



MISSISSIPPI DIVISION OF
MEDICAID

MississippiCAN

CAHPS® ECHO 3.0 Adult Medicaid Report

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Using This Report

Results from the CAHPS® ECHO 3.0 Survey for adult Medicaid enrollees provide a comprehensive tool for assessing consumers' experiences with their behavioral health care. DataStat, Inc., conducted the survey on behalf of the Mississippi Coordinated Access Network (MississippiCAN).

The instrument selected for the survey was the Adult Experience of Care and Health Outcomes (ECHO) Survey 3.0, the CAHPS® behavioral health survey for use in assessing the performance of health plans. The survey instrument used for the Mississippi adult Medicaid survey project consisted of fifty-one core questions.

The majority of questions addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, information about treatment options, and overall satisfaction with counseling and treatment.

This report is designed to allow the MississippiCAN and the participating health plans to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "... when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement and information about treatment options.

The CAHPS® ECHO survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist health plans in identifying strengths and weaknesses in their quality of care and services.
2. Provide health plans with a way to assess where resources can best be allocated to improve weaknesses.
3. Show health plans the effects of their efforts to improve over time.

In the *Composites* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores across health plans or time.

Correlations with counseling or treatment satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing counseling or treatment satisfaction among members.

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Statistical significance tests were run comparing MississippiCAN overall scores with each health plan score. Comparisons are presented in the *Executive Summary* and *Graphs* sections of the report.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

Executive Summary

This report offers the findings from the Experience of Care and Behavioral Health Outcomes (ECHO) Survey developed by AHRQ. The purpose of the survey is to learn about the experiences of adult and child members after receiving counseling or treatment from a provider. It addresses key topics such as access to counseling and treatment, provider communication, plan information, and overall rating of counseling and treatment received. The results of this survey are used to give feedback to the plan to help improve the quality of care.

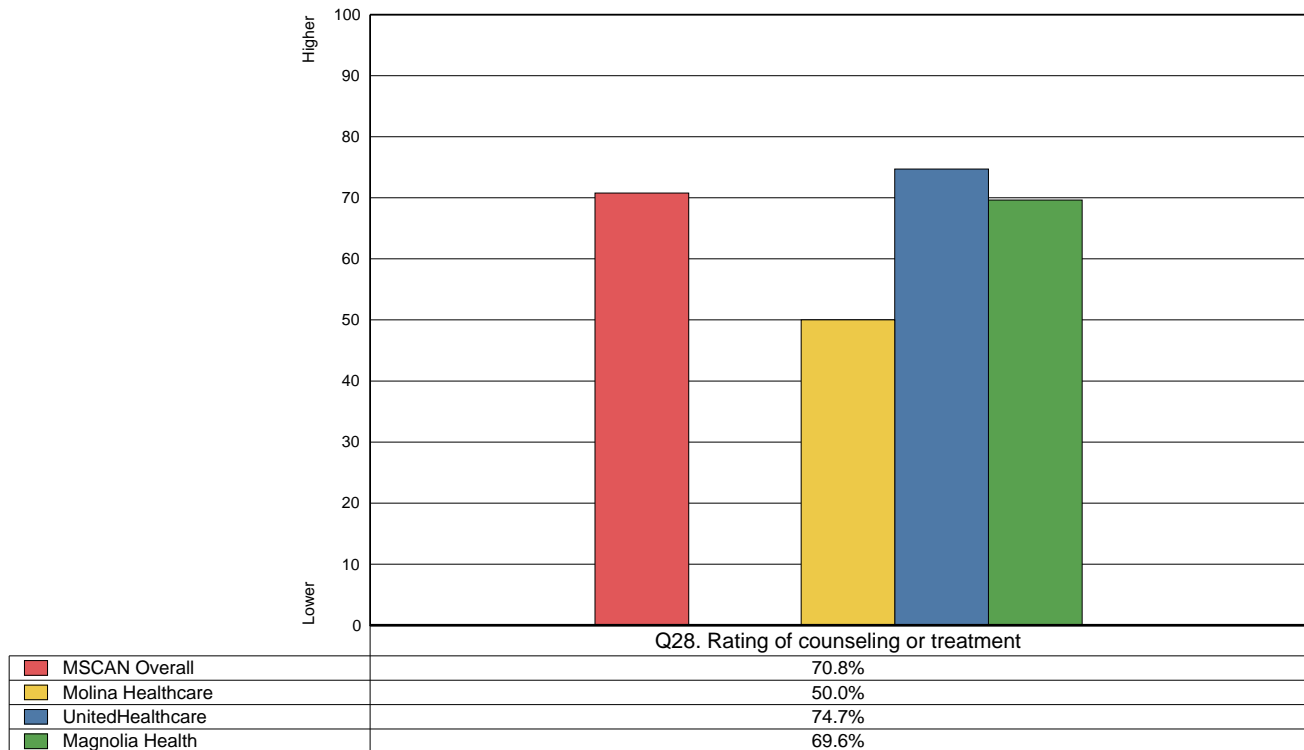
The following pages summarize the findings of an adult survey conducted for MississippiCAN. Attempts were made to survey 3,549 enrollee households by mail during the period from October 26, 2021 through February 16, 2022, using a standardized survey procedure and questionnaire.

SUMMARY OF OVERALL RATING QUESTION

Response options for the counseling or treatment rating question range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of enrollees whose response was an achievement.

The MississippiCAN overall rating is presented along with each plan's rating. Statistical testing is performed between the MississippiCAN overall score and each plan score. A significantly higher or lower score is indicated by an arrow above the bar.

Overall Rating Question



↑↓ Statistically significantly higher/lower than MSCAN Overall

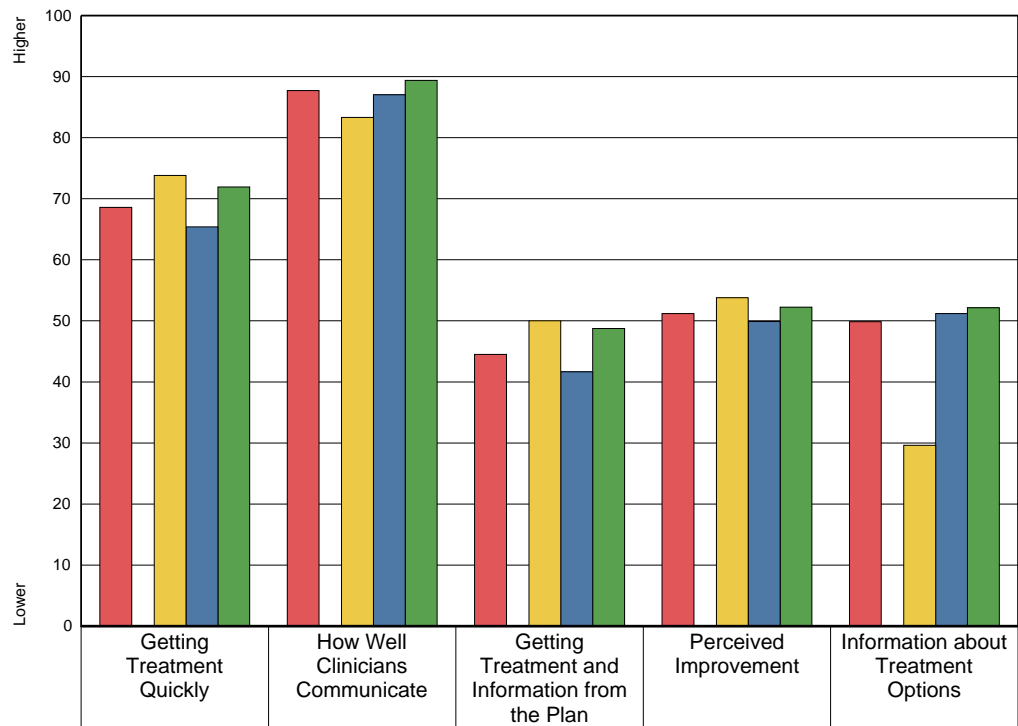
SUMMARY OF COMPOSITES

For each of five domains of member experience, Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, Perceived Improvement, and Information about Treatment Options, a composite score is calculated. The composite scores are intended to give a summary assessment of how MississippiCAN performed across the domain.

MississippiCAN overall composite scores are presented along with the composite scores for each plan. Statistical testing is performed between the MississippiCAN overall score and each plan score. A significantly higher or lower score is indicated by an arrow above the bar. For details on how statistical testing was conducted, please see the Methodology section of the report.

In the table below, proportions of positive responses are reported as achievement scores. For the Getting Treatment Quickly and How Well Clinicians Communicate composites, responses of "Usually" or "Always" are considered achievements. For the Getting Treatment and Information from the Plan composite, responses of "Not a problem" are considered achievements. For the Perceived Improvement composite, responses of "Much better" or "A little better" are considered achievements. Responses of "Yes" are considered achievements for the Information about Treatment Options.

Composites



MSCAN Overall	68.6%	87.7%	44.5%	51.2%	49.9%
Molina Healthcare	73.8%	83.3%	50.0%	53.8%	29.6%
UnitedHealthcare	65.4%	87.0%	41.7%	49.9%	51.2%
Magnolia Health	71.9%	89.4%	48.8%	52.2%	52.2%

↑↓ Statistically significantly higher/lower than MSCAN Overall

Sample Disposition

	MSCAN Overall	Molina Healthcare	UnitedHealthcare	Magnolia Health
First mailing - sent	3549	1183	1183	1183
First mailing - usable and eligible survey returned	246	20	127	99
Second mailing - sent	3092	1104	980	1008
Second mailing - usable and eligible survey returned	113	7	50	56
Third mailing - sent	2700	1015	832	853
Third mailing - usable and eligible survey returned	76	12	35	29
Total - usable and eligible surveys	435	39	212	184
Ineligible: According to population criteria¹	152	69	43	40
Ineligible: Language barrier	0	0	0	0
Ineligible: Deceased	3	1	1	1
Ineligible: Mentally or physically unable to complete survey	2	1	1	0
Bad / no address²	426	103	157	166
Refusal	2	0	1	1
Nonresponse³	2529	970	768	791
Response Rate	12.8%	3.5%	18.6%	16.1%

¹Population criteria: The designated respondent must be enrolled in the health plan and meet the age requirements of the survey methodology.

²No valid contact information provided in sample.

³Unavailable by mail; includes bad / no contact information

Note: *Response Rate = Total Usable and Eligible Surveys / Total Cases - Total Ineligible Cases*

Key Strengths and Opportunities for Improvement

The following tables display the ten questions most highly correlated with MississippiCAN member satisfaction with counseling and treatment (Q28), their corresponding achievement scores and correlations. Achievement scores are considered "high" when the score is 85% or higher. For the details of the correlation analysis, please see the Methodology section of the report.

Among the ten items, the five questions with the highest achievement scores are presented first as Key Strengths. These are areas that appear to matter the most to members, and where the health plan is doing well. The five questions with the lowest achievement scores are presented second, as Opportunities for Improvement. These are areas that appear to matter the most to members, but where the health plan is not doing as well and could focus quality improvement efforts.

Key Strengths

Question	MississippiCAN Achievement Score	Correlation w/ satisfaction
Q13. Clinicians usually or always showed respect	90.8	0.57
Q11. Clinicians usually or always listened carefully	89.7	0.48
Q15. Usually or always felt safe with clinicians	89.3	0.66
Q12. Clinicians usually or always explained things	88.4	0.48
Q14. Clinicians usually or always spent enough time	84.8	0.67

Opportunities for Improvement

Question	MississippiCAN Achievement Score	Correlation w/ satisfaction
Q5. Usually or always got urgent treatment as soon as needed	71.8	0.46
Q27. Care responsive to cultural needs	79.3	0.46
Q29. A lot or somewhat helped by treatment	79.7	0.71
Q22. Given as much information as wanted to manage condition	81.3	0.45
Q18. Usually or always involved as much as you wanted in treatment	83.3	0.59

Methodology

The survey drew as potential respondents adult Medicaid enrollees over the age of 18 who received mental health, substance abuse, or intellectual and developmental disability services through the health plan within the last year. Respondents were surveyed in English, with the option to request Spanish or Vietnamese materials at the second and third survey mailings.

The survey was administered over a 16-week period using a mail-only protocol. The five-wave protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents, and finally a third survey mailing to any remaining non-respondents.

Survey Milestones

1st mailing of survey packets:	October 26, 2021
1st mailing of reminder postcards:	November 2, 2021
2nd mailing of survey packets:	November 30, 2021
2nd mailing of reminder postcards:	December 7, 2021
3rd mailing of survey packets:	January 11, 2022
Mail field closed:	February 16, 2022

Sampling Frame

A total random sample of 3,549 cases was drawn of adult Medicaid enrollees from the participating plans. This consisted of a random sample of 1,183 enrollees from each plan. To be eligible, enrollees had to be over the age of 18 and have received services through the health plan within the last year prior to September 2021.

Selection of Cases for Analysis

Surveys were considered complete if a respondent answered at least one question and their responses did not indicate that they were ineligible for the survey. Complete usable and eligible interviews were obtained from 435 MississippiCAN enrollees, and the MississippiCAN usable and eligible response rate was 12.8%.

Questionnaire

The instrument selected for the survey was the CAHPS® ECHO 3.0 Adult core survey for use in assessing the performance of health plans. The survey instrument used for the MississippiCAN adult Medicaid ECHO survey project consisted of fifty-one core questions. The scored questions included seventeen composite items, ten single items, and one rating question, which addressed domains of member experience such as getting treatment quickly, how well clinicians communicate, getting treatment and information from the plan, perceived improvement, information about treatment options, and satisfaction with counseling or treatment.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, member responses of "Usually" or "Always" for items with the response options "Never", "Sometimes", "Usually", and "Always" are considered achievements, and responses of "8", "9", or "10" to rating questions on a scale of "0" to "10" are also considered achievements. Because achievement scores for survey questions are computed as the proportion of enrollees who indicate a positive experience, the lower the achievement score, the greater the need for the health plan to improve. See the *Responses by Question* section for assignment of achievement responses for each question.

Composites

Five composite scores summarize responses in key areas: Getting Treatment Quickly, How Well Clinicians Communicate, Getting Treatment and Information from the Plan, Perceived Improvement and Information about Treatment Options. Following is a list of the questions that comprise each composite, with a short description of the responses considered an achievement for each question:

Getting Treatment Quickly

- Q3. Usually or always got help by telephone
- Q5. Usually or always got urgent treatment as soon as needed
- Q7. Usually or always got appointment as soon as wanted

How Well Clinicians Communicate

- Q11. Clinicians usually or always listened carefully
- Q12. Clinicians usually or always explained things
- Q13. Clinicians usually or always showed respect
- Q14. Clinicians usually or always spent enough time
- Q15. Usually or always felt safe with clinicians
- Q18. Usually or always involved as much as you wanted in treatment

Getting Treatment and Information from the Plan

- Q39. Delays in treatment while waiting for plan approval were not a problem
- Q41. Getting help from customer service was not a problem

Perceived Improvement

- Q31. Much better or a little better able to deal with daily problems compared to 1 year ago
- Q32. Much better or a little better able to deal with social situations compared to 1 year ago
- Q33. Much better or a little better able to accomplish things compared to 1 year ago
- Q34. Much better or a little better able to deal with symptoms or problems compared to 1 year ago

Information about Treatment Options

- Q20. Told about self-help or consumer run programs
- Q21. Told about different treatments that are available for condition

The composite scores presented in this report are calculated using a member-level scoring algorithm. First, an average of achievements is calculated for each member that appropriately answered at least one question in the composite. A composite achievement score is then calculated by taking the mean of those individual member averages.

The "N" presented with the composite score is the number of members who appropriately answered at least one question in that composite.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of member experience and overall satisfaction with counseling or treatment, correlations are computed between responses to specific performance-related items and Q28, which is the rating question in the survey instrument measuring overall satisfaction with counseling or treatment. The particular correlation computed is Pearson's Correlation Coefficient, which takes on values between -1 and 1. In the context of this report, coefficients greater than or equal to .4 are more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Statistical Testing

MississippiCAN 2021 results are compared to each plan's results, with significance testing. Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "▲" or "▼" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of health plan achievement scores and their Pearson correlation with overall counseling or treatment satisfaction. Overall satisfaction with counseling or treatment is based on Q28, which asks respondents to rate their experience with their counseling or treatment, using a 0-10 scale, from "Worst counseling or treatment possible" to "Best counseling or treatment possible". Achievement scores are plotted against their correlation with overall counseling or treatment satisfaction.

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites are those which are most highly correlated with overall counseling and treatment satisfaction. For example, if one composite is more highly correlated with overall counseling and treatment satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall counseling and treatment satisfaction over time. Conversely, if an item is weakly correlated with overall counseling and treatment satisfaction, altering services in that domain won't significantly alter ratings of counseling and treatment.

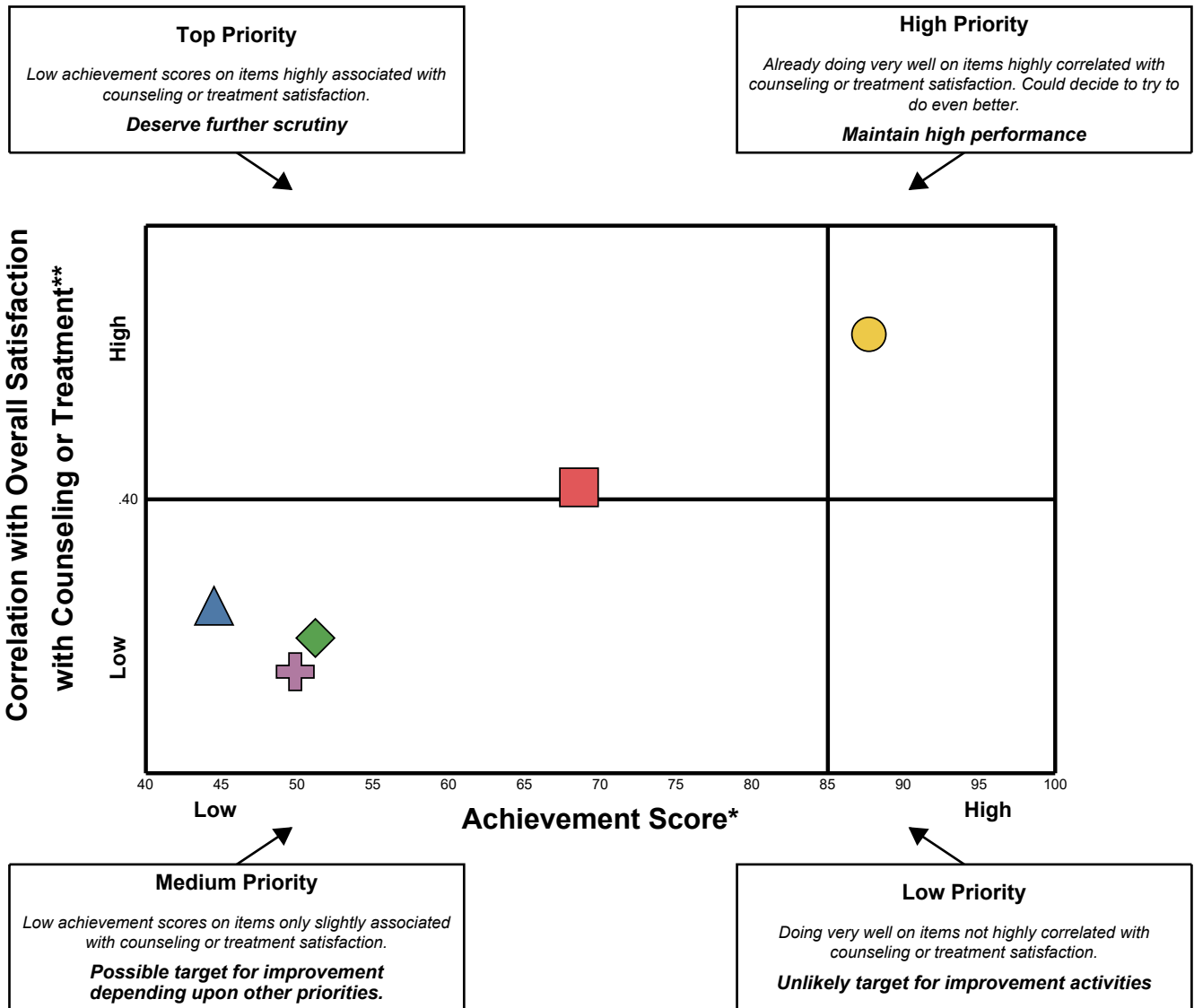
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 85% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with counseling and treatment satisfaction; coefficients less than .4 are considered lower correlations with counseling and treatment satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 85% score horizontal axis and a .4 correlation vertical axis.

Association with Overall Satisfaction**	High	<p>Top Priority</p> <p><i>Low achievement scores on items highly associated with counseling or treatment satisfaction.</i></p> <p>Deserve further scrutiny</p>	<p>High Priority</p> <p><i>Already doing very well on items highly correlated with counseling or treatment satisfaction. Could decide to try to do even better.</i></p> <p>Maintain high performance</p>
	Low	<p>Medium Priority</p> <p><i>Low achievement scores on items only slightly associated with counseling or treatment satisfaction.</i></p> <p>Possible target for improvement depending upon other priorities.</p>	<p>Low Priority</p> <p><i>Doing very well on items not highly correlated with counseling or treatment satisfaction.</i></p> <p>Unlikely target for improvement activities</p>
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composites

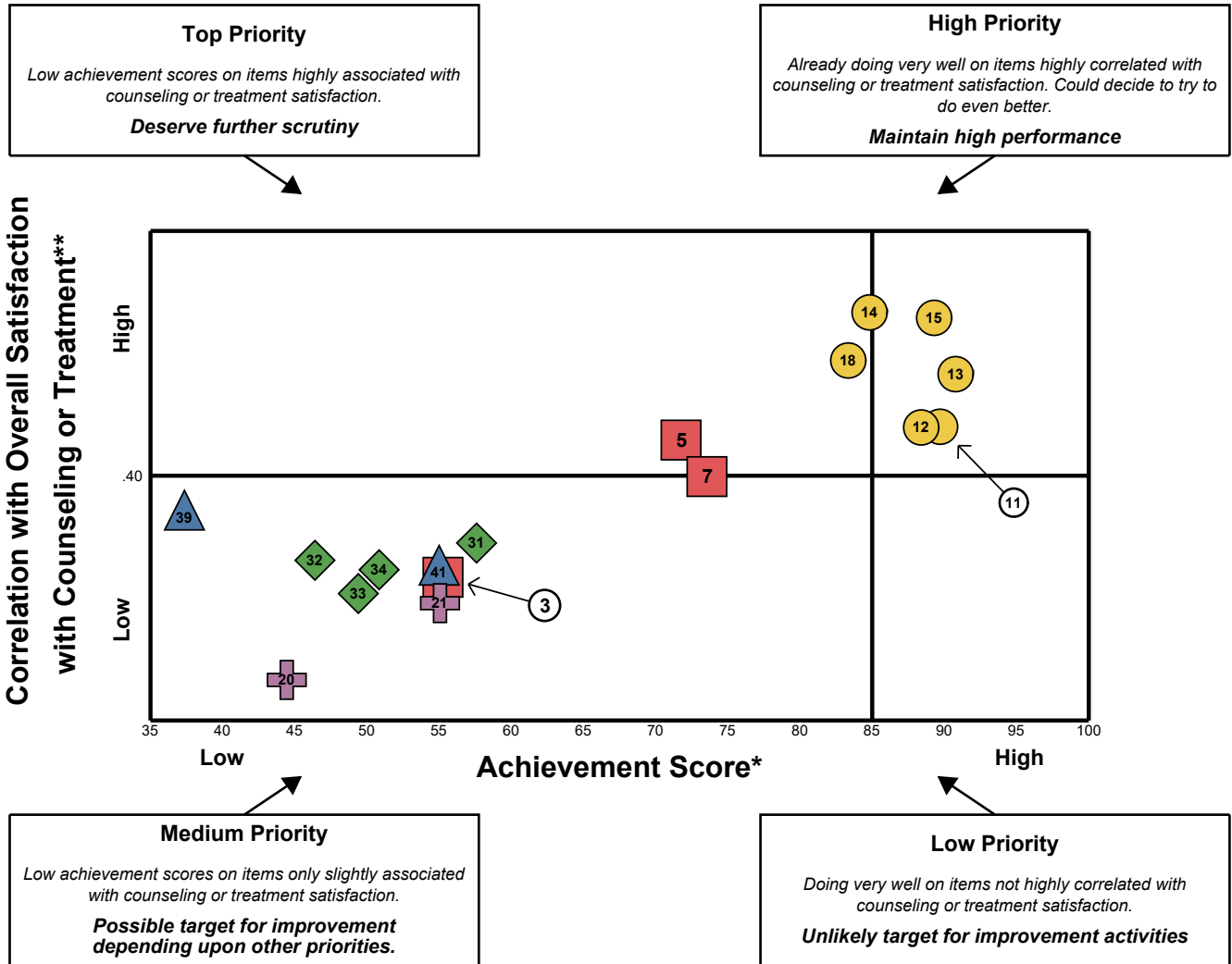


- **Getting Treatment Quickly**
- ◆ **Perceived Improvement**
- **How Well Clinicians Communicate**
- + **Information about Treatment Options**
- ▲ **Getting Treatment and Information from the Plan**

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Composite Items



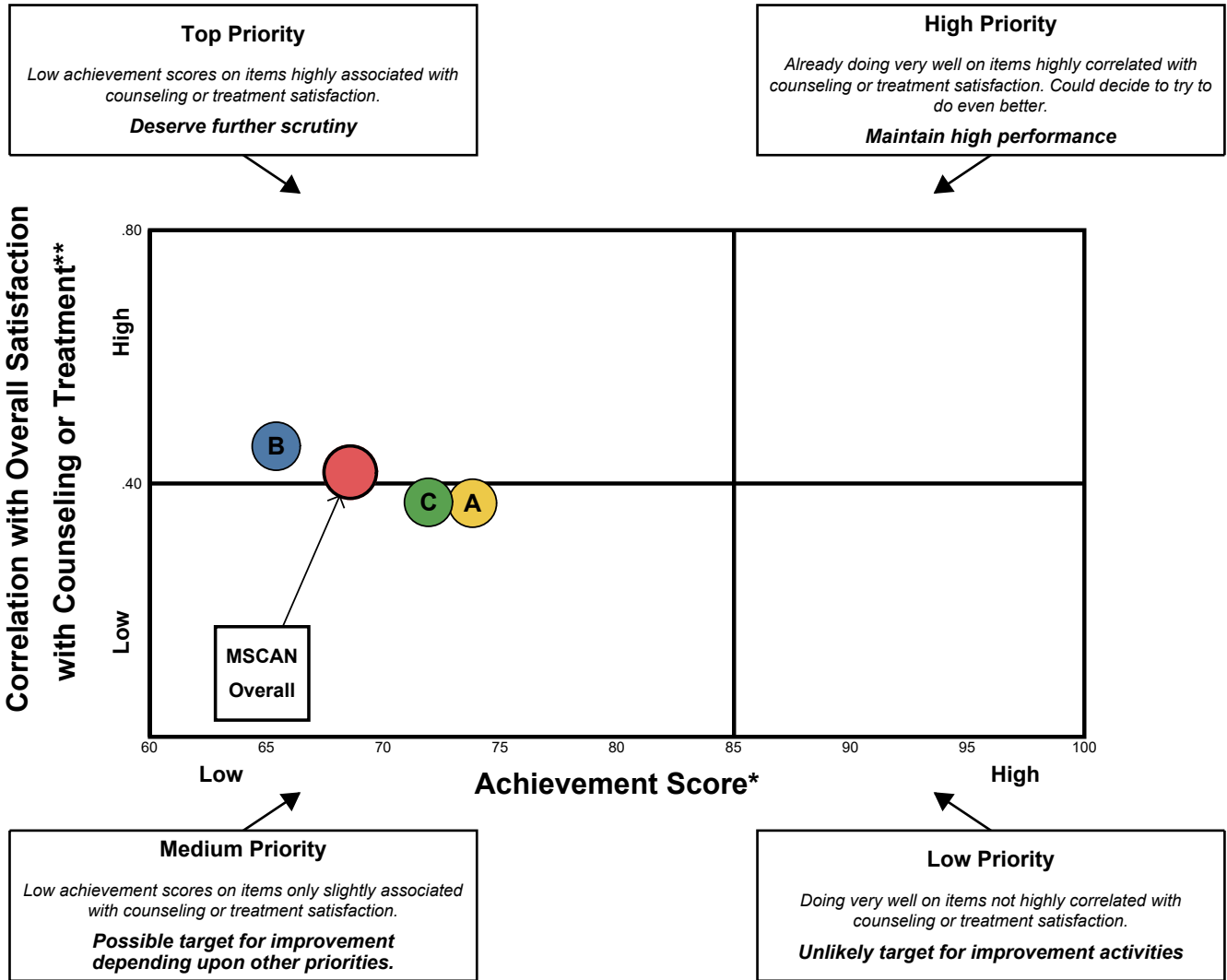
- **Getting Treatment Quickly**
Q3. Usually or always got help by telephone
Q5. Usually or always got urgent treatment as soon as needed
Q7. Usually or always got appointment as soon as wanted
- **How Well Clinicians Communicate**
Q11. Clinicians usually or always listened carefully
Q12. Clinicians usually or always explained things
Q13. Clinicians usually or always showed respect
Q14. Clinicians usually or always spent enough time
Q15. Usually or always felt safe with clinicians
Q18. Usually or always involved as much as you wanted in treatment
- ▲ **Getting Treatment and Information from the Plan**
Q39. Delays in treatment while waiting for plan approval were not a problem
Q41. Getting help from customer service was not a problem

- ◆ **Perceived Improvement**
Q31. Much better or a little better able to deal with daily problems compared to 1 year ago
Q32. Much better or a little better able to deal with social situations compared to 1 year ago
Q33. Much better or a little better able to accomplish things compared to 1 year ago
Q34. Much better or a little better able to deal with symptoms or problems compared to 1 year ago
- + **Information about Treatment Options**
Q20. Told about self-help or consumer run programs
Q21. Told about different treatments that are available for condition

* An achievement score is ranked "high" when score is 85 or higher.
** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Getting Treatment Quickly



- A Molina Healthcare
- B UnitedHealthcare

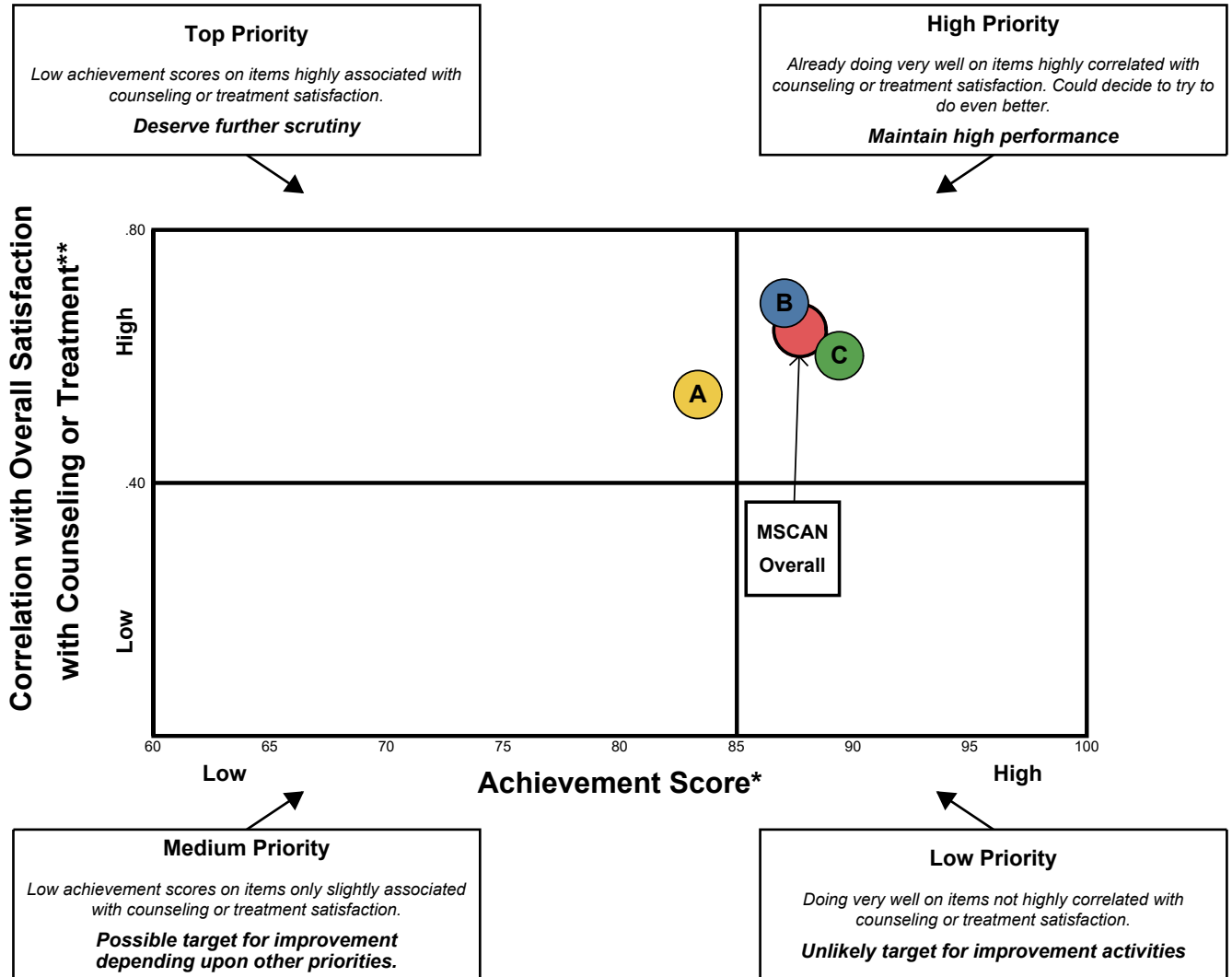
- C Magnolia Health

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

How Well Clinicians Communicate



- A Molina Healthcare
- B UnitedHealthcare

- C Magnolia Health

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Getting Treatment and Information from the Plan



A Molina Healthcare
B UnitedHealthcare

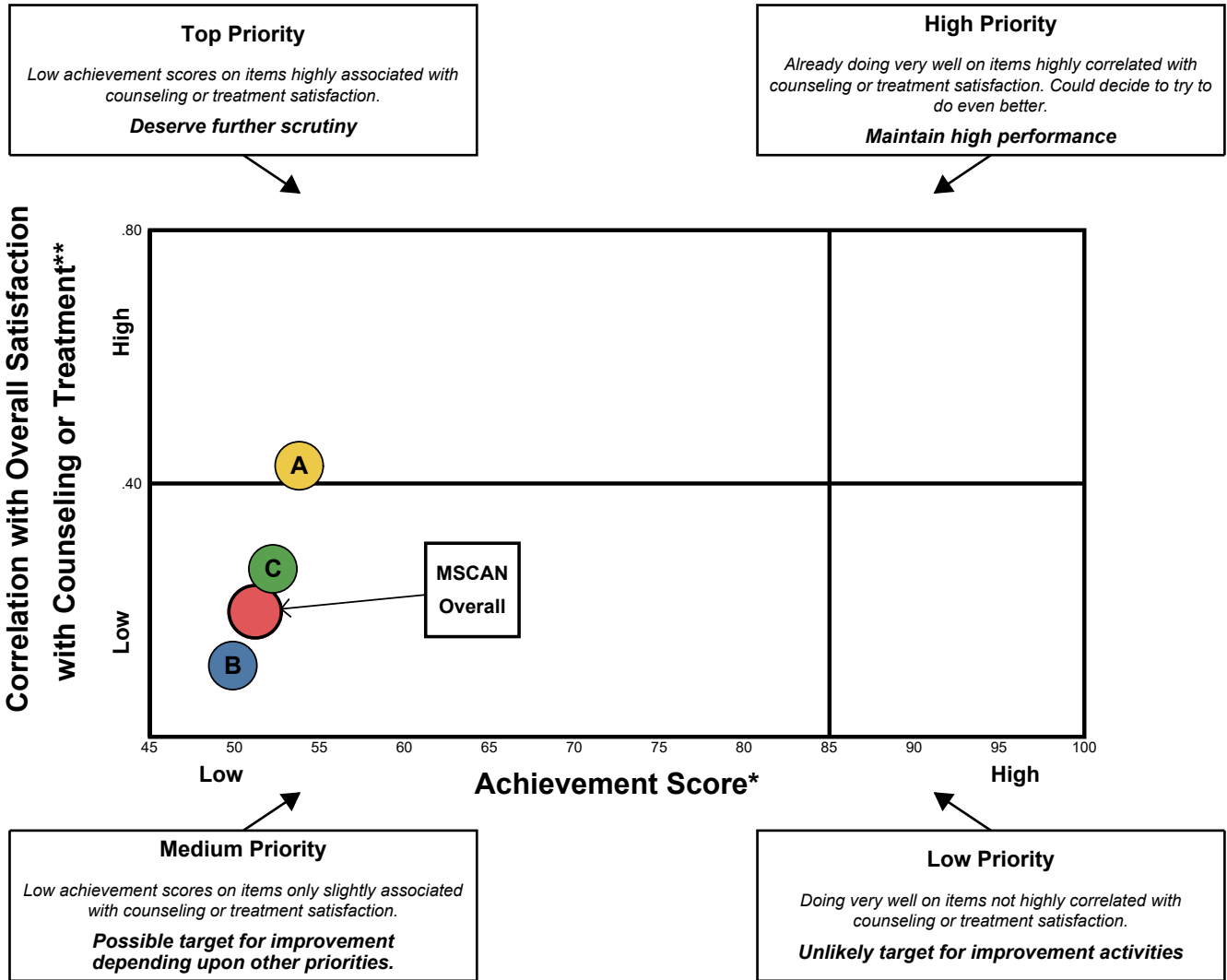
C Magnolia Health

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Perceived Improvement



- **A** Molina Healthcare
- **B** UnitedHealthcare

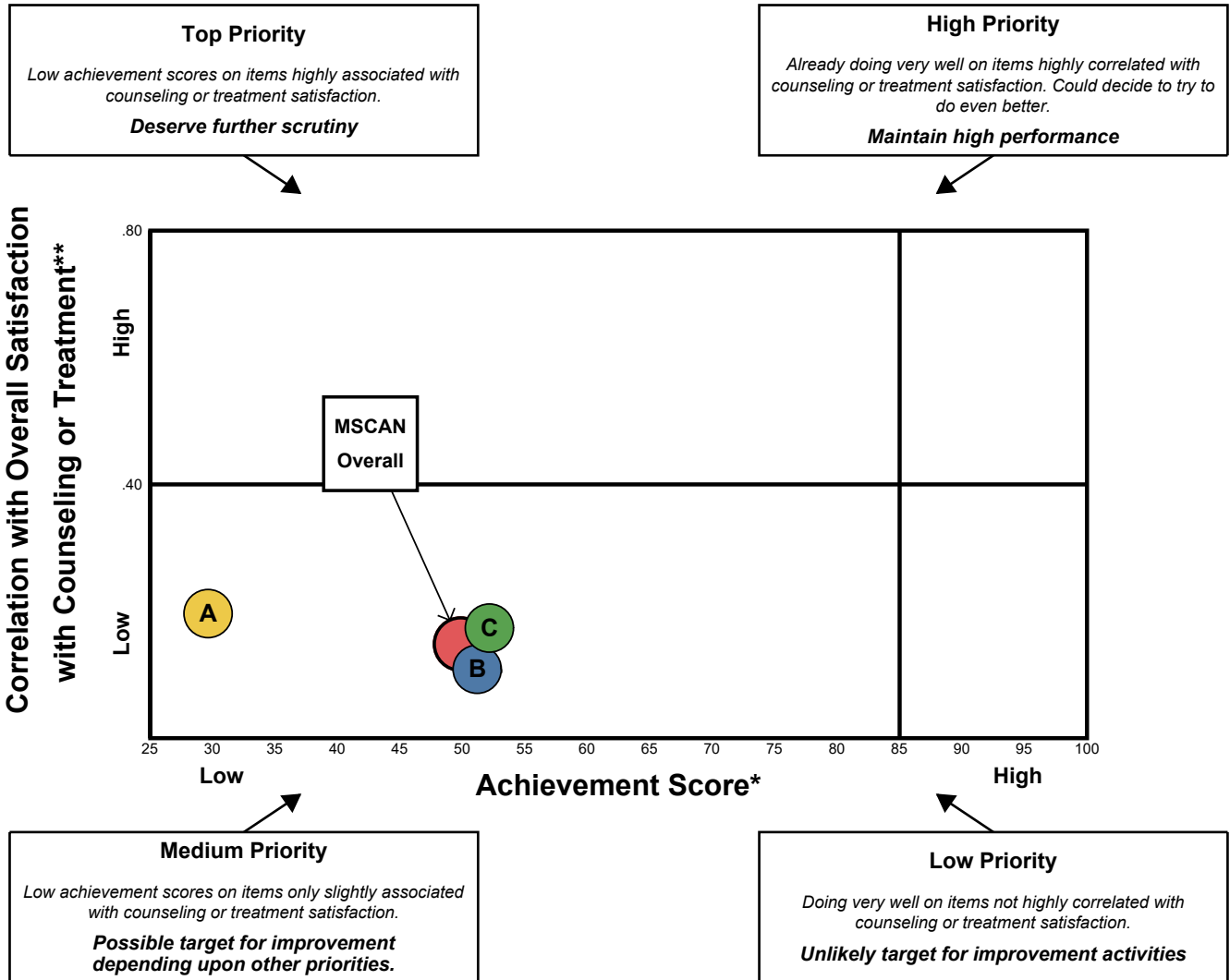
- **C** Magnolia Health

* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - Composites

Information about Treatment Options



* An achievement score is ranked "high" when score is 85 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

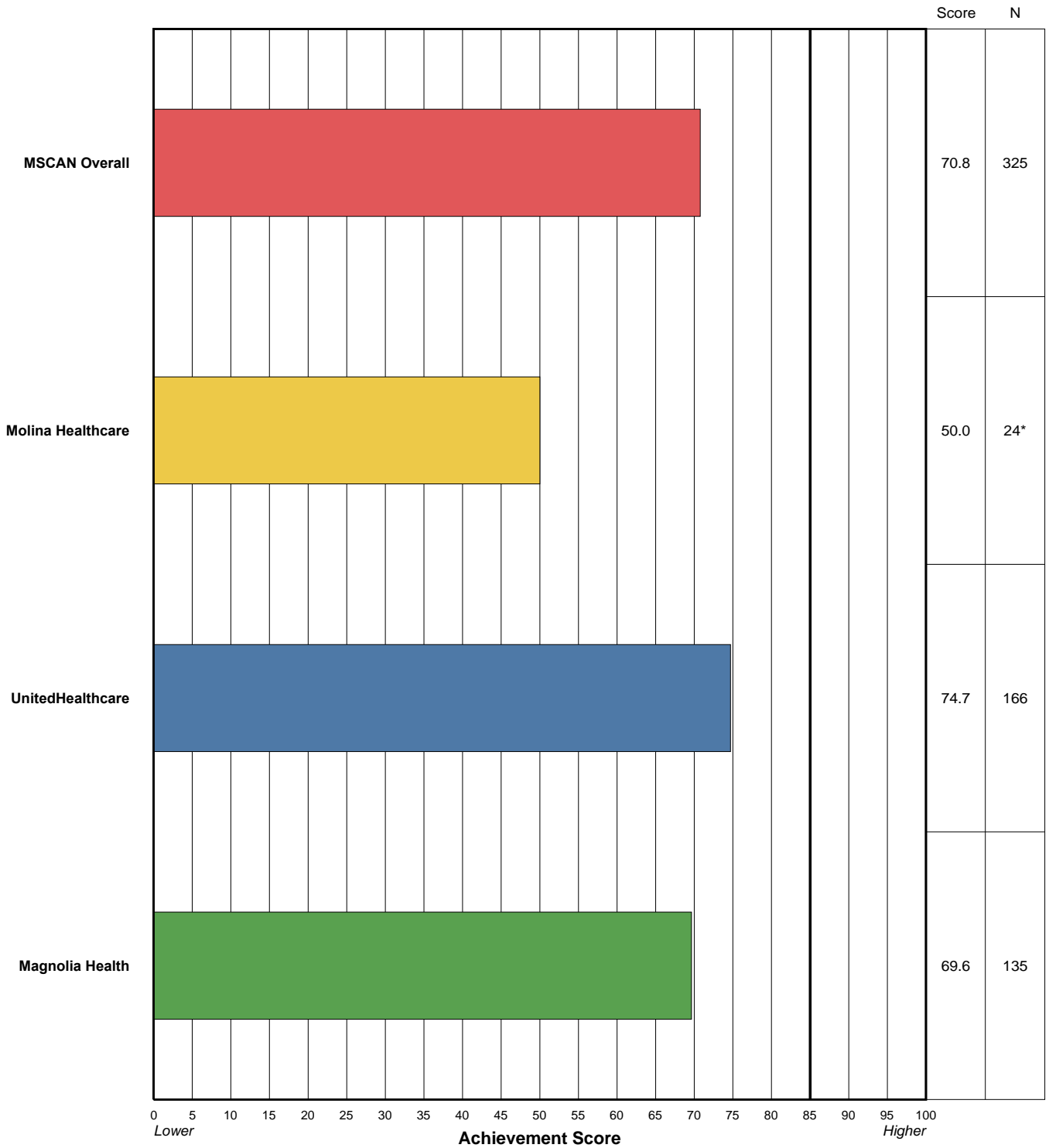
Overall Ratings

The CAHPS® ECHO 3.0 Adult survey uses a 0-10 rating for assessing overall experience with counseling and treatment. In the table below, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. Alternate top box scoring of 9 or 10 are presented as hollow bars.

The MississippiCAN overall score is compared to each plan's score. Statistical testing is run between the plan score data and the MississippiCAN overall score, with an arrow beside the bar if applicable.

Overall Ratings

Q28. Rating of counseling or treatment



NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

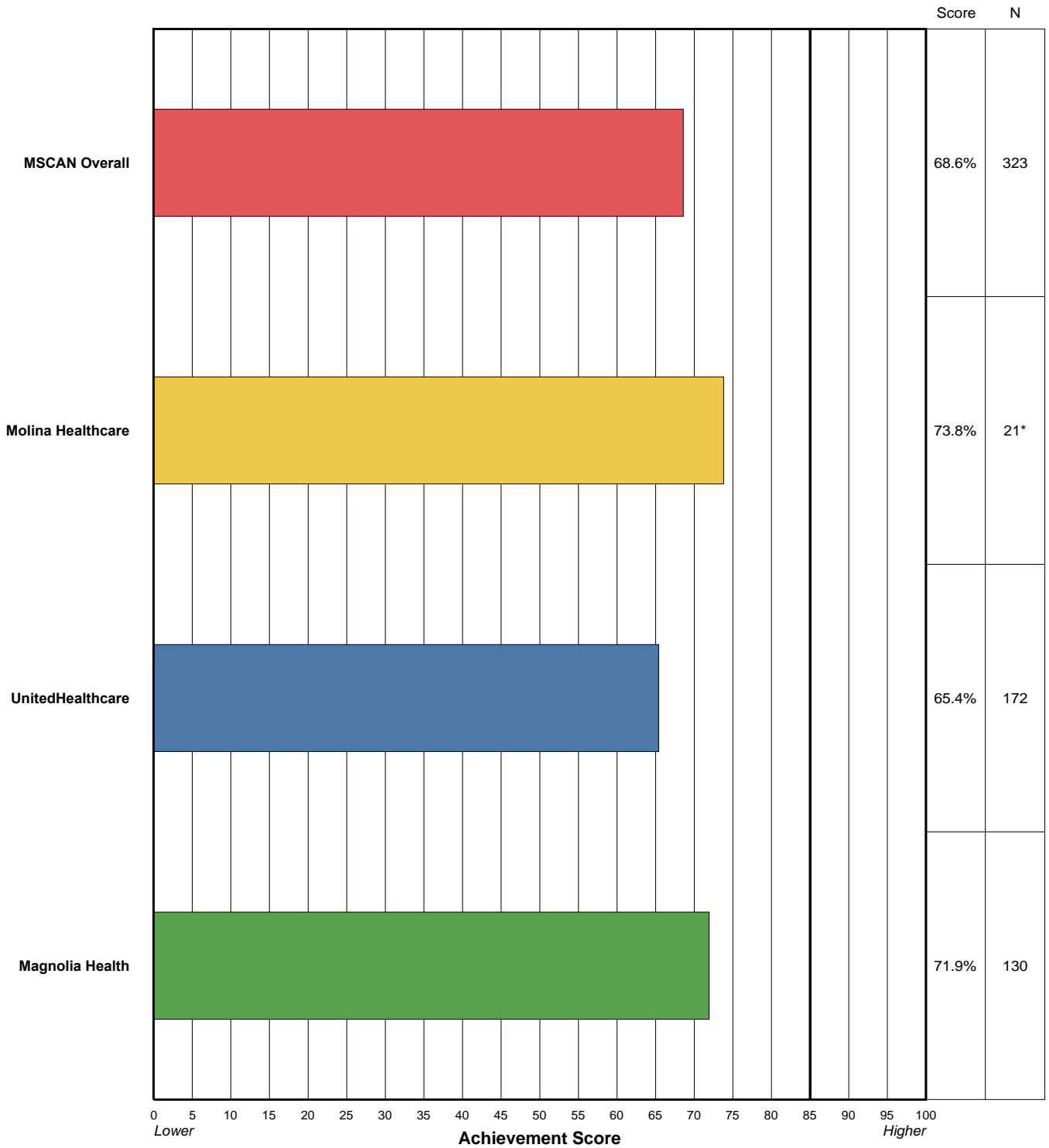
Composites

Each achievement-related question from the survey is grouped with other questions that relate to the same broad domain of performance. For example, the domain "Getting Treatment Quickly" includes questions about how often respondents were able to get needed help, treatment, and appointments quickly.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Treatment Quickly and the How Well Clinicians Communicate composites; "Not a problem" to the Getting Treatment and Information from the Plan composite; "Much better" or "A little better" to the Perceived Improvement composite and "Yes" to the Information about Treatment Options composite. Alternate top box scoring is presented when applicable as hollow bars.

The MississippiCAN overall score is compared to each plan's score. Statistical testing is run between the plan score data and the MississippiCAN overall data, with an arrow beside the bar if applicable. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

Composites Getting Treatment Quickly



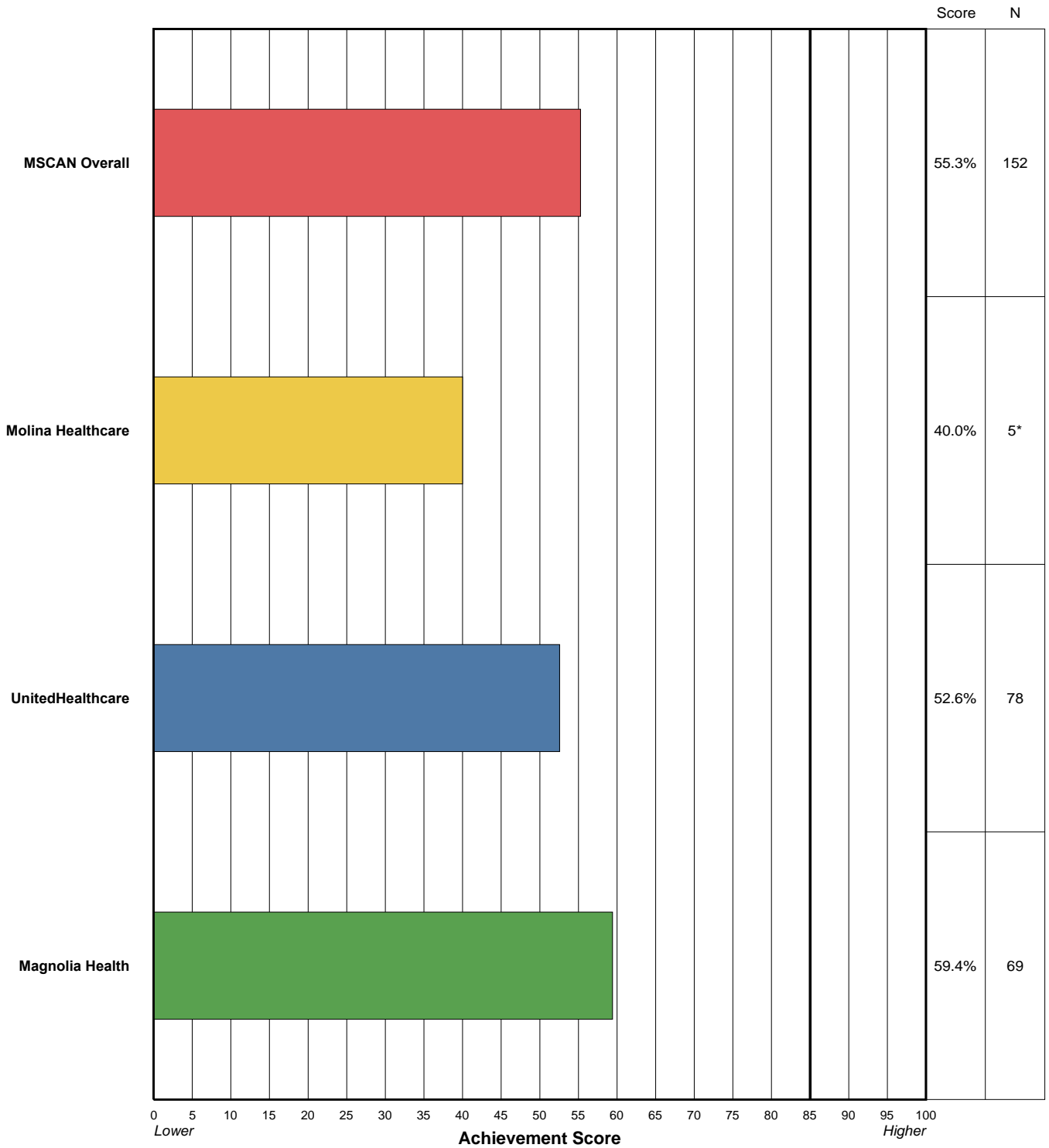
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Getting Treatment Quickly

Q3. Usually or always got help by telephone



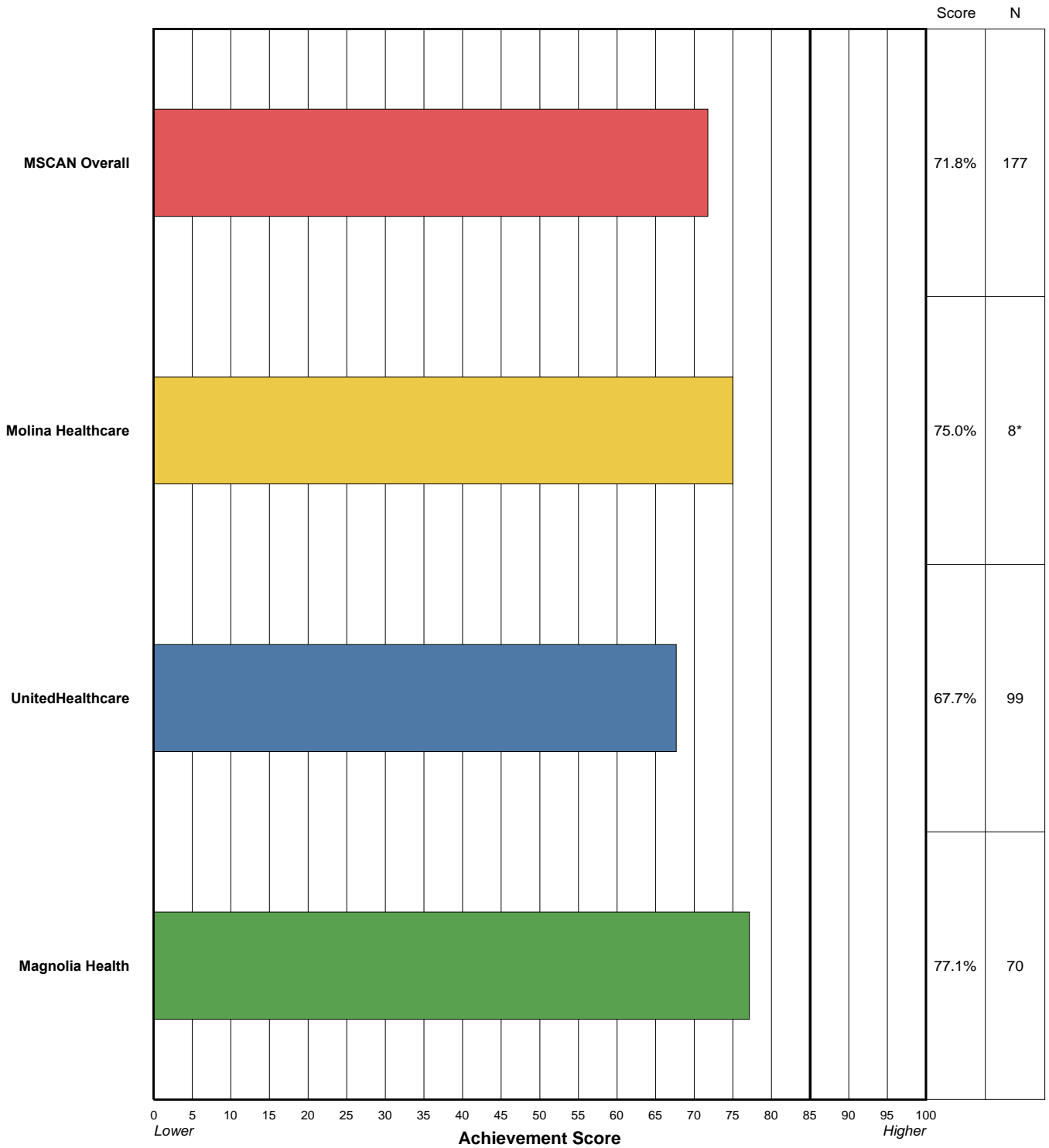
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Getting Treatment Quickly

Q5. Usually or always got urgent treatment as soon as needed



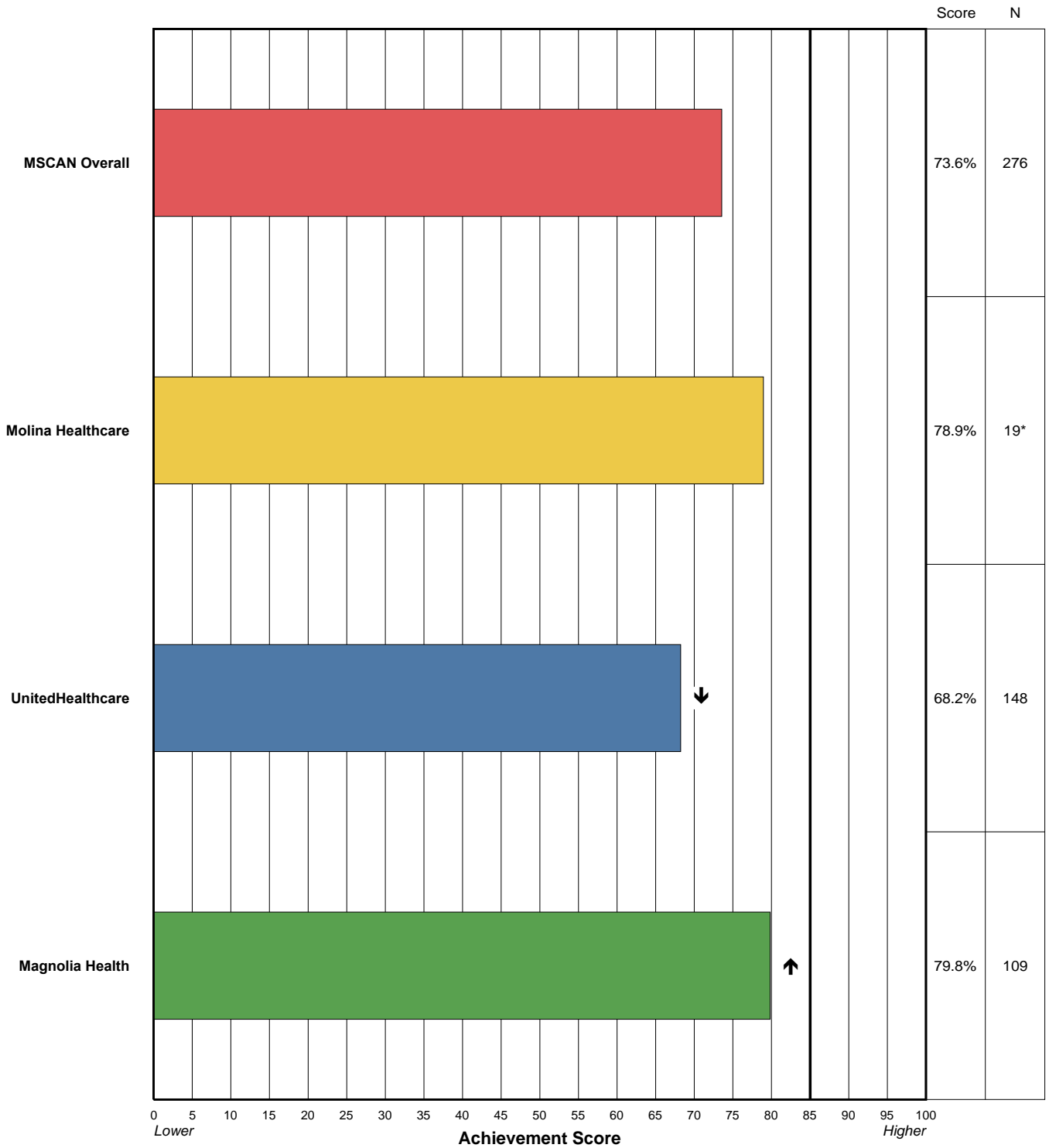
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Getting Treatment Quickly

Q7. Usually or always got appointment as soon as wanted

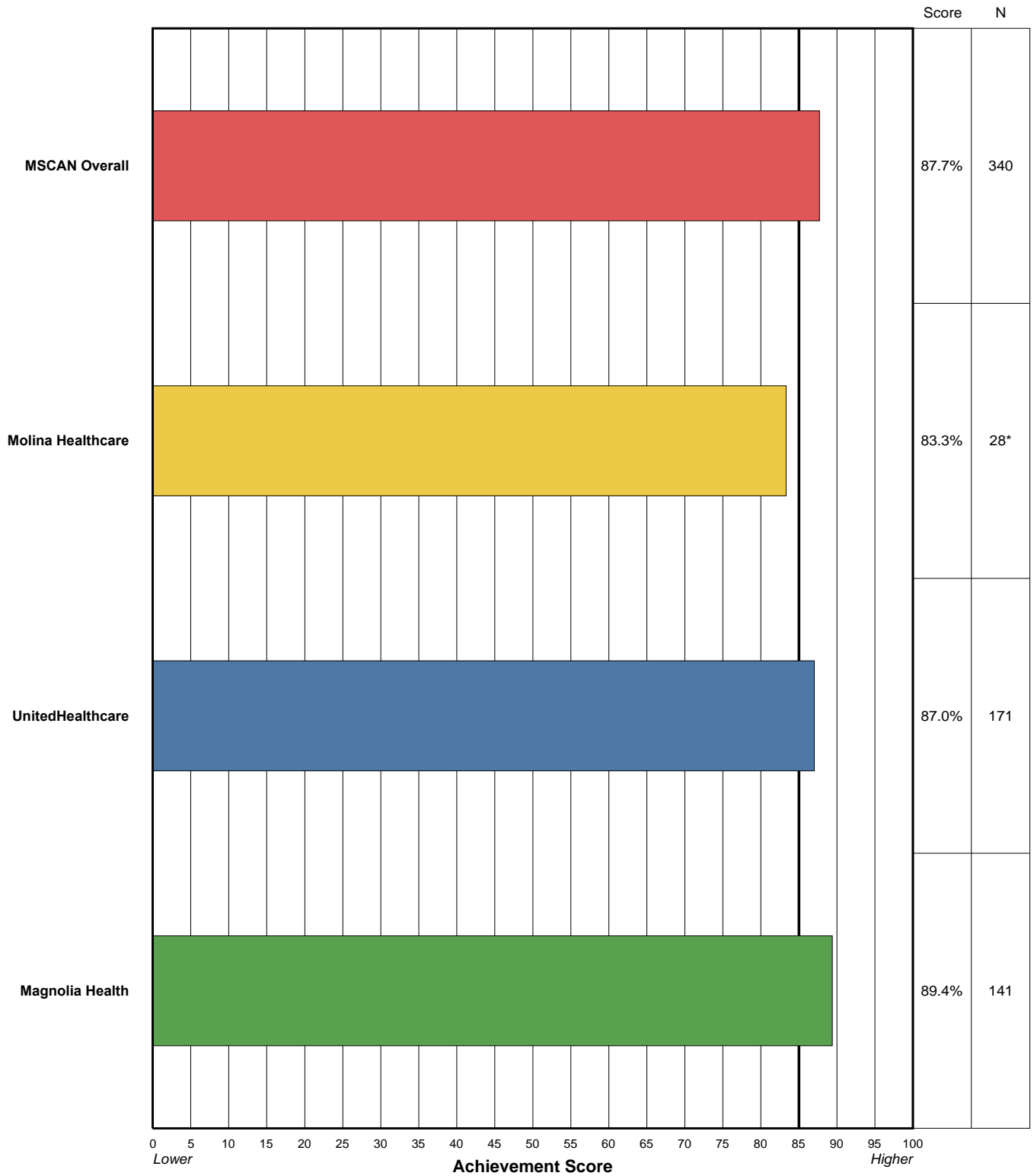


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

How Well Clinicians Communicate



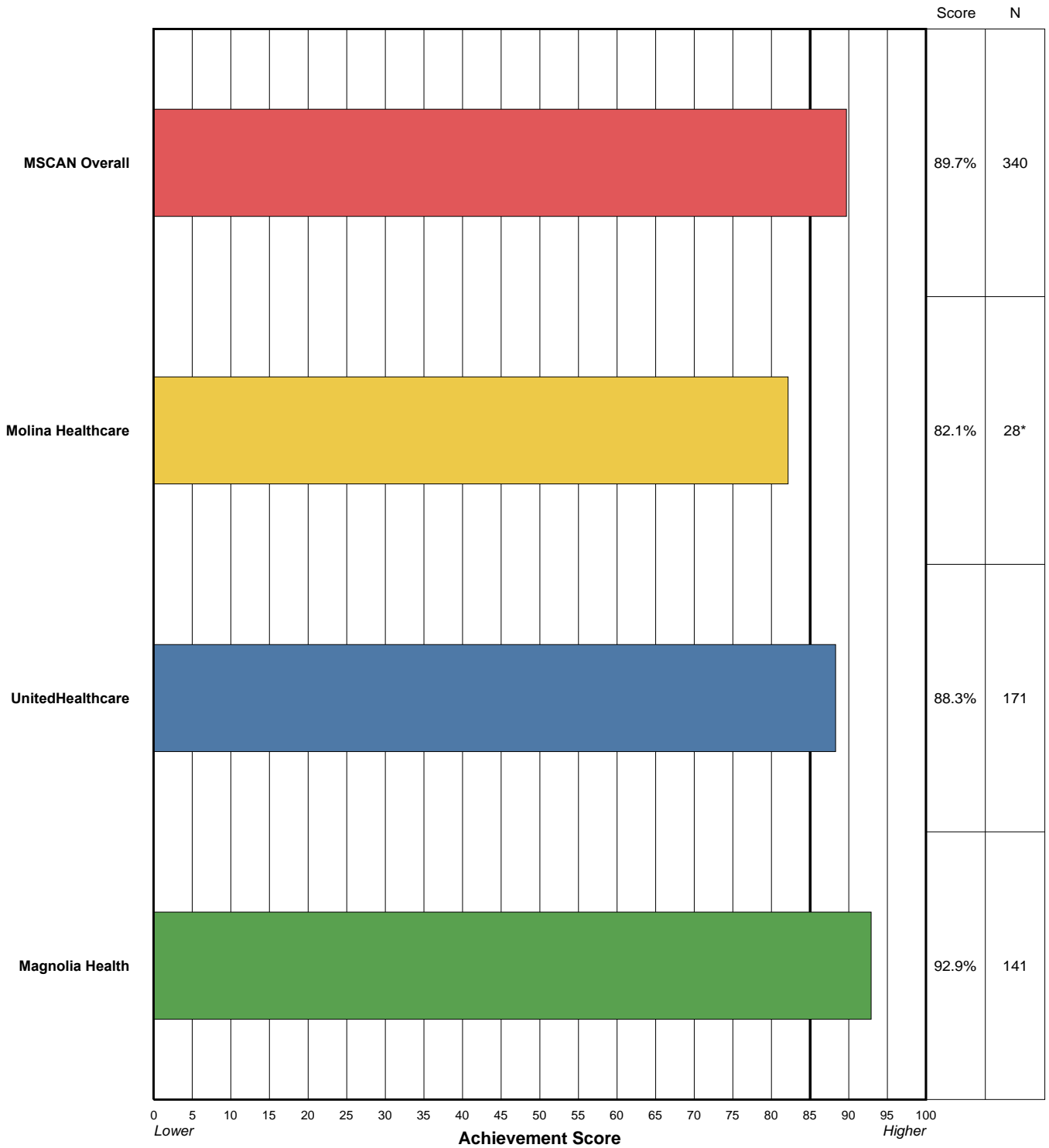
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

How Well Clinicians Communicate

Q11. Clinicians usually or always listened carefully



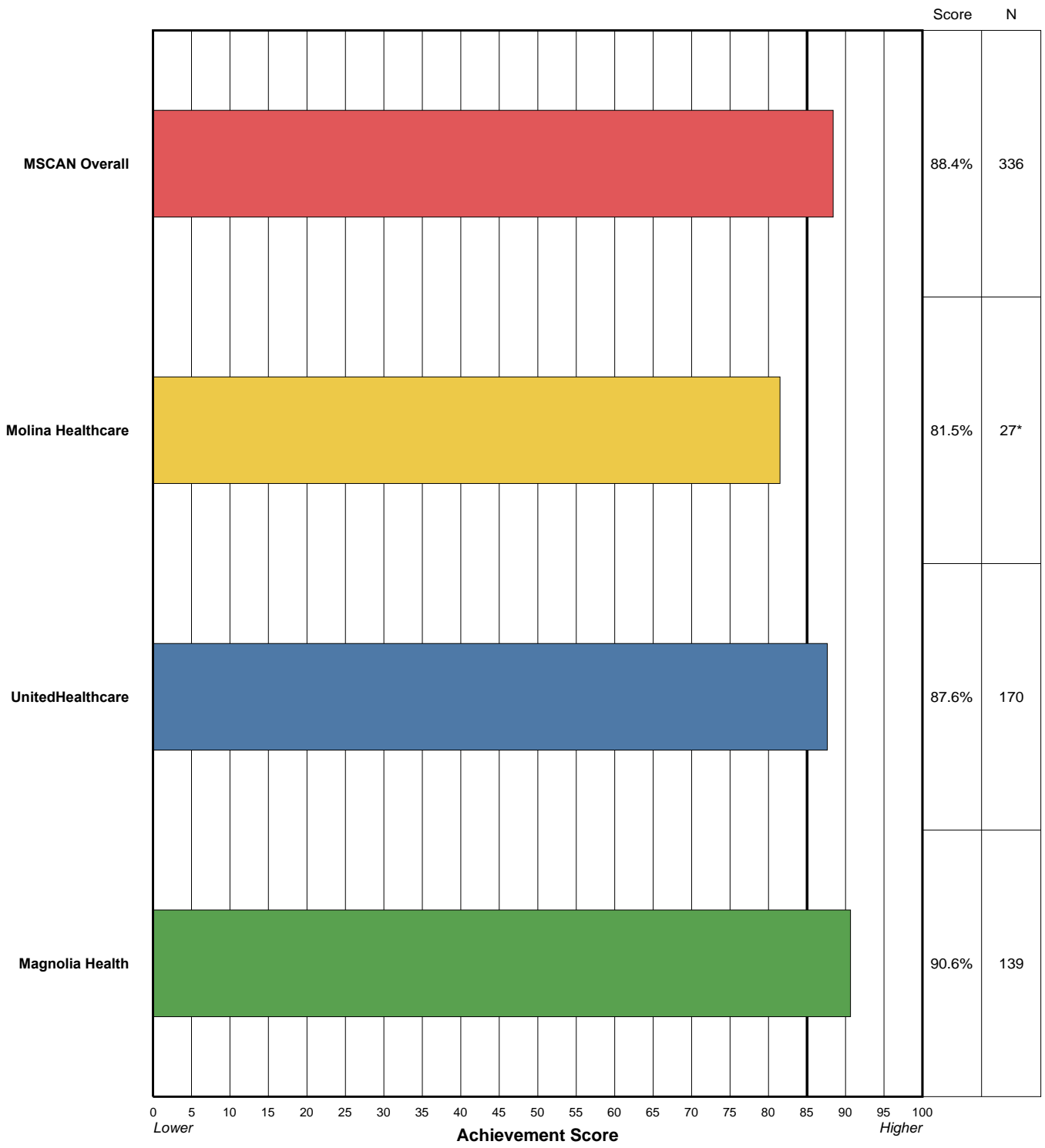
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

How Well Clinicians Communicate

Q12. Clinicians usually or always explained things



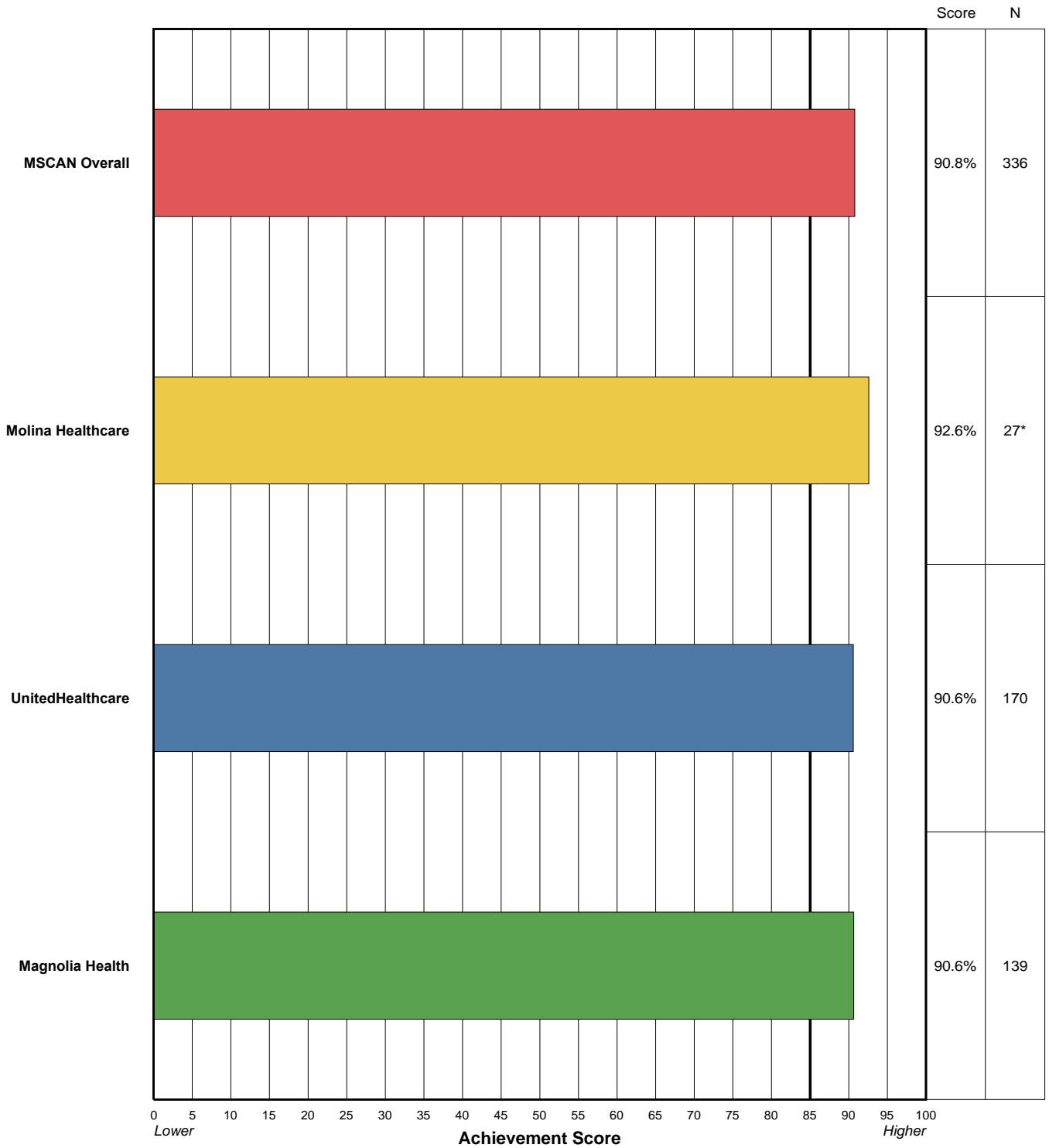
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

How Well Clinicians Communicate

Q13. Clinicians usually or always showed respect



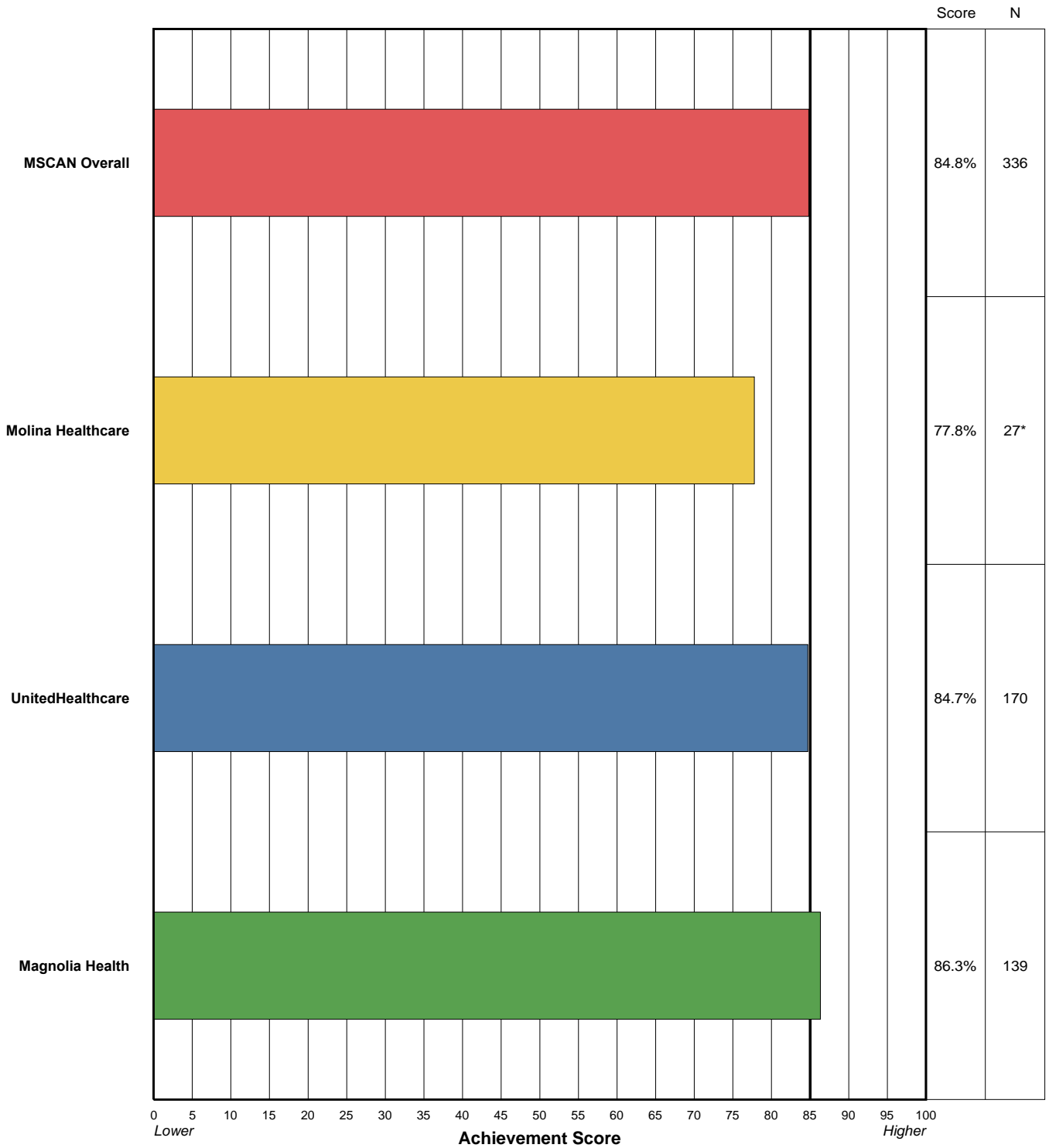
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

How Well Clinicians Communicate

Q14. Clinicians usually or always spent enough time



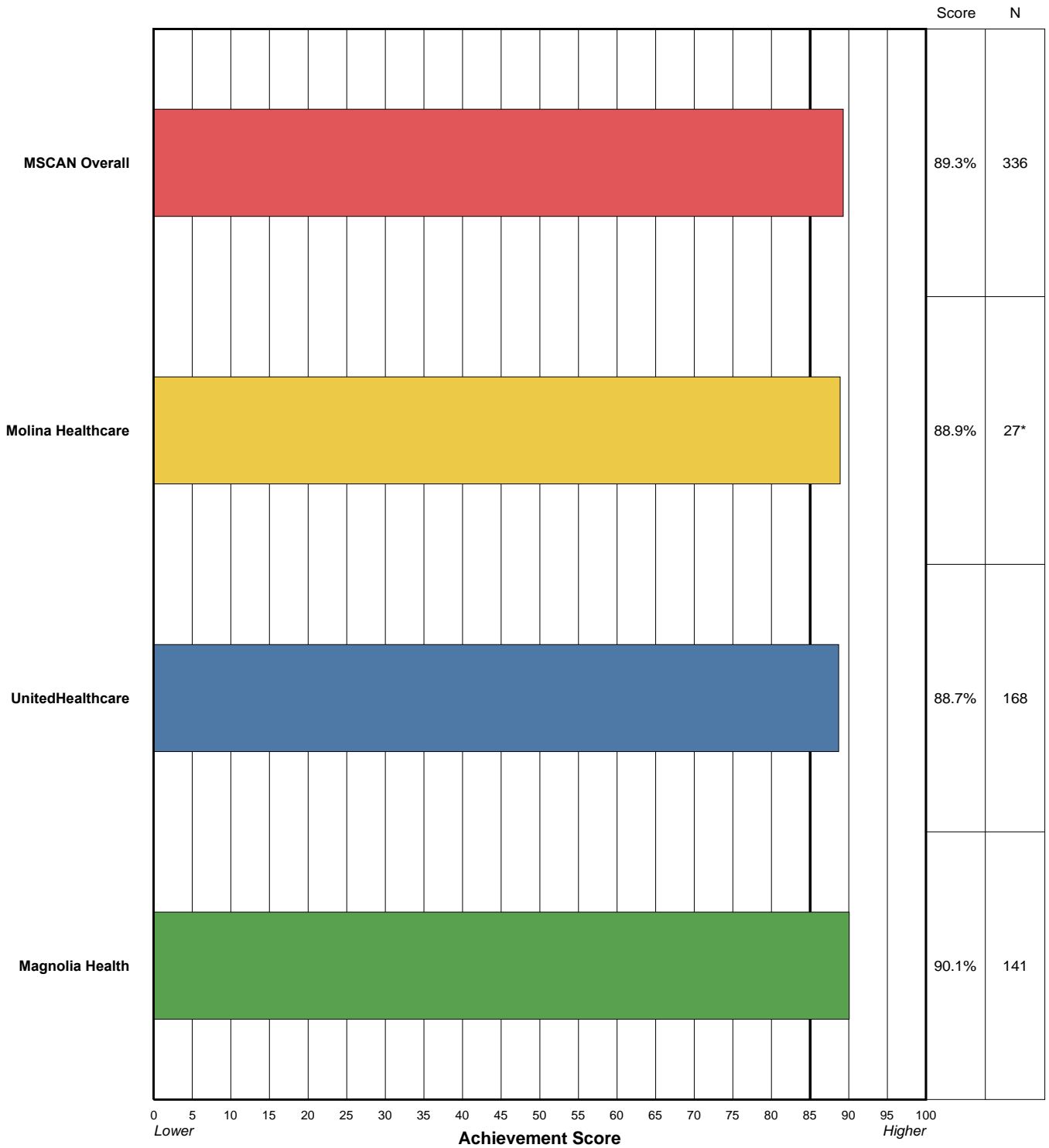
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

How Well Clinicians Communicate

Q15. Usually or always felt safe with clinicians



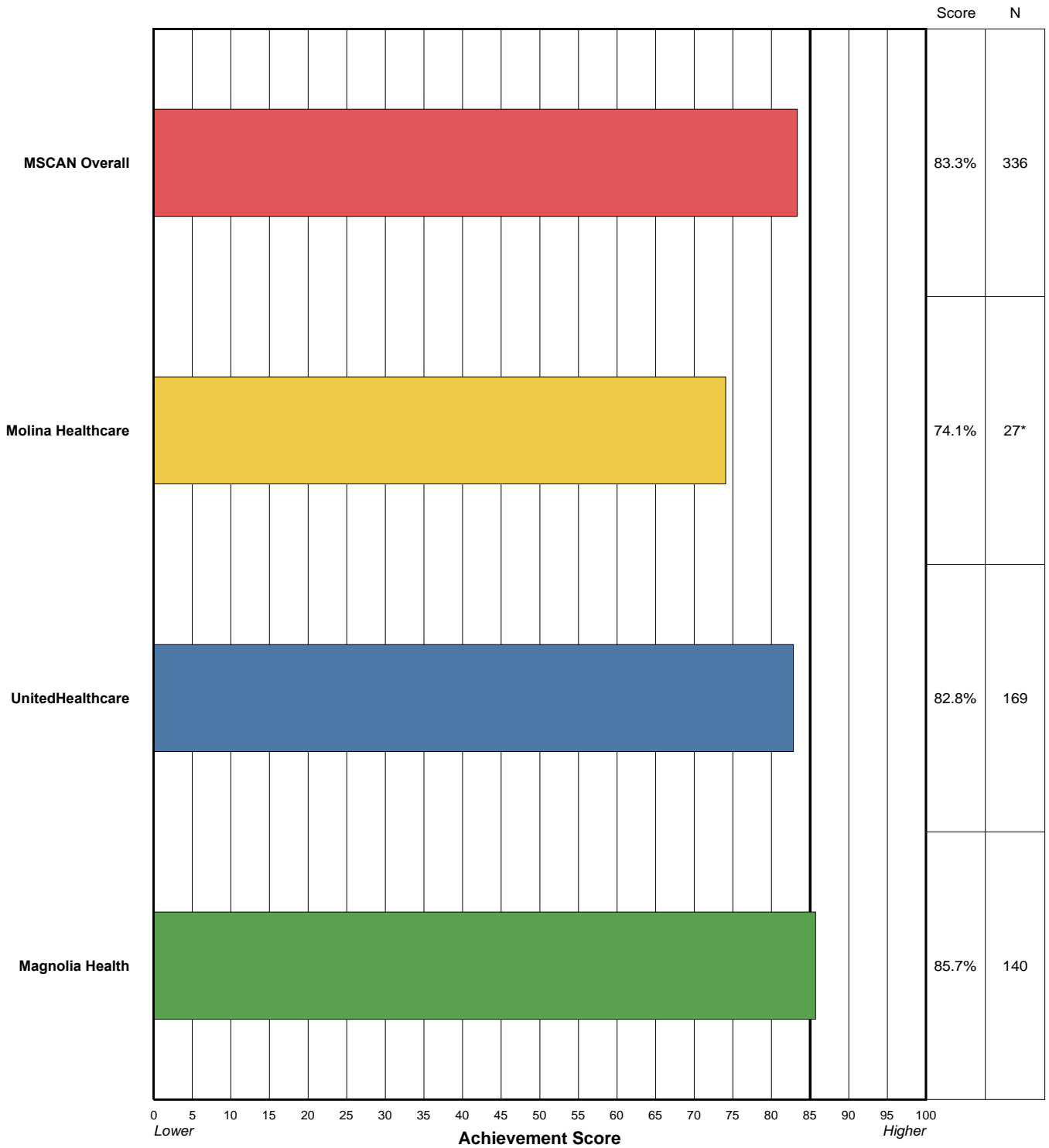
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

How Well Clinicians Communicate

Q18. Usually or always involved as much as you wanted in treatment

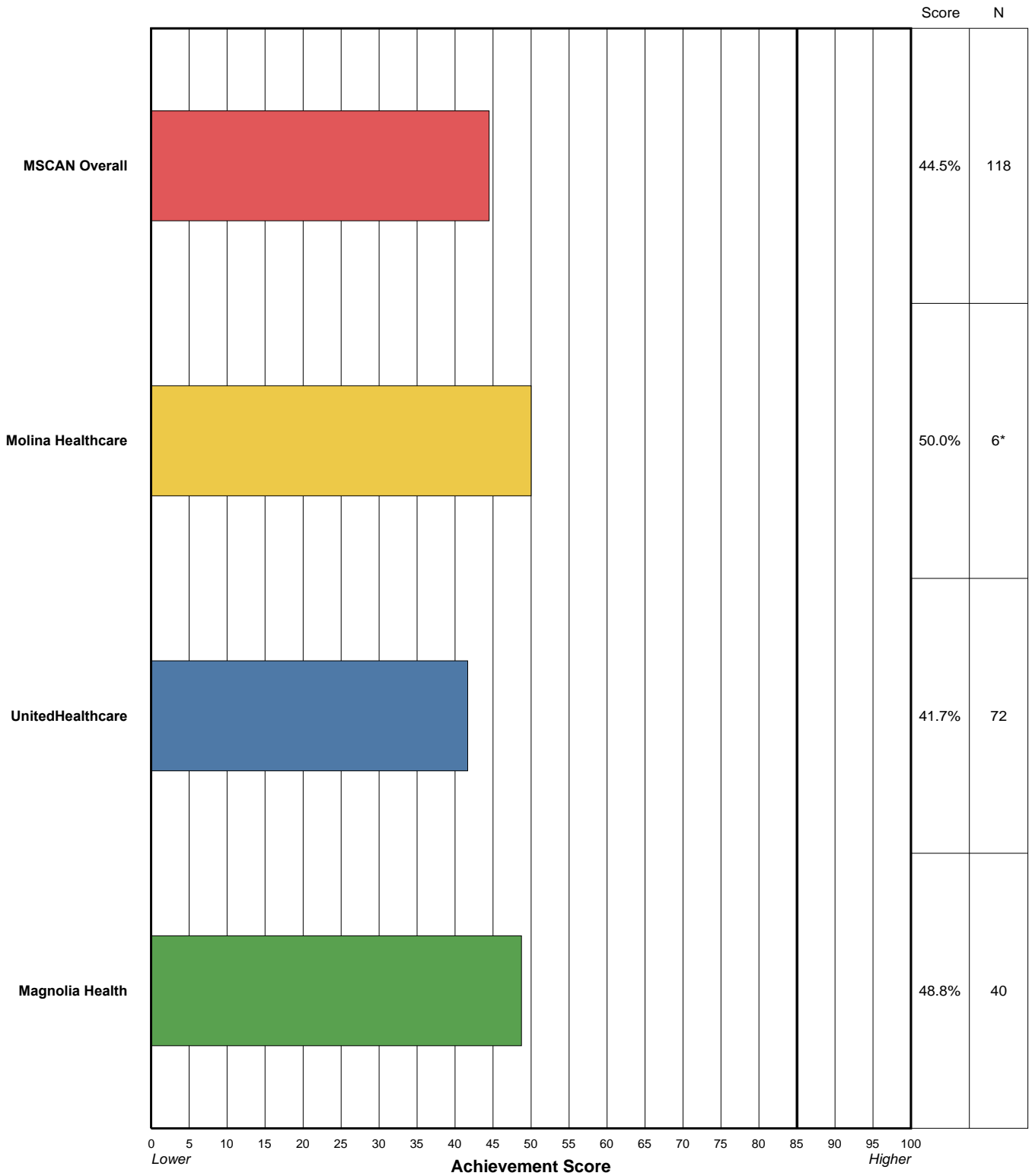


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Getting Treatment and Information from the Plan



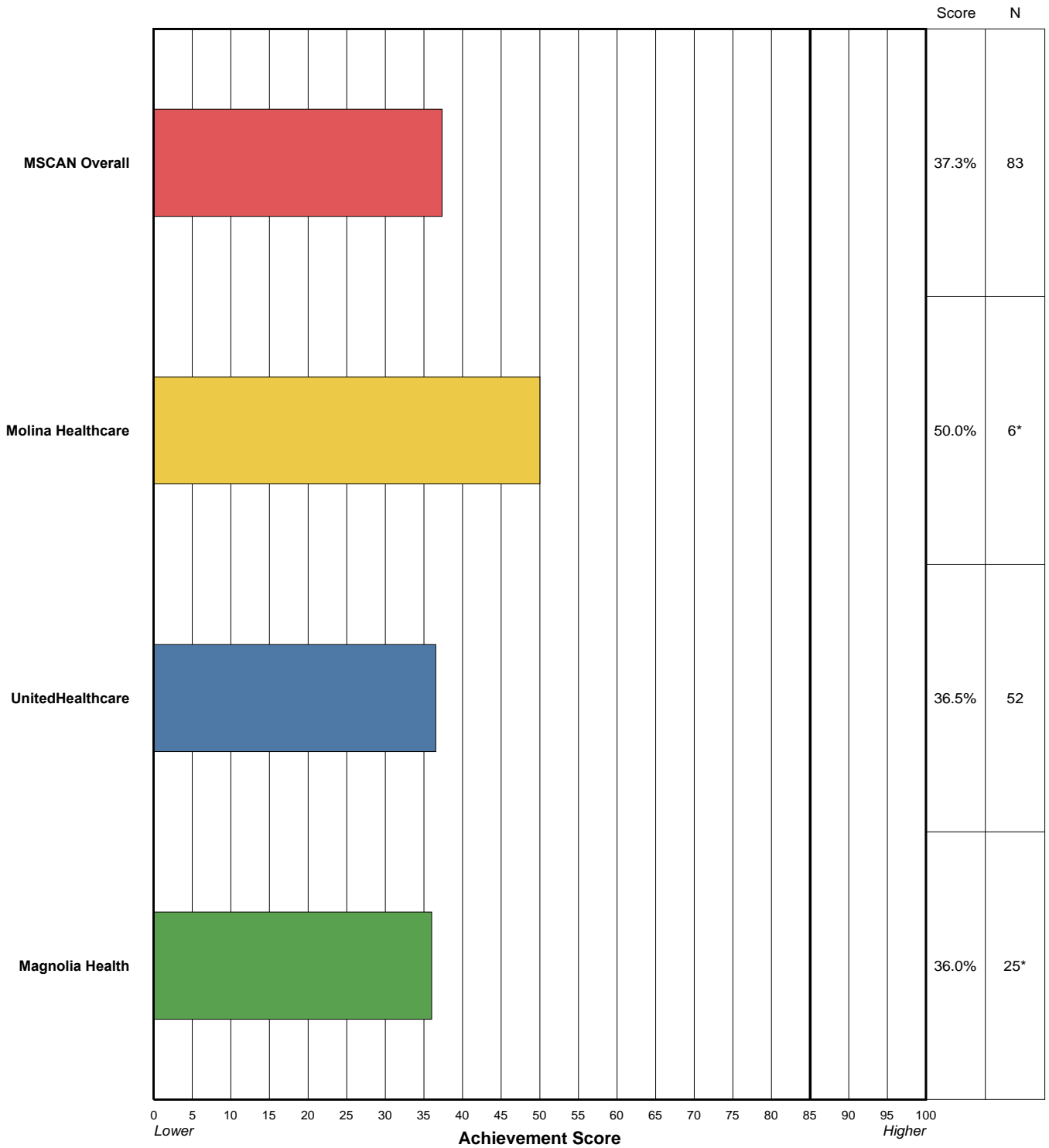
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Getting Treatment and Information from the Plan

Q39. Delays in treatment while waiting for plan approval were not a problem



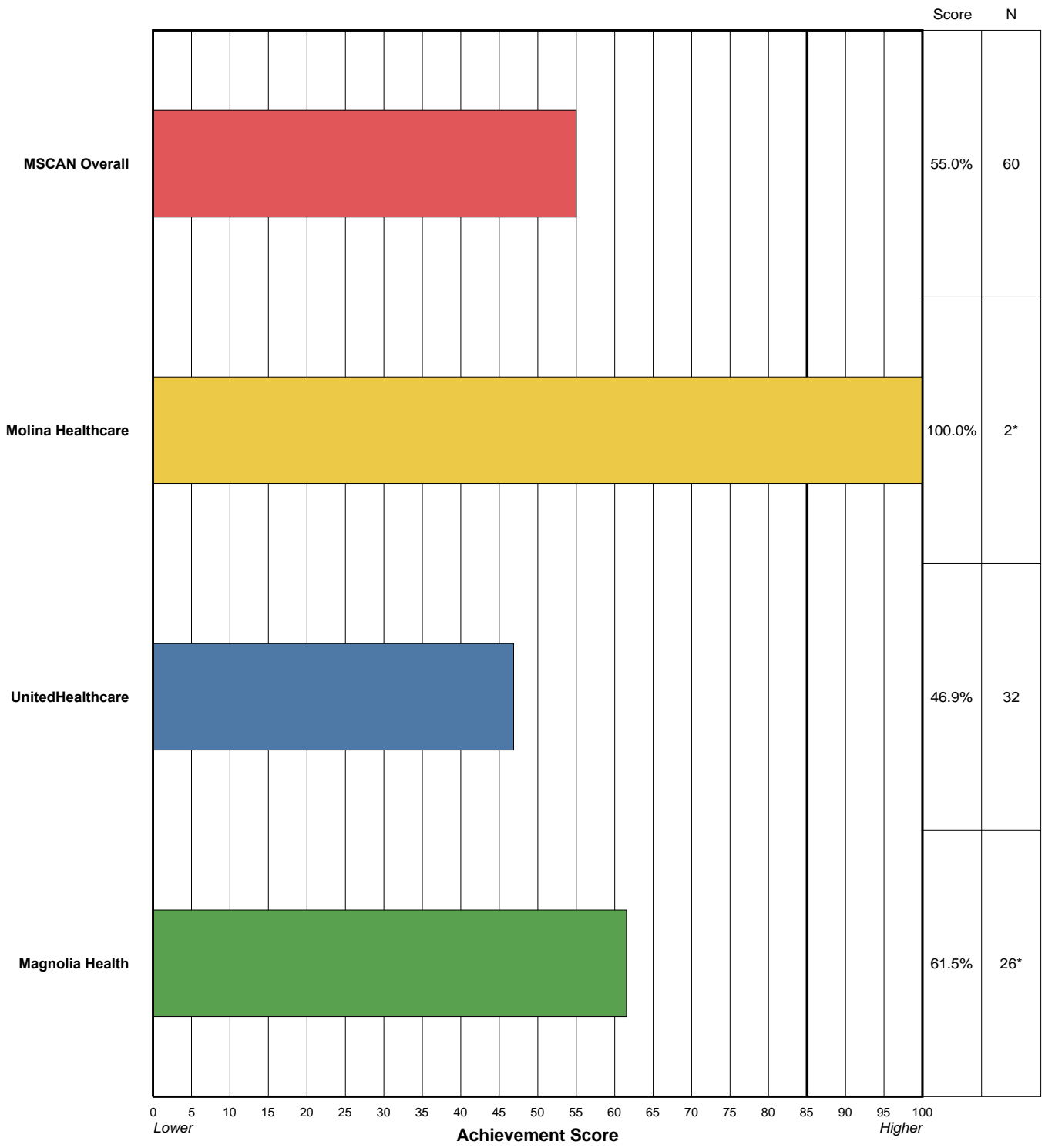
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Getting Treatment and Information from the Plan

Q41. Getting help from customer service was not a problem

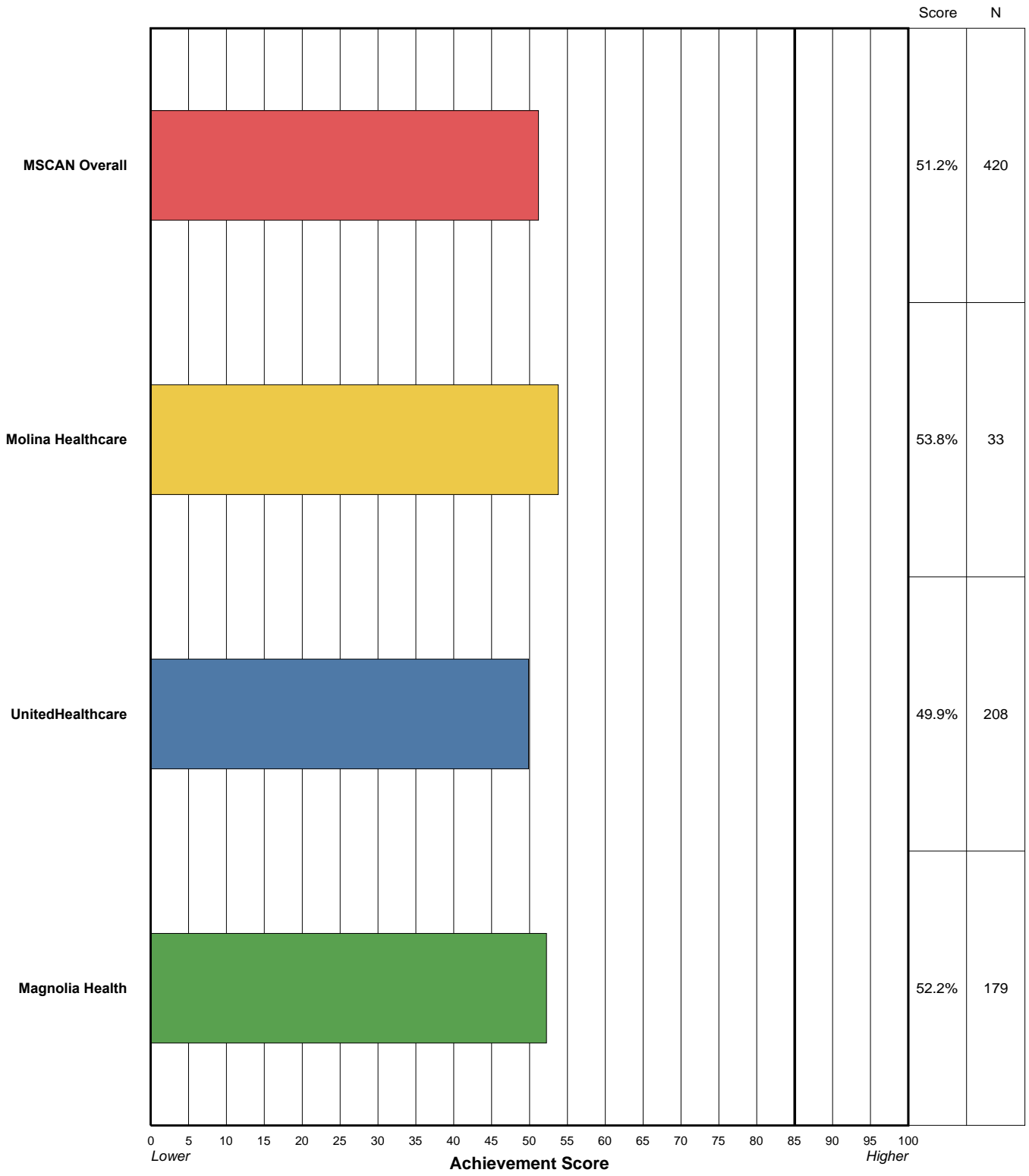


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

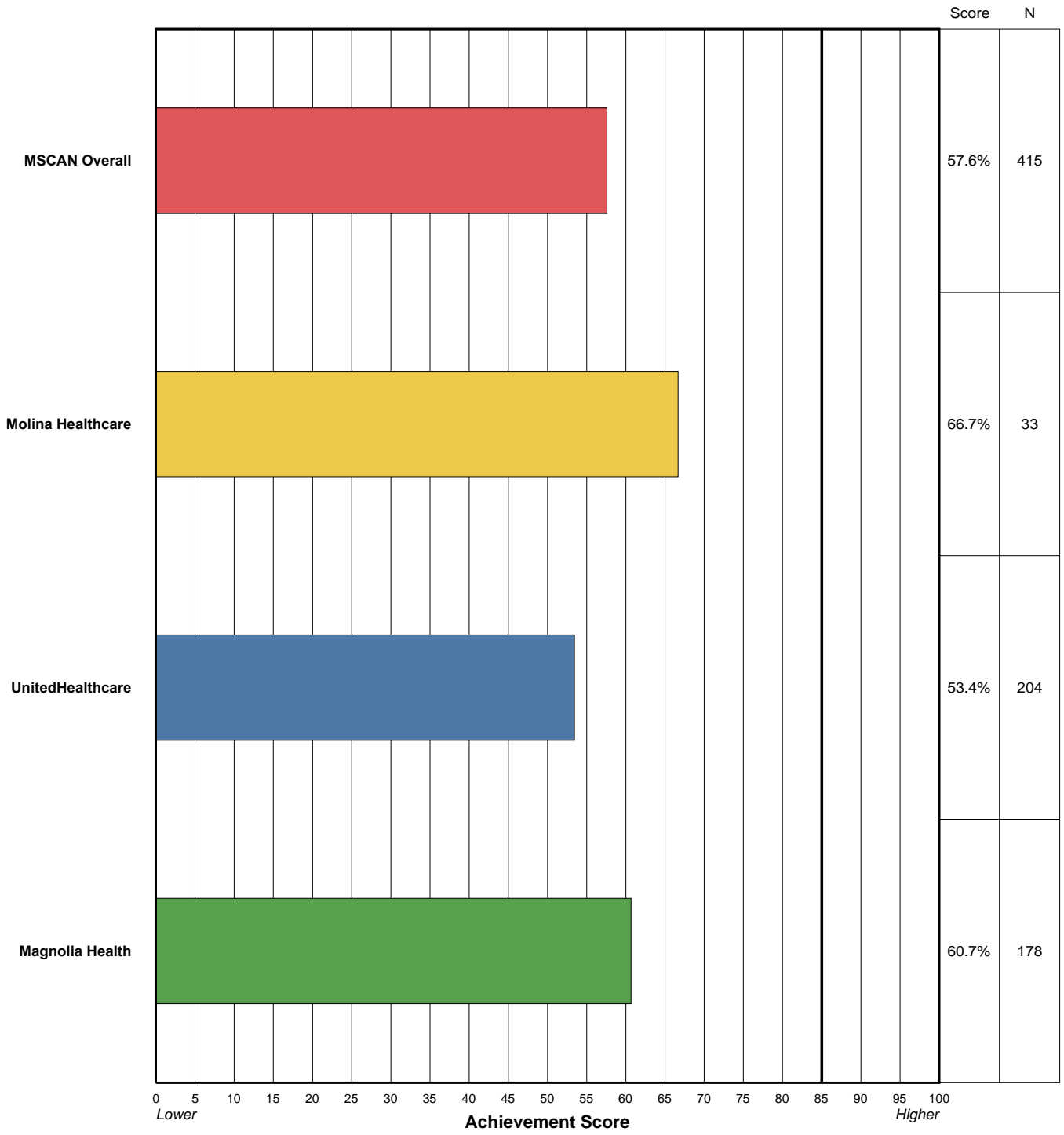
Perceived Improvement



NT/X: No trend data available.
 ↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

Perceived Improvement

Q31. Much better or a little better able to deal with daily problems compared to 1 year ago

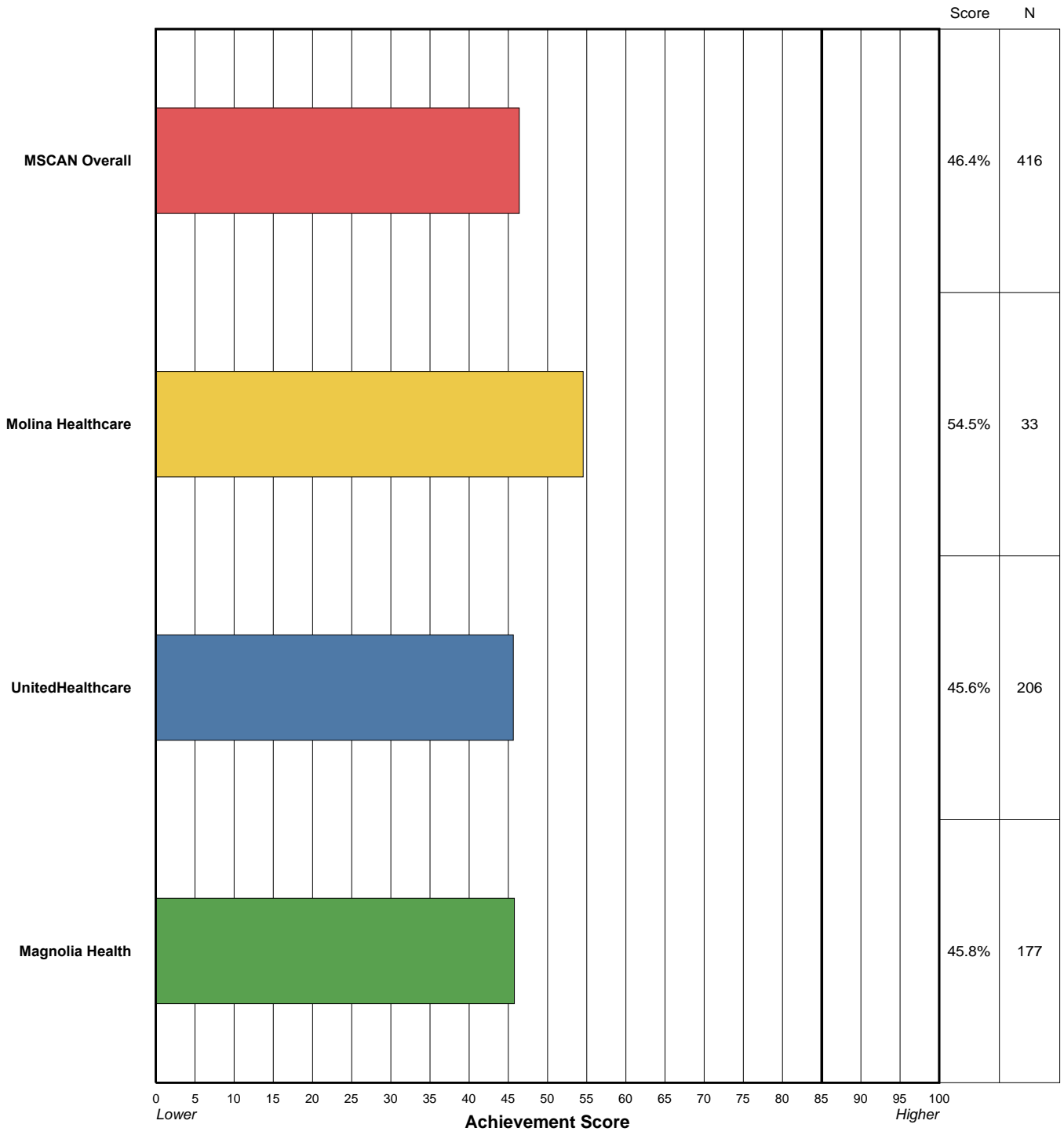


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

Perceived Improvement

Q32. Much better or a little better able to deal with social situations compared to 1 year ago

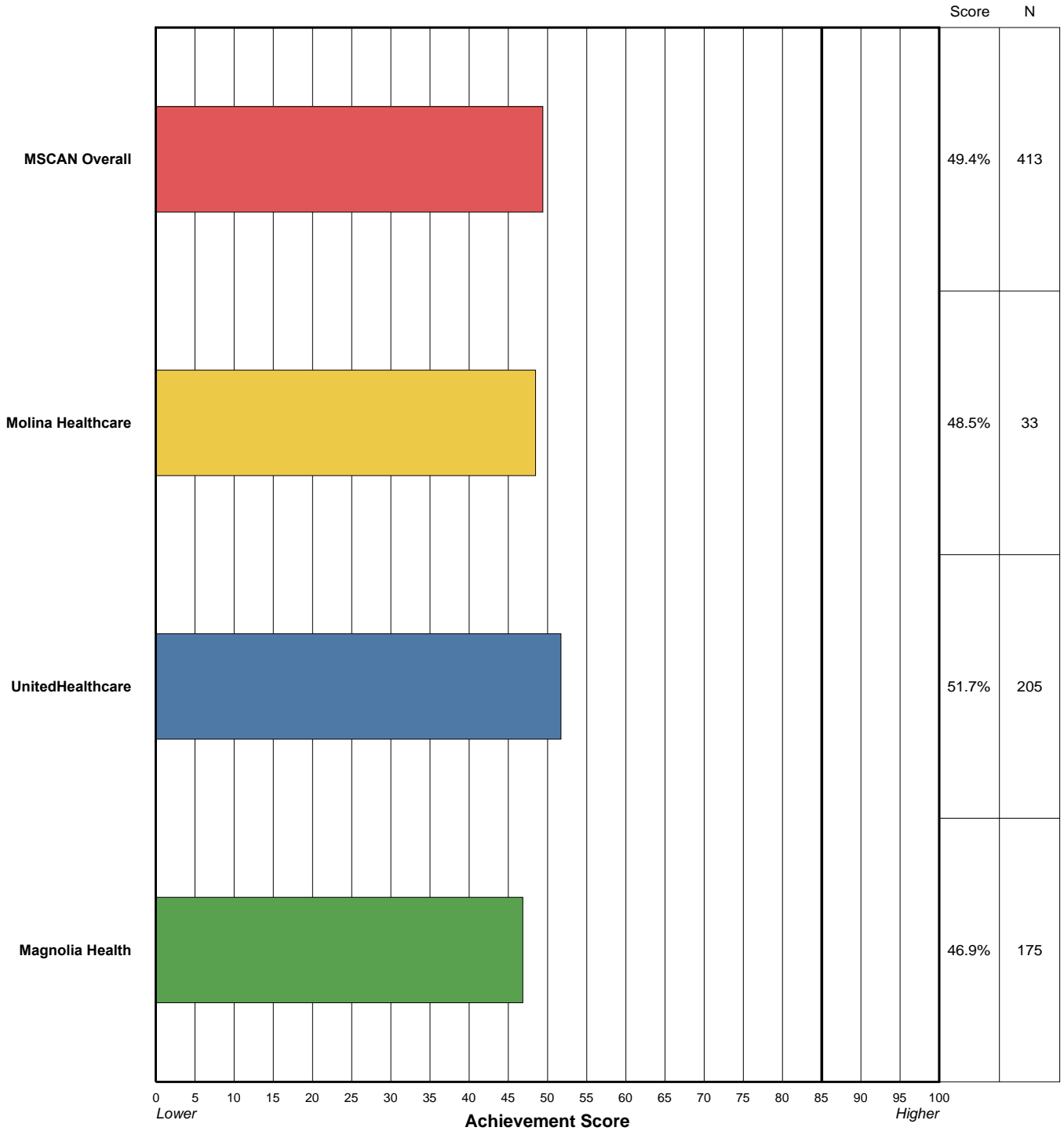


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

Perceived Improvement

Q33. Much better or a little better able to accomplish things compared to 1 year ago

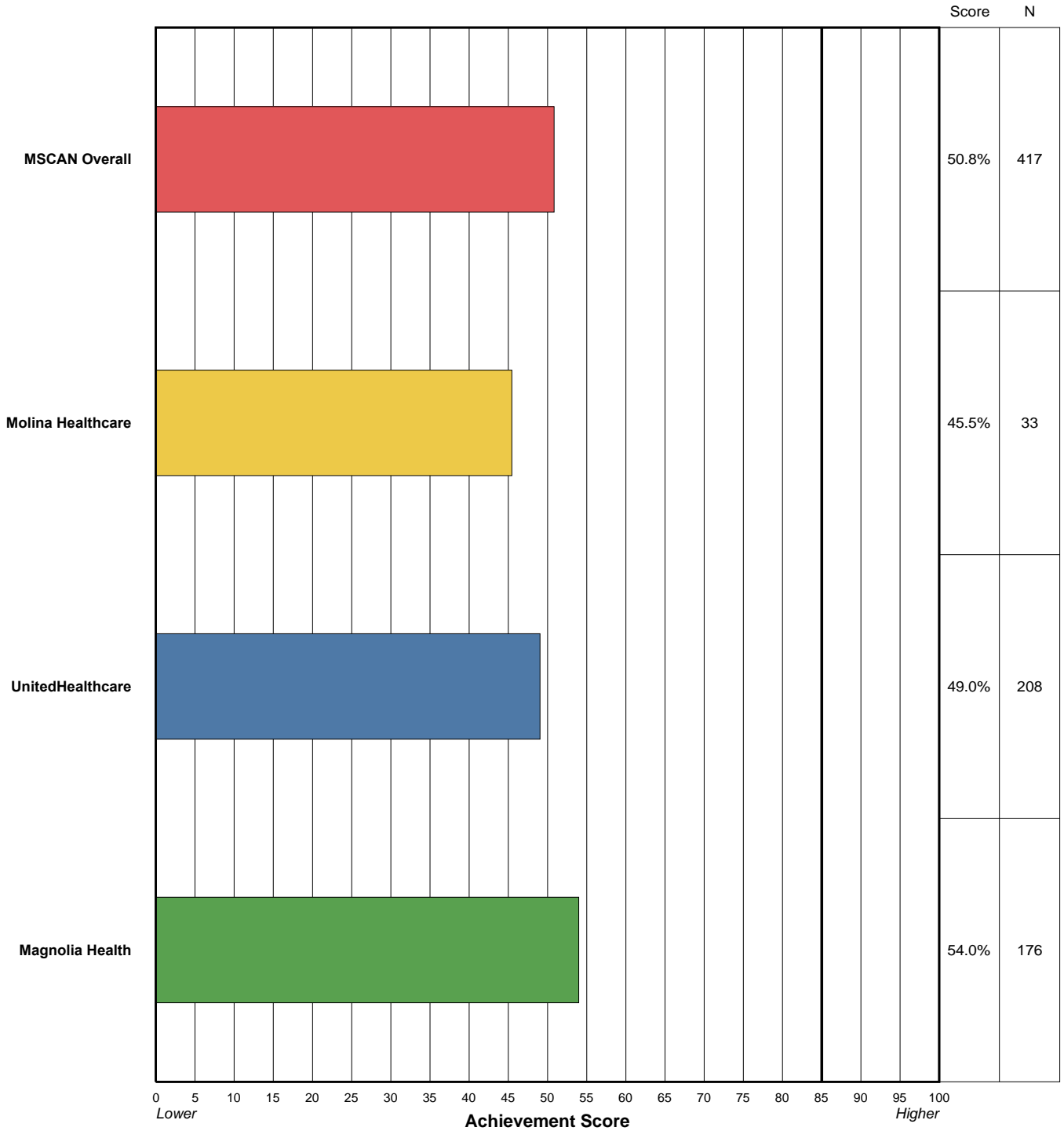


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

Perceived Improvement

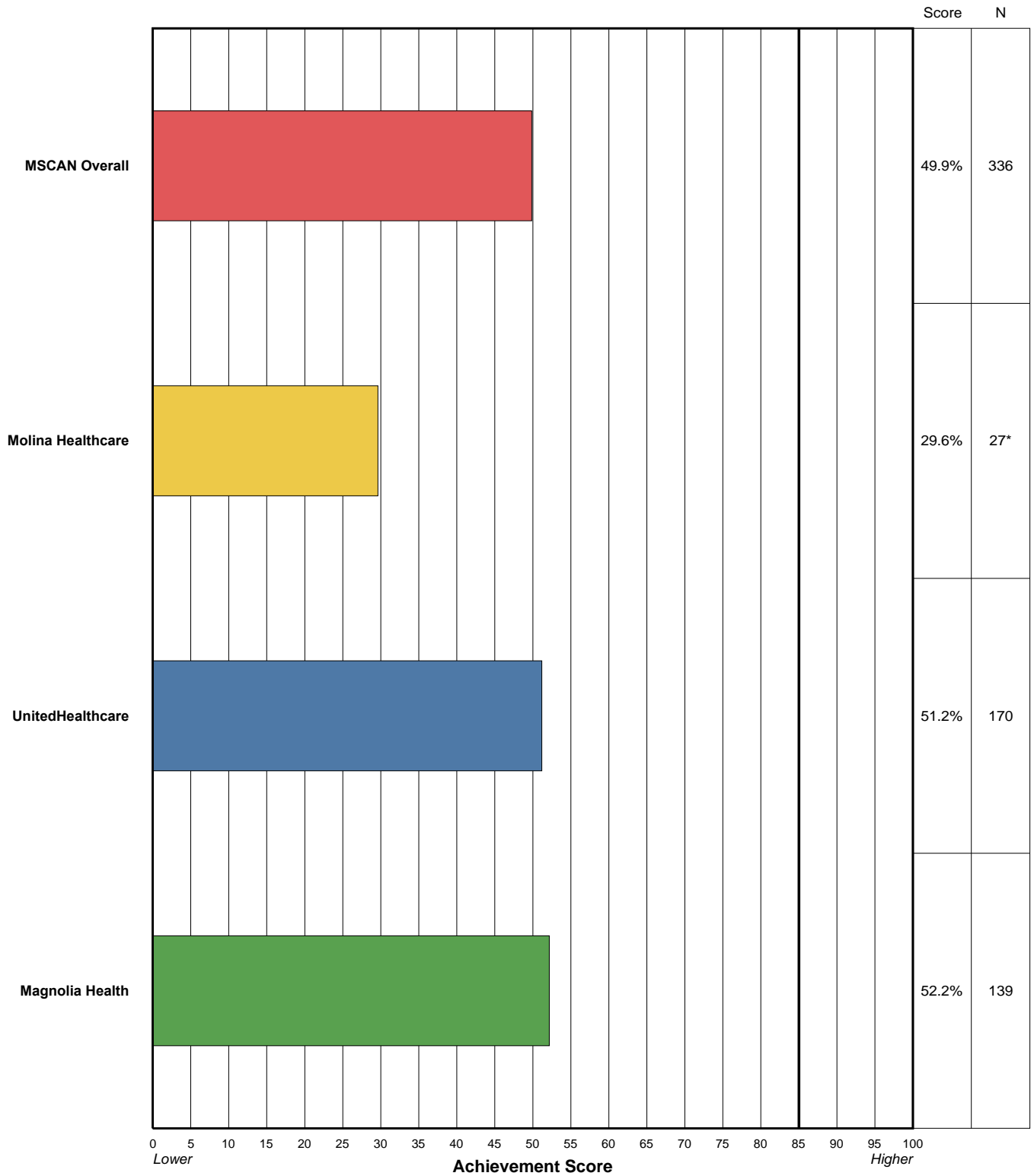
Q34. Much better or a little better able to deal with symptoms or problems compared to 1 year ago



NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

Information about Treatment Options



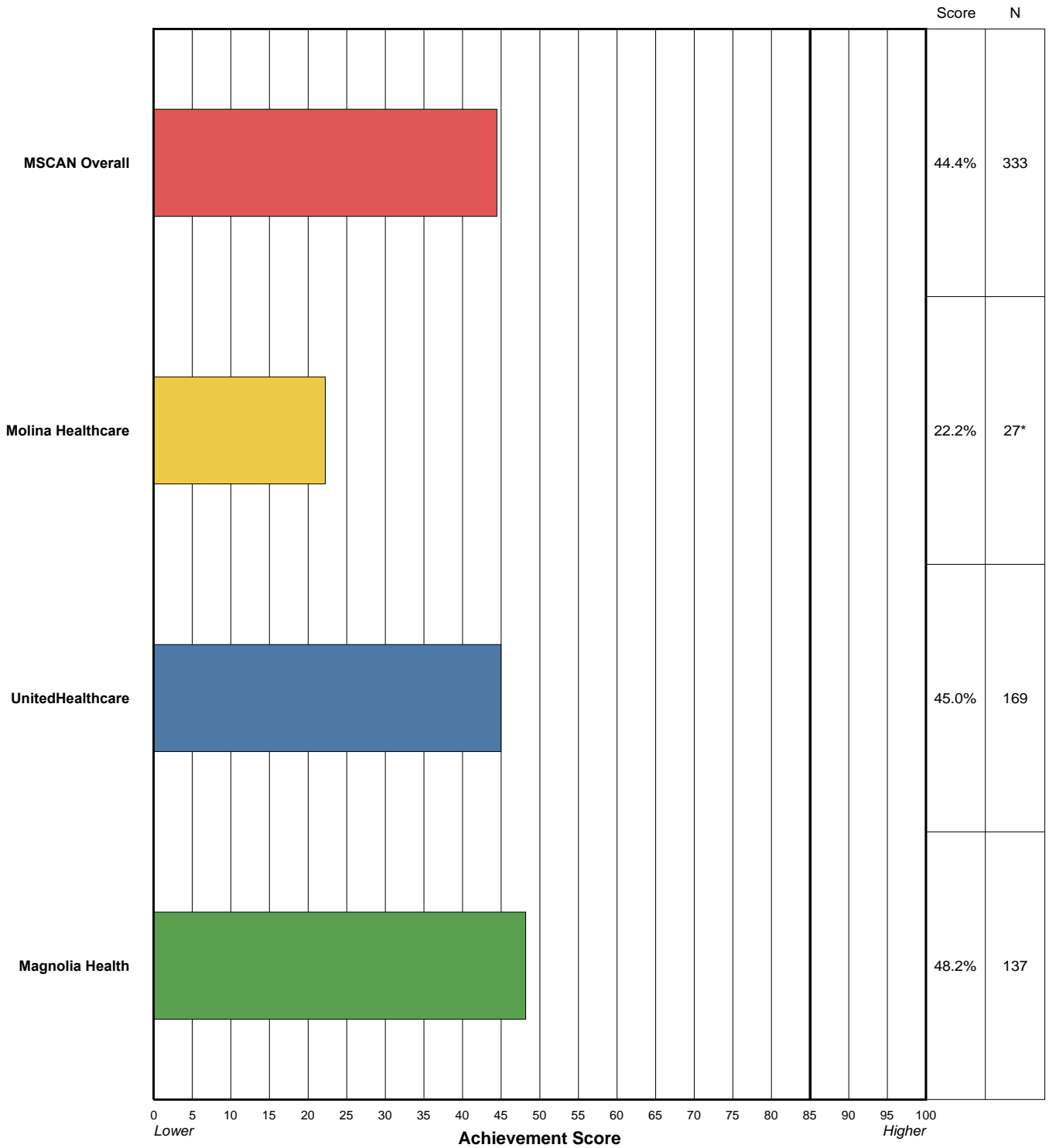
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Information about Treatment Options

Q20. Told about self-help or consumer run programs



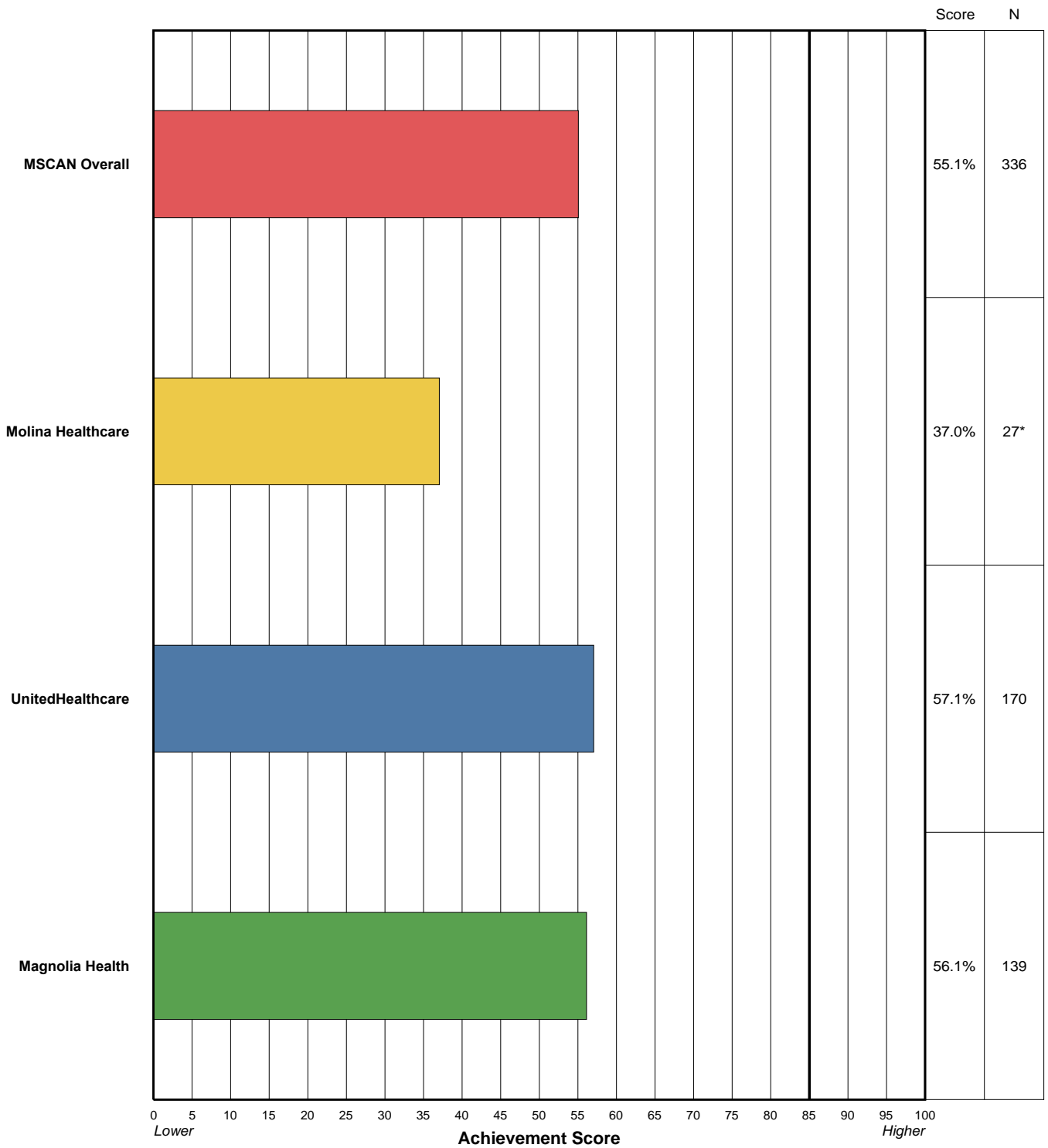
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Information about Treatment Options

Q21. Told about different treatments that are available for condition



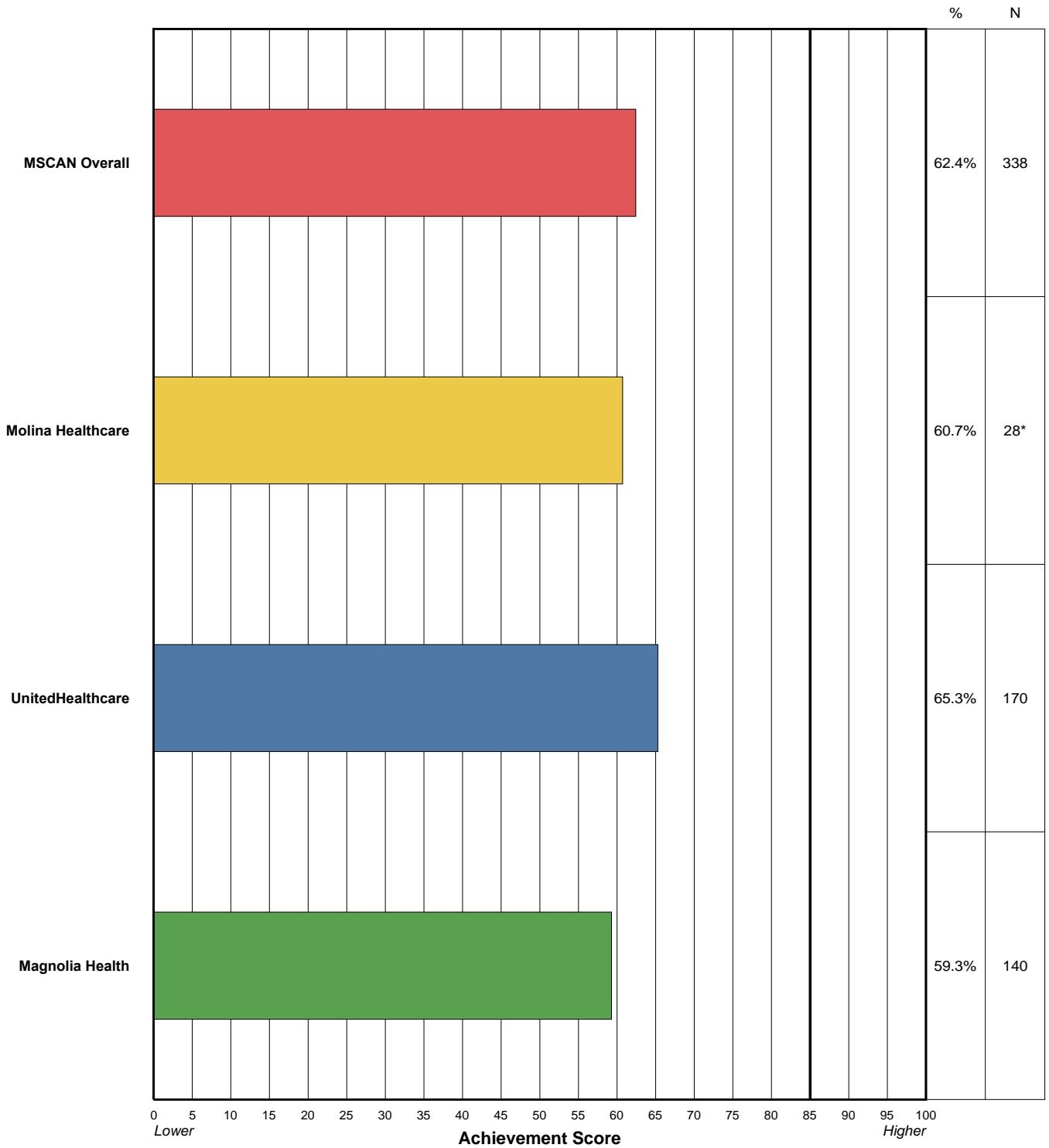
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Single Items

Q10. Usually or always seen within 15 minutes of appointment time



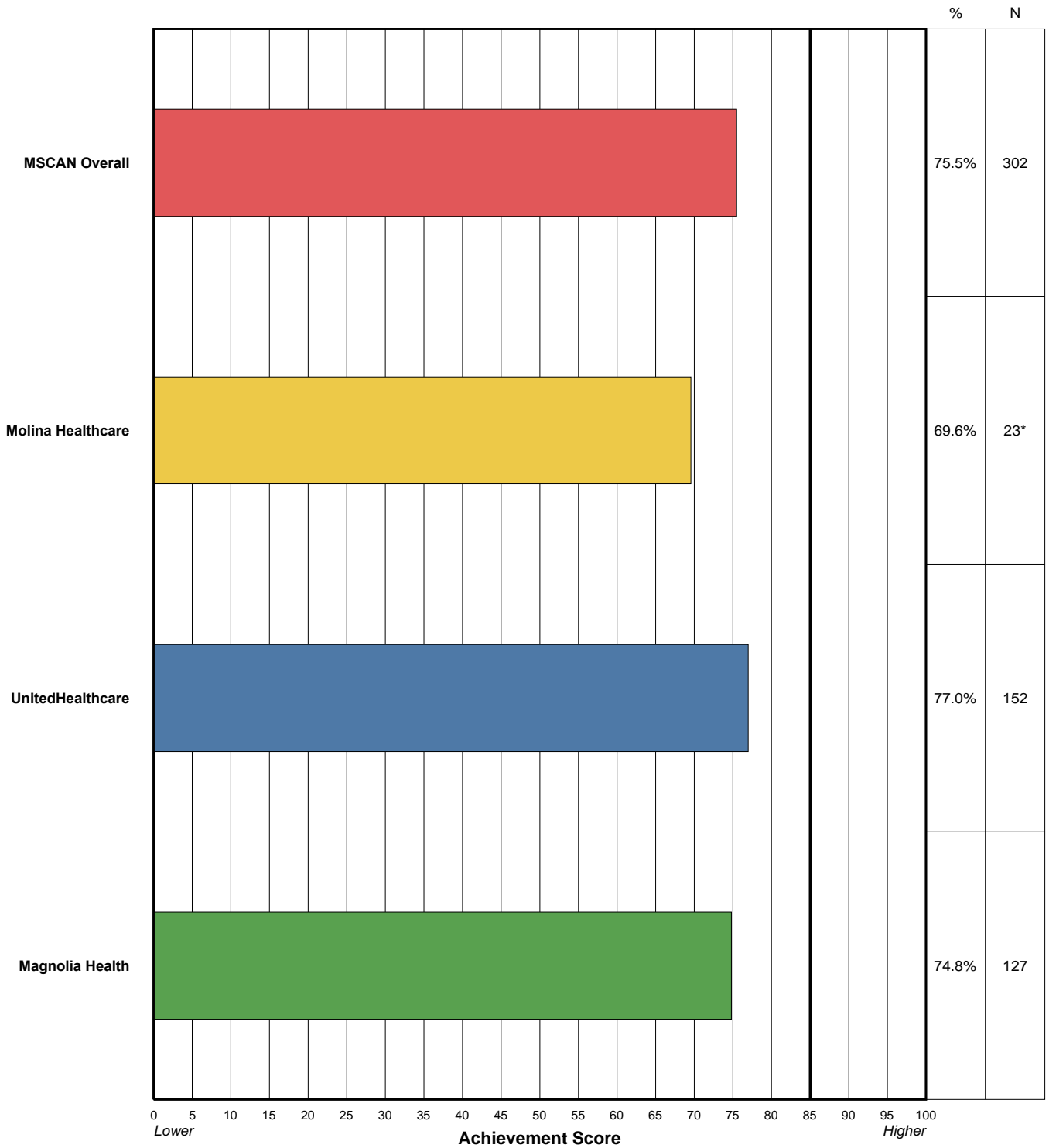
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Single Items

Q17. Told about side effects of medication



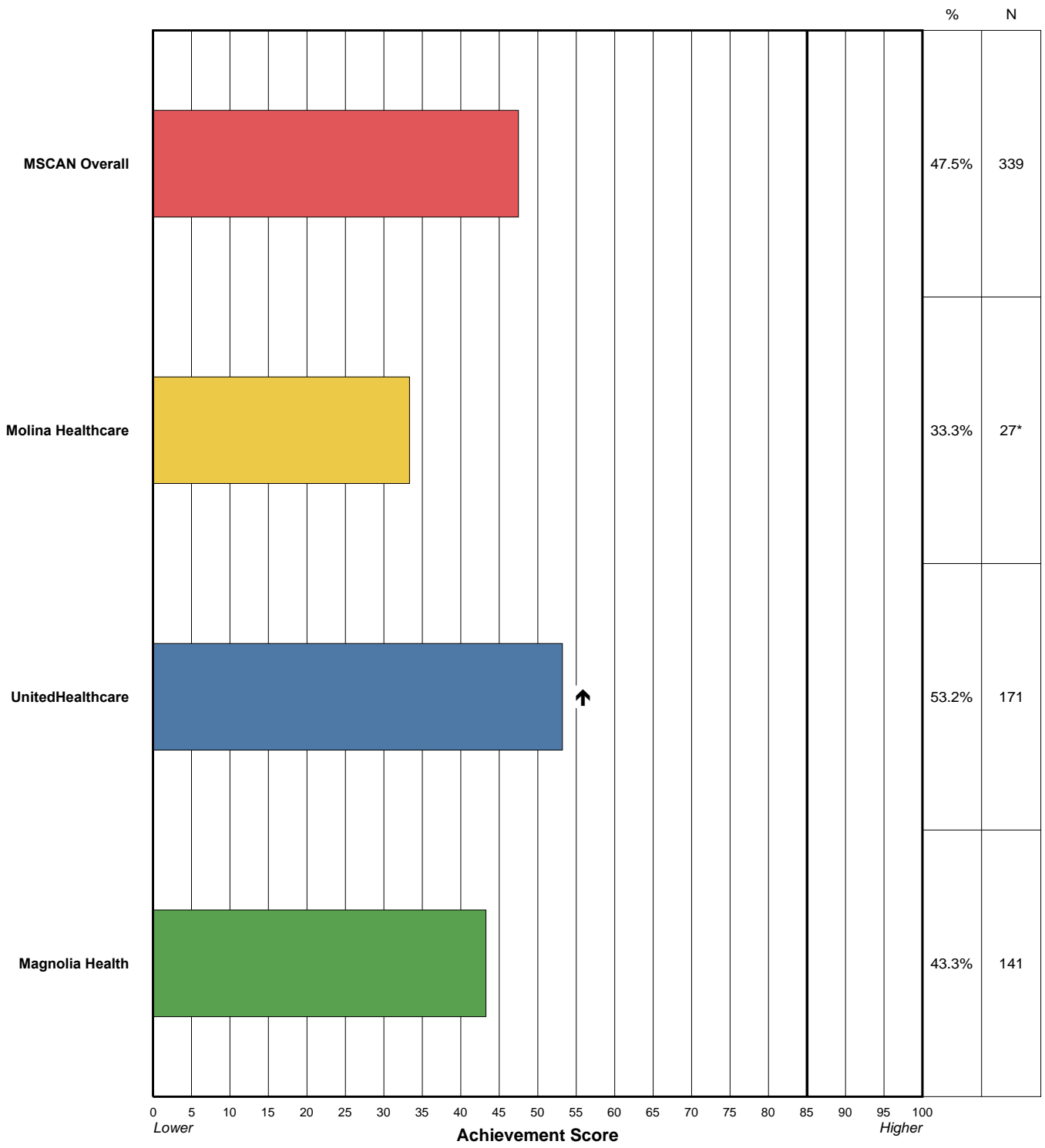
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Single Items

Q19. Talked about including family and friends in treatment



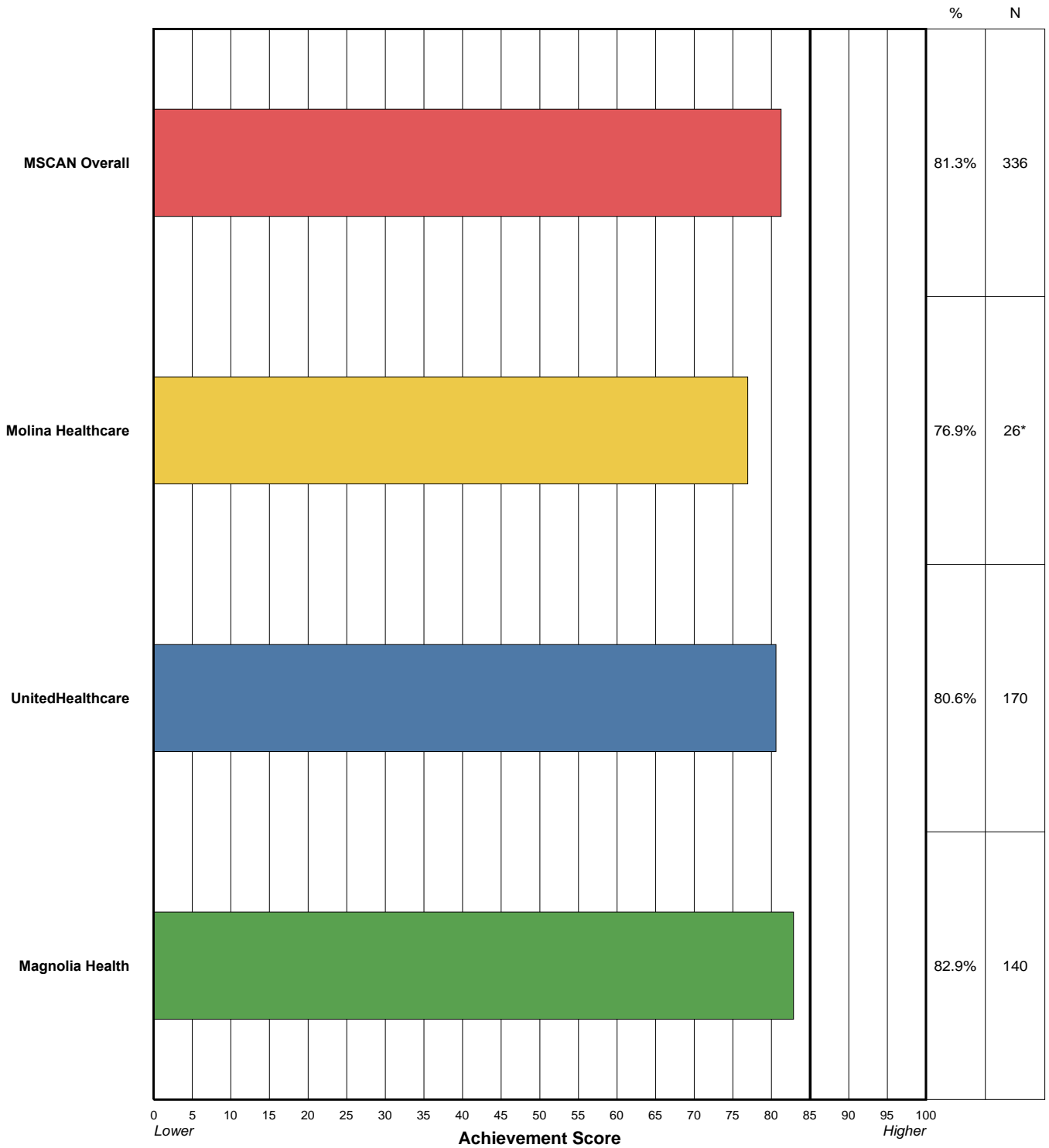
NT/X: No trend data available.

↑↓ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Single Items

Q22. Given as much information as wanted to manage condition



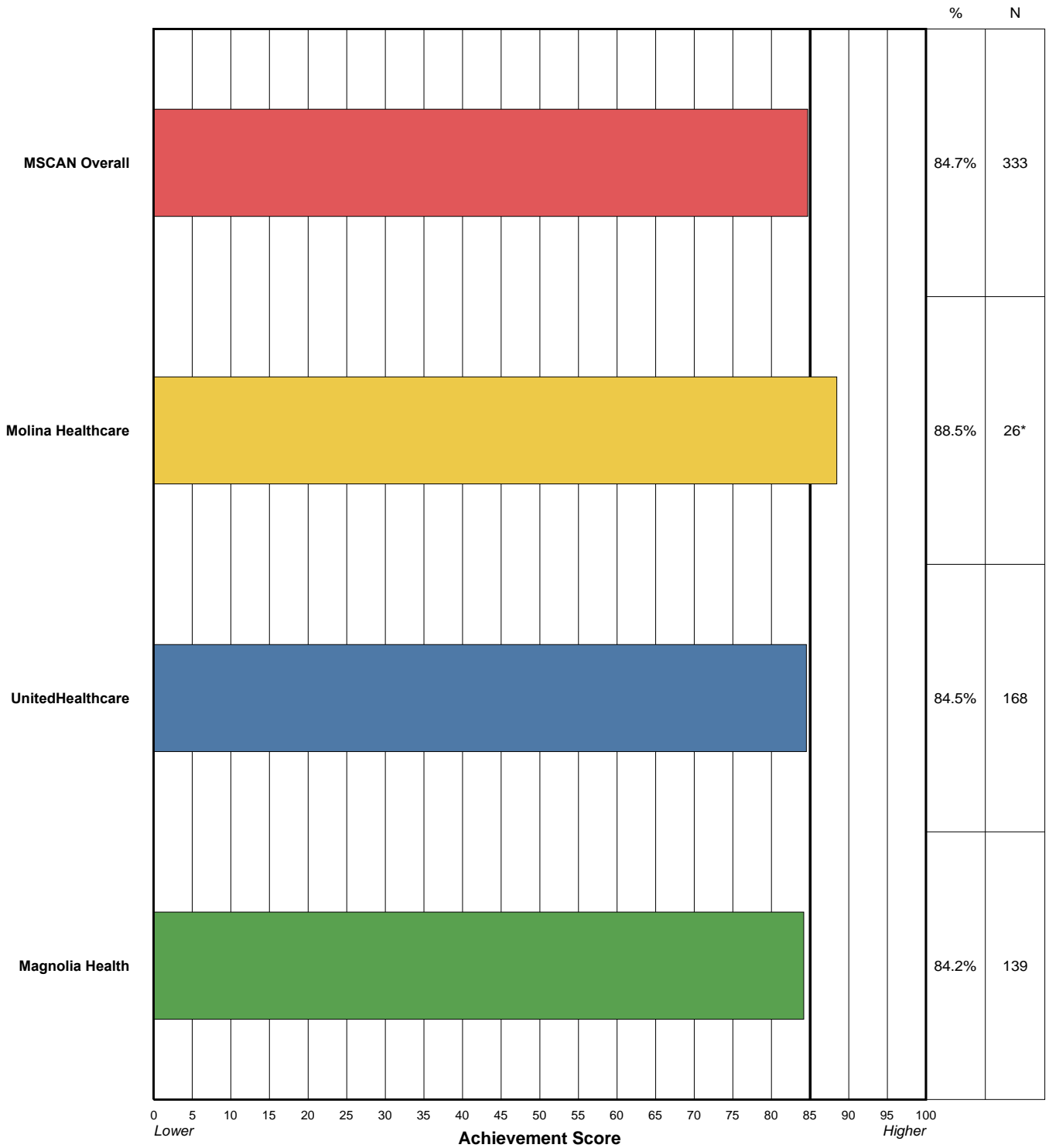
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Single Items

Q23. Given information about rights as a patient



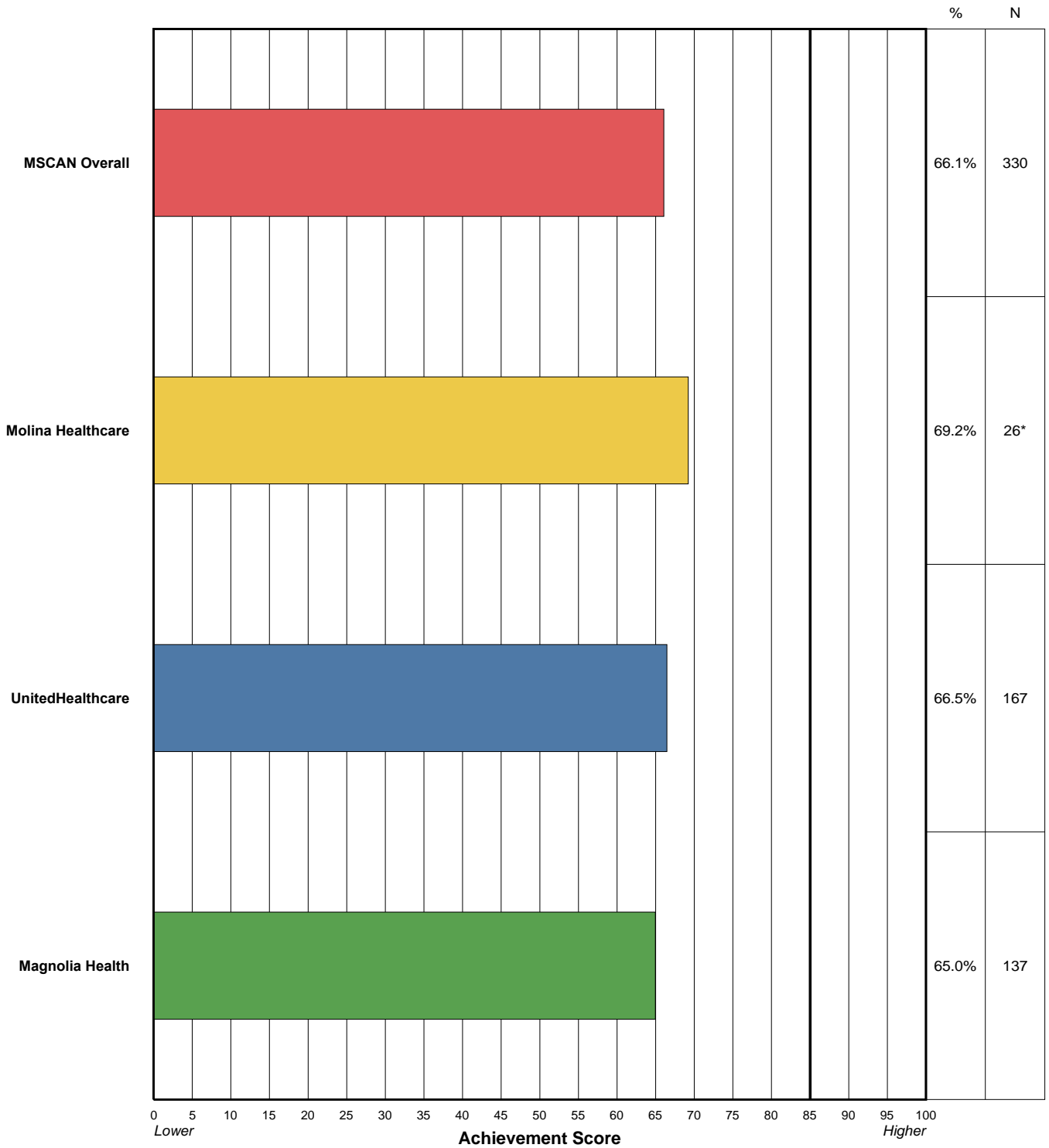
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Single Items

Q24. Felt that they could refuse a specific type of treatment



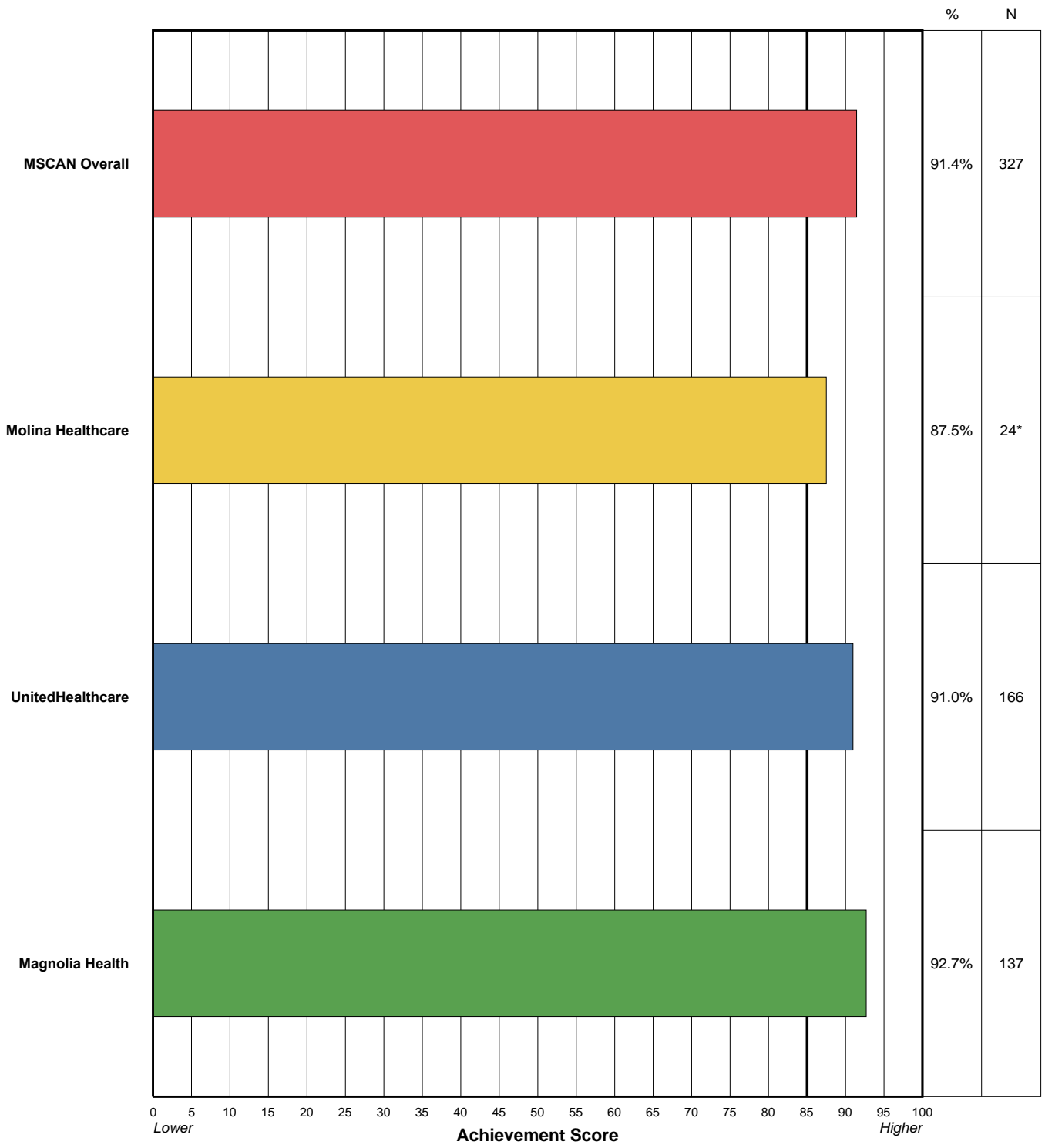
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Single Items

Q25. Confident about privacy of treatment information



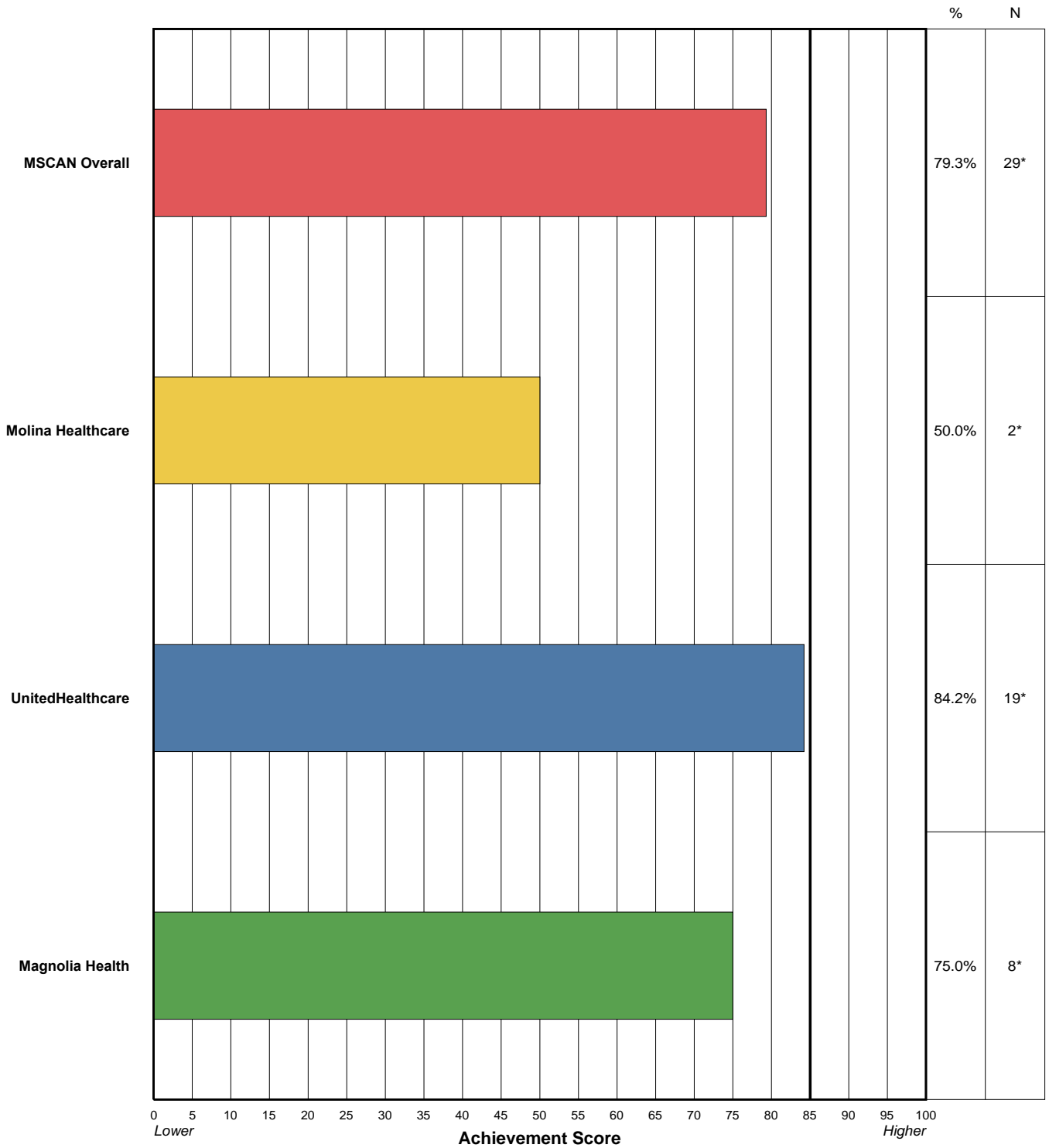
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Single Items

Q27. Care responsive to cultural needs



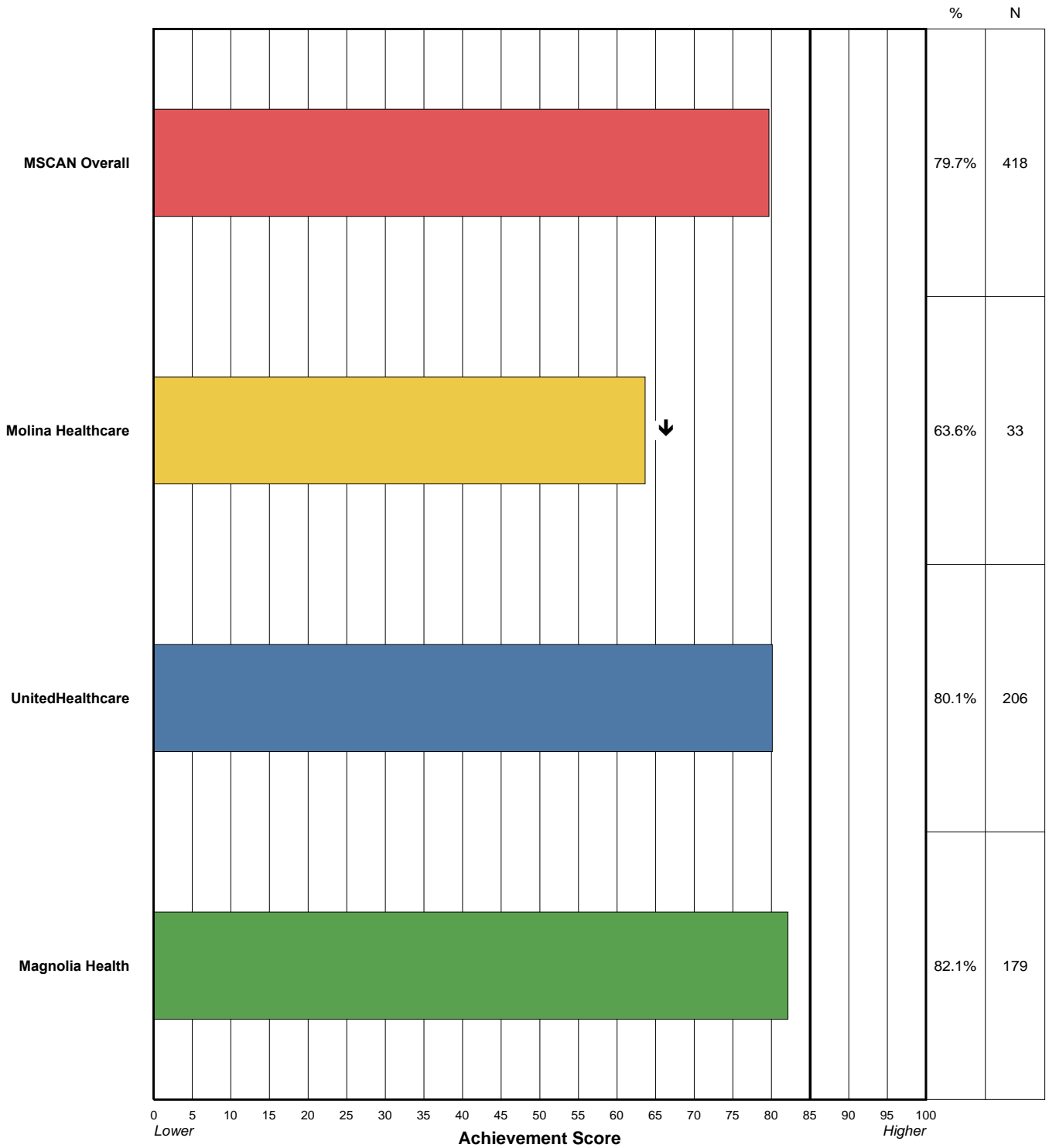
NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Single Items

Q29. A lot or somewhat helped by treatment

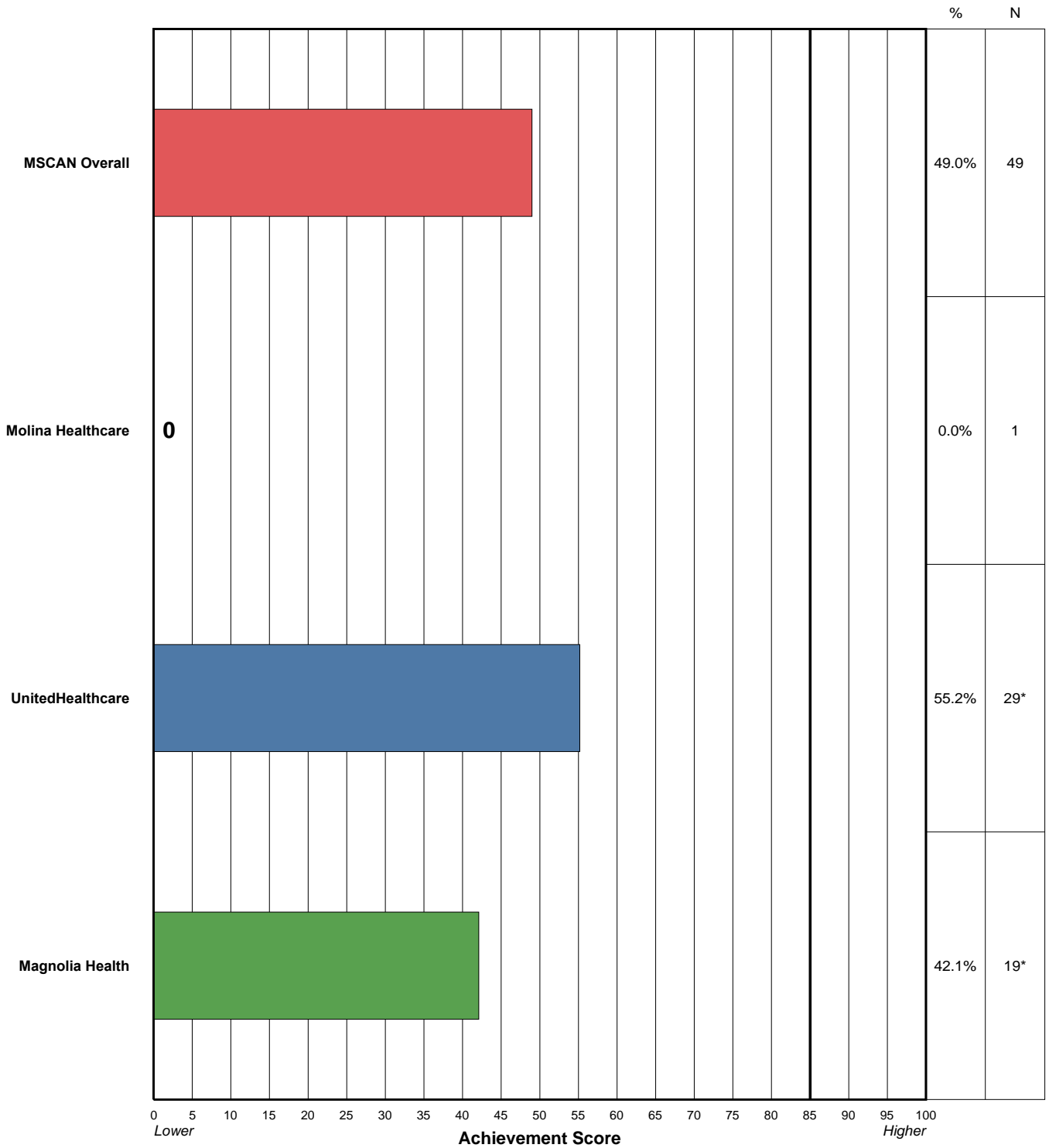


NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

Single Items

Q37. Told about other ways to get treatment after benefits were used up



NT/X: No trend data available.

↕ Score statistically significantly higher/lower than 2021 MSCAN Overall

* Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Responses by Question

Personal or Family Counseling

People can get counseling, treatment or medicine for many different reasons, such as:

- For feeling depressed, anxious, or "stressed out"
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use
- For mental or emotional illness

Q1. In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	382	100.0%	32	100.0%	189	100.0%	161	100.0%
No	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	382	100.0%	32	100.0%	189	100.0%	161	100.0%
Not Answered	53		7		23		23	

Your Counseling and Treatment in the Last 12 Months

The next questions ask about your counseling or treatment. Do not include counseling or treatment during an overnight stay or from a self-help group.

Q2. In the last 12 months, did you call someone to get professional counseling on the phone for yourself?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	158	38.5%	6	16.2%	80	39.8%	72	41.9%
No	252	61.5%	31	83.8%	121	60.2%	100	58.1%
Total	410	100.0%	37	100.0%	201	100.0%	172	100.0%
Not Answered	25		2		11		12	

Your Counseling and Treatment in the Last 12 Months (continued)

Q3. In the last 12 months, how often did you get the professional counseling you needed on the phone?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Never	16	10.5%	1	20.0%	7	9.0%	8	11.6%
● Sometimes	52	34.2%	2	40.0%	30	38.5%	20	29.0%
● Usually	32	21.1%	0	0.0%	14	17.9%	18	26.1%
● Always	52	34.2%	2	40.0%	27	34.6%	23	33.3%
Total	152	100.0%	5	100.0%	78	100.0%	69	100.0%
Not Answered	6		1		2		3	
Reporting Category	Getting Treatment Quickly							
Achievement Score	55.26%		40.00%		52.56%		59.42%	
Correlation with Satisfaction	0.234		0.937		0.266		0.166	
Priority Rating	Medium		Top		Medium		Medium	

Q4. In the last 12 months, did you need counseling or treatment right away?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	181	43.5%	8	22.9%	100	48.5%	73	41.7%
No	235	56.5%	27	77.1%	106	51.5%	102	58.3%
Total	416	100.0%	35	100.0%	206	100.0%	175	100.0%
Not Answered	19		4		6		9	

Q5. In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Never	11	6.2%	0	0.0%	6	6.1%	5	7.1%
● Sometimes	39	22.0%	2	25.0%	26	26.3%	11	15.7%
● Usually	45	25.4%	1	12.5%	22	22.2%	22	31.4%
● Always	82	46.3%	5	62.5%	45	45.5%	32	45.7%
Total	177	100.0%	8	100.0%	99	100.0%	70	100.0%
Not Answered	4		0		1		3	
Reporting Category	Getting Treatment Quickly							
Achievement Score	71.75%		75.00%		67.68%		77.14%	
Correlation with Satisfaction	0.458		0.395		0.541		0.324	
Priority Rating	Top		Medium		Top		Medium	

○ Response scored as: ● Achievement ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q6. In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	291	69.5%	19	51.4%	156	76.1%	116	65.5%
No	128	30.5%	18	48.6%	49	23.9%	61	34.5%
Total	419	100.0%	37	100.0%	205	100.0%	177	100.0%
Not Answered	16		2		7		7	

Q7. In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
<input type="radio"/> Never	16	5.8%	2	10.5%	8	5.4%	6	5.5%
<input type="radio"/> Sometimes	57	20.7%	2	10.5%	39	26.4%	16	14.7%
<input checked="" type="radio"/> Usually	80	29.0%	8	42.1%	31	20.9%	41	37.6%
<input checked="" type="radio"/> Always	123	44.6%	7	36.8%	70	47.3%	46	42.2%
Total	276	100.0%	19	100.0%	148	100.0%	109	100.0%
Not Answered	15		0		8		7	
Reporting Category	Getting Treatment Quickly							
Achievement Score	73.55%		78.95%		68.24%		79.82%	
Correlation with Satisfaction	0.398		0.188		0.398		0.438	
Priority Rating	Medium		Medium		Medium		Top	

Q8. In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for yourself?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
None	298	70.8%	27	75.0%	146	70.5%	125	70.2%
1 time	39	9.3%	3	8.3%	19	9.2%	17	9.6%
2 times	42	10.0%	2	5.6%	19	9.2%	21	11.8%
3 or more times	42	10.0%	4	11.1%	23	11.1%	15	8.4%
Total	421	100.0%	36	100.0%	207	100.0%	178	100.0%
Not Answered	14		3		5		6	

Response scored as: Achievement Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
None	73	17.7%	8	22.2%	31	15.3%	34	19.4%
1 to 10 times	258	62.5%	24	66.7%	131	64.9%	103	58.9%
11 to 20 times	56	13.6%	3	8.3%	29	14.4%	24	13.7%
21 or more times	26	6.3%	1	2.8%	11	5.4%	14	8.0%
Total	413	100.0%	36	100.0%	202	100.0%	175	100.0%
Not Answered	22		3		10		9	

Q10. In the last 12 months, how often were you seen within 15 minutes of your appointment?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Never	46	13.6%	5	17.9%	25	14.7%	16	11.4%
● Sometimes	81	24.0%	6	21.4%	34	20.0%	41	29.3%
● Usually	106	31.4%	9	32.1%	49	28.8%	48	34.3%
● Always	105	31.1%	8	28.6%	62	36.5%	35	25.0%
Total	338	100.0%	28	100.0%	170	100.0%	140	100.0%
Not Answered	2		0		1		1	
Reporting Category	Single Items							
Achievement Score	62.43%		60.71%		65.29%		59.29%	
Correlation with Satisfaction	0.312		0.479		0.303		0.295	
Priority Rating	Medium		Top		Medium		Medium	

The next questions are about all the counseling or treatment you got in the last 12 months during office, clinic, and emergency room visits as well as over the phone. Please do the best you can to include all the different people you went to for counseling or treatment in your answers.

Q11. In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Never	8	2.4%	0	0.0%	6	3.5%	2	1.4%
● Sometimes	27	7.9%	5	17.9%	14	8.2%	8	5.7%
● Usually	68	20.0%	5	17.9%	32	18.7%	31	22.0%
● Always	237	69.7%	18	64.3%	119	69.6%	100	70.9%
Total	340	100.0%	28	100.0%	171	100.0%	141	100.0%
Not Answered	0		0		0		0	
Reporting Category	How Well Clinicians Communicate							
Achievement Score	89.71%		82.14%		88.30%		92.91%	
Correlation with Satisfaction	0.480		0.586		0.445		0.514	
Priority Rating	High		Top		High		High	

○ Response scored as: ● Achievement ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q12. In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Never	10	3.0%	1	3.7%	7	4.1%	2	1.4%
● Sometimes	29	8.6%	4	14.8%	14	8.2%	11	7.9%
● Usually	82	24.4%	6	22.2%	40	23.5%	36	25.9%
● Always	215	64.0%	16	59.3%	109	64.1%	90	64.7%
Total	336	100.0%	27	100.0%	170	100.0%	139	100.0%
Not Answered	4		1		1		2	
Reporting Category	How Well Clinicians Communicate							
Achievement Score	88.39%		81.48%		87.65%		90.65%	
Correlation with Satisfaction	0.479		0.402		0.424		0.574	
Priority Rating	High		Top		High		High	

Q13. In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Never	6	1.8%	0	0.0%	2	1.2%	4	2.9%
● Sometimes	25	7.4%	2	7.4%	14	8.2%	9	6.5%
● Usually	52	15.5%	3	11.1%	19	11.2%	30	21.6%
● Always	253	75.3%	22	81.5%	135	79.4%	96	69.1%
Total	336	100.0%	27	100.0%	170	100.0%	139	100.0%
Not Answered	4		1		1		2	
Reporting Category	How Well Clinicians Communicate							
Achievement Score	90.77%		92.59%		90.59%		90.65%	
Correlation with Satisfaction	0.566		0.467		0.602		0.570	
Priority Rating	High		High		High		High	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q14. In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Never	12	3.6%	1	3.7%	5	2.9%	6	4.3%
● Sometimes	39	11.6%	5	18.5%	21	12.4%	13	9.4%
● Usually	75	22.3%	5	18.5%	40	23.5%	30	21.6%
● Always	210	62.5%	16	59.3%	104	61.2%	90	64.7%
Total	336	100.0%	27	100.0%	170	100.0%	139	100.0%
Not Answered	4		1		1		2	
Reporting Category	How Well Clinicians Communicate							
Achievement Score	84.82%		77.78%		84.71%		86.33%	
Correlation with Satisfaction	0.667		0.589		0.679		0.668	
Priority Rating	Top		Top		Top		High	

Q15. In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Never	6	1.8%	0	0.0%	4	2.4%	2	1.4%
● Sometimes	30	8.9%	3	11.1%	15	8.9%	12	8.5%
● Usually	43	12.8%	3	11.1%	27	16.1%	13	9.2%
● Always	257	76.5%	21	77.8%	122	72.6%	114	80.9%
Total	336	100.0%	27	100.0%	168	100.0%	141	100.0%
Not Answered	4		1		3		0	
Reporting Category	How Well Clinicians Communicate							
Achievement Score	89.29%		88.89%		88.69%		90.07%	
Correlation with Satisfaction	0.658		0.290		0.705		0.663	
Priority Rating	High		Low		High		High	

Q16. In the last 12 months, did you take any prescription medicines as part of your treatment?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	308	91.9%	23	82.1%	156	92.9%	129	92.8%
No	27	8.1%	5	17.9%	12	7.1%	10	7.2%
Total	335	100.0%	28	100.0%	168	100.0%	139	100.0%
Not Answered	5		0		3		2	

○ Response scored as: ● Achievement ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q17. In the last 12 months, were you told what side effects of those medicines to watch for?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	228	75.5%	16	69.6%	117	77.0%	95	74.8%
<input checked="" type="radio"/> No	74	24.5%	7	30.4%	35	23.0%	32	25.2%
Total	302	100.0%	23	100.0%	152	100.0%	127	100.0%
Not Answered	6		0		4		2	
Reporting Category	Single Items							
Achievement Score	75.50%		69.57%		76.97%		74.80%	
Correlation with Satisfaction	0.265		0.240		0.287		0.240	
Priority Rating	Medium		Medium		Medium		Medium	

Q18. In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Never	12	3.6%	2	7.4%	6	3.6%	4	2.9%
<input checked="" type="radio"/> Sometimes	44	13.1%	5	18.5%	23	13.6%	16	11.4%
<input checked="" type="radio"/> Usually	96	28.6%	7	25.9%	46	27.2%	43	30.7%
<input checked="" type="radio"/> Always	184	54.8%	13	48.1%	94	55.6%	77	55.0%
Total	336	100.0%	27	100.0%	169	100.0%	140	100.0%
Not Answered	4		1		2		1	
Reporting Category	How Well Clinicians Communicate							
Achievement Score	83.33%		74.07%		82.84%		85.71%	
Correlation with Satisfaction	0.588		0.722		0.616		0.522	
Priority Rating	Top		Top		Top		High	

Q19. In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	161	47.5%	9	33.3%	91	53.2%	61	43.3%
<input checked="" type="radio"/> No	178	52.5%	18	66.7%	80	46.8%	80	56.7%
Total	339	100.0%	27	100.0%	171	100.0%	141	100.0%
Not Answered	1		1		0		0	
Reporting Category	Single Items							
Achievement Score	47.49%		33.33%		53.22%		43.26%	
Correlation with Satisfaction	0.125		0.096		0.154		0.086	
Priority Rating	Medium		Medium		Medium		Medium	

Response scored as: Achievement Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q20. In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Yes	148	44.4%	6	22.2%	76	45.0%	66	48.2%
● No	185	55.6%	21	77.8%	93	55.0%	71	51.8%
Total	333	100.0%	27	100.0%	169	100.0%	137	100.0%
Not Answered	7		1		2		4	
Reporting Category	Information about Treatment Options							
Achievement Score	44.44%		22.22%		44.97%		48.18%	
Correlation with Satisfaction	0.066		0.161		0.055		0.044	
Priority Rating	Medium		Medium		Medium		Medium	

Q21. In the last 12 months, were you given information about different kinds of counseling or treatment that are available?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Yes	185	55.1%	10	37.0%	97	57.1%	78	56.1%
● No	151	44.9%	17	63.0%	73	42.9%	61	43.9%
Total	336	100.0%	27	100.0%	170	100.0%	139	100.0%
Not Answered	4		1		1		2	
Reporting Category	Information about Treatment Options							
Achievement Score	55.06%		37.04%		57.06%		56.12%	
Correlation with Satisfaction	0.192		0.189		0.132		0.259	
Priority Rating	Medium		Medium		Medium		Medium	

Q22. In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Yes	273	81.3%	20	76.9%	137	80.6%	116	82.9%
● No	63	18.8%	6	23.1%	33	19.4%	24	17.1%
Total	336	100.0%	26	100.0%	170	100.0%	140	100.0%
Not Answered	4		2		1		1	
Reporting Category	Single Items							
Achievement Score	81.25%		76.92%		80.59%		82.86%	
Correlation with Satisfaction	0.452		0.482		0.412		0.502	
Priority Rating	Top		Top		Top		Top	

○ Response scored as: ● Achievement ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q23. In the last 12 months, were you given information about your rights as a patient?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	282	84.7%	23	88.5%	142	84.5%	117	84.2%
<input checked="" type="radio"/> No	51	15.3%	3	11.5%	26	15.5%	22	15.8%
Total	333	100.0%	26	100.0%	168	100.0%	139	100.0%
Not Answered	7		2		3		2	
Reporting Category	Single Items							
Achievement Score	84.68%		88.46%		84.52%		84.17%	
Correlation with Satisfaction	0.235		0.197		0.183		0.312	
Priority Rating	Medium		Low		Medium		Medium	

Q24. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	218	66.1%	18	69.2%	111	66.5%	89	65.0%
<input checked="" type="radio"/> No	112	33.9%	8	30.8%	56	33.5%	48	35.0%
Total	330	100.0%	26	100.0%	167	100.0%	137	100.0%
Not Answered	10		2		4		4	
Reporting Category	Single Items							
Achievement Score	66.06%		69.23%		66.47%		64.96%	
Correlation with Satisfaction	0.165		0.225		0.189		0.131	
Priority Rating	Medium		Medium		Medium		Medium	

Q25. In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
<input checked="" type="radio"/> Yes	28	8.6%	3	12.5%	15	9.0%	10	7.3%
<input checked="" type="radio"/> No	299	91.4%	21	87.5%	151	91.0%	127	92.7%
Total	327	100.0%	24	100.0%	166	100.0%	137	100.0%
Not Answered	13		4		5		4	
Reporting Category	Single Items							
Achievement Score	91.44%		87.50%		90.96%		92.70%	
Correlation with Satisfaction	0.210		0.126		0.276		0.127	
Priority Rating	Low		Low		Low		Low	

Response scored as: Achievement Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q26. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	32	9.7%	2	7.7%	22	13.1%	8	5.9%
No	298	90.3%	24	92.3%	146	86.9%	128	94.1%
Total	330	100.0%	26	100.0%	168	100.0%	136	100.0%
Not Answered	10		2		3		5	

Q27. In the last 12 months, was the care you received responsive to those needs?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Yes	23	79.3%	1	50.0%	16	84.2%	6	75.0%
● No	6	20.7%	1	50.0%	3	15.8%	2	25.0%
Total	29	100.0%	2	100.0%	19	100.0%	8	100.0%
Not Answered	3		0		3		0	
Reporting Category	Single Items							
Achievement Score	79.31%		50.00%		84.21%		75.00%	
Correlation with Satisfaction	0.458		-		0.391		0.843	
Priority Rating	Top		-		Medium		Top	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q28. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Worst counseling or treatment possible	6	1.8%	0	0.0%	4	2.4%	2	1.5%
● 1	1	0.3%	0	0.0%	1	0.6%	0	0.0%
● 2	6	1.8%	0	0.0%	4	2.4%	2	1.5%
● 3	6	1.8%	1	4.2%	1	0.6%	4	3.0%
● 4	6	1.8%	2	8.3%	2	1.2%	2	1.5%
● 5	21	6.5%	3	12.5%	11	6.6%	7	5.2%
● 6	16	4.9%	1	4.2%	8	4.8%	7	5.2%
● 7	33	10.2%	5	20.8%	11	6.6%	17	12.6%
● 8	52	16.0%	3	12.5%	30	18.1%	19	14.1%
● 9	40	12.3%	1	4.2%	25	15.1%	14	10.4%
● Best counseling or treatment possible	138	42.5%	8	33.3%	69	41.6%	61	45.2%
Total	325	100.0%	24	100.0%	166	100.0%	135	100.0%
Not Answered	15		4		5		6	
Reporting Category	Ratings							
Achievement Score	70.77%		50.00%		74.70%		69.63%	

Q29. In the last 12 months, how much were you helped by the counseling or treatment you got?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Not at all	30	7.2%	5	15.2%	13	6.3%	12	6.7%
● A little	55	13.2%	7	21.2%	28	13.6%	20	11.2%
● Somewhat	108	25.8%	9	27.3%	53	25.7%	46	25.7%
● A lot	225	53.8%	12	36.4%	112	54.4%	101	56.4%
Total	418	100.0%	33	100.0%	206	100.0%	179	100.0%
Not Answered	17		6		6		5	
Reporting Category	Single Items							
Achievement Score	79.67%		63.64%		80.10%		82.12%	
Correlation with Satisfaction	0.709		0.446		0.735		0.722	
Priority Rating	Top		Top		Top		Top	

○ Response scored as: ● Achievement ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q30. In general, how would you rate your overall mental health now?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Excellent	20	4.8%	3	8.8%	9	4.4%	8	4.5%
Very good	47	11.3%	2	5.9%	23	11.3%	22	12.4%
Good	132	31.8%	13	38.2%	62	30.5%	57	32.0%
Fair	165	39.8%	14	41.2%	78	38.4%	73	41.0%
Poor	51	12.3%	2	5.9%	31	15.3%	18	10.1%
Total	415	100.0%	34	100.0%	203	100.0%	178	100.0%
Not Answered	20		5		9		6	

Q31. Compared to 12 months ago, how would you rate your ability to deal with daily problems now?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Much better	89	21.4%	6	18.2%	38	18.6%	45	25.3%
● A little better	150	36.1%	16	48.5%	71	34.8%	63	35.4%
● About the same	128	30.8%	8	24.2%	68	33.3%	52	29.2%
● A little worse	29	7.0%	2	6.1%	17	8.3%	10	5.6%
● Much worse	19	4.6%	1	3.0%	10	4.9%	8	4.5%
Total	415	100.0%	33	100.0%	204	100.0%	178	100.0%
Not Answered	20		6		8		6	
Reporting Category	Perceived Improvement							
Achievement Score	57.59%		66.67%		53.43%		60.67%	
Correlation with Satisfaction	0.290		0.453		0.294		0.261	
Priority Rating	Medium		Top		Medium		Medium	

Q32. Compared to 12 months ago, how would you rate your ability to deal with social situations now?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Much better	67	16.1%	7	21.2%	28	13.6%	32	18.1%
● A little better	126	30.3%	11	33.3%	66	32.0%	49	27.7%
● About the same	168	40.4%	11	33.3%	86	41.7%	71	40.1%
● A little worse	35	8.4%	3	9.1%	17	8.3%	15	8.5%
● Much worse	20	4.8%	1	3.0%	9	4.4%	10	5.6%
Total	416	100.0%	33	100.0%	206	100.0%	177	100.0%
Not Answered	19		6		6		7	
Reporting Category	Perceived Improvement							
Achievement Score	46.39%		54.55%		45.63%		45.76%	
Correlation with Satisfaction	0.262		0.592		0.203		0.279	
Priority Rating	Medium		Top		Medium		Medium	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q33. Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Much better	67	16.2%	7	21.2%	32	15.6%	28	16.0%
● A little better	137	33.2%	9	27.3%	74	36.1%	54	30.9%
● About the same	150	36.3%	11	33.3%	73	35.6%	66	37.7%
● A little worse	37	9.0%	3	9.1%	14	6.8%	20	11.4%
● Much worse	22	5.3%	3	9.1%	12	5.9%	7	4.0%
Total	413	100.0%	33	100.0%	205	100.0%	175	100.0%
Not Answered	22		6		7		9	
Reporting Category	Perceived Improvement							
Achievement Score	49.39%		48.48%		51.71%		46.86%	
Correlation with Satisfaction	0.207		0.469		0.157		0.208	
Priority Rating	Medium		Top		Medium		Medium	

Q34. Compared to 12 months ago, how would you rate your problems or symptoms now?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Much better	72	17.3%	5	15.2%	35	16.8%	32	18.2%
● A little better	140	33.6%	10	30.3%	67	32.2%	63	35.8%
● About the same	144	34.5%	15	45.5%	75	36.1%	54	30.7%
● A little worse	39	9.4%	1	3.0%	19	9.1%	19	10.8%
● Much worse	22	5.3%	2	6.1%	12	5.8%	8	4.5%
Total	417	100.0%	33	100.0%	208	100.0%	176	100.0%
Not Answered	18		6		4		8	
Reporting Category	Perceived Improvement							
Achievement Score	50.84%		45.45%		49.04%		53.98%	
Correlation with Satisfaction	0.246		0.467		0.163		0.315	
Priority Rating	Medium		Top		Medium		Medium	

The next questions ask about your experience with the company or organization that handles your benefits for counseling or treatment.

Q35. In the last 12 months, did you use up all your benefits for counseling or treatment?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	63	15.5%	1	2.9%	35	17.7%	27	15.5%
No	343	84.5%	33	97.1%	163	82.3%	147	84.5%
Total	406	100.0%	34	100.0%	198	100.0%	174	100.0%
Not Answered	29		5		14		10	

○ Response scored as: ● Achievement ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q36. At the time benefits were used up, did you think you still needed counseling or treatment?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	49	79.0%	1	100.0%	29	82.9%	19	73.1%
No	13	21.0%	0	0.0%	6	17.1%	7	26.9%
Total	62	100.0%	1	100.0%	35	100.0%	26	100.0%
Not Answered	1		0		0		1	

Q37. Were you told about other ways to get counseling, treatment, or medicine?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
● Yes	24	49.0%	0	0.0%	16	55.2%	8	42.1%
● No	25	51.0%	1	100.0%	13	44.8%	11	57.9%
Total	49	100.0%	1	100.0%	29	100.0%	19	100.0%
Not Answered	0		0		0		0	
Reporting Category	Single Items							
Achievement Score	48.98%		0.00%		55.17%		42.11%	
Correlation with Satisfaction	0.115		-		0.252		0.026	
Priority Rating	Medium		-		Medium		Medium	

Q38. In the last 12 months, did you need approval for any counseling or treatment?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	85	20.9%	6	18.2%	53	26.6%	26	14.9%
No	322	79.1%	27	81.8%	146	73.4%	149	85.1%
Total	407	100.0%	33	100.0%	199	100.0%	175	100.0%
Not Answered	28		6		13		9	

○ **Response scored as:** ● Achievement ● Room for improvement

Your Counseling and Treatment in the Last 12 Months (continued)

Q39. In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
<input type="radio"/> A big problem	19	22.9%	1	16.7%	11	21.2%	7	28.0%
<input type="radio"/> A small problem	33	39.8%	2	33.3%	22	42.3%	9	36.0%
<input checked="" type="radio"/> Not a problem	31	37.3%	3	50.0%	19	36.5%	9	36.0%
Total	83	100.0%	6	100.0%	52	100.0%	25	100.0%
Not Answered	2		0		1		1	
Reporting Category	Getting Treatment and Information							
Achievement Score	37.35%		50.00%		36.54%		36.00%	
Correlation with Satisfaction	0.344		-0.038		0.400		0.411	
Priority Rating	Medium		Medium		Top		Top	

Q40. In the last 12 months, did you call customer service to get information or help about counseling or treatment?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	61	14.8%	2	5.9%	33	16.1%	26	15.0%
No	351	85.2%	32	94.1%	172	83.9%	147	85.0%
Total	412	100.0%	34	100.0%	205	100.0%	173	100.0%
Not Answered	23		5		7		11	

Q41. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
<input type="radio"/> A big problem	13	21.7%	0	0.0%	7	21.9%	6	23.1%
<input type="radio"/> A small problem	14	23.3%	0	0.0%	10	31.3%	4	15.4%
<input checked="" type="radio"/> Not a problem	33	55.0%	2	100.0%	15	46.9%	16	61.5%
Total	60	100.0%	2	100.0%	32	100.0%	26	100.0%
Not Answered	1		0		1		0	
Reporting Category	Getting Treatment and Information							
Achievement Score	55.00%		100.00%		46.88%		61.54%	
Correlation with Satisfaction	0.254		-		0.364		0.089	
Priority Rating	Medium		-		Medium		Medium	

Response scored as: Achievement Room for improvement

Reasons for Counseling or Treatment

Q42. In the last 12 months, was any of your counseling or treatment for personal problems, family problems, emotional illness, or mental illness?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	358	87.3%	23	67.6%	179	88.6%	156	89.7%
No	52	12.7%	11	32.4%	23	11.4%	18	10.3%
Total	410	100.0%	34	100.0%	202	100.0%	174	100.0%
Not Answered	25		5		10		10	

Q43. In the last 12 months, was any of your counseling or treatment for help with alcohol use or drug use?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	35	8.6%	3	9.1%	20	9.8%	12	7.0%
No	374	91.4%	30	90.9%	184	90.2%	160	93.0%
Total	409	100.0%	33	100.0%	204	100.0%	172	100.0%
Not Answered	26		6		8		12	

About You

Q44. In general, how would you rate your overall health now?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Excellent	24	5.8%	4	11.1%	13	6.4%	7	4.0%
Very good	49	11.8%	4	11.1%	25	12.3%	20	11.3%
Good	106	25.4%	9	25.0%	46	22.5%	51	28.8%
Fair	183	43.9%	16	44.4%	89	43.6%	78	44.1%
Poor	55	13.2%	3	8.3%	31	15.2%	21	11.9%
Total	417	100.0%	36	100.0%	204	100.0%	177	100.0%
Not Answered	18		3		8		7	

About You (continued)**Q45. What is your age now?**

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
18 to 24	66	15.4%	NA	-	36	17.2%	24	13.3%
25 to 34	71	16.6%	12	31.6%	30	14.4%	29	16.0%
35 to 44	86	20.1%	NA	-	41	19.6%	36	19.9%
45 to 54	88	20.6%	NA	-	48	23.0%	36	19.9%
55 to 64	107	25.0%	NA	-	48	23.0%	52	28.7%
65 to 74	NA	-	0	0.0%	NA	-	NA	-
75 or older	NA	-	0	0.0%	NA	-	0	0.0%
Total	428	100.0%	38	100.0%	209	100.0%	181	100.0%
Not Answered	7		1		3		3	

Q46. Are you male or female?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Male	157	36.9%	12	31.6%	82	39.2%	63	35.2%
Female	269	63.1%	26	68.4%	127	60.8%	116	64.8%
Total	426	100.0%	38	100.0%	209	100.0%	179	100.0%
Not Answered	9		1		3		5	

Q47. What is the highest grade or level of school that you have completed?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
8th grade or less	54	12.7%	NA	-	32	15.4%	20	11.2%
Some high school, but did not graduate	92	21.6%	NA	-	43	20.7%	41	22.9%
High school graduate or GED	180	42.4%	15	39.5%	93	44.7%	72	40.2%
Some college or 2-year degree	83	19.5%	13	34.2%	32	15.4%	38	21.2%
4-year college degree	11	2.6%	0	0.0%	NA	-	NA	-
More than a 4-year college degree	NA	-	0	0.0%	NA	-	NA	-
Total	425	100.0%	38	100.0%	208	100.0%	179	100.0%
Not Answered	10		1		4		5	

NA: Fewer than 11 responses

About You (continued)**Q48. Are you of Hispanic or Latino origin or descent?**

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes, Hispanic or Latino	14	3.4%	NA	-	NA	-	NA	-
No, not Hispanic or Latino	395	96.6%	36	97.3%	192	96.5%	167	96.5%
Total	409	100.0%	37	100.0%	199	100.0%	173	100.0%
Not Answered	26		2		13		11	

Q49. What is your race? Please mark one or more. (Note: Percents may add to > 100%)

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
White	220	51.6%	22	59.5%	101	48.3%	97	53.9%
Black or African-American	201	47.2%	15	40.5%	105	50.2%	81	45.0%
Asian	NA	-	NA	-	0	0.0%	0	0.0%
Native Hawaiian or other Pacific Islander	NA	-	0	0.0%	NA	-	0	0.0%
American Indian or Alaska Native	NA	-	NA	-	NA	-	0	0.0%
Other	11	2.6%	0	0.0%	NA	-	NA	-
Total	426	100.0%	37	100.0%	209	100.0%	180	100.0%
Not Answered	9		2		3		4	

Q50. Did someone help you complete this survey?

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Yes	147	34.7%	10	26.3%	79	38.5%	58	32.0%
No	277	65.3%	28	73.7%	126	61.5%	123	68.0%
Total	424	100.0%	38	100.0%	205	100.0%	181	100.0%
Not Answered	11		1		7		3	

Q51. How did that person help you? Check all that apply. (Note: Percents may add to > 100%)

	MSCAN Overall		Molina Healthcare		UnitedHealthcare		Magnolia Health	
	N	%	N	%	N	%	N	%
Read the questions to me	97	66.9%	5	55.6%	54	69.2%	38	65.5%
Wrote down the answers I gave	48	33.1%	2	22.2%	22	28.2%	24	41.4%
Answered the questions for me	28	19.3%	2	22.2%	17	21.8%	9	15.5%
Translated the questions into my language	5	3.4%	0	0.0%	4	5.1%	1	1.7%
Helped in some other way	16	11.0%	4	44.4%	10	12.8%	2	3.4%
Total	145	100.0%	9	100.0%	78	100.0%	58	100.0%
Not Answered	2		1		1		0	

NA: Fewer than 11 responses

Mississippi Coordinated Access Network (MSCAN)

All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

You may notice a barcode number on the front of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-877-455-9243.

SURVEY INSTRUCTIONS

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

Correct
Mark



Incorrect
Marks



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

- Yes ➔ *If Yes, Go to Question 1*
○ No



START HERE



PERSONAL OR FAMILY COUNSELING

People can get counseling, treatment or medicine for many different reasons, such as:

- For feeling depressed, anxious, or "stressed out"
- Personal problems (like when a loved one dies or when there are problems at work)
- Family problems (like marriage problems or when parents and children have trouble getting along)
- Needing help with drug or alcohol use
- For mental or emotional illness

1. In the last 12 months, did you get counseling, treatment or medicine for any of these reasons?

- Yes ➔ *If Yes, go to question 2*
○ No ➔ *If No, go to question 44 on page 5*

**YOUR COUNSELING AND TREATMENT
IN THE LAST 12 MONTHS**

The next questions ask about your counseling or treatment. Do not include counseling or treatment during an overnight stay or from a self-help group.

2. In the last 12 months, did you call someone to get professional counseling on the phone for yourself?

- Yes
- No → *If No, go to question 4*

3. In the last 12 months, how often did you get the professional counseling you needed on the phone?

- Never
- Sometimes
- Usually
- Always

4. In the last 12 months, did you need counseling or treatment right away?

- Yes
- No → *If No, go to question 6*

5. In the last 12 months, when you needed counseling or treatment right away, how often did you see someone as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

6. In the last 12 months, not counting times you needed counseling or treatment right away, did you make any appointments for counseling or treatment?

- Yes
- No → *If No, go to question 8*

7. In the last 12 months, not counting times you needed counseling or treatment right away, how often did you get an appointment for counseling or treatment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

8. In the last 12 months, how many times did you go to an emergency room or crisis center to get counseling or treatment for yourself?

- None
- 1
- 2
- 3 or more

9. In the last 12 months (not counting emergency rooms or crisis centers), how many times did you go to an office, clinic, or other treatment program to get counseling, treatment or medicine for yourself?

- None → *If None, go to question 29 on page 4*
- 1 to 10
- 11 to 20
- 21 or more

10. In the last 12 months, how often were you seen within 15 minutes of your appointment?

- Never
- Sometimes
- Usually
- Always



The next questions are about all the counseling or treatment you got in the last 12 months during office, clinic, and emergency room visits as well as over the phone. Please do the best you can to include all the different people you went to for counseling or treatment in your answers.

11. In the last 12 months, how often did the people you went to for counseling or treatment listen carefully to you?
 - Never
 - Sometimes
 - Usually
 - Always
12. In the last 12 months, how often did the people you went to for counseling or treatment explain things in a way you could understand?
 - Never
 - Sometimes
 - Usually
 - Always
13. In the last 12 months, how often did the people you went to for counseling or treatment show respect for what you had to say?
 - Never
 - Sometimes
 - Usually
 - Always
14. In the last 12 months, how often did the people you went to for counseling or treatment spend enough time with you?
 - Never
 - Sometimes
 - Usually
 - Always
15. In the last 12 months, how often did you feel safe when you were with the people you went to for counseling or treatment?
 - Never
 - Sometimes
 - Usually
 - Always

16. In the last 12 months, did you take any prescription medicines as part of your treatment?
 - Yes
 - No → *If No, go to question 18*
17. In the last 12 months, were you told what side effects of those medicines to watch for?
 - Yes
 - No
18. In the last 12 months, how often were you involved as much as you wanted in your counseling or treatment?
 - Never
 - Sometimes
 - Usually
 - Always
19. In the last 12 months, did anyone talk to you about whether to include your family or friends in your counseling or treatment?
 - Yes
 - No
20. In the last 12 months, were you told about self-help or support groups, such as consumer-run groups or 12-step programs?
 - Yes
 - No
21. In the last 12 months, were you given information about different kinds of counseling or treatment that are available?
 - Yes
 - No
22. In the last 12 months, were you given as much information as you wanted about what you could do to manage your condition?
 - Yes
 - No



- 23. In the last 12 months, were you given information about your rights as a patient?
 - Yes
 - No

- 24. In the last 12 months, did you feel you could refuse a specific type of medicine or treatment?
 - Yes
 - No

- 25. In the last 12 months, as far as you know did anyone you went to for counseling or treatment share information with others that should have been kept private?
 - Yes
 - No

- 26. Does your language, race, religion, ethnic background or culture make any difference in the kind of counseling or treatment you need?
 - Yes
 - No → *If No, go to question 28*

- 27. In the last 12 months, was the care you received responsive to those needs?
 - Yes
 - No

- 28. Using any number from 0 to 10, where 0 is the worst counseling or treatment possible and 10 is the best counseling or treatment possible, what number would you use to rate all your counseling or treatment in the last 12 months?

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10
Worst										Best
Counseling or										Counseling or
Treatment										Treatment
Possible										Possible

- 29. In the last 12 months, how much were you helped by the counseling or treatment you got?
 - Not at all
 - A little
 - Somewhat
 - A lot

- 30. In general, how would you rate your overall mental health now?
 - Excellent
 - Very Good
 - Good
 - Fair
 - Poor

- 31. Compared to 12 months ago, how would you rate your ability to deal with daily problems now?
 - Much better
 - A little better
 - About the same
 - A little worse
 - Much worse

- 32. Compared to 12 months ago, how would you rate your ability to deal with social situations now?
 - Much better
 - A little better
 - About the same
 - A little worse
 - Much worse

- 33. Compared to 12 months ago, how would you rate your ability to accomplish the things you want to do now?
 - Much better
 - A little better
 - About the same
 - A little worse
 - Much worse



34. **Compared to 12 months ago, how would you rate your problems or symptoms now?**

- Much better
- A little better
- About the same
- A little worse
- Much worse

The next questions ask about your experience with the company or organization that handles your benefits for counseling or treatment.

35. **In the last 12 months, did you use up all your benefits for counseling or treatment?**

- Yes
- No → *If No, go to question 38*

36. **At the time benefits were used up, did you think you still needed counseling or treatment?**

- Yes
- No → *If No, go to question 38*

37. **Were you told about other ways to get counseling, treatment, or medicine?**

- Yes
- No

38. **In the last 12 months, did you need approval for any counseling or treatment?**

- Yes
- No → *If No, go to question 40*

39. **In the last 12 months, how much of a problem, if any, were delays in counseling or treatment while you waited for approval?**

- A big problem
- A small problem
- Not a problem

40. **In the last 12 months, did you call customer service to get information or help about counseling or treatment?**

- Yes
- No → *If No, go to question 42*

41. **In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called customer service?**

- A big problem
- A small problem
- Not a problem

REASONS FOR COUNSELING OR TREATMENT

42. **In the last 12 months, was any of your counseling or treatment for personal problems, family problems, emotional illness, or mental illness?**

- Yes
- No

43. **In the last 12 months, was any of your counseling or treatment for help with alcohol use or drug use?**

- Yes
- No

ABOUT YOU

44. **In general, how would you rate your overall health now?**

- Excellent
- Very Good
- Good
- Fair
- Poor



45. What is your age now?

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

46. Are you male or female?

- Male
- Female

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

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

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

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

49. What is your race? Please mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other

50. Did someone help you complete this survey?

- Yes → *If Yes, go to question 51*
- No → *Thank you. Please return the completed survey in the postage-paid-envelope.*

51. How did that person help you? Check all that apply.

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

THANK YOU

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

When you are done, please use the enclosed postage-paid envelope to mail the survey to:

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





