



**National Core Indicators**  
**Aging and Disabilities Adult Consumer Survey**

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**2018-2019 New Jersey Results**



## Preface

The State of New Jersey has a number of publicly funded long-term services and supports (LTSS) available to older adults and adults with physical disabilities who have significant health care needs. LTSS provide a wide array of health and social supports designed to enable the individuals being served to avoid placement in facilities and to live in a setting of their choice. Specifically, the New Jersey Division of Medical Assistance and Health Services (DMAHS) administers Medicaid funding for LTSS that provides a variety of program options in both facility-based and home and community-based services (HCBS) settings. In addition, the New Jersey Division of Aging Services (DoAS) administers funding from the federal Older Americans Act, making additional supports and services available to help older adults remain in the community of their choice.

To date, states have been limited in their ability to measure the quality of these services and the outcomes of the people they serve. Systemic approaches to measuring quality in LTSS have been limited and usually are focused on specific program funding streams. This limits states in examining the outcomes for the various publicly-funded programs in their LTSS systems as well as those on a national level. In order to best meet the needs of those served by these programs, it is critical to understand the quality and effectiveness of those services and be sure they result in positive outcomes for those receiving LTSS.

To address this, ADvancing States (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI), developed the National Core Indicators-Aging and Disabilities (NCI-AD) Adult Consumer Survey. This survey collects valid and reliable person-reported data about the impact that states' publicly funded LTSS have on the quality of life and outcomes of the older adults and adults with physical disabilities states serve.

New Jersey chose to participate in the NCI-AD national initiative, demonstrating its commitment to measuring and improving the quality of LTSS systems that serve older adults and adults with physical disabilities. New Jersey first partnered with NCI-AD in 2015-2016 and surveyed over seven hundred people receiving services and supports through one of the following programs: Medicaid fee-for-service nursing facility, Managed Long-Term Services and Supports (MLTSS) home and community-based services (HCBS), participants in the Program of All-inclusive Care for the Elderly (PACE), and those in the Older Americans Act (OAA). In 2018-2019, over seven hundred residents were surveyed that had received services for a minimum of six months from one of the following programs: MLTSS members residing in nursing facilities, MLTSS members residing in the community, and PACE. In addition to the

standard questions, New Jersey elected to utilize NCI-AD's optional Person-Centered Planning Module and to add a number of New Jersey-specific questions to address specific concerns relevant to New Jersey and its residents.

This report highlights the results for New Jersey from the 2018-2019 National Core Indicators Aging and Disabilities Adult Consumer Survey. This report aligns well with existing efforts and serves as a key resource on the quality of LTSS and outcomes for the people served. State departments and planning groups can utilize this information to make improvements in programs and services, and more effectively meet the needs of older adults and adults with physical disabilities who have significant health care needs.

Jennifer Jacobs, Assistant Commissioner  
New Jersey Division of Medical Assistance and Health Services

Louise Rush, Director  
New Jersey Division of Aging Services



Human Services Research Institute (HSRI)  
2336 Massachusetts Avenue  
Cambridge, MA 02140



ADvancing States  
241 18<sup>th</sup> Street S., Ste. 403  
Arlington, VA 22202



State of New Jersey  
Department of Human Services  
P.O. Box 700  
Trenton, NJ 08625

Released August 2020

## List of Abbreviations Used in This Report

AAA – Area Agency on Aging  
ADRC – Aging and Disability Resource Center  
BI Section – Background Information Section of NCI-AD Adult Consumer Survey  
CIL – Center for Independent Living  
CPAP – continuous positive airway pressure  
DHS – Department of Human Services  
DMAHS – Division of Medical Assistance and Health Services  
DoAS – Division of Aging Services  
HCBS – Home and Community-Based Services  
HSRI – Human Services Research Institute  
IDT – InterDisciplinary Team  
LTSS – Long-Term Services and Supports  
MAAC – Medical Assistance Advisory Council  
MCO – Managed Care Organization  
MLTSS – Managed Long-Term Services and Supports  
N – Number of respondents  
N/A – not applicable  
NASUAD – National Association of States United for Aging and Disabilities  
NCI-AD – National Core Indicators for Aging and Disabilities  
NF – Nursing Facility  
NJHA – New Jersey Hospital Association  
OAA – Older Americans Act  
ODESA – Online Data Entry Survey Application  
PACE – Program of All-Inclusive Care for the Elderly  
PCA – Personal Care Assistant  
PCP – Person-Centered Planning  
TBI – Traumatic Brain Injury  
UHC – United Healthcare Community

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## What is NCI-AD?

The National Core Indicators for Aging and Disabilities© (NCI-AD) are standard measures used across participating states to assess the quality of life and outcomes of seniors and adults with physical disabilities—including traumatic or acquired brain injury—who are accessing publicly-funded services through the Older Americans Act (OAA), Program of All-Inclusive Care for the Elderly (PACE), Medicaid, and/or state-funded programs. The program is coordinated by ADvancing States<sup>1</sup> (formerly the National Association of States United for Aging and Disabilities (NASUAD)) and Human Services Research Institute (HSRI). NCI-AD data are gathered through yearly in-person Adult Consumer Surveys administered by state Aging, Disability, and Medicaid Agencies (or an Agency-contracted vendor) to a sample of at least 400 individuals in each participating state. NCI-AD data measure the performance of states' long-term services and supports (LTSS) systems and service recipient outcomes, helping states prioritize quality improvement initiatives, engage in thoughtful decision making, and conduct futures planning with valid and reliable LTSS data. The program officially launched in the summer of 2015 with 13 participating states<sup>2</sup>. The 2019-2020 project cycle marks its fifth year of implementation, with more than twenty states expected to participate. For more on the development and history of NCI-AD, refer to the [\*National Core Indicators Aging and Disability Adult Consumer Survey: 2015-2016 National Results\*](#) report, available on the NCI-AD website ([www.NCI-AD.org](http://www.NCI-AD.org)).

## NCI-AD Adult Consumer Survey

### Survey Overview

The NCI-AD Adult Consumer Survey is designed to measure outcomes across nineteen broad domains comprising approximately 55 core indicators. Indicators are the standard measures used across states to assess the outcomes of services provided to individuals,

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<sup>1</sup> ADvancing States (formerly NASUAD) is the membership organization for state Aging, Disability, and Medicaid directors. [www.ADvancingStates.org](http://www.ADvancingStates.org)

<sup>2</sup> Colorado, Delaware, Georgia, Indiana, Kansas, Maine, Minnesota, Mississippi, New Jersey, North Carolina, Ohio, Tennessee, and Texas.

including respect and rights, service coordination, care coordination, employment, health, safety, person-centered planning, etc. An example of an indicator in the Service Coordination domain is: “Proportion of people who receive the services that they need.”

While most indicators correspond to a single survey question, a few refer to clusters of related questions. For example, the indicator “Proportion of people who get needed home modifications, equipment, and assistive devices” in the Access to Needed Equipment domain is addressed by several survey questions that ask about the person’s need for various types of home modifications and assistive devices. Figure 1 below details NCI-AD domains and corresponding indicators.

Figure 1. 2018-2019 NCI-AD Domains and Indicators

Domain	NCI-AD Indicator
<b>Community Participation</b>	Proportion of people who are able to participate in preferred community activities
<b>Choice and Decision-Making</b>	Proportion of people who are involved in making decisions about their everyday lives
<b>Relationships</b>	Proportion of people who are able to see or talk to their friends and families when they want to
<b>Satisfaction</b>	Proportion of people who are satisfied with where they live
	Proportion of people who are satisfied with their paid support staff
	Proportion of people who are satisfied with what they do during the day
<b>Service Coordination</b>	Proportion of people finding out about services from service agencies
	Proportion of people who have access to information about services in their preferred language <sup>3</sup>
	Proportion of people who can get in contact with their case manager when they need to
	Proportion of people who know whom to contact with a complaint or question about their services
	Proportion of people who use a relative as their support person
	Proportion of people whose support staff come when they are supposed to
	Proportion of people who have a backup plan if their paid support staff don’t show up
	Proportion of people who have an emergency plan in place

<sup>3</sup> Indicator previously reported in the “Access” domain.



Domain	NCI-AD Indicator
	Proportion of people who receive the services that they need
	Proportion of people whose case manager talks to them about their unmet needs
	Proportion of people who want help planning for their future service needs
<b>Care Coordination</b>	Proportion of people who had someone work with them to reduce risk of falls <sup>4</sup>
	Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility
	Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility
	Proportion of people who know how to manage their chronic conditions
<b>Access to Community<sup>5</sup></b>	Proportion of people who have adequate transportation <sup>6</sup>
<b>Access to Needed Equipment<sup>7</sup></b>	Proportion of people who get needed home modifications, equipment, and assistive devices <sup>8</sup>
<b>Safety</b>	Proportion of people who feel safe around their paid support staff
	Proportion of people who are able to get to safety quickly in case of an emergency
	Proportion of people who feel safe at home
	Proportion of people who feel that their belongings are safe
<b>Health Care</b>	Proportion of people who have access to mental health services
	Proportion of people who can get an appointment with their doctor when they need to
	Proportion of people who experience potentially preventable emergency room visits
	Proportion of people who have needed health screenings and vaccinations in a timely manner
<b>Wellness</b>	Proportion of people who have access to healthy foods <sup>9</sup>

<sup>4</sup> Indicator previously reported in the “Safety” domain.

<sup>5</sup> New domain in 2018-2019.

<sup>6</sup> Indicator previously reported in the “Access” domain.

<sup>7</sup> New domain in 2018-2019.

<sup>8</sup> Indicator previously reported in the “Access” domain.

<sup>9</sup> Indicator previously reported in the “Everyday Living” domain.

Domain	NCI-AD Indicator
	Proportion of people in poor health
	Proportion of people with uncorrected poor hearing
	Proportion of people with uncorrected poor vision
	Proportion of people with unaddressed memory concerns
	Proportion of people who often feel sad or depressed
<b>Medications</b>	Proportion of people who take medications to help them feel less sad or depressed
	Proportion of people who know what their prescription medications are for
<b>Rights and Respect</b>	Proportion of people whose paid support staff treat them with respect
	Proportion of people whose basic rights are respected by others
<b>Self-Direction</b>	Proportion of people who can choose or change the kind of services they receive and who provides them
<b>Work</b>	Proportion of people who have a paid job
	Proportion of people who would like a job
	Proportion of people who receive job search assistance
	Proportion of people who volunteer
	Proportion of people who would like to volunteer
<b>Everyday Living</b>	Proportion of people who have adequate support to perform activities of daily living and instrumental activities of daily living
<b>Affordability</b>	Proportion of people who have to cut back on food because of money
<b>Control</b>	Proportion of people who feel in control of their life
<b>Person-Centered Planning (OPTIONAL MODULE)</b>	Proportion of people who are involved in making decisions about their service plan
	Proportion of people whose service planning meetings take place when, where and with whom they want
	Proportion of people whose preferences and needs are discussed in their service planning meetings
	Proportion of people who receive a copy of their service plan after their service planning meetings

Domain	NCI-AD Indicator
	Proportion of people whose service plan reflects what is discussed during their service plan meetings
	Proportion of people whose service plan includes their preferences and choices
	Proportion of people whose supports and services help them live a better life

## Survey Organization

The NCI-AD Adult Consumer Survey tool consists of the Pre-Survey form, the Background Information Section, the Full In-Person Survey, and the Interviewer Feedback Form. An alternative Proxy Version of the In-Person Survey is available for those interviews that need to be conducted with proxies of service recipients instead of the service recipient themselves. Each part of the tool is described below.

**Pre-Survey form:** The Pre-Survey section is an optional form intended to collect information that may be helpful for surveyors to prepare for and schedule the survey meetings. The Pre-Survey form is for surveyor use only; Pre-Survey information is not submitted or used for any data analysis or reporting.

**Background Information (BI) Section:** The BI Section collects demographic and service-related information about the service recipient. To the extent possible, data for the BI Section are derived from states' existing administrative records. BI items not available from state administrative data sources may be collected by surveyors at the end of the survey meeting. Surveyors may collect any missing BI information with the exception of five BI items that must be completed using administrative data sources (person's primary source of LTSS funding/program, LTSS services received through that program, length of receiving services, participation in a self-directed supports option, and legal guardianship status). Each BI item tracks whether data were derived from existing administrative records or collected by surveyors as part of the survey meetings.

**In-Person Survey:** The Full In-Person Survey consists of approximately 90 questions, with related questions grouped together by theme or topic (e.g., a series of questions about employment, a series of questions about support staff, etc.); another 10 questions

comprise the optional Person-Centered Planning module. The Full In-Person Survey is completed face-to-face with the person receiving services. The respondent may ask their proxy (e.g. a family member or a close friend) for assistance with answering some of the questions, if needed. The Full In-Person Survey includes both subjective and objective questions; proxy assistance is only allowed for a defined subset of more objective items.

**Proxy Version:** The Proxy Version is an alternative version of the In-Person Survey. It is used in place of the Full In-Person Survey when the person receiving services is unable or unwilling to provide valid responses or has asked their proxy to complete the survey on their behalf. The Proxy Version includes only the subset of more objective questions from the Full Survey that allow for proxy assistance. Questions in the Proxy Version are rephrased to be in third person, making it clear their subject is the person receiving services and not the proxy respondent. Surveyors must meet with the service recipient face-to-face and attempt to interview them; only after the in-person attempt has been made can the proxy be surveyed instead of the service recipient.

**Interviewer Feedback Form:** The Interviewer Feedback Form is completed by surveyors after the survey meeting is concluded. It collects information about the survey meeting itself, such as when/where the meeting took place, who was present, the respondent's level of comprehension, etc. Surveyors are also asked to provide any feedback they may have about the survey tool itself or the survey process overall.

## NCI-AD in New Jersey

In July 2014, New Jersey launched its Managed Long-Term Service and Supports (MLTSS) program within the Comprehensive Medicaid 1115 Waiver in order to provide greater independence and expand access to Home and Community-Based Services (HCBS). New Jersey decided to participate in NCI-AD's expedited survey year one (2015-2016) so they would have early results that would serve as baseline data for the newly implemented MLTSS program.

The New Jersey Department of Human Services' (DHS) Division of Medical Assistance and Health Services (DMAHS) and Division of Aging Services (DoAS) again partnered with ADvancing States (formerly NASUAD) and HSRI in implementing the 2018-2019 NCI-AD Adult Consumer Survey in New Jersey. The project lead was within the DMAHS' Office of MLTSS Quality Monitoring. New Jersey participated in this initiative to examine their publicly funded long-term services and supports (LTSS) programs regardless of funding source: NJ FamilyCare/Medicaid or PACE. Administrators of these programs are anticipating the use of the data from the NCI-AD project as one of the tools to assess the performance of NJ's publicly funded LTSS programs and how they impact the quality of life and outcomes of service recipients; as well as a tool to ensure choice, person-centered planning and other components of the Home and Community-Based Settings (HCBS) rule; and potential use of the data to evaluate Managed Care Organizations (MCO) and quality of services in managed LTSS as well as for cross agency comparison.

For the 2018-2019 NCI-AD survey cycle, New Jersey created eleven questions unique to the State that addressed specific concerns relevant to New Jersey and its residents for addition to the standard survey. The questions fall into the categories of housing, home delivered meals, health care, and access to financial resources. New Jersey's state-specific report will be used to examine the results for the identified Medicaid MCOs participating in MLTSS and the PACE programs.

The 2018-2019 NCI-AD Adult Consumer Survey project in New Jersey was funded through a combination of Medicaid Administrative Funds and funds from NJ Department of Human Services Division of Aging Services. Data from the annual project will be used to support New Jersey's efforts to strengthen LTSS policy, inform quality assurance activities, and improve the quality of life of LTSS consumers regardless of funding source.

## Sample

The total number of NCI-AD Adult Consumer Surveys conducted in New Jersey in 2018-2019 and included for analysis was seven hundred fifty-one (Total N=751). Three program populations were included in the survey sample and are detailed below.

**Managed Long-Term Services and Supports (MLTSS)/Home and Community Based Services (HCBS):** This program is funded through an 1115 Medicaid Waiver. It serves members of the five MCOs in New Jersey who reside in the community and are

using MLTSS HCBS. MLTSS Home and Community-Based Services include: adult family care, assisted living residence, assisted living programs, community residential services, comprehensive personal care home, personal care assistant (State Plan benefit), home-based supportive care, chore services, home health aide and skilled home health services (State Plan benefit), adult medical day (State Plan benefit), social day services, supported day program services, structured day program services, personal emergency response system, home modifications, vehicle modifications, assistive technology, specialized medical equipment (considered durable medical equipment, a State Plan benefit), nonmedical transportation, care management, respite, home delivered meals, TBI behavioral management, caregiver/participant training, community transition services, cognitive rehabilitative therapy, medication dispensing device set-up, occupational therapy, physical therapy, private duty nursing, speech therapy, language therapy, and hearing therapy. A total of five hundred forty-nine people (N=549) from this program were included in the sample, comprising 5 MCOs:

Aetna Better Health New Jersey (MLTSS/HCBS): N=116

Amerigroup New Jersey (MLTSS/HCBS): N=114

Horizon NJ Health (MLTSS/HCBS): N=109

United Healthcare Community (UHC) Plan (MLTSS/HCBS): N=103

WellCare Health Plans of NJ (MLTSS/HCBS): N=107

**Managed Long-Term Services and Supports (MLTSS)/Nursing Facility (NF):** Includes individuals enrolled in MLTSS and residing as custodial stay in a nursing facility or special care nursing facility. Members from all five MCOs are included in this sample. One hundred and one participants (N=101) from this program were included in the sample.

**Program of All-Inclusive Care for the Elderly (PACE):** The PACE program, funded through Medicare and Medicaid, provides each PACE participant comprehensive medical and social services coordinated and provided by an interdisciplinary team of professionals in a community-based center and in their homes, helping program participants delay or avoid long-term

nursing home care. To participate in PACE, an individual must be 55 years of age or older, require nursing home level of care but be able to live safely in the community at time of enrollment with the services of PACE, and reside in the service area of a PACE organization. Each PACE participant receives customized care that is planned and delivered by a coordinated, interdisciplinary team of professionals working at the center. The team meets regularly with each participant and his or her representative in order to assess the participant's needs. A participant's care plan usually integrates some home care services from the team with several visits each week to the PACE center, which serves as the hub for medical care, rehabilitation, social activities and dining. PACE services include round-the-clock services, home care, homemaker services, chore services, home health aide services, adult day health care services, personal emergency response system, home modification, durable medical equipment, transportation, interdisciplinary team (IDT), social services, respite, home delivered meals, and assisted living. One hundred and one participants (N=101) from this program were interviewed and included for analysis.

Figure 2 below summarizes programs included in New Jersey's NCI-AD survey sample, the number of survey-eligible service recipients in each and the corresponding number of conducted surveys included for analysis. Also included are calculations of margin of error for each program under two scenarios: assuming a very conservative 0.5 distribution of responses and assuming a somewhat less conservative 0.7 distribution of responses. Using the 0.5 distribution of responses is the most conservative distribution assumption for calculating margins of error that can be made and is usually used when no prior information is available about true population response distributions. When some prior information about distributions of responses in the population is available, it can be used for calculating less conservative margins of error. Based on distributions observed in previously collected NCI-AD data, it is reasonable to assume a somewhat less conservative population response distribution of 0.7 for calculating margins of error. Calculations in both scenarios use the total number of analyzed surveys in each program. It is important to note that the actual number of valid responses to an individual survey item may be smaller than the total number of analyzed surveys. This is explained in more detail in the "Organization of Results" section below.

Figure 2. Number of survey-eligible service recipients, number of analyzed surveys, and calculations of margins of error by program.

Program	Number of analyzed surveys	Number of eligible participants	Margin of error (MoE) and confidence level (CL), assuming 0.7 distribution	Margin of error (MoE) and confidence level (CL), assuming 0.5 distribution
WellCare (MLTSS/HCBS)	107	3,732	8.6% MoE, 95% CL	9.3% MoE, 95% CL
Amerigroup (MLTSS/HCBS)	114	2,756	8.2% MoE, 95% CL	9.0% MoE, 95% CL
Aetna (MLTSS/HCBS)	116	510	7.3% MoE, 95% CL	8.0% MoE, 95% CL
UnitedHealthCare (MLTSS/HCBS)	103	2,996	8.7% MoE, 95% CL	9.5% MoE, 95% CL
Horizon (MLTSS/HCBS)	109	7,959	8.5% MoE, 95% CL	9.3% MoE, 95% CL
PACE	101	808	8.4% MoE, 95% CL	9.1% MoE, 95% CL
NF (MLTSS)	101	8,981	8.9% MoE, 95% CL	9.7% MoE, 95% CL
<b>Total</b>	<b>751</b>	<b>27,742</b>	<b>3.2% MoE, 95% CL</b>	<b>3.5% MoE, 95% CL</b>

## Survey Process in New Jersey

The State of New Jersey utilized staff from the Department of Human Services' DMAHS and DoAS to conduct the NCI-AD in-person Adult Consumer Survey. Lead Trainers from the State of NJ DHS DMAHS conducted a one-day training with 37 interviewers in November 2018. The training for all interviewers consisted of a detailed review of the NCI-AD Survey tool, general and population-specific surveying techniques, procedures for scheduling interviews and obtaining written consent, overview of the NCI-AD project, guidance for follow-up in the case of unmet needs and/or abuse, neglect or exploitation, mock interviewing practice sessions, and data entry procedures. The inperson interviews began in November 2018 and all data from the completed interviews were entered



into the database and submitted to HSRI in May 2019. An oversampling of participants was selected for each target population and an introductory letter was sent informing them the NCI-AD Survey was a voluntary, confidential project and that someone from the State may be in contact to schedule an interview. Staff secured an appointment to conduct the survey and, upon arrival, individuals were reminded participation was voluntary and confidential. A consent form for signature was provided prior to beginning the survey. If the participant identified any unmet needs during the survey and consented to follow up, the interviewer reported the participant's unmet needs to the appropriate agency for follow-up. At the end of the interview meeting, the participant was given a form thanking them for their participation and providing contact information should they have any questions.

Interviewers from DoAS were equipped with Wi-Fi enabled laptops for direct entry into ODESA and had paper copies of the survey materials as a back-up should they not be able to access Wi-Fi at a specific location. DMAHS staff primarily used paper surveys and entered the data into ODESA when they returned to their office.

New Jersey chose to add 11 state-specific questions to the standard NCI-AD Survey. In addition, New Jersey utilized NCI-AD's optional module on person-centered planning (PCP).

## Stakeholders

DHS provided an overview of the NCI-AD project to their Medical Assistance Advisory Council (MAAC), New Jersey Hospital Association (NJHA), MCOs, and the PACE Organizations. The MAAC meets quarterly and the meetings are open to the public. The NJHA is a healthcare organization with a membership consisting of hospitals, health systems, nursing homes, home health agencies, hospice providers and healthcare-related business and educational institutions. All of the groups were provided updates on the project by DHS staff, and were supplied with the location to access New Jersey's state-specific and annual national NCI-AD reports on the NCI-AD website.

The DMAHS has increased access to NCI-AD Survey results by enabling linkage of New Jersey state-specific information and the survey findings on the State of NJ DMAHS website (<https://www.state.nj.us/humanservices/dmahs/home/mltss.html>).

## Organization of Results

The following pages of the report presents findings from New Jersey's 2018-2019 NCI-AD Adult Consumer Survey data collection cycle. Results are grouped by domain and are presented in chart format. Charts show results for individual survey items broken out by each program. The number of people (N) in each program that gave valid responses to that survey item are also shown. The number of valid responses to an item may be smaller than the total number of analyzed surveys, for the following reasons:

- Certain questions in the survey can only be asked of the service recipient – i.e. proxy respondents for these questions are not allowed. These questions have a smaller number of responses because they are contained only in the full In-Person Survey, whereas the total number of analyzed surveys also includes cases when the Proxy Version was used.
- Only valid responses are included in both the denominator and the numerator when calculating proportions. Unclear, refused and, for most items, “don't know” responses are excluded.
- The survey contains several skip logic patterns. This means that depending on the response to a previous survey item, a question may or may not be asked, as appropriate. When an item is skipped due to skip logic, the survey case does not contribute to the calculations for the item.

*Please note:* Extreme caution should be used when interpreting results where the number of valid responses is small. Each program's valid number of responses (valid Ns) is shown in every chart and table in this report. In addition to displaying valid number of responses, charts also use an asterisk to indicate Ns smaller than 20. Responses smaller than 20 should not be used as a basis for firm conclusions and should be treated as suggestive and informational only.

Each chart also contains New Jersey's weighted state average, as well as the total number of observed valid responses for that survey item. A weighted state average takes into account whether the sampling strategy proportionally oversampled one or more of the state's programs; its calculation effectively “re-balances” the oversampled programs to produce an average one would expect if they were represented proportionally relative to the populations they serve. New Jersey's sampling design did include oversampling of some of its programs – i.e. some programs constituted a larger proportion of the survey sample than they did as proportion of

total population of survey-eligible service recipients. To account for these programs being proportionally over-represented in the state's survey data, statistical weights were developed and applied to calculate New Jersey's weighted state averages presented in the charts. For exact calculations of weights, please contact the NCI-AD project team.

Charts present results using binary data indicating presence or absence of the outcome. For the purposes of analysis, most survey items with three or more possible response options were recoded to form binary variables (i.e. responses were collapsed, for example, an "always" response combined with a "most of the time" response). For details about recoded items and the rules on collapsing response options, please refer to Appendix A. Unless otherwise stated, "don't know" and unclear/refused responses were excluded from both the numerator and denominator.

Un-collapsed and unweighted data showing frequencies of all response options by program are shown in tabular format in Appendix B. These tables contain all response options, including "don't know" and unclear/refused/no response categories. Tables also contain New Jersey's unweighted overall sample averages for all response options. Please note that the "sample averages" in tables in Appendix B are simple (unweighted) averages that didn't employ weights in their calculations and may therefore be slightly different from the corresponding weighted state averages shown in the charts.

Data from state-specific questions that New Jersey chose to add to the standard NCI-AD Survey are shown in Appendix C. New Jersey's data from NCI-AD's optional PCP module are shown in Appendix D.

## Limitations of Report

This report contains survey results related to the quality and outcomes of LTSS in New Jersey. However, it does not provide benchmarks for acceptable or unacceptable levels of performance. Rather, it is up to state staff, leadership, and other stakeholders to assess information contained in this report and establish priorities. This report is intended to be one mechanism to assess the current state of New Jersey's LTSS system and identify areas that are working well and areas that could use improvement. The charts in this report allow the reader to compare average outcomes between New Jersey's programs and the state overall. State leaders,

public managers, policymakers and community stakeholders can use this information to decide whether a program's result relative to another program or to the state average suggests further investigation or intervention is necessary. However, discretion should be used when comparing a program's result relative to another program, as it is important to keep in mind the potential differences as well as similarities amongst program participants and the programs themselves.

# Results

## Community Participation

People are able to participate in preferred activities outside of home when and with whom they want.

There is one Community Participation indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are able to participate in preferred community activities.

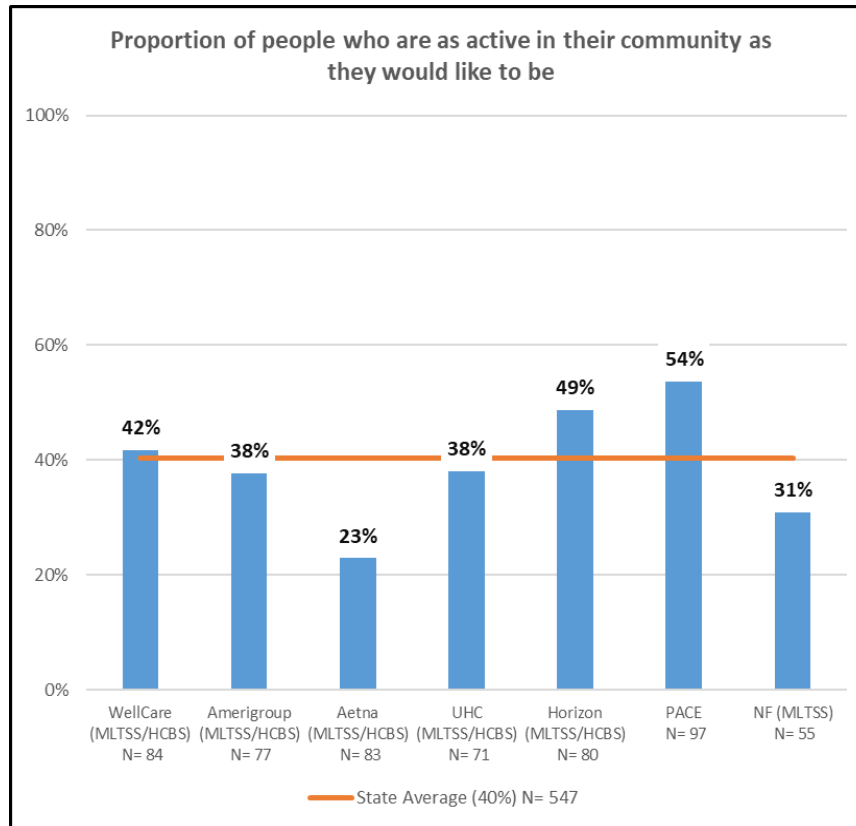
There are three<sup>10</sup> survey items that correspond to the Community Participation domain.

Un-collapsed data are shown in Appendix B.

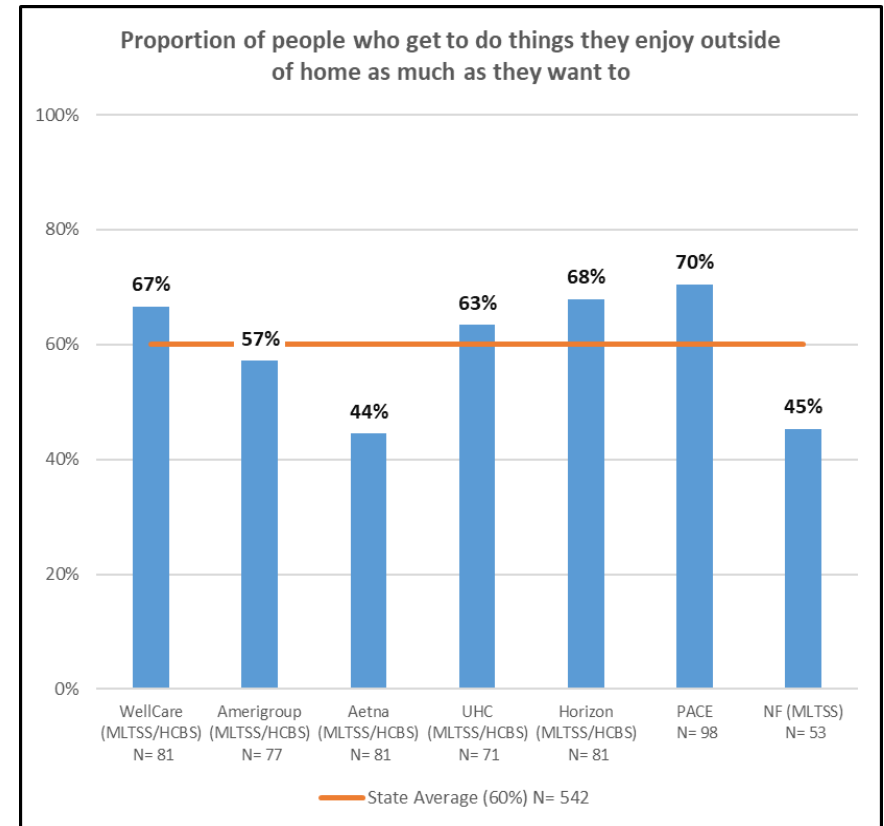
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<sup>10</sup> Data for one item are presented in Appendix B only.

Graph 1. Proportion of people who are as active in their community as they would like to be



Graph 2. Proportion of people who get to do the things they enjoy outside of their home as much as they want to



## Choice and Decision Making

People are involved in making decisions about their everyday lives and with whom they spend their time.

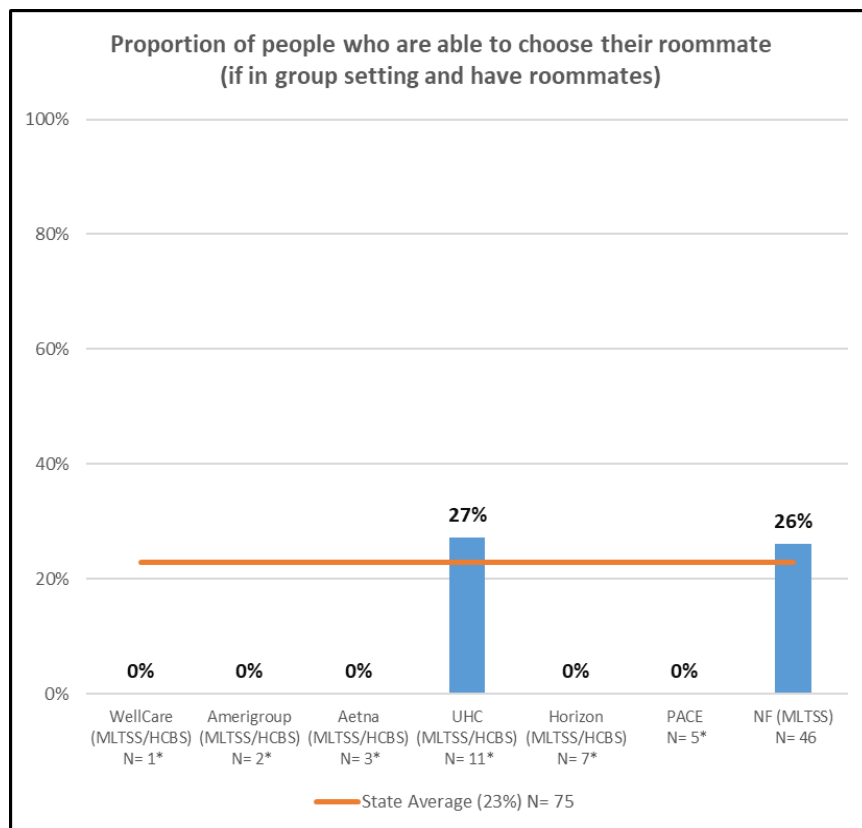
There is one Choice and Decision-Making indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are involved in making decisions about their everyday lives.

There are four survey items that correspond to the Choice and Decision-Making domain.

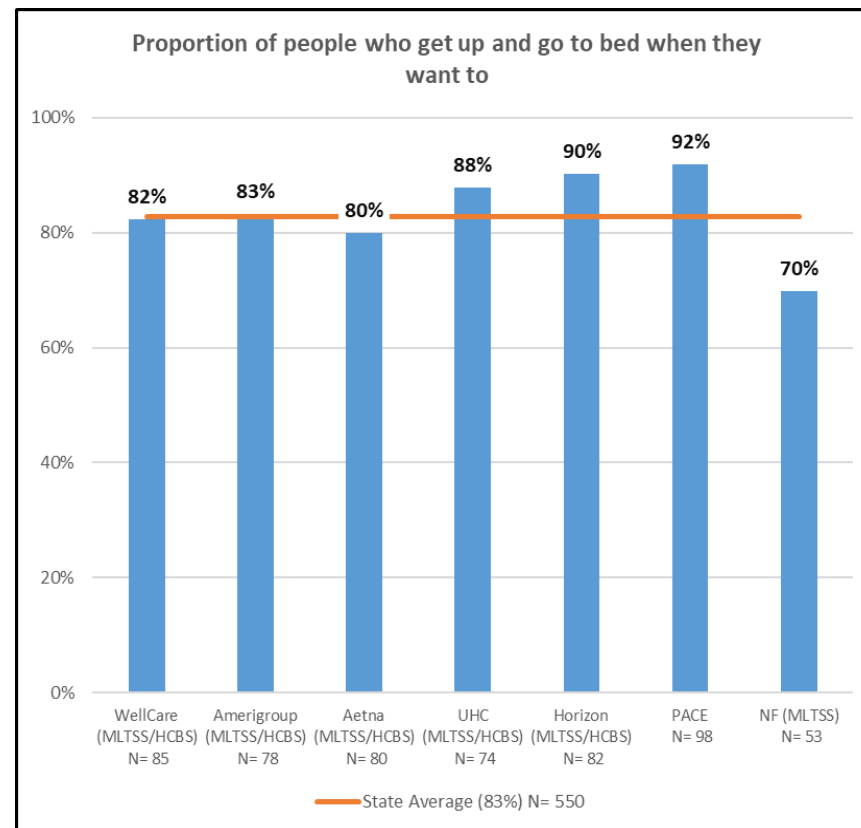
Un-collapsed data are shown in Appendix B.

Graph 3. Proportion of people who are able to choose their roommate (if in group setting<sup>11</sup> and have roommates)



\* Very small number of responses

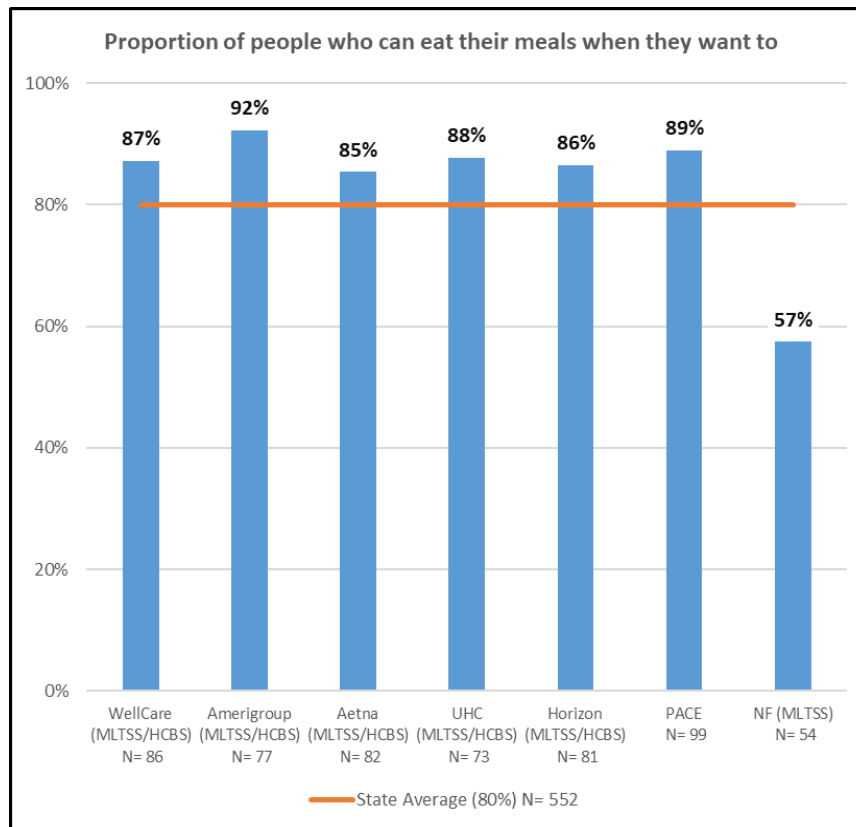
Graph 4. Proportion of people who get up and go to bed when they want to



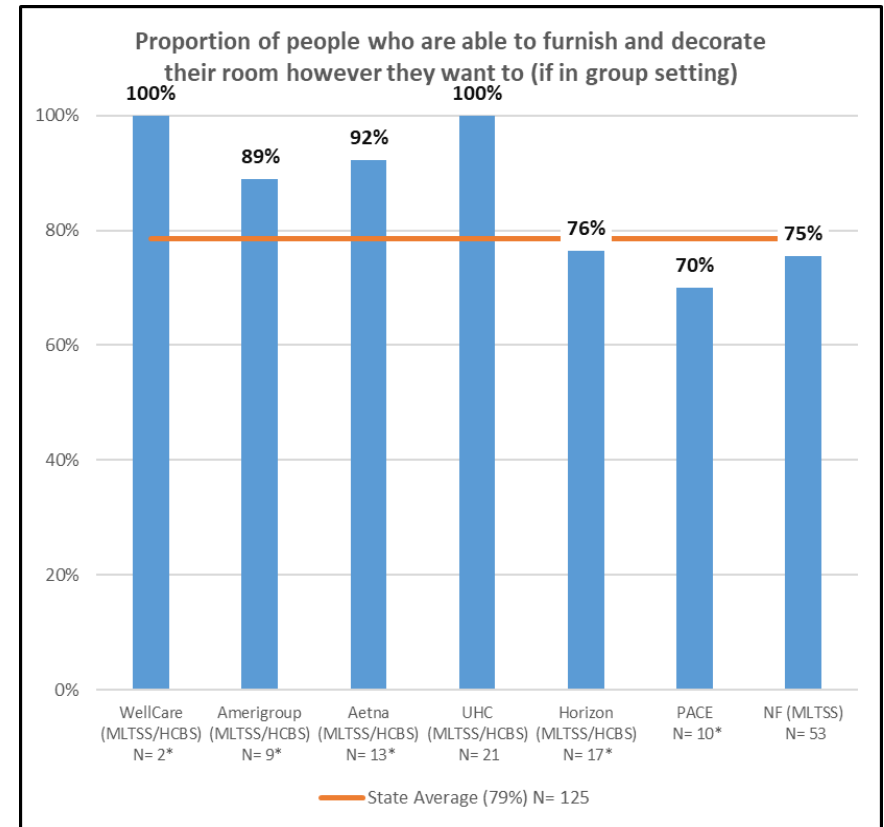
<sup>11</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home



Graph 5. Proportion of people who can eat their meals when they want to



Graph 6. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)<sup>12</sup><sup>13</sup>



\* Very small number of responses

<sup>12</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

<sup>13</sup> Analysis changed in 2018-2019 – “in all ways” is now combined with “in most ways”

## Relationships

People have friends and relationships and do not feel lonely.

There is one Relationship indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are able to see or talk to their friends and families when they want to.

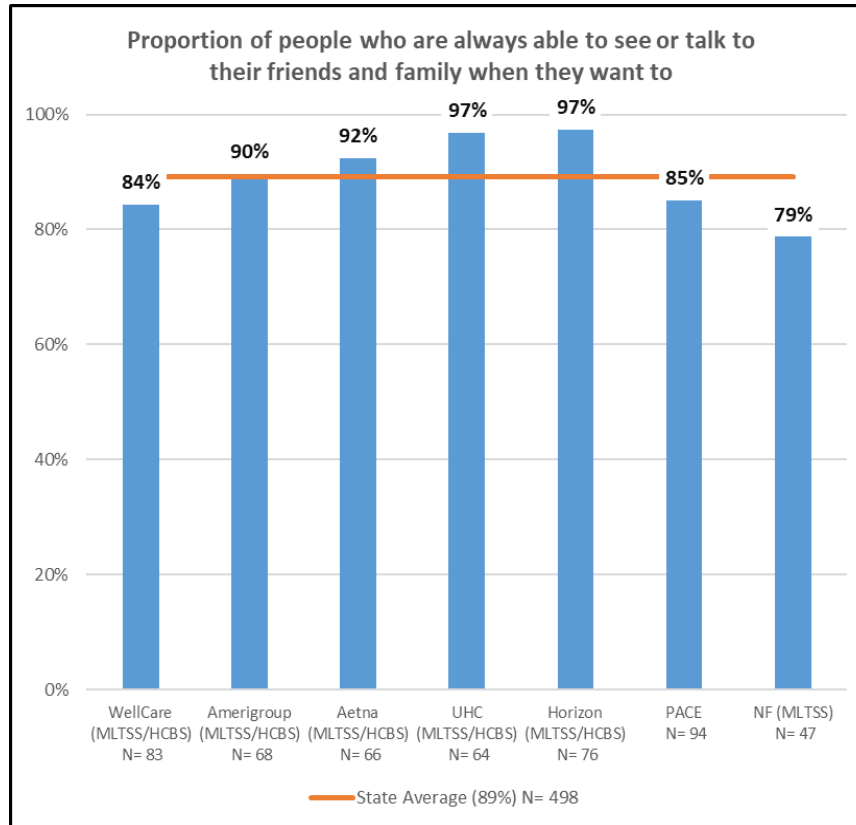
There are two<sup>14</sup> survey items that correspond to the Relationship domain.

Un-collapsed data are shown in Appendix B.

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<sup>14</sup> Data for one item are presented in Appendix B only.

Graph 7. Proportion of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)



## Satisfaction

People are satisfied with their everyday lives – where they live, who works with them, and what they do during the day.

There are three Satisfaction indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who are satisfied with where they live.
2. Proportion of people who are satisfied with what they do during the day.
3. Proportion of people who are satisfied with their paid support staff.

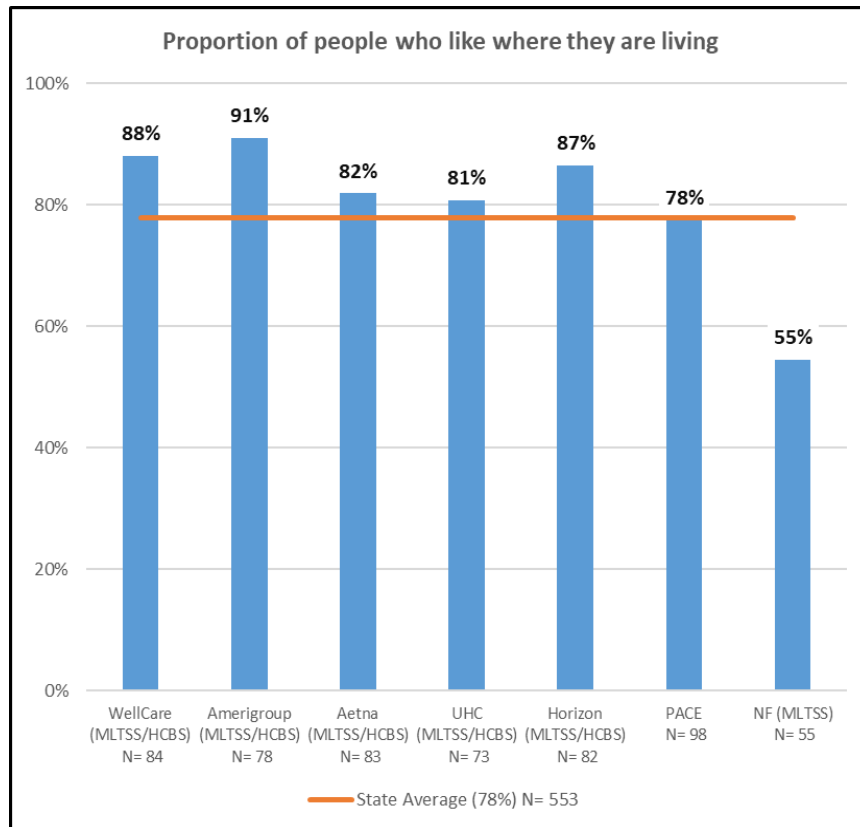
There are seven<sup>15</sup> survey items that correspond to the Satisfaction domain.

Un-collapsed data are shown in Appendix B.

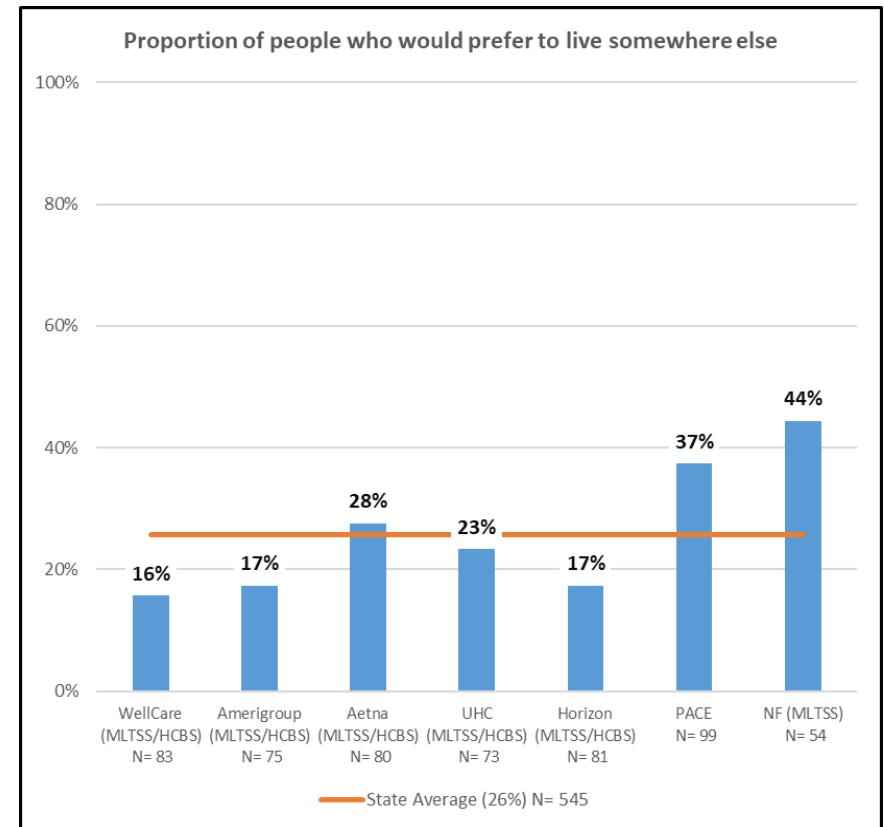
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<sup>15</sup> Data for two items are presented in Appendix B only.

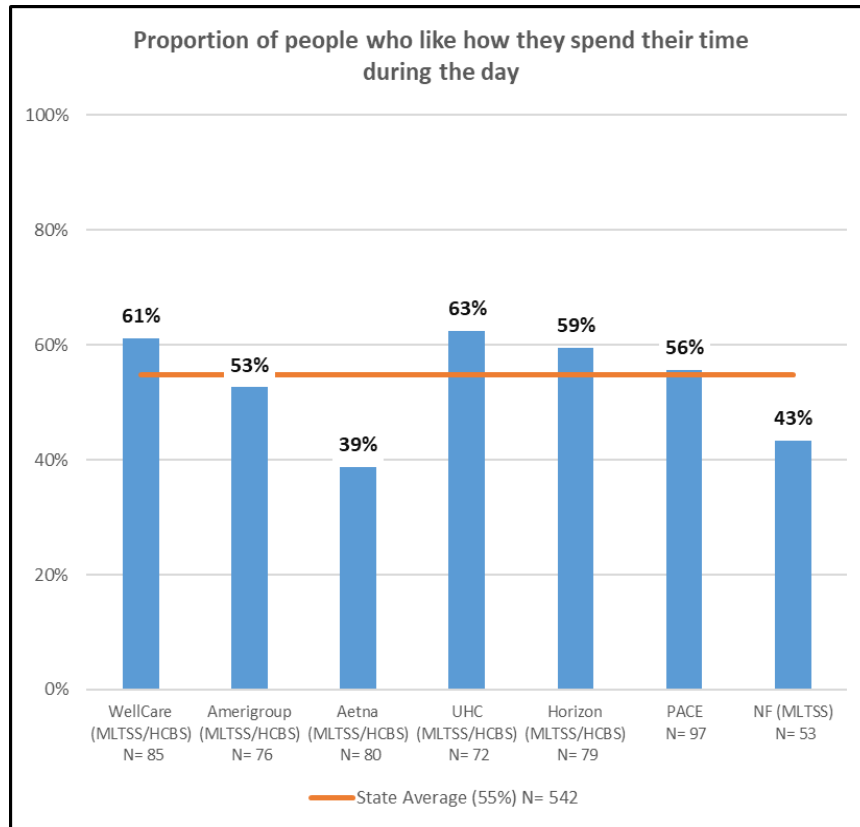
Graph 8. Proportion of people who like where they are living



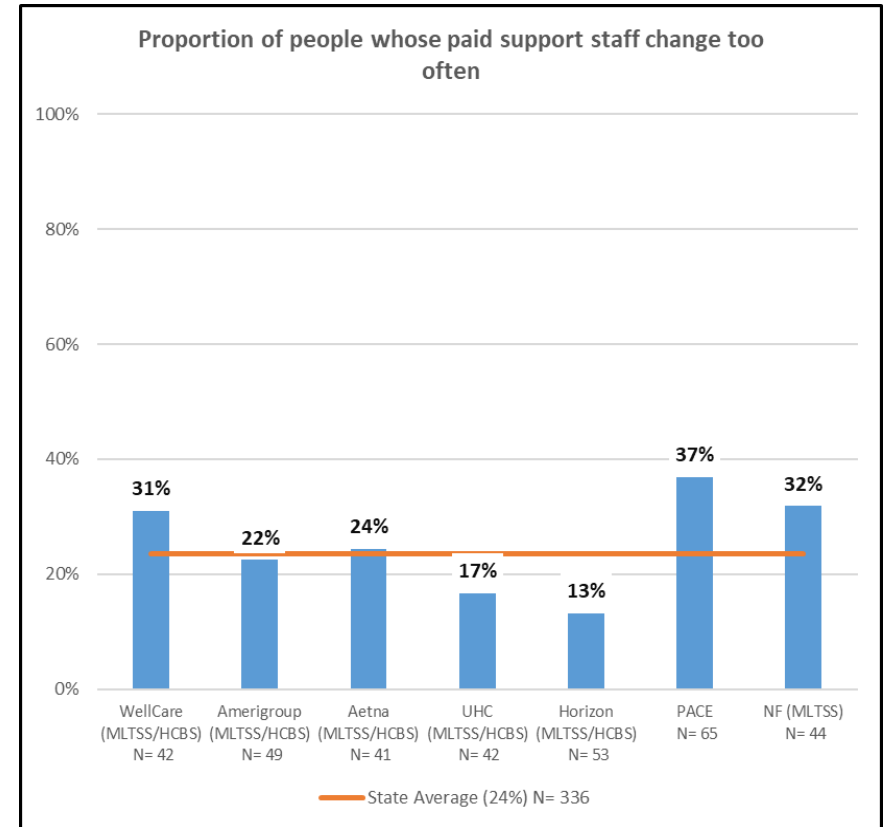
Graph 9. Proportion of people who would prefer to live somewhere else



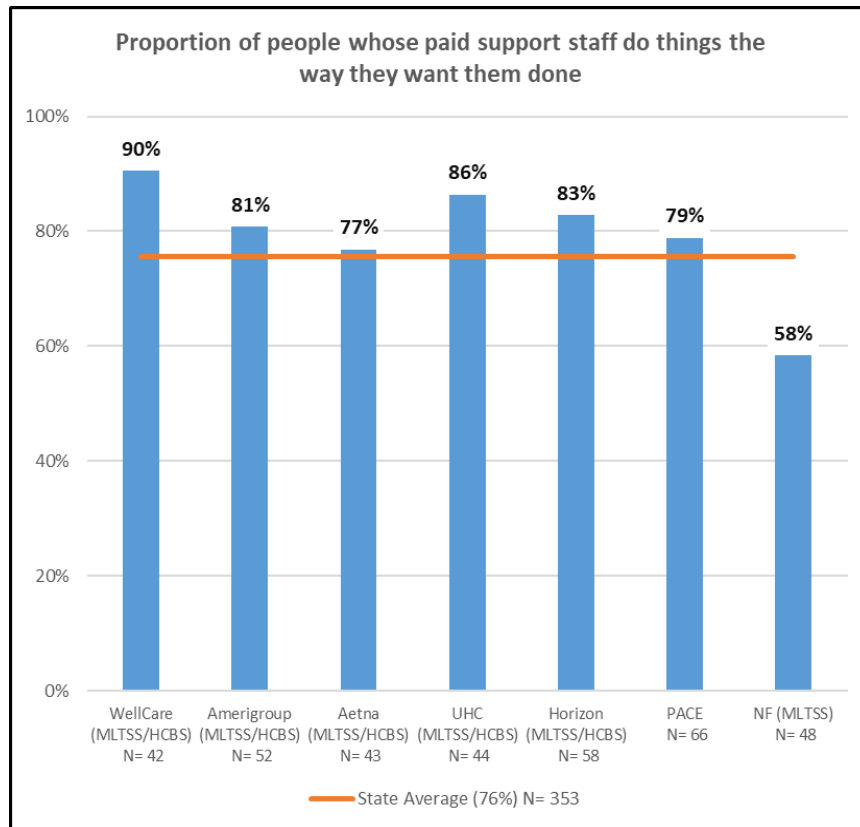
Graph 10. Proportion of people who like how they spend their time during the day



Graph 11. Proportion of people whose paid support staff change too often



Graph 12. Proportion of people whose paid support staff do things the way they want them done



## Service Coordination

Service coordinators are accessible, responsive, and support the person's participation in service planning and the person receives needed services.

There are eleven Service Coordination indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who know whom to contact with a complaint or question about their services.
2. Proportion of people whose case manager talks to them about their unmet needs.
3. Proportion of people who can get in contact with their case manager when they need to.
4. Proportion of people who receive the services that they need.
5. Proportion of people finding out about services from service agencies.
6. Proportion of people who want help planning for their future service needs.
7. Proportion of people who have an emergency plan in place.
8. Proportion of people whose support staff come when they are supposed to.
9. Proportion of people who use a relative as their support person.
10. Proportion of people who have a backup plan if their paid support staff don't show up.
11. Proportion of people who have access to information about services in their preferred language<sup>16</sup>.

There are sixteen<sup>17</sup> survey items that correspond to the Service Coordination domain.

Un-collapsed data are shown in Appendix B.

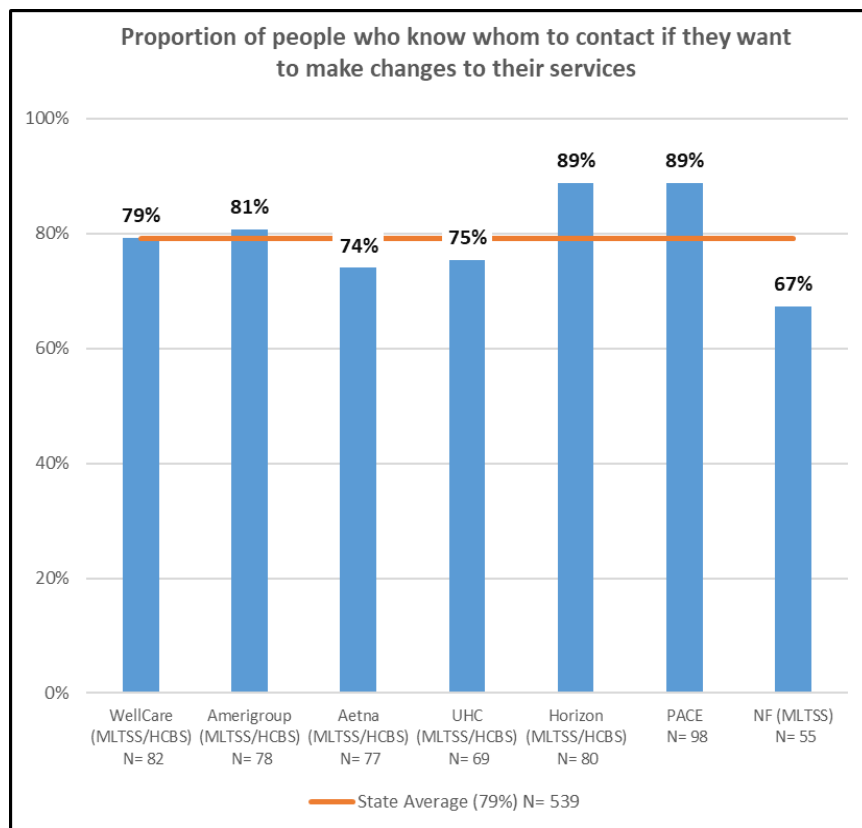
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<sup>16</sup> Indicator previously reported in the "Access" domain.

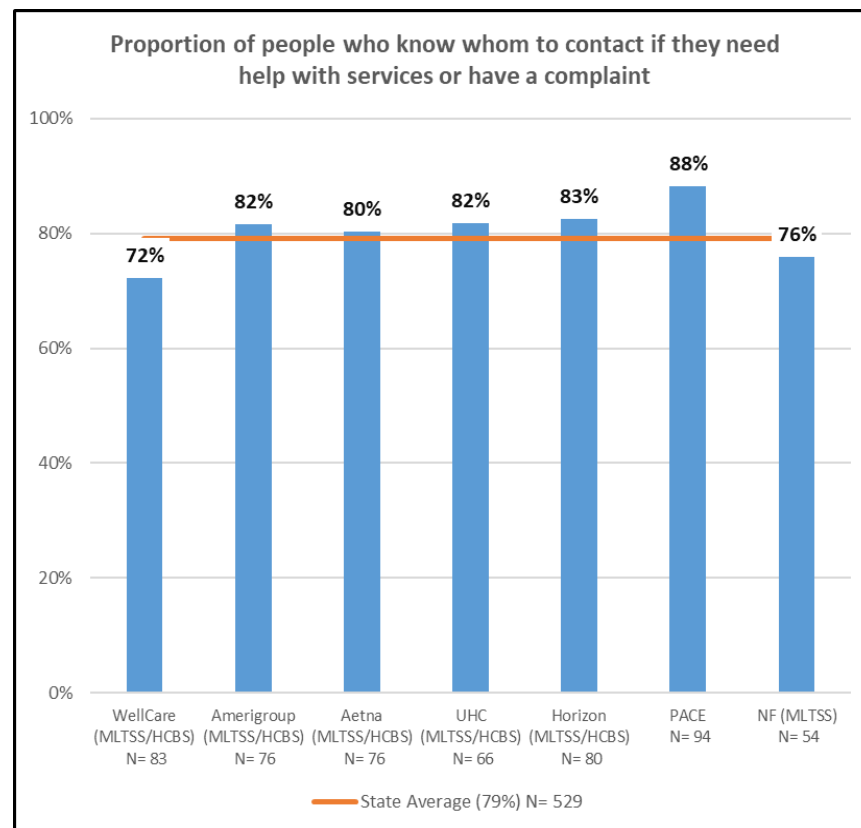
<sup>17</sup> Data for four items are presented in Appendix B only.



Graph 13. Proportion of people who know whom to contact if they want to make changes to their services

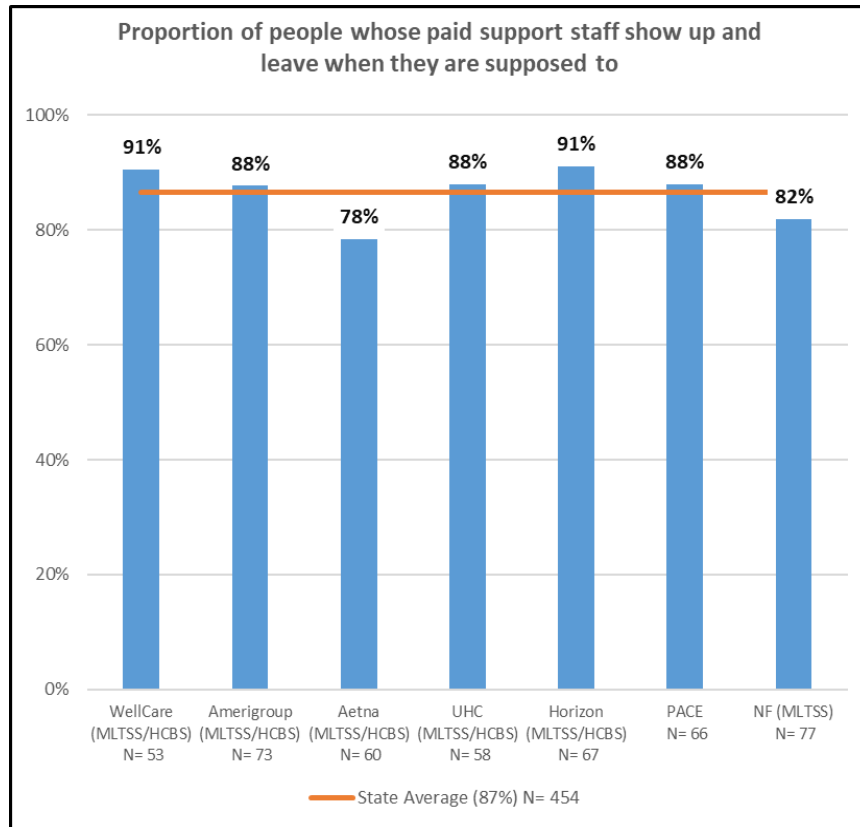


Graph 14. Proportion of people who know whom to contact if they need help with services or have a complaint<sup>18</sup>

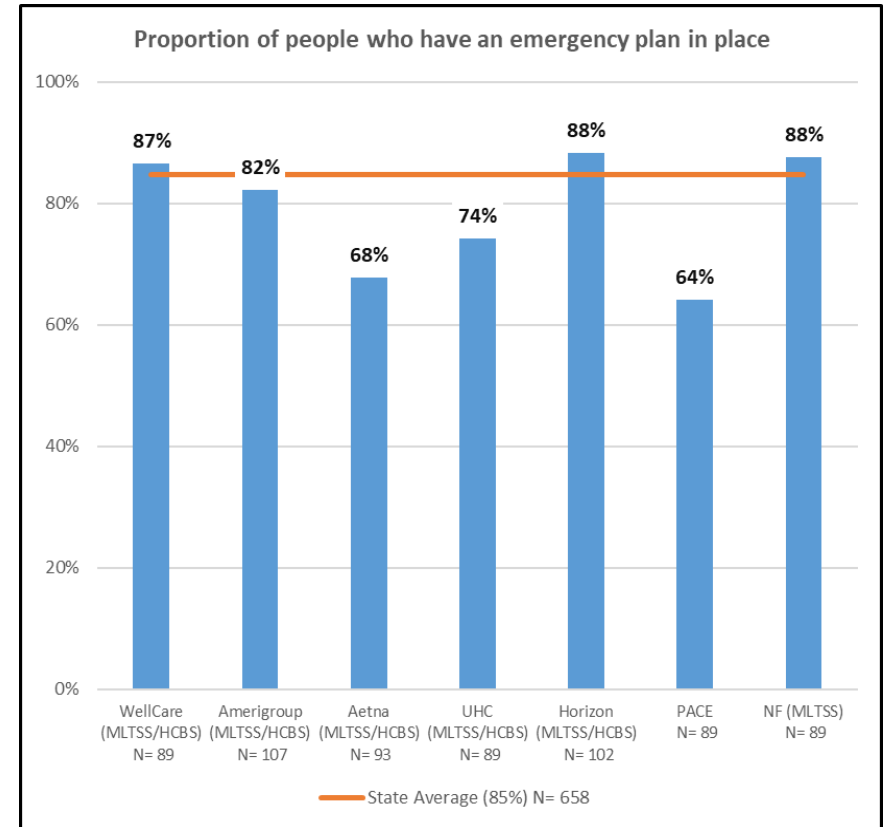


<sup>18</sup> New item added in 2018-2019.

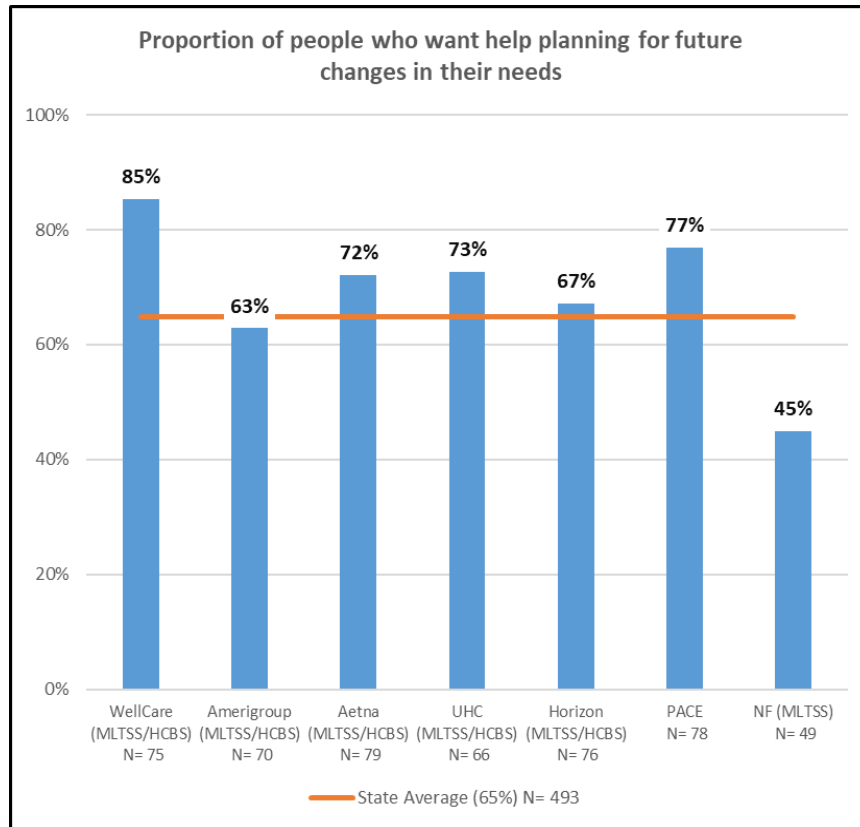
Graph 15. Proportion of people whose paid support staff show up and leave when they are supposed to



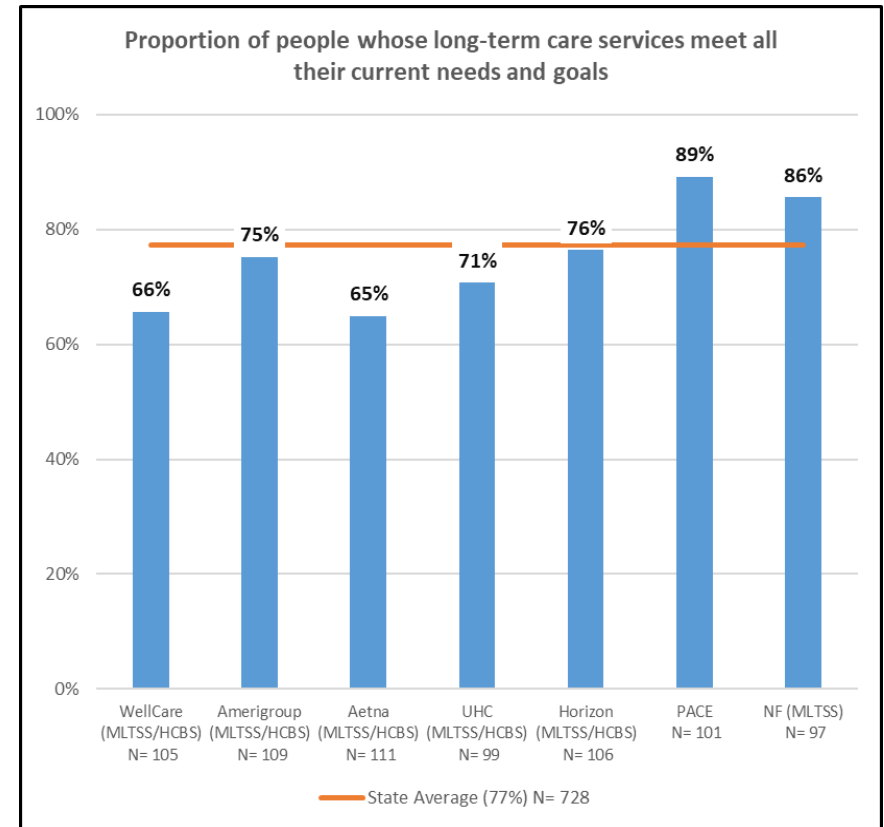
Graph 16. Proportion of people who have an emergency plan in place



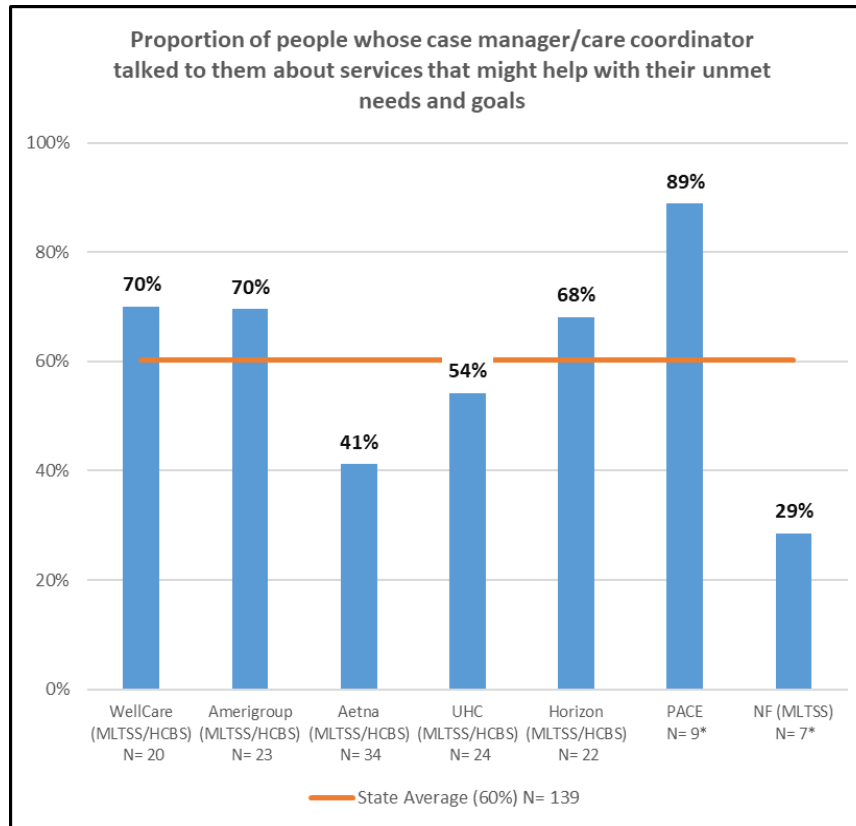
Graph 17. Proportion of people who want help planning for future changes in their needs



Graph 18. Proportion of people whose long-term care services meet all their current needs and goals

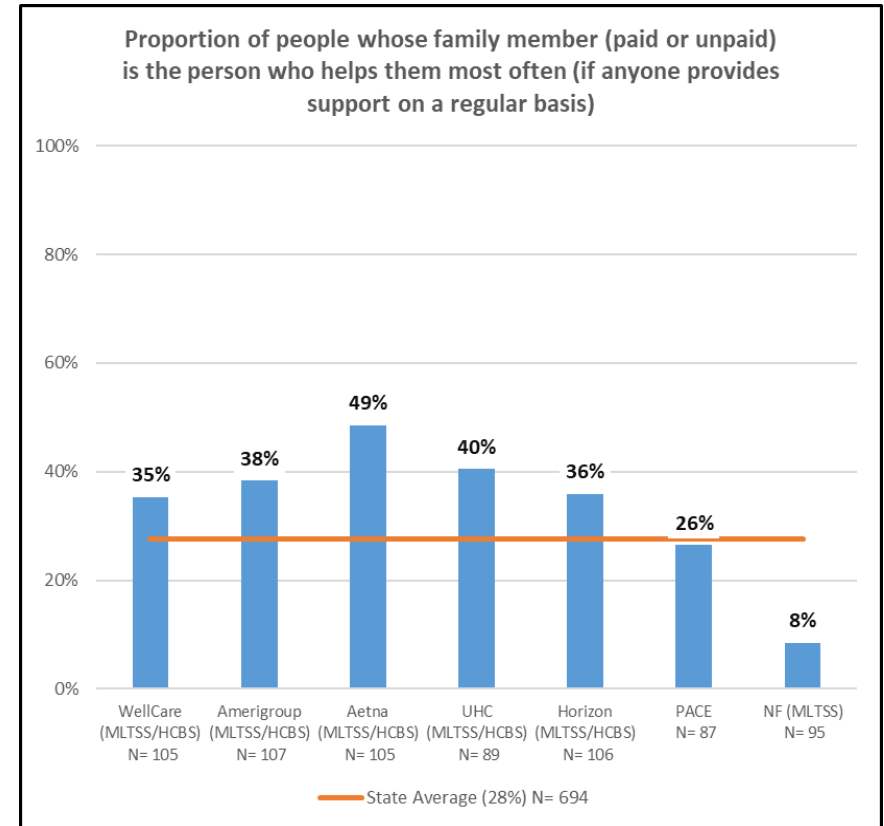


Graph 19. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

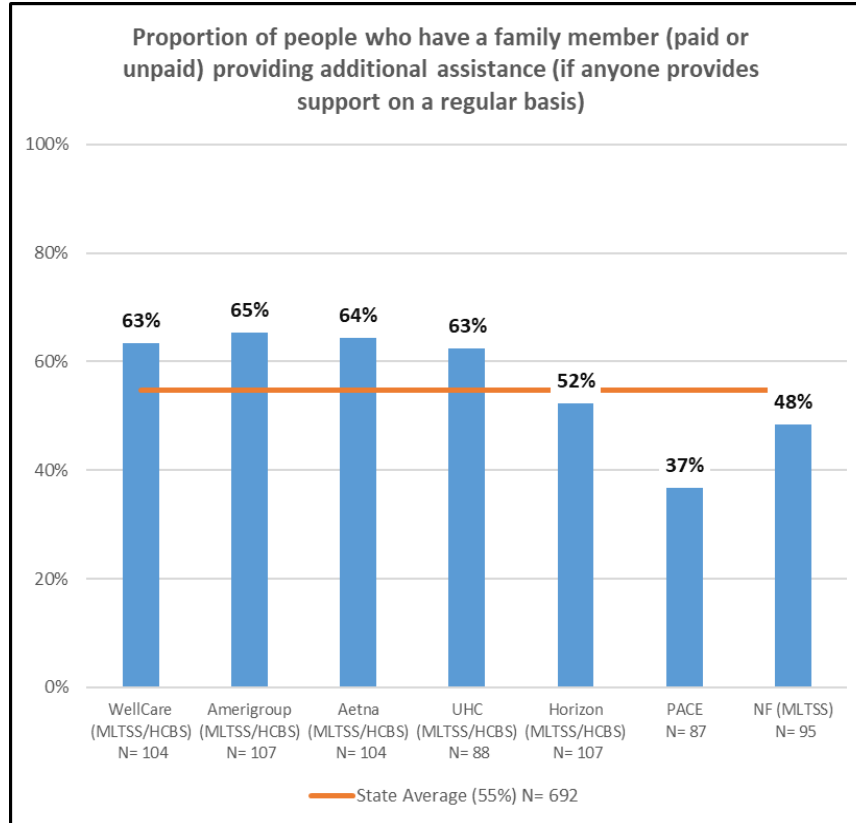


\* Very small number of responses

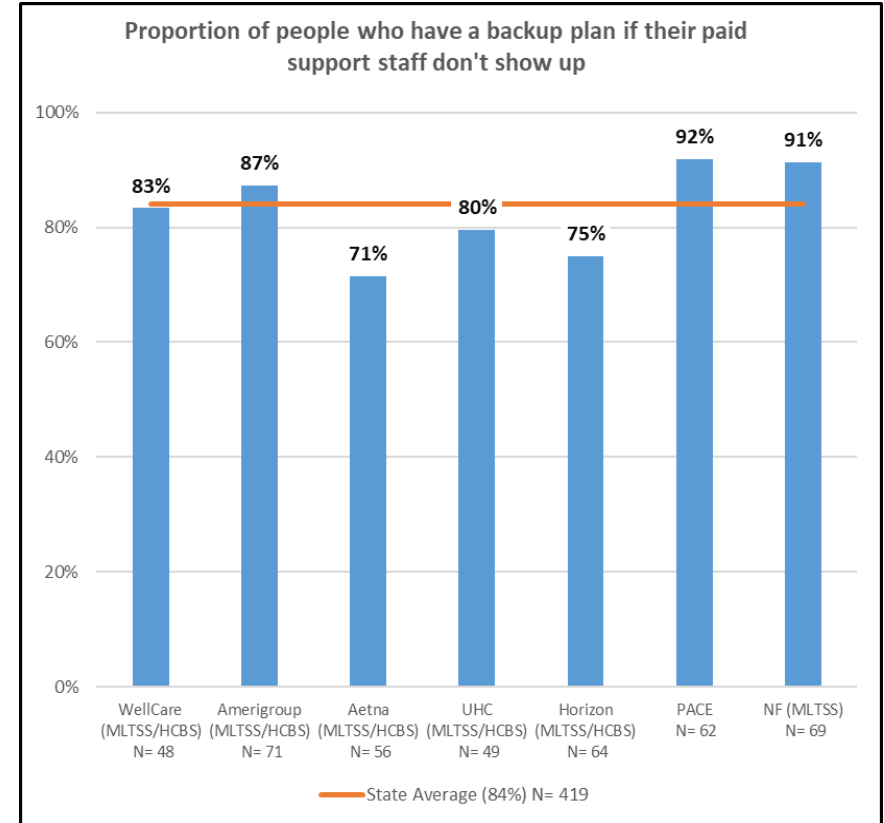
Graph 20. Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)



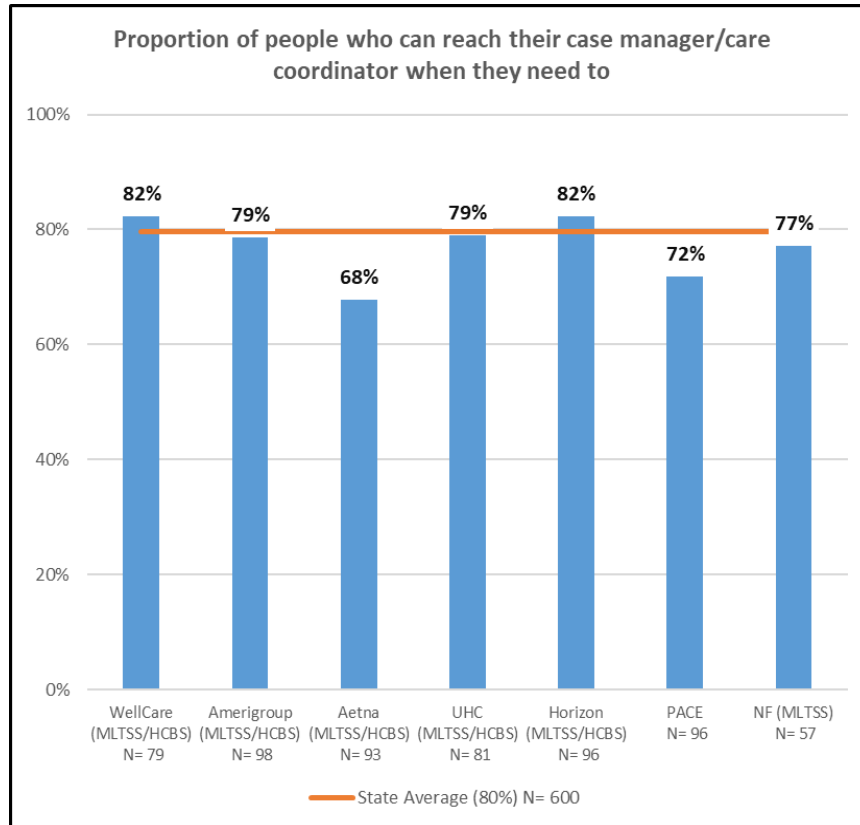
Graph 21. Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)



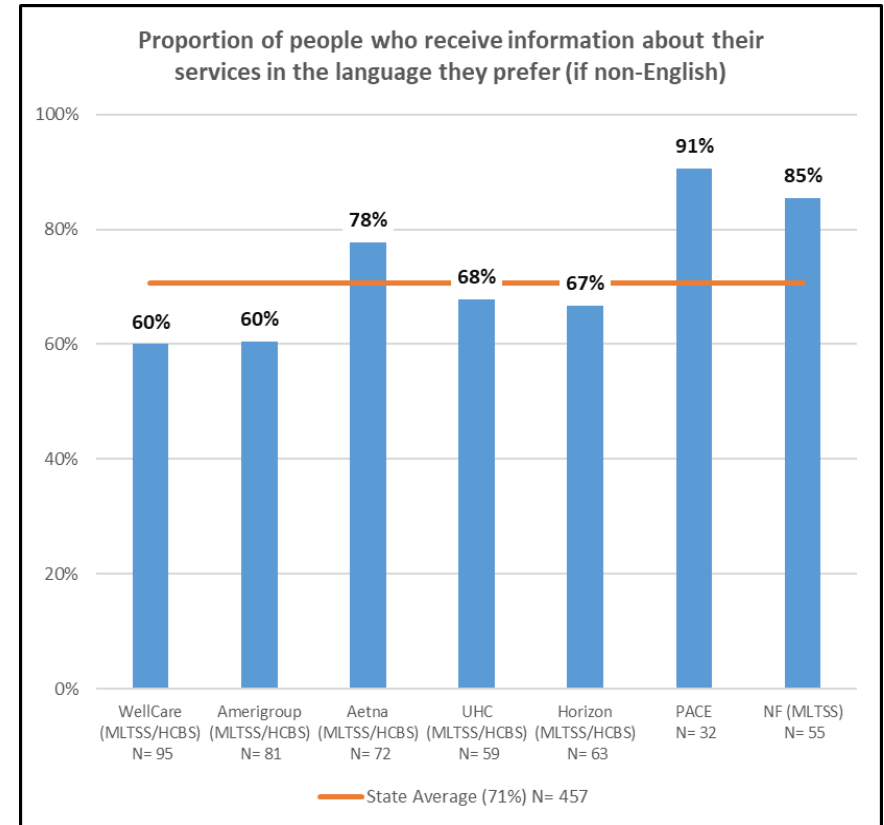
Graph 22. Proportion of people who have a backup plan if their paid support staff do not show up



Graph 23. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)



Graph 24. Proportion of people who receive information about their services in the language they prefer (if non-English) <sup>19</sup>



<sup>19</sup> Item previously reported in the "Access" domain.

## Care Coordination

Individuals are provided appropriate coordination of care.

There are four Care Coordination indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel comfortable going home after being discharged from a hospital or a rehab facility.
2. Proportion of people who have adequate follow-up after being discharged from a hospital or a rehab facility.
3. Proportion of people who know how to manage their chronic conditions.
4. Proportion of people who had someone work with them to reduce risk of falls<sup>20</sup>.

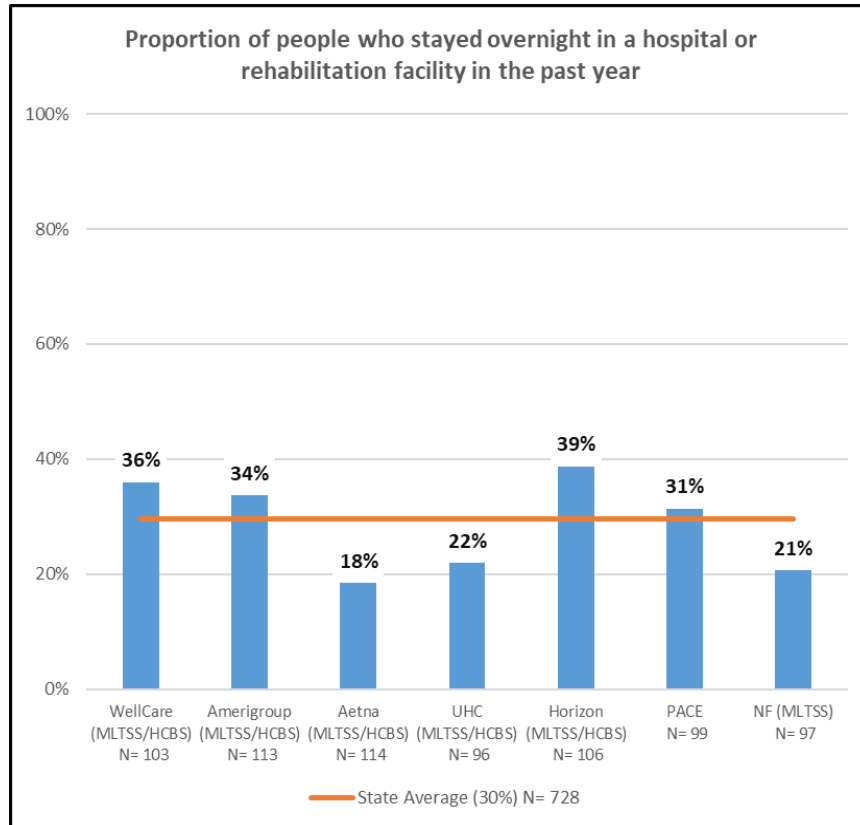
There are six survey items that correspond to the Care Coordination domain.

Un-collapsed data are shown in Appendix B.

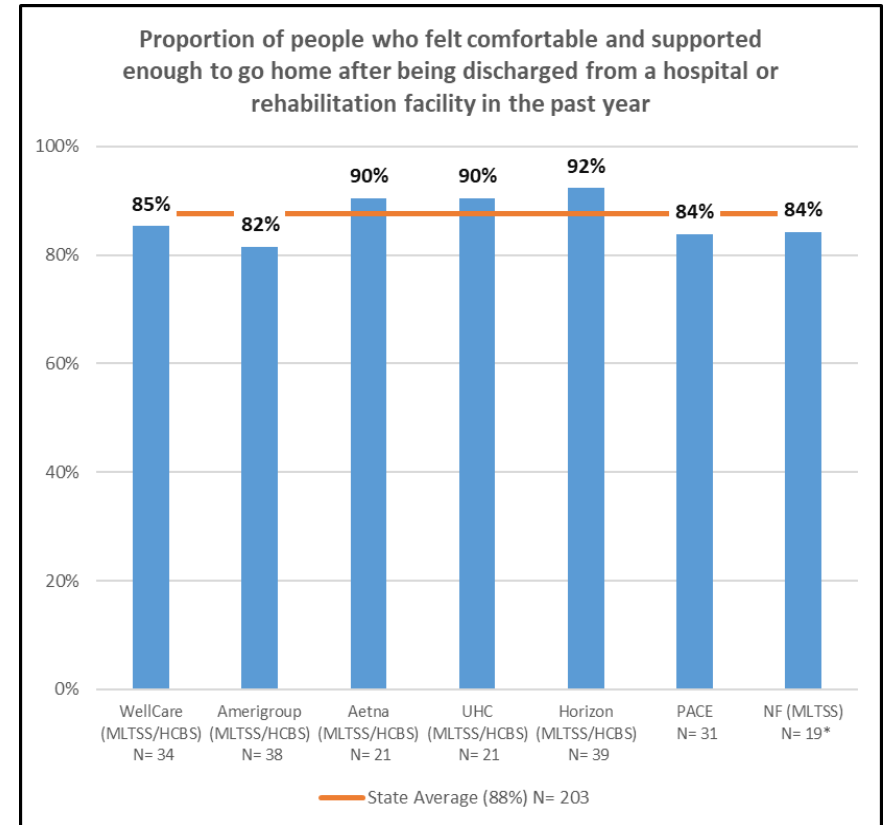
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<sup>20</sup> Indicator previously reported in the “Safety” domain.

Graph 25. Proportion of people who stayed overnight in a hospital or rehabilitation facility in the past year (and were discharged to go home or back to where they live)



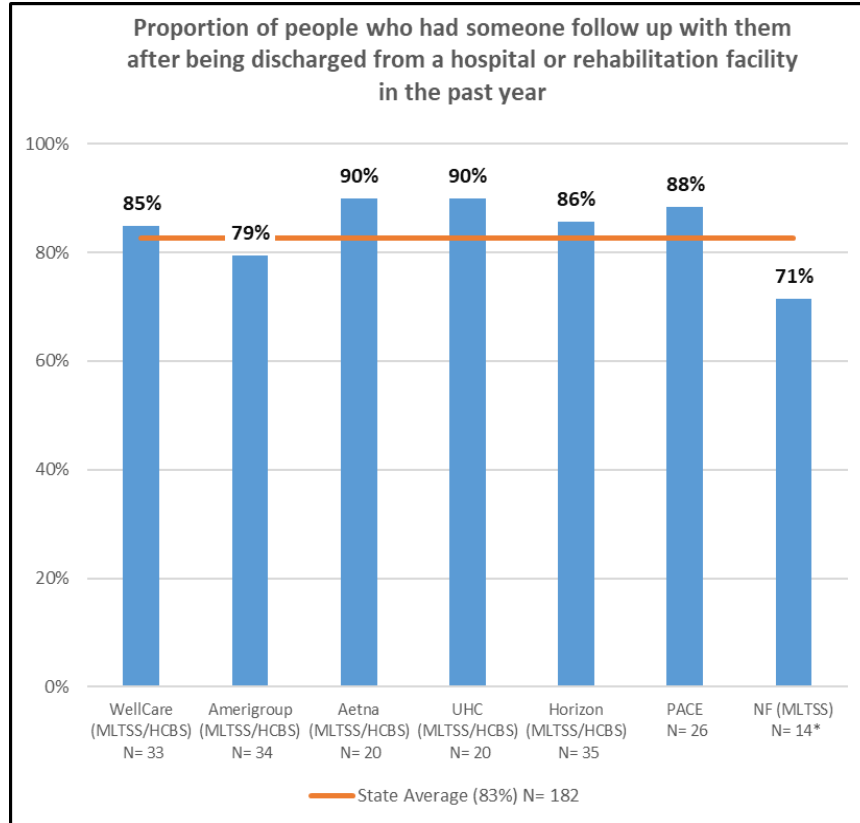
Graph 26. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year



\* Very small number of responses

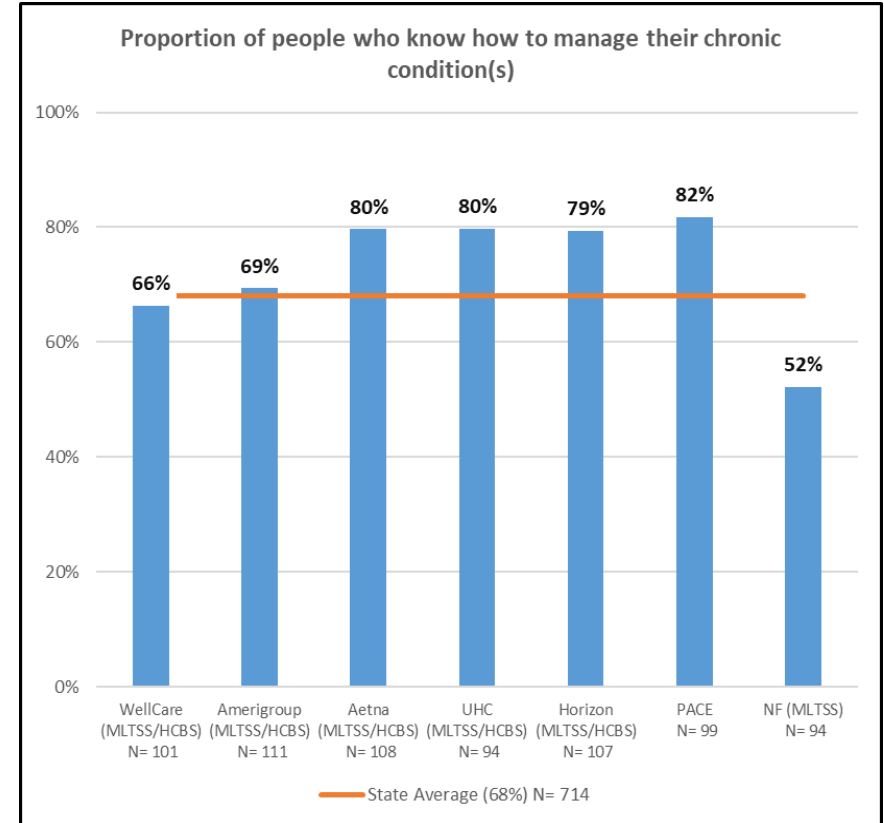


Graph 27. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

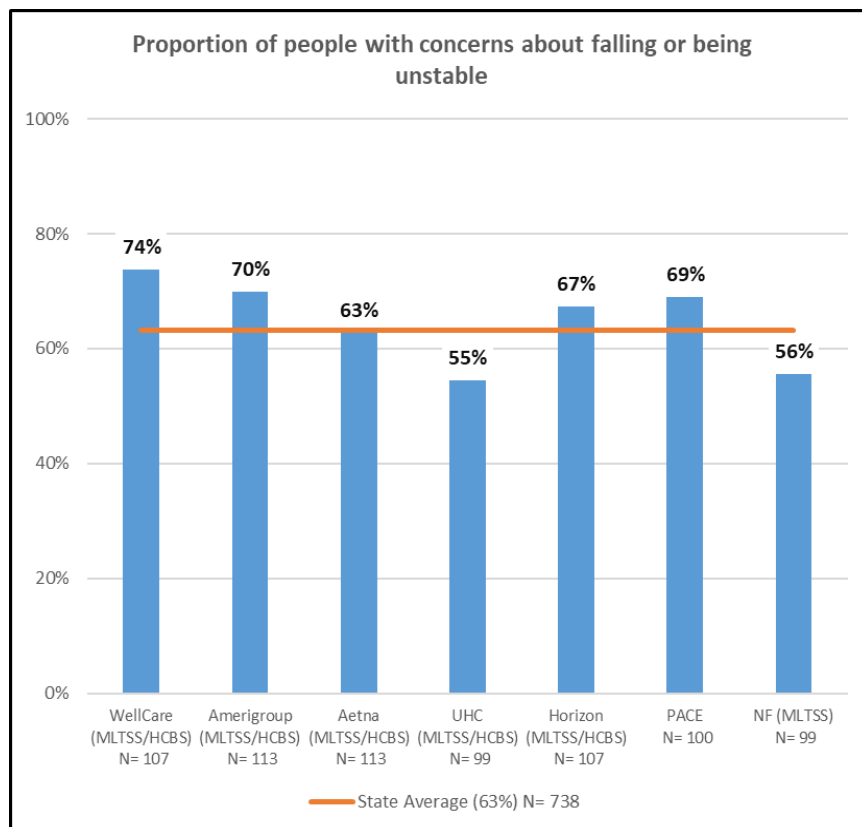


\* Very small number of responses

Graph 28. Proportion of people who know how to manage their chronic condition(s)

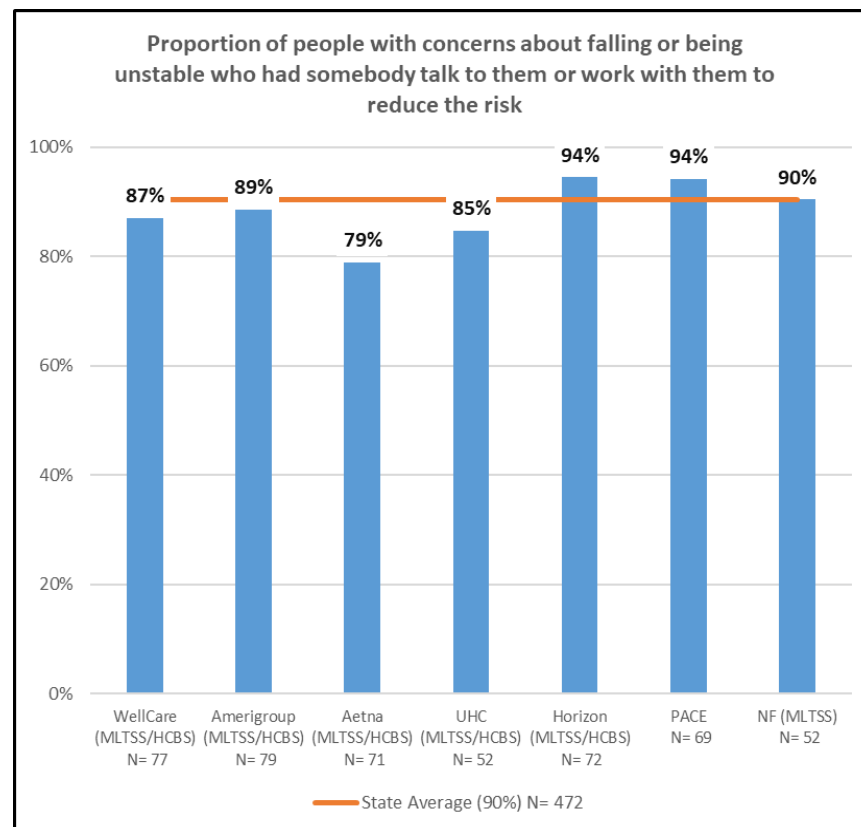


Graph 29. Proportion of people with concerns about falling or being unstable<sup>21</sup>



<sup>21</sup> Item previously reported in the “Safety” domain.

Graph 30. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk<sup>22</sup>



<sup>22</sup> Item previously reported in the “Safety” domain.

## Access to Community<sup>23</sup>

Publicly funded services facilitate individuals' access to community.

There is one Access to Community indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate transportation<sup>24</sup>.

There are two survey items that correspond to the Access to Community domain.

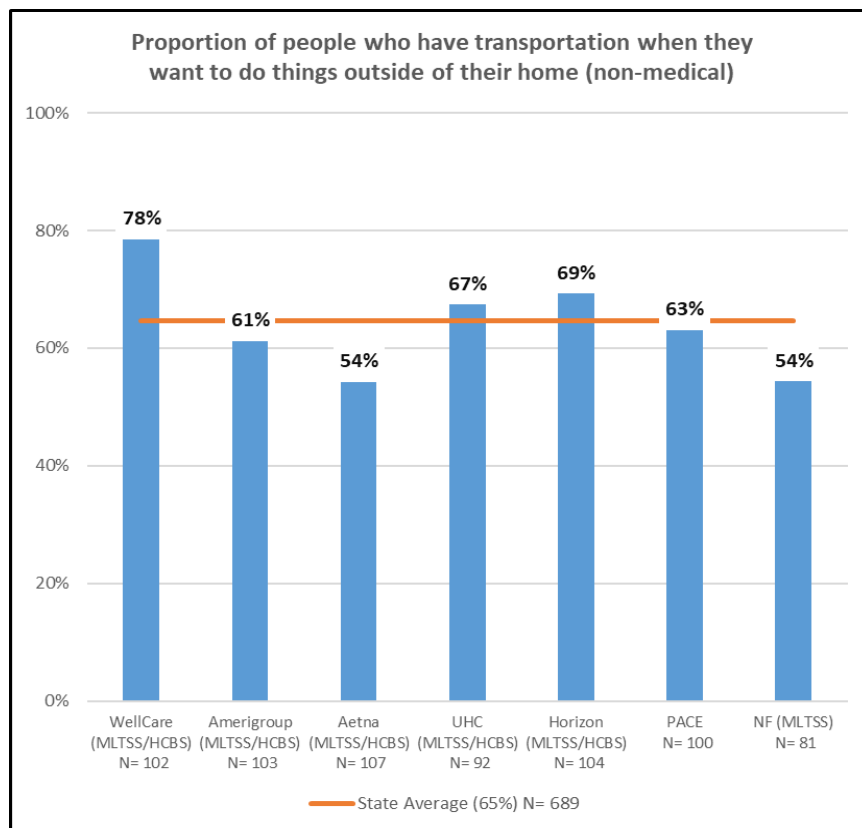
Un-collapsed data are shown in Appendix B.

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<sup>23</sup> New domain in 2018-2019.

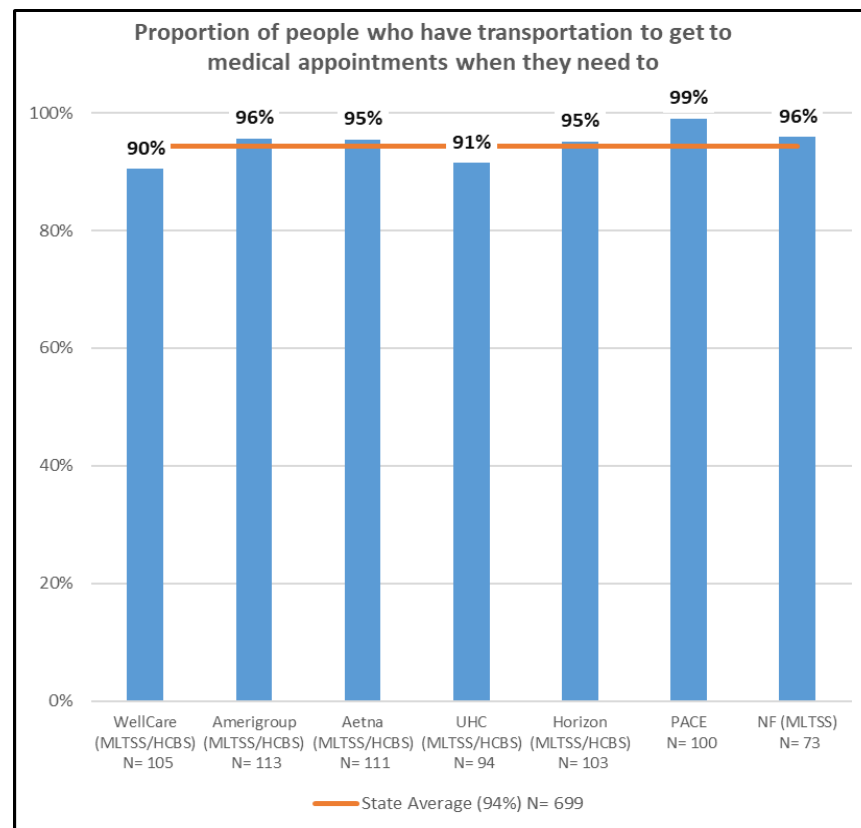
<sup>24</sup> Indicator previously reported in the "Access" domain.

Graph 31. Proportion of people who have transportation when they want to do things outside of their home (non-medical)<sup>25</sup>



<sup>25</sup> Item previously reported in the “Access” domain.

Graph 32. Proportion of people who have transportation to get to medical appointments when they need to<sup>26</sup>



<sup>26</sup> Item previously reported in the “Access” domain.

## Access to Needed Equipment<sup>27</sup>

People have access to needed home modifications and assistive equipment.

There is one Access to Needed Equipment indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who get needed home modifications, equipment, and assistive devices<sup>28</sup>.

There are two survey items that correspond to the Access to Needed Equipment domain.

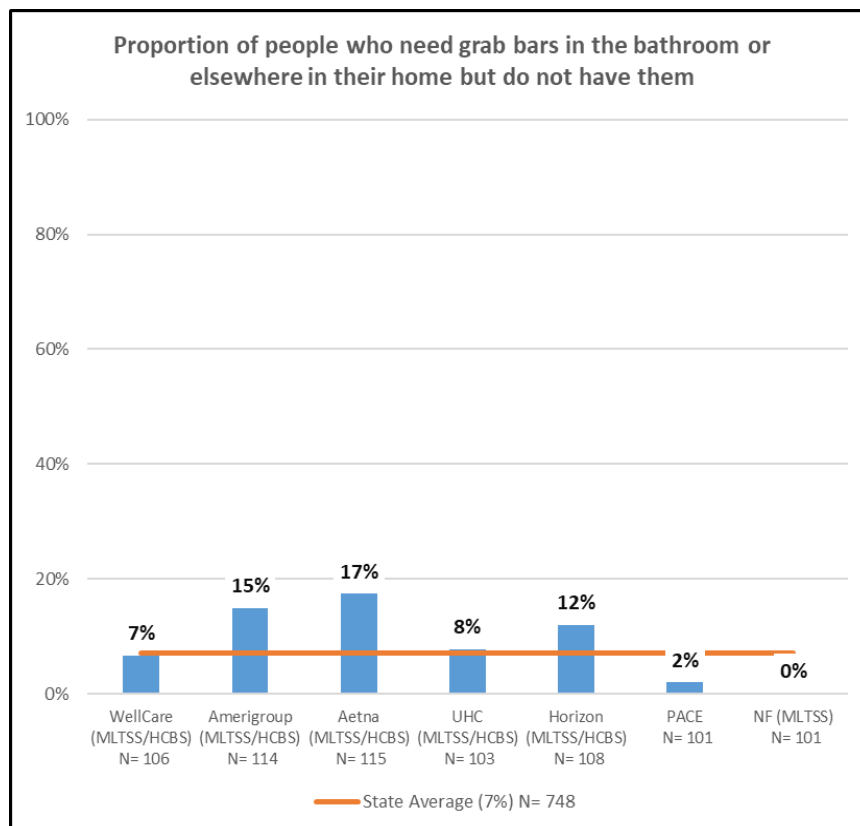
Un-collapsed data are shown in Appendix B.

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<sup>27</sup> New domain in 2018-2019.

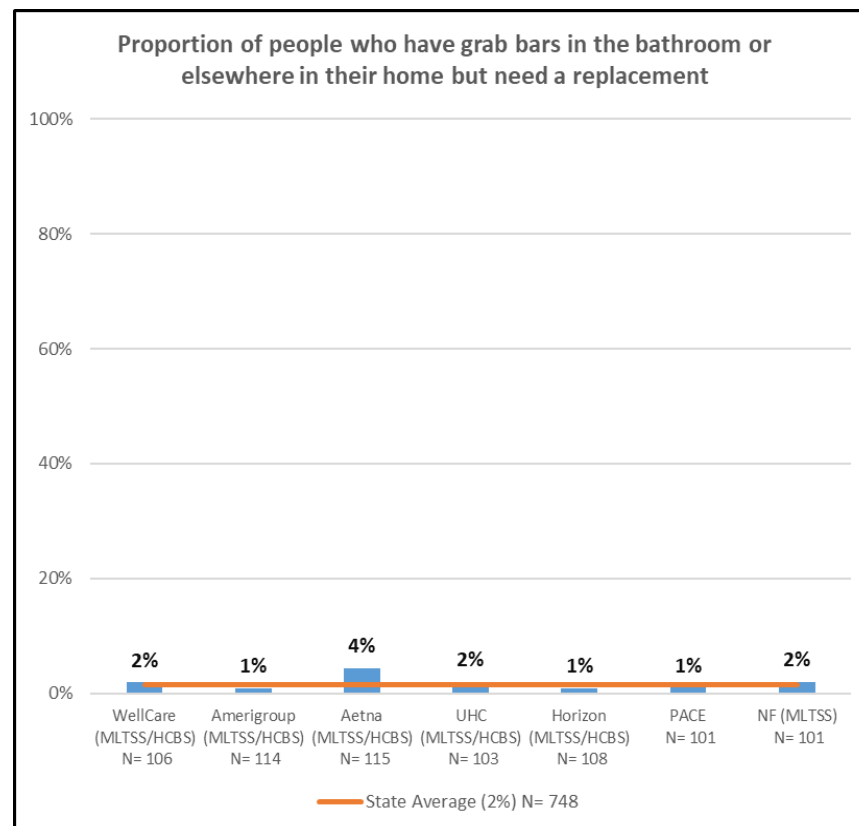
<sup>28</sup> Indicator previously reported in the “Access” domain.

Graph 33. Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them<sup>29</sup>



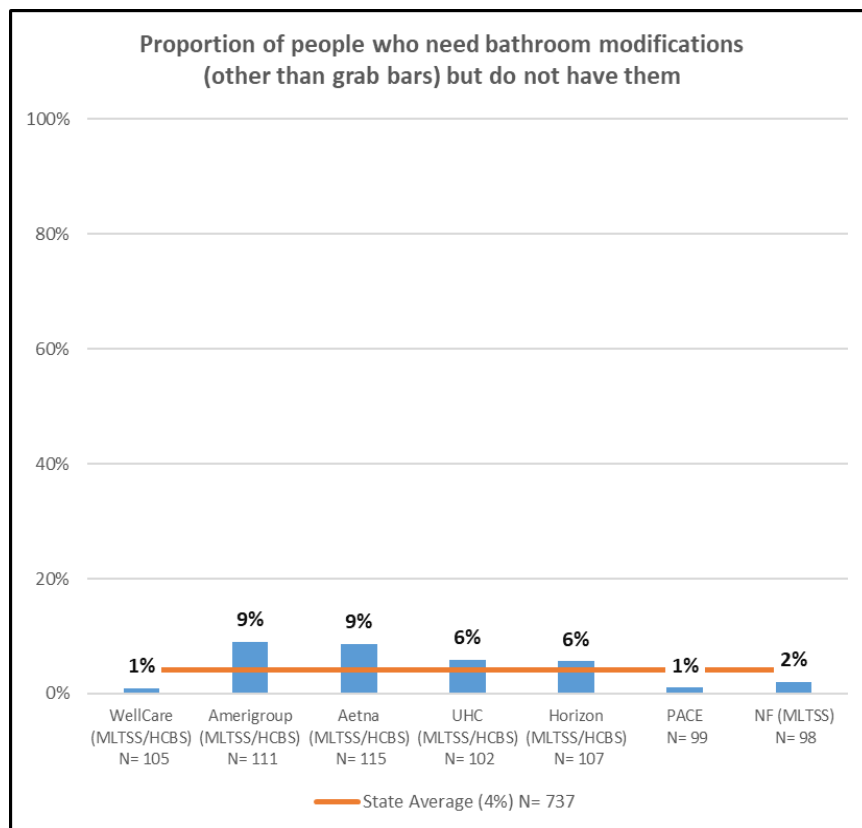
<sup>29</sup> Item previously reported in the “Access” domain.

Graph 34. Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement<sup>30</sup>



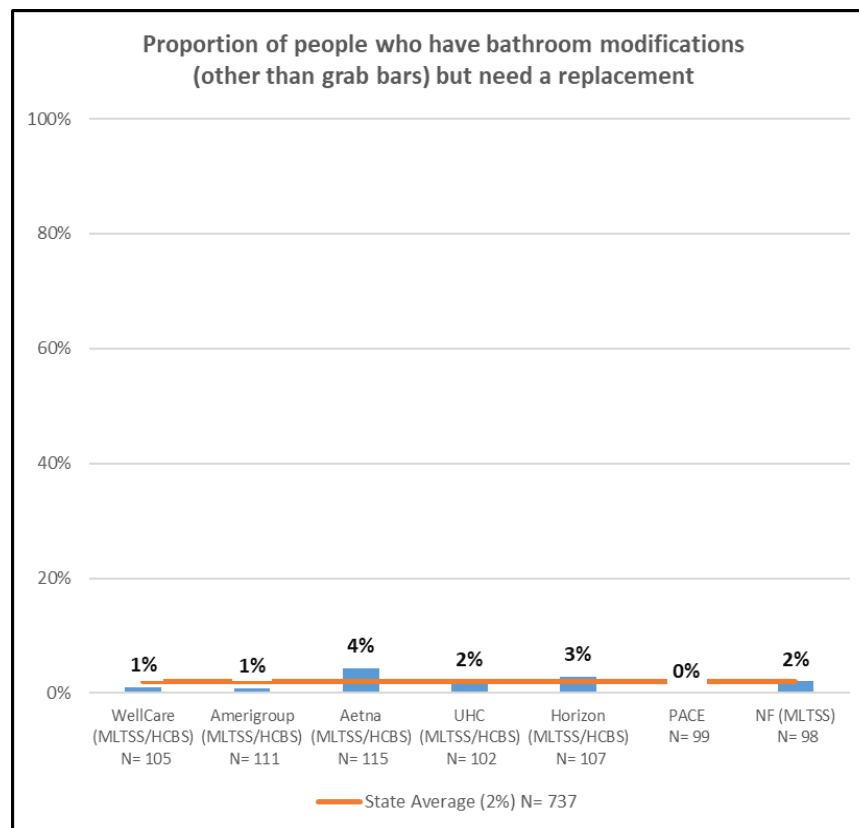
<sup>30</sup> Item previously reported in the “Access” domain.

Graph 35. Proportion of people who need bathroom modifications (other than grab bars) but do not have them<sup>31</sup>



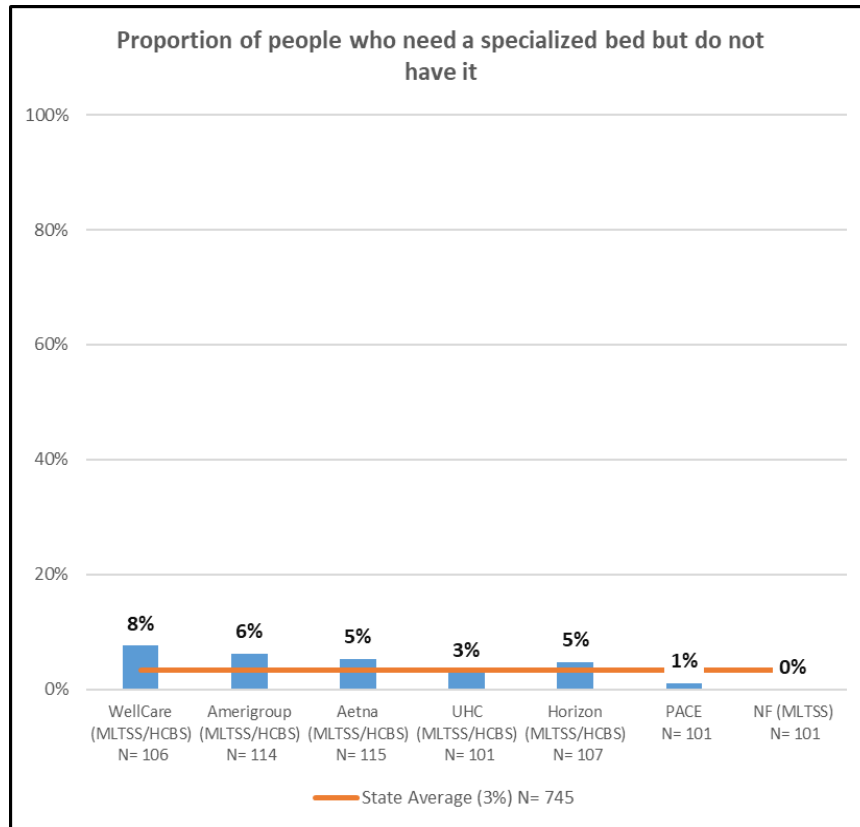
<sup>31</sup> Item previously reported in the "Access" domain.

Graph 36. Proportion of people who have bathroom modifications (other than grab bars) but need a replacement<sup>32</sup>



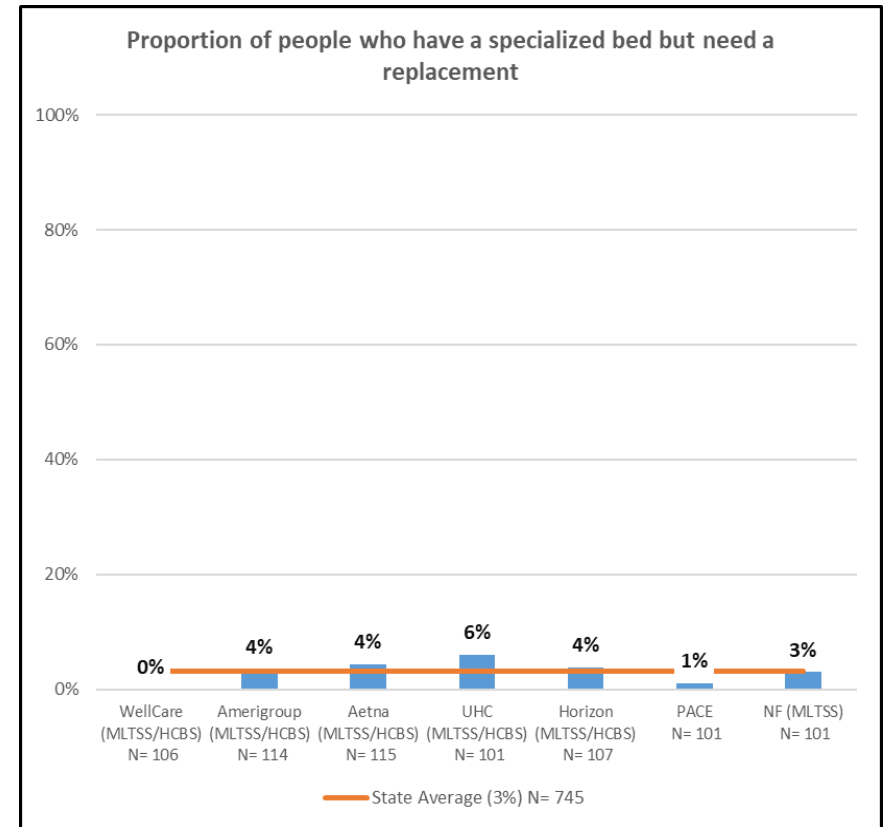
<sup>32</sup> Item previously reported in the "Access" domain.

Graph 37. Proportion of people who need a specialized bed but do not have it<sup>33</sup>



<sup>33</sup> Item previously reported in the “Access” domain.

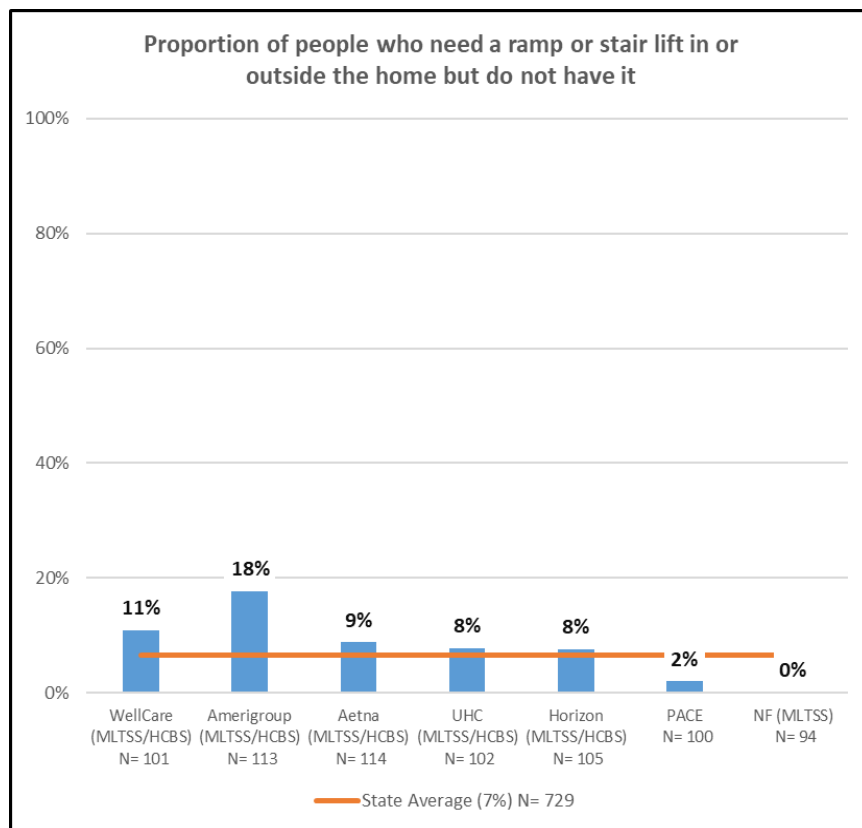
Graph 38. Proportion of people who have a specialized bed but need a replacement<sup>34</sup>



<sup>34</sup> Item previously reported in the “Access” domain.

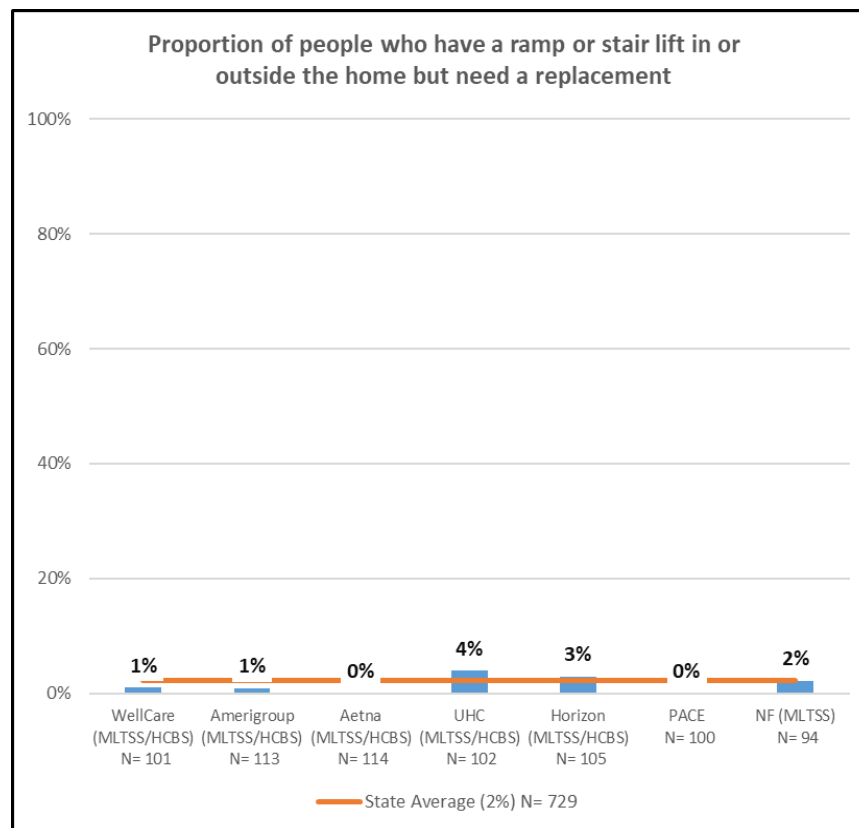


Graph 39. Proportion of people who need a ramp or stair lift in or outside the home but do not have it<sup>35</sup>



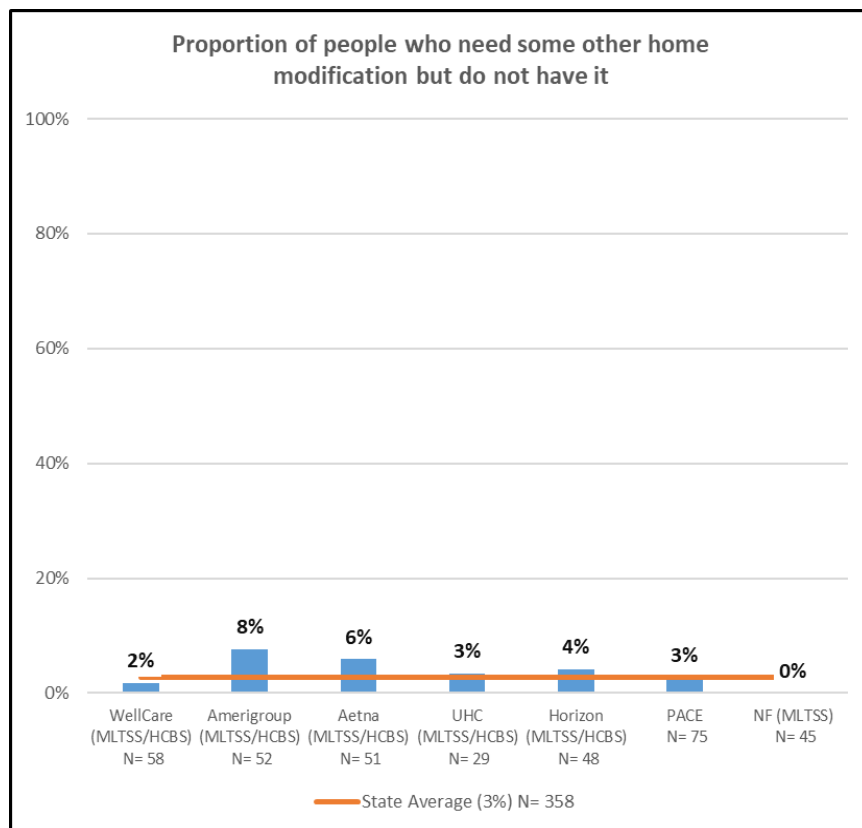
<sup>35</sup> Item previously reported in the “Access” domain.

Graph 40. Proportion of people who have a ramp or stair lift in or outside the home but need a replacement<sup>36</sup>



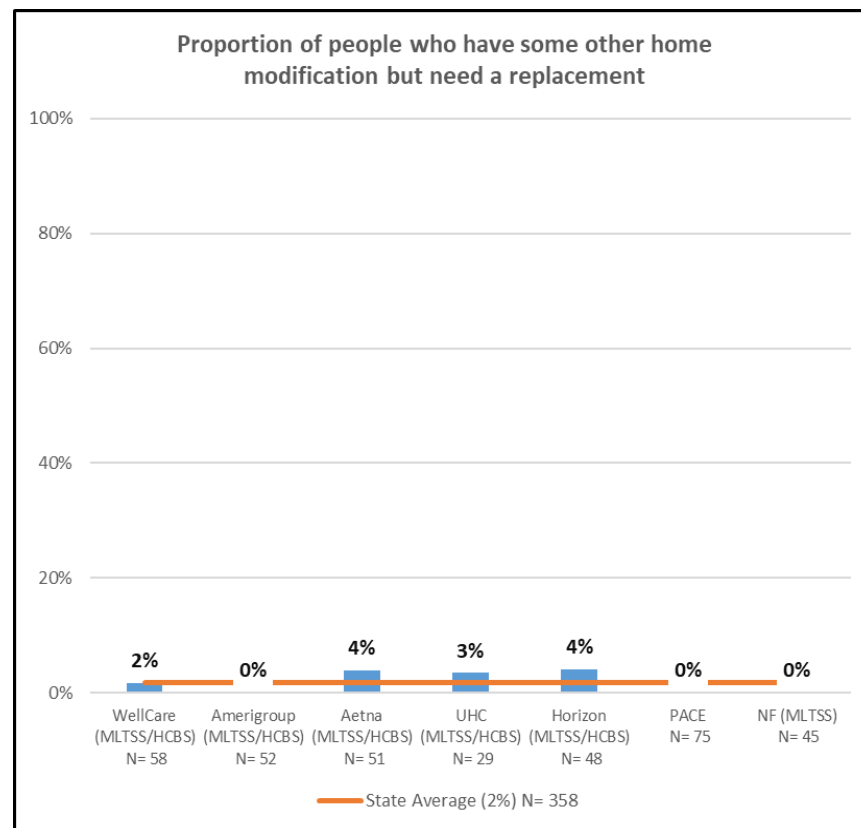
<sup>36</sup> Item previously reported in the “Access” domain.

Graph 41. Proportion of people who need some other home modification but do not have it<sup>37</sup>



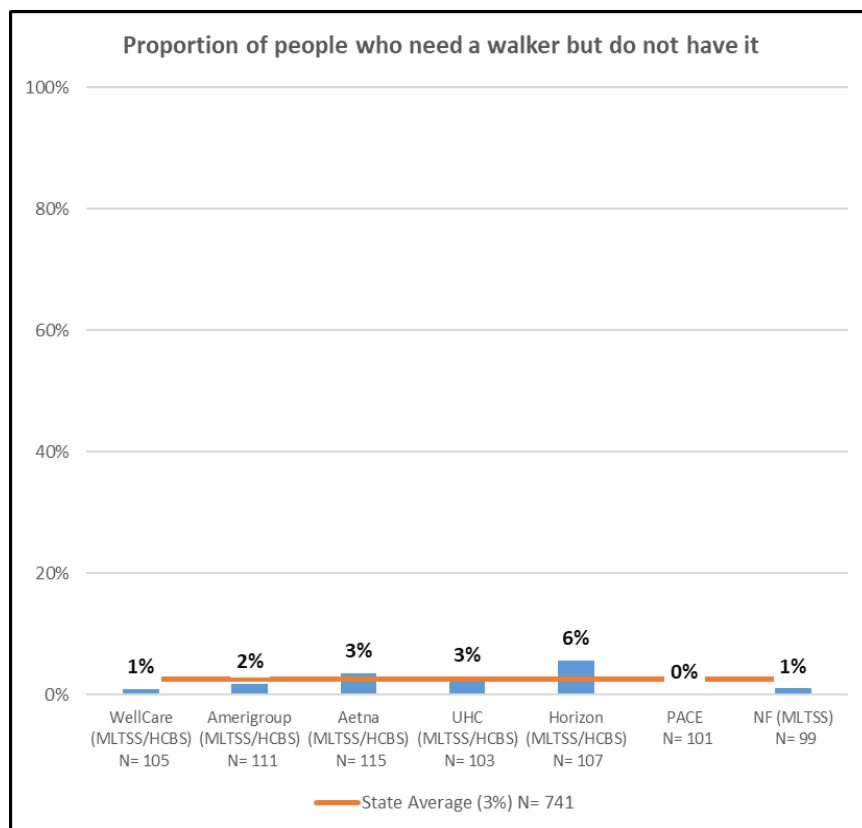
<sup>37</sup> Item previously reported in the “Access” domain.

Graph 42. Proportion of people who have some other home modification but need a replacement<sup>38</sup>



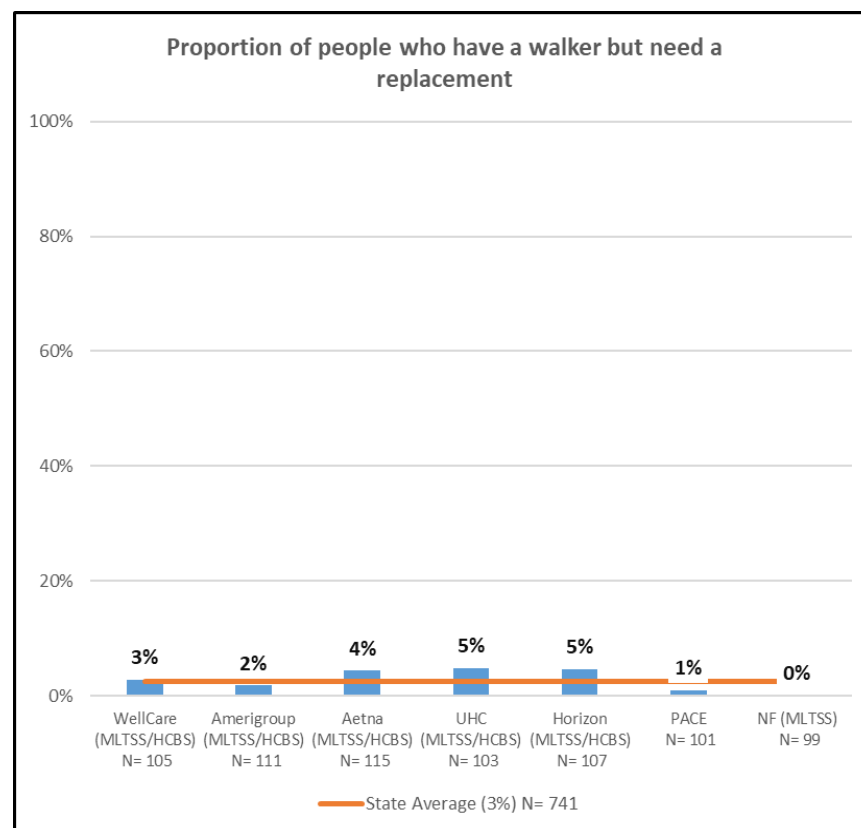
<sup>38</sup> Item previously reported in the “Access” domain.

Graph 43. Proportion of people who need a walker but do not have it<sup>39</sup>



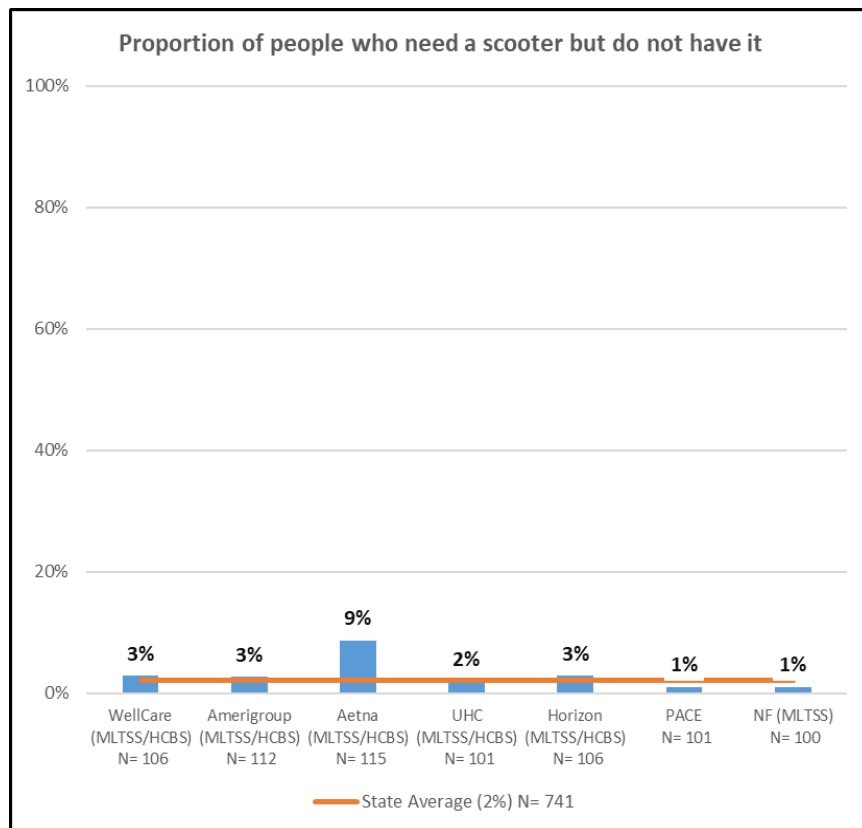
<sup>39</sup> Item previously reported in the “Access” domain.

Graph 44. Proportion of people who have a walker but need a replacement<sup>40</sup>



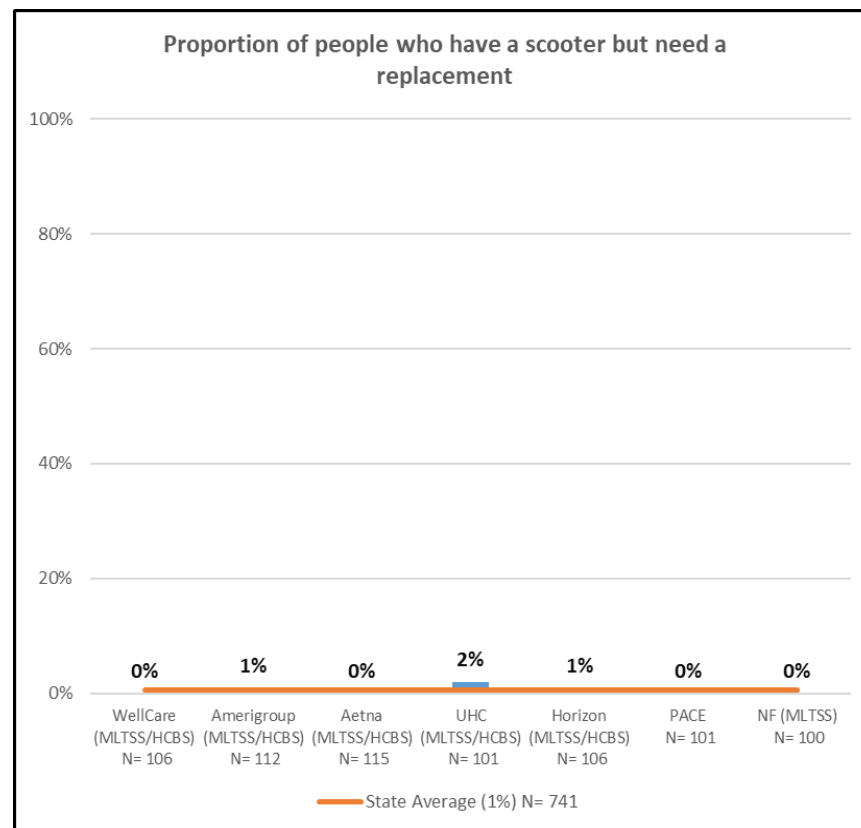
<sup>40</sup> Item previously reported in the “Access” domain.

Graph 45. Proportion of people who need a scooter but do not have it<sup>41</sup>



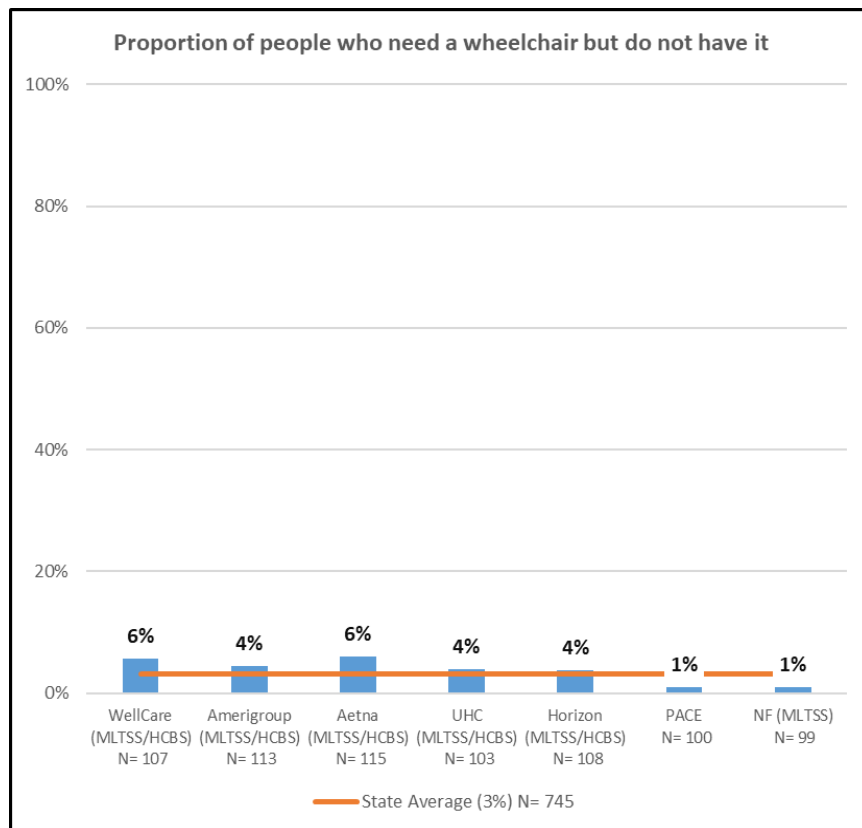
<sup>41</sup> Item previously reported in the “Access” domain.

Graph 46. Proportion of people who have a scooter but need a replacement<sup>42</sup>



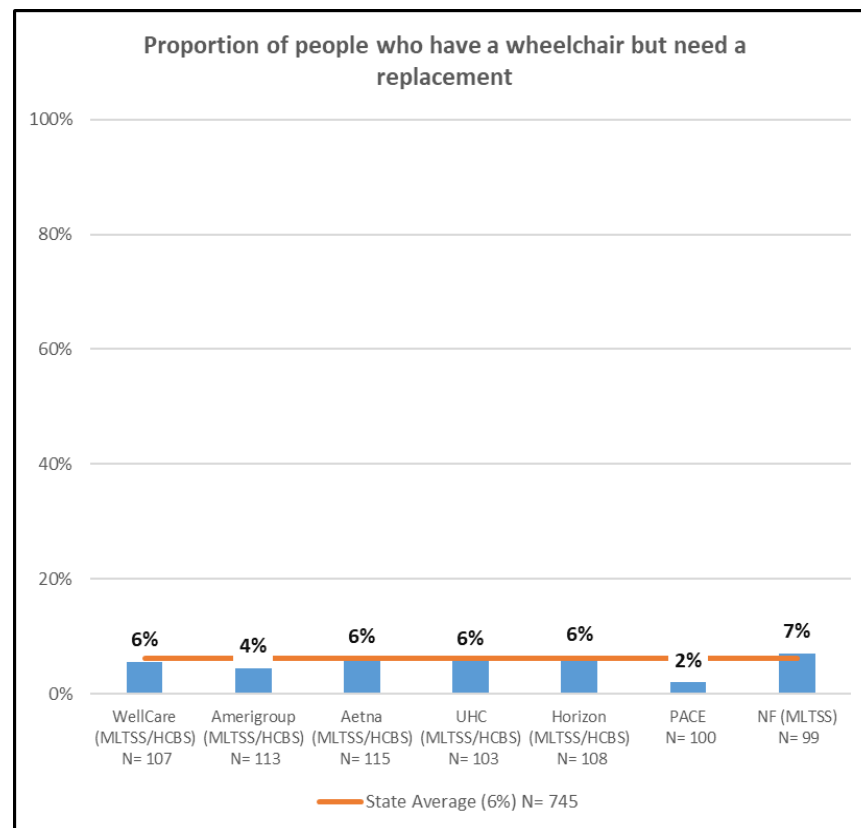
<sup>42</sup> Item previously reported in the “Access” domain.

Graph 47. Proportion of people who need a wheelchair but do not have it<sup>43</sup>



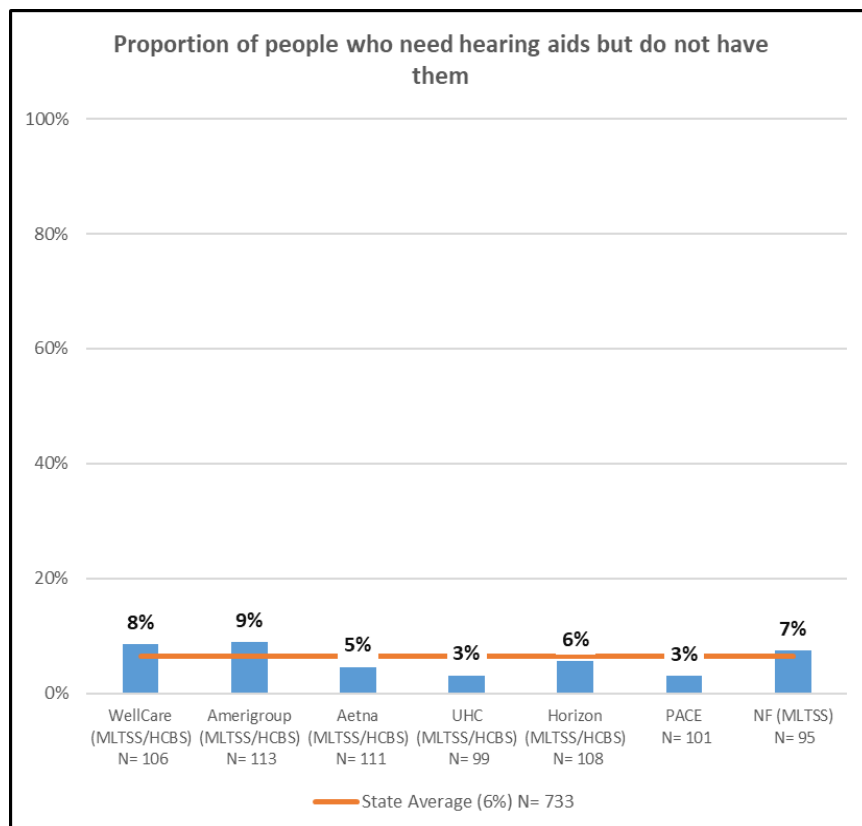
<sup>43</sup> Item previously reported in the “Access” domain.

Graph 48. Proportion of people who have a wheelchair but need a replacement<sup>44</sup>



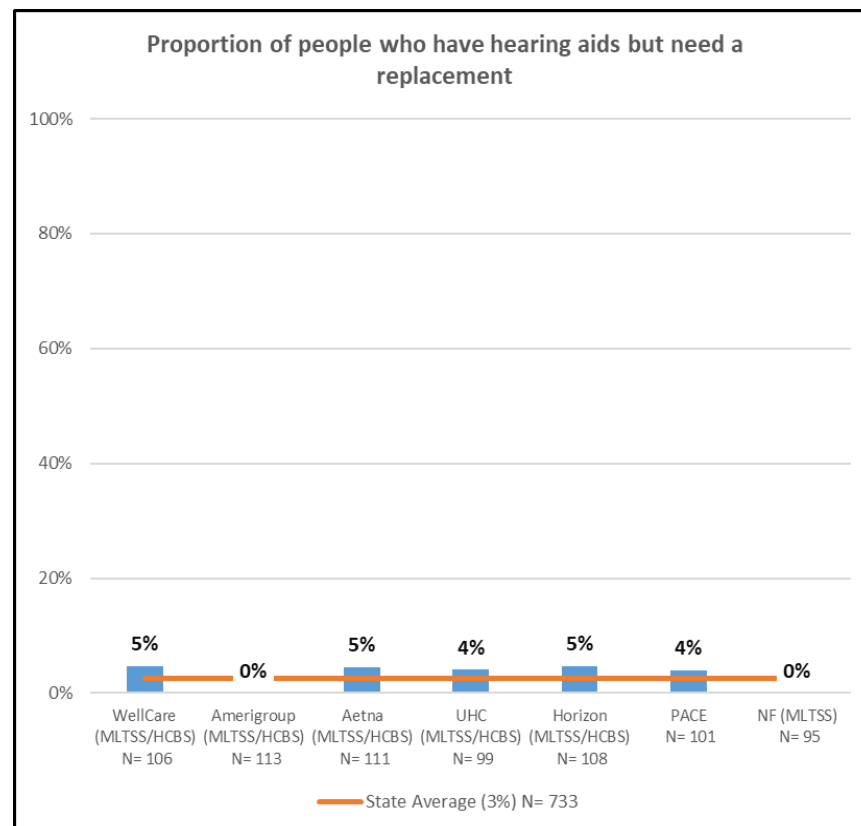
<sup>44</sup> Item previously reported in the “Access” domain.

Graph 49. Proportion of people who need hearing aids but do not have them<sup>45</sup>



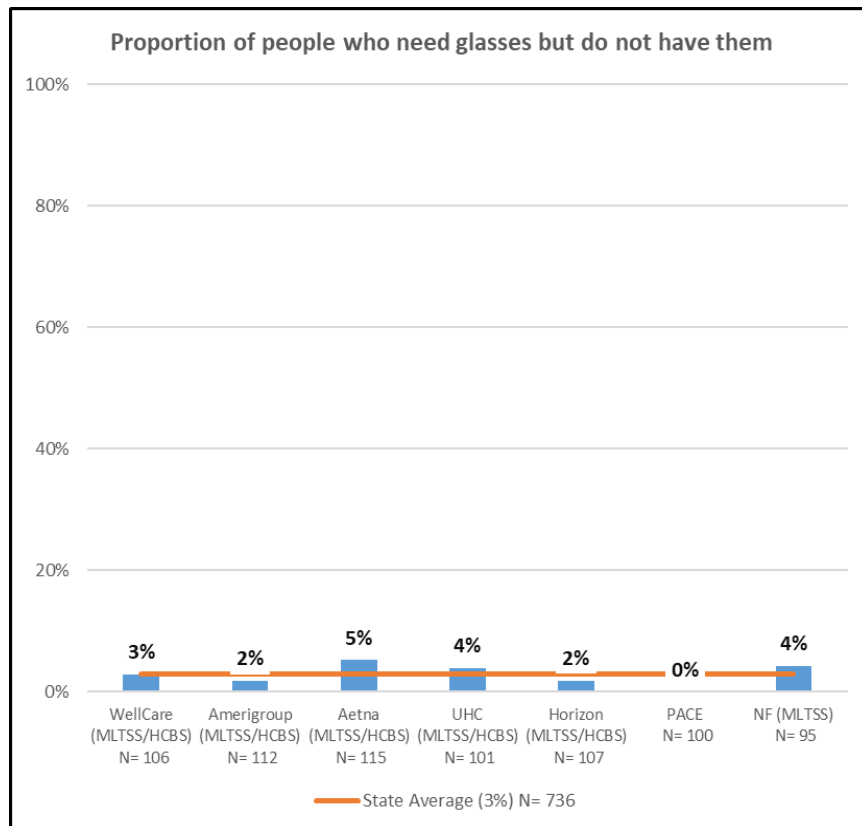
<sup>45</sup> Item previously reported in the “Access” domain.

Graph 50. Proportion of people who have hearing aids but need a replacement<sup>46</sup>



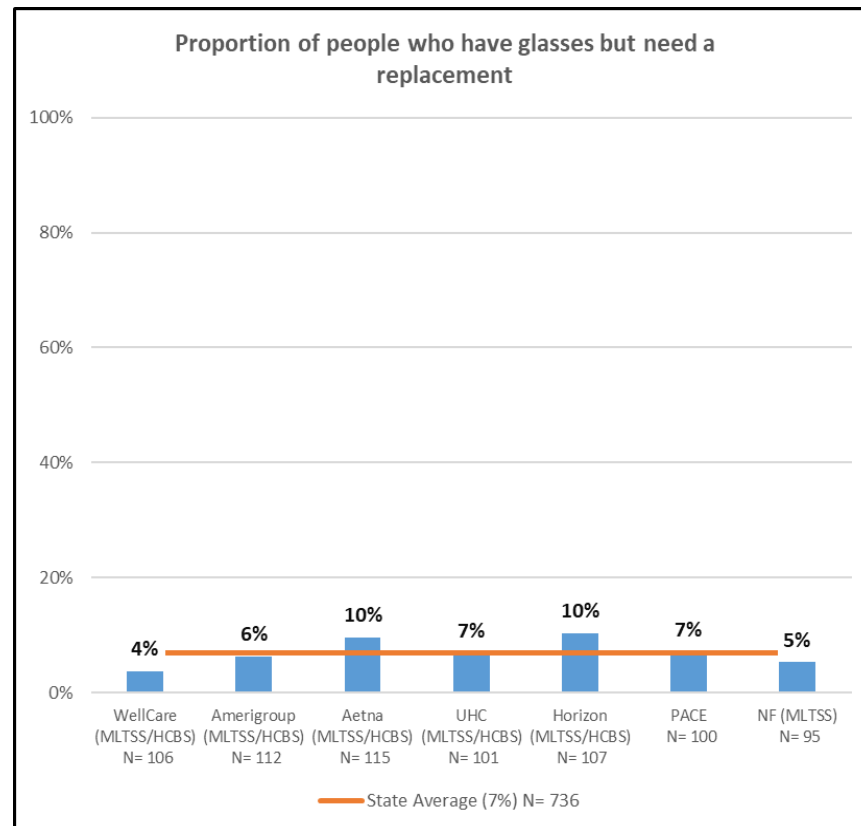
<sup>46</sup> Item previously reported in the “Access” domain.

Graph 51. Proportion of people who need glasses but do not have them<sup>47</sup>



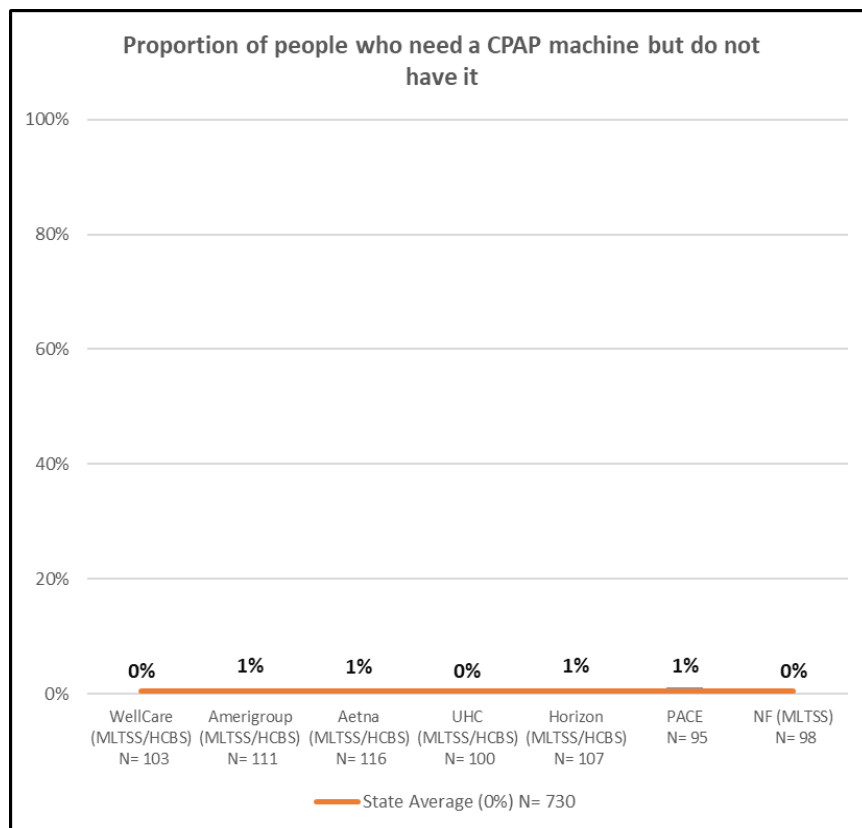
<sup>47</sup> Item previously reported in the "Access" domain.

Graph 52. Proportion of people who have glasses but need a replacement<sup>48</sup>



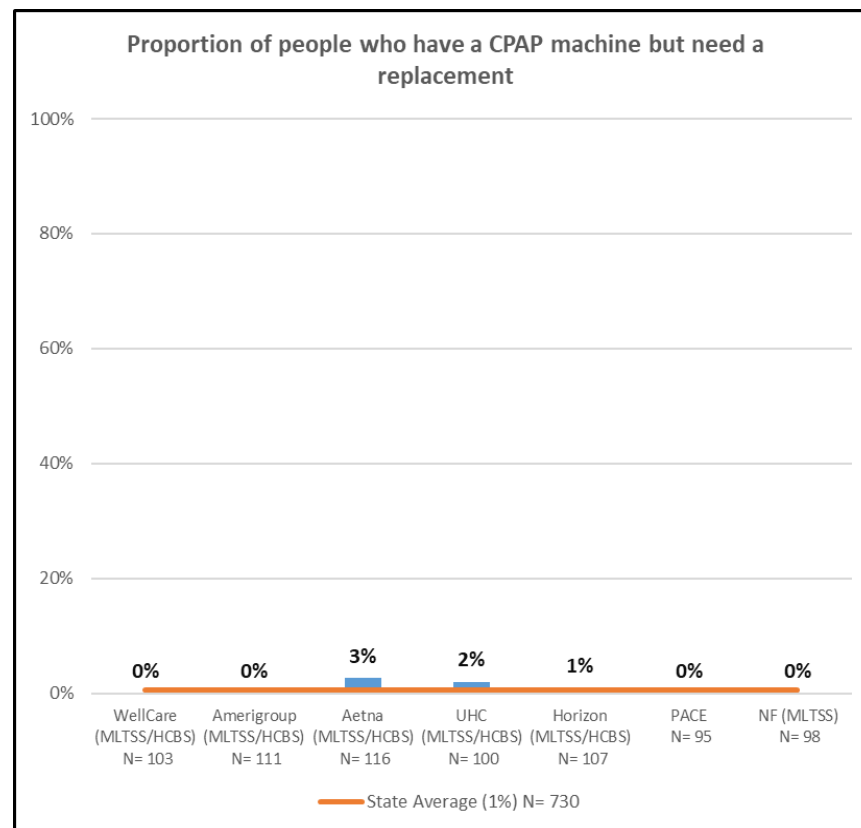
<sup>48</sup> Item previously reported in the "Access" domain.

Graph 53. Proportion of people who need a CPAP machine but do not have it<sup>49</sup>



<sup>49</sup> Item previously reported in the “Access” domain.

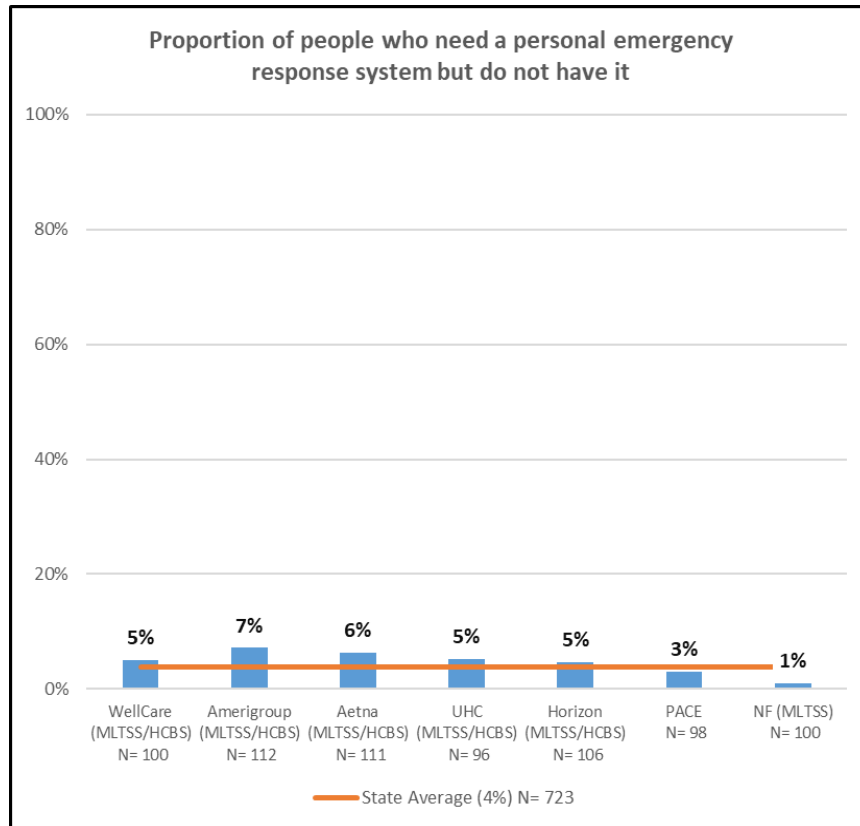
Graph 54. Proportion of people who have a CPAP machine but need a replacement<sup>50</sup>



<sup>50</sup> Item previously reported in the “Access” domain.

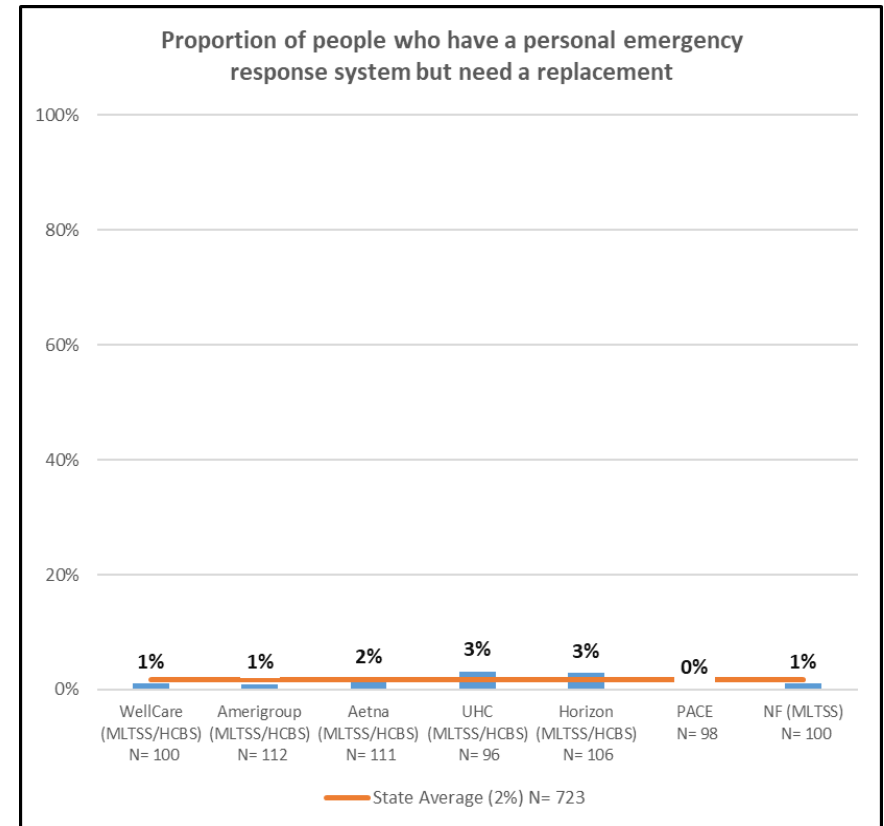


Graph 55. Proportion of people who need a personal emergency response system but do not have it<sup>51</sup>



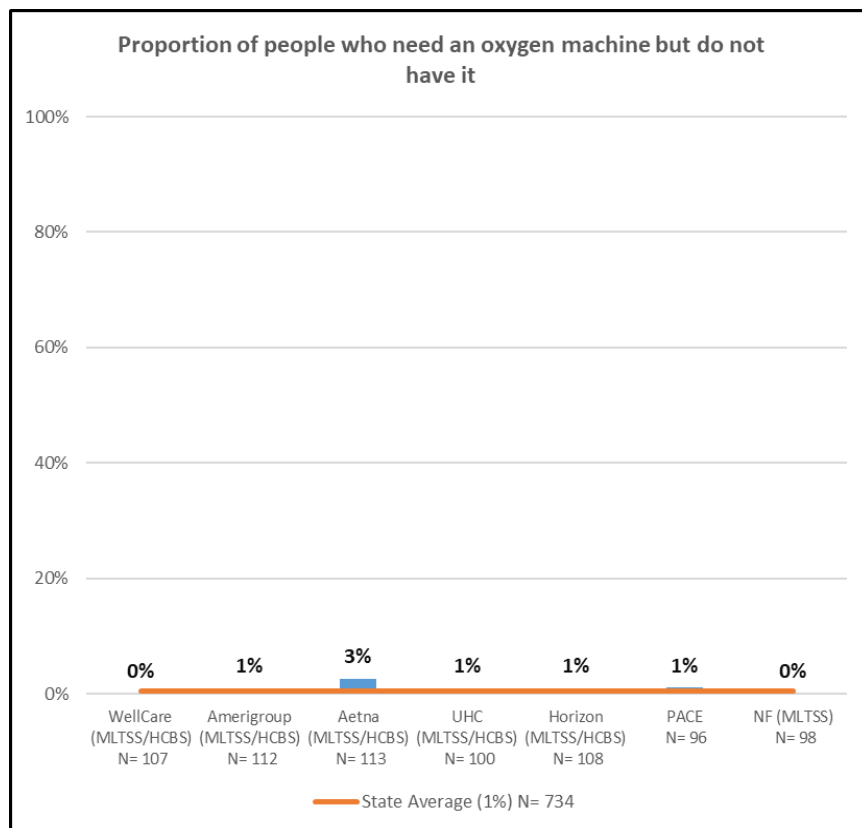
<sup>51</sup> Item previously reported in the "Access" domain.

Graph 56. Proportion of people who have a personal emergency response system but need a replacement<sup>52</sup>



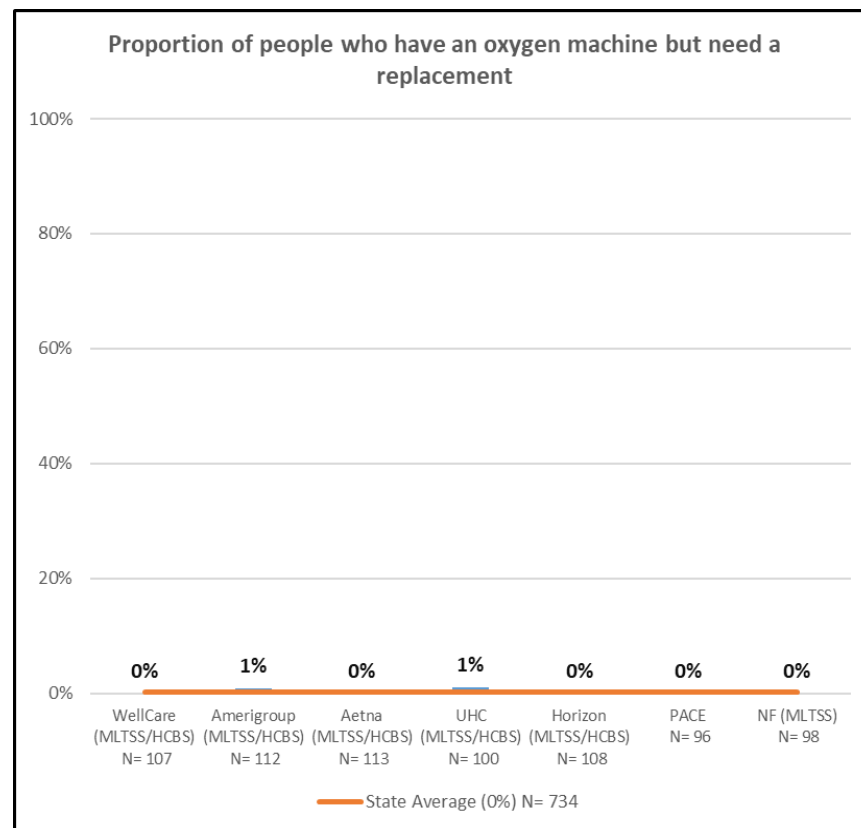
<sup>52</sup> Item previously reported in the "Access" domain.

Graph 57. Proportion of people who need an oxygen machine but do not have it<sup>53</sup>



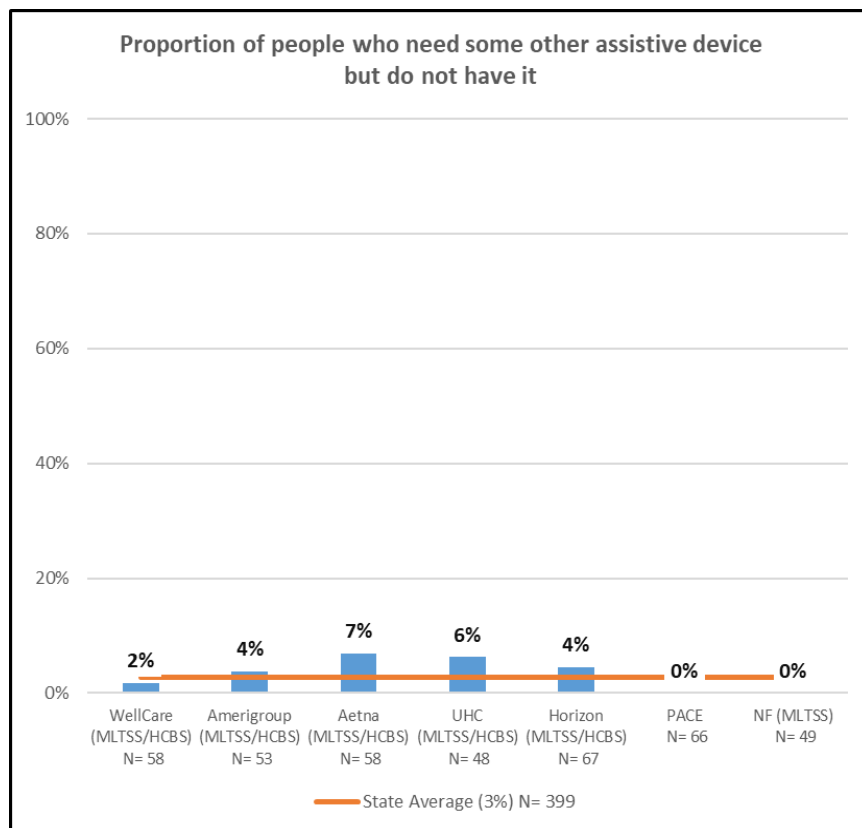
<sup>53</sup> New item added in 2018-2019.

Graph 58. Proportion of people who have an oxygen machine but need a replacement<sup>54</sup>



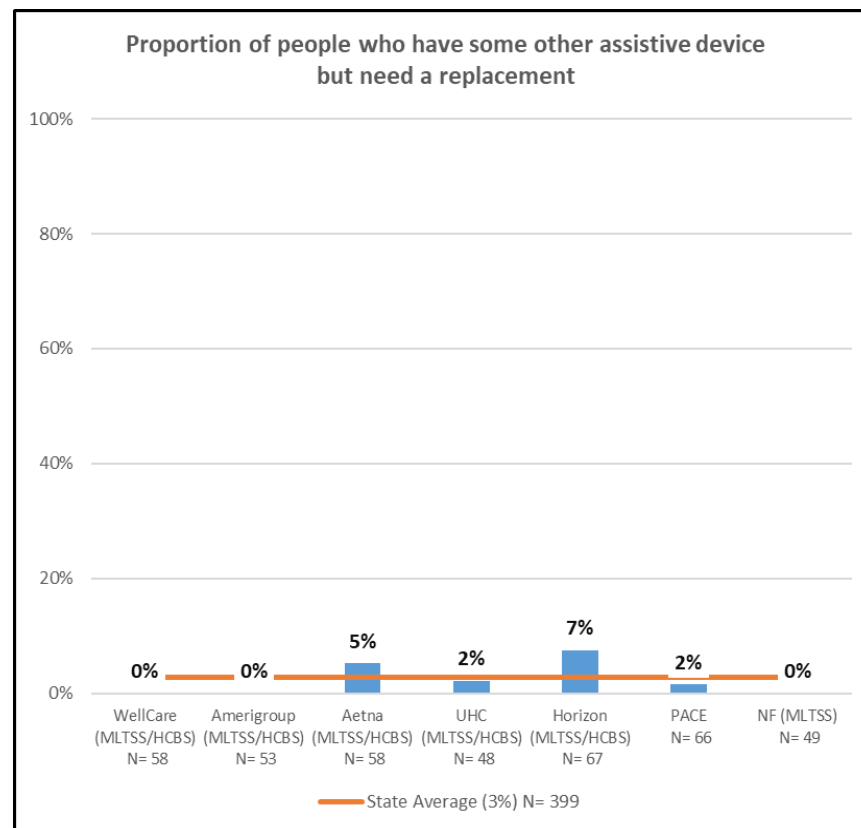
<sup>54</sup> New item added in 2018-2019.

Graph 59. Proportion of people who need some other assistive device but do not have it<sup>55</sup>



<sup>55</sup> Item previously reported in the “Access” domain.

Graph 60. Proportion of people who have some other assistive device but need a replacement<sup>56</sup>



<sup>56</sup> Item previously reported in the “Access” domain.

## Safety

People feel safe from abuse, neglect, and injury.

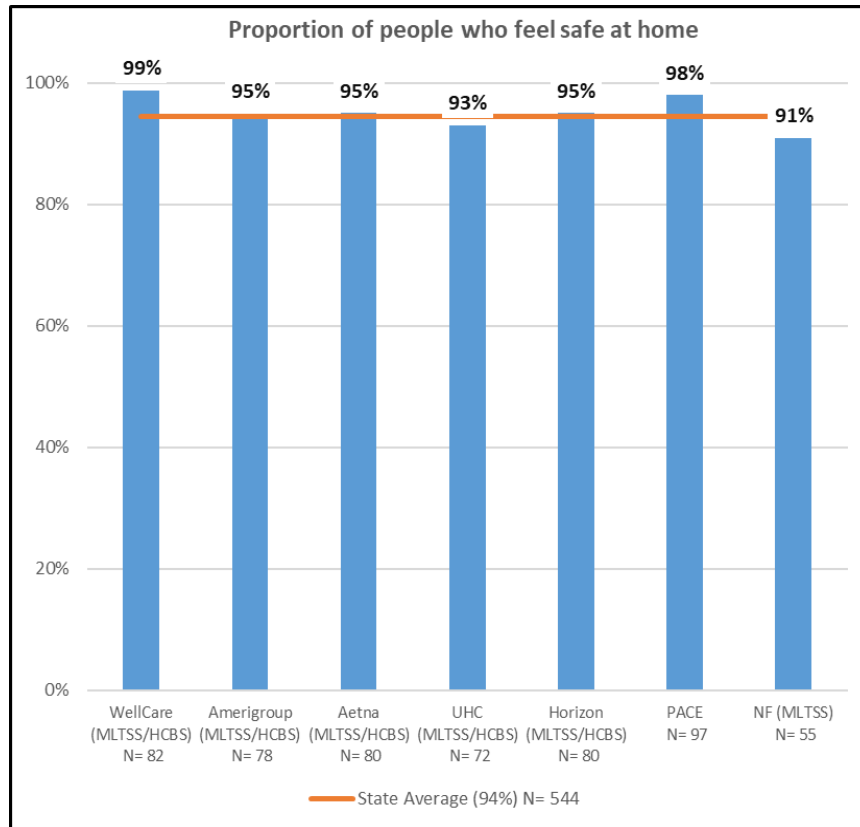
There are four Safety indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel safe at home.
2. Proportion of people who feel safe around their paid support staff.
3. Proportion of people who feel that their belongings are safe.
4. Proportion of people who are able to get to safety quickly in case of an emergency.

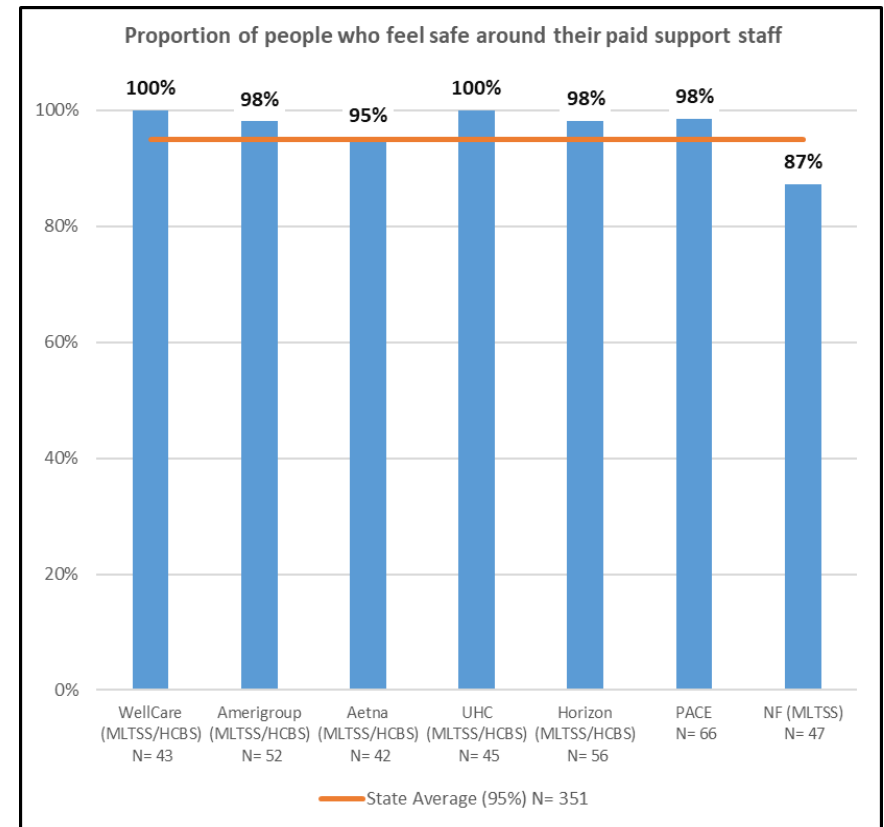
There are five survey items that correspond to the Safety domain.

Un-collapsed data are shown in Appendix B.

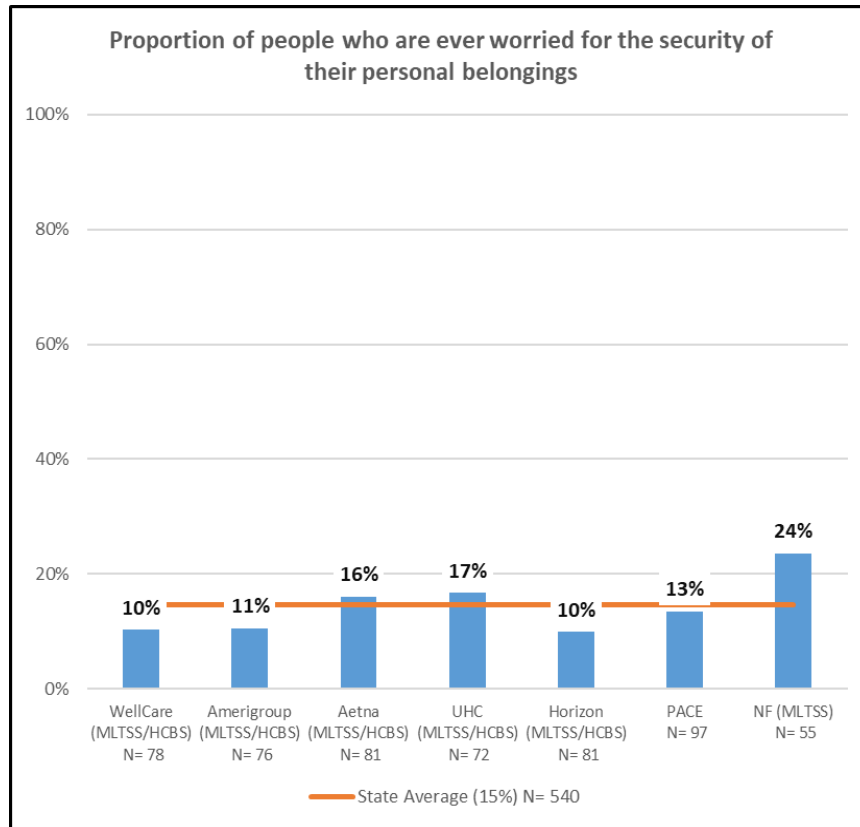
Graph 61. Proportion of people who feel safe at home



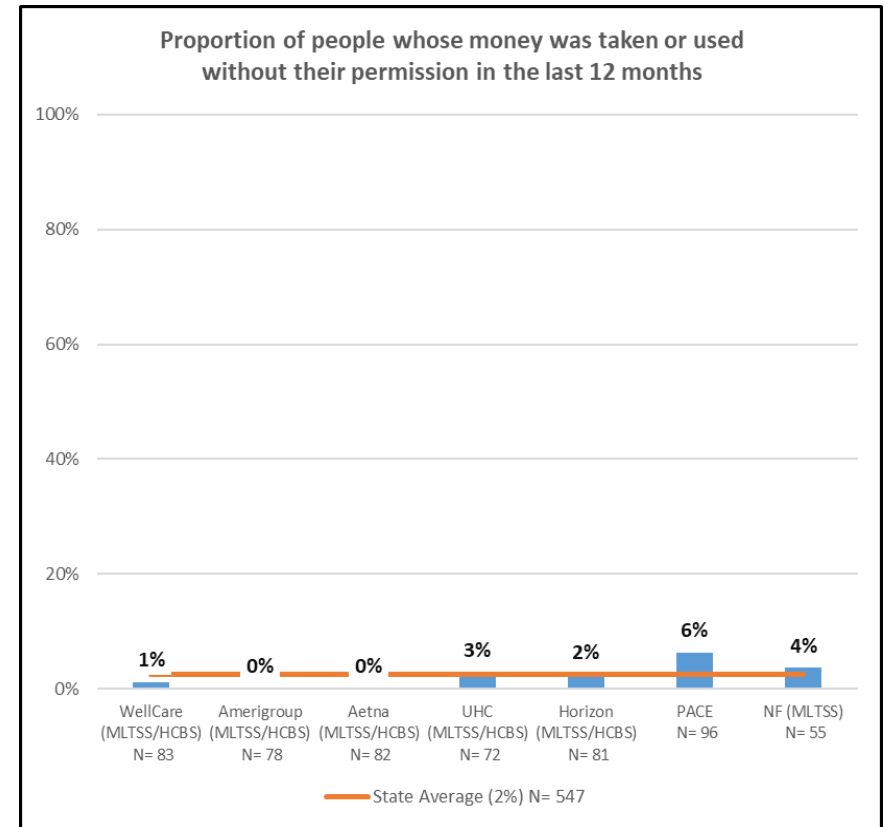
Graph 62. Proportion of people who feel safe around their paid support staff



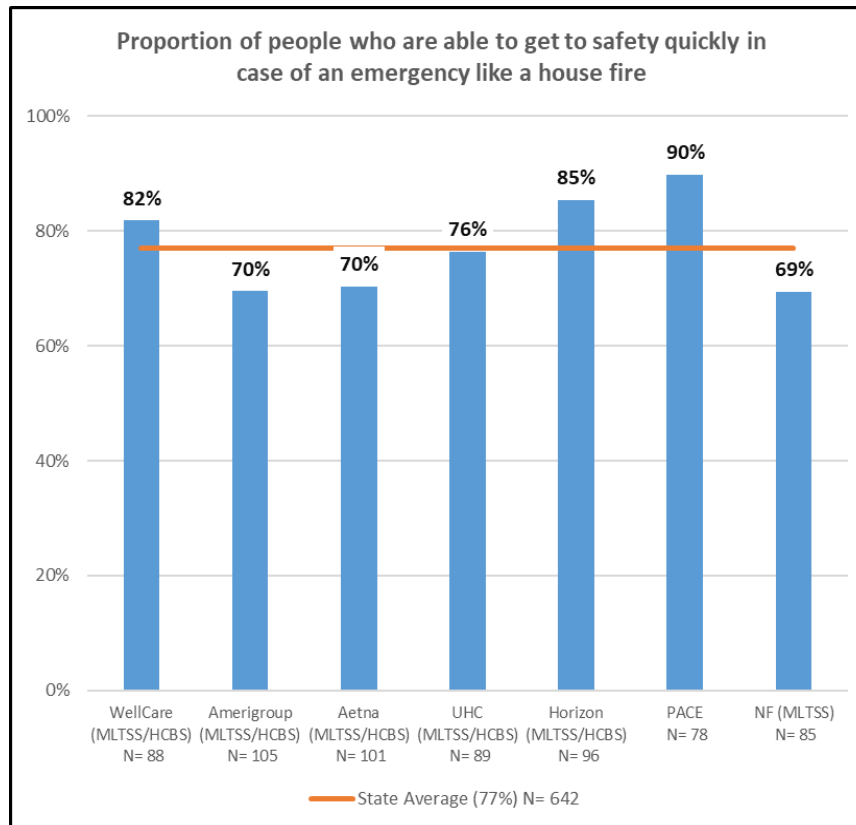
Graph 63. Proportion of people who are ever worried for the security of their personal belongings



Graph 64. Proportion of people whose money was taken or used without their permission in the last 12 months



Graph 65. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire



## Health Care

### People secure needed health services.

There are four Health Care indicators measured by the NCI-AD Adult Consumer Survey:

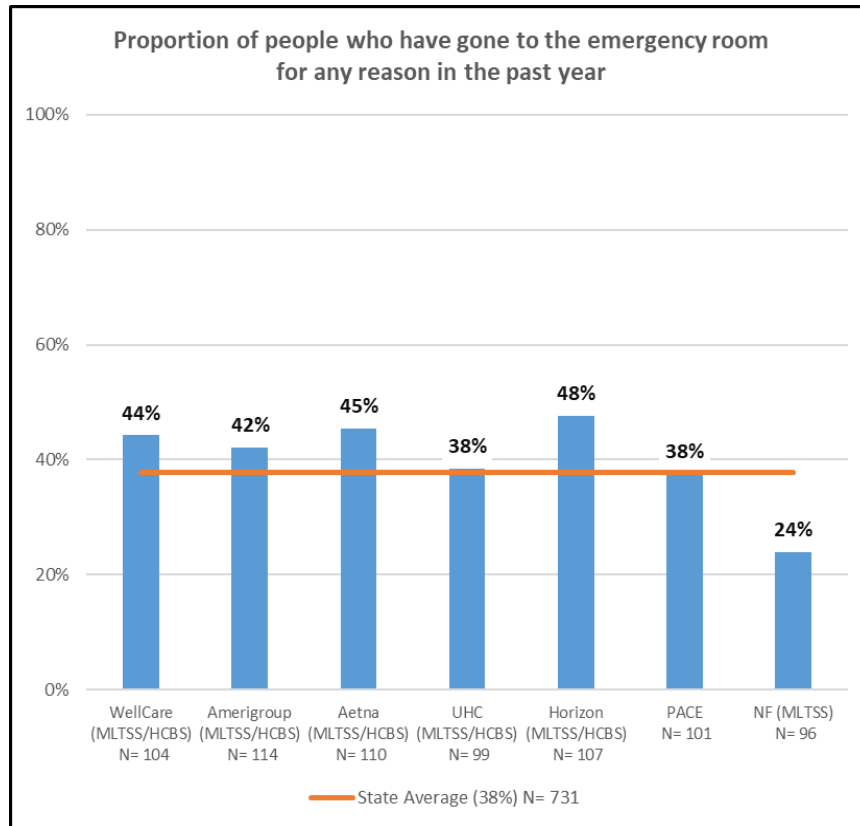
1. Proportion of people who experience potentially preventable emergency room visits.
2. Proportion of people who have needed health screenings and vaccinations in a timely manner.
3. Proportion of people who can get an appointment with their doctor when they need to.
4. Proportion of people who have access to mental health services.

There are five survey items that correspond to the Health Care domain.

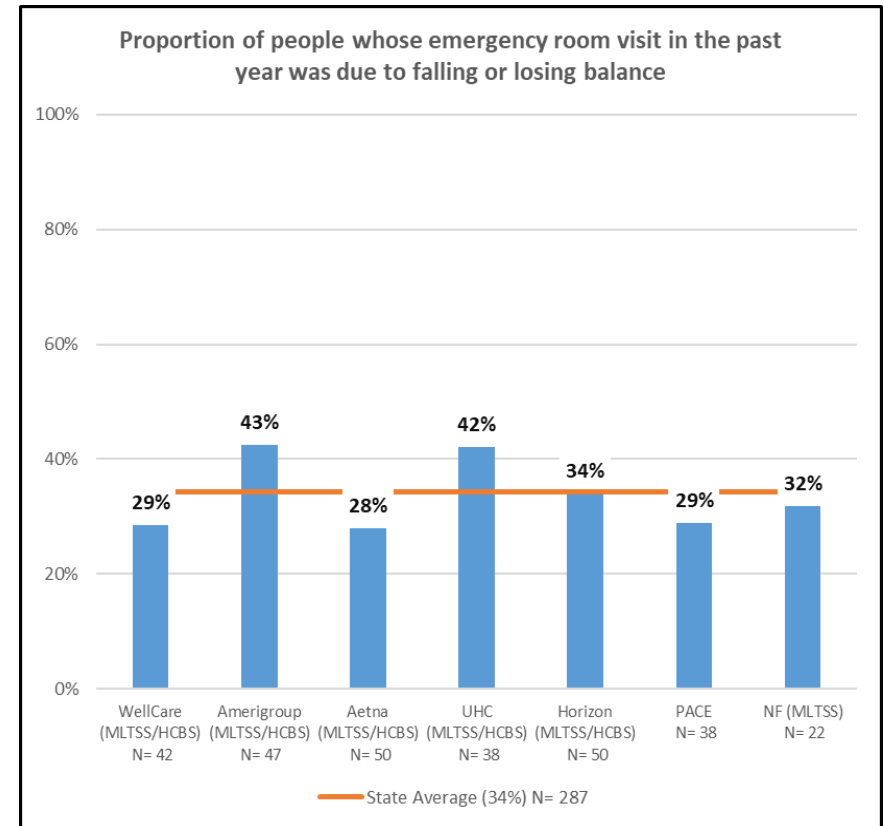
Un-collapsed data are shown in Appendix B.



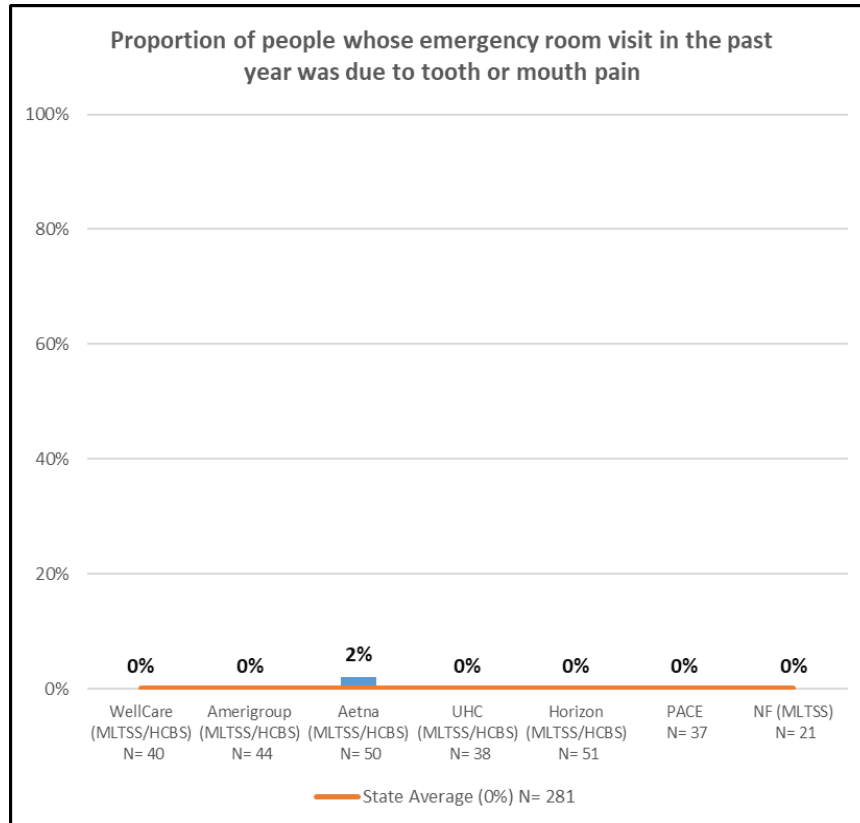
Graph 66. Proportion of people who have gone to the emergency room for any reason in the past year



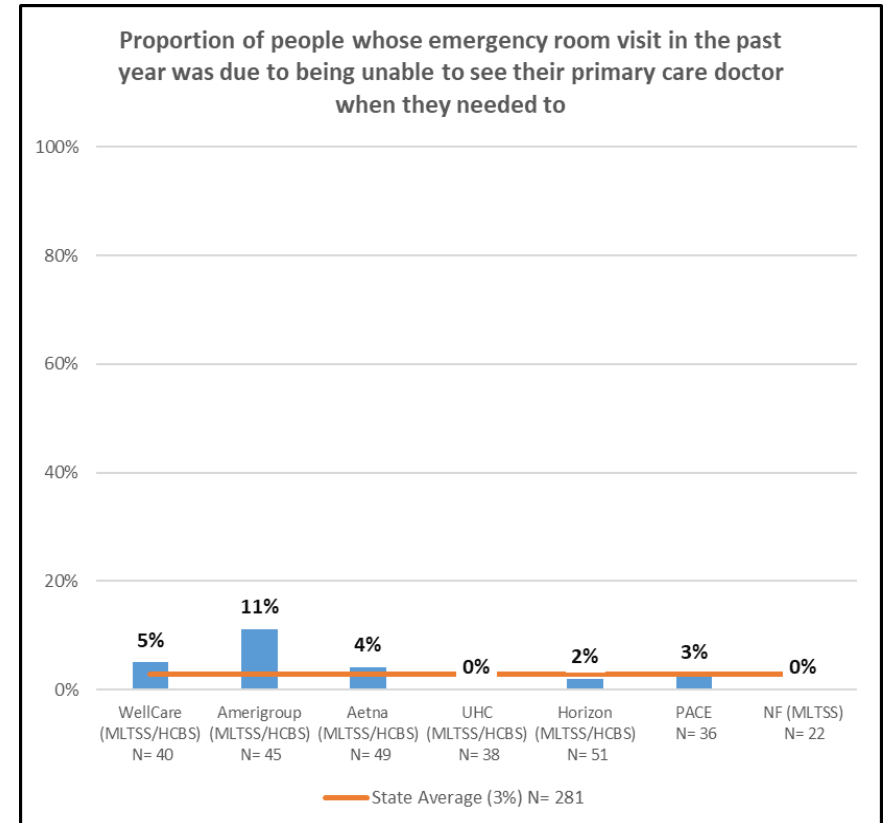
Graph 67. Proportion of people whose emergency room visit in the past year was due to falling or losing balance



Graph 68. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

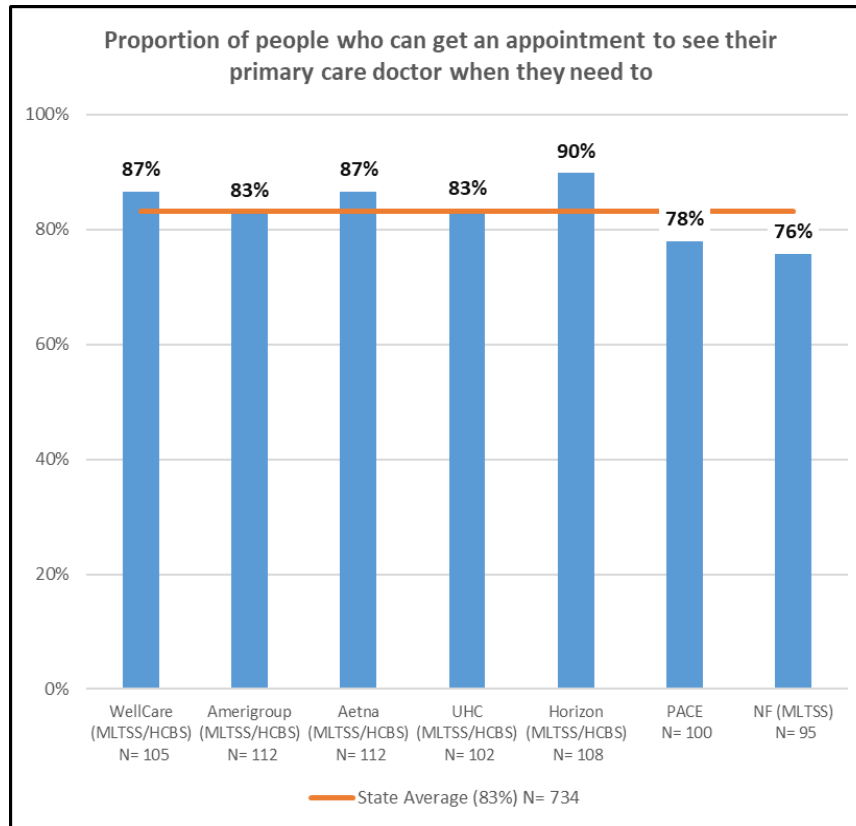


Graph 69. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to<sup>57</sup>

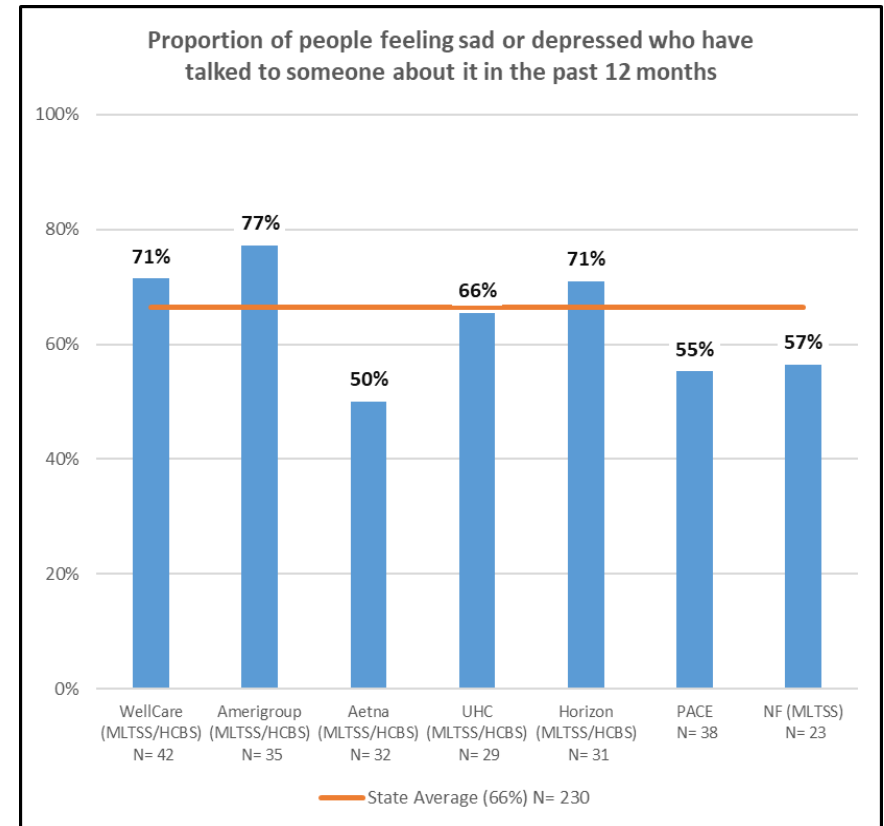


<sup>57</sup> New item added in 2018-2019.

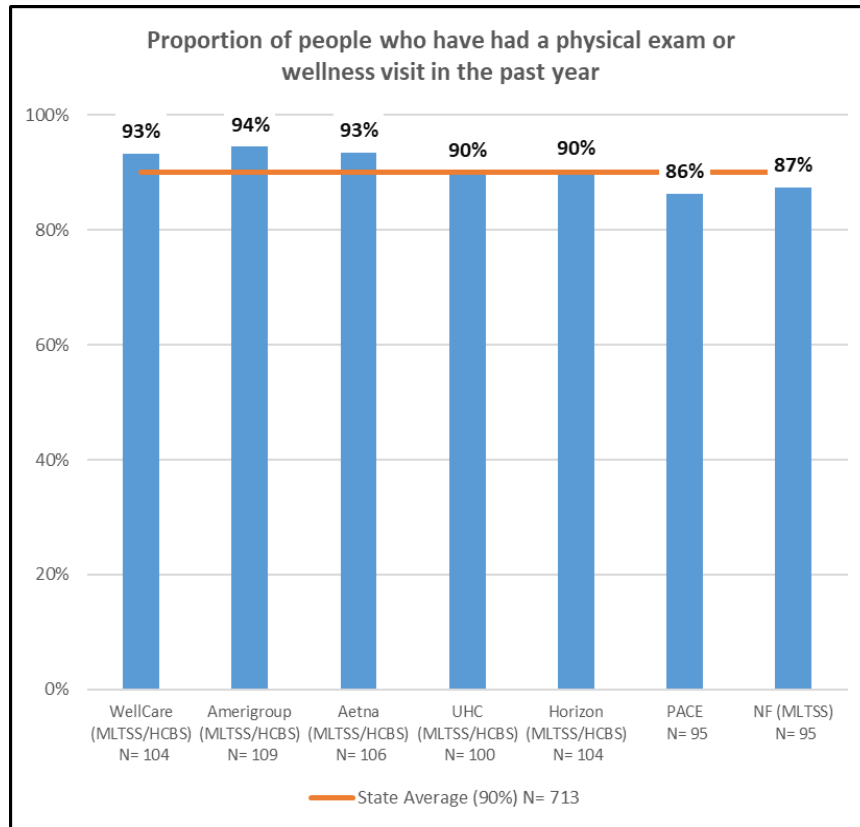
Graph 70. Proportion of people who can get an appointment to see their primary care doctor when they need to



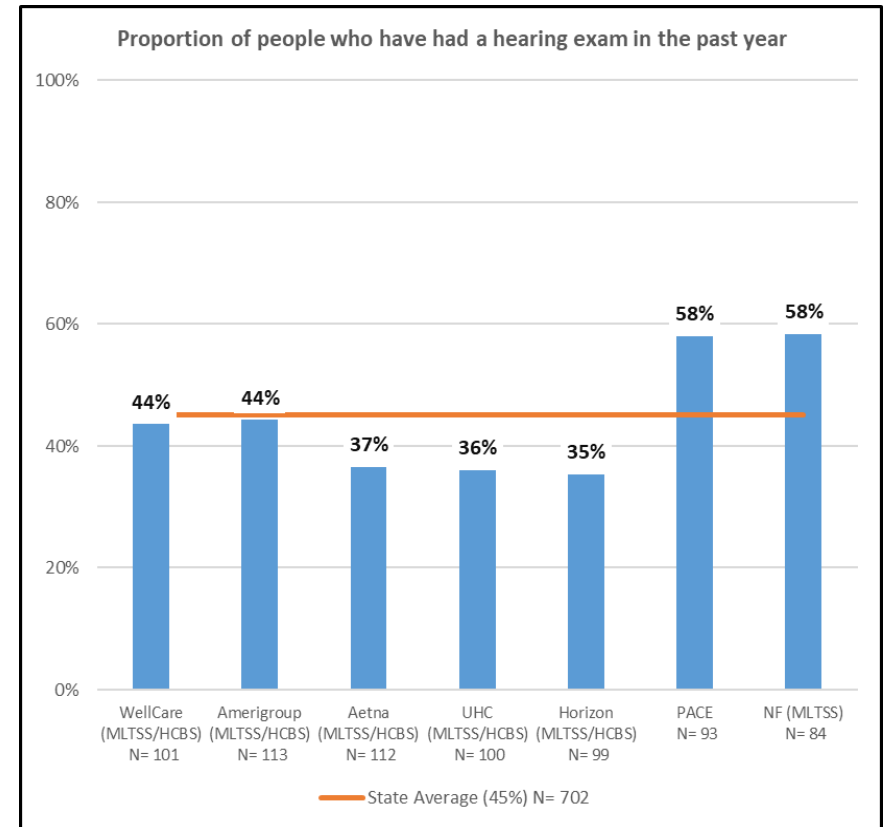
Graph 71. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months



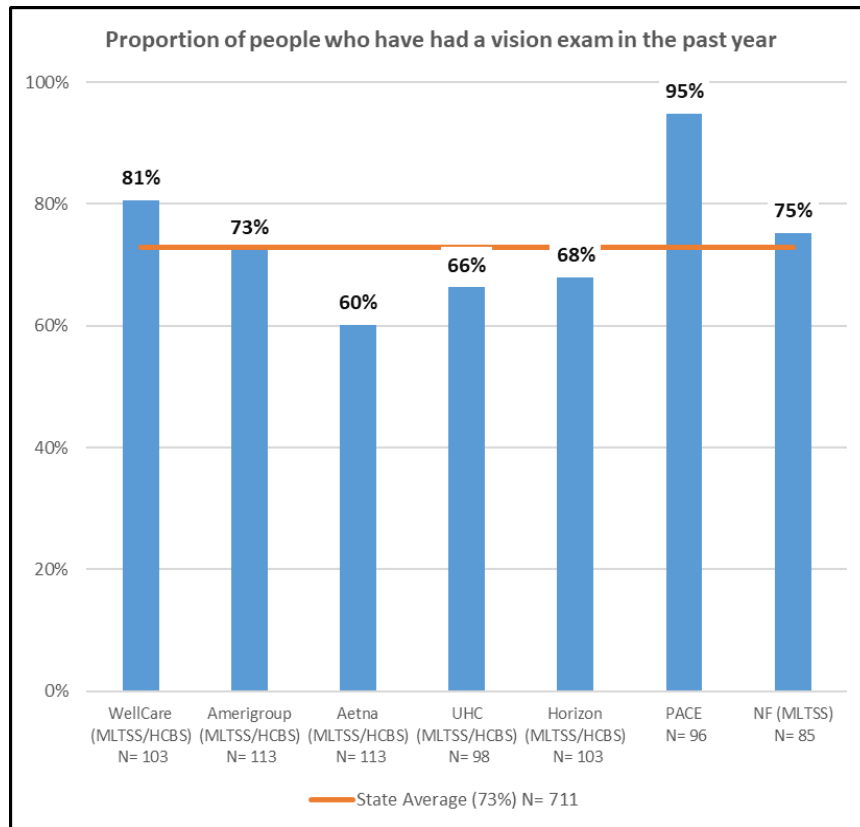
Graph 72. Proportion of people who have had a physical exam or wellness visit in the past year



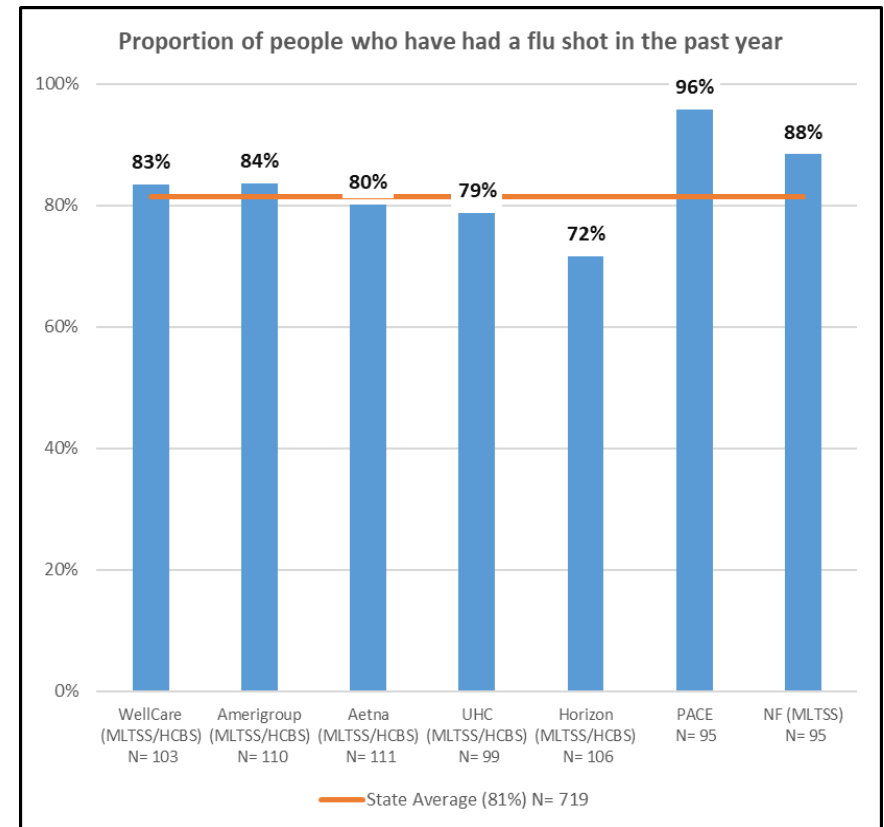
Graph 73. Proportion of people who have had a hearing exam in the past year



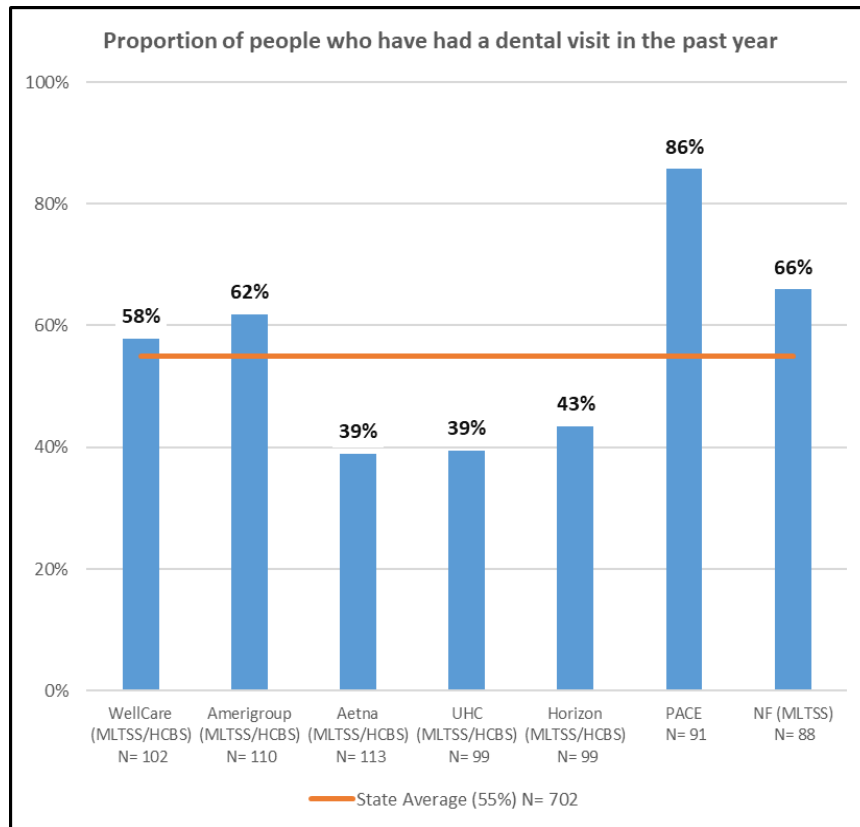
Graph 74. Proportion of people who have had a vision exam in the past year



Graph 75. Proportion of people who have had a flu shot in the past year



Graph 76. Proportion of people who have had a dental visit in the past year



## Wellness

People are supported to maintain health.

There are six Wellness indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people in poor health.
2. Proportion of people with unaddressed memory concerns.
3. Proportion of people with uncorrected poor hearing.
4. Proportion of people with uncorrected poor vision.
5. Proportion of people who often feel sad or depressed.
6. Proportion of people who have access to healthy foods<sup>58</sup>.

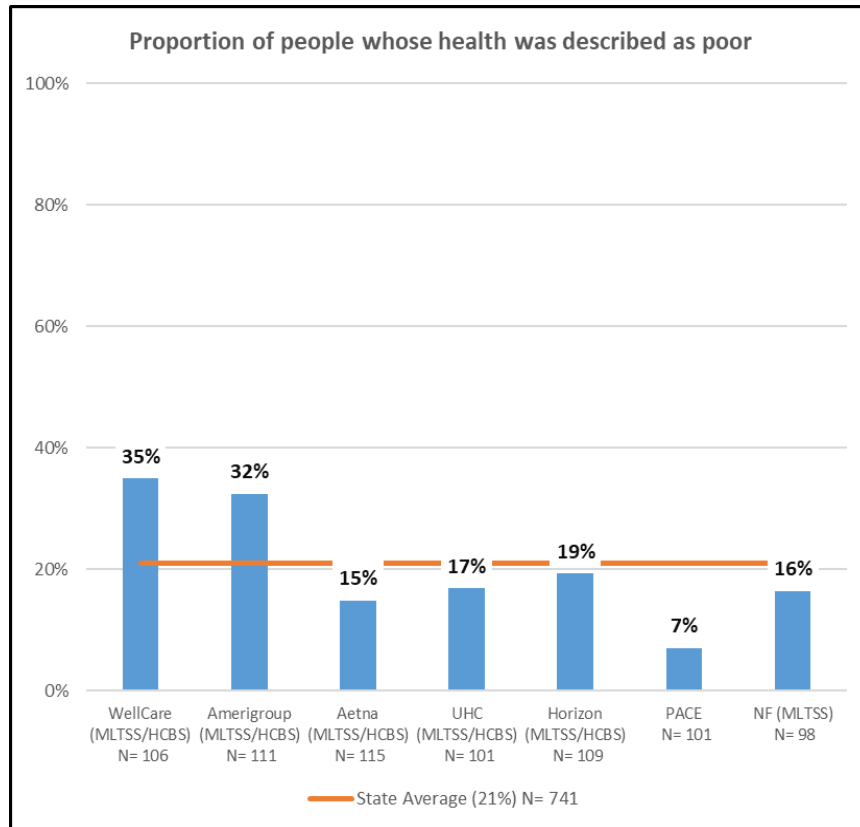
There are eight survey items that correspond to the Wellness domain.

Un-collapsed data are shown in Appendix B.

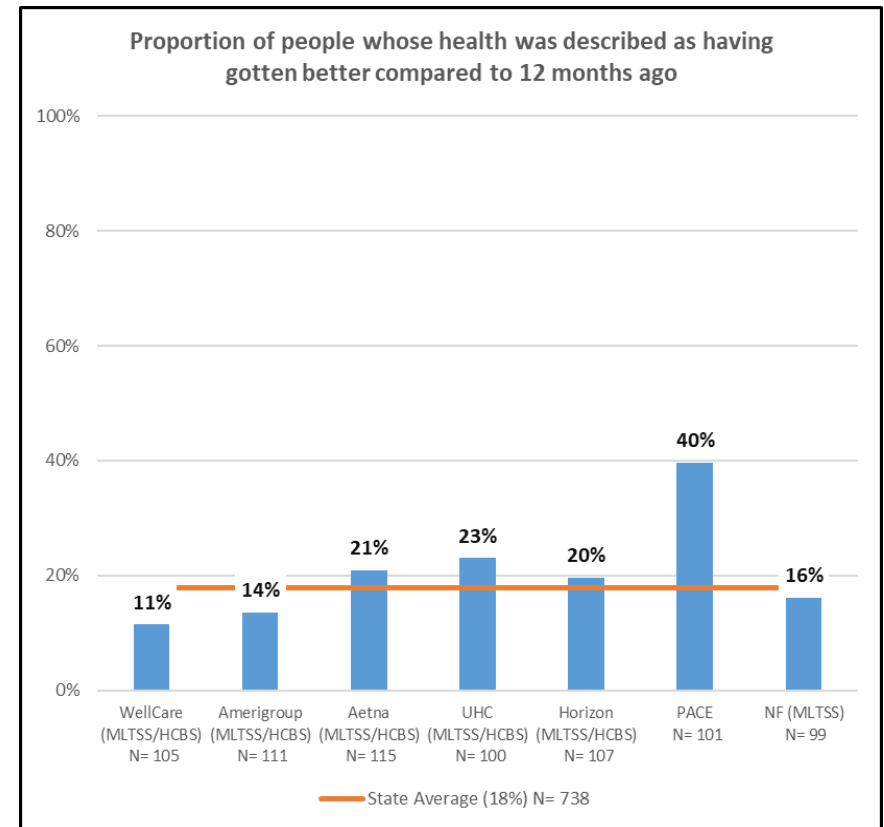
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<sup>58</sup> Indicator previously reported in the “Everyday Living” domain.

Graph 77. Proportion of people whose health was described as poor

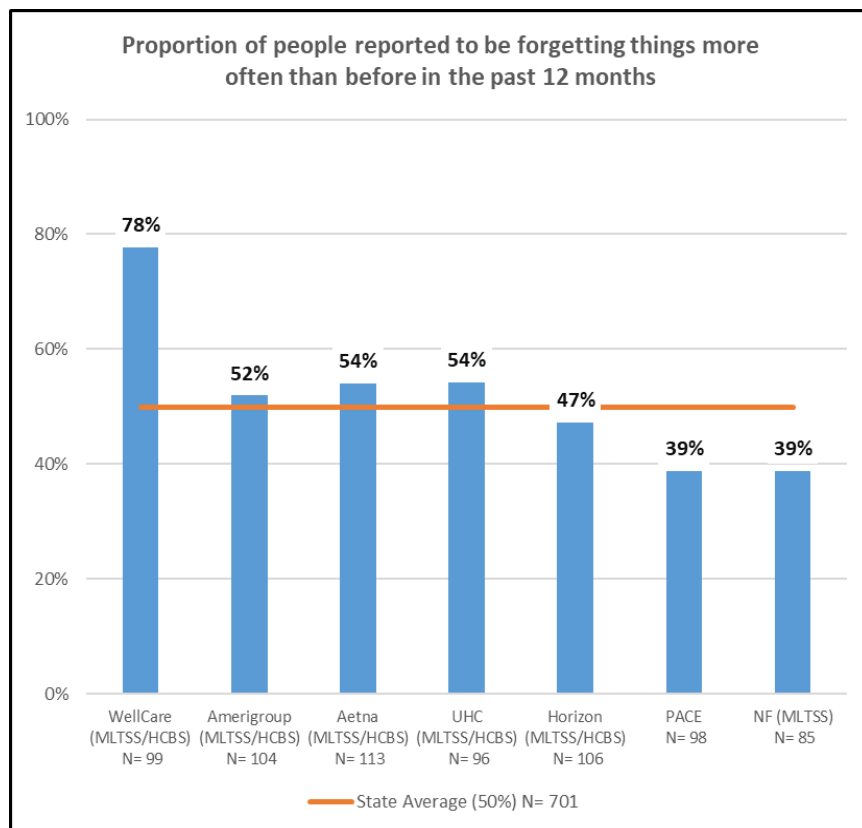


Graph 78. Proportion of people whose health was described as having gotten better compared to 12 months ago

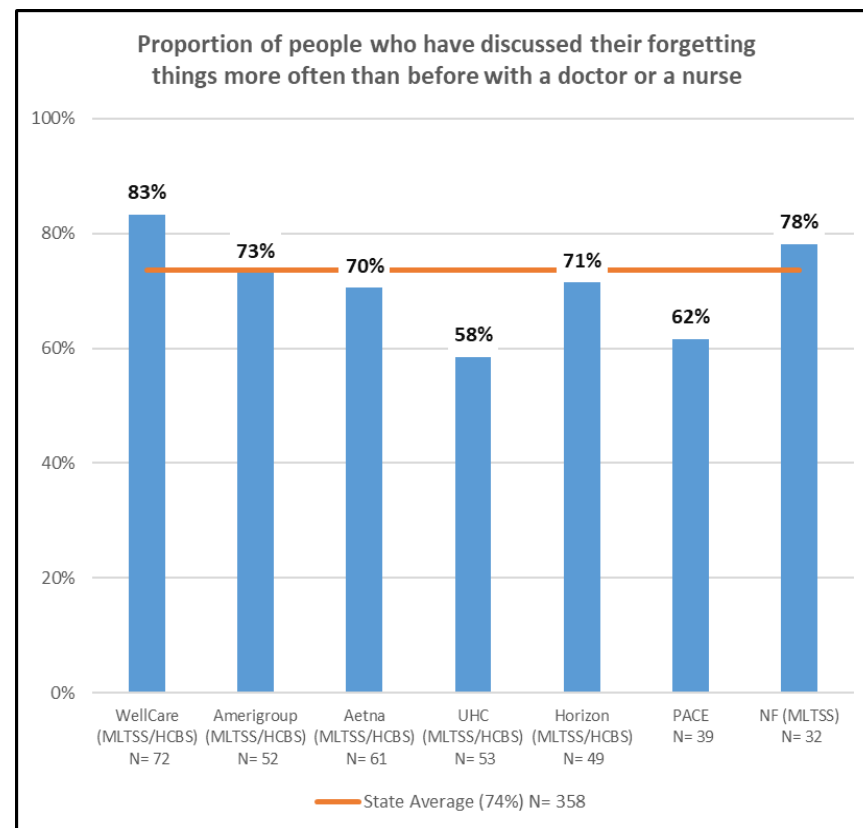




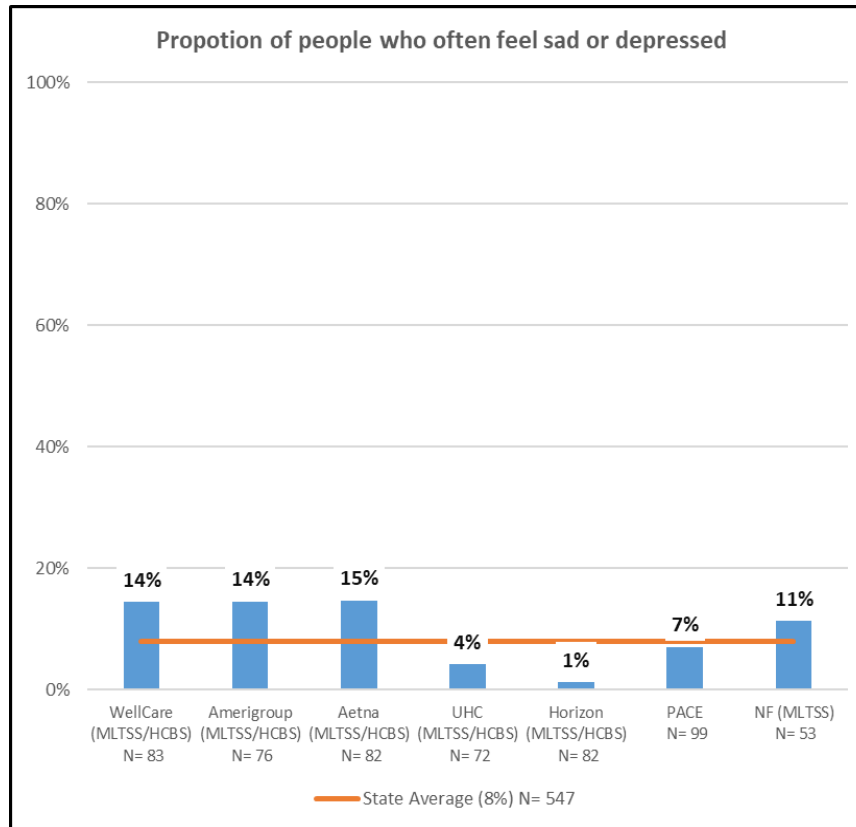
Graph 79. Proportion of people reported to be forgetting things more often than before in the past 12 months



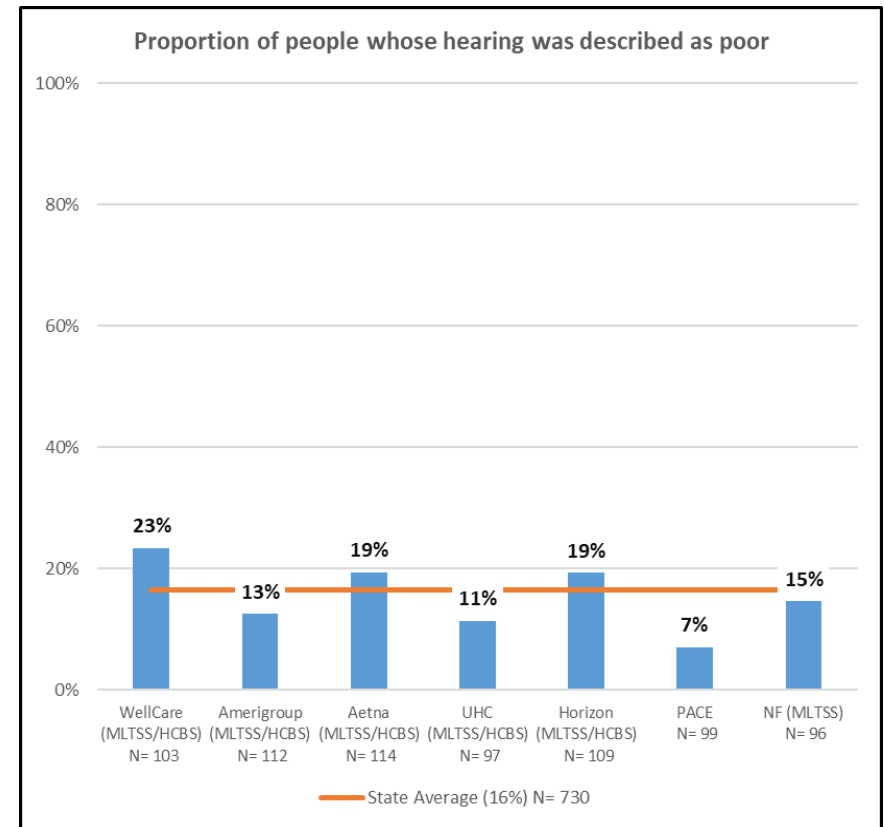
Graph 80. Proportion of people who have discussed their forgetting things more often than before with a doctor or a nurse



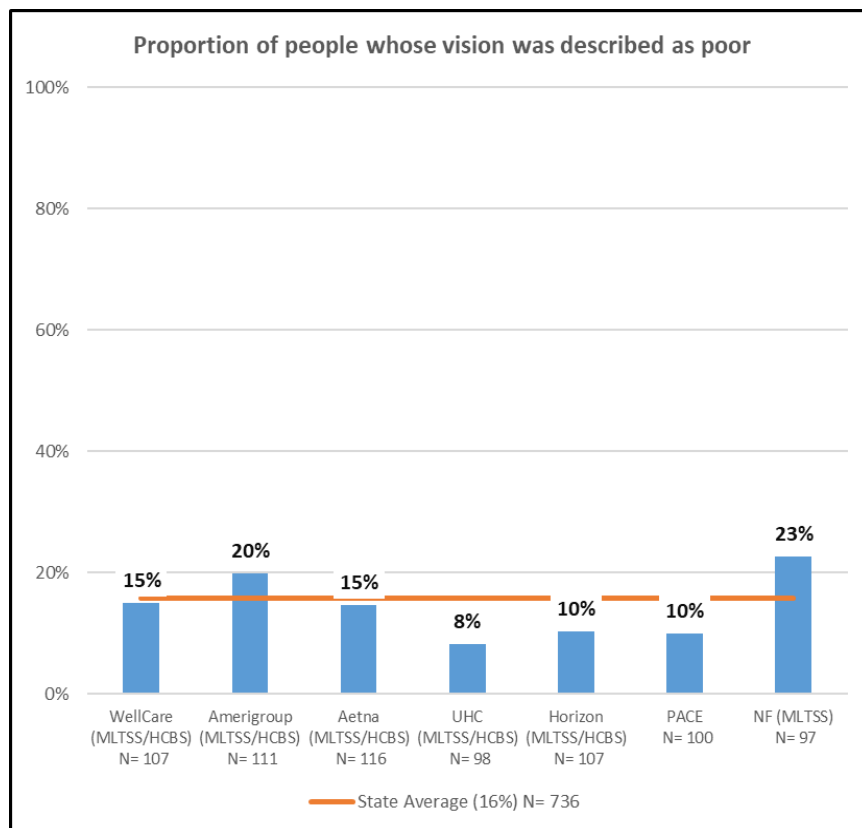
Graph 81. Proportion of people who often feel sad or depressed



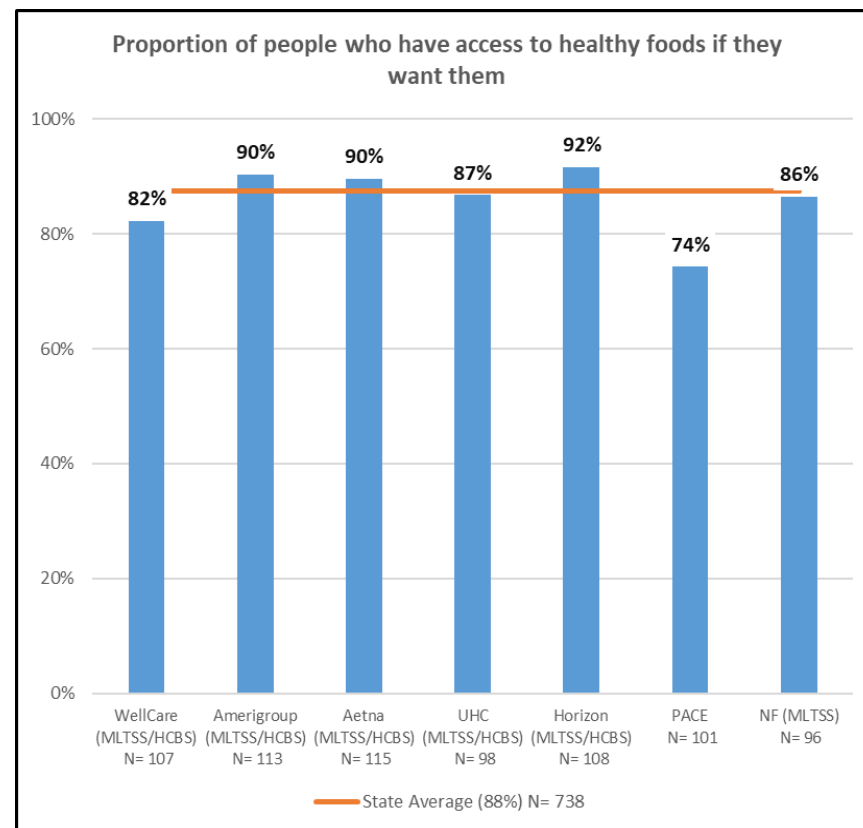
Graph 82. Proportion of people whose hearing was described as poor (with hearing aids, if wears any)



Graph 83. Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)



Graph 84. Proportion of people who have access to healthy foods if they want them<sup>59</sup>



<sup>59</sup> Item previously reported in the "Everyday Living" domain.

## Medications

Medications are managed effectively and appropriately.

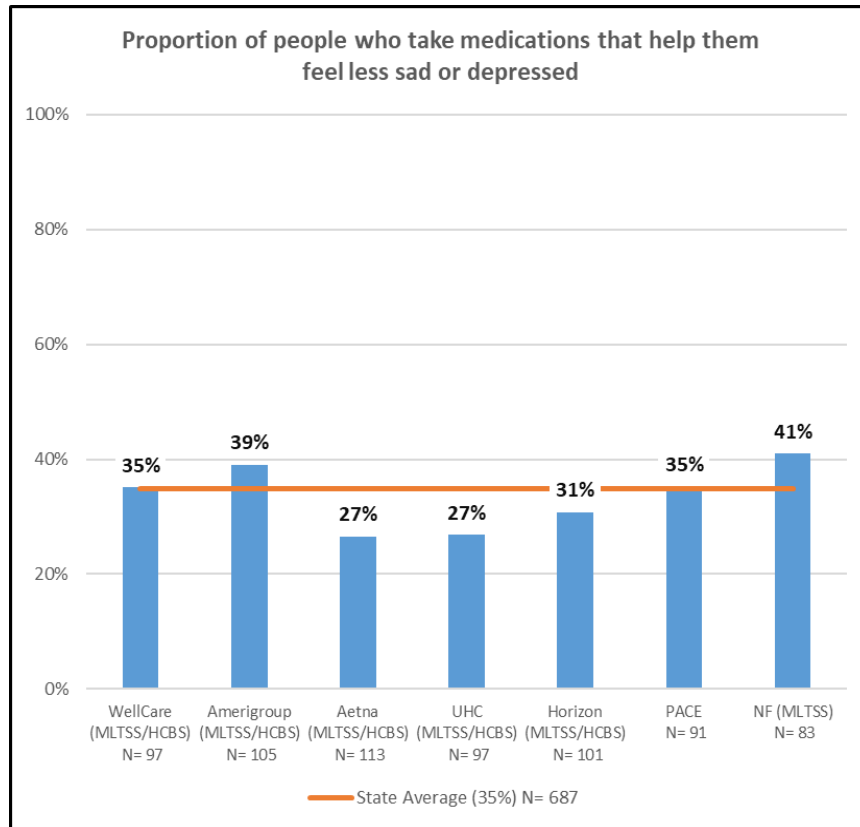
There are two Medication indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who take medications to help them feel less sad or depressed.
2. Proportion of people who know what their prescription medications are for.

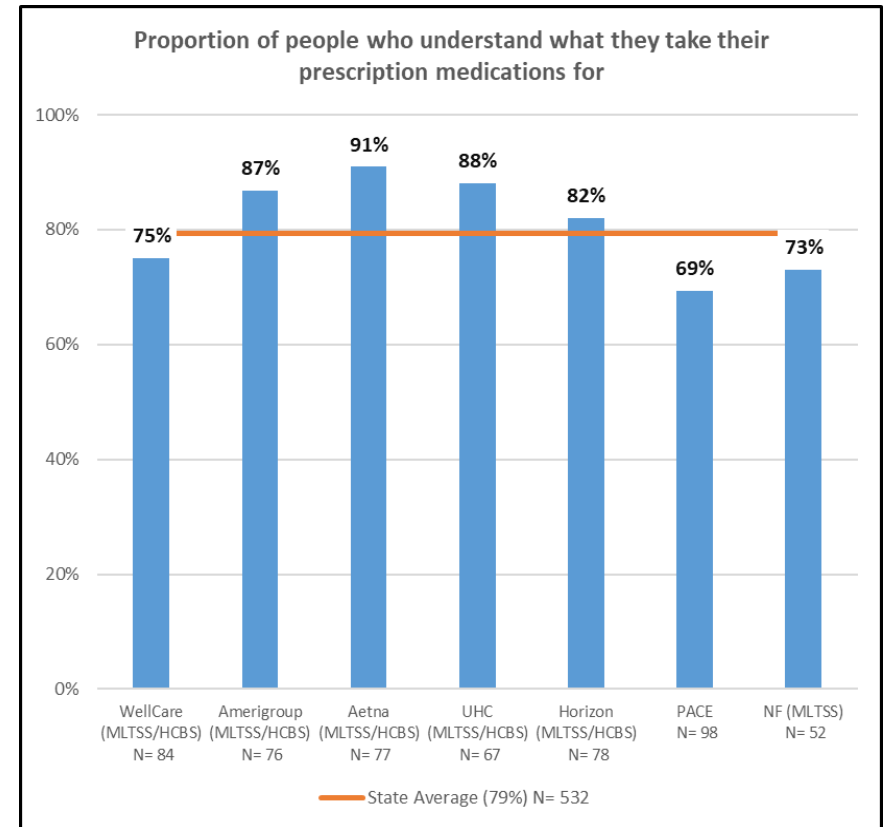
There are two survey items that correspond to the Medication domain.

Un-collapsed data are shown in Appendix B.

Graph 85. Proportion of people who take medications that help them feel less sad or depressed



Graph 86. Proportion of people who understand what they take their prescription medications for



## Rights and Respect

People receive the same respect and protections as others in the community.

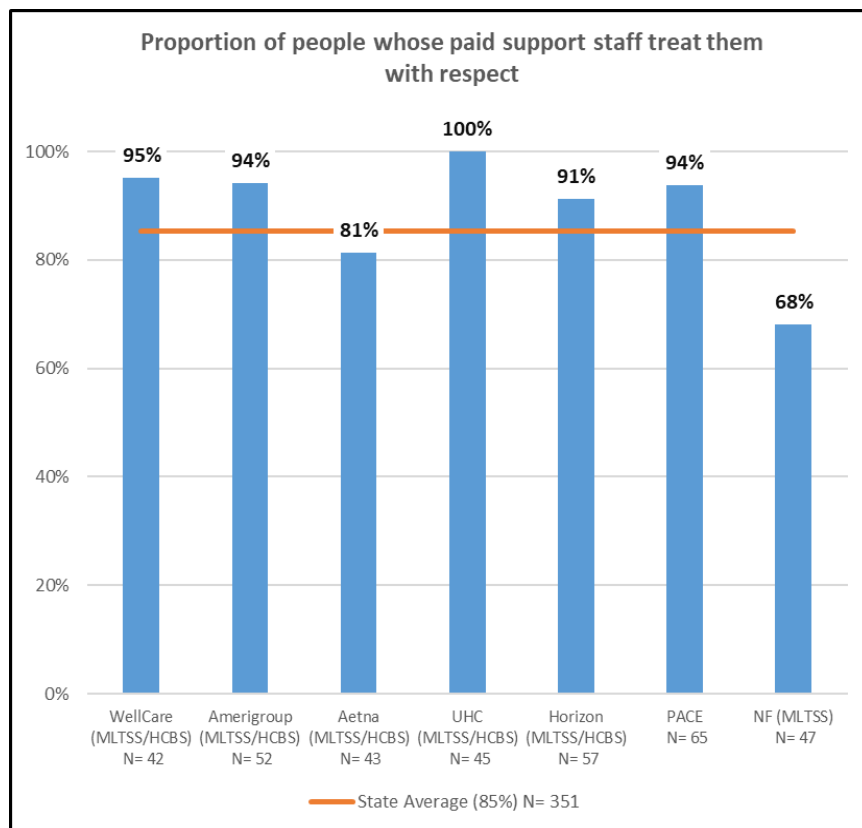
There are two Rights and Respect indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people whose basic rights are respected by others.
2. Proportion of people whose paid support staff treat them with respect.

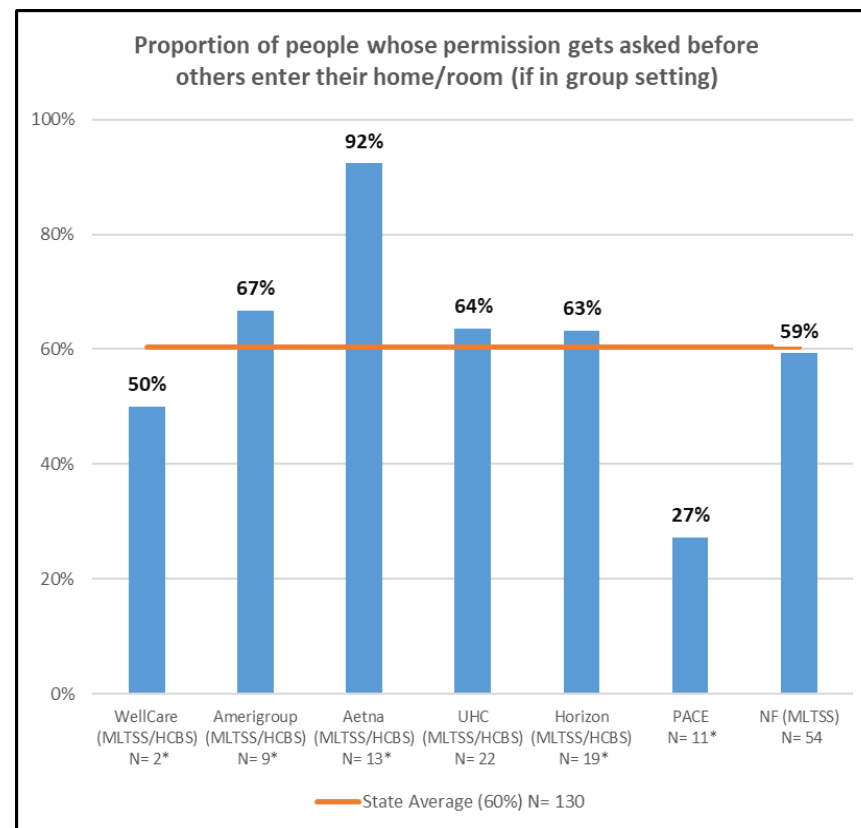
There are six survey items that correspond to the Rights and Respect domain.

Un-collapsed data are shown in Appendix B.

Graph 87. Proportion of people whose paid support staff treat them with respect



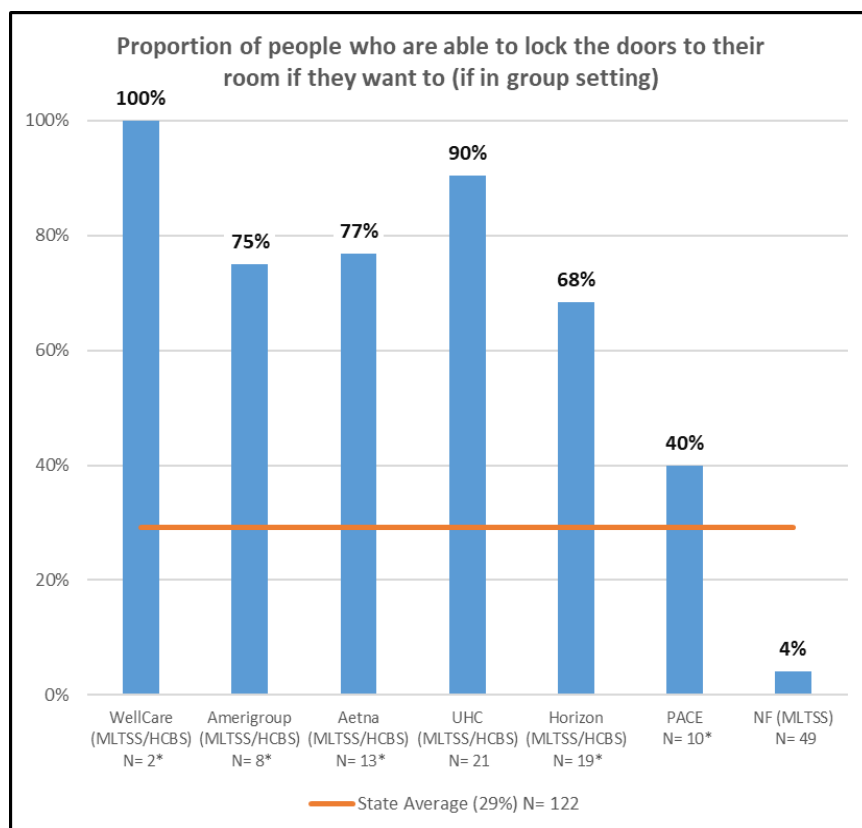
Graph 88. Proportion of people whose permission is asked before others enter their home/room (if in group setting)<sup>60</sup>



\* Very small number of responses

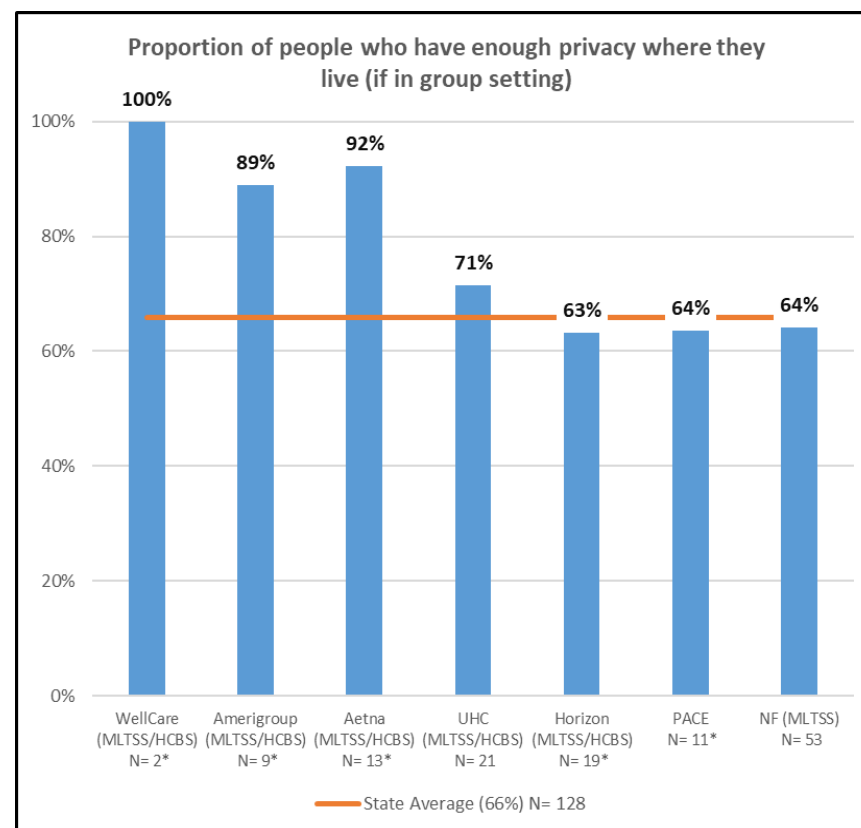
<sup>60</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Graph 89. Proportion of people who are able to lock the doors to their room if they want to (if in group setting)<sup>61</sup>



\* Very small number of responses

Graph 90. Proportion of people who have enough privacy where they live (if in group setting)<sup>62</sup>



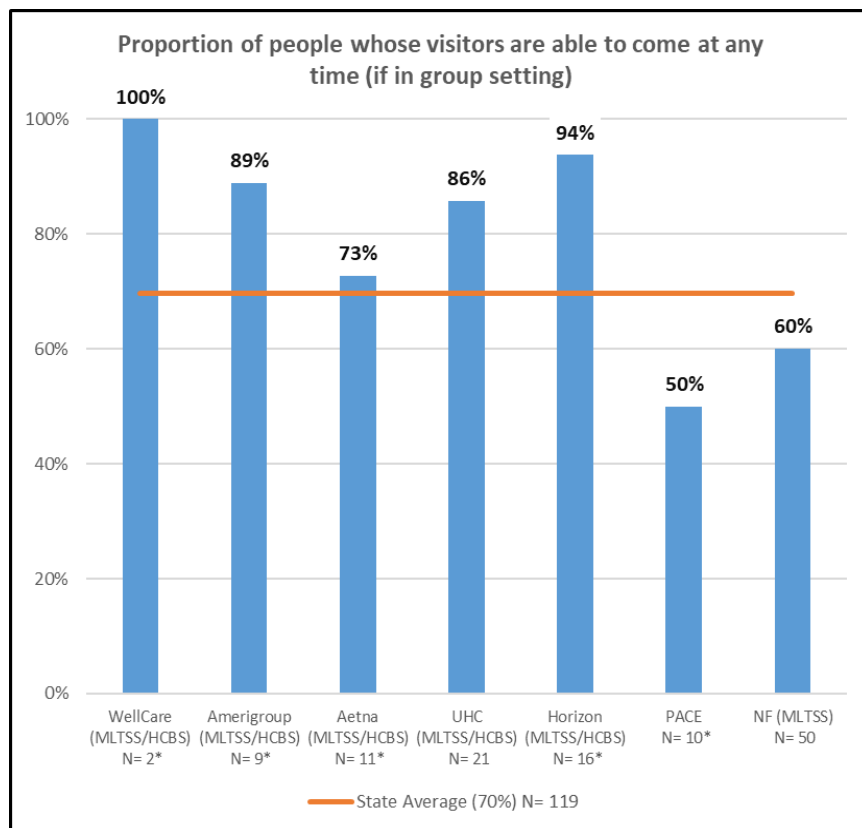
\* Very small number of responses

<sup>61</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

<sup>62</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

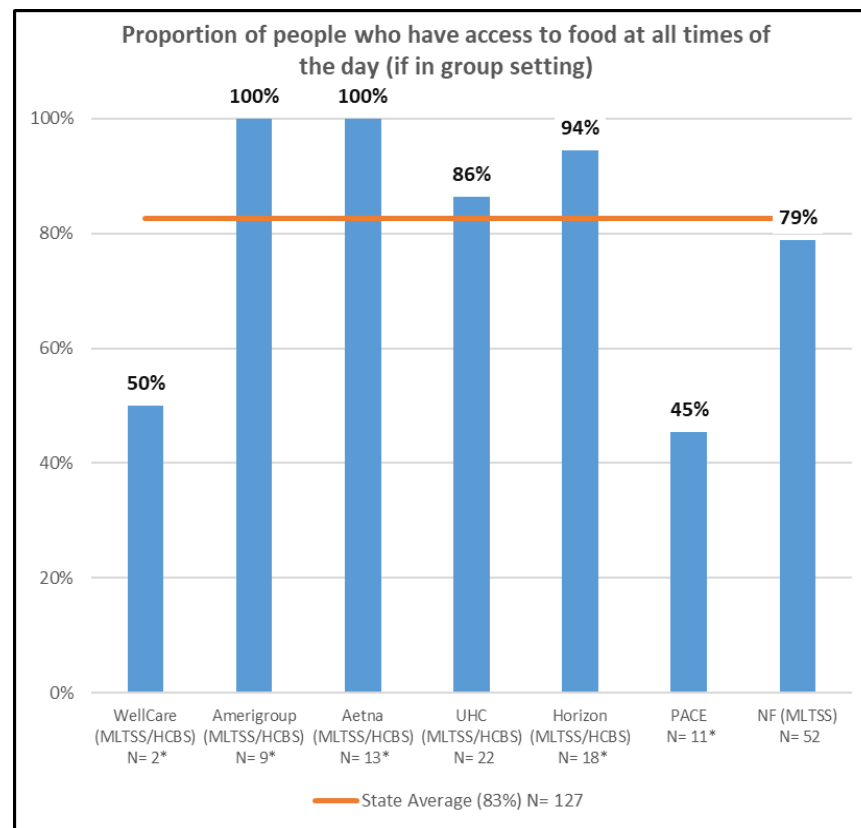


Graph 91. Proportion of people whose visitors are able to come at any time (if in group setting)<sup>63</sup>



\* Very small number of responses

Graph 92. Proportion of people who have access to food at all times of the day (if in group setting)<sup>64</sup>



\* Very small number of responses

<sup>63</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

<sup>64</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

## Self-Direction

People have authority and are supported to direct and manage their own services.

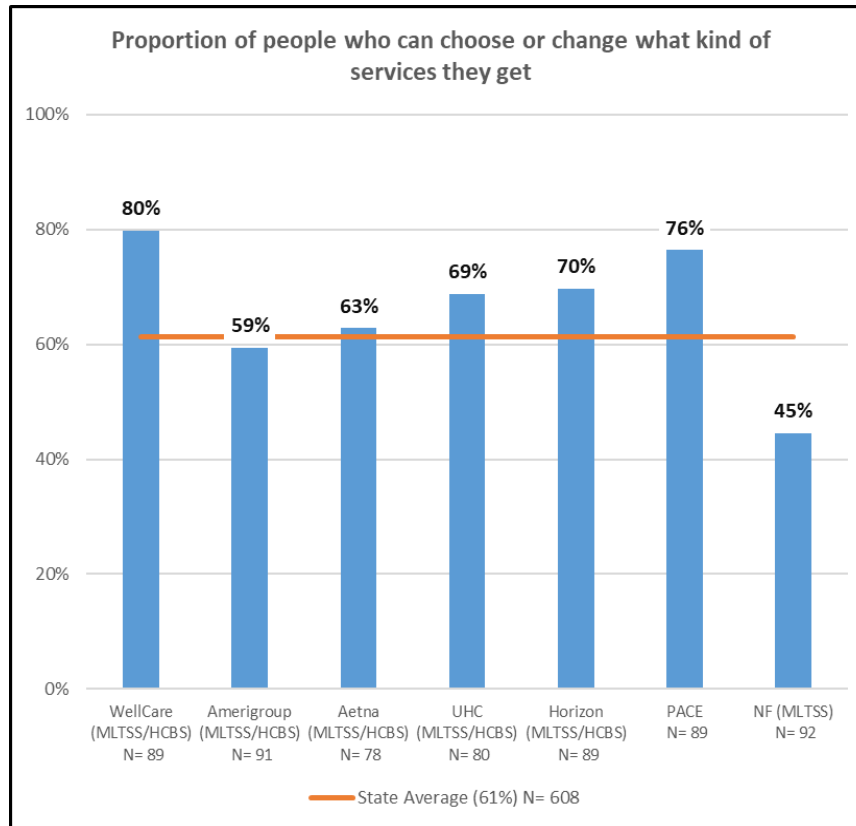
There is one Self-Direction indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who can choose or change the kind of services they receive and who provides them.

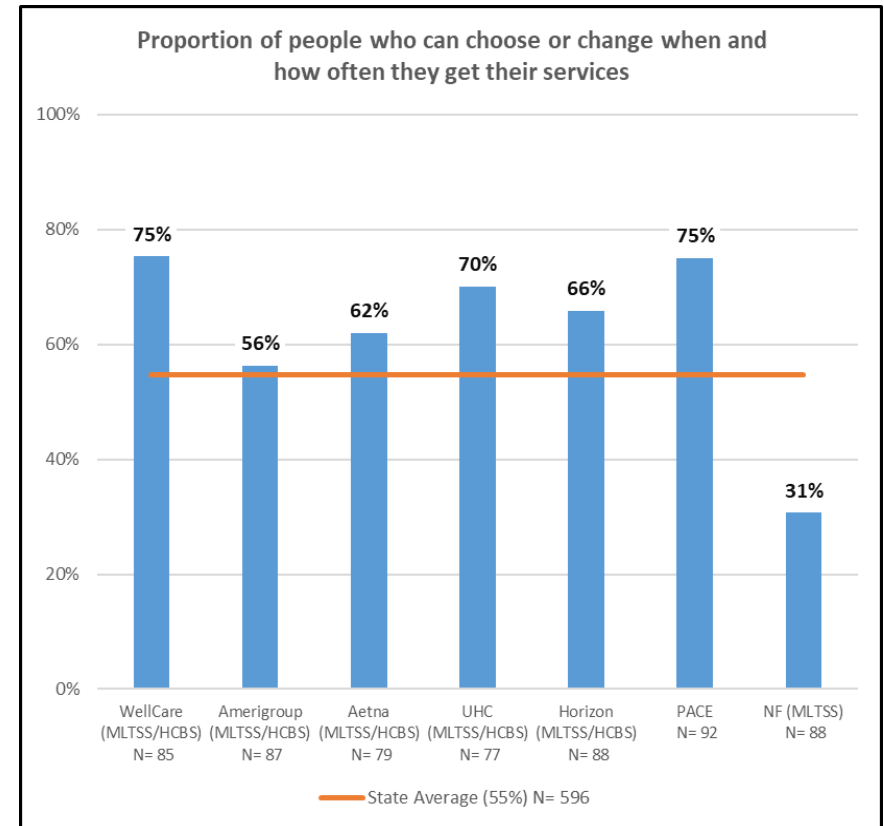
There are three survey items that correspond to the Self-Direction domain.

Un-collapsed data are shown in Appendix B.

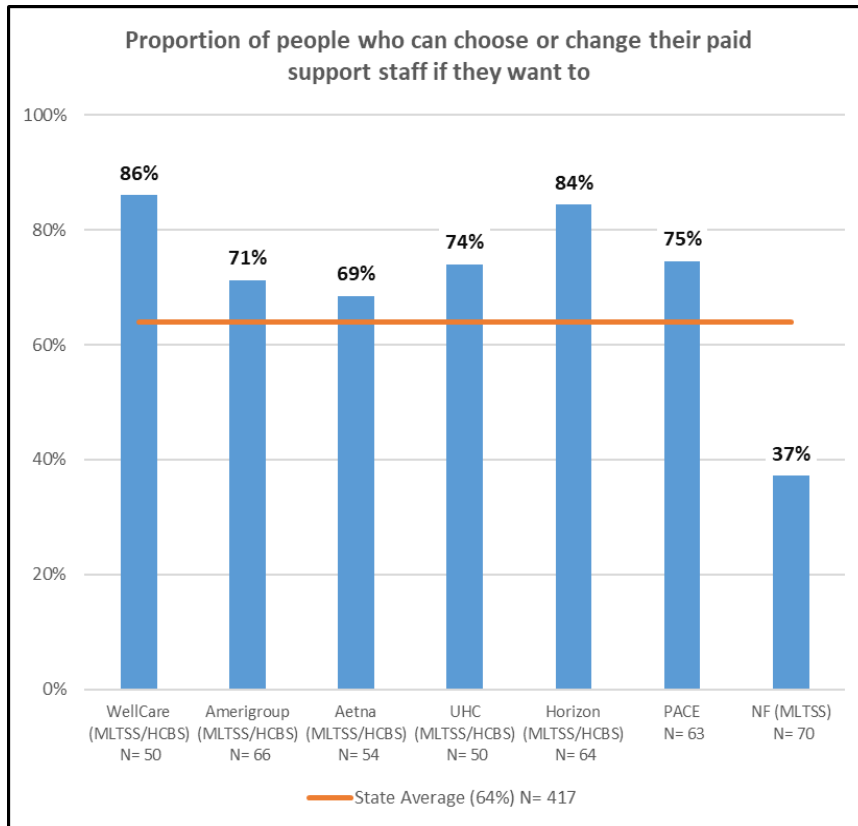
Graph 93. Proportion of people who can choose or change what kind of services they get



Graph 94. Proportion of people who can choose or change when and how often they get their services



Graph 95. Proportion of people who can choose or change their paid support staff if they want to



## Work

People have support to find and maintain community integrated employment if they want it.

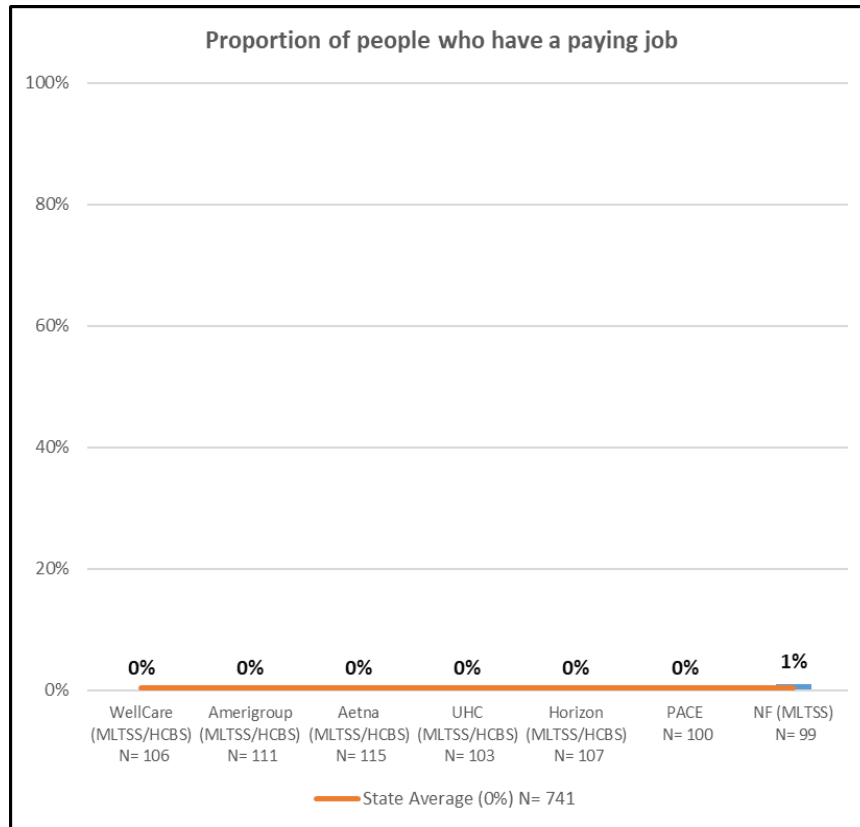
There are five Work indicators measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have a paid job.
2. Proportion of people who would like a job.
3. Proportion of people who receive job search assistance.
4. Proportion of people who volunteer.
5. Proportion of people who would like to volunteer.

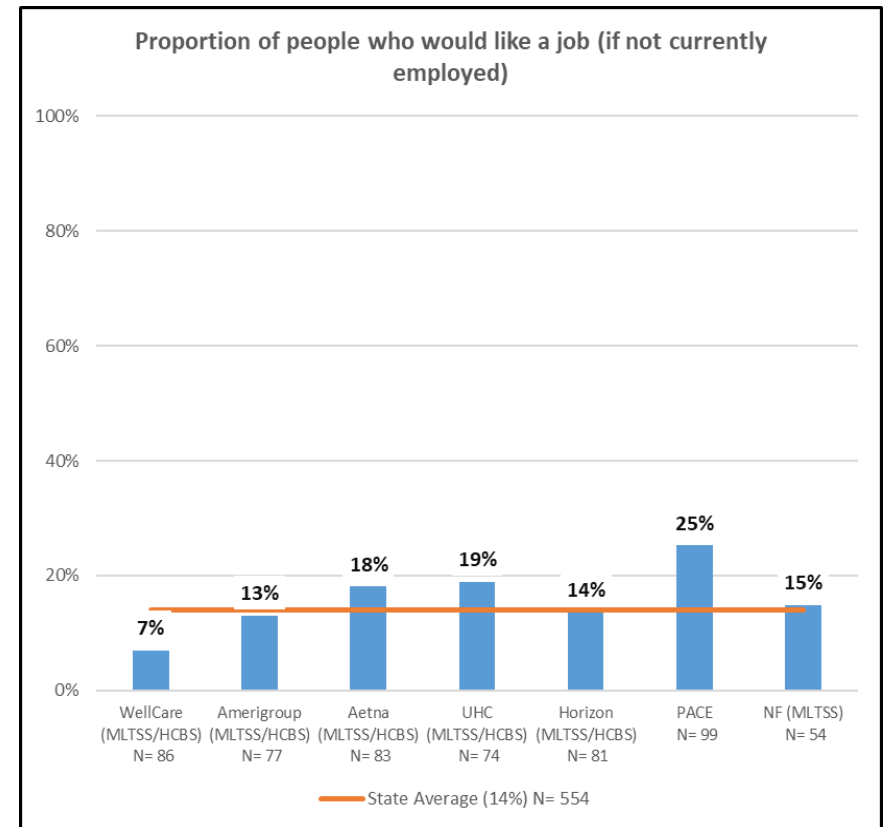
There are five survey items that correspond to the Work domain.

Un-collapsed data are shown in Appendix B.

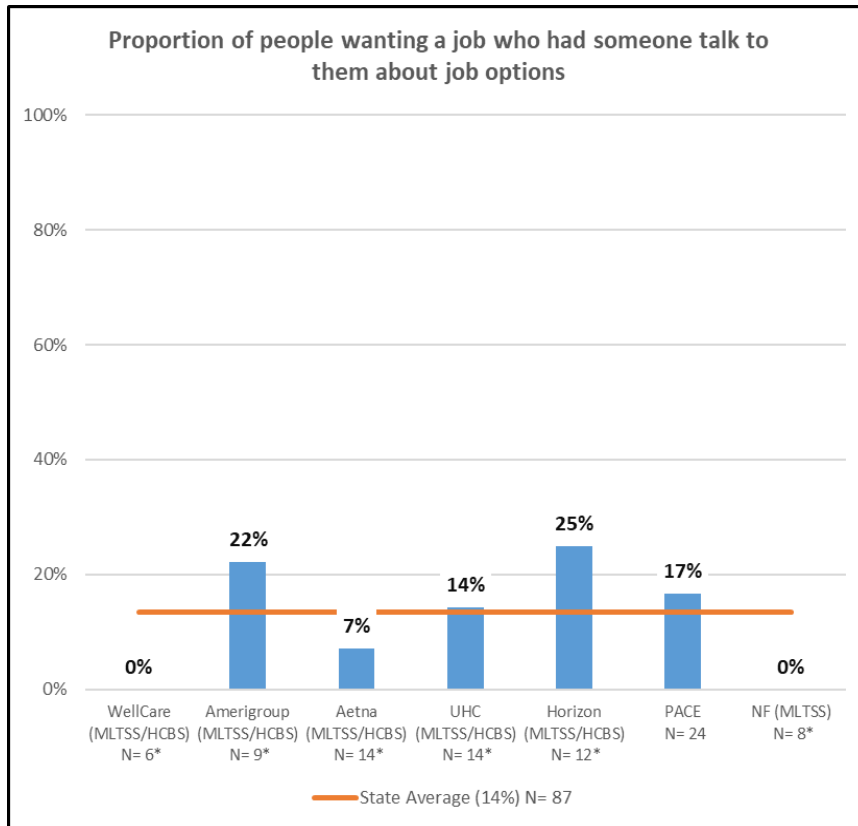
Graph 96. Proportion of people who have a paying job



Graph 97. Proportion of people who would like a job (if not currently employed)

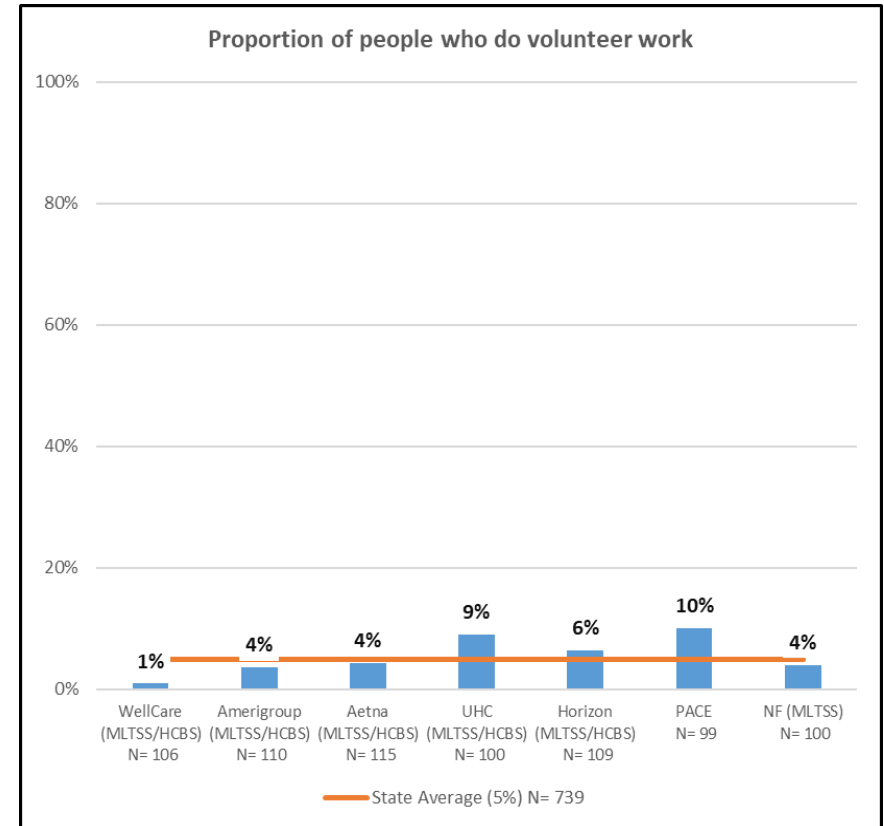


Graph 98. Proportion of people wanting a job who had someone talk to them about job options

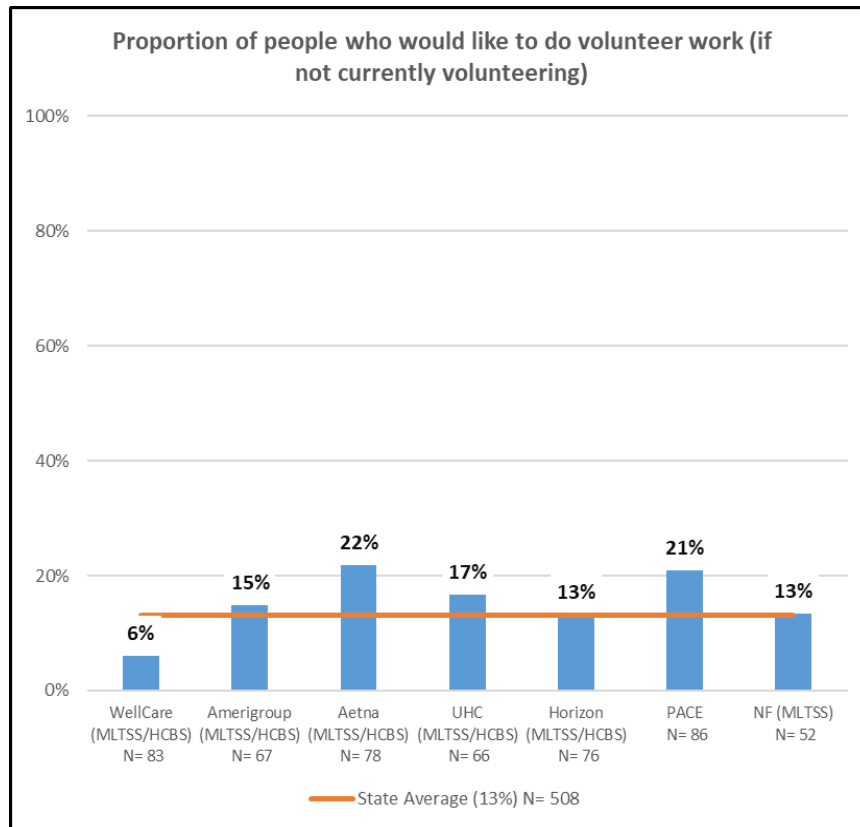


\* Very small number of responses

Graph 99. Proportion of people who do volunteer work



Graph 100. Proportion of people who would like to do volunteer work (if not currently volunteering)





## Everyday Living

People have enough supports for everyday living.

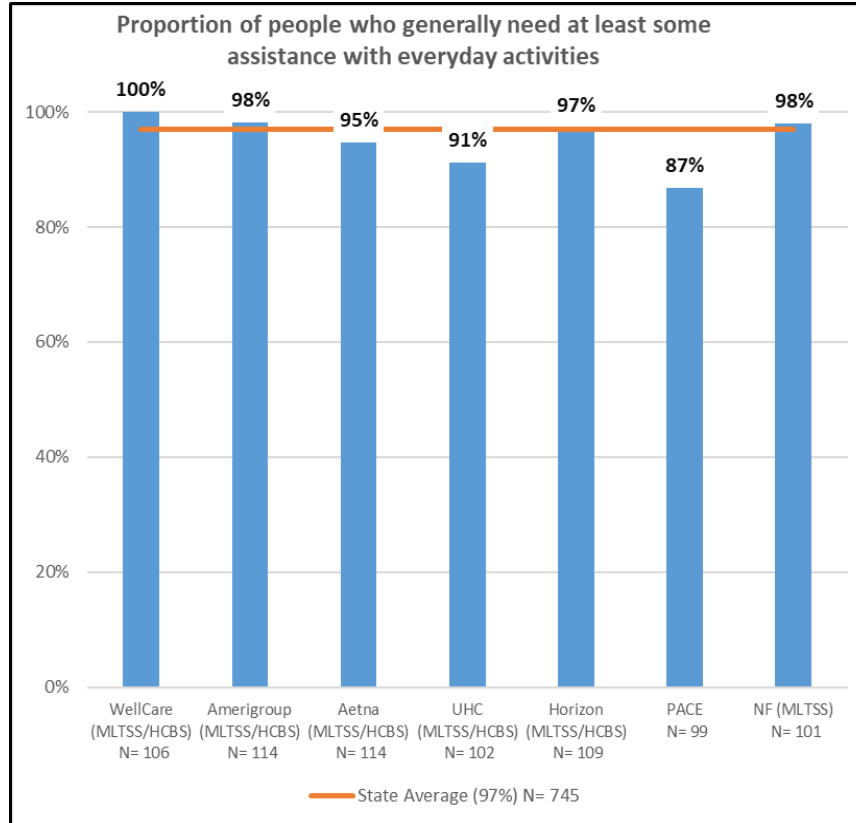
There is one Everyday Living indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have adequate support to perform activities of daily living and instrumental activities of daily living.

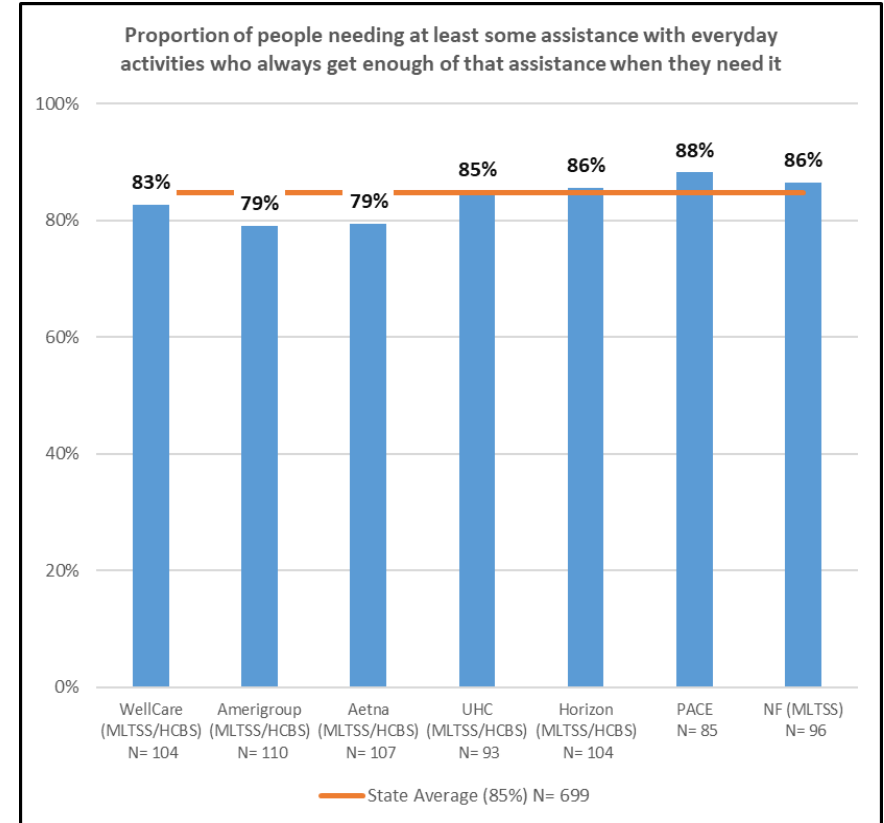
There are four survey items that correspond to the Everyday Living domain.

Un-collapsed data are shown in Appendix B.

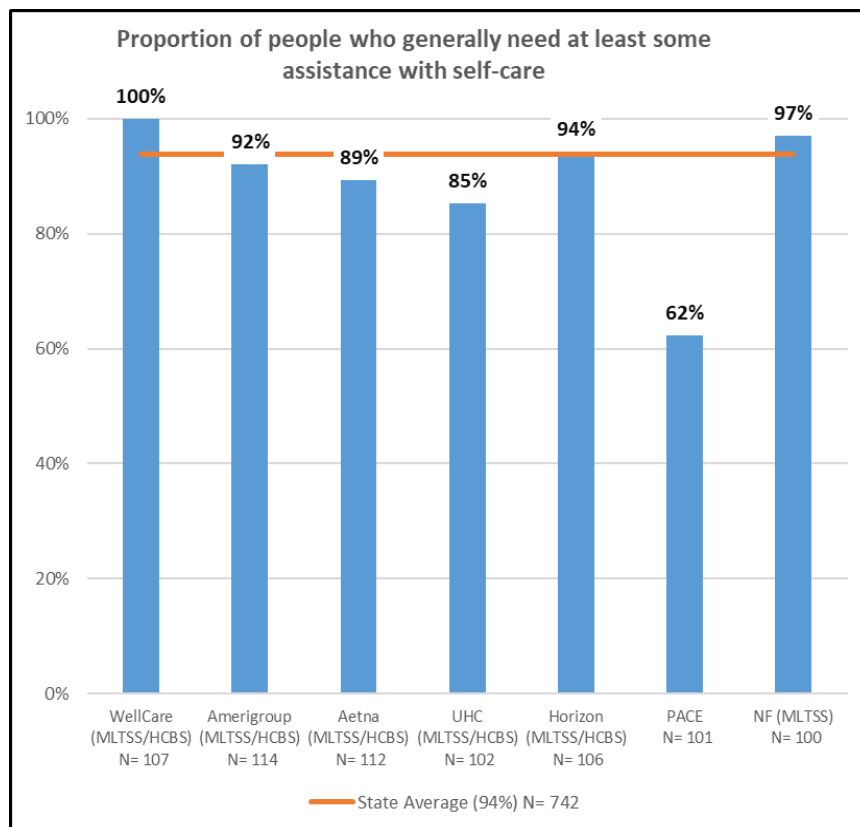
Graph 101. Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)



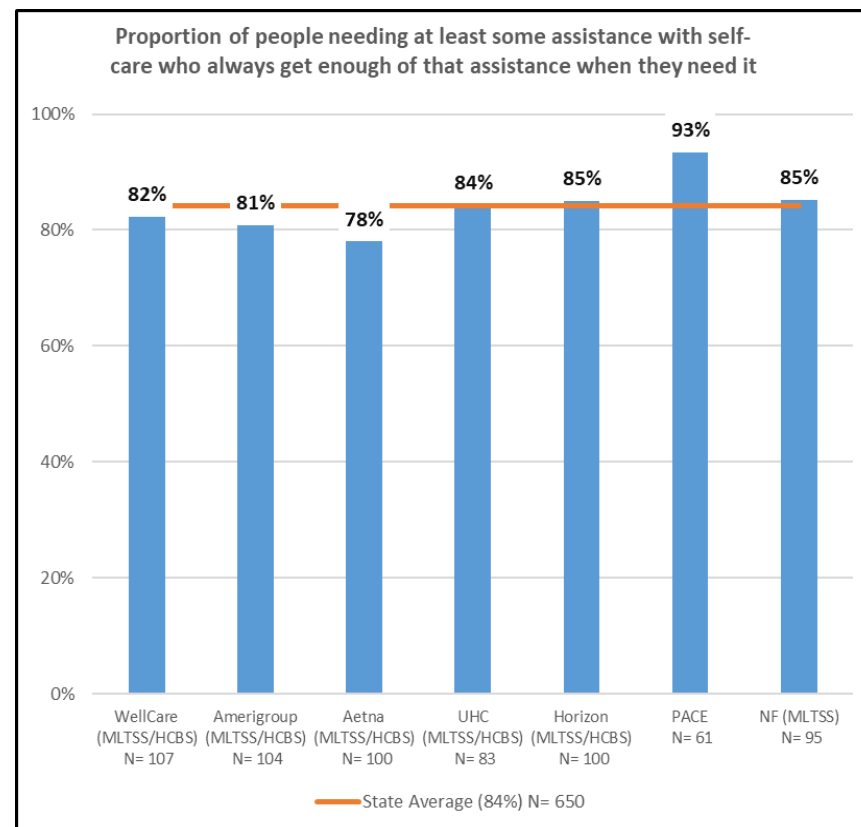
Graph 102. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it



Graph 103. Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)



Graph 104. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it



## Affordability

People have enough available resources.

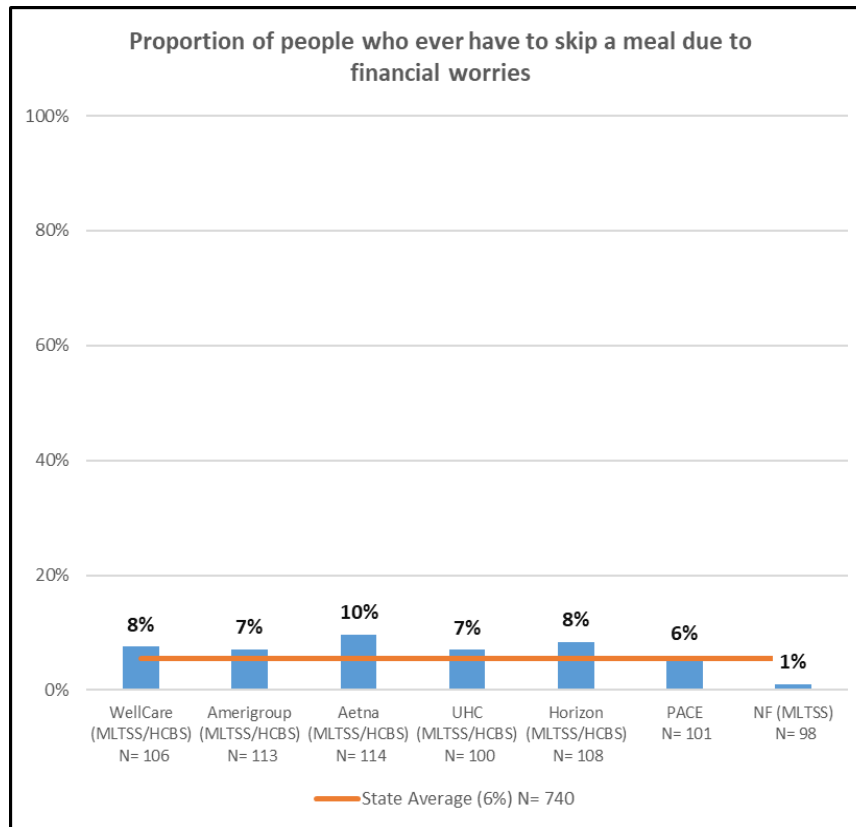
There is one Affordability indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who have to cut back on food because of money.

There is one survey item that corresponds to the Affordability domain.

Un-collapsed data are shown in Appendix B.

Graph 105. Proportion of people who ever have to skip a meal due to financial worries



## Control

### People feel in control of their lives

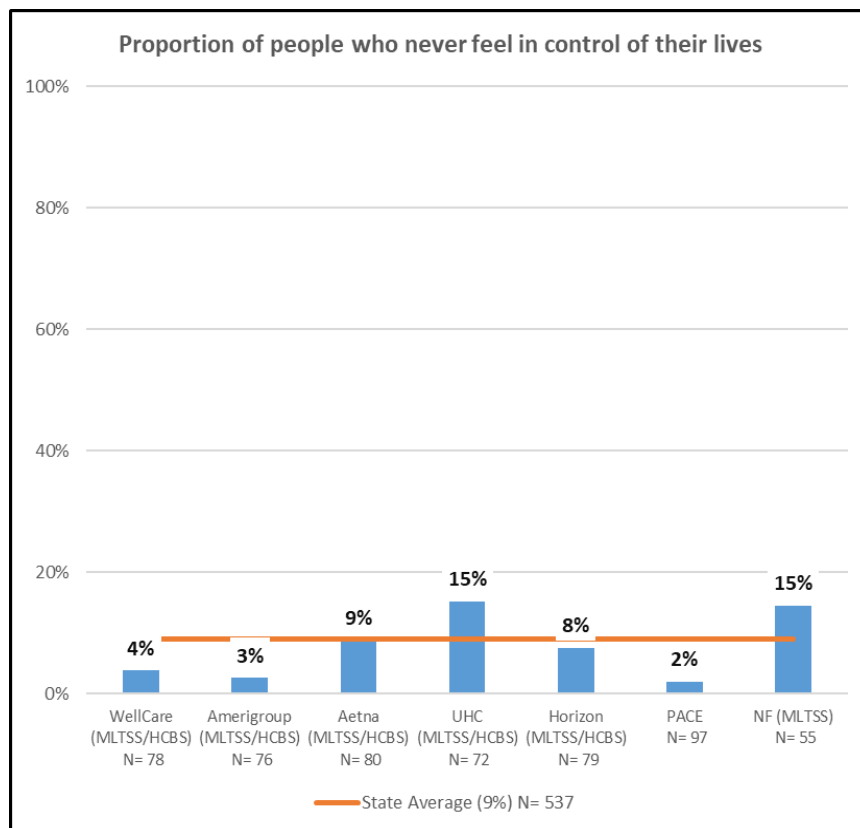
There is one Control indicator measured by the NCI-AD Adult Consumer Survey:

1. Proportion of people who feel in control of their lives.

There is one survey item that corresponds to the Control domain.

Un-collapsed data are shown in Appendix B.

Graph 106. Proportion of people who never feel in control of their lives







## Appendix A: Rules for Recoding and Collapsing Responses

Table A1 below details collapsing rules for recoding survey items with three or more response options into binary variables used for analysis. The table also specifies which graphs in this report contain recoded items, as well as their associated NCI-AD domains.

Unless otherwise stated, “Don’t Know” and “Unclear/Refused” responses are excluded.

Table A1. Outcome Variables – Collapsing Rules

Domain	Item	Graph #	Collapsing Logic
Community Participation	Proportion of people who are as active in their community as they would like to be	1	Collapse “No” and “Sometimes”
Choice and Decision Making	Proportion of people who get up and go to bed when they want to	4	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who can eat their meals when they want to	5	Collapse “Some days, sometimes” and “No, never”
	Proportion of people who are able to furnish and decorate their room however they want to (if in group setting)	6	Collapse “In all ways” and “In most ways”
Relationships	Proportion of people who are always able to see or talk to friends and family when they want to (if there are friends and family who do not live with person)	7	Collapse “Most of the time, usually, or some family and/or friends” and “No, or rarely”
Satisfaction	Proportion of people who like where they are living	8	Collapse “In-between, most of the time” and “No”
	Proportion of people who would prefer to live somewhere else	9	Collapse “Yes” and “Maybe”
	Proportion of people who like how they spend their time during the day	10	Collapse “Some days, sometimes” and “No, never”
	Proportion of people whose paid support staff change too often	11	Collapse “Yes” and “Some, or sometimes”
	Proportion of people whose paid support staff do things the way they want them done	12	Collapse “Some, or usually” and “No, never or rarely”
Service Coordination	Proportion of people who know whom to contact if they want to make changes to their services	13	Collapse “Not sure, maybe” and “No”
	Proportion of people who know whom to contact if they need help with services or have a complaint	14	Collapse “Not sure, maybe” and “No”
	Proportion of people whose paid support staff show up and leave when they are supposed to	15	Collapse “Some, or usually” and “No, never or rarely”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people whose long-term care services meet all their current needs and goals	18	Collapse “No, not at all” and “Some needs and goals”
	Proportion of people whose family member (paid or unpaid) is the person who helps them most often (if anyone provides support on a regular basis)	20	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who have a family member (paid or unpaid) providing additional assistance (if anyone provides support on a regular basis)	21	Collapse “Paid family member or spouse/partner” and “Unpaid family member or spouse/partner”
	Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)	23	Collapse “Most of the time, usually” and “No, or only sometimes”
	Proportion of people who receive information about their services in the language they prefer (if non-English)	24	Collapse “No” and “Some information”
Care Coordination	Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year	26	Collapse “No” and “In-between”
	Proportion of people who know how to manage their chronic condition(s)	28	Collapse “No” and “In-between, or some conditions”
	Proportion of people with concerns about falling or being unstable	29	Collapse “Yes, often” and “Sometimes”
Access to Community	Proportion of people who have transportation when they want to do things outside of their home (non-medical)	31	Collapse “No” and “Sometimes”
	Proportion of people who have transportation to get to medical appointments when they need to	32	Collapse “No” and “Sometimes”
Access to Needed Equipment	Proportion of people who need grab bars in the bathroom or elsewhere in their home but do not have them	33	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have grab bars in the bathroom or elsewhere in their home but need a replacement	34	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need bathroom modifications (other than grab bars) but do not have them	35	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have bathroom modifications (other than grab bars) but need a replacement	36	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who need a specialized bed but do not have it	37	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a specialized bed but need a replacement	38	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a ramp or stair lift in or outside the home but do not have it	39	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a ramp or stair lift in or outside the home but need a replacement	40	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need some other home modification but do not have it	41	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have some other home modification but need a replacement	42	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a walker but do not have it	43	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a walker but need a replacement	44	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a scooter but do not have it	45	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a scooter but need a replacement	46	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a wheelchair but do not have it	47	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a wheelchair but need a replacement	48	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need hearing aids but do not have them	49	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have hearing aids but need a replacement	50	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need glasses but do not have them	51	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have glasses but need a replacement	52	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a CPAP machine but do not have it	53	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a CPAP machine but need a replacement	54	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need a personal emergency response system but do not have it	55	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have a personal emergency response system but need a replacement	56	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need an oxygen machine but do not have it	57	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have an oxygen machine but need a replacement	58	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who need some other assistive device but do not have it	59	Collapse “Has one, but needs replacement”, “Has one and doesn’t need replacement”, and “Doesn’t need”
	Proportion of people who have some other assistive device but need a replacement	60	Collapse “Needs one”, “Has one and doesn’t need replacement”, and “Doesn’t need”
Health Care	Proportion of people who can get an appointment to see their primary care doctor when they need to	70	Collapse “Usually” and “No, rarely”
Wellness	Proportion of people whose health was described as poor	77	Collapse “Excellent”, “Very good”, “Good” and “Fair”
	Proportion of people whose health was described as having gotten better compared to 12 months ago	78	Collapse “Much better” and “Somewhat better”; Collapse “Much worse”, “Somewhat worse” and “About the same”
	Proportion of people who often feel sad or depressed	81	Collapse “Never, or almost never”, “Not often”, and “Sometimes”
	Proportion of people whose hearing was described as poor (with hearing aids, if wears any)	82	Collapse “Good” and “Fair”
	Proportion of people whose vision was described as poor (with glasses or contacts, if wears any)	83	Collapse “Good” and “Fair”

Domain	Item	Graph #	Collapsing Logic
	Proportion of people who have access to healthy foods if they want them	84	Collapse “No, never” and “Sometimes”
Medications	Proportion of people who understand what they take their prescription medications for	86	Collapse “No” and “In-between, or some medications”
Rights and Respect	Proportion of people whose paid support staff treat them with respect	87	Collapse “No, never or rarely” and “Some, or usually”
	Proportion of people whose permission is asked before others enter their home/room (if in group setting)	88	Collapse “Sometimes, rarely or never” and “Usually, but not always”
	Proportion of people who have enough privacy where they live (if in group setting)	90	Collapse “Sometimes, rarely or never” and “Usually, but not always”
Self-Direction of Care	Proportion of people who can choose or change what kind of services they get	93	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change when and how often they get their services	94	Collapse “No” and “Sometimes, or some services”
	Proportion of people who can choose or change their paid support staff if they want to	95	Collapse “No” and “Sometimes, or some”
Work	Proportion of people who would like a job (if not currently employed)	97	Collapse “Yes” and “Maybe, not sure”
	Proportion of people who would like to do volunteer work (if not currently volunteering)	100	Collapse “Yes” and “Maybe, not sure”
Everyday Living	Proportion of people who generally need at least some assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)	101	Collapse “A lot” and “Some”
	Proportion of people who generally need at least some assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)	103	Collapse “A lot” and “Some”
Affordability	Proportion of people who ever have to skip a meal due to financial worries	105	Collapse “Yes, often” and “Sometimes”
Control	Proportion of people who never feel in control of their lives	106	Collapse “Yes, almost always, always” and “In-between, sometimes”

## **Appendix B: Un-Collapsed and Unweighted Data by Program**

## Demographic Characteristics

Table 1. Average age (reported for those under 90 years of age)

	Average Age	N
WellCare (MLTSS/HCBS)	75	93
Amerigroup (MLTSS/HCBS)	69	95
Aetna (MLTSS/HCBS)	72	96
UHC (MLTSS/HCBS)	73	86
Horizon (MLTSS/HCBS)	68	87
PACE	71	99
NF (MLTSS)	71	74
Sample Average	<b>71</b>	<b>630</b>

Table 2. Age: 90 years and over

	Under 90	90 and Over	Don't Know/Unclear	N
WellCare (MLTSS/HCBS)	87%	13%	0%	107
Amerigroup (MLTSS/HCBS)	83%	16%	1%	114
Aetna (MLTSS/HCBS)	83%	17%	0%	116
UHC (MLTSS/HCBS)	83%	17%	0%	103
Horizon (MLTSS/HCBS)	81%	19%	0%	108
PACE	98%	1%	1%	101
NF (MLTSS)	74%	26%	0%	100
Sample Average	<b>84%</b>	<b>16%</b>	<b>0%</b>	<b>749</b>

Table 3. Gender

	Male	Female	Other	Don't Know/Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	37%	63%	0%	0%	106
<b>Amerigroup (MLTSS/HCBS)</b>	35%	65%	0%	0%	113
<b>Aetna (MLTSS/HCBS)</b>	35%	65%	0%	0%	114
<b>UHC (MLTSS/HCBS)</b>	30%	70%	0%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	34%	66%	0%	0%	108
<b>PACE</b>	33%	67%	0%	0%	101
<b>NF (MLTSS)</b>	35%	65%	0%	0%	101
<b>Sample Average</b>	<b>34%</b>	<b>66%</b>	<b>0%</b>	<b>0%</b>	<b>746</b>

Table 4. Race and ethnicity

	American Indian or Alaska Native	Asian	Black or African-American	Pacific Islander	White	Hispanic or Latino	Other	Don't Know/Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	0%	29%	10%	0%	18%	25%	17%	1%	107
<b>Amerigroup (MLTSS/HCBS)</b>	0%	4%	20%	0%	38%	35%	3%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	1%	5%	33%	0%	34%	25%	3%	0%	116
<b>UHC (MLTSS/HCBS)</b>	0%	1%	21%	0%	47%	26%	5%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	0%	5%	26%	0%	47%	19%	4%	0%	109
<b>PACE</b>	1%	1%	44%	0%	45%	9%	1%	0%	100
<b>NF (MLTSS)</b>	1%	5%	25%	0%	54%	10%	6%	0%	100
<b>Sample Average</b>	<b>0%</b>	<b>7%</b>	<b>26%</b>	<b>0%</b>	<b>40%</b>	<b>22%</b>	<b>5%</b>	<b>0%</b>	<b>749</b>



Table 5. Marital status

	Single, Never Married	Married or Has Domestic Partner	Separated or Divorced	Widowed	Don't Know/ Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	9%	38%	14%	38%	1%	106
<b>Amerigroup (MLTSS/HCBS)</b>	25%	18%	19%	38%	1%	113
<b>Aetna (MLTSS/HCBS)</b>	23%	22%	12%	39%	3%	115
<b>UHC (MLTSS/HCBS)</b>	24%	17%	13%	35%	12%	102
<b>Horizon (MLTSS/HCBS)</b>	22%	17%	18%	39%	4%	107
<b>PACE</b>	29%	9%	31%	30%	0%	99
<b>NF (MLTSS)</b>	26%	9%	21%	33%	12%	101
<b>Sample Average</b>	<b>23%</b>	<b>19%</b>	<b>18%</b>	<b>36%</b>	<b>5%</b>	<b>743</b>

Table 6. Primary language

	English	Spanish	Other	Don't Know/ Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	20%	30%	50%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	52%	37%	11%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	65%	23%	12%	0%	115
<b>UHC (MLTSS/HCBS)</b>	67%	29%	4%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	70%	16%	15%	0%	109
<b>PACE</b>	90%	8%	2%	0%	101
<b>NF (MLTSS)</b>	82%	10%	8%	0%	101
<b>Sample Average</b>	<b>63%</b>	<b>22%</b>	<b>15%</b>	<b>0%</b>	<b>750</b>

Table 7. Type of residential area<sup>65</sup>

	Metropolitan	Micropolitan	Rural	Small town	Unknown	N
<b>WellCare (MLTSS/HCBS)</b>	94%	0%	0%	0%	6%	107
<b>Amerigroup (MLTSS/HCBS)</b>	77%	0%	0%	0%	23%	114
<b>Aetna (MLTSS/HCBS)</b>	96%	1%	0%	0%	3%	116
<b>UHC (MLTSS/HCBS)</b>	92%	3%	0%	0%	5%	103
<b>Horizon (MLTSS/HCBS)</b>	91%	2%	0%	0%	7%	109
<b>PACE</b>	59%	8%	0%	0%	33%	101
<b>NF (MLTSS)</b>	92%	2%	0%	0%	6%	101
<b>Sample Average</b>	<b>86%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>12%</b>	<b>751</b>

Table 8. Type of residence

	Own or Family House/Apt	Senior Living Apt/ Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	69%	28%	0%	3%	0%	0%	0%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	72%	18%	0%	9%	2%	0%	0%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	70%	10%	1%	16%	1%	0%	2%	0%	115
<b>UHC (MLTSS/HCBS)</b>	54%	11%	0%	28%	7%	0%	0%	0%	102
<b>Horizon (MLTSS/HCBS)</b>	56%	21%	0%	21%	0%	0%	2%	0%	109
<b>PACE</b>	58%	31%	5%	3%	3%	0%	0%	0%	99
<b>NF (MLTSS)</b>	0%	0%	0%	0%	99%	0%	1%	0%	100
<b>Sample Average</b>	<b>55%</b>	<b>17%</b>	<b>1%</b>	<b>12%</b>	<b>15%</b>	<b>0%</b>	<b>1%</b>	<b>0%</b>	<b>746</b>

<sup>65</sup> Categories created using zip codes and corresponding RUCA codes: Metropolitan - Metropolitan area core, high commuting low commuting; Micropolitan - Micropolitan area core, high commuting, low commuting; Small town - Small town core, high commuting, low commuting; Rural

Table 9. Who else lives with the person

	No One – Lives Alone	Spouse or Partner	Other Family	Friend(s)	Live-in PCA	Others	Don't Know/ Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	31%	35%	35%	1%	1%	3%	0%	106
<b>Amerigroup (MLTSS/HCBS)</b>	43%	11%	37%	3%	0%	8%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	31%	22%	38%	0%	0%	11%	0%	115
<b>UHC (MLTSS/HCBS)</b>	33%	16%	26%	0%	4%	23%	1%	102
<b>Horizon (MLTSS/HCBS)</b>	39%	16%	32%	2%	5%	19%	0%	109
<b>PACE</b>	58%	14%	18%	0%	0%	10%	0%	99
<b>NF (MLTSS)</b>	7%	0%	3%	0%	4%	87%	1%	99
<b>Sample Average</b>	<b>35%</b>	<b>16%</b>	<b>28%</b>	<b>1%</b>	<b>2%</b>	<b>22%</b>	<b>0%</b>	<b>744</b>

Table 10. Address changed in the past 6 months

	No	Yes	Don't Know/Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	94%	5%	1%	105
<b>Amerigroup (MLTSS/HCBS)</b>	96%	4%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	93%	5%	2%	115
<b>UHC (MLTSS/HCBS)</b>	94%	3%	3%	103
<b>Horizon (MLTSS/HCBS)</b>	97%	2%	1%	109
<b>PACE</b>	97%	3%	0%	100
<b>NF (MLTSS)</b>	98%	1%	1%	101
<b>Sample Average</b>	<b>96%</b>	<b>3%</b>	<b>1%</b>	<b>747</b>

Table 11. Where the person moved from (if address changed in the past 6 months)

	Own or Family House/Apt	Senior Living Apt/Complex	Group/Adult Family/ Foster/ Host Home	Assisted Living/ Residential Care Facility	Nursing Facility/ Nursing Home	Homeless/ Temporary Shelter	Other	Don't Know/ Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	67%	0%	0%	0%	0%	17%	0%	17%	6
<b>Amerigroup (MLTSS/HCBS)</b>	60%	20%	0%	20%	0%	0%	0%	0%	5
<b>Aetna (MLTSS/HCBS)</b>	100%	0%	0%	0%	0%	0%	0%	0%	6
<b>UHC (MLTSS/HCBS)</b>	67%	0%	0%	33%	0%	0%	0%	0%	3
<b>Horizon (MLTSS/HCBS)</b>	100%	0%	0%	0%	0%	0%	0%	0%	2
<b>PACE</b>	67%	33%	0%	0%	0%	0%	0%	0%	3
<b>NF (MLTSS)</b>	0%	0%	0%	0%	50%	0%	0%	50%	2
<b>Sample Average</b>	<b>70%</b>	<b>7%</b>	<b>0%</b>	<b>7%</b>	<b>4%</b>	<b>4%</b>	<b>0%</b>	<b>7%</b>	<b>27</b>

Table 12. Formal diagnosis: physical disability

	No	Yes	Don't Know/Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	28%	70%	3%	105
<b>Amerigroup (MLTSS/HCBS)</b>	35%	64%	1%	114
<b>Aetna (MLTSS/HCBS)</b>	6%	93%	1%	115
<b>UHC (MLTSS/HCBS)</b>	31%	69%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	21%	78%	1%	108
<b>PACE</b>	39%	60%	1%	101
<b>NF (MLTSS)</b>	26%	69%	5%	99
<b>Sample Average</b>	<b>26%</b>	<b>72%</b>	<b>2%</b>	<b>745</b>

Table 13. Formal diagnosis: Alzheimer's disease or other dementia

	No	Yes	Don't Know/Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	66%	25%	10%	105
<b>Amerigroup (MLTSS/HCBS)</b>	73%	27%	1%	113
<b>Aetna (MLTSS/HCBS)</b>	73%	26%	1%	116
<b>UHC (MLTSS/HCBS)</b>	76%	23%	1%	103
<b>Horizon (MLTSS/HCBS)</b>	82%	18%	0%	109
<b>PACE</b>	86%	13%	1%	99
<b>NF (MLTSS)</b>	55%	43%	2%	99
<b>Sample Average</b>	<b>73%</b>	<b>25%</b>	<b>2%</b>	<b>744</b>

Table 14. Formal diagnosis: traumatic or acquired brain injury

	No	Yes	Don't Know/Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	83%	1%	16%	104
<b>Amerigroup (MLTSS/HCBS)</b>	95%	4%	1%	112
<b>Aetna (MLTSS/HCBS)</b>	96%	3%	2%	116
<b>UHC (MLTSS/HCBS)</b>	94%	3%	3%	103
<b>Horizon (MLTSS/HCBS)</b>	95%	5%	0%	109
<b>PACE</b>	98%	2%	0%	99
<b>NF (MLTSS)</b>	90%	5%	5%	97
<b>Sample Average</b>	<b>93%</b>	<b>3%</b>	<b>4%</b>	<b>740</b>

Table 15. Formal diagnosis: intellectual or other developmental disability

	No	Yes	Don't Know/Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	83%	0%	17%	103
<b>Amerigroup (MLTSS/HCBS)</b>	96%	2%	2%	114
<b>Aetna (MLTSS/HCBS)</b>	98%	1%	1%	116
<b>UHC (MLTSS/HCBS)</b>	91%	2%	7%	101
<b>Horizon (MLTSS/HCBS)</b>	95%	5%	0%	108
<b>PACE</b>	95%	5%	0%	101
<b>NF (MLTSS)</b>	89%	4%	7%	99
<b>Sample Average</b>	<b>93%</b>	<b>3%</b>	<b>5%</b>	<b>742</b>

Table 16. Level of mobility

	Non-ambulatory	Moves Self with Wheelchair	Moves Self with Other Aids	Moves Self Without Aids	Don't know/Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	6%	11%	79%	20%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	10%	25%	68%	26%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	11%	22%	57%	18%	0%	115
<b>UHC (MLTSS/HCBS)</b>	11%	19%	58%	21%	3%	103
<b>Horizon (MLTSS/HCBS)</b>	6%	26%	71%	10%	0%	109
<b>PACE</b>	1%	22%	63%	23%	0%	101
<b>NF (MLTSS)</b>	24%	50%	18%	11%	1%	98
<b>Sample Average</b>	<b>10%</b>	<b>25%</b>	<b>60%</b>	<b>19%</b>	<b>1%</b>	<b>747</b>

Table 17. History of frequent falls (more than two in a six-month period)

	No	Yes	Don't Know/Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	67%	26%	7%	107
<b>Amerigroup (MLTSS/HCBS)</b>	74%	25%	1%	114
<b>Aetna (MLTSS/HCBS)</b>	81%	19%	0%	116
<b>UHC (MLTSS/HCBS)</b>	74%	20%	6%	103
<b>Horizon (MLTSS/HCBS)</b>	73%	27%	0%	109
<b>PACE</b>	85%	14%	1%	100
<b>NF (MLTSS)</b>	85%	10%	5%	99
<b>Sample Average</b>	<b>77%</b>	<b>20%</b>	<b>3%</b>	<b>748</b>

Table 18. Receives Medicare

	No	Yes	Don't Know/Unclear	N
<b>WellCare (MLTSS/HCBS)</b>	9%	89%	3%	105
<b>Amerigroup (MLTSS/HCBS)</b>	17%	81%	3%	113
<b>Aetna (MLTSS/HCBS)</b>	12%	88%	0%	114
<b>UHC (MLTSS/HCBS)</b>	10%	90%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	8%	91%	1%	108
<b>PACE</b>	15%	84%	1%	98
<b>NF (MLTSS)</b>	13%	85%	2%	97
<b>Sample Average</b>	<b>12%</b>	<b>87%</b>	<b>1%</b>	<b>738</b>

Table 19. Length of receiving LTSS in current program

	0-5 months	6 months-less than 1 year	1 year-less than 3 years	3 or more years	Don't know	N
<b>WellCare (MLTSS/HCBS)</b>	0%	9%	67%	24%	0%	106
<b>Amerigroup (MLTSS/HCBS)</b>	1%	5%	63%	30%	1%	113
<b>Aetna (MLTSS/HCBS)</b>	1%	5%	89%	4%	1%	115
<b>UHC (MLTSS/HCBS)</b>	0%	6%	60%	34%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	0%	8%	49%	43%	0%	109
<b>PACE</b>	1%	5%	61%	33%	0%	99
<b>NF (MLTSS)</b>	0%	0%	74%	24%	2%	97
<b>Sample Average</b>	<b>0%</b>	<b>6%</b>	<b>66%</b>	<b>27%</b>	<b>1%</b>	<b>742</b>

Table 20. Has legal guardian

	No	Yes	Don't Know	N
<b>WellCare (MLTSS/HCBS)</b>	72%	12%	16%	106
<b>Amerigroup (MLTSS/HCBS)</b>	90%	7%	3%	113
<b>Aetna (MLTSS/HCBS)</b>	89%	9%	3%	115
<b>UHC (MLTSS/HCBS)</b>	77%	13%	11%	103
<b>Horizon (MLTSS/HCBS)</b>	94%	6%	0%	109
<b>PACE</b>	98%	2%	0%	98
<b>NF (MLTSS)</b>	87%	12%	1%	98
<b>Sample Average</b>	<b>87%</b>	<b>9%</b>	<b>5%</b>	<b>742</b>



Table 21. Proportion of people participating in a self-directed supports option (as defined and reported by the State – data derived from administrative records)

	No	Yes	Don't Know	N
<b>WellCare (MLTSS/HCBS)</b>	81%	19%	0%	67
<b>Amerigroup (MLTSS/HCBS)</b>	77%	23%	0%	112
<b>Aetna (MLTSS/HCBS)</b>	83%	17%	0%	116
<b>UHC (MLTSS/HCBS)</b>	81%	19%	0%	95
<b>Horizon (MLTSS/HCBS)</b>	87%	13%	0%	109
<b>PACE</b>	100%	0%	0%	100
<b>NF (MLTSS)</b>	97%	3%	0%	93
<b>Sample Average</b>	<b>86%</b>	<b>14%</b>	<b>0%</b>	<b>692</b>

## Community Participation

Table 22. Proportion of people who are as active in their community as they would like to be

	No	Sometimes	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	40%	17%	41%	2%	0%	86
<b>Amerigroup (MLTSS/HCBS)</b>	53%	9%	37%	1%	0%	78
<b>Aetna (MLTSS/HCBS)</b>	63%	14%	23%	0%	0%	83
<b>UHC (MLTSS/HCBS)</b>	47%	12%	36%	4%	0%	74
<b>Horizon (MLTSS/HCBS)</b>	44%	8%	49%	0%	0%	80
<b>PACE</b>	34%	12%	54%	0%	0%	97
<b>NF (MLTSS)</b>	59%	9%	30%	2%	0%	56
<b>Sample Average</b>	<b>47%</b>	<b>12%</b>	<b>39%</b>	<b>1%</b>	<b>0%</b>	<b>554</b>

Table 23a. Reasons that people are not as active in the community as they would like to be

	Cost/Money	Transportation	Accessibility/Lack of Equipment	Health Limitations	Not Enough Staffing/Assistance	Feeling Unwelcome in Community	N
<b>WellCare (MLTSS/HCBS)</b>	4%	27%	27%	88%	4%	0%	49
<b>Amerigroup (MLTSS/HCBS)</b>	21%	40%	19%	92%	23%	0%	48
<b>Aetna (MLTSS/HCBS)</b>	22%	24%	21%	75%	2%	2%	63
<b>UHC (MLTSS/HCBS)</b>	5%	18%	18%	66%	5%	2%	44
<b>Horizon (MLTSS/HCBS)</b>	12%	29%	15%	73%	5%	0%	41
<b>PACE</b>	13%	38%	18%	71%	13%	0%	45
<b>NF (MLTSS)</b>	14%	14%	14%	73%	8%	0%	37
<b>Sample Average</b>	<b>13%</b>	<b>27%</b>	<b>19%</b>	<b>77%</b>	<b>8%</b>	<b>1%</b>	<b>327</b>

Table 23b. Reasons that people are not as active in the community as they would like to be (continued)

	Feels Unsafe	No Activities Outside of Home	Lack of Info/Doesn't Know What's Available	Other	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	0%	0%	18%	2%	0%	49
<b>Amerigroup (MLTSS/HCBS)</b>	4%	2%	8%	2%	0%	0%	48
<b>Aetna (MLTSS/HCBS)</b>	0%	0%	3%	16%	2%	0%	63
<b>UHC (MLTSS/HCBS)</b>	2%	0%	2%	27%	0%	0%	44
<b>Horizon (MLTSS/HCBS)</b>	2%	2%	5%	27%	0%	0%	41
<b>PACE</b>	2%	0%	2%	9%	7%	0%	45
<b>NF (MLTSS)</b>	0%	11%	8%	8%	0%	0%	37
<b>Sample Average</b>	<b>2%</b>	<b>2%</b>	<b>4%</b>	<b>15%</b>	<b>2%</b>	<b>0%</b>	<b>327</b>

Table 24. Proportion of people who get to do the things they enjoy outside of their home as much as they want to

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	32%	64%	1%	2%	84
<b>Amerigroup (MLTSS/HCBS)</b>	42%	56%	1%	0%	78
<b>Aetna (MLTSS/HCBS)</b>	54%	43%	2%	0%	83
<b>UHC (MLTSS/HCBS)</b>	36%	62%	0%	3%	73
<b>Horizon (MLTSS/HCBS)</b>	32%	67%	1%	0%	82
<b>PACE</b>	30%	70%	0%	0%	98
<b>NF (MLTSS)</b>	53%	44%	4%	0%	55
<b>Sample Average</b>	<b>39%</b>	<b>59%</b>	<b>1%</b>	<b>1%</b>	<b>553</b>

## Choice and Decision Making

Table 25. Proportion of people who are able to choose their roommate (if in group setting<sup>66</sup> and have roommates)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	100%
Amerigroup (MLTSS/HCBS)	67%	0%	33%	0%	3
Aetna (MLTSS/HCBS)	100%	0%	0%	0%	3
UHC (MLTSS/HCBS)	62%	23%	8%	8%	13
Horizon (MLTSS/HCBS)	100%	0%	0%	0%	7
PACE	83%	0%	17%	0%	6
NF (MLTSS)	68%	24%	8%	0%	50
Sample Average	<b>72%</b>	<b>18%</b>	<b>8%</b>	<b>1%</b>	<b>83</b>

Table 26. Proportion of people who get up and go to bed when they want to

	No, Never	Some Days, Sometimes	Yes, Always/Almost Always	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	0%	17%	81%	0%	1%	86
Amerigroup (MLTSS/HCBS)	6%	10%	83%	0%	0%	78
Aetna (MLTSS/HCBS)	4%	16%	79%	1%	0%	81
UHC (MLTSS/HCBS)	4%	8%	88%	0%	0%	74
Horizon (MLTSS/HCBS)	1%	9%	90%	0%	0%	82
PACE	2%	6%	92%	0%	0%	98
NF (MLTSS)	6%	24%	69%	0%	2%	54
Sample Average	<b>3%</b>	<b>12%</b>	<b>84%</b>	<b>0%</b>	<b>0%</b>	<b>553</b>

<sup>66</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 27. Proportion of people who can eat their meals when they want to

	No, Never	Some Days, Sometimes	Yes, Always, Or Almost Always	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	13%	87%	0%	0%	0%	86
<b>Amerigroup (MLTSS/HCBS)</b>	1%	6%	92%	0%	0%	0%	77
<b>Aetna (MLTSS/HCBS)</b>	2%	12%	85%	0%	0%	0%	82
<b>UHC (MLTSS/HCBS)</b>	8%	4%	86%	1%	0%	0%	74
<b>Horizon (MLTSS/HCBS)</b>	6%	7%	86%	0%	0%	0%	81
<b>PACE</b>	5%	6%	89%	0%	0%	0%	99
<b>NF (MLTSS)</b>	21%	20%	55%	2%	2%	0%	56
<b>Sample Average</b>	<b>6%</b>	<b>9%</b>	<b>85%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>555</b>

Table 28. Proportion of people who are able to furnish and decorate their room however they want to (if in group setting<sup>67</sup>)

	Only in Some Ways, or Not at All	In Most Ways	In All Ways	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	50%	50%	0%	0%	2
<b>Amerigroup (MLTSS/HCBS)</b>	11%	56%	33%	0%	0%	9
<b>Aetna (MLTSS/HCBS)</b>	8%	62%	31%	0%	0%	13
<b>UHC (MLTSS/HCBS)</b>	0%	27%	68%	0%	5%	22
<b>Horizon (MLTSS/HCBS)</b>	21%	21%	47%	11%	0%	19
<b>PACE</b>	27%	36%	27%	9%	0%	11
<b>NF (MLTSS)</b>	24%	57%	17%	2%	0%	54
<b>Sample Average</b>	<b>17%</b>	<b>45%</b>	<b>34%</b>	<b>3%</b>	<b>1%</b>	<b>130</b>

<sup>67</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

## Relationships

Table 29. Proportion of people who are able to see or talk to friends and family when they want to (if have friends and family who don't live with them)

	No, or Rarely	Most of the Time, Usually, or Some Family/Friends	Yes, Always, or Chooses Not to	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	1%	14%	84%	0%	0%	83
Amerigroup (MLTSS/HCBS)	1%	9%	90%	0%	0%	68
Aetna (MLTSS/HCBS)	2%	6%	92%	0%	0%	66
UHC (MLTSS/HCBS)	2%	2%	95%	0%	2%	65
Horizon (MLTSS/HCBS)	1%	1%	97%	0%	0%	76
PACE	2%	13%	85%	0%	0%	94
NF (MLTSS)	6%	15%	79%	0%	0%	47
Sample Average	2%	9%	89%	0%	0%	499

Table 30. Reasons people aren't always able to see friends/family

	Availability of Transportation	Accessibility	Staffing/Personal Assistance Unavailable	Health Limitations	Someone Prevents Them or There are Restrictions	Other	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	46%	31%	0%	85%	0%	15%	8%	13
Amerigroup (MLTSS/HCBS)	29%	29%	0%	14%	0%	57%	0%	7
Aetna (MLTSS/HCBS)	40%	40%	0%	60%	0%	40%	0%	5
UHC (MLTSS/HCBS)	50%	0%	0%	100%	0%	0%	0%	2
Horizon (MLTSS/HCBS)	0%	0%	0%	0%	0%	100%	0%	2
PACE	7%	14%	0%	36%	7%	43%	0%	14
NF (MLTSS)	11%	33%	0%	44%	0%	44%	0%	9
Sample Average	25%	25%	0%	50%	2%	38%	2%	52

## Satisfaction

Table 31. Proportion of people who like where they are living

	No	In-between, Most of the Time	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	5%	7%	86%	1%	1%	86
Amerigroup (MLTSS/HCBS)	6%	3%	91%	0%	0%	78
Aetna (MLTSS/HCBS)	8%	10%	82%	0%	0%	83
UHC (MLTSS/HCBS)	7%	12%	81%	0%	0%	73
Horizon (MLTSS/HCBS)	5%	9%	87%	0%	0%	82
PACE	11%	11%	78%	0%	0%	98
NF (MLTSS)	22%	24%	55%	0%	0%	55
Sample Average	9%	10%	81%	0%	0%	555

Table 32a. Reasons for not liking where people are living

	Accessibility	Feels Unsafe in/ Dislikes Neighborhood	Feels Unsafe in Residence	Residence/Building Needs Repairs or Upkeep	Doesn't Feel Like Home	N
WellCare (MLTSS/HCBS)	40%	10%	0%	10%	0%	10
Amerigroup (MLTSS/HCBS)	43%	14%	0%	29%	14%	7
Aetna (MLTSS/HCBS)	40%	20%	13%	13%	20%	15
UHC (MLTSS/HCBS)	36%	14%	7%	0%	14%	14
Horizon (MLTSS/HCBS)	18%	9%	9%	0%	18%	11
PACE	9%	5%	0%	27%	36%	22
NF (MLTSS)	4%	0%	4%	4%	44%	25
Sample Average	22%	9%	5%	12%	26%	104

Table 32b. Reasons for not liking where people are living (continued)

	Layout/Size of Residence/Building	Problems with Neighbors/Residents/Housemates/Roommates	Problems with Staff	Insufficient Amount/Type of Staff	Wants More Independence/Control	N
<b>WellCare (MLTSS/HCBS)</b>	10%	0%	0%	0%	0%	10
<b>Amerigroup (MLTSS/HCBS)</b>	14%	0%	0%	0%	0%	7
<b>Aetna (MLTSS/HCBS)</b>	13%	7%	0%	0%	7%	15
<b>UHC (MLTSS/HCBS)</b>	7%	7%	7%	7%	0%	14
<b>Horizon (MLTSS/HCBS)</b>	18%	9%	9%	0%	18%	11
<b>PACE</b>	0%	18%	5%	0%	9%	22
<b>NF (MLTSS)</b>	0%	8%	4%	16%	16%	25
<b>Sample Average</b>	<b>7%</b>	<b>9%</b>	<b>4%</b>	<b>5%</b>	<b>9%</b>	<b>104</b>

Table 32c. Reasons for not liking where people live (continued)

	Wants More Privacy	Wants to Be Closer to Family/Friends	Feels Isolated from Community/Feels Lonely	Other	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	10%	10%	0%	30%	0%	0%	10
<b>Amerigroup (MLTSS/HCBS)</b>	14%	0%	0%	57%	0%	0%	7
<b>Aetna (MLTSS/HCBS)</b>	7%	0%	7%	33%	0%	0%	15
<b>UHC (MLTSS/HCBS)</b>	0%	7%	0%	36%	0%	0%	14
<b>Horizon (MLTSS/HCBS)</b>	27%	0%	0%	9%	0%	0%	11
<b>PACE</b>	5%	18%	0%	9%	0%	0%	22
<b>NF (MLTSS)</b>	12%	16%	8%	24%	4%	0%	25
<b>Sample Average</b>	<b>10%</b>	<b>10%</b>	<b>3%</b>	<b>25%</b>	<b>1%</b>	<b>0%</b>	<b>104</b>



Table 33. Proportion of people who would prefer to live somewhere else

	No	Maybe	Yes	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	82%	8%	7%	2%	85
<b>Amerigroup (MLTSS/HCBS)</b>	82%	4%	13%	1%	76
<b>Aetna (MLTSS/HCBS)</b>	72%	9%	19%	1%	81
<b>UHC (MLTSS/HCBS)</b>	76%	4%	19%	1%	74
<b>Horizon (MLTSS/HCBS)</b>	83%	4%	14%	0%	81
<b>PACE</b>	63%	12%	25%	0%	99
<b>NF (MLTSS)</b>	56%	15%	30%	0%	54
<b>Sample Average</b>	<b>74%</b>	<b>8%</b>	<b>18%</b>	<b>1%</b>	<b>550</b>

Table 34a. Where people would prefer to live (if would prefer to live somewhere else)

	Own/Different Own House/Apt	Family Member's House/Apt	Assisted Living/ Residential Care Facility	Group Home/Adult Family Home/Shared Living	N
<b>WellCare (MLTSS/HCBS)</b>	46%	8%	0%	0%	13
<b>Amerigroup (MLTSS/HCBS)</b>	69%	8%	8%	8%	13
<b>Aetna (MLTSS/HCBS)</b>	59%	0%	18%	0%	22
<b>UHC (MLTSS/HCBS)</b>	71%	6%	6%	0%	17
<b>Horizon (MLTSS/HCBS)</b>	64%	0%	7%	0%	14
<b>PACE</b>	51%	5%	5%	0%	37
<b>NF (MLTSS)</b>	50%	8%	21%	0%	24
<b>Sample Average</b>	<b>57%</b>	<b>5%</b>	<b>10%</b>	<b>1%</b>	<b>140</b>

Table 34b. Where people would prefer to live (if would prefer to live somewhere else) (continued)

	Nursing Facility	Other	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	31%	8%	8%	13
<b>Amerigroup (MLTSS/HCBS)</b>	0%	0%	8%	0%	13
<b>Aetna (MLTSS/HCBS)</b>	0%	9%	14%	0%	22
<b>UHC (MLTSS/HCBS)</b>	0%	12%	6%	0%	17
<b>Horizon (MLTSS/HCBS)</b>	0%	21%	7%	0%	14
<b>PACE</b>	3%	24%	11%	0%	37
<b>NF (MLTSS)</b>	0%	4%	17%	0%	24
<b>Sample Average</b>	<b>1%</b>	<b>15%</b>	<b>11%</b>	<b>1%</b>	<b>140</b>

Table 35. Proportion of people who like how they spend their time during the day

	No, Never	Some Days, Sometimes	Yes, Always, or Almost Always	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	39%	61%	0%	0%	85
<b>Amerigroup (MLTSS/HCBS)</b>	4%	43%	52%	1%	0%	77
<b>Aetna (MLTSS/HCBS)</b>	11%	50%	39%	0%	0%	80
<b>UHC (MLTSS/HCBS)</b>	11%	26%	63%	0%	0%	72
<b>Horizon (MLTSS/HCBS)</b>	11%	28%	58%	2%	0%	81
<b>PACE</b>	2%	42%	56%	0%	0%	97
<b>NF (MLTSS)</b>	13%	42%	42%	0%	4%	55
<b>Sample Average</b>	<b>7%</b>	<b>39%</b>	<b>53%</b>	<b>1%</b>	<b>0%</b>	<b>547</b>

Table 36. Proportion of people whose paid support staff change too often

	No	Some or Sometimes	Yes	N/A – Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	67%	19%	12%	2%	0%	0%	43
Amerigroup (MLTSS/HCBS)	73%	12%	10%	4%	2%	0%	52
Aetna (MLTSS/HCBS)	72%	16%	7%	5%	0%	0%	43
UHC (MLTSS/HCBS)	78%	4%	11%	4%	2%	0%	45
Horizon (MLTSS/HCBS)	79%	2%	10%	9%	0%	0%	58
PACE	62%	32%	5%	2%	0%	0%	66
NF (MLTSS)	63%	10%	19%	2%	6%	0%	48
Sample Average	<b>70%</b>	<b>14%</b>	<b>10%</b>	<b>4%</b>	<b>1%</b>	<b>0%</b>	<b>355</b>

Table 37. Proportion of people whose paid support staff do things the way they want them done

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	0%	10%	90%	0%	0%	42
Amerigroup (MLTSS/HCBS)	0%	19%	81%	0%	0%	52
Aetna (MLTSS/HCBS)	0%	23%	77%	0%	0%	43
UHC (MLTSS/HCBS)	0%	14%	86%	0%	0%	44
Horizon (MLTSS/HCBS)	2%	16%	83%	0%	0%	58
PACE	5%	17%	79%	0%	0%	66
NF (MLTSS)	10%	31%	58%	0%	0%	48
Sample Average	<b>3%</b>	<b>18%</b>	<b>79%</b>	<b>0%</b>	<b>0%</b>	<b>353</b>

## Service Coordination

Table 38. Proportion of people who know whom to contact if they want to make changes to their services

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	5%	15%	77%	2%	84
Amerigroup (MLTSS/HCBS)	8%	12%	81%	0%	78
Aetna (MLTSS/HCBS)	6%	19%	73%	1%	78
UHC (MLTSS/HCBS)	16%	9%	75%	0%	69
Horizon (MLTSS/HCBS)	5%	6%	89%	0%	80
PACE	1%	10%	89%	0%	98
NF (MLTSS)	11%	21%	66%	2%	56
Sample Average	<b>7%</b>	<b>13%</b>	<b>80%</b>	<b>1%</b>	<b>543</b>

Table 39. Proportion of people who know whom to contact if they need help with services or have a complaint<sup>68</sup>

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	8%	19%	71%	1%	84
Amerigroup (MLTSS/HCBS)	10%	8%	81%	1%	77
Aetna (MLTSS/HCBS)	10%	9%	78%	3%	78
UHC (MLTSS/HCBS)	15%	3%	82%	0%	66
Horizon (MLTSS/HCBS)	3%	15%	83%	0%	80
PACE	3%	9%	88%	0%	94
NF (MLTSS)	11%	13%	76%	0%	54
Sample Average	<b>8%</b>	<b>11%</b>	<b>80%</b>	<b>1%</b>	<b>533</b>

<sup>68</sup> New item added in 2018-2019.

Table 40. Proportion of people who reported having a case manager/care coordinator

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	2%	82%	15%	1%	106
<b>Amerigroup (MLTSS/HCBS)</b>	4%	94%	2%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	2%	92%	6%	1%	109
<b>UHC (MLTSS/HCBS)</b>	4%	87%	8%	1%	97
<b>Horizon (MLTSS/HCBS)</b>	0%	94%	6%	0%	108
<b>PACE</b>	0%	99%	1%	0%	99
<b>NF (MLTSS)</b>	5%	65%	29%	1%	99
<b>Sample Average</b>	<b>2%</b>	<b>88%</b>	<b>9%</b>	<b>1%</b>	<b>732</b>

Table 41. Proportion of people who can reach their case manager/care coordinator when they need to (if know they have case manager/care coordinator)

	No, or Only Sometimes	Most of the Time, Usually	Yes, Always	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	5%	11%	75%	9%	0%	87
<b>Amerigroup (MLTSS/HCBS)</b>	5%	15%	73%	6%	2%	106
<b>Aetna (MLTSS/HCBS)</b>	6%	24%	64%	6%	0%	99
<b>UHC (MLTSS/HCBS)</b>	12%	8%	76%	4%	0%	84
<b>Horizon (MLTSS/HCBS)</b>	6%	11%	77%	5%	1%	102
<b>PACE</b>	3%	25%	71%	1%	0%	97
<b>NF (MLTSS)</b>	11%	9%	69%	11%	0%	64
<b>Sample Average</b>	<b>6%</b>	<b>15%</b>	<b>72%</b>	<b>6%</b>	<b>0%</b>	<b>639</b>

Table 42. Proportion of people who receive information about their services in the language they prefer (if non-English) <sup>69</sup>

	No	Some Information	Yes, All Information	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	31%	8%	59%	1%	1%	97
<b>Amerigroup (MLTSS/HCBS)</b>	19%	21%	60%	0%	0%	81
<b>Aetna (MLTSS/HCBS)</b>	4%	18%	77%	1%	0%	73
<b>UHC (MLTSS/HCBS)</b>	13%	18%	67%	2%	0%	60
<b>Horizon (MLTSS/HCBS)</b>	22%	11%	67%	0%	0%	63
<b>PACE</b>	0%	9%	91%	0%	0%	32
<b>NF (MLTSS)</b>	9%	5%	84%	2%	0%	56
<b>Sample Average</b>	<b>16%</b>	<b>13%</b>	<b>69%</b>	<b>1%</b>	<b>0%</b>	<b>462</b>

Table 43. Proportion of people whose paid support staff show up and leave when they are supposed to

	No, Never or Rarely	Some or Usually	Yes, All Paid Support Staff, Always or Almost Always	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	9%	89%	2%	0%	0%	54
<b>Amerigroup (MLTSS/HCBS)</b>	0%	12%	85%	3%	0%	0%	75
<b>Aetna (MLTSS/HCBS)</b>	2%	19%	76%	2%	2%	0%	62
<b>UHC (MLTSS/HCBS)</b>	0%	11%	84%	3%	2%	0%	61
<b>Horizon (MLTSS/HCBS)</b>	0%	8%	84%	7%	0%	1%	73
<b>PACE</b>	1%	10%	87%	1%	0%	0%	67
<b>NF (MLTSS)</b>	1%	16%	78%	0%	5%	0%	81
<b>Sample Average</b>	<b>1%</b>	<b>12%</b>	<b>83%</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>	<b>473</b>

<sup>69</sup> Item previously reported in the "Access" domain.

Table 44. Proportion of people who have an emergency plan in place

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	11%	72%	13%	4%	107
<b>Amerigroup (MLTSS/HCBS)</b>	17%	77%	6%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	26%	55%	18%	0%	114
<b>UHC (MLTSS/HCBS)</b>	22%	64%	12%	2%	103
<b>Horizon (MLTSS/HCBS)</b>	11%	84%	5%	0%	107
<b>PACE</b>	32%	56%	12%	0%	101
<b>NF (MLTSS)</b>	11%	78%	9%	2%	100
<b>Sample Average</b>	<b>19%</b>	<b>70%</b>	<b>11%</b>	<b>1%</b>	<b>746</b>

Table 45. Proportion of people who want help planning for future changes in their needs

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	13%	74%	13%	0%	86
<b>Amerigroup (MLTSS/HCBS)</b>	34%	57%	9%	0%	77
<b>Aetna (MLTSS/HCBS)</b>	27%	70%	4%	0%	82
<b>UHC (MLTSS/HCBS)</b>	24%	65%	9%	1%	74
<b>Horizon (MLTSS/HCBS)</b>	30%	62%	7%	0%	82
<b>PACE</b>	18%	61%	13%	8%	99
<b>NF (MLTSS)</b>	50%	41%	9%	0%	54
<b>Sample Average</b>	<b>27%</b>	<b>62%</b>	<b>9%</b>	<b>2%</b>	<b>554</b>

Table 46. Proportion of people whose long-term care services meet their current needs and goals

	No, Not at All, Needs or Goals Are Not Met	Some Needs and Goals	Yes, Completely, All Needs and Goals	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	3%	31%	65%	0%	1%	106
<b>Amerigroup (MLTSS/HCBS)</b>	3%	22%	74%	1%	1%	111
<b>Aetna (MLTSS/HCBS)</b>	2%	33%	65%	0%	0%	111
<b>UHC (MLTSS/HCBS)</b>	6%	23%	69%	2%	1%	102
<b>Horizon (MLTSS/HCBS)</b>	2%	21%	75%	1%	1%	108
<b>PACE</b>	1%	10%	89%	0%	0%	101
<b>NF (MLTSS)</b>	2%	12%	83%	3%	0%	100
<b>Sample Average</b>	<b>3%</b>	<b>22%</b>	<b>74%</b>	<b>1%</b>	<b>1%</b>	<b>739</b>

Table 47a. Additional services might help meet people's needs and goals (if have unmet needs and goals)

	Skilled Nursing Facility, Nursing Home Services	Personal Care Assistance, Personal Care Services	Home Maker/ Chore Services	Healthcare Home Services, Home Health	Home Delivered Meals	N
<b>WellCare (MLTSS/HCBS)</b>	3%	22%	19%	5%	8%	37
<b>Amerigroup (MLTSS/HCBS)</b>	4%	46%	4%	7%	0%	28
<b>Aetna (MLTSS/HCBS)</b>	2%	30%	9%	2%	20%	44
<b>UHC (MLTSS/HCBS)</b>	10%	17%	17%	7%	7%	30
<b>Horizon (MLTSS/HCBS)</b>	4%	23%	12%	12%	19%	26
<b>PACE</b>	0%	0%	0%	0%	0%	11
<b>NF (MLTSS)</b>	13%	7%	7%	7%	0%	15
<b>Sample Average</b>	<b>5%</b>	<b>24%</b>	<b>11%</b>	<b>6%</b>	<b>10%</b>	<b>191</b>



Table 47b. Additional services might help meet people's needs and goals (if have unmet needs and goals) (continued)

	Adult Day Services	Transportation	Respite/Family Caregiver Support	Health Care	Mental Health Care	Dental Care	N
<b>WellCare (MLTSS/HCBS)</b>	14%	11%	0%	11%	3%	5%	37
<b>Amerigroup (MLTSS/HCBS)</b>	11%	7%	11%	4%	7%	14%	28
<b>Aetna (MLTSS/HCBS)</b>	0%	9%	5%	0%	0%	5%	44
<b>UHC (MLTSS/HCBS)</b>	3%	17%	3%	0%	3%	10%	30
<b>Horizon (MLTSS/HCBS)</b>	0%	8%	8%	8%	0%	0%	26
<b>PACE</b>	0%	0%	0%	0%	0%	0%	11
<b>NF (MLTSS)</b>	0%	0%	0%	13%	0%	33%	15
<b>Sample Average</b>	<b>5%</b>	<b>9%</b>	<b>4%</b>	<b>5%</b>	<b>2%</b>	<b>8%</b>	<b>191</b>

Table 47c. Additional services might help meet people's needs and goals (if have unmet needs and goals) (continued)

	Housing Assistance	Heating/Cooling Assistance	Hospice	Funeral Planning	Other	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	5%	0%	5%	5%	30%	27%	3%	37
<b>Amerigroup (MLTSS/HCBS)</b>	11%	7%	0%	7%	32%	0%	0%	28
<b>Aetna (MLTSS/HCBS)</b>	14%	2%	0%	0%	66%	11%	2%	44
<b>UHC (MLTSS/HCBS)</b>	20%	0%	0%	0%	57%	7%	0%	30
<b>Horizon (MLTSS/HCBS)</b>	42%	15%	0%	0%	54%	0%	0%	26
<b>PACE</b>	36%	0%	0%	0%	27%	27%	9%	11
<b>NF (MLTSS)</b>	7%	0%	0%	0%	40%	27%	0%	15
<b>Sample Average</b>	<b>17%</b>	<b>4%</b>	<b>1%</b>	<b>2%</b>	<b>47%</b>	<b>13%</b>	<b>2%</b>	<b>191</b>

Table 48. Proportion of people whose case manager/care coordinator talked to them about services that might help with their unmet needs and goals (if have unmet needs and goals and know they have case manager/care coordinator)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	27%	64%	9%	0%	22
<b>Amerigroup (MLTSS/HCBS)</b>	27%	62%	8%	4%	26
<b>Aetna (MLTSS/HCBS)</b>	57%	40%	3%	0%	35
<b>UHC (MLTSS/HCBS)</b>	46%	54%	0%	0%	24
<b>Horizon (MLTSS/HCBS)</b>	28%	60%	8%	4%	25
<b>PACE</b>	10%	80%	10%	0%	10
<b>NF (MLTSS)</b>	56%	22%	22%	0%	9
<b>Sample Average</b>	<b>38%</b>	<b>54%</b>	<b>7%</b>	<b>1%</b>	<b>151</b>

Table 49a. How people first find out about the services available to them

	Friend	Family	ADRC; AAA; CIL	State/County Agency	Case Manager/ Care Coordinator	Doctor/ Hospital/Clinic	N
<b>WellCare (MLTSS/HCBS)</b>	32%	23%	1%	13%	4%	20%	104
<b>Amerigroup (MLTSS/HCBS)</b>	16%	18%	0%	13%	13%	26%	109
<b>Aetna (MLTSS/HCBS)</b>	13%	24%	2%	11%	26%	18%	98
<b>UHC (MLTSS/HCBS)</b>	12%	25%	5%	17%	13%	22%	93
<b>Horizon (MLTSS/HCBS)</b>	12%	16%	3%	22%	9%	20%	105
<b>PACE</b>	28%	31%	3%	2%	11%	13%	90
<b>NF (MLTSS)</b>	3%	40%	0%	8%	3%	30%	98
<b>Sample Average</b>	<b>16%</b>	<b>25%</b>	<b>2%</b>	<b>13%</b>	<b>11%</b>	<b>21%</b>	<b>697</b>

Table 49b. How people first find out about the services available to them (continued)

	Other Provider or Provider Agency	Media/Newspaper/ TV/Radio/Ad	Internet/ Website	Other	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	9%	3%	1%	8%	3%	0%	104
<b>Amerigroup (MLTSS/HCBS)</b>	11%	2%	3%	0%	6%	0%	109
<b>Aetna (MLTSS/HCBS)</b>	6%	4%	0%	0%	2%	0%	98
<b>UHC (MLTSS/HCBS)</b>	10%	1%	1%	1%	8%	0%	93
<b>Horizon (MLTSS/HCBS)</b>	15%	0%	2%	0%	9%	0%	105
<b>PACE</b>	10%	1%	0%	1%	4%	0%	90
<b>NF (MLTSS)</b>	6%	1%	0%	1%	12%	2%	98
<b>Sample Average</b>	<b>10%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>6%</b>	<b>0%</b>	<b>697</b>

Table 50. Proportion of people who have someone that helps them at home or in the community on a regular basis (at least once a week)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	2%	98%	0%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	6%	94%	0%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	8%	92%	0%	0%	114
<b>UHC (MLTSS/HCBS)</b>	12%	86%	2%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	2%	98%	0%	0%	109
<b>PACE</b>	10%	90%	0%	0%	99
<b>NF (MLTSS)</b>	6%	94%	0%	0%	101
<b>Sample Average</b>	<b>6%</b>	<b>93%</b>	<b>0%</b>	<b>0%</b>	<b>747</b>

Table 51. Who helps people most often (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/Partner	Paid Friend	Unpaid Family Member or Spouse/Partner	Unpaid Friend or Volunteer	Other	Don't Know	Unclear/ Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	61%	8%	1%	28%	2%	1%	0%	0%	105
<b>Amerigroup (MLTSS/HCBS)</b>	57%	20%	0%	19%	4%	1%	0%	0%	107
<b>Aetna (MLTSS/HCBS)</b>	49%	14%	0%	34%	3%	0%	0%	0%	105
<b>UHC (MLTSS/HCBS)</b>	54%	12%	2%	28%	1%	2%	0%	0%	89
<b>Horizon (MLTSS/HCBS)</b>	63%	12%	0%	24%	1%	0%	0%	0%	106
<b>PACE</b>	71%	0%	0%	26%	2%	0%	0%	0%	87
<b>NF (MLTSS)</b>	92%	2%	0%	6%	0%	0%	0%	0%	95
<b>Sample Average</b>	<b>63%</b>	<b>10%</b>	<b>0%</b>	<b>24%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>694</b>

Table 52. Who else helps (if anybody provides support on a regular basis)

	Paid Support Worker - Not a Friend or Relative	Paid Family Member or Spouse/ Partner	Paid Friend	Unpaid Family Member or Spouse/ Partner	Unpaid Friend or Volunteer	Other	No One Else Provides Support	Don't Know	Unclear/ Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	37%	4%	0%	62%	3%	8%	10%	1%	0%	105
<b>Amerigroup (MLTSS/HCBS)</b>	15%	1%	1%	64%	10%	2%	15%	0%	0%	107
<b>Aetna (MLTSS/HCBS)</b>	20%	6%	1%	61%	6%	3%	19%	0%	1%	105
<b>UHC (MLTSS/HCBS)</b>	34%	8%	0%	54%	3%	2%	15%	0%	1%	89
<b>Horizon (MLTSS/HCBS)</b>	26%	5%	1%	48%	10%	0%	20%	0%	0%	107
<b>PACE</b>	9%	1%	0%	36%	10%	2%	43%	0%	0%	87
<b>NF (MLTSS)</b>	23%	0%	0%	48%	2%	0%	28%	0%	0%	95
<b>Sample Average</b>	<b>24%</b>	<b>3%</b>	<b>0%</b>	<b>54%</b>	<b>6%</b>	<b>2%</b>	<b>21%</b>	<b>0%</b>	<b>0%</b>	<b>695</b>

Table 53. Proportion of people who have a backup plan if their paid support staff don't show up

	No	Yes	Paid Support Staff Is Live-In	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	15%	74%	4%	6%	2%	54
<b>Amerigroup (MLTSS/HCBS)</b>	12%	81%	1%	5%	1%	77
<b>Aetna (MLTSS/HCBS)</b>	25%	63%	5%	6%	0%	63
<b>UHC (MLTSS/HCBS)</b>	16%	64%	10%	10%	0%	61
<b>Horizon (MLTSS/HCBS)</b>	21%	64%	9%	5%	0%	75
<b>PACE</b>	7%	84%	1%	7%	0%	68
<b>NF (MLTSS)</b>	7%	75%	6%	8%	4%	84
<b>Sample Average</b>	<b>15%</b>	<b>72%</b>	<b>5%</b>	<b>7%</b>	<b>1%</b>	<b>482</b>

## Care Coordination

Table 54. Proportion of people who stayed overnight in a hospital or rehabilitation facility in past year (and were discharged to go home/back where they live)

	Yes	No	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	63%	35%	1%	1%	105
<b>Amerigroup (MLTSS/HCBS)</b>	66%	34%	0%	0%	113
<b>Aetna (MLTSS/HCBS)</b>	81%	18%	1%	0%	115
<b>UHC (MLTSS/HCBS)</b>	75%	21%	4%	0%	100
<b>Horizon (MLTSS/HCBS)</b>	60%	38%	3%	0%	109
<b>PACE</b>	68%	31%	1%	0%	100
<b>NF (MLTSS)</b>	77%	20%	2%	1%	100
<b>Sample Average</b>	<b>70%</b>	<b>28%</b>	<b>2%</b>	<b>0%</b>	<b>742</b>

Table 55. Proportion of people who felt comfortable and supported enough to go home (or where they live) after being discharged from a hospital or rehabilitation facility in the past year

	No	In-between	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	9%	6%	83%	3%	0%	35
<b>Amerigroup (MLTSS/HCBS)</b>	13%	5%	82%	0%	0%	38
<b>Aetna (MLTSS/HCBS)</b>	0%	10%	90%	0%	0%	21
<b>UHC (MLTSS/HCBS)</b>	5%	5%	90%	0%	0%	21
<b>Horizon (MLTSS/HCBS)</b>	8%	0%	92%	0%	0%	39
<b>PACE</b>	10%	6%	84%	0%	0%	31
<b>NF (MLTSS)</b>	10%	5%	80%	0%	5%	20
<b>Sample Average</b>	<b>8%</b>	<b>5%</b>	<b>86%</b>	<b>0%</b>	<b>0%</b>	<b>205</b>

Table 56. Proportion of people who had someone follow up with them after being discharged from a hospital or rehabilitation facility in the past year

	No	Yes	Didn't Need/Want Follow-Up	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	14%	76%	0%	11%	0%	37
<b>Amerigroup (MLTSS/HCBS)</b>	18%	71%	5%	5%	0%	38
<b>Aetna (MLTSS/HCBS)</b>	10%	86%	0%	5%	0%	21
<b>UHC (MLTSS/HCBS)</b>	10%	86%	0%	5%	0%	21
<b>Horizon (MLTSS/HCBS)</b>	13%	79%	0%	8%	0%	38
<b>PACE</b>	10%	77%	3%	10%	0%	30
<b>NF (MLTSS)</b>	20%	50%	0%	25%	5%	20
<b>Sample Average</b>	<b>14%</b>	<b>75%</b>	<b>1%</b>	<b>9%</b>	<b>0%</b>	<b>205</b>

Table 57. Proportion of people who know how to manage their chronic condition(s)

	No	In-between, Some Conditions	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	20%	12%	63%	4%	2%	107
<b>Amerigroup (MLTSS/HCBS)</b>	20%	11%	69%	0%	0%	111
<b>Aetna (MLTSS/HCBS)</b>	13%	7%	78%	2%	0%	110
<b>UHC (MLTSS/HCBS)</b>	12%	7%	77%	3%	1%	98
<b>Horizon (MLTSS/HCBS)</b>	12%	8%	79%	0%	0%	107
<b>PACE</b>	5%	13%	81%	1%	0%	100
<b>NF (MLTSS)</b>	28%	17%	49%	5%	0%	99
<b>Sample Average</b>	<b>16%</b>	<b>11%</b>	<b>71%</b>	<b>2%</b>	<b>0%</b>	<b>732</b>

Table 58. Proportion of people with concerns about falling or being unstable<sup>70</sup>

	No	Sometimes	Yes, Often	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	26%	18%	56%	0%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	30%	24%	46%	0%	1%	114
<b>Aetna (MLTSS/HCBS)</b>	37%	26%	36%	1%	0%	114
<b>UHC (MLTSS/HCBS)</b>	44%	21%	32%	3%	0%	102
<b>Horizon (MLTSS/HCBS)</b>	33%	21%	46%	0%	0%	107
<b>PACE</b>	31%	42%	27%	1%	0%	101
<b>NF (MLTSS)</b>	44%	32%	23%	1%	1%	101
<b>Sample Average</b>	<b>35%</b>	<b>26%</b>	<b>38%</b>	<b>1%</b>	<b>0%</b>	<b>746</b>

Table 59. Proportion of people with concerns about falling or being unstable who had somebody talk to them or work with them to reduce the risk<sup>71</sup>

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	13%	85%	3%	0%	79
<b>Amerigroup (MLTSS/HCBS)</b>	11%	89%	0%	0%	79
<b>Aetna (MLTSS/HCBS)</b>	21%	79%	0%	0%	71
<b>UHC (MLTSS/HCBS)</b>	15%	80%	5%	0%	55
<b>Horizon (MLTSS/HCBS)</b>	6%	94%	0%	0%	72
<b>PACE</b>	6%	94%	0%	0%	69
<b>NF (MLTSS)</b>	9%	87%	2%	2%	54
<b>Sample Average</b>	<b>11%</b>	<b>87%</b>	<b>1%</b>	<b>0%</b>	<b>479</b>

<sup>70</sup> Item previously reported in the "Safety" domain.

<sup>71</sup> Item previously reported in the "Safety" domain.



## Access to Community<sup>72</sup>

Table 60. Proportion of people who have transportation when they want to do things outside of their home (non-medical) <sup>73</sup>

	No	Sometimes	Yes	Doesn't Want to	Don't Know	Unclear/ Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	7%	14%	76%	2%	0%	1%	105
<b>Amerigroup (MLTSS/HCBS)</b>	25%	12%	57%	5%	1%	0%	110
<b>Aetna (MLTSS/HCBS)</b>	28%	15%	50%	5%	1%	1%	115
<b>UHC (MLTSS/HCBS)</b>	16%	14%	60%	10%	1%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	10%	19%	66%	5%	0%	0%	109
<b>PACE</b>	11%	26%	62%	0%	1%	0%	101
<b>NF (MLTSS)</b>	21%	16%	44%	14%	2%	2%	99
<b>Sample Average</b>	<b>17%</b>	<b>16%</b>	<b>60%</b>	<b>6%</b>	<b>1%</b>	<b>1%</b>	<b>742</b>

Table 61. Proportion of people who have transportation to get to medical appointments when they need to<sup>74</sup>

	No	Sometimes	Yes	Doesn't Go to Medical Appointments	Don't Know	Unclear/ Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	1%	8%	90%	1%	0%	0%	106
<b>Amerigroup (MLTSS/HCBS)</b>	4%	1%	95%	1%	0%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	3%	1%	92%	3%	0%	0%	115
<b>UHC (MLTSS/HCBS)</b>	4%	4%	83%	9%	0%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	4%	1%	91%	5%	0%	0%	108
<b>PACE</b>	0%	1%	99%	0%	0%	0%	100
<b>NF (MLTSS)</b>	2%	1%	70%	27%	0%	0%	100
<b>Sample Average</b>	<b>3%</b>	<b>2%</b>	<b>89%</b>	<b>6%</b>	<b>0%</b>	<b>0%</b>	<b>746</b>

<sup>72</sup> New domain in 2018-2019.

<sup>73</sup> Item previously reported in the "Access" domain.

<sup>74</sup> Item previously reported in the "Access" domain.

## Access to Needed Equipment<sup>75</sup>

Table 62. Proportion of people who need grab bars in the bathroom or elsewhere in their home<sup>76</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	12%	79%	2%	7%	0%	1%	107
Amerigroup (MLTSS/HCBS)	11%	73%	1%	15%	0%	0%	114
Aetna (MLTSS/HCBS)	21%	57%	4%	17%	1%	0%	116
UHC (MLTSS/HCBS)	15%	76%	2%	8%	0%	0%	103
Horizon (MLTSS/HCBS)	15%	72%	1%	12%	1%	0%	109
PACE	21%	76%	1%	2%	0%	0%	101
NF (MLTSS)	4%	94%	2%	0%	0%	0%	101
Sample Average	14%	75%	2%	9%	0%	0%	751

Table 63. Proportion of people who need bathroom modifications (other than grab bars)<sup>77</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	56%	42%	1%	1%	1%	0%	106
Amerigroup (MLTSS/HCBS)	56%	33%	1%	9%	2%	0%	113
Aetna (MLTSS/HCBS)	51%	36%	4%	9%	0%	0%	115
UHC (MLTSS/HCBS)	45%	47%	2%	6%	1%	0%	103
Horizon (MLTSS/HCBS)	43%	49%	3%	6%	0%	0%	107
PACE	34%	64%	0%	1%	1%	0%	100
NF (MLTSS)	15%	79%	2%	2%	2%	0%	100
Sample Average	43%	49%	2%	5%	1%	0%	744

<sup>75</sup> New domain in 2018-2019.

<sup>76</sup> Item previously reported in the "Access" domain.

<sup>77</sup> Item previously reported in the "Access" domain.

Table 64. Proportion of people who need a specialized bed<sup>78</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	75%	17%	0%	8%	0%	0%	106
Amerigroup (MLTSS/HCBS)	63%	27%	4%	6%	0%	0%	114
Aetna (MLTSS/HCBS)	68%	22%	4%	5%	1%	0%	116
UHC (MLTSS/HCBS)	63%	27%	6%	3%	1%	0%	102
Horizon (MLTSS/HCBS)	69%	22%	4%	5%	1%	0%	108
PACE	72%	26%	1%	1%	0%	0%	101
NF (MLTSS)	9%	88%	3%	0%	0%	0%	101
Sample Average	60%	32%	3%	4%	0%	0%	748

Table 65. Proportion of people who need a ramp or stair lift in or outside the home<sup>79</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	46%	37%	1%	10%	4%	2%	107
Amerigroup (MLTSS/HCBS)	51%	30%	1%	18%	0%	0%	113
Aetna (MLTSS/HCBS)	63%	27%	0%	9%	1%	0%	115
UHC (MLTSS/HCBS)	60%	27%	4%	8%	0%	1%	103
Horizon (MLTSS/HCBS)	61%	26%	3%	7%	3%	0%	108
PACE	61%	36%	0%	2%	1%	0%	101
NF (MLTSS)	24%	67%	2%	0%	7%	0%	101
Sample Average	53%	35%	1%	8%	2%	0%	748

<sup>78</sup> Item previously reported in the "Access" domain.<sup>79</sup> Item previously reported in the "Access" domain.

Table 66. Proportion of people who need some other home modification(s) <sup>80</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	37%	46%	1%	1%	12%	3%	68
<b>Amerigroup (MLTSS/HCBS)</b>	70%	6%	0%	6%	16%	2%	63
<b>Aetna (MLTSS/HCBS)</b>	50%	24%	3%	5%	10%	8%	62
<b>UHC (MLTSS/HCBS)</b>	45%	23%	3%	3%	15%	13%	40
<b>Horizon (MLTSS/HCBS)</b>	54%	12%	3%	3%	9%	19%	67
<b>PACE</b>	64%	18%	0%	2%	15%	1%	89
<b>NF (MLTSS)</b>	66%	3%	0%	0%	15%	15%	65
<b>Sample Average</b>	<b>56%</b>	<b>19%</b>	<b>1%</b>	<b>3%</b>	<b>13%</b>	<b>8%</b>	<b>454</b>

Table 67. Proportion of people who need a walker<sup>81</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	41%	55%	3%	1%	0%	0%	105
<b>Amerigroup (MLTSS/HCBS)</b>	30%	67%	2%	2%	0%	0%	111
<b>Aetna (MLTSS/HCBS)</b>	30%	62%	4%	3%	0%	0%	115
<b>UHC (MLTSS/HCBS)</b>	39%	53%	5%	3%	0%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	26%	64%	5%	6%	0%	0%	107
<b>PACE</b>	40%	59%	1%	0%	0%	0%	101
<b>NF (MLTSS)</b>	68%	29%	0%	1%	2%	0%	101
<b>Sample Average</b>	<b>39%</b>	<b>56%</b>	<b>3%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>743</b>

<sup>80</sup> Item previously reported in the "Access" domain.

<sup>81</sup> Item previously reported in the "Access" domain.

Table 68. Proportion of people who need a scooter<sup>82</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	95%	2%	0%	3%	0%	0%	106
Amerigroup (MLTSS/HCBS)	92%	4%	1%	3%	0%	0%	112
Aetna (MLTSS/HCBS)	84%	7%	0%	9%	1%	0%	116
UHC (MLTSS/HCBS)	93%	2%	2%	2%	1%	0%	102
Horizon (MLTSS/HCBS)	90%	7%	1%	3%	0%	0%	106
PACE	92%	7%	0%	1%	0%	0%	101
NF (MLTSS)	95%	3%	0%	1%	1%	0%	101
Sample Average	<b>91%</b>	<b>5%</b>	<b>1%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>744</b>

Table 69. Proportion of people who need a wheelchair<sup>83</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	55%	34%	6%	6%	0%	0%	107
Amerigroup (MLTSS/HCBS)	51%	40%	4%	4%	0%	0%	113
Aetna (MLTSS/HCBS)	55%	33%	6%	6%	0%	0%	115
UHC (MLTSS/HCBS)	48%	43%	6%	4%	0%	0%	103
Horizon (MLTSS/HCBS)	45%	44%	6%	4%	0%	0%	108
PACE	65%	32%	2%	1%	0%	0%	100
NF (MLTSS)	24%	68%	7%	1%	0%	0%	99
Sample Average	<b>49%</b>	<b>42%</b>	<b>5%</b>	<b>4%</b>	<b>0%</b>	<b>0%</b>	<b>745</b>

<sup>82</sup> Item previously reported in the "Access" domain.<sup>83</sup> Item previously reported in the "Access" domain.

Table 70. Proportion of people who need hearing aids<sup>84</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	67%	20%	5%	8%	0%	0%	106
Amerigroup (MLTSS/HCBS)	77%	14%	0%	9%	0%	0%	113
Aetna (MLTSS/HCBS)	80%	9%	4%	4%	3%	0%	114
UHC (MLTSS/HCBS)	78%	13%	4%	3%	2%	0%	101
Horizon (MLTSS/HCBS)	78%	12%	5%	6%	0%	0%	108
PACE	81%	12%	4%	3%	0%	0%	101
NF (MLTSS)	78%	12%	0%	7%	2%	1%	98
Sample Average	<b>77%</b>	<b>13%</b>	<b>3%</b>	<b>6%</b>	<b>1%</b>	<b>0%</b>	<b>741</b>

Table 71. Proportion of people who need glasses<sup>85</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	10%	83%	4%	3%	0%	0%	106
Amerigroup (MLTSS/HCBS)	14%	77%	6%	2%	1%	0%	113
Aetna (MLTSS/HCBS)	22%	63%	10%	5%	0%	0%	115
UHC (MLTSS/HCBS)	18%	71%	7%	4%	1%	0%	102
Horizon (MLTSS/HCBS)	11%	76%	10%	2%	1%	0%	108
PACE	8%	85%	7%	0%	0%	0%	100
NF (MLTSS)	37%	52%	5%	4%	1%	1%	97
Sample Average	<b>17%</b>	<b>72%</b>	<b>7%</b>	<b>3%</b>	<b>1%</b>	<b>0%</b>	<b>741</b>

<sup>84</sup> Item previously reported in the "Access" domain.<sup>85</sup> Item previously reported in the "Access" domain.

Table 72. Proportion of people who need a CPAP machine<sup>86</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	94%	6%	0%	0%	0%	0%	103
<b>Amerigroup (MLTSS/HCBS)</b>	95%	4%	0%	1%	0%	0%	111
<b>Aetna (MLTSS/HCBS)</b>	90%	7%	3%	1%	0%	0%	116
<b>UHC (MLTSS/HCBS)</b>	94%	3%	2%	0%	1%	0%	101
<b>Horizon (MLTSS/HCBS)</b>	90%	8%	1%	1%	0%	0%	107
<b>PACE</b>	76%	17%	0%	1%	3%	3%	101
<b>NF (MLTSS)</b>	92%	7%	0%	0%	1%	0%	99
<b>Sample Average</b>	<b>90%</b>	<b>7%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>738</b>

Table 73. Proportion of people who need a personal emergency response system<sup>87</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	39%	50%	1%	5%	5%	1%	106
<b>Amerigroup (MLTSS/HCBS)</b>	25%	66%	1%	7%	1%	0%	113
<b>Aetna (MLTSS/HCBS)</b>	29%	63%	2%	6%	0%	0%	111
<b>UHC (MLTSS/HCBS)</b>	25%	62%	3%	5%	4%	2%	102
<b>Horizon (MLTSS/HCBS)</b>	24%	67%	3%	5%	1%	0%	107
<b>PACE</b>	42%	54%	0%	3%	0%	1%	99
<b>NF (MLTSS)</b>	55%	42%	1%	1%	1%	0%	101
<b>Sample Average</b>	<b>34%</b>	<b>58%</b>	<b>1%</b>	<b>5%</b>	<b>2%</b>	<b>1%</b>	<b>739</b>

<sup>86</sup> Item previously reported in the "Access" domain.

<sup>87</sup> Item previously reported in the "Access" domain.

Table 74. Proportion of people who need an oxygen machine<sup>88</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	87%	13%	0%	0%	0%	0%	107
Amerigroup (MLTSS/HCBS)	88%	11%	1%	1%	0%	0%	112
Aetna (MLTSS/HCBS)	88%	9%	0%	3%	0%	0%	113
UHC (MLTSS/HCBS)	90%	5%	1%	1%	3%	0%	103
Horizon (MLTSS/HCBS)	89%	10%	0%	1%	0%	0%	108
PACE	82%	13%	0%	1%	1%	3%	100
NF (MLTSS)	94%	6%	0%	0%	0%	0%	98
Sample Average	<b>88%</b>	<b>10%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>741</b>

Table 75. Proportion of people who need some other assistive device(s)<sup>89</sup>

	Doesn't Have and Doesn't Need	Has, Doesn't Need a Replacement	Has, But Needs a Replacement	Needs, But Doesn't Have	Don't Know	Unclear/ Refused/ No Response	N
WellCare (MLTSS/HCBS)	23%	54%	0%	1%	15%	7%	74
Amerigroup (MLTSS/HCBS)	66%	18%	0%	3%	10%	3%	61
Aetna (MLTSS/HCBS)	67%	13%	5%	6%	8%	2%	64
UHC (MLTSS/HCBS)	31%	45%	2%	5%	9%	9%	58
Horizon (MLTSS/HCBS)	37%	33%	6%	4%	7%	13%	84
PACE	67%	15%	1%	0%	16%	0%	79
NF (MLTSS)	71%	3%	0%	0%	12%	14%	66
Sample Average	<b>51%</b>	<b>26%</b>	<b>2%</b>	<b>3%</b>	<b>11%</b>	<b>7%</b>	<b>486</b>

<sup>88</sup> New item added in 2018-2019.<sup>89</sup> Item previously reported in the "Access" domain.



## Safety

Table 76. Proportion of people who feel safe at home

	Rarely or Never	Always or Most of the Time	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	1%	96%	1%	1%	84
<b>Amerigroup (MLTSS/HCBS)</b>	5%	95%	0%	0%	78
<b>Aetna (MLTSS/HCBS)</b>	5%	94%	0%	1%	81
<b>UHC (MLTSS/HCBS)</b>	7%	91%	1%	1%	74
<b>Horizon (MLTSS/HCBS)</b>	5%	94%	1%	0%	81
<b>PACE</b>	2%	98%	0%	0%	97
<b>NF (MLTSS)</b>	9%	91%	0%	0%	55
<b>Sample Average</b>	<b>5%</b>	<b>94%</b>	<b>1%</b>	<b>1%</b>	<b>550</b>

Table 77. Proportion of people who feel safe around their paid support staff

	No, Not All Paid Support Staff or Not Always	Yes, All Paid Support Staff, Always	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	100%	0%	0%	43
<b>Amerigroup (MLTSS/HCBS)</b>	2%	98%	0%	0%	52
<b>Aetna (MLTSS/HCBS)</b>	5%	93%	2%	0%	43
<b>UHC (MLTSS/HCBS)</b>	0%	100%	0%	0%	45
<b>Horizon (MLTSS/HCBS)</b>	2%	96%	2%	0%	57
<b>PACE</b>	2%	98%	0%	0%	66
<b>NF (MLTSS)</b>	13%	85%	2%	0%	48
<b>Sample Average</b>	<b>3%</b>	<b>96%</b>	<b>1%</b>	<b>0%</b>	<b>354</b>

Table 78. Proportion of people who are ever worried for the security of their personal belongings

	No, Never	Yes, At Least Sometimes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	85%	10%	1%	4%	82
<b>Amerigroup (MLTSS/HCBS)</b>	88%	10%	1%	0%	77
<b>Aetna (MLTSS/HCBS)</b>	84%	16%	0%	0%	81
<b>UHC (MLTSS/HCBS)</b>	81%	16%	3%	0%	74
<b>Horizon (MLTSS/HCBS)</b>	90%	10%	0%	0%	81
<b>PACE</b>	87%	13%	0%	0%	97
<b>NF (MLTSS)</b>	75%	23%	2%	0%	56
<b>Sample Average</b>	<b>85%</b>	<b>14%</b>	<b>1%</b>	<b>1%</b>	<b>548</b>

Table 79. Proportion of people whose money was taken or used without their permission in the last 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	95%	1%	0%	3%	86
<b>Amerigroup (MLTSS/HCBS)</b>	100%	0%	0%	0%	78
<b>Aetna (MLTSS/HCBS)</b>	100%	0%	0%	0%	82
<b>UHC (MLTSS/HCBS)</b>	95%	3%	1%	1%	74
<b>Horizon (MLTSS/HCBS)</b>	98%	2%	0%	0%	81
<b>PACE</b>	94%	6%	0%	0%	96
<b>NF (MLTSS)</b>	95%	4%	0%	2%	56
<b>Sample Average</b>	<b>97%</b>	<b>2%</b>	<b>0%</b>	<b>1%</b>	<b>553</b>

Table 80. Proportion of people who are able to get to safety quickly in case of an emergency like a house fire

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	15%	67%	18%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	28%	64%	8%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	26%	62%	11%	1%	114
<b>UHC (MLTSS/HCBS)</b>	20%	66%	13%	1%	103
<b>Horizon (MLTSS/HCBS)</b>	13%	77%	9%	0%	106
<b>PACE</b>	8%	71%	19%	1%	98
<b>NF (MLTSS)</b>	26%	59%	14%	1%	100
<b>Sample Average</b>	<b>20%</b>	<b>67%</b>	<b>13%</b>	<b>1%</b>	<b>742</b>

## Health Care

Table 81. Proportion of people who have gone to the emergency room for any reason in the past year

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	54%	43%	3%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	58%	42%	0%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	54%	45%	2%	0%	112
<b>UHC (MLTSS/HCBS)</b>	60%	37%	3%	0%	102
<b>Horizon (MLTSS/HCBS)</b>	51%	47%	2%	0%	109
<b>PACE</b>	62%	38%	0%	0%	101
<b>NF (MLTSS)</b>	72%	23%	5%	0%	101
<b>Sample Average</b>	<b>59%</b>	<b>39%</b>	<b>2%</b>	<b>0%</b>	<b>746</b>

Table 82. Proportion of people whose emergency room visit in the past year was due to falling or losing balance

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	65%	26%	7%	2%	46
<b>Amerigroup (MLTSS/HCBS)</b>	56%	42%	2%	0%	48
<b>Aetna (MLTSS/HCBS)</b>	72%	28%	0%	0%	50
<b>UHC (MLTSS/HCBS)</b>	58%	42%	0%	0%	38
<b>Horizon (MLTSS/HCBS)</b>	66%	34%	0%	0%	50
<b>PACE</b>	71%	29%	0%	0%	38
<b>NF (MLTSS)</b>	65%	30%	4%	0%	23
<b>Sample Average</b>	<b>65%</b>	<b>33%</b>	<b>2%</b>	<b>0%</b>	<b>293</b>

Table 83. Proportion of people whose emergency room visit in the past year was due to tooth or mouth pain

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	89%	0%	9%	2%	45
<b>Amerigroup (MLTSS/HCBS)</b>	98%	0%	2%	0%	45
<b>Aetna (MLTSS/HCBS)</b>	98%	2%	0%	0%	50
<b>UHC (MLTSS/HCBS)</b>	100%	0%	0%	0%	38
<b>Horizon (MLTSS/HCBS)</b>	100%	0%	0%	0%	51
<b>PACE</b>	100%	0%	0%	0%	37
<b>NF (MLTSS)</b>	95%	0%	5%	0%	22
<b>Sample Average</b>	<b>97%</b>	<b>0%</b>	<b>2%</b>	<b>0%</b>	<b>288</b>

Table 84. Proportion of people whose emergency room visit in the past year was due to being unable to see their primary care doctor when they needed to<sup>90</sup>

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	83%	4%	9%	4%	46
<b>Amerigroup (MLTSS/HCBS)</b>	87%	11%	2%	0%	46
<b>Aetna (MLTSS/HCBS)</b>	96%	4%	0%	0%	49
<b>UHC (MLTSS/HCBS)</b>	100%	0%	0%	0%	38
<b>Horizon (MLTSS/HCBS)</b>	98%	2%	0%	0%	51
<b>PACE</b>	97%	3%	0%	0%	36
<b>NF (MLTSS)</b>	96%	0%	4%	0%	23
<b>Sample Average</b>	<b>93%</b>	<b>4%</b>	<b>2%</b>	<b>1%</b>	<b>289</b>

<sup>90</sup> New item added in 2018-2019.

Table 85. Proportion of people who can get an appointment to see their primary care doctor when they need to

	No, Rarely	Usually	Yes, Always	Doesn't Have a Primary Care Doctor	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	1%	12%	86%	1%	0%	0%	106
<b>Amerigroup (MLTSS/HCBS)</b>	2%	15%	82%	1%	0%	0%	113
<b>Aetna (MLTSS/HCBS)</b>	1%	12%	85%	0%	2%	0%	114
<b>UHC (MLTSS/HCBS)</b>	2%	15%	83%	0%	0%	0%	102
<b>Horizon (MLTSS/HCBS)</b>	1%	9%	90%	0%	0%	0%	108
<b>PACE</b>	3%	19%	78%	0%	0%	0%	100
<b>NF (MLTSS)</b>	4%	19%	71%	3%	3%	0%	101
<b>Sample Average</b>	<b>2%</b>	<b>14%</b>	<b>82%</b>	<b>1%</b>	<b>1%</b>	<b>0%</b>	<b>744</b>

Table 86. Proportion of people feeling sad or depressed who have talked to someone about it in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	28%	70%	0%	2%	43
<b>Amerigroup (MLTSS/HCBS)</b>	23%	77%	0%	0%	35
<b>Aetna (MLTSS/HCBS)</b>	48%	48%	3%	0%	33
<b>UHC (MLTSS/HCBS)</b>	33%	63%	3%	0%	30
<b>Horizon (MLTSS/HCBS)</b>	27%	67%	6%	0%	33
<b>PACE</b>	45%	55%	0%	0%	38
<b>NF (MLTSS)</b>	42%	54%	4%	0%	24
<b>Sample Average</b>	<b>35%</b>	<b>63%</b>	<b>2%</b>	<b>0%</b>	<b>236</b>

Table 87. Proportion of people who have had a physical exam or wellness visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	7%	91%	2%	1%	0%	107
Amerigroup (MLTSS/HCBS)	5%	90%	4%	1%	0%	114
Aetna (MLTSS/HCBS)	6%	88%	4%	2%	0%	113
UHC (MLTSS/HCBS)	10%	89%	1%	0%	0%	101
Horizon (MLTSS/HCBS)	9%	86%	1%	4%	0%	109
PACE	13%	84%	0%	3%	0%	98
NF (MLTSS)	12%	83%	1%	4%	0%	100
Sample Average	9%	87%	2%	2%	0%	742

Table 88. Proportion of people who have had a hearing exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	54%	42%	1%	4%	0%	106
Amerigroup (MLTSS/HCBS)	55%	44%	0%	1%	0%	114
Aetna (MLTSS/HCBS)	62%	36%	0%	2%	0%	114
UHC (MLTSS/HCBS)	63%	35%	1%	1%	0%	102
Horizon (MLTSS/HCBS)	60%	33%	0%	7%	0%	107
PACE	39%	55%	0%	6%	0%	99
NF (MLTSS)	35%	49%	0%	15%	0%	99
Sample Average	53%	42%	0%	5%	0%	741

Table 89. Proportion of people who have had a vision exam in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	19%	78%	0%	4%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	27%	72%	0%	1%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	39%	59%	0%	2%	0%	115
<b>UHC (MLTSS/HCBS)</b>	32%	64%	1%	3%	0%	102
<b>Horizon (MLTSS/HCBS)</b>	30%	64%	0%	6%	0%	109
<b>PACE</b>	5%	94%	0%	1%	0%	97
<b>NF (MLTSS)</b>	21%	64%	0%	15%	0%	100
<b>Sample Average</b>	<b>25%</b>	<b>70%</b>	<b>0%</b>	<b>4%</b>	<b>0%</b>	<b>744</b>

Table 90. Proportion of people who have had a flu shot in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	16%	81%	0%	2%	1%	106
<b>Amerigroup (MLTSS/HCBS)</b>	16%	82%	1%	1%	0%	112
<b>Aetna (MLTSS/HCBS)</b>	19%	78%	1%	2%	0%	114
<b>UHC (MLTSS/HCBS)</b>	21%	76%	1%	2%	0%	102
<b>Horizon (MLTSS/HCBS)</b>	28%	70%	0%	2%	0%	108
<b>PACE</b>	4%	91%	0%	1%	4%	100
<b>NF (MLTSS)</b>	11%	83%	0%	5%	1%	101
<b>Sample Average</b>	<b>17%</b>	<b>80%</b>	<b>0%</b>	<b>2%</b>	<b>1%</b>	<b>743</b>



Table 91. Proportion of people who have had a dental visit in the past year

	No	Yes	N/A (e.g. Not Recommended)	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	40%	55%	1%	4%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	37%	60%	1%	1%	1%	113
<b>Aetna (MLTSS/HCBS)</b>	60%	38%	0%	2%	0%	115
<b>UHC (MLTSS/HCBS)</b>	59%	38%	0%	2%	1%	102
<b>Horizon (MLTSS/HCBS)</b>	52%	40%	0%	8%	0%	108
<b>PACE</b>	13%	79%	7%	1%	0%	99
<b>NF (MLTSS)</b>	30%	58%	0%	12%	0%	100
<b>Sample Average</b>	<b>42%</b>	<b>52%</b>	<b>1%</b>	<b>4%</b>	<b>0%</b>	<b>744</b>

## Wellness

Table 92. Proportion of people whose health was described as poor, fair, good, very good, and excellent

	Poor	Fair	Good	Very Good	Excellent	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	35%	38%	18%	8%	2%	0%	0%	106
Amerigroup (MLTSS/HCBS)	32%	43%	18%	4%	1%	1%	1%	113
Aetna (MLTSS/HCBS)	15%	47%	23%	12%	3%	1%	0%	116
UHC (MLTSS/HCBS)	17%	40%	35%	4%	5%	0%	0%	101
Horizon (MLTSS/HCBS)	19%	42%	26%	10%	3%	0%	0%	109
PACE	7%	36%	44%	11%	3%	0%	0%	101
NF (MLTSS)	16%	50%	23%	8%	2%	0%	0%	98
Sample Average	<b>20%</b>	<b>42%</b>	<b>26%</b>	<b>8%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>	<b>744</b>

Table 93. Proportion of people whose health was described as having gotten better, staying about the same, or getting worse compared to 12 months ago

	Much Worse	Somewhat Worse	About the Same	Somewhat Better	Much Better	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	7%	30%	50%	8%	3%	1%	1%	107
Amerigroup (MLTSS/HCBS)	12%	29%	44%	10%	4%	1%	1%	113
Aetna (MLTSS/HCBS)	6%	24%	48%	13%	8%	1%	0%	116
UHC (MLTSS/HCBS)	7%	22%	47%	12%	11%	1%	1%	102
Horizon (MLTSS/HCBS)	7%	28%	45%	15%	5%	0%	0%	107
PACE	1%	8%	51%	32%	8%	0%	0%	101
NF (MLTSS)	6%	18%	59%	11%	5%	1%	0%	100
Sample Average	<b>7%</b>	<b>23%</b>	<b>49%</b>	<b>14%</b>	<b>6%</b>	<b>1%</b>	<b>0%</b>	<b>746</b>

Table 94. Proportion of people reported to be forgetting things more often than before in the past 12 months

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	21%	73%	4%	3%	106
<b>Amerigroup (MLTSS/HCBS)</b>	45%	49%	5%	1%	111
<b>Aetna (MLTSS/HCBS)</b>	46%	54%	1%	0%	114
<b>UHC (MLTSS/HCBS)</b>	44%	51%	5%	0%	101
<b>Horizon (MLTSS/HCBS)</b>	51%	46%	3%	0%	109
<b>PACE</b>	60%	38%	2%	0%	100
<b>NF (MLTSS)</b>	53%	33%	12%	2%	99
<b>Sample Average</b>	<b>45%</b>	<b>49%</b>	<b>4%</b>	<b>1%</b>	<b>740</b>

Table 95. Proportion of people who have discussed their forgetting things with a doctor or a nurse

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	15%	77%	4%	4%	78
<b>Amerigroup (MLTSS/HCBS)</b>	25%	69%	4%	2%	55
<b>Aetna (MLTSS/HCBS)</b>	29%	69%	2%	0%	62
<b>UHC (MLTSS/HCBS)</b>	42%	58%	0%	0%	53
<b>Horizon (MLTSS/HCBS)</b>	28%	70%	2%	0%	50
<b>PACE</b>	38%	62%	0%	0%	39
<b>NF (MLTSS)</b>	21%	74%	3%	3%	34
<b>Sample Average</b>	<b>27%</b>	<b>69%</b>	<b>2%</b>	<b>1%</b>	<b>371</b>

Table 96. Proportion of people who feel sad or depressed never or almost never, not often, sometimes, and often

	Never/Almost Never	Not Often	Sometimes	Often	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	19%	28%	36%	14%	2%	1%	86
<b>Amerigroup (MLTSS/HCBS)</b>	13%	40%	31%	14%	1%	0%	77
<b>Aetna (MLTSS/HCBS)</b>	22%	37%	25%	14%	1%	0%	83
<b>UHC (MLTSS/HCBS)</b>	23%	34%	37%	4%	0%	1%	73
<b>Horizon (MLTSS/HCBS)</b>	26%	34%	39%	1%	0%	0%	82
<b>PACE</b>	35%	26%	31%	7%	0%	0%	99
<b>NF (MLTSS)</b>	11%	43%	33%	11%	2%	0%	54
<b>Sample Average</b>	<b>22%</b>	<b>34%</b>	<b>33%</b>	<b>9%</b>	<b>1%</b>	<b>0%</b>	<b>554</b>

Table 97. Proportion of people whose hearing was described as poor, fair and good (with hearing aids, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	23%	28%	48%	1%	0%	104
<b>Amerigroup (MLTSS/HCBS)</b>	13%	34%	54%	0%	0%	112
<b>Aetna (MLTSS/HCBS)</b>	19%	25%	55%	0%	0%	114
<b>UHC (MLTSS/HCBS)</b>	11%	33%	53%	2%	1%	100
<b>Horizon (MLTSS/HCBS)</b>	19%	26%	55%	0%	0%	109
<b>PACE</b>	7%	25%	68%	0%	0%	99
<b>NF (MLTSS)</b>	14%	42%	42%	1%	0%	97
<b>Sample Average</b>	<b>15%</b>	<b>30%</b>	<b>54%</b>	<b>1%</b>	<b>0%</b>	<b>735</b>

Table 98. Proportion of people whose vision was described as poor, fair, and good (with glasses or contacts, if wears any)

	Poor	Fair	Good	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	15%	42%	43%	0%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	20%	35%	45%	0%	0%	111
<b>Aetna (MLTSS/HCBS)</b>	15%	39%	47%	0%	0%	116
<b>UHC (MLTSS/HCBS)</b>	8%	33%	57%	2%	0%	100
<b>Horizon (MLTSS/HCBS)</b>	10%	43%	47%	0%	0%	107
<b>PACE</b>	10%	34%	56%	0%	0%	100
<b>NF (MLTSS)</b>	22%	40%	35%	2%	0%	99
<b>Sample Average</b>	<b>14%</b>	<b>38%</b>	<b>47%</b>	<b>1%</b>	<b>0%</b>	<b>740</b>

Table 99. Proportion of people who have access to healthy foods if they want them<sup>91</sup>

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	2%	16%	82%	0%	0%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	2%	8%	90%	0%	0%	0%	113
<b>Aetna (MLTSS/HCBS)</b>	0%	10%	89%	1%	0%	0%	116
<b>UHC (MLTSS/HCBS)</b>	1%	12%	83%	4%	0%	0%	102
<b>Horizon (MLTSS/HCBS)</b>	0%	8%	92%	0%	0%	0%	108
<b>PACE</b>	3%	23%	74%	0%	0%	0%	101
<b>NF (MLTSS)</b>	5%	8%	82%	2%	2%	1%	101
<b>Sample Average</b>	<b>2%</b>	<b>12%</b>	<b>85%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>748</b>

<sup>91</sup> Item previously reported in the “Everyday Living” domain.

## Medications

Table 100. Proportion of people who take medications that help them feel less sad or depressed

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	59%	32%	8%	1%	107
Amerigroup (MLTSS/HCBS)	57%	37%	4%	3%	112
Aetna (MLTSS/HCBS)	72%	26%	3%	0%	116
UHC (MLTSS/HCBS)	70%	25%	5%	0%	102
Horizon (MLTSS/HCBS)	65%	29%	6%	0%	108
PACE	60%	32%	7%	1%	99
NF (MLTSS)	49%	34%	17%	0%	100
Sample Average	<b>62%</b>	<b>31%</b>	<b>7%</b>	<b>1%</b>	<b>744</b>

Table 101. Proportion of people who understand what they take their prescription medications for (if takes prescription medications)

	No	In-between, or Some Medications	Yes	N/A – Doesn't Take Prescription Medications	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	14%	11%	74%	0%	1%	0%	85
Amerigroup (MLTSS/HCBS)	5%	8%	86%	1%	0%	0%	77
Aetna (MLTSS/HCBS)	1%	7%	85%	2%	4%	0%	82
UHC (MLTSS/HCBS)	6%	6%	83%	3%	3%	0%	71
Horizon (MLTSS/HCBS)	4%	13%	78%	5%	0%	0%	82
PACE	5%	26%	69%	0%	0%	0%	98
NF (MLTSS)	13%	13%	68%	5%	2%	0%	56
Sample Average	<b>7%</b>	<b>12%</b>	<b>78%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>551</b>

## Rights and Respect

Table 102. Proportion of people whose paid support staff treat them with respect

	No, Never or Rarely	Some, or Usually	Yes, All Paid Support Staff, Always or Almost Always	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	0%	5%	95%	0%	0%	42
Amerigroup (MLTSS/HCBS)	0%	6%	94%	0%	0%	52
Aetna (MLTSS/HCBS)	5%	14%	81%	0%	0%	43
UHC (MLTSS/HCBS)	0%	0%	100%	0%	0%	45
Horizon (MLTSS/HCBS)	0%	9%	90%	2%	0%	58
PACE	0%	6%	94%	0%	0%	65
NF (MLTSS)	6%	26%	68%	0%	0%	47
Sample Average	1%	9%	89%	0%	0%	352

Table 103. Proportion of people whose permission is asked before others enter their home/room (if in group setting<sup>92</sup>)

	Sometimes/ Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	0%	50%	50%	0%	0%	2
Amerigroup (MLTSS/HCBS)	0%	33%	67%	0%	0%	9
Aetna (MLTSS/HCBS)	0%	8%	92%	0%	0%	13
UHC (MLTSS/HCBS)	14%	23%	64%	0%	0%	22
Horizon (MLTSS/HCBS)	5%	32%	63%	0%	0%	19
PACE	27%	45%	27%	0%	0%	11
NF (MLTSS)	11%	30%	59%	0%	0%	54
Sample Average	10%	28%	62%	0%	0%	130

<sup>92</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

Table 104. Proportion of people who are able to lock the doors to their room if they want to (if in group setting<sup>93</sup>)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	100%	0%	0%	2
<b>Amerigroup (MLTSS/HCBS)</b>	22%	67%	11%	0%	9
<b>Aetna (MLTSS/HCBS)</b>	23%	77%	0%	0%	13
<b>UHC (MLTSS/HCBS)</b>	9%	86%	5%	0%	22
<b>Horizon (MLTSS/HCBS)</b>	32%	68%	0%	0%	19
<b>PACE</b>	55%	36%	9%	0%	11
<b>NF (MLTSS)</b>	89%	4%	8%	0%	53
<b>Sample Average</b>	<b>51%</b>	<b>43%</b>	<b>5%</b>	<b>0%</b>	<b>129</b>

Table 105. Proportion of people who have enough privacy where they live (if in group setting<sup>94</sup>)

	Sometimes/Rarely, or Never	Usually, But Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	0%	100%	0%	0%	2
<b>Amerigroup (MLTSS/HCBS)</b>	0%	11%	89%	0%	0%	9
<b>Aetna (MLTSS/HCBS)</b>	0%	8%	92%	0%	0%	13
<b>UHC (MLTSS/HCBS)</b>	5%	23%	68%	5%	0%	22
<b>Horizon (MLTSS/HCBS)</b>	16%	21%	63%	0%	0%	19
<b>PACE</b>	36%	0%	64%	0%	0%	11
<b>NF (MLTSS)</b>	8%	28%	64%	0%	0%	53
<b>Sample Average</b>	<b>9%</b>	<b>20%</b>	<b>70%</b>	<b>1%</b>	<b>0%</b>	<b>129</b>

<sup>93</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

<sup>94</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home



Table 106. Proportion of people whose visitors are able to come at any time (if in group setting<sup>95</sup>)

	No, Visitors Allowed Only Certain Times	Yes, Visitors Can Come Any Time	N/A – No Visitors Who Visit Residence	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	100%	0%	0%	0%	2
<b>Amerigroup (MLTSS/HCBS)</b>	11%	89%	0%	0%	0%	9
<b>Aetna (MLTSS/HCBS)</b>	23%	62%	15%	0%	0%	13
<b>UHC (MLTSS/HCBS)</b>	14%	82%	5%	0%	0%	22
<b>Horizon (MLTSS/HCBS)</b>	5%	79%	5%	11%	0%	19
<b>PACE</b>	45%	45%	9%	0%	0%	11
<b>NF (MLTSS)</b>	38%	57%	4%	0%	2%	53
<b>Sample Average</b>	<b>26%</b>	<b>67%</b>	<b>5%</b>	<b>2%</b>	<b>1%</b>	<b>129</b>

Table 107. Proportion of people who have access to food at all times of the day (if in group setting<sup>96</sup>)

	No	Yes	N/A – Unable to Eat Due to Medical Condition	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	50%	50%	0%	0%	0%	2
<b>Amerigroup (MLTSS/HCBS)</b>	0%	100%	0%	0%	0%	9
<b>Aetna (MLTSS/HCBS)</b>	0%	100%	0%	0%	0%	13
<b>UHC (MLTSS/HCBS)</b>	14%	86%	0%	0%	0%	22
<b>Horizon (MLTSS/HCBS)</b>	5%	89%	5%	0%	0%	19
<b>PACE</b>	55%	45%	0%	0%	0%	11
<b>NF (MLTSS)</b>	20%	76%	4%	0%	0%	54
<b>Sample Average</b>	<b>17%</b>	<b>81%</b>	<b>2%</b>	<b>0%</b>	<b>0%</b>	<b>130</b>

<sup>95</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

<sup>96</sup> Group/adult family/foster/host home, assisted living/residential care facility, nursing facility/nursing home

## Self-Direction

Table 108. Proportion of people who can choose or change what kind of services they get

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	2%	15%	68%	14%	1%	105
<b>Amerigroup (MLTSS/HCBS)</b>	12%	21%	48%	19%	1%	113
<b>Aetna (MLTSS/HCBS)</b>	7%	21%	46%	26%	1%	107
<b>UHC (MLTSS/HCBS)</b>	8%	18%	57%	15%	2%	97
<b>Horizon (MLTSS/HCBS)</b>	7%	18%	57%	18%	0%	108
<b>PACE</b>	3%	18%	69%	9%	0%	98
<b>NF (MLTSS)</b>	22%	29%	41%	8%	0%	100
<b>Sample Average</b>	<b>9%</b>	<b>20%</b>	<b>55%</b>	<b>16%</b>	<b>1%</b>	<b>728</b>

Table 109. Proportion of people who can choose or change when and how often they get services

	No	Sometimes, or Some Services	Yes, All Services	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	2%	18%	61%	18%	1%	105
<b>Amerigroup (MLTSS/HCBS)</b>	13%	20%	43%	23%	1%	114
<b>Aetna (MLTSS/HCBS)</b>	7%	20%	45%	27%	1%	109
<b>UHC (MLTSS/HCBS)</b>	11%	12%	55%	21%	0%	98
<b>Horizon (MLTSS/HCBS)</b>	12%	16%	54%	19%	0%	108
<b>PACE</b>	3%	20%	70%	7%	0%	99
<b>NF (MLTSS)</b>	22%	39%	27%	12%	0%	100
<b>Sample Average</b>	<b>10%</b>	<b>21%</b>	<b>50%</b>	<b>18%</b>	<b>0%</b>	<b>733</b>

Table 110. Proportion of people who can choose or change their paid support staff if they want to

	No	Sometimes, or Some	Yes, All	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	4%	9%	80%	7%	0%	54
<b>Amerigroup (MLTSS/HCBS)</b>	9%	16%	64%	11%	0%	74
<b>Aetna (MLTSS/HCBS)</b>	11%	16%	61%	11%	0%	61
<b>UHC (MLTSS/HCBS)</b>	10%	12%	62%	17%	0%	60
<b>Horizon (MLTSS/HCBS)</b>	7%	7%	73%	14%	0%	74
<b>PACE</b>	6%	18%	69%	7%	0%	68
<b>NF (MLTSS)</b>	30%	23%	31%	15%	1%	84
<b>Sample Average</b>	<b>12%</b>	<b>15%</b>	<b>61%</b>	<b>12%</b>	<b>0%</b>	<b>475</b>

## Work

Table 111. Proportion of people who have a paying job

	No	Yes	Don't Know	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	100%	0%	0%	0%	106
Amerigroup (MLTSS/HCBS)	100%	0%	0%	0%	111
Aetna (MLTSS/HCBS)	100%	0%	0%	0%	115
UHC (MLTSS/HCBS)	100%	0%	0%	0%	103
Horizon (MLTSS/HCBS)	100%	0%	0%	0%	107
PACE	100%	0%	0%	0%	100
NF (MLTSS)	98%	1%	1%	0%	100
Sample Average	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>742</b>

Table 112. Proportion of people who would like a job (if not currently employed)

	No	Maybe, Not Sure	Yes	Unclear/Refused/No Response	N
WellCare (MLTSS/HCBS)	93%	2%	5%	0%	86
Amerigroup (MLTSS/HCBS)	87%	9%	4%	0%	77
Aetna (MLTSS/HCBS)	82%	7%	11%	0%	83
UHC (MLTSS/HCBS)	81%	5%	14%	0%	74
Horizon (MLTSS/HCBS)	86%	1%	12%	0%	81
PACE	75%	14%	11%	0%	99
NF (MLTSS)	85%	4%	11%	0%	54
Sample Average	<b>84%</b>	<b>6%</b>	<b>10%</b>	<b>0%</b>	<b>554</b>

Table 113. Proportion of people wanting a job who had someone talk to them about job options

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	100%	0%	0%	0%	6
<b>Amerigroup (MLTSS/HCBS)</b>	70%	20%	10%	0%	10
<b>Aetna (MLTSS/HCBS)</b>	87%	7%	7%	0%	15
<b>UHC (MLTSS/HCBS)</b>	86%	14%	0%	0%	14
<b>Horizon (MLTSS/HCBS)</b>	75%	25%	0%	0%	12
<b>PACE</b>	80%	16%	4%	0%	25
<b>NF (MLTSS)</b>	100%	0%	0%	0%	8
<b>Sample Average</b>	<b>83%</b>	<b>13%</b>	<b>3%</b>	<b>0%</b>	<b>90</b>

Table 114. Proportion of people who do volunteer work

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	99%	1%	0%	0%	106
<b>Amerigroup (MLTSS/HCBS)</b>	95%	4%	2%	0%	112
<b>Aetna (MLTSS/HCBS)</b>	96%	4%	0%	0%	115
<b>UHC (MLTSS/HCBS)</b>	90%	9%	1%	0%	101
<b>Horizon (MLTSS/HCBS)</b>	94%	6%	0%	0%	109
<b>PACE</b>	89%	10%	1%	0%	100
<b>NF (MLTSS)</b>	96%	4%	0%	0%	100
<b>Sample Average</b>	<b>94%</b>	<b>5%</b>	<b>1%</b>	<b>0%</b>	<b>743</b>

Table 115. Proportion of people who would like to do volunteer work (if not currently volunteering)

	No	Maybe, Not Sure	Yes	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	94%	2%	4%	0%	83
<b>Amerigroup (MLTSS/HCBS)</b>	85%	12%	3%	0%	67
<b>Aetna (MLTSS/HCBS)</b>	78%	12%	10%	0%	78
<b>UHC (MLTSS/HCBS)</b>	83%	9%	8%	0%	66
<b>Horizon (MLTSS/HCBS)</b>	87%	4%	9%	0%	76
<b>PACE</b>	79%	13%	8%	0%	86
<b>NF (MLTSS)</b>	87%	4%	10%	0%	52
<b>Sample Average</b>	<b>85%</b>	<b>8%</b>	<b>7%</b>	<b>0%</b>	<b>508</b>

## Everyday Living

Table 116. Proportion of people who generally need none, some, or a lot of assistance with everyday activities (such as preparing meals, housework, shopping or taking their medications)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	30%	69%	0%	1%	107
<b>Amerigroup (MLTSS/HCBS)</b>	2%	32%	66%	0%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	5%	33%	61%	0%	0%	114
<b>UHC (MLTSS/HCBS)</b>	9%	36%	54%	0%	1%	103
<b>Horizon (MLTSS/HCBS)</b>	3%	23%	74%	0%	0%	109
<b>PACE</b>	13%	61%	25%	1%	0%	100
<b>NF (MLTSS)</b>	2%	26%	72%	0%	0%	101
<b>Sample Average</b>	<b>5%</b>	<b>34%</b>	<b>61%</b>	<b>0%</b>	<b>0%</b>	<b>748</b>

Table 117. Proportion of people needing at least some assistance with everyday activities who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	17%	83%	0%	0%	104
<b>Amerigroup (MLTSS/HCBS)</b>	21%	79%	0%	0%	110
<b>Aetna (MLTSS/HCBS)</b>	21%	79%	0%	0%	107
<b>UHC (MLTSS/HCBS)</b>	15%	85%	0%	0%	93
<b>Horizon (MLTSS/HCBS)</b>	14%	85%	1%	0%	105
<b>PACE</b>	12%	88%	0%	0%	85
<b>NF (MLTSS)</b>	13%	84%	3%	0%	99
<b>Sample Average</b>	<b>16%</b>	<b>83%</b>	<b>1%</b>	<b>0%</b>	<b>703</b>

Table 118. Proportion of people who generally need none, some, or a lot of assistance with self-care (such as bathing, dressing, going to the bathroom, eating, or moving around their home)

	None	Some	A Lot	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	43%	57%	0%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	8%	32%	61%	0%	0%	114
<b>Aetna (MLTSS/HCBS)</b>	11%	40%	49%	0%	0%	112
<b>UHC (MLTSS/HCBS)</b>	15%	40%	45%	1%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	6%	38%	57%	0%	0%	106
<b>PACE</b>	38%	50%	12%	0%	0%	101
<b>NF (MLTSS)</b>	3%	34%	63%	0%	0%	100
<b>Sample Average</b>	<b>11%</b>	<b>39%</b>	<b>49%</b>	<b>0%</b>	<b>0%</b>	<b>743</b>

Table 119. Proportion of people needing at least some assistance with self-care who always get enough of that assistance when they need it

	No, Not Always	Yes, Always	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	18%	82%	0%	0%	107
<b>Amerigroup (MLTSS/HCBS)</b>	19%	81%	0%	0%	104
<b>Aetna (MLTSS/HCBS)</b>	22%	77%	1%	0%	101
<b>UHC (MLTSS/HCBS)</b>	15%	81%	3%	0%	86
<b>Horizon (MLTSS/HCBS)</b>	15%	85%	0%	0%	100
<b>PACE</b>	6%	92%	2%	0%	62
<b>NF (MLTSS)</b>	14%	84%	2%	0%	97
<b>Sample Average</b>	<b>16%</b>	<b>83%</b>	<b>1%</b>	<b>0%</b>	<b>657</b>



## Affordability

Table 120. Proportion of people who ever have to skip a meal due to financial worries

	No, Never	Sometimes	Yes, Often	N/A – Unable to Eat Due to a Medical Condition	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	92%	7%	1%	0%	0%	1%	107
<b>Amerigroup (MLTSS/HCBS)</b>	93%	4%	4%	0%	0%	0%	113
<b>Aetna (MLTSS/HCBS)</b>	90%	7%	3%	1%	0%	0%	115
<b>UHC (MLTSS/HCBS)</b>	90%	6%	1%	3%	0%	0%	103
<b>Horizon (MLTSS/HCBS)</b>	92%	6%	3%	0%	0%	0%	108
<b>PACE</b>	94%	4%	2%	0%	0%	0%	101
<b>NF (MLTSS)</b>	97%	0%	1%	2%	0%	0%	100
<b>Sample Average</b>	<b>92%</b>	<b>5%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>	<b>0%</b>	<b>747</b>

## Control

Table 121. Proportion of people who feel in control of their lives

	No, Rarely or Never	In-between, Sometimes	Yes, Almost Always or Always	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	3%	28%	59%	3%	6%	86
<b>Amerigroup (MLTSS/HCBS)</b>	3%	29%	65%	1%	1%	78
<b>Aetna (MLTSS/HCBS)</b>	9%	29%	60%	1%	1%	82
<b>UHC (MLTSS/HCBS)</b>	15%	12%	70%	3%	0%	74
<b>Horizon (MLTSS/HCBS)</b>	7%	26%	64%	1%	1%	81
<b>PACE</b>	2%	25%	71%	2%	0%	99
<b>NF (MLTSS)</b>	15%	35%	51%	0%	0%	55
<b>Sample Average</b>	<b>7%</b>	<b>26%</b>	<b>64%</b>	<b>2%</b>	<b>1%</b>	<b>555</b>

Table 122. Ranking of how important health is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Health Most Important	2	3	4 - Health Least Important	N
<b>WellCare (MLTSS/HCBS)</b>	91%	4%	5%	0%	81
<b>Amerigroup (MLTSS/HCBS)</b>	82%	17%	1%	0%	78
<b>Aetna (MLTSS/HCBS)</b>	78%	16%	4%	2%	83
<b>UHC (MLTSS/HCBS)</b>	70%	18%	8%	4%	73
<b>Horizon (MLTSS/HCBS)</b>	70%	23%	5%	3%	80
<b>PACE</b>	63%	22%	8%	6%	95
<b>NF (MLTSS)</b>	72%	19%	4%	6%	54
<b>Sample Average</b>	<b>75%</b>	<b>17%</b>	<b>5%</b>	<b>3%</b>	<b>544</b>

Table 123. Ranking of how important safety is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 - Safety Most Important	2	3	4 - Safety Least Important	N
<b>WellCare (MLTSS/HCBS)</b>	1%	59%	31%	9%	81
<b>Amerigroup (MLTSS/HCBS)</b>	5%	56%	27%	12%	78
<b>Aetna (MLTSS/HCBS)</b>	8%	54%	24%	13%	83
<b>UHC (MLTSS/HCBS)</b>	5%	32%	42%	21%	73
<b>Horizon (MLTSS/HCBS)</b>	11%	36%	44%	9%	80
<b>PACE</b>	11%	32%	36%	22%	95
<b>NF (MLTSS)</b>	4%	46%	43%	7%	54
<b>Sample Average</b>	<b>7%</b>	<b>45%</b>	<b>35%</b>	<b>14%</b>	<b>544</b>

Table 124. Ranking of how important being independent is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Independent Most Important	2	3	4 - Being Independent Least Important	N
<b>WellCare (MLTSS/HCBS)</b>	6%	22%	51%	21%	81
<b>Amerigroup (MLTSS/HCBS)</b>	12%	18%	56%	14%	78
<b>Aetna (MLTSS/HCBS)</b>	11%	24%	58%	7%	83
<b>UHC (MLTSS/HCBS)</b>	18%	34%	29%	19%	73
<b>Horizon (MLTSS/HCBS)</b>	14%	34%	36%	16%	80
<b>PACE</b>	9%	24%	36%	31%	95
<b>NF (MLTSS)</b>	17%	30%	37%	17%	54
<b>Sample Average</b>	<b>12%</b>	<b>26%</b>	<b>44%</b>	<b>18%</b>	<b>544</b>

Table 125. Ranking of how important being engaged with their community and friends is to people (out of health, safety, being independent, and being engaged with community and friends)

	1 – Being Engaged with Community Most Important	2	3	4 – Being Engaged with Community Least Important	N
<b>WellCare (MLTSS/HCBS)</b>	1%	15%	14%	70%	81
<b>Amerigroup (MLTSS/HCBS)</b>	1%	9%	15%	74%	78
<b>Aetna (MLTSS/HCBS)</b>	2%	6%	14%	77%	83
<b>UHC (MLTSS/HCBS)</b>	7%	16%	21%	56%	73
<b>Horizon (MLTSS/HCBS)</b>	5%	8%	15%	73%	80
<b>PACE</b>	17%	22%	20%	41%	95
<b>NF (MLTSS)</b>	7%	6%	17%	70%	54
<b>Sample Average</b>	<b>6%</b>	<b>12%</b>	<b>17%</b>	<b>65%</b>	<b>544</b>

## **Appendix C: New Jersey's State-Specific Questions**

Table 126. Proportion of people who said they need assistance to be able to stay in their current housing or to find and maintain other, safer or more stable housing (NJ-1)

	No	Yes	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	66%	30%	3%	86
<b>Amerigroup (MLTSS/HCBS)</b>	70%	30%	0%	74
<b>Aetna (MLTSS/HCBS)</b>	68%	28%	4%	82
<b>UHC (MLTSS/HCBS)</b>	73%	23%	4%	73
<b>Horizon (MLTSS/HCBS)</b>	65%	35%	0%	81
<b>PACE</b>	78%	14%	8%	98
<b>NF (MLTSS)</b>	83%	17%	0%	53
<b>Sample Average</b>	<b>71%</b>	<b>25%</b>	<b>3%</b>	<b>547</b>

Table 127a. Type of assistance people need to be able to stay in their current housing or to find and maintain other, safer or more stable housing (NJ-2)

	Help w/ paying first month's rent, utilities, or other one-time costs	Financial help w/ rent	Rental housing info	Weather-proofing house	Housing repairs	N
<b>WellCare (MLTSS/HCBS)</b>	31%	27%	4%	0%	38%	26
<b>Amerigroup (MLTSS/HCBS)</b>	14%	36%	18%	18%	18%	22
<b>Aetna (MLTSS/HCBS)</b>	30%	48%	22%	26%	22%	23
<b>UHC (MLTSS/HCBS)</b>	29%	41%	24%	6%	6%	17
<b>Horizon (MLTSS/HCBS)</b>	15%	56%	22%	7%	15%	27
<b>PACE</b>	36%	57%	14%	0%	7%	14
<b>NF (MLTSS)</b>	0%	11%	11%	0%	0%	9
<b>Sample Average</b>	<b>23%</b>	<b>41%</b>	<b>17%</b>	<b>9%</b>	<b>18%</b>	<b>138</b>

Table 128b. Type of assistance people need to be able to stay in their current housing or to find and maintain other, safer or more stable housing (NJ-2)  
(continued)

	Property tax relief	Legal assistance	Help w/ balancing checkbook	Other	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	4%	31%	4%	31%	15%	8%	26
<b>Amerigroup (MLTSS/HCBS)</b>	5%	18%	5%	27%	5%	5%	22
<b>Aetna (MLTSS/HCBS)</b>	17%	26%	13%	22%	0%	0%	23
<b>UHC (MLTSS/HCBS)</b>	6%	12%	0%	29%	12%	0%	17
<b>Horizon (MLTSS/HCBS)</b>	4%	4%	0%	41%	4%	0%	27
<b>PACE</b>	0%	0%	0%	21%	0%	0%	14
<b>NF (MLTSS)</b>	0%	11%	11%	33%	44%	0%	9
<b>Sample Average</b>	<b>6%</b>	<b>16%</b>	<b>4%</b>	<b>30%</b>	<b>9%</b>	<b>2%</b>	<b>138</b>

Table 129. Proportion of people who were provided a choice between receiving their home delivered meals prepared daily or frozen in bulk twice a month (if receive home delivered meals) (NJ-3)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	13%	75%	13%	0%	8
<b>Amerigroup (MLTSS/HCBS)</b>	36%	64%	0%	0%	22
<b>Aetna (MLTSS/HCBS)</b>	46%	50%	4%	0%	26
<b>UHC (MLTSS/HCBS)</b>	47%	42%	11%	0%	19
<b>Horizon (MLTSS/HCBS)</b>	36%	64%	0%	0%	14
<b>PACE</b>	25%	75%	0%	0%	4
<b>NF (MLTSS)</b>	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	<b>39%</b>	<b>57%</b>	<b>4%</b>	<b>0%</b>	<b>93</b>

Table 130. Proportion of people who are satisfied with their home delivered meals (if receive home delivered meals) (NJ-4)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	100%	0%	0%	8
<b>Amerigroup (MLTSS/HCBS)</b>	18%	82%	0%	0%	22
<b>Aetna (MLTSS/HCBS)</b>	16%	76%	8%	0%	25
<b>UHC (MLTSS/HCBS)</b>	26%	68%	0%	0%	19
<b>Horizon (MLTSS/HCBS)</b>	14%	86%	0%	0%	14
<b>PACE</b>	0%	100%	0%	0%	4
<b>NF (MLTSS)</b>	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	<b>16%</b>	<b>80%</b>	<b>3%</b>	<b>0%</b>	<b>92</b>

Table 131. Reasons why people are not satisfied with their home delivered meals (if receive home delivered meals and are not satisfied) (NJ-5)

	Doesn't meet dietary requirements	Lack of variety	Poor quality	Lack of ethnic food options	Other	Don't Know	Unclear/ Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
<b>Amerigroup (MLTSS/HCBS)</b>	0%	0%	25%	0%	75%	0%	0%	4
<b>Aetna (MLTSS/HCBS)</b>	0%	50%	75%	25%	50%	0%	0%	4
<b>UHC (MLTSS/HCBS)</b>	40%	40%	20%	20%	40%	0%	0%	5
<b>Horizon (MLTSS/HCBS)</b>	100%	100%	50%	50%	50%	0%	0%	2
<b>PACE</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
<b>NF (MLTSS)</b>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	<b>27%</b>	<b>40%</b>	<b>40%</b>	<b>20%</b>	<b>53%</b>	<b>0%</b>	<b>0%</b>	<b>15</b>



Table 132. Proportion of people who know whom to contact if have questions about their home-delivered meals (NJ-6)

	No	Not Sure, Maybe	Yes	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	0%	100%	0%	7
<b>Amerigroup (MLTSS/HCBS)</b>	5%	5%	90%	0%	21
<b>Aetna (MLTSS/HCBS)</b>	0%	0%	100%	0%	25
<b>UHC (MLTSS/HCBS)</b>	0%	0%	100%	0%	19
<b>Horizon (MLTSS/HCBS)</b>	0%	7%	93%	0%	14
<b>PACE</b>	25%	0%	75%	0%	4
<b>NF (MLTSS)</b>	n/a	n/a	n/a	n/a	0
<b>Sample Average</b>	<b>2%</b>	<b>2%</b>	<b>96%</b>	<b>0%</b>	<b>90</b>

Table 133. Proportion of people whose case manager changes more often than they'd like (if has case manager) (NJ-7)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	66%	21%	10%	2%	86
<b>Amerigroup (MLTSS/HCBS)</b>	72%	18%	8%	2%	105
<b>Aetna (MLTSS/HCBS)</b>	59%	33%	8%	0%	99
<b>UHC (MLTSS/HCBS)</b>	82%	13%	5%	0%	83
<b>Horizon (MLTSS/HCBS)</b>	84%	13%	3%	0%	100
<b>PACE</b>	95%	4%	1%	0%	96
<b>NF (MLTSS)</b>	73%	11%	16%	0%	63
<b>Sample Average</b>	<b>76%</b>	<b>17%</b>	<b>7%</b>	<b>1%</b>	<b>632</b>

Table 134. Proportion of people whose case manager changing impacts their service delivery (if has case manager) (NJ-8)

	No	Yes	N/A – Case Manager Hasn't Changed	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	36%	7%	42%	13%	2%	84
Amerigroup (MLTSS/HCBS)	41%	11%	41%	6%	1%	104
Aetna (MLTSS/HCBS)	40%	14%	37%	8%	0%	99
UHC (MLTSS/HCBS)	41%	1%	49%	8%	0%	83
Horizon (MLTSS/HCBS)	43%	2%	50%	5%	0%	101
PACE	37%	1%	49%	13%	0%	93
NF (MLTSS)	45%	0%	52%	3%	0%	64
Sample Average	<b>40%</b>	<b>6%</b>	<b>46%</b>	<b>8%</b>	<b>0%</b>	<b>628</b>

Table 135. Proportion of people who can access their bank accounts, checking accounts, and financial resources when they want (NJ-9)

	No	Yes	N/A – Doesn't have bank/checking accounts or financial resources	Don't Know	Unclear/Refused/ No Response	N
WellCare (MLTSS/HCBS)	5%	85%	5%	3%	2%	86
Amerigroup (MLTSS/HCBS)	1%	92%	4%	1%	1%	77
Aetna (MLTSS/HCBS)	4%	93%	2%	0%	1%	83
UHC (MLTSS/HCBS)	8%	82%	4%	3%	3%	74
Horizon (MLTSS/HCBS)	4%	90%	5%	0%	1%	81
PACE	6%	73%	20%	1%	0%	99
NF (MLTSS)	16%	62%	15%	5%	2%	55
Sample Average	<b>6%</b>	<b>83%</b>	<b>8%</b>	<b>2%</b>	<b>1%</b>	<b>555</b>

Table 136. Proportion of people who are aware that there is information to address dependency issues available to people who may need it (NJ-10)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	26%	51%	15%	8%	86
<b>Amerigroup (MLTSS/HCBS)</b>	19%	63%	15%	3%	78
<b>Aetna (MLTSS/HCBS)</b>	26%	56%	17%	1%	82
<b>UHC (MLTSS/HCBS)</b>	22%	63%	14%	1%	73
<b>Horizon (MLTSS/HCBS)</b>	17%	68%	15%	0%	82
<b>PACE</b>	19%	63%	11%	7%	97
<b>NF (MLTSS)</b>	23%	63%	14%	0%	56
<b>Sample Average</b>	<b>21%</b>	<b>61%</b>	<b>14%</b>	<b>3%</b>	<b>554</b>

Table 137. How people became aware that there is information to address dependency issues available (NJ-11)

	TV or Radio Ad	Flyer/Poster in Doctor's/Nurse's Office	Health Plan Care Manager/Team	Info/Newsletter Provided by Health Plan	Family Member or Friend	Other	Don't Know	Unclear/ Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	41%	5%	2%	0%	39%	11%	2%	0%	44
<b>Amerigroup (MLTSS/HCBS)</b>	49%	6%	6%	4%	12%	14%	8%	0%	49
<b>Aetna (MLTSS/HCBS)</b>	57%	7%	11%	2%	11%	9%	4%	0%	46
<b>UHC (MLTSS/HCBS)</b>	62%	2%	4%	0%	16%	9%	4%	2%	45
<b>Horizon (MLTSS/HCBS)</b>	55%	14%	13%	4%	4%	11%	0%	0%	56
<b>PACE</b>	41%	7%	28%	5%	11%	7%	2%	0%	61
<b>NF (MLTSS)</b>	46%	6%	17%	3%	11%	11%	6%	0%	35
<b>Sample Average</b>	<b>50%</b>	<b>7%</b>	<b>12%</b>	<b>3%</b>	<b>14%</b>	<b>10%</b>	<b>4%</b>	<b>0%</b>	<b>336</b>

## **Appendix D: New Jersey's NCI-AD Person-Centered Planning Module**

Table 138. People's level of involvement in making decisions about their service plan/plan of care and the goals they want for their lives

	Not at All	Very Little	Somewhat	Very/Fully Involved	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	1%	6%	26%	58%	7%	2%	86
<b>Amerigroup (MLTSS/HCBS)</b>	4%	8%	23%	58%	4%	4%	78
<b>Aetna (MLTSS/HCBS)</b>	7%	6%	20%	60%	4%	2%	83
<b>UHC (MLTSS/HCBS)</b>	6%	4%	24%	60%	6%	1%	72
<b>Horizon (MLTSS/HCBS)</b>	1%	4%	21%	68%	5%	1%	82
<b>PACE</b>	6%	7%	22%	54%	10%	0%	98
<b>NF (MLTSS)</b>	15%	5%	33%	38%	9%	0%	55
<b>Sample Average</b>	<b>5%</b>	<b>6%</b>	<b>24%</b>	<b>57%</b>	<b>6%</b>	<b>2%</b>	<b>554</b>

Table 139. Proportion of people who remember their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care)

	No	Yes	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	14%	70%	10%	5%	77
<b>Amerigroup (MLTSS/HCBS)</b>	13%	83%	4%	0%	69
<b>Aetna (MLTSS/HCBS)</b>	15%	79%	6%	0%	72
<b>UHC (MLTSS/HCBS)</b>	21%	76%	3%	0%	63
<b>Horizon (MLTSS/HCBS)</b>	13%	84%	0%	3%	76
<b>PACE</b>	21%	78%	0%	1%	82
<b>NF (MLTSS)</b>	24%	52%	24%	0%	42
<b>Sample Average</b>	<b>17%</b>	<b>76%</b>	<b>6%</b>	<b>1%</b>	<b>481</b>

Table 140. Proportion of people whose most recent service/care planning meeting took place at a time convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	2%	98%	0%	0%	53
<b>Amerigroup (MLTSS/HCBS)</b>	0%	100%	0%	0%	57
<b>Aetna (MLTSS/HCBS)</b>	0%	100%	0%	0%	56
<b>UHC (MLTSS/HCBS)</b>	2%	96%	2%	0%	47
<b>Horizon (MLTSS/HCBS)</b>	0%	98%	2%	0%	62
<b>PACE</b>	0%	100%	0%	0%	64
<b>NF (MLTSS)</b>	0%	100%	0%	0%	22
<b>Sample Average</b>	<b>1%</b>	<b>99%</b>	<b>1%</b>	<b>0%</b>	<b>361</b>

Table 141. Proportion of people whose most recent service/care planning meeting took place at a location convenient to them (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	100%	0%	0%	53
<b>Amerigroup (MLTSS/HCBS)</b>	0%	100%	0%	0%	57
<b>Aetna (MLTSS/HCBS)</b>	0%	100%	0%	0%	56
<b>UHC (MLTSS/HCBS)</b>	0%	100%	0%	0%	48
<b>Horizon (MLTSS/HCBS)</b>	0%	98%	2%	0%	62
<b>PACE</b>	0%	100%	0%	0%	63
<b>NF (MLTSS)</b>	0%	100%	0%	0%	22
<b>Sample Average</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>361</b>

Table 142. Proportion of people whose most recent service/care planning meeting included the people they wanted to be there (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	4%	94%	2%	0%	54
<b>Amerigroup (MLTSS/HCBS)</b>	5%	93%	2%	0%	57
<b>Aetna (MLTSS/HCBS)</b>	4%	95%	2%	0%	57
<b>UHC (MLTSS/HCBS)</b>	4%	96%	0%	0%	48
<b>Horizon (MLTSS/HCBS)</b>	2%	98%	0%	0%	63
<b>PACE</b>	0%	97%	3%	0%	64
<b>NF (MLTSS)</b>	0%	100%	0%	0%	22
<b>Sample Average</b>	<b>3%</b>	<b>96%</b>	<b>1%</b>	<b>0%</b>	<b>365</b>

Table 143. Proportion of people who felt their preferences and needs were being heard as their service plan/plan of care was discussed during the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	Not at All	Very Little	Somewhat	Mostly	Completely	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	0%	2%	6%	26%	67%	0%	0%	54
<b>Amerigroup (MLTSS/HCBS)</b>	0%	5%	23%	25%	47%	0%	0%	57
<b>Aetna (MLTSS/HCBS)</b>	2%	5%	5%	26%	60%	2%	0%	57
<b>UHC (MLTSS/HCBS)</b>	2%	0%	0%	19%	75%	2%	2%	48
<b>Horizon (MLTSS/HCBS)</b>	0%	2%	6%	17%	73%	2%	0%	63
<b>PACE</b>	0%	2%	2%	29%	68%	0%	0%	63
<b>NF (MLTSS)</b>	0%	0%	9%	45%	41%	5%	0%	22
<b>Sample Average</b>	<b>1%</b>	<b>2%</b>	<b>7%</b>	<b>25%</b>	<b>63%</b>	<b>1%</b>	<b>0%</b>	<b>364</b>

Table 144. Proportion of people who received a copy of their service plan/plan of care after the most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	19%	70%	11%	0%	53
<b>Amerigroup (MLTSS/HCBS)</b>	9%	82%	9%	0%	56
<b>Aetna (MLTSS/HCBS)</b>	19%	72%	9%	0%	57
<b>UHC (MLTSS/HCBS)</b>	19%	75%	6%	0%	48
<b>Horizon (MLTSS/HCBS)</b>	6%	81%	11%	2%	64
<b>PACE</b>	16%	58%	27%	0%	64
<b>NF (MLTSS)</b>	50%	36%	14%	0%	22
<b>Sample Average</b>	<b>16%</b>	<b>71%</b>	<b>13%</b>	<b>0%</b>	<b>364</b>

Table 145. Proportion of people whose service plan/plan of care includes what was discussed in their most recent service/care planning meeting (if involved in making decisions about their service plan/plan of care and remember their most recent service/care planning meeting)

	No	Yes, In Part	Yes, Completely	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	2%	13%	80%	6%	0%	54
<b>Amerigroup (MLTSS/HCBS)</b>	0%	15%	65%	20%	0%	55
<b>Aetna (MLTSS/HCBS)</b>	4%	20%	64%	13%	0%	56
<b>UHC (MLTSS/HCBS)</b>	0%	6%	83%	11%	0%	47
<b>Horizon (MLTSS/HCBS)</b>	0%	16%	72%	13%	0%	64
<b>PACE</b>	2%	5%	72%	22%	0%	64
<b>NF (MLTSS)</b>	0%	32%	27%	41%	0%	22
<b>Sample Average</b>	<b>1%</b>	<b>14%</b>	<b>70%</b>	<b>16%</b>	<b>0%</b>	<b>362</b>



Table 146. Proportion of people whose preferences and choices are reflected in their service plan/plan of care

	No	Yes, Some/In Part	Yes, All/Completely	Don't Know	Unclear/Refused/ No Response	N
<b>WellCare (MLTSS/HCBS)</b>	1%	19%	49%	26%	5%	85
<b>Amerigroup (MLTSS/HCBS)</b>	0%	19%	52%	26%	3%	77
<b>Aetna (MLTSS/HCBS)</b>	4%	31%	42%	18%	5%	83
<b>UHC (MLTSS/HCBS)</b>	5%	23%	50%	20%	1%	74
<b>Horizon (MLTSS/HCBS)</b>	0%	22%	56%	22%	0%	82
<b>PACE</b>	2%	33%	43%	19%	2%	99
<b>NF (MLTSS)</b>	7%	30%	21%	39%	2%	56
<b>Sample Average</b>	<b>3%</b>	<b>26%</b>	<b>46%</b>	<b>24%</b>	<b>3%</b>	<b>556</b>

Table 147. Proportion of people who feel that the care supports and services they receive help them live a better life

	No	Yes	Don't Know	Unclear/Refused/No Response	N
<b>WellCare (MLTSS/HCBS)</b>	3%	87%	5%	5%	86
<b>Amerigroup (MLTSS/HCBS)</b>	0%	95%	5%	0%	77
<b>Aetna (MLTSS/HCBS)</b>	1%	88%	5%	6%	83
<b>UHC (MLTSS/HCBS)</b>	8%	82%	8%	1%	74
<b>Horizon (MLTSS/HCBS)</b>	1%	95%	4%	0%	82
<b>PACE</b>	1%	97%	1%	1%	99
<b>NF (MLTSS)</b>	13%	79%	9%	0%	56
<b>Sample Average</b>	<b>3%</b>	<b>90%</b>	<b>5%</b>	<b>2%</b>	<b>557</b>