

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	170	41.16	170	41.16
No	243	58.84	413	100.00
Frequency Missing = 5				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	27	16.67	27	16.67
Usually	38	23.46	65	40.12
Always	97	59.88	162	100.00
Frequency Missing = 256				

BCBSKC - 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	66	19.82	66	19.82
Usually	105	31.53	171	51.35
Always	162	48.65	333	100.00
Frequency Missing = 85				

BCBSKC - 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	249	72.17	249	72.17
No	96	27.83	345	100.00
Frequency Missing = 73				

BCBSKC - 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	192	54.86	192	54.86
No	158	45.14	350	100.00
Frequency Missing = 68				

BCBSKC - 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	180	94.24	180	94.24
No	11	5.76	191	100.00
Frequency Missing = 227				

BCBSKC - 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	133	70.00	133	70.00
No	57	30.00	190	100.00
Frequency Missing = 228				

BCBSKC - 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	138	73.40	138	73.40
No	50	26.60	188	100.00
Frequency Missing = 230				

BCBSKC - 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	8.86	31	8.86
Good	122	34.86	153	43.71
Great	197	56.29	350	100.00
Frequency Missing = 68				

BCBSKC - 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	10.03	35	10.03
Usually	113	32.38	148	42.41
Always	201	57.59	349	100.00
Frequency Missing = 69				

BCBSKC - 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	16	5.19	16	5.19
Usually	46	14.94	62	20.13
Always	246	79.87	308	100.00
Frequency Missing = 110				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	20	6.47	20	6.47
Usually	52	16.83	72	23.30
Always	237	76.70	309	100.00
Frequency Missing = 109				

BCBSKC - 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	15	4.87	15	4.87
Usually	43	13.96	58	18.83
Always	250	81.17	308	100.00
Frequency Missing = 110				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	25	8.09	25	8.09
Usually	68	22.01	93	30.10
Always	216	69.90	309	100.00
Frequency Missing = 109				

BCBSKC - 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	218	71.48	218	71.48
No	87	28.52	305	100.00
Frequency Missing = 113				

BCBSKC - 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	42	19.63	42	19.63
Usually	60	28.04	102	47.66
Always	112	52.34	214	100.00
Frequency Missing = 204				

BCBSKC - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	31	8.93	31	8.93
Good	88	25.36	119	34.29
Great	228	65.71	347	100.00
Frequency Missing = 71				

BCBSKC - Did you visit a specialist?

## The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	229	55.58	229	55.58
No	183	44.42	412	100.00
Frequency Missing = 6				

BCBSKC - 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	45	20.00	45	20.00
Usually	69	30.67	114	50.67
Always	111	49.33	225	100.00
Frequency Missing = 193				

BCBSKC - How would you rate your specialist?

## The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	17	7.69	17	7.69
Good	57	25.79	74	33.48
Great	147	66.52	221	100.00
Frequency Missing = 197				

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

**The FREQ Procedure**

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	118	28.71	118	28.71
No	293	71.29	411	100.00
Frequency Missing = 7				

BCBSKC - 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	18	15.38	18	15.38
Usually	34	29.06	52	44.44
Always	65	55.56	117	100.00
Frequency Missing = 301				

BCBSKC - 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	8	6.96	8	6.96
Usually	16	13.91	24	20.87
Always	91	79.13	115	100.00
Frequency Missing = 303				

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

**The FREQ Procedure**

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	111	27.34	111	27.34
No	295	72.66	406	100.00
Frequency Missing = 12				

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

### The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	17	15.60	17	15.60
Usually	41	37.61	58	53.21
Always	51	46.79	109	100.00
Frequency Missing = 309				

BCBSKC - How would you rate your health plan?

### The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	57	13.87	57	13.87
Good	153	37.23	210	51.09
Great	201	48.91	411	100.00
Frequency Missing = 7				

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

### The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	64	15.31	64	15.31
Very Good	168	40.19	232	55.50
Good	144	34.45	376	89.95
Fair	33	7.89	409	97.85
Poor	3	0.72	412	98.56
Unknown/Did Not Answer	6	1.44	418	100.00

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

### The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	116	27.75	116	27.75
Very Good	156	37.32	272	65.07
Good	97	23.21	369	88.28
Fair	30	7.18	399	95.45
Poor	3	0.72	402	96.17
Unknown/Did Not Answer	16	3.83	418	100.00



BCBSKC - 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	142	34.30	142	34.30
No	272	65.70	414	100.00
Frequency Missing = 4				

BCBSKC - 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	45	31.69	45	31.69
Usually	56	39.44	101	71.13
Always	41	28.87	142	100.00
Frequency Missing = 276				

BCBSKC - 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	16.87	70	16.87
No	345	83.13	415	100.00
Frequency Missing = 3				

BCBSKC - 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	27	38.57	27	38.57
Usually	18	25.71	45	64.29
Always	25	35.71	70	100.00
Frequency Missing = 348				

BCBSKC - 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	67	16.14	67	16.14
No	348	83.86	415	100.00
Frequency Missing = 3				

BCBSKC - 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	37.31	25	37.31
Usually	18	26.87	43	64.18
Always	24	35.82	67	100.00
Frequency Missing = 351				

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

### The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	210	57.69	210	57.69
No	154	42.31	364	100.00
Frequency Missing = 54				

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

### The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	8	4.17	8	4.17
Usually	72	37.50	80	41.67
Always	112	58.33	192	100.00
Frequency Missing = 226				

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

### The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	8	4.44	8	4.44
Usually	52	28.89	60	33.33
Always	120	66.67	180	100.00
Frequency Missing = 238				

BCBSKC - 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	73.68	28	73.68
No	10	26.32	38	100.00
Frequency Missing = 380				

BCBSKC - 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	17	45.95	17	45.95
Usually	9	24.32	26	70.27
Always	11	29.73	37	100.00
Frequency Missing = 381				

BCBSKC - 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	73.68	28	73.68
Usually	5	13.16	33	86.84
Always	5	13.16	38	100.00
Frequency Missing = 380				

BCBSKC - 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	30	81.08	30	81.08
Usually	4	10.81	34	91.89
Always	3	8.11	37	100.00
Frequency Missing = 381				

BCBSKC - 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	130	32.50	130	32.50
No	270	67.50	400	100.00
Frequency Missing = 18				

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

### The FREQ Procedure

RptCareMonths	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	107	83.59	107	83.59
No	21	16.41	128	100.00
Frequency Missing = 290				

BCBSKC - 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	250	62.19	250	62.19
No	152	37.81	402	100.00
Frequency Missing = 16				