

Humana\_Adult\_KC - Did you have an illness, injury or condition that needed care right away?

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	55	29.41	55	29.41
No	132	70.59	187	100.00
Frequency Missing = 3				

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

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	8	15.38	8	15.38
Usually	10	19.23	18	34.62
Always	34	65.38	52	100.00
Frequency Missing = 138				

Humana\_Adult\_KC - 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	23	15.97	23	15.97
Usually	27	18.75	50	34.72
Always	94	65.28	144	100.00
Frequency Missing = 46				

Humana\_Adult\_KC - 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	7.19	11	7.19
Good	30	19.61	41	26.80
Great	112	73.20	153	100.00
Frequency Missing = 37				

Humana\_Adult\_KC - 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	14	9.09	14	9.09
Usually	38	24.68	52	33.77
Always	102	66.23	154	100.00
Frequency Missing = 36				

Humana\_Adult\_KC - 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	4.64	7	4.64
Usually	25	16.56	32	21.19
Always	119	78.81	151	100.00
Frequency Missing = 39				

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

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	4	2.68	4	2.68
Usually	29	19.46	33	22.15
Always	116	77.85	149	100.00
Frequency Missing = 41				

Humana\_Adult\_KC - 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	2.67	4	2.67
Usually	20	13.33	24	16.00
Always	126	84.00	150	100.00
Frequency Missing = 40				

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

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	9	6.04	9	6.04
Usually	29	19.46	38	25.50
Always	111	74.50	149	100.00
Frequency Missing = 41				

Humana\_Adult\_KC - 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	98	66.22	98	66.22
No	50	33.78	148	100.00
Frequency Missing = 42				

Humana\_Adult\_KC - 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	13	13.40	13	13.40
Usually	31	31.96	44	45.36
Always	53	54.64	97	100.00
Frequency Missing = 93				

Humana\_Adult\_KC - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	10	5.85	10	5.85
Good	19	11.11	29	16.96
Great	142	83.04	171	100.00
Frequency Missing = 19				

Humana\_Adult\_KC - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	118	62.77	118	62.77
No	70	37.23	188	100.00
Frequency Missing = 2				

Humana\_Adult\_KC - 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	12.93	15	12.93
Usually	29	25.00	44	37.93
Always	72	62.07	116	100.00
Frequency Missing = 74				

Humana\_Adult\_KC - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	5	4.31	5	4.31
Good	15	12.93	20	17.24
Great	96	82.76	116	100.00
Frequency Missing = 74				

Humana\_Adult\_KC - 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	30.11	56	30.11
No	130	69.89	186	100.00
Frequency Missing = 4				

Humana\_Adult\_KC - 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	13	23.21	13	23.21
Usually	12	21.43	25	44.64
Always	31	55.36	56	100.00
Frequency Missing = 134				

Humana\_Adult\_KC - 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	5.36	3	5.36
Usually	5	8.93	8	14.29
Always	48	85.71	56	100.00
Frequency Missing = 134				

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

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	36	19.67	36	19.67
No	147	80.33	183	100.00
Frequency Missing = 7				

Humana\_Adult\_KC - How often were forms from your health plan easy to fill out?

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	4	11.11	4	11.11
Usually	15	41.67	19	52.78
Always	17	47.22	36	100.00
Frequency Missing = 154				

Humana\_Adult\_KC - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	28	15.14	28	15.14
Good	50	27.03	78	42.16
Great	107	57.84	185	100.00
Frequency Missing = 5				

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

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	22	11.58	22	11.58
Very Good	52	27.37	74	38.95
Good	81	42.63	155	81.58
Fair	30	15.79	185	97.37
Poor	3	1.58	188	98.95
Unknown/Did Not Answer	2	1.05	190	100.00

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

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	49	25.79	49	25.79
Very Good	70	36.84	119	62.63
Good	45	23.68	164	86.32
Fair	17	8.95	181	95.26
Poor	6	3.16	187	98.42
Unknown/Did Not Answer	3	1.58	190	100.00

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

The FREQ Procedure

<b>FluTreat</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Yes</b>	124	67.39	124	67.39
<b>No</b>	60	32.61	184	100.00
<b>Frequency Missing = 6</b>				

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

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	98	65.77	98	65.77
No	51	34.23	149	100.00
Frequency Missing = 41				

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

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	10	14.93	10	14.93
Usually	23	34.33	33	49.25
Always	34	50.75	67	100.00
Frequency Missing = 123				

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

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	9	12.68	9	12.68
Usually	15	21.13	24	33.80
Always	47	66.20	71	100.00
Frequency Missing = 119				



Humana\_Adult\_KC - 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	13	68.42	13	68.42
No	6	31.58	19	100.00
Frequency Missing = 171				

Humana\_Adult\_KC - 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	42.11	8	42.11
Usually	5	26.32	13	68.42
Always	6	31.58	19	100.00
Frequency Missing = 171				

Humana\_Adult\_KC - 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	14	77.78	14	77.78
Usually	4	22.22	18	100.00
Frequency Missing = 172				

Humana\_Adult\_KC - 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	73.68	14	73.68
Usually	3	15.79	17	89.47
Always	2	10.53	19	100.00
Frequency Missing = 171				