

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	115	41.52	115	41.52
No	162	58.48	277	100.00
Frequency Missing = 4				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	17	15.04	17	15.04
Usually	31	27.43	48	42.48
Always	65	57.52	113	100.00
Frequency Missing = 168				

BLUECROSS - 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	38	15.38	38	15.38
Usually	83	33.60	121	48.99
Always	126	51.01	247	100.00
Frequency Missing = 34				

BLUECROSS - 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	208	74.29	208	74.29
No	72	25.71	280	100.00
Frequency Missing = 1				

BLUECROSS - 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	158	56.63	158	56.63
No	121	43.37	279	100.00
Frequency Missing = 2				

BLUECROSS - 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	150	94.94	150	94.94
No	8	5.06	158	100.00
Frequency Missing = 123				

BLUECROSS - 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	115	73.25	115	73.25
No	42	26.75	157	100.00
Frequency Missing = 124				

BLUECROSS - 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	120	75.95	120	75.95
No	38	24.05	158	100.00
Frequency Missing = 123				

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

### The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	31	11.03	31	11.03
Good	103	36.65	134	47.69
Great	147	52.31	281	100.00

BLUECROSS - 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	30	10.71	30	10.71
Usually	107	38.21	137	48.93
Always	143	51.07	280	100.00
Frequency Missing = 1				

BLUECROSS - 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	9	3.85	9	3.85
Usually	52	22.22	61	26.07
Always	173	73.93	234	100.00
Frequency Missing = 47				

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

### The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	15	6.41	15	6.41
Usually	49	20.94	64	27.35
Always	170	72.65	234	100.00
Frequency Missing = 47				

BLUECROSS - 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	10	4.26	10	4.26
Usually	39	16.60	49	20.85
Always	186	79.15	235	100.00
Frequency Missing = 46				

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

### The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	17	7.23	17	7.23
Usually	60	25.53	77	32.77
Always	158	67.23	235	100.00
Frequency Missing = 46				

BLUECROSS - 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	148	63.52	148	63.52
No	85	36.48	233	100.00
Frequency Missing = 48				

BLUECROSS - 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	30	20.69	30	20.69
Usually	44	30.34	74	51.03
Always	71	48.97	145	100.00
Frequency Missing = 136				

BLUECROSS - How would you rate your personal doctor?

### The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	23	9.43	23	9.43
Good	66	27.05	89	36.48
Great	155	63.52	244	100.00
Frequency Missing = 37				

BLUECROSS - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	180	65.93	180	65.93
No	93	34.07	273	100.00
Frequency Missing = 8				

BLUECROSS - 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	30	16.67	30	16.67
Usually	60	33.33	90	50.00
Always	90	50.00	180	100.00
Frequency Missing = 101				

BLUECROSS - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	25	14.12	25	14.12
Good	36	20.34	61	34.46
Great	116	65.54	177	100.00
Frequency Missing = 104				

BLUECROSS - 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	96	35.42	96	35.42
No	175	64.58	271	100.00
Frequency Missing = 10				

BLUECROSS - 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	36	37.50	36	37.50
Usually	34	35.42	70	72.92
Always	26	27.08	96	100.00
Frequency Missing = 185				

BLUECROSS - 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	58	21.48	58	21.48
No	212	78.52	270	100.00
Frequency Missing = 11				

BLUECROSS - 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	17	29.31	17	29.31
Usually	24	41.38	41	70.69
Always	17	29.31	58	100.00
Frequency Missing = 223				

BLUECROSS - 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	58	21.64	58	21.64
No	210	78.36	268	100.00
Frequency Missing = 13				

BLUECROSS - 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	25	43.10	25	43.10
Usually	14	24.14	39	67.24
Always	19	32.76	58	100.00
Frequency Missing = 223				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	91	34.08	91	34.08
No	176	65.92	267	100.00
Frequency Missing = 14				

BLUECROSS - 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	13	14.61	13	14.61
Usually	27	30.34	40	44.94
Always	49	55.06	89	100.00
Frequency Missing = 192				

BLUECROSS - 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	3	3.33	3	3.33
Usually	20	22.22	23	25.56
Always	67	74.44	90	100.00
Frequency Missing = 191				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	54	20.45	54	20.45
No	210	79.55	264	100.00
Frequency Missing = 17				



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

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	11	20.75	11	20.75
Usually	20	37.74	31	58.49
Always	22	41.51	53	100.00
Frequency Missing = 228				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	148	66.97	148	66.97
No	73	33.03	221	100.00
Frequency Missing = 60				

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

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	20	15.87	20	15.87
Usually	52	41.27	72	57.14
Always	54	42.86	126	100.00
Frequency Missing = 155				

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

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	20	15.38	20	15.38
Usually	42	32.31	62	47.69
Always	68	52.31	130	100.00
Frequency Missing = 151				

BLUECROSS - How would you rate your health plan?

### The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	50	18.59	50	18.59
Good	104	38.66	154	57.25
Great	115	42.75	269	100.00
Frequency Missing = 12				

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

### The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	26	9.25	26	9.25
Very Good	109	38.79	135	48.04
Good	99	35.23	234	83.27
Fair	33	11.74	267	95.02
Poor	4	1.42	271	96.44
Unknown/Did Not Answer	10	3.56	281	100.00

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

### The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	82	29.18	82	29.18
Very Good	105	37.37	187	66.55
Good	59	21.00	246	87.54
Fair	19	6.76	265	94.31
Poor	6	2.14	271	96.44
Unknown/Did Not Answer	10	3.56	281	100.00

BLUECROSS - 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	28	71.79	28	71.79
No	11	28.21	39	100.00
Frequency Missing = 242				

BLUECROSS - 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	16	42.11	16	42.11
Usually	7	18.42	23	60.53
Always	15	39.47	38	100.00
Frequency Missing = 243				

BLUECROSS - 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	29	76.32	29	76.32
Usually	6	15.79	35	92.11
Always	3	7.89	38	100.00
Frequency Missing = 243				

BLUECROSS - 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	31	81.58	31	81.58
Usually	6	15.79	37	97.37
Always	1	2.63	38	100.00
Frequency Missing = 243				

BLUECROSS - 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	104	38.52	104	38.52
No	166	61.48	270	100.00
Frequency Missing = 11				

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

## The FREQ Procedure

RptCareMonths	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	93	89.42	93	89.42
No	11	10.58	104	100.00
Frequency Missing = 177				

BLUECROSS - 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	196	72.86	196	72.86
No	73	27.14	269	100.00
Frequency Missing = 12				