



NCI-AD

NATIONAL CORE INDICATORS
Aging and Disabilities™

National Core Indicators
Aging and Disabilities Adult Consumer Survey

2017-2018 Tennessee Results

Preface

TennCare is Tennessee’s Medicaid program that provides physical and behavioral health and long-term services and supports (LTSS) for 1.4 million Tennesseans, roughly 20 percent of the state’s population. TennCare is one of the oldest Medicaid managed care programs in the country, and the only program in the nation to enroll the entire state’s Medicaid population, including older adults and people with disabilities, into managed care. The TennCare program operates under a Section 1115 waiver from the [Centers for Medicare and Medicaid Services](#) (CMS). TennCare is an integrated, full-risk, managed care program. Physical and behavioral health and LTSS are covered by three statewide [Managed Care Organizations](#) (MCOs). All TennCare’s MCOs are accredited by the National Committee on Quality Assurance and ranked among the top 100 Medicaid health plans in the country.

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

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

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List of Abbreviations Used in This Report

AAAD – Area Agencies on Aging and Disability

ADL – Activities of Daily Living

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

CHOICES – TennCare CHOICES in Long Term Services and Supports

CM – case manager

CMS – Centers for Medicare & Medicaid Services

ER – emergency room

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

IADL – Instrumental Activities of Daily Living

LTC – Long Term Care

LTSS – Long-Term Services and Supports

MCO – Managed Care Organization

MLTSS – Managed Long-Term Services and Supports

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

PCP – Person-Centered Planning

TBI/ABI – Traumatic/Acquired Brain Injury

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

UHC – United HealthCare

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What is NCI-AD?

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

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

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

In addition to quality measurement, the NCI-AD serves as an external validation point regarding the state's ongoing efforts to ensure compliance with the federal HCBS settings rule, providing important perspective regarding the consumer experience, including work, community participation, relationships, choice and decision making, rights and respect, and self-direction of care. This data,

combined with Individual Experience Assessments conducted for each person receiving HCBS will be used to identify and address potential concerns at the individual, provider, health plan, and system levels. Tennessee’s participation in NCI-AD was funded through Medicaid administrative funds. The Bureau of TennCare (part of the Division of Health Care Finance and Administration, Tennessee’s state Medicaid agency) served as the project lead. The state plans to participate in future cycles of data collection.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Tennessee and included for analysis in 2017-2018 was eight hundred and fifty-eight (Total N=858). One program was included in the survey sample (TennCare CHOICES), with three participating MCOs represented (United HealthCare Community Plan, BlueCare and Amerigroup).

TennCare Choices in LTSS (“CHOICES”) is a managed long-term services and supports (MLTSS) program, funded through a Medicaid 1115 Demonstration Project. The program includes nursing facility (NF) services for residents of all ages and home and community-based services (HCBS) for adults 21 years of age and older with a physical disability and older adults (age 65 and older). HCBS can be provided in the home, on the job, or in the community to assist with daily living activities and allow people to work and be actively involved in their local community. HCBS available in the CHOICES program include an array of options that offer hands-on assistance with activities of daily living or instrumental activities of daily living, including personal care visits, attendant care, adult day care and home-delivered meals; the use of technology to help ensure safety and increase independence, such as personal emergency response systems, assistive technology, and minor home modifications; caregiver supports such as respite; pest control; and a variety of community-based residential alternatives for people who are no longer able to live alone and need more intensive support to continue living in the community. Consumer direction, using an employer authority model, is available for certain services, allowing members who elect this option more choice and control over the workers that provide their support.

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

- Group 1 – Members of any age who meet the NF level of care and choose to receive services in a NF.

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

Figure 2 below summarizes the MCOs and Groups included in Tennessee’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 MCO and Group 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 MCO/Group’s total number of analyzed surveys. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the “Organization of Results” section below.

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

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
UHC Group 1	99	3,349	8.9% MoE, 95% CL	9.7% MoE, 95% CL
UHC Group 2	67	2,573	10.8% MoE, 95% CL	11.8% MoE, 95% CL
UHC Group 3	59	820	11.3% MoE, 95% CL	12.3% MoE, 95% CL
BlueCare Group 1	79	3,265	10.0% MoE, 95% CL	10.9% MoE, 95% CL
BlueCare Group 2	85	2,408	9.6% MoE, 95% CL	10.4% 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
BlueCare Group 3	51	996	12.3% MoE, 95% CL	13.4% MoE, 95% CL
Amerigroup Group 1	137	3,215	7.5% MoE, 95% CL	8.2% MoE, 95% CL
Amerigroup Group 2	125	1,585	7.7% MoE, 95% CL	8.4% MoE, 95% CL
Amerigroup Group 3	124	505	7.0% MoE, 95% CL	7.7% MoE, 95% CL
Total	858³	18,716	3.0% MoE, 95% CL	3.3% MoE, 95% CL

Survey Process in Tennessee

NCI-AD Interviews in Tennessee were conducted by Tennessee’s nine Area Agencies on Aging and Disability (AAAD) through an existing contract which encompasses a number of single point of entry and quality-related functions for the CHOICES program. Approximately 63 interviewers were utilized to conduct the survey. The interviewers participated in two (2) interviewer trainings, held on February 8, 2018 and February 16, 2018. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, and data entry procedures. Interviews started on February 28, 2018 and ended April 30, 2018.

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

³ MCO/Group was missing for 32 cases submitted for analysis

Tennessee chose to add 6 state-specific questions to the standard NCI-AD Survey. In addition, Tennessee was one of seven states that elected to pilot NCI-AD's new optional module on person-centered planning (PCP).

Stakeholders

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

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

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

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

Organization of Results

The following pages of the report presents findings from Tennessee’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 MCO and Group. The number of people (N) in each MCO/Group 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 MCO/Group’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 Tennessee’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 MCOs and Groups; its calculation effectively “re-balances” the oversampled MCOs and Groups to produce an average one would expect if they were represented proportionally relative to the populations they serve. Tennessee’s sampling design did include

oversampling of some of its MCOs and Groups – i.e. some MCOs and Groups constituted a larger proportion of the survey sample than they did as proportion of total population of survey-eligible service recipients. To account for these MCOs and Groups being proportionally over-represented in the state’s survey data, statistical weights were developed and applied to calculate Tennessee’s weighted state averages presented 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 MCO and Group are shown in tabular format in Appendix B. Tables also contain Tennessee’s unweighted overall sample averages for all response options. Please note that the “sample averages” in tables in Appendix B are simple (unweighted) averages that didn’t employ weights in their calculations and may therefore be slightly different from the corresponding weighted state averages shown in the charts.

Data from state-specific questions that Tennessee chose to add to the standard NCI-AD Survey are shown in Appendix C. Data from Tennessee 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 Tennessee. 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 Tennessee’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 Tennessee’s MCOs and Groups and the state overall. State leaders, public managers, policy-makers and community stakeholders can use this information to decide whether an MCO/Group’s result relative to another MCO/Group or to the state average suggests further investigation or intervention is necessary. However,

discretion should be used when comparing an MCO/Group's result relative to another, as it is important to keep in mind the potential differences as well as similarities amongst MCO/Group participants as well as the MCOs and Groups 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:

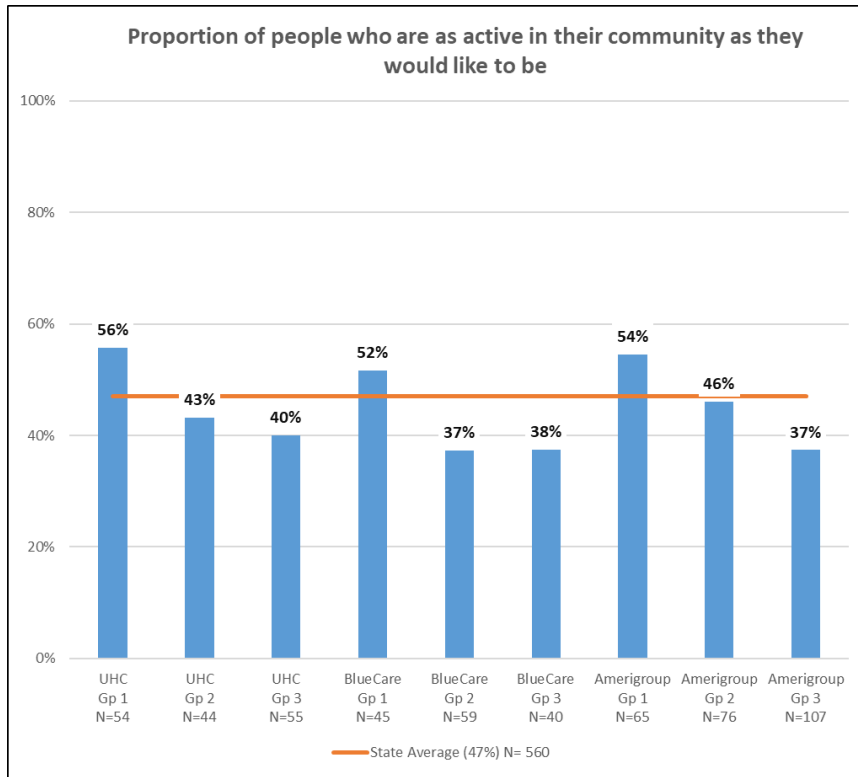
1. Proportion of people who are able to participate in preferred activities outside of home when and with whom they want.

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

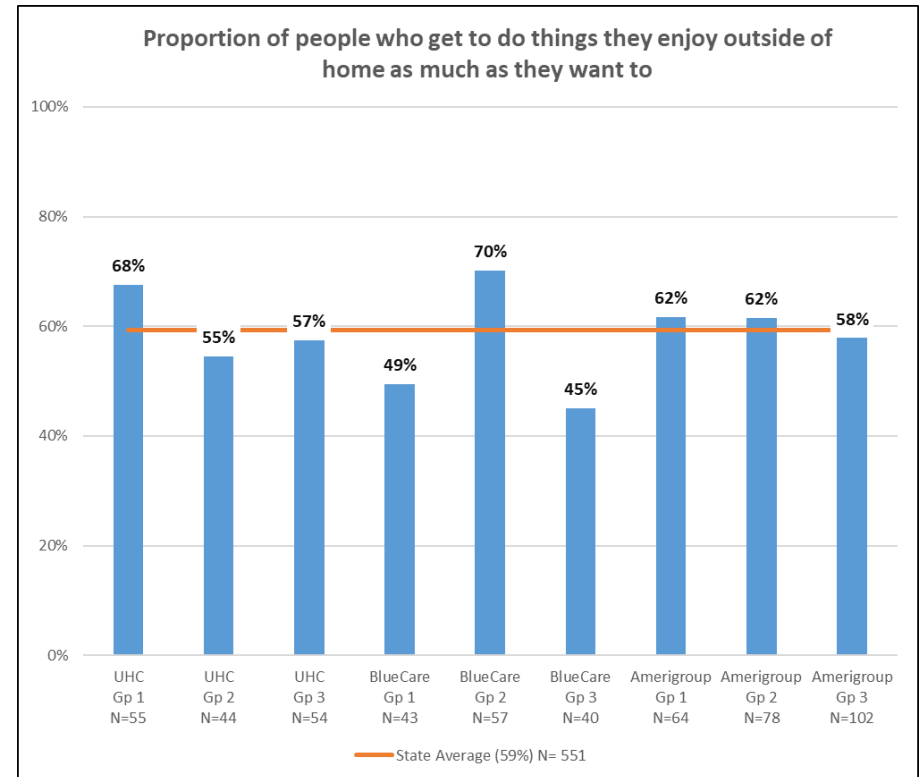
Un-collapsed data are shown in Appendix B.

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.

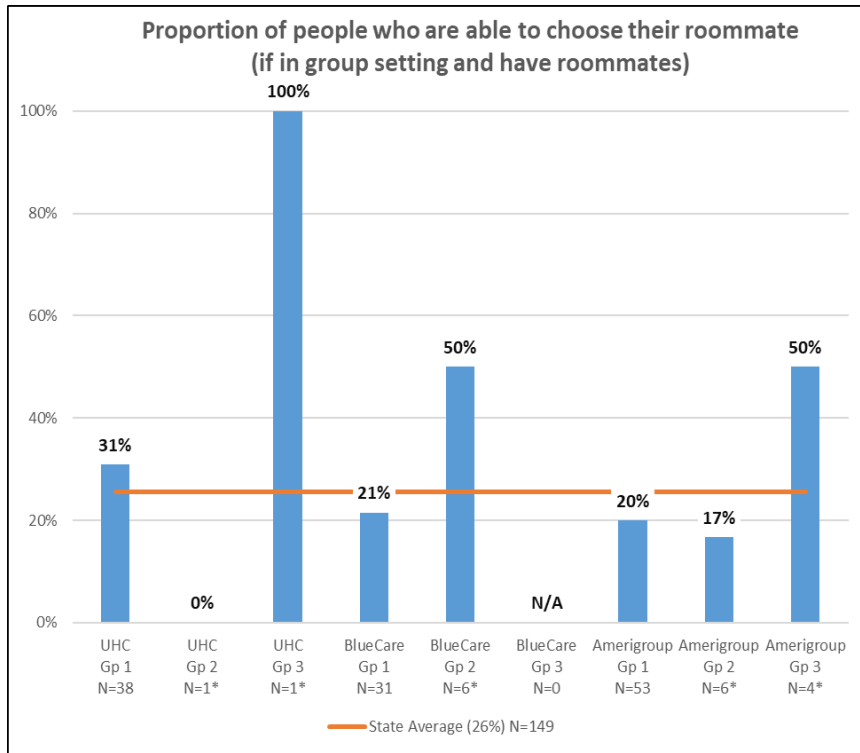
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

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.

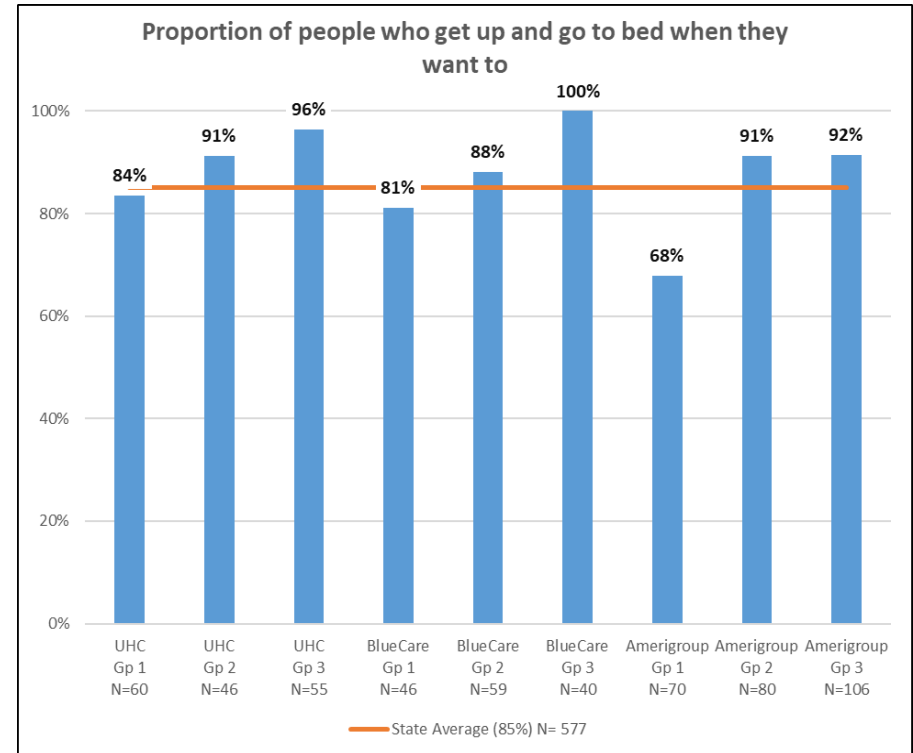
Un-collapsed data are shown in Appendix B.

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



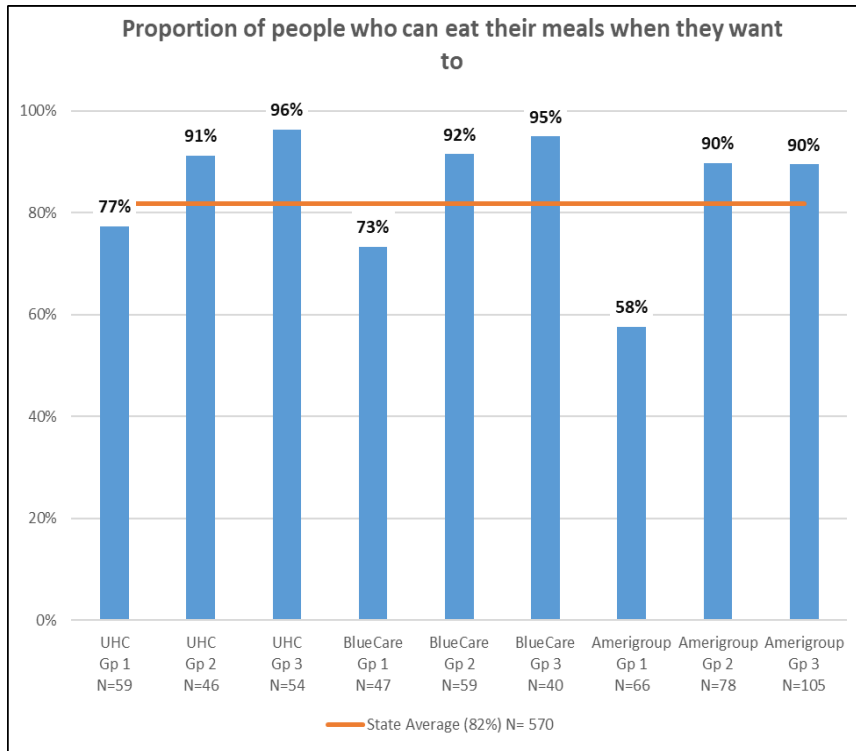
* Very small number of responses

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

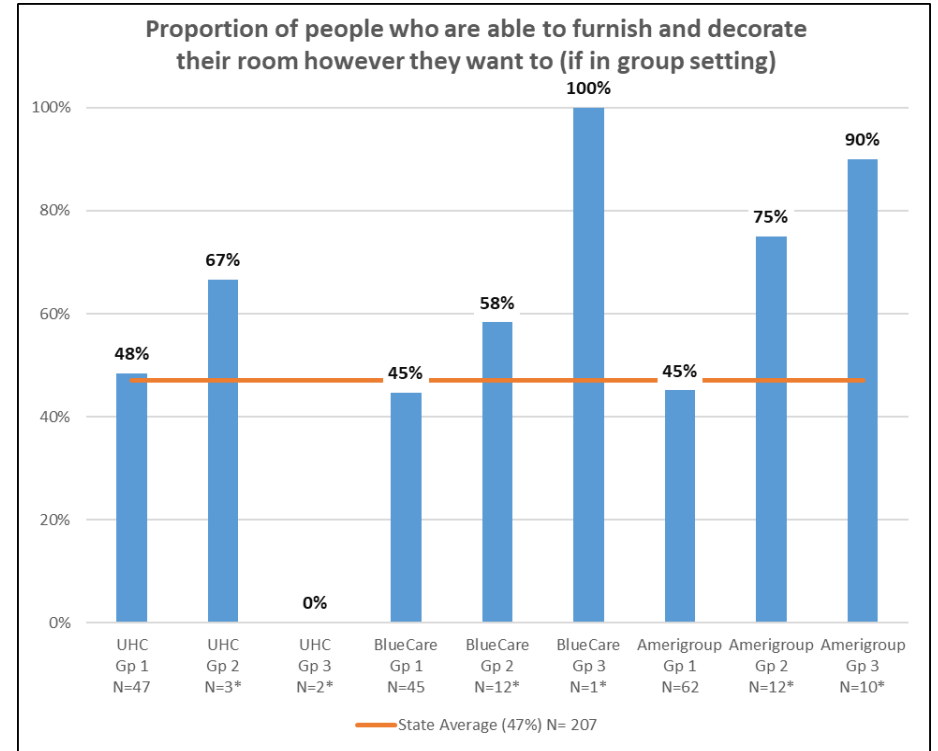


⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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:

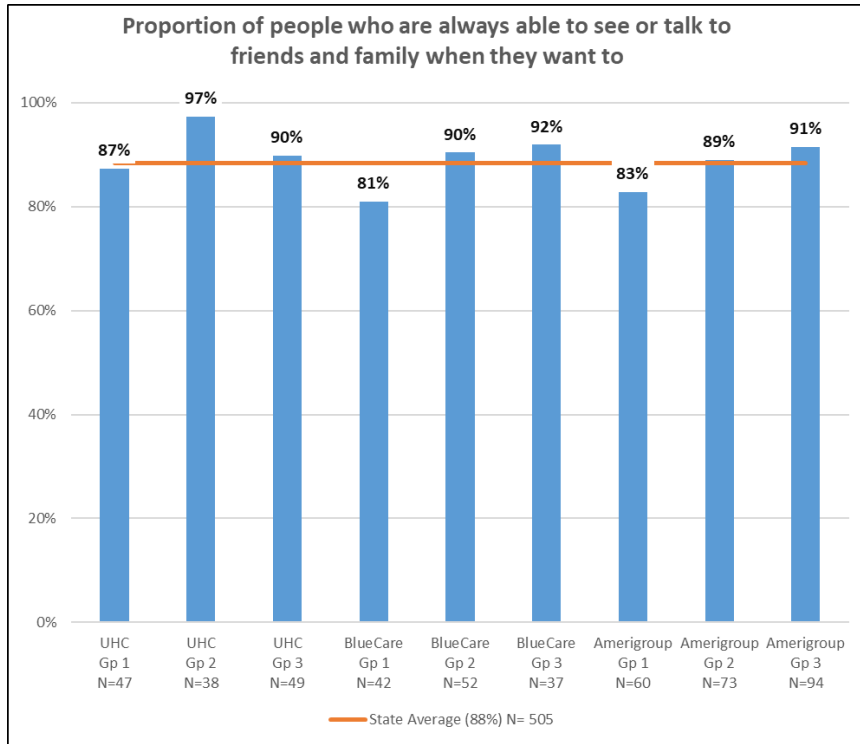
1. Proportion of people who are able to see or talk to their friends and families when they want to.

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

Un-collapsed 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:

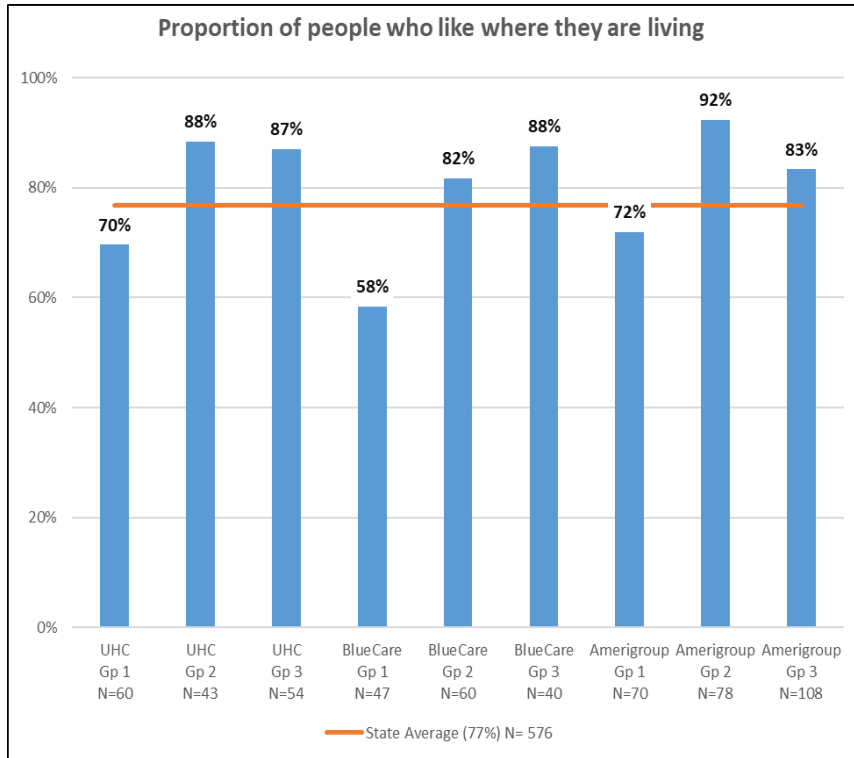
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with staff who work with them.

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

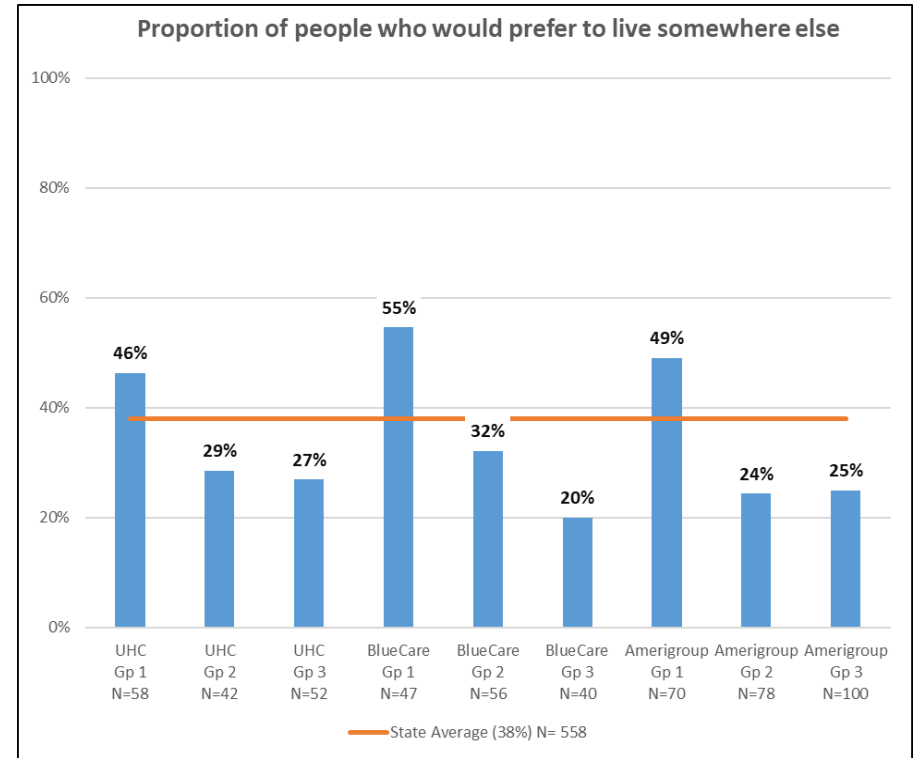
Un-collapsed data are shown in Appendix B.

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

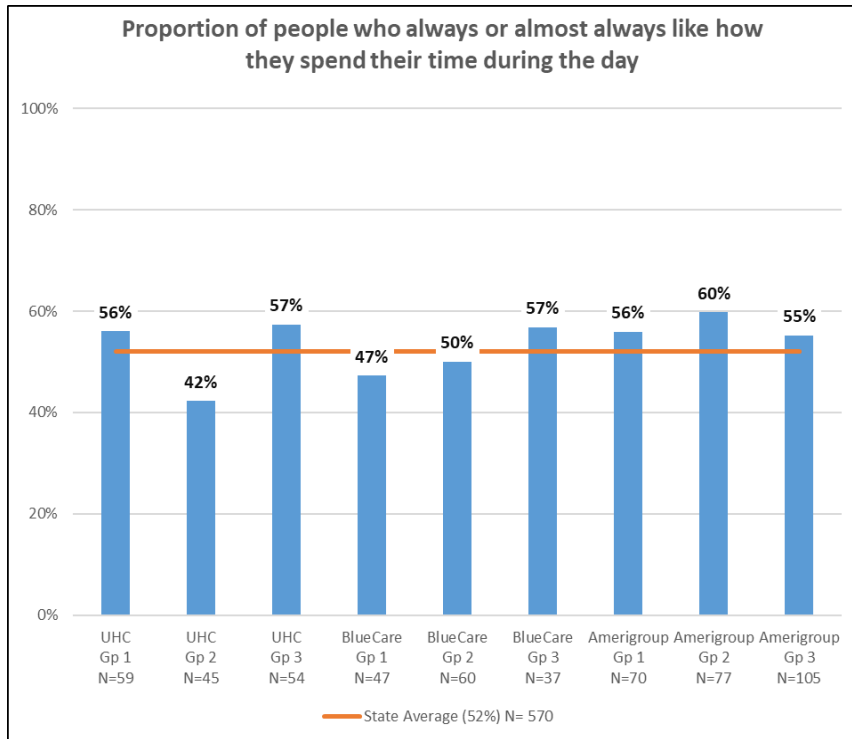
Graph 8. Proportion of people who like where they are living



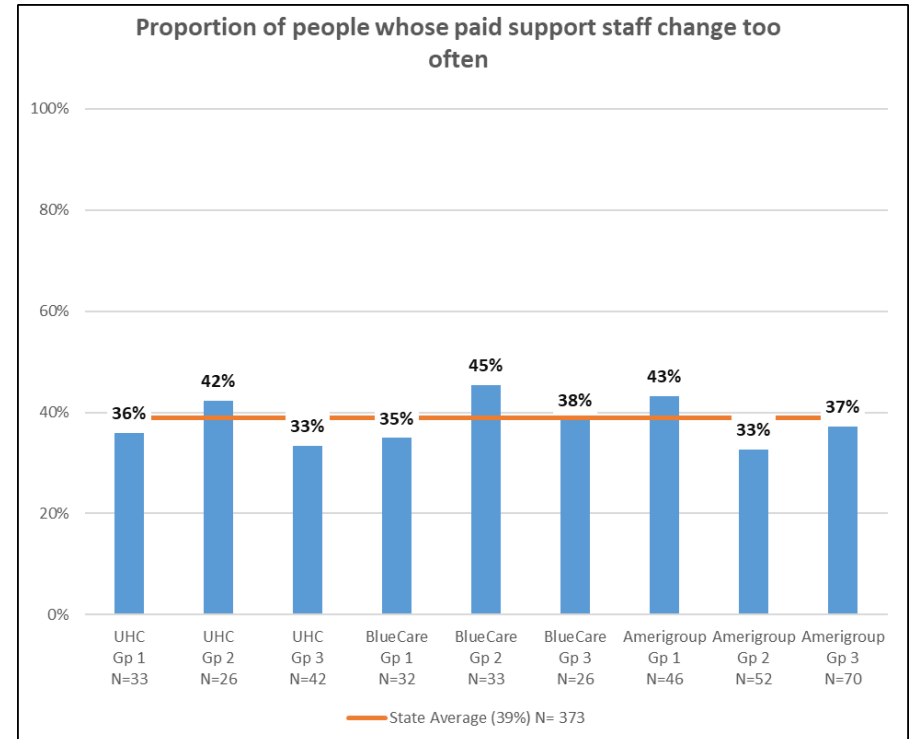
Graph 9. Proportion of people who would prefer to live somewhere else



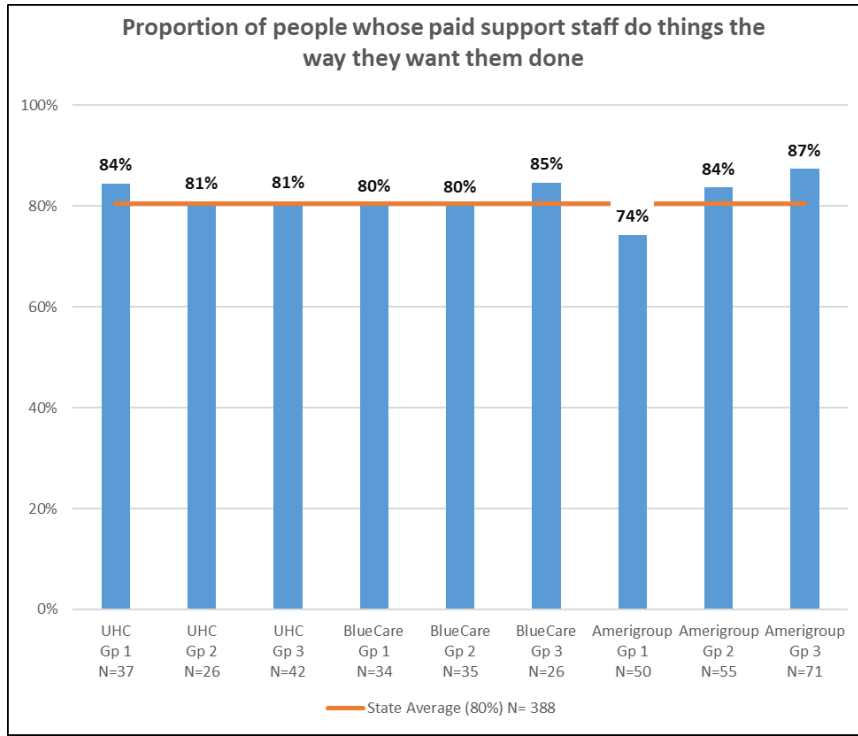
Graph 10. Proportion of people who always or almost always like how they spend their time during the day



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:

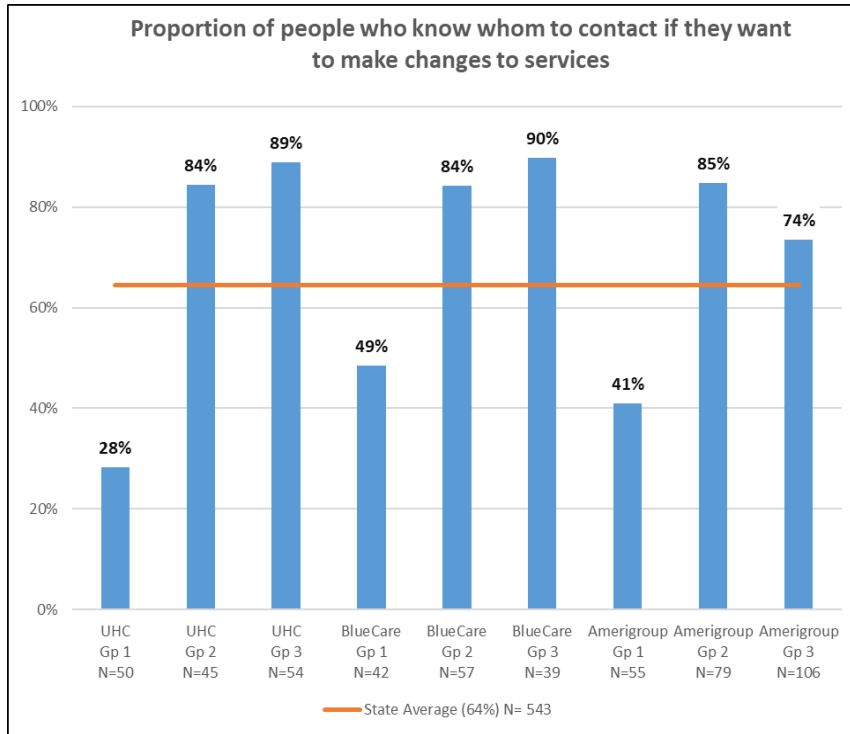
1. Proportion of people who know who to call with a complaint, concern, or question about their services
2. Proportion of people whose case manager talks to them about any needs that are not being met
3. Proportion of people who can get in contact with their case manager when they need to
4. Proportion 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.

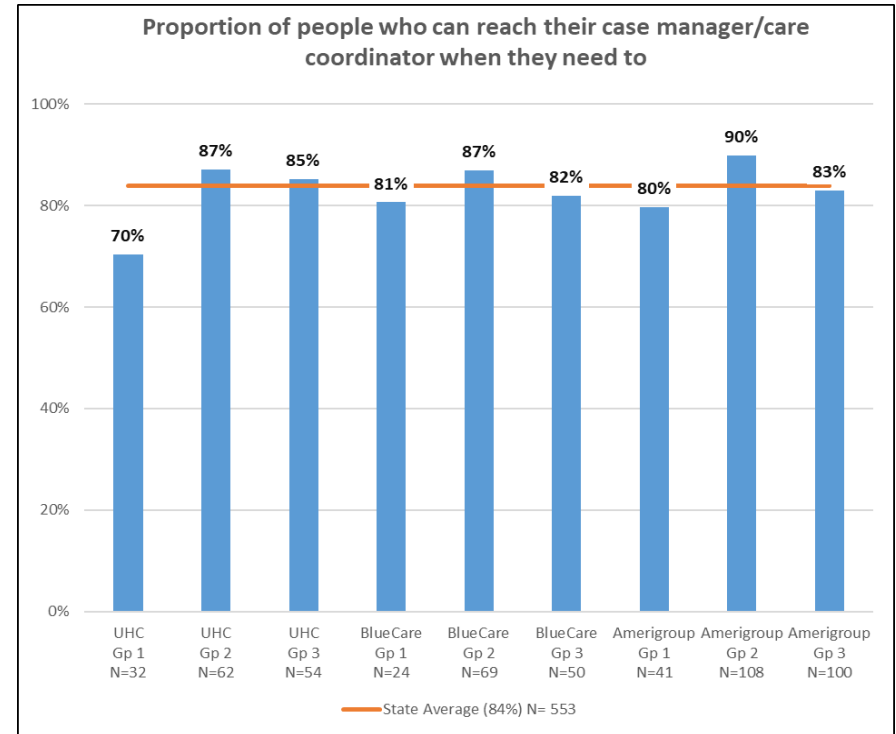
Un-collapsed data are shown in Appendix B.

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

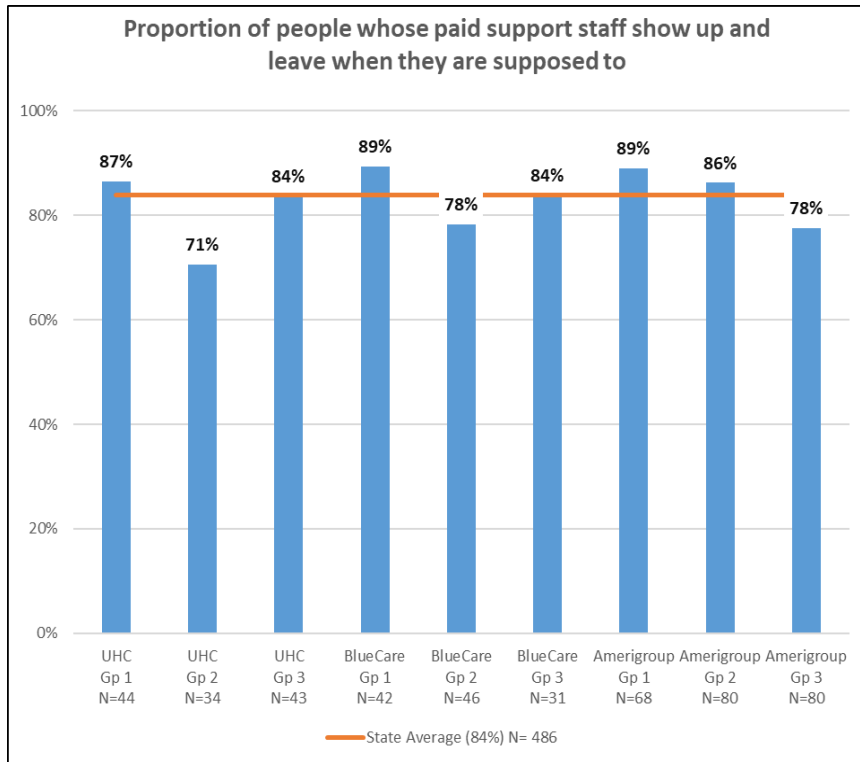


Graph 14. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

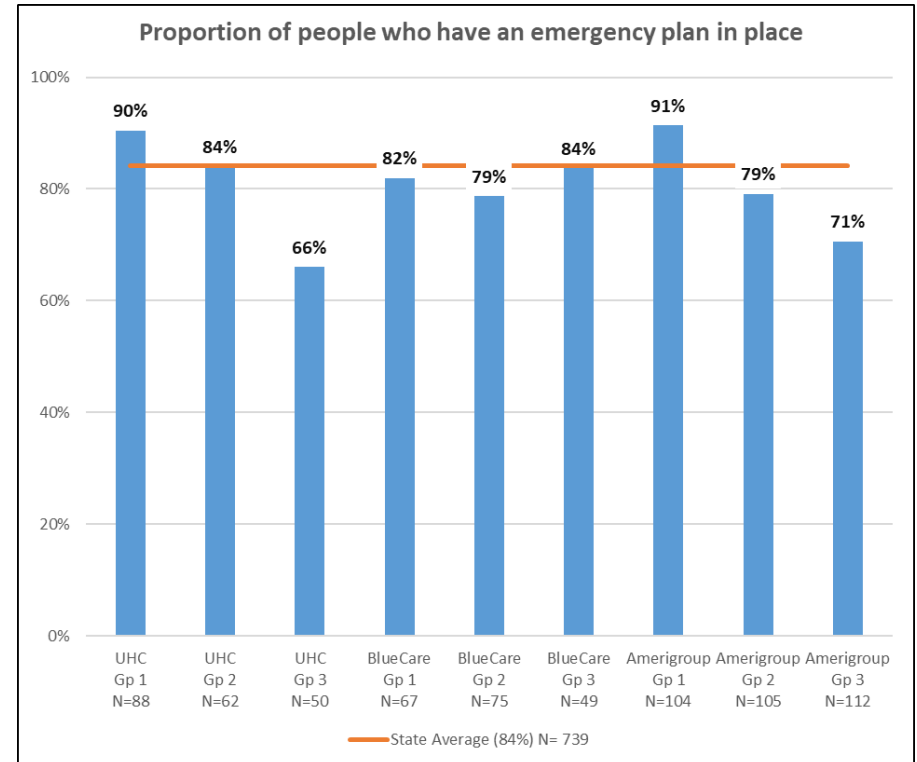


¹¹ Question changed in 2017-2018 – no longer allows for proxies

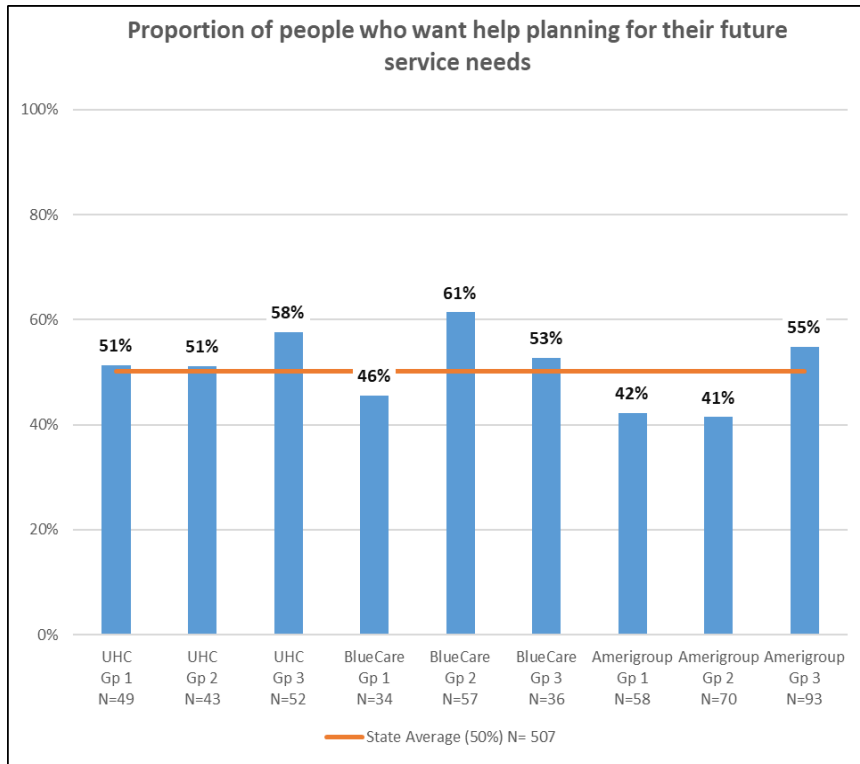
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



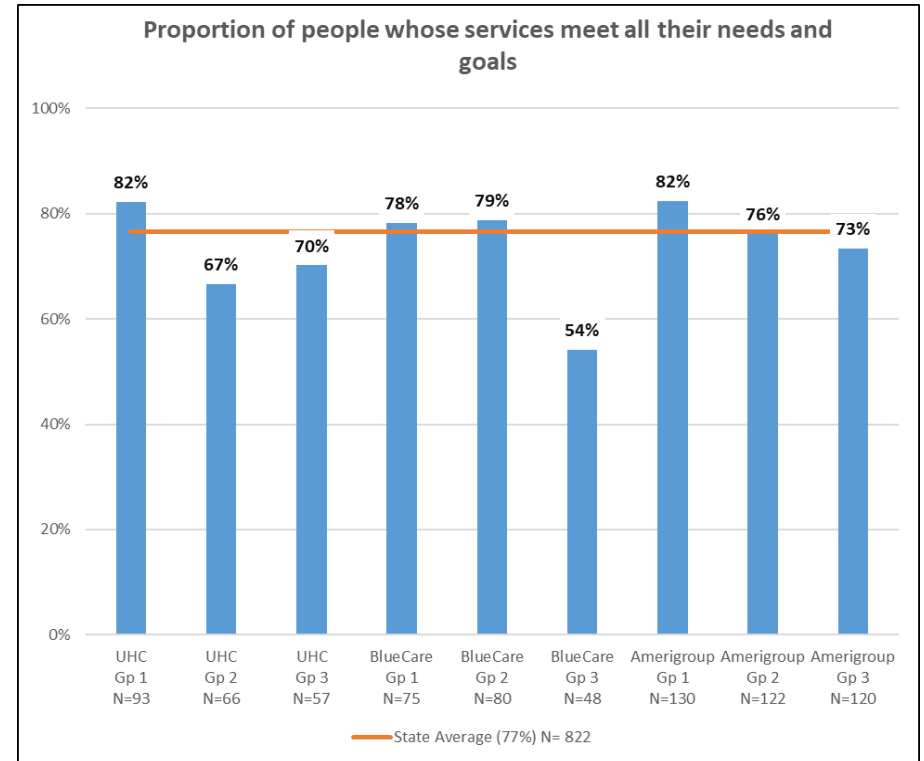
Graph 16. Proportion of people who have an emergency plan in place



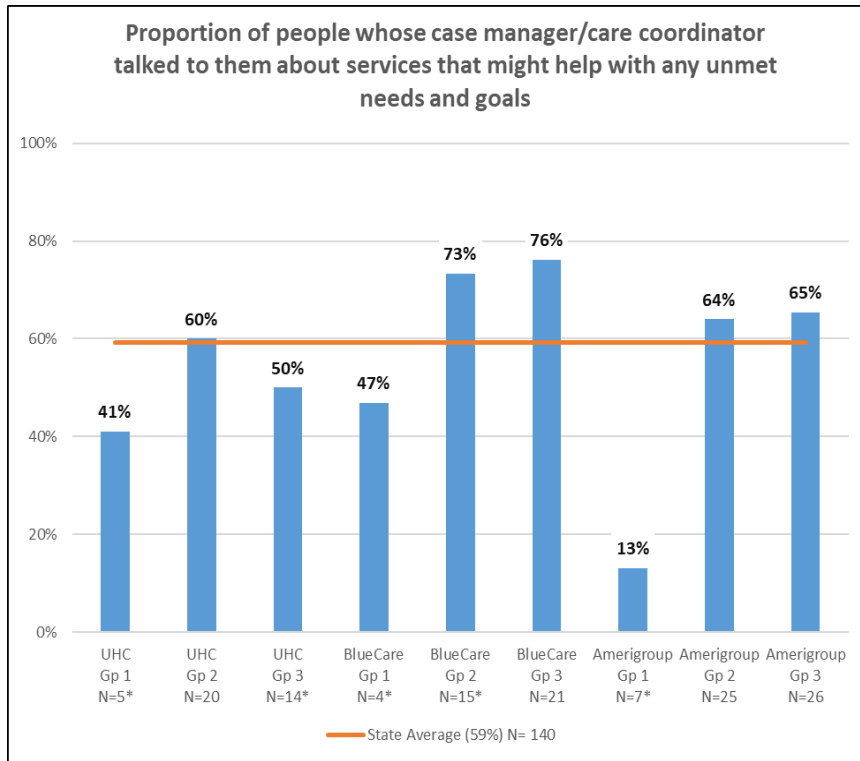
Graph 17. Proportion of people who want help planning for their future service needs



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

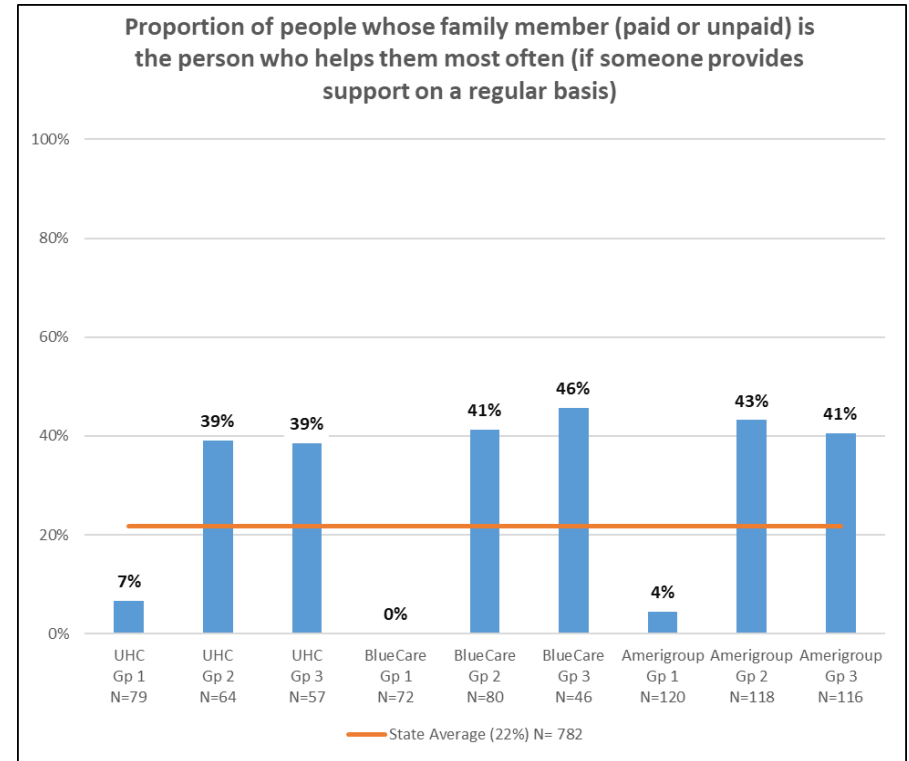


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

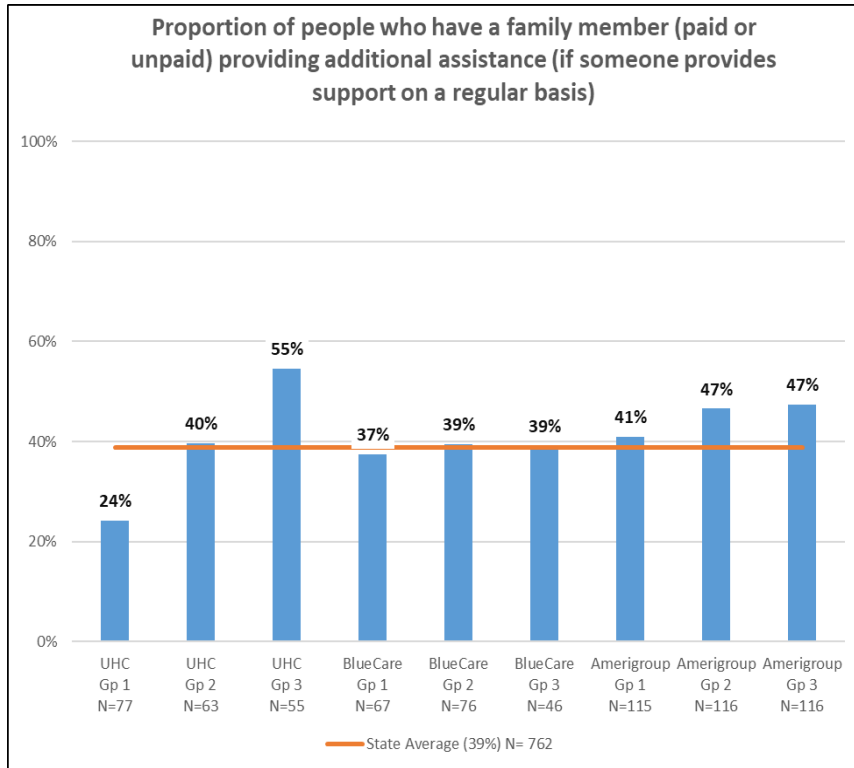


* Very small number of responses

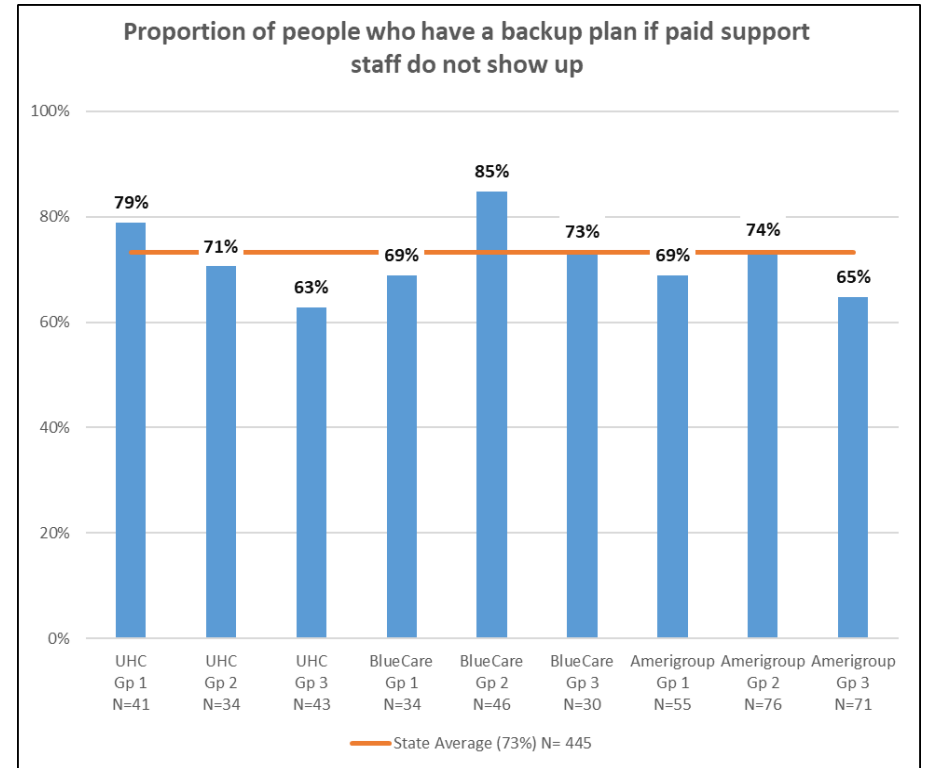
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if someone provides support on a regular basis)



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.

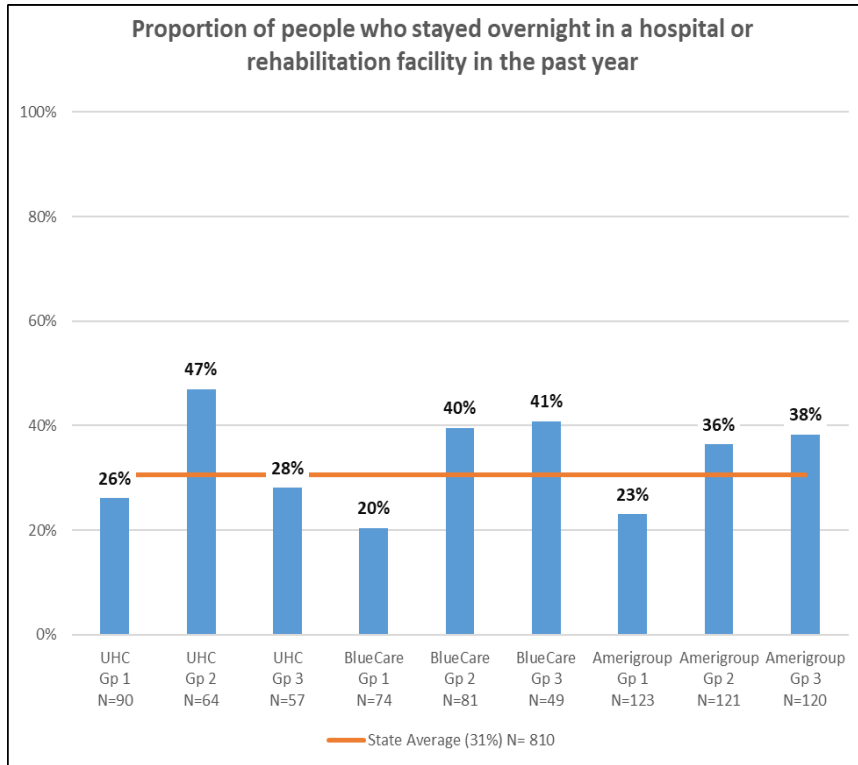
There are three Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

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.

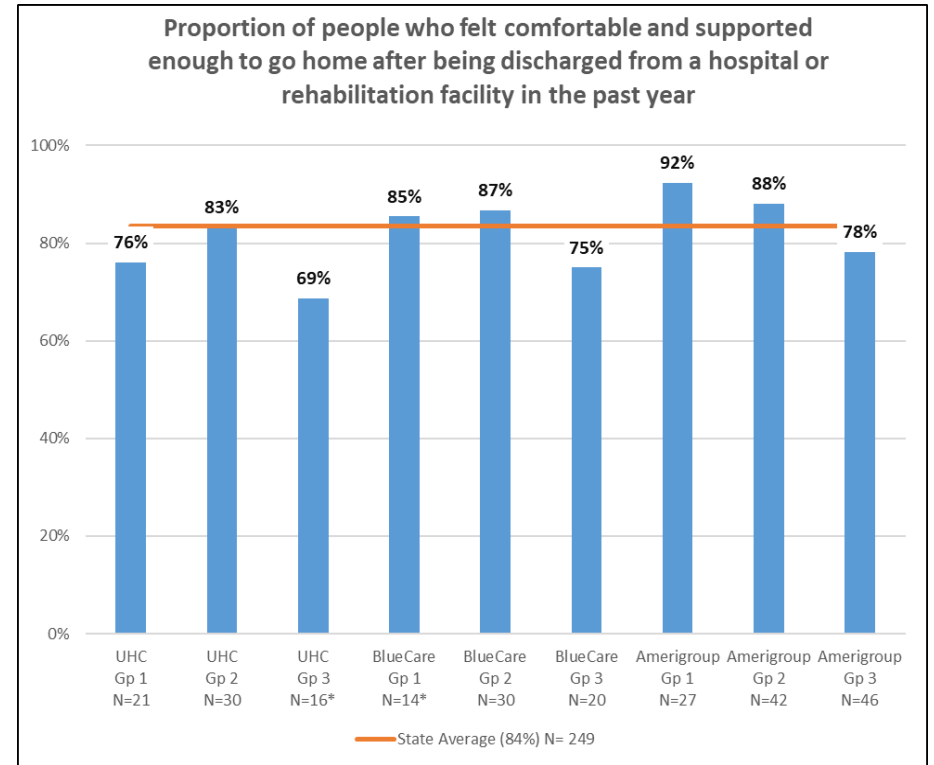
There are four survey items that correspond to the Care Coordination domain.

Un-collapsed 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)

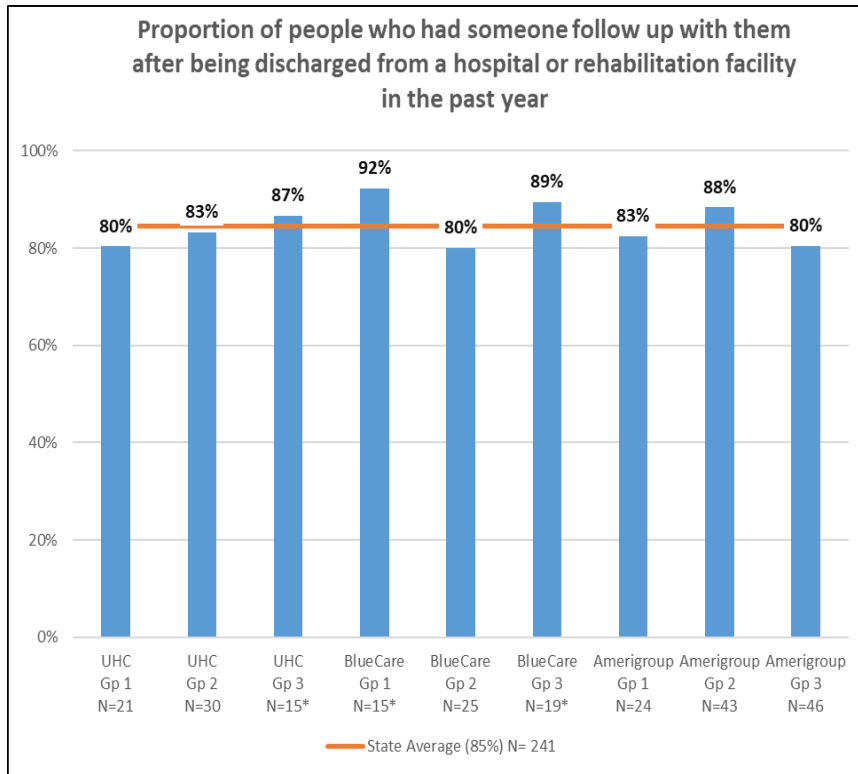


Graph 24. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



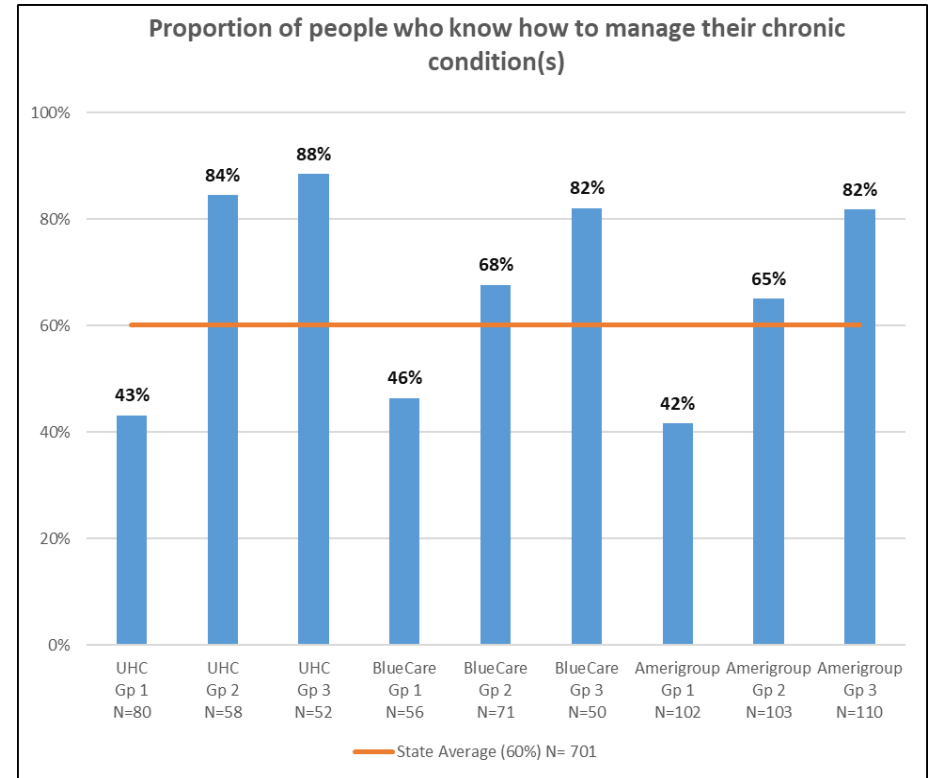
* Very small number of responses

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



* Very small number of responses

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.

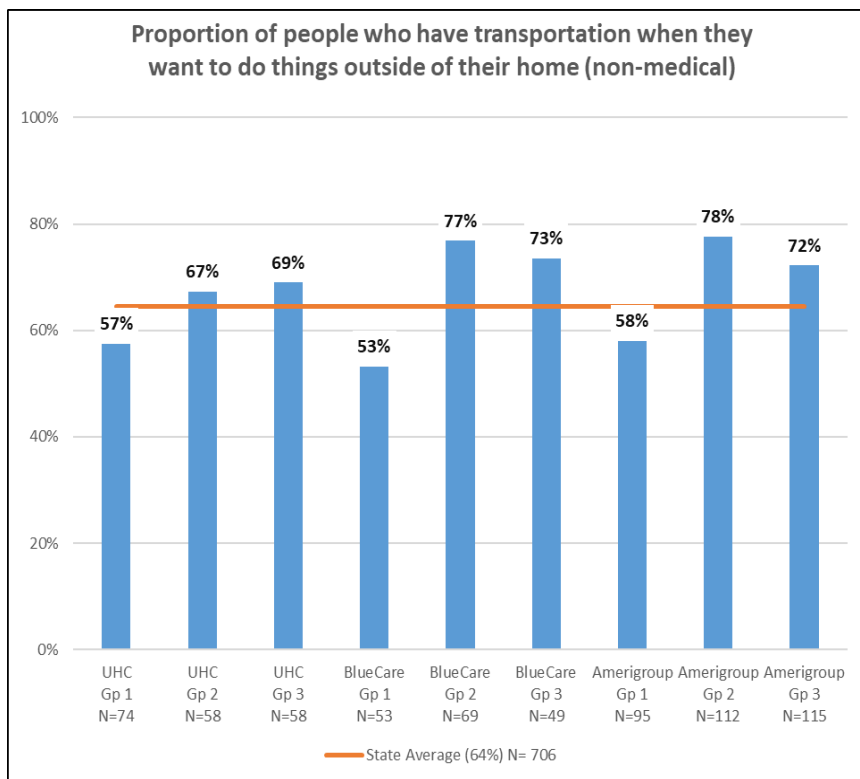
There are three Access indicators measured by the NCI-AD Adult Consumer Survey:

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.

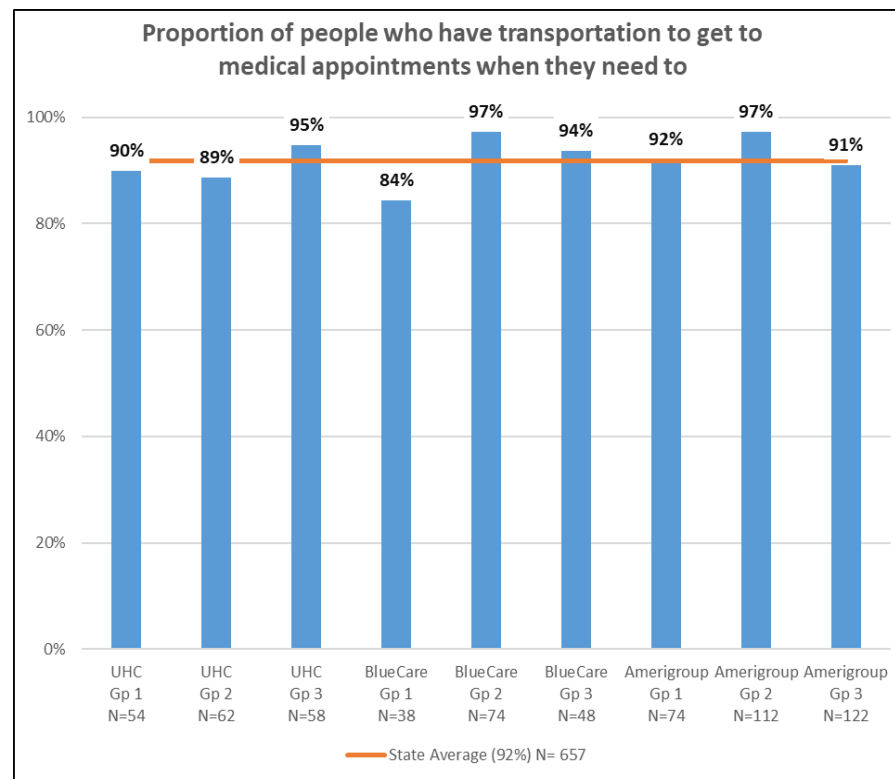
There are five survey items that correspond to the Access domain.

Un-collapsed data are shown in Appendix B.

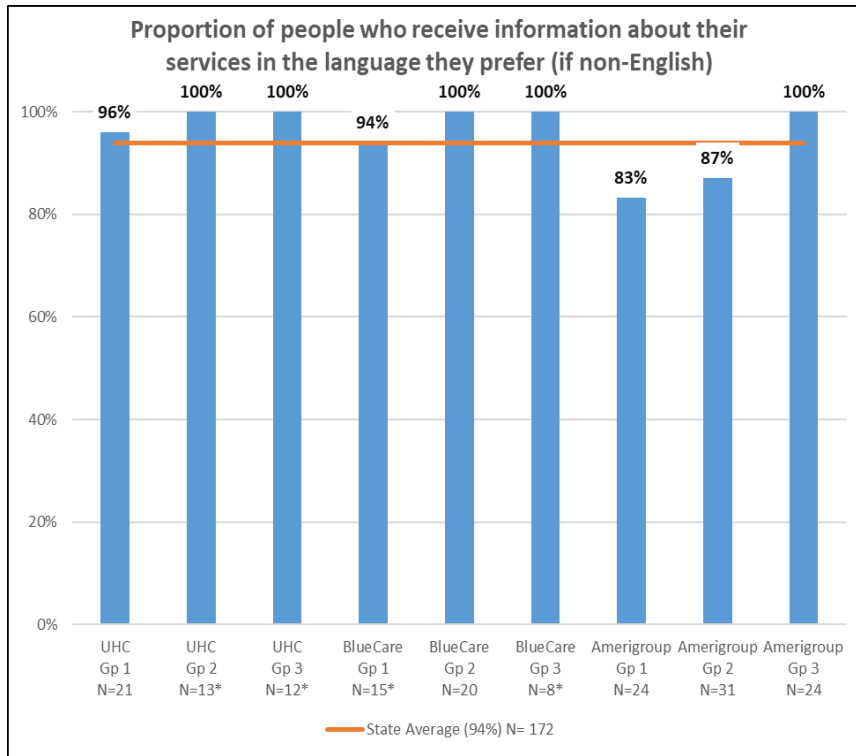
Graph 27. Proportion of people who have transportation when they want to do things outside of their home (non-medical)



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

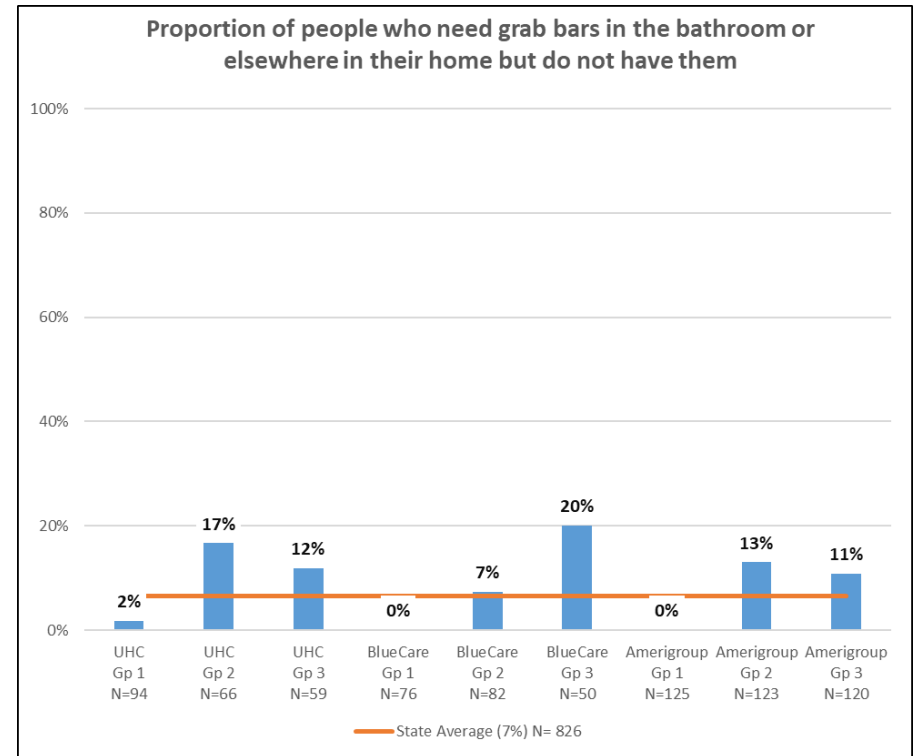


Graph 29. Proportion of people who receive information about their services in the language they prefer (if non-English)

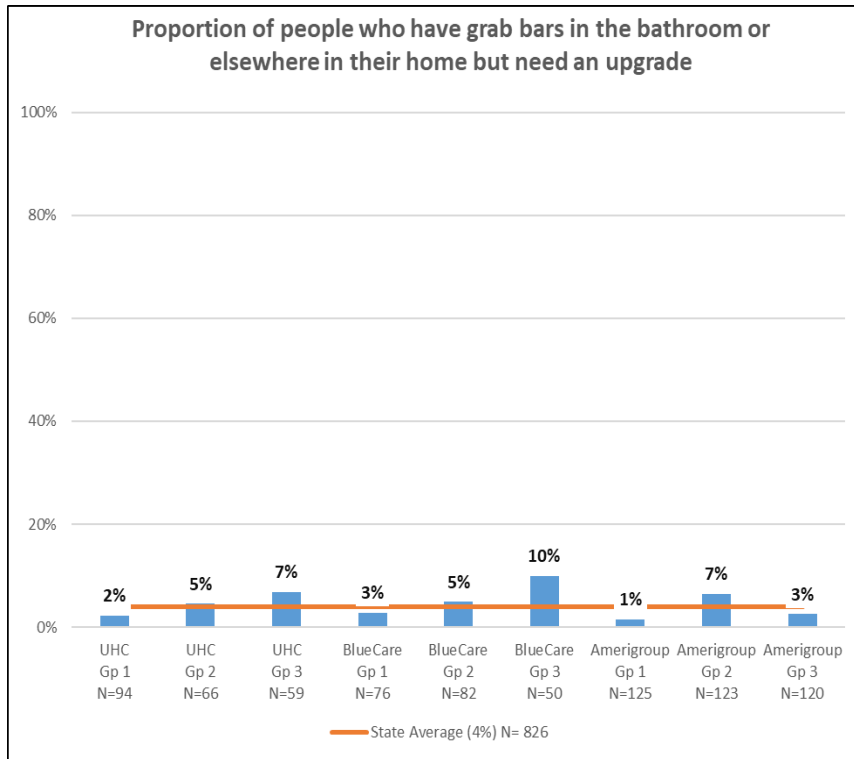


* Very small number of responses

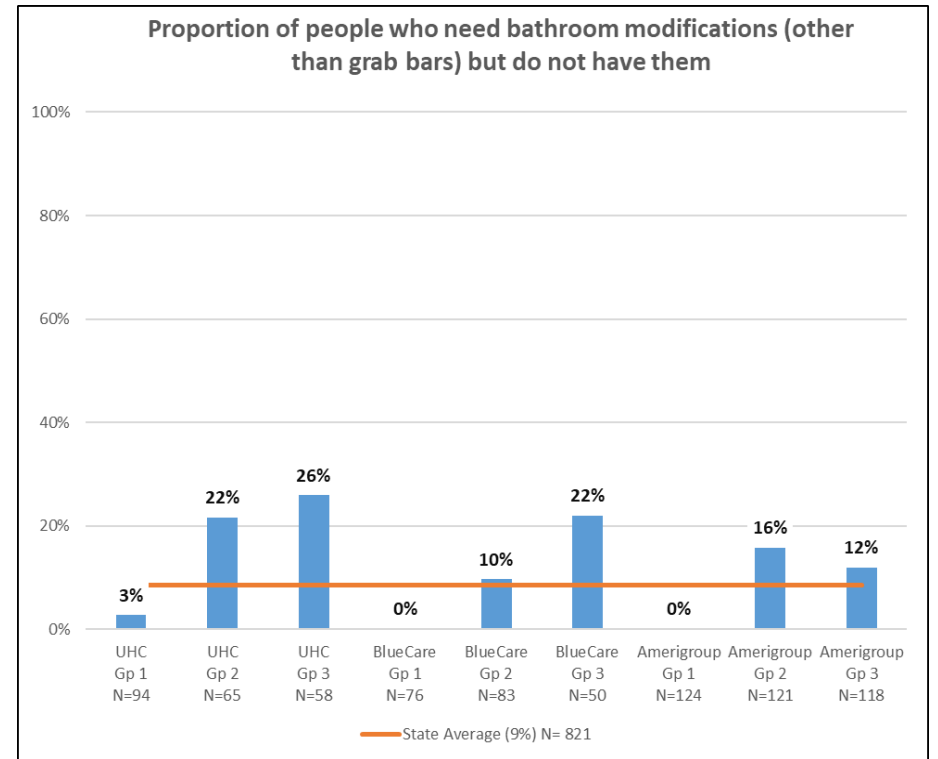
Graph 30. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them



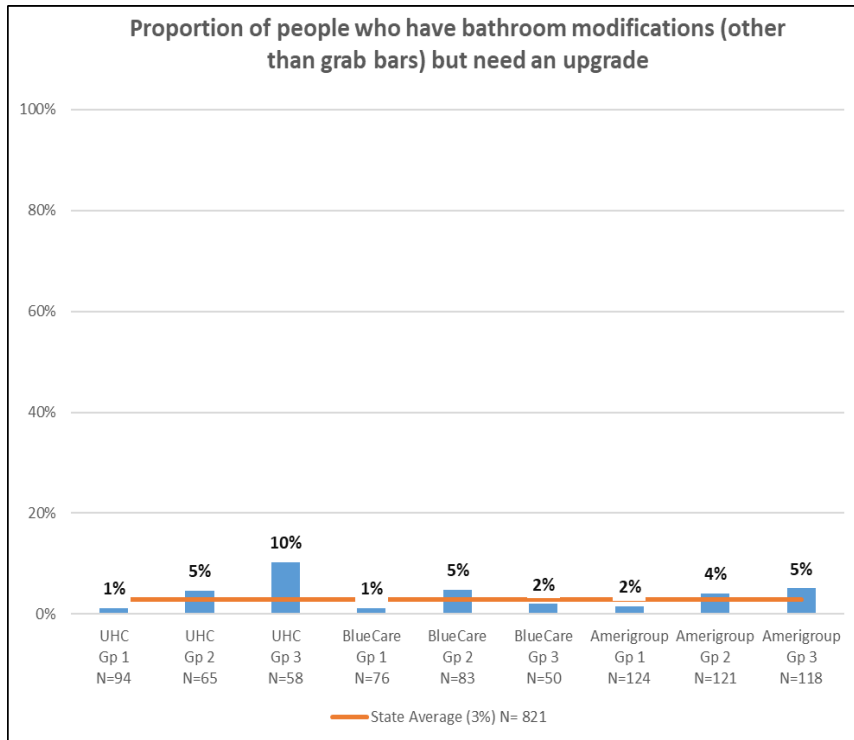
Graph 31. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade



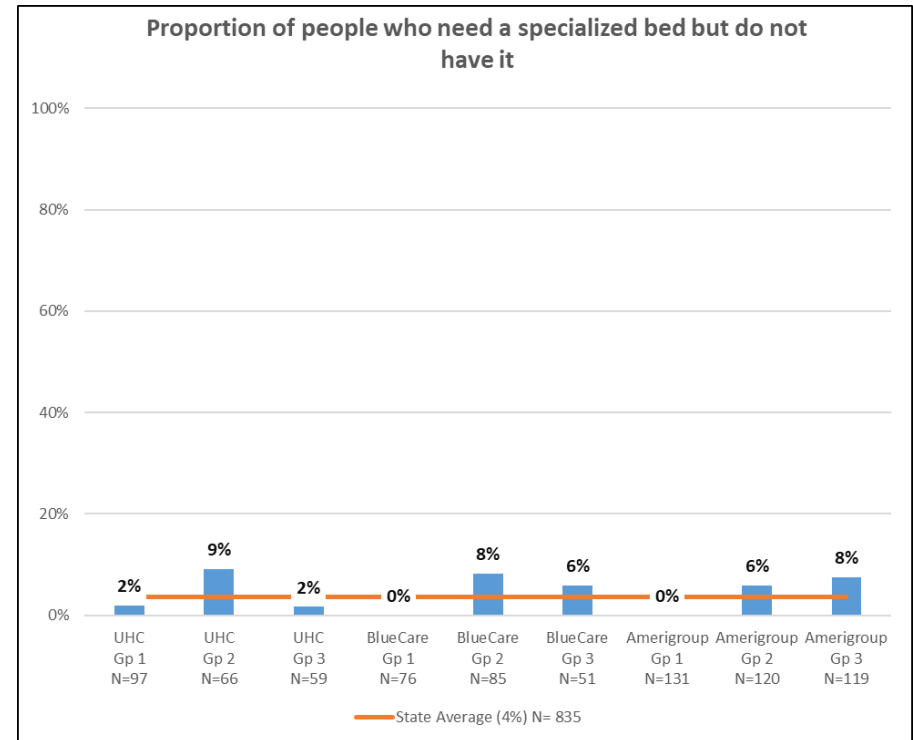
Graph 32. Proportion of people who need bathroom modifications (other than grab bars) but do not have them



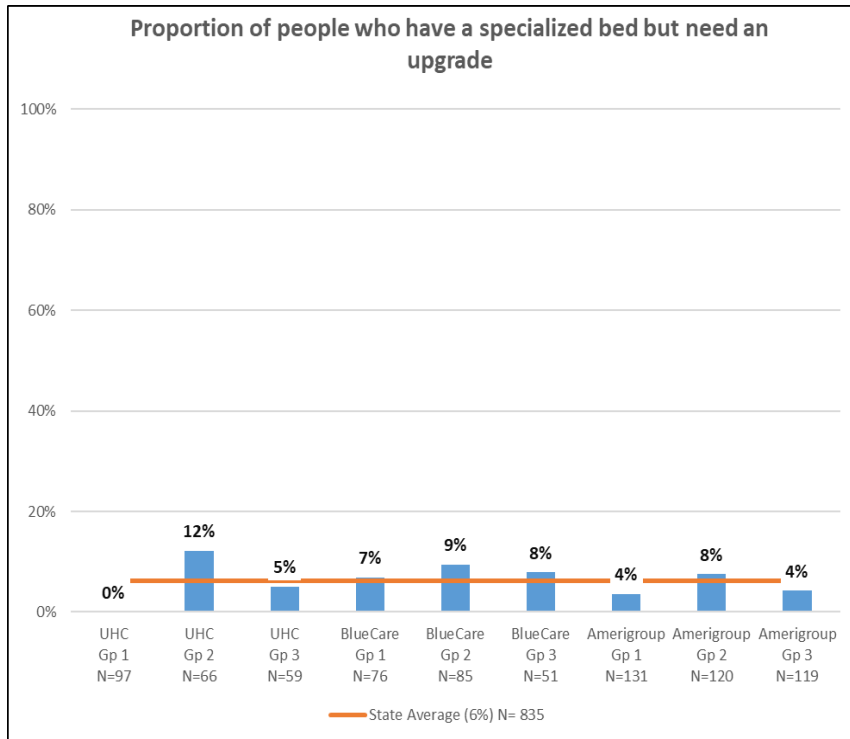
Graph 33. Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade



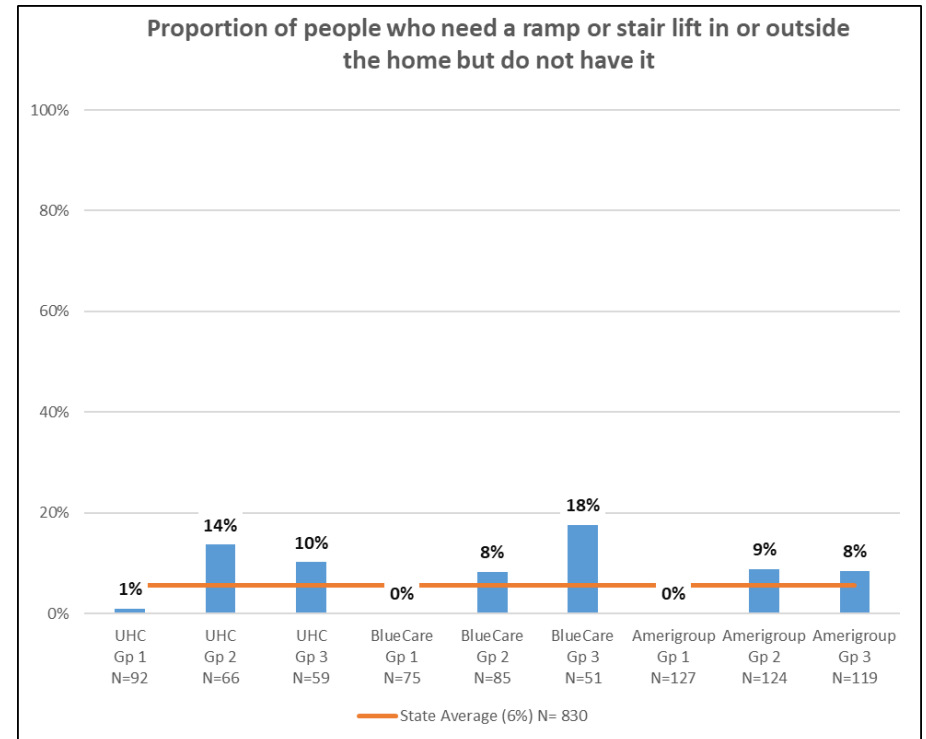
Graph 34. Proportion of people who need a specialized bed but do not have it



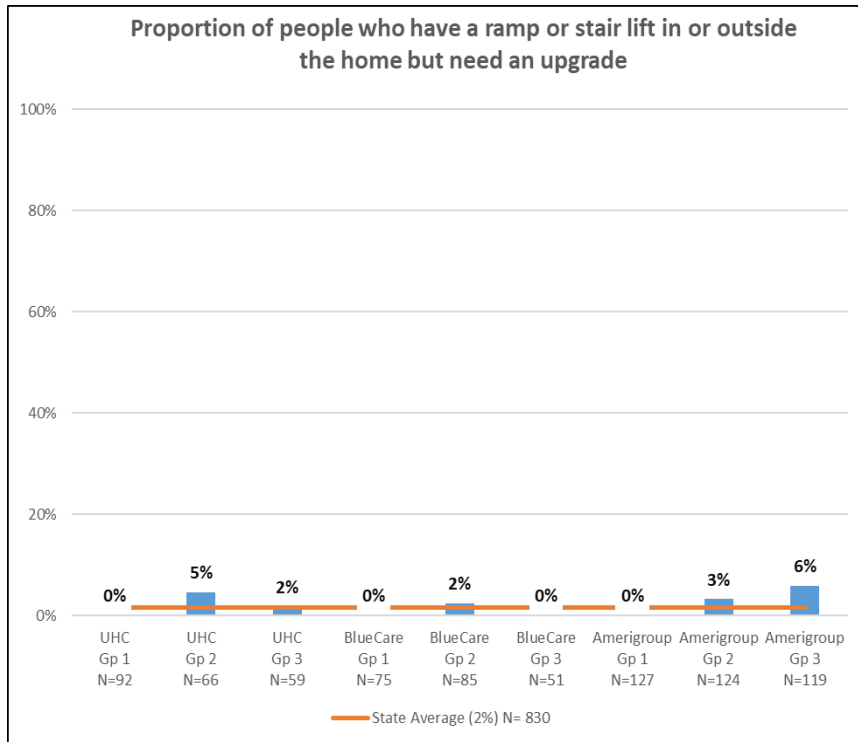
Graph 35. Proportion of people who have a specialized bed but need an upgrade



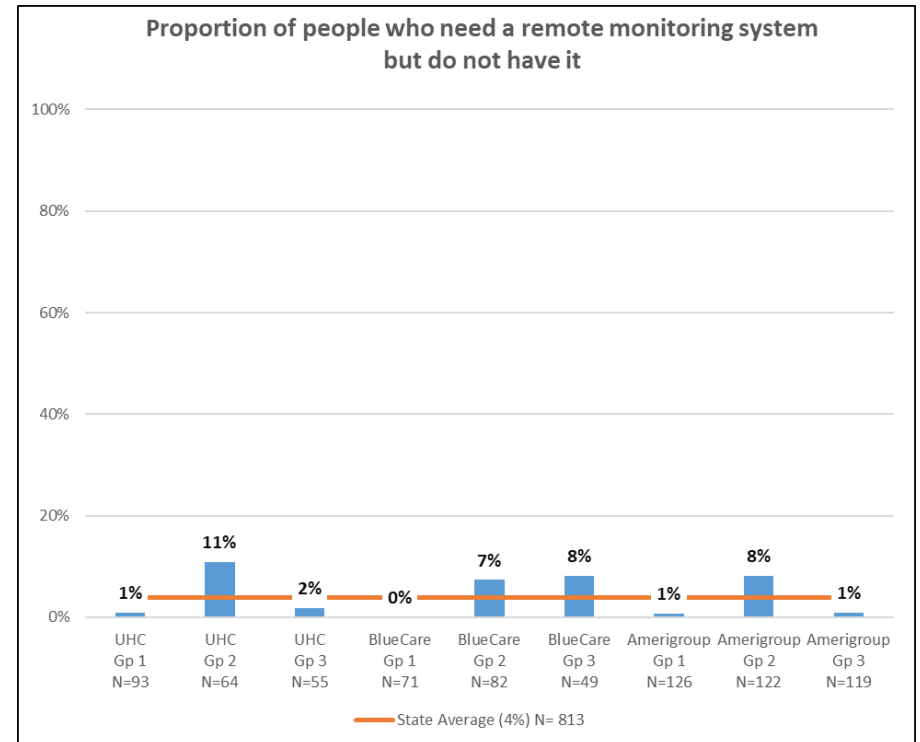
Graph 36. Proportion of people who need a ramp or stair lift in or outside the home but do not have it



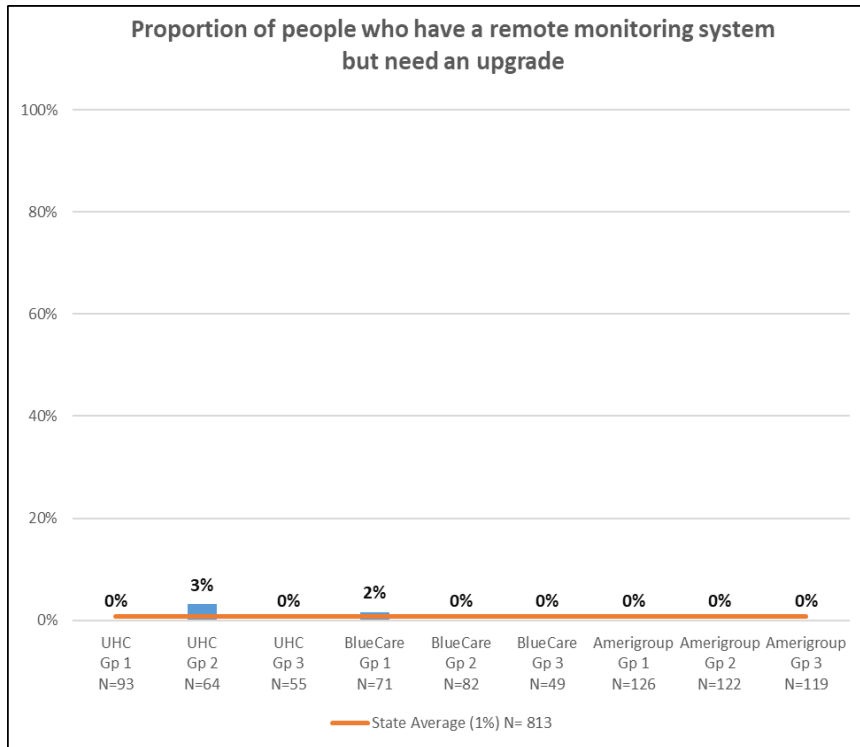
Graph 37. Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade



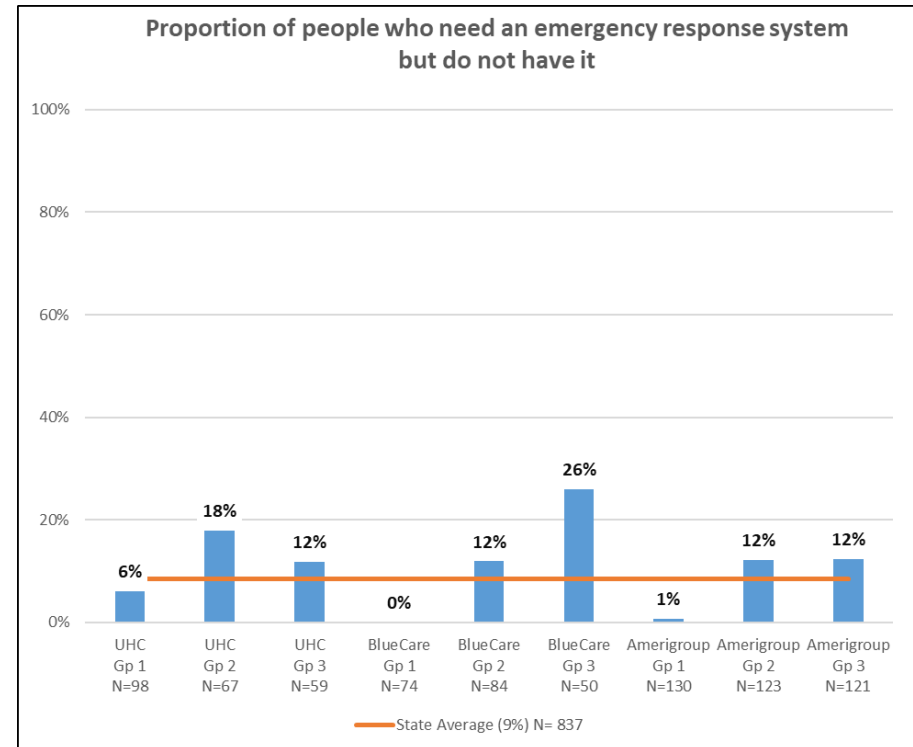
Graph 38. Proportion of people who need a remote monitoring system but do not have it



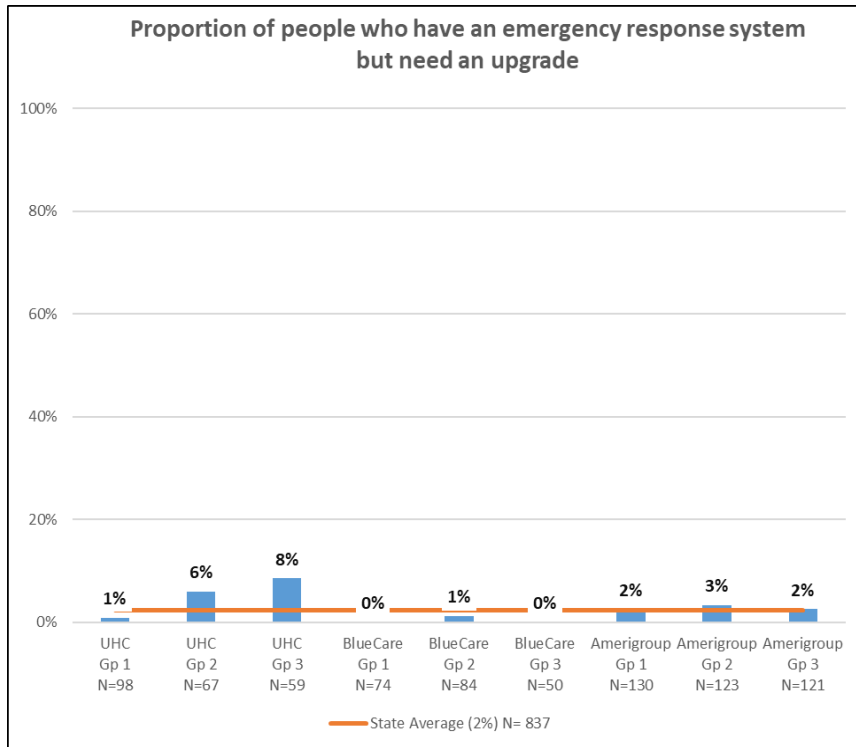
Graph 39. Proportion of people who have a remote monitoring system but need an upgrade



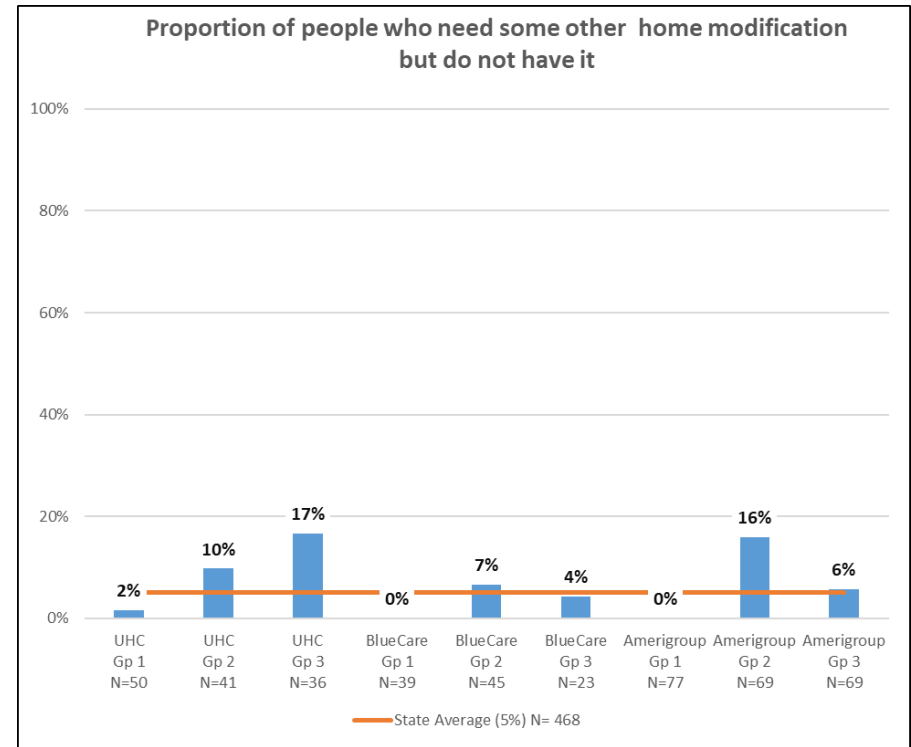
Graph 40. Proportion of people who need an emergency response system but do not have it



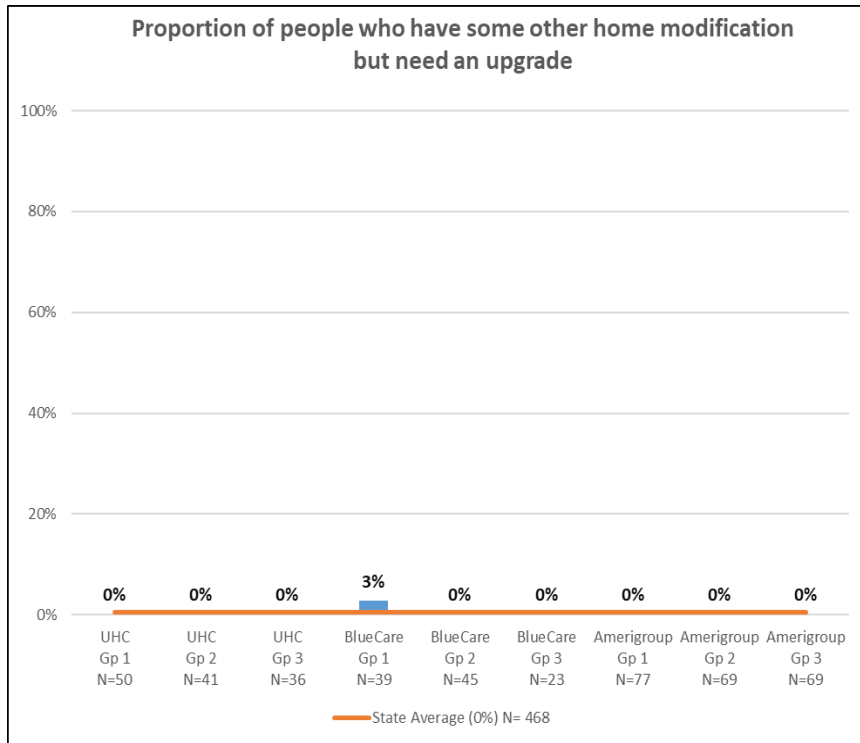
Graph 41. Proportion of people who have an emergency response system but need an upgrade



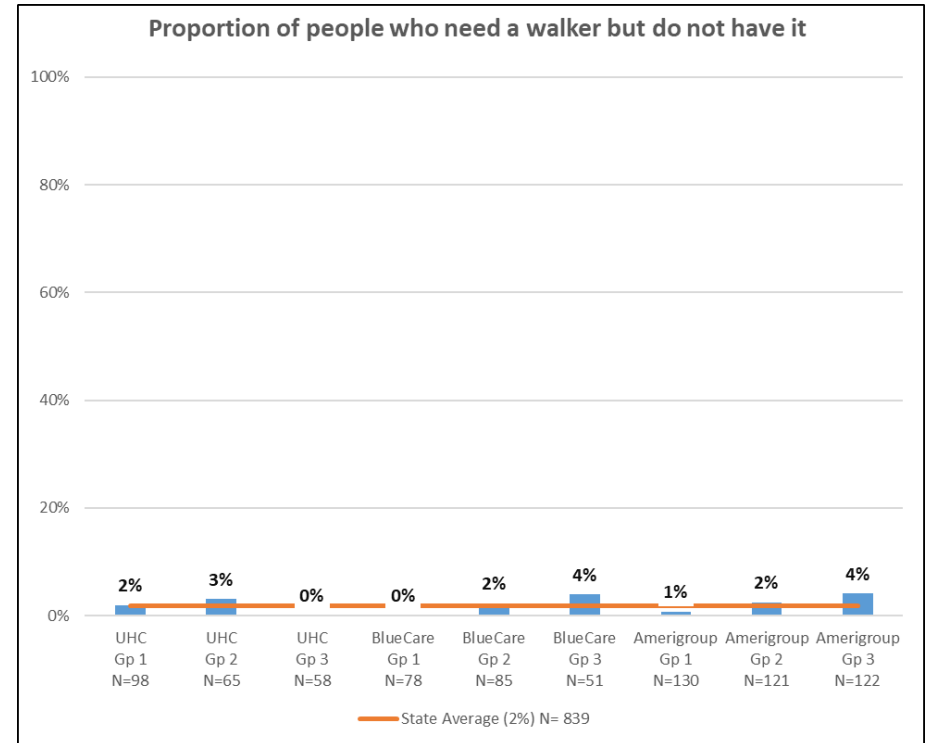
Graph 42. Proportion of people who need some other home modification but do not have it



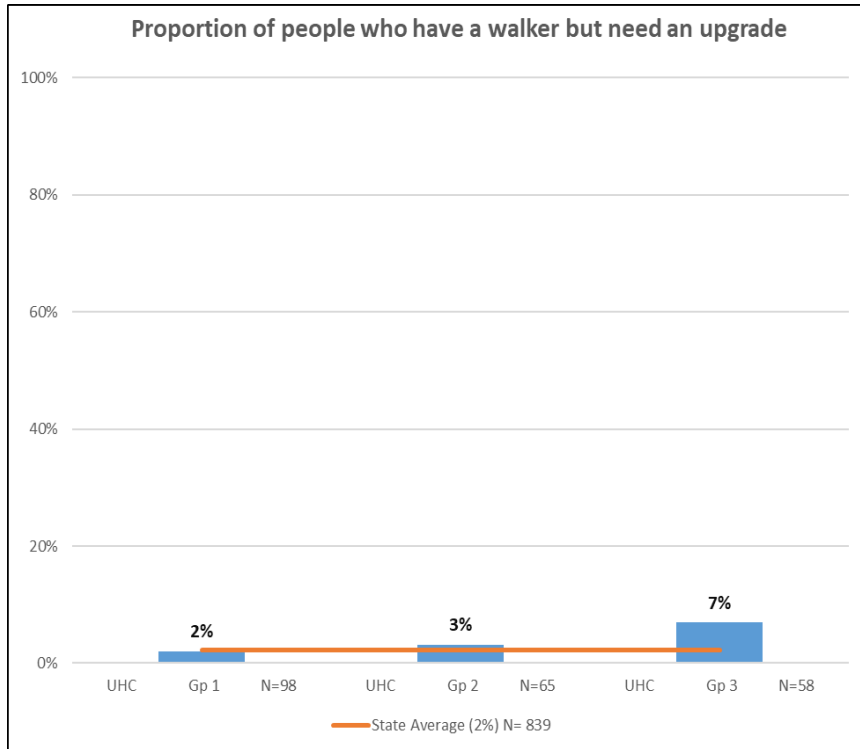
Graph 43. Proportion of people who have some other home modification but need an upgrade



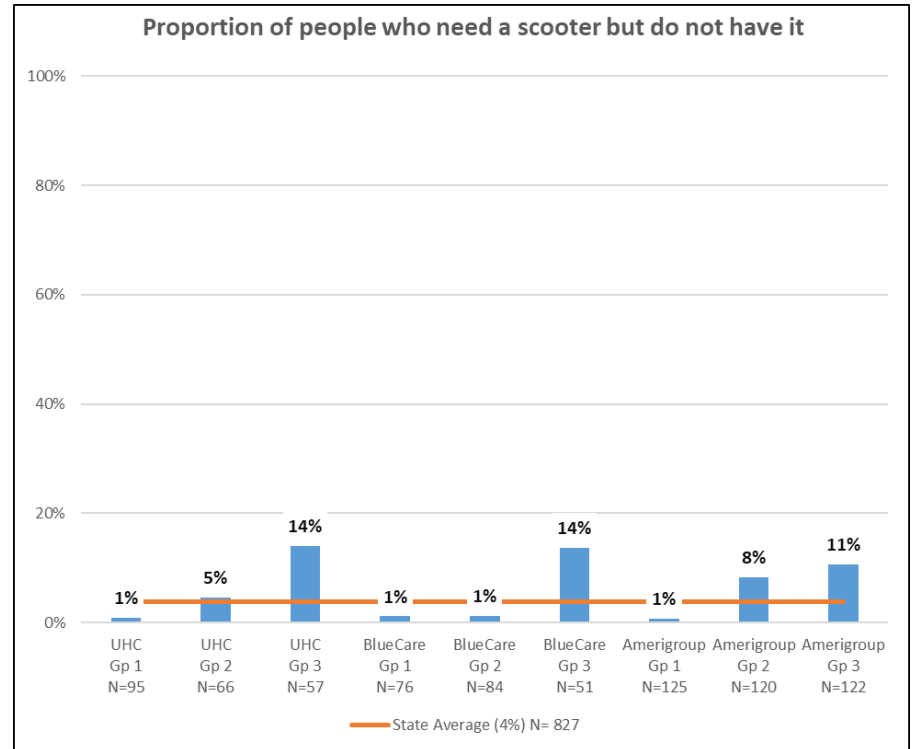
Graph 44. Proportion of people who need a walker but do not have it



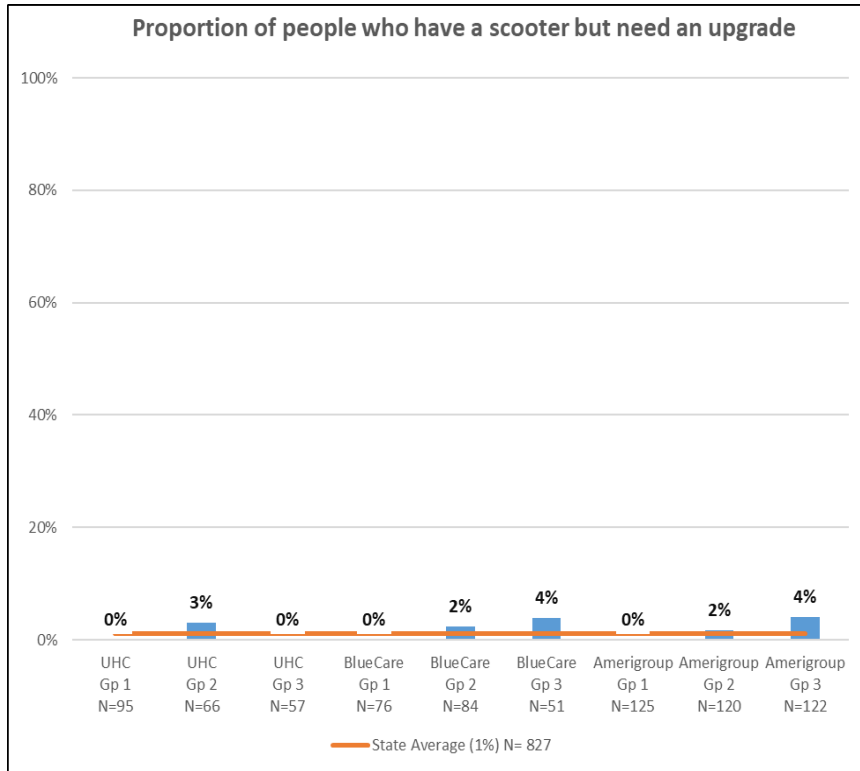
Graph 45. Proportion of people who have a walker but need an upgrade



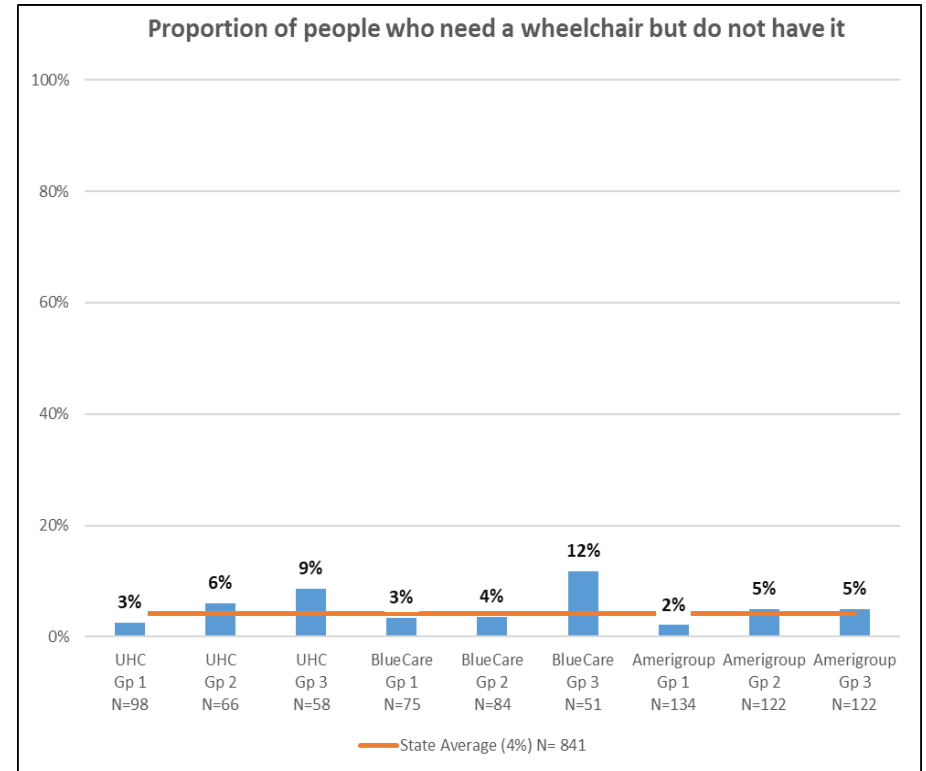
Graph 46. Proportion of people who need a scooter but do not have it



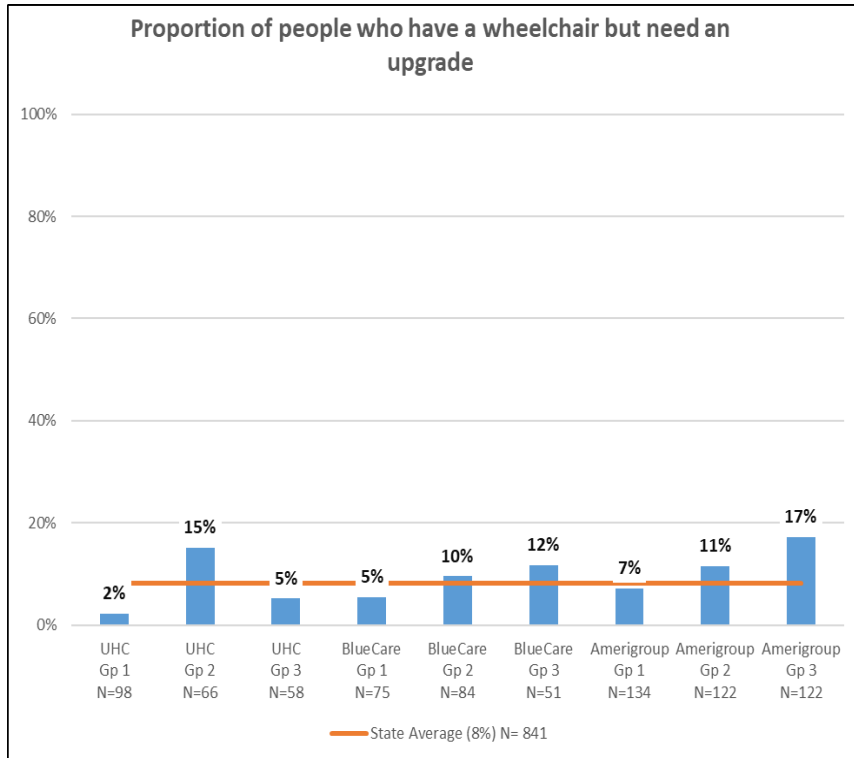
Graph 47. Proportion of people who have a scooter but need an upgrade



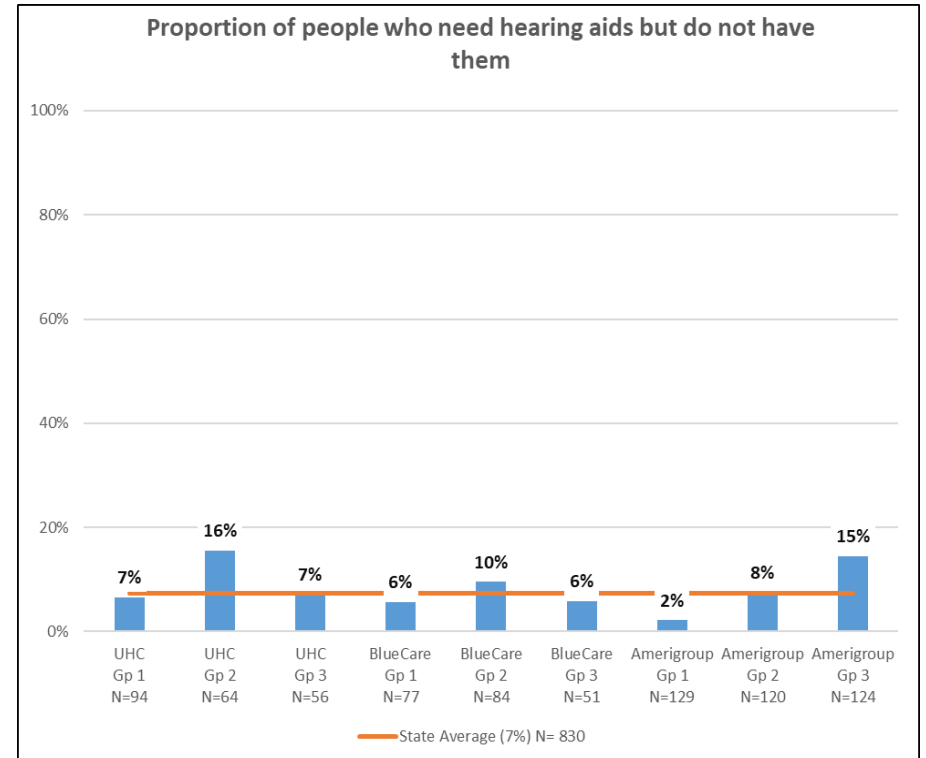
Graph 48. Proportion of people who need a wheelchair but do not have it



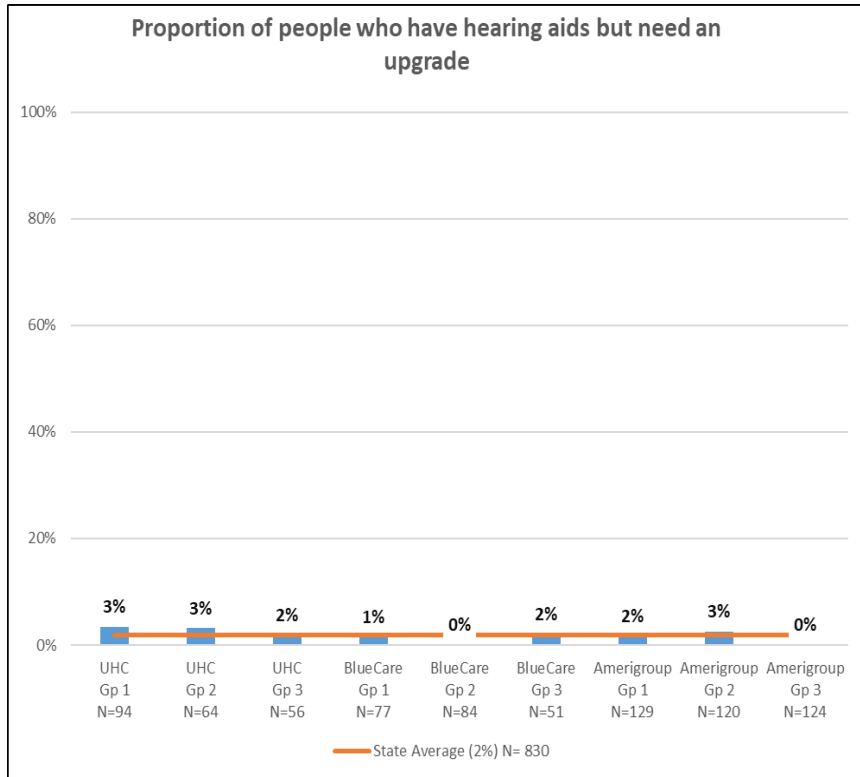
Graph 49. Proportion of people who have a wheelchair but need an upgrade



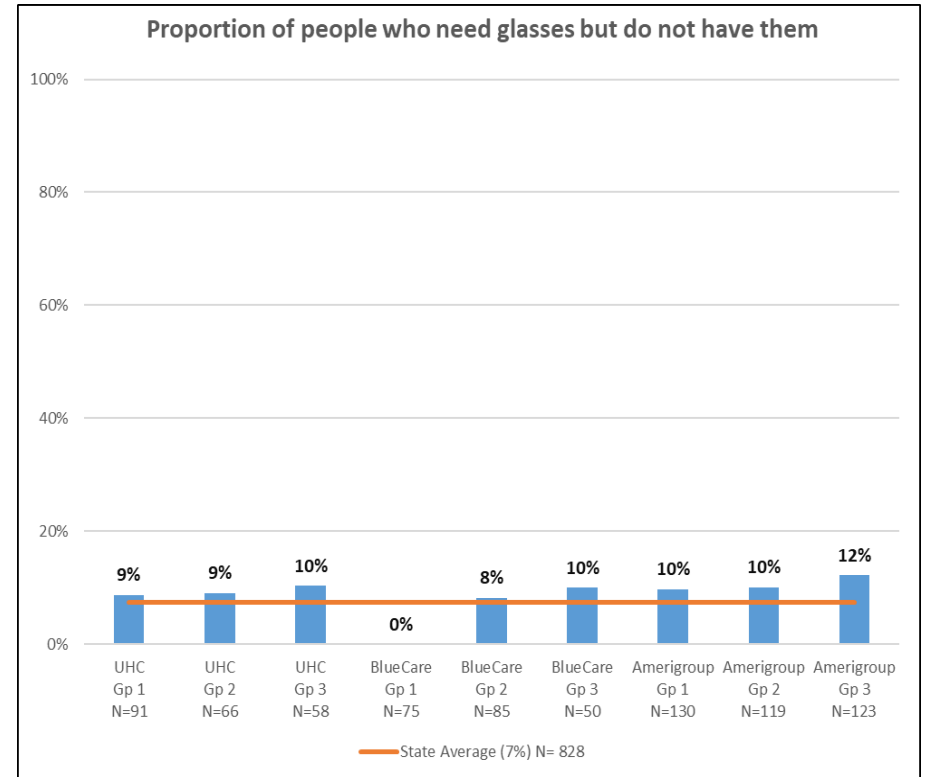
Graph 50. Proportion of people who need hearing aids but do not have them



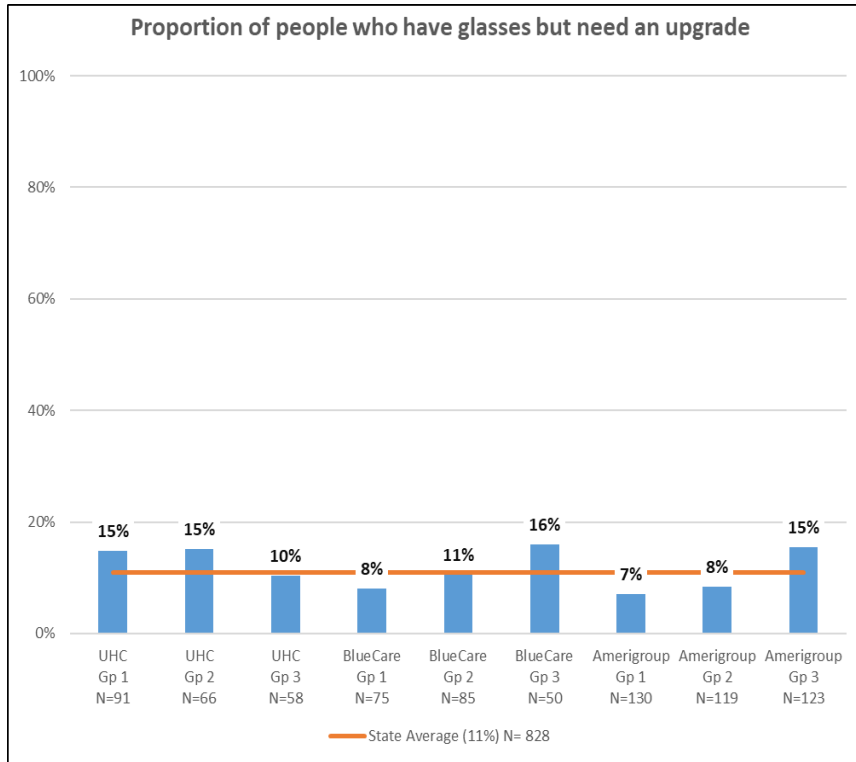
Graph 51. Proportion of people who have hearing aids but need an upgrade



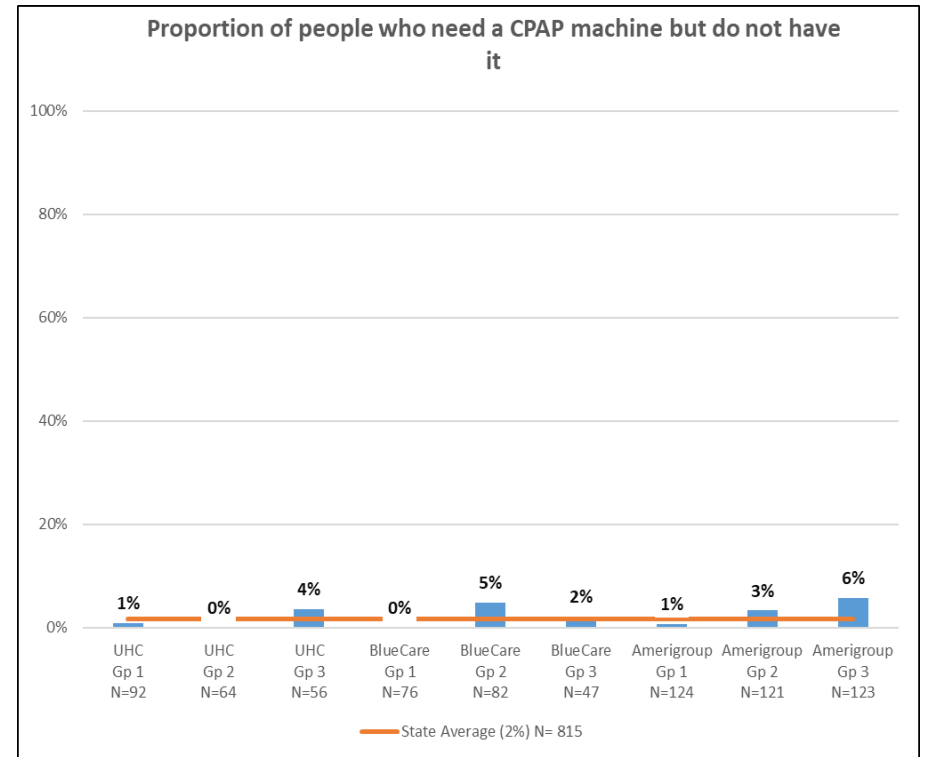
Graph 52. Proportion of people who need glasses but do not have them



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

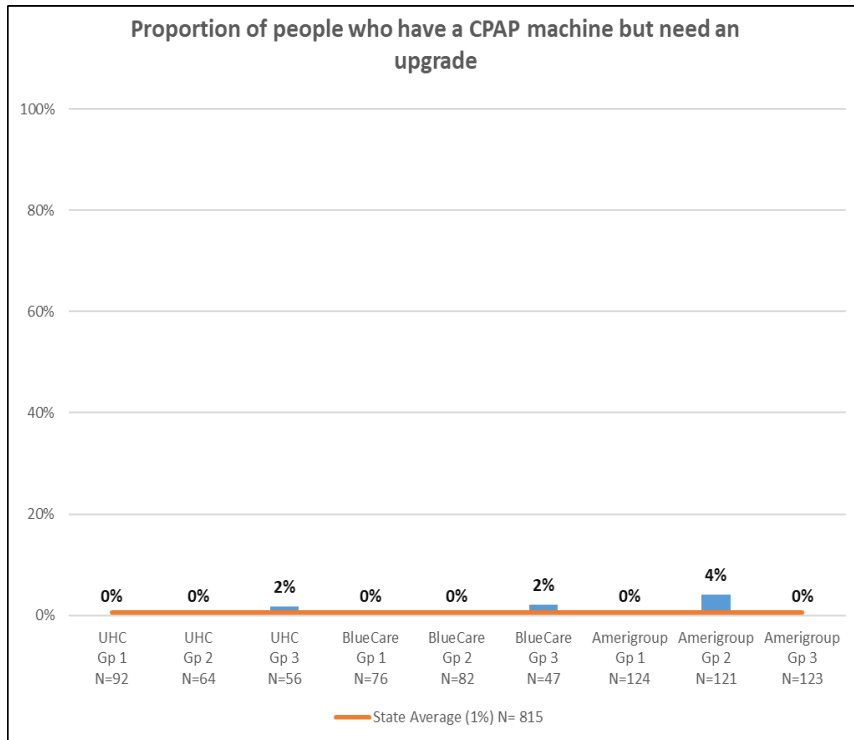


Graph 54. Proportion of people who need a CPAP machine but do not have it¹²

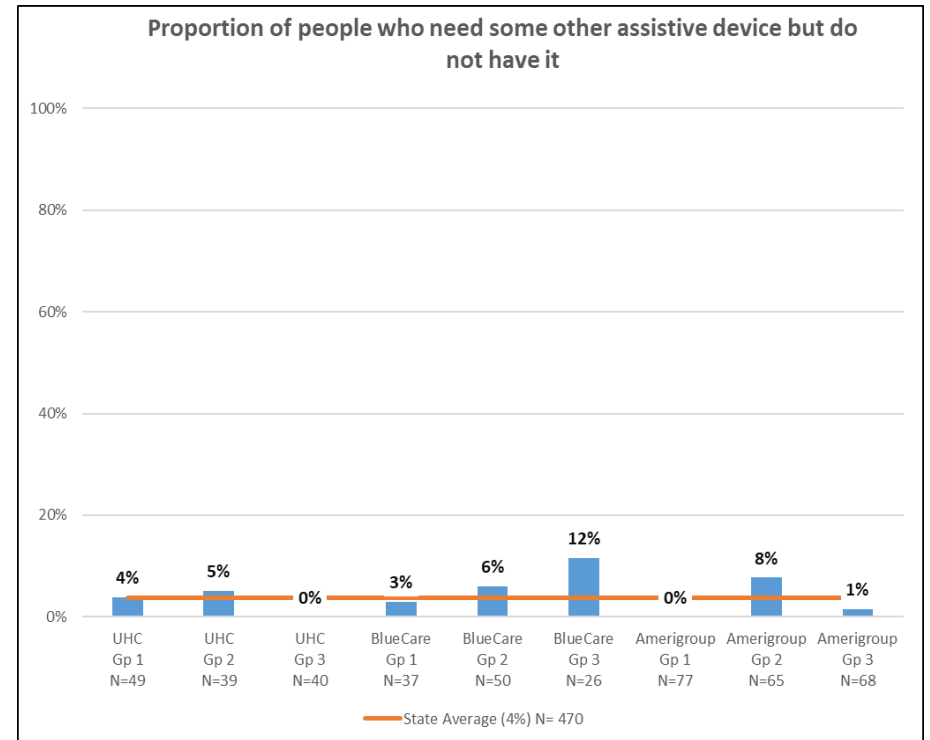


¹² New question added in 2017-2018

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

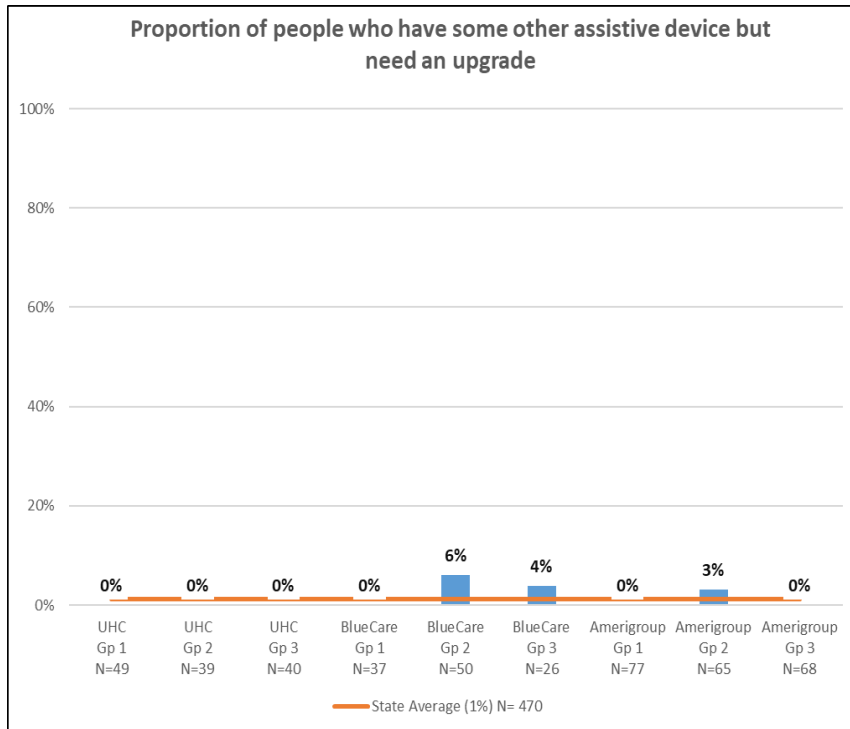


Graph 56. Proportion of people who need some other assistive device but do not have it



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.

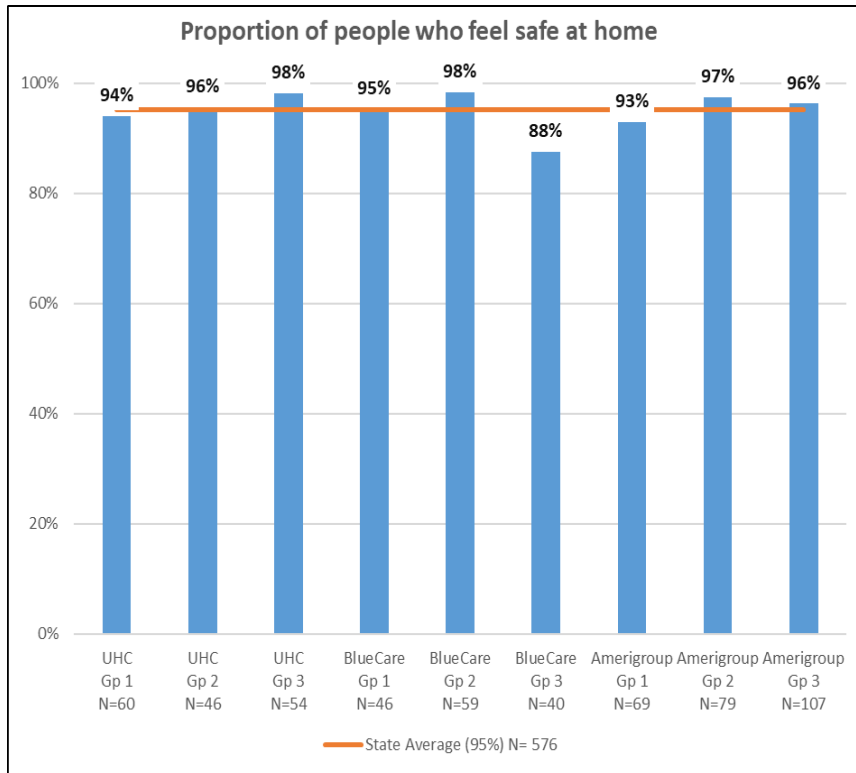
There are five Safety indicators measured by the NCI-AD Adult Consumer Survey:

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.

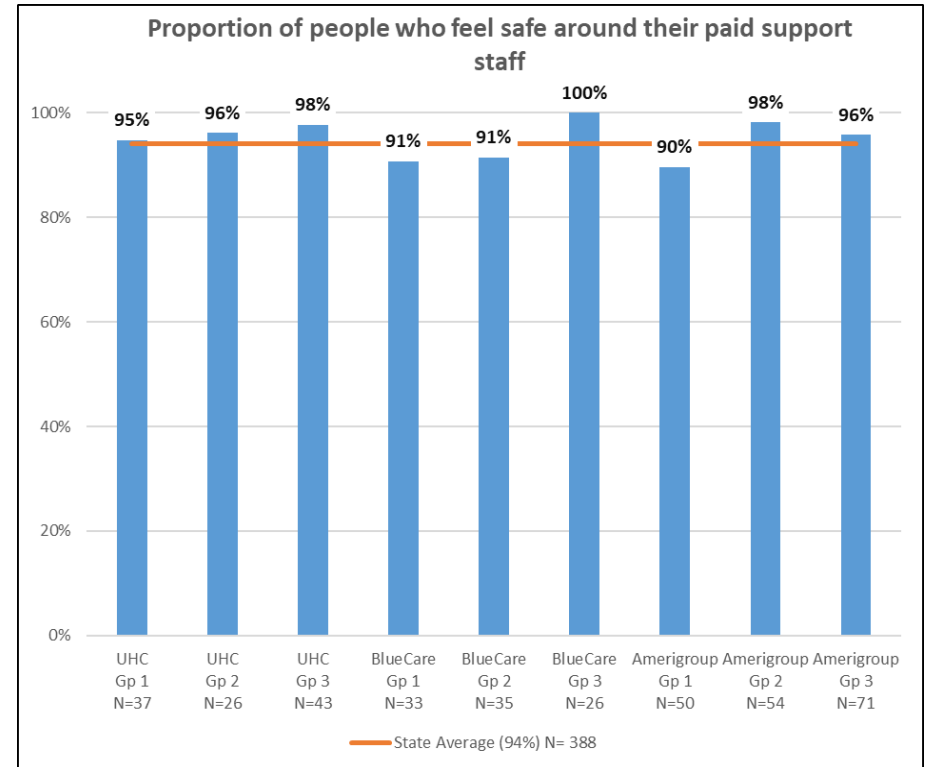
There are seven survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

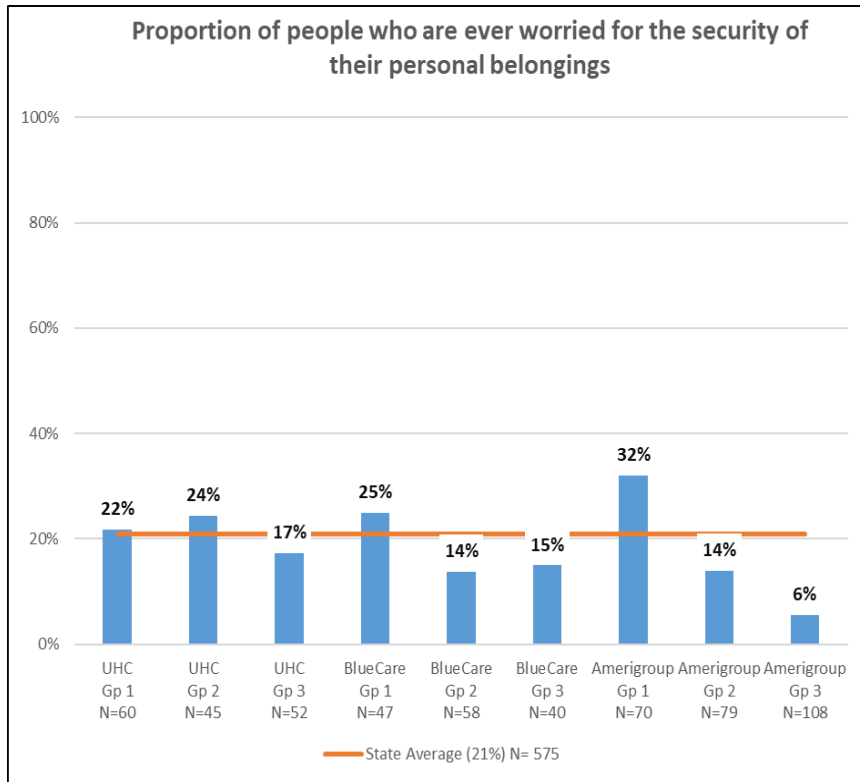
Graph 58. Proportion of people who feel safe at home



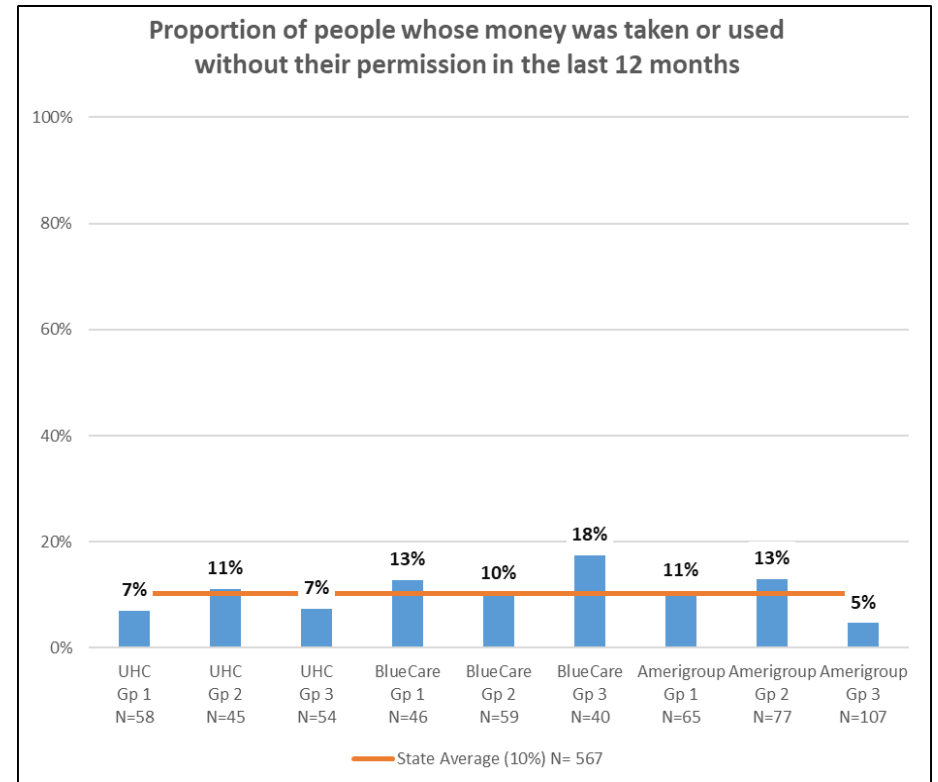
Graph 59. Proportion of people who feel safe around their paid support staff



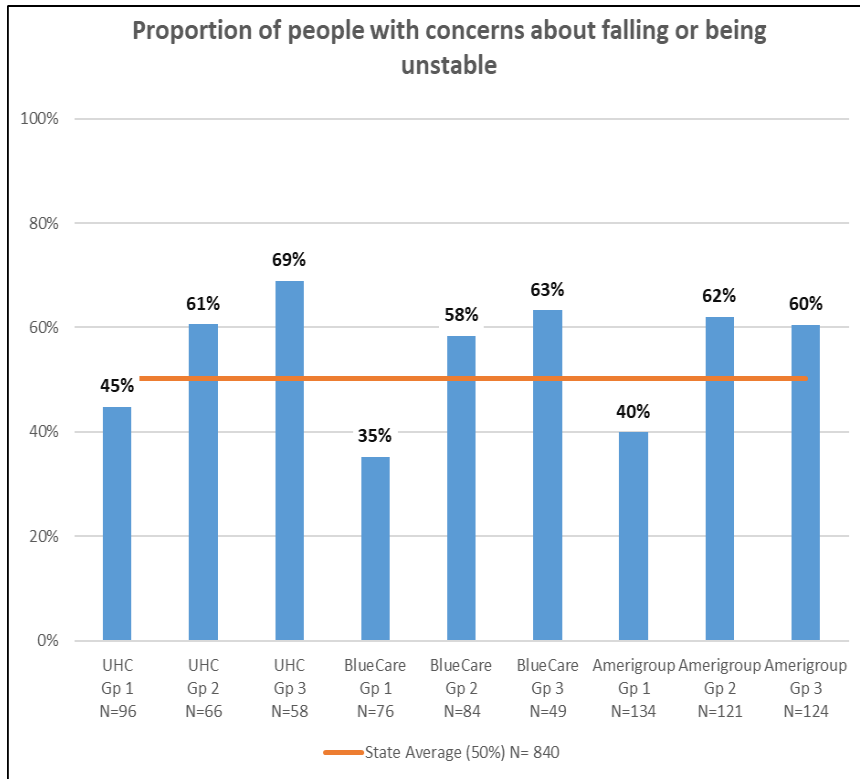
Graph 60. Proportion of people who are ever worried for the security of their personal belongings



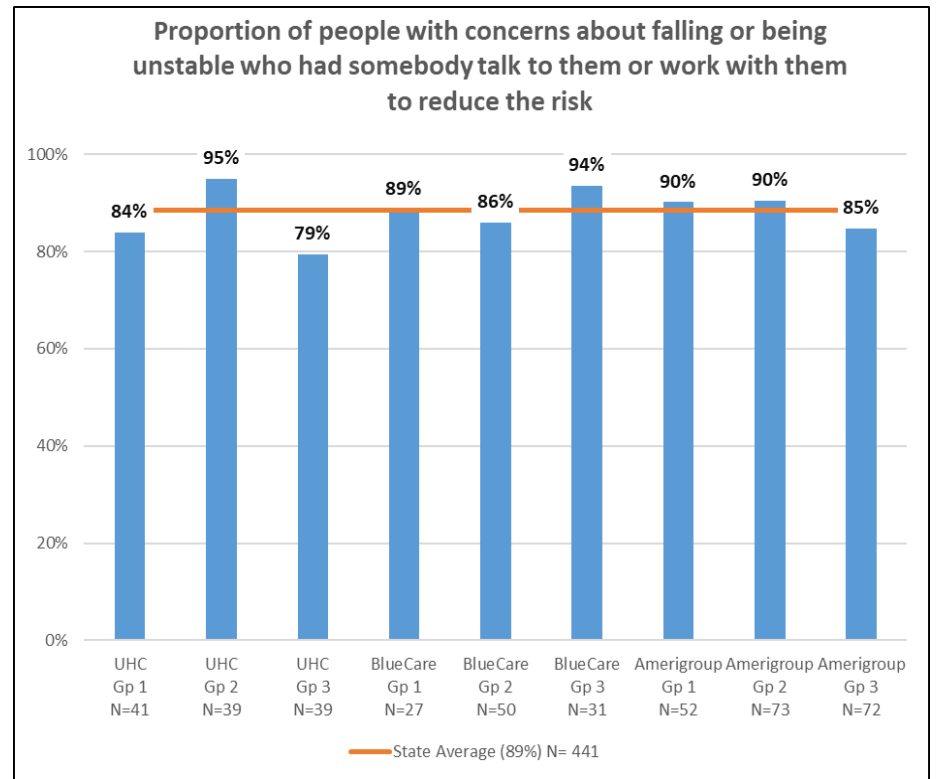
Graph 61. Proportion of people whose money was taken or used without their permission in the last 12 months



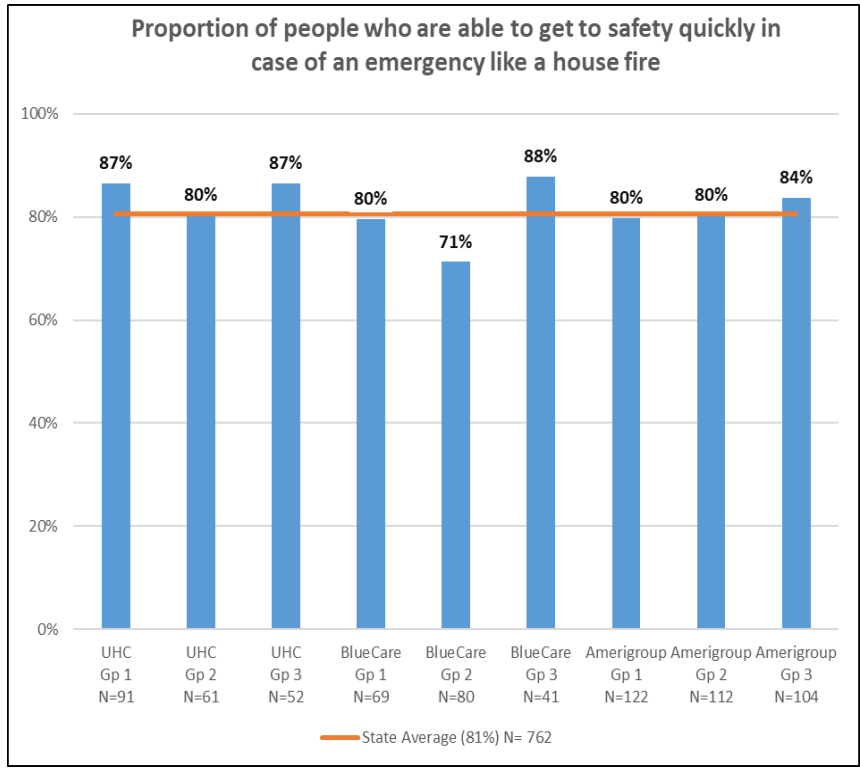
Graph 62. Proportion of people with concerns about falling or being unstable



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.

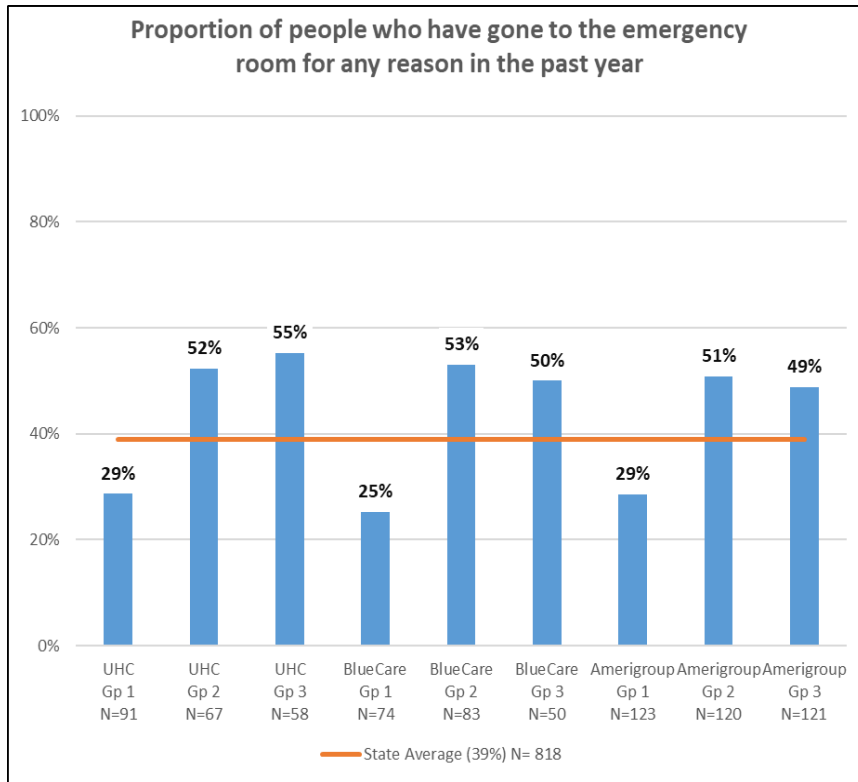
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

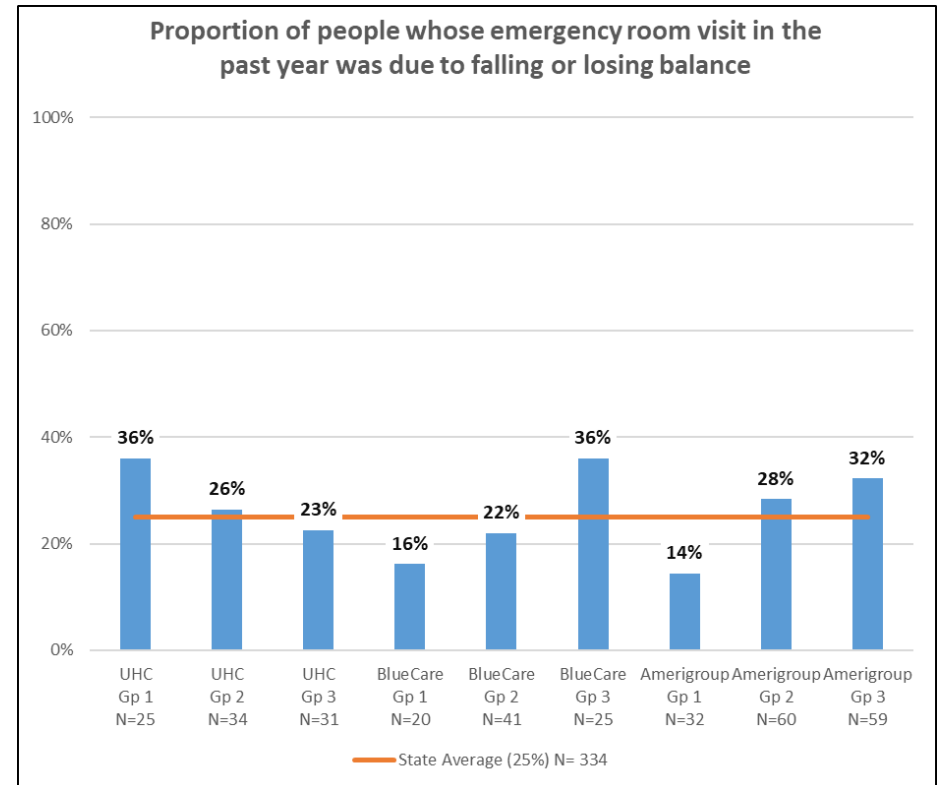
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

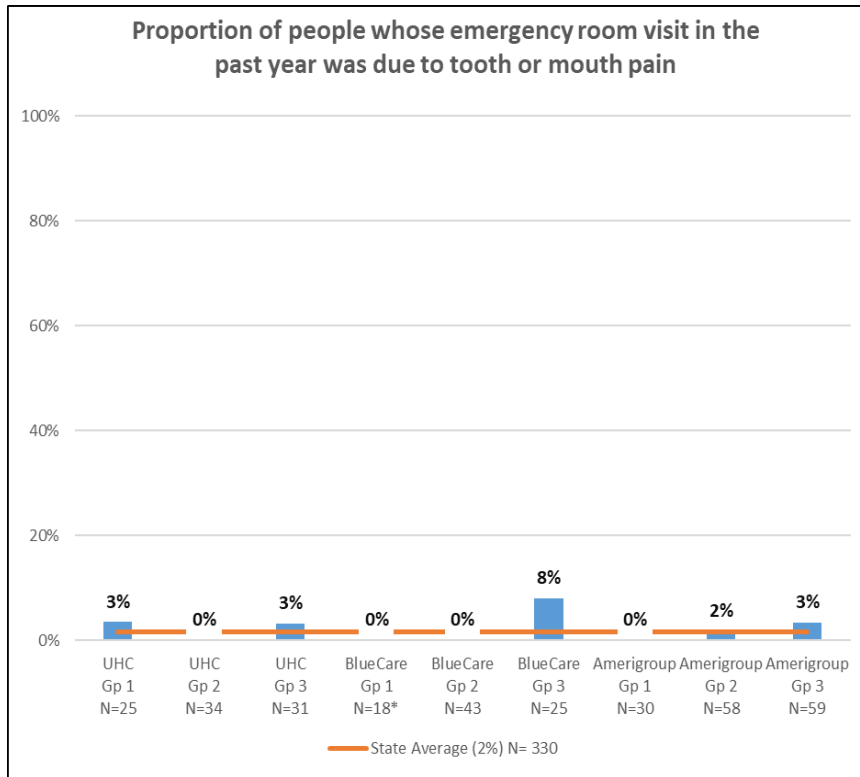
Graph 65. Proportion of people who have gone to the emergency room for any reason in the past year



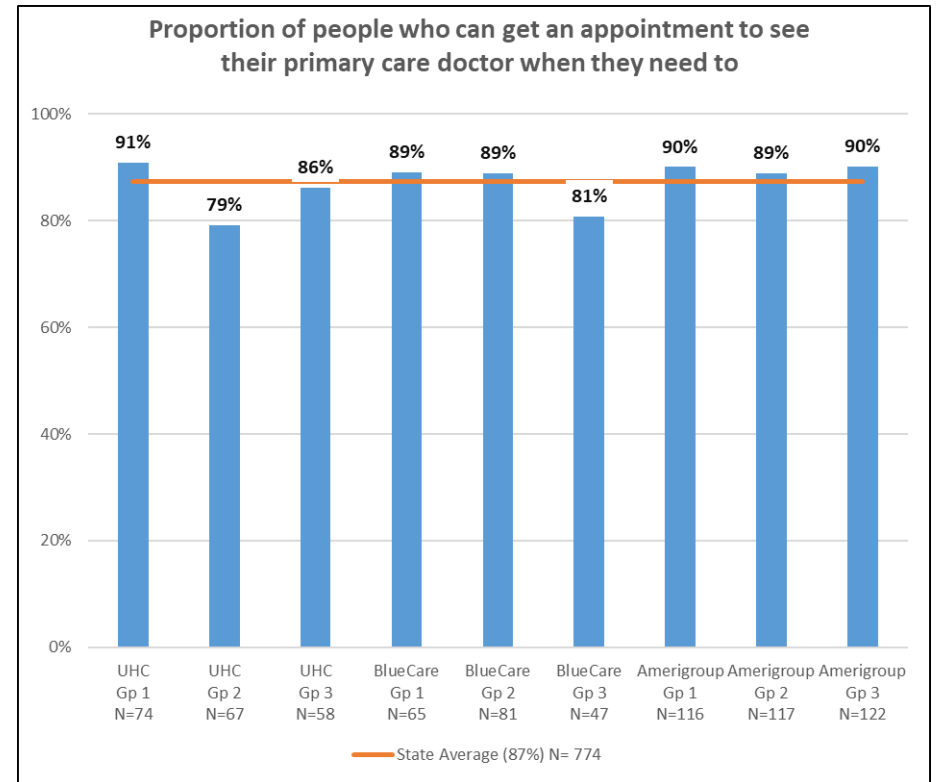
Graph 66. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



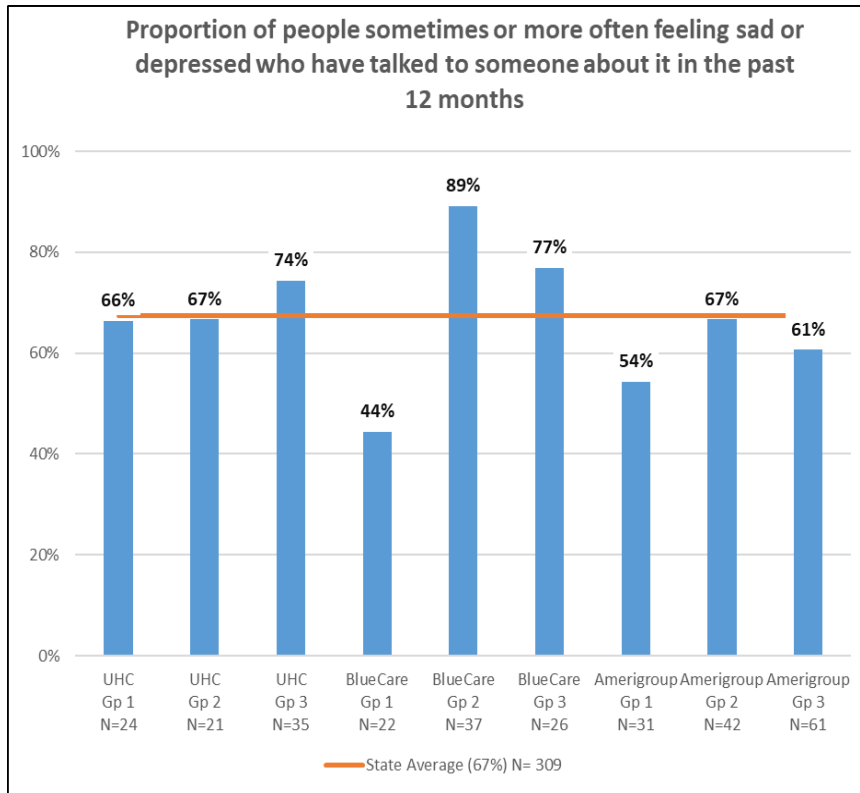
Graph 67. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain



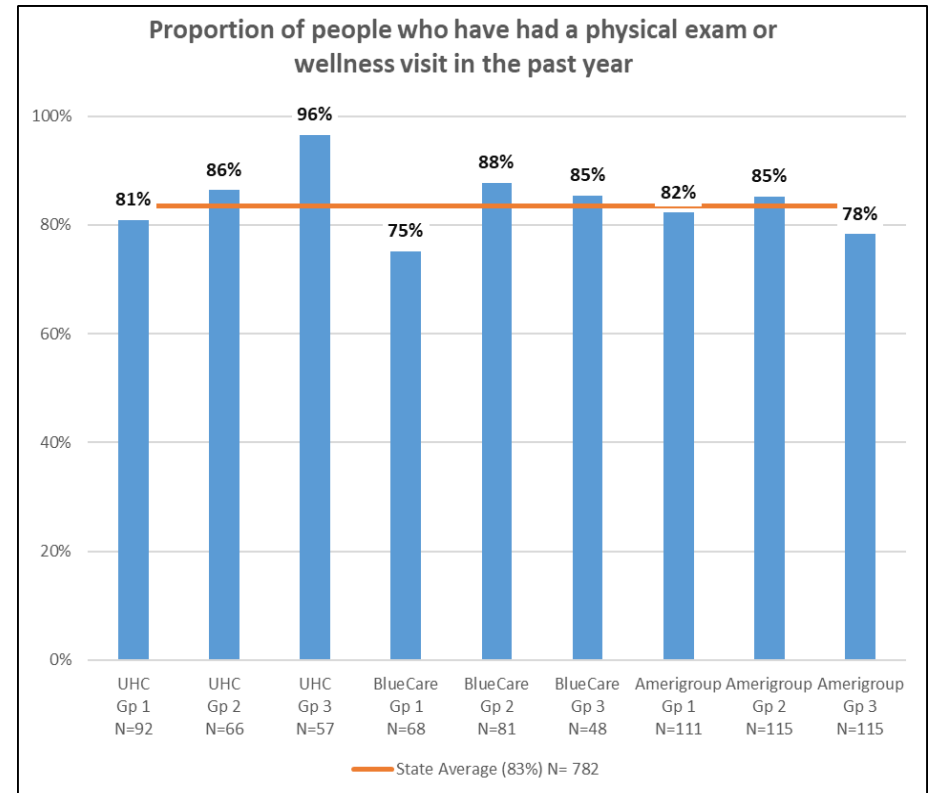
Graph 68. Proportion of people who can get an appointment to see their primary care doctor when they need to



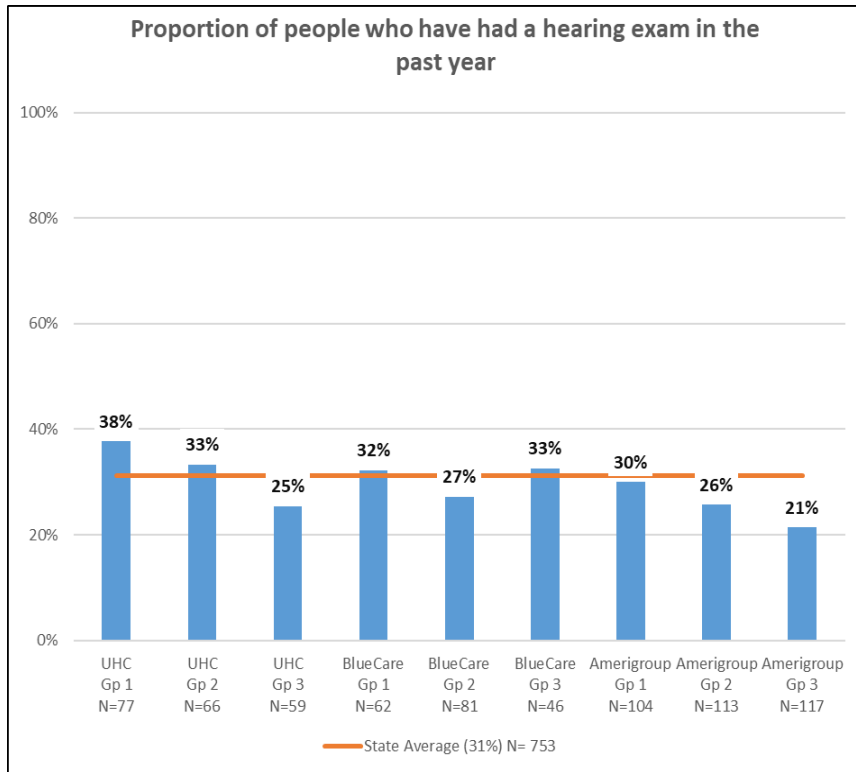
Graph 69. Proportion of people sometimes or more often feeling sad and depressed who have talked to someone about it during the past 12 months



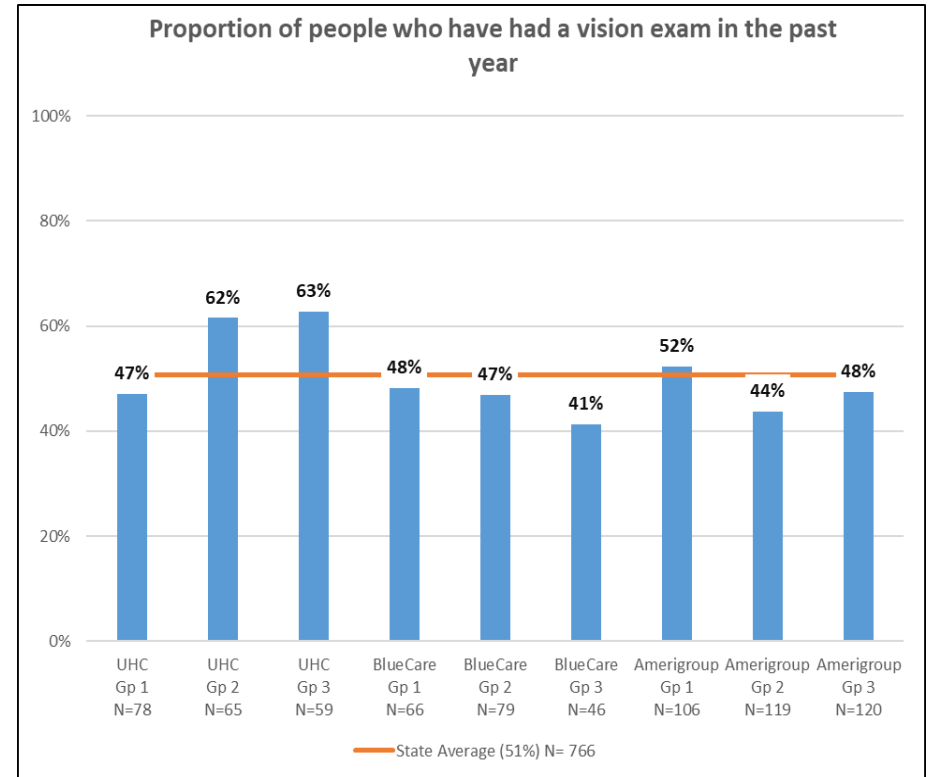
Graph 70. Proportion of people who have had a physical exam or wellness visit in the past year



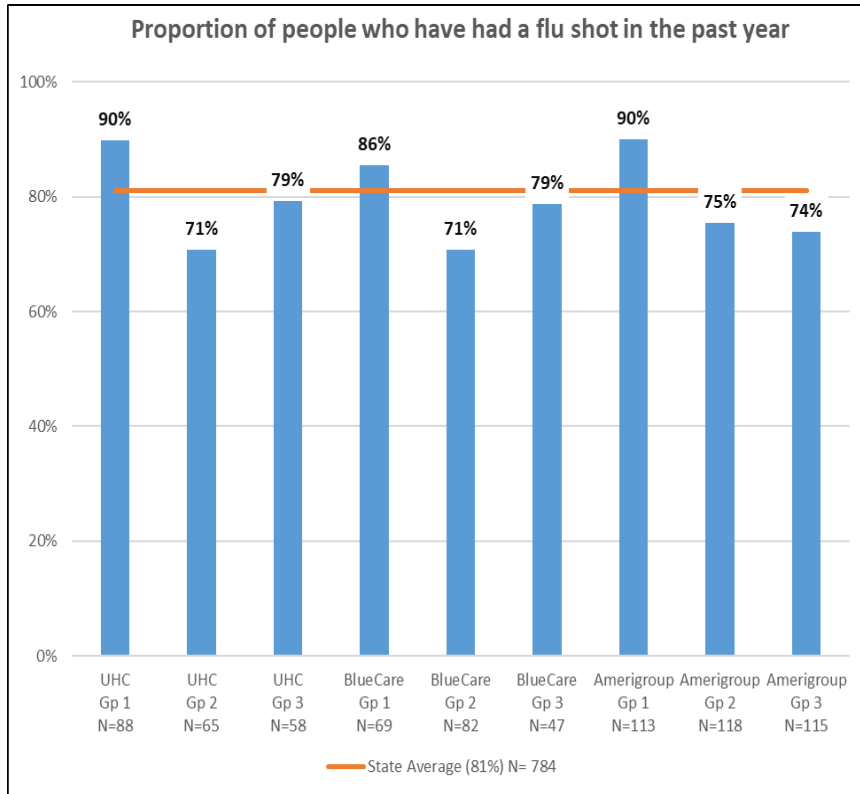
Graph 71. Proportion of people who have had a hearing exam in the past year



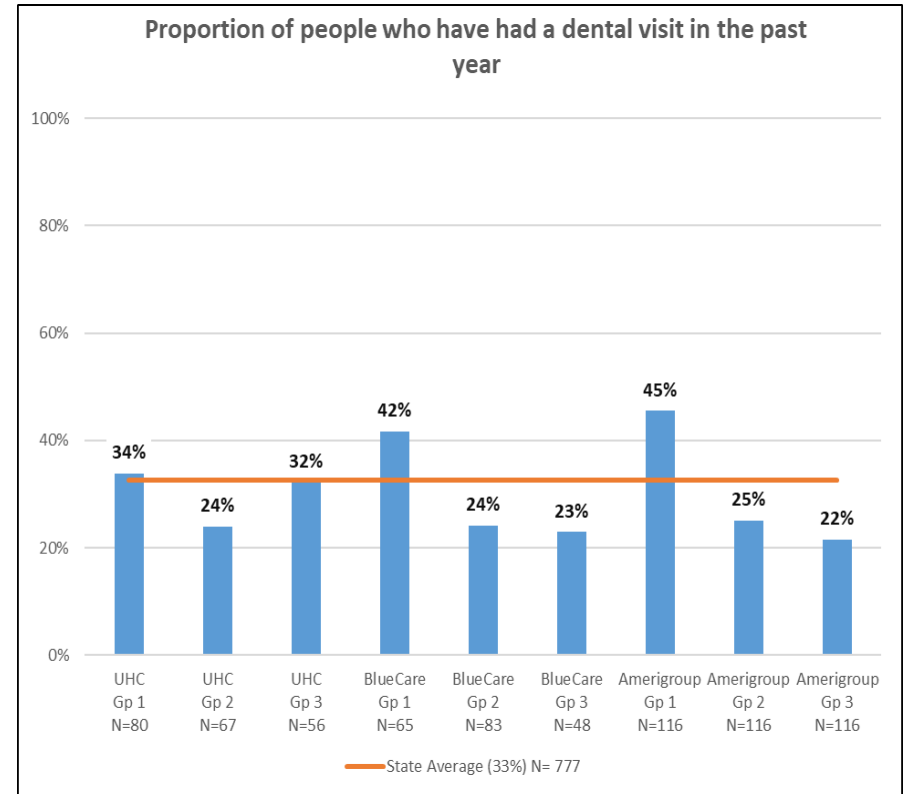
Graph 72. Proportion of people who have had a vision exam in the past year



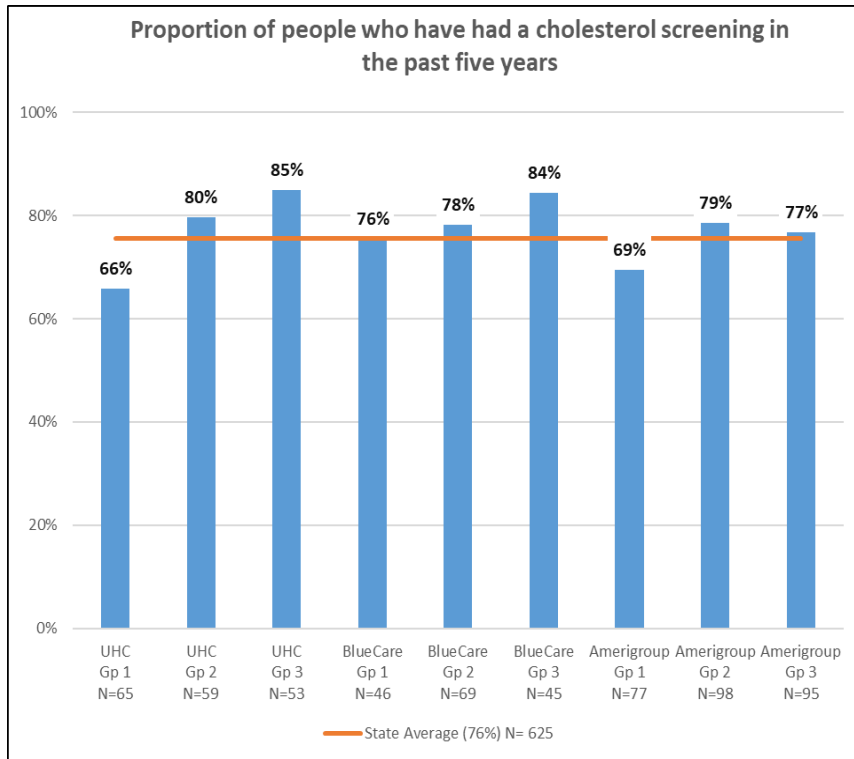
Graph 73. Proportion of people who have had a flu shot in the past year



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.

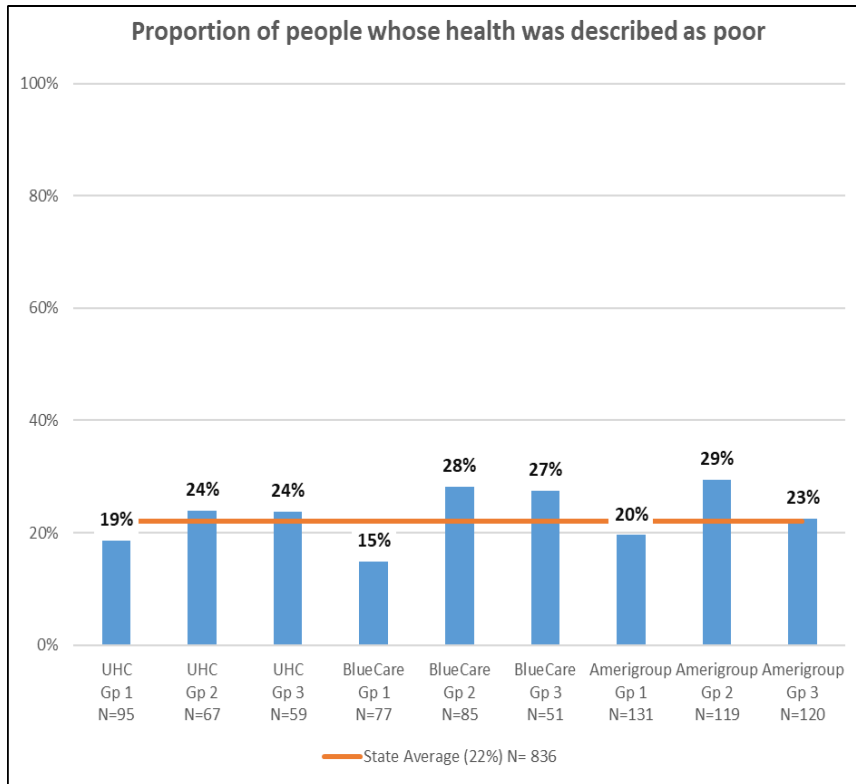
There are eight Wellness indicators measured by the NCI-AD Adult Consumer Survey:

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.

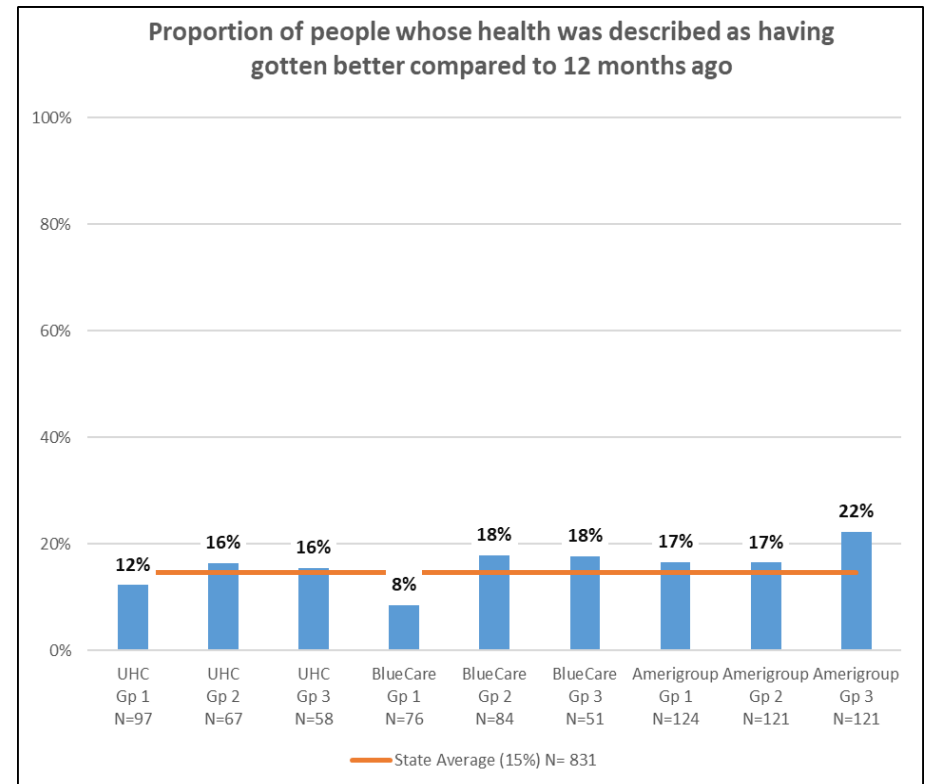
There are ten survey items that correspond to the Wellness domain.

Un-collapsed data are shown in Appendix B.

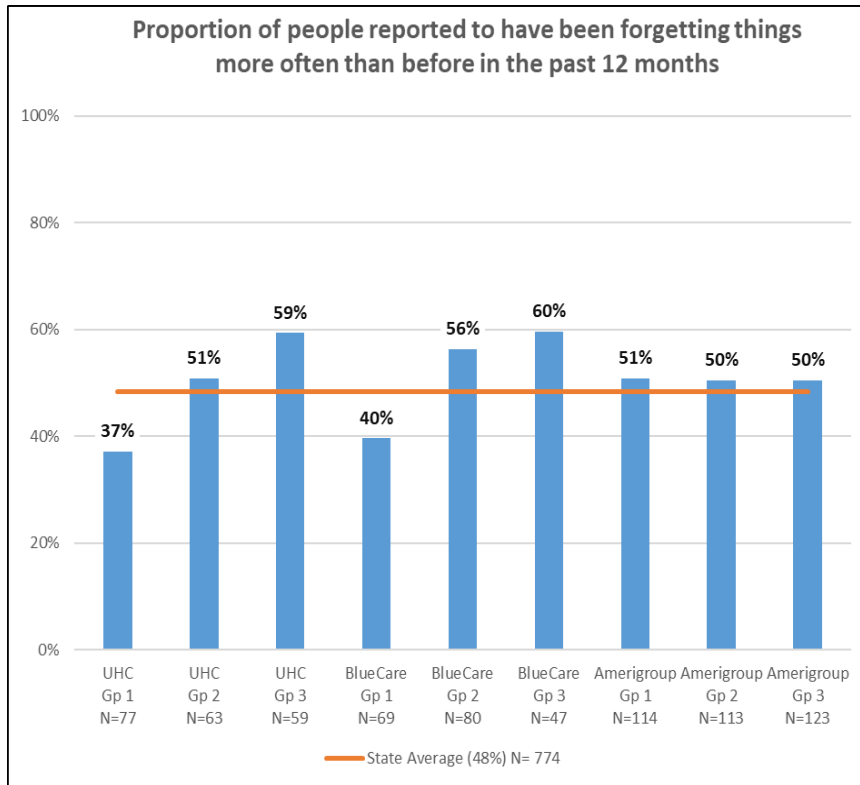
Graph 76. Proportion of people whose health was described as poor



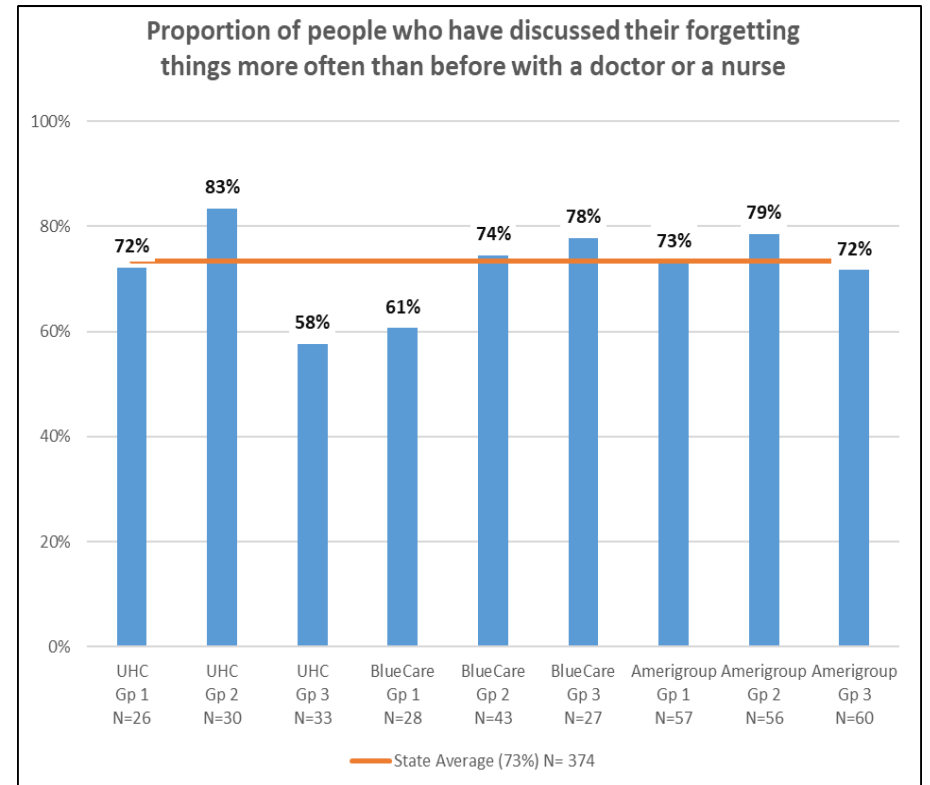
Graph 77. Proportion of people whose health was described as having gotten better compared to 12 months ago



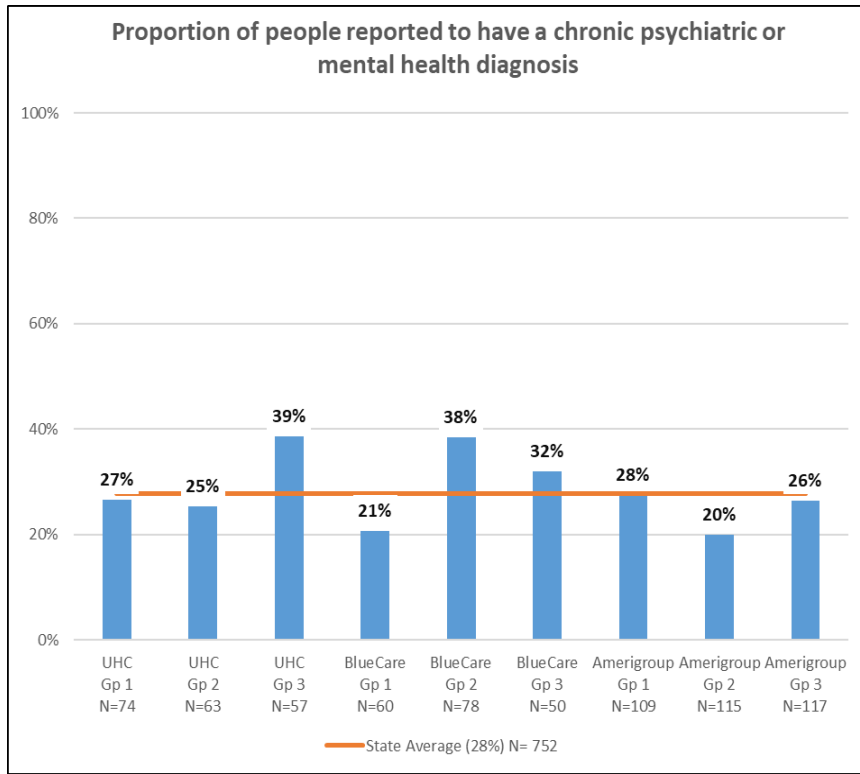
Graph 78. Proportion of people reported to have been forgetting things more often than before in the past 12 months



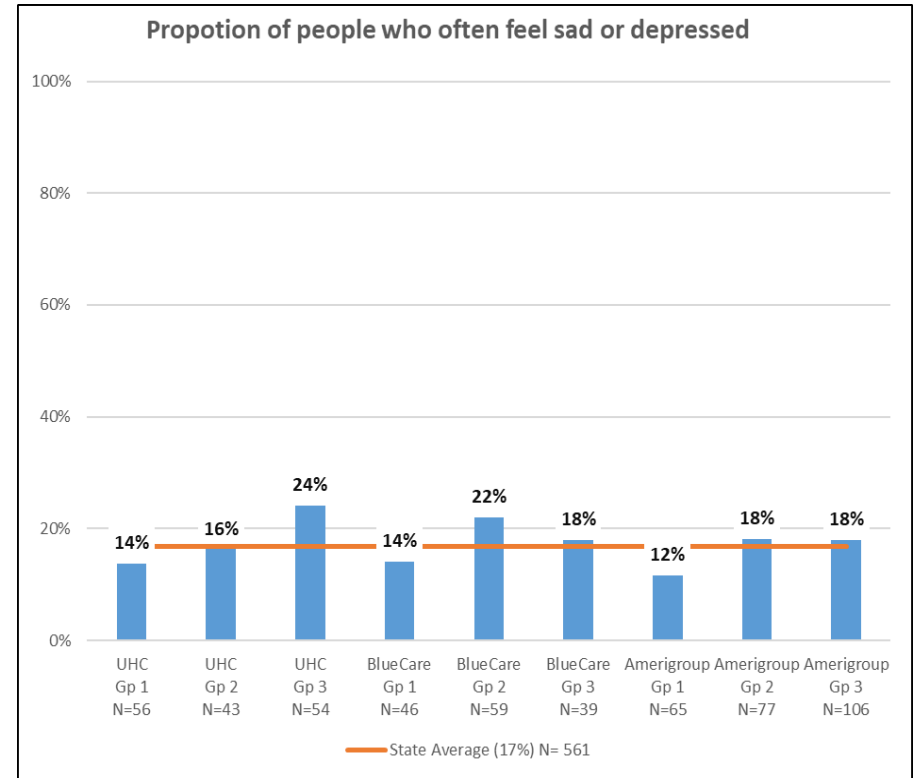
Graph 79. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



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

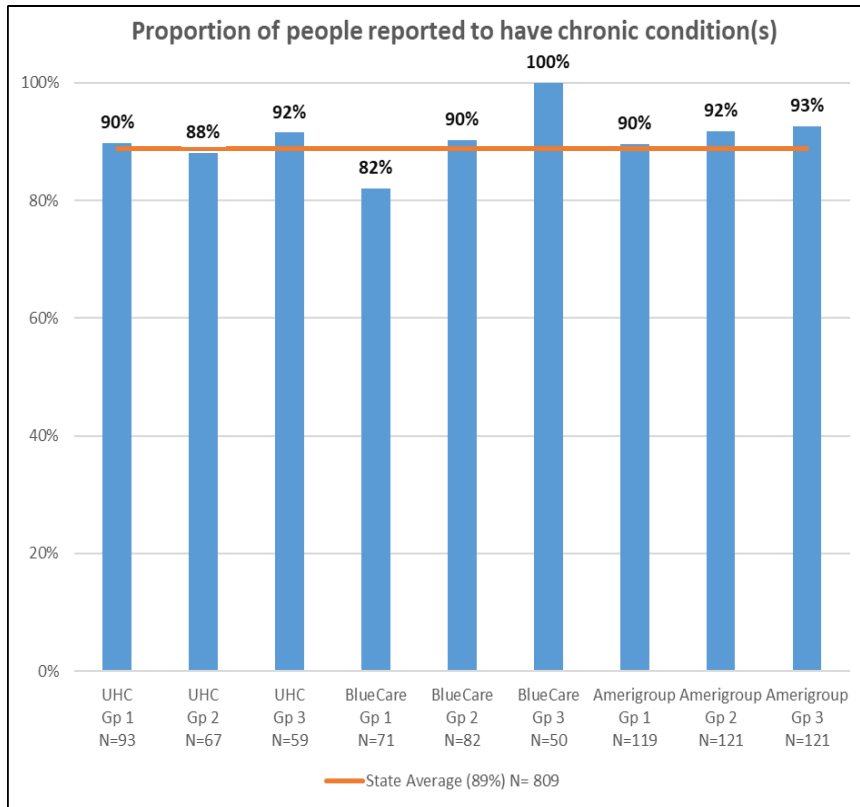


Graph 81. Proportion of people who often feel sad or depressed¹⁴

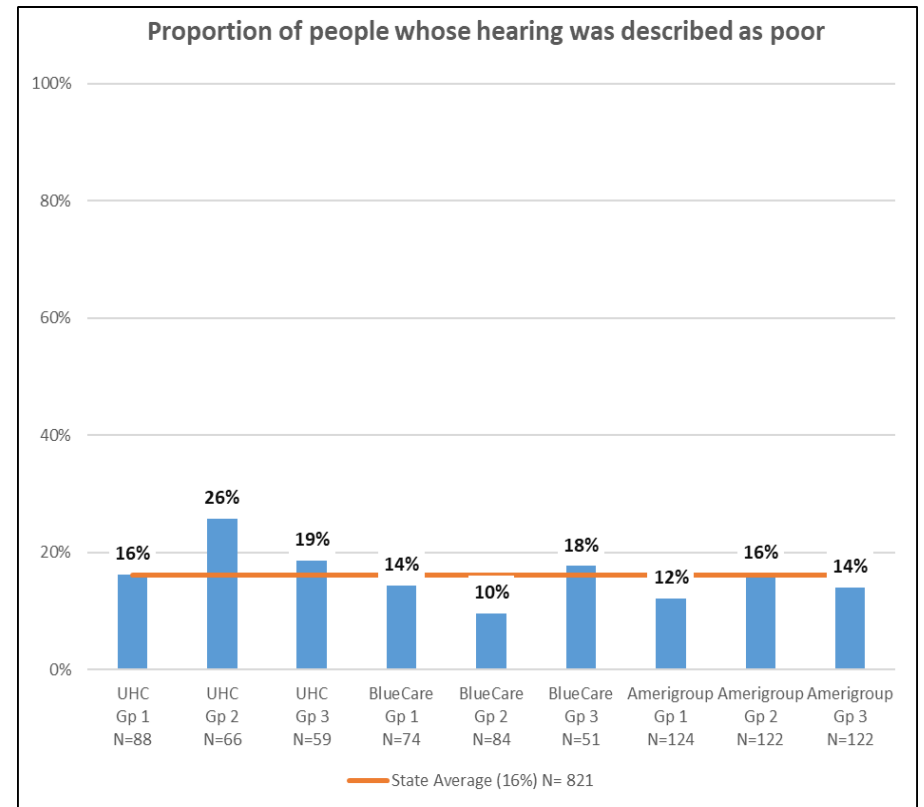


¹⁴ Analysis changed in 2017-2018 – “often” is no longer combined with “sometimes”

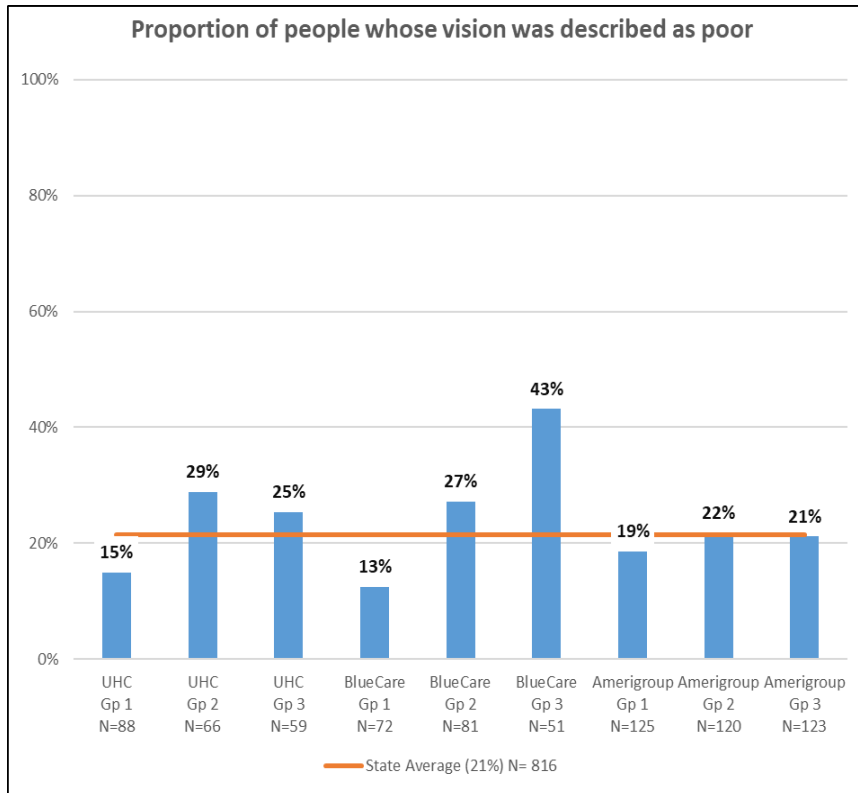
Graph 82. Proportion of people reported to have chronic condition(s)



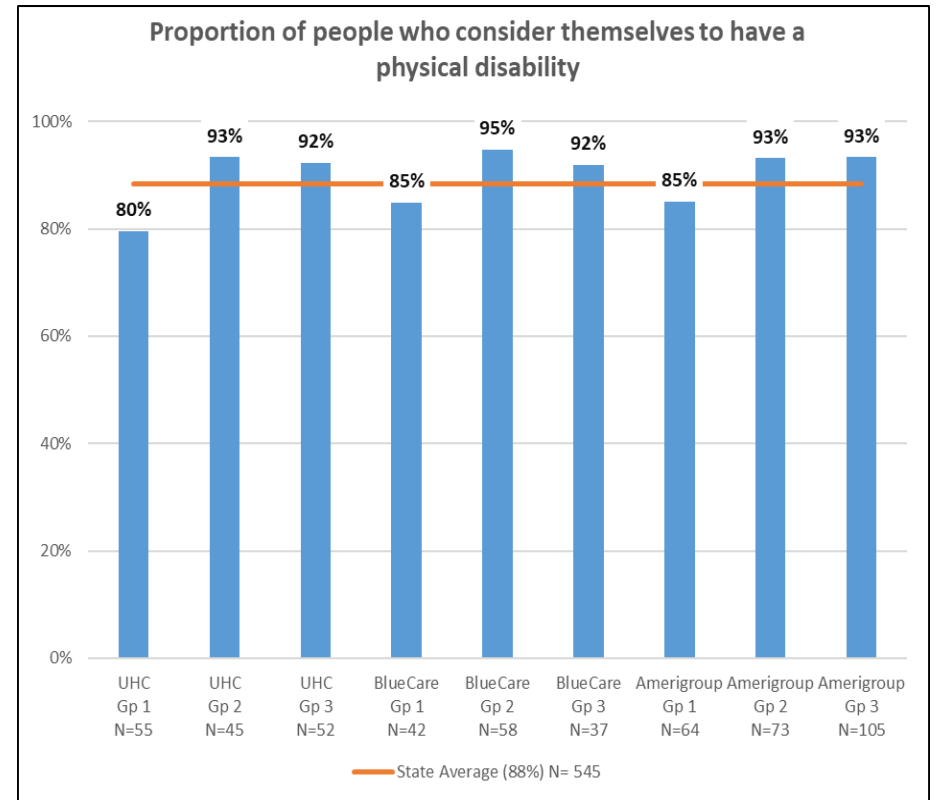
Graph 83. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



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.

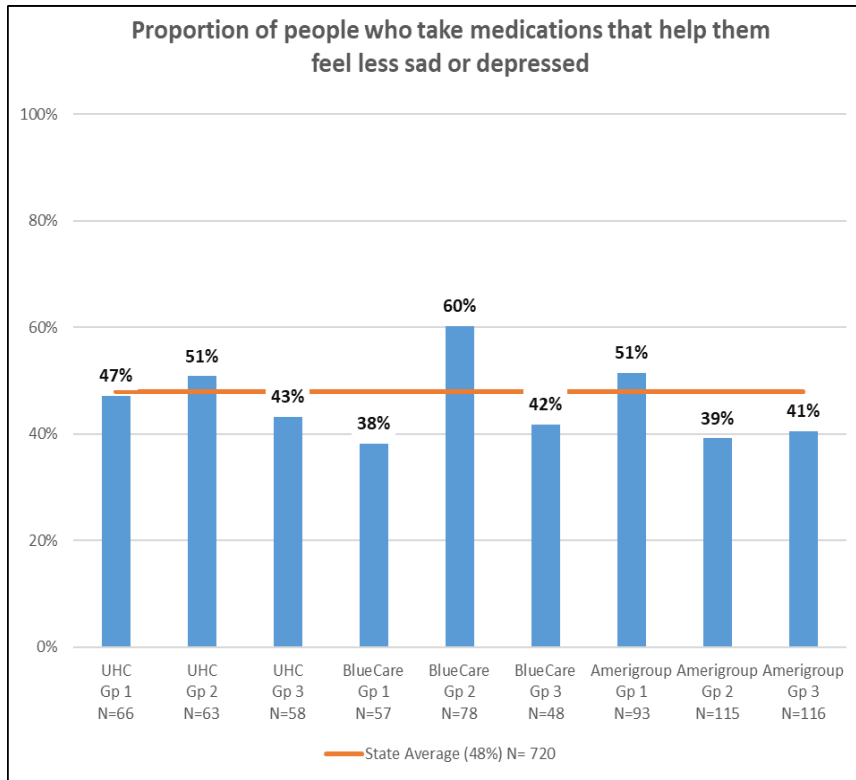
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

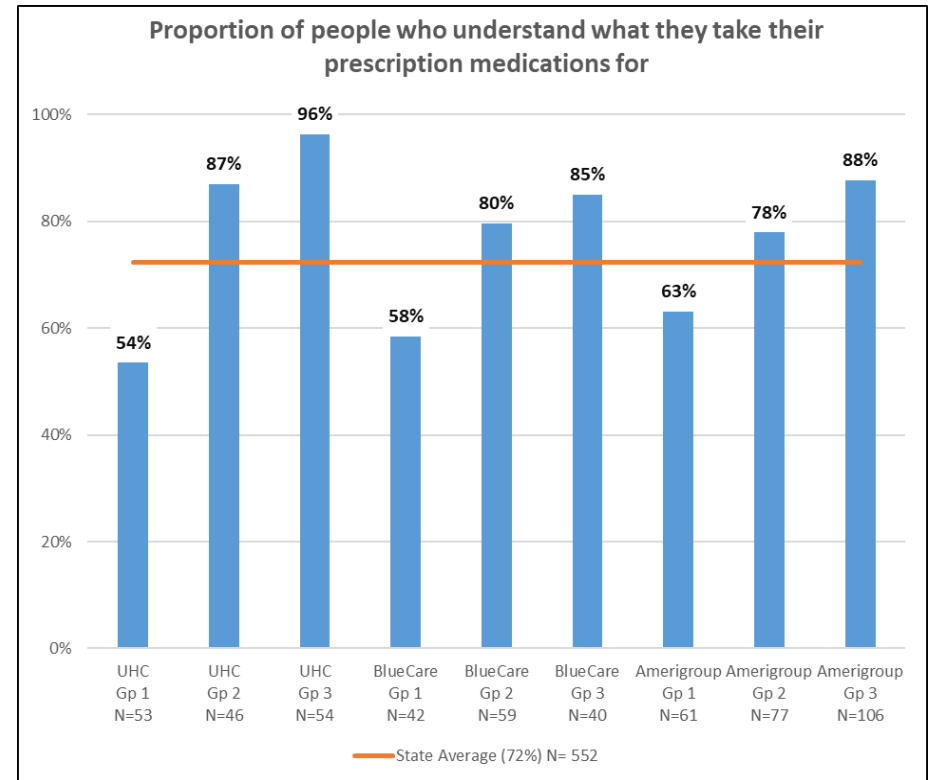
There are two survey items that correspond to the Medication domain.

Un-collapsed 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.

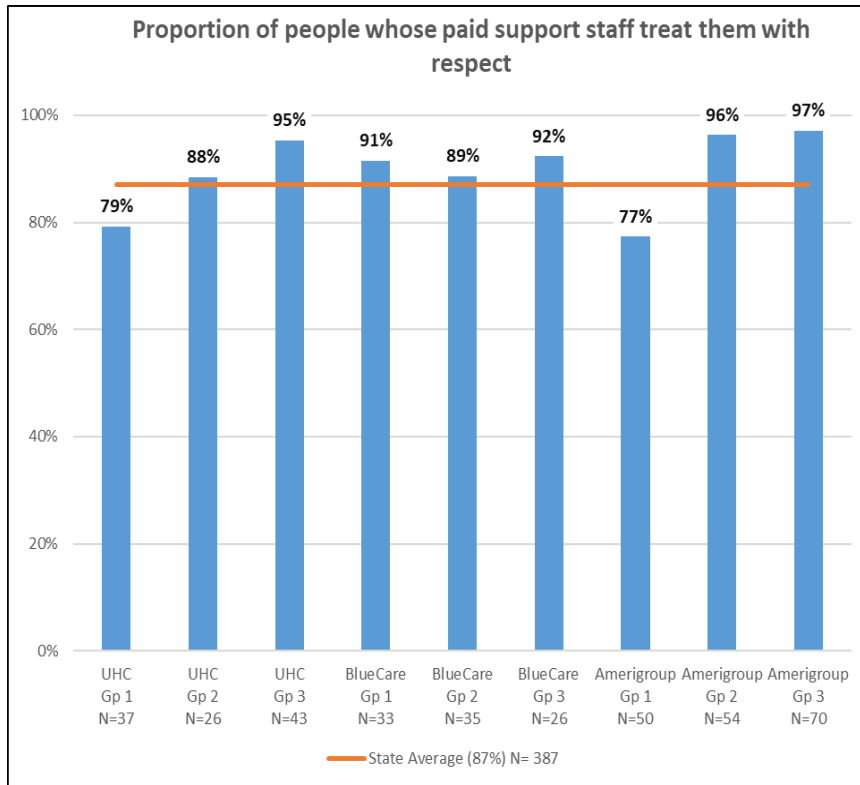
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

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

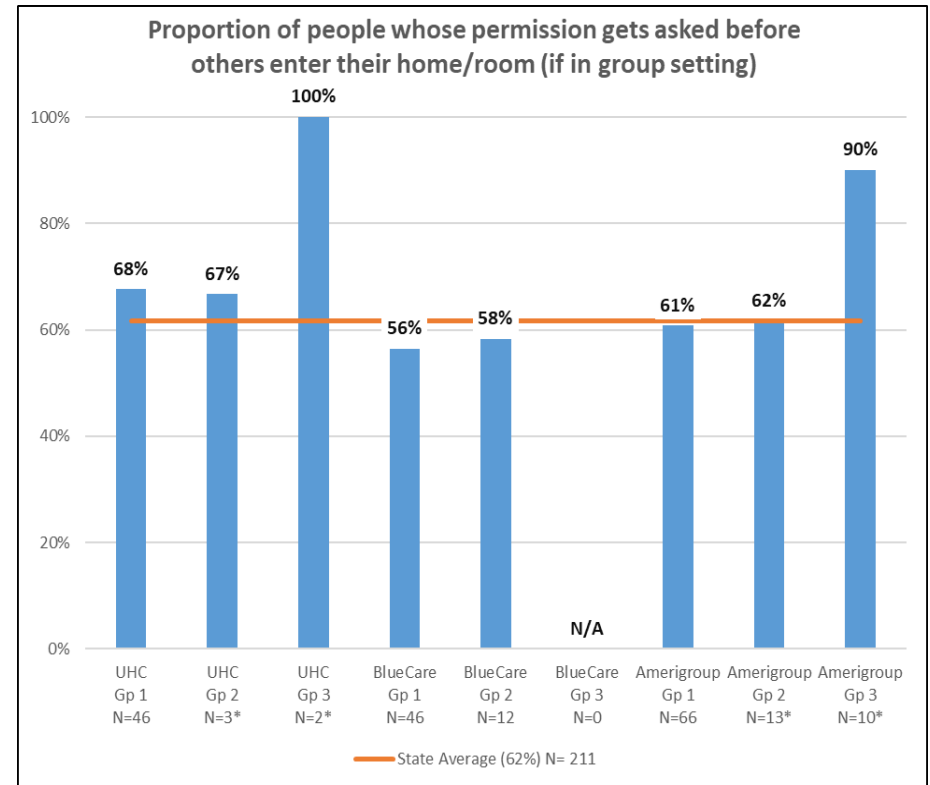
There are eight survey items that correspond to the Rights and Respect domain.

Un-collapsed data are shown in Appendix B.

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



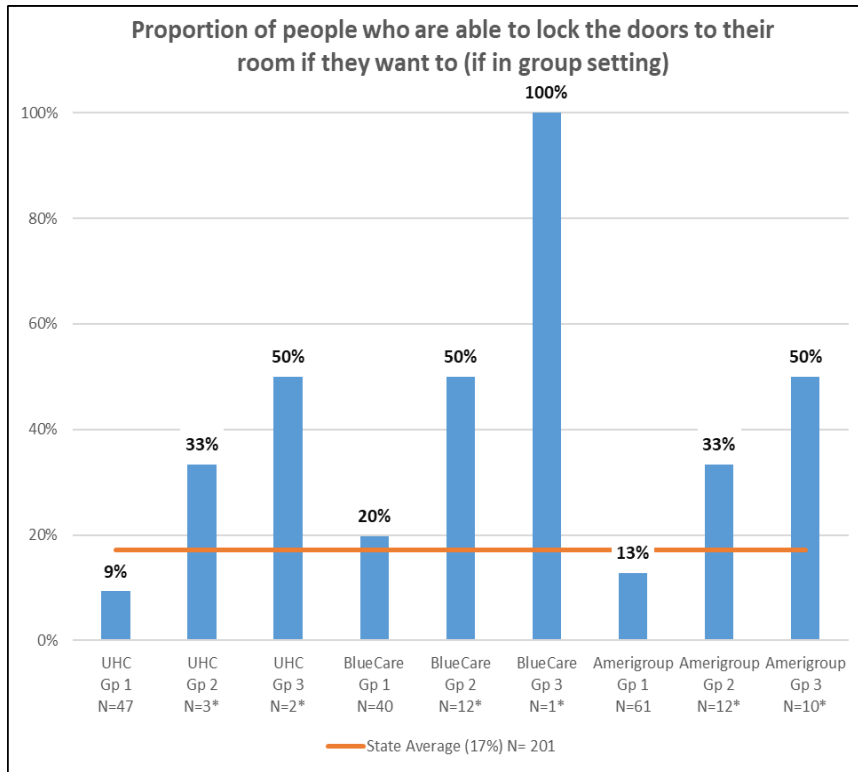
Graph 89. Proportion of people whose permission gets asked before others enter their home/room (if in group setting)¹⁶



* Very small number of responses

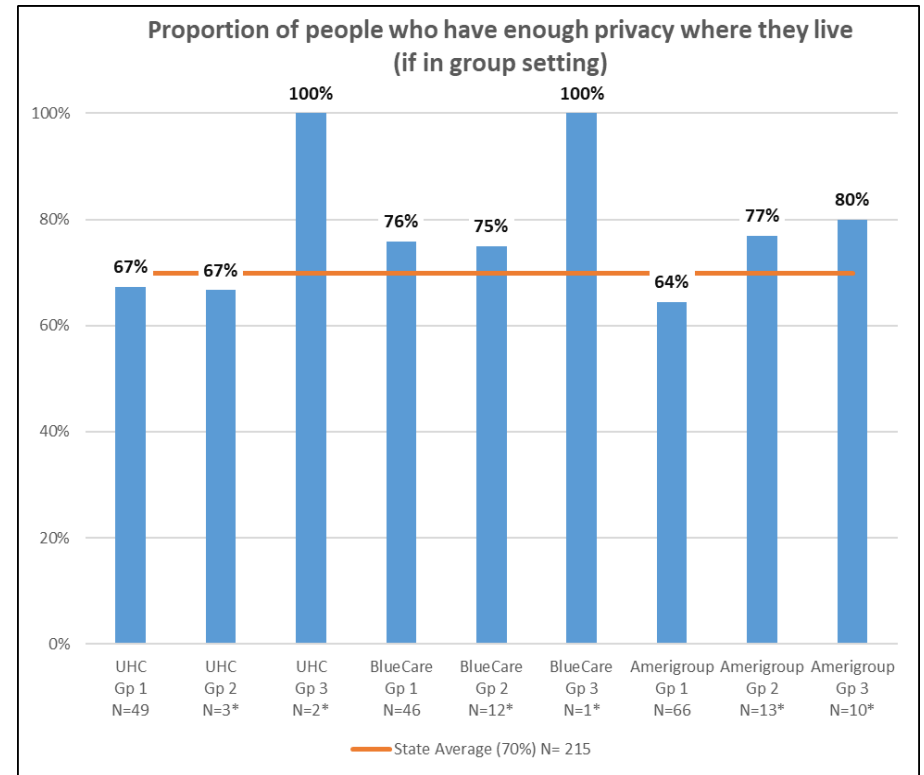
¹⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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

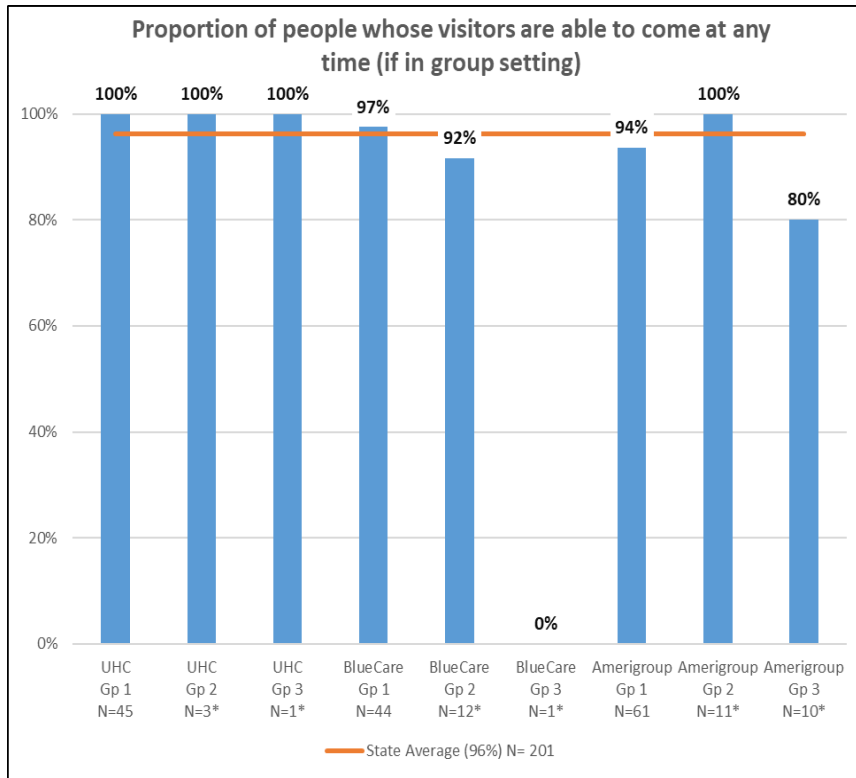


* Very small number of responses

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

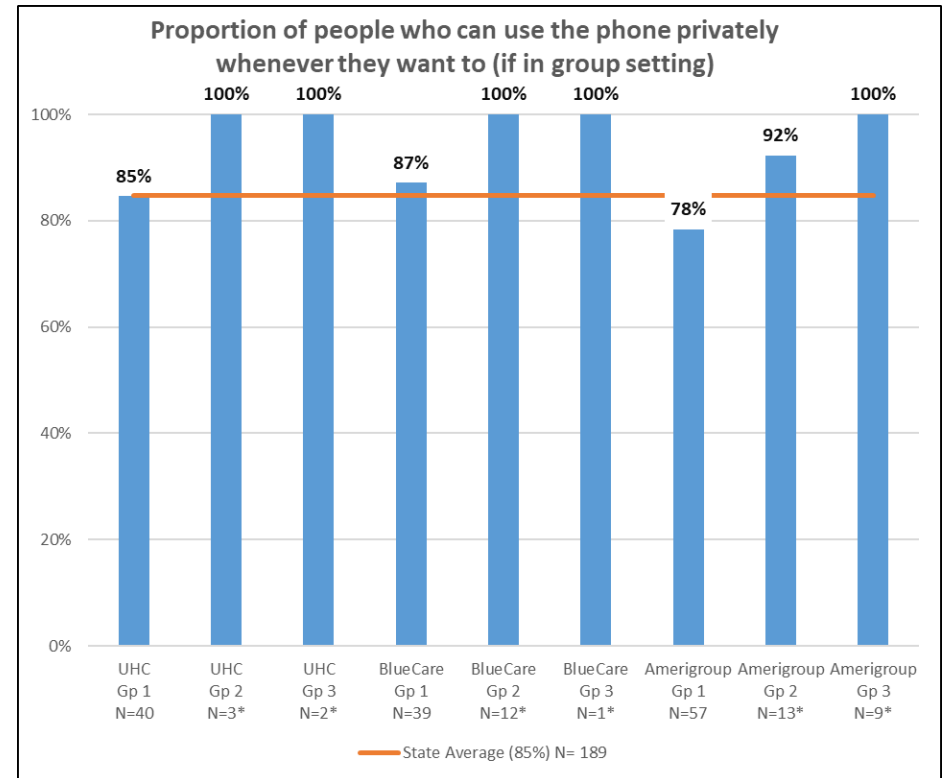
¹⁸ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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

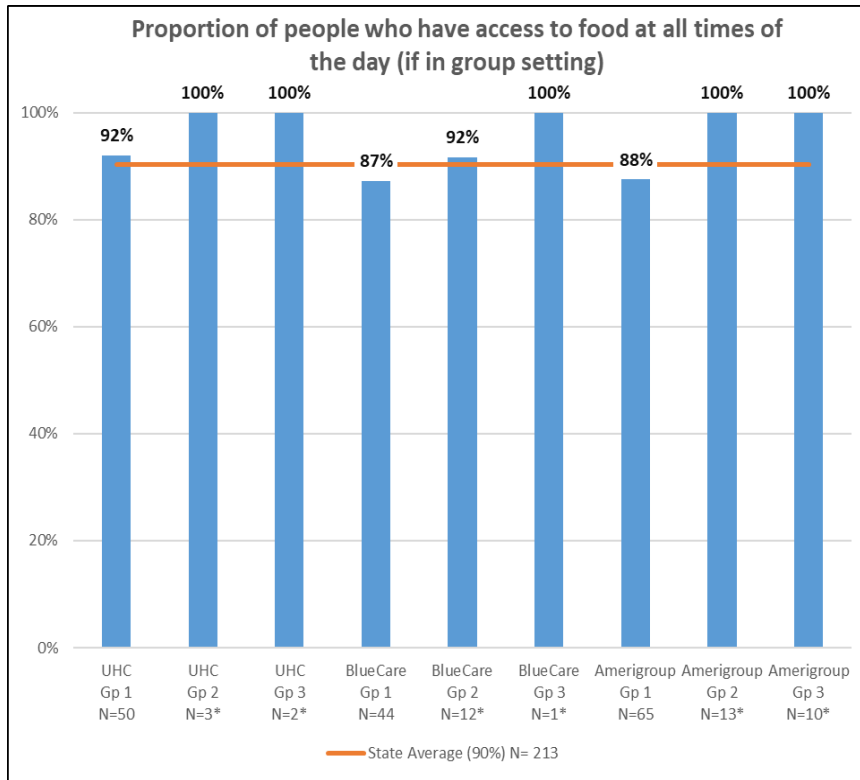


* Very small number of responses

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

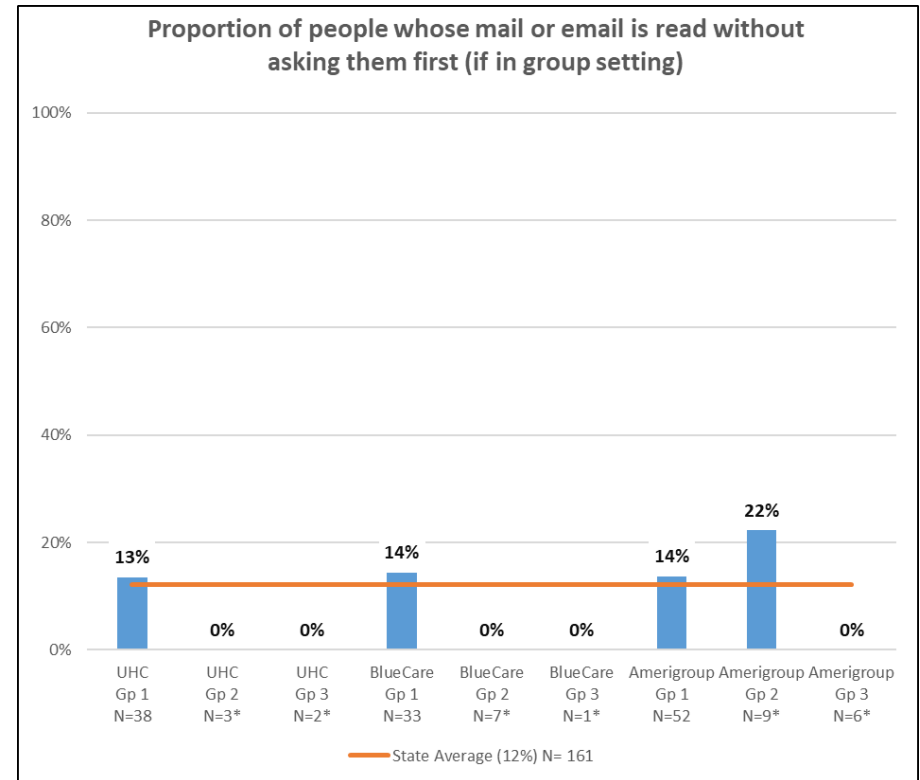
²⁰ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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.

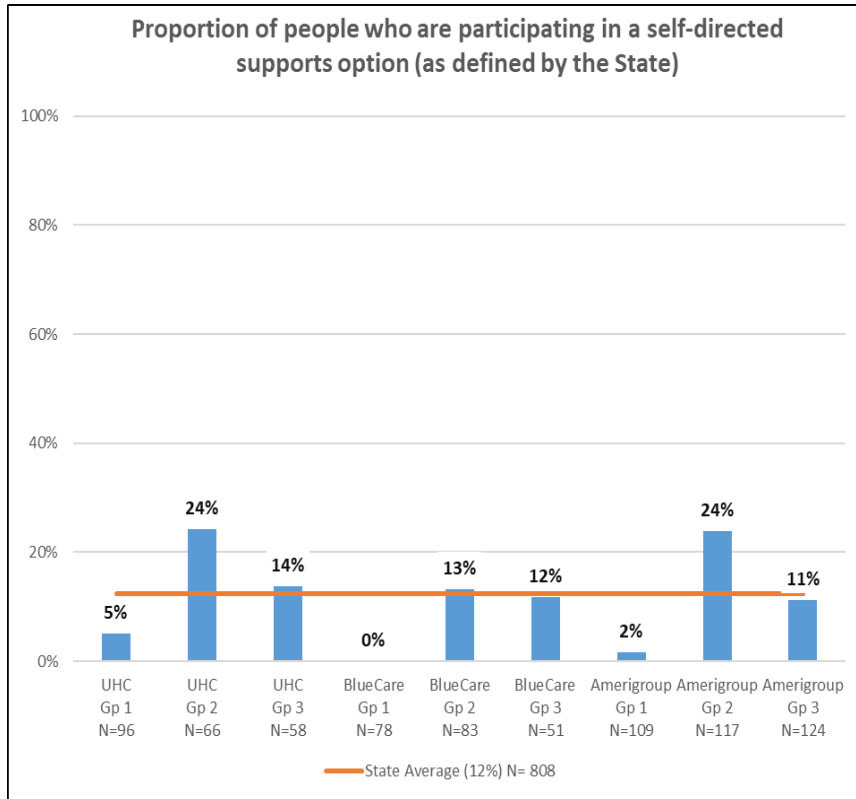
There are two Self-Direction of Care indicators measured by the NCI-AD Adult Consumer Survey:

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.

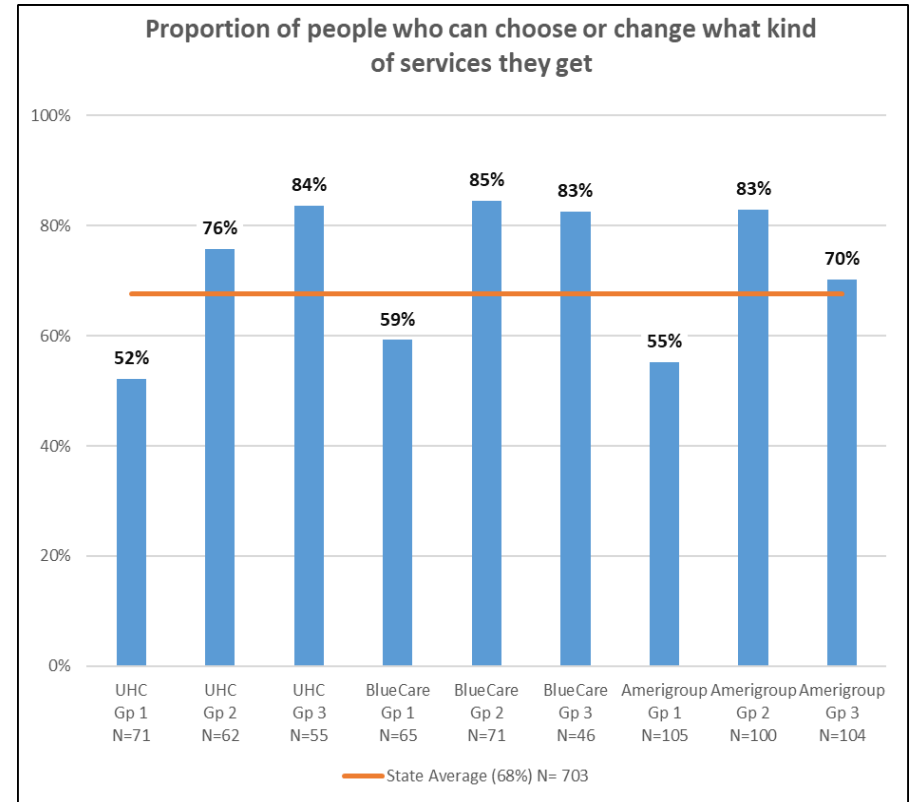
There are four survey items that correspond to the Self-Direction of Care domain.

Un-collapsed data are shown in Appendix B.

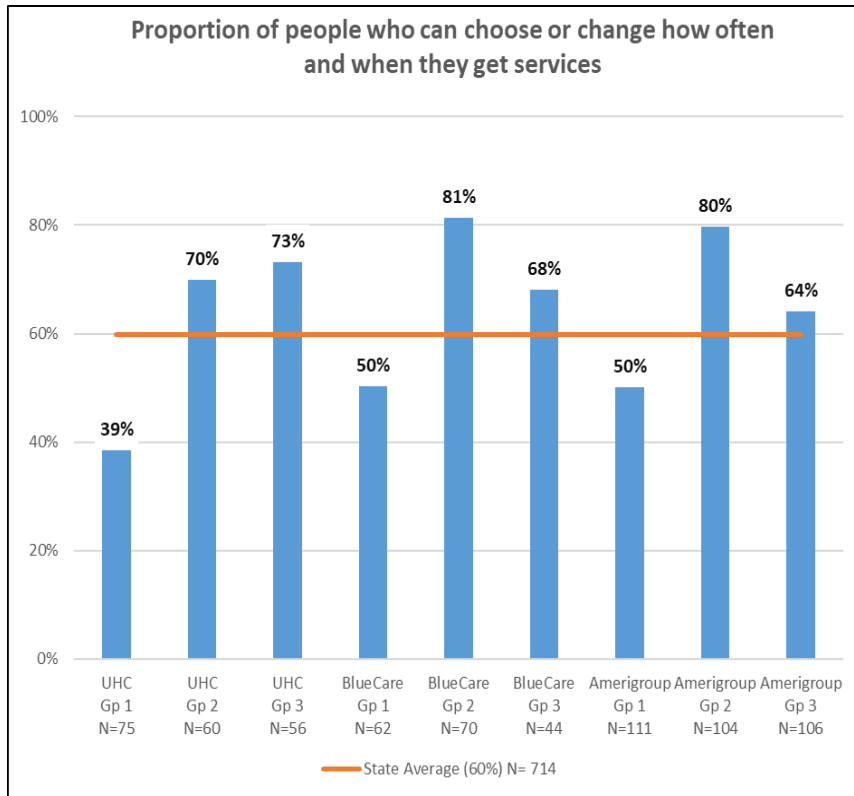
Graph 96. Proportion of people who are participating in a self-directed supports option (as defined by the State – data derived from State’s administrative records)



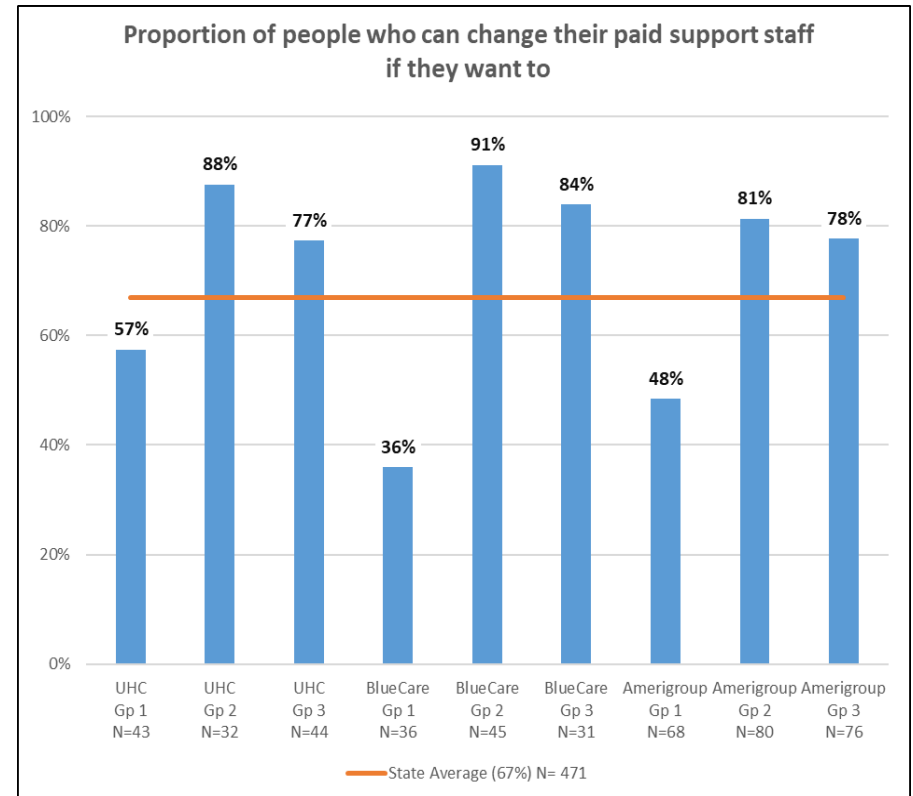
Graph 97. Proportion of people who can choose or change what kind of services they get



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.

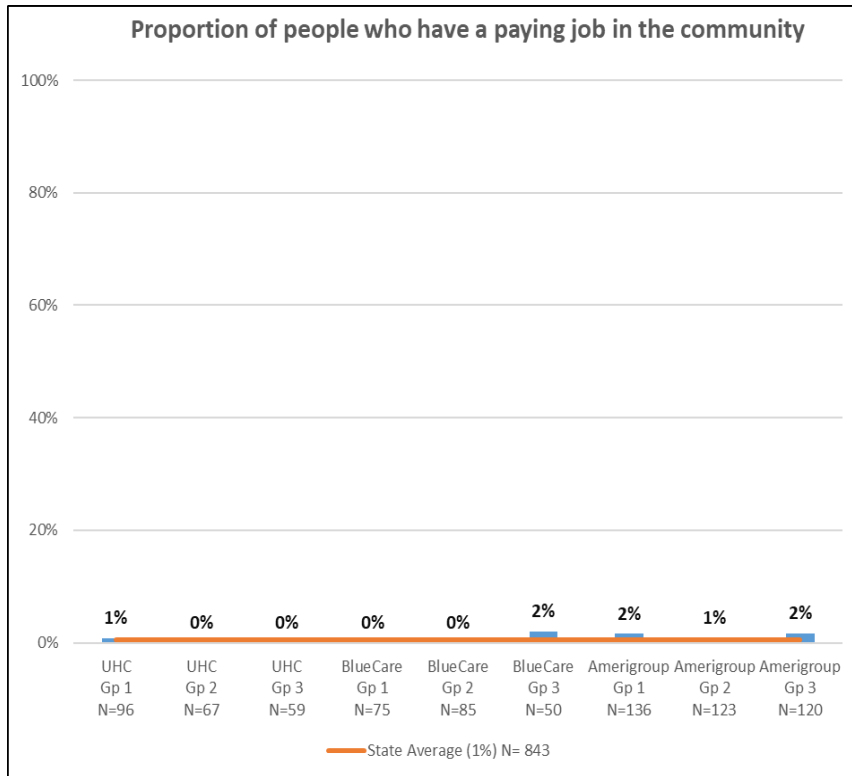
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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.

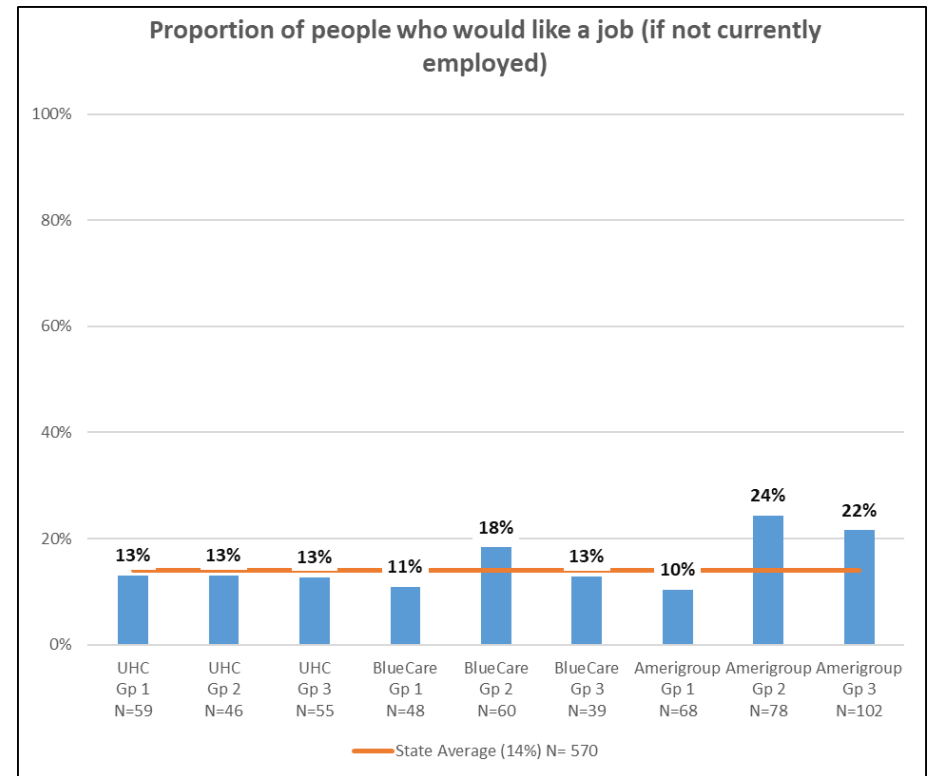
There are five survey items that correspond to the Work domain.

Un-collapsed are shown in Appendix B.

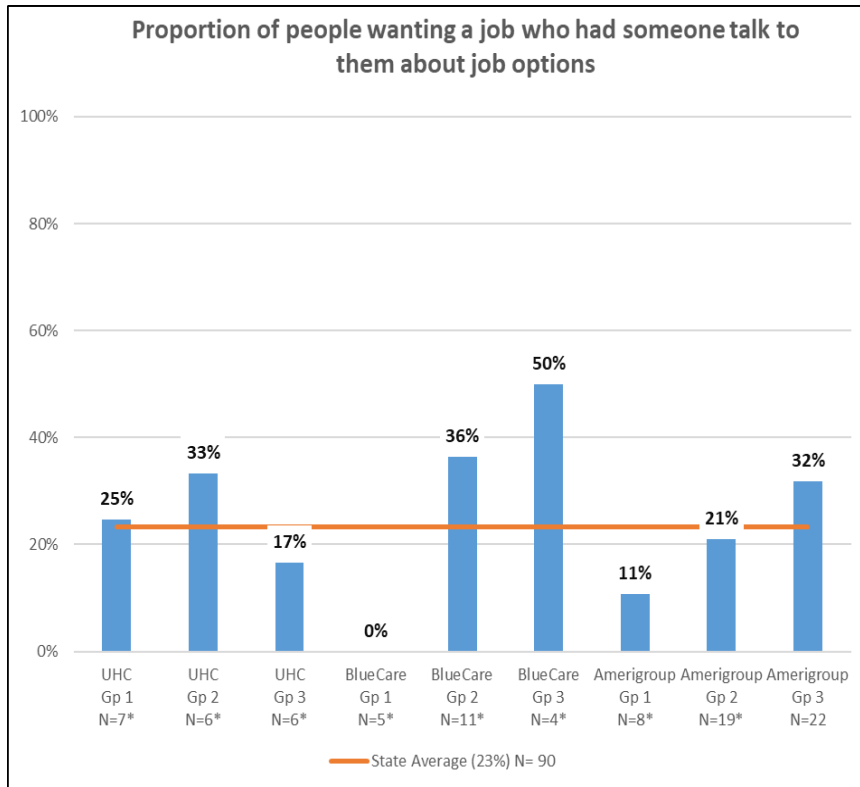
Graph 100. Proportion of people who have a paying job in the community



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

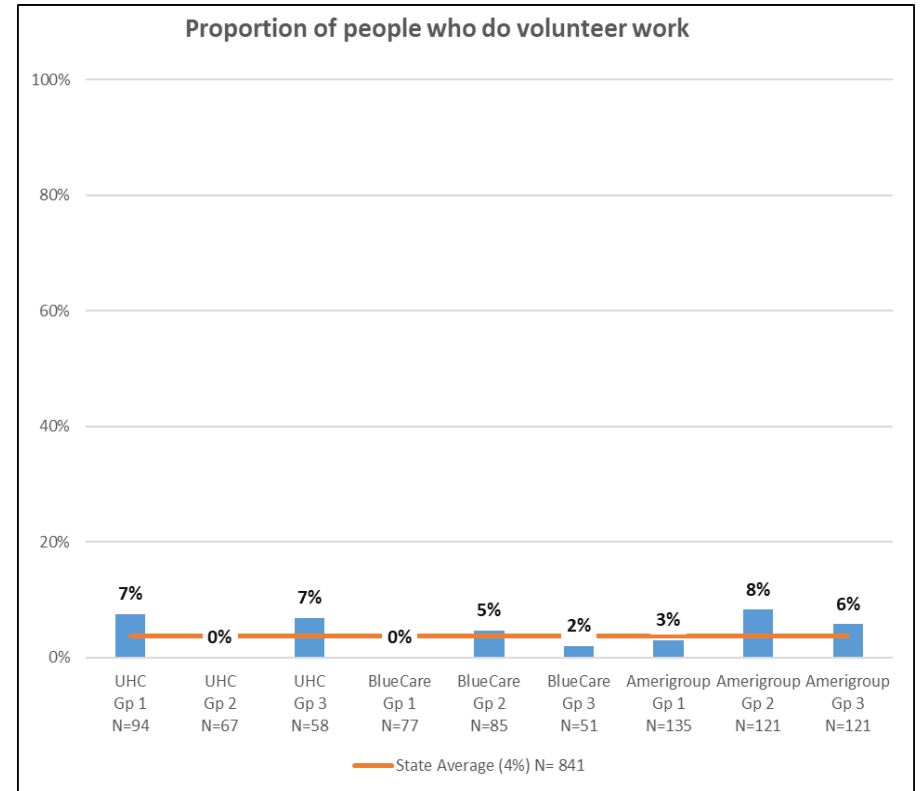


Graph 102. Proportion of people wanting a job who had someone talk to them about job options

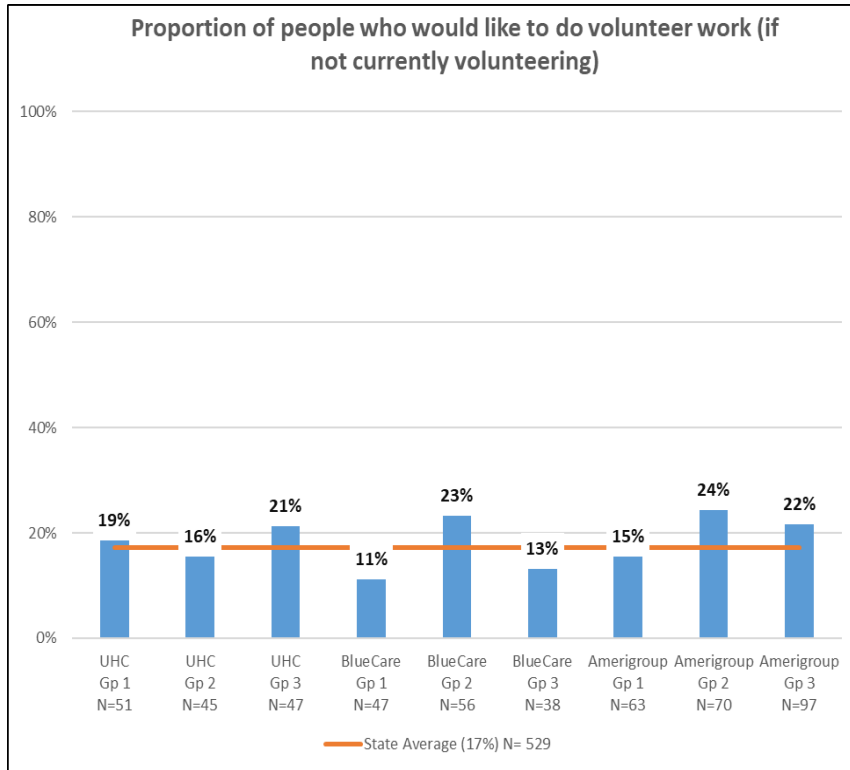


* Very small number of responses

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.

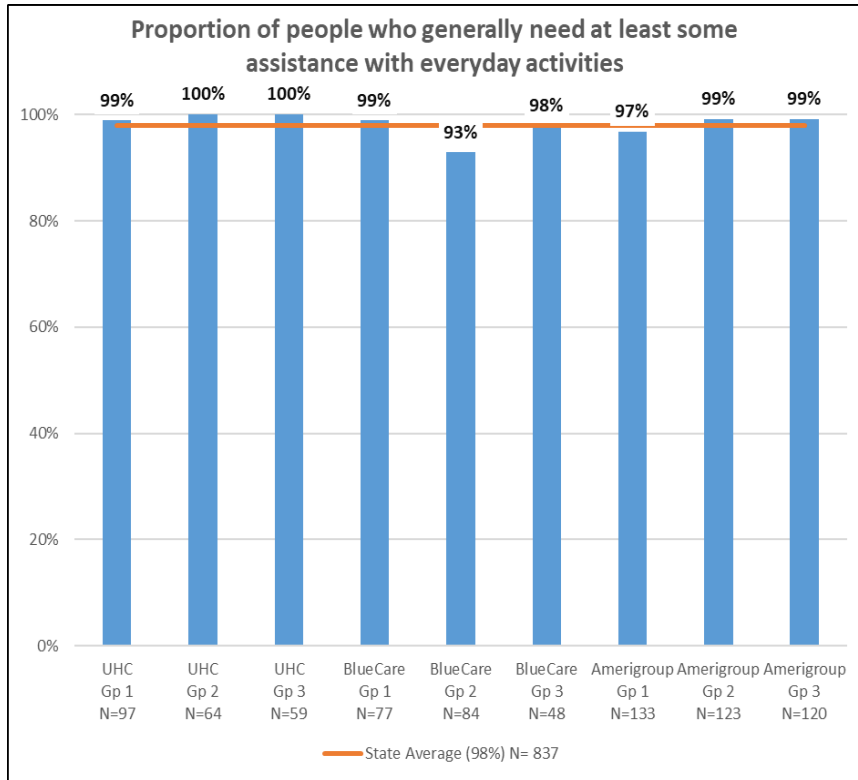
There are two Everyday Living indicators measured by the NCI-AD Adult Consumer Survey:

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.

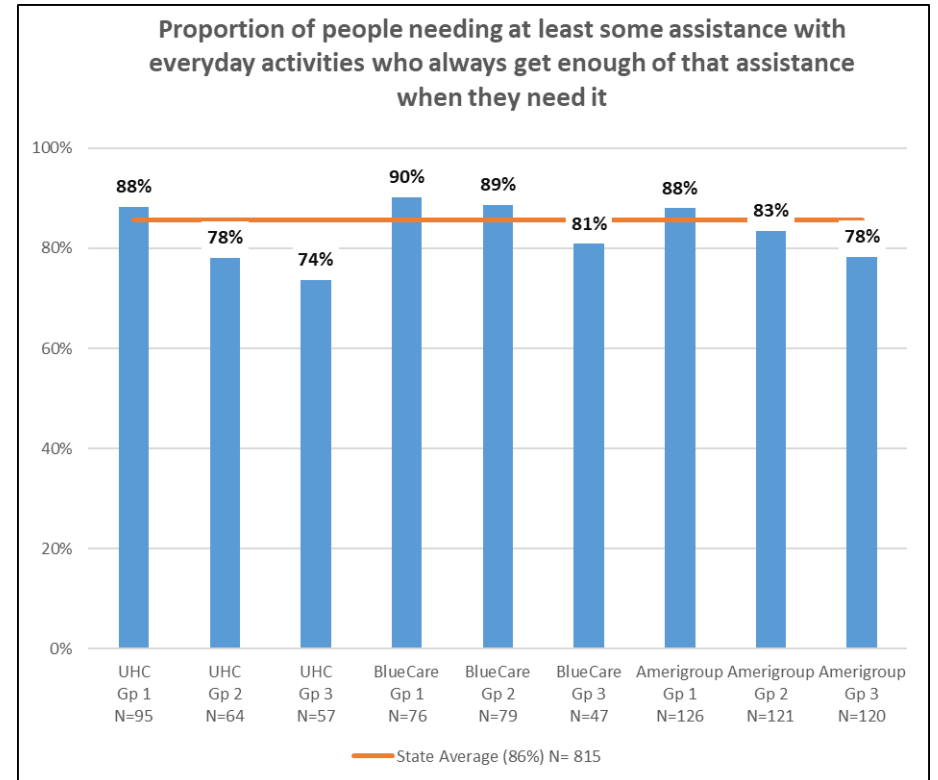
There are five survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

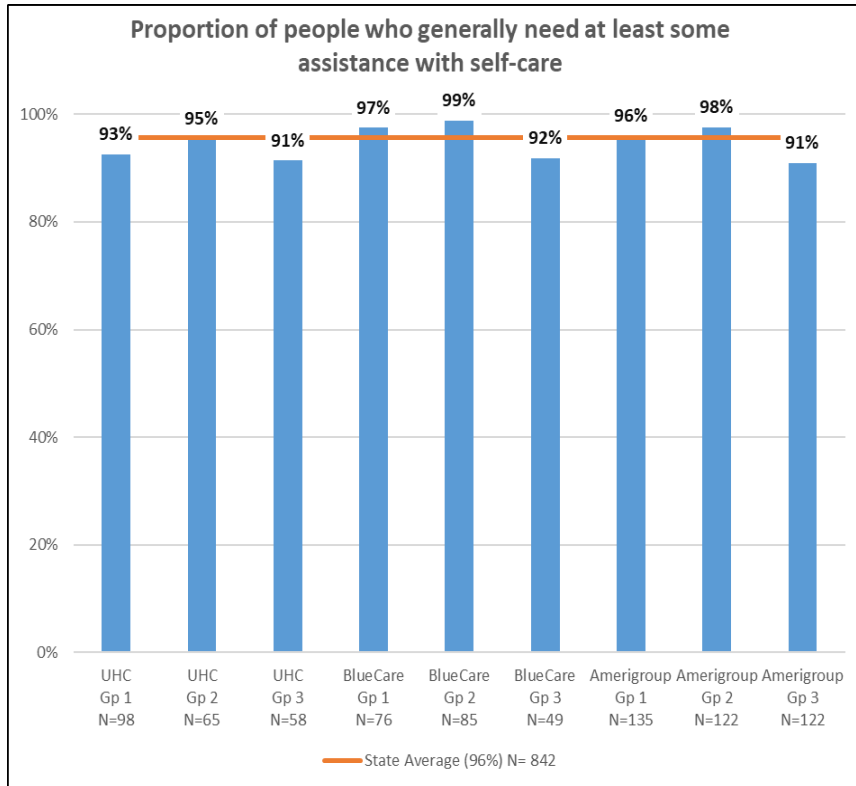
Graph 105. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



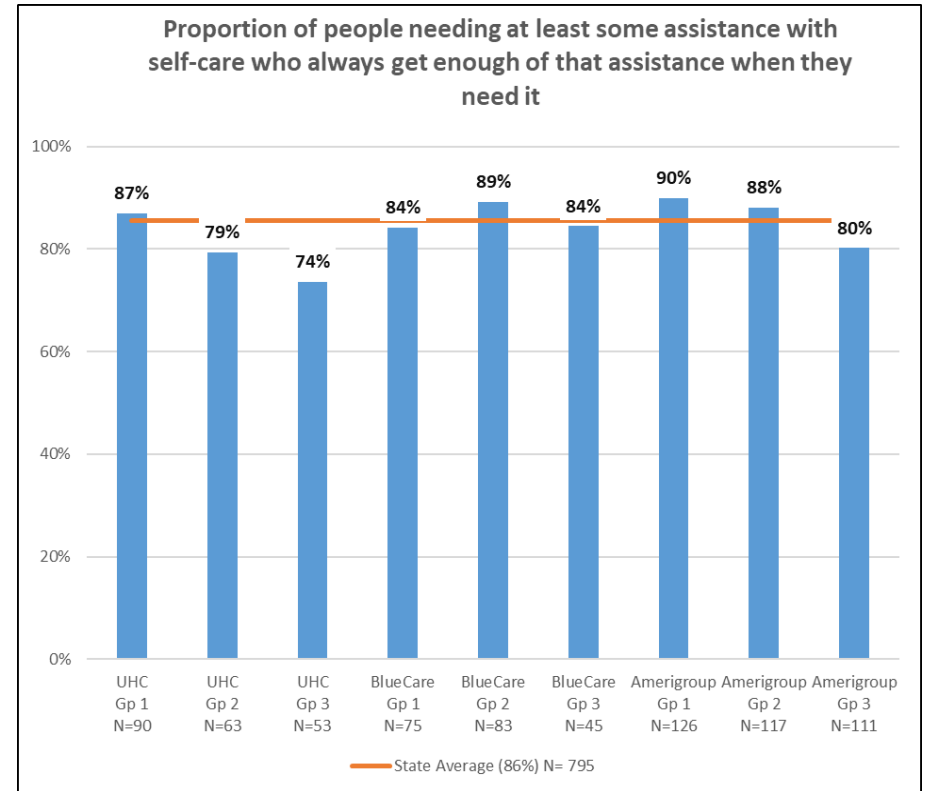
Graph 106. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



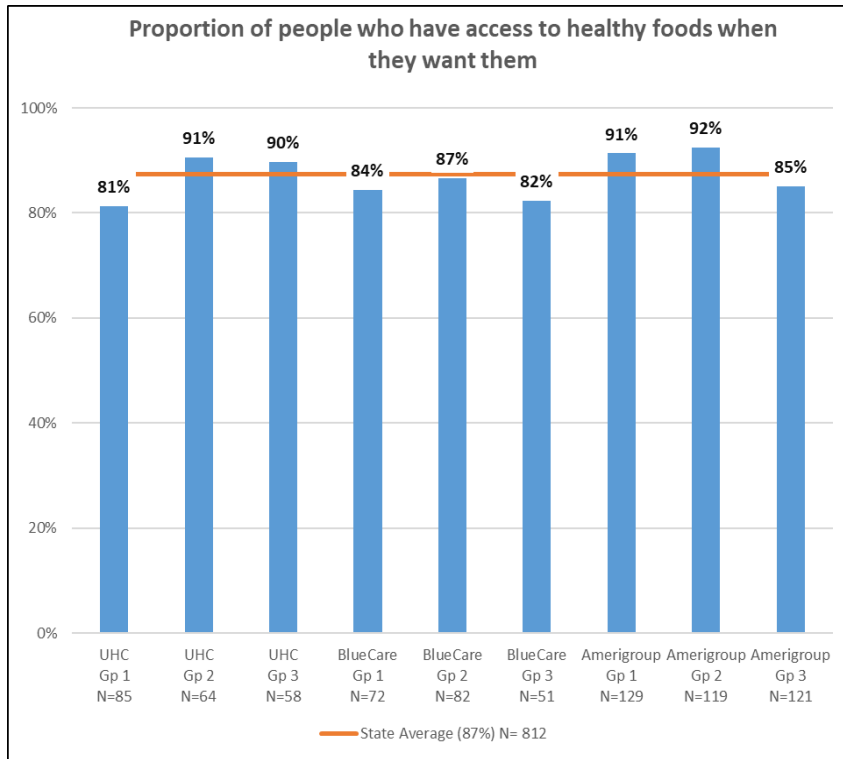
Graph 107. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)



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.

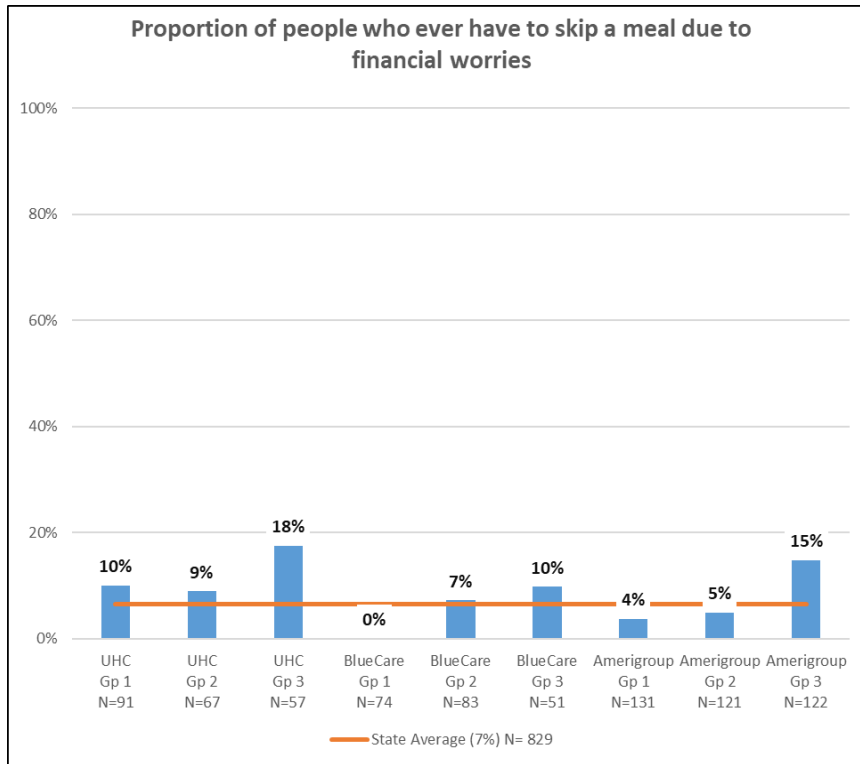
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

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 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:

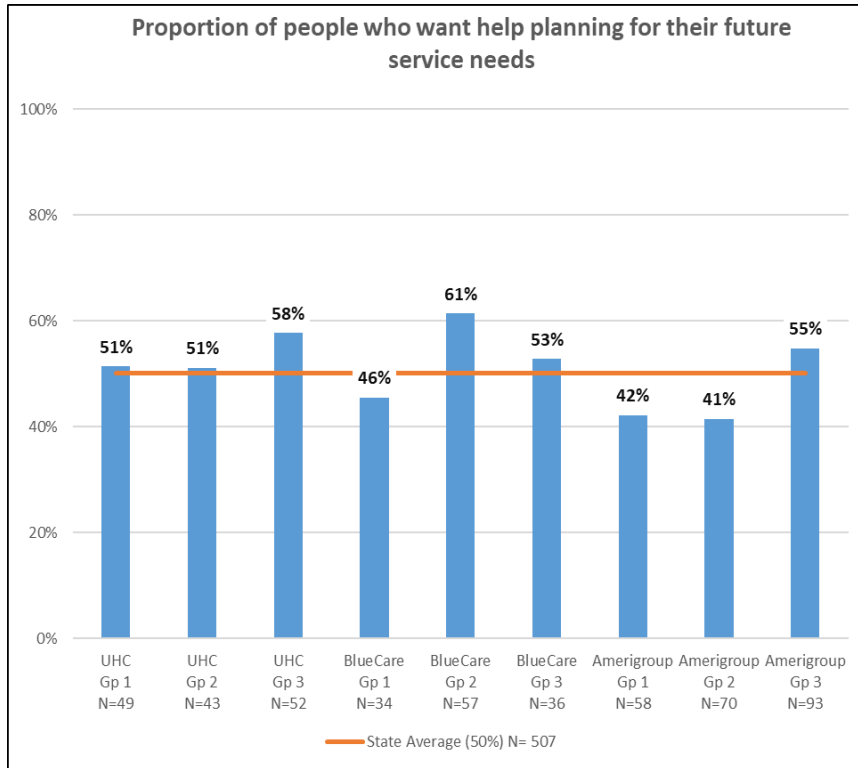
1. Proportion of people who want help planning for future need for services²³.

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

Un-collapsed 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:

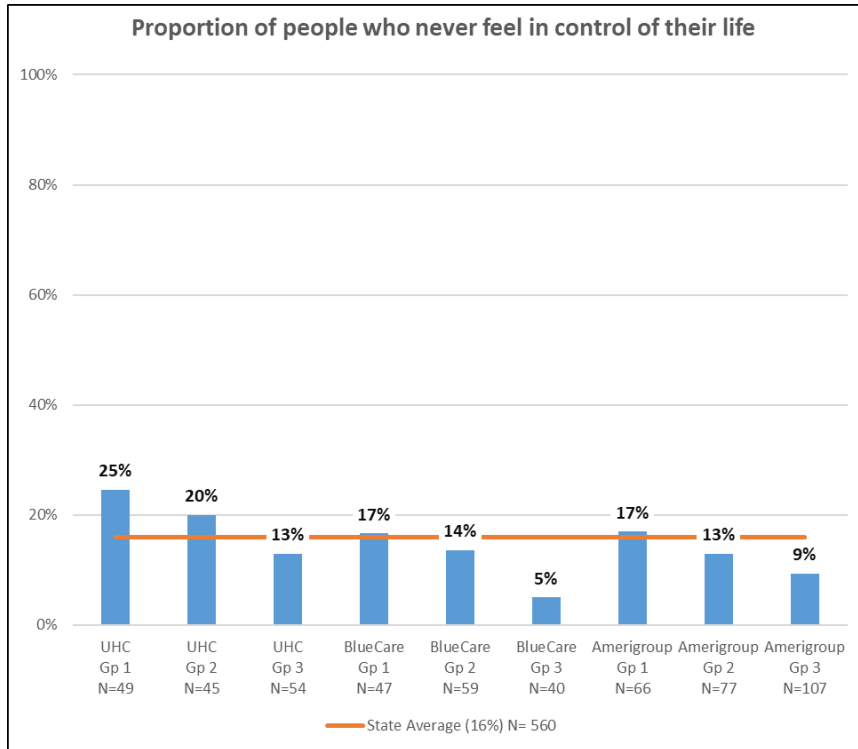
1. Proportion of people who feel in control of their lives.

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

Un-collapsed 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
UHC Group 1	69.8	84
UHC Group 2	66.4	61
UHC Group 3	66.2	56
BlueCare Group 1	69.6	69
BlueCare Group 2	62.4	80
BlueCare Group 3	62.2	45
Amerigroup Group 1	72.6	117
Amerigroup Group 2	65.7	112
Amerigroup Group 3	65.8	114
Unknown	74.9	24
Sample Average	67.4	762

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
UHC Group 1	85%	14%	1%	99
UHC Group 2	91%	9%	0%	67
UHC Group 3	95%	5%	0%	59
BlueCare Group 1	87%	13%	0%	79
BlueCare Group 2	94%	6%	0%	85
BlueCare Group 3	88%	12%	0%	51
Amerigroup Group 1	86%	13%	1%	136
Amerigroup Group 2	90%	10%	0%	125
Amerigroup Group 3	92%	8%	0%	124
Unknown	80%	20%	0%	30
Sample Average	89%	11%	0%	855

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
UHC Group 1	38%	62%	0%	0%	99
UHC Group 2	31%	69%	0%	0%	67
UHC Group 3	31%	69%	0%	0%	59
BlueCare Group 1	39%	61%	0%	0%	79
BlueCare Group 2	36%	64%	0%	0%	85
BlueCare Group 3	29%	71%	0%	0%	51
Amerigroup Group 1	30%	70%	0%	0%	136
Amerigroup Group 2	42%	58%	0%	0%	125
Amerigroup Group 3	35%	65%	0%	0%	124
Unknown	33%	67%	0%	0%	30
Sample Average	35%	65%	0%	0%	855

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
UHC Group 1	0%	0%	26%	0%	69%	0%	0%	5%	99
UHC Group 2	0%	0%	21%	0%	52%	0%	1%	25%	67
UHC Group 3	0%	0%	29%	0%	41%	0%	0%	31%	59
BlueCare Group 1	0%	0%	30%	0%	70%	0%	0%	0%	79
BlueCare Group 2	0%	1%	16%	1%	81%	1%	0%	0%	85
BlueCare Group 3	0%	0%	41%	0%	59%	0%	0%	0%	51
Amerigroup Group 1	0%	0%	22%	1%	70%	0%	5%	1%	137
Amerigroup Group 2	0%	2%	27%	0%	62%	2%	7%	0%	124
Amerigroup Group 3	0%	2%	36%	0%	55%	1%	6%	0%	124
Unknown	0%	0%	13%	3%	83%	0%	0%	3%	30
Sample Average	0%	1%	27%	0%	64%	1%	3%	5%	855

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
UHC Group 1	20%	12%	16%	41%	10%	99
UHC Group 2	25%	18%	16%	33%	7%	67
UHC Group 3	24%	19%	20%	27%	10%	59
BlueCare Group 1	43%	14%	11%	30%	1%	79
BlueCare Group 2	29%	15%	26%	29%	0%	85
BlueCare Group 3	20%	20%	29%	31%	0%	51
Amerigroup Group 1	27%	12%	18%	37%	6%	137
Amerigroup Group 2	26%	22%	14%	38%	0%	125
Amerigroup Group 3	30%	12%	23%	35%	0%	124
Unknown	10%	17%	17%	48%	7%	29
Sample Average	27%	16%	19%	35%	4%	855

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
UHC Group 1	78%	1%	0%	21%	99
UHC Group 2	84%	0%	0%	16%	67
UHC Group 3	95%	0%	0%	5%	58
BlueCare Group 1	100%	0%	0%	0%	79
BlueCare Group 2	99%	1%	0%	0%	85
BlueCare Group 3	100%	0%	0%	0%	50
Amerigroup Group 1	95%	0%	1%	4%	137
Amerigroup Group 2	97%	2%	2%	0%	125
Amerigroup Group 3	98%	1%	2%	0%	124
Unknown	97%	0%	0%	3%	30
Sample Average	94%	1%	1%	5%	854

Table 7. Type of residential area²⁵

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
UHC Group 1	70%	16%	6%	8%	0%	99
UHC Group 2	72%	18%	3%	7%	0%	67
UHC Group 3	64%	29%	0%	7%	0%	59
BlueCare Group 1	57%	20%	5%	18%	0%	79
BlueCare Group 2	53%	25%	6%	16%	0%	85
BlueCare Group 3	53%	18%	10%	20%	0%	51
Amerigroup Group 1	64%	17%	5%	15%	0%	137
Amerigroup Group 2	65%	18%	4%	12%	2%	125
Amerigroup Group 3	64%	20%	2%	15%	0%	124
Unknown	50%	19%	6%	13%	13%	32
Sample Average	62%	19%	4%	13%	1%	858

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 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
UHC Group 1	7%	1%	0%	0%	86%	0%	0%	6%	99
UHC Group 2	76%	8%	2%	9%	0%	0%	5%	2%	66
UHC Group 3	69%	17%	0%	0%	2%	0%	7%	5%	59
BlueCare Group 1	0%	0%	0%	1%	99%	0%	0%	0%	79
BlueCare Group 2	89%	2%	1%	5%	1%	0%	1%	0%	84
BlueCare Group 3	96%	2%	0%	0%	2%	0%	0%	0%	51
Amerigroup Group 1	0%	0%	1%	1%	99%	0%	0%	0%	137
Amerigroup Group 2	84%	0%	2%	7%	2%	0%	1%	5%	123
Amerigroup Group 3	93%	1%	0%	6%	1%	0%	0%	0%	122
Unknown	13%	0%	0%	0%	83%	0%	0%	3%	30
Sample Average	52%	2%	1%	3%	39%	0%	1%	2%	850

Table 9. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/Unclear	N
UHC Group 1	10%	2%	2%	0%	1%	78%	7%	98
UHC Group 2	25%	21%	39%	3%	1%	10%	1%	67
UHC Group 3	37%	19%	39%	0%	0%	2%	3%	59
BlueCare Group 1	0%	0%	0%	0%	1%	99%	0%	79
BlueCare Group 2	31%	9%	47%	0%	1%	14%	0%	85
BlueCare Group 3	31%	20%	47%	2%	0%	2%	0%	51
Amerigroup Group 1	1%	0%	1%	0%	0%	99%	0%	137
Amerigroup Group 2	30%	12%	43%	1%	2%	10%	6%	125
Amerigroup Group 3	51%	6%	39%	0%	0%	5%	0%	124
Unknown	3%	3%	7%	0%	0%	83%	3%	30
Sample Average	23%	8%	26%	0%	1%	41%	2%	855

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
UHC Group 1	91%	5%	4%	99
UHC Group 2	91%	7%	1%	67
UHC Group 3	95%	2%	3%	59
BlueCare Group 1	94%	6%	0%	79
BlueCare Group 2	90%	10%	0%	84
BlueCare Group 3	90%	10%	0%	51
Amerigroup Group 1	80%	1%	19%	137
Amerigroup Group 2	71%	5%	24%	125
Amerigroup Group 3	81%	4%	15%	124
Unknown	83%	0%	17%	30
Sample Average	85%	5%	10%	855

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
UHC Group 1	50%	0%	0%	0%	17%	0%	17%	17%	6
UHC Group 2	67%	0%	0%	0%	17%	0%	0%	17%	6
UHC Group 3	100%	0%	0%	0%	0%	0%	0%	0%	1
BlueCare Group 1	100%	0%	0%	0%	0%	0%	0%	0%	5
BlueCare Group 2	25%	13%	0%	0%	63%	0%	0%	0%	8
BlueCare Group 3	80%	0%	0%	0%	20%	0%	0%	0%	5
Amerigroup Group 1	4%	0%	0%	0%	4%	0%	0%	92%	26
Amerigroup Group 2	9%	0%	0%	0%	6%	0%	0%	86%	35
Amerigroup Group 3	17%	0%	0%	4%	0%	0%	0%	78%	23
Unknown	0%	0%	0%	0%	0%	0%	0%	100%	3
Sample Average	23%	1%	0%	1%	9%	0%	1%	65%	118

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
UHC Group 1	38%	61%	1%	99
UHC Group 2	27%	70%	3%	67
UHC Group 3	22%	76%	2%	59
BlueCare Group 1	55%	45%	0%	78
BlueCare Group 2	29%	71%	0%	85
BlueCare Group 3	22%	78%	0%	51
Amerigroup Group 1	43%	40%	17%	136
Amerigroup Group 2	48%	30%	22%	124
Amerigroup Group 3	56%	23%	21%	124
Unknown	52%	41%	7%	29
Sample Average	41%	49%	10%	852

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

	No	Yes	Don’t Know/Unclear	N
UHC Group 1	42%	56%	2%	99
UHC Group 2	70%	28%	1%	67
UHC Group 3	95%	3%	2%	59
BlueCare Group 1	43%	56%	1%	79
BlueCare Group 2	72%	28%	0%	85
BlueCare Group 3	86%	12%	2%	51
Amerigroup Group 1	36%	48%	16%	137
Amerigroup Group 2	52%	29%	19%	124
Amerigroup Group 3	69%	10%	21%	124
Unknown	33%	60%	7%	30
Sample Average	58%	33%	9%	855

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don’t Know/Unclear	N
UHC Group 1	83%	14%	3%	98
UHC Group 2	91%	6%	3%	67
UHC Group 3	93%	5%	2%	59
BlueCare Group 1	92%	8%	0%	77
BlueCare Group 2	87%	13%	0%	85
BlueCare Group 3	88%	10%	2%	51
Amerigroup Group 1	76%	6%	19%	135
Amerigroup Group 2	71%	5%	24%	124
Amerigroup Group 3	76%	2%	22%	124
Unknown	83%	7%	10%	30
Sample Average	82%	7%	11%	850

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
UHC Group 1	90%	5%	5%	99
UHC Group 2	94%	4%	1%	67
UHC Group 3	98%	2%	0%	59
BlueCare Group 1	100%	0%	0%	79
BlueCare Group 2	98%	1%	1%	85
BlueCare Group 3	96%	4%	0%	51
Amerigroup Group 1	79%	3%	18%	137
Amerigroup Group 2	70%	6%	24%	124
Amerigroup Group 3	75%	2%	23%	124
Unknown	86%	3%	10%	29
Sample Average	86%	3%	11%	854

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
UHC Group 1	43%	32%	14%	11%	1%	99
UHC Group 2	27%	22%	43%	10%	1%	67
UHC Group 3	7%	24%	59%	14%	2%	59
BlueCare Group 1	34%	35%	30%	6%	0%	79
BlueCare Group 2	16%	34%	65%	5%	0%	85
BlueCare Group 3	2%	45%	69%	6%	0%	51
Amerigroup Group 1	44%	6%	31%	2%	19%	137
Amerigroup Group 2	13%	45%	50%	10%	2%	125
Amerigroup Group 3	1%	60%	89%	4%	0%	124
Unknown	7%	33%	23%	40%	7%	30
Sample Average	22%	34%	48%	8%	4%	856

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

	No	Yes	Don't Know/Unclear	N
UHC Group 1	82%	16%	2%	99
UHC Group 2	75%	21%	4%	67
UHC Group 3	85%	12%	3%	59
BlueCare Group 1	85%	14%	1%	79
BlueCare Group 2	85%	15%	0%	85
BlueCare Group 3	86%	14%	0%	51
Amerigroup Group 1	66%	18%	17%	137
Amerigroup Group 2	66%	10%	24%	125
Amerigroup Group 3	76%	10%	15%	123
Unknown	73%	20%	7%	30
Sample Average	76%	14%	9%	855

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
UHC Group 1	9%	90%	1%	99
UHC Group 2	19%	79%	1%	67
UHC Group 3	17%	83%	0%	59
BlueCare Group 1	24%	76%	0%	78
BlueCare Group 2	31%	67%	2%	84
BlueCare Group 3	25%	75%	0%	51
Amerigroup Group 1	8%	91%	2%	133
Amerigroup Group 2	15%	85%	0%	124
Amerigroup Group 3	16%	84%	0%	123
Unknown	12%	85%	4%	26
Sample Average	17%	82%	1%	844

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
UHC Group 1	6%	17%	26%	51%	0%	99
UHC Group 2	3%	4%	42%	51%	0%	67
UHC Group 3	0%	7%	46%	47%	0%	59
BlueCare Group 1	8%	15%	39%	38%	0%	79
BlueCare Group 2	5%	12%	36%	47%	0%	85
BlueCare Group 3	4%	18%	35%	43%	0%	51
Amerigroup Group 1	4%	12%	45%	38%	1%	137
Amerigroup Group 2	6%	11%	44%	39%	0%	125
Amerigroup Group 3	6%	5%	50%	40%	0%	124
Unknown	0%	0%	21%	4%	75%	28
Sample Average	5%	11%	40%	42%	3%	854

Table 20. Has legal guardian

	No	Yes	Don't Know	N
UHC Group 1	85%	13%	2%	99
UHC Group 2	90%	9%	1%	67
UHC Group 3	97%	3%	0%	59
BlueCare Group 1	95%	4%	1%	79
BlueCare Group 2	89%	7%	4%	85
BlueCare Group 3	98%	2%	0%	50
Amerigroup Group 1	20%	70%	9%	137
Amerigroup Group 2	23%	73%	3%	124
Amerigroup Group 3	58%	41%	1%	124
Unknown	31%	62%	7%	29
Sample Average	63%	34%	3%	853

Community Participation

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
UHC Group 1	38%	2%	50%	8%	2%	60
UHC Group 2	47%	9%	42%	2%	0%	45
UHC Group 3	55%	5%	40%	0%	0%	55
BlueCare Group 1	47%	2%	47%	2%	2%	47
BlueCare Group 2	57%	5%	37%	2%	0%	60
BlueCare Group 3	58%	5%	38%	0%	0%	40
Amerigroup Group 1	30%	11%	51%	7%	1%	71
Amerigroup Group 2	49%	3%	44%	1%	3%	79
Amerigroup Group 3	55%	7%	37%	1%	0%	108
Unknown	38%	0%	56%	6%	0%	16
Sample Average	48%	6%	43%	3%	1%	581

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
UHC Group 1	17%	46%	17%	79%	13%	4%	24
UHC Group 2	16%	28%	16%	88%	16%	0%	25
UHC Group 3	18%	42%	15%	73%	21%	0%	33
BlueCare Group 1	4%	17%	9%	78%	13%	0%	23
BlueCare Group 2	8%	19%	5%	86%	3%	0%	37
BlueCare Group 3	24%	36%	12%	80%	12%	0%	25
Amerigroup Group 1	11%	21%	7%	64%	4%	0%	28
Amerigroup Group 2	12%	39%	15%	76%	7%	0%	41
Amerigroup Group 3	9%	15%	9%	69%	11%	0%	65
Unknown	0%	33%	0%	100%	17%	0%	6
Sample Average	12%	28%	11%	77%	11%	0%	307

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
UHC Group 1	0%	0%	4%	0%	0%	0%	24
UHC Group 2	0%	0%	0%	0%	0%	0%	25
UHC Group 3	6%	6%	9%	3%	3%	3%	33
BlueCare Group 1	0%	0%	9%	0%	9%	0%	23
BlueCare Group 2	0%	0%	3%	5%	3%	0%	37
BlueCare Group 3	0%	4%	0%	0%	0%	0%	25
Amerigroup Group 1	0%	4%	14%	4%	0%	4%	28
Amerigroup Group 2	0%	2%	2%	12%	0%	0%	41
Amerigroup Group 3	0%	3%	5%	9%	2%	0%	65
Unknown	0%	0%	0%	0%	0%	0%	6
Sample Average	1%	2%	5%	5%	2%	1%	307

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
UHC Group 1	30%	62%	5%	3%	60
UHC Group 2	44%	53%	2%	0%	45
UHC Group 3	42%	56%	2%	0%	55
BlueCare Group 1	49%	43%	6%	2%	47
BlueCare Group 2	28%	67%	0%	5%	60
BlueCare Group 3	55%	45%	0%	0%	40
Amerigroup Group 1	33%	59%	6%	3%	70
Amerigroup Group 2	38%	62%	0%	0%	78
Amerigroup Group 3	40%	55%	1%	5%	108
Unknown	38%	50%	0%	13%	16
Sample Average	39%	56%	2%	3%	579

Choice and Decision Making

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
UHC Group 1	59%	27%	14%	0%	44
UHC Group 2	100%	0%	0%	0%	1
UHC Group 3	0%	50%	50%	0%	2
BlueCare Group 1	63%	15%	23%	0%	40
BlueCare Group 2	38%	38%	25%	0%	8
BlueCare Group 3	n/a	n/a	n/a	n/a	0
Amerigroup Group 1	72%	19%	7%	2%	58
Amerigroup Group 2	83%	17%	0%	0%	6
Amerigroup Group 3	40%	40%	20%	0%	5
Unknown	55%	27%	18%	0%	11
Sample Average	63%	22%	14%	1%	175

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
UHC Group 1	3%	13%	83%	0%	0%	60
UHC Group 2	2%	7%	91%	0%	0%	46
UHC Group 3	4%	0%	96%	0%	0%	55
BlueCare Group 1	7%	13%	80%	0%	0%	46
BlueCare Group 2	0%	12%	87%	0%	2%	60
BlueCare Group 3	0%	0%	100%	0%	0%	40
Amerigroup Group 1	9%	23%	69%	0%	0%	70
Amerigroup Group 2	3%	6%	91%	0%	0%	80
Amerigroup Group 3	2%	7%	91%	0%	1%	107
Unknown	13%	19%	63%	0%	6%	16
Sample Average	3%	9%	87%	0%	1%	580

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
UHC Group 1	12%	10%	77%	0%	2%	0%	60
UHC Group 2	2%	7%	91%	0%	0%	0%	46
UHC Group 3	2%	2%	95%	2%	0%	0%	55
BlueCare Group 1	19%	8%	71%	2%	0%	0%	48
BlueCare Group 2	7%	2%	90%	0%	2%	0%	60
BlueCare Group 3	0%	5%	95%	0%	0%	0%	40
Amerigroup Group 1	19%	21%	54%	1%	3%	1%	70
Amerigroup Group 2	6%	4%	89%	1%	0%	0%	79
Amerigroup Group 3	1%	9%	88%	1%	0%	1%	107
Unknown	13%	13%	75%	0%	0%	0%	16
Sample Average	7%	8%	83%	1%	1%	0%	581

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
UHC Group 1	12%	36%	46%	6%	0%	50
UHC Group 2	0%	33%	67%	0%	0%	3
UHC Group 3	0%	100%	0%	0%	0%	2
BlueCare Group 1	15%	39%	43%	2%	0%	46
BlueCare Group 2	8%	33%	58%	0%	0%	12
BlueCare Group 3	0%	0%	100%	0%	0%	1
Amerigroup Group 1	13%	37%	42%	4%	3%	67
Amerigroup Group 2	17%	8%	75%	0%	0%	12
Amerigroup Group 3	0%	10%	90%	0%	0%	10
Unknown	0%	77%	23%	0%	0%	13
Sample Average	12%	37%	47%	3%	1%	216

Relationships

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
UHC Group 1	2%	11%	87%	0%	0%	47
UHC Group 2	3%	0%	97%	0%	0%	38
UHC Group 3	0%	10%	90%	0%	0%	49
BlueCare Group 1	5%	14%	79%	2%	0%	43
BlueCare Group 2	2%	8%	89%	0%	2%	53
BlueCare Group 3	3%	5%	92%	0%	0%	37
Amerigroup Group 1	2%	15%	83%	0%	0%	60
Amerigroup Group 2	3%	8%	89%	0%	0%	73
Amerigroup Group 3	2%	6%	91%	0%	0%	94
Unknown	0%	8%	92%	0%	0%	13
Sample Average	2%	9%	89%	0%	0%	507

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
UHC Group 1	17%	17%	17%	33%	0%	17%	33%	6
UHC Group 2	100%	100%	0%	100%	0%	0%	0%	1
UHC Group 3	40%	60%	0%	0%	0%	0%	0%	5
BlueCare Group 1	13%	50%	0%	25%	0%	38%	0%	8
BlueCare Group 2	20%	40%	0%	20%	0%	20%	0%	5
BlueCare Group 3	33%	33%	0%	33%	0%	0%	0%	3
Amerigroup Group 1	0%	20%	10%	20%	0%	30%	20%	10
Amerigroup Group 2	38%	38%	13%	25%	0%	0%	0%	8
Amerigroup Group 3	13%	38%	0%	38%	0%	13%	0%	8
Unknown	0%	0%	0%	100%	0%	0%	0%	1
Sample Average	20%	36%	5%	27%	0%	16%	7%	55

Satisfaction

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
UHC Group 1	12%	18%	70%	0%	0%	60
UHC Group 2	4%	7%	84%	2%	2%	45
UHC Group 3	4%	9%	87%	0%	0%	54
BlueCare Group 1	25%	17%	56%	2%	0%	48
BlueCare Group 2	7%	12%	82%	0%	0%	60
BlueCare Group 3	13%	0%	88%	0%	0%	40
Amerigroup Group 1	9%	19%	73%	0%	0%	70
Amerigroup Group 2	4%	4%	92%	0%	0%	78
Amerigroup Group 3	9%	7%	83%	0%	0%	108
Unknown	25%	6%	69%	0%	0%	16
Sample Average	9%	10%	80%	0%	0%	579

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
UHC Group 1	6%	0%	11%	6%	50%	18
UHC Group 2	0%	20%	0%	40%	20%	5
UHC Group 3	14%	14%	14%	14%	0%	7
BlueCare Group 1	0%	0%	0%	0%	55%	20
BlueCare Group 2	9%	0%	0%	0%	9%	11
BlueCare Group 3	20%	20%	20%	0%	0%	5
Amerigroup Group 1	0%	0%	5%	5%	63%	19
Amerigroup Group 2	17%	17%	0%	0%	33%	6
Amerigroup Group 3	17%	6%	0%	17%	33%	18
Unknown	0%	0%	0%	0%	20%	5
Sample Average	7%	4%	4%	7%	38%	114

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
UHC Group 1	6%	0%	11%	0%	11%	18
UHC Group 2	20%	0%	0%	0%	0%	5
UHC Group 3	14%	14%	0%	0%	14%	7
BlueCare Group 1	5%	5%	15%	15%	25%	20
BlueCare Group 2	9%	0%	9%	0%	27%	11
BlueCare Group 3	0%	20%	0%	20%	0%	5
Amerigroup Group 1	0%	11%	21%	0%	16%	19
Amerigroup Group 2	0%	50%	17%	0%	0%	6
Amerigroup Group 3	6%	0%	0%	6%	0%	18
Unknown	0%	0%	20%	20%	40%	5
Sample Average	5%	7%	11%	5%	14%	114

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
UHC Group 1	22%	6%	22%	11%	11%	0%	18
UHC Group 2	0%	0%	0%	20%	0%	0%	5
UHC Group 3	0%	0%	14%	0%	0%	0%	7
BlueCare Group 1	20%	15%	15%	30%	0%	0%	20
BlueCare Group 2	18%	9%	0%	45%	0%	0%	11
BlueCare Group 3	0%	0%	0%	20%	0%	0%	5
Amerigroup Group 1	5%	21%	5%	5%	0%	0%	19
Amerigroup Group 2	0%	0%	0%	17%	0%	0%	6
Amerigroup Group 3	0%	0%	6%	39%	6%	0%	18
Unknown	40%	20%	20%	20%	0%	0%	5
Sample Average	11%	9%	10%	22%	3%	0%	114

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
UHC Group 1	53%	10%	36%	0%	58
UHC Group 2	70%	12%	16%	2%	43
UHC Group 3	73%	2%	25%	0%	52
BlueCare Group 1	44%	6%	48%	2%	48
BlueCare Group 2	68%	13%	20%	0%	56
BlueCare Group 3	80%	0%	20%	0%	40
Amerigroup Group 1	52%	10%	37%	1%	71
Amerigroup Group 2	75%	5%	19%	1%	79
Amerigroup Group 3	74%	1%	24%	2%	102
Unknown	63%	6%	25%	6%	16
Sample Average	66%	6%	27%	1%	565

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
UHC Group 1	78%	7%	4%	0%	27
UHC Group 2	83%	0%	0%	0%	12
UHC Group 3	77%	8%	0%	0%	13
BlueCare Group 1	72%	12%	4%	0%	25
BlueCare Group 2	76%	6%	6%	0%	17
BlueCare Group 3	75%	13%	0%	0%	8
Amerigroup Group 1	74%	6%	3%	3%	31
Amerigroup Group 2	58%	16%	5%	5%	19
Amerigroup Group 3	92%	0%	8%	0%	24
Unknown	100%	0%	0%	0%	5
Sample Average	77%	7%	4%	1%	181

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
UHC Group 1	0%	7%	4%	0%	27
UHC Group 2	0%	17%	0%	0%	12
UHC Group 3	0%	15%	0%	0%	13
BlueCare Group 1	4%	0%	8%	0%	25
BlueCare Group 2	0%	6%	6%	0%	17
BlueCare Group 3	0%	0%	0%	13%	8
Amerigroup Group 1	3%	6%	3%	0%	31
Amerigroup Group 2	0%	5%	5%	5%	19
Amerigroup Group 3	0%	0%	0%	0%	24
Unknown	0%	0%	0%	0%	5
Sample Average	1%	6%	3%	1%	181

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
UHC Group 1	3%	40%	55%	2%	0%	60
UHC Group 2	13%	44%	42%	0%	0%	45
UHC Group 3	11%	31%	57%	0%	0%	54
BlueCare Group 1	15%	38%	46%	2%	0%	48
BlueCare Group 2	5%	45%	50%	0%	0%	60
BlueCare Group 3	13%	28%	54%	0%	5%	39
Amerigroup Group 1	7%	35%	56%	1%	0%	71
Amerigroup Group 2	8%	32%	58%	1%	1%	79
Amerigroup Group 3	7%	38%	55%	1%	0%	106
Unknown	13%	38%	50%	0%	0%	16
Sample Average	8%	37%	53%	1%	1%	578

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
UHC Group 1	57%	14%	19%	0%	11%	0%	37
UHC Group 2	58%	4%	38%	0%	0%	0%	26
UHC Group 3	67%	12%	21%	0%	0%	0%	42
BlueCare Group 1	62%	6%	26%	3%	3%	0%	34
BlueCare Group 2	51%	23%	20%	6%	0%	0%	35
BlueCare Group 3	62%	8%	31%	0%	0%	0%	26
Amerigroup Group 1	55%	16%	22%	2%	2%	2%	49
Amerigroup Group 2	64%	18%	13%	2%	4%	0%	55
Amerigroup Group 3	62%	15%	21%	0%	1%	0%	71
Unknown	54%	23%	23%	0%	0%	0%	13
Sample Average	60%	14%	22%	1%	2%	0%	388

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
UHC Group 1	5%	11%	84%	0%	0%	37
UHC Group 2	8%	12%	81%	0%	0%	26
UHC Group 3	5%	14%	81%	0%	0%	42
BlueCare Group 1	3%	18%	79%	0%	0%	34
BlueCare Group 2	3%	17%	80%	0%	0%	35
BlueCare Group 3	4%	12%	85%	0%	0%	26
Amerigroup Group 1	2%	24%	74%	0%	0%	50
Amerigroup Group 2	4%	13%	84%	0%	0%	55
Amerigroup Group 3	3%	10%	87%	0%	0%	71
Unknown	0%	31%	62%	8%	0%	13
Sample Average	4%	15%	81%	0%	0%	389

Service Coordination

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
UHC Group 1	31%	37%	29%	4%	52
UHC Group 2	7%	9%	84%	0%	45
UHC Group 3	2%	9%	89%	0%	54
BlueCare Group 1	42%	9%	47%	2%	43
BlueCare Group 2	11%	5%	84%	0%	57
BlueCare Group 3	10%	0%	90%	0%	39
Amerigroup Group 1	19%	32%	37%	11%	62
Amerigroup Group 2	8%	8%	85%	0%	79
Amerigroup Group 3	15%	11%	73%	1%	107
Unknown	25%	38%	38%	0%	16
Sample Average	16%	14%	68%	2%	554

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
UHC Group 1	8%	18%	58%	13%	3%	38
UHC Group 2	11%	2%	87%	0%	0%	62
UHC Group 3	7%	7%	82%	4%	0%	56
BlueCare Group 1	10%	7%	66%	10%	7%	29
BlueCare Group 2	1%	11%	85%	3%	0%	71
BlueCare Group 3	10%	8%	82%	0%	0%	50
Amerigroup Group 1	10%	6%	67%	14%	2%	49
Amerigroup Group 2	2%	8%	89%	1%	0%	109
Amerigroup Group 3	8%	9%	80%	4%	0%	104
Unknown	0%	14%	79%	7%	0%	14
Sample Average	7%	8%	80%	4%	1%	582

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	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	4%	8%	75%	2%	12%	0%	51
UHC Group 2	11%	17%	69%	3%	0%	0%	35
UHC Group 3	5%	12%	84%	0%	0%	0%	43
BlueCare Group 1	2%	9%	80%	2%	7%	0%	46
BlueCare Group 2	2%	18%	73%	4%	2%	0%	49
BlueCare Group 3	0%	16%	81%	0%	3%	0%	32
Amerigroup Group 1	3%	7%	81%	5%	3%	1%	75
Amerigroup Group 2	8%	5%	83%	1%	1%	1%	83
Amerigroup Group 3	4%	19%	78%	0%	0%	0%	80
Unknown	0%	11%	89%	0%	0%	0%	18
Sample Average	4%	12%	79%	2%	3%	0%	512

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	9%	81%	10%	0%	98
UHC Group 2	15%	78%	7%	0%	67
UHC Group 3	29%	56%	14%	2%	59
BlueCare Group 1	15%	71%	14%	0%	78
BlueCare Group 2	19%	69%	11%	1%	85
BlueCare Group 3	16%	80%	4%	0%	51
Amerigroup Group 1	7%	69%	23%	1%	137
Amerigroup Group 2	18%	68%	11%	2%	122
Amerigroup Group 3	27%	64%	9%	1%	124
Unknown	0%	90%	10%	0%	30
Sample Average	16%	71%	12%	1%	851

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	38%	43%	15%	3%	60
UHC Group 2	46%	48%	7%	0%	46
UHC Group 3	40%	55%	5%	0%	55
BlueCare Group 1	42%	33%	20%	4%	45
BlueCare Group 2	37%	58%	3%	2%	60
BlueCare Group 3	43%	48%	10%	0%	40
Amerigroup Group 1	46%	35%	14%	4%	71
Amerigroup Group 2	51%	36%	13%	0%	80
Amerigroup Group 3	39%	47%	12%	2%	108
Unknown	63%	31%	6%	0%	16
Sample Average	43%	44%	11%	2%	581

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
UHC Group 1	5%	13%	80%	1%	1%	95
UHC Group 2	5%	29%	67%	0%	0%	66
UHC Group 3	7%	22%	69%	2%	0%	58
BlueCare Group 1	9%	13%	74%	1%	3%	78
BlueCare Group 2	6%	14%	76%	1%	2%	83
BlueCare Group 3	2%	44%	54%	0%	0%	48
Amerigroup Group 1	4%	14%	81%	1%	1%	132
Amerigroup Group 2	7%	17%	76%	0%	1%	123
Amerigroup Group 3	3%	23%	73%	0%	1%	121
Unknown	6%	6%	84%	3%	0%	32
Sample Average	5%	19%	74%	1%	1%	836

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
UHC Group 1	3%	3%	1%	3%	0%	97
UHC Group 2	0%	6%	3%	6%	3%	64
UHC Group 3	0%	10%	5%	0%	9%	58
BlueCare Group 1	3%	5%	1%	0%	1%	79
BlueCare Group 2	1%	15%	13%	2%	7%	82
BlueCare Group 3	0%	14%	20%	6%	8%	49
Amerigroup Group 1	9%	2%	1%	2%	1%	132
Amerigroup Group 2	0%	11%	6%	3%	2%	123
Amerigroup Group 3	2%	7%	6%	3%	9%	123
Unknown	13%	3%	3%	0%	0%	30
Sample Average	3%	7%	5%	3%	4%	837

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

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
UHC Group 1	1%	3%	2%	2%	1%	4%	97
UHC Group 2	3%	6%	3%	2%	2%	13%	64
UHC Group 3	2%	9%	5%	3%	0%	12%	58
BlueCare Group 1	1%	0%	3%	0%	0%	3%	79
BlueCare Group 2	1%	5%	2%	4%	0%	12%	82
BlueCare Group 3	6%	12%	10%	0%	0%	14%	49
Amerigroup Group 1	1%	1%	1%	2%	2%	3%	132
Amerigroup Group 2	3%	7%	4%	3%	2%	8%	123
Amerigroup Group 3	4%	11%	4%	2%	2%	6%	123
Unknown	0%	0%	0%	0%	3%	3%	30
Sample Average	2%	5%	3%	2%	1%	7%	837

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
UHC Group 1	5%	2%	0%	0%	6%	5%	3%	97
UHC Group 2	6%	3%	0%	0%	22%	5%	0%	64
UHC Group 3	7%	3%	0%	2%	16%	5%	0%	58
BlueCare Group 1	3%	0%	0%	0%	6%	8%	6%	79
BlueCare Group 2	1%	2%	0%	0%	16%	4%	1%	82
BlueCare Group 3	10%	6%	0%	2%	16%	2%	2%	49
Amerigroup Group 1	2%	0%	0%	0%	5%	11%	2%	132
Amerigroup Group 2	7%	4%	1%	2%	16%	2%	2%	123
Amerigroup Group 3	5%	1%	0%	1%	16%	2%	1%	123
Unknown	0%	0%	0%	0%	7%	7%	0%	30
Sample Average	5%	2%	0%	1%	12%	5%	2%	837

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
UHC Group 1	50%	33%	0%	17%	6
UHC Group 2	36%	55%	9%	0%	22
UHC Group 3	47%	47%	7%	0%	15
BlueCare Group 1	33%	33%	33%	0%	6
BlueCare Group 2	25%	69%	6%	0%	16
BlueCare Group 3	23%	73%	0%	5%	22
Amerigroup Group 1	67%	11%	22%	0%	9
Amerigroup Group 2	33%	59%	7%	0%	27
Amerigroup Group 3	31%	59%	10%	0%	29
Unknown	67%	33%	0%	0%	3
Sample Average	35%	55%	8%	1%	155

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
UHC Group 1	6%	16%	2%	0%	0%	94
UHC Group 2	1%	13%	10%	0%	1%	67
UHC Group 3	8%	12%	8%	2%	0%	59
BlueCare Group 1	3%	15%	4%	0%	1%	79
BlueCare Group 2	4%	14%	4%	0%	4%	83
BlueCare Group 3	2%	12%	14%	0%	2%	50
Amerigroup Group 1	3%	17%	2%	0%	1%	133
Amerigroup Group 2	4%	17%	7%	0%	4%	124
Amerigroup Group 3	7%	15%	5%	0%	2%	123
Unknown	3%	22%	0%	0%	0%	32
Sample Average	4%	15%	5%	0%	2%	844

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
UHC Group 1	3%	9%	24%	6%	37%	1%	94
UHC Group 2	15%	9%	30%	9%	13%	0%	67
UHC Group 3	8%	5%	44%	7%	12%	0%	59
BlueCare Group 1	5%	10%	30%	5%	29%	0%	79
BlueCare Group 2	4%	7%	36%	8%	20%	0%	83
BlueCare Group 3	12%	10%	26%	8%	16%	0%	50
Amerigroup Group 1	2%	9%	32%	3%	32%	2%	133
Amerigroup Group 2	10%	5%	26%	6%	23%	1%	124
Amerigroup Group 3	7%	7%	28%	11%	18%	2%	123
Unknown	6%	6%	31%	0%	31%	0%	32
Sample Average	7%	8%	30%	7%	24%	1%	844

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
UHC Group 1	71%	0%	0%	6%	0%	96
UHC Group 2	55%	9%	0%	28%	1%	67
UHC Group 3	56%	5%	2%	32%	0%	59
BlueCare Group 1	82%	0%	0%	0%	0%	77
BlueCare Group 2	54%	4%	0%	36%	1%	84
BlueCare Group 3	48%	4%	2%	38%	0%	50
Amerigroup Group 1	77%	1%	0%	3%	0%	134
Amerigroup Group 2	50%	2%	0%	39%	2%	125
Amerigroup Group 3	52%	4%	0%	34%	2%	124
Unknown	74%	0%	0%	10%	0%	31
Sample Average	62%	3%	0%	23%	1%	847

Table 46b. Who helps most often (continued)

	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	5%	17%	0%	1%	96
UHC Group 2	1%	4%	0%	0%	67
UHC Group 3	2%	3%	0%	0%	59
BlueCare Group 1	12%	6%	0%	0%	77
BlueCare Group 2	1%	2%	1%	1%	84
BlueCare Group 3	0%	8%	0%	0%	50
Amerigroup Group 1	9%	9%	1%	0%	134
Amerigroup Group 2	2%	4%	2%	0%	125
Amerigroup Group 3	1%	5%	2%	0%	124
Unknown	13%	3%	0%	0%	31
Sample Average	4%	7%	1%	0%	847

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
UHC Group 1	38%	0%	0%	23%	79
UHC Group 2	49%	0%	0%	40%	63
UHC Group 3	34%	5%	2%	48%	56
BlueCare Group 1	25%	0%	0%	35%	71
BlueCare Group 2	36%	0%	0%	38%	78
BlueCare Group 3	39%	0%	0%	39%	46
Amerigroup Group 1	24%	1%	0%	39%	119
Amerigroup Group 2	39%	5%	1%	44%	117
Amerigroup Group 3	41%	1%	0%	47%	116
Unknown	29%	3%	0%	42%	31
Sample Average	35%	2%	0%	40%	776

Table 47b. Who else helps (continued)

	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	5%	1%	32%	3%	0%	79
UHC Group 2	5%	0%	17%	0%	0%	63
UHC Group 3	5%	2%	13%	0%	2%	56
BlueCare Group 1	3%	3%	30%	3%	3%	71
BlueCare Group 2	5%	0%	21%	1%	1%	78
BlueCare Group 3	9%	0%	20%	0%	0%	46
Amerigroup Group 1	3%	2%	31%	1%	3%	119
Amerigroup Group 2	3%	3%	12%	0%	1%	117
Amerigroup Group 3	4%	1%	13%	0%	0%	116
Unknown	6%	0%	19%	0%	0%	31
Sample Average	4%	1%	21%	1%	1%	776

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
UHC Group 1	18%	63%	2%	16%	2%	51
UHC Group 2	29%	69%	0%	3%	0%	35
UHC Group 3	36%	61%	0%	2%	0%	44
BlueCare Group 1	24%	50%	2%	22%	2%	46
BlueCare Group 2	14%	80%	4%	2%	0%	49
BlueCare Group 3	25%	69%	0%	6%	0%	32
Amerigroup Group 1	23%	51%	9%	15%	3%	75
Amerigroup Group 2	24%	67%	1%	5%	2%	83
Amerigroup Group 3	31%	58%	1%	10%	0%	80
Unknown	22%	61%	6%	11%	0%	18
Sample Average	25%	62%	3%	9%	1%	513

Care Coordination

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
UHC Group 1	69%	25%	5%	1%	96
UHC Group 2	52%	46%	2%	0%	65
UHC Group 3	69%	27%	3%	0%	59
BlueCare Group 1	74%	21%	4%	1%	78
BlueCare Group 2	59%	39%	2%	0%	83
BlueCare Group 3	59%	41%	0%	0%	49
Amerigroup Group 1	71%	20%	8%	1%	135
Amerigroup Group 2	63%	36%	2%	0%	123
Amerigroup Group 3	61%	38%	2%	0%	122
Unknown	88%	9%	3%	0%	32
Sample Average	66%	31%	3%	0%	842

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
UHC Group 1	13%	8%	67%	4%	8%	24
UHC Group 2	13%	3%	83%	0%	0%	30
UHC Group 3	19%	13%	69%	0%	0%	16
BlueCare Group 1	7%	7%	80%	7%	0%	15
BlueCare Group 2	10%	3%	84%	3%	0%	31
BlueCare Group 3	15%	10%	75%	0%	0%	20
Amerigroup Group 1	4%	4%	93%	0%	0%	27
Amerigroup Group 2	9%	2%	84%	5%	0%	44
Amerigroup Group 3	11%	11%	78%	0%	0%	46
Unknown	0%	0%	100%	0%	0%	3
Sample Average	11%	6%	80%	2%	1%	256

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	Didn't Need or Want Follow-Up Care	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	17%	71%	4%	8%	0%	24
UHC Group 2	17%	83%	0%	0%	0%	30
UHC Group 3	13%	81%	0%	0%	6%	16
BlueCare Group 1	6%	88%	0%	6%	0%	16
BlueCare Group 2	16%	65%	0%	19%	0%	31
BlueCare Group 3	10%	85%	0%	5%	0%	20
Amerigroup Group 1	15%	74%	0%	11%	0%	27
Amerigroup Group 2	11%	86%	0%	2%	0%	44
Amerigroup Group 3	20%	80%	0%	0%	0%	46
Unknown	0%	100%	0%	0%	0%	3
Sample Average	14%	79%	0%	5%	0%	257

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

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	37%	18%	41%	2%	1%	83
UHC Group 2	12%	3%	84%	0%	0%	58
UHC Group 3	0%	12%	88%	0%	0%	52
BlueCare Group 1	37%	16%	46%	2%	0%	57
BlueCare Group 2	14%	18%	66%	1%	1%	73
BlueCare Group 3	12%	6%	82%	0%	0%	50
Amerigroup Group 1	38%	19%	40%	4%	0%	106
Amerigroup Group 2	23%	10%	62%	4%	1%	108
Amerigroup Group 3	5%	13%	80%	1%	1%	112
Unknown	45%	5%	45%	5%	0%	20
Sample Average	22%	13%	63%	2%	1%	719

Access

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

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	25%	8%	43%	18%	5%	1%	97
UHC Group 2	20%	9%	61%	9%	0%	0%	64
UHC Group 3	15%	15%	68%	2%	0%	0%	59
BlueCare Group 1	29%	3%	35%	23%	4%	6%	79
BlueCare Group 2	8%	11%	62%	19%	0%	0%	85
BlueCare Group 3	18%	8%	71%	4%	0%	0%	51
Amerigroup Group 1	23%	6%	41%	26%	4%	1%	137
Amerigroup Group 2	17%	3%	72%	7%	1%	0%	121
Amerigroup Group 3	15%	11%	67%	5%	1%	1%	123
Unknown	31%	6%	34%	25%	3%	0%	32
Sample Average	20%	8%	56%	14%	2%	1%	848

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

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	3%	3%	49%	42%	3%	0%	98
UHC Group 2	2%	9%	83%	6%	0%	0%	66
UHC Group 3	2%	3%	93%	2%	0%	0%	59
BlueCare Group 1	6%	1%	41%	49%	3%	0%	79
BlueCare Group 2	1%	1%	85%	12%	1%	0%	85
BlueCare Group 3	0%	6%	88%	6%	0%	0%	51
Amerigroup Group 1	4%	0%	50%	44%	1%	0%	135
Amerigroup Group 2	2%	1%	89%	7%	2%	0%	123
Amerigroup Group 3	3%	6%	90%	1%	1%	0%	124
Unknown	6%	0%	42%	52%	0%	0%	31
Sample Average	3%	3%	71%	22%	1%	0%	851

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
UHC Group 1	4%	0%	80%	8%	8%	25
UHC Group 2	0%	0%	93%	0%	7%	14
UHC Group 3	0%	0%	100%	0%	0%	12
BlueCare Group 1	7%	0%	93%	0%	0%	15
BlueCare Group 2	0%	0%	100%	0%	0%	20
BlueCare Group 3	0%	0%	100%	0%	0%	8
Amerigroup Group 1	4%	12%	77%	8%	0%	26
Amerigroup Group 2	6%	6%	87%	0%	0%	31
Amerigroup Group 3	0%	0%	100%	0%	0%	24
Unknown	20%	0%	60%	20%	0%	5
Sample Average	3%	3%	89%	3%	2%	180

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
UHC Group 1	26%	67%	2%	2%	3%	0%	97
UHC Group 2	27%	51%	4%	16%	1%	0%	67
UHC Group 3	22%	59%	7%	12%	0%	0%	59
BlueCare Group 1	24%	71%	3%	0%	3%	0%	78
BlueCare Group 2	22%	62%	5%	7%	1%	2%	85
BlueCare Group 3	14%	56%	10%	20%	0%	0%	50
Amerigroup Group 1	14%	77%	1%	0%	5%	2%	135
Amerigroup Group 2	18%	62%	6%	13%	1%	0%	124
Amerigroup Group 3	24%	61%	2%	11%	2%	1%	123
Unknown	19%	74%	3%	3%	0%	0%	31
Sample Average	21%	65%	4%	8%	2%	1%	849

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
UHC Group 1	36%	57%	1%	3%	3%	0%	97
UHC Group 2	42%	30%	4%	21%	1%	1%	67
UHC Group 3	41%	22%	10%	25%	2%	0%	59
BlueCare Group 1	29%	67%	1%	0%	3%	0%	78
BlueCare Group 2	44%	40%	5%	9%	1%	1%	85
BlueCare Group 3	37%	37%	2%	22%	2%	0%	51
Amerigroup Group 1	16%	75%	1%	0%	5%	3%	135
Amerigroup Group 2	37%	42%	4%	15%	2%	0%	123
Amerigroup Group 3	43%	38%	5%	12%	1%	2%	121
Unknown	19%	78%	0%	3%	0%	0%	32
Sample Average	34%	49%	3%	10%	2%	1%	848

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
UHC Group 1	19%	78%	0%	2%	0%	1%	98
UHC Group 2	38%	41%	12%	9%	0%	0%	66
UHC Group 3	73%	20%	5%	2%	0%	0%	59
BlueCare Group 1	13%	78%	6%	0%	3%	0%	78
BlueCare Group 2	38%	45%	9%	8%	0%	0%	85
BlueCare Group 3	49%	37%	8%	6%	0%	0%	51
Amerigroup Group 1	7%	85%	4%	0%	2%	1%	136
Amerigroup Group 2	38%	48%	7%	6%	2%	0%	122
Amerigroup Group 3	57%	30%	4%	7%	2%	0%	121
Unknown	19%	71%	10%	0%	0%	0%	31
Sample Average	34%	55%	6%	4%	1%	0%	847

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
UHC Group 1	66%	29%	0%	1%	0%	3%	95
UHC Group 2	35%	47%	5%	14%	0%	0%	66
UHC Group 3	53%	36%	2%	10%	0%	0%	59
BlueCare Group 1	73%	23%	0%	0%	4%	0%	78
BlueCare Group 2	47%	42%	2%	8%	0%	0%	85
BlueCare Group 3	39%	43%	0%	18%	0%	0%	51
Amerigroup Group 1	57%	37%	0%	0%	5%	1%	136
Amerigroup Group 2	52%	35%	3%	9%	0%	0%	124
Amerigroup Group 3	49%	34%	6%	8%	1%	2%	123
Unknown	59%	34%	3%	3%	0%	0%	32
Sample Average	54%	36%	2%	6%	1%	1%	849

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
UHC Group 1	92%	4%	0%	1%	2%	1%	96
UHC Group 2	80%	5%	3%	11%	0%	2%	65
UHC Group 3	93%	4%	0%	2%	2%	0%	56
BlueCare Group 1	84%	5%	1%	0%	10%	0%	79
BlueCare Group 2	82%	8%	0%	7%	2%	0%	84
BlueCare Group 3	82%	6%	0%	8%	4%	0%	51
Amerigroup Group 1	81%	11%	0%	1%	6%	1%	136
Amerigroup Group 2	82%	8%	0%	8%	1%	1%	124
Amerigroup Group 3	95%	3%	0%	1%	0%	1%	120
Unknown	88%	13%	0%	0%	0%	0%	32
Sample Average	86%	7%	0%	4%	3%	1%	843

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
UHC Group 1	30%	63%	1%	6%	0%	0%	98
UHC Group 2	31%	45%	6%	18%	0%	0%	67
UHC Group 3	25%	54%	8%	12%	0%	0%	59
BlueCare Group 1	26%	69%	0%	0%	4%	1%	78
BlueCare Group 2	34%	52%	1%	12%	1%	0%	85
BlueCare Group 3	18%	55%	0%	25%	2%	0%	51
Amerigroup Group 1	33%	60%	2%	1%	3%	1%	135
Amerigroup Group 2	36%	48%	3%	12%	1%	0%	124
Amerigroup Group 3	28%	57%	2%	12%	0%	1%	122
Unknown	35%	55%	3%	6%	0%	0%	31
Sample Average	30%	56%	3%	10%	1%	0%	850

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
UHC Group 1	57%	8%	0%	1%	0%	34%	76
UHC Group 2	66%	4%	0%	8%	0%	23%	53
UHC Group 3	65%	5%	0%	14%	5%	12%	43
BlueCare Group 1	63%	2%	2%	0%	3%	31%	59
BlueCare Group 2	53%	4%	0%	4%	4%	34%	73
BlueCare Group 3	63%	0%	0%	3%	11%	23%	35
Amerigroup Group 1	67%	2%	0%	0%	4%	28%	112
Amerigroup Group 2	62%	2%	0%	12%	1%	22%	90
Amerigroup Group 3	67%	8%	0%	5%	5%	15%	86
Unknown	70%	0%	0%	0%	4%	26%	27
Sample Average	63%	4%	0%	5%	3%	25%	654

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
UHC Group 1	69%	27%	2%	2%	0%	0%	98
UHC Group 2	32%	62%	3%	3%	0%	0%	65
UHC Group 3	34%	58%	7%	0%	2%	0%	59
BlueCare Group 1	70%	29%	0%	0%	1%	0%	79
BlueCare Group 2	46%	51%	1%	2%	0%	0%	85
BlueCare Group 3	33%	57%	6%	4%	0%	0%	51
Amerigroup Group 1	65%	30%	1%	1%	3%	1%	135
Amerigroup Group 2	38%	53%	6%	2%	0%	1%	122
Amerigroup Group 3	23%	65%	8%	4%	0%	0%	122
Unknown	59%	34%	0%	3%	3%	0%	32
Sample Average	47%	46%	4%	2%	1%	0%	848

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
UHC Group 1	95%	2%	0%	1%	0%	2%	97
UHC Group 2	88%	5%	3%	5%	0%	0%	66
UHC Group 3	76%	7%	0%	14%	2%	2%	59
BlueCare Group 1	90%	5%	0%	1%	4%	0%	79
BlueCare Group 2	90%	6%	2%	1%	0%	0%	84
BlueCare Group 3	80%	2%	4%	14%	0%	0%	51
Amerigroup Group 1	92%	1%	0%	1%	6%	1%	134
Amerigroup Group 2	84%	4%	2%	8%	0%	2%	123
Amerigroup Group 3	79%	5%	4%	10%	0%	2%	124
Unknown	88%	3%	0%	6%	3%	0%	32
Sample Average	87%	4%	2%	6%	2%	1%	849

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
UHC Group 1	27%	68%	2%	3%	0%	0%	98
UHC Group 2	26%	53%	15%	6%	0%	0%	66
UHC Group 3	49%	36%	5%	8%	2%	0%	59
BlueCare Group 1	22%	65%	5%	4%	5%	0%	79
BlueCare Group 2	18%	68%	9%	4%	1%	0%	85
BlueCare Group 3	31%	45%	12%	12%	0%	0%	51
Amerigroup Group 1	23%	66%	7%	2%	1%	1%	137
Amerigroup Group 2	20%	63%	11%	5%	0%	1%	123
Amerigroup Group 3	29%	48%	17%	5%	2%	0%	124
Unknown	19%	69%	9%	0%	3%	0%	32
Sample Average	26%	59%	9%	5%	1%	0%	854

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
UHC Group 1	85%	3%	3%	6%	3%	0%	97
UHC Group 2	75%	6%	3%	16%	0%	0%	64
UHC Group 3	81%	7%	2%	7%	2%	2%	58
BlueCare Group 1	90%	1%	1%	5%	1%	1%	79
BlueCare Group 2	85%	5%	0%	9%	0%	1%	85
BlueCare Group 3	82%	10%	2%	6%	0%	0%	51
Amerigroup Group 1	86%	4%	1%	2%	4%	1%	137
Amerigroup Group 2	80%	7%	2%	7%	1%	2%	123
Amerigroup Group 3	81%	5%	0%	15%	0%	0%	124
Unknown	81%	13%	0%	3%	3%	0%	32
Sample Average	83%	5%	2%	8%	2%	1%	850

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
UHC Group 1	52%	24%	14%	9%	1%	1%	93
UHC Group 2	36%	39%	15%	9%	0%	0%	66
UHC Group 3	32%	46%	10%	10%	2%	0%	59
BlueCare Group 1	58%	31%	8%	0%	3%	1%	78
BlueCare Group 2	36%	45%	11%	8%	0%	0%	85
BlueCare Group 3	37%	35%	16%	10%	0%	2%	51
Amerigroup Group 1	38%	42%	7%	9%	4%	1%	136
Amerigroup Group 2	30%	49%	8%	10%	2%	1%	122
Amerigroup Group 3	31%	41%	15%	12%	0%	1%	124
Unknown	44%	47%	6%	0%	3%	0%	32
Sample Average	39%	40%	11%	8%	1%	1%	846

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
UHC Group 1	85%	9%	0%	1%	3%	2%	97
UHC Group 2	92%	5%	0%	0%	3%	0%	66
UHC Group 3	80%	10%	2%	3%	3%	2%	59
BlueCare Group 1	95%	1%	0%	0%	3%	1%	79
BlueCare Group 2	81%	11%	0%	5%	2%	1%	85
BlueCare Group 3	78%	10%	2%	2%	8%	0%	51
Amerigroup Group 1	88%	2%	0%	1%	7%	3%	137
Amerigroup Group 2	88%	4%	4%	3%	1%	0%	122
Amerigroup Group 3	82%	11%	0%	6%	1%	0%	124
Unknown	84%	13%	0%	0%	3%	0%	31
Sample Average	86%	7%	1%	2%	3%	1%	851

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
UHC Group 1	61%	4%	0%	3%	1%	31%	72
UHC Group 2	53%	15%	0%	4%	4%	25%	55
UHC Group 3	70%	23%	0%	0%	2%	5%	43
BlueCare Group 1	60%	8%	0%	2%	2%	28%	53
BlueCare Group 2	47%	14%	4%	4%	1%	29%	72
BlueCare Group 3	52%	15%	3%	9%	3%	18%	33
Amerigroup Group 1	63%	5%	0%	0%	6%	25%	112
Amerigroup Group 2	54%	13%	2%	6%	3%	22%	87
Amerigroup Group 3	58%	20%	0%	1%	2%	19%	86
Unknown	57%	11%	0%	0%	4%	29%	28
Sample Average	58%	12%	1%	3%	3%	24%	641

Safety

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
UHC Group 1	7%	93%	0%	0%	60
UHC Group 2	4%	96%	0%	0%	46
UHC Group 3	2%	98%	0%	0%	54
BlueCare Group 1	4%	94%	2%	0%	47
BlueCare Group 2	2%	98%	0%	0%	59
BlueCare Group 3	13%	88%	0%	0%	40
Amerigroup Group 1	7%	90%	1%	1%	71
Amerigroup Group 2	3%	97%	0%	0%	79
Amerigroup Group 3	4%	96%	0%	0%	107
Unknown	0%	100%	0%	0%	16
Sample Average	4%	95%	0%	0%	579

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
UHC Group 1	5%	95%	0%	0%	37
UHC Group 2	4%	96%	0%	0%	26
UHC Group 3	2%	98%	0%	0%	43
BlueCare Group 1	9%	88%	0%	3%	34
BlueCare Group 2	9%	91%	0%	0%	35
BlueCare Group 3	0%	100%	0%	0%	26
Amerigroup Group 1	10%	90%	0%	0%	50
Amerigroup Group 2	2%	96%	0%	2%	55
Amerigroup Group 3	4%	96%	0%	0%	71
Unknown	0%	100%	0%	0%	13
Sample Average	5%	95%	0%	1%	390

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
UHC Group 1	78%	22%	0%	0%	60
UHC Group 2	74%	24%	0%	2%	46
UHC Group 3	81%	17%	2%	0%	53
BlueCare Group 1	74%	26%	0%	0%	47
BlueCare Group 2	83%	13%	2%	2%	60
BlueCare Group 3	85%	15%	0%	0%	40
Amerigroup Group 1	68%	31%	1%	0%	71
Amerigroup Group 2	86%	14%	0%	0%	79
Amerigroup Group 3	94%	6%	0%	0%	108
Unknown	81%	19%	0%	0%	16
Sample Average	82%	17%	1%	0%	580

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
UHC Group 1	90%	7%	3%	0%	60
UHC Group 2	87%	11%	0%	2%	46
UHC Group 3	93%	7%	0%	0%	54
BlueCare Group 1	83%	13%	2%	2%	48
BlueCare Group 2	88%	10%	0%	2%	60
BlueCare Group 3	83%	18%	0%	0%	40
Amerigroup Group 1	82%	10%	7%	1%	71
Amerigroup Group 2	85%	13%	1%	1%	79
Amerigroup Group 3	94%	5%	0%	1%	108
Unknown	100%	0%	0%	0%	16
Sample Average	88%	9%	2%	1%	582

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	54%	15%	29%	2%	0%	98
UHC Group 2	39%	9%	51%	1%	0%	67
UHC Group 3	31%	10%	59%	0%	0%	58
BlueCare Group 1	62%	14%	20%	3%	1%	79
BlueCare Group 2	42%	21%	37%	0%	0%	84
BlueCare Group 3	35%	14%	47%	4%	0%	51
Amerigroup Group 1	58%	12%	28%	2%	0%	137
Amerigroup Group 2	37%	16%	45%	0%	2%	123
Amerigroup Group 3	40%	17%	44%	0%	0%	124
Unknown	47%	22%	31%	0%	0%	32
Sample Average	45%	15%	38%	1%	0%	853

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
UHC Group 1	16%	79%	5%	0%	43
UHC Group 2	5%	93%	0%	3%	40
UHC Group 3	21%	79%	0%	0%	39
BlueCare Group 1	11%	89%	0%	0%	27
BlueCare Group 2	14%	86%	0%	0%	50
BlueCare Group 3	6%	94%	0%	0%	31
Amerigroup Group 1	9%	85%	5%	0%	55
Amerigroup Group 2	9%	89%	1%	0%	74
Amerigroup Group 3	15%	81%	3%	1%	75
Unknown	12%	88%	0%	0%	17
Sample Average	12%	86%	2%	0%	451

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
UHC Group 1	13%	80%	7%	0%	98
UHC Group 2	18%	74%	6%	2%	66
UHC Group 3	12%	76%	12%	0%	59
BlueCare Group 1	18%	71%	12%	0%	78
BlueCare Group 2	27%	67%	5%	1%	85
BlueCare Group 3	10%	71%	18%	2%	51
Amerigroup Group 1	18%	71%	11%	0%	137
Amerigroup Group 2	18%	73%	8%	1%	123
Amerigroup Group 3	14%	71%	15%	0%	122
Unknown	22%	72%	6%	0%	32
Sample Average	17%	73%	10%	0%	851

Health Care

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
UHC Group 1	65%	28%	6%	1%	98
UHC Group 2	48%	52%	0%	0%	67
UHC Group 3	44%	54%	2%	0%	59
BlueCare Group 1	68%	25%	5%	1%	79
BlueCare Group 2	46%	52%	1%	1%	85
BlueCare Group 3	49%	49%	0%	2%	51
Amerigroup Group 1	64%	26%	9%	1%	137
Amerigroup Group 2	49%	50%	1%	0%	121
Amerigroup Group 3	50%	48%	2%	0%	124
Unknown	75%	22%	3%	0%	32
Sample Average	55%	40%	3%	1%	853

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
UHC Group 1	62%	35%	4%	0%	26
UHC Group 2	74%	26%	0%	0%	34
UHC Group 3	75%	22%	3%	0%	32
BlueCare Group 1	85%	15%	0%	0%	20
BlueCare Group 2	76%	21%	2%	0%	42
BlueCare Group 3	64%	36%	0%	0%	25
Amerigroup Group 1	79%	15%	3%	3%	34
Amerigroup Group 2	70%	28%	2%	0%	61
Amerigroup Group 3	68%	32%	0%	0%	59
Unknown	86%	14%	0%	0%	7
Sample Average	72%	26%	1%	0%	340

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
UHC Group 1	92%	4%	4%	0%	26
UHC Group 2	100%	0%	0%	0%	34
UHC Group 3	94%	3%	3%	0%	32
BlueCare Group 1	95%	0%	5%	0%	19
BlueCare Group 2	98%	0%	2%	0%	44
BlueCare Group 3	92%	8%	0%	0%	25
Amerigroup Group 1	88%	0%	6%	6%	34
Amerigroup Group 2	95%	2%	2%	2%	60
Amerigroup Group 3	97%	3%	0%	0%	59
Unknown	100%	0%	0%	0%	7
Sample Average	95%	2%	2%	1%	340

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	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	4%	3%	68%	18%	5%	1%	98
UHC Group 2	6%	15%	79%	0%	0%	0%	67
UHC Group 3	7%	7%	85%	0%	0%	2%	59
BlueCare Group 1	6%	3%	74%	10%	6%	0%	78
BlueCare Group 2	5%	6%	85%	4%	0%	1%	85
BlueCare Group 3	6%	12%	75%	4%	4%	0%	51
Amerigroup Group 1	4%	4%	78%	10%	4%	1%	135
Amerigroup Group 2	2%	9%	85%	2%	2%	1%	122
Amerigroup Group 3	2%	8%	89%	1%	0%	0%	123
Unknown	0%	13%	72%	9%	6%	0%	32
Sample Average	4%	7%	80%	6%	2%	1%	850

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
UHC Group 1	31%	62%	4%	4%	26
UHC Group 2	33%	67%	0%	0%	21
UHC Group 3	25%	72%	3%	0%	36
BlueCare Group 1	55%	45%	0%	0%	22
BlueCare Group 2	11%	87%	3%	0%	38
BlueCare Group 3	23%	77%	0%	0%	26
Amerigroup Group 1	47%	50%	0%	3%	32
Amerigroup Group 2	33%	67%	0%	0%	42
Amerigroup Group 3	39%	60%	0%	2%	62
Unknown	20%	80%	0%	0%	10
Sample Average	32%	66%	1%	1%	315

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
UHC Group 1	18%	76%	0%	5%	1%	98
UHC Group 2	13%	85%	0%	0%	1%	67
UHC Group 3	3%	93%	0%	3%	0%	59
BlueCare Group 1	22%	65%	0%	13%	1%	79
BlueCare Group 2	12%	84%	0%	5%	0%	85
BlueCare Group 3	14%	80%	2%	2%	2%	51
Amerigroup Group 1	15%	66%	0%	18%	1%	137
Amerigroup Group 2	14%	80%	0%	4%	2%	123
Amerigroup Group 3	20%	73%	1%	5%	1%	123
Unknown	10%	84%	0%	6%	0%	31
Sample Average	15%	77%	0%	7%	1%	853

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
UHC Group 1	51%	31%	0%	18%	1%	95
UHC Group 2	66%	33%	0%	1%	0%	67
UHC Group 3	75%	25%	0%	0%	0%	59
BlueCare Group 1	53%	25%	1%	19%	1%	79
BlueCare Group 2	69%	26%	0%	5%	0%	85
BlueCare Group 3	62%	30%	0%	8%	0%	50
Amerigroup Group 1	54%	23%	1%	21%	1%	135
Amerigroup Group 2	68%	23%	1%	7%	1%	124
Amerigroup Group 3	74%	20%	2%	3%	1%	124
Unknown	56%	31%	0%	13%	0%	32
Sample Average	63%	26%	1%	10%	1%	850

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
UHC Group 1	42%	38%	0%	19%	1%	97
UHC Group 2	37%	60%	0%	3%	0%	67
UHC Group 3	37%	63%	0%	0%	0%	59
BlueCare Group 1	43%	41%	0%	15%	1%	79
BlueCare Group 2	50%	44%	0%	6%	0%	84
BlueCare Group 3	55%	39%	0%	6%	0%	49
Amerigroup Group 1	38%	41%	1%	20%	1%	135
Amerigroup Group 2	54%	42%	0%	2%	1%	123
Amerigroup Group 3	51%	46%	0%	2%	1%	124
Unknown	38%	50%	0%	13%	0%	32
Sample Average	45%	45%	0%	9%	1%	849

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
UHC Group 1	9%	81%	0%	8%	1%	97
UHC Group 2	28%	69%	0%	3%	0%	67
UHC Group 3	20%	78%	2%	0%	0%	59
BlueCare Group 1	13%	76%	3%	6%	3%	78
BlueCare Group 2	29%	71%	0%	0%	0%	82
BlueCare Group 3	20%	74%	0%	6%	0%	50
Amerigroup Group 1	8%	76%	0%	15%	1%	134
Amerigroup Group 2	23%	72%	0%	3%	2%	124
Amerigroup Group 3	25%	70%	1%	3%	2%	122
Unknown	13%	78%	0%	9%	0%	32
Sample Average	19%	74%	0%	6%	1%	845

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
UHC Group 1	55%	28%	0%	14%	3%	96
UHC Group 2	76%	24%	0%	0%	0%	67
UHC Group 3	66%	31%	0%	2%	2%	58
BlueCare Group 1	49%	35%	0%	15%	1%	78
BlueCare Group 2	74%	24%	0%	2%	0%	85
BlueCare Group 3	73%	22%	0%	6%	0%	51
Amerigroup Group 1	47%	39%	1%	11%	2%	135
Amerigroup Group 2	71%	24%	0%	5%	1%	123
Amerigroup Group 3	75%	20%	0%	5%	0%	122
Unknown	53%	41%	0%	6%	0%	32
Sample Average	64%	28%	0%	7%	1%	847

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
UHC Group 1	22%	44%	0%	31%	3%	98
UHC Group 2	18%	71%	0%	11%	0%	66
UHC Group 3	14%	76%	0%	10%	0%	59
BlueCare Group 1	14%	45%	0%	39%	1%	77
BlueCare Group 2	18%	64%	0%	16%	2%	85
BlueCare Group 3	14%	75%	0%	12%	0%	51
Amerigroup Group 1	18%	39%	1%	40%	2%	136
Amerigroup Group 2	17%	63%	0%	19%	2%	123
Amerigroup Group 3	18%	59%	0%	22%	2%	124
Unknown	16%	41%	0%	41%	3%	32
Sample Average	17%	56%	0%	25%	2%	851

Wellness

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
UHC Group 1	18%	42%	22%	9%	5%	2%	1%	98
UHC Group 2	24%	46%	24%	4%	1%	0%	0%	67
UHC Group 3	24%	47%	22%	5%	2%	0%	0%	59
BlueCare Group 1	14%	46%	29%	8%	1%	3%	0%	79
BlueCare Group 2	28%	38%	21%	7%	6%	0%	0%	85
BlueCare Group 3	27%	47%	22%	2%	2%	0%	0%	51
Amerigroup Group 1	19%	39%	26%	9%	1%	3%	1%	137
Amerigroup Group 2	28%	33%	25%	7%	3%	2%	2%	123
Amerigroup Group 3	22%	46%	22%	7%	1%	1%	2%	123
Unknown	28%	34%	34%	3%	0%	0%	0%	32
Sample Average	23%	41%	24%	7%	2%	1%	1%	854

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
UHC Group 1	6%	21%	59%	6%	6%	0%	1%	98
UHC Group 2	12%	28%	43%	9%	7%	0%	0%	67
UHC Group 3	12%	24%	47%	14%	2%	2%	0%	59
BlueCare Group 1	6%	10%	72%	6%	3%	3%	0%	78
BlueCare Group 2	6%	31%	45%	13%	5%	0%	1%	85
BlueCare Group 3	22%	24%	37%	14%	4%	0%	0%	51
Amerigroup Group 1	9%	18%	51%	10%	4%	9%	0%	136
Amerigroup Group 2	9%	25%	48%	10%	6%	2%	1%	124
Amerigroup Group 3	9%	27%	41%	12%	10%	1%	1%	123
Unknown	9%	19%	59%	13%	0%	0%	0%	32
Sample Average	9%	23%	50%	10%	5%	2%	0%	853

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
UHC Group 1	51%	29%	19%	1%	96
UHC Group 2	48%	49%	3%	0%	65
UHC Group 3	41%	59%	0%	0%	59
BlueCare Group 1	54%	35%	10%	1%	78
BlueCare Group 2	41%	53%	5%	1%	85
BlueCare Group 3	37%	55%	6%	2%	51
Amerigroup Group 1	41%	44%	13%	2%	135
Amerigroup Group 2	46%	47%	6%	2%	122
Amerigroup Group 3	49%	50%	1%	0%	124
Unknown	47%	44%	9%	0%	32
Sample Average	46%	46%	8%	1%	847

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
UHC Group 1	23%	61%	13%	3%	31
UHC Group 2	16%	81%	3%	0%	31
UHC Group 3	40%	54%	6%	0%	35
BlueCare Group 1	39%	61%	0%	0%	28
BlueCare Group 2	26%	74%	0%	0%	43
BlueCare Group 3	22%	78%	0%	0%	27
Amerigroup Group 1	25%	70%	5%	0%	60
Amerigroup Group 2	21%	76%	2%	2%	58
Amerigroup Group 3	27%	69%	3%	0%	62
Unknown	7%	93%	0%	0%	14
Sample Average	25%	71%	3%	1%	389

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
UHC Group 1	56%	21%	20%	4%	97
UHC Group 2	71%	24%	3%	2%	66
UHC Group 3	60%	38%	2%	0%	58
BlueCare Group 1	63%	16%	20%	1%	76
BlueCare Group 2	56%	35%	7%	1%	85
BlueCare Group 3	67%	31%	0%	2%	51
Amerigroup Group 1	59%	23%	17%	2%	133
Amerigroup Group 2	75%	19%	4%	2%	123
Amerigroup Group 3	70%	25%	4%	1%	123
Unknown	63%	28%	9%	0%	32
Sample Average	64%	25%	9%	2%	844

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
UHC Group 1	14%	37%	31%	14%	2%	3%	59
UHC Group 2	18%	31%	31%	16%	2%	2%	45
UHC Group 3	17%	19%	41%	24%	0%	0%	54
BlueCare Group 1	19%	31%	31%	15%	2%	2%	48
BlueCare Group 2	5%	28%	43%	22%	2%	0%	60
BlueCare Group 3	15%	18%	48%	18%	0%	3%	40
Amerigroup Group 1	17%	30%	34%	11%	6%	3%	71
Amerigroup Group 2	22%	26%	33%	18%	1%	0%	78
Amerigroup Group 3	15%	28%	39%	18%	0%	0%	106
Unknown	19%	13%	44%	25%	0%	0%	16
Sample Average	16%	27%	37%	17%	2%	1%	577

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	10%	85%	5%	0%	98
UHC Group 2	12%	88%	0%	0%	67
UHC Group 3	8%	92%	0%	0%	59
BlueCare Group 1	16%	73%	9%	1%	79
BlueCare Group 2	10%	88%	2%	0%	84
BlueCare Group 3	0%	98%	2%	0%	51
Amerigroup Group 1	9%	79%	10%	2%	136
Amerigroup Group 2	8%	90%	2%	0%	124
Amerigroup Group 3	7%	90%	2%	1%	124
Unknown	16%	68%	16%	0%	31
Sample Average	9%	85%	5%	1%	853

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
UHC Group 1	14%	26%	50%	8%	2%	98
UHC Group 2	26%	15%	59%	0%	0%	66
UHC Group 3	19%	22%	59%	0%	0%	59
BlueCare Group 1	13%	28%	54%	5%	0%	78
BlueCare Group 2	10%	33%	57%	0%	0%	84
BlueCare Group 3	18%	16%	67%	0%	0%	51
Amerigroup Group 1	12%	22%	58%	7%	1%	135
Amerigroup Group 2	16%	20%	62%	2%	0%	124
Amerigroup Group 3	14%	26%	59%	0%	1%	123
Unknown	22%	47%	28%	3%	0%	32
Sample Average	15%	24%	57%	3%	1%	850

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
UHC Group 1	13%	39%	38%	9%	1%	98
UHC Group 2	29%	35%	36%	0%	0%	66
UHC Group 3	25%	34%	41%	0%	0%	59
BlueCare Group 1	11%	39%	41%	9%	0%	79
BlueCare Group 2	26%	31%	39%	5%	0%	85
BlueCare Group 3	43%	20%	37%	0%	0%	51
Amerigroup Group 1	17%	33%	42%	7%	1%	137
Amerigroup Group 2	21%	31%	44%	3%	0%	124
Amerigroup Group 3	21%	35%	43%	1%	0%	124
Unknown	16%	56%	25%	3%	0%	32
Sample Average	21%	34%	40%	4%	0%	855

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	19%	75%	5%	2%	59
UHC Group 2	7%	93%	0%	0%	45
UHC Group 3	7%	87%	0%	5%	55
BlueCare Group 1	13%	77%	9%	2%	47
BlueCare Group 2	5%	95%	0%	0%	58
BlueCare Group 3	8%	89%	0%	3%	38
Amerigroup Group 1	15%	79%	6%	0%	68
Amerigroup Group 2	6%	85%	5%	4%	80
Amerigroup Group 3	7%	92%	1%	0%	106
Unknown	19%	69%	6%	6%	16
Sample Average	10%	86%	3%	2%	572

Medications

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
UHC Group 1	36%	32%	31%	1%	97
UHC Group 2	47%	48%	5%	0%	66
UHC Group 3	57%	43%	0%	0%	58
BlueCare Group 1	44%	28%	27%	1%	79
BlueCare Group 2	36%	55%	6%	2%	85
BlueCare Group 3	56%	40%	4%	0%	50
Amerigroup Group 1	34%	34%	31%	1%	137
Amerigroup Group 2	57%	37%	6%	0%	122
Amerigroup Group 3	56%	38%	6%	0%	124
Unknown	28%	53%	16%	3%	32
Sample Average	46%	39%	14%	1%	850

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
UHC Group 1	18%	22%	48%	5%	5%	2%	60
UHC Group 2	9%	4%	87%	0%	0%	0%	46
UHC Group 3	2%	2%	96%	0%	0%	0%	54
BlueCare Group 1	25%	10%	52%	2%	8%	2%	48
BlueCare Group 2	2%	18%	78%	0%	2%	0%	60
BlueCare Group 3	3%	13%	85%	0%	0%	0%	40
Amerigroup Group 1	14%	18%	54%	0%	11%	3%	71
Amerigroup Group 2	10%	11%	76%	1%	0%	1%	79
Amerigroup Group 3	5%	7%	86%	0%	2%	0%	108
Unknown	13%	31%	44%	0%	6%	6%	16
Sample Average	9%	12%	73%	1%	3%	1%	582

Rights and Respect

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
UHC Group 1	5%	16%	78%	0%	0%	37
UHC Group 2	0%	12%	88%	0%	0%	26
UHC Group 3	0%	5%	95%	0%	0%	43
BlueCare Group 1	3%	6%	88%	0%	3%	34
BlueCare Group 2	3%	9%	89%	0%	0%	35
BlueCare Group 3	0%	8%	92%	0%	0%	26
Amerigroup Group 1	8%	14%	78%	0%	0%	50
Amerigroup Group 2	2%	2%	96%	0%	0%	54
Amerigroup Group 3	0%	3%	97%	0%	0%	70
Unknown	0%	31%	69%	0%	0%	13
Sample Average	2%	8%	89%	0%	0%	388

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
UHC Group 1	16%	14%	63%	6%	0%	49
UHC Group 2	0%	33%	67%	0%	0%	3
UHC Group 3	0%	0%	100%	0%	0%	2
BlueCare Group 1	17%	26%	57%	0%	0%	46
BlueCare Group 2	25%	17%	58%	0%	0%	12
BlueCare Group 3	n/a	n/a	n/a	n/a	n/a	0
Amerigroup Group 1	6%	31%	61%	0%	1%	67
Amerigroup Group 2	15%	23%	62%	0%	0%	13
Amerigroup Group 3	10%	0%	90%	0%	0%	10
Unknown	15%	23%	62%	0%	0%	13
Sample Average	13%	23%	62%	1%	0%	215

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
UHC Group 1	84%	10%	6%	0%	50
UHC Group 2	67%	33%	0%	0%	3
UHC Group 3	50%	50%	0%	0%	2
BlueCare Group 1	71%	18%	11%	0%	45
BlueCare Group 2	50%	50%	0%	0%	12
BlueCare Group 3	0%	100%	0%	0%	1
Amerigroup Group 1	79%	12%	6%	3%	67
Amerigroup Group 2	62%	31%	8%	0%	13
Amerigroup Group 3	50%	50%	0%	0%	10
Unknown	100%	0%	0%	0%	13
Sample Average	75%	18%	6%	1%	216

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
UHC Group 1	10%	22%	66%	2%	0%	50
UHC Group 2	0%	33%	67%	0%	0%	3
UHC Group 3	0%	0%	100%	0%	0%	2
BlueCare Group 1	9%	15%	76%	0%	0%	46
BlueCare Group 2	8%	17%	75%	0%	0%	12
BlueCare Group 3	0%	0%	100%	0%	0%	1
Amerigroup Group 1	10%	24%	64%	0%	1%	67
Amerigroup Group 2	8%	15%	77%	0%	0%	13
Amerigroup Group 3	20%	0%	80%	0%	0%	10
Unknown	8%	31%	62%	0%	0%	13
Sample Average	10%	20%	70%	0%	0%	217

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
UHC Group 1	0%	90%	6%	4%	0%	50
UHC Group 2	0%	100%	0%	0%	0%	3
UHC Group 3	0%	100%	0%	0%	0%	1
BlueCare Group 1	2%	93%	2%	2%	0%	46
BlueCare Group 2	8%	92%	0%	0%	0%	12
BlueCare Group 3	100%	0%	0%	0%	0%	1
Amerigroup Group 1	6%	88%	2%	2%	3%	65
Amerigroup Group 2	0%	92%	8%	0%	0%	12
Amerigroup Group 3	20%	80%	0%	0%	0%	10
Unknown	8%	92%	0%	0%	0%	13
Sample Average	5%	90%	3%	2%	1%	213

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
UHC Group 1	6%	6%	69%	14%	4%	0%	49
UHC Group 2	0%	0%	100%	0%	0%	0%	3
UHC Group 3	0%	0%	100%	0%	0%	0%	2
BlueCare Group 1	4%	7%	74%	9%	7%	0%	46
BlueCare Group 2	0%	0%	100%	0%	0%	0%	12
BlueCare Group 3	0%	0%	100%	0%	0%	0%	1
Amerigroup Group 1	12%	6%	67%	6%	7%	1%	67
Amerigroup Group 2	0%	8%	92%	0%	0%	0%	13
Amerigroup Group 3	0%	0%	90%	10%	0%	0%	10
Unknown	23%	8%	69%	0%	0%	0%	13
Sample Average	7%	6%	75%	7%	5%	0%	216

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
UHC Group 1	8%	92%	0%	0%	0%	50
UHC Group 2	0%	100%	0%	0%	0%	3
UHC Group 3	0%	100%	0%	0%	0%	2
BlueCare Group 1	13%	83%	2%	2%	0%	46
BlueCare Group 2	8%	92%	0%	0%	0%	12
BlueCare Group 3	0%	100%	0%	0%	0%	1
Amerigroup Group 1	12%	86%	2%	0%	0%	66
Amerigroup Group 2	0%	100%	0%	0%	0%	13
Amerigroup Group 3	0%	100%	0%	0%	0%	10
Unknown	0%	100%	0%	0%	0%	13
Sample Average	9%	90%	1%	0%	0%	216

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
UHC Group 1	66%	10%	6%	18%	0%	50
UHC Group 2	100%	0%	0%	0%	0%	3
UHC Group 3	100%	0%	0%	0%	0%	2
BlueCare Group 1	61%	11%	9%	20%	0%	46
BlueCare Group 2	58%	0%	42%	0%	0%	12
BlueCare Group 3	100%	0%	0%	0%	0%	1
Amerigroup Group 1	69%	9%	7%	10%	4%	67
Amerigroup Group 2	54%	15%	23%	8%	0%	13
Amerigroup Group 3	60%	0%	10%	30%	0%	10
Unknown	77%	0%	15%	0%	8%	13
Sample Average	66%	8%	11%	13%	2%	217

Self-Direction of Care

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

	No	Yes	Don't Know	N
UHC Group 1	92%	5%	3%	99
UHC Group 2	75%	24%	1%	67
UHC Group 3	85%	14%	2%	59
BlueCare Group 1	100%	0%	0%	78
BlueCare Group 2	85%	13%	2%	85
BlueCare Group 3	88%	12%	0%	51
Amerigroup Group 1	79%	1%	20%	136
Amerigroup Group 2	71%	22%	6%	125
Amerigroup Group 3	89%	11%	0%	124
Unknown	13%	73%	13%	30
Sample Average	81%	13%	5%	854

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
UHC Group 1	25%	10%	39%	26%	0%	96
UHC Group 2	6%	16%	70%	7%	0%	67
UHC Group 3	5%	10%	78%	7%	0%	59
BlueCare Group 1	26%	9%	49%	15%	1%	78
BlueCare Group 2	4%	10%	73%	11%	2%	82
BlueCare Group 3	12%	4%	78%	6%	0%	49
Amerigroup Group 1	23%	13%	44%	19%	2%	132
Amerigroup Group 2	6%	7%	67%	18%	2%	124
Amerigroup Group 3	13%	12%	60%	13%	1%	121
Unknown	25%	16%	34%	25%	0%	32
Sample Average	15%	11%	58%	15%	1%	840

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
UHC Group 1	34%	14%	30%	21%	1%	96
UHC Group 2	12%	15%	63%	9%	1%	67
UHC Group 3	14%	12%	69%	5%	0%	59
BlueCare Group 1	28%	11%	39%	19%	3%	79
BlueCare Group 2	4%	12%	70%	10%	5%	82
BlueCare Group 3	22%	6%	60%	6%	6%	50
Amerigroup Group 1	25%	16%	42%	15%	2%	134
Amerigroup Group 2	6%	11%	67%	13%	3%	124
Amerigroup Group 3	20%	11%	56%	9%	4%	122
Unknown	35%	13%	35%	16%	0%	31
Sample Average	19%	13%	53%	13%	3%	844

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
UHC Group 1	24%	12%	50%	14%	0%	50
UHC Group 2	3%	9%	80%	9%	0%	35
UHC Group 3	11%	11%	77%	0%	0%	44
BlueCare Group 1	42%	9%	29%	20%	0%	45
BlueCare Group 2	2%	6%	82%	10%	0%	50
BlueCare Group 3	6%	9%	81%	3%	0%	32
Amerigroup Group 1	39%	8%	44%	9%	0%	75
Amerigroup Group 2	12%	6%	77%	5%	0%	84
Amerigroup Group 3	8%	14%	74%	5%	0%	80
Unknown	28%	6%	56%	11%	0%	18
Sample Average	18%	9%	65%	8%	0%	513

Work

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	98%	1%	0%	1%	97
UHC Group 2	100%	0%	0%	0%	67
UHC Group 3	100%	0%	0%	0%	59
BlueCare Group 1	100%	0%	0%	0%	75
BlueCare Group 2	100%	0%	0%	0%	85
BlueCare Group 3	98%	2%	0%	0%	50
Amerigroup Group 1	99%	1%	0%	0%	136
Amerigroup Group 2	99%	1%	0%	0%	123
Amerigroup Group 3	97%	2%	1%	1%	122
Unknown	100%	0%	0%	0%	32
Sample Average	99%	1%	0%	0%	846

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
UHC Group 1	86%	5%	8%	0%	59
UHC Group 2	87%	4%	9%	0%	46
UHC Group 3	87%	7%	5%	0%	55
BlueCare Group 1	90%	6%	4%	0%	48
BlueCare Group 2	82%	7%	12%	0%	60
BlueCare Group 3	87%	3%	10%	0%	39
Amerigroup Group 1	90%	4%	6%	0%	68
Amerigroup Group 2	75%	3%	22%	1%	79
Amerigroup Group 3	78%	5%	17%	1%	103
Unknown	93%	0%	7%	0%	15
Sample Average	84%	5%	11%	0%	572

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
UHC Group 1	71%	29%	0%	0%	7
UHC Group 2	67%	33%	0%	0%	6
UHC Group 3	71%	14%	0%	14%	7
BlueCare Group 1	100%	0%	0%	0%	5
BlueCare Group 2	64%	36%	0%	0%	11
BlueCare Group 3	40%	40%	0%	20%	5
Amerigroup Group 1	78%	11%	11%	0%	9
Amerigroup Group 2	79%	21%	0%	0%	19
Amerigroup Group 3	68%	32%	0%	0%	22
Unknown	100%	0%	0%	0%	2
Sample Average	72%	25%	1%	2%	93

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	93%	7%	0%	0%	94
UHC Group 2	100%	0%	0%	0%	67
UHC Group 3	92%	7%	2%	0%	59
BlueCare Group 1	99%	0%	1%	0%	78
BlueCare Group 2	95%	5%	0%	0%	85
BlueCare Group 3	98%	2%	0%	0%	51
Amerigroup Group 1	96%	3%	0%	1%	137
Amerigroup Group 2	91%	8%	1%	0%	122
Amerigroup Group 3	93%	6%	0%	2%	123
Unknown	97%	3%	0%	0%	32
Sample Average	95%	4%	0%	0%	848

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
UHC Group 1	82%	6%	12%	0%	51
UHC Group 2	84%	4%	11%	0%	45
UHC Group 3	77%	13%	8%	2%	48
BlueCare Group 1	89%	6%	4%	0%	47
BlueCare Group 2	77%	7%	16%	0%	56
BlueCare Group 3	85%	0%	13%	3%	39
Amerigroup Group 1	83%	9%	5%	3%	65
Amerigroup Group 2	76%	10%	14%	0%	70
Amerigroup Group 3	75%	8%	13%	4%	101
Unknown	93%	0%	7%	0%	15
Sample Average	80%	7%	11%	1%	537

Everyday Living

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
UHC Group 1	1%	18%	81%	0%	0%	97
UHC Group 2	0%	15%	81%	4%	0%	67
UHC Group 3	0%	36%	64%	0%	0%	59
BlueCare Group 1	1%	15%	81%	1%	1%	79
BlueCare Group 2	7%	15%	77%	0%	0%	84
BlueCare Group 3	2%	27%	65%	0%	6%	51
Amerigroup Group 1	3%	16%	80%	1%	0%	135
Amerigroup Group 2	1%	24%	74%	0%	2%	125
Amerigroup Group 3	1%	35%	62%	1%	2%	123
Unknown	3%	9%	88%	0%	0%	32
Sample Average	2%	22%	75%	1%	1%	852

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
UHC Group 1	13%	86%	1%	0%	96
UHC Group 2	22%	78%	0%	0%	64
UHC Group 3	26%	74%	0%	0%	57
BlueCare Group 1	11%	89%	0%	0%	76
BlueCare Group 2	11%	89%	0%	0%	79
BlueCare Group 3	19%	81%	0%	0%	47
Amerigroup Group 1	11%	85%	1%	3%	131
Amerigroup Group 2	17%	83%	0%	0%	121
Amerigroup Group 3	22%	78%	0%	0%	120
Unknown	7%	93%	0%	0%	30
Sample Average	16%	83%	0%	0%	821

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
UHC Group 1	7%	20%	72%	0%	0%	98
UHC Group 2	5%	26%	68%	2%	0%	66
UHC Group 3	9%	48%	43%	0%	0%	58
BlueCare Group 1	3%	17%	78%	3%	0%	78
BlueCare Group 2	1%	32%	67%	0%	0%	85
BlueCare Group 3	8%	33%	55%	0%	4%	51
Amerigroup Group 1	4%	21%	74%	1%	0%	137
Amerigroup Group 2	2%	34%	62%	1%	2%	125
Amerigroup Group 3	9%	37%	53%	0%	1%	123
Unknown	0%	16%	84%	0%	0%	32
Sample Average	5%	29%	65%	1%	1%	853

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
UHC Group 1	13%	86%	1%	0%	91
UHC Group 2	21%	79%	0%	0%	63
UHC Group 3	26%	74%	0%	0%	53
BlueCare Group 1	16%	84%	0%	0%	75
BlueCare Group 2	11%	88%	1%	0%	84
BlueCare Group 3	16%	84%	0%	0%	45
Amerigroup Group 1	10%	88%	2%	1%	129
Amerigroup Group 2	12%	88%	0%	0%	117
Amerigroup Group 3	20%	80%	0%	0%	111
Unknown	9%	91%	0%	0%	32
Sample Average	15%	85%	1%	0%	800

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 a Medical Condition	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	5%	11%	70%	8%	2%	3%	98
UHC Group 2	0%	9%	88%	2%	0%	2%	66
UHC Group 3	3%	7%	88%	2%	0%	0%	59
BlueCare Group 1	5%	10%	76%	6%	3%	0%	79
BlueCare Group 2	1%	12%	84%	2%	0%	1%	85
BlueCare Group 3	4%	14%	82%	0%	0%	0%	51
Amerigroup Group 1	4%	4%	87%	4%	1%	1%	136
Amerigroup Group 2	2%	5%	89%	3%	0%	0%	123
Amerigroup Group 3	2%	12%	84%	2%	0%	0%	123
Unknown	3%	3%	91%	0%	3%	0%	32
Sample Average	3%	9%	84%	3%	1%	1%	852

Affordability

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
UHC Group 1	85%	3%	6%	6%	0%	0%	97
UHC Group 2	91%	4%	4%	0%	0%	0%	67
UHC Group 3	80%	7%	10%	2%	0%	2%	59
BlueCare Group 1	96%	0%	0%	4%	0%	0%	77
BlueCare Group 2	91%	6%	1%	1%	0%	1%	85
BlueCare Group 3	90%	4%	6%	0%	0%	0%	51
Amerigroup Group 1	93%	0%	4%	3%	0%	0%	135
Amerigroup Group 2	93%	2%	3%	2%	0%	0%	123
Amerigroup Group 3	85%	7%	8%	1%	0%	0%	123
Unknown	97%	0%	3%	0%	0%	0%	32
Sample Average	90%	3%	5%	2%	0%	0%	849

Planning for the Future

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	38%	43%	15%	3%	60
UHC Group 2	46%	48%	7%	0%	46
UHC Group 3	40%	55%	5%	0%	55
BlueCare Group 1	42%	33%	20%	4%	45
BlueCare Group 2	37%	58%	3%	2%	60
BlueCare Group 3	43%	48%	10%	0%	40
Amerigroup Group 1	46%	35%	14%	4%	71
Amerigroup Group 2	51%	36%	13%	0%	80
Amerigroup Group 3	39%	47%	12%	2%	108
Unknown	63%	31%	6%	0%	16
Sample Average	43%	44%	11%	2%	581

Control

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
UHC Group 1	20%	28%	33%	10%	8%	60
UHC Group 2	20%	13%	65%	2%	0%	46
UHC Group 3	13%	13%	74%	0%	0%	54
BlueCare Group 1	17%	29%	52%	2%	0%	48
BlueCare Group 2	13%	30%	55%	0%	2%	60
BlueCare Group 3	5%	28%	68%	0%	0%	40
Amerigroup Group 1	15%	31%	46%	4%	3%	71
Amerigroup Group 2	13%	24%	60%	1%	3%	80
Amerigroup Group 3	9%	23%	67%	1%	0%	108
Unknown	6%	56%	38%	0%	0%	16
Sample Average	13%	25%	57%	2%	2%	583

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
UHC Group 1	50%	31%	12%	7%	42
UHC Group 2	55%	38%	8%	0%	40
UHC Group 3	73%	21%	4%	2%	52
BlueCare Group 1	55%	21%	18%	5%	38
BlueCare Group 2	56%	31%	8%	6%	52
BlueCare Group 3	77%	13%	7%	3%	30
Amerigroup Group 1	68%	19%	8%	6%	53
Amerigroup Group 2	69%	22%	6%	3%	64
Amerigroup Group 3	67%	18%	12%	3%	94
Unknown	73%	27%	0%	0%	11
Sample Average	64%	23%	9%	4%	476

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
UHC Group 1	21%	36%	21%	21%	42
UHC Group 2	25%	45%	10%	20%	40
UHC Group 3	6%	38%	40%	15%	52
BlueCare Group 1	5%	50%	26%	18%	38
BlueCare Group 2	12%	29%	33%	27%	52
BlueCare Group 3	7%	53%	30%	10%	30
Amerigroup Group 1	11%	36%	36%	17%	53
Amerigroup Group 2	8%	52%	30%	11%	64
Amerigroup Group 3	13%	47%	26%	15%	94
Unknown	27%	36%	36%	0%	11
Sample Average	12%	43%	29%	17%	476

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
UHC Group 1	19%	14%	48%	19%	42
UHC Group 2	10%	10%	68%	13%	40
UHC Group 3	12%	31%	40%	17%	52
BlueCare Group 1	29%	18%	39%	13%	38
BlueCare Group 2	19%	27%	52%	2%	52
BlueCare Group 3	10%	17%	50%	23%	30
Amerigroup Group 1	13%	26%	42%	19%	53
Amerigroup Group 2	14%	22%	44%	19%	63
Amerigroup Group 3	14%	23%	49%	14%	94
Unknown	0%	18%	36%	45%	11
Sample Average	15%	22%	47%	16%	475

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
UHC Group 1	10%	19%	19%	52%	42
UHC Group 2	10%	8%	15%	68%	40
UHC Group 3	10%	10%	15%	65%	52
BlueCare Group 1	11%	11%	16%	63%	38
BlueCare Group 2	13%	13%	8%	65%	52
BlueCare Group 3	7%	17%	13%	63%	30
Amerigroup Group 1	8%	19%	15%	58%	53
Amerigroup Group 2	10%	5%	21%	65%	62
Amerigroup Group 3	6%	12%	14%	68%	94
Unknown	0%	18%	27%	55%	11
Sample Average	9%	12%	15%	64%	474

Appendix C: Tennessee's State-Specific Questions

Table 129. Proportion of people who chose where they live (TN-1)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	24%	34%	11%	30%	96
UHC Group 2	14%	62%	3%	21%	66
UHC Group 3	5%	90%	0%	5%	58
BlueCare Group 1	36%	26%	10%	27%	77
BlueCare Group 2	12%	63%	2%	23%	84
BlueCare Group 3	12%	70%	4%	14%	50
Amerigroup Group 1	22%	34%	5%	39%	136
Amerigroup Group 2	11%	57%	7%	25%	122
Amerigroup Group 3	14%	78%	2%	7%	121
Unknown	25%	31%	13%	31%	32
Sample Average	18%	54%	5%	23%	842

Table 130. Proportion of people whose case manager/care coordinator changes more often than they'd like (TN-2)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	54%	27%	19%	0%	37
UHC Group 2	67%	30%	3%	0%	61
UHC Group 3	61%	38%	2%	0%	56
BlueCare Group 1	72%	10%	14%	3%	29
BlueCare Group 2	76%	24%	0%	0%	70
BlueCare Group 3	74%	20%	6%	0%	50
Amerigroup Group 1	59%	22%	18%	0%	49
Amerigroup Group 2	68%	27%	2%	3%	111
Amerigroup Group 3	71%	22%	4%	3%	103
Unknown	86%	7%	7%	0%	14
Sample Average	68%	25%	6%	1%	580

Table 131. Proportion of people who report that their paid support staff assist them with the things they want to do (TN-4)

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Workers, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	3%	14%	84%	0%	0%	37
UHC Group 2	0%	17%	83%	0%	0%	24
UHC Group 3	5%	5%	90%	0%	0%	41
BlueCare Group 1	6%	15%	79%	0%	0%	34
BlueCare Group 2	3%	11%	86%	0%	0%	35
BlueCare Group 3	4%	12%	85%	0%	0%	26
Amerigroup Group 1	2%	22%	73%	2%	0%	49
Amerigroup Group 2	2%	9%	89%	0%	0%	55
Amerigroup Group 3	0%	11%	89%	0%	0%	71
Unknown	0%	23%	77%	0%	0%	13
Sample Average	2%	13%	84%	0%	0%	385

Table 132. Proportion of people who get to help plan or choose their meals and the foods they eat (TN-5)

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	N/A – No, Because of Dietary Restrictions	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	20%	23%	52%	0%	5%	0%	60
UHC Group 2	0%	9%	91%	0%	0%	0%	46
UHC Group 3	2%	6%	93%	0%	0%	0%	54
BlueCare Group 1	30%	23%	45%	2%	0%	0%	47
BlueCare Group 2	8%	10%	82%	0%	0%	0%	60
BlueCare Group 3	3%	15%	80%	3%	0%	0%	40
Amerigroup Group 1	29%	25%	43%	0%	3%	0%	69
Amerigroup Group 2	3%	15%	82%	0%	0%	0%	79
Amerigroup Group 3	7%	8%	83%	3%	0%	0%	106
Unknown	13%	38%	50%	0%	0%	0%	16
Sample Average	11%	15%	72%	1%	1%	0%	577

Table 133. Proportion of people whose case manager/care coordinator helps them with other important needs (besides paid services) (TN-6)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	37%	37%	26%	0%	38
UHC Group 2	33%	60%	7%	0%	60
UHC Group 3	35%	56%	9%	0%	55
BlueCare Group 1	24%	41%	28%	7%	29
BlueCare Group 2	30%	61%	8%	1%	71
BlueCare Group 3	45%	51%	4%	0%	49
Amerigroup Group 1	24%	53%	18%	4%	49
Amerigroup Group 2	30%	65%	4%	1%	105
Amerigroup Group 3	39%	50%	10%	1%	102
Unknown	29%	43%	29%	0%	14
Sample Average	33%	55%	11%	1%	572

Table 134. Proportion of people who feel they have less, more, or the same amount of choices and control of their lives compared to 12 months ago (TN-7)

	Less	About the Same	More	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	12%	69%	7%	9%	3%	58
UHC Group 2	15%	59%	24%	2%	0%	46
UHC Group 3	13%	69%	18%	0%	0%	55
BlueCare Group 1	8%	75%	10%	2%	4%	48
BlueCare Group 2	18%	68%	10%	3%	0%	60
BlueCare Group 3	13%	67%	18%	0%	3%	39
Amerigroup Group 1	19%	61%	13%	4%	3%	70
Amerigroup Group 2	18%	64%	15%	1%	3%	80
Amerigroup Group 3	18%	63%	18%	2%	0%	108
Unknown	6%	94%	0%	0%	0%	16
Sample Average	15%	66%	14%	3%	2%	580

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

Table 135. 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
UHC Group 1	17%	13%	22%	20%	18%	10%	60
UHC Group 2	2%	7%	17%	61%	11%	2%	46
UHC Group 3	5%	9%	13%	64%	9%	0%	55
BlueCare Group 1	21%	6%	28%	21%	17%	6%	47
BlueCare Group 2	10%	10%	13%	55%	10%	2%	60
BlueCare Group 3	5%	8%	10%	69%	5%	3%	39
Amerigroup Group 1	11%	9%	29%	24%	24%	3%	70
Amerigroup Group 2	4%	5%	16%	62%	10%	3%	79
Amerigroup Group 3	5%	8%	18%	59%	10%	0%	108
Unknown	13%	25%	25%	25%	13%	0%	16
Sample Average	9%	9%	19%	48%	13%	3%	580

Table 136. 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
UHC Group 1	67%	24%	9%	0%	33
UHC Group 2	31%	62%	8%	0%	39
UHC Group 3	40%	53%	4%	2%	47
BlueCare Group 1	69%	19%	12%	0%	26
BlueCare Group 2	47%	40%	13%	0%	47
BlueCare Group 3	29%	62%	9%	0%	34
Amerigroup Group 1	74%	16%	7%	2%	43
Amerigroup Group 2	42%	56%	2%	0%	66
Amerigroup Group 3	46%	48%	5%	0%	91
Unknown	75%	8%	17%	0%	12
Sample Average	49%	44%	7%	0%	438

Table 137. 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
UHC Group 1	0%	100%	0%	0%	8
UHC Group 2	0%	100%	0%	0%	24
UHC Group 3	0%	96%	4%	0%	25
BlueCare Group 1	0%	100%	0%	0%	5
BlueCare Group 2	5%	95%	0%	0%	19
BlueCare Group 3	10%	90%	0%	0%	21
Amerigroup Group 1	17%	83%	0%	0%	6
Amerigroup Group 2	0%	100%	0%	0%	36
Amerigroup Group 3	5%	93%	2%	0%	44
Unknown	0%	100%	0%	0%	1
Sample Average	3%	96%	1%	0%	189

Table 138. 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
UHC Group 1	0%	100%	0%	0%	8
UHC Group 2	4%	96%	0%	0%	24
UHC Group 3	0%	100%	0%	0%	25
BlueCare Group 1	0%	100%	0%	0%	5
BlueCare Group 2	5%	95%	0%	0%	19
BlueCare Group 3	0%	100%	0%	0%	21
Amerigroup Group 1	14%	86%	0%	0%	7
Amerigroup Group 2	0%	100%	0%	0%	37
Amerigroup Group 3	0%	98%	2%	0%	44
Unknown	0%	100%	0%	0%	1
Sample Average	2%	98%	1%	0%	191

Table 139. 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
UHC Group 1	0%	100%	0%	0%	8
UHC Group 2	0%	100%	0%	0%	24
UHC Group 3	0%	100%	0%	0%	25
BlueCare Group 1	0%	100%	0%	0%	5
BlueCare Group 2	11%	89%	0%	0%	19
BlueCare Group 3	0%	100%	0%	0%	20
Amerigroup Group 1	0%	86%	14%	0%	7
Amerigroup Group 2	3%	94%	3%	0%	36
Amerigroup Group 3	7%	93%	0%	0%	44
Unknown	0%	100%	0%	0%	1
Sample Average	3%	96%	1%	0%	189

Table 140. 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
UHC Group 1	0%	0%	13%	25%	63%	0%	0%	8
UHC Group 2	0%	4%	0%	13%	83%	0%	0%	24
UHC Group 3	0%	4%	8%	16%	72%	0%	0%	25
BlueCare Group 1	0%	0%	0%	0%	100%	0%	0%	5
BlueCare Group 2	0%	0%	5%	16%	79%	0%	0%	19
BlueCare Group 3	0%	14%	10%	14%	62%	0%	0%	21
Amerigroup Group 1	0%	0%	0%	0%	100%	0%	0%	7
Amerigroup Group 2	0%	3%	5%	11%	81%	0%	0%	37
Amerigroup Group 3	0%	0%	2%	12%	84%	2%	0%	43
Unknown	0%	0%	0%	0%	100%	0%	0%	1
Sample Average	0%	3%	5%	13%	79%	1%	0%	190

Table 141. 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
UHC Group 1	25%	75%	0%	0%	8
UHC Group 2	8%	75%	17%	0%	24
UHC Group 3	32%	44%	24%	0%	25
BlueCare Group 1	40%	60%	0%	0%	5
BlueCare Group 2	21%	63%	16%	0%	19
BlueCare Group 3	25%	70%	5%	0%	20
Amerigroup Group 1	57%	29%	14%	0%	7
Amerigroup Group 2	14%	70%	16%	0%	37
Amerigroup Group 3	23%	60%	16%	0%	43
Unknown	0%	100%	0%	0%	1
Sample Average	22%	63%	15%	0%	189

Table 142. 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
UHC Group 1	0%	13%	50%	38%	0%	8
UHC Group 2	0%	4%	79%	17%	0%	24
UHC Group 3	4%	12%	72%	12%	0%	25
BlueCare Group 1	20%	0%	60%	20%	0%	5
BlueCare Group 2	5%	16%	79%	0%	0%	19
BlueCare Group 3	0%	20%	70%	10%	0%	20
Amerigroup Group 1	14%	0%	86%	0%	0%	7
Amerigroup Group 2	3%	0%	83%	14%	0%	36
Amerigroup Group 3	0%	5%	72%	23%	0%	43
Unknown	0%	0%	100%	0%	0%	1
Sample Average	3%	7%	75%	15%	0%	188

Table 143. 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
UHC Group 1	9%	19%	26%	40%	7%	58
UHC Group 2	0%	28%	48%	24%	0%	46
UHC Group 3	9%	22%	49%	20%	0%	55
BlueCare Group 1	15%	15%	25%	44%	2%	48
BlueCare Group 2	3%	24%	49%	24%	0%	59
BlueCare Group 3	0%	35%	48%	15%	3%	40
Amerigroup Group 1	0%	24%	25%	48%	3%	67
Amerigroup Group 2	4%	25%	48%	22%	1%	79
Amerigroup Group 3	6%	15%	57%	22%	1%	106
Unknown	6%	25%	19%	44%	6%	16
Sample Average	5%	22%	42%	29%	2%	574

Table 144. 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
UHC Group 1	3%	80%	10%	7%	60
UHC Group 2	7%	87%	7%	0%	46
UHC Group 3	4%	93%	4%	0%	55
BlueCare Group 1	13%	79%	4%	4%	48
BlueCare Group 2	5%	93%	0%	2%	60
BlueCare Group 3	0%	98%	3%	0%	40
Amerigroup Group 1	9%	68%	19%	4%	68
Amerigroup Group 2	1%	94%	4%	1%	79
Amerigroup Group 3	3%	93%	3%	1%	107
Unknown	6%	94%	0%	0%	16
Sample Average	5%	88%	6%	2%	579