Satisfaction with Health Plan (SP) Section

PRIVATE INSURANCE AND MEDIGAP SERIES

BOX_01
======

----------------------------------------------------
| IF THERE IS AT LEAST ONE ESTABLISHMENT-PERSON- |
| INSURER-TRIPLE WHERE THE ESTABLISHMENT IS PRIVATE |
| AND THE INSURER IS FLAGGED AS PROVIDING 'HOSPITAL |
| AND PHYSICIAN BENEFITS' OR IS FLAGGED AS PROVIDING|
| 'MEDICARE SUPPLEMENT/MEDIGAP BENEFITS', CONTINUE  |
| WITH LOOP_01                                    |
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| OTHERWISE, GO TO BOX_02                          |
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LOOP_01
=======

| FOR EACH ELEMENT IN RU-ESTABLISHMENT-Person- |
| INSURER-TRIPLES-ROSTER, ASK SP01-END_LP01      |

LOOP DEFINITION: LOOP_01 COLLECTS SATISFACTION INFORMATION ON ALL PRIVATE HEALTH INSURANCE PLANS CURRENTLY HELD BY THE RU THAT PROVIDE HOSPITAL AND PHYSICIAN BENEFITS OR MEDIGAP BENEFITS. THIS LOOP CYCLES ON TRIPLES THAT MEET THE FOLLOWING CONDITIONS:
- ESTABLISHMENT IS PROVIDER OF PRIVATE INSURANCE WHICH PROVIDES HOSPITAL/PHYSICIAN BENEFITS OR MEDICARE SUPPLEMENT OR MEDIGAP
- PERSON IS A CURRENT RU MEMBER WHO IS THE POLICYHOLDER OF THE PRIVATE HEALTH INSURANCE OBTAINED THROUGH THIS ESTABLISHMENT
- INSURER IS THE SOURCE OF THE BENEFITS PROVIDED TO PERSON THROUGH THE ESTABLISHMENT (I.E., THE INSURANCE COMPANY, HMO OR SELF-INSURED COMPANY) AND IS FLAGGED AS 'SUPPLYING HOSPITAL/PHYSICIAN BENEFITS' OR 'SUPPLYING MEDICARE SUPPLEMENT/MEDIGAP BENEFITS'
- PERSON IS CURRENTLY INSURED BY THIS TRIPLE
NOTE: PRIVATE INSURANCE IS DEFINED AS:
- Establishments flagged as 'employer' and
  flagged as 'provides health insurance'
  (establishments flagged as 'self-employed' with
  a firm-size=1 are treated as direct purchased,
  see note below)
- Direct purchased insurance, that is,
  establishments created from the HX23 series

NOTE: HELD ON THE DATE OF THE CURRENT ROUND’S INTERVIEW DATE:
- For private sources -- policyholder held
  insurance at the time of the current round’s
  interview date [HQ01 is coded ‘1’ (whole time)
  or HQ02 is coded ‘1’ (yes, covered now) for the
  policyholder] or [OE01 or OE12 or OE26 is coded
  ‘1’ (yes) for the plan]
- For private sources where policyholder is
deceased or the policyholder was originally
selected as ‘policyholder not in ru/du’ -- at
least one dependent (selected at HP16) is
covered by the insurance at the time of the
current round’s interview date [HQ01 is coded
‘1’ (whole time) or HQ02 is coded ‘1’ (yes,
covered now for the covered person] or [OE01 or
OE12 or OE26 is coded ‘1’ (yes)] for the plan

NOTE: ESTABLISHMENTS WHICH ARE EMPLOYERS AND
PROVIDE HEALTH INSURANCE AND ARE FLAGGED AS
SELF-EMPLOYED’ WITH A FIRM-SIZE=1 ARE TREATED AS
DIRECT PURCHASED INSURANCE, THAT IS, LOOP_01 WILL
CYCLE ON THE ESTABLISHMENT PROVIDING THE
INSURANCE, (I.E., CREATED FROM THE HX03 SERIES)
NOT THE EMPLOYER.

NOTE: ‘-7’ (refused) and ‘-8’ (don’t know)
Responses at any question listed above does NOT
MEET THE CRITERIA.
{POLICYHOLDER FIRST MIDDLE LAST NAME} {NAME OF ESTABLISHMENT........}

PLAN NAME: {NAME OF INSURER BEING LOOPED ON}

The next questions ask about (POLICYHOLDER)'s (and other family members') experience(s) with (PLAN NAME), that is, (POLICYHOLDER)'s [hospital and physician/Medicare Supplement or Medigap] coverage through (ESTABLISHMENT).

PRESS ENTER TO CONTINUE.

----------------------------------------------------
| DISPLAY 'hospital and physician' IF THIS INSURER |  |
| IS FLAGGED AS PROVIDING HOSPITAL AND PHYSICIAN |  |
| BENEFITS OR IF IT’S FLAGGED AS PROVIDING BOTH  |  |
| HOSPITAL AND PHYSICIAN BENEFITS AND MEDICARE  |  |
| SUPPLEMENT/MEDIGAP BENEFITS, DISPLAY 'Medicare  |  |
| Supplement or Medigap'. DISPLAY 'Medicare     |  |
| Supplement or Medigap' IF THIS INSURER IS FLAGGED|  |
| AS PROVIDING MEDICARE SUPPLEMENT/MEDIGAP BENEFITS,|  |
| BUT NOT HOSPITAL AND PHYSICIAN BENEFITS.      |  |
----------------------------------------------------
SP02

{POLICYHOLDER FIRST MIDDLE NAME}  {NAME OF ESTABLISHMENT........}

PLAN NAME:  {NAME OF INSURER BEING LOOPED ON}

SHOW CARD SP-1.

Since (POLICYHOLDER) (and the family) joined (PLAN NAME), how much of a problem, if any, was it to get a personal doctor or nurse (POLICYHOLDER) (and the family) (are/is) happy with?

Would you say ...

- a big problem, ......................... 1
- a small problem, or .................... 2
- not a problem? ......................... 3
- IF VOLUNTEERED: DON'T HAVE PERSONAL DOCTOR OR NURSE ..................... 95
- REF ................................... -7
- DK .................................... -8

[Code One.]

<table>
<thead>
<tr>
<th>NOTE: CAHPS 3.0 ADULT CORE ITEM 7</th>
</tr>
</thead>
</table>

SP03

{POLICYHOLDER FIRST MIDDLE NAME}  {NAME OF ESTABLISHMENT........}

PLAN NAME:  {NAME OF INSURER BEING LOOPED ON}

In the last 12 months, did (POLICYHOLDER) (or anyone in the family) need approval from (PLAN NAME) for any care, tests, or treatment?

- YES .................................... 1
- NO ..................................... 2 {SP05}
- REF .................................... -7 {SP05}
- DK .................................... -8 {SP05}

<table>
<thead>
<tr>
<th>NOTE: CAHPS 3.0 ADULT CORE ITEM 23</th>
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</table>

29-5
In the last 12 months, how much of a problem, if any, were delays in health care while (POLICYHOLDER) (or anyone in the family) waited for approval from (PLAN NAME)?

Would you say ...

- a big problem, ......................... 1
- a small problem, or .................... 2
- not a problem? ........................ 3

[Code One.]
SP05
====

{POLICYHOLDER FIRST MIDDLE NAME}  {NAME OF ESTABLISHMENT.........}

PLAN NAME:  {NAME OF INSURER BEING LOOPED ON}

In the last 12 months, did (POLICYHOLDER) (or anyone in the family) look for any information about how (PLAN NAME) works in written material or on the Internet?

YES ........................................ 1
NO ........................................... 2 {SP07}
REF ........................................ -7 {SP07}
DK ........................................... -8 {SP07}

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|  NOTE:  CAHPS 3.0 ADULT CORE ITEM 33               |
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SP06
====

{POLICYHOLDER FIRST MIDDLE NAME}  {NAME OF ESTABLISHMENT.........}

PLAN NAME:  {NAME OF INSURER BEING LOOPED ON}

SHOW CARD SP-1.

In the last 12 months, how much of a problem, if any, was it to find or understand this information?

Would you say ...

a big problem, .......................... 1
a small problem, or ..................... 2
not a problem? .......................... 3
REF ...................................... -7
DK ....................................... -8

[Code One.]

----------------------------------------------------
|  NOTE:  CAHPS 3.0 ADULT CORE ITEM 34               |
----------------------------------------------------

29-7
In the last 12 months, did (POLICYHOLDER) (or anyone in the family) call (PLAN NAME)’s customer service to get information or help?

YES ................................................. 1
NO .................................................... 2 [SP09]
REF .................................................. -7 [SP09]
DK ..................................................... -8 [SP09]

----------------------------------------------------
| NOTE: CAHPS 3.0 ADULT CORE ITEM 35 |
In the last 12 months, how much of a problem, if any, was it to get the help (POLICYHOLDER) (or anyone in the family) needed when (POLICYHOLDER) called (PLAN NAME)’s customer service?

Would you say ...

| a big problem, ......................... 1 |
| a small problem, or ..................... 2 |
| not a problem? .......................... 3 |
| REF .................................... -7 |
| DK .................................... -8 |

[Code One.]
SP09
====

{POLICYHOLDER FIRST MIDDLE NAME} {NAME OF ESTABLISHMENT...........}

PLAN NAME: {NAME OF INSURER BEING LOOPED ON}

In the last 12 months, did (POLICYHOLDER) (or anyone in the family) have to fill out any paperwork for (PLAN NAME)?

YES .................................... 1
NO ..................................... 2 {SP11}
REF ....................................... -7 {SP11}
DK ....................................... -8 {SP11}

----------------------------------------------------
| NOTE: CAHPS 3.0 ADULT CORE ITEM 37             |
----------------------------------------------------
SP10
====

{POLICYHOLDER FIRST MIDDLE NAME}  {NAME OF ESTABLISHMENT........}

PLAN NAME:  {NAME OF INSURER BEING LOOPED ON}

SHOW CARD SP-1.

In the last 12 months, how much of a problem, if any, did (POLICYHOLDER) (or anyone in the family) have with paperwork for (PLAN NAME)?

Would you say ...

    a big problem, ......................... 1
    a small problem, or .................... 2
    not a problem?  ......................... 3
    REF ................................... -7
    DK .................................... -8

[Code One.]
SP11
====

(POLICYHOLDER FIRST MIDDLE NAME)  (NAME OF
ESTABLISHMENT...........)

PLAN NAME:  (NAME OF INSURER BEING LOOPED ON)

SHOW CARD SP-2.

We want to know your rating of all (POLICYHOLDER)'s (and the
family’s) experience with (PLAN NAME).

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 (PLAN NAME)?

ENTER RATING FROM 0-10:

[Enter Small Number] .................
REF ................................. -7
DK ................................. -8

-----------------------------------------------
| RANGE CHECK:  0-10                           |
-----------------------------------------------

-----------------------------------------------
| NOTE:  CAHPS 3.0 ADULT CORE ITEM 39          |
-----------------------------------------------

END_LP01
======

-----------------------------------------------
| CYCLE ON NEXT TRIPLE ON RU-ESTABLISHMENT-PERSON-|
| INSURER-TRIPLES-ROSTER THAT MEETS THE CONDITIONS |
| STATED IN THE LOOP DEFINITION                   |
-----------------------------------------------

-----------------------------------------------
| IF NO MORE TRIPLES MEET THE STATED CONDITIONS, |
| END LOOP_01 AND CONTINUE WITH BOX_02           |
-----------------------------------------------
IF THERE IS AT LEAST ONE ESTABLISHMENT-PERSON PAIR
WHERE THE ESTABLISHMENT IS MEDICARE AND THE
MEDICARE BENEFITS ARE THROUGH AN HMO, CONTINUE
WITH LOOP_02

OTHERWISE, GO TO BOX_03
LOOP_02
=======

FOR EACH ELEMENT IN THE RU-ESTABLISHMENT-PERSON-PAIRS ROSTER, ASK SP12-END_LP02

LOOP DEFINITION: LOOP_02 COLLECTS SATISFACTION INFORMATION ON ALL PERSON’S WITH MEDICARE HMO PLANS. THIS LOOP CYCLES ON PAIRS THAT MEET THE FOLLOWING CONDITIONS:
- ESTABLISHMENT IS MEDICARE
- MEDICARE COVERAGE IS THROUGH AN HMO
- PERSON IS CURRENTLY COVERED BY THE MEDICARE HMO

NOTE: MEDICARE HMO COVERAGE IS DEFINED AS:
- IF MEDICARE CREATED IN CURRENT ROUND, THEN HX31 OR HX32 OR HX32A IS CODED ‘1’ (YES)
- IF MEDICARE CREATED IN A PREVIOUS ROUND AND THERE HAS BEEN NO CHANGE IN MEDICARE COVERAGE (PR01 IS CODED ‘2’ (NO), ‘-7’ (REFUSED), OR ‘-8’ (DON’T KNOW)), THEN HX31 OR HX32 OR HX32A WAS CODED ‘1’ (YES) WHEN THE INSURANCE WAS CREATED OR PR02 OR PR03 OR PR03A WAS CODED ‘1’ (YES) IN A PREVIOUS ROUND
- IF MEDICARE CREATED IN A PREVIOUS ROUND AND THERE HAS BEEN A CHANGE IN MEDICARE COVERAGE (PR01 IS CODED ‘1’ (YES)), THEN PR02 OR PR03 OR PR03A IS CODED ‘1’ (YES) DURING THE CURRENT ROUND
SP12
====

{PERSON FIRST MIDDLE LAST NAME......} {NAME OF
ESTABLISHMENT.........}

PLAN NAME: {NAME OF CURRENT ROUND MEDICARE HMO}

The next questions ask about (PERSON)’s experience with (PLAN
NAME), that is, (PERSON)’s coverage through Medicare.

PRESS ENTER TO CONTINUE.

----------------------------------------------------
| FOR 'NAME OF CURRENT ROUND MEDICARE HMO’, DISPLAY | |
| THE NAME OF THIS PERSON’S CURRENT ROUND’S MEDICARE | |
| INSURER. THAT IS, DISPLAY THE NAME OF THE PLAN |
| SELECTED AT HX31OV OR ENTERED AT HX33 (IF MEDICARE |
| CREATED THIS ROUND OR IF UNCHANGED FROM A PREVIOUS | |
| ROUND) OR THE PLAN SELECTED AT PR02OV OR ENTERED |
| AT PR04 (IF MEDICARE CREATED IN A PREVIOUS ROUND |
| AND COVERAGE HAS CHANGED OR IT IS THE MOST RECENT |
| INSURER ENTERED). |

----------------------------------------------------
SP13
====

{PERSON FIRST MIDDLE LAST NAME......} {NAME OF ESTABLISHMENT...........}

PLAN NAME: {NAME OF CURRENT ROUND MEDICARE HMO}

SHOW CARD SP-1.

Since (PERSON) joined (PLAN NAME), that is, (PERSON)’s coverage through Medicare, how much of a problem, if any, was it to get a personal doctor or nurse (PERSON) (are/is) happy with?

Would you say ... 

a big problem, ......................... 1
a small problem, or ...................... 2
not a problem? ......................... 3
IF VOLUNTEERED: DON’T HAVE PERSONAL DOCTOR OR NURSE .......................... 95
REF ................................... -7
DK ..................................... -8

[Code One.]

---------------------------------------------
| SEE FILL SPECIFICATIONS FOR SP12          |
---------------------------------------------

---------------------------------------------
| NOTE: CAHPS 3.0 ADULT CORE ITEM 7          |
---------------------------------------------
In the last 12 months, did (PERSON) need approval from (PLAN NAME), that is, (PERSON)’s coverage through Medicare, for any care, tests or treatment?

YES ..................................... 1
NO ...................................... 2 {SP16}
REF ..................................... -7 {SP16}
DK ...................................... -8 {SP16}

----------------------------------------------------
| SEE FILL SPECIFICATIONS FOR SP12                  |
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| NOTE: CAHPS 3.0 ADULT CORE ITEM 23                |
----------------------------------------------------
SP15
====

{PERSON FIRST MIDDLE LAST NAME......} {NAME OF ESTABLISHMENT...........}

PLAN NAME: {NAME OF CURRENT ROUND MEDICARE HMO}

SHOW CARD SP-1.

In the last 12 months, how much of a problem, if any, were delays in health care while (PERSON) waited for approval from (PLAN NAME), that is, (PERSON)’s coverage through Medicare?

Would you say ...

a big problem, ......................... 1
a small problem, or .................... 2
not a problem? ......................... 3
IF VOLUNTEERED: NO VISITS IN LAST 12 MONTHS ......................... 95
REF ................................... -7
DK ................................... -8

[Code One.]

----------------------------------------------------
| SEE FILL SPECIFICATIONS FOR SP12                  |
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----------------------------------------------------
| NOTE: CAHPS 3.0 ADULT CORE ITEM 24                |
----------------------------------------------------
In the last 12 months, did (PERSON) look for any information about how (PLAN NAME), that is, (PERSON)’s coverage through Medicare, works in written material or on the Internet?

YES .................................... 1
NO ..................................... 2 {SP18}
REF ................................... -7 {SP18}
DK .................................... -8 {SP18}
SP17
====

{PERSON FIRST MIDDLE LAST NAME......} {NAME OF
ESTABLISHMENT.........}

PLAN NAME: {NAME OF CURRENT ROUND MEDICARE HMO}

SHOW CARD SP-1.

In the last 12 months, how much of a problem, if any, was it to
find or understand this information?

Would you say ...

a big problem, ......................... 1
a small problem, or .................... 2
not a problem? ........................ 3
REF ................................. -7
DK ................................. -8

[Code One.]

-----------------------------------------------
| SEE FILL SPECIFICATIONS FOR SP12            |
-----------------------------------------------

-----------------------------------------------
| NOTE: CAHPS 3.0 ADULT CORE ITEM 34         |
-----------------------------------------------
SP18
====

{PERSON FIRST MIDDLE LAST NAME......}  {NAME OF
ESTABLISHMENT.........}

PLAN NAME:  {NAME OF CURRENT ROUND MEDICARE HMO}

In the last 12 months, did (PERSON) call (PLAN NAME)’s, that is, (PERSON)’s coverage through Medicare, customer service to get information or help?

YES .................................... 1
NO ..................................... 2 {SP20}
REF ................................... -7 {SP20}
DK .................................... -8 {SP20}

----------------------------------------------------
|  SEE FILL SPECIFICATIONS FOR SP12                  |
----------------------------------------------------

----------------------------------------------------
|  NOTE:  CAHPS 3.0 ADULT CORE ITEM 35               |
----------------------------------------------------
SP19
====

{PERSON FIRST MIDDLE LAST NAME......}  {NAME OF ESTABLISHMENT........}

PLAN NAME:  {NAME OF CURRENT ROUND MEDICARE HMO}

SHOW CARD SP-1.

In the last 12 months, how much of a problem, if any, was it to get the help (PERSON) needed when (PERSON) called (PLAN NAME)’s, that is, (PERSON)’s coverage through Medicare, customer service?

Would you say ...

a big problem, ......................... 1
a small problem, or .................... 2
not a problem? ........................ 3
REF ................................... -7
DK ..................................... -8

[Code One.]

----------------------------------------------------
| SEE FILL SPECIFICATIONS FOR SP12                  |
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----------------------------------------------------
| NOTE:  CAHPS 3.0 ADULT CORE ITEM 36               |
----------------------------------------------------
SP20
====

{PERSON FIRST MIDDLE LAST NAME......}  {NAME OF
ESTABLISHMENT........}

PLAN NAME:  {NAME OF CURRENT ROUND MEDICARE HMO}

In the last 12 months, did (PERSON) have to fill out any
paperwork for (PLAN NAME), that is (PERSON)’s coverage through
Medicare?

YES ....................................  1
NO .....................................  2  {SP22}
REF ................................... -7  {SP22}
DK .................................... -8  {SP22}

----------------------------------------------------
|  SEE FILL SPECIFICATIONS FOR SP12                  |
----------------------------------------------------

----------------------------------------------------
|  NOTE:  CAHPS 3.0 ADULT CORE ITEM 37             |
----------------------------------------------------
SP21
====

{PERSON FIRST MIDDLE LAST NAME......}  {NAME OF ESTABLISHMENT.........}

PLAN NAME:  {NAME OF CURRENT ROUND MEDICARE HMO}

SHOW CARD SP-1.

In the last 12 months, how much of a problem, if any, did (PERSON) have with paperwork for (PLAN NAME), that is, (PERSON)’s coverage through Medicare?

Would you say ...

a big problem, ......................... 1
a small problem, or .................... 2
not a problem? ......................... 3
REF ................................... -7
DK .................................... -8

[Code One.]
SP22
====

{PERSON FIRST MIDDLE LAST NAME......}  {NAME OF ESTABLISHMENT........}

PLAN NAME:  {NAME OF CURRENT ROUND MEDICARE HMO}

SHOW CARD SP-2.

We want to know your rating of all (PERSON)’s experience with (PLAN NAME), that is, (PERSON)’s coverage through Medicare. 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 (PLAN NAME)?

ENTER RATING FROM 0-10:

[Enter Small Number] .................
REF ................................... -7
DK .................................... -8

----------------------------------------------------
| RANGE CHECK:  0-10                        |
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----------------------------------------------------
| SEE FILL SPECIFICATIONS FOR SP12          |
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| NOTE:  CAHPS 3.0 ADULT CORE ITEM 39       |
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END_LP02
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----------------------------------------------------
| CYCLE ON NEXT PAIR ON THE RU-ESTABLISHMENT-PERSON-|
| PAIRS-ROSTER THAT MEETS THE CONDITIONS STATED IN  |
| THE LOOP DEFINITION                             |
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----------------------------------------------------
| IF NO MORE PAIRS MEET THE STATED CONDITIONS, END |
| LOOP_02 AND CONTINUE WITH BOX_03                |
----------------------------------------------------

29-25
MEDICAID AND HOSPITAL/PHYSICIAN SERIES

BOX_03
======

| IF AT LEAST ONE CURRENT RU MEMBER IS A COVERED BY |
| MEDICAID OR GOVT-HOSPITAL/PHYSICIAN DURING THE |
| CURRENT ROUND, CONTINUE WITH SP23 |

| OTHERWISE, GO TO BOX_04 |

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SP23
====

(NAME OF ESTABLISHMENT........)

{PLAN NAME: (NAME OF CURRENT ROUND MEDICAID/GOVT-H/P INSURER)}

The next questions ask about the family’s experience with
{(PLAN NAME), that is, their coverage through} {(Medicaid/{STATE
NAME FOR MEDICAID}/or {STATE CHIP NAME})/the program sponsored by
a state or local government agency which provides hospital and
physician benefits).

PRESS ENTER TO CONTINUE.

-----------------------------------------------------
| DISPLAY 'PLAN NAME: ... INSURER)' IF THERE IS AN |
| INSURER ASSOCIATED WITH THE FAMILY’S MEDICAID OR |
| GOV’T-HOSPITAL/PHYSICIAN INSURANCE DURING THE |
| CURRENT ROUND. OTHERWISE, USE A NULL DISPLAY. |
| FOR 'NAME OF ... INSURER', DISPLAY THE NAME OF THE |
| CURRENT ROUND’S INSURER FOR THE FAMILY’S MEDICAID |
| OR GOV’T-HOSPITAL/PHYSICIAN INSURANCE. |
| DISPLAY '(PLAN NAME), ... through' IF THERE IS AN |
| INSURER ASSOCIATED WITH THE FAMILY’S MEDICAID OR |
| GOV’T-HOSPITAL/PHYSICIAN INSURANCE DURING THE |
| CURRENT ROUND. OTHERWISE, USE A NULL DISPLAY. |
| DISPLAY '{Medicaid/{STATE NAME FOR MEDICAID}/or |
| {STATE CHIP NAME}}' IF FAMILY HAS MEDICAID. |
| OTHERWISE, DISPLAY 'the program ... benefits'. |
| DISPLAY 'Medicaid' IF STATE IN WHICH INTERVIEW IS |
| BEING CONDUCTED USES THE NAME ‘MEDICAID’. DISPLAY |
| 'STATE NAME FOR MEDICAID' (SUBSTITUTING THE REAL |
| STATE NAME FOR PROGRAM) IF THE STATE IN WHICH |
| INTERVIEW IS BEING CONDUCTED DOES NOT USE THE NAME |
| ‘MEDICAID.’ FOR THE SPECIFIC NAME TO USE BY |
| STATE, SEE BOX ON HX06. |
| DISPLAY 'or STATE CHIP NAME’ (SUBSTITUTING THE |
| REAL STATE NAME FOR PROGRAM). FOR THE SPECIFIC |
| NAME TO USE BY STATE, SEE BOX ON HX06. |

-----------------------------------------------------
Since the family joined {Medicaid/{STATE NAME FOR MEDICAID}/or {STATE CHIP NAME}}/the program sponsored by a state or local government agency which provides hospital and physician benefits}, how much of a problem, if any, was it to get a personal doctor or nurse the family is happy with?

Would you say ...

a big problem, .......................... 1
a small problem, or ..................... 2
not a problem? ........................ 3
IF VOLUNTEERED: DON’T HAVE PERSONAL DOCTOR OR NURSE .................. 95
REF ................................  7
DK ................................  -8
DISPLAY 'Medicaid' IF STATE IN WHICH INTERVIEW IS BEING CONDUCTED USES THE NAME 'MEDICAID'. DISPLAY 'STATE NAME FOR MEDICAID' (SUBSTITUTING THE REAL STATE NAME FOR PROGRAM) IF THE STATE IN WHICH INTERVIEW IS BEING CONDUCTED DOES NOT USE THE NAME 'MEDICAID.' FOR THE SPECIFIC NAME TO USE BY STATE, SEE BOX ON HX06.

DISPLAY 'or STATE CHIP NAME' (SUBSTITUTING THE REAL STATE NAME FOR PROGRAM). FOR THE SPECIFIC NAME TO USE BY STATE, SEE BOX ON HX06.

-----------------------------------------------

NOTE: CAHPS 3.0 ADULT CORE ITEM 7

-----------------------------------------------
In the last 12 months, did anyone in the family need approval from \{(PLAN NAME)/the coverage through\} \{Medicaid/(STATE NAME FOR MEDICAID)/or \{STATE CHIP NAME\}/the program sponsored by a state or local government agency which provides hospital and physician benefits\} for any care, tests or treatment?

YES .................................... 1
NO ..................................... 2 {SP27}
REF ................................... -7 {SP27}
DK .................................... -8 {SP27}

| NOTE: CAHPS 3.0 ADULT CORE ITEM 23 |
In the last 12 months, how much of a problem, if any, were delays in health care while the family waited for approval from {PLAN NAME}/the coverage through {Medicaid/(STATE NAME FOR MEDICAID)}/or {STATE CHIP NAME}/the program sponsored by a state or local government agency which provides hospital and physician benefits)?

Would you say ...

a big problem, ......................... 1
a small problem, or .................... 2
not a problem? ......................... 3
IF VOLUNTEERED: NO VISITS IN LAST 12 MONTHS ........................... 95
REF ................................... -7
DK .................................... -8

[Code One.]
In the last 12 months, did anyone in the family look for any information about how {PLAN NAME}/the coverage through Medicaid/{STATE NAME FOR MEDICAID}/or {STATE CHIP NAME}/the program sponsored by a state or local government agency which provides hospital and physician benefits) works in written material or on the Internet?

YES .................................... 1
NO ..................................... 2 {SP29}
REF ................................... -7 {SP29}
DK .................................... -8 {SP29}

<table>
<thead>
<tr>
<th>SEE FILL SPECIFICATIONS FROM SP24</th>
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<table>
<thead>
<tr>
<th>NOTE: CAHPS 3.0 ADULT CORE ITEM 33</th>
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</thead>
</table>
SHOW CARD SP-1.

In the last 12 months, how much of a problem, if any, was it to find or understand this information?

Would you say ...

- a big problem, ......................... 1
- a small problem, or ..................... 2
- not a problem? ......................... 3
- REF ................................. -7
- DK ................................. -8

[Code One.]

-------------------------------------------------------------------------------
| DISPLAY 'PLAN NAME: ... INSURER)' IF THERE IS AN INSURER ASSOCIATED WITH THE |
| FAMILY’S MEDICAID OR GOV’T-HOSPITAL/PHYSICIAN INSURANCE DURING THE CURRENT |
| ROUND. OTHERWISE, USE A NULL DISPLAY.                                    |
| FOR ‘NAME OF ... INSURER’, DISPLAY THE NAME OF THE CURRENT ROUND’S INSURER |
| FOR THE FAMILY’S MEDICAID OR GOV’T HOSPITAL/PHYSICIAN INSURANCE.          |
-------------------------------------------------------------------------------

-------------------------------------------------------------------------------
| NOTE: CAHPS 3.0 ADULT CORE ITEM 34                                      |
-------------------------------------------------------------------------------
SP29

{name of establishment.........}

{Plan name: {name of current round medicaid/govt-h/p insurer}}

In the last 12 months, did anyone in the family call ((plan name)’s/the coverage through) {medicaid/(state name for medicaid)/or {state chip name}}/the program sponsored by a state or local government agency which provides hospital and physician benefits) customer service to get information or help?

YES .................................... 1
NO ..................................... 2 {SP31}
REF ................................... -7 {SP31}
DK .................................... -8 {SP31}

----------------------------------------------------
| SEE FILL SPECIFICATIONS FROM SP24 |
----------------------------------------------------

----------------------------------------------------
| NOTE: CAHPS 3.0 ADULT CORE ITEM 35 |
----------------------------------------------------
In the last 12 months, how much of a problem, if any, was it to get the help the family needed when they called this health plan’s customer service?

Would you say ...

- a big problem, ......................... 1
- a small problem, or .................... 2
- not a problem? .......................... 3
- REF ...................................... -7
- DK ........................................ -8

[Code One.]
In the last 12 months, did anyone in the family have to fill out any paperwork for {(PLAN NAME)/the coverage through} {Medicaid/{STATE NAME FOR MEDICAID}/or {STATE CHIP NAME}}/the program sponsored by a state or local government agency which provides hospital and physician benefits?

<table>
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<tr>
<th>Response</th>
<th>Code</th>
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<tr>
<td>YES</td>
<td>1</td>
</tr>
<tr>
<td>NO</td>
<td>2</td>
</tr>
<tr>
<td>REF</td>
<td>-7</td>
</tr>
<tr>
<td>DK</td>
<td>-8</td>
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<th>NOTE: CAHPS 3.0 ADULT CORE ITEM 37</th>
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</table>

29-36
In the last 12 months, how much of a problem, if any, did the family have with paperwork for this health plan?

Would you say ...

a big problem, ............................ 1
a small problem, or ......................... 2
not a problem? ............................ 3
REF ................................. -7
DK ................................. -8

[Code One.]
We want to know your rating of all the family’s experience with {Plan Name}/the coverage through {Medicaid/State Name for Medicaid}/or {State CHIP Name}/the program sponsored by a state or local government agency which provides hospital and physician benefits).

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 this health plan?

ENTER RATING FROM 0-10:

[Enter Small Number] .................
REF ......................................... -7
DK ........................................... -8
TRICARE SERIES

BOX_04
=====

------------------------------------------
| IF AT LEAST ONE CURRENT RU MEMBER IS COVERED BY  |
| TRICARE DURING THE CURRENT ROUND, CONTINUE WITH |
| SP34                                             |
------------------------------------------

------------------------------------------
| OTHERWISE, GO TO BOX_05                   |
------------------------------------------

SP34
====

(NAME OF ESTABLISHMENT...........)

(PLAN NAME: {NAME OF CURRENT ROUND TRICARE INSURER(S)})

The next questions ask about the family’s experience with {(PLAN NAME), that is,} their coverage through TRICARE, which used to be called CHAMPUS OR CHAMPVA.

PRESS ENTER TO CONTINUE.

------------------------------------------
| FOR ‘NAME OF ESTABLISHMENT...’, DISPLAY ‘TRICARE’. |
| DISPLAY ‘PLAN NAME: ... INSURER(S)’ IF THERE IS A |
| TRICARE INSURER ASSOCIATED WITH THE FAMILY’S |
| TRICARE INSURANCE (CHECK HX12A, PR19A, OR PR21A). |
| OTHERWISE, USE A NULL DISPLAY.                |
| FOR ‘NAME OF CURRENT ROUND TRICARE INSURER(S)’, |
| DISPLAY THE NAME(S) OF THE CURRENT ROUND’S |
| INSURER(S) FOR THE FAMILY’S TRICARE INSURANCE. |
| NOTE: IF MULTIPLE INSURERS ARE SELECTED AT HX12A, |
| PR19A, OR PR21A, SEPARATE THE INSURER NAMES WITH |
| A ‘/’.                                        |
| DISPLAY ‘(PLAN NAME), that is,’ IF THERE IS A |
| TRICARE INSURER ASSOCIATED WITH THE FAMILY’S |
| TRICARE INSURANCE (CHECK HX12A, PR19A, OR PR21A). |
| OTHERWISE, USE A NULL DISPLAY.                |

29-39
Since the family joined TRICARE, how much of a problem, if any, was it to get a personal doctor or nurse the family is happy with?

Would you say ...

a big problem, ...................... 1
a small problem, or ............... 2
not a problem? ...................... 3
IF VOLUNTEERED: DON’T HAVE PERSONAL
DOCTOR OR NURSE .................. 95
REF .................................. -7
DK ................................... -8

[Code One.]
{NAME OF ESTABLISHMENT.........}

{PLAN NAME:  {NAME OF CURRENT ROUND TRICARE INSURER(S))}}

In the last 12 months, did anyone in the family need approval from TRICARE for any care, tests or treatment?

YES ........................................ 1
NO ........................................... 2 {SP38}
REF .......................................... -7 {SP38}
DK ........................................... -8 {SP38}

----------------------------------------------------
| SEE FILL SPECIFICATIONS FROM SP35                 |
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| NOTE: CAHPS 3.0 ADULT CORE ITEM 23                |
----------------------------------------------------
SP37
====

{NAME OF ESTABLISHMENT.........}

{PLAN NAME: {NAME OF CURRENT ROUND TRICARE INSURER(S)}}

SHOW CARD SP-1.

In the last 12 months, how much of a problem, if any, were delays in health care while the family waited for approval from TRICARE?

Would you say ...

- a big problem, .............................. 1
- a small problem, or ........................... 2
- not a problem? ............................... 3

IF VOLUNTEERED: NO VISITS IN LAST 12 MONTHS .............................. 95
REF .............................. -7
DK .............................. -8

[Code One.]
In the last 12 months, did anyone in the family look for any information about how their coverage through TRICARE works in written material or on the Internet?

YES .................................... 1
NO ..................................... 2 {SP40}
REF ....................................... -7 {SP40}
DK ........................................... -8 {SP40}

| NOTE: CAHPS 3.0 ADULT CORE ITEM 33 |
Show Card SP-1.

In the last 12 months, how much of a problem, if any, was it to find or understand this information?

Would you say ...

- a big problem, ......................... 1
- a small problem, or ..................... 2
- not a problem? ......................... 3
- REF .................................. -7
- DK .................................... -8

[Code One.]

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<th>NOTE: CAHPS 3.0 ADULT CORE ITEM 34</th>
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</table>
In the last 12 months, did anyone in the family call TRICARE’s customer service to get information or help?

YES ........................................... 1
NO .............................................. 2 {SP42}
REF ............................................. -7 {SP42}
DK ............................................... -8 {SP42}
SP41
====

(NAME OF ESTABLISHMENT........)

PLAN NAME: (NAME OF CURRENT ROUND TRICARE INSURER(S))

SHOW CARD SP-1.

In the last 12 months, how much of a problem, if any, was it to get the help the family needed when they called TRICARE’s customer service?

Would you say ...

a big problem, ........................ 1
a small problem, or .................... 2
not a problem? .......................... 3
REF ................................. -7
DK ................................. -8

[Code One.]
In the last 12 months, did anyone in the family have to fill out any paperwork for their coverage through TRICARE?

YES ........................................ 1
NO .......................................... 2 {SP44}
REF .......................................... -7 {SP44}
DK .......................................... -8 {SP44}

----------------------------------------------------
| SEE FILL SPECIFICATIONS FROM SP35                |
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----------------------------------------------------
| NOTE: CAHPS 3.0 ADULT CORE ITEM 37                |
----------------------------------------------------
SHOW CARD SP-1.

In the last 12 months, how much of a problem, if any, did the family have with paperwork for their coverage through TRICARE?

Would you say ...

- a big problem, ......................... 1
- a small problem, or .................... 2
- not a problem? ......................... 3
- REF ................................... -7
- DK .................................... -8

[Code One.]

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SP44
====

(NAME OF ESTABLISHMENT........)

(PLAN NAME: (NAME OF CURRENT ROUND TRICARE INSURER(S)))

SHOW CARD SP-2.

We want to know your rating of all the family’s experience with their coverage through TRICARE.

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 the coverage through TRICARE?

ENTER RATING FROM 0-10:

[Enter Small Number] .................
REF ................................... -7
DK .................................... -8

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| RANGE CHECK:  0-10 |
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| SEE FILL SPECIFICATIONS FROM SP35 |
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| NOTE: CAHPS 3.0 ADULT CORE ITEM 39 |
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BOX_05
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| GO TO NEXT QUESTIONNAIRE SECTION |
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