



Oregon Health Plan: Special Populations
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 Oregon Health Plan: Special Populations members. A total of 16 health plans participated in the survey; 15 Coordinated Care Organizations (CCOs) and the state-administered OHP Open Card plan or fee-for-service (FFS) plan. 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 an initial 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.

To achieve sufficient cases in each race/ethnicity category for analysis, adult and child oversamples of 300 eligible members were drawn for the African/American, Asian, and American Indian race/ethnicity subgroups identified in the sample frame. Adults were defined as members aged 18 years or older and children as 17 years old or younger, both as of November 31, 2016. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of November 31, 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 overall OHP results and plan or 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 race/ethnicity subgroup's actual distribution in the total eligible population. A weight unique to each race/ethnicity subgroup (White, Unknown, Black/African-American, Asian, Pacific Islander, and American Indian or Alaska Native) and age category (adults and children) was constructed by applying the percentage of members by race/ethnicity subgroup in the population to the corresponding percentages in the completed cases.

Sample Disposition

Special Populations

Category	Adult	Child
**First mailing - sent	17100	17100
*First mailing - usable survey returned	2951	2289
Second mailing - sent	14054	14357
*Second mailing - usable survey returned	1030	950
*Phone - usable surveys	1367	2358
Total - usable surveys	5348	5597
†Ineligible: According to population criteria‡	356	218
†Ineligible: Deceased	31	0
†Ineligible: Mentally or physically unable to complete survey	207	0
†Ineligible: Language barrier	97	108
Incorrect address AND incorrect phone number	910	763
Refusal/Returned survey blank	697	868
Nonresponse - Unavailable by mail or phone	9454	9546
Adjusted Response Rate	32.6%	33.4%

*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	4238 44.2%	2170 40.6%	-3.63%
Female	5350 55.8%	3178 59.4%	3.63%
18-24	1855 19.3%	527 9.9%	-9.49%
25-34	2694 28.1%	897 16.8%	-11.32%
35-44	1883 19.6%	837 15.7%	-3.99%
45-54	1493 15.6%	1098 20.5%	4.96%
55-64	1154 12.0%	1502 28.1%	16.05%
65-74	281 2.9%	313 5.9%	2.92%
75 or Older	228 2.4%	174 3.3%	0.88%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	4979 51.3%	2881 51.5%	0.14%
Female	4721 48.7%	2716 48.5%	-0.14%
<3	1917 19.8%	1005 18.0%	-1.81%
4-7	2374 24.5%	1305 23.3%	-1.16%
8-12	2861 29.5%	1741 31.1%	1.61%
13 or older	2548 26.3%	1546 27.6%	1.35%

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

	BANT OT1	AGE						RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE				
Q1 YES	5323 100%	466 100%	812 100%	764 100%	1029 100%	1439 100%	479 100%	3532 100%	93 100%	197 100%	21 100%	112 100%	73 100%	349 100%	584 100%	4349 100%	3423 100%	1566 100%	2019 100%	3008 100%
NOT ANSWERED	25	1	4	3	3	4	4	12	3	1	1	1	4	15	14	8	9	13		
VALID CASES	5323	466	812	764	1029	1439	479	3532	93	197	21	112	73	349	584	4349	3423	1566	2019	3008
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q3 YES	2121 41%	139 30%*	300 37%*	316 42%	457 45%*	605 42%	197 42%	1436 41%	39 41%	52 27%*	7 31%~	60 54%*	37 51%	175 51%*	196 34%*	1793 42%*	1164 34%*	843 54%*	714 36%*	1316 44%*
NO	3070 59%	319 70%*	509 63%*	446 58%	561 55%*	825 58%	270 58%	2066 59%	56 59%	141 73%*	14 69%~	51 46%*	36 49%	168 49%*	380 66%*	2516 58%*	2235 66%*	709 46%*	1283 64%*	1670 56%*
NOT ANSWERED	157	9	7	5	14	14	16	43	1	5		2		6	12	54	38	22	31	35
VALID CASES	5191	458	809	762	1018	1429	467	3501	95	193	21	111	73	344	576	4310	3399	1552	1997	2986
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	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	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OT1	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- PAN-	NOT HIS- PAN-	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q4 NEVER	46 2%	3 2%	10 4%	6 2%	10 2%	12 2%	1 0.5%*	27 2%	1 3%~	1 2%~	~	1 3%	5 18%~	7 5%	1 0.6%*	43 3%*	22 2%	21 3%	20 3%	25 2%
SOMETIMES	287 15%	20 15%	50 18%	44 15%	60 15%	69 13%	21 11%	180 14%	8 22%~	14 28%~	~	6 12%	5 16%~	23 14%	26 14%	236 15%	129 12%*	134 18%*	85 13%	180 15%
USUALLY	496 26%	48 36%*	72 26%	78 27%	116 29%	121 23%*	41 22%	341 26%	11 31%~	13 26%~	2 32%~	11 20%	5 16%~	41 25%	45 25%	425 26%	296 28%*	178 23%*	168 26%	308 26%
ALWAYS	1091 57%	63 47%*	145 52%	164 56%	220 54%	331 62%*	120 66%*	744 58%	16 44%~	22 44%~	4 68%~	34 65%	15 50%~	92 56%	111 61%	918 57%	609 58%	427 56%	366 57%	687 57%
#ALWAYS + USUALLY (NET)	1587 83%	111 83%	217 78%	242 83%	336 83%	451 85%	161 88%*	1085 84%*	27 75%~	34 70%~	6 100%~	45 86%	20 66%~	133 81%	156 85%	1343 83%	905 86%*	605 80%*	534 84%	995 83%
TOP BOX SCORE	1091 57%	63 47%*	145 52%	164 56%	220 54%	331 62%*	120 66%*	744 58%	16 44%~	22 44%~	4 68%~	34 65%	15 50%~	92 56%	111 61%	918 57%	609 58%	427 56%	366 57%	687 57%
NOT ANSWERED	205	6	22	24	50	72	17	144	3	3	1	7	7	11	14	173	112	83	76	118
VALID CASES	1920	134	278	292	407	533	183	1293	36	49	6	52	30	164	183	1622	1056	759	639	1200
NUMBER OF RESPONDENTS	2125	140	300	316	457	605	200	1437	39	52	7	59	37	175	197	1795	1168	842	715	1318
	100%	100%	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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q5 YES	3539 68%	249 54%*	505 63%*	492 65%*	755 74%*	1035 72%*	358 76%*	2417 69%	69 73%	134 69%	13 61%~	74 67%	50 70%	248 71%	371 64%*	2987 69%*	2152 64%*	1233 79%*	1247 62%*	2169 73%*
NO	1636 32%	213 46%*	300 37%*	266 35%*	264 26%*	393 28%*	114 24%*	1079 31%	26 27%	60 31%	8 39%~	36 33%	21 30%	100 29%	208 36%*	1318 31%*	1237 36%*	323 21%*	750 38%*	812 27%*
NOT ANSWERED	173	5	11	9	13	16	11	48	1	4		2	2	2	8	60	47	18	31	40
VALID CASES	5175	462	805	758	1019	1427	472	3496	95	194	21	111	71	348	580	4304	3390	1556	1997	2981
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q6 NEVER	88 3%	5 2%	17 4%	15 3%	19 3%	25 3%	1 0.2%*	55 3%	2 3%	5 4%	1 5%~	1 1%	3 7%~	10 4%	5 1%	76 3%	56 3%	25 2%	30 3%	52 3%
SOMETIMES	644 20%	80 34%*	113 24%*	101 22%	123 18%	144 16%*	52 17%	385 18%*	12 19%	61 48%*	4 29%~	14 20%	9 19%~	46 20%	86 26%*	521 19%*	411 21%	199 18%*	228 20%	388 20%
USUALLY	926 29%	68 29%	142 30%	124 27%	217 32%*	250 27%	85 27%	639 30%	18 29%	31 24%	1 7%~	18 26%	18 37%~	66 28%	81 24%*	787 29%	539 28%*	347 31%*	307 27%	580 30%
ALWAYS	1539 48%	85 35%*	195 42%*	216 47%	317 47%	495 54%*	173 56%*	1081 50%*	30 48%	30 24%*	8 59%~	37 52%	17 37%~	112 48%	164 49%	1314 49%	944 48%	541 49%	556 50%	943 48%
#ALWAYS + USUALLY (NET)	2465 77%	153 64%*	337 72%*	340 75%	535 79%	746 82%*	258 83%*	1720 80%*	48 77%	61 48%*	9 66%~	55 79%	35 74%~	178 76%	245 73%	2101 78%*	1483 76%	888 80%*	863 77%	1524 78%
TOP BOX SCORE	1539 48%	85 35%*	195 42%*	216 47%	317 47%	495 54%*	173 56%*	1081 50%*	30 48%	30 24%*	8 59%~	37 52%	17 37%~	112 48%	164 49%	1314 49%	944 48%	541 49%	556 50%	943 48%
NOT ANSWERED	351	12	39	36	80	121	48	260	7	8	1	7	3	13	36	295	209	120	127	212
VALID CASES	3197	238	467	457	677	914	311	2160	62	127	13	70	47	234	336	2698	1950	1113	1121	1964
NUMBER OF RESPONDENTS	3548 100%	250 100%	506 100%	493 100%	757 100%	1035 100%	359 100%	2420 100%	69 100%	135 100%	14 100%	77 100%	50 100%	247 100%	372 100%	2993 100%	2159 100%	1233 100%	1248 100%	2176 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	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		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/ IND/ PAC	AMER ALSK NATV	MUL- TI	HIS- PAN- IC		NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q7 NONE	1309 26%	168 37%*	248 31%*	231 31%*	218 22%*	300 21%*	92 20%*	871 25%	25 26%	59 31%	6 31%~	25 22%	16 22%	69 20%*	173 31%*	1057 25%*	1021 30%*	240 16%*	641 32%*	624 21%*
1 TIME	969 19%	91 20%	149 19%	122 16%*	170 17%*	295 21%*	92 20%	638 18%	13 14%	54 28%*	3 14%~	17 15%	12 16%	69 20%	119 21%	799 19%	710 21%*	218 14%*	416 21%*	517 18%*
2	924 18%	82 18%	144 18%	131 17%	192 19%	252 18%	100 21%	650 19%	18 19%	39 20%	5 23%~	15 13%	12 17%	63 18%	94 17%	796 19%*	617 18%	272 18%	341 17%	567 19%*
3	612 12%	37 8%*	79 10%*	87 12%	151 15%*	166 12%	68 15%	414 12%	10 11%	18 9%	1 7%~	19 17%	12 16%	47 14%	67 12%	521 12%	368 11%*	218 14%*	203 10%*	389 13%*
4	429 8%	31 7%	54 7%*	62 8%	92 9%	132 9%	45 10%	299 9%	9 9%	12 6%	3 15%~	16 15%	7 9%	26 8%	40 7%	370 9%	245 7%*	172 11%*	142 7%*	273 9%*
5 TO 9	596 12%	40 9%*	86 11%	86 11%	121 12%	198 14%*	41 9%*	424 12%	15 16%	9 5%*	2 11%~	17 15%	10 14%	34 10%	51 9%*	508 12%	294 9%*	275 18%*	166 8%*	407 14%*
10 OR MORE TIMES	254 5%	9 2%*	36 5%	33 4%	67 7%*	68 5%	27 6%	171 5%	5 5%	2 1%*	~	3 3%	4 6%	34 10%*	18 3%*	221 5%	111 3%*	133 9%*	76 4%*	167 6%*
NOT ANSWERED	255	10	19	15	22	33	17	76	1	6	1	2	8	25	93	70	45	44	77	
VALID CASES	5093	457	797	752	1010	1410	466	3468	95	192	20	111	73	342	563	4271	3367	1529	1984	2944
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- PAN-	NOT HIS- PAN-	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q8 #YES	2668 72%	179 62%*	351 64%*	365 71%	586 76%*	825 76%*	273 75%	1878 74%*	50 73%	84 64%*	12 83%~	63 72%	40 72%	184 69%	255 67%*	2298 73%*	1634 71%*	942 75%*	971 74%	1625 71%
NO	1030 28%	109 38%*	193 36%*	150 29%	184 24%*	256 24%*	92 25%	665 26%*	19 27%	48 36%*	3 17%~	24 28%	15 28%	83 31%	124 33%*	854 27%*	669 29%*	319 25%*	342 26%	651 29%
NOT ANSWERED	91	3	5	5	22	29	9	55	1	2		1	1	5	10	66	48	24	31	47
VALID CASES	3698	287	545	516	770	1081	365	2544	69	132	15	87	56	267	379	3152	2304	1262	1313	2276
NUMBER OF RESPONDENTS	3789	290	550	521	792	1110	374	2599	70	134	15	88	57	272	389	3218	2352	1286	1344	2323
	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]

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- PAN-	NOT HIS- PAN-	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q9 YES	1940 53%	122 42%*	258 47%*	270 53%	437 57%*	599 55%*	190 52%	1384 54%*	36 53%	52 39%*	7 48%~	50 58%	25 46%	153 57%	155 42%*	1706 54%*	1092 47%*	777 62%*	663 51%	1221 54%
NO	1750 47%	165 58%*	286 53%*	241 47%	331 43%*	484 45%*	172 48%	1158 46%*	32 47%	81 61%*	8 52%~	36 42%	30 54%	114 43%	217 58%*	1442 46%*	1208 53%*	478 38%*	645 49%	1049 46%
NOT ANSWERED	98	3	6	9	25	27	12	57	2	1		2	2	5	17	71	52	30	35	53
VALID CASES	3691	287	544	512	767	1083	362	2542	68	133	15	86	55	267	372	3147	2300	1256	1309	2270
NUMBER OF RESPONDENTS	3789	290	550	521	792	1110	374	2599	70	134	15	88	57	272	389	3218	2352	1286	1344	2323
	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]

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q10 #YES	1759 93%	110 92%	236 94%	246 94%	384 91%	550 94%	175 94%	1266 94%	33 94%~	45 94%~	7 100%~	42 90%~	22 87%~	139 93%	133 89%	1553 94%	998 94%	696 92%	606 94%	1103 93%
NO	126 7%	9 8%	16 6%	17 6%	36 9%	33 6%	11 6%	83 6%	2 6%~	3 6%~		4 ~ 10%~	3 13%~	11 7%	17 11%	104 6%	64 6%	59 8%	36 6%	86 7%
NOT ANSWERED	50	1	6	7	14	15	4	37	1	3		1	1	1	3	44	28	19	17	30
VALID CASES	1885	119	252	263	420	584	186	1349	35	48	7	46	25	150	150	1657	1062	755	643	1189
NUMBER OF RESPONDENTS	1935 100%	120 100%	258 100%	270 100%	434 100%	599 100%	190 100%	1386 100%	36 100%	51 100%	7 100%	47 100%	26 100%	151 100%	153 100%	1701 100%	1090 100%	774 100%	660 100%	1219 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	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1													ITY	STATUS					
	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					HIS-	NOT	EX &			
	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/					PAN-	PAN-	VERY	GOOD	FAIR	
	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK	MUL-	IC	IC	GOOD	POOR	&	&	MALE	MALE
								WHTE	AMER	IAN	ILND	NATV	OTHR	TI						
Q11																				
#YES	1392	87	191	208	309	414	137	1022	23	24	5	36	20	114	94	1246	794	545	471	883
	74%	73%	77%	79%*	74%	71%*	73%	76%*	66%~	49%~	76%~	78%~	83%~	77%	62%*	75%*	75%	72%	74%	74%
NO	490	32	57	56	111	171	50	325	12	25	2	10	4	34	57	408	263	213	169	307
	26%	27%	23%	21%*	26%	29%*	27%	24%*	34%~	51%~	24%~	22%~	17%~	23%	38%*	25%*	25%	28%	26%	26%
NOT ANSWERED	53	1	10	6	15	14	3	38	1	2		1	2	3	2	47	33	16	20	30
VALID CASES	1882	119	248	264	419	585	187	1348	35	49	7	46	24	148	151	1654	1057	758	640	1189
NUMBER OF RESPONDENTS	1935	120	258	270	434	599	190	1386	36	51	7	47	26	151	153	1701	1090	774	660	1219
	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]

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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE	
Q12 #YES	1441 77%	93 79%	211 83%*	198 75%	314 75%	431 74%	147 80%	1036 77%	30 88%~	38 78%~	6 84%~	33 72%~	14 58%~	112 76%	115 78%	1267 77%	832 79%*	554 74%*	499 78%	899 76%
NO	431 23%	25 21%	42 17%*	65 25%	104 25%	148 26%	37 20%	311 23%	4 12%~	11 22%~	1 16%~	13 28%~	11 42%~	36 24%	32 22%	384 23%	224 21%*	196 26%*	138 22%	285 24%
NOT ANSWERED	63	2	5	7	16	20	6	40	2	2		1	1	3	6	50	34	24	22	35
VALID CASES	1872	118	253	263	418	579	184	1346	34	49	7	46	25	148	147	1651	1056	750	638	1184
NUMBER OF RESPONDENTS	1935	120	258	270	434	599	190	1386	36	51	7	47	26	151	153	1701	1090	774	660	1219
	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	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		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	MUL- TI	OTH-		HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q13 WORST HEALTH CARE POSSIBLE	19 0.5%		3 ~0.5%	3 0.6%	6 0.8%	5 0.5%	1 0.3%	14 0.5%							4 ~0.6%*	19	4 0.2%*	14 1%*	6 0.5%	13 0.6%
01	22 0.6%	1 0.3%	3 0.5%	3 0.6%	5 0.6%	6 0.6%	2 0.6%	13 0.5%			1 4%~		1 ~	2 0.8%	3 0.5%	17	7 0.3%*	12 0.9%	8 0.6%	12 0.5%
02	40 1%		3 ~0.6%	11 2%	10 1%	11 1%	1 0.3%*	27 1%		1 ~0.7%		2 ~	2 2%	5 3%	2 0.5%	36 1%	15 0.6%*	21 2%*	12 0.9%	26 1%
03	63 2%	2 0.7%	8 2%	11 2%	21 3%*	16 1%	4 1%	49 2%		1 ~0.7%			2 ~	7 4%	2 0.5%*	60 2%*	25 1%*	37 3%*	28 2%	34 1%
04	99 3%	11 4%	15 3%	12 2%	22 3%	27 2%	5 1%*	68 3%	2 3%	2 2%	2 15%~	7 8%	2 4%	6 2%	5 1%*	88 3%	42 2%*	51 4%*	28 2%	67 3%
05	248 7%	18 6%	43 8%	34 7%	67 9%*	55 5%*	24 7%	164 6%	4 6%	7 6%		6 ~	8 7%	19 13%	28 7%	207 7%	126 5%*	112 9%*	77 6%	164 7%
06	223 6%	23 8%	36 7%	35 7%	39 5%	58 5%	21 6%	162 6%	4 6%	5 4%		5 ~	6 6%	18 10%	11 3%*	197 6%	129 6%	86 7%	64 5%*	151 7%*
07	460 12%	37 13%	90 17%*	68 13%	91 12%	126 12%	33 9%*	326 13%	8 12%	21 16%		12 ~	10 14%	34 18%	32 9%*	412 13%*	282 12%	168 13%	168 13%	279 12%
08	816 22%	68 24%	121 22%	126 25%	165 21%	235 22%	73 20%	576 23%	13 19%	30 23%		18 ~	5 21%	59 9%*	81 21%	699 22%	543 24%*	241 19%*	282 22%	509 22%
09	622 17%	56 20%	86 16%	78 15%	126 16%	182 17%	73 20%	429 17%	9 13%	23 17%	4 27%~	9 10%*	10 18%	41 16%	72 19%	521 17%	412 18%*	189 15%*	227 17%	378 17%
BEST HEALTH CARE POSSIBLE	1075 29%	70 24%	137 25%*	128 25%*	220 29%	361 33%*	122 34%*	710 28%*	28 41%*	41 31%	8 54%~	29 33%	12 20%	68 26%	141 37%*	887 28%*	717 31%*	323 26%*	410 31%*	636 28%
#8-10 (NET)	2512 68%	193 68%	344 63%*	332 65%	511 66%	778 72%*	268 74%*	1715 68%	50 73%	95 72%	12 81%~	56 64%	27 47%*	169 64%	294 78%*	2107 67%*	1671 73%*	753 60%*	919 70%*	1523 67%

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	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
9-10 (NET)	1696 46%	126 44%	224 41%*	206 41%*	347 45%	543 50%*	195 54%*	1139 45%*	37 54%	64 49%	12 81%~	38 44%	22 38%	109 41%	213 56%*	1408 45%*	1128 49%*	512 41%*	637 49%*	1014 45%*
NOT ANSWERED	102	5	5	12	19	28	14	61	2	2	1	7	12	75	51	31	34	54		
VALID CASES	3687	285	545	509	773	1082	360	2538	68	132	15	87	57	265	377	3143	2301	1255	1310	2269
NUMBER OF RESPONDENTS	3789	290	550	521	792	1110	374	2599	70	134	15	88	57	272	389	3218	2352	1286	1344	2323
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	7.96	7.99	7.84	7.77	7.82	8.15	8.28	7.93	8.42	8.25	8.47	7.90	7.18	7.67	8.40	7.91	8.20	7.56	8.07	7.91
p stat_(*=Sig @ p<=.05)		.782	.120	.020*	.042*	.000*	.001*	.186	.060	.055	~.766	.015*	.031*	.000*	.001*	.000*	.000*	.017*	.050	

[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 OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
	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	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE MALE			
Q14 NEVER	93 3%	4 1%	17 3%	12 2%	24 3%	21 2%	5 1%*	57 2%	3 4%	2 2%	2 12%~	1 0.9%	4 8%	10 4%	7 2%	79 3%	41 2%*	42 3%*	35 3%	52 2%
SOMETIMES	568 15%	47 16%	95 18%	85 17%	133 17%	141 13%*	39 11%*	376 15%	8 12%	33 25%*	1 8%~	17 20%	13 24%	50 19%	44 12%*	495 16%	283 12%*	258 21%*	174 13%*	369 16%
USUALLY	1208 33%	114 40%*	205 38%*	179 35%	254 33%	313 29%*	110 31%	833 33%	20 29%	41 31%	1 6%~	21 24%	17 30%	81 30%	145 39%*	1013 32%	772 34%	403 32%	408 31%	769 34%
ALWAYS	1808 49%	121 42%*	224 41%*	235 46%	355 46%	606 56%*	206 57%*	1266 50%	37 54%	56 42%	11 74%~	48 55%	22 39%	127 47%	175 47%	1553 49%	1195 52%*	552 44%*	690 53%*	1072 47%*
#ALWAYS + USUALLY (NET)	3015 82%	235 82%	429 79%	414 81%	610 80%	918 85%*	317 88%*	2099 83%*	57 84%	98 74%*	12 80%~	69 79%	38 68%*	208 78%	320 86%*	2567 82%	1966 86%*	955 76%*	1098 84%*	1841 81%
TOP BOX SCORE	1808 49%	121 42%*	224 41%*	235 46%	355 46%	606 56%*	206 57%*	1266 50%	37 54%	56 42%	11 74%~	48 55%	22 39%	127 47%	175 47%	1553 49%	1195 52%*	552 44%*	690 53%*	1072 47%*
NOT ANSWERED	113	5	10	10	25	30	13	67	2	1	1	1	1	4	18	77	62	32	37	60
VALID CASES	3676	285	540	511	767	1080	361	2532	68	133	14	87	56	268	371	3141	2290	1254	1307	2263
NUMBER OF RESPONDENTS	3789 100%	290 100%	550 100%	521 100%	792 100%	1110 100%	374 100%	2599 100%	70 100%	134 100%	15 100%	88 100%	57 100%	272 100%	389 100%	3218 100%	2352 100%	1286 100%	1344 100%	2323 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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q15 YES	4188 81%	327 71%*	609 75%*	600 79%	855 83%	1224 86%*	427 91%*	2909 83%*	78 83%	143 74%*	16 78%~	85 75%	57 78%	281 82%	443 77%*	3549 82%*	2678 79%*	1350 87%*	1526 76%*	2539 85%*
NO	957 19%	132 29%*	200 25%*	162 21%	171 17%	200 14%*	43 9%*	597 17%*	16 17%	51 26%*	4 22%~	28 25%	16 22%	60 18%	135 23%*	763 18%*	721 21%*	203 13%*	471 24%*	446 15%*
NOT ANSWERED	203	7	7	6	6	19	13	38	2	4	1			9	10	52	38	21	31	36
VALID CASES	5145	460	809	761	1026	1424	470	3506	94	194	20	113	73	341	578	4312	3399	1553	1997	2985
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	100%	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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE
Q16 NONE	829 21%	100 32%*	163 28%*	148 26%*	121 15%*	213 19%*	60 15%*	584 21%	17 24%	31 23%	2 16%~	11 15%	13 25%	50 19%	86 21%	707 21%	638 25%*	168 13%*	350 24%*	457 19%*
1 TIME	1042 27%	97 31%	150 26%	150 27%	183 23%*	321 28%	102 26%	728 27%	17 24%	47 34%	3 23%~	16 21%	10 18%	64 24%	117 29%	877 26%	756 30%*	249 20%*	407 28%	608 26%
2	832 21%	54 17%*	110 19%	109 19%	193 24%*	239 21%	102 26%*	595 22%	17 24%	26 19%	6 40%~	14 19%	17 31%	50 19%	79 19%	720 22%	516 20%	289 23%	302 21%	508 21%
3	506 13%	27 9%*	66 11%	62 11%	135 17%*	144 13%	56 14%	344 13%	6 8%	20 15%	~	11 15%	7 14%	47 18%*	53 13%	434 13%	280 11%*	207 16%*	172 12%	320 14%
4	292 7%	17 5%	31 5%*	38 7%	64 8%	96 8%	35 9%	211 8%	2 3%*	4 3%*	2 12%~	10 14%	3 5%	17 6%	28 7%	248 7%	144 6%*	136 11%*	97 7%	183 8%
5 TO 9	327 8%	16 5%*	53 9%	40 7%	71 9%	98 9%	38 10%	221 8%	10 14%	5 4%*	1 9%~	9 12%	1 2%*	24 9%	36 9%	273 8%	153 6%*	161 13%*	84 6%*	232 10%*
10 OR MORE TIMES	89 2%	2 0.7%*	15 3%	14 3%	22 3%	22 2%	5 1%	49 2%*	2 3%	4 3%	~	3 4%	3 6%	10 4%	10 3%	71 2%	35 1%*	48 4%*	21 1%*	62 3%
NOT ANSWERED	269	13	20	38	64	91	29	180	7	6	1	11	3	16	34	216	152	92	91	167
VALID CASES	3918	312	588	561	790	1133	398	2731	71	137	15	74	54	263	409	3329	2523	1259	1434	2371
NUMBER OF RESPONDENTS	4187	325	608	599	854	1224	427	2911	78	143	16	85	57	279	443	3545	2675	1351	1525	2538
	100%	100%	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	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1													ITY	STATUS					
	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					HIS-	NOT	EX &	VERY		
	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/					PAN-	PAN-	GOOD	FAIR		
	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK	MUL-	IC	IC	GOOD	POOR	GOOD	POOR	MALE	FE-
								WHTE	AMER	IAN	ILND	NATV	OTHR	TI					MALE	MALE
Q17																				
NEVER	53	3	8	7	10	13	3	33	1	1	1		1	4	6	40	22	23	19	28
	2%	1%	2%	2%	2%	1%	1%	2%	2%	0.9%	4%~		~	3%~	2%	2%	1%*	2%	2%	1%
SOMETIMES	199	9	29	34	43	51	22	127	4	14	1	1	1	18	19	165	97	94	53	137
	6%	4%	7%	8%	6%	6%	7%	6%	8%	13%*	11%~	2%*	2%~	8%	6%	6%	5%*	9%*	5%*	7%*
USUALLY	609	50	79	72	146	166	75	412	7	31	3	10	9	39	70	509	348	236	213	375
	20%	23%	19%	18%	22%	18%	22%	19%	13%	29%*	25%~	16%	21%~	18%	22%	19%	19%*	22%*	20%	20%
ALWAYS	2211	150	310	297	466	684	233	1565	41	60	8	52	30	150	224	1896	1411	727	793	1362
	72%	71%	73%	72%	70%	75%*	70%	73%*	77%	56%*	60%~	82%*	74%~	71%	70%	73%	75%*	67%*	74%	72%
#ALWAYS + USUALLY (NET)	2820	200	389	369	612	850	307	1977	48	91	11	63	39	189	294	2405	1759	963	1006	1738
	92%	94%	91%	90%	92%	93%	92%	93%*	91%	86%	85%~	98%*	95%~	90%	92%	92%	94%*	89%*	93%*	91%
TOP BOX SCORE	2211	150	310	297	466	684	233	1565	41	60	8	52	30	150	224	1896	1411	727	793	1362
	72%	71%	73%	72%	70%	75%*	70%	73%*	77%	56%*	60%~	82%*	74%~	71%	70%	73%	75%*	67%*	74%	72%
NOT ANSWERED	21	1		3	4	7	5	13	1					1	3	18	12	9	8	13
VALID CASES	3072	212	426	410	665	914	333	2137	53	106	13	64	41	211	319	2609	1878	1080	1077	1903
NUMBER OF RESPONDENTS	3093	213	426	413	669	921	338	2150	54	106	13	64	41	212	322	2627	1890	1089	1085	1916
	100%	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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	MALE	FE- MALE		
Q18 NEVER	64 2%	2 0.9%	12 3%	8 2%	14 2%	17 2%	3 0.9%*	44 2%	1 2%	2 ~ 13%~	1 ~ 3%~	5 2%	3 0.9%*	53 2%	24 1%*	33 3%*	16 1%	41 2%		
SOMETIMES	237 8%	16 8%	36 8%	24 6%	60 9%	66 7%	21 6%	167 8%	5 9%	14 13%	4 ~ 6%	2 5%~	16 7%	19 6%	205 8%	126 7%*	100 9%*	62 6%*	168 9%*	
USUALLY	601 20%	45 21%	79 18%	97 24%*	117 18%	172 19%	66 20%	400 19%	10 19%	29 27%	3 26%~	14 22%	10 23%~	46 22%	61 19%	506 19%	350 19%	222 21%	194 18%	383 20%
ALWAYS	2165 71%	150 70%	300 70%	279 68%	470 71%	659 72%	243 73%	1523 71%	38 70%	63 60%*	8 62%~	47 73%	28 69%~	144 68%	235 74%	1844 71%	1381 73%*	719 67%*	799 75%*	1315 69%*
#ALWAYS + USUALLY (NET)	2766 90%	195 91%	379 89%	376 92%	588 89%	831 91%	309 93%	1923 90%	48 89%	92 87%	11 87%~	60 94%	38 92%~	189 90%	296 93%*	2350 90%	1731 92%*	941 88%*	992 93%*	1698 89%*
TOP BOX SCORE	2165 71%	150 70%	300 70%	279 68%	470 71%	659 72%	243 73%	1523 71%	38 70%	63 60%*	8 62%~	47 73%	28 69%~	144 68%	235 74%	1844 71%	1381 73%*	719 67%*	799 75%*	1315 69%*
NOT ANSWERED	26			5	7	7	4	16					2	4	19	9	14	15	9	
VALID CASES	3067	213	426	408	662	914	334	2134	54	106	13	64	41	210	318	2608	1881	1075	1070	1907
NUMBER OF RESPONDENTS	3093 100%	213 100%	426 100%	413 100%	669 100%	921 100%	338 100%	2150 100%	54 100%	106 100%	13 100%	64 100%	41 100%	212 100%	322 100%	2627 100%	1890 100%	1089 100%	1085 100%	1916 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	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OT1	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q19 NEVER	56 2%	2 0.7%	5 1%	6 1%	15 2%	23 3%	1 0.3%*	43 2%	1 ~0.9%	1 ~	1 1%	3 3%~	3 1%	49 2%	22 1%*	30 3%*	11 1%*	41 2%		
SOMETIMES	225 7%	14 6%	33 8%	26 6%	46 7%	67 7%	27 8%	153 7%	4 7%	8 7%	2 13%~	5 9%	3 8%~	20 10%	17 5%	193 7%	107 6%*	106 10%*	63 6%*	154 8%*
USUALLY	461 15%	27 13%	67 16%	69 17%	111 17%	113 12%*	56 17%	316 15%	6 11%	24 22%	2 15%~	7 11%	7 16%~	30 14%	51 16%	386 15%	278 15%	165 15%	155 14%	292 15%
ALWAYS	2326 76%	170 80%	320 75%	311 75%	493 74%	709 78%	248 75%	1623 76%	44 82%	74 69%	9 73%~	51 80%	30 74%~	157 75%	250 78%	1979 76%	1474 78%*	778 72%*	844 79%*	1421 74%*
#ALWAYS + USUALLY (NET)	2787 91%	198 93%	388 91%	380 92%	604 91%	823 90%	304 92%	1939 91%	50 93%	97 92%	11 87%~	58 90%	37 90%~	187 89%	301 94%*	2365 91%	1752 93%*	943 87%*	999 93%*	1712 90%*
TOP BOX SCORE	2326 76%	170 80%	320 75%	311 75%	493 74%	709 78%	248 75%	1623 76%	44 82%	74 69%	9 73%~	51 80%	30 74%~	157 75%	250 78%	1979 76%	1474 78%*	778 72%*	844 79%*	1421 74%*
NOT ANSWERED	25			1	4	8	6	15					2	1	19	10	10	11	9	
VALID CASES	3068	213	426	412	665	913	332	2135	54	106	13	64	41	210	321	2608	1880	1079	1074	1907
NUMBER OF RESPONDENTS	3093	213	426	413	669	921	338	2150	54	106	13	64	41	212	322	2627	1890	1089	1085	1916
	100%	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]

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
	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	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	FE- MALE MALE		
Q20 NEVER	90 3%	5 3%	17 4%	8 2%	19 3%	27 3%	6 2%	64 3%	1 2%	1 0.9%*	1 4%~	1 ~	1 3%~	7 3%	7 2%	75 3%	37 2%*	45 4%*	21 2%*	64 3%
SOMETIMES	279 9%	26 12%	44 10%	38 9%	63 10%	62 7%*	28 8%	176 8%*	5 9%	13 12%	1 8%~	5 7%	2 4%~	24 11%	34 11%	223 9%*	141 7%*	123 11%*	95 9%	171 9%
USUALLY	755 25%	61 29%	93 22%	113 27%	161 24%	222 24%	82 25%	518 24%	11 20%	35 33%	3 23%~	16 24%	12 29%~	43 20%	94 29%*	628 24%	439 23%*	289 27%*	256 24%	479 25%
ALWAYS	1949 63%	119 56%*	272 64%	253 61%	423 63%	605 66%*	217 65%	1380 65%	37 69%	57 54%*	8 64%~	44 68%	26 65%~	137 65%	185 58%*	1688 65%*	1269 67%*	623 58%*	705 65%	1196 63%
#ALWAYS + USUALLY (NET)	2703 88%	180 85%	365 86%	366 89%	584 88%	827 90%*	299 90%	1898 89%	48 89%	92 87%	11 87%~	59 93%	38 93%~	180 85%	280 87%	2316 89%*	1708 91%*	911 84%*	962 89%	1675 88%
TOP BOX SCORE	1949 63%	119 56%*	272 64%	253 61%	423 63%	605 66%*	217 65%	1380 65%	37 69%	57 54%*	8 64%~	44 68%	26 65%~	137 65%	185 58%*	1688 65%*	1269 67%*	623 58%*	705 65%	1196 63%
NOT ANSWERED	21	1		1	2	5	4	12						1	1	13	5	10	8	6
VALID CASES	3072	212	426	412	667	916	334	2138	54	106	13	64	41	211	321	2614	1885	1079	1077	1910
NUMBER OF RESPONDENTS	3093 100%	213 100%	426 100%	413 100%	669 100%	921 100%	338 100%	2150 100%	54 100%	106 100%	13 100%	64 100%	41 100%	212 100%	322 100%	2627 100%	1890 100%	1089 100%	1085 100%	1916 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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q21 YES	1890 62%	121 57%	248 59%	255 63%	428 65%	581 64%	198 61%	1347 63%*	33 65%	47 45%*	7 51%~	36 58%	32 78%~	128 61%	187 59%	1635 63%*	1071 57%*	754 70%*	601 56%*	1241 66%*
NO	1157 38%	92 43%	175 41%	151 37%	235 35%	331 36%	128 39%	779 37%*	18 35%	57 55%*	6 49%~	26 42%	9 22%~	82 39%	132 41%	960 37%*	795 43%*	321 30%*	469 44%*	651 34%*
NOT ANSWERED	45		2	7	6	9	12	23	3	2		2		2	3	32	23	13	15	24
VALID CASES	3048	213	424	406	663	912	326	2127	51	104	13	62	41	210	319	2595	1867	1076	1070	1892
NUMBER OF RESPONDENTS	3093 100%	213 100%	426 100%	413 100%	669 100%	921 100%	338 100%	2150 100%	54 100%	106 100%	13 100%	64 100%	41 100%	212 100%	322 100%	2627 100%	1890 100%	1089 100%	1085 100%	1916 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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q22 NEVER	111 6%	6 5%	23 9%	19 8%	18 4%	30 5%	7 4%	75 6%	1 3%~	1 ~	1 9%~	1 ~	12 4%~	10%	15 8%	92 6%	57 5%	47 6%	31 5%	77 6%
SOMETIMES	276 15%	18 16%	41 17%	36 14%	68 16%	73 13%	25 13%	204 16%	3 9%~	8 17%~	1 16%~	5 15%~	4 12%~	18 15%	16 9%*	244 15%	141 14%*	121 17%	85 14%	179 15%
USUALLY	536 29%	36 31%	68 28%	76 30%	134 32%	164 29%	52 27%	396 30%	6 19%~	16 34%~	1 21%~	9 25%~	13 41%~	25 21%*	57 32%	470 30%	318 31%	209 28%	159 27%	368 31%*
ALWAYS	910 50%	58 49%	114 47%	118 47%	197 47%	295 53%	106 56%	639 49%	22 69%~	23 49%~	4 54%~	22 60%~	14 44%~	68 55%	91 51%	785 49%	524 50%	358 49%	318 54%*	574 48%*
#ALWAYS + USUALLY (NET)	1446 79%	94 79%	182 74%	194 78%	331 79%	459 82%*	158 83%	1035 79%	28 88%~	38 83%~	5 75%~	31 85%~	26 85%~	93 76%	148 82%	1254 79%	842 81%*	566 77%	477 80%	942 79%
TOP BOX SCORE	910 50%	58 49%	114 47%	118 47%	197 47%	295 53%	106 56%	639 49%	22 69%~	23 49%~	4 54%~	22 60%~	14 44%~	68 55%	91 51%	785 49%	524 50%	358 49%	318 54%*	574 48%*
NOT ANSWERED	52	2	3	6	10	19	7	35	1	1			1	4	6	42	28	18	8	39
VALID CASES	1834	118	245	249	417	562	190	1313	32	46	7	36	31	123	179	1590	1040	735	593	1198
NUMBER OF RESPONDENTS	1886 100%	120 100%	248 100%	255 100%	427 100%	581 100%	197 100%	1348 100%	33 100%	47 100%	7 100%	36 100%	32 100%	127 100%	185 100%	1632 100%	1068 100%	753 100%	601 100%	1237 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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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	MUL- TI	OTH-	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q23 WORST PERSONAL DOCTOR POSSIBLE	23 0.6%	3 0.9%	4 0.7%	6 1%	5 0.6%	3 0.3%*	20 ~0.7%*				2 2%			1 ~0.2%	21 0.6%	8 0.3%*	13 1%*	9 0.6%	13 0.5%	
01	33 0.8%	1 0.3%	4 0.7%	5 0.9%	6 0.8%	10 0.9%	6 1%	22 0.8%	1 ~0.7%			1 2%	4 1%	4 1%	28 0.8%	14 0.6%*	19 1%*	6 0.4%*	26 1%*	
02	40 1%	1 0.3%*	8 1%	2 0.4%*	12 2%	14 1%	2 0.4%	32 1%		1 4%~	1 1%	2 ~0.7%	4 1%	35 1%	15 0.6%*	23 2%*	10 0.7%	30 1%		
03	60 2%	3 1%	10 2%	5 0.8%	17 2%	16 1%	6 2%	44 2%			1 1%	9 ~3%	2 0.5%*	54 2%	22 0.9%*	32 2%*	18 1%	39 2%		
04	74 2%	6 2%	13 2%	13 2%	9 1%*	23 2%	6 1%	50 2%	2 3%	1 0.7%	2 ~3%	2 4%	7 2%	4 1%	65 2%	34 1%*	39 3%*	18 1%*	54 2%*	
05	202 5%	18 6%	34 6%	27 5%	45 6%	55 5%	17 4%	149 5%	3 4%	5 4%	1 8%~	1 1%*	2 4%	17 6%	15 4%	176 5%	128 5%	68 5%	81 6%	116 5%
06	164 4%	17 5%	33 6%	23 4%	22 3%*	46 4%	15 4%	112 4%	4 6%	4 3%	4 ~5%	3 6%	14 5%	13 3%	141 4%	96 4%	61 5%	59 4%	98 4%	
07	343 9%	30 10%	63 11%	51 9%	75 9%	93 8%	19 5%*	255 9%	4 6%	13 10%	9 ~12%	6 11%	19 7%	25 6%*	308 9%*	232 9%	102 8%	132 9%	204 9%	
08	661 17%	61 20%	117 20%*	108 19%	112 14%*	176 16%	60 15%	470 17%	12 17%	28 21%	6 ~9%*	8 15%	45 17%	62 15%	561 17%	462 18%*	176 14%*	243 17%	392 17%	
09	721 18%	64 21%	104 18%	89 16%	159 20%	217 19%	74 19%	522 19%	8 11%	32 23%	1 4%~	15 20%	8 14%	40 15%	77 19%	625 19%	463 18%	241 19%	267 19%	442 19%
BEST PERSONAL DOCTOR POSSIBLE	1584 41%	104 34%*	191 33%*	227 41%	336 42%	481 42%	194 49%*	1052 39%*	37 53%*	52 38%	12 84%~	35 47%	24 45%	110 41%	200 49%*	1311 39%*	1027 41%	503 39%	582 41%	960 40%
#8-10 (NET)	2965 76%	229 74%	412 71%*	424 76%	607 76%	874 77%	328 82%*	2043 75%*	57 81%	112 82%	13 88%~	56 75%	40 74%	196 73%	340 83%*	2496 75%*	1952 78%*	920 72%*	1092 77%	1794 76%

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	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		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	MUL- TI	HIS- IC		NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
9-10 (NET)	2304 59%	168 55%	295 51%*	316 57%	495 62%*	698 61%*	268 67%*	1574 58%*	45 64%	84 61%	13 88%~	49 66%	32 59%	151 56%	277 68%*	1936 58%*	1490 60%	744 58%	849 60%	1402 59%
NOT ANSWERED	282	17	27	42	56	90	28	184	8	7	2	11	3	11	35	221	174	74	100	165
VALID CASES	3905	308	581	557	798	1134	399	2727	70	136	14	74	54	268	408	3324	2501	1277	1425	2373
NUMBER OF RESPONDENTS	4187 100%	325 100%	608 100%	599 100%	854 100%	1224 100%	427 100%	2911 100%	78 100%	143 100%	16 100%	85 100%	57 100%	279 100%	443 100%	3545 100%	2675 100%	1351 100%	1525 100%	2538 100%
MEAN	8.35	8.26	8.08	8.34	8.38	8.42	8.64	8.28	8.76	8.64	9.26	8.49	8.42	8.19	8.72	8.31	8.48	8.10	8.42	8.31
p stat_(*=Sig @ p<=.05)		.427	.001*	.943	.615	.151	.003*	.003*	.044*	.029*		~.576	.801	.212	.000*	.005*	.000*	.000*	.077	.184

[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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ IND/ PAC	AMER ILND ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE MALE	FE- MALE MALE	
Q24 YES	2026 40%	106 23%*	229 28%*	259 34%*	458 45%*	694 49%*	223 48%*	1436 41%*	39 42%	59 30%*	9 45%~	56 50%*	37 52%*	153 45%	167 29%*	1786 42%*	1092 32%*	873 57%*	708 35%*	1274 43%*
NO	3082 60%	354 77%*	583 72%*	502 66%*	564 55%*	724 51%*	244 52%*	2062 59%*	54 58%	138 70%*	11 55%~	55 50%*	35 48%*	189 55%	413 71%*	2517 58%*	2307 68%*	668 43%*	1299 65%*	1694 57%*
NOT ANSWERED	241	7	4	6	10	25	16	46	3	1	1	2	1	8	8	61	38	33	21	53
VALID CASES	5107	460	812	761	1022	1418	467	3498	93	197	20	111	72	342	580	4303	3399	1541	2007	2968
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	100%	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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE MALE	MALE	MALE	
Q25 NEVER	114 6%	2 2%*	15 7%	19 8%	27 6%	43 7%	3 1%*	86 6%	1 3%~	1 ~	1 6%~	1 2%*	1 3%~	13 9%	7 4%	103 6%	55 5%	55 6%	40 6%	70 6%
SOMETIMES	346 18%	20 19%	42 18%	51 20%	101 22%*	84 13%*	30 14%	211 15%*	10 26%~	27 45%*	1 12%~	11 22%	9 26%~	31 21%	28 18%	300 17%	166 16%*	165 20%	129 19%	207 17%
USUALLY	565 29%	35 33%	59 26%	62 25%	137 31%	189 28%	71 33%	421 30%*	6 16%~	13 22%	2 23%~	11 21%	11 31%~	32 22%*	48 30%	497 29%	296 28%	252 30%	173 25%*	381 31%*
ALWAYS	941 48%	47 46%	110 49%	120 48%	183 41%*	352 53%*	110 51%	673 48%	21 55%~	20 34%*	6 59%~	28 55%	14 41%~	73 49%	79 48%	834 48%	546 51%*	374 44%*	352 51%	573 47%
#ALWAYS + USUALLY (NET)	1506 77%	82 79%	169 75%	182 72%	320 71%*	540 81%*	180 85%*	1094 79%*	27 71%~	32 55%*	8 82%~	39 76%	25 71%~	105 70%	127 78%	1331 77%	842 79%*	626 74%*	525 76%	953 77%
TOP BOX SCORE	941 48%	47 46%	110 49%	120 48%	183 41%*	352 53%*	110 51%	673 48%	21 55%~	20 34%*	6 59%~	28 55%	14 41%~	73 49%	79 48%	834 48%	546 51%*	374 44%*	352 51%	573 47%
NOT ANSWERED	66	1	5	8	10	26	10	49	1			5	2	2	4	55	31	27	15	47
VALID CASES	1966	104	226	252	448	668	213	1391	38	59	10	51	35	149	162	1734	1063	846	693	1231
NUMBER OF RESPONDENTS	2032 100%	105 100%	231 100%	260 100%	458 100%	694 100%	223 100%	1440 100%	39 100%	59 100%	10 100%	56 100%	37 100%	151 100%	166 100%	1789 100%	1094 100%	873 100%	708 100%	1278 100%

[ASKED IF Q24 = YES]

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
	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	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q26 NONE	80 4%	5 5%	10 5%	10 4%	16 4%	33 5%	3 1%*	54 4%	1 ~ 2%	2 ~ 5%	3 9%~	11 7%	5 3%	69 4%	45 4%	34 4%	33 5%	44 4%		
1 SPECIALIST	1045 53%	70 68%*	153 67%*	128 51%	229 52%	336 50%*	104 49%	761 55%*	14 38%~	39 67%*	7 67%~	27 53%	16 47%~	59 40%*	88 55%	925 53%	651 61%*	369 44%*	371 54%	657 53%
2	525 27%	22 21%	52 23%	71 28%	129 29%	190 28%	53 25%	376 27%	14 38%~	9 16%*	2 15%~	11 21%	10 28%~	48 32%	37 23%	471 27%	264 25%*	247 29%*	188 27%	325 26%
3	199 10%	4 4%*	9 4%*	25 10%	46 10%	72 11%	32 15%*	128 9%*	7 19%~	5 8%	2 18%~	8 15%	4 10%~	16 11%	21 13%	170 10%	76 7%*	115 14%*	64 9%	133 11%
4	65 3%	1 1%*	2 0.9%*	9 3%	11 3%	25 4%	10 5%	41 3%	1 ~ 2%	3 ~ 6%	1 3%~	8 5%	7 4%	52 3%	21 2%*	41 5%*	23 3%	37 3%		
5 OR MORE SPECIALISTS	48 2%	2 2%	2 0.9%*	8 3%	9 2%	16 2%	11 5%	32 2%	2 5%~	3 5%	1 ~ 2%	1 3%~	6 4%	3 2%	45 3%	9 0.9%*	36 4%*	14 2%	33 3%	
NOT ANSWERED	69	1	3	9	17	23	10	49	2		5	2	3	5	57	28	32	16	50	
VALID CASES	1963	104	228	251	441	671	213	1391	37	59	10	51	35	148	161	1732	1066	841	692	1228
NUMBER OF RESPONDENTS	2032	105	231	260	458	694	223	1440	39	59	10	56	37	151	166	1789	1094	873	708	1278
	100%	100%	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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q27 WORST SPECIALIST POSSIBLE	14 0.7%	1 ~0.4%	2 0.8%	5 1%	4 0.6%	8 ~0.6%	1 ~2%	~	~	~	~	1 3%	3 2%	1 0.7%	13 0.8%	3 0.3%*	9 1%	4 0.6%	10 0.8%		
01	14 0.8%	1 ~0.5%	3 1%	4 1%	4 0.6%	10 ~0.8%	~	~	~	~	~	1 3%	1 0.7%	~0.7%	12 0.7%	7 0.7%	6 0.8%	6 0.9%	6 0.5%		
02	14 0.8%	1 1%	~	3 1%	3 0.7%	5 0.8%	1 0.6%	12 0.9%	1 3%	1 2%	~	~	~	~	13 ~0.8%	5 0.5%	9 1%	3 0.5%	11 0.9%		
03	29 2%	1 1%	2 0.9%	6 2%	9 2%	9 1%	2 1%	22 2%	1 3%	1 2%	~	3 6%	~	2 1%	28 ~2%*	10 1%*	18 2%*	8 1%	21 2%		
04	22 1%	1 1%	3 1%	3 1%	6 0.8%	5 1%	3 1%	14 1%	~	1 2%	1 12%	~	~	~	2 2%	3 2%	18 1%	13 1%	9 1%	15 1%	
05	83 4%	5 5%	11 5%	12 5%	18 4%	25 4%	8 4%	65 5%	2 5%	3 5%	~	2 3%	~	3 3%	4 4%	6 4%	75 5%	42 4%	40 5%	31 5%	50 4%
06	70 4%	8 8%	9 4%	9 4%	17 4%	19 3%	4 2%	49 4%	~	1 2%	~	3 5%	2 6%	7 5%	5 3%	62 4%	30 3%*	37 5%	23 4%	44 4%	
07	168 9%	11 11%	22 10%	22 9%	48 11%	52 8%	11 5%*	115 9%	2 5%	5 10%	3 32%	6 13%	3 10%	18 14%	11 7%	153 9%	96 10%	69 9%	61 9%	104 9%	
08	333 18%	15 15%	60 28%*	37 15%	73 17%	97 15%*	42 20%	242 18%	7 19%	9 16%	1 12%	6 13%	11 33%	16 12%*	28 18%	295 18%	182 18%	139 17%	114 17%	210 18%	
09	332 18%	22 22%	31 14%	43 18%	74 18%	123 19%	34 16%	250 19%*	7 19%	9 16%	~	5 11%	2 6%	27 20%	24 15%	300 18%	192 19%	130 16%	124 19%	205 17%	
BEST SPECIALIST POSSIBLE	783 42%	35 35%*	76 35%*	99 41%	163 39%	289 46%*	101 49%*	539 41%	17 46%	26 45%	4 44%	24 49%	12 38%	54 40%	77 50%*	676 41%*	435 43%	332 42%	272 42%	496 42%	

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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		TO 24	TO 34	TO 44	TO 54	TO 64	AND OVER	BLK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	FE- MALE
#8-10 (NET)	1447 78%	72 73%	167 77%	180 75%	311 74%*	509 81%*	177 85%*	1031 78%	31 84%~	44 77%	6 56%~	35 73%~	25 78%~	97 72%	129 83%	1272 77%	809 80%*	601 75%*	510 78%	911 78%
9-10 (NET)	1115 60%	57 57%	107 50%*	143 60%	238 57%	412 65%*	135 65%	789 60%	24 65%~	35 61%	4 44%~	29 60%~	14 45%~	81 60%	101 65%	977 59%	627 62%	463 58%	396 60%	701 60%
NOT ANSWERED	18		1	1	4	6	3	12		1				3	1	15	8	6	4	12
VALID CASES	1862	99	216	240	420	632	207	1325	37	57	10	48	32	134	155	1646	1014	798	655	1171
NUMBER OF RESPONDENTS	1880	99	217	241	424	638	210	1337	37	58	10	48	32	137	156	1661	1022	804	659	1183
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.44	8.35	8.35	8.28	8.27	8.60	8.78	8.42	8.59	8.39	8.10	8.46	8.10	8.30	8.77	8.41	8.57	8.30	8.47	8.43
p_stat_(*=Sig @ p<=.05)		.676	.451	.251	.065	.010*	.002*	.496	~.882	~	~	~	~.418	.013*	.123	.002*	.011*	.639	.852	

[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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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/ ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q28 YES	940 19%	84 18%	184 23%*	147 19%	191 19%	248 18%	55 12%*	643 18%	19 20%	34 18%	7 33%~	8 7%*	16 22%	79 23%*	87 15%*	810 19%	628 19%	279 18%	340 17%*	573 19%
NO	4130 81%	373 82%	624 77%*	611 81%	833 81%	1162 82%	410 88%*	2840 82%	74 80%	158 82%	14 67%~	102 93%*	55 78%	266 77%*	490 85%*	3482 81%	2759 81%	1258 82%	1655 83%*	2390 81%
NOT ANSWERED	277	10	8	8	8	33	18	60	3	6	1	2	2	5	12	72	50	37	33	58
VALID CASES	5071	457	808	759	1024	1410	465	3484	93	192	20	111	71	345	576	4292	3387	1537	1995	2963
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	100%	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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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/ IND/ PAC	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q29 NEVER	81 9%	4 4%*	13 7%	17 12%	19 10%	17 7%	5 10%	45 7%*	~	2 6%~	~	~	5 34%~	17 22%*	2 2%*	72 9%	50 8%	25 9%	32 10%	43 8%
SOMETIMES	308 34%	27 33%	65 36%	44 31%	65 35%	80 33%	17 31%	213 34%	7 37%~	11 32%~	1 20%~	5 55%~	2 13%~	26 33%	29 34%	265 34%	202 33%	97 37%	98 29%*	202 36%*
USUALLY	308 34%	33 40%	68 37%	54 38%	57 31%	70 29%	17 32%	220 35%	5 26%~	10 28%~	2 36%~	2 19%~	3 19%~	23 29%	32 37%	263 33%	207 33%	92 35%	107 32%	193 35%
ALWAYS	219 24%	19 23%	36 20%	28 20%	45 24%	71 30%*	15 27%	147 24%	7 37%~	12 35%~	3 44%~	2 26%~	6 35%~	13 17%	22 26%	189 24%	161 26%*	52 20%*	94 28%*	120 22%*
#ALWAYS + USUALLY (NET)	527 58%	51 63%	104 57%	82 58%	102 55%	141 59%	32 59%	367 59%	12 63%~	22 63%~	5 80%~	4 45%~	9 54%~	36 45%*	54 63%	452 57%	368 59%	143 54%	201 61%	314 56%
TOP BOX SCORE	219 24%	19 23%	36 20%	28 20%	45 24%	71 30%*	15 27%	147 24%	7 37%~	12 35%~	3 44%~	2 26%~	6 35%~	13 17%	22 26%	189 24%	161 26%*	52 20%*	94 28%*	120 22%*
NOT ANSWERED	21	1	1	4	4	8	2	17						1	1	18	8	10	6	14
VALID CASES	916	82	182	143	187	238	54	625	19	35	6	9	16	79	85	789	620	265	331	558
NUMBER OF RESPONDENTS	937 100%	83 100%	183 100%	147 100%	191 100%	246 100%	56 100%	642 100%	19 100%	35 100%	6 100%	9 100%	16 100%	80 100%	86 100%	807 100%	628 100%	275 100%	337 100%	572 100%

[ASKED IF Q28 = YES]

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q30 YES	1355 27%	119 26%	220 27%	196 26%	282 28%	373 27%	116 25%	866 25%*	38 41%*	52 27%	6 29%~	26 24%	23 34%	96 28%	192 34%*	1106 26%*	868 26%*	446 29%*	483 24%*	840 29%*
NO	3679 73%	341 74%	581 73%	560 74%	728 72%	1030 73%	342 75%	2600 75%*	55 59%*	140 73%	14 71%~	83 76%	45 66%	246 72%	381 66%*	3158 74%*	2504 74%*	1075 71%*	1510 76%*	2094 71%*
NOT ANSWERED	314	7	15	11	22	39	25	78	3	6	1	4	5	8	15	100	65	53	35	87
VALID CASES	5034	460	801	756	1010	1404	458	3466	93	192	20	109	68	342	573	4264	3372	1521	1993	2934
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OT1	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	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q31 NEVER	40 3%	2 2%	6 3%	8 4%	12 4%	7 2%	3 3%	26 3%	~	~	~	2 9%~	3 14%~	5 6%	2 1%*	37 3%*	27 3%	13 3%	17 4%	21 3%
SOMETIMES	235 18%	29 25%	30 14%	40 21%	51 19%	56 16%	19 18%	141 17%	7 20%~	20 40%*	2 27%~	4 16%~	2 7%~	21 22%	31 17%	195 18%	143 17%	87 20%	76 16%	153 19%
USUALLY	385 29%	36 32%	73 34%	56 29%	78 29%	97 27%	25 23%	235 28%	13 37%~	9 18%*	3 37%~	8 30%~	4 17%~	21 23%	70 39%*	291 27%*	232 28%	135 32%	118 25%*	254 31%*
ALWAYS	648 50%	48 42%	105 49%	88 46%	130 48%	201 56%*	60 56%	438 52%*	15 43%~	21 42%	3 36%~	11 45%~	15 62%~	47 50%	78 43%	551 51%*	436 52%*	194 45%*	256 55%*	381 47%*
#ALWAYS + USUALLY (NET)	1034 79%	84 73%	178 83%	144 75%	209 77%	298 83%*	84 79%	673 80%	28 80%~	31 60%*	5 73%~	19 75%~	19 79%~	69 72%	147 82%	842 78%	669 80%	329 77%	374 80%	635 79%
TOP BOX SCORE	648 50%	48 42%	105 49%	88 46%	130 48%	201 56%*	60 56%	438 52%*	15 43%~	21 42%	3 36%~	11 45%~	15 62%~	47 50%	78 43%	551 51%*	436 52%*	194 45%*	256 55%*	381 47%*
NOT ANSWERED	45	2	4	5	11	12	9	23	3	1		2		1	12	32	29	13	15	29
VALID CASES	1308	115	215	192	272	361	106	841	35	51	7	25	24	95	180	1073	838	430	467	809
NUMBER OF RESPONDENTS	1353 100%	117 100%	219 100%	197 100%	283 100%	373 100%	115 100%	864 100%	38 100%	52 100%	7 100%	27 100%	24 100%	96 100%	192 100%	1105 100%	867 100%	443 100%	482 100%	838 100%

[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 OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC		NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE MALE			
Q32 NEVER	17 1%	1 0.9%	2 1%	4 2%	3 1%	6 2%	1 0.9%	12 1%	1 3%~	2 4%	~	~	1 5%~	~	15 1%	11 1%	6 1%	7 2%	9 1%	
SOMETIMES	67 5%	6 5%	15 7%	9 5%	15 6%	16 4%	6 6%	38 5%	2 6%~	6 12%	~	~	9 10%	11 6%	54 5%	44 5%	23 5%	31 7%	36 4%	
USUALLY	238 18%	29 26%	43 20%	43 23%	43 16%	56 15%	13 12%	147 17%	9 26%~	9 17%	2 32%~	4 15%~	4 15%~	10 11%*	46 25%*	185 17%	148 18%	83 19%	68 15%*	165 20%*
ALWAYS	986 75%	78 68%	154 72%	136 71%	211 77%	284 79%	87 81%	644 77%	23 66%~	34 67%	5 68%~	21 85%~	19 80%~	75 79%	125 68%*	817 76%	633 76%	316 74%	360 77%	601 74%
#ALWAYS + USUALLY (NET)	1224 94%	107 94%	197 92%	179 93%	255 93%	340 94%	100 93%	790 94%	32 91%~	43 84%	7 100%~	25 100%~	23 95%~	85 90%	171 94%	1002 93%	781 93%	400 93%	428 92%	766 94%
TOP BOX SCORE	986 75%	78 68%	154 72%	136 71%	211 77%	284 79%	87 81%	644 77%	23 66%~	34 67%	5 68%~	21 85%~	19 80%~	75 79%	125 68%*	817 76%	633 76%	316 74%	360 77%	601 74%
NOT ANSWERED	45	3	5	5	10	11	8	24	3	1		2		2	10	33	31	15	17	27
VALID CASES	1308	114	214	192	273	362	107	840	35	51	7	25	24	94	182	1072	836	428	465	811
NUMBER OF RESPONDENTS	1353 100%	117 100%	219 100%	197 100%	283 100%	373 100%	115 100%	864 100%	38 100%	52 100%	7 100%	27 100%	24 100%	96 100%	192 100%	1105 100%	867 100%	443 100%	482 100%	838 100%

[ASKED IF Q30 = YES]

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q33 YES	1892 38%	189 42%	304 38%	283 38%	383 38%	550 40%	124 26%*	1262 36%*	43 47%	55 29%*	7 39%~	31 28%*	28 41%	164 49%*	222 40%	1592 37%	1252 37%	579 38%	758 38%	1094 37%
NO	3118 62%	262 58%	498 62%	461 62%	632 62%	843 60%	343 74%*	2206 64%*	48 53%	139 71%*	12 61%~	80 72%*	41 59%	172 51%*	339 60%	2668 63%	2098 63%	943 62%	1217 62%	1839 63%
NOT ANSWERED	338	16	14	22	17	50	16	77	5	4	2	2	4	13	28	104	87	52	53	88
VALID CASES	5010	451	802	745	1015	1393	467	3467	91	194	19	111	69	337	560	4260	3350	1522	1975	2933
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE	FE- MALE	
PQ34 NEVER	101 2%	4 0.9%*	15 2%	15 2%	27 3%	26 2%	8 2%	55 2%*	3 3%	6 3%	1 ~0.7%	3 5%	15 5%*	10 2%	84 2%	58 2%*	38 3%	45 2%	53 2%	
SOMETIMES	319 6%	51 11%*	58 7%	44 6%	61 6%	77 6%	22 5%	192 6%*	6 7%	13 7%	1 7%~	6 5%	2 3%	37 11%*	51 9%*	254 6%*	198 6%*	114 8%*	134 7%	179 6%
USUALLY	712 14%	66 15%	119 15%	110 15%	152 15%	205 15%	40 9%*	501 15%	17 19%	22 11%	3 17%~	12 11%	8 12%	47 14%	74 13%	613 15%	482 15%	213 14%	285 15%	416 14%
ALWAYS	3808 77%	326 73%*	607 76%	566 77%	761 76%	1059 77%	386 84%*	2671 78%*	63 71%	151 79%	14 75%~	92 84%	54 80%	236 70%*	414 75%	3253 77%	2579 78%	1125 75%	1482 76%	2245 78%
#ALWAYS + USUALLY (NET)	4520 91%	392 88%*	726 91%	676 92%	913 91%	1264 92%	426 93%	3172 93%*	80 90%	174 90%	18 93%~	104 94%	62 92%	283 85%*	487 89%*	3865 92%*	3060 92%*	1338 90%*	1767 91%	2661 92%
TOP BOX SCORE	3808 77%	326 73%*	607 76%	566 77%	761 76%	1059 77%	386 84%*	2671 78%*	63 71%	151 79%	14 75%~	92 84%	54 80%	236 70%*	414 75%	3253 77%	2579 78%	1125 75%	1482 76%	2245 78%
NOT ANSWERED	73	4	3	10	14	27	9	48	2	2	1	2	1	11	56	35	30	28	41	
VALID CASES	4940	447	799	735	1001	1366	457	3419	89	192	19	110	67	335	549	4204	3316	1490	1947	2892
NUMBER OF RESPONDENTS	5013 100%	451 100%	802 100%	745 100%	1015 100%	1393 100%	466 100%	3467 100%	91 100%	194 100%	19 100%	111 100%	69 100%	336 100%	560 100%	4260 100%	3351 100%	1520 100%	1975 100%	2933 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 OTI	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		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	MUL- TI		HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35 WORST HEALTH PLAN POSSIBLE	34 0.7%	2 0.4%	5 0.7%	5 0.7%	12 1%	5 0.4%*	2 0.5%	23 0.7%	1 1%	2 ~ 10%	1 ~ 0.8%	2 3%	3 0.9%	30 ~ 0.7%	12 0.4%*	20 1%*	18 0.9%	15 0.5%		
01	34 0.7%	3 0.6%	4 0.5%	8 1%	7 0.8%	10 0.8%	~ 0.6%	21 ~ 0.6%	~	1 ~ 3%	~	1 ~ 2%	6 2%	3 0.6%	29 0.7%	15 0.5%*	19 1%*	13 0.7%	19 0.7%	
02	53 1%	4 0.9%	10 1%	7 0.9%	14 1%	14 1%	2 0.5%*	42 1%	~	~	~ 2%	2 2%	1 2%	52 ~ 1%*	33 1%	16 1%	15 0.8%	36 1%		
03	65 1%	2 0.4%*	8 1%	15 2%	21 2%*	10 0.7%*	5 1%	41 1%	2 2%	3 2%	1 ~ 0.8%	3 4%	6 2%	1 0.2%*	56 1%	28 0.9%*	31 2%*	20 1%	42 1%	
04	109 2%	6 1%	23 3%	15 2%	26 3%	31 2%	4 0.9%*	87 3%*	~	2 1%	1 6%~ 0.8%	1 5%	3 2%	7 0.6%*	103 3%*	50 2%*	58 4%*	48 3%	58 2%	
05	391 8%	33 7%	75 10%	61 9%	89 9%	98 7%	20 4%*	279 8%	2 2%*	5 3%*	1 7%~ 9%	9 6%	4 10%	34 8%	42 8%	334 8%	240 7%*	143 10%*	148 8%	234 8%
06	309 6%	32 7%	60 8%	50 7%	73 8%	70 5%*	17 4%*	222 7%	4 5%	11 6%	1 6%~ 6%	6 11%	7 8%	28 4%*	279 7%*	195 6%	107 7%	125 7%	177 6%	
07	627 13%	67 15%	129 17%*	103 14%	106 11%*	153 11%*	46 10%	447 13%	11 13%	24 13%	~ 12%	12 14%	9 15%	50 9%*	551 13%*	422 13%	184 12%	232 12%	378 13%	
08	962 20%	86 19%	166 22%	153 21%	186 19%	249 19%	101 23%	694 21%*	17 20%	36 20%	2 10%~ 17%	18 10%*	7 19%	65 18%	835 20%	672 21%*	268 18%*	376 20%	568 20%	
09	777 16%	90 20%*	109 14%	112 16%	159 16%	229 17%	62 14%	528 16%	17 20%	30 17%	1 7%~ 12%	12 11%	8 15%	49 10%	647 16%	537 17%	222 15%	310 16%	454 16%	
BEST HEALTH PLAN POSSIBLE	1463 30%	120 27%	181 24%*	185 26%*	280 29%	474 35%*	186 42%*	945 28%*	33 38%	68 38%*	10 51%~ 40%*	42 33%	22 24%*	81 41%*	1182 29%*	1018 32%*	410 28%*	606 32%	833 30%	
#8-10 (NET)	3202 66%	296 67%	456 59%*	450 63%*	625 64%	952 71%*	348 78%*	2166 65%*	67 77%*	133 75%*	13 68%~ 69%	73 54%*	37 58%*	196 78%*	2665 65%*	2226 69%*	900 61%*	1292 68%	1855 66%	

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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
9-10 (NET)	2240 46%	210 47%	289 38%*	297 42%*	439 45%	703 52%*	247 56%*	1472 44%*	50 57%*	98 55%*	11 58%~	54 52%	30 44%	130 39%*	328 60%*	1829 45%*	1554 48%*	632 43%*	916 48%	1287 46%
NOT ANSWERED	524	22	47	54	59	100	39	215	9	20	2	8	6	14	44	266	216	95	117	208
VALID CASES	4824	445	769	713	973	1343	444	3329	87	178	19	105	67	336	544	4098	3221	1479	1911	2813
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%
MEAN	7.94	8.02	7.66	7.76	7.75	8.16	8.51	7.86	8.46	8.46	7.49	8.16	7.38	7.53	8.54	7.87	8.09	7.62	7.99	7.92
p stat_(*=Sig @ p<=.05)		.333	.000*	.012*	.004*	.000*	.000*	.000*	.019*	.000*	~.264	.099	.001*	0.000*	0.000*	0.000*	0.000*	.172	.512	

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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- THR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	
Q35A YES	623 12%	17 4%*	37 5%*	67 9%*	129 13%	227 16%*	123 26%*	439 13%	15 16%	14 7%*	3 14%~	14 13%	13 19%	65 19%*	32 6%*	559 13%*	228 7%*	366 24%*	235 12%	373 13%
NO	4429 88%	442 96%*	769 95%*	691 91%*	881 87%	1183 84%*	343 74%*	3040 87%	79 84%	179 93%*	17 86%~	96 87%	57 81%	279 81%*	539 94%*	3726 87%*	3149 93%*	1172 76%*	1762 88%	2579 87%
NOT ANSWERED	296	7	10	8	22	33	17	65	2	5	2	2	2	6	16	80	60	35	31	69
VALID CASES	5052	460	806	759	1010	1410	466	3479	94	193	19	111	71	344	572	4284	3377	1539	1997	2952
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	100%	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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE	MALE			
Q35B NEVER	93 16%	2 13%~	4 10%~	14 22%	29 23%*	25 12%*	15 13%	63 15%	1 7%~	3 24%~	2 ~	5 12%~	12 38%~	19%	2 6%~	85 16%	24 11%*	65 19%*	35 16%	54 15%
SOMETIMES	87 15%	3 19%~	10 28%~	8 13%	17 14%	23 11%*	18 16%	48 12%*	3 20%~	2 15%~	1 40%~	1 6%~	3 23%~	13 21%	8 27%~	70 13%*	29 13%	54 15%	31 14%	53 15%
USUALLY	137 23%	7 43%~	6 16%~	11 18%	21 17%*	50 23%	38 33%*	98 23%	4 27%~	3 24%~	~	5 34%~	3 20%~	12 19%	6 20%~	123 23%	53 24%	76 22%	45 20%	88 25%
ALWAYS	277 47%	4 25%~	16 46%~	30 48%	59 47%	116 54%*	44 38%*	206 50%*	7 47%~	5 37%~	2 60%~	7 49%~	3 20%~	25 40%	14 46%~	255 48%	112 52%	152 44%	114 51%	160 45%
#ALWAYS + USUALLY (NET)	414 70%	11 68%~	22 62%~	42 65%	80 64%	165 77%*	82 71%	304 73%*	11 73%~	8 61%~	2 60%~	12 82%~	6 39%~	37 59%	20 67%~	378 71%	165 76%*	228 66%*	158 71%	247 70%
TOP BOX SCORE	277 47%	4 25%~	16 46%~	30 48%	59 47%	116 54%*	44 38%*	206 50%*	7 47%~	5 37%~	2 60%~	7 49%~	3 20%~	25 40%	14 46%~	255 48%	112 52%	152 44%	114 51%	160 45%
NOT ANSWERED	36	1	1	4	5	15	8	28		1		1		2	2	31	13	22	13	22
VALID CASES	594	16	36	64	125	214	115	415	15	13	3	14	14	63	30	532	217	347	224	354
NUMBER OF RESPONDENTS	630 100%	17 100%	37 100%	68 100%	130 100%	229 100%	123 100%	443 100%	15 100%	14 100%	3 100%	15 100%	14 100%	65 100%	32 100%	563 100%	230 100%	369 100%	237 100%	376 100%

[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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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/ IND/ PAC	AMER ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q35C YES	804 16%	38 8%*	85 11%*	110 14%	195 20%*	248 18%*	99 22%*	555 16%	20 22%	23 12%	4 24%~	16 15%	16 24%	72 21%*	63 11%*	703 17%*	373 11%*	397 26%*	257 13%*	530 18%*
NO	4180 84%	416 92%*	718 89%*	647 86%	798 80%*	1140 82%*	355 78%*	2884 84%	70 78%	169 88%	13 76%~	91 85%	52 76%	271 79%*	500 89%*	3531 83%*	2966 89%*	1113 74%*	1716 87%*	2381 82%*
NOT ANSWERED	364	13	13	11	40	55	29	105	6	6	3	6	5	6	25	130	98	65	55	110
VALID CASES	4984	454	803	756	992	1388	454	3439	90	192	18	107	68	344	563	4234	3339	1509	1973	2911
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	100%	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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- PAN-	NOT HIS- PAN-	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE	MALE		
Q35D NEVER	126 16%	3 8%~	18 22%	20 20%	43 23%*	28 11%*	6 7%*	83 16%	1 5%~	4 18%~	3 ~	4 18%~	16 34%~	23%	7 12%	110 16%	58 16%	63 17%	41 16%	82 16%
SOMETIMES	136 18%	6 16%~	12 15%	29 28%*	36 19%	38 15%	11 11%	92 17%	3 15%~	4 17%~	1 28%~	3 18%~	2 17%~	14 19%	15 25%	117 17%	54 15%	75 20%	37 15%	98 19%
USUALLY	182 23%	12 33%~	24 29%	20 20%	37 20%	58 24%	22 24%	128 24%	4 20%~	5 21%~	1 28%~	2 15%~	3 26%~	19 27%	9 16%	163 24%	87 24%	86 23%	59 24%	115 23%
ALWAYS	333 43%	16 42%~	28 34%	34 33%*	70 38%	119 49%*	54 57%*	233 43%	12 60%~	10 44%~	2 43%~	8 49%~	3 23%~	22 31%*	28 47%	287 42%	166 45%	154 41%	110 45%	216 42%
#ALWAYS + USUALLY (NET)	514 66%	28 75%~	52 63%	54 52%*	106 57%*	177 73%*	76 82%*	362 67%	16 80%~	15 65%~	3 72%~	10 64%~	6 49%~	41 58%	37 64%	451 66%	252 69%	240 64%	169 69%	332 65%
TOP BOX SCORE	333 43%	16 42%~	28 34%	34 33%*	70 38%	119 49%*	54 57%*	233 43%	12 60%~	10 44%~	2 43%~	8 49%~	3 23%~	22 31%*	28 47%	287 42%	166 45%	154 41%	110 45%	216 42%
NOT ANSWERED	32	1	3	6	7	7	7	21			1		4	1	4	27	13	18	13	18
VALID CASES	776	37	82	104	186	243	93	537	20	23	4	16	12	71	59	678	364	377	247	512
NUMBER OF RESPONDENTS	808	38	85	110	193	250	100	558	20	23	5	16	16	72	63	705	377	395	260	530
	100%	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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q35E																				
ALWAYS	188 4%	8 2%*	26 3%	27 4%	37 4%	53 4%	20 4%	106 3%*	4 4%	4 2%	4 ~	2 4%	16 3%	36 6%*	134 3%*	99 3%*	77 5%*	63 3%	113 4%	
USUALLY	208 4%	16 4%	39 5%	31 4%	46 5%	47 3%	21 5%	114 3%*	3 3%	10 5%	2 10%~	8 8%	3 4%	20 6%	37 7%*	157 4%*	106 3%*	99 6%*	74 4%	127 4%
SOMETIMES	849 17%	92 20%	145 18%	127 17%	156 16%	199 14%*	104 22%*	562 16%*	14 15%	39 20%	4 17%~	27 25%	12 18%	70 21%	98 17%	722 17%	505 15%*	308 20%*	297 15%*	535 18%*
NEVER	3747 75%	339 74%	588 74%	559 75%	759 76%	1108 79%*	320 69%*	2671 77%*	74 78%	140 73%	15 72%~	70 64%*	51 74%	230 68%*	394 70%*	3232 76%*	2631 79%*	1046 68%*	1532 78%*	2161 74%*
#NEVER + SOMETIMES (NET)	4596 92%	431 95%*	733 92%	685 92%	915 92%	1307 93%	425 91%	3232 94%*	88 93%	179 93%	18 90%~	97 89%	64 93%	300 89%	492 87%*	3955 93%*	3136 94%*	1355 89%*	1829 93%*	2696 92%
TOP BOX SCORE	3747 75%	339 74%	588 74%	559 75%	759 76%	1108 79%*	320 69%*	2671 77%*	74 78%	140 73%	15 72%~	70 64%*	51 74%	230 68%*	394 70%*	3232 76%*	2631 79%*	1046 68%*	1532 78%*	2161 74%*
NOT ANSWERED	357	11	18	24	34	36	17	92	1	5	1	4	4	14	23	118	97	43	63	84
VALID CASES	4991	456	798	743	998	1407	466	3452	95	193	20	109	69	336	565	4246	3340	1531	1965	2937
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q35F ALWAYS	68 1%	2 0.3%*	9 1%	8 1%	24 2%*	16 1%	6 1%	38 1%*	2 2%	4 2%	1 ~0.7%	2 3%	8 2%	7 1%	57 1%	29 0.9%*	36 2%*	28 1%	37 1%	
USUALLY	110 2%	11 2%	20 2%	18 2%	19 2%	29 2%	9 2%	76 2%	1 ~0.5%*	1 ~0.7%	1 1%	15 4%*	8 1%	93 2%	47 1%*	57 4%*	24 1%*	80 3%*		
SOMETIMES	703 14%	70 15%	126 16%	96 13%	149 15%	177 13%*	74 16%	498 14%	11 12%	16 8%*	1 5%~	15 13%	13 18%	64 19%*	67 12%	612 14%	385 12%*	294 19%*	225 11%*	468 16%*
NEVER	4114 82%	373 82%	646 81%	623 84%	813 81%	1183 84%*	377 81%	2836 82%	82 86%	172 89%*	19 95%~	94 85%	54 78%	252 74%*	491 86%*	3484 82%	2882 86%*	1144 75%*	1693 86%*	2351 80%*
#NEVER + SOMETIMES (NET)	4818 96%	443 97%	772 96%	719 97%	962 96%	1360 97%	451 97%	3335 97%	93 98%	188 98%	20 100%~	108 99%	67 96%	316 93%*	558 97%	4096 96%	3267 98%*	1438 94%*	1918 97%*	2819 96%*
TOP BOX SCORE	4114 82%	373 82%	646 81%	623 84%	813 81%	1183 84%*	377 81%	2836 82%	82 86%	172 89%*	19 95%~	94 85%	54 78%	252 74%*	491 86%*	3484 82%	2882 86%*	1144 75%*	1693 86%*	2351 80%*
NOT ANSWERED	353	11	16	22	27	38	18	95	1	5	1	3	3	11	16	118	95	43	57	84
VALID CASES	4995	456	800	745	1005	1405	465	3449	95	193	20	110	70	339	572	4246	3342	1531	1971	2937
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35G ALWAYS	56 1%	1 0.2%*	4 0.5%*	7 0.9%*	19 2%*	17 1%	7 1%	33 1%	1 1%	1 0.5%		1 ~0.7%	4 6%	6 2%	9 1%	46 1%	25 0.7%*	25 2%	16 0.8%	39 1%
USUALLY	69 1%	3 0.7%	11 1%	15 2%	14 1%	15 1%	6 1%	51 1%		1 ~0.5%				9 ~	3 ~	61 ~	30 0.9%*	37 2%*	21 1%	44 1%
SOMETIMES	502 10%	46 10%	110 14%*	82 11%	92 9%	126 9%	35 7%*	368 11%*	4 4%*	6 3%*	1 3%~	8 8%	10 15%	43 13%	38 7%*	445 10%*	280 8%*	207 13%*	147 7%*	347 12%*
NEVER	4371 87%	408 89%	677 84%*	643 86%	883 88%	1245 89%	417 90%	3004 87%	90 95%*	184 96%*	20 97%~	102 92%	56 80%	276 83%*	527 91%*	3698 87%*	3010 90%*	1269 83%*	1790 91%*	2512 85%*
#NEVER + SOMETIMES (NET)	4874 97%	455 99%*	787 98%	725 97%	975 97%	1371 98%	452 97%	3372 98%	94 99%	189 99%*	21 100%~	111 99%*	67 94%	319 95%	565 98%	4143 97%	3291 98%*	1476 96%*	1937 98%*	2859 97%
TOP BOX SCORE	4371 87%	408 89%	677 84%*	643 86%	883 88%	1245 89%	417 90%	3004 87%	90 95%*	184 96%*	20 97%~	102 92%	56 80%	276 83%*	527 91%*	3698 87%*	3010 90%*	1269 83%*	1790 91%*	2512 85%*
NOT ANSWERED	349	8	13	20	24	41	18	88	1	7		2	2	16	11	114	91	36	54	79
VALID CASES	4999	459	803	747	1008	1402	465	3456	95	191	21	111	71	334	577	4250	3346	1538	1974	2942
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OT1	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLK 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	MALE	FE- MALE	
Q35H																				
#YES DEFINITELY	3475 70%	316 70%	529 66%*	500 67%	713 72%	1012 72%*	347 75%*	2415 70%	65 69%	148 77%*	15 75%~	78 73%	42 59%*	218 65%*	419 75%*	2968 70%	2425 73%*	983 64%*	1371 70%	2071 71%
YES SOMEWHAT	1163 23%	119 26%	221 27%*	191 26%	207 21%*	306 22%	85 18%*	810 24%	22 23%	34 18%*	1 4%~	23 21%	23 33%	92 27%	115 21%	999 24%	729 22%*	407 27%*	460 24%	677 23%
NO	318 6%	19 4%*	53 7%	50 7%	72 7%	79 6%	30 6%	220 6%	7 7%	11 6%	4 22%~	7 6%	6 9%	25 7%	22 4%*	273 6%	160 5%*	145 9%*	121 6%	183 6%
NOT ANSWERED	392	13	14	26	40	46	22	99	2	5	1	5	1	15	32	124	123	39	77	90
VALID CASES	4956	454	802	741	992	1397	461	3445	94	193	20	108	72	335	556	4240	3314	1535	1951	2931
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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 OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE		
Q35I YES	2936 58%	284 62%	493 61%	483 64%*	589 58%	795 56%*	233 50%*	2042 59%	53 57%	110 57%	7 39%~	68 61%	39 54%	192 57%	355 62%	2501 58%	2073 61%*	796 52%*	1033 52%*	1867 63%*
NO	2084 42%	174 38%	320 39%	272 36%*	419 42%	617 44%*	233 50%*	1440 41%	40 43%	84 43%	11 61%~	43 39%	34 46%	147 43%	221 38%	1786 42%	1312 39%*	730 48%*	958 48%*	1091 37%*
NOT ANSWERED	328	9	3	12	24	31	17	63	3	4	2	2		11	12	77	52	49	37	63
VALID CASES	5020	458	813	755	1008	1412	466	3481	93	194	19	111	73	339	576	4287	3385	1525	1991	2958
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	100%	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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q35J YES	2023 40%	177 38%	331 41%	331 43%*	422 41%	554 39%	173 36%	1384 40%	43 47%	82 42%	5 25%~	40 37%	30 41%	135 39%	255 44%*	1709 40%	1420 42%*	560 36%*	734 37%*	1266 43%*
NO	3019 60%	284 62%	480 59%	432 57%*	595 59%	867 61%	302 64%	2113 60%	49 53%	112 58%	15 75%~	67 63%	43 59%	210 61%	325 56%*	2591 60%	1979 58%*	992 64%*	1273 63%*	1697 57%*
NOT ANSWERED	306	6	5	4	15	22	8	47	4	4	1	5		6	8	63	38	22	21	58
VALID CASES	5042	461	811	763	1017	1421	475	3497	92	194	20	108	73	344	580	4301	3399	1552	2007	2963
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q35K NEVER	43 2%	3 2%	10 3%	6 2%	10 2%	10 2%	3 2%	24 2%	2 5%~	3 4%	~	2 4%~	1 2%~	4 3%	7 3%	33 2%	21 2%*	21 4%*	15 2%	27 2%
SOMETIMES	160 8%	20 12%	20 6%	31 10%	37 9%	34 6%	13 8%	105 8%	2 5%~	11 14%	~	2 4%~	1 3%~	10 7%	24 10%	130 8%	111 8%	46 9%	51 7%	107 9%
USUALLY	378 19%	34 20%	60 18%	66 21%	93 22%	89 17%	29 18%	252 19%	7 16%~	22 27%	1 21%~	3 8%~	9 33%~	24 18%	52 21%	315 19%	258 19%	108 20%	141 20%	231 19%
ALWAYS	1369 70%	117 67%	235 72%	216 68%	273 66%*	391 75%*	118 72%	954 71%	31 74%~	44 55%*	4 79%~	32 84%~	18 62%~	95 72%	161 66%	1174 71%	985 72%*	359 67%	503 71%	852 70%
#ALWAYS + USUALLY (NET)	1747 90%	151 87%	295 91%	282 88%	366 89%	479 92%	147 90%	1206 90%	38 90%~	66 82%	5 100%~	35 92%~	27 94%~	119 90%	212 87%	1489 90%	1243 90%	468 87%	644 91%	1083 89%
TOP BOX SCORE	1369 70%	117 67%	235 72%	216 68%	273 66%*	391 75%*	118 72%	954 71%	31 74%~	44 55%*	4 79%~	32 84%~	18 62%~	95 72%	161 66%	1174 71%	985 72%*	359 67%	503 71%	852 70%
NOT ANSWERED	66	3	4	10	8	30	8	46	1	1		2	2	1	10	53	40	22	20	45
VALID CASES	1950	174	325	320	414	523	163	1335	42	80	5	38	29	133	243	1652	1375	535	710	1217
NUMBER OF RESPONDENTS	2016	177	329	330	422	553	171	1381	43	81	5	40	31	134	253	1705	1415	557	730	1262
	100%	100%	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	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		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/ IND/ PAC ALSK	AMER IND/ NATV	MUL- TI	HIS- IC		NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q35L ALWAYS	453 22%	33 15%*	72 21%	69 22%	94 23%	132 25%	45 25%	280 22%	19 38%*	13 15%*	2 21%~	12 27%~	5 20%~	35 20%	75 25%	364 22%	305 23%	138 20%	180 22%	268 23%
USUALLY	399 20%	57 26%*	66 20%	59 19%	72 18%	93 18%	43 24%	244 19%	8 16%	17 19%	8 ~ 19%	5 19%~	31 17%	74 24%*	313 19%	271 21%*	118 17%	162 20%	231 20%	
SOMETIMES	401 20%	56 26%*	71 21%	71 23%	77 19%	89 17%	21 12%*	229 18%*	7 14%	23 25%	2 18%~	4 10%~	9 32%~	32 18%	73 24%*	303 18%*	271 21%	120 17%	143 18%*	243 21%
NEVER	785 39%	72 33%	129 38%	114 36%	166 41%	212 40%	70 39%	510 40%*	16 32%	37 41%	7 62%~	19 43%~	8 30%~	79 45%	80 27%*	668 41%*	452 35%*	310 45%*	329 40%	439 37%
#NEVER + SOMETIMES (NET)	1186 58%	128 59%	200 59%	185 59%	243 59%	301 57%	91 51%*	739 58%	23 46%	60 66%	8 79%~	23 54%~	17 62%~	111 63%	153 51%*	970 59%	723 56%*	430 63%*	472 58%	683 58%
TOP BOX SCORE	785 39%	72 33%	129 38%	114 36%	166 41%	212 40%	70 39%	510 40%*	16 32%	37 41%	7 62%~	19 43%~	8 30%~	79 45%	80 27%*	668 41%*	452 35%*	310 45%*	329 40%	439 37%
5	2856	239	459	433	576	850	269	2139	40	100	8	63	42	160	257	2542	2019	807	1147	1687
NOT ANSWERED	454	10	19	21	47	67	36	142	6	8	3	7	4	14	30	175	118	80	67	152
VALID CASES	2038	218	338	313	409	526	179	1264	50	90	11	43	27	177	301	1648	1299	686	814	1182
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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	MUL- OTH	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35M NEVER	740 37%	65 31%	119 34%	122 37%	166 38%	192 39%	59 36%	471 37%	18 35%	46 55%*	4 49%~	19 44%~	9 38%~	69 38%	80 29%*	625 38%*	442 34%*	288 41%*	329 41%*	402 34%*
SOMETIMES	378 19%	47 22%	62 18%	59 18%	88 20%	87 18%	25 15%	226 18%	11 22%	15 18%	1 9%~	8 18%~	4 17%~	41 22%	61 22%	301 18%	233 18%	133 19%	133 17%*	237 20%
USUALLY	368 18%	45 22%	69 20%	56 17%	78 18%	74 15%*	34 20%	229 18%	4 8%*	11 13%	2 19%~	6 13%~	4 17%~	29 16%	67 24%*	287 17%*	234 18%	126 18%	133 16%	226 19%
ALWAYS	542 27%	51 25%	99 28%	91 28%	104 24%	137 28%	47 28%	360 28%	18 35%	12 14%*	2 23%~	11 25%~	7 28%~	45 25%	72 26%	451 27%	379 29%*	153 22%*	210 26%	323 27%
#ALWAYS + USUALLY (NET)	909 45%	96 46%	168 48%	147 45%	182 42%	211 43%	80 49%	589 46%	22 43%	22 27%*	4 42%~	17 38%~	11 45%~	74 40%	138 50%	738 44%	613 48%*	279 40%*	343 43%	549 46%
TOP BOX SCORE	542 27%	51 25%	99 28%	91 28%	104 24%	137 28%	47 28%	360 28%	18 35%	12 14%*	2 23%~	11 25%~	7 28%~	45 25%	72 26%	451 27%	379 29%*	153 22%*	210 26%	323 27%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2876	250	452	421	553	882	290	2122	40	106	11	62	45	156	283	2537	2039	803	1156	1696
NOT ANSWERED	444	9	14	19	42	71	28	136	5	9	1	7	4	10	25	164	111	70	67	137
VALID CASES	2028	208	349	328	436	490	164	1286	51	83	9	44	24	184	279	1664	1287	701	805	1187
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
		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	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
Q35N		294	16	41	51	70	79	29	216	4	8	3	6	3	20	22	257	152	136	103	184
EXTREMELY DIFFICULT		6%	4%*	5%	7%	8%	6%	8%	7%*	5%	5%	15%~	6%	6%	7%	4%*	7%*	5%*	10%*	6%	7%*
01		120	5	24	20	28	30	10	84	1	7	1		2	8	12	103	69	49	37	80
		3%	1%*	3%	3%	3%	2%	3%	3%	1%	4%	3%~		4%	3%	2%	3%	2%	4%*	2%	3%*
02		134	6	35	21	30	35	6	100	2	3		3		12	10	119	84	48	49	86
		3%	1%*	5%*	3%	3%	3%	2%*	3%*	2%	2%	~	3%	~	4%	2%	3%*	3%	4%	3%	3%
03		169	17	25	34	37	42	11	122	3	3	2	3	1	14	15	146	109	56	63	104
		4%	4%	3%	5%	4%	3%	3%	4%	3%	2%	12%~	3%	2%	5%	3%	4%	4%	4%	4%	4%
04		142	15	33	23	26	32	12	106	2	3		3	2	14	11	130	89	54	52	87
		3%	3%	4%	3%	3%	3%	3%	3%*	2%	2%	~	3%	3%	5%	2%	3%*	3%	4%*	3%	3%
05		573	59	98	90	122	154	45	407	11	29	3	15	2	35	63	495	374	196	245	326
		12%	14%	13%	13%	13%	13%	12%	13%*	13%	16%	17%~	15%	3%*	11%	12%	13%*	12%	15%*	14%*	12%
06		238	40	42	44	37	56	16	156	1	12	1	6	2	16	35	194	165	68	100	135
		5%	9%*	6%	6%	4%	5%	4%	5%	1%*	7%	3%~	6%	3%	5%	7%	5%	5%	5%	6%	5%
07		395	46	73	61	85	89	35	260	7	23	2	6	6	31	54	335	296	94	163	230
		8%	11%	10%	9%	9%	7%	9%	8%	8%	13%	10%~	6%	9%	10%	11%	9%	10%*	7%*	9%	9%
09		1234	114	155	158	216	264	84	706	15	49	2	16	16	51	125	857	726	269	400	590
		26%	26%	21%*	23%*	24%	21%*	22%	23%*	17%*	28%	10%~	16%*	26%	17%*	24%	22%*	24%*	20%*	23%*	22%*
EXTREMELY EASY		1387	118	229	190	255	444	128	939	40	40	5	41	28	103	166	1183	994	372	551	824
		30%	27%	30%	27%	28%	36%*	34%	30%	46%*	23%*	29%~	41%*	45%*	34%	32%	31%*	33%*	28%	31%	31%*
#8-10 (NET)		2621	232	385	348	471	708	212	1646	55	89	7	58	44	154	291	2040	1721	641	951	1414
		56%	53%	51%*	50%*	52%*	58%	56%	53%*	64%	50%	39%~	57%	71%*	51%	56%	53%*	56%	48%*	54%*	53%*
9-10 (NET)		2621	232	385	348	471	708	212	1646	55	89	7	58	44	154	291	2040	1721	641	951	1414
		56%	53%	51%*	50%*	52%*	58%	56%	53%*	64%	50%	39%~	57%	71%*	51%	56%	53%*	56%	48%*	54%*	53%*

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	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		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	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
88	7		1	3	2	1	4		1					1	4	4	2	2	5	
NOT ANSWERED	654	31	61	73	125	215	444	10	20	3	13	11	45	73	541	374	230	263	370	
VALID CASES	4687	436	754	691	905	1227	3095	86	177	18	100	62	305	514	3819	3059	1342	1762	2646	
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
MEAN	7.15	7.32	6.94	6.82	6.87	7.26	7.20	6.98	7.75	7.07	5.97	7.39	8.00	6.92	7.41	7.02	7.30	6.50	7.15	7.00
p stat_(*=Sig @ p<=.05)		.173	.051	.003*	.005*	.147	.749	.000*	.070	.744		~.434	.031*	.183	.029*	.000*	.000*	.000*	.975	.000*

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

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
		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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE MALE	FE- MALE MALE	
Q36 EXCELLENT	476 10%	89 19%*	112 14%*	79 10%	76 7%*	94 7%*	16 3%*	291 8%*	15 16%	32 17%*	2 9%~	9 8%	5 8%	31 9%	77 13%*	384 9%*	475 14%*	219 11%*	254 9%*
VERY GOOD	1201 24%	150 32%*	262 32%*	205 27%*	203 20%*	296 21%*	70 15%*	865 25%*	17 18%	50 26%	4 17%~	24 22%	13 18%	77 22%	122 21%	1051 24%*	1200 35%*	492 25%	696 24%
GOOD	1764 35%	159 34%	293 36%	282 37%	367 36%	480 34%	161 34%	1245 36%	34 37%	74 38%	7 31%~	34 30%	23 32%	115 33%	201 35%	1516 35%	1762 51%~	708 35%	1041 35%
FAIR	1155 23%	59 13%*	120 15%*	142 19%*	270 27%*	396 28%*	156 33%*	807 23%	18 20%	31 16%*	7 34%~	31 28%	18 26%	70 20%	150 26%	971 23%	1161 ~ 74%~	437 22%	708 24%
POOR	411 8%	8 2%*	20 3%*	48 6%*	100 10%*	155 11%*	68 14%*	282 8%	8 9%	7 4%*	2 9%~	13 12%	12 16%	51 15%*	25 4%*	369 9%*	413 ~ 26%*	143 7%*	261 9%
#EXCELLENT + VERY GOOD + GOOD (NET)	3440 69%	397 85%*	668 83%*	566 75%*	646 64%*	870 61%*	247 52%*	2401 69%	66 72%	156 80%*	12 57%~	67 60%	41 58%	222 65%	401 70%	2952 69%	3437 100%~	1419 ~ 71%*	1991 67%*
NOT ANSWERED	342	2	8	11	16	22	11	54	4	4		2	2	7	12	72		28	62
VALID CASES	5006	465	808	756	1016	1421	472	3490	92	194	21	111	71	343	576	4292	3437	2000	2959
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	2028 100%	3021 100%

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	FE- MALE MALE	MALE	MALE	
Q37 EXCELLENT	911 18%	111 24%*	171 21%*	133 17%	166 16%	249 17%	69 15%*	602 17%*	17 18%	40 21%	3 16%~	17 15%	10 14%	65 19%	132 23%*	752 18%*	808 24%*	96 6%*	429 21%*	474 16%*
VERY GOOD	1253 25%	119 26%	208 26%	206 27%	222 22%*	377 26%	106 23%	893 26%	23 25%	51 27%	5 22%~	32 28%	16 22%	73 22%	135 23%	1090 25%	1059 31%*	189 12%*	519 26%	725 24%
GOOD	1548 31%	138 30%	252 31%	239 31%	328 32%	417 29%	151 32%	1071 31%	26 28%	66 34%	8 40%~	30 27%	24 34%	97 29%	194 34%	1307 30%	1089 32%*	447 29%*	587 29%	950 32%*
FAIR	984 20%	77 17%	142 18%	135 18%	222 22%	291 20%	108 23%	709 20%	19 21%	27 14%*	3 15%~	24 21%	12 17%	71 21%	103 18%	861 20%	392 11%*	585 38%*	353 18%*	618 21%*
POOR	310 6%	18 4%*	35 4%*	47 6%	78 8%*	92 6%	37 8%	224 6%	7 8%	9 5%	1 7%~	8 7%	9 13%	32 10%*	13 2%*	288 7%*	69 2%*	236 15%*	109 5%	197 7%
#EXCELLENT + VERY GOOD + GOOD (NET)	3711 74%	368 80%*	631 78%*	578 76%	716 70%*	1043 73%	327 69%*	2567 73%*	66 72%	156 81%*	16 79%~	79 71%	50 71%	236 70%	461 80%*	3149 73%*	2955 86%*	731 47%*	1535 77%*	2149 72%*
NOT ANSWERED	344	4	8	7	16	17	12	44	4	6	1	2	2	11	11	66	21	22	30	57
VALID CASES	5004	463	808	760	1016	1426	471	3500	92	192	20	111	71	339	577	4298	3416	1552	1998	2964
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OTI	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE-MALE		
Q38 #YES	1791 36%	131 30%*	194 24%*	223 30%*	373 37%	581 41%*	266 58%*	1218 35%*	30 33%	85 46%*	11 53%~	45 41%	20 28%	117 34%	236 43%*	1507 35%*	1094 33%*	677 45%*	622 32%*	1151 39%*
NO	3138 64%	305 70%*	601 76%*	523 70%*	640 63%	829 59%*	196 42%*	2244 65%*	62 67%	100 54%*	10 47%~	64 59%	52 72%	222 66%	311 57%*	2741 65%*	2261 67%*	839 55%*	1341 68%*	1772 61%*
DON'T KNOW	110	27	15	15	15	25	12	56	1	12		4	2	4	29	76	65	43	44	64
NOT ANSWERED	310	4	6	6	4	8	8	26	3	1	1	1		7	13	40	17	15	21	34
VALID CASES	4928	436	795	747	1013	1410	462	3461	92	185	20	108	71	339	546	4248	3355	1516	1964	2923
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	100%	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 OTI	AGE						RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q39 EVERY DAY	973 19%	42 9%*	145 18%	167 22%	248 24%*	291 20%	63 13%*	774 22%*	13 14%	8 4%*	6 27%~	28 26%	8 11%*	84 25%*	34 6%*	915 21%*	585 17%*	379 25%*	451 23%*	512 17%*
SOME DAYS	464 9%	34 7%	79 10%	76 10%	111 11%	136 10%	20 4%*	326 9%	16 17%*	6 3%*	1 3%~	14 13%	8 12%	39 11%	42 7%	407 9%	289 8%*	170 11%*	212 11%*	245 8%*
NOT AT ALL	3565 71%	383 83%*	583 72%	512 68%*	659 65%*	1001 70%	390 82%*	2396 69%*	64 69%	181 93%*	14 70%~	67 62%*	55 77%	220 64%*	494 87%*	2974 69%*	2527 74%*	996 64%*	1327 67%*	2214 75%*
DON'T KNOW	35	6	2	8	7	6	3	20		1		2	2	2	9	26	17	16	18	17
NOT ANSWERED	310	1	6	5	6	9	6	29	3	2	1	3		5	8	43	20	13	20	33
VALID CASES	5003	460	808	754	1019	1428	474	3496	93	195	20	108	71	343	570	4296	3400	1545	1990	2971
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		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	MUL- TI	HIS- PAN- IC		NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q40 NEVER	383 27%	30 41%*	71 32%	76 31%	92 26%	90 21%*	14 17%*	296 27%	10 36%~	3 23%~	1 23%~	9 23%~	5 33%~	26 22%	22 30%	347 27%	276 32%*	97 18%*	214 33%*	163 22%*
SOMETIMES	345 24%	19 25%	47 21%	60 25%	95 27%	99 23%	22 27%	262 24%	7 25%~	4 27%~	1 9%~	11 27%~	3 18%~	29 24%	18 24%	316 24%	202 23%	141 26%	159 24%	182 24%
USUALLY	216 15%	8 11%	30 14%	38 16%	61 17%	61 15%	14 17%	166 15%	1 4%~	4 27%~	1 9%~	5 14%~	6 37%~	17 14%	11 15%	196 15%	114 13%*	99 18%*	91 14%	121 16%
ALWAYS	477 34%	17 22%*	75 34%	69 28%	105 30%	171 41%*	33 40%	364 33%	10 36%~	3 23%~	4 59%~	14 37%~	2 12%~	49 41%	23 31%	441 34%	272 31%*	200 37%*	189 29%*	283 38%*
#ALWAYS + USUALLY (NET)	693 49%	25 34%*	106 47%	107 44%	167 47%	232 55%*	46 57%	530 49%	11 39%~	7 50%~	4 68%~	19 50%~	8 49%~	66 54%	35 46%	637 49%	387 45%*	300 56%*	280 43%*	404 54%*
TOP BOX SCORE	477 34%	17 22%*	75 34%	69 28%	105 30%	171 41%*	33 40%	364 33%	10 36%~	3 23%~	4 59%~	14 37%~	2 12%~	49 41%	23 31%	441 34%	272 31%*	200 37%*	189 29%*	283 38%*
NOT ANSWERED	21	2	1	1	6	7	1	13	1			2		2	2	18	9	12	12	8
VALID CASES	1420	74	224	242	354	421	82	1088	28	14	6	39	16	121	75	1300	865	538	652	749
NUMBER OF RESPONDENTS	1441 100%	76 100%	225 100%	243 100%	360 100%	428 100%	83 100%	1101 100%	29 100%	14 100%	6 100%	41 100%	16 100%	123 100%	77 100%	1318 100%	874 100%	550 100%	664 100%	757 100%

[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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q41 NEVER	713 50%	52 69%*	133 60%*	126 52%	175 49%	174 41%*	38 46%	547 50%	13 46%~	8 57%~	2 41%~	22 56%~	6 39%~	55 45%	44 59%	645 50%	475 55%*	226 42%*	363 56%*	339 45%*
SOMETIMES	319 22%	9 12%*	41 18%	52 22%	93 26%*	100 24%	19 23%	238 22%	7 25%~	3 20%~	1 23%~	7 18%~	3 19%~	36 30%	12 17%	296 23%	169 20%*	148 27%*	131 20%*	184 24%*
USUALLY	155 11%	6 8%	19 9%	31 13%	29 8%*	55 13%	13 16%	121 11%	2 7%~	1 7%~		4 ~ 11%~	3 18%~	12 10%	8 11%	144 11%	88 10%	66 12%	67 10%	87 12%
ALWAYS	234 16%	8 10%	30 13%	32 13%	56 16%	94 22%*	12 15%	182 17%	6 21%~	2 16%~	2 36%~	6 14%~	4 25%~	18 15%	10 14%	217 17%	131 15%	100 18%	92 14%*	140 19%*
#ALWAYS + USUALLY (NET)	389 27%	14 19%*	49 22%*	63 26%	85 24%	148 35%*	26 31%	303 28%	8 29%~	3 23%~	2 36%~	10 26%~	7 42%~	30 25%	19 25%	360 28%	219 25%*	166 31%*	159 24%*	227 30%*
TOP BOX SCORE	234 16%	8 10%	30 13%	32 13%	56 16%	94 22%*	12 15%	182 17%	6 21%~	2 16%~	2 36%~	6 14%~	4 25%~	18 15%	10 14%	217 17%	131 15%	100 18%	92 14%*	140 19%*
NOT ANSWERED	20	1	1	2	6	6	1	13	1			1		1	2	16	11	9	11	7
VALID CASES	1421	75	224	241	354	422	82	1088	28	14	6	40	16	122	75	1302	863	541	653	750
NUMBER OF RESPONDENTS	1441	76	225	243	360	428	83	1101	29	14	6	41	16	123	77	1318	874	550	664	757
	100%	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]

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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q42 NEVER	807 57%	50 66%	128 57%	144 61%	199 57%	233 55%	42 51%	619 57%	13 46%~	7 50%~	4 64%~	25 63%~	9 58%~	73 60%	42 58%	743 57%	511 60%*	285 53%*	408 63%*	390 53%*
SOMETIMES	272 19%	16 22%	44 20%	40 17%	74 21%	78 19%	18 22%	209 19%	6 21%~	4 27%~		6 ~ 14%~	3 18%~	23 19%	13 18%	251 19%	150 18%*	120 22%*	104 16%*	164 22%*
USUALLY	145 10%	4 5%	25 11%	24 10%	29 8%	52 12%	8 10%	109 10%	3 11%~	2 14%~		4 ~ 10%~	4 25%~	13 11%	8 10%	132 10%	95 11%	49 9%	72 11%	71 10%
ALWAYS	184 13%	5 7%*	27 12%	30 13%	50 14%	57 14%	14 17%	146 14%	6 21%~	1 9%~	2 36%~	5 13%~		12 ~ 10%	9 13%	172 13%	99 12%*	83 15%*	67 10%*	117 16%*
#ALWAYS + USUALLY (NET)	330 23%	9 12%*	52 23%	54 23%	79 22%	110 26%	22 27%	256 24%	9 32%~	3 23%~	2 36%~	9 22%~	4 25%~	25 21%	17 24%	303 23%	194 23%	132 25%	139 21%	188 25%
TOP BOX SCORE	184 13%	5 7%*	27 12%	30 13%	50 14%	57 14%	14 17%	146 14%	6 21%~	1 9%~	2 36%~	5 13%~		12 ~ 10%	9 13%	172 13%	99 12%*	83 15%*	67 10%*	117 16%*
NOT ANSWERED	33	1	1	5	9	7	2	18	1			1		2	5	20	19	14	12	14
VALID CASES	1408	75	224	238	351	421	81	1083	28	14	6	40	16	121	72	1298	855	536	652	743
NUMBER OF RESPONDENTS	1441	76	225	243	360	428	83	1101	29	14	6	41	16	123	77	1318	874	550	664	757
	100%	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 OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	FE- MALE MALE			
Q43 YES	1055 21%	20 4%*	49 6%*	67 9%*	213 21%	476 33%*	228 48%*	758 22%	28 30%	44 23%	4 20%~	37 34%*	13 18%	72 21%	88 15%*	940 22%*	559 16%*	478 31%*	441 22%	611 21%
NO	3934 79%	444 96%*	759 94%*	688 91%*	800 79%	951 67%*	246 52%*	2731 78%	65 70%	147 77%	16 80%~	73 66%*	58 82%	275 79%	486 85%*	3354 78%*	2830 84%*	1056 69%*	1550 78%	2360 79%
DON'T KNOW	48	2	5	8	9	11	8	24	2	8		2	2	1	6	37	28	17	21	23
NOT ANSWERED	311	1	3	4	10	5	1	30	1		1	1		2	8	34	20	22	16	27
VALID CASES	4989	464	808	755	1013	1427	474	3489	93	190	20	111	71	347	574	4293	3389	1535	1991	2971
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	100%	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 OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q44 YES	465 10%	7 2%*	35 5%*	44 6%*	114 12%*	190 15%*	66 15%*	322 10%	9 10%	14 8%	2 10%~	15 14%	10 16%	48 15%*	36 7%*	414 10%*	189 6%*	274 20%*	151 8%*	310 11%*
NO	4161 90%	441 98%*	739 95%*	658 94%*	810 88%*	1116 85%*	360 85%*	2910 90%	78 90%	157 92%	17 90%~	92 86%	55 84%	269 85%*	503 93%*	3556 90%*	3038 94%*	1068 80%*	1716 92%*	2420 89%*
DON'T KNOW	396	15	37	55	102	127	56	272	7	24	1	6	7	29	41	346	180	207	140	253
NOT ANSWERED	326	4	5	10	6	10	2	40	2	3	1	1		3	7	48	30	25	20	38
VALID CASES	4626	448	774	701	924	1306	425	3232	87	171	19	107	66	318	540	3970	3227	1342	1868	2730
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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 OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		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	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q45 YES	1798 36%	78 17%*	133 16%*	177 23%*	375 37%	723 51%*	301 63%*	1262 36%	49 51%*	62 31%	7 33%~	60 54%*	28 39%	133 39%	171 30%*	1590 37%*	1021 30%*	743 48%*	758 38%*	1033 35%*
NO	3206 64%	385 83%*	677 84%*	586 77%*	638 63%	702 49%*	179 37%*	2230 64%	47 49%*	134 69%	14 67%~	51 46%*	43 61%	212 61%	408 70%*	2713 63%*	2374 70%*	798 52%*	1244 62%*	1939 65%*
NOT ANSWERED	345	4	6	4	18	18	3	52		2	1	2	2	5	10	61	42	33	26	49
VALID CASES	5003	463	810	763	1014	1425	480	3492	96	196	20	111	71	345	578	4303	3395	1541	2002	2972
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	100%	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 OTI	AGE						RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q46.1 YES	1159 22%	12 3%*	46 6%*	115 15%*	285 28%*	495 34%*	196 41%*	818 23%*	18 19%	64 32%*	5 25%~	32 29%	19 26%	70 20%	115 20%	1007 23%*	602 18%*	546 35%*	465 23%	691 23%*
NO	4189 78%	455 97%*	770 94%*	652 85%*	747 72%*	948 66%*	287 59%*	2726 77%*	78 81%	134 68%*	16 75%~	81 71%	54 74%	280 80%	473 80%	3357 77%*	2835 82%*	1028 65%*	1563 77%	2330 77%*
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT OTI	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC		NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q46.2																				
YES	1529 29%	21 4%*	88 11%*	167 22%*	340 33%*	637 44%*	266 55%*	1084 31%*	42 44%*	68 34%	8 39%~	48 43%*	30 41%*	103 30%	124 21%*	1361 31%*	780 23%*	733 47%*	669 33%*	856 28%
NO	3819 71%	446 96%*	728 89%*	600 78%*	692 67%*	806 56%*	217 45%*	2460 69%*	54 56%*	130 66%	13 61%~	65 57%*	43 59%*	247 70%	464 79%*	3003 69%*	2657 77%*	841 53%*	1359 67%*	2165 72%
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		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/ IND/ PAC	AMER ALSK IND/ NATV	MUL- TI	HIS- PAN- IC		NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE	FE- MALE		
Q46.3 YES	855 16%	39 8%*	88 11%*	115 15%	220 21%*	301 21%*	86 18%*	10 10%	13 7%*	5 26%~	26 23%	16 22%	77 22%*	59 10%*	773 18%*	424 12%*	421 27%*	317 16%	537 18%*	
NO	4493 84%	428 92%*	728 89%*	652 85%	812 79%*	1142 79%*	397 82%	2908 82%*	86 90%	185 93%*	16 74%~	87 77%	57 78%	273 78%*	529 90%*	3591 82%*	3013 88%*	1153 73%*	1711 84%	2484 82%*
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q47.1 YES	223 4%	3 0.6%*	7 0.9%*	11 1%*	48 5%	100 7%*	54 11%*	148 4%	6 6%	9 4%	4 17%~	7 6%	4 5%	32 9%*	12 2%*	201 5%*	85 2%*	134 9%*	111 5%*	112 4%
NO	5125 96%	464 99%*	809 99%*	756 99%*	984 95%	1343 93%*	429 89%*	3396 96%	90 94%	189 96%	17 83%~	106 94%	69 95%	318 91%*	576 98%*	4163 95%*	3352 98%*	1440 91%*	1917 95%*	2909 96%
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT OTI	AGE						RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q47.2 YES	223 4%	2 0.4%*	9 1%*	17 2%*	43 4%	97 7%*	56 12%*	153 4%	8 8%	8 4%	1 4%~	8 7%	4 5%	24 7%*	13 2%*	199 5%*	65 2%*	153 10%*	95 5%	125 4%
NO	5125 96%	465 100%*	807 99%*	750 98%*	989 96%	1346 93%*	427 88%*	3391 96%	88 92%	190 96%	20 96%~	105 93%	69 95%	326 93%*	575 98%*	4165 95%*	3372 98%*	1421 90%*	1933 95%	2896 96%
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q47.3 YES	204 4%	1 0.2%*	9 1%*	17 2%*	40 4%	80 6%*	57 12%*	141 4%	3 3%	11 5%	2 9%~	8 7%	3 4%	24 7%*	11 2%*	187 4%*	72 2%*	129 8%*	77 4%	128 4%
NO	5144 96%	466 100%*	807 99%*	750 98%*	992 96%	1363 94%*	426 88%*	3403 96%	93 97%	187 95%	19 91%~	105 93%	70 96%	326 93%*	577 98%*	4177 96%*	3365 98%*	1445 92%*	1951 96%	2893 96%
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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 OTI	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
		18 TO ADLT	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- TI		HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q47.4 YES	975 18%	18 4%*	61 8%*	99 13%*	243 24%*	390 27%*	154 32%*	641 18%	27 28%*	54 27%*	4 19%~	36 32%*	15 20%	74 21%	114 19%	834 19%*	458 13%*	498 32%*	404 20%*	570 19%
NO	4373 82%	449 96%*	755 92%*	668 87%*	789 76%*	1053 73%*	329 68%*	2903 82%	69 72%*	144 73%*	17 81%~	77 68%*	58 80%	276 79%	474 81%	3530 81%*	2979 87%*	1076 68%*	1624 80%*	2451 81%
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q48 YES	1469 30%	79 17%*	176 22%*	203 27%	351 34%*	484 34%*	161 34%*	1061 30%*	37 40%*	30 15%*	2 11%~	40 37%	21 30%	128 37%*	124 22%*	1311 31%*	712 21%*	728 47%*	485 24%*	978 33%*
NO	3507 70%	382 83%*	627 78%*	557 73%	669 66%*	938 66%*	308 66%*	2430 70%*	56 60%*	165 85%*	17 89%~	70 63%	48 70%	216 63%*	449 78%*	2982 69%*	2654 79%*	812 53%*	1508 76%*	1987 67%*
NOT ANSWERED	372	6	13	7	12	21	14	52	3	4	1	3	4	6	16	71	70	33	35	55
VALID CASES	4976	461	803	760	1020	1422	469	3492	93	194	20	110	69	344	572	4293	3367	1541	1993	2966
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q49 YES	1237 87%	60 77%*	148 85%	171 85%	294 88%	417 90%*	136 88%	923 90%*	23 64%~	21 74%~	2 74%~	36 89%~	17 84%~	115 91%	76 67%*	1129 89%*	573 83%*	638 91%*	410 89%	822 86%
NO	185 13%	18 23%*	26 15%	29 15%	41 12%	48 10%*	18 12%	105 10%*	13 36%~	7 26%~	1 26%~	4 11%~	3 16%~	11 9%	38 33%*	143 11%*	118 17%*	63 9%*	53 11%	132 14%
NOT ANSWERED	55		2	6	16	22	7	37	1	1		2	1	2	10	44	25	27	23	31
VALID CASES	1422	78	175	200	335	465	154	1028	36	28	3	41	20	126	114	1272	692	701	462	954
NUMBER OF RESPONDENTS	1477	78	177	206	351	487	161	1065	37	29	3	43	21	128	124	1316	717	728	485	985
	100%	100%	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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q50 YES	3115 62%	144 31%*	337 42%*	417 55%*	708 70%*	1088 76%*	404 86%*	2297 66%*	53 56%	97 50%*	11 53%~	79 71%	44 62%	221 64%	271 48%*	2790 65%*	1780 53%*	1290 83%*	1165 58%*	1944 66%*
NO	1871 38%	315 69%*	466 58%*	343 45%*	309 30%*	348 24%*	68 14%*	1198 34%*	42 44%	96 50%*	10 47%~	33 29%	28 38%	126 36%	299 52%*	1517 35%*	1596 47%*	255 17%*	834 42%*	1024 34%*
NOT ANSWERED	363	7	12	6	15	7	11	49	1	5	1	1	1	3	18	58	62	29	28	53
VALID CASES	4985	460	804	761	1017	1436	472	3495	95	193	20	112	72	347	570	4306	3375	1545	2000	2968
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q51 YES	2850 94%	124 89%*	300 91%*	394 95%	649 95%	999 96%*	367 95%	2126 96%*	51 98%	79 83%*	11 100%~	74 96%	42 95%~	206 96%	217 86%*	2578 95%*	1600 93%*	1204 97%*	1081 96%*	1762 94%*
NO	167 6%	15 11%*	30 9%*	22 5%	36 5%	43 4%*	19 5%	99 4%*	1 2%	17 17%*	~	3 4%	2 5%~	8 4%	36 14%*	129 5%*	121 7%*	43 3%*	48 4%*	119 6%*
NOT ANSWERED	113	5	8	4	24	49	19	80	1	2		4	1	5	19	91	68	45	43	70
VALID CASES	3017	139	329	416	685	1042	386	2225	52	96	11	77	44	214	253	2707	1720	1246	1129	1880
NUMBER OF RESPONDENTS	3130 100%	144 100%	337 100%	420 100%	709 100%	1091 100%	405 100%	2305 100%	53 100%	98 100%	11 100%	81 100%	45 100%	219 100%	272 100%	2798 100%	1788 100%	1291 100%	1172 100%	1950 100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

BANT OT1	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & POOR	FE- MALE	MALE		
NQ52																				
18 TO 24	517 10%	467 100%	~	~	~	~	~	268 8%*	5 5%	15 8%	~	4 4%*	2 3%*	39 11%	131 22%*	335 8%*	403 12%*	70 4%*	206 10%	266 9%*
25 TO 34	895 17%	~	816 ~100%	~	~	~	~	586 17%	12 12%	26 13%	4 20%~	15 13%	9 12%	61 17%	97 17%	712 16%	678 20%*	143 9%*	289 14%*	527 17%
35 TO 44	848 16%	~	~	767 ~100%	~	~	~	528 15%*	23 24%	25 13%	5 22%~	16 14%	7 9%	69 20%	91 15%	674 15%	574 17%*	200 13%*	313 15%	466 15%
45 TO 54	1101 21%	~	~	~	1032 ~100%	~	~	737 21%	14 15%	36 18%	2 10%~	23 20%	14 19%	63 18%	143 24%*	882 20%	661 19%*	380 24%*	431 21%	619 21%
55 TO 64	1497 28%	~	~	~	~	1443 ~100%	~	1110 31%*	30 31%	37 19%*	8 36%~	41 37%	33 45%*	96 27%	87 15%*	1340 31%*	880 26%*	562 36%*	634 31%*	826 27%
65 TO 74	320 6%	~	~	~	~	311 ~64%*	~	210 6%	7 7%	23 12%*	2 8%~	10 8%	7 9%	18 5%	28 5%	267 6%	169 5%*	133 8%*	116 6%	188 6%
75 OR OLDER	171 3%	~	~	~	~	172 ~36%*	~	105 3%	5 5%	35 18%*	1 4%~	4 4%	2 3%	4 1%*	11 2%*	153 4%*	73 2%*	87 6%*	39 2%*	129 4%*
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	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 OTI	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
NQ53 MALE	2157 40%	206 44%	292 36%*	309 40%	425 41%	628 44%*	158 33%*	1416 40%	41 43%	78 40%	13 64%~	48 42%	24 33%	154 44%	232 39%	1760 40%	1434 42%*	589 37%*	2028 100%~	~
FEMALE	3191 60%	261 56%	524 64%*	458 60%	607 59%	815 56%*	325 67%*	2128 60%	55 57%	120 60%	8 36%~	65 58%	49 67%	196 56%	356 61%	2604 60%	2003 58%*	985 63%*	3021 ~100%~	
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	MALE	FE- MALE			
Q54																				
8TH GRADE OR LESS	296 6%	4 0.9%*	22 3%*	35 5%	88 9%*	79 6%	63 13%*	90 3%*	4 4%	45 23%*	7 ~	2 6%	12 3%*	136 24%*	151 3%*	153 5%*	137 9%*	130 7%	164 5%	
SOME HIGH SCHOOL BUT DID NOT GRADUATE	631 13%	74 16%*	95 12%	91 12%	130 13%	162 11%	67 14%	413 12%*	13 14%	33 17%	4 20%~	14 13%	4 5%*	46 13%	94 17%*	522 12%*	361 11%*	256 17%*	287 14%*	345 12%*
HIGH SCHOOL GRADUATE OR GED	1721 35%	209 45%*	267 33%	231 31%*	384 38%*	477 33%	136 29%*	1306 37%*	30 31%	32 17%*	8 37%~	45 40%	18 26%	88 25%*	179 32%	1514 35%	1165 35%	535 35%	747 38%*	973 33%*
SOME COLLEGE OR 2-YEAR DEGREE	1746 35%	156 34%	296 37%	294 39%*	301 30%*	549 38%*	137 29%*	1278 36%*	35 37%	38 20%*	9 42%~	40 36%	30 42%	162 47%*	126 22%*	1594 37%*	1215 36%*	502 33%*	621 31%*	1122 38%*
4-YEAR COLLEGE GRADUATE	369 7%	17 4%*	94 12%*	66 9%	67 7%	90 6%	32 7%	277 8%*	7 7%	26 14%*	5 ~	10 4%	21 14%	21 4%*	343 8%*	302 9%*	58 4%*	126 6%*	244 8%*	
MORE THAN 4-YEAR COLLEGE DEGREE	217 4%	2 0.4%*	33 4%	38 5%	42 4%	69 5%	32 7%*	158 4%	7 7%	18 9%*	2 ~	8 1%*	18 11%	7 1%*	208 5%*	175 5%*	36 2%*	79 4%	139 5%	
NOT ANSWERED	368	4	8	11	20	16	16	23		6	1		1	3	24	32	65	50	38	34
VALID CASES	4980	463	808	756	1012	1427	467	3521	96	192	20	113	72	347	564	4332	3372	1524	1990	2987
NUMBER OF RESPONDENTS	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
	100%	100%	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 OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- IAN	AMER IND/ PAC ALS	MUL- ILND NATV	OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE		
Q55 YES HISPANIC OR LATINO	608 12%	134 29%*	99 12%	90 12%	143 14%	85 6%*	39 8%*	~	~	~	~	~	~	~	~	588 100%~	414 12%	182 12%	240 12%	367 12%
NO NOT HISPANIC OR LATINO	4340 88%	328 71%*	703 88%	658 88%	864 86%	1320 94%*	431 92%*	3508 100%~	90 100%~	191 100%~	18 100%~	106 100%~	68 100%~	344 100%~	4364 ~100%~	2933 88%	1340 88%	1747 88%	2591 88%	
NOT ANSWERED	400	5	13	18	26	38	12	36	6	7	3	7	5	6		91	52	42	64	
VALID CASES	4948	462	803	749	1006	1405	471	3508	90	191	18	106	68	344	588	4364	3346	1522	1986	2957
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

	BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
		18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC		NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	FE- MALE		
Q56.1 YES	4181 78%	364 78%	699 86%*	631 82%*	851 82%*	1231 85%*	365 76%	3544 100%~	~	~	~	~	~	~	333 ~ 95%*	275 47%*	3876 89%*	2814 82%*	1303 83%*	1677 83%*	2502 83%*
NO	1167 22%	103 22%	117 14%*	136 18%*	181 18%*	212 15%*	118 24%	96 ~100%*	198 ~100%*	21 ~100%*	113 ~100%*	73 ~100%*	17 5%*	313 53%*	488 11%*	623 18%*	271 17%*	351 17%*	519 17%*		
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021	
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%	

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

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q56.2 YES	160 3%	23 5%*	20 2%	32 4%	26 2%	41 3%	14 3%	96 ~100%~	~	~	~	~	43 ~ 12%*	10 2%*	141 3%*	109 3%	46 3%	68 3%	92 3%	
NO	5188 97%	444 95%*	796 98%	735 96%	1006 98%	1402 97%	469 97%	3544 100%~	198 ~100%~	21 ~100%~	113 ~100%~	73 ~100%~	307 88%*	578 98%*	4223 97%*	3328 97%	1528 97%	1960 97%	2929 97%	
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q56.3 YES	208 4%	23 5%	28 3%	30 4%	36 3%	38 3%*	54 11%*	~	~100%	~	~	~	~	9%	6 0.9%*	194 4%*	166 5%*	39 2%*	81 4%	126 4%
NO	5140 96%	444 95%	788 97%	737 96%	996 97%	1405 97%*	429 89%*	3544 100%*	96 100%*	198	21 ~100%	113 ~100%	73 ~100%	319 91%*	582 99%*	4170 96%*	3271 95%*	1535 98%*	1947 96%	2895 96%
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT OTI	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q56.4 YES	52 1%	5 1%	10 1%	13 2%	8 0.7%	13 0.9%	3 0.7%	~	~	~100%	~	~	~	26 7%*	5 0.8%	43 1%	37 1%	15 1%	25 1%	26 0.9%
NO	5296 99%	462 99%	806 99%	754 98%	1024 99%	1430 99%	480 99%	3544 100%	96 100%	198 100%	~	113 100%	73 100%	324 93%*	583 99%	4321 99%	3400 99%	1559 99%	2003 99%	2995 99%
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

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

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q56.5 YES	336 6%	29 6%	56 7%	52 7%	63 6%	104 7%	28 6%	~	~	~	113 ~100%	225 ~64%*	32 5%	294 7%*	198 6%*	133 8%*	148 7%*	188 6%		
NO	5012 94%	438 94%	760 93%	715 93%	969 94%	1339 93%	455 94%	3544 100%	96 ~100%	198 ~100%	21 ~100%	73 ~100%	125 36%*	556 95%	4070 93%*	3239 94%*	1441 92%*	1880 93%*	2833 94%	
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OTI	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q56.6																				
YES	293 5%	35 7%	44 5%	52 7%	59 6%	74 5%	26 5%	~	~	~	~	~100%	73 29%*	103 20%*	115 20%*	167 4%*	180 5%	106 7%*	118 6%	176 6%
NO	5055 95%	432 93%	772 95%	715 93%	973 94%	1369 95%	457 95%	3544 100%	96 ~100%	198 ~100%	21 ~100%	113 ~100%	247 ~71%*	473 80%*	4197 96%*	3257 95%	1468 93%*	1910 94%	2845 94%	
VALID CASES	5348	467	816	767	1032	1443	483	3544	96	198	21	113	73	350	588	4364	3437	1574	2028	3021
NUMBER OF RESPONDENTS	5348 100%	467 100%	816 100%	767 100%	1032 100%	1443 100%	483 100%	3544 100%	96 100%	198 100%	21 100%	113 100%	73 100%	350 100%	588 100%	4364 100%	3437 100%	1574 100%	2028 100%	3021 100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q57 YES	502 13%	56 20%*	70 13%	62 11%	73 9%*	91 7%*	146 35%*	314 11%*	8 12%	76 43%*	2 9%~	9 9%	7 10%	17 11%	68 17%*	423 12%*	297 11%*	196 16%*	260 16%*	239 10%*
NO	3423 87%	231 80%*	466 87%	500 89%	757 91%*	1137 93%*	278 65%*	2578 89%*	60 88%	102 57%*	16 91%~	84 91%	62 90%	143 89%	323 83%*	3025 88%*	2346 89%*	1003 84%*	1319 84%*	2095 90%*
NOT ANSWERED	56	4	7	4	8	7	5	11		4	1		1	1	7	16	25	18	11	17
VALID CASES	3925	287	535	561	831	1229	424	2892	68	178	17	93	69	160	391	3447	2643	1199	1579	2334
NUMBER OF RESPONDENTS	3981 100%	291 100%	542 100%	565 100%	839 100%	1236 100%	429 100%	2903 100%	68 100%	182 100%	18 100%	93 100%	70 100%	161 100%	398 100%	3463 100%	2668 100%	1217 100%	1590 100%	2351 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q58.1																				
YES	260 50%	22 39%	35 49%	26 42%	39 53%	67 70%*	66 44%	156 49%	2 25%~	36 47%	2 100%~	5 61%~	4 57%~	10 57%~	42 62%*	211 48%*	150 49%	104 52%	132 49%	128 52%
NO	256 50%	35 61%	36 51%	37 58%	36 47%	28 30%*	82 56%	164 51%	6 75%~	41 53%		4 ~ 39%~	3 43%~	7 43%~	26 38%*	226 52%*	155 51%	97 48%	134 51%	119 48%
VALID CASES	516	57	71	63	75	95	148	320	8	77	2	9	7	17	68	437	305	201	266	247
NUMBER OF RESPONDENTS	516 100%	57 100%	71 100%	63 100%	75 100%	95 100%	148 100%	320 100%	8 100%	77 100%	2 100%	9 100%	7 100%	17 100%	68 100%	437 100%	305 100%	201 100%	266 100%	247 100%

[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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE		
Q58.2 YES	202 39%	22 38%	28 40%	22 35%	20 27%*	49 51%*	58 39%	131 41%	1 13%~	24 31%	1 50%~	5 51%~	1 14%~	8 50%~	26 38%	172 39%	121 40%	76 38%	122 46%*	79 32%*
NO	314 61%	35 62%	43 60%	41 65%	55 73%*	46 49%*	90 61%	189 59%	7 87%~	53 69%	1 50%~	4 49%~	6 86%~	9 50%~	42 62%	265 61%	184 60%	125 62%	144 54%*	168 68%*
VALID CASES	516	57	71	63	75	95	148	320	8	77	2	9	7	17	68	437	305	201	266	247
NUMBER OF RESPONDENTS	516 100%	57 100%	71 100%	63 100%	75 100%	95 100%	148 100%	320 100%	8 100%	77 100%	2 100%	9 100%	7 100%	17 100%	68 100%	437 100%	305 100%	201 100%	266 100%	247 100%

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

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO ADLT	25 TO ADLT	35 TO ADLT	45 TO ADLT	55 TO ADLT	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
Q58.3 YES	167 32%	19 33%	26 37%	24 39%	20 27%	18 19%*	58 39%*	118 37%*	4 49%~	14 18%*	4 ~	2 49%~	5 29%~	18 27%	145 33%	108 35%	55 27%*	90 34%	76 31%	
NO	349 68%	38 67%	45 63%	39 61%	55 73%	77 81%*	90 61%*	202 63%*	4 51%~	63 82%*	2 100%~	5 51%~	5 71%~	12 73%~	50 73%	292 67%	197 65%	146 73%*	176 66%	171 69%
VALID CASES	516	57	71	63	75	95	148	320	8	77	2	9	7	17	68	437	305	201	266	247
NUMBER OF RESPONDENTS	516 100%	57 100%	71 100%	63 100%	75 100%	95 100%	148 100%	320 100%	8 100%	77 100%	2 100%	9 100%	7 100%	17 100%	68 100%	437 100%	305 100%	201 100%	266 100%	247 100%

[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 OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	FE- MALE		
Q58.4 YES	73 14%	4 7%*	3 4%*	4 6%*	11 15%	19 20%	32 22%*	14 4%*	1 13%~	46 60%*	~	~	~	2 9%~	14 20%	58 13%	44 14%	28 14%	24 9%*	49 20%*
NO	443 86%	53 93%*	68 96%*	59 94%*	64 85%	76 80%	116 78%*	306 96%*	7 87%~	31 40%*	2 100%~	9 100%~	7 100%~	15 91%~	54 80%	379 87%	261 86%	173 86%	242 91%*	198 80%*
VALID CASES	516	57	71	63	75	95	148	320	8	77	2	9	7	17	68	437	305	201	266	247
NUMBER OF RESPONDENTS	516 100%	57 100%	71 100%	63 100%	75 100%	95 100%	148 100%	320 100%	8 100%	77 100%	2 100%	9 100%	7 100%	17 100%	68 100%	437 100%	305 100%	201 100%	266 100%	247 100%

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

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

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
	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	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	FE- MALE MALE			
Q58.5 YES	41 8%	7 12%	6 8%	5 8%	9 12%	7 8%	7 5%	30 9%	3 ~	4% ~	1 ~	14% ~	7 ~	35 8%	20 7%	20 10%	23 8%	19 8%		
NO	475 92%	50 88%	65 92%	58 92%	66 88%	88 92%	141 95%	290 91%	8 100%~	74 96%	2 100%~	9 100%~	6 86%~	17 100%~	61 90%	402 92%	285 93%	181 90%	243 92%	228 92%
VALID CASES	516	57	71	63	75	95	148	320	8	77	2	9	7	17	68	437	305	201	266	247
NUMBER OF RESPONDENTS	516	57	71	63	75	95	148	320	8	77	2	9	7	17	68	437	305	201	266	247
	100%	100%	100%	100%	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 OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	FE- MALE	MALE	
NQ13																				
0-6	688 20%	53 20%	104 20%	104 21%	163 22%	176 17%*	54 17%	496 20%	8 23%~	10 15%	2 28%~	9 17%	19 36%*	56 23%	50 14%*	600 20%	331 15%*	325 27%*	213 17%*	451 21%*
7-8	1220 35%	99 37%	204 39%*	186 38%	248 34%	347 33%	94 29%*	901 36%	11 32%~	27 41%	21 ~ 39%	15 28%	86 35%	112 30%*	1059 36%*	782 36%*	397 33%	432 35%	751 35%	
9-10	1603 46%	117 43%	210 40%*	196 40%*	328 44%	522 50%*	175 54%*	1139 45%	16 46%~	29 44%	7 72%~	24 44%	101 36%	207 56%*	1323 44%*	1060 49%*	489 40%*	596 48%*	963 44%	
VALID CASES	3511	269	518	486	739	1044	323	2536	35	66	9	54	54	242	369	2982	2174	1210	1240	2165
NUMBER OF RESPONDENTS	3511 100%	269 100%	518 100%	486 100%	739 100%	1044 100%	323 100%	2536 100%	35 100%	66 100%	9 100%	54 100%	54 100%	242 100%	369 100%	2982 100%	2174 100%	1210 100%	1240 100%	2165 100%
MEAN	2.26	2.24	2.20	2.19	2.22	2.33	2.37	2.25	2.23	2.30	2.45	2.27	2.01	2.19	2.43	2.24	2.34	2.14	2.31	2.24
p stat_(*=Sig @ p<=.05)		.566	.064	.023*	.131	.000*	.005*	.376	~.692		~.936	.033*	.114	.000*	.001*	.000*	.000*	.006*	.017*	

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

	BANT OTI	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
NQ23																				
0-6	573 15%	48 16%	102 18%*	79 15%	112 15%	163 15%	46 13%	429 16%	5 15%~	6 8%*	1 15%~	7 14%~	8 16%	45 18%	43 11%*	499 16%	307 13%*	242 20%*	194 14%	360 16%
7-8	960 26%	87 30%	172 31%*	154 29%	179 23%	263 24%	70 20%*	723 27%	8 24%~	20 29%		8 ~ 17%~	14 27%	61 25%	86 21%*	827 26%	660 28%*	269 22%*	358 26%	571 25%
9-10	2195 59%	160 54%	281 51%*	303 57%	479 62%*	670 61%	241 68%*	1574 58%*	21 62%~	44 63%	9 85%~	31 68%~	29 57%	140 57%	272 68%*	1840 58%*	1416 59%	712 58%	804 59%	1342 59%
VALID CASES	3728	296	554	536	769	1096	356	2726	34	70	10	46	51	246	401	3167	2383	1223	1355	2273
NUMBER OF RESPONDENTS	3728 100%	296 100%	554 100%	536 100%	769 100%	1096 100%	356 100%	2726 100%	34 100%	70 100%	10 100%	46 100%	51 100%	246 100%	401 100%	3167 100%	2383 100%	1223 100%	1355 100%	2273 100%
MEAN	2.44	2.38	2.32	2.42	2.48	2.46	2.55	2.42	2.47	2.55	2.71	2.54	2.42	2.39	2.57	2.42	2.47	2.38	2.45	2.43
p stat_(*=Sig @ p<=.05)		.162	.000*	.597	.077	.141	.003*	.039*	~.185		~	~.851	.282	.000*	.023*	.001*	.005*	.359	.742	

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- ILND NATV	OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	
NQ27 0-6	238 13%	16 17%	25 12%	38 17%	59 14%	71 12%	16 9%*	180 14%	3 19%~	4 14%~	1 17%~	4 14%~	4 14%~	19 15%	15 10%	213 14%	105 11%*	125 16%*	80 13%	151 14%
7-8	474 27%	25 27%	77 38%*	56 25%	118 29%	141 23%*	47 25%	356 27%	4 25%~	7 28%~	3 43%~	5 18%~	13 43%~	31 25%	38 25%	424 27%	260 27%	200 26%	165 27%	298 27%
9-10	1058 60%	54 57%	103 50%*	134 59%	229 57%	394 65%*	123 66%	789 60%	9 56%~	15 57%~	2 39%~	21 69%~	13 44%~	75 60%	99 65%	923 59%	592 62%	443 58%	375 60%	665 60%
VALID CASES	1771	95	205	228	406	605	185	1324	16	26	6	30	30	125	152	1559	958	768	620	1115
NUMBER OF RESPONDENTS	1771 100%	95 100%	205 100%	228 100%	406 100%	605 100%	185 100%	1324 100%	16 100%	26 100%	6 100%	30 100%	30 100%	125 100%	152 100%	1559 100%	958 100%	768 100%	620 100%	1115 100%
MEAN	2.46	2.40	2.38	2.42	2.42	2.53	2.58	2.46	2.37	2.43	2.22	2.55	2.30	2.45	2.55	2.46	2.51	2.41	2.48	2.46
p_stat_(*=Sig @ p<=.05)		.411	.079	.346	.179	.003*	.014*	.760	~	~	~	~	~	.805	.103	.239	.005*	.014*	.592	.881

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

NQ35 RATING OF HEALTH PLAN

	BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE	
NQ35																				
0-6	955 21%	76 18%	178 24%*	157 23%	233 25%*	232 18%*	42 11%*	715 21%*	3 7%~	10 11%*	5 39%~	13 19%	20 32%	82 27%*	68 13%*	849 22%*	552 18%*	378 27%*	374 21%	556 21%
7-8	1520 33%	146 35%	285 39%*	245 36%	281 30%*	390 30%*	130 33%	1140 34%*	20 46%~	31 33%	1 8%~	19 28%	15 24%	104 34%	141 27%*	1325 34%*	1043 34%*	436 31%*	575 32%	910 34%
9-10	2122 46%	200 47%	273 37%*	284 41%*	416 45%	673 52%*	221 56%*	1471 44%*	21 48%~	51 56%	6 53%~	36 53%	28 44%	121 39%*	319 61%*	1721 44%*	1468 48%*	600 42%*	862 48%	1220 45%
VALID CASES	4596	422	736	686	930	1295	394	3326	44	92	12	67	63	307	528	3894	3063	1414	1812	2686
NUMBER OF RESPONDENTS	4596 100%	422 100%	736 100%	686 100%	930 100%	1295 100%	394 100%	3326 100%	44 100%	92 100%	12 100%	67 100%	63 100%	307 100%	528 100%	3894 100%	3063 100%	1414 100%	1812 100%	2686 100%
MEAN	2.25	2.29	2.13	2.18	2.20	2.34	2.45	2.23	2.41	2.45	2.14	2.34	2.12	2.12	2.48	2.22	2.30	2.16	2.27	2.25
p stat_(*=Sig @ p<=.05)		.274	.000*	.012*	.016*	.000*	.000*	.000*	~.017*		~.377	.232	.003*	.000*	.000*	.000*	.000*	.000*	.277	.498

GETTING NEEDED CARE

BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- ILND OTHR		TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE		
NPRBSEE4 NQ46	2.25	2.25	2.25	2.19	2.13	2.33	2.37	2.27	1.94	1.80	2.13	2.47	2.16	2.19	2.28	2.25	2.32	2.18	2.27	2.24
p stat_(*=Sig @ p<=.05)		1.00	.895	.254	.001*	.001*	.020*	.034*	~	~	~	~	~	.346	.620	.711	.000*	.001*	.335	.614
NCARNES4 NQ15	2.31	2.25	2.21	2.26	2.26	2.41	2.46	2.33	2.28	2.09	2.45	2.44	2.04	2.25	2.33	2.31	2.38	2.19	2.37	2.29
p stat_(*=Sig @ p<=.05)		.181	.001*	.091	.040*	.000*	.000*	.032*	~.037*	~.222	.023*	.178	.584	.846	.000*	.000*	.001*	.017*		
COMPOSITE	2.28	2.25	2.23	2.23	2.20	2.37	2.41	2.30	2.11	1.94	2.29	2.45	2.10	2.22	2.31	2.28	2.35	2.18	2.32	2.26
p stat_(*=Sig @ p<=.05)		.309	.022*	.020*	.000*	.000*	.000*	.001*	~.000*	~.134	.071	.110	.359	.843	.000*	.000*	.002*	.037*		

GETTING CARE QUICKLY

BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ IAN	AMER IND/ ILND	ALSK NATV		MUL- OTHR	TI	HIS- IC	NOT HIS- PAN-	PAN- IC	EX & VERY GOOD & FAIR & GOOD & POOR	FE- MALE
NCARSN4 NQ4	2.40	2.31	2.31	2.39	2.38	2.46	2.57	2.41	2.06	2.33	2.72	2.53	2.22	2.36	2.47	2.40	2.44	2.36	2.41	2.41
p stat_(*=Sig @ p<=.05)		.172	.031*	.822	.569	.025*	.003*	.217	~	~	~	~	~.492	.218	.875	.013*	.073	.764	.415	
NAPGET4 NQ6	2.26	2.02	2.15	2.22	2.28	2.36	2.44	2.30	2.24	1.80	1.93	2.42	2.13	2.24	2.22	2.28	2.26	2.29	2.28	2.26
p stat_(*=Sig @ p<=.05)		.000*	.001*	.197	.610	.000*	.000*	.000*	~.000*	~	~	~	~.621	.285	.043*	.808	.231	.306	.965	
COMPOSITE	2.33	2.16	2.23	2.30	2.33	2.41	2.51	2.36	2.15	2.07	2.32	2.48	2.17	2.30	2.34	2.34	2.35	2.32	2.35	2.34
p stat_(*=Sig @ p<=.05)		.000*	.000*	.257	.890	.000*	.000*	.001*	~.000*	~.218	.107	.400	.695	.178	.024*	.556	.304	.502		

HOW WELL DOCTORS COMMUNICATE

BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS	GENDER					
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE				
NDREXPL4 NQ32	2.64	2.65	2.65	2.63	2.62	2.68	2.62	2.66	2.56	2.39	2.28	2.79	2.67	2.63	2.62	2.65	2.69	2.56	2.67	2.63
p stat_(*=Sig @ p<=.05)	.839	.716	.643	.446	.026*	.632	.012*	~.021*	~	~	~.898	.553	.040*	.000*	.000*	.020*	.203			
NDRLSTN4 NQ33	2.61	2.61	2.60	2.61	2.60	2.63	2.67	2.61	2.52	2.49	2.33	2.72	2.59	2.60	2.67	2.61	2.66	2.55	2.68	2.58
p stat_(*=Sig @ p<=.05)	1.00	.826	.897	.588	.272	.082	.537	~.198	~	~	~.764	.057	.895	.000*	.000*	.000*	.004*			
NDRESPU4 NQ34	2.67	2.73	2.67	2.68	2.65	2.68	2.68	2.67	2.72	2.72	2.48	2.76	2.61	2.66	2.72	2.67	2.72	2.60	2.72	2.65
p stat_(*=Sig @ p<=.05)	.160	.976	.741	.394	.643	.771	.832	~.543	~	~	~.816	.129	.947	.000*	.000*	.001*	.007*			
NDRTMEN4 NQ37	2.52	2.41	2.51	2.50	2.52	2.56	2.56	2.53	2.56	2.47	2.37	2.65	2.58	2.52	2.45	2.54	2.59	2.42	2.55	2.51
p stat_(*=Sig @ p<=.05)	.025*	.746	.577	.950	.019*	.314	.043*	~.589	~	~	~.966	.064	.002*	.000*	.000*	.000*	.059	.251		
COMPOSITE	2.61	2.60	2.61	2.60	2.60	2.64	2.63	2.62	2.59	2.52	2.36	2.73	2.61	2.60	2.61	2.62	2.67	2.53	2.66	2.59
p stat_(*=Sig @ p<=.05)	.823	.948	.875	.562	.104	.501	.197	~.301	~	~	~.852	.878	.137	.000*	.000*	.002*	.034*			

CUSTOMER SERVICE

BANT OT1	AGE							RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- IAN	AMER IND/ PAC ALSK	MUL- ILND NATV	OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD & POOR	FE- MALE MALE			
NPBCLCS4 NQ50	2.30	2.17	2.31	2.22	2.27	2.38	2.39	2.32	2.00	2.13	1.46	2.44	2.45	2.24	2.26	2.31	2.33	2.22	2.36	2.27
p stat_(*=Sig @ p<=.05)		.071	.749	.173	.589	.016*	.267	.079	~	~	~	~	~	.521	.472	.261	.025*	.016*	.039*	.113
NCSRESP NQ51	2.69	2.62	2.63	2.64	2.71	2.73	2.75	2.71	2.40	2.43	2.35	2.91	2.77	2.69	2.62	2.70	2.69	2.67	2.69	2.69
p stat_(*=Sig @ p<=.05)		.196	.120	.192	.495	.144	.301	.161	~	~	~	~	~	.987	.076	.339	.694	.331	.917	.927
COMPOSITE	2.49	2.39	2.47	2.43	2.49	2.55	2.57	2.51	2.20	2.28	1.91	2.67	2.61	2.46	2.44	2.50	2.51	2.44	2.52	2.48
p stat_(*=Sig @ p<=.05)		.101	.619	.166	.979	.033*	.256	.091	~	~	~	~	~	.704	.227	.264	.137	.060	.240	.329

SHARED DECISION MAKING

BANT OT1	AGE						RACE						ETHNIC- ITY	HEALTH STATUS	GENDER				
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- IAN	AMER IND/ PAC ILND	ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
NNRXWHY NQ11	2.86	2.84	2.88	2.87	2.83	2.88	2.88	2.89	2.92	3.00	2.76	2.73	2.84	2.78	2.87	2.88	2.84	2.89	2.85
p stat_(*=Sig @ p<=.05)	.567	.645	.837	.107	.315	.752	.092	~	~	~	~	~	.574	.071	.149	.180	.108	.155	.144
NNRXWYNT NQ12	2.48	2.46	2.56	2.57	2.48	2.41	2.52	2.11	1.92	3.00	2.58	2.65	2.54	2.25	2.51	2.51	2.45	2.48	2.49
p stat_(*=Sig @ p<=.05)	.762	.162	.074	.906	.017*	.832	.007*	~	~	~	~	~	.449	.002*	.002*	.201	.117	.986	.905
NRXBST NQ13	2.53	2.56	2.66	2.50	2.49	2.48	2.54	2.65	2.59	2.53	2.42	2.18	2.49	2.56	2.53	2.57	2.47	2.57	2.51
p stat_(*=Sig @ p<=.05)	.735	.005*	.535	.268	.079	.266	.601	~	~	~	~	~	.509	.681	.675	.027*	.007*	.247	.116
COMPOSITE	2.63	2.62	2.70	2.65	2.60	2.59	2.64	2.55	2.48	2.84	2.59	2.52	2.62	2.53	2.64	2.65	2.58	2.65	2.62
p stat_(*=Sig @ p<=.05)	.882	.022*	.519	.277	.092	.464	.046*	~	~	~	~	~	.919	.034*	.041*	.040*	.012*	.341	.272

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

	BANTO T1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
PRBSEE4 Q25	77%	79%	75%	72%	71%	81%	85%	79%	71%	55%	82%	76%	71%	70%	78%	77%	79%	74%	76%	77%
CARNES4 Q14	82%	82%	79%	81%	80%	85%	88%	83%	84%	74%	80%	79%	68%	78%	86%	82%	86%	76%	84%	81%
AVERAGE	79.32	80.49	77.09	76.61	75.48	82.93	86.25	80.78	77.44	64.32	81.20	77.88	69.85	73.90	82.15	79.23	82.51	75.06	79.84	79.43

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

	BANTO T1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- AMER	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	FE- MALE	MALE	
CARSN4 Q4	83%	83%	78%	83%	83%	85%	88%	84%	75%	70%	100%	86%	66%	81%	85%	83%	86%	80%	84%	83%
APGET4 Q6	77%	64%	72%	75%	79%	82%	83%	80%	77%	48%	66%	79%	74%	76%	73%	78%	76%	80%	77%	78%
AVERAGE	79.89	73.49	75.23	78.69	80.86	83.17	85.54	81.80	76.19	59.11	82.93	82.27	70.28	78.66	79.18	80.34	80.87	79.74	80.31	80.24

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

BANT OT1	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
	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	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	MALE		
DREXPL4 Q17	92%	94%	91%	90%	92%	93%	92%	93%	91%	86%	85%	98%	95%	90%	92%	92%	94%	89%	93%	91%
DRLSTN4 Q18	90%	91%	89%	92%	89%	91%	93%	90%	89%	87%	87%	94%	92%	90%	93%	90%	92%	88%	93%	89%
DRESPU4 Q19	91%	93%	91%	92%	91%	90%	92%	91%	93%	92%	87%	90%	90%	89%	94%	91%	93%	87%	93%	90%
DRTMEN4 Q20	88%	85%	86%	89%	88%	90%	90%	89%	89%	87%	87%	93%	93%	85%	87%	89%	91%	84%	89%	88%
AVERAGE	90.2	90.9	89.2	90.8	89.8	91.1	91.6	90.6	90.2	87.8	86.6	93.8	92.5	88.5	91.5	90.4	92.4	87.2	92.1	89.5

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

	BANTO T1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
PBCLCS4 Q31	79%	73%	83%	75%	77%	83%	79%	80%	80%	60%	73%	75%	79%	72%	82%	78%	80%	77%	80%	79%
CSRESP Q32	94%	94%	92%	93%	93%	94%	93%	94%	91%	84%	100%	100%	95%	90%	94%	93%	93%	93%	92%	94%
AVERAGE	86.29	83.53	87.52	84.13	84.97	88.26	86.32	87.07	85.73	71.88	86.41	87.38	87.32	81.25	87.76	85.96	86.61	84.94	85.98	86.46

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

BANT OT1	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
NRXWHY Q10	93%	92%	94%	94%	91%	94%	94%	94%	94%	100%	90%	87%	93%	89%	94%	94%	92%	94%	93%	
NRXWYNT Q11	74%	73%	77%	79%	74%	71%	73%	76%	66%	49%	76%	78%	83%	77%	62%	75%	75%	72%	74%	74%
RXBST Q12	77%	79%	83%	75%	75%	74%	80%	77%	88%	78%	84%	72%	58%	76%	78%	77%	79%	74%	78%	76%
AVERAGE	81.4	81.5	84.7	82.5	80.1	79.8	82.3	82.2	82.8	73.7	86.8	80.2	75.9	81.8	76.5	81.9	82.6	79.3	82.1	81.0

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

	BANT OT1	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q1 YES	5563 100%	951 100%	1290 100%	1732 100%	1590 100%	2494 100%	94 100%	177 100%	14 100%	70 100%	37 100%	447 100%	1753 100%	3340 100%	4919 100%	230 100%	4241 100%	1322 100%	
NOT ANSWERED	34	3	6	11	14	11	3	3	1	1	15	19	32	2	23	11			
VALID CASES	5563	951	1290	1732	1590	2494	94	177	14	70	37	447	1753	3340	4919	230	4241	1322	
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 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	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ NATV	MUL-OTI	HIS-IC	NOT HIS-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q3																		
YES	1709 31%	350 38%*	427 34%*	481 28%*	450 29%*	841 34%*	22 24%	31 18%*	7 51%~	24 33%	10 26%~	169 38%*	478 27%*	1116 33%*	1493 30%*	115 50%*	1142 28%*	568 43%*
NO	3760 69%	580 62%*	832 66%*	1229 72%*	1119 71%*	1648 66%*	71 76%	147 82%*	7 49%~	48 67%	28 74%~	278 62%*	1271 73%*	2221 67%*	3423 70%*	113 50%*	3004 72%*	756 57%*
NOT ANSWERED	128	24	37	32	34	16	1	2		1		1	19	22	34	4	118	9
VALID CASES	5469	930	1259	1711	1570	2489	93	178	14	72	38	447	1749	3337	4917	228	4146	1324
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	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 YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED?

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q4 NEVER	21 1%	5 2%	4 0.9%	7 2%	5 1%	10 1%	~	~	~	~	12%~	3%	3 0.7%	14 1%	15 1%	4 4%	14 1%	7 1%
SOMETIMES	119 7%	21 6%	25 6%	34 8%	39 9%	47 6%*	5%~	18%~	39%~	~	12%~	5%	37 8%	67 6%	95 7%*	12 12%	80 7%	40 7%
USUALLY	280 17%	50 15%	64 16%	78 17%	88 21%*	140 18%	2 9%~	6 21%~	~	10%~	24%~	22 14%	88 19%	173 17%	243 17%	24 23%	165 15%*	116 22%*
ALWAYS	1182 74%	256 77%	308 77%	336 74%	282 68%*	593 75%	19 86%~	17 62%~	4 61%~	20 90%~	5 52%~	124 78%	328 72%	786 76%*	1056 75%*	61 61%*	807 76%*	375 70%*
#ALWAYS + USUALLY (NET)	1463 91%	306 92%	372 93%	415 91%	370 89%	733 93%*	21 95%~	23 82%~	4 61%~	23 100%~	7 76%~	146 92%	416 91%	958 92%	1299 92%*	85 84%*	972 91%	490 91%
TOP BOX SCORE	1182 74%	256 77%	308 77%	336 74%	282 68%*	593 75%	19 86%~	17 62%~	4 61%~	20 90%~	5 52%~	124 78%	328 72%	786 76%*	1056 75%*	61 61%*	807 76%*	375 70%*
NOT ANSWERED	100	20	24	21	35	51		2		1	1	11	22	68	78	13	70	30
VALID CASES	1603	332	401	456	414	790	22	28	7	23	9	159	456	1039	1409	101	1066	537
NUMBER OF RESPONDENTS	1703 100%	352 100%	425 100%	477 100%	449 100%	841 100%	22 100%	30 100%	7 100%	24 100%	10 100%	170 100%	478 100%	1107 100%	1487 100%	114 100%	1136 100%	567 100%

[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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR	NO CCC	CCC
Q5 YES	3648 67%	745 81%*	868 70%	1037 61%*	998 64%*	1665 67%	67 71%	120 67%	10 70%~	43 60%	29 77%~	311 70%	1159 67%	2254 68%	3267 67%*	174 76%*	2608 64%*	1041 79%*
NO	1767 33%	177 19%*	380 30%	655 39%*	555 36%*	814 33%	27 29%	59 33%	4 30%~	29 40%	8 23%~	135 30%	574 33%	1073 32%	1619 33%*	56 24%*	1486 36%*	280 21%*
NOT ANSWERED	182	32	48	51	51	26		2		1	1	2	35	32	65	2	171	11
VALID CASES	5415	922	1248	1692	1553	2479	94	178	14	72	37	446	1733	3327	4886	230	4093	1322
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	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	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OTI	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
Q6 NEVER	60 2%	5 0.7%*	16 2%	21 2%	18 2%	26 2%	1 2%	2 2%	1 5%~	2 5%~	3 12%~	5 2%	16 1%	40 2%	52 2%	4 2%	37 1%	23 2%
SOMETIMES	419 12%	69 10%*	115 14%	116 12%	119 13%	149 10%*	13 20%	32 29%*	4 33%~	1 4%~	2 8%~	26 9%*	164 15%*	223 11%*	368 12%	26 16%	315 13%	104 11%
USUALLY	893 26%	152 21%*	212 26%	256 26%	273 30%*	404 26%	11 17%*	35 31%	1 13%~	15 35%~	7 29%~	84 28%	285 26%	550 26%	797 26%	49 30%	612 25%*	281 28%*
ALWAYS	2061 60%	484 68%*	482 58%	587 60%	508 55%*	981 63%*	41 62%	42 38%*	5 49%~	23 56%~	13 51%~	183 61%	633 58%*	1307 62%*	1868 61%	85 52%*	1483 61%	578 59%
#ALWAYS + USUALLY (NET)	2954 86%	636 90%*	694 84%	844 86%	781 85%	1384 89%*	52 79%	77 70%*	7 62%~	38 91%~	20 80%~	267 90%*	919 84%*	1857 88%*	2665 86%	134 82%	2096 86%	858 87%
TOP BOX SCORE	2061 60%	484 68%*	482 58%	587 60%	508 55%*	981 63%*	41 62%	42 38%*	5 49%~	23 56%~	13 51%~	183 61%	633 58%*	1307 62%*	1868 61%	85 52%*	1483 61%	578 59%
NOT ANSWERED	220	38	49	56	77	108	1	8		1	3	15	60	138	186	10	162	58
VALID CASES	3433	710	824	981	918	1559	66	111	11	42	25	298	1099	2120	3084	164	2447	986
NUMBER OF RESPONDENTS	3653 100%	748 100%	873 100%	1037 100%	995 100%	1667 100%	67 100%	119 100%	11 100%	43 100%	28 100%	313 100%	1159 100%	2258 100%	3270 100%	174 100%	2609 100%	1044 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	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q7 NONE	1568 30%	154 17%*	307 25%*	571 34%*	538 35%*	691 28%*	27 29%	75 42%*	1 9%~	19 26%	11 31%~	120 27%	554 33%*	929 28%*	1464 30%*	47 22%*	1338 33%*	230 18%*
1 TIME	1519 29%	264 30%	384 32%*	468 28%	402 26%*	728 29%	25 27%	58 32%	9 62%~	25 35%	11 31%~	119 27%	465 28%	979 30%	1417 29%*	40 19%*	1209 30%*	310 24%*
2	1109 21%	240 27%*	274 22%	323 19%	273 18%*	513 21%	22 24%	29 16%	3 22%~	14 20%	10 28%~	107 24%	333 20%	706 21%	1006 21%	38 18%	810 20%*	299 23%*
3	540 10%	119 13%*	132 11%	147 9%*	142 9%	261 11%	9 10%	14 8%	~	6 8%	4 10%~	53 12%	158 9%	345 10%	480 10%	28 13%	357 9%*	182 14%*
4	239 5%	53 6%*	52 4%	60 4%*	74 5%	109 4%	5 5%	2 1%*	1 6%~	4 6%	~	19 4%	80 5%	143 4%	210 4%	15 7%	141 4%*	98 8%*
5 TO 9	238 4%	51 6%	51 4%	65 4%	70 5%	114 5%	3 3%	2 0.9%*	~	3 4%	~	19 4%	71 4%	146 4%	189 4%*	30 14%*	116 3%*	122 9%*
10 OR MORE TIMES	83 2%	11 1%	21 2%	29 2%	23 1%	53 2%*	1 1%	~	~	~	~	2 ~0.5%*	18 1%*	58 2%	60 1%*	17 8%*	30 0.7%*	54 4%*
NOT ANSWERED	302	61	77	80	83	36	2			1	1	9	89	52	127	17	264	38
VALID CASES	5295	893	1219	1663	1521	2469	92	180	14	72	37	439	1679	3307	4824	215	4000	1295
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q8 #YES	2629 72%	542 75%	646 72%	765 71%	676 71%	1295 74%*	46 73%	67 65%	8 68%~	34 64%	16 73%~	215 68%	800 72%	1688 72%	2392 72%	121 74%	1806 69%*	823 78%*
NO	1023 28%	183 25%	251 28%	309 29%	280 29%	462 26%*	17 27%	37 35%	4 32%~	19 36%	6 27%~	103 32%	304 28%	653 28%	915 28%	43 26%	794 31%*	228 22%*
NOT ANSWERED	72	13	17	15	26	22	2	1			3	3	20	32	49	4	56	16
VALID CASES	3651	725	897	1075	955	1757	63	104	12	53	22	319	1104	2341	3307	164	2600	1051
NUMBER OF RESPONDENTS	3723	738	914	1090	981	1779	65	105	12	53	25	322	1124	2373	3356	168	2656	1067
	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, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER?

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q9																		
NEVER	88 2%	17 2%	19 2%	27 2%	25 3%	36 2%	1 1%	10 10%*	4 ~	2 7%	13 4%	19 2%*	62 3%	75 2%	7 4%	67 3%	21 2%	
SOMETIMES	267 7%	48 7%	62 7%	80 7%	77 8%	106 6%*	5 8%	16 15%*	3 29%~	2 4%	18 9%~	100 9%*	147 6%*	231 7%*	23 14%*	193 7%	74 7%	
USUALLY	748 21%	123 17%*	182 21%	224 21%	219 23%*	356 20%	11 17%	26 25%	2 15%~	11 21%	6 28%~	58 18%	226 20%	467 20%	654 20%*	40 25%	503 19%*	245 23%*
ALWAYS	2541 70%	539 74%*	624 70%	740 69%	637 66%*	1260 72%*	48 74%	52 50%*	7 57%~	35 67%	12 53%~	230 72%	759 69%	1666 71%*	2346 71%*	94 57%*	1829 71%	711 68%
#ALWAYS + USUALLY (NET)	3288 90%	661 91%	807 91%	964 90%	856 89%	1616 92%*	59 91%	77 75%*	9 71%~	46 89%	18 82%~	288 90%	985 89%	2133 91%*	3001 91%*	134 82%*	2333 90%	956 91%
TOP BOX SCORE	2541 70%	539 74%*	624 70%	740 69%	637 66%*	1260 72%*	48 74%	52 50%*	7 57%~	35 67%	12 53%~	230 72%	759 69%	1666 71%*	2346 71%*	94 57%*	1829 71%	711 68%
NOT ANSWERED	79	12	26	19	22	21		2		1	3	3	20	31	49	4	63	17
VALID CASES	3644	726	888	1071	959	1758	65	103	12	52	22	319	1104	2342	3307	164	2593	1050
NUMBER OF RESPONDENTS	3723 100%	738 100%	914 100%	1090 100%	981 100%	1779 100%	65 100%	105 100%	12 100%	53 100%	25 100%	322 100%	1124 100%	2373 100%	3356 100%	168 100%	2656 100%	1067 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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q10 YES	1068 29%	177 24%*	234 26%*	326 31%	331 35%*	542 31%	13 21%	32 32%	1 10%~	14 27%	7 28%~	93 29%	310 28%	701 30%	945 29%*	70 43%*	575 22%*	494 47%*
NO	2566 71%	546 76%*	654 74%*	738 69%	628 65%*	1214 69%	50 79%	69 68%	11 90%~	37 73%	17 72%~	228 71%	786 72%	1640 70%	2353 71%*	93 57%*	2010 78%*	555 53%*
NOT ANSWERED	89	15	26	26	22	24	2	3		2	1	2	28	32	58	5	71	18
VALID CASES	3634	723	888	1064	959	1755	63	102	12	51	24	320	1096	2341	3298	163	2585	1049
NUMBER OF RESPONDENTS	3723	738	914	1090	981	1779	65	105	12	53	25	322	1124	2373	3356	168	2656	1067
	100%	100%	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	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC	ALSK NATV	MUL-OTHR	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q11 #YES	981 94%	163 92%	219 95%	292 92%	308 96%	506 96%*	13 100%~	24 86%~	2 100%~	12 100%~	6 85%~	90 99%*	276 90%*	655 96%*	868 94%	66 98%*	520 92%*	461 96%*
NO	63 6%	14 8%	11 5%	25 8%	13 4%	23 4%*	4 ~ 14%~				1 ~ 15%~	1 1%*	30 10%*	28 4%*	57 6%	2 2%*	45 8%*	18 4%*
NOT ANSWERED	24	1	6	10	8	12		3		1		2	4	18	21	2	11	13
VALID CASES	1044	176	230	316	321	529	13	28	2	12	7	91	306	683	924	68	565	479
NUMBER OF RESPONDENTS	1068	177	236	326	329	541	13	31	2	13	7	93	310	701	945	70	576	492
	100%	100%	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	AGE				RACE							ETHNIC-	HEALTH	CCC			
	OT1												ITY	STATUS	SCREENER			
	OHP	<4	4-7	8-12	13	BLCK	AS-	NATV	AMER	MUL-	HIS-	NOT	EX &	GOOD	FAIR	NO	CCC	
Q12	TOT				AND	OR	IAN	HAW/	IND/	OTHR	TI	PAN-	PAN-	&	&	CCC	CCC	
#YES	CHLD				OVER	AFR-		ILND	NATV			IC	IC	GOOD	POOR			
744	117	161	220	245	391	9	20	2	9	3	74	196	509	659	47	373	371	
71%	67%	70%	69%	77%*	74%	69%~	71%~	100%~	73%~	46%~	80%*	64%*	74%*	71%	69%	67%*	77%*	
NO	298	58	69	97	74	137	4	8	3	4	18	108	175	264	21	186	112	
29%	33%	30%	31%	23%*	26%	31%~	29%~	~	27%~	54%~	20%*	36%*	26%*	29%	31%	33%*	23%*	
NOT ANSWERED	26	2	6	9	10	13		3	1		1	6	17	22	2	17	9	
VALID CASES	1042	175	230	317	319	528	13	28	2	12	7	92	304	684	923	68	559	483
NUMBER OF RESPONDENTS	1068	177	236	326	329	541	13	31	2	13	7	93	310	701	945	70	576	492
	100%	100%	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	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q13 #YES	817 79%	123 72%*	174 76%	265 84%*	256 81%	413 79%	10 77%~	19 66%~	1 36%~	8 67%~	5 70%~	70 81%	247 81%	530 79%	719 78%	59 88%*	418 75%*	399 84%*
NO	215 21%	49 28%*	55 24%	50 16%*	61 19%	112 21%	3 23%~	10 34%~	1 64%~	4 33%~	2 30%~	16 19%	58 19%	145 21%	197 22%	8 12%*	140 25%*	76 16%*
NOT ANSWERED	35	5	8	11	12	16		3		1		7	5	26	29	3	18	17
VALID CASES	1033	172	228	315	317	525	13	28	2	12	7	86	305	675	916	67	558	475
NUMBER OF RESPONDENTS	1068	177	236	326	329	541	13	31	2	13	7	93	310	701	945	70	576	492
	100%	100%	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 OTI	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	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%	1 0.1%	4 0.5%	4 0.4%	3 0.3%	5 0.3%	~	~	~	~	~0.7%	2 0.2%	7 0.3%	8 0.2%	1 0.6%	10 0.4%	2 0.2%	
01	11 0.3%	~	5 ~0.6%	5 0.5%	1 0.1%	4 0.2%	1 2%	~	1 6%	~	~0.3%	3 0.3%	8 0.3%	9 0.3%	1 0.6%	2 0.1%	9 0.9%*	
02	14 0.4%	1 0.1%	4 0.4%	2 0.2%	7 0.8%	6 0.3%	~	~	~	~	~0.9%	3 0.3%	8 0.3%	11 0.3%	2 1%	11 0.4%	3 0.3%	
03	14 0.4%	1 0.1%	3 0.3%	4 0.3%	6 0.7%	5 0.3%	~	~	~	2 4%	~	5 ~0.5%	7 0.3%	9 0.3%	3 2%	6 0.2%	8 0.7%	
04	23 0.6%	3 0.4%	7 0.8%	5 0.4%	8 0.9%	12 0.7%	~	~	~	1 1%	~0.5%	2 0.7%	14 0.6%	20 0.6%	2 1%	19 0.7%	4 0.4%	
05	116 3%	19 3%	17 2%*	35 3%	45 5%*	58 3%	~	3 2%	~	7 13%*	1 4%~	10 3%	30 3%	77 3%	97 3%*	12 7%*	80 3%	36 3%
06	108 3%	24 3%	21 2%	30 3%	33 3%	55 3%	4 6%	5 5%	~	~	2 9%~	5 2%*	27 2%	72 3%	92 3%	8 5%	75 3%	33 3%
07	277 8%	52 7%	73 8%	68 6%	84 9%	154 9%*	3 5%	13 13%	1 3%~	3 6%	4 18%~	30 9%	53 5%*	209 9%*	247 7%	18 11%	180 7%*	97 9%*
08	764 21%	148 21%	174 20%	227 21%	215 22%	399 23%*	9 14%	26 25%	2 15%~	11 21%	5 23%~	66 21%	198 18%*	523 22%*	679 21%*	39 24%	521 20%	243 23%
09	777 21%	149 21%	181 20%	230 22%	218 23%	371 21%	12 19%	25 25%	4 36%~	6 12%	4 18%~	68 21%	256 23%	489 21%	722 22%*	27 17%	556 22%	221 21%
BEST HEALTH CARE POSSIBLE	1520 42%	324 45%	400 45%*	458 43%	337 35%*	688 39%*	34 54%	31 30%*	5 40%~	22 42%	7 28%~	134 42%	518 47%*	929 40%*	1411 43%*	51 31%*	1123 43%*	396 38%*
#8-10 (NET)	3061 84%	621 86%	755 85%	915 86%	770 80%*	1458 83%	55 87%	82 80%	11 90%~	39 76%	16 69%~	267 83%	972 88%*	1941 83%*	2812 85%*	118 72%*	2200 85%*	860 82%*

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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
9-10 (NET)	2297 63%	473 65%	581 65%	688 64%	555 58%*	1059 60%*	46 73%	56 55%	9 75%~	28 55%	11 46%~	201 63%	773 70%*	1417 61%*	2133 65%*	79 48%*	1679 65%*	617 59%*
NOT ANSWERED	86	16	25	22	23	21	2	3		1	2	2	22	31	50	3	71	14
VALID CASES	3637	722	889	1068	958	1758	63	102	12	52	23	320	1102	2342	3306	165	2585	1053
NUMBER OF RESPONDENTS	3723 100%	738 100%	914 100%	1090 100%	981 100%	1779 100%	65 100%	105 100%	12 100%	53 100%	25 100%	322 100%	1124 100%	2373 100%	3356 100%	168 100%	2656 100%	1067 100%
MEAN	8.70	8.84	8.77	8.74	8.48	8.64	8.99	8.55	8.67	8.26	8.26	8.67	8.89	8.65	8.76	8.07	8.76	8.56
p stat_(*=Sig @ p<=.05)		.004*	.148	.304	.000*	.035*	.156	.246		~.134		~.739	.000*	.006*	.000*	.000*	.001*	.001*

[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 OTI	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 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 & FAIR	GOOD & POOR	NO CCC	CCC
Q15 NEVER	60 2%	9 1%	14 2%	19 2%	18 2%	21 1%*	6 ~	6 6%	1 ~	1 3%	8 ~	8 2%	18 2%	36 2%	49 1%	5 3%	41 2%	19 2%
SOMETIMES	331 9%	55 8%	75 8%	100 9%	100 10%	143 8%	6 9%	22 22%*	3 29%~	4 7%	1 4%~	25 8%	102 9%	201 9%	274 8%*	35 21%*	209 8%*	122 12%*
USUALLY	1068 29%	167 23%*	260 29%	323 30%	319 33%*	507 29%	11 17%*	41 40%*	3 21%~	16 31%	10 43%~	81 25%	351 32%*	665 28%	955 29%*	64 39%*	712 28%*	357 34%*
ALWAYS	2176 60%	493 68%*	537 61%	625 59%	521 54%*	1086 62%*	48 74%*	33 32%*	6 50%~	30 59%	13 53%~	208 65%	635 57%*	1444 62%*	2033 61%*	61 37%*	1618 63%*	558 53%*
#ALWAYS + USUALLY (NET)	3245 89%	659 91%	797 90%	948 89%	840 88%	1593 91%*	59 91%	74 72%*	9 71%~	47 90%	23 96%~	289 90%	986 89%	2109 90%	2989 90%*	125 76%*	2330 90%*	915 87%*
TOP BOX SCORE	2176 60%	493 68%*	537 61%	625 59%	521 54%*	1086 62%*	48 74%*	33 32%*	6 50%~	30 59%	13 53%~	208 65%	635 57%*	1444 62%*	2033 61%*	61 37%*	1618 63%*	558 53%*
NOT ANSWERED	87	14	28	22	22	22	3			1	1	1	19	27	45	3	76	11
VALID CASES	3636	724	886	1068	959	1757	65	102	12	52	24	321	1105	2346	3311	165	2580	1056
NUMBER OF RESPONDENTS	3723 100%	738 100%	914 100%	1090 100%	981 100%	1779 100%	65 100%	105 100%	12 100%	53 100%	25 100%	322 100%	1124 100%	2373 100%	3356 100%	168 100%	2656 100%	1067 100%

[ASKED IF Q7 >= 1 TIME]

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

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q16 YES	3996 74%	246 27%*	1019 83%*	1467 88%*	1265 81%*	1923 77%*	70 75%	112 63%*	9 65%~	61 86%*	31 81%~	348 78%	1205 69%*	2570 77%*	3635 74%*	180 78%	2846 70%*	1150 86%*
NO	1376 26%	663 73%*	212 17%*	209 12%*	290 19%*	572 23%*	23 25%	66 37%*	5 35%~	10 14%*	7 19%~	98 22%	538 31%*	773 23%*	1277 26%*	49 22%	1195 30%*	180 14%*
NOT ANSWERED	226	45	66	66	49	11	1	2		1		3	25	15	39	3	223	3
VALID CASES	5371	909	1230	1677	1555	2494	93	178	14	72	38	445	1743	3344	4912	229	4041	1330
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q17 YES	433 11%	29 12%	130 13%*	153 11%	121 10%	181 10%*	10 15%	7 7%	5 ~	2 9%	37 7%~	154 13%*	244 10%*	357 10%*	52 30%*	212 8%*	221 20%*	
NO	3362 89%	210 88%	851 87%*	1250 89%	1050 90%	1637 90%*	56 85%	92 93%	9 100%~	53 91%	27 93%~	292 89%	1005 87%*	2176 90%*	3093 90%*	118 70%*	2493 92%*	868 80%*
NOT ANSWERED	196	5	40	62	89	104	4	11	1	4	2	17	45	139	178	10	138	58
VALID CASES	3795	239	982	1403	1171	1819	66	99	9	58	29	329	1159	2421	3449	170	2706	1089
NUMBER OF RESPONDENTS	3991	244	1022	1465	1260	1923	70	110	9	62	31	346	1204	2560	3627	180	2844	1147
	100%	100%	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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q18 #YES	387 92%	26 93%~	122 94%	131 89%	107 94%	168 94%	9 90%~	4 62%~	4 ~100%~	1 50%~	34 94%~	139 93%	222 94%	318 92%	49 98%*	189 92%	198 92%	
NO	32 8%	2 7%~	8 6%	16 11%	7 6%	11 6%	1 10%~	3 38%~	~	1 ~ 50%~	2 6%~	11 7%	15 6%	27 8%	1 2%*	16 8%	16 8%	
NOT ANSWERED	10	1		4	5	3						4	4	8	1	6	4	
VALID CASES	419	28	130	147	114	179	10	7	4	2	36	150	237	345	50	205	214	
NUMBER OF RESPONDENTS	429	29	130	151	119	182	10	7	4	2	36	154	241	353	51	211	218	
	100%	100%	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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV PAC ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q19 YES	220 4%	45 5%	54 4%	75 4%	46 3%*	107 4%	5 6%	3 1%*	1 10%~	1 2%	3 8%~	17 4%	65 4%	141 4%	179 4%*	31 13%*	87 2%*	134 10%*
NO	5128 96%	857 95%	1168 96%	1603 96%	1501 97%*	2382 96%	85 94%	173 99%*	13 90%~	69 98%	34 92%~	428 96%	1683 96%	3188 96%	4721 96%*	201 87%*	3938 98%*	1190 90%*
NOT ANSWERED	248	51	74	66	57	16	4	4		3	1	4	20	30	51	1	239	9
VALID CASES	5349	903	1222	1677	1547	2489	90	176	14	70	37	444	1748	3329	4900	231	4025	1324
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%

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

	BANT	AGE				RACE						ETHNIC-	HEALTH	CCC				
	OT1	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q20 NEVER	21 10%	1 2%	5 9%	11 15%	4 9%	13 12%	1 20%	~	~	~	~	4 6%	15 11%	15 9%	5 17%	4 5%*	17 13%*	
SOMETIMES	29 14%	4 8%	10 19%	9 12%	7 15%	12 11%	1 33%	1 100%	1 50%	~	3 19%	8 13%	18 13%	22 13%	4 14%	12 15%	17 13%	
USUALLY	48 23%	12 26%	9 17%	17 24%	10 24%	23 22%	1 20%	~	~	~	5 35%	18 26%	29 21%	38 22%	9 31%	12 15%*	36 27%*	
ALWAYS	116 54%	29 64%	30 55%	34 49%	23 52%	59 55%	3 60%	2 67%	~	1 50%	2 65%	10 55%	34 53%	78 55%	101 57%	11 38%	54 65%*	62 47%*
#ALWAYS + USUALLY (NET)	164 76%	40 90%	39 72%	52 73%	33 76%	82 77%	4 80%	2 67%	~	1 50%	3 100%	15 81%	52 81%	106 76%	139 79%	20 70%	66 80%	98 74%
TOP BOX SCORE	116 54%	29 64%	30 55%	34 49%	23 52%	59 55%	3 60%	2 67%	~	1 50%	2 65%	10 55%	34 53%	78 55%	101 57%	11 38%	54 65%*	62 47%*
NOT ANSWERED	5	1		1	3							1		2	1	3	2	
VALID CASES	214	45	55	71	43	107	5	3	1	2	3	18	64	140	176	29	82	132
NUMBER OF RESPONDENTS	219	46	55	72	46	107	5	3	1	2	3	18	65	140	178	30	85	134
	100%	100%	100%	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	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ NATV	MUL-OTHR	HIS-IC	NOT HIS-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
Q21 #YES	175 83%	39 88%	45 84%	57 81%	34 80%	87 83%	3 60%	2 100%	1 50%	3 100%	12 65%	60 94%*	107 78%*	147 84%	21 75%	66 83%	109 83%	
NO	36 17%	5 12%	9 16%	14 19%	9 20%	18 17%	2 40%	1 100%	1 50%	6 35%	4 6%*	31 22%*	28 16%	7 25%	14 17%	23 17%		
NOT ANSWERED	8	2	2	1	3	2	1					3		2	5	3		
VALID CASES	211	44	53	71	43	105	5	2	1	2	3	18	64	137	175	28	80	131
NUMBER OF RESPONDENTS	219	46	55	72	46	107	5	3	1	2	3	18	65	140	178	30	85	134
	100%	100%	100%	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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q22 YES	540 10%	78 9%	169 14%*	155 9%	137 9%	262 11%	8 9%	11 6%*	9 ~ 12%	2 6%~	40 9%	173 10%	334 10%	448 9%*	65 28%*	178 4%*	362 27%*	
NO	4810 90%	829 91%	1054 86%*	1520 91%	1407 91%	2224 89%	84 91%	166 94%*	14 100%~	61 88%	36 94%~	404 91%	1578 90%	2997 90%	4460 91%*	166 72%*	3849 96%*	960 73%*
NOT ANSWERED	247	47	73	68	59	19	2	2	3		3	17	28	42	1	237	10	
VALID CASES	5350	907	1223	1675	1545	2486	92	178	14	70	38	445	1751	3331	4909	231	4027	1323
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	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	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ PAC	ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q23 NEVER	64 12%	9 11%	18 11%	20 14%	18 14%	38 15%	2 ~ 16%~		1 ~ 10%~		5 ~ 11%~	13 8%*	48 15%*	53 12%	7 12%	19 11%	15 13%
SOMETIMES	81 16%	11 15%	26 16%	22 15%	22 17%	35 14%	1 14%~	2 23%~	3 ~ 40%~		7 ~ 16%~	29 18%	47 15%	61 14%	16 26%	25 15%	56 16%
USUALLY	128 25%	16 22%	42 25%	33 22%	37 29%	60 24%	5 73%~	3 23%~	2 ~ 20%~		10 ~ 23%~	44 26%	80 25%	104 24%	20 34%	35 21%	93 27%
ALWAYS	243 47%	40 52%	80 48%	73 49%	50 40%	117 47%	1 14%~	4 38%~	2 ~ 30%~	2 100%~	22 50%~	82 49%	145 45%	214 49%*	17 28%*	91 53%*	153 44%*
#ALWAYS + USUALLY (NET)	371 72%	56 74%	122 73%	106 72%	88 69%	177 71%	6 86%~	7 62%~	4 ~ 50%~	2 100%~	31 73%~	126 75%	225 70%	317 74%	37 62%	126 74%	245 71%
TOP BOX SCORE	243 47%	40 52%	80 48%	73 49%	50 40%	117 47%	1 14%~	4 38%~	2 ~ 30%~	2 100%~	22 50%~	82 49%	145 45%	214 49%*	17 28%*	91 53%*	153 44%*
NOT ANSWERED	24	2	6	5	10	13	1		1			4	17	17	5	8	15
VALID CASES	516	76	166	148	127	250	7	11	8	2	43	168	319	432	60	170	347
NUMBER OF RESPONDENTS	540	78	172	153	137	263	8	11	9	2	43	172	336	449	65	178	362
	100%	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 OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 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	NO CCC
Q24 #YES	358 69%	55 75%	108 64%	99 67%	96 74%	157 63%*	6 75%~	9 77%~	5 ~ 70%~	30 ~ 69%~		136 80%*	204 64%*	299 69%	43 70%	118 70%	240 69%
NO	159 31%	18 25%	60 36%	48 33%	33 26%	91 37%*	2 25%~	2 23%~	2 ~ 30%~	2 100%~	13 31%~	34 20%*	115 36%*	133 31%	19 30%	51 30%	109 31%
NOT ANSWERED	22	5	4	6	7	15			1			2	16	17	3	9	13
VALID CASES	518	73	168	147	130	248	8	11	8	2	43	170	320	432	62	169	349
NUMBER OF RESPONDENTS	540 100%	78 100%	172 100%	153 100%	137 100%	263 100%	8 100%	11 100%	9 100%	2 100%	43 100%	172 100%	336 100%	449 100%	65 100%	178 100%	362 100%

[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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q25 YES	794 15%	36 4%*	180 15%	273 16%*	306 20%*	428 17%*	9 10%	10 6%*	1 6%~	14 20%	4 11%~	84 19%*	192 11%*	562 17%*	667 14%*	89 39%*	217 5%*	578 44%*
NO	4549 85%	871 96%*	1040 85%	1398 84%*	1240 80%*	2057 83%*	81 90%	167 94%*	13 94%~	55 80%	34 89%~	363 81%*	1558 89%*	2766 83%*	4237 86%*	140 61%*	3806 95%*	742 56%*
NOT ANSWERED	253	47	76	72	58	20	4	3		4		2	18	31	46	3	241	12
VALID CASES	5344	907	1220	1671	1546	2485	90	177	14	69	38	446	1750	3328	4905	229	4023	1321
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	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	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q26 NEVER	99 13%	4 11%~	26 15%	39 15%	31 10%	51 12%	2 23%~	2 17%~	~	~	1 26%~	13 17%	20 11%	71 13%	77 12%	14 16%	23 11%	76 14%
SOMETIMES	130 17%	8 25%~	31 18%	44 17%	47 16%	62 15%	5 56%~	2 25%~	~	2 11%~	2 49%~	17 22%	31 16%	91 17%	106 16%	15 17%	39 19%	92 16%
USUALLY	185 24%	8 25%~	41 24%	62 24%	74 24%	100 24%	1 11%~	1 16%~	~	6 42%~	~	19 24%	49 26%	130 24%	146 23%	30 34%*	45 22%	140 25%
ALWAYS	355 46%	13 40%~	75 43%	116 45%	150 50%	205 49%	1 11%~	4 42%~	1 100%~	7 47%~	1 26%~	29 37%	89 47%	251 46%	316 49%*	28 32%*	101 49%	253 45%
#ALWAYS + USUALLY (NET)	540 70%	21 65%~	116 67%	178 68%	225 74%	305 73%	2 21%~	5 58%~	1 100%~	13 89%~	1 26%~	49 61%	138 73%	380 70%	462 72%	58 67%	146 70%	394 70%
TOP BOX SCORE	355 46%	13 40%~	75 43%	116 45%	150 50%	205 49%	1 11%~	4 42%~	1 100%~	7 47%~	1 26%~	29 37%	89 47%	251 46%	316 49%*	28 32%*	101 49%	253 45%
NOT ANSWERED	22	2	8	8	4	10						4	4	14	19	1	7	15
VALID CASES	769	33	172	261	303	418	9	9	1	15	4	79	189	542	646	87	208	561
NUMBER OF RESPONDENTS	791	35	180	269	307	428	9	9	1	15	4	83	193	556	665	88	215	576
	100%	100%	100%	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	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OT1	<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q27 #YES	438 57%	23 69%~	91 53%	149 57%	175 59%	239 57%	3 34%~	5 51%~	10 ~ 63%~	2 51%~	34 46%*	121 65%*	298 55%	362 56%	58 68%*	125 60%	313 56%	
NO	327 43%	10 31%~	80 47%	114 43%	122 41%	182 43%	6 66%~	4 49%~	1 100%~	5 37%~	2 49%~	40 54%*	65 35%*	242 45%	281 44%	28 32%*	83 40%	245 44%
NOT ANSWERED	26	2	8	6	9	7					9	7	15	22	2	7	19	
VALID CASES	765	33	172	263	298	421	9	9	1	15	4	74	186	541	643	86	208	557
NUMBER OF RESPONDENTS	791	35	180	269	307	428	9	9	1	15	4	83	193	556	665	88	215	576
	100%	100%	100%	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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q28 YES	1173 22%	169 19%*	275 23%	345 21%	384 25%*	625 25%*	15 16%	22 12%*	4 26%~	14 20%	3 7%~	121 27%*	304 18%*	812 24%*	1017 21%*	108 47%*	562 14%*	612 47%*
NO	4135 78%	733 81%*	935 77%	1312 79%	1154 75%*	1855 75%*	76 84%	156 88%*	10 74%~	54 80%	34 93%~	323 73%*	1427 82%*	2508 76%*	3861 79%*	120 53%*	3433 86%*	700 53%*
NOT ANSWERED	290	52	86	85	66	25	3	2		6	1	4	37	39	72	4	269	20
VALID CASES	5307	902	1210	1658	1538	2480	91	178	14	67	37	444	1731	3320	4879	228	3995	1313
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	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	AGE					RACE						ETHNIC-	HEALTH		CCC			
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC	ALSK NATV	MUL-OTHR	ETHNICITY	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q29 #YES	694 61%	104 63%	159 60%	205 61%	226 62%	364 60%	7 47%~	12 67%~	8 ~ 61%~	2 60%~	71 59%	199 68%*	466 59%*	601 61%	69 67%	317 59%	378 63%		
NO	435 39%	61 37%	107 40%	130 39%	137 38%	243 40%	8 53%~	6 33%~	3 100%~	5 39%~	1 40%~	51 41%	95 32%*	318 41%*	384 39%	34 33%	217 41%	218 37%	
NOT ANSWERED	36	5	8	7	16	19		1		1		7	21	25	4	20	15		
VALID CASES	1129	165	266	335	363	607	15	19	3	13	3	122	294	783	985	103	534	596	
NUMBER OF RESPONDENTS	1165	170	274	342	379	626	15	20	3	14	3	122	301	804	1010	107	554	611	
	100%	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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC
Q30 YES	4653 89%	830 93%*	1095 91%*	1451 88%	1277 84%*	2229 91%*	73 84%	115 65%*	10 70%~	52 81%	28 74%~	403 91%	1495 86%*	2940 90%*	4286 89%	193 86%	3442 87%*	1212 93%*
NO	600 11%	64 7%*	106 9%*	193 12%	237 16%*	211 9%*	14 16%	61 35%*	4 30%~	12 19%	10 26%~	40 9%	246 14%*	332 10%*	553 11%	32 14%	505 13%*	95 7%*
NOT ANSWERED	344	61	95	99	90	65	7	3		9		5	28	87	112	7	317	26
VALID CASES	5253	893	1201	1644	1514	2440	87	177	14	64	38	443	1740	3272	4839	225	3947	1307
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALS	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC	
Q31 NONE	1204 27%	115 14%*	267 25%	464 34%*	358 29%*	615 29%*	15 21%	19 17%*	1 9%~	16 30%	5 18%~	109 28%	376 26%	785 28%	1151 28%*	26 14%*	1003 31%*	201 17%*
1 TIME	1570 35%	286 36%	393 37%	472 34%	419 34%	743 35%	25 36%	58 53%*	7 64%~	22 41%	16 60%~	121 31%	504 35%	991 35%	1452 35%	58 32%	1185 36%*	384 33%*
2	935 21%	223 28%*	211 20%	254 18%*	246 20%	434 20%	16 23%	25 23%	2 19%~	7 14%	4 14%~	96 25%	300 21%	586 21%	848 21%	40 22%	663 20%*	272 23%*
3	405 9%	100 12%*	92 9%	99 7%*	114 9%	198 9%	5 7%	3 2%*	~	5 10%	1 4%~	34 9%	131 9%	251 9%	365 9%	20 11%	251 8%*	154 13%*
4	166 4%	36 5%	41 4%	40 3%*	49 4%	69 3%	6 9%	2 2%	1 9%~	2 4%	1 4%~	18 5%	55 4%	98 3%	143 3%*	16 9%*	90 3%*	77 7%*
5 TO 9	142 3%	32 4%	38 4%	45 3%	28 2%*	65 3%	2 3%	3 2%	~	~	~	8 2%	58 4%*	81 3%	122 3%*	17 9%*	72 2%*	71 6%*
10 OR MORE TIMES	35 0.8%	7 0.9%	7 0.7%	11 0.8%	9 0.8%	17 0.8%	1 1%	~	~	~	~	2 ~0.5%	9 0.6%	21 0.7%	24 0.6%*	7 4%*	18 0.5%*	17 1%*
NOT ANSWERED	182	29	46	60	47	88	3	7			2	12	59	112	162	10	151	31
VALID CASES	4457	799	1048	1386	1224	2141	70	109	11	52	26	390	1433	2813	4105	183	3280	1177
NUMBER OF RESPONDENTS	4639	828	1094	1446	1271	2229	73	116	11	52	28	402	1492	2925	4267	193	3431	1208
	100%	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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q31A ALWAYS	71 2%	15 2%	16 2%	23 3%	17 2%	8 0.5%*	1 2%	1 1%	2 21%~	1 2%~	4 ~	2 2%	52 5%*	17 0.8%*	65 2%	4 2%	55 2%	16 2%
USUALLY	54 2%	11 2%	16 2%	16 2%	10 1%	3 0.2%*	3 6%	4 5%	~	~	1 ~0.4%*	41 4%*	11 0.6%*	45 2%	5 3%	46 2%*	8 0.8%*	
SOMETIMES	214 7%	38 6%	55 7%	58 6%	63 7%	28 2%*	2 4%	15 17%*	1 5%~	1 2%~	2 10%~	5 2%*	150 14%*	51 2%*	179 6%*	23 15%*	171 8%*	43 4%*
NEVER	2890 89%	618 91%	693 89%	818 89%	762 89%	1481 97%*	48 89%	69 77%*	7 74%~	35 96%~	19 90%~	271 96%*	800 77%*	1946 96%*	2649 90%*	124 80%*	1988 88%*	902 93%*
#NEVER + SOMETIMES (NET)	3104 96%	657 96%	748 96%	875 96%	825 97%	1509 99%*	50 93%	84 94%	8 79%~	36 98%~	21 100%~	277 98%*	950 91%*	1997 99%*	2827 96%	147 94%	2159 96%*	945 98%*
TOP BOX SCORE	2890 89%	618 91%	693 89%	818 89%	762 89%	1481 97%*	48 89%	69 77%*	7 74%~	35 96%~	19 90%~	271 96%*	800 77%*	1946 96%*	2649 90%*	124 80%*	1988 88%*	902 93%*
NOT ANSWERED	28	1	6	7	14	7	1						13	9	22	1	21	7
VALID CASES	3230	683	779	915	853	1520	54	89	10	37	21	282	1043	2025	2937	156	2261	969
NUMBER OF RESPONDENTS	3258 100%	684 100%	785 100%	922 100%	867 100%	1527 100%	55 100%	89 100%	10 100%	37 100%	21 100%	282 100%	1056 100%	2034 100%	2959 100%	157 100%	2282 100%	976 100%

[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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q32																		
NEVER	66 2%	10 2%	18 2%	18 2%	20 2%	19 1%*	1 2%	2 2%	1 ~ 2%~	1 5%~	6 2%	28 3%	31 2%*	53 2%*	7 4%	50 2%	16 2%	
SOMETIMES	109 3%	17 2%	33 4%	30 3%	29 3%	39 3%*	4 7%	8 9%	1 ~ 2%~	4 ~ 2%*	46 4%*	54 3%*	86 3%*	14 9%*	77 3%	32 3%		
USUALLY	446 14%	89 13%	99 13%	117 13%	141 17%*	170 11%*	7 13%	21 24%*	2 21%~	4 12%~	6 29%~	32 11%	182 17%*	241 12%*	398 14%	31 20%	309 14%	137 14%
ALWAYS	2606 81%	565 83%	629 81%	751 82%	661 78%*	1286 85%*	42 78%	57 65%*	8 79%~	31 84%~	14 66%~	238 85%*	795 76%*	1691 84%*	2402 82%*	104 67%*	1823 81%	783 81%
#ALWAYS + USUALLY (NET)	3052 95%	654 96%*	728 93%	868 95%	802 94%	1456 96%*	49 91%	78 89%	10 100%~	35 96%~	20 95%~	270 96%	977 93%*	1932 96%*	2799 95%*	134 87%*	2132 94%	920 95%
TOP BOX SCORE	2606 81%	565 83%	629 81%	751 82%	661 78%*	1286 85%*	42 78%	57 65%*	8 79%~	31 84%~	14 66%~	238 85%*	795 76%*	1691 84%*	2402 82%*	104 67%*	1823 81%	783 81%
NOT ANSWERED	31	3	6	6	16	13	1	2				2	5	16	21	2	23	8
VALID CASES	3227	681	779	916	851	1514	54	87	10	37	21	280	1051	2018	2938	155	2259	968
NUMBER OF RESPONDENTS	3258 100%	684 100%	785 100%	922 100%	867 100%	1527 100%	55 100%	89 100%	10 100%	37 100%	21 100%	282 100%	1056 100%	2034 100%	2959 100%	157 100%	2282 100%	976 100%

[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 OTI	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER HAW/IND/PAC ALSK	MUL-TI	OTH	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q33 NEVER	33 1%	4 0.6%	6 0.8%	6 0.7%	16 2%*0.7%	10 2%	1 1%	1 9%~	1 ~	1 ~	4 1%	11 1%	17 0.8%	26 0.9%	4 3%	22 1%	11 1%	
SOMETIMES	127 4%	20 3%	36 5%	39 4%	32 4%	50 3%	3 6%	7 8%	1 ~	3 15%~	12 4%	45 4%	74 4%	102 3%*	21 13%*	78 3%*	49 5%*	
USUALLY	438 14%	89 13%	116 15%	101 11%*	133 16%	215 14%	2 4%*	13 15%	2 21%~	2 6%~	2 10%~	35 12%	137 13%	277 14%	389 13%	26 16%	290 13%	148 15%
ALWAYS	2627 81%	568 83%	618 80%	767 84%*	675 79%*	1242 82%	49 89%	67 76%	7 70%~	33 90%~	16 76%~	229 82%	857 82%	1654 82%	2423 82%*	106 68%*	1866 83%*	761 79%*
#ALWAYS + USUALLY (NET)	3065 95%	657 96%*	733 95%	867 95%	808 94%	1457 96%*	51 93%	81 91%	9 91%~	36 96%~	18 85%~	264 94%	995 95%	1931 96%	2812 96%*	132 84%*	2156 96%*	909 94%*
TOP BOX SCORE	2627 81%	568 83%	618 80%	767 84%*	675 79%*	1242 82%	49 89%	67 76%	7 70%~	33 90%~	16 76%~	229 82%	857 82%	1654 82%	2423 82%*	106 68%*	1866 83%*	761 79%*
NOT ANSWERED	33	3	9	9	11	10	1					2	5	13	19		26	7
VALID CASES	3225	681	776	913	856	1517	55	88	10	37	21	280	1051	2021	2940	157	2256	969
NUMBER OF RESPONDENTS	3258	684	785	922	867	1527	55	89	10	37	21	282	1056	2034	2959	157	2282	976
	100%	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]

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

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	NO CCC	CCC	
Q34 NEVER	34 1%	6 0.9%	8 1%	4 0.5%*	16 2%* 0.8%	12 2%	1 3%	3 ~	~	~	4 2%	10 1%	20 1%	28 0.9%	4 3%	25 1%	9 0.9%	
SOMETIMES	90 3%	11 2%*	21 3%	31 3%	28 3%	42 3%	2 4%	5 6%	1 9%~	3 8%~	2 10%~	7 3%	24 2%	60 3%	79 3%	10 7%*	54 2%	36 4%
USUALLY	388 12%	78 11%	99 13%	97 11%	115 13%	178 12%	6 11%	17 19%	2 16%~	3 8%~	3 14%~	33 12%	124 12%	242 12%	340 12%*	27 17%	261 12%	127 13%
ALWAYS	2708 84%	586 86%	650 84%	778 86%	694 81%*	1284 85%	46 83%	64 72%*	8 75%~	31 84%~	16 76%~	235 84%	893 85%	1699 84%	2493 85%*	115 73%*	1909 85%	799 82%
#ALWAYS + USUALLY (NET)	3097 96%	664 97%*	748 96%	875 96%	809 95%*	1462 96%	52 94%	80 91%	9 91%~	34 92%~	19 90%~	268 96%	1016 97%	1941 96%	2833 96%	142 91%*	2171 96%	926 95%
TOP BOX SCORE	2708 84%	586 86%	650 84%	778 86%	694 81%*	1284 85%	46 83%	64 72%*	8 75%~	31 84%~	16 76%~	235 84%	893 85%	1699 84%	2493 85%*	115 73%*	1909 85%	799 82%
NOT ANSWERED	38	2	8	12	15	11	1					2	5	14	19	32	5	
VALID CASES	3220	682	777	910	852	1516	55	88	10	37	21	280	1051	2020	2940	157	2250	971
NUMBER OF RESPONDENTS	3258	684	785	922	867	1527	55	89	10	37	21	282	1056	2034	2959	157	2282	976
	100%	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]

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

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q35 YES	2180 68%	93 14%*	500 65%	786 87%*	802 94%*	1041 69%	33 60%	49 56%*	8 79%~	23 62%~	16 76%~	198 71%	696 67%	1381 69%	1991 68%	101 65%	1478 66%*	702 73%*
NO	1019 32%	581 86%*	265 35%	121 13%*	49 6%*	471 31%	22 40%	39 44%*	2 21%~	14 38%~	5 24%~	80 29%	350 33%	632 31%	936 32%	56 35%	755 34%*	263 27%*
NOT ANSWERED	59	10	20	14	15	15		2				4	11	21	32		49	10
VALID CASES	3199	674	765	908	852	1512	55	87	10	37	21	278	1045	2013	2927	157	2233	966
NUMBER OF RESPONDENTS	3258 100%	684 100%	785 100%	922 100%	867 100%	1527 100%	55 100%	89 100%	10 100%	37 100%	21 100%	282 100%	1056 100%	2034 100%	2959 100%	157 100%	2282 100%	976 100%

[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	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q36																	
NEVER	25 1%	1 1%	13 3%*0.8%	6 0.8%	5 0.7%	14 1%	2 ~	4 4%	~	~	1 ~0.5%	8 1%	17 1%	23 1%	2 2%	12 0.9%	13 2%
SOMETIMES	116 5%	5 5%	41 8%*	32 4%*	39 5%	50 5%	4 12%~	4 7%	1 12%~	1 3%~	1 7%~	10 5%	41 6%	71 5%	99 5%	14 14%*	40 5% 6%
USUALLY	420 20%	17 19%	105 21%	147 19%	150 19%	206 20%	4 12%~	8 17%	2 26%~	5 23%~	2 14%~	40 21%	130 19%	269 20%	382 19%	21 21%	134 20% 19%
ALWAYS	1587 74%	67 75%	333 68%*	596 76%	591 75%	756 74%	25 76%~	36 72%	5 62%~	16 73%~	12 80%~	144 74%	511 74%	1000 74%	1457 74%	64 63%*	501 74% 73%
#ALWAYS + USUALLY (NET)	2007 93%	84 94%	438 89%*	743 95%*	741 94%	962 94%	29 88%~	45 89%	7 88%~	21 97%~	14 93%~	184 94%	641 93%	1269 93%	1839 94%	85 84%*	634 94% 92%
TOP BOX SCORE	1587 74%	67 75%	333 68%*	596 76%	591 75%	756 74%	25 76%~	36 72%	5 62%~	16 73%~	12 80%~	144 74%	511 74%	1000 74%	1457 74%	64 63%*	501 74% 73%
NOT ANSWERED	28	2	5	5	17	14				1	1	4	5	21	25	1	12
VALID CASES	2149	90	492	781	785	1026	33	50	8	22	15	195	690	1357	1962	101	687
NUMBER OF RESPONDENTS	2177 100%	92 100%	497 100%	786 100%	802 100%	1040 100%	33 100%	50 100%	8 100%	23 100%	16 100%	199 100%	695 100%	1378 100%	1987 100%	102 100%	699 100%

[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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC	
Q37 NEVER	77 2%	15 2%	22 3%	19 2%	20 2%	21 1%*	3 6%	3 4%	2 25%~	2 6%~	1 5%~	4 2%	34 3%*	38 2%*	67 2%	8 5%	62 3%*	14 1%*
SOMETIMES	251 8%	49 7%	72 9%	66 7%	63 8%	82 5%*	7 13%	15 17%*	1 5%~	2 4%~	4 20%~	15 5%	110 11%*	124 6%*	213 7%*	25 16%*	177 8%	74 8%
USUALLY	729 23%	151 22%	187 25%	188 21%	202 24%	321 21%*	10 19%	29 32%	2 21%~	6 16%~	5 26%~	50 18%*	276 27%*	423 21%*	667 23%	37 23%	507 23%	222 23%
ALWAYS	2126 67%	462 68%	481 63%*	628 70%*	555 66%	1089 72%*	34 63%	41 47%*	5 49%~	27 74%~	10 49%~	208 75%*	619 60%*	1429 71%*	1974 68%*	86 55%*	1471 66%	655 68%
#ALWAYS + USUALLY (NET)	2855 90%	613 91%	668 88%*	817 91%	757 90%	1410 93%*	44 81%	70 79%*	7 70%~	33 90%~	15 74%~	258 93%*	896 86%*	1852 92%*	2641 90%*	123 79%*	1979 89%	877 91%
TOP BOX SCORE	2126 67%	462 68%	481 63%*	628 70%*	555 66%	1089 72%*	34 63%	41 47%*	5 49%~	27 74%~	10 49%~	208 75%*	619 60%*	1429 71%*	1974 68%*	86 55%*	1471 66%	655 68%
NOT ANSWERED	75	7	22	20	26	14	1	1			1	4	17	20	38	1	64	11
VALID CASES	3183	677	763	902	841	1513	54	88	10	37	20	278	1039	2014	2921	156	2218	965
NUMBER OF RESPONDENTS	3258 100%	684 100%	785 100%	922 100%	867 100%	1527 100%	55 100%	89 100%	10 100%	37 100%	21 100%	282 100%	1056 100%	2034 100%	2959 100%	157 100%	2282 100%	976 100%

[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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q38 #YES	2792 87%	633 94%*	672 88%	798 89%	688 81%*	1318 87%	46 84%	76 87%	7 70%~	31 84%~	19 90%~	251 89%	925 88%	1753 87%	2576 88%	126 81%*	1946 88%	846 87%
NO	399 13%	44 6%*	94 12%	99 11%	162 19%*	194 13%	9 16%	12 13%	3 30%~	6 16%~	2 10%~	30 11%	122 12%	262 13%	357 12%	29 19%*	277 12%	122 13%
NOT ANSWERED	67	7	19	24	17	15		1				1	9	18	26	2	59	8
VALID CASES	3191	677	766	898	850	1512	55	88	10	37	21	281	1047	2016	2933	155	2223	968
NUMBER OF RESPONDENTS	3258	684	785	922	867	1527	55	89	10	37	21	282	1056	2034	2959	157	2282	976
	100%	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]

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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q39 YES	1295 41%	262 39%	300 39%	355 40%	378 45%*	644 43%*	21 40%	29 34%	2 20%~	15 42%~	6 27%~	125 45%	396 38%*	847 42%	1149 39%*	105 67%*	723 33%*	572 59%*
NO	1879 59%	412 61%	460 61%	543 60%	464 55%*	866 57%*	32 60%	56 66%	8 80%~	22 58%~	15 73%~	153 55%	648 62%*	1165 58%	1774 61%*	51 33%*	1485 67%*	393 41%*
NOT ANSWERED	85	10	26	24	25	17	2	3				4	12	22	36	2	73	11
VALID CASES	3173	674	759	898	842	1510	53	86	10	37	21	278	1044	2012	2923	155	2209	965
NUMBER OF RESPONDENTS	3258	684	785	922	867	1527	55	89	10	37	21	282	1056	2034	2959	157	2282	976
	100%	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]

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	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q40 NEVER	85 7%	18 7%	17 6%	23 7%	26 7%	49 8%	2 10%~	2 6%~	~	~	~	10 8%	20 5%	63 8%	73 6%	11 11%	42 6%	43 8%
SOMETIMES	146 12%	29 12%	34 12%	37 11%	46 13%	66 10%	1 5%~	7 23%~	~	~	2 36%~	16 13%	49 13%	91 11%	121 11%*	19 19%	84 12%	62 11%
USUALLY	351 28%	53 21%*	84 29%	100 29%	114 31%	178 28%	6 30%~	4 14%~	2 74%~	3 25%~	3 46%~	22 18%*	113 30%	223 27%	311 28%	27 27%	185 27%	167 30%
ALWAYS	672 54%	150 60%*	158 54%	183 53%	181 49%*	338 54%	11 55%~	17 57%~	1 26%~	10 75%~	1 18%~	76 62%	198 52%	449 54%	611 55%*	44 43%*	384 55%	288 51%
#ALWAYS + USUALLY (NET)	1024 82%	203 81%	241 83%	284 82%	295 80%	516 82%	17 85%~	21 71%~	3 100%~	13 100%~	4 64%~	97 79%	311 82%	671 81%	922 83%*	71 70%*	569 82%	455 81%
TOP BOX SCORE	672 54%	150 60%*	158 54%	183 53%	181 49%*	338 54%	11 55%~	17 57%~	1 26%~	10 75%~	1 18%~	76 62%	198 52%	449 54%	611 55%*	44 43%*	384 55%	288 51%
NOT ANSWERED	36	10	5	9	11	13	1				1	2	13	18	29	3	26	9
VALID CASES	1254	251	292	344	368	631	20	29	3	13	6	123	380	826	1116	101	695	560
NUMBER OF RESPONDENTS	1290 100%	261 100%	297 100%	353 100%	379 100%	644 100%	21 100%	29 100%	3 100%	14 100%	6 100%	125 100%	393 100%	844 100%	1145 100%	104 100%	721 100%	569 100%

[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	AGE				RACE						ETHNIC-	HEALTH		CCC			
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q41 WORST PERSONAL DOCTOR POSSIBLE	8 0.2%	4 ~0.4%	1 0.1%	4 0.3%	4 0.2%	~	~	~	1 1%	~	3 ~0.7%	~	8 ~0.3%	6 0.1%	3 1%	7 0.2%	1 0.1%	
01	5 0.1%	1 ~0.1%	3 0.2%	1 0.1%	2 0.1%	1 1%	~	1 8%	~	~	~	1 ~0.1%	4 0.1%	4 0.1%	1 0.5%	4 0.1%	1 0.1%	
02	12 0.3%	1 0.1%	5 0.5%	3 0.2%	3 0.2%	7 0.3%	~	~	~	~	4 ~ 1%	1 0.1%	11 0.4%	10 0.2%	2 1%	5 0.1%	7 0.6%	
03	24 0.5%	3 0.4%	7 0.7%	3 0.2%	11 0.9%	12 0.6%	~	~	~	~	4 ~ 1%	5 0.3%	15 0.5%	20 0.5%	3 2%	16 0.5%	8 0.7%	
04	20 0.4%	3 0.4%	4 0.4%	6 0.4%	6 0.5%	11 0.5%	~	~	~	~	2 ~0.5%	4 0.3%	13 0.5%	17 0.4%	3 2%	12 0.4%	7 0.6%	
05	107 2%	14 2%	25 2%	33 2%	35 3%	64 3%*	1 1%	3 2%	~	3 6%	9 ~ 2%	24 2%*	82 3%*	101 2%	4 2%	73 2%	35 3%	
06	101 2%	12 2%	19 2%	42 3%*	27 2%	55 3%	~	3 2%	2 14%	2 ~ 4%	12 ~ 3%	23 2%*	74 3%*	96 2%	3 2%	66 2%	35 3%	
07	274 6%	43 5%	61 6%	85 6%	85 7%	151 7%*	3 4%	11 10%	~	9 ~ 17%*	4 15%~	21 5%	61 4%*	199 7%*	242 6%*	21 11%*	186 6%*	88 7%*
08	702 16%	113 14%	167 16%	219 16%	203 17%	341 16%	10 14%	22 19%	1 4%	6 11%	8 31%~	64 17%	222 15%	457 16%	653 16%	28 15%	528 16%	173 15%
09	874 20%	158 20%	189 18%	249 18%*	278 23%*	442 21%	8 11%*	30 27%	1 5%	10 ~ 19%	6 23%~	72 19%	288 20%	563 20%	829 20%*	31 17%	647 20%	227 19%
BEST PERSONAL DOCTOR POSSIBLE	2309 52%	459 57%*	556 53%	740 53%	553 46%*	1061 49%*	48 67%*	44 40%*	7 68%~	22 42%	8 30%~	197 51%	820 57%*	1399 50%*	2157 52%	88 47%	1710 53%	599 51%
#8-10 (NET)	3885 88%	730 91%*	913 88%	1208 87%	1034 86%*	1844 86%*	66 93%	95 85%	8 77%~	37 72%*	23 85%~	333 86%	1330 92%*	2419 86%*	3639 88%*	146 79%*	2886 89%*	1000 85%*

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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC	ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC
9-10 (NET)	3183 72%	617 77%*	745 72%	989 71%	832 69%*	1503 70%*	56 79%	74 66%	8 73%~	32 61%	14 54%~	269 70%	1108 76%*	1962 69%*	2986 72%*	119 64%*	2357 72%	826 70%
NOT ANSWERED	202	22	54	61	65	78	2	4			1	14	42	99	132	7	175	26
VALID CASES	4437	806	1040	1385	1206	2151	71	112	11	52	27	388	1450	2826	4135	186	3256	1182
NUMBER OF RESPONDENTS	4639 100%	828 100%	1094 100%	1446 100%	1271 100%	2229 100%	73 100%	116 100%	11 100%	52 100%	28 100%	402 100%	1492 100%	2925 100%	4267 100%	193 100%	3431 100%	1208 100%
MEAN	8.97	9.16	8.97	8.99	8.84	8.89	9.28	8.84	8.54	8.49	8.69	8.83	9.17	8.88	8.99	8.53	9.01	8.88
p stat_(*=Sig @ p<=.05)		.000*	.864	.632	.000*	.000*	.080	.279	~.064	~.090			.000*	.000*	.010*	.003*	.012*	.012*

[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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q42 YES	1133 25%	98 12%*	233 22%*	414 30%*	389 32%*	674 31%*	14 20%	13 12%*	3 23%~	16 31%	3 11%~	117 30%	237 16%*	852 30%*	972 23%*	123 67%*	258 8%*	877 74%*
NO	3316 75%	709 88%*	805 78%*	974 70%*	828 68%*	1480 69%*	57 80%	95 88%*	8 77%~	36 69%	25 89%~	278 70%	1216 84%*	1983 70%*	3174 77%*	62 33%*	3010 92%*	304 26%*
NOT ANSWERED	190	21	57	58	54	75	2	8				7	39	91	121	8	163	27
VALID CASES	4449	807	1037	1388	1217	2154	71	108	11	52	28	395	1453	2834	4146	185	3268	1181
NUMBER OF RESPONDENTS	4639	828	1094	1446	1271	2229	73	116	11	52	28	402	1492	2925	4267	193	3431	1208
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q43 #YES	989 90%	87 92%	192 85%*	376 93%*	334 89%	602 91%	14 100%~	8 85%~	1 63%~	16 95%~	3 100%~	96 84%	209 90%	745 90%	865 91%*	97 82%*	213 88%	777 90%
NO	113 10%	7 8%	34 15%*	29 7%*	43 11%	63 9%		1 ~ 15%~	1 37%~	1 5%~		19 ~ 16%	22 10%	84 10%	87 9%*	21 18%*	30 12%	83 10%
NOT ANSWERED	33	5	7	8	13	12		2				7	6	21	23	5	13	20
VALID CASES	1102	94	226	405	377	665	14	10	2	17	3	114	231	830	952	118	243	859
NUMBER OF RESPONDENTS	1135	99	233	413	390	677	14	12	2	17	3	121	237	851	975	123	256	879
	100%	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	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ NATV	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q44 #YES	937 85%	83 89%	193 84%	351 87%	309 83%	575 87%	13 100%~	8 85%~	1 63%~	16 95%~	3 100%~	88 76%*	194 85%	709 86%	822 87%*	91 76%*	204 85%	733 86%
NO	161 15%	10 11%	37 16%	50 13%	64 17%	89 13%		1 ~ 15%~	1 37%~	1 5%~	28 ~ 24%*	34 15%	119 14%	126 13%*	28 24%*	37 15%	124 14%	
NOT ANSWERED	37	5	3	12	17	13	1	2			6	9	22	27	4	15	22	
VALID CASES	1098	94	230	401	373	664	13	10	2	17	3	115	228	829	948	119	241	857
NUMBER OF RESPONDENTS	1135	99	233	413	390	677	14	12	2	17	3	121	237	851	975	123	256	879
	100%	100%	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	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q45 YES	884 17%	97 11%*	202 17%	257 16%	328 22%*	476 19%*	13 14%	18 10%*	9 ~ 13%	2 6%~	82 18%	245 14%*	604 18%*	755 15%*	101 44%*	386 10%*	498 38%*	
NO	4363 83%	792 89%*	991 83%	1389 84%	1191 78%*	2016 81%*	80 86%	159 90%*	14 100%~	61 ~ 87%	36 94%~	363 82%	1505 86%*	2734 82%*	4162 85%*	128 56%*	3535 90%*	827 62%*
NOT ANSWERED	351	65	103	97	86	13	1	3		3	3	18	21	34	3	343	8	
VALID CASES	5246	889	1193	1646	1518	2492	93	177	14	70	38	445	1750	3338	4917	229	3921	1325
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 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	AGE				RACE						ETHNIC-	HEALTH		CCC				
	OT1	<4	4-7	8-12	AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	ETHNIC-	HIS-	NOT HIS-	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
Q46	OHP																		
NEVER	TOT																		
	CHLD																		
		61	7	14	17	23	38			1	1	10	8	50	51	9	27	35	
		7%	7%	7%	7%	7%	8%	~	~	~	8%~	51%~	12%	3%*	8%*	7%	9%	7%	7%
SOMETIMES		132	11	35	33	52	60	3	7		1		6	49	75	106	21	53	78
		15%	11%	18%	13%	17%	13%*	27%~	38%~	~	8%~	~	7%*	20%*	13%*	14%	21%	14%	16%
USUALLY		250	31	56	73	89	130	3	6		4	1	24	76	166	214	29	104	146
		29%	33%	28%	29%	28%	28%	27%~	33%~	~	42%~	49%~	28%	32%	28%	29%	30%	28%	30%
ALWAYS		419	46	94	128	151	240	5	5		4		44	106	299	371	38	185	234
		49%	48%	47%	51%	48%	51%	45%~	29%~	~	42%~	~	53%	44%	51%	50%*	40%	50%	47%
#ALWAYS + USUALLY (NET)		669	78	150	201	240	369	8	11		8	1	67	183	466	585	67	289	380
		78%	81%	76%	80%	76%	79%	73%~	62%~	~	83%~	49%~	81%	76%	79%	79%*	70%	78%	77%
TOP BOX SCORE		419	46	94	128	151	240	5	5		4		44	106	299	371	38	185	234
		49%	48%	47%	51%	48%	51%	45%~	29%~	~	42%~	~	53%	44%	51%	50%*	40%	50%	47%
NOT ANSWERED		23	2	3	5	13	9	2						7	12	17	3	16	7
VALID CASES		862	96	199	252	315	468	11	18		10	2	83	240	590	741	96	369	493
NUMBER OF RESPONDENTS		885	98	202	257	328	477	13	18		10	2	83	247	602	758	99	385	500
		100%	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 OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	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 & GOOD	FAIR & POOR	NO CCC	CCC
Q47 NONE	53 6%	5 6%	11 6%	16 6%	20 6%	20 4%*	~	~	~	~	~	9 10%	21 9%	29 5%*	41 5%	9 9%	31 8%*	22 4%*
1 SPECIALIST	526 61%	57 60%	122 61%	147 59%	200 64%	290 62%	6 55%~	15 81%~	~	6 58%~	1 49%~	49 58%	143 60%	360 61%	479 65%*	32 33%*	281 76%*	244 50%*
2	172 20%	16 17%	40 20%	57 23%	59 19%	96 21%	3 27%~	2 10%~	~	3 34%~	~	17 21%	46 19%	125 21%	140 19%	30 32%*	45 12%*	128 26%*
3	54 6%	6 7%	14 7%	12 5%	22 7%	31 7%	1 9%~	2 9%~	~	~	~	4 5%	14 6%	37 6%	40 5%*	12 13%*	8 2%*	46 9%*
4	28 3%	5 5%	5 3%	12 5%	6 2%	15 3%	1 9%~	~	~	1 8%~	1 51%~	2 2%	8 3%	20 3%	21 3%	7 8%	0.6%*	26 5%*
5 OR MORE SPECIALISTS	26 3%	6 6%	7 4%	5 2%	8 2%	14 3%	~	~	~	~	~	3 4%	8 3%	17 3%	20 3%	5 5%	2 0.6%*	24 5%*
NOT ANSWERED	26	3	2	7	14	11	2						7	14	18	4	17	9
VALID CASES	859	95	200	250	314	466	11	18		10	2	83	240	588	740	95	368	491
NUMBER OF RESPONDENTS	885	98	202	257	328	477	13	18		10	2	83	247	602	758	99	385	500
	100%	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	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER							
		OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC						
Q48 WORST SPECIALIST POSSIBLE	7	0.9%	~	2%	0.9%	0.7%	4	~	~	~	~	1	2%	1	0.5%	6	1%	5	2	0.7%	2%	0.9%	0.9%
01	1	0.1%	~	~	~	0.4%	~	~	~	~	~	~	~	0.5%	1	~	0.2%	1	~	~	~	0.3%	~
02	5	0.6%	~	0.5%	0.5%	1%	4	~	~	~	~	~	~	0.5%	1	4	0.7%	4	1	0.6%	1%	0.6%	0.7%
03	7	0.8%	1%	0.3%	0.4%	1%	3	1	~	~	~	~	~	1%	3	4	0.7%	5	2	0.7%	2%	0.8%	0.9%
04	5	0.6%	~	1%	0.4%	0.7%	4	~	~	~	~	~	~	0.5%	1	4	0.7%	5	~	~	~	0.3%	0.9%
05	21	3%	2%	2%	2%	4%	11	~	~	~	~	~	~	3%	6	13	2%	16	4	2%	5%	9	11
06	24	3%	7%	2%	3%	2%	16	~	9%	~	~	~	~	0.8%*	5	18	2%	20	3	3%	4%	9	15
07	54	7%	5%	8%	7%	7%	37	~	10%	~	~	1	~	5%	8	41	4%	44	7	6%	8%	26	28
08	138	17%	17%	15%	16%	20%	80	1	5	~	2	1	16	~	26	104	12%	120	15	17%	17%	55	83
09	175	22%	20%	22%	20%	24%	82	3	4	~	2	~	19	~	63	110	29%	158	12	23%	14%*	81	95
BEST SPECIALIST POSSIBLE	365	46%	47%	48%	50%	40%*	202	6	5	~	5	1	31	~	102	251	47%	318	40	46%	46%	145	221

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	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	CCC	
#8-10 (NET)	678 85%	76 84%	160 85%	202 86%	240 83%	364 82%*	10 91%~	15 81%~	9 ~ 92%~	2 100%~	66 89%	192 88%	466 84%	596 86%	67 78%	281 84%	398 85%	
9-10 (NET)	541 67%	60 67%	133 70%	165 70%	183 63%	284 64%*	9 82%~	9 53%~	7 ~ 75%~	1 51%~	50 67%	166 76%*	361 65%*	476 68%	52 61%	226 67%	315 67%	
NOT ANSWERED	5				5	3					1	1	4	4	1	4	1	
VALID CASES	803	90	189	234	290	443	11	18	10	2	74	218	557	696	86	335	468	
NUMBER OF RESPONDENTS	808	90	189	234	295	446	11	18	10	2	75	219	561	700	87	339	469	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
MEAN	8.74	8.82	8.79	8.89	8.55	8.67	8.90	8.53	9.16	9.01	8.81	8.88	8.69	8.78	8.40	8.71	8.76	
p_stat_(*=Sig @ p<=.05)		.567	.639	.104	.025*	.206	~	~	~	~	~.679	.144	.240	.108	.058	.696	.695	

[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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q49 YES	1316 25%	230 26%	317 27%	412 25%	358 24%	535 22%*	26 29%	44 25%	4 32%~	11 15%*	10 27%~	115 26%	530 30%*	753 23%*	1221 25%*	74 32%*	944 24%*	372 28%*
NO	3886 75%	650 74%	865 73%	1221 75%	1150 76%	1946 78%*	65 71%	135 75%	10 68%~	61 85%*	28 73%~	324 74%	1213 70%*	2569 77%*	3669 75%*	154 68%*	2939 76%*	948 72%*
NOT ANSWERED	394	74	114	110	96	24	3	1		1		9	25	37	61	5	381	13
VALID CASES	5203	880	1182	1633	1508	2481	91	179	14	72	38	439	1743	3322	4890	227	3883	1320
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q50 NEVER	38 3%	3 1%*	9 3%	13 3%	12 4%	18 3%	2 ~	2 4%~	2 31%~	1 ~	5 11%~	10 2%	27 4%	36 3%	1 1%	24 3%	13 4%	
SOMETIMES	243 19%	34 15%	64 21%	81 20%	64 19%	100 19%	1 4%~	13 30%~	1 19%~	2 20%~	1 11%~	18 16%	99 19%	136 18%	222 19%	17 24%	171 19%	71 20%
USUALLY	370 29%	75 33%	79 26%	117 29%	99 29%	152 29%	7 28%~	12 28%~	3 49%~	5 46%~	5 56%~	34 30%	142 28%	221 30%	335 28%	28 40%	256 28%	114 31%
ALWAYS	635 49%	117 51%	155 50%	193 48%	170 49%	256 49%	17 68%~	18 39%~	3 ~	2 33%~	57 22%~	263 51%	359 48%	599 50%*	25 35%*	469 51%	166 45%	
#ALWAYS + USUALLY (NET)	1005 78%	192 84%*	234 76%	310 77%	269 78%	408 78%	24 96%~	30 67%~	3 49%~	8 80%~	7 78%~	91 80%	405 79%	580 78%	934 78%	53 75%	725 79%	280 77%
TOP BOX SCORE	635 49%	117 51%	155 50%	193 48%	170 49%	256 49%	17 68%~	18 39%~	3 ~	2 33%~	57 22%~	263 51%	359 48%	599 50%*	25 35%*	469 51%	166 45%	
NOT ANSWERED	31	3	10	7	10	10	1	1			1	1	13	14	28	2	26	5
VALID CASES	1285	229	307	404	346	526	25	45	6	10	9	115	514	743	1192	71	920	365
NUMBER OF RESPONDENTS	1316 100%	232 100%	317 100%	411 100%	356 100%	536 100%	26 100%	46 100%	6 100%	10 100%	10 100%	116 100%	527 100%	757 100%	1220 100%	73 100%	946 100%	370 100%

[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	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q51 NEVER	19 1%	1 0.4%*	5 2%	10 2%	3 0.9%	8 2%	~	1 2%	2 31%~	~	~	1 1%	7 1%	11 1%	17 1%	1 1%	15 2%	4 1%
SOMETIMES	93 7%	21 9%	19 6%	29 7%	24 7%	41 8%	~	4 10%~	1 ~	13%~	~	7 6%	35 7%	55 7%	85 7%	6 8%	65 7%	28 8%
USUALLY	290 23%	49 21%	69 23%	89 22%	84 24%	110 21%	6 24%~	16 35%~	2 39%~	4 41%~	5 55%~	23 20%	117 23%	166 22%	256 22%*	29 40%*	204 22%	87 24%
ALWAYS	880 69%	159 69%	213 70%	274 68%	235 68%	366 70%	19 76%~	24 53%~	2 29%~	5 46%~	4 45%~	83 73%	352 69%	509 69%	830 70%*	36 50%*	633 69%	247 68%
#ALWAYS + USUALLY (NET)	1171 91%	207 91%	282 92%	364 90%	318 92%	476 91%	25 100%~	40 88%~	4 69%~	9 87%~	9 100%~	106 93%	469 92%	675 91%	1086 91%	65 90%	837 91%	334 91%
TOP BOX SCORE	880 69%	159 69%	213 70%	274 68%	235 68%	366 70%	19 76%~	24 53%~	2 29%~	5 46%~	4 45%~	83 73%	352 69%	509 69%	830 70%*	36 50%*	633 69%	247 68%
NOT ANSWERED	33	3	11	9	10	11	1	1			1	2	16	16	32	1	29	4
VALID CASES	1283	229	306	402	346	525	25	45	6	10	9	114	511	741	1188	72	917	366
NUMBER OF RESPONDENTS	1316 100%	232 100%	317 100%	411 100%	356 100%	536 100%	26 100%	46 100%	6 100%	10 100%	10 100%	116 100%	527 100%	757 100%	1220 100%	73 100%	946 100%	370 100%

[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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q52 YES	1909 37%	348 40%	433 37%	597 37%	531 36%	827 33%*	37 41%	50 28%*	7 49%~	18 25%*	11 31%~	166 38%	728 42%*	1122 34%*	1768 36%*	107 48%*	1411 37%	498 38%
NO	3249 63%	526 60%	743 63%	1021 63%	959 64%	1644 67%*	53 59%	126 72%*	7 51%~	54 75%*	24 69%~	270 62%	995 58%*	2178 66%*	3087 64%*	116 52%*	2434 63%	815 62%
NOT ANSWERED	439	80	120	124	114	34	4	3		1	3	12	45	58	96	9	419	20
VALID CASES	5158	874	1176	1619	1490	2471	90	177	14	72	35	436	1723	3301	4855	223	3845	1313
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%

PQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT?

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
PQ53 NEVER	84 2%	14 2%	18 2%	26 2%	26 2%	44 2%	1 1%	2 1%	2 ~	6 3%	6 ~	1 1%	28 2%	53 2%	75 2%	6 3%	66 2%	17 1%
SOMETIMES	382 7%	64 7%	73 6%	127 8%	117 8%	153 6%*	7 8%	13 7%	2 13%~	3 ~	21 9%~	5 5%*	170 10%*	198 6%*	347 7%*	28 13%*	275 7%	107 8%
USUALLY	676 13%	118 14%	170 15%	221 14%	167 11%*	313 13%	10 11%	20 12%	3 22%~	9 13%	3 7%~	66 16%	229 14%	428 13%	632 13%	36 16%	487 13%	190 15%
ALWAYS	3950 78%	668 77%	900 78%	1218 76%	1164 79%	1936 79%*	72 80%	139 80%	9 65%~	60 84%	29 84%~	334 78%	1266 75%*	2589 79%*	3740 78%*	149 68%*	2963 78%	987 76%
#ALWAYS + USUALLY (NET)	4626 91%	786 91%	1070 92%	1439 90%	1331 90%	2249 92%*	82 91%	160 92%	12 87%~	70 97%*	32 91%~	400 94%*	1495 88%*	3018 92%*	4372 91%*	185 84%*	3449 91%	1177 90%
TOP BOX SCORE	3950 78%	668 77%	900 78%	1218 76%	1164 79%	1936 79%*	72 80%	139 80%	9 65%~	60 84%	29 84%~	334 78%	1266 75%*	2589 79%*	3740 78%*	149 68%*	2963 78%	987 76%
NOT ANSWERED	73	11	15	29	18	24		2				10	30	33	62	4	62	11
VALID CASES	5092	865	1161	1592	1474	2447	90	175	14	72	35	426	1693	3269	4794	219	3791	1301
NUMBER OF RESPONDENTS	5165 100%	876 100%	1176 100%	1621 100%	1492 100%	2471 100%	90 100%	177 100%	14 100%	72 100%	35 100%	436 100%	1723 100%	3302 100%	4856 100%	223 100%	3853 100%	1312 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	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OT1	<4	4-7	8-12	13 AND OVER	BLK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q54 WORST HEALTH PLAN POSSIBLE	17 0.3%		3 ~0.3%	5 0.3%	9 0.6%	7 0.3%	~	~	10%~	1 1%	1 1%	2 ~0.5%	2 0.1%	13 0.4%	12 0.2%*	4 2%	14 0.4%	3 0.2%
01	15 0.3%	1 0.1%	1 0.1%*	6 0.4%	6 0.4%	7 0.3%	~	~	~	~	~	~0.2%	5 0.3%	8 0.3%	11 0.2%	3 1%	8 0.2%	6 0.5%
02	22 0.4%	1 0.1%*	5 0.4%	8 0.5%	7 0.5%	13 0.5%	~	~	~	~	~	~0.2%	4 0.2%	17 0.5%	19 0.4%	1 0.4%	8 0.2%*	13 1%*
03	36 0.7%	1 0.1%*	11 1%	11 0.7%	13 0.9%	22 0.9%	~0.5%	1 ~	~	~	~	~0.7%	10 0.6%	25 0.8%	33 0.7%	3 1%	22 0.6%	14 1%
04	63 1%	5 0.6%*	9 0.8%*	23 1%	26 2%	42 2%*	~	2 1%	2 12%~	1 1%	~	7 2%	5 0.3%*	56 2%*	53 1%*	10 4%*	39 1%*	24 2%*
05	278 5%	34 4%*	54 5%	86 5%	105 7%*	161 7%*	6 6%	7 4%	9 ~ 14%*	5 14%~	29 7%	47 3%*	222 7%*	259 5%	16 7%	189 5%*	88 7%*	
06	243 5%	42 5%	55 5%	74 5%	72 5%	152 6%*	5 6%	3 2%*	5 ~ 7%	2 6%~	23 5%	45 3%*	192 6%*	225 5%	14 6%	168 4%	75 6%	
07	486 9%	78 9%	112 10%	152 9%	143 10%	304 12%*	6 7%	15 8%	1 6%~	5 8%	3 8%~	54 12%	81 5%*	398 12%*	455 9%	22 10%	325 9%*	161 12%*
08	993 19%	153 17%	202 17%*	307 19%	331 22%*	529 22%*	16 18%	42 24%	1 6%~	17 24%	7 19%~	110 25%*	258 15%*	721 22%*	935 19%	45 20%	702 18%*	291 22%*
09	894 17%	154 18%	204 17%	297 18%	239 16%	429 17%	15 16%	40 22%	4 26%~	11 16%	7 19%~	62 14%	312 18%	568 17%	851 18%	33 14%	677 18%	217 16%
BEST HEALTH PLAN POSSIBLE	2099 41%	407 46%*	520 44%*	645 40%	526 36%*	785 32%*	43 47%	67 38%	6 40%~	20 29%*	13 33%~	145 33%*	969 56%*	1068 32%*	1997 41%*	78 34%*	1674 44%*	425 32%*
#8-10 (NET)	3986 77%	714 82%*	926 79%	1249 77%	1097 74%*	1743 71%*	74 81%	148 83%*	10 72%~	48 69%	27 71%~	317 73%*	1539 89%*	2356 72%*	3782 78%*	157 68%*	3053 80%*	933 71%*

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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC	ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
9-10 (NET)	2993 58%	561 64%*	724 62%*	942 58%	765 52%*	1214 50%*	58 64%	106 60%	9 66%~	31 45%*	20 52%~	207 47%*	1281 74%*	1635 50%*	2848 59%*	111 48%*	2350 61%*	643 49%*
NOT ANSWERED	451	78	120	128	126	53	3	3		4	11	29	72	102	2	437	14	
VALID CASES	5146	876	1176	1615	1478	2452	91	177	14	69	38	437	1739	3287	4849	230	3827	1319
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%
MEAN	8.48	8.76	8.60	8.46	8.24	8.18	8.74	8.64	7.71	7.98	8.14	8.21	9.03	8.20	8.52	7.91	8.60	8.13
p stat_(*=Sig @ p<=.05)		.000*	.010*	.595	.000*	.000*	.171	.153		~.037*		~.001*	.000*	.000*	.000*	.000*	.000*	.000*

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

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 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 & FAIR POOR	NO CCC	CCC	
Q55 YES	1999 38%	347 39%	461 39%	609 37%	583 39%	1035 42%*	43 48%	55 31%*	5 39%~	29 41%	11 29%~	174 39%	592 34%*	1362 41%*	1832 37%*	138 61%*	1084 28%*	917 69%*
NO	3202 62%	538 61%	720 61%	1021 63%	924 61%	1454 58%*	47 52%	123 69%*	9 61%~	42 59%	27 71%~	271 61%	1152 66%*	1971 59%*	3077 63%*	88 39%*	2791 72%*	410 31%*
NOT ANSWERED	396	70	115	113	97	16	4	2		2		3	24	26	43	6	389	6
VALID CASES	5201	884	1181	1630	1507	2489	90	178	14	71	38	445	1744	3333	4908	226	3875	1327
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q56 NEVER	44 2%	3 0.9%*	16 4%	15 3%	9 2%	21 2%	2 5%~	2 3%	~	~	~	4 2%	11 2%	32 2%	37 2%	6 5%	14 1%*	30 3%*
SOMETIMES	163 8%	20 6%	42 9%	52 9%	48 8%	73 7%	3 7%~	8 15%	1 8%~	1 5%~	~	22 12%	52 9%	107 8%	135 7%*	27 19%*	76 7%	86 9%
USUALLY	498 25%	67 20%*	114 25%	163 27%	154 27%	272 27%	8 19%~	15 28%	4 66%~	9 33%~	3 29%~	36 20%	139 24%	349 26%	450 25%	38 28%	254 24%	244 27%
ALWAYS	1271 64%	253 74%*	287 62%	368 62%	362 63%	660 64%	30 70%~	28 53%	2 26%~	18 62%~	8 71%~	116 65%	380 65%	860 64%	1187 66%*	66 48%*	720 68%*	550 60%*
#ALWAYS + USUALLY (NET)	1769 90%	321 93%*	401 87%	531 89%	516 90%	933 91%*	38 88%~	42 81%	5 92%~	28 95%~	11 100%~	152 85%	519 89%	1210 90%	1637 91%*	104 76%*	975 91%*	794 87%*
TOP BOX SCORE	1271 64%	253 74%*	287 62%	368 62%	362 63%	660 64%	30 70%~	28 53%	2 26%~	18 62%~	8 71%~	116 65%	380 65%	860 64%	1187 66%*	66 48%*	720 68%*	550 60%*
NOT ANSWERED	25	5	4	10	6	9		1				1	10	10	22		19	6
VALID CASES	1976	344	460	598	574	1027	43	52	6	29	11	178	582	1349	1809	137	1065	911
NUMBER OF RESPONDENTS	2001 100%	349 100%	464 100%	608 100%	580 100%	1036 100%	43 100%	53 100%	6 100%	29 100%	11 100%	179 100%	592 100%	1359 100%	1831 100%	137 100%	1084 100%	917 100%

[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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q57 #YES	1182 60%	223 65%*	282 62%	360 60%	317 56%*	549 54%*	30 70%~	36 72%~	4 66%~	17 60%~	9 85%~	104 59%	408 70%*	751 56%*	1087 60%	84 61%	630 59%	552 61%
NO	783 40%	120 35%*	175 38%	238 40%	250 44%*	469 46%*	13 30%~	14 28%~	2 34%~	12 40%~	2 15%~	72 41%	177 30%*	588 44%*	716 40%	53 39%	432 41%	352 39%
NOT ANSWERED	36	6	7	10	13	18		3	1			2	7	20	28		22	14
VALID CASES	1965	343	457	598	567	1018	43	50	5	29	11	177	585	1339	1803	137	1062	903
NUMBER OF RESPONDENTS	2001	349	464	608	580	1036	43	53	6	29	11	179	592	1359	1831	137	1084	917
	100%	100%	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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q57A YES	4187 82%	476 54%*	999 86%*	1464 91%*	1250 85%*	1953 80%*	74 80%	140 80%	14 100%~	58 84%	27 75%~	359 81%	1468 85%*	2631 80%*	3950 82%	195 86%	3075 81%*	1113 85%*
NO	931 18%	398 46%*	161 14%*	150 9%*	220 15%*	496 20%*	18 20%	34 20%	11 ~ 16%	9 25%~	84 19%	254 15%*	660 20%*	891 18%	32 14%	728 19%*	202 15%*	
NOT ANSWERED	479	80	136	129	134	56	2	6	4	2	5	46	68	111	5	461	17	
VALID CASES	5118	874	1160	1614	1470	2449	92	174	14	69	36	443	1722	3291	4840	227	3803	1316
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC
Q57B																		
YES	3152 61%	317 36%*	805 69%*	1128 70%*	904 60%	1447 59%*	54 58%	114 65%	10 70%~	42 63%	25 67%~	267 60%	1123 65%*	1960 59%*	2980 61%	138 61%	2285 60%*	868 66%*
NO	2003 39%	559 64%*	365 31%*	488 30%*	591 40%	1022 41%*	39 42%	62 35%	4 30%~	25 37%	13 33%~	179 40%	614 35%*	1352 41%*	1900 39%	89 39%	1553 40%*	450 34%*
NOT ANSWERED	441	78	126	127	110	37	1	4		7		2	31	48	71	6	426	15
VALID CASES	5156	876	1170	1616	1494	2468	93	176	14	66	38	446	1737	3311	4880	226	3838	1318
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q57C NEVER	53 2%	3 1%	9 1%	14 1%	26 3%*	26 2%	2 ~	2 2%	1 ~	1 2%~	9 ~	3 3%	14 1%	37 2%	44 1%*	8 6%*	29 1%*	23 3%*
SOMETIMES	176 6%	10 3%*	43 5%	53 5%	70 8%*	67 5%*	2 4%	16 14%*	1 ~	1 4%~	14 4%~	5 5%	73 7%	100 5%	165 6%	11 8%	133 6%	43 5%
USUALLY	562 18%	38 12%*	133 17%	197 18%	194 22%*	248 17%	10 19%	33 30%*	2 19%~	3 9%~	5 19%~	39 15%	213 19%	334 17%	517 18%*	36 27%*	398 18%	164 19%
ALWAYS	2323 75%	261 84%*	618 77%	854 76%	589 67%*	1086 76%	40 77%	60 54%*	9 81%~	32 85%~	18 77%~	205 77%	813 73%	1466 76%	2224 75%*	77 58%*	1697 75%	626 73%
#ALWAYS + USUALLY (NET)	2885 93%	299 96%*	750 94%	1052 94%*	783 89%*	1334 93%	50 96%	94 83%*	11 100%~	36 94%~	23 96%~	244 91%	1026 92%	1800 93%	2741 93%	112 86%*	2095 93%	789 92%
TOP BOX SCORE	2323 75%	261 84%*	618 77%	854 76%	589 67%*	1086 76%	40 77%	60 54%*	9 81%~	32 85%~	18 77%~	205 77%	813 73%	1466 76%	2224 75%*	77 58%*	1697 75%	626 73%
NOT ANSWERED	48	5	7	13	23	19	2	2		2	1	2	13	27	37	5	40	8
VALID CASES	3113	313	802	1118	880	1427	52	112	11	38	24	267	1113	1936	2949	131	2257	856
NUMBER OF RESPONDENTS	3161 100%	318 100%	809 100%	1131 100%	903 100%	1446 100%	54 100%	114 100%	11 100%	40 100%	25 100%	269 100%	1126 100%	1963 100%	2986 100%	136 100%	2297 100%	864 100%

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	AGE				RACE						ETHNIC-	HEALTH	CCC				
	OT1											ITY	STATUS	SCREENER				
	OHP	<4	4-7	8-12	13	BLCK	AS-	NATV	AMER	MUL-	HIS-	NOT	EX &	GOOD	FAIR	NO	CCC	
	TOT				AND	OR	IAN	HAW/	IND/	OTHR	PAN-	PAN-	VERY	&	&	CCC	CCC	
	CHLD				OVER	AFR-		PAC	ALSK		IC	IC	GOOD	POOR				
Q57D																		
NEVER	659	123	156	170	210	247	15	44	1	4	12	62	270	377	624	36	507	152
	28%	38%*	29%	21%*	31%	28%	36%~	55%*	13%~	15%~	66%~	27%	27%	29%	29%	25%	29%	27%
SOMETIMES	406	33	89	160	124	126	9	13	1	4	1	36	199	191	363	40	315	91
	17%	10%*	17%	20%*	18%	14%*	22%~	16%	13%~	15%~	6%~	16%	20%*	15%*	17%*	28%*	18%	16%
USUALLY	505	57	123	172	154	205	4	13		4	2	48	220	277	475	27	368	137
	22%	18%*	23%	22%	23%	23%	10%~	16%		~	15%~	11%~	22%	22%	22%	19%	21%	24%
ALWAYS	757	109	162	297	188	311	14	11	8	13	3	80	295	442	707	41	571	185
	33%	34%	31%	37%*	28%*	35%*	33%~	14%*	73%~	54%~	17%~	36%	30%*	34%*	33%	28%	32%	33%
#ALWAYS + USUALLY (NET)	1262	166	285	469	341	515	18	24	8	17	5	129	515	719	1182	68	939	322
	54%	51%	54%	59%*	51%*	58%*	43%~	30%*	73%~	69%~	28%~	57%	52%	56%	55%	47%	53%	57%
TOP BOX SCORE	757	109	162	297	188	311	14	11	8	13	3	80	295	442	707	41	571	185
	33%	34%	31%	37%*	28%*	35%*	33%~	14%*	73%~	54%~	17%~	36%	30%*	34%*	33%	28%	32%	33%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2762	540	631	807	784	1548	50	91	4	46	20	215	739	1993	2669	79	2027	736
NOT ANSWERED	508	92	135	137	144	69	2	8		3		7	45	80	114	9	476	32
VALID CASES	2327	322	530	799	676	888	42	81	10	24	18	226	984	1286	2168	144	1761	566
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q57E EXTREMELY DIFFICULT	169 3%	42 5%*	28 2%*	53 3%	45 3%	84 4%	4 5%	4 3%	1 ~	6 2%	25 16%~	6 6%*	36 2%*	125 4%*	156 3%	13 6%	108 3%*	61 5%*
01	93 2%	14 2%	21 2%	21 1%*	37 2%*	52 2%*	~	~	~	~	~	13 3%	25 1%	66 2%*	87 2%	5 2%	62 2%	31 2%
02	81 2%	9 1%	20 2%	24 1%	27 2%	39 2%	2 2%	3 2%	1 10%~	1 2%	1 3%~	11 3%	19 1%	61 2%*	79 2%*0.9%	2 0.9%	54 1%	27 2%
03	137 3%	25 3%	31 2%	33 2%*	49 3%	72 3%	1 1%	5 3%	~	4 5%	2 5%~	8 2%	43 3%	93 3%*	126 3%	11 5%	89 2%*	48 4%*
04	95 2%	19 2%	20 2%	27 2%	29 2%	52 2%*	3 4%	3 2%	~	1 2%	1 3%~	13 3%	20 1%*	75 2%*	88 2%	6 3%	63 2%*	32 3%*
05	391 7%	78 9%*	87 7%	110 6%	117 8%	224 9%*	5 6%	7 4%*	~	6 8%	2 5%~	35 8%	97 6%*	287 9%*	361 8%*	26 12%*	294 7%	97 8%
06	213 4%	30 4%	49 4%	63 4%	72 5%	120 5%*	5 6%	8 5%	~	4 5%	1 3%~	16 4%	54 3%*	156 5%*	204 4%*	8 4%	150 4%	64 5%
07	399 7%	62 7%	87 7%	136 8%	113 7%	189 8%	8 9%	24 15%*	~	8 11%	5 14%~	36 8%	127 8%	269 8%*	378 8%*	17 8%	291 7%	108 8%
09	1754 33%	265 31%	417 33%	543 32%	530 35%	626 26%*	30 35%	66 40%	3 22%*	15 21%*	10 26%~	97 23%*	534 31%	843 27%*	1329 28%*	60 28%	1406 35%*	348 27%*
EXTREMELY EASY	1987 37%	308 36%	490 39%	679 40%*	510 33%*	909 38%	28 32%	44 27%*	9 68%~	30 43%	9 25%~	173 41%	742 44%*	1206 38%	1908 40%*	69 32%	1524 38%	462 36%
#8-10 (NET)	3741 70%	573 67%*	907 73%*	1222 72%*	1039 68%*	1536 65%*	58 67%	111 67%	13 90%~	45 64%	19 51%~	270 63%*	1276 75%*	2049 64%*	3237 69%*	130 59%*	2930 73%*	810 63%*
9-10 (NET)	3741 70%	573 67%*	907 73%*	1222 72%*	1039 68%*	1536 65%*	58 67%	111 67%	13 90%~	45 64%	19 51%~	270 63%*	1276 75%*	2049 64%*	3237 69%*	130 59%*	2930 73%*	810 63%*

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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ PAC	ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
88	1	1				1								1	1			1
NOT ANSWERED	278	100	47	55	75	135	8	15		3	1	22	70	177	234	13	224	54
VALID CASES	5318	853	1249	1688	1529	2369	86	165	14	70	37	426	1698	3181	4716	219	4040	1278
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.03	7.80	8.18	8.19	7.87	7.79	7.90	8.05	8.97	7.97	6.59	7.59	8.37	7.75	7.99	7.32	8.17	7.62
p stat_(*=Sig @ p<=.05)		.009*	.020*	.002*	.003*	.000*	.642	.921		~.853		~.002*	.000*	.000*	.000*	.001*	.000*	.000*

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

	BANT OT1	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC		
Q58 EXCELLENT	2209 43%	479 54%*	562 48%*	638 39%*	530 35%*	1130 45%*	46 49%	53 29%*	6 46%~	29 41%	15 41%~	198 44%	677 39%*	1490 45%*	2213 45%~	1941 ~50%*	267 20%*		
VERY GOOD	1829 35%	265 30%*	399 34%	607 37%*	559 37%	938 38%*	31 33%	75 42%	5 34%~	33 45%	19 50%~	176 40%	533 31%*	1283 38%*	1832 37%~	1287 ~33%*	543 41%*		
GOOD	904 17%	115 13%*	180 15%*	290 18%	319 21%*	342 14%*	13 14%	44 24%*	3 20%~	9 12%	3 7%~	53 12%*	425 24%*	459 14%*	905 18%~	536 ~14%*	369 28%*		
FAIR	216 4%	20 2%*	32 3%*	85 5%*	79 5%*	73 3%*	3 3%	7 4%	~	1 1%*	1 3%~	16 4%	106 6%*	100 3%*	215 ~93%*	90 2%*	126 10%*		
POOR	17 0.3%	1 0.1%	4 0.3%	4 0.3%	8 0.5%	6 0.2%	~	2 0.9%	~	1 1%	~	2 0.5%	6 0.4%	11 0.3%	17 ~7%	3 0.1%*	14 1%*		
#EXCELLENT + VERY GOOD + GOOD (NET)	4943 95%	859 98%*	1141 97%*	1534 95%*	1409 94%*	2410 97%*	90 97%	172 95%	14 100%~	71 98%	37 97%~	427 96%	1636 94%*	3231 97%*	4951 100%~	3764 ~98%*	1179 89%*		
NOT ANSWERED	421	74	119	119	108	16	1			1	2	20	16		407	14			
VALID CASES	5176	880	1177	1624	1496	2489	93	180	14	72	38	446	1748	3343	4951	232	3857	1319	
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ PAC	IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q59																			
EXCELLENT	2263 44%	597 68%*	566 48%*	612 38%*	487 33%*	1089 44%	38 41%	84 47%	7 48%~	21 30%*	17 44%~	196 44%	779 44%	1446 43%	2227 45%*	30 13%*	2051 53%*	211 16%*	
VERY GOOD	1462 28%	175 20%*	342 29%	508 31%*	437 29%	709 28%	32 35%	46 26%	6 42%~	23 33%	14 36%~	119 27%	485 28%	961 29%	1423 29%*	36 15%*	1131 29%*	331 25%*	
GOOD	981 19%	88 10%*	189 16%*	331 20%	374 25%*	437 18%*	18 19%	38 21%	1 10%~	17 24%	7 18%~	87 19%	360 20%*	601 18%*	927 19%	49 21%	563 15%*	419 32%*	
FAIR	380 7%	15 2%*	67 6%*	145 9%*	154 10%*	201 8%*	4 4%	9 5%		9 ~ 13%	1 3%~	36 8%	111 6%*	266 8%*	293 6%*	86 37%*	101 3%*	280 21%*	
POOR	91 2%	6 0.7%*	14 1%	30 2%	41 3%*	53 2%*	1 1%	2 0.9%		1 ~ 1%		8 ~ 2%	21 1%*	67 2%*	60 1%*	30 13%*	8 0.2%*	83 6%*	
#EXCELLENT + VERY GOOD + GOOD (NET)	4706 91%	859 98%*	1097 93%*	1450 89%*	1298 87%*	2235 90%*	88 95%	168 94%	14 100%~	61 86%	37 97%~	401 90%	1624 92%*	3007 90%*	4577 93%*	115 50%*	3745 97%*	960 73%*	
NOT ANSWERED	420	74	118	118	111	16	1	1		3		3	11	19	21	1	410	10	
VALID CASES	5177	880	1178	1625	1493	2489	93	179	14	70	38	445	1757	3340	4930	231	3854	1323	
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK 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	
Q60 YES	1100 21%	122 14%*	185 16%*	380 23%*	414 28%*	604 24%*	23 25%	25 14%*	2 13%~	18 26%	6 17%~	108 24%	289 16%*	796 24%*	985 20%*	107 47%*	264 7%*	838 63%*
NO	4068 79%	757 86%*	988 84%*	1245 77%*	1077 72%*	1881 76%*	69 75%	152 86%*	12 87%~	51 74%	31 83%~	339 76%	1463 84%*	2541 76%*	3929 80%*	121 53%*	3578 93%*	488 37%*
NOT ANSWERED	429	75	123	118	114	19	2	2		4	1	1	16	22	37	4	422	7
VALID CASES	5168	879	1173	1625	1490	2486	92	178	14	69	37	447	1752	3337	4914	228	3842	1326
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%

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

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q61 YES	873 81%	76 64%*	142 77%	317 86%*	338 83%	509 85%*	17 77%~	14 54%~	1 24%~	15 88%~	4 67%~	91 85%	205 73%*	653 84%*	768 80%*	99 92%*	73 29%*	800 96%*
NO	205 19%	42 36%*	42 23%	54 14%*	67 17%	89 15%*	5 23%~	12 46%~	2 76%~	2 12%~	2 33%~	17 15%	75 27%*	127 16%*	196 20%*	8 8%*	175 71%*	29 4%*
NOT ANSWERED	22	3	3	9	6	6	1				2	9	10	20			16	6
VALID CASES	1077	118	184	371	405	598	22	26	2	17	6	108	280	781	963	107	248	829
NUMBER OF RESPONDENTS	1099 100%	121 100%	187 100%	380 100%	411 100%	604 100%	23 100%	26 100%	2 100%	17 100%	6 100%	110 100%	289 100%	791 100%	983 100%	107 100%	264 100%	835 100%

[ASKED IF Q60 = YES]

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

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q62 YES	776 91%	58 78%*	119 85%*	292 94%*	307 93%	466 92%*	14 82%~	10 69%~	1 100%~	13 86%~	4 100%~	80 90%	175 88%	590 91%	685 91%	85 89%	776 ~ 98%~	
NO	79 9%	16 22%*	20 15%*	20 6%*	23 7%	38 8%*	3 18%~	5 31%~		2 ~ 14%~		9 ~ 10%	24 12%	55 9%	68 9%	10 11%	62 100%~	17 2%*
NOT ANSWERED	19	3	3	4	8	5						4	6	10	16	3	12	7
VALID CASES	855	74	140	312	330	504	17	15	1	15	4	89	199	645	753	96	62	793
NUMBER OF RESPONDENTS	874 100%	77 100%	143 100%	316 100%	338 100%	509 100%	17 100%	15 100%	1 100%	15 100%	4 100%	93 100%	205 100%	655 100%	769 100%	99 100%	74 100%	800 100%

[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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR	NO CCC	CCC
Q63 YES	862 17%	70 8%*	201 17%	297 18%*	294 20%*	484 19%*	17 18%	14 8%*	3 23%~	14 20%	3 8%~	90 20%*	212 12%*	635 19%*	738 15%*	116 51%*	111 3%*	754 57%*
NO	4287 83%	806 92%*	968 83%	1318 82%*	1194 80%*	2000 81%*	76 82%	164 92%*	11 77%~	56 80%	34 92%~	352 80%*	1532 88%*	2696 81%*	4161 85%*	110 49%*	3723 97%*	562 43%*
NOT ANSWERED	448	78	126	127	116	21	1	2		2	1	5	24	29	52	6	430	17
VALID CASES	5149	876	1170	1616	1488	2484	93	178	14	71	37	443	1744	3330	4899	226	3834	1316
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	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	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q64 YES	714 85%	59 87%	155 79%*	254 87%	246 85%	428 89%*	11 65%~	11 94%~	11 ~ 75%~	2 68%~	80 85%	158 77%*	546 87%*	606 84%*	103 90%*	18 18%*	698 94%*	
NO	130 15%	8 13%	40 21%*	38 13%	44 15%	51 11%*	6 35%~	1 6%~	3 100%~	4 25%~	14 32%~	15%	47 23%*	79 13%*	119 16%*	11 10%*	82 82%*	47 6%*
NOT ANSWERED	20	5	5	2	8	7					1	9	8	16	2	9	11	
VALID CASES	845	67	196	292	290	479	17	12	3	15	3	94	205	625	725	114	100	745
NUMBER OF RESPONDENTS	865 100%	72 100%	201 100%	294 100%	298 100%	486 100%	17 100%	12 100%	3 100%	15 100%	3 100%	95 100%	214 100%	633 100%	741 100%	116 100%	109 100%	756 100%

[ASKED IF Q63 = YES]

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

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q65 YES	687 97%	58 100%~	151 98%	248 98%	230 95%	418 98%	10 91%~	10 88%~	12 ~100%~	2 100%~	74 94%	148 97%	529 97%	586 98%	95 94%		687 ~ 99%~	
NO	21 3%	~	4 2%	6 2%	11 5%	8 2%	1 9%~	1 12%~	~	~	~	5 6%	5 3%	15 3%	15 2%	6 6%	16 100%~	5 0.7%~
NOT ANSWERED	8	1	2	1	4	2						1	5	3	6	2	2	6
VALID CASES	708	58	155	254	241	426	11	11	12	2	79	153	544	601	101		16	692
NUMBER OF RESPONDENTS	716 100%	59 100%	157 100%	255 100%	245 100%	428 100%	11 100%	11 100%	12 100%	2 100%	80 100%	158 100%	547 100%	607 100%	103 100%		18 100%	698 100%

[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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC
Q66 YES	677 13%	62 7%*	145 12%	225 14%	245 17%*	337 14%	13 14%	29 17%	3 19%~	11 16%	5 14%~	64 14%	205 12%*	465 14%*	571 12%*	98 43%*	145 4%*	534 40%*
NO	4468 87%	809 93%*	1030 88%	1393 86%	1237 83%*	2148 86%	80 86%	145 83%	11 81%~	59 84%	32 86%~	380 86%	1541 88%*	2867 86%*	4323 88%*	127 57%*	3682 96%*	785 60%*
NOT ANSWERED	452	83	122	125	122	20	1	6		3	1	4	22	27	57	7	437	14
VALID CASES	5145	871	1174	1618	1482	2485	93	174	14	70	37	444	1746	3332	4894	225	3827	1319
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	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 & GOOD	FAIR & POOR	NO CCC	CCC
Q67 YES	528 79%	36 59%*	109 76%	180 84%	203 83%	305 91%*	7 58%~	12 42%~	1 30%~	8 74%~	1 21%~	55 87%	126 64%*	397 86%*	434 77%*	86 92%*	19 14%*	507 96%*
NO	137 21%	25 41%*	35 24%	35 16%	42 17%	29 9%*	5 42%~	16 58%~	2 70%~	3 26%~	4 79%~	8 13%	71 36%*	64 14%*	130 23%*	7 8%*	117 86%*	21 4%*
NOT ANSWERED	18	2	3	10	3	5	1	1				2	8	9	14	4	12	6
VALID CASES	665	61	145	215	244	334	12	28	3	11	5	63	197	460	564	93	137	528
NUMBER OF RESPONDENTS	683 100%	63 100%	148 100%	225 100%	247 100%	339 100%	13 100%	29 100%	3 100%	11 100%	5 100%	65 100%	205 100%	469 100%	578 100%	97 100%	149 100%	534 100%

[ASKED IF Q66 = YES]

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

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 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	NO CCC	CCC
Q68 YES	494 96%	31 88%~	105 97%	169 97%	189 95%	295 98%*	7 100%~	8 72%~	1 100%~	9 100%~	1 100%~	53 98%	111 90%*	376 98%*	406 96%	81 95%	493 ~ 99%~	
NO	22 4%	4 12%~	3 3%	5 3%	9 5%	6 2%*	3 ~ 28%~					1 ~ 2%	12 10%*	9 2%*	18 4%	4 5%	17 100%~	5 1%~
NOT ANSWERED	9	1	1	4	3	4						1	3	6	7	1	2	7
VALID CASES	516	35	108	174	199	301	7	11	1	9	1	54	123	386	424	85	17	499
NUMBER OF RESPONDENTS	525 100%	36 100%	109 100%	178 100%	202 100%	305 100%	7 100%	11 100%	1 100%	9 100%	1 100%	55 100%	126 100%	392 100%	431 100%	86 100%	19 100%	506 100%

[ASKED IF Q66 = YES AND Q67 = YES]

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

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 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	NO CCC	CCC
Q69 YES	578 11%	71 8%*	191 16%*	185 11%	131 9%*	300 12%	7 7%	15 9%	12 ~ 17%	2 6%~	50 11%	185 11%	388 12%	496 10%*	75 34%*	144 4%*	435 33%*	
NO	4580 89%	809 92%*	981 84%*	1436 89%	1354 91%*	2184 88%	85 93%	162 91%	14 100%~	58 83%	35 94%~	397 89%	2946 88%	4410 90%*	149 66%*	3698 96%*	881 67%*	
NOT ANSWERED	438	74	124	122	119	22	2	2	2	1	1	10	25	45	8	422	16	
VALID CASES	5159	880	1172	1621	1485	2483	92	178	14	71	37	447	3334	4906	224	3842	1317	
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%	

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

	BANT OT1	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC
Q70 YES	400 72%	44 70%	116 61%*	136 75%	105 83%*	221 76%*	6 86%~	9 61%~	5 ~ 41%~	38 ~ 76%~		113 64%*	281 75%*	330 69%*	64 90%*	20 15%*	380 89%*
NO	158 28%	19 30%	74 39%*	44 25%	21 17%*	70 24%*	1 14%~	6 39%~	7 ~ 59%~	1 100%~	12 24%~	63 36%*	95 25%*	150 31%*	7 10%*	112 85%*	47 11%*
NOT ANSWERED	22	8	4	4	5	9				1	2	8	12	16	5	13	8
VALID CASES	558	63	190	180	126	291	7	15	12	1	50	176	377	481	71	132	427
NUMBER OF RESPONDENTS	580 100%	71 100%	194 100%	184 100%	131 100%	300 100%	7 100%	15 100%	12 100%	2 100%	52 100%	184 100%	389 100%	497 100%	76 100%	145 100%	435 100%

[ASKED IF Q69 = YES]

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

	BANT OT1	AGE				RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q71 YES	367 93%	38 88%~	108 94%	130 97%*	91 88%	207 95%	5 83%~	8 91%~	6 ~100%~	36 ~ 95%~	98 88%*	263 95%	301 92%	61 97%	367 ~ 97%~		
NO	28 7%	5 12%~	6 6%	4 3%*	13 12%	11 5%	1 17%~	1 9%~	~	~	2 ~ 5%~	13 12%*	15 5%	25 8%	2 3%	18 100%~	10 3%~
NOT ANSWERED	5	1	2	1	1	3						2	3	5		2	3
VALID CASES	395	43	114	134	104	218	6	9	6	38	111	278	326	63	18	377	
NUMBER OF RESPONDENTS	400 100%	44 100%	116 100%	135 100%	105 100%	221 100%	6 100%	9 100%	6 100%	38 100%	113 100%	281 100%	331 100%	63 100%	20 100%	380 100%	

[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 OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC
Q72 YES	844 16%	46 5%*	183 16%	292 18%*	324 22%*	500 20%*	15 17%	11 6%*	2 12%~	21 29%*	2 6%~	88 20%	187 11%*	651 20%*	733 15%*	103 46%*	67 2%*	779 59%*
NO	4310 84%	832 95%*	992 84%	1321 82%*	1165 78%*	1988 80%*	75 83%	166 94%*	12 88%~	51 71%*	35 94%~	357 80%	1567 89%*	2686 80%*	4169 85%*	122 54%*	3765 98%*	544 41%*
NOT ANSWERED	443	76	121	130	116	17	4	3		1	1	2	13	22	49	7	432	10
VALID CASES	5154	878	1175	1613	1488	2488	90	177	14	72	37	446	1755	3337	4902	225	3832	1323
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	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	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTA	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q73 YES	755 92%	36 85%~	171 95%	257 91%	291 92%	451 93%	13 86%~	9 92%~	1 49%~	20 93%~	1 100%~	83 95%	164 89%	584 93%	648 91%*	98 96%*	753 ~ 98%~	
NO	67 8%	6 15%~	10 5%	26 9%	25 8%	34 7%	2 14%~	1 8%~	1 51%~	1 7%~	4 ~ 5%	21 11%	44 7%	63 9%*	4 4%*	56 100%~	12 2%~	
NOT ANSWERED	24	4	2	7	11	16					1	2	5	19	23	1	13	11
VALID CASES	822	42	181	282	317	485	15	10	2	21	1	88	185	628	711	102	56	766
NUMBER OF RESPONDENTS	846 100%	46 100%	183 100%	289 100%	328 100%	501 100%	15 100%	10 100%	2 100%	21 100%	2 100%	90 100%	190 100%	647 100%	734 100%	103 100%	69 100%	777 100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

	BANT OTI	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
NQ74																		
3 YEARS OLD OR LESS	958 17%	954 100%	~	~	~	442 18%	19 20%	30 16%	7 ~	3 9%*	76 8%~	294 17%	581 17%	864 17%	21 9%*	850 20%*	107 8%*	
4 TO 7 YEARS OLD	1300 23%	1296 ~100%	~	~	555 22%	22 23%	42 23%	6 41%~	14 19%	11 29%~	120 27%	403 23%	768 23%	1146 23%	36 16%*	1029 24%*	271 20%*	
8 TO 12 YEARS OLD	1743 31%	~	1743 ~100%	~	751 30%	30 32%	52 29%	7 52%~	25 34%	13 34%~	136 30%	588 33%*	1017 30%	1537 31%	89 38%*	1281 30%*	463 35%*	
13 OR OLDER	1596 29%	~	~	1604 ~100%	758 30%*	23 24%	57 32%	1 7%~	28 39%	11 29%~	116 26%	483 27%	993 30%*	1404 28%	86 37%*	1104 26%*	492 37%*	
VALID CASES	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	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]

NQ75 IS YOUR CHILD MALE OR FEMALE?

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
NQ75 MALE	2885 52%	473 50%	671 52%	912 52%	830 52%	1302 52%	44 47%	85 47%	11 81%~	43 59%	18 48%~	227 51%	909 51%	1735 52%	2547 51%	125 54%	2113 50%*	773 58%*
FEMALE	2712 48%	481 50%	625 48%	831 48%	774 48%	1203 48%	50 53%	95 53%	3 19%~	30 41%	20 52%~	221 49%	859 49%	1624 48%	2404 49%	107 46%	2151 50%*	560 42%*
VALID CASES	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 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	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q76 HISPANIC OR LATINO	1796 35%	297 34%	408 35%	598 37%*	493 33%	~	~	~	~	~	~	1768 ~100%~	3359	1664 ~34%*	113 51%*	1476 39%*	320 24%*	
NOT HISPANIC OR LATINO	3329 65%	573 66%	759 65%	1008 63%*	989 67%	2478 100%~	91 100%~	176 100%~	14 100%~	72 100%~	36 100%~	439 100%~	3359 ~100%~	3207 66%*	110 49%*	2335 61%*	994 76%*	
NOT ANSWERED	473	84	128	138	123	27	3	4		1	2	9		79	9	453	19	
VALID CASES	5124	870	1168	1605	1481	2478	91	176	14	72	36	439	1768	3359	4872	223	3811	1314
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%

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

	BANT OTI	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q77.1 YES	3913 70%	698 73%*	888 69%	1193 68%	1134 71%	2505 100%~	~	~	~	~	~	425 95%*	928 53%*	2963 88%*	3750 76%*	141 61%*	2782 65%*	1131 85%*	
NO	1684 30%	256 27%*	408 31%	550 32%	470 29%	~100%	94 ~100%	180 ~100%	14 ~100%	73 ~100%	38 ~100%	23 5%*	840 47%*	396 12%*	1201 24%*	91 39%*	1482 35%*	202 15%*	
VALID CASES	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333	
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%	

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

	BANT OTI	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q77.2 YES	281 5%	50 5%	68 5%	95 5%	67 4%	94 ~100%	~	~	~	~	134 30%*	49 3%*	228 7%*	267 5%*	11 5%	190 4%*	91 7%*	
NO	5316 95%	904 95%	1228 95%	1648 95%	1537 96%	2505 100%~	180 ~100%	14 ~100%	73 ~100%	38 ~100%	314 70%*	1719 97%*	3131 93%*	4684 95%*	221 95%	4074 96%*	1242 93%*	
VALID CASES	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%

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

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT E	BLK OR AFR	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q77.3 YES	229 4%	41 4%	62 5%	64 4%	61 4%	~	180 ~100%	~	~	~	88 20%*	26 1%	199 6%*	220 4%*	10 4%	188 4%*	41 3%*	
NO	5368 96%	913 96%	1234 95%	1679 96%	1543 96%	2505 100%	94 100%	180 ~100%	14 ~100%	73 ~100%	38 ~100%	360 80%*	1742 99%*	3160 94%*	4731 96%*	222 96%	4076 96%*	1292 97%*
VALID CASES	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%

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

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q77.4 YES	93 2%	13 1%	24 2%	37 2%	19 1%	~	~	~100%	~	~	~12%*	22 1%	71 2%*	91 2%*0.9%	2	69 2%	23 2%	
NO	5504 98%	941 99%	1272 98%	1706 98%	1585 99%	2505 100%	94 100%	180 100%	~	73 ~100%	38 ~100%	393 88%*	1746 99%	3288 98%*	4860 98%*	230 99%	4195 98%	1310 98%
VALID CASES	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%

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

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q77.5 YES	345 6%	52 5%	78 6%	113 6%	102 6%	~	~	~	~100%	~	47%*	86 5%*	258 8%*	329 7%*	15 6%	227 5%*	118 9%*	
NO	5252 94%	902 95%	1218 94%	1630 94%	1502 94%	2505 100%	94 100%	180 100%	14 100%	38 ~100%	237 53%*	1682 95%*	3101 92%*	4622 93%*	217 94%	4037 95%*	1215 91%*	
VALID CASES	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%

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

	BANT OTI	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q77.6 YES	390 7%	58 6%	98 8%	119 7%	114 7%	~	~	~	~	~100%	65 15%*	284 16%*	95 3%*	371 8%*	17 7%	316 7%*	74 6%*		
NO	5207 93%	896 94%	1198 92%	1624 93%	1490 93%	2505 100%	94 100%	180 100%	14 100%	73 100%	~	383 85%*	1484 84%*	3264 97%*	4580 92%*	215 93%	3948 93%*	1259 94%*	
VALID CASES	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333	
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%	

Q78 WHAT IS YOUR AGE?

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q78 UNDER 18	150 3%	20 2%	24 2%*	40 3%	66 4%*	76 3%	3 3%	7 4%	1 ~	3 2%	9 8%~	50 3%	97 3%	143 3%	5 2%	117 3%	33 3%	
18 TO 24	166 3%	113 13%*	37 3%	6 0.4%*	10 0.7%*	84 3%	3 3%	3 1%*	1 ~	16 ~	3 3%	57 3%	109 3%	164 3%*	2 1%*	151 4%*	15 1%*	
25 TO 34	1649 32%	485 56%*	561 48%*	484 30%*	117 8%*	794 32%	30 33%	27 15%*	4 28%~	17 24%	10 28%~	141 32%	594 34%*	1033 31%*	1583 32%*	61 28%	1307 34%*	342 26%*
35 TO 44	1916 37%	213 25%*	407 35%*	674 42%*	624 42%*	868 35%*	23 25%*	78 43%	10 68%~	23 32%	15 40%~	155 35%	729 42%*	1162 35%*	1814 37%	91 42%	1436 38%	480 37%
45 TO 54	838 16%	27 3%*	95 8%*	285 18%	432 29%*	408 16%	20 22%	52 29%*	1 3%~	11 15%	7 20%~	87 20%	247 14%*	581 17%*	779 16%*	44 20%	585 15%*	253 19%*
55 TO 64	279 5%	9 1%*	31 3%*	77 5%	163 11%*	171 7%*	7 8%	12 6%	14 ~	2 19%*	24 4%~	48 3%*	227 7%*	261 5%	14 7%	154 4%*	125 10%*	
65 TO 74	124 2%	2 0.2%*	17 1%*	44 3%	61 4%*	85 3%*	5 5%	2 1%	4 ~	8 6%	8 ~	18 1%*	105 3%*	123 3%*0.5%*	1 0.5%*	67 2%*	56 4%*	
75 OR OLDER	19 0.4%	1 0.1%*	2 0.2%*	7 0.4%*	9 0.6%*	10 0.4%	~	~	1 ~	7 2%	7 ~	1 0.1%*	18 0.5%*	19 0.4%*	~	11 0.3%*	8 0.6%*	
NOT ANSWERED	456	85	123	126	122	8	3			1	1	25	26	65	13	435	21	
VALID CASES	5141	869	1173	1617	1482	2497	91	180	14	73	37	447	1743	3333	4886	219	3829	1312
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	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 OTI	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q79 MALE	750 15%	84 10%*	144 12%*	255 16%	267 18%*	338 14%*	19 21%	62 35%*	1 10%~	9 12%	10 29%~	83 19%*	225 13%*	512 15%*	714 15%	31 14%	574 15%	176 13%	
FEMALE	4402 85%	789 90%*	1032 88%*	1359 84%	1222 82%*	2161 86%*	73 79%	118 65%*	13 90%~	64 88%	25 71%~	362 81%*	1524 87%*	2823 85%*	4184 85%	191 86%	3261 85%	1141 87%	
NOT ANSWERED	444	80	120	129	115	6	2			1	2	3	19	24	53	10	429	15	
VALID CASES	5153	874	1176	1614	1489	2499	92	180	14	72	36	445	1749	3335	4898	222	3835	1318	
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%	

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

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ 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	513 10%	56 7%*	100 9%	184 11%*	173 12%*	28 1%*	10 11%	16 9%	1 ~	1 1%*	8 3%~	2 2%*	440 26%*	53 2%*	443 9%*	61 28%*	440 12%*	72 6%*
SOME HIGH SCHOOL BUT DID NOT GRADUATE	505 10%	94 11%	101 9%	147 9%	163 11%	154 6%*	1 1%*	24 14%	10 ~	2 14%	20 4%~	2 5%*	288 17%*	207 6%*	481 10%	24 11%	399 11%*	106 8%*
HIGH SCHOOL GRADUATE OR GED	1523 30%	285 33%*	349 30%	481 30%	407 28%*	720 29%	33 37%	46 26%	4 27%	20 28%	5 13%~	111 25%*	562 33%*	937 28%*	1446 30%	64 29%	1172 31%*	351 27%*
SOME COLLEGE OR 2-YEAR DEGREE	1837 36%	303 35%	432 37%	558 35%	544 37%	1122 45%*	32 36%	49 28%*	7 48%~	37 50%*	17 47%~	217 49%*	334 19%*	1489 45%*	1774 37%*	53 24%*	1277 34%*	560 43%*
4-YEAR COLLEGE GRADUATE	466 9%	88 10%	124 11%*	143 9%	111 8%*	301 12%*	10 11%	24 14%	1 9%~	3 4%*	8 22%~	56 13%*	56 3%*	404 12%*	453 9%*	8 4%*	351 9%	116 9%
MORE THAN 4-YEAR COLLEGE DEGREE	250 5%	34 4%	53 5%	91 6%	73 5%	151 6%*	3 3%	15 9%	2 16%~	2 3%	4 11%~	32 7%	37 2%*	213 6%*	243 5%	8 4%	152 4%*	98 7%*
NOT ANSWERED	503	93	137	139	133	30	5	6			1	5	51	56	111	15	472	30
VALID CASES	5094	861	1159	1604	1471	2475	89	174	14	73	37	443	1717	3303	4840	217	3792	1303
NUMBER OF RESPONDENTS	5597 100%	954 100%	1296 100%	1743 100%	1604 100%	2505 100%	94 100%	180 100%	14 100%	73 100%	38 100%	448 100%	1768 100%	3359 100%	4951 100%	232 100%	4264 100%	1333 100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

	BANT	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q81																		
MOTHER OR FATHER	4706 93%	838 97%*	1085 94%*	1461 92%	1321 90%*	2219 91%*	79 84%*	167 95%	13 90%~	55 78%*	36 98%~	392 91%	1669 96%*	2959 91%*	4469 93%	200 92%	3611 95%*	1095 87%*
GRANDPARENT	196 4%	15 2%*	32 3%*	83 5%*	65 4%	124 5%*	5 5%	1 0.5%*		11 ~ 16%*		22 ~ 5%	31 2%*	164 5%*	185 4%	8 4%	104 3%*	92 7%*
AUNT OR UNCLE	35 0.7%	1 0.1%*	4 0.3%*	11 0.7%*	19 1%*	11 0.5%	2 2%	3 1%			1 ~ 2%*	4 1%	14 0.8%	21 0.6%	31 0.6%	3 1%	18 0.5%*	17 1%*
OLDER BROTHER OR SISTER	12 0.2%	1 0.1%	3 0.2%	2 0.1%	7 0.5%	3 0.1%	2 2%	2 1%	1 10%~				4 ~ 0.2%	8 0.3%	11 0.2%	1 0.5%	11 0.3%	1 0.1%
OTHER RELATIVE	6 0.1%		3 ~ 0.3%	1 0.1%	2 0.1%	2 0.1%						1 ~ 0.2%	3 0.2%	3 0.1%	6 0.1%~		4 ~ 0.1%	2 0.2%
LEGAL GUARDIAN	76 2%	6 0.7%*	11 0.9%*	27 2%	32 2%*	51 2%*	5 5%			3 ~ 4%		7 ~ 2%	9 0.5%*	68 2%*	72 1%	5 2%	35 0.9%*	41 3%*
SOMEONE ELSE	34 0.7%	3 0.3%*	13 1%	6 0.4%*	13 0.9%*	18 0.7%	1 1%	4 2%		1 ~ 2%		5 ~ 1%	6 0.4%*	29 0.9%*	35 0.7%*		18 ~ 0.5%*	16 1%*
NOT ANSWERED	531	90	146	152	144	77		3		2	1	15	33	107	143	15	462	69
VALID CASES	5066	864	1150	1591	1460	2428	94	177	14	71	37	433	1735	3252	4808	217	3802	1264
NUMBER OF RESPONDENTS	5597	954	1296	1743	1604	2505	94	180	14	73	38	448	1768	3359	4951	232	4264	1333
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD POOR	NO CCC	CCC
Q82 YES	116 4%	10 2%*	25 3%	29 3%	52 5%*	21 1%*	6 9%	21 14%*	~	~	2 4%~	3 1%*	64 7%*	48 2%*	105 3%	7 7%	86 4%	30 4%
NO	3061 96%	482 98%*	713 97%	933 97%	933 95%*	1670 99%*	58 91%	128 86%*	9 100%~	57 100%~	33 96%~	197 99%*	866 93%*	2145 98%*	2927 97%	94 93%	2254 96%	807 96%
NOT ANSWERED	63	11	15	19	17	23	1	6		1		4	17	35	47	4	45	18
VALID CASES	3176	492	738	962	985	1691	64	149	9	57	35	200	929	2193	3032	101	2340	836
NUMBER OF RESPONDENTS	3239 100%	503 100%	753 100%	981 100%	1002 100%	1714 100%	65 100%	155 100%	9 100%	58 100%	35 100%	204 100%	946 100%	2228 100%	3079 100%	105 100%	2385 100%	854 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.1 YES	61 52%	5 53%~	13 49%~	18 60%~	25 48%	10 48%~	5 83%~	5 24%~			1 ~	1 ~	34 55%	25 47%	55 51%~	4 57%~	46 52%~	16 51%~
NO	58 48%	5 47%~	14 51%~	12 40%~	27 52%	11 52%~	1 17%~	16 76%~			1 ~	2 ~	28 45%	29 53%	54 49%~	3 43%~	42 48%~	15 49%~
VALID CASES	119	10	27	30	52	21	6	21			2	3	62	54	109	7	88	31
NUMBER OF RESPONDENTS	119 100%	10 100%	27 100%	30 100%	52 100%	21 100%	6 100%	21 100%			2 100%	3 100%	62 100%	54 100%	109 100%	7 100%	88 100%	31 100%

[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	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.2 YES	36 30%	3 32%~	5 20%~	10 33%~	17 34%	6 28%~	2 33%~	7 32%~	~	~	~	~	20 32%	16 29%	34 31%~	1 14%~	27 30%~	9 30%~
NO	83 70%	7 68%~	22 80%~	20 67%~	35 66%	15 72%~	4 67%~	14 68%~	~	~	100%~	3 100%~	42 68%	38 71%	75 69%~	6 86%~	61 70%~	22 70%~
VALID CASES	119	10	27	30	52	21	6	21			2	3	62	54	109	7	88	31
NUMBER OF RESPONDENTS	119 100%	10 100%	27 100%	30 100%	52 100%	21 100%	6 100%	21 100%			100%	100%	62 100%	54 100%	109 100%	7 100%	88 100%	31 100%

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

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

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q83.3 YES	17 14%	1 10%~	7 25%~	3 9%~	7 13%	7 33%~	5 ~ 24%~			2 ~ 61%~	4 6%*	14 26%*	15 14%~	1 14%~	8 9%~	9 28%~	
NO	102 86%	9 90%~	20 75%~	27 91%~	45 87%	14 67%~	6 100%~	16 76%~		2 ~ 100%~	1 39%~	58 94%*	40 74%*	94 86%~	6 86%~	80 91%~	22 72%~
VALID CASES	119	10	27	30	52	21	6	21		2	3	62	54	109	7	88	31
NUMBER OF RESPONDENTS	119 100%	10 100%	27 100%	30 100%	52 100%	21 100%	6 100%	21 100%		2 100%	3 100%	62 100%	54 100%	109 100%	7 100%	88 100%	31 100%

[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 OTI	AGE				RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.4 YES	51 43%	3 26%~	13 47%~	15 49%~	21 40%		3 ~ 50%~	12 56%~			2 ~100%~		33 53%*	15 29%*	50 46%~	1 14%~	43 49%~	8 25%~
NO	68 57%	7 74%~	14 53%~	15 51%~	31 60%	21 100%~	3 50%~	9 44%~			3 ~100%~		29 47%*	39 71%*	59 54%~	6 86%~	45 51%~	23 75%~
VALID CASES	119	10	27	30	52	21	6	21			2	3	62	54	109	7	88	31
NUMBER OF RESPONDENTS	119 100%	10 100%	27 100%	30 100%	52 100%	21 100%	6 100%	21 100%			2 100%	3 100%	62 100%	54 100%	109 100%	7 100%	88 100%	31 100%

[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	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q83.5 YES	7 6%	1 10%~	1 2%~	2 7%~	3 6%	3 14%~	2 ~ 12%~	~	~	~	~	2 3%	5 10%	5 4%~	1 14%~	4 4%~	3 10%~	
NO	112 94%	9 90%~	26 98%~	28 93%~	49 94%	18 86%~	6 100%~	19 88%~	~	~	2 ~100%~	3 ~100%~	60 97%	49 90%	104 96%~	6 86%~	84 96%~	28 90%~
VALID CASES	119	10	27	30	52	21	6	21			2	3	62	54	109	7	88	31
NUMBER OF RESPONDENTS	119	10	27	30	52	21	6	21			2	3	62	54	109	7	88	31
	100%	100%	100%	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	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
NQ14 0-6	288 8%	48 7%	56 7%*	81 8%	103 11%*	145 8%	3 9%~	4 9%~	1 7%~	7 18%~	3 14%~	22 8%	77 7%	184 8%	237 8%*	28 17%*	196 8%	92 9%
7-8	990 29%	193 28%	234 28%	275 27%	287 31%*	553 32%*	9 27%~	16 34%~	1 12%~	10 28%~	8 37%~	84 29%	245 23%*	691 31%*	877 28%*	57 35%	665 27%*	325 32%*
9-10	2183 63%	444 65%	552 66%	655 65%	531 58%*	1056 60%*	21 64%~	27 57%~	8 81%~	20 54%~	11 49%~	183 63%	755 70%*	1332 60%*	2025 65%*	77 48%*	1590 65%*	592 59%*
VALID CASES	3460	685	842	1012	921	1754	33	47	10	36	22	289	1076	2207	3139	162	2451	1009
NUMBER OF RESPONDENTS	3460 100%	685 100%	842 100%	1012 100%	921 100%	1754 100%	33 100%	47 100%	10 100%	36 100%	22 100%	289 100%	1076 100%	2207 100%	3139 100%	162 100%	2451 100%	1009 100%
MEAN	2.55	2.58	2.59	2.57	2.47	2.52	2.55	2.48	2.74	2.36	2.35	2.56	2.63	2.52	2.57	2.30	2.57	2.50
p stat_(*=Sig @ p<=.05)		.156	.030*	.252	.000*	.008*	~	~	~	~	~	.754	.000*	.001*	0.000*	.000*	.002*	.002*

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NQ41																		
0-6	268 6%	33 4%*	65 7%	88 7%	82 7%	155 7%*	1 3%~	4 9%	2 25%~	3 7%~	30 ~ 8%	58 4%*	198 7%*	244 6%	19 10%	176 6%*	92 8%*	
7-8	931 22%	148 19%*	217 22%	289 22%	276 24%	490 23%	7 18%~	10 20%	11 ~ 31%~	11 45%~	79 23%	279 20%*	619 23%*	852 22%*	48 26%	678 22%	252 22%	
9-10	3047 72%	590 77%*	711 72%	946 72%	800 69%*	1500 70%*	32 80%~	37 72%	7 75%~	22 62%~	13 55%~	243 69%	1085 76%*	1859 69%*	2858 72%*	115 63%*	2254 73%	793 70%
VALID CASES	4246	771	993	1323	1159	2146	40	51	9	36	24	352	1422	2676	3954	182	3109	1137
NUMBER OF RESPONDENTS	4246 100%	771 100%	993 100%	1323 100%	1159 100%	2146 100%	40 100%	51 100%	9 100%	36 100%	24 100%	352 100%	1422 100%	2676 100%	3954 100%	182 100%	3109 100%	1137 100%
MEAN	2.65	2.72	2.65	2.65	2.62	2.63	2.77	2.63	2.50	2.55	2.55	2.61	2.72	2.62	2.66	2.53	2.67	2.62
p stat_(*=Sig @ p<=.05)		.000*	.794	.665	.020*	.002*	~.790	~	~	~.138	.000*	.000*	.015*	.010*	.016*	.016*		

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

BANT OT1	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
NQ48																		
0-6	69 9%	9 11%	14 8%	16 7%	30 11%	42 9%	1 10%~	1 15%~			4 ~	18 8%	50 9%	55 8%	12 14%	27 8%	42 9%	
7-8	184 24%	19 22%	41 22%	51 23%	73 26%	117 27%*	1 10%~	3 31%~		2 ~	1 100%~	18 26%	33 16%*	141 26%*	157 23%	22 25%	78 24%	107 23%
9-10	525 67%	58 67%	129 70%	160 70%	177 63%	284 64%*	8 80%~	5 54%~		5 ~	48 68%	161 76%*	351 65%*	460 69%	52 61%	219 68%	307 67%	
VALID CASES	779	87	184	228	280	443	10	10		7	1	70	212	542	672	86	324	455
NUMBER OF RESPONDENTS	779	87	184	228	280	443	10	10		7	1	70	212	542	672	86	324	455
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.59	2.56	2.63	2.63	2.53	2.55	2.70	2.40		2.78	2.00	2.63	2.67	2.56	2.60	2.47	2.59	2.58
p stat_(*=Sig @ p<=.05)		.756	.329	.184	.063	.043*	~	~		~	~	~.534	.016*	.066	.085	.068	.854	.854

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

NQ54 RATING OF CHILD'S HEALTH PLAN

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NQ54																		
0-6	651 13%	81 10%*	134 12%	205 13%	231 16%*	404 17%*	9 17%	9 12%	3 24%~	12 24%~	8 22%~	60 15%	116 7%*	512 17%*	589 13%*	51 23%*	434 12%*	217 17%*
7-8	1406 29%	221 27%	299 27%	433 28%	454 32%*	831 34%*	12 22%	24 31%	2 13%~	17 34%~	10 29%~	147 38%*	333 20%*	1055 34%*	1318 29%	67 30%	968 27%*	439 35%*
9-10	2831 58%	531 64%*	685 61%*	891 58%	723 51%*	1210 49%*	33 61%	45 57%	8 64%~	21 42%~	17 49%~	184 47%*	1249 74%*	1514 49%*	2688 59%*	108 48%*	2222 61%*	609 48%*
VALID CASES	4888	833	1118	1529	1408	2445	54	78	12	49	35	391	1698	3081	4595	225	3624	1264
NUMBER OF RESPONDENTS	4888 100%	833 100%	1118 100%	1529 100%	1408 100%	2445 100%	54 100%	78 100%	12 100%	49 100%	35 100%	391 100%	1698 100%	3081 100%	4595 100%	225 100%	3624 100%	1264 100%
MEAN	2.45	2.54	2.49	2.45	2.35	2.33	2.44	2.46	2.40	2.18	2.26	2.32	2.67	2.33	2.46	2.25	2.49	2.31
p stat_(*=Sig @ p<=.05)		.000*	.014*	.839	.000*	.000*	.976	.904	~	~	~	.000*	.000*	0.000*	.000*	.000*	.000*	.000*

GETTING NEEDED CARE

	BANT	AGE				RACE						ETHNIC-	HEALTH	CCC				
	OT1											ITY	STATUS	GOOD	FAIR	NO	CCC	
						BLCK	NATV	AMER					NOT	EX &	VERY			
	OHP			13		OR	HAW/	IND/					HIS-	HIS-	GOOD	FAIR	NO	
	TOT			AND		AFR-	AS-	PAC	ALSK	MUL-		PAN-	PAN-	&	&	CCC	CCC	
	CHLD	<4	4-7	8-12	OVER	WHT	AMER	IAN	ILND	NATV	OTHR	TI	IC	IC	GOOD	POOR	CCC	CCC
NPRBSEE4 NQ46	2.27	2.31	2.23	2.32	2.24	2.30	2.09	2.02		2.44	2.00	2.35	2.20	2.30	2.29	2.09	2.29	2.25
p stat_(*=Sig @ p<=.05)		.611	.509	.251	.406	.145	~	~	~	~	~	.326	.124	.055	.021*	.023*	.496	.497
NCARNES4 NQ15	2.49	2.59	2.51	2.48	2.42	2.52	2.56	2.03	2.19	2.51	2.51	2.56	2.46	2.52	2.52	2.13	2.53	2.39
p stat_(*=Sig @ p<=.05)		.000*	.287	.466	.000*	.005*	~	~	~	~	~	.071	.084	.002*	.000*	.000*	.000*	.000*
COMPOSITE	2.38	2.45	2.37	2.40	2.33	2.41	2.33	2.02	2.19	2.48	2.26	2.46	2.33	2.41	2.41	2.11	2.41	2.32
p stat_(*=Sig @ p<=.05)		.000*	.655	.125	.000*	.000*	~.000*	~	~	~	~.006*	.000*	.000*	.000*	.000*	0.000*	.000*	.000*

GETTING CARE QUICKLY

	BANT OT1	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
		<4	4-7	8-12	OVER	WHT	BLK OR AFR-	AMR IAN	NATV ILND	AMR IND/ ALS	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NCARSN4 NQ4	2.65	2.69	2.69	2.65	2.57	2.68	2.66	2.37	2.17	2.88	2.46	2.71	2.63	2.68	2.67	2.45	2.67	2.61
p stat_(*=Sig @ p<=.05)		.249	.101	.867	.006*	.060	~	~	~	~	~.259	.444	.023*	.002*	.007*	.109	.109	
NAPGET4 NQ6	2.46	2.57	2.43	2.46	2.41	2.52	2.41	1.96	2.17	2.51	2.33	2.51	2.41	2.50	2.47	2.34	2.47	2.46
p stat_(*=Sig @ p<=.05)		.000*	.166	.969	.007*	.000*	~.000*	~	~	~	~.265	.004*	.001*	.024*	.027*	.835	.835	
COMPOSITE	2.56	2.63	2.56	2.56	2.49	2.60	2.54	2.16	2.17	2.69	2.40	2.61	2.52	2.59	2.57	2.40	2.57	2.54
p stat_(*=Sig @ p<=.05)		.000*	.628	.894	.000*	.000*	~.001*	~	~	~	~.095	.003*	.000*	.000*	.000*	.059	.121	

HOW WELL DOCTORS COMMUNICATE

	BANT	AGE					RACE						ETHNIC-	HEALTH		CCC									
	OT1	<4	4-7	8-12	OVER	WHT	BLK	AFR-	AS-	IAN	ILND	NATV	AMER	ALSK	MUL-	TI	HIS-	HIS-	NOT	EX &	VERY	GOOD	FAIR	NO	CCC
OHP					13		OR					HAW/	IND/				PAN-	PAN-	GOOD	GOOD	FAIR	&	&	NO	CCC
TOT					AND		AFR-	AS-	IAN	ILND	NATV	AMER	ALSK	MUL-	TI	HIS-	HIS-	NOT	EX &	VERY	GOOD	FAIR	NO	CCC	
CHLD																			GOOD	GOOD	FAIR	&	&	NO	CCC
NDREXPL4 NQ32	2.76	2.79	2.75	2.77	2.72	2.81	2.78	2.48	2.82	2.85	2.59	2.81				2.68	2.80		2.77	2.54			2.75	2.76	
p stat_(*=Sig @ p<=.05)		.046*	.748	.306	.017*	.000*	~	~	~	~	~.091					.000*	.000*		.000*	.000*			.795	.796	
NDRLSTN4 NQ33	2.77	2.80	2.75	2.80	2.73	2.78	2.83	2.66	2.62	2.87	2.70	2.77				2.76	2.77		2.78	2.52			2.78	2.72	
p stat_(*=Sig @ p<=.05)		.085	.220	.048*	.024*	.189	~	~	~	~	~.925					.655	.252		.000*	.000*			.006*	.006*	
NDRESPU4 NQ34	2.81	2.83	2.81	2.82	2.76	2.81	2.86	2.67	2.62	2.75	2.75	2.80				2.81	2.81		2.81	2.64			2.82	2.78	
p stat_(*=Sig @ p<=.05)		.062	.899	.220	.005*	.519	~	~	~	~	~.933					.478	.933		.004*	.001*			.045*	.044*	
NDRTMEN4 NQ37	2.57	2.59	2.52	2.60	2.56	2.65	2.46	2.17	2.27	2.65	2.30	2.68				2.46	2.64		2.58	2.35			2.56	2.59	
p stat_(*=Sig @ p<=.05)		.373	.020*	.058	.655	.000*	~	~	~	~	~.002*					.000*	.000*		.000*	.001*			.230	.230	
COMPOSITE	2.72	2.75	2.70	2.75	2.69	2.76	2.73	2.50	2.58	2.78	2.58	2.76				2.68	2.75		2.74	2.51			2.73	2.71	
p stat_(*=Sig @ p<=.05)		.096	.248	.093	.036*	.000*	~	~	~	~	~.283					.001*	.000*		.000*	.000*			.446	.442	

CUSTOMER SERVICE

	BANT OT1	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
		<4	4-7	8-12	OVER	WHT	BLK OR AFR-	AMR IAN	NATV ILND	AMR IND/ ALS	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NPBCLCS4 NQ50	2.28	2.34	2.26	2.25	2.28	2.26	2.61	2.10	1.37	2.25	2.00	2.28	2.30	2.26	2.29	2.10	2.29	2.23
p stat_(*=Sig @ p<=.05)		.163	.632	.506	.978	.638	~	~	~	~	~.963	.303	.474	.088	.051	.189	.190	
NCSRESP NQ51	2.60	2.59	2.62	2.59	2.61	2.60	2.61	2.45	1.97	2.41	2.45	2.65	2.61	2.60	2.62	2.40	2.61	2.59
p stat_(*=Sig @ p<=.05)		.809	.618	.700	.880	.854	~	~	~	~	~.400	.663	.876	.008*	.011*	.680	.681	
COMPOSITE	2.44	2.47	2.44	2.42	2.44	2.43	2.61	2.27	1.67	2.33	2.22	2.47	2.46	2.43	2.45	2.25	2.45	2.41
p stat_(*=Sig @ p<=.05)		.524	.959	.577	.933	.855	~	~	~	~	~.679	.437	.631	.038*	.039*	.352	.350	

SHARED DECISION MAKING

	BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AMR IAN	NATV ILND	AMR IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
NNRXWHY	NQ11	2.88	2.84	2.90	2.84	2.92	2.91	3.00	2.58	3.00	3.00	2.70	2.97	2.80	2.91	2.87	2.95	2.84	2.92
	p stat_(*=Sig @ p<=.05)	.326	.446	.146	.049*	.009*	~	~	~	~	~	.001*	.007*	.002*	.825	.039*	.005*	.004*	
NNRXWYNT	NQ12	2.42	2.32	2.40	2.38	2.53	2.48	2.32	2.24	3.00	2.38	1.93	2.63	2.28	2.49	2.42	2.38	2.33	2.53
	p stat_(*=Sig @ p<=.05)	.126	.671	.387	.009*	.028*	~	~	~	~	~	.017*	.001*	.002*	.936	.681	.000*	.000*	
NRXBST	NQ13	2.58	2.42	2.51	2.69	2.61	2.57	2.55	2.16	1.00	2.37	2.39	2.64	2.61	2.57	2.57	2.76	2.50	2.68
	p stat_(*=Sig @ p<=.05)	.006*	.161	.007*	.431	.734	~	~	~	~	~	.488	.421	.658	.134	.023*	.000*	.000*	
COMPOSITE		2.63	2.53	2.60	2.64	2.69	2.66	2.62	2.33	2.33	2.58	2.34	2.75	2.56	2.66	2.62	2.70	2.55	2.71
	p stat_(*=Sig @ p<=.05)	.022*	.527	.713	.033*	.104	~	~	~	~	~	.063	.036*	.025*	.497	.336	.000*	.000*	

ACCESS TO SPECIALIZED SERVICES

BANT OT1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC		
NEZMDEQ NQ20	2.30	2.52	2.26	2.20	2.27	2.32	2.24	2.33	1.00	2.00	3.00	2.33	2.31	2.35	2.08	2.44	2.21	
p stat_(*=Sig @ p<=.05)		~.711	.250			~.679	~	~	~	~	~	~.662	.795	~	~.043*	.043*		
NEZTHP NQ23	2.19	2.26	2.23	2.20	2.09	2.17	2.00	2.00		1.87	3.00	2.25	2.24	2.16	2.23	1.91	2.28	2.15
p stat_(*=Sig @ p<=.05)		.488	.457	.895	.127	.651	~	~	~	~	~	~.403	.309	.018*	.007*	.107	.106	
NEZTC NQ26	2.18	2.05	2.12	2.15	2.25	2.22	1.48	2.35	3.00	2.53	1.69	2.00	2.21	2.18	2.22	2.00	2.22	2.17
p stat_(*=Sig @ p<=.05)		~.350	.498	.061		.153	~	~	~	~	~.062	.615	.844	.002*	.035*	.495	.495	
COMPOSITE	2.22	2.27	2.21	2.18	2.21	2.24	1.91	2.23	2.00	2.13	2.56	2.20	2.26	2.22	2.27	2.00	2.31	2.17
p stat_(*=Sig @ p<=.05)		.408	.526	.050	.350	.245	~	~	~	~	~.575	.109	.590	.000*	.000*	.000*	.000*	

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

	BANTO	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	T1																	
	OHP				13	BLCK	OR	NATV	AMER				HIS-	NOT	EX &	VERY		
	TOT	<4	4-7	8-12	AND	AFR-	AS-	HAW/	IND/			MUL-	PAN-	PAN-	GOOD	FAIR	NO	
	CHLD				OVER	WHTE	AMER	ILND	NATV	OTHR	TI	IC	IC	GOOD	POOR	CCC	CCC	
PRBSEE4 Q46	78%	81%	76%	80%	76%	79%	73%	62%	83%	49%	81%	76%	79%	79%	70%	78%	77%	
CARNES4 Q15	89%	91%	90%	89%	88%	91%	91%	72%	71%	90%	96%	90%	89%	90%	90%	76%	90%	87%
AVERAGE	83.42	86.09	82.79	84.33	81.82	84.82	81.69	67.43	71.38	86.68	72.59	85.59	82.65	84.39	84.58	72.59	84.31	81.85

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

	BANTO	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	T1																	
OHP																		
TOT																		
CHLD																		
		<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
CARSN4 Q4	91%	92%	93%	91%	89%	93%	95%	82%	61%	100%	76%	92%	91%	92%	92%	84%	91%	91%
APGET4 Q6	86%	90%	84%	86%	85%	89%	79%	70%	62%	91%	80%	90%	84%	88%	86%	82%	86%	87%
AVERAGE	88.65	90.86	88.50	88.45	87.23	90.78	87.10	75.91	61.43	95.57	77.79	90.66	87.35	89.91	89.31	82.95	88.43	89.20

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

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	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	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
DREXPL4 Q32	95%	96%	93%	95%	94%	96%	91%	89%	100%	96%	95%	96%	93%	96%	95%	87%	94%	95%
DRLSTN4 Q33	95%	96%	95%	95%	94%	96%	93%	91%	91%	96%	85%	94%	95%	96%	96%	84%	96%	94%
DRESPU4 Q34	96%	97%	96%	96%	95%	96%	94%	91%	91%	92%	90%	96%	97%	96%	96%	91%	96%	95%
DRTMEN4 Q37	90%	91%	88%	91%	90%	93%	81%	79%	70%	90%	74%	93%	86%	92%	90%	79%	89%	91%
AVERAGE	93.9	95.1	93.0	94.1	93.4	95.5	89.8	87.8	88.0	93.5	86.3	94.9	92.6	94.8	94.4	85.0	93.9	93.8

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

	BANTO T1	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PBCLCS4 Q50	78%	84%	76%	77%	78%	78%	96%	67%	49%	80%	78%	80%	79%	78%	78%	75%	79%	77%
CSRESP Q51	91%	91%	92%	90%	92%	91%	100%	88%	69%	87%	100%	93%	92%	91%	91%	90%	91%	91%
AVERAGE	84.72	87.22	84.06	83.63	84.94	84.11	97.98	77.37	58.94	83.29	89.07	86.21	85.27	84.62	84.89	82.42	84.99	84.05

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

BANT OT1	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	<4	4-7	8-12	13 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 &	FAIR & POOR	NO CCC	CCC	
OHP TOT CHLD	94%	92%	95%	92%	96%	96%	100%	86%	100%	100%	85%	99%	90%	96%	94%	98%	92%	96%
NRXWHY Q11	94%	92%	95%	92%	96%	96%	100%	86%	100%	100%	85%	99%	90%	96%	94%	98%	92%	96%
NRXWYNT Q12	71%	67%	70%	69%	77%	74%	69%	71%	100%	73%	46%	80%	64%	74%	71%	69%	67%	77%
RXBST Q13	79%	72%	76%	84%	81%	79%	77%	66%	36%	67%	70%	81%	81%	79%	78%	88%	75%	84%
AVERAGE	81.5	76.9	80.4	81.9	84.4	82.8	81.9	74.3	78.6	79.7	67.1	86.8	78.6	83.0	81.2	85.0	77.9	85.7

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

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
EZMDEQ Q20	76%	90%	72%	73%	76%	77%	80%	67%	0%	50%	100%	81%	81%	76%	79%	70%	80%	74%
EZTHP Q23	72%	74%	73%	72%	69%	71%	86%	62%		50%	100%	73%	75%	70%	74%	62%	74%	71%
EZTC Q26	70%	65%	67%	68%	74%	73%	21%	58%	100%	89%	26%	61%	73%	70%	72%	67%	70%	70%
AVERAGE	72.9	76.0	70.7	70.9	73.0	73.5	62.4	62.1	50.0	63.1	75.2	71.6	76.3	72.2	74.6	66.1	74.9	71.7

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

	BANT OTI	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
DRTLKU Q38	87%	94%	88%	89%	81%	87%	84%	87%	70%	84%	90%	89%	88%	87%	88%	81%	88%	87%
DRUNCON Q43	90%	92%	85%	93%	89%	91%	100%	85%	63%	95%	100%	84%	90%	90%	91%	82%	88%	90%
DRUNFAM Q44	85%	89%	84%	87%	83%	87%	100%	85%	63%	95%	100%	76%	85%	86%	87%	76%	85%	86%
AVERAGE	87.6	91.6	85.6	89.7	84.2	88.1	94.5	85.5	65.6	91.6	96.7	83.0	87.9	87.5	88.5	79.8	86.7	87.8

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

	BANT OTI	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
HELPCONT Q18	92%	93%	94%	89%	94%	94%	90%	62%		100%	50%	94%	93%	94%	92%	98%	92%	92%
HLPCOORD Q29	61%	63%	60%	61%	62%	60%	47%	67%	0%	61%	60%	59%	68%	59%	61%	67%	59%	63%
AVERAGE	76.9	77.8	76.8	75.3	78.2	77.0	68.5	64.5		80.7	54.9	76.4	80.3	76.6	76.5	82.3	75.8	77.9

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
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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.

If you want to know more about this study, please call 1-888-506-5136 (or, for the hearing-impaired, call 1-888-631-2097).

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

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?

-
- 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.

If you want to know more about this study, please call 1-888-506-5136 (or, for the hearing-impaired, call 1-888-631-2097).

SURVEY INSTRUCTIONS

- ▶ Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

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?

- | | | | | | | | | | | |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 |
| 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 Plan Possible Best Health 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



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CZPCE

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 cuál 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 cuál 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 rapido 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 condesendiente, 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



35j. En los últimos 6 meses, ¿fue usted a una oficina o clínica de un dentista para cuidado?

- Sí
- No → *Pase a la pregunta 35l*

35k. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían mientras lo/la trataron?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35l. Si usted trató de conseguir una cita para usted con un dentista que se especialice en un tipo de cuidado dental en particular (como una endodoncia (root canal) o enfermedad de las encías) en los últimos 6 meses, ¿con qué frecuencia le dieron una cita tan pronto la quería?

- Nunca
- A veces
- La mayoría de las veces
- Siempre
- No traté de conseguir una cita con un especialista dental para mí en los últimos 6 meses.

35m. En los últimos 6 meses, si usted necesitó ver a un dentista de inmediato por una emergencia dental, ¿pudo ver usted a un dentista tan pronto como quería?

- Nunca
- A veces
- La mayoría de las veces
- Siempre
- Yo no tuve una emergencia dental en los últimos 6 meses

35n. 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?

- | | | | | | | | | | | |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 |
| Extremadamente difícil | | | | | | Extremadamente fácil | | | | |

ACERCA DE USTED

36. En general, ¿cómo calificaría toda su salud?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

37. En general, ¿cómo calificaría toda su salud mental o emocional?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

38. Desde el 1 de julio del 2015, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o spray nasal?

- Sí
- No
- No sé

39. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

- Todos los días
- Algunos días
- No fumo en absoluto → *Pase a la pregunta 43*
- No sé → *Pase a la pregunta 43*

40. En los últimos 6 meses, ¿qué tan seguido le aconsejó un doctor u otro profesional médico de su seguro que dejara de fumar o usar tabaco?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

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

↓ **COMIENZE 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

41. Usando un número del 0 al 10, el 0 siendo el peor doctor personal posible y el 10 el mejor doctor personal posible, ¿qué número usaría para calificar al doctor personal de su niño?

0 1 2 3 4 5 6 7 8 9 10
El peor doctor personal posible El mejor doctor personal posible

42. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que ha durado por más de 3 meses?

- Sí
 No → *Pase a la pregunta 45*

43. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- Sí
 No

44. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- Sí
 No

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

Al contestar las siguientes preguntas no incluya las veces que su niño fue a ver al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

45. 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 para su niño con un especialista?

- Sí
 No → *Pase a la pregunta 49*

46. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como él o ella la necesitaba?

- Nunca
 A veces
 La mayoría de las veces
 Siempre

47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?

- Ninguno → *Pase a la pregunta 49*
 1 especialista
 2
 3
 4
 5 especialistas o más

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?