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| **UnitedHealthcare comment** | **Action taken to address the comment** | **Applicable attachments** |
| There is a typographical error in Questions 7-12. The second option should read “somewhat disagree” rather than “somewhat agree.” | We changed the response option in line with the suggestion. | H (pre-survey) |
| Question 8 has two extra, unused checkboxes that are missing labels. | We removed these unlabeled response options and now use only a 3-option response scale: extremely confident, somewhat confident, and not at all confident. | I-P |
| For consistency, the word “recommend” in the phrase “probably recommend” in Question 11 should not be capitalized. | We changed the response label so that the word “recommend” is no longer capitalized | I-P |
| For Question 24, it might be confusing to use both the words “risk” and “chance” in the same question. This is inconsistent with the rest of the questions. | We changed the word “chance” to the word “risk” to create within-item and between-item consistency. | I-P |
| In Question 12, the first box in the table reads “Types of Information about Health Plans.” The label should read “Types of Information about Prescription Drug Plans.” | We changed the label as indicated. | J, L, N, and P |
| Is it possible that both Plan B and Plan C are valid responses to Question 17 when there should only be one correct response? | We changed Question 17 so that there is now only one correct response. | J, L, N, and P |
| For Question 14, it is unclear that the phrase “total annual deductible” means the total of the “annual drug deductible” and the “health plan deductible” contained in the display. | We changed the question so that it no longer refers to the “total annual deductible” but to the “total estimated annual cost,” thus removing the ambiguity. | I-P |