

2011 MA PD Survey (April)	2011 MA PD Survey Revised
<p>1. Our records show that in 2010 your health services were covered by the plan named on the back cover. Is that right? Yes If Yes, Go to Question 3 No</p>	<p>1. Our records show that in 2010 your health services were covered by the plan named on the back cover. Is that right? Yes If Yes, Go to Question 3 No</p>
<p>2. Please write below the name of the health plan you had in 2010 and complete the rest of the survey based on the experiences you had with that plan. (Please print)</p>	<p>2. Please write below the name of the health plan you had in 2010 and complete the rest of the survey based on the experiences you had with that plan. (Please print)</p>
<p><b>YOUR HEALTH CARE IN THE LAST 6 MONTHS</b></p>	
<p>3. In the last 6 months, did you have an illness, injury, or condition that <u>needed care right away</u> in a clinic, emergency room, or doctor's office?  Yes No → If No, Go to Question 5</p>	<p>3. In the last 6 months, did you have an illness, injury, or condition that <u>needed care right away</u> in a clinic, emergency room, or doctor's office?  Yes No → If No, Go to Question 5</p>
<p>4. In the last 6 months, when you <u>needed care right away</u>, how often did you get care as soon as you thought you needed?  Never Sometimes Usually Always</p>	<p>4. In the last 6 months, when you <u>needed care right away</u>, how often did you get care as soon as you thought you needed?  Never Sometimes Usually Always</p>
<p>5. In the last 6 months, <u>not</u> counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?  Yes No → If No, Go to Question 7</p>	<p>5. In the last 6 months, <u>not</u> counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?  Yes No → If No, Go to Question 7</p>
<p>6. In the last 6 months, <u>not</u> counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?  Never Sometimes Usually Always</p>	<p>6. In the last 6 months, <u>not</u> counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?  Never Sometimes Usually Always</p>

<p>7. In the last 6 months, <u>not</u> counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?</p> <p>None → If None, Go to Question 13</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5 to 9</p> <p>10 or more</p>	<p>7. In the last 6 months, <u>not</u> counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?</p> <p>None → If None, Go to Question 13</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5 to 9</p> <p>10 or more</p>
<p>8. In the last 6 months, did you phone a doctor's office or clinic with a medical question <u>after</u> regular office hours?</p> <p>Yes</p> <p>No → If No, Go to Question 11</p> <p>9. In the last 6 months, when you phoned a doctor's office or clinic <u>after</u> regular office hours, how often did you get an answer to your medical question as soon as you needed?</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p>	<p>8. In the last 6 months, did you phone a doctor's office or clinic with a medical question <u>after</u> regular office hours?</p> <p>Yes</p> <p>No → If No, Go to Question 11</p> <p>9. In the last 6 months, when you phoned a doctor's office or clinic <u>after</u> regular office hours, how often did you get an answer to your medical question as soon as you needed?</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p>
<p>10. In the last 6 months, when you phone a doctor's office or clinic after regular office hours, how long did it take for someone to call you back?</p> <p>Less than 1 hour</p> <p>1 to 3 hours</p> <p>More than 3 hours but less than 6 hours</p> <p>More than 6 hours</p> <p>I did not ask for a return call</p> <p>I did not get a return call</p> <p>I was told to go to the Emergency Room</p>	<p>10. In the last 6 months, when you phone a doctor's office or clinic after regular office hours, how long did it take for someone to call you back?</p> <p>Less than 1 hour</p> <p>1 to 3 hours</p> <p>More than 3 hours but less than 6 hours</p> <p>More than 6 hours</p> <p>I did not ask for a return call</p> <p>I did not get a return call</p> <p>I was told to go to the Emergency Room</p>
<p>11. Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see the person you came to see <u>within 15 minutes</u> of your appointment time?</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p>	<p>11. Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see the person you came to see <u>within 15 minutes</u> of your appointment time?</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p>

<p>12. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?</p> <p>0 Worst health care possible 1 2 3 4 5 6 7 8 9 10 Best health care possible</p>	<p>12. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?</p> <p>0 Worst health care possible 1 2 3 4 5 6 7 8 9 10 Best health care possible</p>
<p>13. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, oxygen equipment, or diabetic supplies and equipment?</p> <p>Yes No → If No, Go to Question 15</p>	<p>13. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, oxygen equipment, or diabetic supplies and equipment?</p> <p>Yes No → If No, Go to Question 15</p>
<p>14. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?</p> <p>Never Sometimes Usually Always</p>	<p>14. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?</p> <p>Never Sometimes Usually Always</p>
<b>Your Personal Doctor</b>	
<p>15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?</p> <p>Yes No → If No, Go to Question 24</p>	<p>15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?</p> <p>Yes No → If No, Go to Question 24</p>
<p>16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?</p> <p>None → If None, Go to Question 24 1 2 3 4 5 to 9 10 or more</p>	<p>16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?</p> <p>None → If None, Go to Question 24 1 2 3 4 5 to 9 10 or more</p>

<p>17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?</p> <p>Never Sometimes Usually Always</p>	<p>17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?</p> <p>Never Sometimes Usually Always</p>
<p>18. In the last 6 months, how often did your personal doctor listen carefully to you?</p> <p>Never Sometimes Usually Always</p>	<p>18. In the last 6 months, how often did your personal doctor listen carefully to you?</p> <p>Never Sometimes Usually Always</p>
<p>19. In the last 6 months, how often did your personal doctor show respect for what you had to say?</p> <p>Never Sometimes Usually Always</p>	<p>19. In the last 6 months, how often did your personal doctor show respect for what you had to say?</p> <p>Never Sometimes Usually Always</p>
<p>20. In the last 6 months, how often did your personal doctor spend enough time with you?</p> <p>Never Sometimes Usually Always</p>	<p>20. In the last 6 months, how often did your personal doctor spend enough time with you?</p> <p>Never Sometimes Usually Always</p>
<p>PPO a. Does &lt;NAME OF YOUR HEALTH PLAN'S&gt; network have enough doctors to choose from?</p> <p>Yes No</p>	<p>This question is used in PPO MA PD surveys only</p>
<p>PPO b. In the last 6 months, did you try to find out if a doctor was part of &lt;NAME OF YOUR HEALTH PLAN'S&gt; network?</p> <p>Yes No</p>	<p>This question is used in PPO MA PD surveys only</p>
<p>PPO c. Was the information you found on whether a doctor was part of &lt;NAME OF YOUR HEALTH PLAN'S&gt; network accurate?</p> <p>Yes No I did not find the information</p>	<p>This question is used in PPO MA PD surveys only</p>
<p>21. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?</p>	<p>21. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?</p>

<p>0 Worst personal doctor possible 1 2 3 4 5 6 7 8 9 10 Best personal doctor possible</p>	<p>0 Worst personal doctor possible 1 2 3 4 5 6 7 8 9 10 Best personal doctor possible</p>
<p>22. In the last 6 months, did your personal doctor order a blood test, x-ray or other test for you?</p> <p>Yes No → If No, Go to Question 24</p>	<p>22. In the last 6 months, did your personal doctor order a blood test, x-ray or other test for you?</p> <p>Yes No → If No, Go to Question 24</p>
<p>23. In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your doctor's office follow up to give you those results?</p> <p>Never Sometimes Usually Always</p>	<p>23. In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your doctor's office follow up to give you those results?</p> <p>Never Sometimes Usually Always</p>
<p><b>This question was moved from Specialist section to Personal Doctor Session</b></p>	<p>24. How satisfied are you with the help you received to coordinate your care in the last 6 months?</p> <p>Very dissatisfied Somewhat dissatisfied Neither dissatisfied nor satisfied Somewhat satisfied Very satisfied</p>
<p><b>Getting Health Care From Specialists</b></p>	<p><b>Getting Health Care From Specialists</b></p>
<p>25. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist?</p> <p>Yes No → If No, Go to Question 31</p>	<p>25. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you try to make any appointments to see a specialist?</p> <p>Yes No → If No, Go to Question 32</p>
<p>26. In the last 6 months, how often was it easy to get appointments with specialists?</p> <p>Never Sometimes Usually</p>	<p>26. In the last 6 months, how often was it easy to get appointments with specialists?</p> <p>Never Sometimes Usually</p>

Always	Always
<p>27. How many specialists have you seen in the last 6 months?</p> <p>None → If None, Go to Question 31</p> <p>1 specialist</p> <p>2</p> <p>3</p> <p>4</p> <p>5 or more specialists</p>	<p>27. How many specialists have you seen in the last 6 months?</p> <p>None → If None, Go to Question 32</p> <p>1 specialist</p> <p>2</p> <p>3</p> <p>4</p> <p>5 or more specialists</p>
<p>PPO d. Some insurance plans have a network or group of doctors who belong to the plan. You pay less if you use doctors who belong to the network, and more if you use doctors who are not part of the network.</p> <p>In the last 6 months, did you visit any specialists who were <u>not</u> part of &lt;NAME OF YOUR HEALTH PLAN&gt; network?</p> <p>Yes</p> <p>No</p> <p>I don't know</p>	<p>This question is used in PPO MA PD surveys only</p>
<p>28. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?</p> <p>0 Worst specialist possible</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10 Best specialist possible</p>	<p>28. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?</p> <p>0 Worst specialist possible</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10 Best specialist possible</p>
<p>29. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p>	<p>29. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p>

<p>I do not have a personal doctor I did not visit my personal doctor in the last 6 months</p>	<p>I do not have a personal doctor I did not visit my personal doctor in the last 6 months</p>
<p>30. How satisfied are you with the help you received to coordinate your care in the last 6 months?</p> <p>Very dissatisfied Somewhat dissatisfied Neither dissatisfied nor satisfied Somewhat satisfied Very satisfied</p>	<p>This question was moved to the Personal doctor section of the survey.</p>
<p><b>Your Health Plan</b></p>	<p><b>Your Health Plan</b></p>
<p>30. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?</p> <p>Yes No → If No, Go to Question 33</p>	<p>30. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?</p> <p>Yes No → If No, Go to Question 33</p>
<p>31. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?</p> <p>Never Sometimes Usually Always</p>	<p>31. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?</p> <p>Never Sometimes Usually Always</p>
<p>32. In the last 6 months, did you try to get information or help from your health plan's customer service?</p> <p>Yes No → If No, Go to Question 36</p>	<p>32. In the last 6 months, did you try to get information or help from your health plan's customer service?</p> <p>Yes No → If No, Go to Question 35</p>
<p>33. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?</p> <p>Never Sometimes Usually Always</p>	<p>33. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?</p> <p>Never Sometimes Usually Always</p>
<p>34. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?</p> <p>Never Sometimes Usually Always</p>	<p>34. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?</p> <p>Never Sometimes Usually Always</p>

<p>35. In the last 6 months, did your health plan give you any forms to fill out?</p> <p>Yes No → If No, Go to Question 38</p>	<p>35. In the last 6 months, did your health plan give you any forms to fill out?</p> <p>Yes No → If No, Go to Question 38</p>
<p>36. In the last 6 months, how often were the forms from your health plan easy to fill out?</p> <p>Never Sometimes Usually Always</p>	<p>36. In the last 6 months, how often were the forms from your health plan easy to fill out?</p> <p>Never Sometimes Usually Always</p>
<p>37. 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 your health plan?</p> <p>0 Worst health plan possible 1 2 3 4 5 6 7 8 9 10 Best health plan possible</p>	<p>37. 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 your health plan?</p> <p>0 Worst health plan possible 1 2 3 4 5 6 7 8 9 10 Best health plan possible</p>
<p>38. Each fall your health plan sends you a notice that describes any changes in covered services. Since September 2010, has your health plan sent you this kind of notice?</p> <p>Yes No Don't know</p>	<p>This question was dropped in revised survey</p>
<p>40. When you sign up for a health plan, you are given a document that describes your specific benefits under the plan. This document also describes whether there are any limits on how much or what type of care you can have in a year, what care or treatment is included in your health plan, and your rights as a plan member. Has your health plan <u>ever</u> given you a document with this kind of information?</p> <p>Yes No Don't know</p>	<p>This question was dropped in revised survey</p>



<p>41. An insurance agent or broker sells insurance for your health, your home, or your car. Did an insurance agent or broker ever call you without your asking them to, to tell you about insurance for health care or prescription medicines?</p> <p>Yes No</p>	<p>This question was dropped in revised survey</p>
<p>42. Did an insurance agent or broker ever <u>visit your home</u> you without your asking them to, to tell you about insurance for health care or prescription medicines?</p> <p>Yes No</p>	<p>This question was dropped in revised survey</p>
<p>43. Did an insurance agent or broker ever switch you to a different health care plan without your permission?</p> <p>Yes No</p>	<p>This question was dropped in revised survey</p>
<p><b>Your Medicare Rights</b></p>	<p><b>Your Medicare Rights</b></p>
<p>44. Was there ever a time when you believed you needed care or services that your health plan decided not to give you?</p> <p>Yes No → If No, Go to Question 44</p>	<p>38. In the last 6 months was there a time when you believed you needed care or services that your health plan decided not to give you?</p> <p>Yes No → If No, Go to Question 44</p>
<p>45. Have you ever asked anyone at your health plan to reconsider a decision not to provide or pay for health care or services?</p> <p>Yes No → If No, Go to Question 46 Don't know → If Don't know, Go to Question 46</p>	<p>39. In the last 6 months have you ever asked anyone at your health plan to reconsider a decision not to provide or pay for health care or services?</p> <p>Yes No → If No, Go to Question 41 Don't know → If Don't know, Go to Question 41</p>
<p>46. When you spoke to your health plan about the decision not to provide care or services, did they... Please mark one or more.</p> <p>Tell you that you can file an appeal Offer to send you forms that you need to file an appeal Suggest how to resolve your complaint Listen to your complaint but did not help resolve it</p>	<p>40. When you spoke to your health plan about the decision not to provide care or services, did they... Please mark one or more.</p> <p>Tell you that you can file an appeal Offer to send you forms that you need to file an appeal Suggest how to resolve your complaint Listen to your complaint but did not help resolve it Discourage you from taking action Do none of these things</p>

<p>Discourage you from taking action Do none of these things</p>	
<p>47. In the last 6 months, have you called or written your health plan with a complaint or problem?  Yes No → If No, Go to Question 44</p>	<p>41. In the last 6 months, have you called or written your health plan with a complaint or problem?  Yes No → If No, Go to Question 43</p>
<p>48. How long did it take for your health plan to resolve your complaint?  Same day 1 week 2 weeks 3 weeks 4 or more weeks I am still waiting for it to be settled</p>	<p>42. How long did it take for your health plan to settle your complaint?  Same day 1 week 2 weeks 3 weeks 4 or more weeks I am still waiting for it to be settled</p>
<p>49. Was your complaint or problem settled to your satisfaction? Yes No I am still waiting for it to be settled</p>	<p>43. Was your complaint or problem settled to your satisfaction? Yes No I am still waiting for it to be settled</p>
<p><b>Your Prescription Drug Plan</b></p>	<p><b>Your Prescription Drug Plan</b></p>
<p>Now we would like to ask you some questions about the prescription drug coverage you get through your prescription drug plan.</p>	<p>Now we would like to ask you some questions about the prescription drug coverage you get through your prescription drug plan.</p>
<p>50. Customer service is information you get from staff about what is covered and how to use the plan. In the last 6 months, did you try to get information or help from your prescription drug plan's customer service about prescription drugs? Yes No If No, Go to Question 52</p>	<p>44. Customer service is information you get from staff about what is covered and how to use the plan. In the last 6 months, did you try to get information or help from your prescription drug plan's customer service about prescription drugs? Yes No If No, Go to Question 46</p>
<p>51. In the last 6 months, how often did your prescription drug plan's customer service give you the information or help you needed about prescription drugs? Never Sometimes Usually Always</p>	<p>45. In the last 6 months, how often did your prescription drug plan's customer service give you the information or help you needed about prescription drugs? Never Sometimes Usually Always</p>
<p>52. In the last 6 months, how often did your prescription drug plan's customer service treat you with courtesy and respect when you tried to get information or help about</p>	<p>46. In the last 6 months, how often did your prescription drug plan's customer service treat you with courtesy and respect when you tried to get information or help about prescription</p>

<p>prescription drugs?  Never  Sometimes  Usually  Always  I did not try to get information or help from my prescription drug plan's customer service in the last 6 months.</p>	<p>drugs?  Never  Sometimes  Usually  Always  I did not try to get information or help from my prescription drug plan's customer service in the last 6 months.</p>
<p>53. In the last 6 months, did you try to get information from your prescription drug plan about which prescription medicines were covered?  Yes  No → If No, Go to Question 55</p>	<p>47. In the last 6 months, did you try to get information from your prescription drug plan about which prescription medicines were covered?  Yes  No → If No, Go to Question 49</p>
<p>54. In the last 6 months, how often did your prescription drug plan's customer service give you all the information you needed about which prescription medicines were covered?  Never  Sometimes  Usually  Always  I did not try to get information or help from my prescription drug plan's customer service in the last 6 months</p>	<p>48. In the last 6 months, how often did your prescription drug plan's customer service give you all the information you needed about which prescription medicines were covered?  Never  Sometimes  Usually  Always  I did not try to get information or help from my prescription drug plan's customer service in the last 6 months.</p>
<p>55. In the last 6 months, did you try to get information from your prescription drug plan about how much you would have to pay for your prescription medicines?  Yes  No → If No, Go to Question 57</p>	<p>49. In the last 6 months, did you try to get information from your prescription drug plan about how much you would have to pay for your prescription medicines?  Yes  No → If No, Go to Question 51</p>
<p>56. In the last 6 months, how often did your prescription drug plan's customer service give you all the information you needed about how much you would have to pay for your prescription medicine?  Never  Sometimes  Usually  Always  I did not try to get information or help from my prescription drug plan's customer service in the last 6 months.</p>	<p>50. In the last 6 months, how often did your prescription drug plan's customer service give you all the information you needed about how much you would have to pay for your prescription medicine?  Never  Sometimes  Usually  Always  I did not try to get information or help from my prescription drug plan's customer service in the last 6 months.</p>

<p>51. In the last 6 months, how many different prescription medicines did you fill or have refilled?</p> <p>None 1 to 2 medicines 3 to 5 medicines 6 or more medicines</p>	<p>51. In the last 6 months, how many different prescription medicines did you fill or have refilled?</p> <p>None 1 to 2 medicines 3 to 5 medicines 6 or more medicines</p>
<p>58. In the last 6 months, did a doctor prescribe a medicine for you that your prescription drug plan did not cover?</p> <p>Yes No → If No, Go to Question 55</p>	<p>52. In the last 6 months, did a doctor prescribe a medicine for you that your prescription drug plan did not cover?</p> <p>Yes No → If No, Go to Question 55</p>
<p>59. When this happened, did you contact your prescription drug plan to ask them to cover the medicine your doctor prescribed?</p> <p>Yes No → If No, Go to Question 61 All my prescribed medicines were covered.</p>	<p>53. When this happened, did you contact your prescription drug plan to ask them to cover the medicine your doctor prescribed?</p> <p>Yes No → If No, Go to Question 55 All my prescribed medicines were covered.</p>
<p>60. When you contacted your prescription drug plan about the decision not to cover a prescription medicine did they ...</p> <p>Please mark one or more. Tell you that you can file an appeal Offer to send you forms that you need to file an appeal Suggest how to resolve your complaint Listen to your complaint but did not help to resolve it Discourage you from taking action Do none of the above All my prescribed medicines were covered</p>	<p>54. When you contacted your prescription drug plan about the decision not to cover a prescription medicine did they ...</p> <p>Please mark one or more. Tell you that you can file an appeal Offer to send you forms that you need to file an appeal Suggest how to resolve your complaint Listen to your complaint but did not help to resolve it Discourage you from taking action Do none of the above All my prescribed medicines were covered</p>
<p>61. In the last 6 months, how often was it easy to use you prescription drug plan to get the medicines your doctor prescribed?</p> <p>Never Sometimes Usually Always I did not use my prescription drug plan to get any medicines in the last 6 months.</p>	<p>55. In the last 6 months, how often was it easy to use you prescription drug plan to get the medicines your doctor prescribed?</p> <p>Never Sometimes Usually Always I did not use my prescription drug plan to get any medicines in the last 6 months.</p>
<p>62. In the last 6 months, did you ever use you prescription drug plan to fill a prescription at your local pharmacy?</p> <p>Yes No → If No, Go to Question 64</p>	<p>56. In the last 6 months, did you ever use you prescription drug plan to fill a prescription at your local pharmacy?</p> <p>Yes No → If No, Go to Question 58</p>
<p>63. In the last 6 months, how often was it easy to</p>	<p>57. In the last 6 months, how often was it easy to</p>

<p>use you prescription drug plan to fill a prescription at your local pharmacy?</p> <p>Never Sometimes Usually Always</p> <p>I did not use my prescription drug plan to fill a prescription at my local pharmacy in the last 6 months.</p>	<p>use you prescription drug plan to fill a prescription at your local pharmacy?</p> <p>Never Sometimes Usually Always</p> <p>I did not use my prescription drug plan to fill a prescription at my local pharmacy in the last 6 months.</p>
<p>64. In the last 6 months, did you ever use you prescription drug plan to fill any prescription by mail?</p> <p>Yes No → If No, Go to Question 66</p>	<p>58. In the last 6 months, did you ever use you prescription drug plan to fill any prescription by mail?</p> <p>Yes No → If No, Go to Question 60 I am not sure if my drug plan offers prescriptions by mail.</p>
<p>65. In the last 6 months, how often was it easy to use you prescription drug plan to fill a prescription by mail?</p> <p>Never Sometimes Usually Always</p> <p>I did not use my prescription drug plan to fill a prescription at my local pharmacy in the last 6 months.</p>	<p>59. In the last 6 months, how often was it easy to use you prescription drug plan to fill a prescription by mail?</p> <p>Never Sometimes Usually Always</p> <p>I did not use my prescription drug plan to fill a prescription at my local pharmacy in the last 6 months. I am not sure if my drug plan offers prescriptions by mail.</p>
<p>66. Using any number from 0 to 10, where 0 is the worst prescription drug plan possible and 10 is the best prescription drug plan possible, what number would you use to rate your prescription drug plan?</p> <p>0 Worst health plan possible 1 2 3 4 5 6 7 8 9 10 Best health plan possible</p>	<p>60. Using any number from 0 to 10, where 0 is the worst prescription drug plan possible and 10 is the best prescription drug plan possible, what number would you use to rate your prescription drug plan?</p> <p>0 Worst health plan possible 1 2 3 4 5 6 7 8 9 10 Best health plan possible</p>
<p>67. Would you recommend your prescription drug plan for coverage of prescription drugs to other people like yourself?</p> <p>Definitely yes Somewhat yes Somewhat no</p>	<p>61. Would you recommend your prescription drug plan for coverage of prescription drugs to other people like yourself?</p> <p>Definitely yes Somewhat yes Somewhat no</p>

Definitely no	Definitely no
<b>About You</b>	<b>About You</b>
<p>68. In general, how would you rate your overall health?</p> <p style="padding-left: 40px;">Excellent Very good Good Fair Poor</p>	<p>62. In general, how would you rate your overall health?</p> <p style="padding-left: 40px;">Excellent Very good Good Fair Poor</p>
<p>69. In general, how would you rate your overall <u>mental</u> health?</p> <p style="padding-left: 40px;">Excellent Very good Good Fair Poor</p>	<p>63. In general, how would you rate your overall <u>mental</u> health?</p> <p style="padding-left: 40px;">Excellent Very good Good Fair Poor</p>
<p>70. In the past 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?</p> <p style="padding-left: 40px;">Yes No → If No, Go to Question 72</p>	<p>64. In the past 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?</p> <p style="padding-left: 40px;">Yes No → If No, Go to Question 66</p>
<p>71. Is this a condition or problem that has lasted for at least 3 months?</p> <p style="padding-left: 40px;">Yes No</p>	<p>65. Is this a condition or problem that has lasted for at least 3 months?</p> <p style="padding-left: 40px;">Yes No</p>
<p>72. Do you now need or take medicine prescribed by a doctor?</p> <p style="padding-left: 40px;">Yes No → If No, Go to Question 51</p>	<p>66. Do you now need or take medicine prescribed by a doctor?</p> <p style="padding-left: 40px;">Yes No → If No, Go to Question 68</p>
<p>73. Is this to treat a condition that has lasted for at least 3 months?</p> <p style="padding-left: 40px;">Yes No</p>	<p>67. Is this to treat a condition that has lasted for at least 3 months?</p> <p style="padding-left: 40px;">Yes No</p>
<p>74. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?</p> <p style="padding-left: 40px;">Yes No My doctor did not prescribe any medicines for me in the last 6 months</p>	<p>68. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?</p> <p style="padding-left: 40px;">Yes No My doctor did not prescribe any medicines for me in the last 6 months</p>
<p>75. How confident are you that you can identify</p>	<p>This question was dropped in revised survey</p>

<p>when it is necessary for you to get medical care?</p> <p>Very confident Confident Somewhat confident Not at all confident</p>	
<p>76. Because of any impairment or health problem, do you need help of other persons with your personal care needs, such as eating, dressing, or getting around the house?</p> <p>Yes No</p>	<p>This question was dropped in revised survey</p>
<p>77. Because of any impairment or health problem, do you <u>need help with your routine needs</u>, such as everyday household chores, doing necessary business, shopping, or getting around for other purposes?</p> <p>Yes No</p>	<p>This question was dropped in revised survey</p>
<p>78. Do you have a physical or medical condition that seriously <u>interferes with your independence</u>, participation in the community, or quality of life?</p> <p>Yes No</p>	<p>This question was dropped in revised survey</p>
<p>79. Has a doctor <u>ever</u> told you that you had any of the following conditions?</p> <p><u>No</u></p> <p>a. A heart attack? b. Angina or coronary heart disease? c. A stroke? d. Cancer, <u>other than skin cancer</u>? e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)? f. Any kind of diabetes or high blood sugar?</p>	<p>69. Has a doctor <u>ever</u> told you that you had any of the following conditions?</p> <p><u>No</u></p> <p>a. A heart attack? b. Angina or coronary heart disease? c. A stroke? d. Cancer, <u>other than skin cancer</u>? e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)? f. Any kind of diabetes or high blood sugar?</p>
<p>80. Did you get a flu shot since September 1, 2010?</p> <p>Yes No Don't know</p>	<p>70. Have you had a flu shot since September 1, 2010?</p> <p>Yes No Don't know</p>

<p>81. Have you ever had a pneumonia shot? This shot is usually given only once or twice in a person's lifetime and is different from the flu shot. It is also called the pneumococcal vaccine.</p> <p>Yes No Don't know</p>	<p>71. Have you ever had a pneumonia shot? This shot is usually given only once or twice in a person's lifetime and is different from the flu shot. It is also called the pneumococcal vaccine.</p> <p>Yes No Don't know</p>
<p>82. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?</p> <p>Every day Some days Not at all → If No, Go to Question 68 Don't know → If Don't know, Go to Question 68</p>	<p>72. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?</p> <p>Every day Some days Not at all → If No, Go to Question 59 Don't know → If Don't know, Go to Question 59</p>
<p>83. In the last 6 months, how often were you <u>advised to quit</u> smoking or using tobacco by a doctor or other health provider?</p> <p>Never Sometimes Usually Always I had no visits in the last 6 months.</p>	<p>73. In the last 6 months, how often were you <u>advised to quit</u> smoking or using tobacco by a doctor or other health provider?</p> <p>Never Sometimes Usually Always I had no visits in the last 6 months.</p>
<p>84. What is your age?</p> <p>18 to 24 25 to 34 35 to 44 45 to 54 55 to 64 65 to 69 70 to 74 75 to 79 80 to 84 85 or older</p>	<p>74. What is your age?</p> <p>18 to 24 25 to 34 35 to 44 45 to 54 55 to 64 65 to 69 70 to 74 75 to 79 80 to 84 85 or older</p>
<p>85. Are you male or female?</p> <p>Male Female</p>	<p>75. Are you male or female?</p> <p>Male Female</p>
<p>86. What is the highest grade or level of school that you have completed?</p> <p>8th grade or less</p>	<p>76. What is the highest grade or level of school that you have completed?</p> <p>8th grade or less</p>



<p>Some high school, but did not graduate High school graduate or GED Some college or 2-year degree 4-year college graduate More than 4-year college degree</p>	<p>Some high school, but did not graduate High school graduate or GED Some college or 2-year degree 4-year college graduate More than 4-year college degree</p>
<p>87. Are you of Hispanic or Latino origin or descent? Yes, Hispanic or Latino No, not Hispanic or Latino</p>	<p>77. Are you of Hispanic or Latino origin or descent? Yes, Hispanic or Latino No, not Hispanic or Latino</p>
<p>88. What is your race? Please mark one or more. White Black or African-American Asian Native Hawaiian or other Pacific Islander American Indian or Alaska Native</p>	<p>78. What is your race? Please mark one or more. White Black or African-American Asian Native Hawaiian or other Pacific Islander American Indian or Alaska Native</p>
<p>89. Did someone help you complete this survey? Yes No → If No, Go to Question 75</p>	<p>70. Did someone help you complete this survey? Yes No → If No, Go to Question 72</p>
<p>90. How did that person help you? Please mark one or more. Read the questions to me Wrote down the answers I gave Answered the questions for me Translated the questions into my language Helped in some other way</p>	<p>71. How did that person help you? Please mark one or more. Read the questions to me Wrote down the answers I gave Answered the questions for me Translated the questions into my language Helped in some other way</p>
<p>91. Do you live alone? Yes, I live alone No, I live with others</p>	<p>72. Do you live alone? Yes, I live alone No, I live with others</p>
<p>92. The Medicare Program is trying to learn more about the health care or services provided to people with Medicare. May we contact you again about the health care services that you received? Yes No</p>	<p>73. The Medicare Program is trying to learn more about the health care or services provided to people with Medicare. May we contact you again about the health care services that you received? Yes No</p>