

MCBS MAIN STUDY - ROUND 38, WINTER 2004

COMMUNITY COMPONENT

KN. BENEFICIARY KNOWLEDGE AND INFORMATION NEEDS SUPPLEMENT

BOX KN1	IF SP IS ALIVE AND NOT INSTITUTIONALIZED, GO TO KNINTRO. IF SP IS DECEASED OR IF SP IS ALIVE AND INSTITUTIONALIZED, GO TO BOX CL1 .
------------	---

KNINTRO. Now I have some questions about how you get information about the Medicare program. Your answers will help Medicare provide the information that people need.

Keep in mind that, generally, there are no right or wrong answers to these questions. Your opinions and experiences are important to us.

[PRESS ENTER TO CONTINUE]

KN1. Overall, how easy or difficult do you think the Medicare program is to understand? Would you say it is very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?

SHOW CARD KN1	KNOWMC	VERY EASY	1
		SOMEWHAT EASY	2
		SOMEWHAT DIFFICULT	3
		VERY DIFFICULT	4
		REFUSED	-7
		DON'T KNOW	-8

KN2. How much do you think you know about the Medicare program? Do you know . . .

SHOW CARD KN2	KCARKNOW	just about everything you need to know,	1
		most of what you need to know,	2
		some of what you need to know,	3
		a little of what you need to know, or	4
		almost none of what you need to know about the Medicare program?	5
		REFUSED	-7
		DON'T KNOW	-8

KN3INT. These next questions ask about how you get information when you need it [for (SP)].

[PRESS ENTER TO CONTINUE.]

KN3. In the past year, have you tried to find out how much [you/(SP)] needed to pay for a particular medical service?

KPYFIND	YES	1 (KN4)
	NO	2 (KN6)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED	-7 (KN6)
	DON'T KNOW	-8 (KN6)

KN4. How did you find out about what [you/(SP)] needed to pay for a particular medical service?
[CODE ALL THAT APPLY.] [PRESS CTRL/L TO LEAVE SCREEN.]

KPYNOFND	R DID NOT FIND INFORMATION	96 (KN6)
	THE INSURANCE COMPANY THAT PROCESSES (SP'S) MEDICARE CLAIMS.....	1
KPYINSCO	MEDIGAP/SUPPLEMENTAL INS. COMPANY	2
KPYMEDGP	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE	3
KPYMCOFF	SOCIAL SECURITY OFFICE	4
KPYSSOFF	AARP/SENIOR CITIZENS ORGS.	5
KPYAARP	FAMILY OR FRIENDS	6
KPYFAMLY	LOCAL SENIOR CENTER	7
KPYSRCTR	LOCAL HOSPITAL.....	8
KPYHOSP	DOCTOR'S OFFICE	9
KPYDOCTR	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS. ASSISTANCE PRGM.	10
KPYCOUN	MEDICARE PUBLICATIONS	11
KPYPUBL	NEWSPAPERS OR MAGAZINES	13
KPYZINE	OTHER GOVERNMENT AGENCY	14
KPYOGOV	EMPLOYER OR FORMER EMPLOYER.....	15
KPYEMPLR	HMO	16
KPYHMO	THE INTERNET	17
KPYINET	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY	18
KPYSEMNR	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
KPYOSMNR	TV	20
KPYTV	RADIO.....	21
KPYRADIO	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KPYOTHER	REFUSED	-7
KPYOTHOS	DON'T KNOW	-8
KPYMCBS		

KN5. Were your questions answered by the information that you received?

KPYANSW	YES	1
	NO	2
	SOME	3
	REFUSED	-7
	DON'T KNOW	-8

KN6. In the past year, have you tried to find information [for (SP)] about any new benefits or changes in the Medicare program?

KWBFIND	YES	1 (KN7)
	NO	2 (KN9)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED	-7 (KN9)
	DON'T KNOW	-8 (KN9)

KN7. Where did you find the information about new benefits or changes in the Medicare program?
[CODE ALL THAT APPLY.] [PRESS CTRL/L TO LEAVE SCREEN.]

KWBNOFND	R DID NOT FIND INFORMATION	96 (KN9)
	THE INSURANCE COMPANY THAT PROCESSES (SP'S) MEDICARE CLAIMS	1
KWBINSCO	MEDIGAP/SUPPLEMENTAL INS. COMPANY	2
KWBMEDGP	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE	3
KWBMCOFF	SOCIAL SECURITY OFFICE	4
KWBSOFF	AARP/SENIOR CITIZENS ORGS.	5
KWBAARP	FAMILY OR FRIENDS	6
KWBFAMILY	LOCAL SENIOR CENTER	7
KWBSRCTR	LOCAL HOSPITAL.....	8
KWBHOSP	DOCTOR'S OFFICE	9
KWBDOCTR	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS. ASSISTANCE PRGM.	10
KWBCOUN	MEDICARE PUBLICATIONS	11
KWBPUBL	NEWSPAPERS OR MAGAZINES	13
KWBBZINE	OTHER GOVERNMENT AGENCY	14
KWBOGOVT	EMPLOYER OR FORMER EMPLOYER.....	15
KWBEMPLR	HMO	16
KWBHMO	THE INTERNET	17
KWBINET	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY	18
KWBSEMNR	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
KWBOSMNR	TV	20
KWBTB	RADIO.....	21
KWBRADIO	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KWBOTHER	REFUSED	-7
KWBOTHOS	DON'T KNOW	-8
KWBMCBS		

KN8. Were your questions answered by the information that you received?

KWBANSW	YES	1
	NO	2
	SOME.....	3
	REFUSED	-7
	DON'T KNOW	-8

KN9. In the past year, have you tried to find information about what medical services Medicare covers and does not cover?

KVRFIND	YES	1 (KN10)
	NO	2 (KN12)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED... ..	-7 (KN12)
	DON'T KNOW	-8 (KN12)

KN10. Where did you find the information about what medical services Medicare covers and does not cover?
[CODE ALL THAT APPLY.] [PRESS CTRL/L TO LEAVE SCREEN.]

KVRNOFND	R DID NOT FIND INFORMATION	96 (KN12)
	THE INSURANCE COMPANY THAT PROCESSES (SP'S) MEDICARE CLAIMS.....	1
KVRINSCO	MEDIGAP/SUPPLEMENTAL INS. COMPANY	2
KVRMCOFF	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE	3
KVRSOFF	SOCIAL SECURITY OFFICE	4
KVRAARP	AARP/SENIOR CITIZENS ORGS.	5
KVRFAMILY	FAMILY OR FRIENDS	6
KVRSRCTR	LOCAL SENIOR CENTER	7
KVRHOSP	LOCAL HOSPITAL.....	8
KVRDOCTR	DOCTOR'S OFFICE	9
	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS. ASSISTANCE PRGM.	10
KVRCOUN	MEDICARE PUBLICATIONS	11
KVRPUBL	NEWSPAPERS OR MAGAZINES	13
KVRZINE	OTHER GOVERNMENT AGENCY	14
KVROGOVT	EMPLOYER OR FORMER EMPLOYER.....	15
KVREMPLE	HMO.....	16
KVRHMO	THE INTERNET	17
KVRINET	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY	18
KVRSEMNR	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
KVROSMNR	TV	20
KVRTV	RADIO.....	21
KVRRADIO	ANY OTHER PERSON OR PLACE (SPECIFY).....	91
KVROTHER	REFUSED	-7
KVROTHOS	DON'T KNOW	-8
KVRMCBS		

KN11. Were your questions answered by the information that you received?

KVRANSW	YES	1
	NO	2
	SOME.....	3
	REFUSED	-7
	DON'T KNOW	-8

KN12. In the past year, have you tried to find out about the availability and benefits of Medicare managed care plans, such as HMOs?

KVLFIND	YES	1 (KN13)
	NO	2 BOX KN2
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED	-7 BOX KN2
	DON'T KNOW	-8 BOX KN2

KN13. How did you find out about the availability and benefits of Medicare managed care plans, such as HMOs?
[CODE ALL THAT APPLY.] [PRESS CTRL/L TO LEAVE SCREEN.]

KVLNOFND	R DID NOT FIND INFORMATION	96 BOX KN2
	THE INSURANCE COMPANY THAT PROCESSES (SP'S) MEDICARE CLAIMS.....	1
KVLINSCO	MEDIGAP/SUPPLEMENTAL INS. COMPANY	2
KVLMCOFF	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE	3
KVLSOFF	SOCIAL SECURITY OFFICE	4
KVLAARP	AARP/SENIOR CITIZENS ORGS.	5
KVLFAMLY	FAMILY OR FRIENDS	6
KVLSRCTR	LOCAL SENIOR CENTER	7
KVLHOSP	LOCAL HOSPITAL.....	8
KVLDOCTR	DOCTOR'S OFFICE	9
	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS. ASSISTANCE PRGM.	10
KVLCOUN	MEDICARE PUBLICATIONS	11
KVLPUBL	NEWSPAPERS OR MAGAZINES	13
KVLZINE	OTHER GOVERNMENT AGENCY	14
KVLOGOVT	EMPLOYER OR FORMER EMPLOYER.....	15
KVLEMPLE	HMO.....	16
KVLHMO	THE INTERNET	17
KVLINET	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY	18
KVLSEMNR	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
KVLOSMNR	TV	20
KVLTV	RADIO.....	21
KVLRADIO	ANY OTHER PERSON OR PLACE (SPECIFY).....	91
KVLOTHER	REFUSED	-7
KVLOTHOS	DON'T KNOW	-8
KVLMCBS		

KN14. Were your questions answered by the information that you received?

KVLANSW	YES	1
	NO	2
	SOME.....	3
	REFUSED	-7
	DON'T KNOW	-8

BOX KN2	IF ANY PRIVATE HEALTH INSURANCE PLANS REPORTED DURING THIS OR PAST TWO ROUNDS DURING SURVEY REFERENCE PERIOD, GO TO KN15. OTHERWISE, GO TO BOX KN3 .
------------	---

KN15. In the past year, have you tried to find information about what (your/SP's) Medigap or supplemental insurance policy covers?
[PROBE IF NECESSARY: That is, information about what (your/SP's) (READ PLAN NAMES BELOW) policy covers?]

KGPFIND	YES	1 (KN16)
	NO	2 BOX KN3
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED	-7 BOX KN3
	DON'T KNOW	-8 BOX KN3

KN16. Where did you find the information about what (your/SP's) Medigap or supplemental insurance policy covers?
[CODE ALL THAT APPLY.] [PRESS CTRL/L TO LEAVE SCREEN.]

KGPNOFND	R DID NOT FIND INFORMATION	96 BOX KN3
	THE INSURANCE COMPANY THAT PROCESSES (SP'S)	
KGPINSCO	MEDICARE CLAIMS	1
KGPMEDGP	MEDIGAP/SUPPLEMENTAL INS. COMPANY	2
KGPMCOFF	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE	3
KGPSOIFF	SOCIAL SECURITY OFFICE	4
KGPAARP	AARP/SENIOR CITIZENS ORGS.	5
KGPFAMILY	FAMILY OR FRIENDS	6
KGPSRCTR	LOCAL SENIOR CENTER	7
KGPHOSP	LOCAL HOSPITAL	8
KGPDOCTR	DOCTOR'S OFFICE	9
	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS.	
KGPCOUN	ASSISTANCE PRGM.	10
KGPPUBL	MEDICARE PUBLICATIONS	11
KGpzine	NEWSPAPERS OR MAGAZINES	13
KGPOGOVT	OTHER GOVERNMENT AGENCY	14
KGPEMLR	EMPLOYER OR FORMER EMPLOYER.....	15
KGPHMO	HMO	16
KGPINET	THE INTERNET	17
KGpSEMNR	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY	18
KGPOSMNR	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
KGPTV	TV	20
KGPRADIO	RADIO	21
KGpOTHER	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KGpOTHOS	REFUSED	-7
KGPMCBS	DON'T KNOW	-8

KN17. Were your questions answered by the information that you received?

KGPANSW	YES	1
	NO	2
	SOME.....	3
	REFUSED	-7
	DON'T KNOW	-8

BOX KN3	IF ANY MEDICAID COVERAGE DURING THIS OR PAST TWO ROUNDS DURING SURVEY REFERENCE PERIOD, GO TO KN18. OTHERWISE, GO TO KN22.
------------	---

KN18. In the past year, have you tried to find information about (your/SP's) Medicaid plan, such as how it works with Medicare?

KCDFIND	YES	1 (KN19)
	NO	2 (KN22)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED	-7 (KN22)
	DON'T KNOW	-8 (KN22)

KN19. Where did you find the information?
 [CODE ALL THAT APPLY.] [PRESS CTRL/L TO LEAVE SCREEN.]

KCDNOFND	R DID NOT FIND INFORMATION	96	(KN22)
	THE INSURANCE COMPANY THAT PROCESSES (SP'S)		
KCDINSCO	MEDICARE CLAIMS	1	
KCDMEDGP	MEDIGAP/SUPPLEMENTAL INS. COMPANY	2	
KCDMCOFF	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE	3	
KCDSSOFF	SOCIAL SECURITY OFFICE	4	
KCDAARP	AARP/SENIOR CITIZENS ORGS.	5	
KCDFAMILY	FAMILY OR FRIENDS	6	
KCDSRCTR	LOCAL SENIOR CENTER	7	
KCDHOSP	LOCAL HOSPITAL	8	
KCDDOCTR	DOCTOR'S OFFICE	9	
	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS.		
KCDCOUN	ASSISTANCE PRGM.	10	
KCDPUBL	MEDICARE PUBLICATIONS	11	
KCDZINE	NEWSPAPERS OR MAGAZINES	13	
KCDOGOVT	OTHER GOVERNMENT AGENCY	14	
KCDEMPLE	EMPLOYER OR FORMER EMPLOYER	15	
KCDHMO	HMO	16	
KCDINET	THE INTERNET	17	
KCDSEMNR	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY	18	
KCDOSMNR	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.	19	
KCDTV	TV	20	
KCDRADIO	RADIO	21	
KCDOTHER	ANY OTHER PERSON OR PLACE (SPECIFY) _____	91	
KCDOTHOS	REFUSED	-7	
KCDMCBS	DON'T KNOW	-8	

KN20. Were your questions answered by the information that you received?

KCDANSW	YES	1	(KN22)
	NO	2	(KN22)
	SOME	3	(KN22)
	REFUSED	-7	(KN22)
	DON'T KNOW	-8	(KN22)

KN21. RECORD RESPONDENT'S COMMENTS VERBATIM.

KFINDVB1	_____	KFNDVC1
KFINDVB2	_____	KFNDVC2
KFINDVB3	_____	KFNDVC3

KN22. Next, I'd like to ask about other programs, called the Qualified Medicare Beneficiary Program (QMB), the Specified Low-income Medicare Beneficiary Program (SLMB), and the Qualifying Individual Program (QI). These programs are sometimes called Medicare Buy-In Programs or the Medicare Savings Program. Have you ever heard of any of these programs?

SHOW
CARD
KN3

KUYINPRG YES 1 (KN24)
NO 2 (KN23)
REFUSED -7 (KN24)
DON'T KNOW -8 (KN23)

KN23. These programs are open to seniors and persons with disabilities who have limited financial resources and who need help paying Medicare-related costs such as premiums, deductibles, and co-payments. Before now, were you aware that such benefits were available?

KUYINBEN YES 1
NO 2
REFUSED -7
DON'T KNOW -8

KN24. This card lists different health care topics and programs, some that we just talked about. Which of these topics would be the most important for you to have more information about? Which would be the next most important? Which would be the next most important?

[PROBE FOR TOP THREE.]

[PRESS CTRL/L TO LEAVE SCREEN.]

SHOW
CARD
KN4

KNTOPIC1 DOESN'T WANT/NEED ANY OF THIS INFORMATION..... 96
KNTOPIC2 WHAT SERVICES MEDICARE DOES OR DOESN'T
KNTOPIC3 COVER..... 1
HOW MUCH [YOU/SP] WOULD HAVE TO PAY FOR
MEDICAL SERVICES 2
SUPPLEMENTAL OR MEDIGAP INSURANCE 3
THE AVAILABILITY AND BENEFITS OF MEDICARE HMOs. 4
CHOOSING OR FINDING A DOCTOR OR OTHER
MEDICAL PROVIDER..... 5
STAYING HEALTHY 6
MEDICAID..... 7
QMB, SLMB, QI, OR BUY-IN/SAVINGS PROGRAMS (TO
HELP PEOPLE WITH LOW INCOMES)..... 8
QUALITY OF CARE PROVIDED BY DOCTORS,
HOSPITALS, NURSING HOMES, HOME HEALTH
AGENCIES, AND MANAGED CARE PROVIDERS IN
YOUR AREA 9
CHOOSING A NURSING HOME 10
REFUSED -7
DON'T KNOW -8

KN25. This card lists some ways people prefer to receive information to keep up with developments in Medicare. Looking at this card, please tell me all of the ways you would prefer to use to keep up with Medicare.
[CODE ALL THAT APPLY]
[PROBE: Any other way?]
[PRESS CTRL/L TO LEAVE SCREEN.]

SHOW CARD KN5	KNUPNONE	DOESN'T WANT/NEED THIS INFORMATION	96
	KNUPTALK	TALK WITH FRIENDS, FAMILY, DOCTORS.....	1
	KNUPBROC	GET INFORMATION IN THE MAIL FROM MEDICARE	2
	KNUPNEWS	READ A NEWSPAPER OR MAGAZINE	4
	KNUPINET	USE THE INTERNET	5
	KNUPTV	WATCH ON TV	6
	KNUPRAD	HEAR ON RADIO.....	7
	KNUPTH	OTHER (SPECIFY)	91
	KNUPOS	REFUSED	-7
		DON'T KNOW	-8

KN26. How satisfied are you in general with the availability of information about the Medicare program when you need it [for (SP)]?

SHOW CARD KN6	KNFOSATI	VERY SATISFIED	1
		SATISFIED	2
		DISSATISFIED	3
		VERY DISSATISFIED	4
		NOT APPLICABLE	5
		REFUSED	-7
		DON'T KNOW	-8

KN27INT. We've talked about different topics that you [or (SP)] may have wanted information about and where you may have found that information. Now I would like to ask you about publications that are available to you [and (SP)] about the Medicare program.

[PRESS ENTER TO CONTINUE.]

KN27. Did [you/(SP)] receive a copy of this book, called Medicare and You 2004, which gives an overview of the Medicare program?

SHOW CARD KN7	KBOKRECD	YES	1 (KN28)
		NO	2 BOX KN4B
		REFUSED	-7 BOX KN4B
		DON'T KNOW	-8 BOX KN4B

KN28. 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?

KBOKREAD	READ IT THOROUGHLY	1
	READ PARTS OF IT	2
	HAVEN'T READ IT AT ALL.....	3
	REFUSED	-7
	DON'T KNOW	-8

BOX KN4	IF KN28=1 OR 2, GO TO KN29. OTHERWISE, GO TO KN30.
------------	--

KN29. How easy to understand did you find (this book/the parts you looked at) – would you say (it was/they were) very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?

SHOW CARD KN1	KBOKUNDR	VERY EASY	1
		SOMEWHAT EASY	2
		SOMEWHAT DIFFICULT	3
		VERY DIFFICULT	4
		REFUSED	-7
		DON'T KNOW	-8

KN29a. [SHOW RESPONDENT THE PLAN INFORMATION CHART ON THE BACK OF SHOWCARD KN7.]

There are pages toward the end of the book that list the Medicare + Choice plans that are available in your area. Plan descriptions, covered services, and costs are listed in the chart. Quality measures, or ratings, are also listed in the chart. Have you ever looked at any of the information in the plan information chart?

SHOW CARD KN7	KBOKLOOK	YES	1 (KN29b)
		NO	2 (KN30)
		REFUSED	-7 (KN30)
		DON'T KNOW	-8 (KN30)

KN29b. In general, how easy did you find the plan information chart to understand – would you say it was very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?

SHOW CARD KN1	KBOKUNST	VERY EASY	1
		SOMEWHAT EASY	2
		SOMEWHAT DIFFICULT	3
		VERY DIFFICULT	4
		REFUSED	-7
		DON'T KNOW	-8

BOX KN4A	IF SP LIVES IN <u>AK</u> , <u>AR</u> , <u>DE</u> , <u>ME</u> , <u>MS</u> , <u>MT</u> , <u>SC</u> , <u>SD</u> , <u>UT</u> , <u>VT</u> , OR <u>WY</u> , GO TO KN30. OTHERWISE, GO TO KN29c.
-------------	--

KN29c. As I mentioned, there are quality measures included in the plan information chart. The quality measures show the percentage of plan members who rate their health care as the best possible. Have you ever looked at the ratings in the plan information chart?

KBOKRTGS	YES	1 (KN29d)
	NO	2 (KN30)
	REFUSED	-7 (KN30)
	DON'T KNOW	-8 (KN30)

KN29d. How useful was the quality measure information - would you say it was very useful, somewhat useful, or not at all useful?

KBOKUSFL	VERY USEFUL.....	1
	SOMEWHAT USEFUL	2
	NOT AT ALL USEFUL.....	3
	REFUSED	-7
	DON'T KNOW	-8

KN30. [Do you/Do you or (SP)] still have this Medicare and You 2004 book?

<div><div>SHOW CARD KN7</div></div>	KBOKHAVE	YES	1
		NO	2
		REFUSED	-7
		DON'T KNOW	-8

BOX KN5 OMITTED IN ROUND 35.

KN31 – KN33 OMITTED IN ROUND 35.

BOX KN4B	IF KN34 – KN49 ASKED IN ANY PREVIOUS ROUND, GO TO KN50. OTHERWISE, GO TO KN34INT.
-------------	--

KN34INT. We're interested in what people covered by Medicare understand about the Medicare program.

I'm going to read a series of statements about Medicare. For each one, please tell me whether you think it is true or false, or whether you aren't sure.

[READ IF NECESSARY: This is not a test. Your answers allow the Medicare agency to know how well information about the program is understood. At the end of the interview, I'll give you a fact sheet that explains these issues.]

[PRESS ENTER TO CONTINUE.]

KN34. Medicare covers a mammogram every year for women.
 [PROBE: Do you think this is true or false, or are you not sure?]
 [READ IF NECESSARY: A mammogram is an X-ray to check for breast cancer.]

KN34FLG	TRUE	1
KNMAMGRM	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN35. Medicare covers an annual flu shot.
 [PROBE: Do you think this is true or false, or are you not sure?]

KNFLUSHT	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN36. Medicare covers an annual blood test for detection of prostate cancer, known as PSA, for men.
 [PROBE: Do you think this is true or false, or are you not sure?]
 [READ IF NECESSARY: "PSA" means "prostate-specific antigen."]

KNBLDTST	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN37. Most people covered by Medicare can select among different kinds of health plan options within Medicare.
 [PROBE: Do you think this is true or false, or are you not sure?]

KNPLNCHC	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN38. (Your/SP's) out-of-pocket costs will vary depending on which health plan options (you choose/he chooses/she chooses).
 [PROBE: Do you think this is true or false, or are you not sure?]

KNOPCOST	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN39. Medicare without a supplemental insurance policy pays for all of [your/(SP's)] health care expenses.
[PROBE: Do you think this is true or false, or are you not sure?]

KNSUPPAY	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN40. Some people with lower incomes can get help paying for Medicare's premiums.
[PROBE: Do you think this is true or false, or are you not sure?]

KNHELPAY	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN41. If you had a Medigap or supplemental insurance policy and dropped it, you could get it back at any time.
[PROBE: Do you think this is true or false, or are you not sure?]

KNGETBAC	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN42. Medicare managed care plans (HMOs) often cover more health services, like prescribed medicines, than Medicare without a supplemental insurance policy.
[PROBE: Do you think this is true or false, or are you not sure?]

KNHMOCOV	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN43. With a Medicare HMO, people can go to any doctor or hospital in the United States for routine care and the visit will be covered.
[PROBE: Do you think this is true or false, or are you not sure?]

KNANYDOC	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN44. If your Medicare HMO stops serving people with Medicare in your area, you can join another HMO if one is available.
[PROBE: Do you think this is true or false, or are you not sure?]

KNJOIHMO	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN45. If your Medicare HMO leaves the Medicare program and you do not choose another one, you will be covered by the Original Medicare plan.
[PROBE: Do you think this is true or false, or are you not sure?]

KNCOVORG	TRUE	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN46. A Medicare HMO can raise its fees or change its benefits each year.
[PROBE: Do you think this is true or false, or are you not sure?]

KNRAISE	TRUE	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN47. Medicare offers a free information and counseling service in your state that beneficiaries can use to help them understand and compare health insurance options.
[PROBE: Do you think this is true or false, or are you not sure?]

KNFREINF	TRUE	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN48. In order to answer your Medicare questions, the Medicare program offers various ways for you to receive information and help.
[PROBE: Do you think this is true or false, or are you not sure?]

KNMCINFO	TRUE	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN49. People can report complaints to Medicare about their Medicare managed care plans (HMOs) or supplemental insurance policies if they are not satisfied with them.
[PROBE: Do you think this is true or false, or are you not sure?]

KNRPTHMO	TRUE	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN50. Next, I'd like to ask about (your/SP's) use of computers.

(Do you/Does SP) have a personal computer in (your/his/her) home?

KNHAVCOM	YES	1
	NO	2
	REFUSED	-7
	DON'T KNOW	-8

KN51INT. Some people use the Internet to get different kinds of information. The next questions ask about the Internet.
[EXPLAIN IF NECESSARY: The Internet is sometimes called the World Wide Web. Users may access the Internet by going "on-line".]
[PRESS ENTER TO CONTINUE]

KN51. (Do you/Does SP) have access to the Internet?

KNETACCS	YES	1	BOX KN6
	NO	2	BOX KN6
	NEVER HEARD OF THE INTERNET	3	BOX KN8
	REFUSED	-7	BOX KN8
	DON'T KNOW	-8	BOX KN8

BOX KN6	IF ANY PREVIOUS ROUND BN26 OR KN52 = 1, GO TO BOX KN8 . OTHERWISE, GO TO KN52.
------------	--

KN52. (Have you/Has SP) ever used the Internet or another on-line service from home, the library, or anywhere else?

KN52FLG	YES	1	BOX KN7	
	KNETUSED	NO	2	BOX KN8
		REFUSED	-7	BOX KN8
		DON'T KNOW	-8	BOX KN8

BOX KN7	IF ANY PREVIOUS ROUND BN28a OR KN53 = 1, GO TO BOX KN8 . OTHERWISE, GO TO KN53.
------------	---

KN53. (Have you/Has SP) ever visited or ever accessed the official website for Medicare information – www.medicare.gov?

KN53FLG KVSITWEB	YES	1
	NO	2
	REFUSED	-7
	DON'T KNOW	-8

BOX KN8	IF PROXY INTERVIEW, GO TO BOX KN9 . OTHERWISE, GO TO KN54.
------------	---

KN54. 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?

KCHHELP	MAKES DECISIONS ON OWN	1
	GETS HELP ON DECISIONS	2
	SOMEONE ELSE MAKES DECISIONS.....	3
	REFUSED	-7
	DON'T KNOW	-8

KN55 OMITTED IN ROUND 35.

BOX KN9	IF KN56 OR BK54a ASKED IN ANY PREVIOUS ROUND, GO TO BOX KN10 . OTHERWISE, GO TO KN56.
------------	---

KN56. Before today, were you aware of the 1-800-MEDICARE toll-free line?

KN56FLG	YES	1 (KN57)
KREELINE	NO	2 (KN58)
	REFUSED	-7 (KN58)
	DON'T KNOW	-8 (KN58)

BOX KN10	IF KN57 OR BK55 = 1 IN ANY PREVIOUS ROUND, GO TO KN58. OTHERWISE, GO TO KN57.
-------------	--

KN57. Have you ever called 1-800-MEDICARE to get information about Medicare?

KN57FLG	YES	1
KCPHINFO	NO	2
	REFUSED	-7
	DON'T KNOW	-8

KN58. 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?

KCSUGGST	R DOES NOT HAVE SUGGESTIONS OR CONCERNS	1
	RECORD ALL OTHER RESPONSES VERBATIM BELOW	91
INVBRNDC	REFUSED	-7
INVBTEXT	DON'T KNOW	-8
INFOQUES		

KNEND. INTERVIEWER: HAND THE "MEDICARE INFORMATION (JANUARY, 2004)" SHEET TO THE RESPONDENT. IT PROVIDES ANSWERS TO SOME OF THE QUESTIONS ASKED DURING THIS SUPPLEMENT.

[PRESS ENTER TO CONTINUE.]

KN Addendum

BOX KN6: BN26 = INETUSED

BOX KN7: BN28a = VISITWEB

BOX KN9: BK54a = FREELINE

BOX KN2: FOR DISPLAY OF PLAN NAMES, DO NOT INCLUDE ANY SUPPRESSED PLANS FOR ROUND 38, SUCH AS TRICARE OR CHAMPUS.

IF NO PRIVATE HEALTH INSURANCE PLANS OTHER THAN PLANS SUPPRESSED FOR ROUND 38, SUCH AS TRICARE OR CHAMPUS, GO TO **BOX KN3**.