



Health Care Survey of DoD Beneficiaries

A world-wide survey of beneficiaries eligible for health care coverage through the military health system

October 2012

According to the Privacy Act of 1974 (5 U.S.C. §552a), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

Authority: 10 U.S.C. §1074 (Medical and Dental Care for Members and Certain Former Members, as amended by National Defense Authorization Act of 1993, Public Law 102-484, §706); 10 U.S.C. §1074f (Medical Tracking System for Members Deployed Overseas); 32 C.F.R. §199.17 (TRICARE Program); 45 C.F.R. Part 160 Subparts A and E of Part 164 (Health Insurance Portability and Accountability Act of 1996, Privacy Rule); DoD 6025.18-R (Department of Defense Health Information Privacy Regulation); DoD 6025.13-R (Military Health System Clinical Quality Assurance Program Regulation); 64 FR 22837 (DHA 08 – Health Affairs Survey Data Base, April 28, 1999); and, E.O. 9397 (as amended, November 20, 2008, for SSN collection).

Purpose: This survey helps health policy makers gauge beneficiary satisfaction with the current military health care system and provides valuable input from beneficiaries that will be used to improve the Military Health System.

Routine Uses: None.

Disclosure: Participation is voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.

YOUR PRIVACY

Your participation in this survey effort is very important. Your responses are confidential and your participation is voluntary. The number on the back of this survey is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

This is your opportunity to tell officials of your opinions and experiences with the current military health care system. It is also an opportunity to provide feedback and identify areas where improvements are needed.

The survey processing center removes all identifying information before sending the results to the Department of Defense.

Your information is grouped with others and no individual information is shared. Only group statistics will be compiled and reported. No information about you as an individual will be disclosed.

SURVEY INSTRUCTIONS

Answer all the questions by marking an "X" in the box to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes → Go to Question 1
 No

Please return the completed questionnaire in the enclosed postage-paid envelope within ***seven days***. If the envelope is missing, please send to:

Office of the Assistant Secretary of Defense (Health Affairs)
 TMA/DHCAPE
 c/o Synovate Survey Processing Center
 PO Box 5030
 Chicago, IL 60680-4138

SURVEY STARTS HERE

As an eligible TRICARE beneficiary, please complete this survey even if you did not receive your health care from a military facility.

Please recognize that some specific questions about TRICARE benefits may not apply to you, depending on your entitlement and particular TRICARE program.

This survey is about the health care of the person whose name appears on the cover letter. The questionnaire should be completed by that person. If you are not the addressee, please give this survey to that person.

1. Are you the person whose name appears on the cover letter?

Percent of Responses* H13001

99.6% 1 Yes → [Go to Question 2](#)

0.4% 2 No → Please give this questionnaire to the person addressed on the cover letter.

2. By which of the following health plans are you currently covered?

MARK ALL THAT APPLY. H13002A-H13002U

- Military Health Plans**
- 48.8% A TRICARE Prime *(including TRICARE Prime Remote and TRICARE Overseas)*
 - 12.5% C TRICARE Extra or Standard (CHAMPUS)
 - 1.2% N TRICARE Plus
 - 27.7% O TRICARE for Life
 - 0.7% P TRICARE Supplemental Insurance
 - 2.2% Q TRICARE Reserve Select
 - 1.6% S TRICARE Retired Reserve
 - 0.6% T TRICARE Young Adult
 - 0.2% U Continued Health Care Benefit Program (CHCBP) *(a COBRA-like premium-based health care program)*

- Other Health Plans**
- 28.6% F Medicare
 - 2.8% G Federal Employees Health Benefit Program (FEHBP)
 - 1.2% H Medicaid
 - 2.0% I A civilian HMO *(such as Kaiser)*
 - 9.4% J Other civilian health insurance *(such as Blue Cross)*
 - 1.1% K Uniformed Services Family Health Plan (USFHP)
 - 7.0% M The Veterans Administration (VA)
 - 0.2% R Government health insurance from a country other than the US
 - 4.1% L Not sure

3. Which health plan did you use for all or most of your health care in the last 12 months?

Percent of Responses* **MARK ONLY ONE ANSWER.** H13003 See Note 1_Q1

- 46.2% 1 TRICARE Prime *(including TRICARE Prime Remote and TRICARE Overseas)*
- 8.5% 3 TRICARE Extra or Standard (CHAMPUS)
- 1.1% 11 TRICARE Plus
- 1.9% 12 TRICARE Reserve Select
- 0.7% 14 TRICARE Retired Reserve
- 0.3% 15 TRICARE Young Adult
- 0.0% 16 Continued Health Care Benefit Program (CHCBP) *(a COBRA-like premium-based health care program)*
- 23.4% 4 Medicare (may include TRICARE for Life)
- 1.7% 5 Federal Employees Health Benefit Program (FEHBP)
- 0.5% 6 Medicaid
- 1.5% 7 A civilian HMO *(such as Kaiser)*
- 6.6% 8 Other civilian health insurance *(such as Blue Cross)*
- 0.9% 9 Uniformed Services Family Health Plan (USFHP)
- 3.0% 10 The Veterans Administration (VA)
- 0.1% 13 Government health insurance from a country other than the US
- 3.3% -5 Not sure
- 6 Did not use any health plan in the last 12 months → [Go to Question 5](#)

For the remainder of this questionnaire, the term health plan refers to the plan you indicated in Question 3.

4. How many months or years in a row have you been in this health plan?

Percent of Responses* H13004 See Note 1_Q1

- 1.8% 1 Less than 6 months → [Go to Question 5](#)
- 6.5% 2 6 up to 12 months → [Go to Question 5](#)
- 8.7% 3 12 up to 24 months → [Go to Question 5](#)
- 20.0% 4 2 up to 5 years → [Go to Question 10](#)
- 20.4% 5 5 up to 10 years → [Go to Question 10](#)
- 42.6% 6 10 or more years → [Go to Question 10](#)

*Percent of responses exclude values coded as missing or skipped, therefore denominators vary depending on number of eligible respondents per question.

PREVIOUS HEALTH PLAN

These questions ask about the health plan you used before your current plan. The term previous health plan refers to the plan you used for most of your health care prior to the plan you indicated in Question 3.

5. Which health plan did you use for all or most of your health care BEFORE YOUR CURRENT PLAN?

Percent of Responses*

MARK ONLY ONE ANSWER.

- | | | | |
|-------|----|--------------------------------------------------------------------------------------------------------------------------------|----------------|
| 24.8% | 1 | <input type="checkbox"/> TRICARE Prime <i>(including TRICARE Prime Remote and TRICARE Overseas)</i> | S13AA01 |
| 10.2% | 3 | <input type="checkbox"/> TRICARE Extra or Standard (CHAMPUS) | See Note 1_Q1 |
| 1.1% | 11 | <input type="checkbox"/> TRICARE Plus | See Note 1_AA1 |
| 3.5% | 12 | <input type="checkbox"/> TRICARE Reserve Select | See Note 1_AA1 |
| 1.0% | 14 | <input type="checkbox"/> TRICARE Retired Reserve | |
| 0.3% | 15 | <input type="checkbox"/> TRICARE Young Adult | |
| 0.0% | 16 | <input type="checkbox"/> Continued Health Care Benefit Program (CHCBP) <i>(a COBRA-like premium-based health care program)</i> | |
| 3.5% | 4 | <input type="checkbox"/> Medicare (may include TRICARE for Life) | |
| 3.5% | 5 | <input type="checkbox"/> Federal Employees Health Benefit Program (FEHBP) | |
| 2.5% | 6 | <input type="checkbox"/> Medicaid | |
| 7.2% | 7 | <input type="checkbox"/> A civilian HMO <i>(such as Kaiser)</i> | |
| 30.2% | 8 | <input type="checkbox"/> Other civilian health insurance <i>(such as Blue Cross)</i> | |
| 0.4% | 9 | <input type="checkbox"/> Uniformed Services Family Health Plan (USFHP) | |
| 2.6% | 10 | <input type="checkbox"/> The Veterans Administration (VA) | |
| 0.5% | 13 | <input type="checkbox"/> Government health insurance from a country other than the US | |
| 8.9% | -5 | <input type="checkbox"/> Not sure | |
| | -6 | <input type="checkbox"/> Did not use any health plan prior to current plan → <i>Go to Question 10</i> | |

6. Which of the following are reasons you switched from your PREVIOUS health plan?

Percent of Responses*

MARK ALL THAT APPLY.

S13AA02A-S13AA02W

- | | | | |
|-------|---|---------------------------------------------------------------------------------------------------------------------------------|----------------|
| 2.0% | A | <input type="checkbox"/> I lost my job | See Note 1_Q1 |
| 0.9% | B | <input type="checkbox"/> My husband/wife/parent lost his/her job | See Note 1_AA1 |
| 12.5% | C | <input type="checkbox"/> I changed jobs | |
| 3.9% | D | <input type="checkbox"/> My husband/wife/parent changed jobs | |
| 7.0% | E | <input type="checkbox"/> I retired from a job that provided coverage | |
| 3.6% | F | <input type="checkbox"/> My husband/wife/parent retired from a job that provided coverage | |
| 9.4% | G | <input type="checkbox"/> Moved to a new area | |
| 3.3% | H | <input type="checkbox"/> I am in the Select Reserves and became active | |
| 2.2% | I | <input type="checkbox"/> My husband/wife/parent is in the Select Reserves and became active | |
| 3.5% | J | <input type="checkbox"/> I am a National Guard or Reserve Member separating from active duty (deactivated) | |
| 2.0% | K | <input type="checkbox"/> My husband/wife/parent is a National Guard or Reserve Member separating from active duty (deactivated) | |
| 2.5% | L | <input type="checkbox"/> Employer changed plans | |
| 0.7% | V | <input type="checkbox"/> Employer stopped providing health coverage | |
| 0.5% | M | <input type="checkbox"/> My doctor or other health care provider left the plan | |
| 1.1% | N | <input type="checkbox"/> I did not like the referral requirements | |
| 1.9% | O | <input type="checkbox"/> I could not get appointments as soon as I wanted | |
| 1.6% | P | <input type="checkbox"/> I was dissatisfied with the plan's customer service | |
| 6.9% | Q | <input type="checkbox"/> Preferred new health plan, because of lower cost, better benefits or some other reason | |
| 0.2% | R | <input type="checkbox"/> It was difficult to find parking at the clinic or doctor's office | |
| 1.2% | S | <input type="checkbox"/> I had to travel too far to get needed care | |
| 14.2% | T | <input type="checkbox"/> Married, divorced, or widowed | |
| 14.3% | U | <input type="checkbox"/> Became eligible for Medicare | |
| 16.2% | W | <input type="checkbox"/> Other | |

*Percent of responses exclude values coded as missing or skipped, therefore denominators vary depending on number of eligible respondents per question.

7. Which of these reasons is the MAIN reason you switched from your PREVIOUS health plan?
MARK ONLY ONE.
- Percent of Responses* S13AA03
- 1.9% 1 I lost my job See Note 1_Q1
 - 0.4% 2 My husband/wife/parent lost his/her job
 - 12.1% 3 I changed jobs See Note 1_AA1
 - 3.6% 4 My husband/wife/parent changed jobs
 - 6.6% 5 I retired from a job that provided coverage
 - 3.7% 6 My husband/wife/parent retired from a job that provided coverage
 - 7.0% 7 Moved to a new area
 - 3.1% 8 I am in the Select Reserves and became active
 - 2.3% 9 My husband/wife/parent is in the Select Reserves and became active
 - 2.8% 10 I am a National Guard or Reserve Member separating from active duty (deactivated)
 - 1.9% 11 My husband/wife/parent is a National Guard or Reserve Member separating from active duty (deactivated)
 - 2.5% 12 Employer changed plans
 - 0.6% 22 Employer stopped providing health coverage
 - 0.4% 13 My doctor or other health care provider I see left the plan
 - 0.4% 14 I did not like the referral requirements
 - 0.4% 15 I could not get appointments as soon as I wanted
 - 0.3% 16 I was dissatisfied with the plan's customer service
 - 6.9% 17 Preferred new health plan, because of lower cost, better benefits or some other reason
 - 0.0% 18 It was difficult to find parking at the clinic or doctor's office
 - 0.5% 19 I had to travel too far to get needed care
 - 14.3% 20 Married, divorced, or widowed
 - 14.2% 21 Became eligible for Medicare
 - 14.0% 23 Other

8. Below is a list of problems some people experience with their health insurance plan. Please mark if you experienced any of these problems with your PREVIOUS HEALTH PLAN, even if it was not a reason you switched health plans.

Percent of Responses*

	Yes	No	Not Applicable
a. I had expensive medical bills not covered by my insurance	18.7% 1 <input type="checkbox"/>	81.3% 2 <input type="checkbox"/>	-6 <input type="checkbox"/>
b. My doctor charged me more than my insurance would pay and I had to pay the difference	22.6% 1 <input type="checkbox"/>	77.4% 2 <input type="checkbox"/>	-6 <input type="checkbox"/>
c. A doctor's office told me they do not accept my insurance	15.8% 1 <input type="checkbox"/>	84.2% 2 <input type="checkbox"/>	-6 <input type="checkbox"/>
d. I had to contact my insurance company because they did not pay a bill promptly or denied payment	19.1% 1 <input type="checkbox"/>	80.9% 2 <input type="checkbox"/>	-6 <input type="checkbox"/>
e. My plan did not include the specialist I needed	10.4% 1 <input type="checkbox"/>	89.6% 2 <input type="checkbox"/>	-6 <input type="checkbox"/>

S13AA04A-S13AA04E

See Note 1_Q1

See Note 1_AA1

9. When you switched to your CURRENT health plan, did you need to change doctors?
- Percent of Responses* S13AA05
- 39.3% 1 Yes, changed all doctors See Note 1_Q1
 - 8.5% 3 Yes, changed some doctors
 - 41.7% 2 No See Note 1_AA1
 - 10.6% 5 Don't know

YOUR HEALTH CARE IN THE LAST 12 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

10. In the last 12 months, where did you go most often for your health care?
MARK ONLY ONE ANSWER. H13005
- Percent of Responses*
- 35.3% 1 A military facility – This includes: Military clinic, Military hospital, PRIMUS clinic, NAVCARE clinic
 - 56.2% 2 A civilian facility – This includes: Doctor's office, Clinic, Hospital, Civilian TRICARE contractor
 - 0.8% 3 Uniformed Services Family Health Plan facility (USFHP)
 - 4.5% 4 Veterans Affairs (VA) clinic or hospital
 - 3.1% 5 I went to none of the listed types of facilities in the last 12 months
11. In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office? H13006
- 45.1% 1 Yes See Note 2
 - 54.9% 2 No → Go to Question 14
12. In the last 12 months, when you needed care right away, how often did you get care as soon as you thought you needed? H13007
- 2.5% 1 Never
 - 12.7% 2 Sometimes See Note 2
 - 24.1% 3 Usually
 - 60.7% 4 Always
 - 6 I didn't need care right away for an illness, injury or condition in the last 12 months
13. In the last 12 months, when you needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider? H13008
- 62.2% 1 Same day See Note 2
 - 13.7% 2 1 day
 - 7.6% 3 2 days
 - 4.6% 4 3 days
 - 5.9% 5 4-7 days
 - 3.4% 6 8-14 days
 - 2.7% 7 15 days or longer
 - 6 I didn't need care right away for an illness, injury or condition in the last 12 months

*Percent of responses exclude values coded as missing or skipped, therefore denominators vary depending on number of eligible respondents per question.

14. In the last 12 months, not counting the times you needed health care right away, did you make any appointments for your health care at a doctor's office or clinic?
- Percent of Responses*
- 86.9% Yes H13009
- 13.1% No → [Go to Question 17](#) See Note 3
15. In the last 12 months, not counting times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?
- 4.1% Never H13010
- 14.8% Sometimes See Note 3
- 30.4% Usually
- 50.7% Always
- I had no appointments in the last 12 months
16. In the last 12 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider?
- 10.1% Same day H13011
- 12.4% 1 day See Note 3
- 24.8% 2-3 days
- 21.4% 4-7 days
- 15.6% 8-14 days
- 11.2% 15-30 days
- 4.5% 31 days or longer
- I had no appointments in the last 12 months
17. In the last 12 months, how many times did you go to an emergency room to get care for yourself?
- 70.3% None H13012
- 18.8% 1
- 6.4% 2
- 2.4% 3
- 1.2% 4
- 0.8% 5 to 9
- 4.5% 10 or more
18. In the last 12 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get health care for yourself?
- 10.8% None → [Go to Question 24](#)
- 10.9% 1 H13013
- 17.2% 2
- 21.4% 3 See Note 4
- 14.7% 4
- 21.4% 5 to 9
- 10.1% 10 or more

19. In the last 12 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?
- Percent of Responses*
- 13.1% Never H13014
- 29.8% Sometimes See Note 4
- 29.0% Usually
- 28.1% Always
20. Choices for your treatment or health care can include choices about medicine, surgery, or other treatment. In the last 12 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?
- 56.9% Yes H13015 See Notes 4 and 5
- 43.1% No → [Go to Question 23](#)
21. In the last 12 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?
- 65.0% Definitely yes H13016
- 29.9% Somewhat yes See Notes 4 and 5
- 3.5% Somewhat no
- 1.6% Definitely no
22. In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?
- 57.3% Definitely yes H13017
- 32.0% Somewhat yes See Notes 4 and 5
- 6.7% Somewhat no
- 4.0% Definitely no
23. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 12 months?
- 0.7% 0 Worst health care possible
- 0.3% 1 H13018
- 0.9% 2
- 1.6% 3 See Note 4
- 2.2% 4
- 5.7% 5
- 5.1% 6
- 12.7% 7
- 20.8% 8
- 18.6% 9
- 31.4% 10 Best health care possible
- I had no visits in the last 12 months

*Percent of responses exclude values coded as missing or skipped, therefore denominators vary depending on number of eligible respondents per question.

YOUR PERSONAL DOCTOR

- Percent of Responses*
24. A personal doctor is the one you would see if you need a checkup, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?
- 78.6% 1 Yes H13019 See Note 6
- 21.4% 2 No → [Go to Question 34](#)
25. In the last 12 months, how many times did you visit your personal doctor to get care for yourself?
- 8.0% 0 None → [Go to Question 32](#)
- 16.8% 1 1 H13020
- 22.1% 2 2 See Notes 6 and 7
- 18.5% 3 3
- 15.0% 4 4
- 15.2% 5 5 to 9
- 4.4% 6 10 or more
26. In the last 12 months, how often did your personal doctor listen carefully to you?
- 1.4% 1 Never H13021
- 6.2% 2 Sometimes See Notes 6 and 7
- 17.8% 3 Usually
- 74.6% 4 Always
- 6 I had no visits in the last 12 months
27. In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?
- 1.2% 1 Never H13022
- 4.5% 2 Sometimes
- 19.7% 3 Usually See Notes 6 and 7
- 74.6% 4 Always
- 6 I had no visits in the last 12 months
28. In the last 12 months, how often did your personal doctor show respect for what you had to say?
- 1.2% 1 Never H13023
- 4.9% 2 Sometimes See Notes 6 and 7
- 15.5% 3 Usually
- 78.4% 4 Always
- 6 I had no visits in the last 12 months
29. In the last 12 months, how often did your personal doctor spend enough time with you?
- 2.2% 1 Never H13024
- 6.7% 2 Sometimes See Notes 6 and 7
- 25.6% 3 Usually
- 65.5% 4 Always
- 6 I had no visits in the last 12 months
30. In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?
- 75.2% 1 Yes H13025 See Notes 6, 7, and 8
- 24.8% 2 No → [Go to Question 32](#)

- Percent of Responses*
31. In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?
- 8.3% 1 Never H13026
- 13.7% 2 Sometimes
- 32.8% 3 Usually See Notes 6, 7, and 8
- 45.2% 4 Always
32. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?
- 0.8% 0 0 Worst personal doctor possible H13027
- 0.5% 1 1 See Note 6
- 0.8% 2 2
- 1.2% 3 3
- 1.6% 4 4
- 4.1% 5 5
- 4.0% 6 6
- 7.9% 7 7
- 15.8% 8 8
- 22.8% 9 9
- 40.5% 10 10 Best personal doctor possible
- 6 I don't have a personal doctor
33. Did you have the same personal doctor or nurse before you joined this health plan?
- 32.8% 1 Yes → [Go to Question 35](#)
- 67.2% 2 No S13009 See Notes 6 and 8_01
34. Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?
- 10.9% 1 A big problem S13010
- 21.7% 2 A small problem See Note 8_01
- 67.4% 3 Not a problem

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

35. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.
- In the last 12 months, did you try to make any appointments to see a specialist?
- Percent of Responses*
- 61.5% 1 Yes H13028 See Note 9
- 38.5% 2 No → [Go to Question 39](#)

*Percent of responses exclude values coded as missing or skipped, therefore denominators vary depending on number of eligible respondents per question.

36. In the last 12 months, how often was it easy to get appointments with specialists?
- | | | | |
|-------|---|---------------------------------------------------------------------------|------------|
| 6.1% | 1 | <input type="checkbox"/> Never | H13029 |
| 13.9% | 2 | <input type="checkbox"/> Sometimes | See Note 9 |
| 31.2% | 3 | <input type="checkbox"/> Usually | |
| 48.8% | 4 | <input type="checkbox"/> Always | |
| | 6 | <input type="checkbox"/> I didn't need a specialist in the last 12 months | |

37. How many specialists have you seen in the last 12 months?
- | | | | | |
|-------|---|------------------------------------------------|-------------------------------------|--------------------|
| 3.5% | 0 | <input type="checkbox"/> None | H13030 | See Notes 9 and 10 |
| | | | → Go to Question 39 | |
| 42.8% | 1 | <input type="checkbox"/> 1 specialist | | |
| 29.5% | 2 | <input type="checkbox"/> 2 | | |
| 14.5% | 3 | <input type="checkbox"/> 3 | | |
| 5.9% | 4 | <input type="checkbox"/> 4 | | |
| 3.8% | 5 | <input type="checkbox"/> 5 or more specialists | | |

38. We want to know your rating of the specialist you saw most often in the last 12 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?
- | | | | |
|-------|----|--------------------------------------------------------------------------|--------------------|
| 0.5% | 0 | <input type="checkbox"/> 0 Worst specialist possible | H13031 |
| 0.5% | 1 | <input type="checkbox"/> 1 | See Notes 9 and 10 |
| 0.9% | 2 | <input type="checkbox"/> 2 | |
| 0.8% | 3 | <input type="checkbox"/> 3 | |
| 1.3% | 4 | <input type="checkbox"/> 4 | |
| 3.7% | 5 | <input type="checkbox"/> 5 | |
| 3.2% | 6 | <input type="checkbox"/> 6 | |
| 8.2% | 7 | <input type="checkbox"/> 7 | |
| 17.2% | 8 | <input type="checkbox"/> 8 | |
| 25.3% | 9 | <input type="checkbox"/> 9 | |
| 38.3% | 10 | <input type="checkbox"/> 10 Best specialist possible | |
| | 6 | <input type="checkbox"/> I didn't see a specialist in the last 12 months | |

39. In general, how would you rate your overall mental or emotional health?
- | | | | |
|-------|---|------------------------------------|--------|
| 41.0% | 1 | <input type="checkbox"/> Excellent | S13B01 |
| 31.0% | 2 | <input type="checkbox"/> Very good | |
| 19.0% | 3 | <input type="checkbox"/> Good | |
| 7.3% | 4 | <input type="checkbox"/> Fair | |
| 1.6% | 5 | <input type="checkbox"/> Poor | |

40. In the last 12 months, did you need any treatment or counseling for a personal or family problem?
- | | | | | |
|-------|---|------------------------------|-------------------------------------|----------------|
| 17.4% | 1 | <input type="checkbox"/> Yes | S13B02 | See Note 10_B1 |
| 82.6% | 2 | <input type="checkbox"/> No | → Go to Question 43 | |

41. In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?
- | | | | |
|-------|---|------------------------------------------|----------------|
| 10.9% | 1 | <input type="checkbox"/> A big problem | S13B03 |
| 14.7% | 2 | <input type="checkbox"/> A small problem | See Note 10_B1 |
| 74.4% | 3 | <input type="checkbox"/> Not a problem | |

42. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate your treatment or counseling in the last 12 months?
- | | | | |
|-------|----|---------------------------------------------------------------------------------|----------------|
| 2.1% | 0 | <input type="checkbox"/> 0 Worst treatment or counseling possible | |
| 1.4% | 1 | <input type="checkbox"/> 1 | S13B04 |
| 1.7% | 2 | <input type="checkbox"/> 2 | See Note 10_B1 |
| 2.1% | 3 | <input type="checkbox"/> 3 | |
| 3.8% | 4 | <input type="checkbox"/> 4 | |
| 7.4% | 5 | <input type="checkbox"/> 5 | |
| 6.3% | 6 | <input type="checkbox"/> 6 | |
| 10.5% | 7 | <input type="checkbox"/> 7 | |
| 15.9% | 8 | <input type="checkbox"/> 8 | |
| 19.6% | 9 | <input type="checkbox"/> 9 | |
| 29.3% | 10 | <input type="checkbox"/> 10 Best treatment or counseling possible | |
| | 6 | <input type="checkbox"/> I had no treatment or counseling in the last 12 months | |

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan. By your health plan, we mean the health plan you marked in Question 3.

43. In the last 12 months, did you try to get any kind of care, tests, or treatment through your health plan?
- | | | | | |
|-------|---|------------------------------|-------------------------------------|-------------|
| 74.1% | 1 | <input type="checkbox"/> Yes | H13032 | See Note 11 |
| 25.9% | 2 | <input type="checkbox"/> No | → Go to Question 45 | |

44. In the last 12 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?
- | | | | |
|-------|---|---------------------------------------------------------------------------------------------------------------|-------------|
| 2.9% | 1 | <input type="checkbox"/> Never | H13033 |
| 9.1% | 2 | <input type="checkbox"/> Sometimes | See Note 11 |
| 27.4% | 3 | <input type="checkbox"/> Usually | |
| 60.5% | 4 | <input type="checkbox"/> Always | |
| | 6 | <input type="checkbox"/> I didn't need care, tests, or treatment through my health plan in the last 12 months | |

45. In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?
- | | | | | |
|-------|---|------------------------------|-------------------------------------|-------------|
| 30.6% | 1 | <input type="checkbox"/> Yes | H13034 | See Note 12 |
| 69.4% | 2 | <input type="checkbox"/> No | → Go to Question 47 | |

46. In the last 12 months, how often did the written material or the Internet provide the information you needed about how your plan works?
- | | | | |
|-------|---|--------------------------------------------------------------------------------------------------|-------------|
| 6.6% | 1 | <input type="checkbox"/> Never | H13035 |
| 28.1% | 2 | <input type="checkbox"/> Sometimes | See Note 12 |
| 42.4% | 3 | <input type="checkbox"/> Usually | |
| 22.9% | 4 | <input type="checkbox"/> Always | |
| | 6 | <input type="checkbox"/> I didn't look for information from my health plan in the last 12 months | |

*Percent of responses exclude values coded as missing or skipped, therefore denominators vary depending on number of eligible respondents per question.

47. Sometimes people need services or equipment beyond what is provided in a regular or routine office visit, such as care from a specialist, physical therapy, a hearing aid, or oxygen. H13036 See Note 13
- In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment?
- Percent of Responses**
- 15.4% 1 Yes
- 84.6% 2 No → [Go to Question 49](#)
48. In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?
- 17.2% 1 Never H13037
- 19.2% 2 Sometimes See Note 13
- 31.8% 3 Usually
- 31.8% 4 Always
- 6 I didn't need a health care service or equipment from my health plan in the last 12 months
49. In some health plans, the amount you pay for a prescription medicine can be different for different medicines, or can be different for prescriptions filled by mail instead of at the pharmacy.
- In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?
- 20.6% 1 Yes H13038 See Note 14
- 79.4% 2 No → [Go to Question 51](#)
50. In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medications?
- 11.6% 1 Never H13039
- 15.9% 2 Sometimes See Note 14
- 28.9% 3 Usually
- 43.5% 4 Always
- 6 I didn't need prescription medications from my health plan in the last 12 months
51. In the last 12 months, did you try to get information or help from your health plan's customer service?
- 26.1% 1 Yes H13040 See Note 15
- 73.9% 2 No → [Go to Question 54](#)
52. In the last 12 months, how often did your health plan's customer service give you the information or help you needed?
- 6.3% 1 Never H13041
- 17.4% 2 Sometimes See Note 15
- 28.8% 3 Usually
- 47.5% 4 Always
- 6 I didn't call my health plan's customer service in the last 12 months

53. In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect? H13042
- Percent of Responses**
- 1.4% 1 Never See Note 15
- 8.1% 2 Sometimes
- 21.1% 3 Usually
- 69.4% 4 Always
- 6 I didn't call my health plan's customer service in the last 12 months
54. In the last 12 months, did your health plan give you any forms to fill out? H13043 See Note 16
- 26.4% 1 Yes
- 73.6% 2 No → [Go to Question 56](#)
55. In the last 12 months, how often were the forms from your health plan easy to fill out? H13044
- 2.8% 1 Never See Note 16
- 13.0% 2 Sometimes
- 43.3% 3 Usually
- 40.9% 4 Always
- 6 I didn't have any experiences with paperwork for my health plan in the last 12 months
56. Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you. In the last 12 months, did you or anyone else send in any claims to your health plan? H13045 See Note 17
- 48.9% 1 Yes
- 31.4% 2 No → [Go to Question 59](#)
- 19.7% 5 Don't know → [Go to Question 59](#)
57. In the last 12 months, how often did your health plan handle your claims quickly? H13046
- 1.4% 1 Never See Note 17
- 6.2% 2 Sometimes
- 29.2% 3 Usually
- 49.3% 4 Always
- 13.1% 5 Don't know
- 6 No claims were sent for me in the last 12 months
58. In the last 12 months, how often did your health plan handle your claims correctly? H13047
- 1.2% 1 Never See Note 17
- 4.1% 2 Sometimes
- 26.0% 3 Usually
- 56.6% 4 Always
- 12.2% 5 Don't know
- 6 No claims were sent for me in the last 12 months

*Percent of responses exclude values coded as missing or skipped, therefore denominators vary depending on number of eligible respondents per question.

59. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?
- | | | | |
|-----------------------|----|--------------------------|------------------------------|
| Percent of Responses* | | | |
| 0.6% | 0 | <input type="checkbox"/> | 0 Worst health plan possible |
| 0.4% | 1 | <input type="checkbox"/> | 1 |
| 0.8% | 2 | <input type="checkbox"/> | 2 |
| 0.8% | 3 | <input type="checkbox"/> | 3 |
| 1.7% | 4 | <input type="checkbox"/> | 4 |
| 5.6% | 5 | <input type="checkbox"/> | 5 |
| 5.5% | 6 | <input type="checkbox"/> | 6 |
| 12.4% | 7 | <input type="checkbox"/> | 7 |
| 19.8% | 8 | <input type="checkbox"/> | 8 |
| 20.2% | 9 | <input type="checkbox"/> | 9 |
| 32.3% | 10 | <input type="checkbox"/> | 10 Best health plan possible |

H13048

PREVENTIVE CARE

Preventive care is medical care you receive that is intended to maintain your good health or prevent a future medical problem. A physical or blood pressure screening are examples of preventive care.

- Percent of Responses*
60. When did you last have a blood pressure reading?
- | | | | |
|-------|---|--------------------------|-------------------------|
| 93.3% | 3 | <input type="checkbox"/> | Less than 12 months ago |
| 4.2% | 2 | <input type="checkbox"/> | 1 to 2 years ago |
| 2.5% | 1 | <input type="checkbox"/> | More than 2 years ago |
61. Do you know if your blood pressure is too high?
- | | | | |
|-------|---|--------------------------|------------------------|
| 17.6% | 1 | <input type="checkbox"/> | Yes, it is too high |
| 76.6% | 2 | <input type="checkbox"/> | No, it is not too high |
| 5.8% | 3 | <input type="checkbox"/> | Don't know |
62. When did you last have a cholesterol screening, that is, a test to determine the level of cholesterol in your blood?
- | | | | |
|-------|---|--------------------------|---------------------------------------------|
| 62.7% | 5 | <input type="checkbox"/> | Less than 12 months ago |
| 14.5% | 4 | <input type="checkbox"/> | 1-2 years ago |
| 4.6% | 3 | <input type="checkbox"/> | More than 2 years but less than 5 years ago |
| 1.9% | 2 | <input type="checkbox"/> | 5 or more years ago |
| 16.2% | 1 | <input type="checkbox"/> | Never had a cholesterol screening |
63. When did you last have a flu shot?
- | | | | |
|-------|---|--------------------------|-------------------------|
| 62.9% | 4 | <input type="checkbox"/> | Less than 12 months ago |
| 14.8% | 3 | <input type="checkbox"/> | 1-2 years ago |
| 11.0% | 2 | <input type="checkbox"/> | More than 2 years ago |
| 11.3% | 1 | <input type="checkbox"/> | Never had a flu shot |
64. Have you ever smoked at least 100 cigarettes in your entire life?
- | | | | |
|-------|----|--------------------------|------------|
| 40.0% | 1 | <input type="checkbox"/> | Yes |
| 58.7% | 2 | <input type="checkbox"/> | No |
| 1.3% | -5 | <input type="checkbox"/> | Don't know |

H13049

H13050

S13015

H13051

H13052

65. Do you now smoke cigarettes or use tobacco every day, some days or not at all?
- | | | | |
|-----------------------|----|--------------------------|------------|
| Percent of Responses* | | | |
| 9.3% | 4 | <input type="checkbox"/> | Every day |
| 5.7% | 3 | <input type="checkbox"/> | Some days |
| 84.4% | 2 | <input type="checkbox"/> | Not at all |
| 0.6% | -5 | <input type="checkbox"/> | Don't know |
66. In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
- | | | | |
|-------|---|--------------------------|-----------|
| 19.1% | 1 | <input type="checkbox"/> | Never |
| 24.1% | 2 | <input type="checkbox"/> | Sometimes |
| 20.5% | 3 | <input type="checkbox"/> | Usually |
| 36.3% | 4 | <input type="checkbox"/> | Always |
67. In the last 12 months, how often was medication recommended or discussed by a doctor or other health provider to assist you with quitting smoking or using tobacco? *Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.*
- | | | | |
|-------|---|--------------------------|-----------|
| 48.3% | 1 | <input type="checkbox"/> | Never |
| 24.3% | 2 | <input type="checkbox"/> | Sometimes |
| 14.0% | 3 | <input type="checkbox"/> | Usually |
| 13.4% | 4 | <input type="checkbox"/> | Always |
68. In the last 12 months, how often did your doctor or other health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? *Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.*
- | | | | |
|-------|---|--------------------------|-----------|
| 52.5% | 1 | <input type="checkbox"/> | Never |
| 22.2% | 2 | <input type="checkbox"/> | Sometimes |
| 12.7% | 3 | <input type="checkbox"/> | Usually |
| 12.7% | 4 | <input type="checkbox"/> | Always |
69. On the days you smoke or use tobacco products, what type of product do you smoke or use?
- MARK ALL THAT APPLY.**
- | | | | |
|-------|---|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 70.8% | A | <input type="checkbox"/> | Cigarettes |
| 13.8% | B | <input type="checkbox"/> | Dip, chewing tobacco, snuff or snus |
| 12.8% | C | <input type="checkbox"/> | Cigars |
| 2.9% | D | <input type="checkbox"/> | Pipes, bidis, or kreteks (<i>Pipes include hookahs. Bidis are small, brown, hand-rolled cigarettes from India and other southeast Asian countries. Kreteks are clove cigarettes made in Indonesia that contain clove extract and tobacco.</i>) |
70. Are you male or female?
- | | | | |
|-------|---|--------------------------|--------|
| 48.0% | 1 | <input type="checkbox"/> | Male |
| 52.0% | 2 | <input type="checkbox"/> | Female |

H13053 See Note 18

→ Go to Question 66

→ Go to Question 66

→ Go to Question 70

→ Go to Question 70

H13054

See Note 18

H13055

See Note 18

H13056

See Note 18

H13057A-H13057D

See Note 18

H13058 See Note 19A

→ Go to Question 77

*Percent of responses exclude values coded as missing or skipped, therefore denominators vary depending on number of eligible respondents per question.

Percent of Responses*

71. When did you last have a Pap smear test? H13059B
- 48.6% 6 Within the last 12 months See Notes 19A and 19B
- 25.2% 5 1 to 2 years ago
- 6.5% 4 More than 2 but less than 3 years ago
- 4.5% 3 More than 3 but less than 5 years ago
- 10.6% 2 5 or more years ago
- 4.5% 1 Never had a Pap smear test
72. Are you under age 40? H13060
- 37.1% 1 Yes → [Go to Question 74](#)
- 62.9% 2 No See Notes 19A, 19B, and 20
73. When was the last time your breasts were checked by mammography? H13061 See Notes 19A, 19B, and 20
- 64.7% 5 Within the last 12 months
- 18.7% 4 1 to 2 years ago
- 6.9% 3 More than 2 years ago but less than 5 years ago
- 5.1% 2 5 or more years ago
- 4.5% 1 Never had a mammogram
74. Have you been pregnant in the last 12 months or are you pregnant now? H13062 See Notes 19A, 19B, and 21
- 2.7% 1 Yes, I am currently pregnant → [Go to Question 75](#)
- 6.3% 2 No, I am not currently pregnant, but have been pregnant in the past 12 months → [Go to Question 76](#)
- 91.0% 3 No, I am not currently pregnant, and have not been pregnant in the past 12 months → [Go to Question 77](#)
75. In what trimester is your pregnancy? H13063
- 21.0% 1 First trimester (up to 12 weeks after 1st day of last period) → [Go to Question 77](#)
- 41.9% 2 Second trimester (13th through 27th week)
- 37.1% 3 Third trimester (28th week until delivery) See Notes 19A, 19B, and 21
76. In which trimester did you first receive prenatal care? H13064 See Notes 19A, 19B, and 21
- 90.4% 4 First trimester (up to 12 weeks after 1st day of last period)
- 5.0% 3 Second trimester (13th through 27th week)
- 2 Third trimester (28th week until delivery)
- 4.6% 1 Did not receive prenatal care

ABOUT YOU

Percent of Responses*

77. In general, how would you rate your overall health? H13065
- 17.4% 5 Excellent
- 39.3% 4 Very good
- 31.3% 3 Good
- 9.8% 2 Fair
- 2.3% 1 Poor

78. Are you limited in any way in any activities because of any impairment or health problem? H13066
- 33.4% 1 Yes
- 66.6% 2 No
79. In the last 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem? H13067 See Note 22
- 44.0% 1 Yes
- 56.0% 2 No → [Go to Question 81](#)
80. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause. H13068 See Note 22
- 86.6% 1 Yes
- 13.4% 2 No
81. Do you now need or take medicine prescribed by a doctor? Do not include birth control. H13069 See Note 23
- 67.7% 1 Yes
- 32.3% 2 No → [Go to Question 83](#)
82. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause. H13070 See Note 23
- 93.3% 1 Yes
- 6.7% 2 No
83. Have you ever had any experience that was so frightening, horrible, or upsetting that, in the past month... S13B23-S13B26

MARK "YES" OR "NO" FOR EACH.

Percent of Responses*

	YES	NO
a. You have had nightmares about it or thought about it when you did not want to? 1 <input type="checkbox"/> 2 <input type="checkbox"/>	10.8%	89.2%
b. You tried hard not to think about it or went out of your way to avoid situations that reminded you of it? 1 <input type="checkbox"/> 2 <input type="checkbox"/>	11.1%	88.9%
c. You have been constantly on guard, watchful, or easily startled? 1 <input type="checkbox"/> 2 <input type="checkbox"/>	9.5%	90.5%
d. You felt numb or detached from others, activities, or your surroundings? 1 <input type="checkbox"/> 2 <input type="checkbox"/>	9.8%	90.2%

*Percent of responses exclude values coded as missing or skipped, therefore denominators vary depending on number of eligible respondents per question.

84. How tall are you without your shoes on?

Please give your answer in feet and inches. Please write one number in each box.

Example: 5 feet. 6 inches

H13071F, H13071I

Percent of Responses* 98.2%

5	0	6
---	---	---

FEET

INCHES

Your height:

--	--	--

FEET

INCHES

85. How much do you weigh without your shoes on?

Please give your answer in pounds. Please write one number in each box.

Example: 152 pounds

H13072

Percent of Responses* 97.9%

1	5	2
---	---	---

POUNDS

Your weight:

--	--	--

POUNDS

86. What is the highest grade or level of school that you have completed?

Percent of Responses*

- 12.7% 1 8th grade or less
- 2.0% 2 Some high school, but did not graduate
- 11.9% 3 High school graduate or GED
- 43.9% 4 Some college or 2-year degree
- 15.3% 5 4-year college graduate
- 17.2% 6 More than 4-year college degree

SREDA

87. Are you of Hispanic or Latino origin or descent?

(Mark "NO" if not Spanish/Hispanic/Latino.)

- 87.6% A No, not Spanish, Hispanic, or Latino
- 3.7% B Yes, Mexican, Mexican American, Chicano
- 2.3% C Yes, Puerto Rican
- 0.4% D Yes, Cuban
- 3.1% E Yes, other Spanish, Hispanic, or Latino

H13073A-H13073E, H13073

See Note 24

88. What is your race?

SRRACEA-SRRACEE

(Mark ONE OR MORE races to indicate what you consider yourself to be.)

Percent of Responses*

- 79.6% A White
- 10.7% B Black or African American
- 2.0% C American Indian or Alaska Native
- 6.0% D Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)
- 0.8% E Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian, or Chamorro)

89. What is your age now?

- 12.7% 1 18 to 24
- 18.1% 2 25 to 34
- 11.9% 3 35 to 44
- 11.0% 4 45 to 54
- 18.0% 5 55 to 64
- 16.5% 6 65 to 74
- 11.7% 7 75 or older

SRAGE

90. Are you currently covered by Medicare?

- 31.5% 1 Yes H13074 See Note 25
- 61.3% 2 No → Go to Question 96
- 7.2% -5 Don't know → Go to Question 96

91. Currently, are you covered by Medicare Part A? Medicare is the federal health insurance program for people aged 65 or older and for certain persons with disabilities. Medicare Part A helps pay for inpatient hospital care.

H13075

- 31.5% 1 Yes, I am now covered by Medicare Part A See Note 25
- 61.3% 2 No, I am not covered by Medicare Part A

92. Currently, are you covered by Medicare Part B? Medicare is the federal health insurance program for people aged 65 or older and for certain persons with disabilities. Medicare Part B helps pay for doctor's services, outpatient hospital services, and certain other services.

H13076

- 31.5% 1 Yes, I am now covered by Medicare Part B See Note 25
- 61.3% 2 No, I am not covered by Medicare Part B

93. Medicare Advantage is the new name for Medicare Plus Choice plans. Are you enrolled in a Medicare Advantage plan? This plan is also sometimes known as Medicare Part C.

- 31.5% 1 Yes H13077
- 61.3% 2 No See Note 25
- 7.2% -5 Don't know

*Percent of responses exclude values coded as missing or skipped, therefore denominators vary depending on number of eligible respondents per question.

94. Currently, are you covered by Medicare supplemental insurance? *Medicare supplemental insurance, also called Medigap or MediSup, is usually obtained from private insurance companies and covers some of the costs not paid for by Medicare.*

Percent of Responses*

17.2% 1 Yes, I am now covered by Medicare supplemental insurance

82.8% 2 No, I am not covered by Medicare supplemental insurance

H13078 See Note 25

95. Are you enrolled in Medicare Part D, also known as the Medicare Prescription Drug Plan?

7.5% 1 Yes

82.8% 2 No

9.7% 3 Don't know

H13079 See Note 25

96. Using a scale of 1 to 5, with 1 being "strongly disagree" and 5 being "strongly agree", how much do you agree with the following statement: In general, I am able to see my provider(s) when needed?

5.1% 1 Strongly disagree

4.6% 2 Disagree

9.0% 3 Neither agree nor disagree

42.8% 4 Agree

38.5% 5 Strongly agree

S13011

97. Using a scale of 1 to 5, with 1 being "completely dissatisfied" and 5 being "completely satisfied", how satisfied are you, overall, with the health care you received during your last visit?

4.5% 1 Completely dissatisfied

4.2% 2 Somewhat dissatisfied

6.7% 3 Neither satisfied nor dissatisfied

24.1% 4 Somewhat satisfied

60.4% 5 Completely satisfied

S13014

98. If you were free to choose between civilian and military facilities for all of your health care, which would you prefer? Would you say...

Percent of Responses*

12.5% 1 All care from military facilities

37.7% 2 All care from civilian facilities

36.2% 3 Some care from military and some care from civilian facilities

13.6% 4 Or, no preference

S13N11

Q.99 refers to your preference between civilian and military facilities that you gave in Q.98.

99. Why do you prefer the type of facility you selected in Q.98?

S13N12A-S13N12M

MARK ALL THAT APPLY.

37.1% A I have a greater choice of doctors at my preferred type of facility

34.1% B My chosen personal doctor is at my preferred type of facility

23.8% C My chosen specialist is at my preferred type of facility

20.1% D There are no military facilities near me

1.5% E I have to travel too far to a civilian facility

24.2% F I have to travel too far to a military facility

33.3% G It is easier to get care from a military facility

4.9% H I was told I must get my care from a military facility

15.7% I The care at my preferred type of facility is a good value for my out-of-pocket costs

10.0% J My out-of-pocket costs are less at my preferred type of facility

1.7% K I have not needed health care

12.9% L Another reason

14.9% M No preference

THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY! Your generous contribution will greatly aid efforts to improve the health of our military community.

Return your survey in the postage-paid envelope. If the envelope is missing, please send to:

Office of the Assistant Secretary of Defense (Health Affairs)
TMA/DHCAPE
c/o Synovate Survey Processing Center
PO Box 5030
Chicago, IL 60680-4138

*Percent of responses exclude values coded as missing or skipped, therefore denominators vary depending on number of eligible respondents per question.