

| Variable Name | MR Screen Name | Question Type | Question Text/Description | Code List | Routing |
|---------------|----------------|---------------|---|---|-------------------|
| | | | BENEFICIARY KNOWLEDGE AND INFORMATION NEEDS QUESTIONNAIRE SPECIFICATIONS <u>CRITERIA</u> INTTYPE=C001, C002, C004, C005, C006, C007 SPALIVE=1 SEASON=WINTER SPPROXY=SP or PROXY Other: N/A <u>PLACEMENT</u> 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. 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 (-7) Empty | KN1 - KNOWMC |
| KNOWMC | KN1 | code 1 | SHOW CARD KN1 Overall, how easy or difficult do you think the Medicare program is to understand? [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 (02) SOMEWHAT EASY (03) SOMEWHAT DIFFICULT (04) VERY DIFFICULT (-8) Don't Know (-9) Refused | KN2 - KCARKNOW |
| KCARKNOW | KN2 | code 1 | SHOW CARD KN2 How much do you think you know about the Medicare program? 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 (02) MOST OF WHAT YOU NEED TO KNOW (03) SOME OF WHAT YOU NEED TO KNOW (04) A LITTLE OF WHAT YOU NEED TO KNOW (05) ALMOST NONE OF WHAT YOU NEED TO KNOW (-8) Don't Know (-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 (02) NO (-8) Don't Know (-9) Refused | KN25C - KNINTMCR |
| KNINTMCR | KN25C | code 1 | SHOW CARD KN3 How interested are you in getting (more) information [for (SP)] about Medicare? | (01) VERY INTERESTED (02) SOMEWHAT INTERESTED (03) NOT VERY INTERESTED (04) NOT AT ALL INTERESTED (-8) Don't Know (-9) Refused | KN25D-KNCOVOPT |
| KNCOVOPT | KN25D | code 1 | SHOW CARD KN4 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 (02) Somewhat easy (03) Somewhat difficult (04) Very difficult (05) DOES NOT MAKE DECISIONS ON HEALTH INSURANCE (-8) Don't Know (-9) Refused | KN25E-KNCOVREV |

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| KNCOVREV | KN25E | code 1 | <p>SHOW CARD KN5</p> <p>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?</p> | <p>(01) AT LEAST ONCE EVERY YEAR (02) ONCE EVERY FEW YEARS (03) RARELY (04) NEVER (05) ONLY ONCE WHEN FIRST SIGNED UP FOR DRUG PLAN (06) ONLY ONCE WHEN FIRST SIGNED UP FOR MEDICARE (07) JUST SIGNED UP FOR MEDICARE (-8) DON'T KNOW (-9) REFUSED</p> | KN35F-KNCOVIN |
| KNCOVIN | KN25F | code 1 | <p>SHOW CARD KN6</p> <p>To what extent do you agree or disagree with the following statement: [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 (02) Somewhat agree (03) Somewhat disagree (04) Completely disagree (05) DOES NOT MAKE DECISIONS ON HEALTH INSURANCE (-8) Don't Know (-9) Refused</p> | KN26 - KNFOSATI |
| KNFOSATI | KN26 | code 1 | <p>SHOW CARD KN7</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 (02) SATISFIED (03) DISSATISFIED (04) VERY DISSATISFIED (05) NOT APPLICABLE (-8) Don't Know (-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 (-7) Empty</p> | KN27 - KBOKRECD |
| KBOKRECD | KN27 | yes/no | <p>SHOW CARD KN8</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 (02) NO (-8) Don't Know (-9) Refused</p> | <p>(01) KN28 - KBOKREAD (02) KN50A- COMPDESK (-8) KN50A- COMPDESK (-9) KN50A- COMPDESK</p> |
| KBOKREAD | KN28 | code 1 | 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 (02) READ PARTS OF IT (03) HAVEN'T READ IT AT ALL (-8) Don't Know (-9) Refused</p> | <p>(01) KN29 - KBOKUNDR (02) KN29 - KBOKUNDR (03) KN50A-COMPDESK (-8) KN50A- COMPDESK (-9) KN50A- COMPDESK</p> |
| KBOKUNDR | KN29 | code 1 | <p>SHOW CARD KN9</p> <p>How easy or difficult did you find (the parts you read/this book) to understand?</p> <p>[PROBE IF NECESSARY: Would you say (they were/it was) very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?]</p> | <p>(01) VERY EASY (02) SOMEWHAT EASY (03) SOMEWHAT DIFFICULT (04) VERY DIFFICULT (-8) Don't Know (-9) Refused</p> | KN50A- COMPDESK |

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| COMPDESK | KN50A | grid | Next, I'd like to ask about [your/(SP's)] use of computers. [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. Desktop or laptop | (01) YES (02) NO (-8) Don't Know (-9) Refused | KN50A- COMPPHON |
| COMPPHON | KN50A | grid | Next, I'd like to ask about [your/(SP's)] use of computers. [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. Smartphone | (01) YES (02) NO (-8) Don't Know (-9) Refused | KN50A- COMPTAB |
| COMPTAB | KN50A | grid | Next, I'd like to ask about [your/(SP's)] use of computers. [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. Tablet or other portable wireless computer | (01) YES (02) NO (-8) Don't Know (-9) Refused | KN51INT - KN51IN |
| KN51IN | KN51INT | no entry | Some people use the Internet to get different kinds of information. The next questions ask about the Internet. [EXPLAIN IF NECESSARY: The Internet includes web sites, e-mail, newsgroups, and other forums.] | (01) CONTINUE (-7) Empty | INTERNET-INTERNET |
| INTERNET | INTERNET | yes/no | [Do you/ Does (SP)] have access to the internet? | (01) YES (02) NO (-8) Don't Know (-9) Refused | (01) KN51A-USENET (02) KN51B- SOMELNET (-8) KN51B- SOMELNET (-9) KN51B- SOMELNET |
| USENET | KN51A | code 1 | [Do you/Does (SP)] personally ever use the Internet to get information of any kind? | (01) YES (02) NO (-8) Don't Know (-9) Refused | (01) KN51C - OFTNNET (02) KN51B - SOMELNET (-8) AUDIOVID (-9) AUDIOVID |
| 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 (02) NO (-8) Don't Know (-9) Refused | (01) KN51C - OFTNNET (02) AUDIOVID (-8) AUDIOVID (-9) AUDIOVID |
| OFTNNET | KN51C | code 1 | How often [do you/does (SP)] access the Internet to seek information, either on [your/(SP)'s] own or with someone else's help? Please do not include any time spent reading or sending e-mail. | (01) EVERY DAY (02) A FEW TIMES A WEEK (03) A FEW TIMES PER MONTH (04) A FEW TIMES PER YEAR OR LESS (-8) Don't Know (-9) Refused | AUDIOVID |

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| 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 (02) NO (-8) Don't Know (-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 (02) NO (-8) Don't Know (-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. During the past 12 months, [has anyone/have you/has (SP)] used the Internet to Look up health information (for [you/(SP)])? | (01) YES (02) NO (-8) Don't Know (-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. During the past 12 months, [has anyone/have you/has (SP)] used the Internet to Fill a prescription (for [you/(SP)])? | (01) YES (02) NO (-8) Don't Know (-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. During the past 12 months, [has anyone/have you/has (SP)] used the Internet to Schedule an appointment with a health care provider (for [you/(SP)])? | (01) YES (02) NO (-8) Don't Know (-9) Refused | KN53A -KCOMCOMM |
| KCOMCOMM | KN53A | Grid | Now I have some questions that ask about how Medicare beneficiaries use the Internet to access health care related information. 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 (02) NO (-8) Don't Know (-9) Refused | BOX KN8 |
| | BOX KN8 | routing | IF PROXY IS RESPONDENT, GO TO USEMSP. ELSE GO TO KN54 - KCHIHELP. | | |
| KCHIHELP | KN54 | code 1 | 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 (02) GETS HELP ON DECISIONS (03) SOMEONE ELSE MAKES DECISIONS (-8) Don't Know (-9) Refused | USEMSP |

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| USEMSP | USEMSP | yes/no | <p>We're interested in learning about how Medicare beneficiaries navigate certain programs available to help them pay for their health care costs. As you may know, the government has a set of programs, called Medicare Savings Programs (MSP), that help beneficiaries pay for the costs associated with Medicare, such as Part A (Hospital Insurance) or Part B (Medical Insurance) premiums, deductibles, coinsurance, and copayments. Unlike additional insurance plans that require a monthly premium, Medicare Savings Programs provide financial help at no cost to eligible beneficiaries who have limited income and resources. We're going to ask you a few questions about these programs, and what [your/(SP)'s] experience, if any, has been with them.</p> <p>[Are you/Is (SP)] receiving any assistance from a Medicare Savings Program (MSP) to help pay for [your/(SP)'s] (CURRENT YEAR) health care costs?</p> <p>[EXPLAIN IF NECESSARY: Medicare Savings Programs pay for remaining costs (premiums, deductibles, coinsurance, and copayments) not covered by Medicare. These programs are different from additional insurance plans, such as Medicare Supplement Insurance (Medigap) or private insurance plans, in that beneficiaries will not pay for this extra financial help. Instead, beneficiaries must be eligible (i.e., have limited resources or income) and apply to receive this financial assistance from an MSP.</p> | (01) YES (02) NO (-8) Don't Know (-9) Refused | (01) BOX KN9 (02) APPLYMSP (-8) APPLYMSP (-9) APPLYMSP |
| APPLYMSP | APPLYMSP | yes/no | Did [you/(SP)] apply to the [STATE] Medicare office for help with (CURRENT YEAR) expenses? | (01) YES (02) NO (-8) Don't Know (-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. ELSE GO TO BOX KN10. | | |
| KREELINE | KN56 | yes/no | Before today, were you aware of the 1-800-MEDICARE toll-free line? | (01) YES (02) NO (-8) Don't Know (-9) Refused | (01) KN57 - KCPHINFO (02) RGHTAPL (-8) RGHTAPL (-9) RGHTAPL |
| | 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. ELSE GO TO RGHTAPL | | |
| KCPHINFO | KN57 | yes/no | Have you ever called 1-800-MEDICARE to get information about Medicare? | (01) YES (02) NO (-8) Don't Know (-9) Refused | RGHTAPL |
| RGHTAPL | RGHTAPL | yes/no | <p>Everyone covered by Medicare has certain rights and protections under their Medicare coverage. 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.</p> <p>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?</p> | (01) YES (02) NO (-8) Don't Know (-9) Refused | KN58-OEINTRO1 |

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| 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 |
| RVWCOST | KN58A | code 1 | <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> | (01) YES (02) NO (03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE (-8) DON'T KNOW (-9) REFUSED | KN58B - RVWSRVC |
| RVWSRVC | KN58B | code 1 | <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> | (01) YES (02) NO (03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE (-8) DON'T KNOW (-9) REFUSED | KN58C - CMPRPLN |
| CMPRPLN | KN58C | code 1 | <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/his/her] 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> | (01) YES (02) NO (03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE (-8) DON'T KNOW (-9) REFUSED | (01) KN58D - CPLNTYPE (02) KN59 - KCSUGGST (03) KN59 - KCSUGGST (-8) KN59 - KCSUGGST (-9) KN59 - KCSUGGST |

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| CPLNTYPE | KN58D | select all | <p>SHOW CARD KN10</p> <p>What types of Medicare plans did [you/(SP)] compare with [your/(SP)'s] Medicare insurance plan?</p> <p>[EXPLAIN IF NECESSARY: -Medicare Parts A and B, commonly referred to as "Original Medicare," provide hospital and medical insurance. -Medicare Part C includes Medicare Advantage plans. These are plans offered to Medicare beneficiaries by private companies (approved by Medicare) and provide beneficiaries with their Part A and B benefits. Medical Advantage is an alternative to Original Medicare. -Part D covers prescription drugs – this type of plan is also known as an MPDP. Prescription drug plans are offered by private companies (approved by Medicare). - Medigap is a supplemental insurance plan sold by private companies for use with Original Medicare. It cannot be used with Medicare Advantage. Medigap plans help pay some of the health care costs that Original Medicare doesn't cover, like copayments, coinsurance and deductibles.]</p> <p>[PLEASE INCLUDE SITUATIONS WHERE A PROXY OR SOMEONE ELSE REVIEWS THE RESPONDENT'S MEDICARE INSURANCE COVERAGE FOR OR WITH THEM.]</p> | (01) Medicare Parts A and B (Original Medicare) (02) Medicare Part C, Medicare Advantage (MA) Plans (03) Medicare Part D, Medicare Prescription Drug Plans (MPDPs) (04) Medigap Plans (-8) DON'T KNOW (-9) REFUSED | KN59 - KCSUGGST |
| KCSUGGST | KN59 | 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>RECORD VERBATIM.</p> | (01) R DOES NOT HAVE SUGGESTIONS OR CONCERNS (02) RECORD ALL OTHER RESPONSES VERBATIM (-8) Don't Know (-9) Refused | (01) BOX KNEND (02) KN58 - KCSUGGVB (-8) BOX KNEND (-9) BOX KNEND |
| KCSUGGVB | KN59 | verbatim text | | (01) continuous answer | BOX KNEND |
| | BOX KNEND | routing | GO TO USQ. | | |