

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

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	77	41.40	77	41.40
No	109	58.60	186	100.00
Frequency Missing = 1				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	9.59	7	9.59
Usually	9	12.33	16	21.92
Always	57	78.08	73	100.00
Frequency Missing = 114				

UHC_COMMERCIAL - 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	18	12.16	18	12.16
Usually	37	25.00	55	37.16
Always	93	62.84	148	100.00
Frequency Missing = 39				

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

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	17	11.11	17	11.11
Good	50	32.68	67	43.79
Great	86	56.21	153	100.00
Frequency Missing = 34				

UHC_COMMERCIAL - 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	10	6.54	10	6.54
Usually	57	37.25	67	43.79
Always	86	56.21	153	100.00
Frequency Missing = 34				

UHC_COMMERCIAL - 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	1.49	2	1.49
Usually	18	13.43	20	14.93
Always	114	85.07	134	100.00
Frequency Missing = 53				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	2	1.50	2	1.50
Usually	21	15.79	23	17.29
Always	110	82.71	133	100.00
Frequency Missing = 54				

UHC_COMMERCIAL - 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	3	2.24	3	2.24
Usually	12	8.96	15	11.19
Always	119	88.81	134	100.00
Frequency Missing = 53				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	5	3.73	5	3.73
Usually	24	17.91	29	21.64
Always	105	78.36	134	100.00
Frequency Missing = 53				

UHC_COMMERCIAL - 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	84	62.69	84	62.69
No	50	37.31	134	100.00
Frequency Missing = 53				

UHC_COMMERCIAL - 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	15	18.52	15	18.52
Usually	20	24.69	35	43.21
Always	46	56.79	81	100.00
Frequency Missing = 106				

UHC_COMMERCIAL - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	11	7.01	11	7.01
Good	34	21.66	45	28.66
Great	112	71.34	157	100.00
Frequency Missing = 30				

UHC_COMMERCIAL - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	107	57.84	107	57.84
No	78	42.16	185	100.00
Frequency Missing = 2				

UHC_COMMERCIAL - 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	10	9.43	10	9.43
Usually	39	36.79	49	46.23
Always	57	53.77	106	100.00
Frequency Missing = 81				

UHC_COMMERCIAL - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	8	7.84	8	7.84
Good	29	28.43	37	36.27
Great	65	63.73	102	100.00
Frequency Missing = 85				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	56	30.27	56	30.27
No	129	69.73	185	100.00
Frequency Missing = 2				

UHC_COMMERCIAL - 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	7	12.73	7	12.73
Usually	21	38.18	28	50.91
Always	27	49.09	55	100.00
Frequency Missing = 132				

UHC_COMMERCIAL - 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	3.77	2	3.77
Usually	5	9.43	7	13.21
Always	46	86.79	53	100.00
Frequency Missing = 134				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	29	16.20	29	16.20
No	150	83.80	179	100.00
Frequency Missing = 8				

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

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	3	10.71	3	10.71
Usually	13	46.43	16	57.14
Always	12	42.86	28	100.00
Frequency Missing = 159				

UHC_COMMERCIAL - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	29	16.02	29	16.02
Good	75	41.44	104	57.46
Great	77	42.54	181	100.00
Frequency Missing = 6				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	32	17.11	32	17.11
Very Good	83	44.39	115	61.50
Good	51	27.27	166	88.77
Fair	14	7.49	180	96.26
Unknown/Did Not Answer	7	3.74	187	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	59	31.55	59	31.55
Very Good	72	38.50	131	70.05
Good	39	20.86	170	90.91
Fair	10	5.35	180	96.26
Poor	2	1.07	182	97.33
Unknown/Did Not Answer	5	2.67	187	100.00

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	95	60.51	95	60.51
No	62	39.49	157	100.00
Frequency Missing = 30				

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

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	8.24	7	8.24
Usually	33	38.82	40	47.06
Always	45	52.94	85	100.00
Frequency Missing = 102				

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

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	3	3.53	3	3.53
Usually	28	32.94	31	36.47
Always	54	63.53	85	100.00
Frequency Missing = 102				

UHC_COMMERCIAL - 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	15	55.56	15	55.56
No	12	44.44	27	100.00
Frequency Missing = 160				

UHC_COMMERCIAL - 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	15	60.00	15	60.00
Usually	3	12.00	18	72.00
Always	7	28.00	25	100.00
Frequency Missing = 162				

UHC_COMMERCIAL - 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	19	73.08	19	73.08
Usually	3	11.54	22	84.62
Always	4	15.38	26	100.00
Frequency Missing = 161				

UHC_COMMERCIAL - 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	21	80.77	21	80.77
Usually	1	3.85	22	84.62
Always	4	15.38	26	100.00
Frequency Missing = 161				