

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