Current MA-PD Survey/Question Wording	Proposed MA-PD Survey/Question Wording	Current English Language Survey	Proposed English Language Survey	Proposed Spanish Language Survey	COMMENTS
		Question Number	Question Number	Question Number	
		Item Count=59	Item Count=60	Item Count=60	
YOUR FORMER HEALTH PLAN	YOUR FORMER HEALTH PLAN	HEADER	HEADER	HEADER	No change to wording.
We are sending you this survey because we believe you recently switched or dropped your Medicare health plan.	Drop this Introduction.	Introduction to Q1	DROPPED	DROPPED	Delete this short introduction to Q1 to streamline
Our records show that you used to belong to the health plan whose name is printed on the cover of the survey but that you no longer belong to that plan. Is that right?  o Yes, I switched to a different Medicare health plan o I switched health plans but my <b>former</b> plan was not the plan printed on the cover of this survey o No, I did not switch plans or drop my Medicare plan recently	Our records show that you used to belong to this health plan: [PLACEHOLDER] but that you no longer belong to that plan. Is that correct?  o Yes, I left the health plan printed above o No, I left a different health plan o No, I did not switch plans or leave ANY Medicare health plan recently	1	1	1	Revised to simplify response option text; also integrate plan name / contract# into the Q1.
Did you have to switch plans or drop your former Medicare health plan for any of the following reasons?  o I moved outside of the area where the plan was available  o I was dropped by the plan  o The plan was cancelled or discontinued in my area o The plan was changed or discontinued by the organization that provides my insurance (such as a former employer or a union)  o None of the above	Did you have to switch plans or drop your former Medicare health plan for any of the following reasons?  o I moved outside of the area where the plan was available  o I was dropped by the plan  o The plan was cancelled or discontinued in my area  o The plan was changed or discontinued by the organization that provides my insurance (such as a former employer or a union)  o None of the above	2	2	2	No change to wording.
GETTING INFORMATION OR HELP FROM YOUR FORMER HEALTH PLAN	GETTING INFORMATION OR HELP FROM YOUR FORMER HEALTH PLAN	HEADER	HEADER	HEADER	No change to wording.
As you answer the questions in this survey, please think only of your <u>former</u> health plan (whose name is printed on the cover of this survey).	As you answer the questions in this survey, please think only of your <u>former</u> health plan (whose name is printed on the cover of this survey).	Q3 preamble	Q3 preamble	Q3 preamble	No change to wording.
Did you ever try to get information or help from your former plan's customer service? Yes/No If no, go to question 5		3	3	3	No change to wording.

Current MA-PD Survey/Question Wording	Proposed MA-PD Survey/Question Wording	Current English	Proposed English	Proposed Spanish	COMMENTS
		Language Survey	Language Survey	Language Survey	
		Question Number	Question Number	Question Number	
		Item Count=59	Item Count=60	Item Count=60	
How often did your former plan's customer service	How often did your former plan's customer	4	4	4	No change to wording.
give you the information or help you needed?	service give you the information or help you				
o Never	needed?				
o Sometimes	o Never				
o Usually	o Sometimes				
o Always	o Usually				
o I did not try to get information or help from my	o Always				
former plan's customer service	o I did not try to get information or help				
	from my former plan's customer service				
GETTING HEALTH CARE AND THE PRESCRIPTION	GETTING HEALTH CARE AND THE	HEADER	HEADER	HEADER	No change to wording.
MEDICINES YOU NEEDED FROM YOUR FORMER	PRESCRIPTION MEDICINES YOU NEEDED				
HEALTH PLAN	FROM YOUR FORMER HEALTH PLAN				
How often was it easy to get the care, tests, or	How often was it easy to get the care, tests,	5	5	5	No change to wording.
treatment you needed through your former plan?	or treatment you needed through your				
o Never	former plan?				
o Sometimes	o Never				
o Usually	o Sometimes				
o Always	o Usually				
o I did not try to get any kind of care, tests, or	o Always				
treatment through my former plan	o I did not try to get any kind of care, tests,				
areachient amough my former plan	or treatment through my former plan				
In the last 6 months, did you make an appointment to		6	6	6	Deleted the reference to "In
see a specialist?	specialist?				the last 6 months" to reduce
o Yes	o Yes				cognitive burden.
o No if no go to question 8	o No if no go to question 8				
o Someone else made my specialist appointments for					
me	appointments for me				
In the last 6 months, how often did you get an	How often did you get an appointment to	7	7	7	Deleted the reference to "In
appointment to see a specialist as soon as you	see a specialist as soon as you needed?				the last 6 months" to reduce
needed?	o Never				cognitive burden.
o Never	o Sometimes				
o Sometimes	o Usually				
o Usually	o Always				
o Always	o I did not make an appointment to see a				
o I did not make an appointment to see a specialist	specialist				

Current MA-PD Survey/Question Wording	Proposed MA-PD Survey/Question Wording	Current English	Proposed English	Proposed Spanish	COMMENTS
		Language Survey	Language Survey	Language Survey	
		Question Number	Question Number	Question Number	
		Item Count=59	Item Count=60	Item Count=60	
How often was it easy to use your former plan to get	How often was it easy to use your former	8	8	8	No change to wording.
the medicines your doctor prescribed?	plan to get the medicines your doctor				
o Never	prescribed?				
o Sometimes	o Never				
o Usually	o Sometimes				
o Always	o Usually				
o I did not use my former plan to get any prescription	o Always				
medicines	o I did not use my former plan to get any				
	prescription medicines				
Did you ever use your former plan to fill a	Did you ever use your former plan to fill a	9	9	9	No change to wording.
prescription at a pharmacy? Yes/No If No, go to	prescription at a pharmacy? Yes/No If No,				
question 11	go to question 11				
How often was it easy to use your former plan to fill a	How often was it easy to use your former	10	10	10	No change to wording.
prescription at a pharmacy?	plan to fill a prescription at a pharmacy?				
o Never	o Never				
o Sometimes	o Sometimes				
o Usually	o Usually				
o Always	o Always				
o I did not have to use my former plan to fill a	o I did not have to use my former plan to fill				
prescription at a pharmacy	a prescription at a pharmacy				
Did you ever use your former plan to fill any	Did you ever use your former plan to fill any	11	11	11	No change to wording.
prescriptions by mail? Yes/No If no, go to question	prescriptions by mail? Yes/No If no, go to				
13	question 13				
How often was it easy to use your former plan to fill	How often was it easy to use your former	12	12	12	No change to wording.
prescriptions by mail?	plan to fill prescriptions by mail?				
o Never	o Never				
o Sometimes	o Sometimes				
o Usually	o Usually				
o Always	o Always				
o I did not use my former plan to fill a prescription by	o I did not use my former plan to fill a				
mail	prescription by mail				
Using any number from 0 to 10, where 0 is the worst	Using any number from 0 to 10, where 0 is	13	13	13	No change to wording.
health plan possible and 10 is the best health plan	the worst health plan possible and 10 is the				
possible, what number would you use to rate your	best health plan possible, what number				
former plan?	would you use to rate your former plan?		1	<u> </u>	
REASONS YOU LEFT YOUR FORMER HEALTH PLAN	REASONS YOU LEFT YOUR FORMER HEALTH PLAN	HEADER	HEADER	HEADER	No change to wording.
The next questions are about reasons you may have	The next questions are about reasons you	Q14 preamble	Q14 preamble	Q14 preamble	No change to wording.
had for switching or dropping your former health	may have had for switching or dropping				
plan.	your former health plan.				

Current MA-PD Survey/Question Wording	Proposed MA-PD Survey/Question Wording	Current English Language Survey Question Number	Proposed English Language Survey Question Number	Proposed Spanish Language Survey Question Number	COMMENTS
		Item Count=59	Item Count=60	Item Count=60	
Did you leave your former plan because you found out that someone had signed you up for the plan without your permission? Yes/No	Did you leave your former plan because someone else signed you up for the plan without your permission? Yes/No	14	14	14	Streamlined wording.
Did you leave your former plan because you were taken off the plan by mistake? Yes/No	Item has been dropped	15	DROPPED	DROPPED	Item dropped due to low endorsement and low reliability and to reduce burden.
Did you leave your former plan because the dollar amount you had to pay each time you filled or refilled a prescription went up?  o Yes  o No  o I did not have to pay for my prescription medicines	filled or refilled a prescription (copayment) went up? o Yes	16	15	15	Added parenthetical reference to "copayment" to improve understanding for some respondents.
Not included	Did you leave your former plan because you found a plan with a lower copayment for prescription drugs? Yes/No	Not included	16	16	Added based on feedback from consumers and plan representatives citing this disenrollment reason.
Did you leave your former plan because the dollar amount you had to pay each time you visited a doctor went up?  o Yes o No o I did not have to pay for doctor visits	Did you leave your former plan because the dollar amount you had to pay each time you visited a doctor (copayment) went up? o Yes o No o I did not have to pay for doctor visits	17	17	17	Added parenthetical reference to "copayment" to improve usability.
Not included	Did you leave your former plan because you found a plan with a lower copayment for doctors' visits? Yes/No	Not included	18	18	Added based on feedback from consumers and plan representatives citing this disenrollment reason.

Current MA-PD Survey/Question Wording	Proposed MA-PD Survey/Question Wording	Current English	Proposed English	Proposed Spanish	COMMENTS
		Language Survey	Language Survey	Language Survey	
		Question Number	Question Number	Question Number	
		Item Count=59	Item Count=60	Item Count=60	
Some people have to pay their health plan a monthly	1	18	19	19	Minor wording changes around
fee (called a premium) out of their own pocket for	monthly premium (fee) out of their own				"premium" and "fee" to
health coverage.	pocket for health coverage.				increase usability.
Did you leave your former plan because this monthly	Did you leave your former plan because the				
fee went up?	monthly premium went up?				
o Yes	o Yes				
o No	o No				
o I did not have to pay my former plan a monthly fee	1				
out of my own pocket	monthly premium out of my own pocket				
Not included	Did you leave your plan because you found a	Not included	20	20	Added based on feedback from
	plan with a lower monthly premium?				consumers and plan
	o Yes				representatives citing this
	o No				disenrollment reason.
	o I did not have to pay my former plan a				
	monthly premium out of my own pocket				
Health plans have a list of the prescription medicines	Health plans have a list of the prescription	19	21	21	No change to wording.
they will cover. Did you leave your former plan	medicines they will cover. Did you leave your				
because they changed the list of prescription	former plan because they changed the list of				
medicines they cover? Yes/No	prescription medicines they cover? Yes/No				
Did you leave your former plan because you found a	Item has been dropped	20	DROPPED	DROPPED	New items 16, 18, and 20 ask
health plan that costs less? Yes/No					about costs specifically to be
					more useful to CMS, plans, and
					consumers.
Did you leave your former plan because a change in	Did you leave your former plan because a	21	22	22	No change to wording.
your personal finances meant you could no longer	change in your personal finances meant you				
afford the plan? Yes/No	could no longer afford the plan? Yes/No				
Did you leave your former plan because a change in	Item has been dropped	22	DROPPED	DROPPED	Item dropped due to low
your health meant the plan no longer met your					reliability and to reduce
needs? Yes/No	Did you loove your formers when hoseyes it	22	22	22	respondent burden.
Did you leave your former plan because it turned out	1	23	23	23	No change to wording.
to be more expensive than you expected? Yes/No	turned out to be more expensive than you expected? Yes/No				
Did you leave your former plan because the plan	Did you leave your former plan because the	24	24	24	No change to wording.
refused to pay for a medicine your doctor prescribed?	1				
Yes/No	doctor prescribed? Yes/No				
Did you leave your former plan because you had	Did you leave your former plan because you	25	25	25	No change to wording.
problems getting the medicines your doctor	had problems getting the medicines your				
prescribed? Yes/No	doctor prescribed? Yes/No				

Current MA-PD Survey/Question Wording	Proposed MA-PD Survey/Question Wording	Current English	Proposed English	Proposed Spanish	COMMENTS
		Language Survey	Language Survey	Language Survey	
		Question Number	Question Number	Question Number	
		Item Count=59	Item Count=60	Item Count=60	
Did you leave your former plan because it was difficult to get brand name medicines?  o Yes  o No  o I did not try to get brand name medicines through my former plan	Did you leave your former plan because it was difficult to get brand name medicines?  o Yes  o No  o I did not try to get brand name medicines through my former plan	26	26	26	No change to wording.
Did you leave your former plan because you were frustrated by the plan's approval process for medicines your doctor prescribed? Yes/No	Did you leave your former plan because you were frustrated by the plan's approval process for medicines your doctor prescribed? Yes/No	27	27	27	No change to wording.
Did you leave your former plan because you did not know whom to contact when you had a problem filling or refilling a prescription? Yes/No	Did you leave your former plan because you did not know whom to contact when you had a problem filling or refilling a prescription? Yes/No	28	28	28	No change to wording.
Did you leave your former plan because it was hard to get information from the plan like which prescription medicines were covered or how much a specific medicine would cost? Yes/No	Did you leave your former plan because it was hard to get information from the plan about which prescription medicines were covered or how much a specific medicine would cost? Yes/No	29	29	29	Small wording change specifying type of information sought.
Did you leave your former plan because you were frustrated by the plan's approval process for care, tests, or treatment? Yes/No	Did you leave your former plan because you were frustrated by the plan's approval process for care, tests, or treatment? Yes/No		30	30	No change to wording.
Did you leave your former plan because you had problems getting the care, tests, or treatment you needed? Yes/No	Did you leave your former plan because you had problems getting the care, tests, or treatment you needed? Yes/No	31	31	31	No change to wording.
Claims are sent to a health plan for payment. You may send in the claims yourself or doctors, hospitals, or others may do this for you. Did you leave your former plan because you had problems getting the plan to pay a claim? Yes/No	Did you leave your former plan because you had problems getting the plan to pay a claim? Yes/No	32	32	32	Streamlined this item by removing the preamble to reduce burden and preserve usability.
Did you leave your former plan because the doctors or other health care providers you wanted to see did not belong to the plan? Yes/No	Did you leave your former plan because the doctors or other health care providers you wanted to see did not belong to the plan? Yes/No	33	33	33	No change to wording.

Current MA-PD Survey/Question Wording	Proposed MA-PD Survey/Question Wording	Current English	Proposed English	Proposed Spanish	COMMENTS
		Language Survey Question Number	Language Survey	Language Survey	
			Question Number	Question Number	
		Item Count=59	Item Count=60	Item Count=60	
Did you leave your former plan because the clinics or	, , , , , , , , , , , , , , , , , , , ,	34	34	34	Removed "for care" from the
hospitals you wanted to go to for care were not	clinics or hospitals you wanted to go to were				item to streamline.
covered by the plan? Yes/No	not covered by the plan? Yes/No				
Did you leave your former plan because it was hard to	1	35	35	35	Small wording change
get information from the plan like which health	was hard to get information from the plan				specifying type of information
care services were covered or how much a specific	about which health care services were				sought.
test or treatment would cost? Yes/No	covered or how much a specific test or				
	treatment would cost? Yes/No				
Did you leave your former plan because you were	Did you leave your former plan because you	36	36	36	No change to wording.
unhappy with how the plan handled a question or	were unhappy with how the plan handled a				
complaint?	question or complaint?				
Yes/No	Yes/No				
Did you leave your former plan because you could not	Did you leave your former plan because you	37	37	37	No change to wording.
get the information or help you needed from the	could not get the information or help you				
plan? Yes/No	needed from the plan? Yes/No				
Did you leave your former plan because their	Did you leave your former plan because their	38	38	38	No change to wording.
customer service staff did not treat you with courtesy	customer service staff did not treat you with				
and respect? Yes/No	courtesy and respect? Yes/No				
Every year Medicare evaluates all health plans and	Every year Medicare evaluates all health	Q39 preamble	Q39 preamble	Q39 preamble	No change to wording.
gives them a star rating.	plans and gives them a star rating.				
Did you leave your former plan because it got a low	Did you leave your former plan because it	39	39	39	No change to wording.
Medicare star rating? Yes/No	got a low Medicare star rating? Yes/No				
Did you leave your former plan because you found	Did you leave your former plan because you	40	40	40	No change to wording.
another plan with a higher Medicare star rating?	found another plan with a higher Medicare				
Yes/No	star rating? Yes/No				
OTHER REASONS FOR LEAVING YOUR FORMER	OTHER REASONS FOR LEAVING YOUR	HEADER	HEADER	HEADER	No change in wording.
Did you leave your former plan because a family	FORMER HEALTH PLAN  Did you leave your former plan because a	41	41	41	No change in wording.
member or friend told you about a better plan?	family member or friend told you about a	71			ivo change in wording.
Yes/No	better plan? Yes/No				
Not included	Did you leave your former plan because an	Not included	42	42	Added based on feedback from
The monace	insurance agent or broker told you about a	Troc moradea		-	consumers and plan
	better plan? Yes/No				representatives citing this
					disenrollment reason.
Did you leave your former plan because you saw a	Did you leave your former plan because you	42	43	43	No change to wording.
commercial or advertisement for a health plan you	saw a commercial or advertisement for a				
thought you would like better? Yes/No	health plan you thought you would like				
,	better? Yes/No				
Did you leave your former plan because you found	Did you leave your former plan because you	43	44	44	No change to wording.
another plan that better met your prescription	found another plan that better met your				
needs?	prescription needs?				
Yes/No	Yes/No				

Current MA-PD Survey/Question Wording	Proposed MA-PD Survey/Question Wording		Proposed English	Proposed Spanish	COMMENTS
		Question Number	Language Survey Question Number	Language Survey Question Number	
	Did you leave your former plan because	44	45	45	Added additional examples of
offered better benefits or coverage (for example,	another plan offered better benefits or				benefits and coverage to
dental or vision care)? Yes/No	coverage (for example, dental or vision care,				improve understanding.
	hearing aids, pre-paid cards for medications				
	and supplies)? Yes/No				
ABOUT YOU	ABOUT YOU	HEADER	HEADER	HEADER	No change to wording.
In general, how would you rate your overall health?	In general, how would you rate your overall	45	46	46	No change to wording.
o Excellent	health?				
o Very good	o Excellent				
o Good	o Very good				
o Fair	o Good				
o Poor	o Fair				
	o Poor				
In general, how would you rate your overall mental or	In general, how would you rate your overall	46	47	47	No change to wording.
emotional health?	mental or emotional health?				
o Excellent	o Excellent				
o Very good	o Very good				
o Good	o Good				
o Fair	o Fair				
o Poor	o Poor				
In the past 12 months, how many different	In the past 12 months, how many different	47	48	48	No change to wording.
prescription medicines did you take?	prescription medicines did you take?				
o None	o None				
o 1 to 2 medicines	o 1 to 2 medicines				
o 3 to 5 medicines	o 3 to 5 medicines				
o 6 or more medicines	o 6 or more medicines				
In the past 12 months, have you seen a doctor or	In the past 12 months, have you seen a	48	49	49	No change to wording.
other health provider 3 or more times for the same	doctor or other health provider 3 or more				
condition or problem?	times for the same condition or problem?				
Yes/No If no, go to question 49	Yes/No if no, go to question 50				
, , , , ,	, , , , , ,				
Is this a condition or problem that has lasted for at	le this a condition or problem that has lasted	40	50	F0	No change to wording
Is this a condition or problem that has lasted for at	Is this a condition or problem that has lasted	49	اعل	50	No change to wording.
least 3 months? Yes/No	for at least 3 months? Yes/No	F0	Г1		Dolotod "envil hofers
	l · ——	50	51	51	Deleted "any" before
a doctor for any condition? Yes/No If no, go to	prescribed by a doctor? Yes/No If no, go to				"medicine" and "for any
question 51	question 52				condition" to reduce item
					length.
Is this medicine to treat a condition that has lasted for		51	52	52	No change to wording.
at least 3 months? Yes/No	lasted for at least 3 months? Yes/No				

Current MA-PD Survey/Question Wording	Proposed MA-PD Survey/Question Wording	Current English	Proposed English	Proposed Spanish	COMMENTS
		Language Survey	Language Survey	Language Survey	
		Question Number	Question Number	Question Number	
		Item Count=59	Item Count=60	Item Count=60	
Has a doctor ever told you that you have any of the	Has a doctor ever told you that you have any	52	53	53	No change to wording.
following conditions?	of the following conditions?				
o A heart attack	o A heart attack				
o Angina or coronary heart disease	o Angina or coronary heart disease				
o High blood pressure or hypertension	o High blood pressure or hypertension				
o Cancer, other than skin cancer	o Cancer, other than skin cancer				
o Emphysema, asthma or COPD (chronic obstructive	o Emphysema, asthma or COPD (chronic				
pulmonary disease)	obstructive pulmonary disease)				
o Any kind of diabetes or high blood sugar	o Any kind of diabetes or high blood sugar				
What is the highest grade or level of school that you	What is the highest grade or level of school	53	54	54	No change to wording.
have completed?	that you have completed?				!
o 8th grade or less	o 8th grade or less				
o Some high school, but did not graduate	o Some high school, but did not graduate				
o High school graduate or GED	o High school graduate or GED				
o Some college or 2-year degree	o Some college or 2-year degree				
o 4-year college graduate	o 4-year college graduate				
o More than 4-year college degree	o More than 4-year college degree				
Are you of Hispanic or Latino origin or descent?	Are you of Hispanic or Latino origin or	54	55	55	No change to wording.
o Yes, Hispanic or Latino	descent?				
o No, not Hispanic or Latino	o Yes, Hispanic or Latino				
	o No, not Hispanic or Latino				
What is your race? Please mark one or more.	What is your race? Please mark one or more.	55	56	56	Changed order of the response
o White	o American Indian or Alaska Native				options to alphabetical.
o Black or African-American	o Asian				
o Asian	o Black or African-American				
o Native Hawaiian or other Pacific Islander	o Native Hawaiian or other Pacific Islander				
o American Indian or Alaska Native	o White				
What language do you mainly speak at home?	What language do you mainly speak at	56	57	57	No change to wording.
o Chinese	home?				
o English	o Chinese				
o Russian	o English				
o Spanish	o Russian				
o Vietnamese	o Spanish				
o Some other language (please print)	o Vietnamese				
	o Some other language (please print)				
	J 3 11 11 17 17				

Current MA-PD Survey/Question Wording  Did someone help you complete this survey? Yes/No - if no, please go to question 59	Proposed MA-PD Survey/Question Wording  Did someone help you complete this survey?  Yes/No if no, please go to question 60	Language Survey Question Number Item Count=59	Proposed English Language Survey Question Number Item Count=60	Proposed Spanish Language Survey Question Number Item Count=60 58	No change to wording.
How did that person help you? Please mark one or more.  o Read the questions to me o Wrote down the answers I gave o Answered the questions for me o Translated the questions into my language o Helped in some other way (please print)	How did that person help you? Please mark one or more.  o Read the questions to me o Wrote down the answers I gave o Answered the questions for me o Translated the questions into my language o Helped in some other way (please print)		59	59	No change to wording.
May we contact you again if we have questions about your survey responses or if we have other questions about the health care services that you received? Yes/No	May we contact you again if we have any questions about your survey responses or the health care services you received? Yes/No	59	60	60	Streamlined this item to reduce burden and preserve usability.