

APPENDIX A

ANNOTATED QUESTIONNAIRE – QUARTER I

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Health Care Survey of DoD Beneficiaries

A world-wide survey of beneficiaries
eligible for health care coverage through
the military health system

October 2019

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**Military Health Care Survey:
Adult Questionnaire
October 2019**

Privacy Advisory

Providing information in this Survey is voluntary. There is no penalty nor will your benefits be affected if you choose not to respond, although maximum participation is encouraged so that the data will be complete and representative.

The Survey was written so that answers should not require you to provide any personally identifiable information (PII), but please be assured that any PII provided will be treated as confidential. Your responses are collected via a secure system which does not collect any information that could be used to determine your identity.

Answering the questions is voluntary; you may stop the Survey at any time.

According to the Privacy Act of 1974 (5 U.S.C. §552a), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

Authority: 10 U.S.C. §1074 (Medical and Dental Care for Members and Certain Former Members, as amended by National Defense Authorization Act of 1993, Public Law 102-484, §706); 10 U.S.C. §1074f (Medical Tracking System for Members Deployed Overseas); 32 C.F.R. §199.17 (TRICARE Program); 45 C.F.R. Part 160 Subparts A and E of Part 164 (Health Insurance Portability and Accountability Act of 1996, Privacy Rule); DoD 6025.18-R (Department of Defense Health Information Privacy Regulation); DoD 6025.13-R (Military Health System Clinical Quality Assurance Program Regulation); 64 FR 22837 (DHA 08 – Health Affairs Survey Data Base, April 28, 1999); and, E.O. 9397 (as amended, November 20, 2008, for SSN collection).

Purpose: This survey helps health policy makers gauge beneficiary satisfaction with the current military health care system and provides valuable input from beneficiaries that will be used to improve the Military Health System.

Routine Uses: None.

Disclosure: Participation is voluntary. Failure to respond will not result in any penalty to the respondent; however maximum participation is encouraged so that data will be as complete and representative as possible.

SURVEY INSTRUCTIONS

Thank you for taking the time to participate in this online survey.

Please note, if the survey is idle for more than 5 minutes, you will be logged out automatically to protect your privacy. If that happens, simply wait 15 minutes and log back in. Please keep your password because you may need it later.

During the survey, please do not use your browser's FORWARD and BACK buttons. Instead, please always use the buttons below to move backward and forward through the survey.

To begin, just click on the "Next" button below. This will take you right into the survey.

SURVEY STARTS HERE

As an eligible TRICARE beneficiary, please complete this survey even if you did not receive your health care from a military facility.

Please recognize that some specific questions about TRICARE benefits may not apply to you, depending on your entitlement and particular TRICARE program.

This survey is about the health care of the person whose name appears on the cover letter. The questionnaire should be completed by that person. If you are not the addressee, please give this survey to that person.

Question 1: Are you the person whose name appears on the cover letter?

Variable name: H20001

Editing notes: None

Response	Directions	Value	Percent
Yes	Go to Question 2	1	99.8%
No	Please give this questionnaire to the person addressed on the cover letter.	2	0.2%

Question 2: By which of the following health plans are you currently covered?**MARK ALL THAT APPLY****Variable names:** H20002A, H20002C, H20002F-H20002V**Editing notes:** None**Military Health Plans**

Response	Variable Name	Percent Marked
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)	H20002A	44.5%
TRICARE Select (previously known as TRICARE Extra or Standard (CHAMPUS))	H20002C	11.6%
TRICARE Plus	H20002N	0.9%
TRICARE for Life	H20002O	34.6%
TRICARE Supplemental Insurance	H20002P	0.7%
TRICARE Reserve Select	H20002Q	3.5%
TRICARE Retired Reserve	H20002S	1.5%
TRICARE Young Adult Prime	H20002T	0.5%
TRICARE Young Adult Select	H20002V	0.3%
Uniformed Services Family Health Plan (USFHP)	H20002K	1.3%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)	H20002U	0.0%

Other Health Plans

Response	Variable Name	Percent Marked
Medicare	H20002F	32.9%
Federal Employees Health Benefit Program (FEHBP)	H20002G	1.9%
Medicaid or other state health insurance	H20002H	0.8%
A civilian HMO (such as Kaiser)	H20002I	0.6%
Other civilian health insurance (such as Blue Cross)	H20002J	7.1%
The Veterans Administration (VA)	H20002M	11.1%
Government health insurance from a country other than the U.S.	H20002R	0.1%
Not sure	H20002L	5.8%

Question 3: Which health plan did you use for all or most of your healthcare in the last 12 months?

MARK ONLY ONE ANSWER

Variable name: H20003

Editing notes: See Note 1

Response	Directions	Value	Percent
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)		1	40.6%
TRICARE Select (previously known as TRICARE Extra or Standard (CHAMPUS))		3	8.4%
TRICARE Plus		11	0.9%
TRICARE Supplemental Insurance		19	0.3%
TRICARE Reserve Select		12	3.4%
TRICARE Retired Reserve		14	0.4%
TRICARE Young Adult Prime		15	0.1%
TRICARE Young Adult Select		17	0.0%
Uniformed Services Family Health Plan (USFHP)		9	1.2%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)		16	0.3%
Medicare		4	27.2%
Federal Employees Health Benefit Program (FEHBP)		5	1.1%
Medicaid or other state health insurance		6	0.3%
A civilian HMO (such as Kaiser)		7	0.5%
Other civilian health insurance (such as Blue Cross)		8	5.4%
The Veterans Administration (VA)		10	6.5%
Government health insurance from a country other than the U.S.		13	0.1%
Not sure	Go to Question 5	-5	3.1%
Did not use any health plan in the last 12 months	Go to Question 5	-6	

For the remainder of this questionnaire, the term health plan refers to the plan you indicated in Question 3.

Question 4: How many months or years in a row have you been in this health plan?

Variable name: H20004

Editing notes: See Note 1

Response	Value	Percent
Less than 6 months	1	1.4%
At least 6 months but less than 12 months	2	4.0%
At least 12 months but less than 24 months	3	6.7%
At least 2 years but less than 5 years	4	16.9%
At least 5 years but less than 10 years	5	25.1%
10 or more years	6	46.0%

YOUR HEALTH CARE IN THE LAST 12 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

Question 5: In the last 12 months, where did you go most often for your health care?

MARK ONLY ONE

Variable name: H20005

Editing notes: None

Response	Value	Percent
A military facility – This includes: Military clinic Military hospital PRIMUS clinic NAVCARE clinic	1	34.4%
A civilian facility – This includes: Doctor’s office Clinic Hospital Civilian TRICARE contractor	2	55.6%
Uniformed Services Family Health Plan facility (USFHP)	3	0.8%
Veterans Affairs (VA) clinic or hospital	4	6.8%
I went to none of the listed types of facilities in the last 12 months	5	2.5%

Question 6: In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor’s office?

Variable name: H20006

Editing notes: See Note 2

Response	Directions	Value	Percent
Yes		1	43.8%
No	Go to Question 9	2	56.2%

Question 7: In the last 12 months, when you needed care right away, how often did you get care as soon as you needed?

Variable name: H20007

Editing notes: See Note 2

Response	Value	Percent
Never	1	3.0%
Sometimes	2	12.4%
Usually	3	18.3%
Always	4	66.3%
I didn’t need care right away for an illness, injury or condition in the last 12 months	-6	

Question 8: In the last 12 months, when you needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider?

Variable name: H20008

Editing notes: See Note 2

Response	Value	Percent
Same day	1	62.4%
1 day	2	12.9%
2 days	3	5.4%
3 days	4	4.4%
4-7 days	5	5.8%
8-14 days	6	5.0%
15 days or longer	7	4.0%
I didn't need care right away for an illness, injury or condition in the last 12 months	-6	

Question 9: In the last 12 months, not counting the times you needed health care right away, did you make any appointments for your health care at a doctor's office or clinic?

Variable name: H20009

Editing notes: See Note 3

Response	Directions	Value	Percent
Yes		1	88.0%
No	Go to Question 12	2	12.0%

Question 10: In the last 12 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Variable name: H20010

Editing notes: See Note 3

Response	Value	Percent
Never	1	3.9%
Sometimes	2	18.4%
Usually	3	24.7%
Always	4	53.0%
I had no appointments in the last 12 months	-6	

Question 11: In the last 12 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider?

Variable name: H20011

Editing notes: See Note 3

Response	Value	Percent
Same day	1	8.4%
1 day	2	6.8%
2-3 days	3	20.0%
4-7 days	4	22.6%
8-14 days	5	20.5%
15-30 days	6	14.4%
31 days or longer	7	7.3%
I had no appointments in the last 12 months	-6	

Question 12: In the last 12 months, how many times did you go to an emergency room to get care for yourself?

Variable name: H20012

Editing notes: None

Response	Value	Percent
None	1	70.8%
1	2	16.6%
2	3	7.5%
3	4	3.4%
4	5	1.2%
5 to 9	6	0.3%
10 or more	7	0.2%

Question 13: In the last 12 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get health care for yourself?

Variable name: H20013

Editing notes: See Note 4

Response	Directions	Value	Percent
None	Go to Question 18	1	10.7%
1		2	9.6%
2		3	16.1%
3		4	17.1%
4		5	13.8%
5 to 9		6	21.4%
10 or more		7	11.3%

Question 14: In the last 12 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Variable name: H20014

Editing notes: See Note 4

Response	Value	Percent
Never	1	12.7%
Sometimes	2	27.6%
Usually	3	26.5%
Always	4	33.2%

Question 15: Choices for your treatment or health care can include choices about medicine, surgery, or other treatment. In the last 12 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

Variable name: H20015

Editing notes: See Notes 4 and 5

Response	Directions	Value	Percent
Yes		1	61.9%
No	Go to Question 18	2	38.1%

Question 16: In the last 12 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

Variable name: H20016

Editing notes: See Notes 4 and 5

Response	Value	Percent
Definitely yes	1	67.3%
Somewhat yes	2	27.7%
Somewhat no	3	3.3%
Definitely no	4	1.7%

Question 17: In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?

Variable name: H20017

Editing notes: See Notes 4 and 5

Response	Value	Percent
Definitely yes	1	60.6%
Somewhat yes	2	30.5%
Somewhat no	3	5.6%
Definitely no	4	3.4%

Question 18: 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 12 months?

Variable name: H20018

Editing notes: None

Response	Value	Percent
0 – Worst health care possible	0	0.6%
1	1	0.5%
2	2	0.8%
3	3	2.3%
4	4	2.6%
5	5	4.7%
6	6	4.5%
7	7	11.7%
8	8	20.2%
9	9	19.1%
10 – Best health care possible	10	32.9%
I had no visits in the last 12 months	-6	

Question 19: In the last 12 months, how often was it easy to get the care, tests, or treatment you needed?

Variable name: H20033

Editing notes: None

Response	Value	Percent
Never	1	3.2%
Sometimes	2	16.1%
Usually	3	33.2%
Always	4	47.5%

YOUR URGENT HEALTH CARE IN THE LAST 6 MONTHS

Question 20: In the last 6 months, when you needed care right away, did you seek care in an urgent care center (also called walk-in care, immediate care, and convenient care), a hospital emergency room (ER), a doctor's office, or someplace else?

MARK ALL THAT APPLY

Variable names: S20BI02A-S20BI02E

Editing notes: See Note 5_BI2

Response	Variable Name	Percent Marked
Urgent care center	S20BI02A	20.7%
Hospital emergency room (ER)	S20BI02B	19.7%
Doctor's office	S20BI02C	24.4%
Someplace else	S20BI02D	2.0%
I didn't need care right away for an illness, injury, or condition in the last 6 months	S20BI02E	48.2%

IF YOU *DID NOT* USE AN URGENT CARE CENTER IN THE LAST 6 MONTHS, PLEASE GO TO QUESTION 29

Question 21: Thinking about your most recent visit to an urgent care center, what was the main reason why you went to urgent care?

Variable name: S20BI19

Editing notes: See Note 5_BI2

Response	Value	Percent
An accident or injury	1	19.2%
A new health problem	2	50.6%
An ongoing health condition or concern	3	9.9%
Routine care, such as a flu shot or health screening	4	7.4%
Some other reason	5	12.9%

Question 22: Was your personal doctor's office open during your most recent visit to urgent care?

Variable name: S20BI21

Editing notes: See Note 5_BI2

Response	Value	Percent
Yes	1	41.6%
No	2	48.2%
Don't know	-5	10.2%

Question 23: Thinking about your most recent visit to an urgent care center, did you or someone else call a nurse advice line before going to urgent care?

Variable name: S20BI15

Editing notes: See Notes 5_BI2 and 5_BI3

Response	Directions	Value	Percent
Yes, I called a nurse line and spoke with a nurse		1	20.3%
Yes, I called a nurse line, but did not speak with a nurse	Go to Question 25	2	3.4%
No, I did not call my health plan’s nurse advice line	Go to Question 25	3	50.5%
No, my health plan does not have a nurse advice line	Go to Question 25	4	15.8%
Don’t know	Go to Question 25	-5	10.0%

Question 24: Did the nurse advise you to seek urgent care?

Variable name: S20BI16

Editing notes: See Notes 5_BI2 and 5_BI3

Response	Value	Percent
Yes	1	95.7%
No	2	3.5%
Don’t know	-5	0.8%

Question 25: Thinking about your most recent visit to an urgent care center, tell us if you strongly agree, agree, disagree, or strongly disagree with each statement.

The location is more convenient than my normal place of care.

Variable name: S20BI03

Editing notes: See Note 5_BI2

Response	Value	Percent
Strongly agree	4	31.2%
Agree	3	38.3%
Disagree	2	23.7%
Strongly disagree	1	6.7%

Urgent care was low cost or no cost to me.

Variable name: S20BI04

Editing notes: See Note 5_BI2

Response	Value	Percent
Strongly agree	4	44.7%
Agree	3	38.3%
Disagree	2	11.0%
Strongly disagree	1	6.0%

I could just walk in for care without an appointment.

Variable name: S20BI06

Editing notes: See Note 5_BI2

Response	Value	Percent
Strongly agree	4	57.1%
Agree	3	35.4%
Disagree	2	4.8%
Strongly disagree	1	2.7%

If an appointment with my regular provider had been available, I would have used it instead of the urgent care clinic.

Variable name: S20BI09

Editing notes: See Note 5_BI2

Response	Value	Percent
Strongly agree	4	52.0%
Agree	3	28.6%
Disagree	2	12.7%
Strongly disagree	1	6.7%

I trust the urgent care center provider(s).

Variable name: S20BI07

Editing notes: See Note 5_BI2

Response	Value	Percent
Strongly agree	4	38.2%
Agree	3	50.9%
Disagree	2	7.6%
Strongly disagree	1	3.3%

The urgent care center would process my TRICARE claim without problems.

Variable name: S20BI08

Editing notes: See Note 5_BI2

Response	Value	Percent
Strongly agree	4	52.6%
Agree	3	38.1%
Disagree	2	6.2%
Strongly disagree	1	3.1%

My condition was not a medical emergency requiring a hospital emergency room.

Variable name: S20B112

Editing notes: See Note 5_B12

Response	Value	Percent
Strongly agree	4	53.3%
Agree	3	31.6%
Disagree	2	9.0%
Strongly disagree	1	6.1%

I thought it would take less time to be seen and treated than at my usual place of care.

Variable name: S20B114

Editing notes: See Note 5_B12

Response	Value	Percent
Strongly agree	4	32.4%
Agree	3	32.1%
Disagree	2	24.6%
Strongly disagree	1	10.9%

Question 26: Thinking about your most recent visit to an urgent care center, did any staff advise you to seek follow-up care with your personal doctor?

Variable name: S20B122

Editing notes: See Notes 5_B12 and 5_B15

Response	Directions	Value	Percent
Yes		1	64.5%
No	Go to Question 28	2	30.4%
Don't know	Go to Question 28	-5	5.1%

Question 27: Did you seek follow-up care with your personal doctor?

Variable name: S20B123

Editing notes: See Notes 5_B12 and 5_B15

Response	Value	Percent
Yes	1	79.2%
No	2	20.8%
I don't have a personal doctor	-6	

Question 28: Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate your care during this urgent care center visit?

Variable name: S20BI20

Editing notes: See Note 5_BI2

Response	Value	Percent
0 – Worst care possible	0	0.3%
1	1	0.1%
2	2	0.6%
3	3	1.0%
4	4	1.4%
5	5	5.9%
6	6	5.5%
7	7	12.2%
8	8	21.6%
9	9	24.2%
10 – Best care possible	10	27.1%
I didn't go to urgent care in the last 6 months	-6	

YOUR PERSONAL DOCTOR

Question 29: A personal doctor is the one you would see if you need a checkup, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Variable name: H20019

Editing notes: See Note 6

Response	Directions	Value	Percent
Yes		1	80.7%
No	Go to Question 39	2	19.3%

Question 30: In the last 12 months, how many times did you visit your personal doctor to get care for yourself?

Variable name: H20020

Editing notes: See Notes 6 and 7

Response	Directions	Value	Percent
None	Go to Question 37	0	7.4%
1		1	20.6%
2		2	24.0%
3		3	19.3%
4		4	12.9%
5 to 9		5	12.4%
10 or more		6	3.4%

Question 31: In the last 12 months, how often did your personal doctor listen carefully to you?

Variable name: H20021

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	0.9%
Sometimes	2	6.3%
Usually	3	17.8%
Always	4	75.0%
I had no visits in the last 12 months	-6	

Question 32: In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?

Variable name: H20022

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	0.6%
Sometimes	2	4.1%
Usually	3	17.2%
Always	4	78.1%
I had no visits in the last 12 months	-6	

Question 33: In the last 12 months, how often did your personal doctor show respect for what you had to say?

Variable name: H20023

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	0.9%
Sometimes	2	4.8%
Usually	3	13.7%
Always	4	80.6%
I had no visits in the last 12 months	-6	

Question 34: In the last 12 months, how often did your personal doctor spend enough time with you?

Variable name: H20024

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	2.1%
Sometimes	2	7.5%
Usually	3	22.3%
Always	4	68.1%
I had no visits in the last 12 months	-6	

Question 35: In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?

Variable name: H20025

Editing notes: See Notes 6, 7, and 8

Response	Directions	Value	Percent
Yes		1	77.3%
No	Go to Question 37	2	22.7%

Question 36: In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Variable name: H20026

Editing notes: See Notes 6, 7, and 8

Response	Value	Percent
Never	1	6.8%
Sometimes	2	14.1%
Usually	3	32.0%
Always	4	47.2%

Question 37: 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?

Variable name: H20027

Editing notes: See Note 6

Response	Value	Percent
0 – Worst personal doctor possible	0	0.8%
1	1	0.3%
2	2	0.8%
3	3	0.9%
4	4	0.9%
5	5	4.2%
6	6	3.6%
7	7	6.7%
8	8	13.7%
9	9	22.6%
10 – Best personal doctor possible	10	45.4%
I don't have a personal doctor	-6	

Question 38: Did you have the same personal doctor before you joined this health plan?

Variable name: S20009

Editing notes: See Notes 6 and 8_01

Response	Directions	Value	Percent
Yes	Go to Question 40	1	34.8%
No		2	65.2%

Question 39: Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor you are happy with?

Variable name: S20010

Editing notes: See Note 8_01

Response	Value	Percent
A big problem	1	14.9%
A small problem	2	22.8%
Not a problem	3	62.3%

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

Question 40: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you try to make any appointments to see a specialist?

Variable name: H20028

Editing notes: See Note 9

Response	Directions	Value	Percent
Yes		1	67.7%
No	Go to Question 44	2	32.3%

Question 41: In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?

Variable name: H20029

Editing notes: See Note 9

Response	Value	Percent
Never	1	5.6%
Sometimes	2	15.6%
Usually	3	30.1%
Always	4	48.7%
I didn't need a specialist in the last 12 months	-6	

Question 42: How many specialists have you seen in the last 12 months?

Variable name: H20030

Editing notes: See Notes 9 and 10

Response	Directions	Value	Percent
None	Go to Question 44	0	2.7%
1 specialist		1	34.1%
2		2	36.0%
3		3	15.2%
4		4	7.0%
5 or more specialists		5	5.1%

Question 43: We want to know your rating of the specialist you saw most often in the last 12 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 the specialist?

Variable name: H20031

Editing notes: See Notes 9 and 10

Response	Value	Percent
0 – Worst specialist possible	0	0.7%
1	1	0.2%
2	2	0.4%
3	3	0.6%
4	4	0.8%
5	5	2.0%
6	6	2.8%
7	7	7.5%
8	8	16.3%
9	9	22.8%
10 – Best specialist possible	10	45.8%
I didn't see a specialist in the last 12 months	-6	

Question 44: Would you say that in general your mental or emotional health is excellent, very good, good, fair, or poor?

Variable name: S20B01

Editing notes: None

Response	Value	Percent
Excellent	1	37.4%
Very good	2	28.9%
Good	3	21.1%
Fair	4	9.9%
Poor	5	2.7%

Question 45: In the last 12 months, did you need any treatment or counseling for a personal or family problem?

Variable name: S20B02

Editing notes: See Note 10_B1

Response	Directions	Value	Percent
Yes		1	15.6%
No	Go to Question 48	2	84.4%

Question 46: In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?

Variable name: S20B03

Editing notes: See Note 10_B1

Response	Value	Percent
A big problem	1	20.1%
A small problem	2	21.1%
Not a problem	3	58.8%

Question 47: Using any number from 0 to 10 where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate your treatment or counseling in the last 12 months?

Variable name: S20B04

Editing notes: See Note 10_B1

Response	Value	Percent
0 – Worst treatment or counseling possible	0	3.2%
1	1	0.8%
2	2	4.1%
3	3	2.1%
4	4	4.5%
5	5	8.6%
6	6	2.7%
7	7	8.5%
8	8	17.2%
9	9	13.7%
10 – Best treatment or counseling possible	10	34.6%
I had no treatment or counseling in the last 12 months	-6	

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan. By your health plan, we mean the health plan you marked in Question 3.

Question 48: In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?

Variable name: H20034

Editing notes: See Note 12

Response	Directions	Value	Percent
Yes		1	31.7%
No	Go to Question 50	2	68.3%

Question 49: In the last 12 months, how often did the written material or the Internet provide the information you needed about how your plan works?

Variable name: H20035

Editing notes: See Note 12

Response	Value	Percent
Never	1	5.8%
Sometimes	2	26.3%
Usually	3	48.0%
Always	4	20.0%
I didn't look for information from my health plan in the last 12 months	-6	

Question 50: Sometimes people need services or equipment beyond what is provided in a regular or routine office visit, such as care from a specialist, physical therapy, a hearing aid, or oxygen. In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment?

Variable name: H20036

Editing notes: See Note 13

Response	Directions	Value	Percent
Yes		1	15.7%
No	Go to Question 52	2	84.3%

Question 51: In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?

Variable name: H20037

Editing notes: See Note 13

Response	Value	Percent
Never	1	18.2%
Sometimes	2	27.5%
Usually	3	30.7%
Always	4	23.5%
I didn't need a health care service or equipment from my health plan in the last 12 months	-6	

Question 52: In some health plans, the amount you pay for a prescription medicine can be different for different medicines, or can be different for prescriptions filled by mail instead of at the pharmacy. In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?

Variable name: H20038

Editing notes: See Note 14

Response	Directions	Value	Percent
Yes		1	19.0%
No	Go to Question 54	2	81.0%

Question 53: In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medications?

Variable name: H20039

Editing notes: See Note 14

Response	Value	Percent
Never	1	9.4%
Sometimes	2	25.4%
Usually	3	25.6%
Always	4	39.6%
I didn't need prescription medications from my health plan in the last 12 months	-6	

Question 54: In the last 12 months, did you try to get information or help from your health plan's customer service?

Variable name: H20040

Editing notes: See Note 15

Response	Directions	Value	Percent
Yes		1	24.4%
No	Go to Question 57	2	75.6%

Question 55: In the last 12 months, how often did your health plan's customer service give you the information or help you needed?

Variable name: H20041

Editing notes: See Note 15

Response	Value	Percent
Never	1	7.1%
Sometimes	2	20.4%
Usually	3	30.2%
Always	4	42.2%
I didn't call my health plan's customer service in the last 12 months	-6	

Question 56: In the last 12 months, how often did your health plan’s customer service staff treat you with courtesy and respect?

Variable name: H20042

Editing notes: See Note 15

Response	Value	Percent
Never	1	1.8%
Sometimes	2	6.5%
Usually	3	20.8%
Always	4	70.9%
I didn’t call my health plan’s customer service in the last 12 months	-6	

Question 57: In the last 12 months, did your health plan give you any forms to fill out?

Variable name: H20043

Editing notes: See Note 16

Response	Directions	Value	Percent
Yes		1	20.0%
No	Go to Question 59	2	80.0%

Question 58: In the last 12 months, how often were the forms from your health plan easy to fill out?

Variable name: H20044

Editing notes: See Note 16

Response	Value	Percent
Never	1	2.4%
Sometimes	2	12.8%
Usually	3	43.2%
Always	4	41.6%
I didn’t have any experiences with paperwork for my health plan in the last 12 months	-6	

Question 59: 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. In the last 12 months, did you or anyone else send in any claims to your health plan?

Variable name: H20045

Editing notes: See Note 17

Response	Directions	Value	Percent
Yes		1	44.2%
No	Go to Question 62	2	34.8%
Don’t know	Go to Question 62	-5	21.0%

Question 60: In the last 12 months, how often did your health plan handle your claims quickly?

Variable name: H20046

Editing notes: See Note 17

Response	Value	Percent
Never	1	3.9%
Sometimes	2	7.5%
Usually	3	29.6%
Always	4	44.2%
Don't know	-5	14.8%
No claims were sent for me in the last 12 months	-6	

Question 61: In the last 12 months, how often did your health plan handle your claims correctly?

Variable name: H20047

Editing notes: See Note 17

Response	Value	Percent
Never	1	2.4%
Sometimes	2	6.3%
Usually	3	26.8%
Always	4	51.4%
Don't know	-5	13.1%
No claims were sent for me in the last 12 months	-6	

Question 62: 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?

Variable name: H20048

Editing notes: None

Response	Value	Percent
0 – Worst health plan possible	0	0.6%
1	1	0.7%
2	2	0.5%
3	3	1.3%
4	4	2.0%
5	5	5.9%
6	6	6.1%
7	7	11.4%
8	8	19.2%
9	9	22.4%
10 – Best health plan possible	10	29.9%

PREVENTIVE CARE

Preventive care is medical care you receive that is intended to maintain your good health or prevent a future medical problem. A physical or blood pressure screening are examples of preventive care.

Question 63: When did you last have a blood pressure reading?

Variable name: H20049

Editing notes: None

Response	Value	Percent
Less than 12 months ago	3	93.0%
1 to 2 years ago	2	4.6%
More than 2 years ago	1	2.4%

Question 64: Do you know if your blood pressure is too high?

Variable name: H20050

Editing notes: None

Response	Value	Percent
Yes, it is too high	1	16.0%
No, it is not too high	2	78.2%
Don't know	3	5.9%

Question 65: When did you last have a flu shot?

Variable name: H20051

Editing notes: None

Response	Value	Percent
Less than 12 months ago	4	67.2%
1 to 2 years ago	3	15.3%
More than 2 years ago	2	9.3%
Never had a flu shot	1	8.2%

Question 66: Have you ever smoked at least 100 cigarettes in your entire life?

Variable name: H20052

Editing notes: None

Response	Value	Percent
Yes	1	34.5%
No	2	63.7%
Don't know	-5	1.8%

Question 67: Do you now smoke cigarettes or use tobacco every day, some days or not at all?

Variable name: H20053

Editing notes: See Note 18

Response	Directions	Value	Percent
Every day		4	4.7%
Some days		3	3.7%
Not at all	Go to Question 72	2	90.9%
Don't know	Go to Question 72	-5	0.7%

Question 68: In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Variable name: H20054

Editing notes: See Note 18

Response	Value	Percent
Never	1	22.3%
Sometimes	2	23.1%
Usually	3	23.1%
Always	4	31.5%

Question 69: In the last 12 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Variable name: H20055

Editing notes: See Note 18

Response	Value	Percent
Never	1	47.1%
Sometimes	2	20.9%
Usually	3	15.8%
Always	4	16.2%

Question 70: In the last 12 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Variable name: H20056

Editing notes: See Note 18

Response	Value	Percent
Never	1	53.9%
Sometimes	2	18.8%
Usually	3	13.0%
Always	4	14.4%

Question 71: On the days you smoke or use tobacco products, what type of product do you smoke or use?

MARK ALL THAT APPLY

Variable names: H20057A-H20057D

Editing notes: See Note 18

Response	Variable Name	Percent Marked
Cigarettes	H20057A	63.1%
Dip, chewing tobacco, snuff or snus	H20057B	22.1%
Cigars	H20057C	10.5%
Pipes, bidis, or kreteks (Pipes include hookahs. Bidis are small, brown, hand-rolled cigarettes from India and other Southeast Asian countries. Kreteks are clove cigarettes made in Indonesia that contain clove extract and tobacco.)	H20057D	3.0%

Question 72: Do you now use electronic cigarettes every day, some days, or not at all?

Variable name: S20BF4

Editing notes: None

Response	Value	Percent
Every day	1	1.8%
Some days	2	1.4%
Not at all	3	96.5%
Don't know	-5	0.3%

Question 73: Are you male or female?

Variable name: H20058

Editing notes: See Note 19A

Response	Directions	Value	Percent
Male	Go to Question 80	1	50.6%
Female		2	49.4%

Question 74: When did you last have a Pap smear test?

Variable name: H20059B

Editing notes: See Notes 19A and 19B

Response	Value	Percent
Within the last 12 months	6	32.5%
1 to 2 years ago	5	25.3%
More than 2 but less than 3 years ago	4	8.9%
More than 3 but less than 5 years ago	3	10.7%
5 or more years ago	2	17.9%
Never had a Pap smear test	1	4.7%

Question 75: Are you under age 40?**Variable name:** H20060**Editing notes:** See Notes 19A, 19B, and 20

Response	Directions	Value	Percent
Yes	Go to Question 77	1	34.8%
No		2	65.2%

Question 76: When was the last time your breasts were checked by mammography?**Variable name:** H20061**Editing notes:** See Notes 19A, 19B, and 20

Response	Value	Percent
Within the last 12 months	5	65.2%
1 to 2 years ago	4	18.4%
More than 2 but less than 5 years ago	3	5.9%
5 or more years ago	2	7.2%
Never had a mammogram	1	3.3%

Question 77: Have you been pregnant in the last 12 months or are you pregnant now?**Variable name:** H20062**Editing notes:** See Notes 19A, 19B, and 21

Response	Directions	Value	Percent
Yes, I am currently pregnant		1	2.8%
No, I am not currently pregnant, but have been pregnant in the past 12 months	Go to Question 79	2	4.2%
No, I am not currently pregnant, and have not been pregnant in the past 12 months	Go to Question 80	3	93.0%

Question 78: In what trimester is your pregnancy?**Variable name:** H20063**Editing notes:** See Notes 19A, 19B, and 21

Response	Directions	Value	Percent
First trimester (up to 12 weeks after 1 st day of last period)	Go to Question 80	1	19.6%
Second trimester (13 th through 27 th week)		2	56.2%
Third trimester (28 th week until delivery)		3	24.3%

Question 79: In which trimester did you first receive prenatal care?**Variable name:** H20064**Editing notes:** See Notes 19A, 19B, and 21

Response	Value	Percent
First trimester (up to 12 weeks after 1 st day of last period)	4	87.5%
Second trimester (13 th through 27 th week)	3	4.5%
Third trimester (28 th week until delivery)	2	0.7%
Did not receive prenatal care	1	7.3%

ABOUT YOU

Question 80: Would you say that in general your health is excellent, very good, good, fair, or poor?

Variable name: H20065

Editing notes: None

Response	Value	Percent
Excellent	5	16.3%
Very good	4	36.2%
Good	3	34.8%
Fair	2	10.5%
Poor	1	2.2%

Question 81: How tall are you without your shoes on? Please give your answer in feet and inches.

Variable name: H20071F, H20071I

Editing notes: See Note 23_HT

Response	Example feet	Example inches	Percent of responses
Please give your answer in feet and inches. Please write one number in each box.	5	06	94.8%

Question 82: How much do you weigh without your shoes on? Please give your answer in pounds.

Variable name: H20072

Editing notes: See Note 23_WT

Response	Example pounds	Percent of responses
Please give your answer in pounds. Please write one number in each box.	152	93.5%

Question 83: What is the highest grade or level of school that you have completed?

Variable name: SREDA

Editing notes: None

Response	Value	Percent
8 th grade or less	1	0.1%
Some high school, but did not graduate	2	0.5%
High school graduate or GED	3	18.4%
Some college or 2-year degree	4	39.2%
4-year college graduate	5	18.1%
More than 4-year college degree	6	23.7%

Question 84: Are you of Hispanic or Latino origin or descent? (Mark "NO" if not Spanish/Hispanic/Latino.)

MARK ALL THAT APPLY

Variable names: H20073A-H20073E, H20073

Editing notes: See Note 24

Response	Variable Name	H20073 Value	Percent Marked
No, not Spanish, Hispanic, or Latino	H20073A	1	85.4%
Yes, Mexican, Mexican American, Chicano	H20073B	2	4.8%
Yes, Puerto Rican	H20073C	3	3.3%
Yes, Cuban	H20073D	4	0.6%
Yes, other Spanish, Hispanic, or Latino	H20073E	5	3.8%

Question 85: What is your race?

MARK ALL THAT APPLY

Variable names: SRRACEA-SRRACEE

Editing notes: None

Response	Variable Name	Percent Marked
White	SRRACEA	78.5%
Black or African American	SRRACEB	11.6%
American Indian or Alaska Native	SRRACEC	2.5%
Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)	SRRACED	6.1%
Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian or Chamorro)	SRRACEE	1.0%

Question 86: What is your age now?

Variable name: SRAGE

Editing notes: None

Response	Value	Percent
18 to 24	1	11.5%
25 to 34	2	15.6%
35 to 44	3	14.0%
45 to 54	4	8.8%
55 to 64	5	18.3%
65 to 74	6	19.1%
75 or older	7	12.7%

Question 87: Using a scale of 1 to 5, with 1 being “strongly disagree” and 5 being “strongly agree”, how much do you agree with the following statement: In general, I am able to see my provider(s) when needed?

Variable name: S20011

Editing notes: None

Response	Value	Percent
Strongly disagree	1	6.7%
Disagree	2	6.2%
Neither agree nor disagree	3	9.5%
Agree	4	40.9%
Strongly agree	5	36.7%

Question 88: Using a scale of 1 to 5, with 1 being “completely dissatisfied” and 5 being “completely satisfied”, how satisfied are you, overall, with the health care you received during your last visit?

Variable name: S20014

Editing notes: None

Response	Value	Percent
Completely dissatisfied	1	3.2%
Somewhat dissatisfied	2	4.8%
Neither satisfied nor dissatisfied	3	6.7%
Somewhat satisfied	4	23.7%
Completely satisfied	5	61.5%

THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY!

Your generous contribution will greatly aid efforts to improve the health of our military community.