

MCBS MAIN STUDY - ROUND 44, WINTER 2006

COMMUNITY COMPONENT

KN. BENEFICIARY KNOWLEDGE AND INFORMATION NEEDS SUPPLEMENT

BOX KN1	IF SP IS ALIVE AND NOT INSTITUTIONALIZED (INS1 = 1), GO TO KNINTRO. IF SP IS DECEASED OR IF SP IS ALIVE AND INSTITUTIONALIZED (INS1 ≠ 1), GO TO BOX CL1.
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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 (KN4a)
	NO	2 (KN5a)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED	-7 (KN5a)
	DON'T KNOW	-8 (KN5a)

KN4 OMITTED IN ROUND 44.

KN4a. Where did you find the information [about what [you/(SP)] needed to pay for a particular medical service]?
[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

KPYNFND	R DID NOT FIND INFORMATION	96 (KN5a)
KPYMEDOF	MEDICARE AGENCY INCLUDING 1-800 HOTLINE	1
KPYWEB	medicare.gov INTERNET WEBSITE.....	2
KPYMPUBS	MEDICARE PUBLICATIONS	3
KPYMAP	MEDICARE ADVANTAGE PLANS (HMO, PPO)	4
KPYSOCAL	SOCIAL SECURITY OFFICE	5
KPYSTMED	STATE MEDICAID AGENCY	6
KPYGOV	OTHER GOVERNMENT AGENCY	7
KPYINSUR	INSURANCE CO THAT PROCESSES SP's MSNs	8
KPYMGAP	MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....	9
KPYCUREM	CURRENT OR FORMER EMPLOYER OR UNION	10
KPYFAMFD	FAMILY, FRIENDS, CO-WORKERS.....	11
KPYPHAR	PHARMACY	12
KPYMPROV	HEALTH CARE PROVIDER (DR, HOSP, LAB)	13
KPYMEDIA	MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE)	14
KPYSENR	AARP OR OTHER SENIOR ORGANIZATION.....	15
KPYCOUNS	COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.).....	16
KPYINTER	THE INTERNET	17
KPYOTHR	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KPYOS	REFUSED	-7
	DON'T KNOW	-8

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

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

KN5a. In the past year, have you tried to find information [for (SP)] about the new Medicare prescription drug coverage that began on January 1st, 2006?

[PROBE IF NECESSARY: Medicare prescription drug coverage is also called Medicare “Part D.”]

KRXFIND	YES	1 (KN5b)
	NO	2 (KN6)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED	-7 (KN6)
	DON'T KNOW	-8 (KN6)

KN5b. Where did you find the information [about the new Medicare prescription drug coverage]?

[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

KRXNFND	R DID NOT FIND INFORMATION	96 (KN6)
KRXMEDOF	MEDICARE AGENCY INCLUDING 1-800 HOTLINE	1
KRXWEB	medicare.gov INTERNET WEBSITE.....	2
KRXMPUBS	MEDICARE PUBLICATIONS	3
KRXMAP	MEDICARE ADVANTAGE PLANS (HMO, PPO)	4
KRXSOCAL	SOCIAL SECURITY OFFICE	5
KRXSTMED	STATE MEDICAID AGENCY	6
KRXGOV	OTHER GOVERNMENT AGENCY	7
KRXINSUR	INSURANCE CO THAT PROCESSES SP's MSNs	8
KRXMGAP	MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....	9
KRXCUREM	CURRENT OR FORMER EMPLOYER OR UNION	10
KRXFAMFD	FAMILY, FRIENDS, CO-WORKERS.....	11
KRXPHAR	PHARMACY	12
KRXMPROV	HEALTH CARE PROVIDER (DR, HOSP, LAB)	13
KRXMEDIA	MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE)	14
KRXSENR	AARP OR OTHER SENIOR ORGANIZATION.....	15
KRXCOUNS	COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.).....	16
KRXINTER	THE INTERNET	17
KRXOTHR	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KRXOS	REFUSED	-7
	DON'T KNOW	-8

KN5c. Were your questions answered by the information that you received?

KRXANSW	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 other than prescription drug coverage?

KWBFIN	YES	1 (KN7a)
	NO	2 (KN9)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED	-7 (KN9)
	DON'T KNOW	-8 (KN9)

KN7 OMITTED IN ROUND 44.

KN7a. 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.]

KWBNFND	R DID NOT FIND INFORMATION	96 (KN9)
KWBMEDOF	MEDICARE AGENCY INCLUDING 1-800 HOTLINE	1
KWBWEB	medicare.gov INTERNET WEBSITE.....	2
KWBMPUBS	MEDICARE PUBLICATIONS	3
KWBMAP	MEDICARE ADVANTAGE PLANS (HMO, PPO)	4
KWBSOCAL	SOCIAL SECURITY OFFICE	5
KWBSTMED	STATE MEDICAID AGENCY	6
KWBGOV	OTHER GOVERNMENT AGENCY	7
KWBINSUR	INSURANCE CO THAT PROCESSES SP's MSNs	8
KWBMGAP	MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....	9
KWBCUREM	CURRENT OR FORMER EMPLOYER OR UNION	10
KWBFAMFD	FAMILY, FRIENDS, CO-WORKERS.....	11
KWBPHAR	PHARMACY	12
KWBMPROV	HEALTH CARE PROVIDER (DR, HOSP, LAB)	13
KWBMEDIA	MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE)	14
KWBSENOR	AARP OR OTHER SENIOR ORGANIZATION.....	15
KWBCOUNS	COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.).....	16
KWBINTER	THE INTERNET	17
KWBOTHR	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KWBOS	REFUSED	-7
	DON'T KNOW	-8

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 (KN10a)
	NO	2 (KN12a)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED... ..	-7 (KN12a)
	DON'T KNOW	-8 (KN12a)

KN10 OMITTED IN ROUND 44.

KN10a. 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.]

KVRNFND	R DID NOT FIND INFORMATION	96 (KN12a)
KVRMEDOF	MEDICARE AGENCY INCLUDING 1-800 HOTLINE	1
KVRWEB	medicare.gov INTERNET WEBSITE.....	2
KVRMPUBS	MEDICARE PUBLICATIONS	3
KVRMAP	MEDICARE ADVANTAGE PLANS (HMO, PPO)	4
KVRSOCAL	SOCIAL SECURITY OFFICE	5
KVRSTMED	STATE MEDICAID AGENCY	6
KVRGOV	OTHER GOVERNMENT AGENCY	7
KVRINSUR	INSURANCE CO THAT PROCESSES SP's MSNs	8
KVRMGAP	MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....	9
KVRCUREM	CURRENT OR FORMER EMPLOYER OR UNION	10
KVRFAMFD	FAMILY, FRIENDS, CO-WORKERS.....	11
KVRPHAR	PHARMACY	12
KVRMPROV	HEALTH CARE PROVIDER (DR, HOSP, LAB)	13
KVRMEDIA	MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE)	14
KVRSENR	AARP OR OTHER SENIOR ORGANIZATION.....	15
KVRCOUNS	COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.).....	16
KVRINTER	THE INTERNET	17
KVROTHR	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KVROS	REFUSED	-7
	DON'T KNOW	-8

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 OMITTED IN ROUND 44.

KN12a. In the past year, have you tried to find out about the availability and benefits of Medicare Advantage plans, such as HMOs or PPOs?

[PROBE: HMOs and PPOs are considered “managed care.”]

KVLFIND	YES	1 (KN13a)
	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 OMITTED IN ROUND 44.

KN13a. Where did you find the information [about the availability and benefits of Medicare Advantage plans, such as HMOs and PPOs]?

[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

KVLNFND	R DID NOT FIND INFORMATION	96 BOX KN2
KVLMEDOF	MEDICARE AGENCY INCLUDING 1-800 HOTLINE	1
KVLWEB	medicare.gov INTERNET WEBSITE.....	2
KVLM PUBS	MEDICARE PUBLICATIONS	3
KVL MAP	MEDICARE ADVANTAGE PLANS (HMO, PPO)	4
KVLSOCAL	SOCIAL SECURITY OFFICE	5
KVLSTMED	STATE MEDICAID AGENCY	6
KVLGOV	OTHER GOVERNMENT AGENCY	7
KVLINSUR	INSURANCE CO THAT PROCESSES SP's MSNs	8
KVLMGAP	MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....	9
KVLCUREM	CURRENT OR FORMER EMPLOYER OR UNION	10
KVLFAMFD	FAMILY, FRIENDS, CO-WORKERS.....	11
KVLPHAR	PHARMACY	12
KVLM PROV	HEALTH CARE PROVIDER (DR, HOSP, LAB)	13
KVLMEDIA	MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE)	14
KVLSENR	AARP OR OTHER SENIOR ORGANIZATION.....	15
KVLCOUNS	COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.).....	16
KVLINTER	THE INTERNET	17
KVLOTHR	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KVLOS	REFUSED	-7
	DON'T KNOW	-8

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 .
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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 (KN16a)
	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 OMITTED IN ROUND 44.

KN16a. 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.]

KGPNFND	R DID NOT FIND INFORMATION	96 BOX KN3
KGPMEDOF	MEDICARE AGENCY INCLUDING 1-800 HOTLINE	1
KGPWEB	medicare.gov INTERNET WEBSITE.....	2
KGPM PUBS	MEDICARE PUBLICATIONS	3
KGP MAP	MEDICARE ADVANTAGE PLANS (HMO, PPO)	4
KGPSOCAL	SOCIAL SECURITY OFFICE	5
KGPSTMED	STATE MEDICAID AGENCY	6
KGPGOV	OTHER GOVERNMENT AGENCY	7
KGPINSUR	INSURANCE CO THAT PROCESSES SP's MSNs	8
KGPMGAP	MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....	9
KGPCUREM	CURRENT OR FORMER EMPLOYER OR UNION	10
KGPFAMFD	FAMILY, FRIENDS, CO-WORKERS.....	11
KGPPHAR	PHARMACY	12
KGPM PROV	HEALTH CARE PROVIDER (DR, HOSP, LAB)	13
KGPMEDIA	MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE)	14
KGPSENR	AARP OR OTHER SENIOR ORGANIZATION.....	15
KGPCOUNS	COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.).....	16
KGPINTER	THE INTERNET	17
KGPOTHR	ANY OTHER PERSON OR PLACE (SPECIFY).....	91
KGPOS	REFUSED	-7
	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 KN24a.
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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 (KN19a)
	NO	2 (KN24a)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED	-7 (KN24a)
	DON'T KNOW	-8 (KN24a)

KN19 OMITTED IN ROUND 44.

KN19a. Where did you find the information [about your Medicaid plan]?
[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

KCDNFND	R DID NOT FIND INFORMATION	96 (KN24a)
KCDMEDOF	MEDICARE AGENCY INCLUDING 1-800 HOTLINE	1
KCDWEB	medicare.gov INTERNET WEBSITE.....	2
KCDMPUBS	MEDICARE PUBLICATIONS	3
KCDMAP	MEDICARE ADVANTAGE PLANS (HMO, PPO)	4
KCDSOCAL	SOCIAL SECURITY OFFICE	5
KCDSTMED	STATE MEDICAID AGENCY	6
KCDGOV	OTHER GOVERNMENT AGENCY	7
KCDINSUR	INSURANCE CO THAT PROCESSES SP's MSNs	8
KCDMGAP	MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....	9
KCDCUREM	CURRENT OR FORMER EMPLOYER OR UNION	10
KCDFAMFD	FAMILY, FRIENDS, CO-WORKERS.....	11
KCDPHAR	PHARMACY	12
KCDMPROV	HEALTH CARE PROVIDER (DR, HOSP, LAB)	13
KCDMEDIA	MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE)	14
KCDSENR	AARP OR OTHER SENIOR ORGANIZATION.....	15
KCDCOUNS	COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.).....	16
KCDINTER	THE INTERNET	17
KCDOTHR	ANY OTHER PERSON OR PLACE (SPECIFY).....	91
KCDOS	REFUSED	-7
	DON'T KNOW	-8

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

KCDANSW	YES	1 (KN24a)
	NO	2 (KN24a)
	SOME.....	3 (KN24a)
	REFUSED	-7 (KN24a)
	DON'T KNOW	-8 (KN24a)

KN21. RECORD RESPONDENT'S COMMENTS VERBATIM.

KFINDVB1	_____	KFNDVC1
KFINDVB2	_____	KFNDVC2
KFINDVB3	_____	KFNDVC3

KN22 OMITTED IN ROUND 44.

KN23 OMITTED IN ROUND 44.

KN24 OMITTED IN ROUND 44.

KN24a. 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	TOPICKN1	DOESN'T WANT/NEED ANY OF THIS INFORMATION.....	96
	TOPICKN2	HOW MUCH [YOU/SP] WOULD HAVE TO PAY FOR	
	TOPICKN3	MEDICAL SERVICES	1
		INFORMATION ABOUT MEDICARE PRESCRIPTION	
		DRUG COVERAGE.....	2
		MEDICARE'S <u>NEW</u> BENEFITS OR <u>CHANGES</u>	3
		WHAT SERVICES MEDICARE DOES OR DOESN'T	
		COVER.....	4
		THE BENEFITS OF MEDICARE ADVANTAGE PLANS	5
		MEDIGAP OR SUPPLEMENTAL INSURANCE	6
		MEDICAID	7
		CHOOSING OR FINDING A DOCTOR OR OTHER	
		HEALTH CARE PROVIDER.....	8
		STAYING HEALTHY	9
		QUALITY OF CARE FROM HEALTH CARE PROVIDERS.....	10
		CHOOSING A NURSING HOME	11
		REFUSED	-7
		DON'T KNOW	-8

KN25. This card lists how some 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.

[PROBE IF NECESSARY: As this card indicates, we're interested in knowing the methods of receiving information, such as talking to someone, reading something, etc.]

[PROBE: Any other way?]

[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

SHOW CARD KN5	KNUPNONE	DOESN'T WANT/NEED THIS INFORMATION	96
	KNUPTALK	TALK WITH SOMEONE (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
	KNUPOTH	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 2006, which gives an overview of the Medicare program?

SHOW
CARD
KN7

KBOKRECD

YES	1 (KN28)
NO	2 (KN34INT)
REFUSED	-7 (KN34INT)
DON'T KNOW	-8 (KN34INT)

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 Advantage plans that are available in your state or area. Plan descriptions, covered services, and costs for the Medicare Advantage Plans available in your local area are listed in the chart. When available, quality measures, or ratings, are also listed in the chart. Have you ever looked at any of the information in the Medicare Advantage plan information chart?

SHOW
CARD
KN7

KBOKLOOK

YES 1 (KN29b)
 NO 2 (KN29e)
 REFUSED -7 (KN29e)
 DON'T KNOW -8 (KN29e)

KN29b. In general, how easy did you find the Medicare Advantage plan information chart to understand – would you say it was very easy to understand, somewhat easy, somewhat difficult, 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 OMITTED IN ROUND 44.

KN29c OMITTED IN ROUND 44.

KN29d OMITTED IN ROUND 44.

KN29e. The last section in the book provides the names of Medicare Prescription Drug Plans available in your state. Those charts, like the one on this card, contain plan descriptions and costs listed by company name. Have you ever looked at any of the information in the Medicare Prescription Drug Plans chart?

SHOW
CARD
KN8

KBOKCHRT

YES 1 (KN29f)
 NO 2 (KN30)
 REFUSED -7 (KN30)
 DON'T KNOW -8 (KN30)

KN29f. In general, how easy did you find the Medicare Prescription Drug Plan chart to understand – would you say it was very easy to understand, somewhat easy, somewhat difficult, or very difficult to understand?

SHOW
CARD
KN1

KBOKEASY

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

KN30. [Do you/Do you or (SP)] still have this Medicare and You 2006 book?

SHOW
CARD
KN7

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 OMITTED IN ROUND 41.

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.]

KN34a OMITTED IN ROUND 44.

KN34 OMITTED IN ROUND 44.

KN35 OMITTED IN ROUND 44.

KN36 OMITTED IN ROUND 44.

KN36a. People are eligible for Medicare because they have low or moderate incomes.
[PROBE: Do you think this is true or false, or are you not sure?]

KNELIG

TRUE	1
FALSE	2
NOT SURE	3
REFUSED	-7

KN37 OMITTED IN ROUND 41.

KN38 OMITTED IN ROUND 41.

KN39 MOVED TO BE KN49a IN ROUND 41.

KN40 OMITTED IN ROUND 41.

KN41 OMITTED IN ROUND 41.

KN42 OMITTED IN ROUND 41.

KN42a OMITTED IN ROUND 44.

KN42b. Medicare Advantage plans, such as HMOs and PPOs, often cover more health services, like eye exams or hearing aids, than original Medicare.

[PROBE: Do you think this is true or false, or are you not sure?]

KNADV TG	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN43 OMITTED IN ROUND 44.

KN44 OMITTED IN ROUND 41.

KN45 OMITTED IN ROUND 44.

KN46 OMITTED IN ROUND 44.

KN47 OMITTED IN ROUND 41.

KN48 OMITTED IN ROUND 41.

KN49 OMITTED IN ROUND 44.

KN49a OMITTED IN ROUND 44.

KN49b OMITTED IN ROUND 44.

KN49c OMITTED IN ROUND 44.

KN49d OMITTED IN ROUND 44.

KN49e OMITTED IN ROUND 44.

KN49fINT. The next series of statements are about the 2006 Medicare prescription drug coverage. Again, for each one, please tell me whether you think it is true or false, or whether you aren't sure.

[PRESS ENTER TO CONTINUE.]

KN49f. Everyone with Medicare can choose to enroll in the voluntary Medicare prescription drug coverage regardless of their income or health.

[PROBE: Do you think this is true or false, or are you not sure?]

KNVOLMED	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN49g. Everyone in Medicare has at least two Medicare prescription drug plans to choose from.

[PROBE: Do you think this is true or false, or are you not sure?]

KNTWOPLN	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN49h. Medicare prescription drug plans can change the costs of prescription drugs only once per year.

[PROBE: Do you think this is true or false, or are you not sure?]

KNCHGCST	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN49i. If you join a Medicare prescription drug plan, you must go to pharmacies that are part of the plan.

[PROBE: Do you think this is true or false, or are you not sure?]

KNPHRPLN	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN49j. Medicare prescription drug plans can change the list of prescription drugs that they cover at any time during the year.

[PROBE: Do you think this is true or false, or are you not sure?]

KNCHGLST	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN49k. Most people with Medicare must choose a Medicare prescription drug plan by May 15, 2006, or pay a penalty if they choose to join later.

[PROBE: Do you think this is true or false, or are you not sure?]

KNMSTCHO	TRUE	1
	FALSE	2
	NOT SURE	3
	REFUSED	-7

KN49l. If you have limited income and resources, you may get extra help to cover prescription drugs for little or no cost to you.

[PROBE: Do you think this is true or false, or are you not sure?]

KNLIMINC	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 KN52 = 1, GO TO BOX KN8 . OTHERWISE, GO TO KN52.
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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 KN53 = 1, GO TO BOX KN8 . OTHERWISE, GO TO KN53.
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KN53. (Have you/Has SP) ever visited or ever accessed the official website for Medicare information – www.medicare.gov?

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

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

KCHIHELP	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 ASKED IN ANY PREVIOUS ROUND, GO TO BOX KN10 . OTHERWISE, GO TO KN56.
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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 = 1 IN ANY PREVIOUS ROUND, GO TO KN58. OTHERWISE, GO TO KN57.
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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, 2006)" SHEET TO THE RESPONDENT.
IT PROVIDES ANSWERS TO SOME OF THE QUESTIONS ASKED DURING THIS SUPPLEMENT.

[PRESS ENTER TO CONTINUE.]

KN Addendum

BOX KN2: ONLY PLANS WITH PLANTYPE = 4, PLANDFLG = -1, PLANHIDE = -1, AND LOSEPLFG = -1 ARE CONSIDERED "REPORTED".

KN15: ONLY DISPLAY PLANS WITH PLANTYPE = 4, PLANDFLG = -1, PLANHIDE = -1 AND LOSEPLFG = -1.

