

Health Care Survey of DoD Beneficiaries



UHC Survey No. 00-0001

August 2001

16857205

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-----

The person to whom this questionnaire was addressed should be the person who completes it.

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.**

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

- TRICARE Prime
 TRICARE Senior Prime
 TRICARE Extra or Standard (CHAMPUS)
 Medicare, Part A and/or Part B (including both regular Medicare and a Medicare HMO)
 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)
 Not sure
 Did not use any health plan in the last 12 months **Go to Question 4**



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For the remainder of this questionnaire, the term health plan refers to the plan you marked in Question 2.

3. 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

4. Which of the following healthcare plans are you currently covered by? MARK ALL THAT APPLY.

- TRICARE Prime
 TRICARE Senior Prime
 TRICARE Extra or Standard (CHAMPUS)
 Medicare, Part A
 Medicare, Part B (including regular Medicare and a Medicare HMO)
 Medigap supplemental insurance (a policy you purchase directly from insurance companies that pays expenses not covered by 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)
 Not sure

5. How is your enrollment fee or insurance policy premium paid?

- No cost to me or my family. A present or former employer, union, or other organization pays the entire cost.
 I or my family share the cost with a present or former employer, union, or other organization.
 I or my family pay the entire cost.
 Not sure

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

The next questions ask you 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.

6. **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 8

7. 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.

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

- Yes No Go to Question 10

9. 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.

10. Are you currently enrolled in TRICARE Prime or Senior Prime?

- Yes
- No Go to Question 13

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

(In TRICARE Prime and Senior 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
- A primary care manager based at a civilian facility
- Not sure
- Not a member of TRICARE Prime or Senior Prime

12. 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.

13. 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 15



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14. 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
- A small problem
- Not a problem
- I didn't need to see a specialist in the last 12 months.

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

- Yes
- No
- Go to Question 18

16. 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.

17. 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-----

18. 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 20

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

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

27. 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 38** 1 2 3 4 5 to 9 10 or more

28. 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.

29. 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.

30. 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.

31. 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.

32. 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.

33. 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.

34. 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.

35. 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.

36. 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.

37. 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.

38. 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

39. 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 facility in the last 12 months.

-----YOUR HEALTH PLAN-----

The next questions ask about your experiences with your health plan. By your health plan, we mean the health plan you marked in Question 2.

40. 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 44** Don't know **Go to Question 44**



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41. 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.

42. 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.

43. 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.

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

- Yes Yes, but I never got any information **Go to Question 46** No **Go to Question 46**

45. 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.

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

- Yes No **Go to Question 48**

47. 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.

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

- Yes No **Go to Question 51**

49. 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

50. 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.

51. 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 53

52. 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.

53. 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

54. 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.

55. In the past 12 months, did you or anyone else file any claims to a TRICARE claims processor (such as Palmetto Government Benefits Administrators (PGBA), Wisconsin Physician Services (WPS), or TRICARE Management Activity) for reimbursement of your expenses for your health care or dental care?

- Yes No Go to Question 70 Not sure Go to Question 70



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56. In the past 12 months, how often were your TRICARE claims prepared and submitted by your doctor or doctor's office?

- Never Sometimes Usually Always I had no TRICARE claims. Go to Question 70

57. An Explanation of Benefits (EOB) is a statement that the TRICARE contractor sends you that shows who provided your care, the allowable charge and the amount billed, the amount TRICARE paid, and the portion you must pay (your cost-share). An EOB is not a bill for health care services.

In the past 12 months, have you received an EOB from TRICARE?

- Yes No Go to Question 59 Not sure Go to Question 59

58. In the past 12 months, how much of a problem was it to understand the EOB TRICARE sent you?

- Big problem Not a problem
 Small problem I did not receive an EOB in the past 12 months.

59. A bill is a request for payment for health care services or supplies.

In the past 12 months, have you received a bill for health care you received from a doctor, hospital, or company?

- Yes No Go to Question 64 Not sure Go to Question 64

60. In the past 12 months, has a doctor, hospital, or company informed you that TRICARE has not paid a bill for health care you received and that you must pay it?

- Yes No Not sure

61. In the past 12 months, how often did the bills for medical care that you received contain errors?

- Never Go to Question 64 Always
 Sometimes I did not receive any bills in the past 12 months. Go to Question 64
 Usually

62. In the past 12 months, have you paid a bill or bills containing errors for health care received?

- Yes No Go to Question 64 I did not receive any bills with errors. Go to Question 64

63. Why did you pay when the bill contained errors? MARK ALL THAT APPLY

- To avoid harming my career or my spouse's career I could not get help
 To avoid harming my credit rating To avoid legal action
 I did not know where to get help with my TRICARE claims The amount of money was small
 To save time

64. In the past 12 months, have you been contacted by a debt collection agency about one or more of your TRICARE claims?

- Yes No Not sure

65. In the past 12 months, how helpful were the people you contacted about problems with your TRICARE claims, EOB'S, or medical bills?

a. A Beneficiary Counseling and Assistance Coordinator (BCAC)

- Very Helpful Somewhat helpful Not helpful Did not contact

b. A Beneficiary Service Representative (BSR)

- Very Helpful Somewhat helpful Not helpful Did not contact

c. A Debt Collection Assistance Officer (DCAO)

- Very Helpful Somewhat helpful Not helpful Did not contact

d. My primary doctor

- Very Helpful Somewhat helpful Not helpful Did not contact

e. A person other than my doctor in my doctor's office, such as a nurse or administrative assistant

- Very Helpful Somewhat helpful Not helpful Did not contact

f. My MTF commander

- Very Helpful Somewhat helpful Not helpful Did not contact

g. My MTF patient representative

- Very Helpful Somewhat helpful Not helpful Did not contact

h. A person at my MTF other than a BCAC, DCAO, MTF commander, or MTF patient representative

- Very Helpful Somewhat helpful Not helpful Did not contact

i. A person at a civilian TRICARE contractor's facility other than a BSR, my doctor, or a member of his/her staff

- Very Helpful Somewhat helpful Not helpful Did not contact

j. A toll-free phone number

- Very Helpful Somewhat helpful Not helpful Did not contact

k. A friend or neighbor

- Very Helpful Somewhat helpful Not helpful Did not contact

l. An attorney

- Very Helpful Somewhat helpful Not helpful Did not contact



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66. In the past 12 months, have you received a negative credit report because of problems with your TRICARE claims?

- Yes No **Go to Question 70** Not sure **Go to Question 70**

67. In the past 12 months, have you taken steps to repair the harm to your credit rating?

- Yes No **Go to Question 69**

68. How much of a problem has it been to restore your credit rating?

- Big Problem Small problem Not a problem My credit rating has not been restored.

69. In the past 12 months, have you been turned down for a loan or mortgage because of harm to your credit rating caused by TRICARE claims?

- Yes No Not sure

-----PREVENTIVE CARE-----

Preventive care is medical care you receive that is intended to maintain your good health or prevent a future medical problem, such as a physical or a cholesterol screening.

70. 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 5 or more years ago
 1 to 2 years ago Never had a general physical or checkup
 More than 2 but less than 5 years ago

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

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

72. Do you know if your blood pressure is too high or not?

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

73. 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 5 or more years ago
 1 to 2 years ago Never had a cholesterol screening
 More than 2 but less than 5 years ago

74. 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

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

- Yes No **Go to Question 79** Don't know **Go to Question 79**

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

- Every day **Go to Question 78** Not at all
 Some days **Go to Question 78** Don't know **Go to Question 79**

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

- Less than 12 months 12 months or more **Go to Question 79** Don't know **Go to Question 79**

78. 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

79. Are you male or female?

- Male **Go to Question 80** Female **Go to Question 81**

80. 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 88

81. 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



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82. Are you under age 40?

- Yes Go to Question 84 No

83. 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

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

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

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

- Yes, I am currently pregnant Go to Question 86
 No, I am not currently pregnant, but have been in the past 12 months Go to Question 87
 No, I am not currently pregnant, and have not been pregnant in the past 12 months Go to Question 88

86. In what trimester is your pregnancy?

- First trimester Second trimester Third trimester

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

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

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

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

- Excellent Very Good Good Fair Poor

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

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

90. 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

91. 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)

92. What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

93. In the last 12 months, how much did you and your family spend for healthcare that was not covered by your health plan? For example, how much did you spend on premiums, enrollment fees, co-payments, co-insurance, deductibles, payments for non-covered items, balance billing by providers, or other payments for office visits?

- \$0
- \$1 - \$500
- \$501 - \$1,000
- \$1,001 - \$1,500
- More than \$1,500
- Not sure

THANK YOU

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

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