

MCBS MAIN STUDY - ROUND 44, WINTER 2006

COMMUNITY COMPONENT

KN. BENEFICIARY KNOWLEDGE AND INFORMATION NEEDS SUPPLEMENT

|            |   |
|------------|---|
| BOX<br>KN1 | IF SP IS ALIVE AND NOT INSTITUTIONALIZED (INS1 = 1), GO TO KNINTRO.<br>IF SP IS DECEASED OR IF SP IS ALIVE AND INSTITUTIONALIZED (INS1 ≠ 1), GO TO<br><b>BOX CL1.</b> |
|------------|---|

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

KN2. How much do you think you know about the Medicare program? Do you know . . .

|                     |                 |  |    |
|---------------------|-----------------|--|----|
| SHOW<br>CARD<br>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<br>about the Medicare program?..... | 5  |
|                     |                 | REFUSED .....  | -7 |
|                     |                 | DON'T KNOW .....   | -8 |

KN3INT. These next questions ask about how you get information when you need it [for (SP)].

[PRESS ENTER TO CONTINUE.]

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

|                |   |           |
|----------------|---|-----------|
| <b>KPYFIND</b> | YES .....   | 1 (KN4a)  |
|                | NO .....  | 2 (KN5a)  |
|                | NEVER CONTACTED ANYONE FOR ANY<br>INFORMATION ON ANY TOPIC..... | 3 (KN21)  |
|                | REFUSED .....   | -7 (KN5a) |
|                | DON'T KNOW .....  | -8 (KN5a) |

KN4 OMITTED IN ROUND 44.

KN4a. Where did you find the information [about what [you/(SP)] needed to pay for a particular medical service]?  
 [CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

|                 |   |           |
|-----------------|---|-----------|
| <b>KPYNFND</b>  | R DID NOT FIND INFORMATION .....                      | 96 (KN5a) |
| <b>KPYMEDOF</b> | MEDICARE AGENCY INCLUDING 1-800 HOTLINE .....         | 1         |
| <b>KPYWEB</b>   | medicare.gov INTERNET WEBSITE.....                    | 2         |
| <b>KPYMPUBS</b> | MEDICARE PUBLICATIONS .....                           | 3         |
| <b>KPYMAP</b>   | MEDICARE ADVANTAGE PLANS (HMO, PPO) .....             | 4         |
| <b>KPYSOCAL</b> | SOCIAL SECURITY OFFICE .....                          | 5         |
| <b>KPYSTMED</b> | STATE MEDICAID AGENCY .....                           | 6         |
| <b>KPYGOV</b>   | OTHER GOVERNMENT AGENCY .....                         | 7         |
| <b>KPYINSUR</b> | INSURANCE CO THAT PROCESSES SP's MSNs .....           | 8         |
| <b>KPYMGAP</b>  | MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....             | 9         |
| <b>KPYCUREM</b> | CURRENT OR FORMER EMPLOYER OR UNION .....             | 10        |
| <b>KPYFAMFD</b> | FAMILY, FRIENDS, CO-WORKERS.....                      | 11        |
| <b>KPYPHAR</b>  | PHARMACY .....  | 12        |
| <b>KPYMPROV</b> | HEALTH CARE PROVIDER (DR, HOSP, LAB) .....            | 13        |
| <b>KPYMEDIA</b> | MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE) .....          | 14        |
| <b>KPYSENR</b>  | AARP OR OTHER SENIOR ORGANIZATION.....                | 15        |
| <b>KPYCOUNS</b> | COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.)..... | 16        |
| <b>KPYINTER</b> | THE INTERNET .....                                    | 17        |
| <b>KPYOTHR</b>  | ANY OTHER PERSON OR PLACE (SPECIFY) _____             | 91        |
| <b>KPYOS</b>    | REFUSED .....   | -7        |
|                 | 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 |

KN5a. In the past year, have you tried to find information [for (SP)] about the new Medicare prescription drug coverage that began on January 1<sup>st</sup>, 2006?  
 [PROBE IF NECESSARY: Medicare prescription drug coverage is also called Medicare “Part D.”]

|                |   |          |
|----------------|---|----------|
| <b>KRXFIND</b> | YES .....   | 1 (KN5b) |
|                | NO .....  | 2 (KN6)  |
|                | NEVER CONTACTED ANYONE FOR ANY<br>INFORMATION ON ANY TOPIC..... | 3 (KN21) |
|                | REFUSED .....   | -7 (KN6) |
|                | DON'T KNOW .....  | -8 (KN6) |

KN5b. Where did you find the information [about the new Medicare prescription drug coverage]?  
 [CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

|                 |   |          |
|-----------------|---|----------|
| <b>KRXNFND</b>  | R DID NOT FIND INFORMATION .....                      | 96 (KN6) |
| <b>KRXMEDOF</b> | MEDICARE AGENCY INCLUDING 1-800 HOTLINE .....         | 1        |
| <b>KRXWEB</b>   | medicare.gov INTERNET WEBSITE.....                    | 2        |
| <b>KRXMPUBS</b> | MEDICARE PUBLICATIONS .....                           | 3        |
| <b>KRXMAP</b>   | MEDICARE ADVANTAGE PLANS (HMO, PPO) .....             | 4        |
| <b>KRXSOCAL</b> | SOCIAL SECURITY OFFICE .....                          | 5        |
| <b>KRXSTMED</b> | STATE MEDICAID AGENCY .....                           | 6        |
| <b>KRXGOV</b>   | OTHER GOVERNMENT AGENCY .....                         | 7        |
| <b>KRXINSUR</b> | INSURANCE CO THAT PROCESSES SP's MSNs .....           | 8        |
| <b>KRXMGAP</b>  | MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....             | 9        |
| <b>KRXCUREM</b> | CURRENT OR FORMER EMPLOYER OR UNION .....             | 10       |
| <b>KRXFAMFD</b> | FAMILY, FRIENDS, CO-WORKERS.....                      | 11       |
| <b>KRXPHAR</b>  | PHARMACY .....  | 12       |
| <b>KRXMPROV</b> | HEALTH CARE PROVIDER (DR, HOSP, LAB) .....            | 13       |
| <b>KRXMEDIA</b> | MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE) .....          | 14       |
| <b>KRXSENR</b>  | AARP OR OTHER SENIOR ORGANIZATION.....                | 15       |
| <b>KRXCOUNS</b> | COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.)..... | 16       |
| <b>KRXINTER</b> | THE INTERNET .....                                    | 17       |
| <b>KRXOTHR</b>  | ANY OTHER PERSON OR PLACE (SPECIFY) _____             | 91       |
| <b>KRXOS</b>    | REFUSED .....   | -7       |
|                 | DON'T KNOW .....                                      | -8       |

KN5c. Were your questions answered by the information that you received?

|                |                  |    |
|----------------|------------------|----|
| <b>KRXANSW</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 other than prescription drug coverage?

|                |  |          |
|----------------|--|----------|
| <b>KWBFIND</b> | YES .....  | 1 (KN7a) |
|                | NO .....   | 2 (KN9)  |
|                | NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC..... | 3 (KN21) |
|                | REFUSED .....  | -7 (KN9) |
|                | DON'T KNOW .....   | -8 (KN9) |

KN7 OMITTED IN ROUND 44.

KN7a. 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>KWBNFND</b>  | R DID NOT FIND INFORMATION .....                      | 96 (KN9) |
| <b>KWBMEDOF</b> | MEDICARE AGENCY INCLUDING 1-800 HOTLINE .....         | 1        |
| <b>KWBWEB</b>   | medicare.gov INTERNET WEBSITE.....                    | 2        |
| <b>KWBMPUBS</b> | MEDICARE PUBLICATIONS .....                           | 3        |
| <b>KWBMAP</b>   | MEDICARE ADVANTAGE PLANS (HMO, PPO) .....             | 4        |
| <b>KWBSOCAL</b> | SOCIAL SECURITY OFFICE .....                          | 5        |
| <b>KWBSTMED</b> | STATE MEDICAID AGENCY .....                           | 6        |
| <b>KWBGOV</b>   | OTHER GOVERNMENT AGENCY .....                         | 7        |
| <b>KWBINSUR</b> | INSURANCE CO THAT PROCESSES SP's MSNs .....           | 8        |
| <b>KWBMGAP</b>  | MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....             | 9        |
| <b>KWBCUREM</b> | CURRENT OR FORMER EMPLOYER OR UNION .....             | 10       |
| <b>KWBFAMFD</b> | FAMILY, FRIENDS, CO-WORKERS.....                      | 11       |
| <b>KWBPHAR</b>  | PHARMACY .....  | 12       |
| <b>KWBMPROV</b> | HEALTH CARE PROVIDER (DR, HOSP, LAB) .....            | 13       |
| <b>KWBMEDIA</b> | MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE) .....          | 14       |
| <b>KWBSENOR</b> | AARP OR OTHER SENIOR ORGANIZATION.....                | 15       |
| <b>KWBCOUNS</b> | COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.)..... | 16       |
| <b>KWBINTER</b> | THE INTERNET .....                                    | 17       |
| <b>KWBOTHR</b>  | ANY OTHER PERSON OR PLACE (SPECIFY) _____             | 91       |
| <b>KWBOS</b>    | REFUSED .....   | -7       |
|                 | 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 (KN10a)  |
|                | NO .....   | 2 (KN12a)  |
|                | NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC..... | 3 (KN21)   |
|                | REFUSED.....   | -7 (KN12a) |
|                | DON'T KNOW .....   | -8 (KN12a) |

KN10 OMITTED IN ROUND 44.

KN10a. 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>KVRNFND</b>  | R DID NOT FIND INFORMATION .....                      | 96 (KN12a) |
| <b>KVRMEDOF</b> | MEDICARE AGENCY INCLUDING 1-800 HOTLINE .....         | 1          |
| <b>KVRWEB</b>   | medicare.gov INTERNET WEBSITE.....                    | 2          |
| <b>KVRMPUBS</b> | MEDICARE PUBLICATIONS .....                           | 3          |
| <b>KVRMAP</b>   | MEDICARE ADVANTAGE PLANS (HMO, PPO) .....             | 4          |
| <b>KVRSOCAL</b> | SOCIAL SECURITY OFFICE.....                           | 5          |
| <b>KVRSTMED</b> | STATE MEDICAID AGENCY .....                           | 6          |
| <b>KVRGOV</b>   | OTHER GOVERNMENT AGENCY .....                         | 7          |
| <b>KVRINSUR</b> | INSURANCE CO THAT PROCESSES SP's MSNs .....           | 8          |
| <b>KVRMGAP</b>  | MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....             | 9          |
| <b>KVRCUREM</b> | CURRENT OR FORMER EMPLOYER OR UNION .....             | 10         |
| <b>KVRFAMFD</b> | FAMILY, FRIENDS, CO-WORKERS.....                      | 11         |
| <b>KVRPHAR</b>  | PHARMACY .....  | 12         |
| <b>KVRMPROV</b> | HEALTH CARE PROVIDER (DR, HOSP, LAB) .....            | 13         |
| <b>KVRMEDIA</b> | MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE) .....          | 14         |
| <b>KVRSENR</b>  | AARP OR OTHER SENIOR ORGANIZATION.....                | 15         |
| <b>KVRCOUNS</b> | COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.)..... | 16         |
| <b>KVRINTER</b> | THE INTERNET .....                                    | 17         |
| <b>KVROTHR</b>  | ANY OTHER PERSON OR PLACE (SPECIFY)_____              | 91         |
| <b>KVROS</b>    | REFUSED .....   | -7         |
|                 | DON'T KNOW .....                                      | -8         |

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 OMITTED IN ROUND 44.

KN12a. In the past year, have you tried to find out about the availability and benefits of Medicare Advantage plans, such as HMOs or PPOs?  
 [PROBE: HMOs and PPOs are considered “managed care.”]

- KVLFIND** YES ..... 1 (KN13a)
- NO ..... 2 **BOX KN2**
- NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC..... 3 (KN21)
- REFUSED ..... -7 **BOX KN2**
- DON'T KNOW ..... -8 **BOX KN2**

KN13 OMITTED IN ROUND 44.

KN13a. Where did you find the information [about the availability and benefits of Medicare Advantage plans, such as HMOs and PPOs]?  
 [CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

- KVLNFND** R DID NOT FIND INFORMATION ..... 96 **BOX KN2**
- KVLMEDOF** MEDICARE AGENCY INCLUDING 1-800 HOTLINE ..... 1
- KVLWEB** medicare.gov INTERNET WEBSITE..... 2
- KVLM PUBS** MEDICARE PUBLICATIONS ..... 3
- KVLMAP** MEDICARE ADVANTAGE PLANS (HMO, PPO) ..... 4
- KVLSOCAL** SOCIAL SECURITY OFFICE ..... 5
- KVLSTMED** STATE MEDICAID AGENCY ..... 6
- KVLGOV** OTHER GOVERNMENT AGENCY ..... 7
- KVLINSUR** INSURANCE CO THAT PROCESSES SP's MSNs ..... 8
- KVLMGAP** MEDIGAP, SUPPLEMENTAL, PDP INSURANCE ..... 9
- KVLCUREM** CURRENT OR FORMER EMPLOYER OR UNION ..... 10
- KVLFAMFD** FAMILY, FRIENDS, CO-WORKERS..... 11
- KVLPHAR** PHARMACY ..... 12
- KVLMPROV** HEALTH CARE PROVIDER (DR, HOSP, LAB) ..... 13
- KVLMEDIA** MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE) ..... 14
- KVLSENR** AARP OR OTHER SENIOR ORGANIZATION..... 15
- KVLCOUNS** COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.)..... 16
- KVLINTER** THE INTERNET ..... 17
- KVLOTHR** ANY OTHER PERSON OR PLACE (SPECIFY) \_\_\_\_\_ 91
- KVLOS** REFUSED ..... -7
- DON'T KNOW ..... -8

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

- KVLANSW** YES ..... 1
- NO ..... 2
- SOME..... 3
- REFUSED ..... -7
- DON'T KNOW ..... -8

|            |   |
|------------|---|
| BOX<br>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> . |
|------------|---|

KN15. In the past year, have you tried to find information about what (your/SP's) Medigap or supplemental insurance policy covers?  
[PROBE IF NECESSARY: That is, information about what (your/SP's) (READ PLAN NAMES BELOW) policy covers?]

- KGPFIND** YES ..... 1 (KN16a)
- NO ..... 2 **BOX KN3**
- NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC..... 3 (KN21)
- REFUSED ..... -7 **BOX KN3**
- DON'T KNOW ..... -8 **BOX KN3**

KN16 OMITTED IN ROUND 44.

KN16a. 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.]

- KGPNFND** R DID NOT FIND INFORMATION ..... 96 **BOX KN3**
- KGPMEDOF** MEDICARE AGENCY INCLUDING 1-800 HOTLINE ..... 1
- KGPWEB** medicare.gov INTERNET WEBSITE..... 2
- KGPM PUBS** MEDICARE PUBLICATIONS ..... 3
- KGPMAP** MEDICARE ADVANTAGE PLANS (HMO, PPO) ..... 4
- KGPSOCAL** SOCIAL SECURITY OFFICE ..... 5
- KGPSTMED** STATE MEDICAID AGENCY ..... 6
- KGPGOV** OTHER GOVERNMENT AGENCY ..... 7
- KGPINSUR** INSURANCE CO THAT PROCESSES SP's MSNs ..... 8
- KGPMGAP** MEDIGAP, SUPPLEMENTAL, PDP INSURANCE ..... 9
- KGPCUREM** CURRENT OR FORMER EMPLOYER OR UNION ..... 10
- KGPFAMFD** FAMILY, FRIENDS, CO-WORKERS..... 11
- KGPPHAR** PHARMACY ..... 12
- KGPMPROV** HEALTH CARE PROVIDER (DR, HOSP, LAB) ..... 13
- KGPMEDIA** MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE) ..... 14
- KGPSENR** AARP OR OTHER SENIOR ORGANIZATION..... 15
- KGPCOUNS** COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.)..... 16
- KGPINTER** THE INTERNET ..... 17
- KGPOTHR** ANY OTHER PERSON OR PLACE (SPECIFY) \_\_\_\_\_ 91
- KGPOS** REFUSED ..... -7
- DON'T KNOW ..... -8

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

- KGPANSW** YES ..... 1
- NO ..... 2
- SOME..... 3
- REFUSED ..... -7
- DON'T KNOW ..... -8

|            |   |
|------------|---|
| BOX<br>KN3 | IF ANY MEDICAID COVERAGE DURING THIS OR PAST TWO ROUNDS DURING SURVEY REFERENCE PERIOD, GO TO KN18. OTHERWISE, GO TO KN24a. |
|------------|---|

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 (KN19a)  |
|                | NO .....   | 2 (KN24a)  |
|                | NEVER CONTACTED ANYONE FOR ANY INFORMATION ON ANY TOPIC..... | 3 (KN21)   |
|                | REFUSED .....  | -7 (KN24a) |
|                | DON'T KNOW .....   | -8 (KN24a) |

KN19 OMITTED IN ROUND 44.

KN19a. Where did you find the information [about your Medicaid plan]?  
 [CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

|                 |   |            |
|-----------------|---|------------|
| <b>KCDNFND</b>  | R DID NOT FIND INFORMATION .....                      | 96 (KN24a) |
| <b>KCDMEDOF</b> | MEDICARE AGENCY INCLUDING 1-800 HOTLINE .....         | 1          |
| <b>KCDWEB</b>   | medicare.gov INTERNET WEBSITE.....                    | 2          |
| <b>KCDMPUBS</b> | MEDICARE PUBLICATIONS .....                           | 3          |
| <b>KCDMAP</b>   | MEDICARE ADVANTAGE PLANS (HMO, PPO) .....             | 4          |
| <b>KCDSOCAL</b> | SOCIAL SECURITY OFFICE.....                           | 5          |
| <b>KCDSTMED</b> | STATE MEDICAID AGENCY.....                            | 6          |
| <b>KCDGOV</b>   | OTHER GOVERNMENT AGENCY.....                          | 7          |
| <b>KCDINSUR</b> | INSURANCE CO THAT PROCESSES SP's MSNs .....           | 8          |
| <b>KCDMGAP</b>  | MEDIGAP, SUPPLEMENTAL, PDP INSURANCE.....             | 9          |
| <b>KCDCUREM</b> | CURRENT OR FORMER EMPLOYER OR UNION .....             | 10         |
| <b>KCDFAMFD</b> | FAMILY, FRIENDS, CO-WORKERS.....                      | 11         |
| <b>KCDPHAR</b>  | PHARMACY .....  | 12         |
| <b>KCDMPROV</b> | HEALTH CARE PROVIDER (DR, HOSP, LAB) .....            | 13         |
| <b>KCDMEDIA</b> | MEDIA (TV, RADIO, NEWSPAPER, MAGAZINE) .....          | 14         |
| <b>KCDSENR</b>  | AARP OR OTHER SENIOR ORGANIZATION.....                | 15         |
| <b>KCDCOUNS</b> | COUNSELOR (SR CENTER, SEMINAR, ASSISTANCE PRGM.)..... | 16         |
| <b>KCDINTER</b> | THE INTERNET .....                                    | 17         |
| <b>KCDOTHR</b>  | ANY OTHER PERSON OR PLACE (SPECIFY)_____              | 91         |
| <b>KCDOS</b>    | REFUSED .....   | -7         |
|                 | DON'T KNOW .....                                      | -8         |

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

|                |                  |            |
|----------------|------------------|------------|
| <b>KCDANSW</b> | YES .....        | 1 (KN24a)  |
|                | NO .....         | 2 (KN24a)  |
|                | SOME.....        | 3 (KN24a)  |
|                | REFUSED .....    | -7 (KN24a) |
|                | DON'T KNOW ..... | -8 (KN24a) |

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 OMITTED IN ROUND 44.

KN23 OMITTED IN ROUND 44.

KN24 OMITTED IN ROUND 44.

KN24a. 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<br>CARD<br>KN4 | <b>TOPICKN1</b>                                | DOESN'T WANT/NEED ANY OF THIS INFORMATION.....         | 96 |
|                     | <b>TOPICKN2</b>                                | HOW MUCH [YOU/SP] WOULD HAVE TO PAY FOR                |    |
|                     | <b>TOPICKN3</b>                                | MEDICAL SERVICES .....                                 | 1  |
|                     |  | INFORMATION ABOUT MEDICARE PRESCRIPTION                |    |
|                     |  | DRUG COVERAGE.....                                     | 2  |
|                     |  | MEDICARE'S <u>NEW</u> BENEFITS OR <u>CHANGES</u> ..... | 3  |
|                     |  | WHAT SERVICES MEDICARE DOES OR DOESN'T                 |    |
|                     |  | COVER.....   | 4  |
|                     |  | THE BENEFITS OF MEDICARE ADVANTAGE PLANS .....         | 5  |
|                     |  | MEDIGAP OR SUPPLEMENTAL INSURANCE .....                | 6  |
|                     |  | MEDICAID .....   | 7  |
|                     |  | CHOOSING OR FINDING A DOCTOR OR OTHER                  |    |
|                     |  | HEALTH CARE PROVIDER.....                              | 8  |
|                     |  | STAYING HEALTHY .....                                  | 9  |
|                     | QUALITY OF CARE FROM HEALTH CARE PROVIDERS.... | 10   |    |
|                     | CHOOSING A NURSING HOME .....                  | 11   |    |
|                     | 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<br>CARD<br>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<br>CARD<br>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 2006, which gives an overview of the Medicare program?

|                     |
|---------------------|
| SHOW<br>CARD<br>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<br>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<br>CARD<br>KN1 |
|---------------------|

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

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

There are pages toward the end of the book that list the Medicare Advantage 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. When available, quality measures, or ratings, are also listed in the chart. Have you ever looked at any of the information in the Medicare Advantage plan information chart?

|                     |
|---------------------|
| SHOW<br>CARD<br>KN7 |
|---------------------|

- KBOKLOOK**
- YES ..... 1 (KN29b)
  - NO ..... 2 (KN29e)
  - REFUSED ..... -7 (KN29e)
  - DON'T KNOW ..... -8 (KN29e)

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

|                     |
|---------------------|
| SHOW<br>CARD<br>KN1 |
|---------------------|

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

**BOX KN4A OMITTED IN ROUND 44.**

KN29c OMITTED IN ROUND 44.

KN29d OMITTED IN ROUND 44.

KN29e. The last section in the book provides the names of Medicare Prescription Drug Plans available in your state. Those charts, like the one on this card, contain plan descriptions and costs listed by company name. Have you ever looked at any of the information in the Medicare Prescription Drug Plans chart?

|                     |
|---------------------|
| SHOW<br>CARD<br>KN8 |
|---------------------|

- KBOKCHRT**
- YES ..... 1 (KN29f)
  - NO ..... 2 (KN30)
  - REFUSED ..... -7 (KN30)
  - DON'T KNOW ..... -8 (KN30)

KN29f. In general, how easy did you find the Medicare Prescription Drug Plan chart to understand – would you say it was very easy to understand, somewhat easy, somewhat difficult, or very difficult to understand?

|                     |
|---------------------|
| SHOW<br>CARD<br>KN1 |
|---------------------|

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

KN30. [Do you/Do you or (SP)] still have this Medicare and You 2006 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 OMITTED IN ROUND 44.

KN34 OMITTED IN ROUND 44.

KN35 OMITTED IN ROUND 44.

KN36 OMITTED IN ROUND 44.

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?]

**KNELIG**

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 OMITTED IN ROUND 44.

KN42b. Medicare Advantage plans, such as HMOs and PPOs, often cover more health services, like eye exams or hearing aids, than original Medicare.

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

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

KN43 OMITTED IN ROUND 44.

KN44 OMITTED IN ROUND 41.

KN45 OMITTED IN ROUND 44.

KN46 OMITTED IN ROUND 44.

KN47 OMITTED IN ROUND 41.

KN48 OMITTED IN ROUND 41.

KN49 OMITTED IN ROUND 44.

KN49a OMITTED IN ROUND 44.

KN49b OMITTED IN ROUND 44.

KN49c OMITTED IN ROUND 44.

KN49d OMITTED IN ROUND 44.

KN49e OMITTED IN ROUND 44.

KN49fINT. The next series of statements are about the 2006 Medicare prescription drug coverage. Again, for each one, please tell me whether you think it is true or false, or whether you aren't sure.

[PRESS ENTER TO CONTINUE.]

KN49f. Everyone with Medicare can choose to enroll in the voluntary Medicare prescription drug coverage regardless of their income or health.

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

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

KN49g. Everyone in Medicare has at least two Medicare prescription drug plans to choose from.

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

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

KN49h. Medicare prescription drug plans can change the costs of prescription drugs only once per year.

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

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

KN49i. If you join a Medicare prescription drug plan, you must go to pharmacies that are part of the plan.

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

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

KN49j. Medicare prescription drug plans can change the list of prescription drugs that they cover at any time during the year.  
 [PROBE: Do you think this is true or false, or are you not sure?]

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

KN49k. Most people with Medicare must choose a Medicare prescription drug plan by May 15, 2006, or pay a penalty if they choose to join later.  
 [PROBE: Do you think this is true or false, or are you not sure?]

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

KN49l. If you have limited income and resources, you may get extra help to cover prescription drugs for little or no cost to you.  
 [PROBE: Do you think this is true or false, or are you not sure?]

|                 |                |    |
|-----------------|----------------|----|
| <b>KNLIMINC</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<br>KN6 | IF ANY PREVIOUS ROUND KN52 = 1, GO TO <b>BOX KN8</b> . OTHERWISE, GO TO KN52. |
|------------|---|

KN52. (Have you/Has SP) ever used the Internet or another on-line service from home, the library, or anywhere else?

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

|            |   |
|------------|---|
| BOX<br>KN7 | IF ANY PREVIOUS ROUND KN53 = 1, GO TO <b>BOX KN8</b> . OTHERWISE, GO TO KN53. |
|------------|---|

KN53. (Have you/Has SP) ever visited or ever accessed the official website for Medicare information – www.medicare.gov?

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

|            |   |
|------------|---|
| BOX<br>KN8 | IF PROXY INTERVIEW, GO TO <b>BOX KN9</b> . OTHERWISE, GO TO KN54. |
|------------|---|

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>KCHIHHELP</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<br>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<br>KN10 | IF KN57 = 1 IN ANY PREVIOUS ROUND, GO TO KN58. OTHERWISE, GO TO KN57. |
|-------------|---|

KN57. Have you ever called 1-800-MEDICARE to get information about Medicare?

|                 |                  |    |
|-----------------|------------------|----|
| <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, 2006)" 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.

