

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	66	34.38	66	34.38
No	126	65.63	192	100.00
Frequency Missing = 2				

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	6	9.38	6	9.38
Usually	11	17.19	17	26.56
Always	47	73.44	64	100.00
Frequency Missing = 130				

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	18	12.16	18	12.16
Usually	44	29.73	62	41.89
Always	86	58.11	148	100.00
Frequency Missing = 46				

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	11	6.83	11	6.83
Good	52	32.30	63	39.13
Great	98	60.87	161	100.00
Frequency Missing = 33				

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	13	8.07	13	8.07
Usually	56	34.78	69	42.86
Always	92	57.14	161	100.00
Frequency Missing = 33				

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	4	2.61	4	2.61
Usually	29	18.95	33	21.57
Always	120	78.43	153	100.00
Frequency Missing = 41				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	4.55	7	4.55
Usually	22	14.29	29	18.83
Always	125	81.17	154	100.00
Frequency Missing = 40				

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	4.55	7	4.55
Usually	16	10.39	23	14.94
Always	131	85.06	154	100.00
Frequency Missing = 40				

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	8	5.23	8	5.23
Usually	26	16.99	34	22.22
Always	119	77.78	153	100.00
Frequency Missing = 41				

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	119	78.29	119	78.29
No	33	21.71	152	100.00
Frequency Missing = 42				

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	8	6.78	8	6.78
Usually	40	33.90	48	40.68
Always	70	59.32	118	100.00
Frequency Missing = 76				

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

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	13	7.69	13	7.69
Good	26	15.38	39	23.08
Great	130	76.92	169	100.00
Frequency Missing = 25				

Aetna\_Adult - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	127	65.80	127	65.80
No	66	34.20	193	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	15	12.00	15	12.00
Usually	42	33.60	57	45.60
Always	68	54.40	125	100.00
Frequency Missing = 69				

Aetna\_Adult - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	6	4.96	6	4.96
Good	28	23.14	34	28.10
Great	87	71.90	121	100.00
Frequency Missing = 73				

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	61	32.28	61	32.28
No	128	67.72	189	100.00
Frequency Missing = 5				

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	11	18.33	11	18.33
Usually	14	23.33	25	41.67
Always	35	58.33	60	100.00
Frequency Missing = 134				

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	4	6.56	4	6.56
Usually	14	22.95	18	29.51
Always	43	70.49	61	100.00
Frequency Missing = 133				

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	29	15.59	29	15.59
No	157	84.41	186	100.00
Frequency Missing = 8				

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	3	10.71	3	10.71
Usually	11	39.29	14	50.00
Always	14	50.00	28	100.00
Frequency Missing = 166				

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

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	31	16.49	31	16.49
Good	61	32.45	92	48.94
Great	96	51.06	188	100.00
Frequency Missing = 6				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	14	7.22	14	7.22
Very Good	79	40.72	93	47.94
Good	83	42.78	176	90.72
Fair	10	5.15	186	95.88
Poor	3	1.55	189	97.42
Unknown/Did Not Answer	5	2.58	194	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	31	15.98	31	15.98
Very Good	80	41.24	111	57.22
Good	56	28.87	167	86.08
Fair	18	9.28	185	95.36
Poor	5	2.58	190	97.94
Unknown/Did Not Answer	4	2.06	194	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	107	57.22	107	57.22
No	80	42.78	187	100.00
Frequency Missing = 7				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	107	64.46	107	64.46
No	59	35.54	166	100.00
Frequency Missing = 28				

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	9	10.23	9	10.23
Usually	35	39.77	44	50.00
Always	44	50.00	88	100.00
Frequency Missing = 106				

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	2	2.22	2	2.22
Usually	34	37.78	36	40.00
Always	54	60.00	90	100.00
Frequency Missing = 104				



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	14	77.78	14	77.78
No	4	22.22	18	100.00
Frequency Missing = 176				

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	8	44.44	8	44.44
Usually	3	16.67	11	61.11
Always	7	38.89	18	100.00
Frequency Missing = 176				

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	11	61.11	11	61.11
Usually	2	11.11	13	72.22
Always	5	27.78	18	100.00
Frequency Missing = 176				

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	13	72.22	13	72.22
Always	5	27.78	18	100.00
Frequency Missing = 176				