

AETNA - Did you have an illness, injury or condition that needed care right away?

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	161	50.00	161	50.00
No	161	50.00	322	100.00
Frequency Missing = 3				

AETNA - How often did you get care as soon as you needed?

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	24	15.09	24	15.09
Usually	38	23.90	62	38.99
Always	97	61.01	159	100.00
Frequency Missing = 166				

AETNA - Did you get a checkup or routine care at a doctor's office as soon as you needed?

The FREQ Procedure

CheckupsFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	50	16.72	50	16.72
Usually	83	27.76	133	44.48
Always	166	55.52	299	100.00
Frequency Missing = 26				

AETNA - Did you and your doctor/health provider talk about specific things you could do to prevent illness?

The FREQ Procedure

PreventIllness	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	258	79.63	258	79.63
No	66	20.37	324	100.00
Frequency Missing = 1				

AETNA - Did you and your doctor/health provider talk about starting or stopping a medication?

The FREQ Procedure

MedStartStop	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	165	50.77	165	50.77
No	160	49.23	325	100.00

AETNA - Did you and your doctor/health provider talk about reasons you might want to take a medicine?

The FREQ Procedure

MedDiscuss	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	152	93.25	152	93.25
No	11	6.75	163	100.00
Frequency Missing = 162				

AETNA - Did you and your doctor/health provider talk about reasons you might want to stop taking a medication?

The FREQ Procedure

MedNoDiscuss	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	128	79.01	128	79.01
No	34	20.99	162	100.00
Frequency Missing = 163				

AETNA - Did you and your doctor/health provider ask what you thought was best for you when discussing starting or stopping a medication?

The FREQ Procedure

MedBestAsk	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	135	83.33	135	83.33
No	27	16.67	162	100.00
Frequency Missing = 163				

AETNA - How would you rate your health care quality in the last six months?

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	46	14.15	46	14.15
Good	124	38.15	170	52.31
Great	155	47.69	325	100.00

AETNA - How often was it easy to get care, tests, or treatments you needed?

The FREQ Procedure

CareEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	35	10.77	35	10.77
Usually	113	34.77	148	45.54
Always	177	54.46	325	100.00

AETNA - How often did your doctor explain things in a way that was easy to understand?

The FREQ Procedure

DrUnderstand	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	12	4.00	12	4.00
Usually	74	24.67	86	28.67
Always	214	71.33	300	100.00
Frequency Missing = 25				

AETNA - How often did your personal doctor listen to you?

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	15	5.00	15	5.00
Usually	77	25.67	92	30.67
Always	208	69.33	300	100.00
Frequency Missing = 25				

AETNA - How often did your personal doctor show respect for what you had to say?

The FREQ Procedure

DrRespect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	11	3.67	11	3.67
Usually	70	23.33	81	27.00
Always	219	73.00	300	100.00
Frequency Missing = 25				

AETNA - How often did your personal doctor spend enough time with you?

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	33	11.00	33	11.00
Usually	72	24.00	105	35.00
Always	195	65.00	300	100.00
Frequency Missing = 25				

AETNA - In the last six months, did you get care from another doctor or health provider other than your personal doctor?

The FREQ Procedure

CareMulti	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	202	67.79	202	67.79
No	96	32.21	298	100.00
Frequency Missing = 27				

AETNA - How often did your personal doctor seemed informed with care you received from other doctors or providers?

The FREQ Procedure

DrInformedMultiDr	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	46	23.35	46	23.35
Usually	49	24.87	95	48.22
Always	102	51.78	197	100.00
Frequency Missing = 128				

AETNA - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	24	7.74	24	7.74
Good	97	31.29	121	39.03
Great	189	60.97	310	100.00
Frequency Missing = 15				

AETNA - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	205	63.86	205	63.86
No	116	36.14	321	100.00
Frequency Missing = 4				

AETNA - How often did you get an appointment with a specialist as soon as you needed?

The FREQ Procedure

SpecialistFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	34	16.59	34	16.59
Usually	65	31.71	99	48.29
Always	106	51.71	205	100.00
Frequency Missing = 120				

AETNA - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	26	12.75	26	12.75
Good	56	27.45	82	40.20
Great	122	59.80	204	100.00
Frequency Missing = 121				

AETNA - Did you look for info in written materials or on the internet about your plan?

The FREQ Procedure

InternetLook	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	115	35.49	115	35.49
No	209	64.51	324	100.00
Frequency Missing = 1				

AETNA - How often did written materials or the internet provide info you needed regarding your health plan?

The FREQ Procedure

InternetProvide	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	48	42.11	48	42.11
Usually	51	44.74	99	86.84
Always	15	13.16	114	100.00
Frequency Missing = 211				

AETNA - Did you look for information on how much you would have to pay for a health service or health equipment?

The FREQ Procedure

CostLook	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	70	21.88	70	21.88
No	250	78.13	320	100.00
Frequency Missing = 5				

AETNA - How often did you find information on how much you would have to pay for a health service or health equipment?

The FREQ Procedure

CostFind	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	28	40.58	28	40.58
Usually	27	39.13	55	79.71
Always	14	20.29	69	100.00
Frequency Missing = 256				

AETNA - Did you look for information on how much you would have to pay for specific prescription medicines?

The FREQ Procedure

MedLook	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	64	19.75	64	19.75
No	260	80.25	324	100.00
Frequency Missing = 1				

AETNA - How often were you able to find information on how much you would have to pay for specific prescription medicines?

The FREQ Procedure

MedFind	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	22	34.38	22	34.38
Usually	23	35.94	45	70.31
Always	19	29.69	64	100.00
Frequency Missing = 261				

AETNA - Did you get information or help from your health plan's customer services?

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	134	41.61	134	41.61
No	188	58.39	322	100.00
Frequency Missing = 3				

AETNA - How often were you able to get information or help from your health plan's customer services?

The FREQ Procedure

CSHelp	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	37	27.82	37	27.82
Usually	50	37.59	87	65.41
Always	46	34.59	133	100.00
Frequency Missing = 192				

AETNA - How often were you treated with respect and courtesy by your health plan's customer services?

The FREQ Procedure

CSRespect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	19	14.29	19	14.29
Usually	34	25.56	53	39.85
Always	80	60.15	133	100.00
Frequency Missing = 192				

AETNA - Did you have to fill out any forms with your health plan?

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	96	30.19	96	30.19
No	222	69.81	318	100.00
Frequency Missing = 7				

AETNA - How often were forms from your health plan easy to fill out?

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	23	23.96	23	23.96
Usually	47	48.96	70	72.92
Always	26	27.08	96	100.00
Frequency Missing = 229				

AETNA - Did you file any claims for care to your health plan?

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	177	67.56	177	67.56
No	85	32.44	262	100.00
Frequency Missing = 63				

AETNA - How often were claims for care to your health plan handled quickly?

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	25	17.61	25	17.61
Usually	69	48.59	94	66.20
Always	48	33.80	142	100.00
Frequency Missing = 183				

AETNA - How often were claims for care to your health plan handled correctly?

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	25	17.48	25	17.48
Usually	67	46.85	92	64.34
Always	51	35.66	143	100.00
Frequency Missing = 182				

AETNA - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	101	31.17	101	31.17
Good	133	41.05	234	72.22
Great	90	27.78	324	100.00
Frequency Missing = 1				

AETNA - In general, how would you rate your overall health?

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	37	11.38	37	11.38
Very Good	124	38.15	161	49.54
Good	135	41.54	296	91.08
Fair	23	7.08	319	98.15
Poor	2	0.62	321	98.77
Unknown/Did Not Answer	4	1.23	325	100.00

AETNA - In general, how would you rate your overall mental or emotional health?

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	100	30.77	100	30.77
Very Good	118	36.31	218	67.08
Good	85	26.15	303	93.23
Fair	18	5.54	321	98.77
Poor	1	0.31	322	99.08
Unknown/Did Not Answer	3	0.92	325	100.00

AETNA - Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

The FREQ Procedure

Smoke	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	20	55.56	20	55.56
No	16	44.44	36	100.00
Frequency Missing = 289				

AETNA - How often were you advised to quit smoking or using tobacco by your doctor/health provider?

The FREQ Procedure

SmokeAdvice	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	14	41.18	14	41.18
Usually	11	32.35	25	73.53
Always	9	26.47	34	100.00
Frequency Missing = 291				

AETNA - How often was medication recommended to help quit smoking/tobacco products by your doctor/health provider?

The FREQ Procedure

SmokeMedicine	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	28	80.00	28	80.00
Usually	5	14.29	33	94.29
Always	2	5.71	35	100.00
Frequency Missing = 290				

AETNA - How often were methods or strategies (other than medication) discussed or provided to help quit smoking/tobacco products by your doctor/health provider?

The FREQ Procedure

SmokeStrategies	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	29	82.86	29	82.86
Usually	5	14.29	34	97.14
Always	1	2.86	35	100.00
Frequency Missing = 290				

AETNA - Did you receive health care 3 or more times for the same condition or problem?

The FREQ Procedure

RptCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	121	37.46	121	37.46
No	202	62.54	323	100.00
Frequency Missing = 2				

AETNA - Did this condition last longer than 3 months (not including pregnancy or menopause)?

The FREQ Procedure

RptCareMonths	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	99	85.34	99	85.34
No	17	14.66	116	100.00
Frequency Missing = 209				

AETNA - Do you now need to take medicine prescribed by a doctor (not including birth control)?

The FREQ Procedure

The FREQ Procedure

TakeMed	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	243	75.00	243	75.00
No	81	25.00	324	100.00
Frequency Missing = 1				