

Dual Eligible Beneficiary Survey
– Topline Findings from Year 2015, 2016, 2017, and 2018 Across the Target Populations –

		YEAR 2015			YEAR 2016			YEAR 2017			YEAR 2018		
		CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES
How confident are you that you know how to manage your health conditions – very confident, somewhat confident, not too confident or not at all confident?	VERY CONFIDENT	44%	51%	37%	48%	54%	50%	56%	49%	54%	55%	52%	48%
	SOMEWHAT CONFIDENT	34%	30%	42%	33%	28%	39%	28%	29%	28%	27%	28%	35%
	NOT TOO CONFIDENT	11%	10%	14%	10%	8%	6%	7%	9%	8%	7%	10%	7%
	NOT AT ALL CONFIDENT	6%	6%	4%	6%	5%	3%	3%	4%	7%	3%	4%	3%
	DON'T KNOW/REFUSED.....	4%	3%	4%	4%	4%	2%	6%	8%	3%	8%	6%	6%
Do you know who to call if you have a health need or a question about your health?	YES	81%	84%	78%	85%	84%	84%	88%	83%	87%	89%	85%	83%
	NO	17%	14%	15%	13%	14%	14%	10%	13%	10%	9%	12%	15%
	DON'T KNOW/REFUSED.....	2%	2%	8%	2%	2%	3%	2%	4%	3%	2%	3%	3%
How confident are you that you can get your questions answered about your health needs – very confident, somewhat confident, not too confident or not at all confident?	VERY CONFIDENT	47%	51%	35%	49%	55%	54%	56%	49%	54%	55%	52%	52%
	SOMEWHAT CONFIDENT	32%	32%	42%	32%	27%	33%	27%	31%	31%	29%	30%	31%
	NOT TOO CONFIDENT	11%	10%	16%	10%	8%	8%	8%	10%	7%	7%	6%	7%
	NOT AT ALL CONFIDENT	6%	5%	3%	5%	6%	3%	3%	3%	6%	3%	3%	3%
	DON'T KNOW/REFUSED.....	5%	3%	5%	4%	5%	3%	6%	8%	2%	7%	8%	7%
A personal doctor is the doctor who knows you best and can refer you to other doctors when you need to see a specialist. Do you have a doctor who you think of as your personal doctor?	YES	88%	91%	89%	91%	92%	91%	92%	91%	88%	93%	95%	89%
	NO	11%	8%	7%	8%	7%	8%	7%	8%	11%	5%	4%	9%
	DON'T KNOW/REFUSED.....	2%	1%	4%	1%	1%	1%	2%	2%	1%	1%	1%	2%
IF HAS A PERSONAL DOCTOR:													
Was this the same doctor you had before enrolling in Cal MediConnect?	YES	69%			69%			58%			62%		
	NO	26%			23%			31%			30%		
	DON'T KNOW/REFUSED.....	5%			8%			11%			9%		
About how long have you been going to this doctor? How many years? Just your best estimate. (IF LESS THAN 6 MONTHS, ENTER "0")	1 YEAR OR LESS	30%	20%	12%	23%	14%	19%	19%	12%	24%	16%	14%	22%
	2-5 YEARS	35%	34%	34%	39%	39%	35%	41%	29%	44%	37%	28%	34%
	6-10 YEARS	21%	24%	35%	23%	27%	26%	22%	27%	18%	23%	27%	20%
	MORE THAN 10 YEARS	13%	22%	19%	16%	19%	20%	18%	32%	15%	23%	31%	24%

The next questions are about different aspects of health care services. For each, please tell me how satisfied or dissatisfied you are with the health care services you are receiving now under Cal MediConnect. Are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with ITEM? (READ ITEMS IN RANDOM ORDER)

		VERY SATISFIED	SATISFIED	NEITHER	DISSATISFIED	VERY DISSATISFIED	DK/REF
() a. the choice of doctors you can see							
YEAR 2015	CMC ENROLLEES.....	27%	51%	5%	8%	3%	5%
	OPT-OUTS.....	35%	50%	4%	6%	2%	3%
	NON-CCI COUNTIES.....	23%	57%	11%	5%	2%	2%
YEAR 2016	CMC ENROLLEES.....	29%	54%	5%	7%	2%	4%
	OPT-OUTS.....	35%	52%	4%	4%	2%	3%
	NON-CCI COUNTIES.....	33%	51%	5%	6%	2%	3%
YEAR 2017	CMC ENROLLEES.....	33%	50%	3%	6%	2%	4%
	OPT-OUTS.....	38%	46%	5%	4%	2%	5%
	NON-CCI COUNTIES.....	40%	46%	2%	6%	3%	2%
YEAR 2018	CMC ENROLLEES.....	32%	54%	5%	4%	1%	4%
	OPT-OUTS.....	33%	54%	4%	4%	1%	4%
	NON-CCI COUNTIES.....	29%	54%	7%	6%	1%	3%
() b. the choice of hospitals you can use							
YEAR 2015	CMC ENROLLEES.....	27%	50%	4%	5%	3%	11%
	OPT-OUTS.....	34%	50%	3%	4%	1%	7%
	NON-CCI COUNTIES.....	20%	59%	9%	6%	2%	5%
YEAR 2016	CMC ENROLLEES.....	28%	51%	5%	4%	2%	10%
	OPT-OUTS.....	34%	49%	4%	3%	2%	8%
	NON-CCI COUNTIES.....	34%	48%	5%	5%	1%	7%
YEAR 2017	CMC ENROLLEES.....	31%	48%	5%	4%	1%	11%
	OPT-OUTS.....	34%	45%	5%	4%	2%	11%
	NON-CCI COUNTIES.....	37%	44%	3%	7%	2%	7%
YEAR 2018	CMC ENROLLEES.....	31%	48%	5%	4%	1%	11%
	OPT-OUTS.....	32%	50%	4%	3%	1%	8%
	NON-CCI COUNTIES.....	30%	49%	4%	4%	2%	10%
() c. the information that your health plan has given you explaining your benefits							
YEAR 2015	CMC ENROLLEES.....	24%	51%	7%	9%	3%	6%
	OPT-OUTS.....	25%	51%	6%	9%	3%	6%
	NON-CCI COUNTIES.....	14%	56%	13%	7%	3%	8%
YEAR 2016	CMC ENROLLEES.....	27%	55%	6%	6%	2%	4%
	OPT-OUTS.....	28%	54%	6%	5%	2%	5%
	NON-CCI COUNTIES.....	26%	52%	8%	8%	2%	5%
YEAR 2017	CMC ENROLLEES.....	31%	52%	5%	5%	2%	5%
	OPT-OUTS.....	23%	50%	8%	7%	2%	10%
	NON-CCI COUNTIES.....	28%	49%	5%	8%	5%	5%
YEAR 2018	CMC ENROLLEES.....	31%	54%	5%	4%	1%	5%
	OPT-OUTS.....	25%	54%	7%	7%	1%	6%
	NON-CCI COUNTIES.....	24%	58%	6%	6%	2%	4%
() d. your ability to call a health provider regardless of the time of day							
YEAR 2015	CMC ENROLLEES.....						
	OPT-OUTS.....						
	NON-CCI COUNTIES.....						
YEAR 2016	CMC ENROLLEES.....	23%	52%	6%	6%	2%	11%
	OPT-OUTS.....	27%	49%	7%	6%	2%	9%
	NON-CCI COUNTIES.....	26%	46%	8%	9%	2%	9%
YEAR 2017	CMC ENROLLEES.....	27%	51%	5%	6%	1%	10%
	OPT-OUTS.....	24%	43%	5%	7%	2%	18%
	NON-CCI COUNTIES.....	28%	47%	4%	8%	5%	8%
YEAR 2018	CMC ENROLLEES.....	25%	53%	5%	5%	1%	12%
	OPT-OUTS.....	23%	52%	5%	5%	2%	13%
	NON-CCI COUNTIES.....	26%	50%	4%	8%	3%	9%

() e. the amount of time your doctor and other staff people spend with you

YEAR 2015	CMC ENROLLEES.....	31%	53%	5%	6%	2%	3%
	OPT-OUTS.....	40%	48%	4%	5%	2%	1%
	NON-CCI COUNTIES.....	23%	60%	9%	5%	1%	2%
YEAR 2016	CMC ENROLLEES.....	32%	54%	4%	5%	2%	3%
	OPT-OUTS.....	38%	51%	4%	4%	2%	1%
	NON-CCI COUNTIES.....	36%	51%	4%	6%	2%	2%
YEAR 2017	CMC ENROLLEES.....	34%	53%	4%	4%	2%	3%
	OPT-OUTS.....	37%	49%	5%	5%	2%	2%
	NON-CCI COUNTIES.....	34%	48%	5%	7%	3%	3%
YEAR 2018	CMC ENROLLEES.....	36%	53%	4%	4%	1%	2%
	OPT-OUTS.....	34%	56%	4%	4%	1%	2%
	NON-CCI COUNTIES.....	34%	54%	5%	5%	0%	1%

() f. how long you have to wait to see a doctor when you need an appointment

YEAR 2015	CMC ENROLLEES.....	25%	49%	5%	12%	5%	3%
	OPT-OUTS.....	32%	46%	5%	11%	4%	2%
	NON-CCI COUNTIES.....	17%	53%	14%	11%	3%	2%
YEAR 2016	CMC ENROLLEES.....	25%	52%	6%	10%	4%	3%
	OPT-OUTS.....	30%	51%	6%	8%	3%	2%
	NON-CCI COUNTIES.....	29%	51%	7%	9%	3%	2%
YEAR 2017	CMC ENROLLEES.....	28%	50%	5%	11%	3%	4%
	OPT-OUTS.....	30%	48%	6%	9%	3%	4%
	NON-CCI COUNTIES.....	30%	47%	4%	10%	3%	5%
YEAR 2018	CMC ENROLLEES.....	27%	52%	7%	8%	2%	4%
	OPT-OUTS.....	28%	54%	6%	7%	3%	3%
	NON-CCI COUNTIES.....	27%	49%	7%	12%	2%	3%

() g. the way different health care providers work together to give you the services you need

YEAR 2015	CMC ENROLLEES.....	27%	51%	5%	8%	3%	6%
	OPT-OUTS.....	30%	51%	5%	7%	3%	4%
	NON-CCI COUNTIES.....	19%	61%	10%	5%	2%	3%
YEAR 2016	CMC ENROLLEES.....	28%	55%	5%	6%	2%	5%
	OPT-OUTS.....	31%	54%	5%	4%	2%	3%
	NON-CCI COUNTIES.....	33%	51%	5%	6%	2%	3%
YEAR 2017	CMC ENROLLEES.....	32%	51%	4%	5%	2%	6%
	OPT-OUTS.....	31%	49%	6%	6%	1%	7%
	NON-CCI COUNTIES.....	32%	48%	5%	8%	3%	5%
YEAR 2018	CMC ENROLLEES.....	28%	55%	4%	4%	1%	6%
	OPT-OUTS.....	30%	53%	6%	4%	1%	6%
	NON-CCI COUNTIES.....	31%	52%	4%	5%	4%	4%

And now I am going to be a little more specific about two aspects of your health care services.

	YEAR 2016			YEAR 2017			YEAR 2018		
	CMC ENROLLEES	OPT-OUTS	NON-CGI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CGI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CGI COUNTIES
Do you have a single care manager, such as a nurse or other helper from your health plan, who serves as your main point of contact and can arrange all aspects of your care?	YES 33%	33%	36%	32%	27%	31%	24%	20%	20%
	NO 58%	60%	57%	59%	62%	63%	61%	65%	65%
	DON'T KNOW/REFUSED..... 10%	7%	7%	9%	10%	5%	15%	15%	16%
IF YES, ASK:									
[CMC only who said yes to Q10] Is your care manager from [CMC plan name]?	YES 65%			65%			67%		
	NO 21%			21%			14%		
	DON'T KNOW/REFUSED..... 14%			14%			19%		
Do you feel that having a single care manager has improved your care a lot, a little or not at all?	A LOT..... 63%	65%	68%	64%	71%	70%	57%	63%	71%
	A LITTLE..... 20%	19%	17%	18%	14%	11%	21%	19%	17%
	NOT AT ALL..... 7%	7%	8%	9%	6%	12%	11%	8%	1%
	DON'T KNOW/REFUSED..... 9%	9%	7%	9%	9%	7%	11%	10%	12%
IF NO, ASK:									
Do you feel that having a single care manager, such as a nurse or other helper from your health plan, who can serve as your main point of contact and can arrange all aspects of your care, would improve your care a lot, a little or not at all?	A LOT..... 36%	31%	39%	33%	26%	33%	28%	29%	25%
	A LITTLE..... 20%	22%	21%	18%	18%	24%	12%	14%	20%
	NOT AT ALL..... 27%	28%	24%	28%	30%	32%	31%	28%	32%
	DON'T KNOW/REFUSED..... 17%	18%	15%	22%	26%	11%	29%	29%	23%
Do you have a personal care plan designed to take into account your health goals, needs and preferences? (Prompt: This is also known as an Individualized Care Plan)	YES 33%	36%	41%	32%	27%	36%	26%	23%	24%
	NO 52%	51%	47%	53%	55%	55%	52%	54%	58%
	DON'T KNOW/REFUSED..... 15%	12%	12%	14%	17%	10%	22%	23%	19%
IF YES, ASK:									
Do you feel that having a personal care plan has improved your care a lot, a little or not at all?	A LOT..... 64%	70%	63%	68%	62%	68%	65%	68%	48%
	A LITTLE..... 22%	18%	24%	18%	16%	22%	23%	19%	31%
	NOT AT ALL..... 7%	6%	7%	6%	9%	7%	5%	5%	6%
	DON'T KNOW/REFUSED..... 7%	6%	6%	8%	13%	3%	7%	8%	15%
IF NO, ASK:									
Do you feel that having a personal care plan designed to take into account your health goals, needs and preferences would improve your care a lot, a little or not at all?	A LOT..... 42%	34%	42%	36%	31%	42%	31%	31%	36%
	A LITTLE..... 24%	26%	29%	23%	24%	21%	18%	20%	24%
	NOT AT ALL..... 21%	24%	16%	24%	22%	28%	26%	25%	24%
	DON'T KNOW/REFUSED..... 14%	17%	13%	17%	23%	9%	26%	23%	16%

Next, I am going to read some problems or difficulties that people sometimes have with their health care services. For each, please tell me if you had a problem like this since your health care services changed over to Cal MediConnect. (READ ITEMS IN RANDOM ORDER, ASKING:) Has this happened to you since changing over to Cal MediConnect?

		YES	NO	DK/REF
() a. You had a misunderstanding about your health care services or coverage				
YEAR 2015	CMC ENROLLEES.....	21%	75%	4%
	OPT-OUTS.....	24%	74%	2%
	NON-CCI COUNTIES.....	20%	70%	10%
YEAR 2016	CMC ENROLLEES.....	17%	78%	5%
	OPT-OUTS.....	19%	78%	3%
	NON-CCI COUNTIES.....	23%	74%	4%
YEAR 2017	CMC ENROLLEES.....	19%	77%	4%
	OPT-OUTS.....	21%	73%	7%
	NON-CCI COUNTIES.....	20%	76%	3%
YEAR 2018	CMC ENROLLEES.....	14%	81%	5%
	OPT-OUTS.....	17%	78%	5%
	NON-CCI COUNTIES.....	19%	76%	5%
() b. Your health plan denied a treatment or referral for another service recommended by a doctor				
YEAR 2015	CMC ENROLLEES.....	17%	80%	3%
	OPT-OUTS.....	16%	82%	2%
	NON-CCI COUNTIES.....	19%	75%	6%
YEAR 2016	CMC ENROLLEES.....	15%	82%	3%
	OPT-OUTS.....	14%	84%	2%
	NON-CCI COUNTIES.....	16%	80%	4%
YEAR 2017	CMC ENROLLEES.....	14%	83%	3%
	OPT-OUTS.....	13%	80%	7%
	NON-CCI COUNTIES.....	16%	81%	3%
YEAR 2018	CMC ENROLLEES.....	13%	83%	3%
	OPT-OUTS.....	10%	86%	4%
	NON-CCI COUNTIES.....	13%	85%	2%
() c. (IF NON-ENGLISH LANGUAGE INTERVIEW) Your doctor did not speak your language or there was not an interpreter available for you when you visited your doctor or other health care professional				
YEAR 2015	CMC ENROLLEES.....	13%	86%	2%
	OPT-OUTS.....	12%	87%	1%
	NON-CCI COUNTIES.....	21%	75%	4%
YEAR 2016	CMC ENROLLEES.....	10%	89%	2%
	OPT-OUTS.....	9%	90%	1%
	NON-CCI COUNTIES.....	9%	90%	1%
YEAR 2017	CMC ENROLLEES.....	13%	85%	3%
	OPT-OUTS.....	11%	88%	1%
	NON-CCI COUNTIES.....	18%	81%	0%
YEAR 2018	CMC ENROLLEES.....	14%	81%	4%
	OPT-OUTS.....	15%	81%	3%
	NON-CCI COUNTIES.....	12%	86%	2%

() d. Transportation problems kept you from getting needed health care				
YEAR 2015	CMC ENROLLEES.....	14%	83%	2%
	OPT-OUTS.....	16%	83%	1%
	NON-CCI COUNTIES.....	15%	84%	1%
YEAR 2016	CMC ENROLLEES.....	12%	86%	2%
	OPT-OUTS.....	15%	84%	1%
	NON-CCI COUNTIES.....	17%	82%	1%
YEAR 2017	CMC ENROLLEES.....	13%	86%	1%
	OPT-OUTS.....	15%	84%	1%
	NON-CCI COUNTIES.....	16%	84%	0%
YEAR 2018	CMC ENROLLEES.....	12%	87%	1%
	OPT-OUTS.....	15%	85%	0%
	NON-CCI COUNTIES.....	17%	83%	1%

() e. A doctor you were seeing is not available through your plan				
YEAR 2015	CMC ENROLLEES.....	23%	73%	5%
	OPT-OUTS.....	20%	79%	2%
	NON-CCI COUNTIES.....	14%	82%	4%
YEAR 2016	CMC ENROLLEES.....	19%	76%	5%
	OPT-OUTS.....	16%	81%	3%
	NON-CCI COUNTIES.....	17%	78%	4%
YEAR 2017	CMC ENROLLEES.....	18%	77%	5%
	OPT-OUTS.....	18%	77%	6%
	NON-CCI COUNTIES.....	18%	77%	4%
YEAR 2018	CMC ENROLLEES.....	16%	78%	6%
	OPT-OUTS.....	13%	83%	4%
	NON-CCI COUNTIES.....	17%	78%	4%

() f. You had trouble communicating with a doctor or health care provider because of a speech, hearing or other disability				
YEAR 2015	CMC ENROLLEES.....	12%	86%	2%
	OPT-OUTS.....	13%	86%	1%
	NON-CCI COUNTIES.....	17%	82%	1%
YEAR 2016	CMC ENROLLEES.....	10%	88%	2%
	OPT-OUTS.....	11%	88%	1%
	NON-CCI COUNTIES.....	13%	85%	2%
YEAR 2017	CMC ENROLLEES.....	10%	89%	1%
	OPT-OUTS.....	7%	91%	1%
	NON-CCI COUNTIES.....	15%	85%	1%
YEAR 2018	CMC ENROLLEES.....	10%	89%	1%
	OPT-OUTS.....	10%	89%	1%
	NON-CCI COUNTIES.....	16%	82%	2%

		YEAR 2015			YEAR 2016			YEAR 2017			YEAR 2018		
		CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES
In general, would you say your health is excellent, very good, good, fair, or poor?	EXCELLENT.....	7%	6%	4%	7%	7%	5%	7%	5%	5%	8%	6%	5%
	VERY GOOD.....	12%	11%	10%	12%	12%	13%	13%	12%	14%	14%	11%	13%
	GOOD.....	27%	26%	26%	30%	29%	29%	31%	29%	30%	33%	34%	32%
	FAIR.....	37%	38%	40%	34%	35%	33%	33%	35%	29%	30%	33%	33%
	POOR.....	16%	17%	19%	14%	15%	17%	13%	16%	22%	13%	15%	15%
	DON'T KNOW/REFUSED.....	1%	2%	1%	2%	2%	2%	1%	2%	1%	2%	2%	2%

With this next set of questions, we want to learn about any conditions that may cause difficulties with your daily activities.

	YEAR 2015			YEAR 2016			YEAR 2017			YEAR 2018		
	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES
Do you use any specialized equipment, such as a cane, wheelchair, scooter, a special bed or other assistive devices?	YES 47%	54%	55%	45%	49%	52%	44%	52%	46%	43%	53%	47%
	NO 53%	46%	45%	54%	50%	47%	56%	47%	53%	56%	46%	51%
	DON'T KNOW/REFUSED..... 0%	0%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%
Do you currently use any medical equipment or supplies?	YES 44%						44%	52%	46%	43%	53%	47%
	NO 56%						56%	47%	53%	56%	46%	51%
	DON'T KNOW/REFUSED..... 1%						1%	2%	1%	1%	2%	2%
Are you deaf or do you have serious difficulty hearing?	YES 17%						17%	23%	19%	17%	20%	28%
	NO 82%						82%	77%	80%	81%	78%	69%
	DON'T KNOW/REFUSED..... 0%						0%	0%	1%	1%	2%	3%
Are you blind or do you have serious difficulty seeing even wearing glasses?	YES 17%						17%	21%	23%	17%	18%	17%
	NO 82%						82%	78%	76%	81%	80%	79%
	DON'T KNOW/REFUSED..... 0%						0%	1%	1%	2%	3%	3%
Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	YES 33%						33%	31%	40%	30%	30%	35%
	NO 65%						65%	67%	59%	68%	67%	60%
	DON'T KNOW/REFUSED..... 2%						2%	2%	1%	2%	3%	5%
Do you have difficulty walking or climbing stairs?	YES 56%						56%	67%	61%	53%	62%	59%
	NO 44%						44%	32%	39%	45%	37%	39%
	DON'T KNOW/REFUSED..... 1%						1%	1%	0%	1%	1%	2%
Do you have difficulty dressing or bathing?	YES 25%						25%	36%	30%	28%	38%	34%
	NO 74%						74%	63%	69%	71%	60%	64%
	DON'T KNOW/REFUSED..... 1%						1%	1%	1%	1%	2%	2%
Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?	YES 37%						37%	49%	43%	39%	48%	51%
	NO 61%						61%	49%	56%	58%	49%	46%
	DON'T KNOW/REFUSED..... 2%						2%	2%	1%	2%	2%	3%
Do you require assistance for any common daily activities?	YES 41%	46%	47%	36%	43%	43%						
	NO 58%	53%	52%	61%	54%	55%						
	DON'T KNOW/REFUSED..... 1%	2%	1%	2%	3%	2%						
Are you currently getting any services or assistance with bathing, dressing, help with preparing meals, help doing housework, or grocery shopping?	YES 27%						27%	47%	27%	31%	44%	28%
	NO 72%						72%	51%	73%	67%	53%	68%
	DON'T KNOW/REFUSED..... 0%						0%	1%	0%	1%	2%	3%
	IN PROCESS OF APPLYING FOR PAID HEALTH						0%	1%	0%	1%	1%	1%

		YEAR 2017			YEAR 2018		
		CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES
IF USING LTSS, ASK:							
Are you currently using In-Home Supportive Services (IHSS)?	YES	84%	86%	80%	88%	91%	84%
	NO	12%	10%	19%	9%	7%	11%
	DON'T KNOW/REFUSED.....	3%	4%	0%	3%	3%	5%
IF USING IHSS, ASK:							
Currently, how many IHSS hours are [you/R] getting per month?	QUANTITY (MEAN HOURS)	84	97	80	90	103	95
Did anyone from [CMC plan name] help you get enrolled in IHSS or help you get more hours?	YES	26%			28%		
	NO	61%			56%		
	DON'T KNOW/REFUSED.....	13%			16%		
IF HAS DIFFICULTY DRESSING, BATHING, OR DOING ERRANDS ALONE, ASK:							
Because of a physical, mental, or emotional problem, do you need the help of other persons with personal care needs, such as eating, bathing, dressing, or getting around inside this home?	YES	49%	59%	57%	51%	64%	55%
	NO	50%	38%	42%	47%	35%	44%
	DON'T KNOW/REFUSED.....	1%	3%	1%	2%	1%	1%
Because of a physical, mental, or emotional problem, do you need the help of other persons in handling routine needs, such as everyday household chores, doing necessary business, shopping, or getting around for other purposes?	YES	78%	79%	86%	78%	83%	77%
	NO	20%	18%	13%	21%	16%	22%
	DON'T KNOW/REFUSED.....	2%	2%	1%	1%	1%	1%
IF YES TO THE NEED FOR HELP WITH PERSONAL CARE AND/OR ROUTINE NEEDS, ASK:							
Do you usually get all the help you need with personal care and/or routine care needs?	I COULD USE MORE HELP.....	41%	40%	41%	40%	41%	39%
	I GET ALL THE HELP I NEED.....	52%	53%	48%	52%	53%	54%
	I GET NO HELP AT ALL.....	4%	2%	8%	5%	4%	4%
	I DON'T NEED HELP.....	2%	1%	1%	0%	0%	2%
	DON'T KNOW/REFUSED.....	2%	4%	2%	2%	2%	2%
Do you use mental health care?	YES	18%	14%	17%	14%	14%	15%
	NO	81%	84%	82%	84%	83%	81%
	DON'T KNOW/REFUSED.....	1%	2%	0%	2%	3%	4%
Are there currently any mental health services you feel you need but you are currently not getting?	YES	9%	9%	12%	8%	8%	6%
	NO	88%	88%	87%	88%	89%	90%
	DON'T KNOW/REFUSED.....	3%	3%	2%	3%	3%	3%

HOSPITALIZATIONS AND DEMOGRAPHICS

		YEAR 2015			YEAR 2016			YEAR 2017			YEAR 2018		
		CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES	CMC ENROLLEES	OPT-OUTS	NON-CCI COUNTIES
In the past 12 months, have you been an overnight patient in a hospital for one day or longer?	YES	24%	31%	23%	24%	28%	26%	23%	29%	34%	20%	28%	23%
	NO	75%	68%	75%	75%	71%	71%	76%	69%	65%	77%	69%	73%
	DON'T KNOW/REFUSED.....	1%	1%	2%	2%	2%	2%	1%	2%	1%	2%	3%	4%
What is the highest grade or year of school you completed – 8TH grade or less, some high school, high school graduate or equivalent, trade or vocational school, some college, college graduate or post graduate education?	8TH GRADE OR LESS	34%	30%	29%	34%	36%	13%	28%	25%	22%	36%	35%	32%
	SOME HIGH SCHOOL	11%	11%	11%	11%	11%	11%	12%	11%	10%	10%	9%	9%
	HIGH SCHOOL GRADUATE.....	21%	21%	19%	21%	20%	26%	24%	18%	30%	20%	19%	21%
	SOME COLLEGE.....	16%	17%	16%	15%	14%	23%	16%	18%	17%	14%	13%	17%
	TRADE/VOCATIONAL SCHOOL.....	4%	3%	3%	3%	3%	3%	4%	5%	5%	5%	5%	7%
	COLLEGE GRADUATE	8%	11%	13%	9%	8%	14%	10%	12%	10%	9%	10%	6%
	POST GRADUATE EDUCATION.....	3%	3%	4%	4%	3%	5%	3%	4%	3%	3%	3%	3%
DON'T KNOW/REFUSED	3%	3%	6%	3%	5%	5%	3%	7%	4%	4%	6%	4%	
Are you currently receiving Supplemental Security Income/Payment from the federal government?	YES	59%	62%	71%	63%	65%	67%	64%	68%	66%	60%	59%	53%
	NO	32%	30%	20%	27%	26%	23%	30%	26%	29%	29%	30%	36%
	DON'T KNOW/REFUSED.....	9%	8%	8%	10%	10%	10%	6%	6%	5%	11%	11%	11%
Which of the following best describes the place where you live – a private residence, a nursing home, assisted living facility, or are you living in some other type of place?	PRIVATE RESIDENCE.....	81%	78%	62%	81%	79%	73%	84%	83%	83%	87%	84%	86%
	NURSING HOME/ASSISTED LIVING.....	5%	7%	13%									
	NURSING HOME.....				2%	3%	2%	1%	3%	3%	2%	3%	3%
	ASSISTED LIVING.....				2%	3%	5%	2%	2%	3%	3%	5%	3%
	OTHER.....	13%	13%	23%	12%	10%	16%	11%	9%	9%	6%	6%	5%
DON'T KNOW/REFUSED.....	1%	2%	2%	3%	4%	4%	2%	2%	2%	2%	3%	2%	
IF PRIVATE RESIDENCE, ASK:													
Including yourself, how many people currently live in your household?	1	23%	28%	30%	22%	23%	34%	28%	35%	29%	25%	27%	26%
	2	26%	29%	35%	27%	29%	29%	28%	28%	32%	27%	29%	33%
	3	18%	15%	14%	16%	17%	16%	19%	15%	14%	17%	17%	16%
	4	13%	11%	8%	14%	12%	8%	10%	11%	13%	12%	12%	9%
	5+	19%	16%	12%	21%	19%	11%	14%	10%	10%	18%	13%	15%
	DON'T KNOW/REFUSED	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	0%
Gender	MALE	45%	40%	48%	44%	39%	46%	44%	36%	45%	43%	37%	41%
	FEMALE	55%	60%	52%	56%	61%	54%	56%	64%	55%	57%	63%	59%
Age	LESS THAN 45	8%	5%	5%	7%	6%	9%	6%	4%	9%	4%	4%	5%
	45-65	26%	26%	18%	25%	21%	32%	21%	17%	26%	18%	16%	23%
	65-74	39%	37%	36%	41%	39%	36%	45%	34%	43%	38%	32%	33%
	75-84	19%	22%	28%	21%	24%	16%	20%	31%	15%	27%	33%	26%
85 OR OLDER	7%	10%	13%	6%	10%	7%	8%	14%	7%	12%	16%	13%	
Race/Ethnicity	WHITE NON-HISPANIC	23%	25%	15%*	24%	22%	27%*	25%	21%	31%	19%	18%	34%
	BLACK/AFRICAN-AMERICAN	11%	11%	15%*	10%	13%	28%*	12%	15%	15%	10%	13%	9%
	ASIAN/PACIFIC ISLANDER	7%	11%	55%*	9%	9%	17%*	10%	16%	9%	13%	16%	10%
	LATINO/HISPANIC	49%	43%	7%*	54%	52%	22%*	42%	36%	30%	47%	41%	34%
	OTHER	0%	0%	0%*	1%	1%	2%*	9%	9%	12%	8%	7%	9%
NOT RECORDED	9%	10%	8%*	2%	3%	5%*	2%	3%	3%	3%	4%	4%	

*For 2015 and 2016 there were only two NON-CCI counties, San Francisco and Alameda, compared to the nine NON-CCI counties in 2017. The weights used to adjust Race/Ethnicity were calculated separately for the 2015 and 2016 NON-CCI counties. See Appendix for more detailed discussion of the weighting procedures.