

BCBSKC_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	61	34.66	61	34.66
No	115	65.34	176	100.00

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	6	10.00	6	10.00
Usually	10	16.67	16	26.67
Always	44	73.33	60	100.00
Frequency Missing = 116				

BCBSKC_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	17.19	22	17.19
Usually	39	30.47	61	47.66
Always	67	52.34	128	100.00
Frequency Missing = 48				

BCBSKC_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	15	10.42	15	10.42
Good	52	36.11	67	46.53
Great	77	53.47	144	100.00
Frequency Missing = 32				

BCBSKC_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	19	13.19	19	13.19
Usually	49	34.03	68	47.22
Always	76	52.78	144	100.00
Frequency Missing = 32				

BCBSKC_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	4	3.33	4	3.33
Usually	17	14.17	21	17.50
Always	99	82.50	120	100.00
Frequency Missing = 56				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	5	4.20	5	4.20
Usually	16	13.45	21	17.65
Always	98	82.35	119	100.00
Frequency Missing = 57				

BCBSKC_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	5	4.20	5	4.20
Usually	10	8.40	15	12.61
Always	104	87.39	119	100.00
Frequency Missing = 57				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	10	8.40	10	8.40
Usually	17	14.29	27	22.69
Always	92	77.31	119	100.00
Frequency Missing = 57				

BCBSKC_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	84	70.59	84	70.59
No	35	29.41	119	100.00
Frequency Missing = 57				

BCBSKC_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	15	18.99	15	18.99
Usually	26	32.91	41	51.90
Always	38	48.10	79	100.00
Frequency Missing = 97				

BCBSKC_Adult - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	8	5.63	8	5.63
Good	36	25.35	44	30.99
Great	98	69.01	142	100.00
Frequency Missing = 34				

BCBSKC_Adult - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	105	60.34	105	60.34
No	69	39.66	174	100.00
Frequency Missing = 2				

BCBSKC_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	17	16.50	17	16.50
Usually	32	31.07	49	47.57
Always	54	52.43	103	100.00
Frequency Missing = 73				

BCBSKC_Adult - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	5	4.95	5	4.95
Good	25	24.75	30	29.70
Great	71	70.30	101	100.00
Frequency Missing = 75				

BCBSKC_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	46	26.90	46	26.90
No	125	73.10	171	100.00
Frequency Missing = 5				

BCBSKC_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	6	13.33	6	13.33
Usually	14	31.11	20	44.44
Always	25	55.56	45	100.00
Frequency Missing = 131				

BCBSKC_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	3	6.67	3	6.67
Usually	5	11.11	8	17.78
Always	37	82.22	45	100.00
Frequency Missing = 131				

BCBSKC_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	28.13	45	28.13
No	115	71.88	160	100.00
Frequency Missing = 16				

BCBSKC_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	16	35.56	24	53.33
Always	21	46.67	45	100.00
Frequency Missing = 131				

BCBSKC_Adult - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	33	19.19	33	19.19
Good	60	34.88	93	54.07
Great	79	45.93	172	100.00
Frequency Missing = 4				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	25	14.20	25	14.20
Very Good	71	40.34	96	54.55
Good	64	36.36	160	90.91
Fair	12	6.82	172	97.73
Poor	1	0.57	173	98.30
Unknown/Did Not Answer	3	1.70	176	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	43	24.43	43	24.43
Very Good	59	33.52	102	57.95
Good	51	28.98	153	86.93
Fair	17	9.66	170	96.59
Poor	4	2.27	174	98.86
Unknown/Did Not Answer	2	1.14	176	100.00

BCBSKC_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	116	68.24	116	68.24
No	54	31.76	170	100.00
Frequency Missing = 6				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	99	64.29	99	64.29
No	55	35.71	154	100.00
Frequency Missing = 22				

BCBSKC_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	8	9.52	8	9.52
Usually	28	33.33	36	42.86
Always	48	57.14	84	100.00
Frequency Missing = 92				

BCBSKC_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	5	5.81	5	5.81
Usually	26	30.23	31	36.05
Always	55	63.95	86	100.00
Frequency Missing = 90				

BCBSKC_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	4	44.44	4	44.44
No	5	55.56	9	100.00
Frequency Missing = 167				

BCBSKC_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	4	50.00	4	50.00
Usually	1	12.50	5	62.50
Always	3	37.50	8	100.00
Frequency Missing = 168				

BCBSKC_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	7	87.50	7	87.50
Always	1	12.50	8	100.00
Frequency Missing = 168				

BCBSKC_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	7	87.50	7	87.50
Always	1	12.50	8	100.00
Frequency Missing = 168				