

Medicaid Consumer Survey Final Report

Prepared by Christy K. Fitch

Oregon Cascades West Council of Governments

Senior and Disability Services

April 10, 2020

Background and Objectives

As an Area Agency on Aging and Disabilities, Oregon Cascades West Council of Governments Senior and Disability Services (SDS) manages services and programs that help older adults and people with disabilities in Linn, Benton, and Lincoln Counties. The goal of SDS is to ensure that consumers stay healthy, safe, and independent while also providing exceptional service to the consumers of the programs administered through SDS. To ensure consumer needs are met, SDS conducts a survey every four years and the survey results are published and incorporated into Oregon Cascades West Council of Governments Area Plan. The results of the survey assist SDS in identifying goals and objectives for the next four years.

Each survey conducted for the Oregon Cascades West Council of Governments Area Plan has varied based on the number of consumers contacted, consumer type, goals and themes. The previous survey, conducted in 2014, included consumers that received services from the following programs: Medicaid, Meals on Wheels and/or Oregon Project Independence (OPI), which limited the ability to capture specific program concerns. Although the survey obtained information on the different consumer types, it did not allow for SDS to gather information about each program.

The Medicaid Consumer Survey in 2020 was developed for consumers that receive one or more of the following Medicaid program services: medical, food benefits and/or services for care needs. The survey was created through engagement with the SDS Advisory Council, Care Planning Committee, and SDS supervisors. The overall survey focused on the changes that SDS could implement to positively impact the consumer. To better understand what areas SDS could effect, the following themes

were identified: Office Location; Communication; Staff; Frustrations; and Overall Program Impact. Questions were drafted that focused on the abovementioned themes to capture consumer feedback.

Research was conducted on the best practices for social service consumer satisfaction surveys, questions and responses as well as for-profit consumer survey design and response formats (The Urban Institute, 2003). The Medicaid Consumer Survey questions focused on person-centered care and how best to serve the consumer, whether the consumer is new to Medicaid or has received services for several years (Connecticut Department of Mental Health and Addiction Services, 2019). SDS should be aware of consumers' perception of the service they receive from SDS staff and if the consumer feels they are in control of the services. Questions were drafted to capture the consumers' frustrations, personal experiences, and the impact of the daily and overall services they receive for their health, well-being, and/or quality of life.

The survey was designed to be concise, easy to read, allow for large sized font, generous white space to not overwhelm the consumer with selections or confusing statements. The survey questions were reviewed by SDS case managers and eligibility staff to ensure commonly referenced terms would be easily understood by the consumers. The survey length was limited to one-page, front and back. The number of questions were limited to 10 and still allowed an opportunity to provide additional consumer feedback and contact information. Response options included multiple choice, open ended and agree or disagree only to ease simplification of responses for

consumers. Finally, consumer confidentiality and anonymity was ensured in the survey as well as the opportunity to complete the survey voluntarily.

Methodology

Senior and Disability Services provides services to 12,012 Medicaid consumers within Linn, Benton, and Lincoln Counties. In January, 2020 a mailing list of active and current Medicaid consumers from the Oregon Department of Human Services, Oregon Health Authority was obtained. The list was in non-alphabetical order and included the consumer's name and address. Of the 12,012 consumers, 75% (n=8,972) resided in Linn and Benton Counties and 25% (n=3,029) resided in Lincoln County. (It was noted that 11 consumers were omitted because they resided in Monmouth, which is outside of Linn, Benton and Lincoln Counties.)

The Medicaid Consumer Survey was distributed to 50% of the 12,012 consumers through random selection. Every other consumer was omitted, by zip code, to ensure adequate representation of the consumers within each community. Surveys were distributed equally to 75% (n=4,490) of the consumers within Linn and Benton Counties and 25% (n=1,519) of consumers that resided in Lincoln County. It was noted that the Medicaid consumer list provided did not include consumers that resided in the following communities: Alsea (zip code 97324), Rose Lodge (zip code 97372), Tidewater (zip code 97390), Yachats (zip code 97498), Gates (zip code 97346), Idanha (zip code 97350), Jefferson (zip code 97352), Lyons (zip code 97358), Mill City (zip code 97360), and Stayton (zip code 97383).

The survey was bulk mailed through an outside vendor to the 6,009 consumers on January 17, 2020. The mailing included a one-page, front and back, survey and a

postage paid self-addressed envelope for the consumer to return the completed survey. Instructions were provided that ensured consumers that their participation was voluntary and information would be kept confidential. The surveys were color coded to capture if the consumer resided in Lincoln County or Linn and Benton Counties. Lincoln County consumers received a blue colored paper survey and the consumers in Linn and Benton Counties received a white colored paper survey. The surveys were color coded to determine if concerns varied based on whether the consumer resided in Lincoln County versus Linn and Benton Counties. Color coding the survey paper eliminated the need to include an additional question to capture this information.

Consumers also had the option to complete the survey online through Survey Monkey. The online survey was created to allow SDS to capture the consumers' response in real time as well as determine if consumers' would utilize an online option, if given the opportunity. The online survey was tested to ensure it was accessible on all devices, including phone, tablet, ipad and PC. The online survey did include one additional question, at the beginning of the survey, to disclose what county the consumer resided in. (The color coded hardcopy surveys captured this information and eliminated the need to include this question.)

The initial deadline for survey completion was February 14, 2020. A tester survey was mailed to the preparer's home address to confirm the date surveys would arrive in consumers' mailboxes. The tester survey did not arrive until January 27, 2020, which was 10 calendar days after it was mailed. The delay was due to surveys mailed on a Friday, prior to a federal holiday, on January 20, 2020. Due to the 10 day delay, the survey completion deadline was extended until February 21, 2020.

Results

A total of 1,119 surveys of the 6,009 distributed surveys were completed by consumers within Linn, Benton and Lincoln Counties. Ten of the surveys were completed online and the remaining 1,109 were returned to SDS and results entered manually. The online survey was utilized by the preparer to enter hardcopy survey results and analyze through the Survey Monkey software. Survey results were entered manually, only by the preparer, to ensure data integrity and consistency in responses and comments noted by consumers. A comparison on the online completion rate versus prior consumer surveys was not available as this was the first time an online option was offered. Although an extra nine surveys were mailed than the prior survey conducted in 2014 (n=6,000), the 2020 survey resulted in 44 additional completed surveys. It is difficult to determine if the Medicaid consumer base impacted this as the prior survey also included consumers that received services from Meals on Wheels and Oregon Project Independence.

The survey completion rate was calculated at 19% and based on 5,785 mailed surveys. This number was calculated based on the total number mailed (n=6,009) and the deduction of the number returned (n=443). The surveys were returned for the following reasons: no forwarding address (n=201), consumer deceased (n=2); or forwarding address expired (n=234). Of those that the forwarding address expired, 219 were re-mailed to consumers still residing within the state of Oregon. The other 15 consumers had moved out of the state of Oregon and a survey was not mailed to the out of state address. This resulted in the adjusted number of 5,785 distributed

consumer surveys, which included 4,325 in Linn and Benton Counties and 1,460 in Lincoln County.

The previous survey completion rate was 18%. The 1% increase in the survey completion rate can be attributed to the communication that was distributed to case managers, eligibility workers, case aides and support staff as well as program supervisors prior to survey distribution. Email communication notified employees that Medicaid consumers would be mailed a Medicaid Consumer Survey at their residence on January 17, 2020. The email included an attachment of the survey and anticipated completion date. The communication was to inform staff of the survey and also encourage them to communicate with their consumers to participate in the survey.

Of the 1,119 completed surveys, consumers that resided in Linn and Benton Counties completed 74% of the surveys (n=823) and Lincoln County completed 26% of the surveys (n=296). The completion rate by county is almost identical to the initial distribution rate, which was 75% (n=4,490) for Linn and Benton Counties and 25% (n=1,519) for Lincoln County. In addition, the ten surveys completed online included, one Benton County consumer, seven Linn County consumers and two Lincoln County consumers. Overall, consumers within Linn and Benton Counties returned 19% of the distributed surveys and consumers within Lincoln County returned 20%.

Demographics

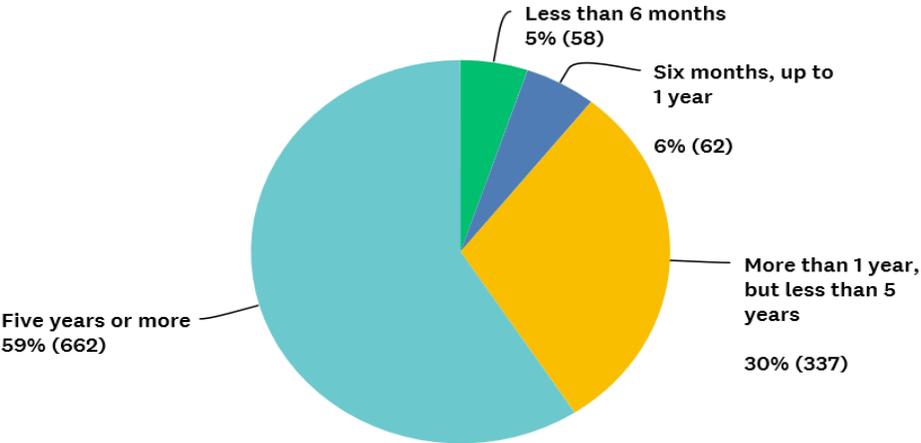
The majority of the respondents (n=999) within the three counties indicated that they have been a consumer with SDS for more than one year (Refer to Table 1). Of these, 59% have been a consumer for five years or more. In Lincoln County, 57% of the respondents indicated they had been a consumer for five years or more and 31%

had been a consumer for more than one year but less than five years. In Linn and Benton Counties, 60% of the respondents indicated they had been a consumer for five years or more and 30% had been a consumer for more than one year but less than five years.

Table 1

How long have you been a consumer with Senior and Disability Services?

Answered: 1,119 Skipped: 0

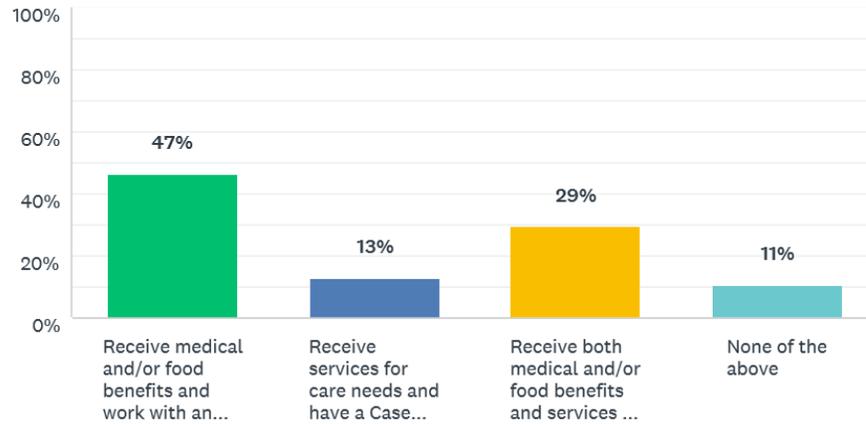


The majority of respondents, 47%, receive medical and/or food benefits from SDS (Refer to Table 2). Within the counties, the percentages are similar for those that receive medical and/or food benefits, as 47% of Lincoln County respondents and 46% of Linn and Benton Counties respondents. Respondents within all three counties indicated that 29% receive medical and/or food benefits as well as services for their care needs. Surprisingly, 11% of the respondents indicated that they did not have a relationship with SDS based upon the answer choices.

Table 2

Which of the following statements best describes your relationship with us?

Answered: 1,119 Skipped: 0

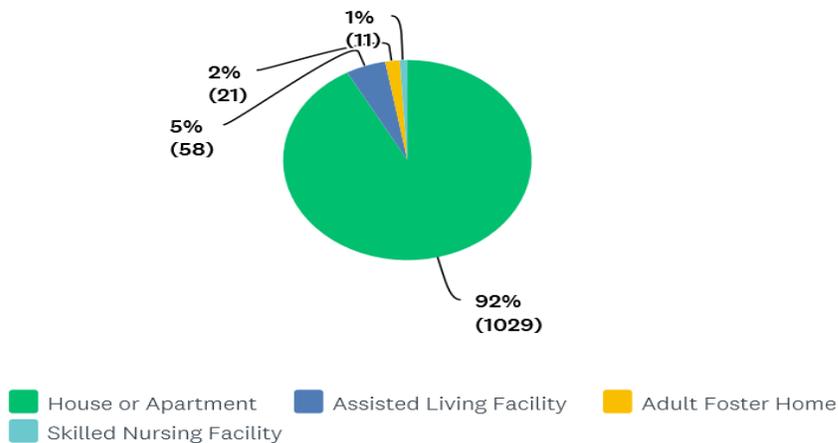


The respondents indicated that 92% reside in a House or Apartment (Refer to Table 3). Within Lincoln County the number of respondents that reside in a House or Apartment is slightly higher at 96% versus the 91% of Linn and Benton County respondents. Overall, 12% of these respondents indicated that their home was a recreational or fifth wheel trailer (n=32), mobile home (n=78), or that it included residence within a relatives' home (n=29). Twelve of the respondents indicated that they were homeless and the remaining 8% of respondents reside in an Assisted Living Facility, Adult Foster Home or Skilled Nursing Facility.

Table 3

What type of residence do you live in?

Answered: 1,119 Skipped: 0



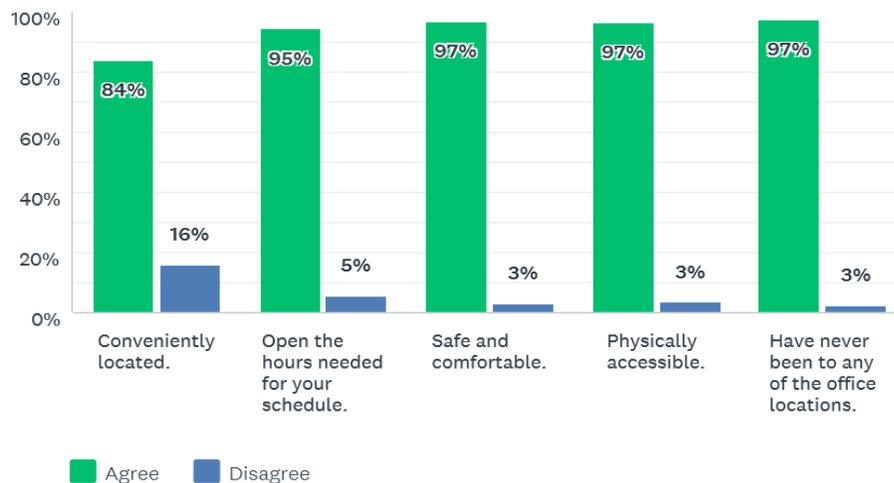
Office Location

Consumers were asked to indicate if they agreed or disagreed with the office locations based on location, hours of operation, safety and accessibility as well as if they had ever visited the offices in Albany, Corvallis or Toledo. Of the responses that were selected by the consumers, they were in agreement by at least 90% for the hours of operation, safety, and physical accessibility of the locations (Refer to Table 4). The location was indicated as conveniently located by only 84% of the consumers. Of the Lincoln County respondents, 69% indicated the office was conveniently located versus 89% of the Linn and Benton County respondents. In addition, 29% (n=326) of the total number of respondents (n=1,119) responded they had not visited any of the office locations.

Table 4

The office locations that you have visited are:

Answered: 1,119 Skipped: 0



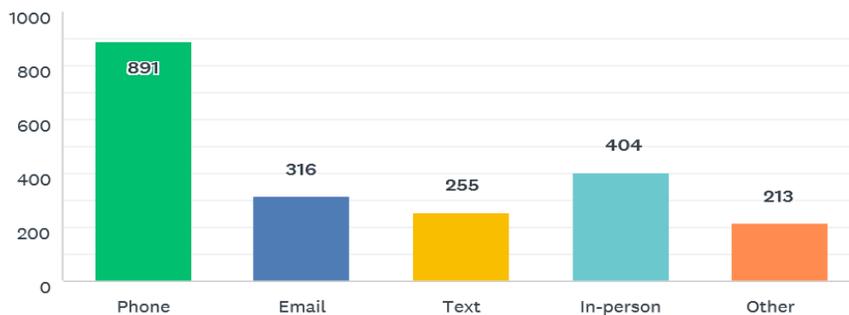
Communication

There are a variety of methods to communicate with consumers and learning how consumers would like to communicate is critical to providing exceptional customer service. Consumers were given the opportunity to indicate more than one preferred method of communication to capture the best method for existing and possible future communication means. The options included phone, email, text, in-person or other. The majority, 80%, of the responses indicated that they preferred to communicate via phone, followed by 36% that indicated in-person as a preferred method of communication (Refer to Table 5). Respondents were given the opportunity to provide additional communication options, under 'Other'. The Other option received 132 respondents that indicated they prefer written communication.

Table 5

How would you like to communicate with us? Select all that apply. Not all of the options are available currently, but may be offered, based on consumer feedback.

Answered: 1,119 Skipped: 0



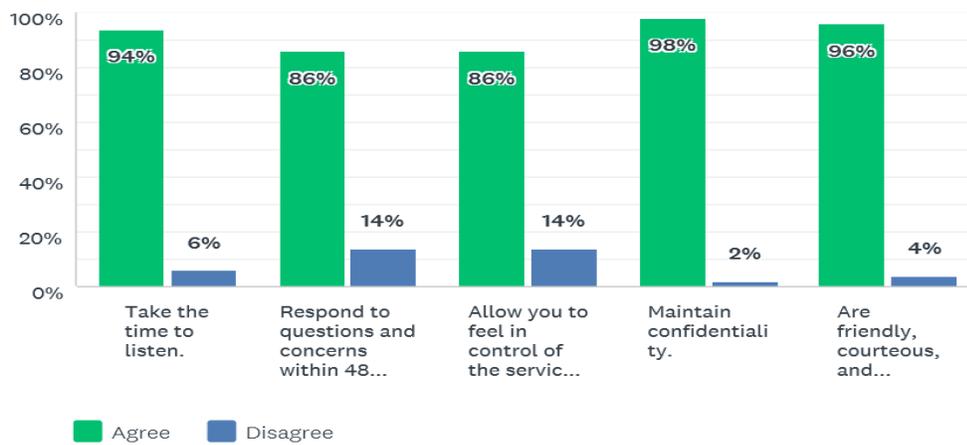
Staff

As a goal of SDS to provide exceptional service, it's important for the consumer to provide feedback on whether the service allows them to feel valuable and in control. According to the respondents, over 90% agreed that the SDS staff are friendly, courteous, respectful, and take the time to listen, while maintaining the respondents' confidentiality (Refer to Table 6). Within Lincoln County, 83% of respondents felt that the staff responded within 48 hours versus 87% of respondents in Linn and Benton Counties. In addition, 82% of Lincoln County respondents felt that they were in control of the services they received from SDS versus 87% in Linn and Benton Counties.

Table 6

The staff you work with:

Answered: 1,119 Skipped: 0

**Frustrations**

Consumers can be overwhelmed as they navigate SDS and it's important to determine if there are frustrations within the application or re-application process for benefits, especially if consumers may or may not qualify for benefits. The application or re-application process to obtain benefits has often been viewed as difficult for consumers. Consumers were given the answer choices to select one, none or all that applied based on their experience with this process. Overall, consumers felt that understanding the paperwork was the hardest part of the application process with 39% (n=439) selecting this option (Refer to Table 7). Of those consumers, 299 reside in Linn and Benton Counties. However, 416 respondents felt that none of the options listed pertained to their experience with the application process. Respondents were given the opportunity to provide additional information, under 'Other'. Of the 166 Other responses, the following themes were identified regarding the application or re-application process:

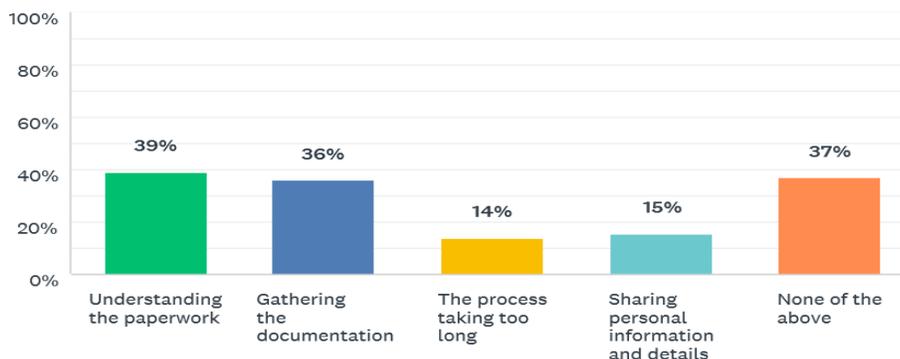
- Communication with the staff made the process difficult (n=33);

- Unclear of the process (n=21);
- Application process was easy (n=17);
- Maintaining the information was difficult (n=17);
- Representative or family member handled the process (n=13);
- Physical and/or mental impairments impacted the consumer with the application process (n=12);
- Being understood by the staff (n=7); and
- Access to the office (n=6).

Table 7

In your experience, what is the hardest part about applying or reapplying for benefits? Select all that apply.

Answered: 1,119 Skipped: 0



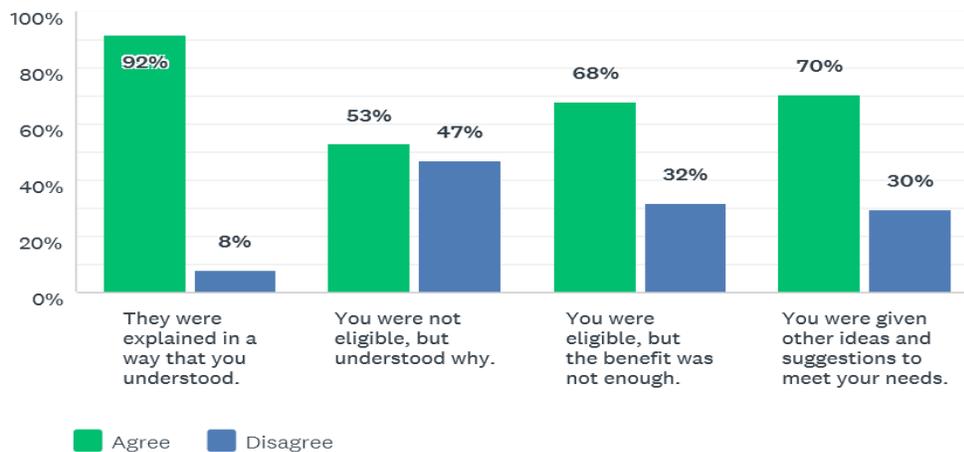
In addition to the application process, how benefits are explained can also impact the consumers experience with SDS. The majority of respondents, 92%, agreed that when they applied for benefits with SDS, they were explained in a way that they understood (Refer to Table 8). In Lincoln County, only 46% of respondents understood why they were not eligible for benefits versus 55% of respondents in Linn and Benton Counties. Although 70% of all respondents indicated that they were given other ideas

and suggestions to meet their needs, only 63% of respondents in Lincoln County concurred.

Table 8

When you applied for benefits:

Answered: 1,119 Skipped: 0

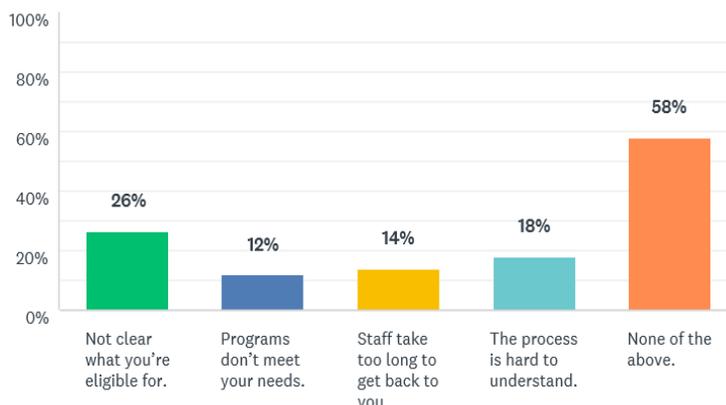


When asked if respondents felt any frustrations, 58% indicated that they had not experienced any of the frustrations listed in the survey (Refer to Table 9). The second highest response for all respondents (n=294) was that respondents were not clear of what benefit they were eligible for. Unfortunately, respondents were not given the opportunity to provide additional information for this question.

Table 9

Have you experienced any of the frustrations listed below? Select all that apply.

Answered: 1,119 Skipped: 0



Overall Program Impact

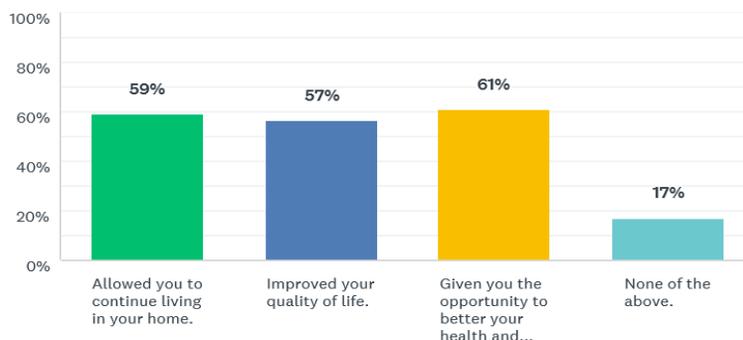
SDS provides value to consumers' lives and it's imperative to learn if the services consumers have received have made an impact on their health, well-being, and/or quality of life. Respondents were given the option to select more than one response and 61% indicated that the services received have given them the opportunity to better their health and well-being (Refer to Table 10). Only 17% indicated that none of the services had impacted their life, given the answer choices. Respondents were given the opportunity to provide additional information, under 'Other'. Of the 97 Other responses, the following themes were identified regarding the impact of the SDS services:

- Maintain their independence, safety, security, housing and/or pets (n=38);
- Provided necessary assistance with food (n=18);
- Overall, thank SDS for the services and assistance received (n=8); and
- Unclear and/or uncertain of the help they receive from SDS (n=7).

Table 10

The services you received from Senior and Disability Services have: (Select all that apply.)

Answered: 1,119 Skipped: 0



Respondents were provided an opportunity to provide additional information regarding the services the consumer receives from SDS that they felt was not addressed in the survey. Of the 405 responses, the following themes were identified:

- Appreciation and gratitude to SDS and the staff (n=60);
- Positive feedback regarding SDS staff (n=39);
- Concerns regarding food benefits (n=36), medical (n=29), need for additional information (n=24) and transportation (n=12);
- Negative feedback regarding SDS staff (n=21) as well as difficult to work with multiple SDS staff (n=15); and
- Communication with SDS staff (n=10).

Conclusion

Consumers were given the opportunity to request a SDS staff to contact the respondent to provide additional feedback. Over 70% (n=780) of the responses provided their contact information, which included their name (n=780), phone (n=728) and/or email address (n=339). Due to the large number, it is unclear if the respondents

thought this was a required field of the survey. The respondents will be contacted at a later date in 2020 to inquire about the additional information that they would like to share with SDS and the results of their responses will be provided in an addendum to this report. Surveys that were received that posed immediate concerns were forwarded to appropriate SDS staff to follow-up with consumers.

Appendix

Appendix A Medicaid Consumer Survey

Appendix B Medicaid Consumer Survey Summary

Appendix C Medicaid Consumer Survey Summary & Individual Responses

References

Connecticut Department of Mental Health and Addiction Services. (2019, October).

Consumer satisfaction survey 2019 annual report. <https://portal.ct.gov/-/media/DMHAS/ConsumerSurvey/CS2019.pdf?la=en>

The Urban Institute. (2003). *Surveying clients about outcomes.*

<https://www.urban.org/sites/default/files/publication/42751/310840-Surveying-Clients-about-Outcomes.PDF>



We want to hear from you!

Senior and Disability Services (SDS) manages services and programs that help older adults and people with disabilities in Linn, Benton, and Lincoln Counties. Our goal is to provide exceptional customer service while working to help people stay healthy, safe, and independent. As a valued consumer, we want to hear from you on how we are doing. Your feedback is voluntary and confidential. Surveys can be completed and returned in the enclosed postage paid envelope OR electronically by visiting our website at: www.OCWCOG.org/Survey and clicking "Senior and Disability Services Medicaid Consumer Survey."

The following questions ask about your experiences with SDS and your Case Manager, Eligibility Worker, or Support Staff. These questions are not about your Homecare Worker, Facility Staff, or anyone else that provides assistance in your home.

Please select the answers that best matches your experience with SDS. If you have any questions about the survey, please contact Kim Cooper at 541-812-1917.

- 1. How long have you been a consumer with Senior and Disability Services?**
 - a. Less than 6 months
 - b. Six months, up to 1 year
 - c. More than 1 year, but less than 5 years
 - d. Five years or more
- 2. Which of the following statements best describes your relationship with us?**
 - a. Receive medical and/or food benefits and work with an Eligibility Worker.
 - b. Receive services for care needs and have a Case Manager.
 - c. Both a and b.
 - d. None of the above.
- 3. What type of residence do you live in?**
 - a. House or Apartment
 - b. Assisted Living Facility
 - c. Adult Foster Home
 - d. Skilled Nursing Facility
 - e. Other: _____
- 4. How would you like to communicate with us? Select all that apply. Not all of the options are available currently, but may be offered, based on consumer feedback.**
 - a. Phone
 - b. Email
 - c. Text
 - d. In-person
 - e. Other: _____
- 5. In your experience, what is the hardest part about applying or reapplying for benefits? Select all that apply.**
 - a. Understanding the paperwork
 - b. Gathering the documentation
 - c. The process taking too long
 - d. Sharing personal information and details
 - e. None of the above
 - f. Other: _____

6. The office locations that you have visited are:	Agree	Disagree
Conveniently located.		
Open the hours needed for your schedule.		
Safe and comfortable.		
Physically accessible.		
Have never been to any of the office locations.		

7. The staff you work with:	Agree	Disagree
Take the time to listen.		
Respond to questions and concerns within 48 hours.		
Allow you to feel in control of the services received.		
Maintain confidentiality.		
Are friendly, courteous, and respectful.		

8. When you applied for benefits:	Agree	Disagree
They were explained in a way that you understood.		
You were not eligible, but understood why.		
You were eligible, but the benefit was not enough.		
You were given other ideas and suggestions to meet your needs.		

9. Have you experienced any of the frustrations listed below? Select all that apply.

- Not clear what you're eligible for.
- Programs don't meet your needs.
- Staff take too long to get back to you.
- The process is hard to understand.
- None of the above.

10. The services you received from Senior and Disability Services have: (Select all that apply.)

- Allowed you to continue living in your home.
- Improved your quality of life.
- Given you the opportunity to better your health and well-being.
- None of the above.
- Other: _____

11. Please share any additional information or concerns that were not addressed in the survey.

Thank you for your feedback!

**Please return the completed survey in the enclosed postage paid envelope to:
c/o Senior and Disability Services, Oregon Cascades West Council of Governments,
1400 Queen Avenue SE, Suite 206, Albany, OR 97322**

Please provide your contact information below, if you would like to share more of your experiences with Senior and Disability Services.

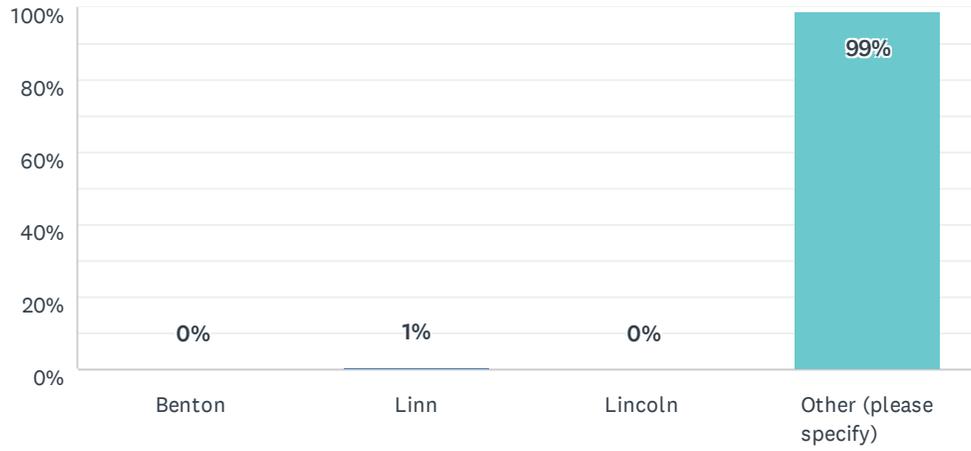
Name: _____

Phone: _____

Email: _____

Q1 What county do you live in?

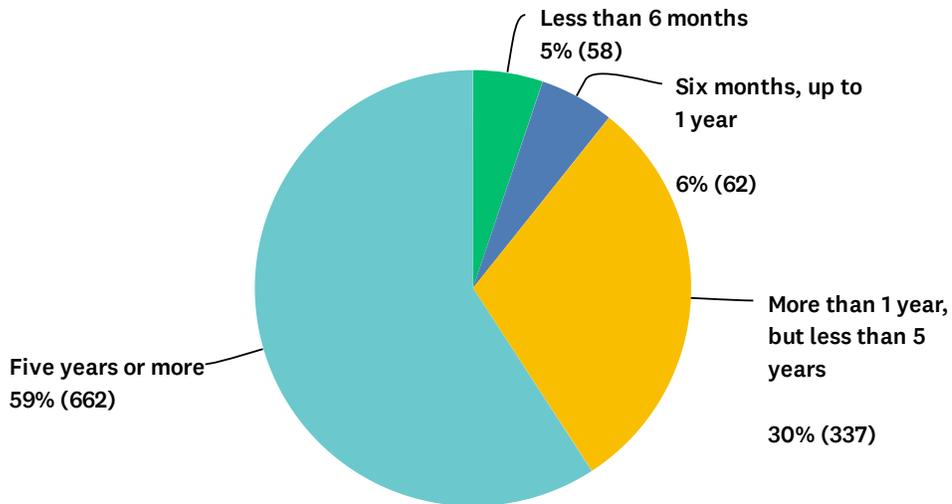
Answered: 1,119 Skipped: 0



ANSWER CHOICES	RESPONSES
Benton	0% 1
Linn	1% 7
Lincoln	0% 2
Other (please specify)	99% 1,109
TOTAL	1,119

Q2 How long have you been a consumer with Senior and Disability Services?

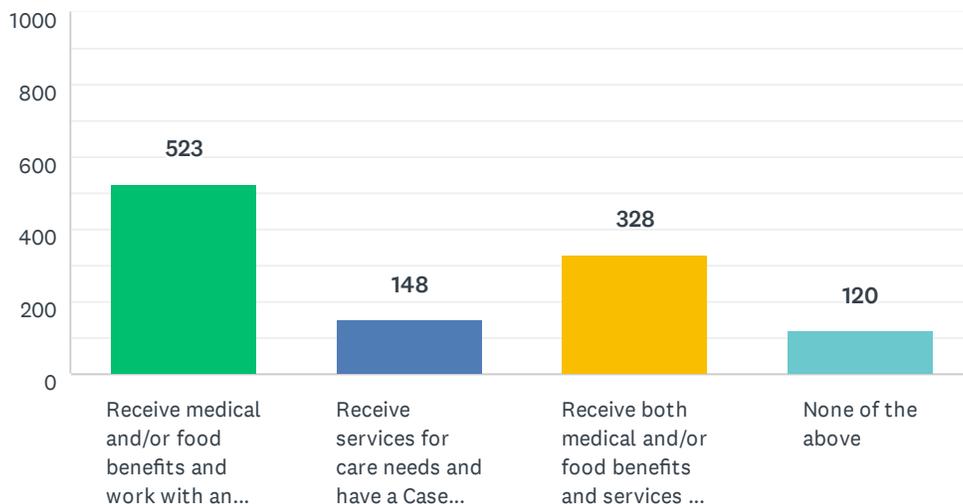
Answered: 1,119 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 6 months	5%	58
Six months, up to 1 year	6%	62
More than 1 year, but less than 5 years	30%	337
Five years or more	59%	662
TOTAL		1,119

Q3 Which of the following statements best describes your relationship with us?

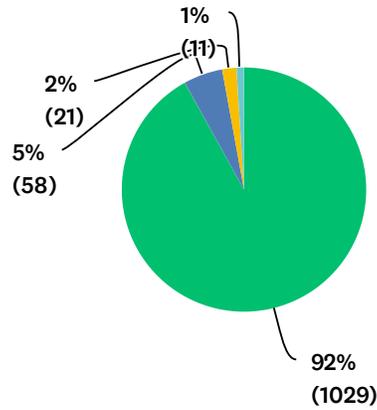
Answered: 1,119 Skipped: 0



ANSWER CHOICES	RESPONSES	
Receive medical and/or food benefits and work with an Eligibility Worker.	47%	523
Receive services for care needs and have a Case Manager.	13%	148
Receive both medical and/or food benefits and services for care needs.	29%	328
None of the above	11%	120
TOTAL		1,119

Q4 What type of residence do you live in?

Answered: 1,119 Skipped: 0

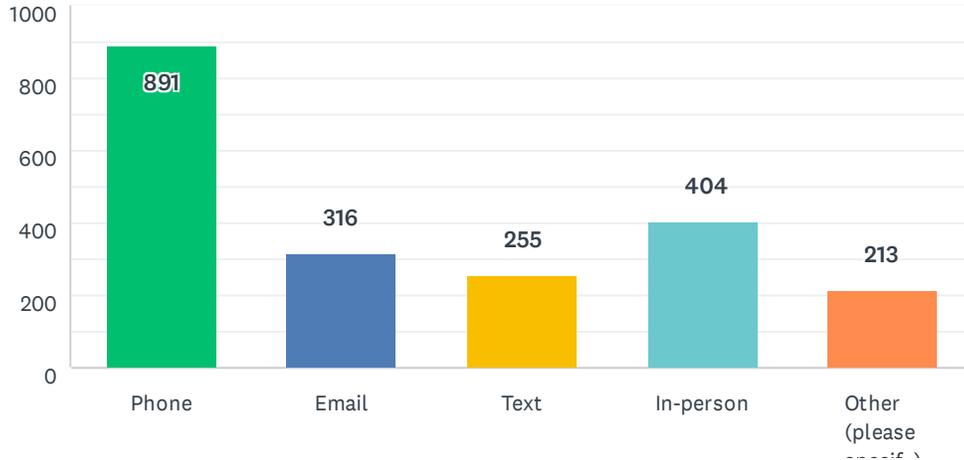


■ House or Apartment
 ■ Assisted Living Facility
 ■ Adult Foster Home
 ■ Skilled Nursing Facility

ANSWER CHOICES	RESPONSES	
House or Apartment	92%	1,029
Assisted Living Facility	5%	58
Adult Foster Home	2%	21
Skilled Nursing Facility	1%	11
TOTAL		1,119

Q5 How would you like to communicate with us? Select all that apply. Not all of the options are available currently, but may be offered, based on consumer feedback.

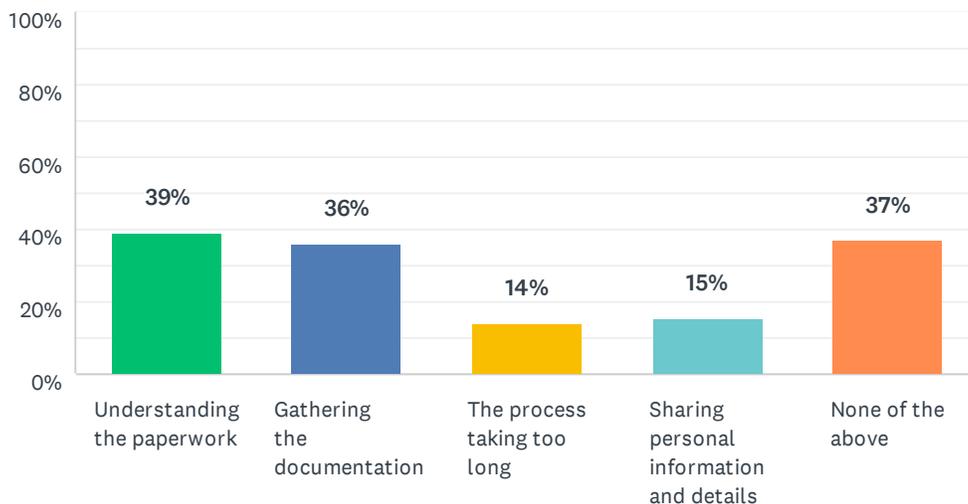
Answered: 1,119 Skipped: 0



ANSWER CHOICES	RESPONSES	
Phone	79.6%	891
Email	28.2%	316
Text	22.8%	255
In-person	36.1%	404
Other (please specify)	19.0%	213
Total Respondents: 1,119		

Q6 In your experience, what is the hardest part about applying or reapplying for benefits? Select all that apply.

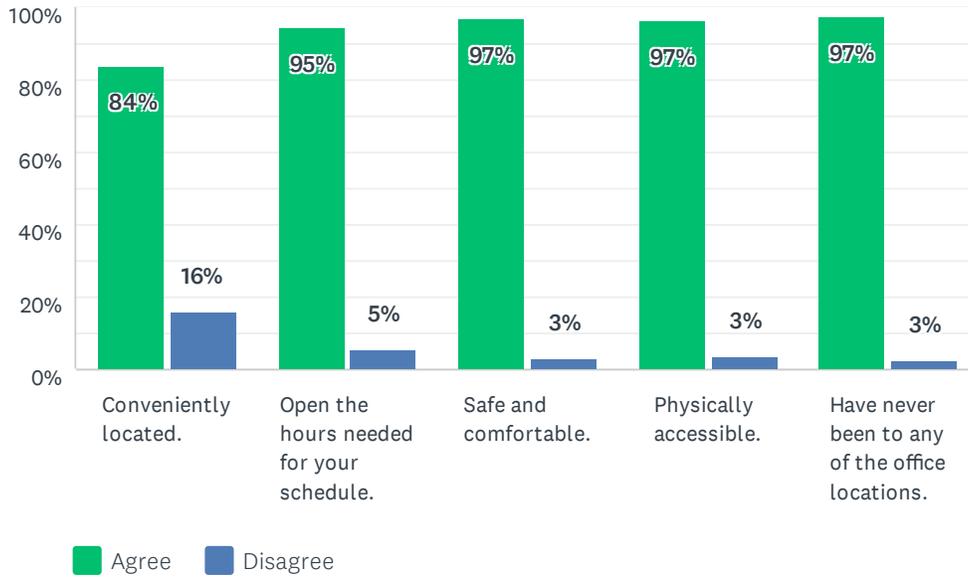
Answered: 1,119 Skipped: 0



ANSWER CHOICES	RESPONSES	
Understanding the paperwork	39%	439
Gathering the documentation	36%	401
The process taking too long	14%	157
Sharing personal information and details	15%	171
None of the above	37%	416
Total Respondents: 1,119		

Q7 The office locations that you have visited are:

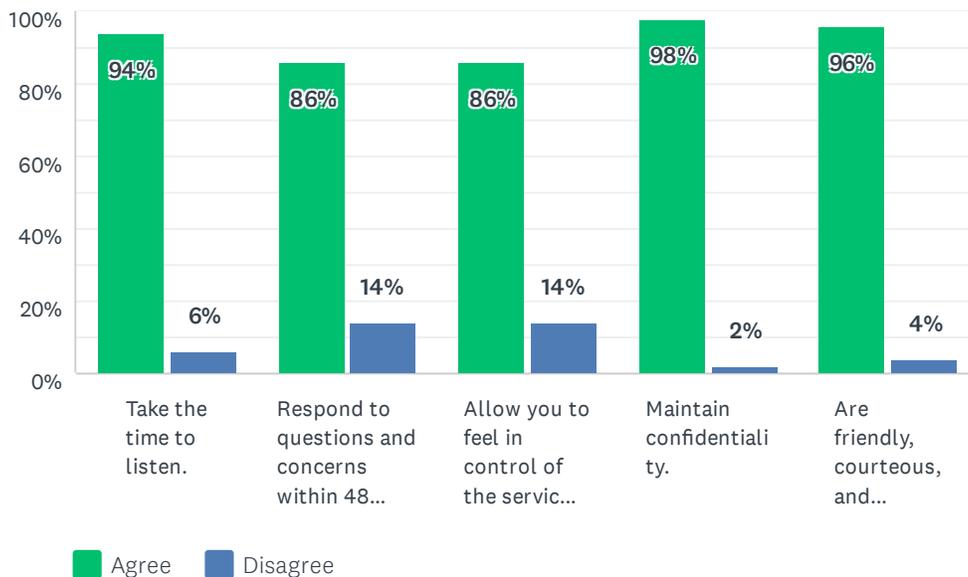
Answered: 1,119 Skipped: 0



	AGREE	DISAGREE	TOTAL
Conveniently located.	84% 741	16% 140	881
Open the hours needed for your schedule.	95% 762	5% 44	806
Safe and comfortable.	97% 785	3% 24	809
Physically accessible.	97% 753	3% 27	780
Have never been to any of the office locations.	97% 326	3% 9	335

Q8 The staff you work with:

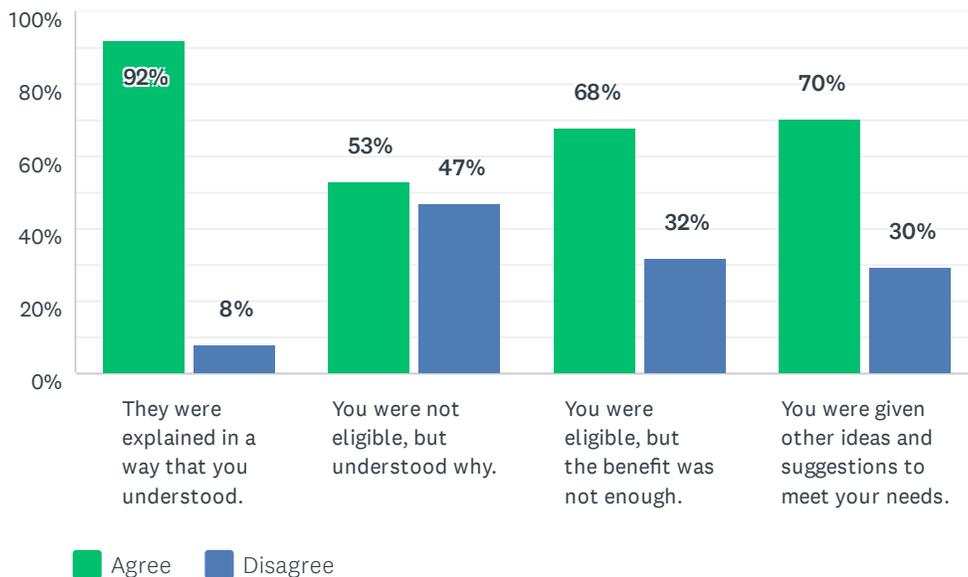
Answered: 1,119 Skipped: 0



	AGREE	DISAGREE	TOTAL
Take the time to listen.	94% 918	6% 58	976
Respond to questions and concerns within 48 hours.	86% 777	14% 129	906
Allow you to feel in control of the services received.	86% 771	14% 128	899
Maintain confidentiality.	98% 848	2% 16	864
Are friendly, courteous, and respectful.	96% 1,015	4% 42	1,057

Q9 When you applied for benefits:

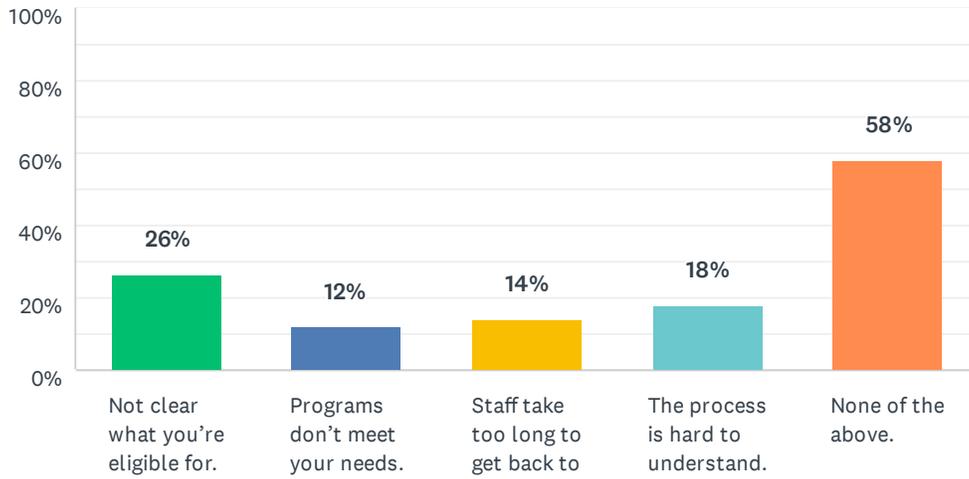
Answered: 1,119 Skipped: 0



	AGREE	DISAGREE	TOTAL
They were explained in a way that you understood.	92% 922	8% 82	1,004
You were not eligible, but understood why.	53% 209	47% 184	393
You were eligible, but the benefit was not enough.	68% 371	32% 175	546
You were given other ideas and suggestions to meet your needs.	70% 412	30% 173	585

Q10 Have you experienced any of the frustrations listed below? Select all that apply.

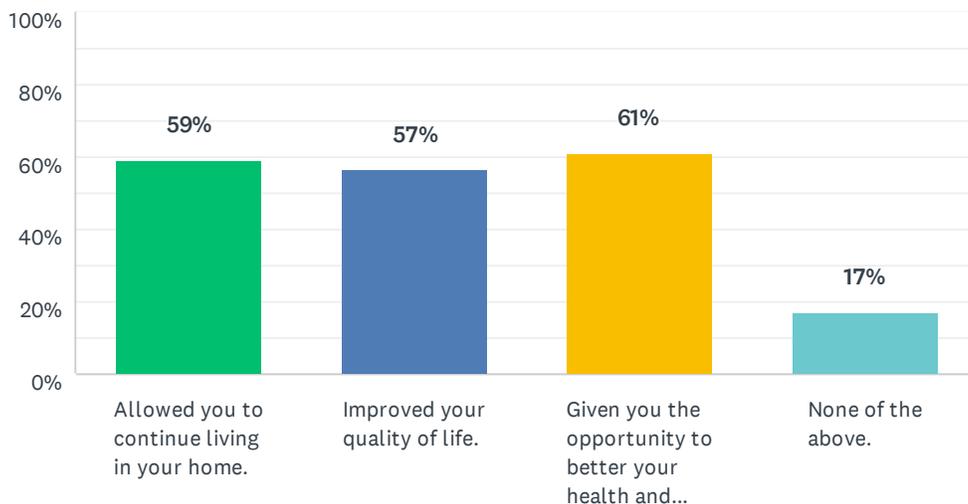
Answered: 1,119 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not clear what you're eligible for.	26%	294
Programs don't meet your needs.	12%	135
Staff take too long to get back to you.	14%	157
The process is hard to understand.	18%	200
None of the above.	58%	651
Total Respondents: 1,119		

Q11 The services you received from Senior and Disability Services have: (Select all that apply.)

Answered: 1,119 Skipped: 0



ANSWER CHOICES	RESPONSES	
Allowed you to continue living in your home.	59%	658
Improved your quality of life.	57%	633
Given you the opportunity to better your health and well-being.	61%	680
None of the above.	17%	190
Total Respondents: 1,119		

Q12 Please share any additional information or concerns that were not addressed in the survey.

Answered: 405 Skipped: 714

Q13 Please provide your contact information below, if you would like to share more of your experiences with Senior and Disability Services.

Answered: 789 Skipped: 330

ANSWER CHOICES	RESPONSES	
Name	98.86%	780
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	42.97%	339
Phone Number	92.27%	728