

| Variable Name | MR Screen Name | Question Type | Question Text/Description                                                                                                                                                                                                                                                                                                   | Code List                                                                                                                                                                                                                                                               | Routing           |
|---------------|----------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
|               |                |               | <b>BENEFICIARY KNOWLEDGE AND INFORMATION NEEDS QUESTIONNAIRE SPECIFICATIONS</b><br><br><b>CRITERIA</b><br>INTTYPE=C001, C002, C004, C005, C006, C007<br>SPALIVE=1<br>SEASON=WINTER<br>SPPROXY=SP or PROXY<br>Other: N/A<br><br><b>PLACEMENT</b><br>Administer after CVQ.                                                    |                                                                                                                                                                                                                                                                         |                   |
| KNINTR        | KNINTRO        | no entry      | Now I have some questions that ask how you get information about the Medicare program [for (SP)]. Your answers will help Medicare provide the information that people need.<br><br>Keep in mind that, generally, there are no right or wrong answers to these questions. Your opinions and experiences are important to us. | (01) CONTINUE<br>(-7) Empty                                                                                                                                                                                                                                             | KN1 - KNOWMC      |
| KNOWMC        | KN1            | code one      | SHOW CARD KN1<br><br>Overall, how easy or difficult do you think the Medicare program is to understand?<br><br>[PROBE IF NECESSARY: Would you say it is very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?]                                           | (01) VERY EASY<br>(02) SOMEWHAT EASY<br>(03) SOMEWHAT DIFFICULT<br>(04) VERY DIFFICULT<br>(-8) Don't Know<br>(-9) Refused                                                                                                                                               | KN2 - KCARKNOW    |
| KCARKNOW      | KN2            | code one      | SHOW CARD KN2<br><br>How much do you think you know about the Medicare program?<br><br>Do you know just about everything you need to know, most of what you need to know, some of what you need to know, a little of what you need to know or almost none of what you need to know about the Medicare program?              | (01) JUST ABOUT EVERYTHING YOU NEED TO KNOW<br>(02) MOST OF WHAT YOU NEED TO KNOW<br>(03) SOME OF WHAT YOU NEED TO KNOW<br>(04) A LITTLE OF WHAT YOU NEED TO KNOW<br>(05) ALMOST NONE OF WHAT YOU NEED TO KNOW<br>(-8) Don't Know<br>(-9) Refused                       | KN25B1 - KNINFMCR |
| KNINFMCR      | KN25B1         | yes/no        | In the past year, have you tried to find any information [for (SP)] about Medicare?                                                                                                                                                                                                                                         | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                                                                                                                                                                  | KN25D-KNCOVOPT    |
| KNCOVOPT      | KN25D          | code one      | SHOW CARD KN3<br><br>How easy or difficult would you say it is for [you/(SP)] to review and compare [your/(SP)'s] Medicare coverage options? Would you say it is ...                                                                                                                                                        | (01) Very easy<br>(02) Somewhat easy<br>(03) Somewhat difficult<br>(04) Very difficult<br>(05) DOES NOT MAKE DECISIONS ON HEALTH INSURANCE<br>(-8) Don't Know<br>(-9) Refused                                                                                           | KN25E-KNCOVREV    |
| KNCOVREV      | KN25E          | code one      | SHOW CARD KN4<br><br>How often [do you/does (SP)] review or compare [your/(SP)'s] Medicare coverage options? Would that be at least once every year, once every few years, rarely, or never?                                                                                                                                | (01) AT LEAST ONCE EVERY YEAR<br>(02) ONCE EVERY FEW YEARS<br>(03) RARELY<br>(04) NEVER<br>(05) ONLY ONCE WHEN FIRST SIGNED UP FOR DRUG PLAN<br>(06) ONLY ONCE WHEN FIRST SIGNED UP FOR MEDICARE<br>(07) JUST SIGNED UP FOR MEDICARE<br>(-8) DON'T KNOW<br>(-9) REFUSED | KN35F-KNCOVINP    |

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| KNCOVIN       | KN25F          | code one      | <p>SHOW CARD KN5</p> <p>To what extent do you agree or disagree with the following statement:<br/>[I have/(SP) has] the information [I need/(SP) needs] to make an informed comparison among different health insurance choices.</p> <p>Would you say you ...</p>                | <p>(01) Completely agree<br/>(02) Somewhat agree<br/>(03) Somewhat disagree<br/>(04) Completely disagree<br/>(05) DOES NOT MAKE DECISIONS ON HEALTH INSURANCE<br/>(-8) Don't Know<br/>(-9) Refused</p> | KN26 - KNFOSATI                                                                                        |
| KNFOSATI      | KN26           | code one      | <p>SHOW CARD KN6</p> <p>How satisfied are you in general with the availability of information about the Medicare program when you need it [for (SP)]?</p>                                                                                                                        | <p>(01) VERY SATISFIED<br/>(02) SATISFIED<br/>(03) DISSATISFIED<br/>(04) VERY DISSATISFIED<br/>(05) NOT APPLICABLE<br/>(-8) Don't Know<br/>(-9) Refused</p>                                            | KN27INT - KN27IN                                                                                       |
| KN27IN        | KN27INT        | no entry      | Now I would like to ask you about publications that are available to you [and (SP)] about the Medicare program.                                                                                                                                                                  | <p>(01) CONTINUE<br/>(-7) Empty</p>                                                                                                                                                                    | KN27 - KBOKRECD                                                                                        |
| KBOKRECD      | KN27           | yes/no        | <p>SHOW CARD KN7</p> <p>Did [you/(SP)] receive in the mail or view on the Medicare website a book called "Medicare and You [CURRENT YEAR]"? This book gives an overview of the Medicare program and is sent to Medicare beneficiaries every fall. The cover looks like this.</p> | <p>(01) YES<br/>(02) NO<br/>(-8) Don't Know<br/>(-9) Refused</p>                                                                                                                                       | <p>(01) KN28 - KBOKREAD<br/>(02) KN50A- COMPDESK<br/>(-8) KN50A- COMPDESK<br/>(-9) KN50A- COMPDESK</p> |
| KBOKREAD      | KN28           | code one      | Would you say you have read this book thoroughly, that you have read parts of it, or that you haven't read it at all?                                                                                                                                                            | <p>(01) READ IT THOROUGHLY<br/>(02) READ PARTS OF IT<br/>(03) HAVEN'T READ IT AT ALL<br/>(-8) Don't Know<br/>(-9) Refused</p>                                                                          | KN50A- COMPDESK                                                                                        |
| COMPDESK      | KN50A          | grid          | <p>Next, I'd like to ask about [your/(SP's)] use of computers.</p> <p>[Do you/Does (SP)] own or use any of the following types of computers? Please tell me yes or no for each item I list.</p> <p>Desktop or laptop</p>                                                         | <p>(01) YES<br/>(02) NO<br/>(-8) Don't Know<br/>(-9) Refused</p>                                                                                                                                       | KN50A- COMPPHON                                                                                        |
| COMPPHON      | KN50A          | grid          | <p>Next, I'd like to ask about [your/(SP's)] use of computers.</p> <p>[Do you/Does (SP)] own or use any of the following types of computers? Please tell me yes or no for each item I list.</p> <p>Smartphone</p>                                                                | <p>(01) YES<br/>(02) NO<br/>(-8) Don't Know<br/>(-9) Refused</p>                                                                                                                                       | KN50A- COMPTAB                                                                                         |
| COMPTAB       | KN50A          | grid          | <p>Next, I'd like to ask about [your/(SP's)] use of computers.</p> <p>[Do you/Does (SP)] own or use any of the following types of computers? Please tell me yes or no for each item I list.</p> <p>Tablet or other portable wireless computer</p>                                | <p>(01) YES<br/>(02) NO<br/>(-8) Don't Know<br/>(-9) Refused</p>                                                                                                                                       | KN51INT - KN51IN                                                                                       |
| KN51IN        | KN51INT        | no entry      | <p>Some people use the Internet to get different kinds of information. The next questions ask about the Internet.</p> <p>[EXPLAIN IF NECESSARY: The Internet includes web sites, e-mail, newsgroups, and other forums.]</p>                                                      | <p>(01) CONTINUE<br/>(-7) Empty</p>                                                                                                                                                                    | INTERNET-INTERNET                                                                                      |

| Variable Name | MR Screen Name | Question Type | Question Text/Description                                                                                                                                                                                                                                                                          | Code List                                                                                                                                       | Routing                                                                                      |
|---------------|----------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| INTERNET      | INTERNET       | yes/no        | [Do you/ Does (SP)] have access to the internet?                                                                                                                                                                                                                                                   | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                                          | (01) KN51C - OFTNNET<br>(02) KN51B- SOMELNET<br>(-8) KN51B- SOMELNET<br>(-9) KN51B- SOMELNET |
| SOMELNET      | KN51B          | yes/no        | [Do you/Does(SP)] have someone else, such as a friend, relative, or anyone else, get information for [you/(SP)] on the Internet?                                                                                                                                                                   | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                                          | (01) KN51C - OFTNNET<br>(02) AUDIOVID<br>(-8) AUDIOVID<br>(-9) AUDIOVID                      |
| OFTNNET       | KN51C          | code one      | How often [do you/does (SP)] access the Internet to seek information, either on [your/(SP)'s] own or with someone else's help?<br><br>Please do not include any time spent reading or sending e-mail.                                                                                              | (01) EVERY DAY<br>(02) A FEW TIMES A WEEK<br>(03) A FEW TIMES PER MONTH<br>(04) A FEW TIMES PER YEAR OR LESS<br>(-8) Don't Know<br>(-9) Refused | AUDIOVID                                                                                     |
| AUDIOVID      | AUDIOVID       | yes/no        | Since (REFERENCE DATE), [have you/has (SP)] participated in video or voice calls or conferencing over the internet, such as with Zoom, Skype or FaceTime?                                                                                                                                          | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                                          | BOX KN7                                                                                      |
|               | BOX KN7        | routing       | IF SP DID NOT REPORT VISITING OR ACCESSING THE OFFICAL WEBSITE FOR MEDICARE INFORMATION IN ANY PREVIOUS ROUND (SAMPLE_PERSON.P_KVSTSITE^=1) GO TO KN53 - KVSTSITE. ELSE GO TO KN53A-KCOMINTE                                                                                                       |                                                                                                                                                 |                                                                                              |
| KVSTSITE      | KN53           | yes/no        | (Has anyone/[Have you/Has (SP)]) ever visited or ever accessed the official website for Medicare information - www.medicare.gov (for [you/(SP)])?                                                                                                                                                  | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                                          | KN53A-KCOMINTE                                                                               |
| KCOMINTE      | KN53A          | Grid          | Now I have some questions that ask about how Medicare beneficiaries use the Internet to access health care related information.<br><br>During the past 12 months, [has anyone/have you/has (SP)] used the Internet to<br><br>Look up health information (for [you/(SP)])?                          | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                                          | KN53A -KCOMPRES                                                                              |
| KCOMPRES      | KN53A          | Grid          | Now I have some questions that ask about how Medicare beneficiaries use the Internet to access health care related information.<br><br>During the past 12 months, [has anyone/have you/has (SP)] used the Internet to<br><br>Fill a prescription (for [you/(SP)])?                                 | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                                          | KN53A -KCOMAPPO                                                                              |
| KCOMAPPO      | KN53A          | Grid          | Now I have some questions that ask about how Medicare beneficiaries use the Internet to access health care related information.<br><br>During the past 12 months, [has anyone/have you/has (SP)] used the Internet to<br><br>Schedule an appointment with a health care provider (for [you/(SP)])? | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                                          | KN53A -KCOMCOMM                                                                              |

| Variable Name                  | MR Screen Name                 | Question Type      | Question Text/Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Code List                                                                                                                          | Routing                                                                                                                             |
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| KCOMCOMM                       | KN53A                          | Grid               | Now I have some questions that ask about how Medicare beneficiaries use the Internet to access health care related information.<br><br>During the past 12 months, [has anyone/have you/has (SP)] used the Internet to Communicate with a health care provider (for [you/(SP)])?                                                                                                                                                                                                                                                                                                                                                                                       | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                             | BOX KN8                                                                                                                             |
|                                | BOX KN8                        | routing            | IF PROXY IS RESPONDENT, GO TO BOX KN9.<br>ELSE GO TO KN54 - KCHIHELP.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                    |                                                                                                                                     |
| KCHIHELP                       | KN54                           | code one           | Most of the time, do you make decisions about Medicare health insurance on your own, do you get help from someone in making these decisions, or do you rely on someone else to make decisions about health insurance for you?                                                                                                                                                                                                                                                                                                                                                                                                                                         | (01) MAKES DECISIONS ON OWN<br>(02) GETS HELP ON DECISIONS<br>(03) SOMEONE ELSE MAKES DECISIONS<br>(-8) Don't Know<br>(-9) Refused | BOX KN9                                                                                                                             |
|                                | BOX KN9                        | routing            | IF SP HAS NOT BEEN ASKED KREELINE IN A PREVIOUS ROUND (SAMPLE_PERSON.P_KREELINE=), GO TO KREELINE.<br>ELSE GO TO BOX KN10.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                    |                                                                                                                                     |
| KREELINE                       | KN56                           | yes/no             | Before today, were you aware of the 1-800-MEDICARE toll-free line?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                             | (01) KN57 - KCPHINFO<br>(02) <del>RGHTAPL</del> FILEAPEAL<br>(-8) <del>RGHTAPL</del> FILEAPEAL<br>(-9) <del>RGHTAPL</del> FILEAPEAL |
|                                | BOX KN10                       | routing            | IF SP DID NOT REPORT CALLING 1-800-MEDICARE TO GET INFORMATION ABOUT MEDICARE IN ANY PREVIOUS ROUND (SAMPLE_PERSON.P_KCPHINFO ^= 1) GO TO KN57 - KCPHINFO.<br>ELSE GO TO <del>RGHTAPL</del> BOX KN11                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                    |                                                                                                                                     |
| KCPHINFO                       | KN57                           | yes/no             | Have you ever called 1-800-MEDICARE to get information about Medicare?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                             | <del>RGHTAPL</del> BOX KN11                                                                                                         |
|                                | <del>BOX KN11</del>            | <del>routing</del> | <del>IF SP HAS NOT BEEN ASKED FILEAPEL IN A PREVIOUS ROUND (P_FILEAPEL=), GO TO FILEAPEL,<br/>ELSE GO TO OEINTRO1.</del>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                    |                                                                                                                                     |
| <del>RGHTAPL</del><br>FILEAPEL | <del>RGHTAPL</del><br>FILEAPEL | yes/no             | Everyone covered by Medicare has certain rights and protections under their Medicare coverage.<br><br>These rights include the right to file a complaint or appeal any decision or action made by a medical provider if you think you are being unfairly denied coverage, or denied adequate and complete treatment of your condition.<br><br>If [you/(SP)] had concerns about the quality of care [you were/(SP) was] receiving from a healthcare provider or facility, would [you/(SP)] know how to file a complaint or an appeal with Medicare?<br><br>[PLEASE INCLUDE SCENARIOS WHERE A PROXY HELPS THE RESPONDENT MAKE DECISIONS ABOUT THEIR MEDICARE COVERAGE.] | (01) YES<br>(02) NO<br>(-8) Don't Know<br>(-9) Refused                                                                             | KN58-OEINTRO1                                                                                                                       |
| OEINTRO1                       | KN58                           | no entry           | Now I would like to ask you about comparisons [you/(SP)] may have made during the last Medicare Open Enrollment Period, which is sometimes called the Annual Election Period or Annual Coordinated Enrollment Period. The Open Enrollment Period runs each year from mid-October to early-December.                                                                                                                                                                                                                                                                                                                                                                   | (01) CONTINUE                                                                                                                      | KN58A - RVWCOST                                                                                                                     |

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| RVWCOST       | KN58A          | code one      | <p>During the last open enrollment period, did [you/(SP)] review [your/(SP)'s] Medicare insurance coverage to see if there were going to be changes in [your/(SP)'s] monthly premium, deductibles, co-payments, or other out of pocket expenses?</p> <p>[EXPLAIN IF NECESSARY: The Open Enrollment Period – sometimes called the Annual Election Period or Annual Coordinated Enrollment Period – runs each year from mid-October to early-December.]</p> <p>[PLEASE INCLUDE SITUATIONS WHERE A PROXY OR SOMEONE ELSE REVIEWS THE RESPONDENT'S MEDICARE INSURANCE COVERAGE FOR OR WITH THEM.]</p>   | <p>(01) YES<br/>(02) NO<br/>(03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE<br/>(-8) DON'T KNOW<br/>(-9) REFUSED</p>                 | KN58B - RVWSRVC                                                                      |
| RVWSRVC       | KN58B          | code one      | <p>During the last open enrollment period, did [you/(SP)] review [your/(SP)'s] Medicare insurance coverage to see if the kinds of treatment, drugs, and services covered will meet [your/(SP)'s] health care needs?</p> <p>[EXPLAIN IF NECESSARY: The Open Enrollment Period – sometimes called the Annual Election Period or Annual Coordinated Enrollment Period – runs each year from mid-October to early-December.]</p> <p>[PLEASE INCLUDE SITUATIONS WHERE A PROXY OR SOMEONE ELSE REVIEWS THE RESPONDENT'S MEDICARE INSURANCE COVERAGE FOR OR WITH THEM.]</p>                                | <p>(01) YES<br/>(02) NO<br/>(03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE<br/>(-8) DON'T KNOW<br/>(-9) REFUSED</p>                 | KN58C - CMPRPLN                                                                      |
| CMPRPLN       | KN58C          | code one      | <p>As you know, Medicare beneficiaries can choose different types of Medicare insurance plans. During the last open enrollment period, did [you/(SP)] compare [your/(SP)'s] Medicare insurance plan with other Medicare plans that were available?</p> <p>[EXPLAIN IF NECESSARY: The Open Enrollment Period – sometimes called the Annual Election Period or Annual Coordinated Enrollment Period – runs each year from mid-October to early-December.]</p> <p>[PLEASE INCLUDE SITUATIONS WHERE A PROXY OR SOMEONE ELSE REVIEWS THE RESPONDENT'S MEDICARE INSURANCE COVERAGE FOR OR WITH THEM.]</p> | <p>(01) YES<br/>(02) NO<br/>(03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE<br/>(-8) DON'T KNOW<br/>(-9) REFUSED</p>                 | KN59 - KCSUGGST                                                                      |
| KCSUGGST      | KCSUGGST       | verbatim text | <p>As you know, this survey is sponsored by the Centers for Medicare and Medicaid Services, which is the government agency that runs Medicare. What are your suggestions or concerns about Medicare?</p>                                                                                                                                                                                                                                                                                                                                                                                            | <p>(01) R DOES NOT HAVE SUGGESTIONS OR CONCERNS<br/>(02) RECORD ALL OTHER RESPONSES VERBATIM<br/>(-8) Don't Know<br/>(-9) Refused</p> | <p>(01) BOX KNEND<br/>(02) KN58 - KCSUGGVB<br/>(-8) BOX KNEND<br/>(-9) BOX KNEND</p> |
| KCSUGGVB      | KCSUGGVB       | verbatim text | RECORD VERBATIM. READ BACK VERBATIM RESPONSE TO RESPONDENT.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | (01) continuous answer                                                                                                                | BOX KNEND                                                                            |
|               | BOX KNEND      | routing       | GO TO USQ.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                       |                                                                                      |