

FFS Survey

Existing Question	Proposed Question	Type of Change	Reason for Change	Burden Change
<p>1. Some people who have Medicare also have other insurance to help pay for some of the costs of their health care. Do you have any other insurance that pays at least some of the cost of your health care?</p>	<p>1. Some people who have Medicare also have other insurance to help pay for some of the costs of their health care. Do you have any other insurance that pays at least some of the cost of your health care?</p>	-	-	-
<p>2. Please mark the box below for <u>each type</u> of health insurance that you have.</p> <p>2a. Medigap, which may be identified on the front of your policy as “Medicare Supplemental Insurance”</p> <p>2b. Employer, Union, or Retiree Health Coverage (insurance)</p> <p>2c. Veteran’s Benefits, also known as VA benefits</p> <p>2d. Military Retiree Benefits, also known as Tricare</p> <p>2e. Medicaid, also known as State medical assistance, which is for some persons with limited income and resources</p> <p>2f. Any Prescription Drug Plan</p> <p>2g. Other (Please write the name of the other health insurance you currently have on the line below.)</p> <p>2h. I don’t have health insurance other than Medicare.</p>	<p>2. Please mark the box below for <u>each type</u> of health insurance that you have.</p> <p>2a. Medigap, which may be identified on the front of your policy as “Medicare Supplemental Insurance”</p> <p>2b. Employer, Union, or Retiree Health Coverage (insurance)</p> <p>2c. Veteran’s Benefits, also known as VA benefits</p> <p>2d. Military Retiree Benefits, also known as Tricare</p> <p>2e. Medicaid, also known as State medical assistance, which is for some persons with limited income and resources</p> <p>2f. Any Prescription Drug Plan</p> <p>2g. Other (Please write the name of the other health insurance you currently have on the line below.)</p> <p>2h. I don’t have health insurance other than Medicare.</p>	-	-	-
<p>3. 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?</p>	<p>3. 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?</p>	-	-	-

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<p>4. In the last 6 months, when you <u>needed care right away</u>, how often did you get care as soon as you needed?</p>	<p>4. In the last 6 months, when you <u>needed care right away</u>, how often did you get care as soon as you needed?</p>	-	-	-
<p>5. In the last 6 months, did you make any appointments for <u>a check-up or routine care</u> at a doctor's office or clinic?</p>	<p>5. In the last 6 months, did you make any appointments for <u>a check-up or routine care</u> at a doctor's office or clinic?</p>	-	-	-
<p>6. In the last 6 months, how often did you get an appointment for <u>a check-up or routine care</u> as soon as you needed?</p>	<p>6. In the last 6 months, how often did you get an appointment for <u>a check-up or routine care</u> as soon as you needed?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>10. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?</p>	<p>10. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>12. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?</p>	<p>12. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?</p>	-	-	-

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13. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	13. 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?	14. 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?	15. 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?	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?	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?	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?	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?	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?	-	-	-
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?	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?	-	-	-

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22. In the last 6 months, did you take any prescription medicine?	22. 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?	23. In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?	-	-	-
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?	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?	-	-	-
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?	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?	-	-	-
26. In the last 6 months, did you <u>get the help you needed</u> from your personal doctor's office to manage your care among these different providers and services?	26. In the last 6 months, did you <u>get the help you needed</u> from your personal doctor's office to manage your care among these different providers and services?	-	-	-
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 doctor</u> a specialist?	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 doctor</u> a specialist?	-	-	-
28. In the last 6 months, did you make any appointments to see a specialist?	28. In the last 6 months, did you make any appointments to see a specialist?	-	-	-
29. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	29. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	-	-	-
30. How many specialists have you seen in the last 6 months?	30. How many specialists have you seen in the last 6 months?	-	-	-

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<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>33. How likely are you to change doctors if you are dissatisfied with the way you and your doctor communicate?</p>	<p>33. How likely are you to change doctors if you are dissatisfied with the way you and your doctor communicate?</p>	-	-	-
<p>34. How likely are you to tell your doctor when you disagree with him or her?</p>	<p>34. How likely are you to tell your doctor when you disagree with him or her?</p>	-	-	-
<p>35. In the last 6 months, how often did you leave your doctor's office feeling that all of your concerns or questions were fully answered?</p>	<p>35. In the last 6 months, how often did you leave your doctor's office feeling that all of your concerns or questions were fully answered?</p>	-	-	-
<p>36. In the last 6 months, how often did you make sure you understood the results of any medical test or procedure such as x-ray, blood test, or EKG for heart conditions?</p>	<p>36. In the last 6 months, how often did you make sure you understood the results of any medical test or procedure such as x-ray, blood test, or EKG for heart conditions?</p>	-	-	-
<p>37. In the last 6 months, did you get information or help from Medicare's customer service?</p>	<p>37. In the last 6 months, did you get information or help from Medicare's customer service?</p>	-	-	-
<p>38. In the last 6 months, how often did Medicare's customer service give you the information or help you needed?</p>	<p>38. In the last 6 months, how often did Medicare's customer service give you the information or help you needed?</p>	-	-	-

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<p>39. In the last 6 months, how often did Medicare's customer service staff treat you with courtesy and respect?</p>	<p>39. In the last 6 months, how often did Medicare's customer service staff treat you with courtesy and respect?</p>	-	-	-
<p>40. In the last 6 months, did Medicare give you any forms to fill out?</p>	<p>40. In the last 6 months, did Medicare give you any forms to fill out?</p>	-	-	-
<p>41. In the last 6 months, how often were the forms from Medicare easy to fill out?</p>	<p>41. In the last 6 months, how often were the forms from Medicare easy to fill out?</p>	-	-	-
<p>42. 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 Medicare?</p>	<p>42. 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 Medicare?</p>	-	-	-
<p>43. In general, how would you rate your overall health?</p>	<p>43. In general, how would you rate your overall health?</p>	-	-	-
<p>44. In general, how would you rate your overall <u>mental or emotional</u> health?</p>	<p>44. In general, how would you rate your overall <u>mental or emotional</u> health?</p>	-	-	-
<p>45. In the last 6 months, did you spend one or more nights in a hospital?</p>	<p>45. In the last 6 months, did you spend one or more nights in a hospital?</p>	-	-	-
<p>46. In the last 6 months, how often was it easy to get the medicines your doctor prescribed?</p>	<p>46. In the last 6 months, how often was it easy to get the medicines your doctor prescribed?</p>	-	-	-

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47. Do you have insurance that pays part or all of the cost of your prescription medicines?	47. Do you have insurance that pays part or all of the cost of your prescription medicines?	-	-	-
48. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?	48. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?	-	-	-
49. Are you currently enrolled in a Medicare Part D plan (prescription drug plan)?	49. Are you currently enrolled in a Medicare Part D plan (prescription drug plan)?	-	-	-
50. Are you enrolled in a Medicare Part D Medication Therapy Management program?	50. Are you enrolled in a Medicare Part D Medication Therapy Management program?	-	-	-
51. Did a health care provider, such as a pharmacist, call or meet with you to review your medications and answer your questions about your medications?	51. Did a health care provider, such as a pharmacist, call or meet with you to review your medications and answer your questions about your medications?	-	-	-
52. Did the review increase your understanding of your medications and how to use them?	52. Did the review increase your understanding of your medications and how to use them?	-	-	-
53. A printed summary of the review includes a letter, a medication action plan, and a personal medication list. Did you receive a printed summary of the review?	53. A printed summary of the review includes a letter, a medication action plan, and a personal medication list. Did you receive a printed summary of the review?	-	-	-
54. How satisfied were you with the information in the printed summary of the review?	54. How satisfied were you with the information in the printed summary of the review?	-	-	-

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<p>55. Overall, how satisfied are you with the Medication Therapy Management program provided by your Medicare Part D plan?</p>	<p>55. Overall, how satisfied are you with the Medication Therapy Management program provided by your Medicare Part D plan?</p>	-	-	-
<p>56. Has a doctor ever told you that you had any of the following conditions?                      56a. A heart attack?                      56b. Angina or coronary heart disease?                      56c. Hypertension or high blood pressure?                      56d. Cancer, other than skin cancer?                      56e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)?                      56f. Any kind of diabetes or high blood sugar?</p>	<p>56. Has a doctor ever told you that you had any of the following conditions?                      56a. A heart attack?                      56b. Angina or coronary heart disease?                      56c. Hypertension or high blood pressure?                      56d. Cancer, other than skin cancer?                      56e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)?                      56f. Any kind of diabetes or high blood sugar?</p>	-	-	-
<p>57. Have you had a flu shot since July 1, 2017?</p>	<p>57. Have you had a flu shot since July 1, 2020?</p>	-	-	-
<p>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.</p>	<p>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.</p>	-	-	-
<p>59. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?</p>	<p>59. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?</p>	-	-	-
<p>60. 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?</p>	<p>60. 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?</p>	-	-	-
<p>61. What is the highest grade or level of school that you have completed?</p>	<p>61. What is the highest grade or level of school that you have completed?</p>	-	-	-



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62. Are you of Hispanic or Latino origin or descent?	62. Are you of Hispanic or Latino origin or descent?	-	-	-
63. What is your race? Please mark one or more.	63. What is your race? Please mark one or more.	-	-	-
64. How many people live in your household now, including yourself?	64. How many people live in your household now, including yourself?	-	-	-
65. Because of a health or physical problem are you unable to do or have any difficulty doing the following activities? (Please mark one response for each activity.) 65a. Bathing 65b. Dressing 65c. Eating 65d. Getting in or out of chairs 65e. Walking 65f. Using the toilet	65. Because of a health or physical problem are you unable to do or have any difficulty doing the following activities? (Please mark one response for each activity.) 65a. Bathing 65b. Dressing 65c. Eating 65d. Getting in or out of chairs 65e. Walking 65f. Using the toilet	-	-	-
66. Because of a physical, mental or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?	66. Because of a physical, mental or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?	-	-	-
67. Do you ever use the internet at home?	67. Do you ever use the internet at home?	-	-	-
68. 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?	68. May the Medicare Program follow up with you to learn more about your health care, or to invite you to a group discussion or interview on topics related to health care?	Change in wording	Wording change to communicate the range of reasons CMS may follow up with a survey respondent	No

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<p>69. Did someone help you complete this survey?</p>	<p>69. Did someone help you complete this survey?</p>	-	-	-
<p>70. How did that person help you? Please mark one or more.            70a. Read the questions to me            70b. Wrote down the answers I gave            70c. Answered the questions for me            70d. Translated the questions into my language            70e. Helped in some other way</p>	<p>70. How did that person help you? Please mark one or more.            70a. Read the questions to me            70b. Wrote down the answers I gave            70c. Answered the questions for me            70d. Translated the questions into my language            70e. Helped in some other way</p>	-	-	-

MA-PD Survey

Existing Question	Proposed Question	Type of Change	Reason for Change	Burden Change
1. Our records show that in 2017 your health services were covered by the plan named on the back page. Is that right?	1. Our records show that in 2020 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 2017 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 2020 and complete the rest of the survey based on the experiences you had with that plan. (Please print)	-	-	-
3. 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?	3. 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?	-	-	-
4. In the last 6 months, when you <u>needed care right away</u> , how often did you get care as soon as you needed?	4. In the last 6 months, when you <u>needed care right away</u> , 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 routine care</u> at a doctor's office or clinic?	5. In the last 6 months, did you make any appointments for a <u>check-up or routine care</u> at a doctor's office or clinic?	-	-	-
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?	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?	-	-	-

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<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>10. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?</p>	<p>10. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>12. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?</p>	<p>12. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?</p>	-	-	-
<p>13. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?</p>	<p>13. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?</p>	-	-	-
<p>14. In the last 6 months, how often did your personal doctor listen carefully to you?</p>	<p>14. In the last 6 months, how often did your personal doctor listen carefully to you?</p>	-	-	-

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<p>15. In the last 6 months, how often did your personal doctor show respect for what you had to say?</p>	<p>15. In the last 6 months, how often did your personal doctor show respect for what you had to say?</p>	-	-	-
<p>16. In the last 6 months, how often did your personal doctor spend enough time with you?</p>	<p>16. In the last 6 months, how often did your personal doctor spend enough time with you?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>19. In the last 6 months, did your personal doctor order a blood test, x-ray or other test for you?</p>	<p>19. In the last 6 months, did your personal doctor order a blood test, x-ray or other test for you?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>22. In the last 6 months, did you take any prescription medicine?</p>	<p>22. In the last 6 months, did you take any prescription medicine?</p>	-	-	-

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<p>23. In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?</p>	<p>23. In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>26. In the last 6 months, did you <u>get the help you needed</u> from your personal doctor's office to manage your care among these different providers and services?</p>	<p>26. In the last 6 months, did you <u>get the help you needed</u> from your personal doctor's office to manage your care among these different providers and services?</p>	-	-	-
<p>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 doctor</u> a specialist?</p>	<p>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 doctor</u> a specialist?</p>	-	-	-
<p>28. In the last 6 months, did you make any appointments to see a specialist?</p>	<p>28. In the last 6 months, did you make any appointments to see a specialist?</p>	-	-	-
<p>29. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?</p>	<p>29. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?</p>	-	-	-
<p>30. How many specialists have you seen in the last 6 months?</p>	<p>30. How many specialists have you seen in the last 6 months?</p>	-	-	-

MA-PD Survey

<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>33. In the last 6 months, did you get information or help from your health plan's customer service?</p>	<p>33. In the last 6 months, did you get information or help from your health plan's customer service?</p>	-	-	-
<p>34. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?</p>	<p>34. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?</p>	-	-	-
<p>35. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?</p>	<p>35. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?</p>	-	-	-
<p>36. In the last 6 months, did your health plan give you any forms to fill out?</p>	<p>36. In the last 6 months, did your health plan give you any forms to fill out?</p>	-	-	-
<p>37. In the last 6 months, how often were the forms from your health plan easy to fill out?</p>	<p>37. In the last 6 months, how often were the forms from your health plan easy to fill out?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-

MA-PD Survey

<p>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)?</p>	<p>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)?</p>	-	-	-
<p>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)?</p>	<p>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)?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>42. In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?</p>	<p>42. In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?</p>	-	-	-
<p>43. In the last 6 months, did you ever use your prescription drug plan to fill a prescription at your local pharmacy?</p>	<p>43. In the last 6 months, did you ever use your prescription drug plan to fill a prescription at your local pharmacy?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>45. In the last 6 months, did you ever use your prescription drug plan to fill a prescription by mail?</p>	<p>45. In the last 6 months, did you ever use your prescription drug plan to fill a prescription by mail?</p>	-	-	-



MA-PD Survey

<p>46. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?</p>	<p>46. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>48. In general, how would you rate your overall health?</p>	<p>48. In general, how would you rate your overall health?</p>	-	-	-
<p>49. In general, how would you rate your overall mental or emotional health?</p>	<p>49. In general, how would you rate your overall mental or emotional health?</p>	-	-	-
<p>50. In the last 6 months, did you spend one or more nights in a hospital?</p>	<p>50. In the last 6 months, did you spend one or more nights in a hospital?</p>	-	-	-
<p>51. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?</p>	<p>51. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?</p>	-	-	-
<p>52. In the last 6 months, did you receive any mail order medicines that you did not request?</p>	<p>52. In the last 6 months, did you receive any mail order medicines that you did not request?</p>	-	-	-

MA-PD Survey

<p>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?</p>	<p>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?</p>	-	-	-
<p>54. Do you have serious difficulty walking or climbing stairs?</p>	<p>54. Do you have serious difficulty walking or climbing stairs?</p>	-	-	-
<p>55. Do you have difficulty dressing or bathing?</p>	<p>55. Do you have difficulty dressing or bathing?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>57. Have you had a flu shot since July 1, 2017?</p>	<p>57. Have you had a flu shot since July 1, 2020?</p>	-	-	-
<p>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.</p>	<p>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.</p>	-	-	-
<p>59. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?</p>	<p>59. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?</p>	-	-	-

MA-PD Survey

60. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider?	60. 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?	-	-	-
61. What is the highest grade or level of school that you have completed?	61. What is the highest grade or level of school that you have completed?	-	-	-
62. Are you of Hispanic or Latino origin or descent?	62. Are you of Hispanic or Latino origin or descent?	-	-	-
63. What is your race? Please mark one or more.	63. What is your race? Please mark one or more.	-	-	-
64. How many people live in your household now, including yourself?	64. How many people live in your household now, including yourself?	-	-	-
65. Do you ever use the internet at home?	65. Do you ever use the internet at home?	-	-	-
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?	66. May the Medicare Program follow up with you to learn more about your health care, or to invite you to a group discussion or interview on topics related to health care?	Change in wording	Wording change to communicate the range of reasons CMS may follow up with a survey respondent	No
67. Did someone help you complete this survey?	67. Did someone help you complete this survey?	-	-	-

MA-PD Survey

<p>68. How did that person help you? Please mark one or more.</p> <p>68a. Read the questions to me</p> <p>68b. Wrote down the answers I gave</p> <p>68c. Answered the questions for me</p> <p>68d. Translated the questions into my language</p> <p>68e. Helped in some other way</p>	<p>68. How did that person help you? Please mark one or more.</p> <p>68a. Read the questions to me</p> <p>68b. Wrote down the answers I gave</p> <p>68c. Answered the questions for me</p> <p>68d. Translated the questions into my language</p> <p>68e. Helped in some other way</p>	<p>-</p>	<p>-</p>	<p>-</p>
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MA-Only Survey

Existing Question	Proposed Question	Type of Change	Reason for Change	Burden Change
1. Our records show that in 2017 your health services were covered by the plan named on the back page. Is that right?	1. Our records show that in 2020 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 2017 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 2020 and complete the rest of the survey based on the experiences you had with that plan. (Please print)	-	-	-
3. 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?	3. 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?	-	-	-
4. In the last 6 months, when you <u>needed care right away</u> , how often did you get care as soon as you needed?	4. In the last 6 months, when you <u>needed care right away</u> , 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 routine care</u> at a doctor's office or clinic?	5. In the last 6 months, did you make any appointments for a <u>check-up or routine care</u> at a doctor's office or clinic?	-	-	-
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?	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?	-	-	-

MA-Only Survey

<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>10. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?</p>	<p>10. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>12. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?</p>	<p>12. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?</p>	-	-	-
<p>13. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?</p>	<p>13. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?</p>	-	-	-
<p>14. In the last 6 months, how often did your personal doctor listen carefully to you?</p>	<p>14. In the last 6 months, how often did your personal doctor listen carefully to you?</p>	-	-	-

MA-Only Survey

<p>15. In the last 6 months, how often did your personal doctor show respect for what you had to say?</p>	<p>15. In the last 6 months, how often did your personal doctor show respect for what you had to say?</p>	-	-	-
<p>16. In the last 6 months, how often did your personal doctor spend enough time with you?</p>	<p>16. In the last 6 months, how often did your personal doctor spend enough time with you?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>19. In the last 6 months, did your personal doctor order a blood test, x-ray or other test for you?</p>	<p>19. In the last 6 months, did your personal doctor order a blood test, x-ray or other test for you?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>22. In the last 6 months, did you take any prescription medicine?</p>	<p>22. In the last 6 months, did you take any prescription medicine?</p>	-	-	-

MA-Only Survey

<p>23. In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?</p>	<p>23. In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>26. In the last 6 months, did you <u>get the help you needed</u> from your personal doctor's office to manage your care among these different providers and services?</p>	<p>26. In the last 6 months, did you <u>get the help you needed</u> from your personal doctor's office to manage your care among these different providers and services?</p>	-	-	-
<p>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 doctor</u> a specialist?</p>	<p>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 doctor</u> a specialist?</p>	-	-	-
<p>28. In the last 6 months, did you make any appointments to see a specialist?</p>	<p>28. In the last 6 months, did you make any appointments to see a specialist?</p>	-	-	-
<p>29. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?</p>	<p>29. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?</p>	-	-	-
<p>30. How many specialists have you seen in the last 6 months?</p>	<p>30. How many specialists have you seen in the last 6 months?</p>	-	-	-



MA-Only Survey

<p>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 possible and 10 is the best specialist possible, what number would you use to rate that specialist?</p>	<p>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 possible and 10 is the best specialist possible, what number would you use to rate that specialist?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>33. In the last 6 months, did you get information or help from your health plan's customer service?</p>	<p>33. In the last 6 months, did you get information or help from your health plan's customer service?</p>	-	-	-
<p>34. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?</p>	<p>34. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?</p>	-	-	-
<p>35. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?</p>	<p>35. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?</p>	-	-	-
<p>36. In the last 6 months, did your health plan give you any forms to fill out?</p>	<p>36. In the last 6 months, did your health plan give you any forms to fill out?</p>	-	-	-
<p>37. In the last 6 months, how often were the forms from your health plan easy to fill out?</p>	<p>37. In the last 6 months, how often were the forms from your health plan easy to fill out?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-

MA-Only Survey

<p>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)?</p>	<p>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)?</p>	-	-	-
<p>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)?</p>	<p>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)?</p>	-	-	-
<p>41. In general, how would you rate your overall health?</p>	<p>41. In general, how would you rate your overall health?</p>	-	-	-
<p>42. In general, how would you rate your overall mental or emotional health?</p>	<p>42. In general, how would you rate your overall mental or emotional health?</p>	-	-	-
<p>43. In the last 6 months, did you spend one or more nights in a hospital?</p>	<p>43. In the last 6 months, did you spend one or more nights in a hospital?</p>	-	-	-
<p>44. In the last 6 months, how often was it easy to get the medicines your doctor prescribed?</p>	<p>44. In the last 6 months, how often was it easy to get the medicines your doctor prescribed?</p>	-	-	-
<p>45. Do you have insurance that pays part or all of the cost of your prescription medicines?</p>	<p>45. Do you have insurance that pays part or all of the cost of your prescription medicines?</p>	-	-	-
<p>46. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?</p>	<p>46. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?</p>	-	-	-

MA-Only Survey

<p>47. In the last 6 months, did you receive any mail order medicines that you did not request?</p>	<p>47. In the last 6 months, did you receive any mail order medicines that you did not request?</p>	-	-	-
<p>48. Has a doctor <u>ever</u> told you that you had any of the following conditions?            48a. A heart attack?            48b. Angina or coronary heart disease?            48c. Hypertension or high blood pressure?            48d. Cancer, <u>other than skin cancer</u>?            48e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)?            48f. Any kind of diabetes or high blood sugar?</p>	<p>48. Has a doctor <u>ever</u> told you that you had any of the following conditions?            48a. A heart attack?            48b. Angina or coronary heart disease?            48c. Hypertension or high blood pressure?            48d. Cancer, <u>other than skin cancer</u>?            48e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)?            48f. Any kind of diabetes or high blood sugar?</p>	-	-	-
<p>49. Do you have serious difficulty walking or climbing stairs?</p>	<p>49. Do you have serious difficulty walking or climbing stairs?</p>	-	-	-
<p>50. Do you have difficulty dressing or bathing?</p>	<p>50. Do you have difficulty dressing or bathing?</p>	-	-	-
<p>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?</p>	<p>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?</p>	-	-	-
<p>52. Have you had a flu shot since July 1, 2017?</p>	<p>52. Have you had a flu shot since July 1, 2020?</p>	-	-	-
<p>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.</p>	<p>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.</p>	-	-	-

MA-Only Survey

54. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	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?	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?	-	-	-
56. What is the highest grade or level of school that you have completed?	56. What is the highest grade or level of school that you have completed?	-	-	-
57. Are you of Hispanic or Latino origin or descent?	57. Are you of Hispanic or Latino origin or descent?	-	-	-
58. What is your race? Please mark one or more.	58. What is your race? Please mark one or more.	-	-	-
59. How many people live in your household now, including yourself?	59. How many people live in your household now, including yourself?	-	-	-
60. Do you ever use the internet at home?	60. Do you ever use the internet at home?	-	-	-
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?	61. May the Medicare Program follow up with you to learn more about your health care, or to invite you to a group discussion or interview on topics related to health care?	Change in wording	Wording change to communicate the range of reasons CMS may follow up with a survey respondent	No

MA-Only Survey

<p>62. Did someone help you complete this survey?</p>	<p>62. Did someone help you complete this survey?</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>63. How did that person help you? Please mark one or more.</p> <p>63a. Read the questions to me</p> <p>63b. Wrote down the answers I gave</p> <p>63c. Answered the questions for me</p> <p>63d. Translated the questions into my language</p> <p>63e. Helped in some other way</p>	<p>63. How did that person help you? Please mark one or more.</p> <p>63a. Read the questions to me</p> <p>63b. Wrote down the answers I gave</p> <p>63c. Answered the questions for me</p> <p>63d. Translated the questions into my language</p> <p>63e. Helped in some other way</p>	<p>-</p>	<p>-</p>	<p>-</p>

PDP Survey

Existing Question	Proposed Question	Type of Change	Reason for Change	Burden Change
<p>1. Our records show that in 2017 your prescriptions were covered by the Medicare prescription drug plan named on the back page. Is that right?</p>	<p>1. Our records show that in 2020 your prescriptions were covered by the Medicare prescription drug plan named on the back page. Is that right?</p>	-	-	-
<p>2. Please write below the name of the Medicare prescription drug plan you had in 2017 and complete the rest of the survey based on the experiences you had with that plan. (Please print)</p>	<p>2. Please write below the name of the Medicare prescription drug plan you had in 2020 and complete the rest of the survey based on the experiences you had with that plan. (Please print)</p>	-	-	-
<p>3. In the last 6 months, did anyone from a doctor's office, pharmacy or your prescription drug plan contact you: 3a. To make sure you filled or refilled a prescription? 3b. To make sure you were taking medications as directed?</p>	<p>3. In the last 6 months, did anyone from a doctor's office, pharmacy or your prescription drug plan contact you: 3a. To make sure you filled or refilled a prescription? 3b. To make sure you were taking medications as directed?</p>	-	-	-
<p>4. In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?</p>	<p>4. In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?</p>	-	-	-
<p>5. In the last 6 months, did you ever use your prescription drug plan to fill a prescription at your local pharmacy?</p>	<p>5. In the last 6 months, did you ever use your prescription drug plan to fill a prescription at your local pharmacy?</p>	-	-	-

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<p>6. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy?</p>	<p>6. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy?</p>	-	-	-
<p>7. In the last 6 months, did you ever use your prescription drug plan to fill a prescription by mail?</p>	<p>7. In the last 6 months, did you ever use your prescription drug plan to fill a prescription by mail?</p>	-	-	-
<p>8. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?</p>	<p>8. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?</p>	-	-	-
<p>9. 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?</p>	<p>9. 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?</p>	-	-	-
<p>10. In general, how would you rate your overall health?</p>	<p>10. In general, how would you rate your overall health?</p>	-	-	-
<p>11. In general, how would you rate your overall mental or emotional health?</p>	<p>11. In general, how would you rate your overall mental or emotional health?</p>	-	-	-
<p>12. In the last 6 months, did you spend one or more nights in a hospital?</p>	<p>12. In the last 6 months, did you spend one or more nights in a hospital?</p>	-	-	-
<p>13. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?</p>	<p>13. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?</p>	-	-	-

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<p>14. In the last 6 months, did you receive any mail order medicines that you did not request?</p>	<p>14. In the last 6 months, did you receive any mail order medicines that you did not request?</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>15. Has a doctor ever told you that you had any of the following conditions?          15a. A heart attack?          15b. Angina or coronary heart disease?          15c. Hypertension or high blood pressure?          15d. Cancer, other than skin cancer?          15e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)?          15f. Any kind of diabetes or high blood sugar?</p>	<p>15. Has a doctor ever told you that you had any of the following conditions?          15a. A heart attack?          15b. Angina or coronary heart disease?          15c. Hypertension or high blood pressure?          15d. Cancer, other than skin cancer?          15e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)?          15f. Any kind of diabetes or high blood sugar?</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>16. Do you have serious difficulty walking or climbing stairs?</p>	<p>16. Do you have serious difficulty walking or climbing stairs?</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>17. Do you have difficulty dressing or bathing?</p>	<p>17. Do you have difficulty dressing or bathing?</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>18. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?</p>	<p>18. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>19. What is the highest grade or level of school that you have completed?</p>	<p>19. What is the highest grade or level of school that you have completed?</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>20. Are you of Hispanic or Latino origin or descent?</p>	<p>20. Are you of Hispanic or Latino origin or descent?</p>	<p>-</p>	<p>-</p>	<p>-</p>



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<p>21. What is your race? Please mark one or more.</p>	<p>21. What is your race? Please mark one or more.</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>22. How many people live in your household now, including yourself?</p>	<p>22. How many people live in your household now, including yourself?</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>23. Do you ever use the internet at home?</p>	<p>23. Do you ever use the internet at home?</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>24. 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?</p>	<p>24. May the Medicare Program follow up with you to learn more about your health care, or to invite you to a group discussion or interview on topics related to health care?</p>	<p>Change in wording</p>	<p>Wording change to communicate the range of reasons CMS may follow up with a survey respondent</p>	<p>No</p>
<p>25. Did someone help you complete this survey?</p>	<p>25. Did someone help you complete this survey?</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>26. How did that person help you? Please mark one or more.                  26a. Read the questions to me                  26b. Wrote down the answers I gave                  26c. Answered the questions for me                  26d. Translated the questions into my language                  26e. Helped in some other way</p>	<p>26. How did that person help you? Please mark one or more.                  26a. Read the questions to me                  26b. Wrote down the answers I gave                  26c. Answered the questions for me                  26d. Translated the questions into my language                  26e. Helped in some other way</p>	<p>-</p>	<p>-</p>	<p>-</p>