

## Survey Item Crosswalk for MA-Only Questionnaires

Survey Section	Proposed Question	Existing Question
<b>Introductory Items</b>	1. Our records show that in 2015 your health services were covered by the plan named on the back page. Is that right?	1. Our records show that in 2011 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 2015 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 2011 and complete the rest of the survey based on the experiences you had with that plan. (Please print)
<b>Your Health Care in the Last 6 Months</b>	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?
	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?	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?
	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?	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?
	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?	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. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?
	9. In the last 6 months, did you phone a doctor's office or clinic with a medical question after regular office hours?	9. In the last 6 months, did you phone a doctor's office or clinic with a medical question after regular office hours?
	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?	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?
	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?	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?
	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?	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?

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	No comparable question	13. 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?
	No comparable question	14. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?
<b>Your Personal Doctor</b>	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?	15. 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?
	14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?
	15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?
	16. In the last 6 months, how often did your personal doctor listen carefully to you?	18. In the last 6 months, how often did your personal doctor listen carefully to you?
	17. In the last 6 months, how often did your personal doctor show respect for what you had to say?	19. In the last 6 months, how often did your personal doctor show respect for what you had to say?
	18. In the last 6 months, how often did your personal doctor spend enough time with you?	20. In the last 6 months, how often did your personal doctor spend enough time with you?
	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?	21. 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?
	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?	22. 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?
	21. In the last 6 months, did your personal doctor order a blood test, x-ray or other test for you?	23. In the last 6 months, did your personal doctor order a blood test, x-ray or other test for you?
	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?	24. 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?
	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?	25. 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?
	24. In the last 6 months, did you take any prescription medicine?	26. In the last 12 months, did you take any prescription medicine?
	25. In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	27. In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?
	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

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	27. During your visits in the last 6 months, was your personal doctor's use of a computer or handheld device helpful to you?	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?	No comparable question
	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?	28. 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?
	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?	29. 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?
	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?	30. 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	31. How satisfied are you with the help you got from your personal doctor's office to manage your care among these different providers and services in the last 6 months?
	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?	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>	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?	No comparable question
	34. In the last 6 months, did you try to make any appointments to see 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. In the last 6 months, did you try to make any appointments to see a specialist?
	35. In the last 6 months, how often was it easy to get appointments with specialists?	34. In the last 6 months, how often was it easy to get appointments with specialists?
	36. How many specialists have you seen in the last 6 months?	35. How many specialists have you seen in the last 6 months?
	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?	36. 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?
	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?	37. 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>	39. In the last 6 months, did you try to get any kind of care, tests or treatment through your health plan?	38. In the last 6 months, did you try to get any kind of care, tests or treatment through your health plan?

Survey Section	Proposed Question	Existing Question
	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?	39. 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?
	41. In the last 6 months, did you try to get information or help from your health plan's customer service?	40. In the last 6 months, did you try to get information or help from your health plan's customer service?
	42. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	41. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?
	43. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	42. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?
	44. In the last 6 months, did your health plan give you any forms to fill out?	43. In the last 6 months, did your health plan give you any forms to fill out?
	45. In the last 6 months, how often were the forms from your health plan easy to fill out?	44. In the last 6 months, how often were the forms from your health plan easy to fill out?
	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?	45. 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?
	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?	No comparable question
	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?	No comparable question
<b>Your Medicare Rights</b>	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?	46. 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?
	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?	47. 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
	52. When you spoke to your health plan about the decision not to provide care or services, did they... Please mark one or more.  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	48. When you spoke to your health plan about the decision not to provide care or services, did they... Please mark one or more.  48a. Tell you that you can file an appeal 48b. Offer to send you forms that you need in order to file an appeal 48c. Suggest how to resolve your complaint 48d. Listen to your complaint but did not help to resolve it 48e. Discourage you from taking action 48f. Do none of these things
	53. In the last 6 months, have you called or written your health plan with a complaint or problem?	49. In the last 6 months, have you called or written your health plan with a complaint or problem?
	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?	50. 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?
	55. How long did it take for your health plan to settle your complaint?	51. How long did it take for your health plan to settle your complaint?
	56. Was your complaint or problem settled to your satisfaction?	48. Was your complaint or problem settled to your satisfaction?
<b>About You</b>	57. In general, how would you rate your overall health?	53. In general, how would you rate your overall health?
	58. In general, how would you rate your overall mental or emotional health?	54. In general, how would you rate your overall mental health?
	59. In the past 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?	55. In the past 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?
	60. Is this a condition or problem that has lasted for at least 3 months?	56. Is this a condition or problem that has lasted for at least 3 months?
	61. Do you now need or take any medicine prescribed by a doctor for any condition?	57. Do you now need or take medicine prescribed by a doctor?
	62. Is this to treat a condition that has lasted for at least 3 months?	58. Is this to treat a condition that has lasted for at least 3 months?
	63. In the last 6 months, how often was it easy to get the medicines your doctor prescribed?	59. In the last 6 months, how often was it easy to get the medicines your doctor prescribed?
	64. Do you have insurance that pays part or all of the cost of your prescription medicines?	60. Do you have insurance that pays part or all of the cost of your prescription medicines?
	65. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?	61. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?
	66. In the last 6 months, did you receive any mail order medicines that you did not request?	No comparable question

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	<p>67. Has a doctor ever told you that you had any of the following conditions?</p> <p>67a. A heart attack?</p> <p>67b. Angina or coronary heart disease?</p> <p><b>NO SUCH RESPONSE OPTION</b></p> <p><b>67c. Hypertension or high blood pressure?</b></p> <p>67d. Cancer, other than skin cancer?</p> <p>67e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)?</p> <p>67f. Any kind of diabetes or high blood sugar?</p>	<p>62. Has a doctor ever told you that you had any of the following conditions?</p> <p>62a. A heart attack?</p> <p>62b. Angina or coronary heart disease?</p> <p><b>62c. A stroke</b></p> <p><b>NO SUCH RESPONSE OPTION</b></p> <p>62d. Cancer, other than skin cancer?</p> <p>62e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)?</p> <p>62f. Any kind of diabetes or high blood sugar??</p>
	<b>68. Have you had a flu shot since July 1, 2015?</b>	<b>63. Have you had a flu shot since September 1, 2011?</b>
	69. 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.	64. 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.
	70. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	65. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
	71. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider?	66. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider?
	No comparable question	67. What is your age?
	No comparable question	68. Are you male or female?
	72. What is the highest grade or level of school that you have completed?	69. What is the highest grade or level of school that you have completed?
	73. Are you of Hispanic or Latino origin or descent?	70. Are you of Hispanic or Latino origin or descent?
	74. What is your race? Please mark one or more.	71. What is your race? Please mark one or more.
	75. How many people live in your household now, including yourself?	No comparable question
	76. 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?	75. 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?
	77. Did someone help you complete this survey?	72. Did someone help you complete this survey?
	78. How did that person help you? Please mark one or more.	73. How did that person help you? Please mark one or more.
	78a. Read the questions to me	73a. Read the questions to me
	78b. Wrote down the answers I gave	73b. Wrote down the answers I gave
	78c. Answered the questions for me	73c. Answered the questions for me
	78d. Translated the questions into my language	73d. Translated the questions into my language
	78e. Helped in some other way	73e. Helped in some other way
	No comparable question	74. Do you live alone?