

UHC_Medicare - 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 | 36.62 | 26 | 36.62 |
| No | 45 | 63.38 | 71 | 100.00 |

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

The FREQ Procedure

| UrgentCareFast | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Sometimes/Never | 2 | 8.33 | 2 | 8.33 |
| Usually | 9 | 37.50 | 11 | 45.83 |
| Always | 13 | 54.17 | 24 | 100.00 |
| Frequency Missing = 47 | | | | |

UHC_Medicare - 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 | 5 | 13.51 | 5 | 13.51 |
| Usually | 13 | 35.14 | 18 | 48.65 |
| Always | 19 | 51.35 | 37 | 100.00 |
| Frequency Missing = 34 | | | | |

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

The FREQ Procedure

| CareRate | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Bad | 6 | 14.63 | 6 | 14.63 |
| Good | 15 | 36.59 | 21 | 51.22 |
| Great | 20 | 48.78 | 41 | 100.00 |
| Frequency Missing = 30 | | | | |

UHC_Medicare - 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 | 17.50 | 7 | 17.50 |
| Usually | 9 | 22.50 | 16 | 40.00 |
| Always | 24 | 60.00 | 40 | 100.00 |
| Frequency Missing = 31 | | | | |

UHC_Medicare - 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 | 11.43 | 4 | 11.43 |
| Usually | 9 | 25.71 | 13 | 37.14 |
| Always | 22 | 62.86 | 35 | 100.00 |
| Frequency Missing = 36 | | | | |

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

The FREQ Procedure

| DrListen | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Sometimes/Never | 3 | 8.57 | 3 | 8.57 |
| Usually | 8 | 22.86 | 11 | 31.43 |
| Always | 24 | 68.57 | 35 | 100.00 |
| Frequency Missing = 36 | | | | |

UHC_Medicare - 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 | 4 | 11.43 | 4 | 11.43 |
| Usually | 3 | 8.57 | 7 | 20.00 |
| Always | 28 | 80.00 | 35 | 100.00 |
| Frequency Missing = 36 | | | | |

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

The FREQ Procedure

| DrTime | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Sometimes/Never | 3 | 8.82 | 3 | 8.82 |
| Usually | 7 | 20.59 | 10 | 29.41 |
| Always | 24 | 70.59 | 34 | 100.00 |
| Frequency Missing = 37 | | | | |

UHC_Medicare - 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 | 24 | 68.57 | 24 | 68.57 |
| No | 11 | 31.43 | 35 | 100.00 |
| Frequency Missing = 36 | | | | |

UHC_Medicare - 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 | 6 | 25.00 | 6 | 25.00 |
| Usually | 5 | 20.83 | 11 | 45.83 |
| Always | 13 | 54.17 | 24 | 100.00 |
| Frequency Missing = 47 | | | | |

UHC_Medicare - How would you rate your personal doctor?

The FREQ Procedure

| DrRate | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Bad | 8 | 16.00 | 8 | 16.00 |
| Good | 9 | 18.00 | 17 | 34.00 |
| Great | 33 | 66.00 | 50 | 100.00 |
| Frequency Missing = 21 | | | | |

UHC_Medicare - Did you visit a specialist?

The FREQ Procedure

| Specialist | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------------------|-----------|---------|----------------------|--------------------|
| Yes | 28 | 40.00 | 28 | 40.00 |
| No | 42 | 60.00 | 70 | 100.00 |
| Frequency Missing = 1 | | | | |

UHC_Medicare - 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 | 5 | 18.52 | 5 | 18.52 |
| Usually | 14 | 51.85 | 19 | 70.37 |
| Always | 8 | 29.63 | 27 | 100.00 |
| Frequency Missing = 44 | | | | |

UHC_Medicare - How would you rate your specialist?

The FREQ Procedure

| SpecialistRate | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Bad | 5 | 20.00 | 5 | 20.00 |
| Good | 6 | 24.00 | 11 | 44.00 |
| Great | 14 | 56.00 | 25 | 100.00 |
| Frequency Missing = 46 | | | | |

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

The FREQ Procedure

| CS | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------------------|-----------|---------|----------------------|--------------------|
| Yes | 14 | 20.29 | 14 | 20.29 |
| No | 55 | 79.71 | 69 | 100.00 |
| Frequency Missing = 2 | | | | |

UHC_Medicare - 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 | 1 | 7.14 | 1 | 7.14 |
| Usually | 6 | 42.86 | 7 | 50.00 |
| Always | 7 | 50.00 | 14 | 100.00 |
| Frequency Missing = 57 | | | | |

UHC_Medicare - 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 |
|------------------------|-----------|---------|----------------------|--------------------|
| Usually | 3 | 23.08 | 3 | 23.08 |
| Always | 10 | 76.92 | 13 | 100.00 |
| Frequency Missing = 58 | | | | |

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

The FREQ Procedure

| Forms | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------------------|-----------|---------|----------------------|--------------------|
| Yes | 15 | 24.19 | 15 | 24.19 |
| No | 47 | 75.81 | 62 | 100.00 |
| Frequency Missing = 9 | | | | |

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

The FREQ Procedure

| FormsEasy | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Sometimes/Never | 1 | 7.14 | 1 | 7.14 |
| Usually | 3 | 21.43 | 4 | 28.57 |
| Always | 10 | 71.43 | 14 | 100.00 |
| Frequency Missing = 57 | | | | |

UHC_Medicare - How would you rate your health plan?

The FREQ Procedure

| PlanRate | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|-----------------------|-----------|---------|----------------------|--------------------|
| Bad | 10 | 15.15 | 10 | 15.15 |
| Good | 16 | 24.24 | 26 | 39.39 |
| Great | 40 | 60.61 | 66 | 100.00 |
| Frequency Missing = 5 | | | | |

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

The FREQ Procedure

| OverallHealthRate | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Excellent | 10 | 14.08 | 10 | 14.08 |
| Very Good | 21 | 29.58 | 31 | 43.66 |
| Good | 23 | 32.39 | 54 | 76.06 |
| Fair | 12 | 16.90 | 66 | 92.96 |
| Poor | 4 | 5.63 | 70 | 98.59 |
| Unknown/Did Not Answer | 1 | 1.41 | 71 | 100.00 |

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

The FREQ Procedure

| MentalHealthRate | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| Excellent | 11 | 15.49 | 11 | 15.49 |
| Very Good | 14 | 19.72 | 25 | 35.21 |
| Good | 27 | 38.03 | 52 | 73.24 |
| Fair | 12 | 16.90 | 64 | 90.14 |
| Poor | 6 | 8.45 | 70 | 98.59 |
| Unknown/Did Not Answer | 1 | 1.41 | 71 | 100.00 |

UHC_Medicare - 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 | 19 | 28.79 | 19 | 28.79 |
| No | 47 | 71.21 | 66 | 100.00 |
| Frequency Missing = 5 | | | | |

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

The FREQ Procedure

| claimssend | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| | | | | |
| Frequency Missing = 71 | | | | |

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

The FREQ Procedure

| claimsquick | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| | | | | |
| Frequency Missing = 71 | | | | |

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

The FREQ Procedure

| claimscorrect | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------|-----------|---------|----------------------|--------------------|
| | | | | |
| Frequency Missing = 71 | | | | |

UHC_Medicare - 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 | 12 | 66.67 | 12 | 66.67 |
| No | 6 | 33.33 | 18 | 100.00 |
| Frequency Missing = 53 | | | | |

UHC_Medicare - 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 | 12 | 66.67 | 12 | 66.67 |
| Usually | 1 | 5.56 | 13 | 72.22 |
| Always | 5 | 27.78 | 18 | 100.00 |
| Frequency Missing = 53 | | | | |

UHC_Medicare - 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 | 17 | 94.44 | 17 | 94.44 |
| Usually | 1 | 5.56 | 18 | 100.00 |
| Frequency Missing = 53 | | | | |

UHC_Medicare - 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 | 14 | 82.35 | 14 | 82.35 |
| Usually | 2 | 11.76 | 16 | 94.12 |
| Always | 1 | 5.88 | 17 | 100.00 |
| Frequency Missing = 54 | | | | |