

## Interview Guide

*Provide participant consent form, cover content with participant, and collect signed form.*

Today we are going to discuss your health insurance benefits and coverage information based on what you looked for and brought in for us to review.

1. Can you describe the process you went through to obtain your coverage?
  - a. Where did you purchase this coverage from?
  - b. Were you the one who purchased the coverage, or did a family member or spouse purchase it on your behalf? If you did not purchase it, are you confident that it was not purchased on an insurance Marketplace/exchange?
2. What health policy information were you able to find and bring with you today? [If necessary, probe: Is there anything you found but did not bring with you?]
3. When did you receive these documents? [If necessary, probe: Did you receive it before or after you were asked to participate in this research?]
4. What health insurance benefits and coverage information was easy to find? [If necessary, probe: Can you tell me more about why this was easy to find?]
5. What health insurance benefits and coverage information was hard to find? [If necessary, probe: Can you tell me more about why it was difficult to find?]
6. What health insurance benefits and coverage information was easy to bring with you? [If necessary, probe: Can you tell me more about why this was easy to bring?]
7. What health insurance benefits and coverage was hard to bring with you? [If necessary, probe: Can you tell me more about why it was difficult to bring?]
8. How did you decide what type of information to look for?
9. Would you say there are other sources of health insurance benefits and coverage information that you know of that you could have accessed and brought with you, but did not?
10. Were there any obstacles that stopped you from getting additional health insurance benefits and coverage information?
11. About how much time did you spend collecting health insurance benefits and coverage information before we met today?
12. Did you use the health insurance benefits and coverage checklist? How did you use it?
13. Could you describe for me what steps you took to collect the health insurance benefits and coverage information? [If the participant called insurance company or employer, follow up with number of phone calls made and which department they ultimately had success with. If the participant found information via the web, follow up with how many websites they searched, or which keywords or website ultimately led to success in finding the information they sought.]

## Attachment G – Interview Guide

14. What part of collecting health insurance benefits and coverage information took the most time? [If necessary, probe: Can you tell me more about why this took the most time?]
15. Who in your household contributed this health insurance benefits and coverage information? [If multiple people contributed, probe: Can you tell me more about who contributed what type of information?]
16. Did you ask your insurance company for help accessing or printing any health insurance benefits and coverage information?
17. Did you receive help from your insurance company to access or print any health insurance benefits and coverage information? [If necessary probe: Can you tell me more about how your insurance company helped you?]
18. Did you contact the marketplace or exchange for help accessing or printing any health insurance benefits and coverage information?
19. Did you receive help from someone at the marketplace or exchange to access or print any health insurance benefits and coverage information? [If necessary probe: Can you tell me more about how someone at the marketplace helped you?]
20. Who in your household usually keeps track of health insurance benefits and coverage information and insurance coverage?
21. Are there other members of your family who have health policies that we have not talked about so far? [If yes:]
  - a. What type(s) of health plans are those?
  - b. How confident are you that you could obtain similar documents for those plans?
  - c. Do you feel that obtaining similar documents for those plans would be more burdensome than getting the documents you provided today? Less burdensome? About the same?
  - d. Do you tend to store this documentation in one place for all the members of your family?
22. Did you try to access anything [else] electronically?
23. Is there anything else you would like to discuss about your experiences collecting health insurance benefits and coverage information?
24. How burdensome was collecting health insurance benefits and coverage information to you?
25. Do you feel other people that we ask to collect health insurance benefits and coverage information would find the process easy or burdensome? [If necessary, probe: Why?]
- 26) How burdensome was today's interview to you? [If necessary, probe: Why?]