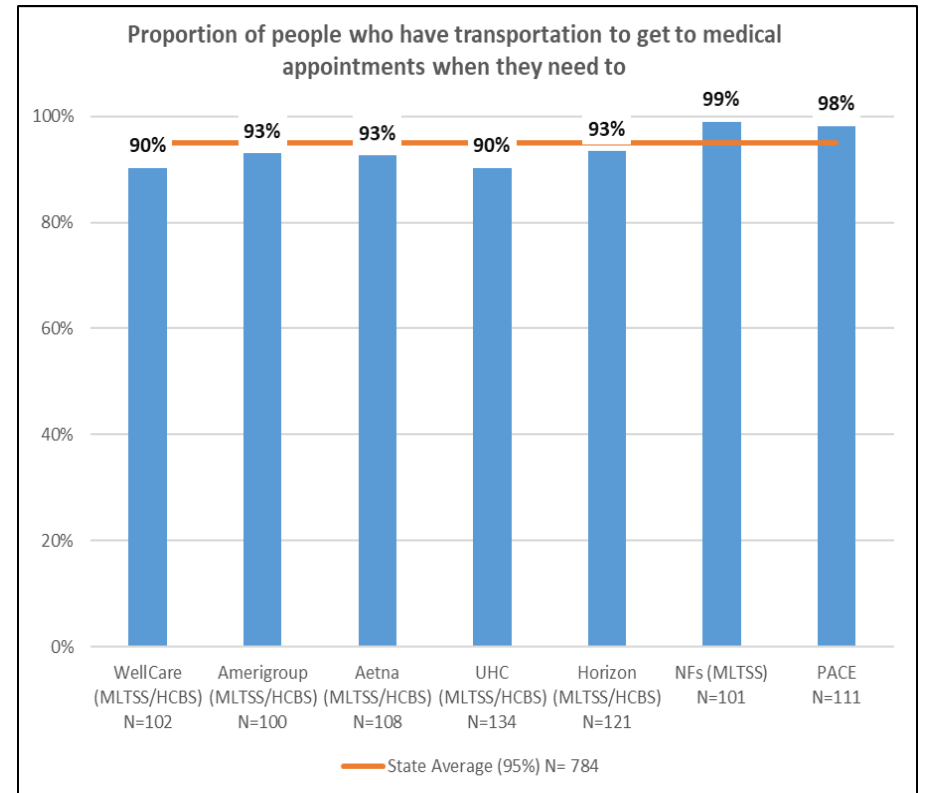
There are five survey items that correspond to the Access domain.

Un-collapsed and unweighted data are shown in Appendix B.

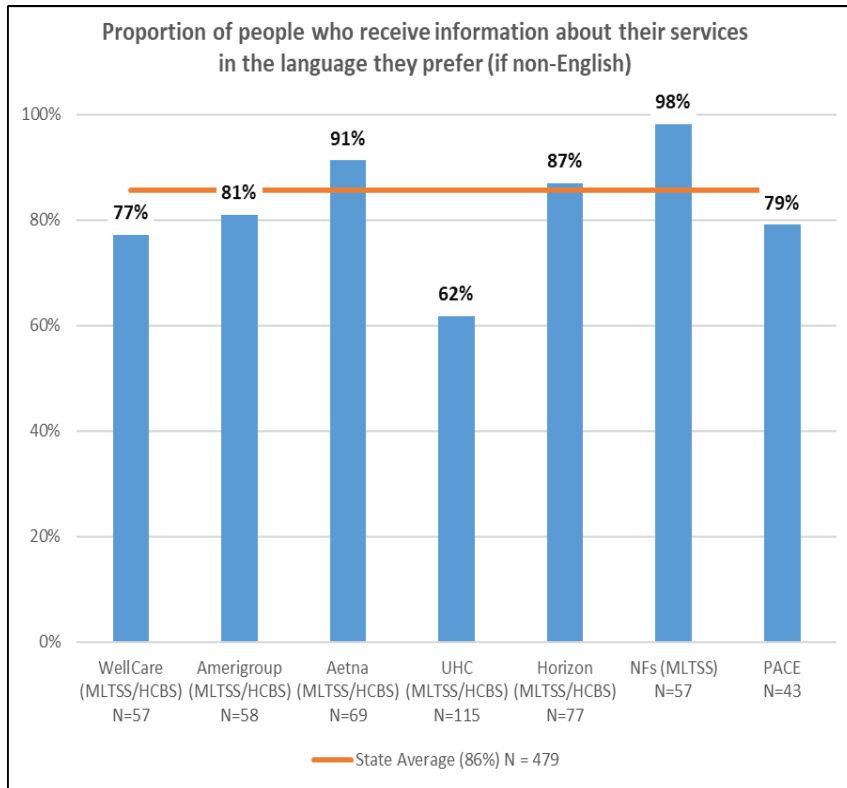
Graph 27. Proportion of people who have transportation when they want to do things outside of their home (non-medical)



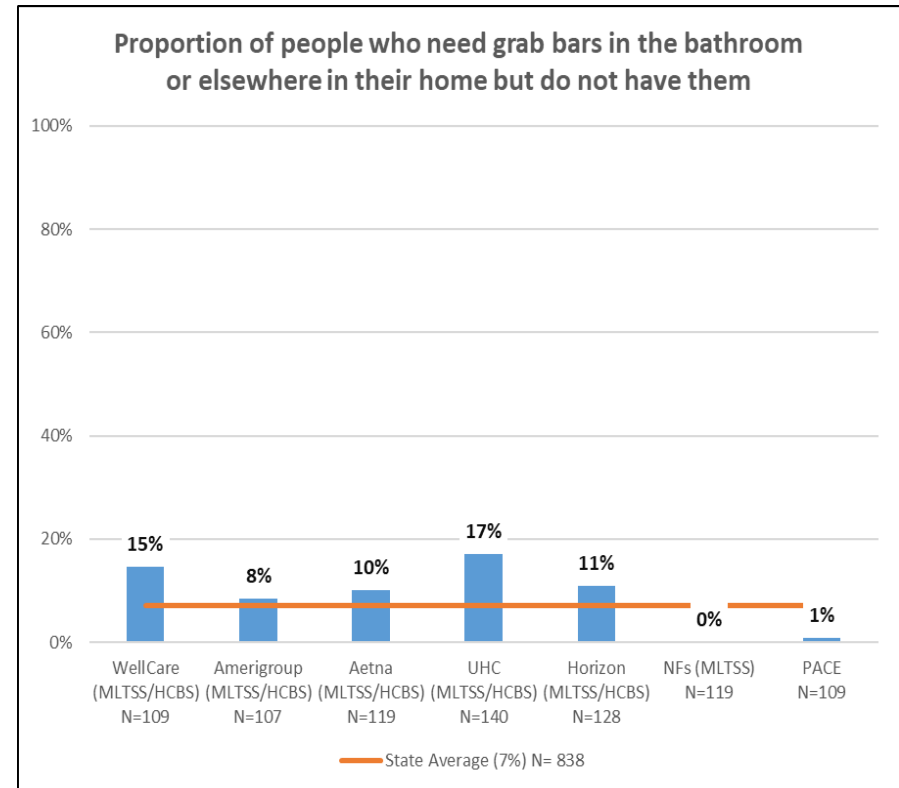
Graph 28. Proportion of people who have transportation to get to medical appointments when they need to



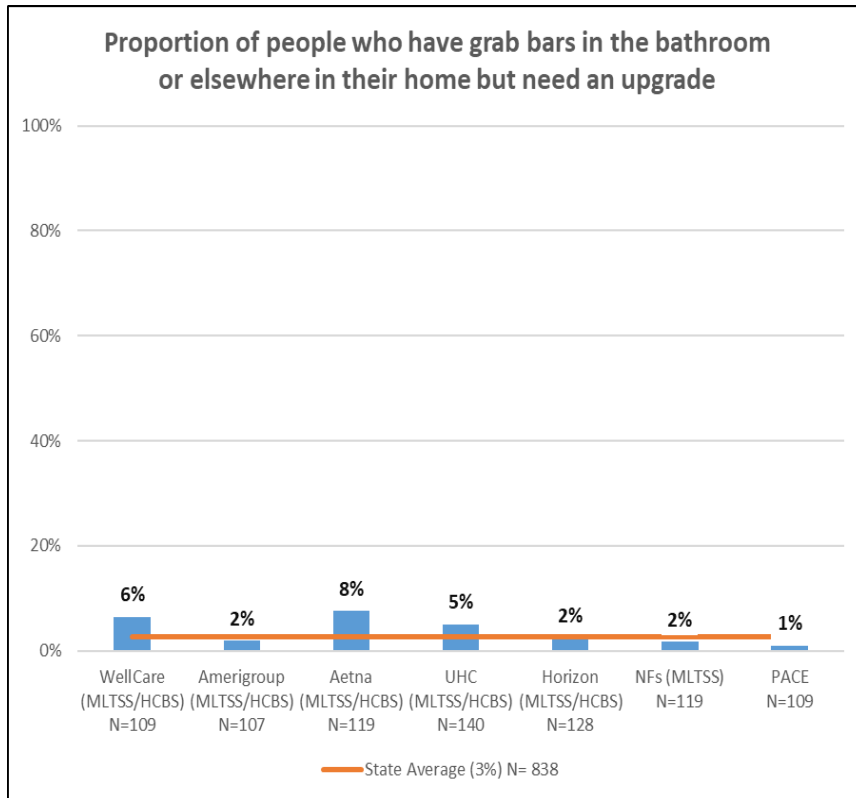
Graph 29. Proportion of people who receive information about their services in the language they prefer (if non-English)



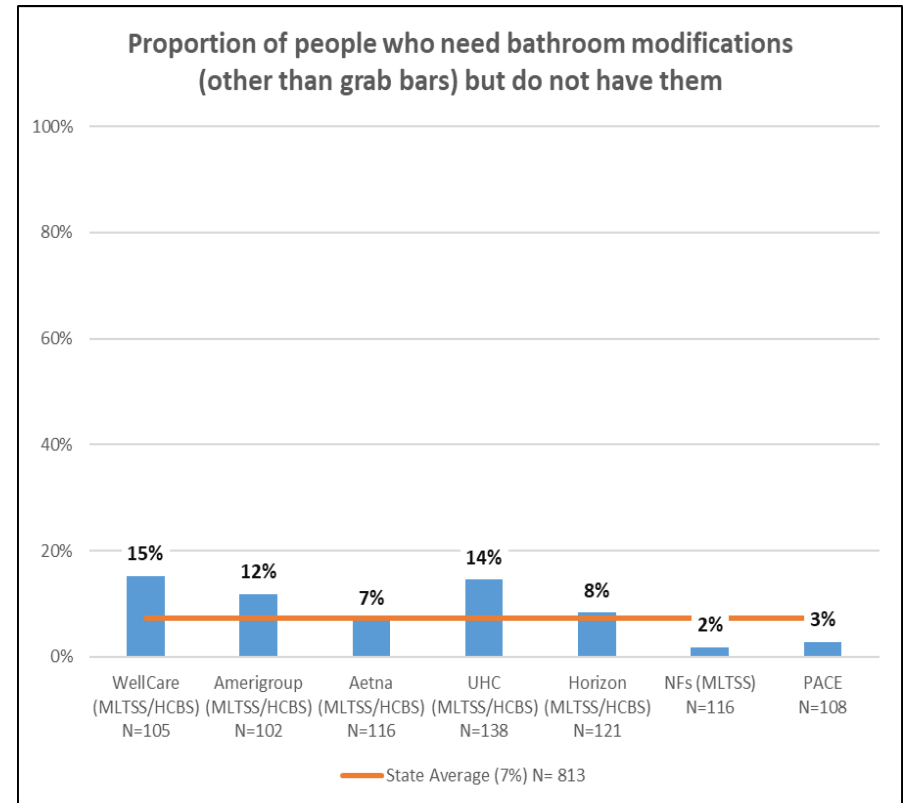
Graph 30. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them



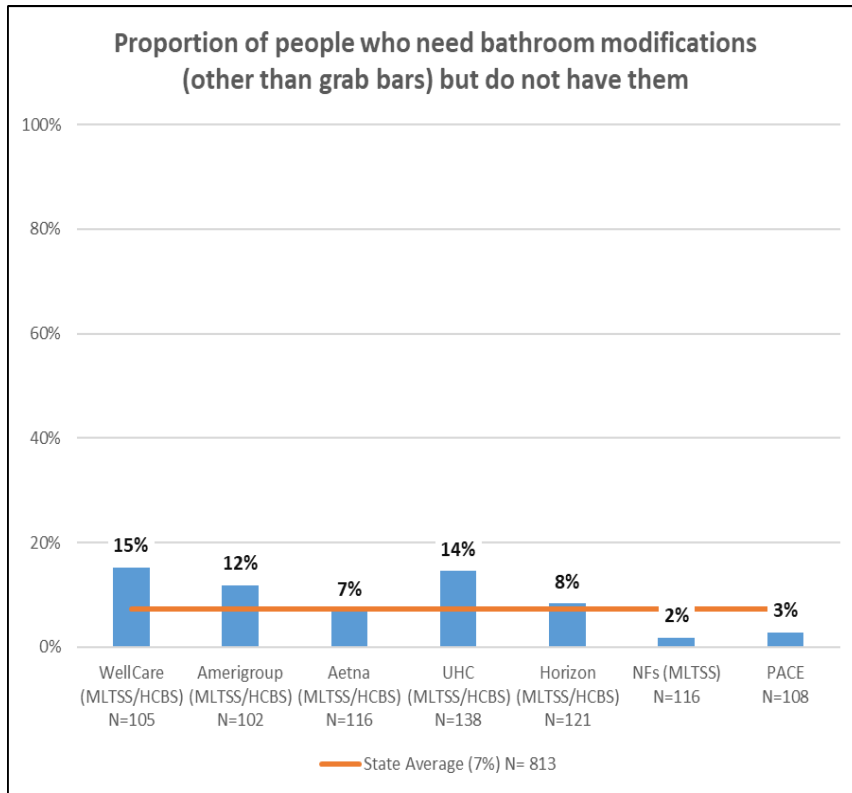
Graph 31. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade



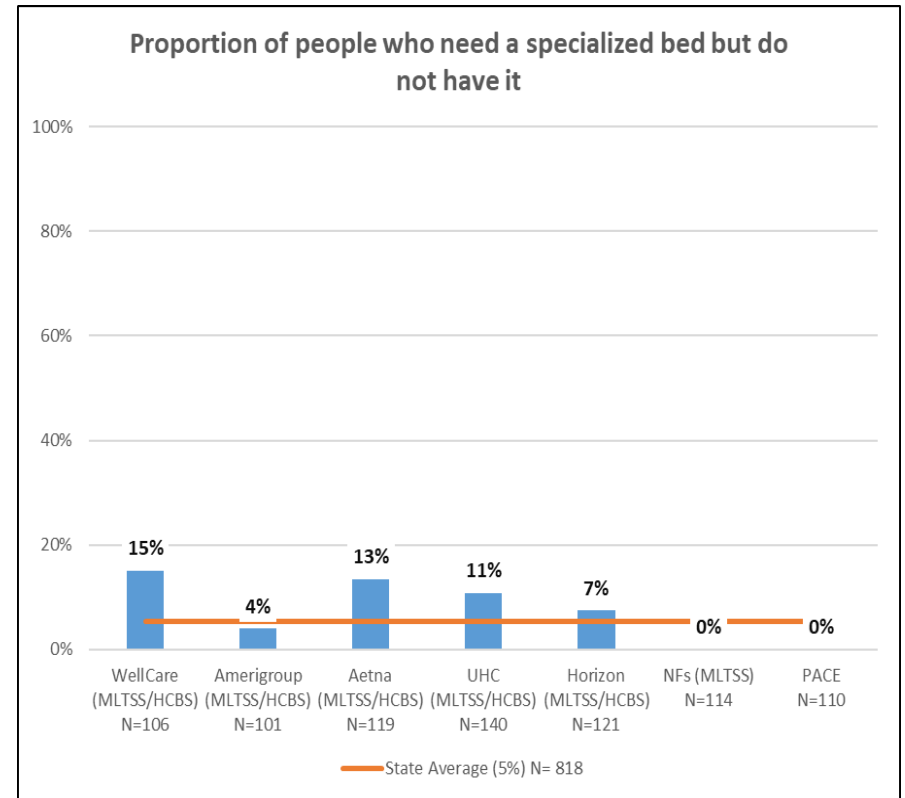
Graph 32. Proportion of people who need bathroom modifications (other than grab bars) but do not have them



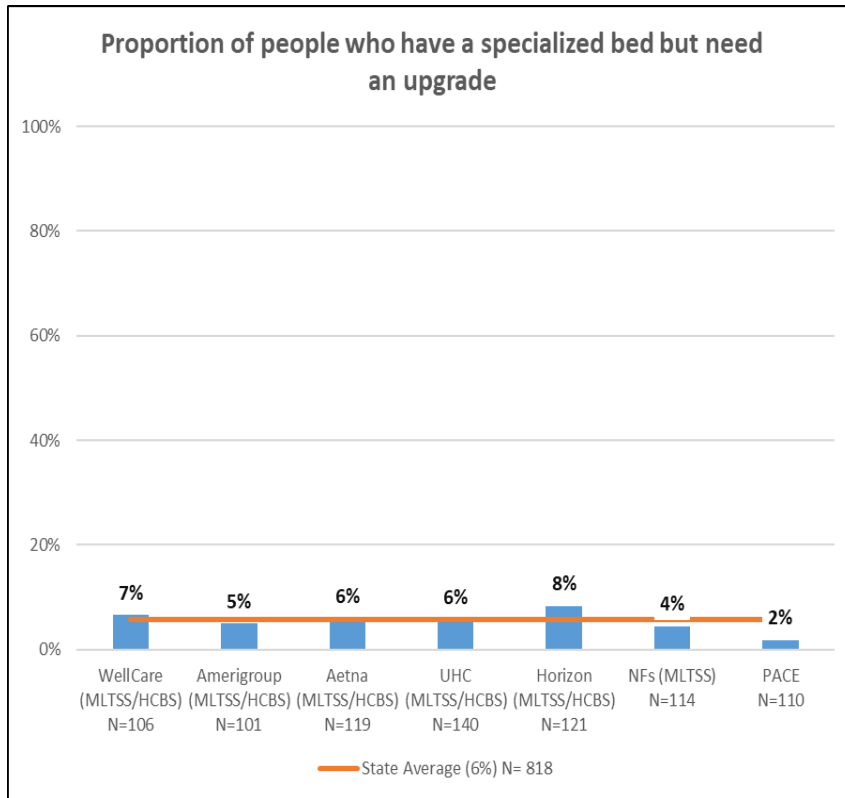
Graph 33. Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade



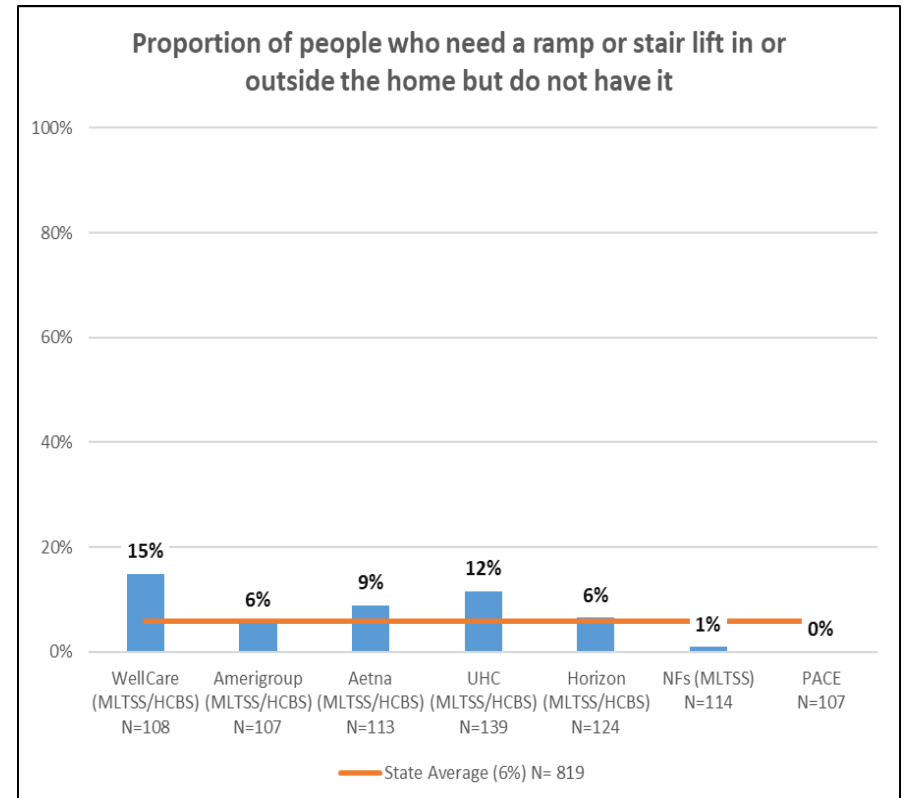
Graph 34. Proportion of people who need a specialized bed but do not have it



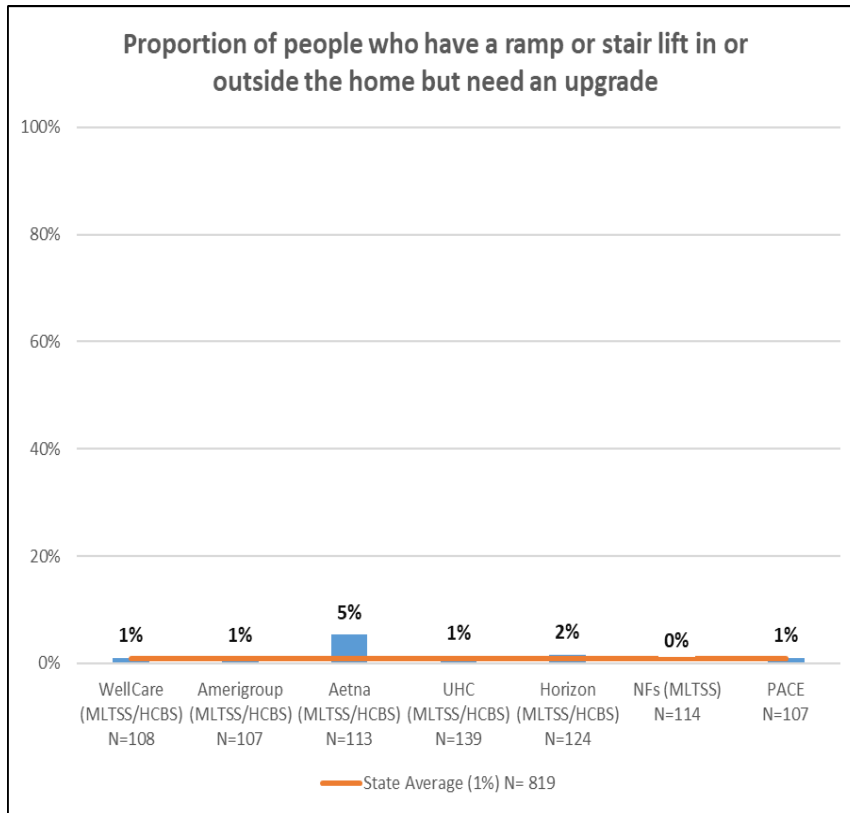
Graph 35. Proportion of people who have a specialized bed but need an upgrade



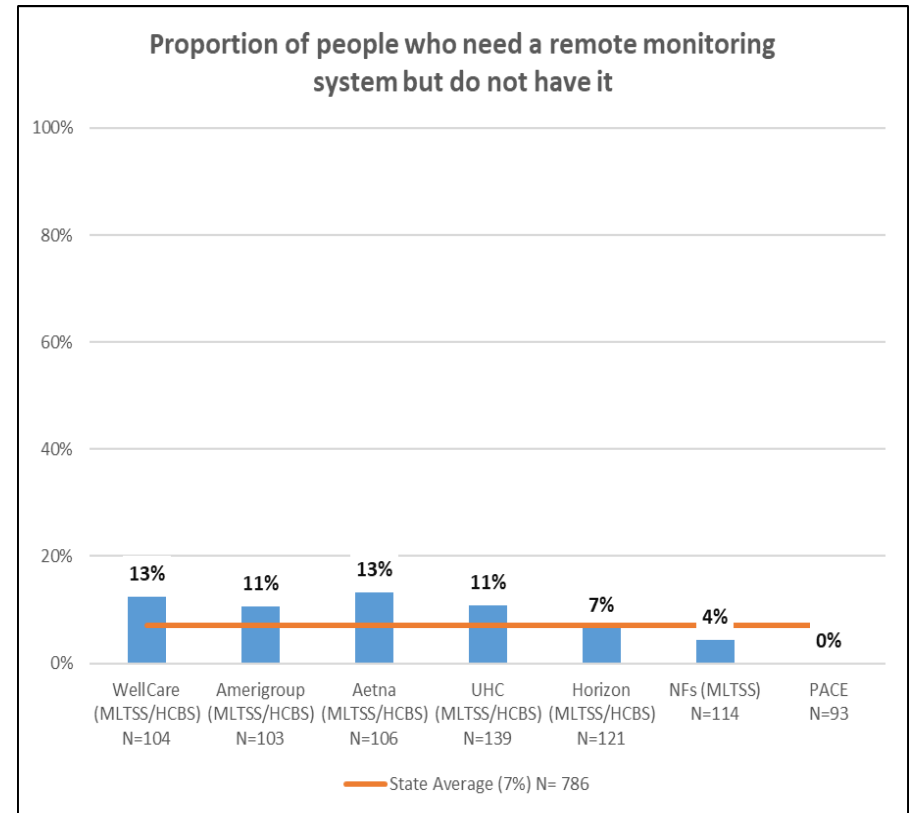
Graph 36. Proportion of people who need a ramp or stair lift in or outside the home but do not have it



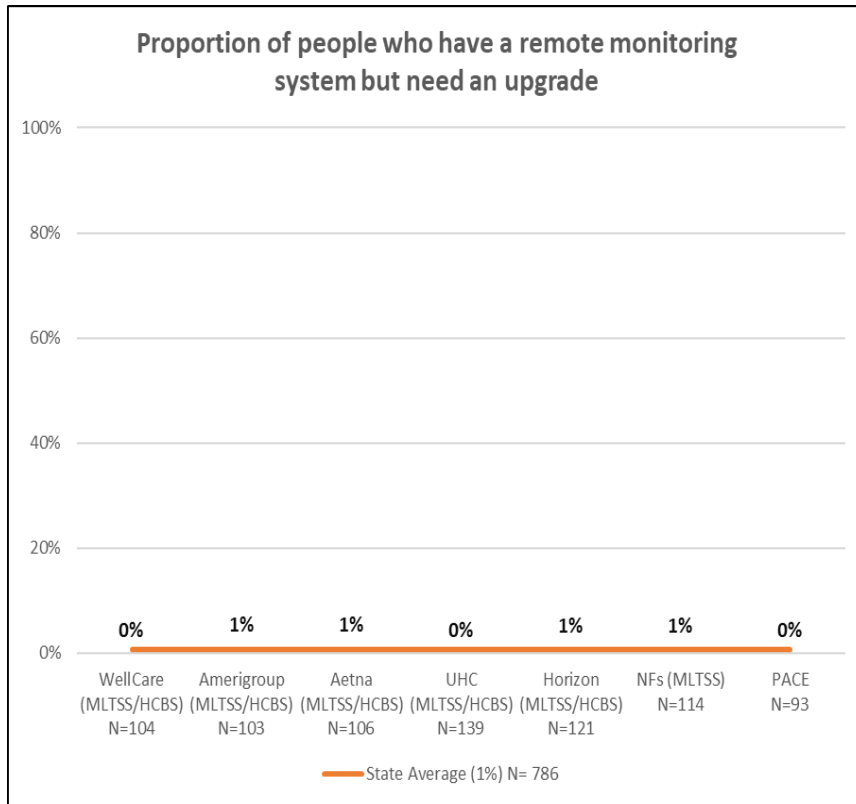
Graph 37. Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade



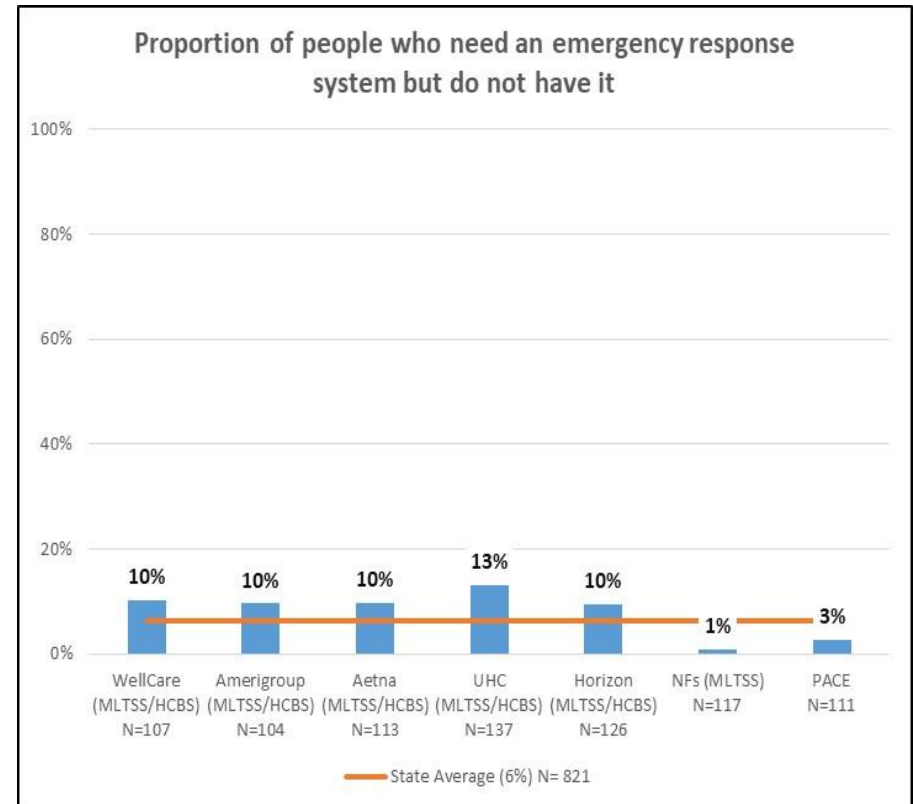
Graph 38. Proportion of people who need a remote monitoring system but do not have it



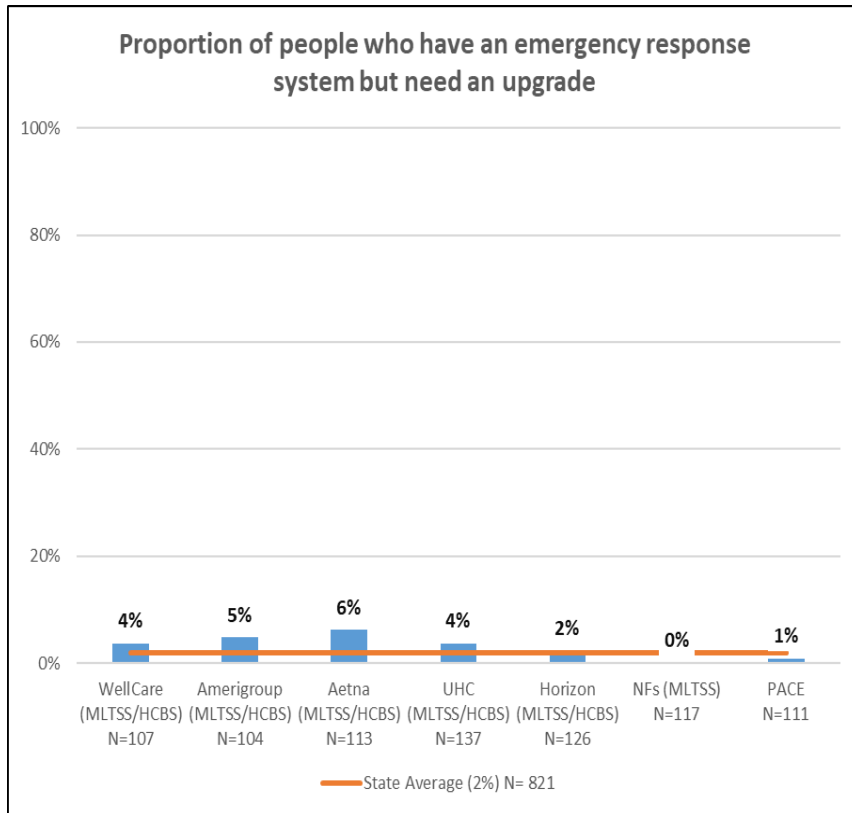
Graph 39. Proportion of people who have a remote monitoring system but need an upgrade



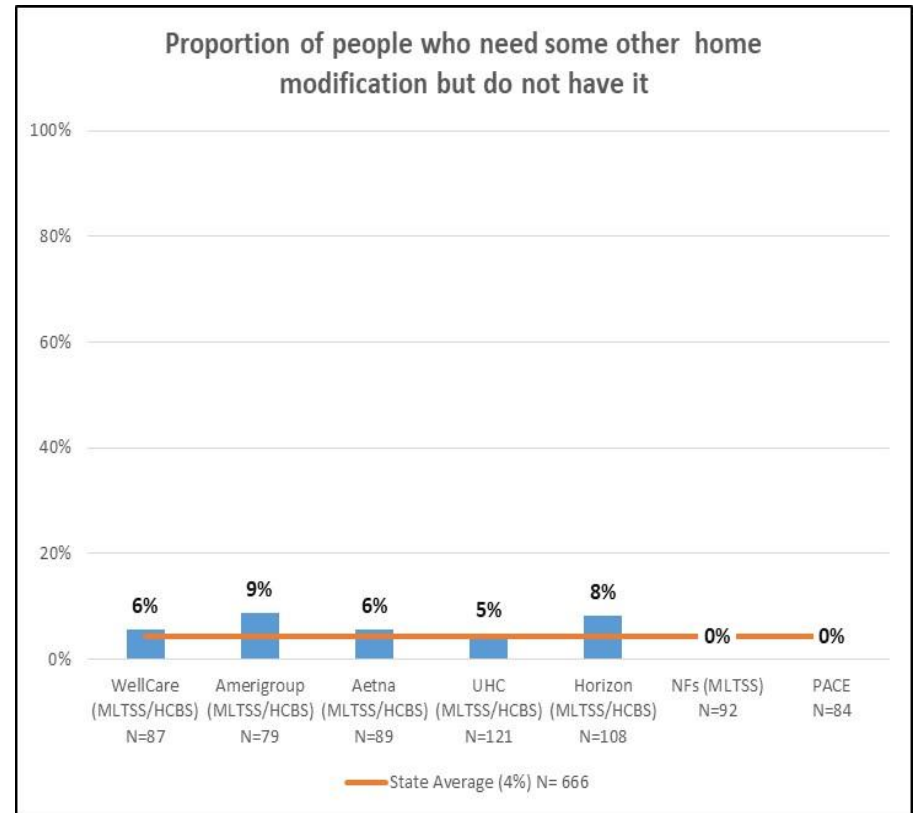
Graph 40. Proportion of people who need an emergency response system but do not have it



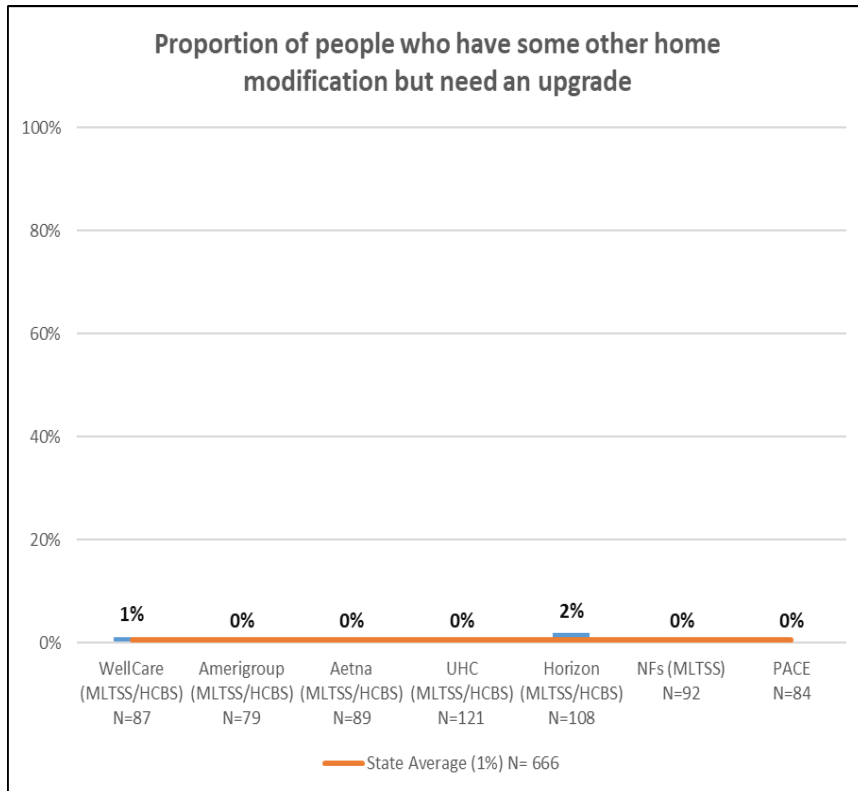
Graph 41. Proportion of people who have an emergency response system but need an upgrade



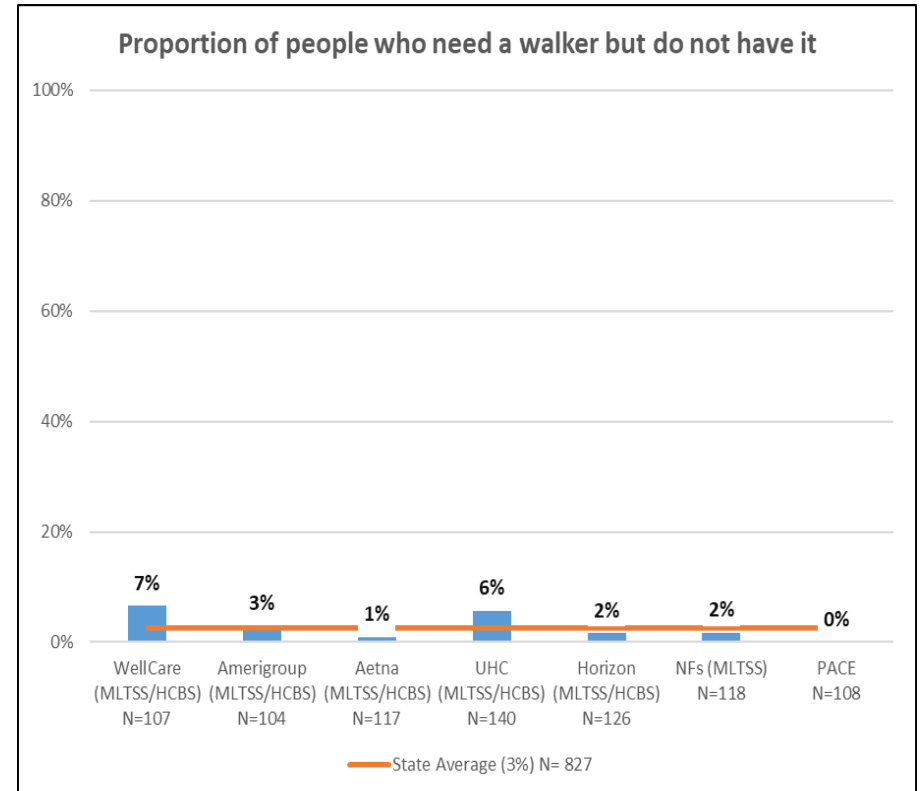
Graph 42. Proportion of people who need some other home modification but do not have it



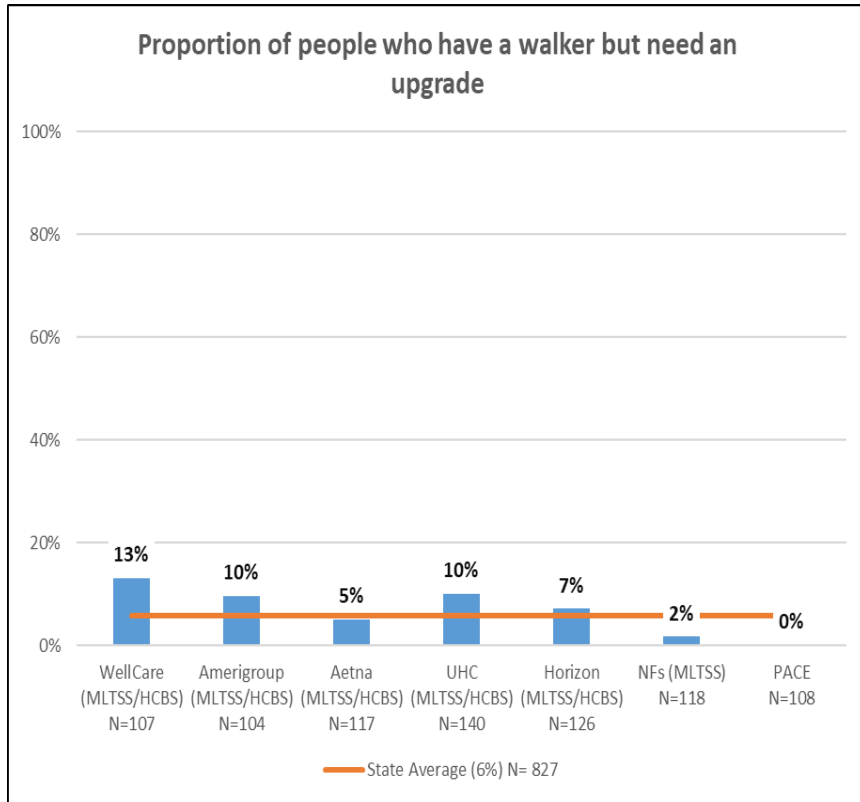
Graph 43. Proportion of people who have some other home modification but need an upgrade



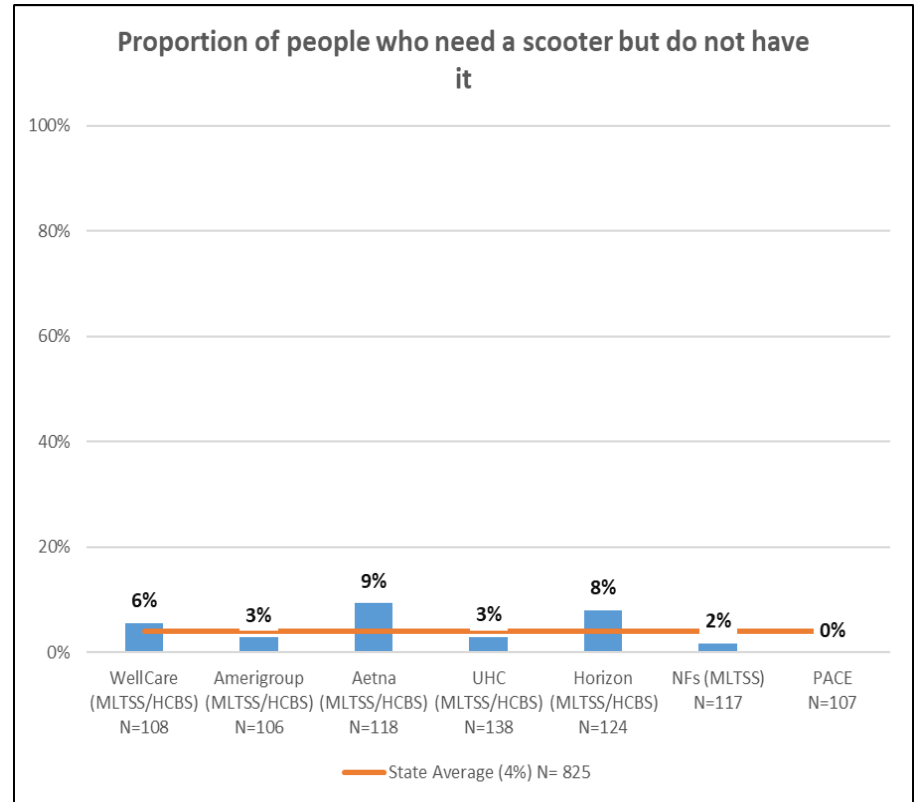
Graph 44. Proportion of people who need a walker but do not have it



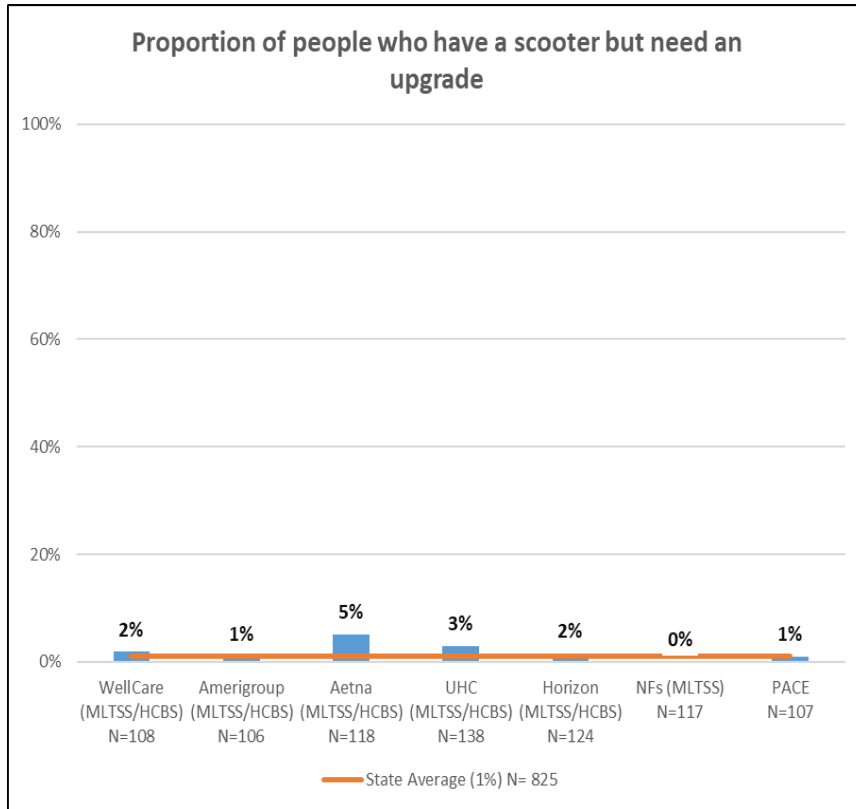
Graph 45. Proportion of people who have a walker but need an upgrade



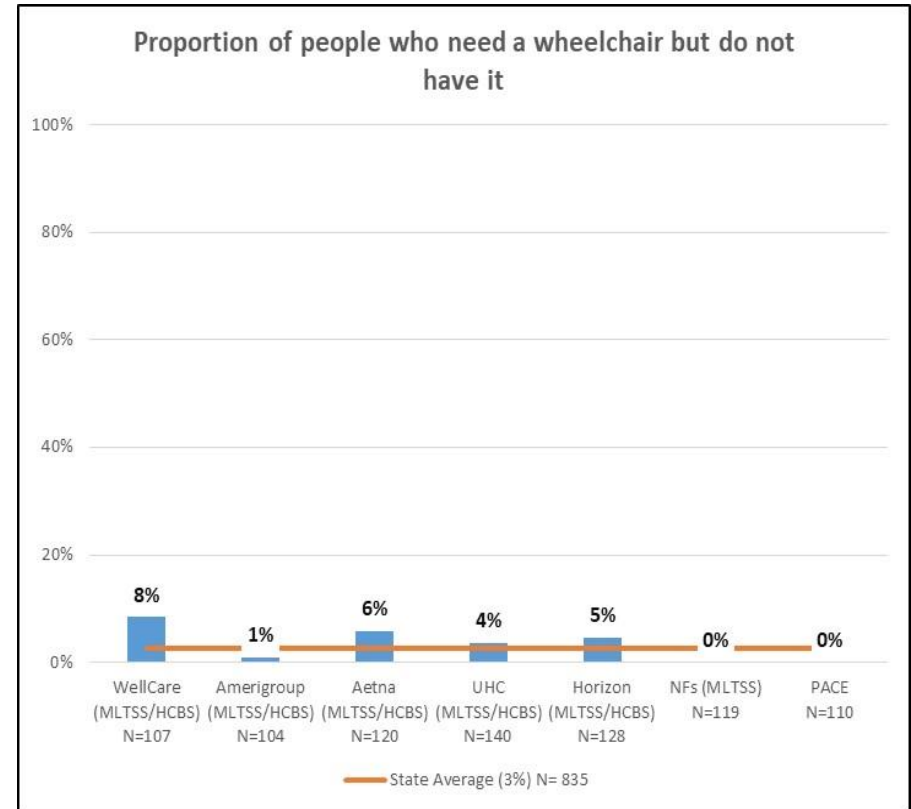
Graph 46. Proportion of people who need a scooter but do not have it



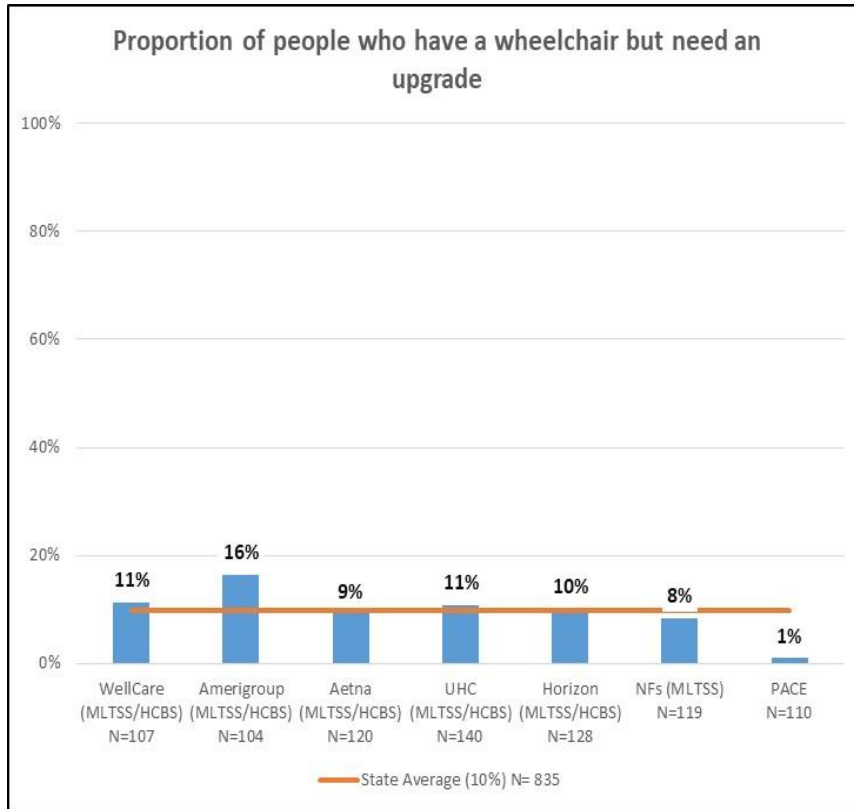
Graph 47. Proportion of people who have a scooter but need an upgrade



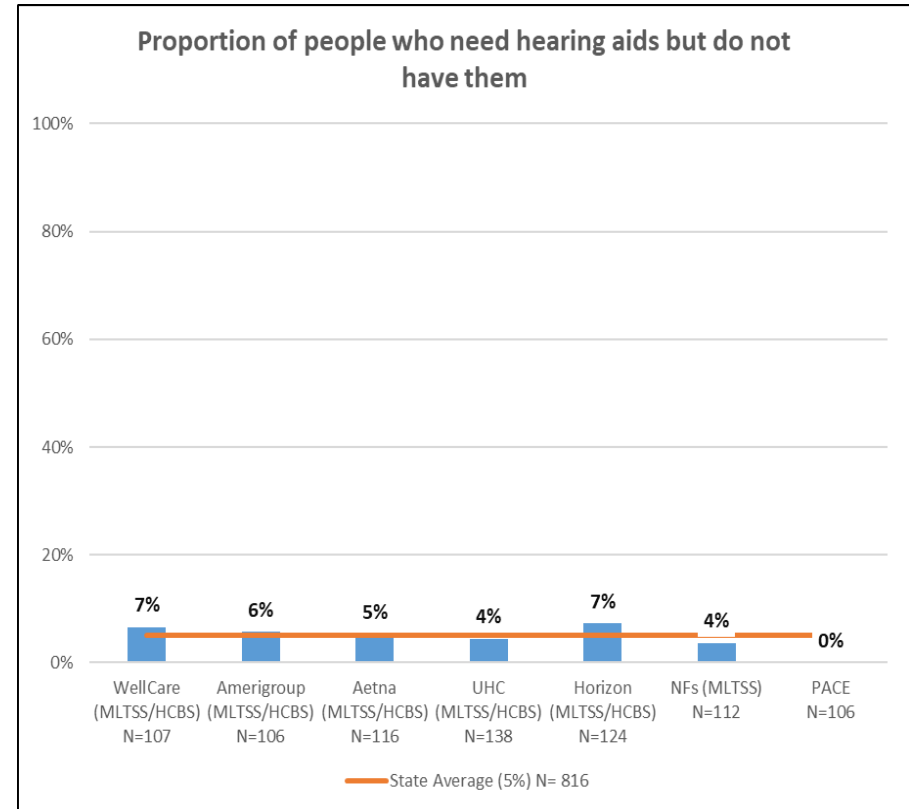
Graph 48. Proportion of people who need a wheelchair but do not have it



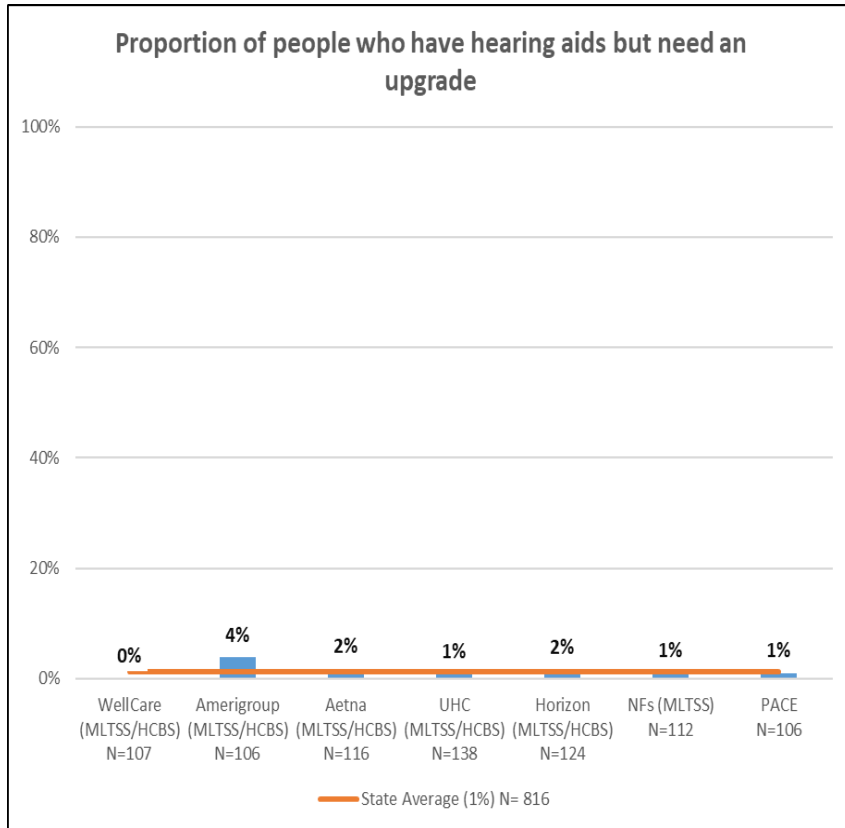
Graph 49. Proportion of people who have a wheelchair but need an upgrade



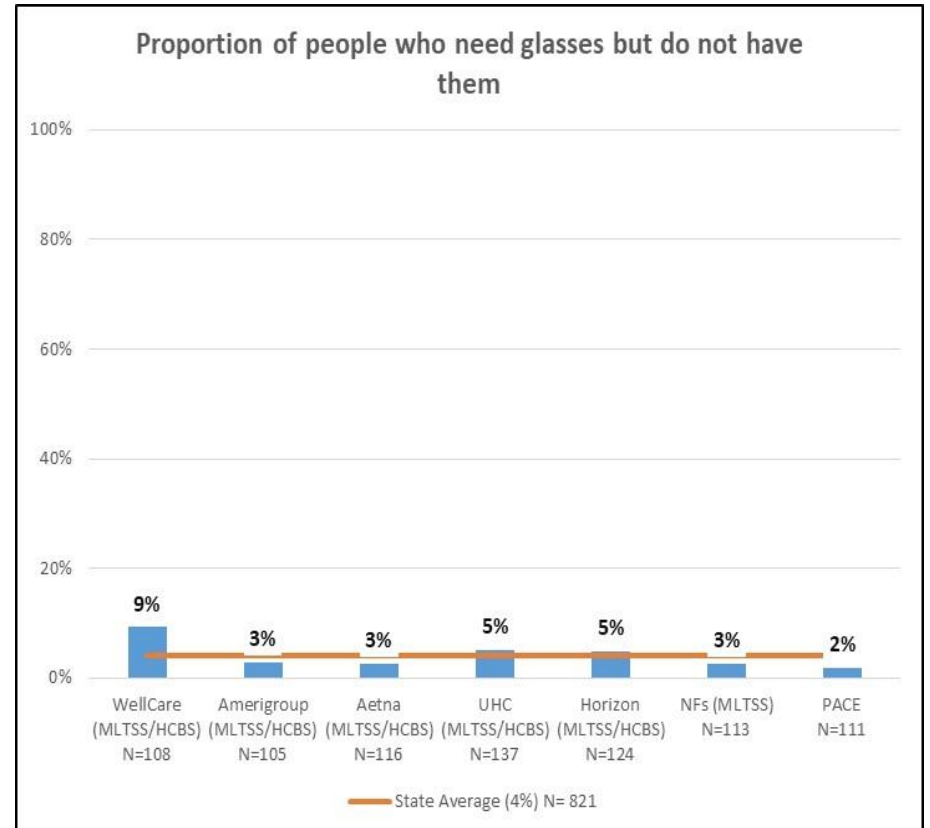
Graph 50. Proportion of people who need hearing aids but do not have them



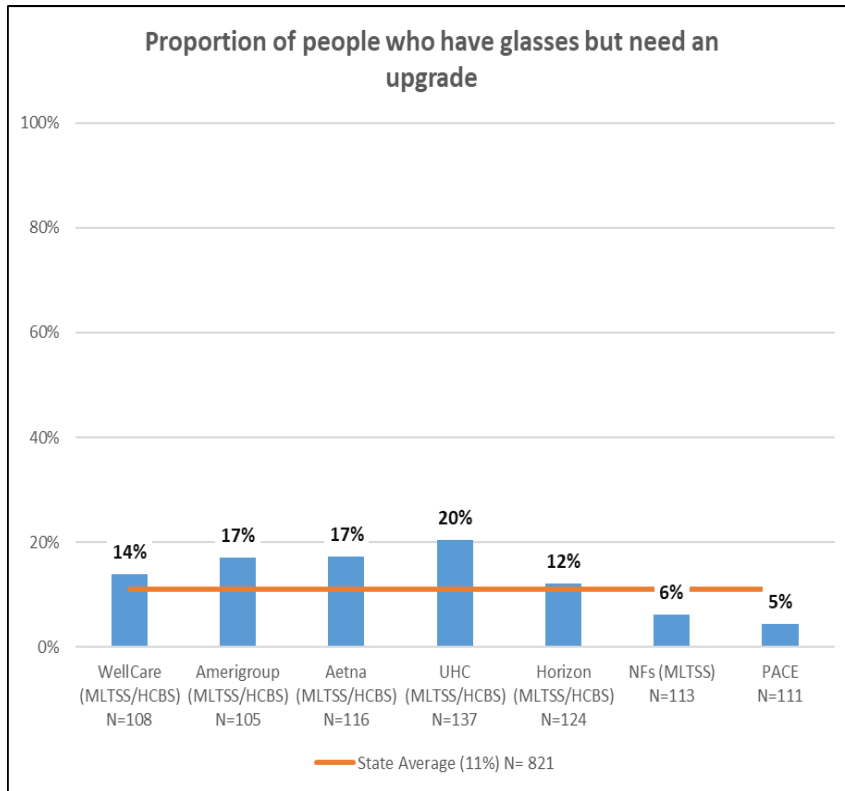
Graph 51. Proportion of people who have hearing aids but need an upgrade



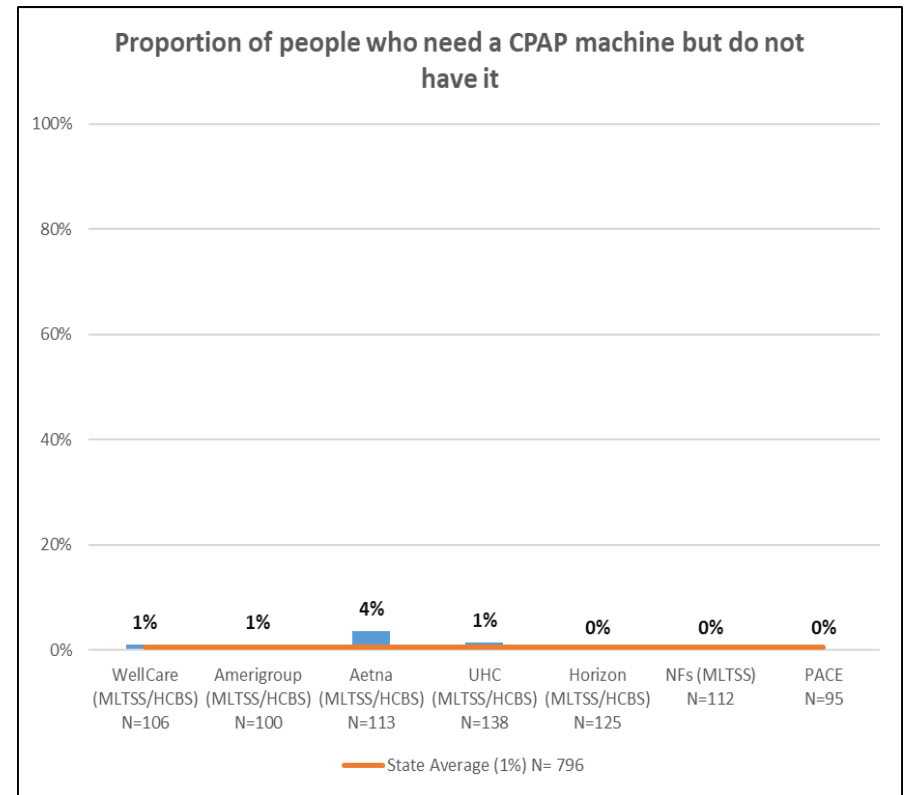
Graph 52. Proportion of people who need glasses but do not have them



Graph 53. Proportion of people who have glasses but need an upgrade

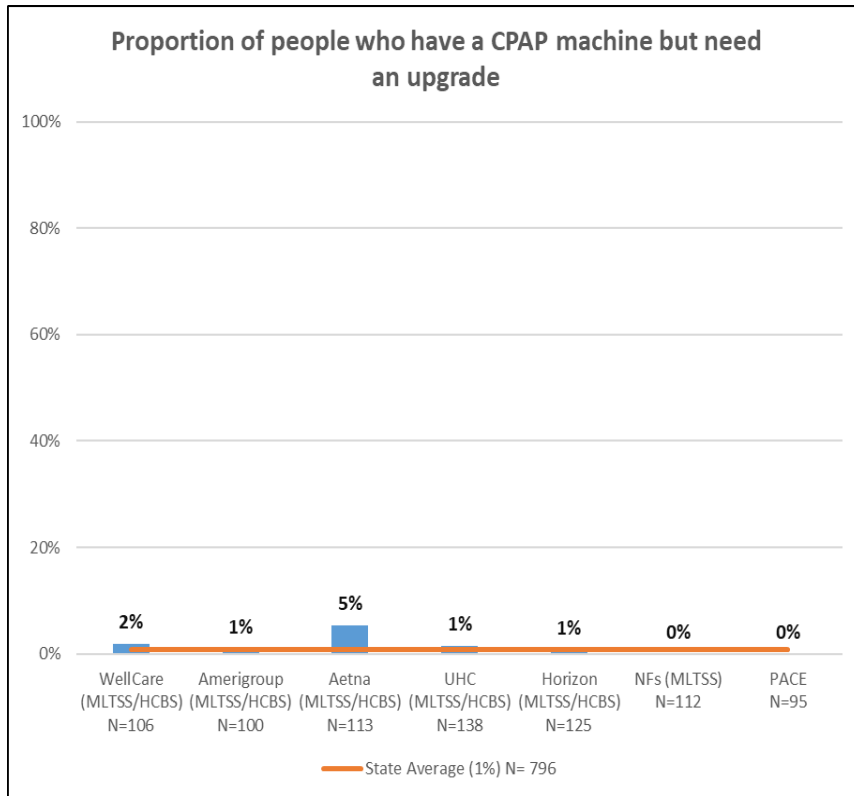


Graph 54. Proportion of people who need a CPAP machine but don't have it¹²

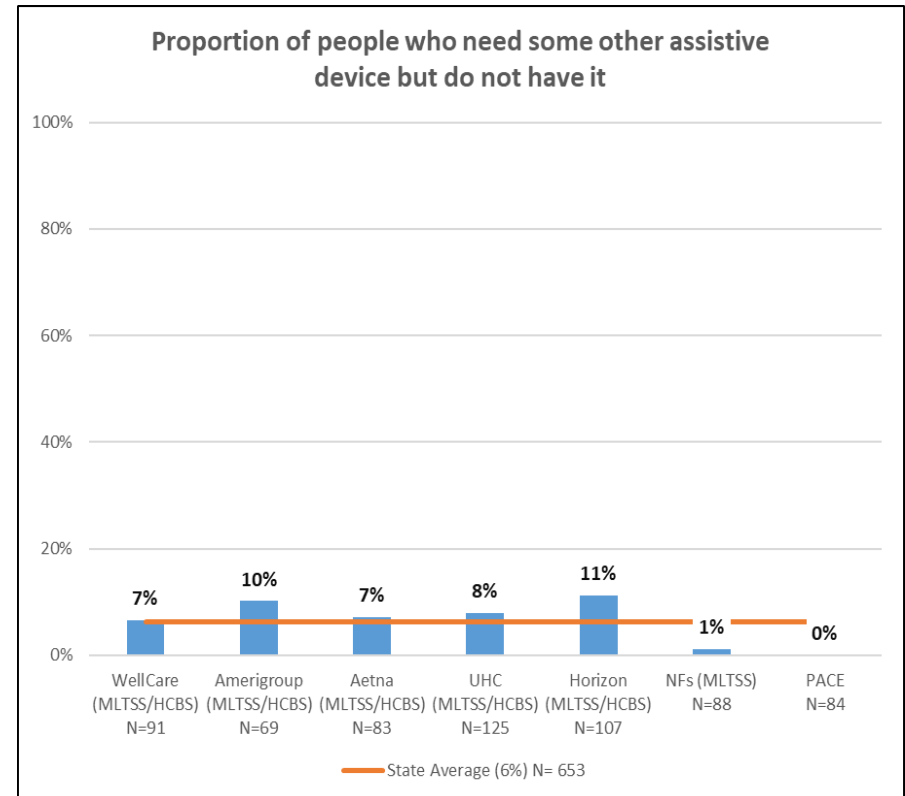


¹² New question added in 2017-2018

Graph 55. Proportion of people who have a CPAP machine but need an upgrade¹³

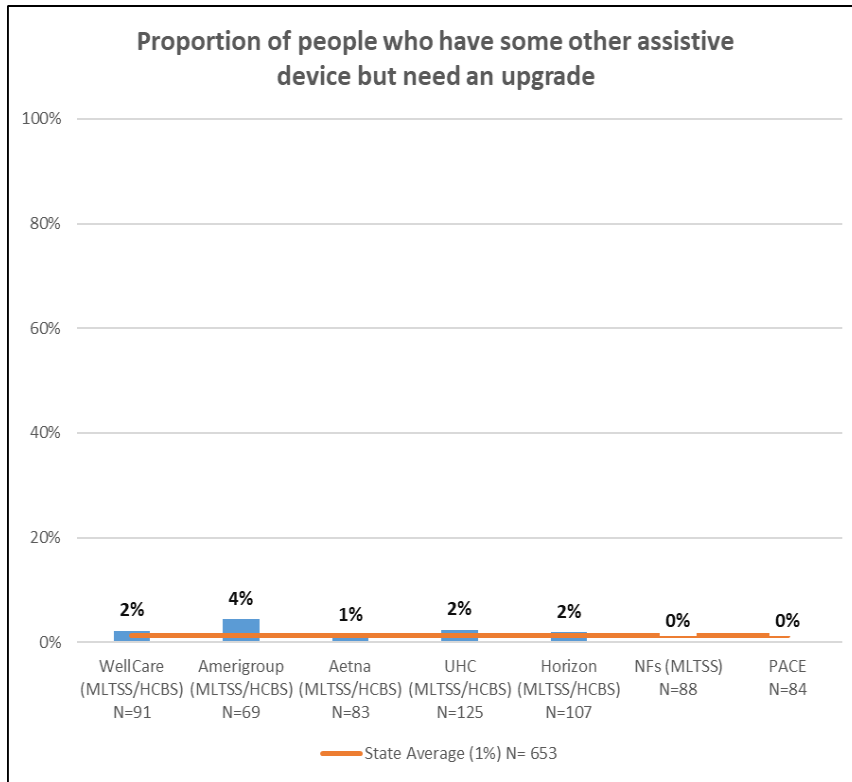


Graph 56. Proportion of people who need some other assistive device but do not have it



¹³ New question added in 2017-2018

Graph 57. Proportion of people who have some other assistive device but need an upgrade



Safety

People feel safe from abuse, neglect, and injury.

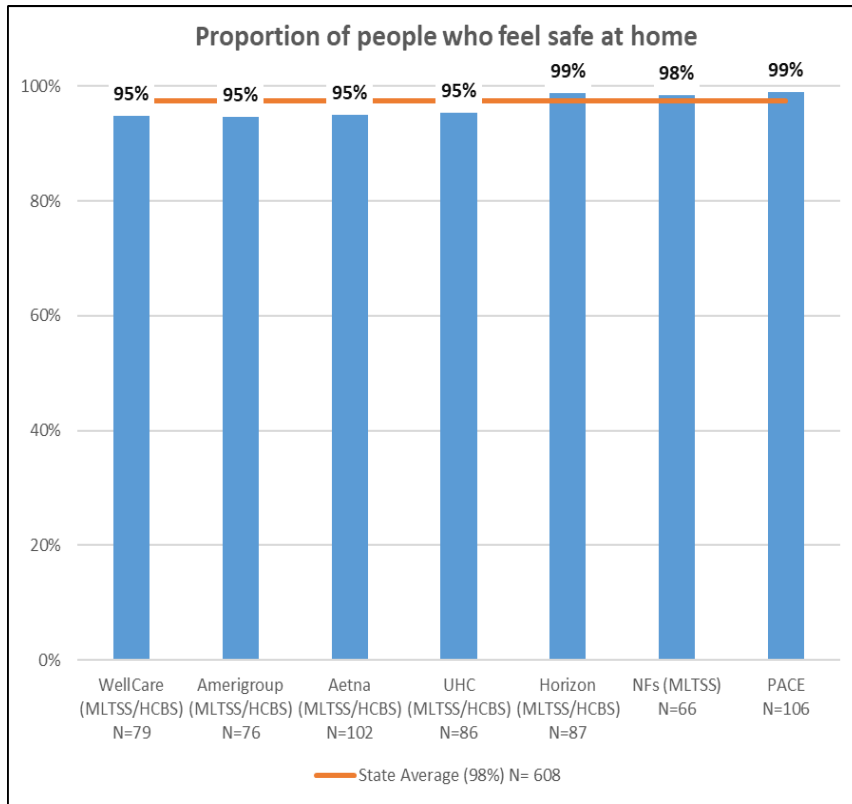
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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

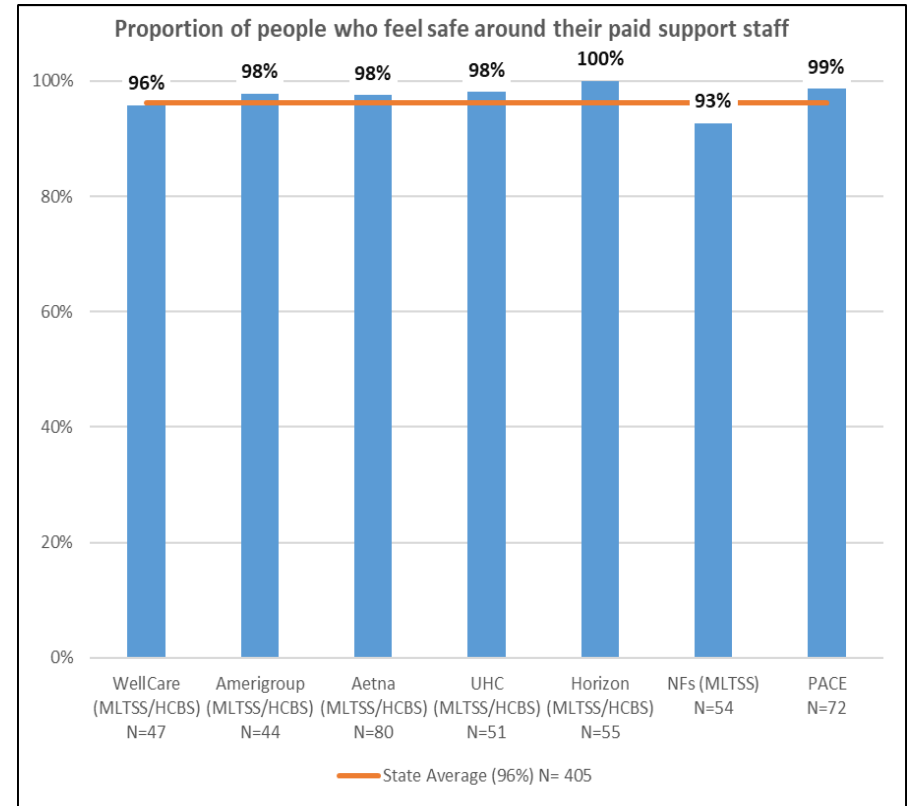
There are seven survey items that correspond to the Safety domain.

Un-collapsed and unweighted data are shown in Appendix B.

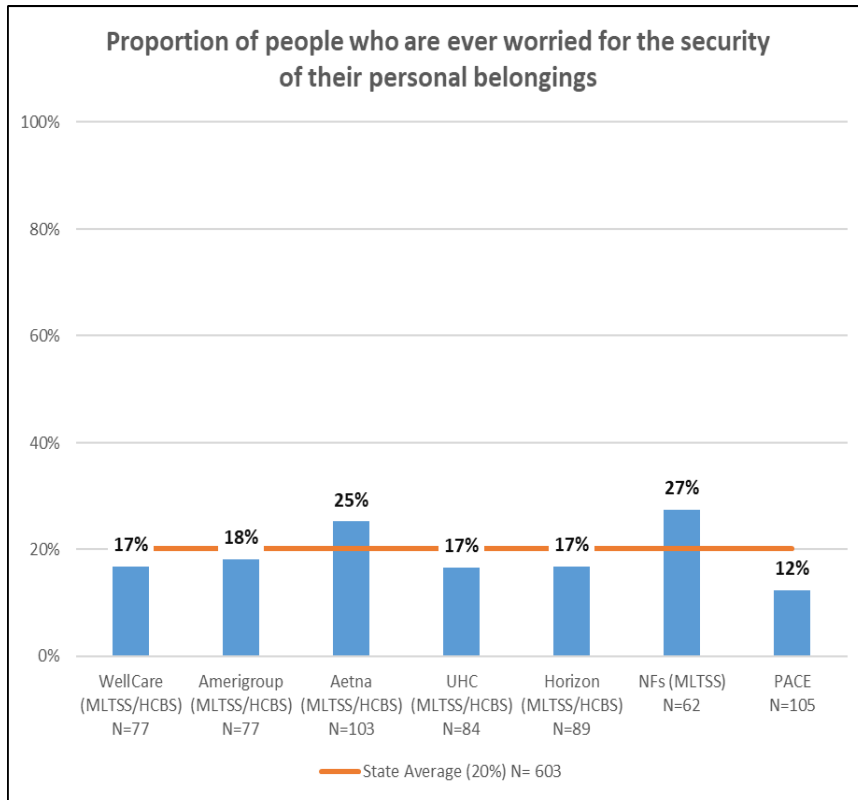
Graph 58. Proportion of people who feel safe at home



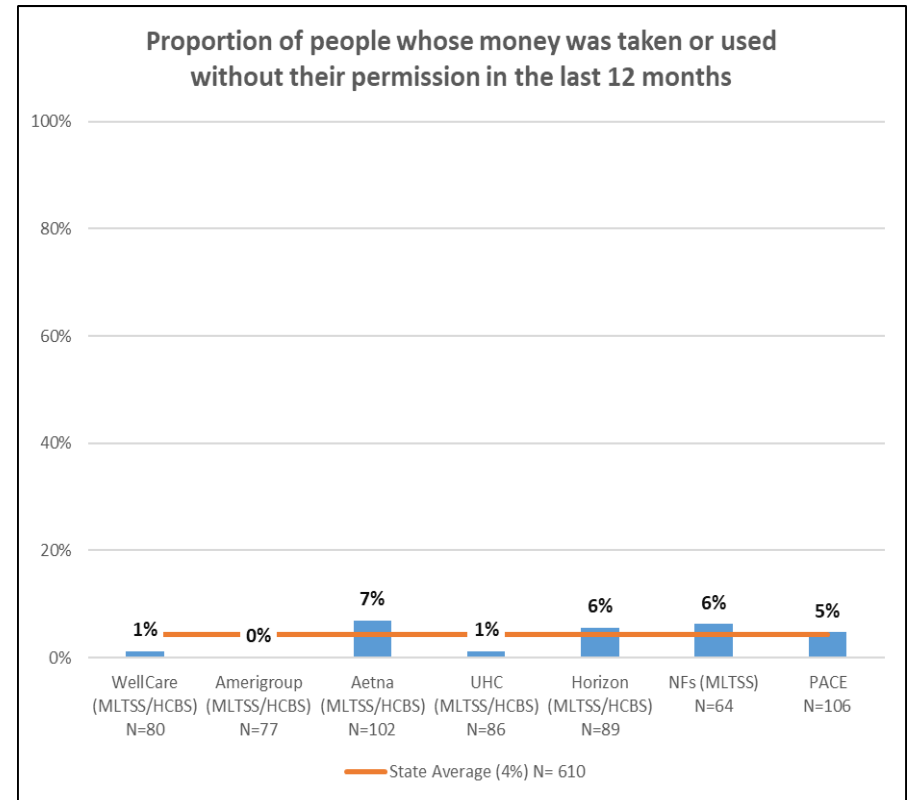
Graph 59. Proportion of people who feel safe around their paid support staff



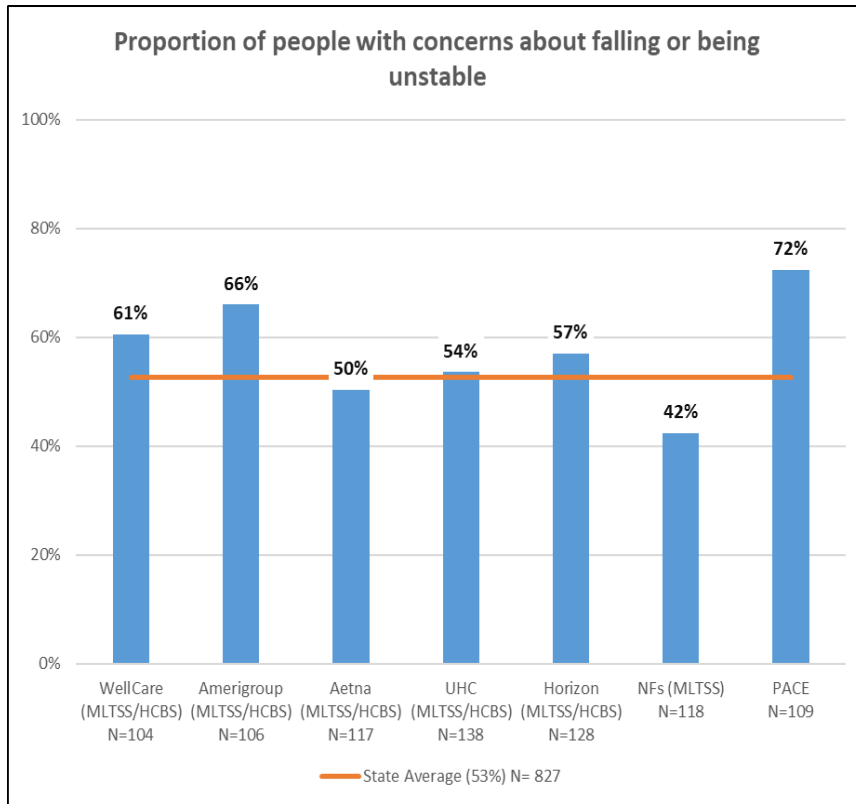
Graph 60. Proportion of people who are ever worried for the security of their personal belongings



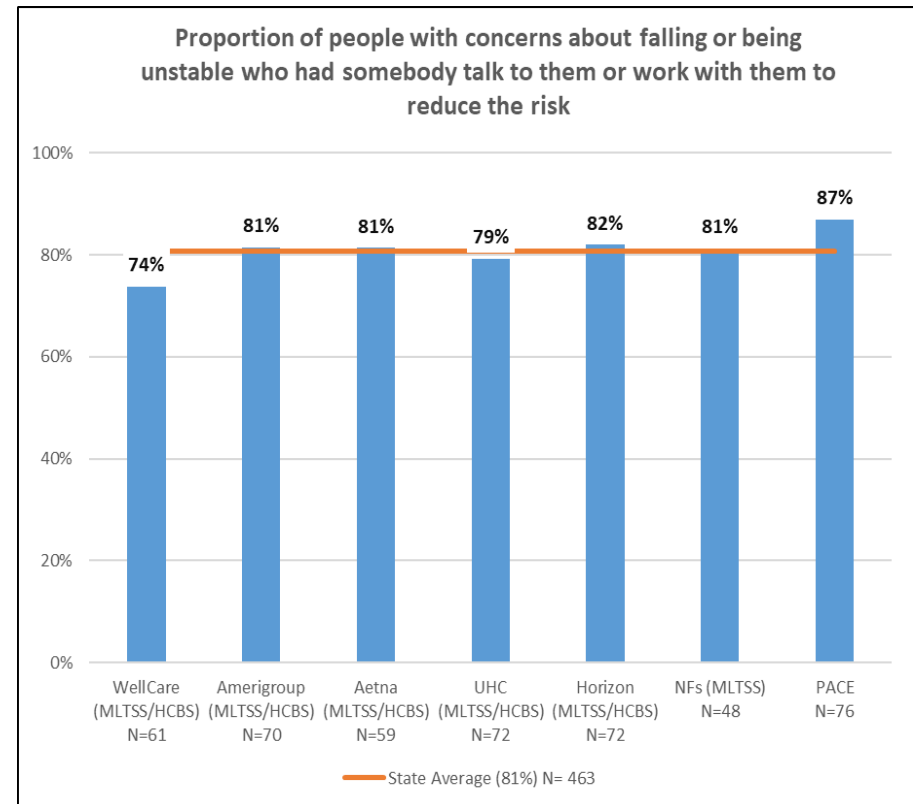
Graph 61. Proportion of people whose money was taken or used without their permission in the last 12 months



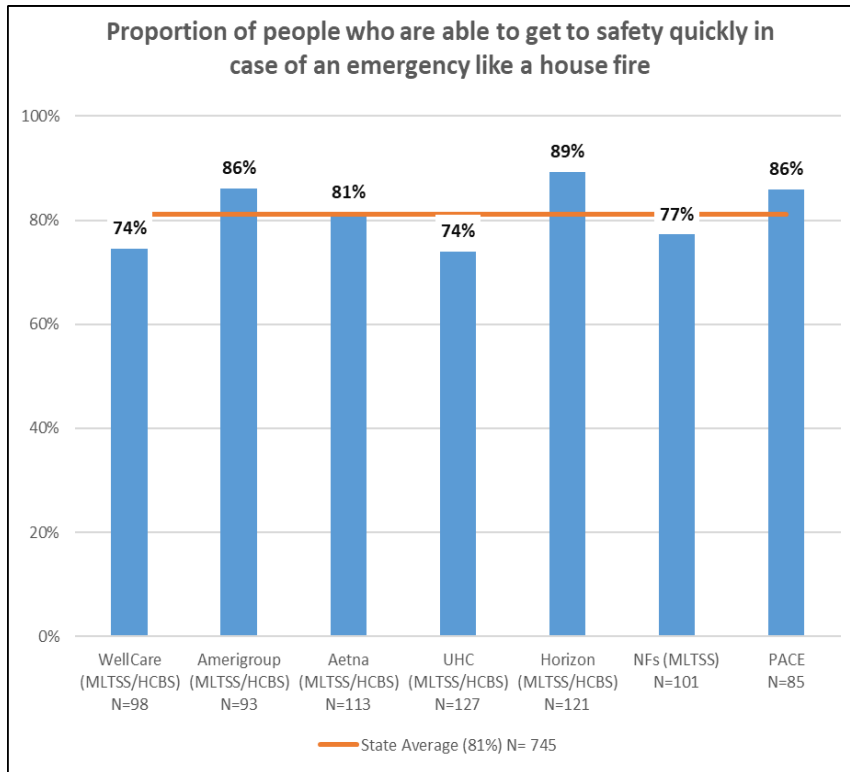
Graph 62. Proportion of people with concerns about falling or being unstable



Graph 63. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk



Graph 64. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire



Health Care

People secure needed health services.

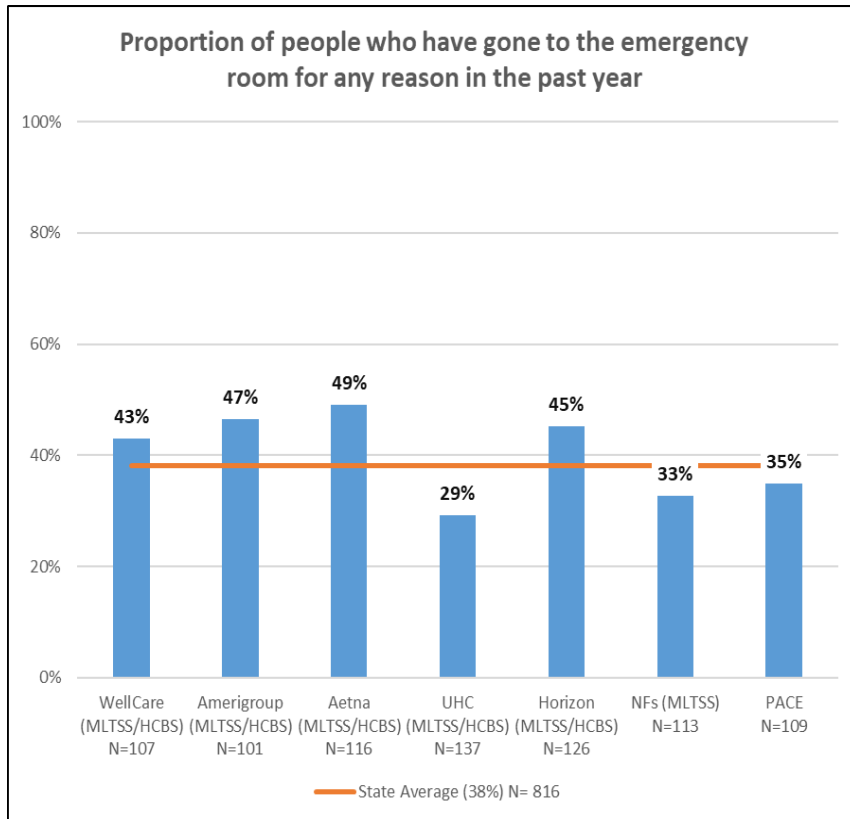
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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

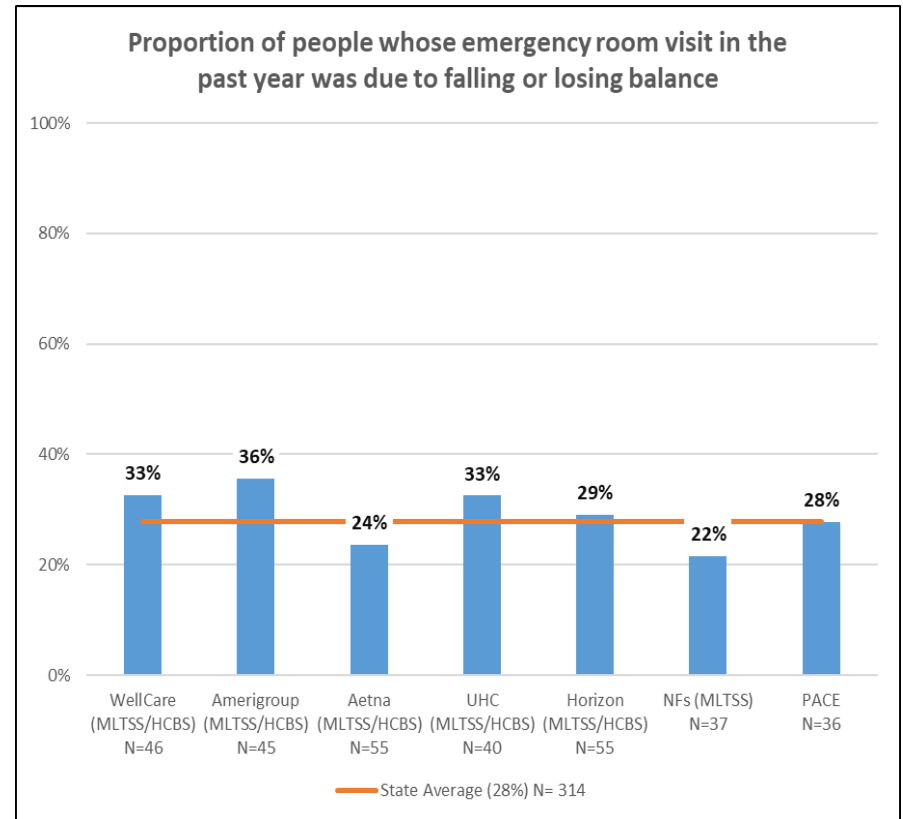
There are five survey items that correspond to the Health Care domain.

Un-collapsed and unweighted data are shown in Appendix B.

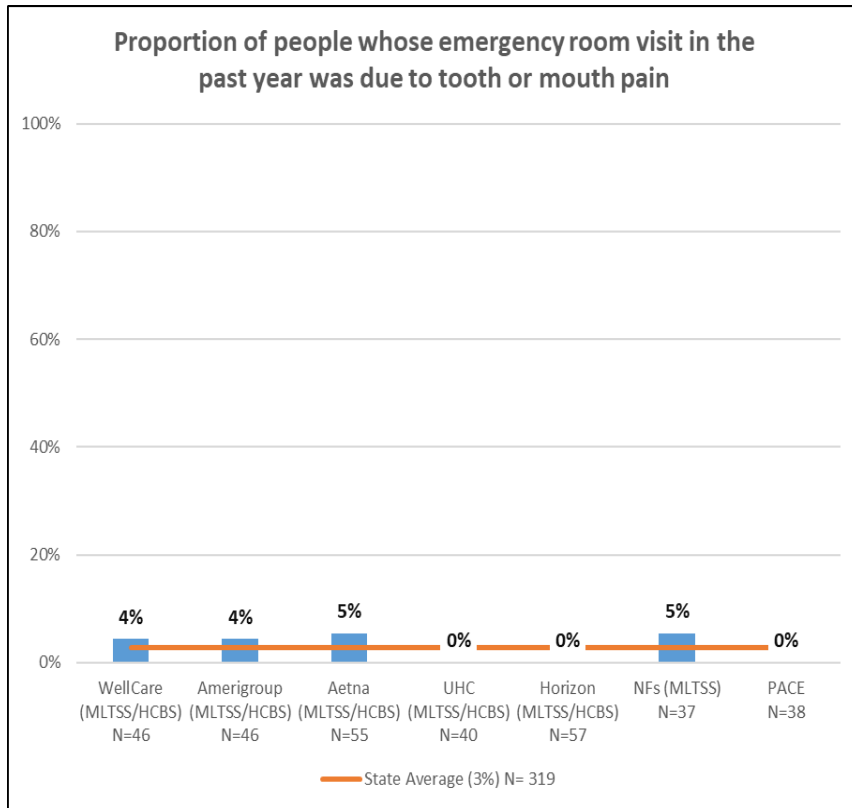
Graph 65. Proportion of people who have gone to the emergency room for any reason in the past year



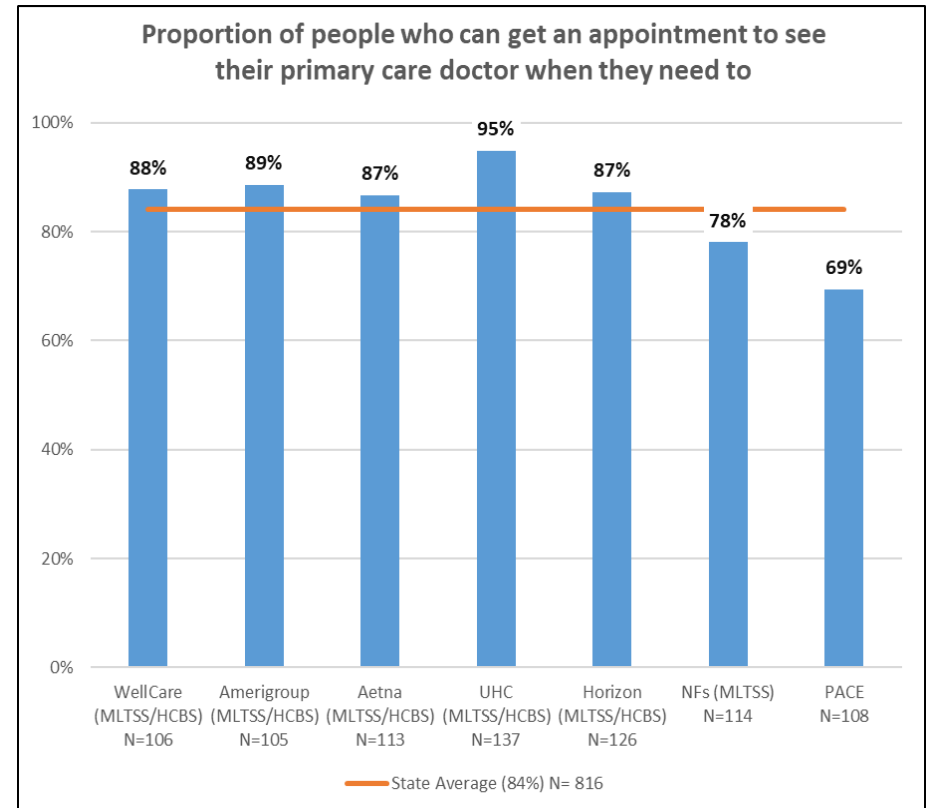
Graph 66. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



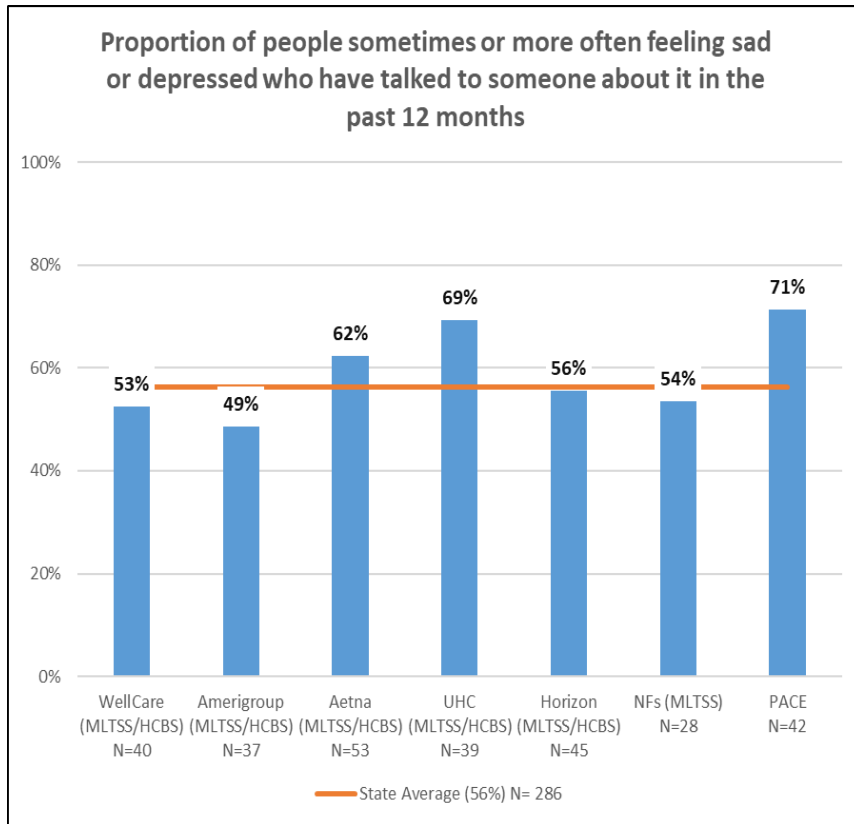
Graph 67. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain



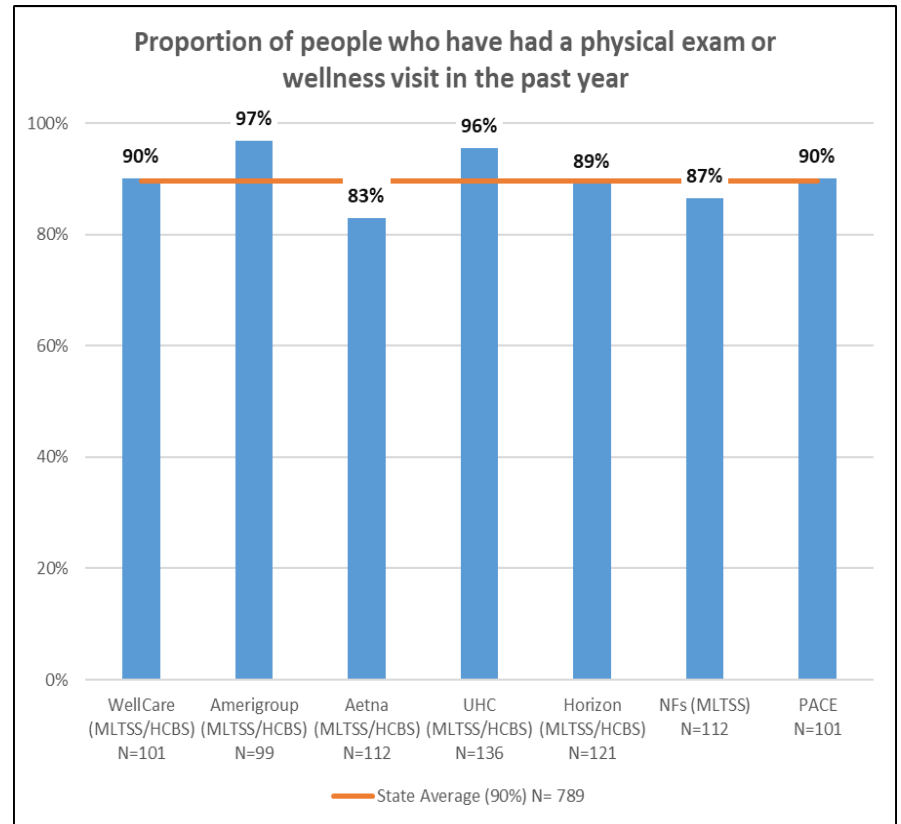
Graph 68. Proportion of people who can get an appointment to see their primary care doctor when they need to



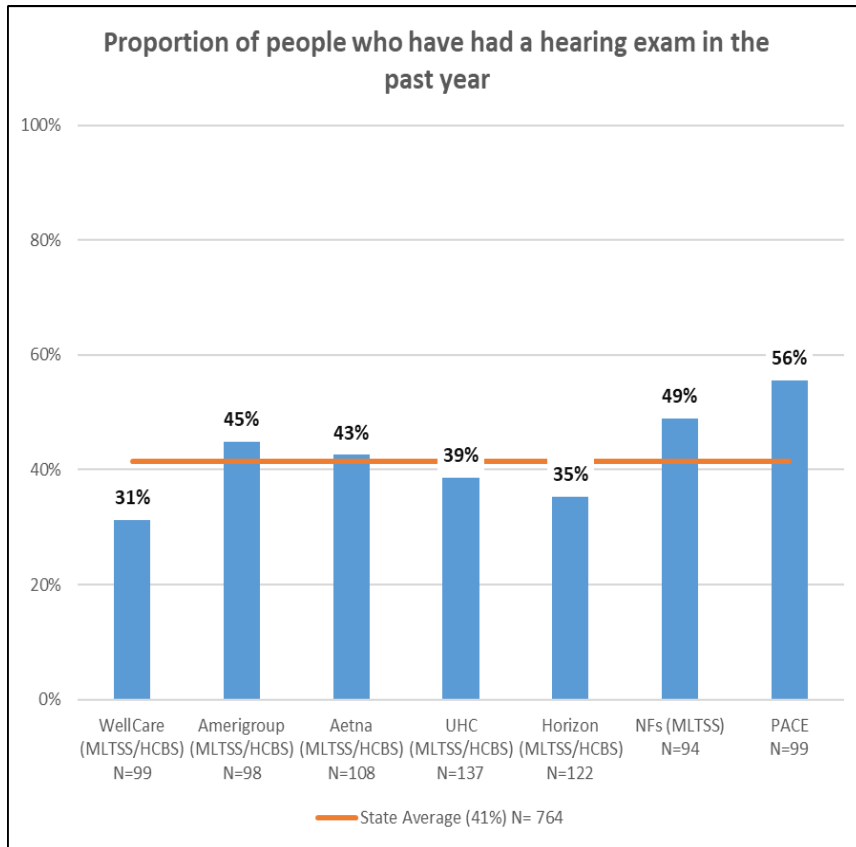
Graph 69. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months



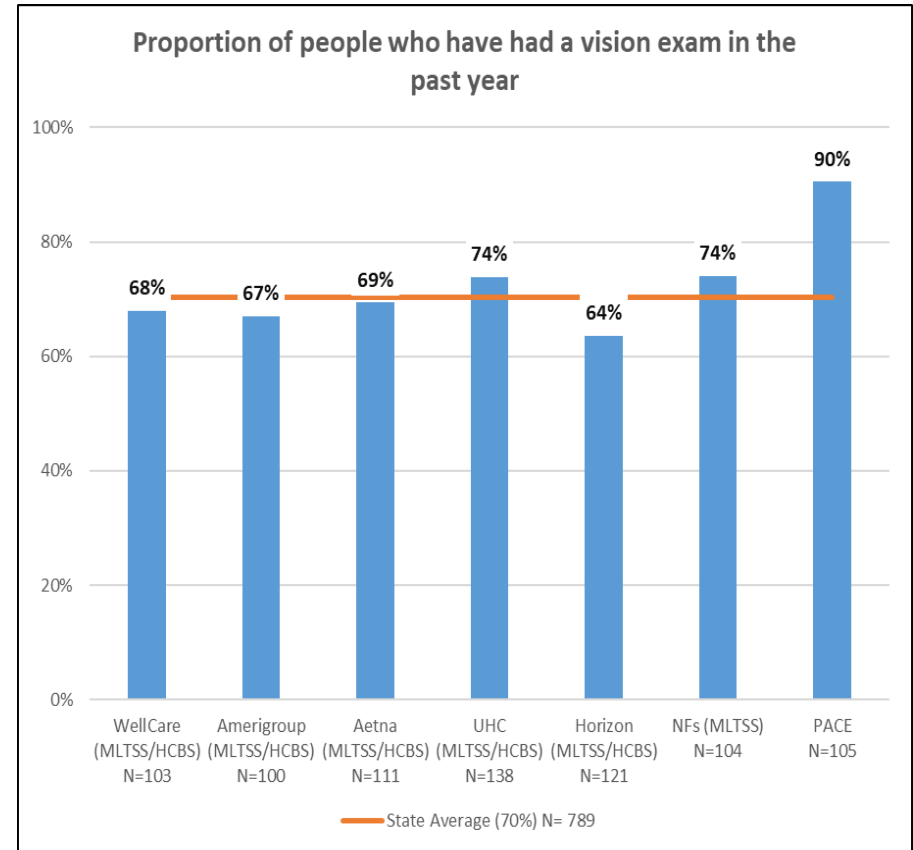
Graph 70. Proportion of people who have had a physical exam or wellness visit in the past year



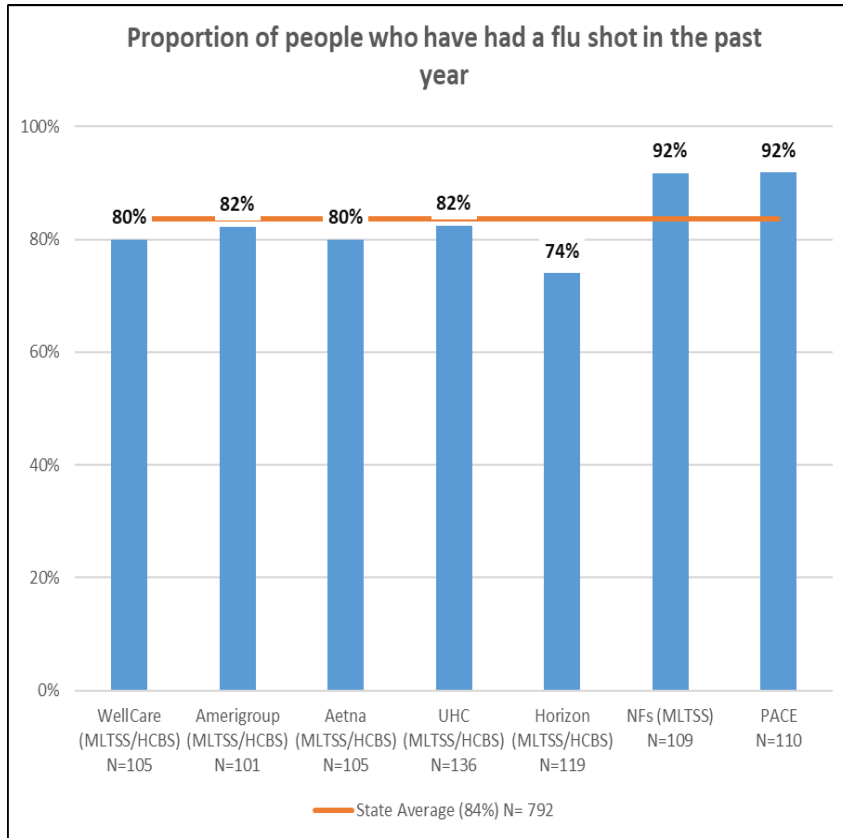
Graph 71. Proportion of people who have had a hearing exam in the past year



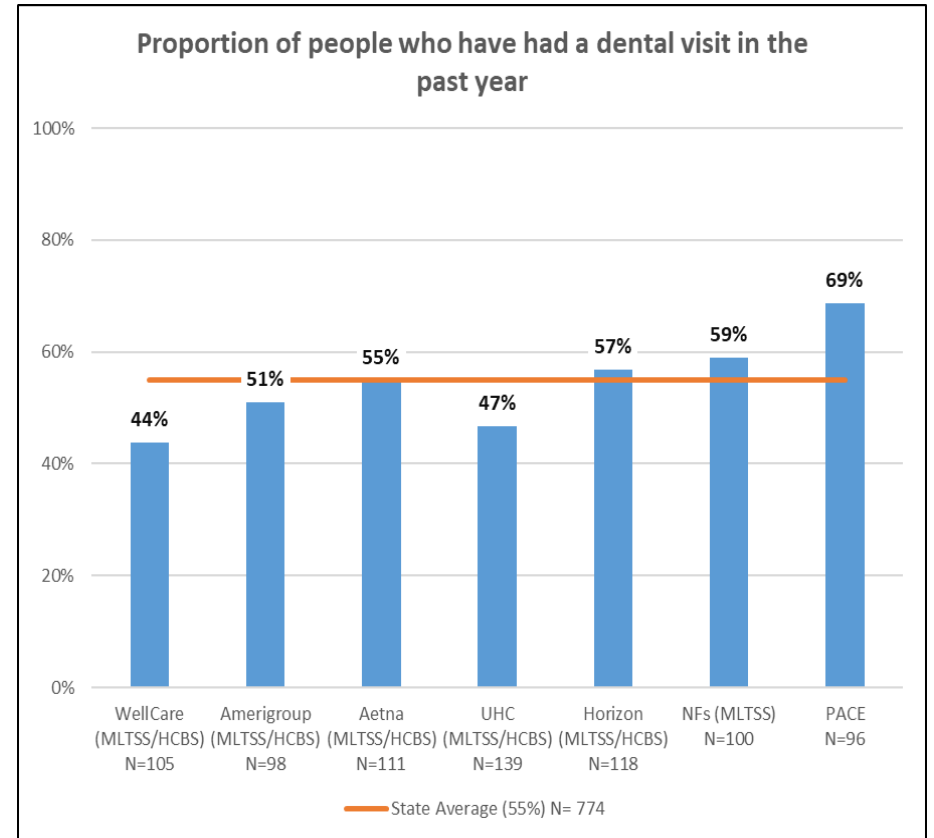
Graph 72. Proportion of people who have had a vision exam in the past year



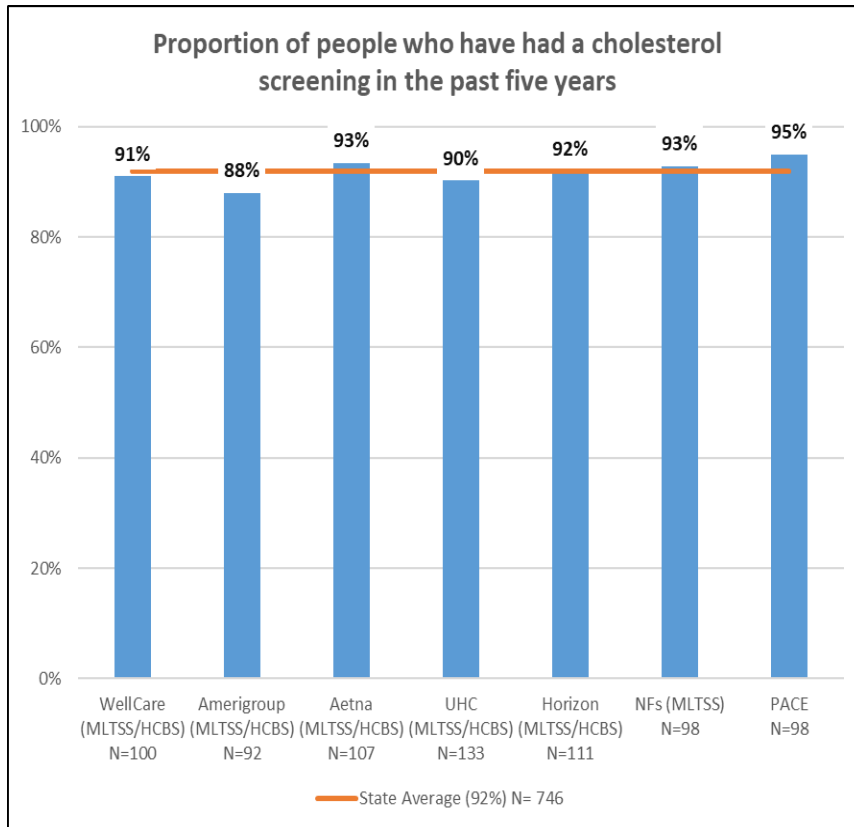
Graph 73. Proportion of people who have had a flu shot in the past year



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



Graph 75. Proportion of people who have had a cholesterol screening in the past five years



Wellness

People are supported to maintain health.

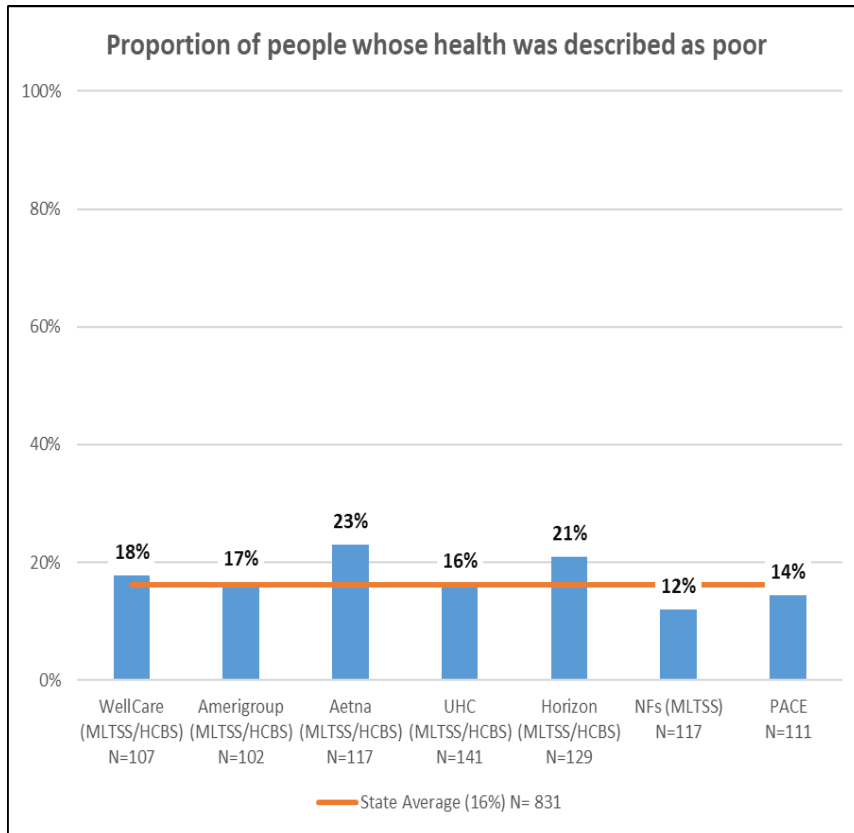
There are eight Wellness indicators measured by the NCI-AD Adult Consumer Survey:

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

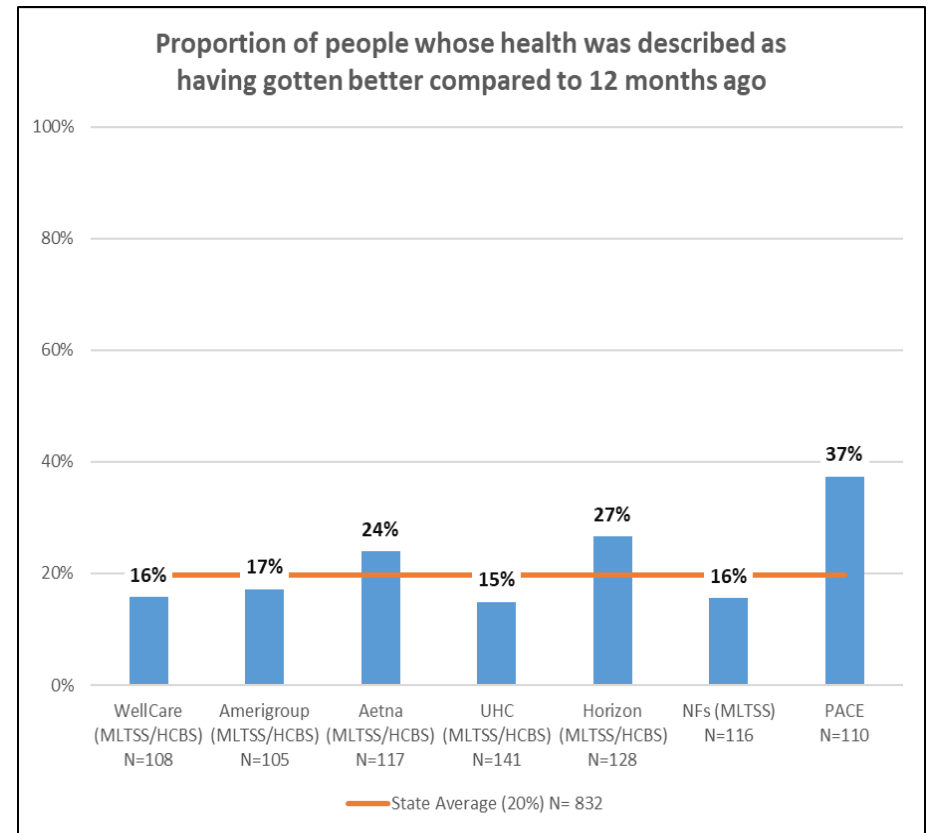
There are ten survey items that correspond to the Wellness domain.

Un-collapsed and unweighted data are shown in Appendix B.

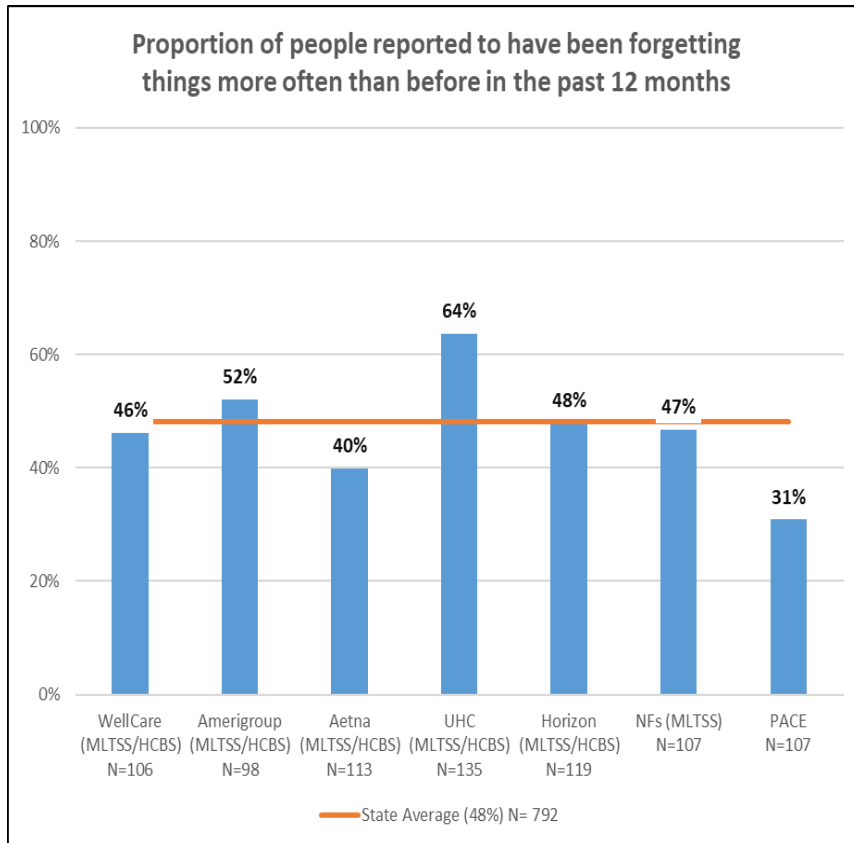
Graph 76. Proportion of people whose health was described as poor



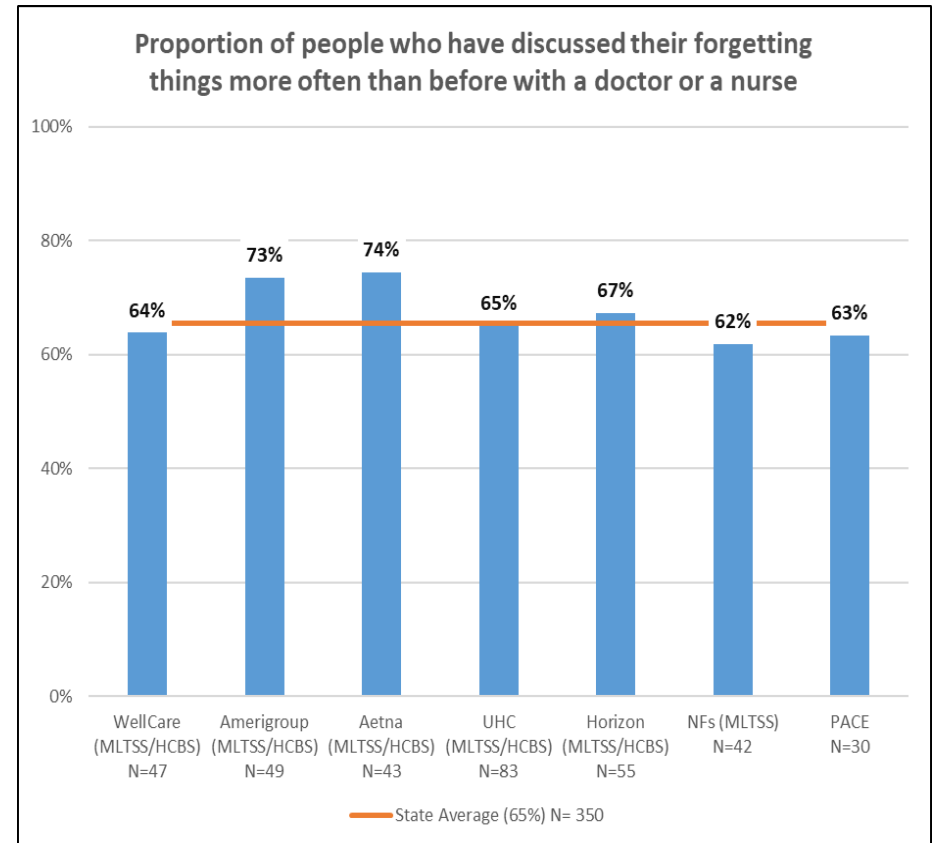
Graph 77. Proportion of people whose health was described as having gotten better compared to 12 months ago



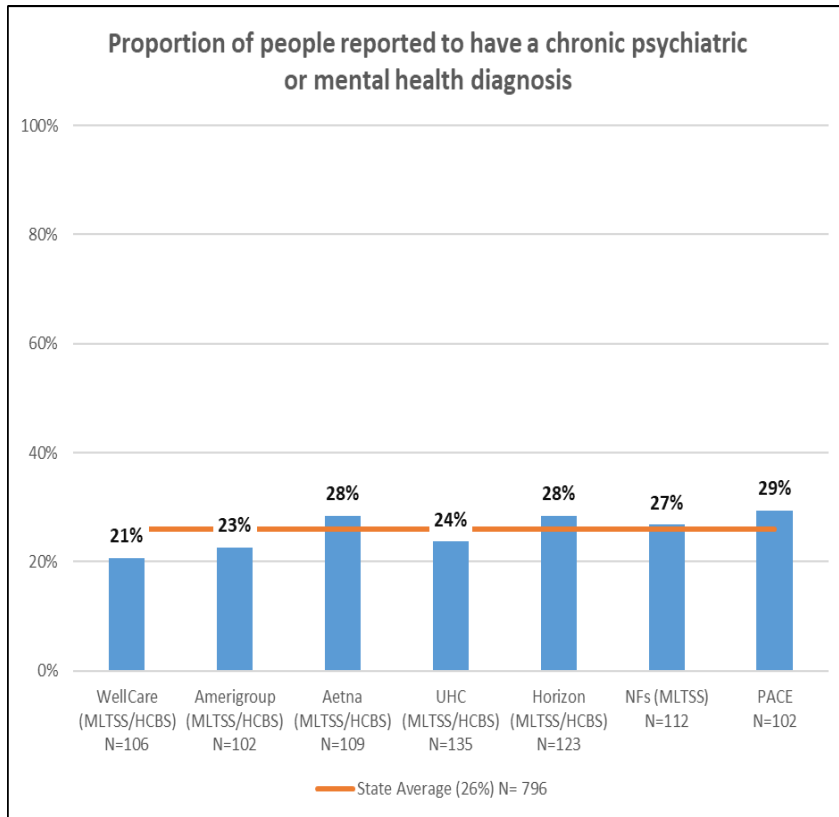
Graph 78. Proportion of people reported to have been forgetting things more often than before in the past 12 months



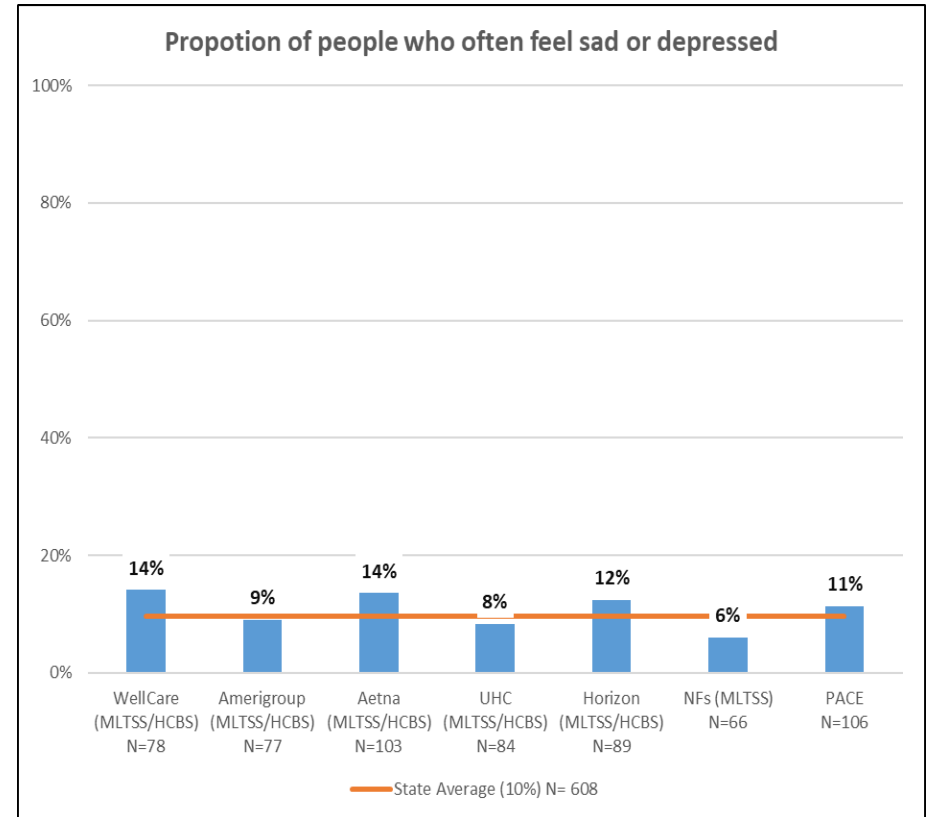
Graph 79. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



Graph 80. Proportion of people reported to have a chronic psychiatric or mental health diagnosis

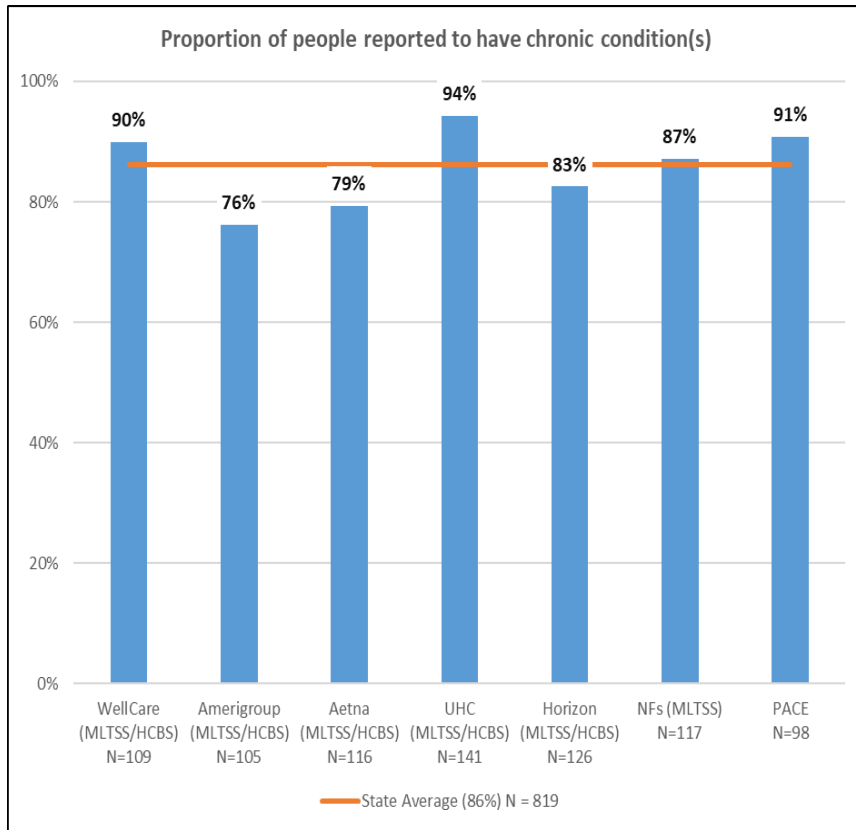


Graph 81. Proportion of people who often feel sad or depressed¹⁴

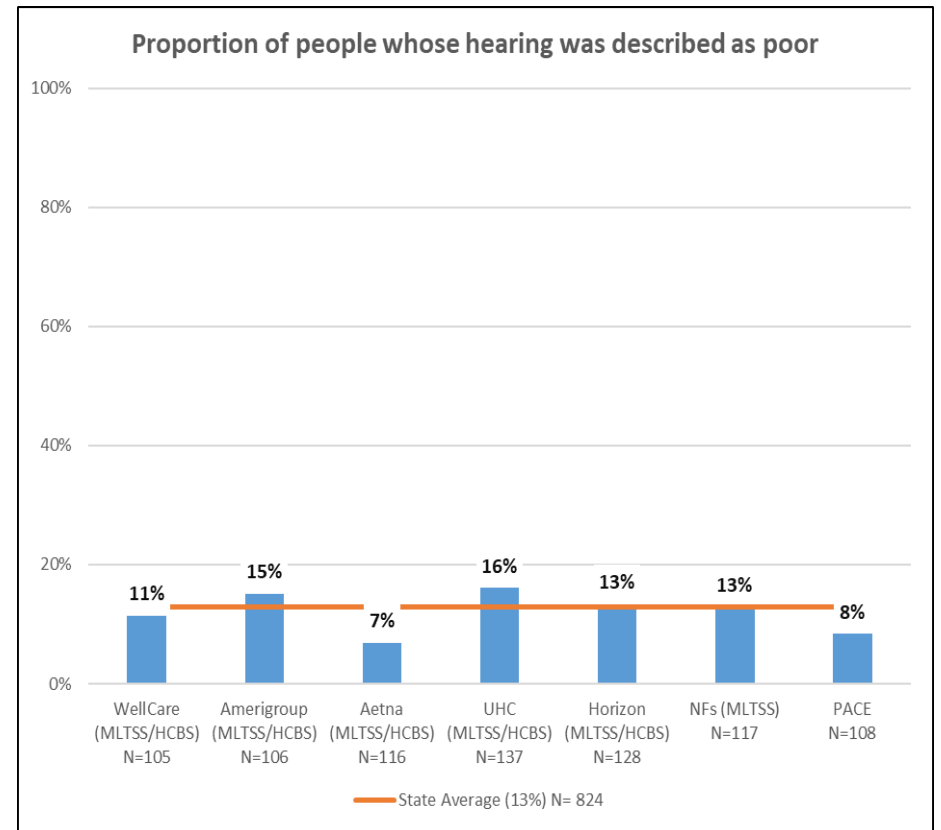


¹⁴ Analysis changed in 2017-2018 – “often” is no longer combined with “sometimes”

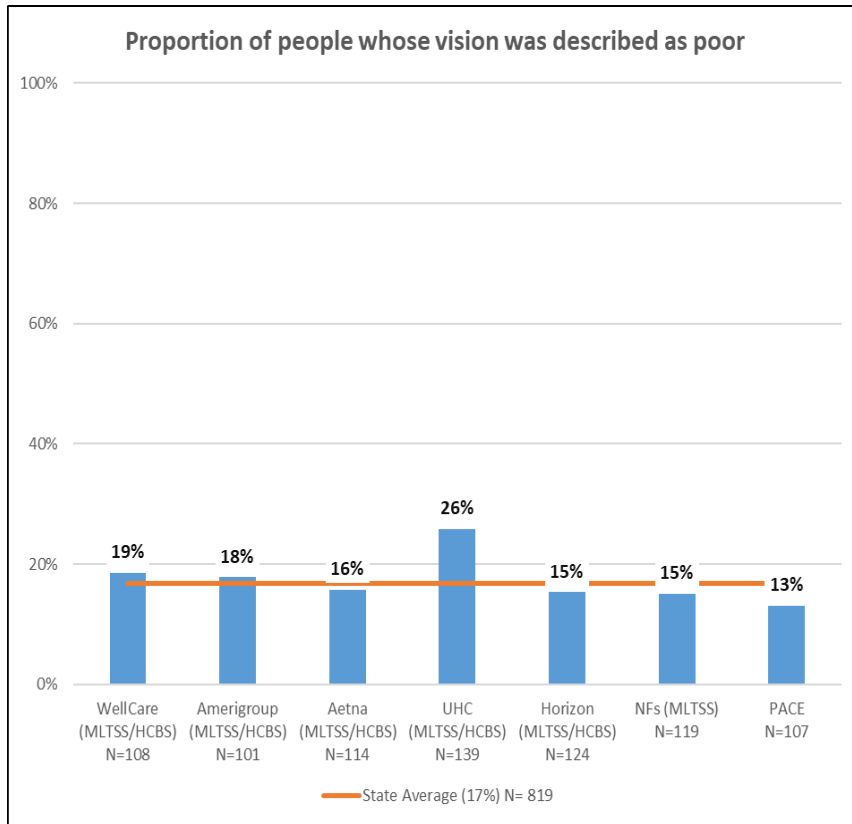
Graph 82. Proportion of people reported to have chronic condition(s)



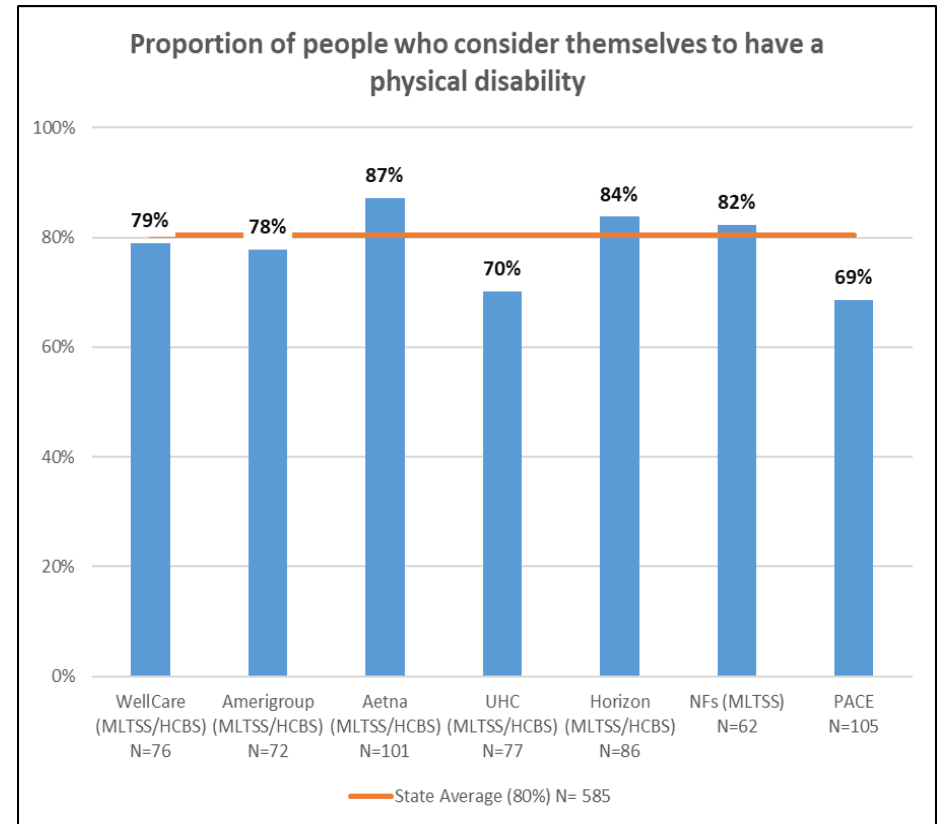
Graph 83. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



Graph 84. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)



Graph 85. Proportion of people who consider themselves to have a physical disability



Medications

Medications are managed effectively and appropriately.

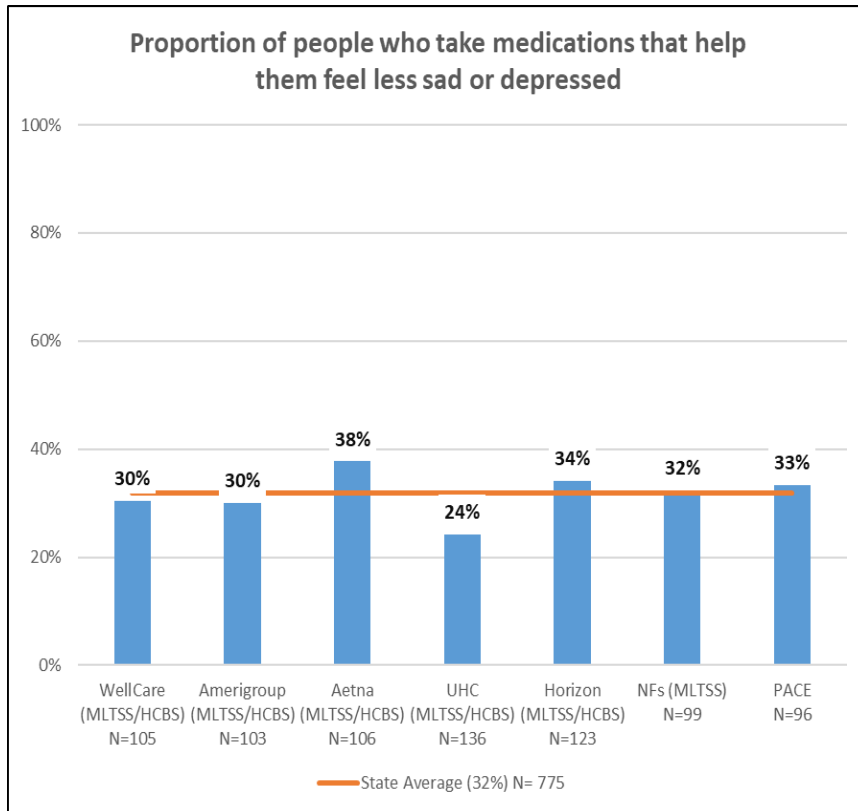
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

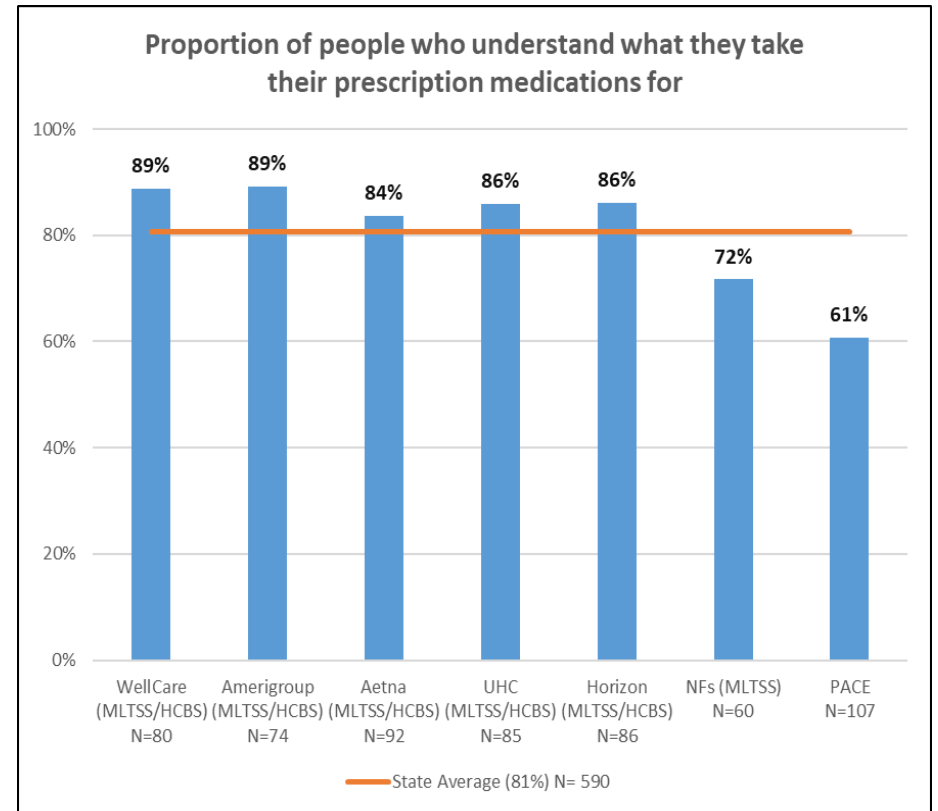
There are two survey items that correspond to the Medication domain.

Un-collapsed and unweighted data are shown in Appendix B.

Graph 86. Proportion of people who take medications that help them feel less sad or depressed



Graph 87. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)¹⁵



¹⁵ Question changed in 2017-2018 – no longer allows for proxies

Rights and Respect

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

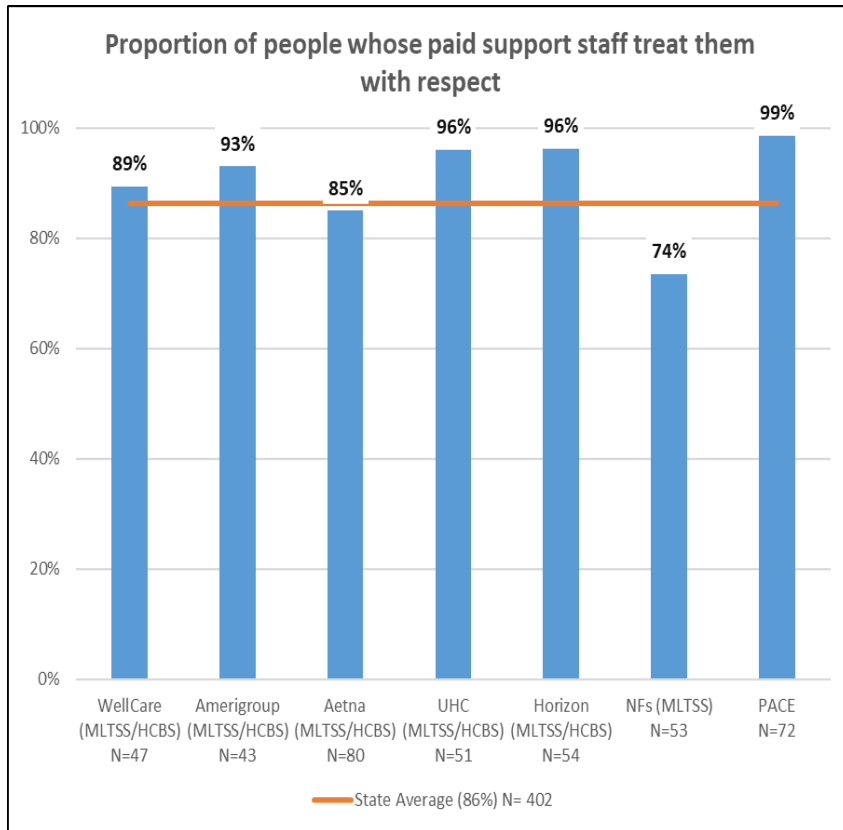
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

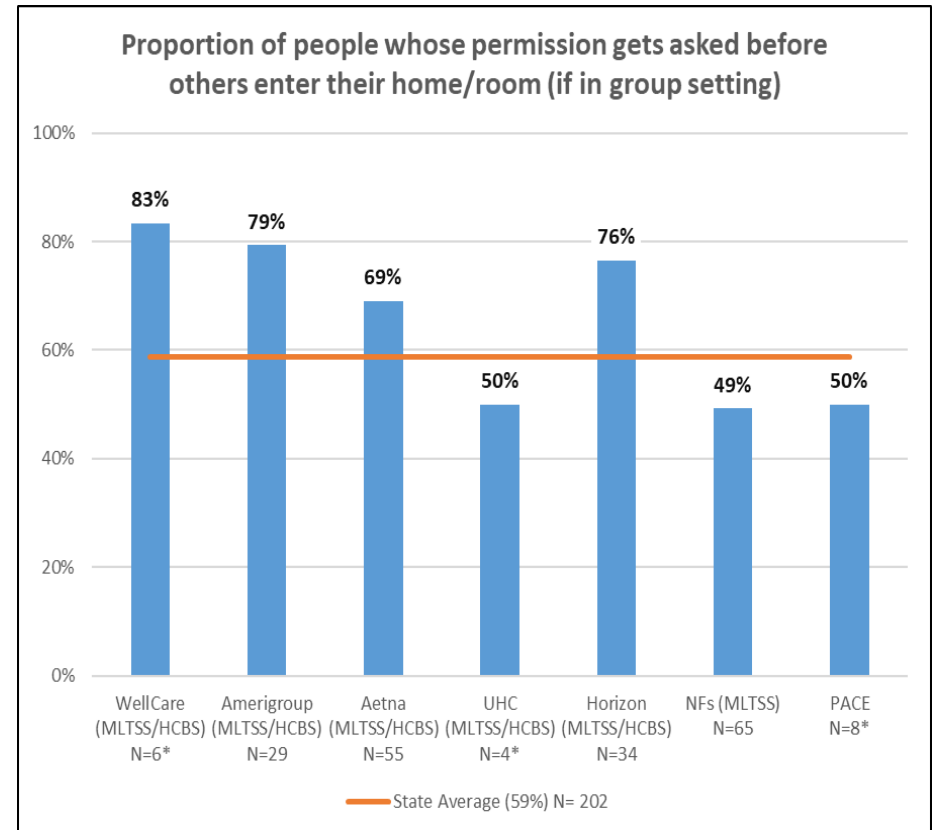
There are eight survey items that correspond to the Rights and Respect domain.

Un-collapsed and unweighted data are shown in Appendix B.

Graph 88. Proportion of people whose paid support staff treat them with respect



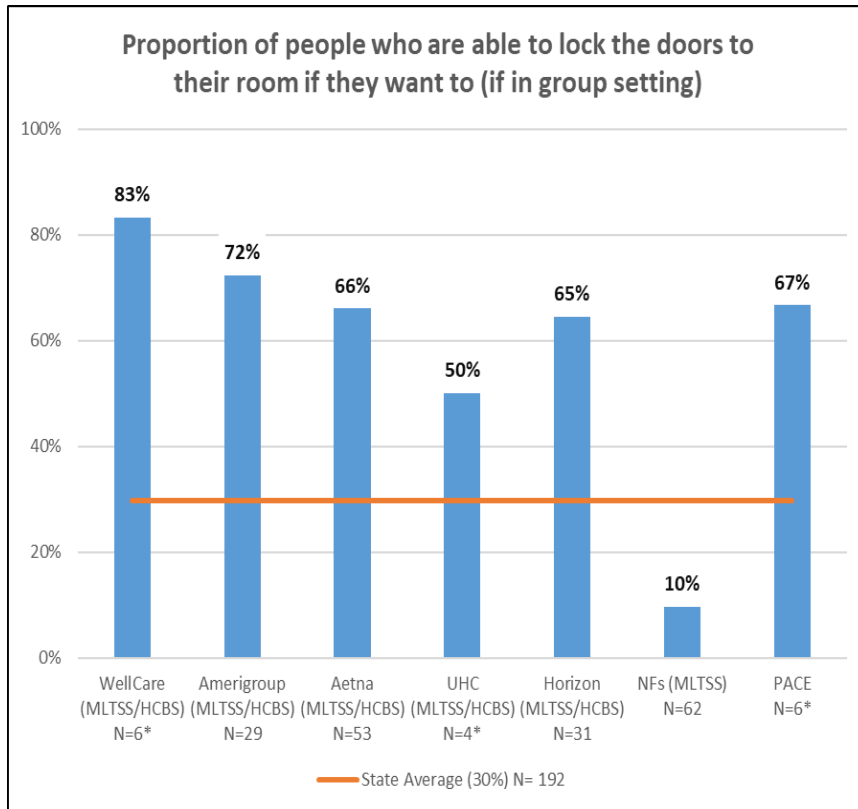
Graph 89. Proportion of people whose permission is asked before others enter their home/room (if in group setting)¹⁶



* Very small number of responses

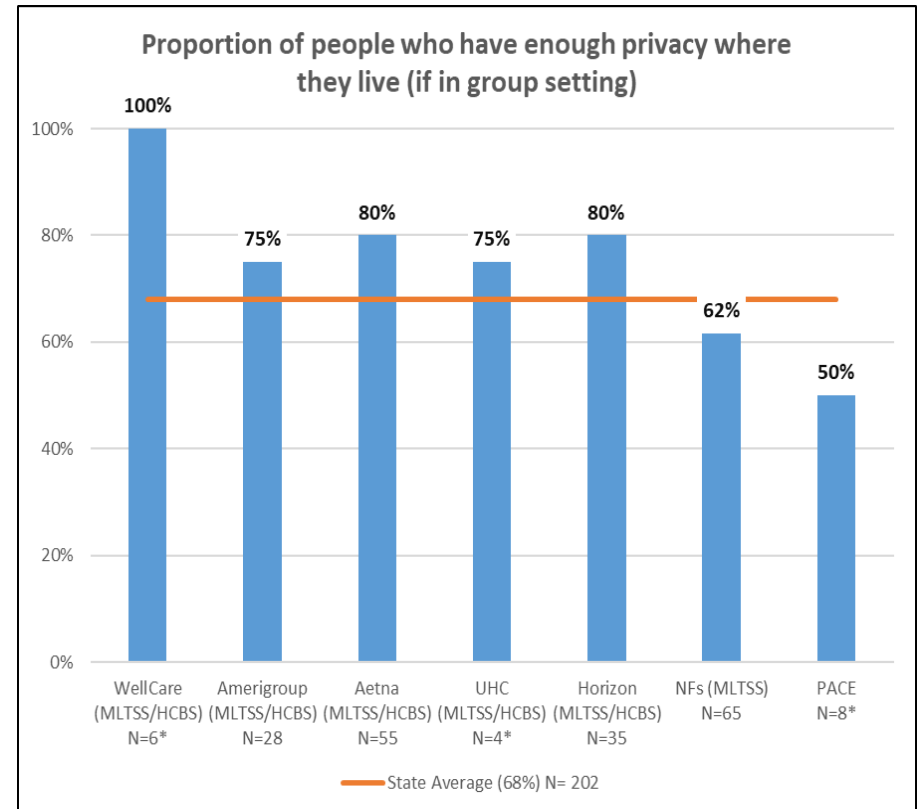
¹⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 90. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)¹⁷



* Very small number of responses

Graph 91. Proportion of people who have enough privacy where they live (if in group setting)¹⁸

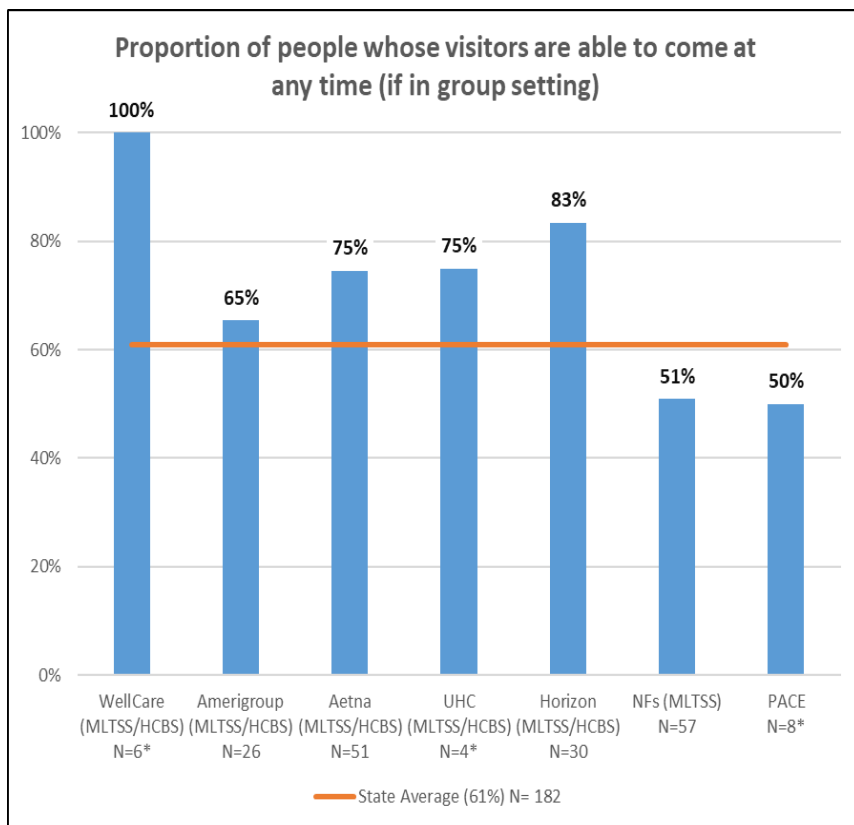


* Very small number of responses

¹⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

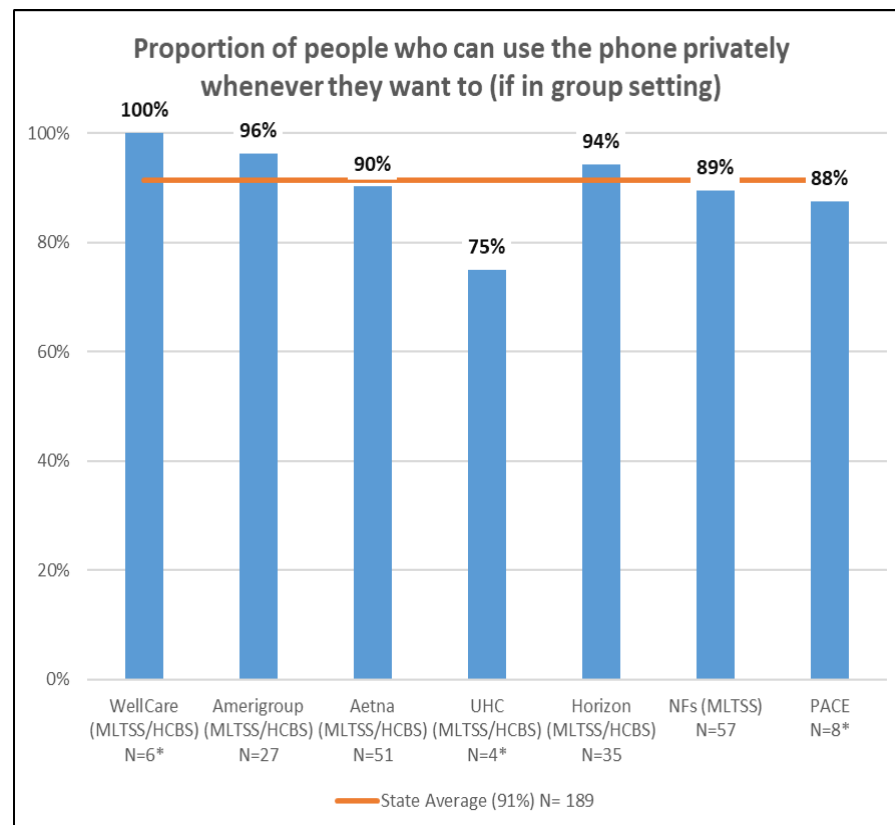
¹⁸ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 92. Proportion of people whose visitors are able to come at any time (if in group setting)¹⁹



* Very small number of responses

Graph 93. Proportion of people who can use the phone privately whenever they want to (if in group setting)²⁰

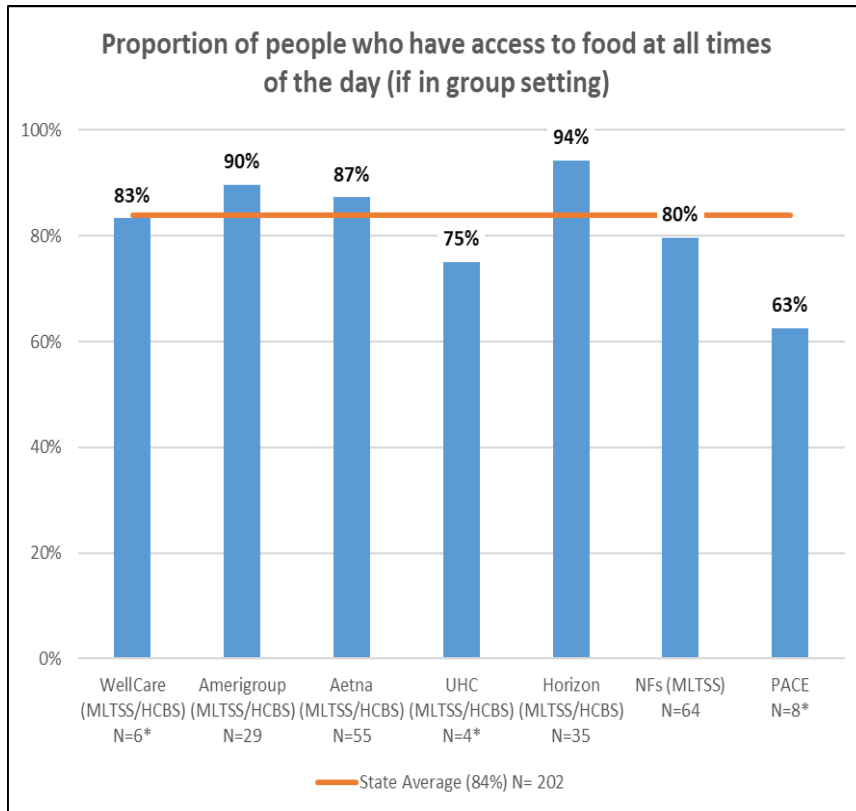


* Very small number of responses

¹⁹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

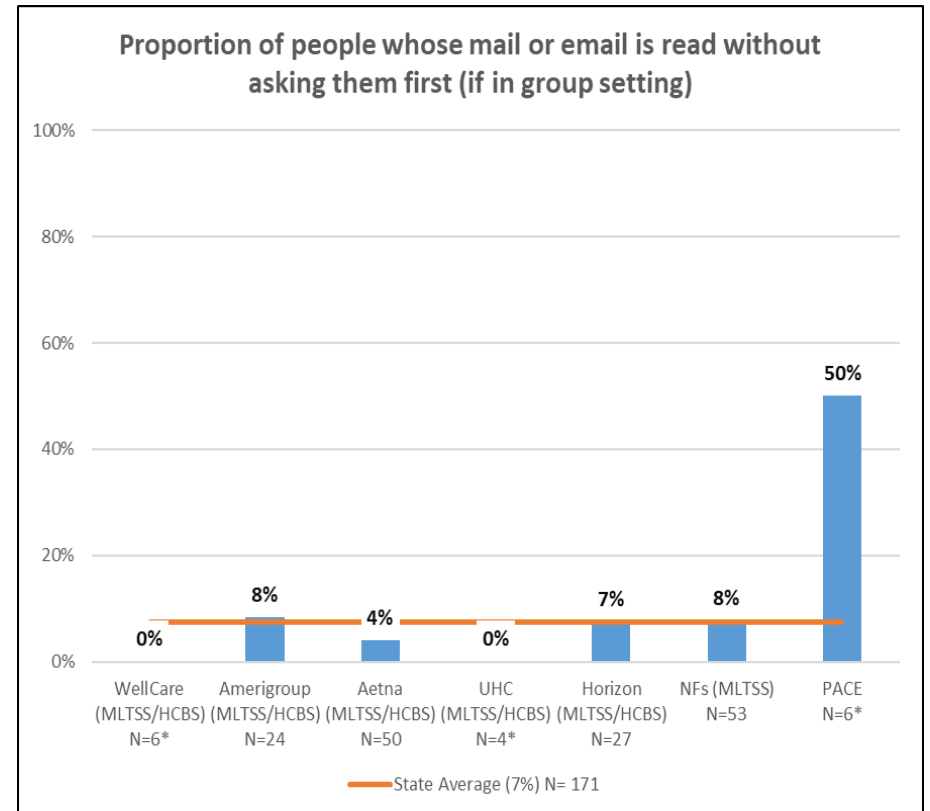
²⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 94. Proportion of people who have access to food at all times of the day (if in group setting²¹)



* Very small number of responses

Graph 95. Proportion of people whose mail or email is read without asking them first (if in group setting²²)



* Very small number of responses

²¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

²² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Self-Direction of Care

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

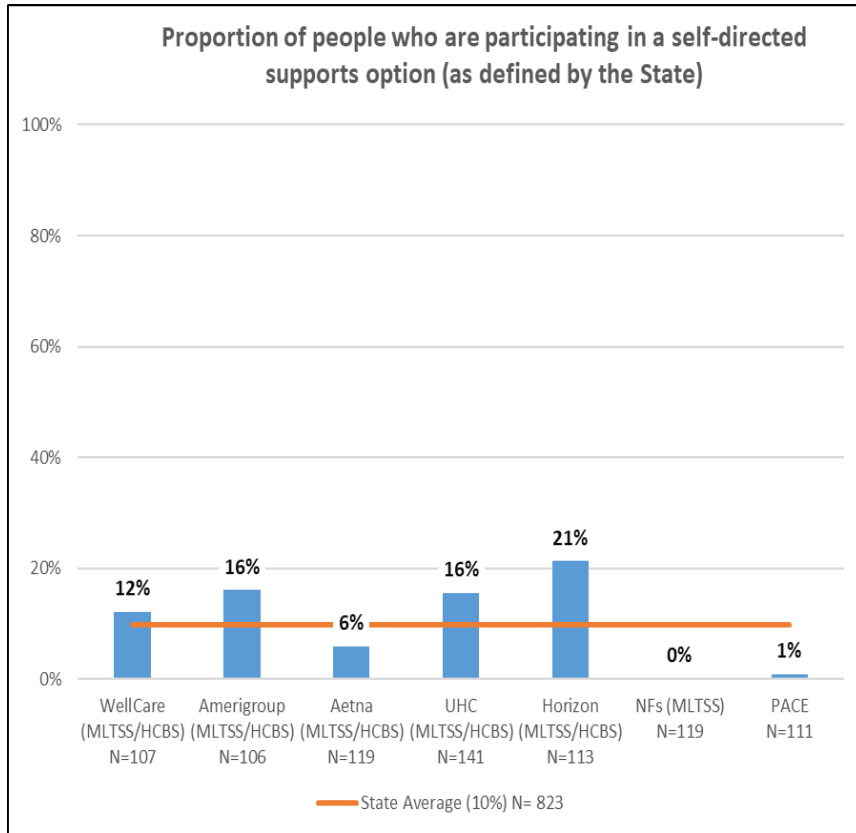
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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

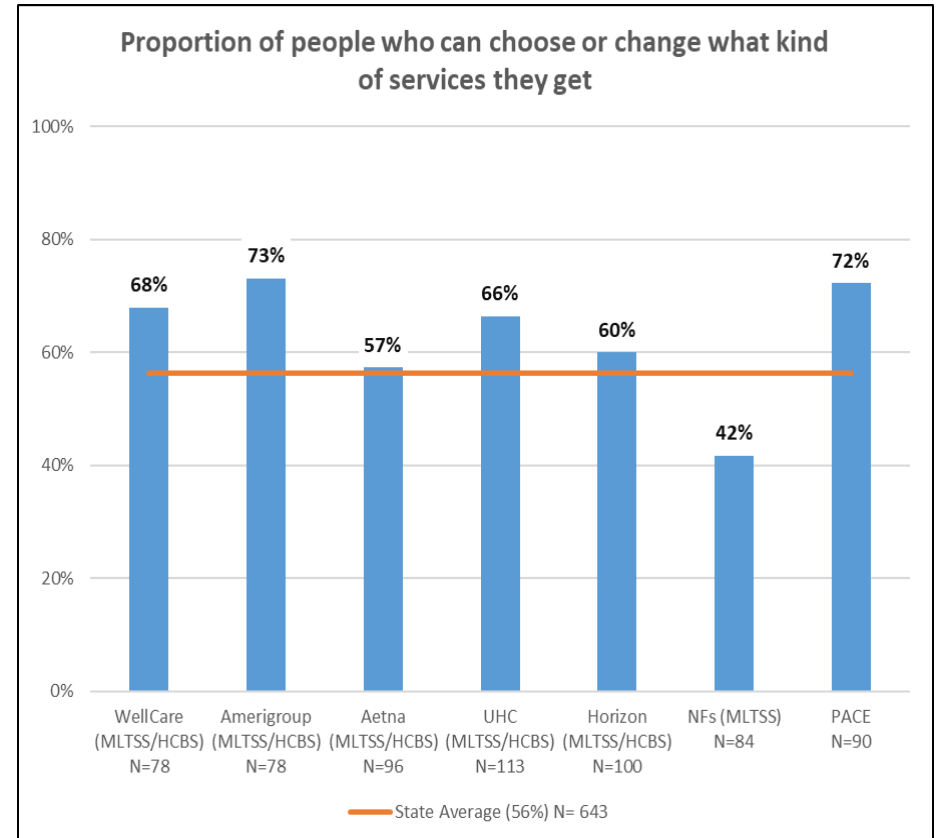
There are four survey items that correspond to the Self-Direction of Care domain.

Un-collapsed and unweighted data are shown in Appendix B.

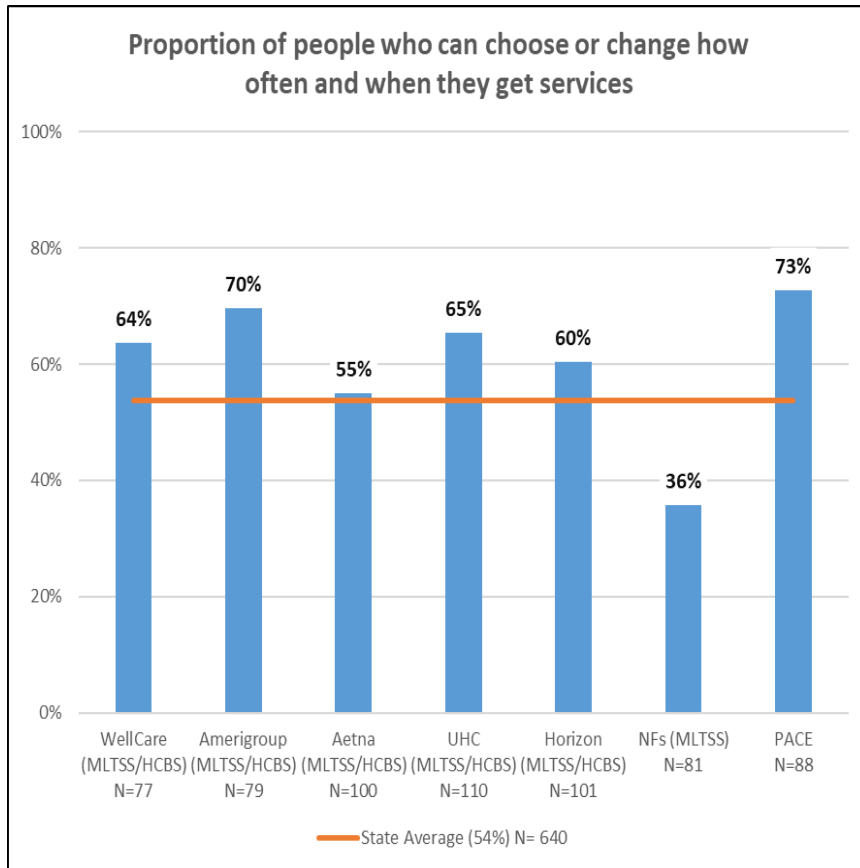
Graph 96. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records)



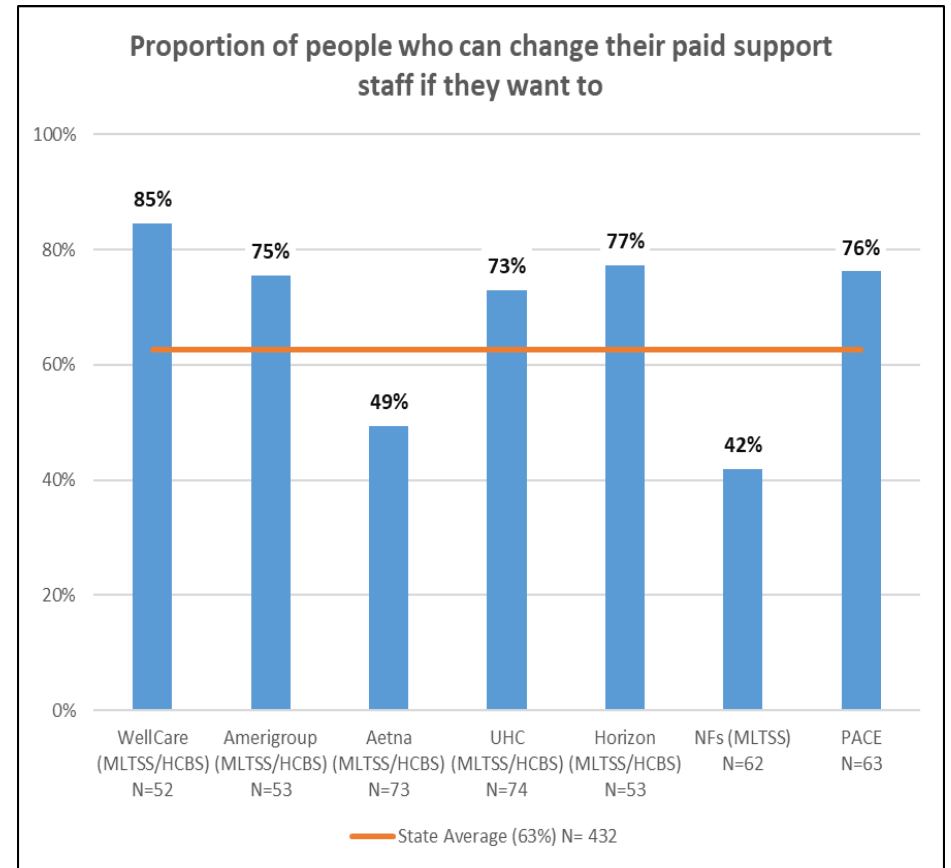
Graph 97. Proportion of people who can choose or change what kind of services they get



Graph 98. Proportion of people who can choose or change how often and when they get services



Graph 99. Proportion of people who can change their paid support staff if they want to



Work

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

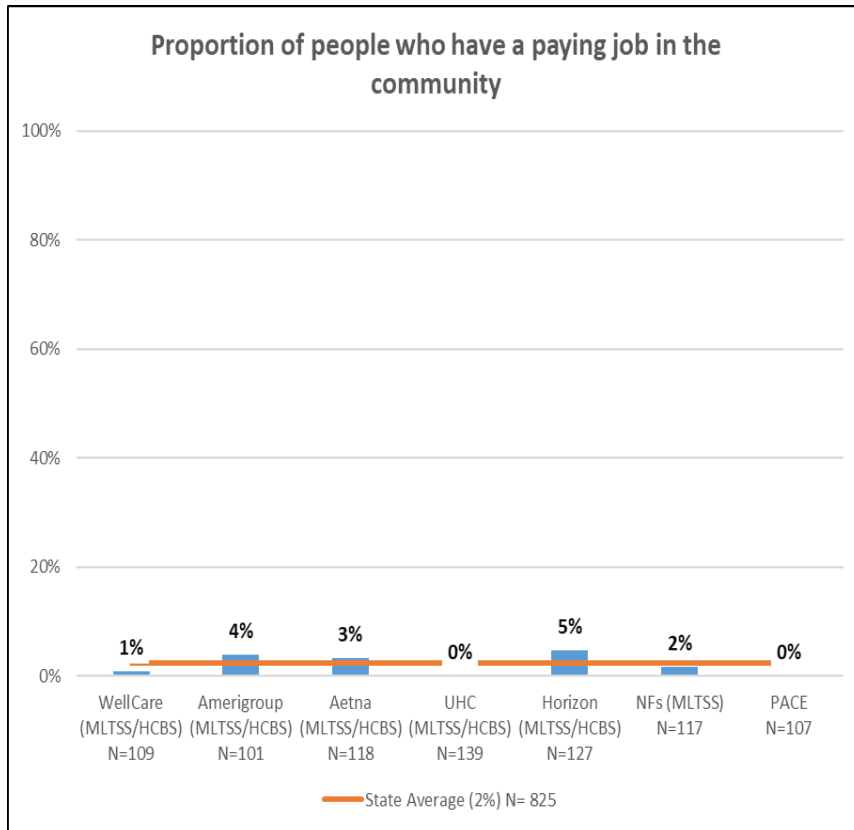
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

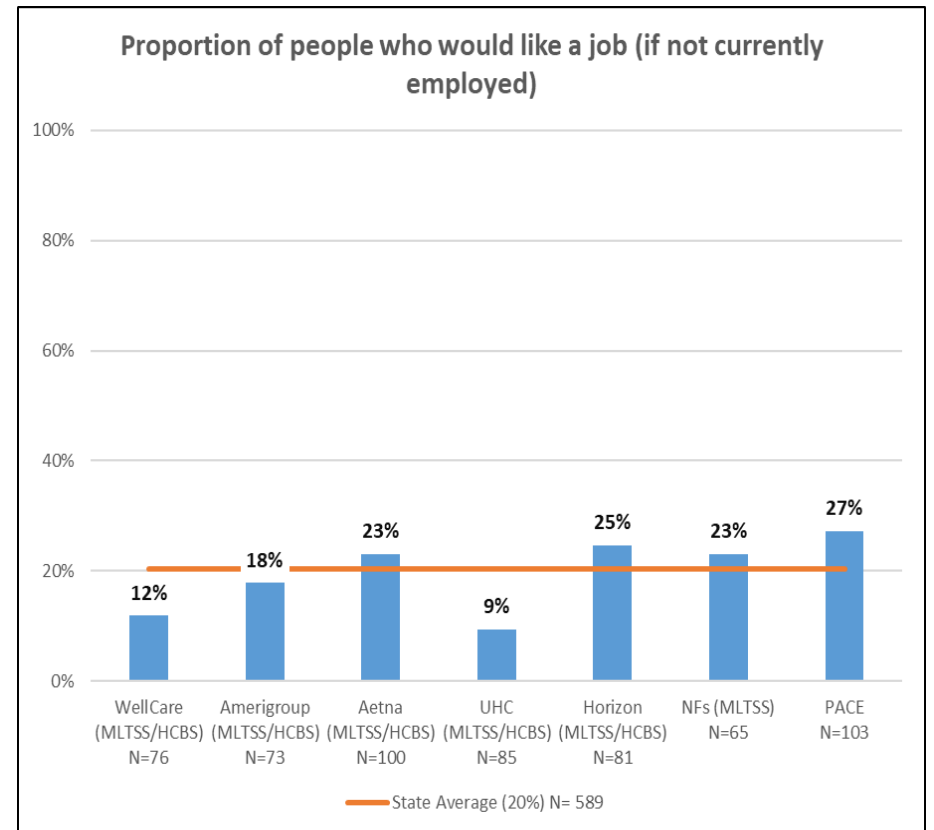
There are five survey items that correspond to the Work domain.

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

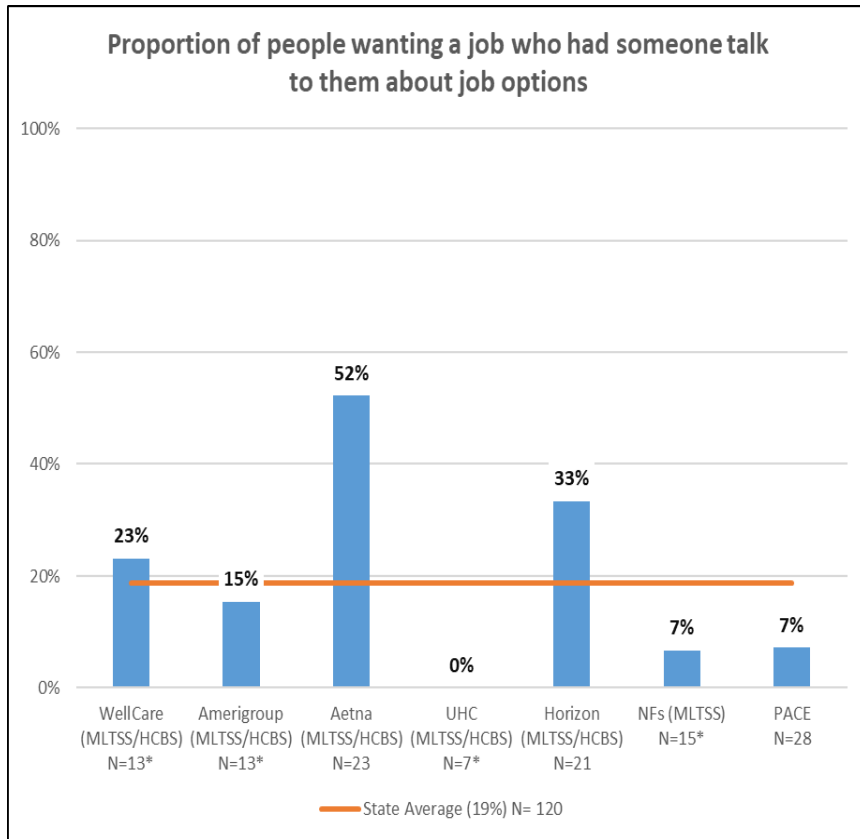
Graph 100. Proportion of people who have a paying job in the community



Graph 101. Proportion of people who would like a job (if not currently employed)

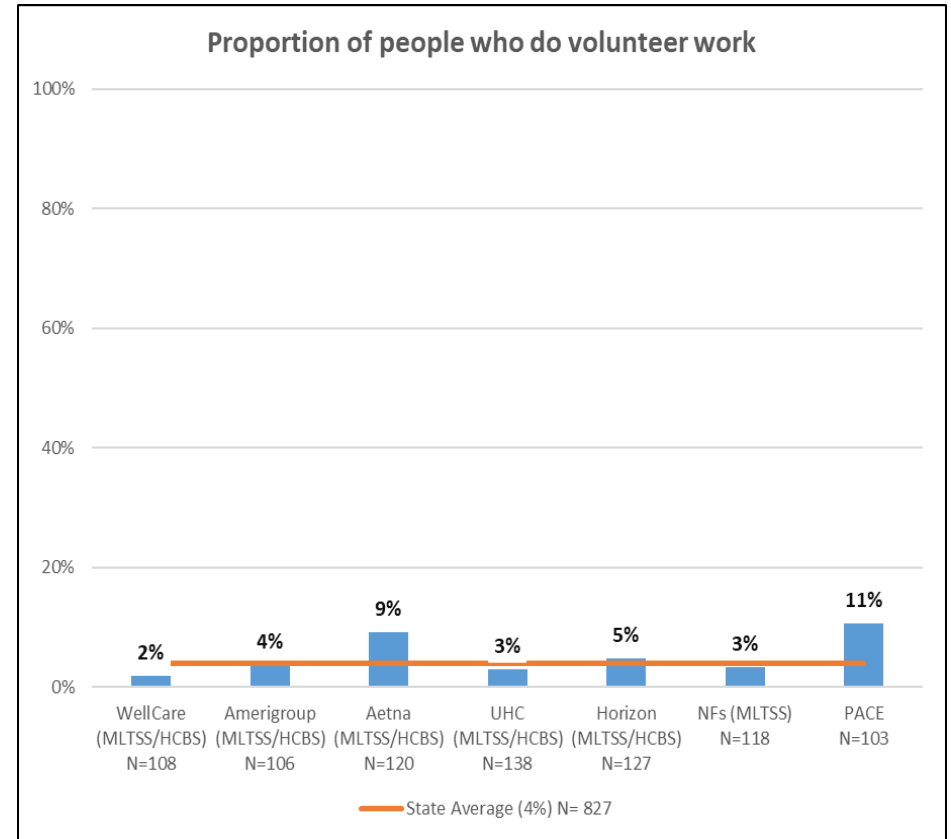


Graph 102. Proportion of people wanting a job who had someone talk to them about job options

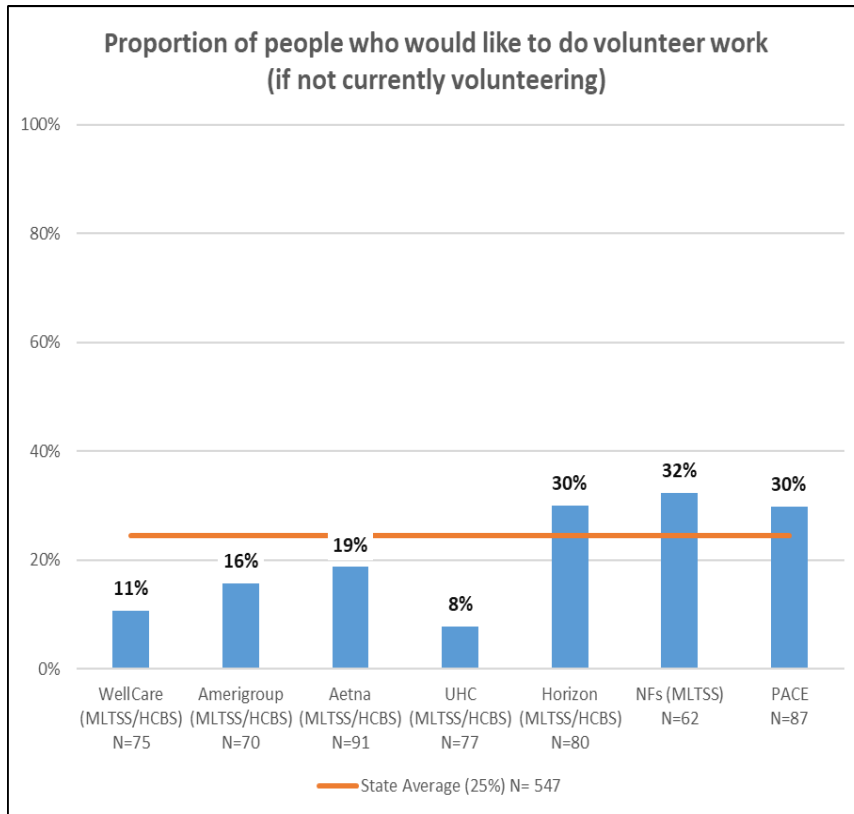


* Very small number of responses

Graph 103. Proportion of people who do volunteer work



Graph 104. Proportion of people who would like to do volunteer work (if not currently volunteering)



Everyday Living

People have enough supports for everyday living.

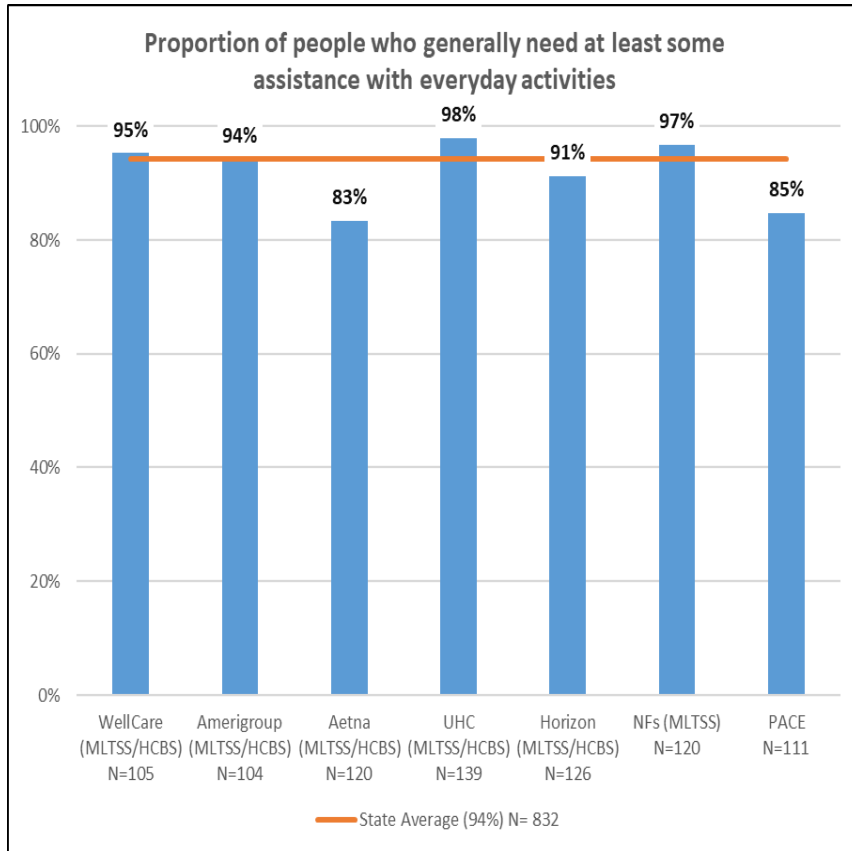
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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

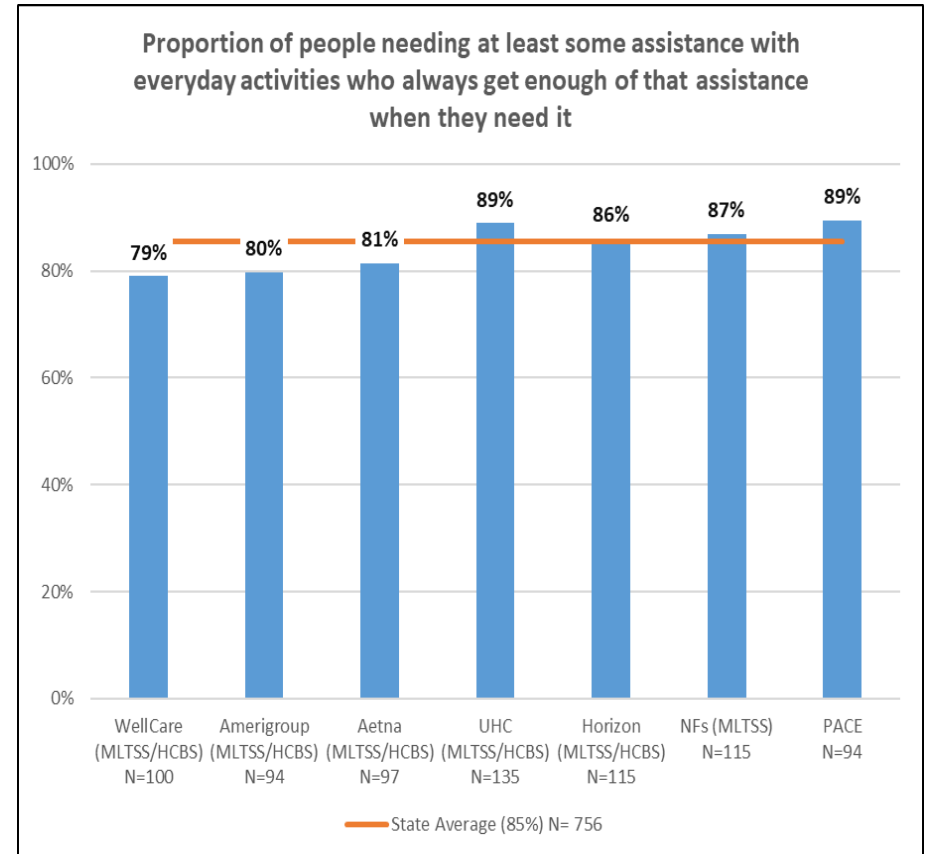
There are five survey items that correspond to the Everyday Living domain.

Un-collapsed and unweighted data are shown in Appendix B.

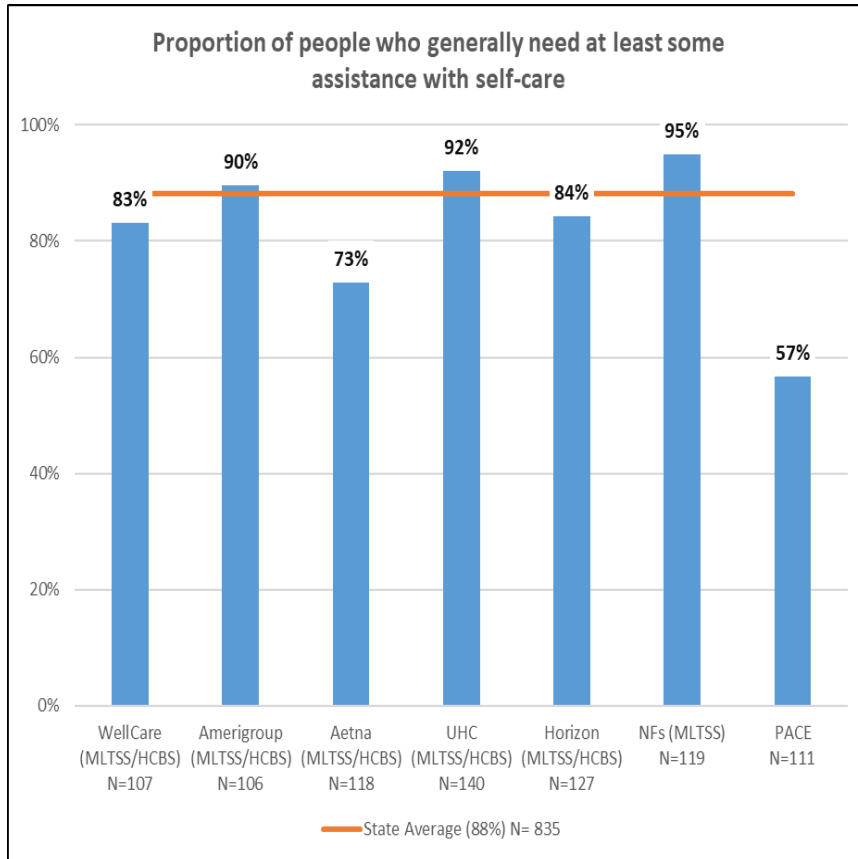
Graph 105. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



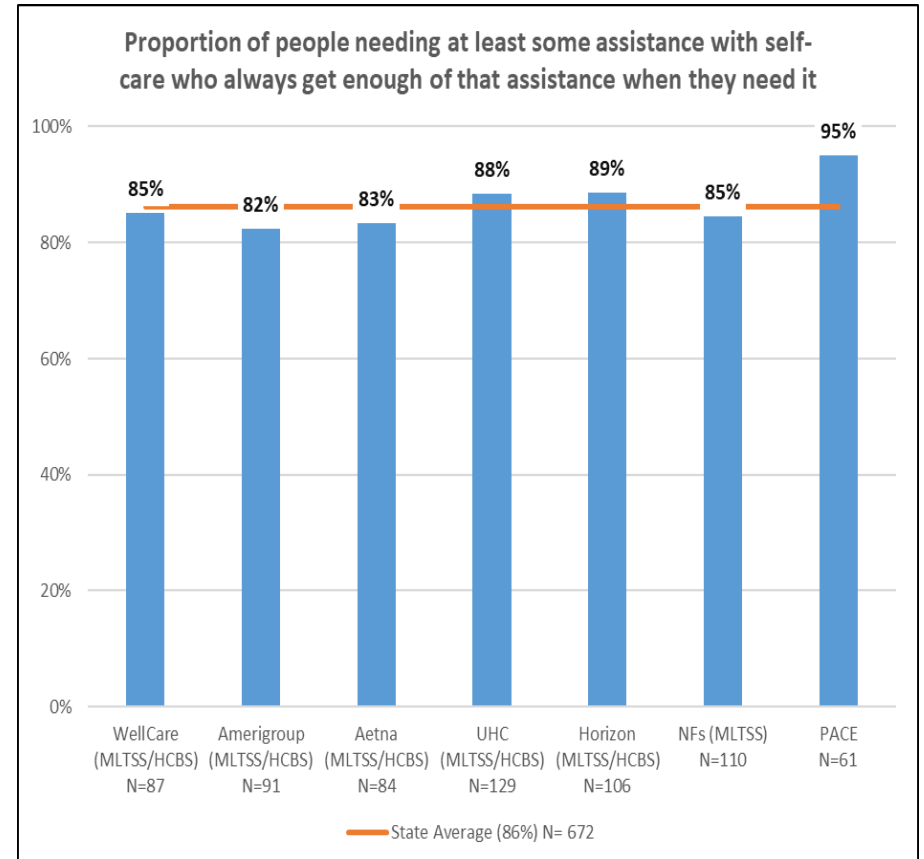
Graph 106. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



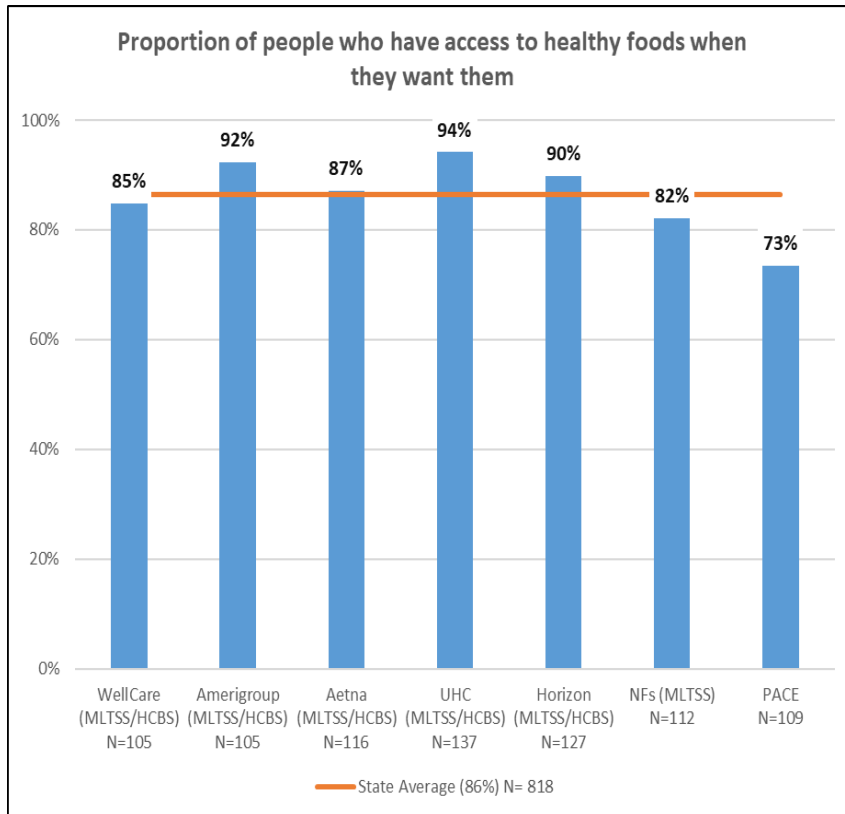
Graph 107. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 108. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it



Graph 109. Proportion of people who have access to healthy foods when they want them



Affordability

People have enough available resources.

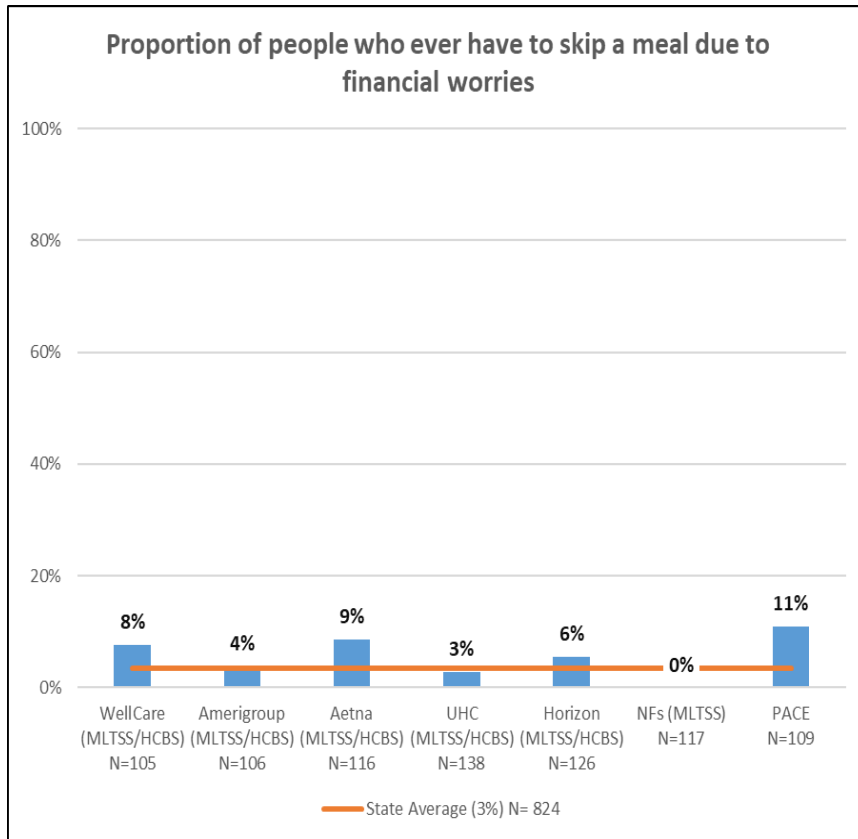
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed and unweighted data are shown in Appendix B.

Graph 110. Proportion of people who ever have to skip a meal due to financial worries



Planning for future

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

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

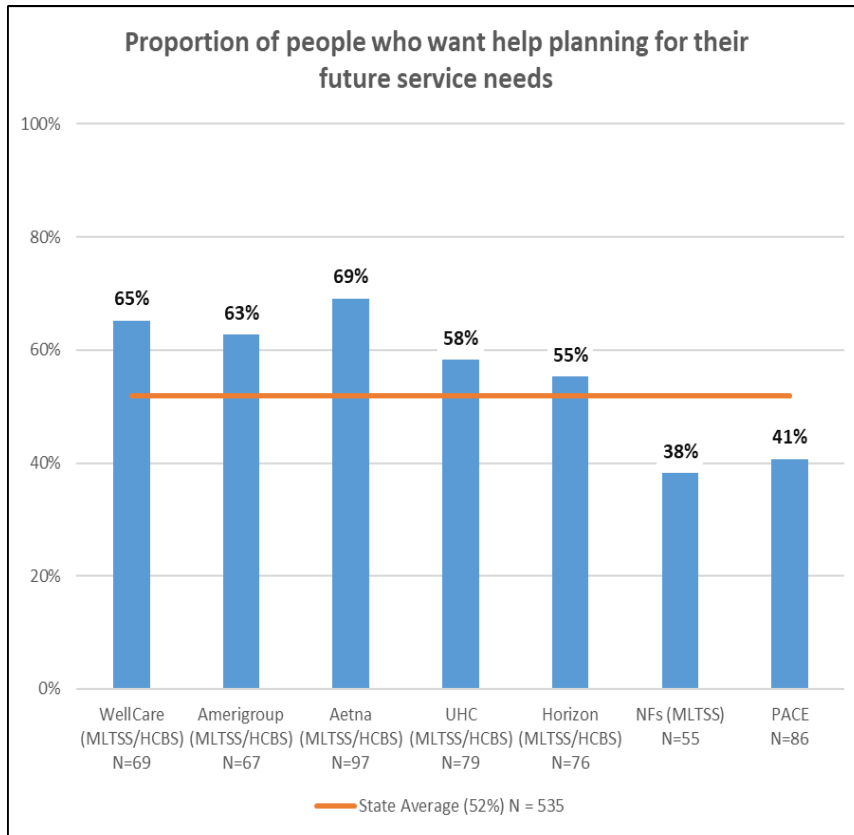
1. Proportion of people who want help planning for future need for services²³.

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

Un-collapsed and unweighted data are shown in Appendix B.

²³ This indicator also appears in the Service Coordination domain.

Graph 111. Proportion of people who want help planning for their future service needs



Control

People feel in control of their lives

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

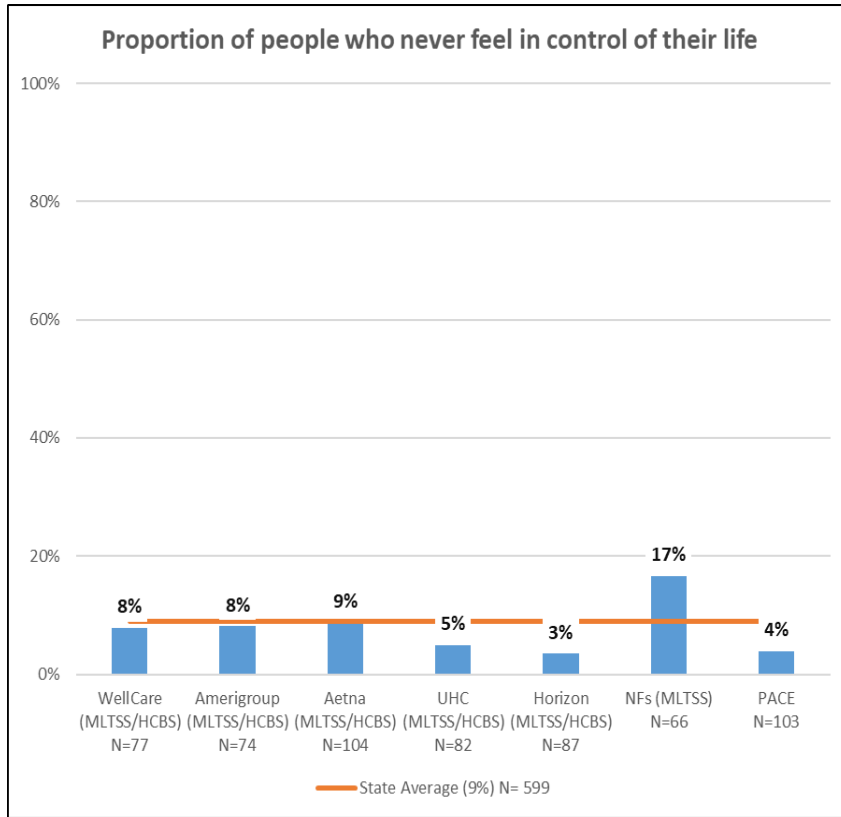
1. Proportion of people who feel in control of their lives.

There are two²⁴ survey items that corresponds to the Control domain.

Un-collapsed and unweighted data are shown in Appendix B.

²⁴ Data for one item are presented in Appendix B only.

Graph 112. Proportion of people who never feel in control of their life



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 from both numerator and denominator.

Table A1. Outcome Variables – Collapsing Rules

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

Domain	Item	Graph #	Collapsing Logic
	Proportion of people whose paid support staff show up and leave when they are supposed to	15	Collapse “Some, or usually” and “No, never or rarely”
	Proportion of people whose services meet all their needs and goals	18	Collapse “No, not at all” and “Some needs and goals”
	Proportion of people whose family member (paid or unpaid) is the person who helps them most often	20	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis)	21	Add proportions: “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
Care Coordination	Proportion of people who felt comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility in the past year	24	Collapse “No” and “In-between”
	Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)	26	Collapse “No” and “In-between, or some conditions”
Access	Proportion of people who have transportation when they want to do things outside of their home	27	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	28	Collapse “No” and “Sometimes”
	Proportion of people who receive information about their services in the language they prefer (if non-English)	29	Collapse “No” and “Some information”
	Proportion 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 upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade	31	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need bathroom modifications (other than grab bars) but do not have them	32	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade	33	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a specialized bed but do not have it	34	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a specialized bed but need an upgrade	35	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion 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 upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade	37	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a remote monitoring system but do not have it	38	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a remote monitoring system but need an upgrade	39	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need an emergency response system but do not have it	40	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have an emergency response system but need an upgrade	41	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need some other home modification but do not have it	42	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have some other home modification but need an upgrade	43	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a walker but do not have it	44	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a walker but need an upgrade	45	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a scooter but do not have it	46	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a scooter but need an upgrade	47	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a wheelchair but do not have it	48	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a wheelchair but need an upgrade	49	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need hearing aids but do not have them	50	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have hearing aids but need an upgrade	51	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need glasses but do not have them	52	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have glasses but need an upgrade	53	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need a CPAP machine but don’t have it	54	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have a CPAP machine but need an upgrade	55	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who need some other assistive device but do not have it	56	Collapse “Has one, but needs upgrade”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
	Proportion of people who have some other assistive device but need an upgrade	57	Collapse “Needs one”, “Has one and doesn’t need upgrade”, and “Doesn’t need”
Safety	Proportion of people with concerns about falling or being unstable	62	Collapse “Yes, often” and “Sometimes”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	68	Collapse “Usually” and “No, rarely”
Wellness	Proportion of people in poor health	76	Collapse “Excellent”, “Very good”, “Good” and “Fair”
	Proportion of people whose health has gotten better compared to 12 months ago	77	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Proportion of people who often feel sad or depressed	81	Collapse “Never, or almost never”, “Not often”, and “Sometimes”
	Proportion of people whose hearing is poor	83	Collapse “Good” and “Fair”
	Proportion of people whose vision is poor	84	Collapse “Good” and “Fair”
Medications	Proportion of people who understand what they take their prescription medications for	87	Collapse “No” and “In-between, or some medications”

Domain	Item	Graph #	Collapsing Logic
Rights and Respect	Proportion of people whose paid support staff treat them with respect	88	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people whose permission is asked before others enter their home/room (if in group setting)	89	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy in their home (if in group setting)	91	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who can use the phone privately whenever they want to (if in group setting)	93	Collapse “No, never or rarely” and “Usually”
Self-Direction of Care	Proportion of people who can choose or change what kind of services they get	97	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change how often and when they get services	98	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can change their paid support staff if they wanted to	99	Collapse “No” and “Sometimes, or some”
Work	Proportion of people who would like a job (if not currently employed)	101	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who would like to do volunteer work (if not currently volunteering)	104	Collapse “Yes” and “Maybe, not sure”
Everyday Living	Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)	105	Collapse “A lot” and “Some”
	Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)	107	Collapse “A lot” and “Some”
	Proportion of people who have access to healthy foods when they want them	109	Collapse “No, never” and “Sometimes”
Affordability	Proportion of people who ever have to skip a meal due to financial worries	110	Collapse “Yes, often” and “Sometimes”
Control	Proportion of people who never feel in control of their life	112	Collapse “Yes, almost always, always” and “In-between, sometimes”

Appendix B: Un-Collapsed and Un-Weighted Data

Demographic Tables

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

	Average Age	N
WellCare (MLTSS/HCBS)	71.2	93
Amerigroup (MLTSS/HCBS)	67.6	88
Aetna (MLTSS/HCBS)	59.0	115
UHC (MLTSS/HCBS)	74.2	131
Horizon (MLTSS/HCBS)	62.9	114
NFs (MLTSS)	72.2	92
PACE	72.5	101
Unknown	65.0	7
Sample Average	68.4	741

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
WellCare (MLTSS/HCBS)	85%	14%	1%	109
Amerigroup (MLTSS/HCBS)	82%	17%	1%	107
Aetna (MLTSS/HCBS)	96%	4%	0%	120
UHC (MLTSS/HCBS)	93%	7%	0%	141
Horizon (MLTSS/HCBS)	88%	11%	1%	129
NFs (MLTSS)	77%	23%	0%	120
PACE	91%	9%	0%	111
Unknown	100%	0%	0%	7
Sample Average	88%	12%	0%	844

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
WellCare (MLTSS/HCBS)	38%	62%	0%	0%	109
Amerigroup (MLTSS/HCBS)	26%	74%	0%	0%	106
Aetna (MLTSS/HCBS)	56%	44%	0%	0%	120
UHC (MLTSS/HCBS)	32%	68%	0%	0%	139
Horizon (MLTSS/HCBS)	43%	57%	0%	0%	129
NFs (MLTSS)	38%	63%	0%	0%	120
PACE	42%	58%	0%	0%	111
Unknown	14%	86%	0%	0%	7
Sample Average	39%	61%	0%	0%	841

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
WellCare (MLTSS/HCBS)	0%	4%	25%	0%	46%	19%	7%	0%	109
Amerigroup (MLTSS/HCBS)	0%	1%	19%	0%	59%	15%	7%	0%	106
Aetna (MLTSS/HCBS)	0%	1%	19%	0%	63%	13%	5%	0%	120
UHC (MLTSS/HCBS)	1%	26%	8%	1%	17%	34%	14%	0%	141
Horizon (MLTSS/HCBS)	1%	2%	19%	1%	55%	16%	5%	1%	129
NFs (MLTSS)	0%	2%	23%	1%	63%	8%	3%	0%	120
PACE	6%	3%	40%	0%	40%	17%	1%	0%	111
Unknown	0%	0%	14%	0%	71%	14%	0%	0%	7
Sample Average	1%	6%	21%	0%	48%	18%	6%	0%	843

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
WellCare (MLTSS/HCBS)	21%	14%	18%	33%	14%	107
Amerigroup (MLTSS/HCBS)	23%	18%	16%	33%	10%	106
Aetna (MLTSS/HCBS)	43%	13%	21%	17%	7%	119
UHC (MLTSS/HCBS)	16%	37%	9%	30%	9%	139
Horizon (MLTSS/HCBS)	33%	13%	11%	28%	16%	128
NFs (MLTSS)	30%	10%	8%	39%	12%	119
PACE	25%	15%	24%	35%	0%	110
Unknown	14%	14%	57%	14%	0%	7
Sample Average	27%	17%	15%	31%	10%	835

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
WellCare (MLTSS/HCBS)	75%	15%	9%	1%	109
Amerigroup (MLTSS/HCBS)	85%	9%	6%	0%	106
Aetna (MLTSS/HCBS)	90%	9%	1%	0%	119
UHC (MLTSS/HCBS)	23%	34%	43%	0%	141
Horizon (MLTSS/HCBS)	77%	11%	12%	0%	129
NFs (MLTSS)	83%	9%	6%	2%	120
PACE	83%	14%	3%	0%	111
Unknown	86%	14%		0%	7
Sample Average	72%	15%	12%	0%	842

Table 7. Type of residential area²⁵

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	0%	109
Amerigroup (MLTSS/HCBS)	89%	2%	0%	0%	9%	107
Aetna (MLTSS/HCBS)	91%	1%	1%	0%	8%	120
UHC (MLTSS/HCBS)	99%	0%	0%	0%	1%	141
Horizon (MLTSS/HCBS)	93%	1%	0%	0%	6%	129
NFs (MLTSS)	84%	0%	0%	0%	16%	120
PACE	69%	12%	0%	0%	19%	111
Unknown	86%	0%	0%	0%	14%	7
Sample Average	90%	2%	0%	0%	8%	844

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
WellCare (MLTSS/HCBS)	82%	6%	0%	8%	1%	0%	4%	0%	109
Amerigroup (MLTSS/HCBS)	49%	16%	11%	24%	0%	0%	0%	0%	106
Aetna (MLTSS/HCBS)	35%	16%	37%	10%	0%	0%	3%	0%	120
UHC (MLTSS/HCBS)	81%	12%	1%	2%	2%	0%	1%	0%	141
Horizon (MLTSS/HCBS)	57%	11%	19%	12%	2%	0%	0%	0%	129
NFs (MLTSS)	0%	0%	0%	0%	100%	0%	0%	0%	120
PACE	58%	34%	0%	4%	4%	0%	1%	0%	111
Unknown	71%	14%	14%	0%	0%	0%	0%	0%	7
Sample Average	52%	13%	10%	8%	15%	0%	1%	0%	843

²⁵ 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 the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/Unclear	N
WellCare (MLTSS/HCBS)	43%	16%	34%	2%	0%	7%	0%	108
Amerigroup (MLTSS/HCBS)	38%	16%	18%	1%	2%	28%	0%	105
Aetna (MLTSS/HCBS)	32%	9%	11%	2%	1%	46%	2%	120
UHC (MLTSS/HCBS)	29%	32%	37%	1%	0%	4%	0%	141
Horizon (MLTSS/HCBS)	27%	11%	30%	1%	2%	30%	2%	128
NFs (MLTSS)	3%	0%	0%	0%	8%	97%	0%	118
PACE	68%	13%	17%	1%	0%	3%	0%	111
Unknown	33%	0%	50%	0%	0%	17%	0%	6
Sample Average	33%	14%	22%	1%	2%	30%	0%	837

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
WellCare (MLTSS/HCBS)	92%	8%	0%	109
Amerigroup (MLTSS/HCBS)	95%	5%	0%	104
Aetna (MLTSS/HCBS)	92%	7%	2%	119
UHC (MLTSS/HCBS)	89%	6%	5%	141
Horizon (MLTSS/HCBS)	95%	2%	4%	129
NFs (MLTSS)	98%	2%	0%	119
PACE	96%	2%	2%	111
Unknown	100%	0%	0%	7
Sample Average	94%	4%	2%	839

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
WellCare (MLTSS/HCBS)	75%	13%	0%	0%	0%	0%	0%	13%	8
Amerigroup (MLTSS/HCBS)	20%	40%	20%	0%	0%	0%	20%	0%	5
Aetna (MLTSS/HCBS)	57%	0%	29%	0%	0%	14%	0%	0%	7
UHC (MLTSS/HCBS)	100%	0%	0%	0%	0%	0%	0%	0%	7
Horizon (MLTSS/HCBS)	0%	0%	0%	100%	0%	0%	0%	0%	1
NFs (MLTSS)	0%	0%	0%	0%	100%	0%	0%	0%	2
PACE	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	63%	9%	9%	3%	6%	3%	3%	3%	32

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
WellCare (MLTSS/HCBS)	26%	74%	0%	109
Amerigroup (MLTSS/HCBS)	15%	85%	0%	106
Aetna (MLTSS/HCBS)	22%	78%	0%	120
UHC (MLTSS/HCBS)	68%	32%	0%	141
Horizon (MLTSS/HCBS)	38%	59%	2%	128
NFs (MLTSS)	18%	81%	1%	119
PACE	35%	64%	1%	111
Unknown	14%	86%	0%	7
Sample Average	33%	66%	1%	841

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

	No	Yes	Don’t Know/Unclear	N
WellCare (MLTSS/HCBS)	82%	17%	1%	106
Amerigroup (MLTSS/HCBS)	69%	31%	0%	107
Aetna (MLTSS/HCBS)	89%	10%	1%	119
UHC (MLTSS/HCBS)	77%	22%	1%	136
Horizon (MLTSS/HCBS)	72%	24%	4%	127
NFs (MLTSS)	57%	43%	1%	120
PACE	91%	6%	3%	111
Unknown	86%	14%	0%	7
Sample Average	77%	22%	1%	833

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
WellCare (MLTSS/HCBS)	96%	4%	0%	107
Amerigroup (MLTSS/HCBS)	85%	15%	0%	104
Aetna (MLTSS/HCBS)	56%	44%	0%	120
UHC (MLTSS/HCBS)	95%	4%	1%	136
Horizon (MLTSS/HCBS)	70%	27%	3%	127
NFs (MLTSS)	95%	5%	0%	119
PACE	99%	1%	0%	111
Unknown	86%	14%	0%	7
Sample Average	85%	14%	1%	831

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
WellCare (MLTSS/HCBS)	98%		2%	108
Amerigroup (MLTSS/HCBS)	96%	4%	0%	107
Aetna (MLTSS/HCBS)	98%	1%	1%	120
UHC (MLTSS/HCBS)	97%	2%	1%	139
Horizon (MLTSS/HCBS)	88%	3%	9%	128
NFs (MLTSS)	97%	3%	0%	119
PACE	98%	1%	1%	110
Unknown	100%		0%	7
Sample Average	96%	2%	2%	838

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
WellCare (MLTSS/HCBS)	7%	24%	55%	21%	1%	108
Amerigroup (MLTSS/HCBS)	11%	25%	56%	15%	1%	105
Aetna (MLTSS/HCBS)	11%	35%	39%	23%	1%	120
UHC (MLTSS/HCBS)	9%	10%	66%	21%	0%	140
Horizon (MLTSS/HCBS)	12%	30%	47%	19%	2%	125
NFs (MLTSS)	31%	45%	16%	15%	1%	120
PACE	3%	23%	54%	25%	0%	110
Unknown	17%	33%	33%	33%	0%	6
Sample Average	12%	27%	48%	20%	1%	834

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

	No	Yes	Don't Know/Unclear	N
WellCare (MLTSS/HCBS)	80%	19%	2%	108
Amerigroup (MLTSS/HCBS)	72%	22%	6%	104
Aetna (MLTSS/HCBS)	76%	18%	7%	119
UHC (MLTSS/HCBS)	80%	14%	6%	139
Horizon (MLTSS/HCBS)	73%	21%	6%	129
NFs (MLTSS)	85%	13%	3%	120
PACE	77%	23%	0%	111
Unknown	83%	17%	0%	6
Sample Average	78%	18%	4%	836

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
WellCare (MLTSS/HCBS)	14%	86%	0%	109
Amerigroup (MLTSS/HCBS)	13%	87%	0%	107
Aetna (MLTSS/HCBS)	17%	83%	0%	119
UHC (MLTSS/HCBS)	14%	86%	0%	140
Horizon (MLTSS/HCBS)	15%	85%	0%	126
NFs (MLTSS)	11%	88%	1%	119
PACE	5%	95%	1%	110
Unknown	0%	100%	0%	4
Sample Average	13%	87%	0%	834

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
WellCare (MLTSS/HCBS)	0%	35%	63%	2%	0%	109
Amerigroup (MLTSS/HCBS)	0%	2%	47%	51%	0%	107
Aetna (MLTSS/HCBS)	0%	3%	47%	51%	0%	120
UHC (MLTSS/HCBS)	0%	6%	81%	13%	0%	141
Horizon (MLTSS/HCBS)	1%	3%	46%	36%	14%	129
NFs (MLTSS)	1%	3%	81%	15%	0%	119
PACE	1%	0%	44%	55%	0%	111
Unknown	0%	0%	25%	75%	0%	4
Sample Average	0%	7%	59%	32%	2%	840

Table 20. Has legal guardian

	No	Yes	Don't Know	N
WellCare (MLTSS/HCBS)	96%	4%	0%	109
Amerigroup (MLTSS/HCBS)	93%	7%	0%	107
Aetna (MLTSS/HCBS)	89%	11%	0%	120
UHC (MLTSS/HCBS)	89%	11%	0%	141
Horizon (MLTSS/HCBS)	70%	29%	2%	129
NFs (MLTSS)	88%	12%	0%	119
PACE	100%	0%	0%	110
Unknown	100%	0%	0%	4
Sample Average	89%	11%	0%	839

Community Participation — un-collapsed tables

Table 21. Proportion of people who are as active in the community as they would like to be

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	46%	8%	44%	0%	3%	79
Amerigroup (MLTSS/HCBS)	47%	8%	45%	0%	0%	77
Aetna (MLTSS/HCBS)	55%	3%	40%	2%	0%	104
UHC (MLTSS/HCBS)	31%	12%	55%	0%	2%	85
Horizon (MLTSS/HCBS)	49%	9%	42%	0%	0%	89
NFs (MLTSS)	50%	8%	41%	2%	0%	66
PACE	30%	14%	54%	2%	0%	109
Unknown	50%	0%	50%	0%	0%	6
Sample Average	44%	9%	46%	1%	1%	615

Table 22a. 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
WellCare (MLTSS/HCBS)	7%	26%	5%	71%	10%	2%	42
Amerigroup (MLTSS/HCBS)	24%	24%	5%	73%	12%	0%	41
Aetna (MLTSS/HCBS)	17%	40%	27%	67%	13%	2%	60
UHC (MLTSS/HCBS)	14%	31%	25%	78%	17%	3%	36
Horizon (MLTSS/HCBS)	23%	33%	10%	62%	15%	6%	52
NFs (MLTSS)	18%	32%	8%	53%	13%	0%	38
PACE	6%	29%	10%	54%	6%	2%	48
Unknown	33%	33%	0%	67%	0%	0%	3
Sample Average	16%	31%	13%	65%	12%	2%	320

Table 22b. Reasons that people are not as active in the community as they would like to be (continued)

	Feeling Unsafe	No Community Activities Outside of Home	Lack of Info/ Doesn't Know What's Available	Other	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	5%	2%	17%	10%	5%	0%	42
Amerigroup (MLTSS/HCBS)	10%	7%	10%	12%	2%	2%	41
Aetna (MLTSS/HCBS)	2%	12%	12%	12%	0%	0%	60
UHC (MLTSS/HCBS)	0%	0%	3%	3%	0%	0%	36
Horizon (MLTSS/HCBS)	2%	8%	19%	12%	0%	0%	52
NFs (MLTSS)	0%	5%	21%	18%	3%	0%	38
PACE	6%	6%	4%	10%	13%	0%	48
Unknown	0%	0%	0%	0%	0%	0%	3
Sample Average	3%	6%	12%	11%	3%	0%	320

Table 23. Proportion 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
WellCare (MLTSS/HCBS)	34%	62%	0%	4%	79
Amerigroup (MLTSS/HCBS)	40%	60%	0%	0%	73
Aetna (MLTSS/HCBS)	43%	56%	0%	1%	100
UHC (MLTSS/HCBS)	24%	73%	1%	1%	86
Horizon (MLTSS/HCBS)	35%	65%	0%	0%	88
NFs (MLTSS)	49%	46%	2%	3%	65
PACE	19%	78%	3%	0%	108
Unknown	50%	50%	0%	0%	6
Sample Average	34%	64%	1%	1%	605

Choice and Decision Making — un-collapsed

Table 24. Proportion of people who are able to choose their roommate (if in group setting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	1
Amerigroup (MLTSS/HCBS)	36%	64%	0%	0%	11
Aetna (MLTSS/HCBS)	67%	28%	6%	0%	18
UHC (MLTSS/HCBS)	0%	100%	0%	0%	1
Horizon (MLTSS/HCBS)	57%	29%	14%	0%	14
NFs (MLTSS)	73%	15%	12%	0%	60
PACE	100%	0%	0%	0%	2
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	66%	24%	9%	0%	107

Table 25. Proportion of people who get up and go to bed when they want to

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	4%	6%	90%	0%	0%	78
Amerigroup (MLTSS/HCBS)	1%	7%	92%	0%	0%	76
Aetna (MLTSS/HCBS)	6%	10%	84%	0%	0%	100
UHC (MLTSS/HCBS)	1%	7%	92%	0%	0%	84
Horizon (MLTSS/HCBS)	1%	6%	92%	1%	0%	88
NFs (MLTSS)	9%	17%	74%	0%	0%	66
PACE	0%	7%	92%	1%	0%	107
Unknown	0%	0%	100%	0%	0%	6
Sample Average	3%	8%	88%	0%	0%	605

Table 26. Proportion 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
WellCare (MLTSS/HCBS)	5%	0%	94%	1%	0%	0%	78
Amerigroup (MLTSS/HCBS)	3%	7%	91%	0%	0%	0%	75
Aetna (MLTSS/HCBS)	7%	9%	84%	0%	0%	0%	103
UHC (MLTSS/HCBS)	2%	4%	93%	0%	0%	1%	84
Horizon (MLTSS/HCBS)	6%	10%	84%	0%	0%	0%	88
NFs (MLTSS)	31%	28%	42%	0%	0%	0%	65
PACE	3%	6%	92%	0%	0%	0%	106
Unknown	0%	0%	100%	0%	0%	0%	5
Sample Average	7%	8%	84%	0%	0%	0%	604

Table 27. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	0%	50%	50%	0%	0%	6
Amerigroup (MLTSS/HCBS)	7%	10%	79%	3%	0%	29
Aetna (MLTSS/HCBS)	9%	29%	55%	7%	0%	55
UHC (MLTSS/HCBS)	0%	50%	50%	0%	0%	4
Horizon (MLTSS/HCBS)	11%	17%	69%	3%	0%	35
NFs (MLTSS)	29%	47%	12%	12%	0%	66
PACE	25%	38%	38%	0%	0%	8
Unknown	0%	100%	0%	0%	0%	1
Sample Average	16%	32%	46%	7%	0%	204

Relationships — un-collapsed

Table 28. Proportion of people who are able to see or talk to friends/family when they want to (if there are friends and family who don't live with them)

	No, or Rarely	Most of the Time, Usually, or Some Family and/or Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	2%	8%	91%	0%	0%	66
Amerigroup (MLTSS/HCBS)	1%	4%	94%	0%	0%	67
Aetna (MLTSS/HCBS)	1%	15%	84%	0%	0%	93
UHC (MLTSS/HCBS)	1%	6%	93%	0%	0%	71
Horizon (MLTSS/HCBS)	3%	10%	88%	0%	0%	80
NFs (MLTSS)	6%	21%	73%	0%	0%	52
PACE	2%	19%	79%	0%	0%	99
Unknown	0%	0%	100%	0%	0%	5
Sample Average	2%	12%	86%	0%	0%	533

Table 29. 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
WellCare (MLTSS/HCBS)	33%	33%	0%	17%	0%	67%	0%	6
Amerigroup (MLTSS/HCBS)	0%	33%	0%	33%	0%	0%	33%	3
Aetna (MLTSS/HCBS)	14%	57%	0%	29%	0%	36%	7%	14
UHC (MLTSS/HCBS)	60%	80%	0%	20%	0%	20%	0%	5
Horizon (MLTSS/HCBS)	40%	60%	10%	30%	0%	30%	0%	10
NFs (MLTSS)	8%	42%	0%	8%	0%	50%	0%	12
PACE	19%	48%	0%	14%	0%	29%	5%	21
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	23%	51%	1%	20%	0%	35%	4%	71

Satisfaction — un-collapsed

Table 30. Proportion of people who like where they are living

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	9%	8%	82%	0%	1%	78
Amerigroup (MLTSS/HCBS)	9%	4%	87%	0%	0%	76
Aetna (MLTSS/HCBS)	12%	19%	70%	0%	0%	102
UHC (MLTSS/HCBS)	7%	9%	84%	0%	0%	85
Horizon (MLTSS/HCBS)	8%	8%	83%	0%	1%	87
NFs (MLTSS)	14%	12%	70%	5%	0%	66
PACE	6%	10%	83%	0%	0%	108
Unknown	0%	17%	83%	0%	0%	6
Sample Average	9%	10%	80%	0%	0%	608

Table 31a. Reasons for not liking where people live

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
WellCare (MLTSS/HCBS)	15%	31%	15%	8%	23%	13
Amerigroup (MLTSS/HCBS)	10%	10%	10%	10%	20%	10
Aetna (MLTSS/HCBS)	23%	3%	6%	13%	42%	31
UHC (MLTSS/HCBS)	23%	15%	8%	0%	15%	13
Horizon (MLTSS/HCBS)	7%	7%	0%	7%	7%	14
NFs (MLTSS)	0%	6%	0%	0%	47%	17
PACE	6%	6%	0%	17%	22%	18
Unknown	0%	0%	0%	0%	0%	1
Sample Average	13%	9%	5%	9%	28%	117

Table 31b. Reasons for not liking where people live (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
WellCare (MLTSS/HCBS)	15%	23%	15%	8%	15%	13
Amerigroup (MLTSS/HCBS)	30%	10%	20%	10%	0%	10
Aetna (MLTSS/HCBS)	16%	13%	6%	6%	19%	31
UHC (MLTSS/HCBS)	31%	15%	0%	0%	8%	13
Horizon (MLTSS/HCBS)	7%	36%	14%	0%	7%	14
NFs (MLTSS)	6%	0%	24%	12%	12%	17
PACE	6%	22%	6%	6%	33%	18
Unknown	0%	0%	0%	0%	100%	1
Sample Average	15%	16%	11%	6%	16%	117

Table 31c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family/ Friends	Feels Isolated from Community/Feels Lonely	Other	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	23%	15%	0%	54%	0%	0%	13
Amerigroup (MLTSS/HCBS)	10%	0%	0%	70%	0%	0%	10
Aetna (MLTSS/HCBS)	26%	26%	3%	45%	0%	0%	31
UHC (MLTSS/HCBS)	23%	0%	8%	46%	0%	0%	13
Horizon (MLTSS/HCBS)	7%	14%	7%	36%	0%	0%	14
NFs (MLTSS)	12%	29%	0%	41%	0%	0%	17
PACE	11%	6%	6%	22%	0%	0%	18
Unknown	0%	0%	0%	0%	0%	0%	1
Sample Average	17%	15%	3%	43%	0%	0%	117

Table 32. Proportion of people who would prefer to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	69%	4%	25%	3%	80
Amerigroup (MLTSS/HCBS)	76%	4%	18%	1%	76
Aetna (MLTSS/HCBS)	52%	9%	38%	1%	100
UHC (MLTSS/HCBS)	74%	2%	23%	1%	84
Horizon (MLTSS/HCBS)	80%	2%	17%	0%	86
NFs (MLTSS)	56%	3%	39%	2%	64
PACE	76%	8%	15%	1%	107
Unknown	83%	0%	17%	0%	6
Sample Average	69%	5%	25%	1%	603

Table 33a. Where people would prefer to live (if would prefer 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
WellCare (MLTSS/HCBS)	61%	13%	4%	0%	23
Amerigroup (MLTSS/HCBS)	69%	0%	0%	0%	16
Aetna (MLTSS/HCBS)	59%	17%	7%	0%	46
UHC (MLTSS/HCBS)	57%	5%	0%	0%	21
Horizon (MLTSS/HCBS)	76%	12%	0%	0%	17
NFs (MLTSS)	56%	22%	15%	0%	27
PACE	56%	8%	4%	0%	25
Unknown	100%	0%	0%	0%	1
Sample Average	61%	13%	5%	0%	176

Table 33b. Where people would prefer to live (if would prefer to live somewhere else, continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	0%	22%	0%	0%	23
Amerigroup (MLTSS/HCBS)	0%	19%	13%	0%	16
Aetna (MLTSS/HCBS)	0%	13%	2%	2%	46
UHC (MLTSS/HCBS)	0%	38%	0%	0%	21
Horizon (MLTSS/HCBS)	0%	12%	0%	0%	17
NFs (MLTSS)	0%	0%	7%	0%	27
PACE	4%	20%	8%	0%	25
Unknown	0%	0%	0%	0%	1
Sample Average	1%	16%	4%	1%	176

Table 34. Proportion of people who like how they usually spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	9%	19%	68%	4%	0%	78
Amerigroup (MLTSS/HCBS)	8%	23%	68%	0%	0%	73
Aetna (MLTSS/HCBS)	14%	29%	56%	1%	0%	103
UHC (MLTSS/HCBS)	5%	29%	65%	0%	1%	84
Horizon (MLTSS/HCBS)	8%	31%	61%	0%	0%	87
NFs (MLTSS)	5%	47%	48%	0%	0%	66
PACE	3%	35%	60%	1%	1%	106
Unknown	33%	17%	50%	0%	0%	6
Sample Average	8%	30%	61%	1%	0%	603

Table 35. Proportion 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
WellCare (MLTSS/HCBS)	81%	9%	6%	2%	0%	2%	47
Amerigroup (MLTSS/HCBS)	77%	7%	14%	2%	0%	0%	44
Aetna (MLTSS/HCBS)	64%	24%	11%	0%	1%	0%	80
UHC (MLTSS/HCBS)	82%	10%	4%	0%	2%	2%	51
Horizon (MLTSS/HCBS)	67%	4%	26%	4%	0%	0%	54
NFs (MLTSS)	57%	22%	13%	4%	4%	0%	54
PACE	69%	19%	8%	3%	0%	0%	72
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	70%	15%	12%	2%	1%	0%	404

Table 36. Proportion of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	9%	9%	83%	0%	0%	46
Amerigroup (MLTSS/HCBS)	5%	9%	86%	0%	0%	43
Aetna (MLTSS/HCBS)	6%	25%	67%	1%	0%	79
UHC (MLTSS/HCBS)	0%	8%	92%	0%	0%	51
Horizon (MLTSS/HCBS)	9%	11%	80%	0%	0%	55
NFs (MLTSS)	2%	41%	56%	2%	0%	54
PACE	0%	13%	88%	0%	0%	72
Unknown	0%	0%	100%	0%	0%	2
Sample Average	4%	17%	78%	0%	0%	402

Service Coordination — un-collapsed

Table 37. Proportion of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	13%	6%	78%	4%	72
Amerigroup (MLTSS/HCBS)	14%	6%	78%	1%	69
Aetna (MLTSS/HCBS)	14%	15%	68%	2%	92
UHC (MLTSS/HCBS)	22%	10%	66%	2%	82
Horizon (MLTSS/HCBS)	6%	10%	84%	0%	79
NFs (MLTSS)	25%	13%	60%	2%	60
PACE	3%	17%	80%	1%	103
Unknown	0%	0%	100%	0%	5
Sample Average	13%	11%	74%	2%	562

Table 38. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	9%	12%	74%	4%	1%	82
Amerigroup (MLTSS/HCBS)	6%	4%	88%	2%	0%	83
Aetna (MLTSS/HCBS)	9%	14%	71%	5%	0%	97
UHC (MLTSS/HCBS)	5%	5%	79%	10%	1%	112
Horizon (MLTSS/HCBS)	9%	7%	82%	3%	0%	105
NFs (MLTSS)	3%	14%	68%	14%	1%	73
PACE	3%	11%	81%	4%	0%	97
Unknown	17%	17%	67%	0%	0%	6
Sample Average	6%	9%	78%	6%	0%	655

Table 39. Proportion of people whose paid support staff show up and leave when they are supposed to

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	5%	5%	85%	2%	0%	3%	62
Amerigroup (MLTSS/HCBS)	4%	7%	86%	4%	0%	0%	56
Aetna (MLTSS/HCBS)	2%	6%	89%	1%	1%	0%	83
UHC (MLTSS/HCBS)	2%	8%	86%	1%	1%	1%	84
Horizon (MLTSS/HCBS)	0%	9%	88%	3%	0%	0%	66
NFs (MLTSS)	1%	12%	76%	5%	5%	1%	85
PACE	0%	11%	85%	3%	1%	0%	75
Unknown	0%	0%	100%	0%	0%	0%	2
Sample Average	2%	8%	85%	3%	1%	1%	513

Table 40. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	29%	66%	5%	1%	108
Amerigroup (MLTSS/HCBS)	21%	71%	7%	1%	105
Aetna (MLTSS/HCBS)	32%	56%	10%	2%	118
UHC (MLTSS/HCBS)	24%	64%	11%	1%	141
Horizon (MLTSS/HCBS)	23%	73%	4%	0%	128
NFs (MLTSS)	11%	76%	13%	0%	118
PACE	32%	45%	17%	6%	110
Unknown	14%	71%	14%	0%	7
Sample Average	24%	65%	9%	2%	835

Table 41. Proportion of people who want help planning for their future service needs

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	30%	56%	10%	4%	80
Amerigroup (MLTSS/HCBS)	32%	55%	12%	1%	77
Aetna (MLTSS/HCBS)	29%	65%	5%	1%	103
UHC (MLTSS/HCBS)	38%	53%	5%	3%	86
Horizon (MLTSS/HCBS)	39%	48%	13%	0%	87
NFs (MLTSS)	52%	32%	17%	0%	66
PACE	47%	32%	17%	5%	109
Unknown	33%	67%	0%	0%	6
Sample Average	38%	49%	11%	2%	614

Table 42. Proportion of people whose services meet their needs and goals

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	8%	22%	71%	0%	0%	102
Amerigroup (MLTSS/HCBS)	4%	18%	75%	2%	1%	104
Aetna (MLTSS/HCBS)	6%	26%	66%	2%	0%	116
UHC (MLTSS/HCBS)	3%	22%	74%	1%	0%	139
Horizon (MLTSS/HCBS)	4%	25%	70%	2%	0%	126
NFs (MLTSS)	3%	13%	82%	2%	0%	119
PACE	1%	11%	84%	2%	3%	110
Unknown	14%	0%	86%	0%	0%	7
Sample Average	4%	20%	74%	1%	0%	823

Table 43a. Additional services that might help

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
WellCare (MLTSS/HCBS)	2%	13%	6%	6%	7%	108
Amerigroup (MLTSS/HCBS)	0%	4%	4%	1%	3%	102
Aetna (MLTSS/HCBS)	0%	8%	6%	4%	3%	118
UHC (MLTSS/HCBS)	1%	13%	8%	3%	4%	140
Horizon (MLTSS/HCBS)	0%	8%	4%	2%	6%	126
NFs (MLTSS)	5%	1%	0%	0%	0%	119
PACE	0%	0%	0%	1%	4%	110
Unknown	0%	33%	0%	17%	17%	6
Sample Average	1%	7%	4%	3%	4%	829

Table 43b. Additional services that might help (continued)

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
WellCare (MLTSS/HCBS)	7%	13%	6%	4%	3%	8%	108
Amerigroup (MLTSS/HCBS)	3%	6%	4%	1%	1%	7%	102
Aetna (MLTSS/HCBS)	3%	11%	3%	3%	2%	4%	118
UHC (MLTSS/HCBS)	3%	13%	5%	0%	1%	7%	140
Horizon (MLTSS/HCBS)	2%	8%	6%	2%	2%	7%	126
NFs (MLTSS)	1%	1%	0%	2%	0%	4%	119
PACE	0%	0%	0%	1%	0%	0%	110
Unknown	0%	17%	0%	0%	0%	0%	6
Sample Average	3%	8%	3%	2%	1%	5%	829

Table 43c. Additional services that might help (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	17%	5%	1%	5%	13%	6%	0%	108
Amerigroup (MLTSS/HCBS)	3%	1%	0%	1%	17%	9%	1%	102
Aetna (MLTSS/HCBS)	11%	5%	0%	0%	19%	4%	0%	118
UHC (MLTSS/HCBS)	6%	4%	1%	2%	16%	4%	0%	140
Horizon (MLTSS/HCBS)	6%	3%	1%	2%	17%	10%	0%	126
NFs (MLTSS)	3%	0%	0%	0%	8%	12%	0%	119
PACE	3%	2%	0%	3%	3%	9%	7%	110
Unknown	0%	0%	0%	0%	17%	17%	0%	6
Sample Average	7%	3%	0%	2%	14%	8%	1%	829

Table 44. Proportion of people whose case manager/care coordinator talked to them about services that might help with any 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
WellCare (MLTSS/HCBS)	36%	45%	14%	5%	22
Amerigroup (MLTSS/HCBS)	24%	65%	6%	6%	17
Aetna (MLTSS/HCBS)	47%	47%	3%	3%	30
UHC (MLTSS/HCBS)	26%	70%	4%	0%	27
Horizon (MLTSS/HCBS)	38%	62%	0%	0%	29
NFs (MLTSS)	43%	29%	14%	14%	7
PACE	11%	67%	0%	22%	9
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	34%	57%	5%	4%	141

Table 45a. How people first find out about the services available to them

	Friend	Family	Area Agency on Aging or Aging and Disability Resource Center	Center for Independent Living	State or County Agency	N
WellCare (MLTSS/HCBS)	6%	22%	8%	0%	7%	97
Amerigroup (MLTSS/HCBS)	4%	28%	12%	1%	8%	97
Aetna (MLTSS/HCBS)	5%	28%	12%	0%	3%	112
UHC (MLTSS/HCBS)	21%	21%	6%	1%	6%	135
Horizon (MLTSS/HCBS)	9%	18%	7%	0%	8%	119
NFs (MLTSS)	6%	23%	3%	0%	3%	117
PACE	18%	25%	1%	3%	2%	106
Unknown	17%	33%	33%	0%	33%	6
Sample Average	10%	23%	7%	1%	6%	789

Table 45b. How people first find out about the services available to them (continued)

	Case Manager/ Care Coordinator	Doctor	Other Provider	Other	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	20%	10%	14%	13%	7%	0%	97
Amerigroup (MLTSS/HCBS)	13%	7%	18%	5%	9%	1%	97
Aetna (MLTSS/HCBS)	20%	7%	24%	8%	3%	0%	112
UHC (MLTSS/HCBS)	10%	12%	14%	5%	8%	3%	135
Horizon (MLTSS/HCBS)	14%	14%	23%	3%	9%	1%	119
NFs (MLTSS)	5%	18%	25%	4%	20%	1%	117
PACE	12%	16%	23%	8%	8%	1%	106
Unknown	17%	0%	17%	0%	0%	0%	6
Sample Average	13%	12%	20%	6%	9%	1%	789

Table 46a. Who helps most often

	Nobody 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	N
WellCare (MLTSS/HCBS)	5%	53%	10%	1%	30%	108
Amerigroup (MLTSS/HCBS)	12%	56%	8%	0%	23%	106
Aetna (MLTSS/HCBS)	6%	70%	6%	1%	12%	118
UHC (MLTSS/HCBS)	2%	58%	15%	0%	25%	141
Horizon (MLTSS/HCBS)	9%	55%	19%	2%	14%	127
NFs (MLTSS)	8%	83%	0%	0%	7%	120
PACE	11%	61%	0%	0%	26%	110
Unknown	29%	29%	14%	0%	29%	7
Sample Average	8%	62%	9%	0%	19%	837

Table 46b. Who helps most often (continued)

	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	2%	0%	0%	0%	108
Amerigroup (MLTSS/HCBS)	1%	1%	0%	0%	106
Aetna (MLTSS/HCBS)	4%	1%	0%	0%	118
UHC (MLTSS/HCBS)	0%	0%	0%	0%	141
Horizon (MLTSS/HCBS)	1%	1%	0%	0%	127
NFs (MLTSS)	0%	1%	1%	0%	120
PACE	1%	0%	0%	1%	110
Unknown	0%	0%	0%	0%	7
Sample Average	1%	0%	0%	0%	837

Table 47a. 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	N
WellCare (MLTSS/HCBS)	24%	4%	0%	48%	104
Amerigroup (MLTSS/HCBS)	27%	1%	2%	49%	93
Aetna (MLTSS/HCBS)	19%	1%	0%	48%	112
UHC (MLTSS/HCBS)	20%	7%	0%	56%	138
Horizon (MLTSS/HCBS)	19%	3%	0%	56%	116
NFs (MLTSS)	27%	0%	0%	43%	109
PACE	13%	0%	1%	43%	97
Unknown	0%	0%	0%	60%	5
Sample Average	21%	2%	0%	50%	774

Table 47b. Who else helps (continued)

	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	8%	2%	22%	0%	0%	104
Amerigroup (MLTSS/HCBS)	9%	1%	18%	0%	1%	93
Aetna (MLTSS/HCBS)	11%	2%	26%	0%	0%	112
UHC (MLTSS/HCBS)	5%	4%	17%	0%	0%	138
Horizon (MLTSS/HCBS)	7%	1%	18%	1%	0%	116
NFs (MLTSS)	5%	0%	32%	0%	0%	109
PACE	11%	1%	30%	0%	0%	97
Unknown	0%	0%	40%	0%	0%	5
Sample Average	8%	2%	23%	0%	0%	774

Table 48. Proportion 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
WellCare (MLTSS/HCBS)	32%	61%	2%	3%	2%	62
Amerigroup (MLTSS/HCBS)	16%	74%	4%	7%	0%	57
Aetna (MLTSS/HCBS)	16%	72%	1%	11%	0%	82
UHC (MLTSS/HCBS)	19%	72%	2%	5%	2%	85
Horizon (MLTSS/HCBS)	15%	76%	6%	3%	0%	68
NFs (MLTSS)	6%	69%	12%	12%	1%	83
PACE	12%	62%	3%	20%	3%	74
Unknown	0%	100%	0%	0%	0%	2
Sample Average	16%	70%	4%	9%	1%	513

Care Coordination — un-collapsed

Table 49. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or where they live)

	Yes	No	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	64%	34%	2%	0%	108
Amerigroup (MLTSS/HCBS)	65%	30%	5%	0%	107
Aetna (MLTSS/HCBS)	61%	37%	3%	0%	119
UHC (MLTSS/HCBS)	77%	21%	1%	1%	141
Horizon (MLTSS/HCBS)	67%	30%	2%	1%	129
NFs (MLTSS)	71%	23%	6%	0%	119
PACE	73%	24%	1%	2%	108
Unknown	100%	0%	0%	0%	7
Sample Average	69%	28%	3%	0%	838

Table 50. Proportion 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
WellCare (MLTSS/HCBS)	8%	8%	84%	0%	0%	37
Amerigroup (MLTSS/HCBS)	3%	3%	91%	0%	3%	32
Aetna (MLTSS/HCBS)	5%	2%	88%	5%	0%	42
UHC (MLTSS/HCBS)	0%	4%	96%	0%	0%	28
Horizon (MLTSS/HCBS)	0%	5%	92%	0%	3%	39
NFs (MLTSS)	12%	0%	88%	0%	0%	25
PACE	8%	4%	88%	0%	0%	26
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	5%	4%	90%	1%	1%	229

Table 51. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

	No	Yes	N/A – Didn't Need or Want Follow-Up Care	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	22%	73%	0%	5%	0%	37
Amerigroup (MLTSS/HCBS)	9%	91%	0%	0%	0%	32
Aetna (MLTSS/HCBS)	20%	68%	2%	7%	2%	44
UHC (MLTSS/HCBS)	14%	76%	3%	7%	0%	29
Horizon (MLTSS/HCBS)	21%	74%	3%	3%	0%	38
NFs (MLTSS)	11%	74%	4%	11%	0%	27
PACE	12%	73%	8%	8%	0%	26
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	16%	75%	3%	6%	0%	233

Table 52. Proportion of people who know how to manage their chronic condition/s (if has chronic condition/s)

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	18%	5%	72%	1%	3%	93
Amerigroup (MLTSS/HCBS)	16%	11%	70%	1%	1%	79
Aetna (MLTSS/HCBS)	12%	3%	84%	1%	0%	92
UHC (MLTSS/HCBS)	17%	10%	73%	1%	0%	131
Horizon (MLTSS/HCBS)	17%	10%	70%	2%	1%	104
NFs (MLTSS)	35%	12%	44%	7%	1%	99
PACE	8%	14%	78%	0%	0%	87
Unknown	0%	0%	100%	0%	0%	7
Sample Average	18%	9%	70%	2%	1%	692

Access — un-collapsed

Table 53. Proportion of people who have transportation when they want to do things outside of their home (non-medical)

	No	Sometimes	Yes	N/A – Does Not Want to	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	24%	7%	66%	1%	0%	2%	108
Amerigroup (MLTSS/HCBS)	17%	6%	73%	3%	1%	0%	105
Aetna (MLTSS/HCBS)	17%	8%	73%	3%	0%	0%	120
UHC (MLTSS/HCBS)	16%	6%	70%	7%	1%	0%	140
Horizon (MLTSS/HCBS)	13%	7%	75%	5%	0%	0%	128
NFs (MLTSS)	27%	5%	47%	13%	8%	1%	120
PACE	9%	26%	61%	4%	0%	0%	111
Unknown	14%	0%	71%	14%	0%	0%	7
Sample Average	17%	9%	67%	5%	1%	0%	839

Table 54. Proportion of people who have transportation to get to medical appointments when they need to

	No	Sometimes	Yes	N/A – Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	6%	3%	85%	5%	0%	1%	108
Amerigroup (MLTSS/HCBS)	4%	3%	88%	6%	0%	0%	106
Aetna (MLTSS/HCBS)	3%	4%	88%	5%	0%	0%	114
UHC (MLTSS/HCBS)	6%	4%	86%	4%	0%	0%	140
Horizon (MLTSS/HCBS)	3%	3%	88%	4%	2%	0%	128
NFs (MLTSS)	1%	0%	84%	12%	3%	0%	119
PACE	0%	2%	98%	0%	0%	0%	111
Unknown	0%	0%	100%	0%	0%	0%	7
Sample Average	3%	3%	88%	5%	1%	0%	833

Table 55. Proportion of people who receive information about their services in the language they prefer (if non-English)

	No	Some Information	Yes, All Information	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	12%	10%	76%	2%	0%	58
Amerigroup (MLTSS/HCBS)	7%	12%	78%	2%	2%	60
Aetna (MLTSS/HCBS)	3%	6%	90%	1%	0%	70
UHC (MLTSS/HCBS)	24%	14%	61%	1%	0%	116
Horizon (MLTSS/HCBS)	10%	3%	86%	0%	1%	78
NFs (MLTSS)	2%	0%	95%	3%	0%	59
PACE	2%	18%	77%	0%	2%	44
Unknown	0%	0%	100%	0%	0%	3
Sample Average	10%	9%	79%	1%	1%	488

Table 56. Proportion 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 an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	24%	55%	6%	15%	0%	0%	109
Amerigroup (MLTSS/HCBS)	15%	75%	2%	8%	0%	0%	107
Aetna (MLTSS/HCBS)	19%	63%	8%	10%	0%	0%	119
UHC (MLTSS/HCBS)	21%	57%	5%	17%	0%	0%	140
Horizon (MLTSS/HCBS)	26%	60%	2%	11%	1%	0%	129
NFs (MLTSS)	4%	93%	2%	0%	1%	0%	120
PACE	20%	77%	1%	1%	2%	0%	111
Unknown	29%	71%	0%	0%	0%	0%	7
Sample Average	19%	68%	4%	9%	0%	0%	842

Table 57. Proportion of people who need bathroom modifications (other than grab bars)

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	42%	34%	6%	15%	2%	1%	108
Amerigroup (MLTSS/HCBS)	40%	43%	3%	11%	1%	2%	105
Aetna (MLTSS/HCBS)	45%	46%	3%	7%	0%	0%	116
UHC (MLTSS/HCBS)	51%	31%	2%	14%	1%	1%	140
Horizon (MLTSS/HCBS)	48%	38%	2%	8%	2%	2%	127
NFs (MLTSS)	34%	60%	2%	2%	2%	1%	119
PACE	41%	53%	0%	3%	3%	0%	111
Unknown	43%	29%	14%	14%	0%	0%	7
Sample Average	43%	43%	3%	9%	1%	1%	833

Table 58. Proportion of people who need a specialized bed

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	61%	17%	7%	15%	0%	0%	106
Amerigroup (MLTSS/HCBS)	66%	22%	5%	4%	0%	3%	104
Aetna (MLTSS/HCBS)	58%	23%	6%	13%	0%	0%	119
UHC (MLTSS/HCBS)	69%	14%	6%	11%	0%	0%	140
Horizon (MLTSS/HCBS)	59%	24%	8%	7%	2%	0%	123
NFs (MLTSS)	27%	65%	4%	0%	3%	0%	118
PACE	77%	21%	2%	0%	1%	0%	111
Unknown	57%	43%	0%	0%	0%	0%	7
Sample Average	60%	27%	5%	7%	1%	0%	828

Table 59. Proportion 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 an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	64%	19%	1%	15%	1%	0%	109
Amerigroup (MLTSS/HCBS)	71%	22%	1%	6%	0%	0%	107
Aetna (MLTSS/HCBS)	53%	30%	5%	9%	3%	0%	116
UHC (MLTSS/HCBS)	70%	16%	1%	11%	1%	1%	141
Horizon (MLTSS/HCBS)	60%	30%	2%	6%	2%	0%	127
NFs (MLTSS)	55%	39%	0%	1%	3%	1%	119
PACE	65%	31%	1%	0%	2%	1%	110
Unknown	57%	14%	0%	29%	0%	0%	7
Sample Average	63%	27%	2%	7%	2%	0%	836

Table 60. Proportion of people who need a remote monitoring system

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	76%	7%	0%	12%	1%	4%	109
Amerigroup (MLTSS/HCBS)	70%	15%	1%	10%	4%	0%	107
Aetna (MLTSS/HCBS)	71%	6%	1%	12%	10%	0%	118
UHC (MLTSS/HCBS)	84%	5%	0%	11%	1%	0%	140
Horizon (MLTSS/HCBS)	77%	11%	1%	6%	5%	0%	127
NFs (MLTSS)	81%	10%	1%	4%	4%	0%	119
PACE	73%	12%	0%	0%	13%	2%	109
Unknown	67%	17%	0%	17%	0%	0%	6
Sample Average	76%	9%	0%	8%	5%	1%	835

Table 61. Proportion of people who need an emergency response system

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	22%	63%	4%	10%	0%	1%	108
Amerigroup (MLTSS/HCBS)	35%	51%	5%	10%	0%	0%	104
Aetna (MLTSS/HCBS)	45%	36%	6%	9%	3%	2%	118
UHC (MLTSS/HCBS)	34%	48%	4%	13%	1%	1%	140
Horizon (MLTSS/HCBS)	37%	49%	2%	9%	2%	0%	129
NFs (MLTSS)	59%	39%	0%	1%	1%	0%	118
PACE	32%	65%	1%	3%	0%	0%	111
Unknown	50%	50%	0%	0%	0%	0%	6
Sample Average	38%	50%	3%	8%	1%	0%	834

Table 62. Proportion of people who need some other home modification(s)

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	79%	9%	1%	5%	5%	0%	92
Amerigroup (MLTSS/HCBS)	81%	5%	0%	8%	5%	1%	84
Aetna (MLTSS/HCBS)	84%	1%	0%	5%	10%	0%	99
UHC (MLTSS/HCBS)	87%	3%	0%	5%	5%	0%	127
Horizon (MLTSS/HCBS)	81%	3%	2%	8%	5%	1%	115
NFs (MLTSS)	90%	0%	0%	0%	8%	2%	102
PACE	78%	5%	0%	0%	4%	13%	101
Unknown	83%	0%	0%	17%	0%	0%	6
Sample Average	83%	4%	0%	5%	6%	2%	726

Table 63. Proportion of people who need a walker

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	38%	42%	13%	6%	1%	0%	108
Amerigroup (MLTSS/HCBS)	44%	43%	10%	3%	1%	0%	105
Aetna (MLTSS/HCBS)	49%	44%	5%	1%	1%	0%	118
UHC (MLTSS/HCBS)	41%	44%	10%	6%	0%	0%	140
Horizon (MLTSS/HCBS)	43%	47%	7%	2%	1%	0%	127
NFs (MLTSS)	58%	38%	2%	2%	1%	1%	120
PACE	37%	61%	0%	0%	2%	0%	110
Unknown	57%	43%	0%	0%	0%	0%	7
Sample Average	44%	45%	7%	3%	1%	0%	835

Table 64. Proportion of people who need a scooter

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	89%	4%	2%	6%	0%	0%	108
Amerigroup (MLTSS/HCBS)	92%	4%	1%	3%	0%	0%	106
Aetna (MLTSS/HCBS)	79%	7%	5%	9%	0%	0%	118
UHC (MLTSS/HCBS)	91%	1%	3%	3%	1%	0%	140
Horizon (MLTSS/HCBS)	87%	2%	2%	8%	2%	0%	126
NFs (MLTSS)	93%	3%	0%	2%	2%	1%	120
PACE	90%	5%	1%	0%	3%	1%	111
Unknown	100%	0%	0%	0%	0%	0%	7
Sample Average	89%	3%	2%	4%	1%	0%	836

Table 65. Proportion of people who need a wheelchair

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	51%	29%	11%	8%	0%	0%	107
Amerigroup (MLTSS/HCBS)	46%	36%	16%	1%	1%	0%	105
Aetna (MLTSS/HCBS)	44%	41%	9%	6%	0%	0%	120
UHC (MLTSS/HCBS)	65%	21%	11%	4%	0%	0%	140
Horizon (MLTSS/HCBS)	45%	41%	10%	5%	0%	0%	128
NFs (MLTSS)	19%	72%	8%	0%	0%	1%	120
PACE	65%	34%	1%	0%	0%	0%	110
Unknown	43%	57%	0%	0%	0%	0%	7
Sample Average	48%	39%	9%	3%	0%	0%	837

Table 66. Proportion of people who need hearing aids

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	84%	8%		6%	1%	0%	108
Amerigroup (MLTSS/HCBS)	82%	7%	4%	6%	1%	0%	107
Aetna (MLTSS/HCBS)	86%	6%	2%	5%	2%	0%	118
UHC (MLTSS/HCBS)	84%	9%	1%	4%	2%	0%	141
Horizon (MLTSS/HCBS)	80%	8%	2%	7%	4%	0%	129
NFs (MLTSS)	79%	10%	1%	3%	6%	1%	120
PACE	89%	7%	1%	0%	3%	0%	109
Unknown	100%	0%	0%	0%	0%	0%	7
Sample Average	84%	8%	1%	5%	3%	0%	839

Table 67. Proportion of people who need glasses

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	23%	53%	14%	9%	1%	0%	109
Amerigroup (MLTSS/HCBS)	31%	49%	17%	3%	0%	0%	105
Aetna (MLTSS/HCBS)	22%	57%	17%	3%	1%	0%	117
UHC (MLTSS/HCBS)	19%	54%	20%	5%	1%	1%	140
Horizon (MLTSS/HCBS)	29%	53%	12%	5%	2%	0%	126
NFs (MLTSS)	29%	58%	6%	3%	3%	1%	118
PACE	13%	81%	5%	2%	0%	0%	111
Unknown	29%	57%	14%	0%	0%	0%	7
Sample Average	24%	58%	13%	4%	1%	0%	833

Table 68. Proportion of people who need a CPAP machine

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	90%	6%	2%	1%	2%	0%	108
Amerigroup (MLTSS/HCBS)	93%	2%	1%	1%	3%	0%	103
Aetna (MLTSS/HCBS)	81%	7%	5%	3%	3%	2%	118
UHC (MLTSS/HCBS)	92%	4%	1%	1%	1%	0%	139
Horizon (MLTSS/HCBS)	91%	6%	1%	0%	2%	0%	127
NFs (MLTSS)	89%	4%	0%	0%	6%	1%	120
PACE	77%	9%	0%	0%	6%	8%	111
Unknown	86%	0%	0%	14%	0%	0%	7
Sample Average	88%	5%	1%	1%	3%	1%	833

Table 69. Proportion of people who need some other assistive device(s)

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	77%	13%	2%	7%	1%	0%	92
Amerigroup (MLTSS/HCBS)	67%	14%	4%	10%	4%	1%	73
Aetna (MLTSS/HCBS)	84%	6%	1%	7%	2%	0%	85
UHC (MLTSS/HCBS)	76%	13%	2%	8%	2%	0%	127
Horizon (MLTSS/HCBS)	66%	16%	2%	11%	5%	0%	113
NFs (MLTSS)	80%	6%	0%	1%	7%	6%	101
PACE	81%	4%	0%	0%	3%	12%	99
Unknown	67%	17%	0%	17%	0%	0%	6
Sample Average	76%	10%	2%	6%	3%	3%	696

Safety — un-collapsed

Table 70. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	5%	94%	0%	1%	80
Amerigroup (MLTSS/HCBS)	5%	94%	0%	1%	77
Aetna (MLTSS/HCBS)	5%	94%	1%	0%	103
UHC (MLTSS/HCBS)	5%	95%	0%	0%	86
Horizon (MLTSS/HCBS)	1%	99%	0%	0%	87
NFs (MLTSS)	2%	98%	0%	0%	66
PACE	1%	98%	0%	1%	107
Unknown	0%	100%	0%	0%	6
Sample Average	3%	96%	0%	0%	612

Table 71. Proportion 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
WellCare (MLTSS/HCBS)	4%	96%	0%	0%	47
Amerigroup (MLTSS/HCBS)	2%	98%	0%	0%	44
Aetna (MLTSS/HCBS)	3%	98%	0%	0%	80
UHC (MLTSS/HCBS)	2%	98%	0%	0%	51
Horizon (MLTSS/HCBS)	0%	100%	0%	0%	55
NFs (MLTSS)	7%	93%	0%	0%	54
PACE	1%	97%	1%	0%	73
Unknown	0%	100%	0%	0%	2
Sample Average	3%	97%	0%	0%	406

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

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	81%	16%	0%	3%	79
Amerigroup (MLTSS/HCBS)	82%	18%	0%	0%	77
Aetna (MLTSS/HCBS)	75%	25%	0%	0%	103
UHC (MLTSS/HCBS)	83%	17%	0%	0%	84
Horizon (MLTSS/HCBS)	83%	17%	0%	0%	89
NFs (MLTSS)	70%	27%	3%	0%	64
PACE	85%	12%	2%	1%	108
Unknown	83%	17%	0%	0%	6
Sample Average	80%	19%	1%	0%	610

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	99%	1%	0%	0%	80
Amerigroup (MLTSS/HCBS)	100%	0%	0%	0%	77
Aetna (MLTSS/HCBS)	91%	7%	2%	0%	104
UHC (MLTSS/HCBS)	99%	1%	0%	0%	86
Horizon (MLTSS/HCBS)	94%	6%	0%	0%	89
NFs (MLTSS)	92%	6%	2%	0%	65
PACE	94%	5%	1%	1%	108
Unknown	100%	0%	0%	0%	6
Sample Average	95%	4%	1%	0%	615

Table 74. Proportion of people with concerns about falling or being unstable

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	38%	20%	39%	0%	3%	107
Amerigroup (MLTSS/HCBS)	34%	20%	46%	1%	0%	107
Aetna (MLTSS/HCBS)	49%	15%	35%	1%	0%	118
UHC (MLTSS/HCBS)	46%	12%	42%	0%	1%	139
Horizon (MLTSS/HCBS)	43%	19%	37%	1%	0%	129
NFs (MLTSS)	57%	11%	31%	2%	0%	120
PACE	28%	35%	38%	0%	0%	109
Unknown	29%	43%	29%	0%	0%	7
Sample Average	42%	19%	38%	1%	0%	836

Table 75. Proportion 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
WellCare (MLTSS/HCBS)	25%	69%	0%	6%	65
Amerigroup (MLTSS/HCBS)	19%	81%	0%	0%	70
Aetna (MLTSS/HCBS)	19%	81%	0%	0%	59
UHC (MLTSS/HCBS)	19%	74%	3%	4%	77
Horizon (MLTSS/HCBS)	18%	81%	0%	1%	73
NFs (MLTSS)	18%	78%	4%	0%	50
PACE	13%	83%	4%	1%	80
Unknown	20%	80%	0%	0%	5
Sample Average	18%	78%	1%	2%	479

Table 76. Proportion 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
WellCare (MLTSS/HCBS)	23%	68%	6%	3%	107
Amerigroup (MLTSS/HCBS)	13%	77%	10%	1%	104
Aetna (MLTSS/HCBS)	18%	77%	5%	0%	119
UHC (MLTSS/HCBS)	24%	68%	8%	1%	139
Horizon (MLTSS/HCBS)	10%	84%	5%	0%	128
NFs (MLTSS)	19%	66%	15%	0%	119
PACE	11%	68%	18%	3%	107
Unknown	14%	86%	0%	0%	7
Sample Average	17%	73%	9%	1%	830

Health Care — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	56%	42%	2%	0%	109
Amerigroup (MLTSS/HCBS)	51%	44%	5%	0%	106
Aetna (MLTSS/HCBS)	50%	48%	3%	0%	119
UHC (MLTSS/HCBS)	70%	29%	1%	0%	139
Horizon (MLTSS/HCBS)	53%	44%	2%	0%	129
NFs (MLTSS)	64%	31%	5%	0%	119
PACE	64%	34%	0%	2%	111
Unknown	100%	0%	0%	0%	7
Sample Average	59%	38%	3%	0%	839

Table 78. Proportion 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
WellCare (MLTSS/HCBS)	67%	33%	0%	0%	46
Amerigroup (MLTSS/HCBS)	62%	34%	2%	2%	47
Aetna (MLTSS/HCBS)	76%	24%	0%	0%	55
UHC (MLTSS/HCBS)	68%	33%	0%	0%	40
Horizon (MLTSS/HCBS)	71%	29%	0%	0%	55
NFs (MLTSS)	78%	22%	0%	0%	37
PACE	70%	27%	3%	0%	37
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	70%	29%	1%	0%	317

Table 79. Proportion 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
WellCare (MLTSS/HCBS)	96%	4%	0%	0%	46
Amerigroup (MLTSS/HCBS)	96%	4%	0%	0%	46
Aetna (MLTSS/HCBS)	95%	5%	0%	0%	55
UHC (MLTSS/HCBS)	100%	0%	0%	0%	40
Horizon (MLTSS/HCBS)	100%	0%	0%	0%	57
NFs (MLTSS)	95%	5%	0%	0%	37
PACE	100%	0%	0%	0%	38
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	97%	3%	0%	0%	319

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

	No, Rarely	Usually	Yes, Always	N/A – Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	2%	10%	85%	1%	2%	0%	109
Amerigroup (MLTSS/HCBS)	4%	8%	89%	0%	0%	0%	105
Aetna (MLTSS/HCBS)	3%	10%	83%	1%	3%	0%	118
UHC (MLTSS/HCBS)	0%	5%	94%	0%	1%	0%	138
Horizon (MLTSS/HCBS)	3%	9%	85%	1%	2%	0%	129
NFs (MLTSS)	4%	17%	74%	3%	3%	0%	120
PACE	3%	27%	68%	0%	2%	1%	111
Unknown	0%	0%	100%	0%	0%	0%	7
Sample Average	3%	12%	83%	1%	2%	0%	837

Table 81. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	48%	53%	0%	0%	40
Amerigroup (MLTSS/HCBS)	51%	49%	0%	0%	37
Aetna (MLTSS/HCBS)	36%	60%	4%	0%	55
UHC (MLTSS/HCBS)	30%	68%	3%	0%	40
Horizon (MLTSS/HCBS)	43%	53%	4%	0%	47
NFs (MLTSS)	43%	50%	7%	0%	30
PACE	28%	70%	2%	0%	43
Unknown	0%	100%	0%	0%	2
Sample Average	39%	58%	3%	0%	294

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	9%	83%	2%	5%	1%	109
Amerigroup (MLTSS/HCBS)	3%	91%	2%	4%	1%	106
Aetna (MLTSS/HCBS)	16%	79%	0%	5%	0%	118
UHC (MLTSS/HCBS)	4%	92%	1%	1%	1%	141
Horizon (MLTSS/HCBS)	10%	85%	1%	4%	0%	127
NFs (MLTSS)	13%	81%	1%	6%	0%	120
PACE	9%	83%	0%	5%	3%	110
Unknown	0%	100%	0%	0%	0%	7
Sample Average	9%	85%	1%	4%	1%	838

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	63%	29%	2%	6%	0%	108
Amerigroup (MLTSS/HCBS)	51%	42%	1%	6%	0%	105
Aetna (MLTSS/HCBS)	53%	40%	1%	5%	1%	116
UHC (MLTSS/HCBS)	60%	38%	0%	1%	1%	140
Horizon (MLTSS/HCBS)	62%	34%	0%	4%	1%	128
NFs (MLTSS)	40%	38%	0%	21%	1%	120
PACE	40%	50%	4%	7%	0%	111
Unknown	71%	29%	0%	0%	0%	7
Sample Average	53%	38%	1%	7%	0%	835

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	31%	65%	5%	0%	0%	108
Amerigroup (MLTSS/HCBS)	31%	64%	5%	0%	0%	105
Aetna (MLTSS/HCBS)	30%	67%	3%	0%	0%	115
UHC (MLTSS/HCBS)	26%	73%	1%	1%	0%	140
Horizon (MLTSS/HCBS)	35%	61%	5%	0%	0%	127
NFs (MLTSS)	23%	65%	13%	0%	0%	119
PACE	9%	86%	5%	0%	0%	110
Unknown	29%	71%	0%	0%	0%	7
Sample Average	26%	69%	5%	0%	0%	831

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	19%	78%	0%	3%	0%	108
Amerigroup (MLTSS/HCBS)	17%	80%	0%	3%	0%	104
Aetna (MLTSS/HCBS)	18%	74%	2%	4%	3%	114
UHC (MLTSS/HCBS)	17%	80%	0%	3%	0%	140
Horizon (MLTSS/HCBS)	25%	70%	2%	4%	0%	126
NFs (MLTSS)	8%	84%	0%	8%	1%	119
PACE	8%	91%	0%	1%	0%	111
Unknown	29%	71%	0%	0%	0%	7
Sample Average	16%	79%	0%	3%	0%	829

Table 86. Proportion 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
WellCare (MLTSS/HCBS)	55%	43%	0%	3%	0%	108
Amerigroup (MLTSS/HCBS)	46%	48%	0%	7%	0%	105
Aetna (MLTSS/HCBS)	43%	53%	0%	4%	0%	116
UHC (MLTSS/HCBS)	52%	46%	0%	1%	0%	141
Horizon (MLTSS/HCBS)	41%	54%	0%	5%	0%	124
NFs (MLTSS)	34%	50%	0%	16%	0%	119
PACE	27%	60%	2%	10%	1%	110
Unknown	43%	57%	0%	0%	0%	7
Sample Average	43%	50%	0%	6%	0%	830

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	8%	83%	0%	7%	1%	109
Amerigroup (MLTSS/HCBS)	10%	76%	1%	12%	0%	106
Aetna (MLTSS/HCBS)	6%	85%	0%	8%	1%	117
UHC (MLTSS/HCBS)	9%	86%	1%	4%	1%	140
Horizon (MLTSS/HCBS)	7%	82%	1%	10%	0%	125
NFs (MLTSS)	6%	76%	0%	18%	0%	120
PACE	5%	86%	0%	9%	0%	108
Unknown	0%	100%	0%	0%	0%	7
Sample Average	7%	82%	0%	10%	0%	832

Wellness — un-collapsed

Table 88. Proportion 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
WellCare (MLTSS/HCBS)	18%	36%	31%	11%	4%	1%	0%	108
Amerigroup (MLTSS/HCBS)	16%	28%	37%	12%	6%	1%	1%	104
Aetna (MLTSS/HCBS)	23%	26%	26%	17%	7%	2%	0%	119
UHC (MLTSS/HCBS)	16%	50%	23%	7%	3%	0%	0%	141
Horizon (MLTSS/HCBS)	21%	33%	29%	14%	3%	0%	0%	129
NFs (MLTSS)	12%	47%	25%	9%	5%	2%	0%	119
PACE	14%	33%	36%	11%	5%	0%	0%	111
Unknown	29%	29%	14%	29%	0%	0%	0%	7
Sample Average	17%	37%	29%	12%	5%	1%	0%	838

Table 89. Proportion of people whose health was described as having gotten better, staying about the same, and 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
WellCare (MLTSS/HCBS)	12%	21%	51%	10%	6%	0%	0%	108
Amerigroup (MLTSS/HCBS)	10%	14%	57%	9%	7%	2%	0%	107
Aetna (MLTSS/HCBS)	9%	15%	51%	14%	9%	1%	0%	118
UHC (MLTSS/HCBS)	6%	21%	58%	12%	3%	0%	0%	141
Horizon (MLTSS/HCBS)	6%	16%	51%	19%	7%	1%	0%	129
NFs (MLTSS)	2%	23%	58%	8%	7%	2%	1%	119
PACE	2%	18%	42%	23%	14%	1%	0%	111
Unknown	0%	29%	43%	14%	14%	0%	0%	7
Sample Average	7%	18%	53%	14%	8%	1%	0%	840

Table 90. Proportion of people reported to have been forgetting things more often than before in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	52%	45%	2%	1%	109
Amerigroup (MLTSS/HCBS)	46%	50%	5%	0%	103
Aetna (MLTSS/HCBS)	57%	38%	4%	1%	119
UHC (MLTSS/HCBS)	35%	61%	4%	0%	140
Horizon (MLTSS/HCBS)	48%	45%	5%	2%	128
NFs (MLTSS)	48%	42%	10%	1%	120
PACE	67%	30%	3%	0%	110
Unknown	86%	14%	0%	0%	7
Sample Average	50%	44%	5%	1%	836

Table 91. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	35%	61%	2%	2%	49
Amerigroup (MLTSS/HCBS)	25%	69%	2%	4%	52
Aetna (MLTSS/HCBS)	25%	73%	0%	2%	44
UHC (MLTSS/HCBS)	34%	63%	3%	0%	86
Horizon (MLTSS/HCBS)	31%	64%	2%	3%	58
NFs (MLTSS)	33%	53%	14%	0%	49
PACE	32%	56%	9%	3%	34
Unknown	0%	100%	0%	0%	1
Sample Average	31%	63%	4%	2%	373

Table 92. Proportion of people reported to have a chronic psychiatric or mental health diagnosis

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	78%	20%	2%	0%	108
Amerigroup (MLTSS/HCBS)	75%	22%	3%	0%	105
Aetna (MLTSS/HCBS)	67%	27%	5%	1%	116
UHC (MLTSS/HCBS)	73%	23%	3%	1%	141
Horizon (MLTSS/HCBS)	69%	28%	3%	0%	127
NFs (MLTSS)	69%	25%	6%	0%	119
PACE	65%	27%	7%	1%	111
Unknown	71%	29%	0%	0%	7
Sample Average	71%	25%	4%	0%	834

Table 93. Proportion of people who never/almost never, not often, sometimes, and often feel sad or depressed

	Never or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	19%	30%	35%	14%	1%	0%	79
Amerigroup (MLTSS/HCBS)	19%	32%	39%	9%	0%	0%	77
Aetna (MLTSS/HCBS)	22%	24%	40%	14%	0%	0%	103
UHC (MLTSS/HCBS)	27%	24%	38%	8%	2%	0%	86
Horizon (MLTSS/HCBS)	20%	27%	40%	12%	0%	0%	89
NFs (MLTSS)	26%	29%	39%	6%	0%	0%	66
PACE	31%	28%	28%	11%	1%	1%	108
Unknown	17%	33%	33%	0%	17%	0%	6
Sample Average	24%	28%	37%	11%	1%	0%	614

Table 94. Proportion of people reported to have chronic condition(s)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	10%	90%	0%	0%	109
Amerigroup (MLTSS/HCBS)	23%	75%	2%	0%	107
Aetna (MLTSS/HCBS)	20%	78%	1%	1%	118
UHC (MLTSS/HCBS)	6%	94%	0%	0%	141
Horizon (MLTSS/HCBS)	17%	81%	2%	0%	129
NFs (MLTSS)	13%	85%	3%	0%	120
PACE	8%	80%	10%	2%	111
Unknown	0%	100%	0%	0%	7
Sample Average	14%	84%	2%	0%	842

Table 95. Proportion 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
WellCare (MLTSS/HCBS)	11%	24%	63%	1%	1%	107
Amerigroup (MLTSS/HCBS)	15%	19%	65%	1%	0%	107
Aetna (MLTSS/HCBS)	7%	15%	78%	1%	0%	117
UHC (MLTSS/HCBS)	16%	27%	57%	1%	0%	138
Horizon (MLTSS/HCBS)	13%	22%	64%	1%	0%	129
NFs (MLTSS)	13%	26%	60%	2%	0%	119
PACE	8%	19%	72%	1%	0%	109
Unknown	0%	0%	100%	0%	0%	7
Sample Average	12%	22%	65%	1%	0%	833

Table 96. Proportion 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
WellCare (MLTSS/HCBS)	18%	41%	39%	1%	0%	109
Amerigroup (MLTSS/HCBS)	18%	35%	46%	1%	0%	102
Aetna (MLTSS/HCBS)	16%	37%	46%	1%	0%	115
UHC (MLTSS/HCBS)	26%	43%	30%	1%	1%	141
Horizon (MLTSS/HCBS)	15%	41%	43%	1%	0%	125
NFs (MLTSS)	15%	43%	41%	1%	0%	120
PACE	13%	39%	46%	2%	0%	109
Unknown	29%	29%	43%	0%	0%	7
Sample Average	18%	40%	41%	1%	0%	828

Table 97. Proportion of people who consider themselves to have a physical disability

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	20%	76%	3%	1%	79
Amerigroup (MLTSS/HCBS)	22%	76%	1%	1%	74
Aetna (MLTSS/HCBS)	13%	87%	0%	0%	101
UHC (MLTSS/HCBS)	28%	65%	1%	6%	83
Horizon (MLTSS/HCBS)	16%	82%	1%	1%	88
NFs (MLTSS)	17%	78%	5%	0%	65
PACE	31%	68%	1%	0%	106
Unknown	0%	100%	0%	0%	6
Sample Average	21%	76%	1%	1%	602

Medications — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	67%	29%	3%	1%	109
Amerigroup (MLTSS/HCBS)	68%	29%	3%	0%	106
Aetna (MLTSS/HCBS)	56%	34%	9%	1%	118
UHC (MLTSS/HCBS)	73%	23%	4%	0%	141
Horizon (MLTSS/HCBS)	63%	33%	4%	0%	128
NFs (MLTSS)	57%	27%	16%	0%	118
PACE	58%	29%	12%	1%	110
Unknown	43%	57%	0%	0%	7
Sample Average	63%	29%	7%	0%	837

Table 99. Proportion 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
WellCare (MLTSS/HCBS)	3%	9%	89%	0%	0%	0%	80
Amerigroup (MLTSS/HCBS)	3%	8%	86%	4%	0%	0%	77
Aetna (MLTSS/HCBS)	7%	8%	77%	5%	2%	1%	100
UHC (MLTSS/HCBS)	0%	14%	86%	0%	0%	0%	85
Horizon (MLTSS/HCBS)	10%	3%	84%	1%	0%	1%	88
NFs (MLTSS)	16%	11%	67%	3%	3%	0%	64
PACE	13%	26%	60%	0%	1%	0%	108
Unknown	0%	17%	83%	0%	0%	0%	6
Sample Average	7%	12%	78%	2%	1%	0%	608

Rights and Respect — un-collapsed

Table 100. Proportion 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
WellCare (MLTSS/HCBS)	2%	9%	89%	0%	0%	47
Amerigroup (MLTSS/HCBS)	0%	7%	93%	0%	0%	43
Aetna (MLTSS/HCBS)	3%	13%	85%	0%	0%	80
UHC (MLTSS/HCBS)	0%	4%	96%	0%	0%	51
Horizon (MLTSS/HCBS)	0%	4%	96%	0%	0%	54
NFs (MLTSS)	4%	22%	72%	2%	0%	54
PACE	0%	1%	99%	0%	0%	72
Unknown	0%	0%	100%	0%	0%	2
Sample Average	1%	8%	90%	0%	0%	403

Table 101. Proportion of people whose permission is asked before others enter their home/room (if in group setting)

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	0%	17%	83%	0%	0%	6
Amerigroup (MLTSS/HCBS)	3%	17%	79%	0%	0%	29
Aetna (MLTSS/HCBS)	16%	15%	69%	0%	0%	55
UHC (MLTSS/HCBS)	25%	25%	50%	0%	0%	4
Horizon (MLTSS/HCBS)	17%	6%	74%	3%	0%	35
NFs (MLTSS)	18%	32%	49%	0%	0%	65
PACE	38%	13%	50%	0%	0%	8
Unknown	0%	0%	100%	0%	0%	1
Sample Average	16%	19%	65%	0%	0%	203

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	17%	83%	0%	0%	6
Amerigroup (MLTSS/HCBS)	28%	72%	0%	0%	29
Aetna (MLTSS/HCBS)	33%	64%	4%	0%	55
UHC (MLTSS/HCBS)	50%	50%	0%	0%	4
Horizon (MLTSS/HCBS)	31%	57%	11%	0%	35
NFs (MLTSS)	85%	9%	6%	0%	66
PACE	25%	50%	25%	0%	8
Unknown	0%	100%	0%	0%	1
Sample Average	48%	46%	6%	0%	204

Table 103. Proportion of people who have enough privacy where they live (if in group setting)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	0%	0%	100%	0%	0%	6
Amerigroup (MLTSS/HCBS)	7%	18%	75%	0%	0%	28
Aetna (MLTSS/HCBS)	11%	9%	80%	0%	0%	55
UHC (MLTSS/HCBS)	0%	25%	75%	0%	0%	4
Horizon (MLTSS/HCBS)	9%	11%	80%	0%	0%	35
NFs (MLTSS)	9%	29%	62%	0%	0%	65
PACE	13%	38%	50%	0%	0%	8
Unknown	0%	0%	100%	0%	0%	1
Sample Average	9%	18%	73%	0%	0%	202

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

	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
WellCare (MLTSS/HCBS)	0%	100%	0%	0%	0%	6
Amerigroup (MLTSS/HCBS)	32%	61%	4%	4%	0%	28
Aetna (MLTSS/HCBS)	24%	69%	2%	5%	0%	55
UHC (MLTSS/HCBS)	25%	75%	0%	0%	0%	4
Horizon (MLTSS/HCBS)	15%	74%	3%	9%	0%	34
NFs (MLTSS)	43%	45%	6%	6%	0%	65
PACE	50%	50%	0%	0%	0%	8
Unknown	0%	0%	0%	100%	0%	1
Sample Average	30%	61%	3%	6%	0%	201

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

	No, Never or Rarely, or There Are Restrictions/Interference	Usually	Yes, Anytime	N/A –Doesn't Use Phone	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	0%	0%	100%	0%	0%	0%	6
Amerigroup (MLTSS/HCBS)	0%	4%	96%	0%	0%	0%	27
Aetna (MLTSS/HCBS)	2%	8%	87%	4%	0%	0%	53
UHC (MLTSS/HCBS)	0%	25%	75%	0%	0%	0%	4
Horizon (MLTSS/HCBS)	3%	3%	94%	0%	0%	0%	35
NFs (MLTSS)	3%	6%	77%	9%	3%	2%	66
PACE	13%	0%	88%	0%	0%	0%	8
Unknown	0%	0%	100%	0%	0%	0%	1
Sample Average	3%	6%	87%	4%	1%	1%	200

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

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	17%	83%	0%	0%	0%	6
Amerigroup (MLTSS/HCBS)	10%	90%	0%	0%	0%	29
Aetna (MLTSS/HCBS)	13%	87%	0%	0%	0%	55
UHC (MLTSS/HCBS)	25%	75%	0%	0%	0%	4
Horizon (MLTSS/HCBS)	6%	94%	0%	0%	0%	35
NFs (MLTSS)	20%	77%	0%	3%	0%	66
PACE	38%	63%	0%	0%	0%	8
Unknown	0%	100%	0%	0%	0%	1
Sample Average	15%	84%	0%	1%	0%	204

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

	No, Never	Yes	N/A – Doesn't Get Mail/Email	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	0%	6
Amerigroup (MLTSS/HCBS)	79%	7%	7%	7%	0%	28
Aetna (MLTSS/HCBS)	87%	4%	2%	7%	0%	55
UHC (MLTSS/HCBS)	100%	0%	0%	0%	0%	4
Horizon (MLTSS/HCBS)	71%	6%	3%	20%	0%	35
NFs (MLTSS)	74%	6%	3%	15%	2%	66
PACE	43%	43%	14%	0%	0%	7
Unknown	100%	0%	0%	0%	0%	1
Sample Average	78%	6%	3%	11%	0%	202

Self-Direction of Care — un-collapsed

Table 108. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records)

	No	Yes	Don’t Know	N
WellCare (MLTSS/HCBS)	86%	12%	2%	109
Amerigroup (MLTSS/HCBS)	83%	16%	1%	107
Aetna (MLTSS/HCBS)	94%	6%	0%	119
UHC (MLTSS/HCBS)	84%	16%	0%	141
Horizon (MLTSS/HCBS)	69%	19%	12%	129
NFs (MLTSS)	100%	0%	0%	119
PACE	99%	1%	0%	111
Unknown	86%	14%	0%	7
Sample Average	88%	10%	2%	842

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

	No	Sometimes, or Some Services	Yes, All Services	Don’t Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	10%	16%	55%	14%	5%	96
Amerigroup (MLTSS/HCBS)	9%	12%	59%	18%	2%	97
Aetna (MLTSS/HCBS)	21%	16%	50%	11%	2%	110
UHC (MLTSS/HCBS)	10%	18%	56%	13%	3%	134
Horizon (MLTSS/HCBS)	11%	23%	50%	15%	2%	120
NFs (MLTSS)	16%	26%	30%	26%	2%	117
PACE	5%	19%	61%	13%	2%	106
Unknown	0%	20%	60%	20%	0%	5
Sample Average	12%	19%	51%	16%	2%	785

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

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	13%	15%	50%	18%	3%	98
Amerigroup (MLTSS/HCBS)	14%	10%	57%	16%	2%	97
Aetna (MLTSS/HCBS)	27%	14%	50%	9%	0%	110
UHC (MLTSS/HCBS)	14%	15%	55%	12%	5%	132
Horizon (MLTSS/HCBS)	17%	17%	50%	16%	1%	121
NFs (MLTSS)	21%	24%	25%	29%	2%	117
PACE	6%	16%	59%	16%	3%	108
Unknown	0%	17%	50%	33%	0%	6
Sample Average	16%	16%	49%	17%	2%	789

Table 111. Proportion of people who can change their paid support staff if they want to

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	10%	3%	71%	11%	5%	62
Amerigroup (MLTSS/HCBS)	14%	9%	71%	5%	0%	56
Aetna (MLTSS/HCBS)	32%	14%	44%	10%	0%	81
UHC (MLTSS/HCBS)	11%	13%	64%	11%	1%	84
Horizon (MLTSS/HCBS)	13%	4%	60%	21%	1%	68
NFs (MLTSS)	19%	24%	31%	25%	0%	83
PACE	7%	13%	64%	16%	0%	75
Unknown	0%	0%	100%	0%	0%	2
Sample Average	15%	12%	57%	14%	1%	511

Work — un-collapsed

Table 112. Proportion of people who have a paying job in the community

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	99%	1%	0%	0%	109
Amerigroup (MLTSS/HCBS)	96%	4%	0%	0%	101
Aetna (MLTSS/HCBS)	97%	3%	0%	0%	118
UHC (MLTSS/HCBS)	100%	0%	0%	0%	139
Horizon (MLTSS/HCBS)	95%	5%	0%	0%	127
NFs (MLTSS)	98%	2%	0%	0%	117
PACE	97%	0%	2%	1%	110
Unknown	100%	0%	0%	0%	7
Sample Average	98%	2%	0%	0%	828

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	87%	8%	4%	1%	77
Amerigroup (MLTSS/HCBS)	82%	0%	18%	0%	73
Aetna (MLTSS/HCBS)	77%	5%	18%	0%	100
UHC (MLTSS/HCBS)	91%	2%	7%	0%	85
Horizon (MLTSS/HCBS)	75%	7%	17%	0%	81
NFs (MLTSS)	77%	6%	17%	0%	65
PACE	71%	10%	16%	2%	105
Unknown	100%	0%	0%	0%	6
Sample Average	80%	6%	14%	1%	592

Table 114. Proportion of people wanting a job who had someone talk to them about job options

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	77%	23%	0%	0%	13
Amerigroup (MLTSS/HCBS)	85%	15%	0%	0%	13
Aetna (MLTSS/HCBS)	48%	52%	0%	0%	23
UHC (MLTSS/HCBS)	88%	0%	0%	13%	8
Horizon (MLTSS/HCBS)	67%	33%	0%	0%	21
NFs (MLTSS)	93%	7%	0%	0%	15
PACE	93%	7%	0%	0%	28
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	77%	22%	0%	1%	121

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	98%	2%	0%	0%	108
Amerigroup (MLTSS/HCBS)	96%	4%	0%	0%	106
Aetna (MLTSS/HCBS)	91%	9%	0%	0%	120
UHC (MLTSS/HCBS)	97%	3%	0%	0%	138
Horizon (MLTSS/HCBS)	95%	5%	0%	0%	127
NFs (MLTSS)	97%	3%	0%	0%	118
PACE	85%	10%	1%	4%	108
Unknown	100%	0%	0%	0%	7
Sample Average	94%	5%	0%	0%	832

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	89%	4%	7%	0%	75
Amerigroup (MLTSS/HCBS)	84%	6%	10%	0%	70
Aetna (MLTSS/HCBS)	81%	7%	12%	0%	91
UHC (MLTSS/HCBS)	90%	3%	5%	3%	79
Horizon (MLTSS/HCBS)	70%	9%	21%	0%	80
NFs (MLTSS)	68%	10%	23%	0%	62
PACE	69%	17%	13%	1%	88
Unknown	100%	0%	0%	0%	5
Sample Average	79%	8%	13%	1%	550

Everyday Living — un-collapsed

Table 117. Proportion 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
WellCare (MLTSS/HCBS)	5%	37%	56%	1%	1%	107
Amerigroup (MLTSS/HCBS)	6%	39%	52%	1%	2%	107
Aetna (MLTSS/HCBS)	17%	33%	51%	0%	0%	120
UHC (MLTSS/HCBS)	2%	35%	62%	0%	1%	141
Horizon (MLTSS/HCBS)	9%	28%	62%	1%	0%	127
NFs (MLTSS)	3%	29%	68%	0%	0%	120
PACE	15%	53%	32%	0%	0%	111
Unknown	14%	43%	43%	0%	0%	7
Sample Average	8%	36%	55%	0%	1%	840

Table 118. Proportion 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
WellCare (MLTSS/HCBS)	21%	78%	0%	1%	101
Amerigroup (MLTSS/HCBS)	20%	77%	0%	3%	97
Aetna (MLTSS/HCBS)	19%	81%	0%	0%	97
UHC (MLTSS/HCBS)	11%	88%	1%	0%	136
Horizon (MLTSS/HCBS)	14%	86%	0%	0%	115
NFs (MLTSS)	13%	86%	1%	0%	116
PACE	11%	89%	0%	0%	94
Unknown	17%	83%	0%	0%	6
Sample Average	15%	84%	0%	1%	762

Table 119. Proportion 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
WellCare (MLTSS/HCBS)	17%	36%	48%	0%	0%	107
Amerigroup (MLTSS/HCBS)	10%	43%	46%	0%	1%	107
Aetna (MLTSS/HCBS)	27%	27%	46%	0%	0%	118
UHC (MLTSS/HCBS)	8%	37%	55%	0%	0%	140
Horizon (MLTSS/HCBS)	16%	31%	54%	0%	0%	127
NFs (MLTSS)	5%	28%	67%	0%	0%	119
PACE	43%	40%	17%	0%	0%	111
Unknown	43%	29%	29%	0%	0%	7
Sample Average	18%	34%	48%	0%	0%	836

Table 120. Proportion 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
WellCare (MLTSS/HCBS)	15%	84%	0%	1%	88
Amerigroup (MLTSS/HCBS)	17%	81%	0%	2%	93
Aetna (MLTSS/HCBS)	17%	83%	0%	0%	84
UHC (MLTSS/HCBS)	12%	88%	0%	0%	129
Horizon (MLTSS/HCBS)	11%	88%	0%	1%	107
NFs (MLTSS)	15%	83%	2%	0%	112
PACE	5%	92%	3%	0%	63
Unknown	0%	100%	0%	0%	4
Sample Average	13%	86%	1%	1%	680

Table 121. Proportion of people who have access to healthy foods when 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
WellCare (MLTSS/HCBS)	7%	7%	83%	2%	0%	0%	107
Amerigroup (MLTSS/HCBS)	2%	6%	92%	1%	0%	0%	106
Aetna (MLTSS/HCBS)	7%	6%	86%	1%	0%	1%	118
UHC (MLTSS/HCBS)	1%	5%	93%	1%	0%	0%	138
Horizon (MLTSS/HCBS)	4%	6%	89%	1%	0%	0%	128
NFs (MLTSS)	6%	11%	78%	4%	1%	0%	118
PACE	1%	26%	73%	0%	0%	0%	109
Unknown	14%	0%	86%	0%	0%	0%	7
Sample Average	4%	9%	85%	1%	0%	0%	831

Affordability — un-collapsed

Table 122. Proportion 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
WellCare (MLTSS/HCBS)	90%	4%	4%	1%	0%	2%	108
Amerigroup (MLTSS/HCBS)	95%	2%	2%	1%	0%	0%	107
Aetna (MLTSS/HCBS)	91%	4%	4%	0%	0%	0%	116
UHC (MLTSS/HCBS)	96%	2%	1%	0%	0%	1%	140
Horizon (MLTSS/HCBS)	94%	4%	2%	0%	0%	0%	126
NFs (MLTSS)	98%	0%	0%	2%	0%	0%	119
PACE	89%	7%	4%	0%	0%	0%	109
Unknown	100%	0%	0%	0%	0%	0%	7
Sample Average	94%	3%	2%	0%	0%	0%	832

Planning for the Future — un-collapsed

Table 123. Proportion of people who want help planning for their future service needs

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	30%	56%	10%	4%	80
Amerigroup (MLTSS/HCBS)	32%	55%	12%	1%	77
Aetna (MLTSS/HCBS)	29%	65%	5%	1%	103
UHC (MLTSS/HCBS)	38%	53%	5%	3%	86
Horizon (MLTSS/HCBS)	39%	48%	13%	0%	87
NFs (MLTSS)	52%	32%	17%	0%	66
PACE	47%	32%	17%	5%	109
Unknown	33%	67%	0%	0%	6
Sample Average	38%	49%	11%	2%	614

Control — un-collapsed

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

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	8%	15%	74%	1%	3%	80
Amerigroup (MLTSS/HCBS)	8%	16%	73%	3%	1%	77
Aetna (MLTSS/HCBS)	9%	26%	65%	0%	0%	104
UHC (MLTSS/HCBS)	5%	21%	71%	1%	2%	85
Horizon (MLTSS/HCBS)	3%	25%	70%	2%	0%	89
NFs (MLTSS)	17%	38%	45%	0%	0%	66
PACE	4%	11%	82%	1%	2%	106
Unknown	0%	0%	100%	0%	0%	6
Sample Average	7%	21%	70%	1%	1%	613

Table 125. Ranking of how important health was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
WellCare (MLTSS/HCBS)	87%	9%	3%	1%	75
Amerigroup (MLTSS/HCBS)	68%	18%	7%	7%	76
Aetna (MLTSS/HCBS)	69%	22%	9%	0%	103
UHC (MLTSS/HCBS)	80%	14%	4%	2%	85
Horizon (MLTSS/HCBS)	65%	21%	10%	3%	89
NFs (MLTSS)	66%	25%	7%	3%	61
PACE	76%	16%	7%	1%	98
Unknown	67%	17%	0%	17%	6
Sample Average	73%	18%	7%	3%	593

Table 126. Ranking of how important safety was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
WellCare (MLTSS/HCBS)	3%	53%	29%	15%	75
Amerigroup (MLTSS/HCBS)	11%	39%	38%	12%	76
Aetna (MLTSS/HCBS)	5%	44%	38%	14%	103
UHC (MLTSS/HCBS)	4%	47%	40%	9%	85
Horizon (MLTSS/HCBS)	8%	36%	38%	18%	89
NFs (MLTSS)	11%	41%	30%	18%	61
PACE	7%	44%	32%	17%	98
Unknown	0%	33%	67%	0%	6
Sample Average	7%	43%	36%	15%	593

Table 127. Ranking of how important being independent was to people at the time of the survey (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
WellCare (MLTSS/HCBS)	7%	31%	51%	12%	75
Amerigroup (MLTSS/HCBS)	14%	30%	43%	12%	76
Aetna (MLTSS/HCBS)	17%	22%	46%	16%	103
UHC (MLTSS/HCBS)	11%	27%	45%	18%	85
Horizon (MLTSS/HCBS)	25%	22%	42%	11%	89
NFs (MLTSS)	13%	23%	48%	16%	61
PACE	12%	19%	36%	33%	98
Unknown	0%	50%	33%	17%	6
Sample Average	14%	25%	44%	17%	593

Table 128. Ranking of how important being engaged with their community and friends was to people at the time of the survey (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
WellCare (MLTSS/HCBS)	4%	7%	17%	72%	75
Amerigroup (MLTSS/HCBS)	7%	12%	12%	70%	76
Aetna (MLTSS/HCBS)	10%	12%	8%	71%	103
UHC (MLTSS/HCBS)	6%	12%	12%	71%	85
Horizon (MLTSS/HCBS)	2%	20%	10%	67%	89
NFs (MLTSS)	10%	11%	16%	62%	61
PACE	5%	20%	26%	49%	98
Unknown	33%	0%	0%	67%	6
Sample Average	6%	14%	14%	66%	593

Appendix C: New Jersey's State-Specific Questions

Table 129. 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
WellCare (MLTSS/HCBS)	61%	23%	16%	108
Amerigroup (MLTSS/HCBS)	72%	13%	16%	103
Aetna (MLTSS/HCBS)	69%	25%	6%	114
UHC (MLTSS/HCBS)	51%	21%	28%	139
Horizon (MLTSS/HCBS)	60%	17%	23%	124
NFs (MLTSS)	52%	11%	37%	117
PACE	82%	10%	8%	110
Unknown	100%	0%	0%	7
Sample Average	64%	17%	19%	822

Table 130. 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	Property tax relief	Legal assistance	Help with balancing checkbook	Other	
WellCare (MLTSS/HCBS)	25%	50%	13%	13%	21%	4%	4%	0%	17%	24
Amerigroup (MLTSS/HCBS)	15%	54%	23%	8%	15%	0%	8%	8%	31%	13
Aetna (MLTSS/HCBS)	33%	52%	37%	11%	22%	7%	26%	0%	33%	27
UHC (MLTSS/HCBS)	17%	62%	31%	7%	3%	3%	0%	0%	34%	29
Horizon (MLTSS/HCBS)	33%	52%	19%	5%	10%	5%	0%	5%	24%	21
NFs (MLTSS)	31%	38%	15%	8%	8%	8%	8%	0%	23%	13
PACE	9%	36%	27%	9%	18%	9%	0%	0%	9%	11
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	25%	51%	25%	9%	14%	5%	7%	1%	26%	138

Table 131. 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
WellCare (MLTSS/HCBS)	34%	59%	3%	3%	29
Amerigroup (MLTSS/HCBS)	29%	67%	5%	0%	21
Aetna (MLTSS/HCBS)	33%	57%	10%	0%	21
UHC (MLTSS/HCBS)	44%	56%	0%	0%	9
Horizon (MLTSS/HCBS)	50%	50%	0%	0%	16
NFs (MLTSS)	n/a	n/a	n/a	n/a	0
PACE	9%	64%	27%	0%	11
Unknown	0%	100%	0%	0%	2
Sample Average	33%	60%	6%	1%	109

Table 132. 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
WellCare (MLTSS/HCBS)	21%	79%	0%	0%	29
Amerigroup (MLTSS/HCBS)	14%	86%	0%	0%	21
Aetna (MLTSS/HCBS)	24%	76%	0%	0%	21
UHC (MLTSS/HCBS)	0%	100%	0%	0%	9
Horizon (MLTSS/HCBS)	25%	75%	0%	0%	16
NFs (MLTSS)	n/a	n/a	n/a	n/a	0
PACE	9%	82%	9%	0%	11
Unknown	0%	100%	0%	0%	2
Sample Average	17%	82%	1%	0%	109

Table 133. 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	
WellCare (MLTSS/HCBS)	0%	25%	25%	8%	8%	12
Amerigroup (MLTSS/HCBS)	13%	25%	13%	13%	38%	8
Aetna (MLTSS/HCBS)	18%	9%	18%	9%	36%	11
UHC (MLTSS/HCBS)	0%	0%	0%	0%	0%	1
Horizon (MLTSS/HCBS)	10%	10%	10%	0%	10%	10
NFs (MLTSS)	n/a	n/a	n/a	n/a	n/a	0
PACE	0%	100%	0%	0%	0%	1
Unknown	0%	0%	0%	0%	0%	1
Sample Average	9%	18%	16%	7%	20%	44

Table 134. 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
WellCare (MLTSS/HCBS)	7%	0%	93%	0%	29
Amerigroup (MLTSS/HCBS)	0%	0%	95%	5%	20
Aetna (MLTSS/HCBS)	5%	0%	95%	0%	20
UHC (MLTSS/HCBS)	11%	0%	89%	0%	9
Horizon (MLTSS/HCBS)	6%	0%	94%	0%	16
NFs (MLTSS)	n/a	n/a	n/a	n/a	0
PACE	0%	45%	45%	9%	11
Unknown	0%	0%	100%	0%	2
Sample Average	5%	5%	89%	2%	107

Table 135. Proportion of people whose case manager changes more often than they'd like (if has case manager) (NJ-7)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	73%	23%	4%	0%	79
Amerigroup (MLTSS/HCBS)	84%	10%	6%	0%	82
Aetna (MLTSS/HCBS)	76%	15%	8%	1%	93
UHC (MLTSS/HCBS)	79%	11%	8%	2%	110
Horizon (MLTSS/HCBS)	73%	19%	8%	1%	102
NFs (MLTSS)	71%	14%	15%	0%	72
PACE	83%	13%	3%	1%	93
Unknown	83%	17%	0%	0%	6
Sample Average	77%	15%	7%	1%	637

Table 136. 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
WellCare (MLTSS/HCBS)	51%	14%	30%	5%	1%	81
Amerigroup (MLTSS/HCBS)	43%	9%	40%	9%	0%	82
Aetna (MLTSS/HCBS)	30%	11%	52%	8%	0%	93
UHC (MLTSS/HCBS)	32%	6%	55%	5%	1%	112
Horizon (MLTSS/HCBS)	45%	7%	43%	6%	0%	103
NFs (MLTSS)	51%	5%	26%	18%	0%	73
PACE	21%	4%	59%	15%	1%	94
Unknown	33%	17%	33%	17%	0%	6
Sample Average	38%	8%	45%	9%	0%	644

Table 137. 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
WellCare (MLTSS/HCBS)	4%	92%	4%	0%	0%	79
Amerigroup (MLTSS/HCBS)	8%	90%	1%	1%	0%	77
Aetna (MLTSS/HCBS)	8%	77%	13%	1%	2%	104
UHC (MLTSS/HCBS)	5%	90%	4%	1%	0%	84
Horizon (MLTSS/HCBS)	12%	79%	8%	1%	0%	89
NFs (MLTSS)	21%	52%	21%	6%	0%	66
PACE	5%	76%	12%	4%	3%	106
Unknown	0%	100%	0%	0%	0%	6
Sample Average	8%	80%	9%	2%	1%	611

Table 138. 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
WellCare (MLTSS/HCBS)	20%	68%	8%	5%	80
Amerigroup (MLTSS/HCBS)	18%	75%	5%	1%	76
Aetna (MLTSS/HCBS)	16%	72%	11%	2%	103
UHC (MLTSS/HCBS)	39%	42%	12%	7%	85
Horizon (MLTSS/HCBS)	21%	66%	9%	3%	89
NFs (MLTSS)	44%	39%	15%	2%	66
PACE	16%	60%	14%	11%	109
Unknown	0%	100%	0%	0%	6
Sample Average	23%	61%	10%	5%	614

Table 139. 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	
WellCare (MLTSS/HCBS)	32%	4%	26%	8%	21%	6%	0%	4%	53
Amerigroup (MLTSS/HCBS)	39%	7%	26%	4%	16%	7%	0%	2%	57
Aetna (MLTSS/HCBS)	22%	7%	31%	7%	12%	15%	5%	1%	74
UHC (MLTSS/HCBS)	33%	3%	42%	3%	11%	0%	8%	0%	36
Horizon (MLTSS/HCBS)	46%	3%	27%	3%	7%	10%	3%	0%	59
NFs (MLTSS)	68%	4%	8%	0%	8%	8%	4%	0%	25
PACE	48%	5%	25%	2%	5%	14%	3%	0%	65
Unknown	17%	0%	50%	0%	17%	0%	17%	0%	6
Sample Average	38%	5%	28%	4%	11%	9%	3%	1%	375

Table 140. Proportion of people gave permission to combine their NCI-AD Survey responses with services and needs data (NJ-12)

	No	Yes
WellCare (MLTSS/HCBS)	3%	98%
Amerigroup (MLTSS/HCBS)	3%	97%
Aetna (MLTSS/HCBS)	3%	97%
UHC (MLTSS/HCBS)	5%	95%
Horizon (MLTSS/HCBS)	4%	96%
NFs (MLTSS)	6%	94%
PACE	11%	89%
Unknown	0%	100%
Sample Average	5%	95%

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

Table 141. People’s level of involvement in making decisions about their care plan and the goals they want for their lives

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don’t Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	6%	5%	20%	61%	5%	3%	80
Amerigroup (MLTSS/HCBS)	9%	1%	24%	62%	1%	3%	76
Aetna (MLTSS/HCBS)	7%	7%	15%	64%	8%	0%	103
UHC (MLTSS/HCBS)	6%	2%	17%	66%	6%	2%	86
Horizon (MLTSS/HCBS)	6%	4%	16%	69%	4%	1%	89
NFs (MLTSS)	12%	18%	36%	23%	8%	3%	66
PACE	10%	14%	23%	44%	8%	0%	107
Unknown	0%	0%	0%	100%	0%	0%	6
Sample Average	8%	7%	21%	57%	6%	1%	613

Table 142. Proportion of people who remembered their most recent care service meeting (if were at least a little involved in making decisions about their care plan)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	20%	72%	7%	0%	69
Amerigroup (MLTSS/HCBS)	18%	79%	3%	0%	66
Aetna (MLTSS/HCBS)	25%	70%	5%	0%	88
UHC (MLTSS/HCBS)	31%	61%	4%	4%	74
Horizon (MLTSS/HCBS)	15%	77%	6%	1%	79
NFs (MLTSS)	39%	53%	6%	2%	51
PACE	33%	60%	5%	2%	86
Unknown	17%	83%	0%	0%	6
Sample Average	25%	68%	5%	1%	519

Table 143. Proportion of people whose most recent care service meeting take place at a time convenient to them (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	2%	96%	2%	0%	49
Amerigroup (MLTSS/HCBS)	0%	100%	0%	0%	50
Aetna (MLTSS/HCBS)	0%	100%	0%	0%	62
UHC (MLTSS/HCBS)	0%	100%	0%	0%	44
Horizon (MLTSS/HCBS)	0%	98%	2%	0%	59
NFs (MLTSS)	0%	100%	0%	0%	27
PACE	6%	92%	0%	2%	51
Unknown	0%	100%	0%	0%	5
Sample Average	1%	98%	1%	0%	347

Table 144. Proportion of people whose most recent care service meeting take place at a location convenient to them (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	2%	96%	2%	0%	50
Amerigroup (MLTSS/HCBS)	0%	100%	0%	0%	52
Aetna (MLTSS/HCBS)	0%	100%	0%	0%	60
UHC (MLTSS/HCBS)	0%	100%	0%	0%	45
Horizon (MLTSS/HCBS)	0%	98%	2%	0%	61
NFs (MLTSS)	0%	100%	0%	0%	26
PACE	4%	96%	0%	0%	52
Unknown	0%	100%	0%	0%	5
Sample Average	1%	99%	1%	0%	351

Table 145. Proportion of people whose most recent care service meeting included the people they wanted to be there (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	0%	96%	4%	0%	49
Amerigroup (MLTSS/HCBS)	4%	96%	0%	0%	52
Aetna (MLTSS/HCBS)	3%	97%	0%	0%	60
UHC (MLTSS/HCBS)	4%	91%	2%	2%	45
Horizon (MLTSS/HCBS)	5%	93%	2%	0%	60
NFs (MLTSS)	4%	93%	4%	0%	27
PACE	8%	88%	2%	2%	51
Unknown	0%	100%	0%	0%	5
Sample Average	4%	94%	2%	1%	349

Table 146. People's preferences and needs were heard as their care plan was discussed during the most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	0%	4%	8%	12%	73%	2%	0%	49
Amerigroup (MLTSS/HCBS)	2%	0%	4%	17%	77%	0%	0%	52
Aetna (MLTSS/HCBS)	0%	2%	5%	31%	62%	0%	0%	61
UHC (MLTSS/HCBS)	0%	2%	9%	20%	69%	0%	0%	45
Horizon (MLTSS/HCBS)	0%	2%	7%	16%	74%	2%	0%	61
NFs (MLTSS)	0%	4%	15%	33%	48%	0%	0%	27
PACE	2%	4%	6%	19%	67%	2%	0%	52
Unknown	0%	0%	0%	0%	100%	0%	0%	5
Sample Average	1%	2%	7%	20%	69%	1%	0%	352

Table 147. Proportion of people who received a copy of their care plan after the most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	13%	79%	8%	0%	48
Amerigroup (MLTSS/HCBS)	6%	88%	6%	0%	52
Aetna (MLTSS/HCBS)	8%	80%	11%	0%	61
UHC (MLTSS/HCBS)	27%	62%	11%	0%	45
Horizon (MLTSS/HCBS)	20%	70%	8%	2%	60
NFs (MLTSS)	26%	59%	15%	0%	27
PACE	10%	61%	27%	2%	51
Unknown	0%	100%	0%	0%	5
Sample Average	14%	73%	12%	1%	349

Table 148. Proportion of people whose care plan included what was discussed in their most recent care service meeting (if were at least a little involved in making decisions about their care plan and remembered their most recent care service meeting)

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	2%	12%	70%	16%	0%	50
Amerigroup (MLTSS/HCBS)	2%	2%	85%	12%	0%	52
Aetna (MLTSS/HCBS)	5%	8%	73%	15%	0%	62
UHC (MLTSS/HCBS)	0%	13%	67%	18%	2%	45
Horizon (MLTSS/HCBS)	2%	7%	74%	18%	0%	61
NFs (MLTSS)	0%	7%	63%	30%	0%	27
PACE	0%	10%	54%	35%	2%	52
Unknown	0%	0%	100%	0%	0%	5
Sample Average	2%	8%	70%	19%	1%	354

Table 149. Proportion of people whose preferences and choices are reflected in their care plan

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	4%	15%	54%	22%	5%	79
Amerigroup (MLTSS/HCBS)	7%	24%	53%	17%	0%	72
Aetna (MLTSS/HCBS)	8%	26%	45%	22%	0%	101
UHC (MLTSS/HCBS)	0%	21%	52%	22%	5%	86
Horizon (MLTSS/HCBS)	2%	17%	56%	24%	1%	88
NFs (MLTSS)	6%	20%	27%	47%	0%	66
PACE	2%	26%	39%	30%	3%	106
Unknown	0%	17%	83%	0%	0%	6
Sample Average	4%	22%	47%	25%	2%	604

Table 150. Proportion of people who felt that the care supports and services they receive help them live a better life

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	3%	90%	5%	3%	78
Amerigroup (MLTSS/HCBS)	9%	89%	1%	0%	76
Aetna (MLTSS/HCBS)	8%	85%	7%	0%	103
UHC (MLTSS/HCBS)	3%	94%	1%	1%	86
Horizon (MLTSS/HCBS)	2%	93%	5%	0%	88
NFs (MLTSS)	8%	83%	9%	0%	66
PACE	3%	90%	4%	4%	107
Unknown	0%	100%	0%	0%	6
Sample Average	5%	90%	4%	1%	610