



October 2002

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SURVEY INSTRUCTIONS

Answer all the questions by checking the circle to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see 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 you have misplaced the envelope, our address is:

Office of the Assistant Secretary of Defense (Health Affairs)
c/o Survey Processing Center
PO Box 82660
Lincoln, NE 68501-9462

According to the Privacy Act of 1974 (Public Law 93-579), 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., Chapter 55, Public Law 102-484, E.O. 9397.

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

Routine Uses: None

Disclosure: 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.

-----SURVEY STARTS HERE-----

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

1. Are you the person whose name appears on the mailing label of this envelope?

- Yes **Go to Question 2**
 No **Please give this questionnaire to the person addressed on the envelope.**



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2. By which of the following health plans are you currently covered? MARK ALL THAT APPLY.

a. Military Health Plans

- TRICARE Prime
- TRICARE Extra or Standard (CHAMPUS)
- TRICARE Plus
- TRICARE for Life

b. Other Health Plans

- Medicare
- Federal Employees Health Benefit Program (FEHBP)
- Medicaid
- A civilian HMO (such as Kaiser)
- Other civilian health insurance (such as Blue Cross)
- Uniformed Services Family Health Plan (USFHP)
- The Veterans Administration (VA)
- Not Sure

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

- Yes, I am now covered by Medicare Part A
- No, I am not covered by Medicare Part A

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

- Yes, I am now covered by Medicare Part B
- No, I am not covered by Medicare Part B

5. **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.

- Yes, I am now covered by Medicare supplemental insurance
- No, I am not covered by Medicare supplemental insurance

6. **Which health plan did you use for all or most of your healthcare in the last 12 months? MARK ONLY ONE.**

- TRICARE Prime
- TRICARE Extra or Standard (CHAMPUS)
- TRICARE Plus
- Medicare
- Federal Employees Health Benefit Program (FEHBP)
- Medicaid
- A civilian HMO (such as Kaiser)
- Other civilian health insurance (such as Blue Cross)
- Uniformed Services Family Health Plan (USFHP)
- The Veterans Administration (VA)
- Not sure
- Did not use any health plan in the last 12 months **Go to Question 8**



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For the remainder of this questionnaire, the term health plan refers to the plan you indicated in Question 6.

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

- Less than 6 months 12 up to 24 months 5 up to 10 years
 6 up to 12 months 2 up to 5 years 10 or more years

-----YOUR PERSONAL DOCTOR, OR NURSE-----

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

8. A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.

When you joined your health plan or at any time since then, did you get a new personal doctor or nurse?

- Yes No **Go to Question 10**

9. With the choices your health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?

- A big problem Not a problem
 A small problem I didn't get a new personal doctor or nurse.

10. Do you have one person you think of as your personal doctor or nurse?

- Yes No **Go to Question 12**

11. We want to know your rating of your personal doctor or nurse.

Use any number from 0 to 10 where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?

- 0 Worst personal doctor or nurse possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best personal doctor or nurse possible
 I don't have a personal doctor or nurse.

12. Are you currently enrolled in TRICARE Prime?

- Yes No **Go to Question 15**



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13. As a member of TRICARE Prime, do you have a Primary Care Manager (PCM) based in a military or civilian facility?

(In TRICARE Prime, a PCM is a healthcare provider who is your primary point of contact with the health system. He or she provides routine care, coordinates your total healthcare, arranges for hospital admissions, makes referrals to specialists, maintains health records, and recommends preventive and wellness services.)

- A primary care manager based at a military facility Not sure
 A primary care manager based at a civilian facility Not a member of TRICARE Prime

14. Do you know your PCM's name?

- Yes No

-----GETTING HEALTHCARE FROM A SPECIALIST-----

When you answer the next questions, do not include dental visits.

15. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of healthcare.

In the last 12 months, did you or a doctor or nurse think you needed to see a specialist?

- Yes No **Go to Question 17**

16. In the last 12 months, how much of a problem, if any, was it to get a referral to a specialist that you needed to see?

- A big problem Not a problem
 A small problem I didn't need to see a specialist in the last 12 months.

17. In the last 12 months, did you see a specialist?

- Yes No **Go to Question 20**

18. We want to know your rating of the specialist you saw most often in the last 12 months, including a personal doctor if he or she was a specialist.

Use any number from 0 to 10 where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate the specialist?

- 0 Worst specialist possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best specialist possible
 I didn't see a specialist in the last 12 months.



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19. In the last 12 months, was the specialist you saw most often the same doctor as your personal doctor?

- Yes No I don't have a personal doctor or I didn't see a specialist in the last 12 months.

-----CALLING DOCTORS' OFFICES-----

20. In the last 12 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself?

- Yes No **Go to Question 22**

21. In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed?

- Never Always
 Sometimes I didn't call for help or advice during regular office hours in the last 12 months.
 Usually

-----YOUR HEALTHCARE IN THE LAST 12 MONTHS-----

22. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for healthcare.

In the last 12 months, did you make any appointments with a doctor or other health provider for regular or routine healthcare?

- Yes No **Go to Question 25**

23. In the last 12 months, how often did you get an appointment for regular or routine healthcare as soon as you wanted?

- Never Always
 Sometimes I didn't need an appointment for regular or routine care in the last 12 months.
 Usually

24. In the last 12 months, how many days did you usually have to wait between making an appointment for regular or routine care and actually seeing a provider?

- Same day 15-30 days
 1 day 31 days or longer
 2-3 days I tried but could not get an appointment.
 4-7 days I didn't need an appointment for regular or routine care in the last 12 months.
 8-14 days

25. In the last 12 months, did you have an illness or injury that needed care right away from a doctor's office, clinic, or emergency room?

- Yes No **Go to Question 28**



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26. In the last 12 months, when you needed care right away for an illness or injury, how often did you get care as soon as you wanted?

- Never Usually I didn't need care right away for an illness or injury in last 12 months.
 Sometimes Always

27. In the last 12 months, how long did you usually have to wait between trying to get care and actually seeing a provider for an illness or injury?

- Same day 4-7 days
 1 day 8-14 days
 2 days 15 days or longer
 3 days I didn't need care right away for an illness or injury in the last 12 months.

28. In the last 12 months, how many times did you go to an emergency room to get care for yourself?

- None 1 2-3 4-6 More than 6

29. 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 care for yourself?

- None **Go to Question 40** 1 2 3 4 5 to 9 10 or more

30. In the last 12 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?

- A big problem A small problem Not a problem I had no visits in the last 12 months.

31. In the last 12 months, how much of a problem, if any, were delays in healthcare while you waited for approval from your health plan?

- A big problem A small problem Not a problem I had no visits in the last 12 months.

32. In the last 12 months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time to see the person you went to see?

- Never Sometimes Usually Always I had no visits in the last 12 months.

33. In the last 12 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?

- Never Sometimes Usually Always I had no visits in the last 12 months.

34. In the last 12 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?

- Never Sometimes Usually Always I had no visits in the last 12 months.

35. In the last 12 months, how often did doctors or other health providers listen carefully to you?

- Never Sometimes Usually Always I had no visits in the last 12 months.



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36. In the last 12 months, how often did doctors or other health providers explain things in a way you could understand?

- Never Sometimes Usually Always I had no visits in the last 12 months.

37. In the last 12 months, how often did doctors or other health providers show respect for what you had to say?

- Never Sometimes Usually Always I had no visits in the last 12 months.

38. In the last 12 months, how often did doctors or other health providers spend enough time with you?

- Never Sometimes Usually Always I had no visits in the last 12 months.

39. We want to know your rating of all your healthcare in the last 12 months from all doctors and other health providers.

Use any number from 0 to 10 where 0 is the worst healthcare possible, and 10 is the best healthcare possible. How would you rate all your healthcare?

- 0 Worst healthcare possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best healthcare possible
 I had no visits in the last 12 months.

40. In the last 12 months, how many prescriptions did you have that were written by a civilian provider but were filled at a military pharmacy? **INCLUDE REFILLS.**

- None 1-5 6-10 11-15 More than 15

41. In the last 12 months, where did you go most often for your healthcare? **MARK ONLY ONE ANSWER.**

- A military facility - This includes: Military clinic, Military hospital, PRIMUS clinic, NAVCARE clinic
 A civilian facility - This includes: Doctor's office, Clinic, Hospital, Civilian TRICARE contractor
 Uniformed Services Family Health Plan facility (USFHP)
 Veterans Affairs (VA) clinic or hospital
 I went to none of the listed types of facilities in the last 12 months.



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42. What is the single most important reason to you in your decision whether to use a military treatment facility (MTF) for your healthcare? **MARK ONLY ONE**

- | | |
|---|---|
| <input type="radio"/> Cost to you | <input type="radio"/> Military courtesy |
| <input type="radio"/> Convenience of location | <input type="radio"/> Relationship with a personal physician |
| <input type="radio"/> Quality of healthcare | <input type="radio"/> Co-location of services in a MTF |
| <input type="radio"/> Convenience of telephone access | <input type="radio"/> Lack of paperwork/claims |
| <input type="radio"/> Timeliness of appointments | <input type="radio"/> I am active duty and entitled to MTF care |

-----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 6.

43. 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?

- Yes No **Go to Question 47** Don't know **Go to Question 47**

44. In the last 12 months, how often did your health plan handle your claims in a reasonable time?

- Never Usually Don't know
 Sometimes Always No claims were sent for me in the last 12 months.

45. In the last 12 months, how often did your health plan handle your claims correctly?

- Never Usually Don't know
 Sometimes Always No claims were sent for me in the last 12 months.

46. In the last 12 months, before you went for care, how often did your health plan make it clear how much you would have to pay?

- Never Usually Don't know
 Sometimes Always No claims were sent for me in the last 12 months.

47. In the last 12 months, did you look for any information in written materials from your health plan?

- Yes No **Go to Question 49**

48. In the last 12 months, how much of a problem, if any, was it to find or understand information in the written materials?

- A big problem Not a problem
 A small problem I didn't look for information from my health plan in the last 12 months.



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49. In the last 12 months, did you call your health plan's customer service to get information or help?

- Yes No **Go to Question 51**

50. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?

- A big problem Not a problem
 A small problem I didn't call my health plan's customer service in the last 12 months.

51. In the last 12 months, have you called or written your health plan with a complaint or problem?

- Yes No **Go to Question 54**

52. How long did it take for the health plan to resolve your complaint?

- Same day 4 or more weeks
 1 week I am still waiting for it to be settled.
 2 weeks I haven't called or written with a complaint or problem in the last 12 months.
 3 weeks

53. Was your complaint or problem settled to your satisfaction?

- Yes I am still waiting for it to be settled.
 No I haven't called or written with a complaint or problem in the last 12 months.

54. Paperwork means things like having your records changed, processing forms, or other paperwork related to getting care.

In the last 12 months, did you have any experiences with paperwork for your health plan?

- Yes No **Go to Question 56**

55. In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?

- A big problem
 A small problem
 Not a problem
 I didn't have any experiences with paperwork for my health plan in the last 12 months.



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56. We want to know your rating of all your experience with your health plan.

Use any number from 0 to 10 where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your health plan now?

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan possible

57. If you are currently enrolled in TRICARE Prime, how likely are you to disenroll from TRICARE Prime for a different type of health plan in the next 12 months?

- Very unlikely
- Unlikely
- Neither likely nor unlikely
- Likely
- Very likely
- Not sure
- I am not currently enrolled in TRICARE Prime.

-----PREVENTATIVE CARE-----

Preventative care is medical care you receive that is intended to maintain your good health or prevent a future medical problem. A physical or a cholesterol screening are examples of preventative care.

58. Not counting when you were sick or pregnant, when was the last time you had a general medical or physical examination or checkup?

- Less than 12 months ago
- 1 to 2 years ago
- More than 2 but less than 5 years ago
- 5 or more years ago
- Never had a general physical or checkup

59. When did you last have a blood pressure reading?

- Less than 12 months ago
- 1 to 2 years ago
- More than 2 years ago

60. Do you know if your blood pressure is too high?

- Yes, it is too high
- No, it is not too high
- Don't know

61. When did you last have a cholesterol screening, that is, a test to determine the level of cholesterol in your blood?

- Less than 12 months ago
- 1 to 2 years ago
- More than 2 but less than 5 years ago
- 5 or more years ago
- Never had a cholesterol screening



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62. When did you last have a flu shot?

- Less than 12 months ago More than 2 years ago
 1 to 2 years ago Never had a flu shot

63. Have you ever smoked at least 100 cigarettes in your entire life?

- Yes No **Go to Question 67** Don't know **Go to Question 67**

64. Do you now smoke every day, some days or not at all?

- Every day **Go to Question 66** Not at all **Go to Question 65**
 Some days **Go to Question 66** Don't know **Go to Question 67**

65. How long has it been since you quit smoking cigarettes?

- Less than 12 months **Go to Question 66** Don't know **Go to Question 67**
 12 months or more **Go to Question 67**

66. In the last 12 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

- None 1 visit 2 to 4 visits 5 to 9 visits 10 or more visits

67. Are you male or female?

- Male **Go to Question 68** Female **Go to Question 69**

68. When was the last time you had a prostate gland examination or blood test for prostate disease?

- Within the last 12 months 5 or more years ago
 1 to 2 years ago Never had a prostate gland examination
 More than 2 but less than 5 years ago

Go to Question 76

69. When did you last have a Pap smear test?

- Within the last 12 months 5 or more years ago
 1 to 3 years ago Never had a Pap smear test
 More than 3 but less than 5 years ago

70. Are you under age 40?

- Yes **Go to Question 73** No

71. When was the last time your breasts were checked by mammography?

- Within the last 12 months 5 or more years ago
 1 to 2 years ago Never had a mammogram
 More than 2 years but less than 5 years ago



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72. When was the last time you had a breast exam by a healthcare professional?

- Within the last 12 months
- 1 to 2 years ago
- More than 2 years but less than 5 years ago
- 5 or more years ago
- Never had a breast exam

73. Have you been pregnant in the last 12 months or are you pregnant now?

- Yes, I am currently pregnant **Go to Question 74**
- No, I am not currently pregnant, but have been in the past 12 months **Go to Question 75**
- No, I am not currently pregnant, and have not been pregnant in the past 12 months **Go to Question 76**

74. In what trimester is your pregnancy?

- First trimester
- Second trimester
- Third trimester

75. In which trimester did you first receive prenatal care?

- First trimester
- Second trimester
- Third trimester
- Did not receive prenatal care

-----ABOUT YOU-----

76. In general, how would you rate your overall health now?

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

78. Are you of Hispanic or Latino origin or descent? (Mark "NO" if not Spanish/Hispanic/Latino.)

- No, not Spanish, Hispanic, or Latino
- Yes, Mexican, Mexican American, Chicano
- Yes, Puerto Rican
- Yes, Cuban
- Yes, other Spanish, Hispanic, or Latino

79. What is your race? (Mark ONE OR MORE races to indicate what you consider yourself to be.)

- White
- Black or African American
- American Indian or Alaska Native
- Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)
- Native Hawaiian or other Pacific Islander (e.g., Somoan, Guamanian, or Chamorro)



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80. What is your age now?

- 18 to 24 **Go to the end of the questionnaire**
- 25 to 34 **Go to the end of the questionnaire**
- 35 to 44 **Go to the end of the questionnaire**
- 45 to 54 **Go to the end of the questionnaire**
- 55 to 64 **Go to the end of the questionnaire**
- 65 to 74
- 75 or older

Congress has authorized new benefits for Medicare-eligible military retirees, known as TRICARE for Life, effective October 1, 2001. TRICARE for Life supplements Medicare coverage for military retirees who are enrolled in Medicare Part B. If medical services are covered by Medicare, TRICARE for Life pays deductibles and coinsurance. For services that are not covered by Medicare, TRICARE for Life offers the same coverage that TRICARE provides for its other beneficiaries.

The following questions ask about how well you understand your health benefits and how your use of health care has changed since TRICARE for Life became available.

81. How much do you feel you know about what medical services TRICARE for Life covers or does not cover?

- Just about everything I need to know
- Most of what I need to know
- Some of what I need to know
- Little of what I need to know
- Almost nothing of what I need to know

82. How much do you feel you know about how much you have to pay for medical services?

- Just about everything I need to know
- Most of what I need to know
- Some of what I need to know
- Little of what I need to know
- Almost nothing of what I need to know

83. How much do you feel you know about supplemental coverage (also known as Medigap coverage) such as what it covers or how it works with TRICARE for Life to pay medical claims?

- Just about everything I need to know
- Most of what I need to know
- Some of what I need to know
- Little of what I need to know
- Almost nothing of what I need to know

84. How much do you feel you know about getting medical services at a MTF?

- Just about everything I need to know
- Most of what I need to know
- Some of what I need to know
- Little of what I need to know
- Almost nothing of what I need to know

85. How much do you feel you know about choosing or finding a doctor or other health care provider?

- Just about everything I need to know
- Most of what I need to know
- Some of what I need to know
- Little of what I need to know
- Almost nothing of what I need to know



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86. In the past 12 months, how much of your healthcare, other than prescription drugs, did you get from MTFs?

- None of my healthcare
- Some, but not most of my healthcare
- Most, but not all of my healthcare
- All of my healthcare
- I did not receive any healthcare in the past 12 months

87. In the past 12 months, how many times did you visit a doctor's office, clinic or emergency room at a MTF?

- None
- 1
- 2
- 3
- 4
- 5 to 9
- 10 or more

88. In the past 12 months, how many nights did you stay overnight as a patient at a MTF?

- None
- 1
- 2 to 4
- 5 to 7
- 8 to 9
- 10 or more

89. In the past 12 months, did you use a MTF for any of the following? MARK ALL THAT APPLY.

- Emergency care from an emergency room
- Urgent care from someplace other than an emergency room
- Preventive care, such as a prostate exam or a breast exam
- Routine care, such as a physical check-up
- Hospital care in which you stayed overnight at a MTF
- Labs and x-rays
- Surgery or diagnostic procedures that did not require an overnight stay
- Care from a specialist

90. In the past 12 months, where did you get most of your prescriptions filled?

- At military pharmacies
- At civilian pharmacies in the TRICARE network
- At civilian pharmacies outside the TRICARE network
- At the National Mail Order Pharmacy (NMOP)
- I have not filled any prescriptions in the past 12 months

91. In the 12 months before TRICARE for Life became available (October 2000 through September 2001), how much of your healthcare, other than prescription drugs, did you get from MTFs?

- None of my healthcare
- Some, but not most of my healthcare
- Most, but not all of my healthcare
- All of my healthcare
- I did not receive any healthcare in the 12 months prior to October 1, 2001

92. Since October 1, 2001 how much of a problem was it to get as much healthcare as you wanted from MTFs?

- A big problem
- A small problem
- Not a problem



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THANK YOU

Please return the completed survey in the postage-paid envelope.



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