



Health Share of Oregon
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2017
Measurement Year 2016



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METHODOLOGY

Introduction

This banner book report summarizes the results of the 2017 CAHPS® Medicaid survey of Health Share of Oregon members. Health Share of Oregon is one of 16 health plans that participated in the survey. The survey was administered over a twelve-week period using a mixed-mode (mail and telephone) six-wave protocol. This protocol consisted of a pre-notification letter, an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents. Phone follow-up was conducted for members who had not responded to the mailings. Respondents were surveyed in English and Spanish. DataStat administered the survey under contract with the Oregon Health Authority.

Survey Milestones

Pre-notification letters mailed:	January 5, 2017
1st mailing of survey packets:	January 12, 2017
1st mailing of reminder postcards:	January 19, 2017
2nd mailing of survey packets:	February 9, 2017
2nd mailing of reminder postcards:	February 16, 2017
Phone follow-up start:	March 8, 2017
Mail and phone field terminated:	April 6, 2017

Sampling

The sampling plan for the adult and child surveys called for a random sample of 900 eligible members per CCO in each age group. The state elected to sample 1800 members from each age group of the Open Card population. Adults were defined as members aged 18 years or older and children as 17 years old or younger, both as of November 30, 2016. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of November 30, 2016. The final selected sample consisted of 16,200 adult OHP enrollees and 16,200 child OHP enrollees.

Questionnaires

The instruments selected for the survey were adaptations of the CAHPS® 5.0 adult and child core questionnaires for use in assessing the performance of CCOs. CAHPS® supplemental questions as well as OHP-specific items were added to the instruments.

Selection of Cases for Analysis

Surveys were considered complete if respondents did not say 'No' to Q1 and if they provided a valid response to at least one non OHP-specific question.

Composites, Overall Ratings, and Measures for Reporting

In addition to responses by individual question, the CAHPS® 5.0 questionnaire yields several types of results for reporting. *Composite scores* summarize responses in key areas of member experience. Five composites are calculated for the adult and child instruments: *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctors Communicate*, and *Health Plan Customer Service*, and *Shared Decision Making*. Global or overall ratings measure respondents' assessments, using a scale of 0 to 10, of their health plan, health care, personal doctor, and specialist. In the child questionnaire, an additional set of three *Reporting Measures* are possible. These measures cover topics called *Access to Specialized Services*, *Family Centered Care*, and *Coordination of Care*.

The questions for each composite, overall rating, and reporting measure are listed below, with their locations in the adult and child questionnaires, respectively, as well as the topics addressed by the item.

Composite: Getting Needed Care

Q14/15. Got care, tests or treatment you thought you needed

Q25/46. Getting appointments with specialists

Composite: Getting Care Quickly

Q4/4. Got care for illness/injury/condition as soon as you thought you/child needed

Q6/6. Got an appt. for routine care as soon as you thought you/child needed

Composite: How Well Doctors Communicate

Q17/32. Personal doctor explained things in a way that was easy to understand

Q18/33. Personal doctor listened carefully to you

Q19/34. Personal doctor showed respect for what you had to say

Q20/37. Personal doctor spent enough time with you/your child

Composite: Customer Service

Q31/50. Health plan's customer service gave needed information or help

Q32/51. Treated with courtesy and respect by health plan's customer service staff

Composite: Shared Decision Making

Q10/11. Doctor talked about reasons you might want to take a medicine

Q11/12. Doctor talked about reasons you might not want to take a medicine

Q12/13. Doctor talked about what you thought was best for you when discussing a medication

Rating Questions

Q13/14. Rating of all health care

Q23/41. Rating of personal doctor

Q27/47. Rating of specialist doctor

Q35/54. Rating of health plan

Composite: Access to Specialized Services (Child only)

Q--/20. Getting special medical equipment or devices for your child

Q--/23. Getting special therapy (physical, occupational, speech) for your child

Q--/26. Getting treatment or counseling for your child

Composite: Family Centered Care: Personal Doctor Who Knows Child (Child only)

Q--/38. Child's personal doctor talked with you about how child is feeling, growing, behaving

Q--/43. Child's personal doctor understands how child's health conditions affect child's day-to-day life

Q--/44. Child's personal doctor understands how child's health conditions affect family's day-to-day life

Composite: Coordination of Care for Children with Chronic Conditions (Child only)

Q--/18. Got help contacting school and daycare from someone at health plan or doctor's office

Q--/29. Got help coordinating care among providers from someone at health plan or doctor's office

Comparisons, Statistical Testing, Scoring, and Weighting

In the tables, results are presented for all questionnaire items, reporting measures, and composites, by OHP overall, age category, race/ethnicity, health status, and gender. If any demographic subgroup has fewer than 11 respondents then the data in that demographic subgroup are suppressed, no cases will be presented in the column. Suppressed banner points are marked with a '###' on the banner point label. Some banner points have zero respondents, these banner points are marked with a '#' on the banner point label.

Significance testing was conducted between the CCO results and the overall OHP results, and the plan demographic subgroup results. Statistically significant differences were determined with binomial and t-tests, using a significance level of .05 or less. Tests were considered valid when the number of cases used to compute the score was 50 or greater and there was non-zero variation in the tested groups. The symbol '~' is used to indicate the test was not valid. For comparisons with statistically significant differences, a star (*) is found to the right of the relevant percentage in the table.

For rating, composite, and reporting measure questions, responses grouped together as scores offer a means of comparing performance across plans and other subgroups. Scores are usually designed to capture respondents' positive experiences. Thus, in rating questions, for example, responses of 8, 9, or 10 represent a positive experience, as do responses of 'Usually' or 'Always' to questions that make up the composites and most of the reporting measures. To make these scores easily available to users, positive responses have been set apart in the banner tables and labelled as 'Nets'. A net score preceded by '#' signifies the most inclusive grouping (i.e. 8, 9, and 10), whereas a net score preceded by the label 'Score 2' represents the least inclusive grouping (i.e. 9 and 10).

Data presented in the banner books were weighted to reflect each plan's actual distribution in the total eligible population. A weight unique to each health plan and age category (adults and children) was constructed by applying the percentage of members by plan in the population to the corresponding percentages in the completed cases.

Sample Disposition

Category	Adult		Child	
	Health Share of Oregon	Overall	Health Share of Oregon	Overall
**First mailing - sent	900	16200	900	16200
*First mailing - usable survey returned	121	2801	105	2168
Second mailing - sent	779	13319	771	13616
*Second mailing - usable survey returned	48	978	54	886
*Phone - usable surveys	76	1303	164	2255
Total - usable surveys	245	5082	323	5309
†Ineligible: According to population criteria‡	21	346	9	200
†Ineligible: Deceased	2	31	0	0
†Ineligible: Mentally or physically unable to complete survey	14	195	0	0
†Ineligible: Language barrier	24	64	26	59
Incorrect address AND incorrect phone number	42	848	33	710
Refusal/Returned survey blank	44	672	34	829
Nonresponse - Unavailable by mail or phone	508	8962	475	9093
Adjusted Response Rate	29.2%	32.7%	37.3%	33.3%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

‡Population criteria: The designated respondent must be enrolled in the health plan and meet the age requirements of the survey methodology.

Note: *Adjusted Response Rate = Total Usable Surveys / Total Eligible Cases*

Response/Non-Response Comparison

Presented below is a comparison, by age and gender within each age category, of respondents and non-respondents, all of whom were part of the random sample for the Oregon CAHPS© 2017 survey.

Non-Respondents are members or member proxys who decided not to participate in the study by mail or phone. This group includes two types of non-respondents:

- 1) Members who passively refused by not returning the questionnaire mailed to their household and/or not answering questions over the phone.
- 2) Members who actively refused, either by contacting DataStat or by declining to participate when DataStat attempted to reach them by phone.

The category labeled **Respondents** includes members or member proxys who completed the questionnaire either by mail or phone.

Adult

Gender / Age	Non-Respondents	Respondents	Difference
Male	241 45.6%	98 40.0%	-5.64%
Female	287 54.4%	147 60.0%	5.64%
18-24	93 17.6%	27 11.0%	-6.59%
25-34	145 27.5%	44 18.0%	-9.50%
35-44	95 18.0%	53 21.6%	3.64%
45-54	85 16.1%	42 17.1%	1.04%
55-64	75 14.2%	52 21.2%	7.02%
65-74	20 3.8%	14 5.7%	1.93%
75 or Older	15 2.8%	13 5.3%	2.47%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	243 51.1%	169 52.3%	1.27%
Female	233 48.9%	154 47.7%	-1.27%
<3	90 18.9%	55 17.0%	-1.88%
4-7	105 22.1%	83 25.7%	3.64%
8-12	156 32.8%	98 30.3%	-2.43%
13 or older	125 26.3%	87 26.9%	0.67%

Q1 OUR RECORDS SHOW THAT YOU ARE NOW IN <HEALTH PLAN>. IS THAT RIGHT?

	BANT OT1	BANT OT2	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK ##	OTH R	MUL- TI	HIS- IC	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE
Q1 YES	245 100%	5060 100%	23 100%	39 100%	48 100%	38 100%	52 100%	24 100%	122 100%	13 100%	29 100%			19 100%	30 100%	192 100%	164 100%	62 100%	87 100%	137 100%
NOT ANSWERED		22																		
VALID CASES	245	5060	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
NUMBER OF RESPONDENTS	245 100%	5082 100%	23 100%	39 100%	48 100%	38 100%	52 100%	24 100%	122 100%	13 100%	29 100%			19 100%	30 100%	192 100%	164 100%	62 100%	87 100%	137 100%

Q3 IN THE LAST 6 MONTHS, DID YOU HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q3 YES	89 38%	2017 41%	5 22%~	17 44%~	17 35%~	18 47%~	21 40%	6 25%~	55 45%*	4 31%~	2 7%~	~	~	~	8 42%~	11 37%~	72 38%~	56 34%	28 45%	36 41%	50 36%
Q3 NO	148 62%	2921 59%	18 78%~	22 56%~	31 65%~	20 53%~	31 60%	18 75%~	67 55%*	9 69%~	27 93%~	~	~	~	11 58%~	19 63%~	120 63%~	108 66%	34 55%	51 59%	87 64%
NOT ANSWERED	8	144																			
VALID CASES	237	4938	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

Q4 IN THE LAST 6 MONTHS, WHEN YOU NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOU GET CARE AS SOON AS YOU NEEDED?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2													ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	AFR-	IAN	##	##	##	TI	IC	IC	&	&		
																	GOOD	POOR	MALE	FE-	
																				MALE	
Q4																					
NEVER	2	42	1			1			1						1	1	1	1	1	1	1
	3%	2%	20%~	~	~	8%~	~	~	2%~	~	~	~	~	~	11%~	2%~	2%~	4%~	3%~	2%~	
SOMETIMES	8	268	1	2	3	1	1		6					2	8	5	2	6	2		
	10%	15%	20%~	13%~	19%~	8%~	5%~	~	12%~	~	~	~	~	25%~	~	12%~	10%~	8%~	18%~	5%~	
USUALLY	20	466	2	2	5	4	4		13	2				1	1	17	10	8	10	8	
	25%	26%	40%~	13%~	31%~	31%~	21%~	~	26%~	67%~	~	~	~	13%~	11%~	26%~	20%~	31%~	30%~	18%~	
ALWAYS	50	1045	1	12	8	7	14	6	30	1	2			5	7	40	34	15	16	33	
	63%	57%	20%~	75%~	50%~	54%~	74%~	100%~	60%~	33%~	100%~	~	~	63%~	78%~	61%~	68%~	58%~	48%~	75%~	
#ALWAYS + USUALLY (NET)	70	1511	3	14	13	11	18	6	43	3	2			6	8	57	44	23	26	41	
	88%	83%	60%~	88%~	81%~	85%~	95%~	100%~	86%~	100%~	100%~	~	~	75%~	89%~	86%~	88%~	88%~	79%~	93%~	
TOP BOX SCORE	50	1045	1	12	8	7	14	6	30	1	2			5	7	40	34	15	16	33	
	63%	57%	20%~	75%~	50%~	54%~	74%~	100%~	60%~	33%~	100%~	~	~	63%~	78%~	61%~	68%~	58%~	48%~	75%~	
NOT ANSWERED	9	196		1	1	5	2		5	1					2	6	6	2	3	6	
VALID CASES	80	1821	5	16	16	13	19	6	50	3	2			8	9	66	50	26	33	44	
NUMBER OF RESPONDENTS	89	2017	5	17	17	18	21	6	55	4	2			8	11	72	56	28	36	50	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q3 = YES]

Q5 IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC?

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER		
	OT1	OT2													ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	VERY	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	&	&	FE-		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q5																					
YES	174	3365	13	28	35	33	37	18	89	10	24			14	21	142	114	52	56	109	
	74%	68%*	59%~	72%~	73%~	89%~	71%~	75%~	74%	77%~	83%~	~	~	~ 74%~	70%~	75%~	70%*	85%*	65%*	80%*	
NO	61	1561	9	11	13	4	15	6	31	3	5			5	9	48	49	9	30	27	
	26%	32%*	41%~	28%~	27%~	11%~	29%	25%~	26%	23%~	17%~	~	~	~ 26%~	30%~	25%~	30%*	15%*	35%*	20%*	
NOT ANSWERED	10	156	1				1		2							2	1	1	1	1	
VALID CASES	235	4926	22	39	48	37	52	24	120	13	29			19	30	190	163	61	86	136	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

Q6 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC AS SOON AS YOU NEEDED?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER				
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	POOR	MALE
Q6 NEVER	5 3%	83 3%	~	~	3%~	7%~	3%~	~	2 3%	1 10%~	1 5%~	~	~	~	~	4 3%~	4 4%	1 2%~	1 2%	3 3%		
SOMETIMES	39 25%	590 19%	38%~	29%~	23%~	25%~	21%~	19%~	15 19%	2 20%~	10 45%~	~	~	~	5 36%~	3 17%~	34 26%~	27 25%	10 22%~	16 30%	22 22%	
USUALLY	41 26%	884 29%	31%~	25%~	19%~	43%~	18%~	31%~	20 25%	5 50%~	7 32%~	~	~	~	1 7%~	5 28%~	35 27%~	26 24%	14 30%~	14 26%	26 27%	
ALWAYS	74 47%	1472 49%	31%~	46%~	55%~	25%~	59%~	50%~	43 54%	2 20%~	4 18%~	~	~	~	8 57%~	10 56%~	58 44%~	50 47%	21 46%~	22 42%	47 48%	
#ALWAYS + USUALLY (NET)	115 72%	2356 78%	62%~	71%~	74%~	68%~	76%~	81%~	63 79%	7 70%~	11 50%~	~	~	~	9 64%~	15 83%~	93 71%~	76 71%	35 76%~	36 68%	73 74%	
TOP BOX SCORE	74 47%	1472 49%	31%~	46%~	55%~	25%~	59%~	50%~	43 54%	2 20%~	4 18%~	~	~	~	8 57%~	10 56%~	58 44%~	50 47%	21 46%~	22 42%	47 48%	
NOT ANSWERED	15	336			4	5	3	2	9		2					3	11	7	6	3	11	
VALID CASES	159	3029	13	28	31	28	34	16	80	10	22			14	18	131	107	46	53	98		
NUMBER OF RESPONDENTS	174	3365	13	28	35	33	37	18	89	10	24			14	21	142	114	52	56	109		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

Q7 IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOU WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID YOU GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE FOR YOURSELF?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER			
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q7 NONE	54 24%	1242 26%	9 39%~	10 26%~	11 23%~	6 17%~	10 20%	6 26%~	27 22%	4 31%~	8 29%~	~	~	~	4 24%~	6 21%~	45 24%~	43 27%*	9 15%*	26 30%	25 19%
1 TIME	38 17%	927 19%	4 17%~	5 13%~	6 13%~	6 17%~	9 18%	4 17%~	16 13%	2 15%~	7 25%~	~	~	~	3 18%~	6 21%~	28 15%~	26 16%	10 16%	12 14%	22 17%
2	42 18%	878 18%	4 17%~	5 13%~	14 30%~	7 19%~	8 16%	3 13%~	20 17%	3 23%~	5 18%~	~	~	~	4 24%~	8 29%~	33 18%~	28 18%	12 19%	16 19%	26 20%
3	31 14%	581 12%	2 9%~	6 15%~	5 11%~	4 11%~	8 16%	6 26%~	19 16%	1 8%~	4 14%~	~	~	~	~	3 11%~	26 14%~	21 13%	10 16%	9 10%	21 16%
4	23 10%	402 8%	2 9%~	5 13%~	3 6%~	4 11%~	7 14%	1 4%~	16 13%	~	~	~	~	~	2 12%~	2 7%~	20 11%~	18 11%	4 6%	12 14%	10 8%
5 TO 9	25 11%	571 12%	2 9%~	7 18%~	5 11%~	6 17%~	3 6%	2 9%~	17 14%	2 15%~	2 7%~	~	~	~	1 6%~	2 7%~	23 12%~	15 9%	10 16%	6 7%	19 15%*
10 OR MORE TIMES	15 7%	248 5%	~	1 3%~	3 6%~	3 8%~	5 10%	1 4%~	6 5%	1 8%~	2 7%~	~	~	~	3 18%~	1 4%~	12 6%~	7 4%	7 11%	5 6%	8 6%
NOT ANSWERED	17	233			1	2	2	1	1		1				2	2	5	6		1	6
VALID CASES	228	4849	23	39	47	36	50	23	121	13	28			17	28	187	158	62	86	131	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

Q8 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q8 #YES	118 69%	2535 72%	7 50%~	19 68%~	24 67%~	24 83%~	30 77%~	9 56%~	70 75%	7 78%~	9 47%~	~	~	~	8 62%~	13 62%~	98 70%~	76 67%	39 75%	44 76%	68 65%
NO	52 31%	984 28%	7 50%~	9 32%~	12 33%~	5 17%~	9 23%~	7 44%~	23 25%	2 22%~	10 53%~	~	~	~	5 38%~	8 38%~	42 30%~	37 33%	13 25%	14 24%	36 35%
NOT ANSWERED	4	88	1			1	1	1	1		1					1	2	2	1	2	2
VALID CASES	170	3519	14	28	36	29	39	16	93	9	19			13	21	140	113	52	58	104	
NUMBER OF RESPONDENTS	174	3607	14	29	36	30	40	17	94	9	20			13	22	142	115	53	60	106	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q9 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD			
									TI	IC	IC	IC	IC	IC	IC	IC	FAIR			
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	POOR		
																	MALE			
																	MALE			
Q9																				
YES	91	1857	8	12	24	19	24	3	57	5	6			6	12	77	62	28	38	52
	54%	53%	57%~	43%~	67%~	66%~	60%~	20%~	62%*	56%~	30%~	~	~	~ 46%~	57%~	55%~	55%	55%	64%*	50%
NO	79	1655	6	16	12	10	16	12	35	4	14			7	9	62	51	23	21	51
	46%	47%	43%~	57%~	33%~	34%~	40%~	80%~	38%*	44%~	70%~	~	~	~ 54%~	43%~	45%~	45%	45%	36%*	50%
NOT ANSWERED	4	95		1		1		2	2						1	3	2	2	1	3
VALID CASES	170	3512	14	28	36	29	40	15	92	9	20			13	21	139	113	51	59	103
NUMBER OF RESPONDENTS	174	3607	14	29	36	30	40	17	94	9	20			13	22	142	115	53	60	106
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q10 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD			
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&		
																		FAIR		
																		&		
																		POOR		
																		MALE		
																		MALE		
Q10																				
#YES	84	1690	7	12	22	18	22	2	53	5	6			6	9	73	57	26	36	47
	93%	93%	88%	100%	92%	95%	96%	67%	95%	100%	100%	~	~	~100%	75%	96%	93%	93%	97%	90%
NO	6	121	1		2	1	1	1	3						3	3	4	2	1	5
	7%	7%	13%	~	8%	5%	4%	33%	5%	~	~	~	~	~	25%	4%	7%	7%	3%	10%
NOT ANSWERED	1	46					1		1						1	1			1	
VALID CASES	90	1811	8	12	24	19	23	3	56	5	6			6	12	76	61	28	37	52
NUMBER OF RESPONDENTS	91	1857	8	12	24	19	24	3	57	5	6			6	12	77	62	28	38	52
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME AND Q9 = YES]

Q11 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	GOOD	FAIR		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&	&	
																	GOOD	POOR	MALE	MALE
Q11																				
#YES	68	1346	5	10	18	16	16	2	45	3	2			4	9	57	47	20	28	39
	76%	74%	63%~	83%~	75%~	84%~	70%~	67%~	80%~	60%~	33%~	~	~	~ 67%~	75%~	75%~	77%~	71%~	76%~	75%~
NO	22	462	3	2	6	3	7	1	11	2	4			2	3	19	14	8	9	13
	24%	26%	38%~	17%~	25%~	16%~	30%~	33%~	20%~	40%~	67%~	~	~	~ 33%~	25%~	25%~	23%~	29%~	24%~	25%~
NOT ANSWERED	1	49					1		1						1	1			1	
VALID CASES	90	1808	8	12	24	19	23	3	56	5	6			6	12	76	61	28	37	52
NUMBER OF RESPONDENTS	91	1857	8	12	24	19	24	3	57	5	6			6	12	77	62	28	38	52
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME AND Q9 = YES]

Q12 WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOU?

	BANT	BANT	AGE							RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2	18	25	35	45	55	65	BLCK	NATV	AMER	HAW/	IND/	PAC	ALSK	HIS-	NOT	HIS-	VERY	GOOD	FAIR	MALE
	HTS	OHP	TO	TO	TO	TO	TO	AND	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	IC	IC	GOOD	POOR	MALE	MALE
	TOT	TOT	24	34	44	54	64	OVER	WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE	
Q12 #YES	63 70%	1378 77%	3 38%~	11 92%~	16 67%~	13 68%~	19 83%~	1 33%~	39 70%~	4 80%~	4 67%~				4 67%~	9 75%~	53 70%~	44 72%~	18 64%~	24 65%~	39 75%~	
NO	27 30%	420 23%	5 63%~	1 8%~	8 33%~	6 32%~	4 17%~	2 67%~	17 30%~	1 20%~	2 33%~				2 33%~	3 25%~	23 30%~	17 28%~	10 36%~	13 35%~	13 25%~	
NOT ANSWERED	1	59					1		1								1	1			1	
VALID CASES	90	1798	8	12	24	19	23	3	56	5	6			6	12	76	61	28	37	52		
NUMBER OF RESPONDENTS	91	1857	8	12	24	19	24	3	57	5	6			6	12	77	62	28	38	52		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME AND Q9 = YES]

Q13 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS?

	BANT OT1	BANT OT2	AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER				
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD FAIR & POOR	MALE	FE- MALE
Q13 WORST HEALTH CARE POSSIBLE		19 0.5%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01		22 0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02	2 1%	39 1%	~	~	~	1 3%	~	1 6%	2 2%	~	~	~	~	~	2 1%	2 2%	~	~	2 2%	
03	5 3%	63 2%	~	1 3%	1 3%	1 3%	1 3%	~	2 2%	~	1 5%	~	~	1 8%	4 3%	1 0.9%	4 8%	2 3%	2 2%	
04	5 3%	95 3%	1 7%	~	~	~	3 8%	1 6%	3 3%	~	~	~	~	1 8%	5 4%	1 0.9%	4 8%	3 5%	2 2%	
05	3 2%	234 7%	~	1 3%	~	1 3%	~	1 6%	1 1%	1 11%	~	~	~	~	1 5%	2 1%	1 0.9%	2 4%	3 ~	
06	7 4%	215 6%	1 7%	1 3%	1 3%	3 10%	1 3%	~	4 4%	1 11%	~	~	~	1 8%	7 5%	6 5%	1 2%	3 5%	4 4%	
07	25 15%	442 13%	1 7%	5 17%	5 14%	4 14%	4 10%	5 31%	11 12%	2 22%	7 35%	~	~	1 8%	2 10%	22 16%	13 11%	12 24%	9 15%	15 15%
08	32 19%	779 22%	6 43%	3 10%	6 17%	6 21%	8 21%	1 6%	20 22%	1 11%	4 20%	~	~	1 8%	5 24%	26 19%	21 18%	9 18%	12 20%	19 18%
09	37 22%	592 17%	3 21%	10 34%	8 22%	5 17%	4 10%	5 31%	22 24%	1 11%	4 20%	~	~	2 15%	5 24%	28 20%	27 24%	7 14%	9 15%	25 24%
BEST HEALTH CARE POSSIBLE	55 32%	1011 29%	2 14%	8 28%	15 42%	8 28%	18 46%	2 13%	27 29%	3 33%	4 20%	~	~	6 46%	8 38%	44 31%	42 37%	12 24%	22 37%	31 30%
#8-10 (NET)	124 73%	2382 68%	11 79%	21 72%	29 81%	19 66%	30 77%	8 50%	69 75%	5 56%	12 60%	~	~	9 69%	18 86%	98 70%	90 79%*	28 55%*	43 72%	75 73%

Continued

Q13 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTH#	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
9-10 (NET)	92 54%	1603 46%*	5 36%~	18 62%~	23 64%~	13 45%~	22 56%~	7 44%~	49 53%	4 44%~	8 40%~	~	~	~	62%~	13 62%~	72 51%~	69 61%*	19 37%*	31 52%	56 54%
NOT ANSWERED	3	96				1	1	1	2						1	2	1	2		3	
VALID CASES	171	3511	14	29	36	29	39	16	92	9	20		13	21	140	114	51	60	103		
NUMBER OF RESPONDENTS	174	3607	14	29	36	30	40	17	94	9	20		13	22	142	115	53	60	106		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%		
MEAN	8.25	7.94	8.00	8.38	8.72	7.90	8.44	7.44	8.22	8.00	8.00		8.15	8.76	8.16	8.54	7.51	8.27	8.24		
p stat_(*=Sig @ p<=.05)		.049*	~	~	~	~	~	~	.833	~	~	~	~	~	~	~	.007*	.003*	.915	.980	

[ASKED IF Q7 >= 1 TIME]

Q14 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS OR TREATMENT YOU NEEDED?

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OT1	OT2	18	25	35	45	55	65	AND	BLCK	AS-	NATV	AMER	IND/	MUL-	HIS-	HIS-	NOT	VERY	FAIR	FE-	
	HTS	OHP	TO	TO	TO	TO	TO	AND	OR	AFR-	AS-	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	GOOD	POOR	MALE	MALE
	TOT	TOT	24	34	44	54	64	OVER	WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	GOOD	POOR	MALE	MALE
	ADLT	ADLT																				
Q14 NEVER	2 1%	90 3%	1 ~	3%~	1 ~	3%~	1 ~	1 ~	1 ~	11%~	~	~	~	~	~	5%~	0.7%~	2%~	1%~	1%~	1%~	1%~
SOMETIMES	20 12%	539 15%	2 14%~	4 14%~	4 11%~	2 7%~	5 13%~	1 6%~	6 6%*	2 22%~	6 30%~	~	~	~	1 8%~	2 10%~	16 11%~	13 12%	6 12%	8 13%	9 9%	
USUALLY	65 38%	1150 33%	7 50%~	9 31%~	12 33%~	13 45%~	13 33%~	9 56%~	41 44%	3 33%~	9 45%~	~	~	~	3 23%~	8 40%~	56 40%~	40 35%	23 44%	21 35%	43 42%	
ALWAYS	84 49%	1722 49%	5 36%~	15 52%~	20 56%~	13 45%~	21 54%~	6 38%~	46 49%	3 33%~	5 25%~	~	~	~	9 69%~	9 45%~	68 48%~	58 51%	23 44%	30 50%	50 49%	
#ALWAYS + USUALLY (NET)	149 87%	2872 82%*	12 86%~	24 83%~	32 89%~	26 90%~	34 87%~	15 94%~	87 94%*	6 67%~	14 70%~	~	~	~	12 92%~	17 85%~	124 88%~	98 87%	46 88%	51 85%	93 90%	
TOP BOX SCORE	84 49%	1722 49%	5 36%~	15 52%~	20 56%~	13 45%~	21 54%~	6 38%~	46 49%	3 33%~	5 25%~	~	~	~	9 69%~	9 45%~	68 48%~	58 51%	23 44%	30 50%	50 49%	
NOT ANSWERED	3	106				1	1	1	1							2	1	2	1			3
VALID CASES	171	3501	14	29	36	29	39	16	93	9	20				13	20	141	113	52	60	103	
NUMBER OF RESPONDENTS	174	3607	14	29	36	30	40	17	94	9	20				13	22	142	115	53	60	106	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q15 A PERSONAL DOCTOR IS THE ONE YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. DO YOU HAVE A PERSONAL DOCTOR?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q15 YES	193 82%	3993 82%	12 52%~	33 85%~	41 85%~	34 89%~	40 78%	23 96%~	103 84%	10 77%~	22 79%~			17 ~ 89%~	22 73%~	160 84%~	126 77%*	58 94%*	67 78%	118 86%
NO	42 18%	904 18%	11 48%~	6 15%~	7 15%~	4 11%~	11 22%	1 4%~	19 16%	3 23%~	6 21%~			2 ~ 11%~	8 27%~	31 16%~	37 23%*	4 6%*	19 22%	19 14%
NOT ANSWERED	10	185					1			1						1	1		1	
VALID CASES	235	4897	23	39	48	38	51	24	122	13	28			19	30	191	163	62	86	137
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q16 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOU VISIT YOUR PERSONAL DOCTOR TO GET CARE FOR YOURSELF?

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q16 NONE	37 20%	792 21%	4 33%	5 16%	8 21%	6 20%	8 21%	3 13%	16 16%	4 40%	6 27%	~	~	3 20%	3 15%	31 20%	27 22%	7 13%	18 28%	16 14%*
1 TIME	52 28%	995 27%	2 17%	9 28%	13 33%	8 27%	11 28%	7 30%	25 25%	3 30%	6 27%	~	~	5 33%	10 50%	40 26%	41 34%*	11 20%	15 23%	35 31%
2	38 21%	792 21%	4 33%	6 19%	9 23%	7 23%	5 13%	5 22%	24 24%	1 10%	4 18%	~	~	4 27%	2 10%	35 23%	24 20%	11 20%	16 25%	22 20%
3	24 13%	483 13%	~	5 16%	2 5%	4 13%	6 15%	6 26%	12 12%	1 10%	5 23%	~	~	~	2 10%	20 13%	9 7%*	14 25%*	5 8%	18 16%
4	13 7%	279 7%	1 8%	2 6%	4 10%	2 7%	4 10%	~	9 9%	~	~	~	~	1 7%	2 10%	11 7%	9 7%	4 7%	6 9%	7 6%
5 TO 9	14 8%	312 8%	1 8%	4 13%	2 5%	3 10%	2 5%	2 9%	11 11%*	1 10%	~	~	~	1 7%	1 5%	12 8%	10 8%	4 7%	3 5%	11 10%
10 OR MORE TIMES	6 3%	88 2%	~	1 3%	1 3%	~	3 8%	~	3 3%	~	1 5%	~	~	1 7%	~	5 3%	1 0.8%*	4 7%	2 3%	3 3%
NOT ANSWERED	9	252	1	2	4	1		3						2	2	6	5	3	2	6
VALID CASES	184	3741	12	32	39	30	39	23	100	10	22			15	20	154	121	55	65	112
NUMBER OF RESPONDENTS	193	3993	12	33	41	34	40	23	103	10	22			17	22	160	126	58	67	118
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

Q17 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY TO UNDERSTAND?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	##	##	##	TI	IC	IC	&	&	FE-		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q17																					
NEVER	3 2%	51 2%	1 13%~	2 ~	3 3%~	4 ~	5 3%~	6 ~	1 1%	~	~	~	~	~	1 8%~	2 6%~	2 2%	1 2%	3 6%~	~	~
SOMETIMES	11 7%	190 6%	1 13%~	2 7%~	~	2 8%~	3 10%~	2 10%~	2 2%*	1 17%~	3 19%~	~	~	~	1 8%~	9 6%~	4 7%~	7 4%	3 15%~	7 6%~	7 7%
USUALLY	27 18%	579 20%	1 13%~	4 15%~	2 6%~	5 21%~	8 26%~	6 30%~	15 18%	~	6 38%~	~	~	~	~	4 24%~	22 18%~	13 14%	12 25%~	11 23%~	16 17%
ALWAYS	106 72%	2109 72%	5 63%~	21 78%~	28 90%~	17 71%~	19 61%~	12 60%~	66 79%*	5 83%~	7 44%~	~	~	~	10 83%~	11 65%~	90 73%~	75 80%*	28 58%~	30 64%~	73 76%
#ALWAYS + USUALLY (NET)	133 90%	2688 92%	6 75%~	25 93%~	30 97%~	22 92%~	27 87%~	18 90%~	81 96%*	5 83%~	13 81%~	~	~	~	10 83%~	15 88%~	112 91%~	88 94%	40 83%~	41 87%~	89 93%
TOP BOX SCORE	106 72%	2109 72%	5 63%~	21 78%~	28 90%~	17 71%~	19 61%~	12 60%~	66 79%*	5 83%~	7 44%~	~	~	~	10 83%~	11 65%~	90 73%~	75 80%*	28 58%~	30 64%~	73 76%
NOT ANSWERED		20																			
VALID CASES	147	2929	8	27	31	24	31	20	84	6	16			12	17	123	94	48	47	96	
NUMBER OF RESPONDENTS	147	2949	8	27	31	24	31	20	84	6	16			12	17	123	94	48	47	96	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q18 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR LISTEN CAREFULLY TO YOU?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2													ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	##	##	##	TI	IC	IC	&	&		
																		GOOD	POOR		
																		MALE	MALE		
Q18																					
NEVER	3	63			1	1	1		2						1		3	2	1	2	1
	2%	2%	~	~	3%~	4%~	3%~	~	2%	~	~	~	~	~	8%~	~	2%~	2%	2%~	4%~	1%
SOMETIMES	13	222	1	3		3	2	2	3	1	1				2	3	8	6	6	6	6
	9%	8%	13%~	11%~	~	13%~	6%~	11%~	4%*	17%~	6%~	~	~	~	17%~	18%~	7%~	6%	13%~	13%~	6%
USUALLY	25	572	4	4	1	5	8	3	14		8				1	1	24	15	10	10	15
	17%	20%	50%~	15%~	3%~	21%~	26%~	16%~	17%	~	50%~	~	~	~	8%~	6%~	20%~	16%	21%~	22%~	16%
ALWAYS	104	2066	3	20	29	15	20	14	63	5	7				8	13	86	71	30	28	73
	72%	71%	38%~	74%~	94%~	63%~	65%~	74%~	77%	83%~	44%~	~	~	~	67%~	76%~	71%~	76%	64%~	61%~	77%
#ALWAYS + USUALLY (NET)	129	2638	7	24	30	20	28	17	77	5	15				9	14	110	86	40	38	88
	89%	90%	88%~	89%~	97%~	83%~	90%~	89%~	94%*	83%~	94%~	~	~	~	75%~	82%~	91%~	91%	85%~	83%~	93%
TOP BOX SCORE	104	2066	3	20	29	15	20	14	63	5	7				8	13	86	71	30	28	73
	72%	71%	38%~	74%~	94%~	63%~	65%~	74%~	77%	83%~	44%~	~	~	~	67%~	76%~	71%~	76%	64%~	61%~	77%
NOT ANSWERED	2	26						1	2								2		1	1	1
VALID CASES	145	2923	8	27	31	24	31	19	82	6	16				12	17	121	94	47	46	95
NUMBER OF RESPONDENTS	147	2949	8	27	31	24	31	20	84	6	16				12	17	123	94	48	47	96
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q19 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2													ITY	STATUS				
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	##	##	##	TI	IC	IC	&	&		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	
																		MALE	MALE	
Q19																				
NEVER	1 0.7%	55 2%				1 4%			1 1%							1 -0.8%	1 1%			1 1%
SOMETIMES	12 8%	211 7%	2 25%	3 11%	1 3%	2 8%	3 10%		5 6%	1 17%				3 25%	2 12%	9 7%	6 6%	5 11%	8 17%	4 4%
USUALLY	14 10%	437 15%*	2 25%	1 4%	1 3%	3 13%	5 16%	2 11%	8 10%		4 25%			1 8%		14 12%	9 10%	5 11%	4 9%	10 11%
ALWAYS	117 81%	2221 76%	4 50%	23 85%	29 94%	18 75%	23 74%	17 89%	68 83%	5 83%	12 75%			8 67%	15 88%	97 80%	78 83%	36 78%	34 74%	80 84%
#ALWAYS + USUALLY (NET)	131 91%	2658 91%	6 75%	24 89%	30 97%	21 88%	28 90%	19 100%	76 93%	5 83%	16 100%			9 75%	15 88%	111 92%	87 93%	41 89%	38 83%	90 95%
TOP BOX SCORE	117 81%	2221 76%	4 50%	23 85%	29 94%	18 75%	23 74%	17 89%	68 83%	5 83%	12 75%			8 67%	15 88%	97 80%	78 83%	36 78%	34 74%	80 84%
NOT ANSWERED	3	25						1	2						2		2		1	1
VALID CASES	144	2924	8	27	31	24	31	19	82	6	16			12	17	121	94	46	46	95
NUMBER OF RESPONDENTS	147	2949	8	27	31	24	31	20	84	6	16			12	17	123	94	48	47	96
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q20 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOU?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER									
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	ILND	HAW/	IND/								
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK	OTHR	MUL-	HIS-	NOT	VERY			
									IAN	##	##	##	##	TI	IC	PAN-	GOOD			
															IC	PAN-	FAIR			
																	&			
																	POOR			
																	MALE			
																	MALE			
Q20																				
NEVER	5	87	1		1	2	1		3					1	1	4	3	2	3	2
	3%	3%	13%~	~	3%~	8%~	3%~	~	4%	~	~	~	~	8%~	6%~	3%~	3%	4%~	7%~	2%
SOMETIMES	13	259	3	3		2	2	1	4	1	1			2	3	8	7	5	6	6
	9%	9%	38%~	11%~	~	8%~	6%~	5%~	5%	17%~	6%~	~	~	17%~	18%~	7%~	7%	11%~	13%~	6%
USUALLY	34	721	2	4	6	8	10	4	19	1	8			~	4	30	18	16	12	22
	23%	25%	25%~	15%~	19%~	33%~	32%~	21%~	23%	17%~	50%~	~	~	~	24%~	25%~	19%	34%~	26%~	23%
ALWAYS	93	1860	2	20	24	12	18	14	56	4	7			9	9	79	66	24	25	65
	64%	64%	25%~	74%~	77%~	50%~	58%~	74%~	68%	67%~	44%~	~	~	75%~	53%~	65%~	70%*	51%~	54%~	68%
#ALWAYS + USUALLY (NET)	127	2581	4	24	30	20	28	18	75	5	15			9	13	109	84	40	37	87
	88%	88%	50%~	89%~	97%~	83%~	90%~	95%~	91%	83%~	94%~	~	~	75%~	76%~	90%~	89%	85%~	80%~	92%
TOP BOX SCORE	93	1860	2	20	24	12	18	14	56	4	7			9	9	79	66	24	25	65
	64%	64%	25%~	74%~	77%~	50%~	58%~	74%~	68%	67%~	44%~	~	~	75%~	53%~	65%~	70%*	51%~	54%~	68%
NOT ANSWERED	2	22						1	2							2		1	1	1
VALID CASES	145	2927	8	27	31	24	31	19	82	6	16			12	17	121	94	47	46	95
NUMBER OF RESPONDENTS	147	2949	8	27	31	24	31	20	84	6	16			12	17	123	94	48	47	96
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q21 IN THE LAST 6 MONTHS, DID YOU GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES YOUR PERSONAL DOCTOR?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER		
	OT1	OT2													ITY	STATUS				
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	&	&		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	
																			MALE	MALE
Q21																				
YES	90	1800	3	20	17	17	21	8	59	5	6			7	8	79	58	29	31	57
	63%	62%	38%~	74%~	57%~	74%~	68%~	42%~	71%*	83%~	38%~	~	~	~ 58%~	50%~	65%~	63%	62%~	67%~	61%
NO	54	1107	5	7	13	6	10	11	24	1	10			5	8	42	34	18	15	37
	38%	38%	63%~	26%~	43%~	26%~	32%~	58%~	29%*	17%~	63%~	~	~	~ 42%~	50%~	35%~	37%	38%~	33%~	39%
NOT ANSWERED	3	42			1	1		1	1						1	2	2	1	1	2
VALID CASES	144	2907	8	27	30	23	31	19	83	6	16			12	16	121	92	47	46	94
NUMBER OF RESPONDENTS	147	2949	8	27	31	24	31	20	84	6	16			12	17	123	94	48	47	96
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q22 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOU GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY				HEALTH STATUS		GENDER	
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTH#	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q22 NEVER	5 6%	108 6%	2 ~ 10%	1 6%	1 6%	1 5%	1 ~	1 2%	~	~	~	~	~	2 29%	2 29%	3 4%	3 5%	2 7%	2 6%	3 5%		
SOMETIMES	15 17%	264 15%	5 ~ 25%	2 12%	2 13%	3 14%	1 13%	11 19%	1 20%	1 17%	~	~	~	1 14%	14 ~ 18%	10 17%	4 14%	7 23%	7 13%			
USUALLY	29 33%	517 30%	1 33%	5 25%	5 29%	7 44%	8 38%	2 25%	19 32%	1 20%	4 67%	~	~	1 14%	2 29%	27 34%	19 33%	10 36%	10 32%	19 34%		
ALWAYS	40 45%	861 49%	2 67%	8 40%	9 53%	6 38%	9 43%	5 63%	28 47%	3 60%	1 17%	~	~	3 43%	3 43%	35 44%	26 45%	12 43%	12 39%	27 48%		
#ALWAYS + USUALLY (NET)	69 78%	1378 79%	3 100%	13 65%	14 82%	13 81%	17 81%	7 88%	47 80%	4 80%	5 83%	~	~	4 57%	5 71%	62 78%	45 78%	22 79%	22 71%	46 82%		
TOP BOX SCORE	40 45%	861 49%	2 67%	8 40%	9 53%	6 38%	9 43%	5 63%	28 47%	3 60%	1 17%	~	~	3 43%	3 43%	35 44%	26 45%	12 43%	12 39%	27 48%		
NOT ANSWERED	1	50				1									1			1		1		
VALID CASES	89	1750	3	20	17	16	21	8	59	5	6			7	7	79	58	28	31	56		
NUMBER OF RESPONDENTS	90 100%	1800 100%	3 100%	20 100%	17 100%	17 100%	21 100%	8 100%	59 100%	5 100%	6 100%			7 100%	7 100%	79 100%	58 100%	28 100%	31 100%	56 100%		

[ASKED IF Q15 = YES AND Q16 >= 1 TIME AND Q21 = YES]

Q23 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR PERSONAL DOCTOR?

	BANT OT1	BANT OT2	AGE					RACE					ETHNIC-ITY	HEALTH STATUS		GENDER				
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q23 WORST PERSONAL DOCTOR POSSIBLE	1 0.5%	23 0.6%	~	~	~	3%	~	~	1%	~	~	~	~	~	~	1 ~0.6%	1 ~	2%	~	1 ~0.9%
01	1 0.5%	32 0.9%	~	~	~	3%	~	~	1%	~	~	~	~	~	~	1 ~0.6%	1 ~0.8%	~	~	1 ~0.9%
02	1 0.5%	39 1%	~	~	~	~	3%	~	1%	~	~	~	~	~	~	1 ~0.6%	1 ~	2%	~	1 2%
03	3 2%	60 2%	1 10%	~	1 3%	~	~	~	~	~	~	~	2 13%	~	2 ~	1 ~0.8%	2 4%	3%	~	2 3%
04	3 2%	72 2%	1 10%	1 3%	1 3%	~	~	~	2%	~	~	~	1 6%	~	3 ~	1 ~0.8%	2 4%	3%	1 0.9%	2 3%
05	6 3%	188 5%	~	1 3%	~	4 13%	~	1 5%	5%	~	~	~	~	~	1 6%	5 3%	3 3%	5%	3 5%	3 3%
06	5 3%	158 4%	1 10%	3 9%	~	~	1 3%	~	4%	10%	~	~	~	~	~	5 3%	4 3%	1 2%	2 3%	3 3%
07	11 6%	327 9%	~	2 6%	2 5%	~	4 10%	2 9%	7%	~	2 10%	~	~	~	~	10 6%	7 6%	2 4%	5 8%	6 5%
08	33 18%	632 17%	2 20%	4 13%	7 18%	5 16%	6 15%	5 23%	16%	2 20%	7 33%	~	~	3 ~	2 11%	27 18%	23 19%	8 14%	10 16%	20 18%
09	43 23%	691 19%	3 30%	8 25%	7 18%	9 29%	9 23%	4 18%	23%	3 30%	3 14%	~	~	3 ~	7 19%	33 39%	26 21%	15 22%	24%	25 22%
BEST PERSONAL DOCTOR POSSIBLE	76 42%	1506 40%	2 20%	13 41%	21 54%	11 35%	18 46%	10 45%	40%	4 40%	9 43%	~	~	7 ~	8 44%	66 43%	53 45%	21 38%	22 35%	53 47%
#8-10 (NET)	152 83%	2829 76%	7 70%	25 78%	35 90%	25 81%	33 85%	19 86%	79%	9 90%	19 90%	~	~	13 ~	17 94%	126 82%	102 86%	44 79%	47 76%	98 87%

Continued

Q23 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR PERSONAL DOCTOR?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTH ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
9-10 (NET)	119 65%	2197 59%	5 50%~	21 66%~	28 72%~	20 65%~	27 69%~	14 64%~	63 63%	7 70%~	12 57%~			10 ~ 63%~	15 83%~	99 64%~	79 66%	36 64%	37 60%	78 69%
NOT ANSWERED	10	265	2	1	2	3	1	1	3		1			1	4	6	7	2	5	5
VALID CASES	183	3728	10	32	39	31	39	22	100	10	21			16	18	154	119	56	62	113
NUMBER OF RESPONDENTS	193	3993	12	33	41	34	40	23	103	10	22			17	22	160	126	58	67	118
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%
MEAN	8.59	8.34	7.60	8.59	8.97	8.13	8.85	8.86	8.44	8.90	8.90			8.19	9.11	8.56	8.77	8.21	8.27	8.81
p stat_(*=Sig @ p<=.05)		.094	~	~	~	~	~	~	.226	~	~	~	~	~	~	~	.104	.123	.103	.048*

[ASKED IF Q15 = YES]

Q24 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS TO SEE A SPECIALIST?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE
Q24 YES	99 43%	1933 40%	2 9%~	11 28%~	17 35%~	28 76%~	28 54%	10 43%~	59 49%*	3 23%~	10 34%~			6 ~ 33%~	13 43%~	83 44%~	62 38%*	35 56%*	35 40%	62 46%
NO	133 57%	2928 60%	21 91%~	28 72%~	31 65%~	9 24%~	24 46%	13 57%~	62 51%*	10 77%~	19 66%~			12 ~ 67%~	17 57%~	107 56%~	100 62%*	27 44%*	52 60%	73 54%
NOT ANSWERED	13	221				1	1	1						1		2	2			2
VALID CASES	232	4861	23	39	48	37	52	23	121	13	29			18	30	190	162	62	87	135
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q25 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT TO SEE A SPECIALIST AS SOON AS YOU NEEDED?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER						
	OT1	OT2	18	25	35	45	55	65	BLCK	NATV	AMER	HAW/	IND/	OTH	MUL-	HIS-	HIS-	NOT	VERY	FAIR	FE-		
	HTS	OHP	TO	TO	TO	TO	TO	AND	AFR-	AS-	ILND	NATV	ALSK	OTHR	MUL-	IC	PAN-	PAN-	GOOD	GOOD	POOR	MALE	MALE
	TOT	TOT	24	34	44	54	64	OVER	WHTE	AMER	IAN	##	##	##	TI	IC	IC	&	&	&	MALE	MALE	
	ADLT	ADLT																					
Q25																							
NEVER	3	110		2			1		1						2	1		EX	2	1	1	2	
	3%	6%		~ 18%~			~ 4%~		~ 2%~						~ 17%~	~ 1%~		GOOD	~ 3%~	~ 3%~	~ 3%~	~ 3%~	
SOMETIMES	25	323		3	8	7	5	2	9	3	6				3	2	23	EX	16	8	12	13	
	26%	17%*		~ 27%~	~ 50%~	~ 27%~	~ 18%~	~ 20%~	~ 16%~	~ 100%~	~ 60%~				~ 50%~	~ 17%~	~ 28%~	VERY	~ 27%~	~ 23%~	~ 34%~	~ 22%~	
USUALLY	27	543		1	1	1	10	9	20		1				3	22		GOOD	12	14	9	16	
	28%	29%		50%~	9%~	6%~	38%~	32%~	35%~		~ 10%~				~ 25%~	~ 27%~		FAIR	~ 20%~	~ 40%~	~ 26%~	~ 27%~	
ALWAYS	41	893		1	5	7	9	13	27		3				3	5	35	EX	29	12	13	28	
	43%	48%		50%~	45%~	44%~	35%~	46%~	47%~		~ 30%~				~ 50%~	42%~	43%~	VERY	49%~	34%~	37%~	47%~	
#ALWAYS + USUALLY (NET)	68	1436		2	6	8	19	22	47		4				3	8	57	EX	41	26	22	44	
	71%	77%		100%~	55%~	50%~	73%~	79%~	82%~		~ 40%~				~ 50%~	67%~	70%~	VERY	69%~	74%~	63%~	75%~	
TOP BOX SCORE	41	893		1	5	7	9	13	27		3				3	5	35	EX	29	12	13	28	
	43%	48%		50%~	45%~	44%~	35%~	46%~	47%~		~ 30%~				~ 50%~	42%~	43%~	VERY	49%~	34%~	37%~	47%~	
NOT ANSWERED	3	64			1	2			2						1	2		HEALTH	3			3	
VALID CASES	96	1869		2	11	16	26	28	57	3	10				6	12	81	STATUS	59	35	35	59	
NUMBER OF RESPONDENTS	99	1933		2	11	17	28	28	59	3	10				6	13	83	STATUS	62	35	35	62	
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	STATUS	100%	100%	100%	100%	

[ASKED IF Q24 = YES]

Q26 HOW MANY SPECIALISTS HAVE YOU SEEN IN THE LAST 6 MONTHS?

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q26 NONE	3 3%	77 4%	~	~	~	13%	~	1 2%	~	~	~	~	~	1 9%	2 3%	1 2%	2 6%	1 3%	2 4%	
1 SPECIALIST	51 54%	991 53%	2 100%	8 73%	10 63%	12 50%	11 39%	7 70%	31 55%	5 50%	~	~	~	5 83%	6 55%	43 54%	36 62%	14 41%	18 51%	32 56%
2	20 21%	498 27%	~	2 18%	3 19%	7 29%	6 21%	2 20%	14 25%	1 33%	1 10%	~	~	~	2 18%	18 23%	9 16%	11 32%	10 29%	10 18%
3	13 14%	191 10%	~	1 9%	2 13%	1 4%	6 21%	1 10%	5 9%	2 67%	2 20%	~	~	1 17%	2 18%	10 13%	10 17%	3 9%	4 11%	8 14%
4	3 3%	64 3%	~	~	~	4%	7%	~	3 5%	~	~	~	~	~	3 4%	2 3%	1 3%	1 3%	2 4%	
5 OR MORE SPECIALISTS	4 4%	45 2%	~	~	1 6%	~	3 11%	~	2 4%	2 20%	~	~	~	~	4 5%	~	3 9%	1 3%	3 5%	
NOT ANSWERED	5	67			1	4		3						2	3	4	1		5	
VALID CASES	94	1866	2	11	16	24	28	10	56	3	10			6	11	80	58	34	35	57
NUMBER OF RESPONDENTS	99	1933	2	11	17	28	28	10	59	3	10			6	13	83	62	35	35	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

Q27 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOU SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

	BANT OT1	BANT OT2	AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER				
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD FAIR & POOR	MALE MALE	
Q27 WORST SPECIALIST POSSIBLE		13 0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		14 0.8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02		12 0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03	3 3%	27 2%	~	1 9%	~	1 5%	1 4%	~	2 4%	1 33%	~	~	~	~	3 4%	1 2%	2 6%	1 3%	2 4%	
04		22 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
05	9 10%	83 5%	~	1 9%	1 6%	3 14%	3 11%	1 10%	6 11%	1 33%	2 20%	~	~	~	9 12%	4 7%	5 16%	4 12%	5 9%	
06	4 4%	68 4%	~	~	2 13%	~	1 4%	1 10%	3 5%	~	~	~	1 17%	~	4 5%	2 4%	1 3%	1 3%	3 5%	
07	6 7%	157 9%	~	1 9%	1 6%	1 5%	1 4%	1 10%	2 4%	1 10%	~	~	~	1 17%	5 6%	2 4%	4 13%	4 12%	1 2%	
08	16 18%	318 18%	2 100%	2 18%	1 6%	4 19%	4 14%	2 20%	10 18%	1 33%	3 30%	~	~	1 17%	1 10%	15 19%	10 18%	6 19%	4 12%	12 22%
09	15 17%	315 18%	~	3 27%	3 19%	4 19%	4 14%	1 10%	9 16%	~	~	~	~	2 33%	3 30%	12 15%	11 19%	4 13%	8 24%	7 13%
BEST SPECIALIST POSSIBLE	37 41%	742 42%	~	3 27%	8 50%	8 38%	14 50%	4 40%	23 42%	4 40%	~	~	~	1 17%	6 60%	30 38%	27 47%	10 31%	12 35%	25 45%
#8-10 (NET)	68 76%	1375 78%	2 100%	8 73%	12 75%	16 76%	22 79%	7 70%	42 76%	1 33%	7 70%	~	~	4 67%	10 100%	57 73%	48 84%	20 63%	24 71%	44 80%

Continued

Q27 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOU SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

	BANT OT1	BANT OT2	AGE					RACE					ETHNIC-ITY	HEALTH STATUS		GENDER				
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE
9-10 (NET)	52 58%	1057 60%	18 ~ 55%	25 11 69%	35 12 57%	45 18 64%	55 5 50%	32 58%	4 ~ 40%				3 ~ 50%	9 90%	42 54%	38 67%	14 44%	20 59%	32 58%	
NOT ANSWERED		1 18																		
VALID CASES	90	1771	2	11	16	21	28	10	55	3	10		6	10	78	57	32	34	55	
NUMBER OF RESPONDENTS	91 100%	1789 100%	2 100%	11 100%	16 100%	21 100%	28 100%	10 100%	55 100%	3 100%	10 100%		6 100%	10 100%	78 100%	57 100%	32 100%	34 100%	55 100%	
MEAN	8.37	8.43	8.00	8.00	8.69	8.24	8.54	8.30	8.35	5.33	8.10		8.17	9.50	8.22	8.74	7.78	8.26	8.45	
p stat_(*=Sig @ p<=.05)		.762	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

[ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]

Q28 IN THE LAST 6 MONTHS, DID YOU LOOK FOR ANY INFORMATION IN WRITTEN MATERIALS OR ON THE INTERNET ABOUT HOW YOUR HEALTH PLAN WORKS?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER			
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q28 YES	52 23%	886 18%	6 26%~	11 29%~	9 19%~	10 26%~	11 22%	4 17%~	28 23%	2 15%~	4 14%~	~	~	~	5 26%~	8 27%~	41 22%~	28 17%*	22 36%*	21 25%	30 22%
NO	177 77%	3943 82%	17 74%~	27 71%~	39 81%~	28 74%~	39 78%	20 83%~	92 77%	11 85%~	24 86%~	~	~	~	14 74%~	22 73%~	148 78%~	134 83%*	39 64%*	63 75%	107 78%
NOT ANSWERED	16	253	1		2			2	1							3	2	1	3		
VALID CASES	229	4829	23	38	48	38	50	24	120	13	28			19	30	189	162	61	84	137	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

Q29 IN THE LAST 6 MONTHS, HOW OFTEN DID THE WRITTEN MATERIALS OR THE INTERNET PROVIDE THE INFORMATION YOU NEEDED ABOUT HOW YOUR HEALTH PLAN WORKS?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER				
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	POOR	MALE	MALE
Q29 NEVER	3 6%	78 9%	~	~	2 22%	~	1 9%	~	~	~	~	~	~	~	3 60%	~	3 7%	1 4%	2 9%	3 14%	~	~
SOMETIMES	16 31%	290 33%	3 50%	3 27%	4 44%	3 30%	3 27%	~	13 46%	1 50%	~	~	~	~	2 25%	14 34%	10 36%	5 23%	4 19%	12 40%	~	~
USUALLY	20 38%	294 34%	3 50%	4 36%	2 22%	2 20%	5 45%	3 75%	11 39%	2 50%	~	~	~	1 20%	3 38%	16 39%	12 43%	8 36%	8 38%	11 37%	~	~
ALWAYS	13 25%	204 24%	~	4 36%	1 11%	5 50%	2 18%	1 25%	4 14%	1 50%	2 50%	~	~	1 20%	3 38%	8 20%	5 18%	7 32%	6 29%	7 23%	~	~
#ALWAYS + USUALLY (NET)	33 63%	498 58%	3 50%	8 73%	3 33%	7 70%	7 64%	4 100%	15 54%	1 50%	4 100%	~	~	2 40%	6 75%	24 59%	17 61%	15 68%	14 67%	18 60%	~	~
TOP BOX SCORE	13 25%	204 24%	~	4 36%	1 11%	5 50%	2 18%	1 25%	4 14%	1 50%	2 50%	~	~	1 20%	3 38%	8 20%	5 18%	7 32%	6 29%	7 23%	~	~
NOT ANSWERED		20																				
VALID CASES	52	866	6	11	9	10	11	4	28	2	4			5	8	41	28	22	21	30		
NUMBER OF RESPONDENTS	52	886	6	11	9	10	11	4	28	2	4			5	8	41	28	22	21	30		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%		

[ASKED IF Q28 = YES]

Q30 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM YOUR HEALTH PLAN'S CUSTOMER SERVICE?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER	
	OT1	OT2													ITY	STATUS		
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &		
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY	GOOD	FAIR
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	GOOD	&	POOR
									WHTE	AMER	IAN	##	##	##	IC	IC	GOOD	POOR
Q30																		
YES	72	1269	5	11	15	14	18	5	40	2	9			3	12	56	53	18
	32%	26%	22%~	29%~	32%~	38%~	35%	22%~	33%	15%~	31%~	~	~	~ 17%~	43%~	30%~	33%	30%
NO	155	3524	18	27	32	23	33	18	80	11	20			15	16	133	108	43
	68%	74%	78%~	71%~	68%~	62%~	65%	78%~	67%	85%~	69%~	~	~	~ 83%~	57%~	70%~	67%	70%
NOT ANSWERED	18	289		1	1	1	1	1	2					1	2	3	3	1
VALID CASES	227	4793	23	38	47	37	51	23	120	13	29			18	28	189	161	61
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%

Q31 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE GIVE YOU THE INFORMATION OR HELP YOU NEEDED?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	##	##	##	TI	IC	IC	&	&	FE-		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q31																					
NEVER	2 3%	39 3%			1 7%		1 6%		2 5%							2 4%	2 4%			2 4%	
SOMETIMES	15 22%	212 17%	3 60%	2 18%	3 21%	2 17%	4 22%		7 18%	1 50%	3 33%				2 67%	2 18%	13 24%	10 20%	5 29%	4 24%	11 22%
USUALLY	18 26%	361 29%		3 27%	2 14%	4 33%	6 33%	2 40%	9 24%	1 50%	3 33%					3 27%	14 26%	8 16%	10 59%	3 18%	14 29%
ALWAYS	34 49%	619 50%	2 40%	6 55%	8 57%	6 50%	7 39%	3 60%	20 53%		3 33%				1 33%	6 55%	25 46%	31 61%	2 12%	10 59%	22 45%
#ALWAYS + USUALLY (NET)	52 75%	980 80%	2 40%	9 82%	10 71%	10 83%	13 72%	5 100%	29 76%	1 50%	6 67%				1 33%	9 82%	39 72%	12 76%	13 71%	36 76%	36 73%
TOP BOX SCORE	34 49%	619 50%	2 40%	6 55%	8 57%	6 50%	7 39%	3 60%	20 53%		3 33%				1 33%	6 55%	25 46%	31 61%	2 12%	10 59%	22 45%
NOT ANSWERED	3	38			1	2			2						1	2	2	1			3
VALID CASES	69	1231	5	11	14	12	18	5	38	2	9				3	11	54	51	17	17	49
NUMBER OF RESPONDENTS	72	1269	5	11	15	14	18	5	40	2	9				3	12	56	53	18	17	52
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE STAFF TREAT YOU WITH COURTESY AND RESPECT?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2													ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	IC	PAN-	GOOD	FAIR			
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&	&		
																	GOOD	POOR	MALE	MALE	
Q32																					
NEVER	2	16					2		1	1					2		1	1		2	
	3%	1%	~	~	~	~	11%~		3%~	50%~	~	~	~	~	~	4%~	2%~	6%~	~	4%~	
SOMETIMES	6	61	1	2	1	2			3	1	1				1	5	5	1	2	4	
	9%	5%	20%~	18%~	7%~	15%~	~		8%~	50%~	11%~	~	~	~	9%~	9%~	10%~	6%~	12%~	8%~	
USUALLY	14	224	2	2	3	7			7		3			1	2	12	9	5	5	9	
	20%	18%	~	18%~	14%~	23%~	39%~	~	18%~	~	33%~	~	~	~	33%~	18%~	22%~	18%~	29%~	29%~	18%~
ALWAYS	47	929	4	7	11	8	9	5	28		5			2	8	36	36	10	10	35	
	68%	76%	80%~	64%~	79%~	62%~	50%~	100%~	72%~	~	56%~	~	~	~	67%~	73%~	65%~	71%~	59%~	59%~	70%~
#ALWAYS + USUALLY (NET)	61	1153	4	9	13	11	16	5	35		8			3	10	48	45	15	15	44	
	88%	94%	80%~	82%~	93%~	85%~	89%~	100%~	90%~	~	89%~	~	~	~	100%~	91%~	87%~	88%~	88%~	88%~	88%~
TOP BOX SCORE	47	929	4	7	11	8	9	5	28		5			2	8	36	36	10	10	35	
	68%	76%	80%~	64%~	79%~	62%~	50%~	100%~	72%~	~	56%~	~	~	~	67%~	73%~	65%~	71%~	59%~	59%~	70%~
NOT ANSWERED	3	39			1	1			1						1	1	2	1		2	
VALID CASES	69	1230	5	11	14	13	18	5	39	2	9			3	11	55	51	17	17	50	
NUMBER OF RESPONDENTS	72	1269	5	11	15	14	18	5	40	2	9			3	12	56	53	18	17	52	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

Q33 IN THE LAST 6 MONTHS, DID YOUR HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?

	BANT	BANT	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OT1	OT2	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q33	HTS	OHP	18	25	35	45	55	65														
YES	TOT	TOT	7	18	12	13	22	8	44	6	8			6	11	68	61	19	28	52		
	ADLT	ADLT	30%	46%	27%	34%	44%	33%	37%	46%	28%	~	~	~ 33%	39%	36%	38%	32%	34%	38%		
NO	TOT	TOT	16	21	33	25	28	16	76	7	21			12	17	121	101	41	54	84		
	ADLT	ADLT	70%	54%	73%	66%	56%	67%	63%	54%	72%	~	~	~ 67%	61%	64%	62%	68%	66%	62%		
NOT ANSWERED	TOT	TOT			3		2		2					1	2	3	2	2	5	1		
VALID CASES	TOT	TOT	23	39	45	38	50	24	120	13	29			18	28	189	162	60	82	136		
NUMBER OF RESPONDENTS	ADLT	ADLT	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137		
	ADLT	ADLT	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%		

PQ34 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR HEALTH PLAN EASY TO FILL OUT?

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OT1	OT2	18	25	35	45	55	65	BLCK	NATV	AMER	IND/	AS-	MUL-	HIS-	NOT	EX &	VERY	FAIR	FE-	
	HTS	OHP	TO	TO	TO	TO	TO	AND	OR	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	GOOD	MALE	
	TOT	TOT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	ADLT	
PQ34 NEVER	2	91				1		1								1	1			1	
	0.9%	2%	~	~	~	3%~	~	0.9%	~	~	~	~	~	~	~	0.5%~	0.6%	~	~	1%	
SOMETIMES	17	301	2	5	3	2	4	1	6	2	3					4	13	12	5	6	11
	8%	6%	9%~	13%~	7%~	5%~	8%~	5%~	5%	15%~	10%~	~	~	~	~	15%~	7%~	8%	9%	7%	8%
USUALLY	32	677	2	5	7	5	11	1	20	4	3				1	2	29	23	9	12	19
	14%	14%	9%~	13%~	16%~	14%~	22%~	5%~	17%	31%~	10%~	~	~	~	6%~	7%~	16%~	14%	16%	15%	14%
ALWAYS	171	3637	19	29	35	29	34	19	90	7	23				17	21	142	123	44	62	102
	77%	77%	83%~	74%~	78%~	78%~	69%~	90%~	77%	54%~	79%~	~	~	~	94%~	78%~	77%~	77%	76%	77%	77%
#ALWAYS + USUALLY (NET)	203	4314	21	34	42	34	45	20	110	11	26				18	23	171	146	53	74	121
	91%	92%	91%~	87%~	93%~	92%~	92%~	95%~	94%	85%~	90%~	~	~	~	100%~	85%~	92%~	92%	91%	91%	92%
TOP BOX SCORE	171	3637	19	29	35	29	34	19	90	7	23				17	21	142	123	44	62	102
	77%	77%	83%~	74%~	78%~	78%~	69%~	90%~	77%	54%~	79%~	~	~	~	94%~	78%~	77%~	77%	76%	77%	77%
NOT ANSWERED	5	68				1	1	3	3							1	4	3	2	1	4
VALID CASES	222	4706	23	39	45	37	49	21	117	13	29				18	27	185	159	58	81	132
NUMBER OF RESPONDENTS	227	4774	23	39	45	38	50	24	120	13	29				18	28	189	162	60	82	136
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q33 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q33 = NO]

Q35 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR HEALTH PLAN?

	BANT OT1	BANT OT2	AGE							RACE							ETHNIC-ITY	HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER HAW/ PAC ALSK	IND/ NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35 WORST HEALTH PLAN POSSIBLE		33 0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01	1 0.5%	31 0.7%	~	~	~	1 3%	~	~	~	~	~	~	~	~	~	~	1 ~0.5%	1 ~0.6%	~	~	1 ~0.8%	
02		51 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03	2 0.9%	61 1%	~	~	~	2 6%	~	~	1 0.8%	1 8%	~	~	~	~	~	~	2 1%	1 ~0.6%	1 2%	~	2 2%	
04	5 2%	105 2%	1 5%	1 3%	1 2%	~	1 2%	~	4 3%	~	~	~	~	~	~	~	4 2%	2 1%	2 3%	2 2%	1 0.8%	
05	10 5%	381 8%	1 5%	1 3%	1 2%	5 14%	2 4%	~	6 5%	~	~	~	~	~	3 17%	1 4%	9 5%	6 4%	4 7%	4 5%	6 5%	
06	8 4%	291 6%	1 5%	2 6%	3 6%	1 3%	1 2%	~	6 5%	1 8%	~	~	~	~	1 6%	~	8 4%	7 5%	1 2%	4 5%	4 3%	
07	25 11%	602 13%	3 14%	6 17%	5 10%	4 11%	3 6%	2 10%	11 9%	3 25%	6 22%	~	~	~	1 6%	2 7%	21 11%	21 14%	3 5%	8 10%	15 12%	
08	40 18%	920 20%	3 14%	4 11%	11 23%	7 19%	11 22%	4 19%	24 20%	1 8%	5 19%	~	~	~	~	~	7 26%	33 18%	24 15%	15 25%	19 23%	21 16%
09	43 20%	736 16%	3 14%	8 22%	6 13%	8 22%	12 24%	3 14%	25 21%	2 17%	4 15%	~	~	~	3 17%	6 22%	33 18%	28 18%	15 25%	16 20%	24 18%	
BEST HEALTH PLAN POSSIBLE	86 39%	1385 30%	9 43%	14 39%	21 44%	8 22%	20 40%	12 57%	40 34%	4 33%	12 44%	~	~	~	10 56%	11 41%	73 40%	65 42%	19 32%	29 35%	56 43%	
#8-10 (NET)	169 77%	3041 66%	15 71%	26 72%	38 79%	23 64%	43 86%	19 90%	89 75%	7 58%	21 78%	~	~	~	13 72%	24 89%	139 76%	117 75%	49 82%	64 78%	101 78%	

Continued

Q35 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR HEALTH PLAN?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	POOR	MALE	FE- MALE
9-10 (NET)	129 59%	2121 46%*	12 57%~	22 61%~	27 56%~	16 44%~	32 64%	15 71%~	65 55%	6 50%~	16 59%~			13 72%~	17 63%~	106 58%~	93 60%	34 57%		45 55%	80 62%	
NOT ANSWERED		25 486	2	3		2	2	3	4	1	2			1	3	8	9	2		5	7	
VALID CASES	220	4596	21	36	48	36	50	21	118	12	27			18	27	184	155	60		82	130	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62		87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%		100%	100%	
MEAN	8.49	7.93	8.43	8.53	8.63	7.61	8.74	9.19	8.31	8.00	8.81			8.61	8.85	8.45	8.55	8.38		8.46	8.57	
p stat_(*=Sig @ p<=.05)		.000*	~	~	~	~.192			~.092	~	~	~	~	~	~	~	~.426	.591		.876	.392	

Q35A IN THE LAST 6 MONTHS, DID YOU HAVE A HEALTH PROBLEM FOR WHICH YOU NEEDED SPECIAL MEDICAL EQUIPMENT, SUCH AS A CANE, A WHEELCHAIR, OR OXYGEN EQUIPMENT?

	BANT OT1	BANT OT2	AGE					RACE					ETHNIC-ITY	HEALTH STATUS		GENDER				
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE
Q35A YES	30 13%	599 12%	1 4%~	6 ~ 13%~	2 5%~	11 21%	7 32%~	18 15%	1 8%~	3 10%~	~	~	6 ~ 32%~	~	28 ~ 15%~	13 8%*	16 26%*	11 13%	17 13%	
NO	199 87%	4210 88%	22 96%~	39 100%~	42 88%~	35 95%~	41 79%	15 68%~	102 85%	12 92%~	26 90%~	~	~	13 ~ 68%~	29 100%~	162 85%~	148 92%*	46 74%*	75 87%	118 87%
NOT ANSWERED	16	273			1		2	2							1	2	3		1	2
VALID CASES	229	4809	23	39	48	37	52	22	120	13	29			19	29	190	161	62	86	135
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q35B IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE MEDICAL EQUIPMENT YOU NEEDED THROUGH YOUR HEALTH PLAN?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER	
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE
Q35B NEVER	3 11%	90 16%	~	~	~	~	9%~ 17%	1 6%	1 33%	~	~	~	~	~	2 8%	2 13%	1 9%	1 7%	
SOMETIMES	3 11%	83 15%	1 100%	1 17%	~	~	1 17%	2 12%	1 100%	~	~	~	~	~	3 12%	2 17%	1 7%	1 9%	2 13%
USUALLY	8 29%	129 23%	~	~	2 100%	3 27%	2 33%	4 24%	2 67%	~	~	~	1 20%	~	7 27%	1 8%	7 47%	3 27%	4 27%
ALWAYS	14 50%	262 46%	~	~	5 83%	7 64%	2 33%	10 59%	~	~	~	~	4 80%	~	14 54%	9 75%	5 33%	6 55%	8 53%
#ALWAYS + USUALLY (NET)	22 79%	391 69%	~	~	5 83%	2 100%	10 91%	4 67%	14 82%	2 67%	~	~	5 100%	~	21 81%	10 83%	12 80%	9 82%	12 80%
TOP BOX SCORE	14 50%	262 46%	~	~	5 83%	7 64%	2 33%	10 59%	~	~	~	~	4 80%	~	14 54%	9 75%	5 33%	6 55%	8 53%
NOT ANSWERED	2	35					1	1					1		2	1	1		2
VALID CASES	28	564	1		6	2	11	6	17	1	3		5		26	12	15	11	15
NUMBER OF RESPONDENTS	30	599	1		6	2	11	7	18	1	3		6		28	13	16	11	17
	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

Q35C IN THE LAST 6 MONTHS, DID YOU HAVE ANY HEALTH PROBLEMS THAT NEEDED SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q35C YES	37 16%	759 16%	1 4%	6 16%	7 15%	5 14%	12 24%	4 18%	22 19%	2 15%	5 17%			3 17%	2 7%	32 17%	22 14%	14 24%	13 15%	23 18%
NO	188 84%	3989 84%	22 96%	32 84%	41 85%	31 86%	38 76%	18 82%	96 81%	11 85%	24 83%			15 83%	27 93%	154 83%	138 86%	45 76%	73 85%	108 82%
NOT ANSWERED	20	334		1		2	2	2	4					1	1	6	4	3	1	6
VALID CASES	225	4748	23	38	48	36	50	22	118	13	29			18	29	186	160	59	86	131
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q35D IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE SPECIAL THERAPY YOU NEEDED THROUGH YOUR HEALTH PLAN?

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER				
	OT1	OT2	18	25	35	45	55	65	AND	BLCK	NATV	AMER	HAW/	IND/	ALSK	OTH	MUL-	HIS-	NOT	HIS-	VERY	GOOD	FAIR
	HTS	OHP	TO	TO	TO	TO	TO	AND	OR	AFR-	AS-	ILND	NATV	OTH	MUL-	IC	IC	GOOD	FAIR	GOOD	POOR	MALE	MALE
	TOT	TOT	24	34	44	54	64	OVER	WHT	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	GOOD	POOR	MALE	MALE
Q35D NEVER	5 14%	121 17%	3 ~ 50%			2 ~ 17%			2 9%	1 ~ 20%							1 50%	3 9%	2 9%	2 14%	2 15%	3 13%	
SOMETIMES	7 19%	129 18%	1 100%	4 ~ 57%	1 20%	1 8%			6 27%	1 50%								7 22%	5 23%	2 14%	3 23%	4 17%	
USUALLY	10 27%	170 23%	2 33%	1 14%	2 40%	3 25%	1 25%		4 18%	1 50%	2 40%					1 33%	1 50%	8 25%	8 36%	2 14%	4 31%	5 22%	
ALWAYS	15 41%	308 42%	1 17%	2 29%	2 40%	6 50%	3 75%		10 45%	2 40%					2 67%		14 44%	7 32%	8 57%	4 31%	11 48%		
#ALWAYS + USUALLY (NET)	25 68%	478 66%	3 50%	3 43%	4 80%	9 75%	4 100%		14 64%	1 50%	4 80%				3 100%	1 50%	22 69%	15 68%	10 71%	8 62%	16 70%		
TOP BOX SCORE	15 41%	308 42%	1 17%	2 29%	2 40%	6 50%	3 75%		10 45%	2 40%					2 67%		14 44%	7 32%	8 57%	4 31%	11 48%		
NOT ANSWERED		31																					
VALID CASES	37	728	1	6	7	5	12	4	22	2	5				3	2	32	22	14	13	23		
NUMBER OF RESPONDENTS	37	759	1	6	7	5	12	4	22	2	5				3	2	32	22	14	13	23		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q35C = YES]

Q35E IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	AFR-	IAN	##	##	##	TI	IC	IC	&	&		
																	GOOD	POOR	MALE	MALE	
Q35E																					
ALWAYS	10 4%	178 4%	2 ~	1 5%~	3 2%~	1 8%~	2 2%	8%~	5 4%	1 ~	3%~	~	~	~	5%~	1 3%~	8 4%~	7 4%	2 3%	2 2%	7 5%
USUALLY	10 4%	193 4%	2 9%~	2 5%~	1 2%~	1 3%~	2 4%	~	4 3%	~	~	~	~	~	5%~	1 10%~	3 3%~	5 4%	6 6%	4 2%	6 4%
SOMETIMES	37 16%	804 17%	3 13%~	5 13%~	8 17%~	5 13%~	10 19%	6 25%~	19 16%	3 23%~	6 21%~	~	~	~	3 16%~	2 7%~	34 18%~	21 13%*	15 24%	22 17%	16%
NEVER	172 75%	3575 75%	18 78%~	30 77%~	37 79%~	29 76%~	39 75%	16 67%~	92 77%	10 77%~	22 76%~	~	~	~	14 74%~	24 80%~	143 75%~	130 79%*	41 66%	67 78%	101 74%
#NEVER + SOMETIMES (NET)	209 91%	4379 92%	21 91%~	35 90%~	45 96%~	34 89%~	49 94%	22 92%~	111 93%	13 100%~	28 97%~	~	~	~	17 89%~	26 87%~	177 93%~	151 92%	56 90%	82 95%	123 90%
TOP BOX SCORE	172 75%	3575 75%	18 78%~	30 77%~	37 79%~	29 76%~	39 75%	16 67%~	92 77%	10 77%~	22 76%~	~	~	~	14 74%~	24 80%~	143 75%~	130 79%*	41 66%	67 78%	101 74%
NOT ANSWERED	16	332			1				2							2				1	1
VALID CASES	229	4750	23	39	47	38	52	24	120	13	29			19	30	190	164	62	86	136	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

Q35F IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2													ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					HIS-	NOT	EX &			
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q35F																					
ALWAYS	4	66				2	1	1	2		2						4	2	2	2	2
	2%	1%	~	~	~	5%	2%	4%	2%	~	7%	~	~	~	~	~	2%	1%	3%	2%	1%
USUALLY	1	106	1						1							1		1		1	
	0.4%	2%*	4%	~	~	~	~	~	0.8%	~	~	~	~	~	~	~	0.5%	~	2%	~	~0.7%
SOMETIMES	23	672	4	4	3	3	6	2	11	2	1				3	3	18	8	14	11	11
	10%	14%*	17%	10%	6%	8%	12%	8%	9%	15%	3%	~	~	~	16%	10%	9%	5%*	23%*	13%	8%
NEVER	201	3911	18	35	45	33	44	21	107	11	26				16	26	168	153	45	73	122
	88%	82%*	78%	90%	94%	87%	86%	88%	88%	85%	90%	~	~	~	84%	90%	88%	94%*	73%*	85%	90%
#NEVER + SOMETIMES (NET)	224	4583	22	39	48	36	50	23	118	13	27				19	29	186	161	59	84	133
	98%	96%	96%	100%	100%	95%	98%	96%	98%	100%	93%	~	~	~	100%	100%	97%	99%	95%	98%	98%
TOP BOX SCORE	201	3911	18	35	45	33	44	21	107	11	26				16	26	168	153	45	73	122
	88%	82%*	78%	90%	94%	87%	86%	88%	88%	85%	90%	~	~	~	84%	90%	88%	94%*	73%*	85%	90%
NOT ANSWERED	16	327					1		1							1	1	1		1	1
VALID CASES	229	4755	23	39	48	38	51	24	121	13	29				19	29	191	163	62	86	136
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29				19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

Q35G IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE A CONDESCENDING, SARCASTIC, OR RUDE TONE OR MANNER WITH YOU?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE
Q35G ALWAYS	3 1%	55 1%	~	~	~	2 5%	1 4%	2 2%	~	1 4%	~	~	~	~	~	3 2%	1 0.6%	2 3%	1 1%	2 1%
USUALLY	1 0.4%	67 1%	~	~	1 2%	~	~	~	~	~	~	~	~	1 6%	1 0.5%	~	1 2%	1 1%	~	~
SOMETIMES	11 5%	487 10%	4 17%	3 8%	2 4%	~	2 4%	5 4%	1 8%	~	~	~	2 11%	2 7%	8 4%	6 4%	4 7%	5 6%	6 4%	
NEVER	211 93%	4149 87%	19 83%	35 92%	45 94%	36 95%	48 96%	23 96%	113 94%	12 92%	27 96%	~	~	15 83%	28 93%	176 94%	154 96%	54 89%	76 92%	129 94%
#NEVER + SOMETIMES (NET)	222 98%	4636 97%	23 100%	38 100%	47 98%	36 95%	50 100%	23 96%	118 98%	13 100%	27 96%	~	~	17 94%	30 100%	184 98%	160 99%	58 95%	81 98%	135 99%
TOP BOX SCORE	211 93%	4149 87%	19 83%	35 92%	45 94%	36 95%	48 96%	23 96%	113 94%	12 92%	27 96%	~	~	15 83%	28 93%	176 94%	154 96%	54 89%	76 92%	129 94%
NOT ANSWERED	19	324	~	1	~	~	2	~	2	1	~	~	1	~	4	3	1	~	4	~
VALID CASES	226	4758	23	38	48	38	50	24	120	13	28	~	~	18	30	188	161	61	83	137
NUMBER OF RESPONDENTS	245 100%	5082 100%	23 100%	39 100%	48 100%	38 100%	52 100%	24 100%	122 100%	13 100%	29 100%	~	~	19 100%	30 100%	192 100%	164 100%	62 100%	87 100%	137 100%

Q35H IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER		
	OT1	OT2															ITY	STATUS			
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q35H	171	3305	13	30	44	28	34	20	92	10	23				15	21	146	126	43	58	110
#YES DEFINITELY	76%	70%*	57%~	79%~	92%~	76%~	71%~	83%~	77%	77%~	85%~	~	~	~	79%~	75%~	78%~	80%	69%	72%	81%
YES SOMEWHAT	38	1110	9	7	2	4	10	3	21	2	4				1	6	29	23	13	16	20
	17%	24%*	39%~	18%~	4%~	11%~	21%~	13%~	18%	15%~	15%~	~	~	~	5%~	21%~	16%~	15%	21%	20%	15%
NO	15	300	1	1	2	5	4	1	7	1		~	~	~	3	1	12	9	6	7	6
	7%	6%	4%~	3%~	4%~	14%~	8%~	4%~	6%	8%~		~	~	~	16%~	4%~	6%~	6%	10%	9%	4%
NOT ANSWERED	21	367		1		1	4		2		2					2	5	6		6	1
VALID CASES	224	4715	23	38	48	37	48	24	120	13	27				19	28	187	158	62	81	136
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29				19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

Q35I A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?

	BANT OT1	BANT OT2	AGE						RACE						ETHNIC-ITY	HEALTH STATUS		GENDER		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTH ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q35I YES	136 60%	2797 58%	18 78%~	25 64%~	35 73%~	21 57%~	21 40%*	13 59%~	72 61%	10 77%~	20 69%~	~	~	10 53%~	17 59%~	116 61%~	104 63%	29 49%*	45 52%	88 66%*
NO	90 40%	1986 42%	5 22%~	14 36%~	13 27%~	16 43%~	31 60%*	9 41%~	47 39%	3 23%~	9 31%~	~	~	9 47%~	12 41%~	73 39%~	60 37%	30 51%*	41 48%	46 34%*
NOT ANSWERED	19	299				1	2		3						1	3		3	1	3
VALID CASES	226	4783	23	39	48	37	52	22	119	13	29			19	29	189	164	59	86	134
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q35J IN THE LAST 6 MONTHS, DID YOU GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER		
	OT1	OT2														ITY	STATUS				
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	VERY	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	&	&	FE-		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q35J																					
YES	111	1919	14	20	28	20	20	7	64	8	13			9	13	96	89	20	37	72	
	49%	40%*	64%~	51%~	58%~	53%~	38%	29%~	53%	62%~	45%~	~	~	~ 47%~	45%~	50%~	54%*	33%*	43%	53%	
NO	117	2885	8	19	20	18	32	17	57	5	16			10	16	95	75	41	49	64	
	51%	60%*	36%~	49%~	42%~	47%~	62%	71%~	47%	38%~	55%~	~	~	~ 53%~	55%~	50%~	46%*	67%*	57%	47%	
NOT ANSWERED	17	278	1						1						1	1			1	1	
VALID CASES	228	4804	22	39	48	38	52	24	121	13	29			19	29	191	164	61	86	136	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

Q35K IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOU?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER PAC ALSK ##	OTHER ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & POOR	FAIR & POOR	FE- MALE	MALE
Q35K NEVER	1 0.9%	40 2%	1 7%	~	~	~	~	~	~	~	1 8%	~	~	~	1 1%	1 1%	1 3%	~	~	
SOMETIMES	13 12%	150 8%	1 7%	2 10%	2 7%	4 21%	4 21%	6 10%	1 13%	2 15%	~	~	~	1 11%	2 17%	11 12%	9 10%	4 20%	3 8%	10 14%
USUALLY	24 22%	356 19%	4 29%	6 30%	7 25%	2 11%	3 16%	1 14%	16 25%	1 13%	2 15%	~	~	2 22%	1 8%	21 22%	20 23%	3 15%	9 24%	13 19%
ALWAYS	71 65%	1310 71%	8 57%	12 60%	19 68%	13 68%	12 63%	6 86%	41 65%	6 75%	8 62%	~	~	6 67%	9 75%	62 65%	57 66%	13 65%	24 65%	47 67%
#ALWAYS + USUALLY (NET)	95 87%	1666 90%	12 86%	18 90%	26 93%	15 79%	7 79%	100%~	57 90%	7 88%	10 77%	~	~	8 89%	10 83%	83 87%	77 89%	16 80%	33 89%	60 86%
TOP BOX SCORE	71 65%	1310 71%	8 57%	12 60%	19 68%	13 68%	12 63%	6 86%	41 65%	6 75%	8 62%	~	~	6 67%	9 75%	62 65%	57 66%	13 65%	24 65%	47 67%
NOT ANSWERED	2	63				1	1		1						1	1	2			2
VALID CASES	109	1856	14	20	28	19	19	7	63	8	13			9	12	95	87	20	37	70
NUMBER OF RESPONDENTS	111	1919	14	20	28	20	20	7	64	8	13			9	13	96	89	20	37	72
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q35L IF YOU TRIED TO GET AN APPOINTMENT FOR YOURSELF WITH A DENTIST WHO SPECIALIZES IN A PARTICULAR TYPE OF DENTAL CARE (SUCH AS ROOT CANALS OR GUM DISEASE) IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOU WANTED?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q35L ALWAYS	23 25%	423 22%	3 21%	3 20%	5 42%	3 20%	4 20%	5 42%	13 28%	1 9%				4 36%	3 33%	19 24%	14 24%	8 24%	9 25%	14 26%
USUALLY	20 22%	375 20%	4 29%	4 27%	4 33%	3 20%	4 20%		9 20%	4 57%	2 18%			2 18%	1 11%	18 23%	14 24%	6 18%	9 25%	10 19%
SOMETIMES	20 22%	377 20%	2 14%	6 40%	1 8%	2 13%	7 35%	1 8%	10 22%	2 29%	2 18%			2 18%	2 22%	17 22%	15 26%	5 15%	7 19%	12 23%
NEVER	30 32%	744 39%	5 36%	2 13%	2 17%	7 47%	5 25%	6 50%	14 30%	1 14%	6 55%			3 27%	3 33%	25 32%	15 26%	15 44%	11 31%	17 32%
#NEVER + SOMETIMES (NET)	50 54%	1121 58%	7 50%	8 53%	3 25%	9 60%	12 60%	7 58%	24 52%	3 43%	8 73%			5 45%	5 56%	42 53%	30 52%	20 59%	18 50%	29 55%
TOP BOX SCORE	30 32%	744 39%	5 36%	2 13%	2 17%	7 47%	5 25%	6 50%	14 30%	1 14%	6 55%			3 27%	3 33%	25 32%	15 26%	15 44%	11 31%	17 32%
5	130	2747	8	24	35	22	30	11	73	6	18			8	20	108	102	26	50	79
NOT ANSWERED	22	416	1		1	1	2	1	3						1	5	4	2	1	5
VALID CASES	93	1919	14	15	12	15	20	12	46	7	11			11	9	79	58	34	36	53
NUMBER OF RESPONDENTS	245 100%	5082 100%	23 100%	39 100%	48 100%	38 100%	52 100%	24 100%	122 100%	13 100%	29 100%			19 100%	30 100%	192 100%	164 100%	62 100%	87 100%	137 100%

Q35M IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY				HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE		
Q35M NEVER	28 33%	695 36%	4 36%~	6 40%~	5 29%~	4 27%~	2 15%~	6 67%~	16 39%~	1 14%~	4 50%~	~	~	~	2 18%~	3 25%~	24 36%~	19 33%~	9 35%~	12 44%~	15 28%~	
SOMETIMES	15 18%	351 18%	3 27%~	1 7%~	~	7 47%~	4 31%~	~	7 17%~	3 43%~	2 25%~	~	~	~	1 9%~	2 17%~	13 19%~	9 16%~	6 23%~	4 15%~	11 20%~	
USUALLY	19 23%	351 18%	3 27%~	2 13%~	5 29%~	2 13%~	4 31%~	1 11%~	9 22%~	2 29%~	2 25%~	~	~	~	2 18%~	3 25%~	15 22%~	11 19%~	8 31%~	4 15%~	14 26%~	
ALWAYS	22 26%	514 27%	1 9%~	6 40%~	7 41%~	2 13%~	3 23%~	2 22%~	9 22%~	1 14%~	~	~	~	~	6 55%~	4 33%~	15 22%~	18 32%~	3 12%~	7 26%~	14 26%~	
#ALWAYS + USUALLY (NET)	41 49%	865 45%	4 36%~	8 53%~	12 71%~	4 27%~	7 54%~	3 33%~	18 44%~	3 43%~	2 25%~	~	~	~	8 73%~	7 58%~	30 45%~	29 51%~	11 42%~	11 41%~	28 52%~	
TOP BOX SCORE	22 26%	514 27%	1 9%~	6 40%~	7 41%~	2 13%~	3 23%~	2 22%~	9 22%~	1 14%~	~	~	~	~	6 55%~	4 33%~	15 22%~	18 32%~	3 12%~	7 26%~	14 26%~	
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	139	2765	12	23	30	22	37	14	77	6	20			8	18	120	103	34	56	81		
NOT ANSWERED	22	406		1	1	1	2	1	4		1					5	4	2	4	2		
VALID CASES	84	1911	11	15	17	15	13	9	41	7	8			11	12	67	57	26	27	54		
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%		

Q35N USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST?

	BANT OT1	BANT OT2	AGE						RACE						ETHNIC-ITY	HEALTH STATUS		GENDER			
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35N EXTREMELY DIFFICULT	12 5%	281 6%	2 9%~	3 8%~	2 4%~	4 12%~	1 2%~	8 7%	2 7%~	~	~	~	~	1 6%~	~	12 7%~	6 4%	6 12%	6 8%	6 5%	
01	6 3%	112 3%	~	2 5%~	~	2 6%~	2 13%~	4 4%	~	~	~	~	~	~	1 4%~	4 2%~	5 3%	1 2%	1 1%	4 3%	
02	3 1%	129 3%	~	1 3%~	~	1 3%~	1 6%~	3 3%	~	~	~	~	~	~	~	3 2%~	2 1%	1 2%	~	3 2%	
03	9 4%	164 4%	1 4%~	~	3 7%~	2 6%~	3 7%~	6 5%	1 8%~	1 4%~	~	~	~	1 6%~	~	9 5%~	6 4%	3 6%	3 4%	6 5%	
04	5 2%	138 3%	~	2 5%~	2 4%~	1 3%~	~	4 4%	~	~	~	~	~	1 6%~	~	5 3%~	3 2%	2 4%	3 4%	1 0.8%	
05	22 10%	547 12%	1 4%~	3 8%~	3 7%~	3 9%~	8 18%~	4 25%~	9 8%	2 15%~	4 15%~	~	~	3 18%~	2 9%~	20 11%~	12 8%	10 19%*	11 14%	11 9%	
06	12 5%	230 5%	1 4%~	1 3%~	2 4%~	1 3%~	5 11%~	~	6 5%	4 15%~	~	~	~	~	~	10 6%~	10 7%	2 4%	4 5%	6 5%	
07	18 8%	375 8%	1 4%~	5 13%~	4 9%~	6 18%~	2 5%~	~	11 10%	2 15%~	2 7%~	~	~	1 6%~	2 9%~	16 9%~	12 8%	6 12%	9 12%	9 7%	
09	57 26%	1161 26%	9 39%~	8 21%~	11 24%~	4 12%~	8 18%~	2 13%~	20 18%*	4 31%~	8 30%~	~	~	~	1 6%~	7 30%~	34 19%~	33 22%	9 17%	21 27%	21 17%*
EXTREMELY EASY	75 34%	1320 30%	8 35%~	13 34%~	19 41%~	9 27%~	17 39%~	7 44%~	39 35%	4 31%~	6 22%~	~	~	~	9 53%~	11 48%~	62 35%~	61 41%*	12 23%*	19 25%*	55 45%*
#8-10 (NET)	132 60%	2481 56%	17 74%~	21 55%~	30 65%~	13 39%~	25 57%~	9 56%~	59 54%*	8 62%~	14 52%~	~	~	~	10 59%~	18 78%~	96 55%~	94 63%	21 40%*	40 52%	76 62%
9-10 (NET)	132 60%	2481 56%	17 74%~	21 55%~	30 65%~	13 39%~	25 57%~	9 56%~	59 54%*	8 62%~	14 52%~	~	~	~	10 59%~	18 78%~	96 55%~	94 63%	21 40%*	40 52%	76 62%

Continued

Q35N USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE
88		6																		
NOT ANSWERED	26	619		1	2	5	8	8	12			2		2	7	17	14	10	10	15
VALID CASES	219	4457	23	38	46	33	44	16	110	13	27			17	23	175	150	52	77	122
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%
MEAN	7.44	7.14	7.91	7.11	7.85	6.15	7.61	7.00	7.02	7.92	7.15			7.53	8.61	7.17	7.67	6.25	7.05	7.58
p stat_(*=Sig @ p<=.05)		.137	~	~	~	~	~	~	.038*	~	~	~	~	~	~	~	.119	.001*	.164	.451

Q36 IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL HEALTH?

	BANT	BANT	AGE							RACE							ETHNICITY			HEALTH STATUS		GENDER	
	OT1	OT2	18	25	35	45	55	65	AND	BLCK	AS-	NATV	AMER	IND/	MUL-	HIS-	NOT	EX &	VERY	FE-			
	HTS	OHP	TO	TO	TO	TO	TO	AND	OR	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	PAN-	GOOD	FAIR	MALE	MALE		
	TOT	TOT	24	34	44	54	64	OVER	WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE		
	ADLT	ADLT																					
Q36																							
EXCELLENT	28 12%	447 9%	3 13%~	9 24%~	8 17%~	6 16%~	1 2%*	1 4%~	10 8%	2 15%~	4 14%~	~	~	~	3 17%~	7 23%~	21 11%~	28 17%~	~	10 12%	18 13%		
VERY GOOD	62 27%	1140 24%	7 30%~	12 32%~	18 38%~	3 8%~	14 27%	4 17%~	38 32%	4 31%~	7 24%~	~	~	~	4 22%~	4 13%~	54 29%~	62 38%~	~	20 24%	37 27%		
GOOD	74 33%	1676 35%	8 35%~	13 34%~	16 34%~	16 42%~	16 31%	5 22%~	42 35%	4 31%~	10 34%~	~	~	~	6 33%~	10 33%~	63 33%~	74 45%~	~	35 41%*	39 29%		
FAIR	46 20%	1110 23%	4 17%~	4 11%~	5 11%~	8 21%~	15 29%	10 43%~	18 15%*	3 23%~	7 24%~	~	~	~	4 22%~	8 27%~	37 20%~	~	46 74%*	14 16%	32 24%		
POOR	16 7%	395 8%	1 4%~	~	~	5 13%~	6 12%	3 13%~	12 10%	~	1 3%~	~	~	~	1 6%~	1 3%~	14 7%~	~	16 26%*	6 7%	9 7%		
#EXCELLENT + VERY GOOD + GOOD (NET)	164 73%	3263 68%	18 78%~	34 89%~	42 89%~	25 66%~	31 60%*	10 43%~	90 75%	10 77%~	21 72%~	~	~	~	13 72%~	21 70%~	138 73%~	164 100%~	~	65 76%	94 70%		
NOT ANSWERED	19	314		1	1			1	2						1		3			2	2		
VALID CASES	226	4768	23	38	47	38	52	23	120	13	29				18	30	189	164	62	85	135		
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29				19	30	192	164	62	87	137		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%		

Q37 IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL MENTAL OR EMOTIONAL HEALTH?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER					
	OT1	OT2												ITY	STATUS							
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &						
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	ILND	HAW/	IND/			HIS-	VERY						
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			PAN-	GOOD	FAIR					
									IAN	##	##	##	MUL-	IC	IC	&	&					
									WHTE				TI			GOOD	POOR					
																MALE	MALE					
Q37																						
EXCELLENT	43 19%	870 18%	4 17%	10 26%	12 25%	4 11%	9 17%	4 17%	21 18%	2 15%	3 10%	~	~	~	22%	9 30%	33 17%	38 23%*	5 8%*	18 21%	25 18%	
VERY GOOD	62 27%	1189 25%	6 26%	7 18%	15 31%	9 24%	19 37%	5 22%	33 28%	3 23%	9 31%	~	~	~	33%	6 20%	54 29%	50 30%	11 18%*	28 33%	32 24%	
GOOD	68 30%	1480 31%	4 17%	14 37%	13 27%	14 38%	14 27%	7 30%	36 30%	7 54%	10 34%	~	~	~	17%	3 33%	10 30%	56 31%	51 31%	17 28%	21 25%	46 34%
FAIR	40 18%	937 20%	7 30%	6 16%	7 15%	6 16%	7 13%	6 26%	22 18%	1 8%	5 17%	~	~	~	17%	3 17%	5 17%	34 18%	20 12%*	20 33%*	12 14%	26 19%
POOR	13 6%	296 6%	2 9%	1 3%	1 2%	4 11%	3 6%	1 4%	8 7%	~	2 7%	~	~	~	11%	2 ~	12 6%	5 3%*	8 13%*	5 6%	7 5%	
#EXCELLENT + VERY GOOD + GOOD (NET)	173 77%	3539 74%	14 61%	31 82%	40 83%	27 73%	42 81%	16 70%	90 75%	12 92%	22 76%	~	~	~	72%	13 83%	25 76%	143 76%	139 85%*	33 54%*	67 80%	103 76%
NOT ANSWERED	19	310		1		1		1	2					1		3		1		3	1	
VALID CASES	226	4772	23	38	48	37	52	23	120	13	29			18	30	189	164	61	84	136		
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%		

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2017?

	BANT	BANT	AGE							RACE						ETHNIC-	HEALTH		GENDER		
	OT1	OT2												ITY	STATUS						
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	&	&	FE-		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q38																					
#YES	98	1705	5	14	19	19	23	16	51	5	14			3	18	76	66	32	27	68	
	44%	36%*	23%~	37%~	40%~	50%~	48%~	70%~	43%	38%~	54%~	~	~	~ 17%	62%~	41%~	42%	52%	32%*	52%*	
NO	123	2994	17	24	28	19	25	7	68	8	12			15	11	108	92	29	57	63	
	56%	64%*	77%~	63%~	60%~	50%~	52%~	30%~	57%	62%~	46%~	~	~	~ 83%	38%~	59%~	58%	48%	68%*	48%*	
DON'T KNOW	7	99	1	1	1		4		2		3				1	6	6	1	2	5	
NOT ANSWERED	17	284						1	1					1		2			1	1	
VALID CASES	221	4699	22	38	47	38	48	23	119	13	26			18	29	184	158	61	84	131	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

Q39 DO YOU NOW SMOKE CIGARETTES OR USE TOBACCO EVERY DAY, SOME DAYS, OR NOT AT ALL?

	BANT	BANT	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	FE- MALE	MALE		
Q39 EVERY DAY	38 17%	949 20%	3 13%~	4 10%~	9 19%~	8 21%~	12 23%	1 4%~	27 22%*	3 23%~	1 3%~	~	~	~	22%~	4 3%~	1 19%~	36 15%	24 21%	13 21%	20 23%*	17 13%*
SOME DAYS	22 10%	436 9%	3 13%~	10 26%~	4 8%~	2 5%~	2 4%*	~	11 9%	1 8%~	~	~	~	~	28%~	5 10%~	3 9%~	17 11%	18 5%	3 5%	17 20%*	3 2%*
NOT AT ALL	168 74%	3380 71%	17 74%~	25 64%~	35 73%~	28 74%~	38 73%	22 96%~	83 69%	9 69%~	28 97%~	~	~	~	50%~	9 87%~	26 72%~	137 74%	122 74%	46 74%	49 57%*	116 85%*
DON'T KNOW		34																				
NOT ANSWERED	17	283					1	1						1			2				1	1
VALID CASES	228	4765	23	39	48	38	52	23	121	13	29			18	30	190	164	62	86	136		
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

Q40 IN THE LAST 6 MONTHS, HOW OFTEN WERE YOU ADVISED TO QUIT SMOKING OR USING TOBACCO BY A DOCTOR OR OTHER HEALTH PROVIDER IN YOUR PLAN?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q40 NEVER	13 22%	367 27%	2 33%	3 21%	1 8%	5 50%	2 14%	8 21%	1 25%	~	~	~	~	1 11%	2 50%	10 19%	10 24%	2 13%	10 27%	2 10%
SOMETIMES	13 22%	331 24%	2 33%	3 21%	3 23%	~	4 29%	7 18%	1 25%	1 100%	~	~	~	3 33%	12 23%	7 17%	5 31%	7 19%	5 25%	
USUALLY	11 18%	212 16%	1 17%	2 14%	5 38%	1 10%	2 14%	8 21%	1 25%	~	~	~	~	1 11%	1 25%	10 19%	8 19%	3 19%	8 22%	3 15%
ALWAYS	23 38%	455 33%	1 17%	6 43%	4 31%	4 40%	6 43%	1 100%	15 39%	1 25%	~	~	~	4 44%	1 25%	21 40%	17 40%	6 38%	12 32%	10 50%
#ALWAYS + USUALLY (NET)	34 57%	667 49%	2 33%	8 57%	9 69%	5 50%	8 57%	1 100%	23 61%	2 50%	~	~	~	5 56%	2 50%	31 58%	25 60%	9 56%	20 54%	13 65%
TOP BOX SCORE	23 38%	455 33%	1 17%	6 43%	4 31%	4 40%	6 43%	1 100%	15 39%	1 25%	~	~	~	4 44%	1 25%	21 40%	17 40%	6 38%	12 32%	10 50%
NOT ANSWERED		20																		
VALID CASES	60	1365	6	14	13	10	14	1	38	4	1			9	4	53	42	16	37	20
NUMBER OF RESPONDENTS	60	1385	6	14	13	10	14	1	38	4	1			9	4	53	42	16	37	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q41 IN THE LAST 6 MONTHS, HOW OFTEN WAS MEDICATION RECOMMENDED OR DISCUSSED BY A DOCTOR OR HEALTH PROVIDER TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF MEDICATION ARE: NICOTINE GUM, PATCH, NASAL SPRAY, INHALER, OR PRESCRIPTION MEDICATION.

	BANT	BANT	AGE						RACE						ETHNICITY			HEALTH STATUS		GENDER	
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	HIS- PAN- IC	NOT VERY GOOD & FAIR & POOR	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q41 NEVER	25 42%	687 50%	3 50%	8 62%	5 38%	4 40%	3 21%	1 100%	16 43%	1 25%	1 100%	~	~	~	2 22%	3 75%	20 38%	20 49%	4 25%	16 44%	7 35%
SOMETIMES	15 25%	305 22%	1 17%	2 15%	3 23%	1 10%	8 57%	~	9 24%	1 25%	~	~	~	5 56%	~	15 29%	7 17%	7 44%	9 25%	6 30%	
USUALLY	5 8%	152 11%	1 17%	~	2 15%	2 20%	~	~	3 8%	1 25%	~	~	~	~	1 25%	4 8%	3 7%	2 13%	3 8%	2 10%	
ALWAYS	14 24%	223 16%	1 17%	3 23%	3 23%	3 30%	3 21%	~	9 24%	1 25%	~	~	~	2 22%	~	13 25%	11 27%	3 19%	8 22%	5 25%	
#ALWAYS + USUALLY (NET)	19 32%	375 27%	2 33%	3 23%	5 38%	5 50%	3 21%	~	12 32%	2 50%	~	~	~	2 22%	1 25%	17 33%	14 34%	5 31%	11 31%	7 35%	
TOP BOX SCORE	14 24%	223 16%	1 17%	3 23%	3 23%	3 30%	3 21%	~	9 24%	1 25%	~	~	~	2 22%	~	13 25%	11 27%	3 19%	8 22%	5 25%	
NOT ANSWERED	1	18	~	1	~	~	~	~	1	~	~	~	~	~	~	1	1	~	1	~	
VALID CASES	59	1367	6	13	13	10	14	1	37	4	1	~	~	9	4	52	41	16	36	20	
NUMBER OF RESPONDENTS	60	1385	6	14	13	10	14	1	38	4	1	~	~	9	4	53	42	16	37	20	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	~	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q42 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR DOCTOR OR HEALTH PROVIDER DISCUSS OR PROVIDE METHODS AND STRATEGIES OTHER THAN MEDICATION TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF METHODS AND STRATEGIES ARE: TELEPHONE HELPLINE, INDIVIDUAL OR GROUP COUNSELING, OR CESSATION PROGRAM.

	BANT	BANT	AGE							RACE							ETHNICITY			HEALTH STATUS		GENDER	
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	HIS- PAN- IC	NOT VERY GOOD & POOR	EX & FAIR & POOR	FE- MALE	FE- MALE			
Q42 NEVER	37 62%	778 57%	4 67%	8 57%	8 62%	5 50%	9 64%	1 100%	22 58%	1 25%	1 100%	~	~	~	89%	2 50%	32 60%	26 62%	9 56%	21 57%	13 65%		
SOMETIMES	9 15%	261 19%	1 17%	1 7%	2 15%	2 20%	3 21%	7 18%	2 50%	~	~	~	~	~	~	9 17%	6 14%	3 19%	6 16%	3 15%			
USUALLY	4 7%	141 10%	~	1 7%	2 15%	~	1 7%	1 3%	1 25%	~	~	~	~	~	~	2 50%	2 4%	4 10%	4 11%	~			
ALWAYS	10 17%	175 13%	1 17%	4 29%	1 8%	3 30%	1 7%	8 21%	~	~	~	~	~	1 11%	10 19%	6 14%	4 25%	6 16%	4 20%				
#ALWAYS + USUALLY (NET)	14 23%	316 23%	1 17%	5 36%	3 23%	3 30%	2 14%	9 24%	1 25%	~	~	~	~	1 11%	2 50%	12 23%	10 24%	4 25%	10 27%	4 20%			
TOP BOX SCORE	10 17%	175 13%	1 17%	4 29%	1 8%	3 30%	1 7%	8 21%	~	~	~	~	~	1 11%	10 19%	6 14%	4 25%	6 16%	4 20%				
NOT ANSWERED		30																					
VALID CASES	60	1355	6	14	13	10	14	1	38	4	1			9	4	53	42	16	37	20			
NUMBER OF RESPONDENTS	60	1385	6	14	13	10	14	1	38	4	1			9	4	53	42	16	37	20			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%			

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	GOOD	FAIR		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&	&	
																	GOOD	POOR	MALE	MALE
Q43																				
YES	34	997	1	4	3	4	14	8	21	2	4			3	1	31	17	17	14	19
	15%	21%*	4%~	10%~	6%~	11%~	29%~	35%~	18%	15%~	15%~	~	~	~ 16%~	3%~	17%~	11%*	28%*	17%	14%
NO	189	3756	22	35	44	34	35	15	99	11	23			16	29	155	143	43	70	115
	85%	79%*	96%~	90%~	94%~	89%~	71%~	65%~	83%	85%~	85%~	~	~	~ 84%~	97%~	83%~	89%*	72%*	83%	86%
DON'T KNOW	4	42						3	1		2					4	3	1	1	3
NOT ANSWERED	18	287			1				1							2	1	1		2
VALID CASES	223	4753	23	39	47	38	49	23	120	13	27			19	30	186	160	60	84	134
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q44 DO YOU HAVE A HEALTH PROBLEM OR TAKE MEDICATION THAT MAKES TAKING ASPIRIN UNSAFE FOR YOU?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	GOOD			
									IC	IAN	##	##	##	TI	IC	IC	FAIR			
									WHTE								&			
																	POOR			
																	MALE			
																	MALE			
Q44																				
YES	24	448		3	1	4	10	6	12		4			4	2	22	11	13	8	16
	12%	10%		~ 8%	2%	14%	21%	27%	11%		~ 15%			~ 24%	7%	13%	7%*	25%*	11%	13%
NO	181	3956	23	33	43	24	38	16	97	11	22			13	26	148	138	40	66	110
	88%	90%	100%	~ 92%	~ 98%	~ 86%	~ 79%	~ 73%	89%	100%	~ 85%			~ 76%	93%	~ 87%	93%*	75%*	89%	87%
DON'T KNOW	20	377		3	3	8	4	2	10	2	3			2	2	18	13	7	11	9
NOT ANSWERED	20	301			1	2			3						4		2	2	2	2
VALID CASES	205	4404	23	36	44	28	48	22	109	11	26			17	28	170	149	53	74	126
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q45 HAS A DOCTOR OR HEALTH PROVIDER EVER DISCUSSED WITH YOU THE RISKS AND BENEFITS OF ASPIRIN TO PREVENT HEART ATTACK OR STROKE?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	&	&	FE-		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q45																					
YES	92	1716	5	10	16	15	30	14	46	9	11			10	10	80	61	30	32	59	
	41%	36%	22%~	26%~	33%~	39%~	60%*	58%~	38%	69%~	39%~	~	~	~ 53%~	34%~	42%~	38%	49%	38%	43%	
NO	134	3045	18	29	32	23	20	10	75	4	17			9	19	110	101	31	53	77	
	59%	64%	78%~	74%~	67%~	61%~	40%*	42%~	62%	31%~	61%~	~	~	~ 47%~	66%~	58%~	62%	51%	62%	57%	
NOT ANSWERED	19	321					2		1		1				1	2	2	1	2	1	
VALID CASES	226	4761	23	39	48	38	50	24	121	13	28			19	29	190	162	61	85	136	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

Q46.1 ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	TO	TO	TO	TO	TO	OVER	AFR-	PAC	ALSK				HIS-	GOOD	FAIR			
			24	34	44	54	64	OVER	WHTE	AS-	ILND	NATV	OTHR	MUL-	IC	IC	&	&		
																GOOD	POOR	MALE	MALE	
Q46.1																				
YES	47	1102	1	5	2	12	16	11	22	2	11			2	5	41	23	24	21	26
	19%	22%	4%~	13%~	4%~	32%~	31%*	46%~	18%	15%~	38%~	~	~	~ 11%~	17%~	21%	14%*	39%*	24%	19%
NO	198	3980	22	34	46	26	36	13	100	11	18			17	25	151	141	38	66	111
	81%	78%	96%~	87%~	96%~	68%~	69%*	54%~	82%	85%~	62%~	~	~	~ 89%~	83%~	79%	86%*	61%*	76%	81%
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q46.2 ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2												ITY	STATUS						
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	&	&	FE-		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q46.2																					
YES	59	1444		4	9	11	23	11	34	3	6			5	6	51	28	31	23	35	
	24%	28%		~ 10%	~ 19%	~ 29%	~ 44%*	~ 46%	28%	23%	~ 21%	~	~	~ 26%	20%	~ 27%	17%*	50%*	26%	26%	
NO	186	3638	23	35	39	27	29	13	88	10	23			14	24	141	136	31	64	102	
	76%	72%	100%	~ 90%	~ 81%	~ 71%	~ 56%*	~ 54%	72%	77%	~ 79%	~	~	~ 74%	80%	~ 73%	83%*	50%*	74%	74%	
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

Q46.3 ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: PARENT OR SIBLING WITH HEART ATTACK BEFORE THE AGE OF 60

	BANT OT1	BANT OT2	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q46.3 YES	21 9%	826 16%*	2 9%~	3 8%~	4 8%~	4 11%~	7 13%	1 4%~	15 12%*	3 ~ 10%~				1 ~ 5%~	1 3%~	20 10%*	11 7%	10 16%*	11 13%	10 7%	
NO	224 91%	4256 84%*	21 91%~	36 92%~	44 92%~	34 89%~	45 87%	23 96%~	107 88%*	13 100%~	26 90%~			18 ~ 95%~	29 97%~	172 90%*	153 93%	52 84%*	76 87%	127 93%	
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

Q47.1 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER	
	OT1	OT2												ITY	STATUS			
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &		
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	
									TI	IC	IC	IC	IC	IC	IC	IC	GOOD	
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	
																	FAIR	
																	&	
																	&	
																	POOR	
																	MALE	
																	MALE	
Q47.1																		
YES	4	211		1	1		2		3					1	4	3	1	
	2%	4%*		~	3%~	2%~	~	4%	~	2%	~	~	~	~	5%~	~	2%*	
NO	241	4871	23	38	47	38	50	24	119	13	29			18	30	188	161	
	98%	96%*	100%~	97%~	98%~	100%~	96%	100%~	98%	100%~	100%~	~	~	~	95%~	100%~	98%*	
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	

Q47.2 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	HIS-	GOOD			
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&		
																		&		
																		GOOD		
																		POOR		
																		MALE		
																		MALE		
Q47.2																				
YES	8	212			1		4	3	3	1	1			2	7	3	4	3	4	
	3%	4%	~	~	2%	~	8%	13%	2%	8%	3%	~	~	~ 11%	~ 4%	2%	6%	3%	3%	
NO	237	4870	23	39	47	38	48	21	119	12	28			17	30	185	161	58	84	133
	97%	96%	100%	~100%	~ 98%	~100%	~ 92%	88%	98%	92%	~ 97%	~	~	~ 89%	~100%	~ 96%	98%	94%	97%	97%
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q47.3 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	GOOD	FAIR			
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&		
																GOOD	POOR	MALE		
																POOR		MALE		
Q47.3																				
YES	15	195		1	1	3	6	4	11		3					14	2	13	5	10
	6%	4%		~ 3%	~ 2%	~ 8%	~ 12%	~ 17%	9%		~ 10%	~	~	~	~	~ 7%*	1%*	21%*	6%	7%
NO	230	4887	23	38	47	35	46	20	111	13	26			19	30	178	162	49	82	127
	94%	96%	100%	~ 97%	~ 98%	~ 92%	~ 88%	~ 83%	91%	100%	~ 90%	~	~	~ 100%	~ 100%	~ 93%*	99%*	79%*	94%	93%
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q47.4 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANY KIND OF DIABETES OR HIGH BLOOD SUGAR

	BANT OT1	BANT OT2	AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER				
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE		
Q47.4 YES	40 16%	916 18%	4 ~ 10%	3 ~ 6%	10 ~ 26%	16 ~ 31%*	7 ~ 29%	15 12%	3 23%~	8 28%~			4 ~ 21%~	5 17%~	34 18%	19 12%*	20 32%*	17 20%	23 17%	
NO	205 84%	4166 82%	23 100%~	35 90%~	45 94%~	28 74%~	36 69%*	17 71%~	107 88%	10 77%~	21 72%~			15 ~ 79%~	25 83%~	158 82%	145 88%*	42 68%*	70 80%	114 83%
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
NUMBER OF RESPONDENTS	245 100%	5082 100%	23 100%	39 100%	48 100%	38 100%	52 100%	24 100%	122 100%	13 100%	29 100%			19 100%	30 100%	192 100%	164 100%	62 100%	87 100%	137 100%

Q48 IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	HIS-	GOOD			
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&		
																		FAIR		
																		&		
																		POOR		
																		MALE		
																		MALE		
Q48																				
YES	61	1408	3	11	8	12	21	5	40	2	4			10	5	56	37	23	21	40
	27%	30%	13%~	29%~	17%~	32%~	41%*	23%~	33%*	15%~	14%~	~	~	~ 53%~	17%~	30%~	23%*	38%*	25%	30%
NO	161	3330	20	27	40	26	30	17	80	11	24			9	25	132	123	37	63	95
	73%	70%	87%~	71%~	83%~	68%~	59%*	77%~	67%*	85%~	86%~	~	~	~ 47%~	83%~	70%~	77%*	62%*	75%	70%
NOT ANSWERED	23	344		1			1	2	2		1					4	4	2	3	2
VALID CASES	222	4738	23	38	48	38	51	22	120	13	28			19	30	188	160	60	84	135
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q49 IS THIS A CONDITION OR PROBLEM THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE.

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER				
	OT1	OT2							AND	BLCK	AS-	NATV	AMER					HIS-	NOT	EX &	FAIR	MALE	MALE
	HTS	OHP	18	25	35	45	55	65	OR	AFR-	ILND	NATV	ALSK	OTHR	MUL-	PAN-	PAN-	VERY	GOOD				
	TOT	TOT	TO	TO	TO	TO	TO	AND	WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE		
	ADLT	ADLT	24	34	44	54	64	OVER															
Q49																							
YES	49	1187	3	11	6	8	15	5	33	1	3				9	3	46	31	17	16	33		
	88%	88%	100%	~100%	~75%	~73%	~88%	~100%	92%	~50%	~100%	~	~	~90%	60%	~90%	89%	~85%	89%	~87%			
NO	7	167			2	3	2	3	1					1	2	5	4	3	2	5			
	13%	12%	~	~	25%	~27%	~12%	8%	~50%	~	~	~	~10%	40%	~10%	11%	~15%	11%	~13%				
NOT ANSWERED	5	54				1	4	4		1						5	2	3	3	2			
VALID CASES	56	1354	3	11	8	11	17	5	36	2	3			10	5	51	35	20	18	38			
NUMBER OF RESPONDENTS	61	1408	3	11	8	12	21	5	40	2	4			10	5	56	37	23	21	40			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%			

[ASKED IF Q48 = YES]

Q50 DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	GOOD	FAIR		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&	&	
																	GOOD	POOR	MALE	MALE
Q50																				
YES	147	2988	8	19	33	26	40	20	82	6	20			14	16	129	95	50	55	92
	66%	63%	35%~	49%~	70%~	70%~	77%*	83%~	69%	46%~	69%~	~	~	~ 74%~	53%~	68%~	59%*	83%*	65%	68%
NO	76	1758	15	20	14	11	12	4	37	7	9			5	14	60	65	10	30	44
	34%	37%	65%~	51%~	30%~	30%~	23%*	17%~	31%	54%~	31%~	~	~	~ 26%~	47%~	32%~	41%*	17%*	35%	32%
NOT ANSWERED	22	336			1	1			3						3	4	2		2	1
VALID CASES	223	4746	23	39	47	37	52	24	119	13	29			19	30	189	160	60	85	136
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q51 IS THIS MEDICINE TO TREAT A CONDITION THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE.

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH		GENDER	
	OT1	OT2															ITY	STATUS	STATUS	MALE	MALE
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					HIS-	NOT	EX &	GOOD	FAIR	FE-
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	&	GOOD	POOR	MALE	MALE
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	AFR-	IAN	##	##	##	IC	IC	&	GOOD	POOR	MALE	MALE
Q51																					
YES	133	2723	7	17	30	23	36	19	77	6	15			13	14	117	84	47	46	87	87
	94%	95%	88%~	94%~	94%~	92%~	95%~	95%~	97%*100%~	79%~	~	~	~	93%~	88%~	94%~	92%	96%~	92%	95%	95%
NO	9	155	1	1	2	2	2	1	2	4				1	2	7	7	2	4	5	5
	6%	5%	13%~	6%~	6%~	8%~	5%~	5%~	3%*	~	21%~	~	~	7%~	13%~	6%~	8%	4%~	8%	5%	5%
NOT ANSWERED	5	110		1	1	1	2		3	1						5	4	1	5		
VALID CASES	142	2878	8	18	32	25	38	20	79	6	19			14	16	124	91	49	50	92	92
NUMBER OF RESPONDENTS	147	2988	8	19	33	26	40	20	82	6	20			14	16	129	95	50	55	92	92
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	BANT	BANT	AGE							RACE							ETHNICITY			HEALTH STATUS		GENDER	
	OT1	OT2	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
NQ52	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
18 TO 24	25 10%	485 10%	23 100%~	~	~	~	~	~	12 10%	1 8%~	3 10%~	~	~	~	1 5%~	6 20%~	17 9%	18 11%	5 8%	11 13%	12 9%		
25 TO 34	42 17%	853 17%	~100%~	39 ~100%~	~	~	~	~	24 20%	2 15%~	1 3%~	~	~	~	5 26%~	5 17%~	32 17%	35 21%*	4 6%*	16 18%	22 16%		
35 TO 44	54 22%	805 16%*	~	48 ~100%~	~	~	~	~	27 22%	4 31%~	5 17%~	~	~	~	4 21%~	7 23%~	41 21%	43 26%*	5 8%*	21 24%	27 20%		
45 TO 54	43 18%	1048 21%	~	~	38 ~100%~	~	~	~	22 18%	4 31%~	4 14%~	~	~	~	1 5%~	6 20%~	33 17%	26 16%	14 23%	16 18%	23 17%		
55 TO 64	55 22%	1437 28%*	~	~	~	52 ~100%~	~	~	27 22%	2 15%~	10 34%~	~	~	~	6 32%~	4 13%~	48 25%*	32 20%	21 34%*	21 24%	32 23%		
65 TO 74	13 5%	302 6%	~	~	~	~	11 46%~	~	5 4%	1 ~	3 3%~	~	~	~	1 5%~	1 3%~	9 5%	4 2%*	7 11%	1 1%*	9 7%		
75 OR OLDER	13 5%	152 3%	~	~	~	~	13 54%~	~	5 4%	5 ~	17 17%~	~	~	~	1 5%~	1 3%~	12 6%	6 4%	6 10%	1 1%*	12 9%*		
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29				19	30	192	164	62	87	137		
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29				19	30	192	164	62	87	137		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%		

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

NQ53 ARE YOU MALE OR FEMALE?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2												ITY	STATUS						
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	HIS-	GOOD				
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&			
																		FAIR			
																		&			
																		POOR			
																		MALE			
																		MALE			
NQ53																					
MALE	97	2039	11	17	21	15	21	3	48	5	10			10	8	78	68	20	87		
	40%	40%	48%~	44%~	44%~	39%~	40%	13%~	39%	38%~	34%~	~	~	~	53%~	27%~	41%	41%	32%	100%~	~
FEMALE	148	3043	12	22	27	23	31	21	74	8	19			9	22	114	96	42	137		
	60%	60%	52%~	56%~	56%~	61%~	60%	88%~	61%	62%~	66%~	~	~	~	47%~	73%~	59%	59%	68%	~100%~	
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

Q54 WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?

	BANT	BANT	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN-	VERY GOOD & FAIR	POOR	FE- MALE	MALE		
Q54																						
8TH GRADE OR LESS	15 7%	267 6%	1 ~	1 3%~	6 2%~	1 16%~	6 2%*	6 29%~	4 3%*	7 ~	25%~	~	~	~	4 13%~	11 6%~	8 5%	7 12%	2 2%*	13 10%*		
SOME HIGH SCHOOL BUT DID NOT GRADUATE	25 11%	599 13%	6 26%~	3 8%~	6 13%~	4 11%~	4 8%	2 10%~	12 10%	5 ~	18%~	~	~	2 11%~	4 13%~	21 11%~	18 11%	7 12%	12 14%	13 10%		
HIGH SCHOOL GRADUATE OR GED	63 28%	1663 35%*	7 30%~	10 26%~	14 29%~	10 26%~	17 33%	5 24%~	35 29%	7 54%~	6 21%~	~	~	2 11%~	10 33%~	53 28%~	40 25%	22 37%	20 23%	42 31%		
SOME COLLEGE OR 2-YEAR DEGREE	75 34%	1668 35%	10 43%~	14 36%~	17 35%~	9 24%~	18 35%	5 24%~	42 35%	4 31%~	6 21%~	~	~	13 68%~	6 20%~	67 35%~	55 35%	18 30%	41 48%*	34 25%*		
4-YEAR COLLEGE GRADUATE	28 13%	348 7%*	6 ~	6 15%~	6 13%~	8 16%~	2 16%	2 10%~	20 17%*	2 ~	7%~	~	~	1 5%~	5 17%~	23 12%~	24 15%*	4 7%	6 7%*	22 16%*		
MORE THAN 4-YEAR COLLEGE DEGREE	16 7%	201 4%	5 ~	4 13%~	3 8%~	3 8%~	1 6%	1 5%~	8 7%	2 15%~	2 7%~	~	~	1 5%~	1 3%~	14 7%~	13 8%	2 3%	5 6%	11 8%		
NOT ANSWERED	23	336					1	3	1	1					3	6	2	1	2			
VALID CASES	222	4746	23	39	48	38	51	21	121	13	28			19	30	189	158	60	86	135		
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%		

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH		GENDER			
	OT1	OT2																	ITY	STATUS	STATUS	MALE	MALE
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER							NOT	EX &	VERY			
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/						HIS-	GOOD	FAIR				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	TI	IC	IC	&	&	FE-			
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE		
Q55																							
YES HISPANIC OR LATINO	30	571	6	5	7	6	4	2								30	21	9	8	22			
	14%	12%	26%~	14%~	15%~	16%~	8%	9%~	~	~	~	~	~	~	~100%~	~	13%	15%	9%	16%			
NO NOT HISPANIC OR LATINO	192	4145	17	32	41	32	47	21	121	13	29			19	192	138	51	77	114				
	86%	88%	74%~	86%~	85%~	84%~	92%	91%~	100%~	100%~	100%~	~	~	~100%~	~100%~	~	87%	85%	91%	84%			
NOT ANSWERED	23	366		2			1	1	1							5	2	2	1				
VALID CASES	222	4716	23	37	48	38	51	23	121	13	29			19	30	192	159	60	85	136			
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2												ITY	STATUS						
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	GOOD	FAIR			
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&	&		
																	GOOD	POOR	MALE	MALE	
Q56.1																					
YES	152	4120	16	31	33	24	32	14	122					17	13	138	112	37	59	92	
	62%	81%*	70%~	79%~	69%~	63%~	62%	58%~	100%~	~	~	~	~	~	89%~	43%~	72%*	68%*	60%	68%	67%
NO	93	962	7	8	15	14	20	10	13	29				2	17	54	52	25	28	45	
	38%	19%*	30%~	21%~	31%~	37%~	38%	42%~	~100%~	~100%~	~	~	~	11%~	57%~	28%*	32%*	40%	32%	33%	
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

Q56.2 WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	TO	TO	TO	TO	TO	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	HIS-	GOOD			
			24	34	44	54	64	OVER	WHTE	AMER	IAN	##	##	##	TI	IC	IC	&		
																		&		
																		GOOD		
																		POOR		
																		MALE		
																		MALE		
Q56.2																				
YES	13	85	1	2	4	4	2		13						13	10	3	5	8	
	5%	2%*	4%~	5%~	8%~	11%~	4%		~100%~	~	~	~	~	~	~7%~	6%	5%	6%	6%	
NO	232	4997	22	37	44	34	50	24	122	29				19	30	179	154	59	82	129
	95%	98%*	96%~	95%~	92%~	89%~	96%	100%	~100%~	~100%~	~	~	~	~100%~	~100%~	93%*	94%	95%	94%	94%
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER		
	OT1	OT2													ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	&	&			
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR		
																			MALE	MALE	
Q56.3																					
YES	32	136	4	2	6	4	10	6				29			2	1	31	23	9	12	20
	13%	3%*	17%~	5%~	13%~	11%~	19%	25%~	~	~100%~	~	~	~	~11%~	3%~	16%*	14%	15%	14%	15%	
NO	213	4946	19	37	42	34	42	18	122	13					17	29	161	141	53	75	117
	87%	97%*	83%~	95%~	88%~	89%~	81%	75%~	100%~	100%~	~	~	~	~89%~	97%~	84%*	86%	85%	86%	85%	
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29				19	30	192	164	62	87	137
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29				19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

Q56.4 WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	TO	TO	TO	TO	TO	OVER	AFR-	PAC	ALSK				PAN-	GOOD	FAIR			
									AS-	ILND	NATV	OTHR	MUL-	IC	IC	&	&			
									IAN	##	##	##	TI			GOOD	POOR	MALE		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	MALE		
Q56.4																				
YES	6	40		3	1		2							3	1	5	4	2	3	3
	2%	0.8%		~ 8%	~ 2%		~ 4%		~	~	~	~	~	~ 16%	~ 3%	~ 3%	2%	3%	3%	2%
NO	239	5042	23	36	47	38	50	24	122	13	29			16	29	187	160	60	84	134
	98%	99%	100%	~ 92%	~ 98%	~ 100%	~ 96%	100%	~ 100%	~ 100%	~ 100%	~	~	~ 84%	~ 97%	~ 97%	98%	97%	97%	98%
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29			19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q56.5 WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2												ITY	STATUS						
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY						
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD				
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&			
																		FAIR			
																		&			
																		GOOD			
																		POOR			
																		MALE			
																		MALE			
Q56.5																					
YES	13	313	1	4	2	1	3	2							11	1	12	8	5	5	8
	5%	6%	4%~	10%~	4%~	3%~	6%	8%~	~	~	~	~	~	~	58%~	3%~	6%	5%	8%	6%	6%
NO	232	4769	22	35	46	37	49	22	122	13	29				8	29	180	156	57	82	129
	95%	94%	96%~	90%~	96%~	97%~	94%	92%~	100%~	100%~	100%~	~	~	~	42%~	97%~	94%	95%	92%	94%	94%
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29				19	30	192	164	62	87	137
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29				19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2												ITY	STATUS						
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	HIS-	GOOD				
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&			
																		&			
																		GOOD			
																		POOR			
																		MALE			
																		MALE			
Q56.6																					
YES	18	278		4	3	1	6	3							6	5	11	10	6	9	9
	7%	5%		~ 10%	~ 6%	~ 3%	~ 12%	~ 13%	~	~	~	~	~	~ 32%	17%	~ 6%	6%	10%	10%	7%	7%
NO	227	4804	23	35	45	37	46	21	122	13	29				13	25	181	154	56	78	128
	93%	95%	100%	~ 90%	~ 94%	~ 97%	~ 88%	~ 88%	100%	~ 100%	~ 100%	~	~	~ 68%	83%	~ 94%	94%	90%	90%	93%	93%
VALID CASES	245	5082	23	39	48	38	52	24	122	13	29				19	30	192	164	62	87	137
NUMBER OF RESPONDENTS	245	5082	23	39	48	38	52	24	122	13	29				19	30	192	164	62	87	137
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	BANT	BANT	AGE							RACE						ETHNIC-	HEALTH	GENDER		
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&	&	
																	GOOD	POOR	MALE	MALE
Q57																				
YES	26	466	1	3	6	1	6	9	8	14					1	25	15	11	7	19
	15%	12%	7%~	13%~	19%~	3%~	14%~	43%~	8%*	~ 56%~	~	~	~	~	6%~	17%~	12%~	25%~	11%	18%
NO	142	3267	13	21	26	32	37	12	90	9	11			9	16	124	106	33	57	84
	85%	88%	93%~	88%~	81%~	97%~	86%~	57%~	92%*100%~	44%~	~	~	~100%~	94%~	83%~	88%~	75%~	89%	82%	
NOT ANSWERED	1	46						1									1			
VALID CASES	168	3733	14	24	32	33	43	21	98	9	25			9	17	149	121	44	64	103
NUMBER OF RESPONDENTS	169	3779	14	24	32	33	43	22	98	9	25			9	17	149	122	44	64	103
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL]

Q58.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME.

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER	
	OT1	OT2													ITY	STATUS				
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &			
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	&	&		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	
																			MALE	MALE
Q58.1																				
YES	12	238	1	2	1	1	3	4	3	8					12	7	5	3	9	
	46%	51%	100%	67%	17%	100%	50%	44%	38%	~	57%	~	~	~	~	48%	47%	45%	43%	47%
NO	14	228		1	5		3	5	5	6					1	13	8	6	4	10
	54%	49%	~	33%	83%	~	50%	56%	63%	~	43%	~	~	~	100%	52%	53%	55%	57%	53%
VALID CASES	26	466	1	3	6	1	6	9	8	14					1	25	15	11	7	19
NUMBER OF RESPONDENTS	26	466	1	3	6	1	6	9	8	14					1	25	15	11	7	19
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

Q58.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE.

	BANT	BANT	AGE							RACE						ETHNIC-	HEALTH	GENDER		
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD			
															IC	IC	&			
									WHTE	AMER	IAN	##	##	##	TI		FAIR			
																GOOD	POOR			
																MALE	MALE			
Q58.2																				
YES	7	182	1	2			1	3	3	4					7	5	2	2	5	
	27%	39%	100%	67%	~	~	17%	33%	38%	~	29%	~	~	~	28%	33%	18%	29%	26%	
NO	19	284		1	6	1	5	6	5	10					1	18	10	9	5	14
	73%	61%	~	33%	100%	100%	83%	67%	63%	~	71%	~	~	~	100%	72%	67%	82%	71%	74%
VALID CASES	26	466	1	3	6	1	6	9	8	14					1	25	15	11	7	19
NUMBER OF RESPONDENTS	26	466	1	3	6	1	6	9	8	14					1	25	15	11	7	19
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

Q58.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME.

	BANT	BANT	AGE							RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2													ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	&	&	FE-		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q58.3																					
YES	6	156		1	2	1		2	3		1				1	5	4	2	2	4	
	23%	33%		~ 33%	33%	~100%		~ 22%	38%		~ 7%				~100%	20%	27%	18%	29%	21%	
NO	20	310	1	2	4		6	7	5		13				20	11	9	5	15		
	77%	67%	~100%	67%	67%		~100%	78%	63%		~ 93%				~ 80%	73%	82%	71%	79%		
VALID CASES	26	466	1	3	6	1	6	9	8		14				1	25	15	11	7	19	
NUMBER OF RESPONDENTS	26	466	1	3	6	1	6	9	8		14				1	25	15	11	7	19	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%				100%	100%	100%	100%	100%	100%	

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

Q58.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE.

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &			
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	PAN-	PAN-	&	&		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	POOR	
																			MALE	MALE
Q58.4																				
YES	13	56	1		2		5	5	3		10					13	8	5	2	11
	50%	12%	~100%	~	33%	~	83%	56%	38%	~	71%	~	~	~	~	52%	53%	45%	29%	58%
NO	13	410		3	4	1	1	4	5		4				1	12	7	6	5	8
	50%	88%	~	~100%	67%	~100%	17%	44%	63%	~	29%	~	~	~	~100%	48%	47%	55%	71%	42%
VALID CASES	26	466	1	3	6	1	6	9	8		14				1	25	15	11	7	19
NUMBER OF RESPONDENTS	26	466	1	3	6	1	6	9	8		14				1	25	15	11	7	19
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%				100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

Q58.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY.

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR		
									WHTE	AMER	IAN	##	##	##	TI	IC	IC	&	&	
																	GOOD	POOR	MALE	MALE
Q58.5																				
YES	2	39		1	1				1	1					2	2			1	1
	8%	8%		~ 33%	~ 17%				~ 13%	~ 7%					~ 8%	~ 13%			~ 14%	~ 5%
NO	24	427	1	2	5	1	6	9	7	13				1	23	13	11		6	18
	92%	92%	~ 100%	~ 67%	~ 83%	~ 100%	~ 100%	~ 100%	~ 88%	~ 93%				~ 100%	~ 92%	~ 87%	~ 100%		~ 86%	~ 95%
VALID CASES	26	466	1	3	6	1	6	9	8	14				1	25	15	11		7	19
NUMBER OF RESPONDENTS	26	466	1	3	6	1	6	9	8	14				1	25	15	11		7	19
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%		100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

NQ13 RATING OF ALL HEALTH CARE

	BANT	BANT	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OT1	OT2	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & POOR	FAIR & POOR	FE- MALE	MALE		
NQ13	HTS	OHP	18	25	35	45	55	65														
	TOT	TOT	TO	TO	TO	TO	TO	AND	WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	FAIR	FE-		
	ADLT	ADLT	24	34	44	54	64	OVER									GOOD	POOR	MALE	MALE		
0-6	22 13%	687 20%*	2 14%~	3 10%~	2 6%~	6 21%~	5 13%~	3 19%~	12 13%	2 22%~	1 5%~	~	~	~	23%~	1 5%~	20 14%~	11 10%	11 22%	8 13%	13 13%	
7-8	57 33%	1221 35%	7 50%~	8 28%~	11 31%~	10 34%~	12 31%~	6 38%~	31 34%	3 33%~	11 55%~	~	~	~	2 15%~	7 33%~	48 34%~	34 30%	21 41%	21 35%	34 33%	
9-10	92 54%	1603 46%*	5 36%~	18 62%~	23 64%~	13 45%~	22 56%~	7 44%~	49 53%	4 44%~	8 40%~	~	~	~	8 62%~	13 62%~	72 51%~	69 61%*	19 37%*	31 52%	56 54%	
VALID CASES	171	3511	14	29	36	29	39	16	92	9	20				13	21	140	114	51	60	103	
NUMBER OF RESPONDENTS	171	3511	14	29	36	29	39	16	92	9	20				13	21	140	114	51	60	103	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	
MEAN	2.41	2.26	2.21	2.52	2.58	2.24	2.44	2.25	2.40	2.22	2.35				2.38	2.57	2.37	2.51	2.16	2.38	2.42	
p stat_(*=Sig @ p<=.05)		.009*	~	~	~	~	~	~	.887	~	~	~	~	~	~	~	~	.013*	.002*	.725	.854	

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OT1	OT2	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	VERY GOOD & POOR	FAIR & POOR	FE- MALE	MALE	
NQ23	HTS TOT ADLT	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	FAIR	MALE	MALE
0-6	20 11%	572 15%	3 30%	5 16%	2 5%	6 19%	2 5%	1 5%	14 14%	1 10%	~	~	~	3 19%	1 6%	18 12%	10 8%	10 18%	10 16%	9 8%	
7-8	44 24%	959 26%	2 20%	6 19%	9 23%	5 16%	10 26%	7 32%	23 23%	2 20%	9 43%	~	~	3 19%	2 11%	37 24%	30 25%	10 18%	15 24%	26 23%	
9-10	119 65%	2197 59%	5 50%	21 66%	28 72%	20 65%	27 69%	14 64%	63 63%	7 70%	12 57%	~	~	10 63%	15 83%	99 64%	79 66%	36 64%	37 60%	78 69%	
VALID CASES	183	3728	10	32	39	31	39	22	100	10	21			16	18	154	119	56	62	113	
NUMBER OF RESPONDENTS	183	3728	10	32	39	31	39	22	100	10	21			16	18	154	119	56	62	113	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	
MEAN	2.54	2.44	2.20	2.50	2.67	2.45	2.64	2.59	2.49	2.60	2.57			2.44	2.78	2.53	2.58	2.46	2.44	2.61	
p stat_(*=Sig @ p<=.05)		.050*	~	~	~	~	~	~	.270	~	~	~	~	~	~	~	.297	.316	.137	.081	

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	HTS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR		
														TI	IC	IC	&	&		
									WHTE	AMER	IAN	##	##	##		GOOD	POOR	MALE	MALE	
NQ27																				
0-6	16 18%	239 13%		2 ~ 18%	3 19%	4 19%	5 18%	2 20%	11 20%	2 67%	2 20%			1 ~ 17%	16 ~ 21%	7 12%	8 25%	6 18%	10 18%	
7-8	22 24%	475 27%	2 100%	3 27%	2 13%	5 24%	5 18%	3 30%	12 22%	1 33%	4 40%			2 ~ 33%	1 10%	20 26%	12 21%	10 31%	8 24%	13 24%
9-10	52 58%	1057 60%		6 ~ 55%	11 69%	12 57%	18 64%	5 50%	32 58%		4 ~ 40%			3 ~ 50%	9 90%	42 54%	38 67%	14 44%	20 59%	32 58%
VALID CASES	90	1771	2	11	16	21	28	10	55	3	10			6	10	78	57	32	34	55
NUMBER OF RESPONDENTS	90	1771	2	11	16	21	28	10	55	3	10			6	10	78	57	32	34	55
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%
MEAN	2.40	2.46	2.00	2.36	2.50	2.38	2.46	2.30	2.38	1.33	2.20			2.33	2.90	2.33	2.54	2.19	2.41	2.40
p stat_(*=Sig @ p<=.05)		.438	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

[ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]

NQ35 RATING OF HEALTH PLAN

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OT1	OT2	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & POOR	FAIR & POOR	FE- MALE	MALE	
NQ35	HTS	OHP	18	25	35	45	55	65													
	TOT	TOT	TO	TO	TO	TO	TO	AND	WHTE	AMER	IAN	##	##	##	TI	IC	IC	GOOD	FAIR	FE-	
	ADLT	ADLT	24	34	44	54	64	OVER												MALE	MALE
0-6	26	953	3	4	5	9	4		18	2				4	1	24	17	8	10	14	
	12%	21%*	14%~	11%~	10%~	25%~	8%	~	15%	17%~	~	~	~	~ 22%~	4%~	13%~	11%	13%	12%	11%	
7-8	65	1522	6	10	16	11	14	6	35	4	11			1	9	54	45	18	27	36	
	30%	33%	29%~	28%~	33%~	31%~	28%	29%~	30%	33%~	41%~	~	~	~ 6%~	33%~	29%~	29%	30%	33%	28%	
9-10	129	2121	12	22	27	16	32	15	65	6	16			13	17	106	93	34	45	80	
	59%	46%*	57%~	61%~	56%~	44%~	64%	71%~	55%	50%~	59%~	~	~	~ 72%~	63%~	58%~	60%	57%	55%	62%	
VALID CASES	220	4596	21	36	48	36	50	21	118	12	27			18	27	184	155	60	82	130	
NUMBER OF RESPONDENTS	220	4596	21	36	48	36	50	21	118	12	27			18	27	184	155	60	82	130	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	
MEAN	2.47	2.25	2.43	2.50	2.46	2.19	2.56	2.71	2.40	2.33	2.59			2.50	2.59	2.45	2.49	2.43	2.43	2.51	
p stat_(*=Sig @ p<=.05)		.000*	~	~	~	~	.266	~	.107	~	~	~	~	~	~	~	.480	.651	.501	.318	

GETTING NEEDED CARE

	BANT OT1	BANT OT2	AGE						RACE						ETHNIC- ITY	HEALTH STATUS	GENDER				
	HTS TOT ADLT	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE MALE		
NPRBSEE4 NQ46	2.14	2.25	2.50	2.00	1.94	2.08	2.25	2.30	2.30	1.00	1.70			2.00	2.08	2.14	2.19	2.09	2.00	2.22	
p stat_(*=Sig @ p<=.05)	.188		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCARNES4 NQ15	2.36	2.31	2.21	2.34	2.44	2.34	2.41	2.31	2.43	2.00	1.95			2.62	2.30	2.36	2.38	2.33	2.35	2.39	
p stat_(*=Sig @ p<=.05)	.373		~	~	~	~	~	~	.179	~	~	~	~	~	~	~	.638	.656	.864	.556	
COMPOSITE	2.25	2.28	2.36	2.17	2.19	2.21	2.33	2.31	2.36	1.50	1.83	x	x	x	2.31	2.19	2.25	2.28	2.21	2.17	2.30
p stat_(*=Sig @ p<=.05)	.451		~	~	~	~	~	~	.002*	~	~	~	~	~	~	~	.231	.475	.195	.099	

GETTING CARE QUICKLY

	BANT OT1	BANT OT2	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE
NCARSN4 NQ4	2.50	2.40	1.80	2.63	2.31	2.38	2.68	3.00	2.46	2.33	3.00			2.38	2.67	2.47	2.56	2.46	2.27	2.68
p stat_(*=Sig @ p<=.05)		.248	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NAPGET4 NQ6	2.19	2.26	1.92	2.18	2.29	1.93	2.35	2.31	2.33	1.90	1.68			2.21	2.39	2.15	2.18	2.22	2.09	2.22
p stat_(*=Sig @ p<=.05)		.224	~	~	~	~	~	~	.040*	~	~	~	~	~	~	~	.810	~	.320	.499
COMPOSITE	2.34	2.33	1.86	2.40	2.30	2.16	2.52	2.66	2.39	2.12	2.34	x	x	x 2.29	2.53	2.31	2.37	2.34	2.18	2.45
p stat_(*=Sig @ p<=.05)		.801	~	~	~	~	~	~	.230	~	~	~	~	~	~	~	.400	.940	.008*	.002*

HOW WELL DOCTORS COMMUNICATE

	BANT OT1	BANT OT2	AGE					RACE					ETHNIC- ITY	HEALTH STATUS	GENDER						
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE			
NDREXPL4 NQ32	2.63	2.64	2.38	2.70	2.87	2.63	2.48	2.50	2.75	2.67	2.25			2.67	2.53	2.64	2.73	2.42	2.51	2.69	
p stat_(*=Sig @ p<=.05)	.814		~	~	~	~	~	~	.012*	~	~	~	~	~	~	~	.013*	~	~	.141	
NDRLSTN4 NQ33	2.61	2.61	2.25	2.63	2.90	2.46	2.55	2.63	2.71	2.67	2.38			2.42	2.59	2.62	2.67	2.49	2.43	2.69	
p stat_(*=Sig @ p<=.05)	.964		~	~	~	~	~	~	.051	~	~	~	~	~	~	~	.152	~	~	.049*	
NDRESPU4 NQ34	2.72	2.67	2.25	2.74	2.90	2.63	2.65	2.89	2.76	2.67	2.75			2.42	2.76	2.72	2.76	2.67	2.57	2.79	
p stat_(*=Sig @ p<=.05)	.299		~	~	~	~	~	~	.453	~	~	~	~	~	~	~	.381	~	~	~	
NDRTMEN4 NQ37	2.52	2.52	1.75	2.63	2.74	2.33	2.48	2.68	2.60	2.50	2.38			2.50	2.29	2.55	2.60	2.36	2.35	2.60	
p stat_(*=Sig @ p<=.05)	1.00		~	~	~	~	~	~	.129	~	~	~	~	~	~	~	.070	~	~	.052	
COMPOSITE	2.62	2.61	2.16	2.68	2.85	2.51	2.54	2.68	2.70	2.63	2.44	x	x	x	2.50	2.54	2.63	2.69	2.49	2.46	2.69
p stat_(*=Sig @ p<=.05)	.829		~	~	~	~	~	~	.050*	~	~	~	~	~	~	~	.063	~	~	.055	

CUSTOMER SERVICE

	BANT OT1	BANT OT2	AGE					RACE					ETHNIC- ITY	HEALTH STATUS	GENDER						
	HTS TOT ADLT	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE			
NPBCLCS4 NQ50	2.25	2.30	1.80	2.36	2.29	2.33	2.11	2.60	2.29	1.50	2.00			1.67	2.36	2.19	2.37	1.82	2.35	2.18	
p stat_(*=Sig @ p<=.05)	.589		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ51	2.57	2.69	2.60	2.45	2.71	2.46	2.39	3.00	2.62	1.00	2.44			2.67	2.64	2.53	2.59	2.47	2.47	2.58	
p stat_(*=Sig @ p<=.05)	.118		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.41	2.50	2.20	2.41	2.50	2.40	2.25	2.80	2.45	1.25	2.22	x	x	x	2.17	2.50	2.36	2.48	2.15	2.41	2.38
p stat_(*=Sig @ p<=.05)	.256		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

	BANT OT1	BANT OT2	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE	
NNRXWHY NQ11	2.87	2.87	2.75	3.00	2.83	2.89	2.91	2.33	2.89	3.00	3.00			3.00	2.50	2.92	2.87	2.86	2.95	2.81	
p stat_(*=Sig @ p<=.05)		1.00	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NNRXWYNT NQ12	2.51	2.49	2.25	2.67	2.50	2.68	2.39	2.33	2.61	2.20	1.67			2.33	2.50	2.50	2.54	2.43	2.51	2.50	
p stat_(*=Sig @ p<=.05)		.805	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NRXBST NQ13	2.40	2.53	1.75	2.83	2.33	2.37	2.65	1.67	2.39	2.60	2.33			2.33	2.50	2.39	2.44	2.29	2.30	2.50	
p stat_(*=Sig @ p<=.05)		.162	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.59	2.63	2.25	2.83	2.56	2.65	2.65	2.11	2.63	2.60	2.33	x	x	x	2.56	2.50	2.61	2.62	2.52	2.59	2.60
p stat_(*=Sig @ p<=.05)		.536	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	BANTO	BANTO	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	T1	T2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE
PRBSEE4 Q25	71%	77%	100%	55%	50%	73%	79%	80%	82%	0%	40%				50%	67%	70%	69%	74%	63%	75%
CARNES4 Q14	87%	82%	86%	83%	89%	90%	87%	94%	94%	67%	70%				92%	85%	88%	87%	88%	85%	90%
AVERAGE	78.98	79.43	92.86	68.65	69.44	81.37	82.88	86.88	88.00	33.33	55.00	x	x	x	71.15	75.83	79.16	78.11	81.37	73.93	82.43

GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	BANTO T1	BANTO T2	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE
CARSN4 Q4	88%	83%	60%	88%	81%	85%	95%	100%	86%	100%	100%			75%	89%	86%	88%	88%	79%	93%
APGET4 Q6	72%	78%	62%	71%	74%	68%	76%	81%	79%	70%	50%			64%	83%	71%	71%	76%	68%	74%
AVERAGE	79.91	80.38	60.77	79.46	77.72	76.24	85.60	90.63	82.38	85.00	75.00	x	x	x 69.64	86.11	78.68	79.51	82.27	73.36	83.84

HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER			
	OT1	OT2																ITY	STATUS			
	HTS	OHP	18	25	35	45	55	65		BLCK		NATV	AMER					NOT	EX &			
	TOT	TOT	TO	TO	TO	TO	TO	AND		OR	AS-	HAW/	IND/				HIS-	HIS-	VERY	GOOD	FAIR	
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	AFR-	IAN	ILND	NATV	OTHR	MUL-	IC	PAN-	PAN-	&	&	FE-	
												##	##	##	TI		IC	IC	GOOD	POOR	MALE	MALE
DREXPL4 Q17	90%	92%	75%	93%	97%	92%	87%	90%	96%	83%	81%				83%	88%	91%	94%	83%	87%	93%	
DRLSTN4 Q18	89%	90%	88%	89%	97%	83%	90%	89%	94%	83%	94%				75%	82%	91%	91%	85%	83%	93%	
DRESPU4 Q19	91%	91%	75%	89%	97%	88%	90%	100%	93%	83%	100%				75%	88%	92%	93%	89%	83%	95%	
DRTMEN4 Q20	88%	88%	50%	89%	97%	83%	90%	95%	91%	83%	94%				75%	76%	90%	89%	85%	80%	92%	
AVERAGE	89.5	90.3	71.9	89.8	96.8	86.5	89.5	93.6	93.6	83.3	92.2	x	x	x	77.1	83.8	90.9	91.8	85.7	83.2	92.9	

CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	BANTO	BANTO	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	T1	T2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER IND/ALSK	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE-MALE
PBCLCS4 Q31	75%	80%	40%	82%	71%	83%	72%	100%	76%	50%	67%			33%	82%	72%	76%	71%	76%	73%
CSRESP Q32	88%	94%	80%	82%	93%	85%	89%	100%	90%	0%	89%			100%	91%	87%	88%	88%	88%	88%
AVERAGE	81.88	86.67	60.00	81.82	82.14	83.97	80.56	100.0	83.03	25.00	77.78	x	x	x 66.67	86.36	79.75	82.35	79.41	82.35	80.73

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

	BANT OT1	BANT OT2	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
	HTS TOT ADLT	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE	
NRXWHY Q10	93%	93%	88%	100%	92%	95%	96%	67%	95%	100%	100%			100%	75%	96%	93%	93%	97%	90%	
NRXWYNT Q11	76%	74%	63%	83%	75%	84%	70%	67%	80%	60%	33%			67%	75%	75%	77%	71%	76%	75%	
RXBST Q12	70%	77%	38%	92%	67%	68%	83%	33%	70%	80%	67%			67%	75%	70%	72%	64%	65%	75%	
AVERAGE	79.6	81.5	62.5	91.7	77.8	82.5	82.6	55.6	81.5	80.0	66.7	x	x	x	77.8	75.0	80.3	80.9	76.2	79.3	80.1

Q1 OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <HEALTH PLAN>. IS THAT RIGHT?

	BANT OT1	BANT OT2	AGE				RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER					
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV ##	AMR IND/ PAC ALSK #	MUL- OTHR ##	HIS- IC	HIS- IC	NOT VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q1 YES	323 100%	5277 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%	~	~	~	23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%	
NOT ANSWERED		32																		
VALID CASES	323	5277	53	74	105	91	81	15	20				23	140	146	277	15	270	53	
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				100%	100%	100%	100%	100%	100%	100%	100%

Q3 IN THE LAST 6 MONTHS, DID YOUR CHILD HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q3 YES	81 26%	1639 32%*	16 31%	27 38%*	23 22%	15 17%*	23 28%	4 29%~	3 16%~	~	~	~	11 48%~	34 24%	44 31%	71 26%~	7 47%~	55 21%*	26 49%
NO	232 74%	3549 68%*	35 69%	44 62%*	80 78%	73 83%*	58 72%	10 71%~	16 84%~	~	~	~	12 52%~	105 76%	100 69%	203 74%~	8 53%~	205 79%*	27 51%
NOT ANSWERED	10	121	2	3	2	3		1	1					1	2	3		10	
VALID CASES	313	5188	51	71	103	88	81	14	19			23	139	144	274	15	260	53	
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20			23	140	146	277	15	270	53	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

Q4 IN THE LAST 6 MONTHS, WHEN YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q4 NEVER		19 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
SOMETIMES	8 10%	114 7%	2 13%	4 ~	2 18%	15%	1 5%	1 ~	~	~	~	1 9%	5 15%	3 7%	6 9%	2 29%	5 9%	3 12%
USUALLY	13 17%	272 18%	2 13%	5 19%	3 14%	3 23%	5 24%	1 ~	~	~	~	1 9%	5 15%	7 17%	11 16%	2 29%	8 15%	5 20%
ALWAYS	57 73%	1135 74%	12 75%	22 81%	15 68%	8 62%	15 71%	4 100%	1 33%	~	~	9 82%	23 70%	32 76%	51 75%	3 43%	40 75%	17 68%
#ALWAYS + USUALLY (NET)	70 90%	1407 91%	14 88%	27 100%	18 82%	11 85%	20 95%	4 100%	2 67%	~	~	10 91%	28 85%	39 93%	62 91%	5 71%	48 91%	22 88%
TOP BOX SCORE	57 73%	1135 74%	12 75%	22 81%	15 68%	8 62%	15 71%	4 100%	1 33%	~	~	9 82%	23 70%	32 76%	51 75%	3 43%	40 75%	17 68%
NOT ANSWERED	3	99			1	2	2						1	2	3		2	1
VALID CASES	78	1540	16	27	22	13	21	4	3			11	33	42	68	7	53	25
NUMBER OF RESPONDENTS	81 100%	1639 100%	16 100%	27 100%	23 100%	15 100%	23 100%	4 100%	3 100%			11 100%	34 100%	44 100%	71 100%	7 100%	55 100%	26 100%

[ASKED IF Q3 = YES]

Q5 IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q5 YES	212 69%	3464 67%	46 88%*	48 69%	59 58%*	59 69%	51 64%	13 87%~	13 65%~	~	~	~	20 87%~	90 66%	104 72%	185 68%~	12 80%~	167 65%*	45 85%
NO	96 31%	1672 33%	6 12%*	22 31%	42 42%*	26 31%	29 36%	2 13%~	7 35%~	~	~	~	3 13%~	47 34%	40 28%	86 32%~	3 20%~	88 35%*	8 15%
NOT ANSWERED	15	173	1	4	4	6	1							3	2	6		15	
VALID CASES	308	5136	52	70	101	85	80	15	20				23	137	144	271	15	255	53
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20				23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

Q6 IN THE LAST 6 MONTHS, WHEN YOU MADE AN APPOINTMENT FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOUR CHILD NEEDED?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q6 NEVER	2 1%	57 2%	~	1 2%	~	1 2%	~	~	~	~	~	~	1 1%	1 1%	2 1%	~	1 0.6%	1 3%	
SOMETIMES	30 15%	393 12%	6 14%	6 13%	11 20%	7 13%	4 8%	2 15%	5 42%	~	~	~	1 6%	13 15%	13 13%	25 14%	3 25%	23 14%	7 18%
USUALLY	54 27%	850 26%	9 20%	15 33%	14 25%	16 30%	12 25%	2 15%	5 42%	~	~	~	7 39%	26 30%	27 28%	48 27%	5 42%	48 30%	6 15%
ALWAYS	113 57%	1954 60%	29 66%	24 52%	30 55%	30 56%	32 67%	9 69%	2 17%	~	~	~	10 56%	46 53%	57 58%	101 57%	4 33%	87 55%	26 65%
#ALWAYS + USUALLY (NET)	167 84%	2804 86%	38 86%	39 85%	44 80%	46 85%	44 92%	11 85%	7 58%	~	~	~	17 94%	72 84%	84 86%	149 85%	9 75%	135 85%	32 80%
TOP BOX SCORE	113 57%	1954 60%	29 66%	24 52%	30 55%	30 56%	32 67%	9 69%	2 17%	~	~	~	10 56%	46 53%	57 58%	101 57%	4 33%	87 55%	26 65%
NOT ANSWERED	13	210	2	2	4	5	3		1				2	4	6	9		8	5
VALID CASES	199	3254	44	46	55	54	48	13	12			18	86	98	176	12	159	40	
NUMBER OF RESPONDENTS	212 100%	3464 100%	46 100%	48 100%	59 100%	59 100%	51 100%	13 100%	13 100%			20 100%	90 100%	104 100%	185 100%	12 100%	167 100%	45 100%	

[ASKED IF Q5 = YES]

Q7 IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOUR CHILD WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID HE OR SHE GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER HAW/ PAC	IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q7 NONE	94 32%	1484 30%	12 25%	17 26%	33 34%	32 39%	24 30%	3 21%	9 45%	~	~	~	~	2 10%	48 37%	41 28%	88 33%	2 14%	87 35%	7 15%
1 TIME	87 30%	1437 29%	11 23%	23 35%	34 35%	19 23%	23 29%	3 21%	3 15%	~	~	~	~	5 24%	43 33%	37 26%	76 29%	5 36%	79 32%	8 17%
2	58 20%	1045 21%	15 31%	12 18%	14 14%	17 21%	14 18%	6 43%	4 20%	~	~	~	~	8 38%	21 16%	35 24%	55 21%	1 7%	46 19%	12 25%
3	30 10%	518 10%	6 13%	5 8%	12 12%	7 9%	8 10%	2 14%	3 15%	~	~	~	~	5 24%	8 6%*	19 13%	25 10%	3 21%	21 9%	9 19%
4	9 3%	229 5%	1 2%	4 6%	1 1%	3 4%	4 5%	~	1 5%	~	~	~	~	1 5%	2 2%	6 4%	5 2%	2 14%	4 2%	5 10%
5 TO 9	13 4%	232 5%	2 4%	4 6%	4 4%	3 4%	5 6%	~	~	~	~	~	~	~	7 5%	5 3%	11 4%	1 7%	8 3%	5 10%
10 OR MORE TIMES	3 1%	79 2%	1 2%	1 2%	~	1 1%	2 3%	~	~	~	~	~	~	~	~	2 1%	3 1%	~	1 0.4%	2 4%
NOT ANSWERED	29	285	5	8	7	9	1	1						2	11	1	14	1	24	5
VALID CASES	294	5024	48	66	98	82	80	14	20					21	129	145	263	14	246	48
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20					23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

Q8 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS IN YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q8 #YES	132 67%	2500 72%	23 64%~	34 69%~	41 64%	34 71%~	39 71%	8 73%~	6 55%~	~	~	11 58%~	57 70%	65 64%	116 67%~	8 67%~	101 65%~	31 76%
NO	65 33%	975 28%	13 36%~	15 31%~	23 36%	14 29%~	16 29%	3 27%~	5 45%~	~	~	8 42%~	24 30%	37 36%	56 33%~	4 33%~	55 35%~	10 24%
NOT ANSWERED	3	65			1	2	1							2	3		3	
VALID CASES	197	3475	36	49	64	48	55	11	11			19	81	102	172	12	156	41
NUMBER OF RESPONDENTS	200	3540	36	49	65	50	56	11	11			19	81	104	175	12	159	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q9 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER HAW/ PAC	IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	NO CCC	CCC
Q9 NEVER	5 3%	83 2%	2 6%~	2 ~	2 3%	1 2%~	1 2%	1 ~	1 9%~				1 5%~	2 2%	3 3%	5 3%~	4 ~	1 3%
SOMETIMES	19 10%	254 7%	3 8%~	3 6%~	8 13%	5 10%~	4 7%	2 ~	2 18%~				2 11%~	10 12%	8 8%	16 9%~	1 8%~	2 11%~
USUALLY	40 20%	708 20%	5 14%~	13 27%~	12 19%	10 20%~	13 24%	3 27%~	3 27%~				4 21%~	14 17%	24 24%	33 19%~	5 42%~	8 20%~
ALWAYS	133 68%	2421 70%	26 72%~	32 67%~	42 66%	33 67%~	37 67%	8 73%~	5 45%~				12 63%~	55 68%	67 66%	119 69%~	6 50%~	29 66%~
#ALWAYS + USUALLY (NET)	173 88%	3129 90%	31 86%~	45 94%~	54 84%	43 88%~	50 91%	11 100%~	8 73%~				16 84%~	69 85%	91 89%	152 88%~	11 92%~	37 87%~
TOP BOX SCORE	133 68%	2421 70%	26 72%~	32 67%~	42 66%	33 67%~	37 67%	8 73%~	5 45%~				12 63%~	55 68%	67 66%	119 69%~	6 50%~	29 66%~
NOT ANSWERED		3 74		1	1	1	1								2	2	2	1
VALID CASES	197	3466	36	48	64	49	55	11	11				19	81	102	173	12	40
NUMBER OF RESPONDENTS	200	3540	36	49	65	50	56	11	11				19	81	104	175	12	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q10 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q10 YES	57 29%	1023 30%	11 31%~	13 28%~	17 26%	16 33%~	16 29%	2 18%~	4 40%~	~	~	4 ~ 21%~	24 30%	28 27%	50 29%~	3 27%~	39 25%~	18 44%
NO	139 71%	2434 70%	25 69%~	34 72%~	48 74%	32 67%~	40 71%	9 82%~	6 60%~	~	~	15 ~ 79%~	56 70%	75 73%	123 71%~	8 73%~	116 75%~	23 56%
NOT ANSWERED	4	83		2		2				1			1	1	2	1		4
VALID CASES	196	3457	36	47	65	48	56	11	10			19	80	103	173	11	155	41
NUMBER OF RESPONDENTS	200	3540	36	49	65	50	56	11	11			19	81	104	175	12	159	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q11 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AMER IAN	NATV ILND ##	AMER HAW/ IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q11 #YES	48 89%	937 94%	11 100%	11 92%	13 76%	13 93%	16 100%	2 100%	2 67%	~	~	~	3 100%	20 87%	24 92%	43 91%	2 67%	32 84%	16 100%
NO	6 11%	63 6%	~	1 8%	4 24%	1 7%	~	~	1 33%	~	~	~	~	3 13%	2 8%	4 9%	1 33%	6 16%	~
NOT ANSWERED	3	23		1		2			1				1	1	2	3		1	2
VALID CASES	54	1000	11	12	17	14	16	2	3				3	23	26	47	3	38	16
NUMBER OF RESPONDENTS	57	1023	11	13	17	16	16	2	4				4	24	28	50	3	39	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME AND Q10 = YES]

Q12 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND ##	AMER NATV #	IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q12 #YES	37 69%	709 71%	9 82%~	7 58%~	10 59%~	11 79%~	13 81%~	1 50%~	1 33%~				2 67%~	16 70%~	17 65%~	33 70%~	1 33%~	24 63%~	13 81%~
NO	17 31%	290 29%	2 18%~	5 42%~	7 41%~	3 21%~	3 19%~	1 50%~	2 67%~				1 33%~	7 30%~	9 35%~	14 30%~	2 67%~	14 37%~	3 19%~
NOT ANSWERED	3	24		1		2			1				1	1	2	3		1	2
VALID CASES	54	999	11	12	17	14	16	2	3				3	23	26	47	3	38	16
NUMBER OF RESPONDENTS	57	1023	11	13	17	16	16	2	4				4	24	28	50	3	39	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME AND Q10 = YES]

Q13 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER PAC ALSK #	IND/ OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q13 #YES	35 65%	780 79%*	6 55%~	6 50%~	12 71%~	11 79%~	10 63%~	1 50%~	1 33%~				3 ~100%~	16 70%~	17 65%~	32 68%~	2 67%~		21 55%~	14 88%~
NO	19 35%	209 21%*	5 45%~	6 50%~	5 29%~	3 21%~	6 38%~	1 50%~	2 67%~					7 ~30%~	9 ~35%~	15 32%~	1 33%~		17 45%~	2 13%~
NOT ANSWERED	3	34		1		2			1				1	1	2	3			1	2
VALID CASES	54	989	11	12	17	14	16	2	3				3	23	26	47	3		38	16
NUMBER OF RESPONDENTS	57	1023	11	13	17	16	16	2	4				4	24	28	50	3		39	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%		100%	100%

[ASKED IF Q7 >= 1 TIME AND Q10 = YES]

Q14 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q14 WORST HEALTH CARE POSSIBLE		12 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		10 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	2 1%	13 0.4%	1 3%	~	~	1 2%	1 2%	~	~	~	~	~	1 5%	2 2%	2 1%	3 ~	1 ~	1 2%	
03	1 0.5%	13 0.4%	~	~	~	1 2%	~	~	~	~	~	~	1 1%	~	1 ~	~	1 ~	~	
04		22 0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
05	6 3%	111 3%	2 6%	~	1 2%	3 6%	~	~	~	~	~	~	2 11%	4 5%	2 2%	2 1%	3 25%	5 3%	1 2%
06	4 2%	105 3%	~	1 2%	2 3%	1 2%	1 2%	~	2 18%	~	~	~	~	1 1%	3 3%	4 2%	~	4 3%	~
07	9 5%	269 8%*	2 6%	1 2%	1 2%	5 10%	3 5%	2 20%	~	~	~	~	1 5%	1 1%*	7 7%	9 5%	~	7 5%	2 5%
08	42 22%	725 21%	5 14%	16 35%	13 20%	8 16%	12 21%	~	3 27%	~	~	~	4 21%	19 24%	21 20%	35 20%	5 42%	30 19%	12 29%
09	41 21%	742 21%	9 26%	10 22%	16 25%	6 12%	11 20%	2 20%	3 27%	~	~	~	6 32%	18 23%	21 20%	39 23%	~	33 21%	8 20%
BEST HEALTH CARE POSSIBLE	90 46%	1438 42%	16 46%	18 39%	32 49%	24 49%	28 50%	6 60%	3 27%	~	~	~	5 26%	36 45%	47 46%	81 47%	4 33%	73 47%	17 41%
#8-10 (NET)	173 89%	2905 84%*	30 86%	44 96%	61 94%	38 78%	51 91%	8 80%	9 82%	~	~	~	15 79%	73 91%	89 86%	155 90%	9 75%	136 88%	37 90%

Continued

Q14 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND HAW/ PAC	AMER ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
9-10 (NET)	131 67%	2180 63%	25 71%~	28 61%~	48 74%	30 61%~	39 70%	8 80%~	6 55%~	~	~	~	11 58%~	54 68%	68 66%	120 69%~	4 33%~	106 69%~	25 61%
NOT ANSWERED	5	80	1	3		1		1						1	1	2		5	
VALID CASES	195	3460	35	46	65	49	56	10	11			19	80	103	173	12	154	41	
NUMBER OF RESPONDENTS	200	3540	36	49	65	50	56	11	11			19	81	104	175	12	159	41	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.87	8.70	8.77	8.93	9.11	8.55	9.00	9.20	8.45			8.16	8.88	8.82	8.93	7.92	8.90	8.76	
p stat_(*=Sig @ p<=.05)	.127		~	~	.073		~	.415	~	~	~	~	~	.948	.611	~	~	~	

[ASKED IF Q7 >= 1]

Q15 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q15 NEVER	8 4%	57 2%	2 6%	1 2%	2 3%	3 6%	2 4%	1 ~	1 9%	~	~	~	3 ~	2 2%	6 6%	8 5%	3 ~	6 4%	2 5%
SOMETIMES	17 9%	311 9%	3 8%	2 4%	7 11%	5 10%	5 9%	~	~	~	~	~	1 5%	10 12%	6 6%	13 7%	3 25%	14 9%	3 7%
USUALLY	56 28%	1019 29%	7 19%	18 38%	16 25%	15 31%	11 20%	2 18%	7 64%	~	~	~	3 ~	29 36%	25 24%	48 28%	6 50%	44 28%	12 29%
ALWAYS	116 59%	2073 60%	24 67%	26 55%	40 62%	26 53%	38 68%	9 82%	3 27%	~	~	~	12 ~	40 49%*	67 64%	105 60%	3 25%	92 59%	24 59%
#ALWAYS + USUALLY (NET)	172 87%	3092 89%	31 86%	44 94%	56 86%	41 84%	49 88%	11 100%	10 91%	~	~	~	15 ~	69 85%	92 88%	153 88%	9 75%	136 87%	36 88%
TOP BOX SCORE	116 59%	2073 60%	24 67%	26 55%	40 62%	26 53%	38 68%	9 82%	3 27%	~	~	~	12 ~	40 49%*	67 64%	105 60%	3 25%	92 59%	24 59%
NOT ANSWERED	3	80		2		1										1		3	
VALID CASES	197	3460	36	47	65	49	56	11	11				19	81	104	174	12	156	41
NUMBER OF RESPONDENTS	200	3540	36	49	65	50	56	11	11				19	81	104	175	12	159	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q16 IS YOUR CHILD NOW ENROLLED IN ANY KIND OF SCHOOL OR DAYCARE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q16 YES	218 71%	3801 75%	10 20%*	58 84%*	83 82%*	67 80%*	63 78%	11 73%~	13 65%~				16 ~ 73%~	94 69%	108 74%	194 71%~	13 87%~	173 69%*	45 85%
NO	87 29%	1296 25%	41 80%*	11 16%*	18 18%*	17 20%*	18 22%	4 27%~	7 35%~				6 ~ 27%~	43 31%	38 26%	80 29%~	2 13%~	79 31%*	8 15%
NOT ANSWERED	18	212	2	5	4	7							1	3		3		18	
VALID CASES	305	5097	51	69	101	84	81	15	20				22	137	146	274	15	252	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q17 IN THE LAST 6 MONTHS, DID YOU NEED YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TO CONTACT A SCHOOL OR DAYCARE CENTER ABOUT YOUR CHILD'S HEALTH OR HEALTH CARE?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q17 YES	23 11%	409 11%	3 30%~	6 11%	6 7%	8 13%	6 10%	1 10%~	~	~	~	5 ~ 31%~	7 8%	11 11%	20 11%~	1 8%~	17 10%~	6 14%	
NO	184 89%	3206 89%	7 70%~	48 89%	75 93%	54 87%	54 90%	9 90%~	12 100%~	~	~	11 ~ 69%~	84 92%	91 89%	164 89%~	12 92%~	148 90%~	36 86%	
NOT ANSWERED	11	186		4	2	5	3	1	1				3	6	10		8	3	
VALID CASES	207	3615	10	54	81	62	60	10	12			16	91	102	184	13	165	42	
NUMBER OF RESPONDENTS	218	3801	10	58	83	67	63	11	13			16	94	108	194	13	173	45	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q16 = YES]

Q18 IN THE LAST 6 MONTHS, DID YOU GET THE HELP YOU NEEDED FROM YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER IN CONTACTING YOUR CHILD'S SCHOOL OR DAYCARE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q18 #YES	19 90%	369 92%	2 67%	6 100%	4 80%	7 100%	5 83%	1 100%	~	~	~	~	4 80%	6 91%	10 100%	17 89%	1 100%	15 67%	4
NO	2 10%	30 8%	1 33%	~	1 20%	~	1 17%	~	~	~	~	1 20%	~	1 9%	2 11%	~	~	2 33%	
NOT ANSWERED	2	10			1	1							1		1			2	
VALID CASES	21	399	3	6	5	7	6	1				5	6	11	19	1		15	6
NUMBER OF RESPONDENTS	23	409	3	6	6	8	6	1				5	7	11	20	1		17	6
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%		100%	100%

[ASKED IF Q16 = YES AND Q17 = YES]

Q19 SPECIAL MEDICAL EQUIPMENT OR DEVICES INCLUDE A WALKER, WHEELCHAIR, NEBULIZER, FEEDING TUBES, OR OXYGEN EQUIPMENT. IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET ANY SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER NATV #	IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q19 YES	10 3%	214 4%	3 6%	2 3%	1 1%*	4 5%	2 2%	1 7%~	~	~	~	~	1 4%~	5 4%	4 3%	7 3%~	2 13%~	6 2%	4 8%
NO	289 97%	4864 96%	47 94%	66 97%	99 99%*	77 95%	79 98%	13 93%~	18 100%~	~	~	~	22 96%~	131 96%	138 97%	261 97%~	13 87%~	241 98%	48 92%
NOT ANSWERED	24	231	3	6	5	10	1	2						4	4	9		23	1
VALID CASES	299	5078	50	68	100	81	81	14	18				23	136	142	268	15	247	52
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20				23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

Q20 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER PAC ALSK #	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q20 NEVER		21 10%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	3 30%	30 14%	1 33%	1 ~100%	1 25%	1 50%	~	~	~	~	~	~	1 20%	1 25%	2 29%	~	3 50%	
USUALLY	2 20%	46 22%	1 ~50%	1 ~25%	1 ~	~	~	~	~	~	~	~	2 40%	1 ~14%	1 50%	1 17%	1 25%	
ALWAYS	5 50%	113 54%	2 67%	1 50%	2 ~50%	1 50%	1 100%	~	~	~	~	1 ~100%	2 40%	3 75%	4 57%	1 50%	2 33%	3 75%
#ALWAYS + USUALLY (NET)	7 70%	159 76%	2 67%	2 100%	3 ~75%	1 50%	1 100%	~	~	~	~	1 ~100%	4 80%	3 75%	5 71%	2 100%	3 50%	4 100%
TOP BOX SCORE	5 50%	113 54%	2 67%	1 50%	2 ~50%	1 50%	1 100%	~	~	~	~	1 ~100%	2 40%	3 75%	4 57%	1 50%	2 33%	3 75%
NOT ANSWERED		4																
VALID CASES	10	210	3	2	1	4	2	1				1	5	4	7	2	6	4
NUMBER OF RESPONDENTS	10	214	3	2	1	4	2	1				1	5	4	7	2	6	4
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

Q21 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER NATV #	IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	HIS- PAN- IC	NOT VERY GOOD & FAIR & POOR	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q21 #YES	8 80%	170 83%	2 67%	2 100%	1 100%	3 75%	2 100%	~	~	~	~	~	1 100%	5 100%	3 75%	6 86%	2 100%	4 67%	4 100%	
NO	2 20%	36 17%	1 33%	~	~	1 25%	1 100%	~	~	~	~	~	~	1 25%	1 14%	1 14%	~	2 33%	~	
NOT ANSWERED		8																		
VALID CASES	10	206	3	2	1	4	2	1					1	5	4	7	2	6	4	
NUMBER OF RESPONDENTS	10	214	3	2	1	4	2	1					1	5	4	7	2	6	4	
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q19 = YES]

Q22 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET SPECIAL THERAPY SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q22 YES	36 12%	522 10%	3 6%	12 18%	11 11%	10 12%	9 11%	2 13%~	2 11%~				7 ~ 30%~	12 9%	19 13%	28 10%~	5 33%~	17 7%*	19 37%
NO	267 88%	4555 90%	48 94%	56 82%	90 89%	73 88%	72 89%	13 87%~	16 89%~				16 ~ 70%~	126 91%	125 87%	244 90%~	10 67%~	234 93%*	33 63%
NOT ANSWERED	20	232	2	6	4	8			2					2	2	5		19	1
VALID CASES	303	5077	51	68	101	83	81	15	18				23	138	144	272	15	251	52
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20				23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

Q23 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS THERAPY FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	MUL- OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q23 NEVER	1 3%	63 13%	~	1 8%	~	~	~	~	~	~	~	~	1 9%	~	1 20%	~	1 6%	~	
SOMETIMES	6 18%	78 16%	2 67%	3 25%	1 11%	~	~	1 50%	~	~	~	3 43%	1 9%	4 22%	4 15%	2 40%	3 20%	3 17%	
USUALLY	12 36%	122 24%	~	6 50%	5 56%	1 11%	3 38%	2 100%	~	~	~	~	2 29%	4 36%	7 39%	10 38%	1 20%	7 47%	5 28%
ALWAYS	14 42%	236 47%	1 33%	2 17%	4 44%	7 78%	5 63%	1 50%	~	~	~	~	2 29%	5 45%	7 39%	12 46%	1 20%	5 33%	9 50%
#ALWAYS + USUALLY (NET)	26 79%	358 72%	1 33%	8 67%	9 100%	8 89%	8 100%	2 100%	1 50%	~	~	~	4 57%	9 82%	14 78%	22 85%	2 40%	12 80%	14 78%
TOP BOX SCORE	14 42%	236 47%	1 33%	2 17%	4 44%	7 78%	5 63%	1 50%	~	~	~	~	2 29%	5 45%	7 39%	12 46%	1 20%	5 33%	9 50%
NOT ANSWERED	3	23			2	1	1						1	1	2		2	1	
VALID CASES	33	499	3	12	9	9	8	2	2				7	11	18	26	5	15	18
NUMBER OF RESPONDENTS	36	522	3	12	11	10	9	2	2				7	12	19	28	5	17	19
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

Q24 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS THERAPY FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV LLND ##	AMER IND/ PAC ALSK #	OTHR MUL- TI ##	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q24 #YES	29 88%	347 69%	2 100%	10 83%	7 78%	10 100%	7 78%	2 100%	2 100%	~	~	~100%	9 82%	17 89%	23 88%	4 80%	13 93%	16 84%
NO	4 12%	153 31%	~	2 17%	2 22%	~	2 22%	~	~	~	~	~	2 18%	2 11%	3 12%	1 20%	1 7%	3 16%
NOT ANSWERED	3	22	1		2								1		2		3	
VALID CASES	33	500	2	12	9	10	9	2	2			7	11	19	26	5	14	19
NUMBER OF RESPONDENTS	36 100%	522 100%	3 100%	12 100%	11 100%	10 100%	9 100%	2 100%	2 100%			7 100%	12 100%	19 100%	28 100%	5 100%	17 100%	19 100%

[ASKED IF Q22 = YES]

Q25 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET TREATMENT OR COUNSELING FOR YOUR CHILD FOR AN EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEM?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q25 YES	42 14%	769 15%	1 2%*	8 12%	14 14%	19 23%*	17 21%	2 ~ 11%~				6 ~ 26%~	14 10%	26 18%*	34 13%~	6 40%~	13 5%*	29 57%
NO	257 86%	4303 85%	49 98%*	58 88%	85 86%	65 77%*	64 79%	13 100%~	16 89%~			17 ~ 74%~	124 90%	116 82%*	236 87%~	9 60%~	235 95%*	22 43%
NOT ANSWERED	24	237	3	8	6	7		2	2				2	4	7		22	2
VALID CASES	299	5072	50	66	99	84	81	13	18			23	138	142	270	15	248	51
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20			23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q26 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC #	ALS K	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q26 NEVER	4 10%	94 13%	~	13%~	15%~	5%~	2 13%~	~	~	~	~	~	1 ~ 17%~	1 7%~	3 12%~	3 9%~	1 17%~	1 8%~	3 11%
SOMETIMES	7 17%	122 16%	~	25%~	8%~	21%~	~	~	1 ~ 50%~	~	~	~	3 ~ 50%~	3 21%~	4 16%~	4 12%~	3 50%~	2 15%~	5 18%
USUALLY	12 29%	178 24%~	1 100%~	4 50%~	5 38%~	2 11%~	4 25%~	~	~	~	~	~	1 ~ 17%~	6 43%~	5 20%~	10 30%~	1 17%~	6 46%~	6 21%
ALWAYS	18 44%	353 47%~	~	13%~	38%~	63%~	10 63%~	~	1 ~ 50%~	~	~	~	1 ~ 17%~	4 29%~	13 52%~	16 48%~	1 17%~	4 31%~	14 50%
#ALWAYS + USUALLY (NET)	30 73%	531 71%~	1 100%~	5 63%~	10 77%~	14 74%~	14 88%~	~	1 ~ 50%~	~	~	~	2 ~ 33%~	10 71%~	18 72%~	26 79%~	2 33%~	10 77%~	20 71%
TOP BOX SCORE	18 44%	353 47%~	~	13%~	38%~	63%~	10 63%~	~	1 ~ 50%~	~	~	~	1 ~ 17%~	4 29%~	13 52%~	16 48%~	1 17%~	4 31%~	14 50%
NOT ANSWERED	1	22			1		1								1	1			1
VALID CASES	41	747	1	8	13	19	16		2				6	14	25	33	6	13	28
NUMBER OF RESPONDENTS	42	769	1	8	14	19	17		2				6	14	26	34	6	13	29
	100%	100%	100%	100%	100%	100%	100%		100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

Q27 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q27 #YES	25 64%	428 57%	100%	63%	69%	59%	8 50%	2 100%	~	~	~	4 67%	9 75%	15 60%	19 61%	5 83%	8 73%	17 61%
NO	14 36%	317 43%	~	38%	31%	41%	8 50%	~	~	~	~	2 33%	3 25%	10 40%	12 39%	1 17%	3 27%	11 39%
NOT ANSWERED	3	24			1	2	1						2	1	3		2	1
VALID CASES	39	745	1	8	13	17	16	2				6	12	25	31	6	11	28
NUMBER OF RESPONDENTS	42	769	1	8	14	19	17	2				6	14	26	34	6	13	29
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

Q28 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM MORE THAN ONE KIND OF HEALTH CARE PROVIDER OR USE MORE THAN ONE KIND OF HEALTH CARE SERVICE?

	BANT OT1	BANT OT2	AGE				RACE							ETHNIC-ITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER HAW/ IND/ PAC ALSK #	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q28 YES	59 20%	1124 22%	10 20%	17 25%	16 16%	16 19%	20 25%	2 13%~	2 11%~				8 ~ 36%~	23 17%	33 23%	53 20%~	5 33%~	33 13%*	26 51%
NO	240 80%	3915 78%	40 80%	50 75%	82 84%	68 81%	61 75%	13 87%~	16 89%~				14 ~ 64%~	114 83%	110 77%	217 80%~	10 67%~	215 87%*	25 49%
NOT ANSWERED	24	270	3	7	7	7			2				1	3	3	7		22	2
VALID CASES	299	5039	50	67	98	84	81	15	18				22	137	143	270	15	248	51
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20				23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

Q29 IN THE LAST 6 MONTHS, DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP COORDINATE YOUR CHILD'S CARE AMONG THESE DIFFERENT PROVIDERS OR SERVICES?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND ##	AMER NATV #	IND/ PAC ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q29 #YES	37 63%	673 62%	6 60%~	10 59%~	10 63%~	11 69%~	11 55%~	1 50%~	1 50%~				5 63%~	17 74%~	19 58%~	32 60%~	5 100%~	21 64%~	16 62%
NO	22 37%	416 38%	4 40%~	7 41%~	6 38%~	5 31%~	9 45%~	1 50%~	1 50%~				3 38%~	6 26%~	14 42%~	21 40%~		12 36%~	10 38%
NOT ANSWERED		35																	
VALID CASES	59	1089	10	17	16	16	20	2	2			8	23	33	53	5	33	26	
NUMBER OF RESPONDENTS	59	1124	10	17	16	16	20	2	2			8	23	33	53	5	33	26	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

Q30 A PERSONAL DOCTOR IS THE ONE YOUR CHILD WOULD SEE IF HE OR SHE NEEDS A CHECKUP, HAS A HEALTH PROBLEM, OR GETS SICK OR HURT. DOES YOUR CHILD HAVE A PERSONAL DOCTOR?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER PAC ALSK #	OTH#	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q30 YES	248 82%	4437 89%*	44 88%	59 87%	76 77%	69 81%	70 89%	13 87%~	12 63%~	~	~	~	21 91%~	111 79%	120 84%	224 82%~	13 87%~	203 82%	45 85%
NO	54 18%	550 11%*	6 12%	9 13%	23 23%	16 19%	9 11%	2 13%~	7 37%~	~	~	~	2 9%~	29 21%	23 16%	50 18%~	2 13%~	46 18%	8 15%
NOT ANSWERED	21	322	3	6	6	6	2		1						3	3		21	
VALID CASES	302	4987	50	68	99	85	79	15	19				23	140	143	274	15	249	53
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20				23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

Q31 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOUR CHILD VISIT HIS OR HER PERSONAL DOCTOR FOR CARE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q31 NONE	55 23%	1154 27%	5 12%	11 20%	21 29%	18 27%	20 29%	3 23%	2 18%			3 ~ 16%	25 24%	28 24%	54 25%	6 ~	2 ~	50 26%	5 12%
1 TIME	94 40%	1496 35%	22 51%	17 31%	32 44%	23 34%	20 29%*	3 23%	6 55%			6 ~ 32%	48 46%	39 33%*	84 39%	6 55%	2 ~	85 44%	9 21%
2	52 22%	893 21%	10 23%	16 30%	10 14%*	16 24%	16 23%	4 31%	2 18%			6 ~ 32%	21 20%	30 25%	48 22%	2 18%	2 ~	40 21%	12 29%
3	16 7%	389 9%	3 7%	4 7%	4 5%	5 7%	6 9%	1 8%				3 ~ 16%	4 4%	10 8%	12 6%	2 18%	2 ~	11 6%	5 12%
4	12 5%	157 4%	2 5%	4 7%	3 4%	3 4%	5 7%	2 15%	1 9%			1 ~ 5%	2 2%*	8 7%	10 5%	1 9%	1 ~	5 3%	7 17%
5 TO 9	6 3%	138 3%		2 4%	3 4%	1 1%	3 4%							3 3%	3 3%	6 3%		2 1%	4 10%
10 OR MORE TIMES	2 0.8%	34 0.8%	1 2%			1 1%								1 1%		1 ~ 0.5%		2 1%	
NOT ANSWERED	11	176	1	5	3	2			1			2	7	2	9	2	8	3	
VALID CASES	237	4261	43	54	73	67	70	13	11			19	104	118	215	11	195	42	
NUMBER OF RESPONDENTS	248	4437	44	59	76	69	70	13	12			21	111	120	224	13	203	45	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

Q31A IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING YOUR CHILD'S PERSONAL DOCTOR BECAUSE YOU SPOKE DIFFERENT LANGUAGES?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-IAN	AS-IAN	NATV ILND	AMER IND/ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q31A ALWAYS	4 2%	65 2%	2 5%~	~	~	2 4%~	~	~	~	~	~	~	4 5%*	~	4 2%~	~	4 3%~		
USUALLY	10 6%	49 2%*	1 3%~	4 9%~	3 6%	2 4%~	~	1 10%~	2 22%~	~	~	~	1 6%~	6 8%	4 4%	9 6%~	1 9%~	10 7%~	
SOMETIMES	21 12%	202 7%*	~	6 14%~	8 15%	7 15%~	2 4%*	~	2 22%~	~	~	~	15 19%*	6 7%*	19 12%~	1 9%~	19 13%~	2 5%	
NEVER	146 81%	2765 90%*	35 92%~	33 77%~	41 79%	37 77%~	48 96%*	9 90%~	5 56%~	~	~	~	15 94%~	54 68%*	80 89%*	129 80%~	9 82%~	111 77%~	35 95%
#NEVER + SOMETIMES (NET)	167 92%	2967 96%*	35 92%~	39 91%~	49 94%	44 92%~	50 100%~	9 90%~	7 78%~	~	~	~	15 94%~	69 87%*	86 96%	148 92%~	10 91%~	130 90%~	37 100%
TOP BOX SCORE	146 81%	2765 90%*	35 92%~	33 77%~	41 79%	37 77%~	48 96%*	9 90%~	5 56%~	~	~	~	15 94%~	54 68%*	80 89%*	129 80%~	9 82%~	111 77%~	35 95%
NOT ANSWERED		1 26				1												1	
VALID CASES	181	3081	38	43	52	48	50	10	9			16	79	90	161	11	144	37	
NUMBER OF RESPONDENTS	182	3107	38	43	52	49	50	10	9			16	79	90	161	11	145	37	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS ABOUT YOUR CHILD'S HEALTH IN A WAY THAT WAS EASY TO UNDERSTAND?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q32 NEVER	5 3%	64 2%	1 3%	1 2%	3 6%	~	~	~	~	~	~	1 7%	2 3%	2 2%	3 2%	1 9%	3 2%	2 6%
SOMETIMES	12 7%	100 3%	~	4 9%	4 8%	4 9%	2 4%	~	1 11%	~	~	1 7%	8 10%	4 4%	9 6%	2 18%	10 7%	2 6%
USUALLY	30 17%	428 14%	3 8%	9 21%	9 17%	9 19%	4 8%*	3 30%	4 44%	~	~	2 13%	16 20%	14 16%	26 16%	4 36%	26 18%	4 11%
ALWAYS	133 74%	2486 81%*	34 89%	29 67%	36 69%	34 72%	44 88%*	7 70%	4 44%	~	~	11 73%	53 67%	70 78%	122 76%	4 36%	105 73%	28 78%
#ALWAYS + USUALLY (NET)	163 91%	2914 95%*	37 97%	38 88%	45 87%	43 91%	48 96%	10 100%	8 89%	~	~	13 87%	69 87%	84 93%	148 93%	8 73%	131 91%	32 89%
TOP BOX SCORE	133 74%	2486 81%*	34 89%	29 67%	36 69%	34 72%	44 88%*	7 70%	4 44%	~	~	11 73%	53 67%	70 78%	122 76%	4 36%	105 73%	28 78%
NOT ANSWERED		2				2						1			1		1	1
VALID CASES	180	3078	38	43	52	47	50	10	9			15	79	90	160	11	144	36
NUMBER OF RESPONDENTS	182	3107	38	43	52	49	50	10	9			16	79	90	161	11	145	37
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q33 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR LISTEN CAREFULLY TO YOU?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	MUL-OTHR	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q33 NEVER	2 1%	29 0.9%	2 5%~	~	~	~	1 2%	~	~	~	~	~	1 6%~	1 1%	2 1%~	~	~	2 5%	
SOMETIMES	11 6%	120 4%	1 3%~	3 7%~	4 8%	3 6%~	1 2%	1 10%~	~	~	~	~	1 6%~	7 9%	4 4%	9 6%~	2 18%~	9 6%~	2 5%
USUALLY	22 12%	422 14%	1 3%~	12 28%~	4 8%	5 10%~	5 10%	1 10%~	3 33%~	~	~	~	1 6%~	10 13%	12 13%	18 11%~	4 36%~	18 13%~	4 11%
ALWAYS	146 81%	2505 81%	34 89%~	28 65%~	44 85%	40 83%~	43 86%	8 80%~	6 67%~	~	~	~	13 81%~	62 78%	73 81%	132 82%~	5 45%~	117 81%~	29 78%
#ALWAYS + USUALLY (NET)	168 93%	2927 95%	35 92%~	40 93%~	48 92%	45 94%~	48 96%	9 90%~	9 100%~	~	~	~	14 88%~	72 91%	85 94%	150 93%~	9 82%~	135 94%~	33 89%
TOP BOX SCORE	146 81%	2505 81%	34 89%~	28 65%~	44 85%	40 83%~	43 86%	8 80%~	6 67%~	~	~	~	13 81%~	62 78%	73 81%	132 82%~	5 45%~	117 81%~	29 78%
NOT ANSWERED	1	31				1												1	
VALID CASES	181	3076	38	43	52	48	50	10	9				16	79	90	161	11	144	37
NUMBER OF RESPONDENTS	182	3107	38	43	52	49	50	10	9				16	79	90	161	11	145	37
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q34 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	MUL-OTHR	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q34 NEVER	2 1%	30 1%	1 3%	~	~	1 2%	1 2%	~	~	~	~	~	1 6%	~	1 1%	2 1%	~	1 0.7%	1 3%
SOMETIMES	6 3%	85 3%	2 5%	~	3 6%	1 2%	1 2%	~	~	~	~	~	1 6%	3 4%	3 3%	4 3%	2 18%	4 3%	2 5%
USUALLY	21 12%	368 12%	2 5%	8 19%	5 10%	6 13%	2 4%	1 10%	3 33%	~	~	~	1 6%	11 14%	9 10%	17 11%	3 27%	18 13%	3 8%
ALWAYS	151 84%	2589 84%	33 87%	35 81%	43 84%	40 83%	45 92%	9 90%	6 67%	~	~	~	13 81%	65 82%	76 85%	137 86%	6 55%	120 84%	31 84%
#ALWAYS + USUALLY (NET)	172 96%	2957 96%	35 92%	43 100%	48 94%	46 96%	47 96%	10 100%	9 100%	~	~	~	14 88%	76 96%	85 96%	154 96%	9 82%	138 97%	34 92%
TOP BOX SCORE	151 84%	2589 84%	33 87%	35 81%	43 84%	40 83%	45 92%	9 90%	6 67%	~	~	~	13 81%	65 82%	76 85%	137 86%	6 55%	120 84%	31 84%
NOT ANSWERED	2	35			1	1	1							1	1			2	
VALID CASES	180	3072	38	43	51	48	49	10	9				16	79	89	160	11	143	37
NUMBER OF RESPONDENTS	182	3107	38	43	52	49	50	10	9				16	79	90	161	11	145	37
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q35 IS YOUR CHILD ABLE TO TALK WITH DOCTORS ABOUT HIS OR HER HEALTH CARE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q35 YES	121 68%	2086 68%	6 16%~	30 73%~	41 80%*	44 92%~	33 66%	7 70%~	3 38%~				10 ~ 67%~	55 71%	59 67%	106 67%~	8 73%~	98 70%~	23 62%
NO	57 32%	964 32%	32 84%~	11 27%~	10 20%*	4 8%~	17 34%	3 30%~	5 63%~				5 ~ 33%~	23 29%	29 33%	52 33%~	3 27%~	43 30%~	14 38%
NOT ANSWERED	4	57		2	1	1			1				1	1	2	3		4	
VALID CASES	178	3050	38	41	51	48	50	10	8				15	78	88	158	11	141	37
NUMBER OF RESPONDENTS	182 100%	3107 100%	38 100%	43 100%	52 100%	49 100%	50 100%	10 100%	9 100%				16 100%	79 100%	90 100%	161 100%	11 100%	145 100%	37 100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q36 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY FOR YOUR CHILD TO UNDERSTAND?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q36 NEVER	2 2%	25 1%	~	~	2%~	2%~	1 3%~	~	~	~	~	~	1 2%	1 2%	2 2%~	~	2 2%~		
SOMETIMES	11 9%	112 5%	~	5 17%~	3 7%~	3 7%~	1 3%~	2 29%~	1 33%~	~	~	~	1 10%~	5 9%	5 8%	7 7%~	2 25%~	10 10%~	1 4%
USUALLY	22 18%	405 20%	1 17%~	3 10%~	8 20%~	10 23%~	4 12%~	1 14%~	1 33%~	~	~	~	2 20%~	12 22%	9 15%	19 18%~	2 25%~	17 17%~	5 22%
ALWAYS	86 71%	1518 74%	5 83%~	22 73%~	29 71%~	30 68%~	27 82%~	4 57%~	1 33%~	~	~	~	7 70%~	37 67%	44 75%	78 74%~	4 50%~	69 70%~	17 74%
#ALWAYS + USUALLY (NET)	108 89%	1923 93%	6 100%~	25 83%~	37 90%~	40 91%~	31 94%~	5 71%~	2 67%~	~	~	~	9 90%~	49 89%	53 90%	97 92%~	6 75%~	86 88%~	22 96%
TOP BOX SCORE	86 71%	1518 74%	5 83%~	22 73%~	29 71%~	30 68%~	27 82%~	4 57%~	1 33%~	~	~	~	7 70%~	37 67%	44 75%	78 74%~	4 50%~	69 70%~	17 74%
NOT ANSWERED		26																	
VALID CASES	121	2060	6	30	41	44	33	7	3			10	55	59	106	8	98	23	
NUMBER OF RESPONDENTS	121 100%	2086 100%	6 100%	30 100%	41 100%	44 100%	33 100%	7 100%	3 100%			10 100%	55 100%	59 100%	106 100%	8 100%	98 100%	23 100%	

[ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]

Q37 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q37 NEVER	9 5%	72 2%	4 11%~	4 9%~	1 2%		3 6%		1 ~ 11%~				1 ~ 6%~	2 3%	5 6%	8 5%~		7 ~ 5%~	2 5%	
SOMETIMES	19 10%	238 8%	2 5%~	7 16%~	7 13%	3 6%~	4 8%	1 10%~	1 ~ 11%~					10 ~ 13%	7 8%	14 9%~	3 27%~	17 ~ 12%~	2 5%	
USUALLY	44 24%	692 23%	9 24%~	9 21%~	12 23%	14 29%~	9 18%	4 40%~	3 ~ 33%~					3 ~ 19%~	23 29%	19 21%	39 24%~	3 27%~	36 ~ 25%~	8 22%
ALWAYS	109 60%	2035 67%	23 61%~	23 53%~	32 62%	31 65%~	34 68%	5 50%~	4 ~ 44%~					12 ~ 75%~	44 56%	59 66%	100 62%~	5 45%~	84 ~ 58%~	25 68%
#ALWAYS + USUALLY (NET)	153 85%	2727 90%*	32 84%~	32 74%~	44 85%	45 94%~	43 86%	9 90%~	7 ~ 78%~					15 ~ 94%~	67 85%	78 87%	139 86%~	8 73%~	120 ~ 83%~	33 89%
TOP BOX SCORE	109 60%	2035 67%	23 61%~	23 53%~	32 62%	31 65%~	34 68%	5 50%~	4 ~ 44%~					12 ~ 75%~	44 56%	59 66%	100 62%~	5 45%~	84 ~ 58%~	25 68%
NOT ANSWERED	1	70				1														1
VALID CASES	181	3037	38	43	52	48	50	10	9				16	79	90	161	11	144	37	
NUMBER OF RESPONDENTS	182	3107	38	43	52	49	50	10	9				16	79	90	161	11	145	37	
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q38 IN THE LAST 6 MONTHS, DID YOUR CHILD'S PERSONAL DOCTOR TALK WITH YOU ABOUT HOW YOUR CHILD IS FEELING, GROWING, OR BEHAVING?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q38 #YES	160 88%	2662 87%	35 92%~	35 81%~	47 90%	43 90%~	43 86%	9 90%~	7 78%~	~	~	15 ~ 94%~	71 90%	77 86%	141 88%~	10 91%~	125 87%~	35 95%
NO	21 12%	384 13%	3 8%~	8 19%~	5 10%	5 10%~	7 14%	1 10%~	2 22%~	~	~	1 ~ 6%~	8 10%	13 14%	20 12%~	1 9%~	19 13%~	2 5%
NOT ANSWERED	1	61				1											1	
VALID CASES	181	3046	38	43	52	48	50	10	9			16	79	90	161	11	144	37
NUMBER OF RESPONDENTS	182	3107	38	43	52	49	50	10	9			16	79	90	161	11	145	37
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q39 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES HIS OR HER PERSONAL DOCTOR?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER NATV #	IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q39 YES	79 45%	1240 41%	13 35%	19 46%	23 44%	24 51%	20 42%	5 50%	5 63%				8 50%	33 42%	41 47%	68 43%	7 64%	54 38%	25 69%
NO	98 55%	1789 59%	24 65%	22 54%	29 56%	23 49%	28 58%	5 50%	3 38%				8 50%	46 58%	47 53%	90 57%	4 36%	87 62%	11 31%
NOT ANSWERED	5	78	1	2		2			1						2	3		4	1
VALID CASES	177	3029	37	41	52	47	48	10	8				16	79	88	158	11	141	36
NUMBER OF RESPONDENTS	182	3107	38	43	52	49	50	10	9				16	79	90	161	11	145	37
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q40 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOUR CHILD GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	NO CCC	CCC	
Q40 NEVER	2 3%	81 7%*	~	~	2 9%	~	1 5%	~	~	~	~	~	1 3%	1 3%	2 3%	1 2%	1 4%	
SOMETIMES	17 22%	139 12%*	2 17%	4 22%	6 26%	5 21%	2 10%	1 20%	1 20%	~	~	2 29%	10 31%	7 18%	13 20%	3 43%	12 23%	5 20%
USUALLY	21 27%	342 28%	5 42%	6 33%	8 35%	2 8%	1 5%	3 60%	2 40%	~	~	2 29%	8 25%	11 28%	16 24%	3 43%	18 35%	3 12%
ALWAYS	37 48%	645 53%	5 42%	8 44%	7 30%	17 71%	16 80%	1 20%	2 40%	~	~	3 43%	13 41%	21 53%	35 53%	1 14%	21 40%	16 64%
#ALWAYS + USUALLY (NET)	58 75%	987 82%	10 83%	14 78%	15 65%	19 79%	17 85%	4 80%	4 80%	~	~	5 71%	21 66%	32 80%	51 77%	4 57%	39 75%	19 76%
TOP BOX SCORE	37 48%	645 53%	5 42%	8 44%	7 30%	17 71%	16 80%	1 20%	2 40%	~	~	3 43%	13 41%	21 53%	35 53%	1 14%	21 40%	16 64%
NOT ANSWERED	2	33	1	1								1	1	1	2		2	
VALID CASES	77	1207	12	18	23	24	20	5	5			7	32	40	66	7	52	25
NUMBER OF RESPONDENTS	79	1240	13	19	23	24	20	5	5			8	33	41	68	7	54	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q39 = YES]

Q41 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S PERSONAL DOCTOR?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV ILND ##	AMER PAC ALSK #	OTH#	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q41 WORST PERSONAL DOCTOR POSSIBLE		6 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		4 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	1 0.4%	12 0.3%	1 2%	~	~	~	~	~	~	~	~	1 5%	1 ~0.8%	1 0.5%	~	1 ~0.5%	~	
03	1 0.4%	23 0.5%	1 2%	~	~	~	~	~	~	~	~	1 5%	1 ~0.8%	1 0.5%	~	~	1 2%	
04	2 0.8%	19 0.4%	~	1 2%	~	1 1%	~	~	~	~	~	~	2 2%	2 ~0.9%	~	2 1%	~	
05	3 1%	105 2%	1 2%	1 2%	~	1 1%	~	~	~	~	~	1 5%	1 0.9%	2 2%	3 1%	~	3 2%	
06	5 2%	97 2%	~	1 2%	3 4%	1 1%	1 1%	~	~	~	~	1 5%	2 2%	2 2%	4 2%	1 8%	4 2%	1 2%
07	7 3%	261 6%	1 2%	4 7%	2 3%	~	3 4%	~	2 17%	~	~	~	2 2%	5 4%	6 3%	1 8%	5 3%	2 5%
08	36 15%	672 16%	6 14%	12 22%	12 16%	6 9%	8 12%	3 23%	1 8%	~	~	2 11%	18 17%	16 14%	33 15%	1 8%	30 15%	6 14%
09	56 23%	839 20%	9 20%	10 18%	18 24%	19 28%	18 26%	2 15%	5 42%	~	~	4 21%	25 23%	30 25%	52 24%	3 25%	48 24%	8 19%
BEST PERSONAL DOCTOR POSSIBLE	130 54%	2208 52%	25 57%	26 47%	40 53%	39 58%	39 57%	8 62%	4 33%	~	~	9 47%	59 54%	61 52%	118 54%	6 50%	105 53%	25 58%
#8-10 (NET)	222 92%	3719 88%	40 91%	48 87%	70 93%	64 96%	65 94%	13 100%	10 83%	~	~	15 79%	102 94%	107 91%	203 92%	10 83%	183 92%	39 91%

Continued

Q41 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S PERSONAL DOCTOR?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
9-10 (NET)	186 77%	3047 72%*	34 77%~	36 65%*	58 77%	58 87%*	57 83%	10 77%~	9 75%~	~	~	~	13 68%~	84 77%	91 77%	170 77%~	9 75%~	153 77%~	33 77%
NOT ANSWERED	7	191		4	1	2	1					2	2	2	4	1	5	2	
VALID CASES	241	4246	44	55	75	67	69	13	12			19	109	118	220	12	198	43	
NUMBER OF RESPONDENTS	248	4437	44	59	76	69	70	13	12			21	111	120	224	13	203	45	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	
MEAN	9.12	8.98	9.00	8.89	9.20	9.31	9.32	9.38	8.92			8.32	9.16	9.07	9.12	9.00	9.12	9.14	
p stat_(*=Sig @ p<=.05)		.076	~.136	.508	.168	.087	~	~	~	~	~	~.737	.515	~	~	~	~	~	

[ASKED IF Q30 = YES]

Q42 DOES YOUR CHILD HAVE ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS THAT HAVE LASTED FOR MORE THAN 3 MONTHS?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q42 YES	39 16%	1096 26%*	4 9%~	10 19%	13 18%	12 18%	17 25%*	2 15%~	2 18%~				5 ~ 25%~	11 10%*	25 21%*	33 15%~	5 42%~	8 4%~	31 72%
NO	198 84%	3160 74%*	40 91%~	42 81%	61 82%	55 82%	52 75%*	11 85%~	9 82%~				15 ~ 75%~	95 90%*	92 79%*	184 85%~	7 58%~	186 96%~	12 28%
NOT ANSWERED	11	181		7	2	2	1		1				1	5	3	7	1	9	2
VALID CASES	237	4256	44	52	74	67	69	13	11				20	106	117	217	12	194	43
NUMBER OF RESPONDENTS	248 100%	4437 100%	44 100%	59 100%	76 100%	69 100%	70 100%	13 100%	12 100%				21 100%	111 100%	120 100%	224 100%	13 100%	203 100%	45 100%

[ASKED IF Q30 = YES]

Q43 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW THESE MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR CHILD'S DAY-TO-DAY LIFE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q43 #YES	35 92%	955 90%	4 100%	7 70%	12 100%	12 100%	16 94%	2 100%	1 50%	~	~	~100%	4 91%	10 92%	22 94%	30 80%	4 88%	28 93%
NO	3 8%	109 10%	~	3 30%	~	~	1 6%	1 50%	~	~	~	~	1 9%	2 8%	2 6%	1 20%	2 13%	2 7%
NOT ANSWERED	1	32			1						1		1		1			1
VALID CASES	38	1064	4	10	12	12	17	2	2		4	11	24	32	5	8	30	
NUMBER OF RESPONDENTS	39	1096	4	10	13	12	17	2	2		5	11	25	33	5	8	31	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

Q44 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW YOUR CHILD'S MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR FAMILY'S DAY-TO-DAY LIFE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q44 #YES	35 90%	906 85%~100%	4 80%~	8 92%~	12 92%~	11 92%~	16 94%~	2 100%~	1 50%~				4 80%~	10 91%~	22 88%~	31 94%~	3 60%~	7 88%~	28 90%
NO	4 10%	155 15%~		2 20%~	1 8%~	1 8%~	1 6%~		1 50%~				1 20%~	1 9%~	3 12%~	2 6%~	2 40%~	1 13%~	3 10%
NOT ANSWERED		35																	
VALID CASES	39	1061	4	10	13	12	17	2	2			5	11	25	33	5	8	31	
NUMBER OF RESPONDENTS	39	1096	4	10	13	12	17	2	2			5	11	25	33	5	8	31	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES AND Q42 = YES]

Q45 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR YOUR CHILD TO SEE A SPECIALIST?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND #	AMER IND/ PAC ALSK #	OTHR #	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
Q45 YES	53 18%	856 17%	6 12%	17 25%	15 15%	15 18%	16 20%	3 20%	4 21%	~	~	~	5 22%	19 14%	29 20%	43 16%	6 40%	33 13%*	20 38%
NO	245 82%	4125 83%	44 88%	50 75%	83 85%	68 82%	65 80%	12 80%	15 79%	~	~	~	18 78%	120 86%	116 80%	232 84%	9 60%	212 87%*	33 62%
NOT ANSWERED	25	328	3	7	7	8				1				1	1	2		25	
VALID CASES	298	4981	50	67	98	83	81	15	19			23	139	145	275	15	245	53	
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%			100%	100%	100%	100%	100%	270 100%	53 100%	

Q46 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR YOUR CHILD TO SEE A SPECIALIST AS SOON AS YOU NEEDED?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	NO CCC	CCC	
Q46 NEVER	2 4%	59 7%	1 20%~	~	~	1 7%	2 13%~	~	~	~	~	~	~	1 3%~	2 5%~	~	2 10%	
SOMETIMES	13 25%	127 15%	1 20%~	5 29%~	6 40%~	1 7%	1 6%~	1 33%~	1 25%~	~	~	1 20%~	8 42%~	4 14%~	9 21%~	3 50%~	11 34%~	2 10%
USUALLY	14 27%	239 29%	1 20%~	5 29%~	4 27%~	4 27%~	3 19%~	1 33%~	2 50%~	~	~	~	6 32%~	8 28%~	12 28%~	2 33%~	8 25%~	6 30%
ALWAYS	23 44%	410 49%	2 40%~	7 41%~	5 33%~	9 60%~	10 63%~	1 33%~	1 25%~	~	~	4 80%~	5 26%~	16 55%~	20 47%~	1 17%~	13 41%~	10 50%
#ALWAYS + USUALLY (NET)	37 71%	649 78%	3 60%~	12 71%~	9 60%~	13 87%~	13 81%~	2 67%~	3 75%~	~	~	4 80%~	11 58%~	24 83%~	32 74%~	3 50%~	21 66%~	16 80%
TOP BOX SCORE	23 44%	410 49%	2 40%~	7 41%~	5 33%~	9 60%~	10 63%~	1 33%~	1 25%~	~	~	4 80%~	5 26%~	16 55%~	20 47%~	1 17%~	13 41%~	10 50%
NOT ANSWERED		1	1														1	
VALID CASES	52	835	5	17	15	15	16	3	4			5	19	29	43	6	32	20
NUMBER OF RESPONDENTS	53	856	6	17	15	15	16	3	4			5	19	29	43	6	33	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

Q47 HOW MANY SPECIALISTS HAS YOUR CHILD SEEN IN THE LAST 6 MONTHS?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q47 NONE	4 8%	48 6%	~	~	13%~	13%~	1 6%~	~	~	~	~	~	~	3 16%~	1 3%~	3 7%~	1 17%~	3 9%~	1 5%
1 SPECIALIST	33 63%	509 61%	3 60%~	12 71%~	8 53%~	10 67%~	10 63%~	2 67%~	3 75%~	~	~	~	3 60%~	11 58%~	19 66%~	27 63%~	3 50%~	25 78%~	8 40%
2	7 13%	170 20%	1 20%~	1 6%~	5 33%~	~	1 6%~	~	~	~	~	~	1 20%~	4 21%~	3 10%~	6 14%~	1 17%~	4 13%~	3 15%
3	3 6%	53 6%	~	12%~	~	7%~	2 13%~	1 ~	25%~	~	~	~	~	10%~	3 5%~	2 17%~	1 ~	~	3 15%
4	2 4%	27 3%	~	12%~	~	~	~	1 33%~	~	~	~	~	~	5%~	1 3%~	1 5%~	2 ~	~	2 10%
5 OR MORE SPECIALISTS	3 6%	25 3%	1 20%~	~	~	13%~	2 13%~	~	~	~	~	~	1 20%~	~	2 7%~	3 7%~	~	~	3 15%
NOT ANSWERED	1	24	1															1	
VALID CASES	52	832	5	17	15	15	16	3	4				5	19	29	43	6	32	20
NUMBER OF RESPONDENTS	53	856	6	17	15	15	16	3	4				5	19	29	43	6	33	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND #	AMER IND/ PAC ALSK #	OTHR #	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q48 WORST SPECIALIST POSSIBLE		7 0.9%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		1 0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02		5 0.6%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03	1 2%	7 0.9%~	~	1 6%~	~	~	~	~	~	~	~	~	1 6%~	~	1 3%~	~	1 3%~	~	
04		5 0.6%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
05		20 3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
06	2 4%	24 3%~	1 20%~	1 6%~	~	~	1 7%~	~	~	~	~	~	1 6%~	1 4%~	2 5%~	~	2 7%~	~	
07	3 6%	51 7%~	~	1 6%~	1 8%~	1 8%~	1 7%~	~	~	~	~	~	1 20%~	1 6%~	2 7%~	3 8%~	~	2 7%~	1 5%
08	9 19%	135 17%~	2 40%~	3 18%~	2 15%~	2 15%~	1 7%~	~	2 50%~	~	~	~	1 20%~	2 13%~	6 21%~	7 18%~	2 40%~	5 17%~	4 21%
09	8 17%	171 22%~	~	3 18%~	2 15%~	3 23%~	2 13%~	1 33%~	~	~	~	~	~	5 31%~	3 11%~	8 20%~	~	4 14%~	4 21%
BEST SPECIALIST POSSIBLE	25 52%	353 45%~	2 40%~	8 47%~	8 62%~	7 54%~	10 67%~	2 67%~	2 50%~	~	~	~	3 60%~	6 38%~	16 57%~	19 48%~	3 60%~	15 52%~	10 53%

Continued

Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
#8-10 (NET)	42 88%	659 85%	4 80%	14 82%	12 92%	12 92%	13 87%	3 100%	4 100%	~	~	~	80%	13 81%	25 89%	34 85%	5 100%	24 83%	18 95%
9-10 (NET)	33 69%	524 67%	2 40%	11 65%	10 77%	10 77%	12 80%	3 100%	2 50%	~	~	~	60%	11 69%	19 68%	27 68%	3 60%	19 66%	14 74%
NOT ANSWERED		5																	
VALID CASES	48	779	5	17	13	13	15	3	4			5	16	28	40	5	29	19	
NUMBER OF RESPONDENTS	48	784	5	17	13	13	15	3	4			5	16	28	40	5	29	19	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	
MEAN	8.96	8.73	8.40	8.65	9.31	9.23	9.27	9.67	9.00			9.00	8.56	9.11	8.85	9.20	8.79	9.21	
p_stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

[ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

Q49 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q49 YES	80 27%	1241 25%	12 24%~	25 38%*	24 24%	19 24%	17 21%	4 27%~	7 37%~				8 ~ 36%~	41 30%	36 25%	72 26%~	5 33%~	66 27%	14 27%
NO	213 73%	3699 75%	37 76%~	41 62%*	74 76%	61 76%	64 79%	11 73%~	12 63%~				14 ~ 64%~	97 70%	109 75%	200 74%~	10 67%~	175 73%	38 73%
NOT ANSWERED	30	369	4	8	7	11			1				1	2	1	5		29	1
VALID CASES	293	4940	49	66	98	80	81	15	19				22	138	145	272	15	241	52
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q50 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	NO CCC	CCC		
Q50 NEVER	5 6%	36 3%	~	1 4%	2 8%	2 11%	2 12%	~	~	~	~	~	1 13%	2 5%	2 6%	4 6%	~	5 8%	
SOMETIMES	11 14%	228 19%	2 17%	4 16%	3 13%	2 11%	3 18%	~	1 14%	~	~	~	7 18%	4 11%	11 15%	~	9 14%	2 14%	
USUALLY	27 34%	350 29%	5 42%	7 28%	7 29%	8 44%	2 12%	2 50%	3 43%	~	~	~	3 38%	15 38%	12 33%	23 32%	3 60%	21 32%	6 43%
ALWAYS	36 46%	598 49%	5 42%	13 52%	12 50%	6 33%	10 59%	2 50%	3 43%	~	~	~	4 50%	16 40%	18 50%	33 46%	2 40%	30 46%	6 43%
#ALWAYS + USUALLY (NET)	63 80%	948 78%	10 83%	20 80%	19 79%	14 78%	12 71%	4 100%	6 86%	~	~	~	7 88%	31 78%	30 83%	56 79%	5 100%	51 78%	12 86%
TOP BOX SCORE	36 46%	598 49%	5 42%	13 52%	12 50%	6 33%	10 59%	2 50%	3 43%	~	~	~	4 50%	16 40%	18 50%	33 46%	2 40%	30 46%	6 43%
NOT ANSWERED	1	29				1							1		1			1	
VALID CASES	79	1212	12	25	24	18	17	4	7			8	40	36	71	5	65	14	
NUMBER OF RESPONDENTS	80	1241	12	25	24	19	17	4	7			8	41	36	72	5	66	14	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q49 = YES]

Q51 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE STAFF AT YOUR CHILD'S HEALTH PLAN TREAT YOU WITH COURTESY AND RESPECT?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER NATV	IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q51 NEVER	1 1%	17 1%		1 ~ 4%~			1 6%~											1 2%~	
SOMETIMES	2 3%	87 7%*	1 8%~		1 ~ 4%~									2 5%~		2 3%~		1 2%~	1 7%
USUALLY	27 34%	274 23%*	4 33%~	9 36%~	8 33%~	6 33%~	4 24%~	2 50%~	5 71%~				2 ~ 25%~	13 33%~	14 39%~	22 31%~	4 80%~	22 34%~	5 36%
ALWAYS	49 62%	831 69%	7 58%~	15 60%~	15 63%~	12 67%~	12 71%~	2 50%~	2 29%~				6 ~ 75%~	25 63%~	22 61%~	47 66%~	1 20%~	41 63%~	8 57%
#ALWAYS + USUALLY (NET)	76 96%	1105 91%*	11 92%~	24 96%~	23 96%~	18 100%~	16 94%~	4 100%~	7 100%~				8 ~ 100%~	38 95%~	36 100%~	69 97%~	5 100%~	63 97%~	13 93%
TOP BOX SCORE	49 62%	831 69%	7 58%~	15 60%~	15 63%~	12 67%~	12 71%~	2 50%~	2 29%~				6 ~ 75%~	25 63%~	22 61%~	47 66%~	1 20%~	41 63%~	8 57%
NOT ANSWERED		1 32				1								1		1		1	
VALID CASES	79	1209	12	25	24	18	17	4	7				8	40	36	71	5	65	14
NUMBER OF RESPONDENTS	80 100%	1241 100%	12 100%	25 100%	24 100%	19 100%	17 100%	4 100%	7 100%				8 100%	41 100%	36 100%	72 100%	5 100%	66 100%	14 100%

[ASKED IF Q49 = YES]

Q52 IN THE LAST 6 MONTHS, DID YOUR CHILD'S HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CC
Q52 YES	105 36%	1806 37%	19 39%	30 45%	28 29%	28 34%	26 33%	6 40%	4 21%				9 41%	57 41%	44 31%	97 36%	7 47%	84 35%	21 40%
NO	187 64%	3092 63%	30 61%	36 55%	67 71%	54 66%	54 68%	9 60%	15 79%				13 59%	82 59%	98 69%	175 64%	8 53%	155 65%	32 60%
NOT ANSWERED	31	411	4	8	10	9	1		1				1	1	4	5		31	
VALID CASES	292	4898	49	66	95	82	80	15	19				22	139	142	272	15	239	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

FQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	MUL- OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
FQ53 NEVER	5 2%	83 2%	2 4%	1 2%	2 2%	~	1 1%	~	~	~	~	~	~	4 3%	~	5 2%	~	3 1%	2 4%
SOMETIMES	27 9%	357 7%	4 8%	5 8%	8 8%	10 12%	8 10%	3 20%	1 5%	~	~	~	1 5%	14 10%	13 9%	25 9%	2 13%	22 9%	5 9%
USUALLY	30 10%	646 13%	6 12%	9 14%	10 11%	5 6%	6 8%	2 13%	3 16%	~	~	~	2 9%	16 12%	14 10%	28 10%	2 13%	24 10%	6 11%
ALWAYS	228 79%	3743 78%	37 76%	50 77%	75 79%	66 81%	64 81%	10 67%	15 79%	~	~	~	19 86%	104 75%	114 81%	212 79%	11 73%	188 79%	40 75%
#ALWAYS + USUALLY (NET)	258 89%	4389 91%	43 88%	59 91%	85 89%	71 88%	70 89%	12 80%	18 95%	~	~	~	21 95%	120 87%	128 91%	240 89%	13 87%	212 89%	46 87%
TOP BOX SCORE	228 79%	3743 78%	37 76%	50 77%	75 79%	66 81%	64 81%	10 67%	15 79%	~	~	~	19 86%	104 75%	114 81%	212 79%	11 73%	188 79%	40 75%
NOT ANSWERED	2	69		1		1	1							1	1	2		2	
VALID CASES	290	4829	49	65	95	81	79	15	19				22	138	141	270	15	237	53
NUMBER OF RESPONDENTS	292 100%	4898 100%	49 100%	66 100%	95 100%	82 100%	80 100%	15 100%	19 100%				22 100%	139 100%	142 100%	272 100%	15 100%	239 100%	53 100%

[ASKED IF Q52 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q52 = NO]

Q54 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S HEALTH PLAN?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q54 WORST HEALTH PLAN POSSIBLE	2 0.7%	17 0.3%	~	~	~	2 3%	~	~	~	~	~	~	1 0.7%	1 0.7%	1 0.4%	1 7%	2 0.8%		
01		14 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	1 0.3%	21 0.4%	~	~	~	1 1%	1 1%	~	~	~	~	~	~	1 0.7%	1 0.4%	~	~	2 2%	
03	1 0.3%	35 0.7%	~	~	~	1 1%	~	~	~	~	~	~	1 0.7%	~	1 0.4%	~	1 0.4%		
04	2 0.7%	62 1%	~	~	~	2 3%	~	~	1 5%	~	~	~	1 5%	2 1%	1 0.4%	1 7%	2 0.8%		
05	13 4%	266 5%	2 4%	3 4%	7 7%	1 1%	3 4%	~	3 15%	~	~	~	4 18%	3 2%	10 7%	13 5%	10 4%	3 6%	
06	10 3%	237 5%	2 4%	~	4 4%	4 5%	4 5%	3 20%	1 5%	~	~	~	~	1 0.7%*	9 6%*	10 4%	~	7 3%	3 6%
07	18 6%	471 10%*	1 2%	4 6%	5 5%	8 10%	9 11%	1 7%	1 5%	~	~	~	1 5%	6 4%	12 8%	16 6%	2 13%	16 7%	2 4%
08	44 15%	939 19%*	9 19%	9 13%	10 10%	16 21%	16 20%	1 7%	3 15%	~	~	~	3 14%	18 13%	24 16%	40 15%	3 20%	32 14%	12 23%
09	61 21%	844 17%	10 21%	19 28%	24 25%	8 10%*	16 20%	2 13%	3 15%	~	~	~	6 27%	32 24%	27 18%	56 21%	4 27%	47 20%	14 26%
BEST HEALTH PLAN POSSIBLE	138 48%	1982 41%*	24 50%	33 49%	46 48%	35 45%	32 40%	8 53%	8 40%	~	~	~	7 32%	73 54%*	60 41%*	131 49%	4 27%	120 51%*	18 34%
#8-10 (NET)	243 84%	3765 77%*	43 90%	61 90%	80 83%	59 76%*	64 79%	11 73%	14 70%	~	~	~	16 73%	123 91%*	111 76%*	227 84%	11 73%	199 84%	44 83%

Continued

Q54 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S HEALTH PLAN?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER NATV #	IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
9-10 (NET)	199 69%	2826 58%*	34 71%~	52 76%	70 73%	43 55%*	48 59%*	10 67%~	11 55%~				13 ~ 59%~	105 78%*	87 60%*	187 69%~	8 53%~	167 70%	32 60%
NOT ANSWERED	33	421	5	6	9	13							1	5		7		33	
VALID CASES	290	4888	48	68	96	78	81	15	20				22	135	146	270	15	237	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%
MEAN	8.78	8.47	8.98	9.06	8.85	8.31	8.59	8.73	8.15				8.14	9.10	8.45	8.81	7.87	8.84	8.51
p stat_(*=Sig @ p<=.05)		.003*		~.059	.562	.021*	.237	~	~	~	~	~	~	~.002*	.001*	~	~	~.209	

Q55 IN THE LAST 6 MONTHS, DID YOU GET OR REFILL ANY PRESCRIPTION MEDICINES FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q55 YES	104 35%	1910 39%	17 35%~	28 42%	30 31%	29 36%	26 32%	8 53%~	6 32%~				9 ~ 39%~	49 36%	49 34%	94 34%~	7 47%~	68 28%*	36 68%
NO	189 65%	3030 61%	32 65%~	39 58%	67 69%	51 64%	55 68%	7 47%~	13 68%~				14 ~ 61%~	88 64%	96 66%	179 66%~	8 53%~	172 72%*	17 32%
NOT ANSWERED	30	369	4	7	8	11			1					3	1	4		30	
VALID CASES	293	4940	49	67	97	80	81	15	19				23	137	145	273	15	240	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q56 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET PRESCRIPTION MEDICINES FOR YOUR CHILD THROUGH HIS OR HER HEALTH PLAN?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	NO CCC	CCC		
Q56 NEVER	3 3%	42 2%	1 ~	2 4%~	7%~	13%~	1 ~	13%~	~	~	~	2 ~	22%~	3 ~	6%~	3 3%~	~	3 ~	8%~
SOMETIMES	12 12%	156 8%	1 6%~	5 18%~	2 7%~	4 14%~	2 8%~	1 13%~	1 17%~	~	~	1 ~	11%~	6 13%~	6 12%~	11 12%~	1 14%~	8 12%~	4 11%~
USUALLY	27 26%	483 26%	6 35%~	5 18%~	10 34%~	6 21%~	6 23%~	2 25%~	3 50%~	~	~	1 ~	11%~	13 27%~	13 27%~	24 26%~	2 29%~	20 30%~	7 19%~
ALWAYS	61 59%	1206 64%	10 59%~	17 61%~	15 52%~	19 66%~	18 69%~	4 50%~	2 33%~	~	~	5 ~	56%~	29 60%~	27 55%~	55 59%~	4 57%~	39 58%~	22 61%~
#ALWAYS + USUALLY (NET)	88 85%	1689 90%	16 94%~	22 79%~	25 86%~	25 86%~	24 92%~	6 75%~	5 83%~	~	~	6 ~	67%~	42 88%~	40 82%~	79 85%~	6 86%~	59 88%~	29 81%~
TOP BOX SCORE	61 59%	1206 64%	10 59%~	17 61%~	15 52%~	19 66%~	18 69%~	4 50%~	2 33%~	~	~	5 ~	56%~	29 60%~	27 55%~	55 59%~	4 57%~	39 58%~	22 61%~
NOT ANSWERED	1	23			1									1		1		1	
VALID CASES	103	1887	17	28	29	29	26	8	6			9	48	49	93	7	67	36	
NUMBER OF RESPONDENTS	104	1910	17	28	30	29	26	8	6			9	49	49	94	7	68	36	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q55 = YES]

Q57 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET YOUR CHILD'S PRESCRIPTION MEDICINES?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND ##	AMER NATV #	IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q57 #YES	73 74%	1118 60%*	11 69%~	17 65%~	24 83%~	21 78%~	18 75%~	5 63%~	4 80%~				8 ~ 89%~	36 75%~	34 72%~	67 74%~	5 71%~	48 76%~	25 71%
NO	25 26%	755 40%*	5 31%~	9 35%~	5 17%~	6 22%~	6 25%~	3 38%~	1 20%~				1 ~ 11%~	12 25%~	13 28%~	23 26%~	2 29%~	15 24%~	10 29%
NOT ANSWERED	6	37	1	2	1	2	2		1					1	2	4		5	1
VALID CASES	98	1873	16	26	29	27	24	8	5				9	48	47	90	7	63	35
NUMBER OF RESPONDENTS	104	1910	17	28	30	29	26	8	6				9	49	49	94	7	68	36
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

Q57A A REGULAR DENTIST IS ONE YOUR CHILD WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN HE/SHE HAS A CAVITY OR TOOTH PAIN. DOES YOUR CHILD HAVE A REGULAR DENTIST?

	BANT OT1	BANT OT2	AGE				RACE							ETHNIC- ITY	HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND HAW/ PAC	AMER IND/ ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q57A YES	238 84%	3983 82%	28 58%~	55 89%	90 92%*	65 88%	59 78%	13 93%~	17 85%~	~	~	19 ~ 83%~	120 90%*	111 79%*	222 84%~	13 87%~	197 86%	41 79%
NO	44 16%	876 18%	20 42%~	7 11%	8 8%*	9 12%	17 22%	1 7%~	3 15%~	~	~	4 ~ 17%~	14 10%*	29 21%*	42 16%~	2 13%~	33 14%	11 21%
NOT ANSWERED	41	450	5	12	7	17	5	1					6	6	13		40	1
VALID CASES	282	4859	48	62	98	74	76	14	20			23	134	140	264	15	230	52
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20			23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q57B IN THE LAST 6 MONTHS, DID YOUR CHILD GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q57B YES	192 66%	2993 61%	23 48%~	47 73%	67 70%	55 68%	50 65%	7 50%~	16 80%~				17 ~ 74%~	94 68%	94 66%	179 66%~	10 67%~	156 66%	36 68%
NO	97 34%	1901 39%	25 52%~	17 27%	29 30%	26 32%	27 35%	7 50%~	4 20%~				6 ~ 26%~	44 32%	48 34%	92 34%~	5 33%~	80 34%	17 32%
NOT ANSWERED	34	415	5	10	9	10	4	1						2	4	6		34	
VALID CASES	289	4894	48	64	96	81	77	14	20				23	138	142	271	15	236	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q57C IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ PAC ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	NO CCC	CCC	
Q57C NEVER	6 3%	52 2%	~	~	4%	3 6%	1 2%	1 ~	~	~	~	~	4 4%	2 2%	5 3%~	1 10%~	5 3%~	1 3%
SOMETIMES	11 6%	168 6%	1 4%~	3 6%~	4 6%	3 6%	~	~	1 6%~	~	~	~	8 9%	2 2%*	9 5%~	2 20%~	9 6%~	2 6%
USUALLY	43 23%	532 18%	2 9%~	16 34%~	15 22%	10 19%	10 20%	3 43%~	8 50%~	~	~	~	22 24%	21 22%	39 22%~	3 30%~	36 23%~	7 19%
ALWAYS	131 69%	2201 75%	20 87%~	28 60%~	45 67%	38 70%	39 78%	4 57%~	6 38%~	~	~	17 ~100%~	59 63%	69 73%	125 70%~	4 40%~	105 68%~	26 72%
#ALWAYS + USUALLY (NET)	174 91%	2733 93%	22 96%~	44 94%~	60 90%	48 89%	49 98%*	7 100%~	14 88%~	~	~	17 ~100%~	81 87%	90 96%*	164 92%~	7 70%~	141 91%~	33 92%
TOP BOX SCORE	131 69%	2201 75%	20 87%~	28 60%~	45 67%	38 70%	39 78%	4 57%~	6 38%~	~	~	17 ~100%~	59 63%	69 73%	125 70%~	4 40%~	105 68%~	26 72%
NOT ANSWERED		1 40				1							1		1		1	
VALID CASES	191	2953	23	47	67	54	50	7	16			17	93	94	178	10	155	36
NUMBER OF RESPONDENTS	192 100%	2993 100%	23 100%	47 100%	67 100%	55 100%	50 100%	7 100%	16 100%			17 100%	94 100%	94 100%	179 100%	10 100%	156 100%	36 100%

Q57D IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q57D NEVER	39 25%	609 28%	5 28%~	8 21%~	15 26%	11 27%~	9 32%~	4 44%~	3 38%~	~	~	~	20 22%	17 28%	37 25%~	2 25%~	30 22%~	9 41%
SOMETIMES	30 19%	384 18%	3 17%~	7 18%~	14 24%	6 15%~	2 7%~	4 44%~	~	~	~	~	22 24%*	7 11%*	26 18%~	4 50%~	28 21%~	2 9%
USUALLY	36 23%	484 22%	~	16 41%~	9 16%	11 27%~	5 18%~	3 ~	3 38%~	~	~	5 45%~	22 24%	14 23%	35 24%~	1 13%~	34 25%~	2 9%
ALWAYS	51 33%	716 33%	10 56%~	8 21%~	20 34%	13 32%~	12 43%~	1 11%~	2 25%~	~	~	6 55%~	26 29%	23 38%	49 33%~	1 13%~	42 31%~	9 41%
#ALWAYS + USUALLY (NET)	87 56%	1200 55%	10 56%~	24 62%~	29 50%	24 59%~	17 61%~	1 11%~	5 63%~	~	~	11 100%~	48 53%	37 61%	84 57%~	2 25%~	76 57%~	11 50%
TOP BOX SCORE	51 33%	716 33%	10 56%~	8 21%~	20 34%	13 32%~	12 43%~	1 11%~	2 25%~	~	~	6 55%~	26 29%	23 38%	49 33%~	1 13%~	42 31%~	9 41%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	131	2639	31	26	40	34	50	6	10			11	47	81	123	6	102	29
NOT ANSWERED	36	477	4	9	7	16	3		2			1	3	4	7	1	34	2
VALID CASES	156	2193	18	39	58	41	28	9	8			11	90	61	147	8	134	22
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%			23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q57E USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER HAW/ IND/ PAC ALSK #	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q57E EXTREMELY DIFFICULT	10 3%	164 3%	2 4%	2 3%	4 4%	2 2%	3 4%	2 ~	11%~	~	~	~	~	3 2%	6 4%	9 3%~	1 7%~	7 3%	3 6%	
01	4 1%	92 2%	~	~	2 2%	2 2%	1 1%	~	~	~	~	~	~	3 2%	1 0.7%	3 1%~	1 7%~	3 1%	1 2%	
02	7 2%	75 1%	2 4%	2 3%	3 3%	~	3 4%	~	~	~	~	~	~	3 2%	4 3%	7 3%~	~	7 3%*	~	
03	5 2%	133 3%	2 4%	~	2 2%	1 1%	2 3%	1 8%~	~	~	~	~	1 5%~	1 0.7%	4 3%	5 2%~	~	4 2%	1 2%	
04	6 2%	87 2%	1 2%	3 4%	1 1%	1 1%	1 1%	~	~	~	~	~	~	1 5%~	3 2%	3 2%	6 2%~	~	5 2%	1 2%
05	19 6%	371 7%	5 10%	2 3%	5 5%	7 8%	6 8%	2 15%~	1 5%~	~	~	~	~	2 9%~	7 5%	11 8%	17 6%~	2 13%~	17 6%	2 4%
06	15 5%	203 4%	1 2%	3 4%	6 6%	5 6%	5 6%	1 8%~	2 11%~	~	~	~	~	~	7 5%	8 6%	14 5%~	1 7%~	12 5%	3 6%
07	17 5%	375 7%	4 8%	2 3%	6 6%	5 6%	6 8%	1 8%~	3 16%~	~	~	~	~	~	6 4%	10 7%	15 6%~	2 13%~	15 6%	2 4%
09	115 37%	1657 33%	17 33%	30 43%	35 33%	33 38%	23 30%	5 38%	5 26%~	~	~	~	~	9 41%~	44 32%	43 31%	83 31%~	4 27%~	99 38%	16 32%
EXTREMELY EASY	115 37%	1890 37%	18 35%	26 37%	41 39%	30 35%	27 35%	3 23%~	6 32%~	~	~	~	~	9 41%~	62 45%*	49 35%	109 41%~	4 27%~	94 36%	21 42%
#8-10 (NET)	230 73%	3547 70%	35 67%	56 80%	76 72%	63 73%	50 65%	8 62%~	11 58%~	~	~	~	~	18 82%~	106 76%	92 66%*	192 72%~	8 53%~	193 73%	37 74%
9-10 (NET)	230 73%	3547 70%	35 67%	56 80%	76 72%	63 73%	50 65%	8 62%~	11 58%~	~	~	~	~	18 82%~	106 76%	92 66%*	192 72%~	8 53%~	193 73%	37 74%

Continued

Q57E USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC
88		1																
NOT ANSWERED	10	261	1	4		5	4	2	1			1	1	7	9		7	3
VALID CASES	313	5047	52	70	105	86	77	13	19			22	139	139	268	15	263	50
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20			23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%
MEAN	8.13	8.02	7.81	8.40	8.06	8.21	7.74	7.77	7.53			8.55	8.34	7.79	8.09	7.13	8.14	8.08
p stat_(*=Sig @ p<=.05)		.455	.324	.310	.720	.744	.155	~	~	~	~	~	.217	.041*	~	~	~	.873

Q58 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL HEALTH?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q58 EXCELLENT	130 45%	2100 43%	29 60%~	24 36%	44 45%	33 41%	43 54%	7 47%~	4 20%~	~	~	~	11 48%~	56 41%	71 49%	130 47%~	~	117 49%*	13 25%
VERY GOOD	85 29%	1734 35%*	14 29%~	23 34%	27 28%	21 26%	27 34%	4 27%~	5 25%~	~	~	~	7 30%~	37 27%	46 32%	85 31%~	~	70 29%	15 28%
GOOD	62 21%	854 17%	4 8%~	16 24%	21 22%	21 26%	10 13%*	4 27%~	8 40%~	~	~	~	3 13%~	36 26%	23 16%*	62 22%~	~	43 18%*	19 36%
FAIR	13 4%	210 4%	1 2%~	3 4%	4 4%	5 6%	~	~	3 15%~	~	~	~	2 9%~	8 6%	5 3%	~	13 87%~	9 4%	4 8%
POOR	2 0.7%	17 0.3%	~	1 1%	1 1%	~	~	~	~	~	~	~	~	1 0.7%	1 0.7%	~	2 13%~	~	2 4%
#EXCELLENT + VERY GOOD + GOOD (NET)	277 95%	4688 95%	47 98%~	63 94%	92 95%	75 94%	80 100%~	15 100%~	17 85%~	~	~	~	21 91%~	129 93%	140 96%	277 100%~	~	230 96%	47 89%
NOT ANSWERED	31	394	5	7	8	11	1							2				31	
VALID CASES	292	4915	48	67	97	80	80	15	20				23	138	146	277	15	239	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q59 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL MENTAL OR EMOTIONAL HEALTH?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q59 EXCELLENT	122 42%	2151 44%	33 67%~	19 28%*	40 42%	30 38%	36 45%	7 47%~	6 30%~	~	~	~	9 39%~	58 42%	60 41%	120 44%~	1 7%~	114 48%*	8 15%
VERY GOOD	75 26%	1382 28%	7 14%~	29 43%*	25 26%	14 18%*	22 28%	3 20%~	2 10%~	~	~	~	6 26%~	39 28%	36 25%	73 27%~	2 13%~	67 28%*	8 15%
GOOD	67 23%	930 19%	7 14%~	13 19%	22 23%	25 32%*	12 15%*	4 27%~	10 50%~	~	~	~	6 26%~	32 23%	32 22%	64 23%~	3 20%~	48 20%*	19 36%
FAIR	24 8%	366 7%	2 4%~	5 7%	7 7%	10 13%	9 11%	1 7%~	2 10%~	~	~	~	2 9%~	7 5%	17 12%*	17 6%~	7 47%~	9 4%*	15 28%
POOR	3 1%	88 2%	~	1 1%	2 2%	~	1 1%	~	~	~	~	~	~	2 1%	1 0.7%	1 0.4%~	2 13%~	~	3 6%
#EXCELLENT + VERY GOOD + GOOD (NET)	264 91%	4463 91%	47 96%~	61 91%	87 91%	69 87%	70 88%	14 93%~	18 90%~	~	~	~	21 91%~	129 93%	128 88%	257 93%~	6 40%~	229 96%*	35 66%
NOT ANSWERED	32	392	4	7	9	12	1							2		2		32	
VALID CASES	291	4917	49	67	96	79	80	15	20				23	138	146	275	15	238	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q60 DOES YOUR CHILD CURRENTLY NEED OR USE MEDICINE PRESCRIBED BY A DOCTOR (OTHER THAN VITAMINS)?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q60 YES	56 19%	1056 22%	8 17%~	12 18%	17 18%	19 24%	19 24%	4 27%~	4 21%~				8 ~ 35%~	19 14%*	35 24%*	52 19%~	4 27%~	24 10%*	32 62%
NO	234 81%	3853 78%	40 83%~	54 82%	80 82%	60 76%	60 76%	11 73%~	15 79%~				15 ~ 65%~	121 86%*	109 76%*	221 81%~	11 73%~	214 90%*	20 38%
NOT ANSWERED	33	400	5	8	8	12	2		1						2	4		32	1
VALID CASES	290	4909	48	66	97	79	79	15	19				23	140	144	273	15	238	52
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q61 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q61 YES	34 63%	843 81%*	3 43%~	7 58%~	11 69%~	13 68%~	14 74%~	3 75%~	3 75%~				7 ~ 88%~	7 41%~	25 71%~	30 60%~	4 100%~	3 14%~	31 97%
NO	20 37%	192 19%*	4 57%~	5 42%~	5 31%~	6 32%~	5 26%~	1 25%~	1 25%~				1 ~ 13%~	10 59%~	10 29%~	20 40%~		19 ~ 86%~	1 3%
NOT ANSWERED	2	21	1		1									2		2		2	
VALID CASES	54	1035	7	12	16	19	19	4	4				8	17	35	50	4	22	32
NUMBER OF RESPONDENTS	56	1056	8	12	17	19	19	4	4				8	19	35	52	4	24	32
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES]

Q62 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	BANT OT1	BANT OT2	AGE				RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLCK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q62 YES	30 88%	748 91%	2 67%	7 100%	10 91%	11 85%	12 86%	3 100%	2 67%				6 86%	7 100%	21 84%	27 90%	3 75%		30 97%
NO	4 12%	77 9%	1 33%		1 9%	2 15%	2 14%	1 33%					1 14%	4 16%	3 10%	1 25%		3 100%	1 3%
NOT ANSWERED		18																	
VALID CASES	34	825	3	7	11	13	14	3	3				7	7	25	30	4	3	31
NUMBER OF RESPONDENTS	34	843	3	7	11	13	14	3	3				7	7	25	30	4	3	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]

Q63 DOES YOUR CHILD NEED OR USE MORE MEDICAL CARE, MORE MENTAL HEALTH SERVICES, OR MORE EDUCATIONAL SERVICES THAN IS USUAL FOR MOST CHILDREN OF THE SAME AGE?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER PAC ALSK #	OTH #	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q63 YES	45 16%	832 17%	4 8%~	14 22%	14 14%	13 17%	18 23%	3 20%~	3 16%~	~	~	~	7 30%~	10 7%*	32 22%*	39 14%~	6 40%~	12 5%*	33 62%
NO	244 84%	4059 83%	45 92%~	51 78%	83 86%	65 83%	62 78%	12 80%~	16 84%~	~	~	~	16 70%~	126 93%*	113 78%*	234 86%~	9 60%~	224 95%*	20 38%
NOT ANSWERED	34	418	4	9	8	13	1		1					4	1	4		34	
VALID CASES	289	4891	49	65	97	78	80	15	19				23	136	145	273	15	236	53
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20				23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

Q64 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q64 YES	31 72%	689 85%	1 50%	9 64%	10 71%	11 85%	16 89%	2 67%	2 67%				4 67%	6 60%	25 81%	26 70%	5 83%	1 9%	30 94%
NO	12 28%	123 15%	1 50%	5 36%	4 29%	2 15%	2 11%	1 33%	1 33%				2 33%	4 40%	6 19%	11 30%	1 17%	10 91%	2 6%
NOT ANSWERED	2	20	2										1	1	2			1	1
VALID CASES	43	812	2	14	14	13	18	3	3				6	10	31	37	6	11	32
NUMBER OF RESPONDENTS	45	832	4	14	14	13	18	3	3				7	10	32	39	6	12	33
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

Q65 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q65 YES	30 97%	662 97%	1 100%	9 100%	10 100%	10 91%	15 94%	2 100%	2 100%				4 100%	6 100%	24 96%	25 96%	5 100%		30 100%
NO	1 3%	19 3%	~	~	~	1 9%	1 6%	~	~	~	~	~	~	~	1 4%	1 4%	~	1 100%	~
NOT ANSWERED		8																	
VALID CASES	31	681	1	9	10	11	16	2	2				4	6	25	26	5	1	30
NUMBER OF RESPONDENTS	31	689	1	9	10	11	16	2	2				4	6	25	26	5	1	30
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES AND Q64 = YES]

Q66 IS YOUR CHILD LIMITED OR PREVENTED IN ANY WAY IN HIS OR HER ABILITY TO DO THE THINGS MOST CHILDREN OF THE SAME AGE CAN DO?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER HAW/ IND/ PAC ALSK #	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q66 YES	27 9%	644 13%*	5 11%~	9 14%	4 4%*	9 11%	9 11%	2 13%~	4 22%~				3 ~ 13%~	8 6%*	19 13%*	24 9%~	3 20%~	12 5%*	15 28%
NO	261 91%	4243 87%*	42 89%~	55 86%	94 96%*	70 89%	71 89%	13 87%~	14 78%~				20 ~ 87%~	131 94%*	125 87%*	247 91%~	12 80%~	223 95%*	38 72%
NOT ANSWERED	35	422	6	10	7	12	1		2					1	2	6		35	
VALID CASES	288	4887	47	64	98	79	80	15	18				23	139	144	271	15	235	53
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20				23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

Q67 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV LLND ##	AMER IND/ PAC ALSK #	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q67 YES	17 65%	508 81%	2 40%	5 56%	2 67%	8 89%	8 100%		3 75%				3 100%	3 38%	14 78%	14 61%	3 100%	4 33%	13 93%
NO	9 35%	121 19%	3 60%	4 44%	1 33%	1 11%		2 100%	1 25%					5 63%	4 22%	9 39%		8 67%	1 7%
NOT ANSWERED	1	15			1		1								1	1			1
VALID CASES	26	629	5	9	3	9	8	2	4				3	8	18	23	3	12	14
NUMBER OF RESPONDENTS	27	644	5	9	4	9	9	2	4				3	8	19	24	3	12	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES]

Q68 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLCK OR AFR-	AS-	NATV ILLND	AMER PAC ALS	IND/ NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q68 YES	12 71%	477 96%	~100%	50%	75%	6	7	~ 33%	~	~	~	~	~ 67%	2	2	10	9	3	~ 92%	12
NO	5 29%	22 4%	~100%	~ 50%	25%	2	1	~ 67%	~	~	~	~	~ 33%	1	1	4	5	~100%	4	1
NOT ANSWERED		9																		
VALID CASES	17	499	2	5	2	8	8	3					3	3	14	14	3	4	13	
NUMBER OF RESPONDENTS	17	508	2	5	2	8	8	3					3	3	14	14	3	4	13	
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES AND Q67 = YES]

Q69 DOES YOUR CHILD NEED OR GET SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q69 YES	28 10%	558 11%	4 8%~	10 15%	8 8%	6 8%	11 14%	1 7%~	3 16%~				5 ~ 22%~	8 6%*	19 13%*	24 9%~	4 27%~	11 5%*	17 33%
NO	260 90%	4342 89%	44 92%~	55 85%	89 92%	72 92%	68 86%	14 93%~	16 84%~				18 ~ 78%~	131 94%*	125 87%*	247 91%~	11 73%~	225 95%*	35 67%
NOT ANSWERED	35	409	5	9	8	13	2		1					1	2	6		34	1
VALID CASES	288	4900	48	65	97	78	79	15	19				23	139	144	271	15	236	52
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q70 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS-	NATV ILLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q70 YES	19 70%	389 72%	3 100%	5 50%	5 63%	6 100%	8 80%	1 100%	3 100%	~	~	~	3 60%	4 50%	14 78%	17 74%	2 50%	3 30%	16 94%
NO	8 30%	149 28%	~	5 50%	3 38%	~	2 20%	~	~	~	~	~	2 40%	4 50%	4 22%	6 26%	2 50%	7 70%	1 6%
NOT ANSWERED	1	20	1				1							1	1			1	
VALID CASES	27	538	3	10	8	6	10	1	3				5	8	18	23	4	10	17
NUMBER OF RESPONDENTS	28	558	4	10	8	6	11	1	3				5	8	19	24	4	11	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES]

Q71 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV LLND PAC	AMR IND/ ALSK	OTH #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q71 YES	15 83%	357 93%	2 67%	4 80%	5 100%	4 80%	7 88%	1 100%	2 67%				3 100%	2 67%	12 86%	13 81%	2 100%	15 94%	
NO	3 17%	27 7%	1 33%	1 20%		1 20%	1 13%	1 33%						1 33%	2 14%	3 19%		2 100%	1 6%
NOT ANSWERED		1 5				1								1		1		1	
VALID CASES	18	384	3	5	5	5	8	1	3				3	3	14	16	2	2	16
NUMBER OF RESPONDENTS	19	389	3	5	5	6	8	1	3				3	4	14	17	2	3	16
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES AND Q70 = YES]

Q72 DOES YOUR CHILD HAVE ANY KIND OF EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEMS FOR WHICH HE OR SHE NEEDS OR GETS TREATMENT OR COUNSELING?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q72 YES	41 14%	813 17%	1 2%~	11 17%	12 12%	17 22%*	18 23%*	3 20%~	2 11%~			5 ~ 22%~	11 8%*	30 21%*	35 13%~	6 40%~	7 3%*	34 64%
NO	248 86%	4085 83%	47 98%~	54 83%	85 88%	62 78%*	62 78%*	12 80%~	17 89%~			18 ~ 78%~	129 92%*	114 79%*	237 87%~	9 60%~	229 97%*	19 36%
NOT ANSWERED	34	411	5	9	8	12	1		1				2	5		34		
VALID CASES	289	4898	48	65	97	79	80	15	19			23	140	144	272	15	236	53
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20			23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

Q73 HAS THIS PROBLEM LASTED OR IS IT EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q73 YES	32 80%	726 92%	1 100%	10 91%	8 67%	13 81%	17 94%	3 100%	1 50%				4 80%	6 60%	26 87%	27 79%	5 83%	32 94%	
NO	8 20%	64 8%		1 9%	4 33%	3 19%	1 6%	1 50%					1 20%	4 40%	4 13%	7 21%	1 17%	6 100%	2 6%
NOT ANSWERED	1	23				1								1		1		1	
VALID CASES	40	790	1	11	12	16	18	3	2				5	10	30	34	6	6	34
NUMBER OF RESPONDENTS	41	813	1	11	12	17	18	3	2				5	11	30	35	6	7	34
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NQ74																			
3 YEARS OLD OR LESS	53 16%	908 17%	53 100%	~	~	~	14 17%	4 27%	1 5%	~	~	~	5 22%	20 14%	25 17%	47 17%	1 7%	48 18%	5 9%
4 TO 7 YEARS OLD	74 23%	1228 23%	~	74 ~100%	~	~	21 26%	4 27%	6 30%	~	~	~	5 22%	29 21%	37 25%	63 23%	4 27%	59 22%	15 28%
8 TO 12 YEARS OLD	105 33%	1650 31%	~	~	105 ~100%	~	24 30%	3 20%	5 25%	~	~	~	5 22%	57 41%*	41 28%	92 33%	5 33%	91 34%	14 26%
13 OR OLDER	91 28%	1523 29%	~	~	~	91 ~100%	22 27%	4 27%	8 40%	~	~	~	8 35%	34 24%	43 29%	75 27%	5 33%	72 27%	19 36%
VALID CASES	323	5309	53	74	105	91	81	15	20				23	140	146	277	15	270	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

NQ75 IS YOUR CHILD MALE OR FEMALE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AMR AS-	IAN	NATV LLND	AMR IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NQ75 MALE	171 53%	2736 52%	27 51%	37 50%	61 58%	46 51%	38 47%	10 67%~	12 60%~					12 ~ 52%~	71 51%	77 53%	143 52%~	10 67%~	139 51%	32 60%
FEMALE	152 47%	2573 48%	26 49%	37 50%	44 42%	45 49%	43 53%	5 33%~	8 40%~					11 ~ 48%~	69 49%	69 47%	134 48%~	5 33%~	131 49%	21 40%
VALID CASES	323	5309	53	74	105	91	81	15	20					23	140	146	277	15	270	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%					23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

Q76 IS YOUR CHILD OF HISPANIC OR LATINO ORIGIN OR DESCENT?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV HAW/ PAC ILND	AMR IND/ ALSK	OTHR NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q76 HISPANIC OR LATINO	140 49%	1726 35%*	20 44%~	29 44%	57 58%*	34 44%	~	~	~	~	~	~	~	~100%~	~	129 48%~	9 60%~	127 54%*	13 26%	
NOT HISPANIC OR LATINO	146 51%	3146 65%*	25 56%~	37 56%	41 42%*	43 56%	78 100%~	15 100%~	20 100%~	~	~	~	~	21 ~100%~	146 ~100%~	140 52%~	6 40%~	109 46%*	37 74%	
NOT ANSWERED	37	437	8	8	7	14	3							2		8		34	3	
VALID CASES	286	4872	45	66	98	77	78	15	20					21	140	146	269	15	236	50
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%					23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q77.1 WHAT IS YOUR CHILD'S RACE? RESPONSE: WHITE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV ILND	AMR PAC	IND/ ALSK	OTHR MUL-	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q77.1 YES	153 47%	3787 71%*	31 58%	38 51%	45 43%	39 43%	81 100%~	~	~	~	~	~	~	22 ~ 96%~	50 36%*	98 67%*	148 53%~	3 20%~	116 43%*	37 70%
NO	170 53%	1522 29%*	22 42%	36 49%	60 57%	52 57%	~	15 ~100%~	20 ~100%~	~	~	~	~	1 ~ 4%~	90 64%*	48 33%*	129 47%~	12 80%~	154 57%*	16 30%
VALID CASES	323	5309	53	74	105	91	81	15	20					23	140	146	277	15	270	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%					23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q77.2 WHAT IS YOUR CHILD'S RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR	IAN	NATV ##	AMR IND/ PAC ALSK #	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.2 YES	33 10%	204 4%*	9 17%	7 9%	9 9%	8 9%	15 ~100%~							13 ~ 57%~	5 4%*	28 19%*	31 11%~	1 7%~	24 9%	9 17%
NO	290 90%	5105 96%*	44 83%	67 91%	96 91%	83 91%	81 100%~	20 ~100%~						10 ~ 43%~	135 96%*	118 81%*	246 89%~	14 93%~	246 91%	44 83%
VALID CASES	323	5309	53	74	105	91	81	15	20					23	140	146	277	15	270	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%					23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q77.3 WHAT IS YOUR CHILD'S RACE? RESPONSE: ASIAN

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV ##	AMR IND/ PAC ALSK	OTH #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.3 YES	25 8%	184 3%*	3 6%	7 9%	6 6%	9 10%				20 ~100%~				3 ~13%~	2 1%*	22 15%*	22 8%~	3 20%~	22 8%	3 6%
NO	298 92%	5125 97%*	50 94%	67 91%	99 94%	82 90%	81 100%	15 ~100%~						20 ~87%~	138 99%*	124 85%*	255 92%~	12 80%~	248 92%	50 94%
VALID CASES	323	5309	53	74	105	91	81	15	20					23	140	146	277	15	270	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%					23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q77.4 WHAT IS YOUR CHILD'S RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLCK OR AFR-	AMER	IAN	NATV ##	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	HIS- IC	NOT PAN- PAN-	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q77.4 YES	3 0.9%	83 2%	~	~	~	3%	~	~	~	~	~	~	~	4%	0.7%	1%	3 1%~	~	3 1%~	
NO	320 99%	5226 98%	53 100%	74 100%	105 100%	88 97%	81 100%	15 100%	20 100%	~	~	~	~	22 96%	139 99%	144 99%	274 99%~	15 100%	267 99%~	53 100%
VALID CASES	323	5309	53	74	105	91	81	15	20					23	140	146	277	15	270	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%					23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q77.5 WHAT IS YOUR CHILD'S RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR	IAN	NATV ##	AMR IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q77.5 YES	7 2%	335 6%*	~	3%	4%	1%	~	~	~	~	~	~	~	26%	0.7%	4%*	2%~	7%~	1%~	6%
NO	316 98%	4974 94%*	100%~	97%~	96%~	99%	100%	100%~	100%~	100%~	~	~	~	74%~	99%	96%*	98%~	93%~	99%	94%
VALID CASES	323	5309	53	74	105	91	81	15	20					23	140	146	277	15	270	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

Q77.6 WHAT IS YOUR CHILD'S RACE? RESPONSE: OTHER

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV ILND ##	AMR IND/ PAC ALSK #	MUL- OTHR ##	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.6 YES	28 9%	374 7%	3 6%	6 8%	8 8%	11 12%	~	~	~	~	~	~	5 ~ 22%	18 13%*	9 6%	27 10%~	1 7%~	26 10%	2 4%
NO	295 91%	4935 93%	50 94%	68 92%	97 92%	80 88%	81 100%	15 100%	20 100%	~	~	~	18 ~ 78%	122 87%*	137 94%	250 90%~	14 93%~	244 90%	51 96%
VALID CASES	323	5309	53	74	105	91	81	15	20				23	140	146	277	15	270	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q78 WHAT IS YOUR AGE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER PAC ALSK #	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q78 UNDER 18	4 1%	141 3%*	~	1%	1%	2%	4%	~	~	~	~	~	~	~	4%	4%	~	2%	2%
18 TO 24	10 3%	161 3%	3%	6%	1%	1%*	4%	7%	2%	10%	~	~	~	4%	6%	10%	4%	9%	1%
25 TO 34	96 33%	1564 32%	28%	31%	32%	33%*	28%	4%	4%	20%	~	~	10%	46%	47%	91%	3%	81%	15%
35 TO 44	111 39%	1821 37%	13%	23%	40%	35%	28%	4%	6%	30%	~	~	5%	62%	47%	103%	8%	94%	17%
45 TO 54	50 17%	797 16%	2%	3%	18%	27%	9%	2%	8%	40%	~	~	6%	23%	27%	47%	3%	42%	8%
55 TO 64	12 4%	266 5%	~	3%	4%	8%	5%	2%	~	~	~	~	1%	3%	9%	11%	1%	5%	7%
65 TO 74	4 1%	116 2%	1%	1%	~	3%	3%	1%	~	~	~	~	~	~	4%	4%	~	1%	3%
75 OR OLDER	1 0.3%	16 0.3%	~	~	~	1%*	1%	~	~	~	~	~	~	~	1%	1%	~	1%	~
NOT ANSWERED	35	427	6	7	9	13	~	1	~	~	~	~	1	2	1	6	~	35	~
VALID CASES	288	4882	47	67	96	78	81	14	20	~	~	~	22	138	145	271	15	235	53
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20	~	~	~	23	140	146	277	15	270	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q79 ARE YOU MALE OR FEMALE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q79 MALE	44 15%	702 14%	1 2%	12 18%	15 15%	16 20%	14 17%	2 14%	2 10%				4 17%	20 14%	24 17%	41 15%	3 20%	35 15%	9 17%
FEMALE	246 85%	4191 86%	47 98%	54 82%	82 85%	63 80%	67 83%	12 86%	18 90%				19 83%	119 86%	121 83%	232 85%	12 80%	202 85%	44 83%
NOT ANSWERED	33	416	5	8	8	12		1						1	1	4		33	
VALID CASES	290	4893	48	66	97	79	81	14	20				23	139	145	273	15	237	53
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q80 WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?

	BANT	BANT	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OT1	OT2	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q80																			
8TH GRADE OR LESS	55 19%	479 10%*	6 13%~	8 12%	24 26%	17 21%	3 4%*	1 7%~	5 25%~	~	~	~	3 13%~	42 31%*	11 8%*	50 19%~	5 36%~	48 21%	7 13%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	44 15%	480 10%*	10 22%~	7 11%	10 11%	17 21%	12 15%	~	2 10%~	~	~	~	~	26 19%	17 12%	42 16%~	2 14%~	34 15%	10 19%
HIGH SCHOOL GRADUATE OR GED	76 27%	1452 30%	7 16%~	29 45%*	25 27%	15 19%*	14 18%*	6 43%~	8 40%~	~	~	~	4 17%~	40 30%	33 23%	72 27%~	3 21%~	64 28%	12 23%
SOME COLLEGE OR 2-YEAR DEGREE	79 28%	1752 36%*	15 33%~	19 29%	26 28%	19 24%	35 44%*	5 36%~	3 15%~	~	~	~	14 61%~	19 14%*	60 42%*	77 29%~	2 14%~	63 27%	16 31%
4-YEAR COLLEGE GRADUATE	18 6%	437 9%	4 9%~	2 3%	7 7%	5 6%	12 15%*	~	1 5%~	~	~	~	1 4%~	3 2%*	14 10%*	17 6%~	1 7%~	15 6%	3 6%
MORE THAN 4-YEAR COLLEGE DEGREE	12 4%	238 5%	3 7%~	~	2 2%	7 9%	3 4%	2 14%~	1 5%~	~	~	~	1 4%~	4 3%	8 6%	11 4%~	1 7%~	8 3%	4 8%
NOT ANSWERED	39	471	8	9	11	11	2	1						6	3	8	1	38	1
VALID CASES	284	4838	45	65	94	80	79	14	20			23	134	143	269	14	232	52	
NUMBER OF RESPONDENTS	323	5309	53	74	105	91	81	15	20			23	140	146	277	15	270	53	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	& FAIR & POOR	NO CCC	CCC
Q81 MOTHER OR FATHER	275 96%	4466 93%*	45 98%~	62 94%	93 97%	75 95%	76 99%	11 73%~	19 95%~	~	~	~	21 91%~	136 99%*	132 93%*	260 96%~	14 93%~	231 98%*	44 86%
GRANDPARENT	3 1%	186 4%*	~	1 2%	1 1%	1 1%	1 1%	~	~	~	~	~	~	2 1%	1 0.7%	3 1%~	~	2 0.8%	1 2%
AUNT OR UNCLE	2 0.7%	33 0.7%	~	~	1 1%	1 1%	~	~	~	~	~	~	~	~	2 1%	1 0.4%~	1 7%~	1 0.4%	1 2%
OLDER BROTHER OR SISTER	2 0.7%	12 0.2%	~	2 3%	~	~	~	1 7%~	1 5%~	~	~	~	~	~	2 1%	2 0.7%~	~	1 0.4%	1 2%
OTHER RELATIVE		6 0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
LEGAL GUARDIAN	4 1%	73 2%	~	1 2%	1 1%	2 3%	~	2 13%~	~	~	~	~	2 9%~	~	4 3%*	4 1%~	~	~	4 8%
SOMEONE ELSE	1 0.3%	33 0.7%	1 2%~	~	~	~	~	1 7%~	~	~	~	~	~	~	1 0.7%~	1 0.4%~	~	1 0.4%~	~
NOT ANSWERED	36	500	7	8	9	12	4							2	4	6		34	2
VALID CASES	287	4809	46	66	96	79	77	15	20				23	138	142	271	15	236	51
NUMBER OF RESPONDENTS	323 100%	5309 100%	53 100%	74 100%	105 100%	91 100%	81 100%	15 100%	20 100%				23 100%	140 100%	146 100%	277 100%	15 100%	270 100%	53 100%

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	BANT OT1	BANT OT2	AGE				RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q82 YES	15 10%	101 3%*	2 7%~	4 11%~	5 12%~	4 8%~	2 4%*	7 ~ 44%~	~	~	~	~	3 5%	11 12%	15 10%~	11 ~	4 11%	
NO	139 90%	2894 97%*	25 93%~	34 89%~	36 88%~	44 92%~	50 96%*	12 100%~	9 56%~	~	~	9 ~100%~	55 95%	82 88%	129 90%~	9 100%~	31 89%	
NOT ANSWERED	5	59	1	2	2		2	1					2	3	3		4	1
VALID CASES	154	2995	27	38	41	48	52	12	16			9	58	93	144	9	119	35
NUMBER OF RESPONDENTS	159 100%	3054 100%	28 100%	40 100%	43 100%	48 100%	54 100%	12 100%	17 100%			9 100%	60 100%	96 100%	147 100%	9 100%	123 100%	36 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

Q83.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME.

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AMER AS-	IAN	NATV LLND	AMER IND/ PAC ALSK	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.1 YES	7 47%	53 52%~	1 50%~	2 50%~	2 40%~	2 50%~	1 50%~		3 ~ 43%~			~	~	~	1 ~ 33%~	5 45%~	7 47%~		4 ~ 36%~	3 75%
NO	8 53%	48 48%~	1 50%~	2 50%~	3 60%~	2 50%~	1 50%~		4 ~ 57%~			~	~	~	2 ~ 67%~	6 55%~	8 53%~		7 ~ 64%~	1 25%
VALID CASES	15	101	2	4	5	4	2		7						3	11	15		11	4
NUMBER OF RESPONDENTS	15 100%	101 100%	2 100%	4 100%	5 100%	4 100%	2 100%		7 100%						3 100%	11 100%	15 100%		11 100%	4 100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

Q83.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE.

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV LLND ##	AMR IND/ PAC ALSK #	MUL- OTHR ##	TU	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.2 YES	3 20%	31 31%~	~	25%~	20%~	25%~	~	~	29%~	~	~	~	~	~	33%~	18%~	20%~	~	18%~	25%
NO	12 80%	70 69%~	100%~	75%~	80%~	75%~	100%~	~	71%~	~	~	~	~	~	67%~	82%~	80%~	~	82%~	75%
VALID CASES	15	101	2	4	5	4	2	7						3	11	15		11	4	
NUMBER OF RESPONDENTS	15 100%	101 100%	100%	100%	100%	100%	100%	100%						3 100%	11 100%	15 100%		11 100%	4 100%	

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

Q83.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME.

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV LLND ##	AMR IND/ PAC ALSK #	MUL- OTHR ##	TU	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.3 YES	4 27%	13 13%~	~	2 50%~	2 50%~	2 50%~	1 50%~	2 29%~	~	~	~	~	~	1 33%~	3 27%~	4 27%~	2 18%~	2 50%~	
NO	11 73%	88 87%~	2 100%~	2 50%~	5 100%~	2 50%~	1 50%~	5 71%~	~	~	~	~	~	2 67%~	8 73%~	11 73%~	9 82%~	2 50%~	
VALID CASES	15	101	2	4	5	4	2	7						3	11	15	11	4	
NUMBER OF RESPONDENTS	15 100%	101 100%	2 100%	4 100%	5 100%	4 100%	2 100%	7 100%						3 100%	11 100%	15 100%	11 100%	4 100%	

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

Q83.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE.

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV LLND	AMR PAC	IND/ ALSK	OTH #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.4 YES	10 67%	43 43%	1 50%	3 75%	4 80%	2 50%	~	~	71%	~	~	~	~	~	~100%	7 64%	10 67%	~	9 82%	1 25%	
NO	5 33%	58 57%	1 50%	1 25%	1 20%	2 50%	100%	~	29%	~	~	~	~	~	~36%	4 33%	5 33%	~	2 18%	3 75%	
VALID CASES	15	101	2	4	5	4	2	7							3	11	15		11	4	
NUMBER OF RESPONDENTS	15	101	2	4	5	4	2	7							3	11	15		11	4	
	100%	100%	100%	100%	100%	100%	100%	100%							100%	100%	100%		100%	100%	

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

Q83.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY.

	BANT OT1	BANT OT2	AGE				RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLCK OR AFR-	AS- IAN	NATV LLND ##	AMER IND/ PAC ALSK #	OTHR MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.5 YES	1 7%	6 6%	~	~	~	20%~	~	~	~	14%~	~	~	~	1 9%~	1 7%~	~	1 9%~	
NO	14 93%	95 94%~	2 100%~	4 100%~	4 80%~	4 100%~	2 100%~	~	6 86%~	~	~	~	3 100%~	10 91%~	14 93%~	~	10 91%~	4 100%~
VALID CASES	15	101	2	4	5	4	2		7				3	11	15		11	4
NUMBER OF RESPONDENTS	15	101	2	4	5	4	2		7				3	11	15		11	4
	100%	100%	100%	100%	100%	100%	100%		100%				100%	100%	100%		100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

NQ14 RATING OF ALL CHILD'S HEALTH CARE

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC
NQ14 0-6	13 7%	286 8%	3 9%~	1 2%~	3 5%	6 12%~	2 4%	2 ~ 18%~				3 ~ 16%~	6 8%	7 7%	9 5%~	3 25%~	11 7%~	2 5%
7-8	51 26%	994 29%	7 20%~	17 37%~	14 22%	13 27%~	15 27%	2 20%~	3 27%~			5 ~ 26%~	20 25%	28 27%	44 25%~	5 42%~	37 24%~	14 34%
9-10	131 67%	2180 63%	25 71%~	28 61%~	48 74%	30 61%~	39 70%	8 80%~	6 55%~			11 ~ 58%~	54 68%	68 66%	120 69%~	4 33%~	106 69%~	25 61%
VALID CASES	195	3460	35	46	65	49	56	10	11			19	80	103	173	12	154	41
NUMBER OF RESPONDENTS	195 100%	3460 100%	35 100%	46 100%	65 100%	49 100%	56 100%	10 100%	11 100%			19 100%	80 100%	103 100%	173 100%	12 100%	154 100%	41 100%
MEAN	2.61	2.55	2.63	2.59	2.69	2.49	2.66	2.80	2.36			2.42	2.60	2.59	2.64	2.08	2.62	2.56
p stat_(*=Sig @ p<=.05)		.197	~	~	.160		~.393	~	~	~	~	~	~.923	.756	~	~	~	~

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND ##	AMER PAC ALSK #	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
NQ41 0-6	12 5%	266 6%	3 7%	3 5%	3 4%	3 4%	1 1%	~	~	~	~	~	4 21%	5 5%	6 5%	11 5%	1 8%	10 5%	2 5%
7-8	43 18%	933 22%	7 16%	16 29%*	14 19%	6 9%*	11 16%	3 23%~	3 25%~	~	~	~	2 11%	20 18%	21 18%	39 18%	2 17%	35 18%	8 19%
9-10	186 77%	3047 72%*	34 77%	36 65%*	58 77%	58 87%*	57 83%	10 77%~	9 75%~	~	~	~	13 68%	84 77%	91 77%	170 77%	9 75%	153 77%	33 77%
VALID CASES	241	4246	44	55	75	67	69	13	12				19	109	118	220	12	198	43
NUMBER OF RESPONDENTS	241 100%	4246 100%	44 100%	55 100%	75 100%	67 100%	69 100%	13 100%	12 100%				19 100%	109 100%	118 100%	220 100%	12 100%	198 100%	43 100%
MEAN	2.72	2.65	2.70	2.60	2.73	2.82	2.81	2.77	2.75				2.47	2.72	2.72	2.72	2.67	2.72	2.72
p stat_(*=Sig @ p<=.05)		.071	~.081	.830	.083	.068	~	~	~	~	~	~	~.943	.964		~	~	~	~

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV ILND ##	AMER PAC ALSK NATV #	MUL-OTHR ##	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ48 0-6	3 6%	69 9%	1 20%	2 12%	~	~	1 7%	~	~	~	~	~	2 13%	1 4%	3 8%	~	3 10%		
7-8	12 25%	186 24%	2 40%	4 24%	3 23%	3 23%	2 13%	~	2 50%	~	~	2 40%	3 19%	8 29%	10 25%	2 40%	7 24%	5 26%	
9-10	33 69%	524 67%	2 40%	11 65%	10 77%	10 77%	12 80%	3 100%	2 50%	~	~	~	3 60%	11 69%	19 68%	27 68%	3 60%	19 66%	14 74%
VALID CASES	48	779	5	17	13	13	15	3	4			5	16	28	40	5	29	19	
NUMBER OF RESPONDENTS	48	779	5	17	13	13	15	3	4			5	16	28	40	5	29	19	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	
MEAN	2.63	2.58	2.20	2.53	2.77	2.77	2.73	3.00	2.50			2.60	2.56	2.64	2.60	2.60	2.55	2.74	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

[ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

NQ54 RATING OF CHILD'S HEALTH PLAN

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
NQ54 0-6	29 10%	652 13%	4 8%	3 4%*	11 11%	11 14%	8 10%	3 20%	5 25%			5 ~ 23%		6 4%*	23 16%*	27 10%	2 13%	22 9%	7 13%
7-8	62 21%	1410 29%*	10 21%	13 19%	15 16%	24 31%*	25 31%*	2 13%	4 20%			4 ~ 18%		24 18%	36 25%	56 21%	5 33%	48 20%	14 26%
9-10	199 69%	2826 58%*	34 71%	52 76%	70 73%	43 55%*	48 59%*	10 67%	11 55%			13 ~ 59%		105 78%*	87 60%*	187 69%	8 53%	167 70%	32 60%
VALID CASES	290	4888	48	68	96	78	81	15	20			22		135	146	270	15	237	53
NUMBER OF RESPONDENTS	290 100%	4888 100%	48 100%	68 100%	96 100%	78 100%	81 100%	15 100%	20 100%			22 100%		135 100%	146 100%	270 100%	15 100%	237 100%	53 100%
MEAN	2.59	2.44	2.63	2.72	2.61	2.41	2.49	2.47	2.30			2.36		2.73	2.44	2.59	2.40	2.61	2.47
p stat_(*=Sig @ p<=.05)		.001*		~.031*	.616	.011*	.146	~	~	~	~	~	~	~.000*	.000*	~	~	~.199	

GETTING NEEDED CARE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER					
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR	IAN	NATV ##	AMR HAW/ PAC ILND	IND/ ALSK	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NPRBSEE4 NQ46	2.15	2.27	2.00	2.12	1.93	2.47	2.44	2.00	2.00					2.60	1.84	2.38	2.21	1.67	2.06	2.30	
p stat_(*=Sig @ p<=.05)	.288		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCARNES4 NQ15	2.46	2.49	2.53	2.49	2.48	2.37	2.55	2.82	2.18					2.42	2.35	2.53	2.48	2.00	2.46	2.46	
p stat_(*=Sig @ p<=.05)	.512		~	~	.838	~	.255	~	~	~	~	~	~	~	.057	.164	~	~	~	~	
COMPOSITE	2.31	2.38	2.26	2.30	2.21	2.42	2.50	2.41	2.09	x	x	x	2.51	2.09	2.45	2.35	1.83	2.26	2.38		
p stat_(*=Sig @ p<=.05)	.012*		~	~	.020*	.052	.000*	~	~	~	~	~	~	~	.000*	.000*	~	~	~	~	

GETTING CARE QUICKLY

	BANT OT1	BANT OT2	AGE				RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV LLND ##	AMR IND/ PAC ALSK #	MUL- OTHR ##	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NCARSN4 NQ4	2.63	2.65	2.63	2.81	2.50	2.46	2.67	3.00	2.00				2.73	2.55	2.69	2.66	2.14	2.66	2.56
p stat_(*=Sig @ p<=.05)	.760		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NAPGET4 NQ6	2.41	2.46	2.52	2.37	2.35	2.41	2.58	2.54	1.75				2.50	2.37	2.44	2.42	2.08	2.40	2.45
p stat_(*=Sig @ p<=.05)	.268		~	~	.477	1.00	~	~	~	~	~	~	~	.569	.559	~	~	~	~
COMPOSITE	2.52	2.56	2.57	2.59	2.42	2.43	2.63	2.77	1.88	x	x	x	2.61	2.46	2.56	2.54	2.11	2.53	2.51
p stat_(*=Sig @ p<=.05)	.211		~	.205	.086	.117	~	~	~	~	~	~	~	.104	.174	~	~	~	~

HOW WELL DOCTORS COMMUNICATE

	BANT OT1	BANT OT2	AGE				RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER					
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV HAW/ PAC LLND	AMR IND/ ALSK	OTHR #	MUL- TI	HIS- IC	HIS- PAN- IC	NOT VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NDREXPL4 NQ32	2.64	2.75	2.87	2.56	2.56	2.64	2.84	2.70	2.33				2.60	2.54	2.71	2.69	2.09	2.64	2.67	
p stat_(*=Sig @ p<=.05)		.019*	~	~	.254	~	.003*	~	~	~	~	~	~	~	.074	.168	~	~	~	
NDRLSTN4 NQ33	2.73	2.77	2.82	2.58	2.77	2.77	2.82	2.70	2.67				2.69	2.70	2.76	2.75	2.27	2.75	2.68	
p stat_(*=Sig @ p<=.05)		.458	~	~	.615	~	.178	~	~	~	~	~	~	~	.443	.635	~	~	~	
NDRESPU4 NQ34	2.79	2.81	2.79	2.81	2.78	2.79	2.88	2.90	2.67				2.69	2.78	2.81	2.82	2.36	2.80	2.76	
p stat_(*=Sig @ p<=.05)		.754	~	~	.866	~	~	~	~	~	~	~	~	~	.821	.703	~	~	~	
NDRTMEN4 NQ37	2.45	2.57	2.45	2.28	2.46	2.58	2.54	2.40	2.22				2.69	2.41	2.52	2.48	2.18	2.42	2.57	
p stat_(*=Sig @ p<=.05)		.026*	~	~	.873	~	.301	~	~	~	~	~	~	~	.503	.182	~	~	~	
COMPOSITE	2.66	2.72	2.73	2.56	2.64	2.70	2.77	2.68	2.47	x	x	x	2.67	2.61	2.70	2.69	2.23	2.65	2.67	
p stat_(*=Sig @ p<=.05)		.059	~	~	.837	~	.048*	~	~	~	~	~	~	~	.264	.238	~	~	~	

CUSTOMER SERVICE

	BANT OT1	BANT OT2	AGE				RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER					
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV LLND ##	AMR IND/ PAC ALSK #	MUL- OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NPBCLCS4 NQ50	2.25	2.28	2.25	2.32	2.29	2.11	2.29	2.50	2.29				2.38	2.17	2.33	2.25	2.40	2.25	2.29	
p stat_(*=Sig @ p<=.05)	.796		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ51	2.58	2.60	2.50	2.56	2.58	2.67	2.65	2.50	2.29				2.75	2.58	2.61	2.63	2.20	2.60	2.50	
p stat_(*=Sig @ p<=.05)	.785		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.42	2.44	2.38	2.44	2.44	2.39	2.47	2.50	2.29	x	x	x	2.56	2.38	2.47	2.44	2.30	2.42	2.39	
p stat_(*=Sig @ p<=.05)	.770		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

	BANT OT1	BANT OT2	AGE				RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV LLND ##	AMR IND/ PAC ALSK #	MUL- OTHR ##	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NNRXWHY NQ11	2.78	2.87	3.00	2.83	2.53	2.86	3.00	3.00	2.33				3.00	2.74	2.85	2.83	2.33	2.68	3.00
p stat_(*=Sig @ p<=.05)		.251	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NNRXWYNT NQ12	2.37	2.42	2.64	2.17	2.18	2.57	2.63	2.00	1.67				2.33	2.39	2.31	2.40	1.67	2.26	2.63
p stat_(*=Sig @ p<=.05)		.683	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ13	2.30	2.58	2.09	2.00	2.41	2.57	2.25	2.00	1.67				3.00	2.39	2.31	2.36	2.33	2.11	2.75
p stat_(*=Sig @ p<=.05)		.009*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.48	2.62	2.58	2.33	2.37	2.67	2.63	2.33	1.89	x	x	x	2.78	2.51	2.49	2.53	2.11	2.35	2.79
p stat_(*=Sig @ p<=.05)		.065	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

ACCESS TO SPECIALIZED SERVICES

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR AS-	IAN	NATV LLND ##	AMR IND/ PAC ALSK #	OTH #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NEZMDEQ NQ20	2.20	2.30	2.33	2.50	1.00	2.25	2.00	3.00						3.00	2.20	2.50	2.29	2.50	1.83	2.75
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTHP NQ23	2.21	2.19	1.67	1.83	2.44	2.67	2.63	2.00	2.00					1.86	2.27	2.17	2.31	1.60	2.13	2.28
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTC NQ26	2.17	2.18	2.00	1.75	2.15	2.37	2.50	2.00						1.50	2.00	2.24	2.27	1.50	2.08	2.21
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.19	2.22	2.00	2.03	1.87	2.43	2.38	2.50	2.00	x	x	x	2.12	2.16	2.30	2.29	1.87	2.01	2.41	
p stat_(*=Sig @ p<=.05)	.603		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	BANTO T1	BANTO T2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PRBSEE4 Q46	71%	78%	60%	71%	60%	87%	81%	67%	75%				80%	58%	83%	74%	50%	66%	80%
CARNES4 Q15	87%	89%	86%	94%	86%	84%	88%	100%	91%				79%	85%	88%	88%	75%	87%	88%
AVERAGE	79.23	83.54	73.06	82.10	73.08	85.17	84.38	83.33	82.95	x	x	x	79.47	71.54	85.61	81.17	62.50	76.40	83.90

GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	BANTO T1	BANTO T2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
CARSN4 Q4	90%	91%	88%	100%	82%	85%	95%	100%	67%				91%	85%	93%	91%	71%	91%	88%
APGET4 Q6	84%	86%	86%	85%	80%	85%	92%	85%	58%				94%	84%	86%	85%	75%	85%	80%
AVERAGE	86.83	88.77	86.93	92.39	80.91	84.90	93.45	92.31	62.50	x	x	x	92.68	84.28	89.29	87.92	73.21	87.74	84.00

HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND ##	AMER IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
DREXPL4 Q32	91%	95%	97%	88%	87%	91%	96%	100%	89%				87%	87%	93%	93%	73%	91%	89%
DRLSTN4 Q33	93%	95%	92%	93%	92%	94%	96%	90%	100%				88%	91%	94%	93%	82%	94%	89%
DRESPU4 Q34	96%	96%	92%	100%	94%	96%	96%	100%	100%				88%	96%	96%	96%	82%	97%	92%
DRTMEN4 Q37	85%	90%	84%	74%	85%	94%	86%	90%	78%				94%	85%	87%	86%	73%	83%	89%
AVERAGE	90.9	94.0	91.4	89.0	89.4	93.7	93.5	95.0	91.7	x	x	x	88.9	89.9	92.5	92.1	77.3	91.1	89.8

CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	BANTO T1	BANTO T2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PBCLCS4 Q50	80%	78%	83%	80%	79%	78%	71%	100%	86%				88%	78%	83%	79%	100%	78%	86%
CSRESP Q51	96%	91%	92%	96%	96%	100%	94%	100%	100%				100%	95%	100%	97%	100%	97%	93%
AVERAGE	87.97	84.81	87.50	88.00	87.50	88.89	82.35	100.0	92.86	x	x	x	93.75	86.25	91.67	88.03	100.0	87.69	89.29

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR	AS- IAN	NATV LLND ##	AMR IND/ PAC ALSK #	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NRXWHY Q11	89%	94%	100%	92%	76%	93%	100%	100%	67%				100%	87%	92%	91%	67%	84%	100%	
NRXWYNT Q12	69%	71%	82%	58%	59%	79%	81%	50%	33%				67%	70%	65%	70%	33%	63%	81%	
RXBST Q13	65%	79%	55%	50%	71%	79%	63%	50%	33%				100%	70%	65%	68%	67%	55%	88%	
AVERAGE	74.1	81.2	78.8	66.7	68.6	83.3	81.3	66.7	44.4	x	x	x	88.9	75.4	74.4	76.6	55.6	67.5	89.6	

ACCESS TO SPECIALIZED SERVICES (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AMER	AS- IAN	ILND ##	NATV #	AMER IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
EZMDEQ Q20	70%	76%	67%	100%	0%	75%	50%	100%						100%	80%	75%	71%	100%	50%	100%	
EZTHP Q23	79%	72%	33%	67%	100%	89%	100%	100%	50%					57%	82%	78%	85%	40%	80%	78%	
EZTC Q26	73%	71%	100%	63%	77%	74%	88%		50%					33%	71%	72%	79%	33%	77%	71%	
AVERAGE	74.0	72.8	66.7	76.4	59.0	79.2	79.2	100	50.0	x	x	x	63.5	77.7	74.9	78.3	57.8	69.0	83.1		

PERSONAL DOCTOR WHO KNOWS CHILD (YES) -- GLOBAL PROPORTION COMPOSITE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR IAN	AS- IAN	NATV LLND	AMR IND/ PAC ALSK	OTHR NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
DRTLKU Q38	88%	87%	92%	81%	90%	90%	86%	90%	78%				94%	90%	86%	88%	91%	87%	95%	
DRUNCON Q43	92%	90%	100%	70%	100%	100%	94%	100%	50%				100%	91%	92%	94%	80%	88%	93%	
DRUNFAM Q44	90%	85%	100%	80%	92%	92%	94%	100%	50%				80%	91%	88%	94%	60%	88%	90%	
AVERAGE	90.1	87.5	97.4	77.1	94.2	93.8	91.4	96.7	59.3	x	x	x	91.3	90.6	88.4	91.8	77.0	87.3	92.8	

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AMER	IAN	NATV ##	AMER HAW/ IND/ PAC ALSK	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
HELPCONT Q18	90%	92%	67%	100%	80%	100%	83%	100%					80%	100%	91%	89%	100%	100%	67%	
HLPCOORD Q29	63%	62%	60%	59%	63%	69%	55%	50%	50%				63%	74%	58%	60%	100%	64%	62%	
AVERAGE	76.6	77.1	63.3	79.4	71.3	84.4	69.2	75.0	50.0	x	x	x	71.3	87.0	74.2	74.9	100	81.8	64.1	

INDEX OF ADULT TABLES

PAGE QUESTION TITLE

1. INTRODUCTION

1 Q1 OUR RECORDS SHOW THAT YOU ARE NOW IN <HEALTH PLAN>. IS THAT RIGHT?

2. YOUR HEALTH CARE IN THE LAST 6 MONTHS

2 Q3 IN THE LAST 6 MONTHS, DID YOU HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?

3 Q4 IN THE LAST 6 MONTHS, WHEN YOU NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOU GET CARE AS SOON AS YOU NEEDED? [ASKED IF Q3 = YES]

4 Q5 IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC?

5 Q6 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC AS SOON AS YOU NEEDED? [ASKED IF Q5 = YES]

6 Q7 IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOU WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID YOU GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE FOR YOURSELF?

7 Q8 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS? [ASKED IF Q7 >= 1 TIME]

8 Q9 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE? [ASKED IF Q7 >= 1 TIME]

9 Q10 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

10 Q11 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

11 Q12 WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOU? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

12 Q13 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1 TIME]

13 Q14 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS OR TREATMENT YOU NEEDED? [ASKED IF Q7 >= 1 TIME]

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

- 14 Q15 A PERSONAL DOCTOR IS THE ONE YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. DO YOU HAVE A PERSONAL DOCTOR?
- 15 Q16 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOU VISIT YOUR PERSONAL DOCTOR TO GET CARE FOR YOURSELF? [ASKED IF Q15 = YES]
- 16 Q17 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 17 Q18 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 18 Q19 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 19 Q20 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOU? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 20 Q21 IN THE LAST 6 MONTHS, DID YOU GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES YOUR PERSONAL DOCTOR? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 21 Q22 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOU GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS? [ASKED IF Q15 = YES AND Q16 >= 1 TIME AND Q21 = YES]
- 22 Q23 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR PERSONAL DOCTOR? [ASKED IF Q15 = YES]

4. GETTING HEALTH CARE FROM SPECIALISTS

- 23 Q24 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS TO SEE A SPECIALIST?
- 24 Q25 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q24 = YES]
- 25 Q26 HOW MANY SPECIALISTS HAVE YOU SEEN IN THE LAST 6 MONTHS? [ASKED IF Q24 = YES]
- 26 Q27 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOU SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

27 Q28 IN THE LAST 6 MONTHS, DID YOU LOOK FOR ANY INFORMATION IN WRITTEN MATERIALS OR ON THE INTERNET ABOUT HOW YOUR HEALTH PLAN WORKS?

28 Q29 IN THE LAST 6 MONTHS, HOW OFTEN DID THE WRITTEN MATERIALS OR THE INTERNET PROVIDE THE INFORMATION YOU NEEDED ABOUT HOW YOUR HEALTH PLAN WORKS? [ASKED IF Q28 = YES]

29 Q30 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM YOUR HEALTH PLAN'S CUSTOMER SERVICE?

30 Q31 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q30 = YES]

31 Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE STAFF TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q30 = YES]

32 Q33 IN THE LAST 6 MONTHS, DID YOUR HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?

33 PQ34 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q33 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q33 = NO]

34 Q35 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR HEALTH PLAN?

35 Q35A IN THE LAST 6 MONTHS, DID YOU HAVE A HEALTH PROBLEM FOR WHICH YOU NEEDED SPECIAL MEDICAL EQUIPMENT, SUCH AS A CANE, A WHEELCHAIR, OR OXYGEN EQUIPMENT?

36 Q35B IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE MEDICAL EQUIPMENT YOU NEEDED THROUGH YOUR HEALTH PLAN? [ASKED IF Q35A = YES]

37 Q35C IN THE LAST 6 MONTHS, DID YOU HAVE ANY HEALTH PROBLEMS THAT NEEDED SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?

38 Q35D IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE SPECIAL THERAPY YOU NEEDED THROUGH YOUR HEALTH PLAN? [ASKED IF Q35C = YES]

PAGE QUESTION TITLE

5. ADDITIONAL QUESTIONS

39 Q35E IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?

40 Q35F IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?

41 Q35G IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE A CONDESCENDING, SARCASTIC, OR RUDE TONE OR MANNER WITH YOU?

42 Q35H IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

5. ACCESS TO DENTAL CARE

43 Q35I A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?

44 Q35J IN THE LAST 6 MONTHS, DID YOU GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?

45 Q35K IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOU?

46 Q35L IF YOU TRIED TO GET AN APPOINTMENT FOR YOURSELF WITH A DENTIST WHO SPECIALIZES IN A PARTICULAR TYPE OF DENTAL CARE (SUCH AS ROOT CANALS OR GUM DISEASE) IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOU WANTED?

47 Q35M IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

48 Q35N USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST?

PAGE QUESTION TITLE

6. ABOUT YOU

49 Q36 IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL HEALTH?

50 Q37 IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL MENTAL OR EMOTIONAL HEALTH?

51 Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2017?

52 Q39 DO YOU NOW SMOKE CIGARETTES OR USE TOBACCO EVERY DAY, SOME DAYS, OR NOT AT ALL?

53 Q40 IN THE LAST 6 MONTHS, HOW OFTEN WERE YOU ADVISED TO QUIT SMOKING OR USING TOBACCO BY A DOCTOR OR OTHER HEALTH PROVIDER IN YOUR PLAN? [ASKED IF Q39 = EVERY DAY OR SOME DAYS]

54 Q41 IN THE LAST 6 MONTHS, HOW OFTEN WAS MEDICATION RECOMMENDED OR DISCUSSED BY A DOCTOR OR HEALTH PROVIDER TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF MEDICATION ARE: NICOTINE GUM, PATCH, NASAL SPRAY, INHALER, OR PRESCRIPTION MEDICATION. [ASKED IF Q39 = EVERY DAY OR SOME DAYS]

55 Q42 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR DOCTOR OR HEALTH PROVIDER DISCUSS OR PROVIDE METHODS AND STRATEGIES OTHER THAN MEDICATION TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF METHODS AND STRATEGIES ARE: TELEPHONE HELPLINE, INDIVIDUAL OR GROUP COUNSELING, OR CESSATION PROGRAM. [ASKED IF Q39 = EVERY DAY OR SOME DAYS]

56 Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

57 Q44 DO YOU HAVE A HEALTH PROBLEM OR TAKE MEDICATION THAT MAKES TAKING ASPIRIN UNSAFE FOR YOU?

58 Q45 HAS A DOCTOR OR HEALTH PROVIDER EVER DISCUSSED WITH YOU THE RISKS AND BENEFITS OF ASPIRIN TO PREVENT HEART ATTACK OR STROKE?

PAGE	QUESTION	TITLE
59	Q46.1	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL
60	Q46.2	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE
61	Q46.3	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: PARENT OR SIBLING WITH HEART ATTACK BEFORE THE AGE OF 60
62	Q47.1	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK
63	Q47.2	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE
64	Q47.3	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE
65	Q47.4	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANY KIND OF DIABETES OR HIGH BLOOD SUGAR
66	Q48	IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?
67	Q49	IS THIS A CONDITION OR PROBLEM THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE. [ASKED IF Q48 = YES]
68	Q50	DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.
69	Q51	IS THIS MEDICINE TO TREAT A CONDITION THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE. [ASKED IF Q50 = YES]
70	NQ52	WHAT IS YOUR AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
71	NQ53	ARE YOU MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
72	Q54	WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?
73	Q55	ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?
74	Q56.1	WHAT IS YOUR RACE? RESPONSE: WHITE
75	Q56.2	WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
76	Q56.3	WHAT IS YOUR RACE? RESPONSE: ASIAN
77	Q56.4	WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
78	Q56.5	WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE
79	Q56.6	WHAT IS YOUR RACE? RESPONSE: OTHER
80	Q57	DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]
81	Q58.1	HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
82	Q58.2	HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
83	Q58.3	HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
84	Q58.4	HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
85	Q58.5	HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

PAGE	QUESTION	TITLE
8. RATINGS		
86	NQ13	RATING OF ALL HEALTH CARE [ASKED IF Q7 >= 1 TIME]
87	NQ23	RATING OF PERSONAL DOCTOR [ASKED IF Q15 = YES]
88	NQ27	RATING OF SPECIALIST SEEN MOST OFTEN [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]
89	NQ35	RATING OF HEALTH PLAN
9. COMPOSITES		
90		GETTING NEEDED CARE
91		GETTING CARE QUICKLY
92		HOW WELL DOCTORS COMMUNICATE
93		CUSTOMER SERVICE
94		SHARED DECISION MAKING
10. GLOBAL PROPORTION COMPOSITES		
95		GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
96		GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
97		HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
98		CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
99		SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

INDEX OF CHILD TABLES

PAGE QUESTION TITLE

1. INTRODUCTION

1 Q1 OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <HEALTH PLAN>. IS THAT RIGHT?

2. YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

2 Q3 IN THE LAST 6 MONTHS, DID YOUR CHILD HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?

3 Q4 IN THE LAST 6 MONTHS, WHEN YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED? [ASKED IF Q3 = YES]

4 Q5 IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?

5 Q6 IN THE LAST 6 MONTHS, WHEN YOU MADE AN APPOINTMENT FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOUR CHILD NEEDED? [ASKED IF Q5 = YES]

6 Q7 IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOUR CHILD WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID HE OR SHE GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE?

7 Q8 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS IN YOUR CHILD? [ASKED IF Q7 >= 1 TIME]

8 Q9 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER? [ASKED IF Q7 >= 1 TIME]

9 Q10 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME]

10 Q11 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

11 Q12 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

12 Q13 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

13 Q14 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1]

14 Q15 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED? [ASKED IF Q7 >= 1 TIME]

15 Q16 IS YOUR CHILD NOW ENROLLED IN ANY KIND OF SCHOOL OR DAYCARE?

16 Q17 IN THE LAST 6 MONTHS, DID YOU NEED YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TO CONTACT A SCHOOL OR DAYCARE CENTER ABOUT YOUR CHILD'S HEALTH OR HEALTH CARE? [ASKED IF Q16 = YES]

17 Q18 IN THE LAST 6 MONTHS, DID YOU GET THE HELP YOU NEEDED FROM YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER IN CONTACTING YOUR CHILD'S SCHOOL OR DAYCARE? [ASKED IF Q16 = YES AND Q17 = YES]

3. SPECIALIZED SERVICES

18 Q19 SPECIAL MEDICAL EQUIPMENT OR DEVICES INCLUDE A WALKER, WHEELCHAIR, NEBULIZER, FEEDING TUBES, OR OXYGEN EQUIPMENT. IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET ANY SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?

19 Q20 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD? [ASKED IF Q19 = YES]

20 Q21 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD? [ASKED IF Q19 = YES]

21 Q22 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET SPECIAL THERAPY SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY FOR YOUR CHILD?

22 Q23 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS THERAPY FOR YOUR CHILD? [ASKED IF Q22 = YES]

23 Q24 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS THERAPY FOR YOUR CHILD? [ASKED IF Q22 = YES]

24 Q25 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET TREATMENT OR COUNSELING FOR YOUR CHILD FOR AN EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEM?

25 Q26 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD? [ASKED IF Q25 = YES]

26 Q27 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD? [ASKED IF Q25 = YES]

27 Q28 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM MORE THAN ONE KIND OF HEALTH CARE PROVIDER OR USE MORE THAN ONE KIND OF HEALTH CARE SERVICE?

28 Q29 IN THE LAST 6 MONTHS, DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP COORDINATE YOUR CHILD'S CARE AMONG THESE DIFFERENT PROVIDERS OR SERVICES? [ASKED IF Q28 = YES]

PAGE QUESTION TITLE

4. YOUR CHILD'S PERSONAL DOCTOR

29 Q30 A PERSONAL DOCTOR IS THE ONE YOUR CHILD WOULD SEE IF HE OR SHE NEEDS A CHECKUP, HAS A HEALTH PROBLEM, OR GETS SICK OR HURT. DOES YOUR CHILD HAVE A PERSONAL DOCTOR?

30 Q31 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOUR CHILD VISIT HIS OR HER PERSONAL DOCTOR FOR CARE? [ASKED IF Q30 = YES]

31 Q31A IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING YOUR CHILD'S PERSONAL DOCTOR BECAUSE YOU SPOKE DIFFERENT LANGUAGES? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

32 Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS ABOUT YOUR CHILD'S HEALTH IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

33 Q33 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

34 Q34 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

35 Q35 IS YOUR CHILD ABLE TO TALK WITH DOCTORS ABOUT HIS OR HER HEALTH CARE? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

36 Q36 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY FOR YOUR CHILD TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]

37 Q37 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOUR CHILD? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

38 Q38 IN THE LAST 6 MONTHS, DID YOUR CHILD'S PERSONAL DOCTOR TALK WITH YOU ABOUT HOW YOUR CHILD IS FEELING, GROWING, OR BEHAVING? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

39 Q39 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES HIS OR HER PERSONAL DOCTOR? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

40 Q40 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOUR CHILD GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q39 = YES]

41 Q41 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S PERSONAL DOCTOR? [ASKED IF Q30 = YES]

42 Q42 DOES YOUR CHILD HAVE ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS THAT HAVE LASTED FOR MORE THAN 3 MONTHS? [ASKED IF Q30 = YES]

43 Q43 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW THESE MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR CHILD'S DAY-TO-DAY LIFE? [ASKED IF Q30 = YES AND Q42 = YES]

44 Q44 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW YOUR CHILD'S MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR FAMILY'S DAY-TO-DAY LIFE? [ASKED IF Q30 = YES AND Q42 = YES]

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

- 45 Q45 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR YOUR CHILD TO SEE A SPECIALIST?
- 46 Q46 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR YOUR CHILD TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q45 = YES]
- 47 Q47 HOW MANY SPECIALISTS HAS YOUR CHILD SEEN IN THE LAST 6 MONTHS? [ASKED IF Q45 = YES]
- 48 Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

6. YOUR CHILD'S HEALTH PLAN

- 49 Q49 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN?
- 50 Q50 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q49 = YES]
- 51 Q51 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE STAFF AT YOUR CHILD'S HEALTH PLAN TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q49 = YES]
- 52 Q52 IN THE LAST 6 MONTHS, DID YOUR CHILD'S HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?
- 53 PQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q52 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q52 = NO]
- 54 Q54 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S HEALTH PLAN?

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

- 55 Q55 IN THE LAST 6 MONTHS, DID YOU GET OR REFILL ANY PRESCRIPTION MEDICINES FOR YOUR CHILD?
- 56 Q56 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET PRESCRIPTION MEDICINES FOR YOUR CHILD THROUGH HIS OR HER HEALTH PLAN? [ASKED IF Q55 = YES]
- 57 Q57 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET YOUR CHILD'S PRESCRIPTION MEDICINES? [ASKED IF Q55 = YES]

7. ACCESS TO DENTAL CARE

- 58 Q57A A REGULAR DENTIST IS ONE YOUR CHILD WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN HE/SHE HAS A CAVITY OR TOOTH PAIN. DOES YOUR CHILD HAVE A REGULAR DENTIST?
- 59 Q57B IN THE LAST 6 MONTHS, DID YOUR CHILD GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?
- 60 Q57C IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOUR CHILD?
- 61 Q57D IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?
- 62 Q57E USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST FOR YOUR CHILD?

8. ABOUT YOUR CHILD AND YOU

- 63 Q58 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL HEALTH?

64 Q59 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL MENTAL OR EMOTIONAL HEALTH?

65 Q60 DOES YOUR CHILD CURRENTLY NEED OR USE MEDICINE PRESCRIBED BY A DOCTOR (OTHER THAN VITAMINS)?

66 Q61 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q60 = YES]

67 Q62 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q60 = YES AND Q61 = YES]

68 Q63 DOES YOUR CHILD NEED OR USE MORE MEDICAL CARE, MORE MENTAL HEALTH SERVICES, OR MORE EDUCATIONAL SERVICES THAN IS USUAL FOR MOST CHILDREN OF THE SAME AGE?

69 Q64 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q63 = YES]

70 Q65 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q63 = YES AND Q64 = YES]

71 Q66 IS YOUR CHILD LIMITED OR PREVENTED IN ANY WAY IN HIS OR HER ABILITY TO DO THE THINGS MOST CHILDREN OF THE SAME AGE CAN DO?

72 Q67 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q66 = YES]

73 Q68 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q66 = YES AND Q67 = YES]

74 Q69 DOES YOUR CHILD NEED OR GET SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?

75 Q70 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q69 = YES]

76 Q71 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q69 = YES AND Q70 = YES]

77 Q72 DOES YOUR CHILD HAVE ANY KIND OF EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEMS FOR WHICH HE OR SHE NEEDS OR GETS TREATMENT OR COUNSELING?

78 Q73 HAS THIS PROBLEM LASTED OR IS IT EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q72 = YES]

79 NQ74 WHAT IS YOUR CHILD'S AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

80 NQ75 IS YOUR CHILD MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

81 Q76 IS YOUR CHILD OF HISPANIC OR LATINO ORIGIN OR DESCENT?

82 Q77.1 WHAT IS YOUR CHILD'S RACE? RESPONSE: WHITE

83 Q77.2 WHAT IS YOUR CHILD'S RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN

84 Q77.3 WHAT IS YOUR CHILD'S RACE? RESPONSE: ASIAN

85 Q77.4 WHAT IS YOUR CHILD'S RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

86 Q77.5 WHAT IS YOUR CHILD'S RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE

87 Q77.6 WHAT IS YOUR CHILD'S RACE? RESPONSE: OTHER

88 Q78 WHAT IS YOUR AGE?

89 Q79 ARE YOU MALE OR FEMALE?

90 Q80 WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?

91 Q81 HOW ARE YOU RELATED TO THE CHILD?

92 Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]

93 Q83.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

94 Q83.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

95 Q83.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

96 Q83.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

97 Q83.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

9. RATINGS

98 NQ14 RATING OF ALL CHILD'S HEALTH CARE [ASKED IF Q7 >= 1 TIME]
99 NQ41 RATING OF CHILD'S PERSONAL DOCTOR [ASKED IF Q30 = YES]
100 NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]
101 NQ54 RATING OF CHILD'S HEALTH PLAN

10. COMPOSITES

102 GETTING NEEDED CARE
103 GETTING CARE QUICKLY
104 HOW WELL DOCTORS COMMUNICATE
105 CUSTOMER SERVICE
106 SHARED DECISION MAKING
107 ACCESS TO SPECIALIZED SERVICES

11. GLOBAL PROPORTION COMPOSITES

108 GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
109 GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
110 HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
111 CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
112 SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE
113 ACCESS TO SPECIALIZED SERVICES (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
114 PERSONAL DOCTOR WHO KNOWS CHILD (YES) -- GLOBAL PROPORTION COMPOSITE
115 CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

Your privacy is protected. All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned the survey so we don't have to send you reminders.

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SURVEY INSTRUCTIONS

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Correct
Mark 

Incorrect
Marks 

- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes → *Go to Question 1*
 No

↓ **START HERE** ↓

1. Our records show that you are now in the Oregon Health Plan. Is that right?

- Yes → *Go to Question 3*
- No

2. What is the name of your health plan? (Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
- Yes
 No → *Go to Question 5*
4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
- Never
 Sometimes
 Usually
 Always
5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?
- Yes
 No → *Go to Question 7*
6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?
- Never
 Sometimes
 Usually
 Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
- None → *Go to Question 15*
 1 time
 2
 3
 4
 5 to 9
 10 or more times
8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
- Yes
 No
9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?
- Yes
 No → *Go to Question 13*
10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
- Yes
 No
11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?
- Yes
 No
12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
- Yes
 No

13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

0 1 2 3 4 5 6 7 8 9 10

Worst Health Care Possible Best Health Care Possible

14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → *Go to Question 24*

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → *Go to Question 23*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never
- Sometimes
- Usually
- Always

19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes
- No → *Go to Question 23*

22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never
- Sometimes
- Usually
- Always

23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

0 1 2 3 4 5 6 7 8 9 10

Worst Personal Doctor Possible Best Personal Doctor Possible



GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do **not** include dental visits or care you got when you stayed overnight in a hospital.

24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

- Yes
 No → *Go to Question 28*

25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

- Never
 Sometimes
 Usually
 Always

26. How many specialists have you seen in the last 6 months?

- None → *Go to Question 28*
 1 specialist
 2
 3
 4
 5 or more specialists

27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0 1 2 3 4 5 6 7 8 9 10
Worst Specialist Possible Best Specialist Possible

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- Yes
 No → *Go to Question 30*

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- Never
 Sometimes
 Usually
 Always

30. In the last 6 months, did you get information or help from your health plan's customer service?

- Yes
 No → *Go to Question 33*

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- Never
 Sometimes
 Usually
 Always

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- Never
 Sometimes
 Usually
 Always

33. In the last 6 months, did your health plan give you any forms to fill out?

- Yes
 No → *Go to Question 35*

34. In the last 6 months, how often were the forms from your health plan easy to fill out?

- Never
- Sometimes
- Usually
- Always

35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Best
Health Plan Health Plan
Possible Possible

35a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

- Yes
- No → *Go to Question 35c*

35b. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

35c. In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

- Yes
- No → *Go to Question 35e*

35d. In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

ADDITIONAL QUESTIONS

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

35e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

- Never
- Sometimes
- Usually
- Always

35f. In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

- Never
- Sometimes
- Usually
- Always

35g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

- Never
- Sometimes
- Usually
- Always

35h. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

- Yes, definitely
- Yes, somewhat
- No

ACCESS TO DENTAL CARE

35i. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

- Yes
- No



ABOUT YOU

35j. In the last 6 months, did you go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 35l*

35k. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

- Never
- Sometimes
- Usually
- Always

35l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I did not try to get an appointment with a specialist dentist for myself in the last 6 months.

35m. In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often did you get to see a dentist as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I did not have a dental emergency in the last 6 months

35n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Extremely Difficult | | | | | | | | Extremely Easy | | |

36. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

37. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very Good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2016?

- Yes
- No
- Don't know

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → *Go to Question 43*
- Don't know → *Go to Question 43*

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always



41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- Never
- Sometimes
- Usually
- Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- Never
- Sometimes
- Usually
- Always

43. Do you take aspirin daily or every other day?

- Yes
- No
- Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- Yes
- No
- Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- Yes
- No

46. Are you aware that you have any of the following conditions? Mark all that apply.

- High cholesterol
- High blood pressure
- Parent or sibling with heart attack before the age of 60

47. Has a doctor ever told you that you have any of the following conditions? Mark all that apply.

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → *Go to Question 50*

49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- Yes
- No → *Go to Question 52*

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

52. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older



53. Are you male or female?

- Male
- Female

54. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

55. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

56. What is your race? Mark one or more.

- White
 - Black or African-American
 - Asian
 - Native Hawaiian or other Pacific Islander
 - American Indian or Alaska Native
 - Other (Please print)
- _____

57. Did someone help you complete this survey?

- Yes → **Go to Question 58**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

58. How did that person help you? Mark one or more.

- Read the questions to me
 - Wrote down the answers I gave
 - Answered the questions for me
 - Translated the questions into my language
 - Helped in some other way (Please print)
- _____

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108



Your privacy is protected. All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned the survey so we don't have to send you reminders.

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Correct
Mark 

Incorrect
Marks



- ▶ You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in the Oregon Health Plan. Is that right?

- Yes → *Go to Question 3*
- No

2. What is the name of your child's health plan? (Please print)

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

Yes
 No → *Go to Question 5*

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

Never
 Sometimes
 Usually
 Always

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

Yes
 No → *Go to Question 7*

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

Never
 Sometimes
 Usually
 Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

None → *Go to Question 16*
 1 time
 2
 3
 4
 5 to 9
 10 or more times

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

Yes
 No

9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?

Never
 Sometimes
 Usually
 Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Yes
 No → *Go to Question 14*

11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

Yes
 No

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

- Yes
- No

13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- Yes
- No

14. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Care Possible Best Health Care Possible

15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

- Never
- Sometimes
- Usually
- Always

16. Is your child now enrolled in any kind of school or daycare?

- Yes
- No → *Go to Question 19*

17. In the last 6 months, did you need your child's doctor or other health provider to contact a school or daycare center about your child's health or health care?

- Yes
- No → *Go to Question 19*

18. In the last 6 months, did you get the help you needed from your child's doctor or other health provider in contacting your child's school or daycare?

- Yes
- No

SPECIALIZED SERVICES

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- Yes
- No → *Go to Question 22*

20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

- Never
- Sometimes
- Usually
- Always

21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
- No

22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes
- No → *Go to Question 25*



23. In the last 6 months, how often was it easy to get this therapy for your child?

- Never
- Sometimes
- Usually
- Always

24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- Yes
- No

25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes
- No → *Go to Question 28*

26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

- Never
- Sometimes
- Usually
- Always

27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- Yes
- No

28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes
- No → *Go to Question 30*

29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- Yes
- No → *Go to Question 45*

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

- None → *Go to Question 41*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

31a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
- Never
 - Sometimes
 - Usually
 - Always
33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
 - Sometimes
 - Usually
 - Always
34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- Never
 - Sometimes
 - Usually
 - Always
35. Is your child able to talk with doctors about his or her health care?
- Yes
 - No → *Go to Question 37*
36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- Never
 - Sometimes
 - Usually
 - Always
37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
 - Sometimes
 - Usually
 - Always

38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes
 - No
39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- Yes
 - No → *Go to Question 41*
40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- Never
 - Sometimes
 - Usually
 - Always
41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?
-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Personal Doctor Possible Best Personal Doctor Possible
42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?
- Yes
 - No → *Go to Question 45*



43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- Yes
- No

44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

- Yes
- No → *Go to Question 49*

46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

- Never
- Sometimes
- Usually
- Always

47. How many specialists has your child seen in the last 6 months?

- None → *Go to Question 49*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8
 - 9
 - 10
- Worst Specialist Possible Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

49. In the last 6 months, did you get information or help from customer service at your child's health plan?

- Yes
- No → *Go to Question 52*

50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

- Never
- Sometimes
- Usually
- Always



51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

52. In the last 6 months, did your child's health plan give you any forms to fill out?

- Yes
- No → *Go to Question 54*

53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

- Never
- Sometimes
- Usually
- Always

54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

- 0 1 2 3 4 5 6 7 8 9 10
 Worst Health Best Health
 Plan Possible Plan Possible

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?

- Yes
- No → *Go to Question 57a*

56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

- Never
- Sometimes
- Usually
- Always

57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- Yes
- No

ACCESS TO DENTAL CARE

57a. A regular dentist is one your child would go to for check-ups and cleanings or when he/she has a cavity or tooth pain. Does your child have a regular dentist?

- Yes
- No

57b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 57d*

57c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

- Never
- Sometimes
- Usually
- Always



57d. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, how often did he/she get to see a dentist as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- My child did not have a dental emergency in the last 6 months

57e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Extremely Difficult Extremely Easy

ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

59. In general, how would you rate your child's overall mental or emotional health?

- Excellent
- Very good
- Good
- Fair
- Poor

60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

- Yes
- No → **Go to Question 63**

61. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → **Go to Question 63**

62. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- Yes
- No → **Go to Question 66**

64. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → **Go to Question 66**

65. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- Yes
- No → **Go to Question 69**

67. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → **Go to Question 69**



68. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
 - No
69. Does your child need or get special therapy such as physical, occupational, or speech therapy?
- Yes
 - No → *Go to Question 72*
70. Is this because of any medical, behavioral, or other health condition?
- Yes
 - No → *Go to Question 72*
71. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
 - No
72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
- Yes
 - No → *Go to Question 74*
73. Has this problem lasted or is it expected to last for at least 12 months?
- Yes
 - No

74. What is your child's age?
- Less than 1 year old
 - YEARS OLD (write in)
75. Is your child male or female?
- Male
 - Female
76. Is your child of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino
 - No, Not Hispanic or Latino
77. What is your child's race? Mark one or more.
- White
 - Black or African-American
 - Asian
 - Native Hawaiian or other Pacific Islander
 - American Indian or Alaska Native
 - Other (Please print)
-
78. What is your age?
- Under 18
 - 18 to 24
 - 25 to 34
 - 35 to 44
 - 45 to 54
 - 55 to 64
 - 65 to 74
 - 75 or older
79. Are you male or female?
- Male
 - Female

80. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

81. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian
- Someone else

82. Did someone help you complete this survey?

- Yes → **Go to Question 83**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

83. How did that person help you? Mark one or more.

- Read the questions to me
 - Wrote down the answers I gave
 - Answered the questions for me
 - Translated the questions into my language
 - Helped in some other way
(Please print)
- _____

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108





897-12



Sus respuestas a esta encuesta son completamente confidenciales. Toda información que pueda identificarle a usted o a su familia se mantendrá privada. El personal de la encuesta no divulgará su información personal sin su permiso.

Usted puede elegir si quiere contestar este cuestionario o no. Si decide no participar, esto no afectará los beneficios que usted recibe. El número en la cubierta de este cuestionario sirve para saber que ya envió su respuesta y que no hay que enviarle recordatorios.

Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136 (aquellos con impedimentos de audición, favor llamar al 1-888-631-2097).

INSTRUCCIONES PARA EL CUESTIONARIO

- Por favor llene el círculo de su respuesta completamente. Use solamente tinta NEGRA o AZUL o un lápiz oscuro para completar la encuesta.

Marca
Correcta 

Marca
Incorrecta   

- A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

- Sí ➔ *Pase a la Pregunta 1*
- No

↓ **COMIENCE AQUI** ↓

1. Nuestros registros muestran que usted está ahora con Oregon Health Plan. ¿Es correcta esta información?

- Sí ➔ *Pase a la pregunta 3*
- No

2. ¿Cómo se llama su plan de salud? (Por favor escriba en letra de molde)

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

Estas preguntas son acerca de la atención médica que usted ha recibido. **No** incluya la atención que recibió cuando pasó la noche hospitalizado. **No** incluya las consultas al dentista.

3. En los últimos 6 meses, ¿tuvo usted una enfermedad, lesión, o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?
- Sí
 No → *Pase a la pregunta 5*
4. En los últimos 6 meses, cuando usted necesitó atención inmediata, ¿con qué frecuencia lo atendieron tan pronto como lo necesitaba?
- Nunca
 A veces
 La mayoría de las veces
 Siempre
5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta regular en un consultorio médico o en una clínica?
- Sí
 No → *Pase a la pregunta 7*
6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta regular en un consultorio médico o en una clínica tan pronto como la necesitaba?
- Nunca
 A veces
 La mayoría de las veces
 Siempre

7. En los últimos 6 meses, sin contar las veces en que fue a una sala de emergencia, ¿cuántas veces fue a un consultorio médico o a una clínica para recibir atención médica para usted mismo?
- Ninguna vez → *Pase a la pregunta 15*
 1 vez
 2
 3
 4
 5 a 9
 10 veces o más
8. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre cosas específicas que usted podría hacer para prevenir enfermedades?
- Sí
 No
9. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre comenzar o suspender una medicina recetada?
- Sí
 No → *Pase a la pregunta 13*
10. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez quiera tomar una medicina?
- Sí
 No
11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez no quiera tomar una medicina?
- Sí
 No
12. Cuando hablaron de comenzar o suspender una medicina recetada, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para usted?
- Sí
 No

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

Al contestar las siguientes preguntas **no** incluya las veces que fue a ver al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

24. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel y otras áreas. En los últimos 6 meses, ¿hizo alguna cita con un especialista?

Sí
 No → *Pase a la pregunta 28*

25. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista tan pronto como usted la necesitaba?

Nunca
 A veces
 La mayoría de las veces
 Siempre

26. ¿Cuántos especialistas ha visto en los últimos 6 meses?

Ninguno → *Pase a la pregunta 28*
 1 especialista
 2
 3
 4
 5 especialistas o más

27. Queremos saber cómo califica al especialista al que fue con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, el 0 siendo el peor especialista posible y el 10 el mejor especialista posible, ¿qué número usaría para calificar al especialista?

0 1 2 3 4 5 6 7 8 9 10
El peor especialista posible El mejor especialista posible

SU PLAN DE SALUD

Las siguientes preguntas se refieren a su experiencia con su plan de salud.

28. En los últimos 6 meses, ¿buscó alguna información en materiales escritos o en la Internet sobre cómo funciona su plan de salud?

Sí
 No → *Pase a la pregunta 30*

29. En los últimos 6 meses, ¿con qué frecuencia encontró la información que usted necesitaba sobre cómo funciona su plan de salud en materiales escritos o en la Internet?

Nunca
 A veces
 La mayoría de las veces
 Siempre

30. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente de su plan de salud?

Sí
 No → *Pase a la pregunta 33*

31. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente de su plan de salud le dio la información o ayuda que usted necesitaba?

Nunca
 A veces
 La mayoría de las veces
 Siempre

32. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente de su plan de salud le trató con cortesía y respeto?

Nunca
 A veces
 La mayoría de las veces
 Siempre

33. En los últimos 6 meses, ¿le dio su plan de salud algún formulario para que lo llenara?

Sí
 No → *Pase a la pregunta 35*

34. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios de su plan de salud?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35. Usando un número del 0 al 10, el 0 siendo el peor plan de salud posible y el 10 el mejor plan de salud posible, ¿qué número usaría para calificar su plan de salud?

- | | | | | | | | | | | |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| El peor plan de salud posible | | | | | El mejor plan de salud posible | | | | | |

35a. En los últimos 6 meses, ¿tuvo usted un problema de salud para el cual necesitó equipo especial tal como un bastón, silla de rueda, o equipo de oxígeno?

- Sí
- No → *Pase a la pregunta 35c*

35b. En los últimos 6 meses, ¿con qué frecuencia fue fácil para usted conseguir el equipo médico que usted necesitaba a través de su plan de salud?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35c. En los últimos 6 meses, ¿tuvo usted un problema de salud para el cual necesitó terapia especial, tal como terapia física, ocupacional o terapia del habla?

- Sí
- No → *Pase a la pregunta 35e*

35d. En los últimos 6 meses, ¿con qué frecuencia fue fácil para usted conseguir la terapia especial que usted necesitaba a través de su plan de salud?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

PREGUNTAS ADICIONALES

Las siguientes preguntas son sobre cuánto usted piensa que su doctor u otro proveedor de salud respeta sus creencias, actitudes, lenguaje y comportamiento.

35e. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud habló muy rápido cuando le habló usted?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35f. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud le interrumpió cuando usted estaba hablando?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35g. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud uso un tono condescendiente, sarcástico o grosero con usted?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35h. En los últimos 6 meses, ¿sintió usted que podría confiar en el doctor u otro proveedor de salud con su cuidado médico?

- Sí, definitivamente
- Sí, algo
- No

ACCESO A CUIDADO DENTAL

35i. Un dentista regular es a quien usted va a ver para un chequeo y limpieza o tiene una carie o un dolor de diente. ¿Usted tiene un dentista regular?

- Sí
- No



41. En los últimos 6 meses, ¿qué tan seguido le recomendó, o habló un doctor o profesional médico sobre medicamentos para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de medicamentos son: chicle o goma de mascar con nicotina, parche, rociador o aerosol nasal, inhalador o medicamentos con receta.

- Nunca
- A veces
- La mayoría de las veces
- Siempre

42. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló con su doctor o profesional médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de métodos y estrategias son: una línea telefónica de ayuda, consejería individual o terapia de grupo o un programa para dejar de fumar.

- Nunca
- A veces
- La mayoría de las veces
- Siempre

43. ¿Toma aspirina todos los días o un día sí y otro día no?

- Sí
- No
- No sé

44. ¿Tiene algún problema de salud o toma algún medicamento que hace que sea peligroso para usted tomar aspirina?

- Sí
- No
- No sé

45. ¿Ha hablado alguna vez un doctor o profesional médico con usted acerca de los riesgos y beneficios de la aspirina para prevenir un infarto o un derrame cerebral?

- Sí
- No

46. Que usted sepa, ¿tiene alguna de las siguientes enfermedades? Marque una o más.

- Colesterol alto
- Presión sanguínea alta (hipertensión arterial)
- Padres o hermanos que hayan tenido un infarto antes de los 60 años

47. ¿Alguna vez le ha dicho un doctor que usted tiene alguna de las siguientes enfermedades? Marque una o más.

- Un infarto
- Angina de pecho o cardiopatía coronaria
- Un derrame cerebral
- Algún tipo de diabetes o niveles altos de azúcar en la sangre

48. En los últimos 6 meses, ¿recibió usted atención médica 3 veces o más para la misma enfermedad o problema?

- Sí
- No → *Pase a la pregunta 50*

49. ¿Se trata de una enfermedad o problema que ha durado al menos 3 meses? No incluya el embarazo ni la menopausia.

- Sí
- No

50. ¿Necesita o toma ahora alguna medicina recetada por un doctor? No incluya anticonceptivos.

- Sí
- No → *Pase a la pregunta 52*

51. ¿Es esta medicina para tratar una enfermedad o problema que ha durado al menos 3 meses? No incluya el embarazo ni la menopausia.

- Sí
- No

52. ¿Qué edad tiene?

- 18 a 24 años
- 25 a 34
- 35 a 44
- 45 a 54
- 55 a 64
- 65 a 74
- 75 años o más



53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

54. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

- 8 años de escuela o menos
- 9 a 12 años de escuela, pero sin graduarse
- Graduado de la escuela secundaria (high school), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)
- Algunos cursos universitarios o un título universitario de un programa de 2 años
- Título universitario de 4 años
- Título universitario de más de 4 años

55. ¿Es usted de origen o ascendencia hispana o latina?

- Sí, hispano o latino
- No, ni hispano ni latino

56. ¿A qué raza pertenece? Marque una o más.

- Blanca
 - Negra o afroamericana
 - Asiática
 - Nativo de Hawái o de otras islas del Pacífico
 - Indígena americano o nativo de Alaska
 - Otra (Por favor escriba en letra de molde)
- _____

57. ¿Le ayudó alguien a completar esta encuesta?

- Sí → **Pase a la pregunta 58**
- No → **Gracias. Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado.**

58. ¿Cómo le ayudó a usted esta persona? Marque una o más.

- Me leyó las preguntas
 - Anotó las respuestas que le di
 - Contestó las preguntas por mí
 - Tradujo las preguntas a mi idioma
 - Me ayudó de otra forma (Por favor escriba en letra de molde)
- _____

Gracias nuevamente por tomar el tiempo de completar el cuestionario! Sus respuestas son sumamente apreciadas.

Cuando haya terminado, por favor envíe la encuesta en el sobre con el porte pagado a:

DataStat, 3975 Research Park Dr, Ann Arbor, MI
48108



Sus respuestas a esta encuesta son completamente confidenciales. Toda información que pueda identificarle a usted o a su familia se mantendrá privada. El personal de la encuesta no divulgará su información personal sin su permiso.

Usted puede elegir si quiere contestar este cuestionario o no. Si decide no participar, esto no afectará los beneficios que usted recibe. El número en la cubierta de este cuestionario sirve para saber que ya envió su respuesta y que no hay que enviarle recordatorios.

Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136 (aquellos con impedimentos de audición, favor llamar al 1-888-631-2097).

INSTRUCCIONES PARA EL CUESTIONARIO

- Por favor llene el círculo de su respuesta completamente. Use solamente tinta NEGRA o AZUL o un lápiz oscuro para completar la encuesta.

Marca
Correcta ●

Marca
Incorrecta



- A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

- Sí → *Pase a la Pregunta 1*
- No

↓ **COMIENCE AQUI** ↓

Por favor conteste las preguntas para el niño cuyo nombre está anotado en el sobre. No las conteste para ningún otro niño.

1. Nuestros registros muestran que su niño está ahora con Oregon Health Plan. ¿Es correcta esta información?

- Sí → *Pase a la pregunta 3*
- No

2. ¿Cómo se llama el plan de salud de su niño? (Por favor escriba en letra de molde)

**LA ATENCIÓN MÉDICA QUE
RECIBIÓ
SU NIÑO EN LOS ÚLTIMOS 6 MESES**

Estas preguntas son acerca de la atención médica que ha recibido su niño. **No** incluya la atención que recibió su niño cuando pasó la noche hospitalizado. **No** incluya las consultas de su niño con el dentista.

3. En los últimos 6 meses, ¿tuvo su niño una enfermedad, lesión, o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?
- Sí
 No → *Pase a la pregunta 5*
4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?
- Nunca
 A veces
 La mayoría de las veces
 Siempre
5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica?
- Sí
 No → *Pase a la pregunta 7*
6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica tan pronto como su niño la necesitaba?
- Nunca
 A veces
 La mayoría de las veces
 Siempre

7. En los últimos 6 meses, sin contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?
- Ninguna vez → *Pase a la pregunta 16*
 1 vez
 2
 3
 4
 5 a 9
 10 veces o más
8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?
- Sí
 No
9. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?
- Nunca
 A veces
 La mayoría de las veces
 Siempre
10. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre comenzar o suspender una medicina recetada?
- Sí
 No → *Pase a la pregunta 14*
11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted quiera que su niño tome una medicina?
- Sí
 No

12. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted no quiera que su niño tome una medicina?

- Sí
- No

13. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para su niño?

- Sí
- No

14. Usando un número del 0 al 10, el 0 siendo la peor atención médica posible y el 10 la mejor atención médica posible, ¿qué número usaría para calificar toda la atención médica que su niño ha recibido en los últimos 6 meses?

-
- 0 1 2 3 4 5 6 7 8 9 10
- La peor atención médica posible La mejor atención médica posible

15. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención, las pruebas o el tratamiento que su niño necesitaba?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

16. ¿Está matriculado actualmente su niño en algún tipo de escuela o guardería/cuidado infantil?

- Sí
- No → *Pase a la pregunta 19*

17. En los últimos 6 meses, ¿necesitó que los doctores o los otros profesionales médicos de su niño se pusieran en contacto con una escuela o guardería acerca de la salud o la atención médica de su niño?

- Sí
- No → *Pase a la pregunta 19*

18. En los últimos 6 meses, ¿consiguió la ayuda de los doctores o los otros profesionales médicos de su niño que necesitaba para ponerse en contacto con la escuela o guardería de su niño?

- Sí
- No

SERVICIOS ESPECIALIZADOS

19. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno. En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

- Sí
- No → *Pase a la pregunta 22*

20. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir equipo o dispositivos médicos especiales para su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

21. ¿Alguien del plan de salud, del consultorio médico o clínica de su niño le ayudó a conseguir el equipo o dispositivos médicos especiales para su niño?

- Sí
- No

22. En los últimos 6 meses, ¿consiguió o intentó conseguir terapia especial para su niño tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 25*

23. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir esta terapia para su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

24. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir esta terapia para su niño?

- Sí
- No

25. En los últimos 6 meses, ¿consiguió o intentó conseguir tratamiento o consejería para su niño, para un problema emocional, de desarrollo o de comportamiento?

- Sí
- No → *Pase a la pregunta 28*

26. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir este tratamiento o consejería para su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

27. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir este tratamiento o consejería para su niño?

- Sí
- No

28. En los últimos 6 meses, ¿recibió su niño atención de más de un tipo de profesional médico, o usó más de un tipo de servicio de salud?

- Sí
- No → *Pase a la pregunta 30*

29. En los últimos 6 meses, ¿alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a coordinar la atención médica de su niño entre estos profesionales o servicios diferentes?

- Sí
- No

EL DOCTOR PERSONAL DE SU NIÑO

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, tiene un problema de salud o si se enferma o lastima. ¿Tiene su niño un doctor personal?

- Sí
- No → *Pase a la pregunta 45*

31. En los últimos 6 meses, ¿cuántas veces fue su niño a ver a su doctor personal para recibir atención médica?

- Ninguna vez → *Pase a la pregunta 41*
- 1 vez
- 2
- 3
- 4
- 5 a 9
- 10 veces o más



- 31a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar o entender al doctor personal de su niño porque hablaban idiomas diferentes?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre
32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas sobre la salud de su niño de una manera fácil de entender?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre
33. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre
34. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre
35. ¿Su niño puede hablar con los doctores sobre su atención médica?
- Sí
 - No → *Pase a la pregunta 37*

36. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre
37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre
38. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?
- Sí
 - No
39. En los últimos 6 meses, ¿atendió a su niño algún doctor u otro profesional médico además de su doctor personal?
- Sí
 - No → *Pase a la pregunta 41*
40. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño parecía estar informado y al día acerca de la atención que su niño había recibido de estos doctores u otros profesionales médicos?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre

48. Queremos saber cómo califica al especialista al que su niño fue con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, el 0 siendo el peor especialista posible y el 10 el mejor especialista posible, ¿qué número usaría para calificar a ese especialista?

- 0 1 2 3 4 5 6 7 8 9 10
- El peor especialista posible El mejor especialista posible

EL PLAN DE SALUD DE SU NIÑO

Las siguientes preguntas se refieren a su experiencia con el plan de salud de su niño.

49. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente del plan de salud de su niño?

- Sí
 No → *Pase a la pregunta 52*

50. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?

- Nunca
 A veces
 La mayoría de las veces
 Siempre

51. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?

- Nunca
 A veces
 La mayoría de las veces
 Siempre

52. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?

- Sí
 No → *Pase a la pregunta 54*

53. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios del plan de salud de su niño?

- Nunca
 A veces
 La mayoría de las veces
 Siempre

54. Usando un número del 0 al 10, el 0 siendo el peor plan de salud posible y el 10 el mejor plan de salud posible, ¿qué número usaría para calificar al plan de salud de su niño?

- 0 1 2 3 4 5 6 7 8 9 10
- El peor plan de salud posible El mejor plan de salud posible

MEDICINAS RECETADAS

55. En los últimos 6 meses, ¿consiguió alguna medicina recetada o renovó una receta para una medicina recetada para su niño?

- Sí
 No → *Pase a la pregunta 57a*

56. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

- Nunca
 A veces
 La mayoría de las veces
 Siempre

57. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir las medicinas recetadas para su niño?

- Sí
- No

ACCESO A CUIDADO DENTAL

57a. Un dentista regular es a quien su niño va a ver para un chequeo y limpieza o cuando tiene una carie o un dolor de diente. ¿Su niño tiene un dentista regular?

- Sí
- No

57b. En los últimos 6 meses, ¿fué su niño a una oficina o clínica de un dentista para cuidado?

- Sí
- No → *Pase a la pregunta 57d*

57c. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían mientras trataron a su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

57d. En los últimos 6 meses, si su niño necesitó ver a un dentista de inmediato por una emergencia dental, ¿el/ella pudo ver a un dentista tan pronto como usted quería?

- Nunca
- A veces
- La mayoría de las veces
- Siempre
- Mi niño no tuvo una emergencia dental en los últimos 6 meses

57e. Usando un número del 0 al 10, el 0 siendo extremadamente difícil y el 10 extremadamente fácil, ¿qué número usaría para calificar cuán fácil le fue encontrar un dentista para su niño?

-
- 0 1 2 3 4 5 6 7 8 9 10
- Extremadamente difícil Extremadamente fácil

ACERCA DE USTED Y DE SU NIÑO

58. En general, ¿cómo calificaría toda la salud de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

59. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

60. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- Sí
- No → *Pase a la pregunta 63*

61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 63*

62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No



63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 66*

64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 66*

65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 69*

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 69*

68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 72*

70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 72*

71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

- Sí
- No → *Pase a la pregunta 74*

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

- Sí
- No

74. ¿Qué edad tiene su niño?

- Menos de un año

AÑOS (escriba la respuesta)

75. ¿Es su niño de sexo masculino o femenino?

- Masculino
- Femenino

76. ¿Es su niño de origen o ascendencia hispana o latina?

- Sí, hispano o latino
- No, ni hispano ni latino



77. ¿A qué raza pertenece su niño?

Marque una o más.

- Blanca
 - Negra o afroamericana
 - Asiática
 - Nativo de Hawái o de otras islas del Pacífico
 - Indígena americano o nativo de Alaska
 - Otra (Por favor escriba en letra de molde)
-

78. ¿Qué edad tiene usted?

- Menos de 18 años
- 18 a 24
- 25 a 34
- 35 a 44
- 45 a 54
- 55 a 64
- 65 a 74
- 75 años o más

79. ¿Es usted hombre o mujer?

- Hombre
- Mujer

80. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

- 8 años de escuela o menos
- 9 a 12 años de escuela, pero sin graduarse
- Graduado de la escuela secundaria (high school), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)
- Algunos cursos universitarios o un título universitario de un programa de 2 años
- Título universitario de 4 años
- Título universitario de más de 4 años

81. ¿Qué relación tiene con el niño?

- Madre o padre
- Abuelo o abuela
- Tía o tío
- Hermano o hermana mayor
- Otro familiar
- Tutor legal del niño
- Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

- Sí → *Pase a la pregunta 83*
- No → *Gracias. Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado.*

83. ¿Cómo le ayudó a usted esta persona? Marque una o más.

- Me leyó las preguntas
 - Anotó las respuestas que le di
 - Contestó las preguntas por mí
 - Tradujo las preguntas a mi idioma
 - Me ayudó de otra forma (Por favor escriba en letra de molde)
-

Gracias nuevamente por tomar el tiempo de completar el cuestionario! Sus respuestas son sumamente apreciadas.

Cuando haya terminado, por favor envíe la encuesta en el sobre con el porte pagado a:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108





898-12



12

CZPCS

DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE [NAMED
RESPONDENT. NO PROXIES WILL BE ACCEPTED/PARENT/GUARDIAN/OR ADULT WHO
KNOWS MOST ABOUT [MEMBER NAME] 'S HEALTH CARE] .

PHONE NUMBER ---> [1 CELL PHONE - HAND DIAL (###) ### - ##### /***
-*]

Hello, I'm calling about a health care survey on behalf of
[HEALTH PLAN NAME]. This call will be recorded and may be
monitored for quality and
training purposes. May I please speak with [[MEMBER FIRST NAME]
[MEMBER LAST NAME]/the person who knows the most about [NAME OF
CHILD]'s health care)?

We are conducting an important study to find out how satisfied
[people/families] are with [HEALTH PLAN NAME]. The results of the
study will help [HEALTH PLAN NAME] improve the care they provide
and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will
not affect [your/your child's] health care or benefits in any way.

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
11. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)

IF DIAL.SCREEN = 01, GO TO START2

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been
lost in the mail. And since the deadline for mailing surveys has passed,
we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people
about [their/their child's] health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD
LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the
deadline for mailing surveys has passed and we're now in the telephone
phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT
5. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)

IF MAIL.SCREEN = 1, GO TO START2
RETURN TO COVERSHEET

SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

1. MALE
2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

MEMBER

Q1. / MEMBER

[/I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and not on any experiences you may have had getting care for yourself or other members of your family.]

Our records show that [you/your child] [are/is] now in [HEALTH PLAN NAME]. Is that right?

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF [HEALTH PLAN NAME], ENTER "2".)

- 1. YES -----> CK.PLMSTCR
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

What is the name of [your/your child's] health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS [HEALTH PLAN NAME]]

[(ENTER 5 IF R SAYS: MEDICAID)]

(IF R SAYS SOMETHING CLOSE TO [HEALTH PLAN NAME], ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. [RESPONDENT/CHILD] NO LONGER INSURED (BY MEDICAID) ----> NO.INSUR
- 5. [RESPONDENT/CHILD] INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR
KNOW PLAN NAME

PLNAME

Q2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)



CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about [your own/your child's] health care. When you answer these questions, please do NOT include dental visits or care [you/your child] got when [you/+[he/she]] stayed overnight in a hospital.

INCARE

Q3. / INCARE

In the last [12/6] months, did [you/your child] have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

1. YES
2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

Q4. / CARSN4

In the last [12/6] months, when [you/your child] NEEDED CARE RIGHT AWAY, how often did [you/your child] get care as soon as [you/+[he/she]] needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

Q5. / APMAKE4

In the last [12/6] months, did you make any appointments for a CHECK-UP OR ROUTINE CARE [/for your child] at a doctor's office or clinic?

1. YES
2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

Q6. / APGET4

In the last [12/6] months, [/when you made an appointment for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic,] how often did you get an appointment [for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic/] as soon as [you/your child] needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

Q7. / OFCTIM4

In the last [12/6] months, NOT counting the times [you/your child] went to an emergency room, how many times did [you/+[he/she]] go to a doctor's office or clinic [to get health care for yourself/to get health care]

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care [you/your child] received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

Q8. / PRVENT5

In the last [12/6] months, did you and [a/your child's] doctor or other health provider talk about specific things you could do to prevent illness [/in your child?] ?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

IF qnaire<5 then go to RXSTP

OFTQUES

[0/0/0/0/9/9]. / OFTQUES

In the last [12/6] months, how often did you have your questions answered by your child's doctor or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

[9/9/9/9/10/10]. / RXSTP

In the last [12/6] months, did you and [a/your child's] doctor or other health provider talk about starting or stopping a prescription medicine [/for your child] ?

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

NRXWHY

[10/10/10/10/11/11]. / NRXWHY

Did you and a doctor or other health provider talk about the reasons you might want [/your child] to take a medicine?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT

[11/11/11/11/12/12]. / NRXWYNT

Did you and a doctor or other health provider talk about the reasons you might NOT want [/your child] to take a medicine?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXBST

[12/12/12/12/13/13]. / RXBST

When you talked about [/your child] starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for [you/your child]?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

[13/13/13/13/14/14]. / RTALLCR

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all [your/your child's] health care in the last [12/6] months?

(IF NEEDED: "Please do not include any dental care [you/your child] may have received.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

CARNES4

[14/14/14/14/15/15]. / CARNES4

In the last [12/6] months, how often was it easy to get the care, tests, or treatment [you/your child] needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHSCHL

[0/0/0/0/16/16]. / CHSCHL

Is your child now enrolled in any kind of school or daycare?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL

[0/0/0/0/17/17]. / CONTSCHL

In the last [12/6] months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

HELPCONT

[0/0/0/0/18/18]. / HELPCONT

In the last [12/6] months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MEDEQUIP

[0/0/0/0/19/19]. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last [12/6] months, did you get or try to get any special medical equipment or devices for your child?

- 1. YES
- 2. NO -----> SPCTHY

DK/REFUSAL/NOT ASCERTAINED --> SPCTHY

EZMDEQ

[0/0/0/0/20/20]. / EZMDEQ

In the last [12/6] months, how often was it easy to get special medical equipment or devices for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPMDEQ

[0/0/0/0/21/21]. / HELPMDEQ

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPCTHY

[0/0/0/0/22/22]. / SPCTHY

In the last [12/6] months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- 1. YES
- 2. NO -----> TCPBLM

DK/REFUSAL/NOT ASCERTAINED --> TCPBLM

EZTHP

[0/0/0/0/23/23]. / EZTHP

In the last [12/6] months, how often was it easy to get this therapy for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTHP

[0/0/0/0/24/24]. / HELPTHP

Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

TCPBLM

[0/0/0/0/25/25]. / TCPBLM

In the last [12/6] months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- 1. YES
- 2. NO -----> PLUSCARE

DK/REFUSAL/NOT ASCERTAINED --> PLUSCARE

EZTC

[0/0/0/0/26/26]. / EZTC

In the last [12/6] months, how often was it easy to get this treatment or counseling for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTC

[0/0/0/0/27/27]. / HELPTC

Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

PLUSCARE

[0/0/0/0/28/28]. / PLUSCARE

In the last [12/6] months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- 1. YES
- 2. NO -----> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --> PRSNLD4

HLPCOORD

[0/0/0/0/29/29]. / HLPCOORD

In the last [12/6] months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4

[15/15/15/15/30/30]. / PRSNLD4

A personal doctor is the one [you/your child] would see if [you/+[he/she]] [need/needs] a check-up, [want advice about a health problem,/has a health problem,] or [get/gets] sick or hurt.

[Do you/Does your child] have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

[16/16/16/16/31/31]. / DRTMS

In the last [12/6] months, how many times did [you/your child] visit [your/[his/her]] personal doctor [to get care for yourself/for care] ?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

IF QNAIRE= ADULT MEDICAID (02), GO TO DREXPL4

PBDRLNG

31a. / PBDRLANG

In the last [12/6] months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages? Would you say...?

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DREXPL4

[17/17/17/17/32/32]. / DREXPL4

In the last [12/6] months, how often did [your/your child's] personal doctor explain things [/about your child's health] in a way that was easy to understand? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

[18/18/18/18/33/33]. / DRLSTN4

In the last [12/6] months, how often did [your/your child's] personal doctor listen carefully to you? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

[19/19/19/19/34/34]. / DRESPU4

In the last [12/6] months, how often did [your/your child's] personal doctor show respect for what you had to say? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CABLTLK

[0/0/20/20/35/35]. / CABLTLK

Is your child able to talk with doctors about [your/+[his/her]] health care?

- 1. YES
- 2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CDREXPL

[0/0/21/21/36/36]. / CDREXPL

In the last [12/6] months, how often did your child's personal doctor explain things in a way that was easy for YOUR CHILD to understand? Would you say...

(READ LIST)

1. NEVER
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

[20/20/22/22/37/37]. / DRTMEN4

In the last [12/6] months, how often did [your/your child's] personal doctor spend enough time with [you/your child] ? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

[0/0/23/23/38/38]. / DRTLKU

In the last [12/6] months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DIFFDR

[21/21/24/24/39/39]. / DIFFDR

In the last [12/6] months, did [you/your child] get care from a doctor or other health provider besides [your/+[his/her]] personal doctor?

1. YES
2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED --> RATEDR4

DRINFO

[22/22/25/25/40/40]. / DRINFO

In the last [12/6] months, how often did [your/your child's] personal doctor seem informed and up-to-date about the care [you/your child] got from these doctors or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

[23/23/26/26/41/41]. / RATEDR4

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate [your/your child's] personal doctor?

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

COND3MO

[0/0/0/0/42/42]. / COND3MO

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 MONTHS?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON

[0/0/0/0/43/43]. / DRUNCON

Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM

[0/0/0/0/44/44]. / DRUNFAM

Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your FAMILY'S day-to-day life?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include [dental visits or care you got when you stayed overnight in a hospital. /dental visits or care your child got when (he/she) stayed overnight in a hospital.]

NDSPDR4

[24/24/27/27/45/45]. / NDSPDR4

SPECIALISTS are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last [12/6] months, did you make any appointments [/for your child] to see a specialist?

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

[25/25/28/28/46/46]. / PRBSEE4

In the last [12/6] months, how often did you get an appointment [/for your child] to see a specialist as soon as you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

[26/26/29/29/47/47]. / SPDRS

How many specialists [have/has] [you/your child] seen in the last [12/6] months?

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say [you've/your child has] seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

[27/27/30/30/48/48]. / RTSPDR4

We want to know your rating of the specialist [you/your child] saw most often in the last [12/6] months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN
INTRO.PLAN

Now I'm going to ask you some questions about your experience with
[your/your child's] health plan.

LOOMAT4
[28/28/0/0/0/0]. / LOOMAT4

In the last [12/6] months, did you look for any information in written
materials or on the Internet about how your health plan works?

- 1. YES
- 2. NO -----> CK.LOOSVC

DK/REFUSAL/NOT ASCERTAINED --> CK.LOOSVC

UNDINF4
[29/29/0/0/0/0]. / UNDINF4

In the last [12/6] months, how often did the written materials OR the
Internet provide the information you needed about how your health plan
works? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CK.LOOSVC
IF qnaire=02 then go to CLCSRV4

LOOSVC
[30/0/0/0/0/0]. / LOOSVC

Sometimes people need services or equipment beyond what is provided in a
regular or routine office visit, such as care from a specialist,
physical therapy, a hearing aid, or oxygen.

In the last 12 months, did you look for information from your health
plan on how much you would have to pay for a health care service or
equipment?

- 1. YES
- 2. NO -----> LOOMED

DK/REFUSAL/NOT ASCERTAINED --> LOOMED

FNDSVC

[31/0/0/0/0/0]. / FNDSVC

In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

LOOMED

[32/0/0/0/0/0]. / LOOMED

In some health plans the amount you pay for a prescription medicine can be different for different medicines, or can be different for prescriptions filled by mail instead of at the pharmacy.

In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?

- 1. YES
- 2. NO -----> CLCSRV4

DK/REFUSAL/NOT ASCERTAINED --> CLCSRV4

FNDMED

[33/0/0/0/0/0]. / FNDMED

In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSRV4

[34/30/31/31/49/49]. / CLCSRV4

In the last [12/6] months, did you get information or help from [your health plan's customer service/customer service at your child's health plan] ?

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

[35/31/32/32/50/50]. / PBCLCS4

In the last [12/6] months, how often did [your health plan's customer service/customer service at your child's health plan] give you the information or help you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

[36/32/33/33/51/51]. / CSRESP

In the last [12/6] months, how often did [your health plan's/] customer service staff [/at your child's health plan] treat you with courtesy and respect? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

[37/33/34/34/52/52]. / PLPRWK4

In the last [12/6] months, did [your/your child's] health plan give you any forms to fill out?

- 1. YES
- 2. NO -----> CK.SNDCLMS

DK/REFUSAL/NOT ASCERTAINED --> CK.SNDCLMS

PBPLPW4

[38/34/35/35/53/53]. / PBPLPW4

In the last [12/6] months, how often were the forms from [your/your child's] health plan easy to fill out? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CK.SNDCLMS

SNDCLM4

[39/0/0/0/0/0]. / SNDCLM4

Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you.

In the last [12/6] months, did you or anyone else send in any claims for your care to your health plan?

- 1. YES
- 2. NO -----> RTPLEXP
- 3. DON'T KNOW (DO NOT PROBE) --> RTPLEXP
- 9. REFUSAL/NOT ASCERTAINED ----> RTPLEXP

CLMTMR4

[40/0/0/0/0/0]. / CLMTMR4

In the last [12/6] months, how often did your health plan handle your claims quickly? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?
- 5. DON'T KNOW (DO NOT READ) (DO NOT PROBE)
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLMCRCT

[41/0/0/0/0/0]. / CLMCRCT

In the last [12/6] months, how often did your health plan handle [your/your child's] claims correctly? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

- 5. DON'T KNOW (DO NOT READ) (DO NOT PROBE)

- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

[42/35/36/36/54/54]. / RTPLEXP

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate [your/your child's] health plan?

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

IF QNAIRE= CHILD MED W/CCC (07), GO TO CHPRES

HPMDEQ

[0/35.01/0/0/0/0]. / HPMDEQ

In the last [12/6] months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

- 1. YES
- 2. NO -----> POSTHP

DK/REFUSAL/NOT ASCERTAINED --> POSTHP

EZMDHP

[0/35.02/0/0/0/0]. / EZMDHP

In the last [12/6] months, how often was it easy to get the medical equipment you needed through your health plan? Would you say...?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

POSTHP

[0/35.03/0/0/0/0]. / POSTHP

In the last [12/6] months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

1. YES
2. NO -----> INTRO.DTLK

DK/REFUSAL/NOT ASCERTAINED --> INTRO.DTLK

EZPOST

[0/35.04/0/0/0/0]. / EZPOST

In the last [12/6] months, how often was it easy to get the special therapy you needed through your health plan? Would you say...?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

INTRO.DTLK
INTRO.DTLK

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

DTLKTF
[0/35.5/0/0/0/0]. / DTLKTF

In the last [12/6] months, how often did a doctor or other health provider talk too fast when talking to you? Would you say...?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DINTER

[0/35.6/0/0/0/0]. / DINTER

In the last [12/6] months, how often did a doctor or other health provider interrupt you when you were talking? Would you say...?

(READ LIST IF NECESSARY)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRRUDE

[0/35.7/0/0/0/0]. / DRRUDE

In the last [12/6] months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you? Would you say...?

(READ LIST IF NECESSARY)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

TRUSTDR

[0/35.8/0/0/0/0]. / TRUSTDR

In the last [12/6] months, did you feel you could trust a doctor or other health provider with your medical care?

(READ LIST)

1. YES DEFINITELY,
2. YES SOMEWHAT, OR
3. NO?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

REGDENT

[0/35.9/0/0/0/57.01]. / REGDENT

A regular dentist is one [you/your child] would go to for check-ups and cleanings or when [you/[he/she]] [have/has] a cavity or tooth pain.

[Do you/Does your child] have a regular dentist?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

GODENT

[0/35.10/0/0/0/57.02]. / GODENT

In the last 6 months, did [you/your child] go to a dentist's office or clinic for care?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

IF QNAIRE = ADULT MEDICAID (02) AND GODENT <> YES, GO TO CK.DENTSOON
IF QNAIRE = CHILD MEDICAID W/CCC (07) AND GODENT <> YES, GO TO DNTASAP

DENTEXPL

[0/35.11/0/0/0/57.03]. / DENTEXPL

In the last [12/6] months, how often did [your/your child's] dentist or dental staff explain what they were doing while treating [you/your child]? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CK.DENTSOON

IF QNAIRE = CHILD MEDICAID W/CCC (07), GO TO DNTASAP

DENTSOON

[0/35.12/0/0/0/0]. / DENTSOON

If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

- 5. DID NOT TRY TO GET AN APPOINTMENT WITH A SPECIALIST DENTIST IN THE LAST 6 MONTHS (DO NOT READ)

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DNTASAP

[0/35.13/0/0/0/57.04]. / DNTASAP

In the last [12/6] months, if [you/your child] needed to see a dentist right away because of a DENTAL EMERGENCY, did [you/+[he/she]] get to see a dentist as soon as you wanted? Would you say...

(IWER: IF R RESPONDS WITH "YES/NO" PLEASE PROBE WITH RESPONSE OPTIONS)

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

- 5. DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS (DO NOT READ)

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTDENT

[0/35.14/0/0/0/57.03]. / RTDENT

Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist [/for your child] ?

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

GO TO HLTSTA4

CHPRES

[0/0/0/0/55/55]. / CHPRES

In the last [12/6] months, did you get or refill any prescription medicines for your child?

1. YES
2. NO -----> REGDENT

DK/REFUSAL/NOT ASCERTAINED --> REGDENT

EZPRES

[0/0/0/0/56/56]. / EZPRES

In the last [12/6] months, how often was it easy to get prescription medicines for your child through [your/+[his/her]] health plan? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPPRES

[0/0/0/0/57/57]. / HELPPRES

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

IF QNAIRE = CHILD MEDICAID W/CCC, GO TO REGDENT

HLTSTA4

[43/36/37/37/58/58]. / HLTSTA4

[/I have just a few more questions.]

In general, how would you rate [your/your child's] overall health?
Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

[44/37/38/38/59/59]. / MNTLSTAT

In general, how would you rate [your/your child's] overall MENTAL OR
EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED

[0/0/0/0/60/60]. / CUSEMED

Other than vitamins, does your child currently need or use medicine
prescribed by a doctor?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDA

[0/0/0/0/61/61]. / WHYMEDA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

[0/0/0/0/62/62]. / WHYMEDB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MOREMED

[0/0/0/0/63/63]. / MOREMED

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREA

[0/0/0/0/64/64]. / WHYMOREA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

[0/0/0/0/65/65]. / WHYMOREB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

LIMITED

[0/0/0/0/66/66]. / LIMITED

Is your child limited or prevented in any way in [your/+[his/her]] ability to do the things most children of the same age can do?

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMA

[0/0/0/0/67/67]. / WHYLIMA

Is this because of any medical, behavioral, or other health condition?

1. YES
2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB

[0/0/0/0/68/68]. / WHYLIMB

Is this a condition that has lasted or is expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP

[0/0/0/0/69/69]. / SPECTHP

Does your child need or get special therapy such as physical, occupational, or speech therapy?

1. YES
2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTA

[0/0/0/0/70/70]. / WHYSTA

Is this because of any medical, behavioral, or other health condition?

1. YES
2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTB

[0/0/0/0/71/71]. / WHYSTB

Is this a condition that has lasted or is expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS

[0/0/0/0/72/72]. / CHCOUNS

Does your child have any kind of emotional, developmental, or behavioral problem for which [you/+[he/she]] needs or gets treatment or counseling?

1. YES
2. NO -----> CAGE

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA

[0/0/0/0/73/73]. / TIMCOUNA

Has this problem lasted or is it expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

FLUSHOTQ

[45/38/0/0/0/0]. / FLUSHOTQ

Have you had either a flu shot or flu spray in the nose since July 1, 2015?

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

NOWSMOK

[46/39/0/0/0/0]. / NOWSMOK

Do you now smoke cigarettes or use tobacco...

(READ LIST)

1. EVERY DAY,
2. SOME DAYS, OR
3. NOT AT ALL? -----> ASPDAY
4. DON'T KNOW (DO NOT READ) -----> ASPDAY
9. REFUSAL/NOT ASCERTAINED (DO NOT READ) --> ASPDAY

ADVQUIT9

[47/40/0/0/0/0]. / ADVQUIT9

In the last [12/6] months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PATCH9

[48/41/0/0/0/0]. / PATCH9

In the last [12/6] months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

WILLPWR9

[49/42/0/0/0/0]. / WILLPWR9

In the last [12/6] months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPDAY

[50/43/0/0/0/0]. / ASPDAY

Do you take aspirin daily or every other day?

(IF NEEDED: "Would you say YES or NO?")

(IWER: If the R asks about whether a particular medication or Brand name is considered aspirin, you may provide the following clarification:
Aspirin: Bayer and Bufferin

Not Aspirin: Tylenol, Motrin, Aleve, Advil, ibuprofen and acetaminophen)

1. YES
2. NO
3. DON'T KNOW

9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPUSF

[51/44/0/0/0/0]. / ASPUSF

Do you have a health problem or take medication that makes taking aspirin unsafe for you?

(IF NEEDED: "Would you say YES or NO?")

1. YES
2. NO
3. DON'T KNOW

9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPPRV

[52/45/0/0/0/0]. / ASPPRV

Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.AWCOND

INTRO.AWCOND

When I read the following list, please tell me if you are aware that you have any of these conditions.

PHAWCD.(1-3)

[53/46/0/0/0/0].(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"
2. "High blood pressure"
3. "Parent or sibling who had a heart attack before the age of 60"
- ?

(IWER IF NECESSARY: "Are you aware if you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND

INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)

[54/47/0/0/0/0].(1-4) / PHDRCD.(1-4)

[First,/(Next/How About...)]

1. "A heart attack"
2. "Angina or coronary heart disease"
3. "A stroke"
4. "Any kind of diabetes or high blood sugar"
- ?

(IWER IF NECESSARY: "Has a doctor ever told you that you have this condition?")

[FOR PHDRCD.2: (IWER IF NEEDED, CLARIFY: Angina pectoris (an-JYE-nuh or AN-jin-uh PECK-ter-iss) is severe pain in the chest associated with insufficient blood supply to the heart.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SMPROB

[55/48/0/0/0/0]. / SMPROB

[I have just a few more questions./]

In the last [12/6] months, did you get health care 3 or more times for the same condition or problem?

1. YES
2. NO -----> TKMED

DK/REFUSAL/NOT ASCERTAINED --> TKMED

PRBLST

[56/49/0/0/0/0]. / PRBLST

Is this a condition or problem that has lasted for at least 3 months?
[/Please do NOT include pregnancy or menopause.]

[/ (IWER IF NEEDED, CLARIFY: Menopause (men-ne-paws) is the time in a woman's life when she stops having menstrual periods. It is sometimes called 'the change of life' or 'the change'.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

TKMED

[57/50/0/0/0/0]. / TKMED

Do you now need or take medicine prescribed by a doctor? [/Please do NOT include birth control.]

1. YES
2. NO -----> QAGE4

DK/REFUSAL/NOT ASCERTAINED --> QAGE4

TRTCOND

[58/51/0/0/0/0]. / TRTCOND

Is this medicine to treat a condition that has lasted for at least three months? [/Please do NOT include pregnancy or menopause.]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

[59/52/0/0/0/0]. / QAGE4

What is your age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ LIST IF NEEDED, "Are you...")

1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

QGENDER

[60/53/0/0/0/0]. / QGENDER

(IWER: RECORD RESPONDENT'S SEX.)

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE

DK/REFUSAL/NOT ASCERTAINED

CAGE

[0/0/39/39/74/74]. / CAGE

[/I have just a few more questions.]

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: DO NOT ROUND UP)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

___ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

IF CAGE<19 THEN GO TO CGENDER

CAGE.CK

[0/0/39/39/74/74]a. / CAGE.CK

I have entered that [NAME OF CHILD] is [CAGE] . Is that correct?

("DK" NOT ALLOWED)

1. YES-AGE ENTERED CORRECTLY
2. NO-CORRECT AGE -----> CAGE

IF cage>18 and cage<>99 then go to ALL.DONE

CGENDER

[0/0/40/40/75/75]. / CGENDER

(IF NEEDED: "Is your child male or female?")

1. MALE
2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

[62/55/41/41/76/76]. / LATINO

[Are/Is] [you/your child] of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes [your/your child's] race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)
[63/56/42/42/77/77].(1-6) / PQRACE3.(1-6)

[(Are you)/(Is your child)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"
- ?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY [/CHILD'S] RACE?" SAY
"We ask about [your/your child's] race for demographic purposes only.
We want to be sure that the people we survey accurately represent the
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH
(What is [your/your child's] race?)

PAGE

[0/0/43/43/78/78]. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER

[0/0/44/44/79/79]. / PGENDER

(IWER: ENTER RESPONDENT'S SEX.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

DK/REFUSAL/NOT ASCERTAINED

EDUCAT

[61/54/45/45/80/80]. / EDUCAT

What is the highest grade or level of school that you have completed?
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE
SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT
LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS
SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH
SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHRELT

[0/0/46/46/81/81]. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE
THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG
(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH
EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:
1) QUESTION NUMBER(S)
2) WHAT WAS ENTERED
3) WHAT NEEDS TO BE CHANGED

CK.END.EDIT
LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?