

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 one	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 one	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	KN25D-KNCOVOPT
KNCOVOPT	KN25D	code one	SHOW CARD KN3 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
KNCOVREV	KN25E	code one	SHOW CARD KN4 How often [do you/does (SP)] review or compare [your/(SP)'s] Medicare coverage options? Would that be at least once every year, once every few years, rarely, or never?	(01) AT LEAST ONCE EVERY YEAR (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	KN35F-KNCOVINP

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KNCOVINF	KN25F	code one	SHOW CARD KN5 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. Would you say you ...	(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	KN26 - KNFOSATI
KNFOSATI	KN26	code one	SHOW CARD KN6 How satisfied are you in general with the availability of information about the Medicare program when you need it [for (SP)]?	(01) VERY SATISFIED (02) SATISFIED (03) DISSATISFIED (04) VERY DISSATISFIED (05) NOT APPLICABLE (-8) Don't Know (-9) Refused	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.	(01) CONTINUE (-7) Empty	KN27 - KBOKRECD
KBOKRECD	KN27	yes/no	SHOW CARD KN7 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.	(01) YES (02) NO (-8) Don't Know (-9) Refused	(01) KN28 - KBOKREAD (02) KN50A- COMPDESK (-8) KN50A- COMPDESK (-9) KN50A- COMPDESK
KBOKREAD	KN28	code one	Would you say you have read this book thoroughly, that you have read parts of it, or that you haven't read it at all?	(01) READ IT THOROUGHLY (02) READ PARTS OF IT (03) HAVEN'T READ IT AT ALL (-8) Don't Know (-9) Refused	KN50A- COMPDESK
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) KN51C - OFTNNET (02) KN51B- SOMELNET (-8) KN51B- SOMELNET (-9) KN51B- SOMELNET

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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 one	How often [do you/does (SP)] access the Internet to seek information, either on [your/(SP)'s] own or with someone else's help? 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
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 BOX KN9. ELSE GO TO KN54 - KCHIHELP.		
KCHIHELP	KN54	code one	Most of the time, do you make decisions about Medicare health insurance on your own, do you get help from someone in making these decisions, or do you rely on someone else to make decisions about health insurance for you?	(01) MAKES DECISIONS ON OWN (02) GETS HELP ON DECISIONS (03) SOMEONE ELSE MAKES DECISIONS (-8) Don't Know (-9) Refused	BOX KN9

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	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_KCHPINFO ^= 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	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. 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? [PLEASE INCLUDE SCENARIOS WHERE A PROXY HELPS THE RESPONDENT MAKE DECISIONS ABOUT THEIR MEDICARE COVERAGE.]	(01) YES (02) NO (-8) Don't Know (-9) Refused	KN58-OEINTRO1
OEINTRO1	KN58	no entry	Now I would like to ask you about comparisons [you/(SP)] may have made during the last Medicare Open Enrollment Period, which is sometimes called the Annual Election Period or Annual Coordinated Enrollment Period. The Open Enrollment Period runs each year from mid-October to early-December.	(01) CONTINUE	KN58A - RVWCOST
RVWCOST	KN58A	code one	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? [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.] [PLEASE INCLUDE SITUATIONS WHERE A PROXY OR SOMEONE ELSE REVIEWS THE RESONDENT'S MEDICARE INSURANCE COVERAGE FOR OR WITH THEM.]	(01) YES (02) NO (03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE (-8) DON'T KNOW (-9) REFUSED	KN58B - RVWSRVC
RVWSRVC	KN58B	code one	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? [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.] [PLEASE INCLUDE SITUATIONS WHERE A PROXY OR SOMEONE ELSE REVIEWS THE RESONDENT'S MEDICARE INSURANCE COVERAGE FOR OR WITH THEM.]	(01) YES (02) NO (03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE (-8) DON'T KNOW (-9) REFUSED	KN58C - CMPRPLN
CMPRPLN	KN58C	code one	As you know, Medicare beneficiaries can choose different types of Medicare insurance plans. During the last open enrollment period, did [you/(SP)] compare [your/(SP)'s] Medicare insurance plan with other Medicare plans that were available? [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.] [PLEASE INCLUDE SITUATIONS WHERE A PROXY OR SOMEONE ELSE REVIEWS THE RESONDENT'S MEDICARE INSURANCE COVERAGE FOR OR WITH THEM.]	(01) YES (02) NO (03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE (-8) DON'T KNOW (-9) REFUSED	KN59 - KCSUGGST

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KCSUGGST	KCSUGGST	verbatim text	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?	(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	KCSUGGVB	verbatim text	RECORD VERBATIM. READ BACK VERBATIM RESPONSE TO RESPONDENT.	(01) continuous answer	BOX KNEND
	BOX KNEND	routing	GO TO USQ.		