

# 2021 Enrollee Qualified Health Plan (QHP) Enrollee Experience Survey Results

Health Plan of Nevada, Inc.  
95865-NV-HMO

**Total Number of Completed Surveys: 203**

**Survey Response Rate: 20.0%**

## **This report contains summary results for:**

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

## **Notes:**

- Given the challenges healthcare providers are facing responding to the COVID-19 public health emergency, CMS announced flexibility for QHP issuers to suspend activities related to the collection and reporting of data for the QRS and QHP Enrollee Survey for the 2020 ratings year. In light of the suspension of the collection and reporting of data, CMS did not release Quality Improvement reports for the 2020 QHP Enrollee Survey.
- CMS added two questions (Q17 and Q21) to the 2021 QHP Enrollee Survey regarding access to care and telehealth services due to the COVID-19 public health emergency and updated care settings to include telehealth options.
- Starting with 2019 survey year, cells values with frequency counts fewer than 11 will no longer be suppressed.
- Individual response counts to Race (Q68) and Help (Q70) questions may add up to exceed Total Responses, as respondents may select multiple responses.
- The survey response rate, displayed at the top of this page, is calculated using suggested definitions from American Association for Public Opinion Research (AAPOR). See Section 3.5 in the Quality Improvement Reports Methodology Guide.
- Question-level response rates (the percentages listed under "Total Responses" for each survey question) are calculated as the number of non-missing responses divided by the number of completed surveys.
- Final disposition rates are calculated as the number of surveys belonging to a particular disposition divided by the number of total surveys fielded according to the sampling frame.
- Please note the change in survey question numbers when comparing 2019 and 2021 survey results.
- Further details on terminology and methodology are provided in the Quality Improvement Reports Methodology Guide.

## Scoring Questions

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
<b>Overall: Rating of Health Plan</b>	<b>20</b>	<b>71.54</b>	<b>72.30</b>	<b>72.32</b>	<b>Average</b>	<b>0.93</b>	<b>0.91</b>	<b>65</b> (32.02%)	<b>80</b> (39.41%)	<b>52</b> (25.62%)	<b>0</b> (0.00%)	<b>6</b> (2.96%)	<b>197</b> (97.04%)
<b>Overall: Rating of Health Care</b>	<b>27</b>	<b>75.34</b>	<b>75.50</b>	<b>81.10</b>	<b>Below</b>	<b>0.75</b>	<b>0.78</b>	<b>38</b> (18.72%)	<b>54</b> (26.60%)	<b>52</b> (25.62%)	<b>51</b> (25.12%)	<b>8</b> (3.94%)	<b>144</b> (70.94%)
<b>Overall: Rating of Personal Doctor</b>	<b>40</b>	<b>83.96</b>	<b>83.73</b>	<b>88.05</b>	<b>Below</b>	<b>0.49</b>	<b>0.57</b>	<b>19</b> (9.36%)	<b>33</b> (16.26%)	<b>81</b> (39.90%)	<b>63</b> (31.03%)	<b>7</b> (3.45%)	<b>133</b> (65.52%)
<b>Overall: Rating of Specialist</b>	<b>44</b>	<b>83.17</b>	<b>82.88</b>	<b>86.26</b>	<b>Average</b>	<b>0.37</b>	<b>0.34</b>	<b>12</b> (5.91%)	<b>28</b> (13.79%)	<b>44</b> (21.67%)	<b>106</b> (52.22%)	<b>13</b> (6.40%)	<b>84</b> (41.38%)
<b>Composite: Getting Care Quickly</b>	<b>--</b>	<b>63.90</b>	<b>63.20</b>	<b>74.52</b>	<b>Below</b>	<b>0.72</b>	<b>0.77</b>	<b>46</b> (22.66%)	<b>50</b> (24.63%)	<b>71</b> (34.98%)	<b>34</b> (16.75%)	<b>2</b> (0.99%)	<b>167</b> (82.27%)
In the last 6 months, when you needed care right away, in an emergency room, doctor's office, or clinic, how often did you get care as soon as you needed? Include in-person, telephone, or video appointments.	22	61.98	61.14	73.46	Below	0.66	0.71	38 (18.72%)	25 (12.32%)	40 (19.70%)	98 (48.28%)	2 (0.99%)	103 (50.74%)
In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed? Include in-person, telephone, or video appointments.	23	65.81	65.25	75.58	Below	0.69	0.74	50 (24.63%)	43 (21.18%)	62 (30.54%)	45 (22.17%)	3 (1.48%)	155 (76.35%)
<b>Composite: Getting Needed Care</b>	<b>--</b>	<b>64.18</b>	<b>63.59</b>	<b>73.45</b>	<b>Below</b>	<b>0.72</b>	<b>0.77</b>	<b>50</b> (24.63%)	<b>48</b> (23.65%)	<b>64</b> (31.53%)	<b>34</b> (16.75%)	<b>7</b> (3.45%)	<b>162</b> (79.80%)
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Include in-person, telephone, or video appointments.	25	70.08	69.40	78.12	Below	0.71	0.75	39 (19.21%)	47 (23.15%)	57 (28.08%)	51 (25.12%)	9 (4.43%)	143 (70.44%)
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Include in-person, telephone, or video appointments.	41	58.28	57.78	68.78	Below	0.61	0.68	47 (23.15%)	27 (13.30%)	40 (19.70%)	78 (38.42%)	11 (5.42%)	114 (56.16%)
<b>Composite: Getting Information in a Needed Language or Format</b>	<b>--</b>	<b>67.45</b>	<b>67.18</b>	<b>64.59</b>	<b>Average</b>	<b>0.44</b>	<b>0.37</b>	<b>19</b> (9.36%)	<b>25</b> (12.32%)	<b>63</b> (31.03%)	<b>92</b> (45.32%)	<b>4</b> (1.97%)	<b>107</b> (52.71%)
In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?	11	83.08	81.53	85.12	Average	0.70	0.70	16 (7.88%)	14 (6.90%)	72 (35.47%)	99 (48.77%)	2 (0.99%)	102 (50.25%)
In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?	12	68.80	67.19	71.95	Average	0.45	0.35	17 (8.37%)	15 (7.39%)	29 (14.29%)	140 (68.97%)	2 (0.99%)	61 (30.05%)
An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one? Include in-person, telephone, or video appointments.	26	50.48	52.83	36.70	Average	0.51	0.58	15 (7.39%)	1 (0.49%)	10 (4.93%)	168 (82.76%)	9 (4.43%)	26 (12.81%)
<b>Composite: How Well Doctors Communicate</b>	<b>--</b>	<b>87.14</b>	<b>86.35</b>	<b>88.94</b>	<b>Average</b>	<b>0.53</b>	<b>0.60</b>	<b>11</b> (5.42%)	<b>24</b> (11.82%)	<b>99</b> (48.77%)	<b>63</b> (31.03%)	<b>6</b> (2.96%)	<b>134</b> (66.01%)
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	29	87.12	86.17	89.07	Average	0.51	0.58	11 (5.42%)	27 (13.30%)	95 (46.80%)	63 (31.03%)	7 (3.45%)	133 (65.52%)
In the last 6 months, how often did your personal doctor listen carefully to you?	30	87.88	87.19	88.94	Average	0.45	0.48	12 (5.91%)	26 (12.81%)	96 (47.29%)	63 (31.03%)	6 (2.96%)	134 (66.01%)
In the last 6 months, how often did your personal doctor show respect for what you had to say?	31	90.24	89.62	91.48	Average	0.38	0.43	11 (5.42%)	20 (9.85%)	102 (50.25%)	63 (31.03%)	7 (3.45%)	133 (65.52%)
In the last 6 months, how often did your personal doctor spend enough time with you?	32	83.33	82.41	86.28	Average	0.52	0.61	19 (9.36%)	29 (14.29%)	85 (41.87%)	63 (31.03%)	7 (3.45%)	133 (65.52%)
<b>Composite: How Well Doctors Coordinate Care and Keep Patients Informed</b>	<b>--</b>	<b>76.66</b>	<b>75.87</b>	<b>83.23</b>	<b>Below</b>	<b>0.56</b>	<b>0.59</b>	<b>19</b> (9.36%)	<b>45</b> (22.17%)	<b>77</b> (37.93%)	<b>55</b> (27.09%)	<b>7</b> (3.45%)	<b>141</b> (69.46%)
When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care? Include in-person, telephone, or video appointments.	33	86.54	85.83	90.25	Below	0.59	0.66	16 (7.88%)	24 (11.82%)	91 (44.83%)	63 (31.03%)	9 (4.43%)	131 (64.53%)
In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results? In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?	34, 35	79.72	79.01	86.71	Below	0.58	0.65	22 (10.84%)	26 (12.81%)	68 (33.50%)	80 (39.41%)	7 (3.45%)	116 (57.14%)
In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	36	79.43	78.53	84.67	Below	0.47	0.58	28 (13.79%)	14 (6.90%)	71 (34.98%)	80 (39.41%)	10 (4.93%)	113 (55.67%)
In the last 6 months, how often did you get the help that you needed from your personal doctor's office to manage your care among these different providers and services?	39	66.67	65.51	80.11	Below	0.24	0.16	12 (5.91%)	16 (7.88%)	13 (6.40%)	151 (74.38%)	11 (5.42%)	41 (20.20%)
In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?	43	70.96	70.45	74.41	Average	0.49	0.47	21 (10.34%)	25 (12.32%)	35 (17.24%)	110 (54.19%)	12 (5.91%)	81 (39.90%)

Scoring Question	Question	Your Score				Reliability		Breakdown by Response Types n (%)					Total Responses
		Weighted Unadjusted Score	Weighted Adjusted Score	National Average Score	How You Compare	Unit-Specific Reliability	National Reliability	Never or Sometimes or 0-6 or No	Usually or 7-8 or Yes	Always or 9-10	Not Applicable or Appropriate Skip	No Answer, Don't Know or Refused	
<b>Composite: Getting Information About the Health Plan and Cost of Care</b>	--	<b>50.40</b>	<b>50.02</b>	<b>51.80</b>	<b>Average</b>	<b>0.78</b>	<b>0.80</b>	<b>93</b> (45.81%)	<b>50</b> (24.63%)	<b>32</b> (15.76%)	<b>25</b> (12.32%)	<b>3</b> (1.48%)	<b>175</b> (86.21%)
In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?	3	51.93	51.32	58.82	Below	0.77	0.75	85 (41.87%)	47 (23.15%)	29 (14.29%)	39 (19.21%)	3 (1.48%)	161 (79.31%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment before you got it?	4	49.60	49.14	48.88	Average	0.70	0.72	74 (36.45%)	27 (13.30%)	33 (16.26%)	65 (32.02%)	4 (1.97%)	134 (66.01%)
In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?	5	49.68	49.59	47.70	Average	0.71	0.73	68 (33.50%)	19 (9.36%)	37 (18.23%)	76 (37.44%)	3 (1.48%)	124 (61.08%)
<b>Composite: Health Plan Customer Service</b>	--	<b>72.89</b>	<b>72.11</b>	<b>75.46</b>	<b>Average</b>	<b>0.77</b>	<b>0.77</b>	<b>21</b> (10.34%)	<b>44</b> (21.67%)	<b>75</b> (36.95%)	<b>62</b> (30.54%)	<b>1</b> (0.49%)	<b>140</b> (68.97%)
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	6	63.49	62.52	66.09	Average	0.77	0.76	55 (27.09%)	31 (15.27%)	54 (26.60%)	62 (30.54%)	1 (0.49%)	140 (68.97%)
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	7	82.28	81.70	84.82	Average	0.68	0.67	18 (8.87%)	28 (13.79%)	86 (42.36%)	63 (31.03%)	8 (3.94%)	132 (65.02%)
<b>Composite: Enrollee Experience with Cost</b>	--	<b>80.36</b>	<b>79.58</b>	<b>79.84</b>	<b>Average</b>	<b>0.80</b>	<b>0.78</b>	<b>173</b> (85.22%)	<b>20</b> (9.85%)	<b>8</b> (3.94%)	<b>0</b> (0.00%)	<b>2</b> (0.99%)	<b>201</b> (99.01%)
In the last 6 months, how often did your health plan not pay for care that your doctor said you needed?	13	82.57	80.80	78.47	Average	0.72	0.66	173 (85.22%)	9 (4.43%)	13 (6.40%)	0 (0.00%)	8 (3.94%)	195 (96.06%)
In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?	14	77.69	76.95	76.68	Average	0.78	0.76	168 (82.76%)	12 (5.91%)	17 (8.37%)	0 (0.00%)	6 (2.96%)	197 (97.04%)
In the last 6 months, how often did you delay visiting or not visit a doctor because you were worried about the cost? Do not include dental care.	15	75.10	75.10	76.60	Average	0.80	0.79	158 (77.83%)	22 (10.84%)	20 (9.85%)	0 (0.00%)	3 (1.48%)	200 (98.52%)
In the last 6 months, how often did you delay filling or not fill a prescription because you were worried about the cost?	16	86.09	85.45	87.60	Average	0.56	0.58	179 (88.18%)	8 (3.94%)	10 (4.93%)	0 (0.00%)	6 (2.96%)	197 (97.04%)
<b>Single Item Questions</b>	--	--	--	--	--	--	--	--	--	--	--	--	--
In the last 6 months, how often did the time that you waited to talk to your health plan's customer service staff take longer than you expected?	8	65.06	64.00	68.47	Average	0.84	0.82	103 (50.74%)	18 (8.87%)	17 (8.37%)	63 (31.03%)	2 (0.99%)	138 (67.98%)
In the last 6 months, how often were the forms from your health plan easy to fill out?	9	69.53	67.67	68.23	Average	0.66	0.60	25 (12.32%)	38 (18.72%)	37 (18.23%)	97 (47.78%)	6 (2.96%)	100 (49.26%)
In the last 6 months, how often did the health plan explain the purpose of a form before you filled it out?	10	59.11	57.94	64.87	Average	0.58	0.57	38 (18.72%)	30 (14.78%)	33 (16.26%)	99 (48.77%)	3 (1.48%)	101 (49.75%)
<b>New Survey Questions Regarding Access to Care during Public Health Emergencies</b>	--	--	--	--	--	--	--	--	--	--	--	--	--
In the last 6 months, how often did you need medical care but could not get it because of a public health emergency (such as the coronavirus outbreak)? Do not include dental care.	17	81.44	80.77	86.53	Below	0.45	0.59	131 (64.53%)	15 (7.39%)	10 (4.93%)	46 (22.66%)	1 (0.49%)	156 (76.85%)
In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?	21	59.30	59.00	65.90	Average	0.82	0.86	56 (27.59%)	83 (40.89%)	0 (0.00%)	31 (15.27%)	33 (16.26%)	139 (68.47%)

## Screener Questions

Understanding of Health Insurance	Question	Not Confident	Slightly Confident	Moderately Confident	Very Confident	Don't Know	No Answer or Refused	Total Responses
How confident are you that you understand health insurance terms?	18	17 (8.37%)	45 (22.17%)	89 (43.84%)	50 (24.63%)	0 (0.00%)	2 (0.99%)	201 (99.01%)
How confident are you that you know most of the things you need to know about using health insurance?	19	16 (7.88%)	55 (27.09%)	86 (42.36%)	44 (21.67%)	0 (0.00%)	2 (0.99%)	201 (99.01%)

Frequency of Visits	Question	None	1-4 times	5-9 times	>=10 times	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself? Include in-person, telephone, or video appointments.	24	51 (25.12%)	120 (59.11%)	16 (7.88%)	7 (3.45%)	0 (0.00%)	9 (4.43%)	194 (95.57%)

Frequency of Care	Question	None	1-4 times	5-9 times	>=10 times	Not Applicable	Don't Know	No Answer or Refused	Total Responses
In the last 6 months, how many times did you visit your personal doctor to get care for yourself? Include in-person, telephone, or video appointments.	28	52 (25.62%)	124 (61.08%)	5 (2.46%)	3 (1.48%)	10 (4.93%)	0 (0.00%)	9 (4.43%)	194 (95.57%)

Yes or No Questions	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service? Include in-person, telephone, or video appointments.	37	72 (35.47%)	55 (27.09%)	0 (0.00%)	63 (31.03%)	13 (6.40%)	127 (62.56%)
In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?	38	39 (19.21%)	33 (16.26%)	0 (0.00%)	118 (58.13%)	13 (6.40%)	72 (35.47%)

Frequency of Specialist Visits	Question	None	1-3 times	4 times	>=5 times	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
How many specialists have you seen in the last 6 months? Include in-person, telephone, or video appointments.	42	28 (13.79%)	79 (38.92%)	2 (0.99%)	4 (1.97%)	0 (0.00%)	78 (38.42%)	12 (5.91%)	113 (55.67%)

## About the Enrollee Questions

Overall Health and Mental Health Questions	Question	Excellent	Very Good	Good	Fair	Poor	Don't Know	No Answer or Refused	Total Responses
In general, how would you rate your overall health?	45	26 (12.81%)	81 (39.90%)	70 (34.48%)	16 (7.88%)	3 (1.48%)	0 (0.00%)	7 (3.45%)	196 (96.55%)
In general, how would you rate your overall mental or emotional health?	46	57 (28.08%)	73 (35.96%)	50 (24.63%)	15 (7.39%)	1 (0.49%)	0 (0.00%)	7 (3.45%)	196 (96.55%)

Yes or No Questions	Question	Yes	No	Don't Know	No Answer or Refused	Total Responses
Have you had either a flu shot or flu spray in the nose since July 1, 2020?	47	83 (40.89%)	112 (55.17%)	1 (0.49%)	7 (3.45%)	196 (96.55%)
In the past 6 months, did you get health care 3 or more times for the same condition or problem?	52	41 (20.20%)	153 (75.37%)	0 (0.00%)	9 (4.43%)	194 (95.57%)
Do you now need or take medicine prescribed by a doctor? Do not include birth control.	54	115 (56.65%)	78 (38.42%)	0 (0.00%)	10 (4.93%)	193 (95.07%)
Are you deaf or do you have serious difficulty hearing?	56	10 (4.93%)	184 (90.64%)	0 (0.00%)	9 (4.43%)	194 (95.57%)
Are you blind or do you have serious difficulty seeing, even when wearing glasses?	57	4 (1.97%)	191 (94.09%)	0 (0.00%)	8 (3.94%)	195 (96.06%)
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	58	14 (6.90%)	179 (88.18%)	0 (0.00%)	10 (4.93%)	193 (95.07%)
Do you have serious difficulty walking or climbing stairs?	59	10 (4.93%)	183 (90.15%)	0 (0.00%)	10 (4.93%)	193 (95.07%)
Because of a physical, mental, or emotional condition, do you have difficulty dressing or bathing?	60	1 (0.49%)	192 (94.58%)	0 (0.00%)	10 (4.93%)	193 (95.07%)
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?	61	5 (2.46%)	186 (91.63%)	0 (0.00%)	12 (5.91%)	191 (94.09%)
Are you of Hispanic, Latino, or Spanish origin?	66	20 (9.85%)	165 (81.28%)	0 (0.00%)	18 (8.87%)	185 (91.13%)

Chronic Conditions and Medications	Question	Yes	No	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	53	37 (18.23%)	3 (1.48%)	0 (0.00%)	153 (75.37%)	10 (4.93%)	40 (19.70%)
Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	55	110 (54.19%)	5 (2.46%)	0 (0.00%)	78 (38.42%)	10 (4.93%)	115 (56.65%)

Cigarette or Tobacco: Frequency of Use	Question	Every day	Some days	Not at all	Don't know	No Answer or Refused	Total Responses
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	48	1 (0.49%)	8 (3.94%)	184 (90.64%)	1 (0.49%)	9 (4.43%)	194 (95.57%)

Tobacco and Cigarette: Frequency of Discussion and Treatment	Question	Never	Sometimes	Usually	Always	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	49	2 (0.99%)	2 (0.99%)	2 (0.99%)	2 (0.99%)	0 (0.00%)	185 (91.13%)	10 (4.93%)	8 (3.94%)
In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.	50	4 (1.97%)	3 (1.48%)	1 (0.49%)	0 (0.00%)	0 (0.00%)	185 (91.13%)	10 (4.93%)	8 (3.94%)
In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.	51	5 (2.46%)	3 (1.48%)	0 (0.00%)	0 (0.00%)	0 (0.00%)	185 (91.13%)	10 (4.93%)	8 (3.94%)

Enrollee Age	Question	18 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 and older	Don't Know	No Answer or Refused	Total Responses
What is your age?	62	3 (1.48%)	17 (8.37%)	22 (10.84%)	34 (16.75%)	110 (54.19%)	8 (3.94%)	0 (0.00%)	0 (0.00%)	9 (4.43%)	194 (95.57%)

Enrollee Sex	Question	Male	Female	Don't Know	No Answer or Refused	Total Responses
What is your sex?	63	65 (32.02%)	132 (65.02%)	0 (0.00%)	6 (2.96%)	197 (97.04%)

Enrollee Education	Question	<= 8th Grade	Some High School	High School Graduate or GED	Some College or 2-yr College	4-yr College Graduate	More than 4-yr College Degree	Don't Know	No Answer or Refused	Total Responses
What is the highest grade or level of school that you have completed?	64	1 (0.49%)	5 (2.46%)	32 (15.76%)	82 (40.39%)	45 (22.17%)	27 (13.30%)	2 (0.99%)	9 (4.43%)	194 (95.57%)

Enrollee Employment	Question	Employed full-time	Employed part-time	A Home-Maker	A Full-Time Student	Retired	Unable to Work for Health Reasons	Unemployed	Other	Don't Know	No Answer or Refused	Total Responses
What best describes your employment status? Mark only ONE.	65	48 (23.65%)	28 (13.79%)	12 (5.91%)	2 (0.99%)	51 (25.12%)	2 (0.99%)	25 (12.32%)	26 (12.81%)	0 (0.00%)	9 (4.43%)	194 (95.57%)

Enrollee Hispanic Origin	Question	Mexican, Mexican American, Chicano(a)	Puerto Rican	Cuban	Another Hispanic, Latino(a), or Spanish Origin	Don't Know	Appropriate Skip	No Answer or Refused	Total Responses
Which group best describes you?	67	10 (4.93%)	0 (0.00%)	2 (0.99%)	7 (3.45%)	1 (0.49%)	165 (81.28%)	18 (8.87%)	20 (9.85%)

Enrollee Race	Question	White	Black or African American	American Indian or Alaskan Native	Asian	Native Hawaiian or Pacific Islander	Don't Know	No Answer or Refused	Total Responses
What is your race? Mark one or more.	68	122 (60.10%)	24 (11.82%)	3 (1.48%)	38 (18.72%)	3 (1.48%)	0 (0.00%)	24 (11.82%)	179 (88.18%)

Help in Answering Survey	Question	Yes	No	No Answer or Refused	Total Responses
Did someone help you complete this survey?	69	7 (3.45%)	188 (92.61%)	8 (3.94%)	195 (96.06%)

Help in Answering Survey, Help Provided	Question	Read questions to me	Wrote down answers I gave	Answered questions for me	Translated questions into my language	Helped in some other way	Appropriate Skip	No Answer or Refused	Total Responses
How did that person help you? Mark one or more.	70	2 (0.99%)	1 (0.49%)	3 (1.48%)	1 (0.49%)	3 (1.48%)	188 (92.61%)	6 (2.96%)	9 (4.43%)

## Final Disposition Breakdown

Final Disposition	National-Level Breakdown N(%)	Unit-Level Breakdown N(%)
<b>Completed Surveys</b>	<b>59,078 (16.54%)</b>	<b>203 (15.62%)</b>
Web	19,282 (5.40%)	82 (6.31%)
Mail	30,206 (8.46%)	99 (7.62%)
Telephone	9,590 (2.69%)	22 (1.69%)
<b>Ineligible Enrollees</b>	<b>3,734 (1.05%)</b>	<b>7 (0.54%)</b>
Deceased	196 (0.05%)	0 (0.00%)
Not Eligible	3,538 (0.99%)	7 (0.54%)
<b>Non-Respondents</b>	<b>294,332 (82.41%)</b>	<b>1,090 (83.85%)</b>
Refusal	24,991 (7.00%)	67 (5.15%)
No Response After Maximum Attempts	260,893 (73.05%)	981 (75.46%)
Bad Address or Bad Telephone Number	1,268 (0.36%)	1 (0.08%)
Other Non-Respondents	7,180 (2.01%)	41 (3.15%)
<b>Total Enrollees</b>	<b>357,144 (100%)</b>	<b>1,300 (100%)</b>

### Note(s):

The 2021 QHP Enrollee Experience Survey results are scored using CAHPS Analysis Program Version 5.0. Among other enhancements, version 5.0 corrects an error in the previous version (4.1c), which failed to take differential weighting at the individual level into account in variance estimation. When comparing 2019 survey scores calculated using CAHPS program versions 5.0 and 4.1c, CMS found that enhancements to version 5.0 introduced a mean difference of 0.3 to case-mix adjusted scores, a mean difference of 0.01 to national and unit-level reliability values, and changed the significant testing results for 2% of scoring questions and composites across the 214 reporting units that fielded the survey in 2019. These small differences should be considered along with other contextual factors (e.g., the impact of COVID-19) when comparing 2019 and 2021 survey scores.