

AETNA BETTER HEALTH DATA AT A GLANCE



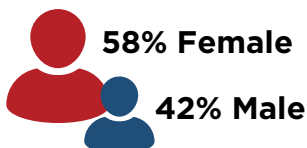
This report includes data from a sample of Medicaid members who receive long term services and supports (LTSS) from Aetna Better Health that completed the National Core Indicators - Aging and Disability (NCI-AD) Adult Consumer Survey in Virginia. All surveys were completed by phone either with a Cardinal Care Managed Care Medicaid member or with a proxy who knew the person well. Overall state results are provided for certain data points in parentheses and denoted with “VA”.

Virginia participates in the NCI-AD Project as part of the state’s effort to measure the quality of LTSS and systems performance. For more information about NCI-AD in Virginia, visit our website at: <https://nci.partnership.vcu.edu/>.

SAMPLE INFORMATION

207 total respondents

Gender

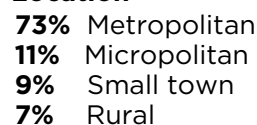


Age

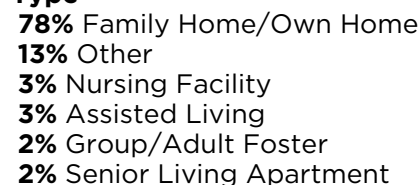


RESIDENCE

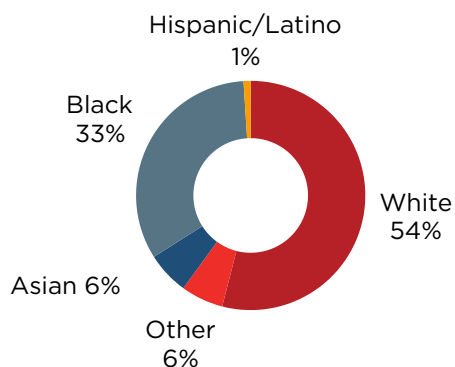
Location



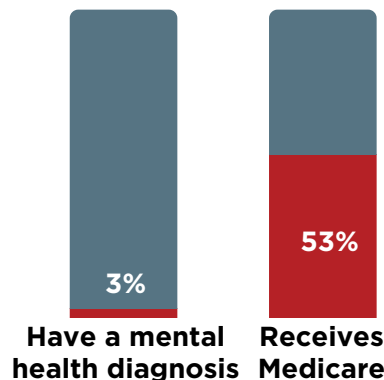
Type



RACE & ETHNICITY



MEDICAL BACKGROUND



DIAGNOSIS



3% PHYSICAL
DISABILITY

6% ALZHEIMER'S
/DEMENTIA

10% ID/DD

11% TBI

EMPLOYMENT

Overall **20%** of
respondents
want a job
(VA: 23%)



For respondents
aged 18-59

31%
reported they
wanted a job
(VA: 36%)

37%

report that someone has
talked with them about
job options (VA: 36%)

RESPECT & PRIVACY

97%

Services and supports are
delivered in a way that is
respectful of their culture
(VA: 94%)

63%

Have **enough privacy**
where they live (if in a
group setting) (VA: 63%)

50%

Others **ask before coming in**
in their home/room (if living in
a group setting) (VA: 69%)

CHOICE & CONTROL

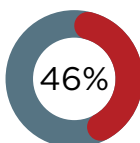
92% Can choose/change
their services and
supports (VA: 87%)

85% Can choose/change
the people who provide
paid supports (VA: 81%)

80% Can choose/change
when/how often they
receive services (VA: 82%)

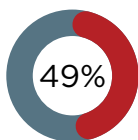
74% of respondents say
they feel in control
of their life (VA: 74%)

SERVICES & UNMET NEEDS

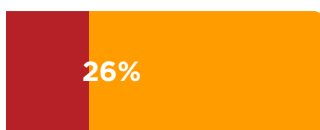


Services
meet **all their**
current goals
(VA: 59%)

Case manager
talked to them
about services
to help with
unmet needs
(VA: 45%)



STAFF LONGEVITY & TURNOVER

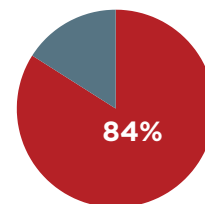


Paid staff changes too
often (VA: 19%)



Case manager changes
too often (VA: 24%)

SERVICE COORDINATION



84% Have a backup
plan if their paid
support staff
does not show up
(VA: 73%)

HEALTH & HEALTHCARE



88% Have access to
mental health services if
they want them (VA: 86%)

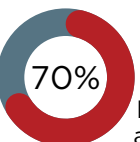
76% Can get an appointment
to see or talk to their primary care
doctor when needed (VA: 77%)

55% Talked to health
professionals using video
conference/telehealth (VA: 51%)

47% Went to the emergency
room in the past 12 months
(VA: 42%)

23% Had an overnight stay in a
hospital or rehab/nursing facility
in the past 12 months and was
discharged to go home
(VA: 23%)

SUPPORT & FOOD ACCESS



70% of
respondents say
they have enough
help with everyday
activities (VA: 76%)

19% have to skip
meals due to
financial worries
(VA: 15%)



84% have access
to healthy foods
when they want them
(VA: 85%)



FALLS



24% Have a history of falls
(VA: 21%)



55% Have concerns about
falling/being unstable
(VA: 46%)



62% Have worked with
someone to reduce
their risk of falling
(VA: 71%)

SUPPORT ACCESS TO COMMUNITY

96% of respondents say
they can see/talk to
family/friends they do not
live with when they want
(VA: 93%)

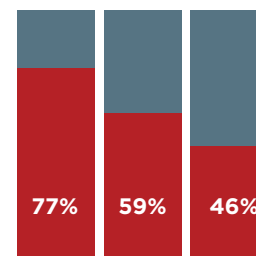
74% always have a way to
get where they want to go
(VA: 72%)

70% can take part in
activities with others as
much as they want
(VA: 69%)

23% often feel lonely
(VA: 21%)



ACCESS TO PREVENTIVE HEALTH CARE



77% Had physical exam in
past 12 months (VA: 78%)

59% Had a vision exam in
past 12 months (VA: 52%)

46% Had a dental visit in the
past 12 months (VA: 47%)