NCI-AD

NATIONAL CORE INDICATORS
Aging and Disabilities™

National Core Indicators
Aging and Disabilities Adult Consumer Survey

2017-2018 Texas Results

NASUAD
National Association of States
United for Aging and Disabilities

Human Services
Research Institute
HSRI

Preface

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

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

The Balanced Budget Act of 1997 created the PACE program, which Texas implemented in 2003. PACE is a comprehensive care approach providing an array of services to individuals age 55 and older for a capitated monthly fee. PACE participants receive all medical and social services they need through the PACE provider. The program is available in three Texas counties.

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

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List of Abbreviations Used in This Report

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

CHIP – Children's Health Insurance Program

HCBS – Home and Community-Based Services

HHSC – Texas Health and Human Services Commission

HSRI – Human Services Research Institute

ICHP – Institute for Child Health Policy

LTC – Long Term Care

LTSS – Long-Term Services and Supports

MCO – Managed Care Organization

N – Number of respondents

NASUAD – National Association of States United for Aging and Disabilities

NCI-AD – National Core Indicators for Aging and Disabilities

NORC – National Opinion Research Center

OAA – Older Americans Act

PACE – Program of All-Inclusive Care for the Elderly

PCA – Personal care assistant

Table of Contents

What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through the Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), Medicaid, and/or state-funded programs. The project is coordinated by the National Association of States United for Aging and Disabilities[1] (NASUAD) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state.   NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct future planning with valid and reliable LTSS data. The project officially launched in the summer of 2015 with 13 participating states[2]. The current 2018-2019 project cycle marks its fourth year of implementation, with more than twenty states expected to participate. For more on the development and history of NCI-AD, refer to the *National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results* report, available on the NCI-AD website (www.NCI-AD.org).

NCI-AD Adult Consumer Survey

Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure outcomes across eighteen broad domains and key areas of concern. These eighteen domains are comprised of approximately 50 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals, including respect and rights, service coordination, care coordination,

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

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

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

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

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

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

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

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

Survey Organization

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

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

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

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

    Proxy Version: The Proxy Version is an alternative version of the In-Person Section. It is used in place of the Full In-Person Section when the person receiving services is unable to provide meaningful responses or has asked a proxy respondent to

complete the survey on his/her behalf. The Proxy Version includes only the subset of more objective questions that allow for proxy assistance. Questions are rephrased in third person to reflect they are about the individual receiving services and not about the proxy respondent. The surveyor must meet and attempt to interview the service recipient face to face; only then can the proxy determination be made.

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

NCI-AD in Texas

Texas' Health and Human Services Commission, working with NASUAD and HSRI, has been conducting the NCI-AD Survey biennially since 2015, making the 2017-2018 its second data collection cycle. While Texas has administered other LTSS member experience surveys to the fee-for-service population for a number of years, the NCI-AD initiative is the first survey that allows for comparable data to be collected for the managed care LTSS programs. STAR+PLUS HCBS and PACE were included in this survey sample.

For the 2017-2018 cycle, HHSC decided to limit the STAR+PLUS population surveyed to the HCBS members to allow for a more accurate comparison between STAR+PLUS and PACE populations. This aligns with national and statewide goals to monitor performance and satisfaction metrics related to LTSS.

The project was funded using Medicaid administrative funds and Medicaid funds billed at the external quality review organization match rate. The project was led by the Medicaid and CHIP Quality Assurance unit. Support was provided by other parts of Health and Human Services responsible for the programs included in the project as well as the Managed Care Organizations (MCOs). These supporting entities provided background data and program expertise when needed.

Sample

The total number of NCI-AD Adult Consumer Surveys conducted in Texas and included for analysis in 2017-2018 was 1,783 (Total N=1,783). Two program populations were included in the survey sample and are detailed below.

STAR+PLUS Home and Community-Based Services (HCBS): STAR+PLUS HCBS provides an alternative to living in a nursing facility for members who are elderly or who have disabilities. Services include nursing, personal assistance services, adaptive aids, medical supplies, and minor home modifications. To be eligible for STAR+PLUS HCBS, a member must be age 21 and older, and meet income, resource, and care requirements for Medicaid nursing facility care. A total of 1,485 participants (N=1,485) were interviewed and included for analysis, with services provided by five MCOs: Amerigroup, Cigna-HealthSpring, Molina, Superior and UnitedHealthcare. This report presents results for each MCO.

Program of All-Inclusive Care (PACE): PACE coordinates and provides community-based services to individuals age 55 or older who meet the nursing facility medical necessity criteria. PACE includes all necessary health-related services, including in-patient and outpatient medical care, specialty services like dentistry and podiatry, social services, in-home care, meals, transportation, day activity, and housing assistance. Services are only available in designated areas of Amarillo/Canyon, El Paso, and Lubbock. Two hundred ninety-eight participants (N=298) from this program were interviewed and included for analysis.

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

distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the total number of analyzed surveys in each program and MCO. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the "Organization of Results" section below.

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

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
PACE	298	1,200	4.5% MoE, 95% CL	4.9% MoE, 95% CL
STAR+PLUS Amerigroup	298	8,962	5.1% MoE, 95% CL	5.6% MoE, 95% CL
STAR+PLUS Cigna-HealthSpring	299	5,978	5.1% MoE, 95% CL	5.5% MoE, 95% CL
STAR+PLUS Molina	300	9,187	5.1% MoE, 95% CL	5.6% MoE, 95% CL
STAR+PLUS Superior	298	13,721	5.2% MoE, 95% CL	5.6% MoE, 95% CL
STAR+PLUS UnitedHealthcare	290	9,848	5.2% MoE, 95% CL	5.7% MoE, 95% CL
Total	1,783	48,896	2.1% MoE, 95% CL	2.3% MoE, 95% CL

Survey Process in Texas

The State's external quality review organization, the Institute for Child Health Policy (ICHP), subcontracted with the research organization NORC at the University of Chicago to conduct the NCI-AD Surveys. Approximately 12 interviewers were employed.

Because of Texas' size and because the surveys were conducted face-to-face, the interviewers were spread across Texas. HHSC, ICHP, NASUAD, and HSRI staff conducted a one-day teleconference interviewer training on July 7, 2017. The training consisted of a detailed review of the NCI-AD survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, and data entry procedures. Interviews began in July 2017 and were completed by April 2018.

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

Texas chose to add one state-specific question to the standard NCI-AD Survey, "Did your case manager/service coordinator help you make that backup plan?" This question was preceded by "Do you have a backup plan if the person who is paid to help you doesn't show up?"

Stakeholders

Texas engaged in several general outreach activities, including presentations on the NCI-AD project at stakeholder meetings and posting the 2015-2016 NCI-AD Survey results and information about the project on its agency website. The 2017-2018 results will be shared with the respective stakeholders and will be used to help inform future discussions between the state and its providers and MCOs.

Organization of Results

The following pages of the report present findings from Texas' 2017-2018 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by

each of the programs and MCOs. The number of people (N) in each that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

- Certain questions in the survey can only be asked of the service recipient – i.e. proxy respondents for these questions are not allowed. These questions have a smaller number of responses because they are contained only in the full In-Person Survey, whereas the total number of analyzed surveys also includes cases when the Proxy Version was used.
- Only valid responses are included in both the denominator and the numerator when calculating proportions. Unclear, refused and, unless otherwise stated, "don't know" responses are excluded.
- The survey contains several skip logic patterns. This means that depending on the response to a previous survey item, a question may or may not be asked, as appropriate. When an item is skipped due to skip logic, the survey case does not contribute to the calculations for the item.

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

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

Most survey items with three or more possible response options were recoded to form binary variables for the purposes of analysis (i.e. responses were collapsed, for example, an "always" response combined with a "most of the time" response). For details about recoded items and the rules on collapsing response options, please refer to Appendix A.

Un-collapsed and unweighted data showing frequencies of all response options by program and MCO are shown in tabular format in Appendix B. Tables also contain Texas' unweighted overall sample averages for all response options. Please note that the "sample averages" in tables in Appendix B are simple (unweighted) averages that didn't employ weights in their calculations and may therefore be slightly different from the corresponding weighted state averages shown in the corresponding charts.

Data from the state-specific question that Texas chose to add to the standard NCI-AD Survey are shown in Appendix C.

Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in Texas. However, it does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to state staff, leadership, and other stakeholders to assess information contained in this report and establish priorities. This report is intended to be one mechanism to assess the current state of Texas' LTSS system and identify areas that are working well and could use improvement. The charts in this report allow the reader to compare average outcomes between Texas' programs and MCOs and the state overall. State leaders, public managers, policy-makers and community stakeholders can use this information to decide whether a program's or MCO's result relative to another program or MCO or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's or MCO's result relative to another program or MCO, as it is important to keep in mind the potential differences as well as similarities amongst the participants and the programs themselves.

Community Participation

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

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

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

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

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

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

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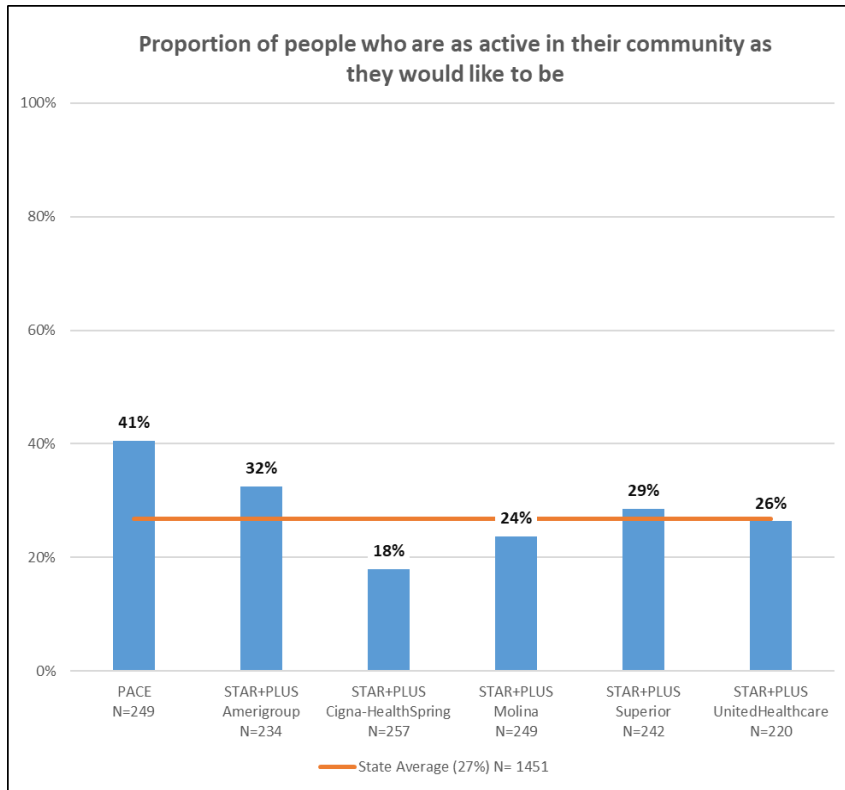
Proportion of people who are as active in their community as they would like to be

Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to[4]

Proportion of people who get to do things they enjoy outside of home as much as they want to
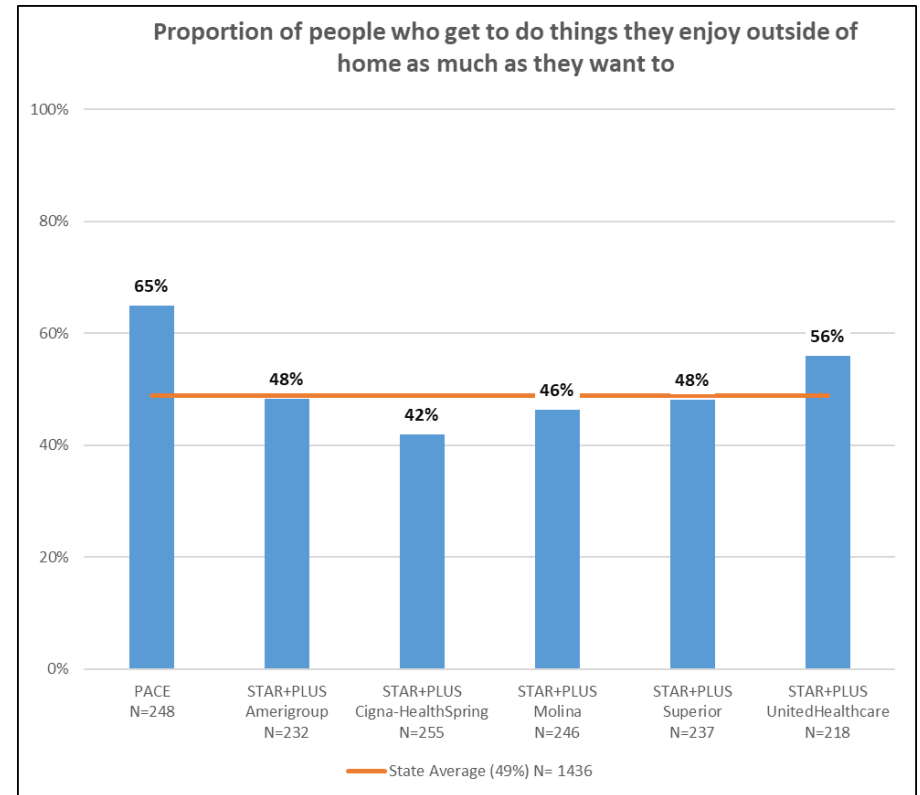
[4] New question added in 2017-2018

Choice and Decision Making

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

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

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

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

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

Graph 3. Proportion of people who are able to choose their roommate (if in group setting[5] and have roommates)
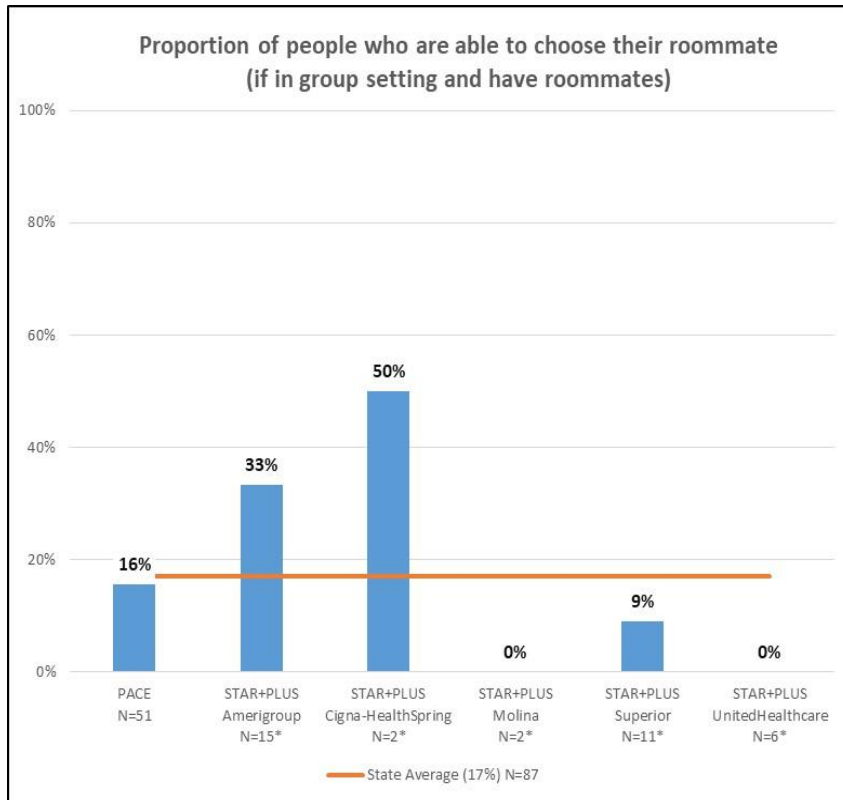
Graph 4. Proportion of people who get up and go to bed when they want to

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

PACE N=51	16%
STAR+PLUS Amerigroup N=15*	33%
STAR+PLUS Cigna-HealthSpring N=2*	50%
STAR+PLUS Molina N=2*	0%
STAR+PLUS Superior N=11*	9%
STAR+PLUS UnitedHealthcare N=6*	0%

State Average (17%) N=87

* Very small number of responses

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

PACE N=248	96%
STAR+PLUS Amerigroup N=235	83%
STAR+PLUS Cigna-HealthSpring N=256	77%
STAR+PLUS Molina N=249	86%
STAR+PLUS Superior N=243	79%
STAR+PLUS UnitedHealthcare N=225	85%

State Average (83%) N= 1456

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

34

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[6])

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

Category	Value
PACE N=249	80%
STAR+PLUS Amerigroup N=236	81%
STAR+PLUS Cigna-HealthSpring N=256	84%
STAR+PLUS Molina N=247	87%
STAR+PLUS Superior N=242	84%
STAR+PLUS UnitedHealthcare N=223	85%

State Average (84%) N= 1453

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

Category	Value
PACE N=55	40%
STAR+PLUS Amerigroup N=31	68%
STAR+PLUS Cigna-HealthSpring N=4*	50%
STAR+PLUS Molina N=9*	78%
STAR+PLUS Superior N=13*	69%
STAR+PLUS UnitedHealthcare N=11*	64%

State Average (66%) N= 123

* Very small number of responses

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

Relationships

People have friends and relationships and do not feel lonely.

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

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

There are two[7] survey items that correspond to the Relationship domain.

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

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[7] 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)

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

96%	80%	94%	90%	94%	89%
PACE N=238	STAR+PLUS Amerigroup N=210	STAR+PLUS Cigna-HealthSpring N=215	STAR+PLUS Molina N=215	STAR+PLUS Superior N=218	STAR+PLUS UnitedHealthcare N=209

State Average (90%) N= 1305
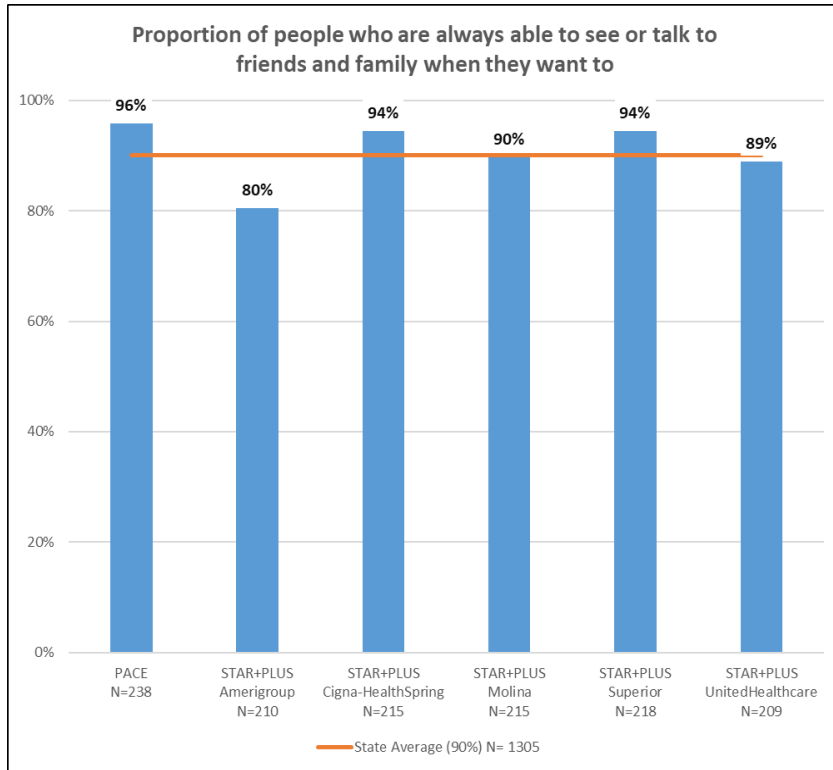
Satisfaction

People are satisfied with their everyday lives – where they live, who works with them, and what they do during the day.

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

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

There are seven[8] survey items that correspond to the Satisfaction domain.

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

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

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

Proportion of people who like where they are living

	PACE N=247	STAR+PLUS Amerigroup N=237	STAR+PLUS Cigna-HealthSpring N=254	STAR+PLUS Molina N=246	STAR+PLUS Superior N=244	STAR+PLUS UnitedHealthcare N=223
	87%	79%	92%	84%	89%	86%

State Average (86%) N= 1451

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

Proportion of people who would prefer to live somewhere else

	PACE N=247	STAR+PLUS Amerigroup N=238	STAR+PLUS Cigna-HealthSpring N=255	STAR+PLUS Molina N=244	STAR+PLUS Superior N=244	STAR+PLUS UnitedHealthcare N=221
	21%	42%	21%	35%	25%	32%

State Average (31%) N= 1449

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

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

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

- PACE N=248: 75%
- STAR+PLUS Amerigroup N=233: 54%
- STAR+PLUS Cigna-HealthSpring N=251: 60%
- STAR+PLUS Molina N=248: 59%
- STAR+PLUS Superior N=239: 67%
- STAR+PLUS UnitedHealthcare N=222: 53%

State Average (60%) N= 1441

Proportion of people whose paid support staff change too often

- PACE N=110: 45%
- STAR+PLUS Amerigroup N=129: 19%
- STAR+PLUS Cigna-HealthSpring N=197: 7%
- STAR+PLUS Molina N=159: 13%
- STAR+PLUS Superior N=170: 11%
- STAR+PLUS UnitedHealthcare N=146: 14%

State Average (13%) N= 911

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

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

100%	
84%	96% 92% 91%
83%	86%
80%	
60%	
40%	
20%	
0%	

| PACE N=113 | STAR+PLUS Amerigroup N=134 | STAR+PLUS Cigna-HealthSpring N=205 | STAR+PLUS Molina N=168 | STAR+PLUS Superior N=177 | STAR+PLUS UnitedHealthcare N=155 |

State Average (90%) N= 952

Service Coordination

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

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

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

There are twelve[9] survey items that correspond to the Service Coordination domain.

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

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

Graph 13. Proportion of people who know whom to contact if they want to make changes to their services[10]
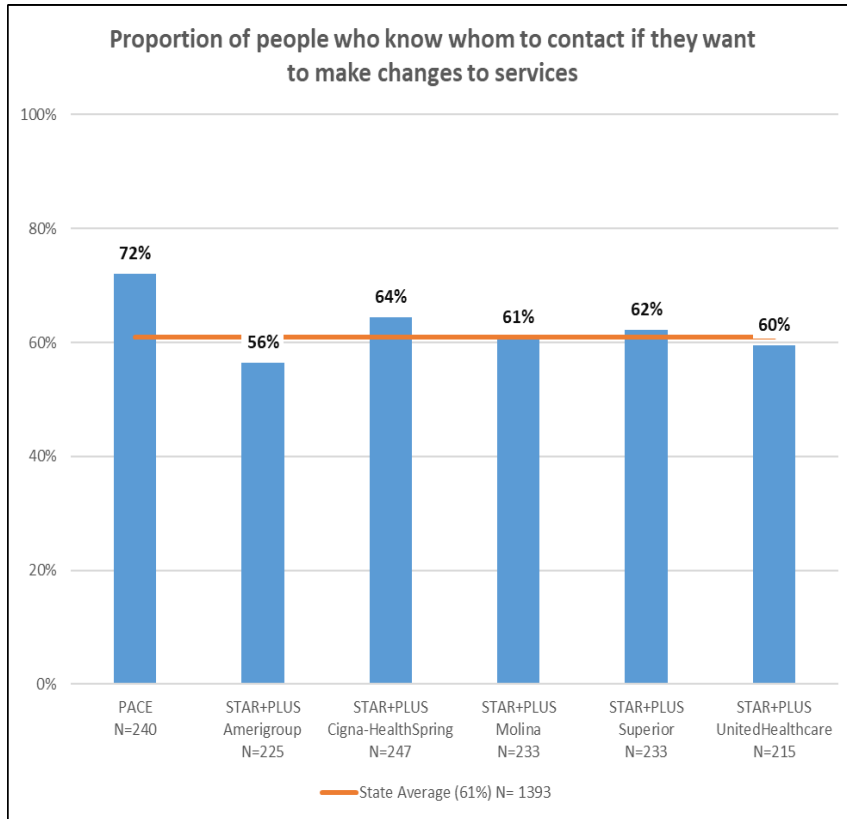
Proportion of people who know whom to contact if they want to make changes to services

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

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

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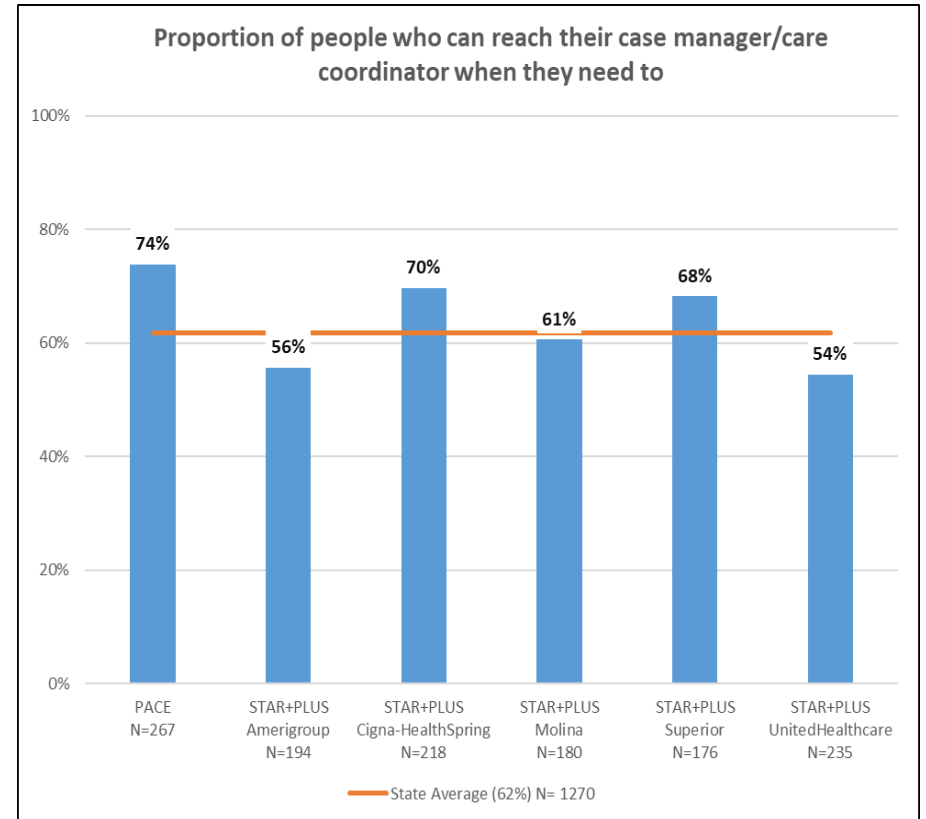
[10] Question changed in 2017-2018 – no longer allows for proxies

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

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

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

- PACE N=99: 91%
- STAR+PLUS Amerigroup N=154: 86%
- STAR+PLUS Cigna-HealthSpring N=210: 98%
- STAR+PLUS Molina N=183: 95%
- STAR+PLUS Superior N=190: 98%
- STAR+PLUS UnitedHealthcare N=176: 92%

State Average (94%) N= 1012

Proportion of people who have an emergency plan in place

- PACE N=230: 69%
- STAR+PLUS Amerigroup N=272: 62%
- STAR+PLUS Cigna-HealthSpring N=295: 58%
- STAR+PLUS Molina N=275: 53%
- STAR+PLUS Superior N=292: 63%
- STAR+PLUS UnitedHealthcare N=281: 81%

State Average (64%) N= 1645

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

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

- PACE N=229: 62%
- STAR+PLUS Amerigroup N=224: 69%
- STAR+PLUS Cigna-HealthSpring N=250: 84%
- STAR+PLUS Molina N=237: 76%
- STAR+PLUS Superior N=240: 70%
- STAR+PLUS UnitedHealthcare N=207: 32%

State Average (66%) N= 1387

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

Proportion of people whose services meet all their needs and goals

- PACE N=296: 86%
- STAR+PLUS Amerigroup N=292: 53%
- STAR+PLUS Cigna-HealthSpring N=295: 73%
- STAR+PLUS Molina N=292: 60%
- STAR+PLUS Superior N=284: 69%
- STAR+PLUS UnitedHealthcare N=281: 68%

State Average (65%) N= 1740

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

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

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

Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if someone provides support on a regular basis)
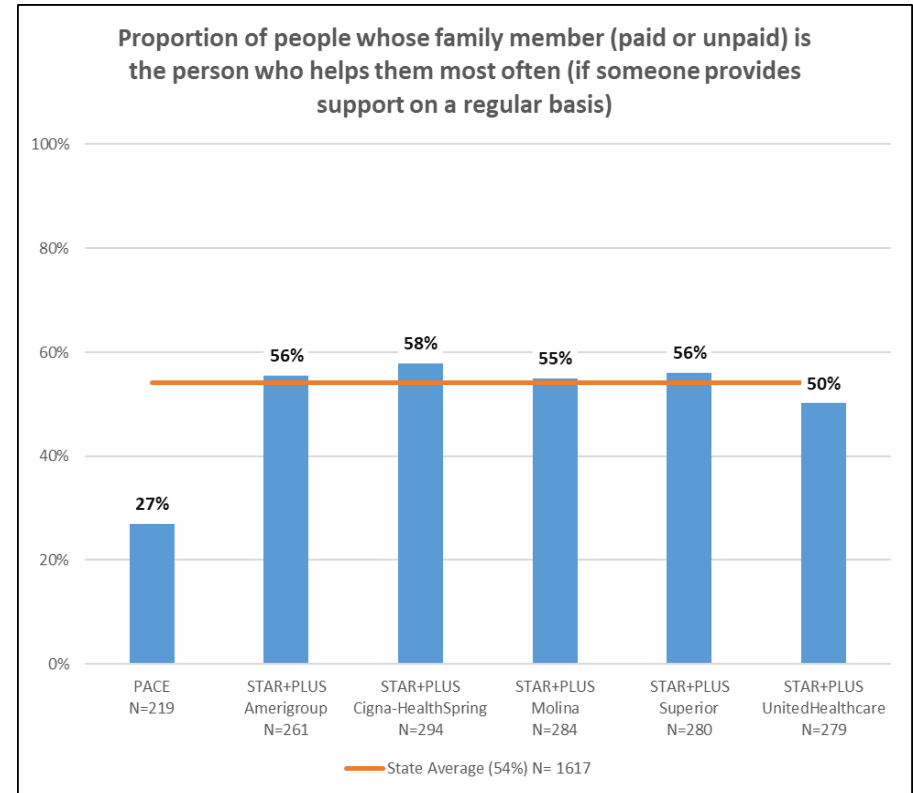
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis)

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

Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis)
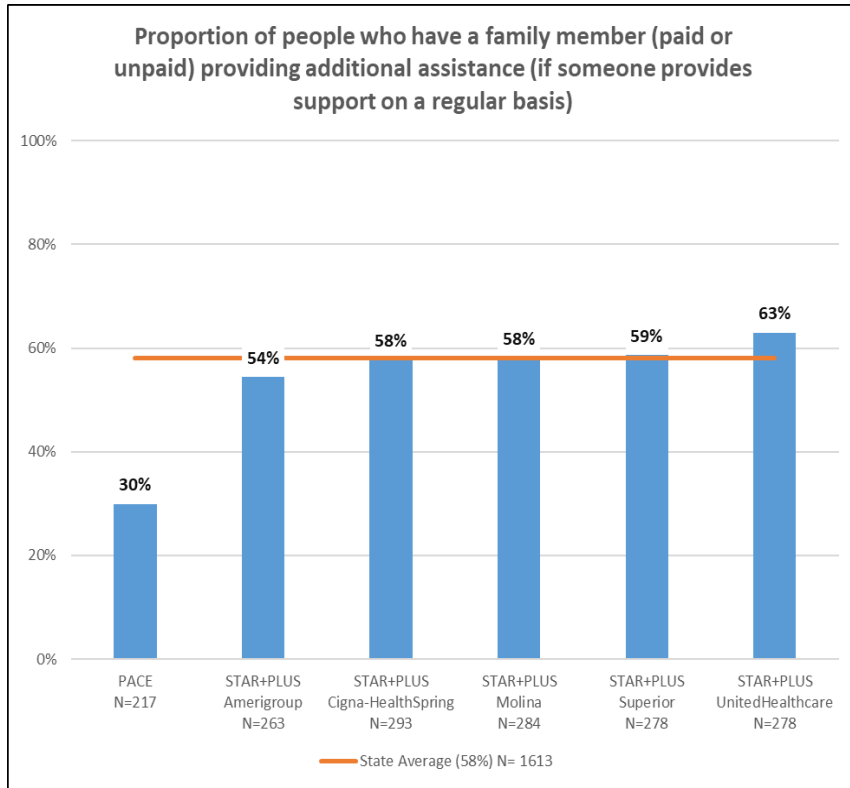
Proportion of people who have a backup plan if paid support staff do not show up
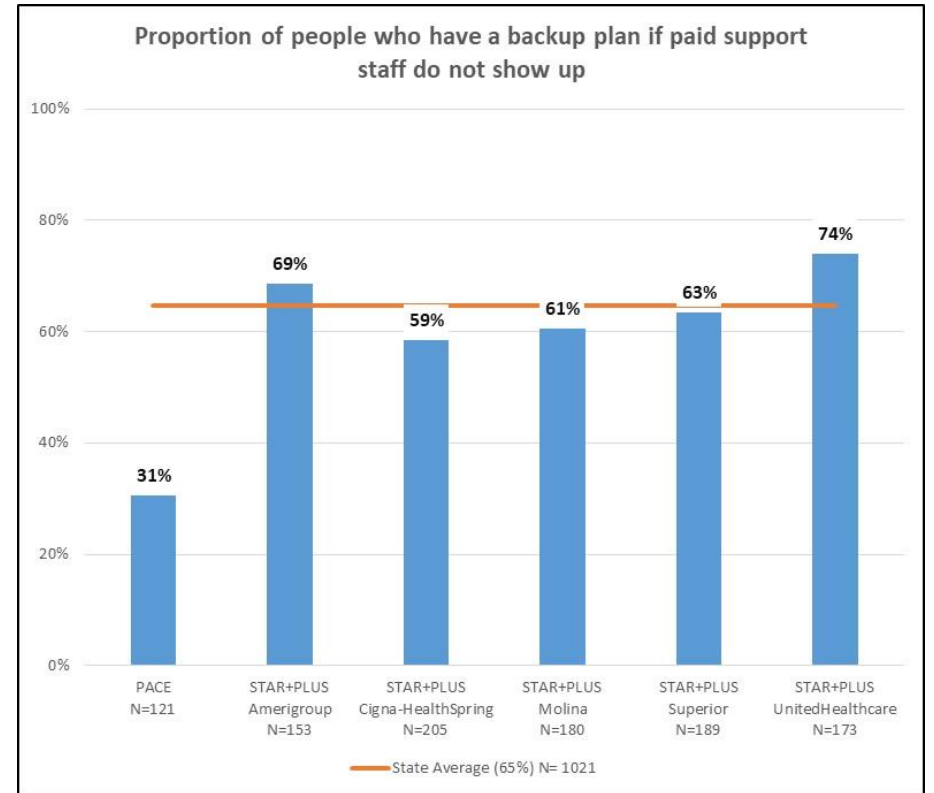
Care Coordination

Individuals are provided appropriate coordination of care.

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

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

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

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

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

Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year

- PACE N=296: 25%
- STAR+PLUS Amerigroup N=289: 38%
- STAR+PLUS Cigna-HealthSpring N=294: 26%
- STAR+PLUS Molina N=297: 34%
- STAR+PLUS Superior N=295: 33%
- STAR+PLUS UnitedHealthcare N=284: 38%

State Average (34%) N= 1755

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

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

- PACE N=73: 93%
- STAR+PLUS Amerigroup N=109: 86%
- STAR+PLUS Cigna-HealthSpring N=72: 85%
- STAR+PLUS Molina N=101: 83%
- STAR+PLUS Superior N=94: 83%
- STAR+PLUS UnitedHealthcare N=106: 82%

State Average (84%) N= 555

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

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

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

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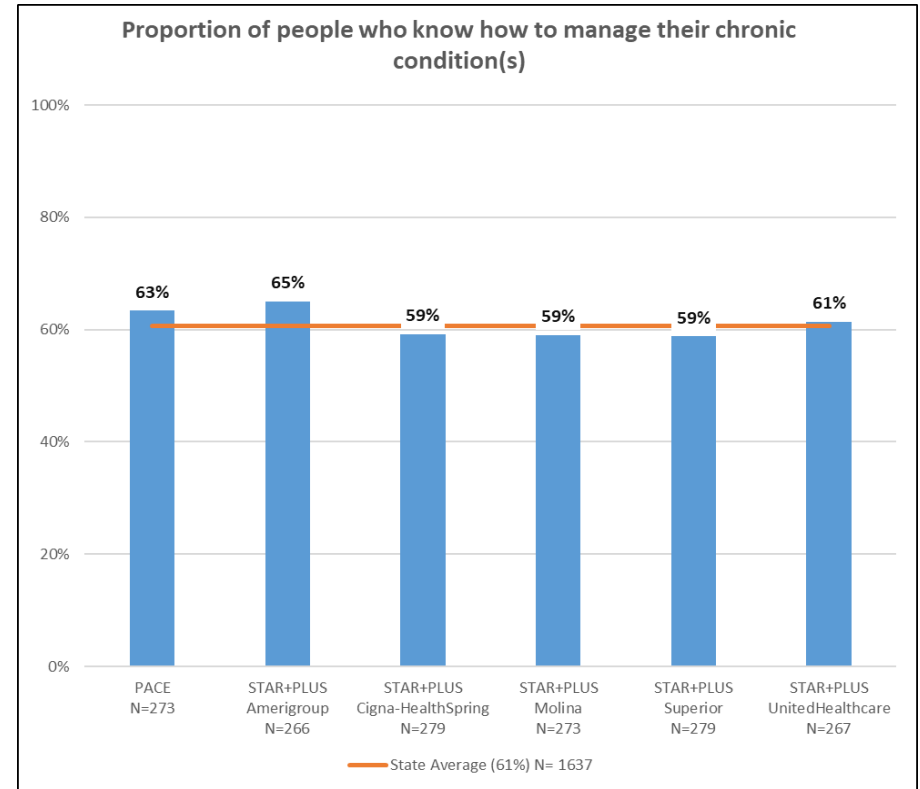
Access

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

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

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

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

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

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

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

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

57%   59%   75%   68%   75%   65%

State Average (69%) N= 1733

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

99%   87%   92%   91%   94%   95%

State Average (92%) N= 1755
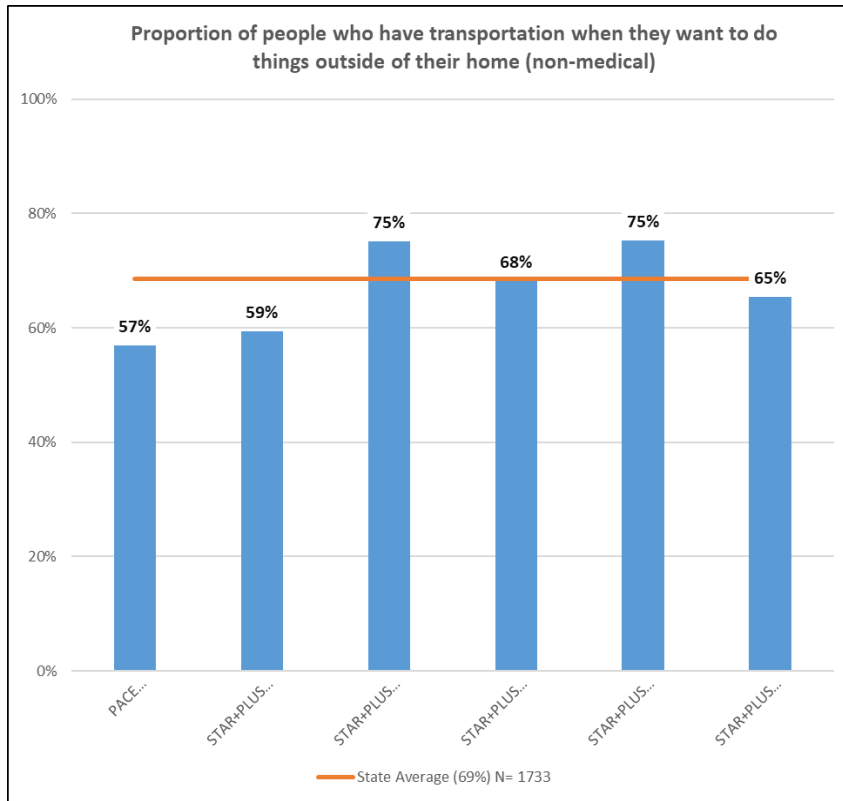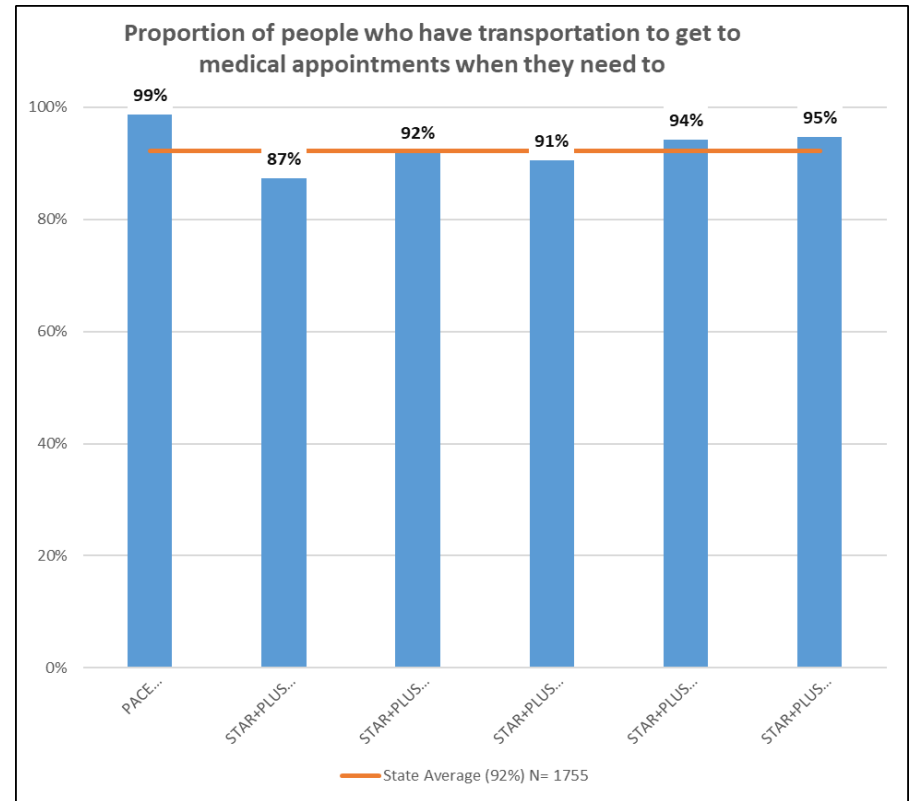
Graph 29. Proportion of people who receive information about their services in the language they prefer (if non-English)

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

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

- PACE N=260: 90%
- STAR+PLUS Amerigroup N=208: 90%
- STAR+PLUS Cigna-HealthSpring N=238: 94%
- STAR+PLUS Molina N=166: 85%
- STAR+PLUS Superior N=164: 91%
- STAR+PLUS UnitedHealthcare N=142: 77%

State Average (88%) N= 1178

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

- PACE N=297: 8%
- STAR+PLUS Amerigroup N=293: 26%
- STAR+PLUS Cigna-HealthSpring N=299: 23%
- STAR+PLUS Molina N=299: 27%
- STAR+PLUS Superior N=298: 24%
- STAR+PLUS UnitedHealthcare N=287: 21%

State Average (24%) N= 1773

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

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

- PACE N=297: 2%
- STAR+PLUS Amerigroup N=293: 9%
- STAR+PLUS Cigna-HealthSpring N=299: 10%
- STAR+PLUS Molina N=299: 6%
- STAR+PLUS Superior N=298: 4%
- STAR+PLUS UnitedHealthcare N=287: 7%
- State Average (6%) N= 1773

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

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

- PACE N=296: 6%
- STAR+PLUS Amerigroup N=295: 29%
- STAR+PLUS Cigna-HealthSpring N=299: 25%
- STAR+PLUS Molina N=298: 32%
- STAR+PLUS Superior N=298: 22%
- STAR+PLUS UnitedHealthcare N=288: 12%
- State Average (23%) N= 1774

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

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

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

	PACE N=296	STAR+PLUS Amerigroup N=295	STAR+PLUS Cigna-HealthSpring N=299	STAR+PLUS Molina N=298	STAR+PLUS Superior N=298	STAR+PLUS UnitedHealthcare N=288
	1%	7%	9%	4%	10%	9%

State Average (8%) N= 1774

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

	PACE N=295	STAR+PLUS Amerigroup N=282	STAR+PLUS Cigna-HealthSpring N=297	STAR+PLUS Molina N=297	STAR+PLUS Superior N=292	STAR+PLUS UnitedHealthcare N=285
	8%	17%	19%	17%	14%	13%

State Average (16%) N= 1748

55

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

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

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

- PACE N=295: 1%
- STAR+PLUS Amerigroup N=282: 9%
- STAR+PLUS Cigna-HealthSpring N=297: 7%
- STAR+PLUS Molina N=297: 5%
- STAR+PLUS Superior N=292: 6%
- STAR+PLUS UnitedHealthcare N=285: 9%
- State Average (7%) N= 1748

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

- PACE N=297: 3%
- STAR+PLUS Amerigroup N=293: 16%
- STAR+PLUS Cigna-HealthSpring N=299: 20%
- STAR+PLUS Molina N=297: 15%
- STAR+PLUS Superior N=297: 11%
- STAR+PLUS UnitedHealthcare N=286: 12%
- State Average (14%) N= 1769

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

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

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

Category	Value
PACE N=297	0%
STAR+PLUS Amerigroup N=293	6%
STAR+PLUS Cigna-HealthSpring N=299	8%
STAR+PLUS Molina N=297	6%
STAR+PLUS Superior N=297	4%
STAR+PLUS UnitedHealthcare N=286	6%

State Average (6%) N= 1769

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

Category	Value
PACE N=294	0%
STAR+PLUS Amerigroup N=285	19%
STAR+PLUS Cigna-HealthSpring N=297	26%
STAR+PLUS Molina N=295	17%
STAR+PLUS Superior N=289	20%
STAR+PLUS UnitedHealthcare N=286	8%

State Average (17%) N= 1746

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

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

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

	PACE N=294	STAR+PLUS Amerigroup N=285	STAR+PLUS Cigna-HealthSpring N=297	STAR+PLUS Molina N=295	STAR+PLUS Superior N=289	STAR+PLUS UnitedHealthcare N=286
	0%	1%	0%	0%	0%	0%

State Average (0%) N= 1746

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

	PACE N=296	STAR+PLUS Amerigroup N=290	STAR+PLUS Cigna-HealthSpring N=296	STAR+PLUS Molina N=296	STAR+PLUS Superior N=294	STAR+PLUS UnitedHealthcare N=288
	15%	21%	28%	29%	31%	19%

State Average (26%) N= 1760

58

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

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

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

- PACE N=296: 1%
- STAR+PLUS Amerigroup N=290: 9%
- STAR+PLUS Cigna-HealthSpring N=296: 4%
- STAR+PLUS Molina N=296: 3%
- STAR+PLUS Superior N=294: 2%
- STAR+PLUS UnitedHealthcare N=288: 3%

State Average (4%) N= 1760

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

- PACE N=200: 1%
- STAR+PLUS Amerigroup N=220: 29%
- STAR+PLUS Cigna-HealthSpring N=284: 14%
- STAR+PLUS Molina N=237: 9%
- STAR+PLUS Superior N=200: 12%
- STAR+PLUS UnitedHealthcare N=231: 9%

State Average (14%) N= 1372

59

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

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

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

PACE N=200	0%	
STAR+PLUS Amerigroup N=220	2%	
STAR+PLUS Cigna-HealthSpring N=284	2%	
STAR+PLUS Molina N=237	0%	
STAR+PLUS Superior N=200	0%	
STAR+PLUS UnitedHealthcare N=231	0%	

State Average (1%) N= 1372

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

PACE N=297	3%
STAR+PLUS Amerigroup N=295	7%
STAR+PLUS Cigna-HealthSpring N=297	19%
STAR+PLUS Molina N=299	9%
STAR+PLUS Superior N=297	11%
STAR+PLUS UnitedHealthcare N=290	5%

State Average (9%) N= 1775

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

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

Proportion of people who have a walker but need an upgrade

- PACE N=297: 3%
- STAR+PLUS Amerigroup N=295: 14%
- STAR+PLUS Cigna-HealthSpring N=297: 10%
- STAR+PLUS Molina N=299: 9%
- STAR+PLUS Superior N=297: 14%
- STAR+PLUS UnitedHealthcare N=290: 10%

State Average (12%) N= 1775

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

- PACE N=291: 3%
- STAR+PLUS Amerigroup N=288: 20%
- STAR+PLUS Cigna-HealthSpring N=294: 19%
- STAR+PLUS Molina N=294: 15%
- STAR+PLUS Superior N=296: 23%
- STAR+PLUS UnitedHealthcare N=284: 12%

State Average (18%) N= 1747

61

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

Proportion of people who have a scooter but need an upgrade

	PACE N=291	STAR+PLUS Amerigroup N=288	STAR+PLUS Cigna-HealthSpring N=294	STAR+PLUS Molina N=294	STAR+PLUS Superior N=296	STAR+PLUS UnitedHealthcare N=284
	1%	4%	2%	2%	2%	3%

State Average (3%) N= 1747

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

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

	PACE N=298	STAR+PLUS Amerigroup N=296	STAR+PLUS Cigna-HealthSpring N=298	STAR+PLUS Molina N=298	STAR+PLUS Superior N=295	STAR+PLUS UnitedHealthcare N=289
	3%	12%	19%	18%	16%	10%

State Average (15%) N= 1774

62

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

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

Proportion of people who have a wheelchair but need an upgrade

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

63
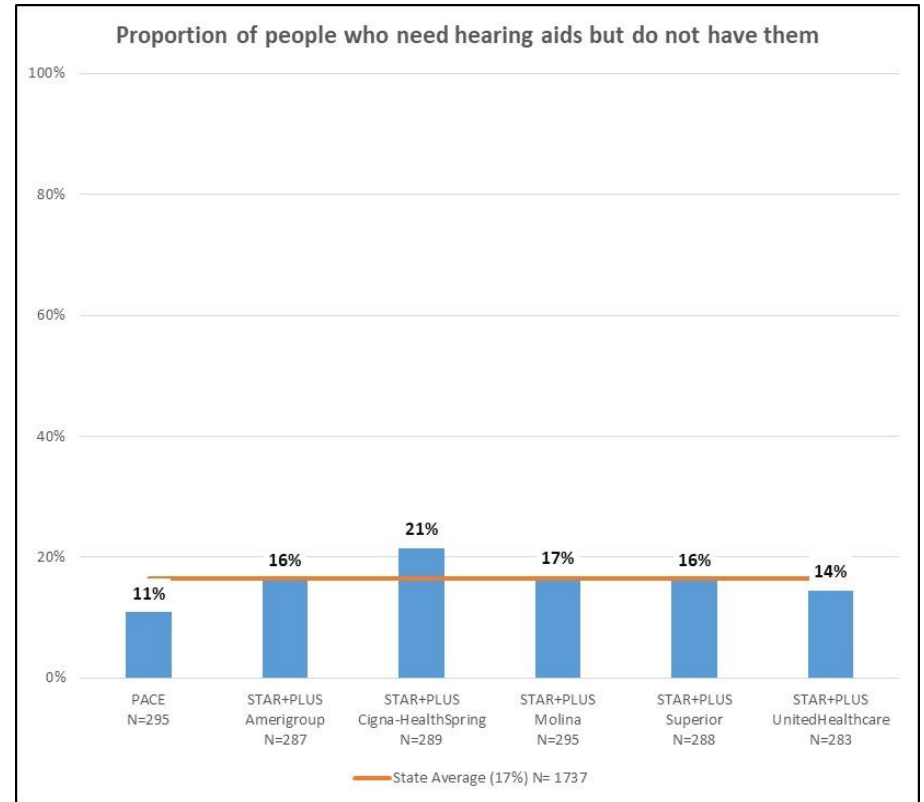
Graph 51. Proportion of people who have hearing aids but need an upgrade
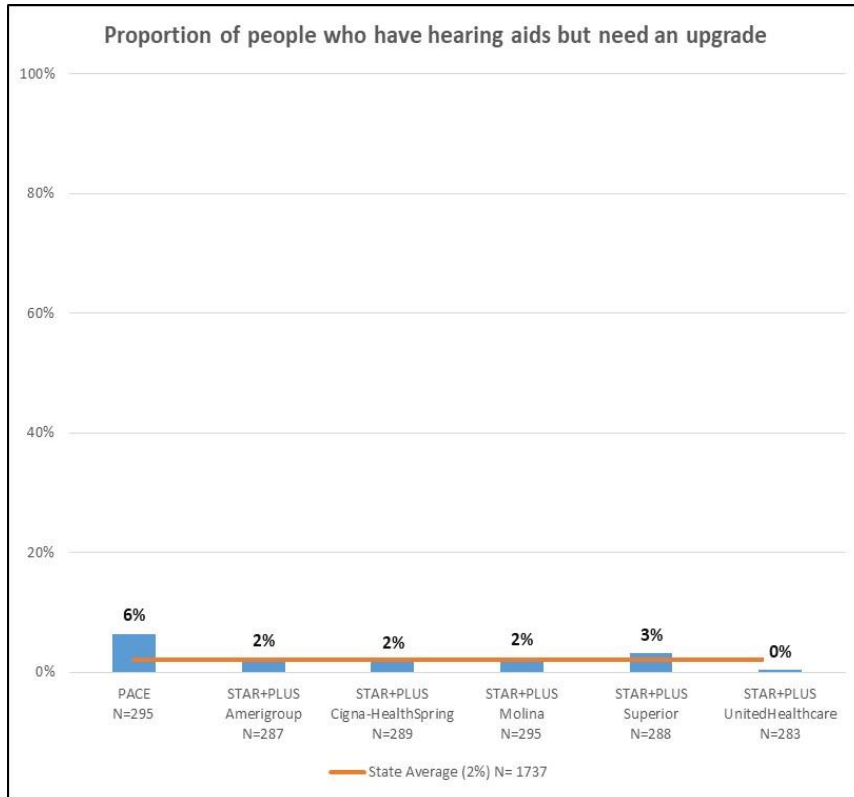
Graph 52. Proportion of people who need glasses but do not have them

Proportion of people who have hearing aids but need an upgrade

Proportion of people who need glasses but do not have them
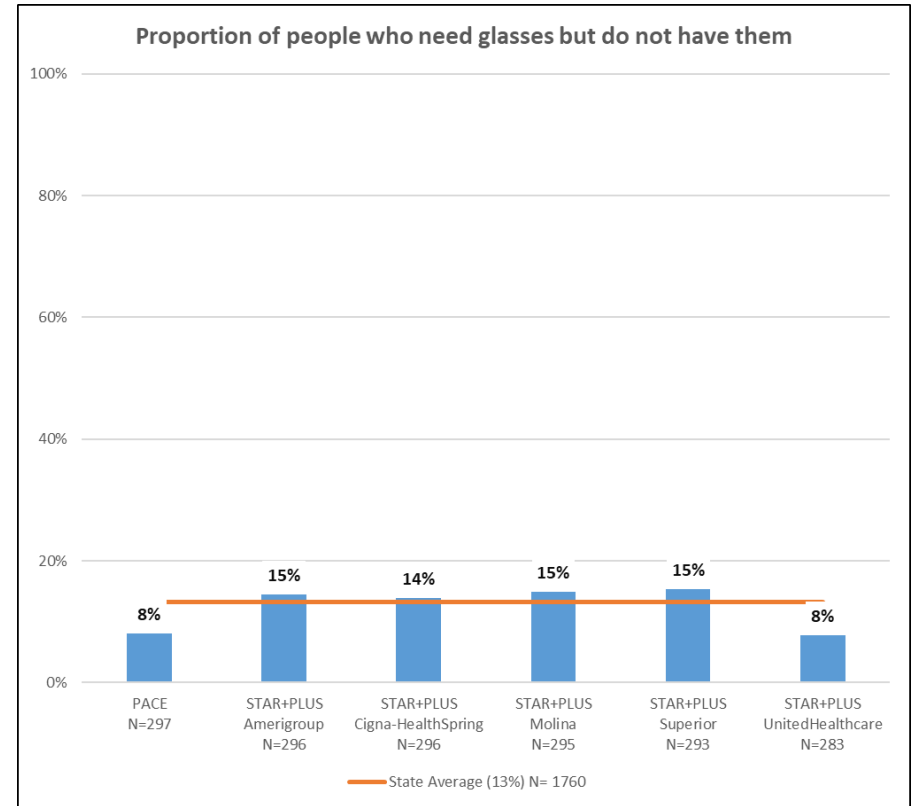
Graph 53. Proportion of people who have glasses but need an upgrade
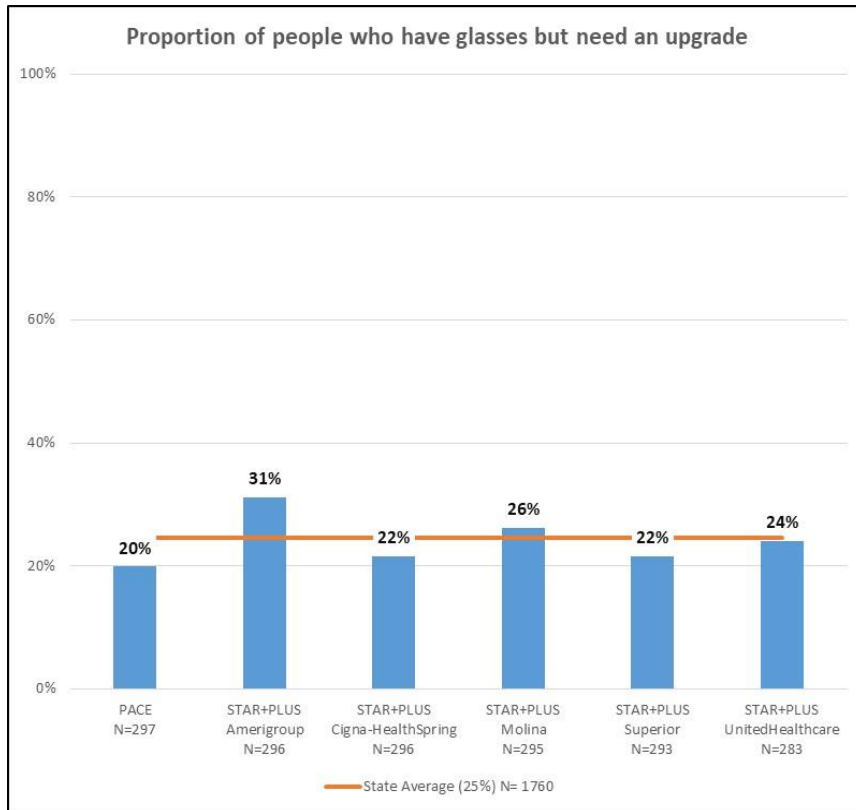
Graph 54. Proportion of people who need a CPAP machine but don't have it[11]

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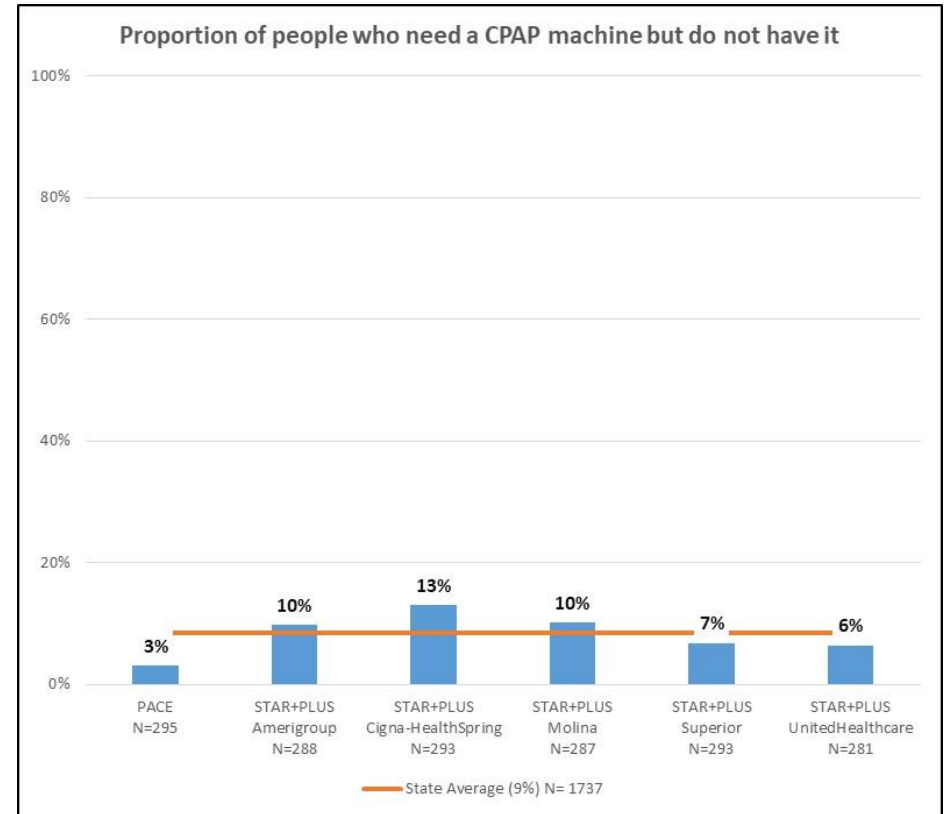
[11] New question added in 2017-2018

Graph 55. Proportion of people who have a CPAP machine but need an upgrade[12]
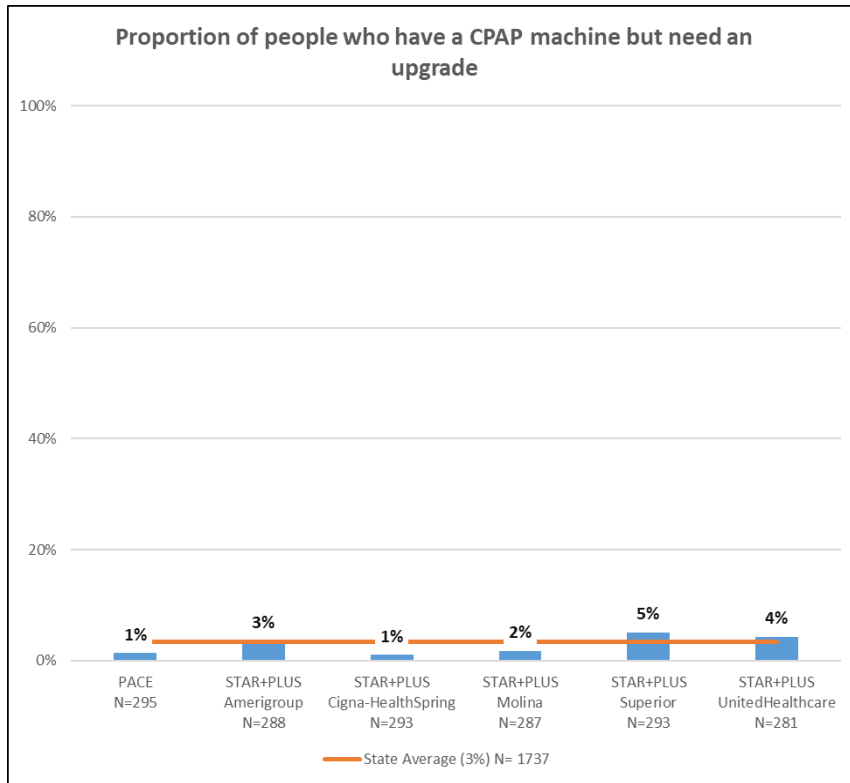
Proportion of people who have a CPAP machine but need an upgrade

State Average (3%) N= 1737

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

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

State Average (13%) N= 1409

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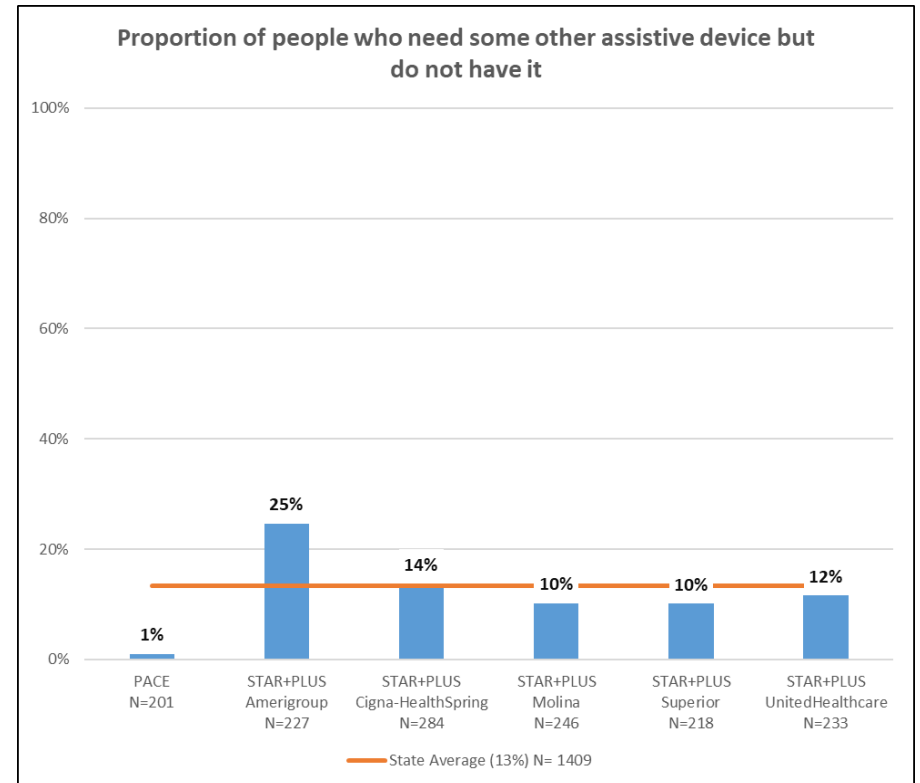
[12] New question added in 2017-2018

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

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

	0%	9%	4%	3%	4%	2%
	PACE N=201	STAR+PLUS Amerigroup N=227	STAR+PLUS Cigna-HealthSpring N=284	STAR+PLUS Molina N=246	STAR+PLUS Superior N=218	STAR+PLUS UnitedHealthcare N=233

— State Average (4%) N= 1409
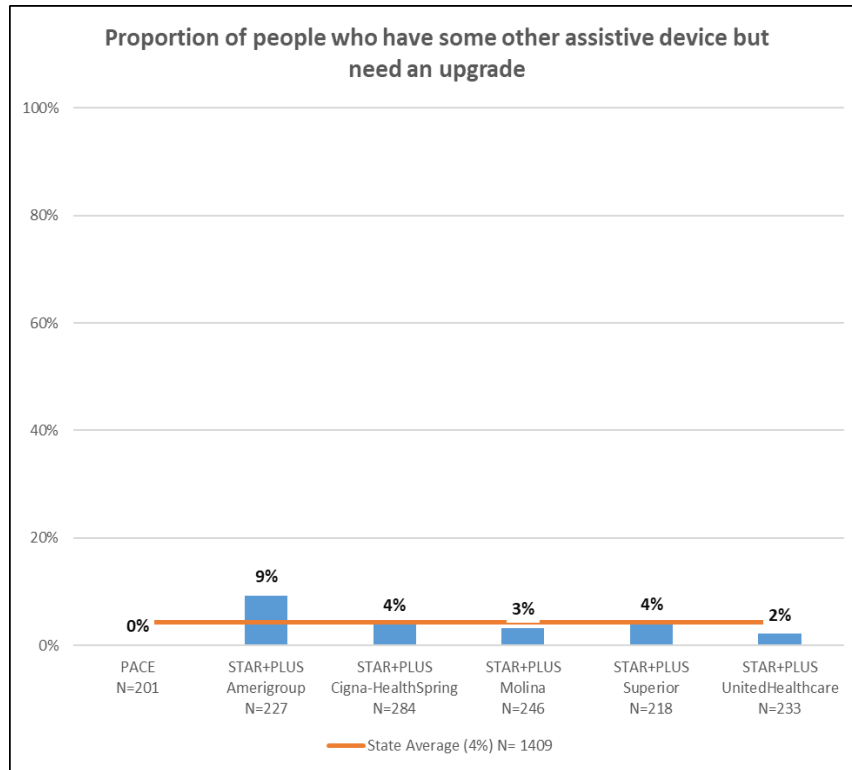
Safety

People feel safe from abuse, neglect, and injury.

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

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

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

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

Graph 58. Proportion of people who feel safe at home

Proportion of people who feel safe at home

	PACE N=249	STAR+PLUS Amerigroup N=233	STAR+PLUS Cigna-HealthSpring N=256	STAR+PLUS Molina N=245	STAR+PLUS Superior N=243	STAR+PLUS UnitedHealthcare N=223
	96%	96%	96%	94%	96%	95%

— State Average (96%) N= 1449

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

Proportion of people who feel safe around their paid support staff

	PACE N=113	STAR+PLUS Amerigroup N=134	STAR+PLUS Cigna-HealthSpring N=206	STAR+PLUS Molina N=170	STAR+PLUS Superior N=177	STAR+PLUS UnitedHealthcare N=156
	96%	95%	99%	99%	99%	98%

— State Average (98%) N= 956

69

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

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

- PACE N=246: 27%
- STAR+PLUS Amerigroup N=233: 22%
- STAR+PLUS Cigna-HealthSpring N=257: 20%
- STAR+PLUS Molina N=247: 19%
- STAR+PLUS Superior N=243: 20%
- STAR+PLUS UnitedHealthcare N=223: 13%

State Average (19%) N= 1449

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

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

- PACE N=247: 4%
- STAR+PLUS Amerigroup N=235: 10%
- STAR+PLUS Cigna-HealthSpring N=256: 3%
- STAR+PLUS Molina N=244: 4%
- STAR+PLUS Superior N=243: 3%
- STAR+PLUS UnitedHealthcare N=221: 4%

State Average (5%) N= 1446

70

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

Proportion of people with concerns about falling or being unstable

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

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

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

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

- PACE N=289: 92%
- STAR+PLUS Amerigroup N=269: 75%
- STAR+PLUS Cigna-HealthSpring N=281: 38%
- STAR+PLUS Molina N=253: 66%
- STAR+PLUS Superior N=278: 53%
- STAR+PLUS UnitedHealthcare N=233: 85%

State Average (64%) N= 1603
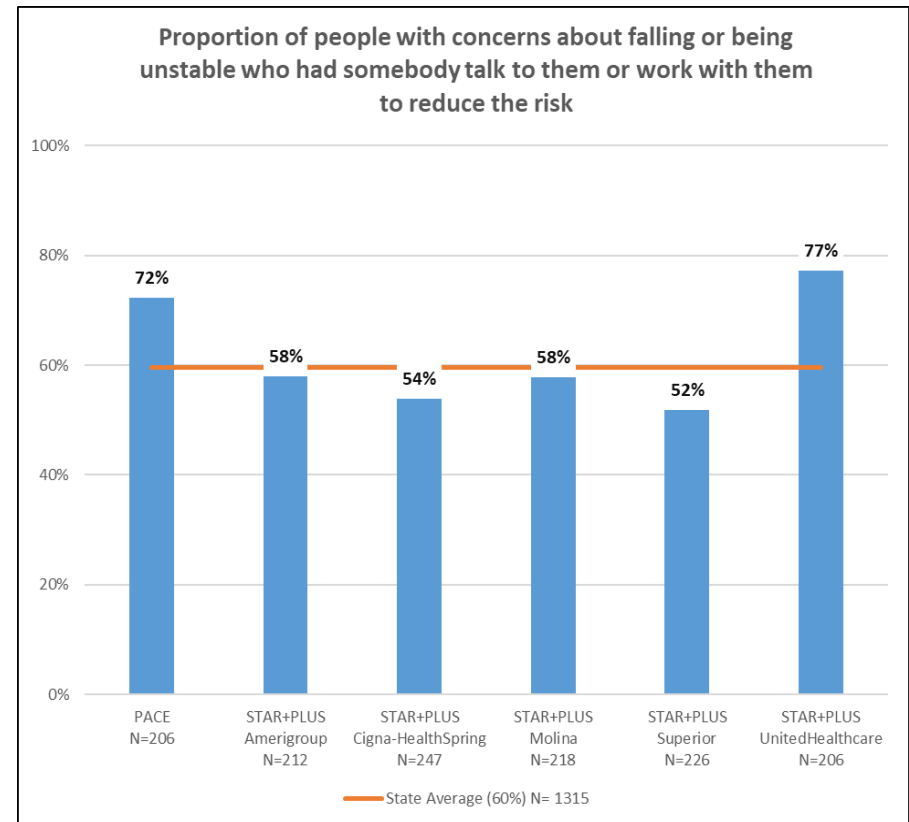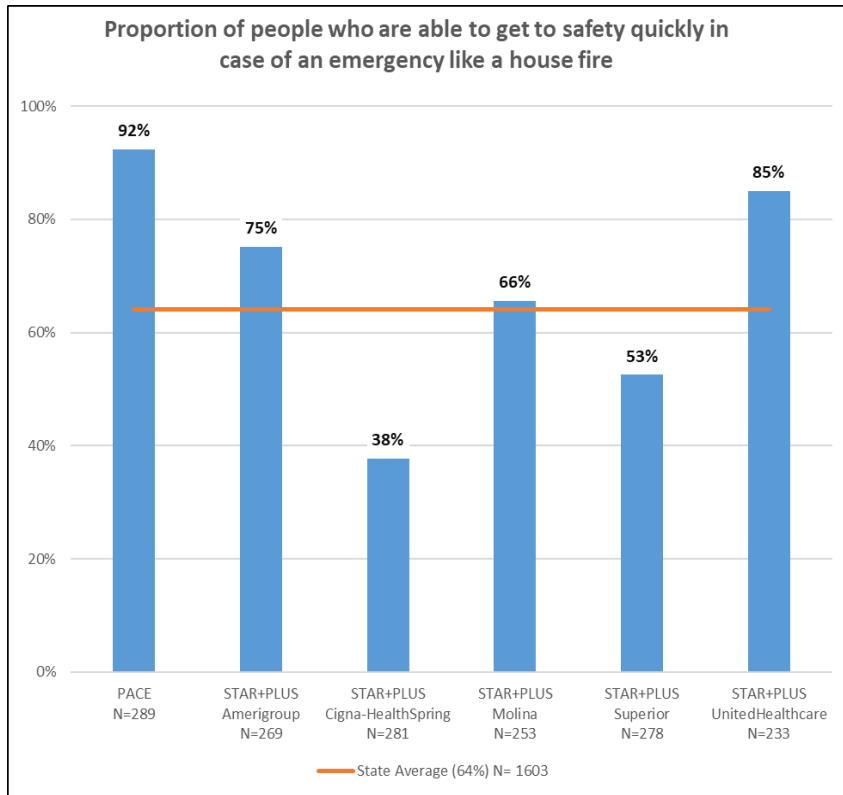
Health Care

People secure needed health services.

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

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

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

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

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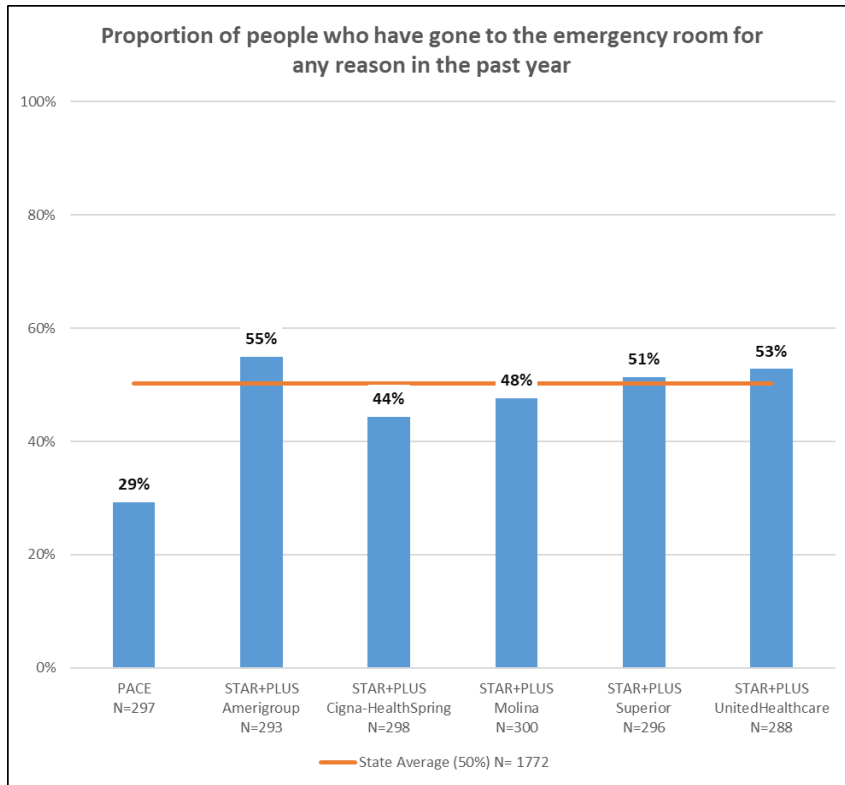
Proportion of people who have gone to the emergency room for any reason in the past year

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

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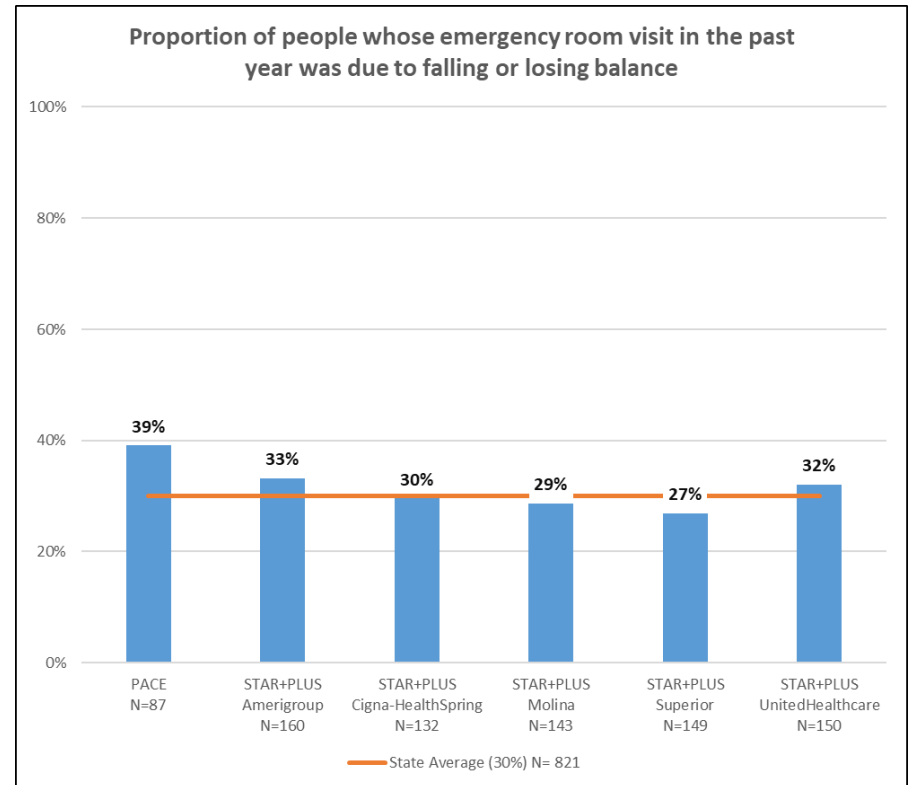
Graph 67. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

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

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

PACE N=86	7%
STAR+PLUS Amerigroup N=161	4%
STAR+PLUS Cigna-HealthSpring N=130	4%
STAR+PLUS Molina N=143	4%
STAR+PLUS Superior N=150	1%
STAR+PLUS UnitedHealthcare N=149	1%

State Average (3%) N= 819

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

PACE N=293	76%
STAR+PLUS Amerigroup N=288	77%
STAR+PLUS Cigna-HealthSpring N=296	90%
STAR+PLUS Molina N=296	80%
STAR+PLUS Superior N=288	88%
STAR+PLUS UnitedHealthcare N=281	73%

State Average (81%) N= 1742

75

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

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

Proportion of people sometimes or more often feeling sad or depressed who have talked to someone about it in the past 12 months

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

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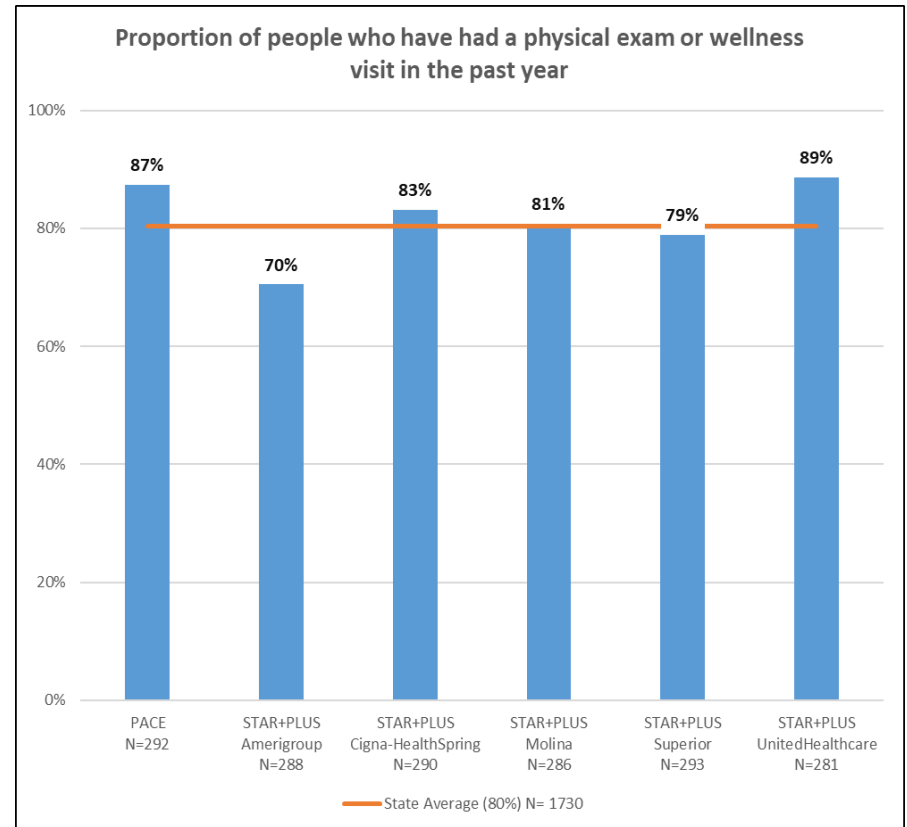
Proportion of people who have had a hearing exam in the past year

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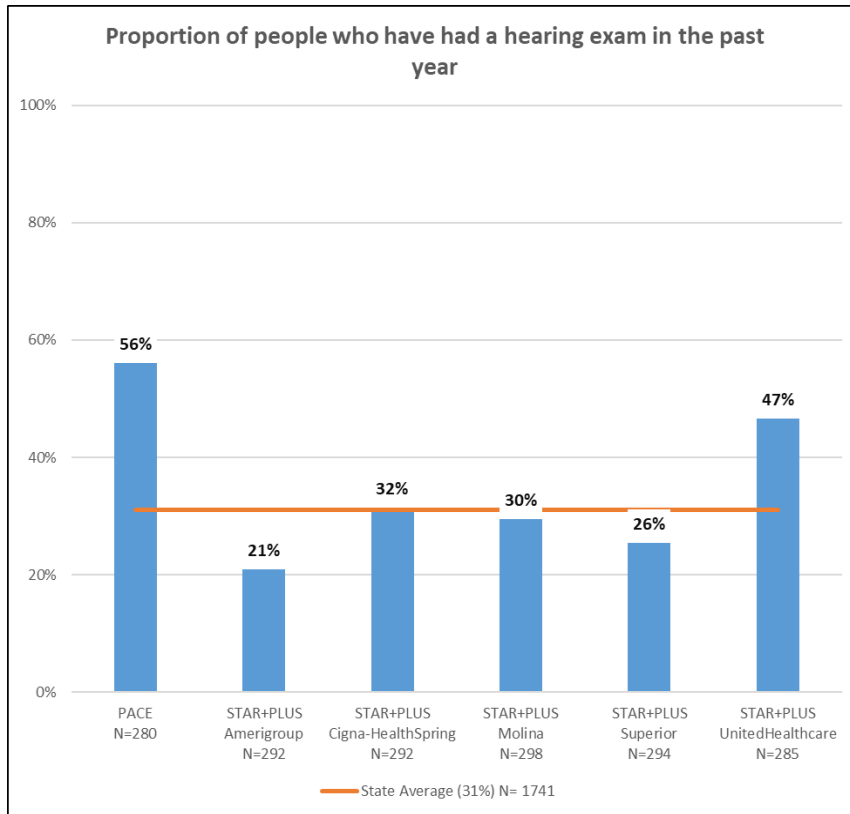
Proportion of people who have had a vision exam in the past year

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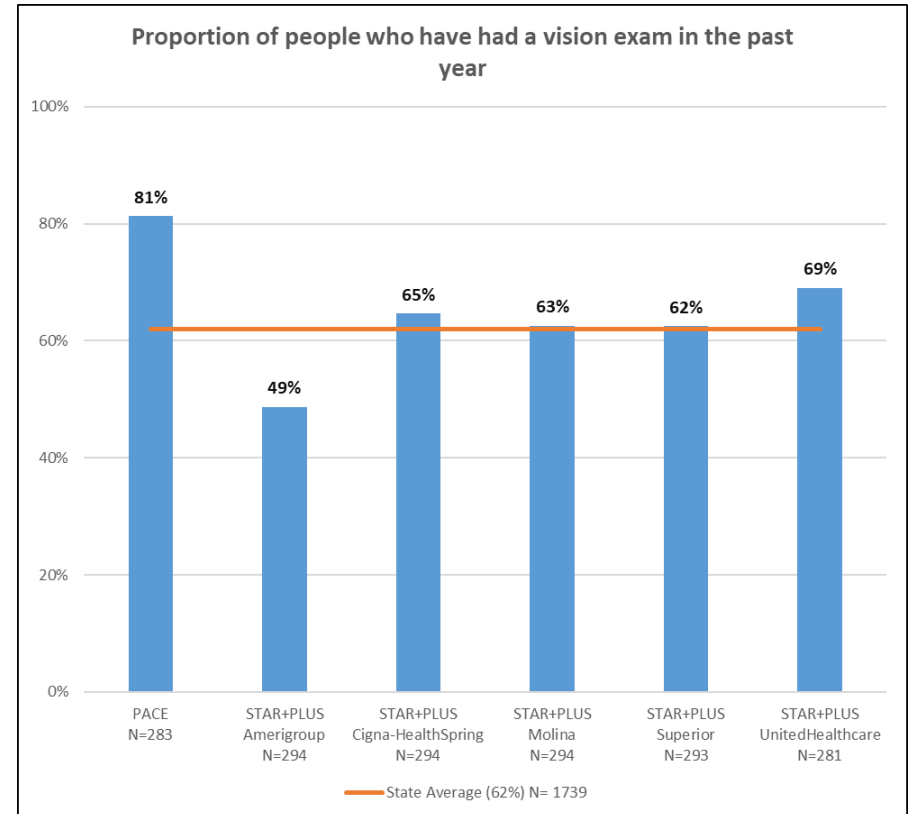
Proportion of people who have had a flu shot in the past year

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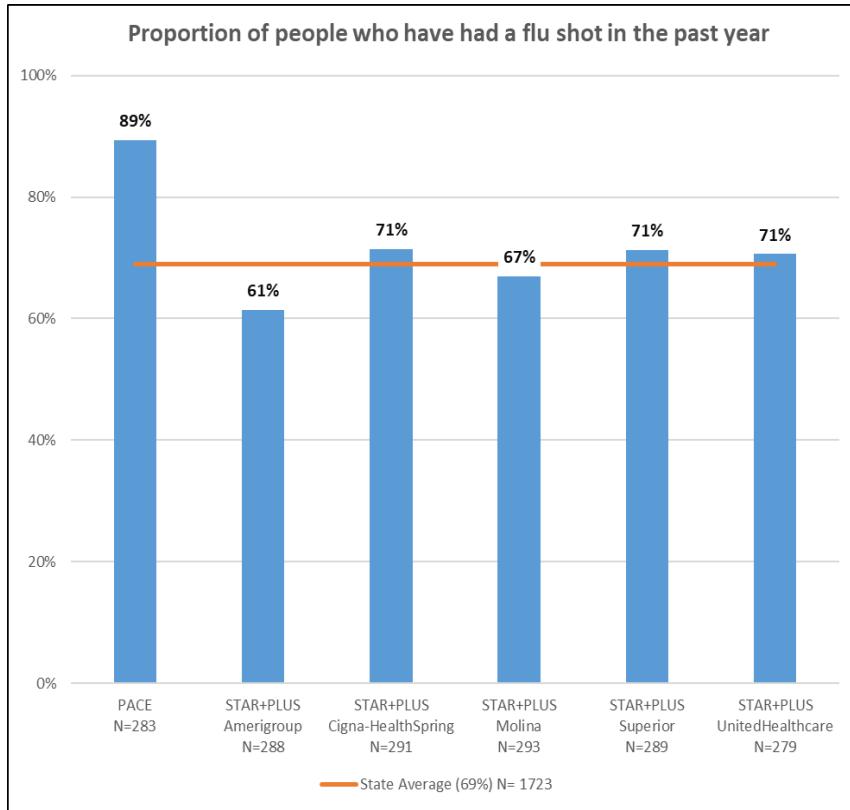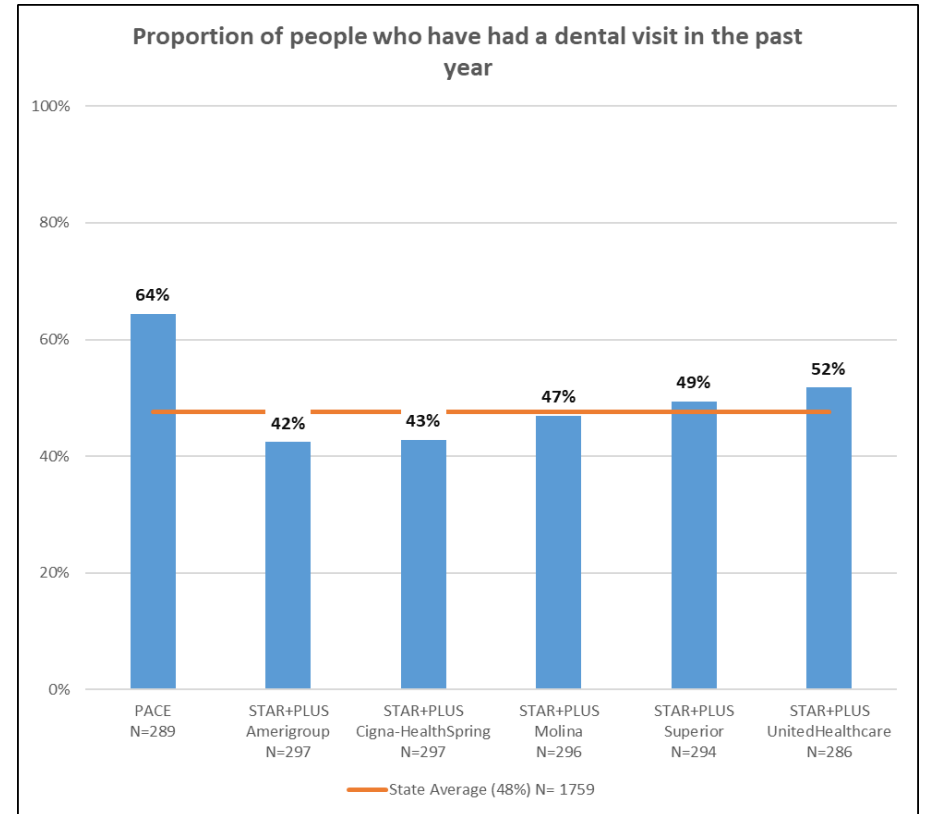
Proportion of people who have had a dental visit in the past year

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

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

PACE N=260	88%
STAR+PLUS Amerigroup N=282	81%
STAR+PLUS Cigna-HealthSpring N=291	94%
STAR+PLUS Molina N=284	91%
STAR+PLUS Superior N=288	88%
STAR+PLUS UnitedHealthcare N=273	89%

State Average (88%) N= 1678
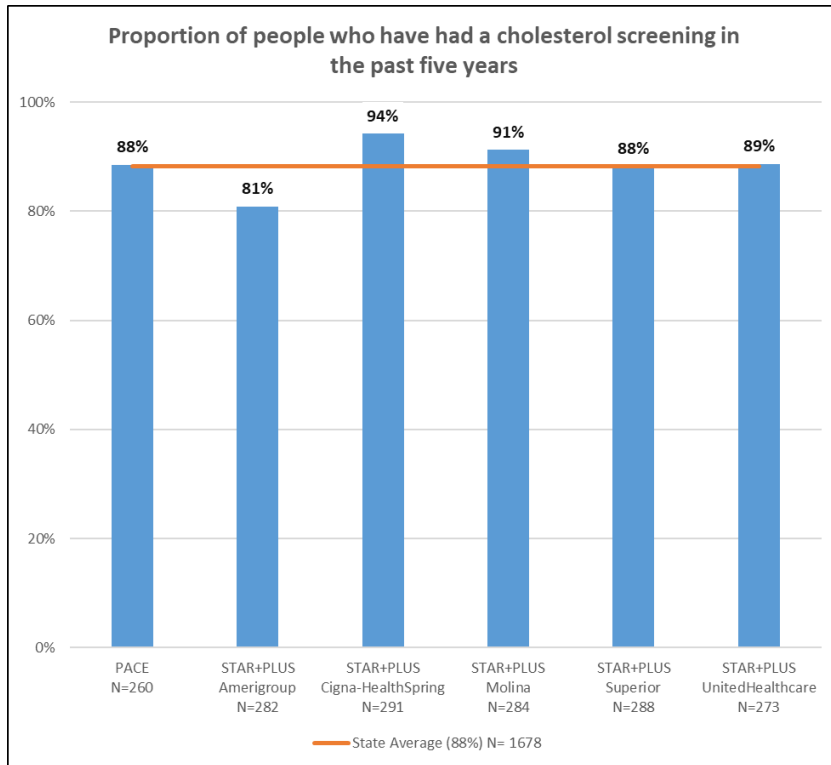
Wellness

People are supported to maintain health.

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

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

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

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

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

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

Proportion of people whose health was described as poor

- PACE N=298: 10%
- STAR+PLUS Amerigroup N=298: 27%
- STAR+PLUS Cigna-HealthSpring N=299: 36%
- STAR+PLUS Molina N=299: 30%
- STAR+PLUS Superior N=296: 34%
- STAR+PLUS UnitedHealthcare N=289: 24%

State Average (30%) N= 1779

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

- PACE N=298: 28%
- STAR+PLUS Amerigroup N=295: 21%
- STAR+PLUS Cigna-HealthSpring N=298: 14%
- STAR+PLUS Molina N=298: 22%
- STAR+PLUS Superior N=298: 18%
- STAR+PLUS UnitedHealthcare N=289: 21%

State Average (20%) N= 1776

81

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

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

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

- PACE N=294: 53%
- STAR+PLUS Amerigroup N=291: 59%
- STAR+PLUS Cigna-HealthSpring N=292: 65%
- STAR+PLUS Molina N=293: 62%
- STAR+PLUS Superior N=286: 64%
- STAR+PLUS UnitedHealthcare N=277: 65%

State Average (63%) N= 1733

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

- PACE N=156: 64%
- STAR+PLUS Amerigroup N=171: 57%
- STAR+PLUS Cigna-HealthSpring N=188: 57%
- STAR+PLUS Molina N=177: 63%
- STAR+PLUS Superior N=185: 55%
- STAR+PLUS UnitedHealthcare N=179: 77%

State Average (62%) N= 1056

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

Graph 81. Proportion of people who often feel sad or depressed[13]

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

- PACE N=296: 18%
- STAR+PLUS Amerigroup N=292: 40%
- STAR+PLUS Cigna-HealthSpring N=288: 26%
- STAR+PLUS Molina N=295: 30%
- STAR+PLUS Superior N=291: 36%
- STAR+PLUS UnitedHealthcare N=284: 45%

State Average (36%) N= 1746

Propotion of people who often feel sad or depressed

- PACE N=249: 9%
- STAR+PLUS Amerigroup N=234: 22%
- STAR+PLUS Cigna-HealthSpring N=256: 21%
- STAR+PLUS Molina N=245: 22%
- STAR+PLUS Superior N=242: 29%
- STAR+PLUS UnitedHealthcare N=221: 12%

State Average (22%) N= 1447

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[13] Analysis changed in 2017-2018 – "often" is no longer combined with "sometimes"

83

Graph 82. Proportion of people reported to have chronic condition(s)
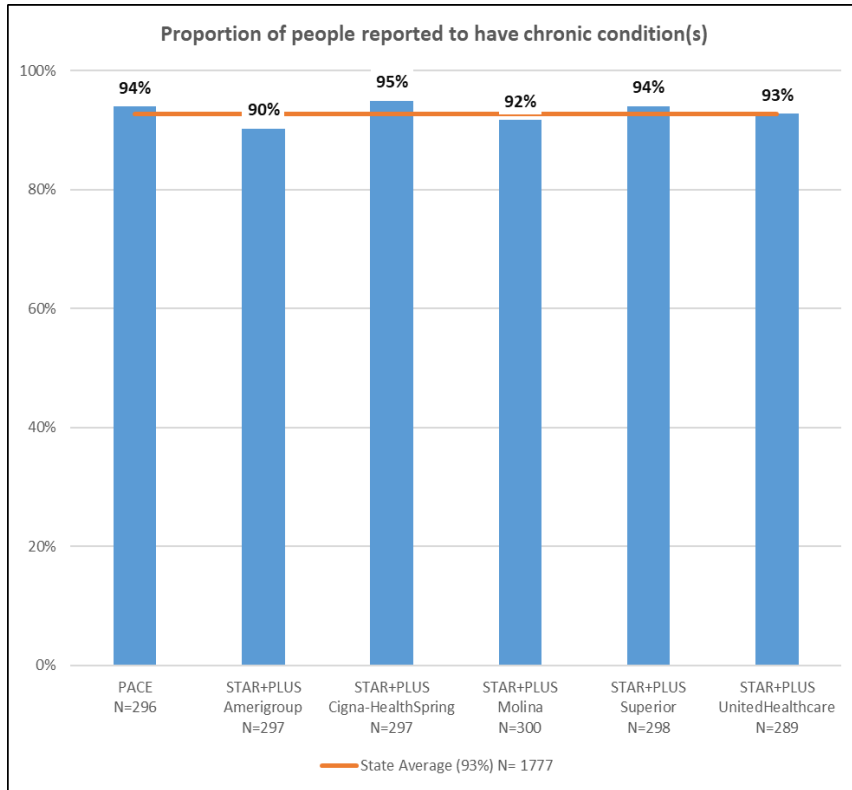
Graph 83. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)

Proportion of people reported to have chronic condition(s)

	PACE N=296	STAR+PLUS Amerigroup N=297	STAR+PLUS Cigna-HealthSpring N=297	STAR+PLUS Molina N=300	STAR+PLUS Superior N=298	STAR+PLUS UnitedHealthcare N=289
	94%	90%	95%	92%	94%	93%

State Average (93%) N= 1777

Proportion of people whose hearing was described as poor

	PACE N=297	STAR+PLUS Amerigroup N=291	STAR+PLUS Cigna-HealthSpring N=295	STAR+PLUS Molina N=297	STAR+PLUS Superior N=294	STAR+PLUS UnitedHealthcare N=288
	16%	16%	24%	20%	23%	17%

State Average (20%) N= 1762

84

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

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

Proportion of people whose vision was described as poor

- PACE N=297: 15%
- STAR+PLUS Amerigroup N=289: 30%
- STAR+PLUS Cigna-HealthSpring N=296: 34%
- STAR+PLUS Molina N=298: 28%
- STAR+PLUS Superior N=295: 28%
- STAR+PLUS UnitedHealthcare N=287: 24%

State Average (28%) N= 1762

Proportion of people who consider themselves to have a physical disability

- PACE N=245: 56%
- STAR+PLUS Amerigroup N=230: 93%
- STAR+PLUS Cigna-HealthSpring N=250: 94%
- STAR+PLUS Molina N=242: 91%
- STAR+PLUS Superior N=242: 94%
- STAR+PLUS UnitedHealthcare N=220: 95%

State Average (92%) N= 1429

Medications

Medications are managed effectively and appropriately.

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

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

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

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

Graph 86. Proportion of people who take medications that help them feel less sad or depressed
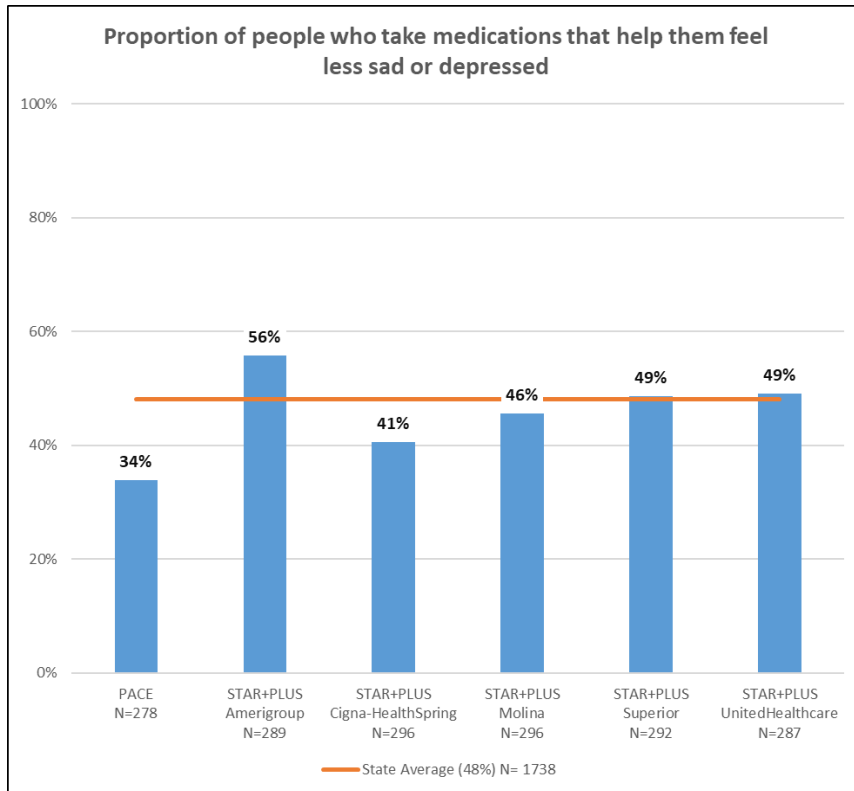
Graph 87. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)[14]

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

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

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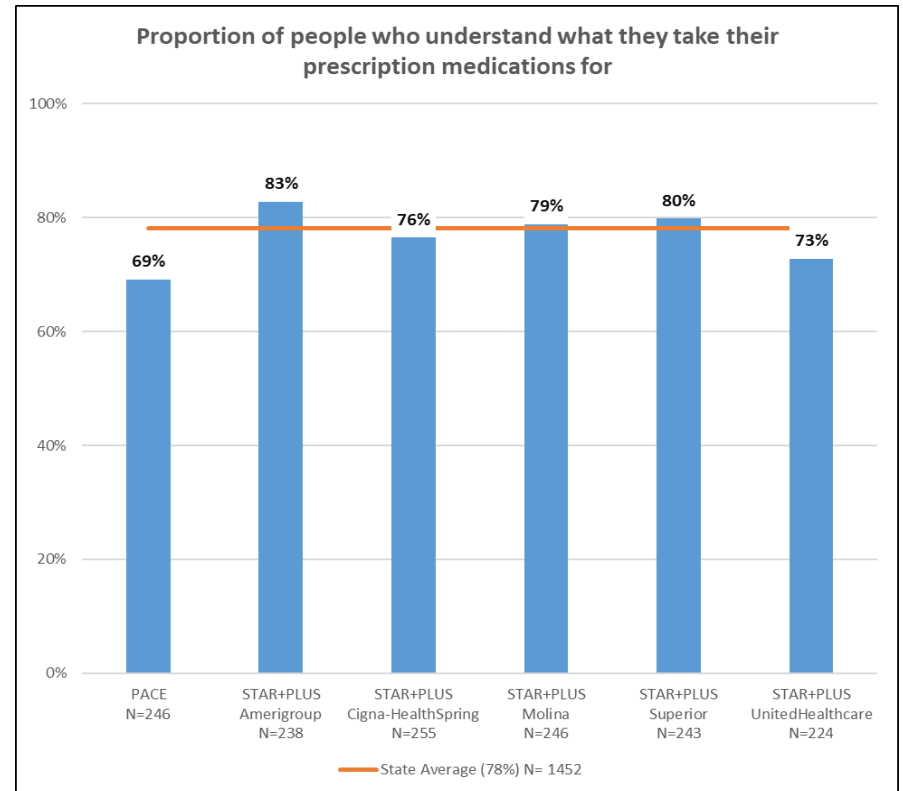
[14] Question changed in 2017-2018 – no longer allows for proxies

Rights and Respect

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

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

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

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

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

Graph 88. Proportion of people whose paid support staff treat them with respect
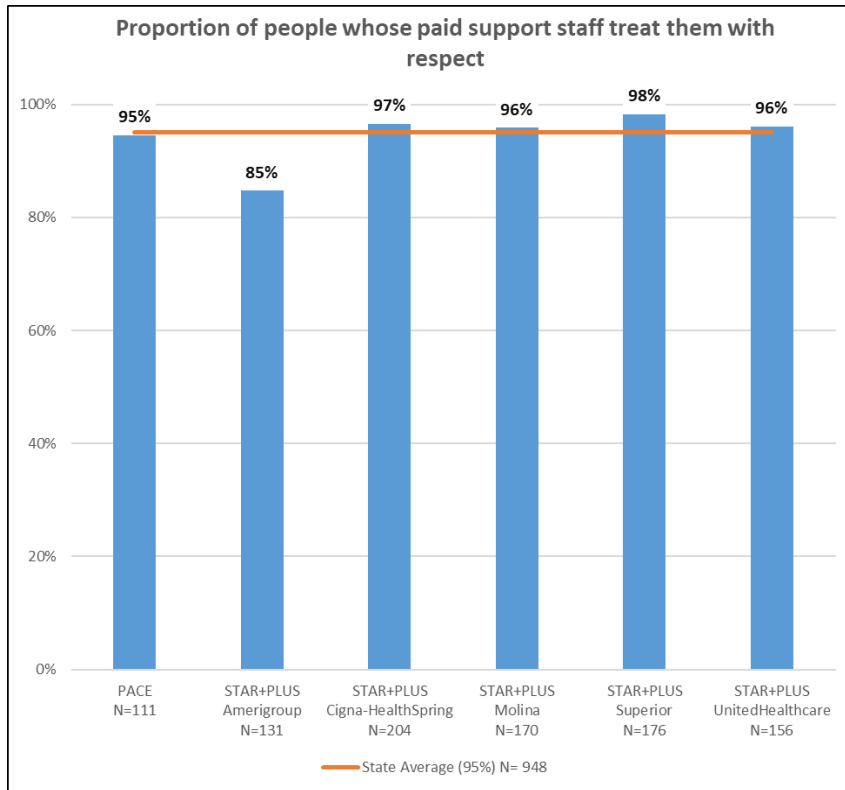
Graph 89. Proportion of people whose permission is asked before others enter their home/room (if in group setting)[15]

Proportion of people whose paid support staff treat them with respect

PACE N=111: 95%
STAR+PLUS Amerigroup N=131: 85%
STAR+PLUS Cigna-HealthSpring N=204: 97%
STAR+PLUS Molina N=170: 96%
STAR+PLUS Superior N=176: 98%
STAR+PLUS UnitedHealthcare N=156: 96%

State Average (95%) N= 948

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

PACE N=54: 59%
STAR+PLUS Amerigroup N=32: 47%
STAR+PLUS Cigna-HealthSpring N=4*: 50%
STAR+PLUS Molina N=9*: 67%
STAR+PLUS Superior N=14*: 57%
STAR+PLUS UnitedHealthcare N=12*: 50%

State Average (53%) N= 125

* Very small number of responses

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

Graph 90. Proportion of people who are able to lock the doors to their room if they want to (if in group setting[16])
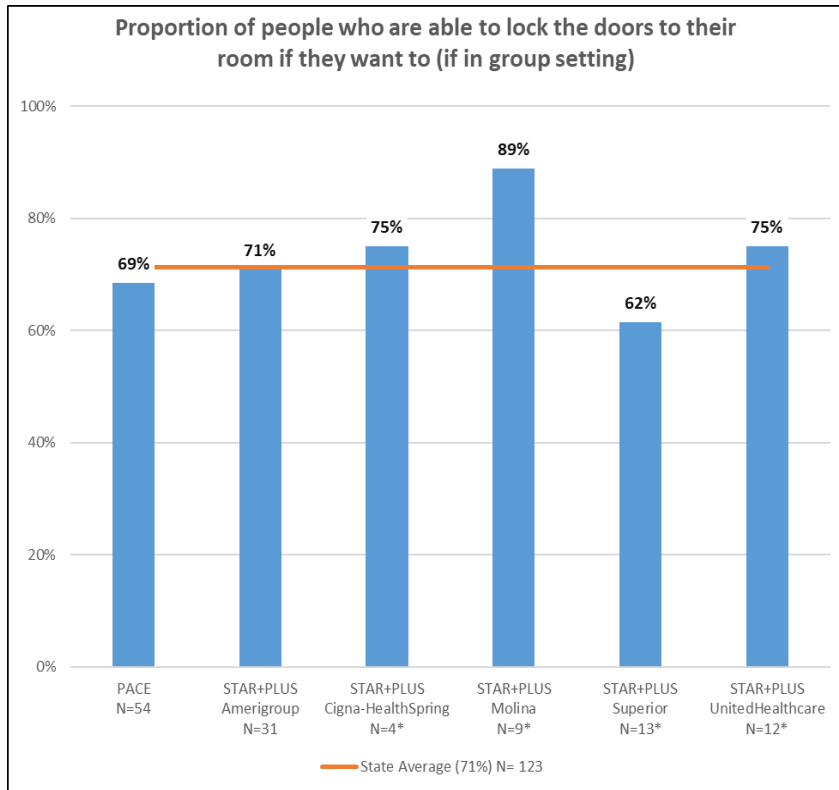
Graph 91. Proportion of people who have enough privacy where they live (if in group setting[17])

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

- PACE N=54: 69%
- STAR+PLUS Amerigroup N=31: 71%
- STAR+PLUS Cigna-HealthSpring N=4*: 75%
- STAR+PLUS Molina N=9*: 89%
- STAR+PLUS Superior N=13*: 62%
- STAR+PLUS UnitedHealthcare N=12*: 75%

State Average (71%) N= 123

* Very small number of responses

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

- PACE N=55: 56%
- STAR+PLUS Amerigroup N=31: 71%
- STAR+PLUS Cigna-HealthSpring N=4*: 100%
- STAR+PLUS Molina N=9*: 78%
- STAR+PLUS Superior N=14*: 79%
- STAR+PLUS UnitedHealthcare N=12*: 83%

State Average (75%) N= 125

* Very small number of responses

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

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

Graph 92. Proportion of people whose visitors are able to come at any time (if in group setting[18])

Graph 93. Proportion of people who can use the phone privately whenever they want to (if in group setting[19])

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

PACE N=52	94%
STAR+PLUS Amerigroup N=31	77%
STAR+PLUS Cigna-HealthSpring N=4*	75%
STAR+PLUS Molina N=9*	89%
STAR+PLUS Superior N=12*	50%
STAR+PLUS UnitedHealthcare N=12*	83%

State Average (75%) N= 120

* Very small number of responses

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

PACE N=45	78%
STAR+PLUS Amerigroup N=32	88%
STAR+PLUS Cigna-HealthSpring N=4*	100%
STAR+PLUS Molina N=9*	89%
STAR+PLUS Superior N=12*	75%
STAR+PLUS UnitedHealthcare N=12*	83%

State Average (84%) N= 114

* Very small number of responses

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

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

91

Graph 94. Proportion of people who have access to food at all times of the day (if in group setting[20])

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

	PACE N=54	STAR+PLUS Amerigroup N=32	STAR+PLUS Cigna-HealthSpring N=4*	STAR+PLUS Molina N=9*	STAR+PLUS Superior N=13*	STAR+PLUS UnitedHealthcare N=12*
	46%	66%	50%	56%	69%	92%

State Average (67%) N= 124
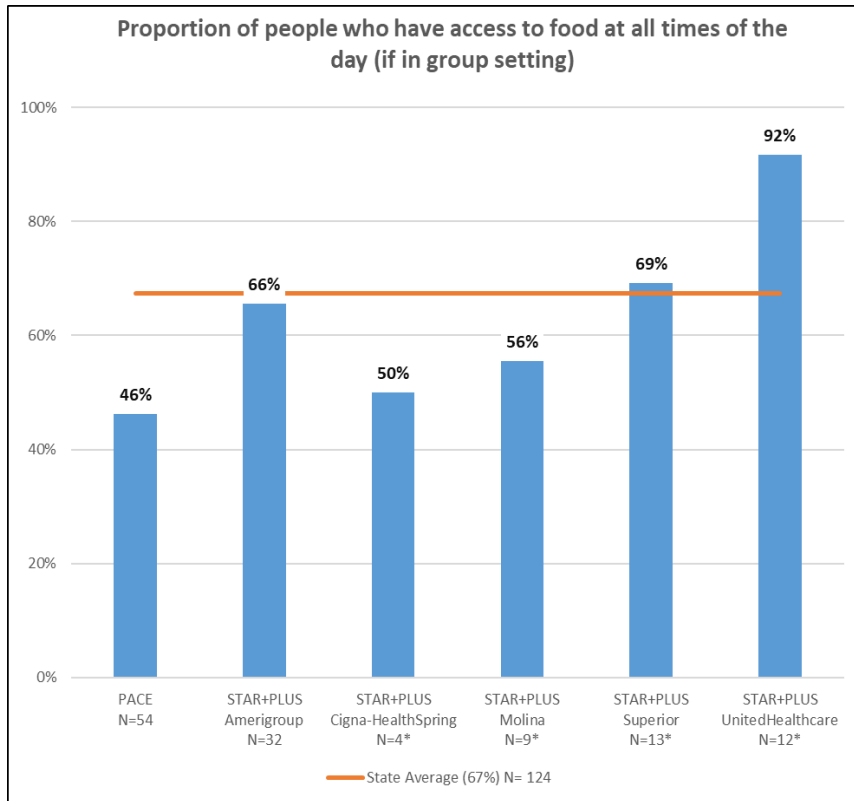
* Very small number of responses

Graph 95. Proportion of people whose mail or email is read without asking them first (if in group setting[21])

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

	PACE N=29	STAR+PLUS Amerigroup N=26	STAR+PLUS Cigna-HealthSpring N=4*	STAR+PLUS Molina N=8*	STAR+PLUS Superior N=13*	STAR+PLUS UnitedHealthcare N=10*
	7%	8%	0%	0%	8%	10%

State Average (7%) N= 90

* Very small number of responses

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

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

Self-Direction of Care

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

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

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

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

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

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

Proportion of people who are participating in a self-directed supports option (as defined by the State)

PACE N=298: 0%
STAR+PLUS Amerigroup N=298: 11%
STAR+PLUS Cigna-HealthSpring N=299: 1%
STAR+PLUS Molina N=300: 3%
STAR+PLUS Superior N=298: 7%
STAR+PLUS UnitedHealthcare N=290: 9%

State Average (7%) N= 1783

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

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

PACE N=252: 46%
STAR+PLUS Amerigroup N=220: 51%
STAR+PLUS Cigna-HealthSpring N=257: 79%
STAR+PLUS Molina N=231: 66%
STAR+PLUS Superior N=231: 79%
STAR+PLUS UnitedHealthcare N=236: 44%

State Average (64%) N= 1427

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

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

	PACE N=260	STAR+PLUS Amerigroup N=226	STAR+PLUS Cigna-HealthSpring N=249	STAR+PLUS Molina N=229	STAR+PLUS Superior N=229	STAR+PLUS UnitedHealthcare N=236
	50%	48%	79%	57%	73%	39%

State Average (59%) N= 1429

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

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

	PACE N=118	STAR+PLUS Amerigroup N=152	STAR+PLUS Cigna-HealthSpring N=219	STAR+PLUS Molina N=190	STAR+PLUS Superior N=190	STAR+PLUS UnitedHealthcare N=176
	55%	87%	95%	92%	95%	74%

State Average (88%) N= 1045

95

Work

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

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

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

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

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

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

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

Proportion of people who have a paying job in the community

	PACE N=298	STAR+PLUS Amerigroup N=294	STAR+PLUS Cigna-HealthSpring N=297	STAR+PLUS Molina N=298	STAR+PLUS Superior N=296	STAR+PLUS UnitedHealthcare N=286
Value	3%	1%	0%	1%	0%	2%

State Average (1%) N= 1769

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

	PACE N=240	STAR+PLUS Amerigroup N=234	STAR+PLUS Cigna-HealthSpring N=253	STAR+PLUS Molina N=245	STAR+PLUS Superior N=243	STAR+PLUS UnitedHealthcare N=219
Value	23%	28%	19%	26%	18%	16%

State Average (21%) N= 1434

97

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

Graph 103. Proportion of people who do volunteer work

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

- PACE N=56: 9%
- STAR+PLUS Amerigroup N=64: 9%
- STAR+PLUS Cigna-HealthSpring N=49: 10%
- STAR+PLUS Molina N=63: 11%
- STAR+PLUS Superior N=44: 9%
- STAR+PLUS UnitedHealthcare N=35: 26%

State Average (12%) N= 311

Proportion of people who do volunteer work

- PACE N=297: 10%
- STAR+PLUS Amerigroup N=296: 11%
- STAR+PLUS Cigna-HealthSpring N=296: 5%
- STAR+PLUS Molina N=299: 7%
- STAR+PLUS Superior N=298: 3%
- STAR+PLUS UnitedHealthcare N=287: 5%

State Average (6%) N= 1773

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

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

Category	Value
PACE N=218	27%
STAR+PLUS Amerigroup N=204	37%
STAR+PLUS Cigna-HealthSpring N=241	15%
STAR+PLUS Molina N=222	23%
STAR+PLUS Superior N=230	16%
STAR+PLUS UnitedHealthcare N=205	20%

State Average (22%) N= 1320

Everyday Living

People have enough supports for everyday living.

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

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

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

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

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

Proportion of people who generally need at least some assistance with everyday activities

- PACE N=298: 70%
- STAR+PLUS Amerigroup N=295: 94%
- STAR+PLUS Cigna-HealthSpring N=299: 99%
- STAR+PLUS Molina N=298: 96%
- STAR+PLUS Superior N=297: 98%
- STAR+PLUS UnitedHealthcare N=288: 99%

State Average (97%) N= 1775

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

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

- PACE N=207: 85%
- STAR+PLUS Amerigroup N=277: 78%
- STAR+PLUS Cigna-HealthSpring N=296: 78%
- STAR+PLUS Molina N=285: 75%
- STAR+PLUS Superior N=290: 74%
- STAR+PLUS UnitedHealthcare N=285: 84%

State Average (78%) N= 1640

101
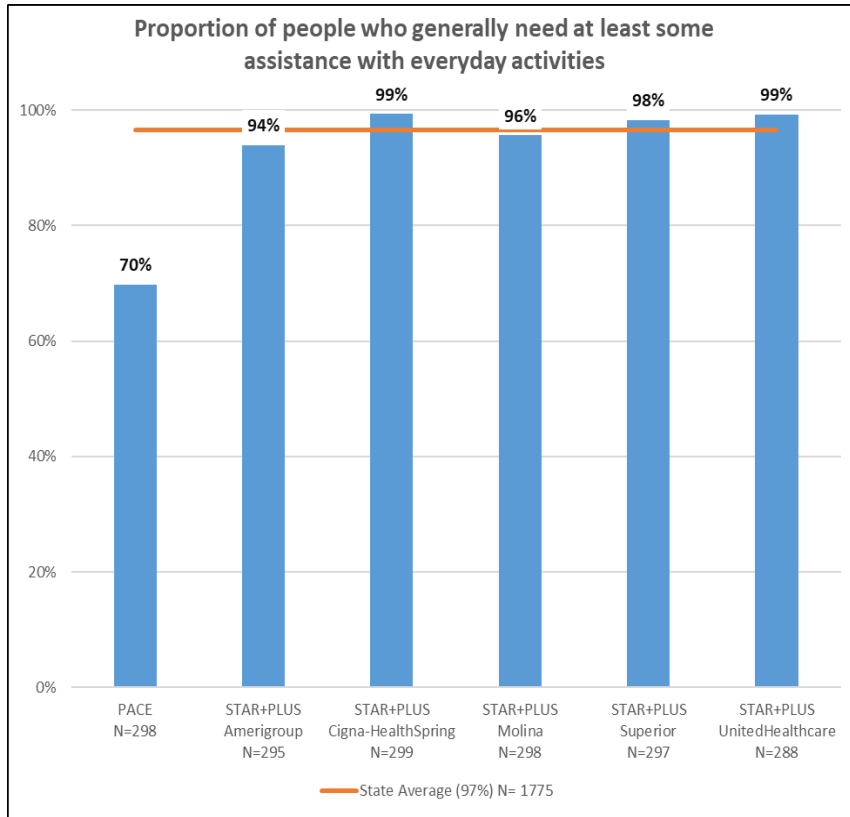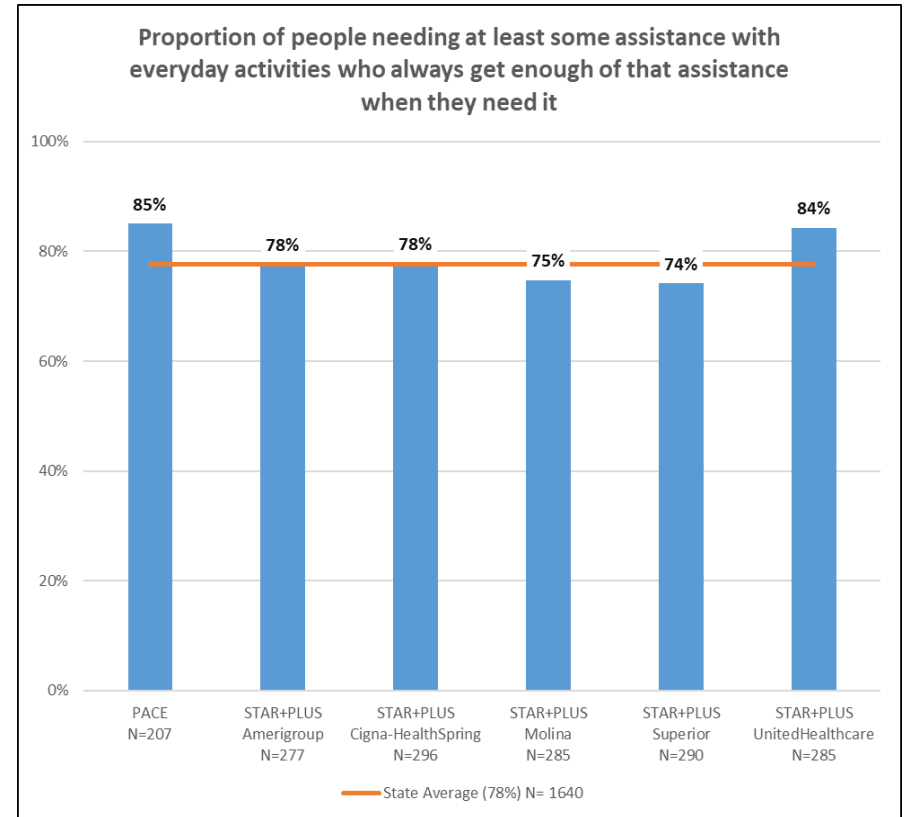
Graph 107. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

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

Proportion of people who generally need at least some assistance with self-care

- PACE N=297: 52%
- STAR+PLUS Amerigroup N=293: 84%
- STAR+PLUS Cigna-HealthSpring N=297: 96%
- STAR+PLUS Molina N=297: 90%
- STAR+PLUS Superior N=296: 91%
- STAR+PLUS UnitedHealthcare N=287: 94%

State Average (90%) N= 1767

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

- PACE N=152: 88%
- STAR+PLUS Amerigroup N=248: 80%
- STAR+PLUS Cigna-HealthSpring N=286: 75%
- STAR+PLUS Molina N=267: 76%
- STAR+PLUS Superior N=270: 73%
- STAR+PLUS UnitedHealthcare N=271: 83%

State Average (77%) N= 1494

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

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

Affordability

People have enough available resources.

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

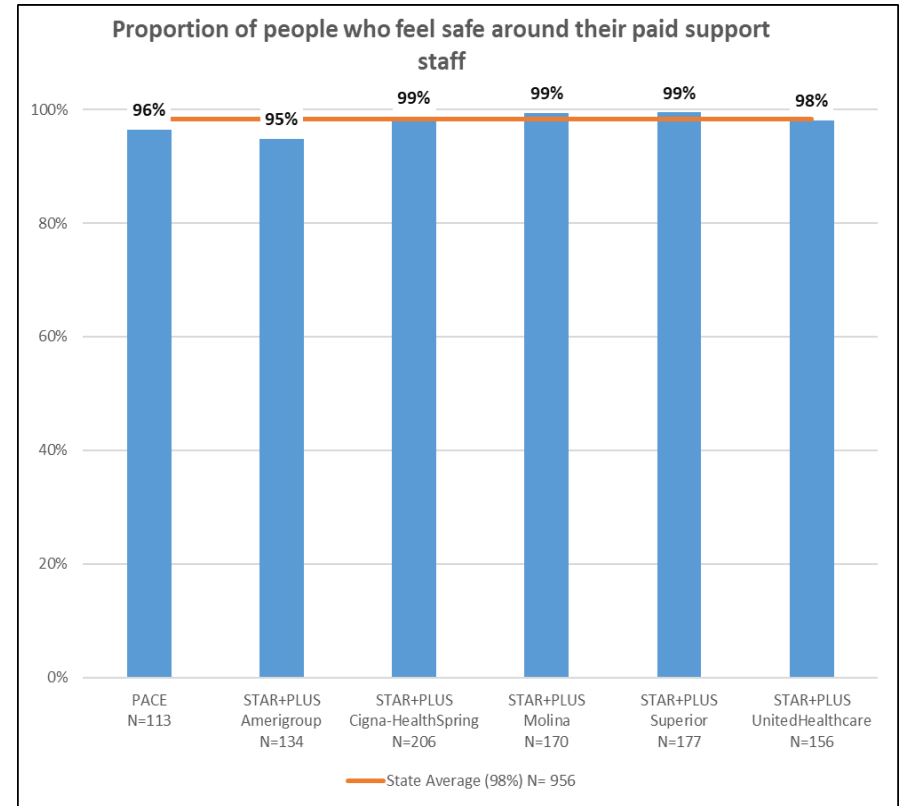1. Proportion of people who have ever had to cut back on food because of money.

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

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

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

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

	PACE N=295	STAR+PLUS Amerigroup N=293	STAR+PLUS Cigna-HealthSpring N=297	STAR+PLUS Molina N=296	STAR+PLUS Superior N=291	STAR+PLUS UnitedHealthcare N=282
	9%	17%	13%	14%	14%	12%

State Average (14%) N= 1754
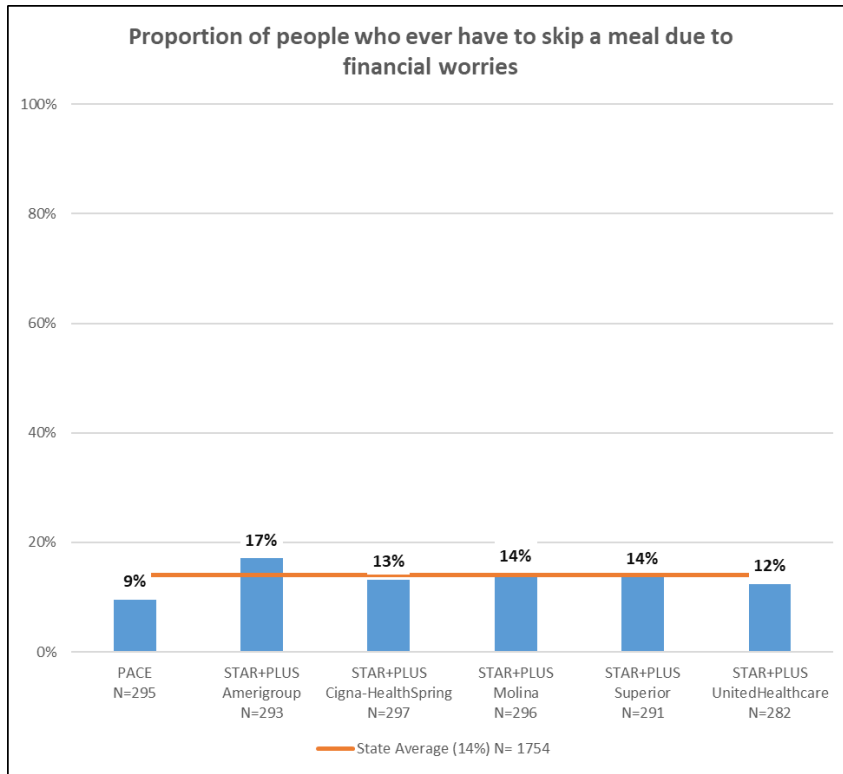
Planning for future

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

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

1. Proportion of people who want help planning for future need for services[22].

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

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

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[22] This indicator also appears in the Service Coordination domain.

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

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

Category	Percentage
PACE N=229	62%
STAR+PLUS Amerigroup N=224	69%
STAR+PLUS Cigna-HealthSpring N=250	84%
STAR+PLUS Molina N=237	76%
STAR+PLUS Superior N=240	70%
STAR+PLUS UnitedHealthcare N=207	32%

State Average (66%) N= 1387
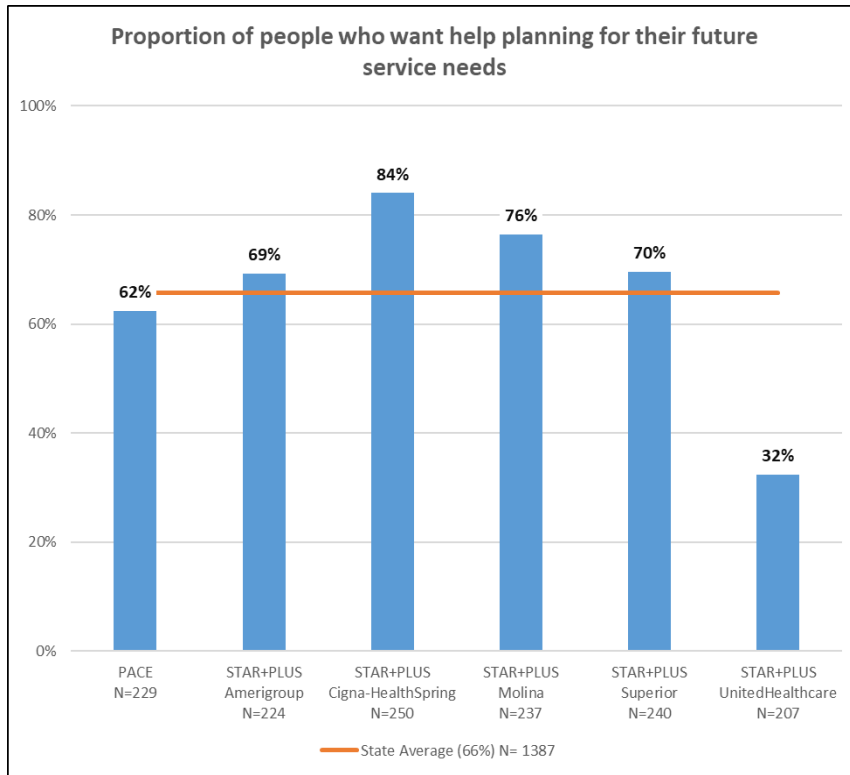
Control

People feel in control of their lives

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

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

There are two[23] survey items that corresponds to the Control domain.

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

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

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

Proportion of people who never feel in control of their life

PACE N=244	5%	
STAR+PLUS Amerigroup N=227	11%	
STAR+PLUS Cigna-HealthSpring N=249	17%	
STAR+PLUS Molina N=239	8%	
STAR+PLUS Superior N=236	13%	
STAR+PLUS UnitedHealthcare N=218	5%	

State Average (10%) N= 1413
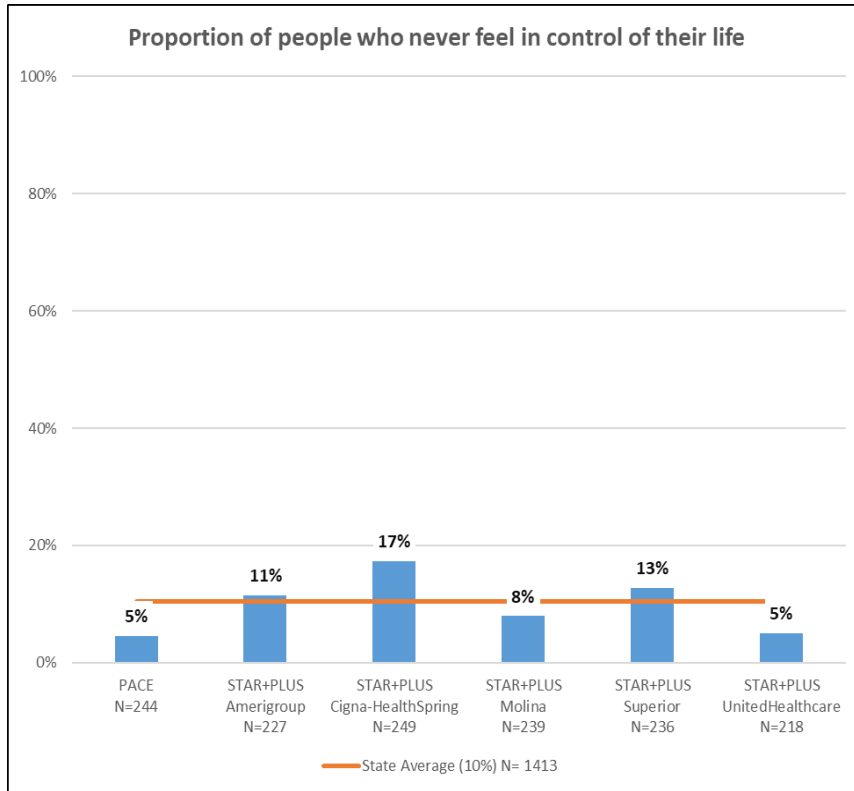
Appendix A: Rules for Recoding and Collapsing Responses

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

Table A1. Outcome Variables – Collapsing Rules

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

Domain	Item	Graph #	Collapsing Logic
	Proportion of people whose paid support staff show up and leave when they are supposed to	15	Collapse "Some, or usually" and "No, never or rarely"
	Proportion of people whose services meet all their needs and goals	18	Collapse "No, not at all" and "Some needs and goals"
	Proportion of people whose family member (paid or unpaid) is the person who helps them most often	20	Collapse "Paid family member or spouse/partner" and "Unpaid family member or spouse/partner"
	Proportion of people who have a family member (paid or unpaid) providing additional assistance (if someone provides support on a regular basis)	21	Add proportions: "Paid family member or spouse/partner" and "Unpaid family member or spouse/partner"
Care Coordination	Proportion of people who felt comfortable and supported enough to go home after being discharged from a hospital or rehabilitation facility in the past year	24	Collapse "No" and "In-between"
	Proportion of people who know how to manage their chronic condition(s) (if has chronic conditions)	26	Collapse "No" and "In-between, or some conditions"
Access	Proportion of people who have transportation when they want to do things outside of their home	27	Collapse "No" and "Sometimes"
	Proportion of people who have transportation to get to medical appointments when they need to	28	Collapse "No" and "Sometimes"
	Proportion of people who receive information about their services in the language they prefer (if non-English)	29	Collapse "No" and "Some information"
	Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them	30	Collapse "Has one, but needs upgrade", "Has one and doesn't need upgrade", and "Doesn't need"
	Proportion of people who have grab bars in the bathroom or elsewhere in their home but need an upgrade	31	Collapse "Needs one", "Has one and doesn't need upgrade", and "Doesn't need"
	Proportion of people who need bathroom modifications (other than grab bars) but do not have them	32	Collapse "Has one, but needs upgrade", "Has one and doesn't need upgrade", and "Doesn't need"

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have bathroom modifications (other than grab bars) but need an upgrade	33	Collapse "Needs one", "Has one and doesn't need upgrade", and "Doesn't need"
	Proportion of people who need a specialized bed but do not have it	34	Collapse "Has one, but needs upgrade", "Has one and doesn't need upgrade", and "Doesn't need"
	Proportion of people who have a specialized bed but need an upgrade	35	Collapse "Needs one", "Has one and doesn't need upgrade", and "Doesn't need"
	Proportion of people who need a ramp or stair lift in or outside the home but do not have it	36	Collapse "Has one, but needs upgrade", "Has one and doesn't need upgrade", and "Doesn't need"
	Proportion of people who have a ramp or stair lift in or outside the home but need an upgrade	37	Collapse "Needs one", "Has one and doesn't need upgrade", and "Doesn't need"
	Proportion of people who need a remote monitoring system but do not have it	38	Collapse "Has one, but needs upgrade", "Has one and doesn't need upgrade", and "Doesn't need"
	Proportion of people who have a remote monitoring system but need an upgrade	39	Collapse "Needs one", "Has one and doesn't need upgrade", and "Doesn't need"
	Proportion of people who need an emergency response system but do not have it	40	Collapse "Has one, but needs upgrade", "Has one and doesn't need upgrade", and "Doesn't need"
	Proportion of people who have an emergency response system but need an upgrade	41	Collapse "Needs one", "Has one and doesn't need upgrade", and "Doesn't need"
	Proportion of people who need some other home modification but do not have it	42	Collapse "Has one, but needs upgrade", "Has one and doesn't need upgrade", and "Doesn't need"

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

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

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

Appendix B: Un-Collapsed and Un-Weighted Data by Program

Demographic Tables

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

	Average Age	N
PACE	75.8	281
STAR+PLUS Amerigroup	59.5	287
STAR+PLUS Cigna--HealthSpring	64.3	268
STAR+PLUS Molina	63.7	281
STAR+PLUS Superior	60.7	278
STAR+PLUS UnitedHealthcare	61.4	274
Sample Average	64.2	1669

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
PACE	94%	6%	0%	298
STAR+PLUS Amerigroup	96%	3%	1%	298
STAR+PLUS Cigna--HealthSpring	90%	10%	0%	299
STAR+PLUS Molina	94%	6%	0%	300
STAR+PLUS Superior	93%	7%	0%	298
STAR+PLUS UnitedHealthcare	94%	6%	0%	290
Sample Average	94%	6%	0%	1783

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
PACE	33%	67%	0%	0%	298
STAR+PLUS Amerigroup	34%	66%	0%	0%	298
STAR+PLUS Cigna--HealthSpring	35%	65%	0%	0%	299
STAR+PLUS Molina	30%	70%	0%	0%	300
STAR+PLUS Superior	36%	64%	0%	0%	298
STAR+PLUS UnitedHealthcare	36%	64%	0%	0%	290
Sample Average	34%	66%	0%	0%	1783

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
PACE	1%	1%	4%	0%	25%	73%	2%	0%	298
STAR+PLUS Amerigroup	4%	2%	23%	0%	45%	31%	8%	0%	298
STAR+PLUS Cigna--HealthSpring	2%	1%	4%	0%	17%	72%	9%	1%	299
STAR+PLUS Molina	1%	1%	22%	0%	20%	60%	3%	0%	300
STAR+PLUS Superior	3%	1%	9%	0%	20%	75%	3%	1%	298
STAR+PLUS UnitedHealthcare	2%	2%	30%	1%	23%	49%	0%	0%	290
Sample Average	2%	1%	15%	0%	25%	60%	4%	0%	1783

Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
PACE	15%	27%	23%	35%	0%	298
STAR+PLUS Amerigroup	36%	11%	35%	17%	1%	298
STAR+PLUS Cigna--HealthSpring	28%	18%	22%	31%	0%	299
STAR+PLUS Molina	25%	16%	28%	31%	1%	300
STAR+PLUS Superior	29%	15%	34%	22%	0%	298
STAR+PLUS UnitedHealthcare	32%	16%	25%	27%	0%	289
Sample Average	27%	17%	28%	27%	0%	1782

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
PACE	43%	56%	0%	0%	298
STAR+PLUS Amerigroup	83%	15%	2%	0%	298
STAR+PLUS Cigna--HealthSpring	35%	64%	1%	0%	299
STAR+PLUS Molina	56%	42%	1%	1%	300
STAR+PLUS Superior	52%	47%	0%	0%	298
STAR+PLUS UnitedHealthcare	75%	22%	2%	0%	289
Sample Average	57%	41%	1%	0%	1782

Table 7. Type of residential area[24]

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
PACE	100%	0%	0%	0%	0%	298
STAR+PLUS Amerigroup	99%	1%	0%	0%	0%	298
STAR+PLUS Cigna--HealthSpring	98%	0%	0%	1%	0%	299
STAR+PLUS Molina	97%	1%	0%	2%	0%	300
STAR+PLUS Superior	100%	0%	0%	0%	0%	298
STAR+PLUS UnitedHealthcare	88%	11%	0%	1%	0%	290
Sample Average	97%	2%	0%	1%	0%	1783

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
PACE	51%	17%	1%	31%	0%	0%	0%	0%	298
STAR+PLUS Amerigroup	78%	7%	2%	10%	1%	0%	3%	0%	298
STAR+PLUS Cigna--HealthSpring	95%	2%	0%	2%	0%	0%	1%	0%	299
STAR+PLUS Molina	94%	2%	1%	2%	1%	0%	0%	0%	300
STAR+PLUS Superior	90%	3%	1%	5%	1%	0%	1%	0%	298
STAR+PLUS UnitedHealthcare	86%	7%	2%	3%	0%	0%	1%	0%	289
Sample Average	82%	6%	1%	9%	1%	0%	1%	0%	1782

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[24] Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 9. Who the person lives with

	Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/Unclear	N
PACE	32%	20%	19%	1%	1%	31%	0%	298
STAR+PLUS Amerigroup	34%	10%	51%	1%	5%	10%	0%	298
STAR+PLUS Cigna--HealthSpring	32%	16%	53%	1%	2%	2%	0%	299
STAR+PLUS Molina	28%	14%	58%	2%	5%	2%	0%	300
STAR+PLUS Superior	31%	13%	51%	3%	4%	6%	0%	298
STAR+PLUS UnitedHealthcare	33%	13%	51%	2%	2%	4%	0%	289
Sample Average	32%	14%	47%	2%	3%	9%	0%	1782

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
PACE	97%	3%	0%	298
STAR+PLUS Amerigroup	92%	8%	0%	298
STAR+PLUS Cigna--HealthSpring	96%	4%	0%	299
STAR+PLUS Molina	96%	4%	0%	300
STAR+PLUS Superior	94%	6%	0%	298
STAR+PLUS UnitedHealthcare	93%	7%	0%	289
Sample Average	95%	5%	0%	1782

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
PACE	80%	0%	0%	0%	10%	0%	0%	10%	10
STAR+PLUS Amerigroup	83%	0%	0%	13%	0%	0%	4%	0%	24
STAR+PLUS Cigna--HealthSpring	62%	0%	0%	8%	0%	0%	31%	0%	13
STAR+PLUS Molina	82%	0%	0%	0%	9%	0%	9%	0%	11
STAR+PLUS Superior	79%	11%	0%	0%	0%	5%	5%	0%	19
STAR+PLUS UnitedHealthcare	71%	10%	0%	5%	0%	5%	10%	0%	21
Sample Average	77%	4%	0%	5%	2%	2%	9%	1%	98

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
PACE	49%	51%	0%	298
STAR+PLUS Amerigroup	16%	83%	1%	298
STAR+PLUS Cigna--HealthSpring	14%	85%	1%	299
STAR+PLUS Molina	20%	78%	2%	300
STAR+PLUS Superior	27%	72%	1%	298
STAR+PLUS UnitedHealthcare	11%	89%	0%	289
Sample Average	23%	76%	1%	1782

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

	No	Yes	Don't Know/Unclear	N
PACE	72%	27%	1%	298
STAR+PLUS Amerigroup	86%	12%	1%	298
STAR+PLUS Cigna-HealthSpring	82%	17%	1%	299
STAR+PLUS Molina	83%	16%	1%	300
STAR+PLUS Superior	88%	11%	1%	298
STAR+PLUS UnitedHealthcare	73%	26%	1%	289
Sample Average	81%	18%	1%	1782

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don't Know/Unclear	N
PACE	87%	13%	0%	298
STAR+PLUS Amerigroup	71%	25%	4%	298
STAR+PLUS Cigna-HealthSpring	80%	18%	2%	299
STAR+PLUS Molina	79%	18%	3%	300
STAR+PLUS Superior	82%	15%	2%	298
STAR+PLUS UnitedHealthcare	81%	18%	1%	289
Sample Average	80%	18%	2%	1782

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
PACE	96%	3%	1%	298
STAR+PLUS Amerigroup	80%	16%	4%	298
STAR+PLUS Cigna-HealthSpring	86%	13%	2%	299
STAR+PLUS Molina	86%	10%	4%	300
STAR+PLUS Superior	83%	13%	4%	298
STAR+PLUS UnitedHealthcare	82%	16%	2%	289
Sample Average	85%	12%	3%	1782

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
PACE	1%	19%	44%	44%	0%	298
STAR+PLUS Amerigroup	9%	33%	55%	32%	1%	298
STAR+PLUS Cigna-HealthSpring	12%	18%	66%	25%	0%	299
STAR+PLUS Molina	12%	21%	58%	36%	0%	300
STAR+PLUS Superior	12%	23%	58%	28%	0%	298
STAR+PLUS UnitedHealthcare	9%	30%	63%	19%	0%	289
Sample Average	9%	24%	57%	31%	0%	1782

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

	No	Yes	Don't Know/Unclear	N
PACE	83%	16%	1%	298
STAR+PLUS Amerigroup	59%	40%	1%	298
STAR+PLUS Cigna-HealthSpring	60%	39%	1%	299
STAR+PLUS Molina	63%	36%	0%	300
STAR+PLUS Superior	67%	32%	1%	298
STAR+PLUS UnitedHealthcare	60%	39%	1%	289
Sample Average	65%	34%	1%	1782

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
PACE	4%	95%	1%	298
STAR+PLUS Amerigroup	35%	64%	0%	298
STAR+PLUS Cigna-HealthSpring	20%	80%	0%	299
STAR+PLUS Molina	26%	74%	0%	300
STAR+PLUS Superior	31%	69%	1%	298
STAR+PLUS UnitedHealthcare	29%	71%	0%	289
Sample Average	24%	75%	0%	1782

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
PACE	10%	18%	30%	42%	0%	298
STAR+PLUS Amerigroup	0%	0%	39%	61%	0%	298
STAR+PLUS Cigna-HealthSpring	0%	0%	53%	46%	0%	299
STAR+PLUS Molina	0%	0%	46%	54%	0%	300
STAR+PLUS Superior	0%	0%	44%	56%	0%	298
STAR+PLUS UnitedHealthcare	0%	0%	39%	61%	0%	290
Sample Average	2%	3%	42%	53%	0%	1783

Table 20. Has legal guardian

	No	Yes	Don't Know	N
PACE	90%	10%	0%	298
STAR+PLUS Amerigroup	55%	45%	0%	298
STAR+PLUS Cigna-HealthSpring	58%	42%	0%	299
STAR+PLUS Molina	57%	43%	0%	300
STAR+PLUS Superior	55%	45%	0%	298
STAR+PLUS UnitedHealthcare	50%	50%	0%	290
Sample Average	61%	39%	0%	1783

Community Participation — un-collapsed tables

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

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	48%	11%	41%	0%	0%	249
STAR+PLUS Amerigroup	61%	6%	32%	1%	0%	238
STAR+PLUS Cigna-HealthSpring	76%	6%	18%	0%	0%	257
STAR+PLUS Molina	68%	8%	24%	0%	0%	249
STAR+PLUS Superior	63%	7%	28%	0%	1%	245
STAR+PLUS UnitedHealthcare	48%	24%	26%	2%	0%	225
Sample Average	61%	10%	28%	1%	0%	1463

Table 22a. Reasons that people are not as active in the community as they would like to be

	Cost/Money	Transportation	Accessibility/ Lack of Equipment	Health Limitations	Not Enough Staffing/ Assistance	Feeling Unwelcome in Community	N
PACE	22%	36%	9%	78%	7%	2%	147
STAR+PLUS Amerigroup	40%	41%	25%	76%	18%	8%	158
STAR+PLUS Cigna-HealthSpring	12%	15%	9%	91%	6%	4%	210
STAR+PLUS Molina	13%	22%	9%	89%	6%	2%	190
STAR+PLUS SUPERIOR	9%	21%	12%	89%	2%	1%	172
STAR+PLUS UnitedHealthcare	17%	29%	11%	87%	4%	1%	161
Sample Average	18%	26%	12%	86%	7%	3%	1038

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

	Feeling Unsafe	No Community Activities Outside of Home	Lack of Info/ Doesn't Know What's Available	Other	Don't Know	Unclear/ Refused/ No Response	N
PACE	3%	1%	3%	10%	0%	0%	147
STAR+PLUS Amerigroup	10%	9%	25%	35%	0%	1%	158
STAR+PLUS Cigna-HealthSpring	5%	5%	9%	8%	0%	0%	210
STAR+PLUS Molina	7%	4%	7%	9%	0%	0%	190
STAR+PLUS SUPERIOR	4%	2%	2%	6%	0%	1%	172
STAR+PLUS UnitedHealthcare	8%	4%	2%	4%	1%	0%	161
Sample Average	6%	4%	8%	12%	0%	0%	1038

Table 23. Proportion of people who get to do the things they enjoy outside of their home as much as they want to

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	35%	65%	0%	0%	248
STAR+PLUS Amerigroup	51%	48%	0%	0%	234
STAR+PLUS Cigna-HealthSpring	58%	42%	0%	0%	256
STAR+PLUS Molina	54%	46%	0%	0%	246
STAR+PLUS SUPERIOR	51%	48%	0%	1%	240
STAR+PLUS UnitedHealthcare	43%	55%	1%	1%	223
Sample Average	49%	50%	0%	0%	1447

Choice and Decision Making — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	81%	15%	4%	0%	53
STAR+PLUS Amerigroup	63%	31%	6%	0%	16
STAR+PLUS Cigna-HealthSpring	50%	50%	0%	0%	2
STAR+PLUS Molina	100%	0%	0%	0%	2
STAR+PLUS SUPERIOR	91%	9%	0%	0%	11
STAR+PLUS UnitedHealthcare	100%	0%	0%	0%	6
Sample Average	80%	17%	3%	0%	90

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

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	Don't Know	Unclear/Refused/ No Response	N
PACE	1%	3%	96%	0%	0%	248
STAR+PLUS Amerigroup	8%	8%	83%	0%	0%	236
STAR+PLUS Cigna-HealthSpring	9%	14%	77%	0%	0%	256
STAR+PLUS Molina	4%	10%	86%	0%	0%	249
STAR+PLUS SUPERIOR	8%	13%	79%	0%	0%	244
STAR+PLUS UnitedHealthcare	1%	14%	85%	0%	0%	226
Sample Average	5%	10%	84%	0%	0%	1459

Table 26. Proportion of people who can eat their meals when they want to

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
PACE	18%	3%	80%	0%	0%	0%	249
STAR+PLUS Amerigroup	11%	9%	81%	0%	0%	0%	236
STAR+PLUS Cigna-HealthSpring	11%	5%	84%	0%	0%	0%	257
STAR+PLUS Molina	6%	7%	86%	0%	0%	0%	248
STAR+PLUS SUPERIOR	10%	6%	84%	0%	0%	0%	243
STAR+PLUS UnitedHealthcare	4%	11%	84%	0%	0%	0%	225
Sample Average	10%	7%	83%	0%	0%	0%	1458

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

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/ No Response	N
PACE	7%	53%	40%	0%	0%	55
STAR+PLUS Amerigroup	16%	16%	66%	3%	0%	32
STAR+PLUS Cigna-HealthSpring	50%	0%	50%	0%	0%	4
STAR+PLUS Molina	0%	22%	78%	0%	0%	9
STAR+PLUS SUPERIOR	14%	14%	64%	7%	0%	14
STAR+PLUS UnitedHealthcare	17%	17%	58%	8%	0%	12
Sample Average	12%	32%	54%	2%	0%	126

Relationships — un-collapsed

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

	No, or Rarely	Most of the Time, Usually, or Some Family and/or Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
PACE	2%	2%	96%	0%	0%	238
STAR+PLUS Amerigroup	7%	13%	80%	0%	0%	210
STAR+PLUS Cigna-HealthSpring	2%	4%	94%	0%	0%	216
STAR+PLUS Molina	4%	6%	89%	0%	0%	216
STAR+PLUS SUPERIOR	2%	3%	94%	0%	0%	218
STAR+PLUS UnitedHealthcare	2%	9%	89%	0%	0%	209
Sample Average	3%	6%	91%	0%	0%	1307

Table 29. Reasons people aren't always able to see friends/family

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/ Refused/ No Response	N
PACE	20%	30%	0%	20%	10%	40%	10%	10
STAR+PLUS Amerigroup	10%	15%	2%	27%	0%	66%	2%	41
STAR+PLUS Cigna-HealthSpring	25%	0%	0%	17%	0%	67%	0%	12
STAR+PLUS Molina	10%	19%	0%	19%	0%	57%	0%	21
STAR+PLUS SUPERIOR	8%	42%	8%	33%	0%	50%	0%	12
STAR+PLUS UnitedHealthcare	22%	17%	0%	61%	0%	35%	0%	23
Sample Average	14%	18%	2%	31%	1%	55%	2%	119

Satisfaction — un-collapsed

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

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	8%	5%	86%	1%	0%	249
STAR+PLUS Amerigroup	13%	8%	79%	0%	0%	237
STAR+PLUS Cigna-HealthSpring	5%	3%	91%	1%	0%	257
STAR+PLUS Molina	10%	6%	83%	1%	0%	248
STAR+PLUS SUPERIOR	6%	5%	88%	0%	0%	245
STAR+PLUS UnitedHealthcare	5%	9%	86%	0%	0%	224
Sample Average	8%	6%	86%	0%	0%	1460

Table 31a. **Reasons for not liking where people live**

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
PACE	19%	9%	6%	16%	41%	32
STAR+PLUS Amerigroup	4%	10%	16%	14%	10%	50
STAR+PLUS Cigna-HealthSpring	26%	5%	5%	16%	16%	19
STAR+PLUS Molina	15%	38%	15%	15%	10%	40
STAR+PLUS SUPERIOR	7%	15%	15%	11%	15%	27
STAR+PLUS UnitedHealthcare	13%	26%	13%	6%	16%	31
Sample Average	13%	18%	13%	13%	17%	199

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

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/ Housemates/Roommates	Problems with Staff	Insufficient Amount/Type of Staff	Wants More Independence/ Control	N
PACE	6%	25%	13%	6%	19%	32
STAR+PLUS Amerigroup	12%	16%	8%	0%	8%	50
STAR+PLUS Cigna-HealthSpring	5%	5%	0%	0%	5%	19
STAR+PLUS Molina	18%	13%	8%	3%	10%	40
STAR+PLUS SUPERIOR	22%	7%	15%	4%	4%	27
STAR+PLUS UnitedHealthcare	6%	10%	13%	3%	19%	31
Sample Average	12%	14%	10%	3%	11%	199

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

	Wants More Privacy	Wants to Be Closer to Family/ Friends	Feels Isolated from Community/Feels Lonely	Other	Don't Know	Unclear/Refused/ No Response	N
PACE	34%	13%	16%	13%	0%	0%	32
STAR+PLUS Amerigroup	8%	8%	4%	64%	4%	0%	50
STAR+PLUS Cigna-HealthSpring	0%	11%	0%	53%	0%	0%	19
STAR+PLUS Molina	5%	3%	0%	35%	3%	0%	40
STAR+PLUS SUPERIOR	7%	0%	0%	41%	0%	0%	27
STAR+PLUS UnitedHealthcare	6%	6%	6%	39%	0%	0%	31
Sample Average	11%	7%	5%	42%	2%	0%	199

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

	No	Maybe	Yes	Unclear/Refused/No Response	N
PACE	79%	2%	19%	0%	247
STAR+PLUS Amerigroup	58%	6%	36%	0%	238
STAR+PLUS Cigna-HealthSpring	79%	1%	19%	1%	257
STAR+PLUS Molina	64%	5%	30%	0%	245
STAR+PLUS SUPERIOR	75%	3%	22%	0%	244
STAR+PLUS UnitedHealthcare	67%	10%	21%	1%	224
Sample Average	70%	5%	25%	0%	1455

Table 33a. Where people would prefer to live (if would prefer to live somewhere else)

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/ Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
PACE	87%	4%	2%	0%	53
STAR+PLUS Amerigroup	56%	2%	9%	0%	101
STAR+PLUS Cigna-HealthSpring	53%	6%	8%	0%	53
STAR+PLUS Molina	84%	2%	5%	1%	85
STAR+PLUS SUPERIOR	80%	8%	0%	0%	61
STAR+PLUS UnitedHealthcare	76%	0%	7%	1%	71
Sample Average	72%	3%	5%	0%	424

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

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
PACE	0%	8%	0%	0%	53
STAR+PLUS Amerigroup	0%	29%	4%	0%	101
STAR+PLUS Cigna-HealthSpring	2%	28%	2%	2%	53
STAR+PLUS Molina	0%	8%	0%	0%	85
STAR+PLUS SUPERIOR	0%	11%	0%	0%	61
STAR+PLUS UnitedHealthcare	0%	14%	1%	0%	71
Sample Average	0%	17%	1%	0%	424

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

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
PACE	5%	19%	75%	0%	0%	249
STAR+PLUS Amerigroup	16%	30%	53%	0%	0%	234
STAR+PLUS Cigna-HealthSpring	14%	26%	59%	1%	0%	254
STAR+PLUS Molina	12%	29%	59%	0%	0%	249
STAR+PLUS SUPERIOR	8%	25%	66%	1%	0%	242
STAR+PLUS UnitedHealthcare	9%	37%	52%	0%	1%	225
Sample Average	11%	27%	61%	1%	0%	1453

Table 35. Proportion of people whose paid support staff change too often

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
PACE	53%	31%	13%	0%	3%	0%	113
STAR+PLUS Amerigroup	78%	5%	14%	3%	0%	0%	133
STAR+PLUS Cigna-HealthSpring	90%	2%	4%	4%	0%	0%	205
STAR+PLUS Molina	82%	6%	5%	6%	0%	1%	170
STAR+PLUS SUPERIOR	87%	4%	6%	3%	0%	0%	175
STAR+PLUS UnitedHealthcare	80%	10%	4%	6%	0%	1%	156
Sample Average	80%	8%	7%	4%	0%	0%	952

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

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
PACE	4%	12%	84%	0%	0%	113
STAR+PLUS Amerigroup	6%	11%	83%	0%	0%	134
STAR+PLUS Cigna-HealthSpring	2%	2%	96%	0%	0%	205
STAR+PLUS Molina	2%	11%	86%	0%	0%	168
STAR+PLUS SUPERIOR	2%	6%	92%	0%	0%	177
STAR+PLUS UnitedHealthcare	1%	8%	90%	0%	1%	156
Sample Average	3%	8%	89%	0%	0%	953

Service Coordination — un-collapsed

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
PACE	12%	16%	72%	0%	240
STAR+PLUS Amerigroup	33%	11%	56%	0%	225
STAR+PLUS Cigna-HealthSpring	31%	4%	64%	1%	249
STAR+PLUS Molina	24%	15%	61%	0%	233
STAR+PLUS SUPERIOR	29%	9%	62%	0%	233
STAR+PLUS UnitedHealthcare	13%	27%	59%	1%	217
Sample Average	24%	13%	63%	0%	1397

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

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
PACE	8%	17%	72%	2%	0%	272
STAR+PLUS Amerigroup	25%	18%	55%	2%	0%	198
STAR+PLUS Cigna-HealthSpring	21%	5%	60%	14%	0%	253
STAR+PLUS Molina	25%	12%	56%	8%	0%	195
STAR+PLUS SUPERIOR	20%	9%	62%	9%	0%	194
STAR+PLUS UnitedHealthcare	14%	31%	54%	1%	0%	238
Sample Average	18%	15%	60%	6%	0%	1350

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

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/ Refused/ No Response	N
PACE	1%	6%	70%	0%	23%	0%	128
STAR+PLUS Amerigroup	4%	10%	83%	3%	0%	1%	160
STAR+PLUS Cigna-HealthSpring	0%	2%	92%	5%	1%	0%	222
STAR+PLUS Molina	1%	4%	87%	7%	1%	1%	199
STAR+PLUS SUPERIOR	0%	2%	93%	5%	0%	0%	199
STAR+PLUS UnitedHealthcare	1%	7%	87%	6%	0%	0%	187
Sample Average	1%	5%	87%	4%	3%	0%	1095

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	24%	53%	23%	0%	298
STAR+PLUS Amerigroup	35%	57%	8%	0%	295
STAR+PLUS Cigna-HealthSpring	41%	57%	1%	0%	299
STAR+PLUS Molina	43%	49%	8%	0%	298
STAR+PLUS SUPERIOR	36%	62%	2%	0%	298
STAR+PLUS UnitedHealthcare	18%	79%	2%	0%	288
Sample Average	33%	60%	7%	0%	1776

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	35%	58%	8%	0%	248
STAR+PLUS Amerigroup	29%	65%	5%	0%	237
STAR+PLUS Cigna-HealthSpring	16%	82%	2%	1%	256
STAR+PLUS Molina	23%	73%	4%	0%	248
STAR+PLUS SUPERIOR	30%	68%	2%	0%	245
STAR+PLUS UnitedHealthcare	62%	30%	8%	0%	226
Sample Average	32%	63%	5%	0%	1460

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

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/ No Response	N
PACE	5%	9%	86%	0%	0%	297
STAR+PLUS Amerigroup	11%	35%	53%	1%	0%	296
STAR+PLUS Cigna-HealthSpring	5%	22%	72%	0%	0%	296
STAR+PLUS Molina	9%	31%	60%	0%	0%	293
STAR+PLUS SUPERIOR	10%	21%	69%	0%	0%	284
STAR+PLUS UnitedHealthcare	3%	29%	68%	0%	0%	282
Sample Average	7%	25%	68%	0%	0%	1748

Table 43a. Additional services that might help

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
PACE	0%	4%	9%	1%	4%	295
STAR+PLUS Amerigroup	0%	11%	13%	6%	5%	288
STAR+PLUS Cigna-HealthSpring	2%	2%	2%	6%	3%	297
STAR+PLUS Molina	1%	10%	6%	8%	3%	296
STAR+PLUS SUPERIOR	0%	9%	7%	10%	4%	293
STAR+PLUS UnitedHealthcare	0%	5%	6%	4%	4%	276
Sample Average	1%	7%	7%	6%	4%	1745

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

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
PACE	2%	4%	0%	3%	1%	7%	295
STAR+PLUS Amerigroup	4%	12%	3%	5%	5%	15%	288
STAR+PLUS Cigna-HealthSpring	5%	5%	7%	2%	1%	5%	297
STAR+PLUS Molina	6%	10%	5%	1%	2%	10%	296
STAR+PLUS SUPERIOR	5%	7%	6%	3%	5%	6%	293
STAR+PLUS UnitedHealthcare	3%	7%	5%	2%	2%	5%	276
Sample Average	4%	8%	4%	3%	3%	8%	1745

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

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/ No Response	N
PACE	4%	1%	0%	1%	18%	1%	0%	295
STAR+PLUS Amerigroup	11%	3%	0%	0%	46%	10%	0%	288
STAR+PLUS Cigna-HealthSpring	5%	3%	0%	1%	24%	10%	0%	297
STAR+PLUS Molina	13%	6%	0%	1%	25%	14%	0%	296
STAR+PLUS SUPERIOR	9%	5%	0%	0%	28%	9%	0%	293
STAR+PLUS UnitedHealthcare	13%	7%	2%	3%	24%	4%	0%	276
Sample Average	9%	4%	0%	1%	28%	8%	0%	1745

Table 44. Proportion of people whose case manager/care coordinator talked to them about services that might help with any unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	70%	27%	3%	0%	33
STAR+PLUS Amerigroup	59%	40%	1%	0%	81
STAR+PLUS Cigna-HealthSpring	58%	39%	4%	0%	57
STAR+PLUS Molina	66%	29%	4%	0%	68
STAR+PLUS SUPERIOR	63%	35%	2%	0%	52
STAR+PLUS UnitedHealthcare	60%	40%	0%	0%	73
Sample Average	62%	36%	2%	0%	364

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

	Friend	Family	Area Agency on Aging or Aging and Disability Resource Center	Center for Independent Living	State or County Agency	N
PACE	26%	46%	1%	1%	6%	290
STAR+PLUS Amerigroup	6%	18%	3%	0%	9%	286
STAR+PLUS Cigna-HealthSpring	7%	12%	2%	0%	2%	292
STAR+PLUS Molina	8%	20%	2%	0%	7%	287
STAR+PLUS SUPERIOR	8%	16%	2%	0%	10%	283
STAR+PLUS UnitedHealthcare	8%	24%	1%	2%	13%	283
Sample Average	10%	23%	2%	1%	8%	1721

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

	Case Manager/ Care Coordinator	Doctor	Other Provider	Other	Don't Know	Unclear/Refused/ No Response	N
PACE	6%	4%	3%	17%	5%	0%	290
STAR+PLUS Amerigroup	6%	13%	12%	40%	9%	0%	286
STAR+PLUS Cigna-HealthSpring	2%	35%	48%	15%	4%	0%	292
STAR+PLUS Molina	8%	26%	39%	7%	6%	0%	287
STAR+PLUS SUPERIOR	2%	32%	46%	5%	4%	0%	283
STAR+PLUS UnitedHealthcare	16%	23%	26%	9%	10%	0%	283
Sample Average	7%	22%	29%	15%	6%	0%	1721

Table 46a. Who helps most often

	Nobody Provides Support on a Regular Basis	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	N
PACE	26%	52%	1%	2%	19%	297
STAR+PLUS Amerigroup	11%	34%	29%	3%	20%	296
STAR+PLUS Cigna-HealthSpring	2%	37%	45%	4%	11%	299
STAR+PLUS Molina	5%	39%	39%	2%	13%	298
STAR+PLUS SUPERIOR	6%	35%	46%	5%	7%	298
STAR+PLUS UnitedHealthcare	3%	43%	35%	2%	14%	288
Sample Average	9%	40%	33%	3%	14%	1776

Table 46b. Who helps most often (continued)

	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/Refused/ No Response	N
PACE	1%	0%	0%	0%	297
STAR+PLUS Amerigroup	2%	0%	0%	0%	296
STAR+PLUS Cigna-HealthSpring	0%	1%	0%	0%	299
STAR+PLUS Molina	2%	1%	0%	0%	298
STAR+PLUS SUPERIOR	0%	1%	0%	0%	298
STAR+PLUS UnitedHealthcare	1%	1%	0%	0%	288
Sample Average	1%	1%	0%	0%	1776

Table 47a. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	N
PACE	5%	0%	0%	30%	217
STAR+PLUS Amerigroup	13%	8%	0%	48%	263
STAR+PLUS Cigna-HealthSpring	10%	10%	2%	50%	294
STAR+PLUS Molina	12%	7%	0%	52%	284
STAR+PLUS SUPERIOR	6%	6%	0%	54%	279
STAR+PLUS UnitedHealthcare	13%	10%	1%	54%	278
Sample Average	10%	7%	1%	49%	1615

Table 47b. Who else helps (continued)

	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/Refused/No Response	N
PACE	3%	0%	64%	0%	0%	217
STAR+PLUS Amerigroup	7%	5%	25%	0%	0%	263
STAR+PLUS Cigna-HealthSpring	4%	1%	28%	0%	0%	294
STAR+PLUS Molina	8%	1%	25%	0%	0%	284
STAR+PLUS SUPERIOR	5%	1%	31%	0%	0%	279
STAR+PLUS UnitedHealthcare	9%	1%	19%	0%	0%	278
Sample Average	6%	1%	31%	0%	0%	1615

Table 48. Proportion of people who have a backup plan if their paid support staff don't show up

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
PACE	66%	29%	0%	5%	0%	127
STAR+PLUS Amerigroup	30%	66%	3%	1%	0%	160
STAR+PLUS Cigna-HealthSpring	38%	54%	5%	3%	0%	221
STAR+PLUS Molina	36%	55%	7%	2%	1%	199
STAR+PLUS SUPERIOR	35%	60%	4%	1%	0%	199
STAR+PLUS UnitedHealthcare	24%	68%	6%	2%	0%	187
Sample Average	37%	57%	4%	2%	0%	1093

Care Coordination — un-collapsed

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

	Yes	No	Don't Know	Unclear/Refused/No Response	N
PACE	75%	24%	1%	0%	298
STAR+PLUS Amerigroup	60%	37%	2%	0%	296
STAR+PLUS Cigna-HealthSpring	73%	25%	2%	0%	299
STAR+PLUS Molina	66%	34%	0%	0%	297
STAR+PLUS SUPERIOR	67%	32%	0%	0%	296
STAR+PLUS UnitedHealthcare	61%	37%	1%	0%	288
Sample Average	67%	32%	1%	0%	1774

Table 50. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	3%	4%	93%	0%	0%	73
STAR+PLUS Amerigroup	12%	2%	86%	0%	0%	109
STAR+PLUS Cigna-HealthSpring	12%	3%	84%	1%	0%	73
STAR+PLUS Molina	10%	7%	83%	0%	0%	101
STAR+PLUS SUPERIOR	13%	4%	82%	1%	0%	95
STAR+PLUS UnitedHealthcare	8%	9%	82%	0%	0%	106
Sample Average	10%	5%	85%	0%	0%	557

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

	No	Yes	N/A – Didn't Need or Want Follow-Up Care	Don't Know	Unclear/Refused/ No Response	N
PACE	19%	79%	0%	1%	0%	73
STAR+PLUS Amerigroup	31%	65%	0%	4%	0%	109
STAR+PLUS Cigna-HealthSpring	25%	69%	0%	5%	0%	75
STAR+PLUS Molina	24%	74%	0%	2%	0%	101
STAR+PLUS SUPERIOR	33%	66%	0%	1%	0%	95
STAR+PLUS UnitedHealthcare	8%	85%	1%	6%	0%	106
Sample Average	23%	73%	0%	3%	0%	559

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

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	25%	11%	63%	0%	0%	274
STAR+PLUS Amerigroup	19%	16%	65%	0%	0%	267
STAR+PLUS Cigna-HealthSpring	21%	20%	59%	0%	1%	281
STAR+PLUS Molina	22%	19%	59%	0%	0%	274
STAR+PLUS SUPERIOR	21%	20%	59%	0%	0%	279
STAR+PLUS UnitedHealthcare	18%	20%	61%	0%	0%	268
Sample Average	21%	18%	61%	0%	0%	1643

Access — un-collapsed

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

	No	Sometimes	Yes	N/A – Does Not Want to	Don't Know	Unclear/ Refused/ No Response	N
PACE	33%	9%	57%	0%	0%	0%	296
STAR+PLUS Amerigroup	27%	12%	57%	3%	1%	0%	297
STAR+PLUS Cigna-HealthSpring	19%	6%	74%	1%	0%	0%	298
STAR+PLUS Molina	18%	13%	66%	3%	0%	0%	300
STAR+PLUS SUPERIOR	16%	8%	73%	3%	0%	0%	296
STAR+PLUS UnitedHealthcare	12%	21%	63%	3%	0%	0%	289
Sample Average	21%	12%	65%	2%	0%	0%	1776

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

	No	Sometimes	Yes	N/A – Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
PACE	1%	1%	99%	0%	0%	0%	297
STAR+PLUS Amerigroup	5%	7%	86%	1%	0%	0%	295
STAR+PLUS Cigna-HealthSpring	4%	4%	91%	1%	0%	0%	299
STAR+PLUS Molina	4%	5%	89%	1%	0%	0%	299
STAR+PLUS SUPERIOR	2%	4%	93%	2%	0%	0%	298
STAR+PLUS UnitedHealthcare	2%	3%	93%	2%	0%	0%	287
Sample Average	3%	4%	92%	1%	0%	0%	1775

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

	No	Some Information	Yes, All Information	Don't Know	Unclear/ Refused/ No Response	N
PACE	2%	7%	82%	10%	0%	288
STAR+PLUS Amerigroup	5%	5%	89%	1%	0%	210
STAR+PLUS Cigna-HealthSpring	2%	4%	94%	0%	0%	239
STAR+PLUS Molina	5%	10%	84%	0%	1%	168
STAR+PLUS SUPERIOR	1%	7%	91%	0%	1%	165
STAR+PLUS UnitedHealthcare	4%	18%	77%	1%	0%	143
Sample Average	3%	8%	86%	3%	0%	1213

Table 56. Proportion of people who need grab bars in the bathroom or elsewhere in their home

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	10%	80%	2%	8%	0%	0%	297
STAR+PLUS Amerigroup	18%	47%	9%	25%	1%	0%	296
STAR+PLUS Cigna-HealthSpring	12%	55%	10%	23%	0%	0%	299
STAR+PLUS Molina	16%	51%	6%	27%	0%	0%	299
STAR+PLUS SUPERIOR	16%	56%	4%	24%	0%	0%	298
STAR+PLUS UnitedHealthcare	17%	55%	7%	21%	0%	0%	288
Sample Average	15%	57%	6%	22%	0%	0%	1777

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	14%	78%	1%	6%	0%	0%	297
STAR+PLUS Amerigroup	27%	36%	7%	29%	1%	0%	297
STAR+PLUS Cigna-HealthSpring	18%	47%	9%	25%	0%	0%	299
STAR+PLUS Molina	20%	44%	4%	32%	0%	0%	298
STAR+PLUS SUPERIOR	22%	45%	10%	22%	0%	0%	298
STAR+PLUS UnitedHealthcare	40%	39%	9%	12%	0%	0%	289
Sample Average	23%	48%	7%	21%	0%	0%	1778

Table 58. Proportion of people who need a specialized bed

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	54%	36%	1%	8%	0%	0%	295
STAR+PLUS Amerigroup	52%	22%	9%	17%	0%	0%	283
STAR+PLUS Cigna-HealthSpring	50%	23%	7%	19%	0%	0%	298
STAR+PLUS Molina	55%	23%	5%	17%	0%	0%	297
STAR+PLUS SUPERIOR	54%	25%	6%	14%	1%	0%	296
STAR+PLUS UnitedHealthcare	57%	20%	9%	13%	1%	0%	287
Sample Average	54%	25%	6%	15%	0%	0%	1756

Table 59. Proportion of people who need a ramp or stair lift in or outside the home

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	69%	28%	0%	3%	0%	0%	297
STAR+PLUS Amerigroup	56%	21%	6%	16%	1%	0%	295
STAR+PLUS Cigna-HealthSpring	48%	25%	8%	20%	0%	0%	299
STAR+PLUS Molina	56%	23%	6%	15%	0%	0%	297
STAR+PLUS SUPERIOR	56%	28%	4%	11%	0%	0%	297
STAR+PLUS UnitedHealthcare	52%	30%	6%	12%	1%	0%	288
Sample Average	56%	26%	5%	13%	0%	0%	1773

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	95%	4%	0%	0%	1%	0%	297
STAR+PLUS Amerigroup	72%	5%	1%	19%	2%	0%	292
STAR+PLUS Cigna-HealthSpring	71%	2%	0%	26%	1%	0%	299
STAR+PLUS Molina	78%	4%	0%	17%	1%	0%	298
STAR+PLUS SUPERIOR	74%	3%	0%	20%	2%	0%	295
STAR+PLUS UnitedHealthcare	87%	4%	0%	8%	0%	0%	287
Sample Average	80%	4%	0%	15%	1%	0%	1768

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	63%	21%	1%	15%	0%	0%	297
STAR+PLUS Amerigroup	37%	32%	8%	21%	2%	0%	297
STAR+PLUS Cigna-HealthSpring	44%	24%	4%	28%	0%	0%	297
STAR+PLUS Molina	37%	31%	3%	29%	1%	0%	298
STAR+PLUS SUPERIOR	42%	24%	2%	31%	1%	0%	297
STAR+PLUS UnitedHealthcare	37%	40%	3%	19%	0%	0%	289
Sample Average	43%	28%	4%	24%	1%	0%	1775

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	99%	1%	0%	1%	0%	0%	200
STAR+PLUS Amerigroup	62%	3%	2%	27%	6%	0%	235
STAR+PLUS Cigna-HealthSpring	80%	0%	2%	13%	4%	0%	298
STAR+PLUS Molina	84%	1%	0%	8%	7%	0%	254
STAR+PLUS SUPERIOR	82%	1%	0%	11%	5%	0%	211
STAR+PLUS UnitedHealthcare	83%	2%	0%	9%	6%	0%	247
Sample Average	81%	1%	1%	12%	5%	0%	1445

Table 63. Proportion of people who need a walker

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	42%	52%	3%	3%	0%	0%	297
STAR+PLUS Amerigroup	41%	38%	14%	7%	0%	0%	295
STAR+PLUS Cigna-HealthSpring	30%	41%	10%	19%	0%	0%	297
STAR+PLUS Molina	37%	44%	9%	9%	0%	0%	300
STAR+PLUS SUPERIOR	40%	35%	14%	11%	0%	0%	297
STAR+PLUS UnitedHealthcare	40%	45%	10%	5%	0%	0%	290
Sample Average	38%	43%	10%	9%	0%	0%	1776

Table 64. Proportion of people who need a scooter

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	93%	2%	1%	3%	1%	0%	294
STAR+PLUS Amerigroup	68%	6%	4%	20%	2%	0%	294
STAR+PLUS Cigna-HealthSpring	75%	3%	2%	19%	1%	0%	298
STAR+PLUS Molina	79%	2%	2%	15%	2%	0%	299
STAR+PLUS SUPERIOR	70%	4%	2%	23%	1%	0%	298
STAR+PLUS UnitedHealthcare	78%	6%	3%	11%	1%	0%	287
Sample Average	77%	4%	2%	15%	1%	0%	1770

Table 65. Proportion of people who need a wheelchair

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	62%	33%	2%	3%	0%	0%	298
STAR+PLUS Amerigroup	38%	31%	19%	12%	0%	0%	297
STAR+PLUS Cigna-HealthSpring	32%	31%	17%	19%	0%	0%	299
STAR+PLUS Molina	39%	31%	12%	18%	1%	0%	300
STAR+PLUS SUPERIOR	40%	29%	14%	16%	0%	0%	296
STAR+PLUS UnitedHealthcare	41%	36%	12%	10%	0%	0%	289
Sample Average	42%	32%	13%	13%	0%	0%	1779

Table 66. Proportion of people who need hearing aids

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	74%	8%	6%	11%	0%	0%	296
STAR+PLUS Amerigroup	73%	6%	2%	16%	2%	0%	294
STAR+PLUS Cigna-HealthSpring	67%	8%	2%	21%	2%	0%	295
STAR+PLUS Molina	71%	8%	2%	16%	2%	0%	300
STAR+PLUS SUPERIOR	73%	5%	3%	16%	3%	0%	296
STAR+PLUS UnitedHealthcare	79%	4%	0%	14%	2%	0%	289
Sample Average	73%	7%	3%	16%	2%	0%	1770

Table 67. Proportion of people who need glasses

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	18%	55%	20%	8%	0%	0%	297
STAR+PLUS Amerigroup	27%	28%	31%	14%	1%	0%	298
STAR+PLUS Cigna-HealthSpring	22%	42%	21%	14%	1%	0%	298
STAR+PLUS Molina	20%	38%	26%	15%	1%	0%	298
STAR+PLUS SUPERIOR	28%	34%	21%	15%	2%	0%	298
STAR+PLUS UnitedHealthcare	25%	42%	24%	8%	1%	0%	288
Sample Average	23%	40%	24%	12%	1%	0%	1777

Table 68. Proportion of people who need a CPAP machine

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	80%	15%	1%	3%	0%	0%	296
STAR+PLUS Amerigroup	77%	7%	3%	9%	3%	0%	296
STAR+PLUS Cigna-HealthSpring	77%	8%	1%	13%	1%	0%	296
STAR+PLUS Molina	74%	12%	2%	10%	3%	0%	295
STAR+PLUS SUPERIOR	79%	8%	5%	7%	1%	0%	297
STAR+PLUS UnitedHealthcare	77%	10%	4%	6%	2%	1%	288
Sample Average	78%	10%	3%	8%	2%	0%	1768

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

	Doesn't Have and Doesn't Need	Has, Doesn't Need an Upgrade	Has, But Needs an Upgrade	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
PACE	76%	23%	0%	1%	0%	0%	202
STAR+PLUS Amerigroup	56%	7%	9%	24%	5%	0%	238
STAR+PLUS Cigna-HealthSpring	75%	4%	4%	13%	4%	0%	298
STAR+PLUS Molina	75%	8%	3%	10%	5%	0%	258
STAR+PLUS SUPERIOR	78%	6%	4%	10%	3%	0%	224
STAR+PLUS UnitedHealthcare	68%	12%	2%	11%	6%	1%	249
Sample Average	71%	9%	4%	12%	4%	0%	1469

Safety — un-collapsed

Table 70. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/No Response	N
PACE	4%	96%	0%	0%	249
STAR+PLUS Amerigroup	4%	94%	1%	0%	237
STAR+PLUS Cigna-HealthSpring	4%	96%	0%	0%	256
STAR+PLUS Molina	6%	93%	1%	0%	249
STAR+PLUS SUPERIOR	4%	96%	0%	0%	243
STAR+PLUS UnitedHealthcare	5%	94%	0%	1%	225
Sample Average	4%	95%	0%	0%	1459

Table 71. Proportion of people who feel safe around their paid support staff

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/No Response	N
PACE	4%	96%	0%	0%	113
STAR+PLUS Amerigroup	5%	95%	0%	0%	134
STAR+PLUS Cigna-HealthSpring	1%	99%	0%	0%	206
STAR+PLUS Molina	1%	99%	0%	0%	170
STAR+PLUS SUPERIOR	1%	99%	0%	0%	177
STAR+PLUS UnitedHealthcare	2%	97%	0%	1%	157
Sample Average	2%	98%	0%	0%	957

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

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/ No Response	N
PACE	72%	27%	0%	0%	247
STAR+PLUS Amerigroup	77%	22%	1%	0%	236
STAR+PLUS Cigna-HealthSpring	80%	20%	0%	0%	257
STAR+PLUS Molina	81%	18%	0%	0%	249
STAR+PLUS SUPERIOR	80%	20%	0%	0%	244
STAR+PLUS UnitedHealthcare	86%	12%	0%	1%	226
Sample Average	79%	20%	0%	0%	1459

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	96%	4%	1%	0%	249
STAR+PLUS Amerigroup	89%	10%	1%	0%	237
STAR+PLUS Cigna-HealthSpring	97%	3%	0%	0%	256
STAR+PLUS Molina	94%	4%	1%	1%	249
STAR+PLUS SUPERIOR	96%	3%	0%	1%	245
STAR+PLUS UnitedHealthcare	94%	4%	2%	0%	226
Sample Average	94%	5%	1%	0%	1462

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

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/ No Response	N
PACE	30%	5%	65%	0%	0%	297
STAR+PLUS Amerigroup	28%	20%	52%	0%	0%	293
STAR+PLUS Cigna-HealthSpring	16%	9%	74%	0%	0%	297
STAR+PLUS Molina	27%	16%	57%	0%	0%	298
STAR+PLUS SUPERIOR	23%	15%	62%	0%	0%	298
STAR+PLUS UnitedHealthcare	28%	34%	38%	0%	0%	289
Sample Average	25%	16%	58%	0%	0%	1772

Table 75. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	27%	71%	1%	0%	209
STAR+PLUS Amerigroup	42%	58%	0%	0%	213
STAR+PLUS Cigna-HealthSpring	46%	53%	1%	0%	249
STAR+PLUS Molina	42%	58%	0%	0%	219
STAR+PLUS SUPERIOR	48%	52%	0%	0%	227
STAR+PLUS UnitedHealthcare	22%	76%	0%	1%	209
Sample Average	38%	61%	1%	0%	1326

Table 76. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	7%	90%	3%	0%	298
STAR+PLUS Amerigroup	23%	69%	9%	0%	294
STAR+PLUS Cigna-HealthSpring	59%	35%	6%	0%	299
STAR+PLUS Molina	29%	56%	15%	0%	299
STAR+PLUS SUPERIOR	44%	49%	6%	0%	297
STAR+PLUS UnitedHealthcare	12%	69%	19%	0%	289
Sample Average	29%	61%	10%	0%	1776

Health Care — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	70%	29%	0%	0%	298
STAR+PLUS Amerigroup	44%	54%	1%	0%	297
STAR+PLUS Cigna-HealthSpring	56%	44%	0%	0%	299
STAR+PLUS Molina	52%	48%	0%	0%	300
STAR+PLUS SUPERIOR	48%	51%	1%	0%	298
STAR+PLUS UnitedHealthcare	47%	52%	1%	0%	290
Sample Average	53%	46%	1%	0%	1782

Table 78. Proportion of people whose emergency room visit in the past year was due to falling or losing balance

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	61%	39%	0%	0%	87
STAR+PLUS Amerigroup	67%	33%	0%	0%	160
STAR+PLUS Cigna-HealthSpring	70%	30%	0%	0%	132
STAR+PLUS Molina	71%	29%	0%	0%	143
STAR+PLUS SUPERIOR	73%	27%	1%	0%	150
STAR+PLUS UnitedHealthcare	67%	32%	1%	1%	152
Sample Average	69%	31%	0%	0%	824

Table 79. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	93%	7%	0%	0%	86
STAR+PLUS Amerigroup	96%	4%	0%	0%	161
STAR+PLUS Cigna-HealthSpring	96%	4%	0%	0%	130
STAR+PLUS Molina	96%	4%	0%	0%	143
STAR+PLUS SUPERIOR	98%	1%	1%	0%	151
STAR+PLUS UnitedHealthcare	98%	1%	0%	1%	150
Sample Average	96%	3%	0%	0%	821

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

	No, Rarely	Usually	Yes, Always	N/A – Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
PACE	4%	20%	75%	0%	2%	0%	298
STAR+PLUS Amerigroup	7%	15%	74%	1%	2%	0%	297
STAR+PLUS Cigna-HealthSpring	4%	6%	89%	0%	1%	0%	299
STAR+PLUS Molina	8%	11%	80%	1%	0%	0%	299
STAR+PLUS SUPERIOR	6%	6%	86%	1%	1%	0%	295
STAR+PLUS UnitedHealthcare	4%	22%	72%	1%	0%	0%	286
Sample Average	5%	14%	79%	1%	1%	0%	1774

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	46%	54%	0%	0%	120
STAR+PLUS Amerigroup	31%	69%	0%	0%	152
STAR+PLUS Cigna-HealthSpring	32%	67%	0%	1%	175
STAR+PLUS Molina	27%	73%	0%	0%	152
STAR+PLUS SUPERIOR	27%	72%	1%	0%	163
STAR+PLUS UnitedHealthcare	21%	79%	0%	0%	107
Sample Average	31%	69%	0%	0%	869

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
PACE	12%	86%	0%	2%	0%	298
STAR+PLUS Amerigroup	29%	69%	0%	2%	0%	296
STAR+PLUS Cigna-HealthSpring	16%	81%	0%	3%	0%	298
STAR+PLUS Molina	18%	77%	1%	4%	0%	299
STAR+PLUS SUPERIOR	21%	78%	1%	1%	0%	298
STAR+PLUS UnitedHealthcare	11%	86%	1%	2%	0%	288
Sample Average	18%	79%	0%	2%	0%	1777

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
PACE	41%	53%	0%	6%	0%	297
STAR+PLUS Amerigroup	78%	21%	0%	1%	0%	295
STAR+PLUS Cigna-HealthSpring	67%	31%	0%	2%	0%	297
STAR+PLUS Molina	70%	29%	0%	0%	0%	299
STAR+PLUS SUPERIOR	73%	25%	0%	1%	0%	298
STAR+PLUS UnitedHealthcare	53%	46%	0%	1%	0%	289
Sample Average	64%	34%	0%	2%	0%	1775

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
PACE	18%	77%	0%	5%	0%	297
STAR+PLUS Amerigroup	51%	48%	0%	0%	0%	296
STAR+PLUS Cigna-HealthSpring	35%	64%	0%	1%	0%	296
STAR+PLUS Molina	37%	62%	0%	1%	0%	299
STAR+PLUS SUPERIOR	37%	62%	1%	1%	0%	297
STAR+PLUS UnitedHealthcare	30%	67%	1%	1%	0%	288
Sample Average	35%	63%	0%	1%	0%	1773

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
PACE	10%	85%	0%	5%	0%	297
STAR+PLUS Amerigroup	38%	60%	1%	1%	0%	295
STAR+PLUS Cigna-HealthSpring	28%	70%	0%	2%	0%	297
STAR+PLUS Molina	32%	66%	1%	1%	0%	299
STAR+PLUS SUPERIOR	28%	69%	1%	2%	0%	297
STAR+PLUS UnitedHealthcare	28%	68%	1%	2%	0%	288
Sample Average	27%	70%	1%	2%	0%	1773

Table 86. Proportion of people who have had a dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
PACE	35%	63%	0%	3%	0%	297
STAR+PLUS Amerigroup	58%	42%	0%	0%	0%	297
STAR+PLUS Cigna-HealthSpring	57%	43%	0%	0%	0%	298
STAR+PLUS Molina	53%	47%	0%	1%	0%	298
STAR+PLUS SUPERIOR	51%	49%	0%	0%	0%	295
STAR+PLUS UnitedHealthcare	48%	51%	0%	1%	0%	290
Sample Average	50%	49%	0%	1%	0%	1775

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

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
PACE	10%	78%	0%	12%	0%	295
STAR+PLUS Amerigroup	18%	77%	1%	4%	0%	296
STAR+PLUS Cigna-HealthSpring	6%	92%	0%	2%	0%	297
STAR+PLUS Molina	8%	87%	1%	4%	0%	299
STAR+PLUS SUPERIOR	11%	85%	1%	2%	0%	298
STAR+PLUS UnitedHealthcare	11%	84%	0%	5%	0%	289
Sample Average	11%	84%	0%	5%	0%	1774

Wellness — un-collapsed

Table 88. Proportion of people whose health was described as poor, fair, good, very good, and excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
PACE	10%	41%	34%	12%	2%	0%	0%	298
STAR+PLUS Amerigroup	27%	37%	26%	9%	2%	0%	0%	298
STAR+PLUS Cigna-HealthSpring	36%	41%	17%	4%	1%	0%	0%	299
STAR+PLUS Molina	30%	38%	21%	9%	2%	0%	0%	300
STAR+PLUS SUPERIOR	34%	32%	23%	6%	4%	1%	0%	298
STAR+PLUS UnitedHealthcare	24%	37%	28%	9%	2%	0%	0%	289
Sample Average	27%	38%	25%	8%	2%	0%	0%	1782

Table 89. Proportion of people whose health was described as having gotten better, staying about the same, and getting worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/ Refused/ No Response	N
PACE	5%	20%	47%	20%	7%	0%	0%	298
STAR+PLUS Amerigroup	11%	23%	44%	12%	8%	1%	0%	298
STAR+PLUS Cigna-HealthSpring	25%	21%	40%	8%	5%	0%	0%	299
STAR+PLUS Molina	14%	24%	39%	15%	7%	0%	0%	299
STAR+PLUS SUPERIOR	20%	26%	36%	11%	7%	0%	0%	298
STAR+PLUS UnitedHealthcare	9%	31%	39%	17%	3%	0%	0%	290
Sample Average	14%	24%	41%	14%	7%	0%	0%	1782

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	47%	52%	1%	0%	297
STAR+PLUS Amerigroup	40%	58%	1%	0%	296
STAR+PLUS Cigna-HealthSpring	34%	63%	2%	0%	299
STAR+PLUS Molina	37%	60%	2%	0%	300
STAR+PLUS SUPERIOR	35%	62%	3%	0%	295
STAR+PLUS UnitedHealthcare	34%	62%	3%	1%	288
Sample Average	38%	60%	2%	0%	1775

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	36%	64%	1%	0%	157
STAR+PLUS Amerigroup	43%	57%	0%	0%	171
STAR+PLUS Cigna-HealthSpring	43%	57%	1%	0%	189
STAR+PLUS Molina	37%	63%	1%	0%	178
STAR+PLUS SUPERIOR	45%	55%	0%	0%	185
STAR+PLUS UnitedHealthcare	23%	76%	1%	1%	181
Sample Average	38%	62%	0%	0%	1061

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	81%	18%	1%	0%	298
STAR+PLUS Amerigroup	59%	40%	1%	0%	295
STAR+PLUS Cigna-HealthSpring	72%	25%	2%	0%	295
STAR+PLUS Molina	69%	30%	1%	0%	298
STAR+PLUS SUPERIOR	63%	36%	2%	0%	296
STAR+PLUS UnitedHealthcare	54%	45%	1%	0%	287
Sample Average	67%	32%	1%	0%	1769

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

	Never or Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
PACE	27%	25%	39%	9%	0%	0%	249
STAR+PLUS Amerigroup	17%	18%	42%	22%	0%	0%	236
STAR+PLUS Cigna-HealthSpring	14%	18%	47%	21%	0%	0%	257
STAR+PLUS Molina	18%	19%	40%	22%	0%	1%	249
STAR+PLUS SUPERIOR	16%	16%	38%	29%	1%	0%	244
STAR+PLUS UnitedHealthcare	15%	35%	36%	12%	1%	1%	226
Sample Average	18%	22%	41%	19%	0%	0%	1461

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	6%	94%	0%	0%	297
STAR+PLUS Amerigroup	10%	90%	0%	0%	298
STAR+PLUS Cigna-HealthSpring	5%	94%	1%	0%	299
STAR+PLUS Molina	8%	92%	0%	0%	300
STAR+PLUS SUPERIOR	6%	94%	0%	0%	298
STAR+PLUS UnitedHealthcare	7%	93%	0%	0%	289
Sample Average	7%	93%	0%	0%	1781

Table 95. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/ No Response	N
PACE	16%	34%	50%	0%	0%	297
STAR+PLUS Amerigroup	16%	27%	57%	0%	0%	292
STAR+PLUS Cigna-HealthSpring	24%	31%	45%	1%	0%	297
STAR+PLUS Molina	20%	29%	51%	1%	0%	299
STAR+PLUS SUPERIOR	23%	27%	49%	0%	0%	295
STAR+PLUS UnitedHealthcare	17%	25%	58%	0%	0%	290
Sample Average	19%	29%	51%	0%	0%	1770

Table 96. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/ No Response	N
PACE	15%	40%	45%	0%	0%	297
STAR+PLUS Amerigroup	29%	34%	35%	2%	0%	294
STAR+PLUS Cigna-HealthSpring	34%	35%	31%	0%	0%	297
STAR+PLUS Molina	28%	38%	33%	1%	0%	300
STAR+PLUS SUPERIOR	28%	38%	33%	1%	0%	297
STAR+PLUS UnitedHealthcare	24%	36%	39%	0%	1%	290
Sample Average	26%	37%	36%	1%	0%	1775

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	44%	55%	1%	0%	247
STAR+PLUS Amerigroup	6%	91%	2%	1%	236
STAR+PLUS Cigna-HealthSpring	6%	93%	0%	0%	252
STAR+PLUS Molina	9%	89%	2%	0%	246
STAR+PLUS SUPERIOR	6%	93%	0%	0%	243
STAR+PLUS UnitedHealthcare	5%	94%	1%	0%	222
Sample Average	13%	86%	1%	0%	1446

Medications — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	62%	32%	7%	0%	298
STAR+PLUS Amerigroup	43%	54%	3%	0%	297
STAR+PLUS Cigna-HealthSpring	59%	40%	1%	0%	299
STAR+PLUS Molina	54%	45%	1%	0%	299
STAR+PLUS SUPERIOR	51%	48%	2%	0%	297
STAR+PLUS UnitedHealthcare	50%	49%	1%	0%	290
Sample Average	53%	45%	2%	0%	1780

Table 99. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/ Refused/ No Response	N
PACE	13%	18%	69%	0%	0%	0%	248
STAR+PLUS Amerigroup	7%	10%	83%	0%	0%	0%	238
STAR+PLUS Cigna-HealthSpring	14%	10%	76%	0%	0%	0%	257
STAR+PLUS Molina	7%	14%	78%	0%	0%	1%	249
STAR+PLUS SUPERIOR	11%	9%	79%	0%	1%	0%	245
STAR+PLUS UnitedHealthcare	10%	17%	72%	0%	0%	1%	226
Sample Average	10%	13%	76%	0%	0%	0%	1463

Rights and Respect — un-collapsed

Table 100. Proportion of people whose paid support staff treat them with respect

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/ Refused/ No Response	N
PACE	0%	5%	95%	0%	0%	111
STAR+PLUS Amerigroup	2%	14%	85%	0%	0%	131
STAR+PLUS Cigna-HealthSpring	1%	2%	97%	0%	0%	204
STAR+PLUS Molina	1%	3%	96%	0%	0%	170
STAR+PLUS SUPERIOR	1%	1%	98%	0%	0%	176
STAR+PLUS UnitedHealthcare	1%	3%	96%	0%	1%	157
Sample Average	1%	4%	95%	0%	0%	949

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

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
PACE	11%	30%	59%	0%	0%	54
STAR+PLUS Amerigroup	25%	28%	47%	0%	0%	32
STAR+PLUS Cigna-HealthSpring	0%	50%	50%	0%	0%	4
STAR+PLUS Molina	33%	0%	67%	0%	0%	9
STAR+PLUS SUPERIOR	29%	14%	57%	0%	0%	14
STAR+PLUS UnitedHealthcare	25%	25%	50%	0%	0%	12
Sample Average	19%	26%	55%	0%	0%	125

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	31%	69%	0%	0%	54
STAR+PLUS Amerigroup	29%	71%	0%	0%	31
STAR+PLUS Cigna-HealthSpring	25%	75%	0%	0%	4
STAR+PLUS Molina	11%	89%	0%	0%	9
STAR+PLUS SUPERIOR	38%	62%	0%	0%	13
STAR+PLUS UnitedHealthcare	25%	75%	0%	0%	12
Sample Average	29%	71%	0%	0%	123

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

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
PACE	11%	33%	56%	0%	0%	55
STAR+PLUS Amerigroup	16%	13%	71%	0%	0%	31
STAR+PLUS Cigna-HealthSpring	0%	0%	100%	0%	0%	4
STAR+PLUS Molina	22%	0%	78%	0%	0%	9
STAR+PLUS SUPERIOR	14%	7%	79%	0%	0%	14
STAR+PLUS UnitedHealthcare	0%	17%	83%	0%	0%	12
Sample Average	12%	20%	68%	0%	0%	125

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

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/ No Response	N
PACE	6%	92%	0%	2%	0%	53
STAR+PLUS Amerigroup	22%	75%	0%	3%	0%	32
STAR+PLUS Cigna-HealthSpring	25%	75%	0%	0%	0%	4
STAR+PLUS Molina	11%	89%	0%	0%	0%	9
STAR+PLUS SUPERIOR	46%	46%	8%	0%	0%	13
STAR+PLUS UnitedHealthcare	17%	83%	0%	0%	0%	12
Sample Average	16%	81%	1%	2%	0%	123

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

	No, Never or Rarely, or There Are Restrictions/ Interference	Usually	Yes, Anytime	N/A –Doesn't Use Phone	Don't Know	Unclear/ Refused/ No Response	N
PACE	5%	13%	64%	15%	4%	0%	55
STAR+PLUS Amerigroup	13%	0%	88%	0%	0%	0%	32
STAR+PLUS Cigna-HealthSpring	0%	0%	100%	0%	0%	0%	4
STAR+PLUS Molina	11%	0%	89%	0%	0%	0%	9
STAR+PLUS SUPERIOR	14%	7%	64%	14%	0%	0%	14
STAR+PLUS UnitedHealthcare	17%	0%	83%	0%	0%	0%	12
Sample Average	10%	6%	75%	8%	2%	0%	126

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

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
PACE	54%	46%	0%	0%	0%	54
STAR+PLUS Amerigroup	34%	66%	0%	0%	0%	32
STAR+PLUS Cigna-HealthSpring	50%	50%	0%	0%	0%	4
STAR+PLUS Molina	44%	56%	0%	0%	0%	9
STAR+PLUS SUPERIOR	29%	64%	0%	7%	0%	14
STAR+PLUS UnitedHealthcare	8%	92%	0%	0%	0%	12
Sample Average	41%	58%	0%	1%	0%	125

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

	No, Never	Yes	N/A – Doesn't Get Mail/Email	Don't Know	Unclear/Refused/ No Response	N
PACE	49%	4%	9%	38%	0%	55
STAR+PLUS Amerigroup	75%	6%	6%	13%	0%	32
STAR+PLUS Cigna-HealthSpring	100%	0%	0%	0%	0%	4
STAR+PLUS Molina	89%	0%	0%	11%	0%	9
STAR+PLUS SUPERIOR	86%	7%	7%	0%	0%	14
STAR+PLUS UnitedHealthcare	75%	8%	0%	17%	0%	12
Sample Average	67%	5%	6%	22%	0%	126

Self-Direction of Care — un-collapsed

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

	No	Yes	Don't Know	N
PACE	100%	0%	0%	298
STAR+PLUS Amerigroup	89%	11%	0%	298
STAR+PLUS Cigna-HealthSpring	99%	1%	0%	299
STAR+PLUS Molina	97%	3%	0%	300
STAR+PLUS SUPERIOR	93%	7%	0%	298
STAR+PLUS UnitedHealthcare	91%	9%	0%	290
Sample Average	95%	5%	0%	1783

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

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
PACE	17%	30%	40%	12%	0%	287
STAR+PLUS Amerigroup	15%	23%	39%	22%	0%	285
STAR+PLUS Cigna-HealthSpring	12%	7%	70%	11%	0%	291
STAR+PLUS Molina	14%	14%	54%	18%	0%	284
STAR+PLUS SUPERIOR	9%	9%	65%	17%	1%	282
STAR+PLUS UnitedHealthcare	7%	40%	37%	16%	0%	282
Sample Average	12%	20%	51%	16%	0%	1711

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

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/ No Response	N
PACE	14%	30%	45%	10%	0%	290
STAR+PLUS Amerigroup	20%	21%	38%	21%	0%	285
STAR+PLUS Cigna-HealthSpring	12%	5%	67%	15%	0%	294
STAR+PLUS Molina	17%	17%	46%	20%	0%	286
STAR+PLUS SUPERIOR	13%	9%	59%	18%	1%	283
STAR+PLUS UnitedHealthcare	10%	42%	32%	16%	0%	281
Sample Average	14%	21%	48%	17%	0%	1719

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

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/ No Response	N
PACE	37%	5%	51%	7%	0%	127
STAR+PLUS Amerigroup	9%	3%	84%	3%	1%	158
STAR+PLUS Cigna-HealthSpring	2%	3%	95%	1%	0%	221
STAR+PLUS Molina	5%	3%	88%	4%	0%	198
STAR+PLUS SUPERIOR	4%	2%	91%	4%	0%	198
STAR+PLUS UnitedHealthcare	2%	22%	70%	6%	0%	187
Sample Average	8%	6%	82%	4%	0%	1089

Work — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	97%	3%	0%	0%	298
STAR+PLUS Amerigroup	99%	1%	0%	0%	294
STAR+PLUS Cigna-HealthSpring	99%	0%	0%	0%	298
STAR+PLUS Molina	99%	1%	0%	0%	298
STAR+PLUS SUPERIOR	100%	0%	0%	0%	296
STAR+PLUS UnitedHealthcare	98%	2%	0%	0%	286
Sample Average	99%	1%	0%	0%	1770

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
PACE	76%	9%	14%	0%	241
STAR+PLUS Amerigroup	72%	10%	18%	0%	235
STAR+PLUS Cigna-HealthSpring	80%	5%	14%	1%	255
STAR+PLUS Molina	74%	13%	13%	0%	245
STAR+PLUS SUPERIOR	82%	7%	11%	0%	244
STAR+PLUS UnitedHealthcare	84%	5%	10%	0%	220
Sample Average	78%	8%	13%	0%	1440

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

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	91%	9%	0%	0%	56
STAR+PLUS Amerigroup	89%	9%	2%	0%	65
STAR+PLUS Cigna-HealthSpring	88%	10%	2%	0%	50
STAR+PLUS Molina	88%	11%	2%	0%	64
STAR+PLUS SUPERIOR	91%	9%	0%	0%	44
STAR+PLUS UnitedHealthcare	74%	26%	0%	0%	35
Sample Average	88%	11%	1%	0%	314

Table 115. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
PACE	90%	10%	0%	0%	297
STAR+PLUS Amerigroup	89%	11%	0%	0%	297
STAR+PLUS Cigna-HealthSpring	94%	5%	0%	1%	299
STAR+PLUS Molina	93%	7%	0%	0%	299
STAR+PLUS SUPERIOR	97%	3%	0%	0%	298
STAR+PLUS UnitedHealthcare	94%	5%	0%	0%	288
Sample Average	93%	7%	0%	0%	1778

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

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
PACE	73%	16%	11%	0%	218
STAR+PLUS Amerigroup	63%	15%	22%	0%	204
STAR+PLUS Cigna-HealthSpring	85%	6%	9%	0%	241
STAR+PLUS Molina	76%	13%	10%	0%	223
STAR+PLUS SUPERIOR	84%	9%	6%	1%	232
STAR+PLUS UnitedHealthcare	79%	11%	9%	1%	207
Sample Average	77%	12%	11%	0%	1325

Everyday Living — un-collapsed

Table 117. Proportion of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

	None	Some	A Lot	Don't Know	Unclear/Refused/ No Response	N
PACE	30%	27%	43%	0%	0%	298
STAR+PLUS Amerigroup	6%	25%	69%	0%	0%	296
STAR+PLUS Cigna-HealthSpring	1%	12%	87%	0%	0%	299
STAR+PLUS Molina	4%	22%	74%	0%	0%	299
STAR+PLUS SUPERIOR	2%	17%	81%	0%	0%	297
STAR+PLUS UnitedHealthcare	1%	27%	72%	0%	0%	288
Sample Average	7%	22%	71%	0%	0%	1777

Table 118. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
PACE	15%	85%	0%	0%	207
STAR+PLUS Amerigroup	22%	77%	0%	0%	278
STAR+PLUS Cigna-HealthSpring	22%	78%	0%	0%	296
STAR+PLUS Molina	25%	74%	0%	0%	286
STAR+PLUS SUPERIOR	26%	74%	0%	0%	292
STAR+PLUS UnitedHealthcare	16%	84%	0%	0%	286
Sample Average	21%	78%	0%	0%	1645

Table 119. Proportion of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

	None	Some	A Lot	Don't Know	Unclear/Refused/ No Response	N
PACE	48%	20%	31%	0%	0%	297
STAR+PLUS Amerigroup	16%	35%	48%	0%	0%	293
STAR+PLUS Cigna-HealthSpring	4%	19%	77%	0%	0%	297
STAR+PLUS Molina	10%	30%	59%	0%	0%	297
STAR+PLUS SUPERIOR	9%	22%	69%	0%	0%	296
STAR+PLUS UnitedHealthcare	6%	35%	59%	0%	0%	288
Sample Average	16%	27%	57%	0%	0%	1768

Table 120. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
PACE	12%	86%	1%	0%	154
STAR+PLUS Amerigroup	20%	79%	1%	0%	250
STAR+PLUS Cigna-HealthSpring	25%	75%	0%	0%	286
STAR+PLUS Molina	24%	76%	0%	0%	267
STAR+PLUS SUPERIOR	27%	72%	0%	0%	271
STAR+PLUS UnitedHealthcare	17%	83%	0%	0%	271
Sample Average	22%	78%	0%	0%	1499

Table 121. Proportion of people who have access to healthy foods when they want them

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/ Refused/ No Response	N
PACE	5%	12%	83%	0%	0%	0%	297
STAR+PLUS Amerigroup	9%	13%	75%	2%	0%	0%	297
STAR+PLUS Cigna-HealthSpring	5%	10%	83%	1%	0%	0%	299
STAR+PLUS Molina	4%	16%	78%	2%	0%	0%	300
STAR+PLUS SUPERIOR	3%	12%	82%	2%	1%	0%	297
STAR+PLUS UnitedHealthcare	2%	16%	79%	2%	0%	0%	288
Sample Average	5%	13%	80%	2%	0%	0%	1778

Affordability — un-collapsed

Table 122. Proportion of people who ever have to skip a meal due to financial worries

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/ No Response	N
PACE	91%	5%	4%	0%	0%	0%	295
STAR+PLUS Amerigroup	82%	11%	6%	1%	0%	0%	296
STAR+PLUS Cigna-HealthSpring	86%	8%	5%	1%	0%	0%	299
STAR+PLUS Molina	85%	9%	5%	1%	0%	0%	300
STAR+PLUS SUPERIOR	85%	8%	5%	1%	0%	0%	295
STAR+PLUS UnitedHealthcare	85%	8%	4%	2%	0%	1%	289
Sample Average	86%	8%	5%	1%	0%	0%	1774

Planning for the Future — un-collapsed

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

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
PACE	35%	58%	8%	0%	248
STAR+PLUS Amerigroup	29%	65%	5%	0%	237
STAR+PLUS Cigna-HealthSpring	16%	82%	2%	1%	256
STAR+PLUS Molina	23%	73%	4%	0%	248
STAR+PLUS SUPERIOR	30%	68%	2%	0%	245
STAR+PLUS UnitedHealthcare	62%	30%	8%	0%	226
Sample Average	32%	63%	5%	0%	1460

Control — un-collapsed

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

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
PACE	4%	14%	81%	1%	0%	246
STAR+PLUS Amerigroup	11%	21%	67%	1%	0%	229
STAR+PLUS Cigna-HealthSpring	17%	19%	62%	2%	1%	255
STAR+PLUS Molina	8%	25%	65%	1%	1%	244
STAR+PLUS SUPERIOR	12%	16%	69%	2%	0%	243
STAR+PLUS UnitedHealthcare	5%	36%	56%	2%	1%	225
Sample Average	10%	21%	67%	2%	0%	1442

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

	1 - Health Most Important	2	3	4 - Health Least Important	N
PACE	82%	12%	5%	1%	248
STAR+PLUS Amerigroup	63%	21%	12%	4%	225
STAR+PLUS Cigna-HealthSpring	79%	16%	5%	0%	228
STAR+PLUS Molina	78%	15%	5%	1%	236
STAR+PLUS SUPERIOR	77%	13%	8%	2%	230
STAR+PLUS UnitedHealthcare	78%	17%	5%	0%	220
Sample Average	76%	16%	7%	1%	1387

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

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
PACE	3%	46%	38%	14%	248
STAR+PLUS Amerigroup	7%	36%	35%	22%	225
STAR+PLUS Cigna-HealthSpring	7%	57%	28%	8%	228
STAR+PLUS Molina	6%	50%	31%	13%	237
STAR+PLUS SUPERIOR	5%	47%	39%	9%	229
STAR+PLUS UnitedHealthcare	6%	44%	41%	10%	218
Sample Average	5%	47%	35%	13%	1385

Table 127. Ranking of how important being independent was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
PACE	12%	31%	42%	15%	248
STAR+PLUS Amerigroup	20%	32%	36%	12%	225
STAR+PLUS Cigna-HealthSpring	9%	23%	54%	14%	229
STAR+PLUS Molina	11%	26%	50%	13%	237
STAR+PLUS SUPERIOR	13%	31%	40%	16%	230
STAR+PLUS UnitedHealthcare	8%	27%	39%	26%	219
Sample Average	12%	29%	44%	16%	1388

Table 128. Ranking of how important being engaged with their community and friends was to people at the time of the survey (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
PACE	4%	11%	15%	70%	248
STAR+PLUS Amerigroup	10%	11%	17%	62%	225
STAR+PLUS Cigna-HealthSpring	5%	4%	13%	78%	229
STAR+PLUS Molina	5%	9%	14%	73%	237
STAR+PLUS SUPERIOR	6%	9%	12%	73%	229
STAR+PLUS UnitedHealthcare	8%	12%	15%	65%	218
Sample Average	6%	9%	14%	70%	1386

Appendix C: Texas' State-Specific Question

Table 129. Proportion of people whose service coordinator/case manager helped them make their backup plan in case their paid support staff don't show up (if have a backup plan and know they have a service coordinator/case manager) (TX-2)

	No	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
PACE	53%	44%	0%	2%	0%	45
STAR+PLUS Amerigroup	55%	37%	0%	7%	0%	83
STAR+PLUS Cigna-HealthSpring	57%	33%	2%	7%	1%	115
STAR+PLUS Molina	50%	38%	4%	8%	0%	98
STAR+PLUS SUPERIOR	54%	36%	3%	7%	0%	99
STAR+PLUS UnitedHealthcare	47%	51%	1%	2%	0%	120
Sample Average	53%	40%	2%	6%	0%	560