

STATEMENT OF CONFIDENTIALITY AND OWNERSHIP

All of the analyses, findings, and data contained within this report are the exclusive property of The State of Connecticut Department of Social Services (The Department) with offices located in Hartford, Connecticut.

As required by the Code of Ethics of the National Council on Public Polls and the United States Privacy Act of 1974, GreatBlue Research, Inc. (GreatBlue) maintains the anonymity of respondents to surveys the firm conducts. No information will be released that might, in any way, reveal the identity of the respondent.

Moreover, no information regarding these findings will be released without the express written consent of an authorized representative of The Department.

2016 State of CT DSS Mystery Shopper Study Final Report 11.04.2016

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1 INTRODUCTION

GreatBlue Research, Inc. (GreatBlue) is pleased to present the results to a *2016 Mystery Shopper Survey* conducted among Community Health Network of Connecticut, Inc. (CHNCT) providers. The survey included 533 completed interviews.

This report summarizes statistics collected from **mystery shopper** interviews conducted from October 6th through October 14th, 2016. All interviews were conducted during this time.

Research Goals

The primary goal of the Mystery Shopper study was to evaluate the ability of HUSKY Health Program members to obtain medical appointments. The study also sought to understand if self-identifying as a HUSKY Health Program member has an adverse effect on the availability of those appointments.

Study Measures

This market research project was comprised of a single methodology studying multiple areas of investigation within a number of provider practice types. Those areas included the following:

- Appointment availability at the site desired
- Appointment availability as a result of self-identifying as a HUSKY Health Program member
- Reasons for lack of appointment availability
- Provider Network validation of open-panel practices
- Validation of PCP indicator
- Validation of accuracy of the provider network that is sent to CHNCT on a file by Hewlett Packard (HP)

Approach

GreatBlue trained its research staff to call target provider offices posing as HUSKY Health program members attempting to make an appointment for themselves or on behalf of their child. Researchers called stating one of the following two reasons for their seeking this appointment:

- a. Seeking a new provider
- b. Have recently moved to Connecticut and need to establish care

Target Provider Practice Types

GreatBlue called a random sample of five (5) open-panel practice types to gauge appointment availability in the upcoming weeks. The practice types were as follows:

- Primary Care Physicians
- Pediatricians
- OB/GYNs
- Cardiologists
- Otolaryngologists (ENT)

Methodology

A telephone methodology was employed to inquire about the medical appointments as contemplated herein.

Calls were made within our in-house call center between the hours of 9:00 am and 5:00 pm Monday through Friday. GreatBlue employs a Computer Aided Telephone Interviewing platform to ensure quality assurance and data integrity.

Due to the nature of the study and in order to achieve a statistically reliable data set, GreatBlue completed 533 telephone interviews. This represents a margin of error of +/- 4% at a 95% confidence level. The completed interviews will be pro-rated based on the practice type as follows:

Practice Type	Appointment Type	No. of Completes
Primary Care Physician (PCP)	Regular check-up	177
Pediatrician	Regular check-up	120
OB/GYN	3-months pregnant	132
Cardiologist	High Blood Pressure	74
Otolaryngologist (ENT)	Ear wax build up	30

The Sample

The number of completes per Practice Type were based on the active list of all in-State open panel CMAP Enrolled Groups and Performing providers (Medical ASO Providers only) as outlined, approved, and provided by CHNCT and DSS to GreatBlue.

The table below represents the universe of unique sites used to create the sample size to achieve a margin of error of +/- 5% at a 95% confidence level for each quota. While completed call rates are traditionally higher in mystery shopper studies due to the nature of the objective, it is important to note that lack of unique records (or bad phone numbers) in some cases may have placed some quotas (the number of completed surveys) in jeopardy of being achieved. GreatBlue informed

CHNCT/DSS if it was found through the fielding process if any quotas were in jeopardy so that we could discuss options. Ultimately, GreatBlue achieved full completion of each of the quotas established for this study.

Practice Type	Unique Sites	Number of Surveys Completed
Primary Care Physician (PCP)	330	177
Pediatrician	193	120
OB/GYN	211	132
Cardiologist	103	74
Otolaryngologist (ENT)	35	30
Total	872	533

A survey was considered complete for any call that resulted in a researcher coming to a point in the call script that said, “call ends.”

Before launching the full study, representatives from CHNCT and DSS monitored 10 pilot calls to assess the flow and quality of the approved survey instrument.

It is important to note that **no appointments** were arranged at any point during the telephone interviews. Callbacks were only implemented in the event that the GreatBlue Research Staff did not establish contact with a providers’ office (such as, no answer, busy signal, answering machine, or the staff member who arranges appointments is unavailable).

Reporting

The final presentation of results is included in a comprehensive report. Following this Introduction, Section II contains an Executive Summary of overall study results and major findings. This analysis was made after a careful analysis of the data, which is presented in narrative format in the Summary of Findings (Section III). Section IV is the Appendix, which contains copies of the script and survey instrument utilized.

The data was tabulated and presented in accordance with the relevant question to which it pertains. In addition, cross tabulation of results based on the practice type and by Region are included. Please note, the 10 pilot calls are not included in the final results and data has not been segmented by community providers, FQHC providers, or PCMH providers due to the limited sample size in each of these groups.

Due to several changes to the survey instrument, methodology, and sampling plan from 2014 to 2015, tracking data is only available for comparison between 2015 and 2016.

GreatBlue has also provided CHNCT with a delimited file detailing any discrepancies in provider records uncovered during survey calls. These may include, but not be limited to, corrected phone numbers, corrected departments/location, and updated provider information. This information was provided separately from this final report.

GreatBlue's senior staff¹ and research staff completed all facets of the study. These aspects included: sample design, pre-test, fielding, coding, data entry, editing, validation, verification, computer analysis, analysis and report writing.

¹ Michael Vigeant and Seamus McNamee were project co-directors on the 2016 *Mystery Shopper Survey*. Their contact information is as follows:

Michael Vigeant, CEO
860.740.4000
mjv@greatblueresearch.com

Seamus McNamee, Senior Project Director
860.740.4000
swm@greatblueresearch.com

EXECUTIVE **2** SUMMARY

Pertaining to the Study Measures

The following summarizes the key outcomes for the five provider types as they pertain to the study measures previously outlined in this report:

Combined Findings Across Five Practice Types

- Of the 533 practices with open panels surveyed in 2016, 77.7% (or 414 practices) responded that they were accepting new patients.
 - In 2015, 74.3% (or 396 practices) responded that they were accepting new patients.
- Of the 414 practices with open panels that are accepting new patients surveyed in 2016, 75.6% (or 313 practices) offered an appointment when the patient's HUSKY insurance was revealed.
 - Of the 396 practices with open panels that were accepting new patients surveyed in 2015 that were accepting new patients, 81.3% (or 322 practices) offered an appointment when the patient's HUSKY insurance was revealed.
- Overall, of the 533 practices with open panels surveyed in 2016, 58.7% (or 313 practices) offered an appointment to a HUSKY patient.
 - Overall, of the 533 practices with open panels surveyed in 2015, 60.4% (or 322 practices) offered an appointment to a HUSKY patient.

Adult Primary Care

- Of the 177 Adult Primary Care Providers with open panels surveyed in 2016, 74.6% (or 132 practices) reported they were accepting new patients.
 - Of the 177 Adult Primary Care Providers with open panels surveyed in 2015, 73.4% (or 130 practices) reported they were accepting new patients.
- Of the 132 Adult Primary Care Providers with open panels that are accepting new patients surveyed in 2016, 60.6% (or 80 practices) offered an appointment when the patient's HUSKY insurance was revealed.
 - Of the 130 Adult Primary Care Providers with open panels that were accepting new patients surveyed in 2015, 66.9% (or 87 practices) offered an appointment when the patient's HUSKY insurance was revealed.
- Overall, of the 177 Adult Primary Care Providers with open panels surveyed in 2016, 45.2% (or 80 practices) offered an appointment to a HUSKY patient.
 - Overall, of the 177 Adult Primary Care Providers with open panels surveyed in 2015, 49.2% (or 87 practices) offered an appointment to a HUSKY patient.

Child Primary Care

- Of the 120 Pediatricians with open panels surveyed in 2016, 84.2% (or 101 practices) reported they were accepting new patients.
 - Of the 120 Pediatricians with open panels surveyed in 2015, 80.8% (or 97 practices) reported they were accepting new patients.
- Of the 101 Pediatricians with open panels that are accepting new patients surveyed in 2016, 89.1% (or 90 practices) offered an appointment when the patient's HUSKY insurance was revealed.
 - Of the 97 Pediatricians with open panels that were accepting new patients surveyed in 2015, 88.7% (or 86 practices) offered an appointment when the patient's HUSKY insurance was revealed.
- Overall, of the 120 Pediatricians with open panels surveyed in 2016, 75.0% (or 90 practices) offered an appointment to a HUSKY patient.
 - Overall, of the 120 Pediatricians with open panels surveyed in 2015, 71.7% (or 86 practices) offered an appointment to a HUSKY patient.

OB/GYN

- Of the 132 OB/GYNs with open panels surveyed in 2016, 79.5% (or 105 practices) reported they were accepting new patients.
 - Of the 132 OB/GYNs with open panels surveyed in 2015, 72.7% (or 96 practices) reported they were accepting new patients.
- Of the 105 OB/GYNs with open panels that are accepting new patients surveyed in 2016, 79.0% (or 83 practices) offered an appointment when the patient's HUSKY insurance was revealed.
 - Of the 96 OB/GYNs with open panels that were accepting new patients surveyed in 2015, 89.6% (or 86 practices) offered an appointment when the patient's HUSKY insurance was revealed.
- Overall, of the 132 OB/GYNs with open panels surveyed in 2016, 62.8% (or 83 practices) offered an appointment to a HUSKY patient.
 - Overall, of the 132 OB/GYNs with open panels surveyed in 2015, 65.2% (or 86 practices) offered an appointment to a HUSKY patient.

Cardiologist

- Of the 74 Cardiologists with open panels surveyed in 2016, 66.2% (or 49 practices) reported they were accepting new patients.
 - Of the 74 Cardiologists with open panels surveyed in 2015, 73.0% (or 54 practices) reported they were accepting new patients.
- Of the 49 Cardiologists with open panels that are accepting new patients surveyed in 2016, 87.8% (or 43 practices) offered an appointment when the patient's HUSKY insurance was revealed.
 - Of the 54 Cardiologists with open panels that were accepting new patients surveyed in 2015, 92.6% (or 50 practices) offered an appointment when the patient's HUSKY insurance was revealed
- Overall, of the 74 Cardiologists with open panels surveyed in 2016, 58.1% (or 43 practices) offered an appointment to a HUSKY patient.
 - Overall, of the 74 Cardiologists with open panels surveyed in 2015, 67.6% (or 50 practices) offered an appointment to a HUSKY patient.

ENT

- Of the 30 ENTs with open panels surveyed in 2016, 90.0% (or 27 practices) reported they were accepting new patients.
 - Of the 30 ENTs with open panels surveyed in 2015, 63.3% (or 19 practices) reported they were accepting new patients.
- Of the 27 ENTs with open panels that are accepting new patients surveyed in 2016, 63.0% (or 17 practices) offered an appointment when the patient's HUSKY insurance was revealed.
 - Of the 19 ENTs with open panels that were accepting new patients surveyed in 2015, 68.4% (or 13 practices) offered an appointment when the patient's HUSKY insurance was revealed.
- Overall, of the 30 ENTs with open panels surveyed in 2016, 56.7% (or 17 practices) offered an appointment to a HUSKY patient.
 - Overall, of the 30 ENTs with open panels surveyed in 2015, 43.3% (or 13 practices) offered an appointment to a HUSKY patient.

SUMMARY OF FINDINGS

Combined Findings Across Five Practice Types

Is Dr. X or someone else in the office taking new patients? (Q1, 3, 5, 7, 9)

	2015 Composite # of responses (N=533)	2015 Composite Percent	2016 Composite # of responses (N=533)	2016 Composite Percent
Yes, Dr. X or another doctor	396	74.3%	414	77.7%
No, for any reason	137	25.7	119	22.3

(If Yes) Great, do you take HUSKY insurance? (Q2, 4, 6, 8, 10)

	2015 Composite # of responses (N=396)	2015 Composite Percent	2016 Composite # of responses (N=414)	2016 Composite Percent
Yes	281	71.0%	262	63.3%
Yes, under certain conditions (medical records, age, etc.)	30	7.5	36	8.7
Yes, Not without a referral	11	2.8	15	3.6
Total Yes	322	81.3	313	75.6
Total No, for any reason	74	18.7	101	24.4

Adult Primary Care

Q1. Hello, my name is <PROMPT NAME> and I need a new doctor for my regular care. Is Dr. X or someone else in the office taking new patients? (Researchers: If asked, DOB is 2/24/1991)

	2015 PCPs # of responses (N=177)	2015 PCPs Percent	2016 PCPs # of responses (N=177)	2016 PCPs Percent
Yes, Dr. X	99	55.9%	97	54.8%
Yes, another doctor	31	17.5	35	19.8
No, they are not a PCP/they are ONLY a specialist	5	2.8	10	5.6
No (no comments offered)	2	1.1	7	4.0
No, not taking new patients right now	19	10.7	5	2.8
No, private practice is closing/doctor is retiring	0	0.0	5	2.8
No, hospital/hospitalist/only in-patient	0	0.0	5	2.8
No, not at this site/only at a different location	14	7.9	4	2.3
No, only pediatrics	0	0.0	3	1.7
No, only for urgent care/emergency	0	0.0	3	1.7
No, walk-in clinic/no appointments for routine care	1	0.6	2	1.1
No, depends on insurance/not HUSKY	4	2.3	1	0.6
No, all PCPs are unavailable	1	0.6	0	0.0
No, panel is closed	1	0.6	0	0.0
Total “Yes, Dr. X” or “Yes, another doctor”	130	73.4	132	74.6
Total No, for any reason	47	26.6	45	25.4

Q2. (If Yes) Great, do you take HUSKY insurance?

	2015 PCPs # of responses (N=130)	2015 PCPs Percent	2016 PCPs # of responses (N=132)	2016 PCPs Percent
Yes	82	63.1%	76	57.6%
Yes (Accepts HUSKY, needs personal information to set appointment)	0	0.0	2	1.5
Yes (Accepts HUSKY, needs registration form to set appointment)	2	1.5	1	0.8
Yes (Accepts HUSKY, needs medical records to set appointment)	2	1.5	1	0.8
Yes (Accepts HUSKY, depends on home address)	1	0.8	0	0.0
No	24	18.5	24	18.2
Not accepting new HUSKY members	16	12.3	22	16.7
No (Not participating in HUSKY right now)	0	0.0	2	1.5
No (HUSKY panel is closed)	0	0.0	2	1.5
No (Accepts HUSKY but only as secondary insurance)	0	0.0	1	0.8
No (Accepts HUSKY, but walk-in clinic/no appointments)	0	0.0	1	0.8
No (Accepts HUSKY, but not right now)	2	1.5	0	0.0
No (Accepts HUSKY, not out-patient)	1	0.8	0	0.0
Total Yes	87	66.9	80	60.6
Total No, for any reason	43	33.1	52	39.4

Q13. Oh, I saw your name on the HUSKY doctor list? (Asked only of Adult PCPs who replied “No” or “Not accepting new HUSKY members” in Q2.)

	2015 PCPs # of responses (N=40)	2015 PCPs Percent	2016 PCPs # of responses (N=46)	2016 PCPs Percent
Not part of the program/listing is inaccurate/needs to be updated	6	15.0%	12	26.1%
Not accepting new HUSKY patients	8	20.0	10	21.7
HUSKY panel is full right now/recently closed	5	12.5	7	15.2
Only patients on HUSKY were patients before getting on HUSKY	1	2.5	5	10.9
Don't know/unsure/no reason	3	7.5	4	8.7
No longer participating in the program	1	2.5	4	8.7
Does not accept HUSKY	7	17.5	3	6.5
Not accepting HUSKY, but referred to clinic	0	0.0	1	2.2
Indicated not accepting any new patients after disclosing HUSKY insurance	4	10.0	0	0.0
Accepts HUSKY but not now, panel is full	3	7.5	0	0.0
Not accepting HUSKY at this location/unsure which location accepts HUSKY	1	2.5	0	0.0
Waiting list for new patients	1	2.5	0	0.0

Q11. How far out are you booking appointments for routine physicals? (Asked only of Adult PCPs who replied “Yes” in Q2.)

	2015 PCPs # of responses (N=82)	2015 PCPs Percent	2016 PCPs # of responses (N=76)	2016 PCPs Percent
Less than 1 week	15	18.3%	24	31.6%
1 to less than 2 weeks	20	24.4	14	18.4
2 to less than 3 weeks	17	20.7	12	15.8
3 to less than 4 weeks	0	0.0	0	0.0
4 to less than 5 weeks	9	11.0	12	15.8
5 to less than 6 weeks	4	4.9	5	6.6
6 to less than 7 weeks	5	6.1	1	1.3
7 to less than 8 weeks	2	2.4	2	2.6
8 to less than 12 weeks	4	4.9	4	5.3
12 or more weeks	6	7.3	2	2.6

Child Primary Care

Q3. Hello, my name is <PROMPT NAME> and I need a new pediatrician for my child for their regular care. Is Dr. X or someone else in the office taking new patients? (Researchers: If asked – child is 3 years old and DOB is 2/24/2013)

	2015 Pediatricians # of responses (N=120)	2015 Pediatricians Percent	2016 Pediatricians # of responses (N=120)	2016 Pediatricians Percent
Yes, Dr. X	80	66.7%	78	65.0%
Yes, another doctor	17	14.2	23	19.2
No, not taking new patients right now	9	7.5	6	5.0
No, panel limited to newborns right now	2	1.7	4	3.3
No, they are not a PCP/they are ONLY a specialist	1	0.8	3	2.5
No (no comments offered)	1	0.8	2	1.7
No, not at this site/only at a different location	4	3.3	2	1.7
No, not accepting transfer patients	0	0.0	1	0.8
No, in-patient only	0	0.0	1	0.8
No, panel is closed/there is a waiting list	4	3.3	0	0.0
No, walk-in clinic/no appointments for routine care	1	0.8	0	0.0
No, all pediatricians are unavailable	1	0.8	0	0.0
Total “Yes, Dr. X” or “Yes, another doctor”	97	80.8	101	84.2
Total No, for any reason	23	19.2	19	15.8

Q4. (If Yes) Great, do you take HUSKY insurance?

	2015 Pediatricians # of responses (N=97)	2015 Pediatricians Percent	2016 Pediatricians # of responses (N=101)	2016 Pediatricians Percent
Yes	68	70.1%	63	62.4%
Yes (Accepts HUSKY need medical records to set appointment)	9	9.3	19	18.8
Yes (Accepts HUSKY, need registration form AND medical records to set appointment)	3	3.1	4	4.0
Yes (Accepts HUSKY, need to provide personal information to set appointment or for a call back to set appointment)	2	2.1	2	2.0
Yes (Accepts HUSKY, need registration form to set appointment)	2	2.1	1	1.0
Yes (Accepts HUSKY, need to review new patient survey first)	0	0.0	1	1.0
Yes (Accepts HUSKY, need immunization records to set appointment)	2	2.1	0	0.0
No	4	4.1	1	1.0
Not accepting new HUSKY members	6	6.2	8	7.9
No (Accepts HUSKY, but there is a waiting list)	1	1.0	1	1.0
No (HUSKY panel is closed)	0	0.0	1	1.0
Total Yes	86	88.7	90	89.1
Total No, for any reason	11	11.3	11	10.9

Q13. Oh, I saw your name on the HUSKY doctor list? (Asked only of Pediatricians who replied “No” or “Not accepting new HUSKY members” in Q4.)

	2015 PCPs # of responses (N=10)	2015 PCPs Percent	2016 PCPs # of responses (N=9)	2016 PCPs Percent
Not accepting new HUSKY patients	2	20.0%	4	44.4%
Accept HUSKY but not now, panel is full	2	20.0	1	11.1
HUSKY panel is full right now/recently closed	2	20.0	1	11.1
No longer participating in the program	2	20.0	1	11.1
Does not accept HUSKY	1	10.0	1	11.1
Only accepts newborns	0	0.0	1	11.1
Not part of the program/listing is inaccurate/needs to be updated	1	10.0	0	0.0

Q11. How far out are you booking appointments for routine physicals? (Asked only of Pediatricians who replied “Yes” in Q4.)

	2015 PCPs # of responses (N=68)	2015 PCPs Percent	2016 PCPs # of responses (N=63)	2016 PCPs Percent
Less than 1 week	16	23.5%	11	17.5%
1 to less than 2 weeks	17	25.0	20	31.7
2 to less than 3 weeks	12	17.6	16	25.4
3 to less than 4 weeks	0	0.0	0	0.0
4 to less than 5 weeks	8	11.8	8	12.7
5 to less than 6 weeks	2	2.9	2	3.2
6 to less than 7 weeks	2	2.9	1	1.6
7 to less than 8 weeks	2	2.9	0	0.0
8 to less than 12 weeks	3	4.4	2	3.2
12 or more weeks	6	8.8	3	4.8

OB/GYN

Q5. Hello, my name is <PROMPT NAME> and I am calling because I am three months pregnant; I just moved here from out of state and I would like to see an OB/GYN. Is Dr. X or someone else in the office taking new patients? (Researchers, if asked: DOB: 2/24/1991; DATE OF LAST PERIOD: “about 3 months ago”; HAVE YOU HAD PRENATAL CARE YET: “No.” DUE DATE: “I don’t know, I haven’t had prenatal care yet.”)

	2015 OB/GYN # of responses (N=132)	2015 OB/GYN Percent	2016 OB/GYN # of responses (N=132)	2016 OB/GYN Percent
Yes, Dr. X	79	59.8%	87	65.9%
Yes, another doctor	17	12.9	18	13.6
No, they are not an OB/GYN	5	3.8	11	8.3
No, only does GYN/not OB	9	6.8	6	4.5
No, not at this site/only at a different location	12	9.1	4	3.0
No, not for the specified condition/special OB/GYN	4	3.0	4	3.0
No, not accepting new patients right now	2	1.5	2	1.5
No (no comments offered)	1	0.8	0	0.0
No, not taking new OB patients	1	0.8	0	0.0
No, all OB/GYNs are unavailable	1	0.8	0	0.0
No, only accepts UConn students	1	0.8	0	0.0
Total “Yes, Dr. X” or “Yes, another doctor”	96	72.7	105	79.5
Total No, for any reason	36	27.3	27	20.5

Q6. (If Yes) Great, do you take HUSKY insurance?

	2015 OB/GYN # of responses (N=96)	2015 OB/GYN Percent	2016 OB/GYN # of responses (N=105)	2016 OB/GYN Percent
Yes	81	84.4%	81	77.1%
Yes (Accepts HUSKY, need medical information to set appointment)	2	2.1	1	1.0
Yes (Accepts HUSKY, need personal information (phone, address) to set appointment)	2	2.1	1	1.0
Yes (Accepts HUSKY, need to come in to confirm pregnancy to set appointment)	1	1.0	0	0.0
No	7	7.3	11	10.5
Not accepting new HUSKY members	3	3.1	9	8.6
No (Accepts HUSKY, but there is a waiting list)	0	0.0	1	1.0
No (Accepts HUSKY, but not HUSKY D)	0	0.0	1	1.0
Total Yes	86	89.6	83	79.0
Total No, for any reason	10	10.4	22	21.0

Q13. Oh, I saw your name on the HUSKY doctor list? (Asked only of OB/GYNs who replied “No” or “Not accepting new HUSKY members” in Q6.)

	2015 OB/GYN # of responses (N=10)	2015 OB/GYN Percent	2016 OB/GYN # of responses (N=20)	2016 OB/GYN Percent
Does not accept HUSKY	2	20.0%	5	25.0%
Not accepting new HUSKY patients	1	10.0	5	25.0
No longer participating in the program	0	0.0	3	15.0
Not part of the program/listing is inaccurate/needs to be updated	3	30.0	2	10.0
Don't know/unsure/no reason	0	0.0	2	10.0
No, not until next year	0	0.0	2	10.0
HUSKY panel is full right now/recently closed	0	0.0	1	5.0
Accept HUSKY not now, panel is full	3	30.0	0	0.0
Does accept HUSKY but soon will not participate in program	1	10.0	0	0.0

Q12. How far out are you booking appointments? (Asked only of OB/GYNs who replied “Yes” in Q6.)

	2015 OB/GYN # of responses (N=81)	2015 OB/GYN Percent	2016 OB/GYN # of responses (N=81)	2016 OB/GYN Percent
Less than 1 week	16	19.8%	22	27.2%
1 to less than 2 weeks	36	44.4	21	25.9
2 to less than 3 weeks	16	19.8	21	25.9
3 to less than 4 weeks	0	0.0	0	0.0
4 to less than 5 weeks	5	6.2	9	11.1
5 to less than 6 weeks	5	6.2	1	1.2
6 to less than 7 weeks	2	2.5	0	0.0
7 to less than 8 weeks	1	1.2	2	2.5
8 to less than 12 weeks	0	0.0	3	3.7
12 or more weeks	0	0.0	2	2.5

Cardiologist

Q7. Hello, my name is <PROMPT NAME> and I am calling because I just moved here from out of state and I have high blood pressure and am on medication. Is Dr. X or someone else taking new patients? (Researchers: If asked – don't currently know name of medication. If asked, DOB is 2/24/1966)

	2015 Cardiologist # of responses (N=74)	2015 Cardiologist Percent	2016 Cardiologist # of responses (N=74)	2016 Cardiologist Percent
Yes, Dr. X	37	50.0%	39	52.7%
Yes, another doctor	17	23.0	10	13.5
No, not for specified condition/special cardiologist	7	9.5	11	14.9
Not without a referral	3	4.1	6	8.1
No, not at this site/only at a different location	2	2.7	6	8.1
No, they are not a cardiologist	5	6.8	2	2.7
No, not taking new patients right now	2	2.7	0	0.0
No (no comments offered)	1	1.4	0	0.0
Total “Yes, Dr. X” or “Yes, another doctor”	54	73.0	49	66.2
Total No, for any reason	20	27.0	25	33.8

Q8. (If Yes) Great, do you take HUSKY insurance?

	2015 Cardiologist # of responses (N=54)	2015 Cardiologist Percent	2016 Cardiologist # of responses (N=49)	2016 Cardiologist Percent
Yes	43	79.6%	35	71.4%
Yes, Not without a referral	5	9.3	7	14.3
Yes (Accepts HUSKY, need insurance information to set appointment)	2	3.7	1	2.0
No	3	5.6	1	2.0
No, not accepting new HUSKY members	0	0.0	4	8.2
No (Accept HUSKY only if receiving primary care from doctors within our practice)	0	0.0	1	2.0
No (Accepts HUSKY C and D, no new patients until January 2016)	1	1.9	0	0.0
Total Yes	50	92.6	43	87.8
Total No, for any reason	4	7.4	6	12.2

Q13. Oh, I saw your name on the HUSKY doctor list? (Asked only of Cardiologists who replied “No” or “Not accepting new HUSKY members” in Q8.)

	2015 Cardiologist # of responses (N=3)	2015 Cardiologist Percent	2016 Cardiologist # of responses (N=5)	2016 Cardiologist Percent
Not accepting new HUSKY patients	0	0.0%	4	80.0%
Don't know/unsure/no reason	0	0.0	1	20.0
Does not accept HUSKY	2	66.7	0	0.0
Not part of the program/listing is inaccurate/needs to be updated	1	33.3	0	0.0

Q12. How far out are you booking appointments? (Asked only of Cardiologists who replied “Yes” in Q8.)

	2015 Cardiologist # of responses (N=43)	2015 Cardiologist Percent	2016 Cardiologist # of responses (N=35)	2016 Cardiologist Percent
Less than 1 week	3	7.0%	3	8.6%
1 to less than 2 weeks	13	30.2	7	20.0
2 to less than 3 weeks	14	32.6	9	25.7
3 to less than 4 weeks	0	0.0	0	0.0
4 to less than 5 weeks	4	9.3	9	25.7
5 to less than 6 weeks	2	4.7	1	2.9
6 to less than 7 weeks	1	2.3	1	2.9
7 to less than 8 weeks	2	4.7	2	5.7
8 to less than 12 weeks	2	4.7	0	0.0
12 or more weeks	2	4.7	3	8.6

ENT

Q9. Hello, my name is <PROMPT NAME> and I am calling because I just moved here from out of state and I have wax build up in my ear **again**. Is Dr. X or someone else taking new patients? (Researchers: If asked, DOB is 2/24/1991)

	2015 ENT # of responses (N=30)	2015 ENT Percent	2016 ENT # of responses (N=30)	2016 ENT Percent
Yes, Dr. X	17	56.7%	22	73.3%
Yes, another doctor	2	6.7	5	16.7
No, they are not an ENT	1	3.3	2	6.7
No, not at this site/only at a different location	3	10.0	1	3.3
No, not accepting adults, only children	2	6.7	0	0.0
No, not accepting new patients right now	2	6.7	0	0.0
No (no comments offered)	1	3.3	0	0.0
No, only accepting patients with sinus problems	1	3.3	0	0.0
No, no longer practicing	1	3.3	0	0.0
Total “Yes, Dr. X” or “Yes, another doctor”	19	63.3	27	90.0
Total No, for any reason	11	36.7	3	10.0

Q10. (If Yes) Great, do you take HUSKY insurance?

	2015 ENT # of responses (N=19)	2015 ENT Percent	2016 ENT # of responses (N=27)	2016 ENT Percent
Yes	7	36.8%	7	25.9%
Yes, Not without a referral	6	31.6	8	29.6
Yes (Need medical records to set up appointment)	0	0	1	3.7
Yes (Depends on home address/living in Naugatuck)	0	0.0	1	3.7
No	1	5.3	5	18.5
Not accepting new HUSKY members	1	5.3	2	7.4
No (Accepts HUSKY patients under 18 years old)	4	21.1	1	3.7
No (Accepts HUSKY patients under 12 years old)	0	0.0	1	3.7
No, HUSKY panel is closed	0	0.0	1	3.7
Total Yes	13	68.4	17	63.0
Total No, for any reason	6	31.6	10	37.0

Q13. Oh, I saw your name on the HUSKY doctor list? (Asked only of ENTs who replied “No” or “Not accepting new HUSKY members” in Q10.)

	2015 ENT # of responses (N=2)	2015 ENT Percent	2016 ENT # of responses (N=7)	2016 ENT Percent
Not part of the program/listing is inaccurate/needs to be updated	0	0.0%	2	28.6%
Not accepting, but referred to clinic	0	0.0	2	28.6
Not accepting new HUSKY patients	1	50.0	1	14.3
No longer participating in the program	0	0.0	1	14.3
Only accepts HUSKY as secondary insurance	0	0.0	1	14.3
Does not accept HUSKY	1	50.0	0	0.0

Q12. How far out are you booking appointments? (Asked only of ENTs who replied “Yes” in Q10.)

	2015 ENT # of responses (N=7)	2015 ENT Percent	2016 ENT # of responses (N=7)	2016 ENT Percent
Less than 1 week	1	14.3%	2	28.6%
1 to less than 2 weeks	1	14.3	2	28.6
2 to less than 3 weeks	3	42.9	0	0.0
3 to less than 4 weeks	0	0.0	0	0.0
4 to less than 5 weeks	0	0.0	1	14.3
5 to less than 6 weeks	0	0.0	0	0.0
6 to less than 7 weeks	1	14.3	0	0.0
7 to less than 8 weeks	0	0.0	1	14.3
8 to less than 12 weeks	0	0.0	0	0.0
12 or more weeks	1	14.3	1	14.3

Accepting New HUSKY members

The statistics calculated below are derived from the 262 providers in 2016 (over 281 in 2015) who reported to be accepting HUSKY insurance without requiring certain conditions to be met first (i.e., medical records, age, etc.) and were able to provide an appointment window at the time of the call.

Q11. How far out are you booking appointments for routine physicals (*Asked only of Adult PCPs and Pediatricians*)

	2015 # of responses (N=150)	2015 Percent	2016 # of responses (N=139)	2016 Percent
Less than 1 week	31	20.7%	35	25.2%
1 to less than 2 weeks	37	24.7	34	24.5
2 to less than 3 weeks	29	19.3	28	20.1
3 to less than 4 weeks	0	0.0	0	0.0
4 to less than 5 weeks	17	11.3	20	14.4
5 to less than 6 weeks	6	4.0	7	5.0
6 to less than 7 weeks	7	4.7	2	1.4
7 to less than 8 weeks	4	2.7	2	1.4
8 to less than 12 weeks	7	4.7	6	4.3
12 or more weeks	12	8.0	5	3.6

Q12. How far out are you booking appointments? (*Asked only OB/GYNs, Cardiologists, and ENTs*)

	2015 # of responses (N=131)	2015 Percent	2016 # of responses (N=123)	2016 Percent
Less than 1 week	20	15.3%	27	22.0%
1 to less than 2 weeks	50	38.2	30	24.4
2 to less than 3 weeks	33	25.2	30	24.4
3 to less than 4 weeks	0	0.0	0	0.0
4 to less than 5 weeks	9	6.9	19	15.4
5 to less than 6 weeks	7	5.3	2	1.6
6 to less than 7 weeks	4	3.1	1	0.8
7 to less than 8 weeks	3	2.3	5	4.1
8 to less than 12 weeks	2	1.5	3	2.4
12 or more weeks	3	2.3	6	4.9

Cross tabulation of All Practice Type Results by Region

A) Practices Accepting New Patients by Region (before knowing caller was a HUSKY member)

	2015 Total (N=533)	2016 Total (N=533)	2015 Reg. 1 Fairfield County (N=149)	2016 Reg. 1 Fairfield County (N=139)	2015 Reg. 2 New Haven County (N=91)	2016 Reg. 2 New Haven County (N=84)	2015 Reg. 3 Middlesex, New London, Windham Counties (N=74)	2016 Reg. 3 Middlesex, New London, Windham Counties (N=75)	2015 Reg. 4 Hartford & Tolland Counties (N=109)	2016 Reg. 4 Hartford & Tolland Counties (N=104)	2015 Reg. 5 Litchfield County (N=110)	2016 Reg. 5 Litchfield County (N=131)
Yes, Dr. X or other	74.3%	77.7	75.8	79.1	80.2	73.8	60.8	69.3	75.2	78.8	75.5	82.4
No, for any reason	25.7	22.3	24.2	20.9	19.8	26.2	39.2	30.7	24.8	21.2	24.5	17.6

B) Of practices Accepting New Patients (from Chart A, above), What Percent Would Take New HUSKY Patients

	2015 Total (N=396)	2016 Total (N=414)	2015 Reg. 1 Fairfield County (N=113)	2016 Reg. 1 Fairfield County (N=110)	2015 Reg. 2 New Haven County (N=73)	2016 Reg. 2 New Haven County (N=62)	2015 Reg. 3 Middlesex, New London, Windham Counties (N=45)	2016 Reg. 3 Middlesex, New London, Windham Counties (N=52)	2015 Reg. 4 Hartford & Tolland Counties (N=82)	2016 Reg. 4 Hartford & Tolland Counties (N=82)	2015 Reg. 5 Litchfield County (N=83)	2016 Reg. 5 Litchfield County (N=108)
Yes	71.0% (281)	63.3% (262)	69.9	65.5	74.0	75.8	68.9	69.2	73.2	54.9	68.7	57.4
No, for any reason	16.4 (65)	24.4 (101)	17.7	20.9	16.4	17.7	15.6	19.2	14.6	32.9	16.9	27.8
Yes, conditional	9.8 (39)	8.7 (36)	10.6	10.0	8.2	6.5	8.9	7.7	8.5	8.5	12.0	9.3
Not without referral	2.8 (11)	3.6 (15)	1.8	3.6	1.4	0.0	6.7	3.8	3.7	3.7	2.4	5.6

4 APPENDIX

HUSKY HEALTH PROGRAMS 2016 MYSTERY SHOPPER SURVEY (09232016)

Researcher:

Date:

Time start:

CB:

Time end:

Supervisor:

**Researchers: If the provider is an APRN or NP, refer to them by their name, not “Dr. X.”
For example: Mary Jones, not Dr. Jones.**

Adult Primary Care - - Getting a new PCP

1. Hello, my name is <PROMPT NAME> and I need a new doctor for my regular care. Is Dr. X or someone else in the office taking new patients? (Researchers: If asked, DOB is 2/24/1991)
 - 01 Yes, Dr. X (If phone number is incorrect, record correct phone number and ask to be transferred): _____ (Continue)
 - 02 Yes, another doctor (record name): _____ (Continue)
 - 03 No (If comments offered): _____ (Call Ends)
 - 04 No, they are not a PCP/they are only a specialist (If comments offered):
_____ (Call Ends)
 - 05 No, not at this site/only at a different location (Researchers: record location):
_____ (Call Ends)

2. Great, do you take HUSKY insurance?
 - 01 Yes (Go to Q11)
 - 02 No (Go to Q13)
 - 03 Not accepting new HUSKY members (Q13)
 - 04 Other (If comments offered): _____ (Call Ends)

Child Primary Care - - Getting a new PCP

3. Hello, my name is <PROMPT NAME> and I need a new pediatrician for my child for their regular care. Is Dr. X or someone else in the office taking new patients? (Researchers: If asked – child is 3 years old and DOB is 2/24/2013)
 - 01 Yes, Dr. X (If phone number is incorrect, record correct phone number and ask to be transferred): _____ (Continue)
 - 02 Yes, another doctor (record name): _____ (Continue)
 - 03 No (If comments offered): _____ (Call Ends)
 - 04 No, they are not a PCP/they are only a specialist (If comments offered): _____ (Call Ends)
 - 05 No, not at this site/only at a different location (Researchers: record location): _____ (Call Ends)

4. Great, do you take HUSKY insurance?
 - 01 Yes (Go to Q11)
 - 02 No (Go to Q13)
 - 03 Not accepting new HUSKY members (Q13)
 - 04 Other (If comments offered): _____ (Call ends)

OB-GYN

5. Hello, my name is <PROMPT NAME> and I am calling because I am three months pregnant; I just moved here from out of state and I would like to see an OB-GYN. Is Dr. X or someone else in the office taking new patients? (Researchers, if asked: DOB: 2/24/1991; DATE OF LAST PERIOD: “about 3 months ago”; HAVE YOU HAD PRENATAL CARE YET: “No.” DUE DATE: “I don’t know, I haven’t had prenatal care yet.”)
 - 01 Yes, Dr. X (If phone number is incorrect, record correct phone number and ask to be transferred): _____ (Continue)
 - 02 Yes, another doctor (record name): _____ (Continue)
 - 03 No (If comments offered): _____ (Call ends)
 - 04 No, they are not an OBGYN (If comments offered): _____ (Call Ends)
 - 05 No, not at this site/only at a different location (Researchers: record location): _____ (Call Ends)

6. Great, do you take HUSKY insurance?
 - 01 Yes (Go to Q12)
 - 02 No (Go to Q13)
 - 03 Not accepting new HUSKY members (Q13)
 - 04 Other (If comments offered): _____ (Call ends)

Cardiologist

7. Hello, my name is <prompt name> and I am calling because I just moved here from out of state and I have high blood pressure and am on medication. Is Dr. X or someone else taking new patients? (Researchers: If asked – don't currently know name of medication. If asked, DOB is 2/24/1966)
- 01 Yes, Dr. X (If phone number is incorrect, record correct phone number and ask to be transferred): _____ (Continue)
 - 02 Yes, another doctor (record name): _____ (Continue)
 - 03 No (If comments offered): _____ (Call ends)
 - 04 Not without a referral (call ends)
 - 05 No, they are not a cardiologist (If comments offered): _____ (Call Ends)
 - 06 No, not at this site/only at a different location (Researchers: record location): _____ (Call Ends)
8. Great, do you take HUSKY insurance?
- 01 Yes (Go to Q12)
 - 02 No (Go to Q13)
 - 03 Not without a referral (call ends)
 - 04 Not accepting new HUSKY members (Q13)
 - 05 Other (If comments offered): _____ (Call ends)

ENT

9. Hello, my name is <prompt name> and I am calling because I just moved here from out of state and I have wax build up in my ear **again**. Is Dr. X or someone else taking new patients? (Researchers: If asked, DOB is 2/24/1991)
- 01 Yes, Dr. X (If phone number is incorrect, record correct phone number and ask to be transferred): _____ (Continue)
 - 02 Yes, another doctor (record name): _____ (Continue)
 - 03 No (If comments offered): _____ (Call ends)
 - 04 Not without a referral (call ends)
 - 05 No, they are not an ENT (If comments offered): _____ (Call Ends)
 - 06 No, not at this site/only at a different location: _____ (Call Ends)
10. Great, do you take HUSKY insurance?
- 01 Yes (Go to Q12)
 - 02 No (Go to Q13)
 - 03 Not without a referral (call ends)
 - 04 Not accepting new HUSKY members (Q13)
 - 05 Other (If comments offered): _____ (Call ends)

Accepting New HUSKY members

11. How far out are you booking appointments for routine physicals? (Researchers: Don't read answer options. If asked, "When are you looking to book an appointment?" reply with: "First available.")
- 01 Less than 1 week
 - 02 1 to less than 2 weeks
 - 03 2 to less than 3 weeks
 - 04 4 to less than 5 weeks
 - 05 5 to less than 6 weeks
 - 06 6 to less than 7 weeks
 - 07 7 to less than 8 weeks
 - 08 8 to less than 12 weeks
 - 09 12 or more weeks

Thank you for the information, I will call back when I check my schedule. (Call Ends)

12. How far out are you booking appointments? (Researchers: Don't read answer options. If asked, "When are you looking to book an appointment?" reply with: "First available.")
- 01 Less than 1 week
 - 02 1 to less than 2 weeks
 - 03 2 to less than 3 weeks
 - 04 4 to less than 5 weeks
 - 05 5 to less than 6 weeks
 - 06 6 to less than 7 weeks
 - 07 7 to less than 8 weeks
 - 08 8 to less than 12 weeks
 - 09 12 or more weeks

Thank you for the information, I will call back when I check my schedule. (Call Ends)

Not Accepting HUSKY Patients

13. Oh, I saw your name on the HUSKY doctor list?
-
-

OK. Thank you anyway. (Call Ends)