

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	88	44.90	88	44.90
No	108	55.10	196	100.00

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	10	12.50	10	12.50
Usually	15	18.75	25	31.25
Always	55	68.75	80	100.00
Frequency Missing = 116				

BLUECROSSKC - 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	21	12.80	21	12.80
Usually	47	28.66	68	41.46
Always	96	58.54	164	100.00
Frequency Missing = 32				

BLUECROSSKC - 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	154	78.97	154	78.97
No	41	21.03	195	100.00
Frequency Missing = 1				

BLUECROSSKC - 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	102	52.85	102	52.85
No	91	47.15	193	100.00
Frequency Missing = 3				

BLUECROSSKC - 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	97	96.04	97	96.04
No	4	3.96	101	100.00
Frequency Missing = 95				

BLUECROSSKC - 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	82	81.19	82	81.19
No	19	18.81	101	100.00
Frequency Missing = 95				

BLUECROSSKC - 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	78	77.23	78	77.23
No	23	22.77	101	100.00
Frequency Missing = 95				

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

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	18	9.18	18	9.18
Good	61	31.12	79	40.31
Great	117	59.69	196	100.00

BLUECROSSKC - 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	20	10.20	20	10.20
Usually	57	29.08	77	39.29
Always	119	60.71	196	100.00

BLUECROSSKC - 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	10	5.95	10	5.95
Usually	31	18.45	41	24.40
Always	127	75.60	168	100.00
Frequency Missing = 28				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	8	4.79	8	4.79
Usually	32	19.16	40	23.95
Always	127	76.05	167	100.00
Frequency Missing = 29				

BLUECROSSKC - 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	6	3.59	6	3.59
Usually	22	13.17	28	16.77
Always	139	83.23	167	100.00
Frequency Missing = 29				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	12	7.19	12	7.19
Usually	43	25.75	55	32.93
Always	112	67.07	167	100.00
Frequency Missing = 29				

BLUECROSSKC - 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	115	69.70	115	69.70
No	50	30.30	165	100.00
Frequency Missing = 31				

BLUECROSSKC - 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	17	15.18	17	15.18
Usually	34	30.36	51	45.54
Always	61	54.46	112	100.00
Frequency Missing = 84				

BLUECROSSKC - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	16	8.89	16	8.89
Good	36	20.00	52	28.89
Great	128	71.11	180	100.00
Frequency Missing = 16				

BLUECROSSKC - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	123	63.40	123	63.40
No	71	36.60	194	100.00
Frequency Missing = 2				

BLUECROSSKC - 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	15	12.40	15	12.40
Usually	41	33.88	56	46.28
Always	65	53.72	121	100.00
Frequency Missing = 75				

BLUECROSSKC - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	9	7.56	9	7.56
Good	31	26.05	40	33.61
Great	79	66.39	119	100.00
Frequency Missing = 77				

BLUECROSSKC - 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	72	37.50	72	37.50
No	120	62.50	192	100.00
Frequency Missing = 4				

BLUECROSSKC - 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	16	22.54	16	22.54
Usually	36	50.70	52	73.24
Always	19	26.76	71	100.00
Frequency Missing = 125				

BLUECROSSKC - 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	33	17.19	33	17.19
No	159	82.81	192	100.00
Frequency Missing = 4				

BLUECROSSKC - 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	13	40.63	13	40.63
Usually	4	12.50	17	53.13
Always	15	46.88	32	100.00
Frequency Missing = 164				

BLUECROSSKC - 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	34	17.71	34	17.71
No	158	82.29	192	100.00
Frequency Missing = 4				

BLUECROSSKC - 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	11	32.35	11	32.35
Usually	4	11.76	15	44.12
Always	19	55.88	34	100.00
Frequency Missing = 162				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	68	35.42	68	35.42
No	124	64.58	192	100.00
Frequency Missing = 4				

BLUECROSSKC - 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	9	13.64	9	13.64
Usually	16	24.24	25	37.88
Always	41	62.12	66	100.00
Frequency Missing = 130				

BLUECROSSKC - 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	1	1.49	1	1.49
Usually	11	16.42	12	17.91
Always	55	82.09	67	100.00
Frequency Missing = 129				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	45	23.44	45	23.44
No	147	76.56	192	100.00
Frequency Missing = 4				

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

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	8	18.18	8	18.18
Usually	16	36.36	24	54.55
Always	20	45.45	44	100.00
Frequency Missing = 152				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	103	63.58	103	63.58
No	59	36.42	162	100.00
Frequency Missing = 34				

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

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	1	1.10	1	1.10
Usually	26	28.57	27	29.67
Always	64	70.33	91	100.00
Frequency Missing = 105				

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

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	4	4.49	4	4.49
Usually	21	23.60	25	28.09
Always	64	71.91	89	100.00
Frequency Missing = 107				

BLUECROSSKC - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	18	9.33	18	9.33
Good	58	30.05	76	39.38
Great	117	60.62	193	100.00
Frequency Missing = 3				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	28	14.29	28	14.29
Very Good	81	41.33	109	55.61
Good	61	31.12	170	86.73
Fair	18	9.18	188	95.92
Poor	5	2.55	193	98.47
Unknown/Did Not Answer	3	1.53	196	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	59	30.10	59	30.10
Very Good	82	41.84	141	71.94
Good	42	21.43	183	93.37
Fair	7	3.57	190	96.94
Poor	3	1.53	193	98.47
Unknown/Did Not Answer	3	1.53	196	100.00

BLUECROSSKC - 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	12	60.00	12	60.00
No	8	40.00	20	100.00
Frequency Missing = 176				

BLUECROSSKC - 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	5	25.00	5	25.00
Usually	4	20.00	9	45.00
Always	11	55.00	20	100.00
Frequency Missing = 176				

BLUECROSSKC - 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	9	45.00	9	45.00
Usually	3	15.00	12	60.00
Always	8	40.00	20	100.00
Frequency Missing = 176				

BLUECROSSKC - 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	12	60.00	12	60.00
Usually	3	15.00	15	75.00
Always	5	25.00	20	100.00
Frequency Missing = 176				

BLUECROSSKC - 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	76	39.58	76	39.58
No	116	60.42	192	100.00
Frequency Missing = 4				

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

The FREQ Procedure

RptCareMonths	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	66	89.19	66	89.19
No	8	10.81	74	100.00
Frequency Missing = 122				

BLUECROSSKC - 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	130	67.36	130	67.36
No	63	32.64	193	100.00
Frequency Missing = 3				