

Medicare Fee-for-Service National Implementation Subgroup Analysis

Final Report for Year 2

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Executive Summary

ES.1 Introduction

One of the key objectives of the Medicare Fee-for-Service (MFFS) national implementation of the Consumer Assessment of Health Plans Study (CAHPS[®]) is to provide information to help beneficiaries decide among health plan options. Currently, through surveys of both the Medicare Managed Care (MMC) enrolled population and the beneficiaries on original Medicare, beneficiaries residing in areas in which there is a choice of plans are able to access data comparing CAHPS measures for MMC and MFFS. In this report, we compare and provide results of analyses of data from the second year of the national implementation of the MFFS CAHPS survey (the complete 2001 CAHPS Medicare Satisfaction Survey instrument is included in Appendix A). This also marks the first year in which comparisons can be made between our findings from the 2000 survey (Final Report for Year 1), and our findings from the 2001 survey.

We performed these analyses to gain a better understanding of the differences in health services experience and satisfaction among subgroups of Medicare beneficiaries including geographic levels (national, regional, and state level), sociodemographics, health plan options, and health status. The MFFS population, enrolled in what is also known as the Original Medicare Plan, is quite heterogeneous in terms of demographic characteristics, region of residence, supplemental insurance (whether with or without prescription drug coverage or Medicaid), and health-related characteristics. These subgroups of the MFFS beneficiaries have vastly different experiences with and expectations of the health care system and thus may perceive the quality of and access to services differently.

The goals for the data generated by the CAHPS Medicare Satisfaction Surveys include its use for quality improvement, accountability, and beneficiary information. Achievement of these goals require that data be reported on a number of levels of aggregation, including geographic sampling unit, state, region, and nation. In markets where there are plans that offer choices to beneficiaries, the aggregation enables comparison of MFFS and MMC. By examining regional, state, and national variation in CAHPS ratings and composites among Medicare beneficiaries by subgroup and individual characteristics, the Centers for Medicare & Medicaid Services (CMS) are better able to understand beneficiary experience with the health care system and the performance of different plan options.

This report highlights variations in ratings and composites across geographic levels, among subgroups of beneficiaries within the MFFS plan at the regional and individual levels, and among beneficiaries enrolled in MFFS and MMC by plan option and health status. In Section I we focus on the MFFS plan. In Chapter 1, “Descriptive Analysis,” we report the results of descriptive data analysis, including frequency distributions and cross-tabulations by sociodemographics, health status, insurance and other variables (e.g., MMC penetration rates, urban/rural and having a personal doctor). In Chapter 2, “Multivariate Analysis,” we examine

differences among subgroups of Medicare beneficiaries at the individual level to understand differences in health services experience and satisfaction by characteristics of subgroups within the MFFS population. By holding other factors constant in the multivariate analyses and by stratifying according to certain characteristics, we can better understand disparities among subpopulations. In Chapter 3, “Geographic Variation in Ratings and Composites by Subgroups of MFFS Beneficiaries,” we summarize key findings and discuss variations in performance indicators aggregated to different geographic levels and stratified by a number of beneficiary subgroups, including self-reported health status, insurance, and demographic characteristics. Results on the geo-unit level for both 2000 and 2001 are presented in Appendix D. Finally, Section II focuses on comparisons between MFFS and MMC; in Chapter 4, “Medicare Fee-for-Service and Medicare Managed Care: Differences in Plan Ratings and Composites,” we provide the results of our analysis of the MFFS and the MMC comparisons.

ES.2 Case-Mix Adjustment

CMS is required by the 1997 Balanced Budget Act (BBA) to provide beneficiaries with information that will enable them to choose between Medicare plan options. This requirement necessitates the construction of CAHPS ratings and composites that can be compared across managed care plans and between managed care and fee-for-service options. The implication for the construction of the composites from the MFFS survey is that they be created in as like a manner as possible to those from the MMC survey.

Because CMS intends to provide quality information to support Medicare beneficiaries’ choice of Medicare health plan options, it is essential that differences between the composition of Medicare beneficiaries in FFS and in managed care be adequately adjusted for when data are reported. For MFFS, this adjustment must be made on the reporting-unit level and, in order to allow like comparisons, must be comparable in rigor and scope to the adjustment made on the MMC sample. Case-mix adjusted consumer ratings can provide more valid health plan comparisons than can unadjusted ratings by controlling for factors related to systematic response biases for questions about experience obtaining health care services. Adjusted data are therefore potentially more appropriate for comparing the quality of care delivered. Case-mix adjustment for systematic bias is useful when comparing assessments of different plans or regions if members of a particular demographic group that is more or less inclined than others to assign poor ratings to bad care are disproportionally enrolled in a particular plan or, as in the case of within-MFFS comparisons, these members reside in a particular geographic area. In many markets, MFFS beneficiaries tend to be older and more frail than MMC beneficiaries. In order to present fair comparisons, the influence of plan composition must be accounted for in the reporting statistic. A similar argument can be made for comparison of ratings and composites for different geographic units within the MFFS population. For these reasons, all ratings and composites used to compare MFFS and MMC, or regions within the MFFS population, are case-mix adjusted.

ES.3 Beneficiaries with Plan Choice

Comparisons of health care satisfaction between MFFS and MMC beneficiaries must be considered in the context of accessibility to Medicare + Choice (M+C) plans. Estimates generated from the 2001 MFFS and MMC Satisfaction Surveys indicate that 58.8% (+/-0.2%) of the 30.1 million Medicare FFS beneficiaries eligible for the 2001 MFFS survey lived in a county that had at least one M+C plan. The availability of M+C plans varied considerably by state, region of country, and beneficiaries' proximity to a major urban area. Medicare FFS beneficiaries in seven states and Puerto Rico had no access to M+C plans at all, while statewide access was available in only three states (Hawaii, New Jersey, and Delaware). Regionally, access to M+C plans ranged from a low of 35.4% for MFFS beneficiaries in CMS Region 8, the Denver Regional Office, to a high of 85.0% for those in CMS Region 9, the San Francisco Regional Office.

Proximity to a major urban area was the most significant factor in the availability of M+C plans for MFFS beneficiaries. In 2001, 75.5% (+/-0.3%) of Medicare FFS beneficiaries living in Metropolitan Statistical Areas (MSAs) had access to M+C plans. This compares to 25.1% (+/-0.8%) of MFFS beneficiaries living in counties adjacent to MSAs and only 10.1% (+/-0.6%) of MFFS beneficiaries living in counties not adjacent to MSAs. Clearly, the comparisons of MFFS and MMC presented in this report need to be tempered with the geographic realities of Medicare beneficiaries' access to M+C plans. Because of the variation in availability of an M+C plan, ratings and composites used for MFFS and MMC were weighted to include the subset of the MFFS group who reside in an area with plan choice.

ES.4 Performance Indicators

The analyses presented in this report examine differences across selected data aggregation options for the most-positive CAHPS ratings and responses (i.e., "10," "Always," "Not a Problem," or "Yes"). A total of nine performance indicators (five composite indicators and four rating indicators) were used from the 2001 CAHPS Medicare Satisfaction Survey. The complete survey may be found in Appendix A.

- *Needed Care Composite*
- *Good Communication Composite*
- *Care Quickly Composite*
- *Respectful Treatment Composite*
- *Medicare Customer Service Composite*
- *Rate Personal Doctor*
- *Rate Specialist*
- *Rate Health Care*
- *Rate Medicare*

ES.5 Key Findings for Subgroups with the MFFS Population: Descriptive and Multivariate Analyses

Findings from our descriptive analyses suggest that there are differences in satisfaction and experience associated with sociodemographic characteristics, health status, and insurance type. In general, beneficiaries who gave a higher percentage of most-positive responses were older, female, with less education. We found an inconsistent pattern of responses by race and ethnicity; Hispanics gave a lower percentage of most-positive responses for about half of the questions comprising the composites, but a higher percentage of most-positive responses for all of the ratings. Black beneficiaries gave a higher percentage of most-positive responses for all of the questions that make up the Good Communication Composite, but the lowest percentage of most-positive responses regarding getting needed care without delays. Beneficiaries of other race provided a lower percentage of most-positive responses for just over half of the questions comprising the composites, including all questions regarding getting care quickly.

In the multivariate analysis, we examine the ratings and the questions comprising the composites that are reported on the Medicare Health Plan Compare web site. In general, beneficiaries who were more satisfied and reported better experiences were older, healthier, less educated, black, Hispanic, or female.

The association between insurance and ratings and composites was inconsistent. While we would expect that beneficiaries with insurance in addition to Medicare, particularly those with prescription drug coverage, would report higher ratings for obtaining needed care or obtaining care quickly, this was not always the case. Beneficiaries who report having no additional insurance, are dually eligible, or did not provide insurance information were more satisfied and reported better experiences than those with additional insurance and prescription drug coverage for two of the three composites (good communication, getting care quickly), and both ratings. However, these same groups were less satisfied and reported worse experiences getting needed care compared with beneficiaries who had additional insurance and prescription drug coverage. Beneficiaries who had additional insurance but no prescription drug benefits were less satisfied and reported worse experiences than those with additional insurance and prescription drug benefits.

Beneficiaries living in areas with up to 25% MMC penetration were more satisfied and reported better experiences than those living in areas with greater than 25% MMC penetration. Beneficiaries living in urban areas were less satisfied and reported worse experiences with their health care than those living in rural areas. Finally, beneficiaries with no personal doctor or nurse were less satisfied and reported worse experiences than those who reported having a personal doctor or nurse.

Overall, our findings related to age, education, gender, health status, having a personal doctor or nurse, and living in an urban versus rural area are consistent with results from the Year 1 Final Report (Bernard et al., 2001). However, our findings related to MMC penetration are not

consistent with results from our Year 1 analysis which found that beneficiaries living in areas with lower MMC penetration (< 25%) were less satisfied, reported more problems, and assigned lower ratings than beneficiaries living in areas with higher MMC penetration. Similar to last year, we found statistically significant differences in satisfaction and experience by type of insurance. Some of the findings are consistent across both years, but others are not.

ES.6 Regional and State Variations in Ratings and Composites by Subgroups of MFFS

We examined differences among subgroups of Medicare beneficiaries by CMS region and by state (including Puerto Rico and the District of Columbia) to understand geographic variation in health services experience and satisfaction by characteristics of subgroups within the MFFS population. By holding other factors constant in the multivariate analyses and by stratifying according to characteristics such as illness, recent hospitalization, and access to additional insurance, CMS can better understand subpopulation differences in a particular region or state.

Analysis was performed across various data aggregation options, such as the nation, CMS region, and state, for the most-positive CAHPS ratings and responses. When ratings and composites are aggregated to state, regional, and national levels, the percent differences are still present but mitigated.

Key Findings

- ▶ When the education data are aggregated to the CMS region and the national level it is apparent that MFFS beneficiaries with less than high school education or general equivalency diploma report more positive perceptions of their health care than those with more education.
- ▶ A higher proportion of Hispanic beneficiaries than non-Hispanics gave a rating of “10” across the indicators. Black beneficiaries responded more favorably than white beneficiaries or those of other races on six of the nine indicators nationally.
- ▶ Generally, a lower percentage of chronically ill beneficiaries responded most positively to all of the indicators compared with beneficiaries who are not chronically ill.
- ▶ On the national level, a similar percentage of Medicare beneficiaries indicated that they always receive needed care in 2001 than in 2000 (89% vs. 87%). The percentage of beneficiaries assigning a “10” for Rate Medicare (46%), Rate Health Care (49%), Rate Specialist (48%), and Rate Personal Doctor (50%), were all within 1 to 2 percentage points of what they were in 2000 (e.g., 2–6%).
- ▶ MFFS beneficiaries in the Seattle CMS region had the lowest percentage of positive responses for five indicators: the Good Communication Composite, the Medicare Customer Service Composite, Rate Personal Doctor, Rate Health Care, and Rate Medicare (in 2000, Denver had the lowest percentage of most-positive responses for four indicators). In contrast, the Dallas CMS region had the highest percentage of positive responses for four performance indicators: the Good Communication Composite, the Care Quickly Composite; and Rate Specialist, Rate Health Care, and Rate Medicare.

- Across all geographic levels, the Needed Care Composite consistently garnered the highest percentages of most-positive responses, and the Rate Medicare indicator had the lowest percentages of most-positive responses. These findings are consistent with those of 2000.
- Perceptions of satisfaction and experience with Medicare differ among subgroups of beneficiaries. In 2000, variations in composites and ratings were found for insurance status (dually eligible and with versus without insurance in addition to Medicare), self-reported health status, race, gender, and age. In 2001, more variables were examined and differences were found by all of them.

Conclusions

Compared with other indicators, fewer Medicare beneficiaries give the highest rating to their overall Medicare experience (Rate Medicare indicator) and there is substantial variation across state and regional geographic areas for this indicator. Notable differences across states (including the District of Columbia and Puerto Rico) and regions also exist for personal doctor ratings (Rate Personal Doctor), specialist ratings (Rate Specialist), and the Medicare Customer Service Composite. These findings are consistent with those reported in Chapters 1 and 2 on the individual level, but persist even when the data are aggregated up to the state, CMS region, and nation. In particular, the following subgroups reported lower levels of satisfaction: younger beneficiaries (especially beneficiaries under 46 years), beneficiaries with more than a high school education, men, those who are less healthy (fair/poor self-reported health, chronically ill, hospitalized overnight in the last year), and those without a personal doctor.

Findings were mixed for some of the other subgroups with members reporting positive experiences and high levels of satisfaction for some of the indicators, but negative experiences and dissatisfaction for other indicators. For example, Hispanics reported worse experiences than non-Hispanics on the Needed Care, Care Quickly, and Respectful Treatment Composites. However, non-Hispanics were less satisfied than Hispanics as they gave a lower percentage of “10s” for all four ratings. Findings were also mixed for race with white beneficiaries reporting worse experiences than blacks for six of nine indicators. Finally, there were also mixed findings for those with different types of supplemental insurance. For example, beneficiaries who have additional insurance without prescription drug coverage provided a lower percentage of most-positive responses for Good Communication, Respectful Treatment, and all four ratings. On the other hand, dually eligible beneficiaries provided the lowest percentage of most-positive responses for the Needed Care and Care Quickly Composites.

ES.7 Medicare Fee-For-Service and Medicare Managed Care: Differences in Plan Ratings and Composites

We describe the results of our analysis of the MFFS and MMC comparisons, and examine differences in ratings and composites by plan option (MFFS versus MMC) and by health status. In the latter analysis, we addressed the question of whether beneficiaries in poor/fair

health or excellent/very good health rate their experience with Medicare differently if they are enrolled in MFFS or MMC by pooling data from the 2000 and 2001 surveys.¹

We compared MFFS and MMC in 44 states² and the District of Columbia on the six ratings or composites that are reported on the Medicare Compare web site. To further ensure consistency with the Medicare Compare web site, most comparisons throughout this report and, more specifically, comparisons between MFFS and MMC, are based on extreme positive response categories. The ratings and composites listed below were used in the analyses in Chapter 4.

- *Needed Care Composite*
- *Good Communication Composite*
- *Care Quickly Composite*
- *Rate Health Care*
- *Rate Medicare*
- *Flu Shot indicator*

Key Findings

- On the national level, the percentage of beneficiaries providing the most-positive response decreased slightly from 2000 to 2001. There were only two instances when the percentage of beneficiaries who gave the most-positive response was higher in 2001 than it was in 2000: among MFFS beneficiaries for the Needed Care Composite and among MMC beneficiaries for the Care Quickly Composite.
- For the most part, at least half of the states that were ranked in the top 10 or bottom 10 by the percentage of most-positive responses in 2000 remained in the top or bottom 10 in 2001.
- On the national level in 2001, MFFS beneficiaries gave significantly higher percentages of the most-positive response for the Needed Care Composite, Rate Plan a 10, and Rate Health Care a 10. In 2000, MFFS beneficiaries gave a higher percentage of most-positive responses for Needed Care, Rate Plan a 10, and slightly higher for Care Quickly.
- On the national level, using data pooled from 2000 and 2001, a lower percentage of beneficiaries in fair/poor health responded most positively compared with beneficiaries in excellent/very good health, except for the flu shot indicator.
- Among beneficiaries in excellent/very good health, a higher percentage of MMC beneficiaries responded most positively for all but the Needed Care Composite. State differences tended to be consistent with national results.
- Among beneficiaries in poor/fair health, a higher percentage of MMC beneficiaries responded most positively for four of six indicators. State differences tended to be consistent with the national results.

¹In addition to conducting the analysis using the pooled dataset, we also conducted the analysis of only the Year 2 data using the Year 2 case mix model and again using the Year 1 case mix model. The results from both analyses were largely unchanged.

²Forty-four states have MMC penetration enabling us to make comparisons between MFFS and MMC.

Conclusions

While we cannot know with any certainty the cause for the drop in experience or satisfaction with health care services in 2001 compared with 2000, we do know that beneficiaries in 2001 had slightly lower most-positive responses than beneficiaries in 2000. However, there seems to be a stability in the pattern of responses; overall, at least half of the states that were ranked in the top or bottom 10 by the percentage of most-positive responses in 2000 remained in the top or bottom 10 in 2001. However, there appears to be more movement in and out of the top and bottom 10 in MFFS as compared with MMC.

On the national level, MMC performed better than MFFS on four of the six indicators in 2001 compared with three of the six indicators in 2000.

A consistent finding emerged from our analysis of the 2000 and 2001 pooled survey data across MFFS and MMC is that a lower percentage of beneficiaries in fair/poor health responded most positively compared with beneficiaries in excellent/very good health for the Needed Care Composite, Good Communication Composite, Care Quickly Composite, and Rate Health Care. This was also the case for Rate Medicare with the exception of four states. However, the opposite pattern occurs for the flu shot indicator with a higher percentage of beneficiaries in fair/poor health reported receiving a flu shot. This is likely because beneficiaries in fair/poor health often have more doctor office visits and probably received their flu shot while at one of their doctor appointments or that physicians are more aggressive at recommending the shots for those in poorer health. Furthermore, it is possible that beneficiaries in fair/poor health elect to receive a flu shot more often than those in excellent/very good health because they feel more vulnerable to catching the flu.

Nationally, significantly higher percentages of MMC beneficiaries who reported excellent/very good health provided responses of “10,” “Always,” “Not a problem,” or “Yes” for five of the six indicators compared with MFFS beneficiaries: Good Communication, Rate Health Care, Rate Medicare, Care Quickly, and Flu Shot. Across the six indicators, in states where there were significant differences between MFFS and MMC beneficiaries in excellent/very good health, the differences tended to be consistent with the national results.

We also found significant differences in the effects of plan type among beneficiaries in poor/fair health. Nationally, significantly higher percentages of MMC beneficiaries in poor/fair health provided the most-positive responses for four of the six indicators: Good Communication, Care Quickly, Rate Health Care, and Flu Shot. In states where significant differences existed between MFFS and MMC, results tended to be consistent with the national results.

Section I:
Subgroup Variation within Medicare Fee-for-Service (MFFS)
Chapter 1:
Descriptive Analysis

1.1 Introduction

In this section, we report the results of descriptive data analysis, including frequency distributions and cross-tabulations. For these analyses, we report on the

- sociodemographic,
 - age
 - education
 - ethnicity
 - race
 - gender
- health status,
 - general
 - mental
 - chronic illness
- insurance, and
 - no additional insurance
 - dually eligible
 - additional insurance with prescription drug coverage
 - additional insurance without prescription drug coverage
 - missing
- other
 - Medicare managed care (MMC) penetration rate
 - urban/rural
 - personal doctor

characteristics of respondents as well as the Consumer Assessment of Health Plans Study (CAHPS) indicators that comprise the five composites (Needed Care, Good Communication, Care Quickly, Medicare Customer Service, and Respectful Treatment) and four ratings (Personal doctor/nurse, Specialist, All health care providers, and Overall Medicare).

Key Findings

- In general, 80% or more of Medicare fee-for-service (MFFS) beneficiaries' responses indicated that they were satisfied or that their health care experience was positive. In fact, for the Good Communication Composite, the Respectful Treatment Composite, and three of the four indicators for the Care Quickly Composite, 90% or more of beneficiaries responded that they "Usually" or "Always" have good communication, are treated with

respect, or get care quickly. Eighty-four percent or more of respondents answered “Not a Problem” for all of the Needed Care Composite indicators. However, about 40% of beneficiaries reported having a problem with all of the indicators making up the Medicare Customer Service Composite. These findings are discussed in greater detail in Section 1.3.1 and illustrated in Tables 1-2 and 1-3.

- Based upon simple cross-tabulations, there were few notable differences (i.e., 5 percentage points or greater) of most-positive responses across many of the indicators and ratings by characteristics such as managed care penetration, residence in a metropolitan or rural area, or gender. Notable differences were, however, observed across many of the indicators and ratings for subgroups including age, education, race, ethnicity, general health status, mental health status, chronic illness, insurance status, and whether or not one has a personal doctor. These findings are discussed in greater detail in Section 1.3.2 and illustrated in Tables 1-5 through 1-11.

1.2 Methods

We began our individual-level analysis by calculating unweighted and weighted frequencies for all variables in the dataset. We present and summarize the weighted frequencies for key variables. Next, we computed unweighted and weighted cross-tabulations with Chi-square tests for key sociodemographic, health status, insurance, and other variables by each of the following CAHPS performance indicators and ratings.

Table 1-1. CAHPS Performance Indicators and Ratings

Indicators and Ratings	Representative Questions
<p><i>Needed Care Composite*</i> (with numerical response categories of 1 = A big problem, 2 = A small problem, 3 = Not a problem)</p>	<ul style="list-style-type: none"> ▪ Since you joined Medicare, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with? (Q 11) ▪ In the last 6 months, how much of a problem, if any, was it to see a specialist that you needed to see? (Q13) ▪ In the last 6 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary? (Q 25) ▪ In the last 6 months, how much of a problem, if any, were delays in health care while you waited for approval from Medicare? (Q 26)
<p><i>Good Communication Composite*</i> (with numerical response categories of 1 = Never, 2 = Sometimes, 3 = Usually, 4 = Always)</p>	<ul style="list-style-type: none"> ▪ In the last 6 months, how often did doctors or other health providers listen carefully to you? (Q 30) ▪ In the last 6 months, how often did doctors or other health providers explain things in a way you could understand? (Q 31) ▪ In the last 6 months, how often did doctors or other health providers show respect for what you had to say? (Q 32) ▪ In the last 6 months, how often did doctors or other health providers spend enough time with you? (Q 33)

(continued)

Table 1-1. CAHPS Performance Indicators and Ratings (continued)

<p>Care Quickly Composite* (with numerical response categories of 1 = Never, 2 = Sometimes, 3 = Usually, 4 = Always)</p>	<ul style="list-style-type: none"> ▪ In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed? (Q 18) ▪ In the last 6 months, how often did you get an appointment for regular or routine health care as soon as you wanted? (Q 20) ▪ In the last 6 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted? (Q 22) ▪ In the last 6 months, how often did you wait in the doctor’s office or clinic more than 15 minutes past your appointment time to see the person you went to see? (Q 27)
<p>Respectful Treatment Composite (with numerical response categories of 1 = Never, 2 = Sometimes, 3 = Usually, 4 = Always)</p>	<ul style="list-style-type: none"> ▪ In the last 6 months, how often did office staff at a doctor’s office or clinic treat you with courtesy and respect? (Q 28) ▪ In the last 6 months, how often were office staff at a doctor’s office or clinic as helpful as you thought they should be? (Q 29)
<p>Medicare Customer Service Composite (with numerical response categories of 1 = A big problem, 2 = A small problem, 3 = Not a problem)</p>	<ul style="list-style-type: none"> ▪ <u>Paperwork</u> means things such as getting your ID card, having your records changed, processing forms, sending claims in for payment or other paperwork related to getting care. In the last 6 months, how much of a problem, if any, did you have with this paperwork for Medicare? (Q 48) ▪ In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials? (Q 44) ▪ In the last 6 months, how much of a problem, if any, was it to get the help you needed when you called Medicare customer service? (Q 46)
<p>Rate Personal Doctor (with numerical response categories of 0–10)</p>	<ul style="list-style-type: none"> ▪ How would you rate your personal doctor or nurse now? Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. (Q 6)
<p>Rate Specialist (with numerical response categories of 0–10)</p>	<ul style="list-style-type: none"> ▪ How would you rate the <u>specialist you saw most often in</u> the last 6 months, including a personal doctor if he or she is a specialist? Use <u>any number from 0 to 10</u> where 0 is the worst specialist possible, and 10 is the best specialist possible. (Q 15)

(continued)

Table 1-1. CAHPS Performance Indicators and Ratings (continued)

<i>Rate Health Care*</i> (with numerical response categories of 0–10)	<ul style="list-style-type: none"> ▪ How would you rate all the health care you got in the last 6 months from all doctors and other health providers. Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible. (Q 34)
<i>Rate Medicare*</i> (with numerical response categories of 0–10)	<ul style="list-style-type: none"> ▪ How would you rate all your experience with Medicare? Use <u>any number from 0 to 10</u> where 0 is the worst health plan possible, and 10 is the best health plan possible. (Q 49)

*Composites or ratings featured in the Medicare Compare web site <http://www.medicare.gov/mphCompare/home.asp>.

Findings presented in this report are based on the weighted frequencies and cross-tabulations.

1.3 Results

1.3.1 Frequency Distributions

We briefly summarize sociodemographic characteristics, health status, and insurance status of the survey respondents. We also summarize the frequencies for CAHPS composite indicators and ratings (see Tables 1-2 and 1-3).

Sociodemographic

Approximately 3% of respondent beneficiaries were 18–45 years of age, 10% were 46–64 years of age, the majority (64%) were 65–79 years of age, and approximately 23% were 80 years of age or older. More than half (57%) were female. Slightly less than one-third (30%) of respondents had less than a high school education, another third were high school graduates, and the remaining 37% had more than a high school education. Most beneficiaries were white (82%), 9% were African-American, and 9% were of other races. Approximately 6% were Hispanic or Latino.³

Health Status

Approximately one-third of respondents reported excellent or very good health, a third were in good health, and about 36% were in fair or poor health. More than half (56%) reported excellent or very good mental health, one-quarter were in good mental health, and just under one-fifth reported fair or poor mental health. Over one-quarter reported having a physical or medical condition that lasted at least 3 months, and almost one-quarter reported having been hospitalized in the last year. An overwhelming majority (89%) of beneficiaries reported having a personal doctor.

³Measures of Hispanic ethnicity and race are from two separate questions (Questions 87 and 88, respectively, from the 2001 CAHPS Medicare Satisfaction Survey) and are reported on each group regardless of answers to the other question.

**Table 1-2. Demographic, Health Status, and Insurance: Weighted Frequencies
(n = 117,836)**

Descriptive Variable	Percent
Sociodemographics	
<i>Age</i>	
18 to 45 years	3%
46 to 64	10%
65 to 69	23%
70 to 74	22%
75 to 79	19%
80 years or older	23%
<i>Gender</i>	
Male	43%
Female	57%
<i>Education</i>	
8th grade or less	15%
Some high school, but did not graduate	15%
High school graduate or GED	33%
Some college or 2-year degree	20%
4-year college degree	8%
More than 4-year college degree	9%
<i>Race</i>	
White	82%
Black	9%
Other	9%
<i>Ethnicity</i>	
Hispanic or Latino	6%
Not Hispanic or Latino	94%
Health Status	
<i>Self-perceived general health status</i>	
Excellent	8%
Very good	24%
Good	32%
Fair	26%
Poor	10%

(continued)

**Table 1-2. Demographic, Health Status, and Insurance: Weighted Frequencies
(n = 117,836) (continued)**

Descriptive Variable	Percent
<i>Self-perceived mental health status</i>	
Excellent	27%
Very good	29%
Good	25%
Fair	14%
Poor	5%
<i>Had a physical/medical condition that lasted at least 3 months</i>	
Yes	72%
No	28%
<i>Hospitalized overnight or longer in the last 12 months</i>	
Yes	23%
No	77%
<i>Personal doctor or nurse</i>	
Yes	89%
No	11%
Insurance	
<i>Plans in addition to Medicare</i>	
Dually eligible	14%
Additional Insurance with Prescription Drug Coverage	52%
Additional Insurance without Prescription Drug Coverage	18%
No Additional Insurance	9%
Missing	7%

**Table 1-3. CAHPS Ratings and Composites: Weighted Frequencies
(n = 117,836)**

Descriptive Variable	Percent
CAHPS Indicators and Ratings: <i>Needed Care Composite</i>	
<i>Problem finding a doctor or nurse you are happy with</i>	
A big problem	5%
A small problem	11%
Not a problem	84%
<i>Problem seeing a specialist in the last 6 months</i>	
A big problem	5%
A small problem	10%
Not a problem	85%
<i>Problems getting necessary care in the last 6 months</i>	
A big problem	3%
A small problem	7%
Not a problem	90%
<i>Problems with delays in health care</i>	
A big problem	1%
A small problem	4%
Not a problem	95%
CAHPS Indicators and Ratings: <i>Good Communication Composite</i>	
<i>Does health provider listen carefully to you?</i>	
Never	1%
Sometimes	5%
Usually	24%
Always	70%
<i>Does health provider explain things?</i>	
Never	1%
Sometimes	6%
Usually	27%
Always	66%
<i>Does health provider show respect?</i>	
Never	1%
Sometimes	5%
Usually	24%
Always	70%

(continued)

**Table 1-3. CAHPS Ratings and Composites: Weighted Frequencies
(n = 117,836) (continued)**

Descriptive Variable	Percent
<i>Does provider spend enough time with you?</i>	
Never	1%
Sometimes	8%
Usually	31%
Always	60%
CAHPS Indicators and Ratings: <i>Care Quickly Composite</i>	
<i>How often did you get help when you called during regular office hours?</i>	
Never	1%
Sometimes	7%
Usually	23%
Always	69%
<i>Prompt regular or routine health care appointment</i>	
Never	1%
Sometimes	7%
Usually	26%
Always	66%
<i>How often did you get immediate care when needed in the last 6 months?</i>	
Never	2%
Sometimes	6%
Usually	20%
Always	72%
<i>How often did you wait 15 minutes or more past your appointment time?</i>	
Never	26%
Sometimes	45%
Usually	16%
Always	13%
CAHPS Indicators and Ratings: <i>Medicare Customer Service Composite</i>	
<i>Problem with paperwork for Medicare</i>	
A big problem	14%
A small problem	28%
Not a problem	58%

(continued)

**Table 1-3. CAHPS Ratings and Composites: Weighted Frequencies
(n = 117,836) (continued)**

Descriptive Variable	Percent
<i>Problem finding or understanding written information</i>	
A big problem	9%
A small problem	28%
Not a problem	63%
<i>Problem getting help from Medicare customer service</i>	
A big problem	16%
A small problem	23%
Not a problem	61%
CAHPS Indicators and Ratings: <i>Respectful Treatment Composite</i>	
<i>How often did staff treat you with courtesy and respect?</i>	
Never	1%
Sometimes	2%
Usually	12%
Always	85%
<i>How often were office staff at a doctor's office or clinic helpful?</i>	
Never	1%
Sometimes	4%
Usually	24%
Always	71%
CAHPS Indicators and Ratings: <i>Ratings</i>	
<i>Rate your personal doctor or nurse</i>	
0–7	17%
8–9	33%
10 (Best possible doctor or nurse)	50%
<i>Rate the specialist you saw most</i>	
0–7	17%
8–9	34%
10 (Best specialist possible)	49%
<i>Rate health care from all providers</i>	
0–7	15%
8–9	36%
10 (Best health care possible)	49%

(continued)

**Table 1-3. CAHPS Ratings and Composites: Weighted Frequencies
(n = 117,836) (continued)**

Descriptive Variable	Percent
<i>Rate Medicare</i>	
0-7	20%
8-9	34%
10 (Best health plan possible)	46%

Insurance

Our initial analysis of the insurance variable revealed that the majority of respondents (61%) reported having a single additional insurance plan to supplement Medicare, 5% had two or more additional plans, 10% of beneficiaries had no insurance in addition to Medicare, and 14% were dually eligible for Medicare and Medicaid. The percentage of beneficiaries who indicated having certain kinds of coverage or combinations of coverage are displayed in Table 1-4.

The insurance variable was then redefined to include prescription drug coverage. Beneficiaries who indicated that they have insurance for prescription drugs and were not dually eligible were automatically coded as having additional insurance with prescription drug coverage, even if they did not indicate that they have additional insurance. Consequently, the percentage of Medicare beneficiaries who reported no additional insurance is now only 9% and the missing category was reduced from 14% to 7%. Fifty-two percent of respondents reported having additional insurance with prescription drug coverage. Eighteen percent of respondents reported having health insurance in addition to Medicare, but no supplemental coverage for prescription drugs.

CAHPS Composites and Ratings

Here we briefly summarize frequencies related to CAHPS indicators used in later analyses.

Needed Care Composite. Out of the four indicators related to Needed Care, beneficiaries reported the most problems with finding a personal doctor/nurse (16% big or small problem) and seeing a specialist (15% big or small problem). About 10% reported having a big or small problem getting necessary care in the last 6 months, while only 5% reported a big/small problem with delays in getting needed health care.

Good Communication Composite. Between 6% and 9% of beneficiaries reported problems with indicators related to communication by responding either “Never” or “Sometimes” to questions that addressed whether their provider listens, explains things, shows respect, or spends enough time with them.

Table 1-4. Insurance in Addition to Medicare

Categories	Percent
Medigap	15
Employer, Union, or Retiree Health Coverage	26
Veteran’s Benefits, (VA benefits)	2
Military Retiree Benefits (TRICARE)	1
Other	16
Dually Eligible / Medicaid	14
Medigap & Employer	1
Medigap & VA	<1
Medigap & TRICARE	<1
Employer & VA	<1
Employer & TRICARE	<1
VA & TRICARE	<1
VA & Other	<1
TRICARE & Other	<1
Medigap, Employer, & VA	<1
Medigap, Employer, & TRICARE	<1
Medigap, VA, & TRICARE	<1
Employer, VA, & TRICARE	<1
VA, TRICARE, & Other	<1
Medigap, Employer, VA, & TRICARE	<1
No Additional Insurance	10
Missing	14

NOTE: Due to rounding, all percentages may sum to slightly less or more than 100%.

Care Quickly Composite. Approximately 8% of beneficiaries reported problems with indicators related to timely treatment by responding with either “Never” or “Sometimes” to questions that addressed how often they get help during regular office hours, get prompt regular appointments, or get immediate needed care. Almost 30% of respondents answered “Usually” or “Always” to a question that asked how often they have had to wait 15 minutes past their appointment time.

Medicare Customer Service Composite. Beneficiaries reported more problems related to service than to any of the other indicators. More specifically, over one-third of beneficiaries reported problems with paperwork, finding or understanding written information, and getting help from customer service.

Respectful Treatment Composite. Only between 3% and 5% of beneficiaries reported problems related to respectful treatment by answering “Never” or “Sometimes” to questions that addressed how often office staff treated them with courtesy and respect and/or were helpful.

Ratings. Four ratings are included in this analysis: Rate Personal Doctor, Rate Specialist, Rate Health Care, and Rate Medicare.

Half of respondent beneficiaries gave “10” ratings to their personal doctor/nurse, and slightly less than half gave “10” ratings to the specialist they saw most frequently, their health care, and Medicare. Between 33% and 36% of respondents assigned ratings between “8 and 9” for all four of the indicators. Only 15% to 17% of beneficiaries rated their personal doctor, specialist, or health care between “0 and 7,” and approximately 20% rated Medicare between “0 and 7.”

1.3.2 Cross-Tabulations

Although we calculated chi-square tests for all cross-tabulations, each one was significant at the $p < 0.0001$ level. Generally, with a large sample size such as that surveyed here, even small differences (fractional percentage-point variations) across indicators and ratings may prove statistically significant, but little information is derived from such knowledge. Therefore, in our discussion below, we highlight findings that are based on differences of 5 percentage points or more for each categorical variable across each indicator or rating. For variables with multiple categories (e.g., age, education, health status), we highlight differences of 5 or more percentage points between the various categories and the national proportion of positive responses. For variables with only two categories (e.g., gender, ethnicity, chronic illness), we highlight differences of 5 percentage points or more between the two categories.

Age

In general, beneficiaries under 65 years of age gave a lower percentage of positive responses for the CAHPS composite indicators and ratings compared to the national proportion (see Table 1-5). Among beneficiaries 18–45 years of age, differences were notable (i.e., 5 or more percentage points) for all of the indicators and ratings. In fact, for all but three of the indicators and two of the ratings the differences were 10 percentage points or greater. Among beneficiaries 46–64 years of age, differences were notable for 9 of the 17 indicators and one of the four ratings (Overall Medicare). However, respondents in this age group gave the highest percentage of positive responses for the Personal Doctor rating.

There were a few other notable differences. In general, beneficiaries 65–69 years of age gave the highest percentage of positive responses for 6 of the 17 indicators, but the percentage of positive responses for the Overall Medicare rating was less than the national proportion. Beneficiaries 75–79 years of age gave the highest percentage of positive responses for three indicators (finding/understanding written information, getting customer service help, and doctor’s office staff helpful). Finally, beneficiaries 80 years of age and older gave the highest percentage of positive responses for the Overall Medicare rating.

Table 1-5. National Comparisons (within MFFS) by Age

Indicator	Age						
	Nat'l Proportion	18-45	46-64	65-69	70-74	75-79	80 and Older
Needed Care Composite* : Percent of beneficiaries who responded "No Problem"....							
Finding doctor/nurse happy with (Q 11)	84.4	71.5	77.1	86.6	85.0	85.4	85.7
Seeing a specialist (Q 13)	84.8	69.7	78.6	86.5	86.9	86.7	84.7
Getting needed care (Q 25)	90.3	78.0	84.9	92.1	92.2	91.2	90.0
With delays (Q 26)	95.1	83.7	90.2	95.6	96.3	96.3	96.0
Good Communication Composite* : Percent of beneficiaries who responded "Always" for ...							
Provider listens (Q 30)	71.0	60.4	67.6	72.1	72.3	72.2	70.7
Provider explains things (Q 31)	67.0	60.4	65.8	70.1	68.8	66.8	63.5
Provider respects what you say (Q 32)	70.3	59.6	66.3	71.6	71.0	71.0	70.9
Provider spends enough time (Q 33)	59.7	49.1	57.7	61.5	60.9	60.1	58.7
Care Quickly Composite* : Percent of beneficiaries who responded that they "Always"...							
Get help during regular hours (Q 18)	69.3	54.5	64.7	71.9	71.0	70.8	68.2
Get prompt regular appointments (Q 20)	66.6	53.8	64.2	67.4	67.1	67.2	67.4
Get immediate care (Q 22)	72.7	58.2	67.5	75.0	75.1	74.0	74.0
Wait less than 15 minutes past appt. time (Q 27) ^a	25.9	19.9	20.9	27.9	26.6	26.0	26.1
Medicare Customer Service Composite: Percent of beneficiaries who responded "No problem"...							
With paperwork (Q 48)	58.2	48.2	52.5	59.6	59.2	58.1	60.5
Finding/understanding written information (Q 44)	62.9	49.7	55.4	63.1	64.8	67.2	64.3
Getting customer service help (Q 46)	61.3	53.0	54.7	62.6	60.4	66.7	62.6
Respectful Treatment Composite: Percent of beneficiaries who responded "Always" for...							
Office staff treats with courtesy (Q 28)	85.1	72.3	80.2	85.3	85.8	86.5	87.0
Doctor's office staff helpful (Q 29)	71.1	58.2	65.5	72.0	72.1	72.5	72.3
CAHPS Ratings: Percent of beneficiaries who rated "10" for...							
Personal doctor/nurse (Q 6)	50.0	47.0	54.0	46.0	50.0	52.0	52.0
Specialist (Q 15)	49.0	43.0	49.0	47.0	50.0	50.0	50.0
All health care providers (Q 34)*	49.0	34.3	45.5	46.9	50.0	51.0	51.0
Overall Medicare (Q 49)*	46.6	30.0	39.6	40.8	46.5	50.7	54.1

*Indicators used in multivariate analyses.

^aIn the CAHPS survey, this question is asked as "In the last six months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time...?" The most-positive response is "Never." We present the "Never" responses in the table, but phrase them as "'Always' wait... less than 15 minutes" for consistency with the other indicators.

NOTE: Chi square tests for each cross-tabulation were statistically significant at the $p < 0.0001$ level.

Education

Most of the notable differences related to education occurred with the CAHPS ratings (see Table 1-6). For example, beneficiaries who completed some high school provided the highest percentage of positive responses for all four ratings. Conversely, beneficiaries who completed some college gave a lower percentage of positive responses for the Overall Medicare rating and beneficiaries who were college graduates gave a lower percentage of positive responses for all four ratings. Those who completed more than a 4-year degree gave the lowest percentage of positive responses for nine of the indicators and all of the ratings.

Ethnicity

Hispanic beneficiaries gave a lower percentage of positive responses for 8 of the 17 indicators compared to non-Hispanic beneficiaries (see Table 1-7). The difference was nearly 10 percentage points for one indicator (get immediate care). In contrast, Hispanic beneficiaries gave a higher percentage of positive responses for all four ratings.

Race

Black beneficiaries gave a higher percentage of positive responses for all four of the indicators that make up the Good Communication Composite and three of the ratings (see Table 1-8). Black beneficiaries gave a lower percentage of positive responses for one indicator (getting needed care without delays). Beneficiaries of other race gave a lower percentage of positive responses for nine of the indicators, including the four that make up the Care Quickly Composite and the two indicators that comprise the Respectful Treatment Composite. However, those of other race gave a higher percentage of positive responses for two of the four ratings.

Gender

Notable differences were found between men and women for one indicator (getting customer service help) and three ratings (see Table 1-7). Across all four ratings, men gave lower percentages of positive responses.

General Health Status

Beneficiaries in excellent health gave the highest percentage of positive responses for 14 of the 17 indicators and all four ratings (see Table 1-8). Those in very good health gave a higher percentage of positive responses for 10 of the 17 indicators. Conversely, beneficiaries in fair health gave a lower percentage of positive responses for 3 of the 17 indicators while those in poor health gave the lowest percentage of positive responses for 14 of the 17 indicators and one of the ratings.

Mental Health Status

Beneficiaries in excellent mental health gave a higher percentage of positive responses for 12 of the 17 indicators and all four ratings (see Table 1-8). Those in good mental health gave a lower percentage of positive responses for one indicator (provider explains things) and one

Table 1-6. National Comparisons (within MFFS) by Education

Indicator	Education						
	Nat'l Proportion	8 th Grade or Less	Some High School	High School Graduate	Some College	College Graduate	More than 4-year Degree
Needed Care Composite*: Percent of beneficiaries who responded "No Problem"....							
Finding doctor/nurse happy with (Q 11)	84.4	85.5	86.1	85.9	81.7	82.9	81.1
Seeing a specialist (Q 13)	85.0	81.5	84.2	86.5	84.9	86.8	84.3
Getting needed care (Q 25)	90.5	86.5	90.2	92.1	90.6	90.9	90.4
With delays (Q 26)	95.2	92.9	94.8	95.9	94.9	96.7	95.9
Good Communication Composite*: Percent of beneficiaries who responded "Always" for ...							
Provider listens (Q 30)	71.0	73.8	75.0	72.6	67.2	67.9	65.7
Provider explains things (Q 31)	67.0	68.1	68.4	67.4	65.2	66.1	66.4
Provider respects what you say (Q 32)	70.2	72.7	73.0	70.8	67.4	68.8	67.6
Provider spends enough time (Q 33)	59.7	62.3	64.0	60.7	56.8	55.9	55.1
Care Quickly Composite*: Percent of beneficiaries who responded that they "Always"...							
Get help during regular hours (Q 18)	69.3	68.6	72.0	70.9	67.5	68.4	65.5
Get prompt regular appointments (Q 20)	66.6	65.7	69.5	68.6	65.2	63.8	61.6
Get immediate care (Q 22)	72.9	70.5	73.9	74.5	71.8	73.1	71.1
Wait less than 15 minutes past appt. time (Q 27) ^a	25.9	23.2	25.4	26.7	26.2	26.8	26.6
Medicare Customer Service Composite: Percent of beneficiaries who responded "No problem"...							
With paperwork (Q 48)	58.2	57.2	59.4	62.0	57.0	56.7	53.7
Finding/understanding written information (Q 44)	62.9	59.2	62.8	64.2	62.3	64.8	63.0
Getting customer service help (Q 46)	61.3	61.5	64.5	65.3	58.8	59.1	53.4
Respectful Treatment Composite: Percent of beneficiaries who responded "Always" for...							
Office staff treats with courtesy (Q 28)	85.1	83.7	86.9	86.6	84.0	83.6	83.1
Doctor's office staff helpful (Q 29)	71.0	72.6	74.4	73.4	68.3	66.6	64.8
CAHPS Ratings: Percent of beneficiaries who rated "10" for...							
Personal doctor/nurse (Q 6)	49.8	57.3	58.0	51.0	45.9	39.7	38.7
Specialist (Q 15)	48.5	52.9	56.0	50.1	46.1	42.5	39.2
All health care providers (Q 34)*	48.6	53.9	56.8	51.1	44.0	39.1	36.5
Overall Medicare (Q 49)*	46.4	56.7	56.8	48.6	39.2	33.8	30.1

*Indicators used in multivariate analyses.

^aIn the CAHPS survey, this question is asked as "In the last six months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time...?" The most-positive response is "Never." We present the "Never" responses in the table, but phrase them as "'Always' wait... less than 15 minutes" for consistency with the other indicators.

NOTE: Chi square tests for each cross-tabulation were statistically significant at the $p < 0.0001$ level.

Table 1-7. National Comparisons (within MFFS) by Ethnicity, Race, and Gender

Indicator	Ethnicity			Race				Gender		
	Nat'l Proportion	Hispanic	Non-Hispanic	Nat'l Proportion	White	Black	Other	Nat'l Proportion	Male	Female
Needed Care Composite* : Percent of beneficiaries who responded "No Problem"....										
Finding doctor/nurse happy with (Q 11)	84.4	84.7	84.4	84.4	84.9	83.8	81.3	84.4	84.4	84.4
Seeing a specialist (Q 13)	84.8	77.8	85.2	84.8	86.2	80.6	74.5	84.8	84.7	84.9
Getting needed care (Q 25)	90.3	83.9	90.7	90.3	91.7	86.0	80.5	90.3	90.1	90.4
With delays (Q 26)	95.1	91.6	95.3	95.1	96.0	90.0	90.5	95.1	94.6	95.4
Good Communication Composite* : Percent of beneficiaries who responded "Always" for ...										
Provider listens (Q 30)	71.0	72.8	70.9	71.0	70.5	77.2	70.4	71.0	70.5	71.4
Provider explains things (Q 31)	67.0	70.0	66.8	67.0	66.4	72.6	67.5	67.0	65.6	68.0
Provider respects what you say (Q 32)	70.3	72.8	70.1	70.3	69.8	76.6	69.2	70.3	68.5	71.6
Provider spends enough time (Q 33)	59.7	58.5	59.8	59.7	59.3	66.2	57.2	59.7	59.4	60.0
Care Quickly Composite* : Percent of beneficiaries who responded that they "Always" ...										
Get help during regular hours (Q 18)	69.3	62.9	69.6	69.3	69.9	70.7	60.8	69.3	69.3	69.2
Get prompt regular appointments (Q 20)	66.6	58.8	67.0	66.6	67.5	67.2	57.4	66.6	66.3	66.8
Get immediate care (Q 22)	72.7	63.8	73.3	72.7	74.1	70.2	63.8	72.7	72.6	72.8
Wait less than 15 minutes past appt. time (Q 27) ^a	25.9	18.8	26.3	25.9	26.7	23.1	20.2	25.9	25.5	26.2
Medicare Customer Service Composite: Percent of beneficiaries who responded "No problem" ...										
With paperwork (Q 48)	58.2	51.1	58.5	58.2	59.0	54.3	51.5	58.2	57.2	59.0
Finding/understanding written information (Q 44)	62.9	66.6	62.7	62.9	63.1	62.1	62.5	62.9	62.4	63.3
Getting customer service help (Q 46)	61.3	63.3	61.1	61.3	61.2	63.4	59.4	61.3	58.3	63.4
Respectful Treatment Composite: Percent of beneficiaries who responded "Always" for...										
Office staff treats with courtesy (Q 28)	85.1	79.4	85.4	85.1	85.9	85.1	77.1	85.1	84.2	85.7
Doctor's office staff helpful (Q 29)	71.1	67.1	71.3	71.1	71.4	72.8	66.1	71.1	70.2	71.8
CAHPS Ratings: Percent of beneficiaries who rated "10" for...										
Personal doctor/nurse (Q 6)	50.1	62.2	49.5	50.1	48.5	60.4	57.2	50.1	46.9	52.4
Specialist (Q 15)	48.8	57.3	48.3	48.8	48.1	52.4	52.4	48.8	46.0	51.1
All health care providers (Q 34)*	48.7	56.7	48.2	48.7	47.9	55.0	51.2	48.7	45.4	51.2
Overall Medicare (Q 49)*	46.6	60.5	45.8	46.6	45.1	53.3	54.2	46.6	42.9	49.3

*Indicators used in multivariate analyses.

^aIn the CAHPS survey, this question is asked as "In the last six months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time...?" The most-positive response is "Never." We present the "Never" responses in the table, but phrase them as "'Always' wait... less than 15 minutes" for consistency with the other indicators.

NOTE: Chi square tests for each cross-tabulation were statistically significant at the p < 0.0001 level.

Table 1-8. National Comparisons (within MFFS) by General and Mental Health Status

Indicator	General Health Status						Mental Health Status					
	Nat'l Proportion	Excellent	Very Good	Good	Fair	Poor	Nat'l Proportion	Excellent	Very Good	Good	Fair	Poor
Needed Care Composite* : Percent of beneficiaries who responded "No Problem"....												
Finding doctor/nurse happy with (Q 11)	84.5	91.0	88.2	85.2	81.6	77.1	84.5	88.5	85.5	83.8	79.7	75.3
Seeing a specialist (Q 13)	84.9	92.8	89.8	86.7	81.7	76.5	84.9	90.0	87.4	83.1	79.3	71.3
Getting needed care (Q 25)	90.4	95.9	94.9	92.2	87.0	80.8	90.4	94.5	92.5	89.4	84.9	77.0
With delays (Q 26)	95.1	97.3	97.4	96.0	93.4	90.5	95.1	97.1	96.2	94.9	91.9	87.9
Good Communication Composite* : Percent of beneficiaries who responded "Always" for ...												
Provider listens (Q 30)	71.0	83.7	76.2	70.3	66.8	65.9	71.0	79.7	70.6	67.2	65.6	62.1
Provider explains things (Q 31)	67.0	83.1	73.6	65.8	61.9	60.2	67.0	78.2	66.5	61.8	60.1	57.3
Provider respects what you say (Q 32)	70.3	85.1	76.1	69.2	65.6	64.5	70.3	79.7	70.1	65.9	64.0	61.4
Provider spends enough time (Q 33)	59.7	77.7	65.6	57.7	55.2	54.6	59.7	70.1	58.4	55.1	53.8	53.0
Care Quickly Composite* : Percent of beneficiaries who responded that they "Always"...												
Get help during regular hours (Q 18)	69.2	82.4	76.2	69.1	64.0	63.8	69.3	78.4	70.2	65.4	62.2	57.9
Get prompt regular appointments (Q 20)	66.6	76.4	71.7	66.0	62.6	62.1	66.6	74.3	66.7	62.7	61.7	58.1
Get immediate care (Q 22)	72.8	86.0	80.2	74.7	69.0	66.8	72.8	82.2	74.7	70.4	66.5	62.1
Wait less than 15 minutes past appt. time (Q 27) ^a	25.9	41.9	32.1	25.5	20.4	18.4	25.9	32.3	26.8	23.0	19.9	19.0
Medicare Customer Service Composite: Percent of beneficiaries who responded "No problem"...												
With paperwork (Q 48)	58.2	62.9	62.9	60.3	54.2	49.3	58.1	62.7	59.7	57.0	52.4	46.9
Finding/understanding written information (Q 44)	63.0	71.8	68.3	65.1	59.5	53.4	63.1	70.3	65.7	60.9	55.8	49.9
Getting customer service help (Q 46)	61.3	64.0	64.1	62.9	61.3	52.0	61.3	63.5	63.0	61.5	58.8	49.9
Respectful Treatment Composite: Percent of beneficiaries who responded "Always" for...												
Office staff treats with courtesy (Q 28)	85.1	91.3	88.5	85.3	82.4	80.6	85.1	90.2	86.4	83.0	79.9	76.2
Doctor's office staff helpful (Q 29)	71.0	83.0	76.2	70.7	66.9	65.1	71.1	79.3	71.4	67.4	64.9	61.9
CAHPS Ratings: Percent of beneficiaries who rated "10" for...												
Personal doctor/nurse (Q 6)	49.9	60.3	50.1	46.8	50.0	52.3	49.9	57.2	46.6	46.0	50.4	48.3
Specialist (Q 15)	48.7	61.8	51.5	46.9	46.4	48.7	48.7	58.7	46.4	44.0	45.0	43.6
All health care providers (Q 34)*	48.7	65.4	53.1	46.5	45.5	44.5	48.7	59.8	46.5	43.6	44.2	40.2
Overall Medicare (Q 49)*	46.6	56.8	47.0	44.4	46.5	45.0	46.6	52.7	44.1	43.9	46.0	42.0

*Indicators used in multivariate analyses.

^aIn the CAHPS survey, this question is asked as "In the last six months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time...?" The most-positive response is "Never." We present the "Never" responses in the table, but phrase them as "'Always' wait... less than 15 minutes" for consistency with the other indicators.

NOTE: Chi square tests for each cross-tabulation were statistically significant at the p < 0.0001 level.

rating (all health care providers). Those in fair mental health gave a lower percentage of positive responses for 13 of the 17 indicators. Those in poor mental health gave the lowest notable percentage of positive responses for all of the 17 indicators and three of the four ratings.

Chronic Illness

Beneficiaries who did not report having a chronic condition reported a higher percentage of positive responses for 12 of the 17 indicators and three of the four ratings than those who did report a chronic condition (see Table 1-9). For one of the indicators (wait less than 15 minutes past appointment time), the difference was greater than 10 percentage points.

Insurance

Aside from beneficiaries who were dually eligible for Medicare and Medicaid, there was little variation from the national proportion of positive responses across the CAHPS indicators and ratings by insurance (see Table 1-9). Dually eligible beneficiaries gave a notably lower percentage of positive responses for 5 of the 17 composite indicators (all of the Needed Care Composite indicators and one of the Care Quickly Composite indicators); however, they also had the highest percentage for one of the four ratings (personal doctor/nurse). Beneficiaries with no additional insurance gave a lower percentage of positive responses for three indicators (seeing a specialist, finding/understanding written information, and getting customer service help). Beneficiaries who did not indicate whether they had additional insurance did not differ from the mean on any of the indicators. However, they gave the highest percentage of positive responses for all four ratings. There appeared to be no effect based on prescription drug coverage; the percentages of positive responses by those with additional insurance who reported having a prescription drug benefit did not vary greatly from the percentages of positive responses by those who reported additional insurance with no prescription drug benefit.

MMC Penetration

There were no notable differences for any of the CAHPS indicators or ratings by MMC penetration rate (see Table 1-10). However, in Chapter 2 “Multivariate Analysis,” we did find a statistically significant association between MMC penetration rate and the CAHPS composite questions and ratings when we controlled for all other factors.

Urbanicity

There were no notable differences for any of the CAHPS indicators or ratings between metropolitan and rural residency (see Table 1-10).

Personal Doctor

Beneficiaries who reported not having a personal doctor gave a notably lower percentage of positive responses for 15 of the 17 indicators and two ratings (Specialist and All health care providers) than beneficiaries with personal doctor (see Table 1-11). For 10 of the indicators with notable variation, the differences were 10 or more percentage points. For one indicator (get help during regular hours) the difference was over 21 percentage points.

Table 1-9. National Comparisons (within MFFS) by Chronic Illness and Insurance

Indicator	Chronic Illness			Insurance					
	Nat'l Proportion	Condition for 3 or More Months	No Condition or less than 3 Months	Nat'l Proportion	Dually Eligible	Add'l. Ins. with Rx	Add'l Ins. w/o Rx	No Add'l Insurance	Missing
Needed Care Composite* : Percent of beneficiaries who responded "No Problem"....									
Finding doctor/nurse happy with (Q 11)	84.3	82.8	88.4	84.4	79.3	85.9	85.2	80.9	87.0
Seeing a specialist (Q 13)	84.9	84.5	87.1	84.8	75.3	87.2	86.8	77.0	85.3
Getting needed care (Q 25)	90.3	89.8	92.5	90.3	81.7	92.4	91.6	86.5	91.6
With delays (Q 26)	95.1	94.8	96.0	95.1	90.1	96.2	96.5	92.2	95.4
Good Communication Composite* : Percent of beneficiaries who responded "Always" for ...									
Provider listens (Q 30)	70.8	69.0	77.6	71.0	71.7	70.8	69.7	72.3	73.6
Provider explains things (Q 31)	66.8	64.9	73.9	67.0	68.0	67.0	65.7	67.9	67.4
Provider respects what you say (Q 32)	70.1	68.3	76.9	70.3	70.0	70.1	69.7	70.8	73.0
Provider spends enough time (Q 33)	59.6	57.6	67.1	59.7	61.2	59.3	58.5	61.2	61.4
Care Quickly Composite* : Percent of beneficiaries who responded that they "Always"...									
Get help during regular hours (Q 18)	69.1	67.6	75.4	69.3	65.3	70.3	69.6	66.5	71.1
Get prompt regular appointments (Q 20)	66.5	65.7	69.5	66.6	62.0	67.3	67.3	65.5	69.3
Get immediate care (Q 22)	72.7	71.5	78.8	72.7	67.6	74.8	74.6	68.3	71.8
Wait less than 15 minutes past appt. time (Q 27) ^a	25.8	23.6	33.8	25.9	23.5	25.8	27.0	26.4	27.2
Medicare Customer Service Composite: Percent of beneficiaries who responded "No problem"...									
With paperwork (Q 48)	57.9	56.5	65.1	58.2	55.6	57.5	60.3	59.4	62.4
Finding/understanding written information (Q 44)	62.8	61.6	68.4	62.9	60.6	64.2	64.4	55.7	64.3
Getting customer service help (Q 46)	61.1	59.8	68.0	61.3	61.6	62.1	60.3	55.8	62.0
Respectful Treatment Composite: Percent of beneficiaries who responded "Always" for...									
Office staff treats with courtesy (Q 28)	85.0	84.4	87.3	85.1	81.1	85.9	85.6	83.2	87.3
Doctor's office staff helpful (Q 29)	70.9	69.4	76.6	71.1	69.7	71.1	70.7	70.5	75.0
CAHPS Ratings: Percent of beneficiaries who rated "10" for...									
Personal doctor/nurse (Q 6)	49.7	48.6	53.0	50.1	58.2	47.9	47.1	54.0	56.5
Specialist (Q 15)	48.5	47.7	53.0	48.8	52.5	47.8	47.6	48.5	54.4
All health care providers (Q 34)*	48.4	46.6	55.2	48.7	52.2	47.3	47.2	49.6	56.5
Overall Medicare (Q 49)*	46.2	43.8	52.8	46.6	56.0	43.4	45.0	44.7	58.5

*Indicators used in multivariate analyses.

^aIn the CAHPS survey, this question is asked as "In the last six months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time...?" The most-positive response is "Never." We present the "Never" responses in the table, but phrase them as "'Always' wait... less than 15 minutes" for consistency with the other indicators.

NOTE: Chi square tests for each cross-tabulation were statistically significant at the p < 0.0001 level.

Table 1-10. National Comparisons (within MFFS) by Medicare Managed Care Penetration and Urbanicity

Indicator	Medicare Managed Care Penetration					Urbanicity		
	Nat'l Proportion	0%	1-9%	10-25%	25% or More	Nat'l Proportion	Metropolitan	Rural
Needed Care Composite* : Percent of beneficiaries who responded "No Problem"....								
Finding doctor/nurse happy with (Q 11)	84.4	87.0	85.4	83.9	82.3	84.3	83.5	86.3
Seeing a specialist (Q 13)	84.8	86.3	85.9	84.8	83.0	84.8	84.6	85.4
Getting needed care (Q 25)	90.3	91.0	91.5	90.6	88.3	90.4	89.9	91.6
With delays (Q 26)	95.1	95.1	95.4	95.1	94.6	95.1	95.0	95.3
Good Communication Composite* : Percent of beneficiaries who responded "Always" for ...								
Provider listens (Q 30)	71.0	72.5	71.7	70.6	69.8	71.1	70.3	73.0
Provider explains things (Q 31)	67.0	67.5	67.2	66.4	67.0	67.1	66.8	67.8
Provider respects what you say (Q 32)	70.3	72.0	70.8	69.7	69.3	70.3	69.7	71.8
Provider spends enough time (Q 33)	59.7	60.5	60.4	59.5	58.7	59.9	59.3	61.6
Care Quickly Composite* : Percent of beneficiaries who responded that they "Always" ...								
Get help during regular hours (Q 18)	69.3	71.3	71.1	68.8	66.2	69.4	68.1	72.8
Get prompt regular appointments (Q 20)	66.6	67.4	67.8	67.4	64.2	66.7	65.9	68.9
Get immediate care (Q 22)	72.7	70.7	73.7	73.8	71.7	73.2	72.4	75.1
Wait less than 15 minutes past appt. time (Q 27) ^a	25.9	23.0	26.9	26.4	25.4	26.1	26.0	26.4
Medicare Customer Service Composite: Percent of beneficiaries who responded "No problem" ...								
With paperwork (Q 48)	58.2	59.5	60.9	56.0	56.1	58.1	57.4	60.1
Finding/understanding written information (Q 44)	62.9	64.5	62.3	62.8	63.2	62.7	63.1	61.6
Getting customer service help (Q 46)	61.3	62.5	60.6	62.9	60.3	61.2	61.3	60.7
Respectful Treatment Composite: Percent of beneficiaries who responded "Always" for...								
Office staff treats with courtesy (Q 28)	85.1	85.8	86.6	84.5	83.3	85.2	84.3	87.6
Doctor's office staff helpful (Q 29)	71.1	72.2	72.7	70.4	69.1	71.3	70.1	74.2
CAHPS Ratings: Percent of beneficiaries who rated "10" for...								
Personal doctor/nurse (Q 6)	50.1	53.0	49.5	49.5	50.0	49.9	50.0	49.5
Specialist (Q 15)	48.8	52.2	48.9	48.2	47.7	48.5	48.3	49.2
All health care providers (Q 34)*	48.7	51.5	49.4	48.1	47.1	48.6	47.8	50.5
Overall Medicare (Q 49)*	46.6	50.3	46.7	45.9	45.3	46.2	45.5	48.0

Note: Chi square tests for each cross-tabulation were statistically significant at the $p < 0.0001$ level.

*Indicators used in multivariate analyses.

^aIn the CAHPS survey, this question is asked as "In the last six months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time...?" The most-positive response is "Never." We present the "Never" responses in the table, but phrase them as "'Always' wait... less than 15 minutes" for consistency with the other indicators.

1.4 Conclusion

Findings from our descriptive analyses suggest that there are differences in satisfaction and experience associated with sociodemographic characteristics, health status, and insurance type. In general, a smaller percentage of younger beneficiaries (especially the under age 65 and disabled) respond “Always,” “Not a Problem,” or “10” compared to older beneficiaries. Medicare beneficiaries with less education gave a higher percentage of most-positive responses than those with more education. When there were notable differences between men and women, men gave a lower percentage of most-positive responses than women. These findings are consistent with our findings from Year 1. This year we also found that Hispanics gave a lower percentage of most-positive responses for about half of the questions comprising the composites, but a higher percentage of most-positive responses for all of the ratings. Black beneficiaries gave a higher percentage of most-positive responses for all of the questions that make up the Good Communication Composite, but the lowest percentage of most-positive responses regarding getting needed care without delays. Beneficiaries of other race provided a lower percentage of most-positive responses for just over half of the questions comprising the composites, including all questions regarding getting care quickly. However, those of other race provided a higher percentage of “10s” for three of the four ratings.

Consistent with our findings from Year 1, healthier beneficiaries gave a higher percentage of most-positive responses than less healthy beneficiaries as measured by self-reported general health, mental health, and the presence of chronic illness.

Overall, there was little variation by insurance type. For example, having or lacking prescription drug coverage did not appear to affect one’s satisfaction or experience with health care. The dually eligible gave a lower percentage of most-positive responses for all of the questions regarding getting needed care and one of the questions regarding getting care quickly, but gave the highest percentage of most-positive responses on one of the ratings (personal doctor or nurse). Beneficiaries who did not indicate whether they had additional insurance gave the highest percentage of “10’s” for the other three ratings.

Also consistent with findings from Year 1, Medicare beneficiaries who reported having a personal doctor or nurse provided a higher percentage of most-positive responses than those without a personal doctor or nurse.

There were no notable differences by MMC penetration rate or by whether a beneficiary lived in an urban or rural area. However, in our multivariate analysis that controlled for other characteristics, we did find that beneficiaries living in areas with less than 25% MMC penetration or in rural areas were more satisfied or reported better experiences than their counterparts. In contrast, in Year 1, beneficiaries living in metropolitan areas gave a lower percentage of most-positive responses than those living in rural areas. Also, according to the Year 1 survey,

Table 1-11. National Comparisons (within MFFS) by Personal Doctor

Indicator	Personal Doctor		
	Nat'l Proportion	Yes	No
Needed Care Composite* : Percent of beneficiaries who responded "No Problem"....			
Finding doctor/nurse happy with (Q 11)	84.5	85.3	76.2
Seeing a specialist (Q 13)	84.9	85.6	74.0
Getting needed care (Q 25)	90.4	91.2	80.1
With delays (Q 26)	95.1	95.5	89.6
Good Communication Composite* : Percent of beneficiaries who responded "Always" for ...			
Provider listens (Q 30)	71.1	72.0	59.5
Provider explains things (Q 31)	67.1	67.9	56.2
Provider respects what you say (Q 32)	70.4	71.3	58.3
Provider spends enough time (Q 33)	59.8	60.5	50.6
Care Quickly Composite* : Percent of beneficiaries who responded that they "Always"...			
Get help during regular hours (Q 18)	69.4	70.5	51.1
Get prompt regular appointments (Q 20)	66.7	67.7	51.4
Get immediate care (Q 22)	73.0	74.2	58.4
Wait less than 15 minutes past appt. time (Q 27) ^a	25.9	26.0	24.7
Medicare Customer Service Composite: Percent of beneficiaries who responded "No problem"...			
With paperwork (Q 48)	58.2	58.5	55.1
Finding/understanding written information (Q 44)	63.0	63.5	57.2
Getting customer service help (Q 46)	61.4	61.9	55.5
Respectful Treatment Composite: Percent of beneficiaries who responded "Always" for...			
Office staff treats with courtesy (Q 28)	85.2	86.1	74.1
Doctor's office staff helpful (Q 29)	71.2	71.9	61.8
CAHPS Ratings: Percent of beneficiaries who rated "10" for...			
Personal doctor/nurse (Q 6)	50.0	50.0	NA
Specialist (Q 15)	48.7	49.1	42.2
All health care providers (Q 34)*	48.6	49.3	40.3
Overall Medicare (Q 49)*	46.3	46.2	47.4

*Indicators used in multivariate analyses.

^aIn the CAHPS survey, this question is asked as "In the last six months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time...?" The most-positive response is "Never." We present the "Never" responses in the table, but phrase them as "'Always' wait... less than 15 minutes" for consistency with the other indicators.

NOTE: Chi square tests for each cross-tabulation were statistically significant at the $p < 0.0001$ level.

beneficiaries living in areas with high MMC rates appeared to be more satisfied than those living in areas with lower MMC penetration.

In Chapter 2, Multivariate Analysis, we will further explore the relationships among sociodemographic characteristics, health status, and insurance and CAHPS measures by holding other factors constant. Conducting multivariate analyses will provide a more definitive test of relationships between independent variables and the outcome variables of interest.

Chapter 2: Multivariate Analysis

2.1 Introduction

In this chapter, we examine differences among subgroups of Medicare beneficiaries at the individual level to understand differences in health services experience and satisfaction by characteristics of subgroups within the MFFS population. As highlighted in Chapter 1, Descriptive Analysis, the MFFS population is quite heterogeneous in terms of health-related characteristics and the availability of supplemental insurance. These subgroups of MFFS beneficiaries may have vastly different experiences with and expectations of the health care system and thus may perceive the quality of and access to services differently. By holding other factors constant in the multivariate analyses and by stratifying according to characteristics such as illness or frailty and access to additional insurance, we can better understand the disparities among subpopulations. In the multivariate analysis, we only examine the ratings and the questions comprising the composites that are reported on the Medicare Health Plan Compare website.

Key Findings

- Beneficiaries who were older, less educated, female, black, or Hispanic were more satisfied and reported better experiences than their counterparts.
- Beneficiaries in better self-reported general or mental health, who were not hospitalized overnight, or had no chronic condition were more satisfied and reported better experiences than their counterparts.
- The relationship between the availability of insurance in addition to Medicare on the CAHPS ratings and composites is inconsistent. Beneficiaries who had no additional insurance, were dually eligible, or did not specify their insurance type were more satisfied and reported better experiences with questions related to good communication, getting care quickly, and the ratings compared with those who have additional insurance and prescription drug coverage. However, these same groups all reported lower satisfaction and worse experiences for getting needed care compared with those who have additional insurance and prescription drug coverage. Beneficiaries with additional insurance and prescription drug coverage were more satisfied and had better experiences than those with additional insurance but no prescription drug coverage.
- Beneficiaries who answered their own survey were more satisfied and reported better experiences for all questions compared with those who had help or who had a proxy complete their survey, except for questions related to getting needed care. Beneficiaries living in areas with up to 25% MMC penetration or rural areas were more satisfied and reported better experiences than their counterparts. Beneficiaries who had a personal doctor or nurse were more satisfied and reported better experiences than their counterparts.

2.2 Methods

We dichotomized the dependent variables and estimated logistic regression to models using the most-positive response for each composite indicator and rating question (i.e., “Always,” “Not a Problem,” or “10”) versus all else. We limited our analysis to ratings and composites that are displayed on the Medicare Health Plan Compare website (www.medicare.gov/mphCompare/home.asp). Examining most-positive responses is consistent with the way the website reports composites and ratings to beneficiaries.

Several items were imputed to limit the effect of item nonresponse. We used a weighted hot deck method to impute education, self-perceived health, self-perceived mental health, hospitalized overnight, physical/medical condition lasting longer than 3 months (chronic illness), and proxy helped respondent with survey. The proportion imputed did not exceed 5% for any of the variables.

Models were estimated for each dependent variable and the ratings and questions comprising the composites, with the following set of independent variables. It is common practice to designate the largest category as the reference group. We also considered consistency with Year 1 and consistency with the way the case-mix models are specified when choosing reference categories for the multivariate analysis. Reference categories for indicator variables are shown in bold and italics.

► Sociodemographics

- age (18–45, 46–64, 65–69, **70–74**, 75–79, 80 and older)
- education (8th grade or less, some high school, **high school graduate**, some college, college graduate, more than 4-year degree)
- race (black, **white**, other)
- gender (male, **female**)
- Hispanic (Hispanic, **Not Hispanic**)

► Health Status

- self-perceived health (excellent, very good, **good**, fair, poor)
- self-perceived mental health (excellent, very good, **good**, fair, poor)
- hospitalization overnight (yes, **no**)
- physical/medical condition lasting longer than 3 months (yes, **no**)
- proxy helped respondent with survey (yes, **no**)
- proxy answered questions for respondent (yes, **no**)

► Insurance

- insurance (missing information, no additional insurance, dually eligible, **additional insurance and prescription coverage**, additional insurance without prescription coverage)

► Other Variables

- CMS region (1, 2 through 10)
- MMC penetration rate (0%, 1% to 9%, 10% to 25%, **greater than 25%**)
- Location (metropolitan or *rural* area)
- Have a personal doctor (**yes**, no)

Because the MFFS CAHPS survey uses a complex sampling design, we used sampling weights and SUDAAN software to correct standard errors for the design effect.

2.3 Results

In the following subsections, labeled according to the composites and ratings, we discuss the results for all of the questions comprising each composite and each of the two ratings. All results reported below are statistically significant at the $p < 0.05$ level controlling for all other variables in addition to CMS region.

2.3.1 Needed Care Composite

Sociodemographic Characteristics

Compared with Medicare beneficiaries 70–74 years of age, beneficiaries under 65 years of age were more likely to report having problems with all aspects of obtaining needed care measured, including finding a personal doctor or nurse, seeing a specialist, getting necessary care, and obtaining care without delay (see Table 2-1). Similarly, significantly more beneficiaries 65–69 years of age compared with those 70–74 years of age reported difficulty with delays in obtaining health care services. In addition, Medicare beneficiaries 80 or older were more likely to report having difficulty getting necessary care. In contrast, beneficiaries 65–69 years of age and 75 or older were more likely to report having no problems finding a personal doctor or nurse than beneficiaries 70–74 years of age.

Generally, higher education is associated with reports of problems getting needed care. Using high school education as the reference category, those with lower education were less likely to report problems getting needed care while those with higher education were more likely to report problems getting needed care. More specifically, beneficiaries who did not complete high school were less likely to report having problems finding a primary care provider compared with high school graduates. In contrast, beneficiaries completing eighth grade or fewer years of formal education were more likely to report having problems getting necessary care and obtaining care in a timely fashion than high school graduates. Beneficiaries with at least some college education were more likely to report having problems finding a personal doctor or nurse, seeing a specialist, and getting necessary care than beneficiaries whose formal education ended when they graduated from high school. In addition, beneficiaries who attended some college classes or graduate school were more likely to report having problems with delays in obtaining health care than those who completed high school.

Table 2-1. Needed Care: Logistic Regression Results

Independent Variables	Dependent Variables			
	Beta (standard error)			
	Not a problem finding a personal doctor or nurse	Not a problem seeing a specialist	Not a problem getting necessary care	Not a problem with delays in health care
Intercept	2.31*** (.07)	2.06*** (.09)	3.04*** (.09)	3.98*** (.14)
Age				
18-45	-.36*** (.07)	-.51*** (.08)	-.55*** (.08)	-1.07*** (.10)
46-64	-.17*** (.04)	-.12* (.06)	-.12* (.05)	-.58*** (.07)
65-69	.16*** (.04)	-.02 (.05)	-.03 (.05)	-.19** (.06)
75-79	.07* (.03)	.03 (.05)	-.08 (.05)	.08 (.07)
80 or older	.17*** (.03)	-.05 (.05)	-.10* (.05)	.04 (.07)
Education				
8th grade or less	.11** (.04)	.01 (.05)	-.13** (.05)	-.20** (.07)
Some high school	.13*** (.04)	.01 (.05)	-.00 (.05)	-.04 (.06)
Some college	-.29*** (.03)	-.17*** (.04)	-.21*** (.04)	-.22*** (.05)
College graduate	-.31*** (.04)	-.15** (.06)	-.31*** (.06)	.03 (.09)
Graduate school	-.49*** (.04)	-.40*** (.05)	-.51*** (.05)	-.30*** (.08)
Race				
Black	.13** (.05)	-.09 (.06)	-.18*** (.05)	-.53*** (.07)
Other	-.32*** (.07)	-.66*** (.08)	-.89*** (.07)	-.67*** (.10)
Ethnicity				
Hispanic	.40*** (.09)	.32** (.11)	.55*** (.10)	.29* (.14)
Gender				
Male	.07** (.02)	-.00 (.03)	.00 (.03)	-.11** (.04)

(continued)

Table 2-1. Needed Care: Logistic Regression Results (continued)

Independent Variables	Dependent Variables			
	Beta (standard error)			
	Not a problem finding a personal doctor or nurse	Not a problem seeing a specialist	Not a problem getting necessary care	Not a problem with delays in health care
General Health				
Excellent	.38*** (.06)	.45*** (.09)	.39*** (.09)	.21 (.12)
Very good	.17*** (.03)	.13** (.05)	.26*** (.05)	.23** (.07)
Fair	-.13*** (.03)	-.21*** (.04)	-.34*** (.04)	-.13* (.06)
Poor	-.26*** (.05)	-.34*** (.06)	-.59*** (.06)	-.20** (.08)
Mental Health				
Excellent	.26*** (.04)	.41*** (.05)	.43*** (.05)	.30*** (.07)
Very good	.02 (.03)	.22*** (.04)	.14*** (.04)	.09 (.06)
Fair	-.16*** (.04)	-.07 (.05)	-.14** (.04)	-.14* (.06)
Poor	-.22*** (.06)	-.38*** (.07)	-.37*** (.07)	-.39*** (.09)
Hospitalized overnight	.01 (.03)	.05 (.03)	-.21*** (.03)	-.32*** (.04)
Chronic illness	-.30*** (.03)	-.05 (.05)	-.13** (.04)	-.05 (.06)
Proxy	.00 (.04)	-.04 (.04)	-.02 (.04)	-.10 (.06)
Proxy answered survey	.00 (.06)	.17* (.07)	.19** (.07)	.16 (.10)
CMS Region 2	-.09 (.06)	-.10 (.07)	-.04 (.08)	-.12 (.12)
CMS Region 3	.06 (.06)	.14 (.07)	.08 (.07)	-.08 (.11)
CMS Region 4	-.10* (.05)	.14* (.07)	.09 (.07)	-.21* (.10)
CMS Region 5	.03 (.05)	.06 (.07)	.03 (.07)	-.27* (.11)
CMS Region 6	-.20*** (.06)	.05 (.07)	.05 (.07)	-.04 (.11)
CMS Region 7	-.01 (.06)	.06 (.08)	.11 (.08)	-.15 (.12)

(continued)

Table 2-1. Needed Care: Logistic Regression Results (continued)

Independent Variables	Dependent Variables			
	Beta (standard error)			
	Not a problem finding a personal doctor or nurse	Not a problem seeing a specialist	Not a problem getting necessary care	Not a problem with delays in health care
CMS Region 8	-.45*** (.07)	-.23* (.09)	-.14 (.09)	-.39** (.14)
CMS Region 9	-.38*** (.06)	-.26*** (.08)	-.21** (.08)	-.47*** (.12)
CMS Region 10	-.51*** (.06)	-.25** (.08)	-.17* (.09)	-.47*** (.13)
MMC Penetration				
0%	.13** (.04)	.18** (.05)	.17*** (.05)	.12 (.07)
1-9%	.01 (.03)	.06 (.04)	.12** (.04)	.01 (.06)
10-25%	-.03 (.03)	.01 (.04)	.11* (.04)	-.07 (.06)
Urban area	-.21*** (.03)	-.03 (.03)	-.19*** (.03)	-.08 (.05)
No personal doctor	-.64*** (.04)	-.60*** (.05)	-.80*** (.05)	-.59*** (.07)
Insurance				
No additional	-.24*** (.04)	-.48*** (.06)	-.30*** (.05)	-.28*** (.07)
Dually eligible	-.27*** (.04)	-.44*** (.05)	-.43*** (.05)	-.35*** (.06)
Additional insurance without prescription drug coverage	-.11*** (.03)	-.08* (.04)	-.14*** (.04)	-.00 (.06)
Missing	.03 (.05)	-.16* (.06)	-.04 (.06)	-.14 (.09)

* p < 0.05

** p < 0.01

*** p < 0.001

Reference categories: 70–74 years of age, high school graduate, white, non-Hispanic, female, good general health, good mental health, not hospitalized overnight, no chronic illness, no proxy respondent, CMS Region 1, MMC penetration >25%, rural area, personal doctor, and additional insurance with prescription drug coverage.

The relationship between race and ethnicity and CAHPS indicators related to getting needed care was inconsistent. Compared with white beneficiaries, black beneficiaries were more likely to report having problems getting necessary care and experiencing delays in health care; however they were less likely than white beneficiaries to have difficulty finding a personal doctor or nurse. Beneficiaries of other specified races (i.e., neither white nor black) were more likely to

report having problems with all aspects of obtaining needed care measured, including finding a personal doctor or nurse, seeing a specialist, getting necessary care, and obtaining care without delay.

Hispanic ethnicity was also significantly related to all measures of receiving needed health care services; Hispanic beneficiaries were less likely to report having problems accessing health care services compared with non-Hispanics.

Males were less likely than females to report having difficulty finding a primary care provider, despite the fact that males were more likely than females to report problems obtaining care in a timely fashion.

Health Status and Utilization

Overall, beneficiaries in better general and mental health were less likely to report problems with all aspects of accessing needed care. Specifically, compared with beneficiaries in good health, those in very good or excellent health were less likely to report having difficulty finding a personal doctor or nurse, seeing a specialist, getting necessary care, or experiencing delays in receiving care. In contrast, beneficiaries in fair or poor health were more likely to report having problems with these issues than those in good health. Similarly, beneficiaries in excellent mental health had fewer problems with all aspects of obtaining needed care compared with those self-reporting good mental health. Also, beneficiaries in very good mental health were less likely to report problems seeing a specialist and getting necessary care than those in good mental health. In contrast, compared with beneficiaries in good mental health, those in fair or poor mental health were more likely to report having problems accessing needed care, including finding a personal doctor or nurse, seeing a specialist, getting necessary care, and obtaining care in a timely fashion. This effect failed to reach statistical significance among those in fair mental health with respect to seeing a specialist.

The effect of health status upon ability to access care can also be observed by examining the effects of having an overnight hospitalization or a chronic illness upon the relevant outcome variables. Beneficiaries who had been hospitalized overnight were more likely to report having problems getting needed care and getting this care without delay than those who had not used inpatient services. Similarly, beneficiaries with a chronic illness were more likely to report having difficulty finding a primary care provider and getting needed care than those who do not have a chronic illness.

Insurance

Compared with Medicare beneficiaries who had additional insurance with prescription drug coverage, most other beneficiaries had greater difficulty accessing health care services. Specifically, beneficiaries with no additional insurance, additional insurance with no prescription drug provisions, and beneficiaries dually eligible for Medicare and Medicaid were more likely to report having problems with finding a personal doctor or nurse, seeing a specialist, getting

necessary care, and obtaining care without delay. This effect failed to reach statistical significance among those with additional insurance without prescription drug coverage with respect to receiving care without delay. In addition, compared with beneficiaries who reported the type of insurance coverage they have, those who failed to answer this question were more likely to report having problems accessing specialist care.

Other Control Variables

Proxy. *Survey respondents had the opportunity to get assistance from proxy respondents (e.g., help with reading the survey or writing the answers to the survey, etc.) as needed.*

Responses to questions about access to care were similar among beneficiaries who reported getting help from a proxy to answer the survey and those who did not obtain such help. In contrast, proxy respondents (i.e., someone other than the Medicare beneficiary who answered the survey for a beneficiary) were less likely to report that beneficiaries had difficulty seeing specialists or getting needed care than beneficiaries who answered the survey themselves.

Medicare Managed Care Penetration. *Overall, compared with beneficiaries living in areas with greater than 25% MMC penetration, beneficiaries with 0-25% penetration were less likely to report difficulty with obtaining needed care responses to questions about access to care. Specifically, beneficiaries in regions with no MMC penetration reported less difficulty with finding a primary care provider, seeing a specialist, or getting necessary care. Similarly, beneficiaries in regions with 1%-25% penetration were less likely to report problems getting needed care as compared with those living in areas with greater than 25% Medicare managed care penetration.*

Metropolitan versus Rural Residence. *Compared with beneficiaries living in rural areas, those living in metropolitan areas were more likely to report problems getting needed care and finding a personal doctor or nurse.*

Primary Care Provider. *Beneficiaries who did not have a primary care provider reported greater difficulty with all aspects of obtaining needed care measured, including finding a personal doctor or nurse, seeing a specialist, getting necessary care, and obtaining care without delay.*

2.3.2 Good Communication Composite

Sociodemographic Characteristics

As with other CAHPS measures, increased age is generally associated with higher ratings of provider communication. Compared with Medicare beneficiaries 70–74 years of age, beneficiaries 18–45 years of age were less likely to report that their provider always listens, always shows respect, and always spends enough with time them (see Table 2-2). Similarly, enrollees 80 or older were less likely to report that their provider always explains things to them. In contrast, beneficiaries 46–64 years of age were more likely to report that their provider always

Table 2-2. Good Communication Composite: Logistic Regression Results

Independent Variables	Dependent Variables			
	Beta (standard error)			
	Provider always listens to you	Provider always explains things to you	Provider always shows respect for you	Provider always spends enough time with you
Intercept	1.21*** (.05)	1.04*** (.05)	1.10*** (.05)	.60*** (.05)
Age				
18-45	-.28*** (.06)	-.10 (.06)	-.23*** (.06)	-.27*** (.06)
46-64	-.04 (.04)	.11** (.04)	.01 (.04)	.03 (.03)
65-69	-.04 (.03)	.02 (.02)	-.01 (.03)	-.00 (.02)
75-79	.07* (.03)	-.02 (.03)	.07** (.03)	.02 (.02)
80 or older	.07** (.03)	-.09*** (.03)	.13*** (.03)	.03 (.02)
Education				
8th grade or less	.18*** (.03)	.18*** (.03)	.19*** (.03)	.19*** (.03)
Some high school	.18*** (.03)	.12*** (.03)	.16*** (.03)	.19*** (.03)
Some college	-.30*** (.02)	-.17*** (.02)	-.20*** (.02)	-.22*** (.02)
College graduate	-.34*** (.03)	-.18*** (.03)	-.19*** (.03)	-.30*** (.03)
Graduate school	-.49*** (.03)	-.21*** (.03)	-.31*** (.03)	-.40*** (.03)
Race				
Black	.47*** (.04)	.40*** (.04)	.50*** (.04)	.35*** (.04)
Other	-.09 (.06)	-.10 (.06)	-.17** (.06)	-.15* (.06)
Ethnicity				
Hispanic	.34*** (.08)	.41*** (.08)	.44*** (.08)	.25** (.08)
Gender				
Male	.03 (.02)	-.09*** (.02)	-.10*** (.02)	.02 (.02)

(continued)

**Table 2-2. Good Communication Composite: Logistic Regression Results
(continued)**

Independent Variables	Dependent Variables			
	Beta (standard error)			
	Provider always listens to you	Provider always explains things to you	Provider always shows respect for you	Provider always spends enough time with you
General Health				
Excellent	.46*** (.05)	.53*** (.05)	.61*** (.05)	.66*** (.04)
Very good	.18*** (.03)	.20*** (.02)	.21*** (.03)	.24*** (.02)
Fair	-.11*** (.02)	-.10*** (.02)	-.10*** (.02)	-.07** (.02)
Poor	-.07 (.04)	-.11** (.04)	-.07* (.04)	-.05 (.03)
Mental Health				
Excellent	.58*** (.03)	.64*** (.03)	.59*** (.03)	.51*** (.03)
Very good	.13*** (.02)	.13*** (.02)	.14*** (.02)	.06** (.02)
Fair	-.03 (.03)	-.04 (.03)	-.06 (.03)	-.03 (.03)
Poor	-.10* (.05)	-.08 (.05)	-.09 (.05)	-.00 (.05)
Hospitalized overnight	-.13*** (.02)	-.15*** (.02)	-.16*** (.02)	-.15*** (.02)
Chronic illness	-.27*** (.02)	-.25*** (.02)	-.25*** (.02)	-.23*** (.02)
Proxy	-.12*** (.03)	-.15*** (.03)	-.04 (.03)	-.05 (.03)
Proxy answered survey	-.27*** (.04)	-.30*** (.04)	-.28*** (.04)	-.26*** (.04)
CMS Region 2	-.14** (.05)	-.13** (.04)	-.10* (.05)	-.11* (.04)
CMS Region 3	-.08 (.04)	-.11** (.04)	-.05 (.04)	-.05 (.04)
CMS Region 4	-.12** (.04)	-.14*** (.04)	-.09* (.04)	-.16*** (.04)
CMS Region 5	-.06 (.04)	-.15*** (.04)	-.04 (.04)	-.09* (.04)
CMS Region 6	-.01 (.04)	-.06 (.04)	.00 (.04)	-.03 (.04)

(continued)

**Table 2-2. Good Communication Composite: Logistic Regression Results
(continued)**

Independent Variables	Dependent Variables			
	Beta (standard error)			
	Provider always listens to you	Provider always explains things to you	Provider always shows respect for you	Provider always spends enough time with you
CMS Region 7	-.09 (.05)	-.14** (.05)	-.10* (.05)	-.16*** (.04)
CMS Region 8	-.12* (.06)	-.17** (.05)	-.15** (.06)	-.08 (.05)
CMS Region 9	-.13* (.05)	-.15** (.05)	-.14** (.05)	-.16*** (.05)
CMS Region 10	-.12* (.05)	-.22*** (.05)	-.15** (.05)	-.12* (.05)
MMC Penetration				
0%	.11*** (.03)	.05 (.03)	.11*** (.03)	.11*** (.03)
1-9%	.02 (.02)	-.02 (.02)	.01 (.02)	.03 (.02)
10-25%	.00 (.03)	-.04 (.03)	-.02 (.03)	.00 (.02)
Urban area	-.12*** (.02)	-.09*** (.02)	-.12*** (.02)	-.10*** (.02)
No personal doctor	-.68*** (.03)	-.61*** (.03)	-.68*** (.03)	-.50*** (.03)
Insurance				
No additional	.16*** (.04)	.15*** (.03)	.13*** (.04)	.15*** (.03)
Dually eligible	.11*** (.03)	.17*** (.03)	.09** (.03)	.16*** (.03)
Additional insurance without prescription drug coverage	-.07*** (.02)	-.04 (.02)	-.03 (.02)	-.04* (.02)
Missing	.12** (.04)	.06 (.04)	.13*** (.04)	.10** (.03)

* p < 0.05
 ** p < 0.01
 *** p < 0.001

Reference categories: 70–74 years of age, high school graduate, white, non-Hispanic, female, good general health, good mental health, not hospitalized overnight, no chronic illness, no proxy respondent, CMS Region 1, MMC penetration >25%, rural area, personal doctor, and additional insurance with prescription drug coverage.

explains things compared with those 70–74 years of age. In addition, enrollees 75 or older were more likely to report that their provider always listens and always respects them than beneficiaries 70–74 years of age.

Compared with high school graduates, beneficiaries with fewer years of formal education were more likely to report that providers communicated well on all measures of communication. Specifically, beneficiaries with less than a high school education reported that providers always listen, always explain things, always show respect, and always spend enough time with them. In contrast, beneficiaries with at least some college education were less likely to report that providers communicate well on all measures of communication than those with a high school diploma.

Compared with white beneficiaries, black beneficiaries were more likely to report that providers communicate well on all measures of communication. In contrast, beneficiaries of other specified races were less likely to report that providers always show respect and always spend enough time with them compared to white beneficiaries. Hispanic ethnicity was also significantly related to all measures of provider communication; Hispanic beneficiaries were more likely to report that their provider always listens, always explains things, always shows respect, and always spends enough time with them compared with non-Hispanics.

Male beneficiaries were less likely to report that their providers always explain things and always show respect to them, compared with female beneficiaries.

Health Status and Utilization

As with other measures, overall, good health is associated with a higher likelihood of reporting good experience with all indicators of provider communication. Specifically, compared with beneficiaries in good health, those in very good or excellent general and mental health were more likely to report that their provider always listens to them, explains things, shows respect, and spends enough time with them. Beneficiaries in fair general health were less likely to report that their providers always listen, always explain things, always show respect, and always spend enough time with them than those in good health. Similarly, beneficiaries in poor general health are less likely to report that their provider always explains things or always shows respect for them. In addition, beneficiaries in poor mental health are less likely to report that their provider always listens to them compared with those in good mental health. Further, beneficiaries who were either hospitalized overnight or reported having a chronic illness were less likely to report that their providers always listen, always explain things, always show respect, and always spend enough time with them than beneficiaries without a hospital stay or chronic illness.

Insurance

The relationship between insurance and the communication indicators was not generally consistent nor in the expected direction. Compared with beneficiaries who have supplemental

insurance coverage with prescription benefits, beneficiaries that reported having no additional insurance, being dually eligible for Medicare and Medicaid, and those that failed to report their insurance status were more likely to report that their providers always listen, always explain things, always show respect, and always spend enough time with them. However, this effect failed to reach statistical significance among beneficiaries who did not report insurance information with respect to providers always explaining things to them. In contrast, those beneficiaries with additional insurance coverage without prescription drug benefits were less likely to report that their provider always listens to them or always spends enough time with them.

Other Control Variables

Proxy. *In general, proxy response has a negative relationship with good provider communication.* Beneficiaries who received assistance from a proxy were less likely to report that their provider always listens or always explains things than those who answered the survey with no help. In addition, proxy respondents (i.e., someone other than the Medicare beneficiary who answered the survey for a beneficiary) were less likely to report that beneficiaries always had positive experiences with all aspects of provider communication, including listening, explaining things, showing respect, and spending enough time with them compared with respondents who answered the survey themselves.

Medicare Managed Care Penetration. *Overall, high Medicare managed care penetration was associated with lower ratings of communication.* Compared with beneficiaries living in areas with greater than 25% Medicare managed care penetration, beneficiaries in places with no MMC were more likely to report that their provider always listens, always shows respect, and always spends enough time with them.

Metropolitan versus Rural Residence. *Rural residence was associated with higher ratings of provider communication.* Beneficiaries living in urban areas were less likely to report that their provider always listens, always explains, always shows respect, or always spends enough time with them compared to those living in rural areas.

Primary Care Provider. *The availability of a primary care provider was associated with higher ratings of provider communication.*

2.3.3 Care Quickly Composite

Sociodemographic Characteristics

Generally, higher age was associated with better experiences getting care quickly. Compared with Medicare beneficiaries 70–74 years of age, beneficiaries under 45 years of age were less likely to report that they always get help during regular hours, always get prompt appointments on a regular basis, and always get immediate care when needed (see Table 2-3). In contrast, beneficiaries 80 and older were more likely to report that they never have to wait more

Table 2-3. Care Quickly Composite: Logistic Regression Results

Independent Variables	Dependent Variables			
	Beta (standard error)			
	Always Get Help During Regular Hours	Always Get Prompt Regular Appointments	Always Get Immediate Care When Needed	Never Wait 15 Minutes Past Appointment
Intercept	1.09*** (.07)	.80*** (.05)	1.43*** (.09)	-.68*** (.05)
Age				
18-45	-.42*** (.06)	-.32*** (.06)	-.46*** (.08)	-.09 (.07)
46-64	-.06 (.04)	.06 (.04)	-.10 (.05)	.02 (.04)
65-69	.01 (.03)	-.01 (.03)	-.02 (.05)	.03 (.03)
75-79	.03 (.03)	.04 (.03)	-.02 (.05)	.02 (.03)
80 or older	.02 (.03)	.12 (.03)	.02 (.04)	.10*** (.03)
Education				
8th grade or less	.11** (.04)	.08* (.03)	.01 (.05)	-.01 (.03)
Some high school	.15*** (.03)	.13*** (.03)	.07 (.04)	.04 (.03)
Some college	-.19*** (.03)	-.20*** (.02)	-.17*** (.04)	-.06* (.02)
College graduate	-.21*** (.04)	-.31*** (.03)	-.23*** (.06)	-.08* (.04)
Graduate school	-.43*** (.04)	-.45*** (.03)	-.35*** (.05)	-.12*** (.03)
Race				
Black	.25*** (.05)	.13*** (.04)	.03 (.06)	-.03 (.04)
Other	-.31*** (.07)	-.31*** (.06)	-.24** (.09)	-.19** (.07)
Ethnicity				
Hispanic	.34*** (.10)	.15 (.08)	.19 (.12)	.07 (.09)
Gender				
Male	.07** (.02)	.03 (.02)	.02 (.03)	-.02 (.02)

(continued)

Table 2-3. Care Quickly Composite: Logistic Regression Results (continued)

Independent Variables	Dependent Variables			
	Beta (standard error)			
	Always Get Help During Regular Hours	Always Get Prompt Regular Appointments	Always Get Immediate Care When Needed	Never Wait 15 Minutes Past Appointment
General Health				
Excellent	.44*** (.06)	.32*** (.05)	.44*** (.09)	.54*** (.04)
Very good	.22*** (.03)	.18*** (.03)	.14** (.05)	.23*** (.02)
Fair	-.11*** (.03)	-.09*** (.02)	-.12** (.04)	-.16*** (.03)
Poor	.00 (.04)	-.04 (.04)	-.13* (.05)	-.21*** (.04)
Mental Health				
Excellent	.51*** (.03)	.45*** (.03)	.55*** (.05)	.22*** (.03)
Very good	.14*** (.03)	.10*** (.02)	.15*** (.04)	.05 (.03)
Fair	-.03 (.04)	.01 (.03)	-.05 (.04)	-.04 (.03)
Poor	-.18** (.06)	-.06 (.05)	-.19** (.06)	.03 (.06)
Hospitalized overnight	-.11*** (.02)	-.09*** (.02)	.11*** (.03)	-.36*** (.02)
Chronic illness	-.23*** (.03)	-.07** (.02)	-.24*** (.04)	-.30*** (.02)
Proxy	-.10** (.03)	-.13*** (.03)	.02 (.04)	.02 (.03)
Proxy answered survey	-.19*** (.05)	-.04 (.05)	-.07 (.06)	-.11* (.05)
CMS Region 2	-.04 (.05)	-.00 (.05)	-.08 (.07)	-.51*** (.05)
CMS Region 3	.07 (.05)	.03 (.04)	-.05 (.07)	-.29*** (.04)
CMS Region 4	-.02 (.05)	-.05 (.04)	-.11 (.06)	-.54*** (.04)
CMS Region 5	.03 (.05)	-.01 (.04)	.03 (.07)	-.08 (.04)
CMS Region 6	-.03 (.05)	-.01 (.04)	-.06 (.07)	-.33*** (.04)
CMS Region 7	.07 (.06)	-.10 (.05)	-.05 (.08)	-.08 (.05)

(continued)

Table 2-3. Care Quickly Composite: Logistic Regression Results (continued)

Independent Variables	Dependent Variables			
	Always Get Help During Regular Hours	Always Get Prompt Regular Appointments	Always Get Immediate Care When Needed	Never Wait 15 Minutes Past Appointment
	Beta (standard error)			
CMS Region 8	-.10 (.07)	-.17** (.06)	.00 (.10)	.07 (.05)
CMS Region 9	-.09 (.06)	-.11* (.05)	-.09 (.08)	-.22*** (.05)
CMS Region 10	-.09 (.06)	-.18*** (.05)	-.08 (.09)	.14** (.05)
MMC Penetration				
0%	.20*** (.04)	.12*** (.03)	.06 (.05)	.07* (.03)
1-9%	.10*** (.03)	.06* (.03)	.03 (.04)	.12*** (.03)
10-25%	.06 (.03)	.08** (.03)	.07 (.04)	.09*** (.03)
Urban area	-.20*** (.02)	-.12*** (.02)	-.17*** (.03)	.00 (.02)
No personal doctor	-.85*** (.04)	-.69*** (.04)	-.66*** (.05)	-.07* (.04)
Insurance				
No additional	-.02 (.04)	.03 (.04)	-.09 (.05)	.19*** (.04)
Dually eligible	-.02 (.04)	-.04 (.03)	-.14** (.05)	.15*** (.04)
Additional insurance without prescription drug coverage	-.07** (.03)	-.00 (.02)	-.05 (.04)	.03 (.02)
Missing	.07 (.04)	.11** (.04)	-.07 (.06)	.09* (.04)

* p < 0.05
 ** p < 0.01
 *** p < 0.001

Reference categories: 70–74 years of age, high school graduate, white, non-Hispanic, female, good general health, good mental health, not hospitalized overnight, no chronic illness, no proxy respondent, CMS Region 1, MMC penetration >25%, rural area, personal doctor, and additional insurance with prescription drug coverage.

than 15 minutes past their appointment time to be seen by the provider when compared with beneficiaries 70–74 years of age.

Higher education was associated with worse reported experiences getting care quickly. Compared with beneficiaries who graduated from high school, those with less years of formal education were more likely to report that they always get help during regular hours and always get prompt appointments for routine care. In contrast, beneficiaries with at least some college were less likely to report that they always get help during business hours, always get appointments for routine care in a timely fashion, always get immediate care when needed, and never wait more than 15 minutes past their appointment time.

Overall, whites were less likely than blacks, but more likely than other racial groups to report that they always get help during regular hours and always get prompt appointments for routine care. Specifically, beneficiaries of other races were less likely to report that they always get help during regular hours, always get prompt regular appointments, always get immediate care when needed, and never wait more than 15 minutes to be seen by their provider.

Hispanic beneficiaries were more likely to report that they always get help during regular hours compared with non-Hispanics.

Male beneficiaries were more likely to report that they always get help during regular hours compared with females.

Health Status and Care Access

Overall, beneficiaries in better general and mental health were more likely to report that they always received care quickly. Specifically, compared with beneficiaries in good health, those in very good or excellent general and mental health were more likely to report that they always get help during normal business hours, always get prompt appointments for routine care, always get immediate care when needed, and never wait more than 15 minutes past their appointment time. This effect failed to reach statistical significance for beneficiaries in very good mental health with respect to never waiting more than 15 minutes to see their provider. Beneficiaries in fair general health were less likely to report that they always get help during normal business hours, always get prompt appointments for routine care, always get immediate care when needed, and never wait more than 15 minutes past their appointment time compared with beneficiaries in good health. Similarly, beneficiaries in poor general health were less likely to report that they always get immediate care when needed and never wait 15 minutes past their appointment time compared with those in good health. In addition, beneficiaries in poor mental health were less likely to report that they always get help during regular hours and that they always get immediate care when needed compared to those reporting good mental health.

Further, beneficiaries who were either hospitalized overnight or reported having a chronic illness were less likely to report that they always get care quickly on most indicators. This finding was not consistent for one of the four measures—beneficiaries who had been hospitalized

overnight at least once during the preceding six months were more likely to report that they always get immediate care when needed, but beneficiaries with a chronic illness were less likely to report that they always get immediate care when needed.

Insurance

The relationship between insurance and the indicators measuring getting care quickly was not always consistent or logical. Compared with beneficiaries who have additional insurance with prescription drug coverage, beneficiaries who report having no additional insurance, are dually eligible for Medicare and Medicaid, or failed to report insurance status were more likely to report never waiting more than 15 minutes to see a provider. In addition, those who failed to disclose their insurance provisions were more likely to report always getting appointments for regular care in a timely fashion compared with those who have supplemental insurance with prescription drug benefits. In contrast, dually eligible beneficiaries were less likely to report that they could always get immediate care when needed, and beneficiaries with additional insurance with no prescription drug provisions were less likely to report that they could always get help during regular hours compared with those who have supplemental insurance with prescription drug benefits.

Other Control Variables

Proxy. *Proxy response was associated with a decrease in reported getting care quickly.* Beneficiaries who received assistance from a proxy were less likely to report that they always get help during regular business hours and always get prompt appointments for routine care than those who did not receive any help. In addition, proxy respondents (i.e., someone other than the Medicare beneficiary who answered the survey for a beneficiary) were less likely to report that beneficiaries always get help during regular hours and never wait more than 15 minutes past their appointment time to see a provider compared with beneficiaries who answered the survey themselves.

Medicare Managed Care Penetration. *Living in an area with high Medicare managed care penetration was associated with lower ratings of getting care quickly.* Compared with beneficiaries living in areas with more than 25% MMC penetration, beneficiaries in places with less than 25% MMC penetration were more likely to report that they always get help during business hours, always get appointments for routine care quickly, and never wait 15 minutes past their appointment time to see a provider. This effect failed to reach statistical significance for getting help during regular business hours among beneficiaries living in places with 10-25% MMC penetration.

Metropolitan versus Rural Residence. *Beneficiaries from rural areas were more likely to report that they always receive help during regular hours, always get prompt appointments for routine care, and always get immediate care when needed compared with those in urban locations.*

Primary Care Provider. *Compared to beneficiaries who do not have a personal doctor, beneficiaries who have a primary care provider were more likely to report that they always receive help during regular hours, always get prompt appointments for routine care, always get immediate care when needed, and never wait more than 15 minutes past their appointment time.*

2.3.4 Ratings

Sociodemographic Characteristics

Overall, higher age was significantly associated with Medicare beneficiaries' higher ratings of health care and ratings of Medicare (see Table 2-4).⁴ Compared with beneficiaries 70–74 years of age, younger beneficiaries were less likely to rate their health care and Medicare as a “10.” In contrast, beneficiaries 75 years of age and older were more likely to rate health care and Medicare as a “10” compared with those 70–74 years of age.

Overall, higher education was significantly associated with Medicare beneficiaries' lower ratings of health care and ratings of Medicare. Compared with high school graduates, beneficiaries with fewer years of formal education were more likely to rate both their health care in general and Medicare as a “10.” In contrast, beneficiaries with at least some college education were less likely to rate their health care and Medicare as a “10” compared with high school graduates.

Compared with white beneficiaries, blacks were more likely to rate their health care and Medicare a “10.”

Hispanic beneficiaries were more likely to rate their health care and Medicare as a “10” compared with non-Hispanics.

Men were less likely to rate their health care and Medicare as a “10” compared with female beneficiaries.

Health Status and Utilization

Overall, better health was associated with higher ratings of health care and of Medicare. Beneficiaries in very good or excellent general or mental health were more likely to rate their health care and Medicare as a “10” compared with those in good general or mental health. Beneficiaries in fair or poor general health or poor mental health were less likely to rate their health care as a “10.” Beneficiaries that self-reported they were in fair mental health were more likely to rate Medicare as a “10” compared.

⁴Beneficiaries rated health care and Medicare on a ten-point scale, 0 being worst and 10 being best.

Table 2-4. CAHPS Ratings: Logistic Regression Results

Independent Variables	Dependent Variables	
	Beta (standard error)	
	Rate Health Care as a “10”	Rate Medicare as a “10”
Intercept	.15** (.05)	.03 (.04)
Age		
18-45	-.50*** (.06)	-.81*** (.06)
46-64	-.05 (.03)	-.36*** (.03)
65-69	-.16*** (.02)	-.26*** (.02)
75-79	.10*** (.02)	.23*** (.02)
80 or older	.17*** (.02)	.43*** (.02)
Education		
8th grade or less	.22*** (.03)	.23*** (.03)
Some high school	.28*** (.02)	.28*** (.02)
Some college	-.33*** (.02)	-.42*** (.02)
College graduate	-.60*** (.03)	-.70*** (.03)
Graduate school	-.76*** (.03)	-.89*** (.03)
Race		
Black	.32*** (.04)	.25*** (.03)
Other	-.11 (.06)	-.02 (.05)
Ethnicity		
Hispanic	.42*** (.08)	.35*** (.07)
Gender		
Male	-.12*** (.02)	-.09*** (.02)

(continued)

Table 2-4. CAHPS Ratings: Logistic Regression Results (continued)

Independent Variables	Dependent Variables	
	Beta (standard error)	
	Rate Health Care as a “10”	Rate Medicare as a “10”
General Health		
Excellent	.58*** (.04)	.41*** (.03)
Very good	.20*** (.02)	.09*** (.02)
Fair	-.05* (.02)	.04 (.02)
Poor	-.01* (.04)	.10** (.03)
Mental Health		
Excellent	.65*** (.02)	.48*** (.02)
Very good	.11*** (.02)	.08*** (.02)
Fair	.03 (.03)	.07* (.03)
Poor	-.06* (.05)	-.02 (.05)
Hospitalized overnight	-.01 (.02)	.11*** (.02)
Chronic illness	-.16*** (.02)	-.20*** (.02)
Proxy	-.39*** (.03)	-.52*** (.03)
Proxy answered survey	-.24*** (.04)	-.39*** (.04)
CMS Region 2	-.15*** (.04)	-.10* (.04)
CMS Region 3	-.10** (.04)	-.06 (.04)
CMS Region 4	-.12*** (.04)	-.05 (.03)
CMS Region 5	-.13*** (.04)	-.26*** (.03)
CMS Region 6	-.04 (.04)	.04 (.04)
CMS Region 7	-.18*** (.04)	-.24*** (.04)
CMS Region 8	-.25*** (.05)	-.39*** (.05)

(continued)

Table 2-4. CAHPS Ratings: Logistic Regression Results (continued)

Independent Variables	Dependent Variables	
	Beta (standard error)	
	Rate Health Care as a “10”	Rate Medicare as a “10”
CMS Region 9	-.16** (.05)	-.17*** (.04)
CMS Region 10	-.24*** (.05)	-.45*** (.05)
MMC Penetration		
0%	.09** (.03)	.04 (.03)
1-9%	.03 (.02)	.00 (.02)
10-25%	-.01 (.02)	.00 (.02)
Urban area	-.08*** (.02)	-.08*** (.02)
No personal doctor	-.47*** (.04)	-.10*** (.03)
Insurance		
No additional	.14*** (.03)	-.02 (.03)
Dually eligible	.25*** (.03)	.52*** (.03)
Additional insurance without prescription drug coverage	-.04* (.02)	.00 (.02)
Missing	.23*** (.03)	.34*** (.03)

* p < 0.05

** p < 0.01

*** p < 0.001

Reference categories: 70–74 years of age, high school graduate, white, non-Hispanic, female, good general health, good mental health, not hospitalized overnight, no chronic illness, no proxy respondent, CMS Region 1, MMC penetration >25%, rural area, personal doctor, and additional insurance with prescription drug coverage.

with their counterparts in good mental health. Further, beneficiaries in poor general health were more likely to rate Medicare as a “10” compared to those in good general health.

Overnight hospitalization was associated with a greater likelihood to rate Medicare as a “10” than those who had not used inpatient care. However, beneficiaries with a chronic illness were less likely to rate their health care or Medicare as a “10.”

Insurance

As with the other measures, the relationship between insurance and ratings of Medicare and health care were complex and inconsistent. Compared with beneficiaries that have supplemental insurance with prescription drug benefits, beneficiaries who are dually eligible for Medicare and Medicaid and beneficiaries who failed to report their insurance status were more likely to rate their health care and Medicare as a “10.” Those with no additional insurance were more likely to rate their health care as a “10” compared with beneficiaries who have supplemental insurance with prescription provisions. In contrast, beneficiaries who have additional insurance without prescription drug coverage were less likely to rate their health care as a “10” compared with those who have additional insurance with a prescription drug benefit.

Other Control Variables

Proxy. *Proxy response was associated with lower ratings.* Beneficiaries who received any help from a proxy and proxy respondents were less likely to rate either their health care or Medicare as a “10” compared with beneficiaries who received no assistance from a proxy.

Medicare Managed Care Penetration. *Beneficiaries living in regions with no MMC were more likely to rate their health care as a “10” compared with those living in areas with greater than 25% penetration of MMC.*

Metropolitan versus Rural Residence. *Beneficiaries living in rural areas were more likely to rate both their health care and Medicare as a “10” compared with those living in urban areas.*

Primary Care Provider. *Beneficiaries who have a personal doctor were more likely to rate both their health care and Medicare as a “10” compared with those who do not have a primary care provider.*

2.4 Conclusions and Discussion

Sociodemographics

In general, younger beneficiaries (age 69 and younger) were less satisfied and reported worse experiences than beneficiaries 70–74 years of age, and older beneficiaries (age 75 and older) were more satisfied and reported better experiences. This finding is consistent with results from the Year 1 analysis (Bernard et al., 2001). Beneficiaries 18–45 years of age were less satisfied and reported worse experiences than the reference group on all but two of the questions. For the under 65 beneficiaries, age is confounded with disability as this population becomes eligible for Medicare because of disability. It is not feasible to examine the effect of disability on ratings and composite indicators because of our inability to identify the over 65 disabled. We address this to some extent by looking at the independent effect of health status, chronic illness, and prior hospitalization. However, these are not adequate proxies for disability.

For the most part, less educated beneficiaries (less than a high school diploma) were more satisfied and reported better experiences than high school graduates, but more highly educated beneficiaries (at least some college) were less satisfied and reported worse experiences. The education effect is not a new finding. It is consistent with results from the Year 1 analysis (Bernard et al., 2001) and with work conducted on the case-mix models (Elliott et al., 2001). Perhaps those with higher education expect more of the health care system and are more critical when expectations are not met. It is not clear whether differential ratings and composites by education reflect differences in access to or quality of care.

Males tended to be less satisfied and report worse experiences than females, and this finding is consistent with results from the Year 1 analysis (Bernard et al., 2001).

In general, black beneficiaries were more satisfied and reported better experiences than white beneficiaries while those of other races were less satisfied and reported worse experiences than white beneficiaries. With regard to race, the patterns we found in this year's analysis were much more consistent than last year. In the 2001 survey, there were statistically significant differences between black and white beneficiaries for 11 of 14 of the questions, and 9 of the 11 results indicated higher satisfaction and better experiences for black beneficiaries compared to white beneficiaries. The two questions that indicated lower satisfaction and worse experiences for black beneficiaries compared to white beneficiaries were in the getting needed care composite.

Hispanic beneficiaries were more satisfied and reported better experiences than non-Hispanics. We did not include an indicator variable for ethnicity in the multivariate models we estimated in Year 1, therefore we can make no comparisons between Year 1 and 2 for this variable.

Health Status

Beneficiaries in better (excellent or very good) general or mental health were more satisfied and more likely to report better experiences than those in good health. Conversely, those in worse general or mental health (fair or poor) were less satisfied and reported worse experiences than those in good health. This finding is consistent with results from the Year 1 analysis (Bernard et al., 2001). Beneficiaries who were hospitalized overnight or who reported having a chronic condition were less satisfied and reported worse experiences than those who were not hospitalized overnight or did not have a chronic condition.

Insurance

Beneficiaries who had no additional insurance, were dually eligible, or did not specify their insurance type were more satisfied and reported better experiences than those with additional insurance and prescription drug coverage for good communication, getting care quickly, and the ratings. However, these same groups were less satisfied and reported worse experiences getting needed care compared with beneficiaries who had additional insurance and

prescription drug coverage. Beneficiaries who had additional insurance but no prescription drug benefits were less satisfied and reported worse experiences than those with additional insurance and prescription drug benefits.

Some of the findings related to insurance are consistent across both years, but others are not. Last year we found that beneficiaries who had no additional insurance rated their health care and Medicare lower than those with additional insurance. However, this year we found that beneficiaries with no additional insurance actually rated their health care higher than those with additional insurance and prescription drug coverage. Last year we found that the dually eligible reported more problems getting care quickly compared with those who had additional insurance. This year, there were only two questions related to getting care quickly where there was a statistically significant difference between those who were dually eligible and those with additional insurance; one was positive and the other was negative. Both last year and this year, we found that the dually eligible and those with no additional insurance were less satisfied and had worse experiences related to getting needed care than those with additional insurance. On the other hand, the dually eligible and those with no additional insurance were more satisfied and reported better experiences with good communication in both years. Finally, the dually eligible rated Medicare higher than those with additional insurance in both years.

Other Control Variables

Beneficiaries who had help from a proxy were generally less satisfied and reported worse experiences than those who had no help in completing the survey. Proxy respondents reported lower satisfaction and worse experiences for good communication, getting care quickly, and both ratings, but higher satisfaction and better experiences for getting needed care compared with beneficiaries who completed their own surveys.

Beneficiaries living in areas with up to 25% MMC penetration were more satisfied and reported better experiences than those living in areas with greater than 25% MMC penetration. This finding related to MMC penetration is not consistent with results from our Year 1 analysis. Last year, we found that beneficiaries living in areas with lower MMC penetration (< 25%) were less satisfied, reported more problems, and assigned lower ratings than beneficiaries living in areas with higher MMC penetration (Bernard et al., 2001). This year we found the opposite pattern.

Beneficiaries living in urban areas were less satisfied and reported worse experiences with their health care than those living in rural areas, and this is consistent with findings from Year 1 (Bernard et al., 2001).

Finally, beneficiaries with no personal doctor or nurse were less satisfied and reported worse experiences than those who reported having a personal doctor or nurse. This finding is consistent with results from the Year 1 analysis (Bernard et al., 2001).

Chapter 3:

Regional and State Variation in Ratings and Composites by Subgroups of MFFS Beneficiaries

3.1 Introduction

In this chapter, we address geographic variation in CAHPS ratings and composites among beneficiaries in the MFFS plan. Only findings related to beneficiaries of MFFS, also known as the Original Medicare Plan, are discussed. The results are reported for the nation as a whole and then aggregated to different geographic levels (i.e., CMS region and state) and stratified by several key beneficiary characteristics including sociodemographics, self-reported health status, and insurance. These analyses were performed with the goal of gaining a better understanding of the differences in satisfaction with and perceptions of health care services and Medicare by subgroups of beneficiaries within the MFFS population.

This chapter includes analyses of percentage point differences by and between state and regional geographic areas and subgroups of MFFS beneficiaries across CAHPS composites and ratings (See tables in Appendix B), based on MFFS beneficiaries' responses to the 2001 CAHPS Medicare Satisfaction Survey, as well as comparisons to findings from similar analyses conducted with data from the 2000 CAHPS Medicare Satisfaction Survey (the complete 2001 CAHPS Medicare Satisfaction Survey may be found in Appendix A).⁵

Analysis was performed across various data aggregation options, such as the nation, CMS region, and state (including the District of Columbia and Puerto Rico), for the most-positive CAHPS ratings and responses (hereafter referring specifically to ratings of "10" and answers of "Always," or "Not a problem," unless otherwise indicated) to the same performance indicators and corresponding survey questions shown in Table 1-1 in Chapter 1.

Please note that any blank spaces in the Appendix B tables indicate that there was only one respondent or less in any given state for that corresponding indicator and subgroup category. Therefore, it was not possible to calculate the mean across multiple respondents. Furthermore, any values of less than 0 (0%) or greater than 1 (100%) are a consequence of case-mix adjustment across small sample sizes. In Tables B-1 through B-56, for every state (including the District of Columbia and Puerto Rico), CMS region, and the nation, a corresponding column for each indicator shows the percentage of MFFS respondents who gave the most-positive responses. In addition to the ratings and composites featured on the Medicare Compare web site, we examined other ratings and composites for which we had appropriate data, resulting in a total of nine

⁵Other tables detailing differences between averaged, case-mix adjusted, and weighted categorical responses and ratings (with response scales of 1-3, 1-4, or 0-10) are available from the authors upon request. These tables can be made available in either hard copy or electronic format.

indicators. We present below the key findings from these analyses with cross-references to sections of the report to which the reader can refer for greater detail and data tables.

Key Findings

- On the national level, a similar percentage of Medicare beneficiaries indicated that they always receive needed care in 2001 and 2000 (89% vs. 87%). The responses of Medicare recipients for the Respectful Treatment and Good Communication Composites were also largely positive (79% and 66%, respectively) and consistent with last year's findings. The percentage of beneficiaries assigning a "10" for Rate Medicare (46%), Rate Health Care (49%), Rate Specialist (48%), and Rate Personal Doctor (50%), were all with 1 to 2 percentage points of what they were in 2000. See Figure 3-1.
- MFFS beneficiaries in the Seattle CMS region had the lowest percentage of positive responses for five indicators: the Good Communication Composite, the Medicare Customer Service Composite, Rate Personal Doctor, Rate Health Care, and Rate Medicare (in 2000, Denver had the lowest percentage of most-positive responses for four indicators). In contrast, the Dallas CMS region had the highest percentage of positive responses for four performance indicators: the Good Communication Composite, the Care Quickly Composite; and Rate Specialist, Rate Health Care, and Rate Medicare, while the New York and Boston CMS regions had the highest percentage of positive responses for two other performance indicators each (the Medicare Customer Service Composite and Rate Doctor, and the Respectful Treatment Composite and Rate Health Care, respectively). In the previous year, both the New York and Dallas regions had the highest percentage of most-positive responses for three indicators each. See Figures 3-2 and 3-3.
- In the state-level analysis, MFFS beneficiaries in Puerto Rico provided the highest percentage of the most-positive responses for two of the composites (Needed Care and Medicare Customer Service) and all four of the ratings. This is consistent with findings from 2000 although the percentages were not as high as those found last year and Puerto Rico did not have the highest percentage of most-positive responses for the Needed Care Composite then. As was true in 2000, Puerto Rico's MFFS respondents gave the very lowest percentage nationwide of most-positive responses for the Care Quickly Composite and the Respectful Treatment Composite. The highest percentages of most-positive responses for the latter composite as well as the Good Communication Composite were found among MFFS beneficiaries in Hawaii, while the lowest percentages of most-positive responses were provided by respondents in Nevada for the Needed Care Composite and the Good Communication Composite. See Figures 3-4 and 3-5.
- Across all state and CMS regional levels, the Needed Care Composite consistently garnered the highest percentages of most-positive responses, and the Rate Medicare indicator had the lowest percentages of most-positive responses. These findings are consistent with those of 2000, and are illustrated in Figures 3-1 through 3-3 in Section 3.3.1.
- Perceptions of satisfaction and experience with Medicare differ among subgroups of beneficiaries. In 2000, variations in composites and ratings were found for insurance status (dually eligible and with versus without insurance in addition to Medicare), self-reported health status, race, gender, and age. In 2001, more variables were examined and differences were found by all of them. Some findings are presented below and discussed in detail in Section 3.3.2.
- Generally, Medicare beneficiaries under 46 years of age are less satisfied than those 46 years of age and older. On the national level in 2000, it was found that MFFS

beneficiaries under 65 years of age (the category was not divided into two separate groups of 18-45 and 46-64 last year) had the lowest percentage of positive responses for all but two of the indicators. For the under 46 years of age group, it was found that they gave the lowest percentage of most-positive responses for all of the indicators except Rate Personal Doctor and Rate Specialist. These findings are illustrated in Figure 3-6.

- When the education data is aggregated to the CMS region and the national level it is apparent that MFFS beneficiaries with less than a high school or general equivalency diploma report more positive perceptions of their health care. See Figure 3-7.
- A higher proportion of Hispanic beneficiaries than non-Hispanics gave ratings of “10.” A lower proportion of Hispanics responded most positively for the Needed Care, Care Quickly, and Respectful Treatment Composites compared with non-Hispanics. A marginally higher percentage of Hispanic beneficiaries responded most positively to the Good Communication and Customer Service Composites compared with non-Hispanics.
- Black beneficiaries responded more favorably than white beneficiaries or those of other races on six of the nine indicators nationally. A higher proportion of white beneficiaries responded most positively compared with black beneficiaries and beneficiaries of other races for the Needed Care Composite. Those of other races responded more favorably than white or black beneficiaries on Rate Medicare. Black beneficiaries and those of other races responded more favorably than white beneficiaries for Rate Specialist.
- A higher proportion of females gave a rating of “10” for all four ratings. A marginally higher percentage of females responded most positively for the Good Communication, Respectful Treatment, and Customer Service Composites compared with men.
- When comparing those in excellent versus poor self-rated general or mental health, a lower percentage of those in poor health respond most positively for all of the indicators compared with those in excellent health.
- Generally, a lower percentage of chronically ill beneficiaries responded most positively for all of the indicators compared with beneficiaries who are not chronically ill. Generally, a marginally lower proportion of beneficiaries who were hospitalized overnight in the last year responded most positively than those who were not hospitalized in the last year on all indicators, except Rate Personal Doctor, Rate Specialist, and Rate Medicare.
- Beneficiaries dually eligible for Medicare and Medicaid benefits gave the lowest percentage of most-positive responses for the Needed Care and Care Quickly Composites. Beneficiaries who have additional insurance without prescription drug coverage gave the lowest percentage of most-positive responses for the Good Communication Composite, Respectful Treatment Composite, and all four ratings.
- A higher proportion of beneficiaries who report having a personal doctor responded most positively compared with those who do not have a personal doctor.

3.2 Methods

To obtain ratings and composites, we used the CAHPS 3.2 Survey and Reporting Kit macros. The ratings and composites at different aggregation levels were case-mix adjusted using models developed for the within-MFFS comparisons. The development of the specific models is discussed in the Year 2 Case-Mix Report (Elliott et al., 2002). The CAHPS 3.2 software allows specification of the level of aggregation, and we aggregated to the geographical sampling unit,

state, CMS region, and to the nation as a whole. The CAHPS macros enable us to report on both means and proportions. We then specified stratification variables to compare variation among subsets of Medicare beneficiaries. The stratification variables included age, gender, education, race, Ethnicity, self-perceived general health status, self-perceived mental health status, chronic illness, overnight hospitalization, personal doctor or nurse, and insurance.

The subgroups that were used for stratification across the selected CAHPS indicators are shown in Table 3-1, with data sources indicated.

Table 3-1. Subgroups Used for Stratification Across Selected CAHPS Indicators

Variable	Data Source
<i>Age</i>	
18-45	Self-reported. If missing/not reported, then determination was made from the EDB file.
46-64	Self-reported. If missing/not reported, then determination was made from the EDB file.
65-69	Self-reported. If missing/not reported, then determination was made from the EDB file.
70-74	Self-reported. If missing/not reported, then determination was made from the EDB file.
74-79	Self-reported. If missing/not reported, then determination was made from the EDB file.
80+	Self-reported. If missing/not reported, then determination was made from the EDB file.
<i>Education</i>	
8 th grade or less	Self-reported. If missing/not reported, then determination was made from the EDB file.
Some high school, but did not graduate	Self-reported. If missing/not reported, then determination was made from the EDB file.
High school graduate or GED	Self-reported. If missing/not reported, then determination was made from the EDB file.
Some college or 2-year degree	Self-reported. If missing/not reported, then determination was made from the EDB file.
4-year college degree	Self-reported. If missing/not reported, then determination was made from the EDB file.
More than 4-year college degree	Self-reported. If missing/not reported, then determination was made from the EDB file.

(continued)

**Table 3-1. Subgroups Used for Stratification Across Selected CAHPS Indicators
(continued)**

Variable	Data Source
<i>Ethnicity</i>	
Hispanic or Latino Medicare beneficiaries	Self-reported. If missing/not reported, then determination was made from the EDB file.
Not Hispanic or Latino Medicare beneficiaries	Self-reported. If missing/not reported, then determination was made from the EDB file.
<i>Race</i>	
Medicare beneficiaries of white race	Self-reported. If missing/not reported, then determination was made from the EDB file.
Medicare beneficiaries of black race	Self-reported. If missing/not reported, then determination was made from the EDB file.
Medicare beneficiaries of other race	Self-reported. If missing/not reported, then determination was made from the EDB file.
<i>Gender</i>	
Male	Self-reported. If missing/not reported, then determination was made from the EDB file.
Female	Self-reported. If missing/not reported, then determination was made from the EDB file.
<i>Health Status</i>	
Medicare beneficiaries who reported their physical health status as Excellent, Very Good, Good, Fair, or Poor	Self-reported.
Medicare beneficiaries who reported their mental health status as Excellent, Very Good, Good, Fair, or Poor	Self-reported.
Medicare beneficiaries who reported chronic illness	Self-reported.
Medicare beneficiaries who did not report chronic illness	Self-reported.
Medicare beneficiaries who reported being hospitalized overnight or longer in the last 12 months	Self-reported.
Medicare beneficiaries who did not report being hospitalized overnight or longer in the last 12 months	Self-reported.

(continued)

Table 3-1. Subgroups Used for Stratification Across Selected CAHPS Indicators (continued)

Variable	Data Source
<i>Insurance Status</i>	
Medicare beneficiaries who are also enrolled in Medicaid (i.e., the dually eligible)	Enrollment Database (EDB) file
Medicare beneficiaries who have additional health care insurance coverage without a prescription drug benefit	Self-reported. If missing/not reported and if the respondent answered “No” to Question 2, or did not answer, then assignment was made to the “Missing” category.
Medicare beneficiaries who have additional health care insurance coverage including a prescription drug benefit	Self-reported. If missing/not reported, then determination was made based on the response to Question 2 regarding prescription drug coverage (i.e., if the respondent indicated that s/he had additional insurance for prescription drugs then it was determined that s/he fit into this category. If the respondent answered “No” to Question 2, or did not answer, and did not answer Question 1, then s/he was assigned to the “Missing” category).
Medicare beneficiaries who have no additional insurance	Self-reported. If missing/not reported and if the respondent answered “No” to Question 2, or did not answer, then assignment was made to the “Missing” category.
Medicare beneficiaries who did not respond to this question (missing)	If the respondent answered “No” to Question 2, or did not answer, and did not answer Question 1, then s/he was assigned to the “Missing” category.
<i>Personal Doctor</i>	
Medicare beneficiaries who reported having a personal doctor or nurse	Self-reported.
Medicare beneficiaries who did not report having a personal doctor or nurse	Self-reported.

When we stratified by a variable that is in the case-mix model, we removed that particular variable from the case-mix model before running the macros. We followed this same procedure for each stratification variable that was in the case-mix model.

The analyses described in this chapter do not focus only on statistical significance because with such a large sample even fractional percentage-point differences may prove to be statistically significant, but not substantive. Therefore, our focus is on substantive percentage-point differences for the various indicators.

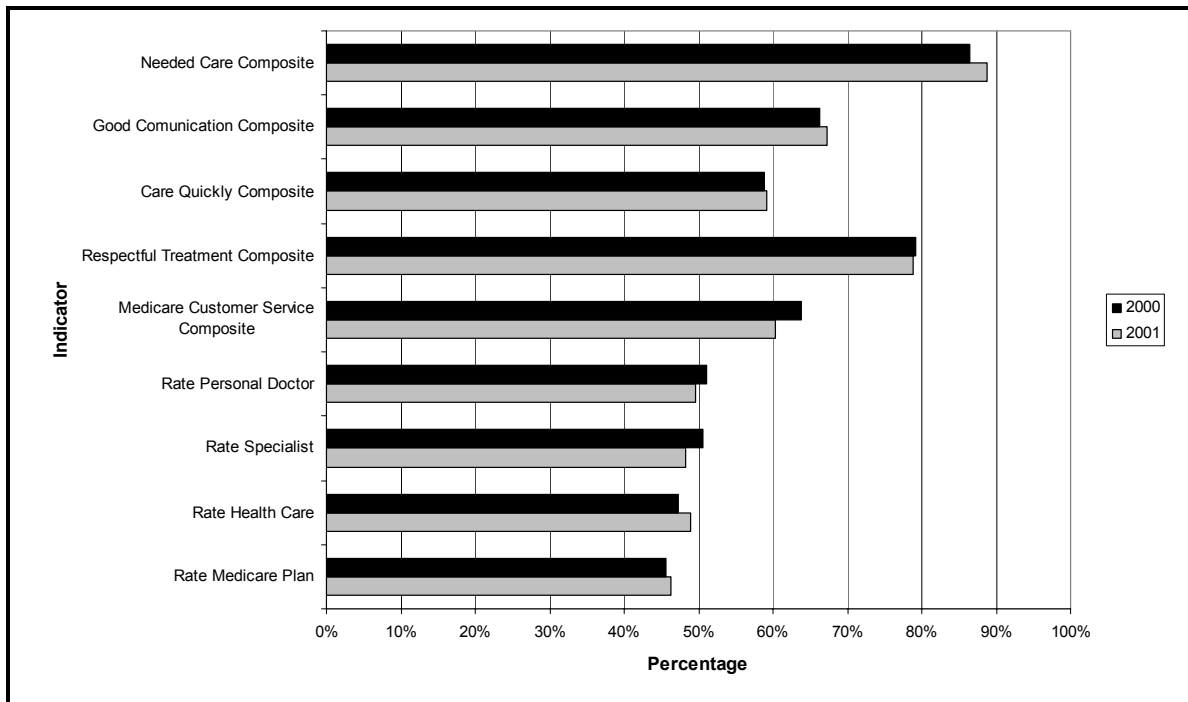
3.3 Results

3.3.1 Nation, Region, and State Analyses: Variations in Ratings and Composites Indicators

National Variations in Ratings and Composites

On the national level, the vast majority of Medicare beneficiaries indicated that they always receive needed care (Needed Care Composite: 89%, up 2% from 2000). The responses of Medicare recipients for the Respectful Treatment and Good Communication Composites were also largely positive and consistent with the previous year's findings (79% and 67%, respectively). Only 60% of beneficiaries in 2001 responded that they did not have a problem with Medicare customer service (down from 64% in 2000) while the Care Quickly Composite was assigned the lowest percentage of most-positive responses at 59% (same as in 2000). See Table B-1 and Figure 3-1.

Figure 3-1. 2000/2001 Comparison of National Percentage Estimates of Most-Positive Responses for Each Indicator

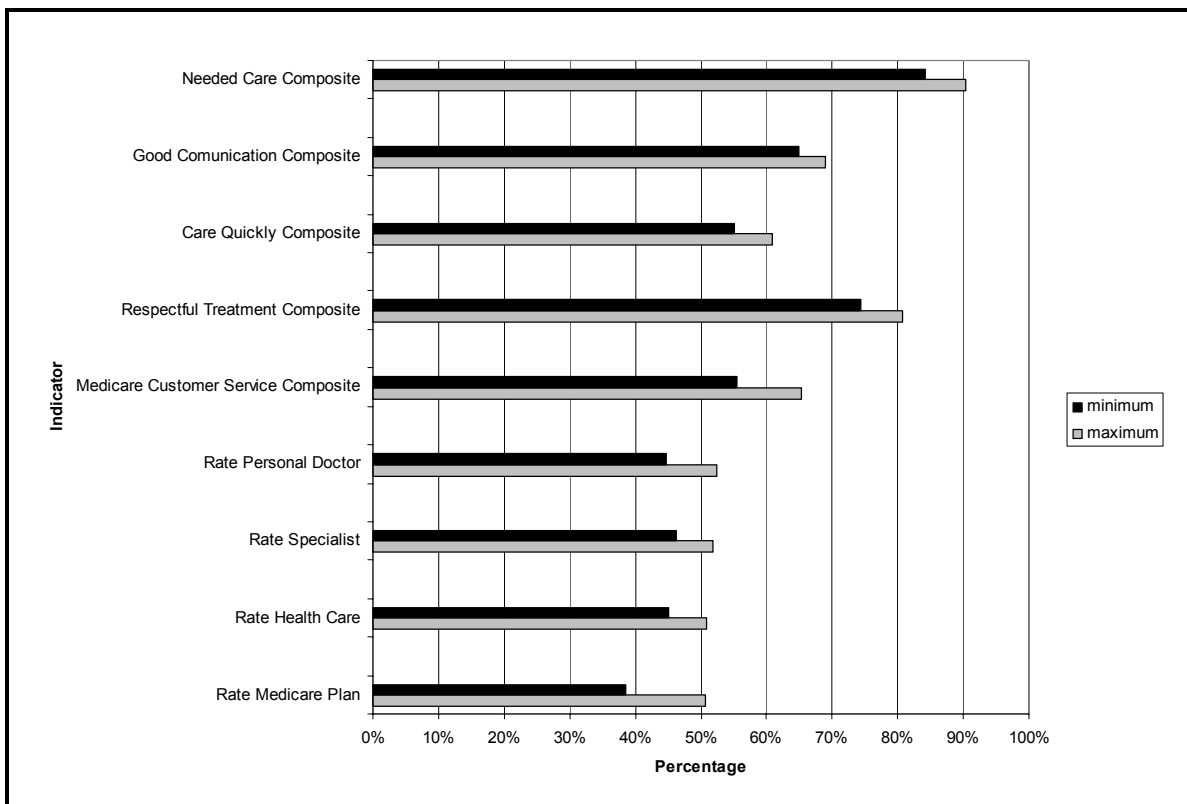


The proportion of Medicare beneficiaries by states giving a “10” rating for the Rate Medicare indicator is lower than the proportion of beneficiaries giving “10” responses for each of the other three ratings. Furthermore, less than half of the respondents (46%) rated Medicare overall as a “10”; in 2000, the national percentage of “10” ratings for Rate Medicare was 46%. In 43 states, less than 50% of respondents assigned a “10” to any of the four ratings indicators in 2001; for 2000, the total was 22 states. See Table B-2, and Figure 3-1.

Variations in Ratings and Composites Among CMS regions

Less than half of the respondents rated their Medicare experience as a “10” in 2001 in all CMS regions except Dallas; in 2000, less than 50% of Medicare beneficiaries in 8 of the 10 regions assigned a “10” to Rate Medicare. In 2000 and 2001, the highest percentage of “10” responses were from the Seattle and New York regions, respectively, at 51% in each year. In the Seattle CMS region only 39% of respondents rated their Medicare experience as a “10” (versus 40% in the Seattle region the year before). In five of the CMS regions, less than 50% of respondents gave “10” responses to each of the four rating indicators in 2001; for 2000, the total was four CMS regions. See Figures 3-2 and 3-3, as well as Table B-2.

Figure 3-2. Range of Percentages of Most-Positive Responses Across CAHPS Indicators Among CMS Regions, 2001



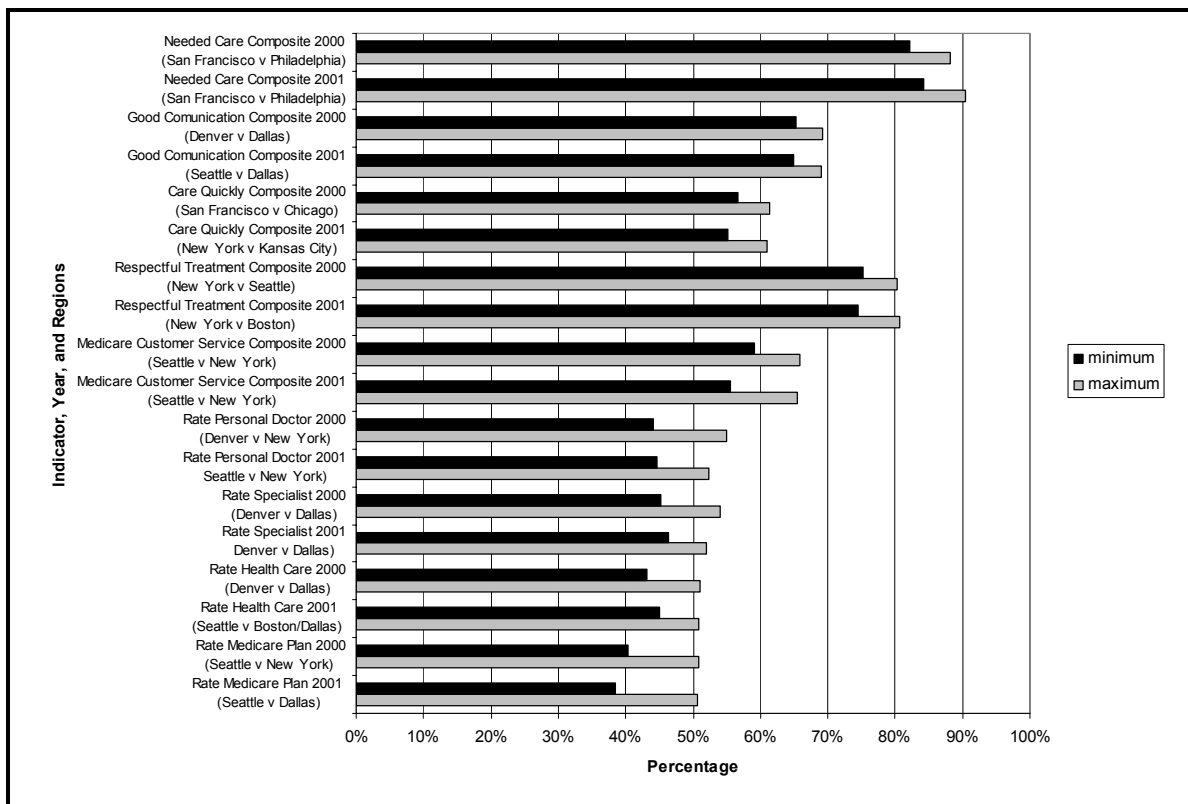
Other notable differences across CMS regions exist for the following CAHPS indicators:

- Medicare Customer Service Composite (a difference of 10 percentage points between the New York region and the Seattle region),
- Needed Care Composite (a range of 6 percentage points between the Philadelphia region and the San Francisco region),
- Respectful Treatment Composite (6 percentage points difference between the Boston region and the New York region),

- Care Quickly Composite (with a range of 6 percentage points between the Dallas region and the New York region),
- Rate Personal Doctor (an 8 percentage points spread between the New York region and the Seattle region),
- Rate Specialist (a difference of 6 percentage points between the Dallas region and the Denver region), and
- Rate Health Care (a spread of 6 percentage points between the Boston and Dallas regions and the Seattle region).

See Figures 3-2 and 3-3, and Tables B-1 and B-2.

Figure 3-3. 2000/2001 Comparisons of Range in Percentages of Most-Positive Responses Across CAHPS Indicators Among CMS Regions

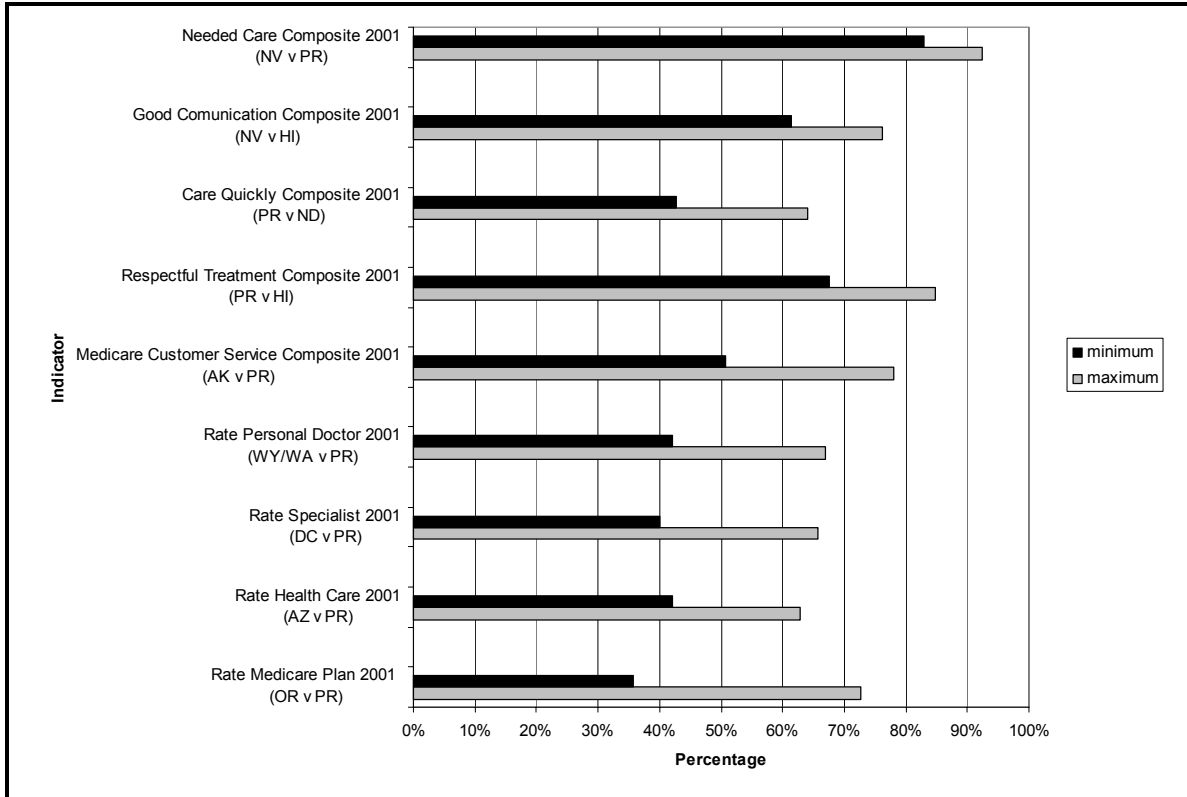


Variations in Ratings and Composites Among States

Across the 50 states, the District of Columbia, and Puerto Rico, the greatest difference (37 percentage points) among ratings is found in the proportion of beneficiaries assigning “10” ratings for Rate Medicare. In 2000, the difference was 41 percentage points for this indicator. As in 2000, the highest percentage of “10” ratings for Rate Medicare was in Puerto Rico in 2001, with 73% of respondents assigning the best possible rating to their Medicare experience, as compared with 78% in the previous year. That same year, the lowest percentage of such ratings

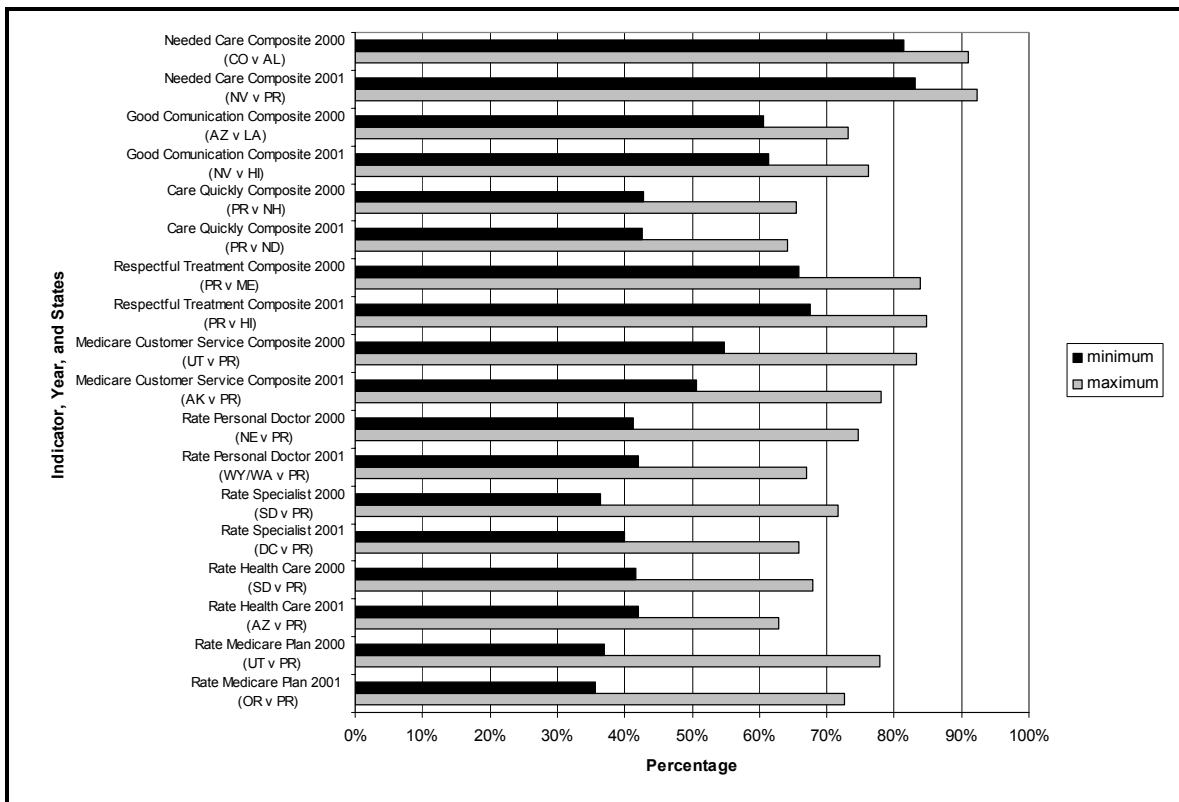
was found in Utah (37%); for 2001, it was in Oregon (36%). See Figures 3-4 and 3-5 below, and Tables B-1 and B-2.

Figure 3-4. Range of Percentages of Most-Positive Reponses Across Indicators Among States



Differences at the state level for the other composites and ratings were also not as great as those found in 2000, when, for example, there was a difference of 33 percentage points for the personal doctor rating (Nebraska versus Puerto Rico), a 35 percentage points spread between South Dakota and Puerto Rico for the specialist rating, and a range of 27 percentage points for the Medicare Customer Service Composite between Utah and Puerto Rico (See Figure 3-5). However, substantial differences do exist in the 2001 data. Percentage points differences of greater than 20 can still be found for Rate Doctor (Wyoming/Washington versus Puerto Rico), Rate Specialist (the District of Columbia versus Puerto Rico), and Medicare Customer Service (Alaska versus Puerto Rico), as well as Rate Health Care (Arizona vs. Puerto Rico) and the Care Quickly Composite (Puerto Rico versus North Dakota). As in 2000, the least substantial percentage points difference (9) exists for the Needed Care Composite in 2001 (Nevada versus Puerto Rico). See Figures 3-4 and 3-5, as well as Tables B-1 and B-2.

Figure 3-5. 2000/2001 Comparison of Range in Percentages of Most-Positive Responses Across CAHPS Indicators Among States



3.3.2 Patterns and Trends Across Ratings and Composites Indicators

The MFFS population is quite heterogeneous in characteristics such as sociodemographics (e.g., race), insurance status (e.g., dually eligible, supplemental insurance plans), and health status. These subgroups of Medicare beneficiaries may have strikingly different perceptions and experiences with the health care system, and these differences may be reflected by variations in responses to questions posed in the 2001 CAHPS Fee-For-Service Medicare Satisfaction Survey. Stratifying CAHPS indicators by these subgroups is useful not only for reporting purposes but also for policy reasons, allowing for better understanding of the experience of potentially more vulnerable components of the MFFS population.

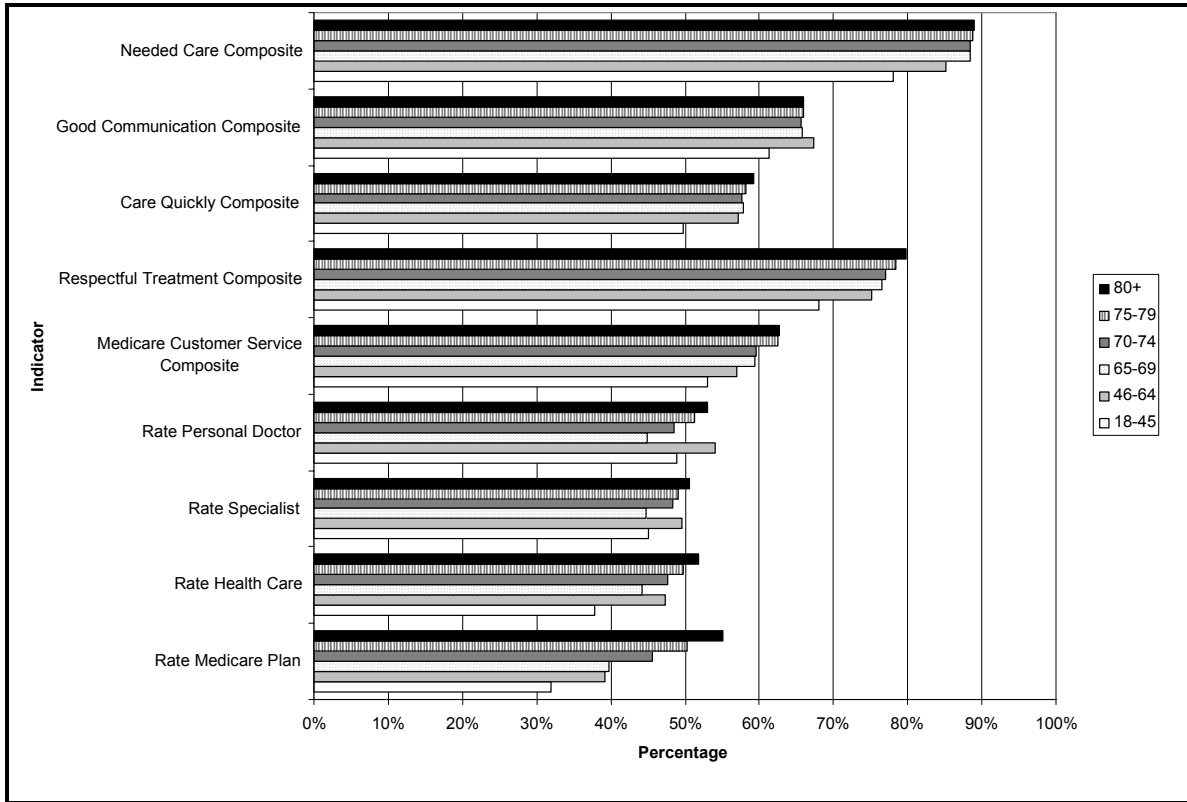
To gain an understanding of the differences in health services experience and satisfaction among various subgroups, we stratified the data across the nation, CMS regions, and states according to the most-positive responses (“10,” “Always,” or “Not a problem”), by age, education, ethnicity, race, gender, self-perceived general health status, self-perceived mental health status, chronic illness, overnight hospitalization, insurance status, and personal doctor or nurse.

Tables B-3 through B-56 in Appendix B present data tables for each of the indicators and categories described above, detailing the percentages of extreme positive responses. We examined all nine indicators, with a separate table for each. The tables also present data at all three levels, but include more detailed information for the individual composites or ratings (also aggregated to the national level, the state level, and the 10 CMS regions) and stratification variables with their subcategories, which are labeled according to age (“18-45,” “46-64,” “65–69,” “70–74,” “75–79,” or “80+”), education (“8th Grade or Less,” “Some High School,” “HS Grad/GED,” “Some College,” “College Grad,” or “More than College Grad”), ethnicity (“Hispanic” or “Not Hispanic”), race (“White,” “Black,” or “Other”), gender (“Male” or “Female”), physical health perception (“Excellent,” “Very Good,” “Good,” “Fair,” or “Poor”), mental health perception (“Excellent,” “Very Good,” “Good,” “Fair,” or “Poor”), presence of chronic illness (“Yes” or “No”), overnight hospitalization within the last 12 months (“Yes” or “No”), insurance (categories: “Missing,” “No Additional Insurance,” “Additional Insurance with Prescription Drug Coverage,” “Additional Insurance without Prescription Drug Coverage,” or “Dually Eligible), chronic illness (“Yes” or “No”), and personal doctor (“Yes” or “No”).

Variation in Ratings and Composites by Age

When ratings and composites are aggregated to the national level and stratified by age categories, a lower proportion of beneficiaries 18–45 years of age rated their experience with Medicare as a “10” compared with beneficiaries 46 years of age and older. This pattern holds for all CAHPS composite indicators and most of the ratings indicators, with the exception of Rate Personal Doctor and Rate Specialist. In 2000, the under 65 years of age category was not broken into two separate groups of 18–45 and 46–64, but the findings were similar for that larger group (i.e., the under 65 years of age group had the lowest percentage of positive responses for all indicators except the ratings for personal doctor and specialist). In 2001, beneficiaries 46–64 years of age gave the second-lowest percentage of most-positive responses for four of the composites (Needed Care, Care Quickly, Respectful Treatment, and Medicare Customer Service) and one of the ratings (Rate Medicare), but provided the highest percentage of most-positive responses for the Good Communication Composite and Rate Personal Doctor. These findings are illustrated in Figure 3-6.

Figure 3-6. National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Age, 2001



The following summarize findings for the ratings and composites stratified by age across CMS regions and states:

- A lower percentage of those under 46 years of age answered “Not a problem” in regard to the Needed Care Composite when compared with all of the other age groups, particularly in the Boston, Dallas, San Francisco, and Seattle CMS regions. The highest percentage (91%) of most-positive responses was found among the 80+ years of age group in the Philadelphia CMS region.
- The largest percentage point difference of “Always” responses in regard to the Good Communication Composite was found between the 18–45 years of age group (58%) and the 46–64 years of age group (70%). Across the states, both the lowest (35% in DC) and the highest percentage (89% in Hawaii) of most-positive responses were found among the 18–45 years of age group (see Table 3-9).
- Generally, when compared with other age groups, a lower percentage of those 18 to 45 years of age replied “Always” to the Care Quickly Composite. The highest percentage (63%) of most-positive responses were found among the 75–79 years of age group in the Boston region.
- For Respectful Treatment Composite, those 18–45 years of age answered “Always” at a lower percentage, compared with other age groups, particularly those over 80 years of age. The lowest percentage of positive responses was found among the 18–45 years of

age group in the San Francisco region (63%) with the highest among the 80+ years age group in the Boston region (83%).

- For Rate Personal Doctor, less than 50% of respondents across all age groups in the Seattle, Denver, and Kansas City CMS regions rated their personal doctors as a 10. The highest percentage (58%) of most-positive responses were found among the 46–64 years of age group in the Atlanta region. For Rate Specialist, among all age groups, less than 50% of respondents in the Chicago and San Francisco CMS regions rated their specialists as a 10. The largest difference, across one region, in the percentages of “10” ratings was found between the 18–45 years of age group (60%) and the 80+ years of age group (43%) in the Denver CMS region.
- For Rate Health Care, the highest percentage (55%) of most-positive responses was found among the 80+ years age group in the Boston region.

As illustrated by these findings, beneficiaries under 46 years of age generally rated their experiences lower than did those 46 years of age and older.

Variation in Ratings and Composites by Education

The heterogeneity of education levels among Medicare beneficiaries may be associated with different perceptions of the quality of services provided to them. According to our analysis of national percentages, MFBS beneficiaries with less than a high school diploma or General Equivalency Diploma (GED) (i.e., the “Some High School” and/or “8th Grade or Less” categories) provided the highest percentage of most-positive responses for all but one of the specified performance indicators. Across CMS regions, the largest differences according to education level were found for the following performance indicators:

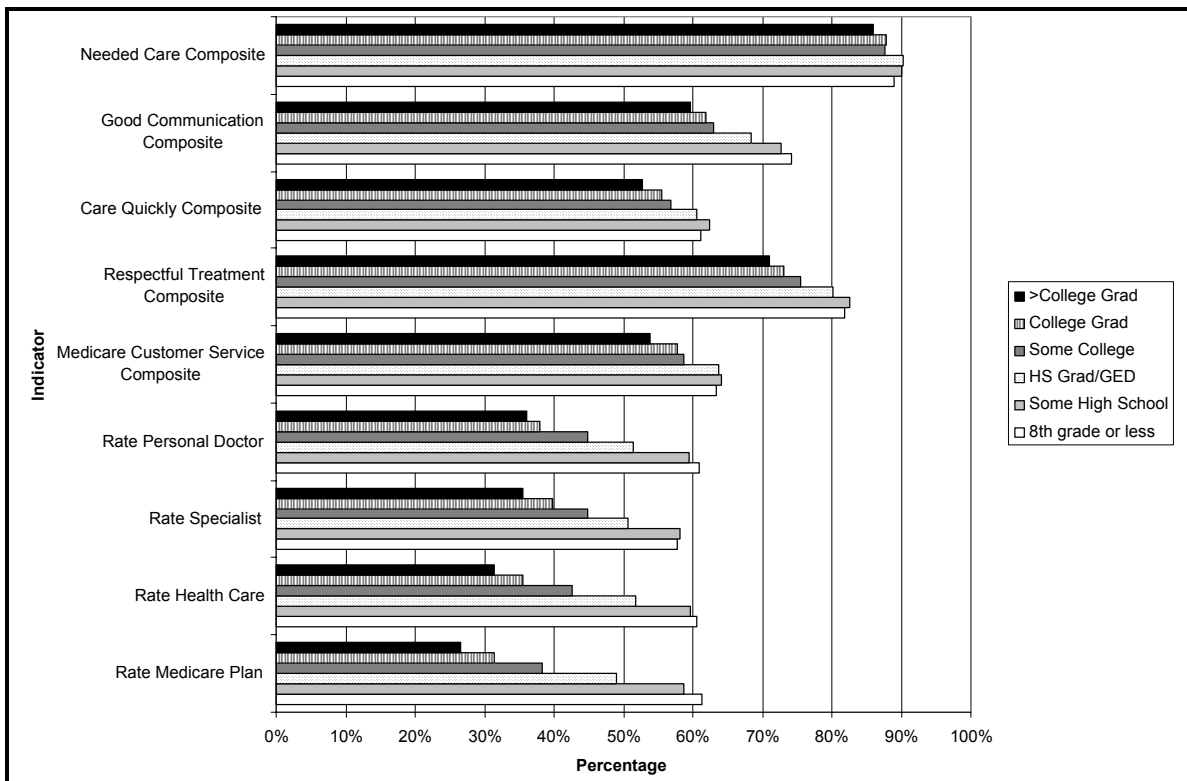
- Rate Medicare (with a range of 41 percentage points between those with an 8th grade education or less and beneficiaries with more than a college degree in the Dallas CMS region)
- Rate Health Care (33 percentage points between those with an 8th Grade education or less and beneficiaries with more than a college degree in the Atlanta region)
- Rate Personal Doctor (29 percentage points between those with an 8th grade education or less and beneficiaries with more than a college degree in the Dallas region)
- Rate Specialist (28 percentage points between those with some high school education but without a high school diploma or GED and beneficiaries with more than a college degree in the San Francisco region)
- Medicare Customer Service Composite (21 percentage points between those with some high school education but without a high school diploma or GED and beneficiaries with more than a college degree in the Boston region)
- Good Communication Composite (19 percentage points between those with an 8th grade education or less and beneficiaries with more than a college degree in the Atlanta region)

The following summarize the findings for the ratings and composites stratified by education across CMS regions and states:

- MFFS beneficiaries with educations beyond a college undergraduate degree had the lowest percentage of positive responses when compared with the other education levels for all nine indicators; well below half of the most highly educated gave “10” responses for all four of the ratings. See Figure 3-7.
- In Puerto Rico, only 37% of respondents with an 8th grade education or less reported “Always” for the Care Quickly Composite, compared with 67% of beneficiaries in North Dakota with some college education.
- For the Respectful Treatment Composite, 91% of respondents with a college degree in Vermont gave the most-positive response while only 62% of those with more than a college degree in Maryland did so.
- For both Rate Medicare and Rate Health Care, the highest percentages of “10” responses were given by beneficiaries with some high school education but without a high school diploma or GED (83% in Puerto Rico and 71% in Louisiana, respectively) while the lowest percentages were provided by respondents with more than a college degree in Idaho and Nevada (16% and 18%, respectively).

Although findings may not appear consistent when comparisons of extreme percentage variations are made across the states, when the data is aggregated to the CMS region and the national level it is apparent that MFFS beneficiaries with lower levels of education report more positive perceptions of their health care.

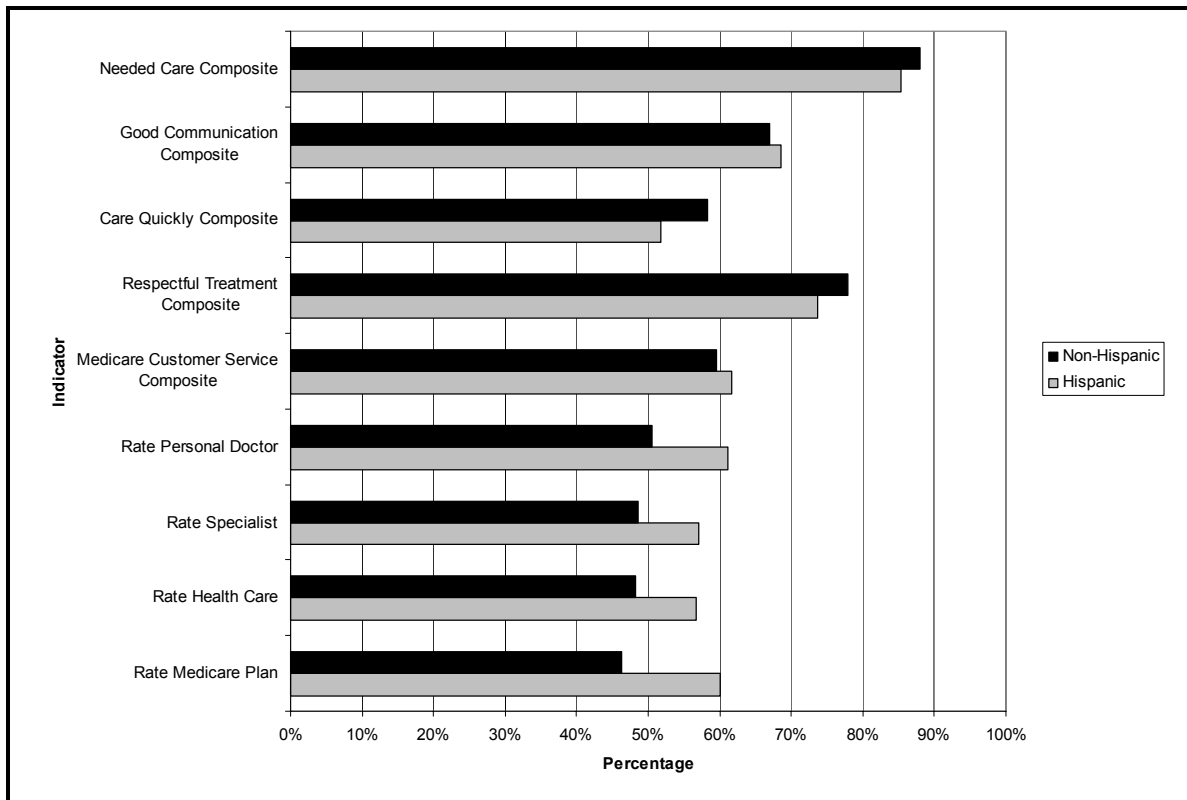
Figure 3-7. National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Education, 2001



Variation in Ratings and Composites by Ethnicity, Race, and Gender

Ethnicity. In general, a markedly larger proportion of Hispanic respondents assigned a “10” for Rate Personal Doctor, Rate Specialist, Rate Health Care, and Rate Medicare Plan than non-Hispanic respondents. Hispanic respondents assigned an “Always” response only marginally more than their non-Hispanic counterparts for Good Communication Composite and Medicare Customer Service Composite. A 6 percentage point difference existed between Hispanic respondents (52%) and non-Hispanic respondents (58%) who assigned an “Always” response for Care Quickly Composite. See Figure 3-8.

Figure 3-8. National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Ethnicity, 2001



The following summarize the findings for the ratings and composites stratified by ethnicity across CMS regions and states:

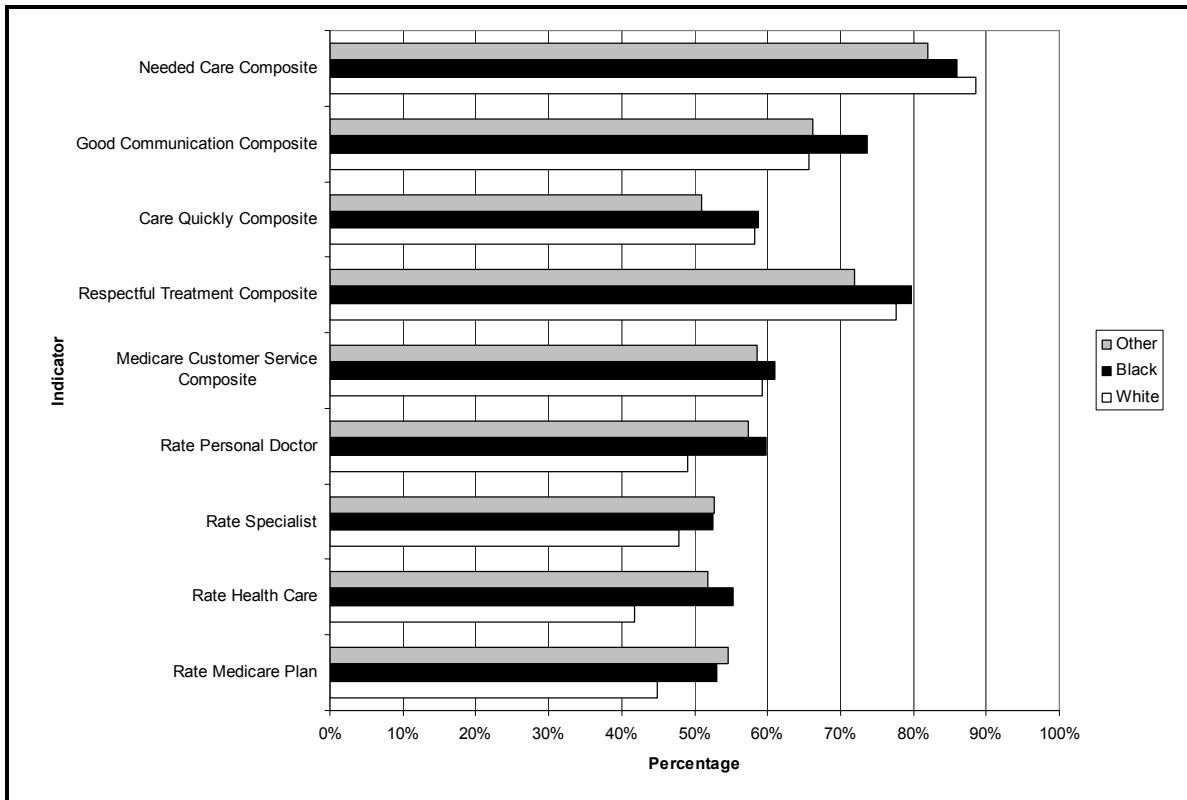
- Hispanic respondents reported less favorable assignments for Needed Care Composite in the Philadelphia and Chicago regions. In particular, 70% of Hispanic respondents assigned a “Not a problem” response compared to 89% of Non-Hispanic respondents. In Nebraska, only 59% of Hispanics assigned a “Not a problem” response compared to 91% of non-Hispanics.
- Hispanic respondents had more favorable assignments in the Denver region. For instance, 67% of Hispanic respondents in the region assigned an “Always” response for

Care Quickly Composite compared to the national average of 52%. Similarly, almost 81% of Hispanic respondents assigned an “Always” response for Respectful Treatment Composite.

- Over 67% of Hispanic respondents in the New York region assigned a “10” response for Rate Medicare Plan compared to only 47% of non-Hispanic respondents.

Race. Nationally, black beneficiaries responded more favorably than white beneficiaries or those of other races. Black beneficiaries had the highest percentage of favorable ratings in six out of the nine indicators. In addition, white beneficiaries were the lowest race category to give a “10” rating for all four ratings. The Needed Care Composite had the highest percentage of favorable assignments, with 89% of white beneficiaries, 86% of black beneficiaries and 82% of others reporting a “Not a Problem” response. See Figure 3-9.

Figure 3-9. National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Race, 2001



The following summarize the findings for the ratings and composites stratified by race across CMS regions and states:

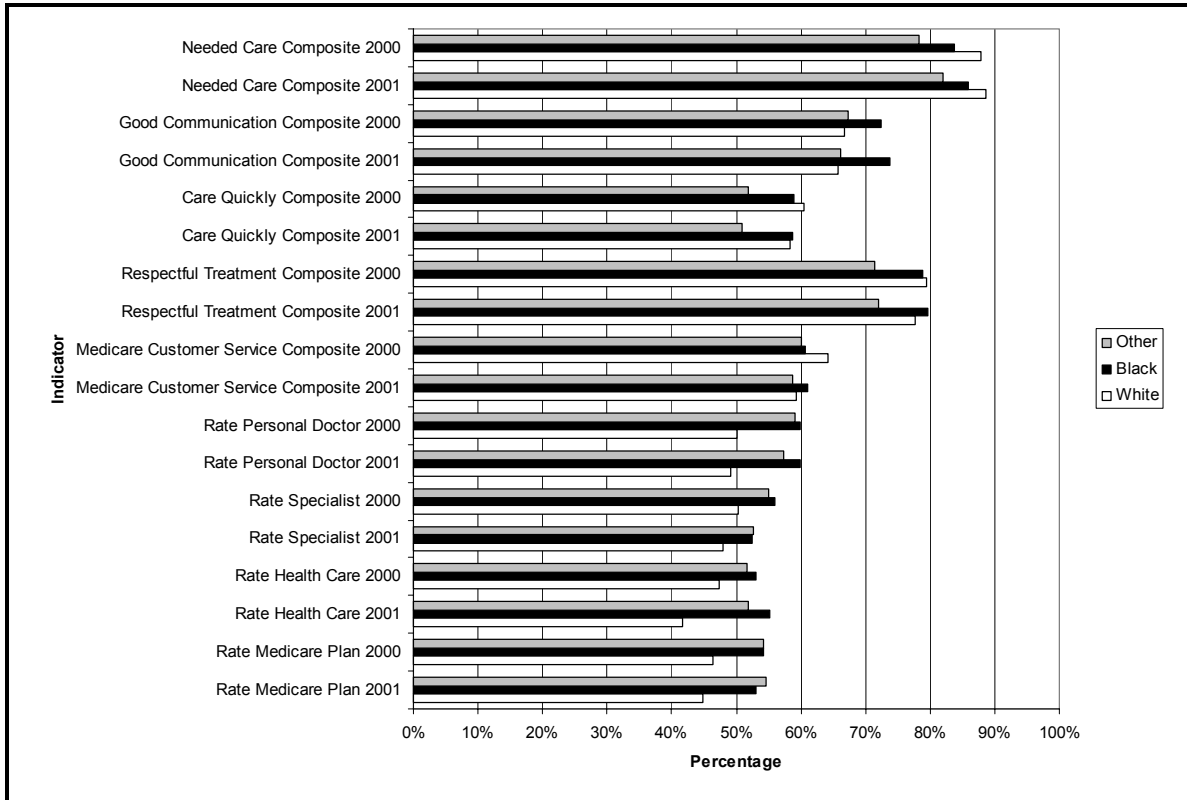
- Black respondents in the Seattle region reported more favorably than white respondents and others in several indicators. For instance, 80% of black respondents assigned an “Always” for Good Communication Composite compared to 63% for white respondents and 59% for others. Likewise, 91% of black respondents assigned “Always” for

Respectful Treatment Composite compared to 78% of white respondents and 72% of others.

- All races in the Denver region reported less favorable responses for most indicators than the national average. For instance, only 44% of white respondents, 38% of black respondents and 57% of others assigned a “10” response for Rate Personal Doctor. Moreover, only 39% of white respondents and black respondents, and 49% of others in the same region assigned a “10” response for Rate Medicare Plan.

We were able to make national comparisons for years 2000 and 2001 by race. One difference to note is that white respondents in 2000 had the highest proportion of most-positive responses for Medicare Customer Service Composite. However, in 2001 black respondents had a higher rating than white respondents or others. In the case of Rate Specialist, black respondents gave a slightly higher percentage of “10s” than other respondents in 2000, but the reverse was true in 2001. See Figure 3-10.

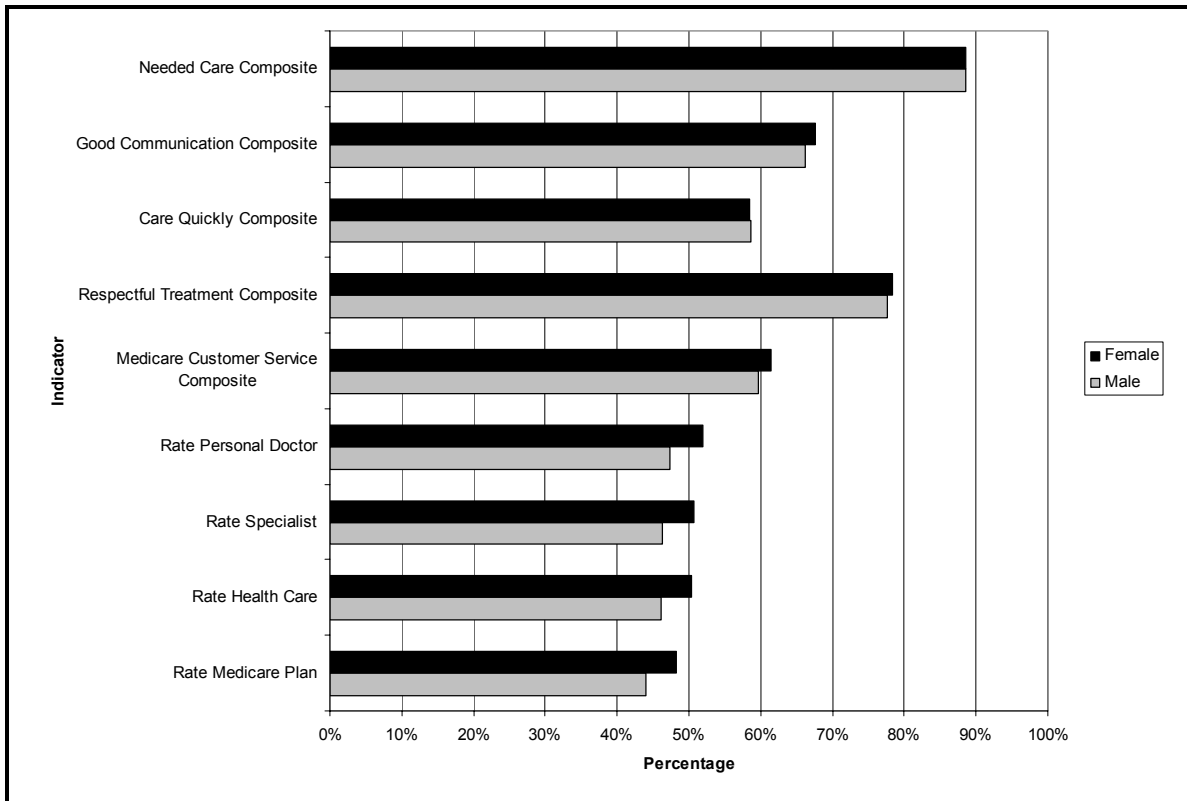
Figure 3-10. Comparisons of National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Race



Gender. Nationally, male and female respondents showed little to no difference when assigning a favorable rating to the five composites. Female respondents generally rated their experience as a “10” across the four ratings in higher proportions than male respondents. Most-positive responses for females were 4 to 5 percentage points higher than males for the ratings.

See Figure 3-11. Overall, there was little to no gender difference across the composites and ratings. These findings suggest that male respondents and female respondents have little variation in their experiences with the MFFS program, and other factors can better explain the differences among subgroups under review for this report. However, there does seem to be a gender difference in attitudes towards the program, since males generally assigned ratings 4 to 5 percentage points lower than females.

Figure 3-11. National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Gender, 2001



The following summarize the findings for the ratings and composites stratified by gender across CMS regions and states:

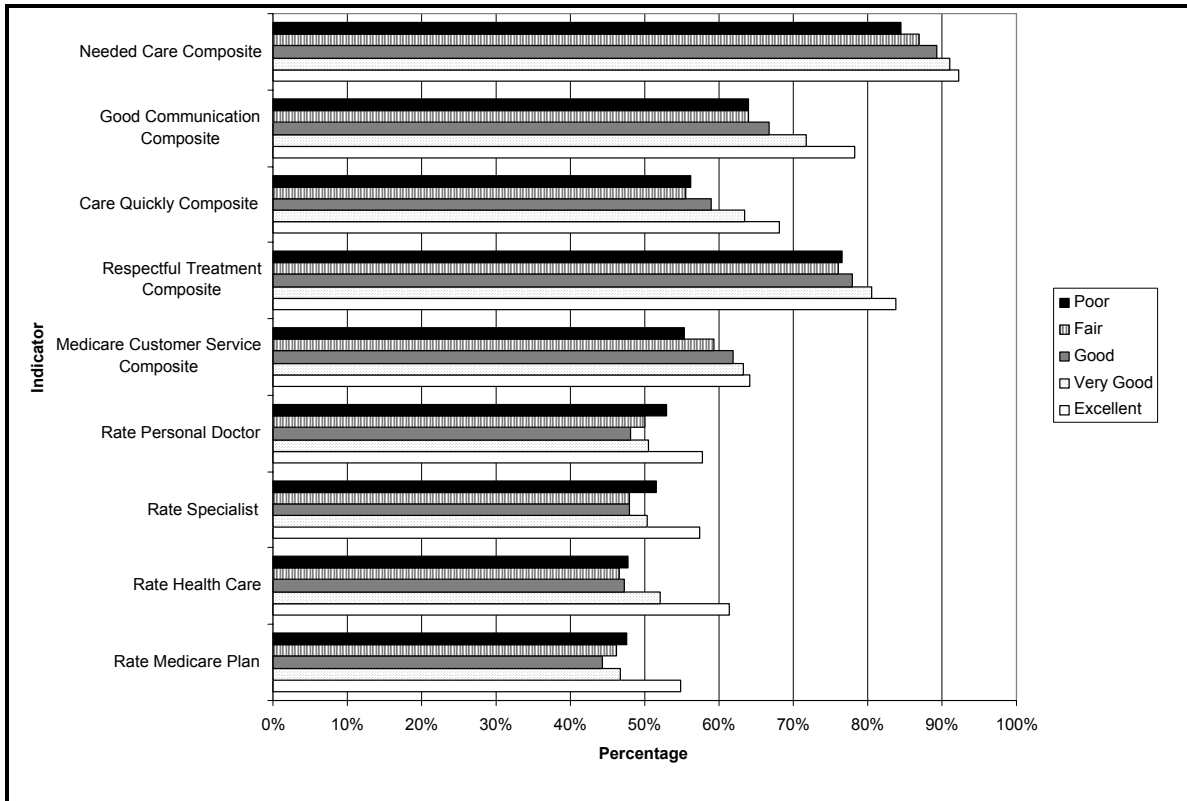
- Larger differences between male and female responses were observed in the Philadelphia and Kansas City regions for Medicare Customer Service Composite. In the Philadelphia region, only 59% of male respondents assigned an “Always” for the composite but 65% of female respondents did so. Similarly, 56% of male respondents assigned “Always” for the composite compared to 63% of female respondents.

Variation in Ratings and Composites by Self-Perceived General and Mental Health Status

General Health Status. Self-reported general health status was determined by the respondent’s answer to the following question, “In general, would you say your health is: excellent, very good, good, fair, or poor?” Generally, beneficiaries who reported being in “poor”

or “fair” health provided a lower percentage of most-positive responses for the composites than beneficiaries who perceive to be in “good,” “very good,” or “excellent” health. Across the four ratings a pattern in health status measures cannot be as easily observed, although beneficiaries who perceive their health to be “excellent” gave the highest percentage of “10” responses across all four ratings. Nationally, beneficiaries who perceive their health to be “fair” or “poor” did not necessarily turn out to be subgroups that assigned the lowest number of most-positive responses. See Figure 3-12.

Figure 3-12. National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Self-Rated Health Status, 2001



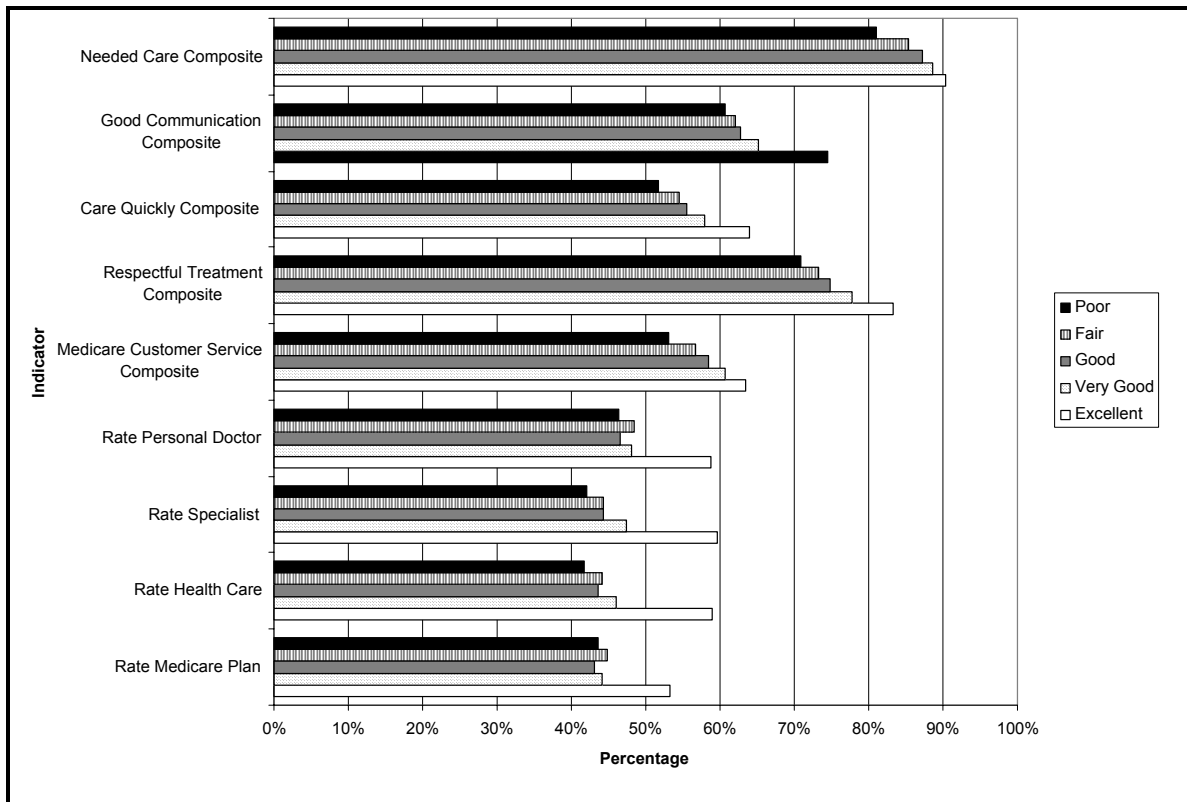
The following summarize the findings for the ratings and composites stratified by general health status across CMS regions and states:

- Beneficiaries who perceive their health to be “poor” in the Denver region assigned considerably lower most-positive responses for several indicators than other CMS regions or the national average. For Needed Care Composite, 79% of beneficiaries who perceive their health to be “poor” in the region assigned a “Not a Problem” response compared to the national average of 85%. For Good Communication Composite, 58% of beneficiaries in the same region who perceive their health to be “poor” assigned a “Not a Problem” response compared to the national average of 64%. For Rate Specialist, only 48% of beneficiaries in the region said to be in poor health assigned a “10” response compared to the national average of 52%.

- Nationally, 68% of beneficiaries who reported to be in “excellent” health assigned an “Always” response for Care Quickly Composite, but a higher proportion of beneficiaries in the Kansas City region (73%) assigned a most-positive response.
- On a similar note, beneficiaries in the New York region who perceived their health to be “excellent” assigned an “Always” response 9 percentage points higher than the national average of 64%.

Mental Health Status. A close review of Figures 3-12 and 3-13 reveal a similar pattern of most-positive responses for mental health status compared to general health status. Self-reported mental health status was determined by the respondent’s answer to the following question, “In general, how would you rate your overall mental health now—excellent, very good, good, fair, or poor?” One observation to note at the national level is that beneficiaries who perceive their mental health to be “excellent” are much more likely to assign a “10” rating relative to beneficiaries who perceive their mental health to be “very good,” “good,” “fair,” or “poor.” For example, 60% beneficiaries who perceive their mental health to be “excellent” assigned a “10” response for Rate Specialist, whereas 47% of beneficiaries who reported being in “very good” mental health and 44% of beneficiaries who reported being in “good” mental health assigned a “10.”

Figure 3-13. National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Self-Rated Mental Health Status, 2001



The following summarize the findings for the ratings and composites stratified by mental health status across CMS regions and states:

- For Medicare Customer Service Composite, 60% of beneficiaries in the New York region who reported being in “poor” mental health assigned an “Always” response opposed to the national average of 53%. In particular, respondents in New Jersey were more likely to give the composite a most-positive response (63%). A higher proportion of beneficiaries who reported being in “poor” mental health assigned an “Always” to the composite in Seattle.
- The Denver and Seattle regions had considerably lower proportions of beneficiaries who reported being in “poor” mental health assign a most-positive response for most indicators. In particular, 49% of beneficiaries in the Seattle region who perceive being in “poor” mental health assigned an “Always” response to the Good Communication Composite compared to the national average of 61%. Likewise, only 26% of beneficiaries in this region who reported being in “poor” mental health assigned a “10” response for Rate Specialist, and 30% for Rate Health Care.

Variation in Ratings and Composites by Chronic Illness and Overnight Hospitalization

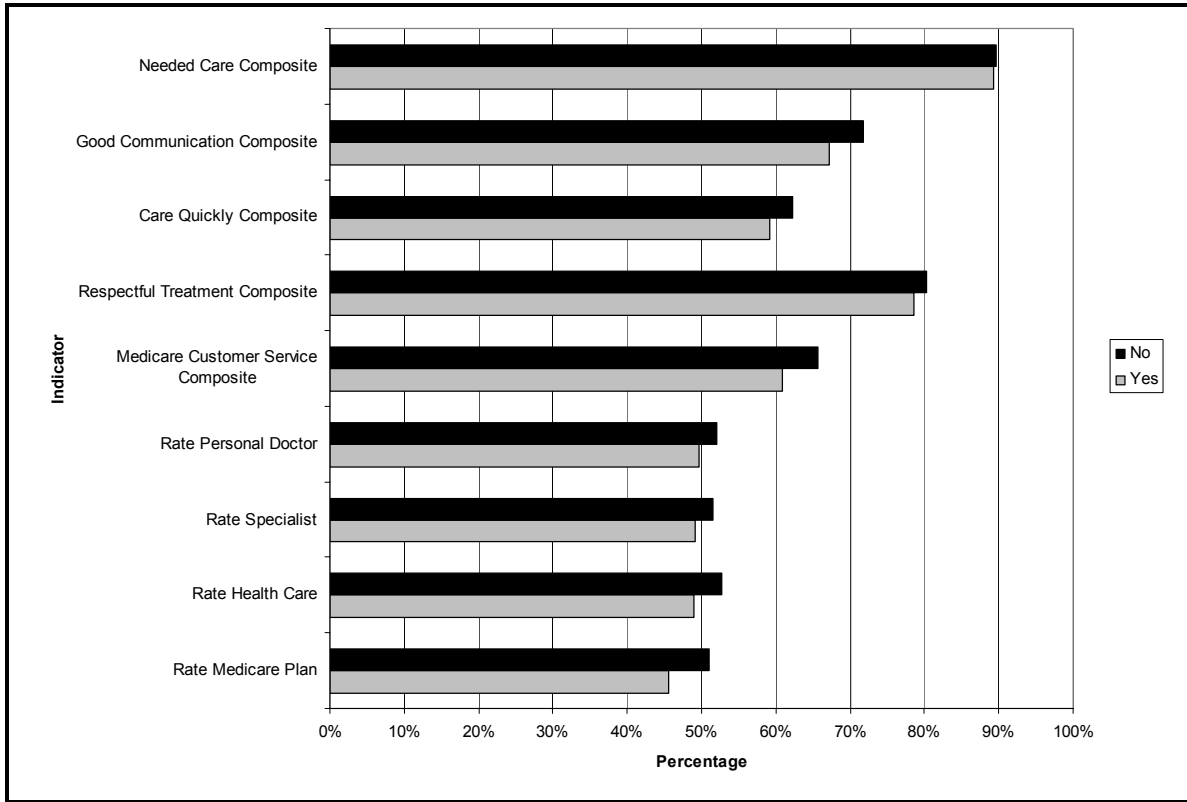
Chronic Illness. Beneficiaries were classified as chronically ill if they reported having any physical or medical condition that lasted for at least 3 months. Generally, chronically ill beneficiaries provided a lower percentage of most-positive responses for all of the CAHPS indicators included in this analysis. See Figure 3-14. Note, however, that although those who reported chronic illness consistently provided a lower percentage of most-positive responses for these indicators, the difference is not quite as striking for Needed Care Composite. This is consistent with findings from 2000.

Beneficiaries with no chronic illness had a slightly lower proportion of “10s” for all four ratings in 2001 compared to 2000. To illustrate this observation, more than 50% of beneficiaries with no chronic illness assigned a “10” response for all four ratings in 2000, but the percentage dropped below the 50% mark for all four ratings in 2001. See Figure 3-15.

The following summarize the findings for the ratings and composites stratified by chronic illness across CMS regions and states:

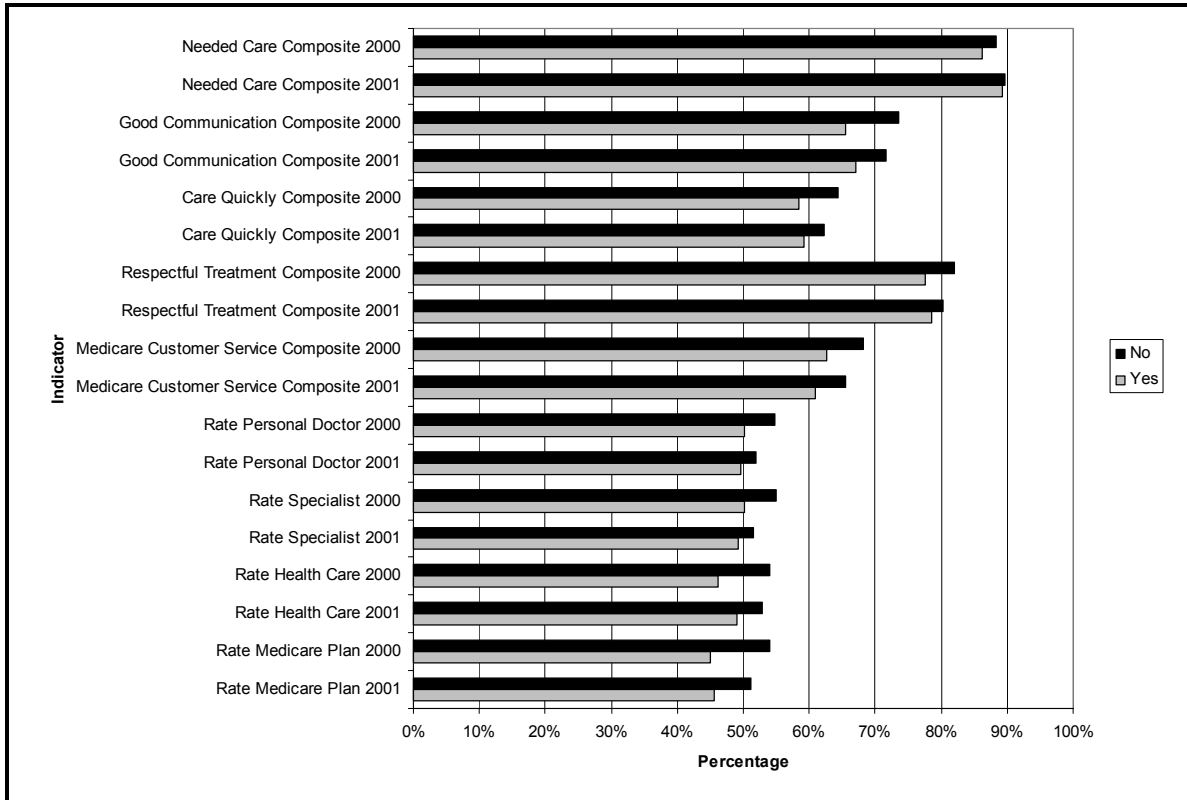
- The Seattle region, and to a lesser extent the San Francisco region, had lower percentages of most-positive responses than the national average for several composites and ratings among the chronically ill subgroup. Only 55% of chronically ill beneficiaries assigned an “Always” response for Medicare Customer Service Composite, whereas nationally almost 61% of chronically ill beneficiaries did so. Similarly, chronically ill beneficiaries in the Seattle region had much lower percentages of most-positive responses for Rate Personal Doctor (43%) and Rate Specialist (45%) than the national averages of 50% and 48%, respectively, for these ratings.
- In contrast, chronically ill beneficiaries in the Boston region had moderately higher percentages of most-positive responses than the national average for several composites. Most notably, 62% chronically ill beneficiaries in the Boston region assigned an “Always” response for Care Quickly Composite (59% nationally) and 65% assigned an “Always” response for Medicare Customer Service Composite (60% nationally).

Figure 3-14. National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Presence of Chronic Illness, 2001



Overnight Hospitalization. MFFS beneficiaries who reported being hospitalized overnight or longer in a 12 month period generally gave lower ratings than beneficiaries who were not hospitalized over the same time period, with the exception of Rate Health Care. This finding suggests that beneficiaries who are hospitalized are less satisfied than beneficiaries who have not been hospitalized within the past 12 months. Beneficiaries' attitudes toward the MFFS program and their actual experiences are not consistent. For example, there was almost no difference in responses between beneficiaries who were hospitalized (89%) and beneficiaries who were not hospitalized (88%) for Needed Care Composite nationally. Likewise, Medicare Customer Service Composite had no difference in response between the two subgroups (60%). See Figure 3-16.

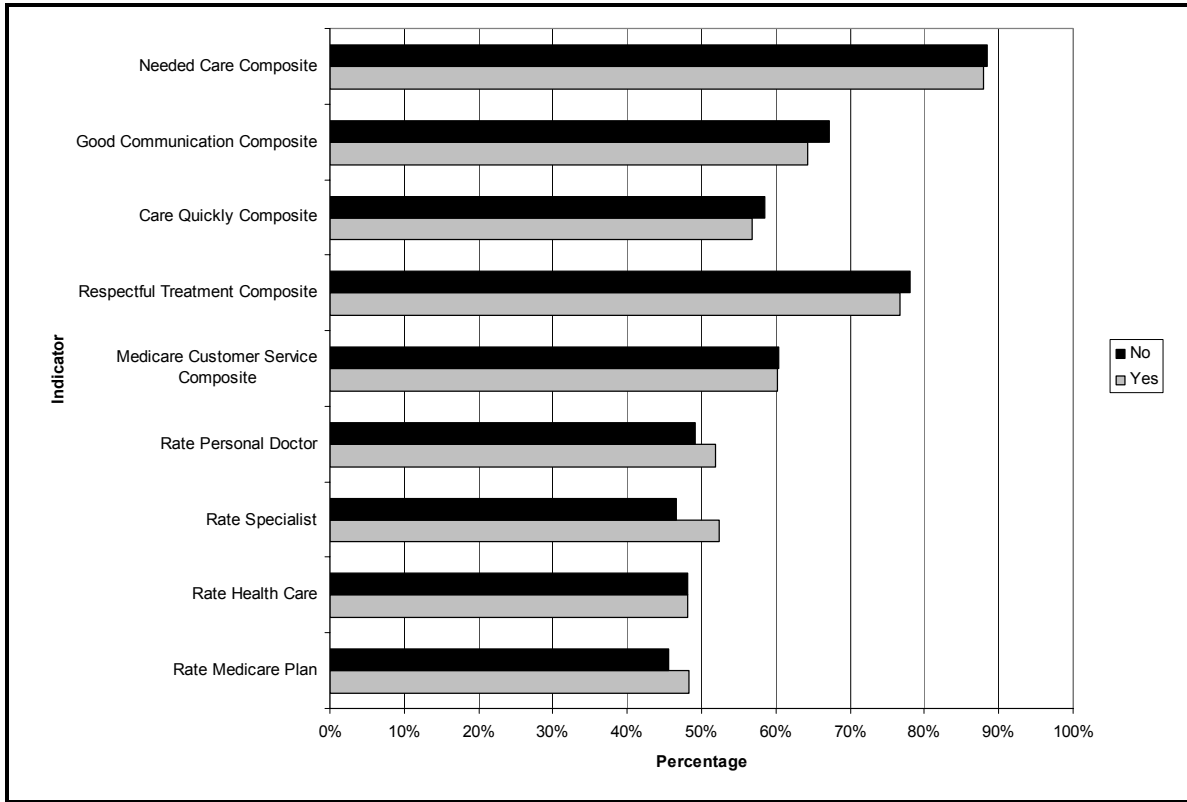
Figure 3-15. 2000/2001 Comparisons of National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Presence of Chronic Illness



The following summarize the findings for the ratings and composites stratified by overnight hospitalization across CMS regions and states:

- Similar to other health status measures, the Seattle region generally had lower proportions of beneficiaries assign a most-positive response for several indicators. For instance, 50% of beneficiaries recently hospitalized in the region assigned “Always” for Medicare Customer Service Composite compared to the national average of 60% for this subgroup.
- The Dallas region, which has had little variance in most-positive responses from the national average up to this point of the discussion, had a higher proportion of beneficiaries who assigned “10” for Rate Medicare Plan (53%). The national average for this rating was 48%.
- Over 70% of beneficiaries in Puerto Rico who were recently hospitalized assigned a “10” response for the Medicare Customer Service Composite, compared to the national average of 60%.

Figure 3-16. National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Overnight Hospitalization in the Last 12 Months, 2001



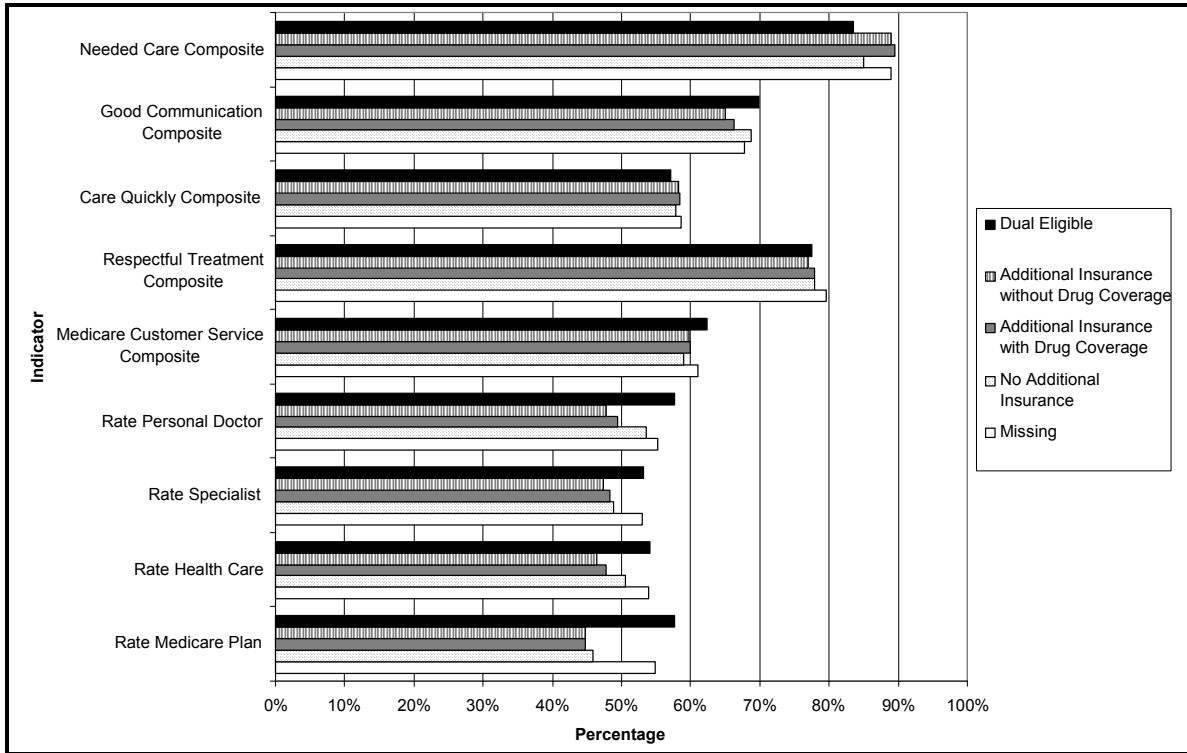
Variation in Ratings and Composites by Insurance and Personal Doctor

The availability of insurance in addition to Medicare—be it employer-based, private, or Medicaid—may be associated with variation in the perceptions of the services provided. It should again be noted that dual eligibility as an indicator of insurance status is determined from the Enrollment Database file, but the other insurance categories were self-reported by beneficiaries and/or determined from responses to Question 2. Therefore, caution must be taken when comparing findings due to differences in the ways the data were obtained. Responses to Questions 1 and 2 of the 2001 CAHPS Medicare Satisfaction Survey (see Appendix A) were used to generate insurance variables used in the analyses presented here.

Insurance. Dually eligible beneficiaries had the highest percentage of most-positive responses of all insurance subgroups for Rate Medicare, Rate Personal Doctor, Good Communication, and Medicare Customer Service. However, the dually eligible gave the lowest percentage of most-positive responses for Needed Care and Care Quickly. Beneficiaries with no additional insurance gave a slightly higher percentage of most-positive responses than those with additional insurance for all of the ratings and the Good Communication Composite. Beneficiaries with additional insurance with prescription drug coverage gave a slightly higher percentage of most-positive responses for Rate Personal Doctor, Rate Specialist, Rate Health Care, Needed

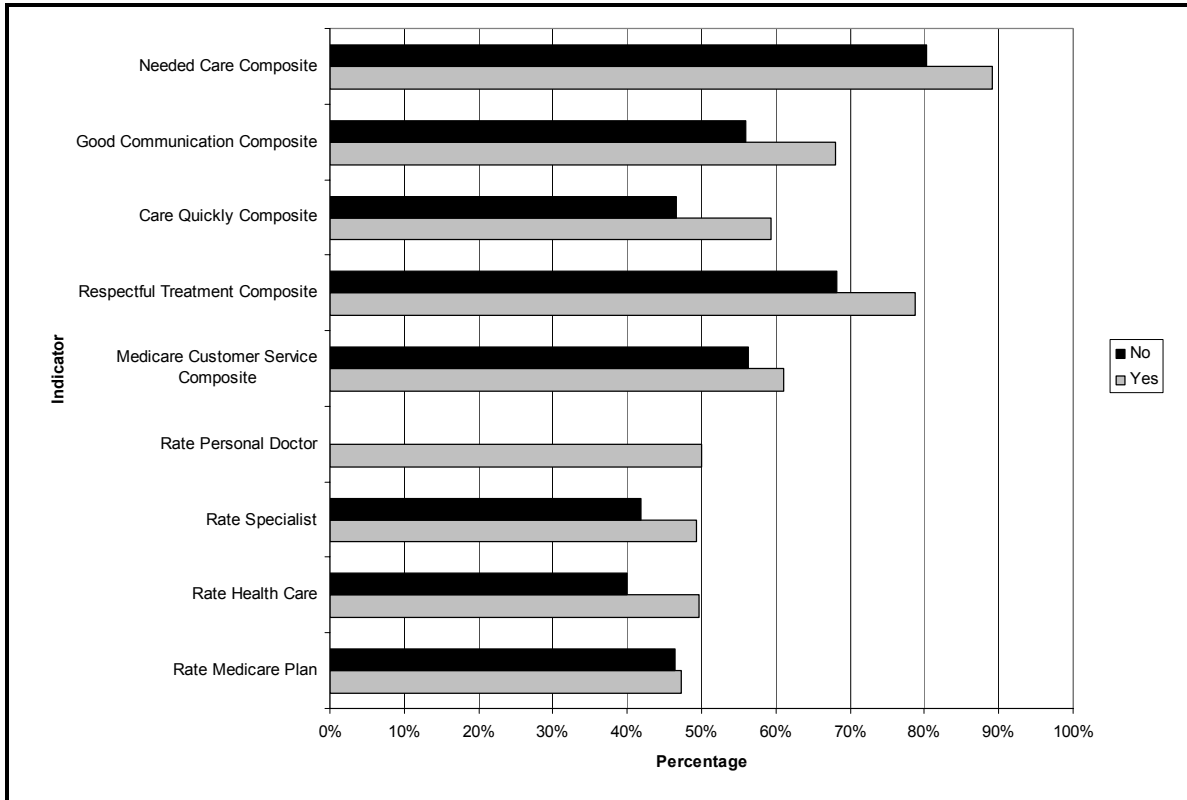
Care, Good Communication, and Respectful Treatment compared with those who have additional insurance without drug coverage. Respondents who did not indicate whether they had any additional insurance provided responses similar to dually eligible beneficiaries for all of the ratings. See Figure 3-17.

Figure 3-17. National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Insurance in Addition to Medicare, 2001



Personal Doctor. It is clear from our analysis that having a personal doctor or nurse affects beneficiaries’ experiences and impressions of the Medicare program. Beneficiaries who had a personal doctor or nurse assigned a most-positive response for all indicators, and the percentage differences were quite large for some composites and ratings. For instance, there was an 11 percentage point difference between beneficiaries who had a personal doctor (79%) as opposed to beneficiaries who did not have a personal doctor (68%) for Respectful Treatment Composite. Likewise, there was an 10 percentage point difference between beneficiaries who had a personal doctor (50%) as opposed to beneficiaries who did not have a personal doctor (40%) for Rate Health Care. See Figure 3-18.

Figure 3-18. National-Level Percentages of Most-Positive Responses Across CAHPS Indicators by Having a Personal Doctor or Nurse, 2001



The following summarize the findings for the ratings and composites stratified by personal doctor or nurse across CMS regions and states:

- Beneficiaries in the New York region who did not have a personal doctor assigned considerably lower most-positive responses for Good Communication Composite (53%) and Respectful Treatment Composite (63%). The national averages for these composites were 56% and 68%, respectively.
- Beneficiaries in the Boston and Kansas City regions who have a personal doctor assigned somewhat higher proportions of an “Always” response for Respectful Treatment Composite than beneficiaries without a personal doctor. Likewise, beneficiaries in the Kansas City, Denver, and Boston regions who have a personal doctor assigned higher proportions of an “Always” response for Care Quickly Composite.
- Beneficiaries in the Seattle (39%) and Denver (41%) regions who have a personal doctor had lower proportions of most-positive responses for Rate Medicare than the national average of 46%.

3.4 Conclusion

Judging by percentages of most-positive responses across all aggregation options, MFSS beneficiaries seem to rate their overall Medicare experience (Rate Medicare indicator) lower than

any other indicator, and there is substantial variation across geographic units for this indicator. Differences across geographic sampling units, states (including the District of Columbia and Puerto Rico), and regions also exist for personal doctor ratings (Rate Personal Doctor), specialist ratings (Rate Specialist), health care ratings (Rate Health Care), and the Medicare Customer Service Composite.

When ratings and composites are aggregated to state, regional, and national levels, the percent differences are still present but mitigated. Although there are some extreme outliers, resulting in striking differences between a few geographic sampling units and states, amalgamation of such generally homogenous units and states into regions did not eliminate valuable differences and may therefore be an appropriate reporting unit.

On the national level, the majority of respondents provided the most-positive response for all of the composites, and the findings from 2000 and 2001 are consistent. For all of the ratings, fewer than half of the respondents provided ratings of “10” in 2001.

Although there is variation at the CMS region level, more variation is observed at the state level. In fact, some differences between states are striking. For example, the difference between the states with the highest and lowest proportion of “10s” for Rate Medicare exceeds 36 percentage points. The indicator with the least amount of variation is the Needed Care Composite, with only 9 percentage points separating the state with the highest and lowest proportion of most-positive responses.

In 2001, MFFS beneficiaries in Puerto Rico provided the highest percentage of most-positive responses for the Needed Care Composite, Medicare Customer Service Composite, and all four ratings. However, Puerto Rico’s MFFS beneficiaries gave the lowest percentage of most-positive responses for the Care Quickly and Respectful Treatment Composites (consistent with findings from 2000).

In both 2000 and 2001, we found that perceptions of satisfaction and experience with Medicare differed among subgroups of beneficiaries. These findings are consistent with those reported in Chapters 1 and 2 on the individual level, but persist even when the data are aggregated up to the state, CMS region, and nation. In particular, the following subgroups reported worse experiences or lower levels of satisfaction: younger beneficiaries (especially the disabled under 46 years), beneficiaries with more than a high school education, men, those who are less healthy (fair/poor self-reported health, chronically ill, hospitalized overnight in the last year), and those without a personal doctor. Findings were mixed for some of the other subgroups with members reporting positive experiences and high levels of satisfaction for some of the indicators, but negative experiences and dissatisfaction for other indicators. For example, Hispanics reported worse experiences than non-Hispanics on the Needed Care and Respectful Treatment Composites. However, non-Hispanics were less satisfied than Hispanics as they gave a lower percentage of “10s” for all four ratings.

Findings were also mixed for race with black beneficiaries reporting better experiences than whites and others for six of nine indicators. Those of other races were more satisfied than white or black beneficiaries as they gave a higher percentage of “10” ratings for Rate Specialist and Rate Medicare. Finally, there were also mixed findings for those with different types of supplemental insurance. For example, the dually eligible provided a lower percentage of most-positive responses for Needed Care and Care Quickly. On the other hand, dually eligible beneficiaries provided the highest percentage of most-positive responses for Rate Medicare, Rate Personal Doctor, Good Communication, and Medicare Customer Service.

Section II:
Medicare Fee-for-Service and Medicare Managed Care:
Plan Comparisons
Chapter 4:
Medicare Fee-for-Service and Medicare Managed Care:
Differences in Plan Ratings and Composites

4.1 Introduction

One of the key objectives of the MFFS national implementation of CAHPS is to provide information to help beneficiaries decide among health plan options. For several years, both plans and states have made this information available to beneficiaries of MMC plans. Beginning in 2000, Centers for Medicare & Medicaid Services (CMS) also began collecting data from beneficiaries in the MFFS program. Beneficiaries residing in areas in which there is a choice of plans can now compare CAHPS data on both MFFS and MMC options.

In this chapter, we provide the results of our analysis of the MFFS and the MMC comparisons for 2001. In addition, we highlight similarities and differences in findings between 2000 and 2001. Percentages of responses for ratings and composites obtained from the 2001 surveys are provided in tables in Appendix C (Tables C-1 through C-2). We analyzed differences in ratings and composites by plan option (MFFS versus MMC) and by health status. In the latter analysis, we addressed the question of whether beneficiaries in worse or better health rate their experience with Medicare differently if they are in MFFS or MMC by pooling data from the 2000 and 2001 surveys.

We compared MFFS and MMC in 44 states⁶ and the District of Columbia on five ratings or composites that are reported on the Medicare Compare web site, as well as a self-reported measure of whether or not the beneficiary received a flu shot that year. To further ensure consistency with the Medicare Compare web site, most comparisons are based on extreme response categories. See the ratings and composites with asterisks (*) in Table 1-1, along with the individual questions from the MFFS survey instrument that make up each composite or rating. The flu shot question, which is not included in Table 1-1, is as follows:

- Did you get a flu shot last year at any time from September to December 2000? (Q 78)

Key Findings

- On the national level, the percentage of beneficiaries providing the most-positive response decreased slightly from 2000 to 2001. There were only two instances when the

⁶Forty-four states have MMC penetration enabling us to make comparisons between MFFS and MMC.

- percentage of beneficiaries who gave the most-positive response was higher in 2001 than it was in 2000: among MFFS beneficiaries for the Needed Care Composite and among MMC beneficiaries for the Care Quickly Composite (see Section 4.3.1 for more details).
- ▶ For the most part, at least half of the states that were ranked in the top 10 or bottom 10 by the percentage of most-positive responses in 2000 remained in the top or bottom 10 in 2001 (see Section 4.3.1 for more details).
 - ▶ On the national level in 2001, MFFS beneficiaries gave significantly higher percentages of the most-positive response for the Needed Care Composite, Rate Plan a 10, and Rate Health Care a 10. In 2000, MFFS beneficiaries gave a higher percentage of most-positive responses for Needed Care, Rate Plan a 10, and slightly higher for Care Quickly (see Section 4.3.2 for more details).
 - ▶ For the most part, findings from our analysis comparing MFFS and MMC by health status were consistent from 2000 to 2001 on the national level (see Section 4.3.3 for more details).

4.2 Methodology

For this analysis, we used a data file that combined the MFFS and MMC surveys. The MMC survey itself is comprised of an enrollee and a disenrollee survey. The data were combined to estimate the case-mix models. The combined MFFS/MMC file consists of 251,224 observations (MFFS = 97,857; MMC = 153,367). National and state estimates of ratings and composites for MFFS and MMC were obtained by using the CAHPS 3.2 macros.

To prepare the file for analysis, Care Quickly Composite and Good Communication Composite variables were grouped as “Never/Sometimes,” “Usually,” or “Always.” Needed Care Composite responses were grouped as “A big problem,” “A small problem,” or “Not a problem.” Rating variables were grouped as “0 to 7,” “8 to 9,” and “10.” The Flu Shot indicator was grouped as “Yes” or “No.” Our analysis compares the most-positive response categories: “Always,” “Not a Problem,” “10,” and “Yes.” All estimates used in the comparisons were case-mix adjusted and weighted. The case-mix adjustment model included proxy, answer proxy, age (70–74 omitted), education (high school graduate omitted), self-perceived health (good omitted), self-perceived mental health (good omitted), an interaction between self-perceived health and region (Region VIII omitted) and interaction between age and region (Region VIII omitted).⁷ Comparison weights were constructed to weight the MFFS sample so that only beneficiaries who reside in regions in which there is a choice between MFFS and MMC are represented in the determination of the ratings and composites. A t-statistic was used to determine whether differences in CAHPS scores between MFFS and MMC were significantly different from zero.

We also examined differences in ratings and composites by self-reported health status. In this analysis, we explored whether beneficiaries reporting different health status levels varied in their rating depending on whether they were enrolled in MFFS or MMC. To determine the

⁷In addition, we conducted the analysis comparing MFFS and MMC using the case-mix model from Year 1 (without self-perceived mental health), and the results were largely unchanged.

effects of health status, case-mix proportions stratified by MFFS/MMC were computed for Rate Health Care, Rate Medicare, Needed Care Composite, Good Communication Composite, Care Quickly Composite, and the Flu Shot indicator.

The entire MFFS/MMC file was subset by health status into three data sets: excellent/very good, good, and fair/poor. The responses for the composites and ratings were grouped in the same way as the previous comparisons.

We merged proportions and sample sizes from CAHPS macro data sets by MFFS/MMC enrollment and health status. To show the effects of health status on the best outcome possible, the differences (MFFS—MMC) for fair/poor and excellent/very good health statuses were computed for the “Yes,” “10,” “Always,” and “Not a problem” categories. To determine if the difference between the MFFS and MMC proportions is significant, we computed a t-statistic with pooled standard error.

To calculate the interaction between health status and plan, we calculated the differences of the health status differences by subtracting the difference between MFFS and MMC in poor/fair health from the difference between MFFS and MMC in excellent/very good health. We used a t-statistic to test for statistical significance. Finally, we merged the 2000 and 2001 survey data and repeated the analysis. Pooling 2 years’ worth of data for differences of differences by health status results in more stable estimates and may be necessary to prevent changes in power from appearing to represent changes in true differences of differences.

4.3 Results

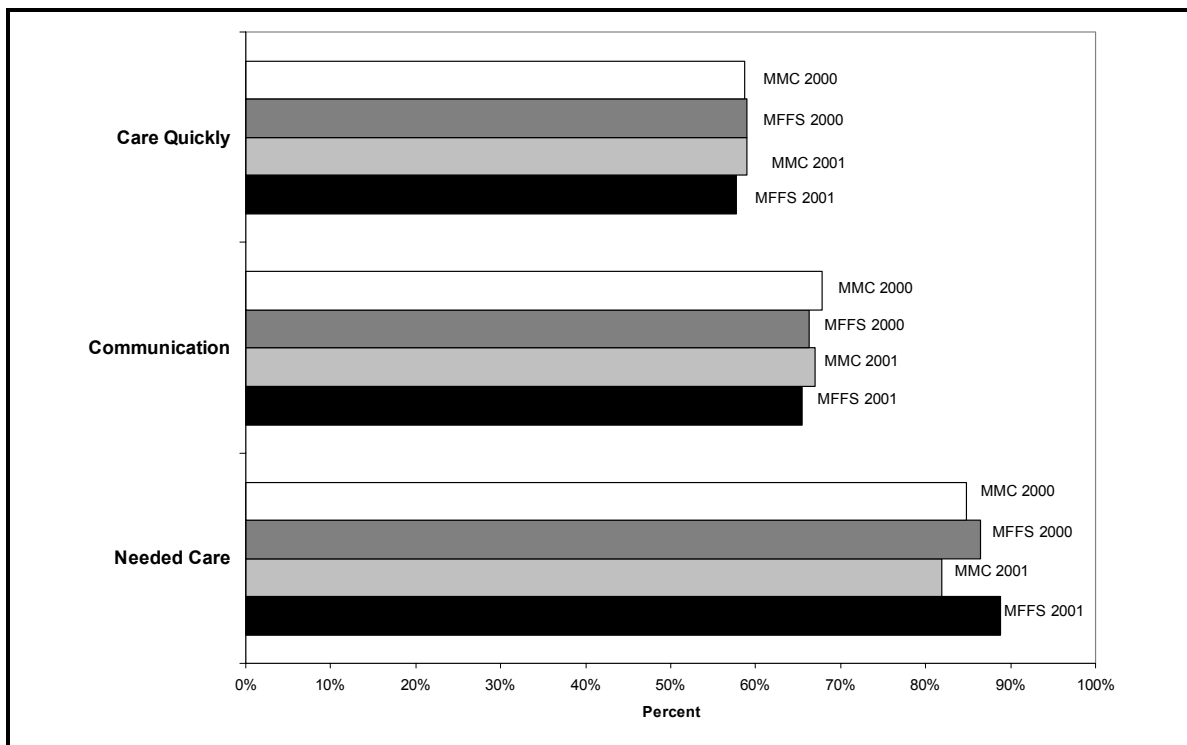
4.3.1 Comparison of MFFS and MMC from State and Performance-Indicator Tables

In this section, we present a descriptive analysis of the findings including comparisons of findings from both the 2001 and 2000 surveys to highlight similarities and differences. The findings presented in this section are not based on statistical significance. We report results based on formal statistical tests in Sections 4.3.2 and 4.3.3.

Overview

On the national level, the percentage of beneficiaries in MFFS who said that it was “Not a Problem” to get needed care increased in 2001 while the percentage of those in MMC who responded “Not a Problem” decreased relative to 2000 (see Figure 4-1). The percentage of MFFS enrollees and MMC enrollees who said that their doctors “Always” communicate well with them decreased in 2001 compared to 2000. Finally, the percentage of MFFS beneficiaries who said that they “Always” get care quickly decreased from 2000 to 2001. The percentage of MMC enrollees who responded “Always” also decreased slightly from 2000 to 2001.

Figure 4-1. 2001 and 2000 National Percentage Estimates of Most-Positive Responses “Always,” or “Not a problem”) Across CAHPS Composites by Medicare Plan Type



On the national level, the percentage of beneficiaries enrolled in MFFS and MMC who provided ratings of “10” decreased from 2000 to 2001 (see Figure 4-2).

On the national level, the percentage of beneficiaries enrolled in MFFS and MMC who said that they received a flu shot during the last flu season decreased from 2000 to 2001 (see Figure 4-3).

Figure 4-2. 2001 and 2000 National Percentage Estimates of “Best Possible” Responses Across CAHPS Ratings by Medicare Plan Type

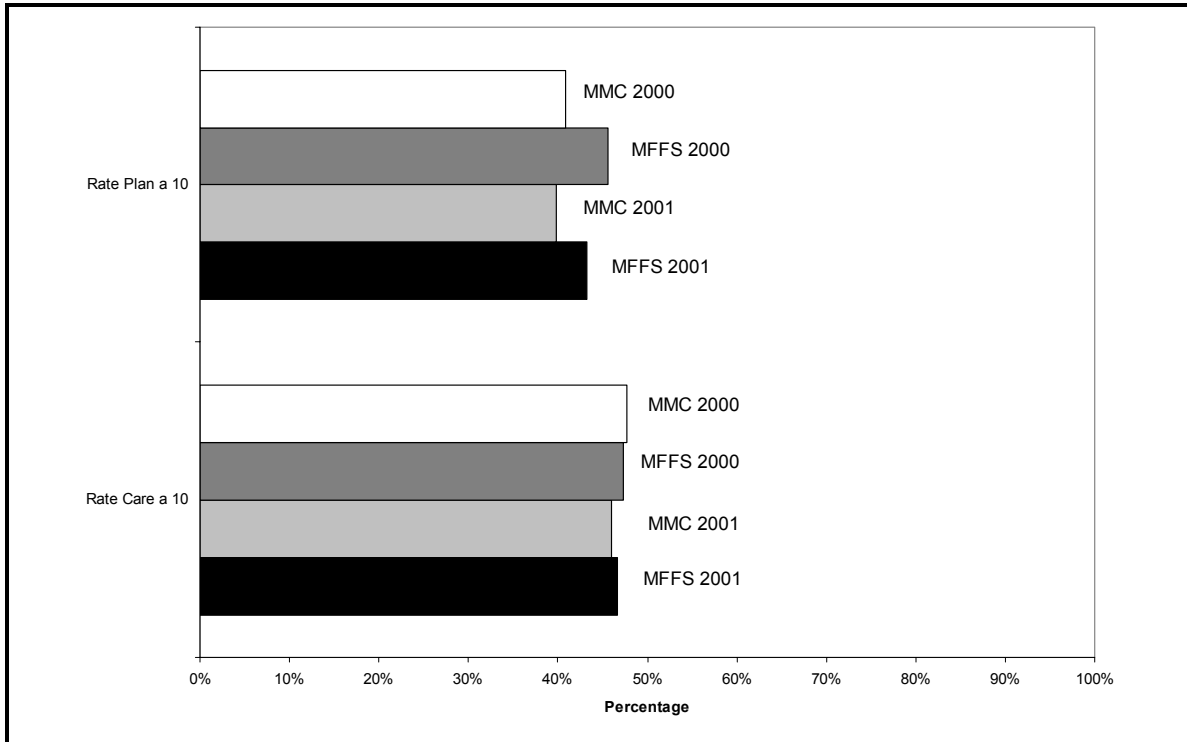
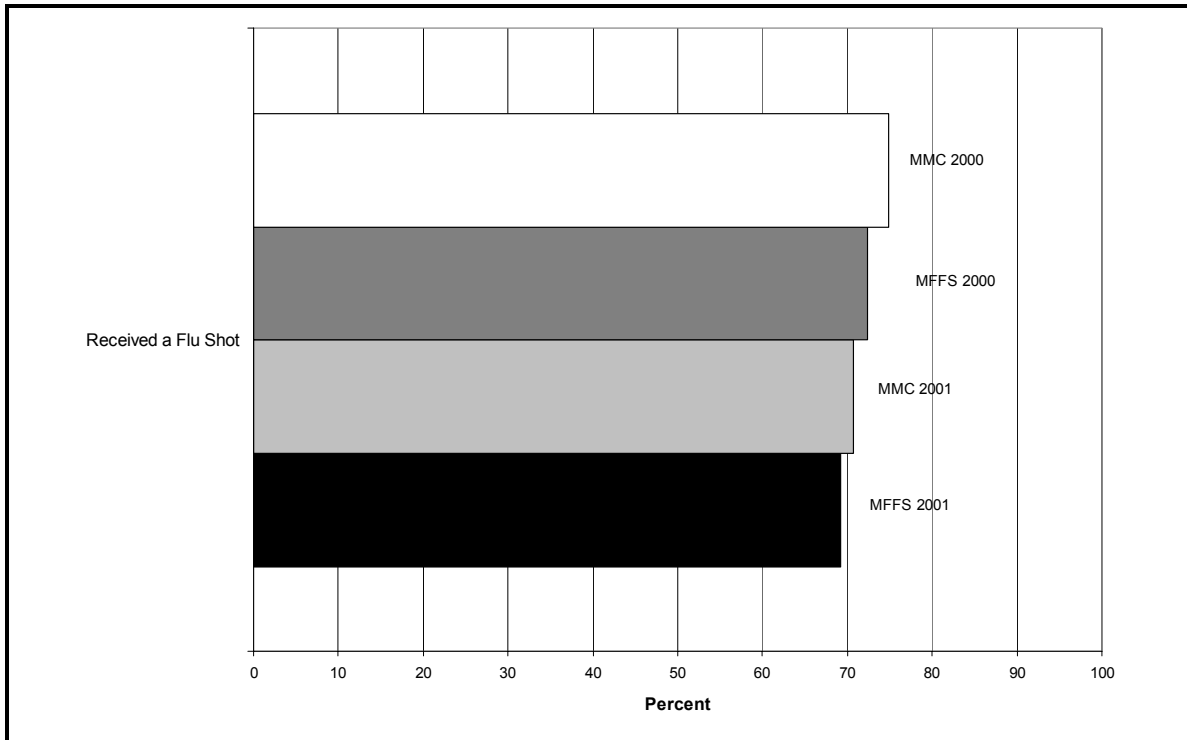


Figure 4-3. 2001 and 2000 National Percentage Estimates of Beneficiaries Who Self-Reported Receiving a Flu Shot During the Last Flu Season by Medicare Plan Type



Findings by Composite, Rating and Flu Shot Indicator

We present the percentage of beneficiaries who gave the most-positive response (“Not a Problem,” “Always,” “10,” or “Yes”) for each composite, rating, and the flu shot indicator for both 2001 and 2000 in Tables 4-1 through 4-6 below. The results are sorted by state and rolled up to the national level.

Findings are summarized below for each composite, rating, and the flu shot indicator in the context of the most-positive responses for each. Comparisons between 2001 and 2000 are highlighted as well.

Needed Care Composite. Nationally, in both 2001 and 2000, MFFS beneficiaries gave a higher percentage of positive responses than MMC beneficiaries for the Needed Care Composite. In 2001, the difference between those in MFFS responding “Not a Problem” compared to those in MMC was 6.9 percentage points compared with a 1.8 percentage point difference in 2000 (see Table 4-1). MFFS beneficiaries provided a higher percentage of “Not a problem” responses than did MMC beneficiaries in 41 of 44 states in 2001 compared with 29 of 43 states in 2000. MMC beneficiaries in Iowa gave a higher percentage of “Not a problem” responses than beneficiaries in any other state in both 2001 (92.83%) and 2000 (93.4%). In 2001, a higher percentage of beneficiaries in MFFS stated that getting needed care was “Not a problem” in Hawaii compared to beneficiaries in MMC (89.37% vs. 86.67%). However, in 2000, 91% of respondents in MMC stated that getting needed care was “Not a problem,” as opposed to only 83% of respondents in MFFS in Hawaii. In 2001, there were 5–9 percentage point differences between MFFS and MMC in 23 of 44 states, and 10 or more percentage point differences in three states. The most variation occurred in Virginia (14.15 point difference), Minnesota (13.76 point difference), and Oklahoma (12.62 point difference)—all in favor of MFFS.

In addition, we compared the ranking of states by the percentage of beneficiaries who responded “Not a problem” by plan in both years. We specifically examined states that were ranked in the top 10 and those that were ranked in the bottom 10 to determine whether states generally stayed in the top or bottom 10 across both years. Four of the same states (IA, MA, OH, and PA) were in the top 10 for MFFS in both years. Six of the same states (CA, AZ, CO, OR, NM, and NV) remained in the bottom 10 for MFFS across both years. Similarly, four of the same states (IA, PA, AR, WI) were in the top 10 for MMC in both years, and six of the same states (FL, GA, OK, KY, AZ, and NV) were in the bottom 10 for MMC in both years.

Table 4-1. Comparisons Between Percentages of “Not a Problem” Responses for Needed Care Composite among MFFS and MMC Beneficiaries: 2000, 2001

	2000		2001	
	MFFS	MMC	MFFS	MMC
National Estimate	86.52%	84.76%	88.76%	81.89%
State				
Alabama	91.51%	87.65%	89.89%	87.95%
Arizona	84.14%	78.95%	84.42%	75.03%
Arkansas	85.66%	89.69%	90.65%	89.38%
California	84.85%	83.01%	87.24%	78.87%
Colorado	81.88%	83.61%	84.50%	79.55%
Connecticut	89.02%	87.50%	89.55%	87.37%
Delaware	85.37%	78.90%	89.16%	86.73%
District of Columbia	85.85%	77.47%	87.28%	79.98%
Florida	86.28%	82.91%	88.94%	79.22%
Georgia	87.22%	81.36%	87.92%	79.51%
Hawaii	82.84%	90.71%	89.37%	86.67%
Idaho	87.09%	87.62%	87.78%	85.52%
Illinois	89.49%	83.91%	90.71%	84.15%
Indiana	87.68%	86.45%	89.65%	85.54%
Iowa	89.39%	93.36%	91.25%	92.83%
Kansas	88.07%	89.40%	91.83%	86.09%
Kentucky	85.38%	79.28%	89.08%	79.85%
Louisiana	88.91%	86.11%	90.26%	83.19%
Maine	87.67%	85.51%	89.48%	81.18%
Maryland	88.44%	78.41%	91.47%	86.18%
Massachusetts	88.85%	88.97%	90.74%	82.34%
Michigan	87.56%	85.05%	89.81%	87.93%
Minnesota	86.53%	89.90%	89.93%	76.17%
Missouri	87.82%	86.43%	88.69%	82.57%
Nebraska	88.53%	88.41%	92.26%	88.07%
Nevada	83.01%	78.41%	83.92%	75.07%
New Hampshire	89.46%	89.17%	90.63%	87.23%
New Jersey	87.79%	85.85%	90.20%	84.85%
New Mexico	80.12%	83.00%	85.37%	81.09%
New York	86.99%	86.96%	89.27%	83.94%
North Carolina	87.48%	86.03%	90.48%	85.20%
North Dakota	86.66%	87.82%	89.53%	92.70%
Ohio	88.76%	86.26%	90.73%	85.91%
Oklahoma	87.65%	79.49%	89.12%	76.50%
Oregon	84.06%	85.61%	88.08%	84.43%
Pennsylvania	89.55%	90.49%	92.75%	88.85%
Rhode Island	85.48%	88.93%	91.24%	88.52%
South Dakota	*	*	89.89%	87.39%
Tennessee	88.59%	86.23%	89.73%	91.38%
Texas	85.00%	79.73%	91.37%	84.62%
Virginia	87.96%	83.29%	88.37%	74.22%
Washington	87.82%	86.36%	89.22%	80.93%
West Virginia	89.98%	90.49%	85.94%	83.51%
Wisconsin	88.69%	89.19%	93.63%	88.44%

*No managed care plan option was available in 2000.

Good Communication Composite. Nationally, in both 2001 and 2000, a slightly higher percentage of those enrolled in MMC than those in MFFS responded that their doctors “Always” communicated well with them (see Table 4-2). On the national level in 2001, the difference between those in MMC responding “Always” compared to those in MFFS was 1.47 percentage points. The difference in 2000 was 1.5 percentage points on the national level. MMC beneficiaries provided a higher percentage of “Always” responses than did MFFS beneficiaries in 35 of 44 states in 2001 and in 31 of 43 states in 2000. In 2001, there were percentage point differences of 5 or more points between MFFS and MMC in 8 of 44 states. The most variation occurred in North Dakota with a 9.74 percentage point difference between the two plan types, in favor of MMC. In both years, Nevada had the lowest percentage of beneficiaries in MMC who responded “Always” than any other state. The lowest percentage of MFFS beneficiaries who responded “Always” occurred in Arizona in both 2000 and 2001.

As we did for the Needed Care Composite, we compared states ranked in the top and bottom 10 by the percentage of beneficiaries who responded “Always” by plan in both years. Half of the same states (LA, AL, DC, NH, HI) were in the top 10 for MFFS in both years. Six of the same states (CA, NM, CO, FL, NV, AZ) were in the bottom 10 for MFFS for both years. Half of the same states (LA, ND, PA, NH, HI) were in the top 10 for MMC in both years. Seven of the same states (OK, GA, KY, FL, CA, AZ, NV) were in the bottom 10 for MMC in both years.

Care Quickly Composite. On the national level, a higher percentage of MMC beneficiaries responded “Always” for the Care Quickly Composite compared with MFFS beneficiaries in 2001 (59.04% vs. 57.72%) (see Table 4-3). In 2000, a slightly higher percentage of MFFS beneficiaries responded “Always” compared with MMC beneficiaries (58.9% vs. 58.8%). MMC beneficiaries gave a higher percentage of “Always” responses in 36 of 44 states in 2001 and in 22 of 43 states in 2000. In both 2001 and 2000, MMC beneficiaries in North Dakota gave the highest percentage of positive responses across all of the states. In addition, MFFS beneficiaries in North Dakota gave the highest percentage of positive responses in 2001. In 2000 and 2001, MMC beneficiaries in Arizona gave the lowest percentage of most-positive responses. In both years, MFFS beneficiaries in New Mexico gave the lowest percentage of most-positive responses. In 2001, there were 5-9 percentage point differences between MFFS and MMC in 13 of 44 states and a 10.22 point difference in Arkansas (favoring MMC).

Only three of the same states (NH, IA, PA) were in the top 10 for MFFS in both years. However, six of the same states (TX, GA, NV, FL, AZ, NM) were in the bottom 10 for MFFS in both years. For MMC, six of the same states (ND, IA, PA, WI, NH, AR) were in the top 10 in both years. Likewise, seven of the same states (NM, FL, CA, KY, NV, DC, AZ) were in the bottom 10 for MMC in both years.

Table 4-2. Comparisons Between Percentages of “Always” Responses for Good Communication Composite Among MFFS and MMC Beneficiaries: 2000, 2001

	2000		2001	
	MFFS	MMC	MFFS	MMC
National Estimate	66.25%	67.75%	65.49%	66.96%
State				
Alabama	71.60%	71.21%	68.91%	73.77%
Arizona	59.22%	62.58%	58.28%	61.66%
Arkansas	68.62%	71.07%	69.00%	71.08%
California	64.62%	64.47%	64.17%	63.46%
Colorado	63.30%	68.41%	64.73%	67.02%
Connecticut	66.57%	70.53%	66.50%	70.15%
Delaware	69.56%	70.48%	66.92%	72.50%
District of Columbia	71.03%	66.42%	70.15%	66.71%
Florida	62.76%	64.66%	64.44%	63.33%
Georgia	68.14%	65.79%	65.02%	66.05%
Hawaii	71.00%	72.62%	72.84%	75.31%
Idaho	64.79%	69.70%	66.10%	71.02%
Illinois	68.88%	68.00%	67.75%	69.90%
Indiana	67.75%	69.43%	67.02%	71.64%
Iowa	66.99%	72.94%	66.79%	70.97%
Kansas	68.50%	69.42%	66.90%	68.88%
Kentucky	69.60%	64.90%	65.41%	65.07%
Louisiana	75.07%	76.59%	72.22%	73.95%
Maine	71.66%	73.34%	66.13%	61.68%
Maryland	66.84%	66.37%	70.42%	71.71%
Massachusetts	71.28%	74.09%	66.85%	70.53%
Michigan	68.60%	68.00%	64.04%	70.48%
Minnesota	65.07%	69.23%	67.22%	72.76%
Missouri	68.50%	70.13%	65.17%	66.76%
Nebraska	67.36%	68.99%	68.04%	72.15%
Nevada	62.06%	61.71%	61.69%	61.02%
New Hampshire	71.02%	73.19%	68.34%	73.15%
New Jersey	67.63%	68.50%	66.52%	68.52%
New Mexico	64.07%	69.15%	63.36%	65.71%
New York	67.62%	67.19%	65.82%	68.49%
North Carolina	64.67%	70.98%	65.71%	70.73%
North Dakota	68.40%	74.42%	68.20%	77.94%
Ohio	67.26%	69.93%	66.50%	70.27%
Oklahoma	70.86%	66.86%	65.49%	64.27%
Oregon	64.16%	69.10%	65.31%	69.02%
Pennsylvania	69.24%	74.10%	68.97%	72.51%
Rhode Island	67.88%	73.27%	67.87%	71.98%
South Dakota	*	*	67.72%	71.80%
Tennessee	66.84%	70.44%	68.40%	75.91%
Texas	67.22%	66.80%	66.67%	72.55%
Virginia	65.18%	68.40%	66.27%	65.86%
Washington	68.16%	68.53%	66.73%	66.68%
West Virginia	71.96%	74.09%	62.68%	68.68%
Wisconsin	65.69%	71.93%	71.19%	73.82%

*No managed care plan option was available in 2000.

Table 4-3. Comparisons Between Percentages of “Always” Responses for Care Quickly Composite Among MFFS and MMC Beneficiaries: 2000, 2001

	2000		2001	
	MFFS	MMC	MFFS	MMC
National Estimate	58.92%	58.77%	57.72%	59.04%
State				
Alabama	62.26%	59.78%	56.88%	63.74%
Arizona	53.67%	51.16%	50.00%	53.14%
Arkansas	58.69%	64.40%	56.15%	66.37%
California	57.36%	55.02%	57.17%	55.01%
Colorado	56.05%	60.17%	57.67%	59.66%
Connecticut	61.98%	64.14%	62.78%	65.56%
Delaware	61.59%	61.33%	60.08%	66.20%
District of Columbia	63.01%	52.38%	56.39%	53.20%
Florida	55.63%	55.28%	55.85%	55.04%
Georgia	57.25%	54.68%	53.59%	58.40%
Hawaii	61.38%	65.76%	57.62%	64.42%
Idaho	63.16%	63.63%	57.80%	65.13%
Illinois	63.49%	60.60%	60.95%	62.86%
Indiana	61.66%	61.98%	58.04%	64.41%
Iowa	65.15%	67.36%	63.86%	66.97%
Kansas	64.34%	63.51%	59.87%	63.19%
Kentucky	59.96%	54.96%	57.78%	56.34%
Louisiana	61.33%	61.58%	57.43%	59.43%
Maine	64.91%	66.53%	56.58%	56.05%
Maryland	58.25%	55.10%	60.50%	62.87%
Massachusetts	60.40%	64.82%	60.04%	60.66%
Michigan	60.45%	59.42%	58.77%	63.44%
Minnesota	59.94%	61.65%	59.66%	64.37%
Missouri	61.23%	60.34%	57.20%	60.19%
Nebraska	62.91%	63.47%	62.96%	67.49%
Nevada	56.46%	52.90%	55.15%	53.39%
New Hampshire	65.60%	65.13%	63.19%	70.36%
New Jersey	61.43%	58.70%	58.74%	60.32%
New Mexico	52.61%	56.12%	49.60%	55.22%
New York	59.02%	58.69%	56.39%	59.40%
North Carolina	57.23%	61.14%	57.01%	62.52%
North Dakota	61.36%	69.58%	64.79%	71.65%
Ohio	60.94%	63.67%	60.97%	63.83%
Oklahoma	62.13%	57.39%	58.03%	55.39%
Oregon	58.55%	58.93%	59.44%	62.97%
Pennsylvania	62.92%	67.27%	61.47%	66.50%
Rhode Island	61.06%	61.16%	59.61%	62.85%
South Dakota	*	*	63.37%	67.72%
Tennessee	57.58%	59.42%	62.71%	67.70%
Texas	57.74%	56.39%	56.23%	61.91%
Virginia	58.25%	58.70%	57.63%	56.18%
Washington	62.99%	62.38%	57.46%	58.27%
West Virginia	66.27%	64.61%	58.27%	64.59%
Wisconsin	62.03%	66.22%	61.81%	67.89%

*No managed care plan option was available in 2000.

Rate Health Care. Among beneficiaries who rated their care as a 10 (the best possible score), a slightly higher percentage were MMC beneficiaries in 2000 (0.35 percentage point difference) (see Table 4-4). In contrast, a higher percentage of MFFS beneficiaries rated health care a 10 in 2001 (0.66 percentage point difference). Higher percentages of MMC than of MFFS beneficiaries rated their health care as the “Best health care possible” in 29 of the 43 states in 2000 and 2001. In 2000, both the highest percentage (60.90%) and the lowest percentage (38.82%) of most-positive responses were among MFFS beneficiaries in the District of Columbia and New Mexico, respectively. In contrast, both the highest percentage (59.96%) and the lowest percentage (35.69%) of most-positive responses were among MMC beneficiaries in South Dakota and Nevada, respectively. There were percentage point differences of between 5 and 9 points in eight states and differences of greater than 10 points in South Dakota (12.81) and the District of Columbia (11.6) in favor of MMC in 7 of the 10 comparisons.

For MFFS, only three of the same states (LA, AL, HI) were in the top 10 for both years. However, six of the same states (OR, NV, VA, AZ, CO, NM) were in the bottom 10 for MFFS in both years. For MMC, most of the same states (LA, AR, IA, RI, PA, AL, HI, WV) were in the top 10 for both years. Similarly, seven of the same states (WA, FL, VA, CO, CA, NV, AZ) were in the bottom 10 for MMC for both years.

Rate Medicare. In both 2001 and 2000, a higher percentage of MFFS than of MMC respondents gave “10” responses when rating their plan (Medicare for MFFS enrollees and their particular health plan for MMC enrollees) (see Table 4-5). In 2001, there was only a 3.47 percentage point difference between those in MFFS and those in MMC who rated their plan as a “10” compared with a 4.8 percentage point difference in 2000. In 2001, a higher percentage of beneficiaries in MFFS responded “10” than MMC beneficiaries in 26 of 44 states. Similarly, in 2000, a higher percentage of beneficiaries in MFFS responded “10” than MMC beneficiaries in 33 of 43 states. In both 2001 and 2000, MMC beneficiaries in Iowa gave the highest percentage of “10” ratings. On the other hand, in 2001 and 2000, MMC beneficiaries in New Jersey and Delaware, respectively, gave the lowest percentage of “10” ratings. There were percentage point differences of between 5 and 9 points in 14 states and differences of greater than 10 points in seven states, in favor of MFFS in 13 of these comparisons.

Seven of the same states (DC, HI, AL, LA, WV, RI, KY) were in the top 10 for MFFS in both years. Seven of the same states (NV, WI, AZ, ID, WA, OR, CO) were in the bottom 10 for MFFS in both years. For MMC, six of the same states (IA, LA, HI, AR, AL, WV) were in the top 10 for both years. Seven of the same states (CO, ME, VA, DC, KY, NV, NJ) were in the bottom 10 for MMC in both years.

Table 4-4. Comparisons Between Percentages of “10” Responses for Rate Health Care Among MFFS and MMC Beneficiaries: 2000, 2001

	2000		2001	
	MFFS	MMC	MFFS	MMC
National Estimate	47.34%	47.69%	46.63%	45.97%
State				
Alabama	52.78%	54.48%	55.20%	56.28%
Arizona	40.18%	39.78%	39.68%	41.61%
Arkansas	46.45%	57.81%	52.10%	54.94%
California	45.97%	42.07%	45.79%	40.33%
Colorado	39.22%	44.08%	41.38%	40.68%
Connecticut	49.93%	51.28%	51.96%	51.58%
Delaware	50.66%	53.02%	49.80%	52.04%
District of Columbia	60.90%	47.72%	51.65%	40.05%
Florida	44.71%	45.68%	46.32%	42.84%
Georgia	45.82%	46.03%	41.61%	47.35%
Hawaii	52.47%	53.76%	52.19%	58.53%
Idaho	45.95%	48.08%	45.28%	50.18%
Illinois	48.72%	47.85%	49.28%	48.68%
Indiana	48.95%	52.24%	49.10%	52.92%
Iowa	51.52%	57.65%	48.51%	53.87%
Kansas	47.70%	51.28%	45.66%	46.75%
Kentucky	51.90%	46.64%	47.92%	46.57%
Louisiana	57.52%	60.36%	54.07%	56.53%
Maine	50.94%	50.34%	48.22%	39.32%
Maryland	50.49%	44.63%	52.25%	52.73%
Massachusetts	53.85%	55.98%	49.48%	50.80%
Michigan	49.78%	50.38%	43.62%	49.67%
Minnesota	43.22%	48.11%	51.78%	51.40%
Missouri	51.82%	49.43%	46.78%	45.39%
Nebraska	45.90%	48.40%	47.24%	48.77%
Nevada	42.39%	41.29%	41.32%	37.62%
New Hampshire	51.78%	50.00%	50.11%	49.23%
New Jersey	48.97%	48.99%	47.83%	48.44%
New Mexico	38.82%	48.12%	39.40%	46.53%
New York	48.54%	47.40%	46.58%	49.01%
North Carolina	48.09%	49.83%	45.85%	53.15%
North Dakota	45.23%	50.32%	49.66%	50.71%
Ohio	48.00%	52.19%	47.09%	50.51%
Oklahoma	52.17%	51.05%	45.90%	45.20%
Oregon	42.90%	48.26%	42.27%	46.34%
Pennsylvania	49.80%	56.09%	51.67%	54.03%
Rhode Island	50.31%	57.21%	52.09%	54.31%
South Dakota	*	*	47.15%	59.96%
Tennessee	49.76%	52.20%	46.42%	53.32%
Texas	50.36%	49.36%	46.98%	44.75%
Virginia	41.72%	44.91%	40.23%	35.69%
Washington	47.01%	45.83%	41.58%	44.87%
West Virginia	50.34%	54.59%	55.29%	58.86%
Wisconsin	45.11%	53.08%	46.47%	49.43%

*No managed care plan option was available in 2000.

Table 4-5. Comparisons Between Percentages of “10” Responses for Rate Medicare Plan Among MFFS and MMC Beneficiaries: 2000, 2001

	2000		2001	
	MFFS	MMC	MFFS	MMC
National Estimate	45.64%	40.83%	43.27%	39.80%
State				
Alabama	54.42%	48.11%	55.22%	48.09%
Arizona	41.08%	36.73%	40.32%	35.35%
Arkansas	44.90%	50.08%	50.53%	54.45%
California	43.08%	39.71%	40.90%	38.29%
Colorado	33.08%	35.69%	33.74%	33.62%
Connecticut	47.74%	34.46%	43.98%	41.12%
Delaware	48.07%	25.83%	40.94%	41.46%
District of Columbia	57.84%	35.42%	51.04%	34.83%
Florida	46.02%	37.67%	45.06%	35.89%
Georgia	41.78%	37.47%	41.22%	39.73%
Hawaii	57.61%	53.49%	53.38%	55.82%
Idaho	38.74%	41.11%	37.56%	41.14%
Illinois	44.90%	41.09%	45.28%	43.17%
Indiana	44.74%	44.79%	42.42%	50.72%
Iowa	47.19%	65.93%	42.37%	67.03%
Kansas	48.04%	47.79%	44.59%	41.66%
Kentucky	51.51%	35.34%	48.86%	37.42%
Louisiana	54.34%	53.62%	50.39%	49.48%
Maine	45.47%	33.71%	41.25%	33.87%
Maryland	46.64%	32.82%	51.81%	45.74%
Massachusetts	53.13%	46.88%	48.75%	42.01%
Michigan	49.97%	41.96%	36.68%	42.25%
Minnesota	40.63%	44.99%	48.92%	40.14%
Missouri	49.42%	41.81%	40.06%	40.80%
Nebraska	41.95%	38.55%	43.82%	43.81%
Nevada	38.98%	34.68%	39.84%	35.14%
New Hampshire	46.62%	43.00%	43.92%	45.94%
New Jersey	49.90%	30.62%	48.21%	31.88%
New Mexico	44.19%	42.23%	41.45%	40.61%
New York	46.40%	38.46%	43.61%	38.08%
North Carolina	41.86%	42.33%	42.57%	44.81%
North Dakota	48.06%	46.23%	47.57%	51.29%
Ohio	46.12%	40.98%	43.32%	41.21%
Oklahoma	48.29%	43.84%	42.62%	44.09%
Oregon	37.12%	42.78%	34.36%	45.32%
Pennsylvania	51.89%	44.47%	48.82%	43.77%
Rhode Island	52.84%	41.19%	49.61%	43.00%
South Dakota	*	*	46.02%	64.32%
Tennessee	47.44%	45.74%	44.51%	54.62%
Texas	46.94%	47.13%	43.98%	39.96%
Virginia	42.75%	36.62%	38.36%	34.72%
Washington	38.70%	39.82%	36.65%	39.34%
West Virginia	54.04%	52.45%	54.12%	59.15%
Wisconsin	39.88%	46.91%	35.83%	44.62%

*No managed care plan option was available in 2000.

Flu Shot. For both 2001 and 2000, at the national level, beneficiary responses indicated that a higher percentage of flu shots are administered to those enrolled in MMC than to those in MFFS (see Table 4-6). In 2001, only in eight states were the percentages of MFFS beneficiaries who reported receiving flu shots higher than those of MMC beneficiaries. One striking difference between 2001 and 2000 is that MMC beneficiaries in Minnesota gave the highest percentage of “Yes” responses for the Flu Shot indicator (85.5%) in 2000, but the lowest percentage (51.44%) of positive responses in 2001. There were 5–9 percentage point differences between MFFS and MMC in 13 states. Two states had percentage point differences greater than 10 points: Minnesota (19.46 points) favoring MFFS and Michigan (10.43 points) favoring MMC.

For MFFS, five of the same states (CO, OK, KS, IA, NE) were in the top 10 in both years. Likewise, five of the same states (GA, LA, NJ, NV, DC) were in the bottom 10 for MFFS in both years. For MMC, six of the same states (HI, CO, RI, WA, OR, TN) were in the top 10 in both years. Similarly, six of the same states (GA, NY, FL, NV, KY, DC) were in the bottom 10 for MMC in both years.

Summary

Overall, on the national level, the percentage of beneficiaries providing the most-positive responses decreased from 2000 to 2001 with two exceptions: a higher percentage of MFFS beneficiaries responded “Not a Problem” for the Needed Care Composite in 2001 compared with 2000 and a slightly higher percentage of MMC beneficiaries responded “Always” for the Care Quickly Composite in 2001 compared with 2000.

For the most part, at least half of the states that were in the top or bottom 10 in Year 1 remained there in Year 2. However, there were a few exceptions. For the Needed Care Composite, only four of the same states in MFFS and MMC remained in the top 10 for both years. Also, for the Care Quickly Composite and Rate Health Care, only three of the same states that were in the top 10 for MFFS in 2000 were also in the top 10 in 2001. Generally, it appears to be more difficult to move out of the bottom 10 than to move into the top 10. This is illustrated by more of the same states remaining in the bottom 10 for both years rather than more of the same states remaining in the top 10 across both years.

4.3.2 Comparisons of MFFS and MMC Ratings Based on Statistically Significant Differences

Our discussion of differential ratings in this section is based on tables that display statistically significant differences ($p \leq 0.05$) in the responses provided by beneficiaries in MFFS and MMC (see the time-plot graphics in Figures 4-4 through 4-9). Each of the exhibits presents the following information from left to right by state (sorted by percentage in MFFS reporting “10,” “Always,” “Not a problem,” or “Yes”):

Table 4-6. Comparisons Between Percentages of “Yes” Responses for Flu Shot Among MFFS and MMC Beneficiaries: 2000, 2001

	2000		2001	
	MFFS	MMC	MFFS	MMC
National Estimate	72.60%	75.17%	69.14%	70.76%
State				
Alabama	71.79%	70.95%	65.85%	68.15%
Arizona	77.80%	75.26%	66.36%	66.43%
Arkansas	72.25%	76.27%	70.59%	73.15%
California	73.39%	77.83%	70.49%	72.94%
Colorado	79.83%	82.62%	76.58%	80.25%
Connecticut	71.91%	74.71%	73.30%	71.94%
Delaware	72.50%	79.17%	72.17%	77.80%
District of Columbia	56.58%	59.13%	64.04%	62.53%
Florida	71.21%	70.70%	64.96%	61.13%
Georgia	69.52%	72.24%	64.49%	69.02%
Hawaii	71.06%	83.43%	74.73%	79.93%
Idaho	75.20%	76.31%	67.52%	73.26%
Illinois	71.44%	71.71%	67.07%	69.41%
Indiana	71.57%	72.46%	67.92%	69.67%
Iowa	77.03%	78.37%	76.11%	82.63%
Kansas	78.49%	79.00%	73.32%	75.84%
Kentucky	68.40%	67.52%	68.02%	63.54%
Louisiana	68.14%	69.80%	66.55%	69.91%
Maine	74.77%	74.74%	69.41%	75.69%
Maryland	73.80%	73.11%	71.10%	74.74%
Massachusetts	74.65%	75.17%	67.59%	65.66%
Michigan	72.26%	72.84%	75.58%	86.01%
Minnesota	76.32%	85.47%	70.90%	51.44%
Missouri	74.42%	78.29%	67.98%	76.13%
Nebraska	76.53%	82.87%	78.03%	77.18%
Nevada	64.77%	68.10%	61.27%	62.44%
New Hampshire	74.15%	75.21%	73.26%	78.04%
New Jersey	67.49%	71.27%	65.18%	69.63%
New Mexico	72.26%	76.51%	70.24%	76.04%
New York	69.29%	71.18%	69.01%	66.88%
North Carolina	72.19%	76.20%	69.42%	72.84%
North Dakota	78.26%	77.29%	72.10%	74.94%
Ohio	72.94%	74.05%	68.59%	70.09%
Oklahoma	79.54%	78.31%	75.38%	74.34%
Oregon	73.34%	79.50%	72.26%	77.90%
Pennsylvania	71.82%	74.23%	69.36%	72.50%
Rhode Island	74.97%	80.06%	70.83%	78.73%
South Dakota	*	*	71.59%	75.08%
Tennessee	73.85%	78.46%	73.51%	81.40%
Texas	70.52%	74.62%	69.65%	72.90%
Virginia	78.56%	77.06%	69.43%	66.87%
Washington	77.01%	80.05%	69.13%	78.37%
West Virginia	69.13%	78.32%	71.54%	78.52%
Wisconsin	73.44%	75.27%	68.55%	77.54%

*No managed care plan option was available in 2000.

- ▶ the percentage of beneficiaries in MFFS who provided the most-positive responses (“10,” “Always,” “Not a problem,” or “Yes”),
- ▶ the percentage of MMC enrollees who gave the most-positive responses,
- ▶ the percentage-point difference between the percentage of beneficiaries in MFFS that responded positively and the percentage of MMC enrollees that responded positively,
- ▶ the statistical significance of the difference (relative to zero difference; that is, as significantly different from zero), and
- ▶ a graphic plotting the most-positive response percentages for MFFS and MMC and the difference between the two.

Nationally, a significantly higher percentage of MFFS beneficiaries than MMC beneficiaries responded “Not a problem” for the Needed Care Composite and “10” for Rate Medicare. However, MMC performed significantly better than MFFS on the other four measures nationally. We also found statistically significant differences ($p \leq 0.05$) at the state level between MFFS and MMC for all of the measures in at least 13 states.

In three states (Maryland, Mississippi, and Kentucky) and the District of Columbia, a significantly higher percentage of MFFS beneficiaries than MMC beneficiaries responded “10,” “Always,” “Not a problem,” or “Yes” on at least half of the ratings or composites. In particular, where there were statistically significant differences between MFFS and MMC, MFFS performed better than MMC on the Needed Care Composite and Rate Medicare (for MFFS beneficiaries, this refers to the Original Medicare plan; for MMC beneficiaries, it relates to their Medicare managed care plan). See Figures 4-4 and 4-8.

On the other hand, in 13 states, a significantly higher percentage of MMC beneficiaries than of MFFS beneficiaries responded “10,” “Always,” “Not a problem,” or “Yes” on at least half of the indicators (Hawaii, Iowa, Indiana, Minnesota, North Carolina, New York, Ohio, Pennsylvania, South Dakota, Tennessee, Washington, Wisconsin, and West Virginia). More specifically, where there were significant differences between MFFS and MMC, MMC performed better than MFFS on the Good Communication Composite, the Care Quickly Composite, Rate Health Care, and the Flu Shot indicator. See Figures 4-4 through 4-7 and 4-9.

We discuss below statistically significant differences between MFFS and MMC for each composite, rating, and the flu shot indicator. First, we discuss in which states (including the District of Columbia) a higher percentage of beneficiaries in either MFFS or MMC provided the most-positive responses. Then, for illustrative purposes, we identify the largest percentage-point difference between the two health plan options for each composite and rating. Figures 4-4 through 4-9 provide more details. We conclude this section with some general observations regarding differences in findings between 2001 and 2000.

Needed Care Composite. On the national level, the difference between the percentage of MFFS beneficiaries and MMC beneficiaries who responded “Not a problem” for the Needed Care Composite was statistically significant ($p < 0.001$). MFFS beneficiaries provided a higher

percentage of positive responses nationally (see Figure 4-4). There were statistically significant differences in 35 states and the District of Columbia between the percentage of beneficiaries in MFFS and those in MMC who responded “Not a problem” for the Needed Care Composite. In all 35 states and the District of Columbia, a higher percentage of beneficiaries in MFFS responded “Not a problem” for the Needed Care Composite. Most notably, there was a difference of 14 percentage points in two states, Mississippi and Texas, where 90% and 88%, respectively, of beneficiaries in MFFS said getting needed care was “Not a problem” compared to 76% and 74%, respectively, of beneficiaries in MMC ($p < 0.001$).

There were no states where a significantly higher percentage of beneficiaries enrolled in MMC responded “Not a problem” for the Needed Care Composite compared to those in MFFS.

Good Communication Composite. On the national level, the difference between the percentage of MFFS beneficiaries and MMC beneficiaries who responded “Always” for the Good Communication Composite was statistically significant ($p < 0.001$). MMC beneficiaries provided a higher percentage of positive responses nationally (see Figure 4-5). In all 13 states, where there were statistically significant difference between MFFS and MMC, a higher percentage of beneficiaries in MMC compared to those in MFFS responded “Always” for the Good Communication Composite. The most notable difference between the two delivery options was in North Dakota where 78% of those in MMC said that they always have good communication compared to 68% in MFFS ($p = 0.004$).

There were no states where a statistically significantly higher percentage of beneficiaries in MFFS compared to MMC responded “Always” for the Good Communication Composite.

Care Quickly Composite. On the national level, the difference between the percentage of MFFS beneficiaries and MMC beneficiaries who responded “Always” for the Care Quickly Composite was statistically significant ($p < 0.001$). MMC beneficiaries provided a higher percentage of positive responses nationally (see Figure 4-6). There were no states where a significantly higher percentage of beneficiaries enrolled in MFFS responded “Not a problem” for the Care Quickly Composite compared to those in MMC.

On the other hand, in all 15 states where there was a statistically significant difference between MMC and MFFS, a higher percentage of beneficiaries in MMC said they always get care quickly. The largest percentage-point difference between the delivery options is evident in Arkansas where 66% of those in MMC that responded “Always” to the Care Quickly Composite compared to 56% in MFFS ($p < 0.001$).

Rate Health Care. On the national level, the difference between the percentage of MFFS beneficiaries and MMC beneficiaries who responded “10” for Rate Health Care was statistically significant ($p < 0.001$) with MMC beneficiaries providing a higher percentage of positive responses nationally (see Figure 4-7). In 17 states and the District of Columbia, there were statistically significant differences between the percentage of beneficiaries in MFFS and

those in MMC who assigned a “10” for Rate Health Care. In 16 of 18 states, a higher percentage of beneficiaries in MMC rated their health care a “10” compared to those in MFFS. In South Dakota, there was a difference of 13 percentage points between MMC (60%) and MFFS (47%) ($p < 0.001$).

In Maryland and the District of Columbia, a higher percentage of beneficiaries in MFFS assigned a “10” for Rate Health Care compared to MMC enrollees. The largest percentage-point difference between the two delivery options was in the District of Columbia where 52% of MFFS beneficiaries rated their health care as a “10” compared to 40% of MMC enrollees ($p = 0.001$).

Rate Medicare. On the national level, the difference between the percentage of MFFS beneficiaries and MMC beneficiaries who responded “10” for Rate Medicare was statistically significant; 43.4% of all MFFS beneficiaries rated Medicare a “10” versus 41.9% of all MMC beneficiaries ($p < 0.001$). See Figure 4-8. The percentage of beneficiaries in MFFS and MMC differed significantly in assignments of “10” for Rate Medicare in 25 states and the District of Columbia. In 16 of those states and the District of Columbia, a higher percentage of beneficiaries in MFFS rated Medicare as a “10” compared to beneficiaries in MMC. In New Jersey, the difference was 16 percentage points; 48% of beneficiaries in MFFS rated Medicare as a “10” compared to 32% of MMC enrollees ($p < 0.001$).

In nine states, a higher percentage of MMC enrollees assigned a “10” for Rate Medicare compared to beneficiaries in MFFS. In Iowa, 67% of enrollees in MMC rated Medicare as a “10” compared to 42% in MFFS—a difference of 25 percentage points ($p < 0.001$).

Flu Shot. On the national level, the difference between the percentage of MFFS beneficiaries and MMC beneficiaries who responded “Yes” for the Flu Shot indicator was statistically significant ($p < 0.001$). MMC beneficiaries provided a higher percentage of positive responses nationally (see Figure 4-9). In 26 states, there were significant differences between the percentage of beneficiaries in MFFS and those in MMC who reported receiving flu shots in the last year. In 23 of 26 states, a higher percentage of beneficiaries in MMC received flu shots compared with those in MFFS. The largest percentage-point difference between the two delivery options was in South Dakota, where 82% of MMC enrollees reported receiving flu shots compared with 72% of MFFS beneficiaries ($p < 0.001$).

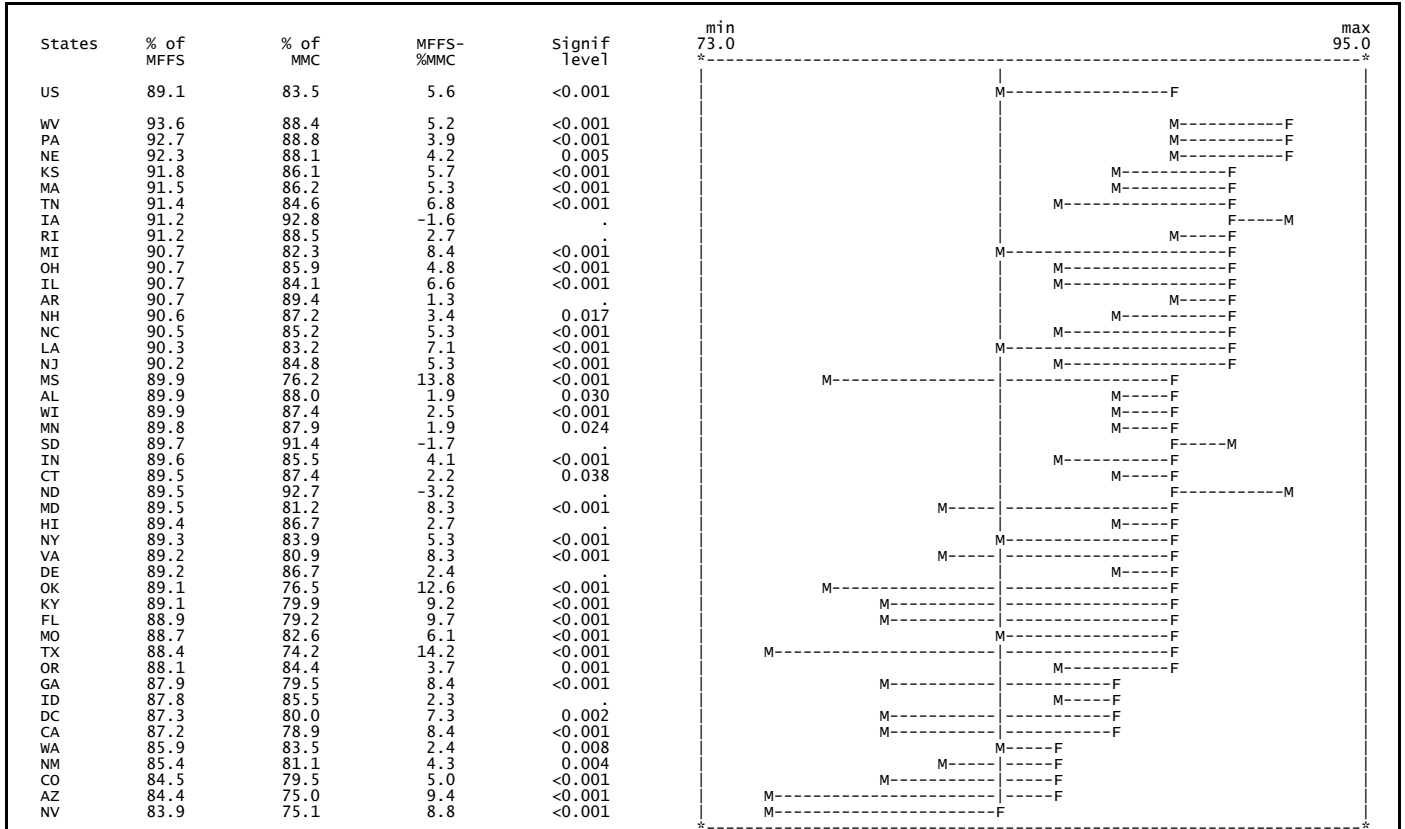
In three states (Kansas, Kentucky, and Mississippi), a higher percentage of beneficiaries in MFFS responded “Yes” for Flu Shot compared to MMC enrollees. The largest percentage-point difference between the two delivery options was in Mississippi where 69% of MFFS beneficiaries reported receiving flu shots compared to 53% of MMC enrollees ($p < 0.001$).

Summary Comparing 2001 and 2000. Unlike in 2000, when MFFS performed better than MMC on three of the six indicators on the national level, MFFS only performed significantly better than MMC on the Needed Care Composite and Rate Medicare in 2001. On the state level, in 2001, there were no states in which MMC performed significantly better than MFFS on the

Needed Care Composite. In 2000, there were five states in which MMC performed significantly better than MFFS on Needed Care.

On the other hand, in 2001, there were no states in which MFFS performed significantly better than MMC on the Good Communication Composite or the Care Quickly Composite. However, in 2000, MFFS performed significantly better than MMC on Good Communication in two states and MFFS performed significantly better than MMC on Care Quickly in seven states and the District of Columbia.

Figure 4-4. Percent of Medicare Beneficiaries Reporting “Not a problem” for the Needed Care Composite



. = Sig level >0.05 F:MFFS, M:MMC, =:F & M
 Sorted by % of MFFS Beneficiaries

Figure 4-5. Percent of Medicare Beneficiaries Reporting “Always” for the Good Communication Composite

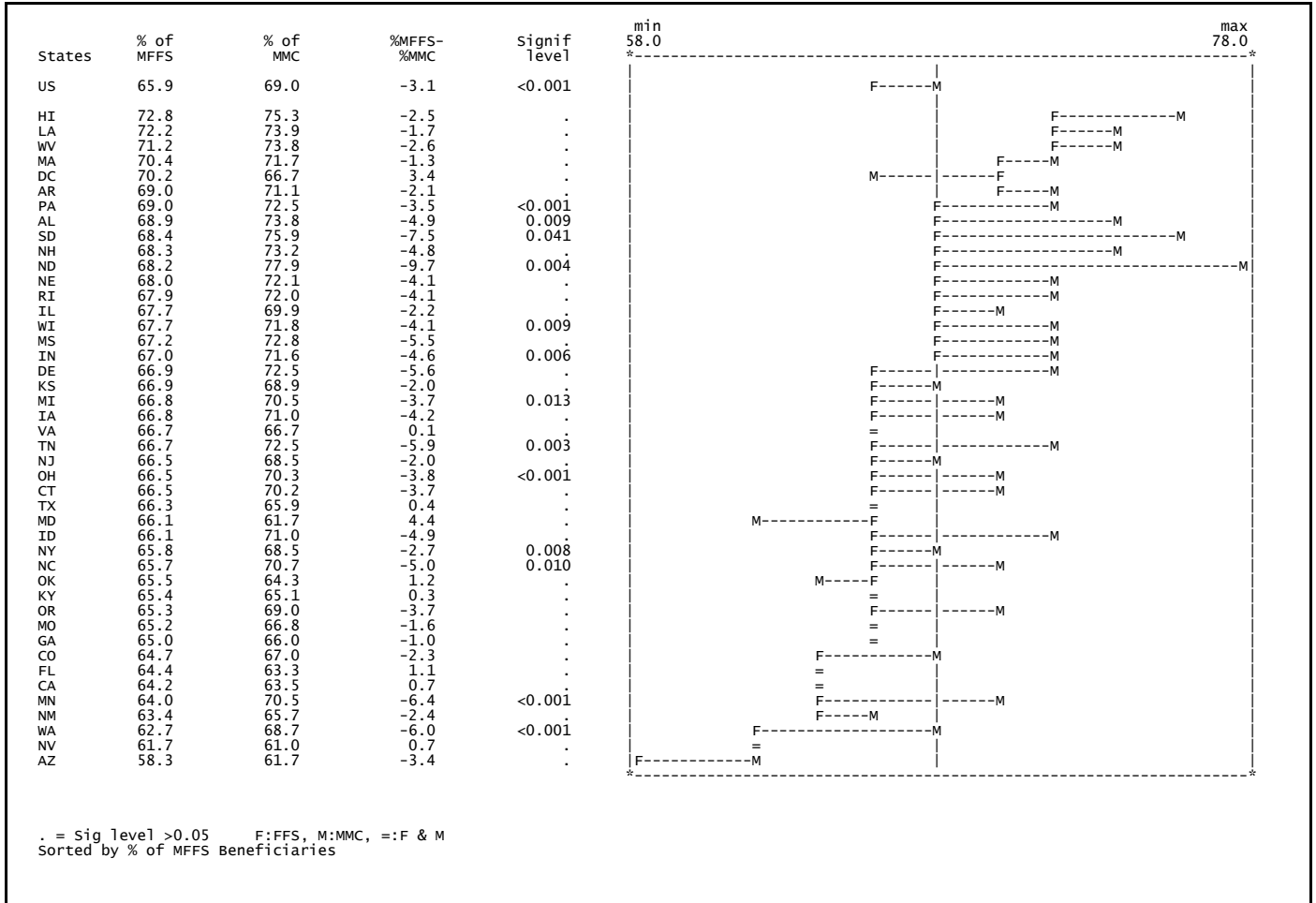


Figure 4-6. Percent of Medicare Beneficiaries Reporting “Always” for Care Quickly Composite

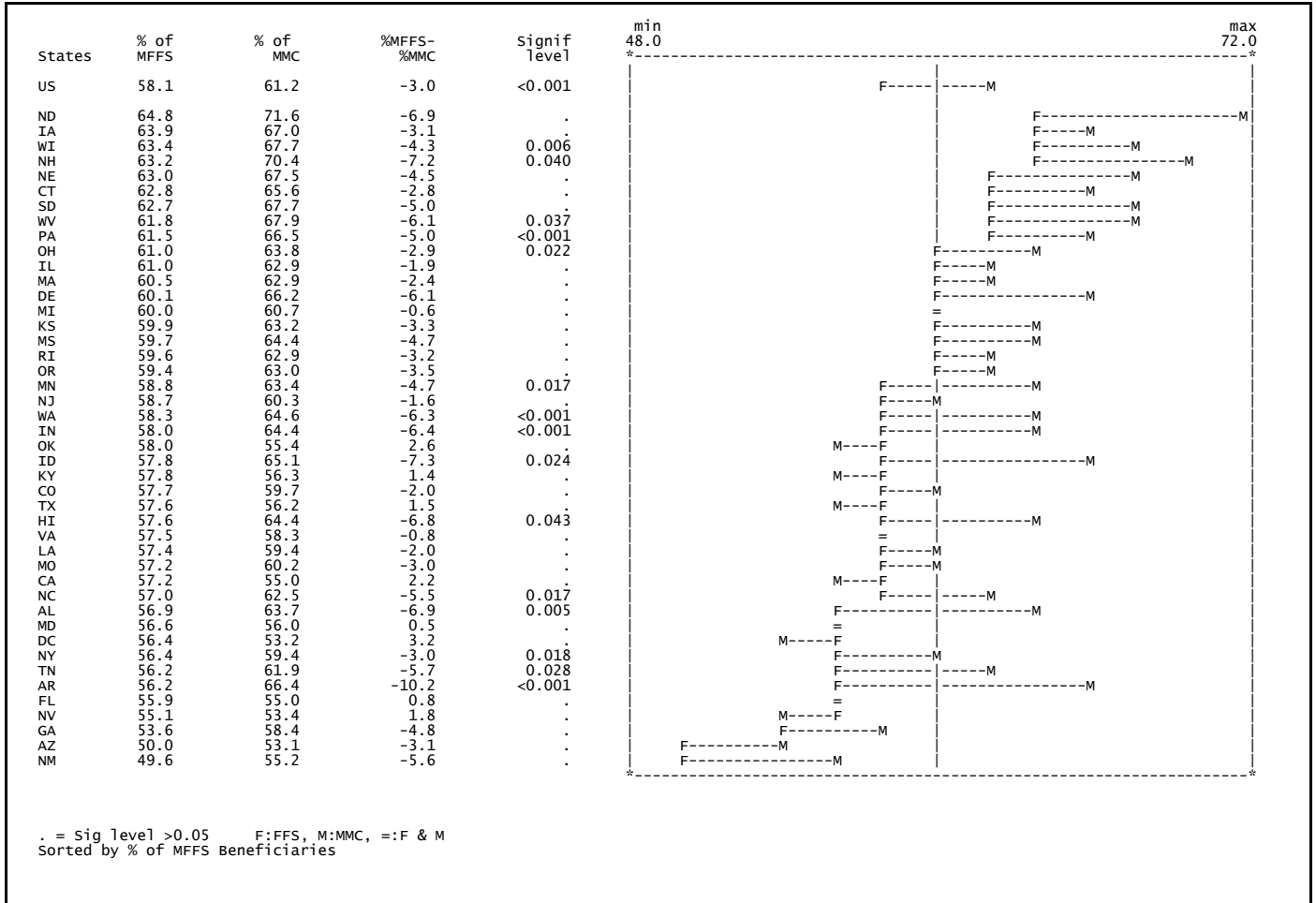


Figure 4-7. Percent of Medicare Beneficiaries Reporting “10” for Rate Health Care

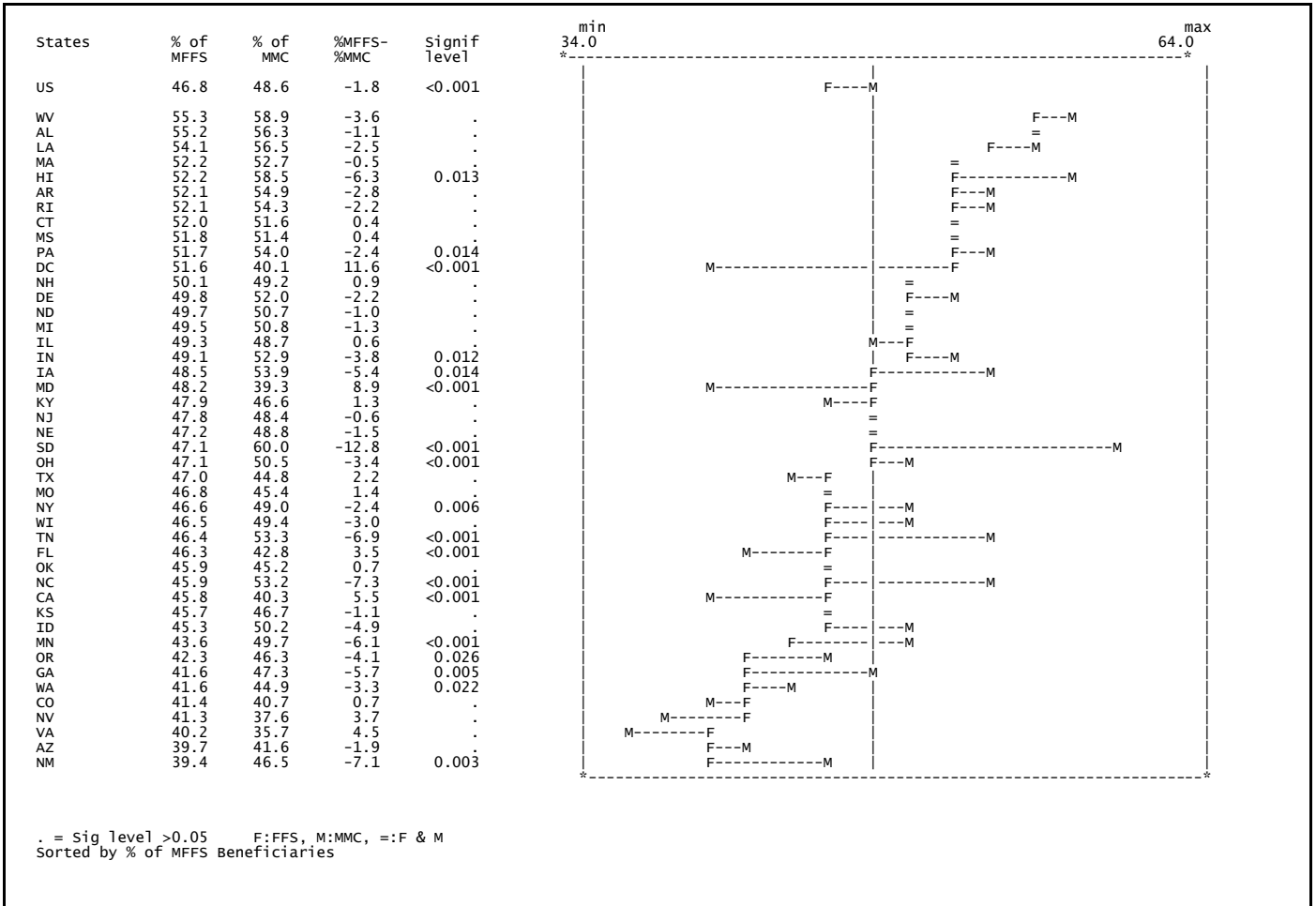


Figure 4-8. Percent of Medicare Beneficiaries Reporting “10” for Rate Medicare

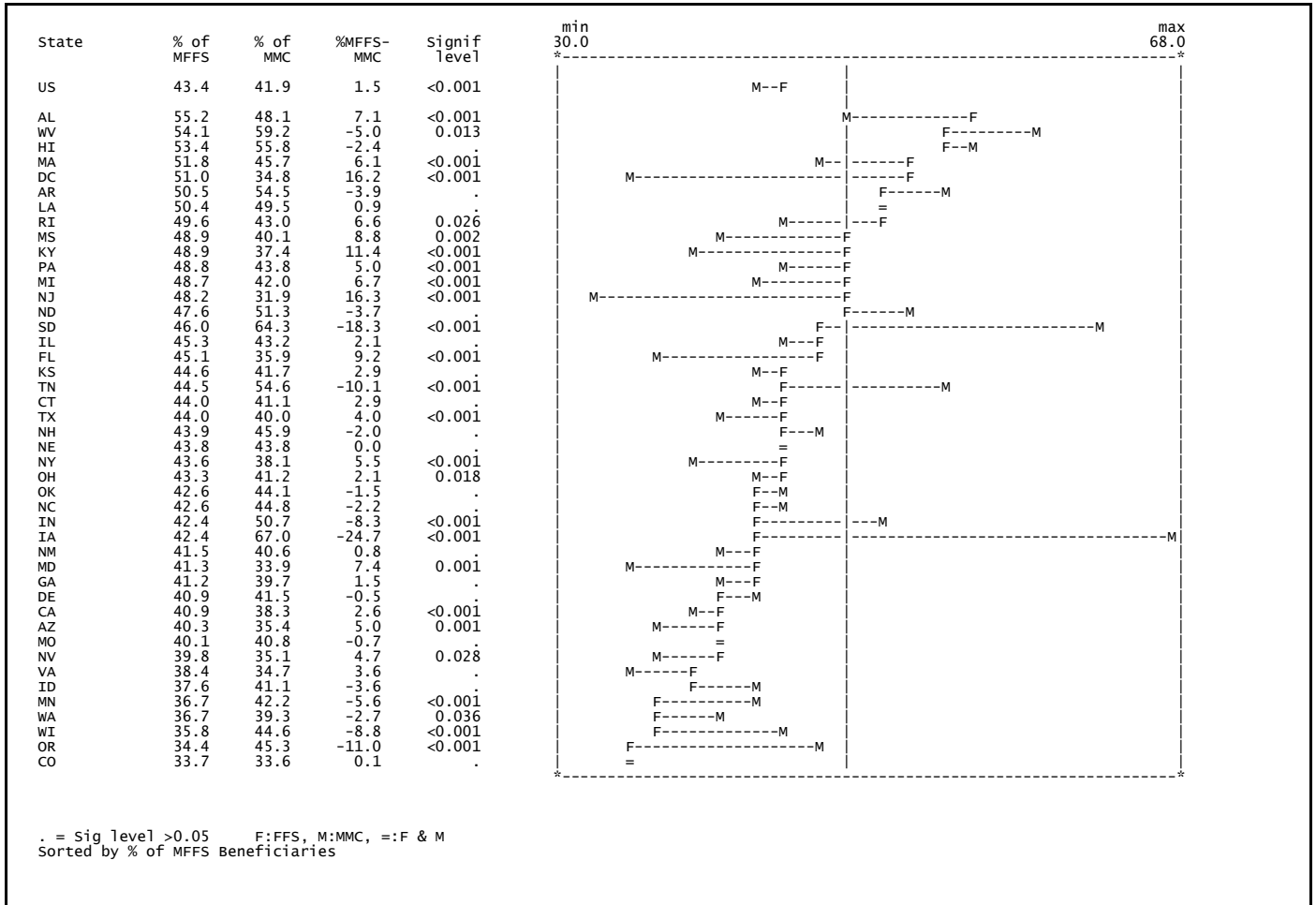
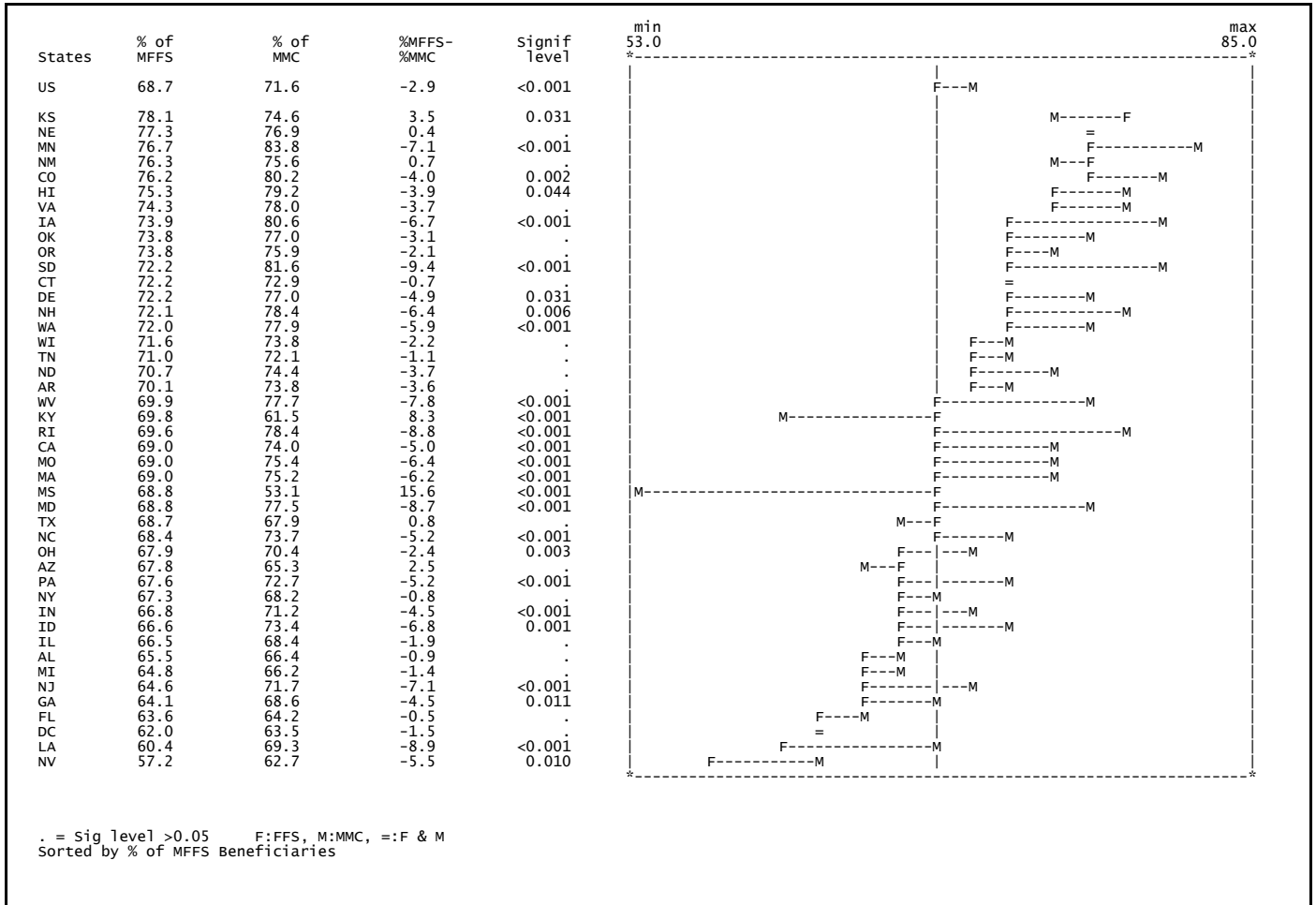


Figure 4-9. Percent of Medicare Beneficiaries Reporting “Yes” for the Flu Shot Indicator



4.3.3 Statistically Significant Differences in MFFS and MMC Ratings and Composites by Self-Perceived Health Status

We begin our discussion of interactions between health status and plan type for the three composites and two ratings based on results of our analysis of the 2001 survey data. Next, we present findings from analyses we conducted after pooling the data from the 2000 and 2001 surveys. These ratings and composite results are provided by beneficiaries in MFFS and MMC and are stratified by the beneficiary's health status according to self-reported fair/poor health or excellent/very good health. Data presented in each of the figures (for 2001 and also for 2000 and 2001 combined) are sorted by the interaction effect (i.e., the absolute difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/very good health). The figures present the following information from left to right by state:

- ▶ the percentage of beneficiaries reporting excellent/very good health in MFFS who provided the most-positive responses (“10,” “Always,” “Not a problem,” or “Yes”),
- ▶ the percentage of MMC beneficiaries, reporting excellent/very good health, who gave the most-positive responses,
- ▶ statistically significant differences between beneficiaries in excellent/very good health in MFFS versus MMC is denoted by an underline joining the values for MFFS and MMC,
- ▶ the percentage of beneficiaries in poor/fair health in MFFS who provided the most-positive responses,
- ▶ the percentage of MMC beneficiaries in poor/fair health who gave the most-positive responses,
- ▶ statistically significant differences between beneficiaries in poor/fair health in MFFS versus beneficiaries in MMC are denoted by an underline joining the values for MFFS and MMC,
- ▶ the interaction between health status and plan type (i.e., the percentage-point difference between MFFS and MMC among those in excellent/very good health less the percentage point difference between MFFS and MMC among those in poor/fair health),
- ▶ statistical significance for the interaction between plan type and health status is denoted by an asterisk (*) to the right of the interaction,
- ▶ a graphic plotting the percentage of most-positive responses for MFFS and MMC beneficiaries in excellent/very good health, and
- ▶ a graphic plotting the percentage of most-positive responses for MFFS and MMC beneficiaries in poor/fair health.

Results Based on Analysis of 2001 Data

The figures illustrate how the results for the ratings and composites depend on the beneficiary's self-reported health status and his or her plan type. For example, consider Figure 4-10, the graphic for the Needed Care Composite. South Dakota has the largest percentage-point interaction (8.0%), thus is the first state listed. The percentage of MFFS versus MMC beneficiaries in excellent/very good health responding “Not a problem” is 94.2% and 92.7%, respectively. The first graphic directly after the interaction column plots these percentages. Additionally, these percentages are not underlined; hence the difference between MFFS and MMC beneficiaries in excellent/very good health ($94.2\% - 92.7\% = 1.5\%$)

is not statistically significant. This difference is the simple effect of plan type among beneficiaries in excellent/very good health. Following the comparison of MFFS and MMC beneficiaries in excellent/very good health is the comparison of MFFS and MMC beneficiaries in poor/fair health. The percentages (84.2% for MFFS and 90.6% for MMC) are not underlined indicating a lack of statistical significance. The difference, also known as the simple effect of plan type among beneficiaries in poor/fair health, is -6.4% ($84.2\% - 90.6\% = -6.4\%$). These percentages are plotted on the second graphic located to the far right. Tying together these two sets of numbers is the last column of numbers labeled “interaction.” The difference of the simple effects among beneficiaries in excellent/very good health and the simple effects among beneficiaries in poor/fair health is called the interaction. For South Dakota the interaction is 8.0% [$(94.2\% - 92.7\%) - (84.2\% - 90.6\%)$] and is lacking an asterisk (*), therefore is not statistically significant.

The interaction column coupled with the two graphics directly following the interaction column tells a very interesting story. For instance, in South Dakota a higher percentage of MFFS beneficiaries in excellent/very good health respond “Not a problem” to the Needed Care Composite than MMC beneficiaries in excellent/very good health. In the first graphic, this is illustrated by the “F” being plotted to the right of the “M.” On the other hand, in the second graphic that compares MFFS versus MMC beneficiaries in poor/fair health the “M” is plotted to the right of the “F” indicating that a higher percentage of MMC beneficiaries responded most positively. Thus, we cannot say which plan has a higher percentage of beneficiaries responding most positively for the Needed Care Composite without considering self-reported health status. The magnitude and test of statistical significance of the dependency described above is found in the interaction column. In this example, we must note that none of the differences are statistically significant at alpha equal to 0.05.

Another example of a different type of interaction is demonstrated by observing the results for California in the Needed Care Composite. In California, regardless of health status, a higher percentage of beneficiaries in MFFS responded “Not a problem” than beneficiaries in MMC. The interaction column, nonetheless, shows statistical significance. Studying the side-by-side graphics reveal that the differences are not of the same magnitude. The distance between the “M” (MMC) and “F” (MFFS)—connected by a horizontal dotted line—for beneficiaries in excellent/very good health is much shorter than the distance between the “M” and the “F” for beneficiaries in poor/fair health. This indicates that, although a higher percent of MFFS beneficiaries responded most positively regardless of health status when compared to MMC beneficiaries, an even higher percentage of MFFS beneficiaries in poor/fair health responded most positively.

Generally speaking, across both MFFS and MMC, the percentage of beneficiaries in poor/fair health responding most positively is much lower than the percentage of beneficiaries in excellent/very good health who respond most positively. This is especially true for the Good Communication Composite, Care Quickly Composite, Rate Health Care Rating, and Rate Medicare Rating (Figures 4-11, 4-12, 4-13, and 4-14) where almost all states demonstrate this pattern.

Excellent/Very Good Health

First, consider the effects of plan type (MFFS versus MMC) for beneficiaries in excellent/very good health. Nationally, significantly higher percentages of MMC beneficiaries reported excellent/very good health provided responses of “10,” “Always,” “Not a problem,” or “Yes” for four of the six indicators; Good Communication, Rate Medicare, Care Quickly, and Flu Shot. Nationally, the Needed Care Composite is the only composite where MFFS had a higher percentage of beneficiaries in excellent/very good health respond positively. Across the six indicators, in states where there were significant differences between MFFS and MMC beneficiaries in excellent/very good health, the differences tended to be consistent with the national results. Departures from the national results were found for the following indicators: Rate Health Care (6 of 15 states and the District of Columbia significantly favored MFFS), Rate Medicare (6 of 24 states and the District of Columbia significantly favored MFFS), and Flu Shot (2 of 16 states significantly favored MFFS). See Figures 4-13, 4-14, and 4-15. States with significant differences between MFFS and MMC beneficiaries for the Needed Care Composite, Good Communication Composite, and Care Quickly Composite were consistent with the national results (see Figures 4-10 through 4-12).

Poor/Fair Health

We also found significant differences in the effects of plan type among beneficiaries in poor/fair health. Nationally, significantly higher percentages of MMC beneficiaries in poor/fair health provided the most-positive responses for four of the six indicators; Good Communication, Rate Health Care, Care Quickly, and Flu Shot. The Needed Care Composite and Rate Medicare are the only indicators where MFFS had a significantly higher percentage of beneficiaries responding most positively. In states where significant differences existed between MFFS and MMC, results tended to be consistent with the national results. Variations from the national results were found for the following indicators: Needed Care (1 of 24 states significantly favored MMC), Flu Shot (2 of 21 states significantly favored MFFS), Rate Medicare (4 of 20 states favored MMC), and Rate Health Care (2 of 15 states and the District of Columbia favored MFFS). See Figures 4-10 and 4-13 through 4-15. No significant differences across state existed for the Good Communication Composite or Care Quickly Composite (Figure 4-11).

Needed Care Composite. There were statistically significant differences in the percentage of MFFS and MMC beneficiaries who responded “Not a problem” for the Needed Care Composite by health status and for the interaction between health status and plan type. There were statistically significant differences between MFFS and MMC among beneficiaries in excellent/very good health in 31 states and among beneficiaries in poor/fair health in 24 states (see Figure 4-10). In states with statistically significant differences between MFFS and MMC, MFFS performed better than MMC in all cases, except among beneficiaries living in Iowa.

These differences are not of the same magnitude across health status, thus demonstrating an interaction between health status and plan type. The interaction between health status and plan type is statistically significant in five states (New Mexico, California, Washington, Massachusetts, and Florida). In Florida, Massachusetts, and California, the percentage of beneficiaries responding most positively is

higher for MFFS than MMC for beneficiaries in both excellent/very good health and in poor/fair health. However, in these three states, the percentage-point difference is much greater for beneficiaries in poor/fair health, as illustrated by the distance between the “M” and the “F” in the two side-by-side graphics (see Figure 4-10). The interaction for New Mexico and Washington is due to statistically significant differences existing for only health status. In New Mexico, differences are not significant for beneficiaries in excellent/very good health, yet for beneficiaries in poor/fair health, a significantly higher percentage of MFFS beneficiaries responded most positively. The opposite occurs for Washington, where significant differences are present for beneficiaries in excellent/very good health, but not for beneficiaries in poor/fair health.

Good Communication Composite. There were only nine states in which statistically significant differences for beneficiaries responding “Always” for the Good Communication Composite occurred, and the differences were only present for beneficiaries in excellent/very good health (see Figure 4-11). In all cases the differences favored MMC.

Ohio is the only state where the interaction was significant. In Ohio, a significantly higher percentage of MMC beneficiaries in excellent/very good health responded “Always” than MFFS beneficiaries in excellent/very good health. Statistically significant differences between the percentage of Ohio beneficiaries in poor/fair health responding “Always” for the Good Communication Composite in MFFS versus MMC were not found.

Care Quickly Composite. The Care Quickly Composite is the only indicator where significant interactions were not found (see Figure 4-12). Additionally, statistically significant differences between MFFS and MMC among beneficiaries in poor/fair health were not present. Only in five states (Indiana, Ohio, Delaware, North Carolina, and Pennsylvania) were statistically significant differences in the percentage of MFFS and MMC beneficiaries in excellent/very good health who reported “Always” for the Care Quickly Composite found. For all five states, the percentages were significantly higher for MMC beneficiaries than MFFS beneficiaries.

Rate Health Care. Among beneficiaries in excellent/very good health, there were eight states where the percentage of beneficiaries who rated their care a “10” was significantly higher for MMC than MFFS (see Figure 4-13). Among those in excellent/very good health, MFFS performed significantly better than MMC in six states and the District of Columbia. Among beneficiaries in poor/fair health, there were statistically significant differences between MFFS and MMC in 15 states and the District of Columbia. In but 2 of these states and the District of Columbia, MMC performed significantly better than MFFS.

Statistically significant interactions between health status and plan type are present in 13 states. Observing the side-by-side graphics for these states illustrates how health status affects the percentage of beneficiaries who rated their health care a “10.” For example, in Iowa a higher percentage of MFFS beneficiaries in excellent/very good health rated their health care a “10” than MMC beneficiaries (65.0% and 53.3% respectively). However, the pattern is opposite for beneficiaries in poor/fair health. That is, of beneficiaries in poor/fair health, 45.8% of MMC beneficiaries rated their health care a “10” compared

with 38.7% of MFFS beneficiaries. States demonstrating the same pattern, as described for Iowa (MFFS higher for beneficiaries in excellent/very good health and MMC higher for beneficiaries in poor/fair health), include: Nevada, Wisconsin, Massachusetts, Colorado, and Illinois. In Kentucky, Arkansas, Kansas, and Louisiana, a higher percentage of MFFS beneficiaries in poor/fair health rated their health care a “10” than MMC beneficiaries, and a higher percentage of MMC beneficiaries in excellent/very good health rated their health care a “10” than MFFS beneficiaries.

Rate Medicare. In 22 states, there were statistically significant differences between MMC and MFFS beneficiaries in excellent/very good health (see Figure 4-14). In 6 of the 24 states (Massachusetts, New Jersey, Michigan, New York, Pennsylvania, and Florida) and the District of Columbia, a greater percentage of MFFS beneficiaries responded most positively than MMC beneficiaries. The remaining 15 states favored MMC. Among beneficiaries in poor/fair health, statistically significant differences between MFFS and MMC were found in 20 states. In 4 of the 20 states (Iowa, Oregon, Indiana, and Wisconsin), a greater percentage of MMC beneficiaries rated Medicare a “10” compared to the percentage of MFFS beneficiaries rating Medicare a “10.” The remaining 15 states and the District of Columbia favored MFFS.

The results, by state, of the number of beneficiaries who gave Medicare a “10” rating depended on the beneficiary’s health status and whether or not the beneficiary was enrolled in MFFS or MMC. This dependency held for 18 states. The side-by-side graphics for the 18 states illustrate how health status interacts with plan type. For instance, in Kentucky a higher percentage of MMC beneficiaries in excellent/very good health rated their health care a “10” than did MFFS beneficiaries (45.4% and 40.0%, respectively). The results are the opposite for beneficiaries in poor/fair health; 58.1% of MFFS beneficiaries rated their health care a “10” compared to 31.7% of MMC beneficiaries. States demonstrating the same pattern as Kentucky include: Louisiana, Connecticut, Ohio, Oklahoma, Arizona, New Mexico, and Texas.

Flu Shot. Among beneficiaries in excellent/very good health, there were 16 states in which there was a statistically significant difference between the percentage of beneficiaries in MFFS and MMC who responded “Yes.” In 14 of the 16 states, the percentage of beneficiaries who responded “Yes” for the Flu Shot indicator was significantly higher for MMC than MFFS (see Figure 4-15). Among beneficiaries in poor/fair health, 20 states and the District of Columbia demonstrated significant differences between MFFS and MMC in the percentage of beneficiaries responding most positively. In Mississippi and Kentucky, the percentage of MFFS beneficiaries in both excellent/very good health and poor/fair health who responded “Yes” was greater than the percentage of MMC beneficiaries who responded most positively. In the remaining 17 states and the District of Columbia, a higher percentage of beneficiaries in MMC responded “Yes” than beneficiaries in MFFS.

The interaction between health status and plan type was significant in five states (Arkansas, Indiana, Iowa, Connecticut, and Georgia) and the District of Columbia. There were no statistically significant differences between MFFS and MMC among beneficiaries in excellent/very good health for the Flu Shot indicator in any of the states with significant interactions. Nevertheless, in the District of

Columbia, Arkansas, Indiana, and Connecticut, compared with beneficiaries in MMC, a higher percentage of beneficiaries in MFFS responded “Yes” if they were in excellent/very good health. A lower percentage of beneficiaries in MFFS responded “Yes” if they were in poor/fair health; in all of the states where there was a significant interaction.

Results Based on Analysis of the Combined 2000 and 2001 Data

A consistent finding across MFFS and MMC is that a lower percentage of beneficiaries in fair/poor health responded most positively compared with beneficiaries in excellent/very good health for the Needed Care Composite, Good Communication Composite, Care Quickly Composite, and Rate Health Care. For Rate Medicare, this was also generally the case, except among beneficiaries in MFFS in Kentucky, Iowa, New Mexico and Tennessee where a lower percentage of beneficiaries in excellent/very good health Rated Medicare a “10” compared with those in fair/poor health. See Figures 4-16 through 4-21.

For the flu shot indicator, the opposite pattern occurs. A higher percentage of beneficiaries in fair/poor health were more likely to report receiving a flu shot compared with beneficiaries in excellent/very good health nationally and in the majority of states.

Excellent/Very Good Health

Nationally, significantly higher percentages of MMC beneficiaries who reported excellent/very good health provided responses of “10,” “Always,” “Not a problem,” or “Yes” for five of the six indicators; Good Communication, Rate Health Care, Rate Medicare, Care Quickly, and Flu Shot. Nationally, the Needed Care Composite is the only composite where MFFS had a higher percentage of beneficiaries in excellent/very good health respond “Not a Problem.” Across the six indicators, in states where there were significant differences between MFFS and MMC beneficiaries in excellent/very good health, the differences tended to be consistent with the national results. Departures from the national results were found for the following indicators: Rate Health Care (2 of 19 states and the District of Columbia significantly favored MFFS), Rate Medicare (6 of 29 states and the District of Columbia significantly favored MFFS), and Flu Shot (1 of 18 states significantly favored MFFS). See Figures 4-19, 4-20, and 4-21. States with significant differences between MFFS and MMC beneficiaries for the Needed Care Composite, Good Communication Composite, and Care Quickly Composite were consistent with the national results (see Figures 4-16 through 4-18).

Poor/Fair Health

We also found significant differences in the effects of plan type among beneficiaries in poor/fair health. Nationally, significantly higher percentages of MMC beneficiaries in poor/fair health provided the most-positive responses for four of the six indicators: Good Communication, Care Quickly, Rate Health Care, and Flu Shot. The Needed Care Composite and Rate Medicare were the only indicators where MFFS had a significantly higher percentage of beneficiaries responding most positively at the national level. In states where significant differences existed between MFFS and MMC, results tended to be consistent with the national results. Variations from the national results were found for the following indicators: Rate Health Care (6 of 20 states and the District of Columbia significantly favored MFFS),

Rate Medicare (3 of 24 states significantly favored MMC), and Flu Shot (2 of 32 states significantly favored MFFS). See Figures 4-19 and 4-21.

Needed Care Composite. There were statistically significant differences in the percentage of MFFS and MMC beneficiaries who responded “Not a problem” for the Needed Care Composite by health status and for the interaction between health status and plan type. There were statistically significant differences between MFFS and MMC among beneficiaries in excellent/very good health in 27 states and the District of Columbia, and among beneficiaries in poor/fair health in 26 states and the District of Columbia (see Figure 4-16). In states with statistically significant differences between MFFS and MMC, MFFS performed better than MMC in all cases.

These differences are not of the same magnitude across health status, thus demonstrating an interaction between health status and plan type. The interaction between health status and plan type is statistically significant in 10 states. In all 10 states, the percentage of beneficiaries responding most positively is higher for MFFS than MMC for beneficiaries in both excellent/very good health and in poor/fair health. However, the percentage-point difference is much greater for beneficiaries in poor/fair health, as illustrated by the distance between the “M” and the “F” in the two side-by-side graphics in all cases, except for Michigan where the opposite is true (see Figure 4-16).

Good Communication Composite. There were statistically significant differences between MFFS and MMC among beneficiaries in excellent/very good health in 16 states and among beneficiaries in fair/poor health in five states (see Figure 4-17). In all cases the differences favored MMC.

There were five states in which the interaction between health status and plan type is statistically significant. In four of the five states, the percentage point difference is greater between MFFS and MMC for beneficiaries in excellent/very good health than among beneficiaries in fair/poor health. The opposite is true in the remaining state.

Care Quickly Composite. Only in seven states were statistically significant differences in the percentage of MFFS and MMC beneficiaries in excellent/very good health who reported “Always” for the Care Quickly Composite found (see Figure 4-18). For all seven states, the percentages were significantly higher for MMC beneficiaries than MFFS beneficiaries. In two states, statistically significant differences in the percentage of beneficiaries in fair/poor health were found. In both states, the percentage of beneficiaries who responded “Always” was higher for MMC than for MFFS.

There were two states in which the interaction between health status and plan type is statistically significant. In one state, the percentage point difference is greater between MFFS and MMC for beneficiaries in excellent/very good health than among beneficiaries in fair/poor health. However, the opposite is true for the other state.

Rate Health Care. Among beneficiaries in excellent/very good health, there were 17 states where the percentage of beneficiaries who rated their care a “10” was significantly higher for MMC than MFFS (see Figure 4-19). Among those in excellent/very good health, MFFS performed significantly better than MMC in two states (California and Maryland) and the District of Columbia. Among

beneficiaries in poor/fair health, there were statistically significant differences between MFFS and MMC in 19 states and the District of Columbia. In 14 states, MMC performed significantly better than MFFS, and in five states and the District of Columbia MFFS performed significantly better than MMC. In seven states, a higher percentage of MMC beneficiaries rated their health care a “10” compared with MFFS beneficiaries regardless of health status. On the other hand, in two states and the District of Columbia, a higher percentage of MFFS beneficiaries rated their health care higher than MMC beneficiaries regardless of health status.

Statistically significant interactions between health status and plan type are present in 12 states. Observing the side-by-side graphics for these states illustrates how health status affects the percentage of beneficiaries who rated their health care a “10.” For example, in Kentucky a higher percentage of MMC beneficiaries in excellent/very good health rated their health care a “10” than MFFS beneficiaries (60.6% and 49.7% respectively). However, the pattern is opposite for beneficiaries in poor/fair health. That is, of beneficiaries in poor/fair health, 39.3% of MMC beneficiaries rated their health care a “10” compared with 44.8% of MFFS beneficiaries in Kentucky. Four other states that demonstrate the same pattern, as described for Kentucky (MMC higher for beneficiaries in excellent/very good health and MFFS higher for beneficiaries in poor/fair health), are Oklahoma, Florida, New Jersey, and Kansas. In 8 of the 12 states with significant interactions, the percentage point difference between MFFS and MMC is greater among those in excellent/very good health than among those in fair/poor health. The opposite is true for the remaining four states.

Rate Medicare. In 29 states and the District of Columbia, there were statistically significant differences between MMC and MFFS beneficiaries in excellent/very good health (see Figure 4-20). In 6 of the 28 states and the District of Columbia, a greater percentage of MFFS beneficiaries responded most positively than MMC beneficiaries. The remaining 23 states favored MMC. Among beneficiaries in poor/fair health, statistically significant differences between MFFS and MMC were found in 23 states and the District of Columbia. In 3 of the 23 states, a greater percentage of MMC beneficiaries rated Medicare a “10” compared to the percentage of MFFS beneficiaries rating Medicare a “10.” The remaining 20 states and the District of Columbia favored MFFS. In New Mexico, a higher percentage of MMC beneficiaries in excellent/very good health rated their health care a “10” than did MFFS beneficiaries (48.1% and 40.1% respectively). The results are the opposite for beneficiaries in poor/fair health; 44.6% of MFFS beneficiaries rated their health care a “10” compared to 37.8% of MMC beneficiaries. States demonstrating the same pattern as New Mexico include: Oklahoma, Ohio, Alabama, Texas, California, Kentucky, North Dakota, Louisiana, North Carolina, Arizona, Nebraska, Illinois, Georgia, Missouri, Kansas, and Colorado.

The results, by state, of the number of beneficiaries who gave Medicare a “10” rating depended on the beneficiary’s health status and whether or not the beneficiary was enrolled in MFFS or MMC. This dependency held for 32 states. The side-by-side graphics for the 32 states illustrate how health status interacts with plan type. In 18 states with statistically significant interactions, the percentage point difference between MFFS and MMC was higher among those in excellent/very good health than among those in fair/poor health.

Flu Shot. Among beneficiaries in excellent/very good health, there were 18 states in which there was a statistically significant difference between the percentage of beneficiaries in MFFS and MMC who responded “Yes.” In 17 of the 18 states, the percentage of beneficiaries who responded “Yes” for the Flu Shot indicator was significantly higher for MMC than MFFS (see Figure 4-21). Among beneficiaries in poor/fair health, 32 states and the District of Columbia demonstrated significant differences between MFFS and MMC in the percentage of beneficiaries responding most positively. In 30 of 32 states and the District of Columbia, a higher percentage of beneficiaries in MMC responded “Yes” than beneficiaries in MFFS.

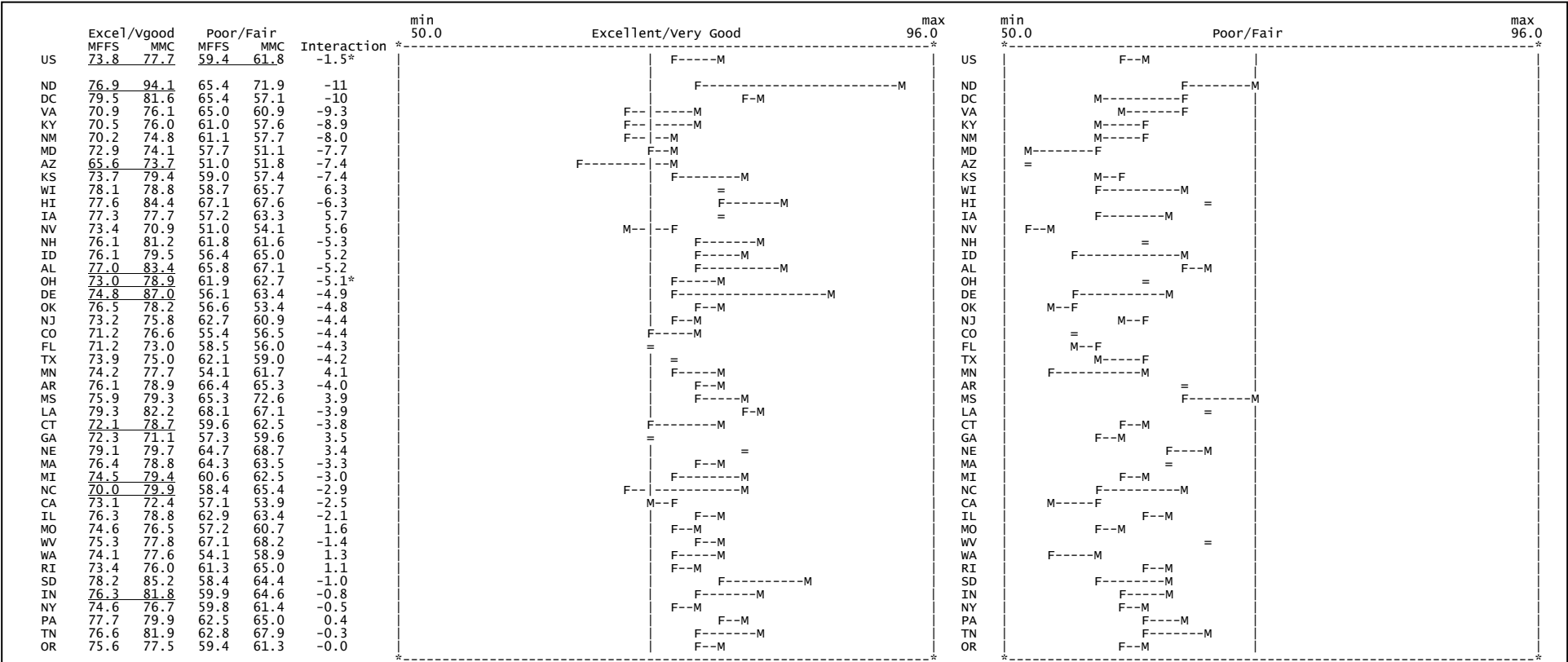
The interaction between health status and plan type was significant in 12 states. In 11 of the 12 states, the percentage point difference between MFFS and MMC is greater among those in fair/poor health than among those in excellent/very good health.

Figure 4-10. Percent of Medicare Beneficiaries Reporting “Not a problem” for the Needed Care Composite: MFFS and MMC by Poor/Fair Health and Excellent/Very Good Health

	Excel/Vgood		Poor/Fair		Interaction *	Excellent/Very Good		Poor/Fair	
	MFFS	MMC	MFFS	MMC		min 66.0	max 98.0	min 66.0	max 98.0
US	<u>92.7</u>	<u>87.3</u>	<u>84.9</u>	<u>78.9</u>	-0.5				
SD	94.2	92.7	84.2	90.6	8.0				
NM	88.6	87.7	83.0	75.3	-6.7*				
KY	89.3	85.3	86.5	76.5	-6.0				
AZ	89.8	81.3	81.3	67.1	-5.7				
HI	92.5	88.8	83.7	85.4	5.4				
MS	92.6	84.9	87.2	74.2	-5.2				
CA	90.8	84.2	83.3	71.8	-4.9*				
WA	91.7	87.5	78.2	78.3	4.3*				
AR	94.6	94.3	88.9	84.5	-4.1				
RI	90.9	89.7	90.0	84.7	-4.0				
NE	95.4	89.1	88.6	86.3	4.0				
OK	92.8	84.1	83.1	70.7	-3.7				
MA	92.9	88.7	89.2	81.3	-3.7*				
DC	93.7	84.8	80.4	75.0	3.4				
FL	92.9	84.5	84.8	73.0	-3.3*				
IA	94.3	96.0	88.3	92.9	2.9				
WV	97.1	90.6	91.9	88.4	2.9				
TN	96.1	89.9	88.0	79.0	-2.9				
OR	92.9	86.7	84.3	81.0	2.8				
AL	94.0	90.4	86.6	85.6	2.6				
CT	92.6	90.0	86.0	81.0	-2.5				
WI	94.0	89.9	86.5	84.9	2.5				
LA	94.3	88.0	86.9	78.3	-2.3				
IN	94.5	89.1	85.4	82.2	2.2				
IL	93.3	86.9	87.6	79.1	-2.1				
MI	94.5	84.3	86.9	78.8	2.0				
TX	92.2	79.1	84.2	69.4	-1.8				
NH	94.8	91.4	86.1	84.4	1.7				
ID	91.0	90.0	84.1	81.8	-1.2				
GA	90.9	82.1	83.0	75.3	1.1				
MD	94.3	87.9	81.7	76.4	1.1				
NC	93.4	87.0	87.4	82.0	0.9				
NV	89.9	81.5	75.6	68.0	0.8				
MN	93.8	91.6	84.4	83.0	0.8				
OH	93.9	89.1	86.8	82.8	0.8				
KS	94.1	89.0	87.5	81.8	-0.6				
NJ	93.9	88.1	86.1	79.7	-0.6				
PA	95.9	91.2	89.7	85.4	0.5				
VA	91.8	84.3	86.6	78.7	-0.4				
ND	91.4	93.2	87.4	89.4	0.3				
DE	92.7	91.5	84.3	83.3	0.2				
MO	92.5	86.5	85.2	79.0	-0.2				
NY	93.6	87.8	84.5	78.5	-0.1				
CO	88.9	84.4	78.7	74.1	-0.1				

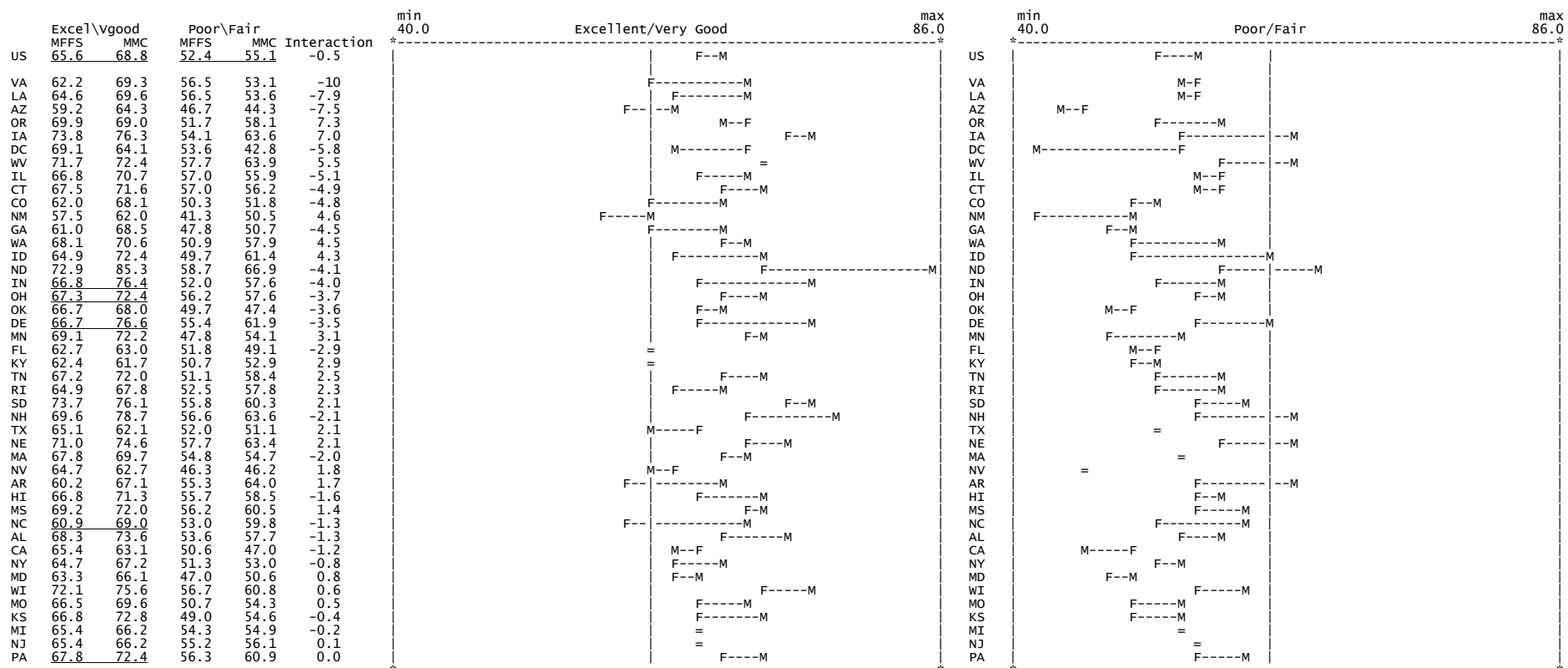
Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/vary good health, for example the CO interaction = (88.9-84.4) - (78.7-74.1) = -0.1; These interactions may differ due to rounding, for example the DC interaction = (93.7-84.8) - (80.4-75) = 3.5 ≠ 3.4.

Figure 4-11. Percent of Medicare Beneficiaries Reporting “Always” for the Good Communication Composite: MFFS and MMC by Excellent/Very Good Health and Fair/Poor Health



Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/very good health, for example the OR interaction = (75.6-77.5) - (59.4-61.3) = 0; These interactions may differ due to rounding, for example the TN interaction = (76.6-81.9) - (62.8-67.9) = -0.2 ≠ -0.3.

Figure 4-12. Percent of Medicare Beneficiaries Reporting “Always” for the Care Quickly Composite: MFFS and MMC by Fair/Poor Health and Excellent/Very Good Health



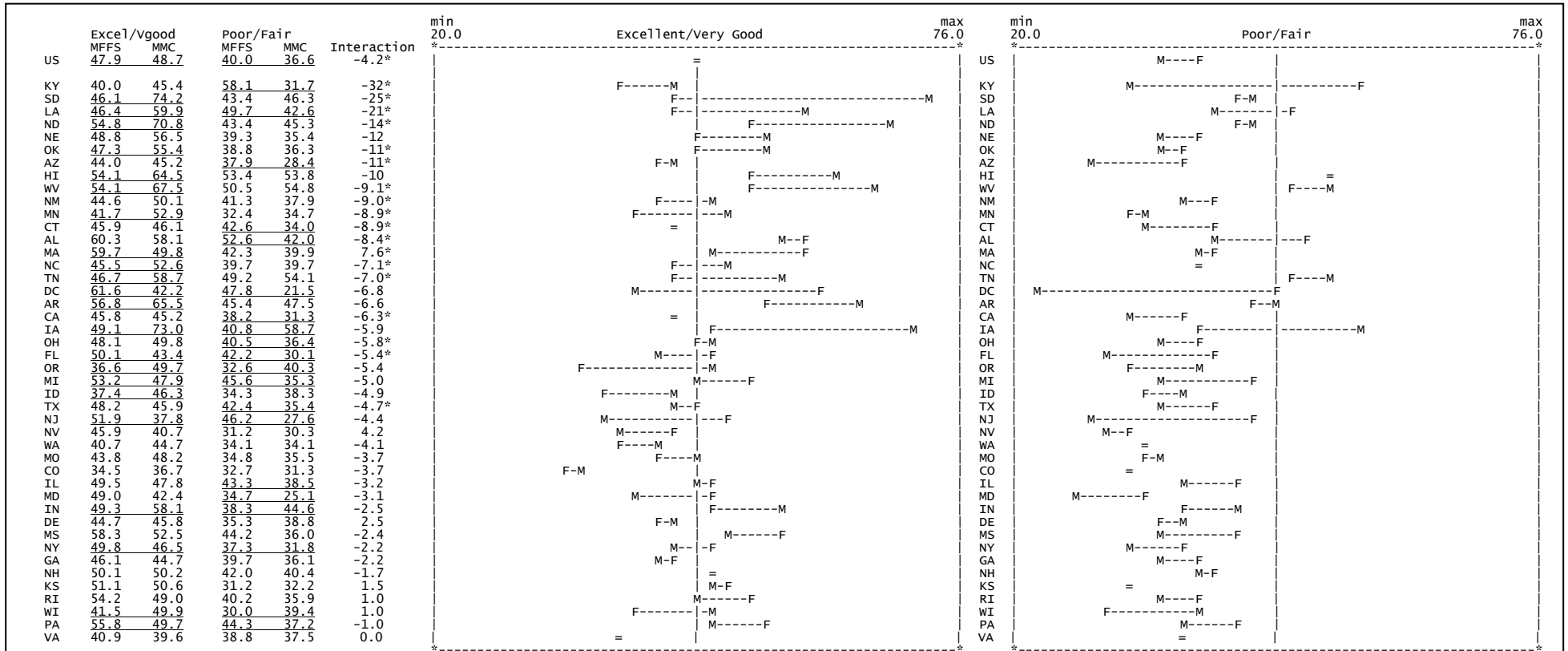
Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/very good health, for example the PA interaction = (67.8-72.4) - (56.3-60.9) = 0; These interactions may differ due to rounding, for example the IL interaction = (66.8-70.7) - (57.0-55.9) = -5 ≠ -5.1

Figure 4-13. Percent of Medicare Beneficiaries Reporting “10” for Rate Health Care: MFFS and MMC by Fair/Poor Health and Excellent/Very Good Health

State	Excel/vgood		Poor/Fair		Interaction	Excellent/Very Good		Poor/Fair	
	MFFS	MMC	MFFS	MMC		min 25.0	max 75.0	min 25.0	max 75.0
US	55.4	55.9	40.4	43.7	2.8*				
IA	65.0	53.3	38.7	45.8	18.8*				
WI	59.9	55.7	37.0	46.3	13.4*				
KY	50.2	59.7	44.6	41.1	-13*				
AR	49.9	62.0	51.7	51.0	-13*				
GA	46.8	44.8	35.4	45.8	12.5*				
ID	52.7	54.3	33.6	47.6	12.4*				
NV	53.0	44.4	30.2	33.6	12.0*				
KS	50.2	59.4	40.0	37.5	-12*				
MA	61.4	56.7	41.3	48.2	11.5*				
NH	59.7	51.6	40.2	42.5	10.5				
LA	59.1	68.5	52.3	51.6	-10*				
MS	69.2	63.4	47.4	51.4	9.9				
CO	50.5	45.1	33.2	36.5	8.7*				
TN	59.0	59.8	45.5	54.1	7.9*				
IL	60.9	54.5	42.6	44.1	7.8*				
NM	49.7	52.3	32.5	42.6	7.4				
OR	53.3	51.6	35.1	40.7	7.3				
OK	55.5	58.4	39.5	36.4	-6.0				
NE	55.7	62.2	42.0	42.7	-5.7				
AL	65.6	65.3	48.6	53.9	5.6				
AZ	47.6	52.5	37.0	36.7	-5.2				
MI	56.4	59.3	45.4	43.6	-4.7				
MO	56.2	52.8	39.9	41.3	4.7				
WA	50.8	52.6	32.6	38.7	4.3				
SD	63.1	73.0	45.0	51.0	-4.0				
NC	55.1	60.1	40.2	49.0	3.8				
CT	59.5	58.3	42.6	45.1	3.7				
ND	62.5	70.2	44.5	48.7	-3.5				
FL	53.3	51.4	41.9	36.7	-3.2				
MD	57.4	46.8	36.4	28.8	3.1				
OH	53.3	58.7	42.7	45.3	-2.8				
NY	54.5	55.9	40.1	44.4	2.8				
CA	56.8	48.6	39.1	33.6	2.7				
PA	60.3	61.7	44.5	48.2	2.4				
TX	53.9	50.6	42.6	41.1	1.7				
IN	58.1	64.1	40.8	47.5	0.6				
RI	58.5	61.7	43.9	46.6	-0.5				
NJ	55.7	56.1	42.9	42.8	-0.5				
HI	59.7	71.1	39.4	50.5	-0.4				
MN	52.6	59.4	37.4	43.8	-0.3				
VA	43.1	40.8	37.6	35.6	0.2				
WV	65.2	67.2	50.6	52.4	-0.2				
DE	54.2	60.6	43.0	49.3	-0.2				
DC	64.0	49.4	45.5	31.1	0.1				

Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/vary good health, for example the IA interaction = (65.0-53.3) - (38.7-45.8) = 18.8; These interactions may differ due to rounding, for example the DC interaction = (64.0-49.4) - (45.5 - 31.1) = 0.2 ≠ 0.1.

Figure 4-14. Percent of Medicare Beneficiaries Reporting “10” for Rate Medicare: MFFS and MMC by Fair/Poor Health and Excellent/Very Good Health



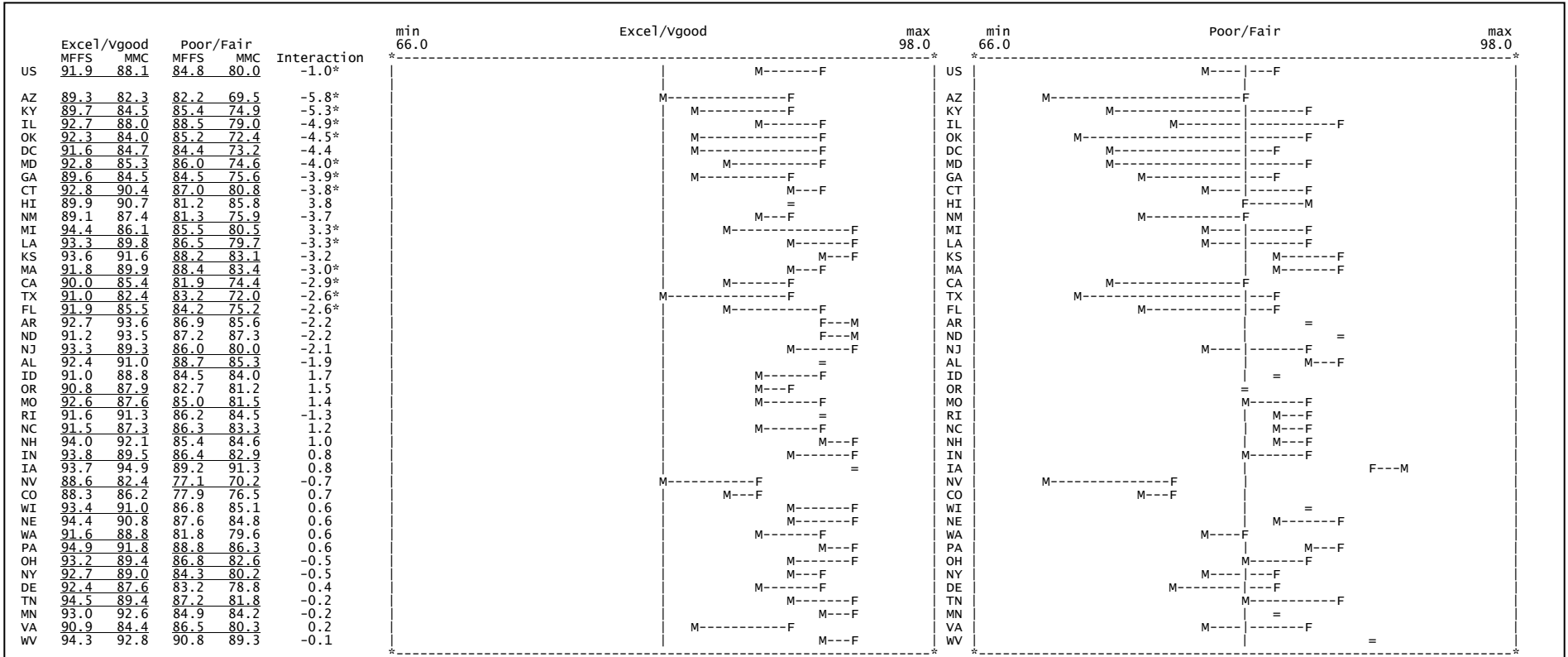
Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/vary good health, for example the VA interaction = (40.9-39.6) - (38.8-37.5) = 0.0; These interactions may differ due to rounding, for example the DE interaction = (44.7-45.8) - (3503-38.8) = 2.4 ≠ 2.5.

Figure 4-15. Percent of Medicare Beneficiaries Reporting “Yes” for the Flu Shot Indicator: MFFS and MMC by Excellent/Very Good Health and Fair/Poor Health

	Excel/Vgood		Poor/Fair		Interaction	Excellent/Very Good		Poor/Fair	
	MFFS	MMC	MFFS	MMC		min	max	min	max
US	65.8	68.6	69.6	72.4	-0.1	54.0	88.0	54.0	88.0
DC	62.8	55.8	55.1	67.6	19.5*	M-----F	F---M	F-----M	F---M
AR	75.8	71.3	63.8	76.0	16.8*		=	M-----F	
IN	66.3	65.7	64.6	74.7	10.7*			F---M	
IA	74.3	75.5	70.5	82.3	10.6*				F---M
CT	70.7	69.2	69.9	76.1	7.7*				
GA	66.3	69.6	58.0	68.7	7.4*				
OK	69.5	76.8	76.6	77.6	-6.4				
ND	67.0	66.6	77.1	82.2	5.5				
AL	59.5	62.4	70.2	68.1	-5.1	F---M			
VA	78.2	77.4	68.5	72.2	4.5				
NH	69.1	75.9	73.2	84.3	4.3				
WA	66.6	73.9	77.9	81.3	-4.0				
MI	63.8	62.0	65.4	67.6	4.0	M---F			
TX	67.8	65.4	66.3	67.5	3.7				
CO	72.7	79.0	79.2	81.9	-3.6				
HI	74.2	75.4	75.7	80.1	3.2				
RI	65.1	76.3	68.7	77.0	-2.9				
MS	68.1	54.3	66.1	55.2	2.9	M-----F			
TN	66.5	70.2	73.1	75.2	-2.6				
ID	65.5	71.4	68.0	76.3	2.4				
SD	72.1	82.3	72.7	85.3	2.4				
NJ	63.2	68.3	65.7	73.2	2.4				
KY	69.7	57.3	69.4	59.3	2.3	M-----F			
NM	72.3	72.1	73.7	75.7	2.3				
PA	62.7	67.4	69.4	76.1	2.0				
NV	54.8	59.3	60.4	62.9	-2.0	F-----M			
AZ	62.7	62.0	66.7	64.2	-1.8				
OH	63.1	64.5	69.5	72.8	1.8				
NE	74.5	78.9	78.1	80.8	-1.8				
DE	72.4	79.2	66.3	74.6	1.6				
KS	73.3	73.5	70.4	69.1	-1.5				
MO	67.4	71.8	71.0	76.8	1.5				
NC	66.2	70.0	70.3	75.4	1.4				
MD	68.2	78.7	67.8	77.0	-1.3				
MN	72.1	82.2	75.1	86.2	1.1				
NY	65.8	65.5	67.5	68.3	1.1				
OR	71.6	71.6	77.5	78.5	1.1				
MA	67.2	73.0	71.6	76.5	-0.9				
WV	68.0	77.0	70.0	78.4	-0.7				
LA	57.1	66.5	63.1	71.8	-0.6	F-----M			
FL	60.1	61.2	63.9	65.4	0.5				
CA	65.1	71.3	69.2	75.1	-0.3	F---M			
IL	61.2	63.4	69.8	71.8	-0.2				
WI	66.5	67.7	78.6	79.8	0.0	F---M			

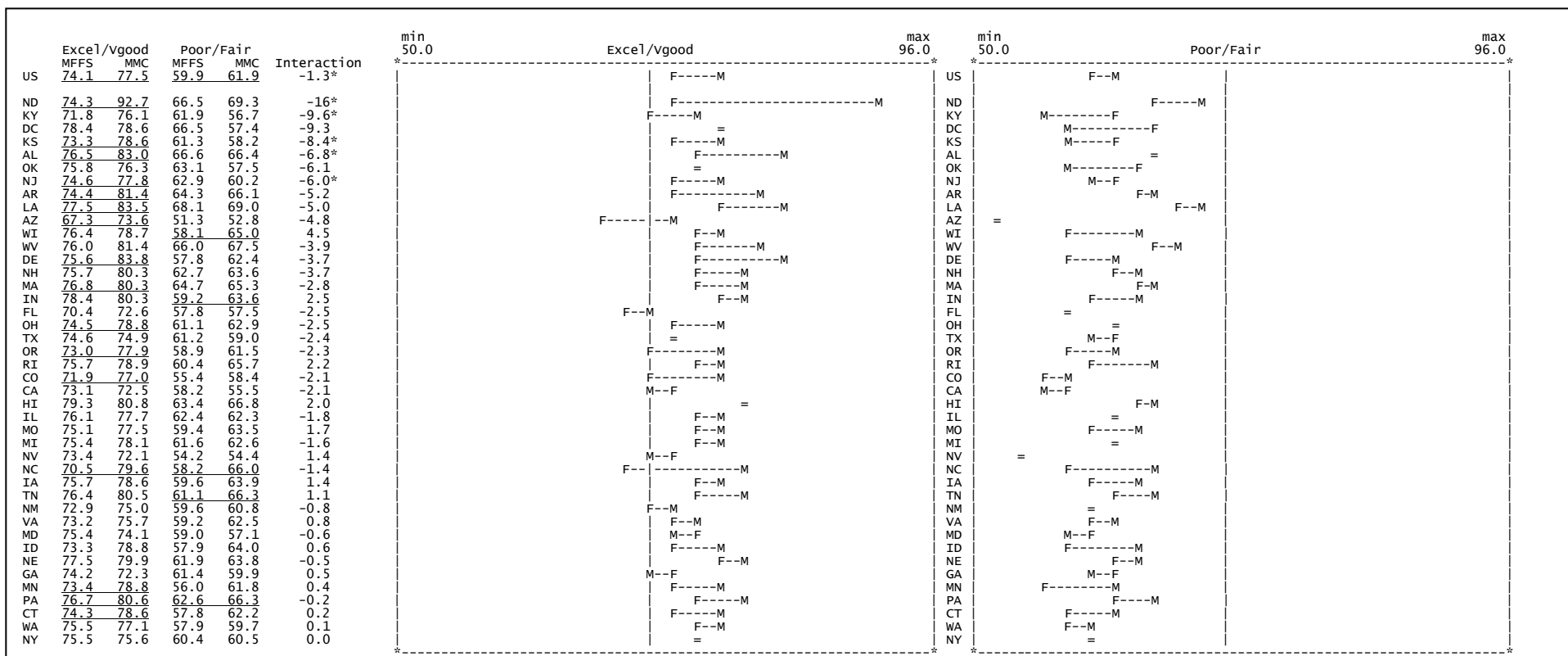
Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/very good health, for example the DC interaction = (62.8 – 55.8) – (55.1 – 67.6) = 19.5; These interactions may differ due to rounding, for example the FL interaction = (60.1-61.2) – (63.9-65.4) = 0.4 ≠ 0.5.

Figure 4-16. Percent of Medicare Beneficiaries Reporting “Always” for the Needed Care Composite: MFFS and MMC by Excellent/Very Good Health and Fair/Poor Health, Year 1 and Year 2 Combined



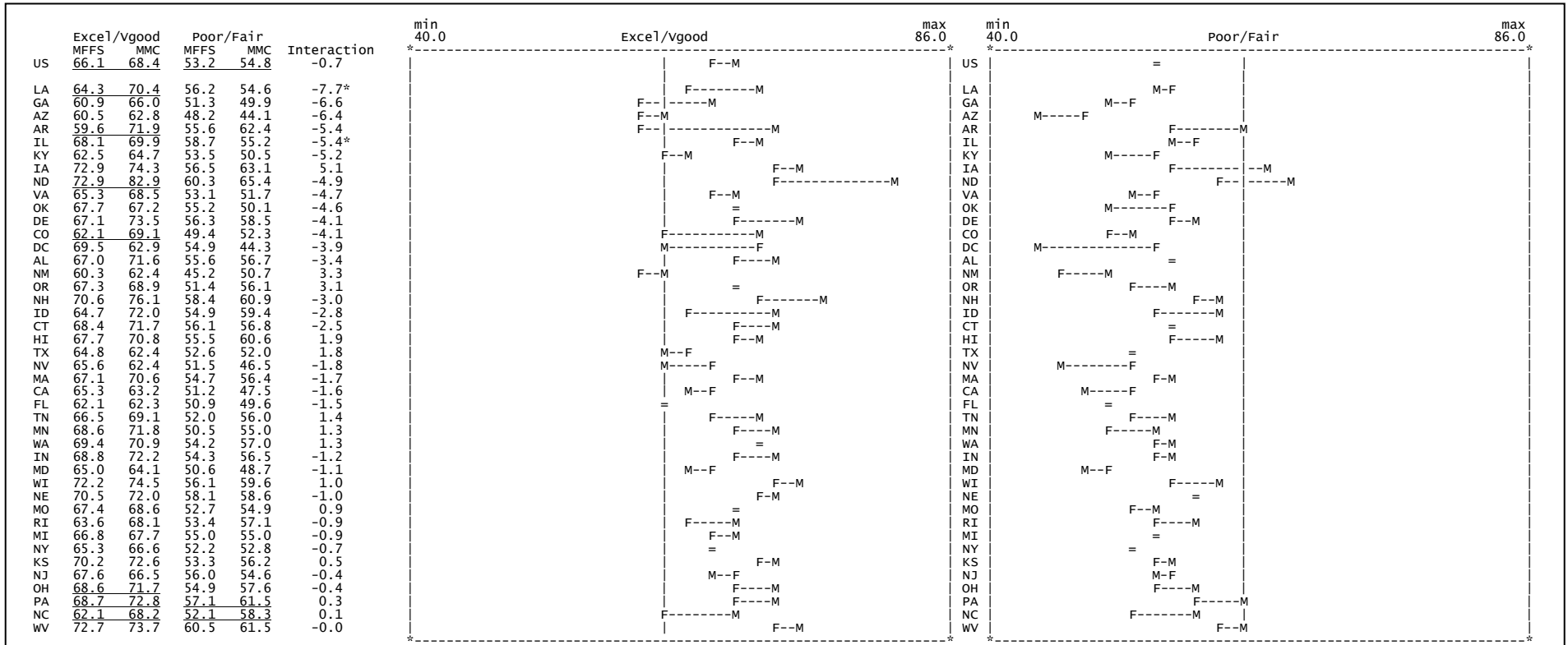
Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/very good health, for example the AZ interaction = (89.3 – 82.3) – (82.2 – 69.5) = -5.7; These interactions may differ due to rounding, for example the GA interaction = (93.0-92.6) – (84.9-84.2) = 0.3 ≠ 0.2.

Figure 4-17. Percent of Medicare Beneficiaries Reporting “Always” for the Good Communication Composite: MFFS and MMC by Excellent/Very Good Health and Fair/Poor Health, Year 1 and Year 2 Combined



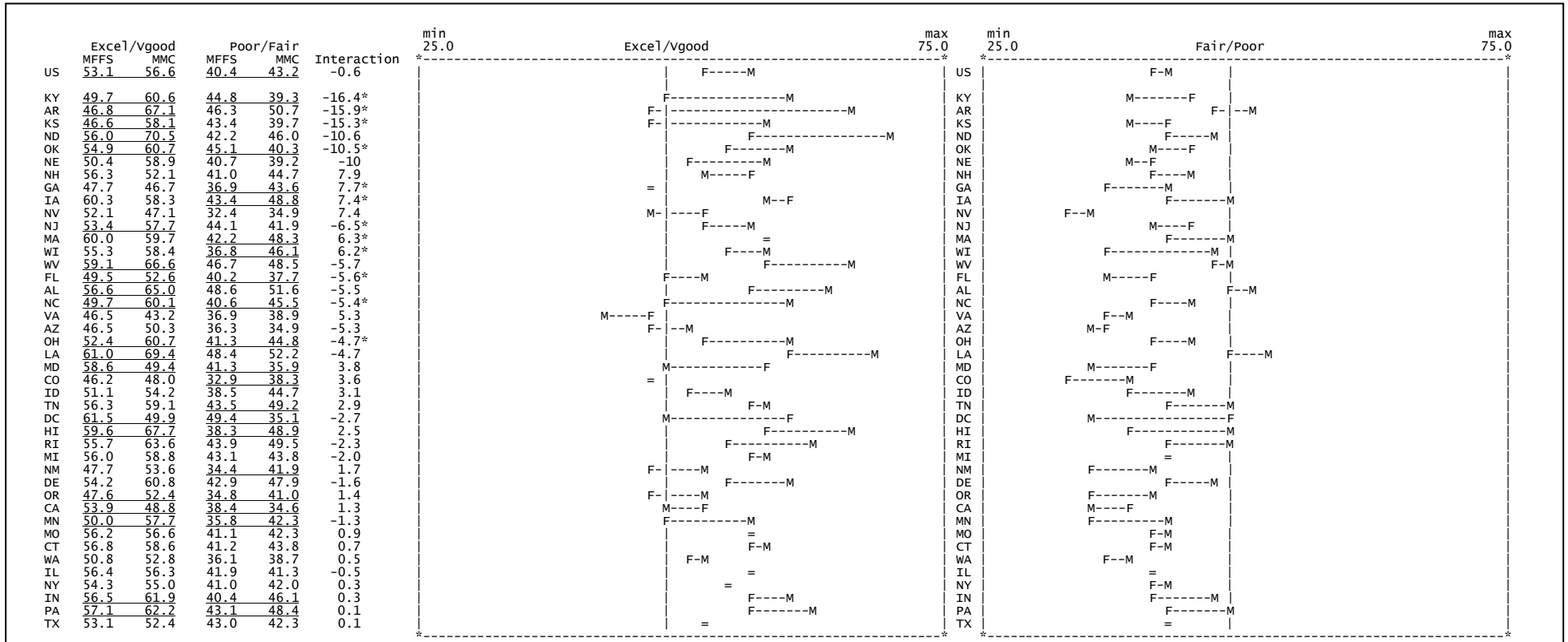
Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/vary good health, for example the AZ interaction = (89.3 - 82.3) - (82.2 - 69.5) = -5.7; These interactions may differ due to rounding, for example the GA interaction = (74.2 - 72.3) - (61.4 - 59.9) = 0.4 ≠ 0.5.

Figure 4-18. Percent of Medicare Beneficiaries Reporting “Always” for Care Quickly Composite: MFFS and MMC by Excellent/Very Good Health and Fair/Poor Health, Year 1 and Year 2 Combined



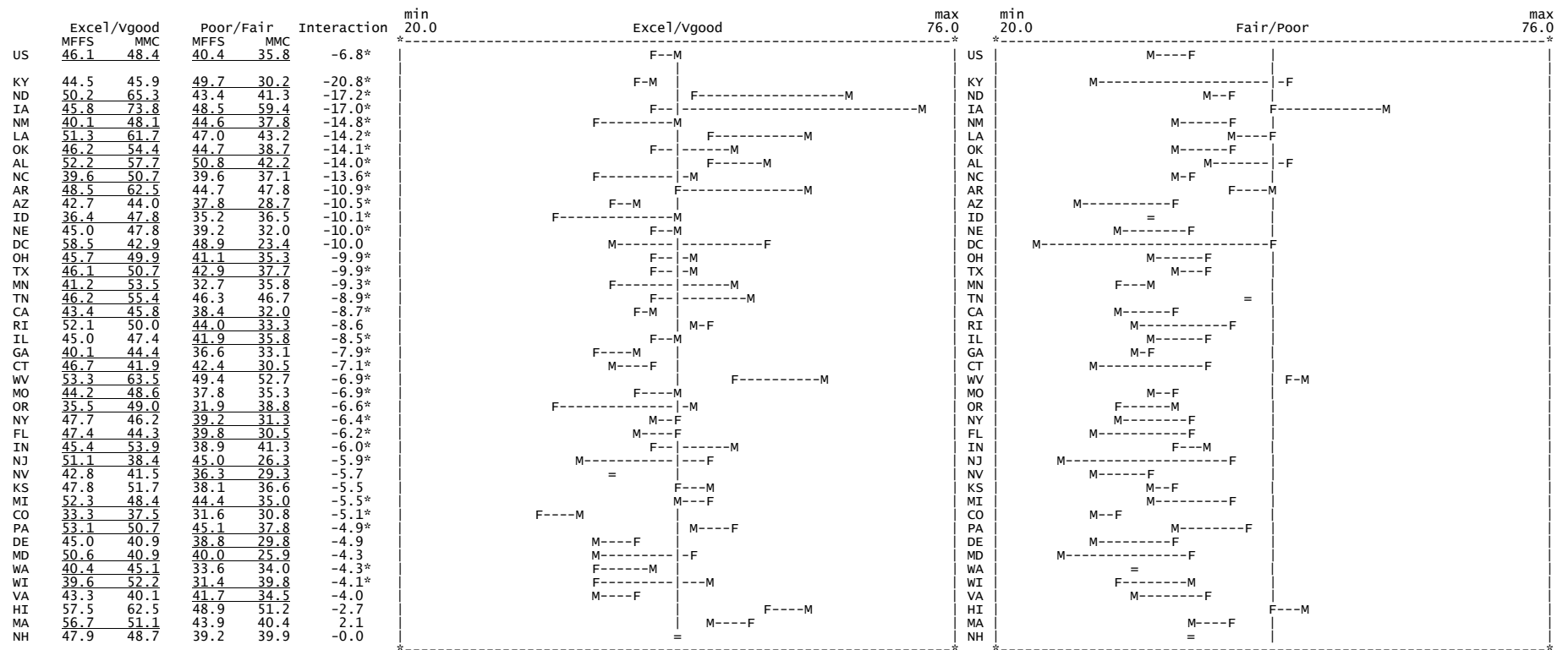
Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/very good health, for example the AR interaction = (59.6 – 71.9) – (55.6 – 62.4) = -5.5; These interactions may differ due to rounding, for example the GA interaction = (60.9-66.0) – (51.3-49.9) = -6.5 ≠ -6.6.

Figure 4-19. Percent of Medicare Beneficiaries Reporting “10” for Rate Health Care: MFFS and MMC by Fair/Poor Health and Excellent/Very Good Health, Year 1 and Year 2 Combined



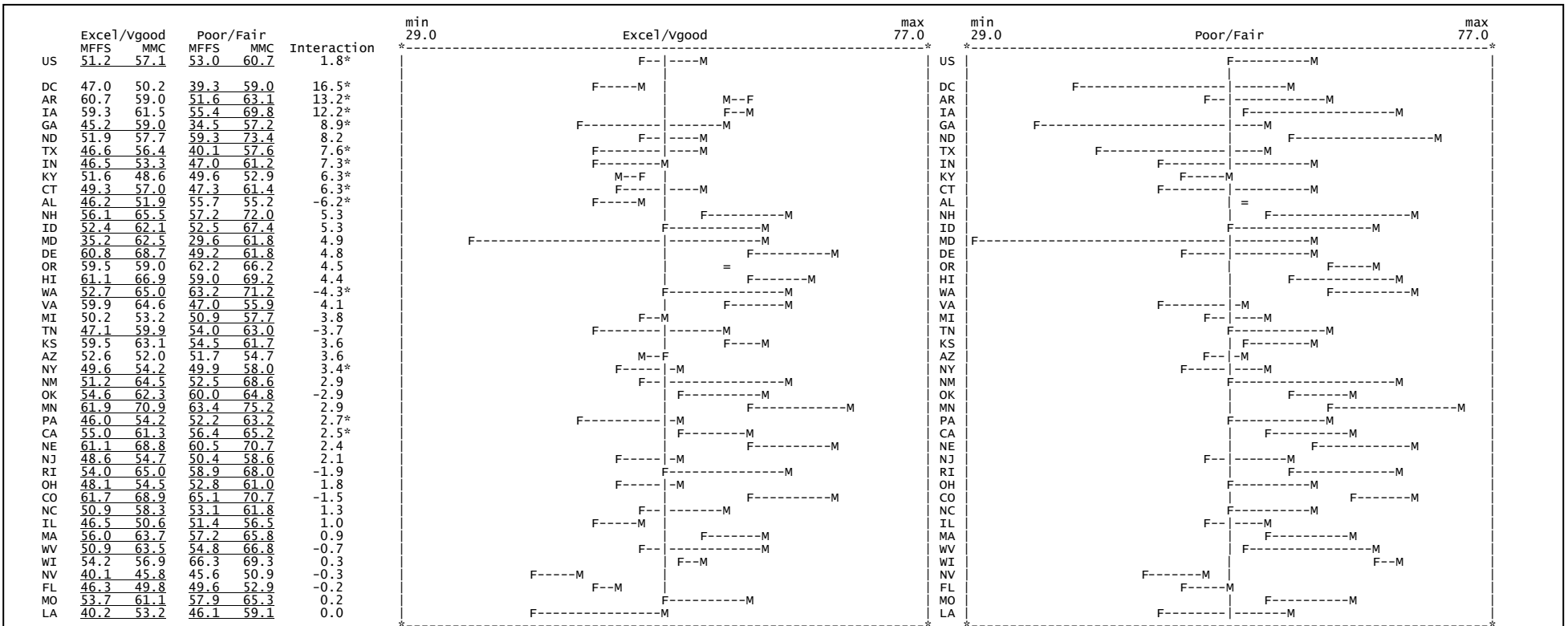
Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/vary good health, for example the IN interaction = (56.5-61.9) – (40.4-46.1) = 0.3; These interactions may differ due to rounding, for example the TX interaction = (53.1-52.4) – (43.0-42.3) = 0.0 ≠ 0.1.

Figure 4-20. Percent of Medicare Beneficiaries Reporting “10” for Rate Medicare: MFFS and MMC by Fair/Poor Health and Excellent/Very Good Health, Year 1 and Year 2 Combined



Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/vary good health, for example the MA interaction = (56.7-51.1) - (43.9-40.4) = 2.1; These interactions may differ due to rounding, for example the NJ interaction = (51.1-38.4) - (45.0-26.3) = -6.0 ≠ 5.9.

Figure 4-21. Percent of Medicare Beneficiaries Reporting “Yes” for the Flu Shot Indicator: MFFS and MMC by Excellent/Very Good Health and Fair/Poor Health, Year 1 and Year 2 Combined



Notes: M: Medicare Managed Care; F: Medicare Fee-for-Service; * denotes statistical significance at alpha = 0.05; MFFS and MMC pairs by health status that are significantly different at alpha = 0.05 are underlined; Interaction column is the difference of MFFS minus MMC for poor/fair health and MFFS minus MMC for excellent/vary good health, for example the DC interaction = (62.8 – 55.8) – (55.1 – 67.6) = 19.5; These interactions may differ due to rounding, for example the MO interaction = (53.7-61.1) – (57.9-65.3) = 0.0 ≠ -0.2.

4.4 Conclusion

Nationally, the percentage of beneficiaries who provided the most-positive response decreased slightly from 2000 to 2001. It is unclear whether this finding illustrates that people's experiences with their health care was lower in 2001, or that people were more critical of the care they received this year compared with last year.

On the national level, MMC performed better than MFFS on four of the six indicators in 2001 compared with three of the six indicators in 2000. Overall, at least half of the states that were ranked in the top or bottom 10 by the percentage of most-positive responses in 2000 remained in the top or bottom 10 in 2001. There appears to be more movement in and out of the top and bottom 10 in MFFS as compared with MMC. For example, four states (AL, HI, IA, and LA) were in the top 10 for MFFS across both years for three or more indicators. At the same time, five states (AZ, CO, NM, NV, and OR) were in the bottom 10 for MFFS across both years for three or more indicators. For MMC, the same five states (PA, AR, IA, HI, and LA) were in the top 10 across both years for three or more indicators, and five states (NV, FL, KY, AZ, and CA) and the District of Columbia were in the bottom 10 for MMC across both years for three or more indicators.

A consistent finding emerged from our analysis of the 2000 and 2001 pooled survey data across MFFS and MMC is that a lower percentage of beneficiaries in fair/poor health responded most positively compared with beneficiaries in excellent/very good health for the Needed Care Composite, Good Communication Composite, Care Quickly Composite, and Rate Health Care. This was also the case for Rate Medicare with the exception of four states. However, the opposite pattern occurs for the flu shot indicator with a higher percentage of beneficiaries in fair/poor health reported receiving a flu shot. This is likely because beneficiaries in fair/poor health often have more doctor office visits and probably received their flu shot while at one of their doctor appointments. Furthermore, it is possible that beneficiaries in fair/poor health elect to receive a flu shot more often than those in excellent/very good health because they feel more vulnerable to catching the flu.

Nationally, significantly higher percentages of MMC beneficiaries who reported excellent/very good health provided responses of "10," "Always," "Not a problem," or "Yes" for five of the six indicators compared with MFFS beneficiaries: Good Communication, Rate Health Care, Rate Medicare, Care Quickly, and Flu Shot. Across the six indicators, in states where there were significant differences between MFFS and MMC beneficiaries in excellent/very good health, the differences tended to be consistent with the national results.

We also found significant differences in the effects of plan type among beneficiaries in poor/fair health. Nationally, significantly higher percentages of MMC beneficiaries in poor/fair health provided the most-positive responses for four of the six indicators: Good Communication, Care Quickly, Rate Health Care, and Flu Shot. In states where significant differences existed between MFFS and MMC, results tended to be consistent with the national results.

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Appendix A

Appendix B

**Table B-1. Percentages of Most-Positive Responses (i.e., “Not a Problem” or “Always”)
For Composites Across Geographic Levels Among Beneficiaries Within MFFS—
Case-Mix Adjusted and Weighted**

Geographic Levels	Needed Care	Good Communication	Care Quickly	Medicare Customer Service	Respectful Treatment
National*	0.886	0.673	0.592	0.604	0.788
I—Boston Reg. Office	0.893	0.685	0.605	0.636	0.807
Connecticut	0.885	0.671	0.628	0.643	0.798
Maine	0.898	0.703	0.618	0.634	0.845
Massachusetts	0.892	0.692	0.583	0.627	0.802
New Hampshire	0.897	0.678	0.627	0.622	0.819
Rhode Island	0.884	0.670	0.568	0.674	0.755
Vermont	0.897	0.684	0.634	0.657	0.837
II—New York Reg. Office	0.883	0.656	0.552	0.654	0.744
New Jersey	0.883	0.661	0.583	0.645	0.756
New York	0.876	0.661	0.563	0.641	0.754
Puerto Rico	0.923	0.621	0.426	0.780	0.675
III—Philadelphia Reg. Office	0.904	0.679	0.601	0.622	0.786
Delaware	0.889	0.661	0.599	0.609	0.778
District of Columbia	0.862	0.687	0.556	0.551	0.760
Maryland	0.891	0.665	0.576	0.623	0.756
Pennsylvania	0.911	0.681	0.615	0.634	0.793
Virginia	0.901	0.686	0.598	0.620	0.790
West Virginia	0.900	0.675	0.591	0.579	0.804
IV—Atlanta Reg. Office	0.897	0.672	0.581	0.611	0.783
Alabama	0.915	0.706	0.614	0.625	0.811
North Carolina	0.902	0.672	0.577	0.620	0.791
Georgia	0.900	0.686	0.582	0.591	0.788
South Carolina	0.902	0.697	0.591	0.612	0.799
Florida	0.877	0.636	0.554	0.601	0.748
Kentucky	0.909	0.683	0.600	0.615	0.794
Mississippi	0.910	0.707	0.610	0.648	0.797
Tennessee	0.908	0.690	0.583	0.617	0.806

(continued)

Table B-1. Percentages of Most-Positive Responses (i.e., “Not a Problem” or “Always”) For Composites Across Geographic Levels Among Beneficiaries Within MFFS—Case-Mix Adjusted and Weighted (continued)

Geographic Levels	Needed Care	Good Communication	Care Quickly	Medicare Customer Service	Respectful Treatment
V—Chicago Reg. Office	0.897	0.668	0.608	0.590	0.790
Illinois	0.893	0.671	0.595	0.570	0.790
Indiana	0.903	0.676	0.608	0.599	0.802
Michigan	0.899	0.670	0.605	0.601	0.790
Minnesota	0.890	0.648	0.607	0.581	0.783
Ohio	0.895	0.663	0.609	0.605	0.782
Wisconsin	0.889	0.674	0.633	0.566	0.797
VI—Dallas Reg. Office	0.887	0.691	0.588	0.597	0.791
Arkansas	0.907	0.691	0.601	0.606	0.800
Louisiana	0.901	0.734	0.606	0.626	0.821
New Mexico	0.848	0.665	0.528	0.561	0.754
Oklahoma	0.890	0.692	0.607	0.631	0.806
Texas	0.881	0.683	0.580	0.584	0.781
VII—Kansas City Reg. Office	0.903	0.666	0.609	0.595	0.798
Iowa	0.909	0.666	0.639	0.598	0.808
Kansas	0.920	0.677	0.623	0.640	0.814
Missouri	0.888	0.661	0.582	0.564	0.786
Nebraska	0.907	0.669	0.612	0.613	0.791
VIII—Denver Reg. Office	0.868	0.665	0.599	0.587	0.785
Colorado	0.842	0.662	0.596	0.591	0.761
Montana	0.892	0.712	0.627	0.660	0.824
North Dakota	0.887	0.673	0.641	0.523	0.794
South Dakota	0.873	0.667	0.609	0.540	0.782
Utah	0.872	0.645	0.558	0.585	0.785
Wyoming	0.872	0.657	0.622	0.555	0.818
IX—San Francisco Reg. Office	0.842	0.656	0.559	0.600	0.759
Arizona	0.834	0.618	0.531	0.586	0.720
California	0.841	0.661	0.562	0.607	0.763
Hawaii	0.884	0.762	0.588	0.563	0.847
Nevada	0.831	0.614	0.551	0.542	0.739

(continued)

**Table B-1. Percentages of Most-Positive Responses (i.e., “Not a Problem” or “Always”)
For Composites Across Geographic Levels Among Beneficiaries Within MFFS—
Case-Mix Adjusted and Weighted (continued)**

Geographic Levels	Needed Care	Good Communication	Care Quickly	Medicare Customer Service	Respectful Treatment
X—Seattle Reg. Office	0.858	0.650	0.592	0.555	0.792
Alaska	0.832	0.688	0.616	0.507	0.831
Idaho	0.873	0.648	0.571	0.611	0.802
Oregon	0.861	0.659	0.595	0.563	0.795
Washington	0.851	0.642	0.592	0.538	0.784

Table B-2. Percentages of “10” Ratings for Personal Doctor, Specialist, Health Care, and Health Plan By Geographic Levels Among Beneficiaries Within MFFS (Case-Mix Adjusted and Weighted)

Geographic Levels	Personal Doctor	Specialist	Health Care	Medicare Plan
National*	0.496	0.482	0.489	0.462
I—Boston Reg. Office	0.514	0.500	0.509	0.486
Connecticut	0.509	0.514	0.514	0.449
Maine	0.508	0.477	0.526	0.481
Massachusetts	0.533	0.514	0.510	0.533
New Hampshire	0.484	0.481	0.497	0.441
Rhode Island	0.538	0.460	0.502	0.506
Vermont	0.465	0.456	0.483	0.467
II—New York Reg. Office	0.524	0.494	0.488	0.498
New Jersey	0.524	0.470	0.476	0.488
New York	0.501	0.475	0.473	0.456
Puerto Rico	0.670	0.658	0.628	0.726
III—Philadelphia Reg. Office	0.510	0.481	0.492	0.470
Delaware	0.483	0.501	0.496	0.433
District of Columbia	0.540	0.400	0.517	0.519
Maryland	0.501	0.478	0.485	0.439
Pennsylvania	0.517	0.493	0.502	0.484
Virginia	0.514	0.477	0.484	0.477
West Virginia	0.499	0.444	0.473	0.462
IV—Atlanta Reg. Office	0.517	0.498	0.492	0.482
Alabama	0.552	0.533	0.533	0.554
North Carolina	0.502	0.488	0.486	0.468
Georgia	0.536	0.504	0.498	0.469
South Carolina	0.559	0.542	0.519	0.489
Florida	0.501	0.467	0.463	0.462
Kentucky	0.517	0.493	0.498	0.488
Mississippi	0.543	0.544	0.554	0.545
Tennessee	0.517	0.543	0.498	0.498

(continued)

Table B-2. Percentages of “10” Ratings for Personal Doctor, Specialist, Health Care, and Health Plan By Geographic Levels Among Beneficiaries Within MFFS (Case-Mix Adjusted and Weighted) (continued)

Geographic Levels	Personal Doctor	Specialist	Health Care	Medicare Plan
V—Chicago Reg. Office	0.472	0.465	0.478	0.422
Illinois	0.485	0.446	0.471	0.427
Indiana	0.483	0.477	0.499	0.427
Michigan	0.483	0.511	0.495	0.463
Minnesota	0.461	0.421	0.463	0.394
Ohio	0.463	0.466	0.471	0.423
Wisconsin	0.451	0.430	0.463	0.363
VI—Dallas Reg. Office	0.523	0.519	0.509	0.506
Arkansas	0.523	0.521	0.518	0.507
Louisiana	0.594	0.541	0.564	0.553
New Mexico	0.463	0.457	0.454	0.478
Oklahoma	0.507	0.520	0.515	0.505
Texas	0.518	0.520	0.499	0.501
VII—Kansas City Reg. Office	0.456	0.470	0.473	0.432
Iowa	0.442	0.462	0.464	0.403
Kansas	0.462	0.465	0.487	0.496
Missouri	0.465	0.479	0.476	0.421
Nebraska	0.456	0.469	0.465	0.439
VIII—Denver Reg. Office	0.449	0.463	0.456	0.403
Colorado	0.438	0.455	0.446	0.387
Montana	0.494	0.482	0.530	0.449
North Dakota	0.493	0.468	0.476	0.438
South Dakota	0.433	0.403	0.446	0.447
Utah	0.448	0.508	0.433	0.379
Wyoming	0.420	0.407	0.466	0.397
IX—San Francisco Reg. Office	0.492	0.480	0.474	0.466
Arizona	0.433	0.445	0.420	0.422
California	0.502	0.486	0.485	0.475
Hawaii	0.566	0.523	0.545	0.562
Nevada	0.480	0.457	0.425	0.415

(continued)

Table B-2. Percentages of “10” Ratings for Personal Doctor, Specialist, Health Care, and Health Plan By Geographic Levels Among Beneficiaries Within MFFS (Case-Mix Adjusted and Weighted) (continued)

Geographic Levels	Personal Doctor	Specialist	Health Care	Medicare Plan
X—Seattle Reg. Office	0.447	0.465	0.450	0.385
Alaska	0.497	0.444	0.522	0.404
Idaho	0.424	0.477	0.443	0.387
Oregon	0.452	0.451	0.447	0.357
Washington	0.420	0.407	0.466	0.397

Table B-3. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
National*	0.780	0.851	0.884	0.885	0.888	0.889
I—Boston Reg. Office	0.864	0.902	0.893	0.907	0.911	0.887
Connecticut	0.737	0.827	0.910	0.879	0.898	0.897
Maine	0.846	0.868	0.894	0.898	0.904	0.908
Massachusetts	0.832	0.899	0.892	0.886	0.909	0.895
New Hampshire	0.878	0.874	0.892	0.899	0.914	0.896
Rhode Island	0.811	0.843	0.898	0.903	0.855	0.909
Vermont	0.810	0.894	0.912	0.888	0.896	0.900
II—New York Reg. Office	0.858	0.873	0.884	0.891	0.874	0.899
New Jersey	0.842	0.839	0.864	0.867	0.910	0.890
New York	0.788	0.852	0.872	0.887	0.868	0.874
Puerto Rico	0.879	0.895	0.857	0.872	0.923	0.905
III—Philadelphia Reg. Office	0.869	0.904	0.910	0.906	0.901	0.913
Delaware	0.847	0.857	0.888	0.890	0.878	0.909
District of Columbia	0.717	0.809	0.871	0.850	0.871	0.881
Maryland	0.787	0.861	0.893	0.891	0.897	0.888
Pennsylvania	0.831	0.888	0.912	0.918	0.917	0.915
Virginia	0.865	0.889	0.895	0.901	0.892	0.881
West Virginia	0.745	0.850	0.892	0.910	0.888	0.922
IV—Atlanta Reg. Office	0.843	0.895	0.896	0.897	0.897	0.903
Alabama	0.776	0.861	0.900	0.914	0.896	0.923
North Carolina	0.788	0.883	0.894	0.892	0.888	0.898
Georgia	0.788	0.861	0.905	0.880	0.892	0.908
South Carolina	0.756	0.871	0.890	0.886	0.899	0.906
Florida	0.764	0.821	0.876	0.881	0.886	0.878
Kentucky	0.714	0.855	0.895	0.917	0.913	0.899
Mississippi	0.777	0.845	0.891	0.905	0.904	0.907
Tennessee	0.774	0.860	0.900	0.896	0.894	0.915

(continued)

Table B-3. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
V—Chicago Reg. Office	0.844	0.900	0.906	0.903	0.903	0.906
Illinois	0.777	0.854	0.884	0.892	0.905	0.912
Indiana	0.804	0.879	0.898	0.913	0.902	0.895
Michigan	0.812	0.859	0.901	0.906	0.900	0.902
Minnesota	0.800	0.873	0.893	0.918	0.873	0.895
Ohio	0.687	0.850	0.903	0.894	0.901	0.900
Wisconsin	0.817	0.842	0.893	0.901	0.898	0.891
VI—Dallas Reg. Office	0.830	0.888	0.878	0.887	0.882	0.908
Arkansas	0.909	0.855	0.888	0.904	0.897	0.899
Louisiana	0.797	0.871	0.887	0.908	0.901	0.873
New Mexico	0.693	0.799	0.837	0.843	0.840	0.860
Oklahoma	0.755	0.834	0.895	0.880	0.892	0.892
Texas	0.709	0.837	0.887	0.865	0.880	0.893
VII—Kansas City Reg. Office	0.858	0.910	0.905	0.910	0.905	0.906
Iowa	0.849	0.913	0.918	0.909	0.905	0.912
Kansas	0.897	0.905	0.932	0.922	0.917	0.909
Missouri	0.738	0.845	0.893	0.883	0.896	0.892
Nebraska	0.895	0.883	0.891	0.911	0.930	0.909
VIII—Denver Reg. Office	0.812	0.875	0.874	0.874	0.867	0.884
Colorado	0.873	0.775	0.848	0.861	0.834	0.831
Montana	0.881	0.837	0.896	0.865	0.917	0.919
North Dakota	0.831	0.946	0.889	0.896	0.885	0.860
South Dakota	0.585	0.807	0.863	0.885	0.871	0.911
Utah	0.706	0.804	0.875	0.864	0.881	0.888
Wyoming	0.797	0.766	0.904	0.875	0.882	0.864
IX—San Francisco Reg. Office	0.785	0.843	0.832	0.842	0.851	0.869
Arizona	0.655	0.834	0.826	0.838	0.813	0.848
California	0.718	0.808	0.841	0.819	0.844	0.853
Hawaii	0.917	0.734	0.865	0.900	0.866	0.914
Nevada	0.572	0.738	0.837	0.873	0.812	0.847

(continued)

Table B-3. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
X—Seattle Reg. Office	0.756	0.857	0.874	0.871	0.873	0.884
Alaska	0.824	0.764	0.825	0.851	0.809	0.873
Idaho	0.655	0.828	0.850	0.863	0.857	0.912
Oregon	0.763	0.815	0.873	0.863	0.852	0.860
Washington	0.734	0.706	0.846	0.875	0.877	0.869

Table B-4. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
National*	0.889	0.901	0.902	0.877	0.879	0.860
I—Boston Reg. Office	0.900	0.910	0.909	0.896	0.894	0.876
Connecticut	0.863	0.908	0.914	0.887	0.879	0.880
Maine	0.899	0.910	0.913	0.907	0.894	0.866
Massachusetts	0.931	0.904	0.905	0.904	0.894	0.868
New Hampshire	0.910	0.903	0.919	0.898	0.900	0.894
Rhode Island	0.824	0.926	0.888	0.835	0.962	0.930
Vermont	0.964	0.958	0.891	0.884	0.933	0.874
II—New York Reg. Office	0.880	0.889	0.898	0.875	0.867	0.865
New Jersey	0.886	0.893	0.901	0.870	0.883	0.882
New York	0.844	0.885	0.899	0.879	0.856	0.855
Puerto Rico	0.897	0.904	0.901	0.871	0.894	0.912
III—Philadelphia Reg. Office	0.908	0.918	0.922	0.894	0.890	0.872
Delaware	0.900	0.919	0.912	0.861	0.870	0.862
District of Columbia	0.800	0.841	0.846	0.883	0.884	0.898
Maryland	0.929	0.903	0.913	0.885	0.876	0.864
Pennsylvania	0.909	0.932	0.932	0.906	0.900	0.883
Virginia	0.913	0.905	0.924	0.886	0.886	0.866
West Virginia	0.886	0.928	0.893	0.902	0.925	0.865
IV—Atlanta Reg. Office	0.913	0.909	0.900	0.877	0.881	0.866
Alabama	0.918	0.938	0.916	0.861	0.913	0.872
North Carolina	0.893	0.921	0.908	0.889	0.895	0.882
Georgia	0.926	0.899	0.899	0.882	0.903	0.856
South Carolina	0.898	0.914	0.911	0.879	0.883	0.870
Florida	0.894	0.889	0.889	0.877	0.867	0.866
Kentucky	0.941	0.900	0.890	0.881	0.891	0.843
Mississippi	0.912	0.915	0.905	0.883	0.891	0.862
Tennessee	0.916	0.921	0.913	0.865	0.884	0.868

(continued)

Table B-4. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
V—Chicago Reg. Office	0.903	0.910	0.913	0.893	0.897	0.881
Illinois	0.918	0.895	0.915	0.901	0.886	0.866
Indiana	0.869	0.919	0.922	0.888	0.912	0.897
Michigan	0.895	0.926	0.917	0.896	0.911	0.865
Minnesota	0.913	0.909	0.914	0.894	0.879	0.892
Ohio	0.920	0.905	0.905	0.884	0.898	0.894
Wisconsin	0.894	0.902	0.908	0.888	0.898	0.887
VI—Dallas Reg. Office	0.881	0.902	0.897	0.871	0.885	0.855
Arkansas	0.873	0.916	0.932	0.868	0.919	0.872
Louisiana	0.883	0.930	0.895	0.911	0.908	0.836
New Mexico	0.856	0.885	0.842	0.851	0.813	0.820
Oklahoma	0.901	0.906	0.895	0.869	0.880	0.869
Texas	0.881	0.890	0.893	0.867	0.886	0.858
VII—Kansas City Reg. Office	0.909	0.913	0.913	0.905	0.896	0.877
Iowa	0.899	0.933	0.916	0.933	0.873	0.925
Kansas	0.965	0.911	0.928	0.923	0.948	0.878
Missouri	0.898	0.903	0.894	0.875	0.878	0.847
Nebraska	0.897	0.916	0.938	0.906	0.910	0.881
VIII—Denver Reg. Office	0.878	0.884	0.885	0.866	0.879	0.834
Colorado	0.871	0.836	0.857	0.848	0.838	0.799
Montana	0.887	0.899	0.921	0.847	0.968	0.904
North Dakota	0.880	0.940	0.902	0.900	0.911	0.869
South Dakota	0.882	0.857	0.903	0.876	0.927	0.868
Utah	0.897	0.928	0.874	0.871	0.888	0.810
Wyoming	0.822	0.904	0.890	0.855	0.871	0.921

(continued)

Table B-4. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
IX—San Francisco Reg. Office	0.780	0.846	0.870	0.843	0.852	0.820
Arizona	0.768	0.806	0.871	0.833	0.829	0.806
California	0.777	0.861	0.866	0.848	0.849	0.819
Hawaii	0.855	0.868	0.918	0.891	0.905	0.880
Nevada	0.869	0.768	0.873	0.784	0.927	0.827
X—Seattle Reg. Office	0.847	0.868	0.877	0.845	0.836	0.840
Alaska	0.723	0.884	0.869	0.839	0.855	0.785
Idaho	0.907	0.893	0.894	0.865	0.804	0.841
Oregon	0.856	0.856	0.884	0.850	0.851	0.823
Washington	0.832	0.864	0.870	0.839	0.834	0.849

**Table B-5. Percentages of “Not a Problem” Responses for Needed Care Composite
Across Geographic Levels Among Beneficiaries Within MFFS
by Ethnicity, Race, and Gender—Weighted**

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
National*	0.853	0.880	0.886	0.860	0.820	0.886	0.886
I—Boston Reg. Office	0.833	0.888	0.891	0.841	0.821	0.901	0.896
Connecticut	0.782	0.889	0.891	0.863	0.742	0.895	0.894
Maine	1.011	0.890	0.891	—	0.959	0.904	0.898
Massachusetts	0.876	0.885	0.892	0.806	0.843	0.903	0.895
New Hampshire	0.793	0.877	0.888	—	0.885	0.910	0.901
Rhode Island	0.714	0.884	0.888	0.951	0.779	0.879	0.900
Vermont	0.851	0.910	0.887	—	0.855	0.915	0.897
II—New York Reg. Office	0.875	0.871	0.881	0.844	0.852	0.878	0.884
New Jersey	0.803	0.883	0.886	0.867	0.780	0.892	0.885
New York	0.804	0.870	0.882	0.837	0.773	0.871	0.879
Puerto Rico	0.884	0.732	0.780	0.826	0.894	0.875	0.898
III—Philadelphia Reg. Office	0.836	0.898	0.906	0.868	0.794	0.903	0.906
Delaware	0.933	0.871	0.889	0.813	0.801	0.898	0.892
District of Columbia	0.776	0.865	0.879	0.858	0.796	0.844	0.876
Maryland	0.886	0.898	0.898	0.889	0.799	0.898	0.896
Pennsylvania	0.818	0.907	0.910	0.863	0.815	0.912	0.919
Virginia	0.833	0.891	0.907	0.869	0.789	0.896	0.901
West Virginia	0.841	0.877	0.883	0.885	0.674	0.899	0.884
IV—Atlanta Reg. Office	0.854	0.890	0.887	0.861	0.845	0.888	0.891
Alabama	0.846	0.905	0.905	0.848	0.855	0.895	0.906
North Carolina	0.795	0.894	0.893	0.854	0.859	0.896	0.892
Georgia	0.695	0.893	0.888	0.888	0.742	0.902	0.883
South Carolina	0.929	0.881	0.890	0.849	0.900	0.871	0.906
Florida	0.864	0.877	0.873	0.837	0.844	0.875	0.886
Kentucky	0.960	0.879	0.883	0.840	0.894	0.888	0.894
Mississippi	0.951	0.904	0.904	0.866	0.892	0.911	0.878
Tennessee	0.720	0.885	0.886	0.878	0.819	0.897	0.892

(continued)

**Table B-5. Percentages of “Not a Problem” Responses for Needed Care Composite
Across Geographic Levels Among Beneficiaries Within MFFS
by Ethnicity, Race, and Gender—Weighted (continued)**

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
V—Chicago Reg. Office	0.839	0.896	0.894	0.876	0.816	0.902	0.900
Illinois	0.842	0.889	0.896	0.878	0.821	0.901	0.900
Indiana	0.828	0.904	0.895	0.906	0.785	0.899	0.909
Michigan	0.779	0.897	0.896	0.871	0.817	0.903	0.904
Minnesota	0.925	0.902	0.890	0.770	0.804	0.898	0.898
Ohio	0.881	0.893	0.892	0.875	0.842	0.901	0.896
Wisconsin	0.845	0.893	0.885	0.847	0.773	0.909	0.889
VI—Dallas Reg. Office	0.860	0.878	0.881	0.857	0.840	0.880	0.883
Arkansas	0.852	0.888	0.889	0.851	0.870	0.900	0.895
Louisiana	0.790	0.893	0.894	0.855	0.842	0.890	0.891
New Mexico	0.868	0.832	0.837	0.792	0.853	0.845	0.848
Oklahoma	0.920	0.885	0.882	0.836	0.834	0.884	0.886
Texas	0.863	0.874	0.878	0.862	0.841	0.877	0.881
VII—Kansas City Reg. Office	0.858	0.903	0.896	0.885	0.830	0.908	0.902
Iowa	0.916	0.915	0.916	0.699	0.879	0.923	0.912
Kansas	0.944	0.920	0.915	0.971	0.905	0.925	0.924
Missouri	0.864	0.883	0.877	0.882	0.796	0.885	0.885
Nebraska	0.585	0.907	0.900	0.837	0.739	0.926	0.907
VIII—Denver Reg. Office	0.834	0.864	0.859	0.777	0.787	0.881	0.862
Colorado	0.855	0.831	0.829	0.775	0.826	0.871	0.819
Montana	0.605	0.888	0.900	—	0.733	0.892	0.904
North Dakota	0.995	0.898	0.879	—	0.779	0.909	0.879
South Dakota	0.810	0.882	0.888	—	0.680	0.892	0.870
Utah	0.810	0.871	0.876	—	0.817	0.877	0.873
Wyoming	0.750	0.877	0.865	1.023	0.646	0.850	0.903

(continued)

**Table B-5. Percentages of “Not a Problem” Responses for Needed Care Composite
Across Geographic Levels Among Beneficiaries Within MFFS
by Ethnicity, Race, and Gender—Weighted (continued)**

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
IX—San Francisco Reg. Office	0.818	0.835	0.853	0.831	0.770	0.841	0.840
Arizona	0.872	0.822	0.825	0.771	0.810	0.845	0.830
California	0.813	0.834	0.858	0.839	0.753	0.838	0.841
Hawaii	0.767	0.890	0.871	—	0.890	0.903	0.876
Nevada	0.857	0.825	0.829	0.783	0.816	0.836	0.832
X—Seattle Reg. Office	0.834	0.846	0.850	0.802	0.785	0.856	0.859
Alaska	1.002	0.831	0.838	0.801	0.730	0.838	0.830
Idaho	0.936	0.847	0.854	—	0.871	0.879	0.866
Oregon	0.805	0.862	0.860	0.858	0.782	0.855	0.867
Washington	0.801	0.842	0.846	0.784	0.784	0.852	0.854

Table B-6. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted

Geographic Levels	Physical Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
National*	0.923	0.910	0.893	0.869	0.846	0.904	0.887	0.872	0.853	0.811
I—Boston Reg. Office	0.915	0.910	0.900	0.874	0.885	0.905	0.894	0.880	0.859	0.853
Connecticut	0.926	0.909	0.889	0.873	0.816	0.898	0.894	0.885	0.854	0.729
Maine	0.910	0.910	0.900	0.888	0.898	0.904	0.895	0.873	0.890	0.883
Massachusetts	0.909	0.908	0.904	0.872	0.910	0.907	0.898	0.882	0.855	0.874
New Hampshire	0.916	0.929	0.889	0.882	0.879	0.907	0.901	0.877	0.878	0.879
Rhode Island	0.948	0.856	0.903	0.868	0.861	0.904	0.852	0.880	0.868	0.923
Vermont	0.939	0.903	0.918	0.846	0.965	0.926	0.894	0.867	0.817	0.982
II—New York Reg. Office	0.927	0.904	0.891	0.871	0.830	0.907	0.874	0.874	0.857	0.780
New Jersey	0.938	0.906	0.894	0.868	0.824	0.908	0.875	0.875	0.855	0.830
New York	0.922	0.903	0.888	0.860	0.810	0.909	0.870	0.868	0.832	0.735
Puerto Rico	0.911	0.888	0.895	0.901	0.889	0.877	0.892	0.892	0.912	0.822
III—Philadelphia Reg. Office	0.922	0.924	0.910	0.887	0.874	0.918	0.905	0.886	0.876	0.834
Delaware	0.922	0.895	0.892	0.863	0.939	0.908	0.870	0.874	0.856	0.932
District of Columbia	0.931	0.896	0.861	0.832	0.762	0.884	0.862	0.837	0.843	0.709
Maryland	0.923	0.916	0.895	0.879	0.810	0.917	0.888	0.877	0.879	0.692
Pennsylvania	0.938	0.935	0.921	0.896	0.885	0.925	0.922	0.893	0.886	0.851
Virginia	0.896	0.914	0.906	0.889	0.886	0.908	0.898	0.887	0.881	0.861
West Virginia	0.950	0.925	0.909	0.872	0.883	0.919	0.902	0.873	0.846	0.868

(continued)

Table B-6. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	Physical Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IV—Atlanta Reg. Office	0.922	0.908	0.899	0.886	0.866	0.905	0.889	0.878	0.872	0.833
Alabama	0.928	0.920	0.915	0.904	0.876	0.917	0.907	0.886	0.906	0.823
North Carolina	0.909	0.915	0.909	0.893	0.862	0.905	0.901	0.887	0.891	0.787
Georgia	0.920	0.909	0.905	0.894	0.863	0.895	0.892	0.876	0.898	0.853
South Carolina	0.896	0.815	0.905	0.877	0.890	0.891	0.919	0.886	0.857	0.824
Florida	0.928	0.900	0.879	0.862	0.839	0.903	0.869	0.860	0.841	0.814
Kentucky	0.931	0.895	0.929	0.894	0.872	0.929	0.900	0.883	0.860	0.854
Mississippi	0.915	0.928	0.917	0.893	0.875	0.912	0.899	0.889	0.885	0.841
Tennessee	0.927	0.919	0.902	0.897	0.882	0.907	0.892	0.889	0.865	0.888
V—Chicago Reg. Office	0.931	0.921	0.906	0.877	0.867	0.912	0.902	0.882	0.862	0.839
Illinois	0.937	0.917	0.899	0.873	0.872	0.912	0.888	0.870	0.879	0.914
Indiana	0.950	0.919	0.911	0.884	0.893	0.905	0.910	0.897	0.865	0.859
Michigan	0.925	0.924	0.913	0.883	0.870	0.915	0.909	0.886	0.868	0.814
Minnesota	0.924	0.914	0.913	0.857	0.859	0.912	0.897	0.883	0.862	0.840
Ohio	0.920	0.923	0.911	0.878	0.854	0.908	0.906	0.888	0.845	0.817
Wisconsin	0.938	0.921	0.891	0.873	0.851	0.915	0.902	0.863	0.857	0.791

(continued)

Table B-6. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	Physical Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
VI—Dallas Reg. Office	0.916	0.899	0.893	0.880	0.837	0.895	0.879	0.874	0.859	0.811
Arkansas	0.926	0.905	0.919	0.908	0.847	0.907	0.913	0.880	0.868	0.898
Louisiana	0.918	0.920	0.899	0.902	0.852	0.897	0.912	0.868	0.873	0.852
New Mexico	0.899	0.842	0.854	0.829	0.837	0.845	0.842	0.865	0.815	0.761
Oklahoma	0.939	0.905	0.907	0.863	0.861	0.912	0.873	0.895	0.846	0.779
Texas	0.915	0.897	0.888	0.875	0.824	0.894	0.870	0.870	0.861	0.791
VII—Kansas City Reg. Office	0.939	0.925	0.910	0.894	0.844	0.925	0.902	0.894	0.858	0.815
Iowa	0.952	0.928	0.915	0.902	0.873	0.932	0.902	0.903	0.889	0.858
Kansas	0.943	0.935	0.927	0.905	0.906	0.946	0.918	0.887	0.929	0.875
Missouri	0.939	0.910	0.890	0.888	0.810	0.909	0.887	0.889	0.821	0.763
Nebraska	0.926	0.939	0.920	0.878	0.888	0.922	0.917	0.899	0.840	0.890
VIII—Denver Reg. Office	0.901	0.908	0.885	0.824	0.790	0.889	0.876	0.852	0.815	0.715
Colorado	0.893	0.878	0.857	0.795	0.763	0.868	0.833	0.861	0.772	0.701
Montana	0.928	0.934	0.911	0.854	0.801	0.907	0.922	0.839	0.852	0.747
North Dakota	0.956	0.891	0.884	0.889	0.810	0.900	0.874	0.885	0.877	0.688
South Dakota	0.873	0.929	0.895	0.837	0.814	0.919	0.894	0.825	0.848	0.848
Utah	0.865	0.922	0.888	0.815	0.812	0.882	0.898	0.851	0.826	0.660
Wyoming	0.965	0.911	0.914	0.785	0.760	0.897	0.897	0.841	0.780	0.831

(continued)

Table B-6. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	Physical Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IX—San Francisco Reg. Office	0.898	0.877	0.846	0.804	0.784	0.872	0.848	0.817	0.773	0.736
Arizona	0.889	0.858	0.829	0.813	0.791	0.865	0.812	0.828	0.784	0.798
California	0.901	0.879	0.845	0.804	0.787	0.872	0.854	0.813	0.773	0.723
Hawaii	0.881	0.907	0.893	0.840	0.839	0.899	0.882	0.911	0.777	0.910
Nevada	0.898	0.859	0.870	0.772	0.718	0.880	0.843	0.781	0.756	0.719
X—Seattle Reg. Office	0.889	0.902	0.864	0.819	0.793	0.882	0.861	0.836	0.799	0.778
Alaska	0.818	0.865	0.897	0.738	0.836	0.853	0.834	0.832	0.764	0.728
Idaho	0.880	0.895	0.875	0.865	0.820	0.892	0.871	0.856	0.825	0.845
Oregon	0.872	0.912	0.859	0.831	0.810	0.884	0.866	0.837	0.809	0.800
Washington	0.908	0.898	0.860	0.805	0.771	0.878	0.856	0.830	0.790	0.752

Table B-7. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
National*	0.893	0.896	0.879	0.885
I—Boston Reg. Office	0.905	0.905	0.892	0.896
Connecticut	0.899	0.905	0.870	0.897
Maine	0.910	0.899	0.888	0.901
Massachusetts	0.905	0.907	0.904	0.893
New Hampshire	0.912	0.907	0.895	0.902
Rhode Island	0.898	0.906	0.896	0.884
Vermont	0.908	0.909	0.890	0.905
II—New York Reg. Office	0.889	0.884	0.869	0.882
New Jersey	0.894	0.903	0.875	0.889
New York	0.887	0.870	0.868	0.874
Puerto Rico	0.894	0.891	0.857	0.891
III—Philadelphia Reg. Office	0.915	0.905	0.900	0.902
Delaware	0.902	0.901	0.880	0.894
District of Columbia	0.863	0.881	0.839	0.865
Maryland	0.904	0.907	0.892	0.893
Pennsylvania	0.924	0.920	0.907	0.916
Virginia	0.916	0.879	0.904	0.893
West Virginia	0.902	0.899	0.892	0.883
IV—Atlanta Reg. Office	0.897	0.907	0.878	0.890
Alabama	0.910	0.906	0.892	0.899
North Carolina	0.904	0.903	0.894	0.891
Georgia	0.898	0.917	0.870	0.894
South Carolina	0.903	0.890	0.875	0.892
Florida	0.884	0.907	0.863	0.884
Kentucky	0.905	0.906	0.891	0.887
Mississippi	0.900	0.925	0.871	0.900
Tennessee	0.904	0.907	0.892	0.890

(continued)

Table B-7. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
V—Chicago Reg. Office	0.907	0.913	0.891	0.901
Illinois	0.904	0.917	0.884	0.902
Indiana	0.910	0.922	0.902	0.903
Michigan	0.912	0.908	0.902	0.900
Minnesota	0.903	0.913	0.900	0.897
Ohio	0.907	0.905	0.883	0.901
Wisconsin	0.899	0.920	0.884	0.896
VI—Dallas Reg. Office	0.886	0.894	0.884	0.877
Arkansas	0.904	0.913	0.898	0.892
Louisiana	0.896	0.917	0.902	0.885
New Mexico	0.849	0.860	0.858	0.838
Oklahoma	0.891	0.908	0.880	0.882
Texas	0.883	0.887	0.879	0.875
VII—Kansas City Reg. Office	0.910	0.918	0.904	0.901
Iowa	0.918	0.939	0.912	0.913
Kansas	0.934	0.924	0.917	0.926
Missouri	0.890	0.905	0.893	0.876
Nebraska	0.926	0.901	0.904	0.916
VIII—Denver Reg. Office	0.874	0.896	0.859	0.870
Colorado	0.846	0.870	0.830	0.844
Montana	0.899	0.929	0.875	0.900
North Dakota	0.896	0.898	0.861	0.897
South Dakota	0.890	0.922	0.883	0.880
Utah	0.880	0.884	0.876	0.866
Wyoming	0.871	0.931	0.868	0.878
IX—San Francisco Reg. Office	0.849	0.842	0.832	0.838
Arizona	0.844	0.846	0.836	0.831
California	0.850	0.836	0.832	0.837
Hawaii	0.895	0.880	0.864	0.888
Nevada	0.826	0.895	0.814	0.831

(continued)

Table B-7. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
X—Seattle Reg. Office	0.859	0.892	0.839	0.860
Alaska	0.845	0.811	0.829	0.836
Idaho	0.871	0.924	0.854	0.873
Oregon	0.867	0.893	0.841	0.867
Washington	0.853	0.893	0.835	0.855

**Table B-8. Percentages of “Not a Problem” Responses for Needed Care Composite
Across Geographic Levels Among Beneficiaries Within MFFS
by Insurance and Personal Doctor—Weighted**

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
National*	0.889	0.851	0.835	0.896	0.889	0.891	0.803
I—Boston Reg. Office	0.887	0.869	0.858	0.906	0.902	0.901	0.826
Connecticut	0.902	0.784	0.837	0.902	0.905	0.894	0.827
Maine	0.907	0.867	0.875	0.906	0.913	0.907	0.820
Massachusetts	0.885	0.893	0.863	0.908	0.897	0.899	0.820
New Hampshire	0.867	0.885	0.918	0.903	0.892	0.906	0.892
Rhode Island	0.849	0.873	0.821	0.919	0.897	0.900	0.764
Vermont	0.897	0.982	0.884	0.889	0.924	0.906	0.849
II—New York Reg. Office	0.865	0.840	0.799	0.895	0.894	0.888	0.799
New Jersey	0.860	0.802	0.823	0.899	0.898	0.894	0.789
New York	0.854	0.813	0.792	0.898	0.882	0.885	0.749
Puerto Rico	0.877	0.903	0.915	0.877	0.910	0.895	0.883
III—Philadelphia Reg. Office	0.904	0.871	0.847	0.911	0.896	0.909	0.807
Delaware	0.898	0.800	0.822	0.907	0.881	0.895	0.782
District of Columbia	0.891	0.761	0.836	0.894	0.803	0.866	0.747
Maryland	0.885	0.863	0.808	0.905	0.886	0.902	0.802
Pennsylvania	0.913	0.909	0.867	0.918	0.908	0.920	0.834
Virginia	0.896	0.868	0.835	0.904	0.900	0.906	0.811
West Virginia	0.901	0.838	0.859	0.909	0.850	0.900	0.722
IV—Atlanta Reg. Office	0.895	0.864	0.868	0.895	0.884	0.895	0.811
Alabama	0.920	0.866	0.878	0.910	0.896	0.906	0.784
North Carolina	0.888	0.857	0.879	0.903	0.888	0.900	0.822
Georgia	0.909	0.898	0.868	0.895	0.879	0.896	0.819
South Carolina	0.895	0.865	0.870	0.896	0.885	0.896	0.798
Florida	0.869	0.847	0.845	0.885	0.874	0.887	0.812
Kentucky	0.889	0.861	0.846	0.906	0.909	0.897	0.769

(continued)

Table B-8. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
Mississippi	0.889	0.860	0.892	0.906	0.881	0.899	0.810
Tennessee	0.931	0.858	0.879	0.898	0.895	0.899	0.836
V—Chicago Reg. Office	0.900	0.857	0.855	0.904	0.897	0.904	0.817
Illinois	0.901	0.875	0.859	0.898	0.893	0.904	0.787
Indiana	0.884	0.856	0.883	0.907	0.901	0.909	0.843
Michigan	0.917	0.875	0.853	0.905	0.897	0.902	0.853
Minnesota	0.897	0.839	0.895	0.896	0.912	0.903	0.852
Ohio	0.904	0.841	0.830	0.907	0.885	0.899	0.774
Wisconsin	0.884	0.841	0.851	0.902	0.901	0.903	0.830
VI—Dallas Reg. Office	0.900	0.847	0.856	0.888	0.887	0.887	0.811
Arkansas	0.910	0.869	0.868	0.909	0.899	0.902	0.782
Louisiana	0.908	0.858	0.873	0.900	0.888	0.889	0.857
New Mexico	0.928	0.807	0.793	0.864	0.830	0.856	0.756
Oklahoma	0.880	0.854	0.872	0.883	0.898	0.892	0.829
Texas	0.898	0.841	0.854	0.884	0.883	0.884	0.809
VII—Kansas City Reg. Office	0.903	0.874	0.887	0.902	0.904	0.908	0.841
Iowa	0.929	0.889	0.935	0.914	0.899	0.920	0.882
Kansas	0.904	0.885	0.930	0.929	0.916	0.931	0.862
Missouri	0.879	0.852	0.855	0.882	0.896	0.887	0.793
Nebraska	0.890	0.915	0.849	0.913	0.917	0.913	0.870
VIII—Denver Reg. Office	0.872	0.812	0.813	0.876	0.878	0.877	0.821
Colorado	0.828	0.819	0.789	0.849	0.845	0.848	0.774
Montana	0.915	0.779	0.865	0.908	0.898	0.907	0.790
North Dakota	0.864	0.780	0.846	0.902	0.900	0.892	0.882
South Dakota	0.912	0.876	0.709	0.915	0.877	0.897	0.785
Utah	0.893	0.810	0.855	0.869	0.882	0.880	0.862
Wyoming	0.813	0.803	0.900	0.887	0.887	0.885	0.883

(continued)

Table B-8. Percentages of “Not a Problem” Responses for Needed Care Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
IX—San Francisco Reg. Office	0.858	0.808	0.761	0.870	0.859	0.845	0.742
Arizona	0.850	0.811	0.725	0.845	0.836	0.842	0.763
California	0.859	0.815	0.762	0.875	0.865	0.842	0.743
Hawaii	0.883	0.772	0.841	0.906	0.855	0.892	0.832
Nevada	0.821	0.769	0.783	0.841	0.840	0.858	0.655
X—Seattle Reg. Office	0.869	0.812	0.793	0.865	0.866	0.865	0.759
Alaska	0.946	0.731	0.842	0.832	0.847	0.858	0.661
Idaho	0.896	0.830	0.823	0.870	0.884	0.882	0.789
Oregon	0.873	0.840	0.793	0.870	0.857	0.864	0.791
Washington	0.855	0.798	0.782	0.863	0.866	0.860	0.748

Table B-9. Percentage of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
National*	0.613	0.674	0.658	0.657	0.660	0.660
I—Boston Reg. Office	0.692	0.663	0.671	0.674	0.699	0.687
Connecticut	0.653	0.652	0.667	0.672	0.658	0.671
Maine	0.598	0.703	0.719	0.661	0.709	0.742
Massachusetts	0.711	0.677	0.662	0.674	0.724	0.696
New Hampshire	0.869	0.664	0.626	0.678	0.703	0.663
Rhode Island	0.652	0.571	0.702	0.699	0.703	0.657
Vermont	0.484	0.600	0.705	0.697	0.721	0.694
II—New York Reg. Office	0.615	0.682	0.639	0.649	0.634	0.650
New Jersey	0.688	0.713	0.624	0.664	0.648	0.655
New York	0.586	0.690	0.656	0.652	0.633	0.655
Puerto Rico	0.588	0.627	0.588	0.586	0.602	0.601
III—Philadelphia Reg. Office	0.635	0.689	0.666	0.682	0.673	0.662
Delaware	0.773	0.684	0.625	0.679	0.638	0.635
District of Columbia	0.348	0.679	0.706	0.653	0.720	0.681
Maryland	0.662	0.711	0.634	0.673	0.650	0.641
Pennsylvania	0.630	0.678	0.661	0.689	0.689	0.679
Virginia	0.673	0.710	0.684	0.691	0.670	0.643
West Virginia	0.491	0.676	0.697	0.653	0.654	0.659
IV—Atlanta Reg. Office	0.600	0.689	0.661	0.646	0.670	0.650
Alabama	0.626	0.708	0.687	0.688	0.689	0.691
North Carolina	0.636	0.714	0.638	0.632	0.668	0.659
Georgia	0.653	0.696	0.689	0.632	0.690	0.685
South Carolina	0.553	0.699	0.685	0.667	0.717	0.694
Florida	0.559	0.675	0.622	0.620	0.636	0.603
Kentucky	0.578	0.680	0.671	0.699	0.661	0.658
Mississippi	0.609	0.656	0.700	0.686	0.692	0.685
Tennessee	0.586	0.677	0.682	0.640	0.708	0.690

(continued)

**Table B-9. Percentage of “Always” Responses for the Good Communication Composite
Across Geographic Levels Among Beneficiaries Within MFFS
by Age—Weighted (continued)**

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
V—Chicago Reg. Office	0.620	0.657	0.655	0.659	0.663	0.668
Illinois	0.729	0.663	0.652	0.657	0.653	0.685
Indiana	0.532	0.652	0.660	0.668	0.680	0.678
Michigan	0.739	0.645	0.677	0.668	0.650	0.662
Minnesota	0.501	0.641	0.636	0.648	0.668	0.642
Ohio	0.563	0.661	0.636	0.643	0.663	0.672
Wisconsin	0.548	0.697	0.672	0.673	0.690	0.651
VI—Dallas Reg. Office	0.584	0.699	0.679	0.668	0.672	0.686
Arkansas	0.542	0.678	0.676	0.649	0.687	0.707
Louisiana	0.663	0.757	0.737	0.730	0.718	0.677
New Mexico	0.548	0.640	0.640	0.661	0.657	0.657
Oklahoma	0.728	0.647	0.653	0.665	0.717	0.677
Texas	0.535	0.707	0.677	0.660	0.645	0.690
VII—Kansas City Reg. Office	0.584	0.642	0.663	0.655	0.658	0.664
Iowa	0.564	0.664	0.673	0.632	0.667	0.665
Kansas	0.647	0.682	0.672	0.673	0.661	0.657
Missouri	0.565	0.620	0.657	0.654	0.651	0.668
Nebraska	0.608	0.645	0.650	0.675	0.660	0.665
VIII—Denver Reg. Office	0.727	0.655	0.673	0.642	0.656	0.628
Colorado	0.753	0.680	0.651	0.629	0.659	0.606
Montana	0.775	0.682	0.765	0.678	0.681	0.700
North Dakota	0.683	0.621	0.713	0.661	0.647	0.657
South Dakota	0.845	0.614	0.618	0.699	0.724	0.630
Utah	0.700	0.620	0.642	0.608	0.622	0.608
Wyoming	0.383	0.642	0.679	0.643	0.618	0.685

(continued)

**Table B-9. Percentage of “Always” Responses for the Good Communication Composite
Across Geographic Levels Among Beneficiaries Within MFFS
by Age—Weighted (continued)**

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
IX—San Francisco Reg. Office	0.595	0.659	0.636	0.644	0.621	0.647
Arizona	0.540	0.677	0.579	0.582	0.600	0.623
California	0.599	0.666	0.645	0.652	0.627	0.649
Hawaii	0.888	0.738	0.716	0.775	0.726	0.752
Nevada	0.503	0.505	0.616	0.621	0.547	0.632
X—Seattle Reg. Office	0.565	0.564	0.631	0.643	0.638	0.654
Alaska	0.584	0.693	0.679	0.717	0.626	0.667
Idaho	0.450	0.615	0.602	0.663	0.621	0.658
Oregon	0.674	0.589	0.646	0.638	0.635	0.658
Washington	0.531	0.531	0.626	0.633	0.643	0.651

Table B-10. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
National*	0.743	0.727	0.684	0.629	0.618	0.596
I—Boston Reg. Office	0.747	0.757	0.700	0.665	0.658	0.620
Connecticut	0.744	0.718	0.686	0.650	0.624	0.638
Maine	0.771	0.790	0.711	0.708	0.639	0.635
Massachusetts	0.749	0.788	0.703	0.668	0.673	0.606
New Hampshire	0.704	0.705	0.699	0.667	0.676	0.623
Rhode Island	0.740	0.705	0.682	0.620	0.656	0.645
Vermont	0.761	0.781	0.707	0.640	0.764	0.585
II—New York Reg. Office	0.716	0.720	0.683	0.610	0.588	0.566
New Jersey	0.794	0.728	0.686	0.627	0.594	0.529
New York	0.747	0.727	0.691	0.597	0.580	0.572
Puerto Rico	0.601	0.634	0.609	0.662	0.649	0.739
III—Philadelphia Reg. Office	0.741	0.734	0.703	0.651	0.604	0.589
Delaware	0.711	0.764	0.674	0.659	0.564	0.521
District of Columbia	0.632	0.783	0.781	0.616	0.685	0.603
Maryland	0.781	0.713	0.693	0.638	0.613	0.537
Pennsylvania	0.729	0.733	0.702	0.682	0.598	0.588
Virginia	0.756	0.753	0.715	0.629	0.619	0.628
West Virginia	0.719	0.712	0.700	0.624	0.542	0.670
IV—Atlanta Reg. Office	0.765	0.732	0.676	0.619	0.606	0.573
Alabama	0.774	0.760	0.690	0.674	0.624	0.650
North Carolina	0.737	0.711	0.688	0.635	0.597	0.568
Georgia	0.776	0.738	0.689	0.631	0.648	0.585
South Carolina	0.762	0.772	0.698	0.640	0.610	0.636
Florida	0.755	0.721	0.649	0.584	0.602	0.537
Kentucky	0.772	0.683	0.686	0.656	0.561	0.589
Mississippi	0.772	0.758	0.672	0.673	0.598	0.637
Tennessee	0.770	0.732	0.697	0.615	0.619	0.594

(continued)

Table B-10. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFSS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
V—Chicago Reg. Office	0.729	0.720	0.688	0.631	0.634	0.621
Illinois	0.738	0.727	0.705	0.633	0.626	0.603
Indiana	0.727	0.733	0.689	0.638	0.609	0.612
Michigan	0.736	0.709	0.694	0.650	0.637	0.629
Minnesota	0.712	0.728	0.659	0.609	0.604	0.665
Ohio	0.746	0.715	0.675	0.605	0.646	0.594
Wisconsin	0.706	0.718	0.694	0.644	0.677	0.682
VI—Dallas Reg. Office	0.773	0.736	0.690	0.643	0.656	0.615
Arkansas	0.770	0.704	0.700	0.641	0.590	0.564
Louisiana	0.797	0.801	0.718	0.688	0.652	0.687
New Mexico	0.754	0.704	0.682	0.621	0.615	0.601
Oklahoma	0.748	0.726	0.691	0.663	0.650	0.602
Texas	0.772	0.730	0.680	0.633	0.670	0.617
VII—Kansas City Reg. Office	0.712	0.705	0.682	0.641	0.633	0.637
Iowa	0.717	0.665	0.674	0.672	0.678	0.671
Kansas	0.687	0.734	0.698	0.625	0.635	0.648
Missouri	0.704	0.709	0.677	0.628	0.610	0.609
Nebraska	0.760	0.718	0.687	0.649	0.630	0.642
VIII—Denver Reg. Office	0.719	0.698	0.691	0.649	0.612	0.596
Colorado	0.742	0.684	0.674	0.632	0.607	0.602
Montana	0.775	0.679	0.738	0.722	0.658	0.718
North Dakota	0.691	0.803	0.678	0.692	0.576	0.683
South Dakota	0.689	0.670	0.733	0.612	0.806	0.576
Utah	0.733	0.696	0.671	0.625	0.575	0.487
Wyoming	0.709	0.741	0.657	0.641	0.460	0.648

(continued)

**Table B-10. Percentages of “Always” Responses for the Good Communication Composite
Across Geographic Levels Among Beneficiaries Within MFFS
by Education—Weighted (continued)**

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
IX—San Francisco Reg. Office	0.717	0.731	0.658	0.614	0.608	0.597
Arizona	0.722	0.718	0.622	0.585	0.564	0.518
California	0.714	0.739	0.664	0.616	0.610	0.611
Hawaii	0.796	0.808	0.780	0.769	0.782	0.647
Nevada	0.693	0.634	0.609	0.587	0.591	0.548
X—Seattle Reg. Office	0.715	0.699	0.660	0.619	0.620	0.589
Alaska	0.594	0.792	0.689	0.704	0.647	0.650
Idaho	0.654	0.669	0.687	0.572	0.592	0.628
Oregon	0.759	0.706	0.667	0.641	0.629	0.562
Washington	0.728	0.694	0.646	0.613	0.620	0.590

Table B-11. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race and Gender—Weighted

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
National*	0.685	0.669	0.657	0.737	0.662	0.661	0.676
I—Boston Reg. Office	0.642	0.689	0.683	0.791	0.655	0.691	0.694
Connecticut	0.523	0.674	0.662	0.828	0.565	0.684	0.677
Maine	0.813	0.701	0.710	—	0.790	0.704	0.717
Massachusetts	0.722	0.693	0.689	0.768	0.680	0.693	0.701
New Hampshire	0.453	0.663	0.661	—	0.662	0.695	0.678
Rhode Island	0.551	0.701	0.701	0.668	0.615	0.677	0.686
Vermont	0.690	0.703	0.682	—	0.670	0.691	0.701
II—New York Reg. Office	0.641	0.656	0.647	0.716	0.643	0.647	0.665
New Jersey	0.650	0.667	0.647	0.795	0.652	0.662	0.672
New York	0.719	0.656	0.650	0.686	0.685	0.652	0.670
Puerto Rico	0.601	0.743	0.576	0.622	0.611	0.581	0.623
III—Philadelphia Reg. Office	0.687	0.687	0.672	0.743	0.637	0.673	0.688
Delaware	1.016	0.649	0.642	0.745	0.670	0.663	0.668
District of Columbia	0.602	0.715	0.604	0.724	0.454	0.697	0.683
Maryland	0.690	0.676	0.649	0.770	0.522	0.658	0.678
Pennsylvania	0.667	0.696	0.680	0.726	0.687	0.682	0.690
Virginia	0.680	0.684	0.675	0.744	0.693	0.675	0.696
West Virginia	0.823	0.659	0.665	0.718	0.659	0.655	0.687
IV—Atlanta Reg. Office	0.711	0.671	0.651	0.743	0.674	0.656	0.676
Alabama	0.640	0.710	0.688	0.733	0.641	0.680	0.710
North Carolina	0.746	0.659	0.648	0.719	0.644	0.666	0.663
Georgia	0.715	0.693	0.661	0.773	0.661	0.672	0.691
South Carolina	0.647	0.694	0.667	0.761	0.632	0.651	0.720
Florida	0.723	0.632	0.617	0.724	0.698	0.627	0.643

(continued)

Table B-11. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
Kentucky	0.745	0.674	0.667	0.731	0.692	0.656	0.692
Mississippi	0.627	0.705	0.684	0.729	0.610	0.685	0.691
Tennessee	0.716	0.676	0.665	0.760	0.649	0.675	0.687
V—Chicago Reg. Office	0.704	0.676	0.663	0.729	0.629	0.668	0.677
Illinois	0.700	0.677	0.668	0.748	0.623	0.675	0.679
Indiana	0.787	0.678	0.662	0.751	0.659	0.665	0.687
Michigan	0.615	0.682	0.667	0.733	0.656	0.664	0.686
Minnesota	0.697	0.662	0.640	0.868	0.510	0.655	0.656
Ohio	0.748	0.665	0.655	0.683	0.603	0.661	0.666
Wisconsin	0.733	0.686	0.675	0.780	0.704	0.689	0.680
VI—Dallas Reg. Office	0.733	0.685	0.670	0.757	0.696	0.680	0.691
Arkansas	0.898	0.680	0.668	0.729	0.791	0.675	0.691
Louisiana	0.778	0.738	0.710	0.771	0.739	0.724	0.732
New Mexico	0.707	0.650	0.645	0.776	0.676	0.673	0.657
Oklahoma	0.788	0.694	0.678	0.672	0.662	0.653	0.702
Texas	0.735	0.672	0.656	0.767	0.698	0.677	0.681
VII—Kansas City Reg. Office	0.608	0.667	0.657	0.762	0.632	0.659	0.675
Iowa	0.641	0.670	0.673	0.654	0.645	0.669	0.672
Kansas	0.563	0.680	0.670	0.856	0.634	0.671	0.679
Missouri	0.614	0.654	0.648	0.750	0.586	0.648	0.669
Nebraska	0.646	0.667	0.656	0.757	0.798	0.655	0.690
VIII—Denver Reg. Office	0.776	0.661	0.645	0.622	0.706	0.681	0.652
Colorado	0.788	0.642	0.628	0.609	0.728	0.682	0.631
Montana	0.768	0.712	0.712	—	0.779	0.743	0.699
North Dakota	0.967	0.696	0.668	—	0.538	0.666	0.699

(continued)

**Table B-11. Percentages of “Always” Responses for the Good Communication Composite
Across Geographic Levels Among Beneficiaries Within MFFS
by Ethnicity, Race and Gender—Weighted (continued)**

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
South Dakota	0.712	0.679	0.668	—	0.639	0.671	0.675
Utah	0.781	0.634	0.630	—	0.719	0.662	0.612
Wyoming	0.619	0.663	0.657	0.730	0.514	0.646	0.671
IX—San Francisco Reg. Office	0.692	0.647	0.634	0.687	0.663	0.636	0.660
Arizona	0.750	0.605	0.596	0.659	0.683	0.605	0.625
California	0.688	0.652	0.643	0.698	0.651	0.638	0.665
Hawaii	0.783	0.756	0.696	—	0.775	0.761	0.760
Nevada	0.594	0.599	0.588	0.579	0.607	0.606	0.609
X—Seattle Reg. Office	0.614	0.637	0.634	0.800	0.593	0.627	0.657
Alaska	0.652	0.681	0.684	0.780	0.582	0.670	0.698
Idaho	0.432	0.639	0.638	—	0.449	0.665	0.617
Oregon	0.523	0.660	0.652	0.711	0.640	0.627	0.672
Washington	0.705	0.622	0.626	0.825	0.610	0.616	0.655

Table B-12. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
National*	0.782	0.718	0.667	0.640	0.639	0.744	0.651	0.628	0.621	0.608
I—Boston Reg. Office	0.784	0.723	0.689	0.657	0.668	0.772	0.677	0.608	0.628	0.633
Connecticut	0.797	0.693	0.668	0.661	0.607	0.757	0.659	0.608	0.595	0.457
Maine	0.816	0.759	0.700	0.684	0.722	0.775	0.710	0.641	0.657	0.693
Massachusetts	0.791	0.720	0.706	0.651	0.691	0.787	0.686	0.594	0.636	0.665
New Hampshire	0.701	0.743	0.659	0.655	0.655	0.752	0.686	0.590	0.668	0.653
Rhode Island	0.754	0.696	0.684	0.648	0.623	0.721	0.660	0.604	0.671	0.735
Vermont	0.842	0.758	0.685	0.631	0.613	0.813	0.623	0.708	0.542	0.568
II—New York Reg. Office	0.756	0.696	0.657	0.632	0.661	0.733	0.639	0.622	0.599	0.590
New Jersey	0.735	0.694	0.660	0.643	0.694	0.730	0.627	0.625	0.633	0.664
New York	0.766	0.700	0.656	0.630	0.688	0.739	0.644	0.629	0.586	0.605
Puerto Rico	0.775	0.647	0.648	0.624	0.571	0.693	0.658	0.575	0.595	0.505
III—Philadelphia Reg. Office	0.767	0.731	0.678	0.659	0.649	0.746	0.665	0.642	0.638	0.618
Delaware	0.800	0.682	0.683	0.606	0.653	0.716	0.656	0.630	0.589	0.622
District of Columbia	0.794	0.756	0.651	0.673	0.615	0.764	0.675	0.639	0.618	0.594
Maryland	0.751	0.712	0.655	0.648	0.590	0.737	0.634	0.637	0.644	0.489
Pennsylvania	0.782	0.741	0.691	0.651	0.648	0.755	0.673	0.647	0.624	0.601
Virginia	0.745	0.729	0.671	0.689	0.659	0.737	0.671	0.642	0.671	0.666
West Virginia	0.795	0.746	0.678	0.651	0.682	0.752	0.672	0.626	0.627	0.686

(continued)

Table B-12. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IV—Atlanta Reg. Office	0.754	0.695	0.679	0.657	0.662	0.740	0.650	0.639	0.632	0.622
Alabama	0.816	0.745	0.721	0.693	0.670	0.789	0.691	0.674	0.675	0.626
North Carolina	0.713	0.688	0.695	0.657	0.643	0.745	0.649	0.643	0.629	0.612
Georgia	0.781	0.716	0.694	0.683	0.645	0.741	0.670	0.654	0.656	0.622
South Carolina	0.774	0.721	0.718	0.683	0.670	0.747	0.687	0.662	0.673	0.647
Florida	0.734	0.663	0.642	0.593	0.617	0.711	0.602	0.594	0.562	0.554
Kentucky	0.758	0.705	0.676	0.682	0.705	0.769	0.667	0.656	0.627	0.651
Mississippi	0.778	0.746	0.704	0.684	0.699	0.762	0.697	0.660	0.673	0.669
Tennessee	0.808	0.719	0.684	0.675	0.694	0.742	0.679	0.650	0.662	0.661
V—Chicago Reg. Office	0.780	0.726	0.667	0.641	0.624	0.748	0.647	0.629	0.611	0.593
Illinois	0.792	0.722	0.651	0.667	0.624	0.738	0.634	0.633	0.620	0.672
Indiana	0.784	0.757	0.687	0.624	0.618	0.752	0.682	0.634	0.595	0.543
Michigan	0.756	0.729	0.677	0.643	0.627	0.759	0.637	0.641	0.616	0.559
Minnesota	0.783	0.723	0.639	0.605	0.560	0.735	0.637	0.605	0.562	0.651
Ohio	0.767	0.698	0.671	0.639	0.655	0.736	0.643	0.624	0.632	0.600
Wisconsin	0.811	0.747	0.670	0.640	0.592	0.770	0.664	0.626	0.588	0.533
VI—Dallas Reg. Office	0.789	0.715	0.688	0.677	0.677	0.758	0.669	0.654	0.648	0.631
Arkansas	0.786	0.707	0.690	0.689	0.674	0.765	0.692	0.654	0.648	0.603
Louisiana	0.822	0.755	0.743	0.741	0.711	0.793	0.715	0.699	0.719	0.653

(continued)

Table B-12. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
New Mexico	0.780	0.674	0.637	0.680	0.628	0.732	0.671	0.608	0.612	0.609
Oklahoma	0.702	0.749	0.706	0.672	0.600	0.784	0.656	0.663	0.606	0.592
Texas	0.798	0.705	0.676	0.657	0.693	0.746	0.657	0.647	0.639	0.642
VII—Kansas City Reg. Office	0.794	0.737	0.655	0.643	0.611	0.753	0.652	0.619	0.591	0.632
Iowa	0.763	0.765	0.642	0.645	0.608	0.744	0.660	0.598	0.572	0.725
Kansas	0.811	0.704	0.668	0.635	0.654	0.758	0.656	0.609	0.631	0.600
Missouri	0.808	0.720	0.664	0.645	0.596	0.736	0.648	0.635	0.592	0.613
Nebraska	0.769	0.768	0.635	0.648	0.641	0.800	0.639	0.630	0.537	0.599
VIII—Denver Reg. Office	0.742	0.719	0.661	0.636	0.583	0.735	0.662	0.626	0.569	0.516
Colorado	0.685	0.700	0.680	0.609	0.579	0.729	0.638	0.637	0.554	0.546
Montana	0.807	0.775	0.686	0.725	0.590	0.777	0.713	0.649	0.664	0.309
North Dakota	0.819	0.740	0.661	0.661	0.650	0.743	0.687	.0652	0.597	0.612
South Dakota	0.760	0.773	0.677	0.605	0.662	0.797	0.678	0.601	0.497	0.541
Utah	0.742	0.668	0.621	0.640	0.517	0.690	0.620	0.623	0.561	0.468
Wyoming	0.856	0.713	0.644	0.572	0.627	0.712	0.720	0.555	0.503	0.560
IX—San Francisco Reg. Office	0.767	0.680	0.630	0.623	0.652	0.718	0.618	0.582	0.620	0.612
Arizona	0.770	0.636	0.608	0.561	0.603	0.717	0.560	0.542	0.560	0.630
California	0.770	0.685	0.629	0.637	0.665	0.718	0.626	0.588	0.635	0.606

(continued)

Table B-12. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
Hawaii	0.769	0.755	0.765	0.722	0.870	0.804	0.741	0.724	0.686	0.833
Nevada	0.713	0.680	0.602	0.546	0.508	0.672	0.612	0.524	0.517	0.559
X—Seattle Reg. Office	0.779	0.707	0.625	0.609	0.599	0.728	0.638	0.581	0.577	0.480
Alaska	0.745	0.654	0.738	0.634	0.710	0.756	0.652	0.660	0.525	0.776
Idaho	0.712	0.713	0.612	0.650	0.573	0.752	0.626	0.591	0.553	0.624
Oregon	0.730	0.745	0.631	0.618	0.605	0.747	0.678	0.538	0.615	0.455
Washington	0.821	0.692	0.618	0.590	0.596	0.714	0.618	0.595	0.574	0.423

Table B-13. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
National*	0.671	0.717	0.642	0.672
I—Boston Reg. Office	0.699	0.717	0.679	0.689
Connecticut	0.686	0.715	0.670	0.673
Maine	0.717	0.753	0.688	0.713
Massachusetts	0.707	0.706	0.690	0.693
New Hampshire	0.689	0.718	0.664	0.679
Rhode Island	0.689	0.690	0.654	0.674
Vermont	0.694	0.756	0.656	0.703
II—New York Reg. Office	0.658	0.693	0.641	0.656
New Jersey	0.666	0.702	0.635	0.671
New York	0.662	0.698	0.652	0.659
Puerto Rico	0.617	0.631	0.604	0.599
III—Philadelphia Reg. Office	0.684	0.723	0.658	0.683
Delaware	0.666	0.735	0.633	0.671
District of Columbia	0.687	0.731	0.634	0.699
Maryland	0.670	0.710	0.647	0.670
Pennsylvania	0.690	0.720	0.664	0.690
Virginia	0.690	0.734	0.666	0.683
West Virginia	0.673	0.739	0.639	0.678
IV—Atlanta Reg. Office	0.668	0.728	0.639	0.671
Alabama	0.699	0.770	0.666	0.704
North Carolina	0.670	0.700	0.646	0.667
Georgia	0.673	0.781	0.644	0.690
South Carolina	0.691	0.758	0.666	0.693
Florida	0.636	0.696	0.593	0.643
Kentucky	0.682	0.742	0.655	0.679
Mississippi	0.687	0.756	0.684	0.687
Tennessee	0.690	0.720	0.664	0.683

(continued)

Table B-13. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
V—Chicago Reg. Office	0.675	0.722	0.632	0.680
Illinois	0.679	0.741	0.632	0.685
Indiana	0.681	0.718	0.619	0.690
Michigan	0.676	0.731	0.636	0.684
Minnesota	0.658	0.690	0.641	0.659
Ohio	0.671	0.697	0.630	0.670
Wisconsin	0.679	0.741	0.643	0.687
VI—Dallas Reg. Office	0.683	0.740	0.675	0.682
Arkansas	0.685	0.716	0.683	0.677
Louisiana	0.738	0.746	0.704	0.734
New Mexico	0.660	0.718	0.679	0.654
Oklahoma	0.682	0.762	0.663	0.683
Texas	0.673	0.740	0.669	0.674
VII—Kansas City Reg. Office	0.666	0.725	0.639	0.673
Iowa	0.666	0.732	0.659	0.668
Kansas	0.669	0.740	0.651	0.678
Missouri	0.663	0.715	0.619	0.671
Nebraska	0.671	0.711	0.650	0.676
VIII—Denver Reg. Office	0.668	0.708	0.636	0.666
Colorado	0.659	0.677	0.656	0.647
Montana	0.720	0.789	0.725	0.705
North Dakota	0.698	0.692	0.595	0.704
South Dakota	0.677	0.734	0.661	0.673
Utah	0.627	0.703	0.546	0.643
Wyoming	0.667	0.693	0.635	0.659
IX—San Francisco Reg. Office	0.654	0.681	0.615	0.650
Arizona	0.625	0.647	0.567	0.624
California	0.658	0.682	0.625	0.653
Hawaii	0.795	0.726	0.749	0.750
Nevada	0.595	0.709	0.549	0.609

(continued)

Table B-13. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
X—Seattle Reg. Office	0.641	0.732	0.601	0.651
Alaska	0.716	0.632	0.676	0.679
Idaho	0.647	0.669	0.603	0.645
Oregon	0.658	0.755	0.624	0.659
Washington	0.625	0.742	0.581	0.646

Table B-14. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
National*	0.677	0.687	0.698	0.662	0.650	0.681	0.560
I—Boston Reg. Office	0.679	0.676	0.711	0.686	0.703	0.701	0.594
Connecticut	0.652	0.642	0.746	0.666	0.694	0.685	0.597
Maine	0.750	0.748	0.721	0.693	0.737	0.724	0.589
Massachusetts	0.677	0.677	0.701	0.697	0.724	0.697	0.616
New Hampshire	0.632	0.688	0.812	0.673	0.661	0.700	0.646
Rhode Island	0.762	0.585	0.719	0.675	0.660	0.713	0.470
Vermont	0.552	0.708	0.658	0.711	0.716	0.697	0.573
II—New York Reg. Office	0.631	0.651	0.697	0.653	0.632	0.672	0.525
New Jersey	0.718	0.700	0.717	0.652	0.629	0.681	0.474
New York	0.633	0.667	0.697	0.661	0.615	0.676	0.532
Puerto Rico	0.570	0.563	0.508	0.605	0.699	0.624	0.558
III—Philadelphia Reg. Office	0.721	0.696	0.699	0.672	0.656	0.693	0.544
Delaware	0.783	0.710	0.718	0.633	0.676	0.667	0.490
District of Columbia	0.721	0.787	0.650	0.697	0.602	0.699	0.614
Maryland	0.677	0.687	0.661	0.658	0.693	0.680	0.558
Pennsylvania	0.728	0.698	0.709	0.682	0.631	0.698	0.539
Virginia	0.743	0.738	0.697	0.670	0.673	0.699	0.573
West Virginia	0.672	0.604	0.715	0.672	0.650	0.694	0.449
IV—Atlanta Reg. Office	0.684	0.699	0.714	0.654	0.631	0.677	0.572
Alabama	0.713	0.719	0.717	0.698	0.648	0.706	0.593
North Carolina	0.663	0.702	0.717	0.656	0.602	0.670	0.603
Georgia	0.709	0.710	0.730	0.659	0.668	0.693	0.610
South Carolina	0.668	0.706	0.764	0.676	0.649	0.709	0.553
Florida	0.643	0.678	0.701	0.624	0.603	0.645	0.537
Kentucky	0.648	0.672	0.686	0.676	0.677	0.684	0.592
Mississippi	0.739	0.691	0.706	0.701	0.631	0.709	0.571
Tennessee	0.761	0.742	0.701	0.661	0.664	0.694	0.560

(continued)

Table B-14. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
V—Chicago Reg. Office	0.670	0.688	0.676	0.669	0.658	0.680	0.585
Illinois	0.667	0.726	0.634	0.674	0.659	0.685	0.616
Indiana	0.718	0.718	0.668	0.672	0.646	0.686	0.572
Michigan	0.662	0.686	0.704	0.674	0.642	0.681	0.585
Minnesota	0.605	0.601	0.720	0.647	0.679	0.665	0.555
Ohio	0.689	0.673	0.674	0.655	0.646	0.666	0.580
Wisconsin	0.668	0.665	0.675	0.682	0.684	0.696	0.587
VI—Dallas Reg. Office	0.726	0.692	0.723	0.670	0.678	0.699	0.586
Arkansas	0.768	0.685	0.692	0.666	0.671	0.692	0.562
Louisiana	0.737	0.740	0.762	0.723	0.709	0.747	0.598
New Mexico	0.706	0.762	0.645	0.648	0.648	0.669	0.547
Oklahoma	0.671	0.669	0.699	0.677	0.691	0.704	0.526
Texas	0.727	0.680	0.733	0.659	0.669	0.691	0.602
VII—Kansas City Reg. Office	0.670	0.698	0.688	0.663	0.645	0.679	0.550
Iowa	0.659	0.685	0.717	0.669	0.639	0.681	0.555
Kansas	0.611	0.708	0.719	0.698	0.653	0.693	0.592
Missouri	0.719	0.676	0.672	0.649	0.641	0.669	0.531
Nebraska	0.698	0.785	0.642	0.651	0.652	0.687	0.541
VIII—Denver Reg. Office	0.662	0.685	0.683	0.659	0.654	0.680	0.570
Colorado	0.701	0.748	0.692	0.647	0.575	0.665	0.591
Montana	0.700	0.733	0.808	0.697	0.708	0.741	0.594
North Dakota	0.657	0.648	0.667	0.676	0.695	0.707	0.524
South Dakota	0.666	0.619	0.687	0.670	0.682	0.696	0.514
Utah	0.622	0.642	0.588	0.628	0.652	0.645	0.584
Wyoming	0.576	0.576	0.651	0.691	0.667	0.666	0.648

(continued)

Table B-14. Percentages of “Always” Responses for the Good Communication Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
IX—San Francisco Reg. Office	0.639	0.692	0.676	0.639	0.638	0.660	0.525
Arizona	0.625	0.680	0.659	0.599	0.601	0.620	0.511
California	0.626	0.708	0.675	0.647	0.640	0.664	0.531
Hawaii	0.769	0.627	0.840	0.749	0.759	0.770	0.599
Nevada	0.795	0.620	0.589	0.567	0.677	0.625	0.463
X—Seattle Reg. Office	0.699	0.620	0.632	0.644	0.622	0.660	0.548
Alaska	0.816	0.669	0.687	0.675	0.688	0.712	0.525
Idaho	0.652	0.543	0.565	0.678	0.628	0.675	0.473
Oregon	0.781	0.599	0.660	0.640	0.620	0.662	0.508
Washington	0.675	0.652	0.629	0.633	0.616	0.648	0.594

Table B-15. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
National*	0.498	0.573	0.578	0.577	0.581	0.592
I—Boston Reg. Office	0.549	0.559	0.612	0.615	0.629	0.599
Connecticut	0.432	0.639	0.640	0.637	0.632	0.628
Maine	0.503	0.599	0.645	0.604	0.638	0.618
Massachusetts	0.583	0.521	0.566	0.597	0.641	0.571
New Hampshire	0.706	0.529	0.653	0.641	0.618	0.632
Rhode Island	0.479	0.540	0.587	0.572	0.564	0.601
Vermont	0.463	0.532	0.695	0.664	0.636	0.625
II—New York Reg. Office	0.502	0.553	0.528	0.538	0.538	0.569
New Jersey	0.608	0.622	0.557	0.564	0.576	0.588
New York	0.480	0.577	0.551	0.558	0.536	0.575
Puerto Rico	0.411	0.392	0.355	0.346	0.436	0.441
III—Philadelphia Reg. Office	0.527	0.594	0.595	0.601	0.598	0.595
Delaware	0.623	0.595	0.570	0.624	0.584	0.601
District of Columbia	0.320	0.525	0.547	0.571	0.606	0.551
Maryland	0.511	0.560	0.558	0.577	0.563	0.598
Pennsylvania	0.539	0.638	0.611	0.614	0.623	0.607
Virginia	0.563	0.571	0.603	0.600	0.589	0.570
West Virginia	0.421	0.560	0.611	0.593	0.579	0.597
IV—Atlanta Reg. Office	0.469	0.577	0.571	0.560	0.575	0.575
Alabama	0.478	0.627	0.609	0.591	0.576	0.606
North Carolina	0.594	0.574	0.570	0.564	0.559	0.568
Georgia	0.517	0.544	0.608	0.553	0.580	0.573
South Carolina	0.436	0.590	0.555	0.562	0.583	0.635
Florida	0.464	0.550	0.547	0.543	0.566	0.547
Kentucky	0.442	0.570	0.570	0.604	0.578	0.638
Mississippi	0.385	0.596	0.609	0.567	0.611	0.609
Tennessee	0.460	0.595	0.555	0.559	0.592	0.566

(continued)

Table B-15. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
V—Chicago Reg. Office	0.512	0.573	0.598	0.612	0.609	0.622
Illinois	0.491	0.565	0.551	0.604	0.621	0.619
Indiana	0.473	0.582	0.606	0.625	0.590	0.604
Michigan	0.557	0.570	0.612	0.612	0.585	0.625
Minnesota	0.417	0.598	0.621	0.609	0.612	0.613
Ohio	0.499	0.576	0.602	0.597	0.614	0.626
Wisconsin	0.589	0.553	0.634	0.649	0.648	0.638
VI—Dallas Reg. Office	0.460	0.570	0.574	0.569	0.585	0.594
Arkansas	0.494	0.597	0.586	0.561	0.603	0.596
Louisiana	0.552	0.630	0.578	0.587	0.604	0.589
New Mexico	0.491	0.494	0.511	0.496	0.565	0.529
Oklahoma	0.498	0.564	0.566	0.607	0.622	0.615
Texas	0.409	0.549	0.582	0.567	0.568	0.597
VII—Kansas City Reg. Office	0.491	0.574	0.611	0.595	0.622	0.613
Iowa	0.535	0.648	0.634	0.619	0.659	0.646
Kansas	0.512	0.586	0.630	0.585	0.664	0.625
Missouri	0.486	0.543	0.583	0.581	0.578	0.586
Nebraska	0.416	0.564	0.639	0.620	0.607	0.613
VIII—Denver Reg. Office	0.615	0.589	0.603	0.591	0.581	0.591
Colorado	0.692	0.633	0.556	0.586	0.580	0.578
Montana	0.599	0.521	0.663	0.641	0.662	0.608
North Dakota	0.479	0.630	0.686	0.595	0.658	0.643
South Dakota	0.730	0.618	0.555	0.675	0.553	0.634
Utah	0.423	0.514	0.611	0.536	0.518	0.552
Wyoming	0.503	0.641	0.659	0.593	0.584	0.638
IX—San Francisco Reg. Office	0.491	0.564	0.549	0.535	0.527	0.571
Arizona	0.464	0.571	0.512	0.515	0.509	0.538
California	0.486	0.569	0.557	0.536	0.532	0.577
Hawaii	0.711	0.672	0.538	0.614	0.545	0.571
Nevada	0.491	0.447	0.577	0.548	0.511	0.579

(continued)

Table B-15. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
X—Seattle Reg. Office	0.492	0.544	0.597	0.589	0.586	0.588
Alaska	0.250	0.616	0.603	0.588	0.652	0.640
Idaho	0.460	0.566	0.538	0.601	0.499	0.590
Oregon	0.545	0.599	0.602	0.577	0.588	0.572
Washington	0.482	0.506	0.610	0.592	0.599	0.593

Table B-16. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
National*	0.610	0.625	0.606	0.569	0.555	0.527
I—Boston Reg. Office	0.623	0.656	0.628	0.588	0.590	0.570
Connecticut	0.616	0.694	0.648	0.600	0.617	0.625
Maine	0.648	0.673	0.632	0.642	0.574	0.591
Massachusetts	0.612	0.631	0.604	0.568	0.565	0.520
New Hampshire	0.615	0.714	0.642	0.621	0.665	0.578
Rhode Island	0.605	0.570	0.614	0.486	0.526	0.591
Vermont	0.664	0.676	0.676	0.591	0.695	0.617
II—New York Reg. Office	0.525	0.607	0.582	0.530	0.524	0.504
New Jersey	0.599	0.634	0.606	0.565	0.562	0.525
New York	0.581	0.611	0.585	0.536	0.512	0.504
Puerto Rico	0.370	0.464	0.420	0.401	0.464	0.382
III—Philadelphia Reg. Office	0.633	0.624	0.624	0.590	0.568	0.520
Delaware	0.635	0.633	0.617	0.600	0.522	0.555
District of Columbia	0.506	0.560	0.612	0.557	0.560	0.514
Maryland	0.649	0.608	0.610	0.555	0.535	0.476
Pennsylvania	0.648	0.658	0.626	0.634	0.606	0.492
Virginia	0.632	0.594	0.635	0.567	0.551	0.573
West Virginia	0.595	0.565	0.615	0.556	0.579	0.608
IV—Atlanta Reg. Office	0.631	0.615	0.581	0.551	0.542	0.512
Alabama	0.653	0.635	0.602	0.570	0.578	0.604
North Carolina	0.602	0.605	0.581	0.563	0.524	0.535
Georgia	0.646	0.597	0.580	0.559	0.580	0.497
South Carolina	0.610	0.637	0.574	0.545	0.615	0.596
Florida	0.607	0.594	0.570	0.545	0.527	0.487
Kentucky	0.641	0.625	0.593	0.582	0.524	0.489
Mississippi	0.642	0.644	0.605	0.562	0.539	0.504
Tennessee	0.632	0.619	0.588	0.528	0.537	0.519

(continued)

Table B-16. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
V—Chicago Reg. Office	0.644	0.637	0.634	0.595	0.584	0.554
Illinois	0.646	0.622	0.633	0.584	0.567	0.509
Indiana	0.604	0.649	0.626	0.592	0.613	0.582
Michigan	0.650	0.610	0.643	0.601	0.570	0.534
Minnesota	0.648	0.651	0.630	0.599	0.566	0.590
Ohio	0.657	0.649	0.618	0.583	0.610	0.568
Wisconsin	0.658	0.669	0.666	0.626	0.585	0.601
VI—Dallas Reg. Office	0.608	0.631	0.604	0.559	0.541	0.533
Arkansas	0.616	0.597	0.621	0.566	0.576	0.540
Louisiana	0.619	0.668	0.617	0.581	0.531	0.499
New Mexico	0.527	0.580	0.537	0.543	0.458	0.504
Oklahoma	0.631	0.651	0.629	0.578	0.572	0.496
Texas	0.604	0.628	0.594	0.551	0.543	0.552
VII—Kansas City Reg. Office	0.635	0.638	0.628	0.590	0.598	0.577
Iowa	0.683	0.669	0.642	0.647	0.599	0.665
Kansas	0.625	0.678	0.657	0.593	0.589	0.551
Missouri	0.614	0.603	0.592	0.550	0.597	0.571
Nebraska	0.622	0.651	0.652	0.617	0.615	0.517
VIII—Denver Reg. Office	0.650	0.631	0.618	0.586	0.574	0.545
Colorado	0.683	0.626	0.604	0.560	0.548	0.550
Montana	0.586	0.656	0.666	0.584	0.656	0.698
North Dakota	0.651	0.731	0.648	0.666	0.594	0.682
South Dakota	0.635	0.608	0.673	0.592	0.596	0.565
Utah	0.680	0.588	0.556	0.563	0.573	0.414
Wyoming	0.622	0.646	0.630	0.628	0.569	0.604

(continued)

Table B-16. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
IX—San Francisco Reg. Office	0.546	0.610	0.573	0.561	0.540	0.499
Arizona	0.584	0.574	0.543	0.526	0.539	0.443
California	0.545	0.622	0.576	0.566	0.536	0.506
Hawaii	0.412	0.614	0.650	0.664	0.581	0.560
Nevada	0.578	0.546	0.560	0.552	0.605	0.506
X—Seattle Reg. Office	0.590	0.631	0.596	0.582	0.581	0.560
Alaska	0.499	0.670	0.620	0.642	0.601	0.644
Idaho	0.585	0.561	0.572	0.553	0.562	0.606
Oregon	0.628	0.608	0.588	0.593	0.585	0.595
Washington	0.586	0.667	0.604	0.579	0.581	0.536

**Table B-17. Percentages of “Always” Responses for the Care Quickly Composite
Across Geographic Levels Among Beneficiaries Within MFFS
by Ethnicity, Race and Gender—Weighted**

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
National*	0.518	0.583	0.583	0.587	0.509	0.587	0.585
I—Boston Reg. Office	0.583	0.602	0.604	0.611	0.554	0.627	0.601
Connecticut	0.620	0.626	0.630	0.665	0.564	0.673	0.612
Maine	0.748	0.612	0.620	—	0.593	0.626	0.623
Massachusetts	0.589	0.578	0.579	0.588	0.535	0.594	0.585
New Hampshire	0.581	0.613	0.623	0.745	0.560	0.637	0.639
Rhode Island	0.276	0.573	0.583	0.322	0.500	0.593	0.558
Vermont	0.522	0.663	0.628	—	0.644	0.700	0.608
II—New York Reg. Office	0.451	0.560	0.561	0.588	0.454	0.544	0.555
New Jersey	0.539	0.583	0.575	0.662	0.509	0.583	0.593
New York	0.535	0.554	0.558	0.564	0.516	0.558	0.566
Puerto Rico	0.384	0.419	0.460	0.325	0.390	0.376	0.403
III—Philadelphia Reg. Office	0.601	0.602	0.599	0.598	0.527	0.607	0.597
Delaware	1.016	0.585	0.588	0.582	0.604	0.605	0.601
District of Columbia	0.689	0.570	0.552	0.564	0.425	0.541	0.566
Maryland	0.665	0.579	0.570	0.600	0.431	0.587	0.574
Pennsylvania	0.646	0.619	0.613	0.604	0.607	0.623	0.616
Virginia	0.493	0.597	0.596	0.613	0.507	0.609	0.587
West Virginia	0.601	0.578	0.583	0.507	0.581	0.580	0.586
IV—Atlanta Reg. Office	0.548	0.574	0.564	0.585	0.538	0.569	0.576
Alabama	0.522	0.607	0.594	0.608	0.551	0.601	0.602
North Carolina	0.524	0.566	0.563	0.561	0.542	0.568	0.570
Georgia	0.449	0.579	0.572	0.575	0.490	0.579	0.573
South Carolina	0.462	0.581	0.570	0.597	0.477	0.555	0.597
Florida	0.558	0.554	0.545	0.577	0.547	0.547	0.565

(continued)

**Table B-17. Percentages of “Always” Responses for the Care Quickly Composite
Across Geographic Levels Among Beneficiaries Within MFFS
by Ethnicity, Race and Gender—Weighted (continued)**

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
Kentucky	0.709	0.579	0.574	0.637	0.684	0.569	0.602
Mississippi	0.578	0.607	0.597	0.585	0.547	0.600	0.586
Tennessee	0.560	0.570	0.561	0.594	0.457	0.592	0.557
V—Chicago Reg. Office	0.534	0.613	0.608	0.568	0.527	0.618	0.610
Illinois	0.489	0.599	0.605	0.558	0.494	0.608	0.598
Indiana	0.619	0.612	0.602	0.573	0.544	0.607	0.611
Michigan	0.478	0.607	0.606	0.540	0.562	0.615	0.610
Minnesota	0.633	0.628	0.602	0.747	0.513	0.631	0.606
Ohio	0.625	0.611	0.606	0.580	0.535	0.621	0.606
Wisconsin	0.605	0.640	0.631	0.625	0.574	0.644	0.640
VI—Dallas Reg. Office	0.549	0.583	0.581	0.593	0.528	0.581	0.583
Arkansas	0.683	0.589	0.588	0.528	0.575	0.593	0.588
Louisiana	0.495	0.610	0.598	0.594	0.508	0.604	0.595
New Mexico	0.514	0.530	0.532	0.592	0.510	0.528	0.527
Oklahoma	0.743	0.601	0.599	0.596	0.511	0.589	0.607
Texas	0.556	0.576	0.572	0.611	0.534	0.576	0.578
VII—Kansas City Reg. Office	0.564	0.608	0.599	0.629	0.587	0.615	0.608
Iowa	0.719	0.641	0.641	0.688	0.613	0.641	0.649
Kansas	0.518	0.625	0.616	0.742	0.611	0.626	0.626
Missouri	0.585	0.574	0.566	0.594	0.569	0.583	0.576
Nebraska	0.473	0.615	0.607	0.630	0.593	0.644	0.606
VIII—Denver Reg. Office	0.666	0.594	0.587	0.554	0.582	0.618	0.587
Colorado	0.661	0.579	0.577	0.553	0.604	0.607	0.581
Montana	0.575	0.633	0.643	—	0.498	0.663	0.613
North Dakota	0.604	0.671	0.633	—	0.561	0.667	0.635

(continued)

**Table B-17. Percentages of “Always” Responses for the Care Quickly Composite
Across Geographic Levels Among Beneficiaries Within MFFS
by Ethnicity, Race and Gender—Weighted (continued)**

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
South Dakota	0.705	0.621	0.622	—	0.507	0.626	0.610
Utah	0.694	0.548	0.549	—	0.657	0.577	0.538
Wyoming	0.630	0.627	0.628	0.477	0.496	0.622	0.628
IX—San Francisco Reg. Office	0.537	0.552	0.558	0.563	0.513	0.546	0.562
Arizona	0.614	0.518	0.516	0.566	0.576	0.524	0.537
California	0.533	0.557	0.567	0.568	0.501	0.549	0.565
Hawaii	0.416	0.583	0.613	—	0.581	0.589	0.589
Nevada	0.546	0.539	0.539	0.483	0.546	0.540	0.560
X—Seattle Reg. Office	0.523	0.580	0.581	0.689	0.483	0.583	0.595
Alaska	0.003	0.614	0.617	0.605	0.511	0.614	0.614
Idaho	0.462	0.557	0.641	0.688	0.613	0.569	0.565
Oregon	0.599	0.600	0.601	0.747	0.557	0.599	0.591
Washington	0.534	0.577	0.582	0.704	0.464	0.577	0.603

Table B-18. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
National*	0.681	0.634	0.590	0.556	0.562	0.640	0.579	0.555	0.545	0.517
I—Boston Reg. Office	0.686	0.653	0.615	0.569	0.588	0.675	0.601	0.564	0.546	0.521
Connecticut	0.695	0.658	0.647	0.612	0.543	0.691	0.633	0.607	0.551	0.392
Maine	0.694	0.667	0.632	0.575	0.657	0.669	0.605	0.606	0.574	0.539
Massachusetts	0.680	0.637	0.586	0.542	0.568	0.665	0.581	0.527	0.535	0.509
New Hampshire	0.673	0.676	0.624	0.593	0.640	0.706	0.627	0.567	0.585	0.575
Rhode Island	0.763	0.576	0.579	0.528	0.511	0.634	0.564	0.513	0.508	0.594
Vermont	0.705	0.702	0.645	0.576	0.699	0.724	0.617	0.615	0.521	0.704
II—New York Reg. Office	0.627	0.606	0.555	0.522	0.546	0.618	0.547	0.524	0.497	0.475
New Jersey	0.653	0.622	0.572	0.579	0.593	0.638	0.575	0.540	0.576	0.550
New York	0.632	0.611	0.561	0.537	0.558	0.626	0.547	0.549	0.503	0.491
Puerto Rico	0.384	0.446	0.406	0.378	0.458	0.470	0.399	0.367	0.393	0.358
III—Philadelphia Reg. Office	0.686	0.639	0.605	0.586	0.566	0.649	0.591	0.567	0.575	0.546
Delaware	0.709	0.636	0.594	0.538	0.677	0.659	0.559	0.560	0.593	0.636
District of Columbia	0.780	0.627	0.486	0.542	0.521	0.655	0.537	0.462	0.521	0.527
Maryland	0.658	0.617	0.592	0.540	0.501	0.612	0.587	0.548	0.556	0.429
Pennsylvania	0.692	0.655	0.635	0.596	0.572	0.671	0.610	0.583	0.596	0.528
Virginia	0.681	0.625	0.569	0.612	0.581	0.633	0.580	0.562	0.575	0.599
West Virginia	0.709	0.658	0.604	0.578	0.553	0.667	0.568	0.561	0.537	0.563

(continued)

Table B-18. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IV—Atlanta Reg. Office	0.643	0.609	0.580	0.563	0.576	0.621	0.566	0.551	0.548	0.529
Alabama	0.663	0.647	0.607	0.599	0.607	0.652	0.592	0.594	0.575	0.576
North Carolina	0.633	0.606	0.600	0.558	0.555	0.621	0.566	0.549	0.554	0.514
Georgia	0.682	0.603	0.591	0.573	0.558	0.624	0.590	0.555	0.526	0.514
South Carolina	0.629	0.611	0.601	0.574	0.573	0.604	0.595	0.557	0.581	0.528
Florida	0.616	0.599	0.549	0.528	0.553	0.608	0.529	0.523	0.515	0.502
Kentucky	0.705	0.614	0.615	0.588	0.585	0.663	0.606	0.567	0.543	0.524
Mississippi	0.701	0.652	0.619	0.584	0.585	0.650	0.604	0.567	0.591	0.555
Tennessee	0.693	0.610	0.567	0.555	0.605	0.613	0.572	0.558	0.553	0.542
V—Chicago Reg. Office	0.705	0.654	0.612	0.580	0.595	0.659	0.603	0.579	0.578	0.521
Illinois	0.713	0.612	0.595	0.583	0.586	0.639	0.578	0.576	0.562	0.545
Indiana	0.712	0.674	0.617	0.566	0.589	0.675	0.611	0.574	0.549	0.550
Michigan	0.654	0.654	0.625	0.582	0.576	0.662	0.597	0.582	0.587	0.487
Minnesota	0.721	0.678	0.594	0.571	0.573	0.677	0.598	0.578	0.567	0.476
Ohio	0.724	0.649	0.616	0.581	0.615	0.654	0.612	0.573	0.593	0.521
Wisconsin	0.736	0.700	0.628	0.596	0.631	0.680	0.640	0.598	0.594	0.567
VI—Dallas Reg. Office	0.679	0.619	0.596	0.563	0.573	0.646	0.568	0.561	0.552	0.518
Arkansas	0.747	0.597	0.603	0.606	0.563	0.667	0.574	0.592	0.566	0.503
Louisiana	0.681	0.642	0.581	0.592	0.635	0.654	0.586	0.558	0.591	0.564
New Mexico	0.698	0.590	0.517	0.469	0.488	0.618	0.548	0.466	0.434	0.452

(continued)

Table B-18. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
Oklahoma	0.662	0.644	0.640	0.588	0.544	0.668	0.579	0.597	0.580	0.477
Texas	0.675	0.615	0.596	0.545	0.569	0.639	0.564	0.555	0.539	0.518
VII—Kansas City Reg. Office	0.725	0.664	0.614	0.583	0.558	0.669	0.603	0.590	0.541	0.571
Iowa	0.711	0.693	0.638	0.617	0.664	0.683	0.627	0.640	0.562	0.739
Kansas	0.775	0.646	0.627	0.585	0.602	0.670	0.614	0.592	0.587	0.570
Missouri	0.710	0.641	0.584	0.571	0.504	0.652	0.581	0.562	0.513	0.520
Nebraska	0.708	0.695	0.617	0.557	0.580	0.699	0.609	0.592	0.515	0.556
VIII—Denver Reg. Office	0.669	0.645	0.617	0.569	0.516	0.645	0.596	0.581	0.540	0.484
Colorado	0.643	0.595	0.628	0.562	0.540	0.623	0.572	0.597	0.553	0.523
Montana	0.772	0.686	0.645	0.610	0.442	0.685	0.640	0.607	0.532	0.282
North Dakota	0.783	0.688	0.665	0.635	0.495	0.671	0.649	0.672	0.611	0.479
South Dakota	0.679	0.733	0.607	0.579	0.501	0.710	0.634	0.528	0.562	0.602
Utah	0.602	0.603	0.572	0.510	0.508	0.611	0.548	0.540	0.478	0.445
Wyoming	0.799	0.746	0.603	0.531	0.559	0.675	0.648	0.575	0.548	0.420
IX—San Francisco Reg. Office	0.671	0.602	0.552	0.523	0.534	0.604	0.564	0.503	0.501	0.484
Arizona	0.688	0.562	0.491	0.506	0.533	0.607	0.478	0.496	0.487	0.502
California	0.664	0.607	0.563	0.528	0.532	0.602	0.582	0.502	0.507	0.476
Hawaii	0.697	0.661	0.539	0.515	0.744	0.671	0.578	0.548	0.458	0.775
Nevada	0.715	0.607	0.568	0.488	0.476	0.608	0.561	0.511	0.473	0.409

(continued)

Table B-18. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
X—Seattle Reg. Office	0.698	0.664	0.586	0.543	0.561	0.664	0.591	0.541	0.530	0.464
Alaska	0.754	0.635	0.604	0.580	0.635	0.678	0.596	0.602	0.485	0.620
Idaho	0.615	0.632	0.550	0.552	0.545	0.654	0.525	0.557	0.519	0.562
Oregon	0.667	0.687	0.575	0.553	0.569	0.669	0.623	0.531	0.507	0.472
Washington	0.735	0.662	0.596	0.529	0.550	0.664	0.592	0.539	0.556	0.413

Table B-19. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
National*	0.592	0.623	0.568	0.585
I—Boston Reg. Office	0.620	0.644	0.590	0.613
Connecticut	0.647	0.658	0.623	0.636
Maine	0.637	0.647	0.571	0.639
Massachusetts	0.592	0.636	0.564	0.592
New Hampshire	0.646	0.668	0.632	0.627
Rhode Island	0.577	0.598	0.591	0.557
Vermont	0.658	0.646	0.621	0.653
II—New York Reg. Office	0.558	0.579	0.543	0.547
New Jersey	0.590	0.623	0.564	0.592
New York	0.570	0.587	0.551	0.561
Puerto Rico	0.408	0.414	0.446	0.362
III—Philadelphia Reg. Office	0.609	0.633	0.590	0.600
Delaware	0.602	0.669	0.591	0.600
District of Columbia	0.557	0.596	0.505	0.570
Maryland	0.584	0.611	0.566	0.581
Pennsylvania	0.627	0.647	0.603	0.623
Virginia	0.606	0.631	0.585	0.591
West Virginia	0.593	0.614	0.594	0.571
IV—Atlanta Reg. Office	0.579	0.621	0.553	0.576
Alabama	0.611	0.627	0.578	0.607
North Carolina	0.577	0.612	0.564	0.568
Georgia	0.575	0.636	0.545	0.583
South Carolina	0.589	0.616	0.557	0.585
Florida	0.558	0.613	0.529	0.561
Kentucky	0.604	0.623	0.574	0.588
Mississippi	0.596	0.660	0.561	0.607
Tennessee	0.579	0.619	0.565	0.567

(continued)

Table B-19. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
V—Chicago Reg. Office	0.616	0.658	0.587	0.615
Illinois	0.605	0.657	0.574	0.602
Indiana	0.617	0.635	0.573	0.619
Michigan	0.611	0.679	0.590	0.614
Minnesota	0.620	0.649	0.598	0.618
Ohio	0.620	0.635	0.590	0.612
Wisconsin	0.638	0.705	0.614	0.643
VI—Dallas Reg. Office	0.584	0.628	0.574	0.577
Arkansas	0.592	0.643	0.577	0.588
Louisiana	0.607	0.633	0.612	0.584
New Mexico	0.529	0.555	0.547	0.508
Oklahoma	0.605	0.651	0.596	0.594
Texas	0.576	0.626	0.561	0.577
VII—Kansas City Reg. Office	0.614	0.655	0.594	0.613
Iowa	0.648	0.694	0.654	0.639
Kansas	0.629	0.668	0.608	0.626
Missouri	0.582	0.618	0.551	0.586
Nebraska	0.625	0.658	0.595	0.627
VIII—Denver Reg. Office	0.603	0.652	0.577	0.601
Colorado	0.592	0.645	0.552	0.600
Montana	0.625	0.740	0.619	0.638
North Dakota	0.647	0.700	0.633	0.636
South Dakota	0.621	0.684	0.624	0.606
Utah	0.569	0.562	0.524	0.556
Wyoming	0.623	0.698	0.618	0.618
IX—San Francisco Reg. Office	0.569	0.561	0.540	0.551
Arizona	0.539	0.575	0.501	0.533
California	0.574	0.552	0.546	0.554
Hawaii	0.610	0.588	0.616	0.567
Nevada	0.551	0.652	0.530	0.547

(continued)

Table B-19. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
X—Seattle Reg. Office	0.596	0.642	0.549	0.598
Alaska	0.650	0.553	0.596	0.610
Idaho	0.578	0.587	0.540	0.567
Oregon	0.605	0.656	0.591	0.584
Washington	0.590	0.657	0.523	0.612

Table B-20. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
National*	0.587	0.578	0.572	0.585	0.582	0.594	0.466
I—Boston Reg. Office	0.631	0.591	0.591	0.608	0.631	0.619	0.507
Connecticut	0.646	0.565	0.641	0.641	0.614	0.645	0.471
Maine	0.629	0.634	0.618	0.605	0.687	0.634	0.523
Massachusetts	0.638	0.577	0.568	0.586	0.633	0.591	0.503
New Hampshire	0.616	0.626	0.711	0.619	0.641	0.650	0.660
Rhode Island	0.641	0.521	0.494	0.591	0.587	0.595	0.330
Vermont	0.531	0.740	0.647	0.648	0.637	0.639	0.708
II—New York Reg. Office	0.473	0.524	0.545	0.559	0.537	0.564	0.403
New Jersey	0.554	0.531	0.592	0.593	0.559	0.602	0.397
New York	0.503	0.567	0.536	0.571	0.550	0.572	0.421
Puerto Rico	0.384	0.375	0.314	0.372	0.476	0.414	0.359
III—Philadelphia Reg. Office	0.621	0.591	0.585	0.597	0.592	0.609	0.460
Delaware	0.651	0.539	0.555	0.611	0.585	0.605	0.429
District of Columbia	0.598	0.603	0.515	0.559	0.540	0.564	0.441
Maryland	0.579	0.565	0.532	0.576	0.594	0.590	0.451
Pennsylvania	0.615	0.613	0.612	0.613	0.614	0.625	0.494
Virginia	0.646	0.602	0.569	0.592	0.580	0.607	0.458
West Virginia	0.650	0.558	0.597	0.586	0.529	0.593	0.373
IV—Atlanta Reg. Office	0.582	0.580	0.585	0.569	0.551	0.582	0.452
Alabama	0.611	0.625	0.614	0.596	0.569	0.602	0.507
North Carolina	0.549	0.552	0.595	0.576	0.526	0.576	0.473
Georgia	0.627	0.596	0.574	0.564	0.561	0.584	0.499
South Carolina	0.597	0.525	0.588	0.588	0.560	0.594	0.404
Florida	0.545	0.575	0.553	0.552	0.549	0.568	0.420
Kentucky	0.580	0.573	0.575	0.597	0.583	0.595	0.464
Mississippi	0.592	0.607	0.602	0.595	0.558	0.606	0.483
Tennessee	0.631	0.593	0.581	0.565	0.539	0.583	0.416

(continued)

Table B-20. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
V—Chicago Reg. Office	0.621	0.608	0.588	0.609	0.610	0.618	0.518
Illinois	0.624	0.580	0.548	0.600	0.596	0.608	0.471
Indiana	0.635	0.651	0.588	0.600	0.597	0.618	0.485
Michigan	0.652	0.589	0.597	0.607	0.603	0.612	0.546
Minnesota	0.561	0.589	0.686	0.602	0.642	0.625	0.507
Ohio	0.611	0.629	0.580	0.610	0.600	0.614	0.504
Wisconsin	0.619	0.604	0.588	0.649	0.646	0.645	0.631
VI—Dallas Reg. Office	0.617	0.556	0.575	0.581	0.582	0.591	0.484
Arkansas	0.639	0.601	0.578	0.594	0.560	0.601	0.411
Louisiana	0.633	0.621	0.594	0.587	0.614	0.608	0.498
New Mexico	0.555	0.545	0.483	0.523	0.549	0.526	0.474
Oklahoma	0.613	0.544	0.602	0.602	0.607	0.617	0.464
Texas	0.616	0.529	0.568	0.581	0.578	0.585	0.501
VII—Kansas City Reg. Office	0.593	0.594	0.620	0.600	0.615	0.619	0.489
Iowa	0.641	0.623	0.688	0.635	0.630	0.652	0.594
Kansas	0.578	0.576	0.625	0.648	0.619	0.645	0.467
Missouri	0.541	0.581	0.597	0.565	0.596	0.586	0.432
Nebraska	0.612	0.622	0.539	0.611	0.625	0.625	0.485
VIII—Denver Reg. Office	0.594	0.605	0.596	0.595	0.603	0.612	0.546
Colorado	0.556	0.681	0.645	0.581	0.537	0.602	0.578
Montana	0.668	0.526	0.593	0.643	0.649	0.656	0.550
North Dakota	0.600	0.542	0.508	0.657	0.679	0.661	0.552
South Dakota	0.659	0.631	0.529	0.640	0.602	0.644	0.440
Utah	0.577	0.518	0.492	0.546	0.595	0.563	0.536
Wyoming	0.452	0.686	0.670	0.638	0.601	0.636	0.627

(continued)

Table B-20. Percentages of “Always” Responses for the Care Quickly Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
IX—San Francisco Reg. Office	0.578	0.566	0.519	0.564	0.571	0.562	0.432
Arizona	0.608	0.538	0.499	0.513	0.546	0.532	0.442
California	0.562	0.584	0.517	0.577	0.577	0.565	0.436
Hawaii	0.670	0.348	0.557	0.611	0.612	0.597	0.458
Nevada	0.705	0.580	0.507	0.526	0.567	0.573	0.368
X—Seattle Reg. Office	0.615	0.596	0.553	0.593	0.579	0.601	0.493
Alaska	0.741	0.571	0.579	0.608	0.671	0.634	0.499
Idaho	0.521	0.555	0.505	0.591	0.586	0.599	0.390
Oregon	0.648	0.548	0.606	0.586	0.570	0.599	0.492
Washington	0.628	0.641	0.532	0.595	0.576	0.597	0.532

Table B-21. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
National*	0.5311	0.5696	0.5933	0.5951	0.6257	0.6267
I—Boston Reg. Office	0.454	0.585	0.644	0.617	0.688	0.650
Connecticut	0.506	0.681	0.582	0.630	0.655	0.674
Maine	0.603	0.552	0.587	0.648	0.710	0.674
Massachusetts	0.372	0.576	0.656	0.586	0.686	0.646
New Hampshire	0.544	0.537	0.690	0.634	0.648	0.576
Rhode Island	0.100	0.560	0.673	0.576	0.849	0.733
Vermont	0.531	0.347	0.702	0.756	0.741	0.460
II—New York Reg. Office	0.635	0.637	0.623	0.629	0.642	0.692
New Jersey	0.428	0.753	0.583	0.610	0.681	0.697
New York	0.683	0.604	0.612	0.630	0.604	0.689
Puerto Rico	0.745	0.628	0.783	0.643	0.766	0.746
III—Philadelphia Reg. Office	0.480	0.617	0.594	0.621	0.643	0.645
Delaware	0.820	0.625	0.616	0.582	0.518	0.630
District of Columbia	0.090	0.545	0.567	0.440	0.475	0.667
Maryland	0.526	0.581	0.583	0.588	0.709	0.664
Pennsylvania	0.637	0.623	0.634	0.651	0.614	0.641
Virginia	0.311	0.686	0.562	0.608	0.665	0.619
West Virginia	0.339	0.522	0.489	0.631	0.631	0.733
IV—Atlanta Reg. Office	0.535	0.568	0.589	0.593	0.636	0.624
Alabama	0.449	0.536	0.636	0.674	0.578	0.647
North Carolina	0.623	0.610	0.580	0.586	0.680	0.616
Georgia	0.573	0.538	0.518	0.565	0.672	0.654
South Carolina	0.427	0.637	0.593	0.536	0.660	0.645
Florida	0.520	0.540	0.615	0.607	0.600	0.600
Kentucky	0.677	0.570	0.584	0.567	0.640	0.615
Mississippi	0.398	0.604	0.661	0.628	0.645	0.614
Tennessee	0.472	0.567	0.525	0.584	0.689	0.717

(continued)

Table B-21. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
V—Chicago Reg. Office	0.520	0.555	0.590	0.582	0.600	0.617
Illinois	0.387	0.542	0.583	0.547	0.580	0.623
Indiana	0.582	0.562	0.594	0.614	0.603	0.618
Michigan	0.699	0.499	0.612	0.598	0.605	0.652
Minnesota	0.461	0.684	0.598	0.585	0.531	0.571
Ohio	0.413	0.581	0.583	0.583	0.662	0.643
Wisconsin	0.676	0.503	0.570	0.605	0.550	0.552
VI—Dallas Reg. Office	0.421	0.528	0.589	0.569	0.641	0.610
Arkansas	0.479	0.521	0.616	0.592	0.689	0.595
Louisiana	0.651	0.575	0.645	0.576	0.628	0.594
New Mexico	0.566	0.603	0.513	0.509	0.633	0.478
Oklahoma	0.493	0.564	0.649	0.679	0.581	0.602
Texas	0.339	0.502	0.569	0.549	0.649	0.628
VII—Kansas City Reg. Office	0.638	0.566	0.555	0.587	0.640	0.614
Iowa	0.810	0.674	0.545	0.597	0.693	0.541
Kansas	0.615	0.598	0.602	0.670	0.711	0.656
Missouri	0.591	0.559	0.519	0.547	0.557	0.608
Nebraska	0.608	0.394	0.590	0.593	0.716	0.682
VIII—Denver Reg. Office	0.472	0.518	0.596	0.556	0.629	0.622
Colorado	0.448	0.536	0.621	0.549	0.676	0.565
Montana	0.331	0.777	0.595	0.782	0.741	0.642
North Dakota	0.994	0.482	0.437	0.450	0.541	0.672
South Dakota	.	0.598	0.506	0.568	0.498	0.611
Utah	0.488	0.368	0.612	0.529	0.613	0.685
Wyoming	0.778	0.583	0.626	0.439	0.527	0.612
IX—San Francisco Reg. Office	0.598	0.548	0.579	0.591	0.583	0.597
Arizona	0.512	0.684	0.564	0.573	0.531	0.609
California	0.616	0.527	0.579	0.600	0.602	0.606

(continued)

Table B-21. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
Hawaii	0.698	0.532	0.585	0.445	0.570	0.496
Nevada	0.509	0.350	0.627	0.582	0.548	0.387
X—Seattle Reg. Office	0.489	0.460	0.546	0.578	0.569	0.561
Alaska	0.537	0.594	0.428	0.339	0.474	0.833
Idaho	0.870	0.486	0.590	0.659	0.508	0.676
Oregon	0.581	0.525	0.613	0.526	0.559	0.566
Washington	0.384	0.415	0.518	0.614	0.595	0.525

Table B-22. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
National*	0.6340	0.6415	0.6381	0.5864	0.5785	0.5377
I—Boston Reg. Office	0.641	0.721	0.648	0.643	0.670	0.507
Connecticut	0.657	0.759	0.690	0.636	0.725	0.425
Maine	0.724	0.739	0.619	0.555	0.664	0.744
Massachusetts	0.667	0.681	0.600	0.671	0.652	0.506
New Hampshire	0.514	0.580	0.669	0.675	0.661	0.544
Rhode Island	0.300	0.869	0.735	0.524	0.800	0.630
Vermont	0.903	0.839	0.680	0.639	0.386	0.509
II—New York Reg. Office	0.701	0.666	0.682	0.632	0.603	0.576
New Jersey	0.641	0.687	0.683	0.651	0.544	0.634
New York	0.673	0.639	0.682	0.613	0.621	0.548
Puerto Rico	0.738	0.854	0.694	0.658	0.609	0.509
III—Philadelphia Reg. Office	0.665	0.668	0.653	0.589	0.578	0.550
Delaware	0.547	0.666	0.663	0.617	0.481	0.578
District of Columbia	0.585	0.593	0.530	0.535	0.654	0.512
Maryland	0.572	0.657	0.682	0.595	0.663	0.536
Pennsylvania	0.663	0.712	0.657	0.615	0.565	0.603
Virginia	0.748	0.638	0.649	0.578	0.549	0.540
West Virginia	0.603	0.618	0.603	0.492	0.638	0.365
IV—Atlanta Reg. Office	0.619	0.636	0.633	0.594	0.563	0.554
Alabama	0.498	0.670	0.712	0.622	0.547	0.465
North Carolina	0.663	0.649	0.618	0.580	0.585	0.603
Georgia	0.561	0.625	0.604	0.640	0.514	0.561
South Carolina	0.614	0.593	0.595	0.668	0.560	0.634
Florida	0.608	0.636	0.630	0.578	0.598	0.533
Kentucky	0.685	0.580	0.658	0.587	0.567	0.490
Mississippi	0.758	0.684	0.617	0.587	0.532	0.579
Tennessee	0.592	0.647	0.666	0.551	0.457	0.598

(continued)

Table B-22. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
V—Chicago Reg. Office	0.623	0.609	0.646	0.561	0.564	0.530
Illinois	0.685	0.613	0.672	0.519	0.445	0.516
Indiana	0.508	0.619	0.651	0.565	0.594	0.538
Michigan	0.665	0.582	0.677	0.576	0.704	0.430
Minnesota	0.719	0.544	0.600	0.602	0.575	0.552
Ohio	0.579	0.651	0.623	0.580	0.594	0.610
Wisconsin	0.592	0.530	0.625	0.554	0.565	0.551
VI—Dallas Reg. Office	0.627	0.666	0.598	0.576	0.559	0.487
Arkansas	0.590	0.602	0.604	0.585	0.490	0.680
Louisiana	0.605	0.689	0.619	0.680	0.496	0.511
New Mexico	0.502	0.587	0.573	0.572	0.594	0.434
Oklahoma	0.643	0.697	0.614	0.661	0.567	0.523
Texas	0.648	0.668	0.582	0.537	0.580	0.465
VII—Kansas City Reg. Office	0.619	0.634	0.604	0.609	0.615	0.510
Iowa	0.459	0.601	0.623	0.639	0.730	0.665
Kansas	0.651	0.636	0.675	0.591	0.805	0.567
Missouri	0.686	0.612	0.562	0.568	0.548	0.427
Nebraska	0.544	0.730	0.594	0.703	0.592	0.453
VIII—Denver Reg. Office	0.648	0.637	0.608	0.602	0.540	0.514
Colorado	0.790	0.573	0.555	0.640	0.592	0.538
Montana	0.912	0.498	0.663	0.674	0.392	0.644
North Dakota	0.503	0.593	0.628	0.415	0.724	0.489
South Dakota	0.477	0.722	0.630	0.569	0.223	0.389
Utah	0.693	0.702	0.607	0.577	0.380	0.444
Wyoming	0.393	0.559	0.708	0.536	0.417	0.399

(continued)

Table B-22. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
IX—San Francisco Reg. Office	0.592	0.647	0.648	0.556	0.583	0.545
Arizona	0.586	0.661	0.576	0.551	0.701	0.497
California	0.612	0.647	0.682	0.550	0.564	0.553
Hawaii	0.408	0.441	0.666	0.520	0.441	0.622
Nevada	0.310	0.688	0.517	0.615	0.544	0.552
X—Seattle Reg. Office	0.544	0.582	0.595	0.541	0.527	0.503
Alaska	0.333	0.437	0.635	0.600	0.415	0.431
Idaho	0.635	0.780	0.691	0.571	0.423	0.481
Oregon	0.670	0.556	0.544	0.581	0.532	0.563
Washington	0.489	0.549	0.589	0.508	0.553	0.479

Table B-23. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
National*	0.616	0.595	0.5924	0.6097	0.5864	0.5974	0.6144
I—Boston Reg. Office	0.635	0.636	0.630	0.733	0.619	0.642	0.638
Connecticut	0.577	0.640	0.633	0.848	0.556	0.657	0.645
Maine	0.664	0.638	0.621	—	0.879	0.644	0.630
Massachusetts	0.702	0.630	0.619	0.648	0.696	0.612	0.646
New Hampshire	0.883	0.607	0.606	—	0.704	0.653	0.620
Rhode Island	—	0.682	0.672	0.556	0.002	0.680	0.682
Vermont	—	0.660	0.663	—	0.217	0.814	0.589
II—New York Reg. Office	0.687	0.624	0.626	0.625	0.664	0.651	0.648
New Jersey	0.547	0.642	0.645	0.609	0.566	0.641	0.659
New York	0.597	0.618	0.615	0.638	0.602	0.649	0.625
Puerto Rico	0.724	0.666	0.998	0.493	0.724	0.665	0.783
III—Philadelphia Reg. Office	0.714	0.614	0.610	0.611	0.639	0.593	0.645
Delaware	—	0.622	0.599	0.722	0.225	0.606	0.630
District of Columbia	0.491	0.552	0.470	0.575	0.622	0.473	0.589
Maryland	0.917	0.610	0.604	0.607	0.641	0.619	0.630
Pennsylvania	0.857	0.629	0.621	0.631	0.728	0.605	0.666
Virginia	0.500	0.604	0.607	0.613	0.558	0.606	0.621
West Virginia	0.502	0.559	0.563	0.514	0.443	0.446	0.684
IV—Atlanta Reg. Office	0.615	0.594	0.588	0.601	0.572	0.596	0.608
Alabama	0.633	0.622	0.620	0.563	0.446	0.582	0.638
North Carolina	0.530	0.614	0.600	0.644	0.483	0.595	0.623
Georgia	0.447	0.575	0.574	0.561	0.477	0.559	0.604
South Carolina	0.571	0.574	0.559	0.643	0.578	0.544	0.643
Florida	0.628	0.586	0.582	0.611	0.595	0.614	0.595
Kentucky	0.635	0.595	0.593	0.399	0.806	0.598	0.607
Mississippi	0.664	0.644	0.617	0.652	0.651	0.681	0.575
Tennessee	0.840	0.577	0.582	0.601	0.576	0.589	0.610

(continued)

Table B-23. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
V—Chicago Reg. Office	0.496	0.593	0.585	0.580	0.502	0.589	0.606
Illinois	0.432	0.575	0.581	0.496	0.468	0.564	0.594
Indiana	0.475	0.594	0.587	0.634	0.504	0.582	0.632
Michigan	0.772	0.593	0.589	0.625	0.632	0.597	0.624
Minnesota	0.335	0.594	0.570	0.580	0.484	0.596	0.595
Ohio	0.561	0.619	0.595	0.682	0.568	0.628	0.598
Wisconsin	0.471	0.578	0.563	0.490	0.339	0.551	0.599
VI—Dallas Reg. Office	0.551	0.582	0.571	0.662	0.529	0.572	0.600
Arkansas	0.526	0.594	0.581	0.590	0.541	0.564	0.620
Louisiana	0.461	0.613	0.576	0.685	0.587	0.560	0.650
New Mexico	0.566	0.540	0.531	0.870	0.525	0.560	0.546
Oklahoma	0.338	0.618	0.610	0.470	0.564	0.621	0.622
Texas	0.550	0.569	0.559	0.679	0.524	0.567	0.586
VII—Kansas City Reg. Office	0.505	0.603	0.600	0.509	0.409	0.556	0.630
Iowa	0.439	0.616	0.632	0.162	0.825	0.543	0.661
Kansas	0.619	0.642	0.642	0.735	0.625	0.615	0.668
Missouri	0.302	0.570	0.571	0.466	0.185	0.521	0.592
Nebraska	0.461	0.619	0.607	0.762	0.475	0.602	0.641
VIII—Denver Reg. Office	0.603	0.582	0.586	0.333	0.590	0.585	0.598
Colorado	0.751	0.567	0.581	0.330	0.679	0.573	0.607
Montana	0.327	0.677	0.665	—	0.755	0.785	0.600
North Dakota	0.330	0.535	0.497	—	0.716	0.515	0.539
South Dakota	0.200	0.575	0.565	—	0.490	0.527	0.588
Utah	0.299	0.580	0.592	—	0.321	0.580	0.593
Wyoming	0.464	0.563	0.549	—	0.476	0.556	0.586
IX—San Francisco Reg. Office	0.610	0.583	0.578	0.640	0.590	0.600	0.587
Arizona	0.582	0.571	0.559	0.359	0.672	0.556	0.607

(continued)

Table B-23. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
California	0.621	0.588	0.581	0.653	0.594	0.620	0.584
Hawaii	0.440	0.563	0.565	—	0.533	0.646	0.483
Nevada	0.571	0.550	0.534	0.667	0.370	0.523	0.552
X—Seattle Reg. Office	0.674	0.519	0.523	0.702	0.518	0.549	0.557
Alaska	—	0.512	0.514	0.715	0.314	0.538	0.483
Idaho	0.529	0.594	0.588	—	0.488	0.637	0.608
Oregon	0.990	0.570	0.550	0.839	0.736	0.592	0.546
Washington	0.728	0.484	0.494	0.651	0.485	0.511	0.556

Table B-24. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
National*	0.6418	0.6333	0.6190	0.5929	0.5526	0.6353	0.6077	0.5847	0.5676	0.5316
I—Boston Reg. Office	0.671	0.664	0.650	0.617	0.567	0.671	0.680	0.593	0.568	0.524
Connecticut	0.745	0.666	0.632	0.635	0.548	0.661	0.688	0.585	0.655	0.500
Maine	0.644	0.690	0.651	0.591	0.598	0.684	0.690	0.599	0.504	0.511
Massachusetts	0.632	0.635	0.650	0.646	0.507	0.661	0.665	0.579	0.549	0.593
New Hampshire	0.741	0.661	0.640	0.551	0.706	0.735	0.641	0.581	0.488	0.580
Rhode Island	0.494	0.787	0.653	0.612	0.668	0.595	0.766	0.614	0.928	0.318
Vermont	0.676	0.735	0.764	0.551	0.518	0.747	0.679	0.724	0.477	0.352
II—New York Reg. Office	0.733	0.650	0.666	0.644	0.595	0.665	0.654	0.638	0.610	0.593
New Jersey	0.708	0.641	0.653	0.628	0.647	0.667	0.648	0.631	0.537	0.638
New York	0.733	0.651	0.648	0.627	0.567	0.639	0.647	0.629	0.604	0.582
Puerto Rico	0.806	0.740	0.956	0.787	0.593	0.931	0.765	0.717	0.727	0.540
III—Philadelphia Reg. Office	0.623	0.630	0.631	0.639	0.561	0.672	0.616	0.590	0.593	0.529
Delaware	0.539	0.628	0.639	0.594	0.683	0.629	0.621	0.579	0.557	0.494
District of Columbia	0.388	0.602	0.499	0.596	0.478	0.555	0.515	0.608	0.469	0.233
Maryland	0.678	0.653	0.664	0.604	0.400	0.708	0.585	0.591	0.540	0.545
Pennsylvania	0.647	0.629	0.647	0.662	0.609	0.695	0.632	0.600	0.620	0.580
Virginia	0.598	0.610	0.585	0.657	0.605	0.626	0.617	0.594	0.618	0.493
West Virginia	0.588	0.688	0.589	0.560	0.493	0.668	0.639	0.462	0.535	0.433

(continued)

Table B-24. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IV—Atlanta Reg. Office	0.619	0.649	0.611	0.602	0.561	0.650	0.605	0.579	0.566	0.512
Alabama	0.740	0.675	0.705	0.581	0.560	0.700	0.612	0.579	0.560	0.586
North Carolina	0.707	0.651	0.617	0.615	0.523	0.701	0.590	0.595	0.570	0.494
Georgia	0.515	0.641	0.614	0.584	0.533	0.587	0.650	0.563	0.508	0.480
South Carolina	0.557	0.706	0.582	0.612	0.554	0.632	0.613	0.645	0.549	0.401
Florida	0.601	0.641	0.606	0.581	0.558	0.654	0.589	0.555	0.557	0.508
Kentucky	0.740	0.626	0.512	0.659	0.566	0.641	0.572	0.542	0.614	0.641
Mississippi	0.674	0.760	0.629	0.625	0.577	0.673	0.687	0.628	0.629	0.427
Tennessee	0.656	0.629	0.619	0.596	0.607	0.628	0.615	0.581	0.588	0.556
V—Chicago Reg. Office	0.640	0.621	0.599	0.576	0.568	0.618	0.604	0.559	0.586	0.489
Illinois	0.616	0.606	0.564	0.573	0.515	0.586	0.581	0.523	0.564	0.576
Indiana	0.704	0.585	0.651	0.586	0.542	0.617	0.620	0.609	0.531	0.486
Michigan	0.567	0.668	0.612	0.580	0.603	0.625	0.654	0.569	0.567	0.447
Minnesota	0.660	0.659	0.586	0.516	0.568	0.666	0.572	0.549	0.505	0.516
Ohio	0.695	0.629	0.594	0.622	0.560	0.637	0.586	0.566	0.673	0.469
Wisconsin	0.680	0.567	0.616	0.497	0.648	0.612	0.597	0.536	0.538	0.494
VI—Dallas Reg. Office	0.617	0.591	0.636	0.564	0.553	0.617	0.583	0.591	0.557	0.486
Arkansas	0.547	0.673	0.659	0.515	0.633	0.628	0.608	0.608	0.577	0.487

(continued)

Table B-24. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
Louisiana	0.790	0.673	0.601	0.603	0.566	0.681	0.603	0.647	0.526	0.447
New Mexico	0.533	0.563	0.555	0.565	0.500	0.546	0.602	0.506	0.539	0.413
Oklahoma	0.610	0.635	0.613	0.603	0.646	0.647	0.604	0.575	0.599	0.694
Texas	0.612	0.553	0.652	0.554	0.512	0.607	0.563	0.585	0.551	0.449
VII—Kansas City Reg. Office	0.641	0.608	0.630	0.576	0.524	0.641	0.610	0.600	0.445	0.577
Iowa	0.442	0.603	0.637	0.630	0.460	0.650	0.598	0.630	0.499	0.295
Kansas	0.681	0.567	0.696	0.620	0.621	0.626	0.683	0.620	0.529	0.778
Missouri	0.645	0.577	0.580	0.552	0.513	0.624	0.559	0.601	0.389	0.511
Nebraska	0.754	0.711	0.652	0.500	0.533	0.700	0.655	0.516	0.496	0.728
VIII—Denver Reg. Office	0.674	0.583	0.603	0.548	0.597	0.601	0.600	0.540	0.574	0.488
Colorado	0.657	0.541	0.649	0.501	0.683	0.596	0.602	0.571	0.496	0.634
Montana	0.595	0.715	0.617	0.657	0.591	0.835	0.743	0.442	0.698	—
North Dakota	0.504	0.656	0.457	0.528	0.242	0.540	0.558	0.434	0.601	0.088
South Dakota	0.561	0.608	0.479	0.518	0.813	0.578	0.467	0.580	0.584	0.559
Utah	0.622	0.532	0.620	0.593	0.533	0.559	0.593	0.582	0.706	0.247
Wyoming	0.887	0.620	0.537	0.510	0.544	0.680	0.613	0.450	0.347	0.640
IX—San Francisco Reg. Office	0.563	0.610	0.604	0.599	0.544	0.582	0.573	0.603	0.549	0.584
Arizona	0.701	0.580	0.584	0.617	0.466	0.603	0.530	0.625	0.513	0.584
California	0.519	0.617	0.615	0.605	0.579	0.574	0.585	0.611	0.570	0.597

Table B-24. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
Hawaii	0.454	0.777	0.428	0.451	0.677	0.508	0.564	0.429	0.465	0.744
Nevada	0.662	0.595	0.587	0.497	0.348	0.622	0.576	0.492	0.419	0.223
X—Seattle Reg. Office	0.534	0.612	0.553	0.547	0.466	0.581	0.555	0.492	0.490	0.577
Alaska	0.462	0.647	0.486	0.474	0.519	0.600	0.450	0.494	0.458	0.511
Idaho	0.775	0.534	0.515	0.659	0.754	0.646	0.528	0.605	0.683	0.630
Oregon	0.458	0.628	0.580	0.611	0.347	0.612	0.526	0.547	0.478	0.496
Washington	0.558	0.616	0.547	0.486	0.437	0.554	0.588	0.441	0.438	0.564

Table B-25. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
National*	0.6086	0.6560	0.6017	0.6044
I—Boston Reg. Office	0.645	0.667	0.641	0.634
Connecticut	0.643	0.733	0.599	0.670
Maine	0.649	0.590	0.677	0.607
Massachusetts	0.637	0.662	0.649	0.622
New Hampshire	0.646	0.655	0.669	0.614
Rhode Island	0.678	0.537	0.655	0.673
Vermont	0.656	0.645	0.612	0.653
II—New York Reg. Office	0.652	0.688	0.630	0.653
New Jersey	0.667	0.605	0.633	0.652
New York	0.635	0.698	0.616	0.639
Puerto Rico	0.711	0.834	0.704	0.729
III—Philadelphia Reg. Office	0.631	0.648	0.625	0.618
Delaware	0.623	0.629	0.539	0.640
District of Columbia	0.542	0.620	0.502	0.554
Maryland	0.625	0.680	0.632	0.619
Pennsylvania	0.653	0.645	0.643	0.643
Virginia	0.627	0.620	0.647	0.593
West Virginia	0.561	0.743	0.520	0.585
IV—Atlanta Reg. Office	0.605	0.656	0.605	0.596
Alabama	0.616	0.701	0.626	0.601
North Carolina	0.620	0.633	0.623	0.600
Georgia	0.579	0.657	0.577	0.580
South Carolina	0.603	0.656	0.589	0.602
Florida	0.600	0.665	0.612	0.595
Kentucky	0.628	0.589	0.599	0.595
Mississippi	0.603	0.791	0.576	0.637
Tennessee	0.619	0.604	0.622	0.584

(continued)

Table B-25. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
V—Chicago Reg. Office	0.600	0.635	0.600	0.593
Illinois	0.591	0.582	0.597	0.570
Indiana	0.613	0.640	0.589	0.609
Michigan	0.609	0.666	0.649	0.590
Minnesota	0.590	0.646	0.595	0.588
Ohio	0.612	0.658	0.585	0.621
Wisconsin	0.579	0.628	0.580	0.572
VI—Dallas Reg. Office	0.587	0.650	0.583	0.586
Arkansas	0.612	0.619	0.618	0.585
Louisiana	0.600	0.716	0.590	0.612
New Mexico	0.562	0.588	0.486	0.564
Oklahoma	0.640	0.566	0.659	0.604
Texas	0.569	0.655	0.567	0.578
VII—Kansas City Reg. Office	0.602	0.647	0.609	0.592
Iowa	0.610	0.739	0.648	0.592
Kansas	0.674	0.572	0.633	0.638
Missouri	0.557	0.648	0.561	0.563
Nebraska	0.625	0.665	0.655	0.604
VIII—Denver Reg. Office	0.589	0.672	0.601	0.582
Colorado	0.594	0.622	0.617	0.572
Montana	0.644	0.877	0.764	0.659
North Dakota	0.535	0.556	0.622	0.505
South Dakota	0.547	0.656	0.478	0.578
Utah	0.590	0.683	0.554	0.585
Wyoming	0.547	0.848	0.475	0.584
IX—San Francisco Reg. Office	0.592	0.661	0.573	0.592
Arizona	0.565	0.765	0.495	0.613
California	0.604	0.648	0.604	0.588
Hawaii	0.521	0.635	0.549	0.525
Nevada	0.560	0.519	0.515	0.550

(continued)

Table B-25. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
X—Seattle Reg. Office	0.546	0.646	0.496	0.573
Alaska	0.507	0.571	0.428	0.588
Idaho	0.614	0.742	0.629	0.602
Oregon	0.561	0.633	0.541	0.576
Washington	0.521	0.649	0.444	0.563

Table B-26. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
National*	0.611	0.590	0.624	0.599	0.598	0.6100	0.5623
I—Boston Reg. Office	0.640	0.583	0.656	0.644	0.620	0.644	0.539
Connecticut	0.727	0.587	0.679	0.615	0.691	0.647	0.564
Maine	0.501	0.706	0.664	0.651	0.560	0.636	0.748
Massachusetts	0.618	0.572	0.654	0.648	0.522	0.630	0.532
New Hampshire	0.558	0.527	0.637	0.652	0.624	0.645	0.454
Rhode Island	0.919	0.179	0.608	0.636	0.816	0.678	0.288
Vermont	0.667	0.838	0.533	0.654	0.700	0.665	0.628
II—New York Reg. Office	0.675	0.638	0.651	0.634	0.647	0.648	0.625
New Jersey	0.579	0.624	0.617	0.649	0.670	0.647	0.589
New York	0.669	0.567	0.667	0.618	0.634	0.640	0.577
Puerto Rico	0.738	0.831	0.166	0.740	0.616	0.703	0.847
III—Philadelphia Reg. Office	0.576	0.587	0.650	0.618	0.607	0.628	0.558
Delaware	0.590	0.645	0.829	0.571	0.638	0.616	0.549
District of Columbia	0.413	0.395	0.604	0.565	0.556	0.572	0.413
Maryland	0.598	0.568	0.636	0.624	0.623	0.621	0.652
Pennsylvania	0.520	0.636	0.703	0.634	0.606	0.646	0.532
Virginia	0.594	0.574	0.563	0.612	0.623	0.621	0.558
West Virginia	0.747	0.552	0.742	0.543	0.481	0.571	0.510
IV—Atlanta Reg. Office	0.581	0.607	0.605	0.599	0.587	0.611	0.536
Alabama	0.654	0.475	0.580	0.639	0.627	0.628	0.393
North Carolina	0.544	0.691	0.661	0.595	0.551	0.622	0.553
Georgia	0.499	0.605	0.583	0.593	0.562	0.590	0.510
South Carolina	0.619	0.565	0.627	0.590	0.583	0.614	0.573
Florida	0.608	0.616	0.624	0.590	0.585	0.610	0.559
Kentucky	0.492	0.593	0.475	0.623	0.684	0.602	0.585
Mississippi	0.542	0.573	0.685	0.607	0.578	0.647	0.404
Tennessee	0.612	0.644	0.577	0.604	0.592	0.610	0.601

(continued)

Table B-26. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
V—Chicago Reg. Office	0.614	0.567	0.652	0.587	0.589	0.596	0.548
Illinois	0.679	0.597	0.587	0.545	0.602	0.569	0.619
Indiana	0.634	0.620	0.652	0.593	0.580	0.615	0.500
Michigan	0.580	0.482	0.676	0.602	0.647	0.603	0.547
Minnesota	0.455	0.822	0.755	0.578	0.598	0.596	0.680
Ohio	0.655	0.533	0.701	0.604	0.572	0.609	0.474
Wisconsin	0.522	0.578	0.596	0.600	0.520	0.586	0.528
VI—Dallas Reg. Office	0.608	0.529	0.597	0.584	0.602	0.592	0.561
Arkansas	0.608	0.557	0.587	0.577	0.671	0.586	0.589
Louisiana	0.698	0.527	0.652	0.577	0.649	0.608	0.662
New Mexico	0.695	0.574	0.555	0.509	0.608	0.565	0.437
Oklahoma	0.515	0.563	0.686	0.615	0.665	0.639	0.536
Texas	0.609	0.510	0.577	0.585	0.557	0.582	0.553
VII—Kansas City Reg. Office	0.588	0.634	0.632	0.583	0.592	0.609	0.537
Iowa	0.584	0.670	0.679	0.630	0.549	0.615	0.599
Kansas	0.572	0.431	0.669	0.634	0.652	0.673	0.584
Missouri	0.568	0.635	0.563	0.542	0.553	0.566	0.492
Nebraska	0.611	0.661	0.631	0.573	0.640	0.631	0.566
VIII—Denver Reg. Office	0.613	0.654	0.608	0.586	0.548	0.596	0.613
Colorado	0.625	0.640	0.629	0.572	0.610	0.595	0.573
Montana	0.447	0.781	0.663	0.634	0.642	0.675	0.645
North Dakota	0.528	0.819	0.873	0.471	0.547	0.533	0.602
South Dakota	0.494	0.536	0.253	0.786	0.498	0.552	0.497
Utah	0.725	0.551	0.677	0.563	0.469	0.579	0.686
Wyoming	0.829	0.703	0.494	0.508	0.598	0.588	0.442

(continued)

Table B-26. Percentages of “Always” Responses for the Medicare Customer Service Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
IX—San Francisco Reg. Office	0.689	0.559	0.630	0.564	0.609	0.594	0.561
Arizona	0.594	0.464	0.829	0.555	0.595	0.571	0.680
California	0.722	0.579	0.631	0.568	0.625	0.600	0.546
Hawaii	0.877	0.481	0.690	0.553	0.358	0.555	0.525
Nevada	0.621	0.635	0.249	0.544	0.543	0.554	0.462
X—Seattle Reg. Office	0.524	0.631	0.547	0.535	0.550	0.550	0.519
Alaska	0.357	0.414	0.427	0.494	0.655	0.532	0.444
Idaho	0.504	0.697	0.850	0.577	0.537	0.604	0.642
Oregon	0.613	0.657	0.577	0.538	0.491	0.540	0.651
Washington	0.500	0.602	0.477	0.524	0.565	0.540	0.462

Table B-27. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
National*	0.680	0.750	0.765	0.771	0.783	0.798
I—Boston Reg. Office	0.784	0.752	0.785	0.811	0.822	0.826
Connecticut	0.695	0.795	0.776	0.798	0.794	0.816
Maine	0.799	0.812	0.862	0.839	0.842	0.861
Massachusetts	0.792	0.718	0.759	0.813	0.839	0.824
New Hampshire	0.818	0.833	0.801	0.791	0.827	0.836
Rhode Island	0.762	0.562	0.754	0.791	0.787	0.803
Vermont	0.847	0.841	0.810	0.875	0.830	0.838
II—New York Reg. Office	0.665	0.723	0.714	0.736	0.740	0.774
New Jersey	0.706	0.705	0.700	0.756	0.771	0.798
New York	0.658	0.739	0.749	0.739	0.740	0.773
Puerto Rico	0.621	0.687	0.572	0.658	0.633	0.697
III—Philadelphia Reg. Office	0.678	0.764	0.776	0.789	0.788	0.796
Delaware	0.866	0.738	0.742	0.795	0.788	0.782
District of Columbia	0.533	0.754	0.749	0.732	0.780	0.774
Maryland	0.618	0.718	0.731	0.774	0.757	0.765
Pennsylvania	0.696	0.774	0.789	0.794	0.798	0.812
Virginia	0.700	0.772	0.786	0.790	0.786	0.778
West Virginia	0.617	0.770	0.799	0.801	0.812	0.817
IV—Atlanta Reg. Office	0.659	0.761	0.765	0.766	0.787	0.793
Alabama	0.651	0.795	0.794	0.790	0.814	0.820
North Carolina	0.691	0.798	0.744	0.767	0.788	0.827
Georgia	0.695	0.744	0.779	0.759	0.810	0.809
South Carolina	0.672	0.770	0.774	0.780	0.820	0.816
Florida	0.596	0.720	0.746	0.737	0.750	0.751
Kentucky	0.660	0.762	0.756	0.818	0.786	0.815
Mississippi	0.607	0.761	0.794	0.785	0.776	0.800
Tennessee	0.701	0.758	0.783	0.777	0.836	0.827
V—Chicago Reg. Office	0.719	0.758	0.774	0.788	0.795	0.811
Illinois	0.779	0.788	0.762	0.762	0.806	0.823

(continued)

Table B-27. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
Indiana	0.718	0.751	0.768	0.813	0.822	0.825
Michigan	0.778	0.735	0.797	0.792	0.790	0.797
Minnesota	0.746	0.759	0.780	0.799	0.757	0.797
Ohio	0.629	0.760	0.757	0.780	0.784	0.812
Wisconsin	0.676	0.760	0.792	0.807	0.808	0.805
VI—Dallas Reg. Office	0.656	0.764	0.780	0.761	0.798	0.808
Arkansas	0.719	0.729	0.808	0.774	0.810	0.809
Louisiana	0.724	0.836	0.801	0.819	0.813	0.804
New Mexico	0.695	0.688	0.737	0.711	0.785	0.766
Oklahoma	0.692	0.756	0.775	0.781	0.848	0.814
Texas	0.599	0.759	0.776	0.747	0.780	0.812
VII—Kansas City Reg. Office	0.713	0.755	0.782	0.799	0.813	0.809
Iowa	0.828	0.774	0.799	0.798	0.824	0.817
Kansas	0.825	0.718	0.800	0.817	0.821	0.835
Missouri	0.672	0.750	0.773	0.793	0.793	0.794
Nebraska	0.531	0.826	0.754	0.797	0.833	0.800
VIII—Denver Reg. Office	0.742	0.745	0.767	0.775	0.797	0.789
Colorado	0.750	0.753	0.745	0.716	0.778	0.759
Montana	0.855	0.782	0.791	0.782	0.869	0.880
North Dakota	0.939	0.767	0.763	0.808	0.797	0.798
South Dakota	0.790	0.698	0.745	0.813	0.803	0.798
Utah	0.782	0.700	0.778	0.796	0.772	0.760
Wyoming	0.225	0.796	0.823	0.836	0.811	0.865
IX—San Francisco Reg. Office	0.630	0.718	0.745	0.739	0.733	0.783
Arizona	0.575	0.731	0.708	0.675	0.683	0.763
California	0.634	0.724	0.747	0.748	0.741	0.785
Hawaii	0.923	0.730	0.849	0.812	0.836	0.856
Nevada	0.555	0.606	0.761	0.744	0.700	0.759

(continued)

Table B-27. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
X—Seattle Reg. Office	0.648	0.702	0.775	0.779	0.817	0.808
Alaska	0.805	0.765	0.824	0.808	0.875	0.816
Idaho	0.678	0.781	0.750	0.787	0.836	0.809
Oregon	0.705	0.732	0.788	0.792	0.806	0.790
Washington	0.608	0.663	0.769	0.768	0.813	0.816

Table B-28. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
National*	0.818	0.825	0.803	0.754	0.730	0.710
I—Boston Reg. Office	0.852	0.859	0.829	0.798	0.772	0.738
Connecticut	0.805	0.872	0.830	0.769	0.740	0.770
Maine	0.896	0.878	0.861	0.854	0.825	0.747
Massachusetts	0.859	0.858	0.815	0.797	0.763	0.728
New Hampshire	0.883	0.847	0.847	0.822	0.829	0.690
Rhode Island	0.845	0.811	0.757	0.687	0.702	0.779
Vermont	0.868	0.852	0.890	0.855	0.910	0.685
II—New York Reg. Office	0.755	0.803	0.780	0.726	0.677	0.645
New Jersey	0.823	0.825	0.779	0.744	0.694	0.634
New York	0.797	0.807	0.795	0.720	0.665	0.646
Puerto Rico	0.630	0.698	0.642	0.714	0.711	0.719
III—Philadelphia Reg. Office	0.832	0.839	0.809	0.759	0.719	0.698
Delaware	0.849	0.845	0.794	0.761	0.687	0.670
District of Columbia	0.742	0.829	0.836	0.740	0.649	0.676
Maryland	0.833	0.833	0.792	0.728	0.679	0.617
Pennsylvania	0.829	0.848	0.812	0.787	0.746	0.701
Virginia	0.848	0.832	0.806	0.740	0.724	0.757
West Virginia	0.807	0.821	0.833	0.778	0.727	0.798
IV—Atlanta Reg. Office	0.850	0.820	0.794	0.735	0.721	0.697
Alabama	0.852	0.842	0.817	0.779	0.700	0.762
North Carolina	0.840	0.813	0.804	0.744	0.732	0.748
Georgia	0.862	0.796	0.805	0.734	0.797	0.661
South Carolina	0.836	0.830	0.801	0.773	0.693	0.779
Florida	0.805	0.832	0.771	0.707	0.707	0.663
Kentucky	0.872	0.773	0.809	0.783	0.695	0.631
Mississippi	0.840	0.834	0.768	0.759	0.744	0.723
Tennessee	0.874	0.819	0.823	0.735	0.738	0.737

(continued)

Table B-28. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
V—Chicago Reg. Office	0.817	0.835	0.821	0.768	0.752	0.730
Illinois	0.823	0.841	0.834	0.759	0.734	0.717
Indiana	0.808	0.870	0.830	0.761	0.754	0.724
Michigan	0.821	0.816	0.823	0.793	0.757	0.708
Minnesota	0.794	0.832	0.820	0.753	0.745	0.783
Ohio	0.832	0.827	0.799	0.748	0.755	0.725
Wisconsin	0.811	0.827	0.825	0.795	0.783	0.770
VI—Dallas Reg. Office	0.827	0.829	0.801	0.760	0.748	0.729
Arkansas	0.817	0.835	0.802	0.760	0.741	0.774
Louisiana	0.842	0.858	0.829	0.804	0.722	0.755
New Mexico	0.752	0.801	0.779	0.751	0.687	0.721
Oklahoma	0.836	0.845	0.833	0.757	0.742	0.713
Texas	0.829	0.816	0.784	0.754	0.762	0.726
VII—Kansas City Reg. Office	0.836	0.830	0.806	0.793	0.767	0.762
Iowa	0.846	0.801	0.806	0.845	0.819	0.826
Kansas	0.822	0.879	0.832	0.791	0.780	0.771
Missouri	0.822	0.829	0.785	0.776	0.728	0.718
Nebraska	0.889	0.804	0.825	0.744	0.775	0.766
VIII—Denver Reg. Office	0.809	0.832	0.802	0.778	0.736	0.733
Colorado	0.849	0.808	0.770	0.705	0.663	0.757
Montana	0.780	0.807	0.846	0.869	0.859	0.786
North Dakota	0.808	0.896	0.813	0.819	0.798	0.661
South Dakota	0.792	0.804	0.810	0.804	0.909	0.699
Utah	0.748	0.852	0.792	0.777	0.751	0.669
Wyoming	0.812	0.891	0.830	0.824	0.691	0.777
IX—San Francisco Reg. Office	0.745	0.801	0.785	0.733	0.718	0.719
Arizona	0.676	0.769	0.735	0.704	0.704	0.680

(continued)

Table B-28. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
California	0.749	0.810	0.794	0.738	0.707	0.724
Hawaii	0.781	0.860	0.870	0.873	0.878	0.796
Nevada	0.747	0.752	0.757	0.693	0.827	0.689
X—Seattle Reg. Office	0.810	0.814	0.798	0.787	0.786	0.742
Alaska	0.765	0.906	0.839	0.832	0.828	0.780
Idaho	0.781	0.791	0.825	0.800	0.773	0.817
Oregon	0.842	0.812	0.801	0.793	0.775	0.745
Washington	0.808	0.813	0.787	0.778	0.791	0.725

Table B-29. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race and Gender—Weighted

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
National*	0.737	0.779	0.776	0.796	0.719	0.776	0.783
I—Boston Reg. Office	0.736	0.805	0.806	0.832	0.700	0.817	0.809
Connecticut	0.686	0.796	0.797	0.829	0.651	0.810	0.804
Maine	0.954	0.840	0.843	—	0.927	0.861	0.842
Massachusetts	0.780	0.797	0.801	0.865	0.677	0.808	0.804
New Hampshire	0.627	0.798	0.803	—	0.725	0.837	0.815
Rhode Island	0.614	0.768	0.779	0.472	0.655	0.791	0.743
Vermont	0.750	0.853	0.826	—	0.849	0.822	0.863
II—New York Reg. Office	0.683	0.748	0.748	0.772	0.682	0.736	0.750
New Jersey	0.700	0.758	0.749	0.845	0.682	0.755	0.767
New York	0.745	0.747	0.751	0.749	0.710	0.747	0.757
Puerto Rico	0.636	0.770	0.570	0.497	0.650	0.627	0.661
III—Philadelphia Reg. Office	0.791	0.787	0.782	0.804	0.705	0.786	0.790
Delaware	1.025	0.757	0.764	0.810	0.649	0.764	0.796
District of Columbia	0.567	0.772	0.692	0.786	0.538	0.740	0.768
Maryland	0.652	0.764	0.750	0.806	0.599	0.765	0.755
Pennsylvania	0.807	0.798	0.792	0.793	0.787	0.797	0.801
Virginia	0.836	0.781	0.783	0.814	0.723	0.783	0.791
West Virginia	1.011	0.787	0.793	0.847	0.737	0.795	0.803
IV—Atlanta Reg. Office	0.767	0.778	0.769	0.793	0.745	0.774	0.778
Alabama	0.817	0.811	0.800	0.787	0.815	0.793	0.808
North Carolina	0.740	0.781	0.778	0.793	0.676	0.795	0.775
Georgia	0.639	0.787	0.778	0.795	0.692	0.776	0.786
South Carolina	0.652	0.789	0.783	0.799	0.661	0.766	0.807
Florida	0.784	0.745	0.735	0.784	0.767	0.742	0.755
Kentucky	0.737	0.779	0.777	0.795	0.787	0.784	0.786
Mississippi	0.794	0.792	0.787	0.778	0.726	0.790	0.774
Tennessee	0.798	0.789	0.786	0.809	0.750	0.810	0.786

(continued)

Table B-29. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
V—Chicago Reg. Office	0.716	0.796	0.789	0.804	0.693	0.790	0.801
Illinois	0.682	0.794	0.797	0.803	0.640	0.789	0.803
Indiana	0.835	0.806	0.794	0.832	0.764	0.799	0.812
Michigan	0.713	0.798	0.790	0.800	0.735	0.777	0.812
Minnesota	0.628	0.797	0.771	0.976	0.629	0.789	0.792
Ohio	0.772	0.781	0.774	0.802	0.741	0.790	0.782
Wisconsin	0.747	0.807	0.801	0.742	0.709	0.805	0.807
VI—Dallas Reg. Office	0.779	0.787	0.781	0.814	0.752	0.776	0.793
Arkansas	0.861	0.789	0.783	0.795	0.856	0.787	0.798
Louisiana	0.796	0.823	0.806	0.831	0.770	0.817	0.812
New Mexico	0.756	0.746	0.762	0.733	0.712	0.763	0.739
Oklahoma	0.842	0.808	0.798	0.744	0.732	0.762	0.825
Texas	0.782	0.775	0.769	0.818	0.758	0.768	0.785
VII—Kansas City Reg. Office	0.842	0.798	0.790	0.839	0.786	0.796	0.805
Iowa	0.976	0.813	0.813	0.821	0.876	0.803	0.827
Kansas	0.827	0.818	0.811	0.889	0.761	0.824	0.810
Missouri	0.766	0.779	0.772	0.830	0.739	0.783	0.787
Nebraska	0.870	0.786	0.779	0.808	0.937	0.779	0.813
VIII—Denver Reg. Office	0.809	0.781	0.773	0.666	0.740	0.799	0.774
Colorado	0.799	0.747	0.745	0.631	0.743	0.789	0.726
Montana	0.792	0.822	0.831	—	0.685	0.834	0.827
North Dakota	0.944	0.820	0.786	—	0.669	0.809	0.801
South Dakota	0.676	0.796	0.789	—	0.652	0.810	0.777
Utah	0.882	0.776	0.774	—	0.824	0.772	0.783
Wyoming	0.809	0.821	0.812	1.006	0.746	0.823	0.821

(continued)

Table B-29. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
IX—San Francisco Reg. Office	0.757	0.751	0.754	0.754	0.721	0.744	0.759
Arizona	0.698	0.712	0.715	0.713	0.653	0.710	0.725
California	0.760	0.754	0.764	0.758	0.711	0.746	0.764
Hawaii	0.850	0.841	0.811	—	0.851	0.855	0.837
Nevada	0.803	0.723	0.711	0.728	0.776	0.741	0.728
X—Seattle Reg. Office	0.719	0.777	0.779	0.905	0.723	0.777	0.798
Alaska	1.010	0.816	0.818	0.988	0.748	0.834	0.821
Idaho	0.567	0.786	0.790	—	0.606	0.804	0.793
Oregon	0.756	0.799	0.792	0.834	0.793	0.776	0.805
Washington	0.757	0.765	0.772	0.900	0.718	0.767	0.793

Table B-30. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
National*	0.839	0.805	0.779	0.761	0.766	0.834	0.778	0.749	0.733	0.709
I—Boston Reg. Office	0.845	0.817	0.811	0.798	0.820	0.865	0.808	0.754	0.750	0.778
Connecticut	0.861	0.796	0.813	0.782	0.753	0.852	0.816	0.756	0.714	0.594
Maine	0.884	0.860	0.855	0.833	0.852	0.877	0.865	0.792	0.832	0.783
Massachusetts	0.848	0.806	0.804	0.791	0.843	0.868	0.788	0.751	0.727	0.858
New Hampshire	0.781	0.842	0.817	0.807	0.849	0.862	0.829	0.762	0.805	0.815
Rhode Island	0.753	0.783	0.764	0.750	0.715	0.846	0.767	0.675	0.723	0.663
Vermont	0.945	0.864	0.796	0.854	0.855	0.905	0.799	0.779	0.831	0.942
II—New York Reg. Office	0.801	0.777	0.743	0.718	0.755	0.806	0.745	0.712	0.688	0.666
New Jersey	0.792	0.788	0.754	0.735	0.767	0.805	0.749	0.710	0.736	0.781
New York	0.806	0.776	0.750	0.732	0.778	0.821	0.748	0.733	0.682	0.657
Puerto Rico	0.796	0.714	0.631	0.650	0.689	0.684	0.697	0.609	0.652	0.590
III—Philadelphia Reg. Office	0.835	0.811	0.783	0.780	0.762	0.835	0.788	0.755	0.748	0.703
Delaware	0.845	0.790	0.767	0.756	0.849	0.838	0.780	0.730	0.738	0.788
District of Columbia	0.875	0.779	0.705	0.782	0.725	0.806	0.773	0.685	0.778	0.657
Maryland	0.783	0.780	0.759	0.745	0.679	0.804	0.755	0.749	0.708	0.542
Pennsylvania	0.853	0.829	0.799	0.781	0.757	0.847	0.801	0.767	0.747	0.704

(continued)

Table B-30. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
Virginia	0.842	0.804	0.771	0.797	0.774	0.834	0.783	0.747	0.768	0.722
West Virginia	0.822	0.841	0.809	0.797	0.802	0.863	0.613	0.747	0.756	0.797
IV—Atlanta Reg. Office	0.805	0.787	0.784	0.773	0.787	0.829	0.769	0.760	0.744	0.716
Alabama	0.857	0.833	0.808	0.805	0.804	0.855	0.812	0.794	0.760	0.744
North Carolina	0.792	0.786	0.803	0.779	0.803	0.841	0.778	0.769	0.761	0.695
Georgia	0.803	0.801	0.789	0.788	0.774	0.816	0.784	0.781	0.742	0.703
South Carolina	0.783	0.810	0.805	0.789	0.779	0.830	0.796	0.772	0.769	0.741
Florida	0.792	0.761	0.761	0.717	0.731	0.810	0.727	0.728	0.679	0.660
Kentucky	0.852	0.802	0.779	0.799	0.807	0.862	0.782	0.759	0.755	0.750
Mississippi	0.812	0.833	0.789	0.787	0.783	0.839	0.807	0.754	0.768	0.700
Tennessee	0.850	0.801	0.800	0.796	0.831	0.841	0.794	0.764	0.794	0.777
V—Chicago Reg. Office	0.844	0.816	0.796	0.778	0.768	0.841	0.795	0.766	0.746	0.696
Illinois	0.870	0.807	0.778	0.810	0.739	0.828	0.803	0.756	0.749	0.669
Indiana	0.850	0.843	0.820	0.777	0.770	0.851	0.815	0.766	0.785	0.713
Michigan	0.839	0.827	0.804	0.761	0.772	0.852	0.785	0.779	0.722	0.705
Minnesota	0.856	0.819	0.789	0.767	0.680	0.843	0.785	0.769	0.709	0.704
Ohio	0.819	0.786	0.796	0.767	0.805	0.820	0.786	0.763	0.750	0.708
Wisconsin	0.827	0.842	0.798	0.780	0.779	0.867	0.797	0.770	0.752	0.677

(continued)

Table B-30. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
VI—Dallas Reg. Office	0.841	0.795	0.787	0.781	0.797	0.840	0.784	0.767	0.739	0.722
Arkansas	0.879	0.780	0.816	0.791	0.799	0.834	0.812	0.794	0.745	0.692
Louisiana	0.875	0.822	0.814	0.833	0.819	0.849	0.834	0.785	0.785	0.781
New Mexico	0.841	0.772	0.726	0.742	0.733	0.830	0.760	0.702	0.670	0.704
Oklahoma	0.798	0.824	0.817	0.796	0.773	0.858	0.807	0.789	0.729	0.699
Texas	0.837	0.787	0.774	0.764	0.802	0.836	0.764	0.758	0.731	0.718
VII—Kansas City Reg. Office	0.851	0.835	0.787	0.804	0.759	0.855	0.803	0.754	0.753	0.752
Iowa	0.856	0.864	0.793	0.806	0.821	0.862	0.819	0.749	0.794	0.838
Kansas	0.893	0.846	0.804	0.812	0.714	0.877	0.824	0.747	0.800	0.696
Missouri	0.847	0.805	0.780	0.799	0.739	0.833	0.790	0.761	0.722	0.739
Nebraska	0.799	0.838	0.766	0.797	0.815	0.873	0.780	0.759	0.717	0.745
VIII—Denver Reg. Office	0.810	0.809	0.780	0.769	0.756	0.828	0.790	0.750	0.711	0.719
Colorado	0.789	0.765	0.759	0.737	0.731	0.795	0.748	0.742	0.680	0.716
Montana	0.892	0.849	0.803	0.826	0.774	0.871	0.840	0.757	0.738	0.837
North Dakota	0.920	0.829	0.783	0.814	0.750	0.849	0.782	0.782	0.820	0.648
South Dakota	0.803	0.840	0.779	0.775	0.840	0.865	0.791	0.712	0.730	0.892
Utah	0.750	0.801	0.794	0.748	0.722	0.816	0.795	0.754	0.685	0.635
Wyoming	0.924	0.865	0.781	0.771	0.863	0.831	0.870	0.787	0.672	0.815

(continued)

Table B-30. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IX—San Francisco Reg. Office	0.826	0.774	0.744	0.728	0.746	0.814	0.743	0.697	0.697	0.725
Arizona	0.834	0.745	0.706	0.665	0.687	0.804	0.684	0.672	0.631	0.696
California	0.821	0.773	0.747	0.742	0.758	0.812	0.751	0.698	0.712	0.731
Hawaii	0.897	0.892	0.823	0.758	0.891	0.921	0.864	0.792	0.681	0.893
Nevada	0.829	0.769	0.750	0.672	0.655	0.801	0.716	0.698	0.661	0.612
X—Seattle Reg. Office	0.864	0.824	0.785	0.769	0.725	0.858	0.791	0.737	0.742	0.627
Alaska	0.867	0.805	0.848	0.803	0.845	0.859	0.816	0.821	0.790	0.661
Idaho	0.851	0.810	0.799	0.797	0.768	0.887	0.781	0.773	0.734	0.780
Oregon	0.818	0.853	0.789	0.768	0.736	0.856	0.810	0.721	0.783	0.625
Washington	0.893	0.814	0.774	0.758	0.692	0.852	0.782	0.730	0.721	0.579

Table B-31. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
National*	0.785	0.803	0.767	0.780
I—Boston Reg. Office	0.821	0.821	0.806	0.810
Connecticut	0.809	0.835	0.808	0.800
Maine	0.858	0.859	0.813	0.856
Massachusetts	0.819	0.797	0.809	0.800
New Hampshire	0.832	0.832	0.805	0.823
Rhode Island	0.764	0.810	0.765	0.763
Vermont	0.849	0.858	0.808	0.852
II—New York Reg. Office	0.745	0.766	0.737	0.742
New Jersey	0.763	0.776	0.743	0.762
New York	0.755	0.777	0.749	0.751
Puerto Rico	0.652	0.669	0.653	0.638
III—Philadelphia Reg. Office	0.792	0.812	0.786	0.784
Delaware	0.791	0.815	0.779	0.781
District of Columbia	0.750	0.807	0.748	0.756
Maryland	0.763	0.784	0.758	0.757
Pennsylvania	0.801	0.824	0.791	0.799
Virginia	0.792	0.816	0.793	0.779
West Virginia	0.811	0.806	0.797	0.797
IV—Atlanta Reg. Office	0.781	0.810	0.758	0.779
Alabama	0.808	0.839	0.805	0.795
North Carolina	0.793	0.799	0.783	0.783
Georgia	0.780	0.837	0.759	0.785
South Carolina	0.795	0.815	0.778	0.788
Florida	0.751	0.785	0.713	0.758
Kentucky	0.792	0.834	0.766	0.788
Mississippi	0.775	0.839	0.760	0.783
Tennessee	0.808	0.810	0.786	0.797

(continued)

Table B-31. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
V—Chicago Reg. Office	0.801	0.820	0.771	0.801
Illinois	0.804	0.823	0.765	0.804
Indiana	0.812	0.832	0.764	0.816
Michigan	0.795	0.835	0.778	0.799
Minnesota	0.802	0.792	0.778	0.796
Ohio	0.794	0.801	0.775	0.785
Wisconsin	0.809	0.830	0.763	0.815
VI—Dallas Reg. Office	0.790	0.804	0.786	0.782
Arkansas	0.797	0.815	0.796	0.787
Louisiana	0.826	0.817	0.813	0.813
New Mexico	0.759	0.740	0.773	0.740
Oklahoma	0.811	0.811	0.802	0.794
Texas	0.778	0.803	0.774	0.775
VII—Kansas City Reg. Office	0.803	0.833	0.791	0.801
Iowa	0.818	0.847	0.821	0.813
Kansas	0.815	0.858	0.825	0.809
Missouri	0.790	0.812	0.764	0.789
Nebraska	0.797	0.818	0.770	0.802
VIII—Denver Reg. Office	0.792	0.801	0.769	0.785
Colorado	0.759	0.770	0.745	0.753
Montana	0.835	0.864	0.838	0.821
North Dakota	0.816	0.805	0.762	0.813
South Dakota	0.808	0.788	0.796	0.788
Utah	0.784	0.791	0.739	0.777
Wyoming	0.820	0.884	0.798	0.827
IX—San Francisco Reg. Office	0.758	0.764	0.729	0.753
Arizona	0.724	0.739	0.692	0.720
California	0.764	0.759	0.735	0.756
Hawaii	0.858	0.837	0.827	0.840
Nevada	0.719	0.824	0.699	0.735

(continued)

Table B-31. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
X—Seattle Reg. Office	0.792	0.828	0.768	0.789
Alaska	0.853	0.766	0.832	0.821
Idaho	0.813	0.776	0.802	0.790
Oregon	0.806	0.818	0.771	0.794
Washington	0.774	0.850	0.749	0.785

Table B-32. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
National*	0.796	0.779	0.776	0.779	0.770	0.788	0.681
I—Boston Reg. Office	0.807	0.789	0.804	0.812	0.824	0.818	0.759
Connecticut	0.795	0.748	0.806	0.806	0.808	0.810	0.743
Maine	0.863	0.881	0.884	0.829	0.870	0.857	0.768
Massachusetts	0.794	0.781	0.761	0.816	0.838	0.805	0.766
New Hampshire	0.772	0.860	0.889	0.813	0.812	0.836	0.744
Rhode Island	0.829	0.604	0.838	0.756	0.751	0.777	0.771
Vermont	0.853	0.813	0.861	0.839	0.849	0.846	0.795
II—New York Reg. Office	0.744	0.733	0.734	0.745	0.728	0.756	0.626
New Jersey	0.806	0.748	0.752	0.759	0.742	0.770	0.640
New York	0.786	0.746	0.732	0.759	0.725	0.765	0.622
Puerto Rico	0.656	0.677	0.581	0.606	0.717	0.666	0.614
III—Philadelphia Reg. Office	0.805	0.781	0.794	0.784	0.772	0.796	0.671
Delaware	0.810	0.744	0.836	0.771	0.785	0.783	0.625
District of Columbia	0.751	0.813	0.766	0.766	0.672	0.767	0.705
Maryland	0.742	0.748	0.746	0.759	0.766	0.767	0.670
Pennsylvania	0.818	0.774	0.831	0.793	0.770	0.808	0.669
Virginia	0.817	0.829	0.757	0.783	0.777	0.796	0.696
West Virginia	0.812	0.751	0.784	0.804	0.793	0.815	0.619
IV—Atlanta Reg. Office	0.805	0.792	0.797	0.770	0.751	0.784	0.684
Alabama	0.808	0.829	0.809	0.807	0.759	0.808	0.716
North Carolina	0.781	0.806	0.810	0.784	0.739	0.790	0.704
Georgia	0.816	0.800	0.797	0.767	0.782	0.792	0.677
South Carolina	0.828	0.774	0.834	0.783	0.762	0.804	0.668
Florida	0.766	0.789	0.758	0.744	0.726	0.758	0.665
Kentucky	0.831	0.754	0.788	0.786	0.774	0.787	0.724
Mississippi	0.825	0.754	0.771	0.799	0.765	0.793	0.655
Tennessee	0.873	0.807	0.816	0.782	0.783	0.805	0.692

(continued)

Table B-32. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
V—Chicago Reg. Office	0.811	0.799	0.779	0.794	0.783	0.801	0.708
Illinois	0.828	0.829	0.728	0.792	0.783	0.802	0.724
Indiana	0.823	0.811	0.808	0.805	0.779	0.815	0.695
Michigan	0.823	0.804	0.769	0.798	0.775	0.799	0.710
Minnesota	0.743	0.740	0.824	0.789	0.813	0.798	0.698
Ohio	0.812	0.788	0.797	0.779	0.760	0.785	0.677
Wisconsin	0.802	0.773	0.780	0.810	0.804	0.814	0.755
VI—Dallas Reg. Office	0.815	0.771	0.794	0.786	0.778	0.794	0.701
Arkansas	0.831	0.768	0.782	0.794	0.797	0.797	0.703
Louisiana	0.826	0.818	0.819	0.824	0.792	0.825	0.704
New Mexico	0.769	0.851	0.660	0.758	0.742	0.763	0.590
Oklahoma	0.845	0.768	0.764	0.807	0.802	0.811	0.712
Texas	0.802	0.753	0.808	0.774	0.766	0.785	0.710
VII—Kansas City Reg. Office	0.805	0.807	0.823	0.791	0.791	0.810	0.691
Iowa	0.818	0.791	0.858	0.799	0.808	0.822	0.759
Kansas	0.801	0.824	0.853	0.831	0.787	0.835	0.697
Missouri	0.783	0.786	0.804	0.772	0.793	0.791	0.654
Nebraska	0.824	0.883	0.768	0.793	0.762	0.807	0.657
VIII—Denver Reg. Office	0.823	0.754	0.764	0.782	0.783	0.793	0.723
Colorado	0.786	0.753	0.747	0.764	0.703	0.760	0.706
Montana	0.881	0.768	0.813	0.832	0.812	0.843	0.749
North Dakota	0.839	0.714	0.923	0.785	0.794	0.814	0.714
South Dakota	0.893	0.750	0.679	0.741	0.825	0.811	0.644
Utah	0.809	0.762	0.750	0.769	0.790	0.779	0.787
Wyoming	0.684	0.775	0.811	0.835	0.870	0.830	0.749

(continued)

Table B-32. Percentages of “Always” Responses for the Respectful Treatment Composite Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
IX—San Francisco Reg. Office	0.741	0.766	0.726	0.762	0.764	0.759	0.656
Arizona	0.733	0.731	0.636	0.710	0.749	0.712	0.684
California	0.731	0.780	0.727	0.774	0.764	0.765	0.653
Hawaii	0.855	0.713	0.872	0.842	0.882	0.855	0.678
Nevada	0.872	0.750	0.734	0.708	0.757	0.745	0.624
X—Seattle Reg. Office	0.837	0.747	0.741	0.797	0.777	0.800	0.680
Alaska	0.949	0.708	0.868	0.819	0.835	0.849	0.699
Idaho	0.819	0.724	0.737	0.816	0.801	0.820	0.674
Oregon	0.876	0.734	0.712	0.806	0.765	0.801	0.667
Washington	0.820	0.764	0.740	0.786	0.771	0.788	0.685

Table B-33. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
National*	0.488	0.540	0.449	0.486	0.513	0.530
I—Boston Reg. Office	0.451	0.537	0.443	0.505	0.540	0.559
Connecticut	0.474	0.552	0.428	0.508	0.532	0.528
Maine	0.478	0.476	0.401	0.517	0.553	0.617
Massachusetts	0.470	0.551	0.475	0.511	0.563	0.560
New Hampshire	0.327	0.489	0.429	0.461	0.448	0.576
Rhode Island	0.488	0.595	0.434	0.618	0.545	0.563
Vermont	0.120	0.557	0.422	0.402	0.548	0.551
II—New York Reg. Office	0.495	0.572	0.475	0.509	0.522	0.569
New Jersey	0.534	0.595	0.447	0.519	0.524	0.562
New York	0.424	0.555	0.456	0.472	0.487	0.552
Puerto Rico	0.628	0.611	0.650	0.710	0.734	0.771
III—Philadelphia Reg. Office	0.545	0.520	0.467	0.508	0.540	0.539
Delaware	0.593	0.577	0.437	0.482	0.451	0.490
District of Columbia	0.220	0.524	0.559	0.496	0.477	0.567
Maryland	0.569	0.577	0.425	0.516	0.494	0.525
Pennsylvania	0.571	0.506	0.466	0.517	0.567	0.550
Virginia	0.535	0.528	0.491	0.497	0.543	0.530
West Virginia	0.433	0.505	0.481	0.482	0.533	0.530
IV—Atlanta Reg. Office	0.508	0.576	0.480	0.498	0.525	0.550
Alabama	0.624	0.664	0.536	0.525	0.530	0.551
North Carolina	0.482	0.597	0.442	0.470	0.519	0.531
Georgia	0.606	0.512	0.514	0.520	0.541	0.598
South Carolina	0.562	0.581	0.559	0.510	0.553	0.614
Florida	0.480	0.592	0.422	0.469	0.509	0.526
Kentucky	0.421	0.537	0.506	0.553	0.522	0.552
Mississippi	0.436	0.573	0.514	0.555	0.556	0.527
Tennessee	0.499	0.579	0.488	0.485	0.514	0.576
V—Chicago Reg. Office	0.440	0.503	0.426	0.461	0.491	0.511
Illinois	0.379	0.514	0.432	0.468	0.506	0.524

(continued)

Table B-33. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
Indiana	0.446	0.516	0.437	0.458	0.496	0.538
Michigan	0.538	0.511	0.443	0.466	0.497	0.525
Minnesota	0.554	0.548	0.406	0.427	0.472	0.499
Ohio	0.457	0.481	0.397	0.483	0.479	0.496
Wisconsin	0.296	0.463	0.429	0.420	0.479	0.479
VI—Dallas Reg. Office	0.481	0.564	0.471	0.514	0.558	0.538
Arkansas	0.457	0.555	0.440	0.523	0.579	0.575
Louisiana	0.558	0.617	0.544	0.587	0.667	0.624
New Mexico	0.423	0.502	0.367	0.466	0.520	0.494
Oklahoma	0.518	0.516	0.450	0.472	0.547	0.512
Texas	0.458	0.572	0.475	0.509	0.530	0.524
VII—Kansas City Reg. Office	0.485	0.499	0.399	0.450	0.466	0.486
Iowa	0.511	0.469	0.385	0.428	0.462	0.465
Kansas	0.359	0.609	0.394	0.440	0.477	0.471
Missouri	0.523	0.474	0.413	0.484	0.469	0.489
Nebraska	0.448	0.485	0.379	0.408	0.443	0.545
VIII—Denver Reg. Office	0.482	0.486	0.383	0.417	0.469	0.466
Colorado	0.556	0.556	0.334	0.379	0.427	0.451
Montana	0.221	0.467	0.423	0.481	0.591	0.508
North Dakota	0.535	0.389	0.490	0.515	0.441	0.534
South Dakota	0.532	0.493	0.426	0.419	0.493	0.419
Utah	0.361	0.461	0.369	0.397	0.471	0.465
Wyoming	0.258	0.371	0.354	0.414	0.414	0.529
IX—San Francisco Reg. Office	0.505	0.532	0.406	0.474	0.483	0.507
Arizona	0.517	0.498	0.326	0.373	0.444	0.471
California	0.490	0.542	0.412	0.489	0.495	0.512
Hawaii	0.733	0.651	0.551	0.588	0.509	0.471
Nevada	0.639	0.461	0.414	0.432	0.406	0.583

(continued)

Table B-33. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
X—Seattle Reg. Office	0.445	0.410	0.398	0.415	0.439	0.477
Alaska	0.715	0.411	0.474	0.480	0.405	0.530
Idaho	0.104	0.447	0.347	0.457	0.418	0.435
Oregon	0.519	0.461	0.412	0.379	0.435	0.513
Washington	0.459	0.378	0.395	0.417	0.446	0.468

Table B-34. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
National*	0.609	0.595	0.514	0.449	0.379	0.360
I—Boston Reg. Office	0.594	0.630	0.541	0.477	0.386	0.375
Connecticut	0.572	0.630	0.519	0.483	0.339	0.427
Maine	0.616	0.615	0.559	0.436	0.377	0.321
Massachusetts	0.593	0.644	0.550	0.500	0.400	0.395
New Hampshire	0.570	0.584	0.501	0.460	0.469	0.283
Rhode Island	0.662	0.637	0.598	0.440	0.439	0.287
Vermont	0.642	0.609	0.506	0.393	0.342	0.251
II—New York Reg. Office	0.647	0.622	0.536	0.446	0.432	0.393
New Jersey	0.667	0.647	0.551	0.459	0.394	0.340
New York	0.583	0.595	0.520	0.415	0.426	0.403
Puerto Rico	0.710	0.741	0.643	0.650	0.773	0.678
III—Philadelphia Reg. Office	0.608	0.613	0.534	0.468	0.368	0.357
Delaware	0.698	0.570	0.513	0.397	0.371	0.243
District of Columbia	0.701	0.549	0.532	0.441	0.437	0.464
Maryland	0.616	0.601	0.541	0.467	0.322	0.324
Pennsylvania	0.608	0.619	0.532	0.483	0.390	0.400
Virginia	0.601	0.643	0.548	0.452	0.374	0.357
West Virginia	0.601	0.570	0.520	0.490	0.315	0.238
IV—Atlanta Reg. Office	0.633	0.614	0.535	0.456	0.384	0.371
Alabama	0.635	0.643	0.551	0.524	0.439	0.418
North Carolina	0.618	0.552	0.527	0.441	0.386	0.341
Georgia	0.663	0.657	0.533	0.461	0.379	0.361
South Carolina	0.673	0.664	0.607	0.452	0.407	0.424
Florida	0.648	0.633	0.516	0.427	0.380	0.372
Kentucky	0.630	0.564	0.530	0.501	0.387	0.293
Mississippi	0.570	0.612	0.545	0.541	0.412	0.454
Tennessee	0.610	0.590	0.538	0.468	0.346	0.342

(continued)

Table B-34. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
V—Chicago Reg. Office	0.557	0.571	0.487	0.427	0.358	0.371
Illinois	0.540	0.567	0.504	0.448	0.389	0.373
Indiana	0.597	0.577	0.494	0.408	0.355	0.385
Michigan	0.566	0.575	0.512	0.456	0.337	0.375
Minnesota	0.582	0.610	0.473	0.418	0.304	0.297
Ohio	0.579	0.553	0.469	0.395	0.353	0.358
Wisconsin	0.506	0.585	0.452	0.404	0.387	0.427
VI—Dallas Reg. Office	0.653	0.610	0.518	0.474	0.395	0.368
Arkansas	0.657	0.551	0.541	0.486	0.281	0.333
Louisiana	0.720	0.725	0.566	0.492	0.453	0.532
New Mexico	0.574	0.536	0.481	0.392	0.357	0.321
Oklahoma	0.547	0.595	0.493	0.500	0.430	0.339
Texas	0.658	0.606	0.509	0.472	0.396	0.359
VII—Kansas City Reg. Office	0.550	0.532	0.484	0.408	0.302	0.339
Iowa	0.558	0.519	0.470	0.396	0.297	0.299
Kansas	0.553	0.487	0.491	0.398	0.289	0.383
Missouri	0.532	0.559	0.488	0.428	0.322	0.346
Nebraska	0.598	0.518	0.491	0.391	0.273	0.295
VIII—Denver Reg. Office	0.588	0.514	0.460	0.430	0.312	0.317
Colorado	0.675	0.484	0.427	0.389	0.283	0.332
Montana	0.641	0.534	0.485	0.500	0.456	0.349
North Dakota	0.583	0.561	0.550	0.518	0.257	0.316
South Dakota	0.464	0.424	0.457	0.531	0.314	0.328
Utah	0.671	0.564	0.464	0.390	0.281	0.275
Wyoming	0.429	0.533	0.440	0.344	0.437	0.252

(continued)

Table B-34. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
IX—San Francisco Reg. Office	0.580	0.566	0.518	0.458	0.384	0.327
Arizona	0.590	0.416	0.450	0.395	0.319	0.400
California	0.586	0.602	0.528	0.470	0.396	0.307
Hawaii	0.467	0.655	0.637	0.575	0.414	0.401
Nevada	0.563	0.546	0.497	0.435	0.367	0.362
X—Seattle Reg. Office	0.571	0.524	0.446	0.416	0.352	0.293
Alaska	0.432	0.621	0.505	0.446	0.436	0.390
Idaho	0.615	0.441	0.408	0.346	0.360	0.338
Oregon	0.570	0.545	0.426	0.429	0.374	0.338
Washington	0.568	0.529	0.462	0.423	0.336	0.258

Table B-35. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
National*	0.611	0.505	0.491	0.598	0.573	0.474	0.519
I—Boston Reg. Office	0.585	0.523	0.519	0.624	0.567	0.492	0.537
Connecticut	0.480	0.518	0.513	0.575	0.498	0.483	0.526
Maine	0.131	0.509	0.515	—	0.438	0.466	0.554
Massachusetts	0.663	0.540	0.532	0.662	0.621	0.515	0.545
New Hampshire	0.580	0.474	0.478	—	0.652	0.447	0.508
Rhode Island	0.808	0.555	0.549	0.694	0.787	0.550	0.553
Vermont	0.350	0.476	0.491	—	0.191	0.430	0.506
II—New York Reg. Office	0.640	0.516	0.515	0.521	0.622	0.503	0.547
New Jersey	0.583	0.534	0.524	0.587	0.553	0.497	0.550
New York	0.537	0.507	0.505	0.495	0.518	0.484	0.513
Puerto Rico	0.678	0.571	0.689	0.324	0.692	0.614	0.747
III—Philadelphia Reg. Office	0.543	0.527	0.506	0.592	0.465	0.482	0.541
Delaware	0.996	0.486	0.458	0.621	0.467	0.435	0.524
District of Columbia	0.461	0.550	0.437	0.549	0.330	0.508	0.537
Maryland	0.650	0.503	0.481	0.572	0.378	0.471	0.517
Pennsylvania	0.499	0.547	0.530	0.614	0.493	0.498	0.547
Virginia	0.431	0.510	0.500	0.599	0.502	0.481	0.540
West Virginia	0.820	0.526	0.518	0.473	0.664	0.449	0.557
IV—Atlanta Reg. Office	0.630	0.522	0.507	0.619	0.598	0.496	0.538
Alabama	0.645	0.576	0.544	0.654	0.564	0.542	0.570
North Carolina	0.567	0.502	0.481	0.607	0.548	0.485	0.511
Georgia	0.471	0.551	0.518	0.661	0.544	0.509	0.561
South Carolina	0.650	0.570	0.552	0.607	0.556	0.504	0.599
Florida	0.658	0.491	0.479	0.625	0.641	0.471	0.512
Kentucky	0.717	0.537	0.531	0.615	0.650	0.501	0.556
Mississippi	0.433	0.531	0.547	0.526	0.515	0.533	0.543
Tennessee	0.474	0.518	0.511	0.640	0.428	0.509	0.532

(continued)

Table B-35. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
V—Chicago Reg. Office	0.616	0.484	0.471	0.574	0.556	0.459	0.490
Illinois	0.668	0.487	0.476	0.583	0.588	0.477	0.495
Indiana	0.625	0.487	0.482	0.497	0.598	0.445	0.516
Michigan	0.471	0.500	0.488	0.582	0.490	0.476	0.502
Minnesota	0.627	0.472	0.446	0.844	0.578	0.442	0.479
Ohio	0.593	0.480	0.461	0.574	0.512	0.447	0.479
Wisconsin	0.559	0.461	0.448	0.600	0.577	0.451	0.458
VI—Dallas Reg. Office	0.610	0.527	0.506	0.666	0.588	0.499	0.538
Arkansas	0.771	0.539	0.519	0.631	0.675	0.475	0.568
Louisiana	0.601	0.606	0.591	0.653	0.579	0.598	0.609
New Mexico	0.509	0.450	0.430	0.702	0.521	0.445	0.463
Oklahoma	0.539	0.528	0.484	0.750	0.531	0.465	0.523
Texas	0.624	0.509	0.487	0.675	0.598	0.494	0.524
VII—Kansas City Reg. Office	0.495	0.454	0.451	0.559	0.619	0.430	0.480
Iowa	0.608	0.451	0.460	0.297	0.668	0.400	0.478
Kansas	0.425	0.455	0.452	0.590	0.577	0.421	0.482
Missouri	0.431	0.454	0.455	0.579	0.601	0.458	0.480
Nebraska	0.636	0.449	0.443	0.579	0.774	0.417	0.480
VIII—Denver Reg. Office	0.620	0.450	0.435	0.383	0.565	0.430	0.455
Colorado	0.630	0.419	0.408	0.353	0.539	0.447	0.398
Montana	0.733	0.482	0.507	—	0.601	0.457	0.520
North Dakota	0.933	0.486	0.498	—	0.720	0.445	0.559
South Dakota	0.795	0.441	0.431	—	0.863	0.387	0.481
Utah	0.536	0.437	0.426	—	0.557	0.419	0.433
Wyoming	0.425	0.437	0.445	0.977	0.422	0.379	0.449

(continued)

Table B-35. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
IX—San Francisco Reg. Office	0.567	0.482	0.461	0.571	0.527	0.441	0.504
Arizona	0.527	0.429	0.421	0.345	0.474	0.414	0.425
California	0.570	0.490	0.470	0.603	0.526	0.438	0.520
Hawaii	0.548	0.551	0.464	—	0.564	0.567	0.532
Nevada	0.578	0.464	0.463	0.417	0.485	0.467	0.466
X—Seattle Reg. Office	0.543	0.440	0.425	0.624	0.468	0.393	0.469
Alaska	0.821	0.476	0.477	0.680	0.507	0.453	0.501
Idaho	0.448	0.432	0.424	—	0.390	0.388	0.433
Oregon	0.495	0.451	0.432	0.363	0.468	0.414	0.464
Washington	0.572	0.431	0.422	0.649	0.485	0.381	0.478

Table B-36. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
National*	0.578	0.506	0.481	0.500	0.530	0.588	0.481	0.466	0.485	0.463
I—Boston Reg. Office	0.601	0.524	0.511	0.488	0.521	0.622	0.492	0.467	0.469	0.366
Connecticut	0.580	0.504	0.482	0.498	0.562	0.592	0.454	0.485	0.520	0.371
Maine	0.613	0.521	0.521	0.488	0.604	0.604	0.494	0.484	0.479	0.468
Massachusetts	0.652	0.542	0.540	0.467	0.493	0.654	0.527	0.455	0.458	0.274
New Hampshire	0.512	0.518	0.435	0.517	0.435	0.579	0.482	0.414	0.446	0.397
Rhode Island	0.617	0.495	0.567	0.534	0.513	0.631	0.500	0.517	0.478	0.574
Vermont	0.484	0.489	0.418	0.511	0.524	0.558	0.402	0.482	0.418	0.451
II—New York Reg. Office	0.540	0.524	0.511	0.557	0.567	0.584	0.524	0.508	0.519	0.483
New Jersey	0.553	0.509	0.534	0.534	0.568	0.587	0.527	0.481	0.526	0.566
New York	0.523	0.513	0.486	0.504	0.551	0.557	0.503	0.490	0.455	0.435
Puerto Rico	0.651	0.865	0.629	0.751	0.621	0.790	0.729	0.665	0.694	0.530
III—Philadelphia Reg. Office	0.567	0.533	0.496	0.520	0.534	0.605	0.505	0.469	0.492	0.464
Delaware	0.529	0.462	0.474	0.476	0.622	0.553	0.486	0.417	0.509	0.593
District of Columbia	0.617	0.590	0.450	0.510	0.470	0.619	0.492	0.503	0.462	0.357
Maryland	0.553	0.547	0.478	0.486	0.461	0.599	0.503	0.460	0.420	0.360
Pennsylvania	0.602	0.537	0.511	0.518	0.575	0.612	0.513	0.477	0.506	0.455
Virginia	0.537	0.508	0.490	0.557	0.508	0.596	0.477	0.476	0.526	0.500
West Virginia	0.482	0.562	0.471	0.517	0.552	0.604	0.524	0.424	0.486	0.526

(continued)

Table B-36. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IV—Atlanta Reg. Office	0.568	0.494	0.504	0.542	0.576	0.603	0.505	0.494	0.513	0.495
Alabama	0.586	0.547	0.506	0.587	0.633	0.636	0.532	0.541	0.563	0.561
North Carolina	0.499	0.477	0.505	0.513	0.556	0.559	0.501	0.473	0.516	0.476
Georgia	0.607	0.493	0.538	0.555	0.589	0.615	0.532	0.518	0.523	0.475
South Carolina	0.540	0.523	0.568	0.579	0.626	0.607	0.566	0.516	0.580	0.584
Florida	0.554	0.465	0.474	0.520	0.565	0.574	0.451	0.475	0.474	0.483
Kentucky	0.628	0.502	0.524	0.563	0.557	0.648	0.517	0.499	0.521	0.466
Mississippi	0.615	0.601	0.540	0.531	0.562	0.684	0.545	0.517	0.481	0.521
Tennessee	0.651	0.520	0.475	0.537	0.564	0.619	0.535	0.466	0.513	0.483
V—Chicago Reg. Office	0.562	0.486	0.459	0.470	0.527	0.576	0.450	0.433	0.462	0.439
Illinois	0.560	0.531	0.448	0.463	0.530	0.603	0.465	0.411	0.465	0.440
Indiana	0.559	0.462	0.491	0.472	0.540	0.576	0.455	0.471	0.447	0.472
Michigan	0.587	0.475	0.465	0.511	0.546	0.587	0.446	0.438	0.498	0.469
Minnesota	0.532	0.451	0.445	0.489	0.505	0.515	0.433	0.477	0.468	0.420
Ohio	0.548	0.462	0.459	0.465	0.539	0.561	0.446	0.425	0.453	0.429
Wisconsin	0.557	0.496	0.443	0.403	0.459	0.557	0.434	0.408	0.420	0.367

(continued)

Table B-36. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
VI—Dallas Reg. Office	0.599	0.491	0.494	0.555	0.564	0.610	0.503	0.493	0.510	0.465
Arkansas	0.504	0.447	0.505	0.588	0.602	0.548	0.507	0.502	0.595	0.501
Louisiana	0.681	0.590	0.599	0.606	0.638	0.680	0.624	0.571	0.574	0.501
New Mexico	0.542	0.424	0.431	0.461	0.467	0.507	0.479	0.399	0.454	0.443
Oklahoma	0.476	0.491	0.500	0.539	0.479	0.598	0.475	0.504	0.402	0.494
Texas	0.619	0.484	0.473	0.548	0.567	0.614	0.482	0.481	0.503	0.438
VII—Kansas City Reg. Office	0.537	0.453	0.443	0.464	0.517	0.551	0.413	0.450	0.420	0.465
Iowa	0.562	0.431	0.448	0.442	0.477	0.521	0.412	0.429	0.414	0.435
Kansas	0.559	0.434	0.448	0.414	0.632	0.568	0.419	0.401	0.371	0.566
Missouri	0.538	0.469	0.440	0.508	0.485	0.565	0.407	0.484	0.455	0.422
Nebraska	0.452	0.472	0.432	0.436	0.614	0.529	0.414	0.460	0.363	0.559
VIII—Denver Reg. Office	0.507	0.439	0.434	0.462	0.412	0.528	0.429	0.412	0.401	0.373
Colorado	0.460	0.445	0.378	0.449	0.399	0.508	0.385	0.381	0.444	0.363
Montana	0.462	0.471	0.521	0.496	0.468	0.546	0.477	0.408	0.478	0.416
North Dakota	0.559	0.470	0.531	0.550	0.329	0.526	0.541	0.526	0.429	0.268
South Dakota	0.675	0.389	0.421	0.488	0.458	0.537	0.417	0.370	0.379	0.440
Utah	0.499	0.416	0.429	0.446	0.385	0.526	0.416	0.441	0.299	0.424
Wyoming	0.594	0.430	0.391	0.317	0.496	0.568	0.400	0.359	0.282	0.352

(continued)

Table B-36. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IX—San Francisco Reg. Office	0.506	0.483	0.449	0.489	0.539	0.555	0.457	0.433	0.452	0.491
Arizona	0.476	0.390	0.418	0.455	0.390	0.553	0.342	0.383	0.394	0.393
California	0.507	0.496	0.451	0.496	0.566	0.552	0.473	0.447	0.464	0.497
Hawaii	0.636	0.539	0.533	0.545	0.563	0.631	0.580	0.413	0.518	0.729
Nevada	0.467	0.494	0.429	0.460	0.567	0.552	0.459	0.386	0.383	0.591
X—Seattle Reg. Office	0.534	0.428	0.407	0.438	0.489	0.536	0.416	0.363	0.427	0.364
Alaska	0.577	0.410	0.503	0.494	0.499	0.591	0.406	0.473	0.480	0.411
Idaho	0.426	0.392	0.416	0.389	0.507	0.556	0.367	0.369	0.351	0.442
Oregon	0.493	0.427	0.395	0.501	0.504	0.535	0.436	0.334	0.496	0.341
Washington	0.569	0.436	0.404	0.413	0.478	0.525	0.415	0.371	0.412	0.354

Table B-37. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
National*	0.497	0.520	0.518	0.492
I—Boston Reg. Office	0.512	0.548	0.536	0.507
Connecticut	0.511	0.528	0.565	0.485
Maine	0.515	0.566	0.540	0.514
Massachusetts	0.521	0.566	0.541	0.522
New Hampshire	0.473	0.515	0.504	0.470
Rhode Island	0.549	0.575	0.503	0.554
Vermont	0.475	0.486	0.450	0.475
II—New York Reg. Office	0.529	0.545	0.527	0.528
New Jersey	0.519	0.560	0.524	0.526
New York	0.505	0.510	0.509	0.497
Puerto Rico	0.693	0.704	0.642	0.701
III—Philadelphia Reg. Office	0.512	0.536	0.530	0.508
Delaware	0.483	0.507	0.558	0.458
District of Columbia	0.517	0.570	0.504	0.528
Maryland	0.498	0.524	0.522	0.494
Pennsylvania	0.523	0.540	0.528	0.523
Virginia	0.513	0.528	0.531	0.499
West Virginia	0.499	0.563	0.553	0.497
IV—Atlanta Reg. Office	0.515	0.545	0.543	0.512
Alabama	0.558	0.567	0.586	0.544
North Carolina	0.500	0.501	0.507	0.498
Georgia	0.525	0.589	0.565	0.529
South Carolina	0.556	0.588	0.602	0.548
Florida	0.499	0.503	0.528	0.481
Kentucky	0.522	0.586	0.536	0.528
Mississippi	0.529	0.592	0.546	0.538
Tennessee	0.505	0.576	0.538	0.516

(continued)

Table B-37. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
V—Chicago Reg. Office	0.475	0.496	0.499	0.466
Illinois	0.486	0.511	0.504	0.477
Indiana	0.485	0.502	0.530	0.466
Michigan	0.487	0.507	0.529	0.477
Minnesota	0.482	0.435	0.483	0.457
Ohio	0.460	0.499	0.481	0.456
Wisconsin	0.449	0.482	0.440	0.453
VI—Dallas Reg. Office	0.517	0.549	0.548	0.510
Arkansas	0.533	0.517	0.601	0.502
Louisiana	0.598	0.635	0.589	0.602
New Mexico	0.442	0.486	0.470	0.440
Oklahoma	0.500	0.536	0.533	0.486
Texas	0.506	0.542	0.535	0.502
VII—Kansas City Reg. Office	0.454	0.479	0.478	0.452
Iowa	0.446	0.443	0.441	0.446
Kansas	0.455	0.457	0.461	0.446
Missouri	0.462	0.515	0.511	0.460
Nebraska	0.443	0.485	0.479	0.443
VIII—Denver Reg. Office	0.451	0.443	0.481	0.430
Colorado	0.417	0.450	0.471	0.402
Montana	0.512	0.443	0.556	0.467
North Dakota	0.511	0.497	0.441	0.528
South Dakota	0.496	0.354	0.499	0.427
Utah	0.424	0.466	0.479	0.406
Wyoming	0.426	0.422	0.448	0.404
IX—San Francisco Reg. Office	0.484	0.485	0.484	0.471
Arizona	0.433	0.397	0.446	0.408
California	0.492	0.497	0.490	0.480
Hawaii	0.559	0.546	0.551	0.540
Nevada	0.466	0.458	0.490	0.445

(continued)

Table B-37. Percentages of “10” Responses for Rate Personal Doctor Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
X—Seattle Reg. Office	0.427	0.482	0.459	0.423
Alaska	0.489	0.494	0.512	0.454
Idaho	0.419	0.402	0.453	0.395
Oregon	0.451	0.448	0.486	0.424
Washington	0.413	0.518	0.442	0.426

**Table B-38. Percentages of “10” Responses for Rate Personal Doctor
Across Geographic Levels Among Beneficiaries Within MFFS by Insurance
and Personal Doctor—Weighted**

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
National*	0.552	0.536	0.494	0.478	0.577	0.500	—
I—Boston Reg. Office	0.550	0.516	0.511	0.508	0.609	0.518	—
Connecticut	0.536	0.522	0.504	0.537	0.560	0.511	—
Maine	0.607	0.581	0.491	0.529	0.573	0.517	—
Massachusetts	0.562	0.509	0.524	0.505	0.621	0.531	—
New Hampshire	0.514	0.403	0.481	0.507	0.709	0.484	—
Rhode Island	0.565	0.574	0.521	0.502	0.703	0.548	—
Vermont	0.439	0.654	0.479	0.377	0.590	0.476	—
II—New York Reg. Office	0.595	0.559	0.524	0.519	0.567	0.528	—
New Jersey	0.602	0.513	0.525	0.495	0.628	0.527	—
New York	0.526	0.510	0.503	0.477	0.542	0.502	—
Puerto Rico	0.690	0.709	0.679	0.730	0.739	0.688	—
III—Philadelphia Reg. Office	0.604	0.547	0.513	0.493	0.576	0.515	—
Delaware	0.514	0.459	0.471	0.456	0.695	0.480	—
District of Columbia	0.643	0.646	0.538	0.405	0.500	0.524	—
Maryland	0.663	0.567	0.492	0.492	0.532	0.497	—
Pennsylvania	0.603	0.580	0.522	0.476	0.602	0.528	—
Virginia	0.592	0.544	0.515	0.511	0.554	0.514	—
West Virginia	0.546	0.447	0.499	0.536	0.575	0.508	—
IV—Atlanta Reg. Office	0.577	0.571	0.502	0.504	0.601	0.521	—
Alabama	0.624	0.583	0.545	0.504	0.623	0.558	—
North Carolina	0.541	0.545	0.486	0.469	0.586	0.498	—
Georgia	0.567	0.591	0.513	0.523	0.642	0.539	—
South Carolina	0.606	0.668	0.549	0.509	0.643	0.559	—
Florida	0.539	0.568	0.474	0.491	0.617	0.496	—
Kentucky	0.567	0.520	0.526	0.537	0.565	0.534	—
Mississippi	0.639	0.545	0.520	0.520	0.580	0.542	—
Tennessee	0.624	0.583	0.496	0.519	0.580	0.524	—

(continued)

**Table B-38. Percentages of “10” Responses for Rate Personal Doctor
Across Geographic Levels Among Beneficiaries Within MFFS by Insurance
and Personal Doctor—Weighted (continued)**

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
V—Chicago Reg. Office	0.519	0.522	0.477	0.456	0.563	0.477	—
Illinois	0.602	0.541	0.479	0.457	0.528	0.487	—
Indiana	0.546	0.516	0.790	0.448	0.560	0.487	—
Michigan	0.517	0.545	0.487	0.478	0.603	0.492	—
Minnesota	0.395	0.538	0.454	0.459	0.644	0.464	—
Ohio	0.501	0.523	0.463	0.451	0.541	0.465	—
Wisconsin	0.446	0.441	0.468	0.435	0.551	0.454	—
VI—Dallas Reg. Office	0.588	0.535	0.510	0.503	0.612	0.521	—
Arkansas	0.545	0.533	0.528	0.493	0.603	0.529	—
Louisiana	0.689	0.621	0.584	0.618	0.641	0.604	—
New Mexico	0.577	0.443	0.427	0.471	0.565	0.455	—
Oklahoma	0.564	0.506	0.484	0.517	0.594	0.499	—
Texas	0.577	0.530	0.503	0.472	0.619	0.511	—
VII—Kansas City Reg. Office	0.480	0.474	0.459	0.430	0.591	0.459	—
Iowa	0.484	0.488	0.434	0.405	0.592	0.444	—
Kansas	0.454	0.458	0.457	0.431	0.665	0.456	—
Missouri	0.460	0.467	0.480	0.448	0.560	0.472	—
Nebraska	0.538	0.502	0.423	0.429	0.638	0.455	—
VIII—Denver Reg. Office	0.470	0.494	0.436	0.424	0.553	0.443	—
Colorado	0.495	0.523	0.403	0.364	0.552	0.419	—
Montana	0.545	0.538	0.478	0.453	0.620	0.487	—
North Dakota	0.480	0.519	0.533	0.491	0.670	0.511	—
South Dakota	0.427	0.534	0.433	0.442	0.528	0.443	—
Utah	0.455	0.451	0.425	0.412	0.525	0.430	—
Wyoming	0.338	0.351	0.418	0.439	0.511	0.417	—

(continued)

**Table B-38. Percentages of “10” Responses for Rate Personal Doctor
Across Geographic Levels Among Beneficiaries Within MFFS by Insurance
and Personal Doctor—Weighted (continued)**

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
IX—San Francisco Reg. Office	0.549	0.511	0.465	0.455	0.526	0.477	—
Arizona	0.416	0.509	0.427	0.393	0.430	0.418	—
California	0.573	0.508	0.468	0.467	0.529	0.486	—
Hawaii	0.442	0.471	0.563	0.484	0.620	0.546	—
Nevada	0.642	0.576	0.426	0.485	0.595	0.468	—
X—Seattle Reg. Office	0.461	0.465	0.432	0.394	0.538	0.436	—
Alaska	0.493	0.442	0.482	0.393	0.597	0.479	—
Idaho	0.410	0.317	0.440	0.390	0.494	0.413	—
Oregon	0.506	0.447	0.418	0.433	0.578	0.446	—
Washington	0.457	0.522	0.430	0.375	0.527	0.433	—

Table B-39. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
National*	0.451	0.496	0.447	0.484	0.491	0.506
I—Boston Reg. Office	0.504	0.437	0.469	0.504	0.516	0.540
Connecticut	0.610	0.470	0.507	0.521	0.542	0.482
Maine	0.228	0.509	0.458	0.443	0.460	0.625
Massachusetts	0.571	0.418	0.463	0.525	0.540	0.549
New Hampshire	0.373	0.460	0.426	0.466	0.508	0.537
Rhode Island	0.394	0.308	0.486	0.522	0.318	0.598
Vermont	0.524	0.422	0.399	0.387	0.519	0.575
II—New York Reg. Office	0.582	0.518	0.443	0.480	0.478	0.526
New Jersey	0.475	0.545	0.391	0.463	0.467	0.517
New York	0.532	0.501	0.438	0.449	0.458	0.501
Puerto Rico	0.780	0.550	0.583	0.694	0.619	0.805
III—Philadelphia Reg. Office	0.500	0.490	0.439	0.485	0.499	0.496
Delaware	0.387	0.579	0.415	0.482	0.581	0.499
District of Columbia	0.022	0.530	0.334	0.331	0.421	0.413
Maryland	0.543	0.517	0.407	0.504	0.468	0.483
Pennsylvania	0.593	0.501	0.441	0.506	0.521	0.513
Virginia	0.461	0.511	0.456	0.449	0.469	0.487
West Virginia	0.223	0.372	0.471	0.465	0.505	0.437
IV—Atlanta Reg. Office	0.434	0.525	0.457	0.496	0.508	0.512
Alabama	0.448	0.546	0.527	0.516	0.537	0.523
North Carolina	0.440	0.518	0.434	0.460	0.533	0.494
Georgia	0.388	0.469	0.479	0.512	0.503	0.576
South Carolina	0.388	0.561	0.522	0.564	0.477	0.571
Florida	0.456	0.535	0.399	0.455	0.488	0.475
Kentucky	0.554	0.480	0.477	0.507	0.531	0.488
Mississippi	0.462	0.529	0.502	0.613	0.497	0.509
Tennessee	0.341	0.589	0.478	0.538	0.534	0.618

(continued)

Table B-39. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
V—Chicago Reg. Office	0.321	0.452	0.431	0.483	0.474	0.487
Illinois	0.250	0.384	0.378	0.476	0.445	0.521
Indiana	0.314	0.448	0.471	0.492	0.498	0.461
Michigan	0.403	0.517	0.508	0.526	0.513	0.506
Minnesota	0.374	0.485	0.366	0.400	0.390	0.502
Ohio	0.330	0.479	0.421	0.484	0.483	0.474
Wisconsin	0.267	0.354	0.413	0.457	0.453	0.433
VI—Dallas Reg. Office	0.486	0.546	0.477	0.504	0.551	0.512
Arkansas	0.346	0.563	0.482	0.509	0.514	0.575
Louisiana	0.575	0.577	0.539	0.533	0.583	0.496
New Mexico	0.306	0.465	0.451	0.375	0.512	0.442
Oklahoma	0.488	0.510	0.472	0.513	0.591	0.462
Texas	0.513	0.555	0.466	0.507	0.547	0.521
VII—Kansas City Reg. Office	0.404	0.470	0.447	0.462	0.446	0.529
Iowa	0.336	0.532	0.429	0.478	0.435	0.492
Kansas	0.373	0.576	0.412	0.370	0.450	0.549
Missouri	0.449	0.442	0.487	0.483	0.441	0.532
Nebraska	0.372	0.354	0.389	0.486	0.469	0.567
VIII—Denver Reg. Office	0.599	0.490	0.431	0.455	0.454	0.429
Colorado	0.645	0.487	0.398	0.477	0.440	0.382
Montana	—	0.433	0.452	0.410	0.571	0.538
North Dakota	0.699	0.183	0.623	0.503	0.403	0.386
South Dakota	—	0.455	0.380	0.389	0.496	0.389
Utah	0.501	0.605	0.408	0.491	0.461	0.521
Wyoming	0.339	0.346	0.489	0.373	0.352	0.393
IX—San Francisco Reg. Office	0.445	0.486	0.435	0.448	0.455	0.495
Arizona	0.402	0.431	0.371	0.384	0.446	0.512
California	0.441	0.518	0.448	0.454	0.457	0.493
Hawaii	0.756	0.537	0.428	0.544	0.488	0.483
Nevada	0.399	0.283	0.445	0.459	0.421	0.507

(continued)

Table B-39. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
X—Seattle Reg. Office	0.426	0.395	0.397	0.466	0.458	0.518
Alaska	0.022	0.605	0.318	0.533	0.427	0.557
Idaho	0.174	0.476	0.381	0.526	0.503	0.468
Oregon	0.495	0.439	0.387	0.412	0.448	0.489
Washington	0.462	0.336	0.413	0.468	0.453	0.540

Table B-40. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
National*	0.577	0.582	0.507	0.449	0.399	0.355
I—Boston Reg. Office	0.574	0.601	0.549	0.466	0.404	0.399
Connecticut	0.625	0.578	0.524	0.507	0.428	0.442
Maine	0.570	0.563	0.533	0.442	0.377	0.356
Massachusetts	0.502	0.635	0.579	0.472	0.408	0.425
New Hampshire	0.739	0.636	0.473	0.446	0.455	0.298
Rhode Island	0.537	0.522	0.558	0.412	0.309	0.274
Vermont	0.679	0.617	0.551	0.366	0.261	0.343
II—New York Reg. Office	0.585	0.593	0.530	0.439	0.392	0.327
New Jersey	0.591	0.563	0.508	0.441	0.359	0.296
New York	0.485	0.587	0.525	0.416	0.374	0.334
Puerto Rico	0.663	0.754	0.695	0.576	0.675	0.445
III—Philadelphia Reg. Office	0.537	0.575	0.513	0.470	0.352	0.361
Delaware	0.776	0.581	0.505	0.458	0.430	0.383
District of Columbia	0.556	0.395	0.363	0.355	0.323	0.338
Maryland	0.605	0.624	0.496	0.458	0.358	0.318
Pennsylvania	0.487	0.589	0.527	0.520	0.355	0.361
Virginia	0.571	0.544	0.517	0.431	0.339	0.398
West Virginia	0.488	0.497	0.474	0.417	0.298	0.397
IV—Atlanta Reg. Office	0.620	0.596	0.502	0.452	0.419	0.355
Alabama	0.662	0.639	0.503	0.552	0.370	0.337
North Carolina	0.582	0.565	0.514	0.428	0.443	0.299
Georgia	0.611	0.629	0.496	0.443	0.433	0.339
South Carolina	0.605	0.656	0.544	0.486	0.460	0.445
Florida	0.622	0.578	0.478	0.437	0.402	0.339
Kentucky	0.637	0.516	0.484	0.415	0.513	0.386
Mississippi	0.603	0.596	0.562	0.497	0.411	0.393
Tennessee	0.646	0.640	0.532	0.488	0.394	0.431

(continued)

Table B-40. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
V—Chicago Reg. Office	0.556	0.541	0.489	0.417	0.372	0.392
Illinois	0.529	0.480	0.464	0.398	0.347	0.453
Indiana	0.562	0.525	0.510	0.429	0.423	0.309
Michigan	0.576	0.617	0.573	0.452	0.388	0.371
Minnesota	0.529	0.601	0.438	0.383	0.362	0.253
Ohio	0.597	0.529	0.474	0.425	0.359	0.397
Wisconsin	0.548	0.525	0.411	0.397	0.379	0.451
VI—Dallas Reg. Office	0.611	0.623	0.527	0.490	0.440	0.365
Arkansas	0.552	0.550	0.541	0.553	0.346	0.333
Louisiana	0.605	0.674	0.543	0.512	0.449	0.413
New Mexico	0.518	0.606	0.518	0.372	0.325	0.370
Oklahoma	0.552	0.603	0.531	0.505	0.546	0.377
Texas	0.646	0.636	0.519	0.485	0.440	0.357
VII—Kansas City Reg. Office	0.561	0.577	0.487	0.435	0.397	0.333
Iowa	0.566	0.513	0.473	0.445	0.541	0.363
Kansas	0.548	0.647	0.471	0.462	0.276	0.250
Missouri	0.571	0.593	0.497	0.421	0.416	0.321
Nebraska	0.529	0.512	0.510	0.393	0.315	0.472
VIII—Denver Reg. Office	0.533	0.471	0.491	0.461	0.380	0.355
Colorado	0.607	0.514	0.476	0.404	0.391	0.319
Montana	0.572	0.543	0.511	0.493	0.516	0.274
North Dakota	0.584	0.340	0.591	0.359	0.294	0.609
South Dakota	0.366	0.414	0.391	0.534	0.377	0.427
Utah	0.581	0.458	0.515	0.521	0.346	0.421
Wyoming	0.361	0.402	0.485	0.447	0.157	0.173

(continued)

Table B-40. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
IX—San Francisco Reg. Office	0.503	0.610	0.492	0.452	0.417	0.326
Arizona	0.562	0.521	0.414	0.430	0.404	0.377
California	0.506	0.639	0.509	0.455	0.426	0.309
Hawaii	0.481	0.665	0.519	0.606	0.234	0.433
Nevada	0.388	0.447	0.513	0.418	0.457	0.363
X—Seattle Reg. Office	0.501	0.542	0.500	0.428	0.365	0.312
Alaska	0.320	0.477	0.440	0.506	0.402	0.316
Idaho	0.566	0.500	0.572	0.325	0.361	0.365
Oregon	0.509	0.553	0.477	0.411	0.366	0.262
Washington	0.493	0.557	0.500	0.454	0.363	0.322

Table B-41. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
National*	0.570	0.485	0.479	0.525	0.526	0.463	0.507
I—Boston Reg. Office	0.438	0.503	0.511	0.426	0.458	0.486	0.526
Connecticut	0.537	0.508	0.514	0.446	0.554	0.516	0.523
Maine	0.610	0.469	0.482	—	0.580	0.450	0.518
Massachusetts	0.411	0.520	0.522	0.322	0.417	0.490	0.544
New Hampshire	0.424	0.455	0.468	—	0.522	0.480	0.490
Rhode Island	-0.022	0.504	0.528	0.971	0.108	0.445	0.497
Vermont	—	0.472	0.470	—	0.503	0.448	0.493
II—New York Reg. Office	0.591	0.474	0.480	0.452	0.566	0.466	0.518
New Jersey	0.552	0.475	0.465	0.537	0.525	0.466	0.483
New York	0.438	0.479	0.486	0.414	0.420	0.450	0.494
Puerto Rico	0.627	0.636	0.620	0.580	0.642	0.553	0.706
III—Philadelphia Reg. Office	0.542	0.485	0.476	0.529	0.434	0.463	0.503
Delaware	—	0.501	0.482	0.531	0.469	0.435	0.551
District of Columbia	0.219	0.397	0.396	0.394	0.170	0.389	0.396
Maryland	0.616	0.471	0.460	0.526	0.396	0.443	0.509
Pennsylvania	0.525	0.507	0.496	0.552	0.491	0.494	0.509
Virginia	0.527	0.475	0.466	0.567	0.421	0.454	0.491
West Virginia	0.663	0.444	0.449	0.395	0.494	0.412	0.487
IV—Atlanta Reg. Office	0.624	0.501	0.489	0.531	0.594	0.463	0.527
Alabama	0.828	0.541	0.538	0.495	0.778	0.511	0.548
North Carolina	0.527	0.479	0.479	0.521	0.499	0.459	0.505
Georgia	0.320	0.524	0.492	0.562	0.503	0.470	0.528
South Carolina	0.427	0.554	0.535	0.561	0.409	0.472	0.588
Florida	0.659	0.462	0.453	0.458	0.639	0.427	0.503
Kentucky	0.364	0.505	0.506	0.444	0.496	0.479	0.521
Mississippi	0.634	0.522	0.519	0.529	0.609	0.481	0.567
Tennessee	0.726	0.536	0.527	0.633	0.577	0.517	0.561

(continued)

Table B-41. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
V—Chicago Reg. Office	0.472	0.469	0.458	0.517	0.438	0.467	0.473
Illinois	0.468	0.448	0.445	0.495	0.475	0.464	0.443
Indiana	0.495	0.474	0.466	0.493	0.465	0.457	0.498
Michigan	0.452	0.513	0.492	0.633	0.493	0.515	0.525
Minnesota	0.230	0.448	0.410	0.572	0.283	0.410	0.442
Ohio	0.503	0.468	0.463	0.460	0.399	0.465	0.472
Wisconsin	0.629	0.423	0.422	0.394	0.407	0.441	0.431
VI—Dallas Reg. Office	0.590	0.517	0.505	0.605	0.555	0.505	0.529
Arkansas	0.537	0.534	0.509	0.606	0.620	0.491	0.551
Louisiana	0.555	0.559	0.537	0.608	0.483	0.548	0.549
New Mexico	0.475	0.447	0.438	0.401	0.480	0.460	0.439
Oklahoma	0.276	0.537	0.506	0.656	0.592	0.489	0.534
Texas	0.611	0.507	0.499	0.608	0.564	0.506	0.526
VII—Kansas City Reg. Office	0.400	0.459	0.466	0.492	0.494	0.450	0.494
Iowa	0.608	0.455	0.474	0.228	0.720	0.441	0.492
Kansas	0.804	0.442	0.445	0.593	0.495	0.430	0.488
Missouri	0.022	0.466	0.483	0.482	0.360	0.469	0.497
Nebraska	—	0.472	0.447	0.578	0.817	0.435	0.502
VIII—Denver Reg. Office	0.651	0.460	0.444	0.631	0.566	0.429	0.486
Colorado	0.594	0.445	0.422	0.599	0.546	0.408	0.480
Montana	—	0.488	0.520	—	0.410	0.435	0.533
North Dakota	—	0.481	0.463	—	0.459	0.469	0.492
South Dakota	0.992	0.413	0.402	—	0.669	0.376	0.448
Utah	0.768	0.491	0.488	—	0.714	0.478	0.502
Wyoming	0.650	0.381	0.381	—	0.347	0.399	0.404

(continued)

Table B-41. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
IX—San Francisco Reg. Office	0.505	0.470	0.471	0.515	0.464	0.427	0.501
Arizona	0.457	0.437	0.453	0.266	0.430	0.403	0.471
California	0.511	0.475	0.478	0.531	0.462	0.428	0.509
Hawaii	0.677	0.498	0.446	—	0.521	0.524	0.484
Nevada	0.420	0.443	0.437	0.572	0.379	0.423	0.478
X—Seattle Reg. Office	0.636	0.450	0.440	0.667	0.544	0.427	0.483
Alaska	—	0.436	0.443	0.554	0.366	0.426	0.461
Idaho	0.568	0.454	0.464	—	0.420	0.430	0.495
Oregon	0.978	0.462	0.427	1.030	0.597	0.395	0.484
Washington	0.602	0.448	0.441	0.617	0.577	0.443	0.479

Table B-42. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
National*	0.574	0.504	0.479	0.479	0.516	0.596	0.474	0.443	0.443	0.421
I—Boston Reg. Office	0.580	0.555	0.508	0.473	0.476	0.629	0.503	0.435	0.428	0.330
Connecticut	0.579	0.572	0.488	0.534	0.465	0.620	0.516	0.466	0.470	0.118
Maine	0.623	0.470	0.509	0.487	0.505	0.589	0.480	0.444	0.432	0.280
Massachusetts	0.551	0.590	0.537	0.443	0.481	0.658	0.516	0.421	0.422	0.504
New Hampshire	0.617	0.544	0.418	0.480	0.488	0.588	0.519	0.394	0.406	0.404
Rhode Island	0.750	0.362	0.509	0.430	0.418	0.601	0.426	0.400	0.332	0.037
Vermont	0.570	0.451	0.472	0.476	0.509	0.530	0.407	0.492	0.411	0.305
II—New York Reg. Office	0.508	0.507	0.489	0.493	0.575	0.577	0.469	0.466	0.489	0.445
New Jersey	0.475	0.498	0.478	0.448	0.552	0.561	0.463	0.426	0.465	0.444
New York	0.527	0.495	0.478	0.460	0.511	0.565	0.454	0.452	0.434	0.359
Puerto Rico	0.511	0.732	0.605	0.647	0.789	0.728	0.620	0.607	0.640	0.647
III—Philadelphia Reg. Office	0.564	0.501	0.480	0.500	0.483	0.600	0.469	0.432	0.449	0.378
Delaware	0.367	0.502	0.478	0.490	0.714	0.557	0.517	0.424	0.479	0.586
District of Columbia	0.533	0.467	0.290	0.456	0.318	0.502	0.351	0.325	0.419	0.105
Maryland	0.612	0.457	0.495	0.490	0.422	0.599	0.448	0.446	0.415	0.303
Pennsylvania	0.616	0.529	0.488	0.508	0.529	0.620	0.484	0.441	0.471	0.382
Virginia	0.479	0.500	0.451	0.512	0.482	0.573	0.457	0.422	0.440	0.445
West Virginia	0.602	0.428	0.494	0.489	0.399	0.591	0.439	0.394	0.433	0.318

(continued)

Table B-42. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IV—Atlanta Reg. Office	0.531	0.481	0.498	0.513	0.559	0.604	0.490	0.463	0.453	0.470
Alabama	0.577	0.483	0.542	0.587	0.565	0.636	0.552	0.486	0.520	0.457
North Carolina	0.536	0.439	0.493	0.504	0.547	0.541	0.521	0.470	0.431	0.467
Georgia	0.486	0.456	0.529	0.523	0.562	0.640	0.467	0.477	0.451	0.476
South Carolina	0.515	0.538	0.565	0.536	0.589	0.631	0.564	0.452	0.509	0.522
Florida	0.501	0.459	0.474	0.457	0.534	0.576	0.434	0.436	0.385	0.456
Kentucky	0.618	0.542	0.454	0.531	0.555	0.660	0.471	0.445	0.470	0.474
Mississippi	0.845	0.517	0.509	0.564	0.539	0.664	0.503	0.490	0.422	0.525
Tennessee	0.577	0.574	0.508	0.546	0.625	0.619	0.571	0.494	0.524	0.450
V—Chicago Reg. Office	0.586	0.479	0.464	0.477	0.492	0.575	0.455	0.435	0.412	0.365
Illinois	0.608	0.475	0.442	0.444	0.429	0.561	0.417	0.421	0.341	0.307
Indiana	0.673	0.478	0.498	0.485	0.457	0.602	0.501	0.437	0.369	0.384
Michigan	0.598	0.504	0.508	0.553	0.574	0.611	0.479	0.503	0.525	0.371
Minnesota	0.520	0.440	0.380	0.475	0.412	0.515	0.393	0.400	0.442	0.307
Ohio	0.521	0.473	0.470	0.472	0.537	0.569	0.473	0.422	0.396	0.478
Wisconsin	0.611	0.467	0.441	0.399	0.424	0.549	0.438	0.385	0.355	0.226
VI—Dallas Reg. Office	0.572	0.490	0.506	0.542	0.581	0.618	0.495	0.493	0.489	0.418
Arkansas	0.570	0.435	0.557	0.554	0.592	0.596	0.490	0.527	0.537	0.378
Louisiana	0.648	0.551	0.531	0.548	0.631	0.659	0.576	0.496	0.473	0.450
New Mexico	0.338	0.488	0.484	0.405	0.512	0.509	0.489	0.390	0.403	0.376
Oklahoma	0.552	0.471	0.508	0.559	0.556	0.685	0.422	0.521	0.460	0.385
Texas	0.603	0.488	0.492	0.550	0.582	0.609	0.494	0.490	0.498	0.431

(continued)

Table B-42. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
VII—Kansas City Reg. Office	0.534	0.476	0.466	0.490	0.517	0.581	0.449	0.431	0.418	0.531
Iowa	0.587	0.492	0.452	0.505	0.469	0.556	0.428	0.433	0.445	0.525
Kansas	0.465	0.447	0.454	0.425	0.653	0.592	0.438	0.346	0.464	0.540
Missouri	0.595	0.475	0.488	0.505	0.499	0.577	0.482	0.462	0.400	0.505
Nebraska	0.414	0.476	0.447	0.514	0.526	0.609	0.402	0.459	0.385	0.638
VIII—Denver Reg. Office	0.493	0.492	0.472	0.410	0.480	0.591	0.433	0.423	0.346	0.431
Colorado	0.396	0.506	0.448	0.381	0.514	0.568	0.425	0.370	0.366	0.482
Montana	0.732	0.513	0.551	0.345	0.364	0.591	0.459	0.459	0.182	0.421
North Dakota	0.582	0.538	0.469	0.400	0.521	0.659	0.485	0.411	0.244	0.292
South Dakota	0.981	0.404	0.387	0.413	0.503	0.526	0.442	0.312	0.365	0.729
Utah	0.527	0.501	0.508	0.509	0.461	0.644	0.438	0.510	0.402	0.341
Wyoming	0.467	0.365	0.434	0.303	0.555	0.483	0.329	0.434	0.335	0.651
IX—San Francisco Reg. Office	0.555	0.483	0.436	0.466	0.539	0.592	0.472	0.361	0.396	0.426
Arizona	0.503	0.477	0.429	0.455	0.388	0.616	0.444	0.285	0.411	0.317
California	0.566	0.478	0.436	0.470	0.571	0.586	0.471	0.375	0.400	0.457
Hawaii	0.512	0.479	0.474	0.558	0.516	0.584	0.520	0.437	0.431	0.527
Nevada	0.532	0.519	0.419	0.429	0.492	0.564	0.520	0.318	0.292	0.242
X—Seattle Reg. Office	0.543	0.485	0.470	0.423	0.462	0.585	0.435	0.413	0.392	0.256
Alaska	0.527	0.321	0.561	0.394	0.491	0.476	0.404	0.579	0.253	0.569
Idaho	0.124	0.500	0.515	0.435	0.467	0.512	0.469	0.436	0.456	0.422
Oregon	0.532	0.465	0.423	0.472	0.398	0.564	0.384	0.415	0.461	0.165
Washington	0.607	0.498	0.472	0.394	0.499	0.605	0.449	0.396	0.343	0.268

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Table B-43. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
National*	0.492	0.515	0.523	0.466
I—Boston Reg. Office	0.513	0.534	0.545	0.484
Connecticut	0.528	0.573	0.564	0.492
Maine	0.501	0.520	0.483	0.485
Massachusetts	0.525	0.525	0.564	0.490
New Hampshire	0.476	0.533	0.553	0.451
Rhode Island	0.493	0.436	0.463	0.468
Vermont	0.487	0.492	0.513	0.452
II—New York Reg. Office	0.500	0.501	0.527	0.480
New Jersey	0.482	0.499	0.503	0.458
New York	0.478	0.468	0.505	0.460
Puerto Rico	0.650	0.638	0.701	0.622
III—Philadelphia Reg. Office	0.492	0.506	0.513	0.471
Delaware	0.518	0.449	0.581	0.450
District of Columbia	0.416	0.411	0.408	0.381
Maryland	0.487	0.511	0.501	0.472
Pennsylvania	0.505	0.527	0.536	0.487
Virginia	0.489	0.476	0.499	0.460
West Virginia	0.455	0.519	0.461	0.439
IV—Atlanta Reg. Office	0.504	0.530	0.528	0.479
Alabama	0.550	0.532	0.590	0.497
North Carolina	0.492	0.529	0.499	0.479
Georgia	0.511	0.536	0.538	0.480
South Carolina	0.539	0.544	0.578	0.515
Florida	0.475	0.492	0.501	0.447
Kentucky	0.506	0.537	0.508	0.492
Mississippi	0.526	0.610	0.545	0.511
Tennessee	0.539	0.625	0.568	0.520

(continued)

Table B-43. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
V—Chicago Reg. Office	0.477	0.500	0.505	0.447
Illinois	0.458	0.490	0.484	0.425
Indiana	0.487	0.520	0.501	0.465
Michigan	0.523	0.562	0.590	0.481
Minnesota	0.439	0.431	0.463	0.405
Ohio	0.485	0.468	0.501	0.449
Wisconsin	0.434	0.503	0.440	0.430
VI—Dallas Reg. Office	0.566	0.487	0.519	0.548
Arkansas	0.530	0.528	0.583	0.482
Louisiana	0.563	0.545	0.582	0.531
New Mexico	0.450	0.479	0.479	0.433
Oklahoma	0.527	0.509	0.591	0.465
Texas	0.512	0.567	0.561	0.488
VII—Kansas City Reg. Office	0.477	0.516	0.516	0.446
Iowa	0.474	0.524	0.510	0.443
Kansas	0.459	0.486	0.520	0.415
Missouri	0.483	0.550	0.516	0.465
Nebraska	0.491	0.444	0.529	0.430
VIII—Denver Reg. Office	0.459	0.534	0.488	0.443
Colorado	0.446	0.478	0.505	0.414
Montana	0.457	0.730	0.501	0.466
North Dakota	0.480	0.572	0.554	0.451
South Dakota	0.434	0.344	0.403	0.421
Utah	0.506	0.569	0.494	0.489
Wyoming	0.410	0.482	0.434	0.374
IX—San Francisco Reg. Office	0.475	0.493	0.521	0.438
Arizona	0.461	0.355	0.493	0.410
California	0.476	0.516	0.529	0.441
Hawaii	0.564	0.385	0.513	0.497
Nevada	0.461	0.542	0.510	0.419

(continued)

Table B-43. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
X—Seattle Reg. Office	0.452	0.513	0.482	0.439
Alaska	0.465	0.358	0.482	0.414
Idaho	0.480	0.407	0.480	0.453
Oregon	0.444	0.515	0.503	0.407
Washington	0.449	0.543	0.472	0.452

Table B-44. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
National*	0.530	0.489	0.484	0.474	0.531	0.493	0.419
I—Boston Reg. Office	0.504	0.422	0.511	0.532	0.512	0.516	0.443
Connecticut	0.460	0.447	0.516	0.550	0.566	0.527	0.365
Maine	0.643	0.424	0.452	0.550	0.541	0.502	0.423
Massachusetts	0.541	0.414	0.527	0.577	0.482	0.515	0.468
New Hampshire	0.411	0.345	0.494	0.482	0.628	0.500	0.488
Rhode Island	0.371	0.374	0.488	0.448	0.500	0.484	0.627
Vermont	0.519	0.811	0.441	0.400	0.589	0.464	0.443
II—New York Reg. Office	0.543	0.475	0.497	0.512	0.474	0.504	0.412
New Jersey	0.598	0.389	0.462	0.469	0.554	0.484	0.380
New York	0.469	0.427	0.489	0.484	0.444	0.485	0.363
Puerto Rico	0.587	0.612	0.679	0.677	0.969	0.666	0.537
III—Philadelphia Reg. Office	0.552	0.463	0.489	0.455	0.505	0.490	0.388
Delaware	0.504	0.511	0.488	0.467	0.561	0.487	0.334
District of Columbia	0.357	0.535	0.423	0.225	0.419	0.418	0.397
Maryland	0.528	0.578	0.479	0.475	0.442	0.479	0.304
Pennsylvania	0.566	0.416	0.505	0.449	0.555	0.508	0.434
Virginia	0.552	0.454	0.480	0.466	0.462	0.480	0.425
West Virginia	0.550	0.399	0.447	0.417	0.501	0.462	0.220
IV—Atlanta Reg. Office	0.532	0.507	0.484	0.476	0.577	0.506	0.397
Alabama	0.607	0.489	0.514	0.511	0.577	0.534	0.392
North Carolina	0.510	0.499	0.479	0.432	0.549	0.489	0.404
Georgia	0.494	0.557	0.483	0.467	0.583	0.517	0.353
South Carolina	0.551	0.553	0.525	0.502	0.609	0.537	0.414
Florida	0.474	0.489	0.447	0.463	0.593	0.476	0.369
Kentucky	0.479	0.415	0.508	0.516	0.552	0.506	0.509
Mississippi	0.590	0.558	0.495	0.489	0.616	0.545	0.413
Tennessee	0.672	0.547	0.533	0.497	0.578	0.558	0.464

(continued)

Table B-44. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
V—Chicago Reg. Office	0.521	0.474	0.466	0.464	0.496	0.476	0.398
Illinois	0.645	0.418	0.429	0.465	0.403	0.460	0.258
Indiana	0.587	0.427	0.474	0.462	0.563	0.482	0.572
Michigan	0.560	0.605	0.50	0.512	0.575	0.528	0.401
Minnesota	0.289	0.492	0.446	0.426	0.456	0.437	0.354
Ohio	0.442	0.469	0.470	0.456	0.488	0.467	0.496
Wisconsin	0.445	0.486	0.433	0.418	0.456	0.438	0.409
VI—Dallas Reg. Office	0.613	0.540	0.508	0.489	0.587	0.524	0.490
Arkansas	0.571	0.483	0.551	0.447	0.582	0.519	0.553
Louisiana	0.571	0.579	0.533	0.542	0.599	0.562	0.473
New Mexico	0.591	0.535	0.448	0.408	0.497	0.440	0.525
Oklahoma	0.674	0.536	0.482	0.541	0.626	0.534	0.483
Texas	0.625	0.548	0.503	0.479	0.596	0.522	0.480
VII—Kansas City Reg. Office	0.525	0.532	0.476	0.442	0.500	0.473	0.460
Iowa	0.543	0.603	0.458	0.400	0.580	0.466	0.466
Kansas	0.477	0.763	0.445	0.424	0.535	0.461	0.548
Missouri	0.498	0.459	0.497	0.471	0.482	0.487	0.418
Nebraska	0.617	0.385	0.455	0.474	0.382	0.457	0.527
VIII—Denver Reg. Office	0.473	0.513	0.447	0.433	0.576	0.464	0.418
Colorado	0.435	0.520	0.432	0.378	0.618	0.460	0.387
Montana	0.614	0.736	0.440	0.478	0.516	0.505	0.587
North Dakota	0.321	0.561	0.490	0.487	0.576	0.483	0.264
South Dakota	0.491	0.656	0.339	0.414	0.383	0.417	0.362
Utah	0.552	0.402	0.479	0.473	0.629	0.497	0.491
Wyoming	0.394	0.357	0.396	0.348	0.640	0.405	0.467

(continued)

Table B-44. Percentages of “10” Responses for Rate Specialist Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
IX—San Francisco Reg. Office	0.490	0.443	0.463	0.472	0.493	0.467	0.431
Arizona	0.361	0.610	0.436	0.432	0.472	0.433	0.433
California	0.495	0.393	0.466	0.485	0.498	0.471	0.443
Hawaii	0.524	0.534	0.498	0.325	0.589	0.508	0.464
Nevada	0.682	0.445	0.436	0.451	0.356	0.465	0.313
X—Seattle Reg. Office	0.450	0.446	0.444	0.443	0.575	0.470	0.362
Alaska	0.458	0.394	0.474	0.338	0.466	0.470	0.205
Idaho	0.452	0.331	0.450	0.521	0.482	0.502	0.254
Oregon	0.457	0.539	0.411	0.451	0.552	0.457	0.315
Washington	0.448	0.433	0.455	0.417	0.622	0.467	0.433

Table B-45. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
National*	0.379	0.474	0.442	0.477	0.497	0.518
I—Boston Reg. Office	0.359	0.430	0.469	0.517	0.537	0.553
Connecticut	0.500	0.444	0.510	0.497	0.523	0.523
Maine	0.376	0.419	0.477	0.546	0.553	0.664
Massachusetts	0.327	0.426	0.455	0.535	0.554	0.539
New Hampshire	0.393	0.408	0.445	0.478	0.479	0.591
Rhode Island	0.207	0.544	0.488	0.542	0.538	0.529
Vermont	0.371	0.347	0.414	0.486	0.608	0.577
II—New York Reg. Office	0.436	0.517	0.438	0.471	0.469	0.528
New Jersey	0.508	0.527	0.377	0.462	0.484	0.525
New York	0.383	0.497	0.436	0.450	0.448	0.511
Puerto Rico	0.476	0.561	0.591	0.615	0.575	0.738
III—Philadelphia Reg. Office	0.430	0.465	0.449	0.503	0.507	0.527
Delaware	0.661	0.507	0.451	0.528	0.409	0.516
District of Columbia	0.310	0.434	0.486	0.478	0.555	0.538
Maryland	0.481	0.544	0.429	0.523	0.451	0.477
Pennsylvania	0.473	0.451	0.443	0.513	0.546	0.555
Virginia	0.411	0.455	0.444	0.488	0.499	0.508
West Virginia	0.168	0.466	0.496	0.443	0.474	0.508
IV—Atlanta Reg. Office	0.383	0.498	0.451	0.472	0.511	0.512
Alabama	0.443	0.541	0.524	0.508	0.533	0.525
North Carolina	0.390	0.507	0.436	0.455	0.496	0.516
Georgia	0.420	0.476	0.490	0.469	0.495	0.533
South Carolina	0.339	0.502	0.520	0.483	0.540	0.543
Florida	0.361	0.491	0.372	0.444	0.492	0.482
Kentucky	0.346	0.495	0.465	0.510	0.526	0.516
Mississippi	0.389	0.490	0.517	0.573	0.567	0.537
Tennessee	0.396	0.504	0.457	0.450	0.525	0.544

(continued)

Table B-45. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
V—Chicago Reg. Office	0.332	0.455	0.431	0.489	0.498	0.516
Illinois	0.290	0.467	0.414	0.469	0.479	0.521
Indiana	0.276	0.440	0.451	0.523	0.531	0.539
Michigan	0.398	0.448	0.461	0.510	0.508	0.544
Minnesota	0.345	0.500	0.407	0.461	0.484	0.500
Ohio	0.355	0.448	0.427	0.478	0.491	0.500
Wisconsin	0.324	0.462	0.409	0.483	0.499	0.484
VI—Dallas Reg. Office	0.333	0.494	0.460	0.493	0.531	0.539
Arkansas	0.409	0.487	0.472	0.488	0.533	0.597
Louisiana	0.385	0.578	0.507	0.564	0.601	0.582
New Mexico	0.258	0.448	0.384	0.417	0.490	0.474
Oklahoma	0.441	0.437	0.488	0.460	0.553	0.533
Texas	0.269	0.493	0.448	0.490	0.508	0.526
VII—Kansas City Reg. Office	0.357	0.441	0.435	0.462	0.485	0.524
Iowa	0.266	0.463	0.419	0.467	0.512	0.474
Kansas	0.319	0.540	0.450	0.437	0.485	0.522
Missouri	0.396	0.408	0.448	0.477	0.478	0.534
Nebraska	0.392	0.395	0.389	0.437	0.432	0.586
VIII—Denver Reg. Office	0.435	0.421	0.421	0.420	0.481	0.468
Colorado	0.512	0.433	0.376	0.376	0.468	0.445
Montana	0.007	0.469	0.482	0.484	0.576	0.633
North Dakota	0.356	0.343	0.526	0.458	0.533	0.459
South Dakota	0.286	0.441	0.437	0.455	0.554	0.410
Utah	0.457	0.369	0.371	0.398	0.395	0.445
Wyoming	0.166	0.442	0.452	0.442	0.420	0.585
IX—San Francisco Reg. Office	0.388	0.457	0.426	0.429	0.441	0.494
Arizona	0.356	0.432	0.338	0.363	0.421	0.458
California	0.381	0.478	0.446	0.436	0.450	0.500
Hawaii	0.801	0.395	0.487	0.578	0.473	0.549
Nevada	0.391	0.279	0.364	0.408	0.350	0.513

(continued)

Table B-45. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
X—Seattle Reg. Office	0.320	0.357	0.383	0.447	0.468	0.475
Alaska	0.857	0.553	0.477	0.517	0.440	0.511
Idaho	0.040	0.362	0.351	0.514	0.451	0.463
Oregon	0.363	0.386	0.391	0.438	0.444	0.468
Washington	0.325	0.329	0.375	0.425	0.484	0.482

Table B-46. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
National*	0.605	0.597	0.517	0.426	0.355	0.314
I—Boston Reg. Office	0.630	0.625	0.556	0.466	0.384	0.365
Connecticut	0.639	0.600	0.542	0.459	0.368	0.453
Maine	0.678	0.654	0.576	0.481	0.357	0.313
Massachusetts	0.623	0.645	0.555	0.468	0.387	0.332
New Hampshire	0.581	0.611	0.542	0.479	0.410	0.293
Rhode Island	0.567	0.533	0.587	0.437	0.422	0.371
Vermont	0.680	0.700	0.515	0.407	0.461	0.321
II—New York Reg. Office	0.611	0.602	0.527	0.395	0.360	0.295
New Jersey	0.639	0.604	0.527	0.406	0.308	0.254
New York	0.567	0.592	0.517	0.373	0.362	0.295
Puerto Rico	0.626	0.664	0.663	0.550	0.612	0.571
III—Philadelphia Reg. Office	0.591	0.621	0.526	0.445	0.336	0.310
Delaware	0.707	0.654	0.512	0.446	0.327	0.229
District of Columbia	0.640	0.583	0.558	0.446	0.383	0.355
Maryland	0.587	0.592	0.529	0.467	0.301	0.300
Pennsylvania	0.602	0.642	0.532	0.467	0.370	0.323
Virginia	0.574	0.611	0.535	0.414	0.345	0.301
West Virginia	0.593	0.607	0.482	0.396	0.184	0.350
IV—Atlanta Reg. Office	0.627	0.594	0.513	0.418	0.363	0.294
Alabama	0.641	0.623	0.508	0.515	0.447	0.362
North Carolina	0.587	0.564	0.526	0.411	0.344	0.302
Georgia	0.639	0.587	0.529	0.397	0.327	0.330
South Carolina	0.632	0.606	0.536	0.432	0.426	0.368
Florida	0.623	0.623	0.495	0.384	0.370	0.256
Kentucky	0.642	0.537	0.510	0.464	0.341	0.209
Mississippi	0.616	0.654	0.530	0.541	0.367	0.376
Tennessee	0.629	0.547	0.515	0.422	0.327	0.309

(continued)

Table B-46. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
V—Chicago Reg. Office	0.585	0.597	0.519	0.415	0.359	0.332
Illinois	0.550	0.603	0.532	0.426	0.359	0.279
Indiana	0.593	0.636	0.532	0.429	0.337	0.303
Michigan	0.609	0.588	0.548	0.447	0.337	0.385
Minnesota	0.603	0.641	0.494	0.417	0.335	0.278
Ohio	0.607	0.585	0.500	0.366	0.368	0.334
Wisconsin	0.578	0.544	0.487	0.393	0.418	0.440
VI—Dallas Reg. Office	0.639	0.606	0.520	0.442	0.361	0.336
Arkansas	0.654	0.564	0.551	0.420	0.241	0.337
Louisiana	0.707	0.714	0.539	0.474	0.376	0.406
New Mexico	0.574	0.582	0.483	0.357	0.313	0.299
Oklahoma	0.583	0.594	0.536	0.445	0.427	0.357
Texas	0.630	0.592	0.506	0.448	0.363	0.325
VII—Kansas City Reg. Office	0.578	0.570	0.494	0.446	0.363	0.347
Iowa	0.583	0.506	0.483	0.481	0.399	0.367
Kansas	0.557	0.605	0.519	0.425	0.373	0.345
Missouri	0.579	0.581	0.486	0.438	0.361	0.347
Nebraska	0.591	0.587	0.500	0.434	0.300	0.311
VIII—Denver Reg. Office	0.574	0.531	0.497	0.426	0.341	0.303
Colorado	0.661	0.548	0.456	0.353	0.292	0.318
Montana	0.681	0.587	0.573	0.495	0.427	0.390
North Dakota	0.515	0.585	0.535	0.521	0.311	0.334
South Dakota	0.217	0.525	0.492	0.483	0.535	0.305
Utah	0.529	0.452	0.481	0.415	0.317	0.205
Wyoming	0.398	0.539	0.512	0.421	0.410	0.309
IX—San Francisco Reg. Office	0.550	0.589	0.506	0.434	0.337	0.301
Arizona	0.538	0.496	0.419	0.361	0.320	0.321
California	0.552	0.619	0.529	0.443	0.339	0.299
Hawaii	0.551	0.598	0.587	0.588	0.397	0.404
Nevada	0.600	0.498	0.413	0.437	0.312	0.175

(continued)

Table B-46. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
X—Seattle Reg. Office	0.559	0.543	0.472	0.403	0.336	0.304
Alaska	0.458	0.595	0.514	0.507	0.469	0.439
Idaho	0.585	0.500	0.452	0.352	0.327	0.378
Oregon	0.510	0.544	0.479	0.393	0.341	0.337
Washington	0.596	0.548	0.469	0.415	0.327	0.268

Table B-47. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
National*	0.568	0.482	0.471	0.552	0.518	0.462	0.504
I—Boston Reg. Office	0.522	0.505	0.504	0.601	0.482	0.487	0.537
Connecticut	0.410	0.504	0.501	0.636	0.399	0.508	0.529
Maine	0.517	0.527	0.537	—	0.534	0.469	0.586
Massachusetts	0.623	0.503	0.500	0.578	0.515	0.482	0.532
New Hampshire	0.311	0.464	0.464	—	0.497	0.478	0.516
Rhode Island	0.316	0.533	0.540	0.583	0.570	0.504	0.533
Vermont	0.752	0.503	0.493	—	0.341	0.468	0.523
II—New York Reg. Office	0.583	0.466	0.465	0.507	0.554	0.463	0.508
New Jersey	0.507	0.476	0.464	0.577	0.447	0.454	0.505
New York	0.517	0.466	0.465	0.481	0.466	0.448	0.488
Puerto Rico	0.598	0.577	0.624	0.416	0.619	0.572	0.629
III—Philadelphia Reg. Office	0.551	0.501	0.482	0.562	0.476	0.474	0.515
Delaware	0.665	0.473	0.473	0.545	0.585	0.468	0.523
District of Columbia	0.310	0.537	0.397	0.527	0.414	0.479	0.519
Maryland	0.753	0.490	0.453	0.584	0.411	0.459	0.506
Pennsylvania	0.496	0.524	0.505	0.576	0.489	0.495	0.529
Virginia	0.484	0.476	0.468	0.546	0.486	0.466	0.493
West Virginia	0.657	0.469	0.467	0.523	0.670	0.430	0.516
IV—Atlanta Reg. Office	0.591	0.490	0.470	0.561	0.538	0.463	0.507
Alabama	0.662	0.552	0.516	0.579	0.569	0.494	0.554
North Carolina	0.474	0.472	0.456	0.564	0.493	0.471	0.485
Georgia	0.524	0.516	0.474	0.590	0.443	0.476	0.508
South Carolina	0.430	0.524	0.501	0.555	0.378	0.461	0.550
Florida	0.620	0.451	0.433	0.541	0.585	0.430	0.482
Kentucky	0.371	0.493	0.491	0.549	0.508	0.472	0.519
Mississippi	0.693	0.543	0.545	0.524	0.625	0.515	0.550
Tennessee	0.588	0.482	0.476	0.567	0.421	0.477	0.504

(continued)

Table B-47. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
V—Chicago Reg. Office	0.520	0.489	0.475	0.531	0.449	0.478	0.493
Illinois	0.509	0.474	0.465	0.555	0.439	0.490	0.471
Indiana	0.691	0.502	0.490	0.493	0.545	0.483	0.521
Michigan	0.403	0.514	0.504	0.528	0.433	0.486	0.525
Minnesota	0.440	0.483	0.445	0.591	0.344	0.449	0.489
Ohio	0.476	0.472	0.460	0.521	0.392	0.472	0.478
Wisconsin	0.701	0.484	0.466	0.523	0.620	0.476	0.474
VI—Dallas Reg. Office	0.566	0.502	0.485	0.599	0.529	0.472	0.525
Arkansas	0.825	0.512	0.489	0.649	0.683	0.463	0.558
Louisiana	0.625	0.579	0.561	0.573	0.524	0.558	0.565
New Mexico	0.510	0.425	0.421	0.558	0.487	0.427	0.456
Oklahoma	0.554	0.518	0.495	0.533	0.482	0.452	0.539
Texas	0.571	0.482	0.462	0.616	0.535	0.464	0.510
VII—Kansas City Reg. Office	0.519	0.474	0.461	0.557	0.616	0.444	0.505
Iowa	0.621	0.471	0.474	0.478	0.650	0.439	0.503
Kansas	0.597	0.496	0.477	0.591	0.681	0.462	0.504
Missouri	0.348	0.463	0.457	0.565	0.540	0.452	0.502
Nebraska	0.613	0.457	0.446	0.466	0.731	0.404	0.522
VIII—Denver Reg. Office	0.665	0.451	0.433	0.471	0.524	0.441	0.465
Colorado	0.681	0.409	0.396	0.418	0.539	0.441	0.414
Montana	0.841	0.532	0.536	—	0.610	0.515	0.551
North Dakota	0.894	0.522	0.472	—	0.591	0.447	0.542
South Dakota	0.876	0.467	0.449	—	0.540	0.425	0.492
Utah	0.524	0.425	0.414	—	0.432	0.406	0.418
Wyoming	0.420	0.480	0.479	0.984	0.397	0.421	0.511
IX—San Francisco Reg. Office	0.539	0.453	0.438	0.502	0.486	0.423	0.481
Arizona	0.473	0.406	0.397	0.438	0.448	0.397	0.420
California	0.549	0.462	0.450	0.502	0.490	0.425	0.494
Hawaii	0.635	0.523	0.436	—	0.553	0.517	0.547
Nevada	0.400	0.404	0.377	0.516	0.335	0.409	0.408

(continued)

Table B-47. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
X—Seattle Reg. Office	0.480	0.423	0.422	0.556	0.421	0.404	0.466
Alaska	0.550	0.490	0.505	0.699	0.426	0.494	0.522
Idaho	0.401	0.420	0.418	—	0.327	0.416	0.447
Oregon	0.595	0.433	0.430	0.175	0.453	0.412	0.455
Washington	0.478	0.415	0.417	0.604	0.433	0.393	0.472

Table B-48. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
National*	0.613	0.521	0.473	0.466	0.477	0.589	0.460	0.436	0.442	0.417
I—Boston Reg. Office	0.631	0.545	0.523	0.467	0.463	0.640	0.486	0.425	0.444	0.319
Connecticut	0.631	0.545	0.498	0.482	0.504	0.622	0.493	0.416	0.498	0.198
Maine	0.668	0.543	0.575	0.515	0.498	0.626	0.515	0.498	0.472	0.382
Massachusetts	0.622	0.553	0.534	0.444	0.427	0.668	0.484	0.395	0.435	0.267
New Hampshire	0.580	0.542	0.479	0.464	0.441	0.605	0.493	0.419	0.423	0.415
Rhode Island	0.782	0.452	0.530	0.476	0.464	0.589	0.453	0.464	0.388	0.591
Vermont	0.649	0.529	0.460	0.469	0.587	0.596	0.412	0.501	0.402	0.395
II—New York Reg. Office	0.574	0.487	0.479	0.489	0.545	0.574	0.455	0.460	0.446	0.424
New Jersey	0.577	0.493	0.462	0.471	0.538	0.568	0.445	0.421	0.463	0.491
New York	0.572	0.474	0.469	0.452	0.525	0.552	0.446	0.441	0.413	0.371
Puerto Rico	0.559	0.674	0.645	0.632	0.612	0.759	0.602	0.639	0.529	0.489
III—Philadelphia Reg. Office	0.567	0.526	0.497	0.489	0.471	0.588	0.471	0.460	0.448	0.404
Delaware	0.561	0.450	0.522	0.475	0.652	0.565	0.468	0.492	0.404	0.597
District of Columbia	0.545	0.572	0.469	0.531	0.393	0.626	0.463	0.443	0.524	0.365
Maryland	0.563	0.518	0.488	0.466	0.370	0.583	0.454	0.457	0.413	0.346
Pennsylvania	0.624	0.548	0.515	0.503	0.464	0.609	0.479	0.481	0.460	0.364
Virginia	0.499	0.506	0.479	0.484	0.483	0.546	0.473	0.428	0.460	0.444
West Virginia	0.542	0.499	0.460	0.495	0.532	0.599	0.436	0.429	0.454	0.453

(continued)

Table B-48. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IV—Atlanta Reg. Office	0.564	0.489	0.483	0.498	0.527	0.584	0.470	0.448	0.455	0.447
Alabama	0.640	0.544	0.534	0.527	0.558	0.632	0.531	0.477	0.536	0.418
North Carolina	0.528	0.489	0.504	0.488	0.471	0.569	0.485	0.449	0.434	0.422
Georgia	0.525	0.490	0.505	0.498	0.538	0.576	0.490	0.443	0.461	0.462
South Carolina	0.645	0.518	0.541	0.502	0.526	0.628	0.509	0.455	0.469	0.492
Florida	0.526	0.450	0.440	0.463	0.512	0.539	0.404	0.425	0.402	0.434
Kentucky	0.576	0.500	0.487	0.541	0.536	0.620	0.482	0.470	0.473	0.407
Mississippi	0.721	0.621	0.533	0.538	0.554	0.666	0.554	0.502	0.501	0.455
Tennessee	0.690	0.517	0.454	0.496	0.561	0.597	0.486	0.424	0.476	0.518
V—Chicago Reg. Office	0.602	0.528	0.471	0.470	0.469	0.600	0.454	0.425	0.436	0.394
Illinois	0.578	0.537	0.431	0.471	0.469	0.588	0.440	0.402	0.410	0.443
Indiana	0.615	0.563	0.524	0.464	0.444	0.618	0.496	0.460	0.417	0.359
Michigan	0.610	0.540	0.492	0.498	0.501	0.618	0.460	0.454	0.459	0.395
Minnesota	0.571	0.507	0.453	0.461	0.450	0.561	0.448	0.412	0.443	0.425
Ohio	0.601	0.480	0.481	0.476	0.479	0.587	0.450	0.412	0.452	0.406
Wisconsin	0.640	0.546	0.443	0.418	0.445	0.607	0.424	0.409	0.412	0.313
VI—Dallas Reg. Office	0.623	0.503	0.485	0.523	0.522	0.600	0.482	0.459	0.475	0.435
Arkansas	0.594	0.489	0.516	0.564	0.542	0.572	0.522	0.489	0.536	0.405
Louisiana	0.736	0.545	0.547	0.583	0.628	0.606	0.573	0.538	0.518	0.574
New Mexico	0.572	0.427	0.424	0.460	0.439	0.517	0.447	0.383	0.426	0.360
Oklahoma	0.583	0.547	0.513	0.510	0.451	0.638	0.467	0.478	0.422	0.408
Texas	0.622	0.492	0.465	0.506	0.513	0.599	0.458	0.437	0.465	0.414

(continued)

Table B-48. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
VII—Kansas City Reg. Office	0.636	0.519	0.456	0.478	0.450	0.604	0.453	0.413	0.408	0.426
Iowa	0.607	0.541	0.435	0.488	0.421	0.579	0.455	0.385	0.392	0.523
Kansas	0.657	0.484	0.471	0.451	0.556	0.602	0.449	0.400	0.460	0.376
Missouri	0.673	0.519	0.463	0.491	0.434	0.627	0.457	0.430	0.395	0.396
Nebraska	0.550	0.516	0.452	0.451	0.461	0.570	0.435	0.439	0.404	0.481
VIII—Denver Reg. Office	0.537	0.510	0.417	0.462	0.400	0.565	0.426	0.400	0.376	0.365
Colorado	0.481	0.465	0.407	0.414	0.413	0.544	0.369	0.385	0.372	0.383
Montana	0.560	0.563	0.494	0.575	0.420	0.611	0.474	0.494	0.453	0.290
North Dakota	0.610	0.595	0.458	0.486	0.457	0.560	0.501	0.458	0.472	0.433
South Dakota	0.729	0.579	0.366	0.504	0.458	0.649	0.440	0.334	0.369	0.517
Utah	0.479	0.455	0.392	0.431	0.315	0.526	0.392	0.383	0.303	0.281
Wyoming	0.730	0.505	0.425	0.399	0.474	0.537	0.507	0.399	0.277	0.436
IX—San Francisco Reg. Office	0.567	0.498	0.423	0.443	0.479	0.550	0.421	0.391	0.417	0.425
Arizona	0.533	0.408	0.378	0.423	0.385	0.520	0.351	0.365	0.363	0.309
California	0.578	0.515	0.427	0.452	0.504	0.556	0.428	0.396	0.443	0.440
Hawaii	0.630	0.524	0.533	0.483	0.507	0.614	0.574	0.456	0.353	0.418
Nevada	0.457	0.465	0.407	0.370	0.342	0.480	0.420	0.354	0.251	0.483
X—Seattle Reg. Office	0.566	0.462	0.440	0.402	0.429	0.550	0.416	0.369	0.371	0.300
Alaska	0.658	0.424	0.573	0.480	0.530	0.591	0.422	0.581	0.324	0.539
Idaho	0.439	0.471	0.430	0.427	0.447	0.554	0.377	0.421	0.375	0.428
Oregon	0.496	0.501	0.434	0.417	0.378	0.559	0.441	0.319	0.427	0.184
Washington	0.620	0.443	0.435	0.382	0.452	0.538	0.409	0.367	0.352	0.314

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Table B-49. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
National*	0.490	0.528	0.481	0.482
I—Boston Reg. Office	0.524	0.548	0.524	0.505
Connecticut	0.533	0.555	0.541	0.504
Maine	0.536	0.622	0.516	0.540
Massachusetts	0.522	0.529	0.528	0.498
New Hampshire	0.504	0.538	0.529	0.481
Rhode Island	0.525	0.577	0.512	0.507
Vermont	0.524	0.481	0.448	0.512
II—New York Reg. Office	0.493	0.517	0.481	0.486
New Jersey	0.478	0.540	0.468	0.478
New York	0.479	0.489	0.470	0.467
Puerto Rico	0.623	0.608	0.574	0.613
III—Philadelphia Reg. Office	0.504	0.529	0.485	0.497
Delaware	0.511	0.543	0.546	0.478
District of Columbia	0.506	0.564	0.474	0.509
Maryland	0.494	0.524	0.470	0.491
Pennsylvania	0.519	0.551	0.498	0.518
Virginia	0.492	0.491	0.469	0.472
West Virginia	0.480	0.533	0.473	0.473
IV—Atlanta Reg. Office	0.493	0.537	0.488	0.483
Alabama	0.536	0.574	0.515	0.529
North Carolina	0.482	0.528	0.479	0.476
Georgia	0.494	0.568	0.501	0.486
South Carolina	0.516	0.582	0.528	0.504
Florida	0.469	0.487	0.451	0.454
Kentucky	0.507	0.563	0.468	0.505
Mississippi	0.535	0.605	0.544	0.527
Tennessee	0.497	0.537	0.519	0.480

(continued)

Table B-49. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
V—Chicago Reg. Office	0.492	0.527	0.470	0.486
Illinois	0.489	0.529	0.466	0.477
Indiana	0.507	0.568	0.482	0.502
Michigan	0.509	0.558	0.488	0.510
Minnesota	0.482	0.480	0.458	0.476
Ohio	0.487	0.493	0.467	0.474
Wisconsin	0.472	0.520	0.444	0.472
VI—Dallas Reg. Office	0.501	0.553	0.515	0.492
Arkansas	0.514	0.587	0.571	0.496
Louisiana	0.572	0.579	0.553	0.564
New Mexico	0.427	0.541	0.493	0.419
Oklahoma	0.500	0.610	0.496	0.499
Texas	0.490	0.529	0.500	0.479
VII—Kansas City Reg. Office	0.478	0.543	0.481	0.477
Iowa	0.471	0.536	0.501	0.464
Kansas	0.491	0.536	0.487	0.479
Missouri	0.479	0.569	0.471	0.485
Nebraska	0.475	0.499	0.469	0.471
VIII—Denver Reg. Office	0.463	0.482	0.460	0.443
Colorado	0.435	0.434	0.467	0.405
Montana	0.538	0.591	0.554	0.511
North Dakota	0.504	0.525	0.444	0.513
South Dakota	0.477	0.513	0.480	0.456
Utah	0.418	0.455	0.368	0.405
Wyoming	0.499	0.453	0.509	0.448
IX—San Francisco Reg. Office	0.459	0.504	0.435	0.455
Arizona	0.423	0.436	0.400	0.406
California	0.466	0.515	0.440	0.465
Hawaii	0.536	0.554	0.560	0.512
Nevada	0.412	0.453	0.406	0.394

(continued)

Table B-49. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
X—Seattle Reg. Office	0.443	0.493	0.443	0.430
Alaska	0.549	0.439	0.546	0.481
Idaho	0.456	0.393	0.430	0.427
Oregon	0.454	0.501	0.447	0.427
Washington	0.427	0.515	0.435	0.429

Table B-50. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
National*	0.539	0.505	0.477	0.465	0.541	0.496	0.400
I—Boston Reg. Office	0.537	0.437	0.518	0.528	0.548	0.530	0.380
Connecticut	0.539	0.395	0.524	0.514	0.569	0.526	0.419
Maine	0.569	0.519	0.508	0.622	0.583	0.554	0.434
Massachusetts	0.550	0.441	0.519	0.507	0.532	0.512	0.338
New Hampshire	0.537	0.365	0.503	0.505	0.543	0.525	0.443
Rhode Island	0.533	0.427	0.506	0.529	0.576	0.565	0.219
Vermont	0.333	0.589	0.480	0.517	0.578	0.494	0.493
II—New York Reg. Office	0.565	0.495	0.484	0.452	0.515	0.497	0.390
New Jersey	0.539	0.468	0.475	0.446	0.564	0.487	0.367
New York	0.526	0.476	0.475	0.405	0.503	0.481	0.371
Puerto Rico	0.630	0.558	0.609	0.640	0.588	0.634	0.460
III—Philadelphia Reg. Office	0.566	0.524	0.485	0.485	0.549	0.508	0.407
Delaware	0.638	0.575	0.474	0.427	0.690	0.499	0.339
District of Columbia	0.443	0.679	0.509	0.440	0.521	0.526	0.499
Maryland	0.512	0.561	0.472	0.513	0.542	0.498	0.384
Pennsylvania	0.584	0.505	0.503	0.486	0.558	0.527	0.398
Virginia	0.554	0.552	0.464	0.467	0.536	0.490	0.423
West Virginia	0.555	0.441	0.446	0.489	0.547	0.482	0.423
IV—Atlanta Reg. Office	0.547	0.512	0.468	0.455	0.579	0.499	0.391
Alabama	0.565	0.537	0.520	0.458	0.606	0.539	0.394
North Carolina	0.503	0.489	0.475	0.410	0.570	0.494	0.370
Georgia	0.524	0.516	0.466	0.484	0.593	0.503	0.394
South Carolina	0.595	0.557	0.492	0.473	0.601	0.522	0.442
Florida	0.542	0.510	0.428	0.444	0.590	0.467	0.379
Kentucky	0.485	0.492	0.496	0.466	0.567	0.508	0.424
Mississippi	0.562	0.495	0.545	0.473	0.598	0.560	0.396
Tennessee	0.622	0.527	0.464	0.481	0.546	0.504	0.378

(continued)

Table B-50. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
V—Chicago Reg. Office	0.528	0.505	0.483	0.471	0.523	0.492	0.437
Illinois	0.556	0.523	0.460	0.473	0.481	0.481	0.467
Indiana	0.592	0.494	0.501	0.489	0.507	0.511	0.507
Michigan	0.541	0.481	0.507	0.496	0.545	0.511	0.459
Minnesota	0.377	0.504	0.464	0.482	0.632	0.484	0.345
Ohio	0.528	0.512	0.472	0.434	0.517	0.478	0.410
Wisconsin	0.512	0.503	0.474	0.449	0.530	0.483	0.438
VI—Dallas Reg. Office	0.577	0.522	0.488	0.488	0.571	0.516	0.402
Arkansas	0.573	0.518	0.502	0.483	0.596	0.518	0.478
Louisiana	0.639	0.552	0.550	0.550	0.621	0.581	0.403
New Mexico	0.561	0.530	0.406	0.423	0.517	0.437	0.398
Oklahoma	0.502	0.507	0.499	0.508	0.567	0.526	0.383
Texas	0.581	0.519	0.474	0.471	0.562	0.505	0.395
VII—Kansas City Reg. Office	0.480	0.496	0.475	0.459	0.545	0.489	0.441
Iowa	0.476	0.531	0.482	0.425	0.535	0.477	0.487
Kansas	0.461	0.491	0.520	0.449	0.552	0.513	0.404
Missouri	0.494	0.486	0.469	0.470	0.560	0.487	0.439
Nebraska	0.485	0.486	0.407	0.506	0.519	0.483	0.398
VIII—Denver Reg. Office	0.476	0.490	0.434	0.456	0.520	0.465	0.400
Colorado	0.509	0.548	0.392	0.390	0.521	0.437	0.381
Montana	0.593	0.553	0.503	0.523	0.652	0.559	0.401
North Dakota	0.429	0.432	0.474	0.533	0.581	0.509	0.397
South Dakota	0.474	0.507	0.443	0.477	0.455	0.474	0.350
Utah	0.419	0.410	0.408	0.405	0.463	0.415	0.450
Wyoming	0.402	0.403	0.482	0.480	0.531	0.475	0.464

(continued)

Table B-50. Percentages of “10” Responses for Rate Health Care Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
IX—San Francisco Reg. Office	0.532	0.526	0.445	0.439	0.483	0.462	0.377
Arizona	0.408	0.529	0.406	0.414	0.360	0.407	0.403
California	0.549	0.544	0.453	0.441	0.491	0.472	0.377
Hawaii	0.563	0.479	0.545	0.495	0.533	0.547	0.399
Nevada	0.586	0.409	0.365	0.447	0.500	0.411	0.319
X—Seattle Reg. Office	0.506	0.398	0.434	0.402	0.517	0.458	0.347
Alaska	0.731	0.451	0.468	0.490	0.657	0.527	0.462
Idaho	0.430	0.404	0.442	0.413	0.469	0.471	0.280
Oregon	0.593	0.351	0.417	0.385	0.548	0.456	0.210
Washington	0.481	0.416	0.433	0.398	0.501	0.447	0.412

Table B-51. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
National*	0.319	0.392	0.398	0.456	0.502	0.551
I—Boston Reg. Office	0.348	0.356	0.391	0.463	0.559	0.585
Connecticut	0.353	0.310	0.337	0.393	0.529	0.546
Maine	0.318	0.373	0.408	0.519	0.535	0.606
Massachusetts	0.347	0.407	0.440	0.486	0.598	0.593
New Hampshire	0.300	0.233	0.340	0.398	0.499	0.601
Rhode Island	0.455	0.274	0.427	0.585	0.564	0.611
Vermont	0.239	0.409	0.313	0.511	0.577	0.590
II—New York Reg. Office	0.387	0.471	0.425	0.495	0.516	0.576
New Jersey	0.443	0.516	0.339	0.496	0.499	0.586
New York	0.259	0.377	0.383	0.446	0.493	0.543
Puerto Rico	0.686	0.674	0.757	0.723	0.677	0.778
III—Philadelphia Reg. Office	0.277	0.390	0.388	0.496	0.524	0.562
Delaware	0.279	0.361	0.347	0.497	0.429	0.493
District of Columbia	0.454	0.315	0.469	0.498	0.530	0.601
Maryland	0.235	0.371	0.340	0.473	0.463	0.513
Pennsylvania	0.338	0.410	0.387	0.507	0.556	0.570
Virginia	0.273	0.395	0.408	0.490	0.516	0.575
West Virginia	0.146	0.375	0.404	0.490	0.517	0.599
IV—Atlanta Reg. Office	0.341	0.419	0.430	0.478	0.525	0.564
Alabama	0.351	0.488	0.528	0.564	0.609	0.614
North Carolina	0.410	0.411	0.376	0.466	0.528	0.554
Georgia	0.299	0.387	0.425	0.457	0.503	0.581
South Carolina	0.362	0.390	0.476	0.475	0.537	0.560
Florida	0.305	0.400	0.373	0.438	0.483	0.544
Kentucky	0.302	0.371	0.474	0.509	0.585	0.588
Mississippi	0.367	0.501	0.494	0.588	0.580	0.549
Tennessee	0.346	0.494	0.456	0.471	0.524	0.589

(continued)

Table B-51. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
V—Chicago Reg. Office	0.243	0.342	0.367	0.412	0.464	0.521
Illinois	0.233	0.439	0.376	0.386	0.457	0.513
Indiana	0.170	0.353	0.336	0.435	0.485	0.543
Michigan	0.322	0.350	0.409	0.448	0.501	0.582
Minnesota	0.208	0.352	0.348	0.381	0.375	0.503
Ohio	0.255	0.298	0.375	0.432	0.476	0.502
Wisconsin	0.248	0.219	0.300	0.353	0.410	0.469
VI—Dallas Reg. Office	0.314	0.434	0.453	0.498	0.546	0.586
Arkansas	0.214	0.372	0.481	0.492	0.566	0.647
Louisiana	0.511	0.522	0.511	0.570	0.593	0.616
New Mexico	0.362	0.395	0.392	0.487	0.509	0.512
Oklahoma	0.279	0.392	0.451	0.465	0.537	0.606
Texas	0.292	0.443	0.439	0.489	0.533	0.570
VII—Kansas City Reg. Office	0.308	0.319	0.365	0.419	0.462	0.550
Iowa	0.302	0.350	0.322	0.354	0.450	0.526
Kansas	0.256	0.310	0.444	0.474	0.503	0.589
Missouri	0.336	0.315	0.349	0.448	0.443	0.525
Nebraska	0.272	0.312	0.357	0.370	0.457	0.596
VIII—Denver Reg. Office	0.301	0.320	0.335	0.368	0.438	0.486
Colorado	0.355	0.325	0.263	0.335	0.417	0.459
Montana	0.224	0.308	0.402	0.413	0.492	0.550
North Dakota	0.051	0.275	0.432	0.473	0.426	0.533
South Dakota	0.489	0.489	0.415	0.401	0.561	0.508
Utah	0.211	0.269	0.280	0.308	0.388	0.475
Wyoming	0.033	0.227	0.373	0.407	0.372	0.503
IX—San Francisco Reg. Office	0.387	0.353	0.370	0.428	0.467	0.529
Arizona	0.509	0.338	0.321	0.339	0.405	0.524
California	0.377	0.363	0.376	0.448	0.472	0.531
Hawaii	0.423	0.428	0.464	0.513	0.595	0.598
Nevada	0.264	0.246	0.341	0.333	0.487	0.497

(continued)

Table B-51. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Age—Weighted (continued)

Geographic Levels	Age					
	18-45	46-64	65-69	70-74	75-79	80 +
X—Seattle Reg. Office	0.182	0.286	0.275	0.341	0.424	0.493
Alaska	0.436	0.432	0.278	0.369	0.427	0.500
Idaho	0.043	0.378	0.271	0.421	0.357	0.526
Oregon	0.401	0.190	0.265	0.281	0.414	0.461
Washington	0.084	0.304	0.280	0.345	0.446	0.500

Table B-52. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
National*	0.613	0.586	0.490	0.384	0.314	0.266
I—Boston Reg. Office	0.580	0.632	0.520	0.419	0.343	0.325
Connecticut	0.535	0.566	0.483	0.400	0.267	0.317
Maine	0.648	0.631	0.518	0.372	0.369	0.203
Massachusetts	0.546	0.687	0.551	0.458	0.376	0.374
New Hampshire	0.629	0.572	0.464	0.370	0.327	0.247
Rhode Island	0.640	0.608	0.559	0.376	0.361	0.400
Vermont	0.700	0.640	0.480	0.376	0.449	0.244
II—New York Reg. Office	0.681	0.601	0.509	0.391	0.357	0.301
New Jersey	0.621	0.640	0.533	0.389	0.321	0.272
New York	0.610	0.549	0.476	0.359	0.334	0.290
Puerto Rico	0.771	0.832	0.738	0.615	0.756	0.580
III—Philadelphia Reg. Office	0.577	0.614	0.499	0.403	0.338	0.272
Delaware	0.591	0.548	0.474	0.320	0.287	0.183
District of Columbia	0.641	0.555	0.587	0.446	0.459	0.334
Maryland	0.588	0.561	0.448	0.394	0.303	0.241
Pennsylvania	0.550	0.646	0.510	0.434	0.393	0.297
Virginia	0.594	0.628	0.513	0.386	0.310	0.286
West Virginia	0.609	0.571	0.492	0.367	0.194	0.199
IV—Atlanta Reg. Office	0.633	0.603	0.509	0.397	0.317	0.247
Alabama	0.649	0.676	0.571	0.483	0.407	0.353
North Carolina	0.618	0.576	0.494	0.362	0.300	0.200
Georgia	0.629	0.569	0.481	0.401	0.276	0.235
South Carolina	0.605	0.628	0.502	0.363	0.347	0.357
Florida	0.630	0.581	0.497	0.396	0.329	0.239
Kentucky	0.603	0.608	0.520	0.407	0.291	0.242
Mississippi	0.675	0.650	0.542	0.471	0.340	0.301
Tennessee	0.667	0.600	0.519	0.377	0.269	0.180

(continued)

Table B-52. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
V—Chicago Reg. Office	0.542	0.550	0.462	0.348	0.269	0.266
Illinois	0.492	0.571	0.496	0.352	0.218	0.266
Indiana	0.553	0.558	0.451	0.355	0.293	0.214
Michigan	0.614	0.598	0.502	0.379	0.302	0.300
Minnesota	0.560	0.508	0.416	0.350	0.288	0.196
Ohio	0.568	0.513	0.455	0.337	0.293	0.261
Wisconsin	0.485	0.498	0.387	0.289	0.240	0.326
VI—Dallas Reg. Office	0.682	0.619	0.516	0.423	0.328	0.270
Arkansas	0.630	0.596	0.493	0.459	0.319	0.366
Louisiana	0.719	0.715	0.530	0.485	0.297	0.327
New Mexico	0.636	0.620	0.509	0.357	0.311	0.255
Oklahoma	0.660	0.620	0.508	0.447	0.365	0.295
Texas	0.694	0.598	0.520	0.409	0.329	0.246
VII—Kansas City Reg. Office	0.573	0.551	0.458	0.373	0.275	0.284
Iowa	0.527	0.511	0.421	0.396	0.291	0.282
Kansas	0.639	0.637	0.529	0.407	0.336	0.300
Missouri	0.590	0.540	0.444	0.327	0.257	0.247
Nebraska	0.532	0.549	0.470	0.403	0.205	0.353
VIII—Denver Reg. Office	0.570	0.512	0.446	0.340	0.217	0.240
Colorado	0.613	0.524	0.410	0.272	0.178	0.224
Montana	0.625	0.450	0.486	0.444	0.228	0.326
North Dakota	0.528	0.589	0.501	0.437	0.319	0.306
South Dakota	0.592	0.635	0.480	0.376	0.309	0.238
Utah	0.471	0.411	0.423	0.321	0.225	0.188
Wyoming	0.509	0.582	0.422	0.281	0.237	0.262

(continued)

Table B-52. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Education—Weighted (continued)

Geographic Levels	Education					
	8th Grade or less	Some HS	HS Grad/GED	Some College	College Grad.	More Than College Grad.
IX—San Francisco Reg. Office	0.614	0.556	0.505	0.395	0.314	0.237
Arizona	0.518	0.490	0.412	0.381	0.321	0.279
California	0.629	0.585	0.521	0.396	0.308	0.221
Hawaii	0.509	0.601	0.660	0.515	0.391	0.394
Nevada	0.612	0.356	0.462	0.353	0.316	0.225
X—Seattle Reg. Office	0.496	0.519	0.423	0.285	0.293	0.212
Alaska	0.533	0.582	0.427	0.261	0.295	0.208
Idaho	0.545	0.460	0.444	0.316	0.203	0.164
Oregon	0.386	0.458	0.416	0.245	0.255	0.222
Washington	0.539	0.566	0.420	0.303	0.327	0.216

Table B-53. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
National*	0.600	0.463	0.449	0.531	0.546	0.440	0.483
I—Boston Reg. Office	0.425	0.482	0.476	0.598	0.433	0.472	0.498
Connecticut	0.310	0.443	0.439	0.526	0.335	0.442	0.453
Maine	0.645	0.473	0.481	—	0.513	0.462	0.512
Massachusetts	0.434	0.518	0.506	0.672	0.421	0.508	0.523
New Hampshire	0.458	0.399	0.409	—	0.587	0.386	0.478
Rhode Island	0.501	0.532	0.537	0.488	0.535	0.513	0.526
Vermont	0.597	0.464	0.457	—	0.463	0.461	0.495
II—New York Reg. Office	0.668	0.465	0.458	0.532	0.630	0.474	0.518
New Jersey	0.551	0.496	0.476	0.577	0.524	0.471	0.511
New York	0.541	0.450	0.440	0.501	0.482	0.432	0.469
Puerto Rico	0.718	0.796	0.754	0.962	0.736	0.671	0.766
III—Philadelphia Reg. Office	0.524	0.481	0.462	0.521	0.464	0.451	0.495
Delaware	0.334	0.387	0.406	0.447	0.479	0.409	0.454
District of Columbia	0.510	0.536	0.377	0.512	0.563	0.474	0.520
Maryland	0.574	0.443	0.414	0.450	0.413	0.418	0.447
Pennsylvania	0.651	0.505	0.489	0.576	0.526	0.479	0.513
Virginia	0.251	0.463	0.460	0.537	0.449	0.449	0.492
West Virginia	0.653	0.476	0.468	0.538	0.371	0.416	0.513
IV—Atlanta Reg. Office	0.587	0.483	0.469	0.535	0.531	0.452	0.503
Alabama	0.578	0.575	0.557	0.566	0.480	0.506	0.593
North Carolina	0.553	0.461	0.449	0.509	0.544	0.446	0.476
Georgia	0.558	0.484	0.448	0.532	0.504	0.444	0.482
South Carolina	0.446	0.497	0.472	0.522	0.393	0.435	0.520
Florida	0.618	0.448	0.435	0.520	0.569	0.425	0.476
Kentucky	0.320	0.506	0.495	0.541	0.424	0.452	0.533
Mississippi	0.582	0.535	0.536	0.558	0.462	0.516	0.550
Tennessee	0.529	0.478	0.480	0.572	0.485	0.487	0.505

(continued)

Table B-53. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
V—Chicago Reg. Office	0.490	0.434	0.422	0.484	0.409	0.410	0.448
Illinois	0.459	0.433	0.429	0.455	0.358	0.432	0.436
Indiana	0.563	0.434	0.425	0.446	0.447	0.401	0.458
Michigan	0.530	0.476	0.460	0.557	0.511	0.443	0.498
Minnesota	0.561	0.417	0.382	0.266	0.360	0.375	0.427
Ohio	0.502	0.429	0.417	0.476	0.405	0.401	0.451
Wisconsin	0.486	0.379	0.366	0.432	0.424	0.368	0.384
VI—Dallas Reg. Office	0.600	0.503	0.481	0.617	0.566	0.484	0.516
Arkansas	0.524	0.502	0.498	0.590	0.422	0.473	0.541
Louisiana	0.620	0.571	0.540	0.649	0.552	0.556	0.567
New Mexico	0.555	0.440	0.425	0.629	0.543	0.457	0.464
Oklahoma	0.738	0.524	0.471	0.564	0.567	0.472	0.515
Texas	0.602	0.484	0.461	0.618	0.569	0.475	0.504
VII—Kansas City Reg. Office	0.439	0.434	0.423	0.465	0.495	0.414	0.459
Iowa	0.512	0.422	0.422	0.346	0.610	0.381	0.445
Kansas	0.442	0.501	0.500	0.325	0.490	0.470	0.509
Missouri	0.348	0.407	0.400	0.495	0.434	0.409	0.438
Nebraska	0.529	0.427	0.416	0.515	0.620	0.406	0.473
VIII—Denver Reg. Office	0.586	0.403	0.388	0.386	0.491	0.390	0.413
Colorado	0.574	0.355	0.341	0.339	0.481	0.344	0.378
Montana	0.628	0.447	0.457	—	0.400	0.461	0.444
North Dakota	0.058	0.498	0.446	—	0.554	0.469	0.476
South Dakota	0.818	0.468	0.456	—	0.689	0.489	0.460
Utah	0.555	0.360	0.354	—	0.433	0.332	0.377
Wyoming	0.529	0.411	0.425	0.949	0.442	0.359	0.416

(continued)

Table B-53. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Ethnicity, Race, and Gender—Weighted (continued)

Geographic Levels	Ethnicity		Race			Gender	
	Hispanic	Not Hispanic	White	Black	Other	Male	Female
IX—San Francisco Reg. Office	0.546	0.444	0.411	0.491	0.517	0.418	0.464
Arizona	0.484	0.410	0.396	0.406	0.459	0.381	0.424
California	0.549	0.451	0.419	0.497	0.522	0.423	0.471
Hawaii	0.580	0.525	0.422	—	0.554	0.520	0.553
Nevada	0.612	0.376	0.356	0.468	0.402	0.378	0.407
X—Seattle Reg. Office	0.482	0.367	0.354	0.502	0.398	0.347	0.391
Alaska	0.417	0.368	0.368	0.587	0.387	0.376	0.393
Idaho	0.582	0.361	0.355	—	0.499	0.357	0.401
Oregon	0.412	0.357	0.326	0.127	0.311	0.328	0.355
Washington	0.472	0.380	0.362	0.567	0.418	0.352	0.408

Table B-54. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
National*	0.549	0.467	0.443	0.462	0.475	0.532	0.441	0.431	0.448	0.436
I—Boston Reg. Office	0.595	0.484	0.472	0.462	0.494	0.571	0.472	0.421	0.418	0.389
Connecticut	0.521	0.421	0.427	0.463	0.489	0.516	0.437	0.360	0.425	0.294
Maine	0.570	0.474	0.508	0.443	0.571	0.563	0.466	0.450	0.425	0.445
Massachusetts	0.663	0.536	0.490	0.474	0.491	0.613	0.517	0.432	0.443	0.412
New Hampshire	0.542	0.449	0.387	0.428	0.495	0.547	0.412	0.369	0.375	0.430
Rhode Island	0.697	0.462	0.554	0.466	0.382	0.562	0.463	0.545	0.366	0.472
Vermont	0.462	0.479	0.474	0.474	0.507	0.511	0.432	0.502	0.394	0.287
II—New York Reg. Office	0.509	0.483	0.474	0.522	0.558	0.548	0.461	0.465	0.506	0.508
New Jersey	0.488	0.490	0.472	0.502	0.547	0.539	0.475	0.442	0.525	0.462
New York	0.511	0.449	0.440	0.442	0.496	0.510	0.427	0.413	0.428	0.417
Puerto Rico	0.594	0.779	0.710	0.754	0.741	0.818	0.670	0.732	0.668	0.737
III—Philadelphia Reg. Office	0.572	0.483	0.446	0.481	0.483	0.554	0.452	0.440	0.441	0.428
Delaware	0.528	0.411	0.430	0.425	0.447	0.498	0.429	0.355	0.442	0.417
District of Columbia	0.539	0.568	0.433	0.526	0.457	0.559	0.493	0.506	0.466	0.364
Maryland	0.559	0.445	0.399	0.441	0.385	0.518	0.394	0.434	0.371	0.281
Pennsylvania	0.626	0.508	0.482	0.482	0.497	0.578	0.471	0.457	0.451	0.481
Virginia	0.527	0.475	0.404	0.509	0.530	0.548	0.458	0.409	0.463	0.433
West Virginia	0.489	0.455	0.461	0.497	0.471	0.498	0.430	0.458	0.474	0.475

(continued)

Table B-54. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IV—Atlanta Reg. Office	0.532	0.464	0.460	0.504	0.522	0.543	0.462	0.449	0.477	0.478
Alabama	0.586	0.577	0.548	0.568	0.588	0.614	0.535	0.525	0.577	0.582
North Carolina	0.515	0.414	0.453	0.495	0.501	0.518	0.437	0.443	0.463	0.459
Georgia	0.493	0.443	0.474	0.487	0.479	0.513	0.447	0.468	0.415	0.443
South Carolina	0.489	0.499	0.483	0.487	0.517	0.539	0.476	0.443	0.473	0.472
Florida	0.520	0.441	0.429	0.457	0.497	0.524	0.416	0.405	0.428	0.464
Kentucky	0.539	0.492	0.479	0.558	0.485	0.540	0.509	0.477	0.492	0.409
Mississippi	0.618	0.601	0.526	0.520	0.578	0.588	0.520	0.507	0.552	0.553
Tennessee	0.627	0.458	0.422	0.538	0.592	0.552	0.495	0.421	0.535	0.530
V—Chicago Reg. Office	0.522	0.436	0.410	0.432	0.449	0.513	0.405	0.394	0.388	0.369
Illinois	0.492	0.444	0.401	0.438	0.472	0.510	0.388	0.414	0.363	0.372
Indiana	0.535	0.439	0.427	0.420	0.437	0.487	0.432	0.406	0.402	0.343
Michigan	0.559	0.461	0.454	0.495	0.474	0.565	0.435	0.430	0.446	0.402
Minnesota	0.481	0.420	0.368	0.394	0.416	0.459	0.400	0.368	0.335	0.398
Ohio	0.546	0.424	0.411	0.433	0.456	0.523	0.403	0.374	0.406	0.380
Wisconsin	0.479	0.396	0.357	0.340	0.396	0.453	0.351	0.338	0.292	0.298

(continued)

Table B-54. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
VI—Dallas Reg. Office	0.576	0.471	0.485	0.526	0.535	0.560	0.483	0.482	0.499	0.455
Arkansas	0.599	0.495	0.507	0.530	0.526	0.540	0.526	0.479	0.533	0.435
Louisiana	0.624	0.530	0.556	0.598	0.568	0.580	0.570	0.563	0.539	0.504
New Mexico	0.500	0.411	0.446	0.492	0.512	0.488	0.478	0.421	0.464	0.418
Oklahoma	0.530	0.479	0.475	0.512	0.550	0.560	0.466	0.492	0.444	0.474
Texas	0.576	0.457	0.470	0.516	0.531	0.559	0.455	0.468	0.500	0.449
VII—Kansas City Reg. Office	0.551	0.430	0.421	0.444	0.436	0.520	0.413	0.403	0.391	0.399
Iowa	0.569	0.404	0.384	0.431	0.454	0.511	0.367	0.372	0.350	0.501
Kansas	0.654	0.494	0.465	0.480	0.429	0.573	0.470	0.434	0.453	0.295
Missouri	0.500	0.397	0.422	0.446	0.429	0.489	0.399	0.418	0.389	0.374
Nebraska	0.487	0.463	0.419	0.412	0.478	0.516	0.438	0.371	0.385	0.487
VIII—Denver Reg. Office	0.433	0.378	0.402	0.426	0.366	0.453	0.386	0.377	0.361	0.384
Colorado	0.360	0.309	0.366	0.400	0.412	0.399	0.319	0.358	0.383	0.386
Montana	0.517	0.399	0.467	0.484	0.367	0.454	0.411	0.470	0.384	0.457
North Dakota	0.580	0.508	0.448	0.448	0.415	0.546	0.491	0.392	0.383	0.530
South Dakota	0.481	0.455	0.465	0.488	0.520	0.530	0.440	0.409	0.394	0.748
Utah	0.391	0.332	0.354	0.406	0.231	0.422	0.345	0.330	0.285	0.259
Wyoming	0.526	0.418	0.365	0.312	0.352	0.463	0.426	0.323	0.235	0.234

(continued)

Table B-54. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Self-Perceived Physical and Mental Health Status—Weighted (continued)

Geographic Levels	General Health Perception					Mental Health Perception				
	Excellent	Very Good	Good	Fair	Poor	Excellent	Very Good	Good	Fair	Poor
IX—San Francisco Reg. Office	0.458	0.428	0.426	0.464	0.487	0.495	0.411	0.413	0.448	0.432
Arizona	0.503	0.363	0.367	0.462	0.352	0.490	0.348	0.354	0.4340	0.348
California	0.440	0.437	0.434	0.470	0.514	0.493	0.419	0.431	0.457	0.432
Hawaii	0.548	0.491	0.520	0.611	0.548	0.532	0.552	0.495	0.500	0.614
Nevada	0.481	0.399	0.401	0.336	0.424	0.494	0.368	0.282	0.339	0.667
X—Seattle Reg. Office	0.406	0.371	0.352	0.363	0.409	0.418	0.357	0.319	0.346	0.281
Alaska	0.496	0.376	0.388	0.363	0.450	0.459	0.310	0.424	0.288	0.452
Idaho	0.297	0.367	0.365	0.402	0.451	0.404	0.355	0.359	0.418	0.421
Oregon	0.315	0.368	0.325	0.347	0.336	0.402	0.322	0.297	0.311	0.165
Washington	0.468	0.370	0.359	0.366	0.439	0.419	0.373	0.312	0.357	0.296

Table B-55. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
National*	0.456	0.511	0.483	0.456
I—Boston Reg. Office	0.477	0.541	0.514	0.475
Connecticut	0.449	0.472	0.500	0.426
Maine	0.490	0.530	0.494	0.487
Massachusetts	0.503	0.581	0.536	0.507
New Hampshire	0.426	0.516	0.491	0.417
Rhode Island	0.504	0.578	0.527	0.514
Vermont	0.461	0.554	0.480	0.482
II—New York Reg. Office	0.498	0.523	0.521	0.491
New Jersey	0.494	0.510	0.506	0.485
New York	0.451	0.480	0.470	0.447
Puerto Rico	0.745	0.716	0.805	0.702
III—Philadelphia Reg. Office	0.471	0.518	0.498	0.468
Delaware	0.430	0.475	0.481	0.414
District of Columbia	0.503	0.547	0.556	0.478
Maryland	0.428	0.486	0.453	0.434
Pennsylvania	0.496	0.538	0.511	0.494
Virginia	0.472	0.499	0.513	0.453
West Virginia	0.455	0.542	0.480	0.466
IV—Atlanta Reg. Office	0.471	0.538	0.497	0.474
Alabama	0.548	0.604	0.559	0.554
North Carolina	0.462	0.488	0.487	0.453
Georgia	0.439	0.572	0.469	0.463
South Carolina	0.475	0.550	0.500	0.476
Florida	0.445	0.511	0.480	0.442
Kentucky	0.498	0.530	0.499	0.495
Mississippi	0.520	0.612	0.523	0.537
Tennessee	0.491	0.541	0.521	0.490

(continued)

Table B-55. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
V—Chicago Reg. Office	0.425	0.477	0.445	0.425
Illinois	0.433	0.476	0.439	0.433
Indiana	0.426	0.490	0.453	0.423
Michigan	0.472	0.501	0.494	0.466
Minnesota	0.380	0.466	0.454	0.388
Ohio	0.425	0.473	0.429	0.424
Wisconsin	0.359	0.433	0.378	0.370
VI—Dallas Reg. Office	0.489	0.559	0.531	0.489
Arkansas	0.499	0.567	0.543	0.499
Louisiana	0.548	0.618	0.552	0.557
New Mexico	0.430	0.559	0.491	0.448
Oklahoma	0.490	0.557	0.552	0.474
Texas	0.479	0.542	0.524	0.477
VII—Kansas City Reg. Office	0.429	0.491	0.457	0.432
Iowa	0.411	0.454	0.464	0.400
Kansas	0.470	0.562	0.459	0.498
Missouri	0.416	0.490	0.443	0.421
Nebraska	0.448	0.455	0.490	0.425
VIII—Denver Reg. Office	0.395	0.444	0.423	0.393
Colorado	0.360	0.396	0.406	0.344
Montana	0.453	0.494	0.502	0.438
North Dakota	0.425	0.578	0.460	0.479
South Dakota	0.473	0.469	0.505	0.464
Utah	0.360	0.370	0.348	0.346
Wyoming	0.361	0.511	0.391	0.381
IX—San Francisco Reg. Office	0.436	0.489	0.467	0.433
Arizona	0.394	0.450	0.362	0.410
California	0.444	0.496	0.491	0.434
Hawaii	0.550	0.522	0.515	0.540
Nevada	0.383	0.458	0.401	0.383

(continued)

Table B-55. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Chronic Illness and Overnight Hospitalization—Weighted (continued)

Geographic Levels	Chronic Illness		Hospitalized Overnight	
	Yes	No	Yes	No
X—Seattle Reg. Office	0.367	0.410	0.388	0.360
Alaska	0.355	0.490	0.393	0.378
Idaho	0.386	0.391	0.471	0.347
Oregon	0.344	0.388	0.338	0.334
Washington	0.377	0.419	0.391	0.375

Table B-56. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
National*	0.549	0.458	0.447	0.447	0.576	0.472	0.464
I—Boston Reg. Office	0.576	0.424	0.475	0.491	0.580	0.499	0.461
Connecticut	0.523	0.392	0.437	0.474	0.541	0.456	0.430
Maine	0.625	0.438	0.439	0.548	0.575	0.501	0.439
Massachusetts	0.635	0.442	0.516	0.469	0.593	0.524	0.507
New Hampshire	0.469	0.365	0.439	0.473	0.522	0.458	0.416
Rhode Island	0.596	0.469	0.453	0.529	0.684	0.553	0.369
Vermont	0.523	0.506	0.430	0.534	0.568	0.475	0.611
II—New York Reg. Office	0.628	0.515	0.471	0.499	0.588	0.501	0.515
New Jersey	0.585	0.481	0.473	0.476	0.661	0.499	0.465
New York	0.531	0.432	0.434	0.431	0.567	0.460	0.448
Puerto Rico	0.764	0.707	0.731	0.716	0.732	0.728	0.704
III—Philadelphia Reg. Office	0.553	0.461	0.475	0.447	0.559	0.489	0.447
Delaware	0.545	0.486	0.424	0.342	0.591	0.440	0.343
District of Columbia	0.499	0.468	0.537	0.439	0.542	0.550	0.412
Maryland	0.484	0.437	0.425	0.456	0.549	0.447	0.370
Pennsylvania	0.542	0.488	0.500	0.441	0.582	0.513	0.477
Virginia	0.600	0.438	0.478	0.438	0.564	0.479	0.495
West Virginia	0.595	0.481	0.429	0.508	0.499	0.479	0.394
IV—Atlanta Reg. Office	0.564	0.476	0.453	0.462	0.609	0.489	0.479
Alabama	0.615	0.528	0.546	0.507	0.635	0.564	0.517
North Carolina	0.558	0.476	0.425	0.434	0.617	0.471	0.482
Georgia	0.494	0.496	0.427	0.459	0.595	0.470	0.482
South Carolina	0.535	0.452	0.478	0.462	0.595	0.496	0.440
Florida	0.534	0.454	0.422	0.449	0.627	0.461	0.465
Kentucky	0.573	0.475	0.480	0.500	0.551	0.512	0.425
Mississippi	0.676	0.438	0.516	0.461	0.649	0.547	0.528
Tennessee	0.603	0.510	0.460	0.457	0.628	0.501	0.512

(continued)

Table B-56. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
V—Chicago Reg. Office	0.496	0.412	0.430	0.413	0.529	0.437	0.439
Illinois	0.547	0.417	0.414	0.416	0.530	0.434	0.463
Indiana	0.482	0.465	0.428	0.411	0.489	0.436	0.508
Michigan	0.575	0.376	0.467	0.476	0.597	0.480	0.456
Minnesota	0.419	0.410	0.391	0.435	0.534	0.408	0.431
Ohio	0.454	0.429	0.428	0.394	0.527	0.432	0.425
Wisconsin	0.407	0.366	0.390	0.337	0.490	0.388	0.351
VI—Dallas Reg. Office	0.620	0.510	0.476	0.482	0.621	0.507	0.522
Arkansas	0.580	0.463	0.506	0.528	0.543	0.512	0.512
Louisiana	0.642	0.546	0.519	0.536	0.699	0.574	0.542
New Mexico	0.652	0.513	0.409	0.473	0.560	0.452	0.504
Oklahoma	0.613	0.503	0.489	0.442	0.639	0.513	0.474
Texas	0.624	0.515	0.460	0.462	0.630	0.494	0.530
VII—Kansas City Reg. Office	0.499	0.420	0.421	0.423	0.545	0.445	0.466
Iowa	0.478	0.348	0.412	0.375	0.497	0.414	0.475
Kansas	0.541	0.530	0.477	0.485	0.499	0.507	0.525
Missouri	0.489	0.397	0.405	0.414	0.583	0.429	0.428
Nebraska	0.483	0.450	0.399	0.428	0.625	0.453	0.490
VIII—Denver Reg. Office	0.468	0.389	0.369	0.412	0.534	0.411	0.390
Colorado	0.465	0.428	0.320	0.337	0.525	0.378	0.330
Montana	0.475	0.356	0.432	0.443	0.618	0.474	0.440
North Dakota	0.510	0.363	0.418	0.503	0.628	0.467	0.479
South Dakota	0.481	0.426	0.437	0.478	0.617	0.453	0.488
Utah	0.428	0.373	0.340	0.356	0.439	0.373	0.351
Wyoming	0.447	0.339	0.367	0.391	0.496	0.395	0.276

(continued)

Table B-56. Percentages of “10” Responses for Rate Medicare Plan Across Geographic Levels Among Beneficiaries Within MFFS by Insurance and Personal Doctor—Weighted (continued)

Geographic Levels	Insurance					Personal Doctor	
	Missing	No Additional Insurance	Add'l Ins with RX	Add'l Ins without Rx	Dually Eligible	Yes	No
IX—San Francisco Reg. Office	0.519	0.416	0.409	0.427	0.554	0.453	0.414
Arizona	0.583	0.410	0.374	0.421	0.469	0.406	0.440
California	0.503	0.414	0.406	0.427	0.565	0.461	0.417
Hawaii	0.517	0.410	0.561	0.506	0.557	0.534	0.504
Nevada	0.507	0.466	0.371	0.382	0.478	0.416	0.302
X—Seattle Reg. Office	0.482	0.348	0.343	0.366	0.490	0.388	0.334
Alaska	0.401	0.448	0.296	0.473	0.574	0.397	0.414
Idaho	0.485	0.346	0.363	0.346	0.499	0.393	0.382
Oregon	0.514	0.245	0.334	0.312	0.426	0.361	0.247
Washington	0.466	0.395	0.340	0.387	0.519	0.396	0.349

Appendix C

Table C-1. MFFS, 2001

State	GetCareNeededNS	GetCareNeededU	GetCareNeededA	CommunicationNS	CommunicationU	CommunicationA	RateCare07	RateCare89
National Estimate	3.23%	8.01%	88.76%	6.21%	28.30%	65.49%	15.67%	37.71%
AL	3.32%	6.78%	89.89%	6.01%	25.08%	68.91%	13.14%	31.66%
AZ	4.66%	10.93%	84.42%	8.78%	32.94%	58.28%	21.93%	38.39%
AR	2.30%	7.04%	90.65%	5.62%	25.38%	69.00%	11.79%	36.11%
CA	3.55%	9.21%	87.24%	6.31%	29.53%	64.17%	16.16%	38.05%
CO	5.26%	10.25%	84.50%	6.97%	28.30%	64.73%	18.32%	40.30%
CT	2.53%	7.92%	89.55%	4.90%	28.61%	66.50%	14.70%	33.34%
DE	3.48%	7.36%	89.16%	5.38%	27.70%	66.92%	11.48%	38.72%
DC	5.00%	7.71%	87.28%	6.47%	23.38%	70.15%	14.97%	33.38%
FL	2.96%	8.10%	88.94%	6.48%	29.08%	64.44%	15.81%	37.86%
GA	3.52%	8.57%	87.92%	7.56%	27.42%	65.02%	17.92%	40.47%
HI	3.49%	7.13%	89.37%	5.54%	21.63%	72.84%	13.60%	34.22%
ID	4.18%	8.04%	87.78%	5.20%	28.70%	66.10%	15.58%	39.14%
IL	2.36%	6.93%	90.71%	5.55%	26.71%	67.75%	14.47%	36.25%
IN	3.28%	7.07%	89.65%	5.47%	27.51%	67.02%	13.08%	37.82%
IA	2.03%	6.73%	91.25%	6.48%	26.73%	66.79%	15.64%	35.85%
KS	2.18%	6.00%	91.83%	5.52%	27.57%	66.90%	15.49%	38.85%
KY	3.80%	7.12%	89.08%	6.88%	27.72%	65.41%	15.10%	36.98%
LA	3.27%	6.46%	90.26%	6.36%	21.42%	72.22%	11.55%	34.39%
MD	3.34%	7.18%	89.48%	6.69%	27.19%	66.13%	16.22%	35.56%
MA	2.24%	6.30%	91.47%	5.16%	24.43%	70.42%	11.95%	35.80%
MI	2.59%	6.67%	90.74%	5.30%	27.86%	66.85%	13.37%	37.16%
MN	2.36%	7.84%	89.81%	5.16%	30.81%	64.04%	13.62%	42.76%
MS	3.36%	6.71%	89.93%	6.62%	26.16%	67.22%	13.93%	34.29%

(continued)

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Table C-1. MFFS, 2001 (continued)

State	GetCareNeededNS	GetCareNeededU	GetCareNeededA	CommunicationNS	CommunicationU	CommunicationA	RateCare07	RateCare89
MO	2.70%	8.61%	88.69%	6.58%	28.25%	65.17%	13.56%	39.66%
NE	2.22%	5.52%	92.26%	5.33%	26.63%	68.04%	12.63%	40.13%
NV	6.58%	9.51%	83.92%	7.00%	31.31%	61.69%	17.85%	40.83%
NH	2.27%	7.10%	90.63%	5.90%	25.76%	68.34%	14.43%	35.46%
NJ	3.04%	6.76%	90.20%	5.93%	27.55%	66.52%	14.91%	37.26%
NM	3.99%	10.65%	85.37%	8.04%	28.60%	63.36%	22.15%	38.45%
NY	3.52%	7.21%	89.27%	6.39%	27.79%	65.82%	16.78%	36.63%
NC	2.51%	7.02%	90.48%	6.21%	28.08%	65.71%	14.19%	39.96%
ND	2.47%	7.99%	89.53%	5.34%	26.46%	68.20%	11.21%	39.13%
OH	2.34%	6.92%	90.73%	5.87%	27.63%	66.50%	14.85%	38.06%
OK	3.64%	7.23%	89.12%	5.14%	29.37%	65.49%	14.80%	39.30%
OR	3.32%	8.60%	88.08%	5.84%	28.85%	65.31%	16.48%	41.25%
PA	1.99%	5.26%	92.75%	5.39%	25.64%	68.97%	12.60%	35.73%
RI	2.14%	6.62%	91.24%	5.48%	26.66%	67.87%	13.61%	34.30%
SD	2.98%	7.29%	89.73%	5.90%	25.70%	68.40%	12.81%	40.05%
TN	2.44%	6.19%	91.37%	5.15%	28.19%	66.67%	14.07%	39.51%
TX	3.72%	7.91%	88.37%	6.95%	26.78%	66.27%	16.41%	36.61%
VA	2.44%	8.35%	89.22%	4.68%	28.59%	66.73%	15.77%	44.00%
WA	4.28%	9.78%	85.94%	6.15%	31.17%	62.68%	18.33%	40.08%
WV	1.44%	4.93%	93.63%	3.70%	25.11%	71.19%	15.97%	28.74%
WI	2.22%	7.89%	89.89%	4.45%	27.83%	67.72%	15.11%	38.42%

(continued)

Table C-1. MFFS, 2001 (continued)

State	RateCare10	RatingofPlan07	RatingofPlan89	RatingofPlan10	GetCareQuickNS	GetCareQuickU	GetCareQuickA	FluShotYes	FluShotNo
National Estimate	46.63%	21.66%	35.07%	43.27%	12.83%	29.45%	57.72%	69.14%	30.86%
AL	55.20%	16.13%	28.65%	55.22%	14.51%	28.62%	56.88%	65.85%	34.15%
AZ	39.68%	26.99%	32.69%	40.32%	16.41%	33.58%	50.00%	66.36%	33.64%
AR	52.10%	16.90%	32.57%	50.53%	14.12%	29.73%	56.15%	70.59%	29.41%
CA	45.79%	23.50%	35.60%	40.90%	12.88%	29.95%	57.17%	70.49%	29.51%
CO	41.38%	25.66%	40.59%	33.74%	12.35%	29.99%	57.67%	76.58%	23.42%
CT	51.96%	20.62%	35.40%	43.98%	9.30%	27.92%	62.78%	73.30%	26.70%
DE	49.80%	21.22%	37.84%	40.94%	11.77%	28.14%	60.08%	72.17%	27.83%
DC	51.65%	21.79%	27.17%	51.04%	14.29%	29.32%	56.39%	64.04%	35.96%
FL	46.32%	19.82%	35.12%	45.06%	14.02%	30.13%	55.85%	64.96%	35.04%
GA	41.61%	22.90%	35.88%	41.22%	15.14%	31.27%	53.59%	64.49%	35.51%
HI	52.19%	18.25%	28.37%	53.38%	13.75%	28.64%	57.62%	74.73%	25.27%
ID	45.28%	27.50%	34.94%	37.56%	10.01%	32.18%	57.80%	67.52%	32.48%
IL	49.28%	21.88%	32.84%	45.28%	10.82%	28.23%	60.95%	67.07%	32.93%
IN	49.10%	21.77%	35.81%	42.42%	12.20%	29.76%	58.04%	67.92%	32.08%
IA	48.51%	18.72%	38.91%	42.37%	9.04%	27.10%	63.86%	76.11%	23.89%
KS	45.66%	21.38%	34.03%	44.59%	10.67%	29.46%	59.87%	73.32%	26.68%
KY	47.92%	19.56%	31.58%	48.86%	13.07%	29.15%	57.78%	68.02%	31.98%
LA	54.07%	17.77%	31.84%	50.39%	15.26%	27.31%	57.43%	66.55%	33.45%
MD	48.22%	22.36%	36.39%	41.25%	12.82%	30.60%	56.58%	69.41%	30.59%
MA	52.25%	16.93%	31.26%	51.81%	11.79%	27.71%	60.50%	71.10%	28.90%
MI	49.48%	16.47%	34.78%	48.75%	11.46%	28.49%	60.04%	67.59%	32.41%
MN	43.62%	23.77%	39.55%	36.68%	10.24%	30.99%	58.77%	75.58%	24.42%
MS	51.78%	18.82%	32.26%	48.92%	13.43%	26.90%	59.66%	70.90%	29.10%

(continued)

Table C-1. MFFS, 2001 (continued)

State	RateCare10	RatingofPlan07	RatingofPlan89	RatingofPlan10	GetCareQuickNS	GetCareQuickU	GetCareQuickA	FluShotYes	FluShotNo
MO	46.78%	23.96%	35.99%	40.06%	11.76%	31.04%	57.20%	67.98%	32.02%
NE	47.24%	20.94%	35.25%	43.82%	8.64%	28.40%	62.96%	78.03%	21.97%
NV	41.32%	26.62%	33.54%	39.84%	14.06%	30.79%	55.15%	61.27%	38.73%
NH	50.11%	19.55%	36.53%	43.92%	9.43%	27.38%	63.19%	73.26%	26.74%
NJ	47.83%	18.15%	33.63%	48.21%	12.62%	28.64%	58.74%	65.18%	34.82%
NM	39.40%	25.23%	33.32%	41.45%	16.03%	34.37%	49.60%	70.24%	29.76%
NY	46.58%	20.69%	35.71%	43.61%	14.22%	29.40%	56.39%	69.01%	30.99%
NC	45.85%	20.08%	37.35%	42.57%	11.46%	31.53%	57.01%	69.42%	30.58%
ND	49.66%	18.22%	34.21%	47.57%	8.23%	26.97%	64.79%	72.10%	27.90%
OH	47.09%	20.96%	35.71%	43.32%	12.03%	27.00%	60.97%	68.59%	31.41%
OK	45.90%	19.35%	38.03%	42.62%	12.06%	29.91%	58.03%	75.38%	24.62%
OR	42.27%	26.50%	39.14%	34.36%	11.05%	29.52%	59.44%	72.26%	27.74%
PA	51.67%	16.62%	34.55%	48.82%	10.89%	27.64%	61.47%	69.36%	30.64%
RI	52.09%	18.61%	31.78%	49.61%	11.92%	28.48%	59.61%	70.83%	29.17%
SD	47.15%	22.23%	31.75%	46.02%	9.75%	27.54%	62.71%	73.51%	26.49%
TN	46.42%	18.50%	36.99%	44.51%	14.58%	29.19%	56.23%	69.65%	30.35%
TX	46.98%	20.72%	35.30%	43.98%	14.95%	27.42%	57.63%	69.43%	30.57%
VA	40.23%	18.94%	42.69%	38.36%	12.45%	30.09%	57.46%	69.13%	30.87%
WA	41.58%	30.00%	33.34%	36.65%	12.08%	29.66%	58.27%	71.54%	28.46%
WV	55.29%	14.31%	31.57%	54.12%	11.00%	27.19%	61.81%	68.55%	31.45%
WI	46.47%	26.15%	38.02%	35.83%	7.49%	29.14%	63.37%	71.59%	28.41%

Note: BP = Big Problem; SP = Small Problem; NP = No Problem; NS = Never or Sometimes; U = Usually; A = Always; 07 = 0 - 7; 89 = 8 - 9; 10 = 10

Table C-2. MMC, 2001

State	GetCareNeededBP	GetCareNeededSP	GetCareNeededNP	CommunicationNS	CommunicationU	CommunicationA	RateCare07	RateCare89
National Estimate	5.67%	12.43%	81.89%	7.31%	25.73%	66.96%	15.64%	38.39%
AL	3.45%	8.60%	87.95%	6.53%	19.70%	73.77%	11.34%	32.38%
AZ	7.87%	17.10%	75.03%	9.43%	28.91%	61.66%	20.30%	38.09%
AR	2.82%	7.81%	89.38%	5.20%	23.72%	71.08%	11.06%	34.01%
CA	6.52%	14.61%	78.87%	8.18%	28.37%	63.46%	17.89%	41.78%
CO	6.09%	14.36%	79.55%	6.46%	26.53%	67.02%	16.76%	42.55%
CT	3.62%	9.01%	87.37%	4.95%	24.90%	70.15%	10.35%	38.07%
DE	4.38%	8.89%	86.73%	3.62%	23.89%	72.50%	10.46%	37.49%
DC	6.59%	13.43%	79.98%	10.49%	22.80%	66.71%	21.19%	38.76%
FL	7.39%	13.39%	79.22%	9.88%	26.79%	63.33%	19.51%	37.65%
GA	7.03%	13.46%	79.51%	10.31%	23.64%	66.05%	16.93%	35.73%
HI	3.54%	9.79%	86.67%	3.76%	20.93%	75.31%	10.88%	30.59%
ID	3.90%	10.58%	85.52%	3.79%	25.19%	71.02%	11.34%	38.48%
IL	4.59%	11.26%	84.15%	6.28%	23.82%	69.90%	15.19%	36.13%
IN	4.38%	10.09%	85.54%	5.68%	22.68%	71.64%	11.38%	35.70%
IA	1.76%	5.41%	92.83%	3.52%	25.51%	70.97%	9.02%	37.12%
KS	4.00%	9.91%	86.09%	5.31%	25.80%	68.88%	12.32%	40.94%
KY	6.01%	14.14%	79.85%	8.52%	26.40%	65.07%	19.40%	34.03%
LA	4.66%	12.16%	83.19%	7.49%	18.56%	73.95%	11.89%	31.58%
MD	6.72%	12.10%	81.18%	9.55%	28.77%	61.68%	19.84%	40.83%
MA	3.90%	9.92%	86.18%	5.46%	22.83%	71.71%	11.81%	35.46%
MI	5.75%	11.91%	82.34%	6.33%	23.15%	70.53%	12.99%	36.21%
MN	3.00%	9.06%	87.93%	4.30%	25.22%	70.48%	11.32%	39.01%
MS	8.83%	15.00%	76.17%	7.18%	20.05%	72.76%	14.08%	34.52%

(continued)

Table C-2. MMC, 2001 (continued)

State	GetCareNeededBP	GetCareNeededSP	GetCareNeededNP	CommunicationNS	CommunicationU	CommunicationA	RateCare07	RateCare89
MO	5.59%	11.84%	82.57%	7.22%	26.02%	66.76%	15.21%	39.40%
NE	2.42%	9.51%	88.07%	3.48%	24.37%	72.15%	13.06%	38.17%
NV	7.74%	17.19%	75.07%	10.49%	28.49%	61.02%	21.64%	40.74%
NH	3.28%	9.49%	87.23%	6.98%	19.86%	73.15%	11.18%	39.59%
NJ	4.29%	10.86%	84.85%	6.60%	24.88%	68.52%	14.53%	37.03%
NM	6.45%	12.46%	81.09%	7.84%	26.44%	65.71%	18.78%	34.69%
NY	5.29%	10.76%	83.94%	6.95%	24.56%	68.49%	13.95%	37.04%
NC	5.13%	9.67%	85.20%	5.29%	23.98%	70.73%	11.94%	34.91%
ND	1.89%	5.40%	92.70%	2.01%	20.06%	77.94%	7.56%	41.73%
OH	4.05%	10.04%	85.91%	5.68%	24.05%	70.27%	12.04%	37.45%
OK	8.09%	15.41%	76.50%	9.72%	26.02%	64.27%	19.10%	35.70%
OR	4.69%	10.89%	84.43%	5.52%	25.45%	69.02%	12.86%	40.80%
PA	2.89%	8.26%	88.85%	4.85%	22.64%	72.51%	10.11%	35.85%
RI	2.82%	8.66%	88.52%	5.27%	22.75%	71.98%	10.21%	35.47%
SD	2.14%	6.48%	91.38%	3.66%	20.43%	75.91%	7.19%	32.85%
TN	4.21%	11.17%	84.62%	4.47%	22.99%	72.55%	10.06%	36.61%
TX	9.67%	16.11%	74.22%	9.55%	24.60%	65.86%	19.48%	35.77%
VA	6.06%	13.01%	80.93%	7.72%	25.61%	66.68%	19.98%	44.33%
WA	4.44%	12.04%	83.51%	4.98%	26.33%	68.68%	13.61%	41.52%
WV	4.03%	7.53%	88.44%	4.76%	21.42%	73.82%	8.47%	32.67%
WI	3.29%	9.32%	87.39%	4.16%	24.03%	71.80%	10.61%	39.96%

(continued)

Table C-2. MMC, 2001 (continued)

State	RateCare10	RatingofPlan07	RatingofPlan89	RatingofPlan10	GetCareQuickNS	GetCareQuickU	GetCareQuickA	FluShotYes	FluShotNo
National Estimate	45.97%	22.94%	37.26%	39.80%	13.27%	27.70%	59.04%	70.76%	29.24%
AL	56.28%	20.10%	31.80%	48.09%	13.07%	23.20%	63.74%	68.15%	31.85%
AZ	41.61%	27.22%	37.43%	35.35%	17.58%	29.27%	53.14%	66.43%	33.57%
AR	54.94%	11.88%	33.67%	54.45%	9.83%	23.80%	66.37%	73.15%	26.85%
CA	40.33%	21.79%	39.92%	38.29%	14.94%	30.05%	55.01%	72.94%	27.06%
CO	40.68%	26.85%	39.52%	33.62%	12.24%	28.10%	59.66%	80.25%	19.75%
CT	51.58%	20.46%	38.42%	41.12%	10.02%	24.42%	65.56%	71.94%	28.06%
DE	52.04%	20.05%	38.49%	41.46%	8.47%	25.33%	66.20%	77.80%	22.20%
DC	40.05%	26.73%	38.44%	34.83%	18.30%	28.50%	53.20%	62.53%	37.47%
FL	42.84%	27.58%	36.53%	35.89%	16.73%	28.23%	55.04%	61.13%	38.87%
GA	47.35%	25.86%	34.42%	39.73%	14.33%	27.27%	58.40%	69.02%	30.98%
HI	58.53%	14.09%	30.09%	55.82%	9.96%	25.62%	64.42%	79.93%	20.07%
ID	50.18%	18.29%	40.58%	41.14%	9.04%	25.83%	65.13%	73.26%	26.74%
IL	48.68%	25.27%	31.56%	43.17%	11.19%	25.95%	62.86%	69.41%	30.59%
IN	52.92%	16.63%	32.65%	50.72%	9.70%	25.89%	64.41%	69.67%	30.33%
IA	53.87%	8.54%	24.43%	67.03%	6.67%	26.36%	66.97%	82.63%	17.37%
KS	46.75%	19.05%	39.29%	41.66%	9.55%	27.26%	63.19%	75.84%	24.16%
KY	46.57%	29.41%	33.17%	37.42%	15.38%	28.28%	56.34%	63.54%	36.46%
LA	56.53%	19.48%	31.04%	49.48%	14.71%	25.86%	59.43%	69.91%	30.09%
MD	39.32%	25.11%	41.01%	33.87%	16.66%	27.29%	56.05%	75.69%	24.31%
MA	52.73%	16.78%	37.47%	45.74%	10.73%	26.40%	62.87%	74.74%	25.26%
MI	50.80%	22.39%	35.61%	42.01%	12.03%	27.31%	60.66%	65.66%	34.34%
MN	49.67%	17.09%	40.66%	42.25%	7.47%	29.09%	63.44%	86.01%	13.99%
MS	51.40%	30.50%	29.36%	40.14%	14.27%	21.36%	64.37%	51.44%	48.56%

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(continued)

Table C-2. MMC, 2001 (continued)

State	RateCare10	RatingofPlan07	RatingofPlan89	RatingofPlan10	GetCareQuickNS	GetCareQuickU	GetCareQuickA	FluShotYes	FluShotNo
MO	45.39%	22.51%	36.69%	40.80%	12.00%	27.81%	60.19%	76.13%	23.87%
NE	48.77%	16.46%	39.74%	43.81%	8.72%	23.79%	67.49%	77.18%	22.82%
NV	37.62%	27.30%	37.56%	35.14%	17.44%	29.17%	53.39%	62.44%	37.56%
NH	49.23%	14.80%	39.26%	45.94%	5.38%	24.26%	70.36%	78.04%	21.96%
NJ	48.44%	30.73%	37.39%	31.88%	12.55%	27.13%	60.32%	69.63%	30.37%
NM	46.53%	23.77%	35.62%	40.61%	15.23%	29.55%	55.22%	76.04%	23.96%
NY	49.01%	25.74%	36.18%	38.08%	13.96%	26.64%	59.40%	66.88%	33.12%
NC	53.15%	18.05%	37.14%	44.81%	10.21%	27.27%	62.52%	72.84%	27.16%
ND	50.71%	10.01%	38.71%	51.29%	5.18%	23.17%	71.65%	74.94%	25.06%
OH	50.51%	22.04%	36.75%	41.21%	10.63%	25.54%	63.83%	70.09%	29.91%
OK	45.20%	20.66%	35.24%	44.09%	14.77%	29.84%	55.39%	74.34%	25.66%
OR	46.34%	15.76%	38.92%	45.32%	9.96%	27.07%	62.97%	77.90%	22.10%
PA	54.03%	19.31%	36.92%	43.77%	8.52%	24.98%	66.50%	72.50%	27.50%
RI	54.31%	21.71%	35.29%	43.00%	11.75%	25.40%	62.85%	78.73%	21.27%
SD	59.96%	3.36%	32.33%	64.32%	5.43%	26.86%	67.70%	81.40%	18.60%
TN	53.32%	13.18%	32.19%	54.62%	10.71%	27.38%	61.91%	72.90%	27.10%
TX	44.75%	28.04%	32.00%	39.96%	16.61%	27.22%	56.18%	66.87%	33.13%
VA	35.69%	25.93%	39.35%	34.72%	13.49%	28.24%	58.27%	78.37%	21.63%
WA	44.87%	18.92%	41.74%	39.34%	8.35%	27.07%	64.59%	78.52%	21.48%
WV	58.86%	12.39%	28.45%	59.15%	8.27%	23.84%	67.89%	77.54%	22.46%
WI	49.43%	19.37%	36.01%	44.62%	7.36%	24.92%	67.72%	75.08%	24.92%

Note: BP = Big Problem; SP = Small Problem; NP = No Problem; NS = Never or Sometimes; U = Usually; A = Always; 07 = 0 - 7; 89 = 8 - 9; 10 = 10

Appendix D

Figure D-1. Percentage of MFFS Beneficiaries Who Said that Getting Needed Care Was “Not a Problem” by Geo-Unit (Compared to National Mean)

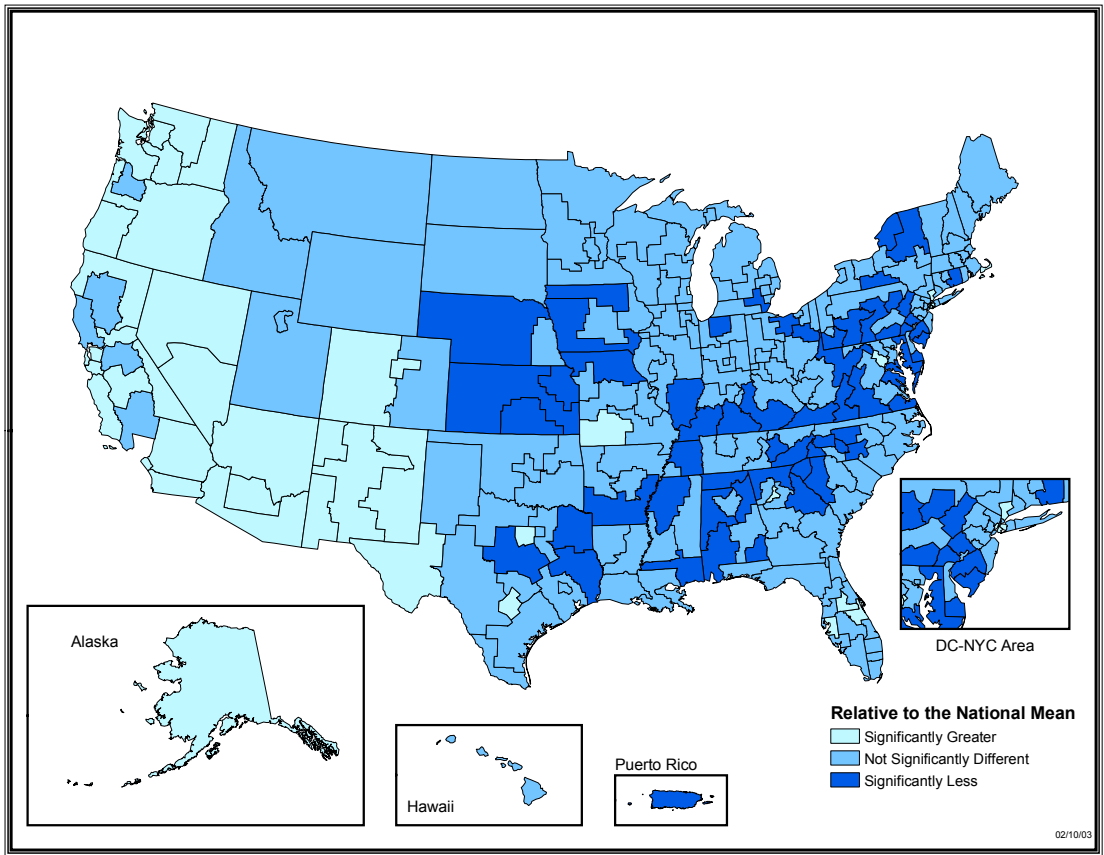


Figure D-2. Percentage of MFFS Beneficiaries Who Said that Their Providers “Always” Communicate Well by Geo-Unit (Compared to National Mean)

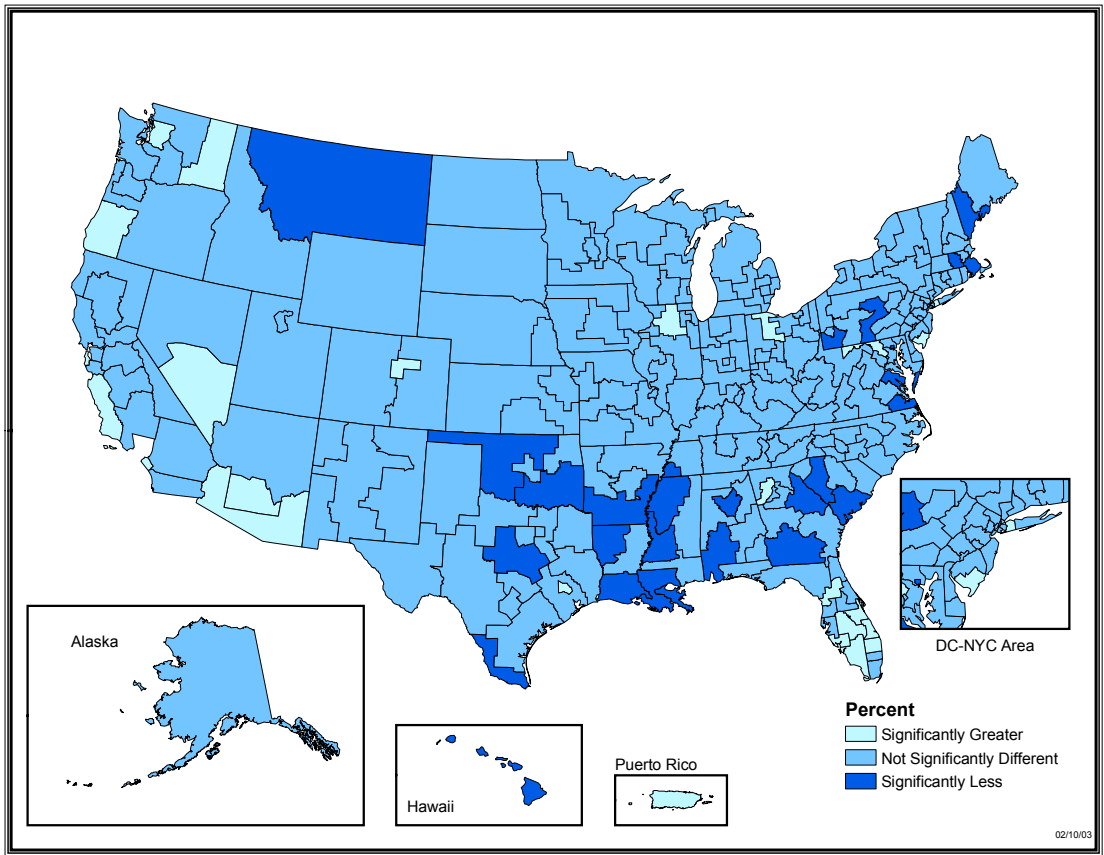


Figure D-3. Percentage of MFFS Beneficiaries Who Said that They “Always” Get Care Quickly by Geo-Unit (Compared to National Mean)

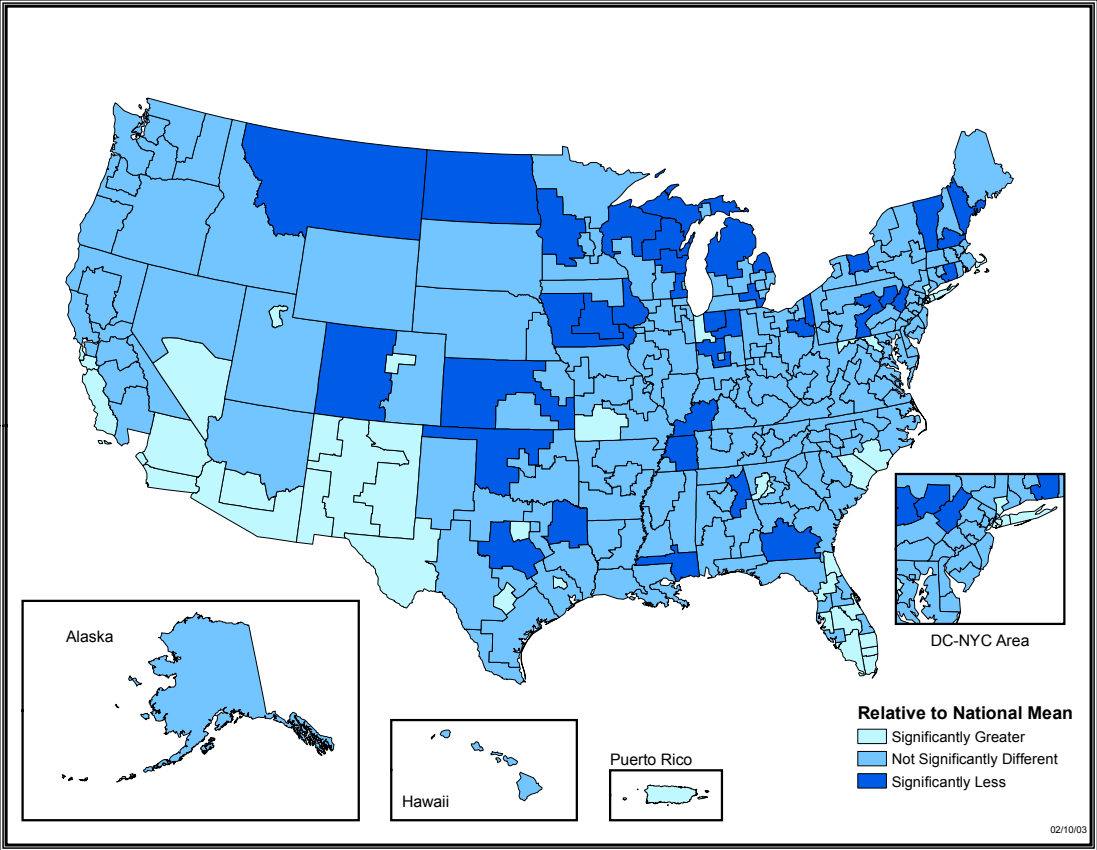


Figure D-4. Percentage of MFFS Beneficiaries Who Rated Their Health Care a “10” by Geo-Unit (Compared to National Mean)

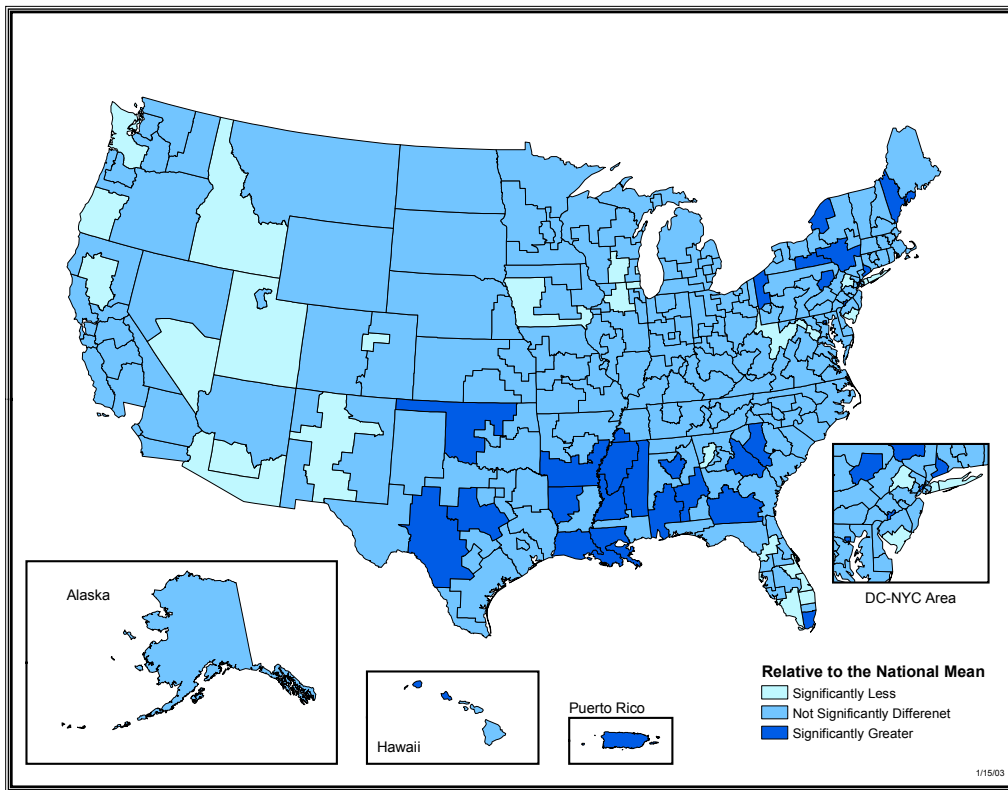


Figure D-5. Percentage of MFFS Beneficiaries Who Rated Medicare a “10” by Geo-Unit (Compared to National Mean)

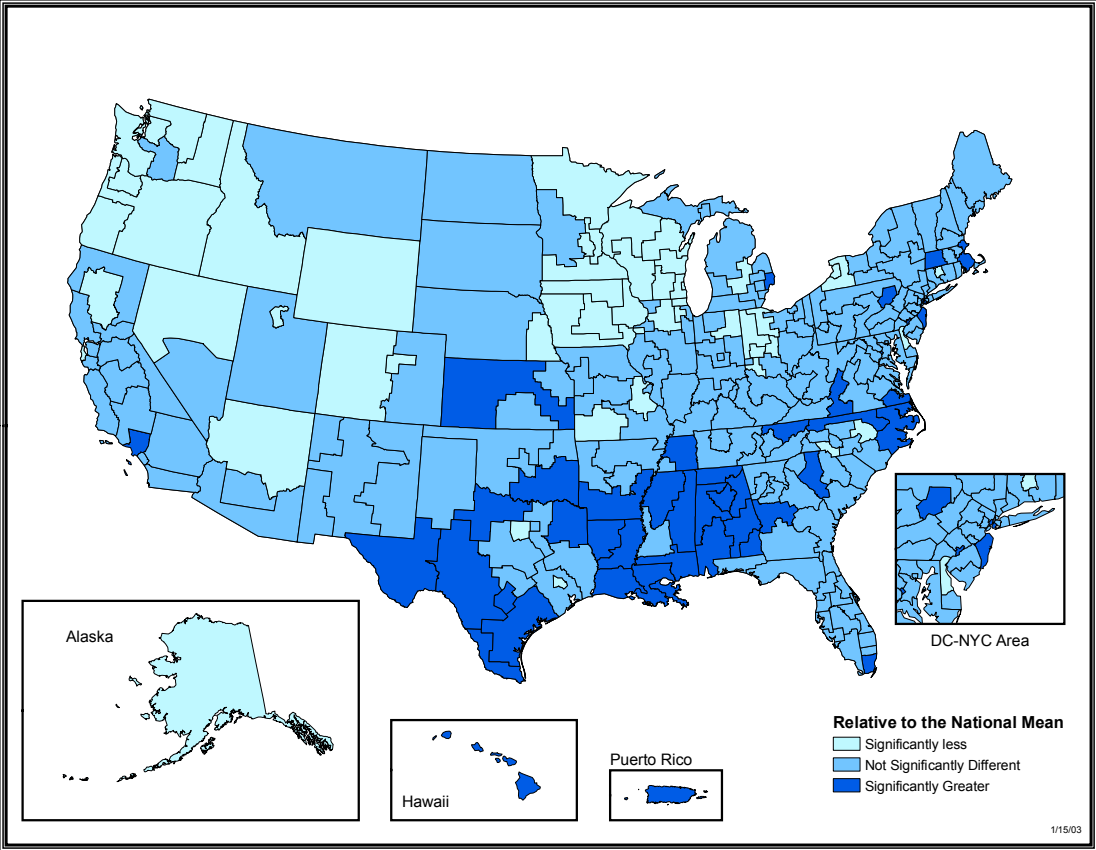


Figure D-6. Percentage of MFFS Beneficiaries Who Said that Getting Needed Care Was “Not a Problem” by Geo-Unit (in tertiles)

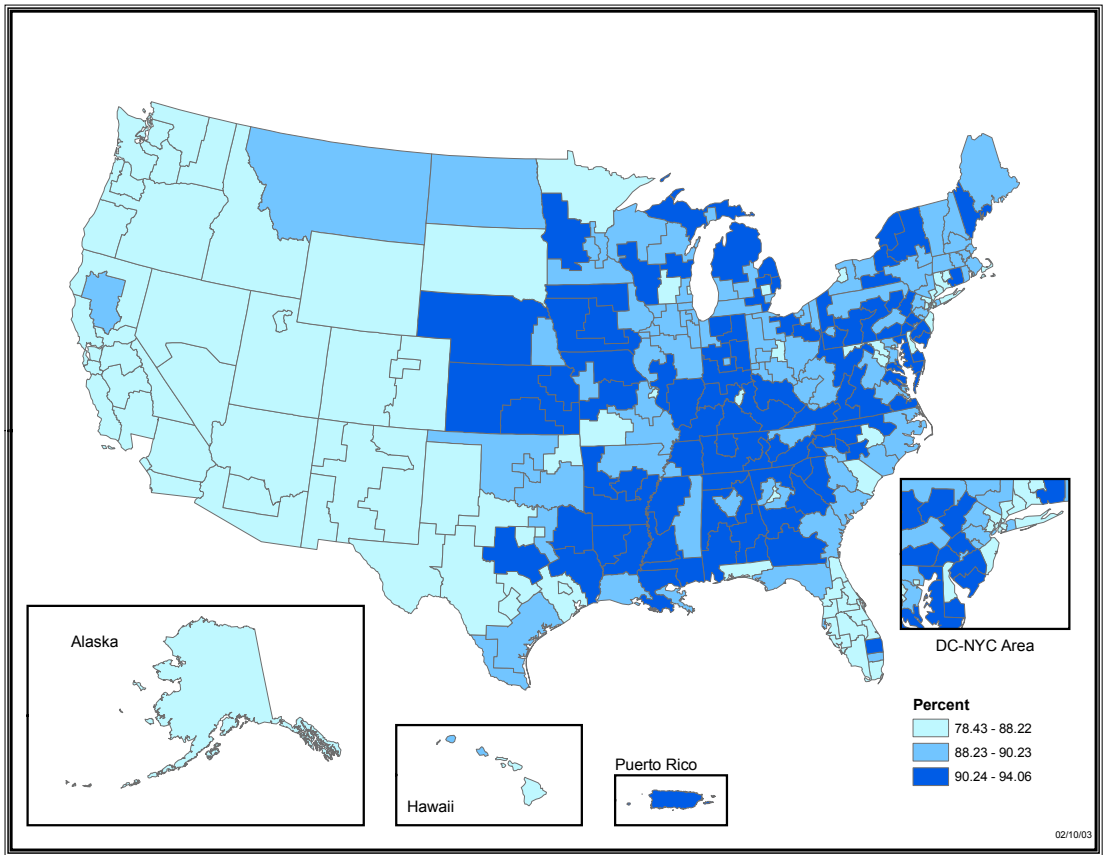


Figure D-7. Percentage of MFFS Beneficiaries Who Said that Their Providers “Always” Communicate Well by Geo-Unit (in tertiles)

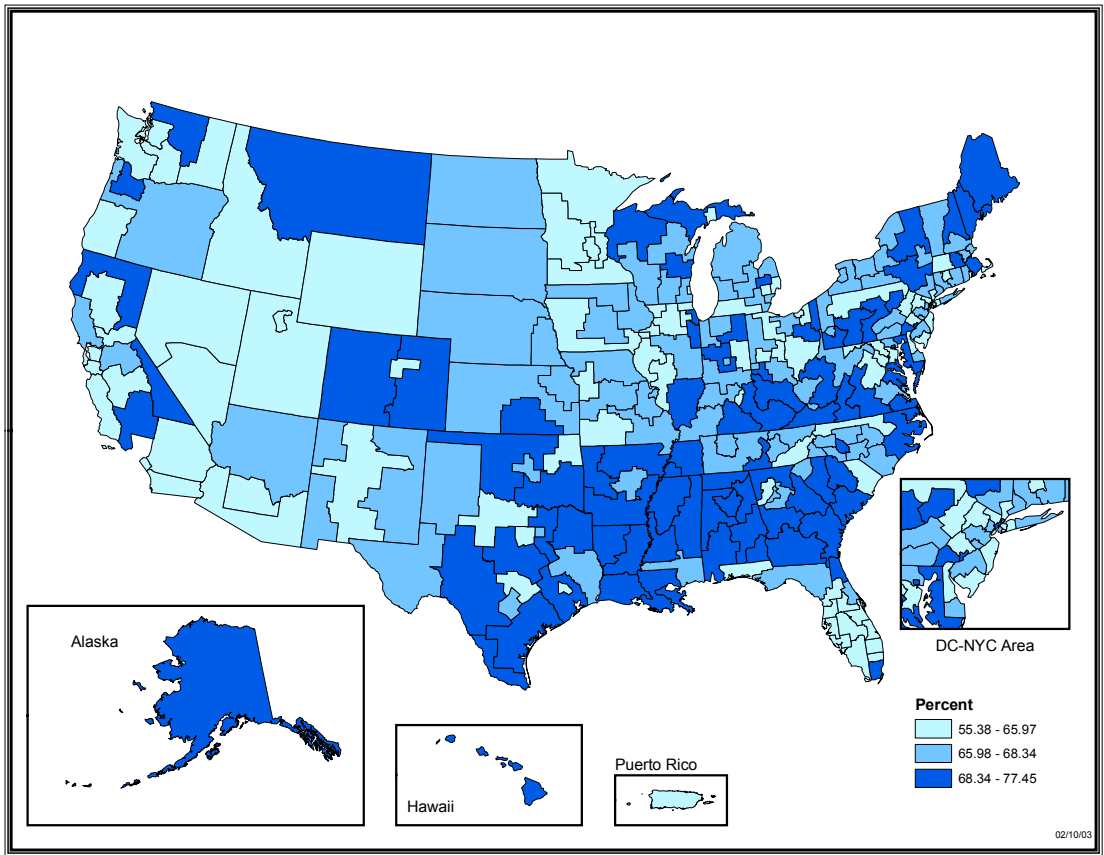


Figure D-8. Percentage of MFFS Beneficiaries Who Said that They “Always” Get Care Quickly by Geo-Unit (in tertiles)

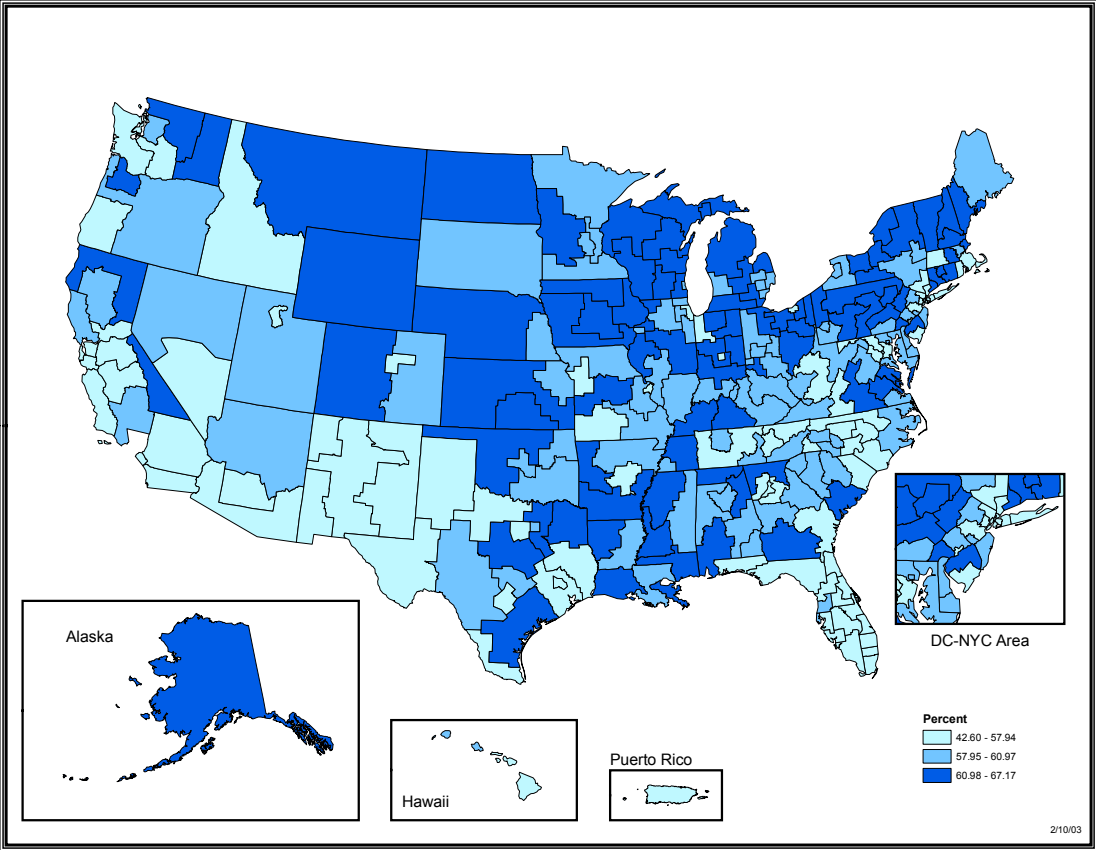


Figure D-9. Percentage of MFFS Beneficiaries Who Rated Their Health Care a “10” by Geo-Unit (in tertiles)

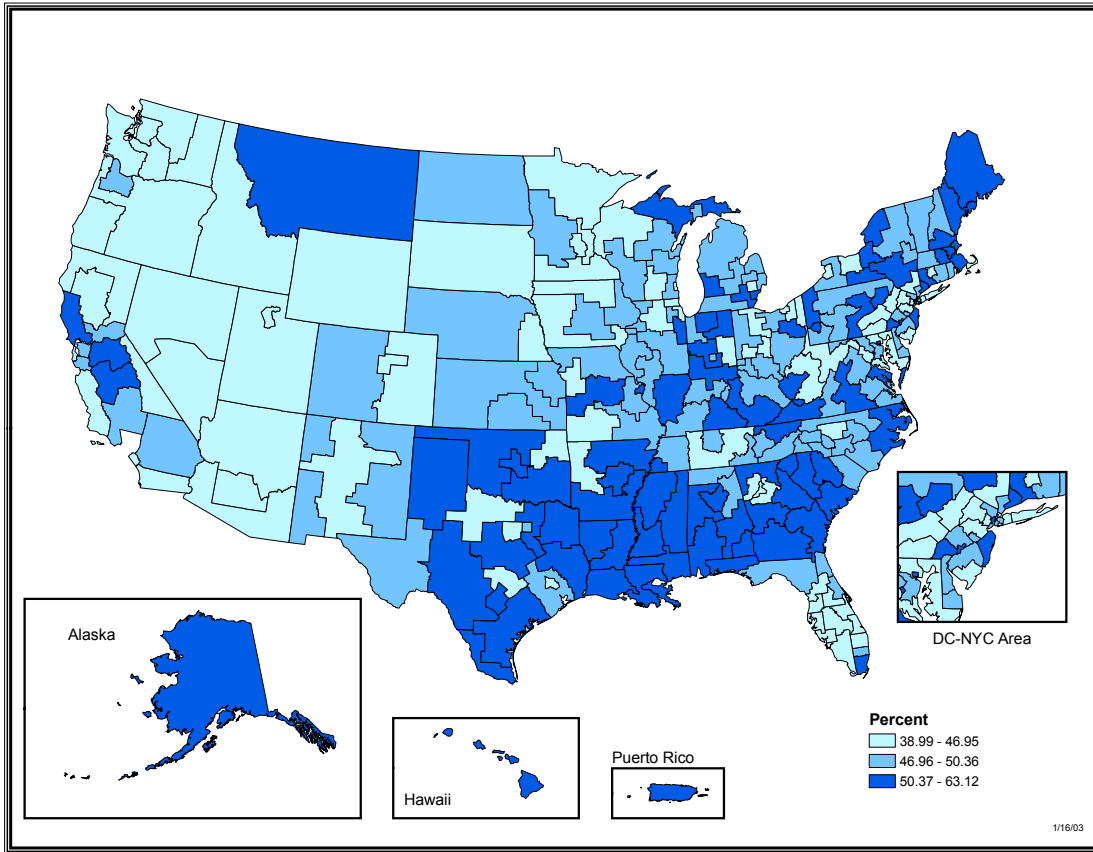


Figure D-10. Percentage of MFFS Beneficiaries Who Rated Medicare a “10” by Geo-Unit (in tertiles)

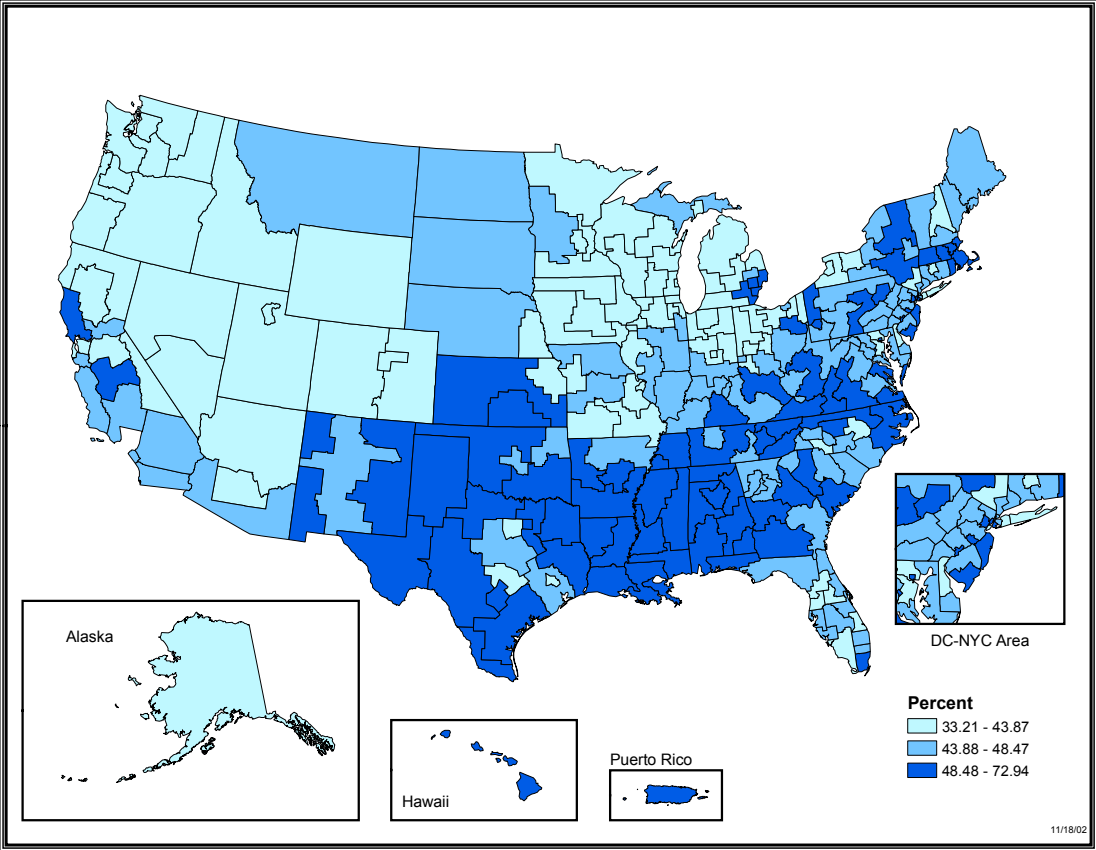


Table D-1. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted Percent Most Positive Response

Geo Unit		Needed Care		Good Communication		Care Quickly	
		2000	2001	2000	2001	2000	2001
National		0.8691	0.886	0.6733	0.673	0.5989	0.592
1	Alaska, AK	0.8297	0.832	0.6543	0.687	0.6079	0.615
2	Jefferson, AL	0.8927	0.895	0.6997	0.714	0.6157	0.601
3	Mobile, AL	0.9222	0.917	0.7426	0.731	0.6236	0.618
4	Montgomery, AL	0.9041	0.904	0.7414	0.695	0.5844	0.593
5	Madison, AL	0.9007	0.923	0.7236	0.700	0.5972	0.615
6	Calhoun, AL	0.9205	0.923	0.7418	0.692	0.6448	0.653
7	Tuscaloosa, AL	0.9168	0.925	0.7217	0.703	0.6334	0.607
8	Benton, AR	0.8826	0.907	0.6692	0.687	0.5945	0.611
9	Union, AR	0.9027	0.923	0.6741	0.728	0.6377	0.623
10	Pulaski, AR	0.8614	0.905	0.6699	0.669	0.5622	0.560
11	Craighead, AR	0.8972	0.899	0.6995	0.686	0.6162	0.607
12	Maricopa, AZ	0.8365	0.824	0.6102	0.610	0.5445	0.500
13	Pima, AZ	0.8229	0.851	0.5791	0.586	0.5022	0.529
14	Yavapai, AZ	0.7979	0.835	0.6266	0.671	0.5722	0.597
15	Orange, CA	0.8225	0.831	0.6649	0.624	0.5786	0.544
16	San Diego, CA	0.8049	0.818	0.6700	0.642	0.5502	0.519
17	Santa Clara, CA	0.8030	0.822	0.6103	0.660	0.5117	0.531
18	Monterey, CA	0.8668	0.859	0.6679	0.629	0.6028	0.550
19	Riverside, CA	0.8253	0.842	0.6392	0.643	0.5467	0.532
20	Los Angeles-1, CA	0.8041	0.833	0.6976	0.700	0.5896	0.578
21	Ventura, CA	0.8226	0.874	0.6542	0.690	0.5896	0.596
22	Fresno, CA	0.8732	0.858	0.6868	0.652	0.5616	0.559
23	San Francisco, CA	0.7523	0.784	0.6548	0.609	0.4984	0.525
24	Alameda, CA	0.8350	0.812	0.6470	0.651	0.5469	0.557
25	Sacramento, CA	0.7902	0.849	0.6364	0.655	0.5294	0.565
26	San Joaquin, CA	0.8224	0.867	0.6255	0.674	0.5577	0.578
27	Sonoma, CA	0.8696	0.874	0.6930	0.665	0.6270	0.592
28	Shasta, CA	0.8473	0.888	0.6644	0.633	0.6124	0.608
29	Humboldt, CA	0.8407	0.866	0.6877	0.691	0.6147	0.618
30	Los Angeles-2, CA	0.8180	0.878	0.6504	0.668	0.6142	0.578
31	Denver, CO	0.7893	0.794	0.6225	0.611	0.5153	0.539

(continued)

**Table D-1. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted
Percent Most Positive Response (continued)**

Geo Unit		Needed Care		Good Communication		Care Quickly	
		2000	2001	2000	2001	2000	2001
32	El Paso, CO	0.8031	0.870	0.6567	0.685	0.6007	0.607
33	Larimer, CO	0.8494	0.865	0.6522	0.693	0.5944	0.644
34	Fairfield, CT	0.8838	0.870	0.6801	0.674	0.6122	0.625
35	New Haven, CT	0.8726	0.880	0.6286	0.682	0.5698	0.629
36	Hartford, CT	0.8875	0.880	0.6555	0.651	0.6336	0.621
37	New London, CT	0.8788	0.917	0.6704	0.671	0.6421	0.634
38	Dist Of Columbia, DC	0.8625	0.861	0.6993	0.686	0.6233	0.555
39	Sussex, DE	0.8775	0.916	0.6589	0.677	0.6212	0.605
40	New Castle, DE	0.8318	0.877	0.7141	0.653	0.6056	0.596
41	Dade, FL	0.8796	0.865	0.7343	0.707	0.5874	0.543
42	Broward, FL	0.8275	0.886	0.6145	0.654	0.5338	0.550
43	Palm Beach, FL	0.8469	0.903	0.5882	0.554	0.5218	0.519
44	Lee, FL	0.8565	0.881	0.6064	0.598	0.5676	0.552
45	Sarasota, FL	0.8590	0.871	0.6084	0.628	0.5862	0.555
46	Hillsborough, FL	0.8545	0.850	0.6591	0.634	0.5265	0.544
47	Pinellas, FL	0.8733	0.893	0.6242	0.648	0.5851	0.598
48	Polk, FL	0.8470	0.872	0.5946	0.591	0.5307	0.524
49	St. Lucie, FL	0.8391	0.882	0.6122	0.623	0.5506	0.553
50	Brevard, FL	0.8603	0.852	0.5908	0.580	0.5541	0.533
51	Orange, FL	0.8285	0.862	0.6372	0.647	0.5245	0.566
52	Volusia, FL	0.8529	0.882	0.6434	0.680	0.5485	0.567
53	Pasco, FL	0.8616	0.8754	0.6222	0.6536	0.5707	0.5881
54	Marion, FL	0.8685	0.8737	0.6366	0.6126	0.5933	0.543
55	Duval, FL	0.8584	0.8745	0.6882	0.6835	0.5547	0.5415
56	Escambia, FL	0.8835	0.8811	0.6802	0.6489	0.5849	0.5688
57	Bay, FL	0.8603	0.8871	0.6516	0.6822	0.5862	0.5791
58	Hall, GA	0.9020	0.9192	0.6926	0.6918	0.6162	0.6199
59	Cobb, GA	0.8903	0.899	0.6877	0.5967	0.5657	0.5265
60	Fulton, GA	0.8588	0.8587	0.6836	0.6694	0.5625	0.5257
61	Gwinnett, GA	0.8444	0.8827	0.6880	0.6769	0.5980	0.572
62	Richmond, GA	0.9160	0.9309	0.7035	0.7328	0.6453	0.5998
63	Bibb, GA	0.8958	0.9061	0.7099	0.6858	0.6178	0.5914
64	Chatham, GA	0.8930	0.9	0.6847	0.6964	0.5976	0.5718

(continued)

**Table D-1. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted
Percent Most Positive Response (continued)**

Geo Unit		Needed Care		Good Communication		Care Quickly	
		2000	2001	2000	2001	2000	2001
65	Dougherty, GA	0.9115	0.9093	0.7139	0.7303	0.6287	0.6276
66	Honolulu, HI	0.8187	0.8873	0.6847	0.7745	0.5945	0.59
67	Hawaii, HI	0.8257	0.8646	0.7266	0.7129	0.6414	0.5675
68	Linn, IA	0.8957	0.9013	0.6710	0.6738	0.6514	0.6638
69	Woodbury, IA	0.8890	0.9119	0.6576	0.6562	0.6222	0.6439
70	Polk, IA	0.8844	0.9023	0.6606	0.6624	0.6237	0.6283
71	Black Hawk, IA	0.8733	0.9213	0.6403	0.6736	0.5939	0.6159
72	Idaho, ID	0.8699	0.8727	0.6511	0.6474	0.6238	0.5708
73	Cook, IL	0.8758	0.8872	0.7067	0.6837	0.6204	0.5736
74	Will, IL	0.9090	0.8848	0.6831	0.6953	0.6387	0.6085
75	Lake, IL	0.8490	0.8926	0.6552	0.6571	0.6022	0.5977
76	Du Page, IL	0.8683	0.8891	0.6625	0.6588	0.5792	0.597
77	Winnebago, IL	0.8792	0.8872	0.6924	0.6002	0.6453	0.5828
78	Williamson, IL	0.8811	0.9159	0.6524	0.6956	0.6249	0.606
79	Madison, IL	0.8963	0.9056	0.6613	0.654	0.6484	0.6097
80	Peoria, IL	0.8821	0.8944	0.6583	0.6829	0.6176	0.6285
81	Rock Island, IL	0.8970	0.897	0.6492	0.6574	0.6253	0.6144
82	Lake, IN	0.8543	0.8888	0.6614	0.6652	0.5865	0.5374
83	Johnson, IN	0.8706	0.9092	0.6789	0.7014	0.6530	0.6662
84	Marion, IN	0.8783	0.8852	0.6952	0.6681	0.6019	0.5554
85	Vanderburgh, IN	0.8745	0.9074	0.6855	0.6754	0.6369	0.6079
86	St. Joseph, IN	0.8588	0.9103	0.6568	0.679	0.6077	0.6292
87	Allen, IN	0.8757	0.9077	0.6684	0.7064	0.6073	0.634
88	Madison, IN	0.8914	0.9075	0.6661	0.632	0.6487	0.6111
89	Vigo, IN	0.8933	0.9067	0.6846	0.6801	0.6376	0.614
90	Johnson, KS	0.8713	0.9249	0.6546	0.679	0.5972	0.607
91	Sedgwick, KS	0.8790	0.912	0.6878	0.6876	0.6299	0.6242
92	Saline, KS	0.9041	0.9216	0.6847	0.6632	0.6741	0.6388
93	Jefferson, KY	0.8466	0.8712	0.6842	0.6502	0.6048	0.5848
94	Fayette, KY	0.8745	0.9035	0.7193	0.6856	0.6070	0.5896
95	Pulaski, KY	0.9066	0.9364	0.6942	0.6915	0.6646	0.5945
96	Warren, KY	0.9075	0.9222	0.6627	0.7119	0.5886	0.6163
97	Daviess, KY	0.8578	0.9112	0.6738	0.6824	0.6327	0.6335

(continued)

**Table D-1. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted
Percent Most Positive Response (continued)**

Geo Unit		Needed Care		Good Communication		Care Quickly	
		2000	2001	2000	2001	2000	2001
98	Orleans, LA	0.8813	0.8997	0.7189	0.7465	0.6112	0.61
99	E. Baton Rouge, LA	0.8954	0.9086	0.7295	0.7172	0.6115	0.592
100	Calcasieu, LA	0.8864	0.8822	0.7761	0.751	0.6482	0.6118
101	Caddo, LA	0.8836	0.906	0.7051	0.7391	0.5934	0.627
102	Ouachita, LA	0.9148	0.9088	0.7222	0.7137	0.6110	0.59
103	Barnstable, MA	0.8527	0.8632	0.6317	0.6541	0.5694	0.5424
104	Norfolk, MA	0.8546	0.8891	0.6949	0.7172	0.5464	0.5729
105	Essex, MA	0.9010	0.9011	0.7241	0.6798	0.5801	0.6109
106	Middlesex, MA	0.8577	0.9023	0.7063	0.6834	0.6295	0.5888
107	Worcester, MA	0.8507	0.8988	0.6985	0.7111	0.5899	0.6226
108	Hampden, MA	0.8980	0.893	0.6915	0.6553	0.6368	0.5756
109	Harford, MD	0.8859	0.9186	0.6888	0.7005	0.5460	0.5992
110	Baltimore, MD	0.8895	0.8923	0.6310	0.6599	0.5925	0.5843
111	Baltimore City, MD	0.8625	0.8817	0.7345	0.718	0.5944	0.5938
112	Prince Georges, MD	0.8556	0.8837	0.6570	0.6597	0.6147	0.5735
113	Montgomery, MD	0.8757	0.8793	0.6783	0.6168	0.6009	0.5378
114	Cumberland, ME	0.8823	0.9031	0.7016	0.7132	0.6505	0.629
115	Penobscot, ME	0.8581	0.8904	0.7381	0.6894	0.6238	0.6013
116	Macomb, MI	0.8662	0.9058	0.6759	0.6501	0.6007	0.5894
117	Oakland, MI	0.8669	0.8772	0.6444	0.6363	0.5952	0.5795
118	Wayne, MI	0.8714	0.8976	0.7339	0.682	0.6129	0.5811
119	Genesee, MI	0.8662	0.9091	0.6628	0.694	0.5836	0.5954
120	Washtenaw, MI	0.8662	0.9191	0.6806	0.674	0.5882	0.6376
121	Saginaw, MI	0.8897	0.8956	0.6810	0.6797	0.6206	0.625
122	Marquette, MI	0.8972	0.9071	0.7260	0.6877	0.6474	0.6357
123	Kent, MI	0.8840	0.8956	0.7019	0.6776	0.6223	0.6035
124	Kalamazoo, MI	0.8716	0.8953	0.6180	0.6502	0.5768	0.6128
125	Grand Traverse, MI	0.8563	0.9073	0.6430	0.6739	0.5974	0.6306
126	Ramsey, MN	0.8807	0.8867	0.6702	0.6574	0.6071	0.6035
127	Hennepin, MN	0.8187	0.8845	0.6116	0.6396	0.5657	0.5918
128	St. Louis, MN	0.8526	0.871	0.6555	0.6327	0.6028	0.6066
129	Olmsted, MN	0.8625	0.8964	0.6411	0.6478	0.5908	0.604
130	Stearns, MN	0.9073	0.9085	0.6614	0.6579	0.6109	0.6315

(continued)

**Table D-1. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted
Percent Most Positive Response (continued)**

Geo Unit		Needed Care		Good Communication		Care Quickly	
		2000	2001	2000	2001	2000	2001
131	St. Louis, MO	0.8471	0.8742	0.6800	0.66	0.5693	0.5763
132	St. Charles, MO	0.8473	0.8956	0.6854	0.6704	0.5951	0.5995
133	Jackson, MO	0.8854	0.8887	0.6473	0.6475	0.6179	0.5703
134	Cape Girardeau, MO	0.8590	0.8999	0.6241	0.6819	0.5870	0.59
135	Greene, MO	0.8748	0.8485	0.6262	0.6352	0.5933	0.5525
136	Boone, MO	0.8781	0.9086	0.6556	0.6832	0.5694	0.6133
137	Buchanan, MO	0.8739	0.9307	0.6723	0.6695	0.6141	0.6026
138	Harrison, MS	0.9059	0.9191	0.7199	0.6823	0.5990	0.6258
139	Hinds, MS	0.9058	0.9054	0.6860	0.7178	0.5997	0.6114
140	De Soto, MS	0.8906	0.932	0.6751	0.7263	0.6162	0.6129
141	Lauderdale, MS	0.9012	0.8887	0.7286	0.7042	0.6239	0.5944
142	Montana, MT	0.8672	0.8917	0.6633	0.7114	0.6185	0.6266
143	Mecklenburg, NC	0.8706	0.8947	0.6329	0.6761	0.6039	0.6095
144	Cabarrus, NC	0.8768	0.919	0.6593	0.7063	0.5683	0.5984
145	Catawba, NC	0.8928	0.9152	0.6774	0.6735	0.6140	0.5934
146	Guilford, NC	0.8999	0.9096	0.6602	0.6687	0.5806	0.5794
147	Wake, NC	0.8511	0.8803	0.6567	0.6625	0.5588	0.5574
148	Buncombe, NC	0.8851	0.912	0.7101	0.6453	0.6317	0.6021
149	Moore, NC	0.9164	0.9173	0.6975	0.6785	0.5687	0.5616
150	Cumberland, NC	0.8774	0.8996	0.6734	0.6601	0.5922	0.5268
151	Rockingham, NC	0.8843	0.9024	0.7058	0.6568	0.6494	0.565
152	Wayne, NC	0.8722	0.8893	0.7168	0.7081	0.6196	0.5905
153	North Dakota, ND	0.8578	0.8866	0.6737	0.6726	0.5963	0.6408
154	Douglas, NE	0.8498	0.8934	0.6145	0.675	0.5973	0.6059
155	Hall, NE	0.8983	0.9225	0.7052	0.6618	0.6247	0.6191
156	Hillsborough, NH	0.8872	0.8986	0.7069	0.6676	0.6709	0.6272
157	Strafford, NH	0.8888	0.8929	0.6754	0.6928	0.6266	0.6262
158	Hudson, NJ	0.8453	0.8363	0.6920	0.7099	0.5678	0.572
159	Bergen, NJ	0.8832	0.8673	0.6594	0.6501	0.6038	0.5748
160	Essex, NJ	0.8493	0.8632	0.7117	0.6718	0.6214	0.5658
161	Morris, NJ	0.8981	0.8895	0.6373	0.6305	0.6177	0.6067
162	Middlesex, NJ	0.8565	0.8882	0.6730	0.6634	0.5933	0.5722
163	Mercer, NJ	0.8731	0.896	0.6546	0.6651	0.5881	0.6002

(continued)

**Table D-1. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted
Percent Most Positive Response (continued)**

Geo Unit	Needed Care		Good Communication		Care Quickly		
	2000	2001	2000	2001	2000	2001	
164	Ocean, NJ	0.8540	0.8765	0.6587	0.6508	0.5946	0.588
165	Atlantic, NJ	0.8554	0.9269	0.6795	0.6299	0.5931	0.5631
166	Camden, NJ	0.9099	0.9137	0.6788	0.6806	0.6351	0.6098
167	Bernalillo, NM	0.8082	0.8404	0.6286	0.656	0.5135	0.5231
168	San Juan, NM	0.8661	0.8602	0.6525	0.6774	0.5607	0.5349
169	Clark, NY	0.8159	0.83	0.6098	0.5903	0.5418	0.5323
170	Washoe, NY	0.8570	0.8326	0.6398	0.6552	0.5939	0.5839
171	Suffolk, NY	0.8490	0.875	0.6787	0.662	0.5538	0.5323
172	Nassau, NY	0.8749	0.8997	0.6520	0.6137	0.5944	0.5237
173	Richmond, NY	0.8782	0.9004	0.6538	0.6457	0.5132	0.5339
174	Queens, NY	0.8331	0.8651	0.6787	0.6535	0.5910	0.5276
175	Bronx, NY	0.7956	0.8632	0.7301	0.6997	0.5747	0.5524
176	New York, NY	0.8403	0.8303	0.6410	0.6203	0.5373	0.5357
177	Kings, NY	0.8206	0.823	0.6952	0.6817	0.5549	0.5416
178	Erie, NY	0.8651	0.878	0.6735	0.6717	0.6035	0.581
179	Orange, NY	0.8762	0.8892	0.6705	0.6665	0.6220	0.5615
180	Ulster, NY	0.8878	0.8986	0.6576	0.7047	0.5931	0.6093
181	Albany, NY	0.8487	0.899	0.6631	0.6658	0.5732	0.5946
182	Oneida, NY	0.8906	0.9189	0.6839	0.6947	0.6241	0.615
183	Broome, NY	0.8929	0.9119	0.6602	0.6651	0.5819	0.6146
184	Onondaga, NY	0.8910	0.9048	0.6611	0.6776	0.6290	0.6167
185	Niagara, NY	0.8740	0.8901	0.6596	0.6692	0.6157	0.5954
186	Monroe, NY	0.8748	0.8928	0.6849	0.6793	0.6317	0.6445
187	Mahoning, OH	0.8887	0.8927	0.6415	0.7095	0.5834	0.6466
188	Summit, OH	0.8775	0.8911	0.6332	0.6556	0.6052	0.6189
189	Cuyahoga, OH	0.8543	0.8975	0.6805	0.652	0.6135	0.5789
190	Stark, OH	0.8927	0.9115	0.6159	0.6954	0.5849	0.6491
191	Lorain, OH	0.8832	0.921	0.6593	0.6659	0.5810	0.6219
192	Licking, OH	0.9011	0.8894	0.6657	0.6278	0.6224	0.6106
193	Franklin, OH	0.8542	0.8791	0.6843	0.6459	0.6143	0.5823
194	Hamilton, OH	0.8931	0.8902	0.6964	0.6928	0.6164	0.6206
195	Montgomery, OH	0.8754	0.8899	0.6899	0.6488	0.6103	0.5909
196	Lucas, OH	0.8916	0.8966	0.6608	0.6287	0.6498	0.6233

(continued)

**Table D-1. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted
Percent Most Positive Response (continued)**

Geo Unit		Needed Care		Good Communication		Care Quickly	
		2000	2001	2000	2001	2000	2001
197	Butler, OH	0.8651	0.8891	0.6788	0.6733	0.6051	0.5848
198	Allen, OH	0.8703	0.8919	0.6744	0.6745	0.6402	0.6038
199	Tulsa, OK	0.8675	0.8822	0.6780	0.6481	0.6229	0.5944
200	Muskogee, OK	0.9021	0.893	0.7122	0.7152	0.6278	0.6087
201	Oklahoma, OK	0.8476	0.891	0.7048	0.6667	0.5804	0.5942
202	Comanche, OK	0.9056	0.8941	0.7442	0.7382	0.6564	0.6327
203	Lane, OR	0.8378	0.8495	0.6385	0.6095	0.5831	0.556
204	Multnomah, OR	0.8045	0.8694	0.6465	0.6863	0.5780	0.6133
205	Deschutes, OR	0.8552	0.8623	0.6365	0.6739	0.5999	0.6096
206	Philadelphia, PA	0.8626	0.8868	0.7170	0.6867	0.5841	0.5739
207	Delaware, PA	0.9198	0.9162	0.6569	0.7055	0.6197	0.6233
208	Montgomery, PA	0.8741	0.9234	0.6428	0.6548	0.5936	0.584
209	Allegheny, PA	0.8512	0.8954	0.6909	0.6745	0.5831	0.6052
210	Westmoreland, PA	0.9129	0.9406	0.6755	0.7191	0.6447	0.5942
211	Erie, PA	0.8926	0.9102	0.6786	0.6684	0.5946	0.61
212	Cambria, PA	0.8704	0.9311	0.6703	0.6949	0.6330	0.623
213	Lehigh, PA	0.8751	0.9098	0.6984	0.6536	0.6505	0.6234
214	Lancaster, PA	0.8853	0.9157	0.6970	0.6605	0.6654	0.6096
215	Luzerne, PA	0.9101	0.9204	0.7151	0.7046	0.6764	0.6532
216	Berks, PA	0.8757	0.8961	0.6837	0.6768	0.6160	0.6153
217	Franklin, PA	0.8732	0.9167	0.6579	0.7138	0.6605	0.6717
218	Venango, PA	0.9110	0.9008	0.6663	0.6541	0.6453	0.6225
219	Rhode Island, RI	0.8487	0.8837	0.6681	0.6692	0.6067	0.568
220	Charleston, SC	0.8727	0.8947	0.7411	0.712	0.6165	0.6116
221	Horry, SC	0.8949	0.8773	0.7267	0.6541	0.6153	0.5338
222	Richland, SC	0.8846	0.8881	0.6947	0.7061	0.5869	0.5881
223	Greenville, SC	0.8892	0.9318	0.7088	0.6793	0.5993	0.6073
224	Spartanburg, SC	0.8543	0.9167	0.7416	0.7263	0.6207	0.6088
225	South Dakota, SD	0.8938	0.8733	0.6344	0.6667	0.6352	0.6094
226	Shelby, TN	0.8566	0.8924	0.6562	0.7479	0.5450	0.583
227	Davidson, TN	0.8917	0.9058	0.6884	0.6713	0.5940	0.5957
228	Knox, TN	0.8989	0.9229	0.6632	0.6784	0.5726	0.5657
229	Hamilton, TN	0.8618	0.9093	0.6253	0.6906	0.5545	0.5803

(continued)

**Table D-1. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted
Percent Most Positive Response (continued)**

Geo Unit		Needed Care		Good Communication		Care Quickly	
		2000	2001	2000	2001	2000	2001
230	Sullivan, TN	0.8754	0.8965	0.6662	0.6758	0.5824	0.5762
231	Madison, TN	0.9148	0.926	0.7119	0.7065	0.6081	0.6275
232	Putnam, TN	0.8799	0.9057	0.7217	0.6794	0.5930	0.5685
233	Hidalgo, TX	0.8696	0.8984	0.7012	0.7271	0.5327	0.5585
234	Nueces, TX	0.8861	0.8922	0.7114	0.7068	0.6298	0.6104
235	Bexar, TX	0.8600	0.8586	0.7013	0.6688	0.5899	0.5458
236	Montgomery, TX	0.8888	0.8656	0.6997	0.6254	0.5893	0.5443
237	Harris, TX	0.8349	0.8775	0.6727	0.6914	0.6233	0.5673
238	Jefferson, TX	0.9013	0.9201	0.6819	0.6772	0.5980	0.5773
239	Smith, TX	0.8750	0.9122	0.7046	0.691	0.6286	0.6393
240	Travis, TX	0.8615	0.8706	0.6738	0.6588	0.5905	0.585
241	Dallas, TX	0.8283	0.8796	0.6733	0.6687	0.5779	0.598
242	Collin, TX	0.8525	0.888	0.6926	0.6976	0.5850	0.6149
243	Mc Lennan, TX	0.8733	0.91	0.7192	0.7317	0.5655	0.6287
244	Tarrant, TX	0.8220	0.846	0.6300	0.6373	0.5062	0.5445
245	Lubbock, TX	0.8510	0.8815	0.6559	0.6719	0.5877	0.5662
246	El Paso, TX	0.8504	0.8454	0.7018	0.666	0.5828	0.5426
247	Wichita, TX	0.8559	0.8744	0.6990	0.6498	0.6047	0.5651
248	Tom Green, TX	0.8625	0.8701	0.7124	0.7062	0.5779	0.5803
249	Salt Lake, UT	0.8310	0.8734	0.6442	0.635	0.5527	0.5359
250	Utah, UT	0.8392	0.8683	0.6366	0.655	0.5732	0.5862
251	Virginia Beach C, VA	0.8821	0.912	0.6662	0.7133	0.5929	0.6005
252	Tazewell, VA	0.9088	0.9369	0.6948	0.7025	0.6273	0.609
253	Roanoke City, VA	0.8860	0.9151	0.6375	0.6941	0.5721	0.5701
254	Lynchburg City, VA	0.9025	0.9235	0.6767	0.703	0.6075	0.6098
255	Fairfax, VA	0.8550	0.8622	0.6341	0.6513	0.5632	0.5591
256	Richmond City, VA	0.8594	0.8824	0.6619	0.6719	0.5702	0.6112
257	Fredericksburg C, VA	0.8765	0.8939	0.7135	0.6588	0.6163	0.6047
258	Accomack, VA	0.8708	0.9135	0.6829	0.7243	0.5775	0.6183
259	Vermont, VT	0.8470	0.8963	0.6789	0.683	0.6521	0.6341
260	King, WA	0.8571	0.8555	0.6654	0.6363	0.6182	0.5938
261	Pierce, WA	0.8480	0.857	0.7002	0.642	0.6158	0.5655
262	Spokane, WA	0.8568	0.8473	0.6917	0.6293	0.6164	0.6159

(continued)

**Table D-1. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted
Percent Most Positive Response (continued)**

Geo Unit	Needed Care		Good Communication		Care Quickly	
	2000	2001	2000	2001	2000	2001
263 Whatcom, WA	0.8715	0.8559	0.6717	0.6877	0.6198	0.6177
264 Kitsap, WA	0.8675	0.8397	0.6936	0.6372	0.6247	0.5789
265 Winnebago, WI	0.8706	0.9066	0.6442	0.6847	0.6292	0.6538
266 Milwaukee, WI	0.8402	0.8535	0.6589	0.6437	0.6082	0.5896
267 Waukesha, WI	0.8889	0.8894	0.6624	0.6829	0.6120	0.6491
268 Dane, WI	0.8769	0.8762	0.6176	0.6685	0.6102	0.6203
269 La Crosse, WI	0.8760	0.9053	0.6809	0.6721	0.6183	0.615
270 Barron, WI	0.8767	0.9	0.6778	0.7055	0.6469	0.6496
271 Brown, WI	0.8940	0.8978	0.6639	0.668	0.6485	0.6573
272 Harrison, WY	0.8886	0.9199	0.6925	0.6648	0.6317	0.6096
273 Kanawha, WY	0.8966	0.8956	0.6542	0.6788	0.5937	0.5935
274 Wood, WY	0.9085	0.8885	0.6882	0.6895	0.6358	0.5771
275 Wyoming, WY	0.8518	0.8715	0.6964	0.6567	0.6360	0.6218
276 Puerto Rico, PR	0.8893	0.9227	0.6095	0.6228	0.4275	0.4259

**Table D-2. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Percent Rating a “10”**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
National		0.4801	0.489	0.4749	0.462
1	Alaska, AK	0.4663	0.522	0.3879	0.404
2	Jefferson, AL	0.5085	0.552	0.5426	0.563
3	Mobile, AL	0.5426	0.582	0.5539	0.585
4	Montgomery, AL	0.5504	0.547	0.5216	0.568
5	Madison, AL	0.4837	0.481	0.5200	0.518
6	Calhoun, AL	0.5811	0.496	0.5462	0.540
7	Tuscaloosa, AL	0.5311	0.539	0.5602	0.560
8	Benton, AR	0.4589	0.465	0.4573	0.510
9	Union, AR	0.4772	0.615	0.5236	0.552
10	Pulaski, AR	0.4365	0.514	0.4640	0.501
11	Craighead, AR	0.5047	0.507	0.4776	0.479
12	Maricopa, AZ	0.4384	0.420	0.4303	0.423
13	Pima, AZ	0.3793	0.405	0.4700	0.443
14	Yavapai, AZ	0.4318	0.441	0.4043	0.404
15	Orange, CA	0.4797	0.446	0.4294	0.445
16	San Diego, CA	0.4761	0.469	0.4722	0.480
17	Santa Clara, CA	0.3858	0.499	0.4496	0.461
18	Monterey, CA	0.4592	0.456	0.4533	0.445
19	Riverside, CA	0.4526	0.470	0.4814	0.485
20	Los Angeles-1, CA	0.5001	0.521	0.5112	0.543
21	Ventura, CA	0.4637	0.499	0.4559	0.457
22	Fresno, CA	0.5217	0.515	0.5201	0.515
23	San Francisco, CA	0.4838	0.447	0.5298	0.403
24	Alameda, CA	0.4387	0.475	0.4459	0.430
25	Sacramento, CA	0.4510	0.473	0.4399	0.443
26	San Joaquin, CA	0.4669	0.524	0.4784	0.439
27	Sonoma, CA	0.5003	0.510	0.5130	0.487
28	Shasta, CA	0.4651	0.434	0.4962	0.396
29	Humboldt, CA	0.4850	0.468	0.4825	0.416
30	Los Angeles-2, CA	0.4911	0.491	0.4794	0.506
31	Denver, CO	0.3934	0.393	0.3532	0.361

(continued)

**Table D-2. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Percent Rating a “10” (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
32	El Paso, CO	0.4223	0.457	0.3926	0.425
33	Larimer, CO	0.4514	0.492	0.3991	0.376
34	Fairfield, CT	0.4907	0.563	0.4302	0.474
35	New Haven, CT	0.4985	0.535	0.4846	0.459
36	Hartford, CT	0.4756	0.459	0.4688	0.402
37	New London, CT	0.5032	0.490	0.4926	0.464
38	Dist Of Columbia, DC	0.6008	0.517	0.5684	0.519
39	Sussex, DE	0.4908	0.496	0.5055	0.469
40	New Castle, DE	0.4981	0.496	0.4482	0.418
41	Dade, FL	0.5947	0.607	0.6509	0.596
42	Broward, FL	0.4192	0.493	0.4944	0.477
43	Palm Beach, FL	0.3812	0.395	0.4426	0.458
44	Lee, FL	0.3952	0.428	0.4365	0.427
45	Sarasota, FL	0.4091	0.441	0.4121	0.446
46	Hillsborough, FL	0.5018	0.452	0.4835	0.443
47	Pinellas, FL	0.4904	0.431	0.5330	0.462
48	Polk, FL	0.3946	0.438	0.4552	0.443
49	St. Lucie, FL	0.4283	0.425	0.4067	0.435
50	Brevard, FL	0.4007	0.406	0.4196	0.440
51	Orange, FL	0.3997	0.452	0.4337	0.437
52	Volusia, FL	0.4726	0.504	0.4820	0.442
53	Pasco, FL	0.4366	0.4627	0.4466	0.4381
54	Marion, FL	0.4182	0.4309	0.5093	0.4366
55	Duval, FL	0.5087	0.4849	0.4787	0.4819
56	Escambia, FL	0.4951	0.5288	0.5055	0.4924
57	Bay, FL	0.4501	0.4991	0.4908	0.4748
58	Hall, GA	0.5286	0.5128	0.5023	0.4485
59	Cobb, GA	0.4977	0.4311	0.4498	0.4438
60	Fulton, GA	0.4516	0.4562	0.4597	0.4537
61	Gwinnett, GA	0.4947	0.4436	0.4474	0.457
62	Richmond, GA	0.5227	0.5552	0.5271	0.4918
63	Bibb, GA	0.5439	0.5048	0.5097	0.5194
64	Chatham, GA	0.5051	0.5137	0.5247	0.4419

(continued)

**Table D-2. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Percent Rating a “10” (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
65	Dougherty, GA	0.5803	0.5685	0.5752	0.5068
66	Honolulu, HI	0.5427	0.5516	0.5842	0.5713
67	Hawaii, HI	0.5451	0.5286	0.5778	0.5253
68	Linn, IA	0.4982	0.4717	0.4503	0.4118
69	Woodbury, IA	0.4369	0.4288	0.4504	0.4039
70	Polk, IA	0.4940	0.4952	0.4614	0.4009
71	Black Hawk, IA	0.4533	0.4643	0.4197	0.3968
72	Idaho, ID	0.4459	0.4428	0.3951	0.3871
73	Cook, IL	0.5332	0.4693	0.4592	0.433
74	Will, IL	0.4706	0.5111	0.4009	0.4504
75	Lake, IL	0.4427	0.4152	0.3842	0.3901
76	Du Page, IL	0.4355	0.4717	0.3909	0.3957
77	Winnebago, IL	0.5040	0.3898	0.4164	0.3588
78	Williamson, IL	0.4710	0.5247	0.4424	0.4447
79	Madison, IL	0.4748	0.498	0.4715	0.4621
80	Peoria, IL	0.4356	0.4873	0.4672	0.4689
81	Rock Island, IL	0.4665	0.4726	0.4130	0.4243
82	Lake, IN	0.4273	0.4753	0.3850	0.4193
83	Johnson, IN	0.4747	0.5143	0.4365	0.428
84	Marion, IN	0.5023	0.4978	0.4569	0.4236
85	Vanderburgh, IN	0.4949	0.4962	0.4346	0.4403
86	St. Joseph, IN	0.4846	0.5194	0.4082	0.4319
87	Allen, IN	0.4482	0.5307	0.4293	0.4092
88	Madison, IN	0.5201	0.4481	0.4861	0.426
89	Vigo, IN	0.4864	0.5066	0.4492	0.4387
90	Johnson, KS	0.4520	0.479	0.4606	0.4381
91	Sedgwick, KS	0.4757	0.5	0.5085	0.4992
92	Saline, KS	0.4578	0.4837	0.4860	0.5523
93	Jefferson, KY	0.5202	0.4853	0.5166	0.4764
94	Fayette, KY	0.4851	0.5019	0.4966	0.5033
95	Pulaski, KY	0.5290	0.5086	0.5411	0.4794
96	Warren, KY	0.4859	0.5235	0.5196	0.5001
97	Daviess, KY	0.4943	0.4802	0.5310	0.4847

(continued)

**Table D-2. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Percent Rating a “10” (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
98	Orleans, LA	0.5579	0.5598	0.5328	0.5425
99	E. Baton Rouge, LA	0.5609	0.5751	0.5543	0.5555
100	Calcasieu, LA	0.6246	0.5804	0.5744	0.5585
101	Caddo, LA	0.4964	0.5726	0.5539	0.5711
102	Ouachita, LA	0.5301	0.526	0.5399	0.5391
103	Barnstable, MA	0.4552	0.468	0.5220	0.5003
104	Norfolk, MA	0.4984	0.5169	0.5161	0.5304
105	Essex, MA	0.5282	0.5291	0.5377	0.5626
106	Middlesex, MA	0.5406	0.5165	0.5036	0.5072
107	Worcester, MA	0.5264	0.5086	0.5519	0.4969
108	Hampden, MA	0.4518	0.4823	0.4975	0.5132
109	Harford, MD	0.4784	0.464	0.4628	0.4444
110	Baltimore, MD	0.4986	0.4674	0.4662	0.4149
111	Baltimore City, MD	0.5195	0.5522	0.4989	0.4859
112	Prince Georges, MD	0.5086	0.4888	0.4812	0.4288
113	Montgomery, MD	0.4820	0.4825	0.4796	0.4467
114	Cumberland, ME	0.5105	0.5292	0.4579	0.4811
115	Penobscot, ME	0.5366	0.5221	0.5343	0.4808
116	Macomb, MI	0.4667	0.4893	0.4857	0.5188
117	Oakland, MI	0.4498	0.446	0.4989	0.497
118	Wayne, MI	0.5112	0.5115	0.5427	0.4919
119	Genesee, MI	0.4881	0.4822	0.5537	0.4846
120	Washtenaw, MI	0.4941	0.506	0.4649	0.4933
121	Saginaw, MI	0.4776	0.4985	0.4426	0.4138
122	Marquette, MI	0.5334	0.5099	0.5014	0.4661
123	Kent, MI	0.4940	0.5312	0.3910	0.4157
124	Kalamazoo, MI	0.4348	0.5008	0.4172	0.4235
125	Grand Traverse, MI	0.4591	0.4711	0.4625	0.4212
126	Ramsey, MN	0.4616	0.4577	0.4206	0.3572
127	Hennepin, MN	0.3778	0.4504	0.3685	0.3831
128	St. Louis, MN	0.4311	0.4628	0.4198	0.4149
129	Olmsted, MN	0.4357	0.4581	0.4079	0.3744
130	Stearns, MN	0.4127	0.4894	0.4152	0.4489

(continued)

**Table D-2. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Percent Rating a “10” (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
131	St. Louis, MO	0.5282	0.5101	0.5093	0.4308
132	St. Charles, MO	0.4514	0.4788	0.4516	0.4078
133	Jackson, MO	0.4731	0.4456	0.4790	0.4266
134	Cape Girardeau, MO	0.4131	0.4751	0.4329	0.4161
135	Greene, MO	0.4415	0.444	0.4764	0.3971
136	Boone, MO	0.4257	0.5202	0.4366	0.4509
137	Buchanan, MO	0.4908	0.4811	0.4758	0.4407
138	Harrison, MS	0.5335	0.5315	0.5498	0.5653
139	Hinds, MS	0.5588	0.5484	0.5508	0.4978
140	De Soto, MS	0.4844	0.5801	0.5230	0.5648
141	Lauderdale, MS	0.5438	0.5613	0.5660	0.5565
142	Montana, MT	0.4550	0.5302	0.4471	0.4488
143	Mecklenburg, NC	0.4635	0.4891	0.4533	0.4117
144	Cabarrus, NC	0.4764	0.4931	0.4928	0.4413
145	Catawba, NC	0.4720	0.492	0.4703	0.4659
146	Guilford, NC	0.5171	0.4635	0.4681	0.4877
147	Wake, NC	0.4544	0.4947	0.4270	0.406
148	Buncombe, NC	0.5423	0.4759	0.5076	0.5098
149	Moore, NC	0.5081	0.4698	0.4548	0.4598
150	Cumberland, NC	0.5207	0.4697	0.5205	0.4432
151	Rockingham, NC	0.5105	0.4986	0.4842	0.5302
152	Wayne, NC	0.4395	0.5269	0.4556	0.5125
153	North Dakota, ND	0.4259	0.4765	0.4437	0.4389
154	Douglas, NE	0.3910	0.4561	0.3955	0.4207
155	Hall, NE	0.4753	0.4728	0.4218	0.4568
156	Hillsborough, NH	0.5509	0.5053	0.4863	0.4464
157	Strafford, NH	0.4490	0.4821	0.4331	0.4282
158	Hudson, NJ	0.5654	0.5546	0.5608	0.5453
159	Bergen, NJ	0.4698	0.4808	0.4889	0.4761
160	Essex, NJ	0.4901	0.4561	0.5159	0.5167
161	Morris, NJ	0.4561	0.411	0.4663	0.4551
162	Middlesex, NJ	0.4470	0.4627	0.4846	0.4442
163	Mercer, NJ	0.4523	0.5004	0.4577	0.4883

(continued)

**Table D-2. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Percent Rating a “10” (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
164	Ocean, NJ	0.4930	0.5078	0.5106	0.5197
165	Atlantic, NJ	0.4814	0.4338	0.4661	0.5
166	Camden, NJ	0.4854	0.4751	0.4942	0.4633
167	Bernalillo, NM	0.4123	0.4402	0.4665	0.4533
168	San Juan, NM	0.4612	0.4734	0.5035	0.5123
169	Clark, NY	0.4387	0.4155	0.4295	0.4348
170	Washoe, NY	0.4344	0.4446	0.4109	0.3832
171	Suffolk, NY	0.4751	0.4239	0.4842	0.4249
172	Nassau, NY	0.5176	0.3981	0.4847	0.4306
173	Richmond, NY	0.4923	0.4846	0.4885	0.4332
174	Queens, NY	0.4934	0.4767	0.4443	0.4714
175	Bronx, NY	0.5166	0.4549	0.5312	0.4685
176	New York, NY	0.4447	0.4643	0.4716	0.462
177	Kings, NY	0.4920	0.5	0.4814	0.5238
178	Erie, NY	0.4313	0.4636	0.3986	0.4166
179	Orange, NY	0.4681	0.4586	0.4512	0.4386
180	Ulster, NY	0.4204	0.5756	0.4294	0.491
181	Albany, NY	0.4665	0.4962	0.4648	0.4543
182	Oneida, NY	0.4744	0.4821	0.4506	0.4979
183	Broome, NY	0.4984	0.5511	0.4239	0.4755
184	Onondaga, NY	0.4975	0.5084	0.4696	0.4677
185	Niagara, NY	0.4704	0.5007	0.4383	0.3917
186	Monroe, NY	0.4879	0.4597	0.4327	0.4278
187	Mahoning, OH	0.4455	0.4665	0.4544	0.4242
188	Summit, OH	0.4297	0.4535	0.4828	0.4181
189	Cuyahoga, OH	0.4934	0.459	0.4705	0.455
190	Stark, OH	0.4454	0.5101	0.4405	0.5002
191	Lorain, OH	0.4424	0.4921	0.4004	0.4154
192	Licking, OH	0.4303	0.4729	0.4009	0.4394
193	Franklin, OH	0.5203	0.4502	0.4501	0.3881
194	Hamilton, OH	0.4915	0.4812	0.4344	0.4054
195	Montgomery, OH	0.4587	0.461	0.4652	0.3977
196	Lucas, OH	0.4159	0.4396	0.4651	0.395

(continued)

**Table D-2. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Percent Rating a “10” (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
197	Butler, OH	0.4595	0.501	0.4437	0.4615
198	Allen, OH	0.4390	0.4856	0.4278	0.3857
199	Tulsa, OK	0.4980	0.4574	0.5282	0.4677
200	Muskogee, OK	0.5297	0.536	0.5394	0.569
201	Oklahoma, OK	0.4963	0.5143	0.4599	0.4773
202	Comanche, OK	0.5796	0.5523	0.4994	0.4961
203	Lane, OR	0.4082	0.3962	0.4003	0.3374
204	Multnomah, OR	0.4339	0.4763	0.3798	0.3803
205	Deschutes, OR	0.4722	0.464	0.4227	0.3521
206	Philadelphia, PA	0.4800	0.5467	0.5197	0.5294
207	Delaware, PA	0.4373	0.5063	0.4664	0.4555
208	Montgomery, PA	0.4668	0.4883	0.4622	0.4751
209	Allegheny, PA	0.5241	0.5344	0.5041	0.5038
210	Westmoreland, PA	0.4521	0.4886	0.5033	0.4453
211	Erie, PA	0.5187	0.5461	0.5177	0.5139
212	Cambria, PA	0.4623	0.4877	0.4895	0.4734
213	Lehigh, PA	0.5134	0.4419	0.5355	0.4724
214	Lancaster, PA	0.4726	0.4694	0.4695	0.4503
215	Luzerne, PA	0.5049	0.5728	0.6008	0.5518
216	Berks, PA	0.4615	0.4635	0.4477	0.4714
217	Franklin, PA	0.4086	0.509	0.4265	0.4869
218	Venango, PA	0.4768	0.4791	0.4359	0.4398
219	Rhode Island, RI	0.4980	0.5019	0.4987	0.5063
220	Charleston, SC	0.5418	0.5204	0.5305	0.5087
221	Horry, SC	0.5009	0.4724	0.5565	0.4451
222	Richland, SC	0.5092	0.524	0.4959	0.4784
223	Greenville, SC	0.4911	0.5076	0.5029	0.4648
224	Spartanburg, SC	0.5608	0.5698	0.5520	0.5468
225	South Dakota, SD	0.4173	0.4465	0.4192	0.4473
226	Shelby, TN	0.4999	0.5532	0.4848	0.5065
227	Davidson, TN	0.5187	0.4976	0.5253	0.459
228	Knox, TN	0.5105	0.4937	0.4690	0.4854
229	Hamilton, TN	0.4463	0.4932	0.4790	0.4809

(continued)

**Table D-2. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Percent Rating a “10” (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
230	Sullivan, TN	0.4736	0.511	0.5039	0.5487
231	Madison, TN	0.5034	0.4973	0.5058	0.5202
232	Putnam, TN	0.4616	0.4674	0.4401	0.4987
233	Hidalgo, TX	0.5289	0.5124	0.5846	0.5929
234	Nueces, TX	0.5745	0.5087	0.5843	0.537
235	Bexar, TX	0.5189	0.5075	0.5167	0.5336
236	Montgomery, TX	0.4893	0.4406	0.5009	0.4
237	Harris, TX	0.4906	0.4855	0.4886	0.4668
238	Jefferson, TX	0.5507	0.5131	0.5009	0.5026
239	Smith, TX	0.5699	0.5293	0.5502	0.545
240	Travis, TX	0.4627	0.4674	0.4500	0.4289
241	Dallas, TX	0.5168	0.4997	0.4521	0.4985
242	Collin, TX	0.4505	0.5044	0.4359	0.492
243	Mc Lennan, TX	0.4945	0.5542	0.4923	0.4823
244	Tarrant, TX	0.4875	0.4481	0.4520	0.4125
245	Lubbock, TX	0.5240	0.5122	0.5175	0.5125
246	El Paso, TX	0.5682	0.4993	0.5787	0.5683
247	Wichita, TX	0.4674	0.4484	0.5319	0.5166
248	Tom Green, TX	0.5363	0.5658	0.5396	0.5461
249	Salt Lake, UT	0.4441	0.4395	0.3615	0.3453
250	Utah, UT	0.4304	0.4206	0.3820	0.4219
251	Virginia Beach C, VA	0.4965	0.4906	0.4982	0.5145
252	Tazewell, VA	0.4787	0.5115	0.5422	0.4991
253	Roanoke City, VA	0.4932	0.4928	0.4911	0.5245
254	Lynchburg City, VA	0.4770	0.5301	0.5090	0.4958
255	Fairfax, VA	0.4055	0.4232	0.4122	0.4406
256	Richmond City, VA	0.4882	0.4755	0.4771	0.4489
257	Fredericksburg C, VA	0.5103	0.4716	0.4263	0.4457
258	Accomack, VA	0.4873	0.53	0.4988	0.4984
259	Vermont, VT	0.4611	0.483	0.4316	0.4669
260	King, WA	0.4681	0.4564	0.4008	0.3975
261	Pierce, WA	0.4649	0.4394	0.4573	0.4154
262	Spokane, WA	0.4576	0.4594	0.4271	0.3782

(continued)

**Table D-2. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Percent Rating a “10” (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
National					
263	Whatcom, WA	0.4463	0.464	0.3657	0.4156
264	Kitsap, WA	0.4728	0.4366	0.4004	0.4068
265	Winnebago, WI	0.4416	0.4713	0.3783	0.3612
266	Milwaukee, WI	0.4174	0.4381	0.3923	0.332
267	Waukesha, WI	0.4507	0.4848	0.3937	0.3472
268	Dane, WI	0.4036	0.4336	0.3993	0.3855
269	La Crosse, WI	0.4701	0.4813	0.4251	0.3658
270	Barron, WI	0.4339	0.4609	0.4479	0.3856
271	Brown, WI	0.4447	0.4731	0.3895	0.3773
272	Harrison, WY	0.4614	0.4466	0.4925	0.4409
273	Kanawha, WY	0.4553	0.5254	0.5049	0.4593
274	Wood, WY	0.4802	0.464	0.5203	0.4992
275	Wyoming, WY	0.4459	0.4654	0.4604	0.3962
276	Puerto Rico, PR	0.6804	0.6311	0.7823	0.7294
263	Whatcom, WA	0.4463	0.464	0.3657	0.4156
264	Kitsap, WA	0.4728	0.4366	0.4004	0.4068
265	Winnebago, WI	0.4416	0.4713	0.3783	0.3612
266	Milwaukee, WI	0.4174	0.4381	0.3923	0.332
267	Waukesha, WI	0.4507	0.4848	0.3937	0.3472
268	Dane, WI	0.4036	0.4336	0.3993	0.3855
269	La Crosse, WI	0.4701	0.4813	0.4251	0.3658
270	Barron, WI	0.4339	0.4609	0.4479	0.3856
271	Brown, WI	0.4447	0.4731	0.3895	0.3773
272	Harrison, WY	0.4614	0.4466	0.4925	0.4409
273	Kanawha, WY	0.4553	0.5254	0.5049	0.4593
274	Wood, WY	0.4802	0.464	0.5203	0.4992
275	Wyoming, WY	0.4459	0.4654	0.4604	0.3962
276	Puerto Rico, PR	0.6804	0.6311	0.7823	0.7294

Table D-3. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted Mean of Response

Geo Unit	Needed Care		Good Communication		Care Quickly	
	2000	2001	2000	2001	2000	2001
National	2.826	2.851	3.602	3.602	3.435	3.427
1 Alaska, AK	2.757	2.769	3.573	3.615	3.466	3.459
2 Jefferson, AL	2.854	2.857	3.642	3.657	3.450	3.425
3 Mobile, AL	2.903	2.888	3.689	3.685	3.479	3.454
4 Montgomery, AL	2.879	2.867	3.669	3.608	3.407	3.365
5 Madison, AL	2.875	2.896	3.669	3.648	3.419	3.474
6 Calhoun, AL	2.902	2.895	3.690	3.632	3.490	3.492
7 Tuscaloosa, AL	2.889	2.910	3.655	3.638	3.485	3.432
8 Benton, AR	2.843	2.890	3.620	3.634	3.435	3.457
9 Union, AR	2.874	2.900	3.604	3.673	3.461	3.430
10 Pulaski, AR	2.812	2.875	3.557	3.583	3.351	3.363
11 Craighead, AR	2.863	2.869	3.637	3.612	3.459	3.420
12 Maricopa, AZ	2.783	2.769	3.476	3.516	3.313	3.294
13 Pima, AZ	2.768	2.814	3.474	3.478	3.259	3.291
14 Yavapai, AZ	2.725	2.787	3.503	3.626	3.352	3.449
15 Orange, CA	2.756	2.769	3.594	3.539	3.416	3.342
16 San Diego, CA	2.737	2.765	3.580	3.554	3.359	3.307
17 Santa Clara, CA	2.746	2.750	3.522	3.593	3.299	3.363
18 Monterey, CA	2.824	2.809	3.585	3.554	3.439	3.385
19 Riverside, CA	2.758	2.792	3.543	3.563	3.312	3.311
20 Los Angeles-1, CA	2.723	2.779	3.599	3.627	3.398	3.357
21 Ventura, CA	2.765	2.829	3.551	3.632	3.390	3.426
22 Fresno, CA	2.830	2.823	3.635	3.562	3.344	3.357
23 San Francisco, CA	2.661	2.697	3.524	3.481	3.214	3.254
24 Alameda, CA	2.778	2.769	3.553	3.533	3.325	3.366
25 Sacramento, CA	2.694	2.807	3.537	3.588	3.326	3.415
26 San Joaquin, CA	2.756	2.821	3.534	3.583	3.376	3.389
27 Sonoma, CA	2.819	2.842	3.621	3.589	3.485	3.448
28 Shasta, CA	2.781	2.853	3.605	3.539	3.486	3.445
29 Humboldt, CA	2.790	2.823	3.624	3.622	3.466	3.491
30 Los Angeles-2, CA	2.744	2.840	3.565	3.596	3.416	3.375
31 Denver, CO	2.700	2.728	3.519	3.484	3.323	3.367

(continued)

Table D-3. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted Mean of Response (continued)

Geo Unit	Needed Care		Good Communication		Care Quickly	
	2000	2001	2000	2001	2000	2001
32 El Paso, CO	2.720	2.817	3.559	3.625	3.442	3.462
33 Larimer, CO	2.795	2.818	3.585	3.622	3.434	3.509
34 Fairfield, CT	2.854	2.842	3.620	3.630	3.421	3.477
35 New Haven, CT	2.838	2.837	3.551	3.610	3.386	3.500
36 Hartford, CT	2.856	2.849	3.594	3.590	3.507	3.501
37 New London, CT	2.839	2.887	3.597	3.582	3.524	3.505
38 Dist Of Columbia, DC	2.835	2.801	3.628	3.593	3.459	3.344
39 Sussex, DE	2.845	2.891	3.596	3.630	3.504	3.457
40 New Castle, DE	2.774	2.838	3.664	3.577	3.462	3.431
41 Dade, FL	2.838	2.816	3.679	3.647	3.367	3.277
42 Broward, FL	2.756	2.853	3.535	3.573	3.283	3.336
43 Palm Beach, FL	2.794	2.874	3.500	3.448	3.341	3.314
44 Lee, FL	2.811	2.838	3.521	3.523	3.378	3.382
45 Sarasota, FL	2.800	2.835	3.527	3.521	3.422	3.380
46 Hillsborough, FL	2.803	2.806	3.591	3.537	3.295	3.335
47 Pinellas, FL	2.827	2.864	3.531	3.563	3.428	3.446
48 Polk, FL	2.805	2.834	3.484	3.481	3.303	3.274
49 St. Lucie, FL	2.789	2.856	3.526	3.544	3.357	3.364
50 Brevard, FL	2.826	2.813	3.494	3.476	3.347	3.321
51 Orange, FL	2.765	2.825	3.545	3.570	3.305	3.391
52 Volusia, FL	2.795	2.844	3.559	3.614	3.339	3.377
53 Pasco, FL	2.823	2.8439	3.546	3.5707	3.377	3.4001
54 Marion, FL	2.812	2.8341	3.560	3.507	3.405	3.3325
55 Duval, FL	2.822	2.8441	3.608	3.6247	3.391	3.3466
56 Escambia, FL	2.855	2.852	3.599	3.5683	3.405	3.3972
57 Bay, FL	2.804	2.8528	3.551	3.6164	3.401	3.4064
58 Hall, GA	2.882	2.9008	3.623	3.6261	3.448	3.4359
59 Cobb, GA	2.864	2.8774	3.633	3.5019	3.373	3.3271
60 Fulton, GA	2.817	2.8113	3.601	3.5807	3.361	3.3192
61 Gwinnett, GA	2.790	2.8477	3.623	3.591	3.426	3.3792
62 Richmond, GA	2.890	2.9054	3.620	3.6653	3.506	3.4272
63 Bibb, GA	2.871	2.8687	3.663	3.5887	3.449	3.3918
64 Chatham, GA	2.855	2.8619	3.613	3.6175	3.426	3.3499

(continued)

Table D-3. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted Mean of Response (continued)

Geo Unit	Needed Care		Good Communication		Care Quickly	
	2000	2001	2000	2001	2000	2001
65 Dougherty, GA	2.884	2.8814	3.636	3.6526	3.473	3.4736
66 Honolulu, HI	2.758	2.8553	3.613	3.7209	3.411	3.4465
67 Hawaii, HI	2.762	2.8161	3.672	3.6491	3.472	3.3471
68 Linn, IA	2.859	2.8729	3.624	3.5889	3.542	3.5503
69 Woodbury, IA	2.852	2.893	3.593	3.603	3.495	3.5285
70 Polk, IA	2.856	2.8836	3.594	3.5858	3.528	3.5015
71 Black Hawk, IA	2.840	2.9024	3.564	3.6155	3.453	3.5193
72 Idaho, ID	2.841	2.8271	3.593	3.5772	3.495	3.4273
73 Cook, IL	2.822	2.8537	3.646	3.6109	3.470	3.3744
74 Will, IL	2.886	2.8524	3.628	3.6335	3.508	3.4671
75 Lake, IL	2.805	2.8601	3.587	3.5904	3.446	3.4577
76 Du Page, IL	2.812	2.8546	3.594	3.5956	3.443	3.4473
77 Winnebago, IL	2.840	2.8501	3.619	3.5181	3.516	3.4335
78 Williamson, IL	2.838	2.8915	3.578	3.6305	3.485	3.4675
79 Madison, IL	2.883	2.8836	3.594	3.5705	3.522	3.4513
80 Peoria, IL	2.855	2.8717	3.592	3.6117	3.501	3.5066
81 Rock Island, IL	2.865	2.862	3.566	3.5973	3.514	3.4986
82 Lake, IN	2.797	2.8522	3.586	3.5746	3.385	3.3466
83 Johnson, IN	2.823	2.8907	3.623	3.6479	3.546	3.5404
84 Marion, IN	2.835	2.8546	3.619	3.6239	3.435	3.3874
85 Vanderburgh, IN	2.829	2.8764	3.642	3.6131	3.504	3.4515
86 St. Joseph, IN	2.814	2.8814	3.587	3.6163	3.484	3.4999
87 Allen, IN	2.843	2.8695	3.609	3.6301	3.467	3.4871
88 Madison, IN	2.845	2.8851	3.599	3.5499	3.553	3.4864
89 Vigo, IN	2.857	2.889	3.626	3.6284	3.503	3.4765
90 Johnson, KS	2.829	2.8996	3.592	3.6284	3.448	3.4797
91 Sedgwick, KS	2.832	2.8904	3.631	3.6315	3.518	3.488
92 Saline, KS	2.875	2.9018	3.636	3.6119	3.567	3.5079
93 Jefferson, KY	2.800	2.8323	3.625	3.5669	3.443	3.3909
94 Fayette, KY	2.843	2.8708	3.655	3.5983	3.437	3.4211
95 Pulaski, KY	2.881	2.925	3.657	3.6385	3.520	3.4209
96 Warren, KY	2.893	2.9014	3.597	3.6481	3.399	3.4432
97 Daviess, KY	2.825	2.8863	3.622	3.615	3.474	3.4891

(continued)

Table D-3. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted Mean of Response (continued)

Geo Unit	Needed Care		Good Communication		Care Quickly	
	2000	2001	2000	2001	2000	2001
98 Orleans, LA	2.846	2.8669	3.643	3.6716	3.444	3.4381
99 E. Baton Rouge, LA	2.860	2.8751	3.648	3.6453	3.427	3.3817
100 Calcasieu, LA	2.833	2.8438	3.725	3.713	3.469	3.4066
101 Caddo, LA	2.853	2.8737	3.624	3.6709	3.408	3.4603
102 Ouachita, LA	2.884	2.8852	3.648	3.6436	3.426	3.4168
103 Barnstable, MA	2.806	2.8235	3.558	3.5675	3.393	3.3629
104 Norfolk, MA	2.825	2.8544	3.600	3.6502	3.355	3.4075
105 Essex, MA	2.872	2.8781	3.658	3.6254	3.408	3.4656
106 Middlesex, MA	2.816	2.8797	3.641	3.6036	3.499	3.3981
107 Worcester, MA	2.798	2.8779	3.621	3.6475	3.392	3.4825
108 Hampden, MA	2.869	2.8521	3.624	3.5795	3.514	3.4275
109 Harford, MD	2.852	2.8921	3.636	3.626	3.380	3.4455
110 Baltimore, MD	2.856	2.8632	3.564	3.5731	3.453	3.4156
111 Baltimore City, MD	2.818	2.8395	3.663	3.6458	3.448	3.4209
112 Prince Georges, MD	2.802	2.8459	3.589	3.5877	3.419	3.3795
113 Montgomery, MD	2.832	2.8455	3.621	3.5342	3.469	3.3583
114 Cumberland, ME	2.842	2.8789	3.652	3.6699	3.518	3.5141
115 Penobscot, ME	2.812	2.8527	3.681	3.6309	3.494	3.4663
116 Macomb, MI	2.825	2.8787	3.604	3.5667	3.450	3.4362
117 Oakland, MI	2.815	2.83	3.597	3.5621	3.422	3.4433
118 Wayne, MI	2.820	2.8794	3.668	3.6247	3.428	3.429
119 Genesee, MI	2.821	2.8827	3.607	3.6505	3.380	3.4239
120 Washtenaw, MI	2.820	2.8968	3.626	3.6232	3.447	3.4916
121 Saginaw, MI	2.856	2.8646	3.611	3.6184	3.482	3.4886
122 Marquette, MI	2.863	2.8699	3.671	3.6288	3.552	3.5329
123 Kent, MI	2.845	2.871	3.641	3.6191	3.494	3.47
124 Kalamazoo, MI	2.840	2.8697	3.541	3.5506	3.429	3.4529
125 Grand Traverse, MI	2.804	2.8869	3.574	3.6105	3.461	3.4982
126 Ramsey, MN	2.849	2.8544	3.612	3.5849	3.476	3.475
127 Hennepin, MN	2.764	2.8564	3.535	3.5665	3.412	3.4519
128 St. Louis, MN	2.809	2.8371	3.581	3.5719	3.475	3.4871
129 Olmsted, MN	2.829	2.8721	3.577	3.5996	3.452	3.4892
130 Stearns, MN	2.884	2.8867	3.611	3.5958	3.495	3.5211

(continued)

Table D-3. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted Mean of Response (continued)

Geo Unit		Needed Care		Good Communication		Care Quickly	
		2000	2001	2000	2001	2000	2001
131	St. Louis, MO	2.808	2.8371	3.609	3.5711	3.411	3.4201
132	St. Charles, MO	2.794	2.8695	3.616	3.6255	3.444	3.4632
133	Jackson, MO	2.859	2.8628	3.581	3.5761	3.475	3.4121
134	Cape Girardeau, MO	2.817	2.8714	3.558	3.6047	3.421	3.4286
135	Greene, MO	2.835	2.8055	3.538	3.5442	3.443	3.3733
136	Boone, MO	2.851	2.8781	3.591	3.6176	3.399	3.4657
137	Buchanan, MO	2.837	2.9115	3.593	3.6111	3.453	3.4384
138	Harrison, MS	2.874	2.8953	3.671	3.6175	3.432	3.4834
139	Hinds, MS	2.873	2.8764	3.608	3.6443	3.415	3.4151
140	De Soto, MS	2.858	2.9079	3.593	3.666	3.462	3.4312
141	Lauderdale, MS	2.870	2.8605	3.660	3.618	3.435	3.3842
142	Montana, MT	2.826	2.8665	3.588	3.6484	3.482	3.5041
143	Mecklenburg, NC	2.837	2.8658	3.525	3.6049	3.443	3.4629
144	Cabarrus, NC	2.842	2.8946	3.572	3.6247	3.412	3.4595
145	Catawba, NC	2.860	2.8934	3.594	3.6065	3.473	3.4347
146	Guilford, NC	2.877	2.8876	3.578	3.599	3.434	3.443
147	Wake, NC	2.804	2.8384	3.600	3.5996	3.382	3.398
148	Buncombe, NC	2.850	2.8782	3.670	3.594	3.494	3.4399
149	Moore, NC	2.888	2.8942	3.626	3.6116	3.376	3.3942
150	Cumberland, NC	2.837	2.8747	3.562	3.5736	3.413	3.342
151	Rockingham, NC	2.856	2.8708	3.641	3.5897	3.484	3.3718
152	Wayne, NC	2.837	2.8563	3.656	3.6468	3.436	3.4305
153	North Dakota, ND	2.814	2.8554	3.632	3.6058	3.486	3.5368
154	Douglas, NE	2.794	2.8567	3.534	3.5951	3.434	3.458
155	Hall, NE	2.861	2.9035	3.656	3.5928	3.510	3.5066
156	Hillsborough, NH	2.848	2.8682	3.640	3.5875	3.546	3.4963
157	Strafford, NH	2.859	2.8657	3.604	3.6354	3.494	3.4935
158	Hudson, NJ	2.789	2.7784	3.606	3.6585	3.388	3.363
159	Bergen, NJ	2.832	2.8159	3.589	3.5723	3.426	3.3595
160	Essex, NJ	2.796	2.8196	3.646	3.5666	3.457	3.3192
161	Morris, NJ	2.866	2.8585	3.562	3.539	3.470	3.4736
162	Middlesex, NJ	2.822	2.8534	3.603	3.6009	3.429	3.3795
163	Mercer, NJ	2.831	2.8594	3.571	3.5902	3.418	3.4605

(continued)

Table D-3. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted Mean of Response (continued)

Geo Unit	Needed Care		Good Communication		Care Quickly	
	2000	2001	2000	2001	2000	2001
164 Ocean, NJ	2.802	2.8346	3.584	3.5924	3.438	3.3973
165 Atlantic, NJ	2.809	2.905	3.601	3.5473	3.393	3.4123
166 Camden, NJ	2.879	2.8902	3.603	3.6164	3.480	3.4664
167 Bernalillo, NM	2.752	2.7855	3.528	3.5615	3.273	3.2831
168 San Juan, NM	2.810	2.8128	3.570	3.5866	3.352	3.3015
169 Clark, NY	2.751	2.7572	3.491	3.4884	3.357	3.3104
170 Washoe, NY	2.809	2.7813	3.561	3.5864	3.449	3.4408
171 Suffolk, NY	2.802	2.841	3.614	3.5889	3.335	3.3128
172 Nassau, NY	2.827	2.874	3.598	3.5466	3.437	3.3265
173 Richmond, NY	2.833	2.8738	3.557	3.5928	3.227	3.3183
174 Queens, NY	2.785	2.8241	3.602	3.5708	3.357	3.2886
175 Bronx, NY	2.692	2.7983	3.658	3.611	3.391	3.2979
176 New York, NY	2.762	2.7587	3.539	3.5013	3.284	3.2615
177 Kings, NY	2.735	2.7362	3.611	3.5973	3.302	3.2811
178 Erie, NY	2.823	2.835	3.606	3.5992	3.416	3.4009
179 Orange, NY	2.834	2.8516	3.581	3.6025	3.442	3.402
180 Ulster, NY	2.853	2.8594	3.602	3.6405	3.464	3.4449
181 Albany, NY	2.803	2.8636	3.584	3.5987	3.372	3.4437
182 Oneida, NY	2.848	2.8965	3.635	3.6345	3.503	3.4485
183 Broome, NY	2.857	2.8813	3.598	3.595	3.440	3.4627
184 Onondaga, NY	2.856	2.873	3.598	3.6072	3.492	3.4865
185 Niagara, NY	2.827	2.8397	3.583	3.6084	3.424	3.4527
186 Monroe, NY	2.839	2.8524	3.614	3.6063	3.506	3.5381
187 Mahoning, OH	2.853	2.8621	3.540	3.6497	3.383	3.5238
188 Summit, OH	2.846	2.8604	3.569	3.5761	3.461	3.4639
189 Cuyahoga, OH	2.806	2.8724	3.622	3.5726	3.459	3.4029
190 Stark, OH	2.858	2.8863	3.531	3.6351	3.431	3.5049
191 Lorain, OH	2.840	2.9013	3.597	3.5954	3.431	3.4736
192 Licking, OH	2.868	2.8538	3.593	3.5544	3.479	3.448
193 Franklin, OH	2.801	2.8395	3.611	3.5431	3.461	3.4109
194 Hamilton, OH	2.863	2.8571	3.641	3.6295	3.487	3.4374
195 Montgomery, OH	2.831	2.8591	3.608	3.5782	3.473	3.434
196 Lucas, OH	2.861	2.8638	3.585	3.5477	3.527	3.4711

(continued)

Table D-3. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted Mean of Response (continued)

Geo Unit		Needed Care		Good Communication		Care Quickly	
		2000	2001	2000	2001	2000	2001
197	Butler, OH	2.821	2.8541	3.609	3.6184	3.464	3.4253
198	Allen, OH	2.825	2.861	3.608	3.6227	3.520	3.4676
199	Tulsa, OK	2.834	2.856	3.588	3.5735	3.506	3.4359
200	Muskogee, OK	2.874	2.8688	3.670	3.6299	3.517	3.4584
201	Oklahoma, OK	2.784	2.855	3.635	3.5883	3.426	3.4167
202	Comanche, OK	2.876	2.8607	3.686	3.6799	3.528	3.5045
203	Lane, OR	2.789	2.7993	3.562	3.5059	3.401	3.3691
204	Multnomah, OR	2.754	2.8242	3.554	3.6384	3.438	3.4777
205	Deschutes, OR	2.811	2.8229	3.553	3.6015	3.448	3.4801
206	Philadelphia, PA	2.808	2.8554	3.657	3.5926	3.427	3.3488
207	Delaware, PA	2.892	2.8838	3.589	3.6476	3.471	3.4871
208	Montgomery, PA	2.845	2.9028	3.563	3.575	3.447	3.4253
209	Allegheny, PA	2.792	2.8645	3.616	3.6022	3.396	3.4547
210	Westmoreland, PA	2.876	2.9269	3.601	3.6826	3.509	3.4499
211	Erie, PA	2.848	2.8854	3.591	3.5923	3.432	3.4744
212	Cambria, PA	2.840	2.9166	3.601	3.6331	3.490	3.4995
213	Lehigh, PA	2.835	2.8805	3.632	3.5788	3.543	3.4889
214	Lancaster, PA	2.857	2.8937	3.650	3.6161	3.559	3.478
215	Luzerne, PA	2.878	2.8903	3.662	3.6384	3.563	3.5377
216	Berks, PA	2.833	2.8652	3.629	3.6058	3.487	3.4775
217	Franklin, PA	2.842	2.8941	3.591	3.6372	3.547	3.5574
218	Venango, PA	2.882	2.8833	3.597	3.607	3.545	3.5067
219	Rhode Island, RI	2.789	2.8478	3.576	3.5893	3.428	3.3769
220	Charleston, SC	2.830	2.8642	3.667	3.6386	3.459	3.4256
221	Horry, SC	2.854	2.8445	3.674	3.5537	3.462	3.3091
222	Richland, SC	2.856	2.8578	3.614	3.6396	3.429	3.4065
223	Greenville, SC	2.863	2.9113	3.648	3.5855	3.413	3.453
224	Spartanburg, SC	2.811	2.8787	3.683	3.6805	3.460	3.4609
225	South Dakota, SD	2.861	2.8346	3.561	3.6017	3.528	3.4869
226	Shelby, TN	2.803	2.8602	3.565	3.6791	3.286	3.354
227	Davidson, TN	2.870	2.8843	3.627	3.602	3.419	3.3748
228	Knox, TN	2.867	2.906	3.612	3.623	3.381	3.3829
229	Hamilton, TN	2.815	2.8861	3.546	3.6377	3.330	3.3904

(continued)

Table D-3. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted Mean of Response (continued)

Geo Unit	Needed Care		Good Communication		Care Quickly	
	2000	2001	2000	2001	2000	2001
230 Sullivan, TN	2.833	2.858	3.575	3.6072	3.386	3.3832
231 Madison, TN	2.890	2.9033	3.644	3.6371	3.413	3.4427
232 Putnam, TN	2.841	2.8803	3.670	3.602	3.441	3.4099
233 Hidalgo, TX	2.818	2.8688	3.619	3.6764	3.253	3.3017
234 Nueces, TX	2.852	2.8642	3.632	3.6495	3.449	3.433
235 Bexar, TX	2.805	2.7974	3.630	3.5785	3.415	3.3036
236 Montgomery, TX	2.845	2.8353	3.638	3.5204	3.407	3.3196
237 Harris, TX	2.783	2.8393	3.592	3.6016	3.436	3.3352
238 Jefferson, TX	2.859	2.9002	3.623	3.6225	3.420	3.4132
239 Smith, TX	2.841	2.8891	3.643	3.6192	3.468	3.4891
240 Travis, TX	2.803	2.8266	3.613	3.5708	3.446	3.4286
241 Dallas, TX	2.759	2.8389	3.568	3.586	3.350	3.4193
242 Collin, TX	2.806	2.8436	3.618	3.6431	3.412	3.4394
243 Mc Lennan, TX	2.839	2.8871	3.657	3.6877	3.385	3.4784
244 Tarrant, TX	2.778	2.7854	3.551	3.5377	3.286	3.3303
245 Lubbock, TX	2.802	2.8524	3.579	3.5917	3.424	3.348
246 El Paso, TX	2.797	2.7897	3.620	3.5967	3.327	3.2639
247 Wichita, TX	2.805	2.8285	3.614	3.5628	3.449	3.3532
248 Tom Green, TX	2.806	2.824	3.650	3.6014	3.405	3.3758
249 Salt Lake, UT	2.779	2.829	3.570	3.5637	3.365	3.3658
250 Utah, UT	2.782	2.8308	3.552	3.5776	3.394	3.4251
251 Virginia Beach C, VA	2.848	2.8846	3.588	3.6646	3.434	3.4433
252 Tazewell, VA	2.885	2.921	3.637	3.6653	3.449	3.4897
253 Roanoke City, VA	2.852	2.8906	3.573	3.6226	3.402	3.4198
254 Lynchburg City, VA	2.885	2.9045	3.619	3.6546	3.441	3.4587
255 Fairfax, VA	2.811	2.8282	3.548	3.5706	3.391	3.3789
256 Richmond City, VA	2.819	2.8526	3.590	3.6113	3.423	3.4342
257 Fredericksburg C, VA	2.836	2.8583	3.656	3.5757	3.439	3.447
258 Accomack, VA	2.844	2.887	3.602	3.66	3.394	3.4659
259 Vermont, VT	2.791	2.8713	3.600	3.6346	3.530	3.519
260 King, WA	2.811	2.812	3.595	3.563	3.490	3.4467
261 Pierce, WA	2.800	2.8042	3.648	3.5763	3.500	3.422
262 Spokane, WA	2.817	2.792	3.610	3.5447	3.465	3.4902

(continued)

Table D-3. MFFS Composites by Geounit-Case-Mix Adjusted and Weighted Mean of Response (continued)

Geo Unit	Needed Care		Good Communication		Care Quickly	
	2000	2001	2000	2001	2000	2001
263 Whatcom, WA	2.833	2.8044	3.618	3.6264	3.498	3.4777
264 Kitsap, WA	2.827	2.7806	3.633	3.5604	3.502	3.4136
265 Winnebago, WI	2.830	2.8799	3.555	3.63	3.522	3.5388
266 Milwaukee, WI	2.775	2.8107	3.592	3.5644	3.454	3.4601
267 Waukesha, WI	2.852	2.8655	3.616	3.627	3.505	3.547
268 Dane, WI	2.847	2.8397	3.547	3.6033	3.513	3.5291
269 La Crosse, WI	2.838	2.8872	3.640	3.6188	3.491	3.5239
270 Barron, WI	2.846	2.8813	3.620	3.6292	3.552	3.5619
271 Brown, WI	2.858	2.8743	3.607	3.6223	3.572	3.5716
272 Harrison, WY	2.848	2.8989	3.612	3.6037	3.500	3.4608
273 Kanawha, WY	2.864	2.8513	3.586	3.5964	3.424	3.3587
274 Wood, WY	2.885	2.8564	3.656	3.6123	3.486	3.3879
275 Wyoming, WY	2.801	2.8166	3.634	3.5788	3.506	3.4729
276 Puerto Rico, PR	2.848	2.8977	3.570	3.5614	3.109	3.0689

Table D-4. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted Mean of Response

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
National		8.844	8.844	8.657	8.590
1	Alaska, AK	8.700	8.738	8.130	8.216
2	Jefferson, AL	8.972	9.039	8.813	8.958
3	Mobile, AL	9.074	9.110	9.020	8.943
4	Montgomery, AL	9.006	8.939	8.877	8.754
5	Madison, AL	8.912	8.889	8.891	8.822
6	Calhoun, AL	9.121	8.898	8.823	8.883
7	Tuscaloosa, AL	8.947	9.016	8.873	9.045
8	Benton, AR	8.880	8.942	8.752	8.773
9	Union, AR	8.810	9.182	8.864	8.865
10	Pulaski, AR	8.585	8.860	8.561	8.702
11	Craighead, AR	8.952	8.831	8.760	8.727
12	Maricopa, AZ	8.597	8.578	8.577	8.335
13	Pima, AZ	8.423	8.439	8.578	8.487
14	Yavapai, AZ	8.430	8.811	8.402	8.479
15	Orange, CA	8.891	8.714	8.578	8.546
16	San Diego, CA	8.686	8.699	8.565	8.560
17	Santa Clara, CA	8.565	8.856	8.381	8.670
18	Monterey, CA	8.756	8.786	8.609	8.639
19	Riverside, CA	8.700	8.703	8.676	8.561
20	Los Angeles-1, CA	8.905	8.924	8.743	8.858
21	Ventura, CA	8.836	8.904	8.465	8.626
22	Fresno, CA	8.991	8.742	8.689	8.631
23	San Francisco, CA	8.627	8.584	8.772	8.355
24	Alameda, CA	8.652	8.686	8.475	8.511
25	Sacramento, CA	8.581	8.779	8.526	8.563
26	San Joaquin, CA	8.747	8.834	8.662	8.411
27	Sonoma, CA	8.947	8.839	8.826	8.612
28	Shasta, CA	8.782	8.640	8.650	8.384
29	Humboldt, CA	8.827	8.831	8.565	8.527
30	Los Angeles-2, CA	8.858	8.805	8.628	8.632
31	Denver, CO	8.560	8.389	8.145	8.199

(continued)

**Table D-4. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Mean of Response (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
National					
32	El Paso, CO	8.649	8.782	8.352	8.597
33	Larimer, CO	8.742	8.871	8.198	8.223
34	Fairfield, CT	8.869	9.101	8.616	8.644
35	New Haven, CT	8.935	8.830	8.743	8.453
36	Hartford, CT	8.918	8.774	8.723	8.445
37	New London, CT	8.981	8.858	8.805	8.604
38	Dist Of Columbia, DC	9.062	8.826	8.978	8.616
39	Sussex, DE	8.942	8.941	8.795	8.751
40	New Castle, DE	8.926	8.868	8.404	8.475
41	Dade, FL	9.216	9.108	9.206	9.068
42	Broward, FL	8.732	8.836	8.693	8.754
43	Palm Beach, FL	8.678	8.610	8.723	8.623
44	Lee, FL	8.609	8.706	8.669	8.547
45	Sarasota, FL	8.746	8.629	8.473	8.591
46	Hillsborough, FL	8.774	8.697	8.605	8.474
47	Pinellas, FL	8.811	8.798	8.824	8.671
48	Polk, FL	8.424	8.580	8.565	8.619
49	St. Lucie, FL	8.708	8.695	8.476	8.649
50	Brevard, FL	8.586	8.534	8.647	8.590
51	Orange, FL	8.708	8.804	8.674	8.450
52	Volusia, FL	8.767	8.820	8.627	8.578
53	Pasco, FL	8.716	8.7338	8.578	8.5515
54	Marion, FL	8.608	8.6433	8.854	8.6498
55	Duval, FL	8.916	8.873	8.835	8.5654
56	Escambia, FL	8.974	8.9695	8.694	8.8605
57	Bay, FL	8.610	8.7882	8.630	8.6338
58	Hall, GA	8.951	8.8783	8.869	8.5079
59	Cobb, GA	8.872	8.6823	8.513	8.3868
60	Fulton, GA	8.816	8.606	8.670	8.5876
61	Gwinnett, GA	8.813	8.81	8.568	8.6814
62	Richmond, GA	8.905	9.0246	8.713	8.7121
63	Bibb, GA	8.929	8.9508	8.694	8.842
64	Chatham, GA	8.976	8.8242	8.821	8.3831

(continued)

**Table D-4. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Mean of Response (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
National					
65	Dougherty, GA	9.118	8.9918	8.829	8.7614
66	Honolulu, HI	8.874	8.9884	8.700	8.8184
67	Hawaii, HI	8.874	8.9362	8.691	8.7369
68	Linn, IA	8.953	8.7694	8.683	8.4348
69	Woodbury, IA	8.764	8.7142	8.669	8.5102
70	Polk, IA	8.916	8.9119	8.665	8.4736
71	Black Hawk, IA	8.738	8.8856	8.542	8.5558
72	Idaho, ID	8.872	8.7446	8.371	8.2152
73	Cook, IL	9.041	8.8088	8.468	8.4166
74	Will, IL	8.970	8.9045	8.349	8.6496
75	Lake, IL	8.726	8.7773	8.457	8.5022
76	Du Page, IL	8.738	8.8125	8.302	8.3885
77	Winnebago, IL	8.990	8.5531	8.534	8.2921
78	Williamson, IL	8.889	8.9919	8.502	8.6519
79	Madison, IL	8.849	8.8357	8.594	8.6731
80	Peoria, IL	8.828	8.8473	8.713	8.6225
81	Rock Island, IL	8.794	8.7886	8.498	8.6873
82	Lake, IN	8.833	8.8267	8.353	8.5001
83	Johnson, IN	8.848	8.9607	8.623	8.5805
84	Marion, IN	8.901	9.0346	8.653	8.5602
85	Vanderburgh, IN	9.006	8.8809	8.611	8.5637
86	St. Joseph, IN	8.867	8.9756	8.422	8.6147
87	Allen, IN	8.871	8.875	8.735	8.4304
88	Madison, IN	8.892	8.8532	8.755	8.5475
89	Vigo, IN	8.939	8.8768	8.618	8.4919
90	Johnson, KS	8.652	8.9216	8.598	8.6017
91	Sedgwick, KS	8.886	8.9145	8.795	8.7153
92	Saline, KS	8.875	8.796	8.854	8.8667
93	Jefferson, KY	8.928	8.795	8.763	8.5096
94	Fayette, KY	8.846	8.989	8.553	8.7714
95	Pulaski, KY	9.064	8.898	8.781	8.5967
96	Warren, KY	8.895	9.0342	8.902	8.7034
97	Daviess, KY	8.852	8.8884	8.832	8.7697

(continued)

**Table D-4. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Mean of Response (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
National					
98	Orleans, LA	9.047	9.1127	8.854	8.8288
99	E. Baton Rouge, LA	8.955	9.0958	8.732	8.7499
100	Calcasieu, LA	9.233	9.1339	8.992	8.9502
101	Caddo, LA	8.911	8.9669	8.943	8.8812
102	Ouachita, LA	9.027	8.9438	8.918	8.8833
103	Barnstable, MA	8.767	8.8032	8.871	8.8544
104	Norfolk, MA	8.868	8.9209	8.840	8.8285
105	Essex, MA	8.943	8.9949	8.954	9.0142
106	Middlesex, MA	8.978	8.7928	8.781	8.6831
107	Worcester, MA	8.905	8.9335	8.799	8.6493
108	Hampden, MA	8.837	8.8435	8.769	8.7414
109	Harford, MD	8.833	8.8505	8.691	8.6701
110	Baltimore, MD	8.914	8.8219	8.732	8.455
111	Baltimore City, MD	8.923	8.9448	8.716	8.7252
112	Prince Georges, MD	8.909	8.7466	8.729	8.4906
113	Montgomery, MD	8.839	8.784	8.788	8.5866
114	Cumberland, ME	8.938	9.0006	8.590	8.734
115	Penobscot, ME	8.878	8.93	8.811	8.7158
116	Macomb, MI	8.747	8.8287	8.684	8.8712
117	Oakland, MI	8.840	8.6632	8.850	8.7419
118	Wayne, MI	9.016	8.9259	8.769	8.7596
119	Genesee, MI	8.887	8.9967	8.868	8.8332
120	Washtenaw, MI	8.986	8.9909	8.791	8.8241
121	Saginaw, MI	8.929	8.9782	8.647	8.5008
122	Marquette, MI	9.014	8.8439	8.760	8.4867
123	Kent, MI	8.914	8.9527	8.304	8.6328
124	Kalamazoo, MI	8.757	8.7489	8.517	8.5243
125	Grand Traverse, MI	8.801	8.7971	8.486	8.5781
126	Ramsey, MN	8.831	8.8773	8.339	8.306
127	Hennepin, MN	8.538	8.7473	8.178	8.4329
128	St. Louis, MN	8.681	8.7946	8.379	8.4171
129	Olmsted, MN	8.819	8.7505	8.453	8.4233
130	Stearns, MN	8.794	8.8062	8.504	8.6229

(continued)

Table D-4. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted Mean of Response (continued)

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
National					
131	St. Louis, MO	8.782	8.9395	8.741	8.4553
132	St. Charles, MO	8.790	8.9078	8.496	8.3623
133	Jackson, MO	8.726	8.7875	8.679	8.4984
134	Cape Girardeau, MO	8.762	8.9519	8.508	8.4239
135	Greene, MO	8.788	8.6749	8.748	8.3954
136	Boone, MO	8.721	9.0606	8.528	8.7025
137	Buchanan, MO	8.834	8.8764	8.663	8.5303
138	Harrison, MS	9.018	9.0102	8.999	8.9951
139	Hinds, MS	8.998	8.9253	8.802	8.7304
140	De Soto, MS	8.834	9.1429	8.807	8.9874
141	Lauderdale, MS	9.063	8.9704	8.818	8.9621
142	Montana, MT	8.784	8.9931	8.566	8.55
143	Mecklenburg, NC	8.803	8.8934	8.653	8.5784
144	Cabarrus, NC	8.892	8.9564	8.755	8.6726
145	Catawba, NC	8.840	8.9223	8.741	8.6409
146	Guilford, NC	8.872	8.8455	8.531	8.6937
147	Wake, NC	8.835	8.8818	8.462	8.5342
148	Buncombe, NC	9.077	8.8928	8.756	8.8845
149	Moore, NC	8.949	8.8777	8.688	8.5476
150	Cumberland, NC	8.854	8.8309	8.790	8.7806
151	Rockingham, NC	8.983	8.8741	8.811	8.8049
152	Wayne, NC	8.888	9.0225	8.699	8.8162
153	North Dakota, ND	8.864	8.8805	8.685	8.5865
154	Douglas, NE	8.595	8.8058	8.507	8.4562
155	Hall, NE	8.861	8.8295	8.394	8.5464
156	Hillsborough, NH	9.067	8.9043	8.678	8.5734
157	Strafford, NH	8.719	8.9065	8.467	8.6045
158	Hudson, NJ	9.056	9.0905	8.870	8.8104
159	Bergen, NJ	8.888	8.8279	8.734	8.6882
160	Essex, NJ	8.838	8.632	8.781	8.7476
161	Morris, NJ	8.781	8.7668	8.747	8.6768
162	Middlesex, NJ	8.758	8.8291	8.707	8.6512
163	Mercer, NJ	8.864	8.8438	8.599	8.7498

(continued)

**Table D-4. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Mean of Response (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
National					
164	Ocean, NJ	8.814	8.9392	8.751	8.809
165	Atlantic, NJ	8.848	8.6555	8.477	8.8675
166	Camden, NJ	8.910	8.8628	8.838	8.5326
167	Bernalillo, NM	8.557	8.5752	8.397	8.5282
168	San Juan, NM	8.705	8.5047	8.700	8.5669
169	Clark, NY	8.577	8.5208	8.296	8.3704
170	Washoe, NY	8.750	8.7559	8.452	8.1054
171	Suffolk, NY	8.843	8.6971	8.747	8.5477
172	Nassau, NY	8.990	8.7027	8.786	8.6887
173	Richmond, NY	8.726	8.8928	8.670	8.649
174	Queens, NY	8.788	8.7294	8.658	8.7015
175	Bronx, NY	8.930	8.6326	8.644	8.5186
176	New York, NY	8.789	8.5627	8.660	8.5778
177	Kings, NY	8.809	8.7841	8.612	8.8445
178	Erie, NY	8.743	8.7639	8.507	8.4402
179	Orange, NY	8.740	8.8032	8.600	8.6122
180	Ulster, NY	8.780	9.0051	8.567	8.6322
181	Albany, NY	8.892	8.885	8.691	8.5753
182	Oneida, NY	8.944	8.8707	8.544	8.6876
183	Broome, NY	8.928	9.0689	8.512	8.7883
184	Onondaga, NY	8.966	9.0291	8.625	8.6251
185	Niagara, NY	8.808	8.9607	8.549	8.3997
186	Monroe, NY	8.917	8.8022	8.450	8.5511
187	Mahoning, OH	8.703	8.8885	8.566	8.5652
188	Summit, OH	8.785	8.7617	8.651	8.5908
189	Cuyahoga, OH	8.867	8.8263	8.710	8.6309
190	Stark, OH	8.737	8.9431	8.621	8.7855
191	Lorain, OH	8.828	8.8938	8.511	8.5058
192	Licking, OH	8.734	8.784	8.599	8.4913
193	Franklin, OH	8.902	8.6982	8.524	8.3343
194	Hamilton, OH	8.966	8.8015	8.753	8.3805
195	Montgomery, OH	8.899	8.7896	8.784	8.4221
196	Lucas, OH	8.745	8.7346	8.745	8.4428

(continued)

Table D-4. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted Mean of Response (continued)

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
National					
197	Butler, OH	8.726	8.9709	8.627	8.5883
198	Allen, OH	8.686	8.9153	8.503	8.3944
199	Tulsa, OK	8.753	8.7218	8.790	8.5988
200	Muskogee, OK	9.009	8.8769	8.793	8.9401
201	Oklahoma, OK	8.909	8.8547	8.565	8.6191
202	Comanche, OK	9.048	8.9982	8.670	8.8227
203	Lane, OR	8.651	8.581	8.423	8.0792
204	Multnomah, OR	8.650	8.8702	8.360	8.2825
205	Deschutes, OR	8.756	8.7025	8.421	8.2741
206	Philadelphia, PA	8.977	8.9371	8.929	8.865
207	Delaware, PA	8.743	8.8954	8.764	8.5725
208	Montgomery, PA	8.806	8.9166	8.668	8.7722
209	Allegheny, PA	8.930	8.897	8.646	8.7606
210	Westmoreland, PA	8.802	8.9428	8.690	8.6697
211	Erie, PA	8.878	8.9198	8.812	8.8104
212	Cambria, PA	8.776	8.8449	8.629	8.7704
213	Lehigh, PA	8.941	8.7967	8.986	8.7804
214	Lancaster, PA	8.985	8.8388	8.826	8.6047
215	Luzerne, PA	9.029	9.0976	9.077	8.9117
216	Berks, PA	8.799	8.8143	8.636	8.6665
217	Franklin, PA	8.702	8.9261	8.586	8.749
218	Venango, PA	8.856	8.9146	8.694	8.5621
219	Rhode Island, RI	8.851	8.877	8.651	8.6318
220	Charleston, SC	9.032	8.9435	8.874	8.7305
221	Horry, SC	8.997	8.6881	8.938	8.5199
222	Richland, SC	8.904	8.9187	8.827	8.6621
223	Greenville, SC	8.878	8.817	8.710	8.7253
224	Spartanburg, SC	9.100	9.0918	8.966	8.7992
225	South Dakota, SD	8.595	8.7798	8.545	8.4834
226	Shelby, TN	8.890	8.9927	8.744	8.8272
227	Davidson, TN	8.917	8.9081	8.879	8.6567
228	Knox, TN	8.934	8.9558	8.715	8.7521
229	Hamilton, TN	8.676	8.9694	8.689	8.7218

(continued)

**Table D-4. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted
Mean of Response (continued)**

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
230	Sullivan, TN	8.789	8.8746	8.837	9.0032
231	Madison, TN	8.934	8.965	8.771	8.8911
232	Putnam, TN	8.989	8.8122	8.626	8.7465
233	Hidalgo, TX	8.868	8.9663	8.938	9.1534
234	Nueces, TX	8.909	8.9178	8.870	8.8737
235	Bexar, TX	8.918	8.848	8.555	8.7266
236	Montgomery, TX	8.862	8.6549	8.788	8.3678
237	Harris, TX	8.941	8.8702	8.597	8.5475
238	Jefferson, TX	9.031	8.9064	8.864	8.8618
239	Smith, TX	9.065	8.9681	8.808	8.9433
240	Travis, TX	8.862	8.8272	8.585	8.419
241	Dallas, TX	8.780	8.8415	8.524	8.6795
242	Collin, TX	8.766	8.9023	8.528	8.7437
243	Mc Lennan, TX	8.932	9.0261	8.766	8.696
244	Tarrant, TX	8.718	8.6375	8.442	8.5556
245	Lubbock, TX	8.982	8.84	8.758	8.7629
246	El Paso, TX	9.042	8.7482	8.923	8.9955
247	Wichita, TX	8.806	8.684	8.810	8.9056
248	Tom Green, TX	9.033	8.8604	8.864	8.8816
249	Salt Lake, UT	8.722	8.6781	8.153	8.2252
250	Utah, UT	8.704	8.6719	8.268	8.4881
251	Virginia Beach C, VA	8.892	8.9161	8.727	8.8972
252	Tazewell, VA	8.912	9.0793	8.899	8.8155
253	Roanoke City, VA	8.796	8.9384	8.604	8.9138
254	Lynchburg City, VA	8.885	8.9392	8.771	8.781
255	Fairfax, VA	8.628	8.706	8.544	8.6876
256	Richmond City, VA	8.893	8.8271	8.584	8.5132
257	Fredericksburg C, VA	8.941	8.7705	8.544	8.6517
258	Accomack, VA	8.883	8.9588	8.837	8.6158
259	Vermont, VT	8.772	8.9406	8.566	8.5691
260	King, WA	8.743	8.703	8.294	8.1112
261	Pierce, WA	8.823	8.7669	8.489	8.3384
262	Spokane, WA	8.733	8.7652	8.314	8.1853

(continued)

Table D-4. MFFS Ratings by Geounit-Case-Mix Adjusted and Weighted Mean of Response (continued)

Geo Unit		Rate Care		Rate Plan	
		2000	2001	2000	2001
National					
263	Whatcom, WA	8.802	8.7745	8.229	8.4108
264	Kitsap, WA	8.759	8.637	8.316	8.1164
265	Winnebago, WI	8.641	8.9297	8.415	8.362
266	Milwaukee, WI	8.662	8.6322	8.234	8.045
267	Waukesha, WI	8.913	8.9045	8.278	8.3552
268	Dane, WI	8.752	8.7937	8.511	8.3313
269	La Crosse, WI	8.779	8.8828	8.465	8.3589
270	Barron, WI	8.866	8.7577	8.574	8.3596
271	Brown, WI	8.856	8.8502	8.485	8.383
272	Harrison, WY	8.777	8.7579	8.708	8.5928
273	Kanawha, WY	8.725	8.9059	8.839	8.5131
274	Wood, WY	8.820	8.7857	8.855	8.6555
275	Wyoming, WY	8.700	8.6769	8.564	8.2771
276	Puerto Rico, PR	9.273	9.2105	9.578	9.4813
263	Whatcom, WA	8.802	8.7745	8.229	8.4108
264	Kitsap, WA	8.759	8.637	8.316	8.1164
265	Winnebago, WI	8.641	8.9297	8.415	8.362
266	Milwaukee, WI	8.662	8.6322	8.234	8.045
267	Waukesha, WI	8.913	8.9045	8.278	8.3552
268	Dane, WI	8.752	8.7937	8.511	8.3313
269	La Crosse, WI	8.779	8.8828	8.465	8.3589
270	Barron, WI	8.866	8.7577	8.574	8.3596
271	Brown, WI	8.856	8.8502	8.485	8.383
272	Harrison, WY	8.777	8.7579	8.708	8.5928
273	Kanawha, WY	8.725	8.9059	8.839	8.5131
274	Wood, WY	8.820	8.7857	8.855	8.6555
275	Wyoming, WY	8.700	8.6769	8.564	8.2771
276	Puerto Rico, PR	9.273	9.2105	9.578	9.4813