

Aetna\_Adult - 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	27.70	77	27.70
No	201	72.30	278	100.00
Frequency Missing = 1				

Aetna\_Adult - How often did you get care as soon as you needed?

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	5	6.85	5	6.85
Usually	17	23.29	22	30.14
Always	51	69.86	73	100.00
Frequency Missing = 206				

Aetna\_Adult - 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	22	10.28	22	10.28
Usually	65	30.37	87	40.65
Always	127	59.35	214	100.00
Frequency Missing = 65				

Aetna\_Adult - How would you rate your health care quality in the last six months?

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	14	6.67	14	6.67
Good	75	35.71	89	42.38
Great	121	57.62	210	100.00
Frequency Missing = 69				

Aetna\_Adult - 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	12	5.69	12	5.69
Usually	70	33.18	82	38.86
Always	129	61.14	211	100.00
Frequency Missing = 68				

Aetna\_Adult - 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	7	3.21	7	3.21
Usually	41	18.81	48	22.02
Always	170	77.98	218	100.00
Frequency Missing = 61				

Aetna\_Adult - How often did your personal doctor listen to you?

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	6	2.74	6	2.74
Usually	37	16.89	43	19.63
Always	176	80.37	219	100.00
Frequency Missing = 60				

Aetna\_Adult - 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	7	3.20	7	3.20
Usually	23	10.50	30	13.70
Always	189	86.30	219	100.00
Frequency Missing = 60				

Aetna\_Adult - How often did your personal doctor spend enough time with you?

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	12	5.48	12	5.48
Usually	43	19.63	55	25.11
Always	164	74.89	219	100.00
Frequency Missing = 60				

Aetna\_Adult - 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	128	58.45	128	58.45
No	91	41.55	219	100.00
Frequency Missing = 60				

Aetna\_Adult - How often did your personal doctor seem informed with care you received from other doctors or providers?

The FREQ Procedure

DrInformedMultiDr	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	19	14.84	19	14.84
Usually	43	33.59	62	48.44
Always	66	51.56	128	100.00
Frequency Missing = 151				

Aetna\_Adult - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	12	4.74	12	4.74
Good	51	20.16	63	24.90
Great	190	75.10	253	100.00
Frequency Missing = 26				

Aetna\_Adult - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	144	51.80	144	51.80
No	134	48.20	278	100.00
Frequency Missing = 1				

Aetna\_Adult - 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	13	9.29	13	9.29
Usually	46	32.86	59	42.14
Always	81	57.86	140	100.00
Frequency Missing = 139				

Aetna\_Adult - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	7	5.22	7	5.22
Good	26	19.40	33	24.63
Great	101	75.37	134	100.00
Frequency Missing = 145				

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

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	84	30.55	84	30.55
No	191	69.45	275	100.00
Frequency Missing = 4				

Aetna\_Adult - 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	14	16.87	14	16.87
Usually	22	26.51	36	43.37
Always	47	56.63	83	100.00
Frequency Missing = 196				

Aetna\_Adult - 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	1.20	1	1.20
Usually	23	27.71	24	28.92
Always	59	71.08	83	100.00
Frequency Missing = 196				

Aetna\_Adult - Did you have to fill out any forms with your health plan?

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	45	16.48	45	16.48
No	228	83.52	273	100.00
Frequency Missing = 6				

Aetna\_Adult - 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	17.78	8	17.78
Usually	19	42.22	27	60.00
Always	18	40.00	45	100.00
Frequency Missing = 234				

Aetna\_Adult - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	41	15.19	41	15.19
Good	93	34.44	134	49.63
Great	136	50.37	270	100.00
Frequency Missing = 9				

Aetna\_Adult - In general, how would you rate your overall health?

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	27	9.68	27	9.68
Very Good	107	38.35	134	48.03
Good	110	39.43	244	87.46
Fair	26	9.32	270	96.77
Poor	3	1.08	273	97.85
Unknown/Did Not Answer	6	2.15	279	100.00

Aetna\_Adult - In general, how would you rate your overall mental or emotional health?

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	75	26.88	75	26.88
Very Good	102	36.56	177	63.44
Good	78	27.96	255	91.40
Fair	19	6.81	274	98.21
Poor	1	0.36	275	98.57
Unknown/Did Not Answer	4	1.43	279	100.00

Aetna\_Adult - Have you had a flu shot or flu spray administration since July 1 2020?

## The FREQ Procedure

FluTreat	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	180	65.69	180	65.69
No	94	34.31	274	100.00
Frequency Missing = 5				

Aetna\_Adult - Did you file any claims for care to your health plan?

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	141	60.00	141	60.00
No	94	40.00	235	100.00
Frequency Missing = 44				

Aetna\_Adult - How often were claims for care to your health plan handled quickly?

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	11	10.28	11	10.28
Usually	35	32.71	46	42.99
Always	61	57.01	107	100.00
Frequency Missing = 172				

Aetna\_Adult - How often were claims for care to your health plan handled correctly?

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	11	9.65	11	9.65
Usually	40	35.09	51	44.74
Always	63	55.26	114	100.00
Frequency Missing = 165				



Aetna\_Adult - 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	27	64.29	27	64.29
No	15	35.71	42	100.00
Frequency Missing = 237				

Aetna\_Adult - 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	21	50.00	21	50.00
Usually	5	11.90	26	61.90
Always	16	38.10	42	100.00
Frequency Missing = 237				

Aetna\_Adult - 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	32	76.19	32	76.19
Usually	4	9.52	36	85.71
Always	6	14.29	42	100.00
Frequency Missing = 237				

Aetna\_Adult - 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	35	83.33	35	83.33
Usually	3	7.14	38	90.48
Always	4	9.52	42	100.00
Frequency Missing = 237				