

Existing Question (2024), Proposed Question (2025), Type of Change, Reason for Change, Burden Change

1. Our records show that in 2023 your health services were covered by the plan named on the back page. Is that right?, 1. Our records show that in 2024 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 2023 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 2024 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 needed care right away?," 3. In the last 6 months, did you have an illness, injury, or condition that needed care right away?,-,,

"4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?," 4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?,-,,

"5. In the last 6 months, did you make any in-person, phone, or video appointments for a check-up or routine care?," 5. In the last 6 months, did you make any in-person, phone, or video appointments for a check-up or routine care?,-,,

"6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?," 6. In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?,-,,

"7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?," 7. In the last 6 months, not counting the times you went to an emergency room, how many times did you get health care for yourself in person, by phone, or by video?,-,,

"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 within 15 minutes of your appointment time?," Item dropped, Item was dropped from the composite measure in 2024; removing the item from the survey aligns survey content with measure content., Yes

"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?," 8. 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?,-,,

"10. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?," 9. In the last 6 months, how often was it easy to get the care, tests or treatment you needed?,-,,

"11. A personal doctor is the one you would talk to if you need a check-up,

want advice about a health problem, or get sick or hurt. Do you have a personal doctor?","10. A personal doctor is the one you would talk to if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?",-,,

"12. In the last 6 months, how many times did you have an in-person, phone, or video visit with your personal doctor about your health?","11. In the last 6 months, how many times did you have an in-person, phone, or video visit with your personal doctor about your health?",-,,

"13. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?","12. 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?","13. 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?","14. 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?","15. 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?","16. 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 talked with your personal doctor during a scheduled appointment, how often did he or she have your medical records or other information about your care? ","17. In the last 6 months, when you talked with your personal doctor during 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?","18. 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 doctors-office follow up to give you those results?","19. 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 doctors 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?","20. 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?",",,

"22. In the last 6 months, did you take any prescription medicine?","21. 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?","22. 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?","23. 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 doctors office to manage your care among these different providers and services?","24. In the last 6 months, did you need help from anyone in your personal doctors office to manage your care among these different providers and services?",",,

"26. In the last 6 months, did you get the help you needed from your personal doctors office to manage your care among these different providers and services?","25. In the last 6 months, did you get the help you needed from your personal doctors 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 personal doctor a specialist?","26. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Is your personal doctor a specialist?",",,

"28. In the last 6 months, did you make any appointments with a specialist?","27. In the last 6 months, did you make any appointments with a specialist?",",,

"29. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?","28. In the last 6 months, how often did you get an appointment with a specialist as soon as you needed?",",,

30. How many specialists have you talked to in the last 6 months?,"29. How many specialists have you talked to in the last 6 months?",",,

"31. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?","30. We want to know your rating of the specialist you talked to most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?",",,

"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?","31. In the last 6 months, how often did your personal doctor seem informed and up to date about the care you got from specialists?",",,

"33. In the last 6 months, did you get information or help from your health-

~~plans customer service?"~~, "32. In the last 6 months, did you get information or help from your health plans customer service?" ,,,

~~"34. In the last 6 months, how often did your health plans customer service give you the information or help you needed?"~~, "33. In the last 6 months, how often did your health plans customer service give you the information or help you needed?" ,,,

~~"35. In the last 6 months, how often did your health plans customer service staff treat you with courtesy and respect?"~~, "34. In the last 6 months, how often did your health plans customer service staff treat you with courtesy and respect?" ,,,

~~"36. In the last 6 months, did your health plan give you any forms to fill out?"~~, "35. In the last 6 months, did your health plan give you any forms to fill out?" ,,,

~~"37. In the last 6 months, how often were the forms from your health plan easy to fill out?"~~, "36. In the last 6 months, how often were the forms from your health plan easy to fill out?" ,,,

~~"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?"~~, "37. 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?" ,,,

~~"39. A co-pay is the amount of money you pay at the time of a visit to a doctors 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)?"~~, "38. A co-pay is the amount of money you pay at the time of a visit to a doctors 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)?" ,,,

~~"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)?"~~, "39. 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)?" ,,,

~~"41. In the last 6 months, did anyone from a doctors 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?"~~, "40. In the last 6 months, did anyone from a doctors 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?"~~, ,,,

~~"42. In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?"~~, "41. In the last 6 months,

~~how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?" , , ,~~

~~"43. In the last 6 months, did you ever use your prescription drug plan to fill a prescription at your local pharmacy?" , "42. In the last 6 months, did you ever use your prescription drug plan to fill a prescription at your local pharmacy?" , , ,~~

~~"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?" , "43. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy?" , , ,~~

~~"45. In the last 6 months, did you ever use your prescription drug plan to fill a prescription by mail?" , "44. In the last 6 months, did you ever use your prescription drug plan to fill a prescription by mail?" , , ,~~

~~"46. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?" , "45. In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail?" , , ,~~

~~"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?" , "46. 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?" , , ,~~

~~"48. In general, how would you rate your overall health?" , "47. In general, how would you rate your overall health?" , , ,~~

~~"49. In general, how would you rate your overall mental or emotional health?" , "48. In general, how would you rate your overall mental or emotional health?" , , ,~~

~~50. What language do you mainly speak at home? , "49. What language do you mainly speak at home? , , ,~~

~~"51. In the last 6 months, did you spend one or more nights in a hospital?" , "50. In the last 6 months, did you spend one or more nights in a hospital?" , , ,~~

~~"52. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?" , "51. In the last 6 months, did you delay or not fill a prescription because you felt you could not afford it?" , , ,~~

~~"53. In the last 6 months, did anyone from a clinic, emergency room, or doctors office where you got care treat you in an unfair or insensitive way because of any of the following things about you?~~

~~53a. Health condition~~

~~53b. Disability~~

~~53c. Age~~

~~53d. Culture or religion~~

~~53e. Language or accent~~

~~53f. Race or ethnicity~~

~~53g. Sex (female or male)~~

~~53h. Sexual orientation~~

~~53i. Gender or gender identity~~

~~53j. Income", "52. In the last 6 months, did anyone from a clinic, emergency room, or doctors office where you got care treat you in an unfair or insensitive way because of any of the following things about you?~~

~~52a. Health condition~~

~~52b. Disability~~

~~52c. Age~~

~~52d. Culture or religion~~

~~52e. Language or accent~~

~~52f. Race or ethnicity~~

~~52g. Sex (female or male)~~

~~52h. Sexual orientation~~

~~52i. Gender or gender identity~~

~~52j. Income", , ,~~

~~"54. Has a doctor ever told you that you had any of the following conditions?-~~

~~54a. A heart attack?~~

~~54b. Angina or coronary heart disease?~~

~~54c. Hypertension or high blood pressure?~~

~~54d. Cancer, other than skin cancer?~~

~~54e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)?~~

~~54f. Any kind of diabetes or high blood sugar?" "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?" , , ,~~

~~55. Do you have serious difficulty walking or climbing stairs?, 54. Do you have serious difficulty walking or climbing stairs?, , ,~~

~~56. Do you have difficulty dressing or bathing?, 55. Do you have difficulty dressing or bathing?, , ,~~

~~"57. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctors office or shopping?" "56. Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctors office or shopping?" , , ,~~

~~"58. Have you had a flu shot since July 1, 2023?" "57. Have you had a flu shot since July 1, 2024?" , , ,~~

~~59. Have you ever had one or more pneumonia shots? Two shots are usually given in a persons lifetime and these are different from a flu shot. It is also called the pneumococcal vaccine., 58. Have you ever had one or more pneumonia shots? Two shots are usually given in a persons lifetime and these are different from a flu shot. It is also called the pneumococcal vaccine., , ,~~

~~"60. Do you now smoke cigarettes or use tobacco every day, some days, or~~

~~not at all?,,Item dropped,This is an NCQA HEDIS measure and is being retired.,Yes~~

~~"61. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider?,,Item dropped,This is an NCQA HEDIS measure and is being retired.,Yes~~

~~62. What is the highest grade or level of school that you have completed?,59. What is the highest grade or level of school that you have completed?,,,~~

~~63. Are you of Hispanic or Latino origin or descent?,60. Are you of Hispanic or Latino origin or descent?,,,~~

~~64. What is your race? Please mark one or more.,61. What is your race? Please mark one or more.,,,~~

~~"65. How many people live in your household now, including yourself?","62. How many people live in your household now, including yourself?,,,~~

~~66. Do you ever use the internet at home?,63. Do you ever use the internet at home?,,,~~

~~"67. 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? ","64. 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? ",,,~~

~~68. Did someone help you complete this survey?,65. Did someone help you complete this survey?,,,~~

~~"69. How did that person help you? Please mark one or more.~~

~~69a. Read the questions to me \_\_\_\_\_~~

~~69b. Wrote down the answers I gave~~

~~69c. Answered the questions for me \_\_\_\_\_~~

~~69d. Translated the questions into my language~~

~~69e. Helped in some other way","66. How did that person help you? Please mark one or more.~~

~~66a. Read the questions to me \_\_\_\_\_~~

~~66b. Wrote down the answers I gave~~

~~66c. Answered the questions for me \_\_\_\_\_~~

~~66d. Translated the questions into my language~~

~~66e. Helped in some other way",,,~~