

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Pennsylvania Health & Wellness, Inc.
86199-PA-HMO

Total Number of Completed Surveys: 266

Survey Response Rate: 18.9%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screenener Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screenener questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	76.43	71.89	73.79	Average	0.94	0.89	64 (24.06%)	97 (36.47%)	102 (38.35%)	0 (0.00%)	3 (1.13%)	263 (98.87%)
Rating of All Health Care	26	81.74	78.70	80.96	Average	0.80	0.75	32 (12.03%)	56 (21.05%)	112 (42.11%)	57 (21.43%)	9 (3.38%)	200 (75.19%)
Rating of Personal Doctor	39	90.40	88.88	88.29	Average	0.70	0.50	10 (3.76%)	36 (13.53%)	142 (53.38%)	65 (24.44%)	13 (4.89%)	188 (70.68%)
Rating of Specialist	43	89.43	87.05	86.12	Average	0.59	0.33	11 (4.14%)	29 (10.90%)	89 (33.46%)	121 (45.49%)	16 (6.02%)	129 (48.50%)
Composite: Getting Care Quickly	--	69.56	70.19	71.19	Average	0.75	0.68	71 (26.69%)	46 (17.29%)	126 (47.37%)	19 (7.14%)	4 (1.50%)	243 (91.35%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	70.60	71.83	70.31	Average	0.70	0.58	62 (23.31%)	25 (9.40%)	103 (38.72%)	70 (26.32%)	6 (2.26%)	190 (71.43%)
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? Include in-person, telephone, or video appointments.	22	68.52	68.55	72.07	Average	0.77	0.70	72 (27.07%)	45 (16.92%)	110 (41.35%)	35 (13.16%)	4 (1.50%)	227 (85.34%)
Composite: Getting Needed Care	--	65.90	66.30	69.45	Average	0.82	0.69	59 (22.18%)	79 (29.70%)	100 (37.59%)	18 (6.77%)	10 (3.76%)	238 (89.47%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	75.32	74.24	75.99	Average	0.75	0.67	45 (16.92%)	50 (18.80%)	104 (39.10%)	57 (21.43%)	10 (3.76%)	199 (74.81%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	56.49	58.36	62.92	Average	0.77	0.61	82 (30.83%)	47 (17.67%)	61 (22.93%)	60 (22.56%)	16 (6.02%)	190 (71.43%)
Composite: Cultural Competence	--	77.23	69.75	68.40	Average	0.75	0.44	26 (9.77%)	53 (19.92%)	117 (43.98%)	63 (23.68%)	7 (2.63%)	196 (73.68%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	83.41	85.53	86.32	Average	0.73	0.58	25 (9.40%)	24 (9.02%)	134 (50.38%)	78 (29.32%)	5 (1.88%)	183 (68.80%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	76.42	74.01	76.24	Average	0.67	0.38	27 (10.15%)	31 (11.65%)	84 (31.58%)	118 (44.36%)	6 (2.26%)	142 (53.38%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	71.86	49.72	42.64	Above	0.80	0.44	33 (12.41%)	8 (3.01%)	63 (23.68%)	152 (57.14%)	10 (3.76%)	104 (39.10%)
Composite: Doctor Communication	--	90.88	90.12	88.93	Average	0.63	0.52	5 (1.88%)	23 (8.65%)	163 (61.28%)	65 (24.44%)	10 (3.76%)	191 (71.80%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	90.60	90.89	88.91	Average	0.57	0.45	12 (4.51%)	21 (7.89%)	157 (59.02%)	65 (24.44%)	11 (4.14%)	190 (71.43%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	90.06	89.31	89.02	Average	0.44	0.35	12 (4.51%)	23 (8.65%)	155 (58.27%)	65 (24.44%)	11 (4.14%)	190 (71.43%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	93.57	92.32	91.87	Average	0.55	0.45	4 (1.50%)	22 (8.27%)	164 (61.65%)	65 (24.44%)	11 (4.14%)	190 (71.43%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	89.28	87.95	85.94	Average	0.67	0.53	10 (3.76%)	34 (12.78%)	145 (54.51%)	65 (24.44%)	12 (4.51%)	189 (71.05%)
Composite: Care Coordination	--	83.88	82.84	82.58	Average	0.75	0.61	18 (6.77%)	44 (16.54%)	136 (51.13%)	57 (21.43%)	11 (4.14%)	198 (74.44%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	86.78	87.47	89.36	Average	0.59	0.60	17 (6.39%)	26 (9.77%)	146 (54.89%)	65 (24.44%)	12 (4.51%)	189 (71.05%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	87.33	86.40	86.40	Average	0.60	0.56	12 (4.51%)	25 (9.40%)	130 (48.87%)	84 (31.58%)	15 (5.64%)	167 (62.78%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	83.33	84.25	85.48	Average	0.46	0.38	15 (5.64%)	41 (15.41%)	110 (41.35%)	85 (31.95%)	15 (5.64%)	166 (62.41%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	85.26	81.90	77.67	Average	0.44	0.29	7 (2.63%)	4 (1.50%)	35 (13.16%)	201 (75.56%)	19 (7.14%)	46 (17.29%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	76.69	74.16	73.99	Average	0.52	0.43	21 (7.89%)	23 (8.65%)	75 (28.20%)	131 (49.25%)	16 (6.02%)	119 (44.74%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	58.17	56.78	53.79	Average	0.86	0.75	95 (35.71%)	85 (31.95%)	67 (25.19%)	17 (6.39%)	2 (0.75%)	247 (92.86%)
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?	3	74.17	69.47	60.23	Above	0.82	0.66	65 (24.44%)	37 (13.91%)	127 (47.74%)	31 (11.65%)	6 (2.26%)	229 (86.09%)
In the last 6 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 before you got it?	4	52.11	51.87	50.25	Average	0.78	0.67	105 (39.47%)	37 (13.91%)	68 (25.56%)	49 (18.42%)	7 (2.63%)	210 (78.95%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	48.22	49.01	50.90	Average	0.82	0.70	113 (42.48%)	29 (10.90%)	68 (25.56%)	55 (20.68%)	1 (0.38%)	210 (78.95%)
Composite: Plan Administration	--	82.84	79.48	75.32	Above	0.86	0.71	15 (5.64%)	48 (18.05%)	151 (56.77%)	50 (18.80%)	2 (0.75%)	214 (80.45%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	74.63	70.97	65.76	Above	0.83	0.70	58 (21.80%)	23 (8.65%)	133 (50.00%)	50 (18.80%)	2 (0.75%)	214 (80.45%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	91.06	88.00	84.88	Average	0.80	0.58	14 (5.26%)	16 (6.02%)	183 (68.80%)	50 (18.80%)	3 (1.13%)	213 (80.08%)
Composite: Enrollee Experience with Cost	--	74.14	74.80	77.51	Average	0.82	0.74	207 (77.82%)	48 (18.05%)	11 (4.14%)	0 (0.00%)	0 (0.00%)	266 (100.00%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	69.03	74.92	75.22	Average	0.61	0.56	184 (69.17%)	20 (7.52%)	47 (17.67%)	0 (0.00%)	15 (5.64%)	251 (94.36%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	74.70	73.88	74.09	Average	0.82	0.74	212 (79.70%)	20 (7.52%)	27 (10.15%)	0 (0.00%)	7 (2.63%)	259 (97.37%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	71.95	69.78	75.56	Below	0.82	0.73	200 (75.19%)	23 (8.65%)	41 (15.41%)	0 (0.00%)	2 (0.75%)	264 (99.25%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	80.87	80.61	85.16	Below	0.72	0.62	221 (83.08%)	20 (7.52%)	19 (7.14%)	0 (0.00%)	6 (2.26%)	260 (97.74%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	64.37	68.22	67.13	Average	0.79	0.68	149 (56.02%)	25 (9.40%)	40 (15.04%)	50 (18.80%)	2 (0.75%)	214 (80.45%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	77.62	75.01	70.41	Above	0.82	0.59	35 (13.16%)	47 (17.67%)	101 (37.97%)	78 (29.32%)	5 (1.88%)	183 (68.80%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	64.77	64.39	65.36	Average	0.65	0.49	59 (22.18%)	36 (13.53%)	86 (32.33%)	78 (29.32%)	7 (2.63%)	181 (68.05%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	29.60	35.04	40.34	Average	0.93	0.86	151 (56.77%)	61 (22.93%)	0 (0.00%)	30 (11.28%)	24 (9.02%)	212 (79.70%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	24 (9.02%)	62 (23.31%)	100 (37.59%)	75 (28.20%)	4 (1.50%)	1 (0.38%)	265 (99.62%)
How confident are you that you know most of the things you need to know about using health insurance?	18	19 (7.14%)	75 (28.20%)	92 (34.59%)	75 (28.20%)	2 (0.75%)	3 (1.13%)	263 (98.87%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	57 (21.43%)	165 (62.03%)	25 (9.40%)	11 (4.14%)	1 (0.38%)	7 (2.63%)	259 (97.37%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	42 (15.79%)	171 (64.29%)	16 (6.02%)	3 (1.13%)	23 (8.65%)	0 (0.00%)	11 (4.14%)	255 (95.86%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	106 (39.85%)	78 (29.32%)	0 (0.00%)	65 (24.44%)	17 (6.39%)	184 (69.17%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	46 (17.29%)	58 (21.80%)	0 (0.00%)	143 (53.76%)	19 (7.14%)	104 (39.10%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	61 (22.93%)	115 (43.23%)	7 (2.63%)	8 (3.01%)	1 (0.38%)	60 (22.56%)	14 (5.26%)	192 (72.18%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	35 (13.16%)	68 (25.56%)	87 (32.71%)	57 (21.43%)	5 (1.88%)	0 (0.00%)	14 (5.26%)	252 (94.74%)
In general, how would you rate your overall mental or emotional health?	45	72 (27.07%)	80 (30.08%)	67 (25.19%)	30 (11.28%)	4 (1.50%)	0 (0.00%)	13 (4.89%)	253 (95.11%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	58 (21.80%)	189 (71.05%)	1 (0.38%)	18 (6.77%)	248 (93.23%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	150 (56.39%)	102 (38.35%)	0 (0.00%)	14 (5.26%)	252 (94.74%)
Are you deaf or do you have serious difficulty hearing?	54	6 (2.26%)	247 (92.86%)	1 (0.38%)	12 (4.51%)	254 (95.49%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	22 (8.27%)	229 (86.09%)	2 (0.75%)	13 (4.89%)	253 (95.11%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	22 (8.27%)	230 (86.47%)	0 (0.00%)	14 (5.26%)	252 (94.74%)
Do you have serious difficulty walking or climbing stairs?	57	27 (10.15%)	222 (83.46%)	1 (0.38%)	16 (6.02%)	250 (93.98%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	8 (3.01%)	244 (91.73%)	0 (0.00%)	14 (5.26%)	252 (94.74%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	10 (3.76%)	241 (90.60%)	1 (0.38%)	14 (5.26%)	252 (94.74%)
Are you of Hispanic, Latino, or Spanish origin?	64	114 (42.86%)	126 (47.37%)	0 (0.00%)	26 (9.77%)	240 (90.23%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	42 (15.79%)	16 (6.02%)	0 (0.00%)	189 (71.05%)	19 (7.14%)	58 (21.80%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	135 (50.75%)	15 (5.64%)	1 (0.38%)	102 (38.35%)	13 (4.89%)	151 (56.77%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	18 (6.77%)	14 (5.26%)	215 (80.83%)	0 (0.00%)	19 (7.14%)	247 (92.86%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	14 (5.26%)	4 (1.50%)	5 (1.88%)	8 (3.01%)	0 (0.00%)	215 (80.83%)	20 (7.52%)	31 (11.65%)
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.	48	22 (8.27%)	3 (1.13%)	3 (1.13%)	4 (1.50%)	0 (0.00%)	215 (80.83%)	19 (7.14%)	32 (12.03%)
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.	49	23 (8.65%)	2 (0.75%)	1 (0.38%)	6 (2.26%)	0 (0.00%)	215 (80.83%)	19 (7.14%)	32 (12.03%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	11 (4.14%)	33 (12.41%)	47 (17.67%)	54 (20.30%)	102 (38.35%)	5 (1.88%)	1 (0.38%)	0 (0.00%)	13 (4.89%)	253 (95.11%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	88 (33.08%)	174 (65.41%)	1 (0.38%)	3 (1.13%)	263 (98.87%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	20 (7.52%)	26 (9.77%)	80 (30.08%)	61 (22.93%)	31 (11.65%)	29 (10.90%)	2 (0.75%)	17 (6.39%)	249 (93.61%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	139 (52.26%)	41 (15.41%)	11 (4.14%)	2 (0.75%)	19 (7.14%)	12 (4.51%)	10 (3.76%)	13 (4.89%)	1 (0.38%)	18 (6.77%)	248 (93.23%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American, Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	9 (3.38%)	15 (5.64%)	2 (0.75%)	92 (34.59%)	1 (0.38%)	NA	153 (57.52%)	113 (42.48%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	122 (45.86%)	38 (14.29%)	5 (1.88%)	5 (1.88%)	2 (0.75%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (0.75%)	5 (1.88%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.38%)	3 (1.13%)	87 (32.71%)	179 (67.29%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	47 (17.67%)	219 (82.33%)	0 (0.00%)	266 (100.00%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	2 (0.75%)	2 (0.75%)	43 (16.17%)	1 (0.38%)	0 (0.00%)	219 (82.33%)	0 (0.00%)	47 (17.67%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	266 (12.79%)
Web	17,412 (2.90%)	73 (3.51%)
Mail	20,908 (3.48%)	57 (2.74%)
Telephone	12,592 (2.10%)	136 (6.54%)
Ineligible Enrollees	5,049 (0.84%)	21 (1.01%)
Deceased	313 (0.05%)	1 (0.05%)
Not Eligible	4,736 (0.79%)	20 (0.96%)
Non-Respondents	544,207 (90.68%)	1,793 (86.20%)
Refusal	60,519 (10.08%)	167 (8.03%)
No Response After Maximum Attempts	468,745 (78.10%)	1,578 (75.87%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	5 (0.24%)
Other Non-Respondents	9,832 (1.64%)	43 (2.07%)
Total Enrollees	600,168 (100%)	2,080 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Highmark Coverage Advantage Inc.
79279-PA-EPO

Total Number of Completed Surveys: 98

Survey Response Rate: 15.0%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screening Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screening questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	71.34	72.59	73.79	Average	0.79	0.89	23 (23.47%)	40 (40.82%)	35 (35.71%)	0 (0.00%)	0 (0.00%)	98 (100.00%)
Rating of All Health Care	26	78.14	78.94	80.96	Average	0.66	0.75	15 (15.31%)	21 (21.43%)	43 (43.88%)	16 (16.33%)	3 (3.06%)	79 (80.61%)
Rating of Personal Doctor	39	87.88	88.32	88.29	Average	0.53	0.50	4 (4.08%)	16 (16.33%)	49 (50.00%)	26 (26.53%)	3 (3.06%)	69 (70.41%)
Rating of Specialist	43	81.64	82.81	86.12	Average	0.28	0.33	9 (9.18%)	13 (13.27%)	33 (33.67%)	40 (40.82%)	3 (3.06%)	55 (56.12%)
Composite: Getting Care Quickly	--	73.27	72.10	71.19	Average	0.50	0.68	13 (13.27%)	20 (20.41%)	54 (55.10%)	10 (10.20%)	1 (1.02%)	87 (88.78%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	71.69	70.13	70.31	Average	0.37	0.58	13 (13.27%)	11 (11.22%)	34 (34.69%)	39 (39.80%)	1 (1.02%)	58 (59.18%)
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? Include in-person, telephone, or video appointments.	22	74.84	74.06	72.07	Average	0.61	0.70	18 (18.37%)	19 (19.39%)	48 (48.98%)	12 (12.24%)	1 (1.02%)	85 (86.73%)
Composite: Getting Needed Care	--	71.51	70.68	69.45	Average	0.45	0.69	14 (14.29%)	19 (19.39%)	54 (55.10%)	9 (9.18%)	2 (2.04%)	87 (88.78%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	77.55	77.40	75.99	Average	0.40	0.67	7 (7.14%)	24 (24.49%)	49 (50.00%)	16 (16.33%)	2 (2.04%)	80 (81.63%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	65.46	63.96	62.92	Average	0.44	0.61	18 (18.37%)	12 (12.24%)	36 (36.73%)	30 (30.61%)	2 (2.04%)	66 (67.35%)
Composite: Cultural Competence	--	73.27	76.58	68.40	Average	0.18	0.44	3 (3.06%)	5 (5.10%)	43 (43.88%)	46 (46.94%)	1 (1.02%)	51 (52.04%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	95.00	93.41	86.32	Above	0.67	0.58	2 (2.04%)	1 (1.02%)	46 (46.94%)	49 (50.00%)	0 (0.00%)	49 (50.00%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	84.06	84.56	76.24	Average	0.18	0.38	2 (2.04%)	1 (1.02%)	17 (17.35%)	76 (77.55%)	2 (2.04%)	20 (20.41%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	40.74	51.75	42.64	Average	0.11	0.44	4 (4.08%)	0 (0.00%)	2 (2.04%)	90 (91.84%)	2 (2.04%)	6 (6.12%)
Composite: Doctor Communication	--	91.76	91.86	88.93	Average	0.58	0.52	1 (1.02%)	12 (12.24%)	57 (58.16%)	26 (26.53%)	2 (2.04%)	70 (71.43%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	89.53	89.28	88.91	Average	0.39	0.45	2 (2.04%)	15 (15.31%)	53 (54.08%)	26 (26.53%)	2 (2.04%)	70 (71.43%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	91.47	91.65	89.02	Average	0.37	0.35	3 (3.06%)	13 (13.27%)	54 (55.10%)	26 (26.53%)	2 (2.04%)	70 (71.43%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	94.19	94.55	91.87	Average	0.49	0.45	1 (1.02%)	10 (10.20%)	59 (60.20%)	26 (26.53%)	2 (2.04%)	70 (71.43%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	91.86	91.97	85.94	Above	0.61	0.53	2 (2.04%)	14 (14.29%)	54 (55.10%)	26 (26.53%)	2 (2.04%)	70 (71.43%)
Composite: Care Coordination	--	87.46	87.84	82.58	Above	0.54	0.61	5 (5.10%)	13 (13.27%)	55 (56.12%)	21 (21.43%)	4 (4.08%)	73 (74.49%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	91.09	90.50	89.36	Average	0.54	0.60	3 (3.06%)	10 (10.20%)	57 (58.16%)	26 (26.53%)	2 (2.04%)	70 (71.43%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	88.44	88.57	86.40	Average	0.51	0.56	5 (5.10%)	11 (11.22%)	48 (48.98%)	32 (32.65%)	2 (2.04%)	64 (65.31%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	92.98	92.47	85.48	Above	0.45	0.38	4 (4.08%)	5 (5.10%)	54 (55.10%)	33 (33.67%)	2 (2.04%)	63 (64.29%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	84.44	85.50	77.67	Average	0.17	0.29	1 (1.02%)	3 (3.06%)	10 (10.20%)	82 (83.67%)	2 (2.04%)	14 (14.29%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	80.36	82.16	73.99	Average	0.36	0.43	8 (8.16%)	9 (9.18%)	31 (31.63%)	45 (45.92%)	5 (5.10%)	48 (48.98%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	49.98	49.72	53.79	Average	0.63	0.75	34 (34.69%)	23 (23.47%)	25 (25.51%)	15 (15.31%)	1 (1.02%)	82 (83.67%)
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?	3	58.78	59.53	60.23	Average	0.60	0.66	34 (34.69%)	17 (17.35%)	26 (26.53%)	20 (20.41%)	1 (1.02%)	77 (78.57%)
In the last 6 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 before you got it?	4	43.92	43.11	50.25	Average	0.58	0.67	37 (37.76%)	12 (12.24%)	21 (21.43%)	27 (27.55%)	1 (1.02%)	70 (71.43%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	47.22	46.51	50.90	Average	0.55	0.70	32 (32.65%)	8 (8.16%)	26 (26.53%)	30 (30.61%)	2 (2.04%)	66 (67.35%)
Composite: Plan Administration	--	72.57	73.42	75.32	Average	0.71	0.71	5 (5.10%)	21 (21.43%)	39 (39.80%)	33 (33.67%)	0 (0.00%)	65 (66.33%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	58.65	59.39	65.76	Average	0.66	0.70	26 (26.53%)	12 (12.24%)	27 (27.55%)	33 (33.67%)	0 (0.00%)	65 (66.33%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	86.50	87.45	84.88	Average	0.67	0.58	3 (3.06%)	15 (15.31%)	47 (47.96%)	33 (33.67%)	0 (0.00%)	65 (66.33%)
Composite: Enrollee Experience with Cost	--	78.80	77.74	77.51	Average	0.51	0.74	84 (85.71%)	10 (10.20%)	3 (3.06%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	80.17	76.67	75.22	Average	0.42	0.56	82 (83.67%)	7 (7.14%)	6 (6.12%)	0 (0.00%)	3 (3.06%)	95 (96.94%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	74.29	73.76	74.09	Average	0.64	0.74	84 (85.71%)	8 (8.16%)	5 (5.10%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	76.27	76.62	75.56	Average	0.59	0.73	82 (83.67%)	7 (7.14%)	8 (8.16%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	84.46	83.90	85.16	Average	0.34	0.62	90 (91.84%)	2 (2.04%)	5 (5.10%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	66.24	65.41	67.13	Average	0.64	0.68	48 (48.98%)	13 (13.27%)	4 (4.08%)	33 (33.67%)	0 (0.00%)	65 (66.33%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	74.58	74.86	70.41	Average	0.56	0.59	8 (8.16%)	16 (16.33%)	24 (24.49%)	49 (50.00%)	1 (1.02%)	48 (48.98%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	66.10	65.78	65.36	Average	0.33	0.49	13 (13.27%)	12 (12.24%)	23 (23.47%)	49 (50.00%)	1 (1.02%)	48 (48.98%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	46.67	44.61	40.34	Average	0.78	0.86	42 (42.86%)	32 (32.65%)	0 (0.00%)	12 (12.24%)	12 (12.24%)	74 (75.51%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	8 (8.16%)	25 (25.51%)	42 (42.86%)	22 (22.45%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
How confident are you that you know most of the things you need to know about using health insurance?	18	12 (12.24%)	24 (24.49%)	37 (37.76%)	24 (24.49%)	0 (0.00%)	1 (1.02%)	97 (98.98%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	16 (16.33%)	65 (66.33%)	12 (12.24%)	4 (4.08%)	0 (0.00%)	1 (1.02%)	97 (98.98%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	16 (16.33%)	68 (69.39%)	2 (2.04%)	0 (0.00%)	10 (10.20%)	0 (0.00%)	2 (2.04%)	96 (97.96%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	47 (47.96%)	23 (23.47%)	0 (0.00%)	26 (26.53%)	2 (2.04%)	70 (71.43%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	13 (13.27%)	33 (33.67%)	0 (0.00%)	49 (50.00%)	3 (3.06%)	46 (46.94%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	10 (10.20%)	52 (53.06%)	2 (2.04%)	1 (1.02%)	1 (1.02%)	30 (30.61%)	2 (2.04%)	66 (67.35%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	10 (10.20%)	36 (36.73%)	42 (42.86%)	8 (8.16%)	1 (1.02%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
In general, how would you rate your overall mental or emotional health?	45	20 (20.41%)	34 (34.69%)	30 (30.61%)	10 (10.20%)	3 (3.06%)	0 (0.00%)	1 (1.02%)	97 (98.98%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	28 (28.57%)	69 (70.41%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	68 (69.39%)	29 (29.59%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
Are you deaf or do you have serious difficulty hearing?	54	1 (1.02%)	96 (97.96%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	4 (4.08%)	92 (93.88%)	0 (0.00%)	2 (2.04%)	96 (97.96%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	11 (11.22%)	86 (87.76%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
Do you have serious difficulty walking or climbing stairs?	57	6 (6.12%)	91 (92.86%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	3 (3.06%)	94 (95.92%)	0 (0.00%)	1 (1.02%)	97 (98.98%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	3 (3.06%)	93 (94.90%)	0 (0.00%)	2 (2.04%)	96 (97.96%)
Are you of Hispanic, Latino, or Spanish origin?	64	1 (1.02%)	93 (94.90%)	0 (0.00%)	4 (4.08%)	94 (95.92%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	23 (23.47%)	5 (5.10%)	0 (0.00%)	69 (70.41%)	1 (1.02%)	28 (28.57%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	63 (64.29%)	3 (3.06%)	0 (0.00%)	29 (29.59%)	3 (3.06%)	66 (67.35%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	9 (9.18%)	7 (7.14%)	80 (81.63%)	1 (1.02%)	1 (1.02%)	97 (98.98%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	5 (5.10%)	4 (4.08%)	1 (1.02%)	6 (6.12%)	0 (0.00%)	81 (82.65%)	1 (1.02%)	16 (16.33%)
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.	48	5 (5.10%)	5 (5.10%)	4 (4.08%)	2 (2.04%)	0 (0.00%)	81 (82.65%)	1 (1.02%)	16 (16.33%)
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.	49	9 (9.18%)	2 (2.04%)	1 (1.02%)	4 (4.08%)	0 (0.00%)	81 (82.65%)	1 (1.02%)	16 (16.33%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	1 (1.02%)	13 (13.27%)	8 (8.16%)	12 (12.24%)	60 (61.22%)	3 (3.06%)	0 (0.00%)	0 (0.00%)	1 (1.02%)	97 (98.98%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	40 (40.82%)	57 (58.16%)	0 (0.00%)	1 (1.02%)	97 (98.98%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	1 (1.02%)	4 (4.08%)	30 (30.61%)	27 (27.55%)	19 (19.39%)	16 (16.33%)	0 (0.00%)	1 (1.02%)	97 (98.98%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	31 (31.63%)	20 (20.41%)	9 (9.18%)	1 (1.02%)	24 (24.49%)	1 (1.02%)	4 (4.08%)	5 (5.10%)	0 (0.00%)	3 (3.06%)	95 (96.94%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American,Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (1.02%)	0 (0.00%)	NA	97 (98.98%)	1 (1.02%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	81 (82.65%)	10 (10.20%)	2 (2.04%)	1 (1.02%)	2 (2.04%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (2.04%)	0 (0.00%)	1 (1.02%)	0 (0.00%)	1 (1.02%)	0 (0.00%)	0 (0.00%)	4 (4.08%)	94 (95.92%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	4 (4.08%)	93 (94.90%)	1 (1.02%)	97 (98.98%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	0 (0.00%)	1 (1.02%)	2 (2.04%)	0 (0.00%)	1 (1.02%)	93 (94.90%)	1 (1.02%)	4 (4.08%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	98 (7.54%)
Web	17,412 (2.90%)	30 (2.31%)
Mail	20,908 (3.48%)	60 (4.62%)
Telephone	12,592 (2.10%)	8 (0.62%)
Ineligible Enrollees	5,049 (0.84%)	10 (0.77%)
Deceased	313 (0.05%)	2 (0.15%)
Not Eligible	4,736 (0.79%)	8 (0.62%)
Non-Respondents	544,207 (90.68%)	1,192 (91.69%)
Refusal	60,519 (10.08%)	169 (13.00%)
No Response After Maximum Attempts	468,745 (78.10%)	1,003 (77.15%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	0 (0.00%)
Other Non-Respondents	9,832 (1.64%)	20 (1.54%)
Total Enrollees	600,168 (100%)	1,300 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Health Partners of Philadelphia Inc.
93909-PA-HMO

Total Number of Completed Surveys: 87

Survey Response Rate: 14.0%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screening Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screening questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	76.90	76.62	73.79	Average	0.86	0.89	22 (25.29%)	28 (32.18%)	37 (42.53%)	0 (0.00%)	0 (0.00%)	87 (100.00%)
Rating of All Health Care	26	79.31	79.73	80.96	Average	0.64	0.75	11 (12.64%)	23 (26.44%)	30 (34.48%)	18 (20.69%)	5 (5.75%)	64 (73.56%)
Rating of Personal Doctor	39	84.63	85.24	88.29	Average	0.32	0.50	7 (8.05%)	15 (17.24%)	38 (43.68%)	23 (26.44%)	4 (4.60%)	60 (68.97%)
Rating of Specialist	43	88.27	88.47	86.12	Average	0.18	0.33	2 (2.30%)	8 (9.20%)	32 (36.78%)	39 (44.83%)	6 (6.90%)	42 (48.28%)
Composite: Getting Care Quickly	--	56.11	57.69	71.19	Below	0.49	0.68	28 (32.18%)	22 (25.29%)	31 (35.63%)	5 (5.75%)	1 (1.15%)	81 (93.10%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	47.48	49.32	70.31	Below	0.39	0.58	26 (29.89%)	10 (11.49%)	15 (17.24%)	35 (40.23%)	1 (1.15%)	51 (58.62%)
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? Include in-person, telephone, or video appointments.	22	64.74	66.06	72.07	Average	0.51	0.70	29 (33.33%)	16 (18.39%)	33 (37.93%)	6 (6.90%)	3 (3.45%)	78 (89.66%)
Composite: Getting Needed Care	--	59.84	61.44	69.45	Below	0.54	0.69	22 (25.29%)	29 (33.33%)	25 (28.74%)	7 (8.05%)	4 (4.60%)	76 (87.36%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	65.52	66.20	75.99	Below	0.44	0.67	21 (24.14%)	19 (21.84%)	24 (27.59%)	18 (20.69%)	5 (5.75%)	64 (73.56%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	54.17	56.68	62.92	Average	0.48	0.61	28 (32.18%)	14 (16.09%)	20 (22.99%)	20 (22.99%)	5 (5.75%)	62 (71.26%)
Composite: Cultural Competence	--	53.06	55.88	68.40	Below	0.36	0.44	24 (27.59%)	16 (18.39%)	28 (32.18%)	18 (20.69%)	1 (1.15%)	68 (78.16%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	57.21	59.08	86.32	Below	0.30	0.58	20 (22.99%)	11 (12.64%)	25 (28.74%)	29 (33.33%)	2 (2.30%)	56 (64.37%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	51.37	52.91	76.24	Below	0.30	0.38	19 (21.84%)	9 (10.34%)	15 (17.24%)	42 (48.28%)	2 (2.30%)	43 (49.43%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	50.62	55.65	42.64	Average	0.50	0.44	17 (19.54%)	6 (6.90%)	12 (13.79%)	47 (54.02%)	5 (5.75%)	35 (40.23%)
Composite: Doctor Communication	--	84.64	85.31	88.93	Average	0.34	0.52	6 (6.90%)	9 (10.34%)	46 (52.87%)	23 (26.44%)	3 (3.45%)	61 (70.11%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	80.72	81.60	88.91	Average	0.16	0.45	9 (10.34%)	10 (11.49%)	42 (48.28%)	23 (26.44%)	3 (3.45%)	61 (70.11%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	85.94	86.52	89.02	Average	0.18	0.35	8 (9.20%)	7 (8.05%)	46 (52.87%)	23 (26.44%)	3 (3.45%)	61 (70.11%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	90.36	90.80	91.87	Average	0.29	0.45	5 (5.75%)	8 (9.20%)	48 (55.17%)	23 (26.44%)	3 (3.45%)	61 (70.11%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	81.53	82.34	85.94	Average	0.34	0.53	9 (10.34%)	14 (16.09%)	38 (43.68%)	23 (26.44%)	3 (3.45%)	61 (70.11%)
Composite: Care Coordination	--	76.93	77.93	82.58	Average	0.44	0.61	14 (16.09%)	19 (21.84%)	37 (42.53%)	13 (14.94%)	4 (4.60%)	70 (80.46%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	83.33	84.27	89.36	Average	0.31	0.60	8 (9.20%)	12 (13.79%)	40 (45.98%)	23 (26.44%)	4 (4.60%)	60 (68.97%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	78.92	79.18	86.40	Average	0.29	0.56	10 (11.49%)	11 (12.64%)	30 (34.48%)	31 (35.63%)	5 (5.75%)	51 (58.62%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	73.33	74.15	85.48	Below	0.15	0.38	14 (16.09%)	10 (11.49%)	32 (36.78%)	27 (31.03%)	4 (4.60%)	56 (64.37%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	87.50	89.67	77.67	Above	0.31	0.29	0 (0.00%)	3 (3.45%)	5 (5.75%)	75 (86.21%)	4 (4.60%)	8 (9.20%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	61.54	62.38	73.99	Average	0.24	0.43	15 (17.24%)	10 (11.49%)	17 (19.54%)	39 (44.83%)	6 (6.90%)	42 (48.28%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	44.65	44.89	53.79	Below	0.70	0.75	47 (54.02%)	22 (25.29%)	10 (11.49%)	8 (9.20%)	0 (0.00%)	79 (90.80%)
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?	3	52.69	53.31	60.23	Average	0.55	0.66	37 (42.53%)	10 (11.49%)	22 (25.29%)	16 (18.39%)	2 (2.30%)	69 (79.31%)
In the last 6 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 before you got it?	4	43.06	43.11	50.25	Average	0.61	0.67	41 (47.13%)	15 (17.24%)	14 (16.09%)	17 (19.54%)	0 (0.00%)	70 (80.46%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	38.20	38.25	50.90	Below	0.64	0.70	44 (50.57%)	8 (9.20%)	12 (13.79%)	23 (26.44%)	0 (0.00%)	64 (73.56%)
Composite: Plan Administration	--	69.73	69.94	75.32	Average	0.59	0.71	12 (13.79%)	21 (24.14%)	41 (47.13%)	11 (12.64%)	2 (2.30%)	74 (85.06%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	62.59	62.44	65.76	Average	0.65	0.70	27 (31.03%)	16 (18.39%)	31 (35.63%)	11 (12.64%)	2 (2.30%)	74 (85.06%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	76.87	77.44	84.88	Average	0.41	0.58	12 (13.79%)	16 (18.39%)	46 (52.87%)	11 (12.64%)	2 (2.30%)	74 (85.06%)
Composite: Enrollee Experience with Cost	--	77.58	77.81	77.51	Average	0.65	0.74	72 (82.76%)	14 (16.09%)	1 (1.15%)	0 (0.00%)	0 (0.00%)	87 (100.00%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	73.94	74.55	75.22	Average	0.42	0.56	66 (75.86%)	7 (8.05%)	10 (11.49%)	0 (0.00%)	4 (4.60%)	83 (95.40%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	72.75	72.61	74.09	Average	0.67	0.74	75 (86.21%)	6 (6.90%)	5 (5.75%)	0 (0.00%)	1 (1.15%)	86 (98.85%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	78.84	79.19	75.56	Average	0.68	0.73	73 (83.91%)	11 (12.64%)	2 (2.30%)	0 (0.00%)	1 (1.15%)	86 (98.85%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	84.80	84.88	85.16	Average	0.41	0.62	76 (87.36%)	6 (6.90%)	3 (3.45%)	0 (0.00%)	2 (2.30%)	85 (97.70%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	64.97	65.01	67.13	Average	0.55	0.68	54 (62.07%)	8 (9.20%)	12 (13.79%)	11 (12.64%)	2 (2.30%)	74 (85.06%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	59.01	59.50	70.41	Average	0.41	0.59	20 (22.99%)	17 (19.54%)	19 (21.84%)	29 (33.33%)	2 (2.30%)	56 (64.37%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	48.65	49.12	65.36	Below	0.44	0.49	33 (37.93%)	11 (12.64%)	12 (13.79%)	29 (33.33%)	2 (2.30%)	56 (64.37%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	35.71	37.69	40.34	Average	0.78	0.86	41 (47.13%)	23 (26.44%)	0 (0.00%)	7 (8.05%)	16 (18.39%)	64 (73.56%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	11 (12.64%)	27 (31.03%)	25 (28.74%)	22 (25.29%)	0 (0.00%)	2 (2.30%)	85 (97.70%)
How confident are you that you know most of the things you need to know about using health insurance?	18	11 (12.64%)	32 (36.78%)	26 (29.89%)	18 (20.69%)	0 (0.00%)	0 (0.00%)	87 (100.00%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	17 (19.54%)	52 (59.77%)	12 (13.79%)	1 (1.15%)	1 (1.15%)	4 (4.60%)	83 (95.40%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	21 (24.14%)	53 (60.92%)	7 (8.05%)	1 (1.15%)	1 (1.15%)	1 (1.15%)	3 (3.45%)	84 (96.55%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	23 (26.44%)	36 (41.38%)	0 (0.00%)	23 (26.44%)	5 (5.75%)	59 (67.82%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	8 (9.20%)	16 (18.39%)	0 (0.00%)	59 (67.82%)	4 (4.60%)	24 (27.59%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	19 (21.84%)	36 (41.38%)	3 (3.45%)	3 (3.45%)	0 (0.00%)	20 (22.99%)	6 (6.90%)	61 (70.11%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	11 (12.64%)	28 (32.18%)	27 (31.03%)	12 (13.79%)	3 (3.45%)	0 (0.00%)	6 (6.90%)	81 (93.10%)
In general, how would you rate your overall mental or emotional health?	45	18 (20.69%)	29 (33.33%)	22 (25.29%)	11 (12.64%)	0 (0.00%)	0 (0.00%)	7 (8.05%)	80 (91.95%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	15 (17.24%)	65 (74.71%)	0 (0.00%)	7 (8.05%)	80 (91.95%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	48 (55.17%)	32 (36.78%)	0 (0.00%)	7 (8.05%)	80 (91.95%)
Are you deaf or do you have serious difficulty hearing?	54	3 (3.45%)	77 (88.51%)	0 (0.00%)	7 (8.05%)	80 (91.95%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	6 (6.90%)	74 (85.06%)	0 (0.00%)	7 (8.05%)	80 (91.95%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	5 (5.75%)	75 (86.21%)	0 (0.00%)	7 (8.05%)	80 (91.95%)
Do you have serious difficulty walking or climbing stairs?	57	8 (9.20%)	72 (82.76%)	0 (0.00%)	7 (8.05%)	80 (91.95%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	1 (1.15%)	79 (90.80%)	0 (0.00%)	7 (8.05%)	80 (91.95%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	3 (3.45%)	76 (87.36%)	0 (0.00%)	8 (9.20%)	79 (90.80%)
Are you of Hispanic, Latino, or Spanish origin?	64	13 (14.94%)	66 (75.86%)	0 (0.00%)	8 (9.20%)	79 (90.80%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	13 (14.94%)	2 (2.30%)	0 (0.00%)	65 (74.71%)	7 (8.05%)	15 (17.24%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	39 (44.83%)	8 (9.20%)	0 (0.00%)	32 (36.78%)	8 (9.20%)	47 (54.02%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	9 (10.34%)	8 (9.20%)	62 (71.26%)	1 (1.15%)	7 (8.05%)	80 (91.95%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	3 (3.45%)	4 (4.60%)	4 (4.60%)	5 (5.75%)	0 (0.00%)	63 (72.41%)	8 (9.20%)	16 (18.39%)
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.	48	8 (9.20%)	3 (3.45%)	2 (2.30%)	3 (3.45%)	0 (0.00%)	63 (72.41%)	8 (9.20%)	16 (18.39%)
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.	49	9 (10.34%)	2 (2.30%)	3 (3.45%)	2 (2.30%)	0 (0.00%)	63 (72.41%)	8 (9.20%)	16 (18.39%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	3 (3.45%)	11 (12.64%)	15 (17.24%)	19 (21.84%)	27 (31.03%)	4 (4.60%)	1 (1.15%)	0 (0.00%)	7 (8.05%)	80 (91.95%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	36 (41.38%)	50 (57.47%)	0 (0.00%)	1 (1.15%)	86 (98.85%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	4 (4.60%)	4 (4.60%)	35 (40.23%)	12 (13.79%)	10 (11.49%)	12 (13.79%)	2 (2.30%)	8 (9.20%)	79 (90.80%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	44 (50.57%)	13 (14.94%)	3 (3.45%)	1 (1.15%)	6 (6.90%)	3 (3.45%)	5 (5.75%)	4 (4.60%)	1 (1.15%)	7 (8.05%)	80 (91.95%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American,Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	3 (3.45%)	3 (3.45%)	2 (2.30%)	9 (10.34%)	0 (0.00%)	NA	73 (83.91%)	14 (16.09%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	40 (45.98%)	16 (18.39%)	1 (1.15%)	2 (2.30%)	9 (10.34%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	3 (3.45%)	6 (6.90%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (2.30%)	1 (1.15%)	13 (14.94%)	74 (85.06%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	8 (9.20%)	79 (90.80%)	0 (0.00%)	87 (100.00%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	3 (3.45%)	1 (1.15%)	0 (0.00%)	5 (5.75%)	1 (1.15%)	79 (90.80%)	0 (0.00%)	8 (9.20%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	87 (6.69%)
Web	17,412 (2.90%)	31 (2.38%)
Mail	20,908 (3.48%)	29 (2.23%)
Telephone	12,592 (2.10%)	27 (2.08%)
Ineligible Enrollees	5,049 (0.84%)	10 (0.77%)
Deceased	313 (0.05%)	0 (0.00%)
Not Eligible	4,736 (0.79%)	10 (0.77%)
Non-Respondents	544,207 (90.68%)	1,203 (92.54%)
Refusal	60,519 (10.08%)	153 (11.77%)
No Response After Maximum Attempts	468,745 (78.10%)	896 (68.92%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	1 (0.08%)
Other Non-Respondents	9,832 (1.64%)	153 (11.77%)
Total Enrollees	600,168 (100%)	1,300 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Highmark Inc.
33709-PA-PPO

Total Number of Completed Surveys: 147

Survey Response Rate: 19.3%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screening Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screening questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	75.22	76.46	73.79	Average	0.91	0.89	32 (21.77%)	57 (38.78%)	56 (38.10%)	0 (0.00%)	2 (1.36%)	145 (98.64%)
Rating of All Health Care	26	80.06	80.86	80.96	Average	0.79	0.75	16 (10.88%)	52 (35.37%)	59 (40.14%)	16 (10.88%)	4 (2.72%)	127 (86.39%)
Rating of Personal Doctor	39	88.72	88.90	88.29	Average	0.58	0.50	9 (6.12%)	23 (15.65%)	82 (55.78%)	28 (19.05%)	5 (3.40%)	114 (77.55%)
Rating of Specialist	43	85.29	86.12	86.12	Average	0.29	0.33	8 (5.44%)	25 (17.01%)	64 (43.54%)	47 (31.97%)	3 (2.04%)	97 (65.99%)
Composite: Getting Care Quickly	--	77.51	75.27	71.19	Average	0.75	0.68	17 (11.56%)	33 (22.45%)	80 (54.42%)	17 (11.56%)	0 (0.00%)	130 (88.44%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	78.29	75.85	70.31	Average	0.70	0.58	15 (10.20%)	27 (18.37%)	46 (31.29%)	59 (40.14%)	0 (0.00%)	88 (59.86%)
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? Include in-person, telephone, or video appointments.	22	76.73	74.68	72.07	Average	0.71	0.70	21 (14.29%)	36 (24.49%)	69 (46.94%)	20 (13.61%)	1 (0.68%)	126 (85.71%)
Composite: Getting Needed Care	--	76.02	74.30	69.45	Average	0.70	0.69	17 (11.56%)	39 (26.53%)	78 (53.06%)	9 (6.12%)	4 (2.72%)	134 (91.16%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	78.20	78.02	75.99	Average	0.70	0.67	18 (12.24%)	44 (29.93%)	64 (43.54%)	16 (10.88%)	5 (3.40%)	126 (85.71%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	73.85	70.57	62.92	Above	0.65	0.61	21 (14.29%)	28 (19.05%)	55 (37.41%)	41 (27.89%)	2 (1.36%)	104 (70.75%)
Composite: Cultural Competence	--	60.42	65.13	68.40	Average	0.39	0.44	8 (5.44%)	10 (6.80%)	44 (29.93%)	81 (55.10%)	4 (2.72%)	62 (42.18%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	90.14	87.57	86.32	Average	0.56	0.58	5 (3.40%)	4 (2.72%)	51 (34.69%)	84 (57.14%)	3 (2.04%)	60 (40.82%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	74.44	73.83	76.24	Average	0.24	0.38	6 (4.08%)	5 (3.40%)	16 (10.88%)	117 (79.59%)	3 (2.04%)	27 (18.37%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	16.67	34.00	42.64	Average	0.40	0.44	11 (7.48%)	0 (0.00%)	2 (1.36%)	131 (89.12%)	3 (2.04%)	13 (8.84%)
Composite: Doctor Communication	--	91.36	90.89	88.93	Average	0.62	0.52	6 (4.08%)	17 (11.56%)	94 (63.95%)	28 (19.05%)	2 (1.36%)	117 (79.59%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	93.06	92.13	88.91	Above	0.63	0.45	7 (4.76%)	15 (10.20%)	95 (64.63%)	28 (19.05%)	2 (1.36%)	117 (79.59%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	90.28	89.93	89.02	Average	0.39	0.35	8 (5.44%)	19 (12.93%)	90 (61.22%)	28 (19.05%)	2 (1.36%)	117 (79.59%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	92.59	92.42	91.87	Average	0.51	0.45	6 (4.08%)	15 (10.20%)	96 (65.31%)	28 (19.05%)	2 (1.36%)	117 (79.59%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	89.51	89.07	85.94	Average	0.65	0.53	8 (5.44%)	22 (14.97%)	86 (58.50%)	28 (19.05%)	3 (2.04%)	116 (78.91%)
Composite: Care Coordination	--	83.44	83.17	82.58	Average	0.56	0.61	8 (5.44%)	27 (18.37%)	91 (61.90%)	18 (12.24%)	3 (2.04%)	126 (85.71%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	92.31	91.11	89.36	Average	0.69	0.60	6 (4.08%)	16 (10.88%)	94 (63.95%)	28 (19.05%)	3 (2.04%)	116 (78.91%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	86.24	85.93	86.40	Average	0.58	0.56	11 (7.48%)	21 (14.29%)	74 (50.34%)	38 (25.85%)	3 (2.04%)	106 (72.11%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	90.03	88.63	85.48	Average	0.58	0.38	5 (3.40%)	22 (14.97%)	79 (53.74%)	38 (25.85%)	3 (2.04%)	106 (72.11%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	77.27	78.31	77.67	Average	0.21	0.29	5 (3.40%)	2 (1.36%)	12 (8.16%)	125 (85.03%)	3 (2.04%)	19 (12.93%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	71.34	71.88	73.99	Average	0.41	0.43	25 (17.01%)	17 (11.56%)	51 (34.69%)	50 (34.01%)	4 (2.72%)	93 (63.27%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	57.78	56.62	53.79	Average	0.73	0.75	54 (36.73%)	34 (23.13%)	42 (28.57%)	17 (11.56%)	0 (0.00%)	130 (88.44%)
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?	3	62.24	62.30	60.23	Average	0.65	0.66	49 (33.33%)	24 (16.33%)	41 (27.89%)	32 (21.77%)	1 (0.68%)	114 (77.55%)
In the last 6 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 before you got it?	4	56.18	55.02	50.25	Average	0.71	0.67	48 (32.65%)	25 (17.01%)	30 (20.41%)	43 (29.25%)	1 (0.68%)	103 (70.07%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	54.92	52.55	50.90	Average	0.72	0.70	45 (30.61%)	24 (16.33%)	28 (19.05%)	50 (34.01%)	0 (0.00%)	97 (65.99%)
Composite: Plan Administration	--	68.10	67.78	75.32	Below	0.60	0.71	19 (12.93%)	23 (15.65%)	44 (29.93%)	60 (40.82%)	1 (0.68%)	86 (58.50%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	60.49	59.94	65.76	Average	0.64	0.70	37 (25.17%)	13 (8.84%)	36 (24.49%)	60 (40.82%)	1 (0.68%)	86 (58.50%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	75.70	75.63	84.88	Below	0.46	0.58	18 (12.24%)	15 (10.20%)	52 (35.37%)	61 (41.50%)	1 (0.68%)	85 (57.82%)
Composite: Enrollee Experience with Cost	--	83.14	81.76	77.51	Above	0.76	0.74	129 (87.76%)	13 (8.84%)	4 (2.72%)	0 (0.00%)	1 (0.68%)	146 (99.32%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	86.16	82.71	75.22	Above	0.69	0.56	129 (87.76%)	11 (7.48%)	4 (2.72%)	0 (0.00%)	3 (2.04%)	144 (97.96%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	77.90	77.57	74.09	Average	0.77	0.74	125 (85.03%)	12 (8.16%)	8 (5.44%)	0 (0.00%)	2 (1.36%)	145 (98.64%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	82.70	82.07	75.56	Above	0.77	0.73	127 (86.39%)	8 (5.44%)	11 (7.48%)	0 (0.00%)	1 (0.68%)	146 (99.32%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	85.79	84.69	85.16	Average	0.64	0.62	134 (91.16%)	2 (1.36%)	9 (6.12%)	0 (0.00%)	2 (1.36%)	145 (98.64%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	67.62	65.61	67.13	Average	0.73	0.68	66 (44.90%)	10 (6.80%)	8 (5.44%)	61 (41.50%)	2 (1.36%)	84 (57.14%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	63.43	62.89	70.41	Average	0.48	0.59	17 (11.56%)	21 (14.29%)	23 (15.65%)	84 (57.14%)	2 (1.36%)	61 (41.50%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	62.44	61.38	65.36	Average	0.42	0.49	19 (12.93%)	17 (11.56%)	24 (16.33%)	84 (57.14%)	3 (2.04%)	60 (40.82%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	36.42	33.44	40.34	Average	0.86	0.86	76 (51.70%)	42 (28.57%)	0 (0.00%)	12 (8.16%)	17 (11.56%)	118 (80.27%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	8 (5.44%)	33 (22.45%)	73 (49.66%)	32 (21.77%)	0 (0.00%)	1 (0.68%)	146 (99.32%)
How confident are you that you know most of the things you need to know about using health insurance?	18	9 (6.12%)	29 (19.73%)	77 (52.38%)	31 (21.09%)	0 (0.00%)	1 (0.68%)	146 (99.32%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	16 (10.88%)	98 (66.67%)	21 (14.29%)	9 (6.12%)	0 (0.00%)	3 (2.04%)	144 (97.96%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	24 (16.33%)	108 (73.47%)	5 (3.40%)	3 (2.04%)	4 (2.72%)	0 (0.00%)	3 (2.04%)	144 (97.96%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	81 (55.10%)	34 (23.13%)	0 (0.00%)	28 (19.05%)	4 (2.72%)	115 (78.23%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	19 (12.93%)	63 (42.86%)	0 (0.00%)	62 (42.18%)	3 (2.04%)	82 (55.78%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	6 (4.08%)	82 (55.78%)	8 (5.44%)	6 (4.08%)	0 (0.00%)	41 (27.89%)	4 (2.72%)	102 (69.39%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	13 (8.84%)	56 (38.10%)	59 (40.14%)	15 (10.20%)	2 (1.36%)	0 (0.00%)	2 (1.36%)	145 (98.64%)
In general, how would you rate your overall mental or emotional health?	45	32 (21.77%)	60 (40.82%)	40 (27.21%)	11 (7.48%)	2 (1.36%)	0 (0.00%)	2 (1.36%)	145 (98.64%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	47 (31.97%)	97 (65.99%)	0 (0.00%)	3 (2.04%)	144 (97.96%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	113 (76.87%)	32 (21.77%)	0 (0.00%)	2 (1.36%)	145 (98.64%)
Are you deaf or do you have serious difficulty hearing?	54	5 (3.40%)	139 (94.56%)	0 (0.00%)	3 (2.04%)	144 (97.96%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	3 (2.04%)	142 (96.60%)	0 (0.00%)	2 (1.36%)	145 (98.64%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	8 (5.44%)	136 (92.52%)	0 (0.00%)	3 (2.04%)	144 (97.96%)
Do you have serious difficulty walking or climbing stairs?	57	14 (9.52%)	131 (89.12%)	0 (0.00%)	2 (1.36%)	145 (98.64%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	5 (3.40%)	139 (94.56%)	0 (0.00%)	3 (2.04%)	144 (97.96%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	7 (4.76%)	138 (93.88%)	0 (0.00%)	2 (1.36%)	145 (98.64%)
Are you of Hispanic, Latino, or Spanish origin?	64	3 (2.04%)	136 (92.52%)	0 (0.00%)	8 (5.44%)	139 (94.56%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	43 (29.25%)	4 (2.72%)	0 (0.00%)	97 (65.99%)	3 (2.04%)	47 (31.97%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	108 (73.47%)	2 (1.36%)	0 (0.00%)	32 (21.77%)	5 (3.40%)	110 (74.83%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	9 (6.12%)	5 (3.40%)	129 (87.76%)	0 (0.00%)	4 (2.72%)	143 (97.28%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	1 (0.68%)	2 (1.36%)	7 (4.76%)	4 (2.72%)	0 (0.00%)	129 (87.76%)	4 (2.72%)	14 (9.52%)
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.	48	7 (4.76%)	0 (0.00%)	4 (2.72%)	2 (1.36%)	0 (0.00%)	129 (87.76%)	5 (3.40%)	13 (8.84%)
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.	49	6 (4.08%)	3 (2.04%)	2 (1.36%)	2 (1.36%)	0 (0.00%)	129 (87.76%)	5 (3.40%)	13 (8.84%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	3 (2.04%)	11 (7.48%)	8 (5.44%)	22 (14.97%)	94 (63.95%)	6 (4.08%)	1 (0.68%)	0 (0.00%)	2 (1.36%)	145 (98.64%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	53 (36.05%)	92 (62.59%)	0 (0.00%)	2 (1.36%)	145 (98.64%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	1 (0.68%)	3 (2.04%)	45 (30.61%)	30 (20.41%)	39 (26.53%)	27 (18.37%)	0 (0.00%)	2 (1.36%)	145 (98.64%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	29 (19.73%)	27 (18.37%)	5 (3.40%)	0 (0.00%)	62 (42.18%)	7 (4.76%)	6 (4.08%)	7 (4.76%)	0 (0.00%)	4 (2.72%)	143 (97.28%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American,Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	0 (0.00%)	1 (0.68%)	0 (0.00%)	2 (1.36%)	0 (0.00%)	NA	144 (97.96%)	3 (2.04%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	138 (93.88%)	2 (1.36%)	3 (2.04%)	0 (0.00%)	1 (0.68%)	0 (0.00%)	0 (0.00%)	1 (0.68%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	2 (1.36%)	0 (0.00%)	5 (3.40%)	142 (96.60%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	2 (1.36%)	144 (97.96%)	1 (0.68%)	146 (99.32%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	1 (0.68%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.68%)	144 (97.96%)	1 (0.68%)	2 (1.36%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	147 (11.31%)
Web	17,412 (2.90%)	63 (4.85%)
Mail	20,908 (3.48%)	71 (5.46%)
Telephone	12,592 (2.10%)	13 (1.00%)
Ineligible Enrollees	5,049 (0.84%)	10 (0.77%)
Deceased	313 (0.05%)	3 (0.23%)
Not Eligible	4,736 (0.79%)	7 (0.54%)
Non-Respondents	544,207 (90.68%)	1,143 (87.92%)
Refusal	60,519 (10.08%)	184 (14.15%)
No Response After Maximum Attempts	468,745 (78.10%)	945 (72.69%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	0 (0.00%)
Other Non-Respondents	9,832 (1.64%)	14 (1.08%)
Total Enrollees	600,168 (100%)	1,300 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

UPMC Health Options, Inc.
16322-PA-PPO

Total Number of Completed Surveys: 242

Survey Response Rate: 22.2%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screening Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screening questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	73.13	73.78	73.79	Average	0.93	0.89	64 (26.45%)	96 (39.67%)	81 (33.47%)	0 (0.00%)	1 (0.41%)	241 (99.59%)
Rating of All Health Care	26	80.53	80.49	80.96	Average	0.86	0.75	27 (11.16%)	84 (34.71%)	91 (37.60%)	33 (13.64%)	7 (2.89%)	202 (83.47%)
Rating of Personal Doctor	39	89.82	89.62	88.29	Average	0.72	0.50	11 (4.55%)	38 (15.70%)	136 (56.20%)	49 (20.25%)	8 (3.31%)	185 (76.45%)
Rating of Specialist	43	85.89	86.17	86.12	Average	0.46	0.33	16 (6.61%)	33 (13.64%)	78 (32.23%)	107 (44.21%)	8 (3.31%)	127 (52.48%)
Composite: Getting Care Quickly	--	74.94	72.96	71.19	Average	0.78	0.68	30 (12.40%)	68 (28.10%)	116 (47.93%)	27 (11.16%)	1 (0.41%)	214 (88.43%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	73.08	70.99	70.31	Average	0.70	0.58	31 (12.81%)	43 (17.77%)	61 (25.21%)	106 (43.80%)	1 (0.41%)	135 (55.79%)
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? Include in-person, telephone, or video appointments.	22	76.80	74.93	72.07	Average	0.81	0.70	43 (17.77%)	52 (21.49%)	111 (45.87%)	33 (13.64%)	3 (1.24%)	206 (85.12%)
Composite: Getting Needed Care	--	74.63	72.45	69.45	Average	0.80	0.69	27 (11.16%)	71 (29.34%)	117 (48.35%)	22 (9.09%)	5 (2.07%)	215 (88.84%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	80.19	78.96	75.99	Average	0.84	0.67	27 (11.16%)	68 (28.10%)	106 (43.80%)	33 (13.64%)	8 (3.31%)	201 (83.06%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	69.06	65.94	62.92	Average	0.70	0.61	34 (14.05%)	40 (16.53%)	66 (27.27%)	95 (39.26%)	7 (2.89%)	140 (57.85%)
Composite: Cultural Competence	--	66.92	72.94	68.40	Average	0.40	0.44	6 (2.48%)	17 (7.02%)	88 (36.36%)	126 (52.07%)	5 (2.07%)	111 (45.87%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	95.49	93.65	86.32	Above	0.87	0.58	4 (1.65%)	6 (2.48%)	99 (40.91%)	131 (54.13%)	2 (0.83%)	109 (45.04%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	82.35	83.58	76.24	Average	0.42	0.38	8 (3.31%)	7 (2.89%)	40 (16.53%)	184 (76.03%)	3 (1.24%)	55 (22.73%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	22.92	41.58	42.64	Average	0.28	0.44	11 (4.55%)	1 (0.41%)	1 (0.41%)	223 (92.15%)	6 (2.48%)	13 (5.37%)
Composite: Doctor Communication	--	92.32	91.81	88.93	Above	0.75	0.52	5 (2.07%)	26 (10.74%)	157 (64.88%)	49 (20.25%)	5 (2.07%)	188 (77.69%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	92.23	91.39	88.91	Average	0.69	0.45	6 (2.48%)	32 (13.22%)	150 (61.98%)	49 (20.25%)	5 (2.07%)	188 (77.69%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	92.91	92.47	89.02	Above	0.63	0.35	6 (2.48%)	29 (11.98%)	151 (62.40%)	49 (20.25%)	7 (2.89%)	186 (76.86%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	93.91	93.75	91.87	Average	0.66	0.45	6 (2.48%)	21 (8.68%)	157 (64.88%)	49 (20.25%)	9 (3.72%)	184 (76.03%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	90.21	89.62	85.94	Above	0.74	0.53	10 (4.13%)	33 (13.64%)	140 (57.85%)	49 (20.25%)	10 (4.13%)	183 (75.62%)
Composite: Care Coordination	--	81.50	81.09	82.58	Average	0.66	0.61	12 (4.96%)	52 (21.49%)	135 (55.79%)	34 (14.05%)	9 (3.72%)	199 (82.23%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	93.48	92.43	89.36	Above	0.82	0.60	7 (2.89%)	22 (9.09%)	156 (64.46%)	49 (20.25%)	8 (3.31%)	185 (76.45%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	83.50	82.95	86.40	Average	0.65	0.56	24 (9.92%)	33 (13.64%)	117 (48.35%)	60 (24.79%)	8 (3.31%)	174 (71.90%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	87.41	86.25	85.48	Average	0.51	0.38	19 (7.85%)	20 (8.26%)	127 (52.48%)	66 (27.27%)	10 (4.13%)	166 (68.60%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	68.97	69.76	77.67	Average	0.24	0.29	7 (2.89%)	4 (1.65%)	13 (5.37%)	207 (85.54%)	11 (4.55%)	24 (9.92%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	74.15	74.06	73.99	Average	0.63	0.43	30 (12.40%)	33 (13.64%)	61 (25.21%)	109 (45.04%)	9 (3.72%)	124 (51.24%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	50.65	49.65	53.79	Average	0.82	0.75	89 (36.78%)	65 (26.86%)	45 (18.60%)	42 (17.36%)	1 (0.41%)	199 (82.23%)
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?	3	57.27	57.85	60.23	Average	0.76	0.66	80 (33.06%)	53 (21.90%)	50 (20.66%)	59 (24.38%)	0 (0.00%)	183 (75.62%)
In the last 6 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 before you got it?	4	47.04	45.18	50.25	Average	0.77	0.67	81 (33.47%)	35 (14.46%)	37 (15.29%)	87 (35.95%)	2 (0.83%)	153 (63.22%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	47.65	45.91	50.90	Average	0.75	0.70	71 (29.34%)	26 (10.74%)	39 (16.12%)	105 (43.39%)	1 (0.41%)	136 (56.20%)
Composite: Plan Administration	--	78.24	77.95	75.32	Average	0.76	0.71	17 (7.02%)	33 (13.64%)	94 (38.84%)	97 (40.08%)	1 (0.41%)	144 (59.50%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	68.97	68.26	65.76	Average	0.76	0.70	44 (18.18%)	23 (9.50%)	77 (31.82%)	97 (40.08%)	1 (0.41%)	144 (59.50%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	87.52	87.64	84.88	Average	0.68	0.58	13 (5.37%)	17 (7.02%)	112 (46.28%)	97 (40.08%)	3 (1.24%)	142 (58.68%)
Composite: Enrollee Experience with Cost	--	78.77	77.27	77.51	Average	0.84	0.74	206 (85.12%)	27 (11.16%)	6 (2.48%)	0 (0.00%)	3 (1.24%)	239 (98.76%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	81.09	77.53	75.22	Average	0.70	0.56	201 (83.06%)	13 (5.37%)	14 (5.79%)	0 (0.00%)	14 (5.79%)	228 (94.21%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	72.58	71.68	74.09	Average	0.81	0.74	192 (79.34%)	24 (9.92%)	18 (7.44%)	0 (0.00%)	8 (3.31%)	234 (96.69%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	72.90	72.46	75.56	Average	0.79	0.73	187 (77.27%)	20 (8.26%)	32 (13.22%)	0 (0.00%)	3 (1.24%)	239 (98.76%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	88.50	87.42	85.16	Average	0.79	0.62	219 (90.50%)	6 (2.48%)	10 (4.13%)	0 (0.00%)	7 (2.89%)	235 (97.11%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	76.79	74.21	67.13	Above	0.80	0.68	118 (48.76%)	14 (5.79%)	7 (2.89%)	97 (40.08%)	6 (2.48%)	139 (57.44%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	71.93	71.42	70.41	Average	0.72	0.59	22 (9.09%)	40 (16.53%)	47 (19.42%)	131 (54.13%)	2 (0.83%)	109 (45.04%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	63.89	63.20	65.36	Average	0.60	0.49	35 (14.46%)	32 (13.22%)	41 (16.94%)	131 (54.13%)	3 (1.24%)	108 (44.63%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	29.91	28.89	40.34	Below	0.91	0.86	136 (56.20%)	55 (22.73%)	0 (0.00%)	19 (7.85%)	32 (13.22%)	191 (78.93%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	27 (11.16%)	65 (26.86%)	101 (41.74%)	49 (20.25%)	0 (0.00%)	0 (0.00%)	242 (100.00%)
How confident are you that you know most of the things you need to know about using health insurance?	18	26 (10.74%)	57 (23.55%)	112 (46.28%)	46 (19.01%)	0 (0.00%)	1 (0.41%)	241 (99.59%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	33 (13.64%)	166 (68.60%)	25 (10.33%)	8 (3.31%)	0 (0.00%)	10 (4.13%)	232 (95.87%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	43 (17.77%)	171 (70.66%)	14 (5.79%)	2 (0.83%)	6 (2.48%)	0 (0.00%)	6 (2.48%)	236 (97.52%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	103 (42.56%)	82 (33.88%)	0 (0.00%)	49 (20.25%)	8 (3.31%)	185 (76.45%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	22 (9.09%)	76 (31.40%)	0 (0.00%)	131 (54.13%)	13 (5.37%)	98 (40.50%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	12 (4.96%)	118 (48.76%)	5 (2.07%)	4 (1.65%)	0 (0.00%)	95 (39.26%)	8 (3.31%)	139 (57.44%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	29 (11.98%)	92 (38.02%)	86 (35.54%)	26 (10.74%)	2 (0.83%)	0 (0.00%)	7 (2.89%)	235 (97.11%)
In general, how would you rate your overall mental or emotional health?	45	64 (26.45%)	78 (32.23%)	67 (27.69%)	21 (8.68%)	6 (2.48%)	0 (0.00%)	6 (2.48%)	236 (97.52%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	58 (23.97%)	175 (72.31%)	0 (0.00%)	9 (3.72%)	233 (96.28%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	169 (69.83%)	64 (26.45%)	0 (0.00%)	9 (3.72%)	233 (96.28%)
Are you deaf or do you have serious difficulty hearing?	54	9 (3.72%)	222 (91.74%)	0 (0.00%)	11 (4.55%)	231 (95.45%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	4 (1.65%)	228 (94.21%)	0 (0.00%)	10 (4.13%)	232 (95.87%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	15 (6.20%)	219 (90.50%)	0 (0.00%)	8 (3.31%)	234 (96.69%)
Do you have serious difficulty walking or climbing stairs?	57	20 (8.26%)	215 (88.84%)	0 (0.00%)	7 (2.89%)	235 (97.11%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	5 (2.07%)	229 (94.63%)	0 (0.00%)	8 (3.31%)	234 (96.69%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	7 (2.89%)	226 (93.39%)	0 (0.00%)	9 (3.72%)	233 (96.28%)
Are you of Hispanic, Latino, or Spanish origin?	64	0 (0.00%)	226 (93.39%)	0 (0.00%)	16 (6.61%)	226 (93.39%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	49 (20.25%)	10 (4.13%)	0 (0.00%)	175 (72.31%)	8 (3.31%)	59 (24.38%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	159 (65.70%)	9 (3.72%)	0 (0.00%)	64 (26.45%)	10 (4.13%)	168 (69.42%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	14 (5.79%)	7 (2.89%)	208 (85.95%)	3 (1.24%)	10 (4.13%)	232 (95.87%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	4 (1.65%)	4 (1.65%)	4 (1.65%)	10 (4.13%)	0 (0.00%)	211 (87.19%)	9 (3.72%)	22 (9.09%)
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.	48	9 (3.72%)	6 (2.48%)	4 (1.65%)	3 (1.24%)	0 (0.00%)	211 (87.19%)	9 (3.72%)	22 (9.09%)
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.	49	10 (4.13%)	5 (2.07%)	3 (1.24%)	4 (1.65%)	0 (0.00%)	211 (87.19%)	9 (3.72%)	22 (9.09%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	5 (2.07%)	6 (2.48%)	24 (9.92%)	26 (10.74%)	162 (66.94%)	13 (5.37%)	0 (0.00%)	0 (0.00%)	6 (2.48%)	236 (97.52%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	92 (38.02%)	146 (60.33%)	0 (0.00%)	4 (1.65%)	238 (98.35%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	1 (0.41%)	3 (1.24%)	83 (34.30%)	69 (28.51%)	40 (16.53%)	34 (14.05%)	0 (0.00%)	12 (4.96%)	230 (95.04%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	95 (39.26%)	27 (11.16%)	18 (7.44%)	0 (0.00%)	65 (26.86%)	8 (3.31%)	9 (3.72%)	12 (4.96%)	0 (0.00%)	8 (3.31%)	234 (96.69%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American,Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	0 (0.00%)	1 (0.41%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	NA	241 (99.59%)	1 (0.41%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	221 (91.32%)	3 (1.24%)	3 (1.24%)	1 (0.41%)	2 (0.83%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.41%)	0 (0.00%)	15 (6.20%)	227 (93.80%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	0 (0.00%)	241 (99.59%)	1 (0.41%)	241 (99.59%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	241 (99.59%)	1 (0.41%)	0 (0.00%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	242 (14.32%)
Web	17,412 (2.90%)	81 (4.79%)
Mail	20,908 (3.48%)	133 (7.87%)
Telephone	12,592 (2.10%)	28 (1.66%)
Ineligible Enrollees	5,049 (0.84%)	11 (0.65%)
Deceased	313 (0.05%)	0 (0.00%)
Not Eligible	4,736 (0.79%)	11 (0.65%)
Non-Respondents	544,207 (90.68%)	1,437 (85.03%)
Refusal	60,519 (10.08%)	214 (12.66%)
No Response After Maximum Attempts	468,745 (78.10%)	1,220 (72.19%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	0 (0.00%)
Other Non-Respondents	9,832 (1.64%)	3 (0.18%)
Total Enrollees	600,168 (100%)	1,690 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Geisinger Health Plan
22444-PA-HMO

Total Number of Completed Surveys: 165

Survey Response Rate: 19.0%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screening Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screening questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	71.30	71.20	73.79	Average	0.90	0.89	51 (30.91%)	60 (36.36%)	51 (30.91%)	0 (0.00%)	3 (1.82%)	162 (98.18%)
Rating of All Health Care	26	81.47	81.40	80.96	Average	0.79	0.75	21 (12.73%)	40 (24.24%)	70 (42.42%)	28 (16.97%)	6 (3.64%)	131 (79.39%)
Rating of Personal Doctor	39	89.06	88.86	88.29	Average	0.47	0.50	9 (5.45%)	25 (15.15%)	95 (57.58%)	35 (21.21%)	1 (0.61%)	129 (78.18%)
Rating of Specialist	43	84.59	84.47	86.12	Average	0.31	0.33	10 (6.06%)	25 (15.15%)	51 (30.91%)	74 (44.85%)	5 (3.03%)	86 (52.12%)
Composite: Getting Care Quickly	--	75.41	73.11	71.19	Average	0.74	0.68	15 (9.09%)	49 (29.70%)	78 (47.27%)	22 (13.33%)	1 (0.61%)	142 (86.06%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	74.49	72.23	70.31	Average	0.62	0.58	15 (9.09%)	35 (21.21%)	46 (27.88%)	66 (40.00%)	3 (1.82%)	96 (58.18%)
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? Include in-person, telephone, or video appointments.	22	76.33	73.99	72.07	Average	0.77	0.70	21 (12.73%)	49 (29.70%)	65 (39.39%)	28 (16.97%)	2 (1.21%)	135 (81.82%)
Composite: Getting Needed Care	--	74.15	71.50	69.45	Average	0.77	0.69	15 (9.09%)	57 (34.55%)	71 (43.03%)	19 (11.52%)	3 (1.82%)	143 (86.67%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	77.98	76.93	75.99	Average	0.72	0.67	21 (12.73%)	43 (26.06%)	68 (41.21%)	28 (16.97%)	5 (3.03%)	132 (80.00%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	70.31	66.08	62.92	Average	0.67	0.61	29 (17.58%)	29 (17.58%)	42 (25.45%)	62 (37.58%)	3 (1.82%)	100 (60.61%)
Composite: Cultural Competence	--	63.05	67.08	68.40	Average	0.45	0.44	6 (3.64%)	14 (8.48%)	59 (35.76%)	80 (48.48%)	6 (3.64%)	79 (47.88%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	89.56	88.33	86.32	Average	0.62	0.58	6 (3.64%)	8 (4.85%)	64 (38.79%)	84 (50.91%)	3 (1.82%)	78 (47.27%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	73.94	73.83	76.24	Average	0.31	0.38	7 (4.24%)	11 (6.67%)	24 (14.55%)	121 (73.33%)	2 (1.21%)	42 (25.45%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	25.64	39.08	42.64	Average	0.36	0.44	7 (4.24%)	1 (0.61%)	2 (1.21%)	148 (89.70%)	7 (4.24%)	10 (6.06%)
Composite: Doctor Communication	--	93.26	92.87	88.93	Above	0.69	0.52	2 (1.21%)	16 (9.70%)	111 (67.27%)	35 (21.21%)	1 (0.61%)	129 (78.18%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	93.50	92.96	88.91	Above	0.64	0.45	4 (2.42%)	18 (10.91%)	106 (64.24%)	35 (21.21%)	2 (1.21%)	128 (77.58%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	93.29	92.99	89.02	Above	0.56	0.35	4 (2.42%)	18 (10.91%)	106 (64.24%)	35 (21.21%)	2 (1.21%)	128 (77.58%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	94.58	94.50	91.87	Average	0.61	0.45	2 (1.21%)	17 (10.30%)	110 (66.67%)	35 (21.21%)	1 (0.61%)	129 (78.18%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	91.67	91.03	85.94	Above	0.70	0.53	4 (2.42%)	24 (14.55%)	101 (61.21%)	35 (21.21%)	1 (0.61%)	129 (78.18%)
Composite: Care Coordination	--	86.99	86.51	82.58	Average	0.63	0.61	5 (3.03%)	23 (13.94%)	105 (63.64%)	29 (17.58%)	3 (1.82%)	133 (80.61%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	95.63	94.54	89.36	Above	0.78	0.60	3 (1.82%)	11 (6.67%)	115 (69.70%)	35 (21.21%)	1 (0.61%)	129 (78.18%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	88.97	88.69	86.40	Average	0.62	0.56	8 (4.85%)	20 (12.12%)	84 (50.91%)	52 (31.52%)	1 (0.61%)	112 (67.88%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	88.05	86.92	85.48	Average	0.43	0.38	11 (6.67%)	13 (7.88%)	91 (55.15%)	49 (29.70%)	1 (0.61%)	115 (69.70%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	84.85	84.93	77.67	Average	0.39	0.29	3 (1.82%)	5 (3.03%)	18 (10.91%)	136 (82.42%)	3 (1.82%)	26 (15.76%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	77.46	77.47	73.99	Average	0.37	0.43	13 (7.88%)	13 (7.88%)	55 (33.33%)	78 (47.27%)	6 (3.64%)	81 (49.09%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	51.75	50.70	53.79	Average	0.75	0.75	65 (39.39%)	43 (26.06%)	30 (18.18%)	25 (15.15%)	2 (1.21%)	138 (83.64%)
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?	3	54.22	54.84	60.23	Average	0.67	0.66	62 (37.58%)	33 (20.00%)	29 (17.58%)	38 (23.03%)	3 (1.82%)	124 (75.15%)
In the last 6 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 before you got it?	4	50.12	48.34	50.25	Average	0.66	0.67	53 (32.12%)	21 (12.73%)	32 (19.39%)	55 (33.33%)	4 (2.42%)	106 (64.24%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	50.90	48.91	50.90	Average	0.72	0.70	47 (28.48%)	27 (16.36%)	27 (16.36%)	61 (36.97%)	3 (1.82%)	101 (61.21%)
Composite: Plan Administration	--	77.17	76.75	75.32	Average	0.70	0.71	12 (7.27%)	25 (15.15%)	63 (38.18%)	64 (38.79%)	1 (0.61%)	100 (60.61%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	69.03	68.07	65.76	Average	0.70	0.70	28 (16.97%)	25 (15.15%)	47 (28.48%)	64 (38.79%)	1 (0.61%)	100 (60.61%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	85.30	85.43	84.88	Average	0.61	0.58	12 (7.27%)	15 (9.09%)	73 (44.24%)	64 (38.79%)	1 (0.61%)	100 (60.61%)
Composite: Enrollee Experience with Cost	--	77.58	75.85	77.51	Average	0.80	0.74	140 (84.85%)	21 (12.73%)	3 (1.82%)	0 (0.00%)	1 (0.61%)	164 (99.39%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	75.30	71.72	75.22	Average	0.61	0.56	133 (80.61%)	14 (8.48%)	13 (7.88%)	0 (0.00%)	5 (3.03%)	160 (96.97%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	73.27	71.86	74.09	Average	0.79	0.74	130 (78.79%)	17 (10.30%)	12 (7.27%)	0 (0.00%)	6 (3.64%)	159 (96.36%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	74.09	73.33	75.56	Average	0.75	0.73	131 (79.39%)	14 (8.48%)	19 (11.52%)	0 (0.00%)	1 (0.61%)	164 (99.39%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	87.67	86.51	85.16	Average	0.69	0.62	147 (89.09%)	10 (6.06%)	5 (3.03%)	0 (0.00%)	3 (1.82%)	162 (98.18%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	75.59	73.36	67.13	Above	0.77	0.68	83 (50.30%)	12 (7.27%)	5 (3.03%)	64 (38.79%)	1 (0.61%)	100 (60.61%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	71.67	70.92	70.41	Average	0.61	0.59	15 (9.09%)	28 (16.97%)	36 (21.82%)	84 (50.91%)	2 (1.21%)	79 (47.88%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	69.70	69.55	65.36	Average	0.49	0.49	20 (12.12%)	21 (12.73%)	37 (22.42%)	84 (50.91%)	3 (1.82%)	78 (47.27%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	37.72	38.00	40.34	Average	0.87	0.86	84 (50.91%)	51 (30.91%)	0 (0.00%)	16 (9.70%)	14 (8.48%)	135 (81.82%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	19 (11.52%)	57 (34.55%)	66 (40.00%)	23 (13.94%)	0 (0.00%)	0 (0.00%)	165 (100.00%)
How confident are you that you know most of the things you need to know about using health insurance?	18	18 (10.91%)	54 (32.73%)	73 (44.24%)	20 (12.12%)	0 (0.00%)	0 (0.00%)	165 (100.00%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	28 (16.97%)	113 (68.48%)	12 (7.27%)	7 (4.24%)	0 (0.00%)	5 (3.03%)	160 (96.97%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	29 (17.58%)	120 (72.73%)	6 (3.64%)	2 (1.21%)	6 (3.64%)	0 (0.00%)	2 (1.21%)	163 (98.79%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	75 (45.45%)	52 (31.52%)	0 (0.00%)	35 (21.21%)	3 (1.82%)	127 (76.97%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	24 (14.55%)	49 (29.70%)	0 (0.00%)	87 (52.73%)	5 (3.03%)	73 (44.24%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	12 (7.27%)	82 (49.70%)	2 (1.21%)	2 (1.21%)	0 (0.00%)	62 (37.58%)	5 (3.03%)	98 (59.39%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	12 (7.27%)	65 (39.39%)	69 (41.82%)	14 (8.48%)	4 (2.42%)	0 (0.00%)	1 (0.61%)	164 (99.39%)
In general, how would you rate your overall mental or emotional health?	45	37 (22.42%)	56 (33.94%)	56 (33.94%)	12 (7.27%)	3 (1.82%)	0 (0.00%)	1 (0.61%)	164 (99.39%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	44 (26.67%)	119 (72.12%)	0 (0.00%)	2 (1.21%)	163 (98.79%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	119 (72.12%)	44 (26.67%)	0 (0.00%)	2 (1.21%)	163 (98.79%)
Are you deaf or do you have serious difficulty hearing?	54	6 (3.64%)	157 (95.15%)	0 (0.00%)	2 (1.21%)	163 (98.79%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	6 (3.64%)	156 (94.55%)	0 (0.00%)	3 (1.82%)	162 (98.18%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	13 (7.88%)	149 (90.30%)	0 (0.00%)	3 (1.82%)	162 (98.18%)
Do you have serious difficulty walking or climbing stairs?	57	18 (10.91%)	143 (86.67%)	0 (0.00%)	4 (2.42%)	161 (97.58%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	5 (3.03%)	158 (95.76%)	0 (0.00%)	2 (1.21%)	163 (98.79%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	6 (3.64%)	155 (93.94%)	0 (0.00%)	4 (2.42%)	161 (97.58%)
Are you of Hispanic, Latino, or Spanish origin?	64	5 (3.03%)	153 (92.73%)	0 (0.00%)	7 (4.24%)	158 (95.76%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	38 (23.03%)	6 (3.64%)	0 (0.00%)	119 (72.12%)	2 (1.21%)	44 (26.67%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	111 (67.27%)	7 (4.24%)	0 (0.00%)	44 (26.67%)	3 (1.82%)	118 (71.52%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	10 (6.06%)	4 (2.42%)	148 (89.70%)	1 (0.61%)	2 (1.21%)	163 (98.79%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	5 (3.03%)	2 (1.21%)	5 (3.03%)	2 (1.21%)	0 (0.00%)	149 (90.30%)	2 (1.21%)	14 (8.48%)
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.	48	8 (4.85%)	3 (1.82%)	2 (1.21%)	1 (0.61%)	0 (0.00%)	149 (90.30%)	2 (1.21%)	14 (8.48%)
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.	49	9 (5.45%)	2 (1.21%)	2 (1.21%)	1 (0.61%)	0 (0.00%)	149 (90.30%)	2 (1.21%)	14 (8.48%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	1 (0.61%)	4 (2.42%)	12 (7.27%)	22 (13.33%)	117 (70.91%)	7 (4.24%)	0 (0.00%)	0 (0.00%)	2 (1.21%)	163 (98.79%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	65 (39.39%)	98 (59.39%)	0 (0.00%)	2 (1.21%)	163 (98.79%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	1 (0.61%)	7 (4.24%)	70 (42.42%)	49 (29.70%)	17 (10.30%)	18 (10.91%)	0 (0.00%)	3 (1.82%)	162 (98.18%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	56 (33.94%)	32 (19.39%)	9 (5.45%)	0 (0.00%)	47 (28.48%)	5 (3.03%)	6 (3.64%)	4 (2.42%)	0 (0.00%)	6 (3.64%)	159 (96.36%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American,Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	0 (0.00%)	2 (1.21%)	0 (0.00%)	3 (1.82%)	0 (0.00%)	NA	160 (96.97%)	5 (3.03%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	151 (91.52%)	4 (2.42%)	3 (1.82%)	1 (0.61%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.61%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.61%)	0 (0.00%)	7 (4.24%)	158 (95.76%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	4 (2.42%)	160 (96.97%)	1 (0.61%)	164 (99.39%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	0 (0.00%)	3 (1.82%)	2 (1.21%)	0 (0.00%)	0 (0.00%)	160 (96.97%)	0 (0.00%)	5 (3.03%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	165 (11.54%)
Web	17,412 (2.90%)	30 (2.10%)
Mail	20,908 (3.48%)	120 (8.39%)
Telephone	12,592 (2.10%)	15 (1.05%)
Ineligible Enrollees	5,049 (0.84%)	4 (0.28%)
Deceased	313 (0.05%)	1 (0.07%)
Not Eligible	4,736 (0.79%)	3 (0.21%)
Non-Respondents	544,207 (90.68%)	1,261 (88.18%)
Refusal	60,519 (10.08%)	171 (11.96%)
No Response After Maximum Attempts	468,745 (78.10%)	1,075 (75.17%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	4 (0.28%)
Other Non-Respondents	9,832 (1.64%)	11 (0.77%)
Total Enrollees	600,168 (100%)	1,430 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

UPMC Health Options, Inc.
16322-PA-EPO

Total Number of Completed Surveys: 185

Survey Response Rate: 18.6%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screening Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screening questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	69.10	70.06	73.79	Below	0.91	0.89	60 (32.43%)	76 (41.08%)	47 (25.41%)	0 (0.00%)	2 (1.08%)	183 (98.92%)
Rating of All Health Care	26	79.40	79.70	80.96	Average	0.82	0.75	26 (14.05%)	60 (32.43%)	66 (35.68%)	31 (16.76%)	2 (1.08%)	152 (82.16%)
Rating of Personal Doctor	39	90.48	90.60	88.29	Average	0.64	0.50	9 (4.86%)	23 (12.43%)	109 (58.92%)	43 (23.24%)	1 (0.54%)	141 (76.22%)
Rating of Specialist	43	85.12	85.42	86.12	Average	0.31	0.33	11 (5.95%)	24 (12.97%)	69 (37.30%)	78 (42.16%)	3 (1.62%)	104 (56.22%)
Composite: Getting Care Quickly	--	74.48	72.59	71.19	Average	0.73	0.68	21 (11.35%)	52 (28.11%)	80 (43.24%)	29 (15.68%)	3 (1.62%)	153 (82.70%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	73.50	71.38	70.31	Average	0.60	0.58	24 (12.97%)	24 (12.97%)	51 (27.57%)	84 (45.41%)	2 (1.08%)	99 (53.51%)
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? Include in-person, telephone, or video appointments.	22	75.47	73.80	72.07	Average	0.76	0.70	22 (11.89%)	50 (27.03%)	75 (40.54%)	36 (19.46%)	2 (1.08%)	147 (79.46%)
Composite: Getting Needed Care	--	71.97	70.26	69.45	Average	0.73	0.69	23 (12.43%)	51 (27.57%)	91 (49.19%)	19 (10.27%)	1 (0.54%)	165 (89.19%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	74.68	74.08	75.99	Average	0.67	0.67	25 (13.51%)	53 (28.65%)	74 (40.00%)	31 (16.76%)	2 (1.08%)	152 (82.16%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	69.25	66.43	62.92	Average	0.67	0.61	29 (15.68%)	32 (17.30%)	58 (31.35%)	65 (35.14%)	1 (0.54%)	119 (64.32%)
Composite: Cultural Competence	--	57.42	62.63	68.40	Average	0.48	0.44	17 (9.19%)	11 (5.95%)	63 (34.05%)	89 (48.11%)	5 (2.70%)	91 (49.19%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	92.06	90.42	86.32	Average	0.69	0.58	7 (3.78%)	2 (1.08%)	74 (40.00%)	97 (52.43%)	5 (2.70%)	83 (44.86%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	67.36	66.99	76.24	Average	0.26	0.38	13 (7.03%)	2 (1.08%)	26 (14.05%)	139 (75.14%)	5 (2.70%)	41 (22.16%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	12.82	30.47	42.64	Below	0.67	0.44	20 (10.81%)	1 (0.54%)	2 (1.08%)	160 (86.49%)	2 (1.08%)	23 (12.43%)
Composite: Doctor Communication	--	92.43	92.36	88.93	Above	0.66	0.52	2 (1.08%)	18 (9.73%)	121 (65.41%)	43 (23.24%)	1 (0.54%)	141 (76.22%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	92.06	91.84	88.91	Average	0.61	0.45	4 (2.16%)	24 (12.97%)	113 (61.08%)	43 (23.24%)	1 (0.54%)	141 (76.22%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	92.61	92.59	89.02	Above	0.49	0.35	5 (2.70%)	20 (10.81%)	115 (62.16%)	43 (23.24%)	2 (1.08%)	140 (75.68%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	94.01	94.10	91.87	Average	0.55	0.45	5 (2.70%)	13 (7.03%)	122 (65.95%)	43 (23.24%)	2 (1.08%)	140 (75.68%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	91.02	90.90	85.94	Above	0.66	0.53	5 (2.70%)	24 (12.97%)	111 (60.00%)	43 (23.24%)	2 (1.08%)	140 (75.68%)
Composite: Care Coordination	--	85.48	84.94	82.58	Average	0.64	0.61	13 (7.03%)	33 (17.84%)	106 (57.30%)	29 (15.68%)	4 (2.16%)	152 (82.16%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	94.01	93.37	89.36	Above	0.74	0.60	4 (2.16%)	15 (8.11%)	121 (65.41%)	43 (23.24%)	2 (1.08%)	140 (75.68%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	90.07	90.03	86.40	Average	0.68	0.56	9 (4.86%)	21 (11.35%)	97 (52.43%)	57 (30.81%)	1 (0.54%)	127 (68.65%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	85.87	85.28	85.48	Average	0.47	0.38	18 (9.73%)	16 (8.65%)	93 (50.27%)	57 (30.81%)	1 (0.54%)	127 (68.65%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	83.33	81.80	77.67	Average	0.26	0.29	4 (2.16%)	4 (2.16%)	18 (9.73%)	155 (83.78%)	4 (2.16%)	26 (14.05%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	74.10	74.23	73.99	Average	0.49	0.43	26 (14.05%)	16 (8.65%)	58 (31.35%)	81 (43.78%)	4 (2.16%)	100 (54.05%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	47.54	46.79	53.79	Below	0.79	0.75	71 (38.38%)	51 (27.57%)	26 (14.05%)	35 (18.92%)	2 (1.08%)	148 (80.00%)
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?	3	55.05	55.92	60.23	Average	0.64	0.66	55 (29.73%)	35 (18.92%)	35 (18.92%)	57 (30.81%)	3 (1.62%)	125 (67.57%)
In the last 6 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 before you got it?	4	42.75	41.33	50.25	Below	0.67	0.67	60 (32.43%)	25 (13.51%)	24 (12.97%)	74 (40.00%)	2 (1.08%)	109 (58.92%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	44.82	43.12	50.90	Average	0.71	0.70	52 (28.11%)	23 (12.43%)	25 (13.51%)	83 (44.86%)	2 (1.08%)	100 (54.05%)
Composite: Plan Administration	--	77.57	77.56	75.32	Average	0.71	0.71	11 (5.95%)	28 (15.14%)	70 (37.84%)	73 (39.46%)	3 (1.62%)	109 (58.92%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	69.42	69.12	65.76	Average	0.72	0.70	30 (16.22%)	25 (13.51%)	54 (29.19%)	73 (39.46%)	3 (1.62%)	109 (58.92%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	85.71	86.00	84.88	Average	0.61	0.58	9 (4.86%)	17 (9.19%)	83 (44.86%)	73 (39.46%)	3 (1.62%)	109 (58.92%)
Composite: Enrollee Experience with Cost	--	82.30	81.30	77.51	Above	0.82	0.74	159 (85.95%)	23 (12.43%)	1 (0.54%)	0 (0.00%)	2 (1.08%)	183 (98.92%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	85.25	82.17	75.22	Above	0.72	0.56	163 (88.11%)	9 (4.86%)	5 (2.70%)	0 (0.00%)	8 (4.32%)	177 (95.68%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	76.06	75.47	74.09	Average	0.79	0.74	153 (82.70%)	14 (7.57%)	13 (7.03%)	0 (0.00%)	5 (2.70%)	180 (97.30%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	76.77	76.91	75.56	Average	0.80	0.73	149 (80.54%)	16 (8.65%)	16 (8.65%)	0 (0.00%)	4 (2.16%)	181 (97.84%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	91.10	90.64	85.16	Above	0.78	0.62	172 (92.97%)	4 (2.16%)	5 (2.70%)	0 (0.00%)	4 (2.16%)	181 (97.84%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	74.81	72.65	67.13	Average	0.70	0.68	91 (49.19%)	6 (3.24%)	10 (5.41%)	73 (39.46%)	5 (2.70%)	107 (57.84%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	70.19	70.07	70.41	Average	0.64	0.59	17 (9.19%)	30 (16.22%)	35 (18.92%)	97 (52.43%)	6 (3.24%)	82 (44.32%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	58.33	58.06	65.36	Average	0.49	0.49	28 (15.14%)	27 (14.59%)	27 (14.59%)	97 (52.43%)	6 (3.24%)	82 (44.32%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	42.05	40.46	40.34	Average	0.88	0.86	82 (44.32%)	64 (34.59%)	0 (0.00%)	13 (7.03%)	26 (14.05%)	146 (78.92%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	24 (12.97%)	56 (30.27%)	82 (44.32%)	23 (12.43%)	0 (0.00%)	0 (0.00%)	185 (100.00%)
How confident are you that you know most of the things you need to know about using health insurance?	18	20 (10.81%)	60 (32.43%)	82 (44.32%)	23 (12.43%)	0 (0.00%)	0 (0.00%)	185 (100.00%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	29 (15.68%)	122 (65.95%)	19 (10.27%)	9 (4.86%)	1 (0.54%)	5 (2.70%)	180 (97.30%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	37 (20.00%)	133 (71.89%)	6 (3.24%)	1 (0.54%)	4 (2.16%)	1 (0.54%)	3 (1.62%)	182 (98.38%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	84 (45.41%)	53 (28.65%)	0 (0.00%)	43 (23.24%)	5 (2.70%)	137 (74.05%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	26 (14.05%)	59 (31.89%)	0 (0.00%)	96 (51.89%)	4 (2.16%)	85 (45.95%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	13 (7.03%)	95 (51.35%)	7 (3.78%)	2 (1.08%)	0 (0.00%)	65 (35.14%)	3 (1.62%)	117 (63.24%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	16 (8.65%)	65 (35.14%)	76 (41.08%)	23 (12.43%)	4 (2.16%)	0 (0.00%)	1 (0.54%)	184 (99.46%)
In general, how would you rate your overall mental or emotional health?	45	29 (15.68%)	67 (36.22%)	61 (32.97%)	24 (12.97%)	2 (1.08%)	0 (0.00%)	2 (1.08%)	183 (98.92%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	49 (26.49%)	133 (71.89%)	1 (0.54%)	2 (1.08%)	183 (98.92%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	134 (72.43%)	49 (26.49%)	0 (0.00%)	2 (1.08%)	183 (98.92%)
Are you deaf or do you have serious difficulty hearing?	54	6 (3.24%)	177 (95.68%)	0 (0.00%)	2 (1.08%)	183 (98.92%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	5 (2.70%)	178 (96.22%)	1 (0.54%)	1 (0.54%)	184 (99.46%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	13 (7.03%)	167 (90.27%)	1 (0.54%)	4 (2.16%)	181 (97.84%)
Do you have serious difficulty walking or climbing stairs?	57	19 (10.27%)	164 (88.65%)	0 (0.00%)	2 (1.08%)	183 (98.92%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	2 (1.08%)	181 (97.84%)	0 (0.00%)	2 (1.08%)	183 (98.92%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	8 (4.32%)	174 (94.05%)	0 (0.00%)	3 (1.62%)	182 (98.38%)
Are you of Hispanic, Latino, or Spanish origin?	64	3 (1.62%)	170 (91.89%)	0 (0.00%)	12 (6.49%)	173 (93.51%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	44 (23.78%)	5 (2.70%)	0 (0.00%)	134 (72.43%)	2 (1.08%)	49 (26.49%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	129 (69.73%)	4 (2.16%)	0 (0.00%)	49 (26.49%)	3 (1.62%)	133 (71.89%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	20 (10.81%)	4 (2.16%)	158 (85.41%)	1 (0.54%)	2 (1.08%)	183 (98.92%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	6 (3.24%)	5 (2.70%)	4 (2.16%)	9 (4.86%)	0 (0.00%)	159 (85.95%)	2 (1.08%)	24 (12.97%)
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.	48	12 (6.49%)	3 (1.62%)	3 (1.62%)	6 (3.24%)	0 (0.00%)	159 (85.95%)	2 (1.08%)	24 (12.97%)
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.	49	13 (7.03%)	3 (1.62%)	5 (2.70%)	3 (1.62%)	0 (0.00%)	159 (85.95%)	2 (1.08%)	24 (12.97%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	6 (3.24%)	11 (5.95%)	18 (9.73%)	23 (12.43%)	121 (65.41%)	5 (2.70%)	0 (0.00%)	0 (0.00%)	1 (0.54%)	184 (99.46%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	71 (38.38%)	111 (60.00%)	0 (0.00%)	3 (1.62%)	182 (98.38%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	1 (0.54%)	7 (3.78%)	64 (34.59%)	54 (29.19%)	39 (21.08%)	16 (8.65%)	0 (0.00%)	4 (2.16%)	181 (97.84%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	74 (40.00%)	26 (14.05%)	10 (5.41%)	1 (0.54%)	44 (23.78%)	5 (2.70%)	10 (5.41%)	8 (4.32%)	0 (0.00%)	7 (3.78%)	178 (96.22%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American,Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	1 (0.54%)	0 (0.00%)	0 (0.00%)	3 (1.62%)	0 (0.00%)	NA	181 (97.84%)	4 (2.16%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	168 (90.81%)	6 (3.24%)	1 (0.54%)	2 (1.08%)	4 (2.16%)	0 (0.00%)	1 (0.54%)	0 (0.00%)	0 (0.00%)	2 (1.08%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6 (3.24%)	179 (96.76%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	5 (2.70%)	179 (96.76%)	1 (0.54%)	184 (99.46%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	2 (1.08%)	2 (1.08%)	3 (1.62%)	0 (0.00%)	0 (0.00%)	179 (96.76%)	1 (0.54%)	5 (2.70%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	185 (10.95%)
Web	17,412 (2.90%)	50 (2.96%)
Mail	20,908 (3.48%)	111 (6.57%)
Telephone	12,592 (2.10%)	24 (1.42%)
Ineligible Enrollees	5,049 (0.84%)	12 (0.71%)
Deceased	313 (0.05%)	2 (0.12%)
Not Eligible	4,736 (0.79%)	10 (0.59%)
Non-Respondents	544,207 (90.68%)	1,493 (88.34%)
Refusal	60,519 (10.08%)	206 (12.19%)
No Response After Maximum Attempts	468,745 (78.10%)	1,268 (75.03%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	0 (0.00%)
Other Non-Respondents	9,832 (1.64%)	19 (1.12%)
Total Enrollees	600,168 (100%)	1,690 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Keystone Health Plan East, Inc
33871-PA-HMO

Total Number of Completed Surveys: 196

Survey Response Rate: 17.1%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screenener Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screenener questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	69.46	71.32	73.79	Average	0.91	0.89	68 (34.69%)	68 (34.69%)	57 (29.08%)	0 (0.00%)	3 (1.53%)	193 (98.47%)
Rating of All Health Care	26	78.89	80.30	80.96	Average	0.79	0.75	29 (14.80%)	51 (26.02%)	70 (35.71%)	41 (20.92%)	5 (2.55%)	150 (76.53%)
Rating of Personal Doctor	39	88.47	89.39	88.29	Average	0.62	0.50	11 (5.61%)	31 (15.82%)	101 (51.53%)	46 (23.47%)	7 (3.57%)	143 (72.96%)
Rating of Specialist	43	83.40	84.09	86.12	Average	0.36	0.33	12 (6.12%)	28 (14.29%)	67 (34.18%)	82 (41.84%)	7 (3.57%)	107 (54.59%)
Composite: Getting Care Quickly	--	59.78	60.40	71.19	Below	0.69	0.68	51 (26.02%)	58 (29.59%)	66 (33.67%)	21 (10.71%)	0 (0.00%)	175 (89.29%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	55.85	56.30	70.31	Below	0.57	0.58	45 (22.96%)	30 (15.31%)	34 (17.35%)	86 (43.88%)	1 (0.51%)	109 (55.61%)
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? Include in-person, telephone, or video appointments.	22	63.72	64.51	72.07	Below	0.77	0.70	49 (25.00%)	59 (30.10%)	60 (30.61%)	27 (13.78%)	1 (0.51%)	168 (85.71%)
Composite: Getting Needed Care	--	63.76	64.23	69.45	Below	0.76	0.69	43 (21.94%)	62 (31.63%)	68 (34.69%)	18 (9.18%)	5 (2.55%)	173 (88.27%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	71.55	72.33	75.99	Average	0.71	0.67	33 (16.84%)	51 (26.02%)	66 (33.67%)	41 (20.92%)	5 (2.55%)	150 (76.53%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	55.98	56.14	62.92	Below	0.71	0.61	53 (27.04%)	39 (19.90%)	47 (23.98%)	54 (27.55%)	3 (1.53%)	139 (70.92%)
Composite: Cultural Competence	--	64.40	67.34	68.40	Average	0.57	0.44	23 (11.73%)	16 (8.16%)	69 (35.20%)	82 (41.84%)	6 (3.06%)	108 (55.10%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	81.62	80.72	86.32	Average	0.60	0.58	19 (9.69%)	5 (2.55%)	74 (37.76%)	95 (48.47%)	3 (1.53%)	98 (50.00%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	76.62	77.80	76.24	Average	0.46	0.38	11 (5.61%)	8 (4.08%)	34 (17.35%)	140 (71.43%)	3 (1.53%)	53 (27.04%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	34.96	43.50	42.64	Average	0.56	0.44	22 (11.22%)	3 (1.53%)	4 (2.04%)	161 (82.14%)	6 (3.06%)	29 (14.80%)
Composite: Doctor Communication	--	90.15	90.63	88.93	Average	0.60	0.52	6 (3.06%)	23 (11.73%)	117 (59.69%)	46 (23.47%)	4 (2.04%)	146 (74.49%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	89.57	89.69	88.91	Average	0.55	0.45	9 (4.59%)	24 (12.24%)	113 (57.65%)	46 (23.47%)	4 (2.04%)	146 (74.49%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	89.88	90.43	89.02	Average	0.44	0.35	11 (5.61%)	20 (10.20%)	113 (57.65%)	46 (23.47%)	6 (3.06%)	144 (73.47%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	92.92	93.46	91.87	Average	0.54	0.45	6 (3.06%)	17 (8.67%)	122 (62.24%)	46 (23.47%)	5 (2.55%)	145 (73.98%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	88.25	88.93	85.94	Average	0.65	0.53	8 (4.08%)	30 (15.31%)	106 (54.08%)	46 (23.47%)	6 (3.06%)	144 (73.47%)
Composite: Care Coordination	--	83.68	84.37	82.58	Average	0.69	0.61	10 (5.10%)	42 (21.43%)	108 (55.10%)	30 (15.31%)	6 (3.06%)	160 (81.63%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	91.19	91.23	89.36	Average	0.65	0.60	8 (4.08%)	18 (9.18%)	119 (60.71%)	46 (23.47%)	5 (2.55%)	145 (73.98%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	86.96	87.22	86.40	Average	0.61	0.56	11 (5.61%)	25 (12.76%)	101 (51.53%)	54 (27.55%)	5 (2.55%)	137 (69.90%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	89.20	89.25	85.48	Above	0.56	0.38	10 (5.10%)	20 (10.20%)	102 (52.04%)	58 (29.59%)	6 (3.06%)	132 (67.35%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	79.25	81.10	77.67	Average	0.38	0.29	8 (4.08%)	6 (3.06%)	21 (10.71%)	152 (77.55%)	9 (4.59%)	35 (17.86%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	71.79	73.04	73.99	Average	0.57	0.43	22 (11.22%)	39 (19.90%)	46 (23.47%)	83 (42.35%)	6 (3.06%)	107 (54.59%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	45.53	46.72	53.79	Below	0.81	0.75	88 (44.90%)	50 (25.51%)	36 (18.37%)	21 (10.71%)	1 (0.51%)	174 (88.78%)
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?	3	51.09	52.78	60.23	Below	0.73	0.66	80 (40.82%)	44 (22.45%)	34 (17.35%)	35 (17.86%)	3 (1.53%)	158 (80.61%)
In the last 6 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 before you got it?	4	46.01	46.86	50.25	Average	0.74	0.67	75 (38.27%)	28 (14.29%)	37 (18.88%)	53 (27.04%)	3 (1.53%)	140 (71.43%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	39.49	40.52	50.90	Below	0.78	0.70	78 (39.80%)	31 (15.82%)	27 (13.78%)	59 (30.10%)	1 (0.51%)	136 (69.39%)
Composite: Plan Administration	--	67.04	68.03	75.32	Below	0.71	0.71	26 (13.27%)	37 (18.88%)	68 (34.69%)	63 (32.14%)	2 (1.02%)	131 (66.84%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	56.74	57.98	65.76	Below	0.74	0.70	55 (28.06%)	30 (15.31%)	46 (23.47%)	63 (32.14%)	2 (1.02%)	131 (66.84%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	77.34	78.09	84.88	Below	0.58	0.58	22 (11.22%)	21 (10.71%)	88 (44.90%)	63 (32.14%)	2 (1.02%)	131 (66.84%)
Composite: Enrollee Experience with Cost	--	79.51	79.00	77.51	Average	0.81	0.74	168 (85.71%)	24 (12.24%)	3 (1.53%)	0 (0.00%)	1 (0.51%)	195 (99.49%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	83.40	81.21	75.22	Above	0.73	0.56	171 (87.24%)	13 (6.63%)	8 (4.08%)	0 (0.00%)	4 (2.04%)	192 (97.96%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	74.38	74.55	74.09	Average	0.76	0.74	162 (82.65%)	11 (5.61%)	18 (9.18%)	0 (0.00%)	5 (2.55%)	191 (97.45%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	75.19	75.79	75.56	Average	0.80	0.73	155 (79.08%)	22 (11.22%)	17 (8.67%)	0 (0.00%)	2 (1.02%)	194 (98.98%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	85.07	84.46	85.16	Average	0.74	0.62	179 (91.33%)	8 (4.08%)	7 (3.57%)	0 (0.00%)	2 (1.02%)	194 (98.98%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	60.08	59.17	67.13	Below	0.72	0.68	89 (45.41%)	20 (10.20%)	22 (11.22%)	63 (32.14%)	2 (1.02%)	131 (66.84%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	63.21	64.16	70.41	Average	0.65	0.59	29 (14.80%)	33 (16.84%)	35 (17.86%)	95 (48.47%)	4 (2.04%)	97 (49.49%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	58.71	58.72	65.36	Average	0.55	0.49	38 (19.39%)	24 (12.24%)	35 (17.86%)	95 (48.47%)	4 (2.04%)	97 (49.49%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	44.34	43.28	40.34	Average	0.89	0.86	89 (45.41%)	69 (35.20%)	0 (0.00%)	13 (6.63%)	25 (12.76%)	158 (80.61%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	18 (9.18%)	66 (33.67%)	80 (40.82%)	29 (14.80%)	2 (1.02%)	1 (0.51%)	195 (99.49%)
How confident are you that you know most of the things you need to know about using health insurance?	18	18 (9.18%)	74 (37.76%)	77 (39.29%)	25 (12.76%)	0 (0.00%)	2 (1.02%)	194 (98.98%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	41 (20.92%)	130 (66.33%)	16 (8.16%)	3 (1.53%)	0 (0.00%)	6 (3.06%)	190 (96.94%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	41 (20.92%)	140 (71.43%)	4 (2.04%)	1 (0.51%)	5 (2.55%)	0 (0.00%)	5 (2.55%)	191 (97.45%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	81 (41.33%)	62 (31.63%)	0 (0.00%)	46 (23.47%)	7 (3.57%)	143 (72.96%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	33 (16.84%)	44 (22.45%)	1 (0.51%)	108 (55.10%)	10 (5.10%)	78 (39.80%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	28 (14.29%)	99 (50.51%)	7 (3.57%)	2 (1.02%)	0 (0.00%)	54 (27.55%)	6 (3.06%)	136 (69.39%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	27 (13.78%)	66 (33.67%)	75 (38.27%)	20 (10.20%)	1 (0.51%)	1 (0.51%)	6 (3.06%)	190 (96.94%)
In general, how would you rate your overall mental or emotional health?	45	42 (21.43%)	61 (31.12%)	67 (34.18%)	14 (7.14%)	6 (3.06%)	0 (0.00%)	6 (3.06%)	190 (96.94%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	29 (14.80%)	161 (82.14%)	0 (0.00%)	6 (3.06%)	190 (96.94%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	134 (68.37%)	55 (28.06%)	0 (0.00%)	7 (3.57%)	189 (96.43%)
Are you deaf or do you have serious difficulty hearing?	54	8 (4.08%)	183 (93.37%)	0 (0.00%)	5 (2.55%)	191 (97.45%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	4 (2.04%)	187 (95.41%)	0 (0.00%)	5 (2.55%)	191 (97.45%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	20 (10.20%)	171 (87.24%)	0 (0.00%)	5 (2.55%)	191 (97.45%)
Do you have serious difficulty walking or climbing stairs?	57	11 (5.61%)	178 (90.82%)	0 (0.00%)	7 (3.57%)	189 (96.43%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	2 (1.02%)	188 (95.92%)	0 (0.00%)	6 (3.06%)	190 (96.94%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?	59	8 (4.08%)	180 (91.84%)	0 (0.00%)	8 (4.08%)	188 (95.92%)
Are you of Hispanic, Latino, or Spanish origin?	64	8 (4.08%)	176 (89.80%)	0 (0.00%)	12 (6.12%)	184 (93.88%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	27 (13.78%)	2 (1.02%)	0 (0.00%)	161 (82.14%)	6 (3.06%)	29 (14.80%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	124 (63.27%)	10 (5.10%)	0 (0.00%)	55 (28.06%)	7 (3.57%)	134 (68.37%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	2 (1.02%)	8 (4.08%)	178 (90.82%)	1 (0.51%)	7 (3.57%)	189 (96.43%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	1 (0.51%)	3 (1.53%)	5 (2.55%)	1 (0.51%)	0 (0.00%)	179 (91.33%)	7 (3.57%)	10 (5.10%)
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.	48	4 (2.04%)	2 (1.02%)	3 (1.53%)	1 (0.51%)	0 (0.00%)	179 (91.33%)	7 (3.57%)	10 (5.10%)
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.	49	3 (1.53%)	3 (1.53%)	3 (1.53%)	1 (0.51%)	0 (0.00%)	179 (91.33%)	7 (3.57%)	10 (5.10%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	4 (2.04%)	21 (10.71%)	20 (10.20%)	36 (18.37%)	105 (53.57%)	4 (2.04%)	1 (0.51%)	0 (0.00%)	5 (2.55%)	191 (97.45%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	69 (35.20%)	127 (64.80%)	0 (0.00%)	0 (0.00%)	196 (100.00%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	2 (1.02%)	9 (4.59%)	41 (20.92%)	46 (23.47%)	41 (20.92%)	51 (26.02%)	1 (0.51%)	5 (2.55%)	191 (97.45%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	91 (46.43%)	34 (17.35%)	9 (4.59%)	3 (1.53%)	28 (14.29%)	9 (4.59%)	6 (3.06%)	10 (5.10%)	0 (0.00%)	6 (3.06%)	190 (96.94%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American, Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	2 (1.02%)	1 (0.51%)	1 (0.51%)	4 (2.04%)	0 (0.00%)	NA	188 (95.92%)	8 (4.08%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	142 (72.45%)	17 (8.67%)	3 (1.53%)	7 (3.57%)	5 (2.55%)	1 (0.51%)	0 (0.00%)	1 (0.51%)	4 (2.04%)	6 (3.06%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	15 (7.65%)	181 (92.35%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	6 (3.06%)	189 (96.43%)	1 (0.51%)	195 (99.49%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	3 (1.53%)	1 (0.51%)	3 (1.53%)	3 (1.53%)	0 (0.00%)	189 (96.43%)	1 (0.51%)	6 (3.06%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	196 (8.62%)
Web	17,412 (2.90%)	61 (2.68%)
Mail	20,908 (3.48%)	95 (4.18%)
Telephone	12,592 (2.10%)	40 (1.76%)
Ineligible Enrollees	5,049 (0.84%)	19 (0.84%)
Deceased	313 (0.05%)	2 (0.09%)
Not Eligible	4,736 (0.79%)	17 (0.75%)
Non-Respondents	544,207 (90.68%)	2,060 (90.55%)
Refusal	60,519 (10.08%)	282 (12.40%)
No Response After Maximum Attempts	468,745 (78.10%)	1,681 (73.89%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	0 (0.00%)
Other Non-Respondents	9,832 (1.64%)	97 (4.26%)
Total Enrollees	600,168 (100%)	2,275 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Independence Blue Cross (QCC Ins. Co.)
31609-PA-PPO

Total Number of Completed Surveys: 129

Survey Response Rate: 17.4%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screenener Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screenener questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	67.08	69.98	73.79	Below	0.90	0.89	47 (36.43%)	56 (43.41%)	26 (20.16%)	0 (0.00%)	0 (0.00%)	129 (100.00%)
Rating of All Health Care	26	78.45	80.24	80.96	Average	0.77	0.75	18 (13.95%)	51 (39.53%)	45 (34.88%)	13 (10.08%)	2 (1.55%)	114 (88.37%)
Rating of Personal Doctor	39	89.21	90.00	88.29	Average	0.66	0.50	4 (3.10%)	26 (20.16%)	72 (55.81%)	25 (19.38%)	2 (1.55%)	102 (79.07%)
Rating of Specialist	43	86.00	86.98	86.12	Average	0.44	0.33	8 (6.20%)	29 (22.48%)	60 (46.51%)	30 (23.26%)	2 (1.55%)	97 (75.19%)
Composite: Getting Care Quickly	--	76.01	75.12	71.19	Average	0.78	0.68	15 (11.63%)	42 (32.56%)	67 (51.94%)	5 (3.88%)	0 (0.00%)	124 (96.12%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	77.57	75.42	70.31	Average	0.71	0.58	10 (7.75%)	30 (23.26%)	44 (34.11%)	45 (34.88%)	0 (0.00%)	84 (65.12%)
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? Include in-person, telephone, or video appointments.	22	74.46	74.82	72.07	Average	0.76	0.70	23 (17.83%)	42 (32.56%)	58 (44.96%)	6 (4.65%)	0 (0.00%)	123 (95.35%)
Composite: Getting Needed Care	--	73.06	72.97	69.45	Average	0.80	0.69	17 (13.18%)	47 (36.43%)	61 (47.29%)	4 (3.10%)	0 (0.00%)	125 (96.90%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	75.59	76.43	75.99	Average	0.73	0.67	16 (12.40%)	45 (34.88%)	53 (41.09%)	13 (10.08%)	2 (1.55%)	114 (88.37%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	70.54	69.50	62.92	Above	0.74	0.61	26 (20.16%)	32 (24.81%)	48 (37.21%)	21 (16.28%)	2 (1.55%)	106 (82.17%)
Composite: Cultural Competence	--	70.24	75.16	68.40	Average	0.30	0.44	3 (2.33%)	10 (7.75%)	45 (34.88%)	65 (50.39%)	6 (4.65%)	58 (44.96%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	95.31	91.84	86.32	Above	0.78	0.58	2 (1.55%)	5 (3.88%)	51 (39.53%)	65 (50.39%)	6 (4.65%)	58 (44.96%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	84.85	84.47	76.24	Average	0.32	0.38	5 (3.88%)	1 (0.78%)	21 (16.28%)	96 (74.42%)	6 (4.65%)	27 (20.93%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	30.56	49.18	42.64	Average	0.22	0.44	5 (3.88%)	2 (1.55%)	1 (0.78%)	119 (92.25%)	2 (1.55%)	8 (6.20%)
Composite: Doctor Communication	--	91.27	91.21	88.93	Average	0.66	0.52	0 (0.00%)	22 (17.05%)	80 (62.02%)	25 (19.38%)	2 (1.55%)	102 (79.07%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	91.53	90.89	88.91	Average	0.59	0.45	2 (1.55%)	23 (17.83%)	77 (59.69%)	25 (19.38%)	2 (1.55%)	102 (79.07%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	91.01	91.09	89.02	Average	0.49	0.35	3 (2.33%)	23 (17.83%)	76 (58.91%)	25 (19.38%)	2 (1.55%)	102 (79.07%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	94.71	94.82	91.87	Above	0.65	0.45	0 (0.00%)	17 (13.18%)	85 (65.89%)	25 (19.38%)	2 (1.55%)	102 (79.07%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	87.83	88.05	85.94	Average	0.61	0.53	5 (3.88%)	27 (20.93%)	70 (54.26%)	25 (19.38%)	2 (1.55%)	102 (79.07%)
Composite: Care Coordination	--	82.49	82.72	82.58	Average	0.52	0.61	5 (3.88%)	31 (24.03%)	74 (57.36%)	17 (13.18%)	2 (1.55%)	110 (85.27%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	91.27	90.69	89.36	Average	0.69	0.60	4 (3.10%)	20 (15.50%)	78 (60.47%)	25 (19.38%)	2 (1.55%)	102 (79.07%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	89.07	89.06	86.40	Average	0.62	0.56	7 (5.43%)	19 (14.73%)	72 (55.81%)	29 (22.48%)	2 (1.55%)	98 (75.97%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	85.93	85.18	85.48	Average	0.38	0.38	9 (6.98%)	18 (13.95%)	63 (48.84%)	37 (28.68%)	2 (1.55%)	90 (69.77%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	73.02	73.66	77.67	Average	0.16	0.29	4 (3.10%)	4 (3.10%)	7 (5.43%)	112 (86.82%)	2 (1.55%)	15 (11.63%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	73.16	74.99	73.99	Average	0.45	0.43	16 (12.40%)	27 (20.93%)	47 (36.43%)	37 (28.68%)	2 (1.55%)	90 (69.77%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	43.09	43.62	53.79	Below	0.73	0.75	60 (46.51%)	38 (29.46%)	14 (10.85%)	17 (13.18%)	0 (0.00%)	112 (86.82%)
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?	3	49.61	50.73	60.23	Below	0.67	0.66	51 (39.53%)	35 (27.13%)	15 (11.63%)	28 (21.71%)	0 (0.00%)	101 (78.29%)
In the last 6 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 before you got it?	4	38.06	38.60	50.25	Below	0.69	0.67	55 (42.64%)	23 (17.83%)	14 (10.85%)	34 (26.36%)	3 (2.33%)	92 (71.32%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	41.59	41.52	50.90	Below	0.68	0.70	45 (34.88%)	19 (14.73%)	16 (12.40%)	48 (37.21%)	1 (0.78%)	80 (62.02%)
Composite: Plan Administration	--	65.00	65.91	75.32	Below	0.74	0.71	17 (13.18%)	36 (27.91%)	34 (26.36%)	41 (31.78%)	1 (0.78%)	87 (67.44%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	51.33	52.56	65.76	Below	0.75	0.70	45 (34.88%)	22 (17.05%)	20 (15.50%)	41 (31.78%)	1 (0.78%)	87 (67.44%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	78.68	79.26	84.88	Average	0.61	0.58	13 (10.08%)	26 (20.16%)	46 (35.66%)	41 (31.78%)	3 (2.33%)	85 (65.89%)
Composite: Enrollee Experience with Cost	--	75.14	74.25	77.51	Average	0.74	0.74	111 (86.05%)	16 (12.40%)	2 (1.55%)	0 (0.00%)	0 (0.00%)	129 (100.00%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	74.21	70.66	75.22	Average	0.63	0.56	110 (85.27%)	15 (11.63%)	2 (1.55%)	0 (0.00%)	2 (1.55%)	127 (98.45%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	60.21	60.48	74.09	Below	0.65	0.74	93 (72.09%)	22 (17.05%)	13 (10.08%)	0 (0.00%)	1 (0.78%)	128 (99.22%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	76.60	77.11	75.56	Average	0.73	0.73	110 (85.27%)	12 (9.30%)	7 (5.43%)	0 (0.00%)	0 (0.00%)	129 (100.00%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	89.52	88.74	85.16	Average	0.67	0.62	119 (92.25%)	6 (4.65%)	2 (1.55%)	0 (0.00%)	2 (1.55%)	127 (98.45%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	59.16	57.81	67.13	Below	0.67	0.68	61 (47.29%)	14 (10.85%)	10 (7.75%)	41 (31.78%)	3 (2.33%)	85 (65.89%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	58.90	58.86	70.41	Below	0.56	0.59	19 (14.73%)	28 (21.71%)	13 (10.08%)	65 (50.39%)	4 (3.10%)	60 (46.51%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	59.52	58.64	65.36	Average	0.49	0.49	22 (17.05%)	15 (11.63%)	20 (15.50%)	65 (50.39%)	7 (5.43%)	57 (44.19%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	50.39	46.71	40.34	Average	0.82	0.86	50 (38.76%)	52 (40.31%)	0 (0.00%)	8 (6.20%)	19 (14.73%)	102 (79.07%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	11 (8.53%)	35 (27.13%)	56 (43.41%)	26 (20.16%)	0 (0.00%)	1 (0.78%)	128 (99.22%)
How confident are you that you know most of the things you need to know about using health insurance?	18	12 (9.30%)	36 (27.91%)	59 (45.74%)	22 (17.05%)	0 (0.00%)	0 (0.00%)	129 (100.00%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	13 (10.08%)	87 (67.44%)	21 (16.28%)	7 (5.43%)	0 (0.00%)	1 (0.78%)	128 (99.22%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	22 (17.05%)	96 (74.42%)	4 (3.10%)	2 (1.55%)	3 (2.33%)	0 (0.00%)	2 (1.55%)	127 (98.45%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	82 (63.57%)	20 (15.50%)	0 (0.00%)	25 (19.38%)	2 (1.55%)	102 (79.07%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	14 (10.85%)	67 (51.94%)	0 (0.00%)	45 (34.88%)	3 (2.33%)	81 (62.79%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	9 (6.98%)	78 (60.47%)	8 (6.20%)	11 (8.53%)	0 (0.00%)	21 (16.28%)	2 (1.55%)	106 (82.17%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	12 (9.30%)	53 (41.09%)	50 (38.76%)	12 (9.30%)	2 (1.55%)	0 (0.00%)	0 (0.00%)	129 (100.00%)
In general, how would you rate your overall mental or emotional health?	45	33 (25.58%)	40 (31.01%)	41 (31.78%)	13 (10.08%)	2 (1.55%)	0 (0.00%)	0 (0.00%)	129 (100.00%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	41 (31.78%)	86 (66.67%)	1 (0.78%)	1 (0.78%)	128 (99.22%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	88 (68.22%)	41 (31.78%)	0 (0.00%)	0 (0.00%)	129 (100.00%)
Are you deaf or do you have serious difficulty hearing?	54	5 (3.88%)	123 (95.35%)	0 (0.00%)	1 (0.78%)	128 (99.22%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	1 (0.78%)	127 (98.45%)	0 (0.00%)	1 (0.78%)	128 (99.22%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	11 (8.53%)	118 (91.47%)	0 (0.00%)	0 (0.00%)	129 (100.00%)
Do you have serious difficulty walking or climbing stairs?	57	5 (3.88%)	123 (95.35%)	0 (0.00%)	1 (0.78%)	128 (99.22%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	1 (0.78%)	128 (99.22%)	0 (0.00%)	0 (0.00%)	129 (100.00%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	5 (3.88%)	123 (95.35%)	0 (0.00%)	1 (0.78%)	128 (99.22%)
Are you of Hispanic, Latino, or Spanish origin?	64	1 (0.78%)	124 (96.12%)	0 (0.00%)	4 (3.10%)	125 (96.90%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	38 (29.46%)	4 (3.10%)	0 (0.00%)	87 (67.44%)	0 (0.00%)	42 (32.56%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	86 (66.67%)	2 (1.55%)	0 (0.00%)	41 (31.78%)	0 (0.00%)	88 (68.22%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	5 (3.88%)	1 (0.78%)	121 (93.80%)	1 (0.78%)	1 (0.78%)	128 (99.22%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	2 (1.55%)	2 (1.55%)	0 (0.00%)	3 (2.33%)	0 (0.00%)	122 (94.57%)	0 (0.00%)	7 (5.43%)
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.	48	3 (2.33%)	1 (0.78%)	1 (0.78%)	2 (1.55%)	0 (0.00%)	122 (94.57%)	0 (0.00%)	7 (5.43%)
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.	49	4 (3.10%)	0 (0.00%)	1 (0.78%)	2 (1.55%)	0 (0.00%)	122 (94.57%)	0 (0.00%)	7 (5.43%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	6 (4.65%)	10 (7.75%)	20 (15.50%)	11 (8.53%)	79 (61.24%)	2 (1.55%)	0 (0.00%)	0 (0.00%)	1 (0.78%)	128 (99.22%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	52 (40.31%)	75 (58.14%)	0 (0.00%)	2 (1.55%)	127 (98.45%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	0 (0.00%)	0 (0.00%)	18 (13.95%)	32 (24.81%)	38 (29.46%)	39 (30.23%)	0 (0.00%)	2 (1.55%)	127 (98.45%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	36 (27.91%)	27 (20.93%)	7 (5.43%)	3 (2.33%)	33 (25.58%)	5 (3.88%)	10 (7.75%)	6 (4.65%)	0 (0.00%)	2 (1.55%)	127 (98.45%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American, Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	0 (0.00%)	1 (0.78%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	NA	128 (99.22%)	1 (0.78%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	115 (89.15%)	6 (4.65%)	2 (1.55%)	0 (0.00%)	2 (1.55%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.78%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.78%)	0 (0.00%)	5 (3.88%)	124 (96.12%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	1 (0.78%)	128 (99.22%)	0 (0.00%)	129 (100.00%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	1 (0.78%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	128 (99.22%)	0 (0.00%)	1 (0.78%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	129 (9.92%)
Web	17,412 (2.90%)	51 (3.92%)
Mail	20,908 (3.48%)	61 (4.69%)
Telephone	12,592 (2.10%)	17 (1.31%)
Ineligible Enrollees	5,049 (0.84%)	4 (0.31%)
Deceased	313 (0.05%)	0 (0.00%)
Not Eligible	4,736 (0.79%)	4 (0.31%)
Non-Respondents	544,207 (90.68%)	1,167 (89.77%)
Refusal	60,519 (10.08%)	155 (11.92%)
No Response After Maximum Attempts	468,745 (78.10%)	1,002 (77.08%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	1 (0.08%)
Other Non-Respondents	9,832 (1.64%)	9 (0.69%)
Total Enrollees	600,168 (100%)	1,300 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Geisinger Quality Options
75729-PA-PPO

Total Number of Completed Surveys: 155

Survey Response Rate: 18.6%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screening Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screening questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	67.58	67.98	73.79	Below	0.88	0.89	57 (36.77%)	62 (40.00%)	35 (22.58%)	0 (0.00%)	1 (0.65%)	154 (99.35%)
Rating of All Health Care	26	82.06	81.84	80.96	Average	0.80	0.75	16 (10.32%)	44 (28.39%)	64 (41.29%)	29 (18.71%)	2 (1.29%)	124 (80.00%)
Rating of Personal Doctor	39	90.92	90.52	88.29	Average	0.64	0.50	5 (3.23%)	21 (13.55%)	83 (53.55%)	45 (29.03%)	1 (0.65%)	109 (70.32%)
Rating of Specialist	43	89.30	89.09	86.12	Average	0.42	0.33	2 (1.29%)	16 (10.32%)	60 (38.71%)	73 (47.10%)	4 (2.58%)	78 (50.32%)
Composite: Getting Care Quickly	--	77.86	75.88	71.19	Average	0.73	0.68	18 (11.61%)	36 (23.23%)	74 (47.74%)	26 (16.77%)	1 (0.65%)	128 (82.58%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	78.93	76.86	70.31	Average	0.63	0.58	13 (8.39%)	14 (9.03%)	42 (27.10%)	86 (55.48%)	0 (0.00%)	69 (44.52%)
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? Include in-person, telephone, or video appointments.	22	76.79	74.89	72.07	Average	0.73	0.70	23 (14.84%)	35 (22.58%)	66 (42.58%)	30 (19.35%)	1 (0.65%)	124 (80.00%)
Composite: Getting Needed Care	--	74.76	72.49	69.45	Average	0.71	0.69	14 (9.03%)	49 (31.61%)	72 (46.45%)	19 (12.26%)	1 (0.65%)	135 (87.10%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	80.83	79.52	75.99	Average	0.75	0.67	12 (7.74%)	47 (30.32%)	65 (41.94%)	29 (18.71%)	2 (1.29%)	124 (80.00%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	68.68	65.47	62.92	Average	0.61	0.61	23 (14.84%)	24 (15.48%)	43 (27.74%)	65 (41.94%)	0 (0.00%)	90 (58.06%)
Composite: Cultural Competence	--	61.39	64.02	68.40	Average	0.51	0.44	11 (7.10%)	10 (6.45%)	47 (30.32%)	79 (50.97%)	8 (5.16%)	68 (43.87%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	85.18	84.72	86.32	Average	0.46	0.58	8 (5.16%)	8 (5.16%)	49 (31.61%)	84 (54.19%)	6 (3.87%)	65 (41.94%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	80.64	80.98	76.24	Average	0.36	0.38	4 (2.58%)	6 (3.87%)	17 (10.97%)	122 (78.71%)	6 (3.87%)	27 (17.42%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	18.34	26.35	42.64	Below	0.50	0.44	12 (7.74%)	1 (0.65%)	3 (1.94%)	137 (88.39%)	2 (1.29%)	16 (10.32%)
Composite: Doctor Communication	--	95.73	94.84	88.93	Above	0.82	0.52	1 (0.65%)	7 (4.52%)	101 (65.16%)	45 (29.03%)	1 (0.65%)	109 (70.32%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	95.71	94.63	88.91	Above	0.72	0.45	2 (1.29%)	11 (7.10%)	95 (61.29%)	45 (29.03%)	2 (1.29%)	108 (69.68%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	95.48	94.72	89.02	Above	0.61	0.35	0 (0.00%)	14 (9.03%)	94 (60.65%)	45 (29.03%)	2 (1.29%)	108 (69.68%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	98.11	97.54	91.87	Above	0.75	0.45	1 (0.65%)	5 (3.23%)	103 (66.45%)	45 (29.03%)	1 (0.65%)	109 (70.32%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	93.62	92.45	85.94	Above	0.72	0.53	4 (2.58%)	15 (9.68%)	90 (58.06%)	45 (29.03%)	1 (0.65%)	109 (70.32%)
Composite: Care Coordination	--	91.53	90.95	82.58	Above	0.71	0.61	4 (2.58%)	15 (9.68%)	100 (64.52%)	32 (20.65%)	4 (2.58%)	119 (76.77%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	96.45	94.93	89.36	Above	0.80	0.60	2 (1.29%)	9 (5.81%)	98 (63.23%)	45 (29.03%)	1 (0.65%)	109 (70.32%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	91.88	91.22	86.40	Above	0.65	0.56	5 (3.23%)	14 (9.03%)	73 (47.10%)	62 (40.00%)	1 (0.65%)	92 (59.35%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	90.93	89.58	85.48	Average	0.43	0.38	6 (3.87%)	12 (7.74%)	78 (50.32%)	58 (37.42%)	1 (0.65%)	96 (61.94%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	95.06	95.87	77.67	Above	0.42	0.29	0 (0.00%)	2 (1.29%)	16 (10.32%)	134 (86.45%)	3 (1.94%)	18 (11.61%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	83.33	83.15	73.99	Above	0.54	0.43	7 (4.52%)	20 (12.90%)	44 (28.39%)	80 (51.61%)	4 (2.58%)	71 (45.81%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	46.38	46.16	53.79	Below	0.69	0.75	65 (41.94%)	24 (15.48%)	26 (16.77%)	40 (25.81%)	0 (0.00%)	115 (74.19%)
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?	3	50.00	50.72	60.23	Below	0.59	0.66	50 (32.26%)	22 (14.19%)	25 (16.13%)	58 (37.42%)	0 (0.00%)	97 (62.58%)
In the last 6 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 before you got it?	4	48.46	48.10	50.25	Average	0.60	0.67	47 (30.32%)	14 (9.03%)	23 (14.84%)	71 (45.81%)	0 (0.00%)	84 (54.19%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	40.67	39.68	50.90	Below	0.66	0.70	52 (33.55%)	13 (8.39%)	16 (10.32%)	74 (47.74%)	0 (0.00%)	81 (52.26%)
Composite: Plan Administration	--	79.17	78.68	75.32	Average	0.71	0.71	8 (5.16%)	25 (16.13%)	49 (31.61%)	73 (47.10%)	0 (0.00%)	82 (52.90%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	69.75	69.10	65.76	Average	0.68	0.70	28 (18.06%)	17 (10.97%)	37 (23.87%)	73 (47.10%)	0 (0.00%)	82 (52.90%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	88.58	88.27	84.88	Average	0.63	0.58	6 (3.87%)	14 (9.03%)	62 (40.00%)	73 (47.10%)	0 (0.00%)	82 (52.90%)
Composite: Enrollee Experience with Cost	--	78.47	76.46	77.51	Average	0.72	0.74	129 (83.23%)	19 (12.26%)	6 (3.87%)	0 (0.00%)	1 (0.65%)	154 (99.35%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	77.48	73.79	75.22	Average	0.59	0.56	126 (81.29%)	14 (9.03%)	8 (5.16%)	0 (0.00%)	7 (4.52%)	148 (95.48%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	73.78	72.49	74.09	Average	0.73	0.74	119 (76.77%)	15 (9.68%)	17 (10.97%)	0 (0.00%)	4 (2.58%)	151 (97.42%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	73.50	72.27	75.56	Average	0.74	0.73	120 (77.42%)	15 (9.68%)	19 (12.26%)	0 (0.00%)	1 (0.65%)	154 (99.35%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	89.12	87.29	85.16	Average	0.64	0.62	139 (89.68%)	5 (3.23%)	9 (5.81%)	0 (0.00%)	2 (1.29%)	153 (98.71%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	75.93	74.03	67.13	Average	0.66	0.68	69 (44.52%)	8 (5.16%)	5 (3.23%)	73 (47.10%)	0 (0.00%)	82 (52.90%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	67.48	66.90	70.41	Average	0.55	0.59	15 (9.68%)	27 (17.42%)	24 (15.48%)	84 (54.19%)	5 (3.23%)	66 (42.58%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	65.02	64.43	65.36	Average	0.48	0.49	18 (11.61%)	23 (14.84%)	24 (15.48%)	84 (54.19%)	6 (3.87%)	65 (41.94%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	39.86	38.94	40.34	Average	0.85	0.86	67 (43.23%)	43 (27.74%)	0 (0.00%)	19 (12.26%)	26 (16.77%)	110 (70.97%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	19 (12.26%)	43 (27.74%)	66 (42.58%)	24 (15.48%)	0 (0.00%)	3 (1.94%)	152 (98.06%)
How confident are you that you know most of the things you need to know about using health insurance?	18	21 (13.55%)	42 (27.10%)	67 (43.23%)	25 (16.13%)	0 (0.00%)	0 (0.00%)	155 (100.00%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	29 (18.71%)	105 (67.74%)	15 (9.68%)	3 (1.94%)	0 (0.00%)	3 (1.94%)	152 (98.06%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	36 (23.23%)	103 (66.45%)	6 (3.87%)	0 (0.00%)	8 (5.16%)	1 (0.65%)	1 (0.65%)	154 (99.35%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	65 (41.94%)	42 (27.10%)	0 (0.00%)	45 (29.03%)	3 (1.94%)	107 (69.03%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	17 (10.97%)	47 (30.32%)	0 (0.00%)	87 (56.13%)	4 (2.58%)	64 (41.29%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	8 (5.16%)	73 (47.10%)	3 (1.94%)	3 (1.94%)	0 (0.00%)	65 (41.94%)	3 (1.94%)	87 (56.13%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	19 (12.26%)	61 (39.35%)	55 (35.48%)	15 (9.68%)	3 (1.94%)	0 (0.00%)	2 (1.29%)	153 (98.71%)
In general, how would you rate your overall mental or emotional health?	45	42 (27.10%)	58 (37.42%)	42 (27.10%)	10 (6.45%)	2 (1.29%)	0 (0.00%)	1 (0.65%)	154 (99.35%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	40 (25.81%)	114 (73.55%)	0 (0.00%)	1 (0.65%)	154 (99.35%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	104 (67.10%)	50 (32.26%)	0 (0.00%)	1 (0.65%)	154 (99.35%)
Are you deaf or do you have serious difficulty hearing?	54	6 (3.87%)	148 (95.48%)	0 (0.00%)	1 (0.65%)	154 (99.35%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	4 (2.58%)	149 (96.13%)	0 (0.00%)	2 (1.29%)	153 (98.71%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	8 (5.16%)	146 (94.19%)	0 (0.00%)	1 (0.65%)	154 (99.35%)
Do you have serious difficulty walking or climbing stairs?	57	11 (7.10%)	143 (92.26%)	0 (0.00%)	1 (0.65%)	154 (99.35%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	2 (1.29%)	152 (98.06%)	0 (0.00%)	1 (0.65%)	154 (99.35%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?	59	7 (4.52%)	147 (94.84%)	0 (0.00%)	1 (0.65%)	154 (99.35%)
Are you of Hispanic, Latino, or Spanish origin?	64	7 (4.52%)	145 (93.55%)	0 (0.00%)	3 (1.94%)	152 (98.06%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	34 (21.94%)	5 (3.23%)	0 (0.00%)	114 (73.55%)	2 (1.29%)	39 (25.16%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	99 (63.87%)	4 (2.58%)	0 (0.00%)	50 (32.26%)	2 (1.29%)	103 (66.45%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	10 (6.45%)	4 (2.58%)	139 (89.68%)	0 (0.00%)	2 (1.29%)	153 (98.71%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	1 (0.65%)	2 (1.29%)	3 (1.94%)	8 (5.16%)	0 (0.00%)	139 (89.68%)	2 (1.29%)	14 (9.03%)
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.	48	6 (3.87%)	2 (1.29%)	2 (1.29%)	3 (1.94%)	0 (0.00%)	139 (89.68%)	3 (1.94%)	13 (8.39%)
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.	49	7 (4.52%)	1 (0.65%)	2 (1.29%)	3 (1.94%)	0 (0.00%)	139 (89.68%)	3 (1.94%)	13 (8.39%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	1 (0.65%)	8 (5.16%)	14 (9.03%)	20 (12.90%)	105 (67.74%)	4 (2.58%)	1 (0.65%)	0 (0.00%)	2 (1.29%)	153 (98.71%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	56 (36.13%)	97 (62.58%)	0 (0.00%)	2 (1.29%)	153 (98.71%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	1 (0.65%)	4 (2.58%)	47 (30.32%)	36 (23.23%)	43 (27.74%)	22 (14.19%)	0 (0.00%)	2 (1.29%)	153 (98.71%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	46 (29.68%)	25 (16.13%)	10 (6.45%)	1 (0.65%)	52 (33.55%)	4 (2.58%)	6 (3.87%)	7 (4.52%)	0 (0.00%)	4 (2.58%)	151 (97.42%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American, Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	1 (0.65%)	3 (1.94%)	0 (0.00%)	3 (1.94%)	0 (0.00%)	NA	148 (95.48%)	7 (4.52%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	142 (91.61%)	4 (2.58%)	4 (2.58%)	2 (1.29%)	1 (0.65%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.65%)	1 (0.65%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.65%)	0 (0.00%)	5 (3.23%)	150 (96.77%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	7 (4.52%)	147 (94.84%)	1 (0.65%)	154 (99.35%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	2 (1.29%)	2 (1.29%)	3 (1.94%)	0 (0.00%)	1 (0.65%)	147 (94.84%)	1 (0.65%)	7 (4.52%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	155 (10.84%)
Web	17,412 (2.90%)	28 (1.96%)
Mail	20,908 (3.48%)	107 (7.48%)
Telephone	12,592 (2.10%)	20 (1.40%)
Ineligible Enrollees	5,049 (0.84%)	7 (0.49%)
Deceased	313 (0.05%)	0 (0.00%)
Not Eligible	4,736 (0.79%)	7 (0.49%)
Non-Respondents	544,207 (90.68%)	1,268 (88.67%)
Refusal	60,519 (10.08%)	180 (12.59%)
No Response After Maximum Attempts	468,745 (78.10%)	1,070 (74.83%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	1 (0.07%)
Other Non-Respondents	9,832 (1.64%)	17 (1.19%)
Total Enrollees	600,168 (100%)	1,430 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Highmark Inc.
33709-PA-EPO

Total Number of Completed Surveys: 132

Survey Response Rate: 17.4%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screening Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screening questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	74.45	74.54	73.79	Average	0.87	0.89	35 (26.52%)	47 (35.61%)	49 (37.12%)	0 (0.00%)	1 (0.76%)	131 (99.24%)
Rating of All Health Care	26	81.57	81.19	80.96	Average	0.72	0.75	12 (9.09%)	37 (28.03%)	56 (42.42%)	23 (17.42%)	4 (3.03%)	105 (79.55%)
Rating of Personal Doctor	39	89.84	89.36	88.29	Average	0.54	0.50	6 (4.55%)	21 (15.91%)	72 (54.55%)	29 (21.97%)	4 (3.03%)	99 (75.00%)
Rating of Specialist	43	85.76	85.83	86.12	Average	0.34	0.33	10 (7.58%)	16 (12.12%)	50 (37.88%)	50 (37.88%)	6 (4.55%)	76 (57.58%)
Composite: Getting Care Quickly	--	79.20	75.91	71.19	Average	0.71	0.68	14 (10.61%)	32 (24.24%)	66 (50.00%)	17 (12.88%)	3 (2.27%)	112 (84.85%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	80.47	77.18	70.31	Above	0.66	0.58	11 (8.33%)	22 (16.67%)	46 (34.85%)	51 (38.64%)	2 (1.52%)	79 (59.85%)
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? Include in-person, telephone, or video appointments.	22	77.94	74.64	72.07	Average	0.70	0.70	21 (15.91%)	28 (21.21%)	58 (43.94%)	22 (16.67%)	3 (2.27%)	107 (81.06%)
Composite: Getting Needed Care	--	77.01	74.06	69.45	Average	0.75	0.69	13 (9.85%)	34 (25.76%)	64 (48.48%)	17 (12.88%)	4 (3.03%)	111 (84.09%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	78.10	76.81	75.99	Average	0.67	0.67	14 (10.61%)	38 (28.79%)	53 (40.15%)	23 (17.42%)	4 (3.03%)	105 (79.55%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	75.93	71.31	62.92	Above	0.64	0.61	19 (14.39%)	20 (15.15%)	42 (31.82%)	46 (34.85%)	5 (3.79%)	81 (61.36%)
Composite: Cultural Competence	--	70.53	75.08	68.40	Average	0.20	0.44	6 (4.55%)	8 (6.06%)	34 (25.76%)	81 (61.36%)	3 (2.27%)	48 (36.36%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	93.44	92.16	86.32	Above	0.73	0.58	2 (1.52%)	6 (4.55%)	36 (27.27%)	87 (65.91%)	1 (0.76%)	44 (33.33%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	79.67	79.76	76.24	Average	0.38	0.38	5 (3.79%)	8 (6.06%)	16 (12.12%)	103 (78.03%)	0 (0.00%)	29 (21.97%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	38.46	53.33	42.64	Average	0.13	0.44	8 (6.06%)	0 (0.00%)	3 (2.27%)	116 (87.88%)	5 (3.79%)	11 (8.33%)
Composite: Doctor Communication	--	93.88	93.22	88.93	Above	0.73	0.52	1 (0.76%)	13 (9.85%)	85 (64.39%)	29 (21.97%)	4 (3.03%)	99 (75.00%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	93.18	92.25	88.91	Above	0.63	0.45	2 (1.52%)	17 (12.88%)	80 (60.61%)	29 (21.97%)	4 (3.03%)	99 (75.00%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	93.18	92.58	89.02	Above	0.53	0.35	3 (2.27%)	16 (12.12%)	80 (60.61%)	29 (21.97%)	4 (3.03%)	99 (75.00%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	96.53	96.26	91.87	Above	0.72	0.45	1 (0.76%)	10 (7.58%)	87 (65.91%)	29 (21.97%)	5 (3.79%)	98 (74.24%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	92.65	91.79	85.94	Above	0.73	0.53	1 (0.76%)	21 (15.91%)	77 (58.33%)	29 (21.97%)	4 (3.03%)	99 (75.00%)
Composite: Care Coordination	--	89.56	88.74	82.58	Above	0.72	0.61	3 (2.27%)	21 (15.91%)	80 (60.61%)	23 (17.42%)	5 (3.79%)	104 (78.79%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	96.85	95.56	89.36	Above	0.85	0.60	1 (0.76%)	9 (6.82%)	89 (67.42%)	29 (21.97%)	4 (3.03%)	99 (75.00%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	90.11	89.52	86.40	Average	0.70	0.56	3 (2.27%)	21 (15.91%)	68 (51.52%)	36 (27.27%)	4 (3.03%)	92 (69.70%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	92.06	90.67	85.48	Above	0.58	0.38	5 (3.79%)	14 (10.61%)	79 (59.85%)	30 (22.73%)	4 (3.03%)	98 (74.24%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	90.67	90.50	77.67	Above	0.44	0.29	1 (0.76%)	3 (2.27%)	15 (11.36%)	108 (81.82%)	5 (3.79%)	19 (14.39%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	78.13	77.45	73.99	Average	0.50	0.43	13 (9.85%)	19 (14.39%)	42 (31.82%)	52 (39.39%)	6 (4.55%)	74 (56.06%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	53.66	51.66	53.79	Average	0.73	0.75	46 (34.85%)	37 (28.03%)	27 (20.45%)	21 (15.91%)	1 (0.76%)	110 (83.33%)
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?	3	64.57	64.06	60.23	Average	0.63	0.66	37 (28.03%)	27 (20.45%)	32 (24.24%)	35 (26.52%)	1 (0.76%)	96 (72.73%)
In the last 6 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 before you got it?	4	48.08	45.49	50.25	Average	0.64	0.67	41 (31.06%)	19 (14.39%)	17 (12.88%)	55 (41.67%)	0 (0.00%)	77 (58.33%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	48.35	45.45	50.90	Average	0.67	0.70	45 (34.09%)	18 (13.64%)	20 (15.15%)	48 (36.36%)	1 (0.76%)	83 (62.88%)
Composite: Plan Administration	--	72.70	72.05	75.32	Average	0.65	0.71	12 (9.09%)	25 (18.94%)	36 (27.27%)	58 (43.94%)	1 (0.76%)	73 (55.30%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	61.70	60.62	65.76	Average	0.63	0.70	33 (25.00%)	10 (7.58%)	30 (22.73%)	58 (43.94%)	1 (0.76%)	73 (55.30%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	83.69	83.49	84.88	Average	0.56	0.58	10 (7.58%)	12 (9.09%)	51 (38.64%)	58 (43.94%)	1 (0.76%)	73 (55.30%)
Composite: Enrollee Experience with Cost	--	81.36	79.96	77.51	Average	0.75	0.74	117 (88.64%)	9 (6.82%)	4 (3.03%)	0 (0.00%)	2 (1.52%)	130 (98.48%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	81.26	78.10	75.22	Average	0.66	0.56	112 (84.85%)	12 (9.09%)	5 (3.79%)	0 (0.00%)	3 (2.27%)	129 (97.73%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	75.65	74.76	74.09	Average	0.73	0.74	108 (81.82%)	13 (9.85%)	7 (5.30%)	0 (0.00%)	4 (3.03%)	128 (96.97%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	80.08	79.42	75.56	Average	0.76	0.73	114 (86.36%)	7 (5.30%)	8 (6.06%)	0 (0.00%)	3 (2.27%)	129 (97.73%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	88.43	87.57	85.16	Average	0.67	0.62	120 (90.91%)	6 (4.55%)	4 (3.03%)	0 (0.00%)	2 (1.52%)	130 (98.48%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	68.09	66.11	67.13	Average	0.69	0.68	58 (43.94%)	6 (4.55%)	9 (6.82%)	58 (43.94%)	1 (0.76%)	73 (55.30%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	70.43	69.23	70.41	Average	0.55	0.59	12 (9.09%)	15 (11.36%)	18 (13.64%)	87 (65.91%)	0 (0.00%)	45 (34.09%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	64.52	63.70	65.36	Average	0.36	0.49	16 (12.12%)	10 (7.58%)	19 (14.39%)	87 (65.91%)	0 (0.00%)	45 (34.09%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	41.91	39.77	40.34	Average	0.84	0.86	66 (50.00%)	41 (31.06%)	0 (0.00%)	12 (9.09%)	13 (9.85%)	107 (81.06%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	19 (14.39%)	35 (26.52%)	54 (40.91%)	23 (17.42%)	0 (0.00%)	1 (0.76%)	131 (99.24%)
How confident are you that you know most of the things you need to know about using health insurance?	18	8 (6.06%)	37 (28.03%)	62 (46.97%)	22 (16.67%)	0 (0.00%)	3 (2.27%)	129 (97.73%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	23 (17.42%)	83 (62.88%)	16 (12.12%)	6 (4.55%)	0 (0.00%)	4 (3.03%)	128 (96.97%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	24 (18.18%)	94 (71.21%)	2 (1.52%)	2 (1.52%)	5 (3.79%)	0 (0.00%)	5 (3.79%)	127 (96.21%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	61 (46.21%)	38 (28.79%)	0 (0.00%)	29 (21.97%)	4 (3.03%)	99 (75.00%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	16 (12.12%)	41 (31.06%)	0 (0.00%)	67 (50.76%)	8 (6.06%)	57 (43.18%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	4 (3.03%)	64 (48.48%)	5 (3.79%)	6 (4.55%)	0 (0.00%)	46 (34.85%)	7 (5.30%)	79 (59.85%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	9 (6.82%)	52 (39.39%)	49 (37.12%)	14 (10.61%)	2 (1.52%)	0 (0.00%)	6 (4.55%)	126 (95.45%)
In general, how would you rate your overall mental or emotional health?	45	32 (24.24%)	43 (32.58%)	34 (25.76%)	17 (12.88%)	1 (0.76%)	0 (0.00%)	5 (3.79%)	127 (96.21%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	37 (28.03%)	89 (67.42%)	0 (0.00%)	6 (4.55%)	126 (95.45%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	106 (80.30%)	22 (16.67%)	0 (0.00%)	4 (3.03%)	128 (96.97%)
Are you deaf or do you have serious difficulty hearing?	54	7 (5.30%)	120 (90.91%)	0 (0.00%)	5 (3.79%)	127 (96.21%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	3 (2.27%)	125 (94.70%)	0 (0.00%)	4 (3.03%)	128 (96.97%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	11 (8.33%)	116 (87.88%)	0 (0.00%)	5 (3.79%)	127 (96.21%)
Do you have serious difficulty walking or climbing stairs?	57	16 (12.12%)	111 (84.09%)	0 (0.00%)	5 (3.79%)	127 (96.21%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	4 (3.03%)	124 (93.94%)	0 (0.00%)	4 (3.03%)	128 (96.97%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	11 (8.33%)	113 (85.61%)	0 (0.00%)	8 (6.06%)	124 (93.94%)
Are you of Hispanic, Latino, or Spanish origin?	64	4 (3.03%)	122 (92.42%)	0 (0.00%)	6 (4.55%)	126 (95.45%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	32 (24.24%)	4 (3.03%)	0 (0.00%)	89 (67.42%)	7 (5.30%)	36 (27.27%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	98 (74.24%)	7 (5.30%)	0 (0.00%)	22 (16.67%)	5 (3.79%)	105 (79.55%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	9 (6.82%)	4 (3.03%)	113 (85.61%)	1 (0.76%)	5 (3.79%)	127 (96.21%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	2 (1.52%)	5 (3.79%)	4 (3.03%)	2 (1.52%)	0 (0.00%)	114 (86.36%)	5 (3.79%)	13 (9.85%)
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.	48	7 (5.30%)	3 (2.27%)	1 (0.76%)	2 (1.52%)	0 (0.00%)	114 (86.36%)	5 (3.79%)	13 (9.85%)
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.	49	6 (4.55%)	4 (3.03%)	2 (1.52%)	1 (0.76%)	0 (0.00%)	114 (86.36%)	5 (3.79%)	13 (9.85%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	0 (0.00%)	4 (3.03%)	13 (9.85%)	14 (10.61%)	91 (68.94%)	4 (3.03%)	0 (0.00%)	0 (0.00%)	6 (4.55%)	126 (95.45%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	46 (34.85%)	85 (64.39%)	0 (0.00%)	1 (0.76%)	131 (99.24%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	2 (1.52%)	3 (2.27%)	49 (37.12%)	40 (30.30%)	19 (14.39%)	11 (8.33%)	0 (0.00%)	8 (6.06%)	124 (93.94%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	38 (28.79%)	19 (14.39%)	9 (6.82%)	0 (0.00%)	45 (34.09%)	8 (6.06%)	4 (3.03%)	3 (2.27%)	0 (0.00%)	6 (4.55%)	126 (95.45%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American,Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	2 (1.52%)	2 (1.52%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	NA	128 (96.97%)	4 (3.03%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	118 (89.39%)	6 (4.55%)	2 (1.52%)	1 (0.76%)	0 (0.00%)	1 (0.76%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	7 (5.30%)	125 (94.70%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	3 (2.27%)	127 (96.21%)	2 (1.52%)	130 (98.48%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	2 (1.52%)	1 (0.76%)	1 (0.76%)	0 (0.00%)	1 (0.76%)	127 (96.21%)	2 (1.52%)	3 (2.27%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	132 (10.15%)
Web	17,412 (2.90%)	50 (3.85%)
Mail	20,908 (3.48%)	69 (5.31%)
Telephone	12,592 (2.10%)	13 (1.00%)
Ineligible Enrollees	5,049 (0.84%)	6 (0.46%)
Deceased	313 (0.05%)	0 (0.00%)
Not Eligible	4,736 (0.79%)	6 (0.46%)
Non-Respondents	544,207 (90.68%)	1,162 (89.38%)
Refusal	60,519 (10.08%)	149 (11.46%)
No Response After Maximum Attempts	468,745 (78.10%)	990 (76.15%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	1 (0.08%)
Other Non-Respondents	9,832 (1.64%)	22 (1.69%)
Total Enrollees	600,168 (100%)	1,300 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Capital Advantage Assurance Company
45127-PA-PPO

Total Number of Completed Surveys: 161

Survey Response Rate: 16.9%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screenener Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screenener questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	74.01	73.48	73.79	Average	0.90	0.89	44 (27.33%)	64 (39.75%)	53 (32.92%)	0 (0.00%)	0 (0.00%)	161 (100.00%)
Rating of All Health Care	26	80.80	79.79	80.96	Average	0.76	0.75	21 (13.04%)	45 (27.95%)	74 (45.96%)	19 (11.80%)	2 (1.24%)	140 (86.96%)
Rating of Personal Doctor	39	90.51	89.67	88.29	Average	0.63	0.50	11 (6.83%)	18 (11.18%)	104 (64.60%)	26 (16.15%)	2 (1.24%)	133 (82.61%)
Rating of Specialist	43	89.38	88.47	86.12	Average	0.49	0.33	5 (3.11%)	21 (13.04%)	77 (47.83%)	56 (34.78%)	2 (1.24%)	103 (63.98%)
Composite: Getting Care Quickly	--	78.06	75.45	71.19	Average	0.78	0.68	15 (9.32%)	46 (28.57%)	78 (48.45%)	22 (13.66%)	0 (0.00%)	139 (86.34%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	81.11	78.59	70.31	Above	0.69	0.58	12 (7.45%)	22 (13.66%)	52 (32.30%)	75 (46.58%)	0 (0.00%)	86 (53.42%)
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? Include in-person, telephone, or video appointments.	22	75.00	72.32	72.07	Average	0.77	0.70	22 (13.66%)	48 (29.81%)	66 (40.99%)	25 (15.53%)	0 (0.00%)	136 (84.47%)
Composite: Getting Needed Care	--	76.96	73.51	69.45	Average	0.78	0.69	14 (8.70%)	50 (31.06%)	87 (54.04%)	9 (5.59%)	1 (0.62%)	151 (93.79%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	76.77	74.49	75.99	Average	0.73	0.67	19 (11.80%)	52 (32.30%)	70 (43.48%)	19 (11.80%)	1 (0.62%)	141 (87.58%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	77.14	72.53	62.92	Above	0.74	0.61	23 (14.29%)	25 (15.53%)	63 (39.13%)	49 (30.43%)	1 (0.62%)	111 (68.94%)
Composite: Cultural Competence	--	62.28	66.82	68.40	Average	0.49	0.44	8 (4.97%)	8 (4.97%)	34 (21.12%)	110 (68.32%)	1 (0.62%)	50 (31.06%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	91.15	90.18	86.32	Average	0.61	0.58	4 (2.48%)	4 (2.48%)	38 (23.60%)	113 (70.19%)	2 (1.24%)	46 (28.57%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	70.71	70.55	76.24	Average	0.32	0.38	7 (4.35%)	6 (3.73%)	11 (6.83%)	137 (85.09%)	0 (0.00%)	24 (14.91%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	25.00	39.73	42.64	Average	0.41	0.44	6 (3.73%)	0 (0.00%)	1 (0.62%)	152 (94.41%)	2 (1.24%)	7 (4.35%)
Composite: Doctor Communication	--	91.01	89.84	88.93	Average	0.64	0.52	7 (4.35%)	16 (9.94%)	111 (68.94%)	26 (16.15%)	1 (0.62%)	134 (83.23%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	90.50	89.20	88.91	Average	0.56	0.45	7 (4.35%)	21 (13.04%)	105 (65.22%)	26 (16.15%)	2 (1.24%)	133 (82.61%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	91.20	90.06	89.02	Average	0.50	0.35	8 (4.97%)	18 (11.18%)	106 (65.84%)	26 (16.15%)	3 (1.86%)	132 (81.99%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	93.15	92.37	91.87	Average	0.57	0.45	7 (4.35%)	15 (9.32%)	112 (69.57%)	26 (16.15%)	1 (0.62%)	134 (83.23%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	89.20	87.72	85.94	Average	0.64	0.53	9 (5.59%)	23 (14.29%)	101 (62.73%)	26 (16.15%)	2 (1.24%)	133 (82.61%)
Composite: Care Coordination	--	86.47	84.88	82.58	Average	0.69	0.61	7 (4.35%)	28 (17.39%)	105 (65.22%)	18 (11.18%)	3 (1.86%)	140 (86.96%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	94.44	92.70	89.36	Above	0.79	0.60	4 (2.48%)	16 (9.94%)	114 (70.81%)	26 (16.15%)	1 (0.62%)	134 (83.23%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	91.77	90.61	86.40	Above	0.73	0.56	6 (3.73%)	19 (11.80%)	100 (62.11%)	35 (21.74%)	1 (0.62%)	125 (77.64%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	86.25	84.58	85.48	Average	0.44	0.38	15 (9.32%)	17 (10.56%)	90 (55.90%)	38 (23.60%)	1 (0.62%)	122 (75.78%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	80.77	78.60	77.67	Average	0.33	0.29	3 (1.86%)	5 (3.11%)	9 (5.59%)	140 (86.96%)	4 (2.48%)	17 (10.56%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	79.13	77.93	73.99	Average	0.62	0.43	17 (10.56%)	25 (15.53%)	55 (34.16%)	61 (37.89%)	3 (1.86%)	97 (60.25%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	49.96	48.93	53.79	Average	0.72	0.75	63 (39.13%)	26 (16.15%)	34 (21.12%)	37 (22.98%)	1 (0.62%)	123 (76.40%)
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?	3	56.22	56.48	60.23	Average	0.61	0.66	44 (27.33%)	27 (16.77%)	30 (18.63%)	58 (36.02%)	2 (1.24%)	101 (62.73%)
In the last 6 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 before you got it?	4	46.45	45.09	50.25	Average	0.66	0.67	52 (32.30%)	25 (15.53%)	18 (11.18%)	63 (39.13%)	3 (1.86%)	95 (59.01%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	47.22	45.21	50.90	Average	0.68	0.70	55 (34.16%)	17 (10.56%)	27 (16.77%)	61 (37.89%)	1 (0.62%)	99 (61.49%)
Composite: Plan Administration	--	77.96	77.09	75.32	Average	0.65	0.71	7 (4.35%)	14 (8.70%)	45 (27.95%)	93 (57.76%)	2 (1.24%)	66 (40.99%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	68.15	66.78	65.76	Average	0.63	0.70	18 (11.18%)	18 (11.18%)	30 (18.63%)	93 (57.76%)	2 (1.24%)	66 (40.99%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	87.78	87.40	84.88	Average	0.51	0.58	7 (4.35%)	6 (3.73%)	53 (32.92%)	93 (57.76%)	2 (1.24%)	66 (40.99%)
Composite: Enrollee Experience with Cost	--	80.34	77.75	77.51	Average	0.84	0.74	148 (91.93%)	11 (6.83%)	2 (1.24%)	0 (0.00%)	0 (0.00%)	161 (100.00%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	77.89	73.80	75.22	Average	0.64	0.56	133 (82.61%)	10 (6.21%)	12 (7.45%)	0 (0.00%)	6 (3.73%)	155 (96.27%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	74.48	72.68	74.09	Average	0.82	0.74	134 (83.23%)	17 (10.56%)	7 (4.35%)	0 (0.00%)	3 (1.86%)	158 (98.14%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	78.89	76.77	75.56	Average	0.78	0.73	133 (82.61%)	16 (9.94%)	11 (6.83%)	0 (0.00%)	1 (0.62%)	160 (99.38%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	90.09	87.74	85.16	Average	0.71	0.62	155 (96.27%)	0 (0.00%)	6 (3.73%)	0 (0.00%)	0 (0.00%)	161 (100.00%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	74.81	71.96	67.13	Average	0.60	0.68	56 (34.78%)	5 (3.11%)	5 (3.11%)	93 (57.76%)	2 (1.24%)	66 (40.99%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	61.11	60.13	70.41	Below	0.53	0.59	15 (9.32%)	19 (11.80%)	14 (8.70%)	113 (70.19%)	0 (0.00%)	48 (29.81%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	53.65	52.78	65.36	Below	0.34	0.49	21 (13.04%)	8 (4.97%)	18 (11.18%)	113 (70.19%)	1 (0.62%)	47 (29.19%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	35.33	35.23	40.34	Average	0.87	0.86	84 (52.17%)	43 (26.71%)	0 (0.00%)	16 (9.94%)	18 (11.18%)	127 (78.88%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	25 (15.53%)	55 (34.16%)	55 (34.16%)	26 (16.15%)	0 (0.00%)	0 (0.00%)	161 (100.00%)
How confident are you that you know most of the things you need to know about using health insurance?	18	18 (11.18%)	55 (34.16%)	66 (40.99%)	22 (13.66%)	0 (0.00%)	0 (0.00%)	161 (100.00%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	19 (11.80%)	117 (72.67%)	19 (11.80%)	5 (3.11%)	0 (0.00%)	1 (0.62%)	160 (99.38%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	21 (13.04%)	125 (77.64%)	7 (4.35%)	1 (0.62%)	5 (3.11%)	0 (0.00%)	2 (1.24%)	159 (98.76%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	85 (52.80%)	48 (29.81%)	0 (0.00%)	26 (16.15%)	2 (1.24%)	133 (82.61%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	15 (9.32%)	66 (40.99%)	0 (0.00%)	74 (45.96%)	6 (3.73%)	81 (50.31%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	7 (4.35%)	96 (59.63%)	4 (2.48%)	4 (2.48%)	0 (0.00%)	49 (30.43%)	1 (0.62%)	111 (68.94%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	20 (12.42%)	69 (42.86%)	54 (33.54%)	16 (9.94%)	0 (0.00%)	0 (0.00%)	2 (1.24%)	159 (98.76%)
In general, how would you rate your overall mental or emotional health?	45	51 (31.68%)	58 (36.02%)	38 (23.60%)	10 (6.21%)	1 (0.62%)	0 (0.00%)	3 (1.86%)	158 (98.14%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	41 (25.47%)	118 (73.29%)	0 (0.00%)	2 (1.24%)	159 (98.76%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	115 (71.43%)	44 (27.33%)	0 (0.00%)	2 (1.24%)	159 (98.76%)
Are you deaf or do you have serious difficulty hearing?	54	2 (1.24%)	157 (97.52%)	0 (0.00%)	2 (1.24%)	159 (98.76%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	0 (0.00%)	159 (98.76%)	0 (0.00%)	2 (1.24%)	159 (98.76%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	9 (5.59%)	151 (93.79%)	0 (0.00%)	1 (0.62%)	160 (99.38%)
Do you have serious difficulty walking or climbing stairs?	57	10 (6.21%)	150 (93.17%)	0 (0.00%)	1 (0.62%)	160 (99.38%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	3 (1.86%)	157 (97.52%)	0 (0.00%)	1 (0.62%)	160 (99.38%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	5 (3.11%)	155 (96.27%)	0 (0.00%)	1 (0.62%)	160 (99.38%)
Are you of Hispanic, Latino, or Spanish origin?	64	3 (1.86%)	153 (95.03%)	0 (0.00%)	5 (3.11%)	156 (96.89%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	30 (18.63%)	10 (6.21%)	0 (0.00%)	118 (73.29%)	3 (1.86%)	40 (24.84%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	109 (67.70%)	7 (4.35%)	0 (0.00%)	44 (27.33%)	1 (0.62%)	116 (72.05%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	7 (4.35%)	3 (1.86%)	148 (91.93%)	1 (0.62%)	2 (1.24%)	159 (98.76%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	3 (1.86%)	2 (1.24%)	2 (1.24%)	4 (2.48%)	0 (0.00%)	149 (92.55%)	1 (0.62%)	11 (6.83%)
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.	48	3 (1.86%)	5 (3.11%)	1 (0.62%)	2 (1.24%)	0 (0.00%)	149 (92.55%)	1 (0.62%)	11 (6.83%)
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.	49	4 (2.48%)	3 (1.86%)	1 (0.62%)	3 (1.86%)	0 (0.00%)	149 (92.55%)	1 (0.62%)	11 (6.83%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	3 (1.86%)	3 (1.86%)	9 (5.59%)	17 (10.56%)	124 (77.02%)	4 (2.48%)	0 (0.00%)	0 (0.00%)	1 (0.62%)	160 (99.38%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	52 (32.30%)	108 (67.08%)	0 (0.00%)	1 (0.62%)	160 (99.38%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	1 (0.62%)	4 (2.48%)	63 (39.13%)	37 (22.98%)	31 (19.25%)	23 (14.29%)	0 (0.00%)	2 (1.24%)	159 (98.76%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	51 (31.68%)	21 (13.04%)	6 (3.73%)	1 (0.62%)	60 (37.27%)	2 (1.24%)	4 (2.48%)	9 (5.59%)	0 (0.00%)	7 (4.35%)	154 (95.65%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American,Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	0 (0.00%)	2 (1.24%)	0 (0.00%)	1 (0.62%)	0 (0.00%)	NA	158 (98.14%)	3 (1.86%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	149 (92.55%)	2 (1.24%)	2 (1.24%)	0 (0.00%)	2 (1.24%)	0 (0.00%)	0 (0.00%)	2 (1.24%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6 (3.73%)	155 (96.27%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	4 (2.48%)	156 (96.89%)	1 (0.62%)	160 (99.38%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	1 (0.62%)	2 (1.24%)	1 (0.62%)	0 (0.00%)	0 (0.00%)	156 (96.89%)	1 (0.62%)	4 (2.48%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	161 (9.53%)
Web	17,412 (2.90%)	31 (1.83%)
Mail	20,908 (3.48%)	114 (6.75%)
Telephone	12,592 (2.10%)	16 (0.95%)
Ineligible Enrollees	5,049 (0.84%)	11 (0.65%)
Deceased	313 (0.05%)	1 (0.06%)
Not Eligible	4,736 (0.79%)	10 (0.59%)
Non-Respondents	544,207 (90.68%)	1,518 (89.82%)
Refusal	60,519 (10.08%)	185 (10.95%)
No Response After Maximum Attempts	468,745 (78.10%)	1,318 (77.99%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	4 (0.24%)
Other Non-Respondents	9,832 (1.64%)	11 (0.65%)
Total Enrollees	600,168 (100%)	1,690 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Oscar Health Plan of Pennsylvania, Inc.
98517-PA-HMO

Total Number of Completed Surveys: 116

Survey Response Rate: 15.6%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screenener Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screenener questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	66.08	66.72	73.79	Below	0.85	0.89	45 (38.79%)	40 (34.48%)	28 (24.14%)	0 (0.00%)	3 (2.59%)	113 (97.41%)
Rating of All Health Care	26	78.79	78.83	80.96	Average	0.75	0.75	16 (13.79%)	35 (30.17%)	35 (30.17%)	28 (24.14%)	2 (1.72%)	86 (74.14%)
Rating of Personal Doctor	39	91.57	91.65	88.29	Above	0.69	0.50	2 (1.72%)	15 (12.93%)	70 (60.34%)	28 (24.14%)	1 (0.86%)	87 (75.00%)
Rating of Specialist	43	89.28	89.92	86.12	Average	0.32	0.33	6 (5.17%)	9 (7.76%)	46 (39.66%)	50 (43.10%)	5 (4.31%)	61 (52.59%)
Composite: Getting Care Quickly	--	74.93	74.15	71.19	Average	0.61	0.68	12 (10.34%)	27 (23.28%)	59 (50.86%)	18 (15.52%)	0 (0.00%)	98 (84.48%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	74.79	74.01	70.31	Average	0.56	0.58	14 (12.07%)	15 (12.93%)	38 (32.76%)	49 (42.24%)	0 (0.00%)	67 (57.76%)
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? Include in-person, telephone, or video appointments.	22	75.07	74.28	72.07	Average	0.61	0.70	17 (14.66%)	26 (22.41%)	52 (44.83%)	20 (17.24%)	1 (0.86%)	95 (81.90%)
Composite: Getting Needed Care	--	69.02	67.89	69.45	Average	0.62	0.69	20 (17.24%)	33 (28.45%)	46 (39.66%)	15 (12.93%)	2 (1.72%)	99 (85.34%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	75.08	74.76	75.99	Average	0.64	0.67	14 (12.07%)	29 (25.00%)	43 (37.07%)	28 (24.14%)	2 (1.72%)	86 (74.14%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	62.96	61.02	62.92	Average	0.49	0.61	27 (23.28%)	15 (12.93%)	36 (31.03%)	35 (30.17%)	3 (2.59%)	78 (67.24%)
Composite: Cultural Competence	--	66.33	67.47	68.40	Average	0.32	0.44	9 (7.76%)	15 (12.93%)	37 (31.90%)	53 (45.69%)	2 (1.72%)	61 (52.59%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	87.30	86.41	86.32	Average	0.39	0.58	4 (3.45%)	9 (7.76%)	44 (37.93%)	56 (48.28%)	3 (2.59%)	57 (49.14%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	81.39	80.75	76.24	Average	0.26	0.38	5 (4.31%)	5 (4.31%)	29 (25.00%)	74 (63.79%)	3 (2.59%)	39 (33.62%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	30.31	35.24	42.64	Average	0.40	0.44	15 (12.93%)	1 (0.86%)	5 (4.31%)	95 (81.90%)	0 (0.00%)	21 (18.10%)
Composite: Doctor Communication	--	93.61	93.54	88.93	Above	0.56	0.52	0 (0.00%)	11 (9.48%)	77 (66.38%)	28 (24.14%)	0 (0.00%)	88 (75.86%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	92.33	92.10	88.91	Average	0.56	0.45	1 (0.86%)	18 (15.52%)	67 (57.76%)	28 (24.14%)	2 (1.72%)	86 (74.14%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	94.00	93.93	89.02	Above	0.33	0.35	2 (1.72%)	10 (8.62%)	74 (63.79%)	28 (24.14%)	2 (1.72%)	86 (74.14%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	95.29	95.36	91.87	Average	0.37	0.45	2 (1.72%)	6 (5.17%)	77 (66.38%)	28 (24.14%)	3 (2.59%)	85 (73.28%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	92.81	92.75	85.94	Above	0.71	0.53	0 (0.00%)	18 (15.52%)	69 (59.48%)	28 (24.14%)	1 (0.86%)	87 (75.00%)
Composite: Care Coordination	--	91.23	90.90	82.58	Above	0.75	0.61	4 (3.45%)	13 (11.21%)	75 (64.66%)	22 (18.97%)	2 (1.72%)	92 (79.31%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	90.20	89.80	89.36	Average	0.49	0.60	4 (3.45%)	12 (10.34%)	71 (61.21%)	28 (24.14%)	1 (0.86%)	87 (75.00%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	91.04	90.73	86.40	Average	0.50	0.56	6 (5.17%)	7 (6.03%)	66 (56.90%)	36 (31.03%)	1 (0.86%)	79 (68.10%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	90.42	89.71	85.48	Average	0.33	0.38	4 (3.45%)	12 (10.34%)	64 (55.17%)	33 (28.45%)	3 (2.59%)	80 (68.97%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	95.46	95.23	77.67	Above	0.60	0.29	1 (0.86%)	1 (0.86%)	16 (13.79%)	97 (83.62%)	1 (0.86%)	18 (15.52%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	89.05	89.01	73.99	Above	0.62	0.43	2 (1.72%)	13 (11.21%)	46 (39.66%)	50 (43.10%)	5 (4.31%)	61 (52.59%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	60.77	59.70	53.79	Average	0.74	0.75	32 (27.59%)	40 (34.48%)	29 (25.00%)	14 (12.07%)	1 (0.86%)	101 (87.07%)
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?	3	67.58	67.01	60.23	Above	0.67	0.66	26 (22.41%)	32 (27.59%)	36 (31.03%)	19 (16.38%)	3 (2.59%)	94 (81.03%)
In the last 6 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 before you got it?	4	58.41	57.07	50.25	Average	0.65	0.67	39 (33.62%)	19 (16.38%)	35 (30.17%)	21 (18.10%)	2 (1.72%)	93 (80.17%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	56.33	55.01	50.90	Average	0.65	0.70	35 (30.17%)	21 (18.10%)	30 (25.86%)	30 (25.86%)	0 (0.00%)	86 (74.14%)
Composite: Plan Administration	--	73.30	73.29	75.32	Average	0.72	0.71	11 (9.48%)	29 (25.00%)	50 (43.10%)	26 (22.41%)	0 (0.00%)	90 (77.59%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	63.75	63.46	65.76	Average	0.69	0.70	31 (26.72%)	20 (17.24%)	39 (33.62%)	26 (22.41%)	0 (0.00%)	90 (77.59%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	82.85	83.11	84.88	Average	0.56	0.58	10 (8.62%)	17 (14.66%)	63 (54.31%)	26 (22.41%)	0 (0.00%)	90 (77.59%)
Composite: Enrollee Experience with Cost	--	70.70	70.67	77.51	Below	0.62	0.74	90 (77.59%)	16 (13.79%)	9 (7.76%)	0 (0.00%)	1 (0.86%)	115 (99.14%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	70.08	68.67	75.22	Average	0.45	0.56	84 (72.41%)	13 (11.21%)	13 (11.21%)	0 (0.00%)	6 (5.17%)	110 (94.83%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	63.71	63.58	74.09	Below	0.61	0.74	77 (66.38%)	13 (11.21%)	17 (14.66%)	0 (0.00%)	9 (7.76%)	107 (92.24%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	67.94	68.85	75.56	Average	0.63	0.73	86 (74.14%)	13 (11.21%)	15 (12.93%)	0 (0.00%)	2 (1.72%)	114 (98.28%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	81.06	81.57	85.16	Average	0.52	0.62	98 (84.48%)	9 (7.76%)	8 (6.90%)	0 (0.00%)	1 (0.86%)	115 (99.14%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	67.31	66.70	67.13	Average	0.68	0.68	65 (56.03%)	14 (12.07%)	11 (9.48%)	26 (22.41%)	0 (0.00%)	90 (77.59%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	67.20	66.59	70.41	Average	0.42	0.59	15 (12.93%)	17 (14.66%)	25 (21.55%)	56 (48.28%)	3 (2.59%)	57 (49.14%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	62.96	62.78	65.36	Average	0.39	0.49	16 (13.79%)	19 (16.38%)	22 (18.97%)	56 (48.28%)	3 (2.59%)	57 (49.14%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	45.10	44.61	40.34	Average	0.82	0.86	49 (42.24%)	39 (33.62%)	0 (0.00%)	16 (13.79%)	12 (10.34%)	88 (75.86%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	8 (6.90%)	40 (34.48%)	41 (35.34%)	25 (21.55%)	0 (0.00%)	2 (1.72%)	114 (98.28%)
How confident are you that you know most of the things you need to know about using health insurance?	18	8 (6.90%)	42 (36.21%)	37 (31.90%)	28 (24.14%)	0 (0.00%)	1 (0.86%)	115 (99.14%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	27 (23.28%)	67 (57.76%)	14 (12.07%)	6 (5.17%)	1 (0.86%)	1 (0.86%)	115 (99.14%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	21 (18.10%)	82 (70.69%)	4 (3.45%)	1 (0.86%)	7 (6.03%)	0 (0.00%)	1 (0.86%)	115 (99.14%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	54 (46.55%)	33 (28.45%)	0 (0.00%)	28 (24.14%)	1 (0.86%)	87 (75.00%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	18 (15.52%)	36 (31.03%)	0 (0.00%)	61 (52.59%)	1 (0.86%)	54 (46.55%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	15 (12.93%)	57 (49.14%)	2 (1.72%)	2 (1.72%)	0 (0.00%)	35 (30.17%)	5 (4.31%)	76 (65.52%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	12 (10.34%)	33 (28.45%)	43 (37.07%)	19 (16.38%)	6 (5.17%)	0 (0.00%)	3 (2.59%)	113 (97.41%)
In general, how would you rate your overall mental or emotional health?	45	23 (19.83%)	32 (27.59%)	41 (35.34%)	12 (10.34%)	5 (4.31%)	0 (0.00%)	3 (2.59%)	113 (97.41%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	33 (28.45%)	80 (68.97%)	0 (0.00%)	3 (2.59%)	113 (97.41%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	79 (68.10%)	33 (28.45%)	0 (0.00%)	4 (3.45%)	112 (96.55%)
Are you deaf or do you have serious difficulty hearing?	54	6 (5.17%)	105 (90.52%)	0 (0.00%)	5 (4.31%)	111 (95.69%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	2 (1.72%)	110 (94.83%)	0 (0.00%)	4 (3.45%)	112 (96.55%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	9 (7.76%)	103 (88.79%)	0 (0.00%)	4 (3.45%)	112 (96.55%)
Do you have serious difficulty walking or climbing stairs?	57	11 (9.48%)	100 (86.21%)	0 (0.00%)	5 (4.31%)	111 (95.69%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	5 (4.31%)	106 (91.38%)	0 (0.00%)	5 (4.31%)	111 (95.69%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	9 (7.76%)	103 (88.79%)	0 (0.00%)	4 (3.45%)	112 (96.55%)
Are you of Hispanic, Latino, or Spanish origin?	64	13 (11.21%)	96 (82.76%)	0 (0.00%)	7 (6.03%)	109 (93.97%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	28 (24.14%)	5 (4.31%)	0 (0.00%)	80 (68.97%)	3 (2.59%)	33 (28.45%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	77 (66.38%)	2 (1.72%)	0 (0.00%)	33 (28.45%)	4 (3.45%)	79 (68.10%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	12 (10.34%)	13 (11.21%)	87 (75.00%)	1 (0.86%)	3 (2.59%)	113 (97.41%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	5 (4.31%)	4 (3.45%)	3 (2.59%)	13 (11.21%)	0 (0.00%)	88 (75.86%)	3 (2.59%)	25 (21.55%)
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.	48	8 (6.90%)	5 (4.31%)	3 (2.59%)	8 (6.90%)	0 (0.00%)	88 (75.86%)	4 (3.45%)	24 (20.69%)
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.	49	11 (9.48%)	5 (4.31%)	4 (3.45%)	5 (4.31%)	0 (0.00%)	88 (75.86%)	3 (2.59%)	25 (21.55%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	0 (0.00%)	13 (11.21%)	13 (11.21%)	13 (11.21%)	70 (60.34%)	3 (2.59%)	0 (0.00%)	0 (0.00%)	4 (3.45%)	112 (96.55%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	49 (42.24%)	66 (56.90%)	0 (0.00%)	1 (0.86%)	115 (99.14%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	1 (0.86%)	5 (4.31%)	43 (37.07%)	27 (23.28%)	22 (18.97%)	11 (9.48%)	0 (0.00%)	7 (6.03%)	109 (93.97%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	49 (42.24%)	20 (17.24%)	4 (3.45%)	0 (0.00%)	20 (17.24%)	2 (1.72%)	6 (5.17%)	9 (7.76%)	0 (0.00%)	6 (5.17%)	110 (94.83%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American, Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	0 (0.00%)	7 (6.03%)	0 (0.00%)	6 (5.17%)	0 (0.00%)	NA	103 (88.79%)	13 (11.21%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	87 (75.00%)	11 (9.48%)	1 (0.86%)	2 (1.72%)	1 (0.86%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.86%)	1 (0.86%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.86%)	0 (0.00%)	12 (10.34%)	104 (89.66%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	0 (0.00%)	114 (98.28%)	2 (1.72%)	114 (98.28%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	114 (98.28%)	2 (1.72%)	0 (0.00%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	116 (8.11%)
Web	17,412 (2.90%)	41 (2.87%)
Mail	20,908 (3.48%)	56 (3.92%)
Telephone	12,592 (2.10%)	19 (1.33%)
Ineligible Enrollees	5,049 (0.84%)	15 (1.05%)
Deceased	313 (0.05%)	0 (0.00%)
Not Eligible	4,736 (0.79%)	15 (1.05%)
Non-Respondents	544,207 (90.68%)	1,299 (90.84%)
Refusal	60,519 (10.08%)	162 (11.33%)
No Response After Maximum Attempts	468,745 (78.10%)	1,118 (78.18%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	1 (0.07%)
Other Non-Respondents	9,832 (1.64%)	18 (1.26%)
Total Enrollees	600,168 (100%)	1,430 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Independence Blue Cross (QCC Ins. Co.)
31609-PA-EPO

Total Number of Completed Surveys: 209

Survey Response Rate: 16.6%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screening Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screening questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	58.68	61.08	73.79	Below	0.89	0.89	107 (51.20%)	64 (30.62%)	36 (17.22%)	0 (0.00%)	2 (0.96%)	207 (99.04%)
Rating of All Health Care	26	74.76	75.91	80.96	Below	0.80	0.75	38 (18.18%)	72 (34.45%)	56 (26.79%)	39 (18.66%)	4 (1.91%)	166 (79.43%)
Rating of Personal Doctor	39	87.06	87.25	88.29	Average	0.48	0.50	9 (4.31%)	36 (17.22%)	96 (45.93%)	65 (31.10%)	3 (1.44%)	141 (67.46%)
Rating of Specialist	43	87.05	87.75	86.12	Average	0.60	0.33	10 (4.78%)	33 (15.79%)	76 (36.36%)	84 (40.19%)	6 (2.87%)	119 (56.94%)
Composite: Getting Care Quickly	--	72.40	71.56	71.19	Average	0.75	0.68	28 (13.40%)	56 (26.79%)	92 (44.02%)	31 (14.83%)	2 (0.96%)	176 (84.21%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	69.58	68.50	70.31	Average	0.67	0.58	31 (14.83%)	31 (14.83%)	50 (23.92%)	95 (45.45%)	2 (0.96%)	112 (53.59%)
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? Include in-person, telephone, or video appointments.	22	75.23	74.63	72.07	Average	0.77	0.70	34 (16.27%)	51 (24.40%)	86 (41.15%)	35 (16.75%)	3 (1.44%)	171 (81.82%)
Composite: Getting Needed Care	--	73.26	72.65	69.45	Average	0.77	0.69	32 (15.31%)	52 (24.88%)	93 (44.50%)	27 (12.92%)	5 (2.39%)	177 (84.69%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	74.16	74.41	75.99	Average	0.72	0.67	36 (17.22%)	51 (24.40%)	78 (37.32%)	39 (18.66%)	5 (2.39%)	165 (78.95%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	72.36	70.88	62.92	Above	0.75	0.61	30 (14.35%)	38 (18.18%)	65 (31.10%)	70 (33.49%)	6 (2.87%)	133 (63.64%)
Composite: Cultural Competence	--	64.27	69.81	68.40	Average	0.42	0.44	12 (5.74%)	16 (7.66%)	59 (28.23%)	116 (55.50%)	6 (2.87%)	87 (41.63%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	87.46	85.80	86.32	Average	0.42	0.58	7 (3.35%)	6 (2.87%)	70 (33.49%)	123 (58.85%)	3 (1.44%)	83 (39.71%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	77.36	79.20	76.24	Average	0.45	0.38	7 (3.35%)	10 (4.78%)	27 (12.92%)	163 (77.99%)	2 (0.96%)	44 (21.05%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	28.00	44.44	42.64	Average	0.37	0.44	16 (7.66%)	2 (0.96%)	2 (0.96%)	184 (88.04%)	5 (2.39%)	20 (9.57%)
Composite: Doctor Communication	--	90.88	90.51	88.93	Average	0.64	0.52	6 (2.87%)	14 (6.70%)	121 (57.89%)	65 (31.10%)	3 (1.44%)	141 (67.46%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	92.04	91.17	88.91	Average	0.56	0.45	8 (3.83%)	16 (7.66%)	117 (55.98%)	65 (31.10%)	3 (1.44%)	141 (67.46%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	90.19	89.86	89.02	Average	0.48	0.35	8 (3.83%)	22 (10.53%)	111 (53.11%)	65 (31.10%)	3 (1.44%)	141 (67.46%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	93.33	93.31	91.87	Average	0.59	0.45	6 (2.87%)	14 (6.70%)	121 (57.89%)	65 (31.10%)	3 (1.44%)	141 (67.46%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	87.96	87.71	85.94	Average	0.62	0.53	12 (5.74%)	25 (11.96%)	104 (49.76%)	65 (31.10%)	3 (1.44%)	141 (67.46%)
Composite: Care Coordination	--	81.51	81.41	82.58	Average	0.66	0.61	16 (7.66%)	35 (16.75%)	108 (51.67%)	46 (22.01%)	4 (1.91%)	159 (76.08%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	89.44	88.53	89.36	Average	0.62	0.60	8 (3.83%)	21 (10.05%)	112 (53.59%)	65 (31.10%)	3 (1.44%)	141 (67.46%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	85.23	84.84	86.40	Average	0.54	0.56	15 (7.18%)	26 (12.44%)	91 (43.54%)	74 (35.41%)	3 (1.44%)	132 (63.16%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	88.89	87.61	85.48	Average	0.58	0.38	11 (5.26%)	22 (10.53%)	95 (45.45%)	78 (37.32%)	3 (1.44%)	128 (61.24%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	76.54	77.15	77.67	Average	0.28	0.29	5 (2.39%)	5 (2.39%)	12 (5.74%)	176 (84.21%)	11 (5.26%)	22 (10.53%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	67.45	68.94	73.99	Average	0.52	0.43	29 (13.88%)	30 (14.35%)	45 (21.53%)	98 (46.89%)	7 (3.35%)	104 (49.76%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	40.22	40.98	53.79	Below	0.78	0.75	100 (47.85%)	38 (18.18%)	40 (19.14%)	30 (14.35%)	1 (0.48%)	178 (85.17%)
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?	3	49.10	50.41	60.23	Below	0.69	0.66	85 (40.67%)	38 (18.18%)	38 (18.18%)	47 (22.49%)	1 (0.48%)	161 (77.03%)
In the last 6 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 before you got it?	4	33.92	34.58	50.25	Below	0.75	0.67	92 (44.02%)	19 (9.09%)	25 (11.96%)	73 (34.93%)	0 (0.00%)	136 (65.07%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	37.64	37.96	50.90	Below	0.76	0.70	76 (36.36%)	22 (10.53%)	27 (12.92%)	84 (40.19%)	0 (0.00%)	125 (59.81%)
Composite: Plan Administration	--	62.34	63.65	75.32	Below	0.69	0.71	28 (13.40%)	46 (22.01%)	50 (23.92%)	84 (40.19%)	1 (0.48%)	124 (59.33%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	48.95	50.48	65.76	Below	0.71	0.70	66 (31.58%)	19 (9.09%)	39 (18.66%)	84 (40.19%)	1 (0.48%)	124 (59.33%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	75.74	76.82	84.88	Below	0.57	0.58	24 (11.48%)	24 (11.48%)	76 (36.36%)	84 (40.19%)	1 (0.48%)	124 (59.33%)
Composite: Enrollee Experience with Cost	--	70.91	70.07	77.51	Below	0.76	0.74	157 (75.12%)	38 (18.18%)	14 (6.70%)	0 (0.00%)	0 (0.00%)	209 (100.00%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	73.36	70.17	75.22	Below	0.64	0.56	161 (77.03%)	28 (13.40%)	15 (7.18%)	0 (0.00%)	5 (2.39%)	204 (97.61%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	61.64	61.66	74.09	Below	0.73	0.74	140 (66.99%)	30 (14.35%)	32 (15.31%)	0 (0.00%)	7 (3.35%)	202 (96.65%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	68.60	69.21	75.56	Below	0.77	0.73	152 (72.73%)	23 (11.00%)	33 (15.79%)	0 (0.00%)	1 (0.48%)	208 (99.52%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	80.03	79.23	85.16	Below	0.62	0.62	177 (84.69%)	9 (4.31%)	20 (9.57%)	0 (0.00%)	3 (1.44%)	206 (98.56%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	51.69	50.68	67.13	Below	0.65	0.68	75 (35.89%)	19 (9.09%)	30 (14.35%)	84 (40.19%)	1 (0.48%)	124 (59.33%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	60.86	61.73	70.41	Average	0.50	0.59	25 (11.96%)	30 (14.35%)	28 (13.40%)	123 (58.85%)	3 (1.44%)	83 (39.71%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	62.42	62.25	65.36	Average	0.43	0.49	27 (12.92%)	21 (10.05%)	36 (17.22%)	123 (58.85%)	2 (0.96%)	84 (40.19%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	44.32	41.75	40.34	Average	0.88	0.86	80 (38.28%)	66 (31.58%)	0 (0.00%)	26 (12.44%)	37 (17.70%)	146 (69.86%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	27 (12.92%)	64 (30.62%)	72 (34.45%)	45 (21.53%)	0 (0.00%)	1 (0.48%)	208 (99.52%)
How confident are you that you know most of the things you need to know about using health insurance?	18	31 (14.83%)	50 (23.92%)	84 (40.19%)	44 (21.05%)	0 (0.00%)	0 (0.00%)	209 (100.00%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	39 (18.66%)	137 (65.55%)	21 (10.05%)	7 (3.35%)	0 (0.00%)	5 (2.39%)	204 (97.61%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	53 (25.36%)	130 (62.20%)	10 (4.78%)	1 (0.48%)	12 (5.74%)	0 (0.00%)	3 (1.44%)	206 (98.56%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	84 (40.19%)	51 (24.40%)	1 (0.48%)	65 (31.10%)	8 (3.83%)	136 (65.07%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	22 (10.53%)	60 (28.71%)	0 (0.00%)	116 (55.50%)	11 (5.26%)	82 (39.23%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	14 (6.70%)	109 (52.15%)	3 (1.44%)	7 (3.35%)	0 (0.00%)	70 (33.49%)	6 (2.87%)	133 (63.64%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	39 (18.66%)	73 (34.93%)	68 (32.54%)	21 (10.05%)	4 (1.91%)	0 (0.00%)	4 (1.91%)	205 (98.09%)
In general, how would you rate your overall mental or emotional health?	45	56 (26.79%)	65 (31.10%)	51 (24.40%)	26 (12.44%)	5 (2.39%)	0 (0.00%)	6 (2.87%)	203 (97.13%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	52 (24.88%)	148 (70.81%)	0 (0.00%)	9 (4.31%)	200 (95.69%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	132 (63.16%)	69 (33.01%)	0 (0.00%)	8 (3.83%)	201 (96.17%)
Are you deaf or do you have serious difficulty hearing?	54	9 (4.31%)	193 (92.34%)	0 (0.00%)	7 (3.35%)	202 (96.65%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	4 (1.91%)	198 (94.74%)	0 (0.00%)	7 (3.35%)	202 (96.65%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	15 (7.18%)	187 (89.47%)	0 (0.00%)	7 (3.35%)	202 (96.65%)
Do you have serious difficulty walking or climbing stairs?	57	15 (7.18%)	188 (89.95%)	0 (0.00%)	6 (2.87%)	203 (97.13%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	0 (0.00%)	202 (96.65%)	0 (0.00%)	7 (3.35%)	202 (96.65%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?	59	6 (2.87%)	196 (93.78%)	0 (0.00%)	7 (3.35%)	202 (96.65%)
Are you of Hispanic, Latino, or Spanish origin?	64	4 (1.91%)	192 (91.87%)	0 (0.00%)	13 (6.22%)	196 (93.78%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	50 (23.92%)	2 (0.96%)	0 (0.00%)	148 (70.81%)	9 (4.31%)	52 (24.88%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	120 (57.42%)	12 (5.74%)	0 (0.00%)	69 (33.01%)	8 (3.83%)	132 (63.16%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	5 (2.39%)	7 (3.35%)	190 (90.91%)	1 (0.48%)	6 (2.87%)	203 (97.13%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	3 (1.44%)	1 (0.48%)	3 (1.44%)	5 (2.39%)	0 (0.00%)	191 (91.39%)	6 (2.87%)	12 (5.74%)
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.	48	6 (2.87%)	3 (1.44%)	1 (0.48%)	2 (0.96%)	0 (0.00%)	191 (91.39%)	6 (2.87%)	12 (5.74%)
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.	49	7 (3.35%)	0 (0.00%)	2 (0.96%)	1 (0.48%)	0 (0.00%)	191 (91.39%)	8 (3.83%)	10 (4.78%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	1 (0.48%)	13 (6.22%)	20 (9.57%)	35 (16.75%)	128 (61.24%)	5 (2.39%)	0 (0.00%)	0 (0.00%)	7 (3.35%)	202 (96.65%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	87 (41.63%)	122 (58.37%)	0 (0.00%)	0 (0.00%)	209 (100.00%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	4 (1.91%)	3 (1.44%)	40 (19.14%)	38 (18.18%)	61 (29.19%)	56 (26.79%)	1 (0.48%)	6 (2.87%)	203 (97.13%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	89 (42.58%)	26 (12.44%)	8 (3.83%)	1 (0.48%)	50 (23.92%)	4 (1.91%)	14 (6.70%)	8 (3.83%)	0 (0.00%)	9 (4.31%)	200 (95.69%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American, Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	1 (0.48%)	3 (1.44%)	1 (0.48%)	3 (1.44%)	0 (0.00%)	NA	204 (97.61%)	5 (2.39%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	164 (78.47%)	22 (10.53%)	1 (0.48%)	4 (1.91%)	9 (4.31%)	0 (0.00%)	0 (0.00%)	1 (0.48%)	1 (0.48%)	6 (2.87%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	10 (4.78%)	199 (95.22%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	4 (1.91%)	205 (98.09%)	0 (0.00%)	209 (100.00%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	2 (0.96%)	2 (0.96%)	1 (0.48%)	1 (0.48%)	0 (0.00%)	205 (98.09%)	0 (0.00%)	4 (1.91%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	209 (9.19%)
Web	17,412 (2.90%)	89 (3.91%)
Mail	20,908 (3.48%)	97 (4.26%)
Telephone	12,592 (2.10%)	23 (1.01%)
Ineligible Enrollees	5,049 (0.84%)	11 (0.48%)
Deceased	313 (0.05%)	0 (0.00%)
Not Eligible	4,736 (0.79%)	11 (0.48%)
Non-Respondents	544,207 (90.68%)	2,055 (90.33%)
Refusal	60,519 (10.08%)	271 (11.91%)
No Response After Maximum Attempts	468,745 (78.10%)	1,759 (77.32%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	1 (0.04%)
Other Non-Respondents	9,832 (1.64%)	24 (1.05%)
Total Enrollees	600,168 (100%)	2,275 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Highmark Benefits Group Inc.
79962-PA-PPO

Total Number of Completed Surveys: 117

Survey Response Rate: 16.5%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screening Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screening questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	72.15	72.60	73.79	Average	0.90	0.89	34 (29.06%)	51 (43.59%)	32 (27.35%)	0 (0.00%)	0 (0.00%)	117 (100.00%)
Rating of All Health Care	26	80.85	80.66	80.96	Average	0.81	0.75	14 (11.97%)	31 (26.50%)	48 (41.03%)	21 (17.95%)	3 (2.56%)	93 (79.49%)
Rating of Personal Doctor	39	90.82	90.25	88.29	Average	0.57	0.50	4 (3.42%)	12 (10.26%)	64 (54.70%)	31 (26.50%)	6 (5.13%)	80 (68.38%)
Rating of Specialist	43	85.82	86.48	86.12	Average	0.36	0.33	10 (8.55%)	11 (9.40%)	44 (37.61%)	48 (41.03%)	4 (3.42%)	65 (55.56%)
Composite: Getting Care Quickly	--	79.52	77.55	71.19	Above	0.78	0.68	6 (5.13%)	34 (29.06%)	60 (51.28%)	15 (12.82%)	2 (1.71%)	100 (85.47%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	80.16	78.21	70.31	Above	0.69	0.58	7 (5.98%)	25 (21.37%)	36 (30.77%)	48 (41.03%)	1 (0.85%)	68 (58.12%)
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? Include in-person, telephone, or video appointments.	22	78.89	76.90	72.07	Average	0.73	0.70	9 (7.69%)	35 (29.91%)	52 (44.44%)	18 (15.38%)	3 (2.56%)	96 (82.05%)
Composite: Getting Needed Care	--	71.81	70.31	69.45	Average	0.66	0.69	19 (16.24%)	28 (23.93%)	57 (48.72%)	12 (10.26%)	1 (0.85%)	104 (88.89%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	75.50	74.14	75.99	Average	0.58	0.67	17 (14.53%)	29 (24.79%)	47 (40.17%)	21 (17.95%)	3 (2.56%)	93 (79.49%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	68.12	66.48	62.92	Average	0.63	0.61	22 (18.80%)	18 (15.38%)	36 (30.77%)	37 (31.62%)	4 (3.42%)	76 (64.96%)
Composite: Cultural Competence	--	56.62	62.52	68.40	Average	0.56	0.44	14 (11.97%)	10 (8.55%)	33 (28.21%)	58 (49.57%)	2 (1.71%)	57 (48.72%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	85.94	84.79	86.32	Average	0.51	0.58	8 (6.84%)	5 (4.27%)	39 (33.33%)	65 (55.56%)	0 (0.00%)	52 (44.44%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	80.21	80.30	76.24	Average	0.39	0.38	5 (4.27%)	7 (5.98%)	15 (12.82%)	90 (76.92%)	0 (0.00%)	27 (23.08%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	3.70	22.47	42.64	Below	0.76	0.44	16 (13.68%)	0 (0.00%)	0 (0.00%)	97 (82.91%)	4 (3.42%)	16 (13.68%)
Composite: Doctor Communication	--	92.24	91.27	88.93	Average	0.55	0.52	2 (1.71%)	11 (9.40%)	71 (60.68%)	31 (26.50%)	2 (1.71%)	84 (71.79%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	90.52	89.29	88.91	Average	0.45	0.45	4 (3.42%)	15 (12.82%)	65 (55.56%)	31 (26.50%)	2 (1.71%)	84 (71.79%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	92.48	91.54	89.02	Average	0.38	0.35	3 (2.56%)	12 (10.26%)	69 (58.97%)	31 (26.50%)	2 (1.71%)	84 (71.79%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	94.77	94.28	91.87	Average	0.49	0.45	3 (2.56%)	7 (5.98%)	74 (63.25%)	31 (26.50%)	2 (1.71%)	84 (71.79%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	91.18	89.98	85.94	Average	0.52	0.53	5 (4.27%)	10 (8.55%)	69 (58.97%)	31 (26.50%)	2 (1.71%)	84 (71.79%)
Composite: Care Coordination	--	85.31	84.67	82.58	Average	0.68	0.61	7 (5.98%)	20 (17.09%)	66 (56.41%)	23 (19.66%)	1 (0.85%)	93 (79.49%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	91.18	89.68	89.36	Average	0.57	0.60	5 (4.27%)	11 (9.40%)	68 (58.12%)	31 (26.50%)	2 (1.71%)	84 (71.79%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	90.91	89.93	86.40	Average	0.65	0.56	5 (4.27%)	13 (11.11%)	63 (53.85%)	34 (29.06%)	2 (1.71%)	81 (69.23%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	85.23	83.37	85.48	Average	0.33	0.38	7 (5.98%)	12 (10.26%)	52 (44.44%)	44 (37.61%)	2 (1.71%)	71 (60.68%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	78.43	79.40	77.67	Average	0.32	0.29	2 (1.71%)	6 (5.13%)	6 (5.13%)	100 (85.47%)	3 (2.56%)	14 (11.97%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	80.82	80.98	73.99	Above	0.52	0.43	11 (9.40%)	13 (11.11%)	38 (32.48%)	51 (43.59%)	4 (3.42%)	62 (52.99%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	52.37	51.85	53.79	Average	0.73	0.75	46 (39.32%)	34 (29.06%)	25 (21.37%)	11 (9.40%)	1 (0.85%)	105 (89.74%)
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?	3	61.90	62.37	60.23	Average	0.71	0.66	36 (30.77%)	37 (31.62%)	28 (23.93%)	14 (11.97%)	2 (1.71%)	101 (86.32%)
In the last 6 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 before you got it?	4	49.38	48.06	50.25	Average	0.65	0.67	44 (37.61%)	22 (18.80%)	22 (18.80%)	28 (23.93%)	1 (0.85%)	88 (75.21%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	45.83	45.13	50.90	Average	0.63	0.70	45 (38.46%)	13 (11.11%)	19 (16.24%)	38 (32.48%)	2 (1.71%)	77 (65.81%)
Composite: Plan Administration	--	66.85	66.86	75.32	Below	0.62	0.71	17 (14.53%)	24 (20.51%)	31 (26.50%)	44 (37.61%)	1 (0.85%)	72 (61.54%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	55.56	55.06	65.76	Below	0.63	0.70	38 (32.48%)	9 (7.69%)	25 (21.37%)	44 (37.61%)	1 (0.85%)	72 (61.54%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	78.15	78.66	84.88	Average	0.50	0.58	12 (10.26%)	18 (15.38%)	42 (35.90%)	44 (37.61%)	1 (0.85%)	72 (61.54%)
Composite: Enrollee Experience with Cost	--	79.63	77.48	77.51	Average	0.72	0.74	101 (86.32%)	12 (10.26%)	4 (3.42%)	0 (0.00%)	0 (0.00%)	117 (100.00%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	80.09	75.91	75.22	Average	0.57	0.56	102 (87.18%)	7 (5.98%)	8 (6.84%)	0 (0.00%)	0 (0.00%)	117 (100.00%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	71.67	70.04	74.09	Average	0.73	0.74	94 (80.34%)	10 (8.55%)	11 (9.40%)	0 (0.00%)	2 (1.71%)	115 (98.29%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	79.67	78.72	75.56	Average	0.75	0.73	99 (84.62%)	9 (7.69%)	7 (5.98%)	0 (0.00%)	2 (1.71%)	115 (98.29%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	87.09	85.25	85.16	Average	0.63	0.62	107 (91.45%)	4 (3.42%)	5 (4.27%)	0 (0.00%)	1 (0.85%)	116 (99.15%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	63.64	61.14	67.13	Average	0.69	0.68	50 (42.74%)	13 (11.11%)	7 (5.98%)	44 (37.61%)	3 (2.56%)	70 (59.83%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	64.58	63.46	70.41	Average	0.60	0.59	15 (12.82%)	23 (19.66%)	14 (11.97%)	65 (55.56%)	0 (0.00%)	52 (44.44%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	71.96	70.92	65.36	Average	0.46	0.49	13 (11.11%)	15 (12.82%)	23 (19.66%)	65 (55.56%)	1 (0.85%)	51 (43.59%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	36.19	36.10	40.34	Average	0.83	0.86	52 (44.44%)	35 (29.91%)	0 (0.00%)	12 (10.26%)	18 (15.38%)	87 (74.36%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	18 (15.38%)	31 (26.50%)	49 (41.88%)	19 (16.24%)	0 (0.00%)	0 (0.00%)	117 (100.00%)
How confident are you that you know most of the things you need to know about using health insurance?	18	14 (11.97%)	34 (29.06%)	49 (41.88%)	20 (17.09%)	0 (0.00%)	0 (0.00%)	117 (100.00%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	21 (17.95%)	73 (62.39%)	15 (12.82%)	3 (2.56%)	0 (0.00%)	5 (4.27%)	112 (95.73%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	30 (25.64%)	81 (69.23%)	2 (1.71%)	0 (0.00%)	1 (0.85%)	0 (0.00%)	3 (2.56%)	114 (97.44%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	49 (41.88%)	34 (29.06%)	0 (0.00%)	31 (26.50%)	3 (2.56%)	83 (70.94%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	14 (11.97%)	35 (29.91%)	0 (0.00%)	65 (55.56%)	3 (2.56%)	49 (41.88%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	11 (9.40%)	61 (52.14%)	1 (0.85%)	3 (2.56%)	0 (0.00%)	37 (31.62%)	4 (3.42%)	76 (64.96%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	18 (15.38%)	43 (36.75%)	44 (37.61%)	8 (6.84%)	1 (0.85%)	0 (0.00%)	3 (2.56%)	114 (97.44%)
In general, how would you rate your overall mental or emotional health?	45	34 (29.06%)	35 (29.91%)	34 (29.06%)	8 (6.84%)	3 (2.56%)	0 (0.00%)	3 (2.56%)	114 (97.44%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	21 (17.95%)	91 (77.78%)	0 (0.00%)	5 (4.27%)	112 (95.73%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	78 (66.67%)	33 (28.21%)	0 (0.00%)	6 (5.13%)	111 (94.87%)
Are you deaf or do you have serious difficulty hearing?	54	9 (7.69%)	103 (88.03%)	0 (0.00%)	5 (4.27%)	112 (95.73%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	3 (2.56%)	109 (93.16%)	0 (0.00%)	5 (4.27%)	112 (95.73%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	7 (5.98%)	104 (88.89%)	0 (0.00%)	6 (5.13%)	111 (94.87%)
Do you have serious difficulty walking or climbing stairs?	57	8 (6.84%)	102 (87.18%)	0 (0.00%)	7 (5.98%)	110 (94.02%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	2 (1.71%)	110 (94.02%)	0 (0.00%)	5 (4.27%)	112 (95.73%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	2 (1.71%)	110 (94.02%)	0 (0.00%)	5 (4.27%)	112 (95.73%)
Are you of Hispanic, Latino, or Spanish origin?	64	2 (1.71%)	111 (94.87%)	0 (0.00%)	4 (3.42%)	113 (96.58%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	15 (12.82%)	5 (4.27%)	0 (0.00%)	91 (77.78%)	6 (5.13%)	20 (17.09%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	77 (65.81%)	1 (0.85%)	0 (0.00%)	33 (28.21%)	6 (5.13%)	78 (66.67%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	8 (6.84%)	2 (1.71%)	103 (88.03%)	0 (0.00%)	4 (3.42%)	113 (96.58%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	1 (0.85%)	2 (1.71%)	1 (0.85%)	6 (5.13%)	0 (0.00%)	103 (88.03%)	4 (3.42%)	10 (8.55%)
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.	48	5 (4.27%)	3 (2.56%)	1 (0.85%)	1 (0.85%)	0 (0.00%)	103 (88.03%)	4 (3.42%)	10 (8.55%)
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.	49	4 (3.42%)	3 (2.56%)	1 (0.85%)	2 (1.71%)	0 (0.00%)	103 (88.03%)	4 (3.42%)	10 (8.55%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	1 (0.85%)	7 (5.98%)	4 (3.42%)	12 (10.26%)	88 (75.21%)	1 (0.85%)	1 (0.85%)	0 (0.00%)	3 (2.56%)	114 (97.44%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	54 (46.15%)	63 (53.85%)	0 (0.00%)	0 (0.00%)	117 (100.00%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	0 (0.00%)	1 (0.85%)	50 (42.74%)	22 (18.80%)	22 (18.80%)	19 (16.24%)	0 (0.00%)	3 (2.56%)	114 (97.44%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	40 (34.19%)	15 (12.82%)	3 (2.56%)	0 (0.00%)	37 (31.62%)	6 (5.13%)	4 (3.42%)	6 (5.13%)	0 (0.00%)	6 (5.13%)	111 (94.87%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American, Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	0 (0.00%)	1 (0.85%)	0 (0.00%)	1 (0.85%)	0 (0.00%)	NA	115 (98.29%)	2 (1.71%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	109 (93.16%)	1 (0.85%)	1 (0.85%)	0 (0.00%)	0 (0.00%)	1 (0.85%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	6 (5.13%)	111 (94.87%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	2 (1.71%)	115 (98.29%)	0 (0.00%)	117 (100.00%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	1 (0.85%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.85%)	115 (98.29%)	0 (0.00%)	2 (1.71%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	117 (9.00%)
Web	17,412 (2.90%)	46 (3.54%)
Mail	20,908 (3.48%)	61 (4.69%)
Telephone	12,592 (2.10%)	10 (0.77%)
Ineligible Enrollees	5,049 (0.84%)	8 (0.62%)
Deceased	313 (0.05%)	2 (0.15%)
Not Eligible	4,736 (0.79%)	6 (0.46%)
Non-Respondents	544,207 (90.68%)	1,175 (90.38%)
Refusal	60,519 (10.08%)	161 (12.38%)
No Response After Maximum Attempts	468,745 (78.10%)	1,001 (77.00%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	0 (0.00%)
Other Non-Respondents	9,832 (1.64%)	13 (1.00%)
Total Enrollees	600,168 (100%)	1,300 (100%)

Note(s):

N/A

2025 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

UPMC Health Coverage, Inc.
62560-PA-HMO

Total Number of Completed Surveys: 122

Survey Response Rate: 20.8%

This report contains summary results for:

- **Scoring Questions:** Your plan is scored using responses your enrollees provided to these questions. Your plan receives four scores for the following areas: Rating of Health Plan, Rating of All Health Care, Rating of Personal Doctor, and Rating of Specialists. Your plan also receives scores for the following eight composite areas: Getting Care Quickly, Getting Needed Care, Cultural Competence, Doctor Communication, Care Coordination, Access to Information, Plan Administration, and Enrollee Experience with Cost.
- **Screening Questions:** These survey questions are used to screen respondents in answering the Scoring Questions. For example, in asking the respondent to evaluate the level of ease in receiving care, a respondent is first asked, "In the last 6 months, how many times did you go to a doctor's office or clinic to get health care for yourself?" Screening questions are not scored.
- **About the Enrollee Questions:** These are questions from the About You section of the survey, where enrollees are asked about their age, education, race, health, lifestyle, etc.
- **Survey Disposition:** This section reports general survey administration statistics, such as response rates and breakdown of responses by Mail, Phone, and Internet survey modes.

Notes:

- Beginning with the 2024 QHP Enrollee Survey, CMS expanded the response options for Ethnicity (Q64) and Race (Q65). Ethnicity is presented in the expanded version on page 6, and a rolled-up version on page 5.
- Individual response counts to Race (Q65) and Help Provided (Q67) questions may add up to exceed Total Responses, as respondents can select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using standard definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing and/or usable responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Rating of Health Plan	19	70.74	69.54	73.79	Average	0.87	0.89	36 (29.51%)	51 (41.80%)	35 (28.69%)	0 (0.00%)	0 (0.00%)	122 (100.00%)
Rating of All Health Care	26	78.88	77.63	80.96	Average	0.71	0.75	19 (15.57%)	29 (23.77%)	54 (44.26%)	18 (14.75%)	2 (1.64%)	102 (83.61%)
Rating of Personal Doctor	39	88.15	87.17	88.29	Average	0.52	0.50	9 (7.38%)	19 (15.57%)	74 (60.66%)	17 (13.93%)	3 (2.46%)	102 (83.61%)
Rating of Specialist	43	86.89	85.17	86.12	Average	0.31	0.33	7 (5.74%)	13 (10.66%)	38 (31.15%)	59 (48.36%)	5 (4.10%)	58 (47.54%)
Composite: Getting Care Quickly	--	77.45	74.02	71.19	Average	0.64	0.68	12 (9.84%)	27 (22.13%)	70 (57.38%)	13 (10.66%)	0 (0.00%)	109 (89.34%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	21	72.73	69.31	70.31	Average	0.50	0.58	15 (12.30%)	17 (13.93%)	31 (25.41%)	58 (47.54%)	1 (0.82%)	63 (51.64%)
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? Include in-person, telephone, or video appointments.	22	82.17	78.72	72.07	Above	0.74	0.70	12 (9.84%)	29 (23.77%)	65 (53.28%)	15 (12.30%)	1 (0.82%)	106 (86.89%)
Composite: Getting Needed Care	--	77.28	72.96	69.45	Average	0.61	0.69	13 (10.66%)	27 (22.13%)	69 (56.56%)	10 (8.20%)	3 (2.46%)	109 (89.34%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	24	82.54	80.26	75.99	Average	0.68	0.67	11 (9.02%)	30 (24.59%)	62 (50.82%)	18 (14.75%)	1 (0.82%)	103 (84.43%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	40	72.02	65.66	62.92	Average	0.50	0.61	16 (13.11%)	16 (13.11%)	33 (27.05%)	52 (42.62%)	5 (4.10%)	65 (53.28%)
Composite: Cultural Competence	--	57.11	63.30	68.40	Below	0.64	0.44	8 (6.56%)	7 (5.74%)	46 (37.70%)	60 (49.18%)	1 (0.82%)	61 (50.00%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	91.90	90.96	86.32	Average	0.65	0.58	5 (4.10%)	4 (3.28%)	49 (40.16%)	63 (51.64%)	1 (0.82%)	58 (47.54%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	79.41	78.46	76.24	Average	0.34	0.38	5 (4.10%)	4 (3.28%)	19 (15.57%)	92 (75.41%)	2 (1.64%)	28 (22.95%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	25	0.00	20.47	42.64	Below	0.94	0.44	5 (4.10%)	0 (0.00%)	0 (0.00%)	116 (95.08%)	1 (0.82%)	5 (4.10%)
Composite: Doctor Communication	--	89.77	88.77	88.93	Average	0.46	0.52	8 (6.56%)	12 (9.84%)	84 (68.85%)	17 (13.93%)	1 (0.82%)	104 (85.25%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	28	88.80	87.75	88.91	Average	0.35	0.45	9 (7.38%)	11 (9.02%)	83 (68.03%)	17 (13.93%)	2 (1.64%)	103 (84.43%)
In the last 6 months, how often did your personal doctor listen carefully to you?	29	88.53	87.51	89.02	Average	0.31	0.35	9 (7.38%)	14 (11.48%)	80 (65.57%)	17 (13.93%)	2 (1.64%)	103 (84.43%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	30	92.33	91.74	91.87	Average	0.39	0.45	8 (6.56%)	7 (5.74%)	89 (72.95%)	17 (13.93%)	1 (0.82%)	104 (85.25%)
In the last 6 months, how often did your personal doctor spend enough time with you?	31	89.42	88.09	85.94	Average	0.56	0.53	9 (7.38%)	14 (11.48%)	81 (66.39%)	17 (13.93%)	1 (0.82%)	104 (85.25%)
Composite: Care Coordination	--	83.77	82.03	82.58	Average	0.56	0.61	7 (5.74%)	22 (18.03%)	76 (62.30%)	14 (11.48%)	3 (2.46%)	105 (86.07%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	32	90.93	89.43	89.36	Average	0.54	0.60	7 (5.74%)	10 (8.20%)	86 (70.49%)	17 (13.93%)	2 (1.64%)	103 (84.43%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	33, 34	85.88	84.84	86.40	Average	0.58	0.56	9 (7.38%)	24 (19.67%)	63 (51.64%)	24 (19.67%)	2 (1.64%)	96 (78.69%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	35	83.63	81.83	85.48	Average	0.28	0.38	10 (8.20%)	16 (13.11%)	68 (55.74%)	24 (19.67%)	4 (3.28%)	94 (77.05%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	38	84.72	83.28	77.67	Average	0.33	0.29	2 (1.64%)	5 (4.10%)	13 (10.66%)	98 (80.33%)	4 (3.28%)	20 (16.39%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	42	73.71	70.75	73.99	Average	0.31	0.43	8 (6.56%)	17 (13.93%)	31 (25.41%)	59 (48.36%)	7 (5.74%)	56 (45.90%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
Composite: Access to Information	--	54.37	52.16	53.79	Average	0.69	0.75	38 (31.15%)	39 (31.97%)	28 (22.95%)	17 (13.93%)	0 (0.00%)	105 (86.07%)
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?	3	61.16	61.36	60.23	Average	0.63	0.66	38 (31.15%)	28 (22.95%)	29 (23.77%)	27 (22.13%)	0 (0.00%)	95 (77.87%)
In the last 6 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 before you got it?	4	47.51	44.18	50.25	Average	0.59	0.67	36 (29.51%)	23 (18.85%)	17 (13.93%)	45 (36.89%)	1 (0.82%)	76 (62.30%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	54.43	50.93	50.90	Average	0.62	0.70	30 (24.59%)	18 (14.75%)	22 (18.03%)	51 (41.80%)	1 (0.82%)	70 (57.38%)
Composite: Plan Administration	--	79.57	78.23	75.32	Average	0.74	0.71	6 (4.92%)	20 (16.39%)	48 (39.34%)	48 (39.34%)	0 (0.00%)	74 (60.66%)
In the last 6 months, how often did your health plan’s customer service give you the information or help you needed?	6	70.50	68.43	65.76	Average	0.69	0.70	19 (15.57%)	19 (15.57%)	35 (28.69%)	48 (39.34%)	1 (0.82%)	73 (59.84%)
In the last 6 months, how often did your health plan’s customer service staff treat you with courtesy and respect?	7	88.64	88.03	84.88	Average	0.62	0.58	5 (4.10%)	13 (10.66%)	56 (45.90%)	48 (39.34%)	0 (0.00%)	74 (60.66%)
Composite: Enrollee Experience with Cost	--	78.83	76.92	77.51	Average	0.77	0.74	106 (86.89%)	12 (9.84%)	3 (2.46%)	0 (0.00%)	1 (0.82%)	121 (99.18%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	78.39	75.19	75.22	Average	0.60	0.56	102 (83.61%)	11 (9.02%)	6 (4.92%)	0 (0.00%)	3 (2.46%)	119 (97.54%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	73.24	71.78	74.09	Average	0.67	0.74	101 (82.79%)	6 (4.92%)	10 (8.20%)	0 (0.00%)	5 (4.10%)	117 (95.90%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	76.03	74.45	75.56	Average	0.73	0.73	98 (80.33%)	10 (8.20%)	12 (9.84%)	0 (0.00%)	2 (1.64%)	120 (98.36%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	87.67	86.25	85.16	Average	0.62	0.62	112 (91.80%)	3 (2.46%)	5 (4.10%)	0 (0.00%)	2 (1.64%)	120 (98.36%)
Single Item Questions	--	NA	NA	--	NA	NA	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan’s customer service staff take longer than you expected?	8	78.41	75.30	67.13	Above	0.73	0.68	66 (54.10%)	4 (3.28%)	4 (3.28%)	48 (39.34%)	0 (0.00%)	74 (60.66%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	68.08	67.05	70.41	Average	0.58	0.59	15 (12.30%)	22 (18.03%)	22 (18.03%)	63 (51.64%)	0 (0.00%)	59 (48.36%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	68.60	67.99	65.36	Average	0.51	0.49	16 (13.11%)	18 (14.75%)	23 (18.85%)	63 (51.64%)	2 (1.64%)	57 (46.72%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	20	38.14	38.31	40.34	Average	0.84	0.86	60 (49.18%)	37 (30.33%)	0 (0.00%)	14 (11.48%)	11 (9.02%)	97 (79.51%)

Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	17	20 (16.39%)	32 (26.23%)	50 (40.98%)	20 (16.39%)	0 (0.00%)	0 (0.00%)	122 (100.00%)
How confident are you that you know most of the things you need to know about using health insurance?	18	16 (13.11%)	37 (30.33%)	54 (44.26%)	15 (12.30%)	0 (0.00%)	0 (0.00%)	122 (100.00%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
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? Include in-person, telephone, or video appointments.	23	18 (14.75%)	84 (68.85%)	15 (12.30%)	4 (3.28%)	0 (0.00%)	1 (0.82%)	121 (99.18%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	27	14 (11.48%)	90 (73.77%)	9 (7.38%)	1 (0.82%)	3 (2.46%)	0 (0.00%)	5 (4.10%)	117 (95.90%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	36	57 (46.72%)	44 (36.07%)	0 (0.00%)	17 (13.93%)	4 (3.28%)	101 (82.79%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	37	18 (14.75%)	37 (30.33%)	0 (0.00%)	61 (50.00%)	6 (4.92%)	55 (45.08%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	41	7 (5.74%)	57 (46.72%)	1 (0.82%)	0 (0.00%)	0 (0.00%)	52 (42.62%)	5 (4.10%)	65 (53.28%)

About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	44	14 (11.48%)	42 (34.43%)	50 (40.98%)	9 (7.38%)	2 (1.64%)	0 (0.00%)	5 (4.10%)	117 (95.90%)
In general, how would you rate your overall mental or emotional health?	45	36 (29.51%)	43 (35.25%)	27 (22.13%)	11 (9.02%)	1 (0.82%)	0 (0.00%)	4 (3.28%)	118 (96.72%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	50	29 (23.77%)	89 (72.95%)	0 (0.00%)	4 (3.28%)	118 (96.72%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	52	91 (74.59%)	27 (22.13%)	0 (0.00%)	4 (3.28%)	118 (96.72%)
Are you deaf or do you have serious difficulty hearing?	54	6 (4.92%)	112 (91.80%)	0 (0.00%)	4 (3.28%)	118 (96.72%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	55	0 (0.00%)	118 (96.72%)	0 (0.00%)	4 (3.28%)	118 (96.72%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	56	7 (5.74%)	109 (89.34%)	0 (0.00%)	6 (4.92%)	116 (95.08%)
Do you have serious difficulty walking or climbing stairs?	57	12 (9.84%)	105 (86.07%)	0 (0.00%)	5 (4.10%)	117 (95.90%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	58	2 (1.64%)	114 (93.44%)	0 (0.00%)	6 (4.92%)	116 (95.08%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?	59	3 (2.46%)	113 (92.62%)	0 (0.00%)	6 (4.92%)	116 (95.08%)
Are you of Hispanic, Latino, or Spanish origin?	64	1 (0.82%)	113 (92.62%)	0 (0.00%)	8 (6.56%)	114 (93.44%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	51	28 (22.95%)	1 (0.82%)	0 (0.00%)	89 (72.95%)	4 (3.28%)	29 (23.77%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	87 (71.31%)	4 (3.28%)	0 (0.00%)	27 (22.13%)	4 (3.28%)	91 (74.59%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	46	17 (13.93%)	2 (1.64%)	96 (78.69%)	1 (0.82%)	6 (4.92%)	116 (95.08%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
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?	47	8 (6.56%)	3 (2.46%)	3 (2.46%)	6 (4.92%)	0 (0.00%)	97 (79.51%)	5 (4.10%)	20 (16.39%)
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.	48	10 (8.20%)	2 (1.64%)	3 (2.46%)	4 (3.28%)	0 (0.00%)	97 (79.51%)	6 (4.92%)	19 (15.57%)
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.	49	11 (9.02%)	1 (0.82%)	2 (1.64%)	5 (4.10%)	0 (0.00%)	97 (79.51%)	6 (4.92%)	19 (15.57%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	60	1 (0.82%)	6 (4.92%)	10 (8.20%)	9 (7.38%)	88 (72.13%)	4 (3.28%)	0 (0.00%)	0 (0.00%)	4 (3.28%)	118 (96.72%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	61	45 (36.89%)	76 (62.30%)	0 (0.00%)	1 (0.82%)	121 (99.18%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	62	1 (0.82%)	5 (4.10%)	61 (50.00%)	32 (26.23%)	9 (7.38%)	7 (5.74%)	0 (0.00%)	7 (5.74%)	115 (94.26%)

Enrollee Employment	Question	Employed Full-Time	Employed Part-Time	Homemaker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	63	51 (41.80%)	19 (15.57%)	5 (4.10%)	0 (0.00%)	37 (30.33%)	1 (0.82%)	3 (2.46%)	1 (0.82%)	0 (0.00%)	5 (4.10%)	117 (95.90%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American, Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	64	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.82%)	0 (0.00%)	NA	121 (99.18%)	1 (0.82%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian Indian	Chinese	Filipino	Japanese	Korean	Vietnamese	Other Asian	Native Hawaiian	Guamanian or Chamorro	Samoan	Other Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	65	109 (89.34%)	0 (0.00%)	3 (2.46%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.82%)	0 (0.00%)	1 (0.82%)	1 (0.82%)	0 (0.00%)	0 (0.00%)	9 (7.38%)	113 (92.62%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	66	1 (0.82%)	121 (99.18%)	0 (0.00%)	122 (100.00%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	67	0 (0.00%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	1 (0.82%)	121 (99.18%)	0 (0.00%)	1 (0.82%)

Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
Completed Surveys	50,912 (8.48%)	122 (13.15%)
Web	17,412 (2.90%)	31 (3.34%)
Mail	20,908 (3.48%)	74 (7.97%)
Telephone	12,592 (2.10%)	17 (1.83%)
Ineligible Enrollees	5,049 (0.84%)	6 (0.65%)
Deceased	313 (0.05%)	0 (0.00%)
Not Eligible	4,736 (0.79%)	6 (0.65%)
Non-Respondents	544,207 (90.68%)	800 (86.21%)
Refusal	60,519 (10.08%)	115 (12.39%)
No Response After Maximum Attempts	468,745 (78.10%)	681 (73.38%)
Bad Address or Bad Telephone Number	5,111 (0.85%)	0 (0.00%)
Other Non-Respondents	9,832 (1.64%)	4 (0.43%)
Total Enrollees	600,168 (100%)	928 (100%)

Note(s):

N/A