

AC. PROVIDER PROBES/ACCESS TO CARE
(BASELINE ONLY)

BOX AC1AA	IF SP DECEASED OR INSTITUTIONALIZED, GO TO BOX HS1A .
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THIS SECTION IS FOR SUPPLEMENTAL, ORD, AND DUAL ELIGIBLE SAMPLE SPs AND SPs WHO DID NOT REPORT CURRENT ROUND ER, OP, AND/OR MP VISITS.

BOX AC1A	<p>a. SUPPLEMENTAL, ORD, AND DUAL ELIGIBLE SAMPLE SPs GO TO ACINTRO. OTHERWISE, GO TO b.</p> <p>b. IF AC3-AC6 ALREADY ASKED THIS ROUND FOR CURRENT ROUND ER VISIT, GO TO BOX AC1C. IF SP HAD ER VISIT ADDED BEFORE MP THROUGH CTRL/I OR IF SP HAD ER VISIT IN ANY OF THE 2 PREVIOUS ROUNDS AND AC3-AC6 NOT ASKED THIS ROUND, GO TO AC3-AC6.</p> <p>IF SP DID NOT HAVE ANY ER VISITS IN CURRENT OR 2 PREVIOUS ROUNDS, GO TO BOX AC1C.</p>
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ACINTRO. The next questions are about different medical services (you/SP) may have used since (REF. DATE).

[PRESS ENTER TO CONTINUE.]

AC1. Since (REF. DATE), did (you/SP) go to a hospital emergency room for medical care?

ERVISIT	YES	1 (AC2)
	NO	2 (AC8)
	REFUSED	-7 (AC8)
	DON'T KNOW	-8 (AC8)

AC2. Think about the most recent time (you/SP) went to a hospital emergency room. What condition or problem caused (you/SP) to go to the emergency room?

CONDTION
CONDAC2

- AC3. [I have a few more questions about visits that (you/SP) had in the past.
[Think about the most recent time (you/SP) went to a hospital emergency room.] Did (you/SP) have an appointment for (that visit?)/[(your/his/her) most recent visit to the emergency room?]

ERAPPT	YES	1 (AC5)
	NO	2 (AC4)
	REFUSED	-7 (AC4)
	DON'T KNOW	-8 (AC4)

- AC4. Did a doctor or other medical person working for a doctor tell (you/SP) that (you/he/she) should go to the emergency room for that visit?

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

- AC5. From the time (you/SP) arrived until the time (you/he/she) left, about how long did the visit to the hospital emergency room take altogether?

D_ERVIS	HOURS ONLY	1 (a)
	MINUTES ONLY	2 (b)
	HOURS AND MINUTES	3 (a & b)
	REFUSED	-7 (AC6)
	DON'T KNOW	-8 (AC6)

a. NUMBER OF HOURS _____

b. NUMBER OF MINUTES _____

AC6. How much of that time was spent waiting before (you/SP) saw a doctor or some other medical person?

D_ERWAIT

DID NOT HAVE TO WAIT	0	BOX AC1B
HOURS ONLY	1	(a)
MINUTES ONLY	2	(b)
HOURS AND MINUTES	3	(a & b)
REFUSED	-7	BOX AC1B
DON'T KNOW	-8	BOX AC1B

a. NUMBER OF HOURS _____

b. NUMBER OF MINUTES _____

BOX AC1B	IF SP IS IN THE SUPPLEMENTAL, ORD, OR DUAL ELIGIBLE SAMPLE, GO TO AC7. OTHERWISE, GO TO BOX AC1C .
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AC7. (Were you/Was SP) admitted to the hospital from the emergency room?

ERADMT

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

BOX AC1C	<p>a. SUPPLEMENTAL, ORD, OR DUAL ELIGIBLE SAMPLE SPS GO TO AC8. OTHERWISE, GO TO b.</p> <p>b. IF AC9-AC16 ALREADY ASKED THIS ROUND FOR CURRENT ROUND OP VISIT, GO TO BOX AC1E.</p> <p>IF SP HAD OP VISIT ADDED BEFORE MP THROUGH CTRL/I OR IF SP HAD OP VISIT IN ANY OF THE 2 PREVIOUS ROUNDS AND AC9, AC12- AC16 NOT ASKED THIS ROUND, GO TO AC9, AC12-AC16.</p> <p>IF SP DID NOT HAVE ANY OP VISITS IN CURRENT OR 2 PREVIOUS ROUNDS, GO TO BOX AC1E.</p>
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AC8. Since (REF. DATE), did (you/SP) go to a hospital clinic or outpatient department?
[DO NOT INCLUDE HOSPITAL INPATIENT STAYS.]

OPDVISIT	YES	1 (AC9)
	NO	2 (AC17)
	REFUSED	-7 (AC17)
	DON'T KNOW	-8 (AC17)

AC9. [I have a few more questions about visits that (you/SP) had in the past.]
Think about the most recent time (you/SP) went to a hospital clinic or outpatient department. What was the reason (you/SP) went to the hospital clinic or outpatient department?
[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

OPDMCOND	MEDICAL CONDITION NAMED	1
OPDTESTS	TESTS	2
OPDFOLUP	FOLLOW-UP	3
OPDCHKUP	CHECKUP	4
OPDRFRL	REFERRAL	5
OPDSURGY	SURGERY	6
OPDPSHOT	OTHER (SPECIFY)	91
OPDTSHOT	REFUSED	-7
OPDPMED	DON'T KNOW	-8
OPDOTHER		
OPDOTHOS		

BOX AC1D	IF SUPP., ORD, OR DUAL ELIGIBLE SAMPLE AND AC9 = 1 AND/OR 6, GO TO AC11. OTHERWISE, IF SP IN THE SUPPLEMENTAL, ORD, OR DUAL ELIGIBLE SAMPLE, GO TO AC10. IF SP NOT IN THE SUPPLEMENTAL, ORD, OR DUAL ELIGIBLE SAMPLE, GO TO AC12.
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AC10. Was that for a specific condition?

OPDSCOND	YES	1 (AC11)
	NO	2 (AC12)
	REFUSED	-7 (AC12)
	DON'T KNOW	-8 (AC12)

AC11. What (was the) condition (required the surgery?)
[ENTER ALL CONDITIONS.]
CONDITON
CONDAC11

- AC12. Did (you/SP) have an appointment for this visit to the hospital clinic or outpatient department, or did (you/he/she) just walk in?

OPDAPPT	APPOINTMENT	1 (AC13)
	WALKED IN	2 (AC15)
	REFUSED	-7 (AC15)
	DON'T KNOW	-8 (AC15)

- AC13. Did someone at the hospital clinic or outpatient department tell (you/SP) when to come back during an earlier visit, or did (you/SP) call for an appointment?

OPDDRTEL	TOLD TO COME BACK DURING EARLIER VISIT	1 (AC15)
	CALLED FOR AN APPOINTMENT	2 (AC14)
	REFUSED	-7 (AC15)
	DON'T KNOW	-8 (AC15)

- AC14. How long did (you/SP) have to wait for the appointment -- about how many days, weeks, or months?

D_OPAPPT	DID NOT HAVE TO WAIT	0 (AC15)
	DAYS	1 (a)
	WEEKS	2 (b)
	MONTHS	3 (c)
	REFUSED	-7 (AC15)
	DON'T KNOW	-8 (AC15)

a. NUMBER OF DAYS _____

b. NUMBER OF WEEKS _____

c. NUMBER OF MONTHS _____

- AC15. From the time (you/SP) arrived until the time (you/he/she) left, about how long did the visit to the hospital clinic or outpatient department take altogether?

D_OPVIS	HOURS ONLY	1 (a)
	MINUTES ONLY	2 (b)
	HOURS AND MINUTES	3 (a & b)
	REFUSED	-7 (AC16)
	DON'T KNOW	-8 (AC16)

a. NUMBER OF HOURS _____

b. NUMBER OF MINUTES _____

AC16. How much of that time was spent waiting before (you/SP) saw a doctor or some other medical person?

D_OPWAIT

DID NOT HAVE TO WAIT	0	BOX AC1E
HOURS ONLY	1	(a)
MINUTES ONLY	2	(b)
HOURS AND MINUTES	3	(a & b)
REFUSED	-7	BOX AC1E
DON'T KNOW	-8	BOX AC1E

a. NUMBER OF HOURS _____

b. NUMBER OF MINUTES _____

BOX AC1E	<p>a. SUPPLEMENTAL, ORD, AND DUAL ELIGIBLE SAMPLE SPs GO TO AC17. OTHERWISE, GO TO b.</p> <p><u>*FOR THE FOLLOWING, "MOST RECENT MP VISIT" IS DEFINED AS AN MP VISIT WHERE MP6a=2 OR MISSING AND PROVIDER ROSTER SPECIALTY (PROVSPEC)=2 (MD).</u></p> <p>b. IF AC20-AC36 ALREADY ASKED THIS ROUND FOR CURRENT ROUND MP VISIT, GO TO BOX OM1A.</p> <p>IF SP HAD MP VISIT IN ANY OF THE 2 PREVIOUS ROUNDS <u>AND</u> AC20, AC21, AC24-AC36 NOT ASKED THIS ROUND, GO TO AC20, AC21, AC24-AC36.</p> <p>IF SP DID NOT HAVE ANY MP VISITS* IN CURRENT OR 2 PREVIOUS ROUNDS, GO TO BOX AC1G.</p>
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AC17. (Have you/Has SP) ever been a resident or patient in a nursing home or similar place?

NHRESEVR

YES	1	(AC18)
NO	2	(AC19)
REFUSED	-7	(AC19)
DON'T KNOW	-8	(AC19)

AC18. When (were you/was SP) last a resident or patient in a nursing home or similar place?

NHLRESMM MM () YY ()

NHLRESYY

- AC19. Next, I want to ask about (your/SP's) visits to doctors since (REF. DATE). (Have you/Has SP) seen a medical doctor since (REF. DATE)? Please do not include a doctor seen at home, at an emergency room or outpatient department, or while an inpatient at a hospital.

MDVISIT	YES	1 (AC20)
	NO	2 BOX AC1G
	REFUSED	-7 BOX AC1G
	DON'T KNOW	-8 BOX AC1G

- AC20. [I have a few more questions about visits that (you/SP) had in the past.]
Think about the most recent time (you/SP) saw a medical doctor somewhere other than at home or at a hospital. What was the doctor's specialty?

MDSPCLTY
MDSPCLOS

- AC21. What was the reason (you/SP) saw the doctor?
[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

MDMCOND	MEDICAL CONDITION NAMED	1
MDTESTS	TESTS	2
MDFOLUP	FOLLOW-UP	3
MDCHKUP	CHECKUP	4
MDRFRLL	REFERRAL	5
MDSURGY	SURGERY	6
MDPSHOT	OTHER (SPECIFY)	91
MDTSHOT	REFUSED	-7
MDPMED	DON'T KNOW	-8
MDOTHER		
MDOTHOS		

BOX AC1F	IF SUPP., ORD, OR DUAL ELIGIBLE SAMPLE AND AC21 = 1 AND/OR 6, GO TO AC23. OTHERWISE, IF SP IN THE SUPPLEMENTAL SAMPLE, GO TO AC22; IF SP NOT IN THE SUPPLEMENTAL SAMPLE, GO TO AC24.
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- AC22. Was that for a specific condition?

MDSCOND	YES	1 (AC23)
	NO	2 (AC24)
	REFUSED	-7 (AC24)
	DON'T KNOW	-8 (AC24)

AC23. What (was the) condition (required the surgery)?
[ENTER ALL CONDITIONS.]

CONDTION
CONDAC23

AC24. Did (you/SP) have an appointment for this visit with the doctor, or did (you/he/she) just walk in?

MDAPPT	APPOINTMENT	1 (AC25)
	WALKED IN	2 (AC27)
	REFUSED	-7 (AC27)
	DON'T KNOW	-8 (AC27)

AC25. Did someone in the doctor's office tell (you/SP) when to come back during an earlier visit, or did (you/SP) call for an appointment?

MDDRTEL	TOLD TO COME BACK DURING EARLIER VISIT.....	1 (AC27)
	CALLED FOR AN APPOINTMENT.....	2 (AC26)
	REFUSED	-7 (AC27)
	DON'T KNOW	-8 (AC27)

AC26. How long did (you/SP) have to wait for the appointment with the medical doctor -- about how many days, weeks, or months?

D_MDAPPT	DID NOT HAVE TO WAIT	0 (AC27)
	DAYS	1 (a)
	WEEKS	2 (b)
	MONTHS	3 (c)
	REFUSED	-7 (AC27)
	DON'T KNOW	-8 (AC27)

- a. NUMBER OF DAYS _____
b. NUMBER OF WEEKS _____
c. NUMBER OF MONTHS _____

AC27. From the time (you/SP) arrived until the time (you/he/she) left, about how long did the visit to the medical doctor take altogether?

D_MDVIS

HOURS ONLY	1	(a)
MINUTES ONLY	2	(b)
HOURS AND MINUTES	3	(a & b)
REFUSED	-7	(AC28)
DON'T KNOW	-8	(AC28)

a. NUMBER OF HOURS _____
b. NUMBER OF MINUTES _____

AC28. How much of that time was spent waiting before (you/SP) saw a doctor or some other medical person?

D_MDWAIT

DID NOT HAVE TO WAIT	0	BOX AC1FF
HOURS ONLY	1	(a)
MINUTES ONLY	2	(b)
HOURS AND MINUTES	3	(a & b)
REFUSED	-7	BOX AC1FF
DON'T KNOW	-8	BOX AC1FF

a. NUMBER OF HOURS _____
b. NUMBER OF MINUTES _____

GO TO **BOX AC1FF**

BOX AC1FF	IF AC25=1, GO TO BOX AC1G . Otherwise, go to AC28a.
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AC28a. Was the doctor that (you/SP) saw (your/his/her) first choice?

MDVCHOIC

YES	1	BOX AC1G
NO	2	(AC28b)
REFUSED.....	-7	(BOX AC1G)
DON'T KNOW	-8	(BOX AC1G)

AC28b. Why didn't (you/SP) see the doctor that was (your/her/his) first choice?
[RECORD VERBATIM. PRESS ENTER TO LEAVE SCREEN.]

MDVCHVC1

MDVCHVC2

MDVCHVC3

QUESTIONS AC29-AC31: MOVED TO SECTION HS.

QUESTION AC32 OMITTED.

BOX AC1G	IF SP IN MEDICARE MANAGED CARE PLAN, GO TO AC33. OTHERWISE, GO TO BOX AC3 .
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AC33. The following questions are about medical services that (you/SP) received through (CURRENT MEDICARE MANAGED CARE PLAN NAME).

While a member of (CURRENT MEDICARE MANAGED CARE PLAN NAME), (have you/has SP) had difficulty in obtaining referrals for the services of a specialist or other medical care provider within (CURRENT MEDICARE MANAGED CARE PLAN NAME) that (you/SP) thought were necessary?

MHREFDIF	YES	1 (AC34a)
	NO	2 (AC36)
	N/A, HAVEN'T TRIED TO OBTAIN REFERRAL.....	3 (AC36)
	REFUSED	-7 (AC36)
	DON'T KNOW	-8 (AC36)

QUESTION AC34 OMITTED IN ROUND 22.

AC34a. What kind of specialist or medical provider was this?

DISPLAY SPECIALTY CODE LIST SHOWN IN ATTACHMENT AC2.

MHSPCLTY
MHSPCLOS

AC35. What kind of difficulty did (you/SP) have?

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

MHNOAUTH	PLAN WOULDN'T AUTHORIZE SERVICE	1
MHWAITLG	THE WAIT FOR APPOINTMENT WAS TOO LONG	2
MHNOCONV	PROVIDER'S LOCATION WAS NOT CONVENIENT	3
MHNOREFR	DOCTOR/PLAN WOULDN'T GIVE SP REFERRAL TO SEE	
	PROVIDER SP WANTED TO SEE	4
MHNOlike	SP DIDN'T LIKE/NOT CONFIDENT IN PROVIDER PLAN	
	REFERRED SP TO	5
MHBADHRS	PROVIDER'S OFFICE HOURS WERE NOT CONVENIENT	6
MHOTHER	OTHER (SPECIFY)	91
MHOTHOS	REFUSED	-7
	DON'T KNOW	-8

AC36. Has (CURRENT MEDICARE MANAGED CARE PLAN NAME) ever refused to pay for emergency treatment that (you/SP) felt was necessary?

MHREFPAY	YES	1
	NO	2
	N/A, HAVEN'T NEEDED EMERGENCY	
	TREATMENT	3
	REFUSED	-7
	DON'T KNOW	-8

BOX AC3	GO TO BOX HS1A .
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