

**Military Health Care Survey:
Adult Questionnaire
January 2014**

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	99.8%
No	Please give this questionnaire to the person addressed on the cover letter.	2	0.2%

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	47.1%
TRICARE Extra or Standard (CHAMPUS)	H14002C	13.3%
TRICARE Plus	H14002N	0.6%
TRICARE for Life	H14002O	28.9%
TRICARE Supplemental Insurance	H14002P	0.6%
TRICARE Reserve Select	H14002Q	2.6%
TRICARE Retired Reserve	H14002S	2.0%
TRICARE Young Adult Prime	H14002T	0.6%
TRICARE Young Adult Extra or Standard	H14002V	0.4%
Uniformed Services Family Health Plan (USFHP)	H14002K	1.2%
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	28.3%
Federal Employees Health Benefit Program (FEHBP)	H14002G	2.4%
Medicaid	H14002H	0.6%
A civilian HMO (such as Kaiser)	H14002I	1.3%
Other civilian health insurance (such as Blue Cross)	H14002J	7.8%
The Veterans Administration (VA)	H14002M	6.4%
Government health insurance from a country other than the US	H14002R	0.1%
Not sure	H14002L	1.9%

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

Response	Directions	Value	Percent
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)		1	47.4%
TRICARE Extra or Standard (CHAMPUS)		3	8.2%
TRICARE Plus		11	0.7%
TRICARE Reserve Select		12	2.2%
TRICARE Retired Reserve		14	0.9%
TRICARE Young Adult Prime		15	0.6%
TRICARE Young Adult Extra or Standard		17	0.2%
Uniformed Services Family Health Plan (USFHP)		9	1.0%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)		16	0.0%
Medicare (may include TRICARE for Life)		4	24.4%
Federal Employees Health Benefit Program (FEHBP)		5	1.4%
Medicaid		6	0.3%
A civilian HMO (such as Kaiser)		7	1.2%
Other civilian health insurance (such as Blue Cross)		8	6.0%
The Veterans Administration (VA)		10	2.8%
Government health insurance from a country other than the US		13	0.1%
Not sure	Go to Question 5	-5	2.5%
Did not use any health plan in the last 12 months	Go to Question 5	-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 Note 1

Response	Value	Percent
Less than 6 months	1	1.7%
6 up to 12 months	2	5.8%
12 up to 24 months	3	8.9%
2 up to 5 years	4	19.7%
5 up to 10 years	5	20.1%
10 or more years	6	43.8%

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 5: 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	35.0%
A civilian facility – This includes: Doctor’s office Clinic Hospital Civilian TRICARE contractor	2	56.0%
Uniformed Services Family Health Plan facility (USFHP)	3	0.9%
Veterans Affairs (VA) clinic or hospital	4	3.8%
I went to none of the listed types of facilities in the last 12 months	5	4.3%

Question 6: 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 9	2	60.0%

Question 7: 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	2.5%
Sometimes	2	11.9%
Usually	3	17.5%
Always	4	68.2%
I didn’t need care right away for an illness, injury or condition in the last 12 months	-6	

Question 8: 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	62.2%
1 day	2	13.7%
2 days	3	7.0%
3 days	4	3.9%
4-7 days	5	5.9%
8-14 days	6	3.2%
15 days or longer	7	3.9%
I didn't need care right away for an illness, injury or condition in the last 12 months	-6	

Question 9: 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_Q2

Response	Directions	Value	Percent
Yes		1	87.0%
No	Go to Question 16	2	13.0%

Question 10: 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_Q2

Response	Value	Percent
Never	1	3.1%
Sometimes	2	15.4%
Usually	3	26.1%
Always	4	55.4%
I had no appointments in the last 12 months	-6	

Question 11: 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_Q2

Response	Value	Percent
Same day	1	8.6%
1 day	2	10.2%
2-3 days	3	22.5%
4-7 days	4	23.4%
8-14 days	5	18.1%
15-30 days	6	11.6%
31 days or longer	7	5.6%
I had no appointments in the last 12 months	-6	

Question 12: In the last 12 months, not counting the times you needed health care right away, did you try to make an appointment with a health care provider at a military treatment facility (MTF)?

MARK ALL THAT APPLY

Variable names: S14BC01A-S14BC01D

Editing notes: See Notes 3_Q2 and 3_BC1

Response	Directions	Variable Name	Percent Marked
Yes, by calling the MTF		S14BC01A	31.1%
Yes, by using TRICARE Online or secure messaging (i.e. "Relay Health")		S14BC01B	6.3%
Yes, in person by walking in		S14BC01C	6.8%
No, I did not try to make an appointment at an MTF	Go to Question 15	S14BC01D	62.2%

Question 13: Why did you try to make the appointment(s) at an MTF?

MARK ALL THAT APPLY

Variable names: S14BC02A-S14BC02D

Editing notes: See Notes 3_Q2 and 3_BC1

Response	Variable Name	Percent Marked
I needed primary care for a new illness, condition, or injury (e.g. family practice, general medicine, internal medicine, aerospace/flight/submarine medicine)	S14BC02A	51.6%
My primary care provider referred me for specialist care (e.g. specialty clinic, physical therapy, occupational therapy)	S14BC02B	26.5%
For a routine wellness visit (e.g. routine physical exam, routine eye exam, mammography, pap smear, prostate exam)	S14BC02C	46.4%
For follow-up care of an illness, condition, or injury (e.g. follow up visit for a previously diagnosed medical condition, prescription renewal, prenatal care)	S14BC02D	43.6%

Question 14: Which of the following were true about the time(s) you tried to make an appointment at an MTF in the last 12 months?

MARK ALL THAT APPLY

Variable names: S14BC03A-S14BC03D

Editing notes: See Notes 3_Q2 and 3_BC1

Response	Directions	Variable Name	Percent Marked
No appointments were available	Go to Question 16	S14BC03A	13.1%
Only appointments available were too far in the future	Go to Question 16	S14BC03B	24.2%
No convenient appointment times	Go to Question 16	S14BC03C	11.8%
I was always able to make the appointment	Go to Question 16	S14BC03D	71.1%

Question 15: What are the reasons why you did not try to make an appointment at an MTF?

MARK ALL THAT APPLY

Variable names: S14BC04A-S14BC04G

Editing notes: See Notes 3_Q2 and 3_BC1

Response	Variable Name	Percent Marked
I didn't need health care in the last 12 months	S14BC04A	2.1%
I would not have been able to get an appointment when I needed care	S14BC04B	6.6%
I would not have been able to schedule the appointment at a convenient time	S14BC04C	3.5%
I did not have the referral needed to make an appointment with a specialist at the MTF	S14BC04D	6.8%
The MTF location is inconvenient	S14BC04E	46.6%
I only use civilian providers	S14BC04F	34.6%
I prefer to receive health care from a civilian provider	S14BC04G	25.0%

Question 16: In the last 12 months, not counting the times you needed health care right away, did you try to make an appointment with a civilian health care provider?

MARK ALL THAT APPLY

Variable names: S14BC05A-S14BC05D

Editing notes: See Note 3_BC2

Response	Directions	Variable Name	Percent Marked
Yes, by phone		S14BC05A	62.2%
Yes, online		S14BC05B	3.2%
Yes, in person by walking in		S14BC05C	8.9%
No, I did not try to make an appointment with a civilian health care provider	Go to Question 19	S14BC05D	33.8%

Question 17: Why did you try to make the appointment(s) with a civilian health care provider?**MARK ALL THAT APPLY**

Variable names: S14BC06A-S14BC06D

Editing notes: See Note 3_BC2

Response	Variable Name	Percent Marked
I needed primary care for a new illness, condition, or injury (e.g. family practice, general medicine, internal medicine)	S14BC06A	39.8%
My primary care provider referred me for specialist care (e.g. specialty clinic, physical therapy, occupational therapy)	S14BC06B	36.0%
For a routine wellness visit (e.g. routine physical exam, routine eye exam, mammography, pap smear, prostate exam)	S14BC06C	53.0%
For follow-up care of an illness, condition, or injury (e.g. follow up visit for a previously diagnosed medical condition, prescription renewal, prenatal care)	S14BC06D	47.6%

Question 18: Which of the following were true about the time(s) you tried to make an appointment with a civilian health care provider in the last 12 months?**MARK ALL THAT APPLY**

Variable names: S14BC07A-S14BC07D

Editing notes: See Note 3_BC2

Response	Directions	Variable Name	Percent Marked
No appointments were available	Go to Question 20	S14BC07A	2.8%
Only appointments available were too far in the future	Go to Question 20	S14BC07B	5.8%
No convenient appointment times	Go to Question 20	S14BC07C	2.0%
I was always able to make the appointment	Go to Question 20	S14BC07D	93.2%

Question 19: What are the reasons why you did not try to make an appointment with a civilian health care provider?**MARK ALL THAT APPLY**

Variable names: S14BC08A-S14BC08F

Editing notes: See Note 3_BC2

Response	Variable Name	Percent Marked
I didn't need health care in the last 12 months	S14BC08A	29.8%
I received all my health care from an MTF	S14BC08B	53.7%
I would not have been able to get an appointment when I needed care	S14BC08C	2.0%
I would not have been able to schedule the appointment at a convenient time	S14BC08D	1.7%
I did not have the referral needed to make an appointment with a specialist	S14BC08E	15.6%
The location of the civilian health care provider is inconvenient	S14BC08F	3.8%

Question 20: 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	73.9%
1	2	18.2%
2	3	4.4%
3	4	1.8%
4	5	1.0%
5 to 9	6	0.4%
10 or more	7	0.2%

Question 21: 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 27	1	11.7%
1		2	10.3%
2		3	16.8%
3		4	16.1%
4		5	13.8%
5 to 9		6	20.6%
10 or more		7	10.8%

Question 22: 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	12.5%
Sometimes	2	25.5%
Usually	3	29.2%
Always	4	32.7%

Question 23: 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	61.5%
No	Go to Question 26	2	38.5%

Question 24: 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	68.8%
Somewhat yes	2	27.2%
Somewhat no	3	2.3%
Definitely no	4	1.8%

Question 25: 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	60.9%
Somewhat yes	2	29.7%
Somewhat no	3	5.4%
Definitely no	4	3.9%

Question 26: 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	0.5%
1	1	0.3%
2	2	1.2%
3	3	1.7%
4	4	1.8%
5	5	5.1%
6	6	4.2%
7	7	11.2%
8	8	22.7%
9	9	18.8%
10 – Best health care possible	10	32.4%
I had no visits in the last 12 months	-6	

YOUR PERSONAL DOCTOR

Question 27: 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	78.8%
No	Go to Question 37	2	21.2%

Question 28: 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 35	0	8.3%
1		1	16.5%
2		2	24.8%
3		3	18.2%
4		4	14.6%
5 to 9		5	14.1%
10 or more		6	3.6%

Question 29: 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	1.2%
Sometimes	2	5.5%
Usually	3	15.7%
Always	4	77.5%
I had no visits in the last 12 months	-6	

Question 30: 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	0.7%
Sometimes	2	3.7%
Usually	3	17.5%
Always	4	78.1%
I had no visits in the last 12 months	-6	

Question 31: 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	1.3%
Sometimes	2	3.9%
Usually	3	12.5%
Always	4	82.2%
I had no visits in the last 12 months	-6	

Question 32: 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	2.2%
Sometimes	2	6.0%
Usually	3	22.6%
Always	4	69.2%
I had no visits in the last 12 months	-6	

Question 33: 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	77.0%
No	Go to Question 35	2	23.0%

Question 34: 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	6.6%
Sometimes	2	12.2%
Usually	3	31.3%
Always	4	49.9%

Question 35: 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 your personal doctor?

Variable name: H14027

Editing notes: See Note 6

Response	Value	Percent
0 – Worst personal doctor possible	0	0.6%
1	1	0.4%
2	2	1.0%
3	3	1.2%
4	4	0.8%
5	5	3.4%
6	6	2.5%
7	7	9.5%
8	8	16.4%
9	9	22.4%
10 – Best personal doctor possible	10	41.9%
I don't have a personal doctor	-6	

Question 36: 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 38	1	31.8%
No		2	68.2%

Question 37: 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	11.8%
A small problem	2	22.1%
Not a problem	3	66.1%

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 38: 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	61.6%
No	Go to Question 42	2	38.4%

Question 39: 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	3.5%
Sometimes	2	11.6%
Usually	3	25.4%
Always	4	59.5%
I didn't need a specialist in the last 12 months	-6	

Question 40: 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 42	0	2.0%
1 specialist		1	38.5%
2		2	30.1%
3		3	17.2%
4		4	7.1%
5 or more specialists		5	5.0%

Question 41: 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	0.5%
1	1	0.4%
2	2	0.6%
3	3	1.0%
4	4	1.1%
5	5	2.5%
6	6	2.8%
7	7	6.1%
8	8	16.3%
9	9	26.0%
10 – Best specialist possible	10	42.7%
I didn't see a specialist in the last 12 months	-6	

Question 42: In general, how would you rate your overall mental or emotional health?

Variable name: S14B01

Editing notes: none

Response	Value	Percent
Excellent	1	43.5%
Very good	2	32.1%
Good	3	16.4%
Fair	4	6.4%
Poor	5	1.5%

Question 43: 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	11.6%
No	Go to Question 46	2	88.4%

Question 44: 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	15.7%
A small problem	2	20.0%
Not a problem	3	64.3%

Question 45: 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	2.3%
1	1	0.6%
2	2	3.1%
3	3	5.8%
4	4	4.5%
5	5	7.0%
6	6	5.9%
7	7	9.2%
8	8	14.9%
9	9	19.2%
10 – Best treatment or counseling possible	10	27.5%
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 46: 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	76.9%
No	Go to Question 48	2	23.1%

Question 47: 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	1.8%
Sometimes	2	8.6%
Usually	3	23.2%
Always	4	66.3%
I didn't need care, tests, or treatment through my health plan in the last 12 months	-6	

Question 48: 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	34.3%
No	Go to Question 50	2	65.7%

Question 49: 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	3.0%
Sometimes	2	25.1%
Usually	3	46.7%
Always	4	25.2%
I didn't look for information from my health plan in the last 12 months	-6	

Question 50: 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	15.3%
No	Go to Question 52	2	84.7%

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 a health care service or equipment?

Variable name: H14037

Editing notes: See Note 13

Response	Value	Percent
Never	1	12.6%
Sometimes	2	22.4%
Usually	3	37.1%
Always	4	27.9%
I didn't need a health care service or equipment from my health plan in the last 12 months	-6	

Question 52: 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	21.6%
No	Go to Question 54	2	78.4%

Question 53: 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	7.8%
Sometimes	2	18.1%
Usually	3	28.3%
Always	4	45.7%
I didn't need prescription medications from my health plan in the last 12 months	-6	

Question 54: 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	26.6%
No	Go to Question 57	2	73.4%

Question 55: 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	5.4%
Sometimes	2	19.0%
Usually	3	28.9%
Always	4	46.7%
I didn't call my health plan's customer service in the last 12 months	-6	

Question 56: 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	2.5%
Sometimes	2	6.8%
Usually	3	22.3%
Always	4	68.5%
I didn't call my health plan's customer service in the last 12 months	-6	

Question 57: 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	25.3%
No	Go to Question 59	2	74.7%

Question 58: 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	2.7%
Sometimes	2	12.9%
Usually	3	45.1%
Always	4	39.2%
I didn't have any experiences with paperwork for my health plan in the last 12 months	-6	

Question 59: 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	49.5%
No	Go to Question 62	2	31.5%
Don't know	Go to Question 62	-5	19.0%

Question 60: 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	3.0%
Sometimes	2	5.4%
Usually	3	30.9%
Always	4	47.6%
Don't know	-5	13.1%
No claims were sent for me in the last 12 months	-6	

Question 61: 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	1.9%
Sometimes	2	4.2%
Usually	3	25.6%
Always	4	55.6%
Don't know	-5	12.7%
No claims were sent for me in the last 12 months	-6	

Question 62: 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	0.7%
1	1	0.4%
2	2	0.6%
3	3	1.2%
4	4	1.5%
5	5	5.9%
6	6	4.6%
7	7	11.7%
8	8	20.9%
9	9	21.2%
10 – Best health plan possible	10	31.1%

REFERRALS TO SPECIALISTS

The following questions ask about your experiences getting referrals to specialists. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of healthcare. Beneficiaries enrolled in TRICARE Prime must get a referral before seeing a specialist, while other health plans may have different requirements.

Question 63: Does the plan you use for all or most of your healthcare require you to get a referral from a doctor in order to see a specialist?

Variable name: S14R01

Editing notes: See Note 17_R1

Response	Directions	Value	Percent
Yes		1	63.5%
No	Go to Question 65	2	36.5%

Question 64: In the last 12 months did a doctor refer you to a specialist?

Variable name: S14R02

Editing notes: See Note 17_R1

Response	Value	Percent
Yes	1	62.7%
No	2	37.3%

Question 65: In the last 12 months how did you select the specialist(s) you saw?

MARK ALL THAT APPLY

Variable names: S14R03A-S14R03E

Editing notes: See Note 17_R2

Response	Directions	Variable Name	Percent Marked
I did not see a specialist in the last 12 months	Go to Question 78	S14R03A	34.0%
My doctor told me what specialist to see		S14R03B	65.8%
I received a suggestion from a friend or relative		S14R03C	8.8%
I picked the specialist from a list supplied by TRICARE or my health plan		S14R03D	17.3%
I picked the specialist on my own		S14R03E	19.4%

Question 66: In the last 12 months, when you needed to see a specialist, how did you make an appointment?

MARK ALL THAT APPLY

Variable names: S14R04A-S14R04G

Editing notes: See Note 17_R2

Response	Variable Name	Percent Marked
Contacted the appointment line or referral desk	S14R04A	20.7%
Called an MTF	S14R04B	6.6%
Called my personal doctor's office	S14R04C	5.3%
Called the specialist's office	S14R04D	54.0%
Asked my personal doctor to make the appointment	S14R04E	4.9%
My personal doctor made the appointment for me	S14R04F	24.0%
Other	S14R04G	4.9%

Question 67: In the last 12 months, how much of a problem, if any, was it to understand the process you needed to follow to see a specialist?

Variable name: S14R05

Editing notes: See Note 17_R2

Response	Value	Percent
A big problem	1	3.9%
A small problem	2	13.4%
Not a problem	3	82.7%

Question 68: In the last 12 months, were you referred to any civilian specialists?

Variable name: S14R06

Editing notes: See Notes 17_R2 and 17_R3

Response	Directions	Value	Percent
Yes		1	71.3%
No	Go to Question 73	2	28.7%

Question 69: How much of a problem, if any, was your wait time to see a civilian specialist?

Variable name: S14R07

Editing notes: See Notes 17_R2 and 17_R3

Response	Value	Percent
A big problem	1	4.8%
A small problem	2	16.6%
Not a problem	3	78.5%

Question 70: In the last 12 months, what is the longest time you spent traveling (round-trip) to see a civilian specialist?

Variable name: S14R08

Editing notes: See Notes 17_R2 and 17_R3

Response	Value	Percent
Less than ½ hour	1	32.8%
½ hour to less than 1 hour	2	37.2%
1 hour to less than 2 hours	3	20.2%
2 hours to less than 4 hours	4	6.1%
4 hours to less than 8 hours	5	3.0%
8 hours or more	6	0.6%

Question 71: In the last 12 months did you travel more than 100 miles (one way) to see a civilian specialist?

Variable name: S14R09

Editing notes: See Notes 17_R2 and 17_R3

Response	Value	Percent
Yes	1	6.0%
No	2	94.0%

Question 72: In the past 12 months, how often did your doctor seem informed and up-to-date about the care you got from these civilian specialists?

Variable name: S14R10

Editing notes: See Notes 17_R2 and 17_R3

Response	Value	Percent
Never	1	9.1%
Sometimes	2	13.4%
Usually	3	29.1%
Always	4	48.4%

Question 73: In the last 12 months, were you referred to a specialist at an MTF?

Variable name: S14R11

Editing notes: See Notes 17_R2 and 17_R4

Response	Directions	Value	Percent
Yes		1	22.2%
No	Go to Question 78	2	77.8%

Question 74: How much of a problem, if any, was your wait time to see a specialist at an MTF?

Variable name: S14R12

Editing notes: See Notes 17_R2 and 17_R4

Response	Value	Percent
A big problem	1	13.0%
A small problem	2	24.9%
Not a problem	3	62.1%

Question 75: In the last 12 months, what is the longest time you spent traveling (round-trip) to see a specialist at an MTF?

Variable name: S14R13

Editing notes: See Notes 17_R2 and 17_R4

Response	Value	Percent
Less than ½ hour	1	35.1%
½ hour to less than 1 hour	2	33.7%
1 hour to less than 2 hours	3	16.5%
2 hours to less than 4 hours	4	9.1%
4 hours to less than 8 hours	5	3.9%
8 hours or more	6	1.6%

Question 76: In the last 12 months did you travel more than 100 miles (one way) to see a specialist at an MTF?

Variable name: S14R14

Editing notes: See Notes 17_R2 and 17_R4

Response	Value	Percent
Yes	1	7.3%
No	2	92.7%

Question 77: In the past 12 months, how often did your doctor seem informed and up-to-date about the care you got from these specialists at an MTF?

Variable name: S14R15

Editing notes: See Notes 17_R2 and 17_R4

Response	Value	Percent
Never	1	14.9%
Sometimes	2	18.3%
Usually	3	28.5%
Always	4	38.3%

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 78: When did you last have a blood pressure reading?

Variable name: H14049

Editing notes: none

Response	Value	Percent
Less than 12 months ago	3	93.2%
1 to 2 years ago	2	4.6%
More than 2 years ago	1	2.2%

Question 79: 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	15.5%
No, it is not too high	2	79.4%
Don't know	3	5.0%

Question 80: When did you last have a cholesterol screening, that is, a test to determine the level of cholesterol in your blood?

Variable name: S14015

Editing notes: none

Response	Value	Percent
Less than 12 months ago	5	63.6%
1 to 2 years ago	4	14.3%
More than 2 but less than 5 years ago	3	6.2%
5 or more years ago	2	2.8%
Never had a cholesterol screening	1	13.2%

Question 81: When did you last have a flu shot?

Variable name: H14051

Editing notes: none

Response	Value	Percent
Less than 12 months ago	4	72.0%
1 – 2 years ago	3	8.2%
More than 2 years ago	2	10.4%
Never had a flu shot	1	9.4%

Question 82: Have you ever smoked at least 100 cigarettes in your entire life?

Variable name: H14052

Editing notes: none

Response	Value	Percent
Yes	1	38.4%
No	2	60.1%
Don't know	-5	1.5%

Question 83: 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 84	4	8.4%
Some days	Go to Question 84	3	5.0%
Not at all	Go to Question 88	2	86.3%
Don't know	Go to Question 88	-5	0.3%

Question 84: 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	22.2%
Sometimes	2	20.3%
Usually	3	20.8%
Always	4	36.8%

Question 85: 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	46.6%
Sometimes	2	23.3%
Usually	3	16.8%
Always	4	13.3%

Question 86: 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	48.5%
Sometimes	2	23.4%
Usually	3	14.7%
Always	4	13.3%

Question 87: 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	60.9%
Dip, chewing tobacco, snuff or snus	H14057B	20.0%
Cigars	H14057C	10.4%
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	4.5%

Question 88: Are you male or female?

Variable name: H14058

Editing notes: See Note 19A_Q2

Response	Directions	Value	Percent
Male		1	50.2%
Female	Go to Question 91	2	49.8%

Question 89: A Prostate-Specific Antigen test, also called a PSA test, is a blood test used to check men for prostate cancer. Have you ever had a PSA test?

Variable name: S14016

Editing notes: See Notes 19B_Q2 and 19_01

Response	Directions	Value	Percent
Yes		1	53.7%
No	Go to Question 97	2	33.0%
Don't know/Not sure	Go to Question 97	-5	13.3%

Question 90: How long has it been since you had your last PSA test?

Variable name: S14017

Editing notes: See Notes 19B_Q1 and 19_01

Response	Directions	Value	Percent
Within the last 12 months	Go to Question 97	6	66.7%
1 to 2 years ago	Go to Question 97	5	18.2%
More than 2 but less than 3 years ago	Go to Question 97	4	4.7%
More than 3 but less than 5 years ago	Go to Question 97	3	5.2%
5 or more years ago	Go to Question 97	2	5.2%
Never had a PSA test	Go to Question 97	1	0.0%

Question 91: When did you last have a pap smear test?

Variable name: H14059B

Editing notes: See Notes 19A_Q2 and 19B_Q2

Response	Value	Percent
Within the last 12 months	6	40.1%
1 to 2 years ago	5	26.3%
More than 2 but less than 3 years ago	4	9.2%
More than 3 but less than 5 years ago	3	5.3%
5 or more years ago	2	13.7%
Never had a pap smear test	1	5.5%

Question 92: Are you under age 40?

Variable name: H14060

Editing notes: See Notes 19A_Q2, 19B_Q2, and 20

Response	Directions	Value	Percent
Yes	Go to Question 94	1	36.0%
No		2	64.0%

Question 93: When was the last time your breasts were checked by mammography?

Variable name: H14061

Editing notes: See Notes 19A_Q2, 19B_Q2, and 20

Response	Value	Percent
Within the last 12 months	5	64.3%
1 to 2 years ago	4	19.7%
More than 2 but less than 5 years ago	3	7.0%
5 or more years ago	2	5.2%
Never had a mammogram	1	3.9%

Question 94: Have you been pregnant in the last 12 months or are you pregnant now?

Variable name: H14062

Editing notes: See Notes 19A_Q2, 19B_Q2, and 21

Response	Directions	Value	Percent
Yes, I am currently pregnant	Go to Question 95	1	3.2%
No, I am not currently pregnant, but have been pregnant in the past 12 months	Go to Question 96	2	4.4%
No, I am not currently pregnant, and have not been pregnant in the past 12 months	Go to Question 97	3	92.4%

Question 95: In what trimester is your pregnancy?

Variable name: H14063

Editing notes: See Notes 19A_Q2, 19B_Q2, and 21

Response	Directions	Value	Percent
First trimester (up to 12 weeks after 1 st day of last period)	Go to Question 97	1	15.8%
Second trimester (13 th through 27 th week)		2	44.6%
Third trimester (28 th week until delivery)		3	39.6%

Question 96: In which trimester did you first receive prenatal care?

Variable name: H14064

Editing notes: See Notes 19A_Q2, 19B_Q2, and 21

Response	Value	Percent
First trimester (up to 12 weeks after 1 st day of last period)	4	88.4%
Second trimester (13 th through 27 th week)	3	5.6%
Third trimester (28 th week until delivery)	2	0.3%
Did not receive prenatal care	1	5.7%

ABOUT YOU

Question 97: In general, how would you rate your overall health?

Variable name: H14065

Editing notes: none

Response	Value	Percent
Excellent	5	19.0%
Very good	4	41.7%
Good	3	28.8%
Fair	2	8.9%
Poor	1	1.7%

Question 98: 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	33.4%
No	2	66.6%

Question 99: 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	41.1%
No	Go to Question 101	2	58.9%

Question 100: 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	88.2%
No	2	11.8%

Question 101: 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	64.8%
No	Go to Question 103	2	35.2%

Question 102: 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	95.7%
No	2	4.3%

Question 103: 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	94.6%

Question 104: 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	94.7%

Question 105: 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	0.6%
Some high school, but did not graduate	2	1.6%
High school graduate or GED	3	17.8%
Some college or 2-year degree	4	40.4%
4-year college graduate	5	17.2%
More than 4-year college degree	6	22.5%

Question 106: 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	87.9%
Yes, Mexican, Mexican American, Chicano	H14073B	2	2.9%
Yes, Puerto Rican	H14073C	3	2.2%
Yes, Cuban	H14073D	4	0.3%
Yes, other Spanish, Hispanic, or Latino	H14073E	5	3.2%

Question 107: 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	79.5%
Black or African American	SRRACEB	10.0%
American Indian or Alaska Native	SRRACEC	2.3%
Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)	SRRACED	6.5%
Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian or Chamorro)	SRRACEE	0.9%

Question 108: What is your age now?

Variable name: SRAGE

Editing notes: none

Response	Value	Percent
18 to 24	1	11.9%
25 to 34	2	17.3%
35 to 44	3	12.1%
45 to 54	4	11.1%
55 to 64	5	18.5%
65 to 75	6	19.0%
75 or older	7	10.1%

Question 109: Are you currently covered by Medicare?

Variable name: H14074

Editing notes: See Note 25

Response	Directions	Value	Percent
Yes		1	32.8%
No	Go to END	2	60.0%
Don't know	Go to END	-5	7.2%

Question 110: 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	91.6%
No, I am not covered by Medicare Part A	2	8.4%

Question 111: 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	87.5%
No, I am not covered by Medicare Part B	2	12.5%

Question 112: 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	81.8%
Don't know	-5	15.6%

Question 113: 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	14.7%
No, I am not covered by Medicare supplemental insurance	2	85.3%

Question 114: 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	8.8%
No	2	81.3%
Don' t know	-5	10.0%

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