

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	26	42.62	26	42.62
No	35	57.38	61	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	3	11.54	3	11.54
Usually	8	30.77	11	42.31
Always	15	57.69	26	100.00
Frequency Missing = 35				

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	7	14.29	7	14.29
Usually	11	22.45	18	36.73
Always	31	63.27	49	100.00
Frequency Missing = 12				

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	42	85.71	42	85.71
No	7	14.29	49	100.00
Frequency Missing = 12				

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	23	46.94	23	46.94
No	26	53.06	49	100.00
Frequency Missing = 12				

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	21	91.30	21	91.30
No	2	8.70	23	100.00
Frequency Missing = 38				

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	17	73.91	17	73.91
No	6	26.09	23	100.00
Frequency Missing = 38				

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	19	82.61	19	82.61
No	4	17.39	23	100.00
Frequency Missing = 38				

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	8	16.33	8	16.33
Good	16	32.65	24	48.98
Great	25	51.02	49	100.00
Frequency Missing = 12				

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	7	14.00	7	14.00
Usually	18	36.00	25	50.00
Always	25	50.00	50	100.00
Frequency Missing = 11				

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	2	4.00	2	4.00
Usually	10	20.00	12	24.00
Always	38	76.00	50	100.00
Frequency Missing = 11				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	1	2.00	1	2.00
Usually	9	18.00	10	20.00
Always	40	80.00	50	100.00
Frequency Missing = 11				

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	1	2.00	1	2.00
Usually	6	12.00	7	14.00
Always	43	86.00	50	100.00
Frequency Missing = 11				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	3	6.00	3	6.00
Usually	11	22.00	14	28.00
Always	36	72.00	50	100.00
Frequency Missing = 11				

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	35	70.00	35	70.00
No	15	30.00	50	100.00
Frequency Missing = 11				

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	7	20.00	7	20.00
Usually	11	31.43	18	51.43
Always	17	48.57	35	100.00
Frequency Missing = 26				

CIGNA - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	6	11.32	6	11.32
Good	13	24.53	19	35.85
Great	34	64.15	53	100.00
Frequency Missing = 8				

CIGNA - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	30	50.00	30	50.00
No	30	50.00	60	100.00
Frequency Missing = 1				

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	6	20.00	6	20.00
Usually	8	26.67	14	46.67
Always	16	53.33	30	100.00
Frequency Missing = 31				

CIGNA - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	1	3.45	1	3.45
Good	9	31.03	10	34.48
Great	19	65.52	29	100.00
Frequency Missing = 32				

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	20	33.33	20	33.33
No	40	66.67	60	100.00
Frequency Missing = 1				

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	40.00	8	40.00
Usually	6	30.00	14	70.00
Always	6	30.00	20	100.00
Frequency Missing = 41				

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	2	10.53	2	10.53
Usually	6	31.58	8	42.11
Always	11	57.89	19	100.00
Frequency Missing = 42				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	16	26.67	16	26.67
No	44	73.33	60	100.00
Frequency Missing = 1				

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	8	50.00	8	50.00
Usually	6	37.50	14	87.50
Always	2	12.50	16	100.00
Frequency Missing = 45				

CIGNA - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	9	14.75	9	14.75
Good	27	44.26	36	59.02
Great	25	40.98	61	100.00

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	10	16.39	10	16.39
Very Good	20	32.79	30	49.18
Good	26	42.62	56	91.80
Fair	5	8.20	61	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	18	29.51	18	29.51
Very Good	24	39.34	42	68.85
Good	15	24.59	57	93.44
Fair	4	6.56	61	100.00

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	21	35.00	21	35.00
No	39	65.00	60	100.00
Frequency Missing = 1				

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	7	35.00	7	35.00
Usually	8	40.00	15	75.00
Always	5	25.00	20	100.00
Frequency Missing = 41				

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	13	21.67	13	21.67
No	47	78.33	60	100.00
Frequency Missing = 1				

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	8	61.54	8	61.54
Usually	3	23.08	11	84.62
Always	2	15.38	13	100.00
Frequency Missing = 48				

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	15	25.00	15	25.00
No	45	75.00	60	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	46.67	7	46.67
Usually	5	33.33	12	80.00
Always	3	20.00	15	100.00
Frequency Missing = 46				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	30	71.43	30	71.43
No	12	28.57	42	100.00
Frequency Missing = 19				

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	2	8.33	2	8.33
Usually	8	33.33	10	41.67
Always	14	58.33	24	100.00
Frequency Missing = 37				

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	5	21.74	5	21.74
Usually	8	34.78	13	56.52
Always	10	43.48	23	100.00
Frequency Missing = 38				

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	2	40.00	2	40.00
No	3	60.00	5	100.00
Frequency Missing = 56				

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	3	60.00	3	60.00
Usually	1	20.00	4	80.00
Always	1	20.00	5	100.00
Frequency Missing = 56				

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	4	80.00	4	80.00
Always	1	20.00	5	100.00
Frequency Missing = 56				

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	4	80.00	4	80.00
Usually	1	20.00	5	100.00
Frequency Missing = 56				

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	23	38.33	23	38.33
No	37	61.67	60	100.00
Frequency Missing = 1				

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	18	81.82	18	81.82
No	4	18.18	22	100.00
Frequency Missing = 39				

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	33	54.10	33	54.10
No	28	45.90	61	100.00