



Adult Experience of Care Report

Louisiana Department of Health

April 2021



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Ann Arbor, MI 48108

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Executive Summary

The Louisiana Department of Health (LDH) requires quality assessment and improvement activities to ensure that Healthy Louisiana Medicaid managed care organization (MCO) enrollees receive high-quality healthcare services (42 CFR Part 438). These activities include surveys of enrollees' experience with health care. Survey results provide important feedback on MCO performance, which is used to identify opportunities for continuous improvement in the care and services provided to members.

LDH requires the MCOs to contract with a National Committee for Quality Assurance (NCQA)-certified Healthcare Effectiveness Data and Information Set (HEDIS®) survey vendor to conduct annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Health Plan Surveys. LDH contracted with IPRO to analyze the MCOs' 2020 survey data and report the results.

This report presents data collected during the 2020 CAHPS® administration to adult MCO enrollees. The standardized survey instruments administered in 2020 were the CAHPS® 5.0H Adult Medicaid Health Plan Survey. Adult members from each MCO completed the surveys from February to May 2020. The following five MCOs participated in the 2020 CAHPS® Medicaid Health Plan Surveys: AmeriHealth Caritas Louisiana (ACLA); Aetna Better Health of Louisiana (ABHLA); Healthy Blue (HBL); Louisiana Healthcare Connections (LHCC); and UnitedHealthcare Community Plan Louisiana (UHC). Data are also presented for the Healthy Louisiana managed care program as a whole, termed the statewide average (SWA).

CAHPS® survey questions ask about experiences in a variety of areas. Results presented in this report include three global ratings: rating of health plan, rating of all healthcare, and rating of personal doctor, as well as individual survey responses for the following domains: Health Plan Ratings, Access to Care, Experience of Healthcare Services, Preventive Care, and Health Status. Responses are summarized as achievement scores from 0 to 100.

Sampling Procedures and Survey Protocol

LDH required the MCOs to administer the 2020 CAHPS® Surveys according to NCQA HEDIS® Specifications for Survey Measures.¹ Enrollees eligible for sampling included those who were MCO members at the time the sample was drawn and who were continuously enrolled in the MCO for at least five of the last six months (July through December) of 2019. Adult members eligible for sampling included those who were 18 years of age or older (as of December 31, 2019). A systematic sample of at least 1,350 adult enrollees was selected from each participating MCO for the 2020 adult sample administration.

Response Rates

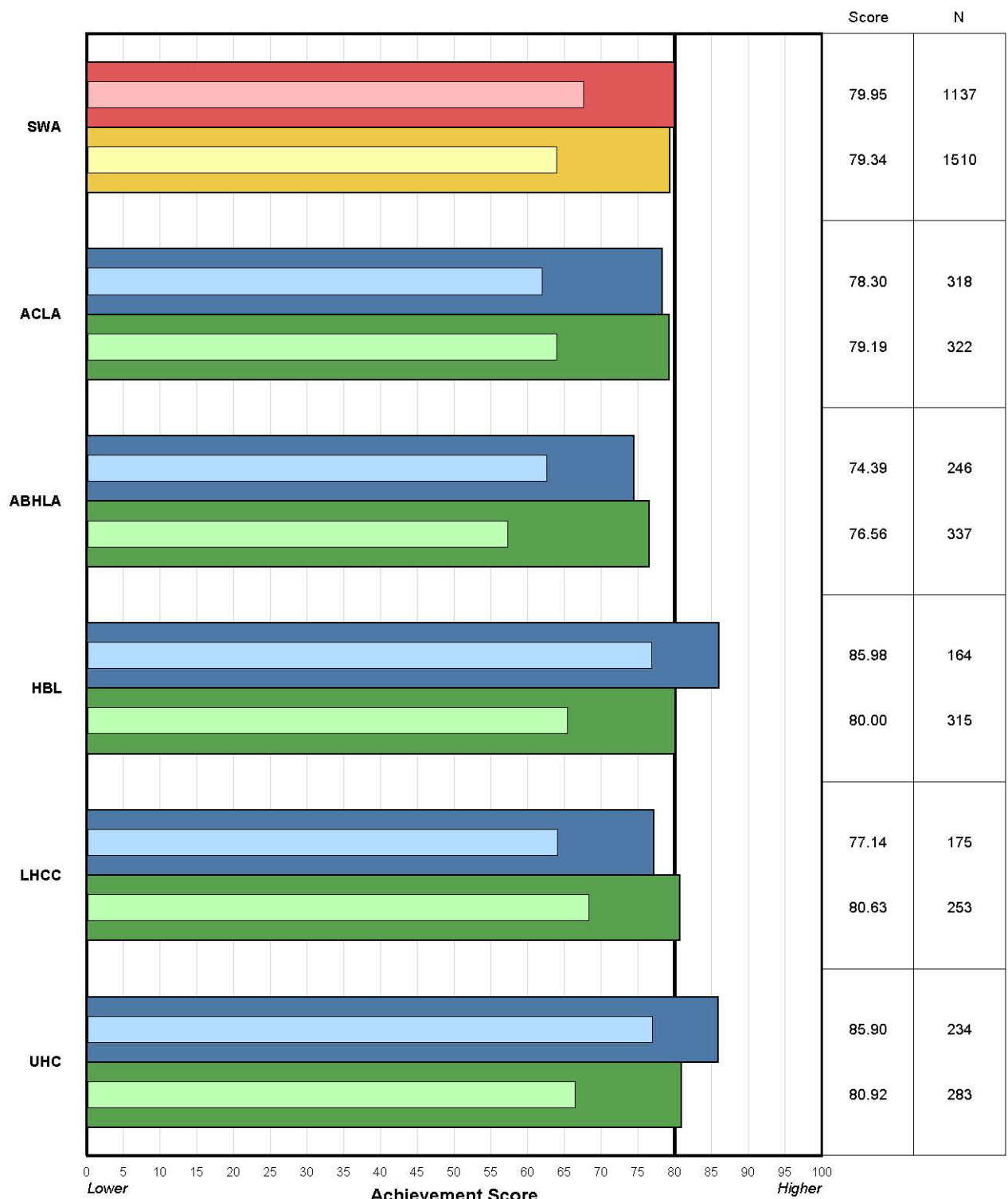
The administration of the CAHPS® surveys is comprehensive and is designed to achieve the highest possible response rate. For 2020, a total of 1,184 adult surveys were completed for Louisiana's Medicaid managed care program with a survey response rate of 12.7 percent.

Key Findings

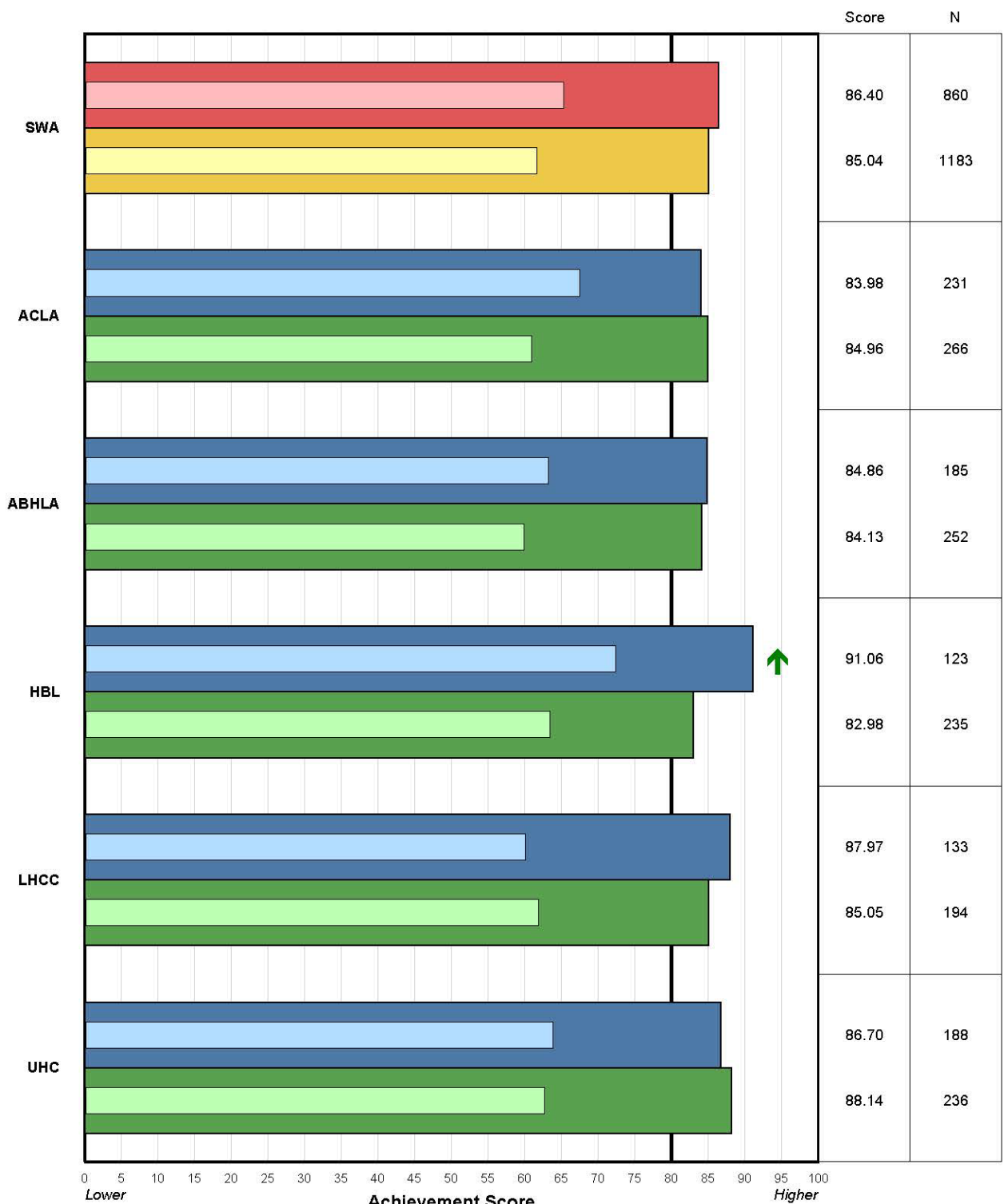
- **Rating of health plan:** The overall score for the Healthy Louisiana managed care program was high (79.9) with similar scores among the plans (74.4–86.0). Scores in 2020 were similar to scores in 2019.
- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (86.4) with similar scores among the plans (84.0–91.1). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly higher score in 2020 than in 2019 (from 83.0 to 91.1, an increase of 8.1).
- **Rating of all healthcare:** The overall score for the Healthy Louisiana managed care program was high (76.9) with similar scores among the plans (71.7–85.4). Scores in 2020 were similar to scores in 2019.

¹ National Committee for Quality Assurance. *HEDIS® 2020, Volume 3: Specifications for Survey Measures*. Washington, DC: NCQA, 2019.

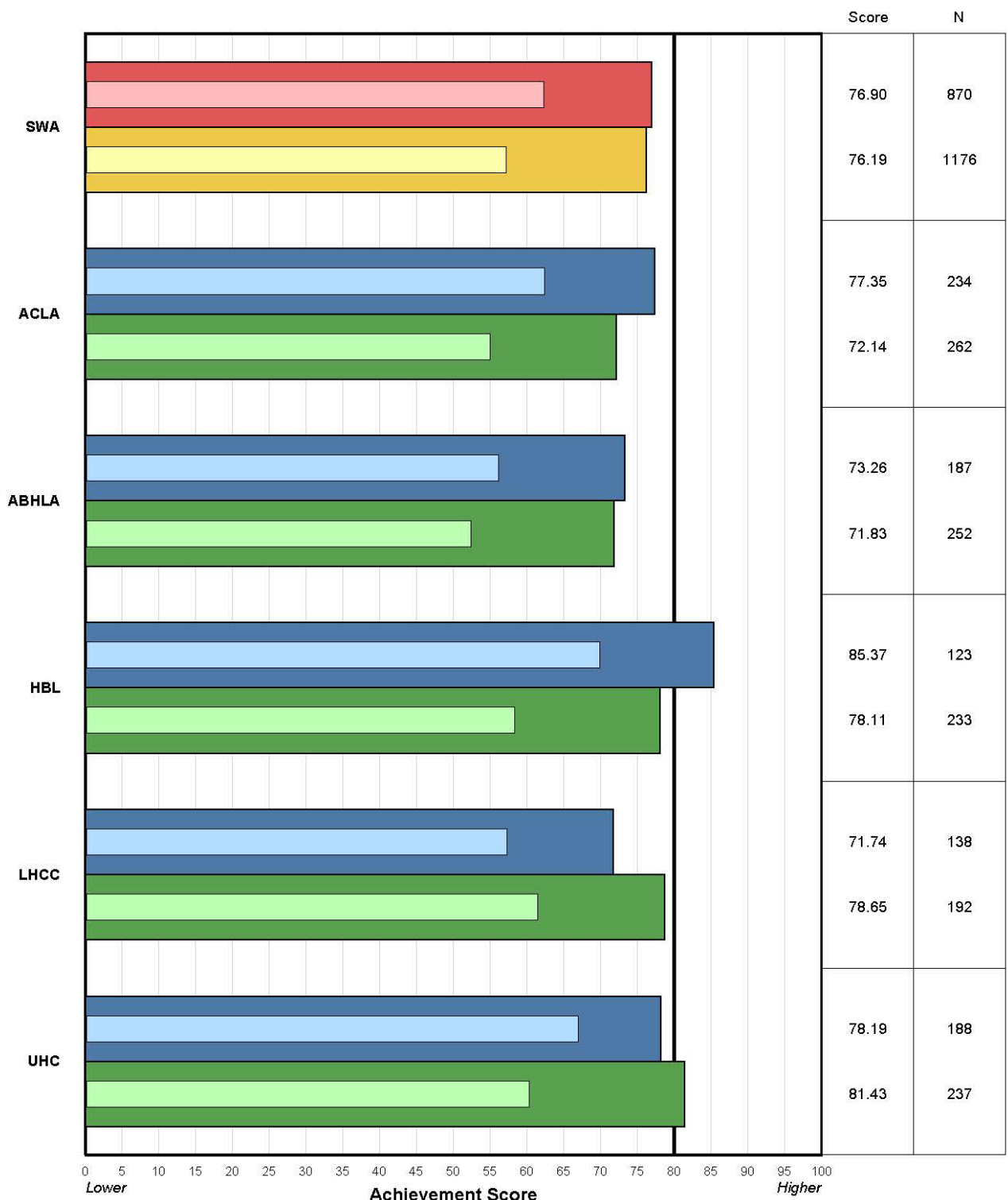
Q28. Rating of plan



Q9. Usually or always got care, tests, or treatment you thought you needed



Q8. Rating of all healthcare



Q28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	11	1.0%	3	0.9%	1	0.4%	1	0.6%	3	1.7%	3	1.3%
● 1	2	0.2%	2	0.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	13	1.1%	4	1.3%	5	2.0%	0	0.0%	1	0.6%	3	1.3%
● 3	14	1.2%	4	1.3%	2	0.8%	2	1.2%	4	2.3%	2	0.9%
● 4	18	1.6%	2	0.6%	10	4.1%	4	2.4%	0	0.0%	2	0.9%
● 5	52	4.6%	14	4.4%	12	4.9%	8	4.9%	9	5.1%	9	3.8%
● 6	35	3.1%	15	4.7%	10	4.1%	1	0.6%	7	4.0%	2	0.9%
● 7	83	7.3%	25	7.9%	23	9.3%	7	4.3%	16	9.1%	12	5.1%
● 8	140	12.3%	52	16.4%	29	11.8%	15	9.1%	23	13.1%	21	9.0%
● 9	131	11.5%	34	10.7%	31	12.6%	21	12.8%	17	9.7%	28	12.0%
● Best health plan possible	638	56.1%	163	51.3%	123	50.0%	105	64.0%	95	54.3%	152	65.0%
Total	1137	100.0%	318	100.0%	246	100.0%	164	100.0%	175	100.0%	234	100.0%
Not Answered	47		17		8		9		3		10	
Reporting Category Health Plan Ratings												
Achievement Score	79.9%		78.3%		74.4%		86.0%		77.1%		85.9%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.6		-0.9		-2.2		+6.0		-3.5		+5.0	

Q9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	16	1.9%	6	2.6%	4	2.2%	2	1.6%	0	0.0%	4	2.1%
● Sometimes	101	11.7%	31	13.4%	24	13.0%	9	7.3%	16	12.0%	21	11.2%
● Usually	181	21.0%	38	16.5%	40	21.6%	23	18.7%	37	27.8%	43	22.9%
● Always	562	65.3%	156	67.5%	117	63.2%	89	72.4%	80	60.2%	120	63.8%
Total	860	100.0%	231	100.0%	185	100.0%	123	100.0%	133	100.0%	188	100.0%
Not Answered	24		7		2		3		6		6	
Reporting Category Access to Care												
Achievement Score	86.4%		84.0%		84.9%		91.1%		88.0%		86.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.4		-1.0		+0.7		+8.1 ↑		+2.9		-1.4	

○ Response scored as: ● Achievement ● Room for improvement

Q8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health care possible	10	1.1%	3	1.3%	0	0.0%	0	0.0%	3	2.2%	4	2.1%
● 1	5	0.6%	1	0.4%	1	0.5%	0	0.0%	3	2.2%	0	0.0%
● 2	4	0.5%	3	1.3%	1	0.5%	0	0.0%	0	0.0%	0	0.0%
● 3	9	1.0%	4	1.7%	4	2.1%	0	0.0%	0	0.0%	1	0.5%
● 4	18	2.1%	4	1.7%	2	1.1%	4	3.3%	6	4.3%	2	1.1%
● 5	41	4.7%	8	3.4%	12	6.4%	4	3.3%	6	4.3%	11	5.9%
● 6	37	4.3%	11	4.7%	6	3.2%	2	1.6%	8	5.8%	10	5.3%
● 7	77	8.9%	19	8.1%	24	12.8%	8	6.5%	13	9.4%	13	6.9%
● 8	127	14.6%	35	15.0%	32	17.1%	19	15.4%	20	14.5%	21	11.2%
● 9	101	11.6%	25	10.7%	25	13.4%	19	15.4%	13	9.4%	19	10.1%
● Best health care possible	441	50.7%	121	51.7%	80	42.8%	67	54.5%	66	47.8%	107	56.9%
Total	870	100.0%	234	100.0%	187	100.0%	123	100.0%	138	100.0%	188	100.0%
Not Answered	14		4		0		3		1		6	
Reporting Category Rating of All Health Care												
Achievement Score	76.9%		77.4%		73.3%		85.4%		71.7%		78.2%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.7		+5.2		+1.4		+7.3		-6.9		-3.2	

○ Response scored as: ● Achievement ● Room for improvement

Using This Report

This report is designed to identify and describe key opportunities for improving enrollees' experience of care across the Healthy Louisiana managed care program. For this report, LDH selected key indicators of enrollees' experience of care. LDH selected these key indicators based on two criteria: 1) they represent important aspects of healthcare; and 2) they are influenced directly by MCO policies and operations. Therefore, these results focus on areas where the MCOs have significant potential to improve enrollees' care and experience of care.

About the CAHPS® Survey

The survey questions were obtained from the 2020 CAHPS® 5.0H Medicaid Adult Survey. The objective of the survey is to capture complete and accurate information about consumer-reported experiences with health care. The survey aims to measure how well MCOs are meeting enrollees' expectations and perceived needs.

Response Rates

The administration of the CAHPS® surveys is comprehensive and is designed to achieve the highest possible response rate. A high response rate facilitates the generalization of the survey responses to an MCO's population. The response rate is the total number of completed surveys divided by all eligible enrollees of the sample. An enrollee's survey was assigned a disposition code of "completed" if at least three of five specified questions were completed. Eligible enrollees included the entire sample minus ineligible members. Ineligible members of the sample met one or more of the following criteria: were deceased, were invalid (did not meet the eligible population criteria), were mentally or physically incapacitated, or had a language barrier.

For 2020, a total of 1,184 adult surveys were completed for Louisiana's Medicaid managed care program with a survey response rate of 12.7 percent.

Survey Analysis

Enrollee responses to survey questions are summarized as achievement scores by MCO and for the program as a whole, termed the statewide average (SWA). An achievement score is computed as the proportion of responses that indicate a positive experience. In general, somewhat positive responses are included with positive responses as achievements. Achievement scores are computed by aggregating the top two or three positive experience responses, and reported for all pertinent survey items (i.e., those items that have a range of response choices from poor experience to positive). The scoring methodology included in this report is derived from the CAHPS® survey scoring guidelines.

Achievement scores for the component questionnaire items are presented in the form of bar charts to facilitate comparison of MCO scores over time. The graphs show the respondents answering "Usually" or "Always" for Never to Always scales, or "8", "9", or "10" for 0 to 10 scales. The interior portion of each bar represents the proportion giving a response of "Always" or "9" or "10", respectively. For the Medical Assistance with Smoking Cessation questions, the graphs show respondents answering "Sometimes", "Usually", or "Always" based on CAHPS® scoring guidelines. The interior portion of each bar represents the proportion giving a response of "Usually" or "Always". The achievement score for the flu vaccine question is computed as the proportion of respondents who answered "Yes" to the question.

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Interpretation of Results and Conclusions

Results presented here are in a format that is optimized for use in practical decision-making. Specifically, these results can:

1. Assist in identifying strengths and weaknesses in the quality of care and services for the MCOs.
2. Provide a way to assess where resources can best be allocated to improve performance for the MCOs.

Conclusions based on the information presented in this report should be tempered by its limitations. First, for some survey items, relatively small numbers of responses could be collected, due to skip patterns inherent in the instrument and/or a small survey sample size. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Additionally, in many of the charts and tables presented in this report, differences between MCOs are readily apparent. However, where these differences are not statistically significant they should be evaluated accordingly.

Sample Disposition

	SWA	ACLA	ABHLA	HBL	LHCC	UHC
First mailing - sent	9383	2025	1350	1755	2633	1620
First mailing - usable returned surveys	632	160	124	89	153	106
Second mailing - usable returned surveys	355	91	94	84	0	86
Third mailing - usable returned surveys	36	0	36	0	0	0
Web - usable completed surveys	24	0	0	0	24	0
Phone - usable surveys	137	84	0	0	1	52
Total - usable surveys	1184	335	254	173	178	244
†Ineligible: According to population criteria‡	39	15	4	4	0	16
†Ineligible: Language barrier	4	3	0	0	0	1
†Ineligible: Deceased	4	2	0	0	0	2
†Ineligible: Mentally or physically unable to complete survey	9	3	0	0	0	6
Bad address	3244	202	1086	1566	223	167
Refusal	31	15	1	0	1	14
Incomplete survey	59	24	5	12	6	12
Nonresponse - Unavailable	4809	1426	0	0	2225	1158
Response Rate	12.7%	16.7%	18.9%	9.9%	6.8%	15.3%

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: *Response Rate = Total Returned and Completed Surveys / Total Eligible Cases*

Health Plan Ratings

This section describes enrollees' ratings of their health plan by MCO and for the Healthy Louisiana managed care program overall. Enrollees were asked to rate different areas related to their health plan. The survey questions included the following:

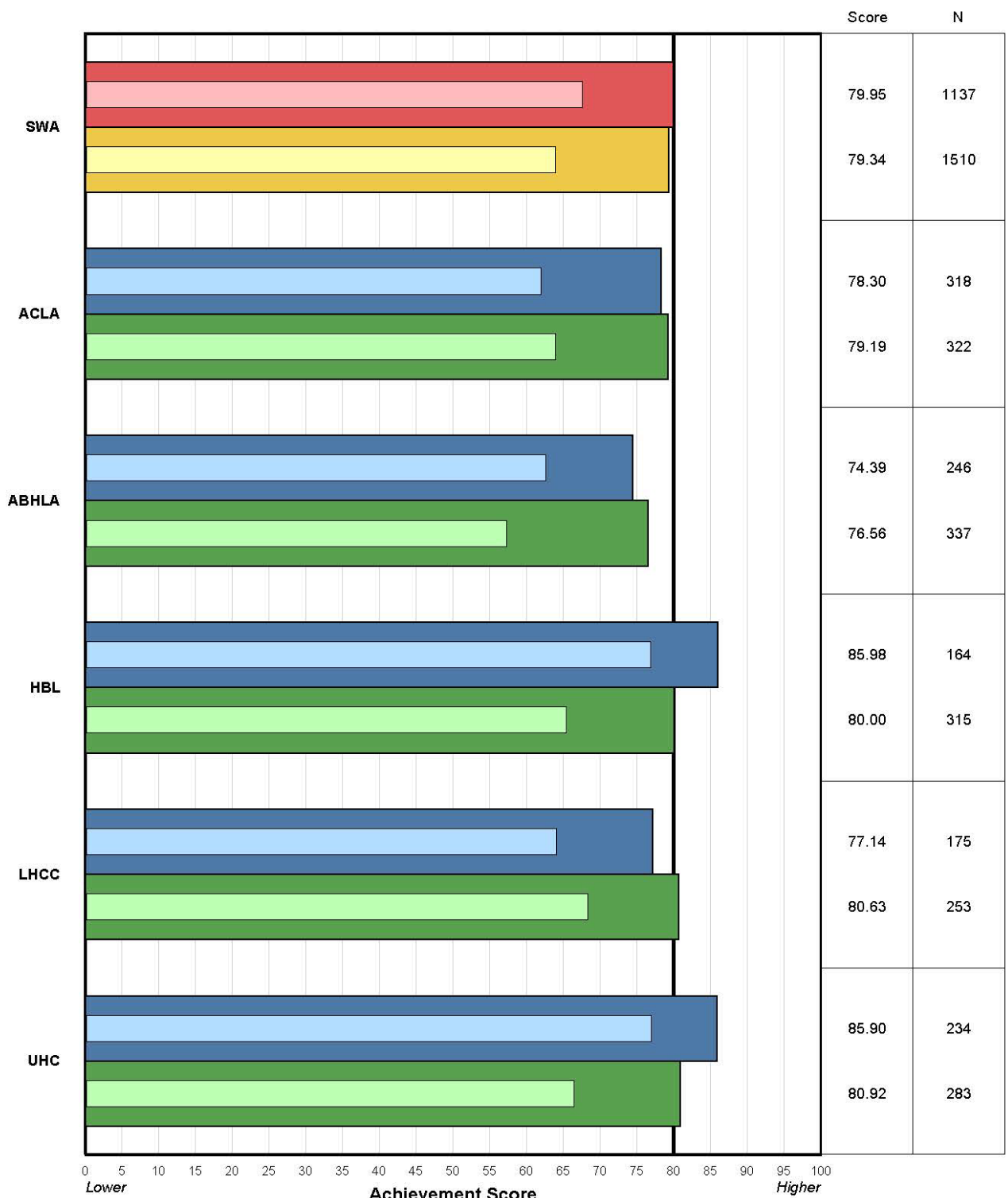
- Q28: Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?
Responses are on a scale of 0 to 10 with 0 being the worst and 10 the best.
- Q24: In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
Responses are Never, Sometimes, Usually and Always.
- Q25: In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
Responses are Never, Sometimes, Usually and Always.
- Q27: In the last 6 months, how often were the forms from your health plan easy to fill out?
Responses are Never, Sometimes, Usually and Always.

Key Findings

Results presented in the Health Plan Ratings section are summarized below. Scores are out of 100.

- **Rating of health plan:** The overall score for the Healthy Louisiana managed care program was high (79.9) with similar scores among the plans (74.4–86.0). Scores in 2020 were similar to scores in 2019.
- **Obtained help needed from customer service:** The overall score for the Healthy Louisiana managed care program was high (84.6) with similar scores among the plans (83.3–87.1). Scores in 2020 were similar to scores in 2019.
- **Customer service treated with courtesy and respect:** The overall score for the Healthy Louisiana managed care program was high (94.8) with similar scores among the plans (90.1–98.4). Scores in 2020 were similar to scores in 2019.
- **Health plan forms easy to fill out:** The overall score for the Healthy Louisiana managed care program was high (85.0) with similar scores among the plans (78.1–94.1). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly higher score in 2020 than in 2019 (from 79.5 to 94.1, an increase of 14.6).

Q28. Rating of plan



↑↓ 2020 score statistically significantly higher/lower than 2019 score.

No arrow indicates that no statistical difference was found.

Note: interior portion of bar represents proportions giving a rating of 9 or 10.

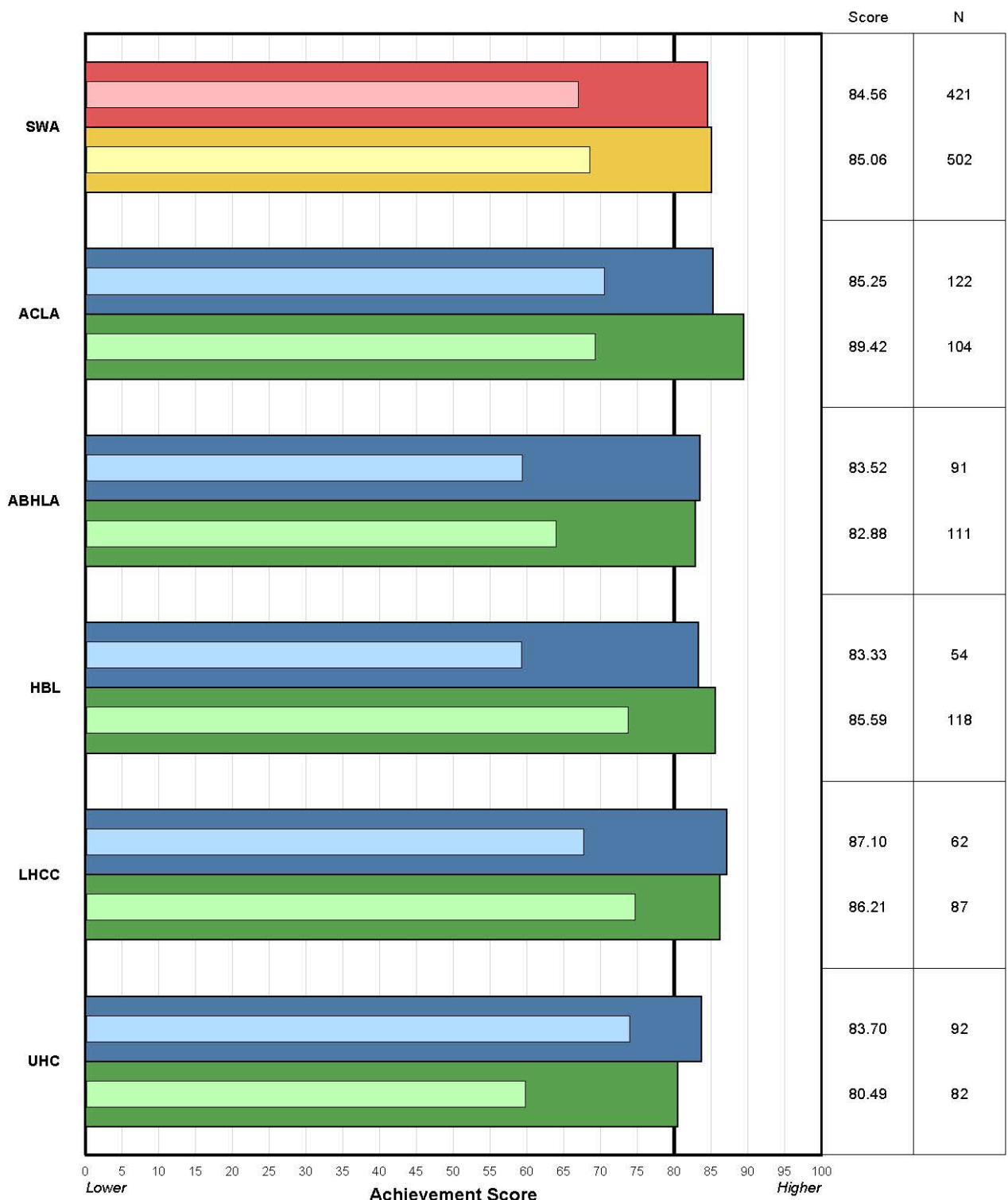
Healthy Louisiana Program 2020

Plan 2020

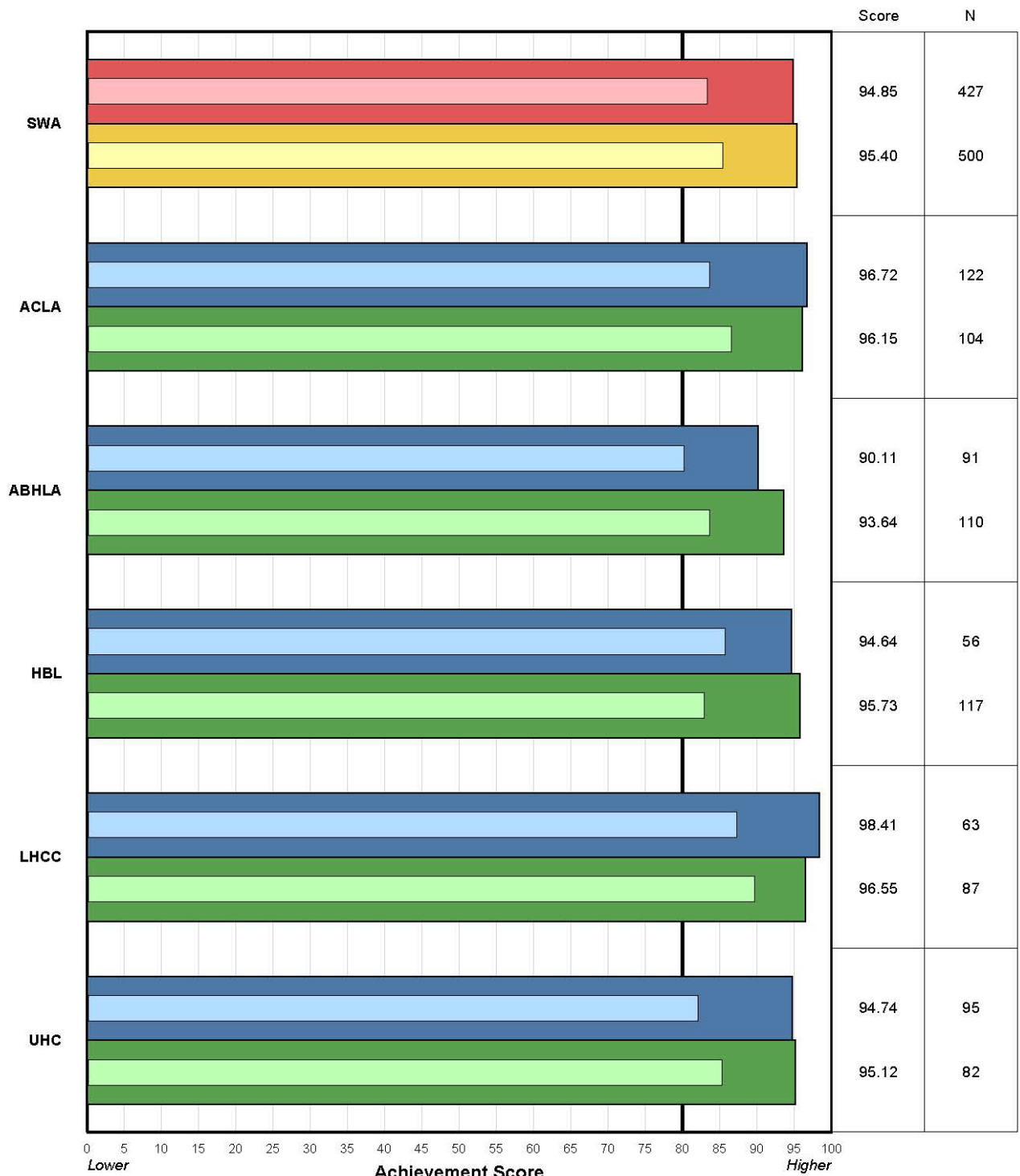
Healthy Louisiana Program 2019

Plan 2019

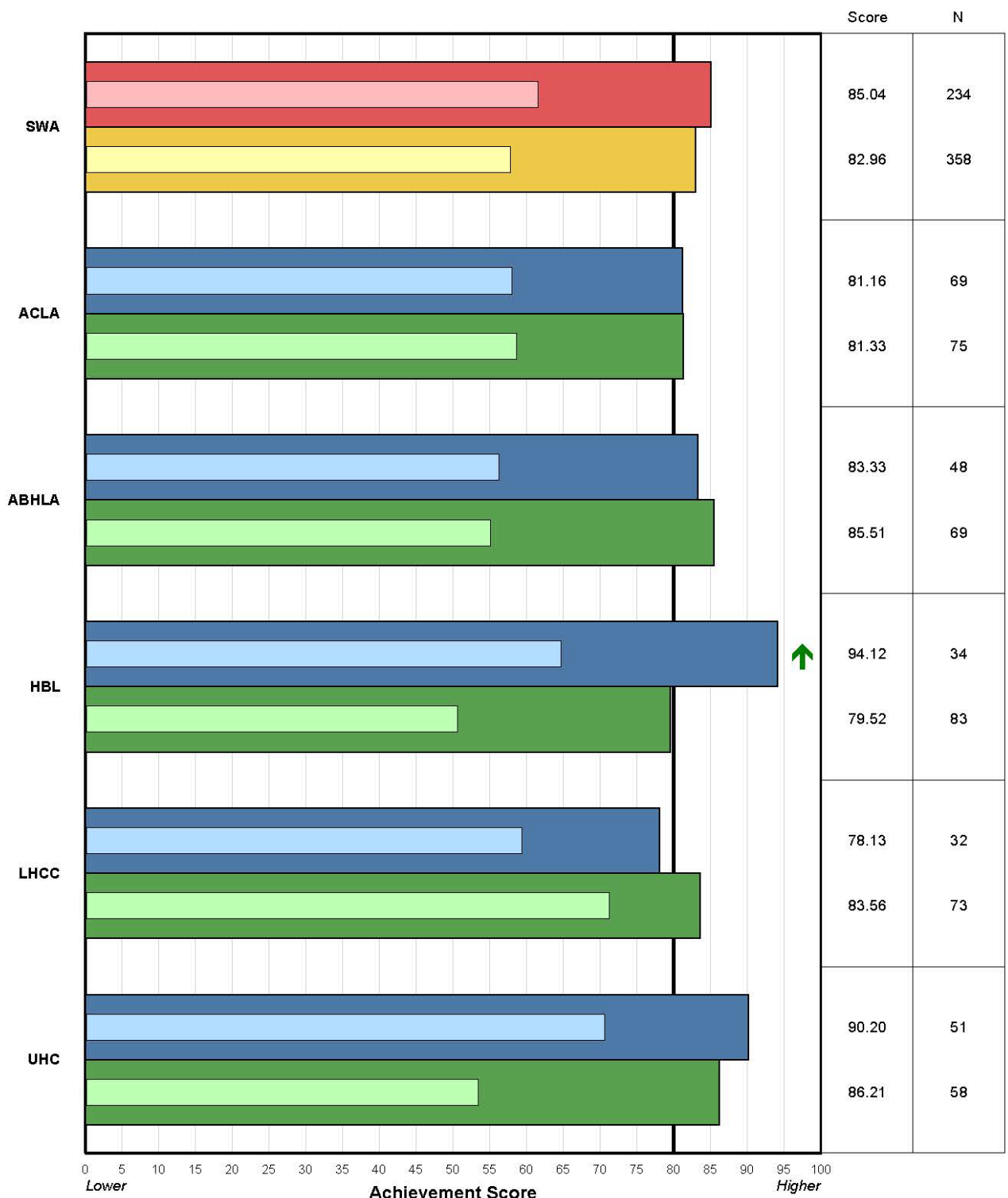
Q24. Health plan's customer service usually or always gave needed information or help



Q25. Usually or always treated with courtesy and respect by health plan's customer service staff



Q27. Forms from your health plan usually or always easy to fill out



↑↓ 2020 score statistically significantly higher/lower than 2019 score.

No arrow indicates that no statistical difference was found.

Note: interior portion of bar represents proportions giving a rating of Always.

■ Healthy Louisiana Program 2020 ■ Plan 2020
■ Healthy Louisiana Program 2019 ■ Plan 2019

Q28. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst health plan possible	11	1.0%	3	0.9%	1	0.4%	1	0.6%	3	1.7%	3	1.3%
● 1	2	0.2%	2	0.6%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
● 2	13	1.1%	4	1.3%	5	2.0%	0	0.0%	1	0.6%	3	1.3%
● 3	14	1.2%	4	1.3%	2	0.8%	2	1.2%	4	2.3%	2	0.9%
● 4	18	1.6%	2	0.6%	10	4.1%	4	2.4%	0	0.0%	2	0.9%
● 5	52	4.6%	14	4.4%	12	4.9%	8	4.9%	9	5.1%	9	3.8%
● 6	35	3.1%	15	4.7%	10	4.1%	1	0.6%	7	4.0%	2	0.9%
● 7	83	7.3%	25	7.9%	23	9.3%	7	4.3%	16	9.1%	12	5.1%
● 8	140	12.3%	52	16.4%	29	11.8%	15	9.1%	23	13.1%	21	9.0%
● 9	131	11.5%	34	10.7%	31	12.6%	21	12.8%	17	9.7%	28	12.0%
● Best health plan possible	638	56.1%	163	51.3%	123	50.0%	105	64.0%	95	54.3%	152	65.0%
Total	1137	100.0%	318	100.0%	246	100.0%	164	100.0%	175	100.0%	234	100.0%
Not Answered	47		17		8		9		3		10	
Reporting Category Health Plan Ratings												
Achievement Score	79.9%		78.3%		74.4%		86.0%		77.1%		85.9%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+0.6		-0.9		-2.2		+6.0		-3.5		+5.0	

Q24. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	9	2.1%	3	2.5%	3	3.3%	0	0.0%	0	0.0%	3	3.3%
● Sometimes	56	13.3%	15	12.3%	12	13.2%	9	16.7%	8	12.9%	12	13.0%
● Usually	74	17.6%	18	14.8%	22	24.2%	13	24.1%	12	19.4%	9	9.8%
● Always	282	67.0%	86	70.5%	54	59.3%	32	59.3%	42	67.7%	68	73.9%
Total	421	100.0%	122	100.0%	91	100.0%	54	100.0%	62	100.0%	92	100.0%
Not Answered	19		4		2		2		4		7	
Reporting Category Health Plan Ratings												
Achievement Score	84.6%		85.2%		83.5%		83.3%		87.1%		83.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-0.5		-4.2		+0.6		-2.3		+0.9		+3.2	

○ Response scored as: ● Achievement ● Room for improvement

Q25. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	4	0.9%	1	0.8%	1	1.1%	0	0.0%	0	0.0%	2	2.1%
● Sometimes	18	4.2%	3	2.5%	8	8.8%	3	5.4%	1	1.6%	3	3.2%
● Usually	49	11.5%	16	13.1%	9	9.9%	5	8.9%	7	11.1%	12	12.6%
● Always	356	83.4%	102	83.6%	73	80.2%	48	85.7%	55	87.3%	78	82.1%
Total	427	100.0%	122	100.0%	91	100.0%	56	100.0%	63	100.0%	95	100.0%
Not Answered	13		4		2		0		3		4	
Reporting Category Health Plan Ratings												
Achievement Score	94.8%		96.7%		90.1%		94.6%		98.4%		94.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-0.6		+0.6		-3.5		-1.1		+1.9		-0.4	

Q27. In the last 6 months, how often were the forms from your health plan easy to fill out?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	8	3.4%	2	2.9%	2	4.2%	1	2.9%	0	0.0%	3	5.9%
● Sometimes	27	11.5%	11	15.9%	6	12.5%	1	2.9%	7	21.9%	2	3.9%
● Usually	55	23.5%	16	23.2%	13	27.1%	10	29.4%	6	18.8%	10	19.6%
● Always	144	61.5%	40	58.0%	27	56.3%	22	64.7%	19	59.4%	36	70.6%
Total	234	100.0%	69	100.0%	48	100.0%	34	100.0%	32	100.0%	51	100.0%
Not Answered	17		6		3		3		0		5	
Reporting Category Health Plan Ratings												
Achievement Score	85.0%		81.2%		83.3%		94.1%		78.1%		90.2%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+2.1		-0.2		-2.2		+14.6 ↑		-5.4		+4.0	

○ Response scored as: ● Achievement ● Room for improvement

Access to Care

This section describes enrollees' experiences with access to care by MCO and for the Healthy Louisiana managed care program overall. MCOs can directly influence access to care through their contracted networks and through maintaining accurate and up-to-date provider directories. The survey questions include the following:

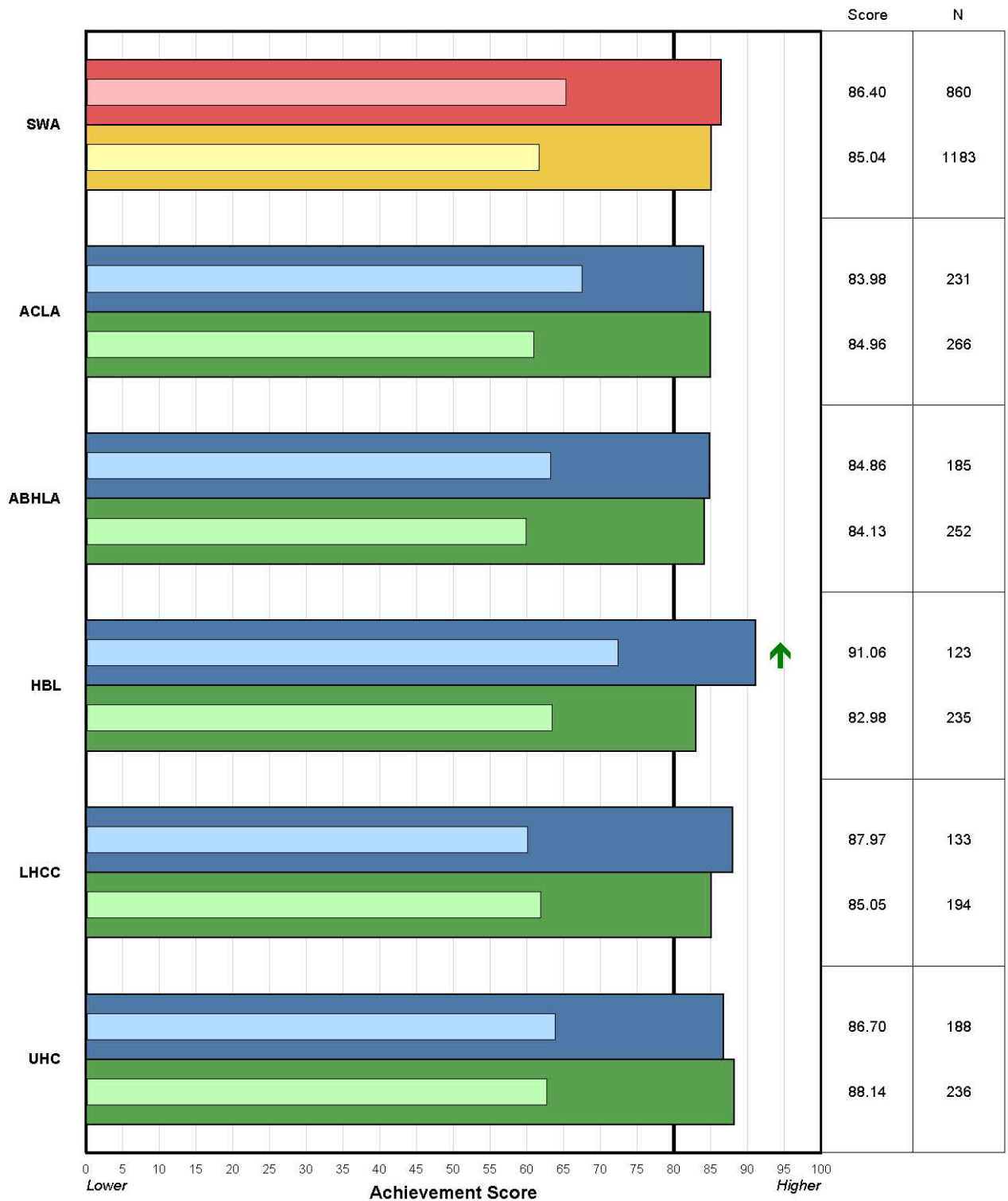
- Q9: In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?
Responses are Never, Sometimes, Usually and Always.
- Q4: In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?
Responses are Never, Sometimes, Usually and Always.
- Q6: In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?
Responses are Never, Sometimes, Usually and Always.
- Q20: In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
Responses are Never, Sometimes, Usually and Always.

Key Findings

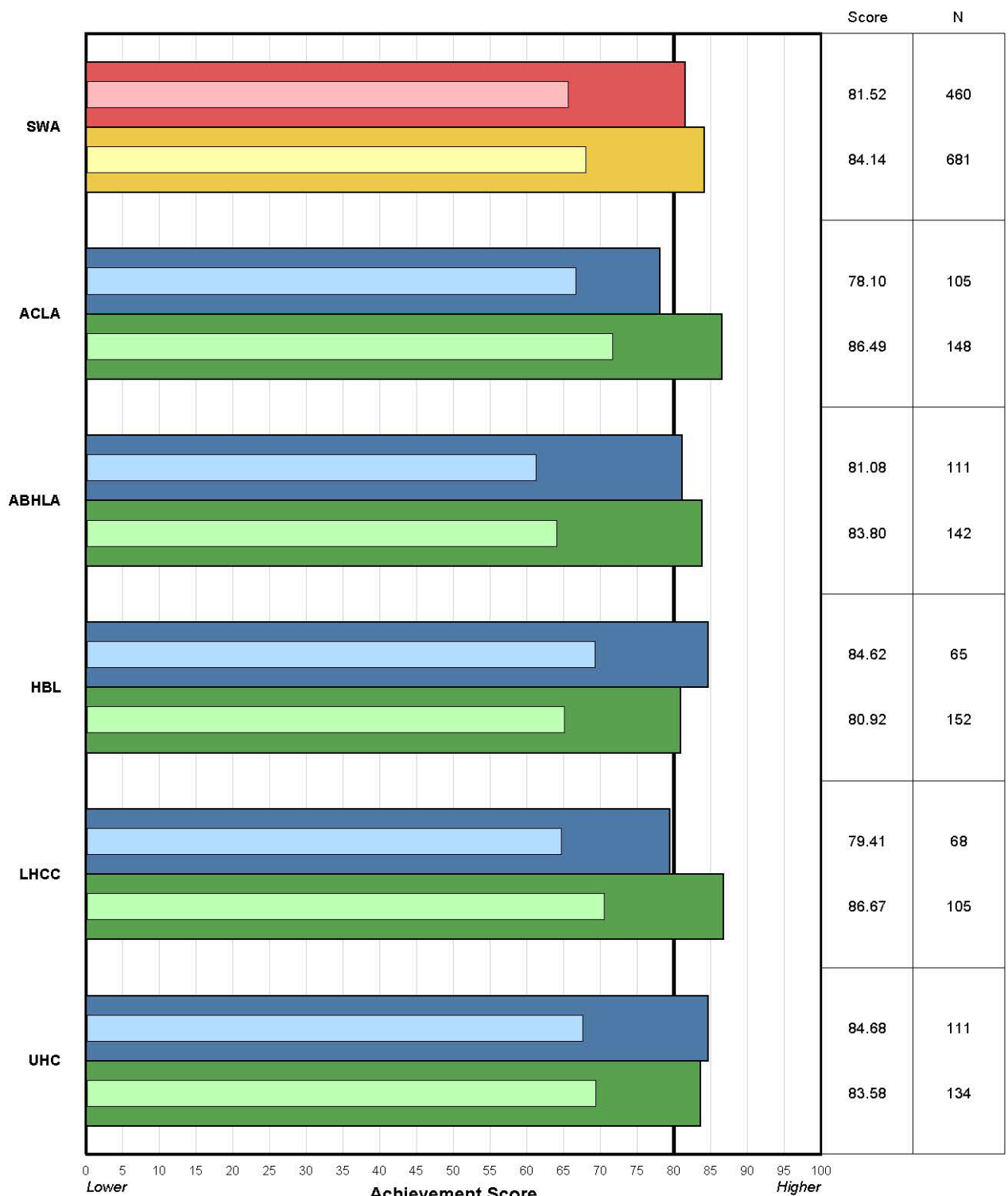
Results presented in the Access to Care section are summarized below. Scores are out of 100.

- **Got care believed necessary:** The overall score for the Healthy Louisiana managed care program was high (86.4) with similar scores among the plans (84.0–91.1). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly higher score in 2020 than in 2019 (from 83.0 to 91.1, an increase of 8.1).
- **Received care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (81.5) with similar scores among the plans (78.1–84.7). Scores in 2020 were similar to scores in 2019.
- **Received appointment for check-up or routine care as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (80.3) with similar scores among the plans (78.1–83.2). Scores in 2020 were similar to scores in 2019.
- **Received appointment to see a specialist as soon as needed:** The overall score for the Healthy Louisiana managed care program was high (80.2) with similar scores among the plans (73.6–89.8). Scores in 2020 were similar to scores in 2019.

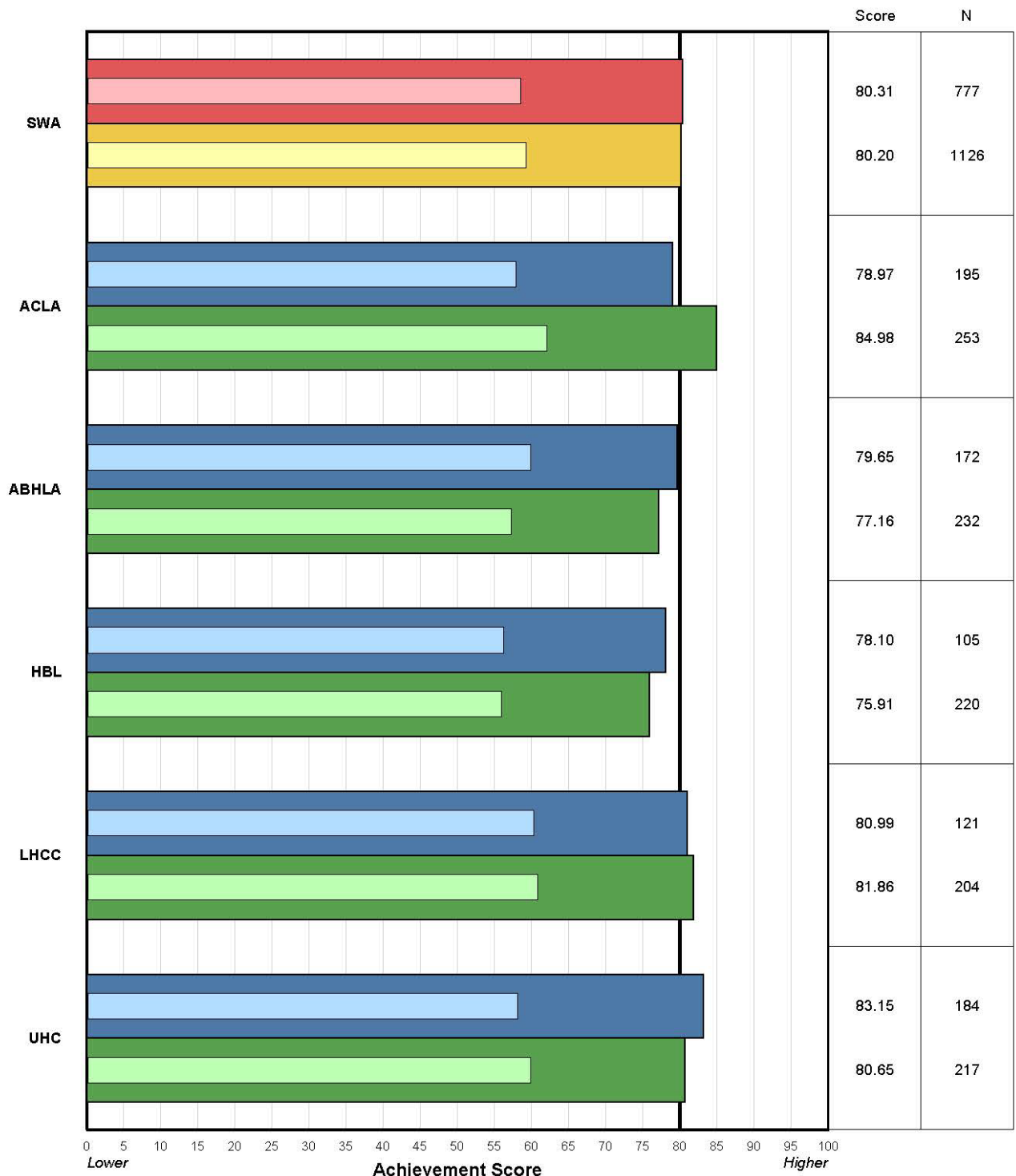
Q9. Usually or always got care, tests, or treatment you thought you needed



Q4. Usually or always got urgent care as soon as you needed



Q6. Usually or always got an appointment for check-up or routine care as soon as you needed



↑↓ 2020 score statistically significantly higher/lower than 2019 score.

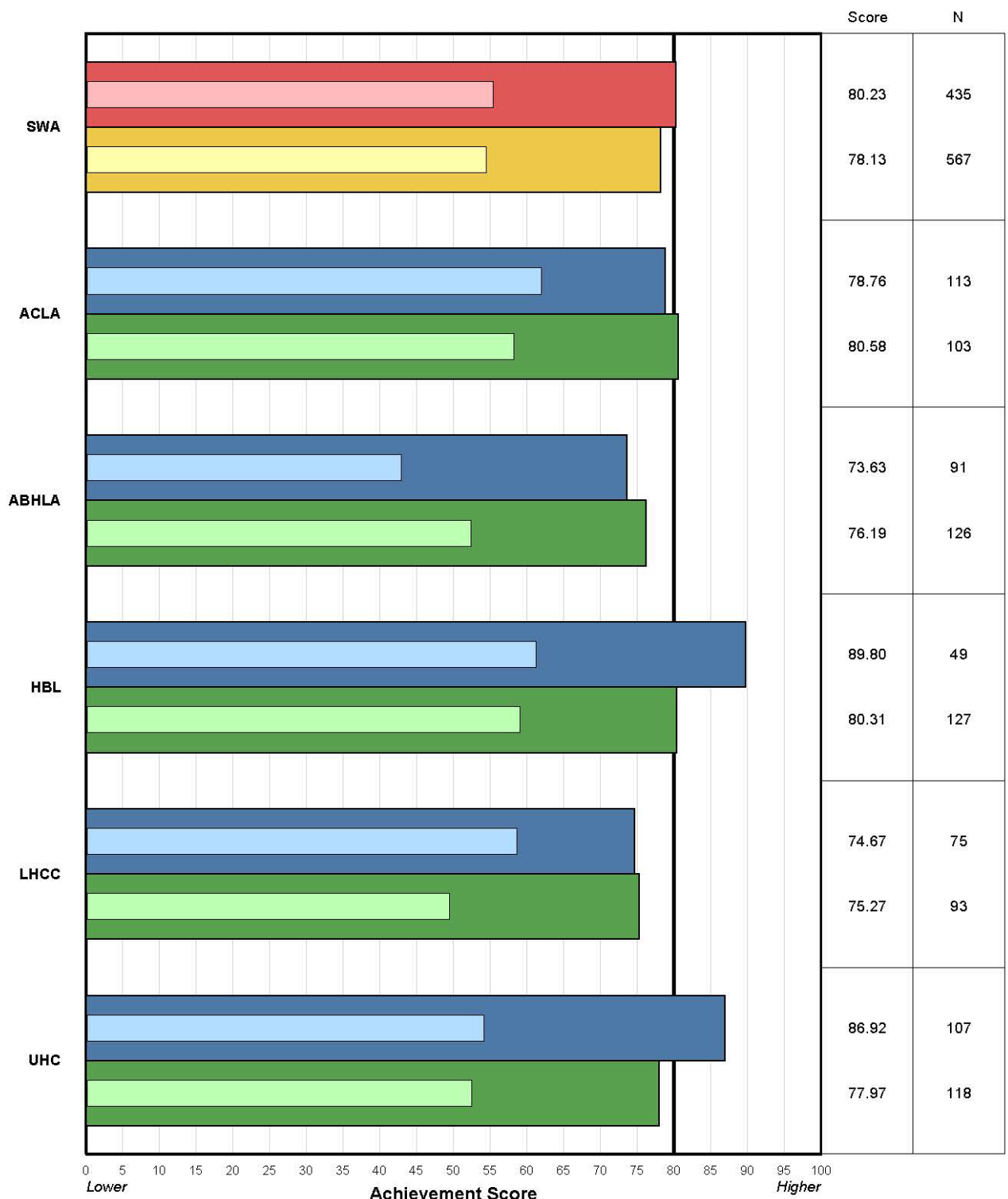
No arrow indicates that no statistical difference was found.

Note: interior portion of bar represents proportions giving a rating of Always.

Healthy Louisiana Program 2020 Plan 2020

Healthy Louisiana Program 2019 Plan 2019

Q20. Usually or always got an appointment to see a specialist as soon as you needed



Q9. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	16	1.9%	6	2.6%	4	2.2%	2	1.6%	0	0.0%	4	2.1%
● Sometimes	101	11.7%	31	13.4%	24	13.0%	9	7.3%	16	12.0%	21	11.2%
● Usually	181	21.0%	38	16.5%	40	21.6%	23	18.7%	37	27.8%	43	22.9%
● Always	562	65.3%	156	67.5%	117	63.2%	89	72.4%	80	60.2%	120	63.8%
Total	860	100.0%	231	100.0%	185	100.0%	123	100.0%	133	100.0%	188	100.0%
Not Answered	24		7		2		3		6		6	
Reporting Category Access to Care												
Achievement Score	86.4%		84.0%		84.9%		91.1%		88.0%		86.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+1.4		-1.0		+0.7		+8.1 ↑		+2.9		-1.4	

Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	3.0%	7	6.7%	3	2.7%	0	0.0%	2	2.9%	2	1.8%
● Sometimes	71	15.4%	16	15.2%	18	16.2%	10	15.4%	12	17.6%	15	13.5%
● Usually	73	15.9%	12	11.4%	22	19.8%	10	15.4%	10	14.7%	19	17.1%
● Always	302	65.7%	70	66.7%	68	61.3%	45	69.2%	44	64.7%	75	67.6%
Total	460	100.0%	105	100.0%	111	100.0%	65	100.0%	68	100.0%	111	100.0%
Not Answered	27		10		4		8		2		3	
Reporting Category Access to Care												
Achievement Score	81.5%		78.1%		81.1%		84.6%		79.4%		84.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-2.6		-8.4		-2.7		+3.7		-7.3		+1.1	

Q6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	3.0%	7	6.7%	3	2.7%	0	0.0%	2	2.9%	2	1.8%
● Sometimes	71	15.4%	16	15.2%	18	16.2%	10	15.4%	12	17.6%	15	13.5%
● Usually	73	15.9%	12	11.4%	22	19.8%	10	15.4%	10	14.7%	19	17.1%
● Always	302	65.7%	70	66.7%	68	61.3%	45	69.2%	44	64.7%	75	67.6%
Total	460	100.0%	105	100.0%	111	100.0%	65	100.0%	68	100.0%	111	100.0%
Not Answered	27		10		4		8		2		3	
Reporting Category Access to Care												
Achievement Score	81.5%		78.1%		81.1%		84.6%		79.4%		84.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-2.6		-8.4		-2.7		+3.7		-7.3		+1.1	

○ Response scored as: ● Achievement ● Room for improvement

Q20. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	20	4.6%	6	5.3%	4	4.4%	2	4.1%	3	4.0%	5	4.7%
● Sometimes	66	15.2%	18	15.9%	20	22.0%	3	6.1%	16	21.3%	9	8.4%
● Usually	108	24.8%	19	16.8%	28	30.8%	14	28.6%	12	16.0%	35	32.7%
● Always	241	55.4%	70	61.9%	39	42.9%	30	61.2%	44	58.7%	58	54.2%
Total	435	100.0%	113	100.0%	91	100.0%	49	100.0%	75	100.0%	107	100.0%
Not Answered	7		2		3		1		0		1	
Reporting Category Access to Care												
Achievement Score	80.2%		78.8%		73.6%		89.8%		74.7%		86.9%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+2.1		-1.8		-2.6		+9.5		-0.6		+8.9	

○ Response scored as: ● Achievement ● Room for improvement

Experience of Healthcare Services

This section describes enrollees' experiences with their doctor by MCO and for the Healthy Louisiana managed care program overall. MCOs can influence this rating by contracting with high quality providers and by giving providers the support and resources they need to take care of enrollees. The survey questions include the following:

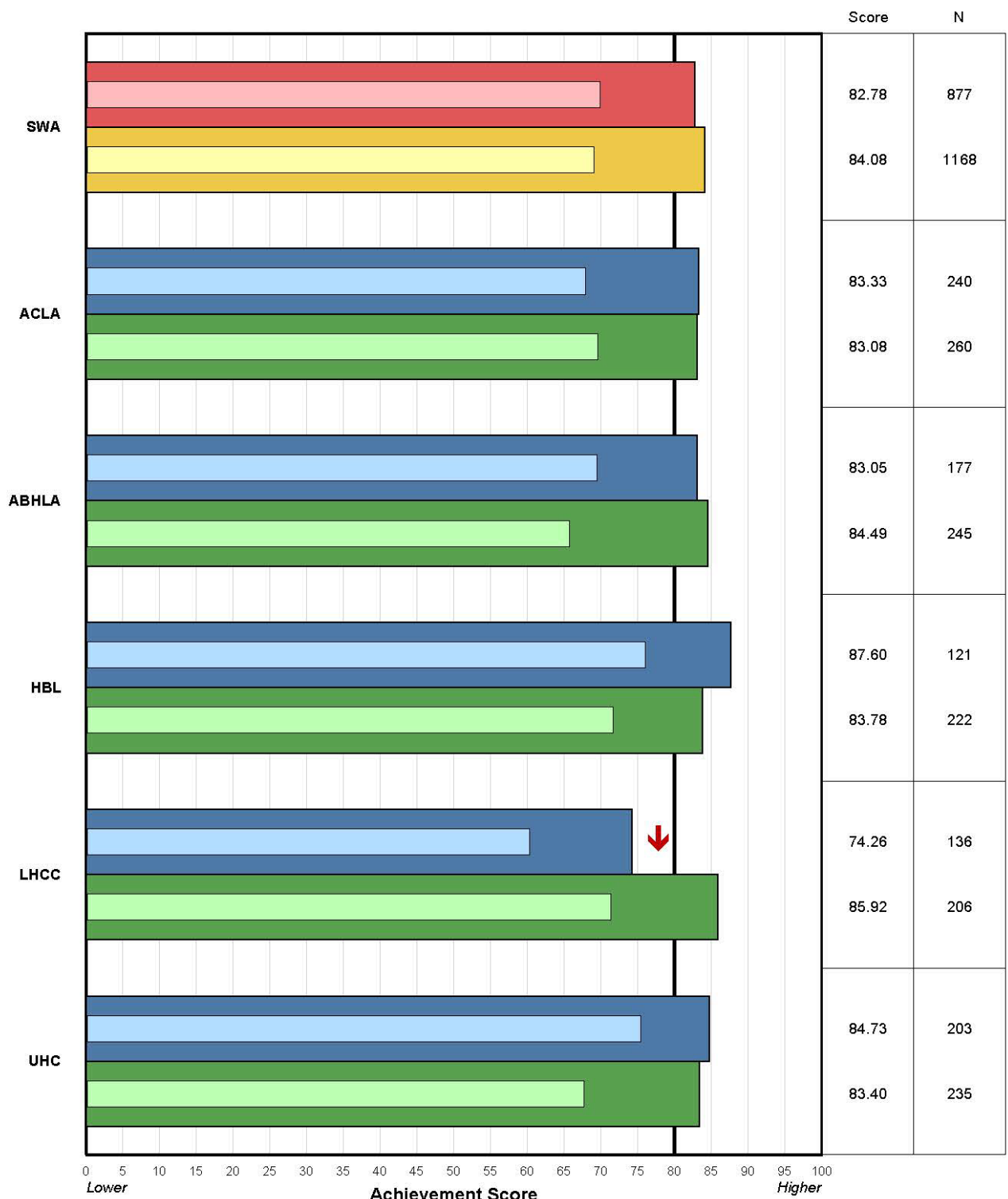
- Q18: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
Responses are on a scale of 0 to 10 with 0 being the worst and 10 the best.
- Q12: In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
Responses are Never, Sometimes, Usually and Always.
- Q13: In the last 6 months, how often did your personal doctor listen carefully to you?
Responses are Never, Sometimes, Usually and Always.
- Q14: In the last 6 months, how often did your personal doctor show respect for what you had to say?
Responses are Never, Sometimes, Usually and Always.
- Q15: In the last 6 months, how often did your personal doctor spend enough time with you?
Responses are Never, Sometimes, Usually and Always.
- Q17: In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
Responses are Never, Sometimes, Usually and Always.

Key Findings

Results presented in the Experience of Healthcare Services section are summarized below. Scores are out of 100.

- **Rating of personal doctor:** The overall score for the Healthy Louisiana managed care program was high (82.8) with similar scores among the plans (74.3–87.6). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly lower score in 2020 than in 2019 (from 85.9 to 74.3, a decrease of 11.6).
- **Personal doctor explained things in a way that was easy to understand:** The overall score for the Healthy Louisiana managed care program was high (92.2) with similar scores among the plans (84.8–100.0). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly lower score in 2020 than in 2019 (from 95.7 to 84.8, a decrease of 10.9).
- **Personal doctor listened carefully:** The overall score for the Healthy Louisiana managed care program was high (92.9) with similar scores among the plans (87.5–97.3). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly lower score in 2020 than in 2019 (from 96.7 to 87.5, a decrease of 9.2).
- **Personal doctor showed respect for what patient had to say:** The overall score for the Healthy Louisiana managed care program was high (93.1) with similar scores among the plans (89.2–97.2). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly lower score in 2020 than in 2019 (from 96.7 to 89.2, a decrease of 7.5).
- **Personal doctor spent enough time with patient:** The overall score for the Healthy Louisiana managed care program was high (92.2) with similar scores among the plans (87.5–95.5). Scores in 2020 were similar to scores in 2019.
- **Personal doctor seemed informed about care received from other doctors or providers:** The overall score for the Healthy Louisiana managed care program was high (84.8) with similar scores among the plans (80.2–88.7). Scores in 2020 were similar to scores in 2019. One MCO had a statistically significantly higher score in 2020 than in 2019 (from 75.4 to 87.5, an increase of 12.1).

Q18. Rating of personal doctor



Q12. Personal doctor usually or always explained things in way that was easy to understand



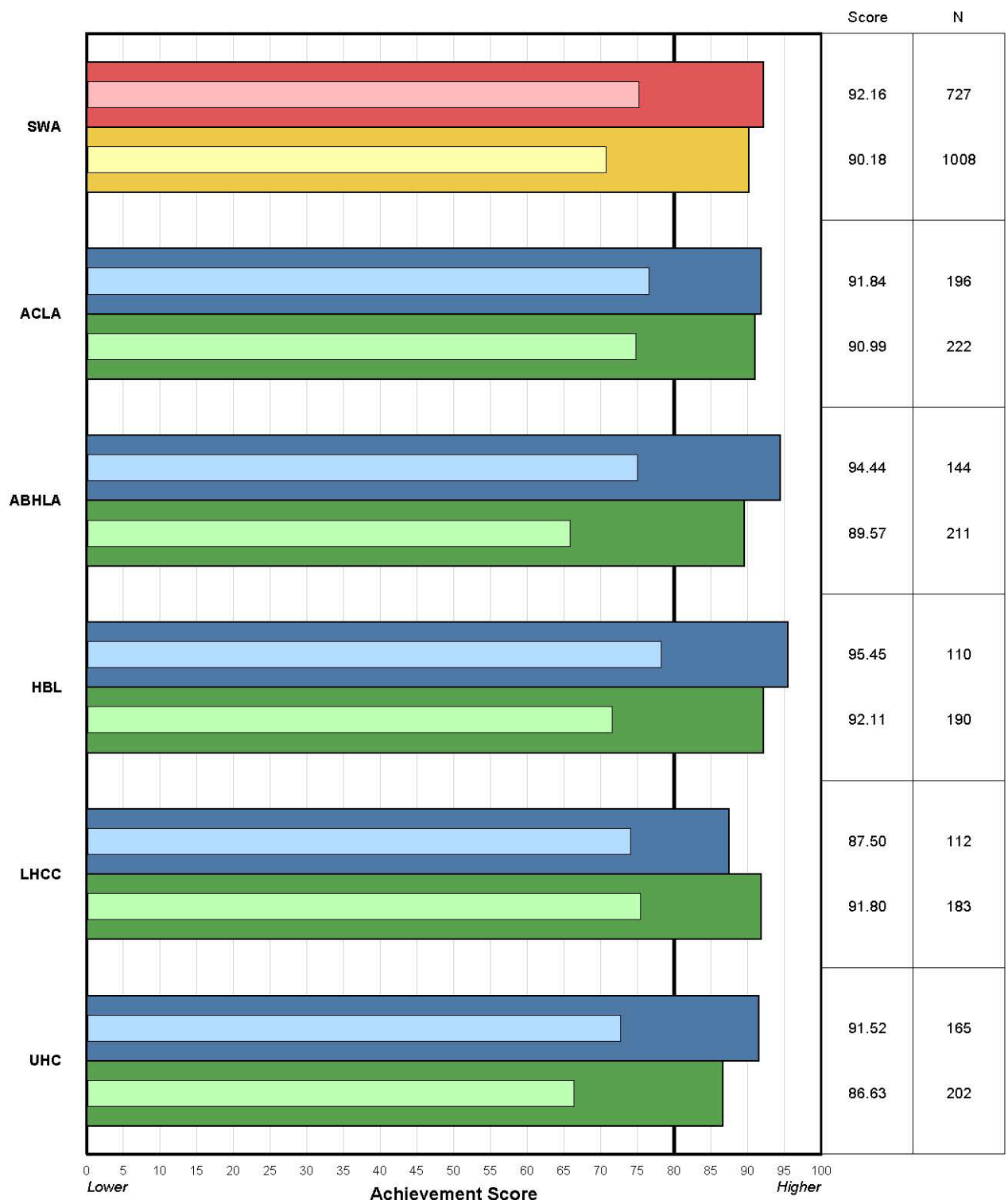
Q13. Personal doctor usually or always listened carefully to you



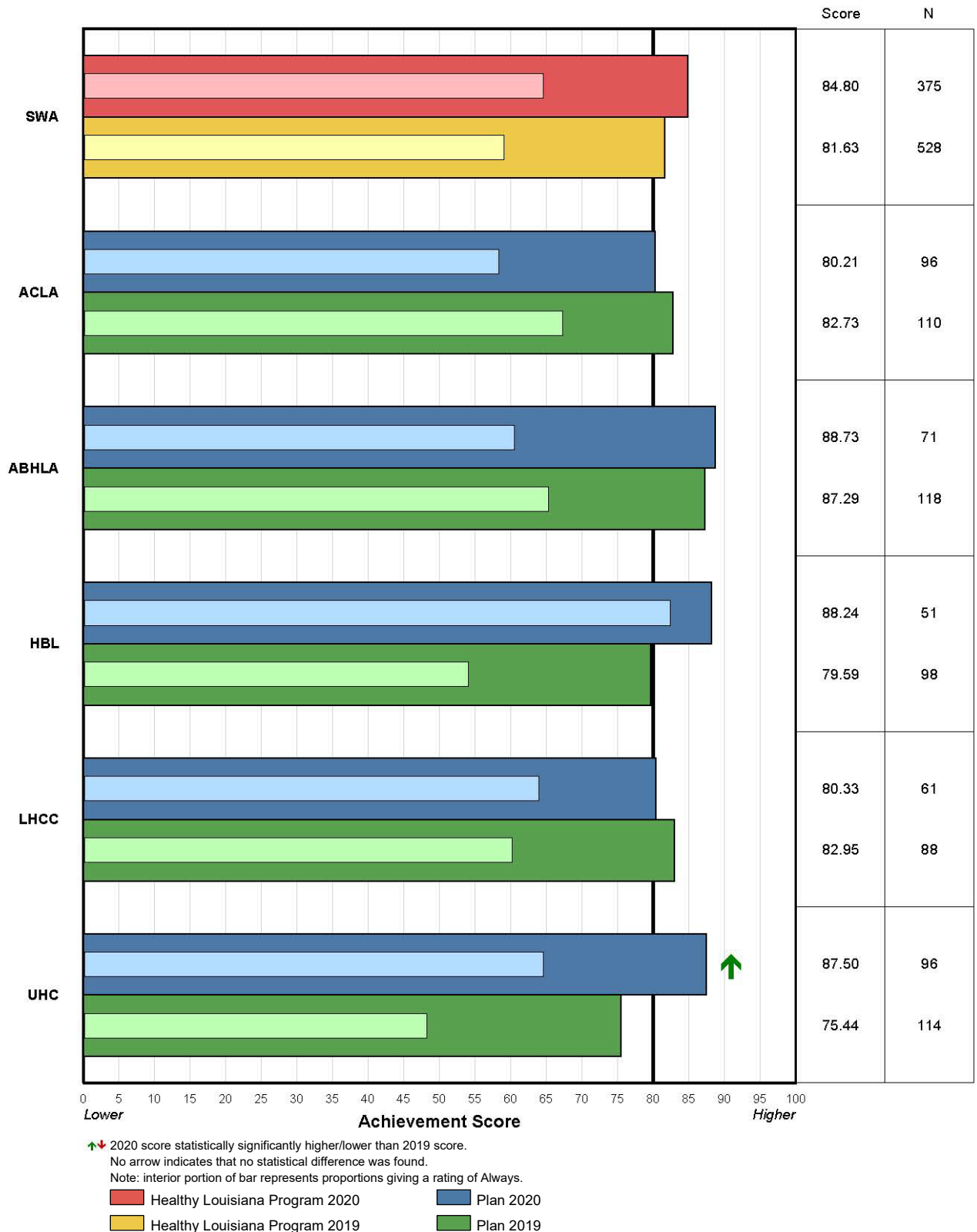
Q14. Personal doctor usually or always showed respect for what you had to say



Q15. Personal doctor usually or always spent enough time with you



Q17. Personal doctor usually or always seemed informed about care received from other doctors or providers



Q18. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Worst personal doctor possible	12	1.4%	8	3.3%	0	0.0%	0	0.0%	2	1.5%	2	1.0%
● 1	5	0.6%	0	0.0%	1	0.6%	0	0.0%	2	1.5%	2	1.0%
● 2	7	0.8%	0	0.0%	3	1.7%	0	0.0%	2	1.5%	2	1.0%
● 3	14	1.6%	5	2.1%	5	2.8%	0	0.0%	2	1.5%	2	1.0%
● 4	5	0.6%	2	0.8%	2	1.1%	1	0.8%	0	0.0%	0	0.0%
● 5	37	4.2%	10	4.2%	5	2.8%	3	2.5%	13	9.6%	6	3.0%
● 6	18	2.1%	4	1.7%	3	1.7%	0	0.0%	4	2.9%	7	3.4%
● 7	53	6.0%	11	4.6%	11	6.2%	11	9.1%	10	7.4%	10	4.9%
● 8	113	12.9%	37	15.4%	24	13.6%	14	11.6%	19	14.0%	19	9.4%
● 9	109	12.4%	25	10.4%	31	17.5%	12	9.9%	16	11.8%	25	12.3%
● Best personal doctor possible	504	57.5%	138	57.5%	92	52.0%	80	66.1%	66	48.5%	128	63.1%
Total	877	100.0%	240	100.0%	177	100.0%	121	100.0%	136	100.0%	203	100.0%
Not Answered	44		9		11		8		6		10	
Reporting Category Experience of Care												
Achievement Score	82.8%		83.3%		83.1%		87.6%		74.3%		84.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-1.3		+0.3		-1.4		+3.8		-11.7 ↓		+1.3	

Q12. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	1.0%	4	2.0%	0	0.0%	0	0.0%	3	2.7%	0	0.0%
● Sometimes	50	6.8%	16	8.1%	10	6.8%	0	0.0%	14	12.5%	10	6.0%
● Usually	94	12.8%	26	13.2%	20	13.7%	11	10.0%	12	10.7%	25	15.0%
● Always	581	79.4%	151	76.6%	116	79.5%	99	90.0%	83	74.1%	132	79.0%
Total	732	100.0%	197	100.0%	146	100.0%	110	100.0%	112	100.0%	167	100.0%
Not Answered	2		1		0		0		0		1	
Reporting Category Experience of Care												
Achievement Score	92.2%		89.8%		93.2%		100.0%		84.8%		94.0%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-1.4		-3.4		+2.2		+4.7		-10.8 ↓		+0.9	

○ Response scored as: ● Achievement ● Room for improvement

Q13. In the last 6 months, how often did your personal doctor listen carefully to you?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	7	1.0%	3	1.5%	0	0.0%	0	0.0%	2	1.8%	2	1.2%
● Sometimes	45	6.2%	12	6.2%	8	5.5%	3	2.7%	12	10.7%	10	6.0%
● Usually	83	11.4%	21	10.8%	18	12.4%	11	10.0%	8	7.1%	25	15.0%
● Always	593	81.5%	158	81.4%	119	82.1%	96	87.3%	90	80.4%	130	77.8%
Total	728	100.0%	194	100.0%	145	100.0%	110	100.0%	112	100.0%	167	100.0%
Not Answered	6		4		1		0		0		1	
Reporting Category Experience of Care												
Achievement Score	92.9%		92.3%		94.5%		97.3%		87.5%		92.8%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-0.4		-1.8		+0.6		+4.1		-9.2 ↓		+4.2	

Q14. In the last 6 months, how often did your personal doctor show respect for what you had to say?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	12	1.6%	3	1.5%	1	0.7%	0	0.0%	4	3.6%	4	2.4%
● Sometimes	38	5.2%	12	6.1%	6	4.1%	3	2.8%	8	7.2%	9	5.4%
● Usually	76	10.4%	18	9.1%	23	15.9%	9	8.3%	10	9.0%	16	9.6%
● Always	602	82.7%	164	83.2%	115	79.3%	96	88.9%	89	80.2%	138	82.6%
Total	728	100.0%	197	100.0%	145	100.0%	108	100.0%	111	100.0%	167	100.0%
Not Answered	6		1		1		2		1		1	
Reporting Category Experience of Care												
Achievement Score	93.1%		92.4%		95.2%		97.2%		89.2%		92.2%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-1.2		-0.9		+1.8		+1.4		-7.5 ↓		-0.8	

Q15. In the last 6 months, how often did your personal doctor spend enough time with you?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	14	1.9%	6	3.1%	2	1.4%	1	0.9%	3	2.7%	2	1.2%
● Sometimes	43	5.9%	10	5.1%	6	4.2%	4	3.6%	11	9.8%	12	7.3%
● Usually	123	16.9%	30	15.3%	28	19.4%	19	17.3%	15	13.4%	31	18.8%
● Always	547	75.2%	150	76.5%	108	75.0%	86	78.2%	83	74.1%	120	72.7%
Total	727	100.0%	196	100.0%	144	100.0%	110	100.0%	112	100.0%	165	100.0%
Not Answered	7		2		2		0		0		3	
Reporting Category Experience of Care												
Achievement Score	92.2%		91.8%		94.4%		95.5%		87.5%		91.5%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+2.0		+0.8		+4.9		+3.3		-4.3		+4.9	

○ Response scored as: ● Achievement ● Room for improvement

Q17. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	19	5.1%	7	7.3%	2	2.8%	0	0.0%	3	4.9%	7	7.3%
● Sometimes	38	10.1%	12	12.5%	6	8.5%	6	11.8%	9	14.8%	5	5.2%
● Usually	76	20.3%	21	21.9%	20	28.2%	3	5.9%	10	16.4%	22	22.9%
● Always	242	64.5%	56	58.3%	43	60.6%	42	82.4%	39	63.9%	62	64.6%
Total	375	100.0%	96	100.0%	71	100.0%	51	100.0%	61	100.0%	96	100.0%
Not Answered	7		0		0		1		2		4	
Reporting Category Experience of Care												
Achievement Score	84.8%		80.2%		88.7%		88.2%		80.3%		87.5%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+3.2		-2.5		+1.4		+8.6		-2.6		+12.1 ↑	

○ Response scored as: ● Achievement ● Room for improvement

Preventive Care

This section describes enrollees' reported use of two key preventive services: the influenza vaccine and smoking cessation. These results are described by MCO and for the Healthy Louisiana managed care program overall. MCOs can influence these ratings by contracting with providers who offer these services, supporting providers with resources and tools to deliver these services, or by directly offering these key services to enrollees. The survey questions include the following:

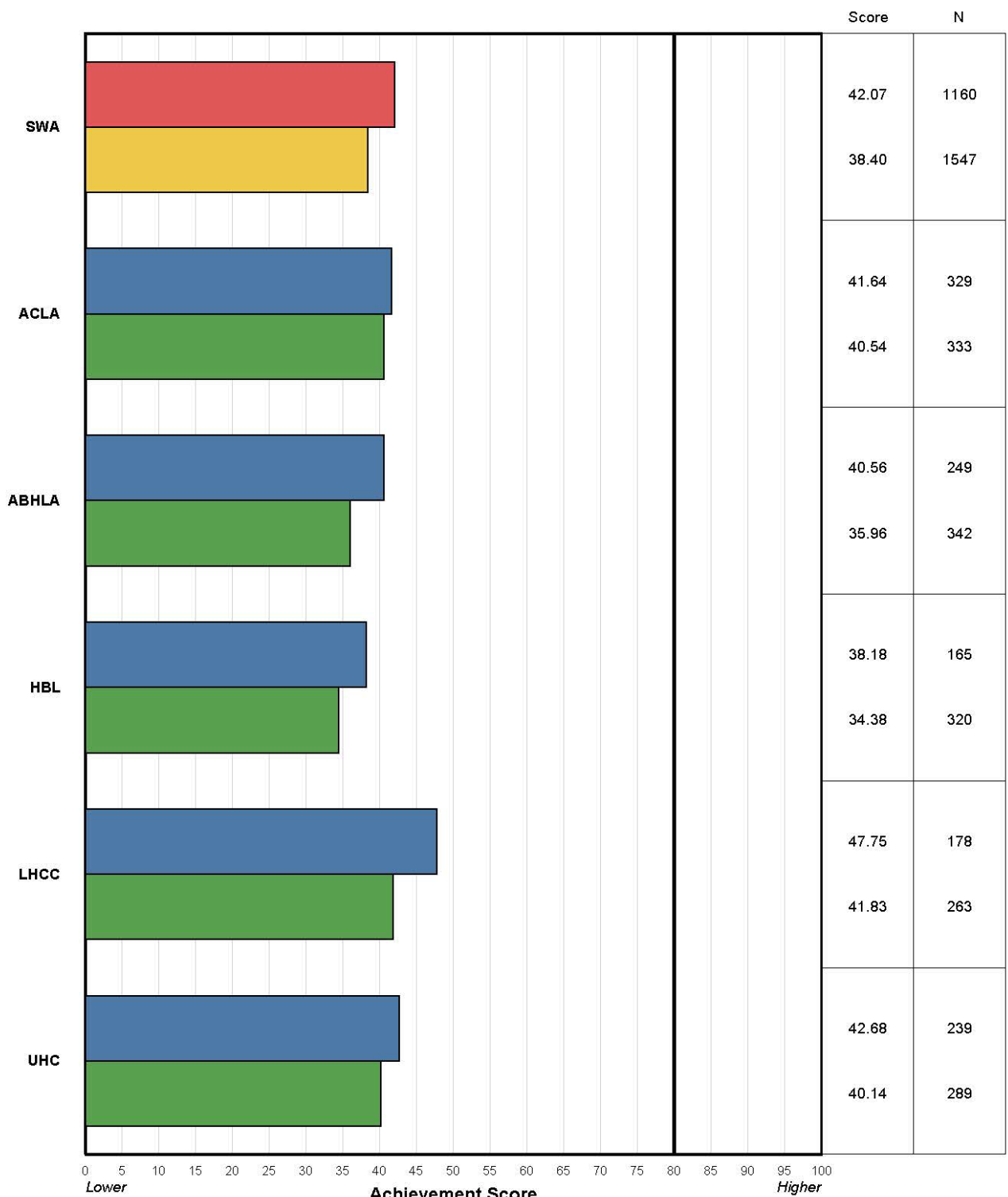
- Q31: Have you had either a flu shot or flu spray in the nose since July 1, 2019?
Responses are Yes, No, Don't know
- Q33: In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
Responses are Never, Sometimes, Usually and Always.
- Q34: In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.
Responses are Never, Sometimes, Usually and Always.
- Q35: In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.
Responses are Never, Sometimes, Usually and Always.

Key Findings

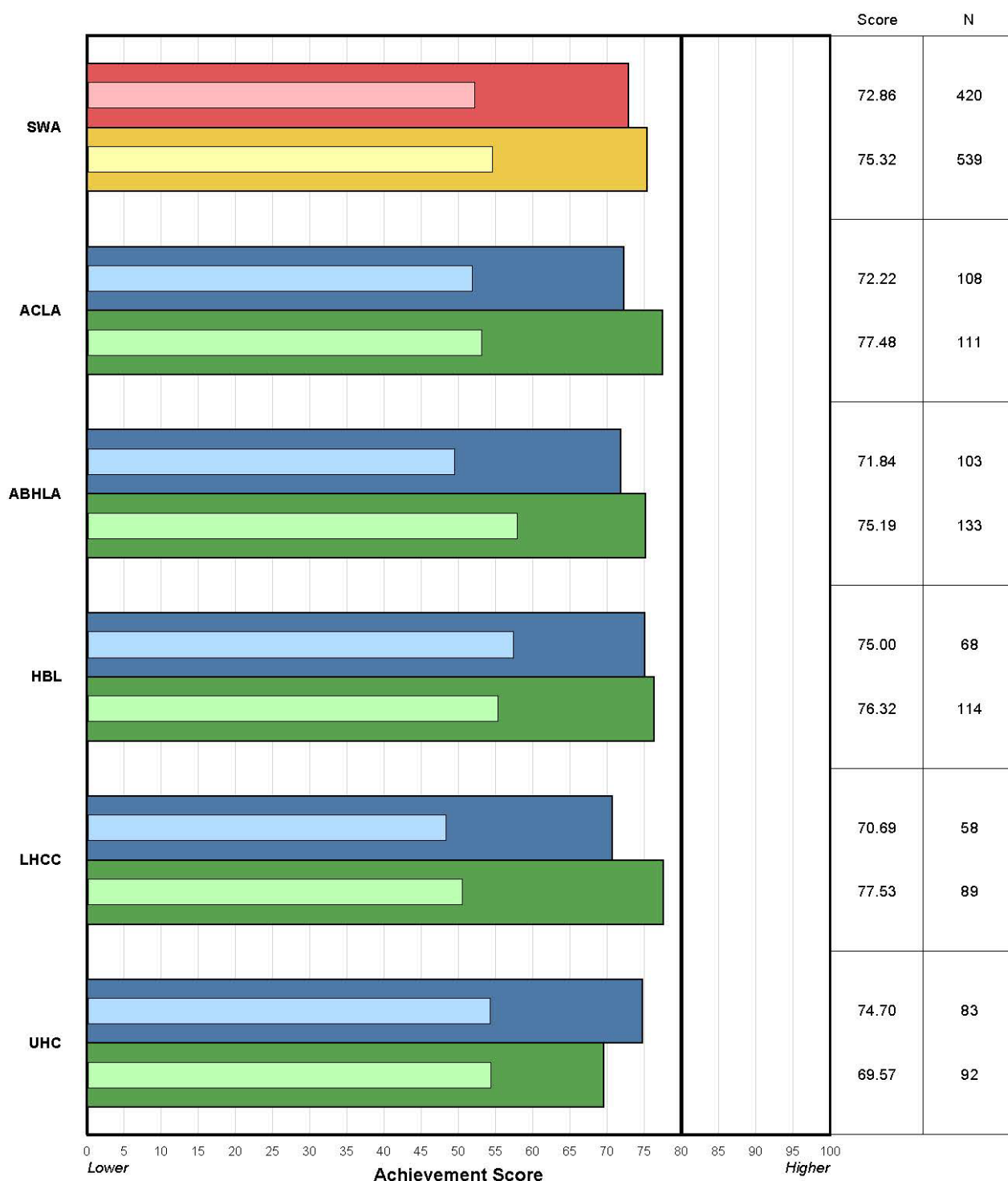
Results presented in the Preventive Care section are summarized below. Scores are out of 100.

- **Received flu shot or spray:** The overall score for the Healthy Louisiana managed care program was 42.1 with similar scores among the plans (38.2–47.8). Scores in 2020 were similar to scores in 2019.
- **Advised by doctor to quit smoking/tobacco use:** The overall score for the Healthy Louisiana managed care program was high (72.9) with similar scores among the plans (70.7–75.0).
- **Doctor or other provider recommended or discussed smoking/tobacco cessation medication:** The overall score for the Healthy Louisiana managed care program was 53.2 with similar scores among the plans (48.8–57.5). Overall, the Healthy Louisiana managed care program had a statistically significantly higher score in 2020 than in 2019 (from 45.4 to 53.2, an increase of 7.8).
- **Doctor or other provider discussed or provided smoking/tobacco cessation strategies:** The overall score for the Healthy Louisiana managed care program was 50.8 with similar scores among the plans (44.1–60.3). Overall, the Healthy Louisiana managed care program had a statistically significantly higher score in 2020 than in 2019 (from 44.0 to 50.8, an increase of 6.9), and one MCO had a statistically significantly higher score in 2020 than in 2019 (from 37.2 to 60.3, an increase of 23.1).

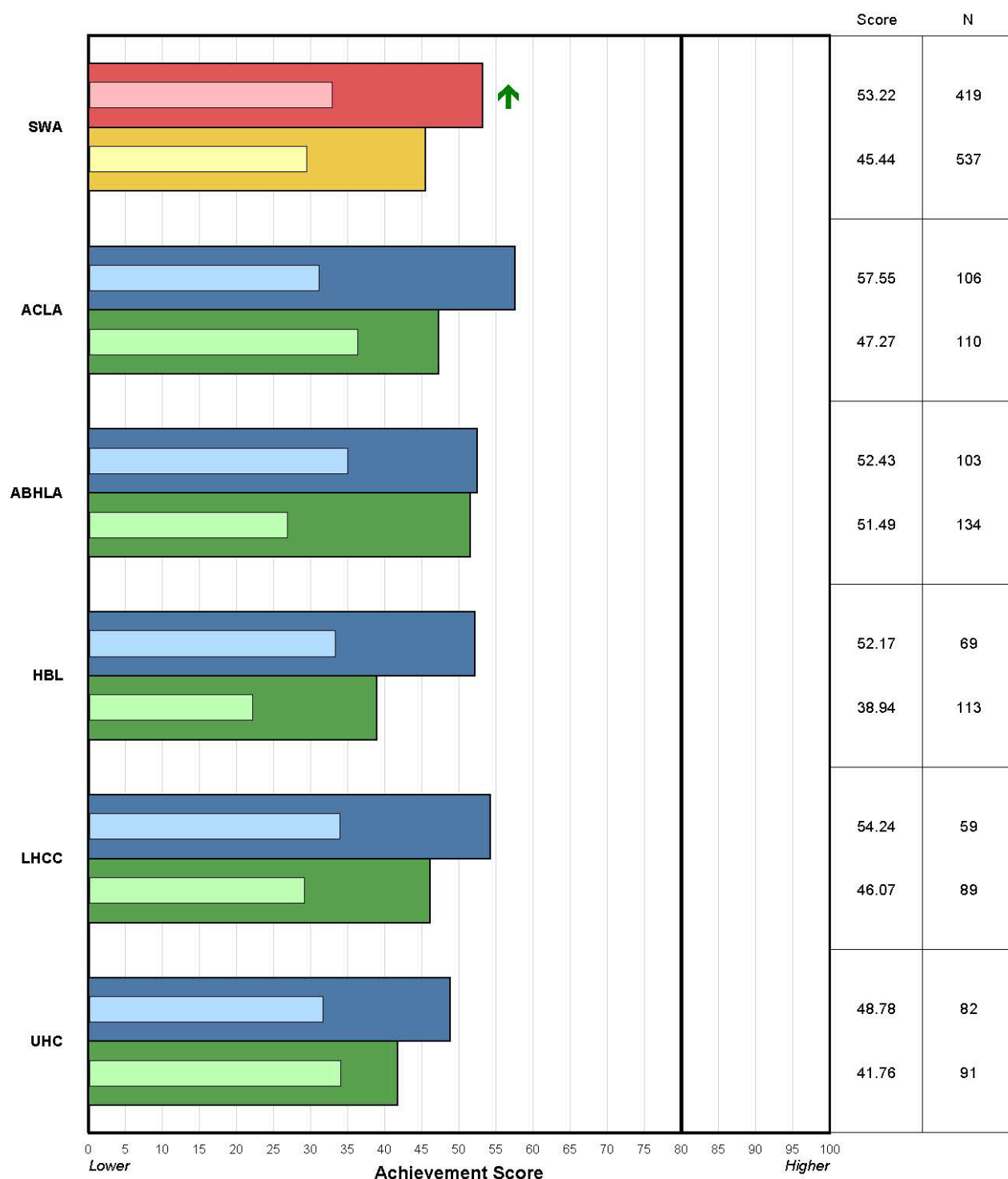
Q31. Received a flu shot or flu spray in the nose since July 1, 2019



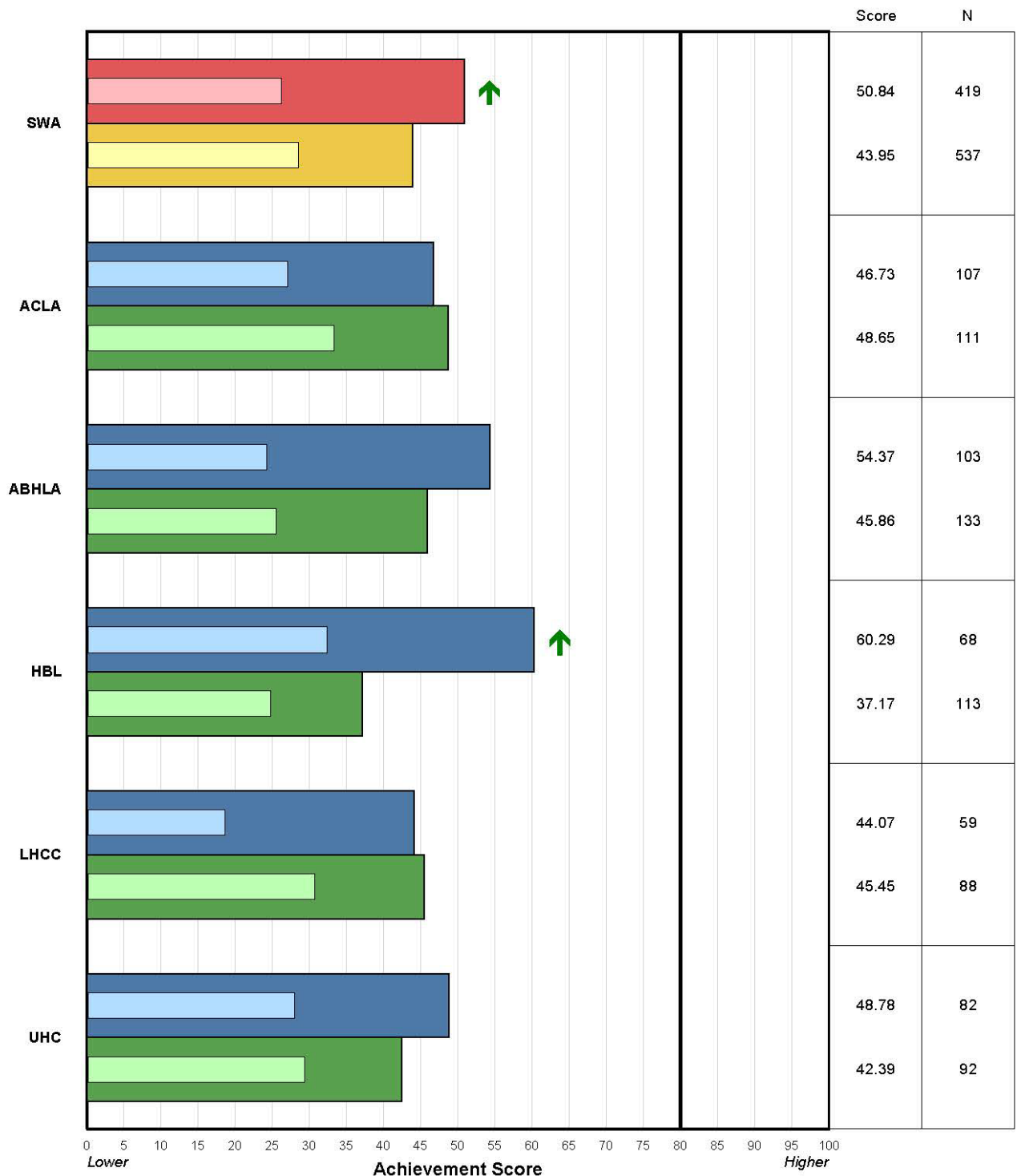
Q33. Sometimes, usually or always advised by doctor/provider to quit smoking or using tobacco



Q34. Doctor/provider sometimes, usually or always recommended or discussed medication to assist with quitting smoking or using tobacco



Q35. Doctor/provider sometimes, usually or always discussed or provided methods and strategies to assist with quitting smoking or using tobacco



Q31. Have you had either a flu shot or flu spray in the nose since July 1, 2019?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Yes	488	42.1%	137	41.6%	101	40.6%	63	38.2%	85	47.8%	102	42.7%
● No	623	53.7%	176	53.5%	141	56.6%	95	57.6%	83	46.6%	128	53.6%
● Don't know	49	4.2%	16	4.9%	7	2.8%	7	4.2%	10	5.6%	9	3.8%
Total	1160	100.0%	329	100.0%	249	100.0%	165	100.0%	178	100.0%	239	100.0%
Not Answered	24		6		5		8		0		5	
Reporting Category Preventive Care												
Achievement Score	42.1%		41.6%		40.6%		38.2%		47.8%		42.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+3.7		+1.1		+4.6		+3.8		+5.9		+2.5	

Q33. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	114	27.1%	30	27.8%	29	28.2%	17	25.0%	17	29.3%	21	25.3%
● Sometimes	87	20.7%	22	20.4%	23	22.3%	12	17.6%	13	22.4%	17	20.5%
● Usually	60	14.3%	11	10.2%	15	14.6%	11	16.2%	8	13.8%	15	18.1%
● Always	159	37.9%	45	41.7%	36	35.0%	28	41.2%	20	34.5%	30	36.1%
Total	420	100.0%	108	100.0%	103	100.0%	68	100.0%	58	100.0%	83	100.0%
Not Answered	8		1		1		1		2		3	
Reporting Category Preventive Care												
Achievement Score	72.9%		72.2%		71.8%		75.0%		70.7%		74.7%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-2.5		-5.3		-3.3		-1.3		-6.8		+5.1	

Q34. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	196	46.8%	45	42.5%	49	47.6%	33	47.8%	27	45.8%	42	51.2%
● Sometimes	85	20.3%	28	26.4%	18	17.5%	13	18.8%	12	20.3%	14	17.1%
● Usually	50	11.9%	11	10.4%	19	18.4%	4	5.8%	8	13.6%	8	9.8%
● Always	88	21.0%	22	20.8%	17	16.5%	19	27.5%	12	20.3%	18	22.0%
Total	419	100.0%	106	100.0%	103	100.0%	69	100.0%	59	100.0%	82	100.0%
Not Answered	9		3		1		0		1		4	
Reporting Category Preventive Care												
Achievement Score	53.2%		57.5%		52.4%		52.2%		54.2%		48.8%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+7.8 ↑		+10.3		+0.9		+13.2		+8.2		+7.0	

○ Response scored as: ● Achievement ● Room for improvement

Q35. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Never	206	49.2%	57	53.3%	47	45.6%	27	39.7%	33	55.9%	42	51.2%
● Sometimes	103	24.6%	21	19.6%	31	30.1%	19	27.9%	15	25.4%	17	20.7%
● Usually	42	10.0%	12	11.2%	11	10.7%	5	7.4%	4	6.8%	10	12.2%
● Always	68	16.2%	17	15.9%	14	13.6%	17	25.0%	7	11.9%	13	15.9%
Total	419	100.0%	107	100.0%	103	100.0%	68	100.0%	59	100.0%	82	100.0%
Not Answered	9		2		1		1		1		4	
Reporting Category Preventive Care												
Achievement Score	50.8%		46.7%		54.4%		60.3%		44.1%		48.8%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	+6.9 ↑		-1.9		+8.5		+23.1 ↑		-1.4		+6.4	

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

Health Status and Demographics

This section describes information on the enrollee respondents' demographics and overall health. The health status question was the following:

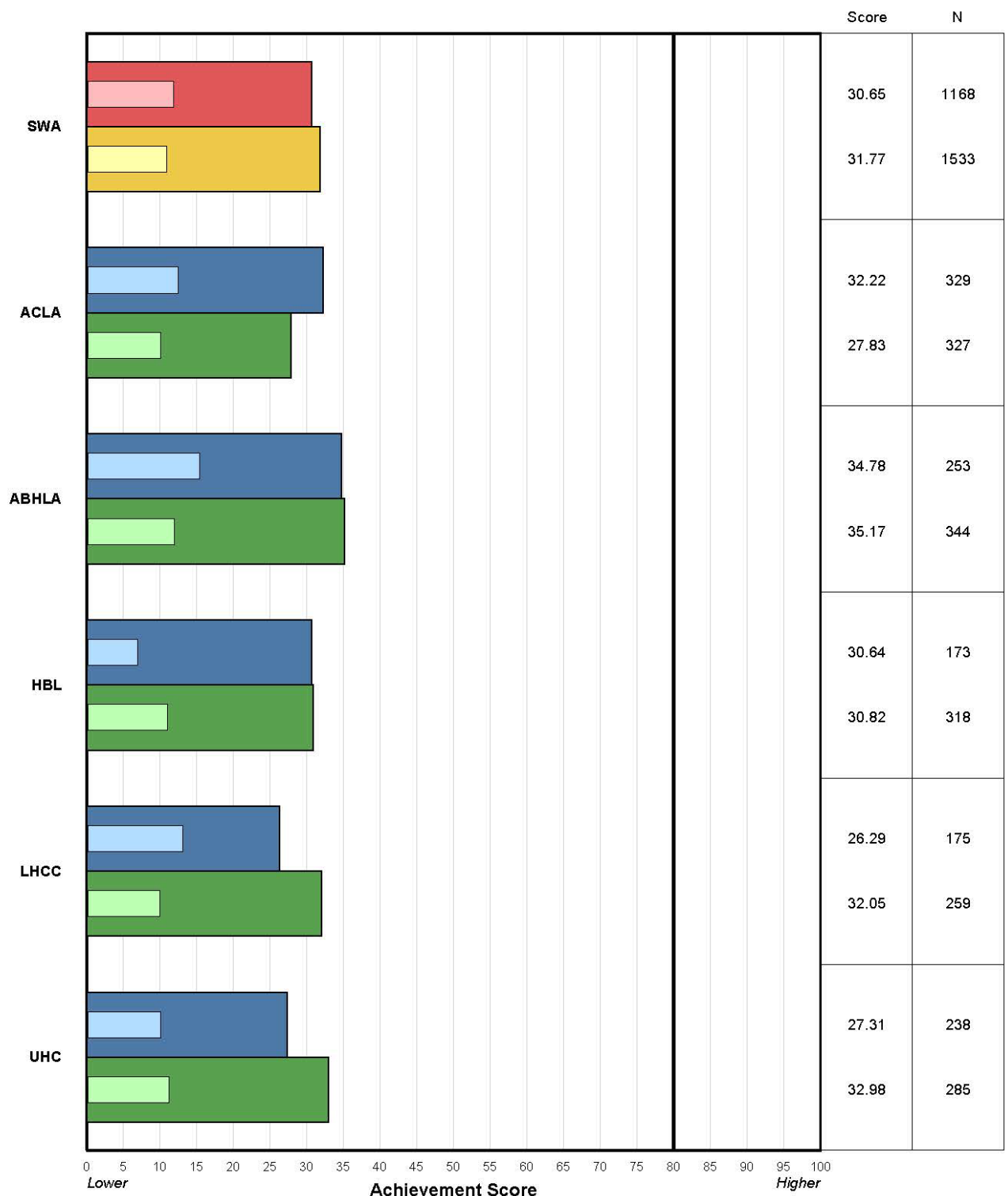
- Q29: In general, how would you rate your overall health?
Responses are Excellent, Very Good, Good, Fair, and Poor.

Key Findings

Results presented in the Health Status and Demographics section are summarized below. Scores are out of 100.

- **Rating of overall health:** The overall score for the Healthy Louisiana managed care program was 30.7 with similar scores among the plans (26.3–34.8). Scores in 2020 were similar to scores in 2019.

Q29. Excellent or very good rating of your overall health



Q29. In general, how would you rate your overall health?

	SWA		ACLA		ABHLA		HBL		LHCC		UHC	
	N	%	N	%	N	%	N	%	N	%	N	%
● Excellent	139	11.9%	41	12.5%	39	15.4%	12	6.9%	23	13.1%	24	10.1%
● Very Good	219	18.8%	65	19.8%	49	19.4%	41	23.7%	23	13.1%	41	17.2%
● Good	382	32.7%	109	33.1%	78	30.8%	65	37.6%	49	28.0%	81	34.0%
● Fair	331	28.3%	82	24.9%	70	27.7%	42	24.3%	64	36.6%	73	30.7%
● Poor	97	8.3%	32	9.7%	17	6.7%	13	7.5%	16	9.1%	19	8.0%
Total	1168	100.0%	329	100.0%	253	100.0%	173	100.0%	175	100.0%	238	100.0%
Not Answered	16		6		1		0		3		6	
Reporting Category	Health Status											
Achievement Score	30.7%		32.2%		34.8%		30.6%		26.3%		27.3%	
2020 vs. 2019: +/- Change (↑↓ Stat. sig.)	-1.1		+4.4		-0.4		-0.2		-5.8		-5.7	

○ Response scored as: ● Achievement ● Room for improvement

Respondent Sample Profile Demographic Characteristics

Age	SWA	ACLA	ABHLA	HBL	LHCC	UHC
18 to 24	8.7%	9.0%	8.4%	8.1%	8.1%	9.6%
25 to 34	13.3%	14.5%	12.4%	11.6%	13.3%	13.8%
35 to 44	14.8%	15.1%	18.7%	10.4%	16.2%	12.5%
45 to 54	19.6%	16.7%	21.1%	20.8%	19.1%	21.3%
55 to 64	39.9%	42.3%	38.2%	48.0%	40.5%	32.1%
65 to 74	2.8%	2.5%	0.8%	1.2%	2.9%	6.7%
75 or older	0.9%	0.0%	0.4%	0.0%	0.0%	4.2%

Gender	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Male	37.0%	35.8%	41.4%	32.4%	36.2%	37.8%
Female	63.0%	64.2%	58.6%	67.6%	63.8%	62.2%

Education	SWA	ACLA	ABHLA	HBL	LHCC	UHC
8th grade or less	9.5%	9.9%	7.6%	9.3%	10.5%	10.7%
Some high school	19.1%	21.6%	17.1%	19.2%	25.6%	12.8%
High school graduate	41.4%	39.2%	37.8%	43.6%	40.7%	47.0%
Some college	21.5%	20.4%	27.5%	22.1%	14.0%	21.8%
4-year college graduate	5.7%	5.6%	6.4%	3.5%	7.0%	6.0%
More than 4-year	2.8%	3.4%	3.6%	2.3%	2.3%	1.7%

Race*	SWA	ACLA	ABHLA	HBL	LHCC	UHC
White	48.2%	43.3%	46.8%	55.0%	50.6%	49.8%
Black or African American	47.2%	52.3%	44.4%	42.1%	47.6%	46.8%
Asian	3.0%	4.0%	4.0%	1.8%	1.2%	2.6%
Native Hawaiian or other Pacific Islander	0.3%	0.9%	0.0%	0.0%	0.0%	0.4%
American Indian or Alaska Native	2.9%	3.4%	2.8%	1.2%	0.6%	5.2%
Other	3.5%	3.4%	5.6%	0.6%	1.8%	4.8%

Ethnicity	SWA	ACLA	ABHLA	HBL	LHCC	UHC
Hispanic	3.4%	3.6%	2.9%	1.9%	6.2%	2.6%
Non-Hispanic	96.6%	96.4%	97.1%	98.1%	93.8%	97.4%

*Note: Race collected as "Select All That Apply" – Percentages may add to > 100%