

# MEPS-IC Cognitive Interview Protocol

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## Research Questions to Address:

- Is the requested information available in respondent's records?
- Do respondents have issues with comprehending the terminology used in the questions?
- How burdensome are the questions?

**Expected Length of Interview:** 20-30 minutes

## Before the Questions:

- What was your experience completing this year's MEPS-IC?
- Thank respondent for completing the survey and participating in test questions.

## Questions for each item of interest:

- What is this item asking for, in your opinion?
- How would you go about completing this item?
- Do you have access to all the information you need, or would you need to get help from others?
  - *(If need help)* Who would you contact? Where is s/he located in the company? What is her/his role?
  - How would you communicate the request? How would s/he return the data to you?
  - Would you attempt to validate the response they gave you in any way, for example by comparing it to other data you had?
- What records would you use to answer this question?
- Were there any terms that seemed strange or confusing to you?
  - *(If yes)* Which ones? How can we clarify that?
- On a scale from 1 to 5, with 1 being very easy and 5 being very difficult, how would you rate the difficulty of this question?
- On a scale from 1 to 5, with 1 being easily accessible and 5 being not at all accessible, how would you rate the accessibility of this question?

## Specific Probes for Items of Interest:

### Item 1

- A) Were you familiar with the term "individual attachment point"?
- A) Do the breakouts make sense to you?
- B) Were you familiar with the term "aggregate attachment point"?
- B) (If less than 100%) Is that percentage above the 100% of expected claims?
- C) (If categories are not as expected, probe further.)

**Item 2**

- A) How do you define “smoker status”?
- C) Were you familiar with the term “rehabilitative care”?
- C) Were you familiar with the term “habilitative care”?

**Item 3**

- A) Were you familiar with the term “actuarial value”?
- A) (If less than 30% or more than 95%, probe further.)

**Item 4**

- A) Were you familiar with the term “grandfathered health plan”?
- A) Were you familiar with the term “Affordable Care Act”?

**Item 5**

- A) Were you familiar with the term “domestic partners”?

**Item 6**

- A) Were you familiar with the term “Health Insurance Exchange”?
- B) Were you familiar with the term “Small Business Health Care Tax Credit”?

**Wrap Up**

- How long do you think it would take you to complete the questions we just discussed (total time, not elapsed time)?
- Are you the best person to answer these questions?
- Overall, on a scale from 1 to 5, with 1 being very easy and 5 being very difficult, how easy or difficult would you say these questions are?
- Which questions were easier, more difficult?
- Do you have any other suggestions or recommendations for improvement for these questions, or any others on this form?

**Thank you for your time and assistance today.**