

**Table: Survey Item Crosswalk for MA-PD Questionnaire**

Survey Section	Proposed Question	Existing Question
Introductory Items	1. Our records show that in 2016 your health services were covered by the plan named on the back page. Is that right?	1. Our records show that in 2015 your health services were covered by the plan named on the back page. Is that right?
	2. 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)	2. Please write below the name of the health plan you had in 2015 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	3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
	CHANGE IN WORDING 4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?
	CHANGE IN WORDING 5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?	5. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?
	CHANGE IN WORDING 6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?	6. In the last 6 months, not 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?
	7. In the last 6 months, not 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?	7. In the last 6 months, not 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?
	8. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?	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 within 15 minutes of your appointment time?
	No comparable question	9. In the last 6 months, did you phone a doctor's office or clinic with a medical question after regular office hours?
	No comparable question	10. In the last 6 months, when you phoned a doctor's office or clinic after regular office hours, how often did you get an answer to your medical question as soon as you needed?
	No comparable question	11. In the last 6 months, when you phoned a doctor's office or clinic after regular office hours, how long did it take for someone to call you back?
	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?	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?
CHANGE IN WORDING AND PLACEMENT 10. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?	40. 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?	

Survey Section	Proposed Question	Existing Question
<b>Your Personal Doctor</b>	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?	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?
	12. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?
	13. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
	14. In the last 6 months, how often did your personal doctor listen carefully to you?	16. In the last 6 months, how often did your personal doctor listen carefully to you?
	15. In the last 6 months, how often did your personal doctor show respect for what you had to say?	17. In the last 6 months, how often did your personal doctor show respect for what you had to say?
	16. In the last 6 months, how often did your personal doctor spend enough time with you?	18. 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?	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?
	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?	20. 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?	21. 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?	22. 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?
	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?	23. 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?	24. In the last 6 months, did you take any prescription medicine?
	23. In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	25. In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?
	No comparable question	26. Doctors may use computers or handheld devices during an office visit to do things like look up your information or order prescription medicines. In the last 6 months, did your personal doctor use a computer or handheld device during any of your visits?
	No comparable question	27. During your visits in the last 6 months, was your personal doctor's use of a computer or handheld device helpful to you?

Survey Section	Proposed Question	Existing Question
	No comparable question	28. During your visits in the last 6 months, did your personal doctor's use of a computer or handheld device make it harder or easier for you to talk to him or her?
	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?	29. 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?
	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?	30. 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?
	26. In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?	31. In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?
	No comparable question	32. Visit notes sum up what was talked about on a visit to a doctor's office. Visit notes may be available on paper, on a website or by e-mail. In the last 6 months, did anyone in your personal doctor's office offer you visit notes?
<b>Getting Health Care From Specialists</b>	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 personal doctor a specialist?	33. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Is your personal doctor a specialist?
	CHANGE IN WORDING 28. In the last 6 months, did you make any appointments to see a specialist?	34. In the last 6 months, did you try to make any appointments to see a specialist?
	CHANGE IN WORDING 29. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	35. In the last 6 months, how often was it easy to get appointments with specialists?
	30. How many specialists have you seen in the last 6 months?	36. How many specialists have you seen in the last 6 months?
	31. 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?	37. 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?
	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?	38. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists?
<b>Your Health Plan</b>	No comparable question	39. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?

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	CHANGE IN WORDING AND PLACEMENT 10. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?	40. 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?
	33. In the last 6 months, did you get information or help from your health plan's customer service?	41. In the last 6 months, did you try to 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?	42. 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?	43. 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?	44. 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?	45. In the last 6 months, how often were the forms from your health plan easy to fill out?
	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?	46. 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)?	No comparable question
	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)?	No comparable question
	No comparable question	47. In the last 6 months, did anyone from a doctor's office or your health plan contact you:  47a. To remind you to make appointments for tests or treatment? 47b. To remind you to get a flu shot or other immunization? 47c. To remind you about screening tests such as breast cancer or colorectal cancer screening?
	CHANGE IN PLACEMENT 50. In the last 6 months, did you spend one or more nights in a hospital?	48. In the last 6 months, did you spend one or more nights in a hospital?
	No comparable question	49. In the last 6 months, did anyone from a doctor's office or your health plan contact you to follow up about your hospital stay?
<b>Your Medicare Rights</b>	No comparable question	50. 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?
	No comparable question	51. 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?

Survey Section	Proposed Question	Existing Question
	No comparable question	<p>52. 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>52a. Tell you that you can file an appeal  52b. Offer to send you forms that you need in order to file an appeal  52c. Suggest how to resolve your complaint  52d. Listen to your complaint but did not help to resolve it  52e. Discourage you from taking action  52f. Do none of these things</p>
	No comparable question	53. In the last 6 months, have you called or written your health plan with a complaint or problem?
	No comparable question	54. Thinking about the complaint process, regardless of whether you agree or disagree with the final outcome, how satisfied are you with how your health plan handled your complaint?
	No comparable question	55. How long did it take for your health plan to settle your complaint?
	No comparable question	56. Was your complaint or problem settled to your satisfaction?
<b>Your Prescription Drug Plan</b>	No comparable question	57. You contact customer service to get information about what is covered and how to use a drug plan. In the last 6 months, did you try to get information or help about prescriptions from your prescription drug plan's customer service?
	No comparable question	58. 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?
	No comparable question	59. In the last 6 months, how often did your prescription drug plan's customer service staff treat you with courtesy and respect when you tried to get information or help about prescription drugs?
	No comparable question	60. In the last 6 months, did you try to get information from your prescription drug plan about which prescription medicines were covered?
	No comparable question	61. 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?
	No comparable question	62. 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?

Survey Section	Proposed Question	Existing Question
	No comparable question	63. 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 medicines?
	No comparable question	64. In the last 6 months, how many different prescription medicines did you fill or have refilled?
	No comparable question	65. In the last 6 months, did a doctor prescribe a medicine for you that your prescription drug plan did not cover?
	No comparable question	66. When this happened, did you contact your prescription drug plan to ask them to cover the medicine your doctor prescribed?
	No comparable question	67. When you contacted your prescription drug plan about the decision not to cover a prescription medicine did they...  67a. Tell you that you can file an appeal 67b. Offer to send you forms that you need in order to file an appeal 67c. Suggest how to resolve your complaint 67d. Listen to your complaint but did not help to resolve it 67e. Discourage you from taking action 67f. Do none of the above 67g. All my prescribed medicines were covered
	41. In the last 6 months, did anyone from a doctor's office, pharmacy or your prescription drug plan contact you:  41a. To make sure you filled or refilled a prescription? 41b. To make sure you were taking medications as directed?	68. In the last 6 months, did anyone from a doctor's office, pharmacy or your prescription drug plan contact you:  68a. To make sure you filled or refilled a prescription? 68b. To make sure you were taking medications as directed?
	42. In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?	69. In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?
	43. In the last 6 months, did you ever use your prescription drug plan to fill a prescription at your local pharmacy?	70. In the last 6 months, did you ever use your prescription drug plan to fill a prescription at your local pharmacy?
	44. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy?	71. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy?
	45. In the last 6 months, did you ever use your prescription drug plan to fill a prescription by mail?	72. In the last 6 months, did you ever use your prescription drug plan to fill a prescription by mail?
	46. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?	73. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?
	47. 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?	74. 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?

Survey Section	Proposed Question	Existing Question
	No comparable question	75. Would you recommend your prescription drug plan for coverage of prescription drugs to other people like yourself?
<b>About You</b>	48. In general, how would you rate your overall health?	76. In general, how would you rate your overall health?
	49. In general, how would you rate your overall mental or emotional health?	77. In general, how would you rate your overall mental or emotional health?
	CHANGE IN PLACEMENT 50. In the last 6 months, did you spend one or more nights in a hospital?	48. In the last 6 months, did you spend one or more nights in a hospital?
	No comparable question	78. In the past 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?
	No comparable question	79. Is this a condition or problem that has lasted for at least 3 months?
	No comparable question	80. Do you now need or take any medicine prescribed by a doctor for any condition?
	No comparable question	81. Is this to treat a condition that has lasted for at least 3 months?
	51. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?	82. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?
	52. In the last 6 months, did you receive any mail order medicines that you did not request?	83. In the last 6 months, did you receive any mail order medicines that you did not request?
	53. Has a doctor ever told you that you had any of the following conditions?  53a. A heart attack? 53b. Angina or coronary heart disease? 53c. Hypertension or high blood pressure? 53d. Cancer, other than skin cancer? 53e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)? 53f. Any kind of diabetes or high blood sugar?	84. Has a doctor ever told you that you had any of the following conditions?  84a. A heart attack? 84b. Angina or coronary heart disease? 84c. Hypertension or high blood pressure? 84d. Cancer, other than skin cancer? 84e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)? 84f. Any kind of diabetes or high blood sugar?
	54. Do you have serious difficulty walking or climbing stairs?	No comparable question
	55. Do you have difficulty dressing or bathing?	No comparable question
	56. Because of a physical, mental or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?	No comparable question
	57. Have you had a flu shot since July 1, 2016?	85. Have you had a flu shot since July 1, 2015?
	CHANGE IN WORDING 58. 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.	86. 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 a flu shot. It is also called the pneumococcal vaccine.
	59. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	87. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

Survey Section	Proposed Question	Existing Question
	60. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider?	88. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider?

Survey Section	Proposed Question	Existing Question
	61. What is the highest grade or level of school that you have completed?	89. What is the highest grade or level of school that you have completed?
	62. Are you of Hispanic or Latino origin or descent?	90. Are you of Hispanic or Latino origin or descent?
	63. What is your race? Please mark one or more.	91. What is your race? Please mark one or more.
	64. How many people live in your household now, including yourself?	92. How many people live in your household now, including yourself?
	65. Do you ever use the internet at home	No comparable question
	66. 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?	93. 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?
	67. Did someone help you complete this survey?	94. Did someone help you complete this survey?
	68. How did that person help you? Please mark one or more.  68a. Read the questions to me 68b. Wrote down the answers I gave 68c. Answered the questions for me 68d. Translated the questions into my language 68e. Helped in some other way	95. How did that person help you? Please mark one or more.  95a. Read the questions to me 95b. Wrote down the answers I gave 95c. Answered the questions for me 95d. Translated the questions into my language 95e. Helped in some other way