

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	68	50.00	68	50.00
No	68	50.00	136	100.00

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	10	15.38	10	15.38
Usually	20	30.77	30	46.15
Always	35	53.85	65	100.00
Frequency Missing = 71				

CIGNA - 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	23	20.00	23	20.00
Usually	27	23.48	50	43.48
Always	65	56.52	115	100.00
Frequency Missing = 21				

CIGNA - 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	104	77.04	104	77.04
No	31	22.96	135	100.00
Frequency Missing = 1				

CIGNA - 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	62	45.93	62	45.93
No	73	54.07	135	100.00
Frequency Missing = 1				

CIGNA - 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	59	95.16	59	95.16
No	3	4.84	62	100.00
Frequency Missing = 74				

CIGNA - 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	40	64.52	40	64.52
No	22	35.48	62	100.00
Frequency Missing = 74				

CIGNA - 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	47	77.05	47	77.05
No	14	22.95	61	100.00
Frequency Missing = 75				

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

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	21	15.44	21	15.44
Good	50	36.76	71	52.21
Great	65	47.79	136	100.00

CIGNA - 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	15	11.03	15	11.03
Usually	51	37.50	66	48.53
Always	70	51.47	136	100.00

CIGNA - 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	3	2.68	3	2.68
Usually	20	17.86	23	20.54
Always	89	79.46	112	100.00
Frequency Missing = 24				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	6.25	7	6.25
Usually	20	17.86	27	24.11
Always	85	75.89	112	100.00
Frequency Missing = 24				

CIGNA - 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	4	3.57	4	3.57
Usually	19	16.96	23	20.54
Always	89	79.46	112	100.00
Frequency Missing = 24				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	6.31	7	6.31
Usually	28	25.23	35	31.53
Always	76	68.47	111	100.00
Frequency Missing = 25				

CIGNA - 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	79	70.54	79	70.54
No	33	29.46	112	100.00
Frequency Missing = 24				

CIGNA - 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	12	15.58	12	15.58
Usually	27	35.06	39	50.65
Always	38	49.35	77	100.00
Frequency Missing = 59				

CIGNA - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	13	10.92	13	10.92
Good	28	23.53	41	34.45
Great	78	65.55	119	100.00
Frequency Missing = 17				

CIGNA - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	80	58.82	80	58.82
No	56	41.18	136	100.00

CIGNA - 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	18.75	15	18.75
Usually	23	28.75	38	47.50
Always	42	52.50	80	100.00
Frequency Missing = 56				

CIGNA - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	10	12.66	10	12.66
Good	19	24.05	29	36.71
Great	50	63.29	79	100.00
Frequency Missing = 57				

CIGNA - 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	46	34.33	46	34.33
No	88	65.67	134	100.00
Frequency Missing = 2				

CIGNA - 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	13	28.26	13	28.26
Usually	23	50.00	36	78.26
Always	10	21.74	46	100.00
Frequency Missing = 90				

CIGNA - 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	25	18.38	25	18.38
No	111	81.62	136	100.00

CIGNA - 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	9	37.50	9	37.50
Usually	8	33.33	17	70.83
Always	7	29.17	24	100.00
Frequency Missing = 112				

CIGNA - 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	23	17.04	23	17.04
No	112	82.96	135	100.00
Frequency Missing = 1				

CIGNA - 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	7	31.82	7	31.82
Usually	6	27.27	13	59.09
Always	9	40.91	22	100.00
Frequency Missing = 114				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	42	30.88	42	30.88
No	94	69.12	136	100.00

CIGNA - 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	8	19.05	8	19.05
Usually	11	26.19	19	45.24
Always	23	54.76	42	100.00
Frequency Missing = 94				

CIGNA - 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	7.14	3	7.14
Usually	2	4.76	5	11.90
Always	37	88.10	42	100.00
Frequency Missing = 94				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	33	24.63	33	24.63
No	101	75.37	134	100.00
Frequency Missing = 2				

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

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	14	42.42	14	42.42
Usually	9	27.27	23	69.70
Always	10	30.30	33	100.00
Frequency Missing = 103				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	61	57.01	61	57.01
No	46	42.99	107	100.00
Frequency Missing = 29				

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

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	5	10.42	5	10.42
Usually	14	29.17	19	39.58
Always	29	60.42	48	100.00
Frequency Missing = 88				

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

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	13.46	7	13.46
Usually	17	32.69	24	46.15
Always	28	53.85	52	100.00
Frequency Missing = 84				

CIGNA - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	18	13.33	18	13.33
Good	49	36.30	67	49.63
Great	68	50.37	135	100.00
Frequency Missing = 1				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	13	9.56	13	9.56
Very Good	43	31.62	56	41.18
Good	68	50.00	124	91.18
Fair	11	8.09	135	99.26
Poor	1	0.74	136	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	38	27.94	38	27.94
Very Good	41	30.15	79	58.09
Good	51	37.50	130	95.59
Fair	6	4.41	136	100.00

CIGNA - 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	4	30.77	4	30.77
No	9	69.23	13	100.00
Frequency Missing = 123				

CIGNA - 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	7	53.85	7	53.85
Always	6	46.15	13	100.00
Frequency Missing = 123				

CIGNA - 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	69.23	9	69.23
Usually	3	23.08	12	92.31
Always	1	7.69	13	100.00
Frequency Missing = 123				

CIGNA - 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	10	76.92	10	76.92
Always	3	23.08	13	100.00
Frequency Missing = 123				

CIGNA - 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	53	38.97	53	38.97
No	83	61.03	136	100.00

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

The FREQ Procedure

RptCareMonths	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	46	90.20	46	90.20
No	5	9.80	51	100.00
Frequency Missing = 85				

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

The FREQ Procedure

TakeMed	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	91	67.91	91	67.91
No	43	32.09	134	100.00
Frequency Missing = 2				