

MCBS MAIN STUDY - ROUND 41, WINTER 2005

COMMUNITY COMPONENT

KN. BENEFICIARY KNOWLEDGE AND INFORMATION NEEDS SUPPLEMENT

BOX KN1	IF SP IS ALIVE AND NOT INSTITUTIONALIZED (INS1 = 1), GO TO KNINTRO. IF SP IS DECEASED OR IF SP IS ALIVE AND INSTITUTIONALIZED (INS1 ≠ 1), GO TO <b>BOX CL1.</b>
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KNINTRO. Now I have some questions about how you get information about the Medicare program. Your answers will help Medicare provide the information that people need.

Keep in mind that, generally, there are no right or wrong answers to these questions. Your opinions and experiences are important to us.

[PRESS ENTER TO CONTINUE.]

KN1. Overall, how easy or difficult do you think the Medicare program is to understand? Would you say it is very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?

SHOW CARD KN1	<b>KNOWMC</b> VERY EASY ..... 1 SOMEWHAT EASY ..... 2 SOMEWHAT DIFFICULT ..... 3 VERY DIFFICULT ..... 4 REFUSED ..... -7 DON'T KNOW ..... -8
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KN2. How much do you think you know about the Medicare program? Do you know . . .

SHOW CARD KN2	<b>KCARKNOW</b> just about everything you need to know, ..... 1 most of what you need to know, ..... 2 some of what you need to know, ..... 3 a little of what you need to know, or ..... 4 almost none of what you need to know about the Medicare program? ..... 5 REFUSED ..... -7 DON'T KNOW ..... -8
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KN3INT. These next questions ask about how you get information when you need it [for (SP)].

[PRESS ENTER TO CONTINUE.]

KN3. In the past year, have you tried to find out how much [you/(SP)] needed to pay for a particular medical service?

<b>KPYFIND</b>	YES .....	1 (KN4)
	NO .....	2 (KN6)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED .....	-7 (KN6)
	DON'T KNOW .....	-8 (KN6)

KN4. How did you find out about what [you/(SP)] needed to pay for a particular medical service?  
[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

<b>KPYNOFND</b>	R DID NOT FIND INFORMATION .....	96 (KN6)
	THE INSURANCE COMPANY THAT PROCESSES (SP'S)	
<b>KPYINSCO</b>	MEDICARE CLAIMS.....	1
<b>KPYMEDGP</b>	MEDIGAP/SUPPLEMENTAL INS. COMPANY .....	2
<b>KPYMCOFF</b>	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE .....	3
<b>KPYSSOFF</b>	SOCIAL SECURITY OFFICE .....	4
<b>KPYAARP</b>	AARP/SENIOR CITIZENS ORGS. ....	5
<b>KPYFAMLY</b>	FAMILY OR FRIENDS .....	6
<b>KPYSRCTR</b>	LOCAL SENIOR CENTER .....	7
<b>KPYHOSP</b>	LOCAL HOSPITAL.....	8
<b>KPYDOCTR</b>	DOCTOR'S OFFICE .....	9
	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS.	
<b>KPYCOUN</b>	ASSISTANCE PRGM. ....	10
<b>KPYPUBL</b>	MEDICARE PUBLICATIONS .....	11
<b>KPYZINE</b>	NEWSPAPERS OR MAGAZINES .....	13
<b>KPYOGOV</b>	OTHER GOVERNMENT AGENCY .....	14
<b>KPYEMPLR</b>	EMPLOYER OR FORMER EMPLOYER.....	15
<b>KPYHMO</b>	HMO .....	16
<b>KPYINET</b>	THE INTERNET .....	17
<b>KPYSEMNR</b>	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY ....	18
<b>KPYOSMNR</b>	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
<b>KPYTV</b>	TV .....	20
<b>KPYRADIO</b>	RADIO.....	21
<b>KPYOTHER</b>	ANY OTHER PERSON OR PLACE (SPECIFY) .....	91
<b>KPYOTHOS</b>	REFUSED .....	-7
<b>KPYMCBS</b>	DON'T KNOW .....	-8

KN5. Were your questions answered by the information that you received?

<b>KPYANSW</b>	YES .....	1
	NO .....	2
	SOME .....	3
	REFUSED .....	-7
	DON'T KNOW .....	-8

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

<b>KWBFIND</b>	YES .....	1 (KN7)
	NO .....	2 (KN9)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED .....	-7 (KN9)
	DON'T KNOW .....	-8 (KN9)

KN7. Where did you find the information about new benefits or changes in the Medicare program?  
[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

<b>KWBNOFND</b>	R DID NOT FIND INFORMATION .....	96 (KN9)
	THE INSURANCE COMPANY THAT PROCESSES (SP'S) MEDICARE CLAIMS.....	1
<b>KWBINSCO</b>	MEDIGAP/SUPPLEMENTAL INS. COMPANY .....	2
<b>KWBMEDGP</b>	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE .....	3
<b>KWBMCOFF</b>	SOCIAL SECURITY OFFICE .....	4
<b>KWBSOFF</b>	AARP/SENIOR CITIZENS ORGS. ....	5
<b>KWBAARP</b>	FAMILY OR FRIENDS .....	6
<b>KWBFAMILY</b>	LOCAL SENIOR CENTER .....	7
<b>KWBSRCTR</b>	LOCAL HOSPITAL.....	8
<b>KWBHOSP</b>	DOCTOR'S OFFICE .....	9
<b>KWBDOCTR</b>	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS. ASSISTANCE PRGM. ....	10
<b>KWBCOUN</b>	MEDICARE PUBLICATIONS .....	11
<b>KWBPUBL</b>	NEWSPAPERS OR MAGAZINES .....	13
<b>KWBOGOVT</b>	OTHER GOVERNMENT AGENCY .....	14
<b>KWBEMPLR</b>	EMPLOYER OR FORMER EMPLOYER.....	15
<b>KWBHMO</b>	HMO.....	16
<b>KWBINET</b>	THE INTERNET .....	17
<b>KWBSEMNR</b>	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY ....	18
<b>KWBOSMNR</b>	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
<b>KWBTV</b>	TV .....	20
<b>KWBRADIO</b>	RADIO.....	21
<b>KWBOTHER</b>	ANY OTHER PERSON OR PLACE (SPECIFY).....	91
<b>KWBOTHOS</b>	REFUSED .....	-7
<b>KWBMCBS</b>	DON'T KNOW .....	-8

KN8. Were your questions answered by the information that you received?

<b>KWBANSW</b>	YES .....	1
	NO .....	2
	SOME.....	3
	REFUSED .....	-7
	DON'T KNOW .....	-8

KN9. In the past year, have you tried to find information about what medical services Medicare covers and does not cover?

<b>KVRFIND</b>	YES .....	1 (KN10)
	NO .....	2 (KN12)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED... ..	-7 (KN12)
	DON'T KNOW .....	-8 (KN12)

KN10. Where did you find the information about what medical services Medicare covers and does not cover?  
[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

<b>KVRNOFND</b>	R DID NOT FIND INFORMATION .....	96 (KN12)
	THE INSURANCE COMPANY THAT PROCESSES (SP'S) MEDICARE CLAIMS.....	1
<b>KVRINSCO</b>	MEDIGAP/SUPPLEMENTAL INS. COMPANY .....	2
<b>KVRMCOFF</b>	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE .....	3
<b>KVRSOIFF</b>	SOCIAL SECURITY OFFICE .....	4
<b>KVRAARP</b>	AARP/SENIOR CITIZENS ORGS. ....	5
<b>KVRFAMILY</b>	FAMILY OR FRIENDS .....	6
<b>KVRSRCTR</b>	LOCAL SENIOR CENTER .....	7
<b>KVRHOSP</b>	LOCAL HOSPITAL.....	8
<b>KVRDOCTR</b>	DOCTOR'S OFFICE .....	9
	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS. ASSISTANCE PRGM. ....	10
<b>KVRCOUN</b>	MEDICARE PUBLICATIONS .....	11
<b>KVRPUBL</b>	NEWSPAPERS OR MAGAZINES .....	13
<b>KVRZINE</b>	OTHER GOVERNMENT AGENCY .....	14
<b>KVROGOVT</b>	EMPLOYER OR FORMER EMPLOYER.....	15
<b>KVREMPLE</b>	HMO.....	16
<b>KVRHMO</b>	THE INTERNET .....	17
<b>KVRINET</b>	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY ....	18
<b>KVRSEMNR</b>	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
<b>KVROSMNR</b>	TV .....	20
<b>KVRTV</b>	RADIO.....	21
<b>KVRRADIO</b>	ANY OTHER PERSON OR PLACE (SPECIFY).....	91
<b>KVROTHER</b>	REFUSED .....	-7
<b>KVROTHOS</b>	DON'T KNOW .....	-8
<b>KVRMCBS</b>		

KN11. Were your questions answered by the information that you received?

<b>KVRANSW</b>	YES .....	1
	NO .....	2
	SOME.....	3
	REFUSED .....	-7
	DON'T KNOW .....	-8

KN12. In the past year, have you tried to find out about the availability and benefits of Medicare managed care plans, such as HMOs?

<b>KVLFIND</b>	YES .....	1 (KN13)
	NO .....	2 <b>BOX KN2</b>
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED .....	-7 <b>BOX KN2</b>
	DON'T KNOW .....	-8 <b>BOX KN2</b>

KN13. How did you find out about the availability and benefits of Medicare managed care plans, such as HMOs?  
[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

<b>KVLNOFND</b>	R DID NOT FIND INFORMATION .....	96 <b>BOX KN2</b>
	THE INSURANCE COMPANY THAT PROCESSES (SP'S) MEDICARE CLAIMS.....	1
<b>KVLINSCO</b>	MEDIGAP/SUPPLEMENTAL INS. COMPANY .....	2
<b>KVLMCOFF</b>	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE .....	3
<b>KVLSOFF</b>	SOCIAL SECURITY OFFICE .....	4
<b>KVLAARP</b>	AARP/SENIOR CITIZENS ORGS. ....	5
<b>KVLFAMLY</b>	FAMILY OR FRIENDS .....	6
<b>KVLSRCTR</b>	LOCAL SENIOR CENTER .....	7
<b>KVLHOSP</b>	LOCAL HOSPITAL.....	8
<b>KVLDOCTR</b>	DOCTOR'S OFFICE .....	9
	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS. ASSISTANCE PRGM. ....	10
<b>KVLCOUN</b>	MEDICARE PUBLICATIONS .....	11
<b>KVLPUBL</b>	NEWSPAPERS OR MAGAZINES .....	13
<b>KVLZINE</b>	OTHER GOVERNMENT AGENCY .....	14
<b>KVLOGOVT</b>	EMPLOYER OR FORMER EMPLOYER.....	15
<b>KVLEMPLR</b>	HMO.....	16
<b>KVLHMO</b>	THE INTERNET .....	17
<b>KVLINET</b>	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY ....	18
<b>KVLSEMNR</b>	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
<b>KVLOSMNR</b>	TV .....	20
<b>KVLTV</b>	RADIO.....	21
<b>KVLRADIO</b>	ANY OTHER PERSON OR PLACE (SPECIFY).....	91
<b>KVLOTHER</b>	REFUSED .....	-7
<b>KVLOTHOS</b>	DON'T KNOW .....	-8
<b>KVLMCBS</b>		

KN14. Were your questions answered by the information that you received?

<b>KVLANSW</b>	YES .....	1
	NO .....	2
	SOME.....	3
	REFUSED .....	-7
	DON'T KNOW .....	-8

BOX KN2	IF ANY PRIVATE HEALTH INSURANCE PLANS REPORTED DURING THIS OR PAST TWO ROUNDS DURING SURVEY REFERENCE PERIOD, GO TO KN15. OTHERWISE, GO TO <b>BOX KN3</b> .
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KN15. In the past year, have you tried to find information about what (your/SP's) Medigap or supplemental insurance policy covers?  
[PROBE IF NECESSARY: That is, information about what (your/SP's) (READ PLAN NAMES BELOW) policy covers?]

<b>KGPFIND</b>	YES .....	1 (KN16)
	NO .....	2 <b>BOX KN3</b>
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED .....	-7 <b>BOX KN3</b>
	DON'T KNOW .....	-8 <b>BOX KN3</b>

KN16. Where did you find the information about what (your/SP's) Medigap or supplemental insurance policy covers?  
[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

<b>KGPNOFND</b>	R DID NOT FIND INFORMATION .....	96 <b>BOX KN3</b>
	THE INSURANCE COMPANY THAT PROCESSES (SP'S)	
<b>KGPINSCO</b>	MEDICARE CLAIMS .....	1
<b>KGPMEDGP</b>	MEDIGAP/SUPPLEMENTAL INS. COMPANY .....	2
<b>KGPMCOFF</b>	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE .....	3
<b>KGPSOIFF</b>	SOCIAL SECURITY OFFICE .....	4
<b>KGPAARP</b>	AARP/SENIOR CITIZENS ORGS. ....	5
<b>KGPFAMILY</b>	FAMILY OR FRIENDS .....	6
<b>KGPSRCTR</b>	LOCAL SENIOR CENTER .....	7
<b>KGPHOSP</b>	LOCAL HOSPITAL .....	8
<b>KGPDOCTR</b>	DOCTOR'S OFFICE .....	9
	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS.	
<b>KGPCOUN</b>	ASSISTANCE PRGM. ....	10
<b>KGPPUBL</b>	MEDICARE PUBLICATIONS .....	11
<b>KGpzine</b>	NEWSPAPERS OR MAGAZINES .....	13
<b>KGPOGOVT</b>	OTHER GOVERNMENT AGENCY .....	14
<b>KGPEMLR</b>	EMPLOYER OR FORMER EMPLOYER.....	15
<b>KGPHMO</b>	HMO .....	16
<b>KGpinet</b>	THE INTERNET .....	17
<b>KGpSEMNR</b>	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY ....	18
<b>KGposMNR</b>	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
<b>KGpTV</b>	TV .....	20
<b>KGpRADIO</b>	RADIO .....	21
<b>KGpOTHER</b>	ANY OTHER PERSON OR PLACE (SPECIFY) _____	91
<b>KGpOTHOS</b>	REFUSED .....	-7
<b>KGpMCBS</b>	DON'T KNOW .....	-8

KN17. Were your questions answered by the information that you received?

<b>KGPANSW</b>	YES .....	1
	NO .....	2
	SOME .....	3
	REFUSED .....	-7
	DON'T KNOW .....	-8

BOX KN3	IF ANY MEDICAID COVERAGE DURING THIS OR PAST TWO ROUNDS DURING SURVEY REFERENCE PERIOD, GO TO KN18. OTHERWISE, GO TO KN22.
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KN18. In the past year, have you tried to find information about (your/SP's) Medicaid plan, such as how it works with Medicare?

<b>KCDFIND</b>	YES .....	1 (KN19)
	NO .....	2 (KN22)
	NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC.....	3 (KN21)
	REFUSED .....	-7 (KN22)
	DON'T KNOW .....	-8 (KN22)

KN19. Where did you find the information?  
[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

<b>KCDNOFND</b>	R DID NOT FIND INFORMATION .....	96 (KN22)
	THE INSURANCE COMPANY THAT PROCESSES (SP'S) MEDICARE CLAIMS.....	1
<b>KCDINSCO</b>	MEDIGAP/SUPPLEMENTAL INS. COMPANY .....	2
<b>KCDMEDGP</b>	MEDICARE OFFICE INCLUDING THE TELEPHONE HOTLINE .....	3
<b>KCDMCOFF</b>	SOCIAL SECURITY OFFICE .....	4
<b>KCDSSOFF</b>	AARP/SENIOR CITIZENS ORGS. ....	5
<b>KCDAARP</b>	FAMILY OR FRIENDS .....	6
<b>KCDFAMILY</b>	LOCAL SENIOR CENTER .....	7
<b>KCDSRCTR</b>	LOCAL HOSPITAL.....	8
<b>KCDHOSP</b>	DOCTOR'S OFFICE .....	9
<b>KCDDOCTR</b>	MEDICARE COUNSELING PROGRAM, E.G., STATE HEALTH INS. ASSISTANCE PRGM. ....	10
<b>KCDCOUN</b>	MEDICARE PUBLICATIONS .....	11
<b>KCDPUBL</b>	NEWSPAPERS OR MAGAZINES .....	13
<b>KCDZINE</b>	OTHER GOVERNMENT AGENCY .....	14
<b>KCDGOVGT</b>	EMPLOYER OR FORMER EMPLOYER.....	15
<b>KCDEMPLE</b>	HMO .....	16
<b>KCDHMO</b>	THE INTERNET .....	17
<b>KCDINET</b>	HEALTH FAIR/SEMINAR AT AN HMO OR INSURANCE COMPANY ....	18
<b>KCDSEMNR</b>	HEALTH FAIR/SEMINAR OTHER THAN HMO/INSURANCE CO.....	19
<b>KCDOSMNR</b>	TV .....	20
<b>KCDTV</b>	RADIO.....	21
<b>KCDRADIO</b>	ANY OTHER PERSON OR PLACE (SPECIFY).....	91
<b>KCDOTHER</b>	REFUSED .....	-7
<b>KCDOTHOS</b>	DON'T KNOW .....	-8
<b>KCDMCBS</b>		

KN20. Were your questions answered by the information that you received?

<b>KCDANSW</b>	YES .....	1 (KN22)
	NO .....	2 (KN22)
	SOME .....	3 (KN22)
	REFUSED .....	-7 (KN22)
	DON'T KNOW .....	-8 (KN22)

KN21. RECORD RESPONDENT'S COMMENTS VERBATIM.

<b>KFINDVB1</b>	_____	<b>KFNDVC1</b>
<b>KFINDVB2</b>	_____	<b>KFNDVC2</b>
<b>KFINDVB3</b>	_____	<b>KFNDVC3</b>

KN22. Next, I'd like to ask about other programs, called the Qualified Medicare Beneficiary Program (QMB), the Specified Low-income Medicare Beneficiary Program (SLMB), and the Qualifying Individual Program (QI). These programs are sometimes called the Medicare Savings Programs. Have you ever heard of any of these programs?

SHOW CARD KN3
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<b>KUYINPRG</b>	YES .....	1 (KN24)
	NO .....	2 (KN23)
	REFUSED .....	-7 (KN24)
	DON'T KNOW .....	-8 (KN23)

KN23. These programs are open to seniors and persons with disabilities who have limited financial resources and who need help paying Medicare-related costs such as premiums, deductibles, and co-payments. Before now, were you aware that such benefits were available?

<b>KUYINBEN</b>	YES .....	1
	NO .....	2
	REFUSED .....	-7
	DON'T KNOW .....	-8



KN24. This card lists different health care topics and programs, some that we just talked about. Which of these topics would be the most important for you to have more information about? Which would be the next most important? Which would be the next most important?  
[PROBE FOR TOP THREE. PRESS CTRL/L TO LEAVE SCREEN.]

SHOW CARD KN4	<b>KNTOPIC1</b>	DOESN'T WANT/NEED ANY OF THIS INFORMATION.....	96
	<b>KNTOPIC2</b>	WHAT SERVICES MEDICARE DOES OR DOESN'T	
	<b>KNTOPIC3</b>	COVER.....	1
		HOW MUCH [YOU/SP] WOULD HAVE TO PAY FOR	
		MEDICAL SERVICES .....	2
		SUPPLEMENTAL OR MEDIGAP INSURANCE .....	3
		THE AVAILABILITY AND BENEFITS OF MEDICARE HMOs.	4
		CHOOSING OR FINDING A DOCTOR OR OTHER	
		MEDICAL PROVIDER .....	5
		STAYING HEALTHY .....	6
		MEDICAID .....	7
		QMB, SLMB, QI, OR MEDICARE SAVINGS PROGRAMS	
		(TO HELP PEOPLE WITH LOW INCOMES) .....	8
		QUALITY OF CARE PROVIDED BY DOCTORS, HOSPITALS, NURSING HOMES, HOME HEALTH AGENCIES, AND MANAGED CARE PROVIDERS IN YOUR AREA .....	9
		CHOOSING A NURSING HOME .....	10
		REFUSED .....	-7
		DON'T KNOW .....	-8

KN25. This card lists how some people prefer to receive information to keep up with developments in Medicare. Looking at this card, please tell me all of the ways you would prefer to use to keep up with Medicare.  
[PROBE IF NECESSARY: As this card indicates, we're interested in knowing the methods of receiving information, such as talking to someone, reading something, etc.]  
[PROBE: Any other way?]  
[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

SHOW CARD KN5	<b>KNUPNONE</b>	DOESN'T WANT/NEED THIS INFORMATION .....	96
	<b>KNUPTALK</b>	TALK WITH SOMEONE (FRIENDS, FAMILY, DOCTORS) ....	1
	<b>KNUPBROC</b>	GET INFORMATION IN THE MAIL FROM MEDICARE .....	2
	<b>KNUPNEWS</b>	READ A NEWSPAPER OR MAGAZINE .....	4
	<b>KNUPINET</b>	USE THE INTERNET .....	5
	<b>KNUPTV</b>	WATCH ON TV .....	6
	<b>KNUPRAD</b>	HEAR ON RADIO .....	7
	<b>KNUPOTH</b>	OTHER (SPECIFY) _____	91
	<b>KNUPOS</b>	REFUSED .....	-7
		DON'T KNOW .....	-8

KN26. How satisfied are you in general with the availability of information about the Medicare program when you need it [for (SP)]?

SHOW
CARD
KN6

**KNFOSATI**

VERY SATISFIED ..... 1  
 SATISFIED ..... 2  
 DISSATISFIED ..... 3  
 VERY DISSATISFIED ..... 4  
 NOT APPLICABLE ..... 5  
 REFUSED ..... -7  
 DON'T KNOW ..... -8

KN27INT. We've talked about different topics that you [or (SP)] may have wanted information about and where you may have found that information. Now I would like to ask you about publications that are available to you [and (SP)] about the Medicare program.

[PRESS ENTER TO CONTINUE.]

KN27. Did [you/(SP)] receive a copy of this book, called Medicare and You 2005, which gives an overview of the Medicare program?

SHOW
CARD
KN7

**KBOKRECD**

YES ..... 1 (KN28)  
 NO ..... 2 (KN34INT)  
 REFUSED ..... -7 (KN34INT)  
 DON'T KNOW ..... -8 (KN34INT)

KN28. Would you say you have read this book thoroughly, that you have read parts of it, or that you haven't read it at all?

**KBOKREAD**

READ IT THOROUGHLY ..... 1  
 READ PARTS OF IT ..... 2  
 HAVEN'T READ IT AT ALL ..... 3  
 REFUSED ..... -7  
 DON'T KNOW ..... -8

BOX
KN4

IF KN28=1 OR 2, GO TO KN29. OTHERWISE, GO TO KN30.

KN29. How easy to understand did you find (this book/the parts you looked at) – would you say (it was/they were) very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?

SHOW
CARD
KN1

**KBOKUNDR**

VERY EASY ..... 1  
 SOMEWHAT EASY ..... 2  
 SOMEWHAT DIFFICULT ..... 3  
 VERY DIFFICULT ..... 4  
 REFUSED ..... -7  
 DON'T KNOW ..... -8

KN29a. [SHOW RESPONDENT THE PLAN INFORMATION CHART ON THE BACK OF SHOWCARD KN7.]

There are pages toward the end of the book that list the health plans that are available in your state or area. Plan descriptions, covered services, and costs for the Medicare Advantage Plans available in your local area are listed in the chart. Quality measures, or ratings, are also listed in the chart. Have you ever looked at any of the information in the plan information chart?

SHOW CARD KN7
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<b>KBOKLOOK</b>	YES .....	1 (KN29b)
	NO .....	2 (KN30)
	REFUSED .....	-7 (KN30)
	DON'T KNOW .....	-8 (KN30)

KN29b. In general, how easy did you find the plan information chart to understand – would you say it was very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?

SHOW CARD KN1
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<b>KBOKUNST</b>	VERY EASY .....	1
	SOMEWHAT EASY .....	2
	SOMEWHAT DIFFICULT .....	3
	VERY DIFFICULT .....	4
	REFUSED .....	-7
	DON'T KNOW .....	-8

BOX KN4A	IF SP LIVES IN <u>AK</u> , <u>AR</u> , <u>DE</u> , <u>ME</u> , <u>MS</u> , <u>MT</u> , <u>VT</u> , OR <u>WY</u> , GO TO KN30. OTHERWISE, GO TO KN29c.
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KN29c. As I mentioned, there are quality measures included in the plan information chart. The quality measures show the percentage of plan members who rate their health care as the best possible. Have you ever looked at the ratings in the 2005 plan information chart?

<b>KBOKRTGS</b>	YES .....	1 (KN29d)
	NO .....	2 (KN30)
	REFUSED .....	-7 (KN30)
	DON'T KNOW .....	-8 (KN30)

KN29d. How useful was the quality measure information - would you say it was very useful, somewhat useful, or not at all useful?

<b>KBOKUSFL</b>	VERY USEFUL .....	1
	SOMEWHAT USEFUL .....	2
	NOT AT ALL USEFUL .....	3
	REFUSED .....	-7
	DON'T KNOW .....	-8

KN30. [Do you/Do you or (SP)] still have this Medicare and You 2005 book?

SHOW CARD KN7
---------------------

**KBOKHAVE**

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

**BOX KN5** OMITTED IN ROUND 35.

KN31 – KN33 OMITTED IN ROUND 35.

**BOX KN4B** OMITTED IN ROUND 41.

KN34INT. We're interested in what people covered by Medicare understand about the Medicare program.

I'm going to read a series of statements about Medicare. For each one, please tell me whether you think it is true or false, or whether you aren't sure.

[READ IF NECESSARY: This is not a test. Your answers allow the Medicare agency to know how well information about the program is understood. At the end of the interview, I'll give you a fact sheet that explains these issues.]

[PRESS ENTER TO CONTINUE.]

KN34a. Medicare offers different kinds of health plan options to choose from.  
[PROBE: Do you think this is true or false, or are you not sure?]

<b>KNPLNOPT</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN34. Medicare covers a mammogram every year for women.  
[PROBE: Do you think this is true or false, or are you not sure?]  
[READ IF NECESSARY: A mammogram is an X-ray to check for breast cancer.]

<b>KN34FLG</b>	TRUE .....	1
<b>KNMAMGRM</b>	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN35. Medicare covers an annual flu shot.  
[PROBE: Do you think this is true or false, or are you not sure?]

<b>KNFLUSHT</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN36. Medicare covers an annual PSA test for men, a blood test to detect prostate cancer.  
 [PROBE: Do you think this is true or false, or are you not sure?]  
 [READ IF NECESSARY: "PSA" means "prostate-specific antigen."]

<b>KNBLDTST</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN36a. People are eligible for Medicare because they have low or moderate incomes.  
 [PROBE: Do you think this is true or false, or are you not sure?]

<b>KNELIG</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN37 OMITTED IN ROUND 41.

KN38 OMITTED IN ROUND 41.

KN39 MOVED TO BE KN49a IN ROUND 41.

KN40 OMITTED IN ROUND 41.

KN41 OMITTED IN ROUND 41.

KN42 OMITTED IN ROUND 41.

KN42a. Medicare managed care plans (HMOs) often cover more health services, like eye exams or hearing aids, than Medicare without a supplemental insurance policy.  
 [PROBE: Do you think this is true or false, or are you not sure?]

<b>KNEYEEAR</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN43. If you were enrolled in a Medicare HMO, you could go to any doctor or hospital in the United States for routine care and the visit would be covered.  
 [PROBE: Do you think this is true or false, or are you not sure?]

<b>KNANYCOV</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN44 OMITTED IN ROUND 41.

KN45. If your Medicare HMO leaves the Medicare program and you do not choose another one, you will be covered by the Original Medicare plan.

[PROBE: Do you think this is true or false, or are you not sure?]

<b>KNCOVORG</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN46. A Medicare HMO can raise its fees or change its benefits each year.

[PROBE: Do you think this is true or false, or are you not sure?]

<b>KNRAISE</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN47 OMITTED IN ROUND 41.

KN48 OMITTED IN ROUND 41.

KN49. People can report complaints to Medicare about their Medicare managed care plans (HMOs) or supplemental insurance policies if they are not satisfied with them.

[PROBE: Do you think this is true or false, or are you not sure?]

<b>KNRPTHMO</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN49a. Medicare without a supplemental insurance policy pays for all of [your/(SP's)] health care expenses.

[PROBE: Do you think this is true or false, or are you not sure?]

<b>KNSUPPAY</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN49b. As part of the Original Medicare Plan, you have the right to appeal any decision made about which health care services Medicare will pay for.  
[PROBE: Do you think this is true or false, or are you not sure?]

<b>KNORIGAP</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN49c. No matter which Medicare health insurance option you choose, your out-of-pocket costs will be the same.  
[PROBE: Do you think this is true or false, or are you not sure?]

<b>KNOUTPOC</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN49d. People with Medicare can get a Medicare-approved drug discount card that can save them money on prescriptions.  
[PROBE: Do you think this is true or false, or are you not sure?]

<b>KNDDCARD</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN49e. Starting in 2006, people with Medicare can enroll in a Medicare prescription drug plan that will help cover the cost of prescription drugs.  
[PROBE: Do you think this is true or false, or are you not sure?]

<b>KNRXPLAN</b>	TRUE .....	1
	FALSE .....	2
	NOT SURE .....	3
	REFUSED .....	-7

KN50. Next, I'd like to ask about (your/SP's) use of computers.

(Do you/Does SP) have a personal computer in (your/his/her) home?

<b>KNHAVCOM</b>	YES .....	1
	NO .....	2
	REFUSED .....	-7
	DON'T KNOW .....	-8

KN51INT. Some people use the Internet to get different kinds of information. The next questions ask about the Internet.  
[EXPLAIN IF NECESSARY: The Internet is sometimes called the World Wide Web. Users may access the Internet by going "on-line".]  
[PRESS ENTER TO CONTINUE.]

KN51. (Do you/Does SP) have access to the Internet?

<b>KNETACCS</b>	YES .....	1	<b>BOX KN6</b>
	NO .....	2	<b>BOX KN6</b>
	NEVER HEARD OF THE INTERNET .....	3	<b>BOX KN8</b>
	REFUSED .....	-7	<b>BOX KN8</b>
	DON'T KNOW .....	-8	<b>BOX KN8</b>

BOX KN6	IF ANY PREVIOUS ROUND KN52 = 1, GO TO <b>BOX KN8</b> . OTHERWISE, GO TO KN52.
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KN52. (Have you/Has SP) ever used the Internet or another on-line service from home, the library, or anywhere else?

<b>KN52FLG</b> <b>KNETUSED</b>	YES .....	1	<b>BOX KN7</b>
	NO .....	2	<b>BOX KN8</b>
	REFUSED .....	-7	<b>BOX KN8</b>
	DON'T KNOW .....	-8	<b>BOX KN8</b>

BOX KN7	IF ANY PREVIOUS ROUND KN53 = 1, GO TO <b>BOX KN8</b> . OTHERWISE, GO TO KN53.
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KN53. (Have you/Has SP) ever visited or ever accessed the official website for Medicare information – [www.medicare.gov](http://www.medicare.gov)?

<b>KN53FLG</b> <b>KVSITWEB</b>	YES .....	1
	NO .....	2
	REFUSED .....	-7
	DON'T KNOW .....	-8

BOX KN8	IF PROXY INTERVIEW, GO TO <b>BOX KN9</b> . OTHERWISE, GO TO KN54.
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KN54. Most of the time, do you make decisions about Medicare health insurance on your own, do you get help from someone in making these decisions, or do you rely on someone else to make decisions about health insurance for you?

<b>KCHIHELP</b>	MAKES DECISIONS ON OWN .....	1
	GETS HELP ON DECISIONS .....	2
	SOMEONE ELSE MAKES DECISIONS.....	3
	REFUSED .....	-7
	DON'T KNOW .....	-8

KN55 OMITTED IN ROUND 35.

BOX KN9	IF KN56 ASKED IN ANY PREVIOUS ROUND, GO TO <b>BOX KN10</b> . OTHERWISE, GO TO KN56.
------------	---

KN56. Before today, were you aware of the 1-800-MEDICARE toll-free line?

<b>KN56FLG</b>	YES .....	1 (KN57)
<b>KREELINE</b>	NO .....	2 (KN58)
	REFUSED .....	-7 (KN58)
	DON'T KNOW .....	-8 (KN58)

BOX KN10	IF KN57 = 1 IN ANY PREVIOUS ROUND, GO TO KN58. OTHERWISE, GO TO KN57.
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KN57. Have you ever called 1-800-MEDICARE to get information about Medicare?

<b>KN57FLG</b>	YES .....	1
<b>KCPHINFO</b>	NO .....	2
	REFUSED .....	-7
	DON'T KNOW .....	-8

KN58. As you know, this survey is sponsored by the Centers for Medicare and Medicaid Services, which is the government agency that runs Medicare. What are your suggestions or concerns about Medicare?

<b>KCSUGGST</b>	R DOES NOT HAVE SUGGESTIONS OR CONCERNS .....	1
	RECORD ALL OTHER RESPONSES VERBATIM BELOW .....	91
<b>INVBRNDC</b>	REFUSED .....	-7
<b>INVBTEXT</b>	DON'T KNOW .....	-8
<b>INFOQUES</b>		

KNEND. INTERVIEWER: HAND THE "MEDICARE INFORMATION (JANUARY, 2005)" SHEET TO THE RESPONDENT. IT PROVIDES ANSWERS TO SOME OF THE QUESTIONS ASKED DURING THIS SUPPLEMENT.

[PRESS ENTER TO CONTINUE.]

### **KN Addendum**

BOX KN2: ONLY PLANS WITH PLANTYPE = 4, PLANDFLG = -1, PLANHIDE = -1, AND LOSEPLFG = -1 ARE CONSIDERED "REPORTED".

KN15: ONLY DISPLAY PLANS WITH PLANTYPE = 4, PLANDFLG = -1, PLANHIDE = -1 AND LOSEPLFG = -1.