MA & PDP CAHPS Survey MA-only Survey

INITIAL COVER LETTER

[SURVEY VENDOR LOGO] [SURVEY VENDOR ADDRESS] [PLAN LOGO ONLY NO ADDRESS]

Dear Medicare Beneficiary:

As a person with Medicare, you deserve to get the highest quality medical care when you need it, from doctors that you trust. The Centers for Medicare & Medicaid Services (CMS) is the federal agency that administers the Medicare program and its responsibility is to ensure that you get high quality care at a reasonable price. One of the ways CMS can fulfill that responsibility is to find out directly from you about the care you are currently receiving under the Medicare program and your Medicare health plan.

CMS is conducting a survey of people in Medicare health plans to learn more about the health care services you receive. Your name was selected at random by CMS from among the enrollees in your health plan. We would greatly appreciate it if you would take the time, about 15 minutes, to fill out this questionnaire. The accuracy of the results depends on getting answers from you and other people with Medicare selected for this survey. This is your opportunity to help CMS and your health plan serve you better.

If you changed your Medicare plan for 2017, please answer the questions in the survey thinking about your experiences in the last six months of 2016. All information you provide will be held in confidence and is protected by the Privacy Act. The information you provide will not be shared with anyone other than authorized persons at CMS and [SURVEY VENDOR NAME]. You do not have to participate in this survey. Your help is voluntary, and your decision to participate or not to participate will not affect your Medicare benefits in any way. However, your knowledge and experiences will help other people with Medicare make more informed choices about their health plan, so we hope you will choose to help us.

If you have any questions about the survey, please call [VENDOR DESIGNATE] with [SURVEY VENDOR NAME] toll-free at 1-XXX-XXXX, Monday through Friday, between XX:XX a.m. and XX:XX p.m.

Thank you in advance for your participation.

Sincerely,

Signature [SENIOR OFFICIAL OF SURVEY VENDOR]

Nota: Si le gustaría recibir una copia de la encuesta en español, por favor llame gratis a [VENDOR DESIGNATE] de [SURVEY VENDOR NAME] al 1-xxx- xxx-xxxx de lunes a viernes entre XX:XX a.m. y XX:XX p.m.

Medicare Experience Survey

MEDICARE SURVEY INSTRUCTIONS

This survey asks about you and the health care you received <u>in the last six months</u>. Answer each question thinking about <u>yourself</u>. Please take the time to complete this survey. Your answers are very important to us. Please return the survey with your answers in the enclosed postage-paid envelope to [Survey Vendor].

• Answer <u>all</u> the questions by putting an "X" in the box to the left of your answer, like this:

🛛 Yes

- Be sure to read <u>all</u> the answer choices given before marking your answer.
- You are sometimes told not to answer some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this: [→If No, Go to Question 3]. See the example below:

EXAMPLE

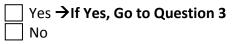
- 1. Do you wear a hearing aid now?
 - Yes
 - \square No →If No, Go to Question 3
- 2. How long have you been wearing a hearing aid?
 - Less than one year 1 to 3 years
 - _ More than 3 years
 - I don't wear a hearing aid

3. In the last 6 months, did you have any headaches?

\boxtimes	Yes
	No

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-0732 (Expires: TBD). The time required to complete this information collection is estimated to average 15 minutes, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C1-25-05, Baltimore, Maryland 21244-1850.

 Our records show that in 2016 your health services were covered by the plan named on the back page. Is that right?



 Please write below the name of the health plan you had in 2016 and complete the rest of the survey based on the experiences you had with that plan. (Please print)

Your Health Care in the Last 6 Months

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

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?



5. In the last 6 months, did you make any appointments for a <u>check-up or</u> <u>routine care</u> at a doctor's office or clinic?

Yes No →If No, Go to Question 7

6. In the last 6 months, how often did you get an appointment for a <u>check-up or routine care</u> as soon as you needed?



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?

☐ None →If None, Go to Question 9	
1 time	
2	
3	
4	
5 to 9	
10 or more times	

8. 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?

Never
Sometimes
Usually
Always

9. 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?

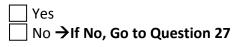


10. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?



Your Personal Doctor

11. 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?



12. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

🗌 No	one →If None, Go to
	Question 27
🗌 1 t	ime
2	
3	
4	
🗌 5 t	io 9
10	or more times

- 13. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
 - Never
 Sometimes
 Usually
 Always
- 14. In the last 6 months, how often did your personal doctor listen carefully to you?
 - Never Sometimes Usually Always

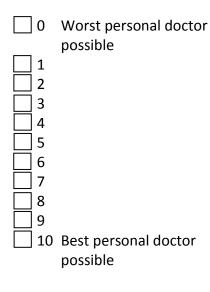
15. In the last 6 months, how often did your personal doctor show respect for what you had to say?

Never
Sometimes
Usually
Always

16. In the last 6 months, how often did your personal doctor spend enough time with you?



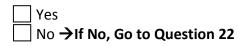
17. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?



18. In the last 6 months, when you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care?



19. In the last 6 months, did your personal doctor order a blood test, x-ray or other test for you?



20. 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 personal doctor's office follow up to give you those results?

] Never →If Never, Go to
Question 22
Sometimes

Usually Always

21. In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did you get those results as soon as you needed them?



- **22.** In the last 6 months, did you take any prescription medicine?
 - Yes No →If No, Go to Question 24
- 23. In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?

Never
Sometimes
Usually
Always

24. In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service?

Yes
No →If No, Go to Question 27

25. In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?

Yes

 \bigcirc No \rightarrow If No, Go to Question 27

26. In the last 6 months, did you <u>get</u> <u>the help you needed</u> from your personal doctor's office to manage your care among these different providers and services?

Yes, definitely
Yes, somewhat

Getting Health Care From Specialists

- 27. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Is your <u>personal</u> <u>doctor</u> a specialist?
 - Yes →If Yes, Please include your personal doctor as you answer these questions about specialists
 No

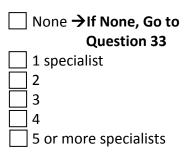
I do not have a personal doctor

28. In the last 6 months, did you make any appointments to see a specialist?

Yes
 No →If No, Go to Question 33
 Someone else made my specialist appointments for me

- **29**. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?
 - Never
 Sometimes
 Usually
 Always

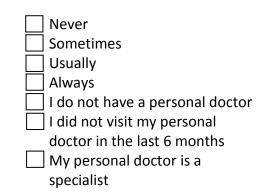
30. How many specialists have you seen in the last 6 months?



31. We want to know your rating of the specialist you saw <u>most often</u> 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?

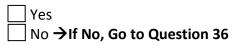


32. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?



Your Health Plan

33. In the last 6 months, did you get information or help from your health plan's customer service?



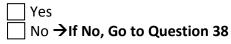
34. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?



35. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?



36. In the last 6 months, did your health plan give you any forms to fill out?



- **37**. In the last 6 months, how often were the forms from your health plan easy to fill out?
 - Never Sometimes Usually Always
- 38. 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?



39. A co-pay is the amount of money you pay at the time of a visit to a doctor's office or clinic. In the last 6 months, did your health plan offer to lower the amount of your co-pay because you have a health condition (like high blood pressure)?



40. Your health plan benefits are the types of health care and services you can get under the plan. In the last 6 months, did your health plan offer you extra benefits because you have a health condition (like high blood pressure)?

Yes
No

About You

41. In general, how would you rate your overall health?

Excellent
Very good
Good
Fair
Poor

42. In general, how would you rate your overall <u>mental or emotional</u> health?

Excellent
Very good
Good
Fair
Poor

43. In the last 6 months, did you spend one or more nights in a hospital?



44. In the last 6 months, how often was it easy to get the medicines your doctor prescribed?

Never
Sometimes
Usually
Always

- My doctor did not prescribe any medicines for me in the last 6 months
- **45**. Do you have insurance that pays part or all of the cost of your prescription medicines?

Yes
No
Don't know

- **46**. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?
 - Yes
 No
 My doctor did not prescribe any medicines for me in the last 6 months
- **47**. In the last 6 months, did you receive any mail order medicines that you did not request?

Yes
No
Don't know

48. Has a doctor <u>ever</u> told you that you had any of the following conditions?

		<u>Yes</u>	<u>No</u>
a.	A heart attack?	\square	
b.	Angina or coronary		
	heart disease?		
c.	Hypertension		
	or high blood		
	pressure?		
d.	Cancer, <u>other than</u>		
	<u>skin cancer</u> ?		
e.	Emphysema, asthma		
	or COPD (chronic		
	obstructive pulmo-		
	nary disease)?		
f.	Any kind of diabetes		
	or high blood		
	sugar?		

49. Do you have serious difficulty walking or climbing stairs?

Yes
No

50. Do you have difficulty dressing or bathing?

Yes
No

51. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?

Yes
No

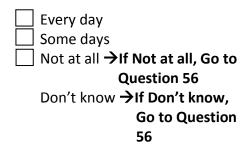
52. Have you had a flu shot since July 1, 2016?

Yes
No
Don't know

53. Have you ever had one or more pneumonia shots? Two shots are usually given in a person's lifetime and these are different from a flu shot. It is also called the pneumococcal vaccine.

Yes
No
Don't know

54. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?



- 55. 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
- **56.** 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

57. Are you of Hispanic or Latino origin or descent?

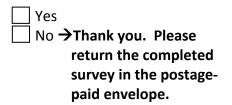
Yes, Hispanic or Latino No, not Hispanic or Latino

- **58**. 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
- **59**. How many people live in your household now, including yourself?
 - 1 person
 2 to 3 people
 4 or more people
- **60**. Do you ever use the internet at home?
 - Yes No

61. The Medicare Program is trying to learn more about the health care or services provided to people with Medicare. May Medicare contact you again about the health care services that you received?



62. Did someone help you complete this survey?



- **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

Thank you.

Please return the completed survey in the postage-paid envelope. [SURVEY VENDOR ADDRESS]

Contract Name:_____