



NCI-AD

NATIONAL CORE INDICATORS

Aging and Disabilities™

National Core Indicators
Aging and Disabilities Adult Consumer Survey

2018-2019 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’ managed long-term services and supports (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

AAA – Area Agency on Aging

AAAD – Area Agency on Aging and Disability

ADRC – Aging and Disability Resource Center

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

CHOICES – TennCare CHOICES in Long Term Services and Supports

CIL – Center for Independent Living

CMS – Centers for Medicare and Medicaid Services

CPAP – continuous positive airway pressure

HCBS – Home and Community-Based Services

HSRI – Human Services Research Institute

LTSS – Long-Term Services and Supports

MCO – Managed Care Organization

MLTSS – managed long-term services and supports

N – Number of respondents

N/A – not applicable

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

OAA – Older Americans Act

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal Care Assistant

PCP – Person-Centered Planning

UHC – United HealthCare Community Plan

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What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through the Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), Medicaid, and/or state-funded programs. The program is coordinated by ADvancing States¹ (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The program officially launched in the summer of 2015 with 13 participating states². The 2019-2020 project cycle marks its fifth 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 nineteen broad domains comprising approximately 55 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals,

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

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

including respect and rights, service coordination, care coordination, employment, health, safety, person-centered planning, etc. An example of an indicator in the Service Coordination domain is: “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 home modifications, equipment, and assistive devices” in the Access to Needed Equipment domain is addressed by several survey questions that ask about the person’s need for various types of home modifications and assistive devices. Figure 1 below details NCI-AD domains and corresponding indicators.

Figure 1. 2018-2019 NCI-AD Domains and Indicators

Domain	NCI-AD Indicator
Community Participation	Proportion of people who are able to participate in preferred community activities
Choice and Decision-Making	Proportion of people who are involved in making decisions about their everyday lives
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 their paid support staff
	Proportion of people who are satisfied with what they do during the day
Service Coordination	Proportion of people finding out about services from service agencies
	Proportion of people who have access to information about services in their preferred language ³
	Proportion of people who can get in contact with their case manager when they need to
	Proportion of people who know whom to contact with a complaint or question about their services
	Proportion of people who use a relative as their support person
	Proportion of people whose support staff come when they are supposed to
	Proportion of people who have a backup plan if their paid support staff don’t show up
Proportion of people who have an emergency plan in place	

³ Indicator previously reported in the “Access” domain.

Domain	NCI-AD Indicator
	Proportion of people who receive the services that they need
	Proportion of people whose case manager talks to them about their unmet needs
	Proportion of people who want help planning for their future service needs
Care Coordination	Proportion of people who had someone work with them to reduce risk of falls ⁴
	Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility
	Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility
	Proportion of people who know how to manage their chronic conditions
Access to Community⁵	Proportion of people who have adequate transportation ⁶
Access to Needed Equipment⁷	Proportion of people who get needed home modifications, equipment, and assistive devices ⁸
Safety	Proportion of people who feel safe around their paid support staff
	Proportion of people who are able to get to safety quickly in case of an emergency
	Proportion of people who feel safe at home
	Proportion of people who feel that their belongings are safe
Health Care	Proportion of people who have access to mental health services
	Proportion of people who can get an appointment with their doctor when they need to
	Proportion of people who experience potentially preventable emergency room visits
	Proportion of people who have needed health screenings and vaccinations in a timely manner
Wellness	Proportion of people who have access to healthy foods ⁹

⁴ Indicator previously reported in the “Safety” domain.

⁵ New domain in 2018-2019.

⁶ Indicator previously reported in the “Access” domain.

⁷ New domain in 2018-2019.

⁸ Indicator previously reported in the “Access” domain.

⁹ Indicator previously reported in the “Everyday Living” domain.

Domain	NCI-AD Indicator
	Proportion of people in poor health
	Proportion of people with uncorrected poor hearing
	Proportion of people with uncorrected poor vision
	Proportion of people with unaddressed memory concerns
	Proportion of people who often feel sad or depressed
Medications	Proportion of people who take medications to help them feel less sad or depressed
	Proportion of people who know what their prescription medications are for
Rights and Respect	Proportion of people whose paid support staff treat them with respect
	Proportion of people whose basic rights are respected by others
Self-Direction	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 who receive 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 and instrumental activities of daily living
Affordability	Proportion of people who have to cut back on food because of money
Control	Proportion of people who feel in control of their life
Person-Centered Planning (OPTIONAL MODULE)	Proportion of people who are involved in making decisions about their service plan
	Proportion of people whose service planning meetings take place when, where and with whom they want
	Proportion of people whose preferences and needs are discussed in their service planning meetings
	Proportion of people who receive a copy of their service plan after their service planning meetings

Domain	NCI-AD Indicator
	Proportion of people whose service plan reflects what is discussed during their service plan meetings
	Proportion of people whose service plan includes their preferences and choices
	Proportion of people whose supports and services help them live a better life

Survey Organization

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

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

Background Information (BI) Section: The BI Section collects demographic and service-related information about the service recipient. To the extent possible, data for the BI Section are derived from states' existing administrative records. BI items not available from state administrative data sources may be collected by surveyors at the end of the survey meeting. Surveyors may collect any missing BI information with the exception of five BI items that must be completed using administrative data sources (person's primary source of LTSS funding/program, LTSS services received through that program, length of receiving services, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether data were derived from existing administrative records or collected by surveyors as part of the survey meetings.

In-Person Survey: The Full In-Person Survey consists of approximately 90 questions, with related questions grouped together by theme or topic (e.g., a series of questions about employment, a series of questions about support staff, etc.); another 10 questions

comprise the optional Person-Centered Planning module. The Full In-Person Survey is completed face-to-face with the person receiving services. The respondent may ask their proxy (e.g. a family member or a close friend) for assistance with answering some of the questions, if needed. The Full In-Person Survey includes both subjective and objective questions; proxy assistance is only allowed for a defined subset of more objective items.

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

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

NCI-AD in 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 in 2018-2019 and included for analysis was eight hundred eleven (Total N=811). 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 Program under two scenarios: assuming a very conservative 0.5 distribution of responses and assuming a somewhat less conservative 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative distribution assumption for calculating margins of error that can be made and is usually used when no prior information is available about true population response distributions. When some prior information about distributions of responses in the population is available, it can be used for calculating less conservative margins of error. Based on distributions observed in previously collected NCI-AD data, it is reasonable to assume a somewhat less conservative population response distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the total number of analyzed surveys in each MCO/Group. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the “Organization of Results” section below.

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

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
UHC Group 1	81	4,703	9.9% MoE, 95% CL	10.8% MoE, 95% CL
UHC Group 2	57	3,173	11.8% MoE, 95% CL	12.9% MoE, 95% CL
UHC Group 3	42	816	13.5% MoE, 95% CL	14.7% MoE, 95% CL
BlueCare Group 1	89	4,190	9.4% MoE, 95% CL	10.3% MoE, 95% CL
BlueCare Group 2	82	2,967	9.8% MoE, 95% CL	10.7% MoE, 95% CL
BlueCare Group 3	78	1,076	9.8% MoE, 95% CL	10.7% MoE, 95% CL
Amerigroup Group 1	144	3,821	7.3% MoE, 95% CL	8.0% MoE, 95% CL
Amerigroup Group 2	132	1,881	7.5% MoE, 95% CL	8.2% MoE, 95% CL
Amerigroup Group 3	104	527	7.9% MoE, 95% CL	8.6% MoE, 95% CL
Total	811¹⁰	23,154	3.1% MoE, 95% CL	3.4% 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 interviewer trainings, held on

¹⁰ MCO/Group was missing for 2 cases

January 17, 2019. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, and data entry procedures. Interviews started on February 25, 2019 and ended April 30, 2019.

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

Tennessee chose to add 6 state-specific questions to the standard NCI-AD Survey. In addition, Tennessee used NCI-AD's 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 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 2018-2019 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, for most items, “don’t know” responses are excluded.
- The survey contains several skip logic patterns. This means that depending on the response to a previous survey item, a question may or may not be asked, as appropriate. When an item is skipped due to skip logic, the survey case does not contribute to the calculations for the item.

Please note: Extreme caution should be used when interpreting results where the number of valid responses is small. Each MCO/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 state’s MCOs and/or 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.

Charts present results using binary data indicating presence or absence of the outcome. For the purposes of analysis, most survey items with three or more possible response options were recoded to form binary variables (i.e. responses were collapsed, for example, an “always” response combined with a “most of the time” response). For details about recoded items and the rules on collapsing response options, please refer to Appendix A. Unless otherwise stated, “don’t know” and unclear/refused responses were excluded from both the numerator and denominator.

Un-collapsed and unweighted data showing frequencies of all response options by MCO and Groups are shown in tabular format in Appendix B. These tables contain all response options, including “don’t know” and unclear/refused/no response categories. Tables also contain 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. Tennessee’s data from NCI-AD’s optional PCP module are shown in Appendix D.

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in 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 areas that 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, policymakers and community stakeholders can use this information to decide whether an MCO's and/or Group's result relative to another MCO and/or Group or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing an MCO's and/or Group's result relative to another MCO and/or Group, as it is important to keep in mind the potential differences as well as similarities amongst MCO and Group participants and the Groups themselves.

Results

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:

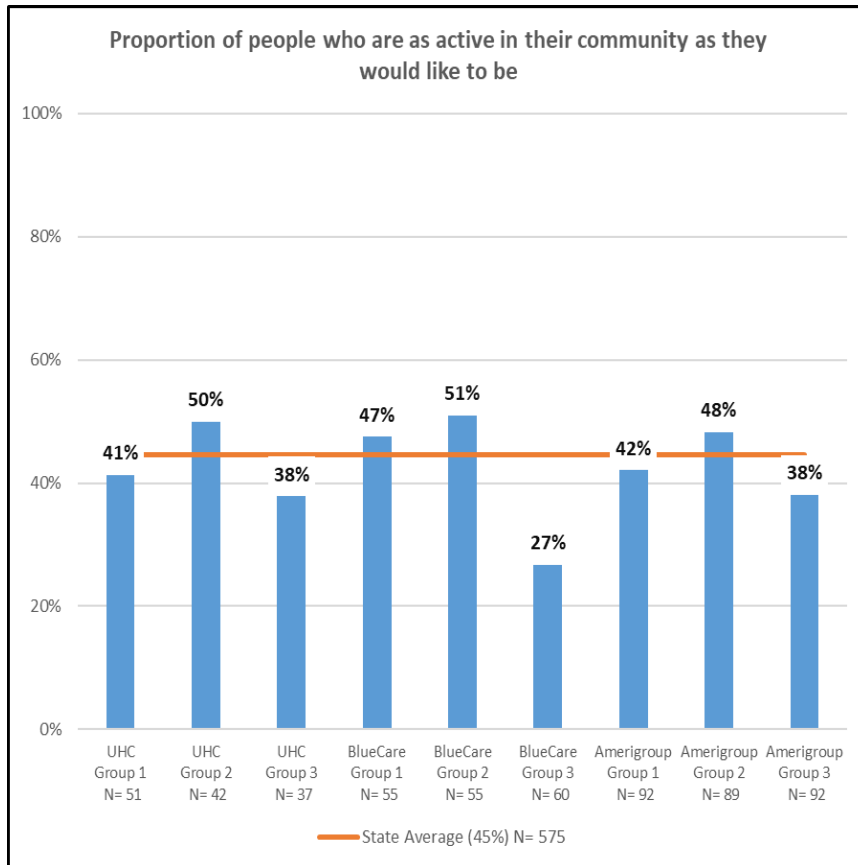
1. Proportion of people who are able to participate in preferred community activities.

There are three¹¹ survey items that correspond to the Community Participation domain.

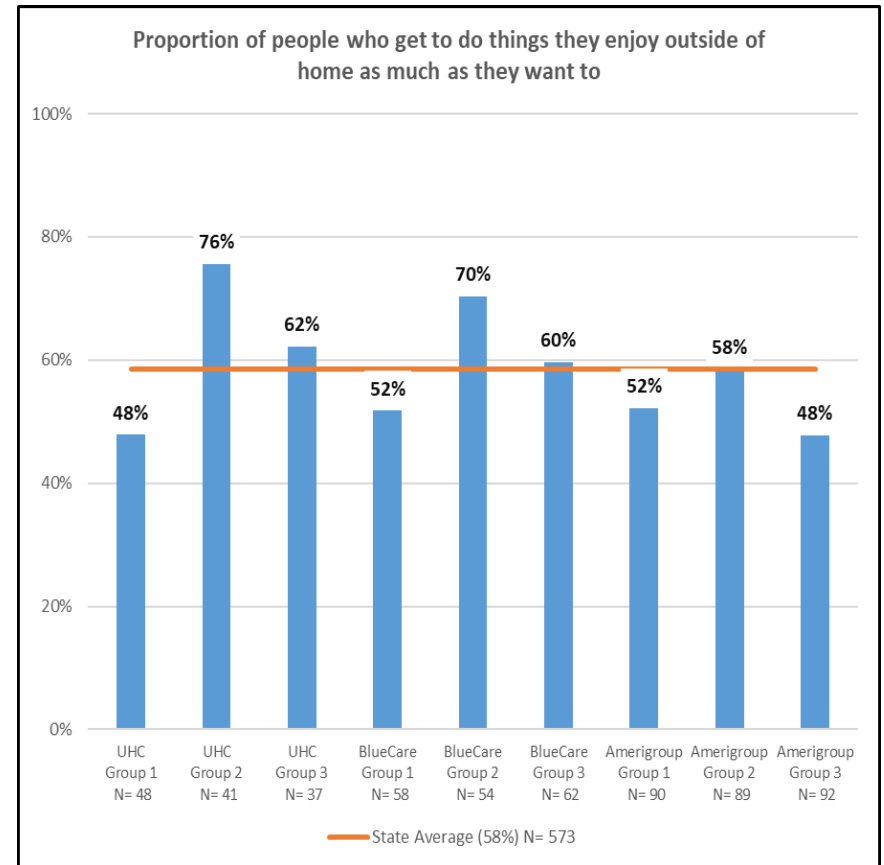
Un-collapsed data are shown in Appendix B.

¹¹ Data for one item are presented in Appendix B only.

Graph 1. Proportion of people who are as active in their 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 to



Choice and Decision Making

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

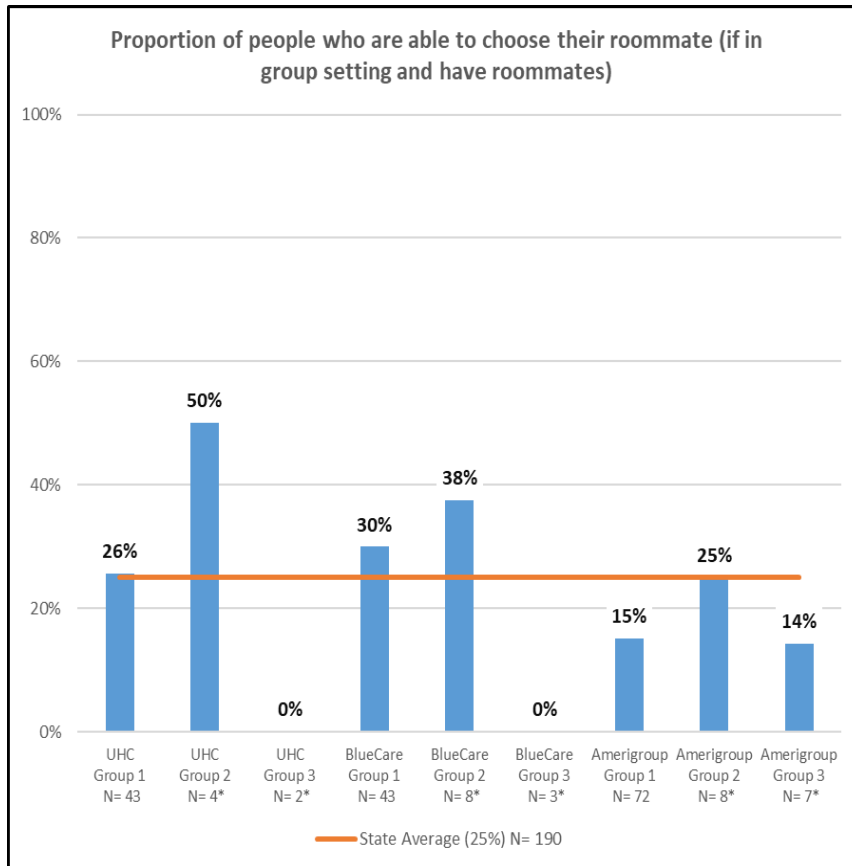
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are involved in making decisions about their everyday lives.

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

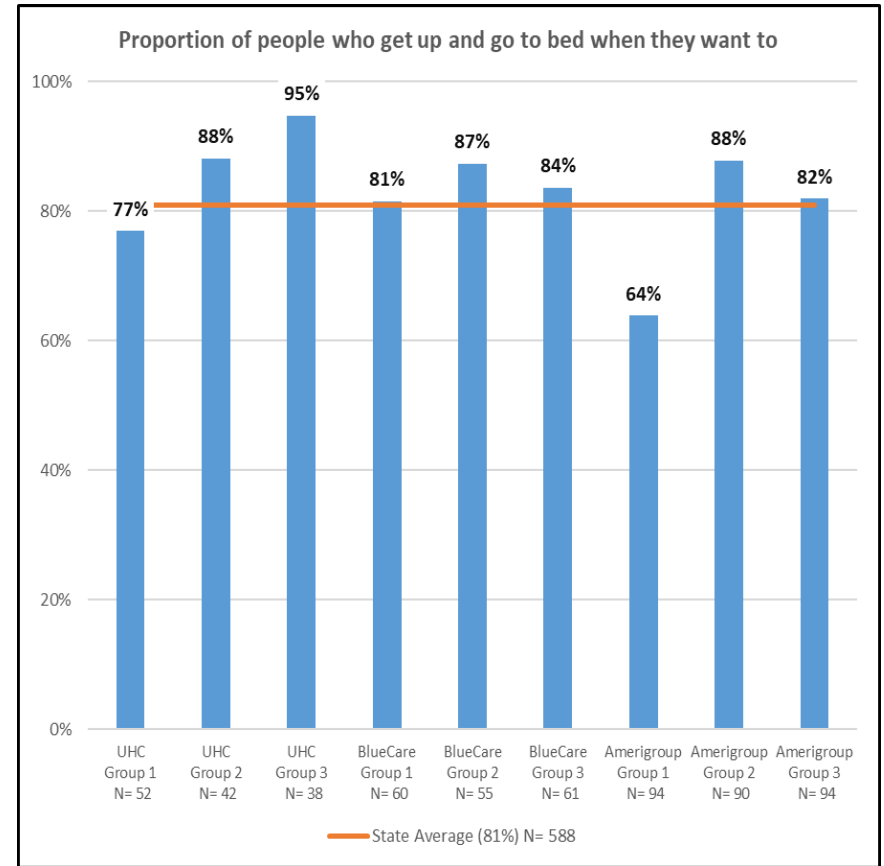
Un-collapsed data are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting¹² and have roommates)



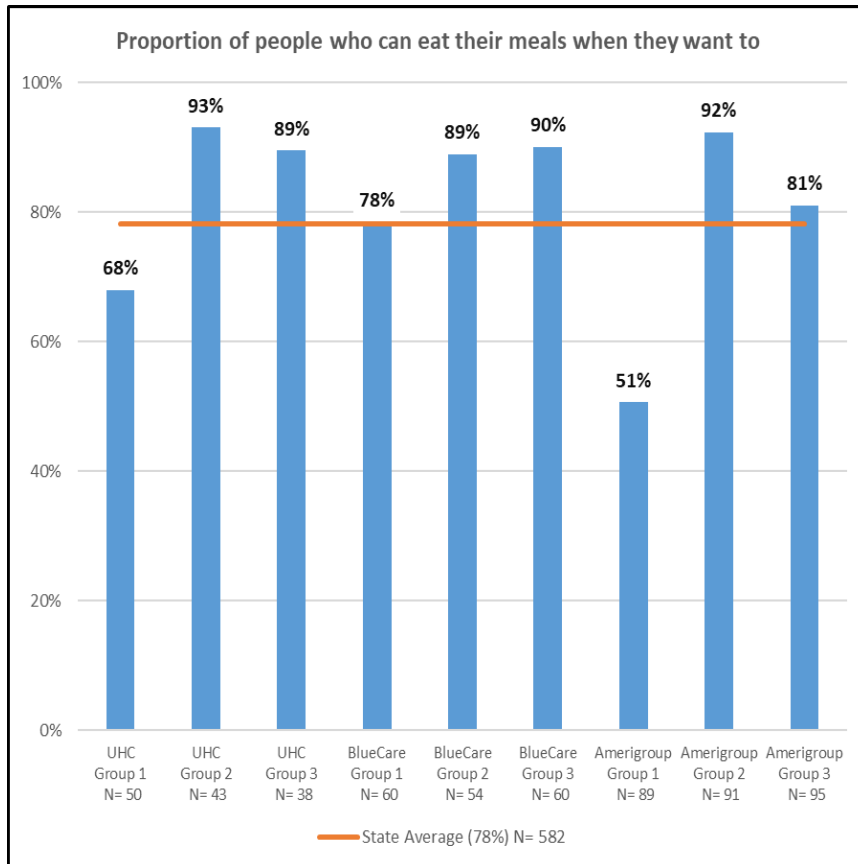
* Very small number of responses

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

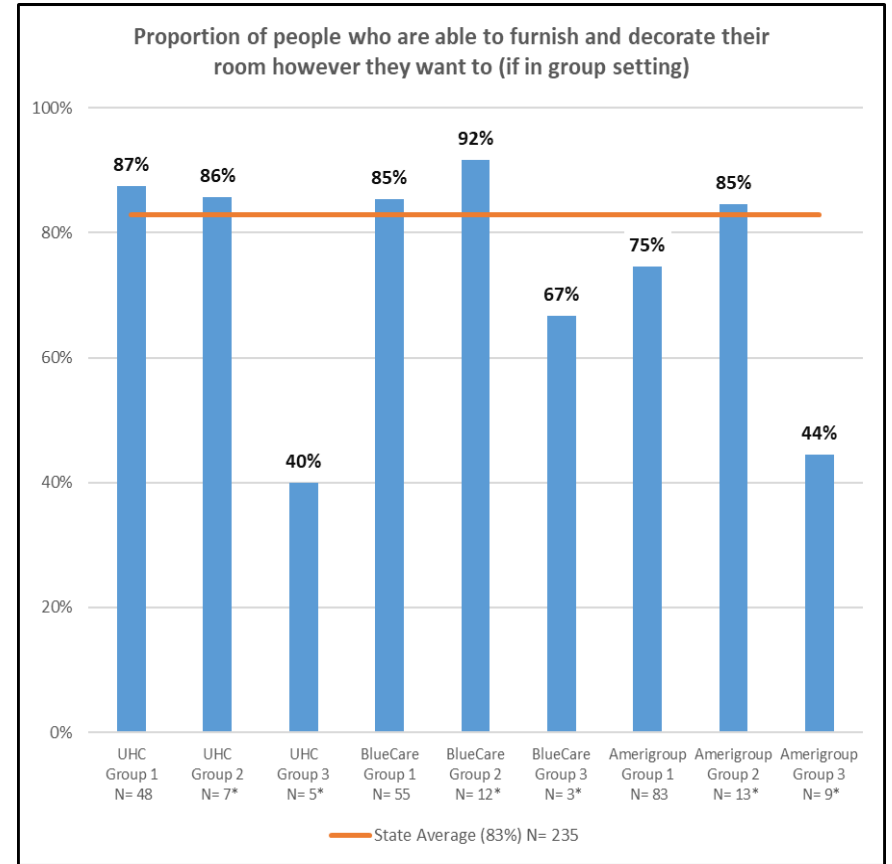


¹² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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 setting)¹³¹⁴



* Very small number of responses

¹³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

¹⁴ Analysis changed in 2018-2019 – “in all ways” is now combined with “in most ways”

Relationships

People have friends and relationships and do not feel lonely.

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

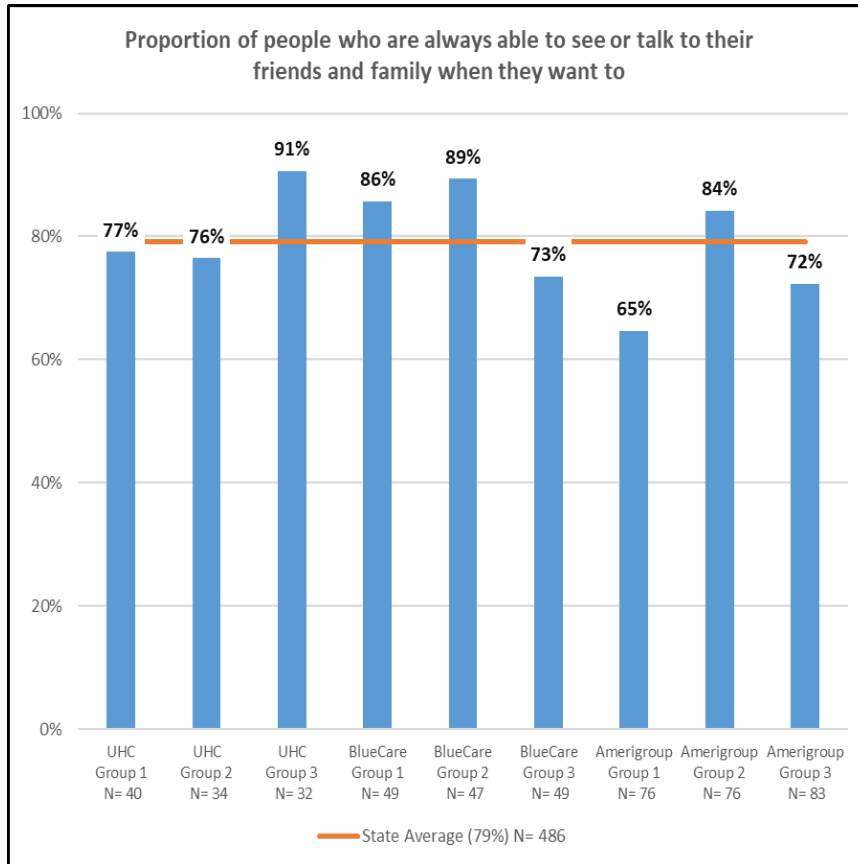
1. Proportion of people who are able to see or talk to their friends and families when they want to.

There are two¹⁵ survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

¹⁵ 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:

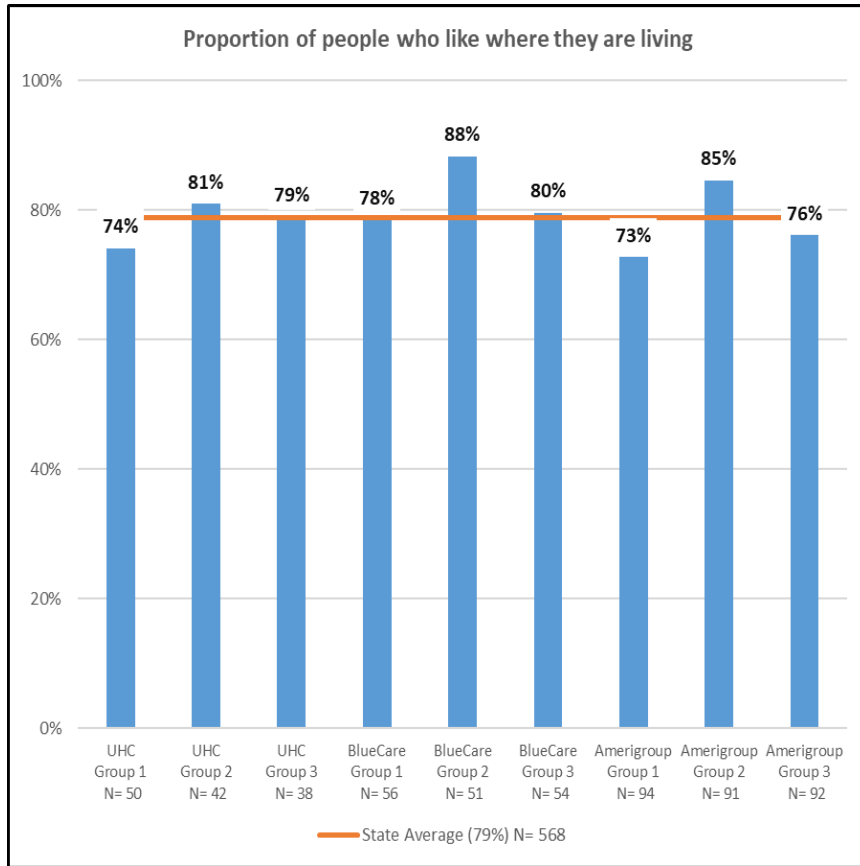
1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with their paid support staff.

There are seven¹⁶ survey items that correspond to the Satisfaction domain.

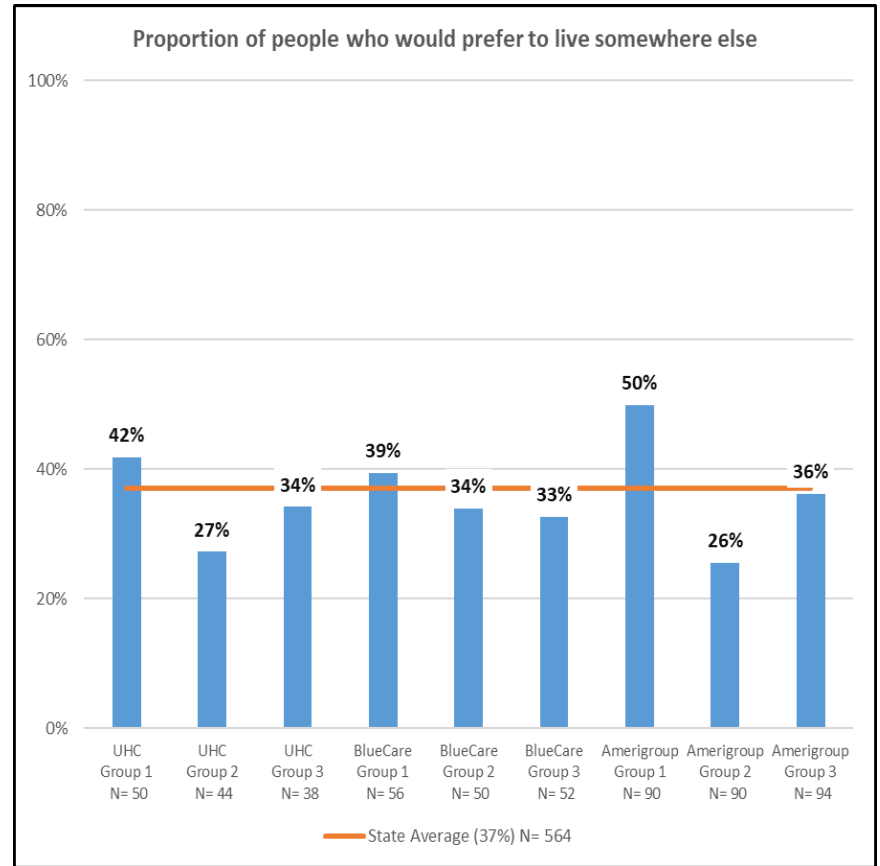
Un-collapsed data are shown in Appendix B.

¹⁶ Data for two items are presented in Appendix B only.

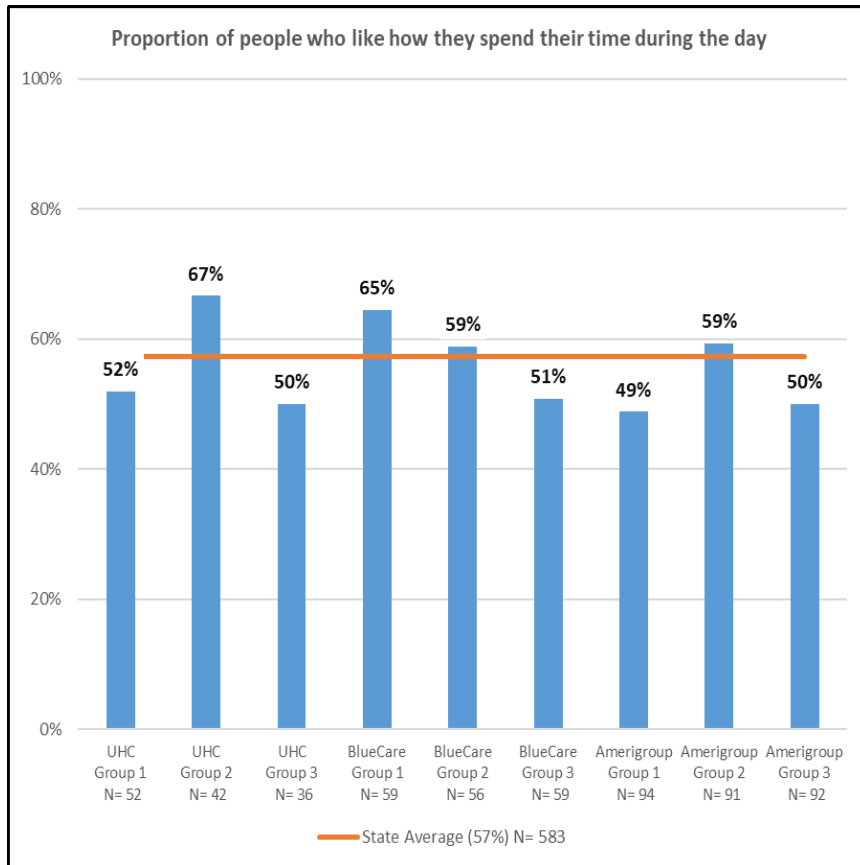
Graph 8. Proportion of people who like where they are living



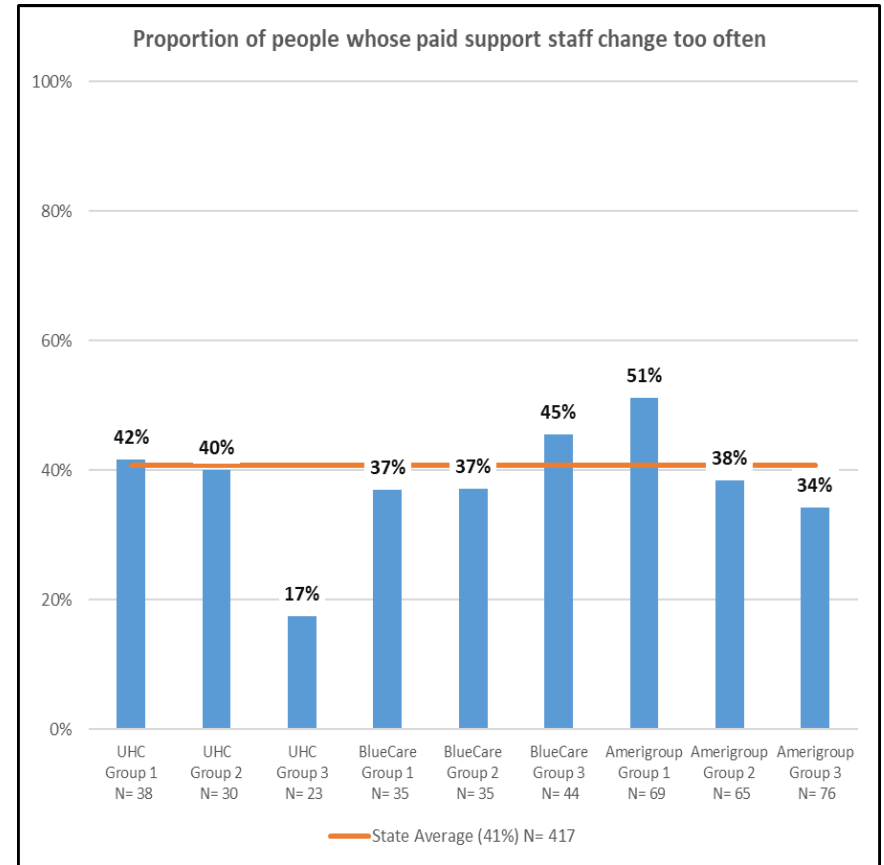
Graph 9. Proportion of people who would prefer to live somewhere else



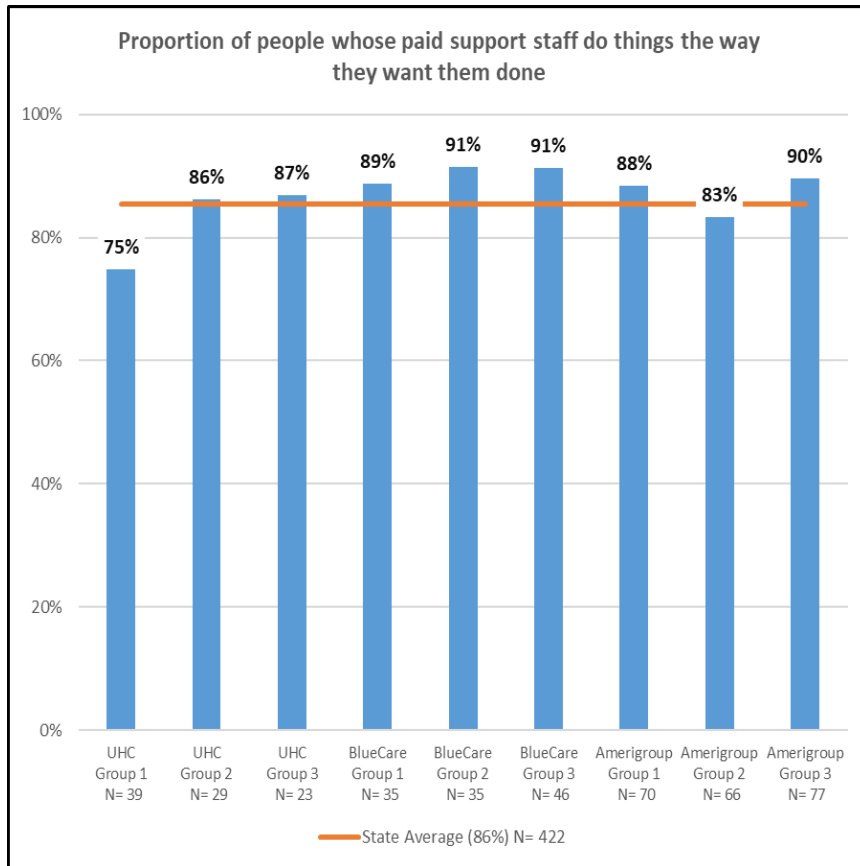
Graph 10. Proportion of people who like how they spend their time during the day



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 eleven Service Coordination indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who know whom to contact with a complaint or question about their services.
2. Proportion of people whose case manager talks to them about their unmet needs.
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 their future service needs.
7. Proportion of people who have an emergency plan in place.
8. Proportion of people whose support staff 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 paid support staff don't show up.
11. Proportion of people who have access to information about services in their preferred language¹⁷.

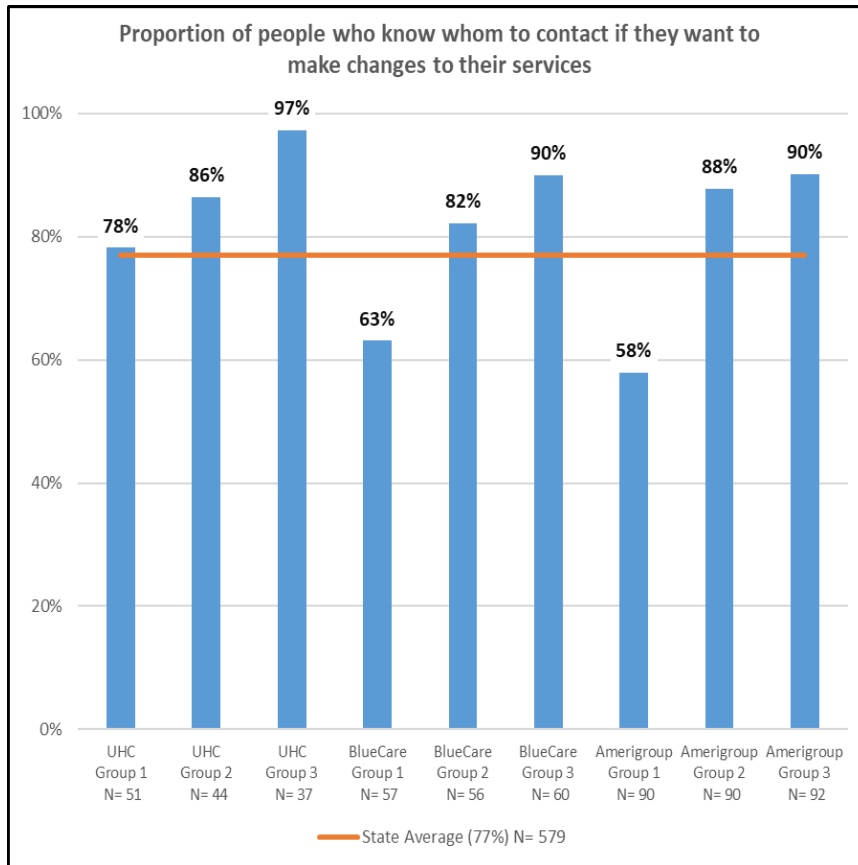
There are sixteen¹⁸ survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

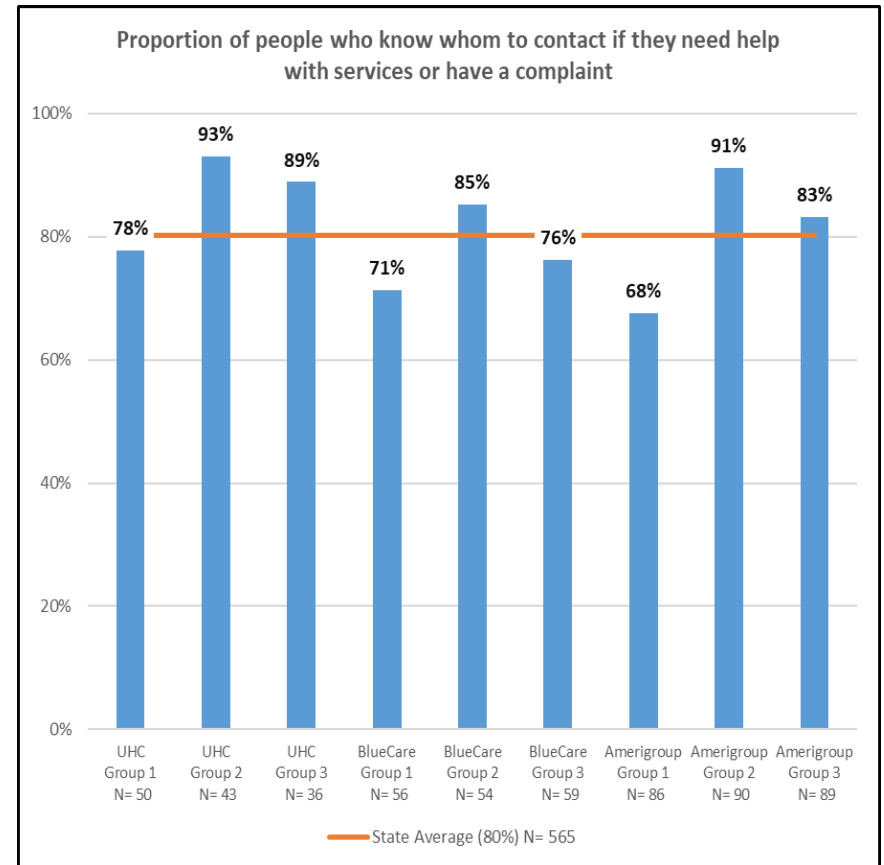
¹⁷ Indicator previously reported in the "Access" domain.

¹⁸ Data for four 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 services

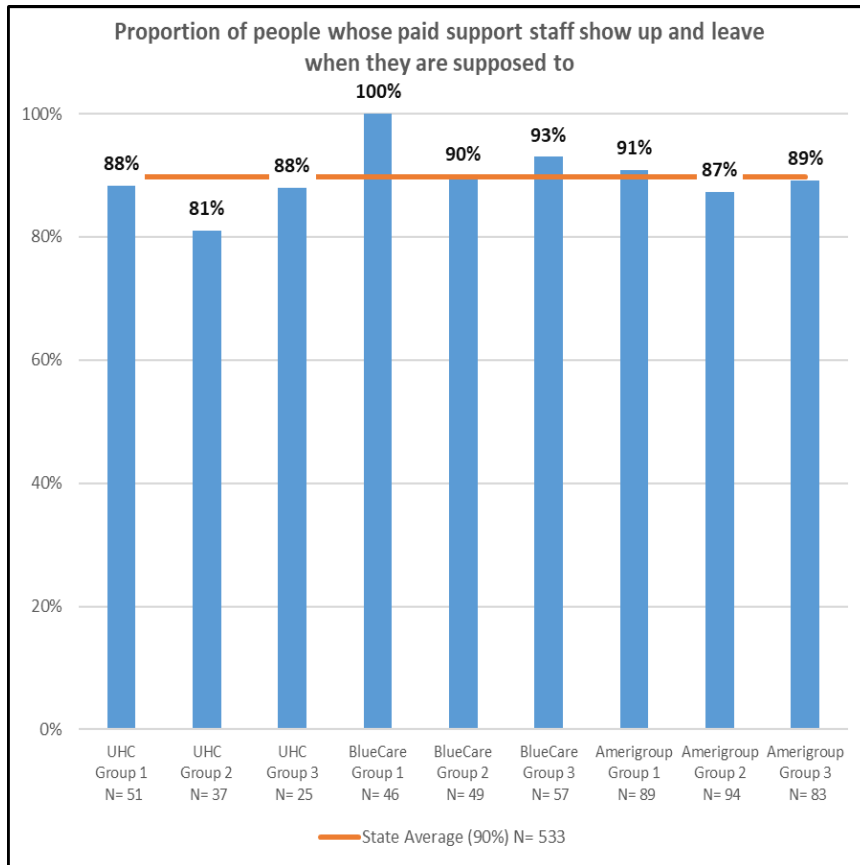


Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint¹⁹

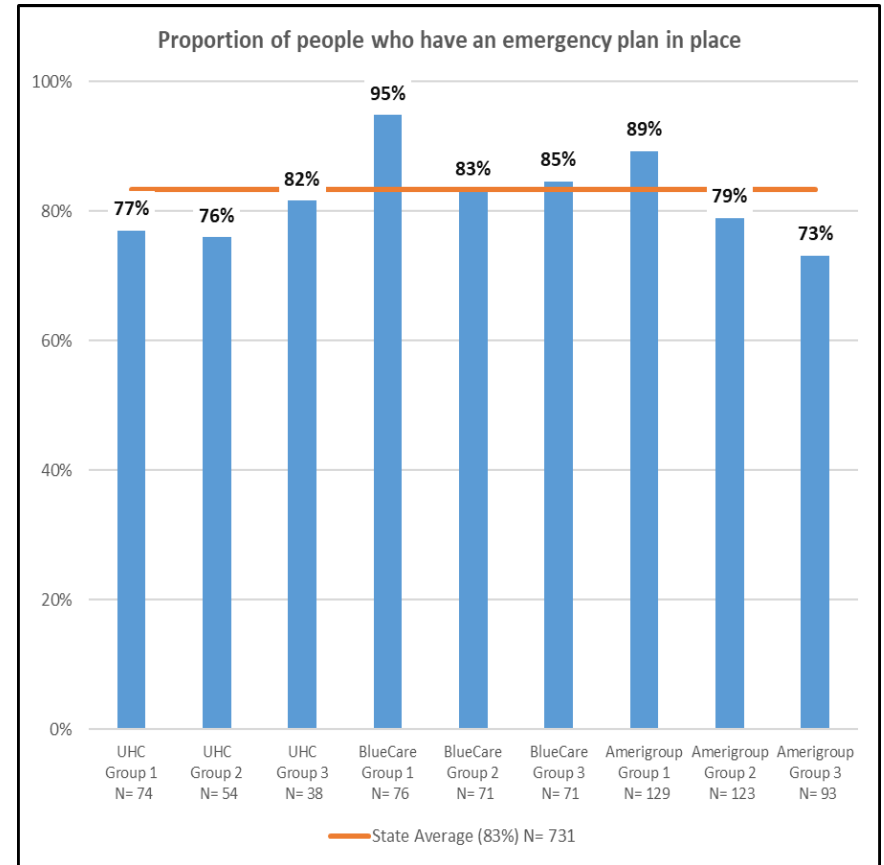


¹⁹ New item added in 2018-2019.

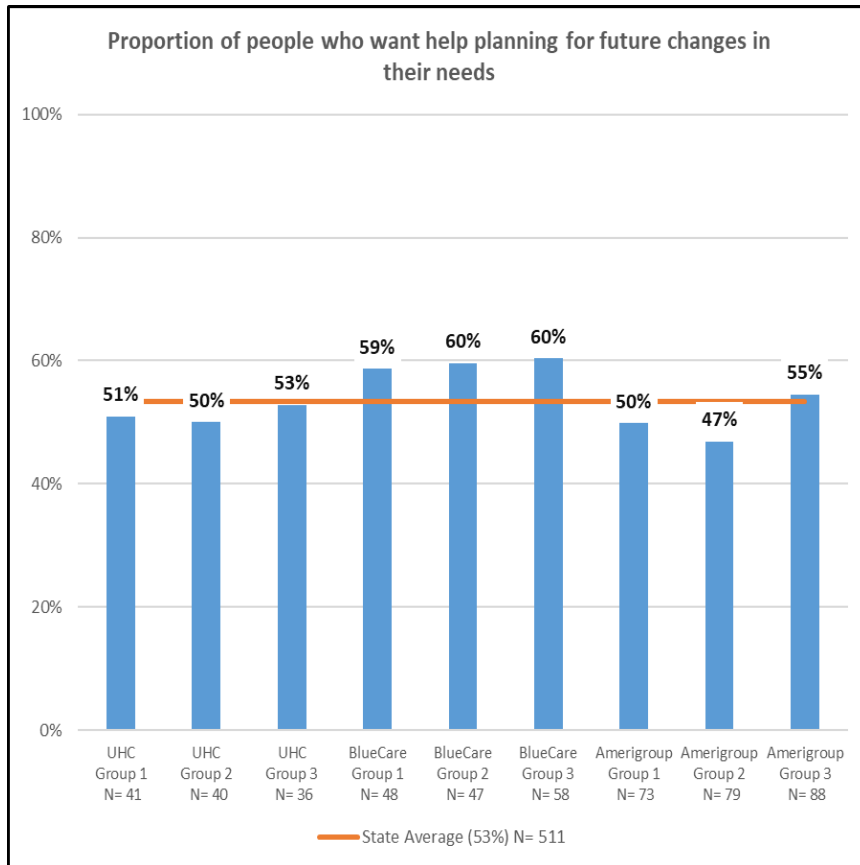
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



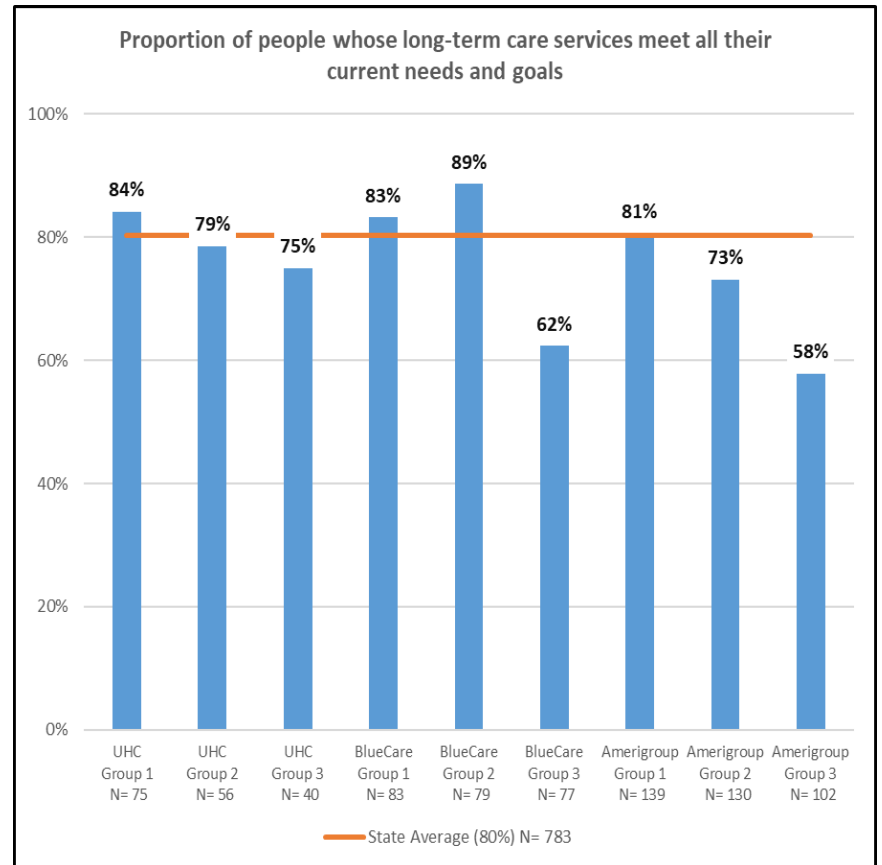
Graph 16. Proportion of people who have an emergency plan in place



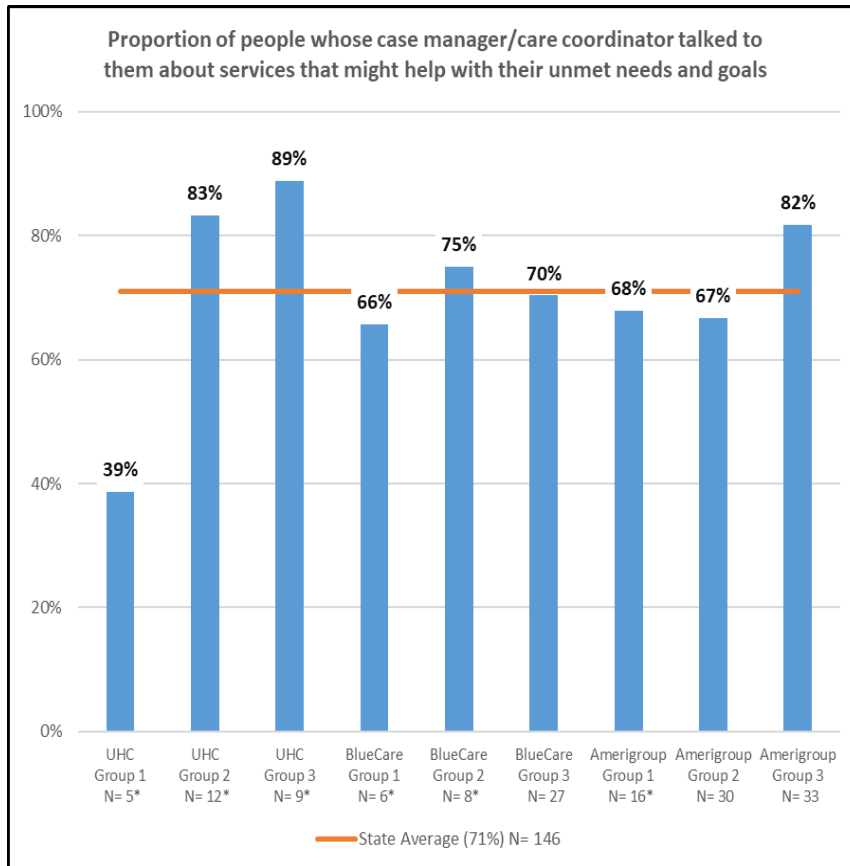
Graph 17. Proportion of people who want help planning for future changes in their needs



Graph 18. Proportion of people whose long-term care services meet all their current needs and goals

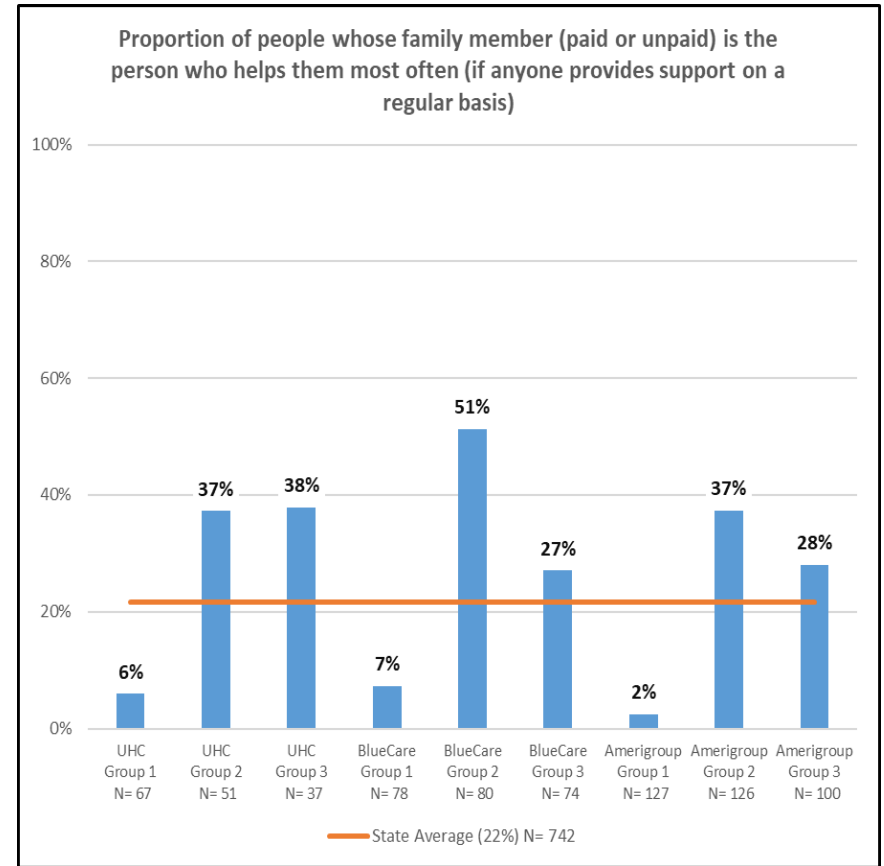


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

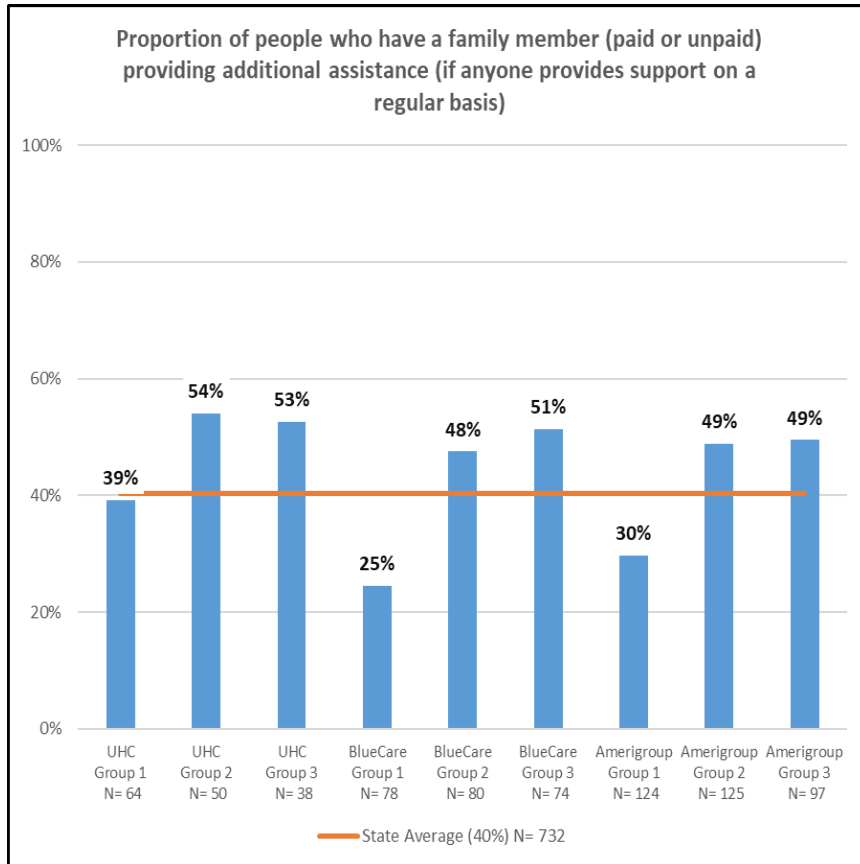


* Very small number of responses

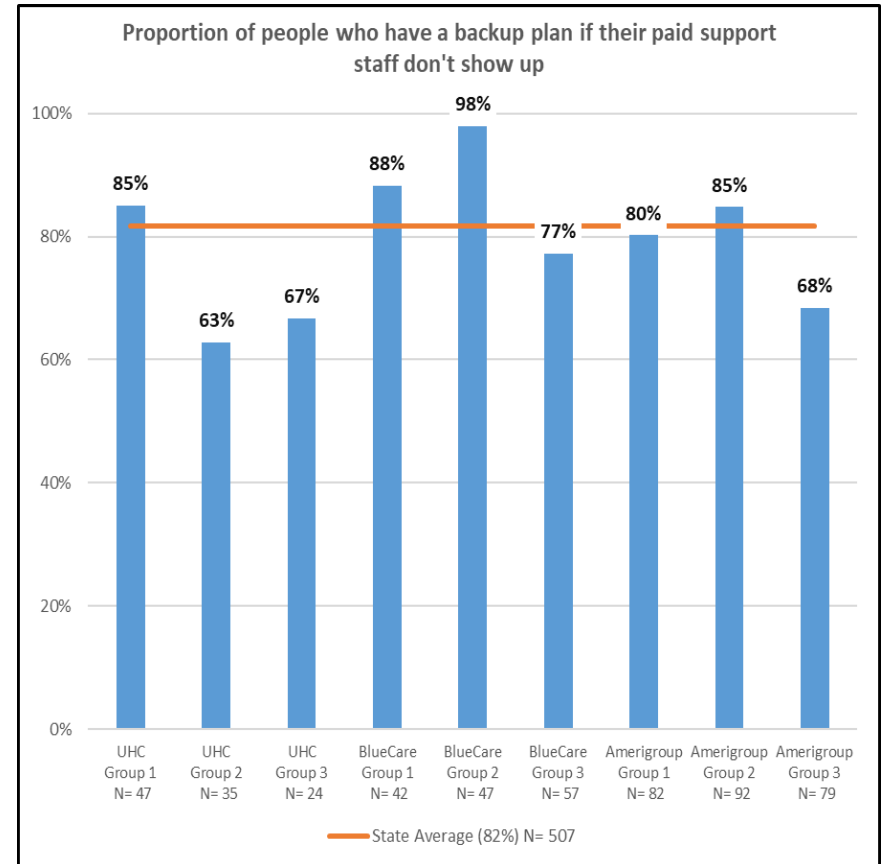
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)



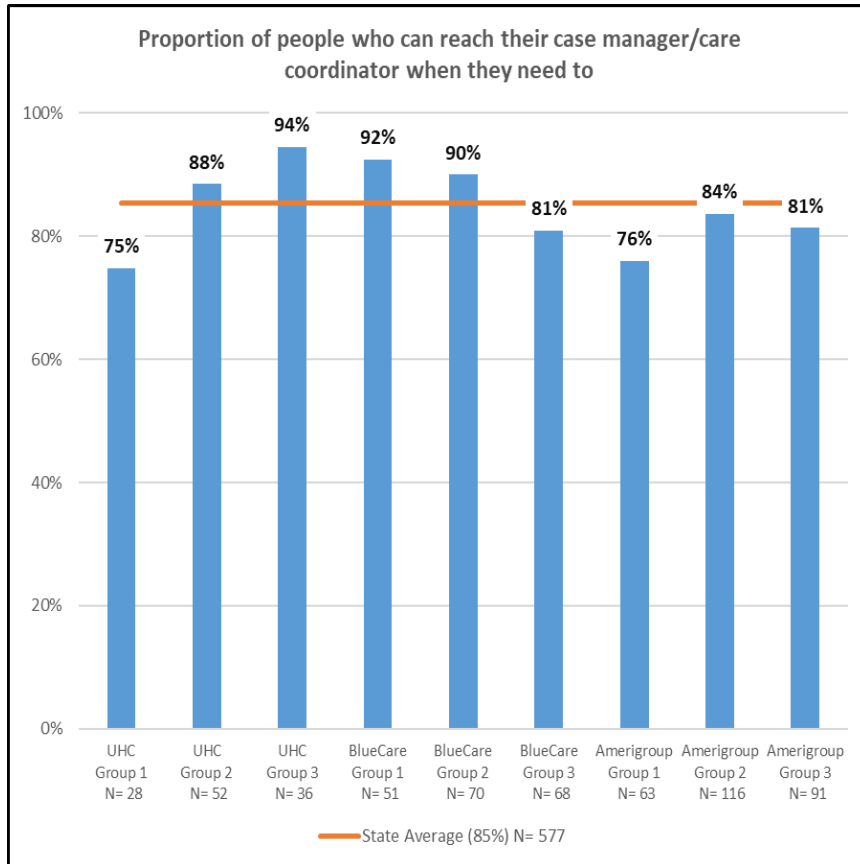
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)



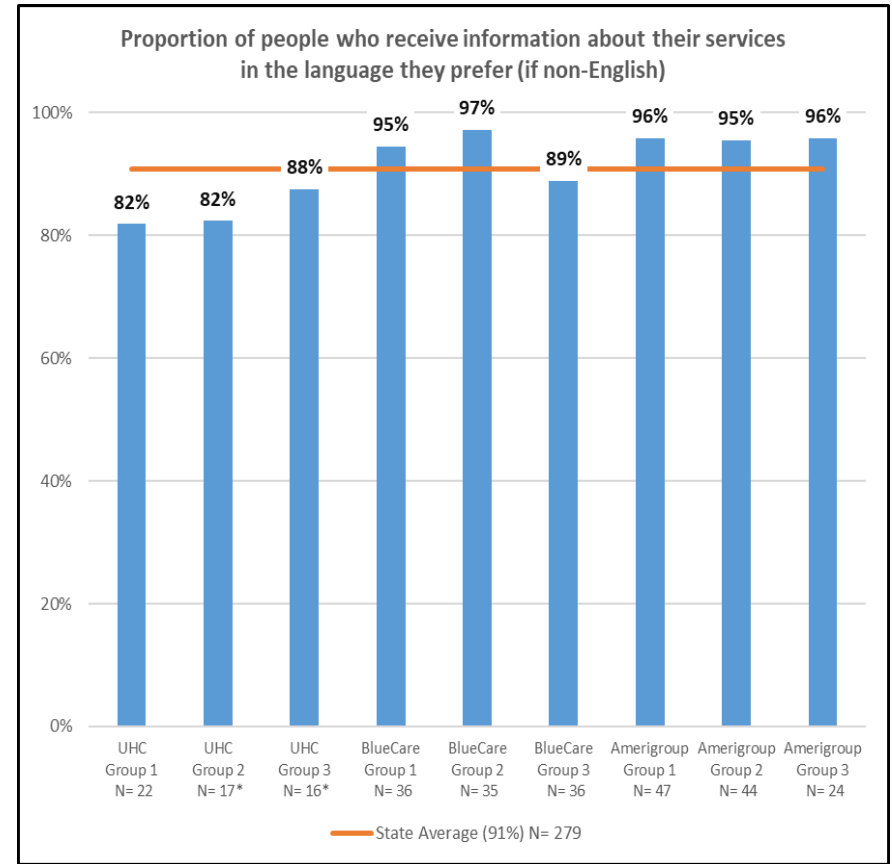
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up



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



Graph 24. Proportion of people who receive information about their services in the language they prefer (if non-English)²⁰



* Very small number of responses

²⁰ Item previously reported in the "Access" domain.

Care Coordination

Individuals are provided appropriate coordination of care.

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

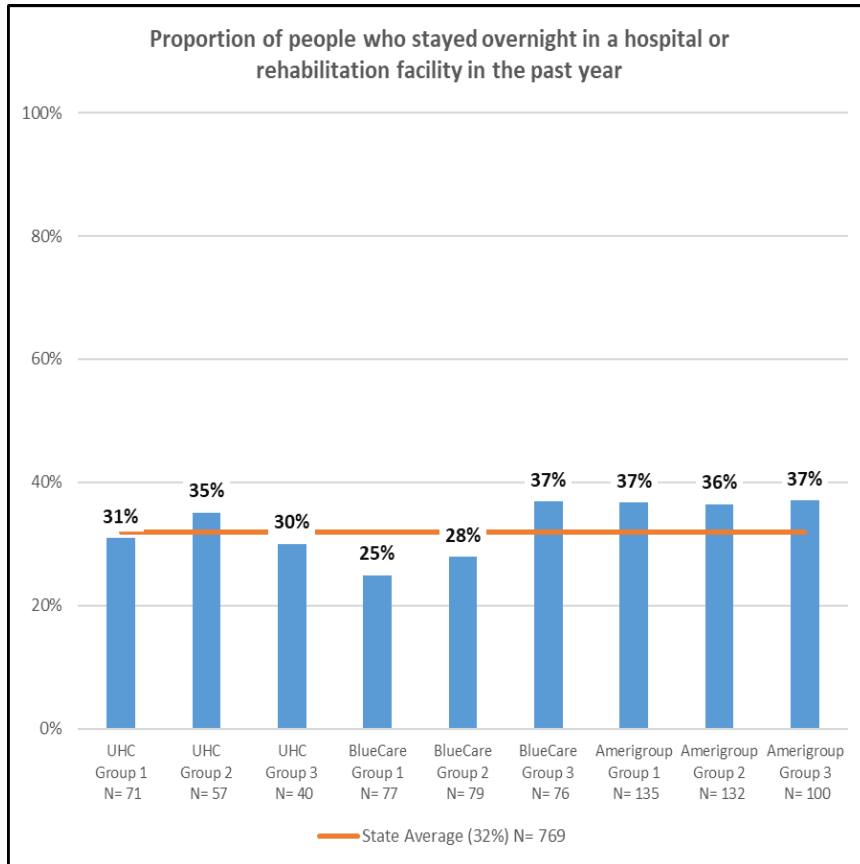
1. Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility.
2. Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility.
3. Proportion of people who know how to manage their chronic conditions.
4. Proportion of people who had someone work with them to reduce risk of falls²¹.

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

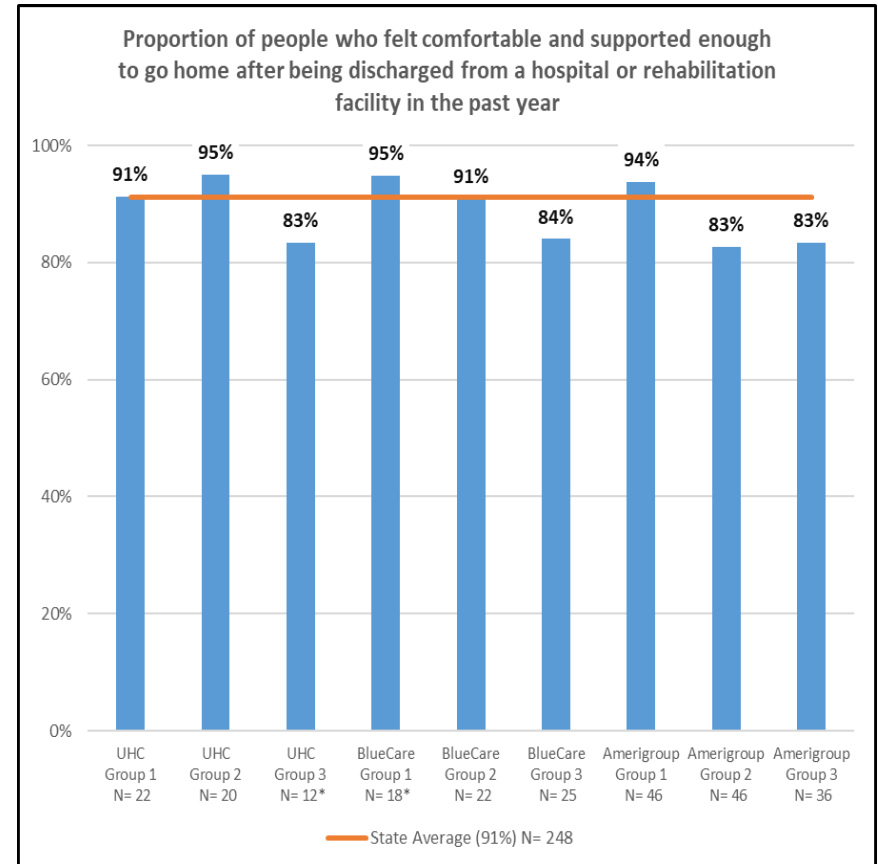
Un-collapsed data are shown in Appendix B.

²¹ Indicator previously reported in the “Safety” domain.

Graph 25. 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)

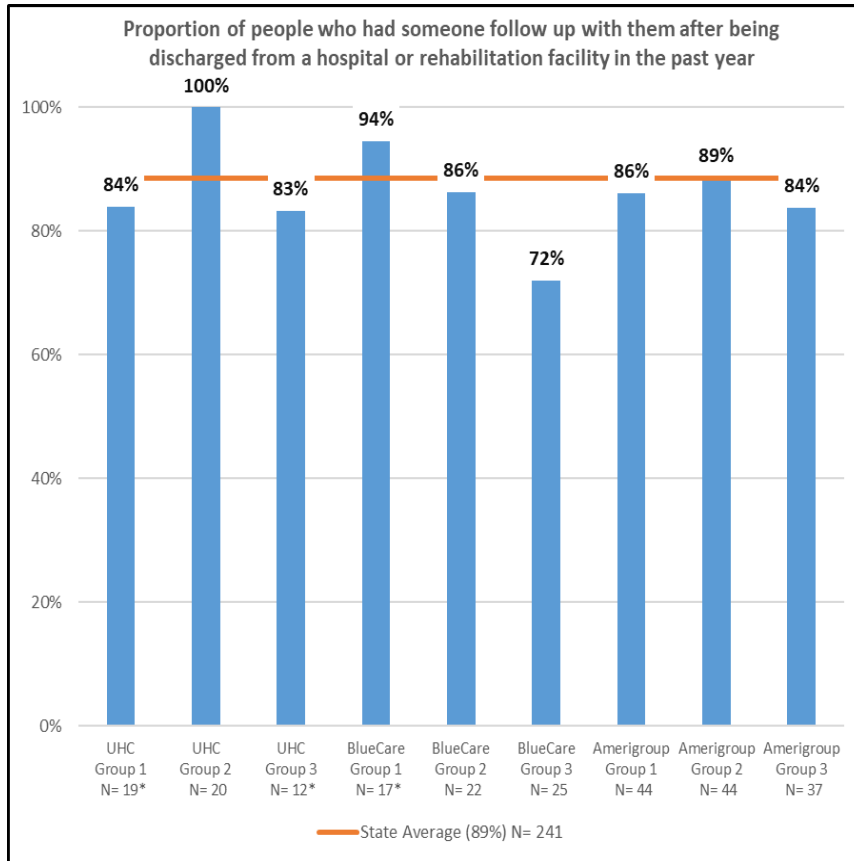


Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



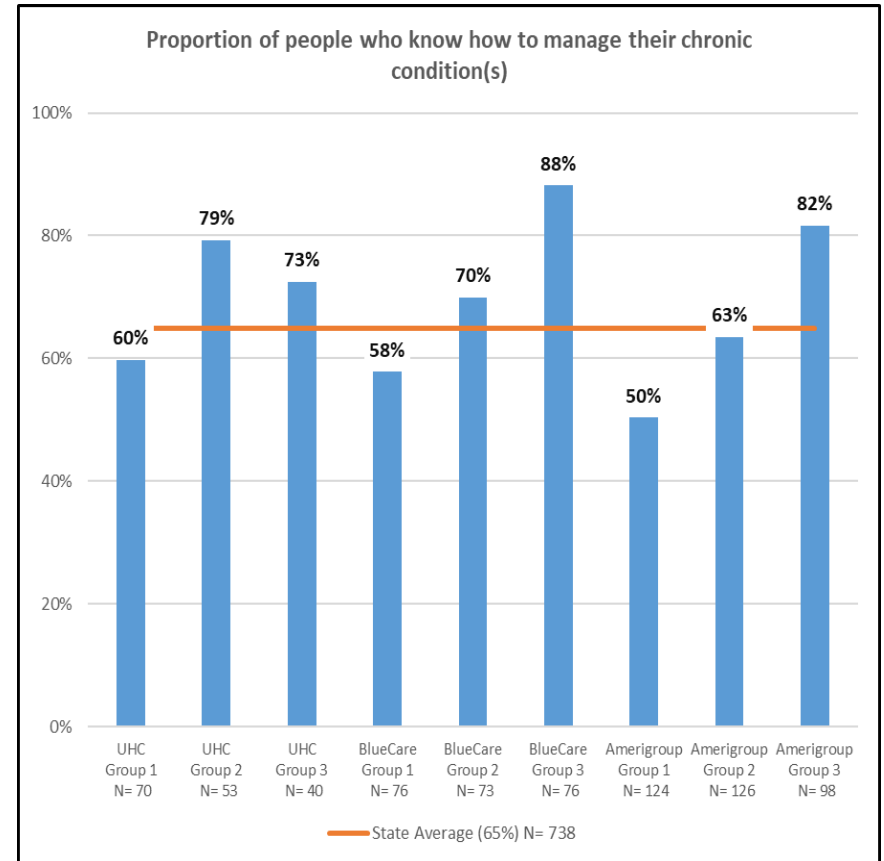
* Very small number of responses

Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

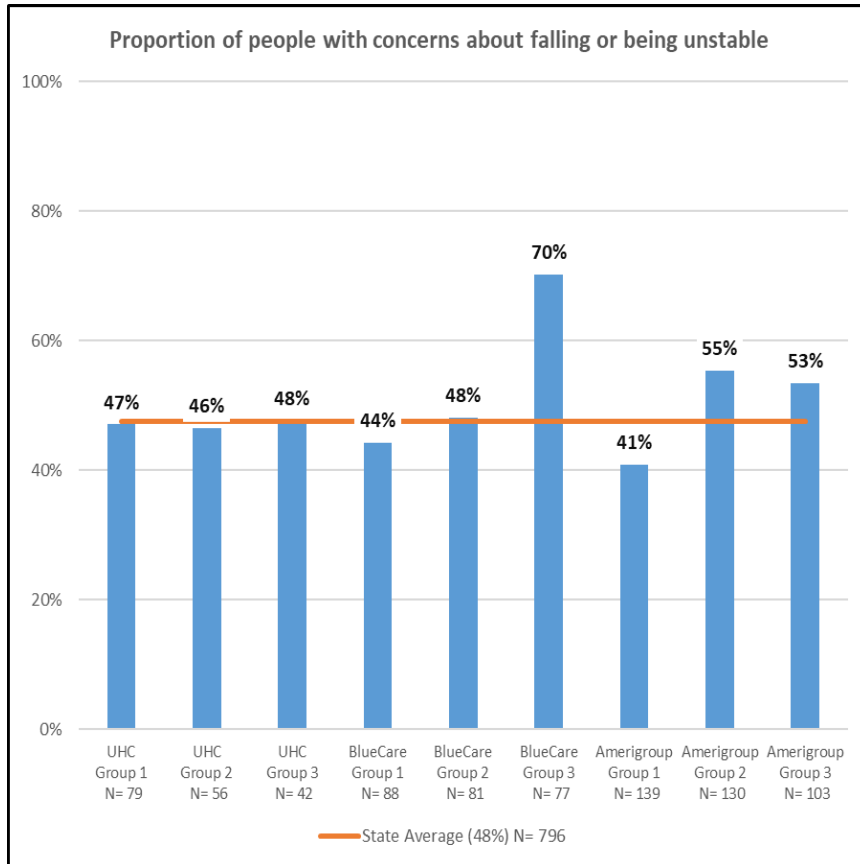


* Very small number of responses

Graph 28. Proportion of people who know how to manage their chronic condition(s)

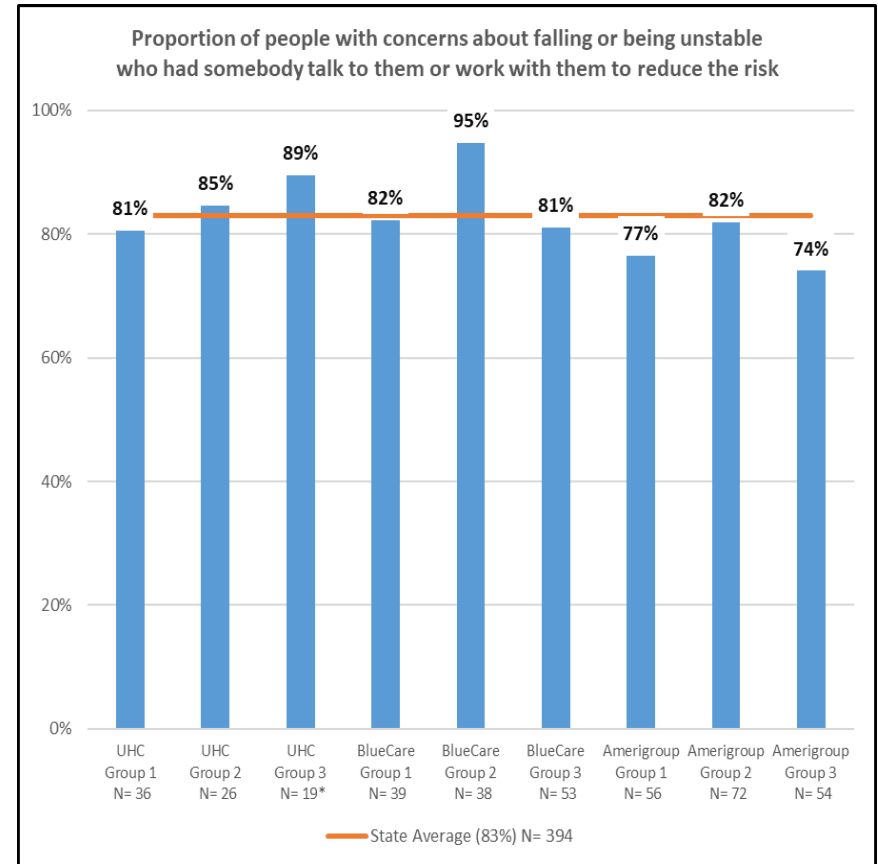


Graph 29. Proportion of people with concerns about falling or being unstable²²



²² Item previously reported in the “Safety” domain.

Graph 30. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk²³



* Very small number of responses

²³ Item previously reported in the “Safety” domain.

Access to Community²⁴

Publicly funded services facilitate individuals' access to community.

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

1. Proportion of people who have adequate transportation²⁵.

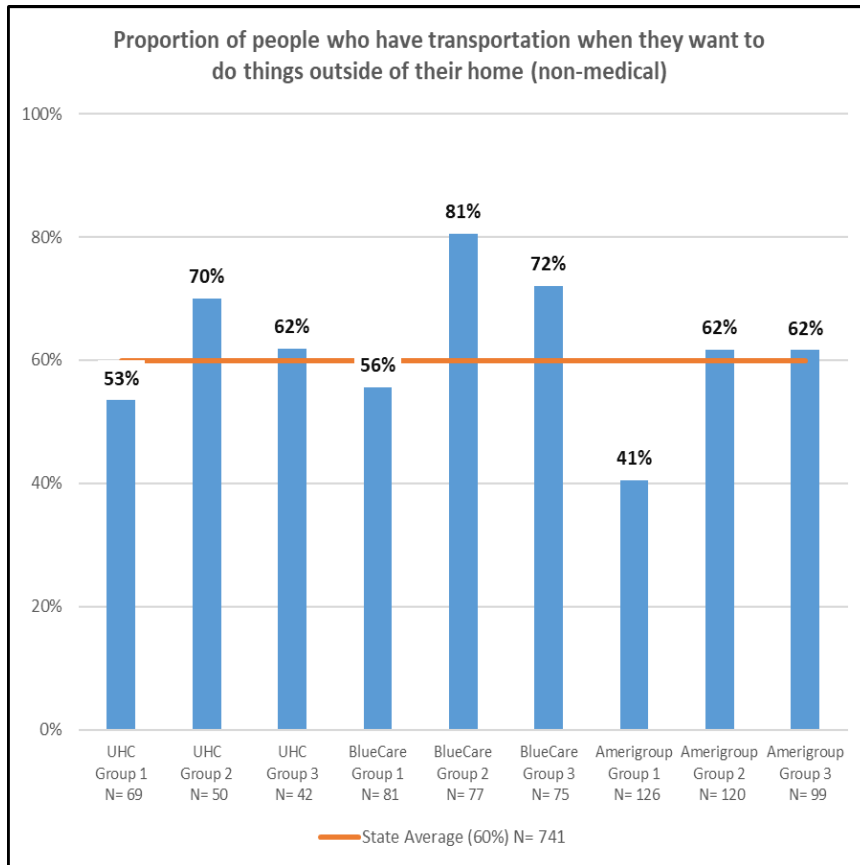
There are two survey items that correspond to the Access to Community domain.

Un-collapsed data are shown in Appendix B.

²⁴ New domain in 2018-2019.

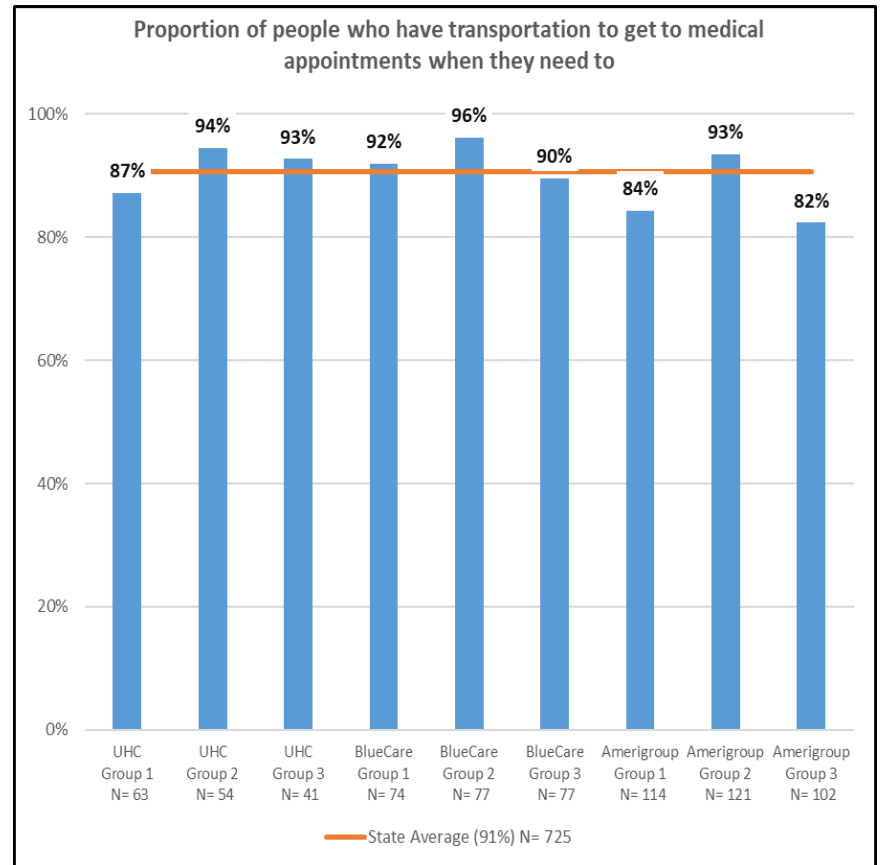
²⁵ Indicator previously reported in the "Access" domain.

Graph 31. Proportion of people who have transportation when they want to do things outside of their home (non-medical)²⁶



²⁶ Item previously reported in the “Access” domain.

Graph 32. Proportion of people who have transportation to get to medical appointments when they need to²⁷



²⁷ Item previously reported in the “Access” domain.

Access to Needed Equipment²⁸

People have access to needed home modifications and assistive equipment.

There is one Access to Needed Equipment indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who get needed home modifications, equipment, and assistive devices²⁹.

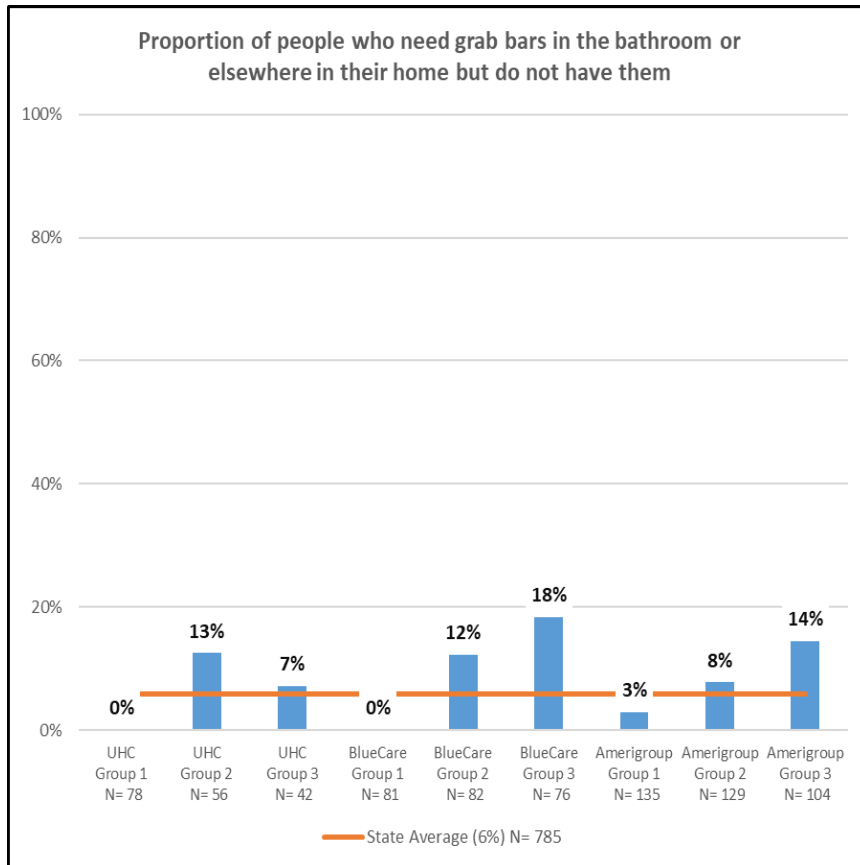
There are two survey items that correspond to the Access to Needed Equipment domain.

Un-collapsed data are shown in Appendix B.

²⁸ New domain in 2018-2019.

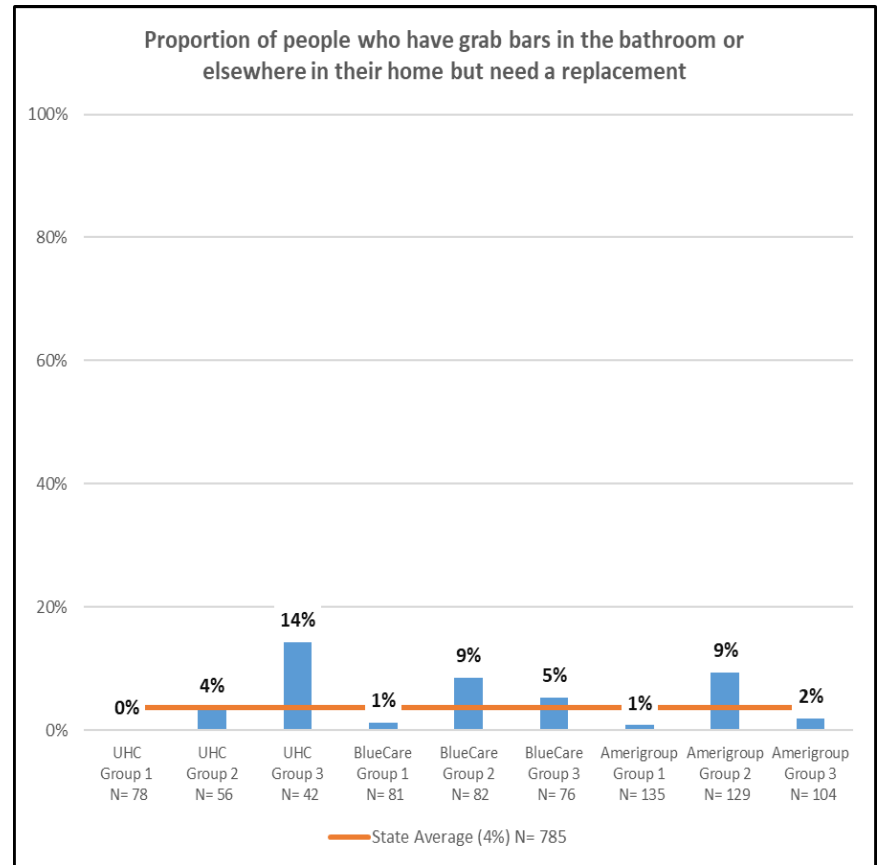
²⁹ Indicator previously reported in the “Access” domain.

Graph 33. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them³⁰



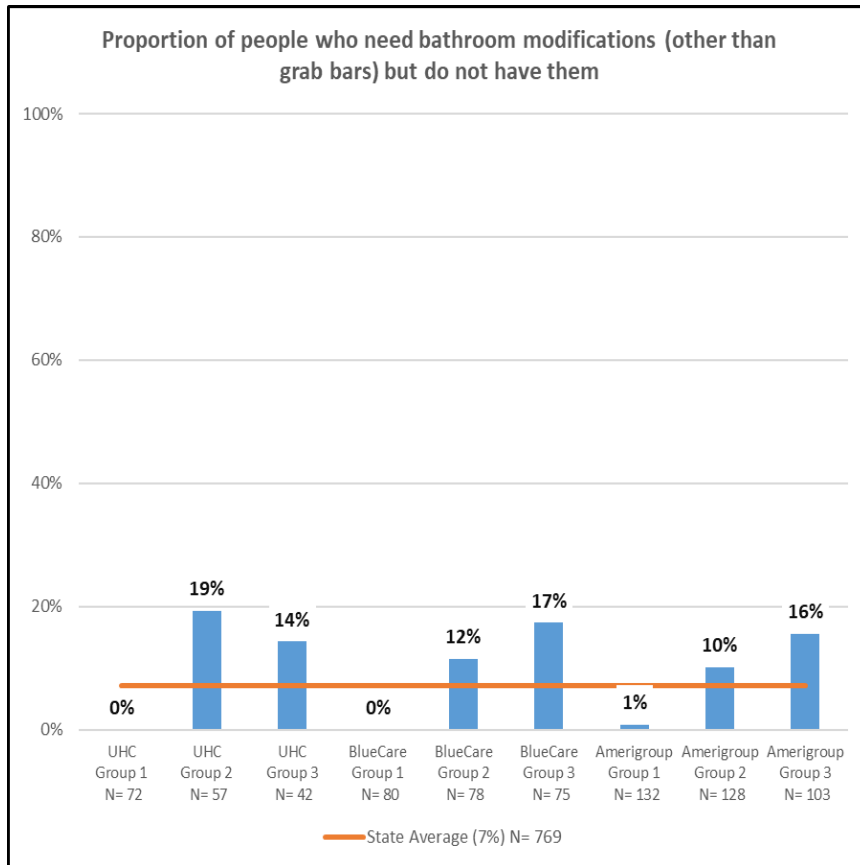
³⁰ Item previously reported in the “Access” domain.

Graph 34. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement³¹

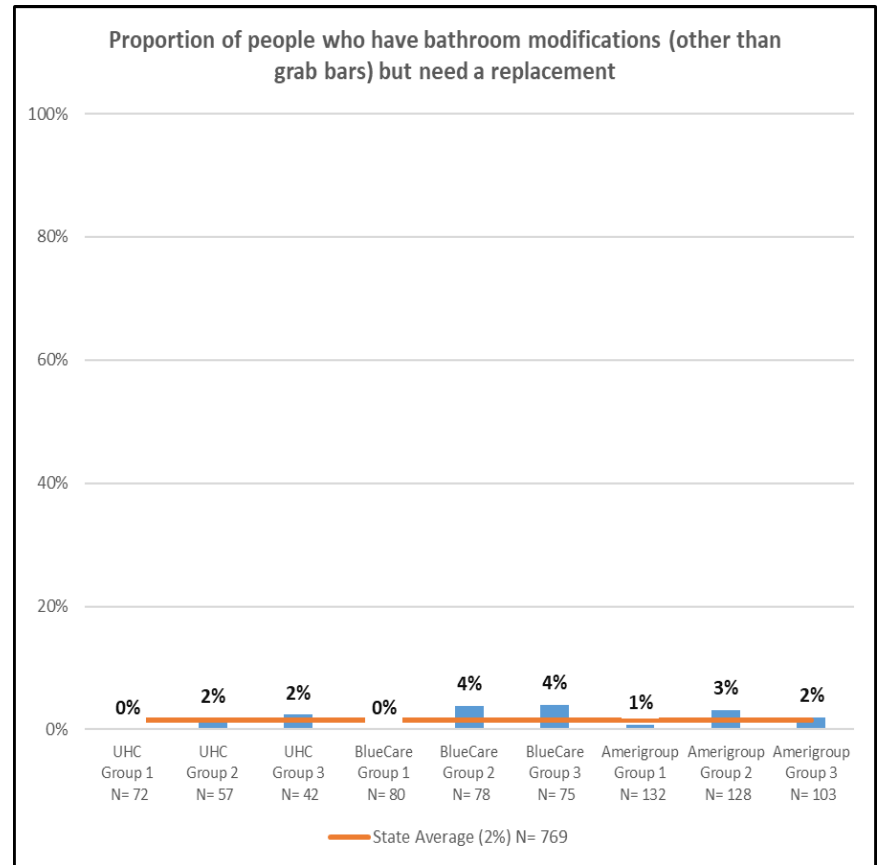


³¹ Item previously reported in the “Access” domain.

Graph 35. Proportion of people who need bathroom modifications (other than grab bars) but do not have them³²



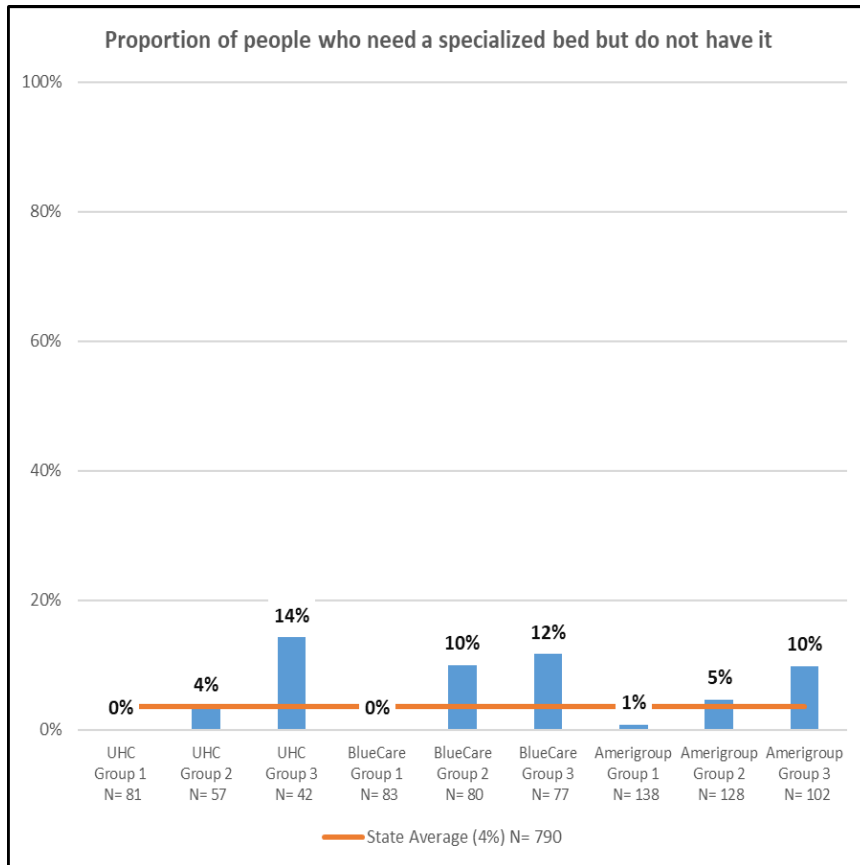
Graph 36. Proportion of people who have bathroom modifications (other than grab bars) but need a replacement³³



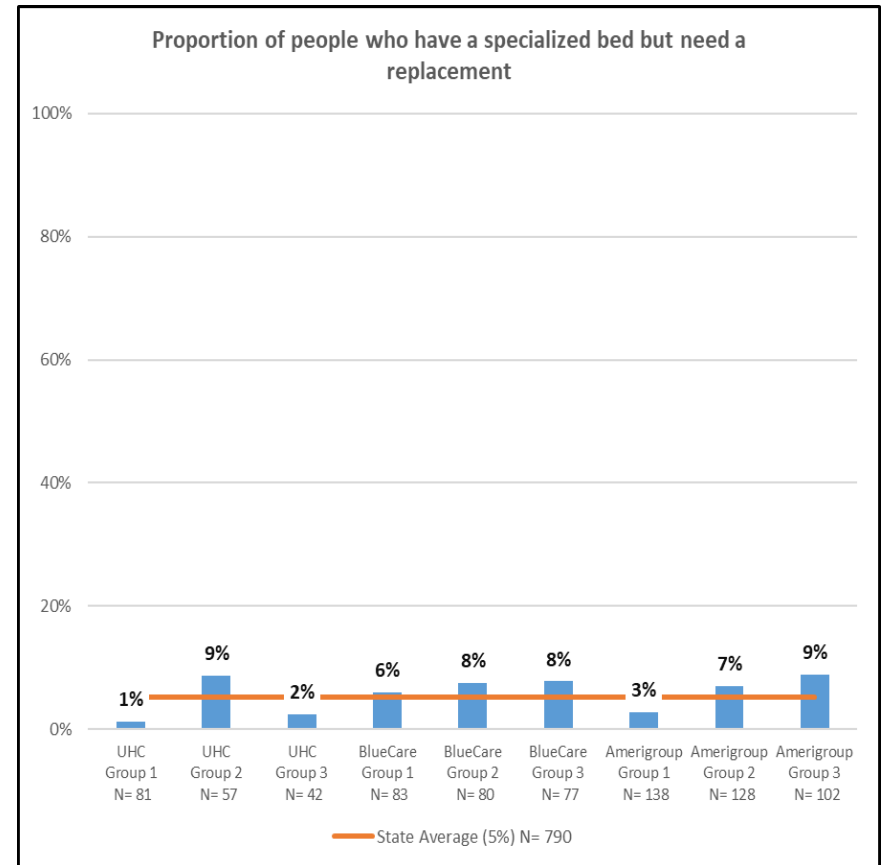
³² Item previously reported in the "Access" domain.

³³ Item previously reported in the "Access" domain.

Graph 37. Proportion of people who need a specialized bed but do not have it³⁴



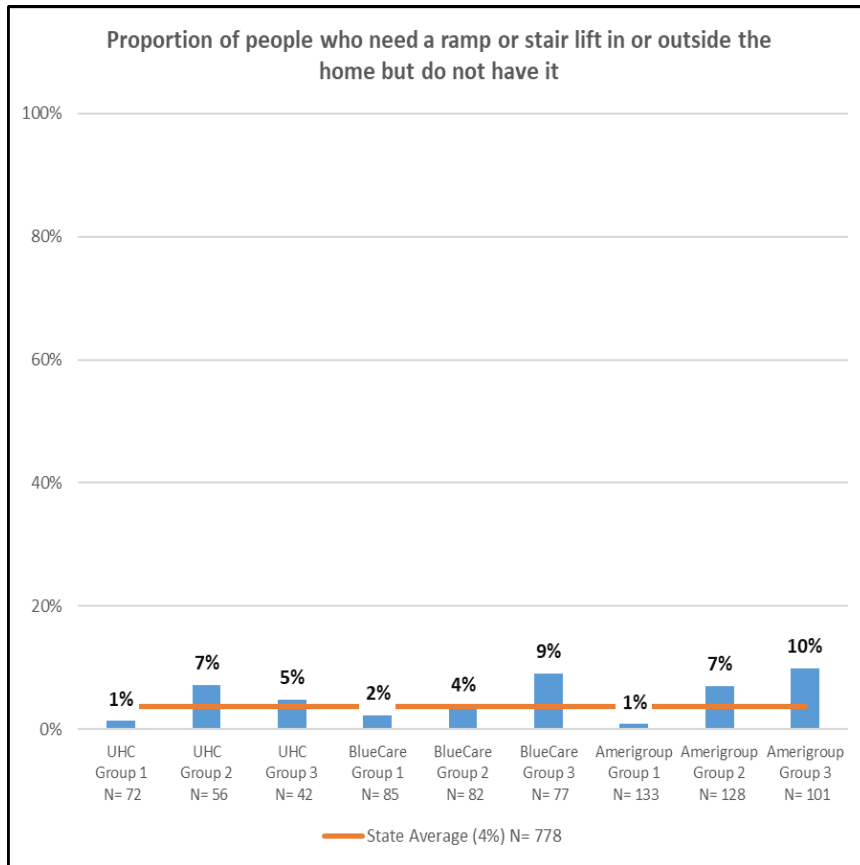
Graph 38. Proportion of people who have a specialized bed but need a replacement³⁵



³⁴ Item previously reported in the "Access" domain.

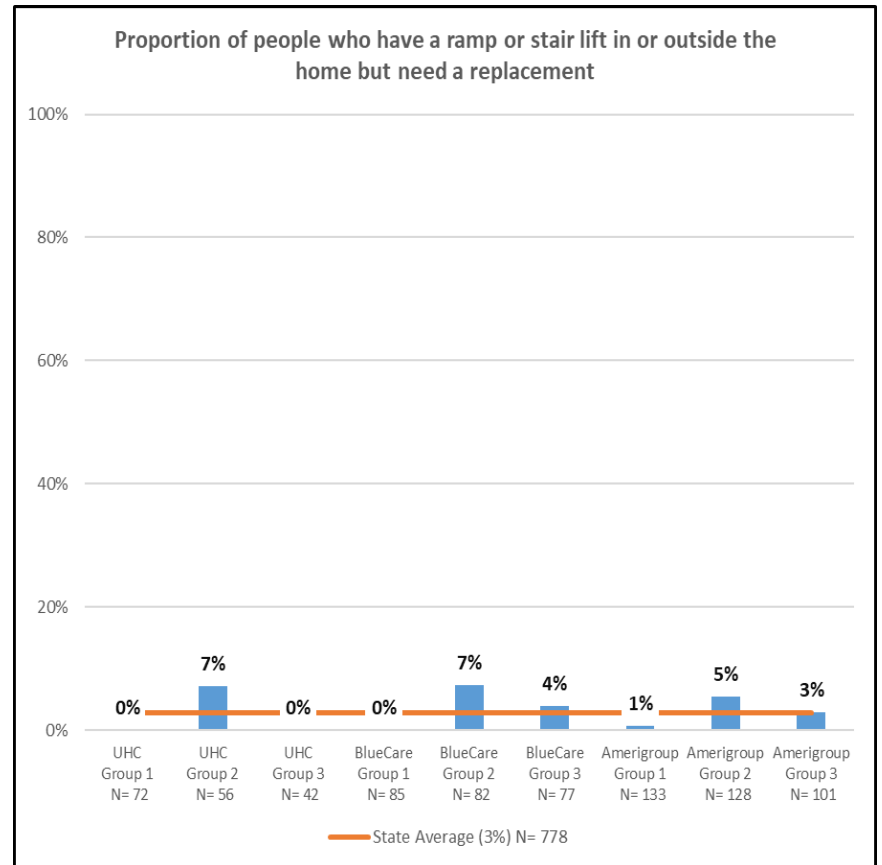
³⁵ Item previously reported in the "Access" domain.

Graph 39. Proportion of people who need a ramp or stair lift in or outside the home but do not have it³⁶



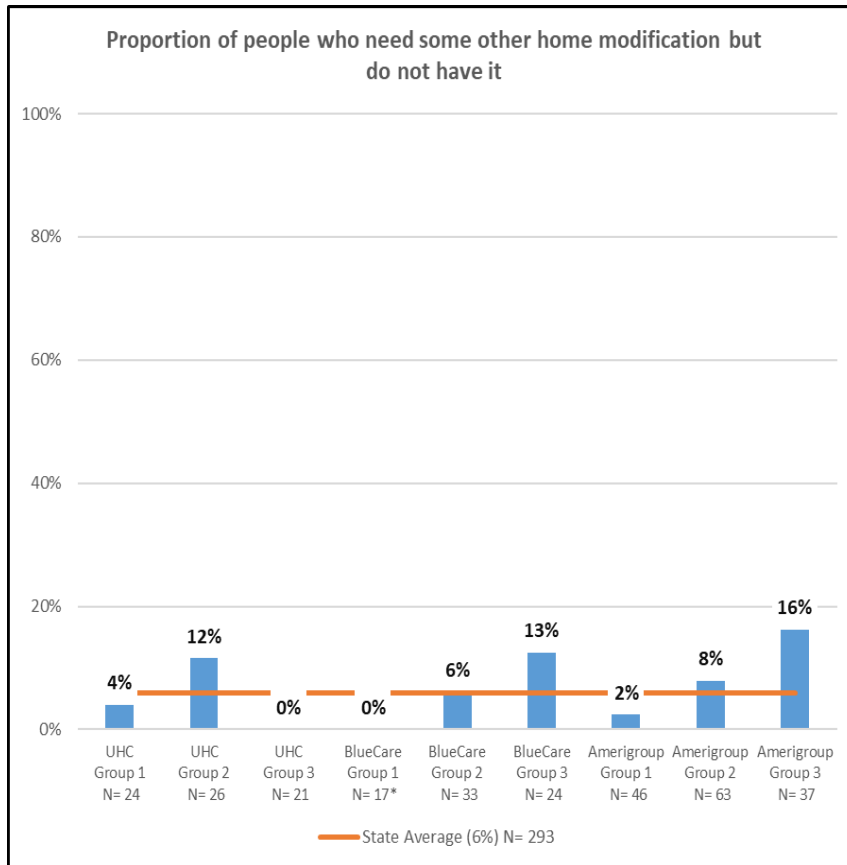
³⁶ Item previously reported in the “Access” domain.

Graph 40. Proportion of people who have a ramp or stair lift in or outside the home but need a replacement³⁷



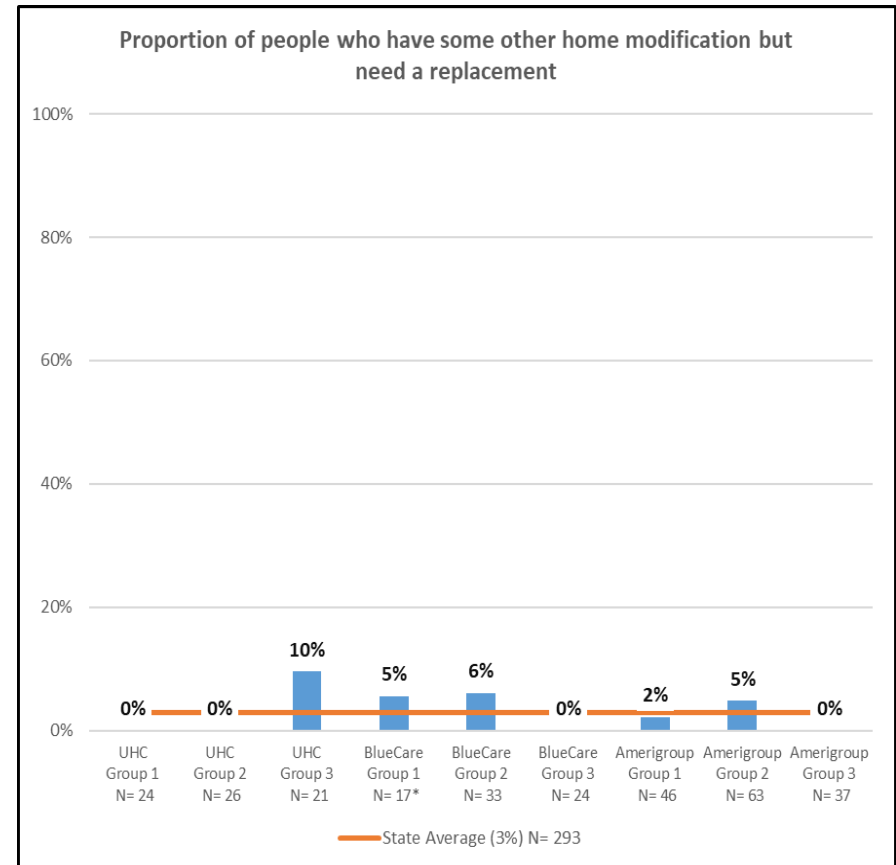
³⁷ Item previously reported in the “Access” domain.

Graph 41. Proportion of people who need some other home modification but do not have it³⁸



* Very small number of responses

Graph 42. Proportion of people who have some other home modification but need a replacement³⁹

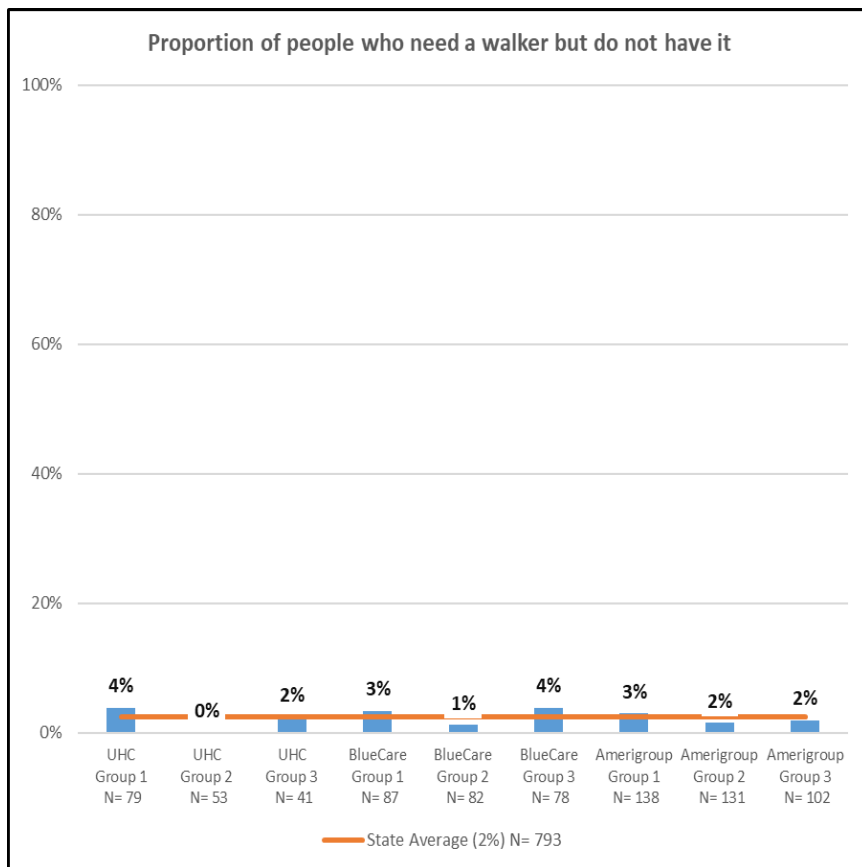


* Very small number of responses

³⁸ Item previously reported in the "Access" domain.

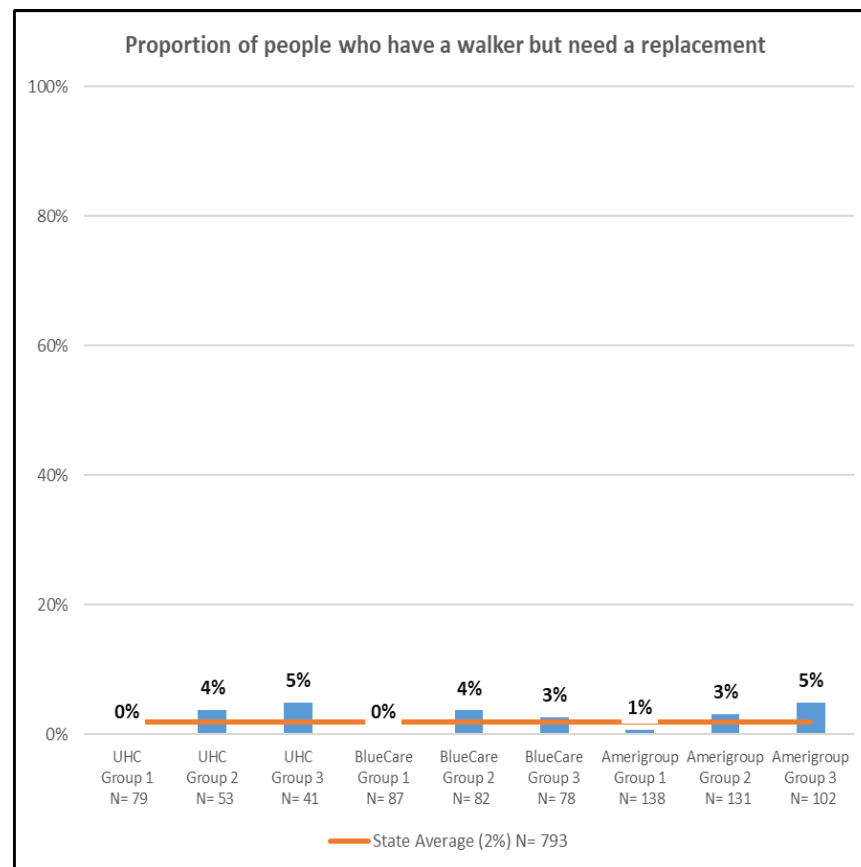
³⁹ Item previously reported in the "Access" domain.

Graph 43. Proportion of people who need a walker but do not have it⁴⁰



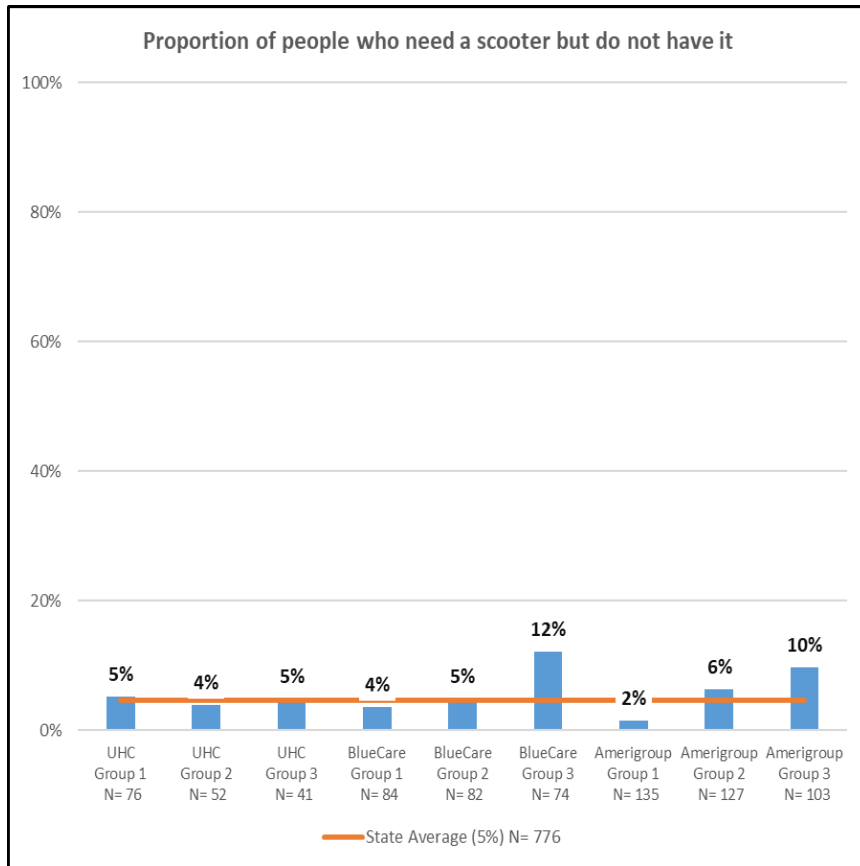
⁴⁰ Item previously reported in the "Access" domain.

Graph 44. Proportion of people who have a walker but need a replacement⁴¹

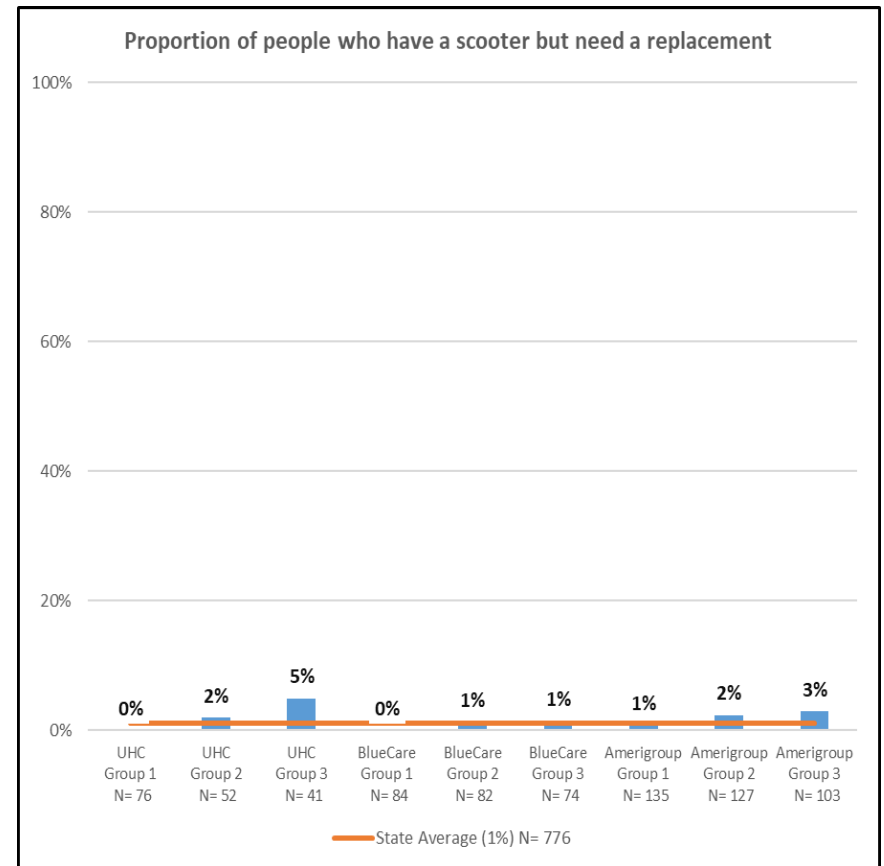


⁴¹ Item previously reported in the "Access" domain.

Graph 45. Proportion of people who need a scooter but do not have it⁴²



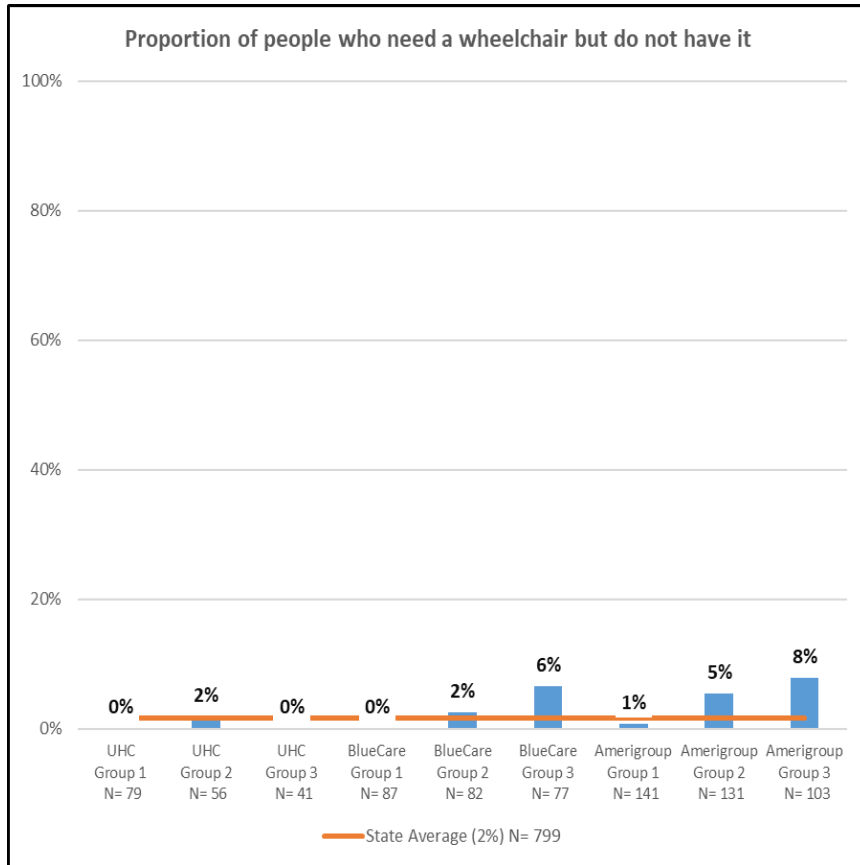
Graph 46. Proportion of people who have a scooter but need a replacement⁴³



⁴² Item previously reported in the "Access" domain.

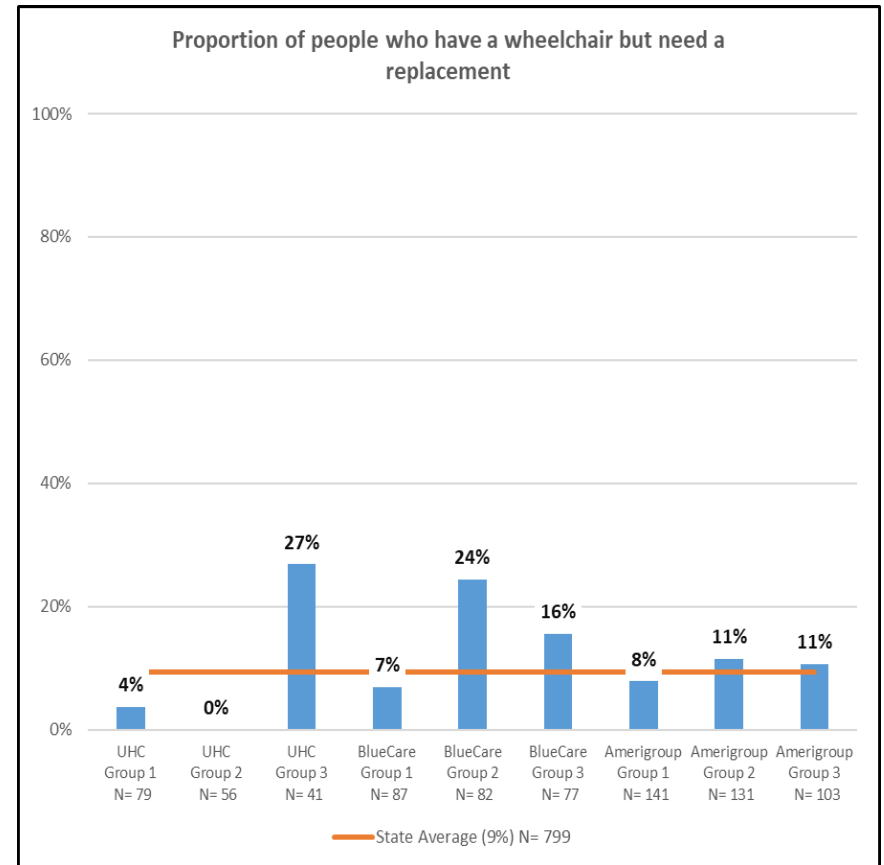
⁴³ Item previously reported in the "Access" domain.

Graph 47. Proportion of people who need a wheelchair but do not have it⁴⁴



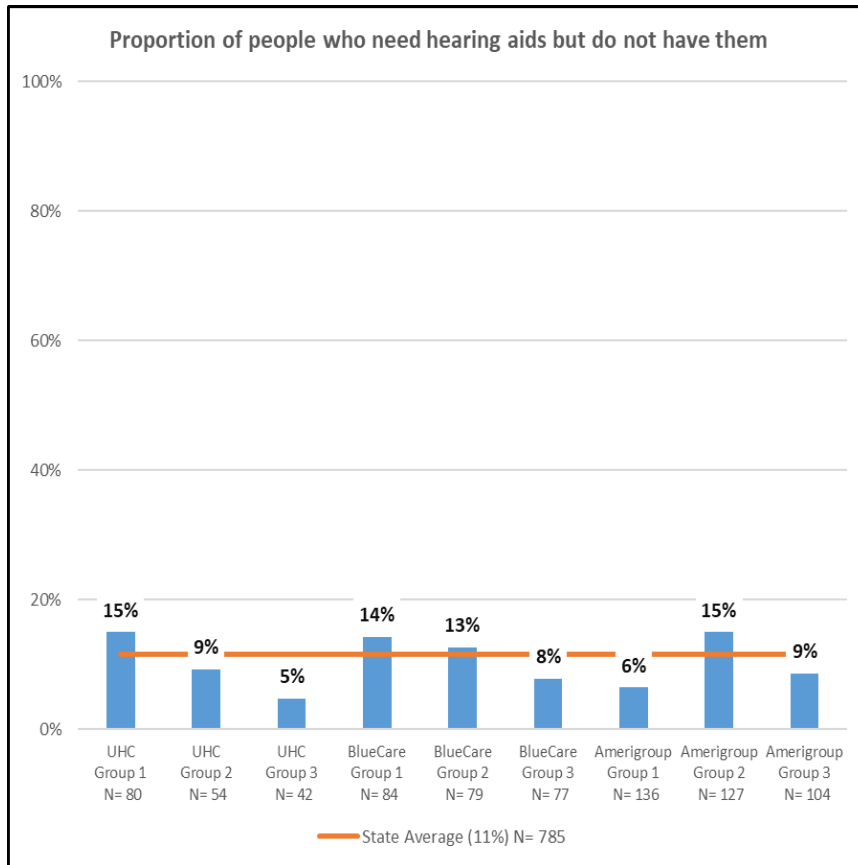
⁴⁴ Item previously reported in the “Access” domain.

Graph 48. Proportion of people who have a wheelchair but need a replacement⁴⁵

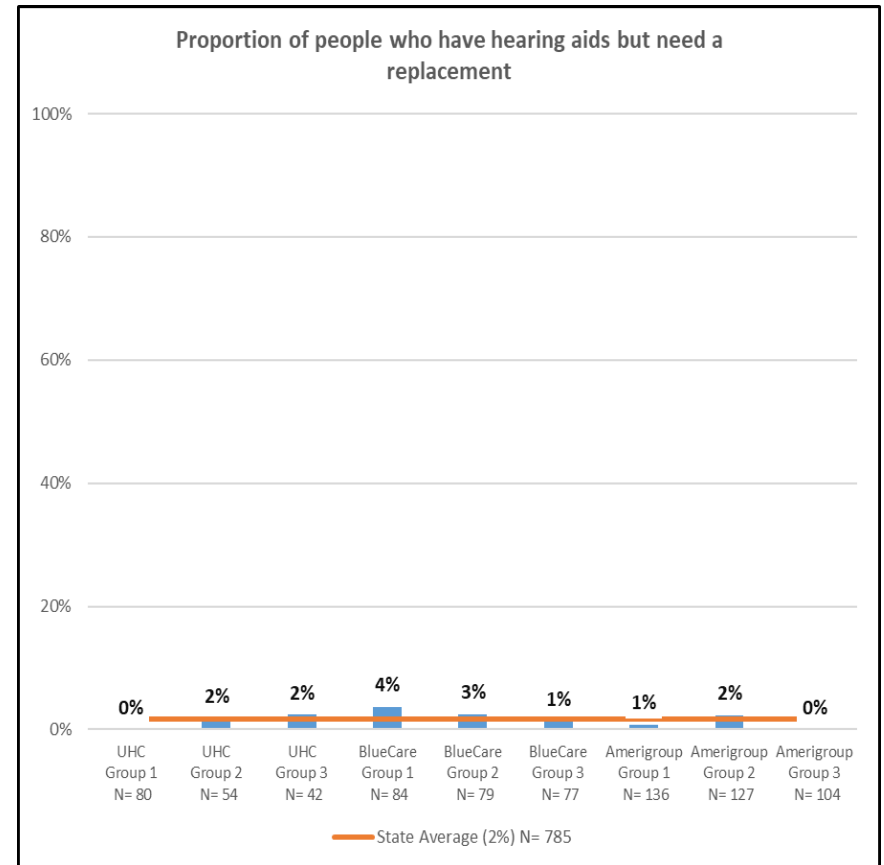


⁴⁵ Item previously reported in the “Access” domain.

Graph 49. Proportion of people who need hearing aids but do not have them⁴⁶



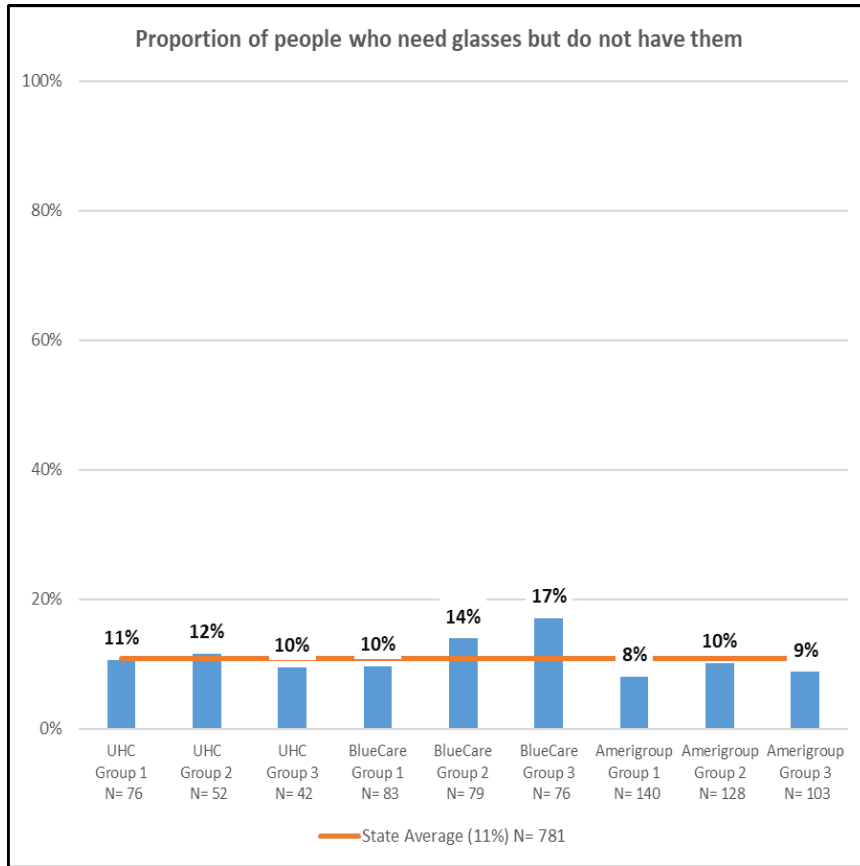
Graph 50. Proportion of people who have hearing aids but need a replacement⁴⁷



⁴⁶ Item previously reported in the "Access" domain.

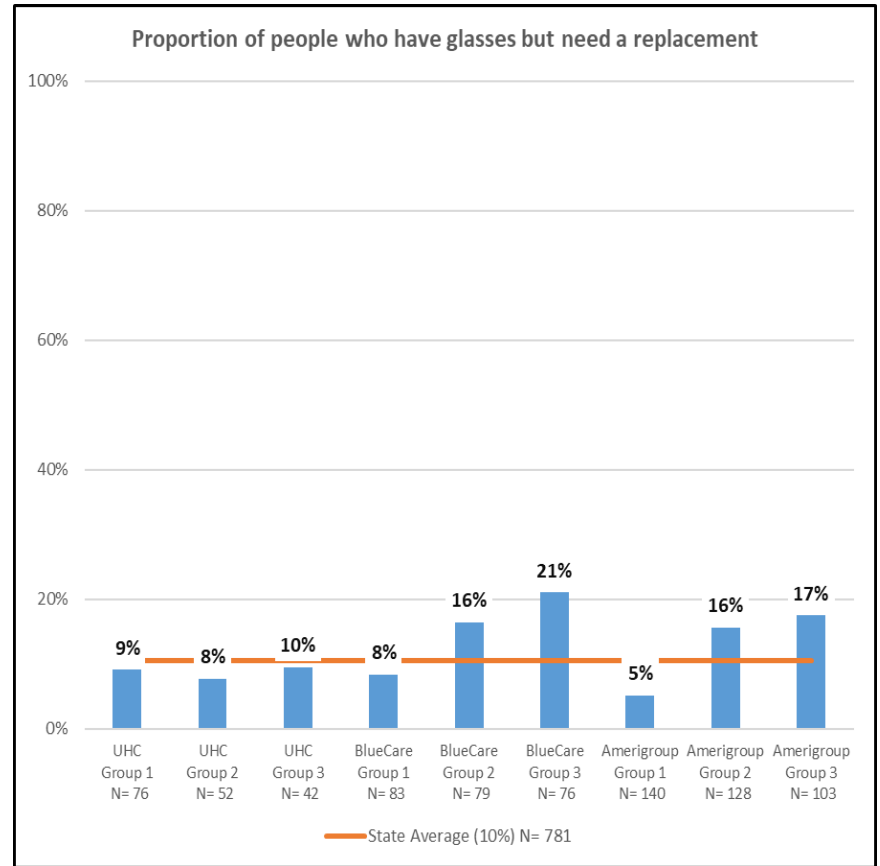
⁴⁷ Item previously reported in the "Access" domain.

Graph 51. Proportion of people who need glasses but do not have them⁴⁸



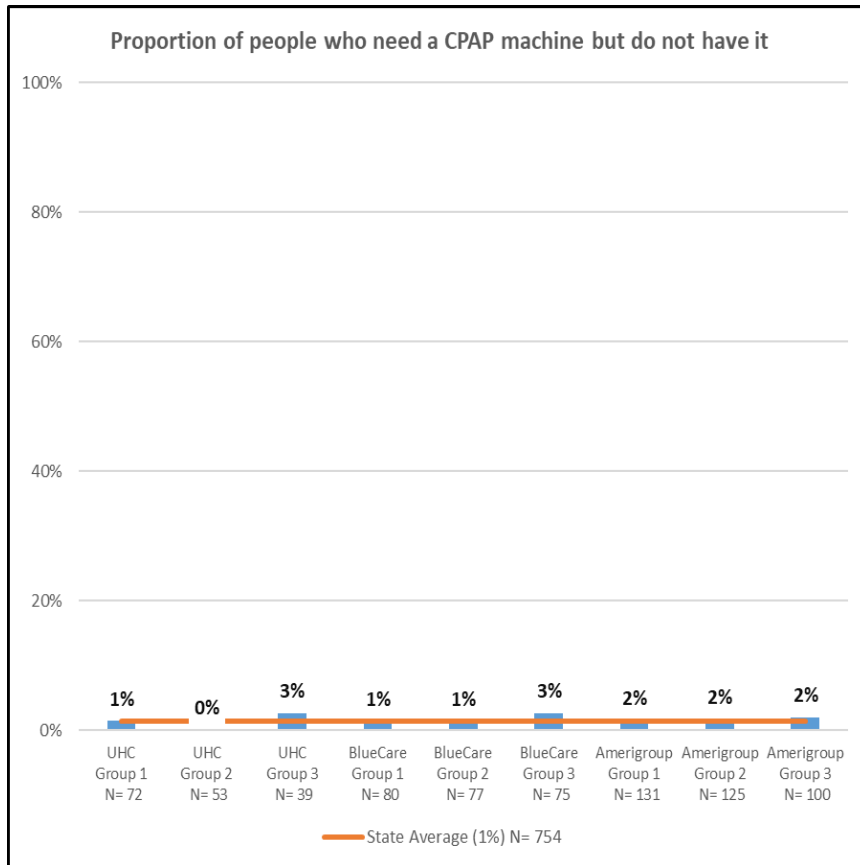
⁴⁸ Item previously reported in the "Access" domain.

Graph 52. Proportion of people who have glasses but need a replacement⁴⁹



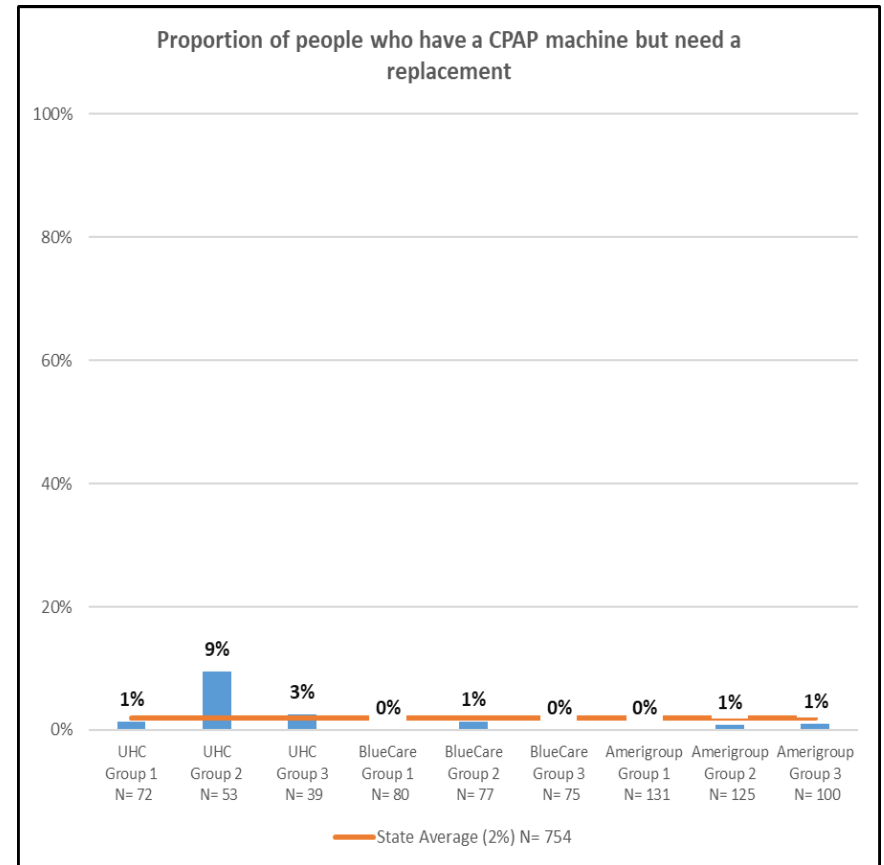
⁴⁹ Item previously reported in the "Access" domain.

Graph 53. Proportion of people who need a CPAP machine but do not have it⁵⁰



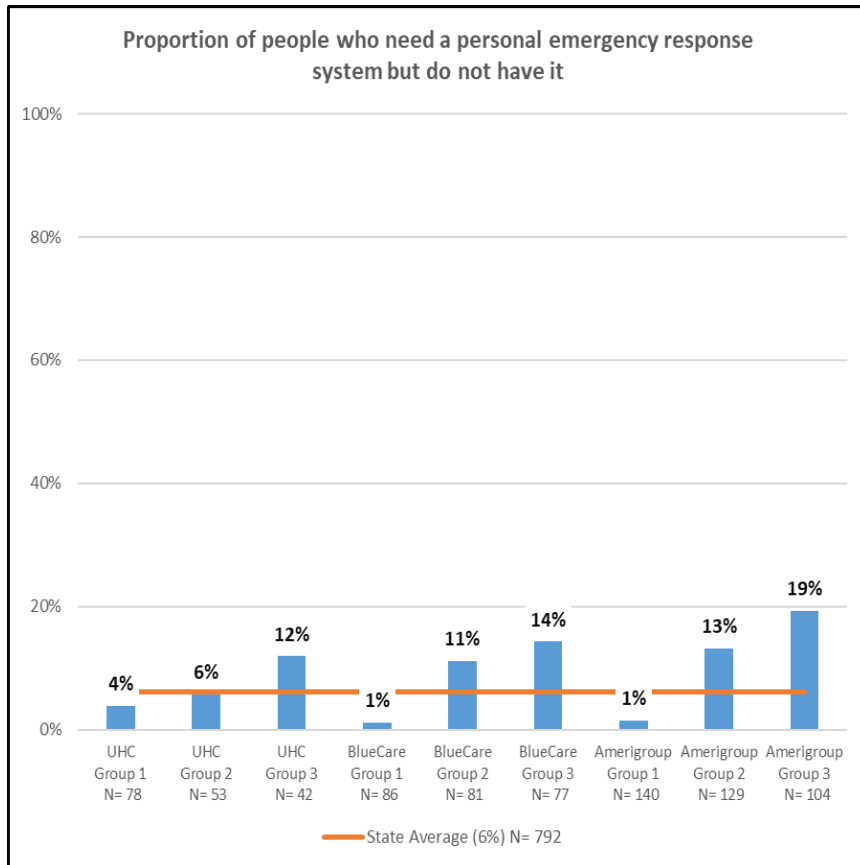
⁵⁰ Item previously reported in the "Access" domain.

Graph 54. Proportion of people who have a CPAP machine but need a replacement⁵¹

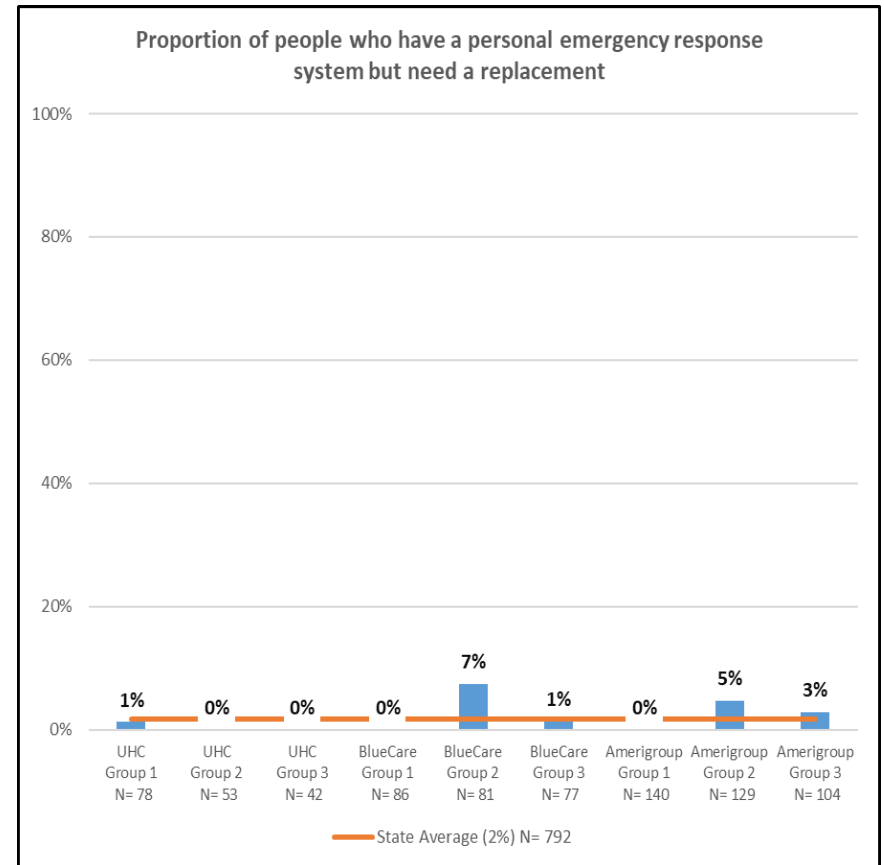


⁵¹ Item previously reported in the "Access" domain.

Graph 55. Proportion of people who need a personal emergency response system but do not have it⁵²



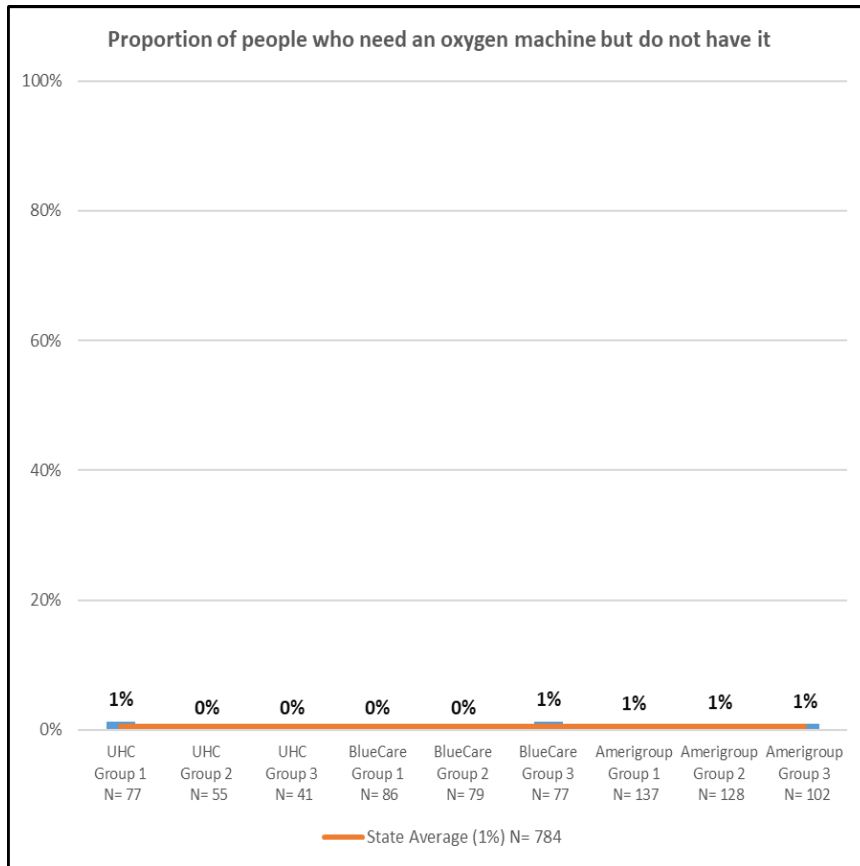
Graph 56. Proportion of people who have a personal emergency response system but need a replacement⁵³



⁵² Item previously reported in the "Access" domain.

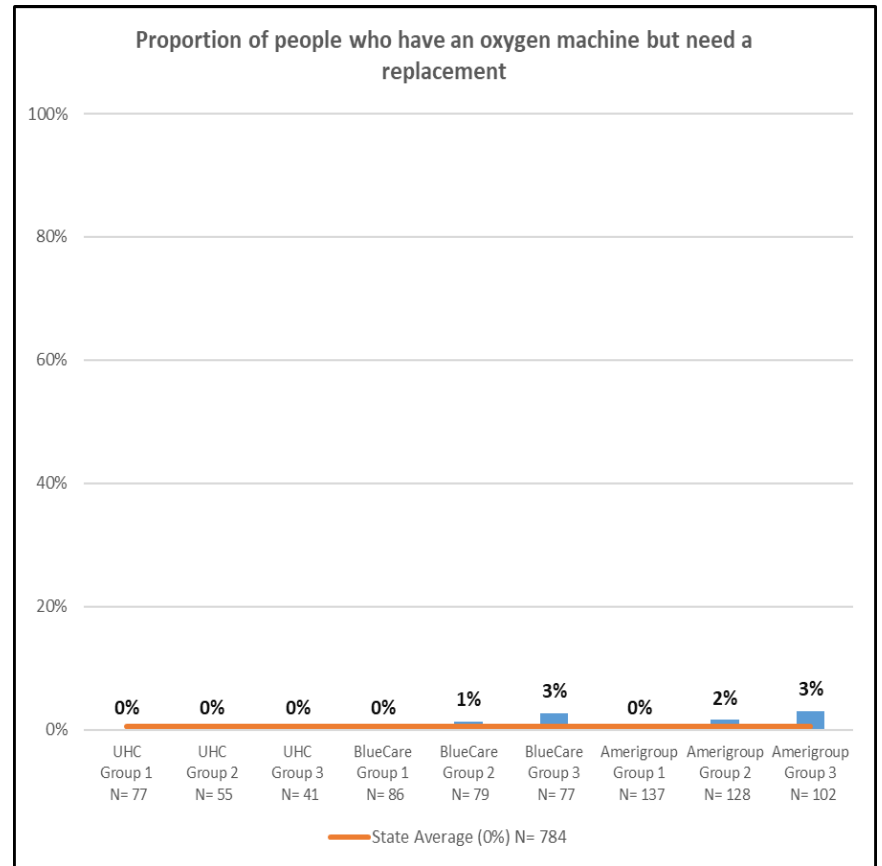
⁵³ Item previously reported in the "Access" domain.

Graph 57. Proportion of people who need an oxygen machine but do not have it⁵⁴



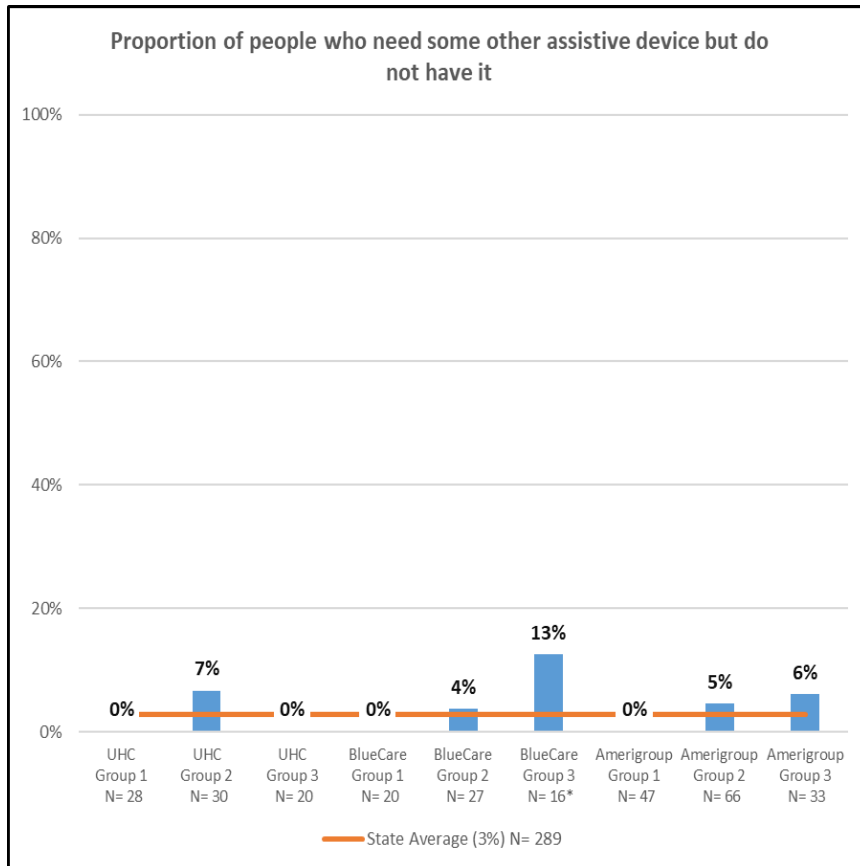
⁵⁴ New item added in 2018-2019.

Graph 58. Proportion of people who have an oxygen machine but need a replacement⁵⁵



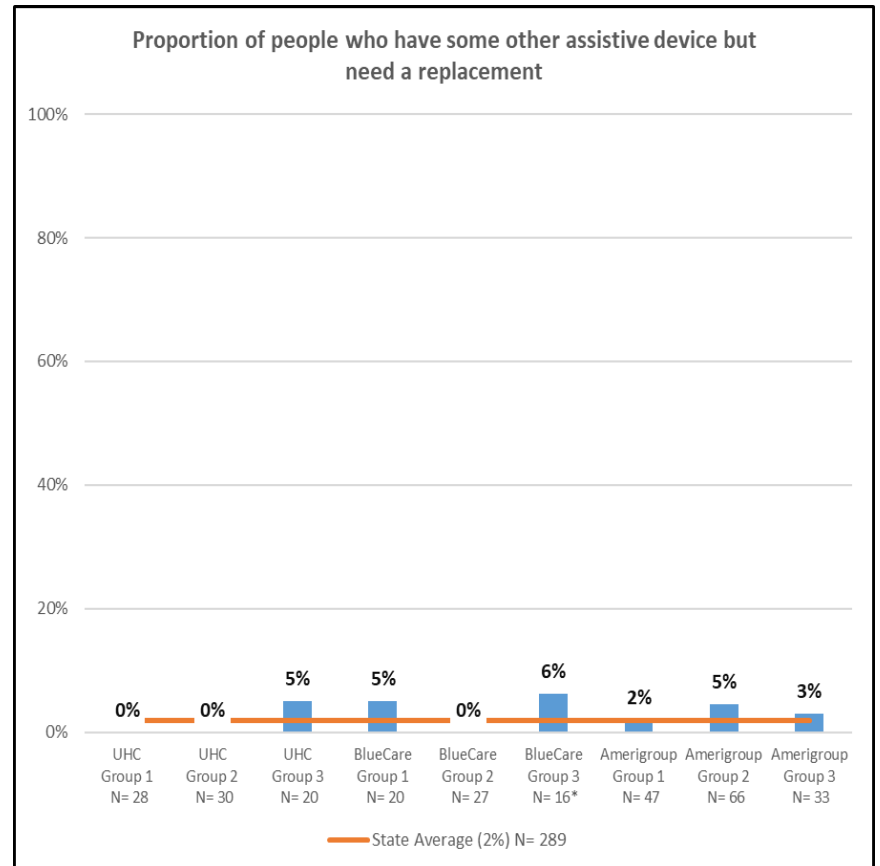
⁵⁵ New item added in 2018-2019.

Graph 59. Proportion of people who need some other assistive device but do not have it⁵⁶



* Very small number of responses

Graph 60. Proportion of people who have some other assistive device but need a replacement⁵⁷



* Very small number of responses

⁵⁶ Item previously reported in the "Access" domain.

⁵⁷ Item previously reported in the "Access" domain.

Safety

People feel safe from abuse, neglect, and injury.

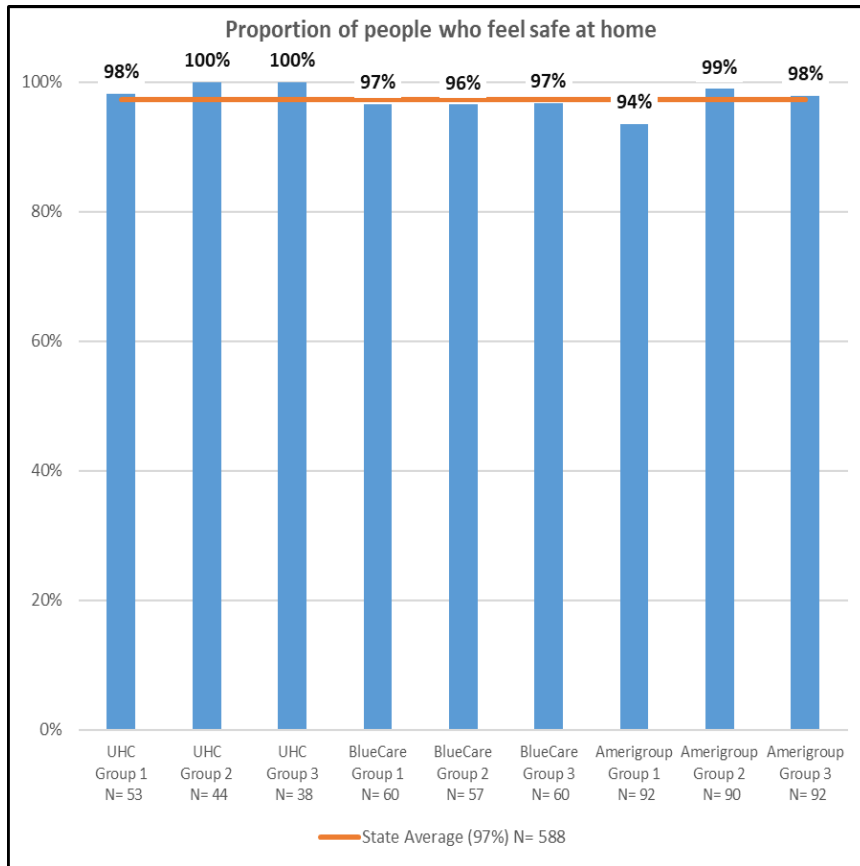
There are four Safety indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel safe at home.
2. Proportion of people who feel safe around their paid support staff.
3. Proportion of people who feel that their belongings are safe.
4. Proportion of people who are able to get to safety quickly in case of an emergency.

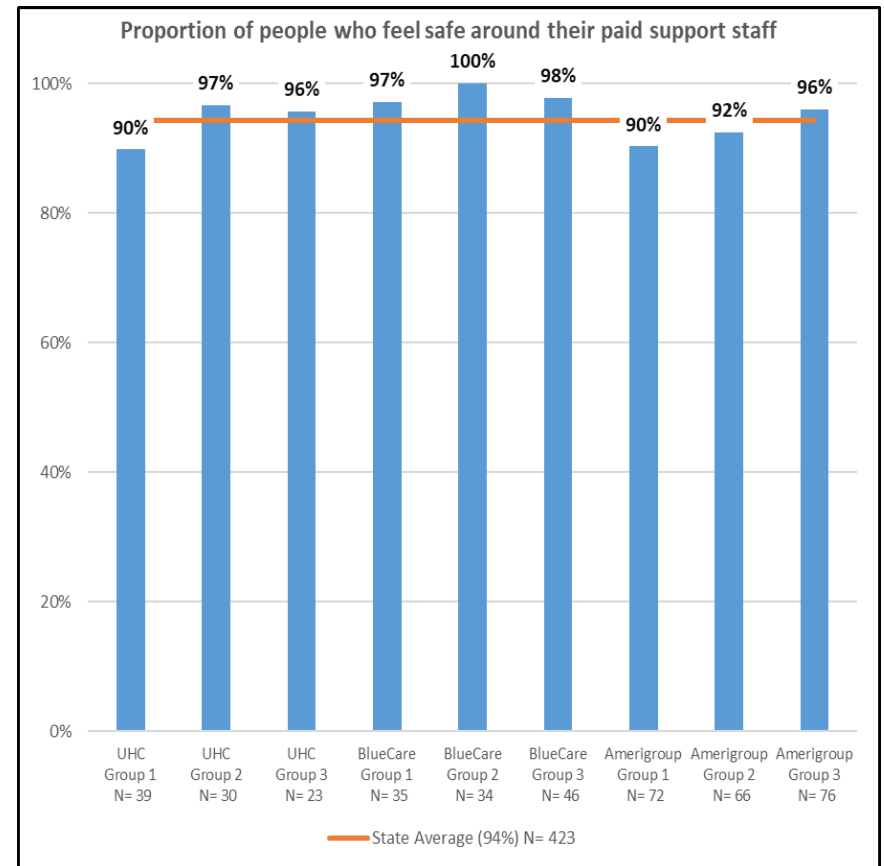
There are five survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

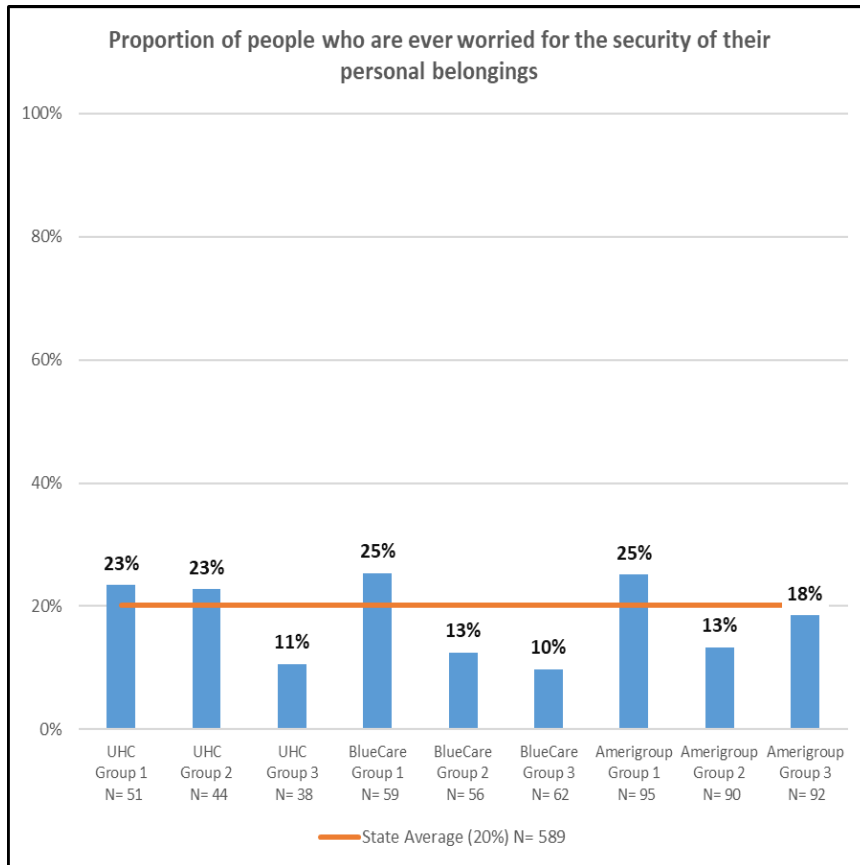
Graph 61. Proportion of people who feel safe at home



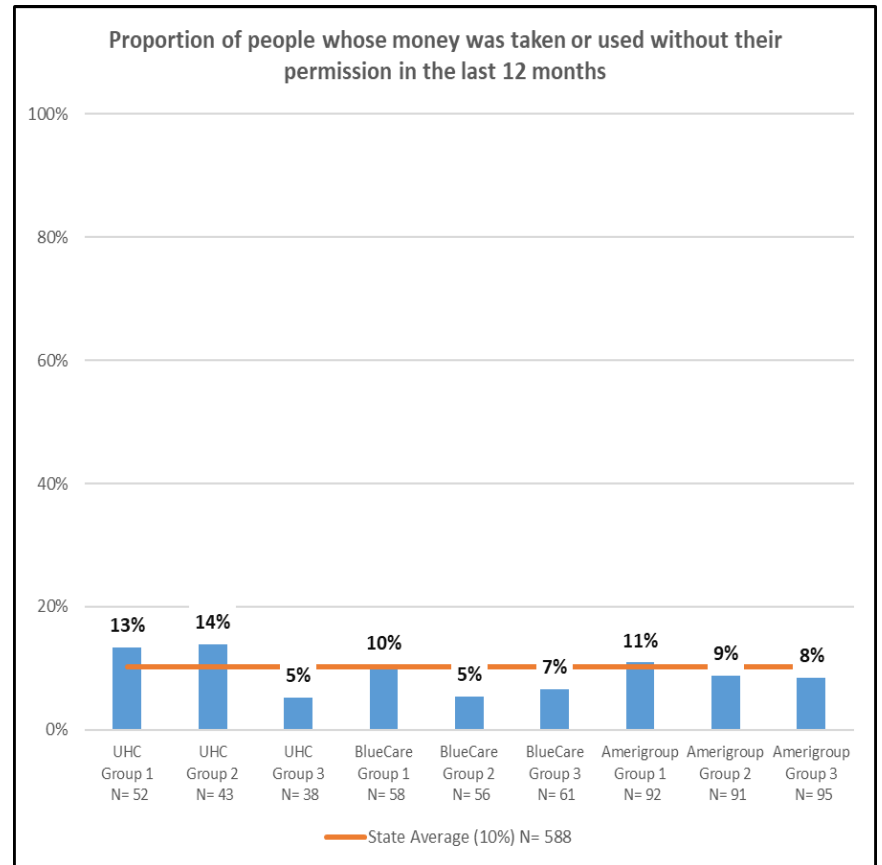
Graph 62. Proportion of people who feel safe around their paid support staff



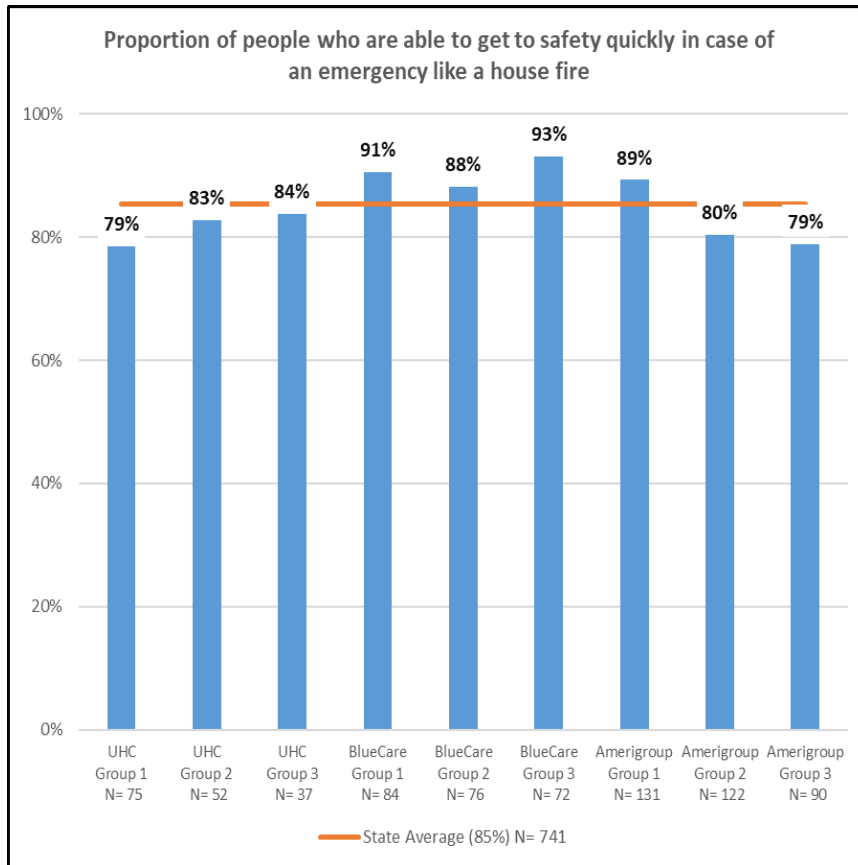
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



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



Graph 65. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire



Health Care

People secure needed health services.

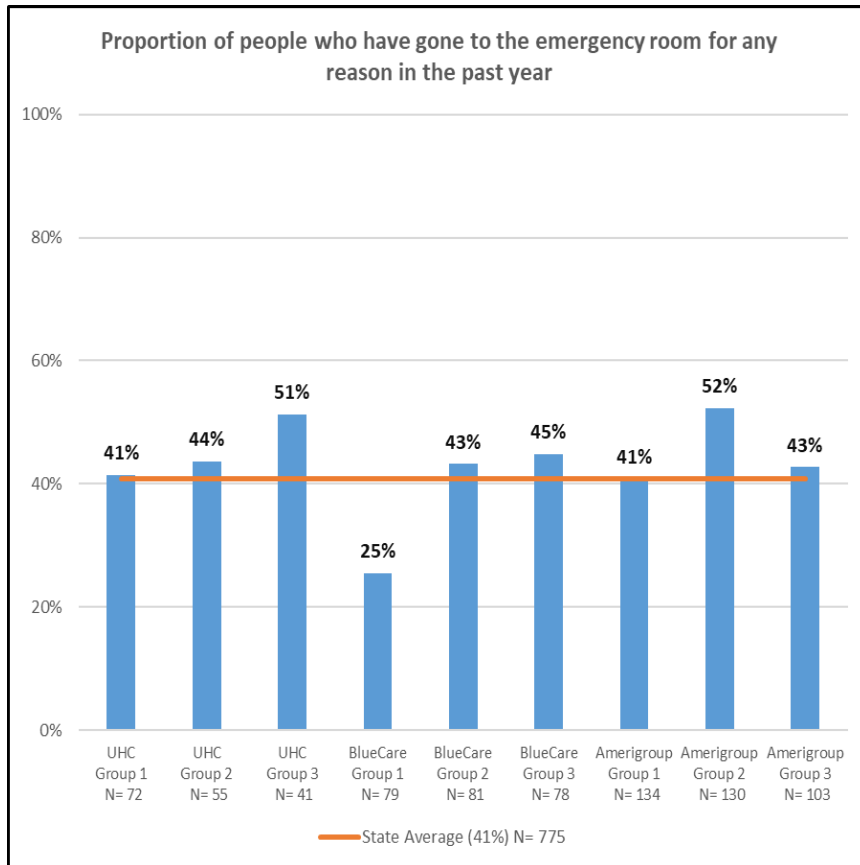
There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who experience potentially preventable emergency room visits.
2. Proportion of people who have needed health screenings and vaccinations in a timely manner.
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.

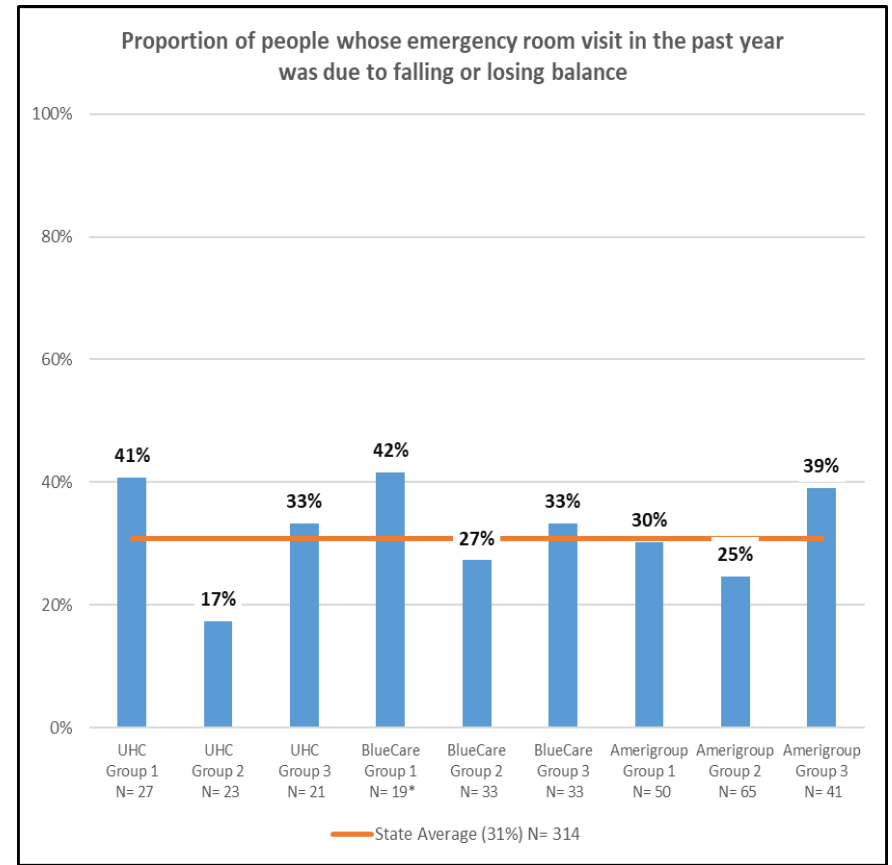
There are five survey items that correspond to the Health Care domain.

Un-collapsed data are shown in Appendix B.

Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year

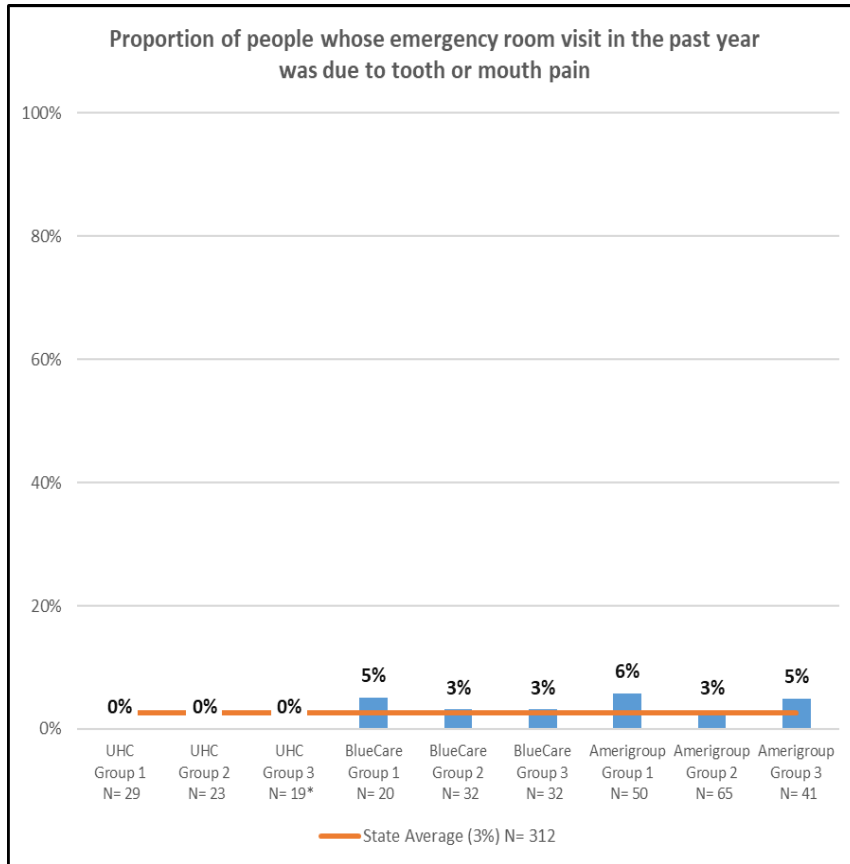


Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



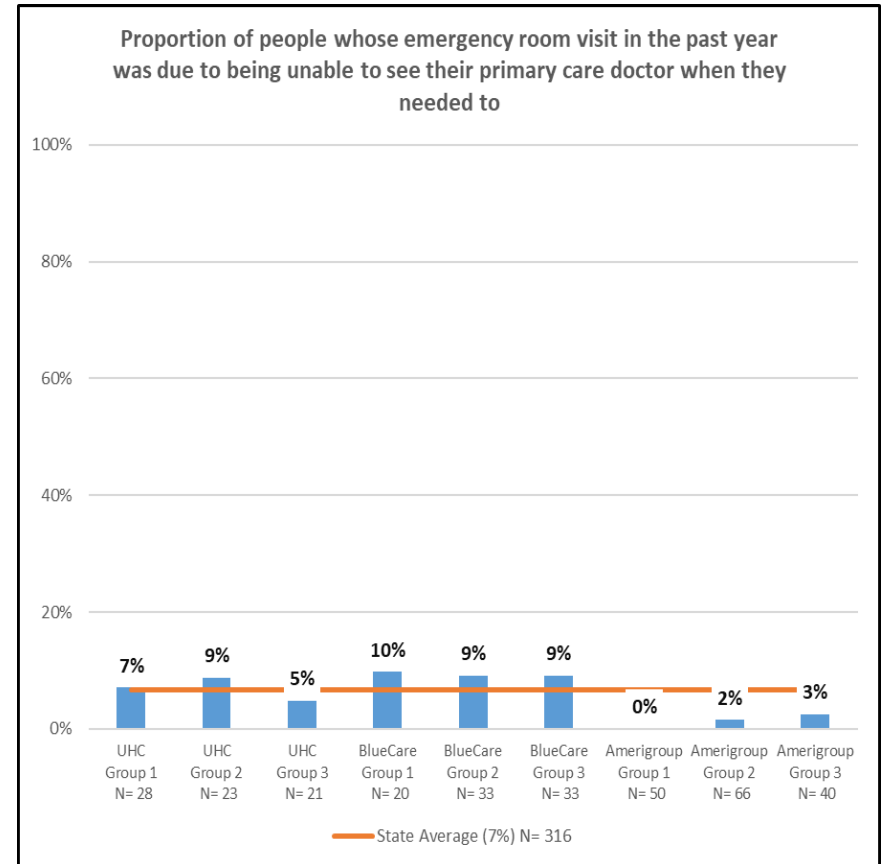
* Very small number of responses

Graph 68. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain



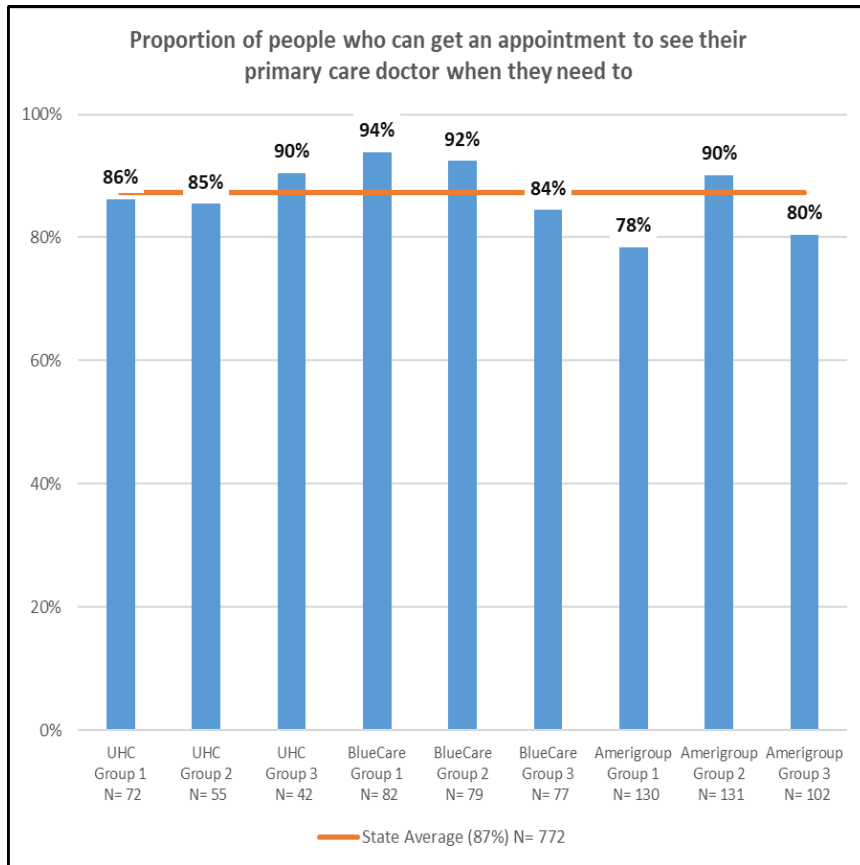
* Very small number of responses

Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁵⁸

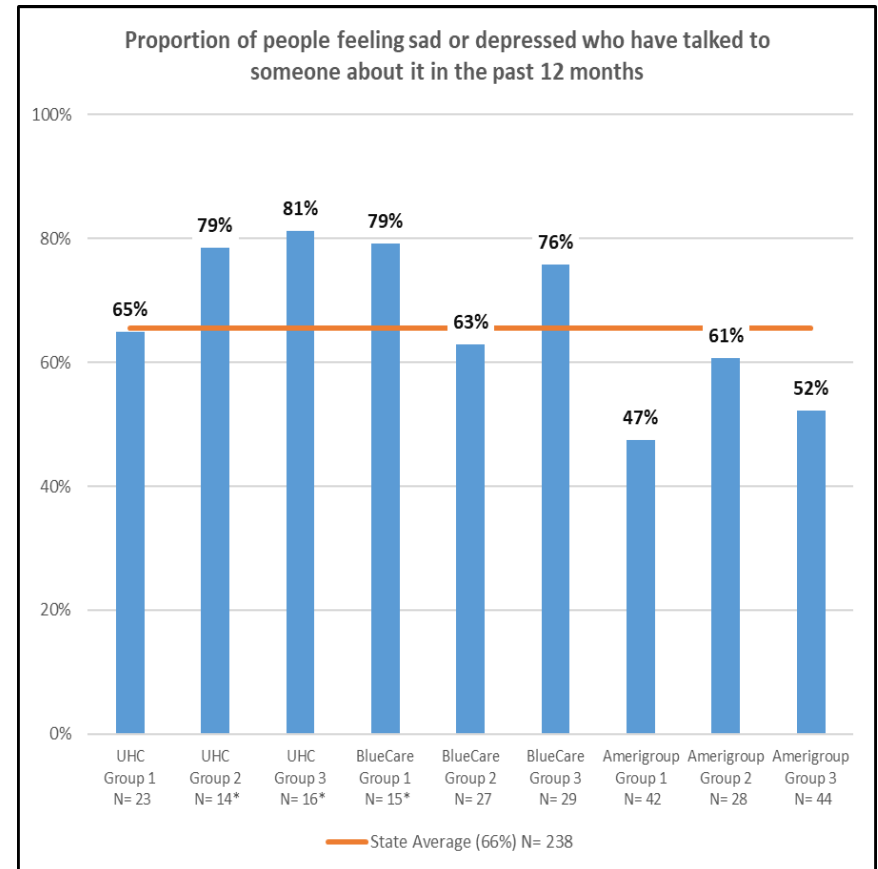


⁵⁸ New item added in 2018-2019.

Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to

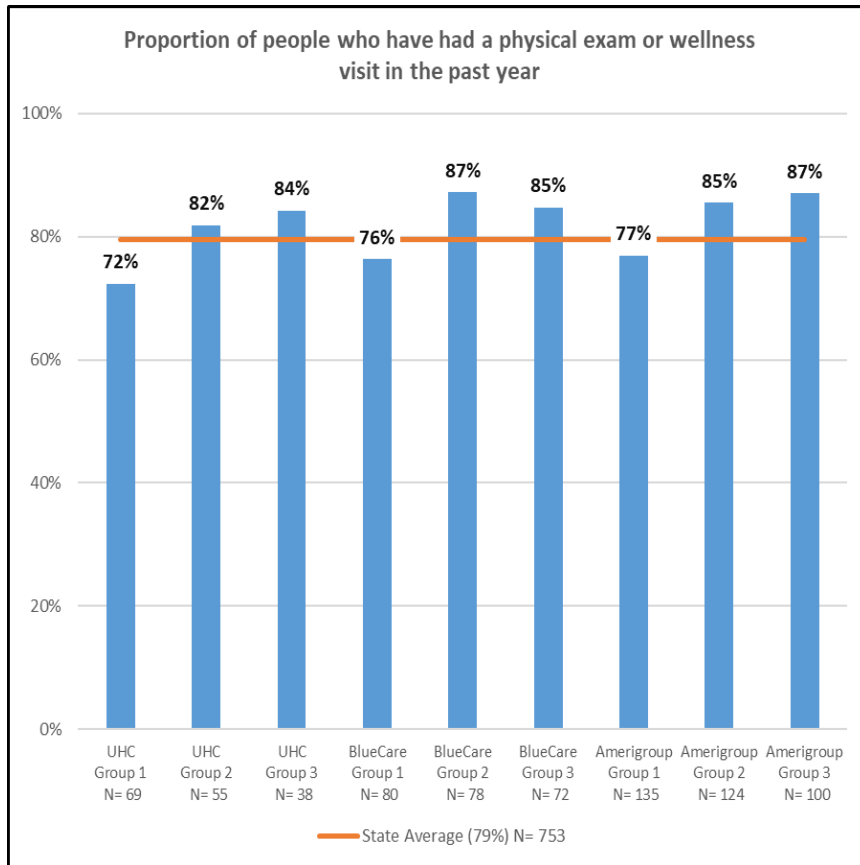


Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months

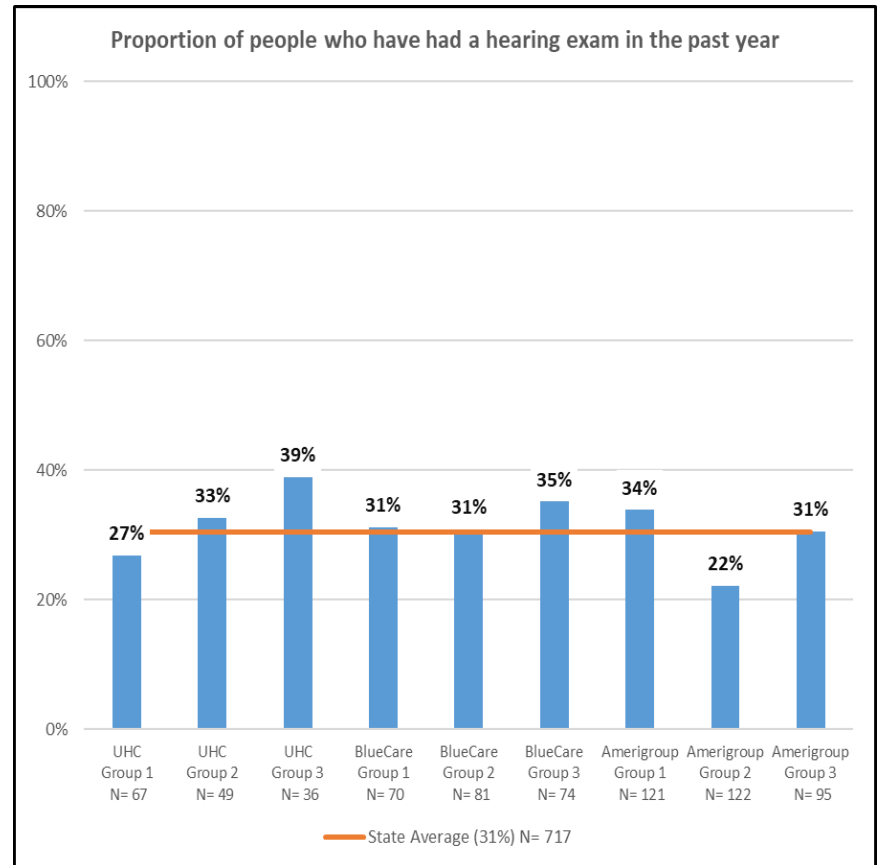


* Very small number of responses

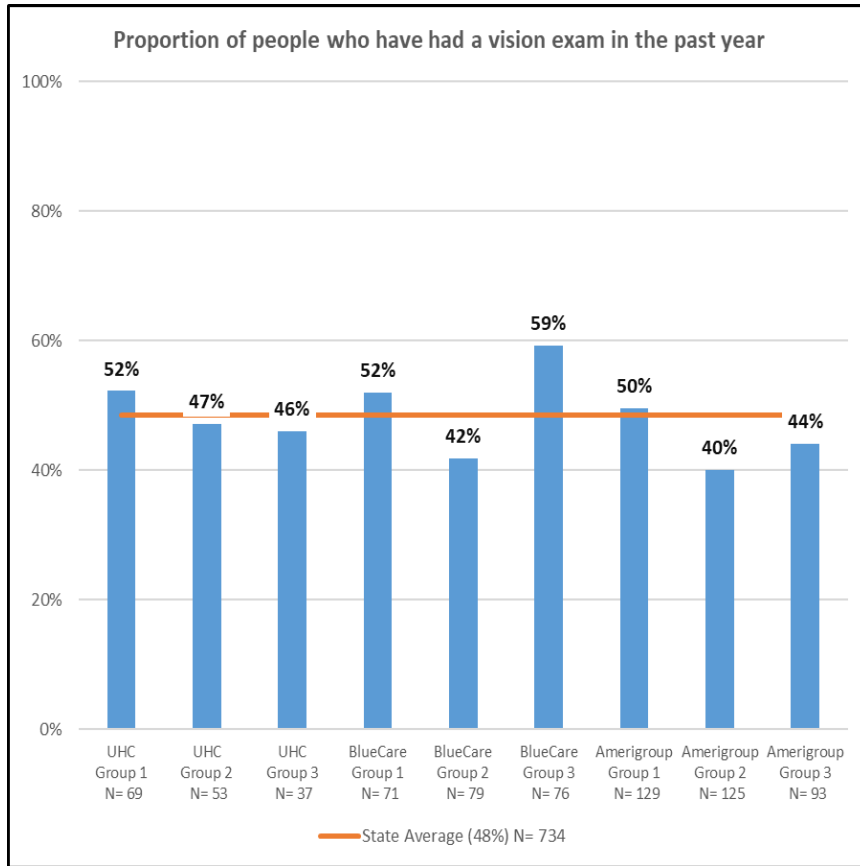
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year



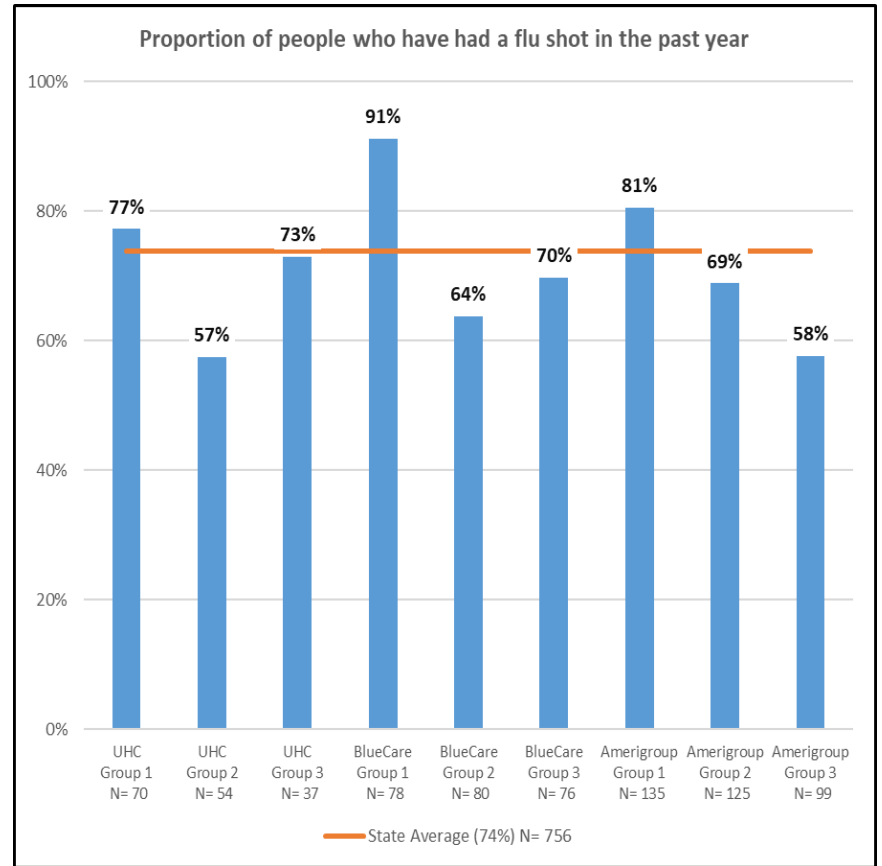
Graph 73. Proportion of people who have had a hearing exam in the past year



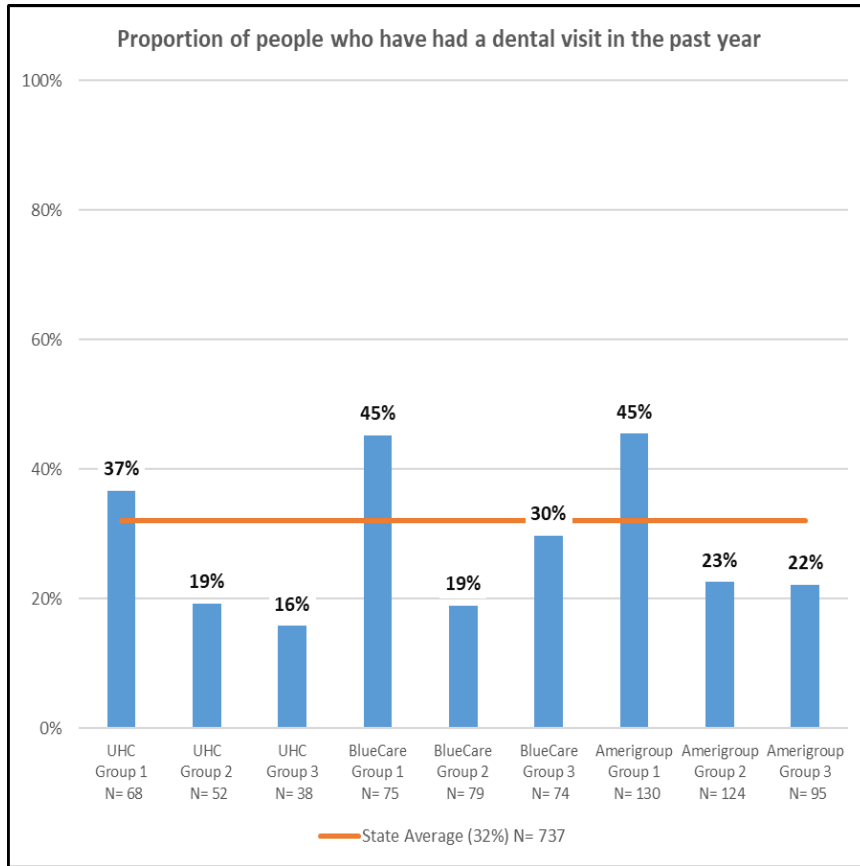
Graph 74. Proportion of people who have had a vision exam in the past year



Graph 75. Proportion of people who have had a flu shot in the past year



Graph 76. Proportion of people who have had a dental visit in the past year



Wellness

People are supported to maintain health.

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

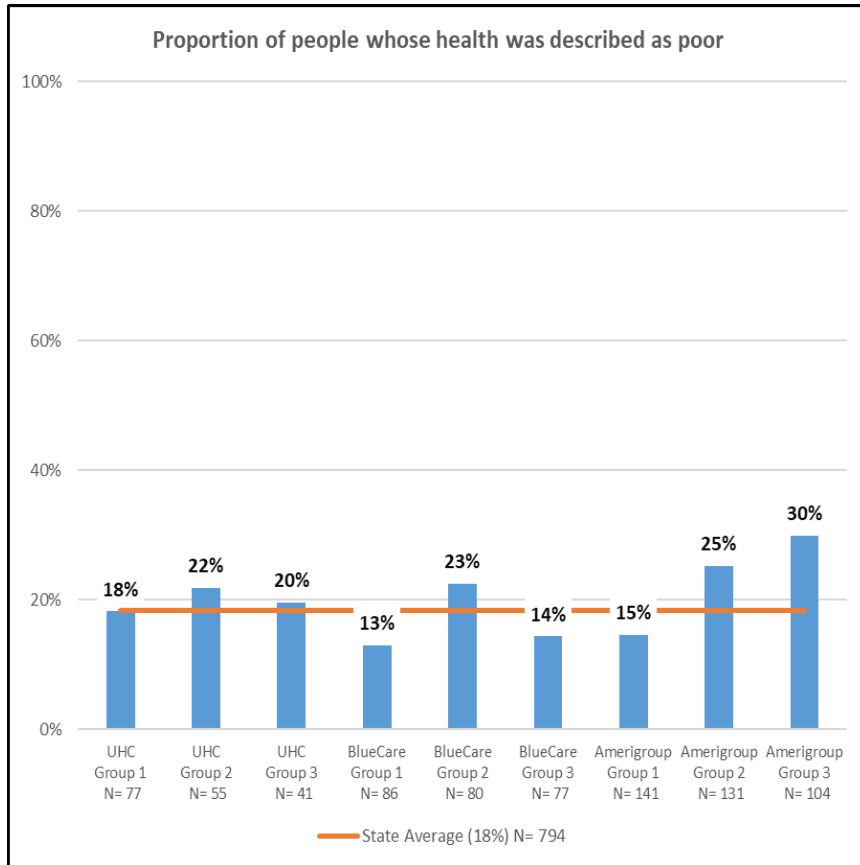
1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with uncorrected poor hearing.
4. Proportion of people with uncorrected poor vision.
5. Proportion of people who often feel sad or depressed.
6. Proportion of people who have access to healthy foods⁵⁹.

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

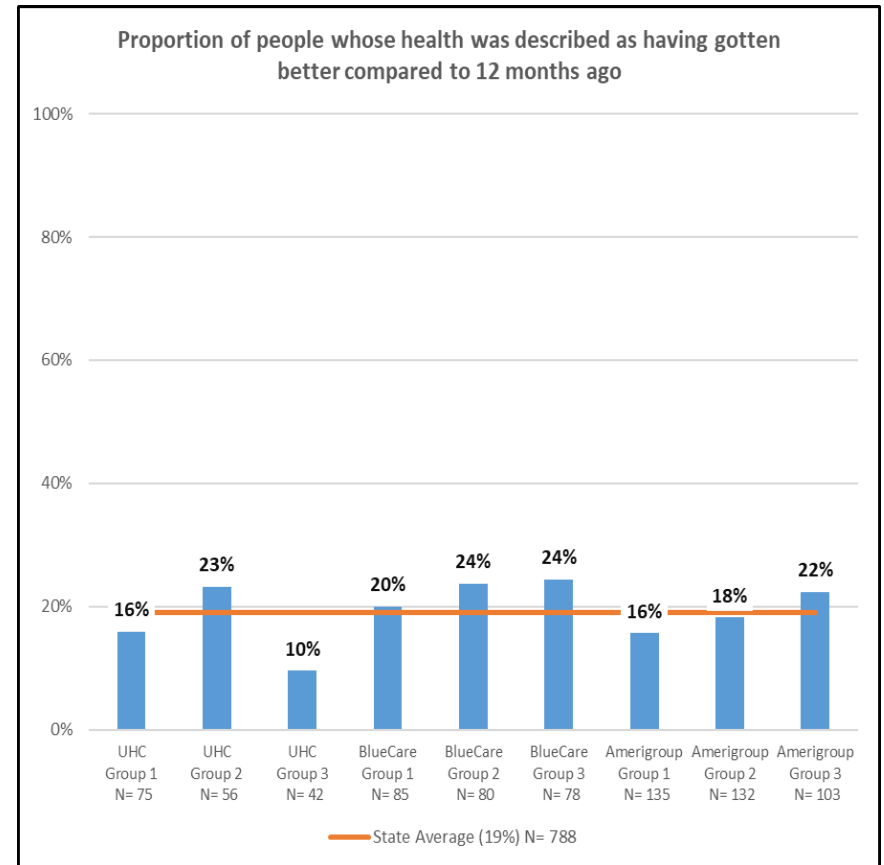
Un-collapsed data are shown in Appendix B.

⁵⁹ Indicator previously reported in the “Everyday Living” domain.

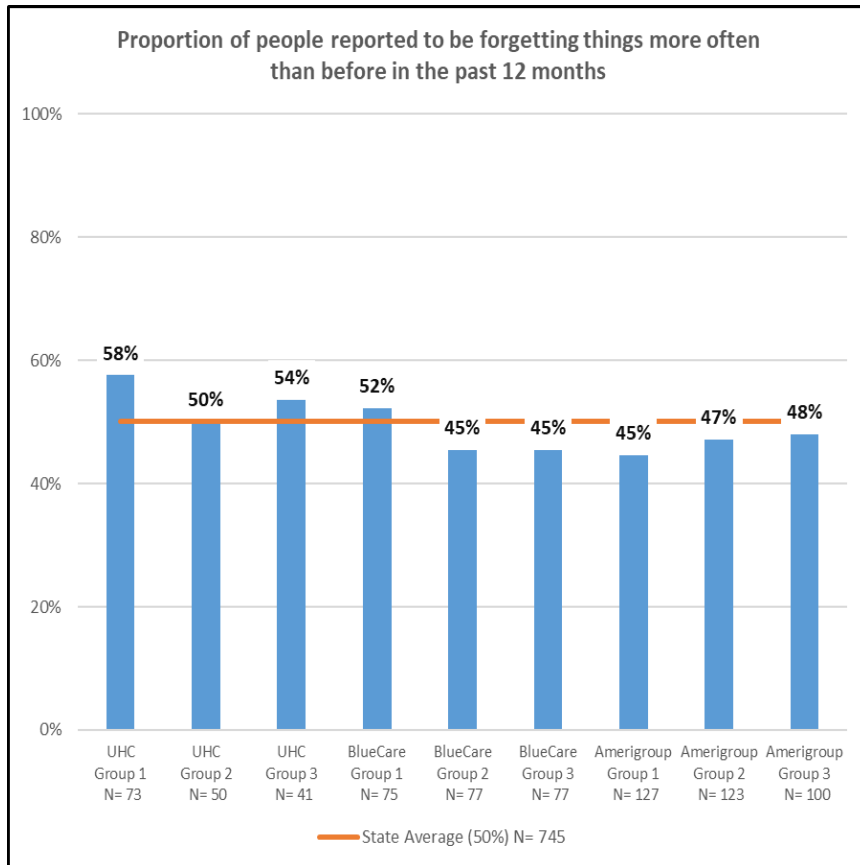
Graph 77. Proportion of people whose health was described as poor



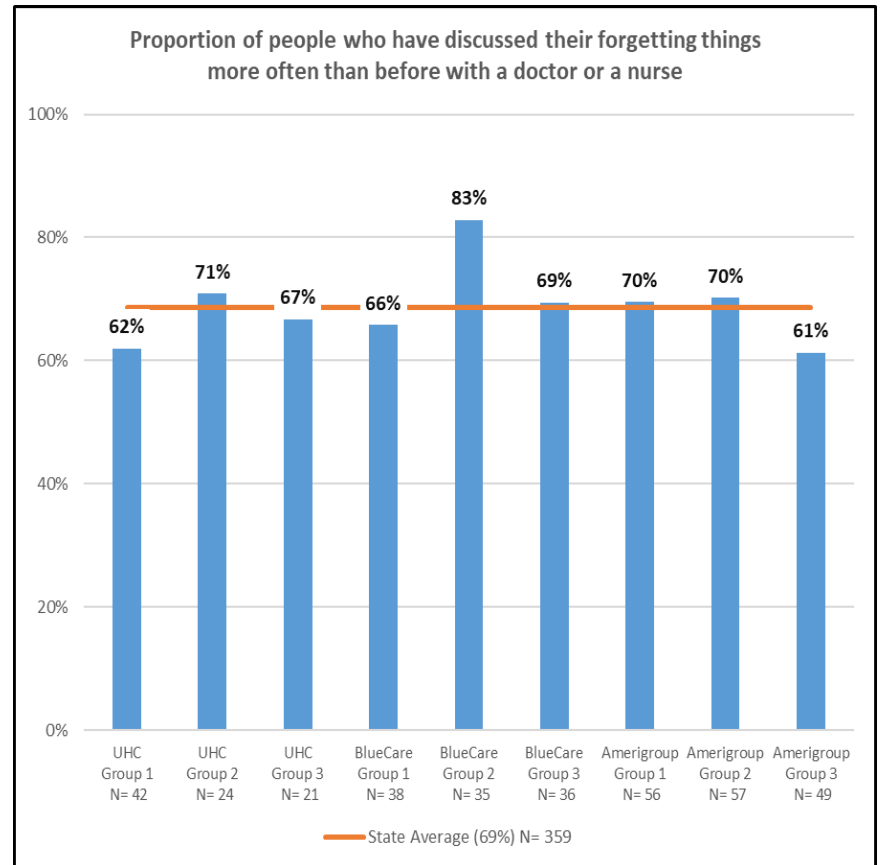
Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago



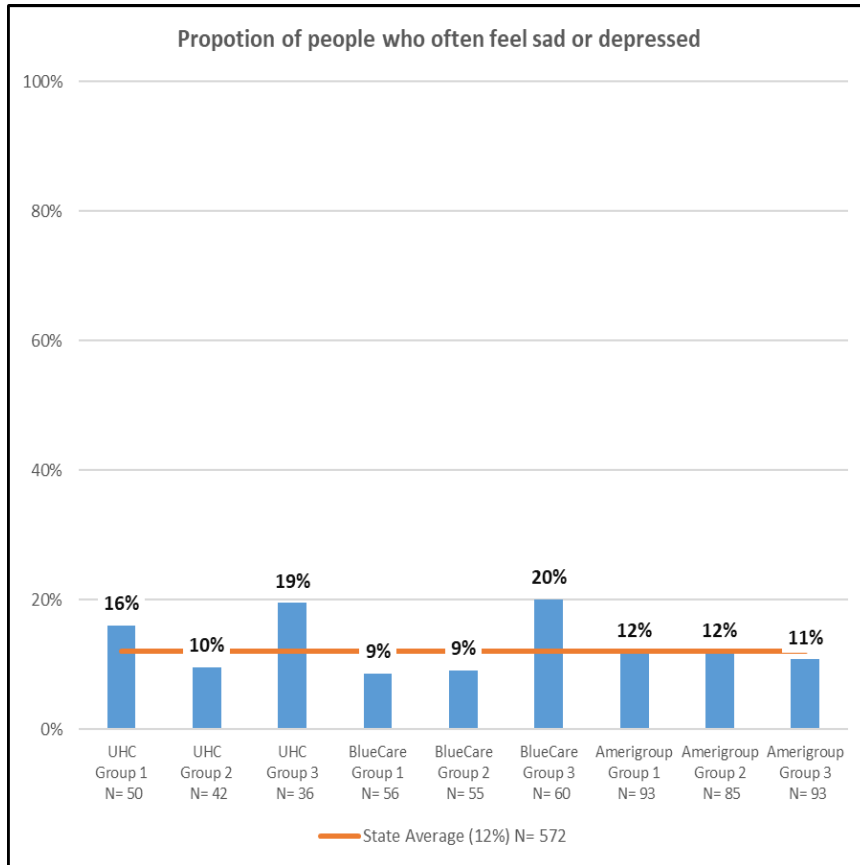
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months



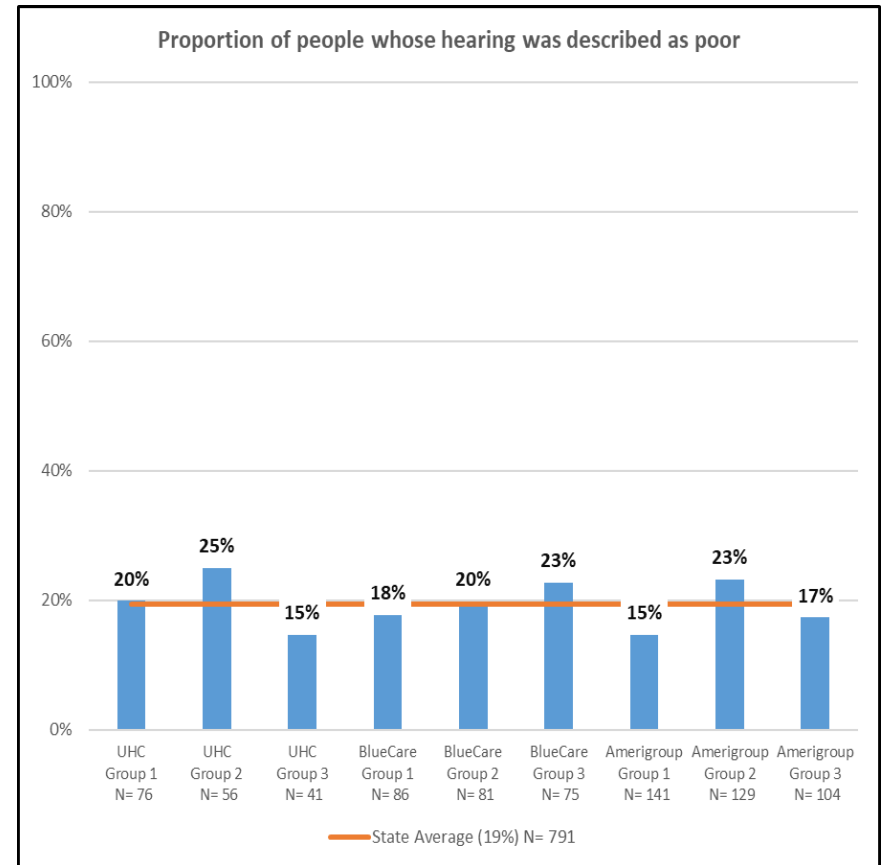
Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



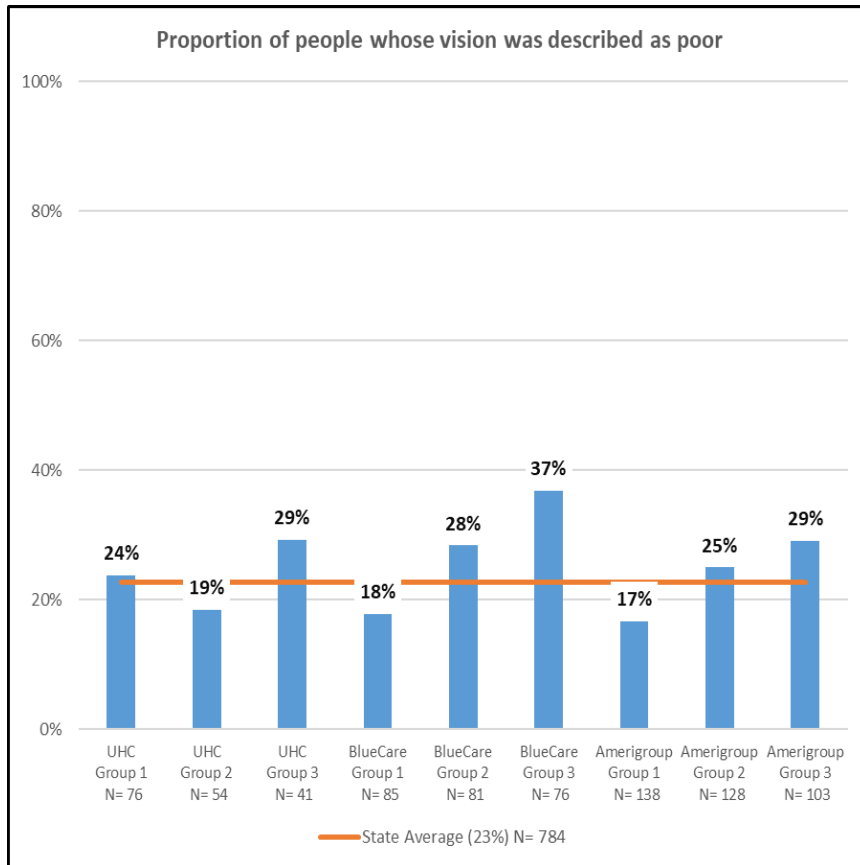
Graph 81. Proportion of people who often feel sad or depressed



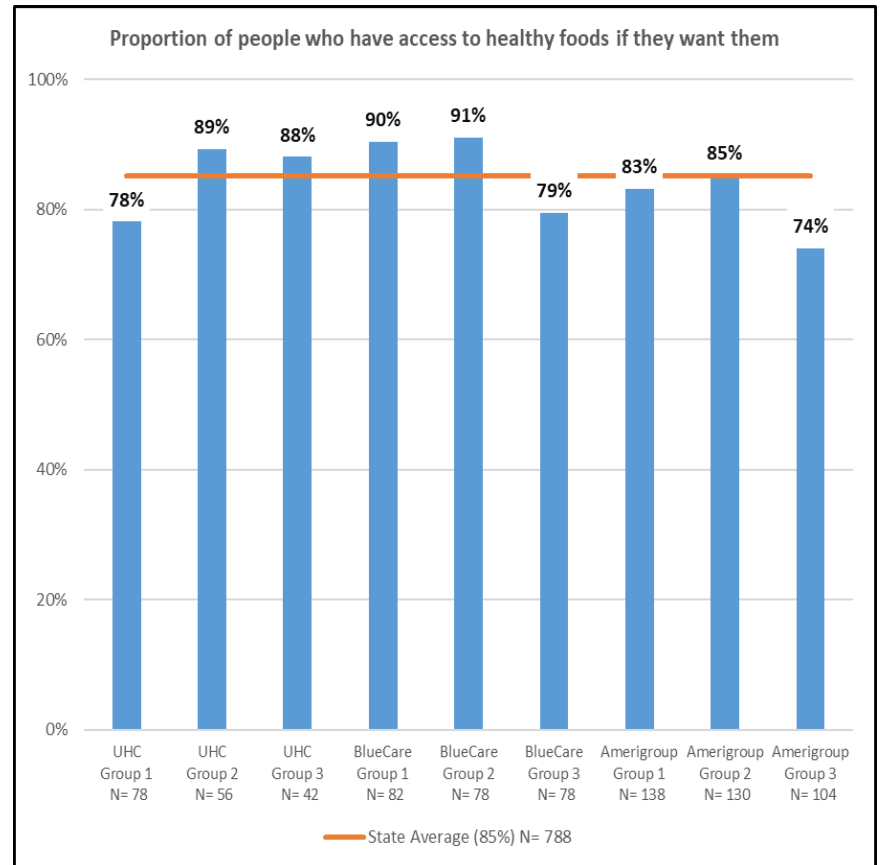
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



Graph 83. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)



Graph 84. Proportion of people who have access to healthy foods if they want them⁶⁰



⁶⁰ Item previously reported in the “Everyday Living” domain.

Medications

Medications are managed effectively and appropriately.

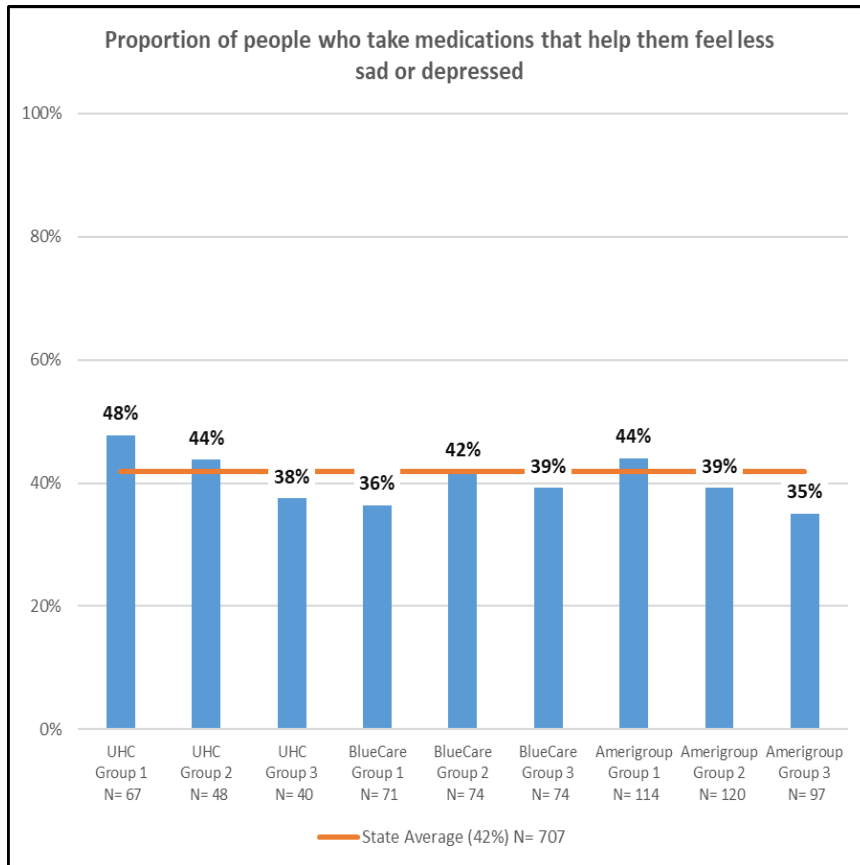
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

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

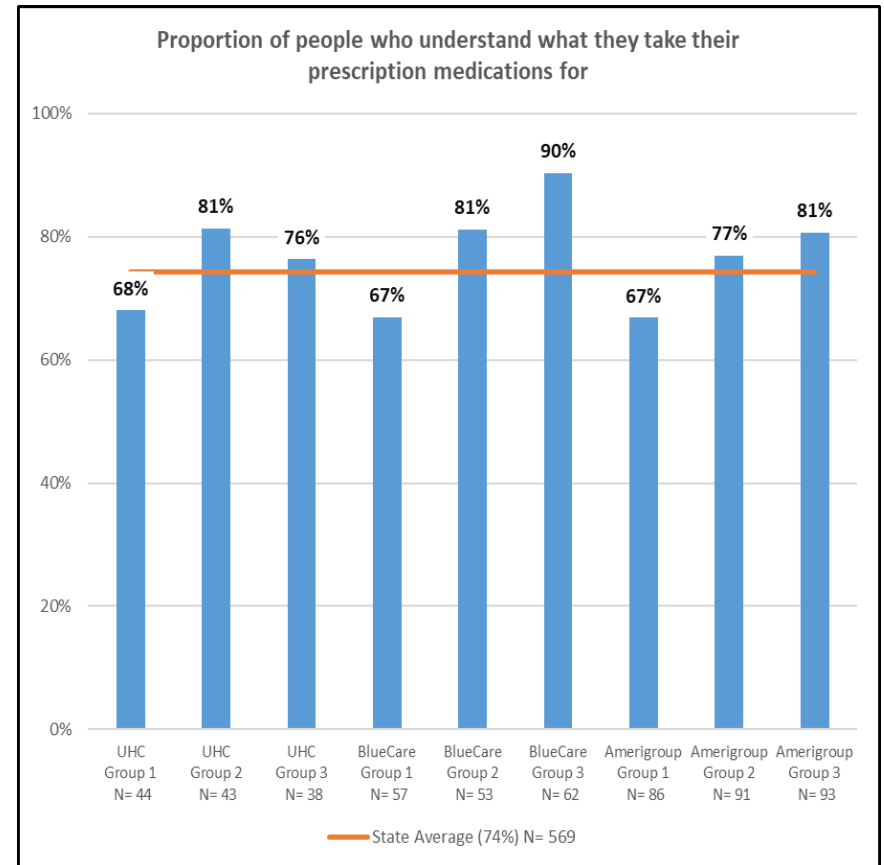
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

Graph 85. Proportion of people who take medications that help them feel less sad or depressed



Graph 86. Proportion of people who understand what they take their prescription medications for



Rights and Respect

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

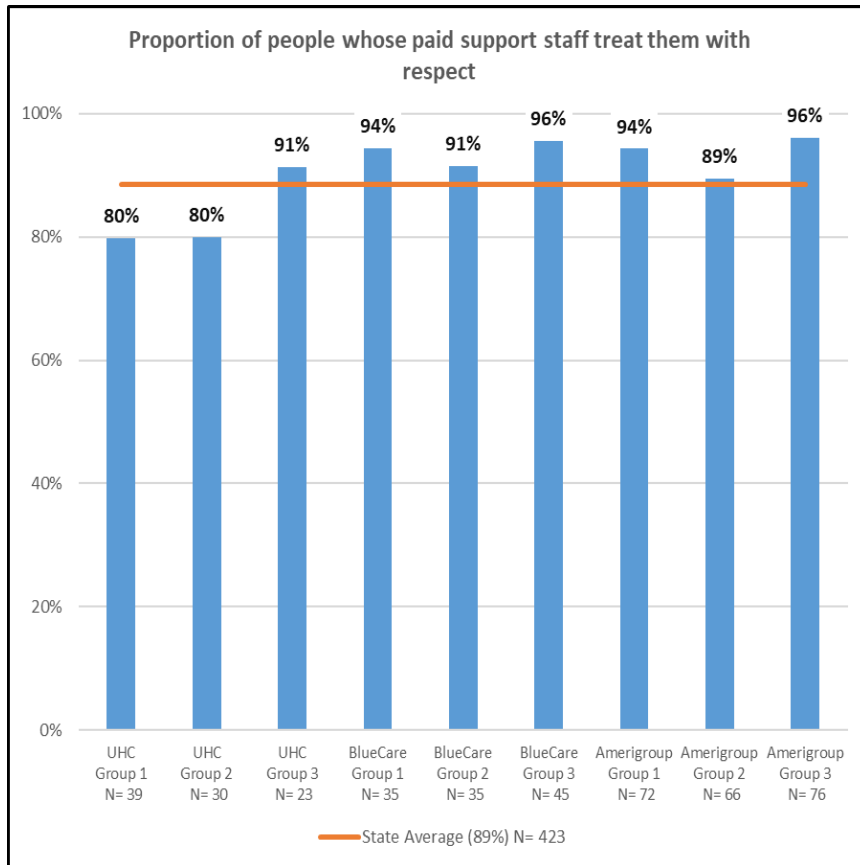
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people whose basic rights are respected by others.
2. Proportion of people whose paid support staff treat them with respect.

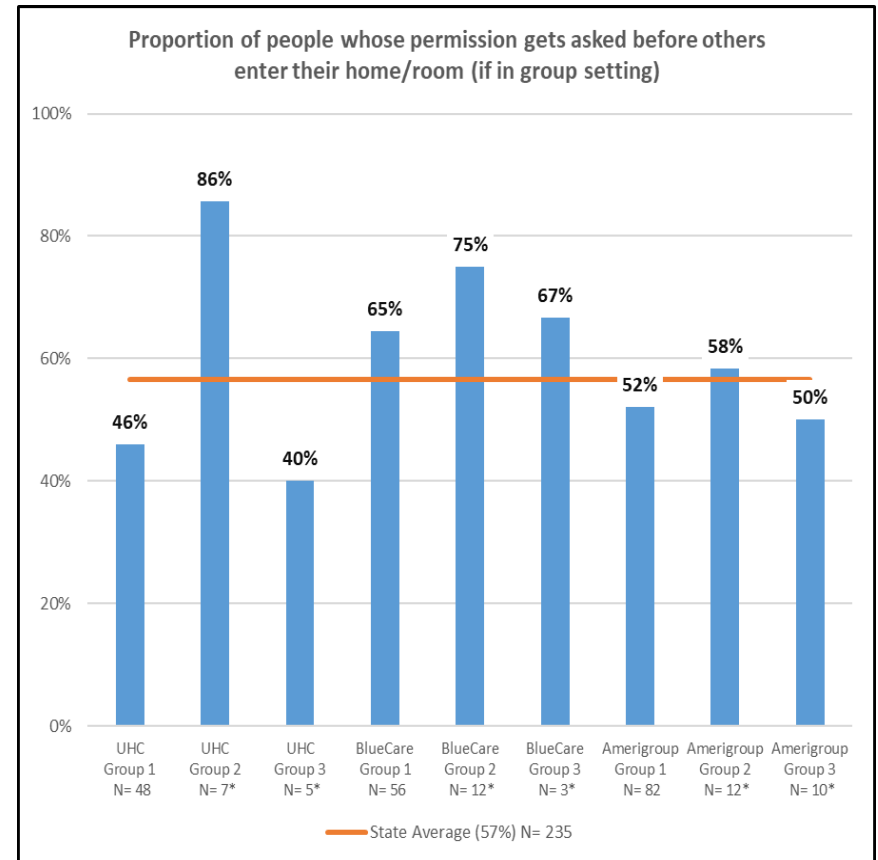
There are six survey items that correspond to the Rights and Respect domain.

Un-collapsed data are shown in Appendix B.

Graph 87. Proportion of people whose paid support staff treat them with respect



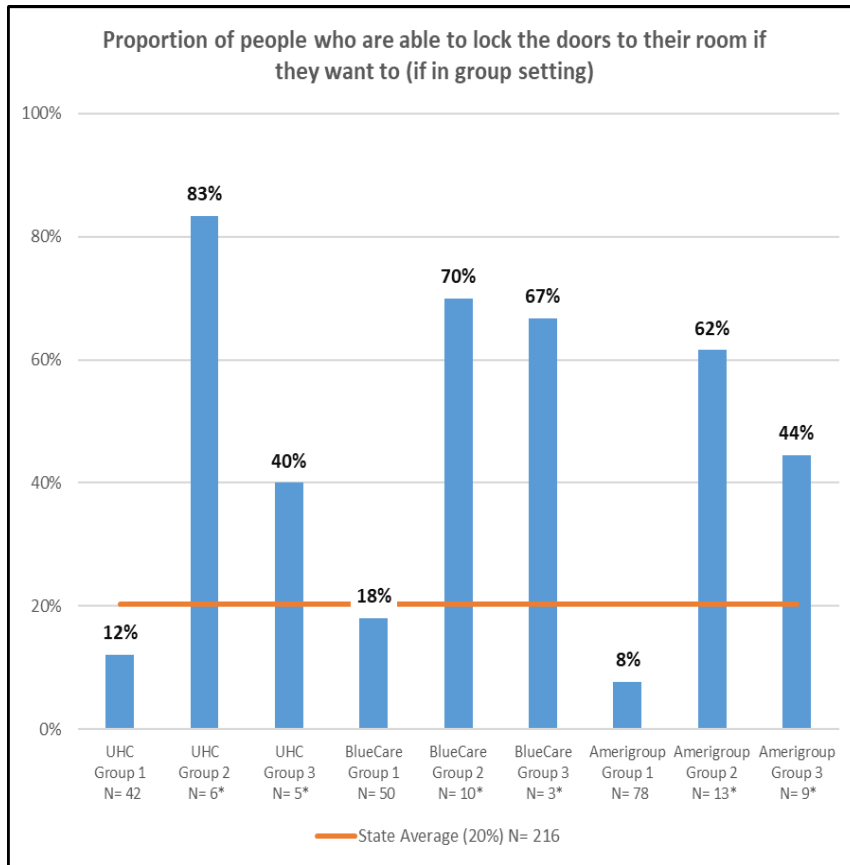
Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting)⁶¹



* Very small number of responses

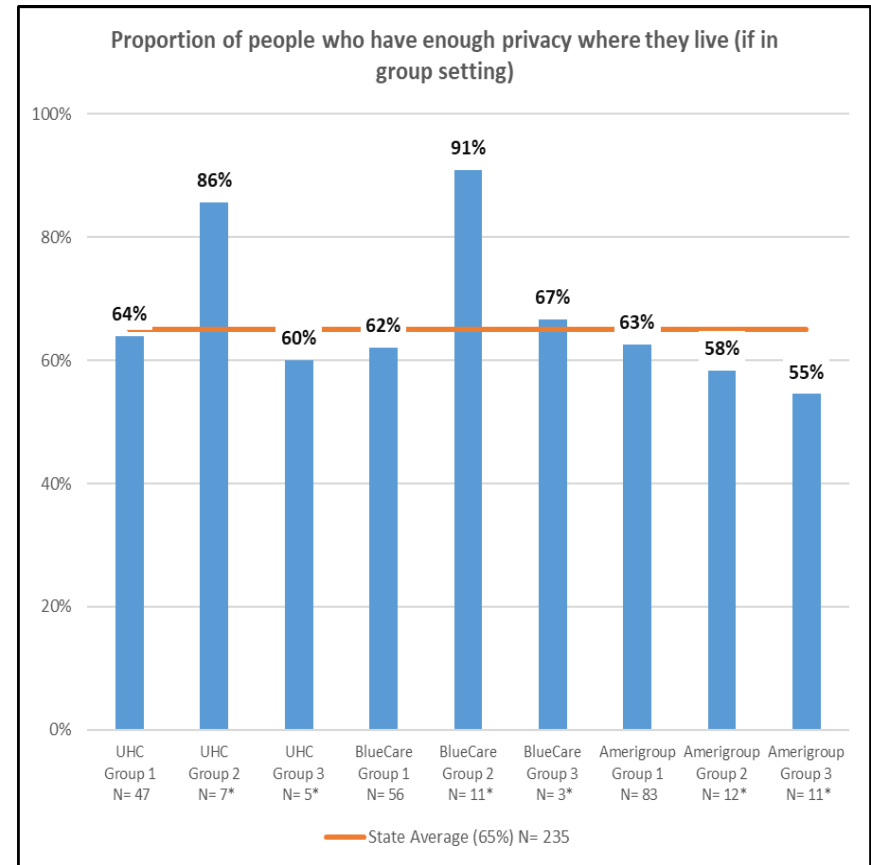
⁶¹ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 89. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)⁶²



* Very small number of responses

Graph 90. Proportion of people who have enough privacy where they live (if in group setting)⁶³

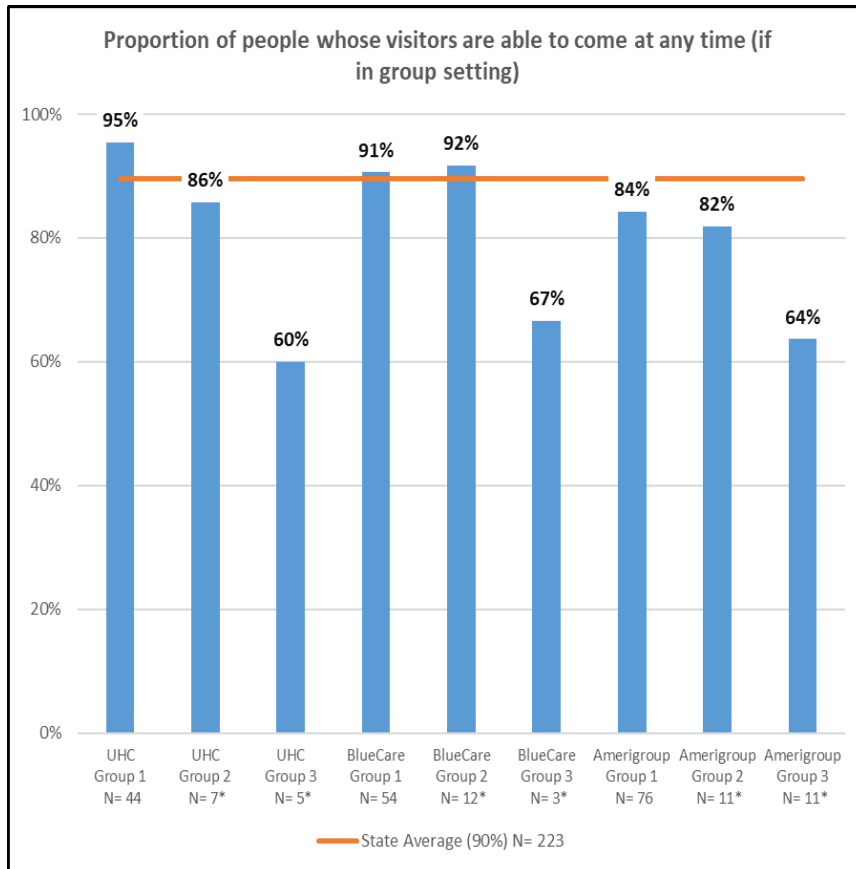


* Very small number of responses

⁶² Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

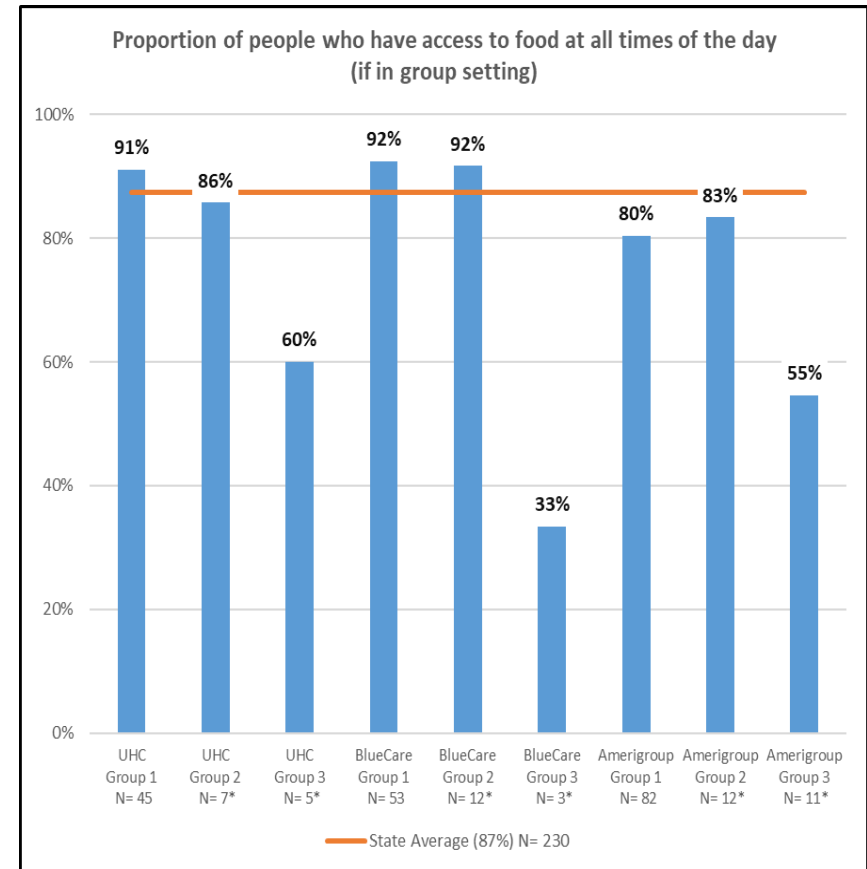
⁶³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 91. Proportion of people whose visitors are able to come at any time (if in group setting)⁶⁴



* Very small number of responses

Graph 92. Proportion of people who have access to food at all times of the day (if in group setting)⁶⁵



* Very small number of responses

⁶⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

⁶⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Self-Direction

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

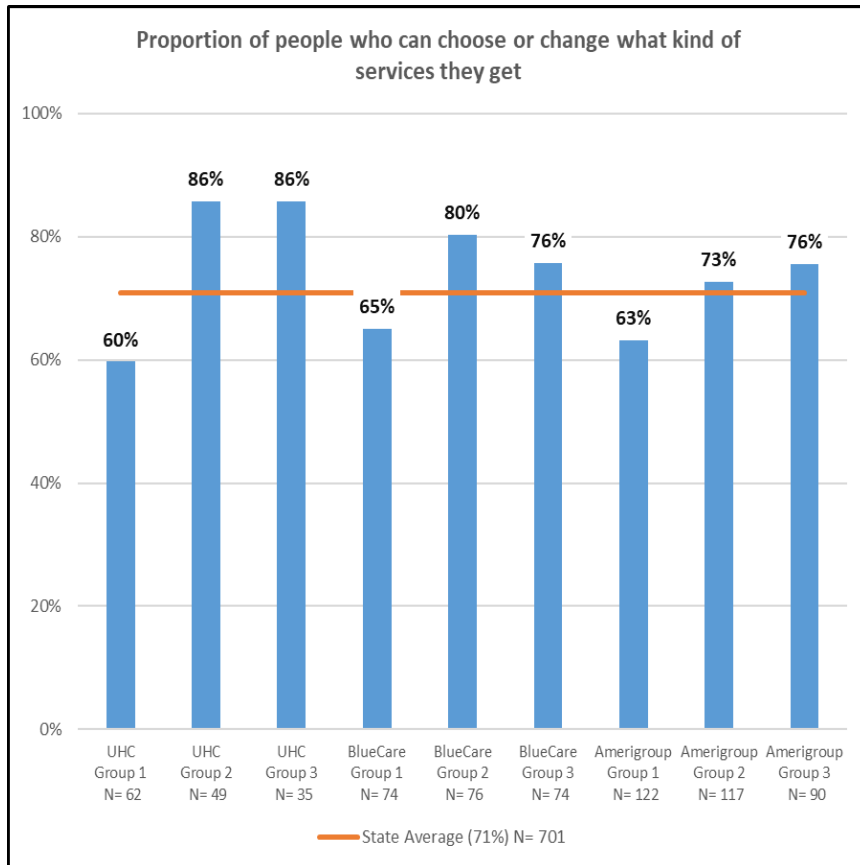
There is one Self-Direction indicator measured by the NCI-AD Adult Consumer Survey:

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

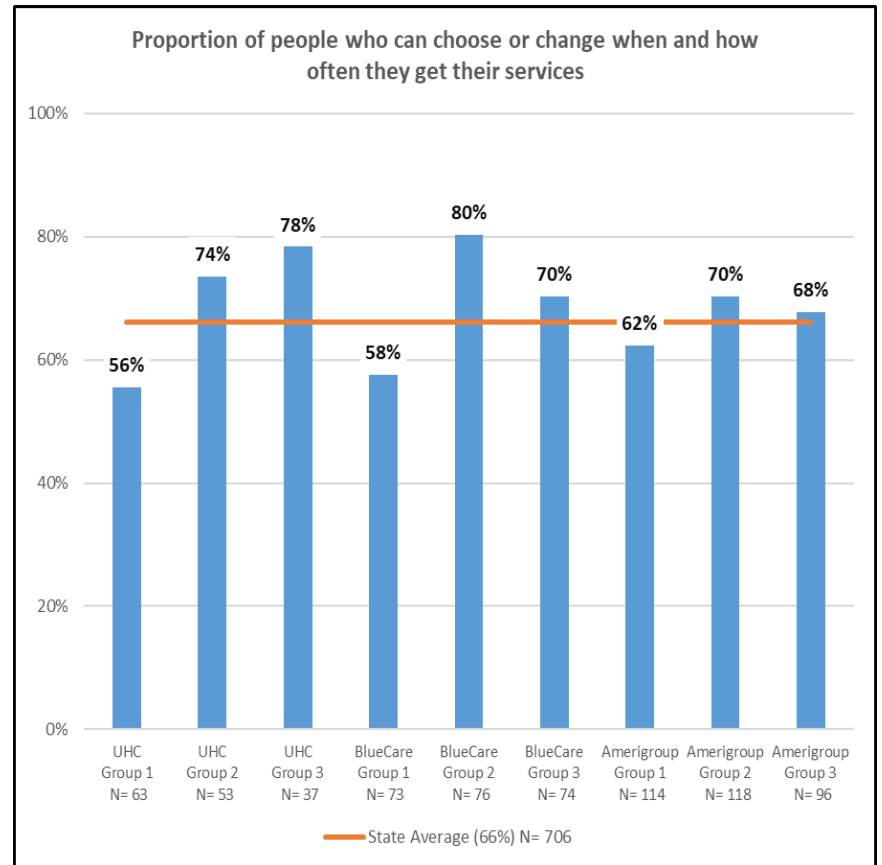
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

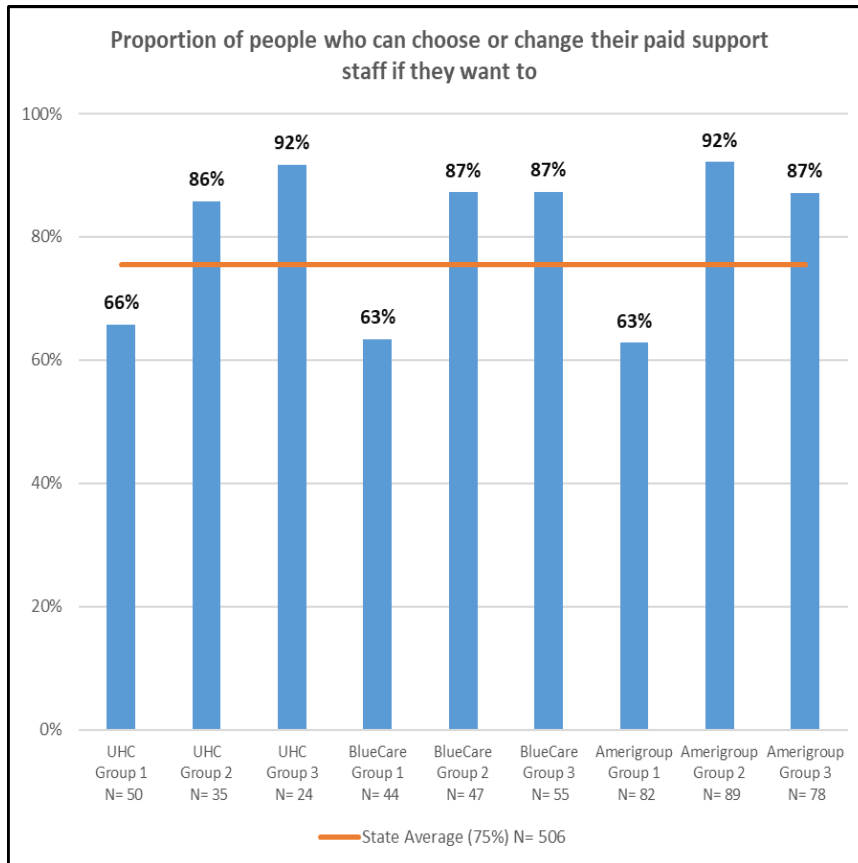
Graph 93. Proportion of people who can choose or change what kind of services they get



Graph 94. Proportion of people who can choose or change when and how often they get their services



Graph 95. Proportion of people who can choose or change their paid support staff if they want to



Work

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

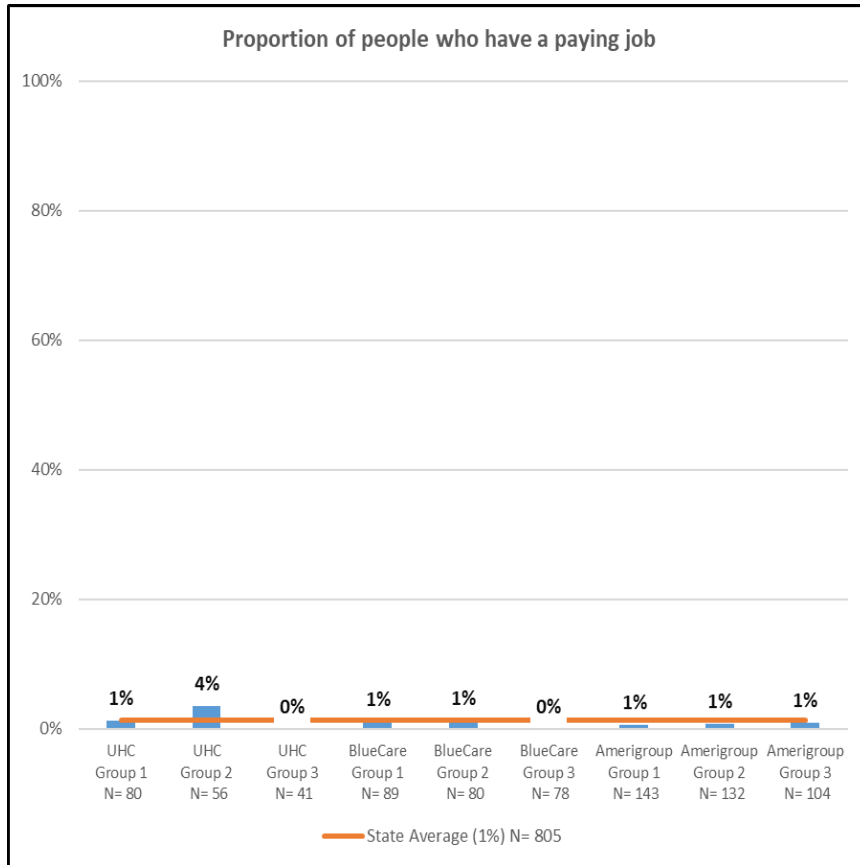
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

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

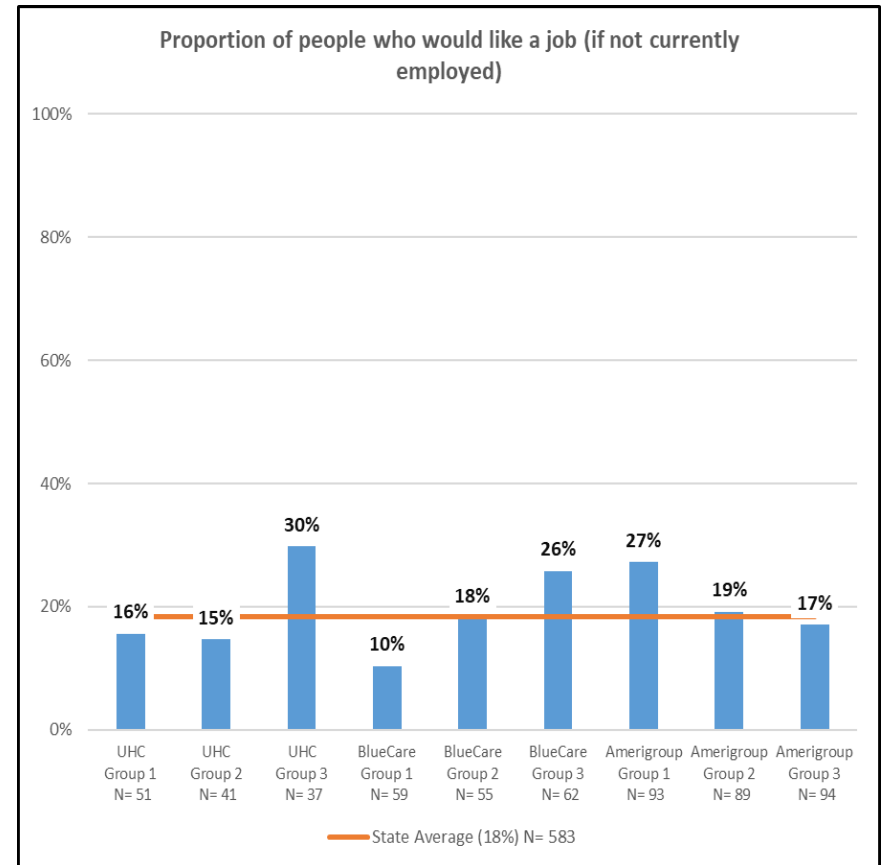
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

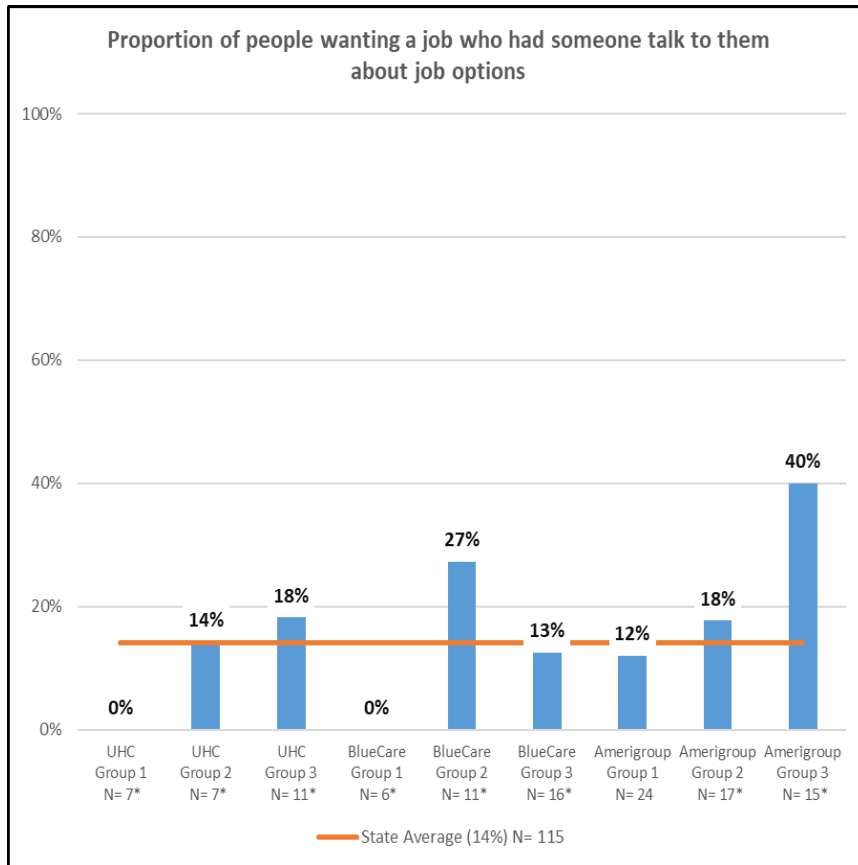
Graph 96. Proportion of people who have a paying job



Graph 97. Proportion of people who would like a job (if not currently employed)

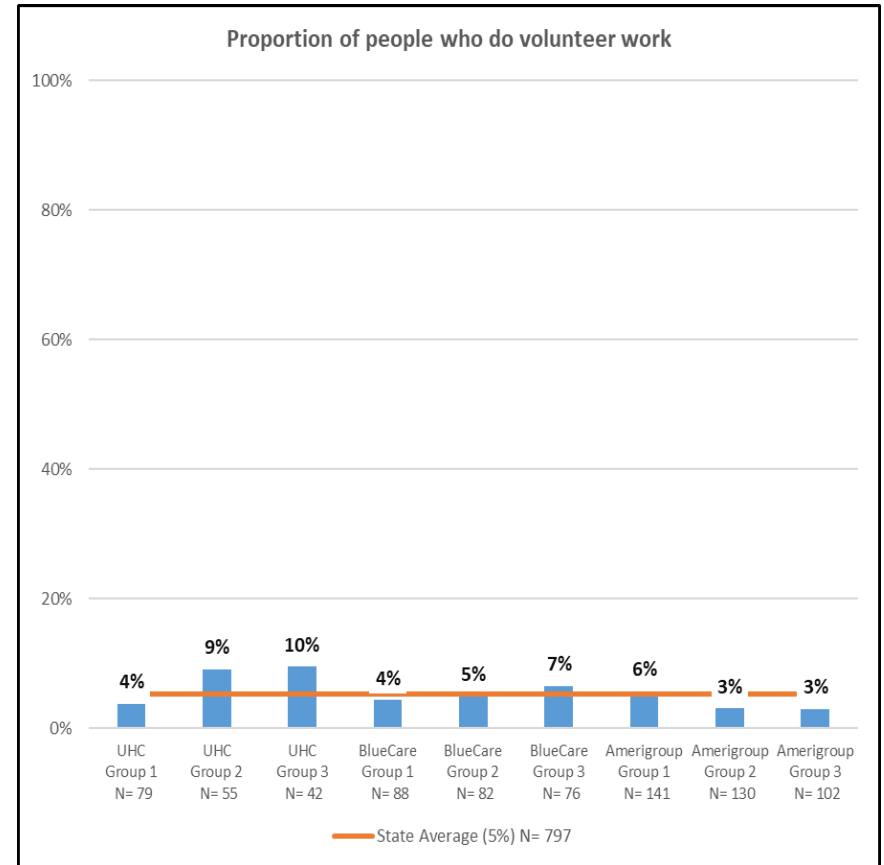


Graph 98. Proportion of people wanting a job who had someone talk to them about job options

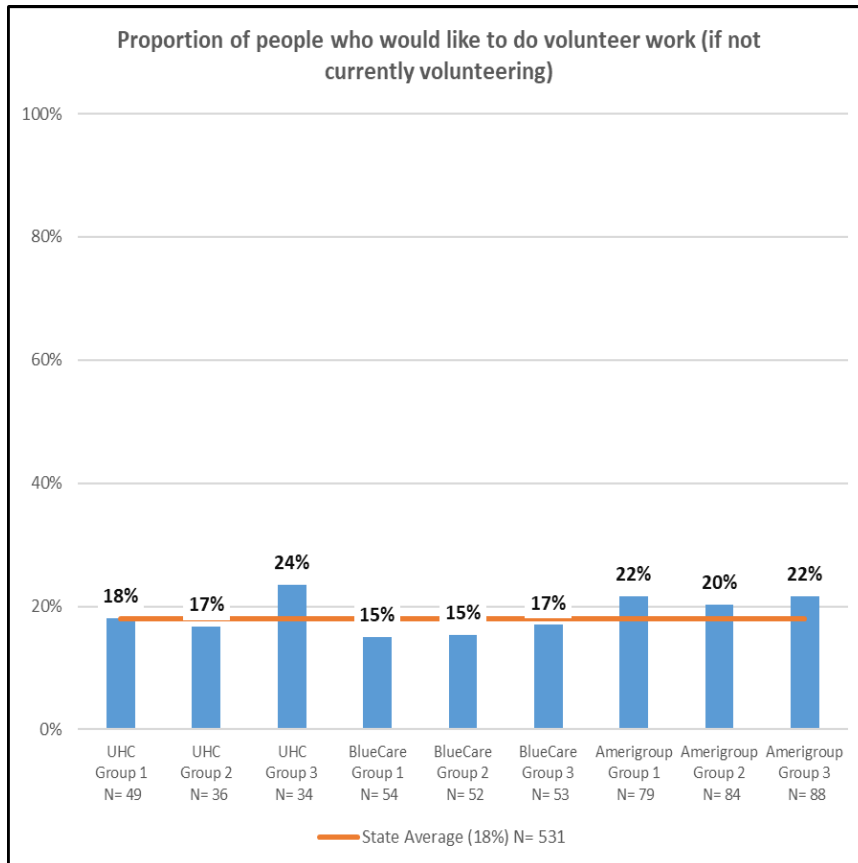


* Very small number of responses

Graph 99. Proportion of people who do volunteer work



Graph 100. Proportion of people who would like to do volunteer work (if not currently volunteering)



Everyday Living

People have enough supports for everyday living.

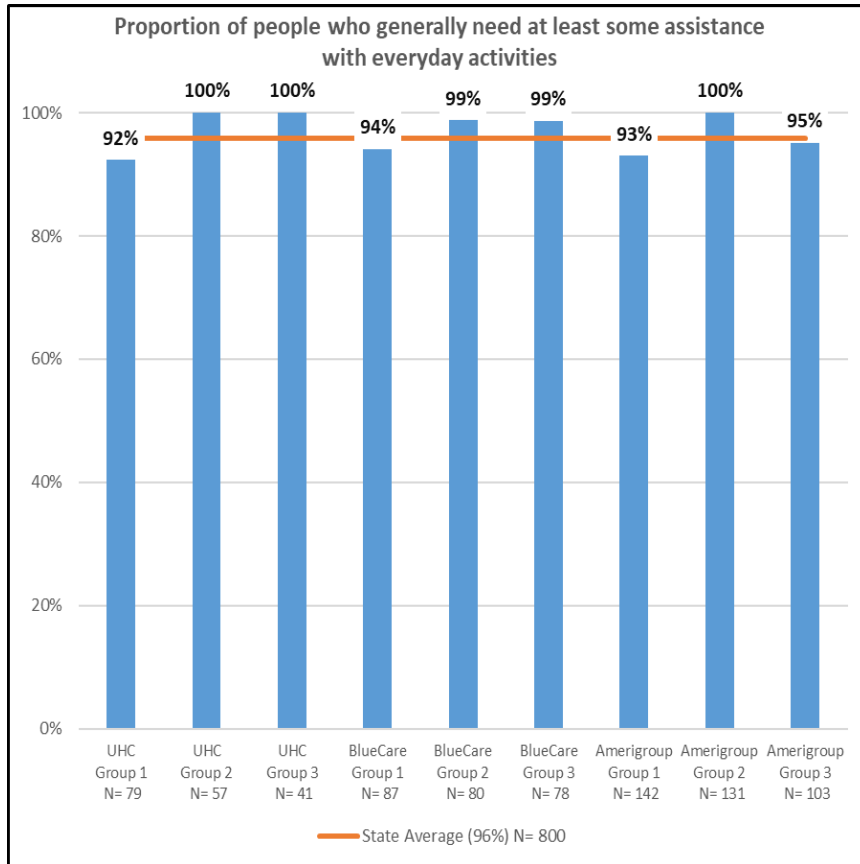
There is one Everyday Living indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate support to perform activities of daily living and instrumental activities of daily living.

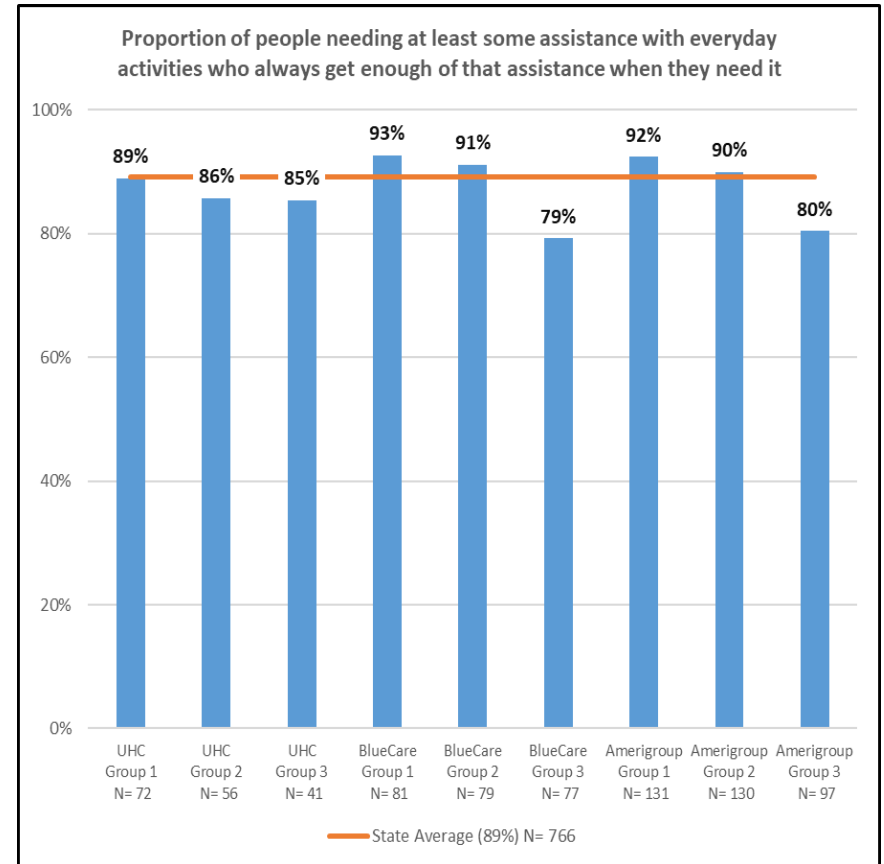
There are four survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

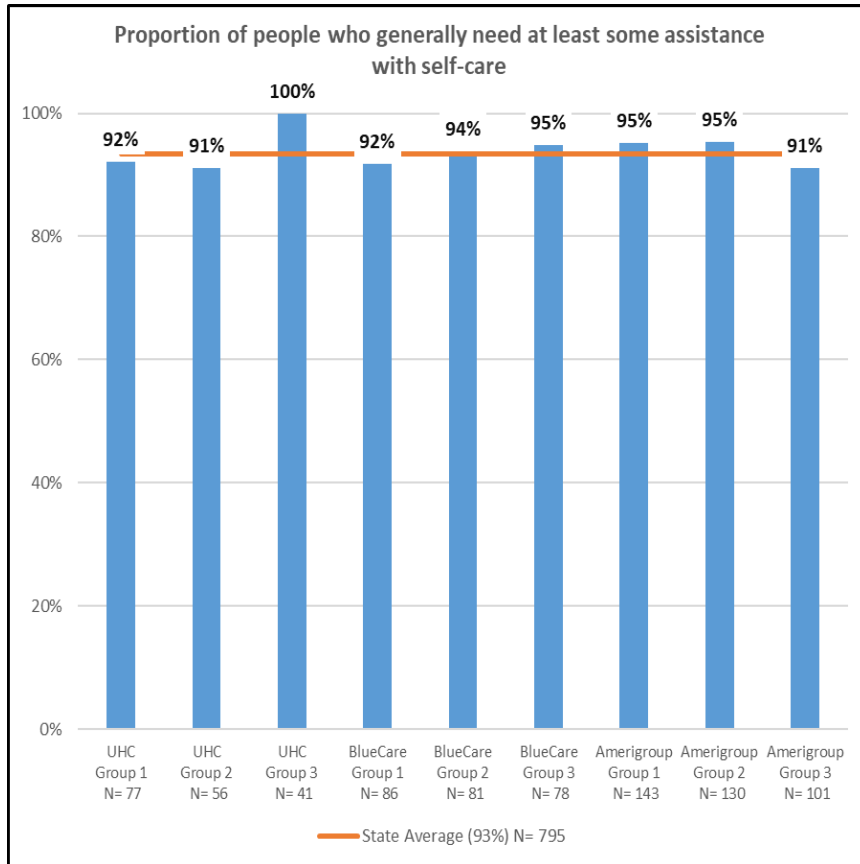
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



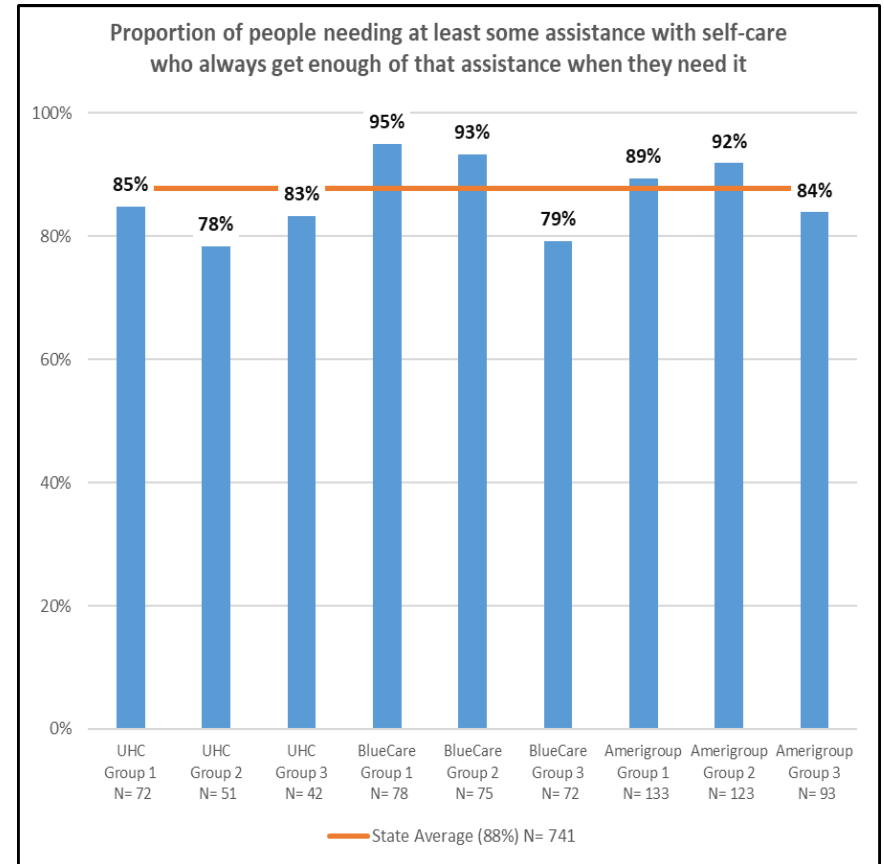
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



Graph 103. 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 104. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it



Affordability

People have enough available resources.

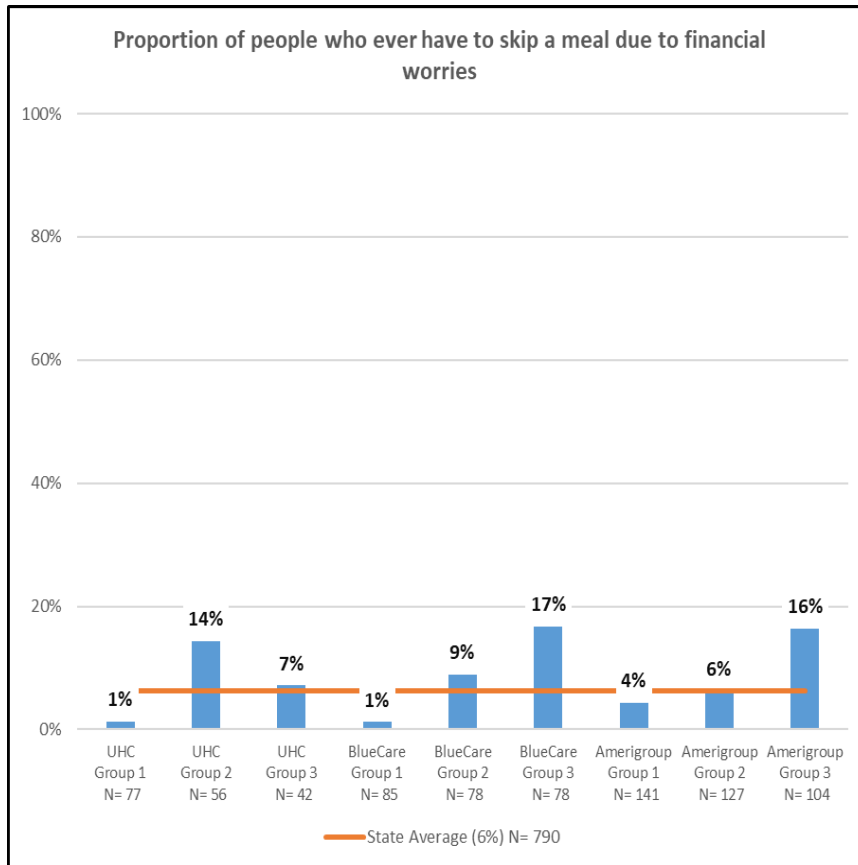
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have 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 105. Proportion of people who ever have to skip a meal due to financial worries



Control

People feel in control of their lives

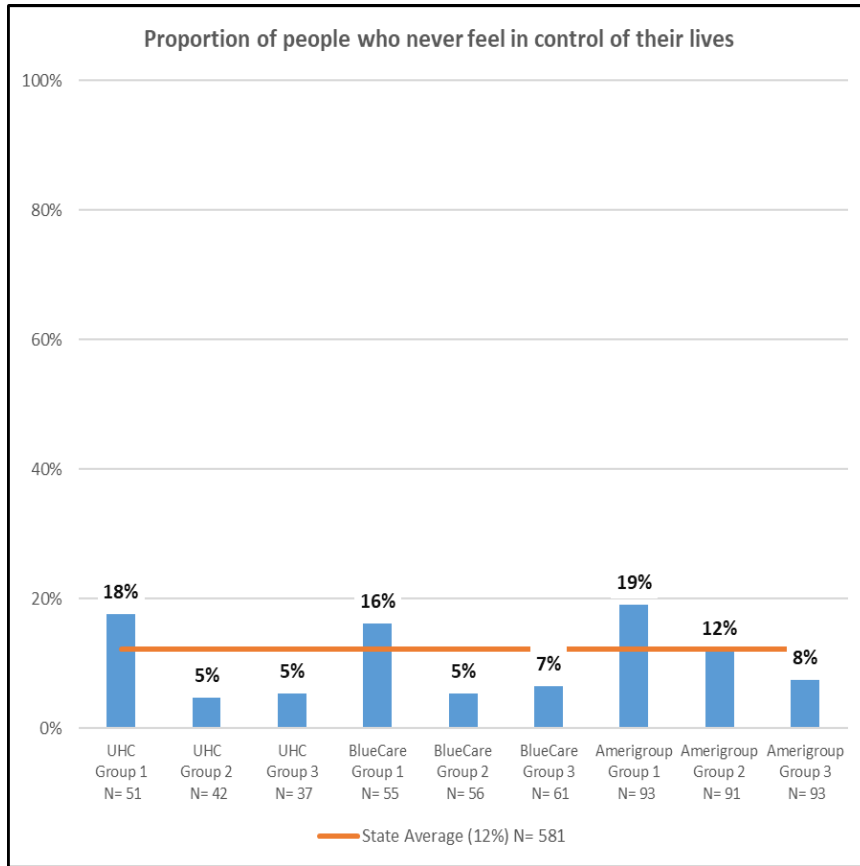
There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

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

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

Un-collapsed data are shown in Appendix B.

Graph 106. Proportion of people who never feel in control of their lives



Appendix A: Rules for Recoding and Collapsing Responses

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

Table A1. Outcome Variables – Collapsing Rules

Domain	Item	Graph #	Collapsing Logic
Community Participation	Proportion of people who are as active in their 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 all ways” and “In most ways”
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 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 know whom to contact if they need help with services or have a complaint	14	Collapse “Not sure, maybe” and “No”
	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”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people whose long-term care services meet all their current 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 (if anyone provides support on a regular basis)	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 anyone provides support on a regular basis)	21	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	23	Collapse “Most of the time, usually” and “No, or only sometimes”
	Proportion of people who receive information about their services in the language they prefer (if non-English)	24	Collapse “No” and “Some information”
Care Coordination	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	26	Collapse “No” and “In-between”
	Proportion of people who know how to manage their chronic condition(s)	28	Collapse “No” and “In-between, or some conditions”
	Proportion of people with concerns about falling or being unstable	29	Collapse “Yes, often” and “Sometimes”
Access to Community	Proportion of people who have transportation when they want to do things outside of their home (non-medical)	31	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	32	Collapse “No” and “Sometimes”
Access to Needed Equipment	Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them	33	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement	34	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need bathroom modifications (other than grab bars) but do not have them	35	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have bathroom modifications (other than grab bars) but need a replacement	36	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”

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

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have glasses but need a replacement	52	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a CPAP machine but do not have it	53	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a CPAP machine but need a replacement	54	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a personal emergency response system but do not have it	55	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a personal emergency response system but need a replacement	56	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need an oxygen machine but do not have it	57	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have an oxygen machine but need a replacement	58	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need some other assistive device but do not have it	59	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have some other assistive device but need a replacement	60	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	70	Collapse “Usually” and “No, rarely”
Wellness	Proportion of people whose health was described as poor	77	Collapse “Excellent”, “Very good”, “Good” and “Fair”
	Proportion of people whose health was described as having gotten better compared to 12 months ago	78	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 was described as poor (with hearing aids, if wears any)	82	Collapse “Good” and “Fair”
	Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)	83	Collapse “Good” and “Fair”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have access to healthy foods if they want them	84	Collapse “No, never” and “Sometimes”
Medications	Proportion of people who understand what they take their prescription medications for	86	Collapse “No” and “In-between, or some medications”
Rights and Respect	Proportion of people whose paid support staff treat them with respect	87	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)	88	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy where they live (if in group setting)	90	Collapse “Sometimes, rarely or never” and “Usually, but not always”
Self-Direction of Care	Proportion of people who can choose or change what kind of services they get	93	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change when and how often they get their services	94	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change their paid support staff if they want to	95	Collapse “No” and “Sometimes, or some”
Work	Proportion of people who would like a job (if not currently employed)	97	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who would like to do volunteer work (if not currently volunteering)	100	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)	101	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)	103	Collapse “A lot” and “Some”
Affordability	Proportion of people who ever have to skip a meal due to financial worries	105	Collapse “Yes, often” and “Sometimes”
Control	Proportion of people who never feel in control of their lives	106	Collapse “Yes, almost always, always” and “In-between, sometimes”

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

Demographic Characteristics

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

	Average Age	N
UHC Group 1	74	73
UHC Group 2	67	55
UHC Group 3	65	39
BlueCare Group 1	70	72
BlueCare Group 2	67	76
BlueCare Group 3	65	75
Amerigroup Group 1	71	125
Amerigroup Group 2	65	124
Amerigroup Group 3	65	98
Unknown	68	737
Sample Average	74	73

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
UHC Group 1	90%	10%	0%	81
UHC Group 2	96%	4%	0%	57
UHC Group 3	93%	5%	2%	42
BlueCare Group 1	81%	19%	0%	89
BlueCare Group 2	93%	7%	0%	82
BlueCare Group 3	96%	4%	0%	78
Amerigroup Group 1	87%	13%	0%	144
Amerigroup Group 2	94%	6%	0%	132
Amerigroup Group 3	94%	6%	0%	104
Unknown	0%	0%	100%	1
Sample Average	91%	9%	0%	810

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
UHC Group 1	34%	66%	0%	0%	80
UHC Group 2	42%	58%	0%	0%	57
UHC Group 3	29%	71%	0%	0%	42
BlueCare Group 1	28%	72%	0%	0%	89
BlueCare Group 2	37%	63%	0%	0%	82
BlueCare Group 3	24%	76%	0%	0%	78
Amerigroup Group 1	30%	70%	0%	0%	143
Amerigroup Group 2	38%	62%	0%	0%	131
Amerigroup Group 3	39%	61%	0%	0%	104
Unknown	0%	100%	0%	0%	1
Sample Average	34%	66%	0%	0%	807

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%	23%	0%	76%	0%	0%	1%	79
UHC Group 2	0%	0%	28%	0%	68%	2%	2%	0%	57
UHC Group 3	2%	0%	43%	2%	50%	0%	2%	0%	42
BlueCare Group 1	0%	0%	20%	1%	80%	0%	0%	0%	89
BlueCare Group 2	0%	0%	32%	0%	67%	0%	1%	0%	82
BlueCare Group 3	0%	1%	45%	0%	53%	1%	1%	0%	78
Amerigroup Group 1	0%	0%	16%	0%	78%	0%	1%	5%	144
Amerigroup Group 2	0%	0%	26%	0%	60%	0%	8%	7%	132
Amerigroup Group 3	0%	0%	38%	0%	56%	1%	4%	1%	104
Unknown	0%	0%	100%	0%	0%	0%	0%	0%	1
Sample Average	0%	0%	28%	0%	66%	0%	2%	2%	808

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
UHC Group 1	13%	9%	10%	30%	39%	80
UHC Group 2	21%	16%	20%	34%	9%	56
UHC Group 3	26%	10%	21%	36%	7%	42
BlueCare Group 1	22%	7%	16%	55%	0%	89
BlueCare Group 2	26%	9%	29%	37%	0%	82
BlueCare Group 3	26%	13%	31%	31%	0%	78
Amerigroup Group 1	22%	15%	26%	38%	0%	144
Amerigroup Group 2	32%	23%	14%	32%	0%	132
Amerigroup Group 3	38%	13%	26%	23%	0%	104
Unknown	0%	0%	0%	100%	0%	1
Sample Average	26%	13%	21%	35%	5%	808

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
UHC Group 1	99%	0%	0%	1%	81
UHC Group 2	98%	2%	0%	0%	57
UHC Group 3	95%	0%	5%	0%	41
BlueCare Group 1	100%	0%	0%	0%	89
BlueCare Group 2	99%	0%	1%	0%	82
BlueCare Group 3	97%	1%	1%	0%	78
Amerigroup Group 1	100%	0%	0%	0%	144
Amerigroup Group 2	99%	0%	1%	0%	131
Amerigroup Group 3	99%	0%	1%	0%	103
Unknown	100%	0%	0%	0%	1
Sample Average	99%	0%	1%	0%	807

Table 7. Type of residential area⁶⁶

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
UHC Group 1	52%	23%	2%	21%	1%	81
UHC Group 2	53%	30%	4%	14%	0%	57
UHC Group 3	67%	19%	2%	12%	0%	42
BlueCare Group 1	67%	13%	4%	13%	1%	89
BlueCare Group 2	68%	17%	2%	12%	0%	82
BlueCare Group 3	78%	9%	4%	9%	0%	78
Amerigroup Group 1	66%	20%	4%	10%	0%	144
Amerigroup Group 2	59%	29%	2%	11%	0%	132
Amerigroup Group 3	72%	15%	1%	12%	0%	104
Unknown	0%	0%	0%	0%	100%	2
Sample Average	65%	20%	3%	12%	0%	811

⁶⁶ 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	9%	0%	0%	0%	91%	0%	0%	0%	81
UHC Group 2	70%	11%	2%	7%	2%	0%	7%	2%	57
UHC Group 3	73%	23%	3%	3%	0%	0%	0%	0%	40
BlueCare Group 1	1%	0%	0%	0%	99%	0%	0%	0%	89
BlueCare Group 2	84%	5%	1%	5%	0%	0%	5%	0%	82
BlueCare Group 3	85%	9%	0%	4%	1%	0%	1%	0%	78
Amerigroup Group 1	3%	0%	0%	0%	97%	0%	0%	0%	144
Amerigroup Group 2	94%	0%	2%	0%	3%	0%	1%	0%	130
Amerigroup Group 3	83%	4%	1%	7%	6%	0%	0%	0%	104
Unknown	100%	0%	0%	0%	0%	0%	0%	0%	1
Sample Average	53%	4%	1%	2%	39%	0%	1%	0%	806

Table 9. Who else lives with the person

	No One – Lives Alone	Spouse/Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/ Unclear	N
UHC Group 1	4%	3%	4%	0%	0%	85%	5%	79
UHC Group 2	42%	13%	26%	4%	2%	11%	2%	53
UHC Group 3	52%	10%	29%	0%	0%	10%	0%	42
BlueCare Group 1	2%	0%	1%	0%	0%	97%	0%	89
BlueCare Group 2	24%	9%	60%	0%	1%	9%	1%	82
BlueCare Group 3	41%	8%	44%	5%	0%	6%	0%	78
Amerigroup Group 1	1%	1%	1%	0%	0%	97%	0%	144
Amerigroup Group 2	29%	14%	50%	0%	0%	7%	1%	129
Amerigroup Group 3	42%	11%	36%	3%	0%	11%	0%	103
Unknown	0%	0%	100%	0%	0%	0%	0%	1
Sample Average	23%	7%	27%	1%	0%	42%	1%	800

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
UHC Group 1	95%	5%	0%	81
UHC Group 2	98%	2%	0%	57
UHC Group 3	95%	2%	2%	42
BlueCare Group 1	96%	4%	0%	89
BlueCare Group 2	94%	6%	0%	82
BlueCare Group 3	91%	9%	0%	78
Amerigroup Group 1	99%	1%	0%	144
Amerigroup Group 2	93%	7%	0%	131
Amerigroup Group 3	94%	6%	0%	104
Unknown	100%	0%	0%	1
Sample Average	95%	5%	0%	809

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%	25%	25%	0%	0%	0%	4
UHC Group 2	100%	0%	0%	0%	0%	0%	0%	0%	1
UHC Group 3	0%	0%	0%	0%	0%	0%	100%	0%	1
BlueCare Group 1	50%	0%	0%	0%	25%	25%	0%	0%	4
BlueCare Group 2	60%	20%	0%	0%	20%	0%	0%	0%	5
BlueCare Group 3	100%	0%	0%	0%	0%	0%	0%	0%	7
Amerigroup Group 1	100%	0%	0%	0%	0%	0%	0%	0%	2
Amerigroup Group 2	56%	0%	0%	0%	33%	0%	11%	0%	9
Amerigroup Group 3	100%	0%	0%	0%	0%	0%	0%	0%	6
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	72%	3%	0%	3%	15%	3%	5%	0%	39

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
UHC Group 1	23%	76%	1%	79
UHC Group 2	9%	89%	2%	57
UHC Group 3	24%	76%	0%	42
BlueCare Group 1	28%	72%	0%	89
BlueCare Group 2	13%	87%	0%	82
BlueCare Group 3	15%	85%	0%	78
Amerigroup Group 1	65%	33%	1%	142
Amerigroup Group 2	31%	69%	0%	132
Amerigroup Group 3	82%	18%	0%	104
Unknown	n/a	n/a	n/a	0
Sample Average	37%	62%	0%	805

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

	No	Yes	Don't Know/Unclear	N
UHC Group 1	48%	53%	0%	80
UHC Group 2	82%	18%	0%	57
UHC Group 3	90%	10%	0%	42
BlueCare Group 1	43%	57%	0%	89
BlueCare Group 2	65%	35%	0%	82
BlueCare Group 3	91%	9%	0%	78
Amerigroup Group 1	49%	51%	0%	144
Amerigroup Group 2	82%	18%	0%	132
Amerigroup Group 3	95%	5%	0%	103
Unknown	n/a	n/a	n/a	0
Sample Average	70%	30%	0%	807

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don't Know/Unclear	N
UHC Group 1	98%	2%	0%	81
UHC Group 2	98%	2%	0%	56
UHC Group 3	95%	5%	0%	42
BlueCare Group 1	85%	13%	1%	89
BlueCare Group 2	90%	10%	0%	82
BlueCare Group 3	96%	4%	0%	78
Amerigroup Group 1	93%	6%	1%	144
Amerigroup Group 2	96%	4%	0%	132
Amerigroup Group 3	99%	1%	0%	104
Unknown	n/a	n/a	n/a	0
Sample Average	94%	5%	0%	808

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
UHC Group 1	98%	2%	0%	81
UHC Group 2	89%	9%	2%	57
UHC Group 3	100%	0%	0%	42
BlueCare Group 1	91%	6%	3%	88
BlueCare Group 2	91%	7%	1%	82
BlueCare Group 3	100%	0%	0%	78
Amerigroup Group 1	99%	1%	1%	144
Amerigroup Group 2	90%	9%	1%	131
Amerigroup Group 3	96%	4%	0%	103
Unknown	n/a	n/a	n/a	0
Sample Average	95%	4%	1%	806

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	38%	35%	24%	1%	3%	80
UHC Group 2	18%	25%	47%	11%	2%	57
UHC Group 3	0%	33%	57%	10%	0%	42
BlueCare Group 1	40%	45%	20%	6%	0%	89
BlueCare Group 2	23%	26%	51%	7%	0%	82
BlueCare Group 3	4%	41%	59%	8%	0%	78
Amerigroup Group 1	54%	16%	4%	6%	20%	143
Amerigroup Group 2	2%	74%	20%	3%	2%	132
Amerigroup Group 3	0%	55%	45%	2%	1%	104
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	22%	41%	32%	5%	4%	807

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

	No	Yes	Don't Know/Unclear	N
UHC Group 1	79%	5%	16%	80
UHC Group 2	74%	21%	5%	57
UHC Group 3	81%	14%	5%	42
BlueCare Group 1	88%	12%	0%	89
BlueCare Group 2	80%	20%	0%	82
BlueCare Group 3	87%	12%	1%	78
Amerigroup Group 1	83%	9%	8%	143
Amerigroup Group 2	94%	5%	1%	130
Amerigroup Group 3	88%	12%	1%	104
Unknown	n/a	n/a	n/a	0
Sample Average	85%	11%	4%	805

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
UHC Group 1	12%	85%	2%	81
UHC Group 2	19%	81%	0%	57
UHC Group 3	19%	79%	2%	42
BlueCare Group 1	13%	87%	0%	89
BlueCare Group 2	16%	84%	0%	81
BlueCare Group 3	31%	68%	1%	78
Amerigroup Group 1	14%	86%	0%	143
Amerigroup Group 2	15%	85%	0%	131
Amerigroup Group 3	19%	81%	0%	104
Unknown	n/a	n/a	n/a	0
Sample Average	17%	83%	0%	806

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	5%	16%	38%	41%	0%	79
UHC Group 2	4%	14%	33%	49%	0%	57
UHC Group 3	5%	7%	33%	55%	0%	42
BlueCare Group 1	2%	17%	36%	45%	0%	89
BlueCare Group 2	2%	15%	34%	49%	0%	82
BlueCare Group 3	0%	21%	26%	53%	1%	78
Amerigroup Group 1	3%	13%	39%	45%	1%	141
Amerigroup Group 2	2%	11%	30%	56%	1%	131
Amerigroup Group 3	2%	10%	19%	69%	0%	103
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	2%	14%	32%	51%	0%	802

Table 20. Has legal guardian

	No	Yes	Don't Know	N
UHC Group 1	86%	11%	2%	81
UHC Group 2	91%	7%	2%	57
UHC Group 3	86%	12%	2%	42
BlueCare Group 1	97%	3%	0%	89
BlueCare Group 2	99%	1%	0%	82
BlueCare Group 3	99%	1%	0%	78
Amerigroup Group 1	62%	35%	3%	143
Amerigroup Group 2	43%	56%	1%	130
Amerigroup Group 3	55%	45%	0%	103
Unknown	n/a	n/a	n/a	0
Sample Average	75%	24%	1%	805

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

	No	Yes	Don't Know	N
UHC Group 1	99%	1%	0%	78
UHC Group 2	84%	16%	0%	57
UHC Group 3	66%	34%	0%	41
BlueCare Group 1	100%	0%	0%	89
BlueCare Group 2	79%	21%	0%	82
BlueCare Group 3	78%	22%	0%	78
Amerigroup Group 1	100%	0%	0%	144
Amerigroup Group 2	71%	29%	0%	131
Amerigroup Group 3	85%	15%	0%	104
Unknown	0%	100%	0%	1
Sample Average	86%	14%	0%	805

Community Participation

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

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	49%	8%	40%	2%	2%	53
UHC Group 2	42%	7%	49%	0%	2%	43
UHC Group 3	50%	11%	37%	0%	3%	38
BlueCare Group 1	39%	10%	44%	7%	0%	59
BlueCare Group 2	40%	7%	49%	2%	2%	57
BlueCare Group 3	51%	21%	26%	2%	0%	61
Amerigroup Group 1	49%	6%	41%	1%	2%	95
Amerigroup Group 2	45%	5%	47%	1%	1%	91
Amerigroup Group 3	46%	14%	37%	3%	0%	95
Unknown	50%	0%	50%	0%	0%	2
Sample Average	46%	10%	41%	2%	1%	594

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

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
UHC Group 1	7%	17%	7%	67%	3%	0%	30
UHC Group 2	15%	15%	25%	80%	5%	0%	20
UHC Group 3	4%	22%	13%	87%	4%	0%	23
BlueCare Group 1	7%	34%	17%	55%	14%	0%	29
BlueCare Group 2	15%	44%	30%	59%	11%	0%	27
BlueCare Group 3	11%	32%	14%	55%	9%	0%	44
Amerigroup Group 1	8%	28%	15%	51%	8%	0%	53
Amerigroup Group 2	11%	33%	9%	72%	4%	0%	46
Amerigroup Group 3	13%	38%	13%	64%	9%	0%	56
Unknown	0%	0%	0%	0%	0%	0%	1
Sample Average	10%	30%	15%	63%	8%	0%	329

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

	Feels Unsafe	No Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	0%	3%	0%	10%	7%	3%	30
UHC Group 2	0%	10%	0%	10%	0%	0%	20
UHC Group 3	0%	9%	0%	0%	0%	0%	23
BlueCare Group 1	0%	0%	7%	21%	10%	0%	29
BlueCare Group 2	0%	0%	4%	4%	7%	0%	27
BlueCare Group 3	5%	2%	11%	7%	2%	0%	44
Amerigroup Group 1	2%	8%	8%	19%	4%	2%	53
Amerigroup Group 2	0%	11%	7%	4%	2%	2%	46
Amerigroup Group 3	5%	4%	9%	5%	0%	0%	56
Unknown	0%	0%	0%	0%	100%	0%	1
Sample Average	2%	5%	6%	9%	4%	1%	329

Table 24. 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	48%	44%	6%	2%	52
UHC Group 2	23%	72%	2%	2%	43
UHC Group 3	37%	61%	3%	0%	38
BlueCare Group 1	47%	51%	2%	0%	59
BlueCare Group 2	29%	68%	2%	2%	56
BlueCare Group 3	40%	60%	0%	0%	62
Amerigroup Group 1	46%	50%	2%	2%	94
Amerigroup Group 2	41%	57%	1%	1%	91
Amerigroup Group 3	51%	47%	2%	0%	94
Unknown	0%	100%	0%	0%	2
Sample Average	42%	55%	2%	1%	591

Choice and Decision Making

Table 25. Proportion of people who are able to choose their roommate (if in group setting⁶⁷ and have roommates)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	71%	24%	0%	4%	45
UHC Group 2	50%	50%	0%	0%	4
UHC Group 3	100%	0%	0%	0%	2
BlueCare Group 1	63%	27%	8%	2%	48
BlueCare Group 2	50%	30%	20%	0%	10
BlueCare Group 3	75%	0%	0%	25%	4
Amerigroup Group 1	79%	14%	6%	0%	77
Amerigroup Group 2	75%	25%	0%	0%	8
Amerigroup Group 3	86%	14%	0%	0%	7
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	72%	21%	5%	2%	205

⁶⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

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

	No, Never	Some Days, Sometimes	Yes, Always/Almost Always	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	13%	10%	77%	0%	0%	52
UHC Group 2	10%	2%	88%	0%	0%	42
UHC Group 3	5%	0%	95%	0%	0%	38
BlueCare Group 1	10%	8%	82%	0%	0%	60
BlueCare Group 2	2%	11%	87%	0%	0%	55
BlueCare Group 3	3%	13%	84%	0%	0%	61
Amerigroup Group 1	18%	18%	64%	0%	0%	94
Amerigroup Group 2	7%	5%	87%	0%	1%	91
Amerigroup Group 3	9%	10%	82%	0%	0%	94
Unknown	0%	0%	100%	0%	0%	2
Sample Average	9%	10%	81%	0%	0%	589

Table 27. 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	19%	12%	65%	2%	2%	0%	52
UHC Group 2	5%	2%	93%	0%	0%	0%	43
UHC Group 3	8%	3%	89%	0%	0%	0%	38
BlueCare Group 1	20%	2%	78%	0%	0%	0%	60
BlueCare Group 2	2%	9%	84%	4%	0%	2%	57
BlueCare Group 3	0%	10%	90%	0%	0%	0%	60
Amerigroup Group 1	27%	20%	48%	3%	0%	1%	93
Amerigroup Group 2	1%	7%	92%	0%	0%	0%	91
Amerigroup Group 3	8%	11%	81%	0%	0%	0%	95
Unknown	0%	50%	50%	0%	0%	0%	2
Sample Average	10%	9%	79%	1%	0%	0%	591

Table 28. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting⁶⁸)

	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	13%	44%	44%	0%	0%	48
UHC Group 2	14%	0%	86%	0%	0%	7
UHC Group 3	60%	0%	40%	0%	0%	5
BlueCare Group 1	14%	33%	49%	4%	0%	57
BlueCare Group 2	8%	33%	58%	0%	0%	12
BlueCare Group 3	25%	25%	25%	0%	25%	4
Amerigroup Group 1	25%	44%	29%	1%	1%	85
Amerigroup Group 2	15%	23%	62%	0%	0%	13
Amerigroup Group 3	45%	0%	36%	9%	9%	11
Unknown	n/a	n/a	n/a	n/a	n	0
Sample Average	20%	35%	42%	2%	1%	242

⁶⁸ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Relationships

Table 29. Proportion of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them)

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	5%	18%	78%	20%	0%	40
UHC Group 2	6%	18%	76%	23%	0%	34
UHC Group 3	0%	9%	91%	16%	0%	32
BlueCare Group 1	2%	12%	86%	14%	0%	49
BlueCare Group 2	2%	8%	88%	6%	2%	48
BlueCare Group 3	12%	14%	73%	13%	0%	49
Amerigroup Group 1	12%	24%	64%	19%	0%	76
Amerigroup Group 2	4%	12%	83%	16%	1%	77
Amerigroup Group 3	8%	19%	72%	13%	0%	83
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	6%	16%	78%	15%	0%	488

Table 30. 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	22%	22%	0%	22%	0%	44%	0%	9
UHC Group 2	0%	63%	0%	0%	0%	25%	13%	8
UHC Group 3	33%	0%	0%	0%	0%	0%	67%	3
BlueCare Group 1	0%	29%	0%	14%	0%	57%	14%	7
BlueCare Group 2	0%	20%	0%	80%	0%	0%	0%	5
BlueCare Group 3	31%	31%	0%	15%	0%	15%	15%	13
Amerigroup Group 1	11%	22%	0%	22%	0%	37%	11%	27
Amerigroup Group 2	8%	25%	0%	17%	0%	67%	8%	12
Amerigroup Group 3	32%	27%	0%	36%	0%	18%	14%	22
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	17%	27%	0%	24%	0%	32%	12%	106

Satisfaction

Table 31. 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	10%	16%	74%	0%	0%	50
UHC Group 2	10%	10%	81%	0%	0%	42
UHC Group 3	8%	13%	79%	0%	0%	38
BlueCare Group 1	9%	13%	79%	0%	0%	56
BlueCare Group 2	8%	4%	88%	0%	0%	51
BlueCare Group 3	7%	13%	78%	0%	2%	55
Amerigroup Group 1	14%	14%	72%	0%	0%	94
Amerigroup Group 2	7%	9%	85%	0%	0%	91
Amerigroup Group 3	9%	15%	76%	0%	0%	92
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	9%	12%	79%	0%	0%	569

Table 32a. Reasons for not liking where people are living

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
UHC Group 1	8%	0%	0%	0%	54%	13
UHC Group 2	25%	0%	0%	0%	13%	8
UHC Group 3	25%	0%	0%	13%	13%	8
BlueCare Group 1	8%	0%	0%	0%	33%	12
BlueCare Group 2	17%	33%	0%	17%	0%	6
BlueCare Group 3	9%	0%	0%	9%	27%	11
Amerigroup Group 1	0%	4%	4%	8%	50%	26
Amerigroup Group 2	7%	0%	7%	0%	29%	14
Amerigroup Group 3	5%	5%	5%	0%	14%	21
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	8%	3%	3%	4%	30%	119

Table 32b. Reasons for not liking where people are living (continued)

	Layout/Size of Residence/Building	Problems with Neighbors/ Other Residents	Problems with Staff	Insufficient Amount/ Type of Staff	Wants More Independence/Control	N
UHC Group 1	0%	8%	15%	8%	8%	13
UHC Group 2	0%	13%	0%	0%	0%	8
UHC Group 3	38%	0%	0%	0%	13%	8
BlueCare Group 1	0%	0%	8%	17%	25%	12
BlueCare Group 2	33%	0%	0%	0%	0%	6
BlueCare Group 3	18%	9%	0%	0%	0%	11
Amerigroup Group 1	15%	12%	8%	4%	27%	26
Amerigroup Group 2	29%	0%	0%	0%	7%	14
Amerigroup Group 3	10%	10%	5%	0%	10%	21
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	14%	7%	5%	3%	13%	119

Table 32c. 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	15%	15%		23%	0%	0%	13
UHC Group 2	0%	0%	0%	50%	0%	0%	8
UHC Group 3	13%	0%	0%	25%	13%	13%	8
BlueCare Group 1	25%	17%	8%	17%	0%	0%	12
BlueCare Group 2	17%	17%	0%	17%	0%	0%	6
BlueCare Group 3	0%	36%	9%	9%	0%	9%	11
Amerigroup Group 1	15%	19%	4%	8%	4%	4%	26
Amerigroup Group 2	7%	21%	14%	14%	7%	7%	14
Amerigroup Group 3	24%	24%	5%	14%	0%	0%	21
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	14%	18%	5%	17%	3%	3%	119

Table 33. Proportion of people who would prefer to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
UHC Group 1	58%	8%	34%	0%	50
UHC Group 2	73%	11%	16%	0%	44
UHC Group 3	66%	13%	21%	0%	38
BlueCare Group 1	60%	5%	33%	2%	57
BlueCare Group 2	65%	10%	24%	2%	51
BlueCare Group 3	66%	15%	17%	2%	53
Amerigroup Group 1	48%	13%	35%	4%	94
Amerigroup Group 2	73%	4%	21%	2%	92
Amerigroup Group 3	63%	14%	22%	1%	95
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	63%	10%	25%	2%	574

Table 34a. 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	52%	19%	5%	5%	21
UHC Group 2	58%	0%	0%	8%	12
UHC Group 3	54%	8%	0%	0%	13
BlueCare Group 1	82%	5%	0%	0%	22
BlueCare Group 2	59%	24%	6%	0%	17
BlueCare Group 3	47%	29%	6%	0%	17
Amerigroup Group 1	64%	18%	7%	0%	45
Amerigroup Group 2	57%	4%	4%	4%	23
Amerigroup Group 3	50%	19%	3%	3%	32
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	59%	15%	4%	2%	202

Table 34b. 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	5%	0%	14%	0%	21
UHC Group 2	0%	25%	8%	0%	12
UHC Group 3	0%	15%	8%	15%	13
BlueCare Group 1	0%	5%	9%	0%	22
BlueCare Group 2	0%	12%	0%	0%	17
BlueCare Group 3	0%	0%	6%	12%	17
Amerigroup Group 1	0%	0%	7%	4%	45
Amerigroup Group 2	0%	9%	9%	13%	23
Amerigroup Group 3	0%	13%	9%	3%	32
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	0%	7%	8%	5%	202

Table 35. Proportion of people who like how they spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	9%	38%	51%	0%	2%	53
UHC Group 2	7%	26%	67%	0%	0%	42
UHC Group 3	11%	39%	50%	0%	0%	36
BlueCare Group 1	10%	25%	63%	2%	0%	60
BlueCare Group 2	5%	36%	59%	0%	0%	56
BlueCare Group 3	8%	41%	51%	0%	0%	59
Amerigroup Group 1	14%	37%	49%	0%	0%	94
Amerigroup Group 2	3%	37%	59%	0%	0%	91
Amerigroup Group 3	8%	42%	50%	0%	0%	92
Unknown	0%	0%	100%	0%	0%	2
Sample Average	8%	36%	55%	0%	0%	585

Table 36. 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	56%	21%	21%	0%	3%	0%	39
UHC Group 2	60%	10%	30%	0%	0%	0%	30
UHC Group 3	79%	13%	4%	0%	0%	4%	24
BlueCare Group 1	63%	23%	14%	0%	0%	0%	35
BlueCare Group 2	61%	14%	22%	0%	0%	3%	36
BlueCare Group 3	53%	16%	29%	0%	0%	2%	45
Amerigroup Group 1	47%	10%	39%	0%	1%	3%	72
Amerigroup Group 2	61%	18%	20%	0%	2%	0%	66
Amerigroup Group 3	66%	11%	24%	0%	0%	0%	76
Unknown	0%	0%	100%	0%	0%	0%	2
Sample Average	59%	14%	25%	0%	1%	1%	425

Table 37. 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	8%	18%	74%	0%	0%	39
UHC Group 2	14%	0%	86%	0%	0%	29
UHC Group 3	0%	13%	83%	0%	4%	24
BlueCare Group 1	3%	9%	89%	0%	0%	35
BlueCare Group 2	0%	8%	89%	0%	3%	36
BlueCare Group 3	4%	4%	91%	0%	0%	46
Amerigroup Group 1	4%	7%	85%	3%	1%	73
Amerigroup Group 2	0%	17%	83%	0%	0%	66
Amerigroup Group 3	0%	10%	90%	0%	0%	77
Unknown	0%	0%	100%	0%	0%	2
Sample Average	3%	10%	86%	0%	1%	427

Service Coordination

Table 38. 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	18%	4%	78%	0%	51
UHC Group 2	7%	7%	86%	0%	44
UHC Group 3	0%	3%	97%	0%	37
BlueCare Group 1	21%	16%	62%	2%	58
BlueCare Group 2	11%	7%	82%	0%	56
BlueCare Group 3	5%	5%	90%	0%	60
Amerigroup Group 1	24%	17%	56%	3%	93
Amerigroup Group 2	7%	5%	87%	1%	91
Amerigroup Group 3	3%	7%	90%	0%	92
Unknown	0%	0%	100%	0%	2
Sample Average	11%	8%	80%	1%	584

Table 39. Proportion of people who know whom to contact if they need help with services or have a complaint⁶⁹

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
UHC Group 1	16%	6%	76%	2%	51
UHC Group 2	5%	2%	91%	2%	44
UHC Group 3	3%	8%	89%	0%	36
BlueCare Group 1	18%	11%	70%	2%	57
BlueCare Group 2	9%	6%	85%	0%	54
BlueCare Group 3	10%	14%	76%	0%	59
Amerigroup Group 1	17%	15%	66%	2%	88
Amerigroup Group 2	4%	4%	91%	0%	90
Amerigroup Group 3	6%	11%	83%	0%	89
Unknown	0%	0%	100%	0%	2
Sample Average	10%	9%	80%	1%	570

Table 40. Proportion of people who reported having a case manager/care coordinator

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	33%	41%	27%	0%	79
UHC Group 2	0%	91%	5%	4%	57
UHC Group 3	7%	90%	2%	0%	41
BlueCare Group 1	17%	61%	20%	2%	87
BlueCare Group 2	4%	91%	5%	0%	80
BlueCare Group 3	4%	94%	3%	0%	77
Amerigroup Group 1	25%	47%	28%	1%	141
Amerigroup Group 2	5%	90%	5%	0%	131
Amerigroup Group 3	2%	91%	7%	0%	101
Unknown	0%	100%	0%	0%	2
Sample Average	12%	75%	13%	1%	796

⁶⁹ New item added in 2018-2019.

Table 41. 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	6%	16%	66%	13%	0%	32
UHC Group 2	4%	8%	88%	0%	0%	52
UHC Group 3	5%	0%	92%	3%	0%	37
BlueCare Group 1	6%	2%	89%	4%	0%	53
BlueCare Group 2	0%	10%	88%	1%	1%	72
BlueCare Group 3	9%	10%	79%	3%	0%	70
Amerigroup Group 1	9%	14%	73%	5%	0%	66
Amerigroup Group 2	3%	14%	82%	2%	0%	118
Amerigroup Group 3	5%	13%	80%	1%	0%	92
Unknown	0%	50%	50%	0%	0%	2
Sample Average	5%	10%	82%	3%	0%	594

Table 42. Proportion of people who receive information about their services in the language they prefer (if non-English)⁷⁰

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	17%	0%	78%	4%	0%	23
UHC Group 2	6%	12%	82%	0%	0%	17
UHC Group 3	12%	0%	82%	0%	6%	17
BlueCare Group 1	3%	3%	85%	8%	3%	40
BlueCare Group 2	3%	0%	89%	3%	5%	38
BlueCare Group 3	8%	3%	89%	0%	0%	36
Amerigroup Group 1	2%	2%	92%	2%	2%	49
Amerigroup Group 2	4%	0%	91%	2%	2%	46
Amerigroup Group 3	0%	4%	85%	7%	4%	27
Unknown	50%	0%	50%	0%	0%	2
Sample Average	5%	2%	87%	3%	2%	295

⁷⁰ Item previously reported in the "Access" domain.

Table 43. 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	2%	9%	83%	2%	2%	2%	54
UHC Group 2	11%	8%	81%	0%	0%	0%	37
UHC Group 3	0%	12%	85%	0%	0%	4%	26
BlueCare Group 1	0%	0%	98%	0%	2%	0%	47
BlueCare Group 2	0%	10%	86%	0%	2%	2%	51
BlueCare Group 3	2%	5%	93%	0%	0%	0%	57
Amerigroup Group 1	3%	5%	85%	0%	3%	3%	95
Amerigroup Group 2	2%	10%	85%	0%	0%	2%	96
Amerigroup Group 3	2%	8%	89%	0%	0%	0%	83
Unknown	50%	0%	50%	0%	0%	0%	2
Sample Average	3%	7%	87%	0%	1%	1%	548

Table 44. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	21%	70%	9%	0%	81
UHC Group 2	23%	72%	5%	0%	57
UHC Group 3	17%	74%	10%	0%	42
BlueCare Group 1	5%	83%	13%	0%	87
BlueCare Group 2	15%	72%	11%	2%	82
BlueCare Group 3	14%	77%	8%	1%	78
Amerigroup Group 1	10%	80%	9%	1%	144
Amerigroup Group 2	20%	75%	4%	2%	130
Amerigroup Group 3	24%	65%	11%	0%	104
Unknown	0%	100%	0%	0%	2
Sample Average	16%	75%	9%	1%	807

Table 45. Proportion of people who want help planning for future changes in their needs

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	39%	41%	12%	8%	51
UHC Group 2	45%	45%	7%	2%	44
UHC Group 3	45%	50%	5%	0%	38
BlueCare Group 1	33%	47%	18%	2%	60
BlueCare Group 2	36%	53%	11%	0%	53
BlueCare Group 3	38%	57%	3%	2%	61
Amerigroup Group 1	39%	38%	18%	4%	94
Amerigroup Group 2	47%	41%	10%	2%	90
Amerigroup Group 3	42%	51%	7%	0%	95
Unknown	100%	0%	0%	0%	1
Sample Average	41%	46%	11%	2%	587

Table 46. Proportion of people whose long-term care services meet their current needs and goals

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	5%	10%	81%	4%	0%	78
UHC Group 2	5%	16%	77%	2%	0%	57
UHC Group 3	0%	24%	73%	2%	0%	41
BlueCare Group 1	4%	11%	78%	7%	0%	89
BlueCare Group 2	0%	11%	89%	0%	0%	79
BlueCare Group 3	5%	32%	62%	0%	1%	78
Amerigroup Group 1	4%	15%	78%	2%	1%	143
Amerigroup Group 2	5%	22%	73%	1%	0%	131
Amerigroup Group 3	5%	37%	57%	0%	1%	103
Unknown	0%	0%	100%	0%	0%	2
Sample Average	4%	20%	74%	2%	0%	801

Table 47a. Additional services might help meet people’s needs and goals (if have unmet needs and goals)

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
UHC Group 1	21%	14%	14%	7%	0%	14
UHC Group 2	17%	33%	17%	8%	8%	12
UHC Group 3	0%	9%	36%	0%	18%	11
BlueCare Group 1	21%	14%	0%	0%	0%	14
BlueCare Group 2	0%	18%	18%	0%	9%	11
BlueCare Group 3	0%	31%	21%	7%	28%	29
Amerigroup Group 1	7%	21%	21%	0%	4%	28
Amerigroup Group 2	0%	22%	8%	11%	3%	36
Amerigroup Group 3	5%	28%	19%	16%	19%	43
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	6%	23%	17%	8%	11%	198

Table 47b. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
UHC Group 1	0%	7%	0%	7%	0%	0%	14
UHC Group 2	8%	25%	17%	0%	0%	25%	12
UHC Group 3	9%	18%	18%	0%	0%	18%	11
BlueCare Group 1	14%	14%	0%	0%	14%	0%	14
BlueCare Group 2	0%	18%	9%	9%	9%	27%	11
BlueCare Group 3	7%	28%	3%	3%	3%	14%	29
Amerigroup Group 1	7%	7%	11%	14%	11%	11%	28
Amerigroup Group 2	3%	17%	17%	0%	0%	31%	36
Amerigroup Group 3	7%	16%	5%	7%	7%	30%	43
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	6%	17%	9%	5%	5%	20%	198

Table 47c. Additional services might help meet people’s needs and goals (if have unmet needs and goals) (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	0%	0%	7%	7%	43%	14%	7%	14
UHC Group 2	0%	0%	8%	8%	50%	0%	0%	12
UHC Group 3	0%	9%	0%	18%	0%	18%	0%	11
BlueCare Group 1	0%	0%	0%	0%	43%	14%	0%	14
BlueCare Group 2	9%	9%	9%	0%	36%	0%	18%	11
BlueCare Group 3	3%	10%	7%	14%	17%	0%	3%	29
Amerigroup Group 1	21%	11%	7%	11%	21%	21%	4%	28
Amerigroup Group 2	3%	6%	0%	0%	33%	3%	0%	36
Amerigroup Group 3	9%	12%	12%	9%	14%	7%	0%	43
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	7%	8%	6%	8%	26%	8%	3%	198

Table 48. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	60%	40%	0%	0%	5
UHC Group 2	17%	83%	0%	0%	12
UHC Group 3	11%	89%	0%	0%	9
BlueCare Group 1	25%	50%	25%	0%	8
BlueCare Group 2	25%	75%	0%	0%	8
BlueCare Group 3	30%	70%	0%	0%	27
Amerigroup Group 1	28%	61%	11%	0%	18
Amerigroup Group 2	31%	63%	3%	3%	32
Amerigroup Group 3	16%	73%	11%	0%	37
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	25%	69%	6%	1%	156

Table 49a. How people first find out about the services available to them

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
UHC Group 1	7%	23%	1%	0%	3%	23%	70
UHC Group 2	5%	20%	5%	5%	13%	22%	55
UHC Group 3	13%	28%	0%	3%	3%	31%	39
BlueCare Group 1	1%	18%	5%	4%	2%	20%	82
BlueCare Group 2	11%	13%	7%	5%	13%	24%	76
BlueCare Group 3	14%	23%	7%	3%	5%	29%	73
Amerigroup Group 1	5%	27%	1%	1%	5%	28%	131
Amerigroup Group 2	10%	24%	2%	3%	10%	21%	128
Amerigroup Group 3	13%	22%	6%	2%	13%	22%	97
Unknown	0%	0%	0%	0%	0%	50%	2
Sample Average	9%	22%	4%	3%	8%	24%	753

Table 49b. How people first find out about the services available to them (continued)

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	16%	1%	1%	1%	27%	0%	70
UHC Group 2	25%	5%	0%	2%	9%	0%	55
UHC Group 3	26%	0%	0%	5%	5%	0%	39
BlueCare Group 1	22%	1%	0%	0%	32%	0%	82
BlueCare Group 2	25%	0%	1%	1%	5%	1%	76
BlueCare Group 3	14%	0%	1%	1%	8%	0%	73
Amerigroup Group 1	15%	1%	0%	1%	26%	1%	131
Amerigroup Group 2	27%	0%	1%	0%	9%	0%	128
Amerigroup Group 3	16%	1%	0%	2%	10%	0%	97
Unknown	0%	0%	0%	0%	50%	0%	2
Sample Average	20%	1%	1%	1%	16%	0%	753

Table 50. Proportion of people who have someone that helps them at home or in the community on a regular basis (at least once a week)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	11%	83%	6%	0%	81
UHC Group 2	9%	91%	0%	0%	57
UHC Group 3	10%	90%	0%	0%	42
BlueCare Group 1	9%	90%	1%	0%	89
BlueCare Group 2	1%	99%	0%	0%	82
BlueCare Group 3	4%	96%	0%	0%	78
Amerigroup Group 1	8%	88%	3%	1%	144
Amerigroup Group 2	3%	96%	1%	0%	132
Amerigroup Group 3	4%	96%	0%	0%	104
Unknown	0%	100%	0%	0%	2
Sample Average	6%	92%	1%	0%	811

Table 51. Who helps people most often (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	87%	0%	0%	6%	0%	7%	0%	0%	67
UHC Group 2	60%	10%	0%	27%	0%	2%	0%	2%	52
UHC Group 3	62%	5%	0%	32%	0%	0%	0%	0%	37
BlueCare Group 1	81%	1%	0%	6%	1%	9%	1%	0%	79
BlueCare Group 2	48%	4%	0%	48%	1%	0%	0%	0%	80
BlueCare Group 3	69%	3%	0%	24%	4%	0%	0%	0%	74
Amerigroup Group 1	93%	1%	0%	2%	2%	3%	0%	0%	127
Amerigroup Group 2	61%	3%	0%	34%	1%	1%	0%	1%	127
Amerigroup Group 3	69%	2%	0%	26%	1%	2%	0%	0%	100
Unknown	50%	0%	0%	50%	0%	0%	0%	0%	2
Sample Average	71%	3%	0%	22%	1%	3%	0%	0%	745

Table 52. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker – Not Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	30%	0%	2%	38%	5%	3%	24%	0%	3%	66
UHC Group 2	27%	6%	0%	47%	8%	2%	18%	0%	2%	51
UHC Group 3	26%	5%	0%	47%	11%	5%	11%	0%	0%	38
BlueCare Group 1	30%	0%	0%	24%	4%	1%	41%	1%	0%	79
BlueCare Group 2	40%	2%	1%	44%	9%	4%	11%	0%	1%	81
BlueCare Group 3	27%	0%	1%	51%	12%	0%	9%	0%	1%	75
Amerigroup Group 1	32%	0%	0%	29%	7%	2%	29%	1%	1%	126
Amerigroup Group 2	44%	2%	0%	46%	4%	3%	13%	1%	0%	126
Amerigroup Group 3	34%	3%	1%	45%	11%	3%	9%	0%	2%	99
Unknown	50%	0%	0%	50%	0%	0%	0%	0%	0%	2
Sample Average	34%	2%	1%	41%	7%	3%	19%	0%	1%	743

Table 53. 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	13%	74%	2%	11%	0%	54
UHC Group 2	35%	59%	0%	5%	0%	37
UHC Group 3	31%	62%	0%	4%	4%	26
BlueCare Group 1	11%	79%	0%	9%	2%	47
BlueCare Group 2	2%	90%	0%	4%	4%	51
BlueCare Group 3	23%	77%	0%	0%	0%	57
Amerigroup Group 1	17%	69%	1%	11%	2%	95
Amerigroup Group 2	15%	82%	0%	1%	2%	95
Amerigroup Group 3	31%	67%	0%	1%	1%	81
Unknown	0%	100%	0%	0%	0%	2
Sample Average	19%	74%	0%	5%	2%	545

Care Coordination

Table 54. Proportion of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)

	Yes	No	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	63%	28%	9%	0%	78
UHC Group 2	65%	35%	0%	0%	57
UHC Group 3	68%	29%	2%	0%	41
BlueCare Group 1	67%	22%	9%	1%	86
BlueCare Group 2	71%	28%	1%	0%	80
BlueCare Group 3	62%	36%	1%	0%	77
Amerigroup Group 1	60%	34%	6%	0%	144
Amerigroup Group 2	64%	36%	0%	0%	132
Amerigroup Group 3	61%	36%	3%	1%	104
Unknown	50%	50%	0%	0%	2
Sample Average	64%	32%	4%	0%	801

Table 55. 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	0%	9%	91%	0%	0%	22
UHC Group 2	5%	0%	95%	0%	0%	20
UHC Group 3	8%	8%	83%	0%	0%	12
BlueCare Group 1	5%	0%	89%	5%	0%	19
BlueCare Group 2	5%	5%	91%	0%	0%	22
BlueCare Group 3	14%	0%	75%	4%	7%	28
Amerigroup Group 1	4%	2%	90%	2%	2%	48
Amerigroup Group 2	13%	4%	79%	4%	0%	48
Amerigroup Group 3	6%	11%	83%	0%	0%	36
Unknown	0%	0%	100%	0%	0%	1
Sample Average	7%	4%	86%	2%	1%	256

Table 56. 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/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	14%	73%	0%	14%	0%	22
UHC Group 2	0%	100%	0%	0%	0%	20
UHC Group 3	17%	83%	0%	0%	0%	12
BlueCare Group 1	5%	84%	0%	11%	0%	19
BlueCare Group 2	14%	86%	0%	0%	0%	22
BlueCare Group 3	25%	64%	0%	7%	4%	28
Amerigroup Group 1	12%	78%	0%	8%	2%	49
Amerigroup Group 2	10%	81%	2%	6%	0%	48
Amerigroup Group 3	16%	84%	0%	0%	0%	37
Unknown	0%	100%	0%	0%	0%	1
Sample Average	13%	81%	0%	5%	1%	258

Table 57. Proportion of people who know how to manage their chronic condition(s)

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	31%	7%	57%	3%	3%	74
UHC Group 2	12%	7%	74%	7%	0%	57
UHC Group 3	10%	18%	73%	0%	0%	40
BlueCare Group 1	30%	8%	53%	8%	0%	83
BlueCare Group 2	19%	9%	66%	1%	4%	77
BlueCare Group 3	3%	9%	88%	0%	0%	76
Amerigroup Group 1	36%	9%	45%	9%	1%	138
Amerigroup Group 2	23%	13%	63%	1%	1%	128
Amerigroup Group 3	9%	9%	80%	1%	1%	100
Unknown	0%	0%	100%	0%	0%	2
Sample Average	21%	10%	64%	4%	1%	775

Table 58. Proportion of people with concerns about falling or being unstable⁷¹

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	52%	15%	31%	1%	1%	81
UHC Group 2	53%	18%	28%	2%	0%	57
UHC Group 3	52%	17%	31%	0%	0%	42
BlueCare Group 1	56%	23%	22%	0%	0%	88
BlueCare Group 2	51%	20%	28%	0%	1%	82
BlueCare Group 3	30%	30%	40%	0%	0%	77
Amerigroup Group 1	57%	16%	24%	3%	0%	144
Amerigroup Group 2	44%	20%	34%	1%	1%	132
Amerigroup Group 3	46%	20%	33%	1%	0%	104
Unknown	0%	0%	50%	50%	0%	2
Sample Average	49%	20%	30%	1%	0%	809

Table 59. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk⁷²

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	19%	78%	3%	0%	37
UHC Group 2	15%	85%	0%	0%	26
UHC Group 3	10%	85%	5%	0%	20
BlueCare Group 1	18%	80%	0%	3%	40
BlueCare Group 2	5%	92%	3%	0%	39
BlueCare Group 3	18%	78%	2%	2%	55
Amerigroup Group 1	23%	75%	2%	0%	57
Amerigroup Group 2	18%	82%	0%	0%	72
Amerigroup Group 3	26%	74%	0%	0%	54
Unknown	0%	100%	0%	0%	1
Sample Average	18%	80%	1%	0%	401

⁷¹ Item previously reported in the "Safety" domain.

⁷² Item previously reported in the "Safety" domain.

Access to Community⁷³

Table 60. Proportion of people who have transportation when they want to do things outside of their home (non-medical)⁷⁴

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	30%	10%	46%	10%	5%	0%	81
UHC Group 2	19%	9%	65%	6%	2%	0%	54
UHC Group 3	21%	17%	62%	0%	0%	0%	42
BlueCare Group 1	28%	13%	51%	6%	2%	0%	88
BlueCare Group 2	11%	7%	76%	6%	0%	0%	82
BlueCare Group 3	11%	17%	71%	1%	0%	0%	76
Amerigroup Group 1	33%	19%	35%	8%	3%	2%	144
Amerigroup Group 2	22%	13%	57%	3%	4%	1%	130
Amerigroup Group 3	17%	21%	60%	1%	1%	0%	101
Unknown	0%	0%	100%	0%	0%	0%	2
Sample Average	22%	14%	56%	5%	2%	1%	800

⁷³ New domain in 2018-2019.

⁷⁴ Item previously reported in the "Access" domain.

Table 61. Proportion of people who have transportation to get to medical appointments when they need to⁷⁵

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	7%	2%	68%	19%	4%	0%	81
UHC Group 2	0%	5%	91%	2%	2%	0%	56
UHC Group 3	2%	5%	93%	0%	0%	0%	41
BlueCare Group 1	5%	2%	77%	15%	1%	0%	88
BlueCare Group 2	0%	4%	90%	6%	0%	0%	82
BlueCare Group 3	0%	10%	88%	1%	0%	0%	78
Amerigroup Group 1	6%	7%	67%	19%	1%	1%	144
Amerigroup Group 2	2%	4%	86%	8%	0%	1%	132
Amerigroup Group 3	5%	13%	81%	2%	0%	0%	104
Unknown	0%	0%	100%	0%	0%	0%	2
Sample Average	3%	6%	80%	9%	1%	0%	808

⁷⁵ Item previously reported in the "Access" domain.

Access to Needed Equipment⁷⁶

Table 62. Proportion of people who need grab bars in the bathroom or elsewhere in their home⁷⁷

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	12%	84%	0%	0%	4%	0%	81
UHC Group 2	23%	60%	4%	12%	2%	0%	57
UHC Group 3	12%	67%	14%	7%	0%	0%	42
BlueCare Group 1	11%	80%	1%	0%	8%	0%	88
BlueCare Group 2	22%	57%	9%	12%	0%	0%	82
BlueCare Group 3	16%	60%	5%	18%	0%	1%	77
Amerigroup Group 1	13%	79%	1%	3%	4%	1%	142
Amerigroup Group 2	26%	56%	9%	8%	1%	1%	131
Amerigroup Group 3	16%	67%	2%	14%	0%	0%	104
Unknown	0%	50%	50%	0%	0%	0%	2
Sample Average	17%	68%	4%	8%	2%	0%	806

⁷⁶ New domain in 2018-2019.

⁷⁷ Item previously reported in the "Access" domain.

Table 63. Proportion of people who need bathroom modifications (other than grab bars) ⁷⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	21%	69%	0%	0%	8%	3%	80
UHC Group 2	26%	53%	2%	19%	0%	0%	57
UHC Group 3	48%	36%	2%	14%	0%	0%	42
BlueCare Group 1	17%	74%	0%	0%	7%	2%	88
BlueCare Group 2	35%	47%	4%	11%	2%	1%	81
BlueCare Group 3	26%	51%	4%	17%	0%	1%	76
Amerigroup Group 1	14%	77%	1%	1%	6%	1%	142
Amerigroup Group 2	38%	47%	3%	10%	2%	1%	131
Amerigroup Group 3	37%	45%	2%	15%	1%	0%	104
Unknown	0%	50%	50%	0%	0%	0%	2
Sample Average	28%	57%	2%	9%	3%	1%	803

⁷⁸ Item previously reported in the "Access" domain.

Table 64. Proportion of people who need a specialized bed⁷⁹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	11%	88%	1%	0%	0%	0%	81
UHC Group 2	49%	39%	9%	4%	0%	0%	57
UHC Group 3	55%	29%	2%	14%	0%	0%	42
BlueCare Group 1	5%	85%	6%	0%	3%	1%	87
BlueCare Group 2	31%	51%	8%	10%	0%	0%	80
BlueCare Group 3	47%	34%	8%	12%	0%	0%	77
Amerigroup Group 1	5%	89%	3%	1%	1%	1%	141
Amerigroup Group 2	37%	49%	7%	5%	0%	2%	131
Amerigroup Group 3	35%	46%	9%	10%	1%	0%	103
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	27%	60%	6%	5%	1%	1%	801

⁷⁹ Item previously reported in the "Access" domain.

Table 65. Proportion of people who need a ramp or stair lift in or outside the home⁸⁰

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	43%	47%	0%	1%	4%	5%	79
UHC Group 2	37%	47%	7%	7%	0%	2%	57
UHC Group 3	67%	29%	0%	5%	0%	0%	42
BlueCare Group 1	40%	55%	0%	2%	2%	1%	88
BlueCare Group 2	34%	55%	7%	4%	0%	0%	82
BlueCare Group 3	40%	46%	4%	9%	1%	0%	78
Amerigroup Group 1	37%	57%	1%	1%	1%	3%	139
Amerigroup Group 2	40%	45%	5%	7%	0%	2%	131
Amerigroup Group 3	40%	46%	3%	10%	1%	0%	102
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	41%	49%	3%	5%	1%	2%	800

⁸⁰ Item previously reported in the "Access" domain.

Table 66. Proportion of people who need some other home modification(s) ⁸¹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	44%	2%	0%	2%	18%	34%	50
UHC Group 2	51%	2%	0%	7%	14%	26%	43
UHC Group 3	60%	3%	7%	0%	23%	7%	30
BlueCare Group 1	29%	7%	2%	0%	11%	51%	45
BlueCare Group 2	45%	12%	4%	4%	10%	25%	51
BlueCare Group 3	39%	7%	0%	7%	30%	17%	46
Amerigroup Group 1	42%	7%	1%	1%	20%	30%	91
Amerigroup Group 2	52%	11%	3%	6%	5%	23%	87
Amerigroup Group 3	50%	3%	0%	10%	31%	5%	58
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	46%	7%	2%	4%	17%	25%	503

⁸¹ Item previously reported in the "Access" domain.

Table 67. Proportion of people who need a walker⁸²

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	55%	40%	0%	4%	1%	0%	80
UHC Group 2	39%	56%	4%	0%	0%	2%	54
UHC Group 3	29%	62%	5%	2%	0%	2%	42
BlueCare Group 1	67%	28%	0%	3%	0%	1%	88
BlueCare Group 2	39%	56%	4%	1%	0%	0%	82
BlueCare Group 3	32%	62%	3%	4%	0%	0%	78
Amerigroup Group 1	62%	33%	1%	3%	2%	0%	141
Amerigroup Group 2	46%	50%	3%	2%	0%	0%	131
Amerigroup Group 3	36%	56%	5%	2%	0%	1%	103
Unknown	0%	50%	50%	0%	0%	0%	2
Sample Average	47%	47%	2%	2%	0%	0%	801

⁸² Item previously reported in the "Access" domain.

Table 68. Proportion of people who need a scooter⁸³

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	88%	5%	0%	5%	1%	0%	77
UHC Group 2	75%	15%	2%	4%	2%	4%	55
UHC Group 3	76%	12%	5%	5%	0%	2%	42
BlueCare Group 1	91%	3%	0%	3%	2%	0%	86
BlueCare Group 2	82%	12%	1%	5%	0%	0%	82
BlueCare Group 3	77%	8%	1%	12%	0%	1%	75
Amerigroup Group 1	86%	9%	1%	1%	2%	1%	140
Amerigroup Group 2	81%	9%	2%	6%	0%	2%	129
Amerigroup Group 3	68%	18%	3%	10%	0%	1%	104
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	81%	10%	2%	6%	1%	1%	792

⁸³ Item previously reported in the "Access" domain.

Table 69. Proportion of people who need a wheelchair⁸⁴

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	17%	77%	4%	0%	0%	2%	81
UHC Group 2	23%	75%	0%	2%	0%	0%	56
UHC Group 3	34%	39%	27%	0%	0%	0%	41
BlueCare Group 1	16%	76%	7%	0%	1%	0%	88
BlueCare Group 2	20%	54%	24%	2%	0%	0%	82
BlueCare Group 3	23%	55%	16%	6%	0%	0%	77
Amerigroup Group 1	13%	78%	8%	1%	0%	0%	141
Amerigroup Group 2	20%	63%	11%	5%	0%	1%	132
Amerigroup Group 3	23%	58%	11%	8%	0%	0%	103
Unknown	50%	50%	0%	0%	0%	0%	2
Sample Average	20%	66%	11%	3%	0%	0%	803

⁸⁴ Item previously reported in the "Access" domain.

Table 70. Proportion of people who need hearing aids⁸⁵

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	68%	16%	0%	15%	1%	0%	81
UHC Group 2	77%	9%	2%	9%	2%	2%	56
UHC Group 3	83%	10%	2%	5%	0%	0%	42
BlueCare Group 1	76%	5%	3%	14%	2%	0%	86
BlueCare Group 2	78%	6%	3%	13%	0%	1%	80
BlueCare Group 3	81%	10%	1%	8%	0%	0%	77
Amerigroup Group 1	78%	12%	1%	6%	1%	1%	139
Amerigroup Group 2	74%	8%	2%	15%	1%	1%	129
Amerigroup Group 3	80%	12%	0%	9%	0%	0%	104
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	77%	10%	2%	11%	1%	1%	796

⁸⁵ Item previously reported in the "Access" domain.

Table 71. Proportion of people who need glasses⁸⁶

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	36%	40%	9%	10%	4%	2%	81
UHC Group 2	28%	51%	8%	11%	0%	2%	53
UHC Group 3	33%	48%	10%	10%	0%	0%	42
BlueCare Group 1	41%	36%	8%	9%	5%	1%	88
BlueCare Group 2	23%	47%	16%	14%	0%	0%	79
BlueCare Group 3	14%	47%	21%	17%	0%	0%	76
Amerigroup Group 1	38%	48%	5%	8%	1%	1%	143
Amerigroup Group 2	32%	41%	15%	10%	1%	1%	130
Amerigroup Group 3	24%	50%	17%	9%	0%	0%	103
Unknown	0%	0%	50%	50%	0%	0%	2
Sample Average	31%	45%	12%	11%	1%	1%	797

⁸⁶ Item previously reported in the "Access" domain.

Table 72. Proportion of people who need a CPAP machine⁸⁷

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	78%	10%	1%	1%	6%	4%	80
UHC Group 2	80%	9%	9%	0%	0%	2%	54
UHC Group 3	77%	18%	3%	3%	0%	0%	39
BlueCare Group 1	83%	7%	0%	1%	7%	2%	88
BlueCare Group 2	82%	13%	1%	1%	1%	1%	79
BlueCare Group 3	81%	16%	0%	3%	0%	0%	75
Amerigroup Group 1	84%	11%	0%	1%	1%	3%	136
Amerigroup Group 2	84%	11%	1%	2%	2%	1%	129
Amerigroup Group 3	75%	20%	1%	2%	2%	0%	102
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	81%	12%	1%	2%	2%	2%	784

⁸⁷ Item previously reported in the "Access" domain.

Table 73. Proportion of people who need a personal emergency response system⁸⁸

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	42%	49%	1%	4%	2%	1%	81
UHC Group 2	41%	52%	0%	6%	0%	2%	54
UHC Group 3	29%	60%	0%	12%	0%	0%	42
BlueCare Group 1	39%	58%	0%	1%	1%	1%	88
BlueCare Group 2	39%	41%	7%	11%	1%	0%	82
BlueCare Group 3	24%	59%	1%	14%	1%	0%	78
Amerigroup Group 1	39%	57%	0%	1%	1%	1%	143
Amerigroup Group 2	42%	40%	5%	13%	1%	0%	130
Amerigroup Group 3	23%	55%	3%	19%	0%	0%	104
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	36%	52%	2%	9%	1%	0%	804

⁸⁸ Item previously reported in the "Access" domain.

Table 74. Proportion of people who need an oxygen machine⁸⁹

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	72%	22%	0%	1%	2%	2%	81
UHC Group 2	73%	25%	0%	0%	0%	2%	56
UHC Group 3	83%	17%	0%	0%	0%	0%	41
BlueCare Group 1	84%	14%	0%	0%	1%	1%	88
BlueCare Group 2	77%	20%	1%	0%	1%	1%	81
BlueCare Group 3	73%	23%	3%	1%	0%	0%	77
Amerigroup Group 1	72%	26%	0%	1%	1%	1%	139
Amerigroup Group 2	75%	22%	2%	1%	2%	0%	130
Amerigroup Group 3	71%	25%	3%	1%	0%	0%	102
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	75%	22%	1%	1%	1%	1%	797

⁸⁹ New item added in 2018-2019.

Table 75. Proportion of people who need some other assistive device(s)⁹⁰

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
UHC Group 1	50%	8%	0%	0%	15%	27%	48
UHC Group 2	55%	12%	0%	5%	10%	19%	42
UHC Group 3	70%	0%	4%	0%	11%	15%	27
BlueCare Group 1	36%	7%	2%	0%	7%	49%	45
BlueCare Group 2	46%	8%	0%	2%	13%	31%	48
BlueCare Group 3	25%	5%	2%	5%	32%	32%	44
Amerigroup Group 1	51%	1%	1%	0%	18%	28%	88
Amerigroup Group 2	55%	11%	3%	3%	5%	22%	91
Amerigroup Group 3	42%	11%	2%	4%	30%	12%	57
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	48%	7%	2%	2%	15%	26%	492

⁹⁰ Item previously reported in the "Access" domain.

Safety

Table 76. 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	2%	98%	0%	0%	53
UHC Group 2	0%	100%	0%	0%	44
UHC Group 3	0%	100%	0%	0%	38
BlueCare Group 1	3%	97%	0%	0%	60
BlueCare Group 2	4%	96%	0%	0%	57
BlueCare Group 3	3%	97%	0%	0%	60
Amerigroup Group 1	6%	92%	0%	1%	93
Amerigroup Group 2	1%	98%	0%	1%	91
Amerigroup Group 3	2%	98%	0%	0%	92
Unknown	0%	100%	0%	0%	2
Sample Average	3%	97%	0%	0%	590

Table 77. 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	10%	90%	0%	0%	39
UHC Group 2	3%	97%	0%	0%	30
UHC Group 3	4%	92%	0%	4%	24
BlueCare Group 1	3%	97%	0%	0%	35
BlueCare Group 2	0%	94%	0%	6%	36
BlueCare Group 3	2%	98%	0%	0%	46
Amerigroup Group 1	10%	89%	0%	1%	73
Amerigroup Group 2	8%	92%	0%	0%	66
Amerigroup Group 3	4%	96%	0%	0%	76
Unknown	0%	100%	0%	0%	2
Sample Average	5%	94%	0%	1%	427

Table 78. 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	74%	23%	2%	2%	53
UHC Group 2	77%	23%	0%	0%	44
UHC Group 3	89%	11%	0%	0%	38
BlueCare Group 1	73%	25%	2%	0%	60
BlueCare Group 2	88%	13%	0%	0%	56
BlueCare Group 3	90%	10%	0%	0%	62
Amerigroup Group 1	75%	25%	0%	0%	95
Amerigroup Group 2	86%	13%	0%	1%	91
Amerigroup Group 3	81%	18%	0%	1%	93
Unknown	100%	0%	0%	0%	2
Sample Average	81%	18%	0%	1%	594

Table 79. 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	85%	13%	2%	0%	53
UHC Group 2	86%	14%	0%	0%	43
UHC Group 3	95%	5%	0%	0%	38
BlueCare Group 1	87%	10%	2%	2%	60
BlueCare Group 2	93%	5%	0%	2%	57
BlueCare Group 3	92%	6%	2%	0%	62
Amerigroup Group 1	86%	11%	3%	0%	95
Amerigroup Group 2	90%	9%	0%	1%	92
Amerigroup Group 3	92%	8%	0%	0%	95
Unknown	100%	0%	0%	0%	2
Sample Average	89%	9%	1%	1%	597

Table 80. 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	20%	73%	7%	0%	81
UHC Group 2	16%	75%	9%	0%	57
UHC Group 3	14%	74%	12%	0%	42
BlueCare Group 1	9%	86%	5%	0%	88
BlueCare Group 2	11%	82%	5%	2%	82
BlueCare Group 3	6%	86%	8%	0%	78
Amerigroup Group 1	10%	82%	8%	0%	143
Amerigroup Group 2	18%	74%	8%	0%	132
Amerigroup Group 3	19%	70%	11%	1%	102
Unknown	0%	100%	0%	0%	2
Sample Average	14%	78%	8%	0%	807

Health Care

Table 81. 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	52%	37%	11%	0%	81
UHC Group 2	55%	43%	2%	0%	56
UHC Group 3	48%	50%	2%	0%	42
BlueCare Group 1	66%	22%	10%	1%	89
BlueCare Group 2	57%	43%	0%	0%	81
BlueCare Group 3	55%	45%	0%	0%	78
Amerigroup Group 1	56%	38%	7%	0%	144
Amerigroup Group 2	48%	52%	0%	0%	130
Amerigroup Group 3	57%	42%	1%	0%	104
Unknown	0%	100%	0%	0%	2
Sample Average	55%	41%	4%	0%	807

Table 82. 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	55%	38%	7%	0%	29
UHC Group 2	79%	17%	4%	0%	24
UHC Group 3	67%	33%	0%	0%	21
BlueCare Group 1	55%	40%	0%	5%	20
BlueCare Group 2	69%	26%	0%	6%	35
BlueCare Group 3	65%	32%	3%	0%	34
Amerigroup Group 1	65%	28%	7%	0%	54
Amerigroup Group 2	73%	24%	0%	3%	67
Amerigroup Group 3	58%	37%	5%	0%	43
Unknown	100%	0%	0%	0%	2
Sample Average	66%	29%	3%	2%	329

Table 83. 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	97%	0%	3%	0%	30
UHC Group 2	96%	0%	4%	0%	24
UHC Group 3	100%	0%	0%	0%	19
BlueCare Group 1	95%	5%	0%	0%	20
BlueCare Group 2	91%	3%	0%	6%	34
BlueCare Group 3	91%	3%	3%	3%	34
Amerigroup Group 1	87%	6%	7%	0%	54
Amerigroup Group 2	94%	3%	0%	3%	67
Amerigroup Group 3	89%	5%	7%	0%	44
Unknown	50%	0%	50%	0%	2
Sample Average	92%	3%	3%	2%	328

Table 84. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to⁹¹

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	87%	7%	7%	0%	30
UHC Group 2	88%	8%	4%	0%	24
UHC Group 3	95%	5%	0%	0%	21
BlueCare Group 1	90%	10%	0%	0%	20
BlueCare Group 2	86%	9%	0%	6%	35
BlueCare Group 3	86%	9%	3%	3%	35
Amerigroup Group 1	93%	0%	7%	0%	54
Amerigroup Group 2	96%	1%	0%	3%	68
Amerigroup Group 3	89%	2%	5%	5%	44
Unknown	0%	100%	0%	0%	2
Sample Average	90%	5%	3%	2%	333

⁹¹ New item added in 2018-2019.

Table 85. 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	5%	7%	77%	4%	7%	0%	81
UHC Group 2	5%	9%	84%	0%	2%	0%	56
UHC Group 3	0%	10%	90%	0%	0%	0%	42
BlueCare Group 1	3%	2%	89%	3%	2%	0%	87
BlueCare Group 2	0%	8%	91%	0%	0%	1%	80
BlueCare Group 3	1%	14%	83%	0%	1%	0%	78
Amerigroup Group 1	6%	14%	71%	3%	5%	2%	144
Amerigroup Group 2	2%	8%	89%	0%	1%	0%	132
Amerigroup Group 3	0%	19%	80%	0%	1%	0%	103
Unknown	0%	0%	100%	0%	0%	0%	2
Sample Average	3%	11%	83%	1%	2%	0%	805

Table 86. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	33%	63%	4%	0%	24
UHC Group 2	21%	79%	0%	0%	14
UHC Group 3	19%	81%	0%	0%	16
BlueCare Group 1	19%	75%	0%	6%	16
BlueCare Group 2	37%	63%	0%	0%	27
BlueCare Group 3	23%	73%	0%	3%	30
Amerigroup Group 1	49%	44%	7%	0%	45
Amerigroup Group 2	39%	61%	0%	0%	28
Amerigroup Group 3	48%	52%	0%	0%	44
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	36%	61%	2%	1%	244

Table 87. 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	24%	63%	0%	13%	0%	79
UHC Group 2	18%	79%	0%	4%	0%	57
UHC Group 3	14%	76%	0%	7%	2%	42
BlueCare Group 1	21%	69%	0%	10%	0%	89
BlueCare Group 2	12%	84%	2%	1%	0%	81
BlueCare Group 3	15%	81%	3%	1%	0%	75
Amerigroup Group 1	22%	72%	0%	6%	0%	144
Amerigroup Group 2	14%	80%	1%	5%	1%	132
Amerigroup Group 3	13%	84%	1%	1%	1%	103
Unknown	50%	50%	0%	0%	0%	2
Sample Average	17%	76%	1%	5%	0%	804

Table 88. 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	61%	23%	1%	15%	0%	80
UHC Group 2	60%	29%	2%	9%	0%	55
UHC Group 3	52%	33%	0%	12%	2%	42
BlueCare Group 1	54%	25%	0%	21%	0%	89
BlueCare Group 2	69%	31%	0%	0%	0%	81
BlueCare Group 3	62%	34%	1%	3%	0%	77
Amerigroup Group 1	56%	28%	0%	15%	1%	144
Amerigroup Group 2	72%	20%	2%	5%	2%	132
Amerigroup Group 3	63%	28%	1%	7%	1%	104
Unknown	100%	0%	0%	0%	0%	2
Sample Average	62%	27%	1%	10%	1%	806

Table 89. 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	41%	45%	0%	14%	0%	80
UHC Group 2	49%	44%	2%	5%	0%	57
UHC Group 3	49%	41%	0%	7%	2%	41
BlueCare Group 1	39%	42%	0%	19%	0%	88
BlueCare Group 2	57%	41%	1%	1%	0%	81
BlueCare Group 3	40%	58%	1%	1%	0%	78
Amerigroup Group 1	45%	45%	0%	10%	0%	143
Amerigroup Group 2	57%	38%	0%	4%	1%	131
Amerigroup Group 3	50%	40%	0%	9%	1%	103
Unknown	50%	50%	0%	0%	0%	2
Sample Average	48%	43%	0%	8%	0%	804

Table 90. 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	20%	68%	0%	11%	1%	80
UHC Group 2	40%	54%	2%	4%	0%	57
UHC Group 3	24%	64%	0%	7%	5%	42
BlueCare Group 1	8%	80%	0%	11%	1%	89
BlueCare Group 2	36%	63%	0%	1%	0%	81
BlueCare Group 3	30%	69%	0%	1%	0%	77
Amerigroup Group 1	18%	76%	0%	6%	0%	144
Amerigroup Group 2	30%	66%	0%	4%	1%	131
Amerigroup Group 3	40%	55%	0%	4%	1%	104
Unknown	50%	50%	0%	0%	0%	2
Sample Average	27%	67%	0%	5%	1%	807

Table 91. 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	54%	31%	1%	13%	1%	80
UHC Group 2	74%	18%	0%	7%	2%	57
UHC Group 3	76%	14%	0%	7%	2%	42
BlueCare Group 1	48%	40%	0%	9%	2%	85
BlueCare Group 2	79%	19%	1%	1%	0%	81
BlueCare Group 3	68%	29%	1%	3%	0%	77
Amerigroup Group 1	49%	41%	0%	9%	1%	144
Amerigroup Group 2	73%	21%	0%	5%	1%	131
Amerigroup Group 3	71%	20%	0%	8%	1%	104
Unknown	50%	50%	0%	0%	0%	2
Sample Average	64%	28%	0%	7%	1%	803

Wellness

Table 92. 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	17%	36%	31%	11%	0%	2%	2%	81
UHC Group 2	21%	39%	25%	9%	4%	2%	0%	56
UHC Group 3	19%	45%	26%	2%	5%	2%	0%	42
BlueCare Group 1	12%	34%	36%	12%	2%	1%	2%	89
BlueCare Group 2	23%	39%	26%	9%	4%	0%	0%	80
BlueCare Group 3	14%	49%	29%	4%	3%	1%	0%	78
Amerigroup Group 1	15%	43%	33%	6%	2%	1%	1%	143
Amerigroup Group 2	25%	36%	29%	8%	2%	1%	0%	132
Amerigroup Group 3	30%	40%	20%	9%	1%	0%	0%	104
Unknown	0%	0%	100%	0%	0%	0%	0%	2
Sample Average	20%	40%	29%	8%	2%	1%	1%	807

Table 93. Proportion of people whose health was described as having gotten better, staying about the same, or getting worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	11%	22%	44%	14%	1%	6%	1%	81
UHC Group 2	5%	25%	46%	18%	5%	0%	0%	56
UHC Group 3	7%	33%	50%	10%	0%	0%	0%	42
BlueCare Group 1	0%	18%	58%	16%	3%	3%	1%	89
BlueCare Group 2	5%	31%	40%	15%	9%	0%	0%	80
BlueCare Group 3	4%	19%	53%	18%	6%	0%	0%	78
Amerigroup Group 1	4%	17%	58%	13%	1%	5%	1%	143
Amerigroup Group 2	10%	20%	52%	14%	4%	0%	0%	132
Amerigroup Group 3	9%	24%	44%	15%	7%	1%	0%	104
Unknown	0%	100%	0%	0%	0%	0%	0%	2
Sample Average	6%	22%	50%	15%	4%	2%	0%	807

Table 94. Proportion of people reported to be forgetting things more often than before in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	38%	52%	7%	2%	81
UHC Group 2	45%	45%	7%	2%	55
UHC Group 3	45%	52%	0%	2%	42
BlueCare Group 1	41%	44%	14%	1%	88
BlueCare Group 2	53%	44%	3%	1%	80
BlueCare Group 3	55%	45%	0%	0%	77
Amerigroup Group 1	49%	40%	10%	1%	143
Amerigroup Group 2	50%	44%	5%	2%	131
Amerigroup Group 3	50%	47%	3%	0%	103
Unknown	50%	50%	0%	0%	2
Sample Average	48%	45%	6%	1%	802

Table 95. Proportion of people who have discussed their forgetting things with a doctor or a nurse

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	38%	62%	0%	0%	42
UHC Group 2	29%	71%	0%	0%	24
UHC Group 3	33%	67%	0%	0%	21
BlueCare Group 1	33%	63%	0%	5%	40
BlueCare Group 2	17%	81%	3%	0%	36
BlueCare Group 3	31%	69%	0%	0%	36
Amerigroup Group 1	30%	68%	2%	0%	57
Amerigroup Group 2	29%	69%	0%	2%	58
Amerigroup Group 3	39%	61%	0%	0%	49
Unknown	0%	100%	0%	0%	1
Sample Average	31%	68%	1%	1%	364

Table 96. Proportion of people who feel sad or depressed never or almost never, not often, sometimes, and often

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	19%	33%	29%	15%	2%	2%	52
UHC Group 2	26%	40%	23%	9%	2%	0%	43
UHC Group 3	26%	26%	24%	18%	5%	0%	38
BlueCare Group 1	28%	38%	18%	8%	5%	2%	60
BlueCare Group 2	16%	34%	39%	9%	0%	2%	56
BlueCare Group 3	18%	31%	29%	19%	3%	0%	62
Amerigroup Group 1	23%	27%	36%	12%	2%	0%	95
Amerigroup Group 2	18%	46%	19%	11%	1%	5%	91
Amerigroup Group 3	13%	40%	35%	11%	1%	0%	94
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	20%	36%	28%	12%	2%	1%	593

Table 97. 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	19%	35%	41%	4%	2%	81
UHC Group 2	25%	21%	54%	0%	0%	56
UHC Group 3	14%	26%	57%	2%	0%	42
BlueCare Group 1	17%	34%	47%	0%	2%	88
BlueCare Group 2	20%	28%	52%	0%	0%	81
BlueCare Group 3	22%	28%	46%	1%	3%	78
Amerigroup Group 1	15%	34%	49%	1%	1%	144
Amerigroup Group 2	23%	23%	52%	2%	1%	132
Amerigroup Group 3	17%	34%	49%	0%	0%	104
Unknown	0%	0%	100%	0%	0%	2
Sample Average	19%	30%	49%	1%	1%	808

Table 98. 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	22%	36%	36%	5%	1%	81
UHC Group 2	18%	44%	36%	2%	0%	55
UHC Group 3	29%	31%	38%	2%	0%	42
BlueCare Group 1	17%	45%	36%	1%	1%	87
BlueCare Group 2	28%	38%	33%	0%	0%	81
BlueCare Group 3	36%	35%	27%	1%	0%	77
Amerigroup Group 1	16%	38%	42%	1%	2%	143
Amerigroup Group 2	24%	34%	39%	3%	0%	132
Amerigroup Group 3	29%	45%	26%	0%	0%	103
Unknown	100%	0%	0%	0%	0%	2
Sample Average	24%	38%	35%	2%	1%	803

Table 99. Proportion of people who have access to healthy foods if they want them⁹²

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	9%	12%	75%	2%	1%	0%	81
UHC Group 2	7%	4%	89%	0%	0%	0%	56
UHC Group 3	5%	7%	88%	0%	0%	0%	42
BlueCare Group 1	1%	8%	83%	3%	3%	1%	89
BlueCare Group 2	2%	6%	88%	4%	0%	0%	81
BlueCare Group 3	3%	18%	79%	0%	0%	0%	78
Amerigroup Group 1	6%	10%	80%	3%	1%	0%	143
Amerigroup Group 2	5%	9%	84%	2%	0%	0%	132
Amerigroup Group 3	8%	18%	74%	0%	0%	0%	104
Unknown	0%	0%	100%	0%	0%	0%	2
Sample Average	5%	11%	82%	2%	1%	0%	808

⁹² Item previously reported in the “Everyday Living” domain.

Medications

Table 100. 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	43%	40%	15%	2%	81
UHC Group 2	50%	39%	9%	2%	54
UHC Group 3	61%	37%	2%	0%	41
BlueCare Group 1	51%	30%	16%	3%	88
BlueCare Group 2	55%	40%	4%	1%	78
BlueCare Group 3	59%	38%	3%	0%	76
Amerigroup Group 1	45%	35%	18%	1%	141
Amerigroup Group 2	56%	36%	5%	4%	131
Amerigroup Group 3	63%	34%	3%	0%	100
Unknown	100%	0%	0%	0%	2
Sample Average	53%	36%	9%	2%	792

Table 101. 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	13%	13%	57%	8%	8%	2%	53
UHC Group 2	5%	14%	80%	0%	2%	0%	44
UHC Group 3	8%	16%	76%	0%	0%	0%	38
BlueCare Group 1	13%	18%	63%	3%	2%	0%	60
BlueCare Group 2	5%	13%	77%	2%	4%	0%	56
BlueCare Group 3	5%	5%	90%	0%	0%	0%	62
Amerigroup Group 1	15%	16%	60%	1%	6%	2%	95
Amerigroup Group 2	12%	11%	76%	0%	1%	0%	92
Amerigroup Group 3	7%	12%	79%	1%	0%	1%	95
Unknown	0%	0%	100%	0%	0%	0%	2
Sample Average	10%	13%	73%	2%	3%	1%	597

Rights and Respect

Table 102. 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	3%	18%	79%	0%	0%	39
UHC Group 2	10%	10%	80%	0%	0%	30
UHC Group 3	0%	8%	88%	0%	4%	24
BlueCare Group 1	0%	6%	94%	0%	0%	35
BlueCare Group 2	0%	8%	89%	0%	3%	36
BlueCare Group 3	2%	2%	93%	0%	2%	46
Amerigroup Group 1	1%	4%	93%	0%	1%	73
Amerigroup Group 2	0%	11%	89%	0%	0%	66
Amerigroup Group 3	0%	4%	96%	0%	0%	76
Unknown	0%	0%	100%	0%	0%	2
Sample Average	1%	7%	90%	0%	1%	427

Table 103. Proportion of people whose permission is asked before others enter their home/room (if in group setting⁹³)

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	21%	33%	46%	0%	0%	48
UHC Group 2	14%	0%	86%	0%	0%	7
UHC Group 3	20%	40%	40%	0%	0%	5
BlueCare Group 1	11%	25%	63%	2%	0%	57
BlueCare Group 2	0%	25%	75%	0%	0%	12
BlueCare Group 3	0%	25%	50%	0%	25%	4
Amerigroup Group 1	25%	21%	51%	2%	1%	85
Amerigroup Group 2	23%	15%	54%	8%	0%	13
Amerigroup Group 3	10%	40%	50%	0%	0%	10
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	18%	25%	55%	2%	1%	241

⁹³ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 104. Proportion of people who are able to lock the doors to their room if they want to (if in group setting⁹⁴)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	77%	10%	13%	0%	48
UHC Group 2	14%	71%	14%	0%	7
UHC Group 3	60%	40%	0%	0%	5
BlueCare Group 1	72%	16%	12%	0%	57
BlueCare Group 2	27%	64%	9%	0%	11
BlueCare Group 3	25%	50%	0%	25%	4
Amerigroup Group 1	86%	7%	7%	0%	84
Amerigroup Group 2	38%	62%	0%	0%	13
Amerigroup Group 3	45%	36%	18%	0%	11
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	70%	20%	10%	0%	240

⁹⁴ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 105. Proportion of people who have enough privacy where they live (if in group setting⁹⁵)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	8%	27%	63%	2%	0%	48
UHC Group 2	14%	0%	86%	0%	0%	7
UHC Group 3	40%	0%	60%	0%	0%	5
BlueCare Group 1	16%	21%	61%	2%	0%	57
BlueCare Group 2	0%	9%	91%	0%	0%	11
BlueCare Group 3	0%	25%	50%	0%	25%	4
Amerigroup Group 1	27%	9%	61%	1%	1%	85
Amerigroup Group 2	23%	15%	54%	8%	0%	13
Amerigroup Group 3	27%	18%	55%	0%	0%	11
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	19%	16%	63%	2%	1%	241

⁹⁵ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 106. Proportion of people whose visitors are able to come at any time (if in group setting⁹⁶)

	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	4%	88%	4%	2%	2%	48
UHC Group 2	14%	86%	0%	0%	0%	7
UHC Group 3	40%	60%	0%	0%	0%	5
BlueCare Group 1	9%	88%	2%	2%	0%	56
BlueCare Group 2	8%	92%	0%	0%	0%	12
BlueCare Group 3	25%	50%	0%	0%	25%	4
Amerigroup Group 1	14%	75%	7%	2%	1%	85
Amerigroup Group 2	15%	69%	8%	8%	0%	13
Amerigroup Group 3	36%	64%	0%	0%	0%	11
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	12%	80%	4%	2%	1%	241

⁹⁶ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 107. Proportion of people who have access to food at all times of the day (if in group setting⁹⁷)

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	8%	85%	2%	4%	0%	48
UHC Group 2	14%	86%	0%	0%	0%	7
UHC Group 3	40%	60%	0%	0%	0%	5
BlueCare Group 1	7%	89%	0%	4%	0%	55
BlueCare Group 2	8%	92%	0%	0%	0%	12
BlueCare Group 3	50%	25%	0%	0%	25%	4
Amerigroup Group 1	19%	78%	2%	0%	1%	85
Amerigroup Group 2	15%	77%	0%	0%	8%	13
Amerigroup Group 3	45%	55%	0%	0%	0%	11
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	15%	80%	1%	2%	1%	240

⁹⁷ Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Self-Direction

Table 108. 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	24%	8%	47%	20%	1%	79
UHC Group 2	7%	5%	74%	11%	4%	57
UHC Group 3	0%	12%	73%	15%	0%	41
BlueCare Group 1	16%	14%	55%	14%	1%	87
BlueCare Group 2	5%	14%	76%	4%	1%	80
BlueCare Group 3	9%	14%	73%	4%	0%	77
Amerigroup Group 1	21%	11%	55%	12%	1%	141
Amerigroup Group 2	9%	16%	66%	9%	1%	129
Amerigroup Group 3	9%	13%	67%	9%	2%	101
Unknown	0%	50%	50%	0%	0%	2
Sample Average	12%	12%	64%	10%	1%	794

Table 109. Proportion of people who can choose or change when and how often they get services

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	25%	10%	44%	19%	1%	79
UHC Group 2	11%	14%	68%	5%	2%	57
UHC Group 3	5%	15%	71%	10%	0%	41
BlueCare Group 1	20%	16%	48%	15%	1%	87
BlueCare Group 2	6%	13%	76%	4%	1%	80
BlueCare Group 3	11%	18%	68%	3%	0%	76
Amerigroup Group 1	20%	11%	51%	16%	3%	140
Amerigroup Group 2	10%	17%	63%	10%	0%	131
Amerigroup Group 3	11%	20%	64%	4%	1%	101
Unknown	0%	50%	50%	0%	0%	2
Sample Average	14%	15%	60%	10%	1%	794

Table 110. Proportion of people who can choose or 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	26%	6%	61%	7%	0%	54
UHC Group 2	6%	8%	83%	0%	3%	36
UHC Group 3	4%	4%	85%	4%	4%	26
BlueCare Group 1	26%	9%	60%	6%	0%	47
BlueCare Group 2	6%	6%	82%	2%	4%	50
BlueCare Group 3	9%	4%	86%	2%	0%	56
Amerigroup Group 1	23%	9%	53%	11%	3%	96
Amerigroup Group 2	3%	4%	85%	6%	1%	96
Amerigroup Group 3	8%	4%	82%	5%	1%	83
Unknown	50%	0%	50%	0%	0%	2
Sample Average	13%	6%	74%	6%	2%	546

Work

Table 111. Proportion of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	98%	1%	0%	1%	81
UHC Group 2	96%	4%	0%	0%	56
UHC Group 3	100%	0%	0%	0%	41
BlueCare Group 1	99%	1%	0%	0%	89
BlueCare Group 2	99%	1%	0%	0%	80
BlueCare Group 3	100%	0%	0%	0%	78
Amerigroup Group 1	99%	1%	1%	0%	144
Amerigroup Group 2	99%	1%	0%	0%	132
Amerigroup Group 3	99%	1%	0%	0%	104
Unknown	100%	0%	0%	0%	2
Sample Average	99%	1%	0%	0%	807

Table 112. 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	84%	6%	10%	0%	51
UHC Group 2	85%	5%	10%	0%	41
UHC Group 3	68%	11%	18%	3%	38
BlueCare Group 1	90%	3%	7%	0%	59
BlueCare Group 2	82%	4%	15%	0%	55
BlueCare Group 3	74%	6%	19%	0%	62
Amerigroup Group 1	72%	5%	21%	1%	94
Amerigroup Group 2	79%	5%	13%	2%	91
Amerigroup Group 3	83%	5%	12%	0%	94
Unknown	50%	0%	50%	0%	2
Sample Average	80%	5%	14%	1%	587

Table 113. 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	88%	0%	0%	13%	8
UHC Group 2	86%	14%	0%	0%	7
UHC Group 3	82%	18%	0%	0%	11
BlueCare Group 1	100%	0%	0%	0%	6
BlueCare Group 2	73%	27%	0%	0%	11
BlueCare Group 3	82%	12%	6%	0%	17
Amerigroup Group 1	88%	13%	0%	0%	24
Amerigroup Group 2	82%	18%	0%	0%	17
Amerigroup Group 3	56%	38%	6%	0%	16
Unknown	0%	100%	0%	0%	1
Sample Average	80%	18%	2%	1%	118

Table 114. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	94%	4%	0%	2%	81
UHC Group 2	91%	9%	0%	0%	55
UHC Group 3	90%	10%	0%	0%	42
BlueCare Group 1	95%	5%	0%	0%	88
BlueCare Group 2	95%	5%	0%	0%	82
BlueCare Group 3	91%	6%	3%	0%	78
Amerigroup Group 1	94%	6%	0%	1%	142
Amerigroup Group 2	95%	3%	1%	1%	132
Amerigroup Group 3	95%	3%	1%	1%	104
Unknown	100%	0%	0%	0%	2
Sample Average	94%	5%	0%	1%	806

Table 115. 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%	10%	8%	0%	49
UHC Group 2	83%	8%	8%	0%	36
UHC Group 3	76%	6%	18%	0%	34
BlueCare Group 1	84%	7%	7%	2%	55
BlueCare Group 2	83%	6%	9%	2%	53
BlueCare Group 3	83%	8%	9%	0%	53
Amerigroup Group 1	76%	7%	13%	4%	82
Amerigroup Group 2	79%	7%	13%	1%	85
Amerigroup Group 3	78%	11%	10%	0%	88
Unknown	100%	0%	0%	0%	2
Sample Average	80%	8%	11%	1%	537

Everyday Living

Table 116. 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	7%	21%	69%	2%	0%	81
UHC Group 2	0%	37%	63%	0%	0%	57
UHC Group 3	0%	52%	45%	2%	0%	42
BlueCare Group 1	6%	36%	56%	1%	1%	89
BlueCare Group 2	1%	21%	77%	1%	0%	81
BlueCare Group 3	1%	46%	53%	0%	0%	78
Amerigroup Group 1	7%	30%	62%	1%	1%	144
Amerigroup Group 2	0%	23%	77%	0%	1%	132
Amerigroup Group 3	5%	43%	51%	1%	0%	104
Unknown	0%	50%	50%	0%	0%	2
Sample Average	3%	33%	63%	1%	0%	810

Table 117. 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	11%	88%	1%	0%	73
UHC Group 2	14%	86%	0%	0%	56
UHC Group 3	15%	85%	0%	0%	41
BlueCare Group 1	7%	91%	0%	1%	82
BlueCare Group 2	9%	91%	0%	0%	79
BlueCare Group 3	21%	79%	0%	0%	77
Amerigroup Group 1	8%	92%	1%	0%	132
Amerigroup Group 2	10%	89%	0%	1%	131
Amerigroup Group 3	19%	80%	1%	0%	98
Unknown	50%	50%	0%	0%	2
Sample Average	12%	87%	0%	0%	771

Table 118. 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	8%	24%	67%	1%	0%	78
UHC Group 2	9%	27%	64%	0%	0%	56
UHC Group 3	0%	63%	37%	0%	0%	41
BlueCare Group 1	8%	26%	64%	1%	1%	88
BlueCare Group 2	6%	21%	72%	1%	0%	82
BlueCare Group 3	5%	44%	51%	0%	0%	78
Amerigroup Group 1	5%	28%	67%	0%	1%	144
Amerigroup Group 2	5%	26%	69%	0%	1%	131
Amerigroup Group 3	9%	43%	47%	1%	0%	102
Unknown	0%	50%	50%	0%	0%	2
Sample Average	6%	32%	61%	0%	0%	802

Table 119. 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	15%	84%	0%	1%	73
UHC Group 2	22%	78%	0%	0%	51
UHC Group 3	17%	83%	0%	0%	42
BlueCare Group 1	5%	95%	0%	0%	78
BlueCare Group 2	7%	92%	0%	1%	76
BlueCare Group 3	21%	79%	0%	0%	72
Amerigroup Group 1	10%	89%	1%	0%	134
Amerigroup Group 2	8%	92%	0%	0%	123
Amerigroup Group 3	16%	84%	0%	0%	93
Unknown	50%	50%	0%	0%	2
Sample Average	13%	87%	0%	0%	744

Affordability

Table 120. 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	94%	1%	0%	2%	2%	0%	81
UHC Group 2	86%	7%	7%	0%	0%	0%	56
UHC Group 3	93%	5%	2%	0%	0%	0%	42
BlueCare Group 1	94%	0%	1%	2%	1%	1%	89
BlueCare Group 2	87%	2%	6%	4%	1%	0%	82
BlueCare Group 3	83%	9%	8%	0%	0%	0%	78
Amerigroup Group 1	94%	2%	2%	2%	0%	0%	144
Amerigroup Group 2	92%	5%	2%	2%	0%	1%	130
Amerigroup Group 3	84%	9%	8%	0%	0%	0%	104
Unknown	100%	0%	0%	0%	0%	0%	2
Sample Average	90%	4%	4%	1%	0%	0%	808

Control

Table 121. Proportion of people who feel in control of their lives

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	17%	23%	57%	0%	4%	53
UHC Group 2	5%	20%	70%	2%	2%	44
UHC Group 3	5%	21%	71%	3%	0%	38
BlueCare Group 1	15%	20%	58%	7%	0%	59
BlueCare Group 2	5%	18%	77%	0%	0%	56
BlueCare Group 3	6%	24%	68%	0%	2%	62
Amerigroup Group 1	19%	32%	47%	1%	1%	95
Amerigroup Group 2	12%	20%	67%	0%	1%	92
Amerigroup Group 3	7%	29%	63%	0%	1%	94
Unknown	0%	0%	100%	0%	0%	2
Sample Average	11%	24%	63%	1%	1%	595

Table 122. Ranking of how important health is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
UHC Group 1	63%	19%	16%	2%	43
UHC Group 2	81%	11%	8%	0%	36
UHC Group 3	66%	23%	6%	6%	35
BlueCare Group 1	61%	22%	16%	2%	51
BlueCare Group 2	60%	21%	15%	4%	48
BlueCare Group 3	73%	20%	3%	3%	59
Amerigroup Group 1	51%	29%	15%	5%	80
Amerigroup Group 2	58%	29%	8%	5%	85
Amerigroup Group 3	63%	28%	6%	3%	90
Unknown	50%	50%	0%	0%	2
Sample Average	62%	24%	10%	4%	529

Table 123. Ranking of how important safety is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
UHC Group 1	14%	35%	28%	23%	43
UHC Group 2	6%	60%	11%	23%	35
UHC Group 3	6%	31%	43%	20%	35
BlueCare Group 1	6%	41%	33%	20%	51
BlueCare Group 2	8%	38%	29%	25%	48
BlueCare Group 3	7%	32%	47%	14%	59
Amerigroup Group 1	10%	35%	38%	18%	80
Amerigroup Group 2	15%	33%	33%	19%	85
Amerigroup Group 3	9%	38%	36%	18%	90
Unknown	50%	50%	0%	0%	2
Sample Average	10%	37%	34%	19%	528

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

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
UHC Group 1	12%	30%	47%	12%	43
UHC Group 2	11%	19%	58%	11%	36
UHC Group 3	17%	29%	34%	20%	35
BlueCare Group 1	16%	22%	40%	22%	50
BlueCare Group 2	15%	27%	31%	27%	48
BlueCare Group 3	12%	39%	32%	17%	59
Amerigroup Group 1	28%	18%	35%	20%	80
Amerigroup Group 2	13%	27%	40%	20%	85
Amerigroup Group 3	18%	24%	46%	12%	90
Unknown	0%	0%	50%	50%	2
Sample Average	16%	26%	40%	18%	528

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

	1 – Being Engaged w/ Community Most Important	2	3	4 – Being Engaged w/ Community Least Important	N
UHC Group 1	12%	17%	10%	62%	42
UHC Group 2	3%	11%	20%	66%	35
UHC Group 3	11%	17%	17%	54%	35
BlueCare Group 1	18%	16%	12%	55%	51
BlueCare Group 2	17%	15%	25%	44%	48
BlueCare Group 3	8%	8%	17%	66%	59
Amerigroup Group 1	11%	19%	13%	58%	80
Amerigroup Group 2	14%	11%	19%	56%	85
Amerigroup Group 3	10%	10%	13%	67%	90
Unknown	0%	0%	50%	50%	2
Sample Average	12%	13%	16%	59%	527

Appendix C: Tennessee's State-Specific Questions

Table 126. Proportion of people who chose where they live (TN-1)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	31%	67%	2%	0%	49
UHC Group 2	11%	86%	0%	2%	44
UHC Group 3	24%	76%	0%	0%	38
BlueCare Group 1	42%	42%	14%	2%	57
BlueCare Group 2	14%	82%	0%	4%	50
BlueCare Group 3	9%	89%	0%	2%	56
Amerigroup Group 1	45%	49%	4%	2%	94
Amerigroup Group 2	10%	88%	1%	1%	91
Amerigroup Group 3	17%	80%	2%	1%	94
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	23%	73%	3%	2%	573

Table 127. 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	81%	9%	9%	0%	32
UHC Group 2	74%	26%	0%	0%	50
UHC Group 3	78%	22%	0%	0%	37
BlueCare Group 1	72%	19%	9%	0%	53
BlueCare Group 2	86%	14%	0%	0%	73
BlueCare Group 3	67%	31%	3%	0%	72
Amerigroup Group 1	61%	24%	14%	2%	66
Amerigroup Group 2	76%	19%	4%	0%	118
Amerigroup Group 3	77%	19%	3%	1%	90
Unknown	100%	0%	0%	0%	2
Sample Average	75%	21%	5%	0%	593

Table 128. 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 Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
UHC Group 1	8%	8%	85%	0%	0%	39
UHC Group 2	10%	3%	87%	0%	0%	30
UHC Group 3	0%	13%	83%	0%	4%	24
BlueCare Group 1	0%	9%	91%	0%	0%	35
BlueCare Group 2	0%	6%	89%	0%	6%	36
BlueCare Group 3	0%	9%	89%	0%	2%	46
Amerigroup Group 1	3%	11%	82%	1%	3%	73
Amerigroup Group 2	0%	15%	85%	0%	0%	65
Amerigroup Group 3	0%	8%	92%	0%	0%	77
Unknown	0%	0%	100%	0%	0%	2
Sample Average	2%	9%	87%	0%	1%	427

Table 129. 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	21%	23%	48%	2%	4%	2%	52
UHC Group 2	0%	12%	88%	0%	0%	0%	43
UHC Group 3	5%	3%	92%	0%	0%	0%	37
BlueCare Group 1	23%	12%	62%	2%	0%	2%	60
BlueCare Group 2	2%	18%	80%	0%	0%	0%	55
BlueCare Group 3	0%	16%	82%	2%	0%	0%	62
Amerigroup Group 1	25%	28%	45%	0%	1%	1%	92
Amerigroup Group 2	7%	9%	83%	2%	0%	0%	92
Amerigroup Group 3	8%	13%	78%	1%	0%	0%	95
Unknown	0%	0%	100%	0%	0%	0%	2
Sample Average	11%	15%	72%	1%	1%	1%	590

Table 130. 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	23%	61%	10%	6%	31
UHC Group 2	40%	58%	0%	2%	52
UHC Group 3	35%	54%	5%	5%	37
BlueCare Group 1	26%	55%	19%	0%	53
BlueCare Group 2	25%	68%	6%	1%	69
BlueCare Group 3	33%	58%	7%	1%	69
Amerigroup Group 1	33%	55%	11%	2%	66
Amerigroup Group 2	36%	57%	5%	2%	116
Amerigroup Group 3	33%	61%	5%	1%	92
Unknown	0%	100%	0%	0%	1
Sample Average	32%	59%	7%	2%	586

Table 131. 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	19%	56%	19%	4%	2%	52
UHC Group 2	12%	60%	26%	2%	0%	43
UHC Group 3	21%	66%	11%	3%	0%	38
BlueCare Group 1	17%	63%	14%	7%	0%	59
BlueCare Group 2	11%	70%	19%	0%	0%	57
BlueCare Group 3	15%	52%	32%	0%	2%	62
Amerigroup Group 1	16%	62%	16%	4%	2%	95
Amerigroup Group 2	14%	62%	21%	1%	2%	91
Amerigroup Group 3	21%	62%	16%	0%	1%	94
Unknown	100%	0%	0%	0%	0%	2
Sample Average	17%	61%	19%	2%	1%	593

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

Table 132. People’s level of involvement in making decisions about their service plan/plan of care 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%	2%	17%	36%	25%	4%	53
UHC Group 2	16%	0%	14%	61%	7%	2%	44
UHC Group 3	0%	3%	26%	58%	11%	3%	38
BlueCare Group 1	7%	8%	23%	38%	18%	5%	60
BlueCare Group 2	5%	2%	18%	60%	12%	4%	57
BlueCare Group 3	10%	3%	23%	56%	8%	0%	62
Amerigroup Group 1	16%	5%	27%	25%	24%	2%	95
Amerigroup Group 2	15%	2%	21%	57%	3%	2%	92
Amerigroup Group 3	10%	5%	26%	50%	9%	1%	94
Unknown	50%	0%	0%	50%	0%	0%	2
Sample Average	11%	4%	22%	48%	13%	2%	597

Table 133. Proportion of people who remember their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care)

	No	Yes	Don’t Know	Unclear/Refused/No Response	N
UHC Group 1	38%	52%	7%	3%	29
UHC Group 2	21%	76%	3%	0%	33
UHC Group 3	18%	64%	18%	0%	33
BlueCare Group 1	57%	31%	12%	0%	42
BlueCare Group 2	33%	64%	2%	0%	45
BlueCare Group 3	29%	65%	4%	2%	51
Amerigroup Group 1	55%	38%	7%	0%	55
Amerigroup Group 2	30%	60%	10%	0%	73
Amerigroup Group 3	24%	66%	9%	1%	76
Unknown	100%	0%	0%	0%	1
Sample Average	34%	57%	8%	1%	438

Table 134. Proportion of people whose most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	0%	100%	0%	0%	15
UHC Group 2	0%	100%	0%	0%	25
UHC Group 3	0%	100%	0%	0%	20
BlueCare Group 1	0%	100%	0%	0%	13
BlueCare Group 2	0%	100%	0%	0%	29
BlueCare Group 3	0%	100%	0%	0%	33
Amerigroup Group 1	0%	95%	5%	0%	21
Amerigroup Group 2	0%	98%	2%	0%	44
Amerigroup Group 3	0%	100%	0%	0%	50
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	0%	99%	1%	0%	250

Table 135. Proportion of people whose most recent service/care planning meeting took place at a location convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	0%	100%	0%	0%	15
UHC Group 2	0%	100%	0%	0%	25
UHC Group 3	5%	95%	0%	0%	20
BlueCare Group 1	0%	100%	0%	0%	13
BlueCare Group 2	0%	100%	0%	0%	29
BlueCare Group 3	0%	100%	0%	0%	33
Amerigroup Group 1	0%	100%	0%	0%	21
Amerigroup Group 2	0%	98%	2%	0%	44
Amerigroup Group 3	2%	98%	0%	0%	50
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	1%	99%	0%	0%	250

Table 136. Proportion of people whose most recent service/care planning meeting included the people they wanted to be there (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	7%	93%	0%	0%	15
UHC Group 2	4%	96%	0%	0%	25
UHC Group 3	5%	95%	0%	0%	21
BlueCare Group 1	0%	100%	0%	0%	13
BlueCare Group 2	0%	100%	0%	0%	29
BlueCare Group 3	0%	100%	0%	0%	33
Amerigroup Group 1	0%	95%	5%	0%	21
Amerigroup Group 2	0%	100%	0%	0%	44
Amerigroup Group 3	0%	98%	2%	0%	50
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	1%	98%	1%	0%	251

Table 137. Proportion of people who felt their preferences and needs were being heard as their service plan/plan of care was discussed during the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember most recent service/care planning meeting)

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	0%	0%	0%	47%	53%	0%	0%	15
UHC Group 2	0%	0%	4%	8%	88%	0%	0%	25
UHC Group 3	0%	0%	0%	24%	76%	0%	0%	21
BlueCare Group 1	0%	0%	0%	23%	77%	0%	0%	13
BlueCare Group 2	3%	0%	3%	10%	83%	0%	0%	29
BlueCare Group 3	0%	0%	12%	27%	61%	0%	0%	33
Amerigroup Group 1	0%	5%	24%	24%	48%	0%	0%	21
Amerigroup Group 2	0%	0%	11%	11%	73%	5%	0%	44
Amerigroup Group 3	0%	2%	8%	22%	68%	0%	0%	50
Unknown	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
Sample Average	0%	1%	8%	20%	70%	1%	0%	251

Table 138. Proportion of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	33%	40%	20%	7%	15
UHC Group 2	24%	64%	12%	0%	25
UHC Group 3	19%	62%	19%	0%	21
BlueCare Group 1	31%	46%	23%	0%	13
BlueCare Group 2	24%	62%	14%	0%	29
BlueCare Group 3	24%	58%	18%	0%	33
Amerigroup Group 1	14%	67%	19%	0%	21
Amerigroup Group 2	27%	61%	11%	0%	44
Amerigroup Group 3	20%	66%	14%	0%	50
Unknown	n/a	n/a	n/a	n/a	0
Sample Average	24%	61%	16%	0%	251

Table 139. Proportion of people whose service plan/plan of care includes what was discussed in their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	7%	20%	73%	0%	0%	15
UHC Group 2	0%	8%	68%	24%	0%	25
UHC Group 3	0%	10%	57%	29%	5%	21
BlueCare Group 1	0%	0%	92%	0%	8%	13
BlueCare Group 2	3%	14%	76%	7%	0%	29
BlueCare Group 3	3%	25%	63%	9%	0%	32
Amerigroup Group 1	0%	29%	67%	5%	0%	21
Amerigroup Group 2	0%	7%	82%	11%	0%	44
Amerigroup Group 3	2%	24%	68%	6%	0%	50
Unknown	n/a	n/a	n/a	n/a	n/a	0
Sample Average	2%	16%	71%	10%	1%	250

Table 140. Proportion of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/No Response	N
UHC Group 1	6%	27%	25%	40%	2%	52
UHC Group 2	2%	18%	55%	25%	0%	44
UHC Group 3	0%	24%	47%	24%	5%	38
BlueCare Group 1	5%	13%	40%	38%	3%	60
BlueCare Group 2	4%	18%	60%	15%	4%	55
BlueCare Group 3	5%	33%	48%	13%	0%	60
Amerigroup Group 1	10%	25%	26%	38%	2%	93
Amerigroup Group 2	4%	17%	56%	23%	0%	90
Amerigroup Group 3	2%	40%	46%	8%	3%	95
Unknown	0%	100%	0%	0%	0%	2
Sample Average	5%	25%	44%	24%	2%	589

Table 141. Proportion of people who feel 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	4%	85%	8%	4%	53
UHC Group 2	5%	89%	7%	0%	44
UHC Group 3	3%	87%	5%	5%	38
BlueCare Group 1	10%	80%	8%	2%	59
BlueCare Group 2	0%	96%	2%	2%	57
BlueCare Group 3	3%	97%	0%	0%	62
Amerigroup Group 1	11%	77%	10%	2%	92
Amerigroup Group 2	1%	92%	5%	1%	92
Amerigroup Group 3	1%	94%	2%	3%	94
Unknown	50%	50%	0%	0%	2
Sample Average	4%	88%	5%	2%	593