

# TRICARE SELECT SURVEYS-PROVIDERS (TSS-P)

## FY2019 WEB SURVEY

### 1. MD SURVEY

INTRO1:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Thank you in advance for participating in the Department of Defense's effort to survey civilian health care providers across the U.S. to determine whether military service members and their families have access to the health care they need.

We recognize that there may be more than one provider in your office and ask that you please answer this survey only on behalf of the provider indicated on the letter that you received in the mail. Since we may survey more than one provider in your office, please complete this survey only for the appropriate provider listed on the letter you received. If you have received more than one survey for other providers, you will be able to login at the end of this questionnaire to complete the survey for those providers.

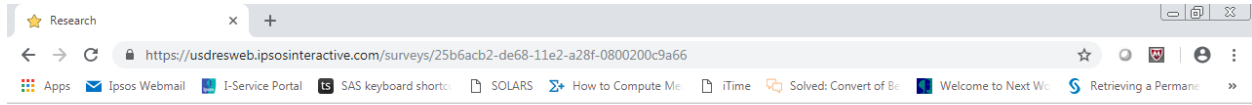
The survey that follows should only take five minutes of your time. After logging in, simply select the button that best represents your response. Once you have completed the survey, all you need to do is click on the "Submit" button and your completed survey will automatically be sent.

To begin, please enter your unique login name (including any leading zeros) and password indicated on the letter that you received in the mail in the boxes below and click "Submit".

Login Name:

Password:

TRANSITION:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

OMB Number 0720-0031 (Expiration Date: 11/30/2018)

We estimate this survey will take an average five (5) minutes to complete, including the time for reviewing instructions, getting the needed data, and completing and reviewing the survey. Please send comments regarding our estimate or any other aspect of this survey, including suggestions for reducing the completion time, to Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. The OMB number above is currently valid, and you are not required to respond, unless this number is displayed.

Privacy Advisory Statement

Information is being collected for this Survey under the authority of the FY2015 National Defense Authorization Act (NDAA), Section 712 and will be used to help TRICARE health policy makers gauge civilian provider awareness and acceptance of the TRICARE Select health care benefit option, and provide aggregated input to improve the Military Health System. TRICARE Select replaced TRICARE Standard and Extra as of January 1, 2018 – bringing together features of both Standard and Extra into a single plan. All information will be de-identified prior to being reported. Completing the Survey is voluntary; you may stop the Survey at any time. There is no penalty if you choose not to respond, although maximum participation is encouraged so the data will be complete and representative.

[Next >>](#)

Progress: 0%

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q1:

Research x

Secure | <https://st2web.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66>

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OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Does PETER CAPALDI, DO provide health care to patients through private practice? (Is he/she working in a setting where providers, individually or as a group, decide or influence which health insurance to accept?)

- Yes
- No, does not provide treatment, or has retired
- No, not in private practice

Next >>

Progress:  25%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)

Windows taskbar showing icons for Start, File Explorer, Chrome, Outlook, OneDrive, Word, Excel, and a folder. System tray shows the time as 2:35 PM on 2/28/2018.

Q1A (IF 'NO, NOT IN PRIVATE PRACTICE' AT Q1):

Research x

Secure | <https://st2web.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66>

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OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

What type of practice is PETER CAPALDI, DO in?

- Government: Federal, State or other municipality
- School, University or other academic institution
- Hospital staff
- Contractor providing services exclusively to government clients
- Rehab facility, Nursing Home, or Home Health Provider
- Closed Panel HMO
- Other [SPECIFY]

Next >>

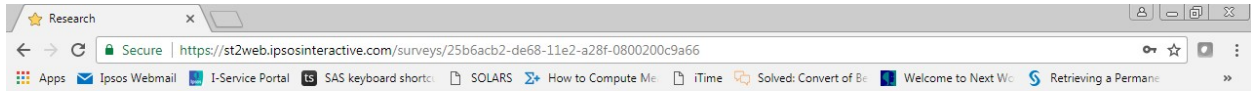
Progress:  31%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)

Taskbar icons: Windows, File Explorer, Chrome, Outlook, Print, Word, Excel, PowerPoint, System tray: Network, Volume, 2:38 PM 2/28/2018

END (IF 'NO, DOES NOT PROVIDE TREATMENT, OR HAS RETIRED' AT Q1):



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Thank you for taking the time to complete this survey.

If you have questions about TRICARE, its specific health plans, or the benefits it provides, please visit the TRICARE web site at [www.tricare.mil](http://www.tricare.mil) for assistance.

To take this survey for another provider, please click on the link below.

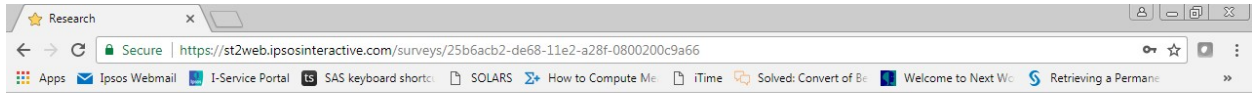
[Begin Another Survey](#)

Progress:  100%

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q2:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Is PETER CAPALDI, DO aware of the TRICARE health care program?

- Yes
- No
- I Don't Know

Next >>

Progress:  40%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q3:

Research x

Secure | <https://st2web.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66>

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OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

As of today, is PETER CAPALDI, DO a contracted member of the TRICARE network of health care providers?

- Yes
- No
- I Don't Know

Next >>

Progress:  46%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)

Taskbar icons: Windows, File Explorer, Chrome, Outlook, RemoteApp, Word, Excel, PowerPoint



System tray: 2:43 PM 2/28/2018

Q4:

Research x +

https://usdresweb.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66

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OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

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As of today, is TEST DOC5, DO accepting new TRICARE Select (formerly known as TRICARE Standard or Extra) patients?

- No
- Yes, on a claim by claim basis only
- Yes, for all claims
- I Don't know

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Next >> Progress: 33% << Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)

11:08 AM  
10/16/2018





Q5 (IF 'NO' AT Q4):

Research x +

https://usdresweb.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66

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OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

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You answered "no" to the previous question. Why is TEST DOC5, DO not accepting new TRICARE Select patients? Please list all the reasons.

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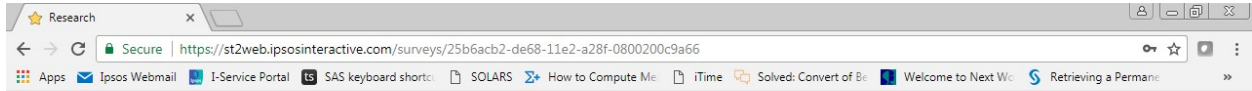
Next >> Progress:  41%

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)

<< Back

11:08 AM  
10/16/2018

Q6:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

***What percentage of patients*** seen by PETER CAPALDI, DO use ***any form of TRICARE?*** If unsure, please enter your best guess. If none, please enter 0.

I Don't Know

Next >>

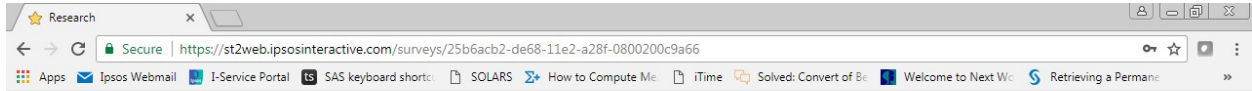
Progress:  66%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q7:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Does PETER CAPALDI, DO accept *Medicare patients*?

- Yes
- No
- I Don't Know

Next >>

Progress:  73%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q8:

Research x

Secure | <https://st2web.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66>

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OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

As of today, is PETER CAPALDI, DO accepting *new Medicare patients*?

- Yes
- No
- I Don't Know

Next >>

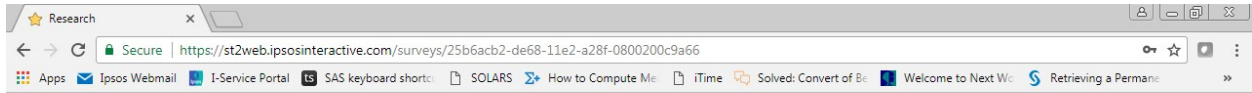
Progress:  80%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)

Windows taskbar with icons for Start, File Explorer, Chrome, Outlook, OneDrive, Word, Excel, and a folder. System tray shows the time as 2:46 PM on 2/28/2018.

END (IF 'YES' TO Q8):



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Thank you for taking the time to complete this survey.

If you have questions about TRICARE, its specific health plans, or the benefits it provides, please visit the TRICARE web site at [www.tricare.mil](http://www.tricare.mil) for assistance.

To take this survey for another provider, please click on the link below.

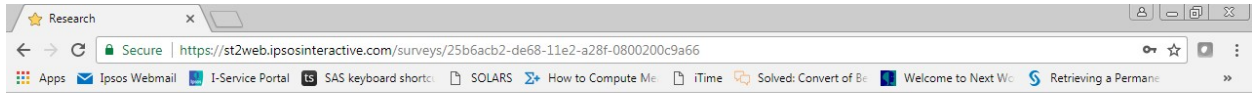
[Begin Another Survey](#)

Progress:  100%

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q9 (IF 'NO' TO Q8):



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

You answered "no" to the previous question. Why is PETER CAPALDI, DO *not accepting new Medicare patients*? Please list all the reasons.

Next >>

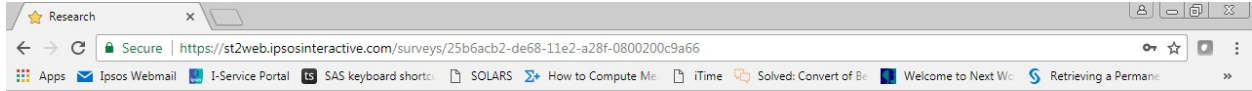
Progress:  86%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q10 (IF 'NO' OR 'DON'T KNOW' AT Q8):



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Does PETER CAPALDI, DO accept payment from government or private health insurance plans?

- Yes
- No

Next >>

Progress:  93%

<< Back

[For questions or comments about the Survey click here](#)  
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Q11 (IF 'NO' OR 'DON'T KNOW' AT Q8):

Research x

Secure | <https://st2web.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66>

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OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

As of today, is PETER CAPALDI, DO accepting new patients?

- Yes
- No
- I Don't Know

Next >>

Progress:



100%

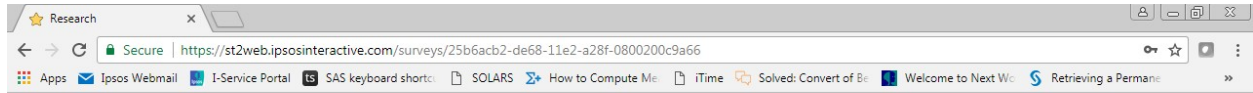
<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)

Windows taskbar showing icons for Internet Explorer, File Explorer, Google Chrome, Outlook, a printer, Word, Excel, and a folder. System tray shows 3:01 PM on 2/28/2018.



END:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

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If you have questions about TRICARE, its specific health plans, or the benefits it provides, please visit the TRICARE web site at [www.tricare.mil](http://www.tricare.mil) for assistance.

To take this survey for another provider, please click on the link below.

[Begin Another Survey](#)

Progress:  100%

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



END OF MD SURVEY

## 2. BEHAVIORAL HEALTH PROVIDER SURVEY

INTRO1:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Thank you in advance for participating in the Department of Defense's effort to survey civilian health care providers across the U.S. to determine whether military service members and their families have access to the health care they need.

We recognize that there may be more than one provider in your office and ask that you please answer this survey only on behalf of the provider indicated on the letter that you received in the mail. Since we may survey more than one provider in your office, please complete this survey only for the appropriate provider listed on the letter you received. If you have received more than one survey for other providers, you will be able to login at the end of this questionnaire to complete the survey for those providers.

The survey that follows should only take five minutes of your time. After logging in, simply select the button that best represents your response. Once you have completed the survey, all you need to do is click on the "Submit" button and your completed survey will automatically be sent.

To begin, please enter your unique login name (including any leading zeros) and password indicated on the letter that you received in the mail in the boxes below and click "Submit".

Login Name:

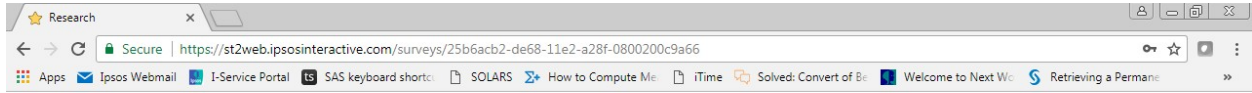
Password:

TRANSITION:

The screenshot shows a web browser window with the following elements:

- Browser Tab:** Research
- Address Bar:** <https://usdresweb.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66>
- Navigation Bar:** Includes icons for Apps, Ipsos Webmail, I-Service Portal, SAS keyboard shortcuts, SOLARS, How to Compute Me, iTime, Solved: Convert of B, Welcome to Next W, and Retrieving a Perman.
- Logos:** Department of Defense seal on the left and the Defense Health Agency (DHA) logo in the center.
- Text:**
  - OMB NO.: 0720-0031
  - EXPIR. DATE: 11/30/2018
  - OMB Number 0720-0031 (Expiration Date: 11/30/2018)
  - We estimate this survey will take an average five (5) minutes to complete, including the time for reviewing instructions, getting the needed data, and completing and reviewing the survey. Please send comments regarding our estimate or any other aspect of this survey, including suggestions for reducing the completion time, to Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, [whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil](mailto:whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil). The OMB number above is currently valid, and you are not required to respond, unless this number is displayed.
  - Privacy Advisory Statement
  - Information is being collected for this Survey under the authority of the FY2015 National Defense Authorization Act (NDAA), Section 712 and will be used to help TRICARE health policy makers gauge civilian provider awareness and acceptance of the TRICARE Select health care benefit option, and provide aggregated input to improve the Military Health System. **TRICARE Select replaced TRICARE Standard and Extra as of January 1, 2018 – bringing together features of both Standard and Extra into a single plan.** All information will be de-identified prior to being reported. Completing the Survey is voluntary; you may stop the Survey at any time. There is no penalty if you choose not to respond, although maximum participation is encouraged so the data will be complete and representative.
- Progress Bar:** Shows "Next >>" and "Progress: 0%".
- Links:** [For questions or comments about the Survey click here](#) and [For questions about TRICARE click here](#).
- Taskbar:** Shows icons for Internet Explorer, File Explorer, Google Chrome, Outlook, Skype, and Microsoft Office applications (Excel, Word). The system clock shows 11:00 AM on 10/16/2018.

Q1:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Does WILLIAM HARTNELL provide health care to patients through private practice? (Is he/she working in a setting where providers, individually or as a group, decide or influence which health insurance to accept?)

- Yes
- No, does not provide treatment, or has retired
- No, not in private practice

Next >>

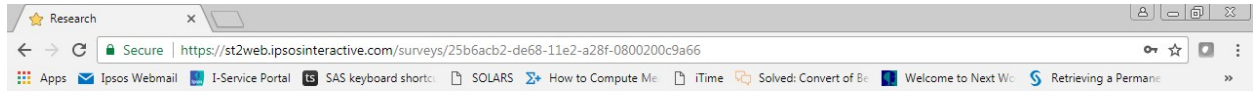
Progress:  15%

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)

<< Back



Q1A (IF 'NO, NOT IN PRIVATE PRACTICE' AT Q1):



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

What type of practice is WILLIAM HARTNELL in?

- Government: Federal, State or other municipality
- School, University or other academic institution
- Hospital staff
- Contractor providing services exclusively to government clients
- Rehab facility, Nursing Home, or Home Health Provider
- Closed Panel HMO
- Other [SPECIFY]

Next >>

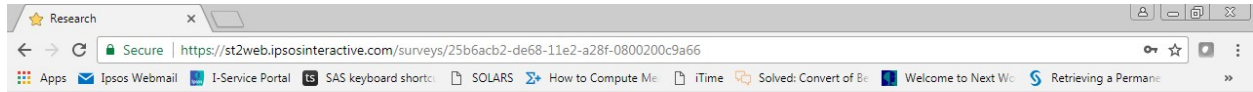
Progress:  20%

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)

<< Back



END (IF 'NO, DOES NOT PROVIDE TREATMENT, OR HAS RETIRED' AT Q1):



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Thank you for taking the time to complete this survey.

If you have questions about TRICARE, its specific health plans, or the benefits it provides, please visit the TRICARE web site at [www.tricare.mil](http://www.tricare.mil) for assistance.

To take this survey for another provider, please click on the link below.

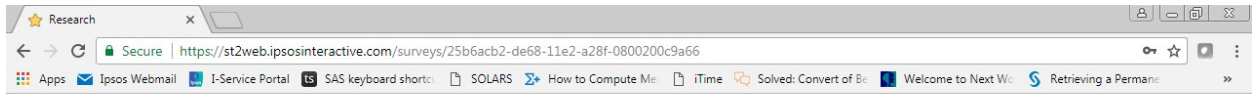
[Begin Another Survey](#)

Progress:  100%

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q1B (IF SAMPLE TYPE = 'BEHAVIORAL HEALTH PROVIDER'):



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

What type of health care provider is WILLIAM HARTNELL? Select all that apply.

- Certified Clinical Social Worker
- Certified Psychiatric Nurse Specialist
- Clinical Psychologist
- Certified Marriage and Family Therapist
- Pastoral Counselor
- Mental Health Counselor
- Other [SPECIFY]

Next >>

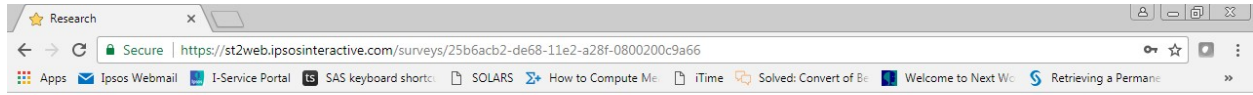
Progress:  26%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q2:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Is WILLIAM HARTNELL aware of the TRICARE health care program?

- Yes
- No
- I Don't Know

Next >>

Progress:  33%

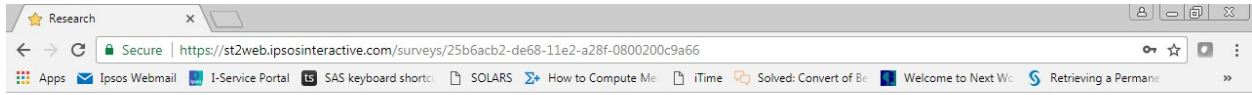
<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)





Q3:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

As of today, is WILLIAM HARTNELL a contracted member of the TRICARE network of health care providers?

- Yes
- No
- I Don't Know

Next >>

Progress:  40%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q4:

Research x +

https://usdresweb.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66

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OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

As of today, is TEST DOC14 *accepting new TRICARE Select (formerly known as TRICARE Standard or Extra)* patients?

- No
- Yes, on a claim by claim basis only
- Yes, for all claims
- I Don't know

Next >>

Progress:  40%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)

Taskbar icons: Windows, File Explorer, Chrome, Outlook, Skype, Teams, Excel, Word



System tray: 11:01 AM 10/16/2018

Q5 (IF 'NO' AT Q4):

Research x +

https://usdresweb.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66

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OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018


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You answered "no" to the previous question. Why is TEST DOC14 *not accepting new TRICARE Select* patients? Please list all the reasons.

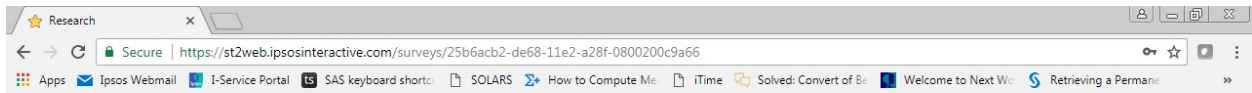
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Next >> Progress: 46% << Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q6:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

What percentage of patients seen by WILLIAM HARTNELL use any form of TRICARE? If unsure, please enter your best guess. If none, please enter 0.

  
 I Don't Know

Next >>

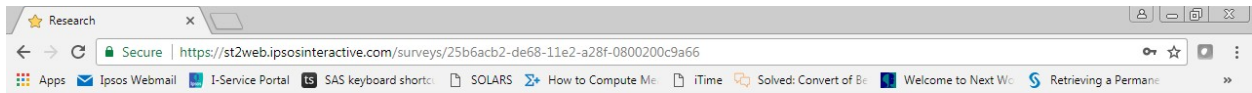
Progress:  60%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)



Q7:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Does WILLIAM HARTNELL accept Medicare patients?

- Yes
- No
- I Don't Know

Next >>

Progress:  66%

<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)





Q8:

Research x

Secure | <https://st2web.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66>

Apps Ipsos Webmail J-Service Portal SAS keyboard shortcuts SOLARS How to Compute Me iTime Solved: Convert of Be Welcome to Next W Retrieving a Perman



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

As of today, is WILLIAM HARTNELL accepting *new Medicare patients*?

- Yes
- No
- I Don't Know

Next >>

Progress:  73%

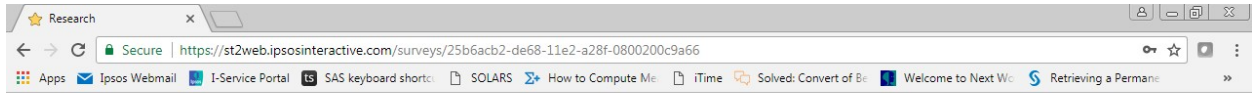
<< Back

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)

Taskbar icons: Windows, File Explorer, Chrome, Outlook, RemoteApp, Word, Excel, File Explorer

System tray: 3:29 PM, 2/28/2018

END (IF 'YES' TO Q8):



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Thank you for taking the time to complete this survey.

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To take this survey for another provider, please click on the link below.

[Begin Another Survey](#)

Progress:  100%

[For questions or comments about the Survey click here](#)  
[For questions about TRICARE click here](#)





Q9 (IF 'NO' TO Q8):

Research x

Secure | <https://st2web.ipsosinteractive.com/surveys/25b6acb2-de68-11e2-a28f-0800200c9a66>

Apps Ipsos Webmail J-Service Portal SAS keyboard shortcuts SOLARS How to Compute Me iTunes Solved: Convert of Be Welcome to Next W Retrieving a Perman



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

You answered "no" to the previous question. Why is WILLIAM HARTNELL *not accepting new Medicare patients*? Please list all the reasons.

Next >>

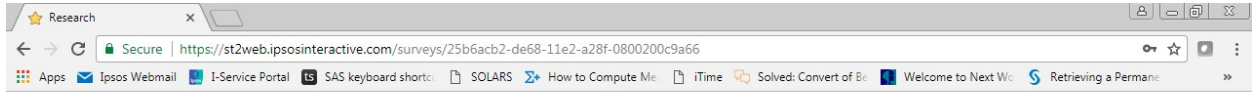
Progress:  80%

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Windows taskbar showing icons for Internet Explorer, File Explorer, Google Chrome, Outlook, a printer, Word, Excel, and a folder. The system tray on the right shows the time as 3:30 PM on 2/28/2018.

Q10 (IF 'NO' OR 'DON'T KNOW' AT Q8):



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Does WILLIAM HARTNELL accept payment from government or private health insurance plans?

- Yes
- No

Next >>

Progress:



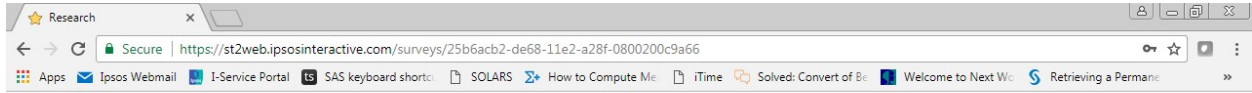
86%

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Q11 (IF 'NO' OR 'DON'T KNOW' AT Q8):



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

As of today, is WILLIAM HARTNELL accepting new patients?

- Yes
- No
- I Don't Know

Next >>

Progress:

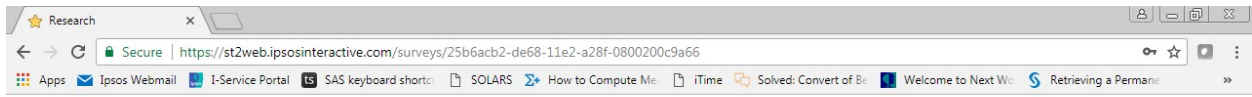


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END:



OMB NO.: 0720-0031  
EXPIR. DATE: 11/30/2018

Thank you for taking the time to complete this survey.

If you have questions about TRICARE, its specific health plans, or the benefits it provides, please visit the TRICARE web site at [www.tricare.mil](http://www.tricare.mil) for assistance.

To take this survey for another provider, please click on the link below.

[Begin Another Survey](#)

Progress:  100%

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