

MCBS MAIN STUDY - ROUND 35, WINTER 2003

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 .
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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 (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)	
KPYINSCO	MEDICARE CLAIMS	1
KPYMEDGP	MEDIGAP/SUPPLEMENTAL INS. COMPANY.....	2
KPYMCOFF	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE.....	3
KPYSSOFF	SOCIAL SECURITY OFFICE	4
KPYAARP	AARP/SENIOR CITIZENS ORGS.	5
KPYFAMILY	FAMILY OR FRIENDS.....	6
KPYSRCTR	LOCAL SENIOR CENTER	7
KPYHOSP	LOCAL HOSPITAL	8
KPYDOCTR	DOCTOR'S OFFICE.....	9
	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS.	
KPYCOUN	ASSISTANCE PRGM.	10
KPYPUBL	MEDICARE PUBLICATIONS	11
KPYZINE	NEWSPAPERS OR MAGAZINES.....	13
KPYOGOV	OTHER GOVERNMENT AGENCY.....	14
KPYEMPLR	EMPLOYER OR FORMER EMPLOYER.....	15
KPYHMO	HMO	16
KPYINET	THE INTERNET	17
KPYSEMNR	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY.....	18
KPYOSMNR	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
KPYTV	TV	20
KPYRADIO	RADIO.....	21
KPYOTHER	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KPYOTHOS	REFUSED.....	-7
KPYMCBS	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

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

KWBFIN	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)	
KWBINS	MEDICARE CLAIMS	1
KWBMEDGP	MEDIGAP/SUPPLEMENTAL INS. COMPANY.....	2
KWBMCOFF	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE.....	3
KWBSSOFF	SOCIAL SECURITY OFFICE	4
KWBAARP	AARP/SENIOR CITIZENS ORGS.	5
KWBFAMLY	FAMILY OR FRIENDS.....	6
KWBSRCTR	LOCAL SENIOR CENTER	7
KWBHOSP	LOCAL HOSPITAL	8
KWBDOCTR	DOCTOR'S OFFICE.....	9
	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS.	
KWBCOUN	ASSISTANCE PRGM.	10
KWBPUBL	MEDICARE PUBLICATIONS	11
KWBZINE	NEWSPAPERS OR MAGAZINES.....	13
KWBOGOVT	OTHER GOVERNMENT AGENCY.....	14
KWBEMPLR	EMPLOYER OR FORMER EMPLOYER.....	15
KWBHMO	HMO	16
KWBINET	THE INTERNET	17
KWBSEMNR	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY.....	18
KWBOSMNR	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
KWBT	TV	20
KWBRADIO	RADIO.....	21
KWBOTHER	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KWBOTHOS	REFUSED.....	-7
KWBMCBS	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 (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)	
KVRINSCO	MEDICARE CLAIMS	1
KVRMEDGP	MEDIGAP/SUPPLEMENTAL INS. COMPANY.....	2
KVRMCOFF	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE.....	3
KVRSSOFF	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.	
KVRCOUN	ASSISTANCE PRGM.	10
KVRPUBL	MEDICARE PUBLICATIONS	11
KVRZINE	NEWSPAPERS OR MAGAZINES.....	13
KVROGOVT	OTHER GOVERNMENT AGENCY.....	14
KVREMPLE	EMPLOYER OR FORMER EMPLOYER.....	15
KVRHMO	HMO	16
KVRINET	THE INTERNET.....	17
KVRSEMNR	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY.....	18
KVROSMNR	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
KVRTV	TV	20
KVRRADIO	RADIO.....	21
KVROTHER	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KVROTHOS	REFUSED.....	-7
KVRMCBS	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. 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)	
KVLINSCO	MEDICARE CLAIMS	1
KVLMEDGP	MEDIGAP/SUPPLEMENTAL INS. COMPANY.....	2
KVLMCOFF	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE.....	3
KVLSOFF	SOCIAL SECURITY OFFICE	4
KVLAARP	AARP/SENIOR CITIZENS ORGS.	5
KVLFAMILY	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.	
KVLCOUN	ASSISTANCE PRGM.	10
KVLPUBL	MEDICARE PUBLICATIONS	11
KVLZINE	NEWSPAPERS OR MAGAZINES.....	13
KVLOGOVT	OTHER GOVERNMENT AGENCY.....	14
KVLEMPLR	EMPLOYER OR FORMER EMPLOYER.....	15
KVLHMO	HMO	16
KVLINET	THE INTERNET	17
KVLSEMN	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY.....	18
KVLOSMNR	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
KVLTV	TV	20
KVLRADIO	RADIO.....	21
KVLOTHER	ANY OTHER PERSON OR PLACE (SPECIFY)	91
KVLOTHOS	REFUSED.....	-7
KVLMCBS	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 (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
KGPEMPLR	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.
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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 (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
KCDEMLR	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?

<div><div>SHOW CARD KN3</div></div>	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	
		MANAGED CARE PLANS (INCLUDES MEDICARE HMO)	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, AND MANAGED CARE PROVIDERS IN	
		YOUR AREA.....	9
		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
	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 2003, 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.
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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>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.
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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 2003 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	IF KN34 – KN49 ASKED IN ANY PREVIOUS ROUND, GO TO KN50. OTHERWISE, GO TO KN34INT.
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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.]

KNMAMGRM	TRUE	1
	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?

KNETUSED	YES	1	BOX KN7
	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?

KVSITWEB

YES	1
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 OR BK54a 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?

KREELINE

YES	1 (KN57)
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?

KCPHINFO

YES	1
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, 2003)" 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 35, SUCH AS TRICARE OR CHAMPUS.

IF NO PRIVATE HEALTH INSURANCE PLANS OTHER THAN PLANS SUPPRESSED FOR ROUND 35, SUCH AS TRICARE OR CHAMPUS, GO TO **BOX KN3**.