

2011 FFS Survey (April)	2011 FFS Survey Revised
<p>1. Our records show that you are now in Medicare, the health insurance program for people 65 years old or older or persons with certain disabilities. Please answer the following questions in this survey as fully as possible regardless of whether you consider yourself in Medicare.</p> <p>2. Some people who have Medicare also have other insurance to help pay for some of the costs of their health care. Do you have any other insurance that pays at least some of the cost of your health care?</p> <p>Yes If Yes, Go to Question 3 No</p>	<p>1.. Our records show that you are now in Medicare, the health insurance program for people 65 years old or older or persons with certain disabilities. Please answer the following questions in this survey as fully as possible regardless of whether you consider yourself in Medicare.</p> <p>2. Some people who have Medicare also have other insurance to help pay for some of the costs of their health care. Do you have any other insurance that pays at least some of the cost of your health care?</p> <p>Yes If Yes, Go to Question 3 No</p>
<p>3. Please mark the box below for <u>each type</u> of health insurance that you have.</p> <p>Medigap, which may be identified on the front of your policy as “Medicare Supplemental Insurance”</p> <p>Employer, Union, or Retiree Health Coverage (insurance)</p> <p>Veteran’s Benefits, also known as VA benefits</p> <p>Military Retiree Benefits, also known as Tricare</p> <p>Medicaid, also known as State medical assistance, which is for some persons with limited income and resources</p> <p>Any Prescription Drug Plan</p> <p>Other (Please write the name of the other health insurance you currently have on the line below.)</p> <hr/> <p>I don’t have health insurance other than Medicare.</p>	<p>3. Please mark the box below for <u>each type</u> of health insurance that you have.</p> <p>Medigap, which may be identified on the front of your policy as “Medicare Supplemental Insurance”</p> <p>Employer, Union, or Retiree Health Coverage (insurance)</p> <p>Veteran’s Benefits, also known as VA benefits</p> <p>Military Retiree Benefits, also known as Tricare</p> <p>Medicaid, also known as State medical assistance, which is for some persons with limited income and resources</p> <p>Any Prescription Drug Plan</p> <p>Other (Please write the name of the other health insurance you currently have on the line below.)</p> <hr/> <p>I don’t have health insurance other than Medicare.</p>
<p>YOUR HEALTH CARE IN THE LAST 6 MONTHS</p>	<p>YOUR HEALTH CARE IN THE LAST 6 MONTHS</p>
<p>4. 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?</p> <p>Yes</p>	<p>4. 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?</p> <p>Yes</p>

No → If No, Go to Question 5	No → If No, Go to Question 6
<p>5. 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?</p> <p>Never Sometimes Usually Always</p>	<p>5. 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?</p> <p>Never Sometimes Usually Always</p>
<p>6. 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?</p> <p>Yes No → If No, Go to Question 8</p>	<p>6. 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?</p> <p>Yes No → If No, Go to Question 8</p>
<p>7. 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?</p> <p>Never Sometimes Usually Always</p>	<p>7. 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?</p> <p>Never Sometimes Usually Always</p>
<p>8. 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 10 1 2 3 4 5 to 9 10 or more</p>	<p>8. 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 11 1 2 3 4 5 to 9 10 or more</p>
<p>9. 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 Sometimes Usually Always</p>	<p>9. 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 Sometimes Usually Always</p>

<p>10. 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</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 health care possible</p>	<p>10. 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</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 health care possible</p>
<p>11. 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</p> <p>No → If No, Go to Question 13</p>	<p>11. 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</p> <p>No If No, Go to Question 13</p>
<p>12. In the last 6 months, how often was it easy to get the medical equipment you needed through Medicare?</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p>	<p>12. In the last 6 months, how often was it easy to get the medical equipment you needed through Medicare?</p> <p>Never</p> <p>Sometimes</p> <p>Usually</p> <p>Always</p>
Your Personal Doctor	
<p>13. 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</p> <p>No → If No, Go to Question 23</p>	<p>13. 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</p> <p>No → If No, Go to Question 23</p>
<p>14. 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 23</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5 to 9</p> <p>10 or more</p>	<p>14. 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 23</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5 to 9</p> <p>10 or more</p>

<p>15. 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>15. 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>16. In the last 6 months, how often did your personal doctor listen carefully to you?</p> <p>Never Sometimes Usually Always</p>	<p>16. In the last 6 months, how often did your personal doctor listen carefully to you?</p> <p>Never Sometimes Usually Always</p>
<p>17. 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>17. 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>18. In the last 6 months, how often did your personal doctor spend enough time with you?</p> <p>Never Sometimes Usually Always</p>	<p>18. In the last 6 months, how often did your personal doctor spend enough time with you?</p> <p>Never Sometimes Usually Always</p>
<p>19. 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>19. 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>20. In the last 6 months, did you see your personal doctor for a specific illness or for</p>	<p>20. In the last 6 months, did you see your personal doctor for a specific illness or for any</p>

<p>any health conditions?</p> <p>Yes No → If No, Go to Question 22</p>	<p>health conditions?</p> <p>Yes No → If No, Go to Question 22</p>
<p>21. In the last 6 months, how often did your personal doctor give you easy to understand instructions about what to do to take care of this illness or health condition?</p> <p>Never Sometimes Usually Always</p>	<p>21. In the last 6 months, how often did your personal doctor give you easy to understand instructions about what to do to take care of this illness or health condition?</p> <p>Never Sometimes Usually Always</p>
<p>22. In the last 6 months, how often did your personal doctor ask you to describe how you were going to follow these instructions?</p> <p>Never Sometimes Usually Always</p>	<p>22. In the last 6 months, how often did your personal doctor ask you to describe how you were going to follow these instructions?</p> <p>Never Sometimes Usually Always</p>
<p>This question was moved from Specialist section to Personal Doctor Session</p>	<p>23. 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>Getting Health Care From Specialists</p>	<p>Getting Health Care From Specialists</p>
<p>23. 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 28</p>	<p>24. 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 29</p>
<p>24. In the last 6 months, how often was it easy to get appointments with specialists?</p> <p>Never Sometimes Usually Always</p>	<p>25. In the last 6 months, how often was it easy to get appointments with specialists?</p> <p>Never Sometimes Usually Always</p>
<p>25. How many specialists have you seen in the last 6 months?</p> <p>None → If None, Go to Question 28 1 specialist</p>	<p>26. How many specialists have you seen in the last 6 months?</p> <p>None → If None, Go to Question 29 1 specialist</p>

<p>2 3 4 5 or more specialists</p>	<p>2 3 4 5 or more specialists</p>
<p>26. 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? 0 Worst specialist possible 1 2 3 4 5 6 7 8 9 10 Best specialist possible</p>	<p>27. 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? 0 Worst specialist possible 1 2 3 4 5 6 7 8 9 10 Best specialist possible</p>
<p>27. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists? Never Sometimes Usually Always I do not have a personal doctor I did not visit my personal doctor in the last 6 months</p>	<p>28. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists? Never Sometimes Usually Always I do not have a personal doctor I did not visit my personal doctor in the last 6 months</p>
<p>xx. How satisfied are you with the help you received to coordinate your care in the last 6 months? Very dissatisfied Somewhat dissatisfied Neither dissatisfied nor satisfied Somewhat satisfied Very satisfied</p>	<p>This question was moved to the primary doctor section of the survey</p>
<p>Medicare Experience</p>	
<p>28. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan? Yes No → If No, Go to Question 30</p>	<p>29. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan? Yes No → If No, Go to Question 31</p>

<p>29. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through Medicare? Never Sometimes Usually Always</p>	<p>30. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through Medicare? Never Sometimes Usually Always</p>
<p>30. In the last 6 months, did you try to get information or help from Medicare's customer service? Yes No → If No, Go to Question 34</p>	<p>31. In the last 6 months, did you try to get information or help from Medicare's customer service? Yes No → If No, Go to Question 35</p>
<p>31. In the last 6 months, how often did Medicare's customer service give you the information or help you needed? Never Sometimes Usually Always</p>	<p>32. In the last 6 months, how often did Medicare's customer service give you the information or help you needed? Never Sometimes Usually Always</p>
<p>32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? Never Sometimes Usually Always</p>	<p>33. In the last 6 months, how often did Medicare's customer service staff treat you with courtesy and respect? Never Sometimes Usually Always</p>
<p>33. In the last 6 months, did your Medicare give you any forms to fill out? Yes No → If No, Go to Question 35</p>	<p>34. In the last 6 months, did Medicare give you any forms to fill out? Yes No → If No, Go to Question 36</p>
<p>34. In the last 6 months, how often were the forms from your health plan easy to fill out? Never Sometimes Usually Always</p>	<p>35. In the last 6 months, how often were the forms from Medicare easy to fill out? Never Sometimes Usually Always</p>
<p>35. 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 Medicare? 0 Worst health plan possible 1 2 3 4 5</p>	<p>36. 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 Medicare? 0 Worst health plan possible 1 2 3 4 5</p>

<p>6 7 8 9 10 Best health plan possible</p>	<p>6 7 8 9 10 Best health plan possible</p>
<p>36. 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? Yes No Don't know</p>	<p>This question was dropped in revised survey</p>
<p>37. 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? Yes No Don't know</p>	<p>This question was dropped in revised survey</p>
<p>38. 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? Yes No</p>	<p>This question was dropped in revised survey</p>
<p>39. 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? Yes No</p>	<p>This question was dropped in revised survey</p>
<p>40. Did an insurance agent or broker ever switch you to a different health care plan without your permission? Yes No</p>	<p>This question was dropped in revised survey</p>

Your Medicare Rights	Your Medicare Rights
<p>41. Was there ever a time when you believed you needed care or services that your health plan decided not to give you? Yes No → If No, Go to Question 44</p>	<p>37. Was there ever a time when you believed you needed care or services that your health plan decided not to give you? Yes No → If No, Go to Question 43</p>
<p>42. Have you ever asked anyone at your health plan to reconsider a decision not to provide or pay for health care or services? Yes No → If No, Go to Question 47 Don't know → If Don't know, Go to Question 47</p>	<p>38. Have you ever asked anyone at your health plan to reconsider a decision not to provide or pay for health care or services? Yes No → If No, Go to Question 43 Don't know → If Don't know, Go to Question 43</p>
<p>43. When you spoke to your health plan about the decision not to provide care or services, 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 resolve it Discourage you from taking action Do none of these things</p>	<p>39. When you spoke to your health plan about the decision not to provide care or services, 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 resolve it Discourage you from taking action Do none of these things</p>
<p>44. 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</p>	<p>40. 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>45. 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>41. 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>46. Was your complaint or problem settled to your satisfaction? Yes No I am still waiting for it to be settled</p>	<p>42. Was your complaint or problem settled to your satisfaction? Yes No I am still waiting for it to be settled</p>

About You	About You
<p>47. In general, how would you rate your overall health?</p> <p>Excellent Very good Good Fair Poor</p>	<p>43. In general, how would you rate your overall health?</p> <p>Excellent Very good Good Fair Poor</p>
<p>48. In general, how would you rate your overall <u>mental</u> health?</p> <p>Excellent Very good Good Fair Poor</p>	<p>44. In general, how would you rate your overall <u>mental</u> health?</p> <p>Excellent Very good Good Fair Poor</p>
<p>49. 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>Yes No → If No, Go to Question 51</p>	<p>45. 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>Yes No → If No, Go to Question 47</p>
<p>50. Is this a condition or problem that has lasted for at least 3 months?</p> <p>Yes No</p>	<p>46. Is this a condition or problem that has lasted for at least 3 months?</p> <p>Yes No</p>
<p>51. Do you now need or take medicine prescribed by a doctor?</p> <p>Yes No → If No, Go to Question 53</p>	<p>47. Do you now need or take medicine prescribed by a doctor?</p> <p>Yes No → If No, Go to Question 49</p>
<p>52. Is this to treat a condition that has lasted for at least 3 months?</p> <p>Yes No</p>	<p>48. Is this to treat a condition that has lasted for at least 3 months?</p> <p>Yes No</p>
<p>53. In the last 6 months, how often was it easy to get the medicines your doctor prescribed?</p> <p>Never Sometimes Usually Always My doctor did not prescribe any medicines for me in the last 6 months.</p>	<p>49. In the last 6 months, how often was it easy to get the medicines your doctor prescribed?</p> <p>Never Sometimes Usually Always My doctor did not prescribe any medicines for me in the last 6 months.</p>

<p>54. Do you have insurance that pays part or all of the cost of your prescription medicines? Yes No Don't know</p>	<p>50. Do you have insurance that pays part or all of the cost of your prescription medicines? Yes No Don't know</p>
<p>55. In the last 6 months, did you ever delay or not fill a prescription because you felt that you could not afford it? Yes No My doctor did not prescribe any medicines for me in the last 6 months</p>	<p>51. In the last 6 months, did you ever delay or not fill a prescription because you felt that you could not afford it? Yes No My doctor did not prescribe any medicines for me in the last 6 months</p>
<p>56. How confident are you that you can identify when it is necessary for you to get medical care? Very confident Confident Somewhat confident Not at all confident</p>	<p>This question was dropped in revised survey</p>
<p>57. Because of any impairment or health problem, do you <u>need the help</u> of other persons <u>with your personal care needs</u>, such as eating, dressing, or getting around the house? Yes No</p>	<p>This question was dropped in revised survey</p>
<p>58. 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? Yes No</p>	<p>This question was dropped in revised survey</p>
<p>59. Do you have a physical or medical condition that seriously <u>interferes with your independence</u>, participation in the community, or quality of life? Yes No</p>	<p>This question was dropped in revised survey</p>

<p>60. 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>52. 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>61. Did you get a flu shot since September 1, 2010? Yes No Don't know</p>	<p>53. Have you had a flu shot since September 1, 2010? Yes No Don't know</p>
<p>62. 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>54. 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>63. Do you now smoke cigarettes or use tobacco every day, some days, or not at all? 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>55. Do you now smoke cigarettes or use tobacco every day, some days, or not at all? Every day Some days Not at all → If No, Go to Question 57 Don't know → If Don't know, Go to Question 57</p>
<p>64. 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? Never Sometimes Usually Always I had no visits in the last 6 months.</p>	<p>56. 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? Never Sometimes Usually Always I had no visits in the last 6 months.</p>
<p>65. What is your age? 18 to 24 25 to 34</p>	<p>57. What is your age? 18 to 24 25 to 34</p>

<p>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>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>66. Are you male or female? Male Female</p>	<p>58. Are you male or female? Male Female</p>
<p>67. What is the highest grade or level of school that you have completed? 8th grade or less 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>59. What is the highest grade or level of school that you have completed? 8th grade or less 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>68. Are you of Hispanic or Latino origin or descent? Yes, Hispanic or Latino No, not Hispanic or Latino</p>	<p>60. Are you of Hispanic or Latino origin or descent? Yes, Hispanic or Latino No, not Hispanic or Latino</p>
<p>69. 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>61. 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>70. Did someone help you complete this survey? Yes No → If No, Go to Question 72</p>	<p>62. Did someone help you complete this survey? Yes No → If No, Go to Question 64</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>63. 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>72. Do you live alone? Yes, I live alone No, I live with others</p>	<p>64. Do you live alone? Yes, I live alone No, I live with others</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>	<p>65. 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>