

October 31, 2013

Military

Health Care Survey:

Adult Questionnaire

November 2013

Privacy Advisory

Providing information in this Survey is voluntary. There is no penalty nor will your benefits be affected if you choose not to respond, although maximum participation is encouraged so that the data will be complete and representative.

The Survey was written so that answers should not require you to provide any personally identifiable information (PII), but please be assured that any PII provided will be treated as confidential. Your responses are collected via a secure system which does not collect any information that could be used to determine your identity.

Answering the questions is voluntary; you may stop the Survey at any time.

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

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

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

Routine Uses: None.

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

SURVEY INSTRUCTIONS

Thank you for taking the time to participate in this online survey.

Please note, if the survey is idle for more than 5 minutes, you will be logged out automatically to protect your privacy. If that happens, simply wait 15 minutes and log back in. Please keep your password because you may need it later.

During the survey, please do not use your browser's FORWARD and BACK buttons. Instead, please always use the buttons below to move backward and forward through the survey.

To begin, just click on the "Next" button below. This will take you right into the survey.

SURVEY STARTS HERE

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

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

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

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

Variable name: H14001

Editing notes: none

Response	Directions	Value	Percent
Yes	Go to Question 2	1	100.0%
No	Please give this questionnaire to the person addressed on the cover letter.	2	0.0%

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

MARK ALL THAT APPLY

Variable names: H14002A-H14002V

Editing notes: none

Military Health Plans

Response	Variable Name	Percent Marked
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)	H14002A	46.7%
TRICARE Extra or Standard (CHAMPUS)	H14002C	12.8%
TRICARE Plus	H14002N	0.6%
TRICARE for Life	H14002O	28.6%
TRICARE Supplemental Insurance	H14002P	0.8%
TRICARE Reserve Select	H14002Q	2.7%
TRICARE Retired Reserve	H14002S	1.8%
TRICARE Young Adult Prime	H14002T	0.3%
TRICARE Young Adult Extra or Standard	H14002V	0.5%
Uniformed Services Family Health Plan (USFHP)	H14002K	1.5%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)	H14002U	0.0%

Other Health Plans

Response	Variable Name	Percent Marked
Medicare	H14002F	27.8%
Federal Employees Health Benefit Program (FEHBP)	H14002G	2.8%
Medicaid	H14002H	0.7%
A civilian HMO (such as Kaiser)	H14002I	1.4%
Other civilian health insurance (such as Blue Cross)	H14002J	7.9%
The Veterans Administration (VA)	H14002M	6.1%
Government health insurance from a country other than the US	H14002R	0.1%
Not sure	H14002L	2.6%

Question 3: Which health plan did you use for all or most of your healthcare in the last 12 months?**MARK ONLY ONE****Variable name:** H14003**Editing notes:** See Note 1_Q1

Response	Directions	Value	Percent
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)		1	45.5%
TRICARE Extra or Standard (CHAMPUS)		3	8.3%
TRICARE Plus		11	0.5%
TRICARE Reserve Select		12	2.2%
TRICARE Retired Reserve		14	0.7%
TRICARE Young Adult Prime		15	0.2%
TRICARE Young Adult Extra or Standard		17	0.3%
Uniformed Services Family Health Plan (USFHP)		9	1.4%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)		16	0.0%
Medicare (may include TRICARE for Life)		4	25.2%
Federal Employees Health Benefit Program (FEHBP)		5	1.7%
Medicaid		6	0.2%
A civilian HMO (such as Kaiser)		7	1.2%
Other civilian health insurance (such as Blue Cross)		8	5.9%
The Veterans Administrations (VA)		10	3.2%
Government health insurance from a country other than the US		13	0.1%
Not sure	Go to Question 11	-5	3.3%
Did not use any health plan in the last 12 months	Go to Question 11	-6	

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

Question 4: How many months or years in a row have you been in this health plan?**Variable name:** H14004**Editing notes:** See Note1_Q1

Response	Directions	Value	Percent
Less than 6 months	Go to Question 5	1	1.8%
6 up to 12 months	Go to Question 5	2	5.4%
12 up to 24 months	Go to Question 5	3	8.7%
2 up to 5 years	Go to Question 11	4	19.1%
5 up to 10 years	Go to Question 11	5	20.7%
10 or more years	Go to Question 11	6	44.2%

PREVIOUS HEALTH PLAN

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

Question 5: Which health plan did you use for all or most of your healthcare BEFORE [PLAN FROM QUESTION 3]?

MARK ONLY ONE

Variable name: S14AA01

Editing notes: See Notes 1_Q1 and 1_AA1

Response	Directions	Value	Percent
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)	Go to Question 6	1	25.3%
TRICARE Extra or Standard (CHAMPUS)	Go to Question 7	3	9.0%
TRICARE Plus	Go to Question 7	11	0.2%
TRICARE Reserve Select	Go to Question 7	12	1.5%
TRICARE Retired Reserve	Go to Question 7	14	0.8%
TRICARE Young Adult Prime	Go to Question 6	15	0.0%
TRICARE Young Adult Extra or Standard	Go to Question 7	17	0.1%
Uniformed Services Family Health Plan (USFHP)	Go to Question 6	9	0.5%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)	Go to Question 7	16	0.2%
Medicare (may include TRICARE for Life)	Go to Question 7	4	2.2%
Federal Employees Health Benefit Program (FEHBP)	Go to Question 7	5	3.9%
Medicaid	Go to Question 7	6	2.5%
A civilian HMO (such as Kaiser)	Go to Question 7	7	5.4%
Other civilian health insurance (such as Blue Cross)	Go to Question 7	8	34.5%
The Veterans Administrations (VA)	Go to Question 7	10	0.9%
Government health insurance from a country other than the US	Go to Question 7	13	1.1%
Not sure	Go to Question 11	-5	11.7%
Did not use any health plan in the last 12 months	Go to Question 11	-6	

Question 6: When you used TRICARE Prime, where did you go most often for your health care? Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

MARK ONLY ONE ANSWER.

Variable name: S14AA06

Editing notes: See Notes 1_Q1 and 1_AA1

Response	Value	Percent
A military facility – This includes: Military clinic Military hospital PRIMUS clinic NAVCARE clinic	1	63.6%
A civilian facility – This includes: Doctor’s office Clinic Hospital Civilian TRICARE contractor	2	36.1%
Uniformed Services Family Health Plan facility (USFHP)	3	0.3%

Question 7: Which of the following are reasons you switched from [PLAN FROM QUESTION 5] to [PLAN FROM QUESTION 3]?

MARK ALL THAT APPLY

Variable names: S14AA02A-S14AA02W

Editing notes: See Notes 1_Q1 and 1_AA1

Response	Variable Name	Percent Marked
I lost my job	S14AA02A	2.9%
My husband/wife/parent lost his/her job	S14AA02B	1.0%
I changed jobs	S14AA02C	11.2%
My husband/wife/parent changed jobs	S14AA02D	3.7%
I retired from a job that provided coverage	S14AA02E	9.2%
My husband/wife/parent retired from a job that provided coverage	S14AA02F	1.3%
Moved to a new area	S14AA02G	7.4%
I am in the Select Reserves and became active	S14AA02H	4.0%
My husband/wife/parent is in the Select Reserves and became active	S14AA02I	3.0%
I am a National Guard or Reserve Member separating from active duty (deactivated)	S14AA02J	3.8%
My husband/wife/parent is a National Guard or Reserve Member separating from active duty (deactivated)	S14AA02K	2.0%
Employer changed plans	S14AA02L	2.2%
Employer stopped providing health coverage	S14AA02V	0.4%
My doctor or other health care provider left the plan	S14AA02M	0.5%
I did not like the referral requirements	S14AA02N	1.5%
I could not get appointments as soon as I wanted	S14AA02O	0.7%
I was dissatisfied with the plan's customer service	S14AA02P	0.6%
Preferred new health plan, because of lower cost, better benefits or some other reason	S14AA02Q	6.3%
It was difficult to find parking at the clinic or doctor's office	S14AA02R	0.4%
I had to travel too far to get needed care	S14AA02S	1.0%
Married, divorced, or widowed	S14AA02T	13.0%
Became eligible for Medicare	S14AA02U	18.9%
Other	S14AA02W	20.0%

Question 8: Which of these reasons is the MAIN reason you switched from [PLAN FROM QUESTION 5] to [PLAN FROM QUESTION 3]?

MARK ONE

Variable name: S14AA03

Editing notes: See Notes 1_Q1 and 1_AA1

Response	Value	Percent
I lost my job	1	2.3%
My husband/wife/parent lost his/her job	2	0.9%
I changed jobs	3	10.2%
My husband/wife/parent changed jobs	4	3.0%
I retired from a job that provided coverage	5	8.6%
My husband/wife/parent retired from a job that provided coverage	6	1.3%
Moved to a new area	7	4.2%
I am in the Select Reserves and became active	8	3.7%
My husband/wife/parent is in the Select Reserves and became active	9	3.0%
I am a National Guard or Reserve Member separating from active duty (deactivated)	10	3.6%
My husband/wife/parent is a National Guard or Reserve Member separating from active duty (deactivated)	11	1.2%
Employer changed plans	12	2.1%
Employer stopped providing health coverage	22	0.4%
My doctor or other health care provider I see left the plan	13	0.3%
I did not like the referral requirements	14	0.7%
I could not get appointments as soon as I wanted	15	0.3%
I was dissatisfied with the plan's customer service	16	0.2%
Preferred new health plan, because of lower cost, better benefits or some other reason	17	5.4%
It was difficult to find parking at the clinic or doctor's office	18	0.1%
I had to travel too far to get needed care	19	0.0%
Married, divorced, or widowed	20	11.9%
Became eligible for Medicare	21	17.5%
Other	23	19.2%

Question 9: Below is a list of problems some people experience with their health insurance plan. Please mark if you experienced any of these problems with [PLAN FROM QUESTION 5], even if it was not a reason you switched health plans.

Variable names: S14AA04A-S14AA04E

Editing notes: See Notes 1_Q1 and 1_AA1

Response	Variable Name	Value Yes	Value No	Value Not Applicable	Percent Yes	Percent No
I had expensive medical bills for services not covered by my insurance	S14AA04A	1	2	-6	12.0%	88.0%
My doctor charged me more than my insurance would pay and I had to pay the difference	S14AA04B	1	2	-6	15.0%	85.0%
A doctor's office told me they do not accept my insurance	S14AA04C	1	2	-6	13.3%	86.7%
I had to contact my insurance company because they did not pay a bill promptly or denied payment	S14AA04D	1	2	-6	11.7%	88.3%
My plan did not include the specialist I needed	S14AA04E	1	2	-6	7.9%	92.1%

Question 10: When you switched to your CURRENT health plan, did you need to change doctors?

Variable name: S14AA05

Editing notes: See Notes 1_Q1 and 1_AA1

Response	Value	Percent
Yes, changed all doctors	1	42.0%
Yes, changed some doctors	3	42.8%
No	2	10.7%
Don't know	-5	4.4%

YOUR HEALTH CARE IN THE LAST 12 MONTHS

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

Question 11: In the last 12 months, where did you go most often for your health care?

MARK ONLY ONE ANSWER

Variable name: H14005

Editing notes: none

Response	Value	Percent
A military facility – This includes: Military clinic Military hospital PRIMUS clinic NAVCARE clinic	1	34.6%
A civilian facility – This includes: Doctor’s office Clinic Hospital Civilian TRICARE contractor	2	56.6%
Uniformed Services Family Health Plan facility (USFHP)	3	0.9%
Veterans Affairs (VA) clinic or hospital	4	4.5%
I went to none of the listed types of facilities in the last 12 months	5	3.4%

Question 12: In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor’s office?

Variable name: H14006

Editing notes: See Note 2

Response	Directions	Value	Percent
Yes		1	40.0%
No	Go to Question 15	2	60.0%

Question 13: In the last 12 months, when you needed care right away, how often did you get care as soon as you needed?

Variable name: H14007

Editing notes: See Note 2

Response	Value	Percent
Never	1	2.3%
Sometimes	2	8.0%
Usually	3	18.7%
Always	4	71.0%
I didn’t need care right away for an illness, injury or condition in the last 12 months	-6	

Question 14: In the last 12 months, when you needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider?

Variable name: H14008

Editing notes: See Note 2

Response	Value	Percent
Same day	1	66.7%
1 day	2	12.5%
2 days	3	5.7%
3 days	4	3.9%
4-7 days	5	5.5%
8-14 days	6	3.1%
15 days or longer	7	2.7%
I didn't need care right away for an illness, injury or condition in the last 12 months	-6	

Question 15: In the last 12 months, not counting the times you needed health care right away, did you make any appointments for your health care at a doctor's office or clinic?

Variable name: H14009

Editing notes: See Note 3

Response	Directions	Value	Percent
Yes		1	87.7%
No	Go to Question 18	2	12.3%

Question 16: In the last 12 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Variable name: H14010

Editing notes: See Note 3

Response	Value	Percent
Never	1	2.6%
Sometimes	2	15.3%
Usually	3	27.4%
Always	4	54.7%
I had no appointments in the last 12 months	-6	

Question 17: In the last 12 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider?

Variable name: H14011

Editing notes: See Note 3

Response	Value	Percent
Same day	1	9.9%
1 day	2	10.7%
2-3 days	3	24.4%
4-7 days	4	23.5%
8-14 days	5	16.9%
15-30 days	6	9.8%
31 days or longer	7	4.8%
I had no appointments in the last 12 months	-6	

Question 18: In the last 12 months, how many times did you go to an emergency room to get care for yourself?

Variable name: H14012

Editing notes: none

Response	Value	Percent
None	1	74.4%
1	2	17.1%
2	3	5.7%
3	4	1.6%
4	5	0.5%
5 to 9	6	0.5%
10 or more	7	0.1%

Question 19: In the last 12 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get health care for yourself?

Variable name: H14013

Editing notes: See Note 4

Response	Directions	Value	Percent
None	Go to Question 25	1	9.0%
1		2	11.1%
2		3	16.4%
3		4	16.4%
4		5	14.3%
5 to 9		6	22.1%
10 or more		7	10.6%

Question 20: In the last 12 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

Variable name: H14014

Editing notes: See Note 4

Response	Value	Percent
Never	1	11.4%
Sometimes	2	27.2%
Usually	3	31.0%
Always	4	30.4%

Question 21: Choices for your treatment or health care can include choices about medicine, surgery, or other treatment. In the last 12 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

Variable name: H14015

Editing notes: See Notes 4 and 5

Response	Directions	Value	Percent
Yes		1	61.4%
No	Go to Question 24	2	38.6%

Question 22: In the last 12 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

Variable name: H14016

Editing notes: See Notes 4 and 5

Response	Value	Percent
Definitely yes	1	66.4%
Somewhat yes	2	29.0%
Somewhat no	3	3.3%
Definitely no	4	1.3%

Question 23: In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?

Variable name: H14017

Editing notes: See Notes 4 and 5

Response	Value	Percent
Definitely yes	1	57.7%
Somewhat yes	2	31.4%
Somewhat no	3	7.9%
Definitely no	4	3.0%

Question 24: Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 12 months?

Variable name: H14018

Editing notes: See Note 4

Response	Value	Percent
0 – Worst health care possible	0	0.4%
1	1	0.3%
2	2	0.7%
3	3	1.1%
4	4	1.6%
5	5	5.3%
6	6	4.4%
7	7	11.2%
8	8	20.9%
9	9	22.4%
10 – Best health care possible	10	31.6%
I had no visits in the last 12 months	-6	

YOUR PERSONAL DOCTOR

Question 25: A personal doctor is the one you would see if you need a checkup, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

Variable name: H14019

Editing notes: See Note 6

Response	Directions	Value	Percent
Yes		1	80.1%
No	Go to Question 35	2	19.9%

Question 26: In the last 12 months, how many times did you visit your personal doctor to get care for yourself?

Variable name: H14020

Editing notes: See Notes 6 and 7

Response	Directions	Value	Percent
None	Go to Question 33	0	8.3%
1		1	16.1%
2		2	24.6%
3		3	18.3%
4		4	14.3%
5 to 9		5	15.0%
10 or more		6	3.5%

Question 27: In the last 12 months, how often did your personal doctor listen carefully to you?

Variable name: H14021

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	1.1%
Sometimes	2	5.0%
Usually	3	16.6%
Always	4	77.4%
I had no visits in the last 12 months	-6	

Question 28: In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?

Variable name: H14022

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	0.5%
Sometimes	2	3.6%
Usually	3	16.4%
Always	4	79.5%
I had no visits in the last 12 months	-6	

Question 29: In the last 12 months, how often did your personal doctor show respect for what you had to say?

Variable name: H14023

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	1.0%
Sometimes	2	4.5%
Usually	3	12.8%
Always	4	81.7%
I had no visits in the last 12 months	-6	

Question 30: In the last 12 months, how often did your personal doctor spend enough time with you?

Variable name: H14024

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	1.7%
Sometimes	2	6.1%
Usually	3	24.4%
Always	4	67.8%
I had no visits in the last 12 months	-6	

Question 31: In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?

Variable name: H14025

Editing notes: See Notes 6, 7, and 8

Response	Directions	Value	Percent
Yes		1	74.8%
No	Go to Question 33	2	25.2%

Question 32: In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

Variable name: H14026

Editing notes: See Notes 6, 7, and 8

Response	Value	Percent
Never	1	7.0%
Sometimes	2	14.1%
Usually	3	32.0%
Always	4	46.9%

Question 33: Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate all your personal doctor?

Variable name: H14027

Editing notes: See Note 6

Response	Value	Percent
0 – Worst personal doctor possible	0	0.6%
1	1	0.3%
2	2	0.7%
3	3	0.8%
4	4	1.5%
5	5	4.0%
6	6	2.5%
7	7	7.4%
8	8	16.1%
9	9	25.2%
10 – Best personal doctor possible	10	40.8%
I don't have a personal doctor	-6	

Question 34: Did you have the same personal doctor before you joined this health plan?

Variable name: S14009

Editing notes: See Notes 6 and 8_01

Response	Directions	Value	Percent
Yes	Go to Question 36	1	30.8%
No		2	69.2%

Question 35: Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor you are happy with?

Variable name: S14010

Editing notes: See Note 8_01

Response	Value	Percent
A big problem	1	12.0%
A small problem	2	21.1%
Not a problem	3	66.8%

GETTING HEALTH CARE FROM A SPECIALIST

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

Question 36: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 12 months, did you try to make any appointments to see a specialist?

Variable name: H14028

Editing notes: See Note 9

Response	Directions	Value	Percent
Yes		1	61.4%
No	Go to Question 40	2	38.6%

Question 37: In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?

Variable name: H14029

Editing notes: See Note 9

Response	Value	Percent
Never	1	4.5%
Sometimes	2	11.3%
Usually	3	29.4%
Always	4	54.9%
I didn't need a specialist in the last 12 months	-6	

Question 38: How many specialists have you seen in the last 12 months?

Variable name: H14030

Editing notes: See Notes 9 and 10

Response	Directions	Value	Percent
None	Go to Question 40	0	2.2%
1 specialist		1	40.7%
2		2	29.9%
3		3	16.2%
4		4	6.2%
5 or more specialists		5	4.7%

Question 39: We want to know your rating of the specialist you saw most often in the last 12 months. Using any number from 0 to 10 where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

Variable name: H14031

Editing notes: See Notes 9 and 10

Response	Value	Percent
0 – Worst specialist possible	0	0.4%
1	1	0.4%
2	2	0.7%
3	3	0.6%
4	4	1.3%
5	5	3.3%
6	6	3.3%
7	7	7.0%
8	8	17.1%
9	9	25.0%
10 – Best specialist possible	10	41.0%
I didn't see a specialist in the last 12 months	-6	

Question 40: In general, how would you rate your overall mental or emotional health?

Variable name: S14B01

Editing notes: none

Response	Value	Percent
Excellent	1	45.2%
Very good	2	30.9%
Good	3	16.9%
Fair	4	5.5%
Poor	5	1.5%

Question 41: In the last 12 months, did you need any treatment or counseling for a personal or family problem?

Variable name: S14B02

Editing notes: See Note 10_B1

Response	Directions	Value	Percent
Yes		1	10.0%
No	Go to Question 44	2	90.0%

Question 42: In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?

Variable name: S14B03

Editing notes: See Note 10_B1

Response	Value	Percent
A big problem	1	13.9%
A small problem	2	15.8%
Not a problem	3	70.3%

Question 43: Using any number from 0 to 10 where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate your treatment or counseling in the last 12 months?

Variable name: S14B04

Editing notes: See Note 10_B1

Response	Value	Percent
0 – Worst treatment or counseling possible	0	2.0%
1	1	0.4%
2	2	1.5%
3	3	2.6%
4	4	3.4%
5	5	8.6%
6	6	6.5%
7	7	12.8%
8	8	18.7%
9	9	17.0%
10 – Best treatment or counseling possible	10	26.6%
I had no treatment or counseling in the last 12 months	-6	

YOUR HEALTH PLAN

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

Question 44: In the last 12 months, did you try to get any kind of care, tests, or treatment through your health plan?

Variable name: H14032

Editing notes: See Note 11

Response	Directions	Value	Percent
Yes		1	76.8%
No	Go to Question 46	2	23.2%

Question 45: In the last 12 months, how often was it easy to get the care, tests, or treatment you needed?

Variable name: H14033

Editing notes: See Note 11

Response	Value	Percent
Never	1	2.1%
Sometimes	2	7.8%
Usually	3	26.4%
Always	4	63.7%
I didn't need care, tests, or treatment through my health plan in the last 12 months	-6	

Question 46: In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?

Variable name: H14034

Editing notes: See Note 12

Response	Directions	Value	Percent
Yes		1	32.8%
No	Go to Question 48	2	67.2%

Question 47: In the last 12 months, how often did the written material or the Internet provide the information you needed about how your plan works?

Variable name: H14035

Editing notes: See Note 12

Response	Value	Percent
Never	1	2.6%
Sometimes	2	24.5%
Usually	3	45.6%
Always	4	27.4%
I didn't look for information from my health plan in the last 12 months	-6	

Question 48: Sometimes people need services or equipment beyond what is provided in a regular or routine office visit, such as care from a specialist, physical therapy, a hearing aid, or oxygen. In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment?

Variable name: H14036

Editing notes: See Note 13

Response	Directions	Value	Percent
Yes		1	15.8%
No	Go to Question 50	2	84.2%

Question 49: In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?

Variable name: H14037

Editing notes: See Note 13

Response	Value	Percent
Never	1	12.2%
Sometimes	2	20.9%
Usually	3	30.6%
Always	4	36.3%
I didn't need a health care service or equipment from my health plan in the last 12 months	-6	

Question 50: In some health plans, the amount you pay for a prescription medicine can be different for different medicines, or can be different for prescriptions filled by mail instead of at the pharmacy. In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?

Variable name: H14038

Editing notes: See Note 14

Response	Directions	Value	Percent
Yes		1	21.4%
No	Go to Question 52	2	78.6%

Question 51: In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medications?

Variable name: H14039

Editing notes: See Note 14

Response	Value	Percent
Never	1	7.2%
Sometimes	2	18.0%
Usually	3	30.2%
Always	4	44.6%
I didn't need prescription medications from my health plan in the last 12 months	-6	

Question 52: In the last 12 months, did you try to get information or help from your health plan's customer service?

Variable name: H14040

Editing notes: See Note 15

Response	Directions	Value	Percent
Yes		1	26.4%
No	Go to Question 55	2	73.6%

Question 53: In the last 12 months, how often did your health plan's customer service give you the information or help you needed?

Variable name: H14041

Editing notes: See Note 15

Response	Value	Percent
Never	1	4.8%
Sometimes	2	17.1%
Usually	3	29.6%
Always	4	48.6%
I didn't call my health plan's customer service in the last 12 months	-6	

Question 54: In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?

Variable name: H14042

Editing notes: See Note 15

Response	Value	Percent
Never	1	1.8%
Sometimes	2	6.5%
Usually	3	19.8%
Always	4	71.9%
I didn't call my health plan's customer service in the last 12 months	-6	

Question 55: In the last 12 months, did your health plan give you any forms to fill out?

Variable name: H14043

Editing notes: See Note 16

Response	Directions	Value	Percent
Yes		1	25.4%
No	Go to Question 57	2	74.6%

Question 56: In the last 12 months, how often were the forms from your health plan easy to fill out?

Variable name: H14044

Editing notes: See Note 16

Response	Value	Percent
Never	1	4.1%
Sometimes	2	11.9%
Usually	3	43.2%
Always	4	40.9%
I didn't have any experiences with paperwork for my health plan in the last 12 months	-6	

Question 57: 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?

Variable name: H14045

Editing notes: See Note 17

Response	Directions	Value	Percent
Yes		1	48.9%
No	Go to Question 60	2	31.8%
Don't know	Go to Question 60	-5	19.3%

Question 58: In the last 12 months, how often did your health plan handle your claims quickly?

Variable name: H14046

Editing notes: See Note 17

Response	Value	Percent
Never	1	1.6%
Sometimes	2	5.6%
Usually	3	30.0%
Always	4	49.9%
Don't know	-5	12.8%
No claims were sent for me in the last 12 months	-6	

Question 59: In the last 12 months, how often did your health plan handle your claims correctly?

Variable name: H14047

Editing notes: See Note 17

Response	Value	Percent
Never	1	1.0%
Sometimes	2	4.7%
Usually	3	25.2%
Always	4	57.4%
Don't know	-5	11.8%
No claims were sent for me in the last 12 months	-6	

Question 60: Using any number from 0 to 10 where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

Variable name: H14048

Editing notes: none

Response	Value	Percent
0 – Worst health plan possible	0	0.6%
1	1	0.2%
2	2	0.4%
3	3	1.0%
4	4	1.1%
5	5	5.3%
6	6	5.1%
7	7	11.5%
8	8	20.8%
9	9	21.9%
10 – Best health plan possible	10	32.2%

PREVENTIVE CARE

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

Question 61: When did you last have a blood pressure reading?

Variable name: H14049

Editing notes: none

Response	Value	Percent
Less than 12 months ago	3	94.1%
1 to 2 years ago	2	4.3%
More than 2 years ago	1	1.6%

Question 62: Do you know if your blood pressure is too high?

Variable name: H14050

Editing notes: none

Response	Value	Percent
Yes, it is too high	1	17.3%
No, it is not too high	2	78.2%
Don't know	3	4.5%

Question 63: When did you last have a flu shot?

Variable name: H14051

Editing notes: none

Response	Value	Percent
Less than 12 months ago	4	71.6%
1 – 2 years ago	3	10.2%
More than 2 years ago	2	10.3%
Never had a flu shot	1	7.8%

Question 64: Have you ever smoked at least 100 cigarettes in your entire life?

Variable name: H14052

Editing notes: none

Response	Value	Percent
Yes	1	39.4%
No	2	59.0%
Don't know	-5	1.6%

Question 65: Do you now smoke cigarettes or use tobacco every day, some days or not at all?

Variable name: H14053

Editing notes: See Note 18

Response	Directions	Value	Percent
Every day	Go to Question 66	4	7.8%
Some days	Go to Question 66	3	6.2%
Not at all	Go to Question 70	2	85.7%
Don't know	Go to Question 70	1	0.0%

Question 66: In the last 12 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

Variable name: H14054

Editing notes: See Note 18

Response	Value	Percent
Never	1	18.9%
Sometimes	2	19.4%
Usually	3	24.0%
Always	4	37.6%

Question 67: In the last 12 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

Variable name: H14055

Editing notes: See Note 18

Response	Value	Percent
Never	1	47.5%
Sometimes	2	24.5%
Usually	3	16.3%
Always	4	11.6%

Question 68: In the last 12 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

Variable name: H14056

Editing notes: See Note 18

Response	Value	Percent
Never	1	45.3%
Sometimes	2	28.2%
Usually	3	15.0%
Always	4	11.4%

Question 69: On the days you smoke or use tobacco products, what type of product do you smoke or use?

MARK ALL THAT APPLY

Variable names: H14057A-H14057D

Editing notes: See Note 18

Response	Variable Name	Percent Marked
Cigarettes	H14057A	69.6%
Dip, chewing tobacco, snuff or snus	H14057B	16.7%
Cigars	H14057C	11.5%
Pipes, bidis, or kreteks (Pipes include hookahs. Bidis are small, brown, hand-rolled cigarettes from India and other Southeast Asian countries. Kreteks are clove cigarettes made in Indonesia that contain clove extract and tobacco.)	H14057D	5.8%

Question 70: Are you male or female?

Variable name: H14058

Editing notes: See Note 19A

Response	Directions	Value	Percent
Male	Go to Question 77	1	51.7%
Female		2	48.3%

Question 71: When did you last have a pap smear test?

Variable name: H14059B

Editing notes: See Notes 19A and 19B

Response	Value	Percent
Within the last 12 months	6	39.4%
1 to 2 years ago	5	26.2%
More than 2 but less than 3 years ago	4	8.1%
More than 3 but less than 5 years ago	3	6.7%
5 or more years ago	2	13.4%
Never had a pap smear test	1	6.2%

Question 72: Are you under age 40?

Variable name: H14060

Editing notes: See Notes 19A, 19B, and 20

Response	Directions	Value	Percent
Yes	Go to Question 74	1	32.9%
No		2	67.1%

Question 73: When was the last time your breasts were checked by mammography?**Variable name:** H14061**Editing notes:** See Notes 19A, 19B, and 20

Response	Value	Percent
Within the last 12 months	5	65.3%
1 to 2 years ago	4	19.9%
More than 2 but less than 5 years ago	3	5.8%
5 or more years ago	2	4.9%
Never had a mammogram	1	4.2%

Question 74: Have you been pregnant in the last 12 months or are you pregnant now?**Variable name:** H14062**Editing notes:** See Notes 19A, 19B, and 21

Response	Directions	Value	Percent
Yes, I am currently pregnant	Go to Question 75	1	3.1%
No, I am not currently pregnant, but have been pregnant in the past 12 months	Go to Question 76	2	3.3%
No, I am not currently pregnant, and have not been pregnant in the past 12 months	Go to Question 77	3	93.7%

Question 75: In what trimester is your pregnancy?**Variable name:** H14063**Editing notes:** See Notes 19A, 19B, and 21

Response	Directions	Value	Percent
First trimester (up to 12 weeks after 1 st day of last period)	Go to Question 77	1	17.1%
Second trimester (13 th through 27 th week)		2	48.0%
Third trimester (28 th week until delivery)		3	34.8%

Question 76: In which trimester did you first receive prenatal care?**Variable name:** H14064**Editing notes:** See Notes 19A, 19B, and 21

Response	Value	Percent
First trimester (up to 12 weeks after 1 st day of last period)	4	91.3%
Second trimester (13 th through 27 th week)	3	5.5%
Third trimester (28 th week until delivery)	2	0.0%
Did not receive prenatal care	1	3.3%

ABOUT YOU

Question 77: In general, how would you rate your overall health?

Variable name: H14065

Editing notes: none

Response	Value	Percent
Excellent	5	19.6%
Very good	4	40.0%
Good	3	29.7%
Fair	2	9.0%
Poor	1	1.7%

Question 78: Are you limited in any way in any activities because of any impairment or health problem?

Variable name: H14066

Editing notes: none

Response	Value	Percent
Yes	1	34.3%
No	2	65.7%

Question 79: In the last 12 months, did you get health care 3 or more times for the same condition or problem?

Variable name: H14067

Editing notes: See Note 22

Response	Directions	Value	Percent
Yes		1	39.1%
No	Go to Question 81	2	60.9%

Question 80: Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

Variable name: H14068

Editing notes: See Note 22

Response	Value	Percent
Yes	1	88.1%
No	2	11.9%

Question 81: Do you now need or take medicine prescribed by a doctor? Do not include birth control.

Variable name: H14069

Editing notes: See Note 23

Response	Directions	Value	Percent
Yes		1	65.0%
No	Go to Question 83	2	35.0%

Question 82: Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

Variable name: H14070

Editing notes: See Note 23

Response	Value	Percent
Yes	1	94.7%
No	2	5.3%

Question 83: Have you ever had any experience that was so frightening, horrible, or upsetting that, in the past month...

MARK "YES" OR "NO" FOR EACH

Variable name: S14B23-S14B26

Editing notes: none

Response	Value	Value	Percent	Percent
	Yes	No	Yes	No
You have had nightmares about it or thought about it when did not want to?	1	2	9.8%	90.2%
You tried hard not to think about it or went out of your way to avoid situations that reminded you of it?	1	2	10.6%	89.4%
You have been constantly on guard, watchful, or easily startled?	1	2	8.8%	91.2%
You felt numb or detached from others, activities, or your surroundings?	1	2	8.4%	91.6%

Question 84: How tall are you without your shoes on? Please give your answer in feet and inches.

Variable name: H14071F, H14071I

Editing notes: See Note 23_HT

Response	Example feet	Example inches	Percent of responses
Please give your answer in feet and inches. Please write one number in each box.	5	06	96.2%

Question 85: How much do you weigh without your shoes on? Please give your answer in pounds.

Variable name: H14072

Editing notes: See Note 23_WT

Response	Example pounds	Percent of responses
Please give your answer in pounds. Please write one number in each box.	152	95.9%

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

Variable name: SREDA

Editing notes: none

Response	Value	Percent
8 th grade or less	1	0.8%
Some high school, but did not graduate	2	1.4%
High school graduate or GED	3	19.4%
Some college or 2-year degree	4	41.1%
4-year college graduate	5	16.3%
More than 4-year college degree	6	20.9%

Question 87: Are you of Hispanic or Latino origin or descent? (Mark "NO" if not Spanish/Hispanic/Latino.)

Variable names: H14073A-H14073E, H14073

Editing notes: See Note 24

Response	Variable Name	H14073 Value	Percent Marked
No, not Spanish, Hispanic, or Latino	H14073A	1	89.4%
Yes, Mexican, Mexican American, Chicano	H14073B	2	2.9%
Yes, Puerto Rican	H14073C	3	2.6%
Yes, Cuban	H14073D	4	0.2%
Yes, other Spanish, Hispanic, or Latino	H14073E	5	3.2%

Question 88: What is your race? (Mark ONE OR MORE races to indicate what you consider yourself to be.)

Variable names: SRRACEA-SRRACEE

Editing notes: none

Response	Variable Name	Percent Marked
White	SRRACEA	81.5%
Black or African American	SRRACEB	10.3%
American Indian or Alaska Native	SRRACEC	2.5%
Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)	SRRACED	5.4%
Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian or Chamorro)	SRRACEE	0.6%

Question 89: What is your age now?**Variable name:** SRAGE**Editing notes:** none

Response	Value	Percent
18 to 24	1	12.9%
25 to 34	2	15.9%
35 to 44	3	11.7%
45 to 54	4	11.2%
55 to 64	5	19.5%
65 to 75	6	17.3%
75 or older	7	11.3%

Question 90: Are you currently covered by Medicare?**Variable name:** H14074**Editing notes:** See Note 25

Response	Directions	Value	Percent
Yes		1	31.9%
No	Go to Question 96	2	59.7%
Don't know	Go to Question 96	-5	8.4%

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

Variable name: H14075**Editing notes:** See Note 25

Response	Value	Percent
Yes, I am now covered by Medicare Part A	1	94.1%
No, I am not covered by Medicare Part A	2	5.9%

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

Variable name: H14076**Editing notes:** See Note 25

Response	Value	Percent
Yes, I am now covered by Medicare Part B	1	91.1%
No, I am not covered by Medicare Part B	2	8.9%

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

Variable name: H14077

Editing notes: See Note 25

Response	Value	Percent
Yes	1	2.6%
No	2	81.1%
Don' t know	-5	16.2%

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

Variable name: H14078

Editing notes: See Note 25

Response	Value	Percent
Yes, I am now covered by Medicare supplemental insurance	1	14.9%
No, I am not covered by Medicare supplemental insurance	2	85.1%

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

Variable name: H14079

Editing notes: See Note 25

Response	Value	Percent
Yes	1	7.8%
No	2	81.5%
Don' t know	-5	10.7%

Question 96: As you may know, the 2010 Affordable Care Act (ACA) has many parts. Some parts of the law relate to TRICARE and TRICARE beneficiaries. To the best of your knowledge, does any part of the law require...

MARK "YES" OR "NO" FOR EACH

Variable names: S14BB01-S14BB03

Editing notes: none

Response	Variable Name	Value Yes	Value No	Percent Yes	Percent No
Nearly all Americans to have health insurance by 2014 or else pay a fine	S14BB01	1	2	83.1%	16.9%
Insurance plans to offer a minimum package of health insurance benefits.	S14BB02	1	2	83.1%	16.9%
Each individual to have minimum essential health coverage	S14BB03	1	2	87.1%	12.9%

Question 97: Do you know if you are covered by minimum essential coverage?

Variable name: S14BB04

Editing notes: none

Response	Value	Percent
Yes	1	68.3%
No	2	31.7%

Question 98: Do you know where to find out more information about the ACA insurance coverage requirements?

Variable name: S14BB05

Editing notes: none

Response	Value	Percent
Yes	1	45.3%
No	2	54.7%

Question 99: Do you have any children between the ages of 21 and 26?

Variable name: S14BB06

Editing notes: See Note 25_BB1

Response	Directions	Value	Percent
Yes		1	11.5%
No	Go to Question 103	2	88.5%

Question 100: Are you aware the Department of Defense offers a premium-based health care plan called TRICARE Young Adult for adult children between the ages of 21 and 26?

Variable name: S14BB07

Editing notes: See Note 25_BB1

Response	Value	Percent
Yes	1	63.0%
No	2	37.0%

Question 101: Have you purchased TRICARE Young Adult Coverage?

Variable name: S14BB08

Editing notes: See Notes 25_BB1 and 25_BB2

Response	Directions	Value	Percent
Yes		1	11.6%
No	Go to Question 103	2	84.5%
Don't know	Go to Question 103	-5	3.9%

Question 102: What are the reason(s) you or your family member chose TRICARE Young Adult coverage over non-DoD options, in other words, commercial health insurance coverage?

MARK ONE OR MORE

Variable names: S14BB09-S14BB14

Editing notes: See Notes 25_BB1 and 25_BB2

Response	Variable Name	Value		Percent	
		Yes	No	Yes	No
Familiarity with TRICARE	S14BB09	1	2	35.3%	64.7%
Deductible amount	S14BB10	1	2	11.8%	88.2%
Cost share amounts	S14BB11	1	2	10.6%	89.4%
Premium amounts	S14BB12	1	2	14.0%	86.0%
Ease of enrollment	S14BB13	1	2	17.3%	82.7%
Did not know about non-DoD coverage options	S14BB14	1	2	3.1%	96.9%

Question 103: You told us that you use [PLAN SELECTED IN QUESTION 3]. Do you understand the relationship between [PLAN SELECTED IN QUESTION 3] and minimum essential coverage required by the ACA?

Variable name: S14BB16

Editing notes: none

Response	Value	Percent
Yes	1	33.4%
No	2	66.6%

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