

During this period of expanding program services, the Centers for Medicare & Medicaid Services (CMS), the Federal agency that administers the Medicare program is conducting this telephone survey to help us understand what information you need about Medicare, where you go to find the information, and if you feel we have been effective in getting you the information you need to make informed decisions about Medicare benefits and medical care.

As part of our commitment to enhancing communication to meet your needs, we are asking you to take a few minutes to answer some questions. All information you provide will be held in confidence by CMS and is protected by the Privacy Act. **You do not have to participate in this survey. Your help is voluntary and your decision to participate or not to participate will not affect your Medicare benefits in any way.** This is a legitimate research study sponsored by the Centers for Medicare & Medicaid Services (CMS), which is part of the United States Department of Health & Human Services.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this NMEP survey is 0938-0738. The time required to complete this information collection is estimated to average less than 15 minutes. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, Attn.: Reports Clearance Officer, 7500 Security Blvd. Baltimore, MD. 21244.

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# NMEP 2008 SURVEY

## A. SCREENING QUESTIONS

- 1) Have you (or has your spouse) ever worked for the Social Security Administration or the Centers for Medicare & Medicaid Services, formerly known as the Health Care Financing Administration?

Yes  
No

- 2) Do you currently receive Medicare or Medicaid benefits?

Yes  
No  
Refuse  
Don't know

- 3) Gender [Don't ask]

Male  
Female

## B. GENERAL MEDICARE AND INSURANCE COVERAGE

- 1) Which of the following types of health insurance do you have to cover your hospital expenses or doctor visits?

Medicare, but no other medical insurance  
Medicare and a supplemental insurance policy, sometimes called Medigap  
A Medicare HMO or PPO plan, also known as Medicare Advantage, where you have to see a doctor from the plan's list  
Medicare plus employer or retiree coverage  
Medicaid  
VA, or veterans' health insurance  
Tricare  
No insurance/Self-Pay  
Other (Specify \_\_\_\_\_)  
Refuse  
Don't know

- 2) Are you aware of Medicare prescription drug plans, also called Part D?

Yes

No  
Refuse  
Don't Know

3) Are you enrolled in a Medicare prescription drug plan?

Yes  
No  
Don't know  
Refuse

4) Some people are not enrolled in a Medicare prescription drug plan because they already have insurance that covers the cost of prescription drugs.

Do you have other insurance that pays for your prescription drugs?

Yes  
No  
Don't know  
Refuse

5) Here is a list of the kinds of insurance and health plans that some people have that help pay for their prescription drugs. Please tell me which one or ones you have (READ LIST).

Medigap, or Medicare Supplemental insurance  
An HMO  
A PPO  
Employer, Union, or retiree health insurance  
Drug discount card from a pharmacy or pharmaceutical company  
Other (Specify \_\_\_\_\_)  
Don't know  
Refuse

## C. HEALTH BEHAVIORS

1) When it comes to your Medicare coverage and services, do you usually make decisions on your own, with someone else's help, or do you rely on someone else to make those decisions for you? [IF NECESSARY, READ LIST TO CLARIFY.]

I make those decisions on my own  
I make those decisions with someone else's help  
I rely on someone else to make those decisions for me

2) Who usually helps you or makes these decisions for you? [DO NOT READ LIST. ACCEPT MULTIPLES.]

Spouse  
Child

Other family member  
A friend  
Receive help at a senior center  
Receive help from my state's health insurance department  
Other (Specify: \_\_\_\_\_)

- 3) Thinking about your own health, how often do you and your doctor or nurse discuss ways that you can stay healthy or improve your health?

Never  
Rarely  
Occasionally  
Every office visit  
Refuse  
Don't know

- 4) And how often do you and your doctor or nurse discuss ways that you can control your health care costs?

Never  
Rarely  
Occasionally  
Every office visit  
Refuse  
Don't know

- 5) How confident are you that you can identify when it is necessary for you to get medical care? Would you say that you are...

Very confident  
Confident  
Somewhat confident  
Not at all confident  
[DO NOT READ] Don't go to doctors  
Refuse  
Don't know

- 6) How often do you take a list of all your prescribed medicines to your doctor visits? [READ LIST]

Never  
Sometimes  
Usually  
Always  
Not applicable, not on prescription meds  
Refuse

Don't know

- 7) How confident are you that you know the right questions to ask before surgery to make sure you have a shorter, safer hospital stay? [READ LIST]

Not at all confident  
Somewhat confident  
Confident  
Very confident  
Refuse  
Don't know

- 8) How often do you ask your doctor questions about Medicare?

Never  
Rarely  
Occasionally  
Every office visit  
Refuse  
Don't know

- 9) How does your doctor usually handle these questions?

Try to answer them on their own  
Refer you to someone else in their office  
Refer you to Medicare  
Other (Specify \_\_\_\_\_)  
Don't know

#### D. GENERAL SATISFACTION

- 1) Overall, how satisfied or dissatisfied are you with the information and assistance you have received from Medicare in the past year? Would you say you are

Very satisfied  
Somewhat satisfied,  
Somewhat dissatisfied, or  
Very dissatisfied?  
Refuse  
Don't know

- 2) How favorable or unfavorable is your opinion of the Medicare Program? Would you say...?

Very favorable  
Somewhat favorable

Somewhat unfavorable  
Very unfavorable  
Refuse  
Don't know

- 3) In general, how favorable or unfavorable is your impression of health insurance companies?  
Would you say...?  
Very favorable  
Somewhat favorable  
Somewhat unfavorable  
Very unfavorable  
Refuse  
Don't know

- 4) How favorable or unfavorable is your impression of the Medicare prescription drug plans (Part D)? Would you say...?  
Very favorable  
Somewhat favorable  
Somewhat unfavorable  
Very unfavorable  
Refuse  
Don't know

## E. BENEFICIARY PERCEPTIONS / OPINIONS

- 1) I am going to read you several statements about Medicare. For each one, please tell me if you believe the statement is true or false. If you do not know the answer, please give me your best guess.

True    False    Don't  
e        e        Know

1a) Seniors who have limited incomes can receive extra help from the Social Security Administration to help pay for Medicare premiums, deductibles, and co-payments.

1b) Medicare by itself doesn't cover or pay for all of your health care expenses.

1c) Medicare offers a "welcome to Medicare physical exam for new enrollees which Medicare covers within the first year of Part B coverage.

1d) Medicare covers the cost of heart screening to check cholesterol among other risk factors.

1e) Medicare covers the cost of diabetes screenings.

1f) Medicare covers the cost of colon cancer screenings.

1g) Medicare covers the cost of routine mammograms to check for breast cancer.

1h) Medicare pays for screening tests for prostate cancer.

- 1i) Out of pocket costs are the same in all Medicare prescription drug plans.
- 1j) If seniors are satisfied with how their plan worked in 2007, they don't need to review how it will work in 2008.
- 1k) The co-payments and deductibles for Medicare plans can change from year to year.
- 1l) Monthly premiums for Medicare plans can change from year to year.
- 1m) The drugs covered by Medicare plans can change from year to year.
- 1n) Seniors can switch to a drug plan that doesn't have a coverage gap.
- 1o) Seniors can switch to a drug plan that covers the drugs they take if their drug needs have changed.
- 1p) Seniors can switch Medicare plans during the open enrollment period.
- 1q) I can find plan comparison information in my Medicare and You handbook.
- 1r) I can find plan comparison information on [www.Medicare.gov](http://www.Medicare.gov).
- 1s) I can compare plans to help me make my health care decisions.
- 1t) I feel in charge of my health plan choice.
- 1u) All Medicare prescription drug plans covers the same list of prescription drugs.
- 1v) Anyone on Medicare can sign up for Part D, prescription drug coverage.
- 1w) Only people with low incomes can sign up for Part D.
- 1x) Beneficiaries have methods available to them to resolve complaints about the quality of their healthcare.
- 1y) Medicare health plans are allowed to raise their fees or change their benefits every year.
- 1z) If you are in a Medicare health plan and disagree with a decision they've made about your health care, you have a right to appeal that decision.
- 1aa) People can switch to a different Medicare health plan only once during a given year.
- 1ab) Recent changes have been made to Medicare coverage rules for certain medical equipment and supplies.

2) How much would you say you know about the Medicare Prescription drug benefit?

- A great deal
- A fair amount
- Just some
- Very little
- Nothing
- Don't know

## F. LOW INCOME SUBSIDY INFORMATION

1) Have you ever received a letter from Medicare or the Social Security Administration advising you to apply for extra financial help with Medicare prescription drug plan costs?

- Yes
- No
- Refuse
- Don't know

2) Have you ever received a letter or call from your prescription drug plan advising you to apply for extra financial help with Medicare prescription drug costs?

- Yes
- No
- Refuse
- Don't know

3) Did you apply to for Extra Help to pay for Medicare prescription drug costs?

- Yes
- No
- Refuse
- Don't know

4) Did you know that people with limited income may qualify for financial assistance to help lower their prescription drug costs?

- Yes
- No
- Refuse
- Don't know

5a) Have you ever been given or mailed an application for extra help to pay for prescription drug coverage? [READ LIST. IF NEEDED, EXPLAIN THAT THIS IS AN APPLICATION SENT TO SOCIAL SECURITY.]

- Yes, applied and was approved
- Yes, applied, but was denied
- Yes, applied and am waiting to hear the results
- Yes, I gave it to someone else to fill out, but I'm not sure what happened
- Yes, I've received an application, but I have not filled it out
- No, I have never been given or mailed an application
- Not sure
- Refuse



5b) And why haven't you filled out and mailed in the application? [RECORD VERBATIM RESPONSE]

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6) I'm going to read you a couple of statements. For each sentence I want you to tell me whether you think it is true, false or if you don't know.

6a) People with limited income may qualify for financial assistance from the Medicare Program to help lower their prescription drug costs.

- True
- False
- Refuse
- Don't know

6b) You would accept financial assistance from the government to help pay for your prescription drugs.

- True
- False
- Refuse
- Don't know

6c) You would qualify as a person with limited income.

- True
- False
- Refuse
- Don't know

7) And why do you think you might not qualify as a person with limited income?

- My income is too high
- I don't take enough prescription drugs
- I don't pay much for prescription drugs
- I (or spouse) is still working
- I have other insurance
- I have been denied as a person with limited income in the past
- Other (Specify \_\_\_\_\_)
- Refuse
- Don't know

8) After you applied for extra help to pay for Medicare prescription drug costs, what was the result? [READ LIST. IF NEEDED, EXPLAIN THAT THIS IS AN APPLICATION SENT TO SOCIAL SECURITY.]

Were you approved to get Extra Help  
Were you denied Extra Help  
Are you waiting to hear the results  
Did you give it to someone else to fill out but you are not sure what happened  
Refuse  
Don't know

9) How difficult or easy was it to complete the application form? Would you say it was...?

Very difficult  
Somewhat difficult  
Somewhat easy  
Very easy  
Refuse  
Don't know

10) How likely is it that you will apply for extra financial help to pay for a Medicare prescription drug plan in 2008? Would you say ...?

Definitely will not apply  
Probably will not apply  
Probably will apply  
Definitely will apply  
Refuse  
Don't know

11) How difficult do you believe it is to apply for extra financial help for the Medicare Prescription Drug Program? Would you say...?

Not difficult  
Somewhat difficult  
Very difficult  
Refuse  
Don't know

12) How concerned are you about providing personal information, such as actual dollar amounts in your bank accounts, on an application for extra financial help for the Medicare Prescription Drug Program? Would you say...?

Not concerned  
Somewhat concerned  
Very concerned  
Refuse  
Don't know

## G. BRANDING

- 1) To what extent to do you agree that Medicare is *modern*? Would you say you...
  - Disagree completely
  - Disagree somewhat
  - Agree somewhat
  - Agree completely
  
- 2) To what extent to do you agree that Medicare is *innovative*? Would you say you...
  - Disagree completely
  - Disagree somewhat
  - Agree somewhat
  - Agree completely
  
- 3) To what extent to do you agree that Medicare is *your partner in healthcare*? Would you say you...
  - Disagree completely
  - Disagree somewhat
  - Agree somewhat
  - Agree completely

## H. INFORMATION SOURCES

- 1) Where do you usually get information about Medicare coverage and services? [DO NOT READ LIST. ACCEPT MULTIPLES. IF RESPONDENT SAYS "IN THE MAIL," CLARIFY FROM WHERE]
  - In the mail – from Medicare: A LETTER
  - In the mail – from Medicare: A PAMPHLET
  - In the mail – from Medicare: THE HANDBOOK
  - In the mail – from somewhere else (nonspecific)
  - Medicare and You handbook
  - 1-800-MEDICARE
  - [www.medicare.gov](http://www.medicare.gov)
  - Physician or nurse
  - Pharmacist
  - Insurance or drug plan
  - Friends/family
  - Television, radio, newspaper, magazine
  - Senior Center
  - Health Fair
  - Internet (specify \_\_\_\_\_)

Library  
OTHER (Specify \_\_\_\_\_)  
Refuse  
Don't know

- 2) I'd like to ask you how often you have looked for information about Medicare or health insurance over the past year. Would you say that over the past year you have looked for information about Medicare or health insurance...

Frequently  
Sometimes  
Rarely  
Never

- 3) In the past 12 months, did you look for information on any of the following topics:

Insurance coverage, co-payments or billing?  
Changes to your Medicare benefits?  
Comparing your health plan options  
Getting help to pay for your prescription drugs?  
The new 2006 Prescription drug benefit?  
Quality of care at hospitals?

- 4) Which source of information are you most comfortable with when seeking information about the Medicare program and its benefits?

The Social Security Office  
The Medicare Program  
AARP  
A Senior Center or Aging Program (This is meant to encompass SHIP since they probably won't know SHIP by name)  
State Department of Insurance or Health  
Insurance Company or Agent  
Family Member, Friend, or Co-Worker  
Other (Specify: \_\_\_\_\_)  
Refuse  
Don't know

- 5) Are you familiar with the Medicare & You Handbook, mailed to beneficiaries each year in the fall?

Yes  
No  
Refuse  
Don't know

6) If yes, would you say you have read it thoroughly, read parts of it, glance through it, or you really haven't yet looked through it at all?

- Read it thoroughly
- Read parts of it (thoroughly or not)
- Glanced through it
- Really haven't looked through it at All
- Refuse
- Don't know

7) Would you say you use the Medicare & You Handbook, a lot, use it sometimes, or do you use it rarely or not at all?

- Use it a lot
- Use it sometimes
- Rarely use it
- Don't use it at all
- Refuse
- Don't know

8) All in all, how satisfied or dissatisfied are you with the help it provides in answering questions about Medicare? Would you say you are

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor unsatisfied
- Somewhat unsatisfied
- Very unsatisfied
- Refuse
- Don't know

9) Thinking of all of the information you have received in the past year about choosing or comparing health plan options, how easy was it to understand the information? Was it:

- Very easy
- Somewhat
- Neither easy nor difficult
- Somewhat difficult
- Very difficult
- Refuse
- Don't know

## I. INTERNET USAGE

1) Do you have access to the Internet, either on your own or with someone else's help?

Yes  
No  
Refuse  
Don't know

- 2) Have you ever visited Medicare's website (READ w w w dot Medicare dot gov) either on your own or with someone else's help?

Yes, on my own  
Yes, with someone else's help  
No  
Refuse  
Don't know

- 3) How often do you access the internet on your own or with someone else's help? [READ LIST.]

Almost daily  
Once or twice a week  
Once or twice a month  
Only a few times a year  
Don't have internet access/don't use the internet  
Refuse  
Don't know

- 4) Have you ever used the internet for any of the following activities? [READ LIST]  
[ACCEPT MULTIPLES]

Online banking  
Shopping online  
Researching health issues or topics  
Reading the news  
Managing your retirement funds  
Visiting your health insurance website  
Tracking or accessing your own personal health or medical records  
Checking email  
[DO NOT READ] None of these  
Refuse  
Don't know

## J. 1-800-MEDICARE

- 1) There's a special nationwide toll-free Medicare information helpline number run by the federal Medicare program. The number is 1-800-MEDICARE OR 1-800-633-4227. In the past year, have you ever called this number to get information about Medicare?

- Yes
- No
- Refuse
- Don't know

2) [IF YES]Thinking about the most recent call you made to this number, what was the reason you called?

- Coverage for specific tests, services, products or procedures
- Billing, claims, co-payments, or cost questions
- General questions about coverage or what Medicare pays
- Coverage while traveling
- Hospitalization coverage, costs, length of stay
- Prescriptions
- Making insurance or HMO choices
- Long term care/nursing home coverage
- Generally keeping informed
- Other (Specify\_\_\_\_\_)
- Refuse
- Don't know

## K. OPEN ENROLLMENT

Each year, Medicare has an open enrollment period between November 15 and December 31st. During the open enrollment period, people on Medicare can decide to make changes to their insurance coverage, including Medigap, Medicare Advantage, and prescription drug plans.

1) Were you aware before this interview that you could make changes in your Medicare insurance coverage during the open enrollment period?

- Yes
- No
- Refuse
- Don't know

2) Since you started receiving Medicare, have you (or the person who helps you) ever made changes to the type of Medicare medical or drug plan coverage you have?

- Yes, I did
- Not applicable – 2008 was 1st year of enrollment in plan
- Yes, the person who helped me did
- No, the person who helped me did not
- Don't recall what I did
- Don't recall what the person who helped
- Refuse

Don't know

- 3) During the last open enrollment period, which was November 15 to December 31 of 2007, did you (or the person who helps you) review your Medicare coverage to see if, in 2008, there were going to be changes in the premium, deductibles, co-payments, or other out of pocket expenses?

Yes, I did

No, I did not

Not applicable – 2008 was 1st year of enrollment in plan

Yes, the person who helped me did

No, the person who helped me did not

Don't recall what I did

Don't recall what the person who helped me did

Refuse

Don't know

- 4) During the last open enrollment period, did you (or the person who helps you) review your Medicare coverage to see if the kinds of treatment, drugs and services covered would still meet your health care needs in 2008?

Yes, I did

No, I did not

Not applicable – 2008 was 1st year of enrollment in plan

Yes, the person who helped me did

No, the person who helped me did not

Don't recall what I did

Don't recall what the person who helped me did

Refuse

Don't know

- 5) Did you (or the person who helps you) compare your plan with other plans that were available in 2008?

Yes, I did

No, I did not

Not applicable – 2008 was 1st year of enrollment in plan

Yes, the person who helped me did

No, the person who helped me did not

Don't recall what I did

Don't recall what the person who helped me did

Refuse

Don't know

- 6) What did you compare? [READ LIST. ACCEPT MULTIPLES]



- Cost of the premium
- Deductible amount
- Co-payments
- Types of treatment or services covered
- Prescription drugs covered
- Quality of the plan
- Quality of the service provided by the plan
- Don't recall what I compared
- Don't recall what person who helped me compared
- Other (Specify \_\_\_\_\_)

7) Thinking about the upcoming open enrollment period, do you (or the person who helps you) plan to review your current insurance plans to see if they are still the right ones OR do you plan to stick with the coverage you currently have? And do you... [READ LIST.]

- Definitely plan to review current coverage
- Probably plan to review current coverage
- Probably plan to stick with current coverage
- Definitely plan to stick with current coverage
- Refuse
- Don't know

8) And of the following three, which are you (or the person who helps you) planning to review? [READ LIST]

- Only health insurance
- Only prescription drug coverage
- Both health and prescription drug insurance coverage
- Not sure
- Refuse
- Don't know

9) Here are several issues that may be important in evaluating or selecting Medicare health or prescription drug insurance. Please rate each one on how important it is for you. A "0" means you think it is very unimportant and a "10" means it is very important. Remember you can use any number between 0 and 10. [READ LIST. ROTATE STATEMENTS]

When evaluating or selecting a Medicare health or prescription drug plan, how important is...	10 pt	DK	Refused
9a. Out of pocket expenses, including co-payments and deductibles		-1	-2
9b. Cost of the monthly premium		-1	-2
9c. Being able to see the doctor you choose		-1	-2
9d. Getting the prescription drugs your doctor prescribes,		-1	-2

including brand name drugs  
 9e. Quality of the plan -1 -2  
 9f. Customer service provided by the plan -1 -2

10) I'm going to read you some statements that some people might say about Medicare. Please tell me whether you agree or disagree with each statement [READ LIST. ROTATE STATEMENTS].

	Strongly	Somewhat	Somewhat	Strongly	DK	Refused
10a. Before the open enrollment period, it's worth it to do a "check-up" or "review" of my Medicare coverage to make sure it still meets my health needs.	1	2	3	4	-1	-2
10b. Even if my health needs haven't changed, I need to use the open enrollment period to make sure my insurance plan hasn't changed.	1	2	3	4	-1	-2
10c. During open enrollment, I plan to see if there is a plan with lower premiums and co-pays for me.	1	2	3	4	-1	-2
10d. The earlier in the open enrollment period that I make changes in my insurance, the more likely it is my plan will be in place by January first.	1	2	3	4	-1	-2

11) Have you or your caregiver ever asked your doctor about enrolling in or changing coverage during open enrollment?

- Yes, I asked
- Yes, my caregiver asked
- No
- Don't know

## L. PREVENTION

1) To the best of your knowledge, which of the following types of services does Medicare pay for? If you are not sure, please take your best guess. [READ LIST AND ROTATE. REPEAT BEFORE EACH ITEM: "Does Medicare pay for ...?"]

- Preventive services, including screenings for different diseases
- A physical exam when you first join Medicare
- Annual physical exams
- Counseling to quit smoking
- Weight loss counseling
- Shots for things like the flu or pneumonia

- 2) When I say “preventive services, including screening for different diseases,” what kinds of screenings or procedures do you think that includes? [DO NOT READ LIST. ACCEPT MULTIPLES.]

Blood tests  
Bone mass measurement  
Cancer screening  
Cardiovascular screening/heart disease/heart problems  
Colonoscopy  
Diabetes screening, blood glucose or blood sugar testing  
Glaucoma test  
Mammogram or breast cancer screening  
MRI  
Pap test  
Prostate cancer screening  
X-rays  
Immunizations for flu or pneumonia  
Other (Specify \_\_\_\_\_)  
Refuse  
Don't know

## M. PRESCRIPTION DRUGS: COVERAGE AND OUT OF POCKET COSTS

- 1) Do you currently take any PRESCRIPTION medicine on a DAILY basis?

Yes  
No  
Refuse  
Don't know

- 2) How many different kinds of prescription drugs do you take? \_\_\_\_\_

- 3) Thinking now about how much you spend in a typical year on prescription drugs, including your monthly premium for your prescription drug coverage, your deductible, co-pays and all of your out-of-pocket costs for your prescriptions, using your best guess what is your estimate on how much you spend in a year?

\$\_\_\_\_\_ (RECORD DOLLAR AMOUNT IN WHOLE NUMBERS, NO RANGES OR FRACTIONS--- ASK FOR A NUMBER BUT IF SUBJECT IS UNSURE TRY USING CATEGORIES)

\$0-\$20  
\$21-\$60  
\$61-\$100

\$101-\$300  
\$301- \$400  
\$401 or higher  
Don't know

- 4) In the last year, how much of a problem, if any, have you had being able to afford the prescription drugs you needed? Would you say it was...

A big problem  
A small problem  
Not a problem  
Refuse  
Don't know

- 5) Including refills of earlier prescriptions as well as new prescriptions that were written or phoned in by a doctor, in 2008, were any prescription drugs prescribed for you that you did not get?

Yes  
No  
Refuse  
Don't know

- 6) How frequently do you get prescription drugs from Canada or Mexico?

Often  
Occasionally  
Rarely  
Never

- 7) Thinking about your prescription drug coverage. Some people we have talked to say they would be likely to enroll in a drug coverage plan, while others say they would not. How likely would you be to enroll in a prescription drug plan offered through Medicare? Would you be — very likely, somewhat likely, not too likely, not at all likely?

Very likely  
Somewhat likely  
Not too likely  
Not at all likely  
Refuse  
Don't know

## N. HOSPITAL / DOCTOR CHOICE

I would like you to think about how you would decide which hospital to go to if you were facing a serious health issue that might require hospitalization or surgery at some point. Please do not think here about circumstances where you would be facing an immediate medical emergency.

Please tell me if you agree or disagree with the following statements. [READ FIRST STATEMENT. WAIT FOR RESPONSE, THEN CLARIFY FOR AGREE/DISAGREE RESPONSES] Is that strongly [agree/disagree] or somewhat [agree/disagree]?

NOTE: RECORD ON SCALE AS FOLLOWS:

“1” = STRONGLY DISAGREE

“2” = SOMEWHAT DISAGREE

“3” = NEITHER AGREE NOR DISAGREE

“4” = SOMEWHAT AGREE

“5” = STRONGLY AGREE

[READ & RECORD RESPONSE. ROTATE ORDER]

- 1) I would insist on going to my most preferred hospital, even if that hospital were not the one recommended by or associated with my doctor
- 2) I would be inclined to trust any hospital suggested by my doctor, but I would still research it.
- 3) The choice of which hospital I would go to is primarily my doctor’s decision
- 4) In choosing a hospital, I would be more influenced by the opinions of my family and friends than my doctor's recommendation.
- 5) Would be willing to go for an initial test at the hospital recommended by my doctor, even if that hospital was not my preferred hospital

## O. QUALITY OF CARE

The next questions focus on information you may have seen about quality of care.

- 1) Have you seen any information that compares the quality of care at different hospitals?

Yes

No

Refuse

Don’t know

- 2) Where did you see it?

In My Health Plan

In The Newspaper or in a Magazine  
On a Television Program  
On the Internet  
On Medicare's Website  
In a Brochure or Booklet From Medicare  
Literature From Hospital  
Other (Specify \_\_\_\_\_)  
Refuse  
Don't know

- 3) Have you read or heard about any programs that pay hospitals based on how good the care is at the hospital? That is, they get paid more because they give better care.

Yes  
No  
Refuse  
Don't know

- 4) When you have questions or concerns about how good the care is at a hospital, where do you get information?

Family Member or Friend  
Doctor's Office  
Health Plan/Insurance Company  
The Medicare Program  
1-800-Medicare Toll Free Hotline  
Employer/Past Employer  
AARP-Type Service  
The Social Security Office  
The Internet  
Medicare.gov Website  
Someone at a Health Fair/Senior Expo  
Hospital  
Other (Specify \_\_\_\_\_)  
Refuse  
Don't know

- 5) Have you seen or heard of the Department of Health and Human Services' Hospital Compare, a website that provides information on how well hospitals care for their patients?

Yes  
No  
Refuse  
Don't know

- 6) Thinking about information regarding how good the care is at hospitals, how much would you trust information from:

(SOURCES)

- The Federal government agency that runs Medicare
- State agencies that license the facilities
- A private organization or business devoted to improving the quality of health care
- A consumer-oriented publication like Consumer Reports
- An organization for seniors like AARP
- A doctor you were seeing for your own health
- Newspapers or magazines
- Radio or TV
- Family or friends
- A health insurance plan

## P. CAREGIVERS' QUESTIONS

- 1) Do you currently assist someone in making decisions regarding their health?

- Yes
- No
- Don't know
- Refuse

- 2) What is your relationship to that person?

- Paid aide who is just helping them get around
- Paid aide who is more of a day-to-day caregiver
- Family member/friend who is just helping you them around
- Family member/friend who is more of a day-to-day caregiver
- Family member/friend who is not necessarily caregiving on a daily basis, but is involved in decisions about their health

- 3) Which of the following types of assistance have you provided for a spouse, family member, friend or other person with Medicare? [ACCEPT MULTIPLES. READ LIST, PAUSE AFTER EACH STATEMENT, IF NEEDED SAY, "WOULD THAT BE YES OR NO?"]

- Medicare and other insurance decisions
- Health care decisions
- Spoken with a healthcare provider on behalf of or along with someone else
- Financial and legal decisions
- Paying bills
- Transportation
- Household chores or grocery shopping
- Sorting medications, filing prescriptions, dosing medication into daily amounts

Bathing and dressing  
Preparing meals  
Searched for community resources and/or programs (IF NEEDED, CLARIFY  
“such as church programs, social programs, senior centers”)  
Other (Specify) \_\_\_\_\_  
[DO NOT READ] None of these

- 4) How frequently do you provide care to this person? [READ LIST IF NEEDED]

Daily  
Several times a week  
About once a week  
A few times a month  
Once a month  
Less than once a month

## Q. DEMOGRAPHICS

- 1) What is your marital status? {Read only if necessary}

Single  
Married  
Unmarried but in committed relationship  
Separated  
Divorced  
Widowed

- 2) What is the highest grade you completed in school? {Read if necessary}

8th Grade Or Less  
Some High School, But Did Not Graduate  
High School Graduate Or GED  
Vocational Or Trade School  
Some College Or 2-Year Degree  
4-Year College Graduate  
More Than 4-Year College Degree  
Don't know

- 3) Could you please tell me in what year you were born?

Under 65  
65–66  
67–70  
71–75  
76–80



81+  
Refuse

4) Are you Hispanic or Latino?

Yes  
No  
Refuse  
Don't know

5) What is your racial or ethnic background? (Select one or more)

White  
Black  
Asian  
American Indian  
Other (Specify) \_\_\_\_\_  
Refuse  
Don't know

6) Compared to other people who are the same age as you, do you consider your health to be

Excellent  
Very good  
Good  
Fair  
Poor  
Refuse  
Don't know

7) What is the annual income of your household? Is it - (READ. IF NEEDED, CLARIFY: INCOME BEFORE TAXES AND DEDUCTIONS)?

Under \$10,000 (\$0-\$14,999)  
\$10,000-\$20,000 (\$24,999)  
\$20,000-\$30,000 (\$34,999)  
\$30,000-\$40,000 (\$49,999)  
\$40,000-\$50,000 (\$74,999)  
\$50,000-\$75,000  
\$75,000-\$100,000  
\$100,000 and over  
Refuse  
Don't know

## R. PROVIDERS' QUESTIONS

- 1) Which of these best describes your area of medical specialization? [DO NOT ACCEPT MULTIPLES]

Family Practice/Family Medicine Physician  
General Practice Physician  
Internal Medicine Physician  
Physician Assistant in Family Practice, General Practice or Internal Medicine Practice  
Nurse Practitioner in Family Practice, General Practice or Internal Medicine Practice  
None of the above  
Don't know

- 2) Which of these best describes the practice in which you primarily work? [DO NOT ACCEPT MULTIPLES]

Office based practice  
Hospital based practice  
Don't know

- 3) In what state is this practice located? \_\_\_\_\_

- 4) What percent of your full-time working hours are typically spent in direct patient care activities, as opposed to teaching, research or administration? Would you say that direct patient care is...?

Zero to 24% of your working time  
25% to 49% of your working time  
50% to 74% of your working time  
75% or more of your working time  
Don't know

- 5) Approximately what percent of your practice's revenues would you say come from Medicare?

Zero to 19%  
20% to 39%  
40% to 59%  
60% to 79%  
80% or more  
Don't know

- 6) Do you currently accept new Medicare patients?

Yes  
No

Don't Know

7) How often would you say you are asked questions about Medicare by patients or caregivers? [DO NOT ACCEPT MULTIPLES]

- Daily
- Several times a week
- A few times a month
- A few times a year
- Almost never
- Don't know

8) How do you handle these questions? Please check all that apply. [ACCEPT MULTIPLES?]

- Try to answer them yourself
- Refer them to someone else in your office
- Refer them to Medicare
- Other (Specify \_\_\_\_\_)
- Don't know

9) Is there a person in the practice where you primarily work who typically answers patients' or caregivers' questions about Medicare?

- Yes, a Nurse
- Yes, a Nurse Practitioner
- Yes, an Office Manager
- Yes, a Physician
- Yes, a Physician Assistant
- Yes, a Receptionist
- Yes, a Referral Coordinator
- Yes, a Other (Specify \_\_\_\_\_)
- No
- Don't know

10) When patients or caregivers ask you questions about Medicare, how often are the questions about these topics?

	Frequently	Sometimes	Rarely	Never	Don't know
10a. Part A/B coverage questions	4	3	2	1	-1

10b. Part D/prescription drug coverage	4	3	2	1	-1
10c. Preventive care	4	3	2	1	-1
10d. Where to get general information	4	3	2	1	-1
10e. Whether procedures or tests are covered	4	3	2	1	-1
10f. Resolving problems with Medicare	4	3	2	1	-1
10g. Resolving problems with a Medicare drug plan or health plan	4	3	2	1	-1
10h. Other (Specify _____)	4	3	2	1	-1

11) Approximately how many minutes would you say you spend on each of the following activities during an average workday in which you see patients?

Please enter the number of minutes.

11a. Answering patient questions or counseling them on Part D/prescription drug coverage issues. \_\_\_\_\_

11b. Looking for alternative meds for Part D patients due to co-pay or coverage issues. \_\_\_\_\_

11c. Resolving prior authorization issues related to Part D coverage. \_\_\_\_\_

11d. Responding to pharmacist queries regarding product switches due to lack of adequate Part D coverage or high co-pays. \_\_\_\_\_

12) Please rate the usefulness, as you perceive it, of these Medicare channels of communication for patients and caregivers.

	<b>Very Useful</b>	<b>Somewhat Useful</b>	<b>Not very Useful</b>	<b>Not at all Useful</b>	<b>Don't know</b>
12a) <a href="http://www.medicare.gov">www.medicare.gov</a> website	4	3	2	1	-1

12b) 1-800 Medicare  
 12c) *Medicare & You*  
 handbook  
 12d) Other Medicare  
 brochures available through  
 the 800 number or website

4	3	2	1	-1
4	3	2	1	-1
4	3	2	1	-1

13) If you were to describe the economic status of your Medicare patients, what percent would you say are in each of these categories? Please enter percentages that add to 100%.

Please enter a  
 percent for each  
 line.

a. Wealthy \_\_\_\_\_

b. Upper middle  
 class \_\_\_\_\_

c. Middle class \_\_\_\_\_

d. Lower middle  
 class \_\_\_\_\_

e. Poor \_\_\_\_\_  
 100%

14) To the best of your knowledge, which of the following types of information are available to the general public on the Hospital Compare website? [ACCEPT MULTIPLES]

- Hospital charges
- Hospital quality ratings
- Mortality rates
- Patient satisfaction scores
- Physician quality ratings
- Process improvement indicators
- Don't know

15) Have you heard of the Physician Quality Reporting Initiative (PQRI) or Personal Health Records (PHRs)?

- Yes, both
- Yes, PQRI
- Yes, PHRs
- No

16) When discussing preventive services with patients, which one of the following is most often true? [DO NOT ACCEPT MULTIPLES]

- You usually raise the topic of which preventive screenings the patient is due to have
- Patient or caregiver usually raises the topic
- You and the patient/caregiver raise the topic to about an equal extent
- Don't typically discuss preventive health issues with patients or caregivers
- Don't know

17) Do you feel that patients' knowledge about the need for, and awareness of, preventive services covered by Medicare has increased, decreased or stayed about the same over the last few years?

- Increased
- Stayed the same
- Decreased
- Don't know

18) Have you visited this website, <http://www.medlearn.com/>?

- Yes
- No
- Don't know

19) Have you heard of a website called Hospital Compare, a site that provides information to consumers about how well hospitals provide care for certain conditions?

- Yes
- No
- Don't know

20) How would you describe the area or areas in which your practice operates? Please check all that apply. [ACCEPT MULTIPLES]

- Large city
- Mid-size city
- Small city

Suburban  
Rural  
Don't know

21) Which of these descriptions best describes the size of your practice?

Sole practitioner  
1 – 4 physician practice  
5 – 9 physician practice  
10 or more physicians  
Don't know

22) Finally, who is the majority owner of your practice?

Government  
Hospital/integrated delivery system (IDS)  
Insurance company or health maintenance organization (HMO)  
MSO (Management Services Organization) or PPMC (Physician Practice Management Company)  
Physicians  
University or medical school  
None of the above  
Don't know

## S. PARTNERS' QUESTIONS

1) Which of these best describes your organization? [DO NOT ACCEPT MULTIPLES]

Health care focused  
Disease focused  
Prevention focused  
Ethnic-group focused  
Age group focused  
Faith based  
Other (Specify \_\_\_\_\_)  
None of the above  
Don't know

2) What training materials have you used?

Outreach toolkits  
Web casts  
Press Releases

Publications (Specify \_\_\_\_\_)  
Campaign Materials  
Beneficiary Mailings  
Podcasts  
Other (Specify \_\_\_\_\_)  
Don't know

3) What purpose did these training materials serve?

Used during information session  
Given to beneficiaries  
Circulated throughout office  
Used as reference tool  
Other (Specify \_\_\_\_\_)

4) How well do these materials enable you to perform Medicare outreach and assistance for your constituencies?

Well  
Neutral  
Poorly  
Don't know

5) Do you know how to obtain additional Medicare information?

Yes  
No  
Don't know

6) Which training products are most effective?

Outreach toolkits  
Web casts  
Press Releases  
Publications (Specify \_\_\_\_\_)  
Campaign Materials  
Beneficiary Mailings  
Podcasts  
Other (Specify \_\_\_\_\_)  
Don't know



7) Which training products are least effective?

Outreach toolkits

Web casts

Press Releases

Publications (Specify\_\_\_\_\_)

Campaign Materials

Beneficiary Mailings

Podcasts

Other (Specify\_\_\_\_\_)

Don't know

8) How can these products be improved?

**Thank you very much for your time!**