



# Health Care Survey of DoD Beneficiaries

A world-wide survey of beneficiaries  
eligible for health care coverage through  
the military health system

April 2014

**Military Health Care Survey:**

**Adult Questionnaire**

**April 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

| <b>Response</b> | <b>Directions</b>   | <b>Value</b> | <b>Percent</b> |
|-----------------|---|--------------|----------------|
| 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, H14002C, H14002F-H14002V**Editing notes:** None**Military Health Plans**

| <b>Response</b>  | <b>Variable Name</b> | <b>Percent Marked</b> |
|--|----------------------|-----------------------|
| TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)         | H14002A              | 47.5%                 |
| TRICARE Extra or Standard (CHAMPUS)  | H14002C              | 13.3%                 |
| TRICARE Plus   | H14002N              | 0.6%                  |
| TRICARE for Life   | H14002O              | 29.9%                 |
| TRICARE Supplemental Insurance   | H14002P              | 0.7%                  |
| TRICARE Reserve Select   | H14002Q              | 2.6%                  |
| TRICARE Retired Reserve  | H14002S              | 1.8%                  |
| TRICARE Young Adult Prime  | H14002T              | 0.6%                  |
| TRICARE Young Adult Extra or Standard  | H14002V              | 0.6%                  |
| Uniformed Services Family Health Plan (USFHP)  | H14002K              | 1.0%                  |
| Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program) | H14002U              | 0.1%                  |

**Other Health Plans**

| <b>Response</b>  | <b>Variable Name</b> | <b>Percent Marked</b> |
|--|----------------------|-----------------------|
| Medicare   | H14002F              | 28.9%                 |
| Federal Employees Health Benefit Program (FEHBP)             | H14002G              | 2.5%                  |
| Medicaid   | H14002H              | 1.1%                  |
| A civilian HMO (such as Kaiser)                              | H14002I              | 1.0%                  |
| Other civilian health insurance (such as Blue Cross)         | H14002J              | 8.1%                  |
| The Veterans Administration (VA)                             | H14002M              | 7.4%                  |
| Government health insurance from a country other than the US | H14002R              | 0.1%                  |
| Not sure   | H14002L              | 1.8%                  |

**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

| <b>Response</b>  | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|--|-------------------|--------------|----------------|
| TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)         |                   | 1            | 45.4%          |
| TRICARE Extra or Standard (CHAMPUS)  |                   | 3            | 9.2%           |
| TRICARE Plus   |                   | 11           | 0.8%           |
| TRICARE Reserve Select   |                   | 12           | 2.3%           |
| TRICARE Retired Reserve  |                   | 14           | 1.0%           |
| TRICARE Young Adult Prime  |                   | 15           | 0.4%           |
| TRICARE Young Adult Extra or Standard  |                   | 17           | 0.4%           |
| 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            | 24.7%          |
| Federal Employees Health Benefit Program (FEHBP)   |                   | 5            | 1.6%           |
| Medicaid   |                   | 6            | 0.6%           |
| A civilian HMO (such as Kaiser)  |                   | 7            | 1.1%           |
| 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           | 0.2%           |
| Not sure   | Go to Question 5  | -5           | 2.7%           |
| 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

| <b>Response</b>    | <b>Value</b> | <b>Percent</b> |
|--------------------|--------------|----------------|
| Less than 6 months | 1            | 2.0%           |
| 6 up to 12 months  | 2            | 5.7%           |
| 12 up to 24 months | 3            | 9.3%           |
| 2 up to 5 years    | 4            | 19.2%          |
| 5 up to 10 years   | 5            | 20.1%          |
| 10 or more years   | 6            | 43.7%          |

## 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:<br>Military clinic<br>Military hospital<br>PRIMUS clinic<br>NAVCARE clinic | 1     | 34.9%   |
| A civilian facility – This includes:<br>Doctor’s office<br>Clinic<br>Hospital<br>Civilian TRICARE contractor    | 2     | 56.5%   |
| Uniformed Services Family Health Plan facility (USFHP)  | 3     | 0.8%    |
| Veterans Affairs (VA) clinic or hospital  | 4     | 4.3%    |
| I went to none of the listed types of facilities in the last 12 months  | 5     | 3.5%    |

**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     | 40.9%   |
| No       | Go to Question 9 | 2     | 59.1%   |

**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     | 2.2%    |
| Sometimes   | 2     | 9.6%    |
| Usually   | 3     | 20.0%   |
| 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

| <b>Response</b>   | <b>Value</b> | <b>Percent</b> |
|---|--------------|----------------|
| Same day  | 1            | 65.9%          |
| 1 day   | 2            | 11.8%          |
| 2 days  | 3            | 6.9%           |
| 3 days  | 4            | 3.1%           |
| 4-7 days  | 5            | 7.0%           |
| 8-14 days   | 6            | 2.5%           |
| 15 days or longer   | 7            | 2.8%           |
| 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

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             |                   | 1            | 88.9%          |
| No              | Go to Question 12 | 2            | 11.1%          |

**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

| <b>Response</b>                             | <b>Value</b> | <b>Percent</b> |
|---|--------------|----------------|
| Never                                       | 1            | 3.1%           |
| Sometimes                                   | 2            | 15.6%          |
| Usually                                     | 3            | 26.3%          |
| Always                                      | 4            | 55.0%          |
| 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

| <b>Response</b>                             | <b>Value</b> | <b>Percent</b> |
|---|--------------|----------------|
| Same day                                    | 1            | 9.7%           |
| 1 day                                       | 2            | 8.5%           |
| 2-3 days                                    | 3            | 24.7%          |
| 4-7 days                                    | 4            | 23.4%          |
| 8-14 days                                   | 5            | 15.9%          |
| 15-30 days                                  | 6            | 12.2%          |
| 31 days or longer                           | 7            | 5.5%           |
| I had no appointments in the last 12 months | -6           |                |

**Question 12: 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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| None            | 1            | 73.9%          |
| 1               | 2            | 17.2%          |
| 2               | 3            | 5.7%           |
| 3               | 4            | 2.1%           |
| 4               | 5            | 0.6%           |
| 5 to 9          | 6            | 0.5%           |
| 10 or more      | 7            | 0.0%           |

**Question 13: 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

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| None            | Go to Question 19 | 1            | 9.7%           |
| 1               |                   | 2            | 9.8%           |
| 2               |                   | 3            | 16.3%          |
| 3               |                   | 4            | 17.6%          |
| 4               |                   | 5            | 13.6%          |
| 5 to 9          |                   | 6            | 23.0%          |
| 10 or more      |                   | 7            | 10.0%          |

**Question 14: 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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Never           | 1            | 11.9%          |
| Sometimes       | 2            | 29.3%          |
| Usually         | 3            | 28.7%          |
| Always          | 4            | 30.1%          |

**Question 15: 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

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             |                   | 1            | 60.9%          |
| No              | Go to Question 18 | 2            | 39.1%          |

**Question 16: 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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Definitely yes  | 1            | 66.2%          |
| Somewhat yes    | 2            | 29.4%          |
| Somewhat no     | 3            | 2.9%           |
| Definitely no   | 4            | 1.5%           |

**Question 17: 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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Definitely yes  | 1            | 57.6%          |
| Somewhat yes    | 2            | 32.3%          |
| Somewhat no     | 3            | 6.9%           |
| Definitely no   | 4            | 3.2%           |

**Question 18: 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

| <b>Response</b>                       | <b>Value</b> | <b>Percent</b> |
|---------------------------------------|--------------|----------------|
| 0 – Worst health care possible        | 0            | 0.4%           |
| 1                                     | 1            | 0.4%           |
| 2                                     | 2            | 0.9%           |
| 3                                     | 3            | 1.1%           |
| 4                                     | 4            | 1.9%           |
| 5                                     | 5            | 5.6%           |
| 6                                     | 6            | 4.7%           |
| 7                                     | 7            | 11.2%          |
| 8                                     | 8            | 22.0%          |
| 9                                     | 9            | 20.8%          |
| 10 – Best health care possible        | 10           | 30.9%          |
| I had no visits in the last 12 months | -6           |                |

**Question 19: In the last 12 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?**

**Variable name:** S14C09

**Editing notes:** See Note 5\_C1

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             |                   | 1            | 13.1%          |
| No              | Go to Question 21 | 2            | 86.9%          |

**Question 20: In the last 12 months, how much of a problem, if any, was it to get the special medical equipment you needed through your health plan?**

**Variable name:** S14C10

**Editing notes:** See Note 5\_C1

| <b>Response</b>  | <b>Value</b> | <b>Percent</b> |
|--|--------------|----------------|
| A big problem  | 1            | 8.1%           |
| A small problem  | 2            | 15.7%          |
| Not a problem  | 3            | 76.2%          |
| I didn't need to get any special medical equipment in the last 12 months | -6           |                |

**Question 21: In the last 12 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?**

**Variable name:** S14C11

**Editing notes:** See Note 5\_C2

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             |                   | 1            | 21.9%          |
| No              | Go to Question 23 | 2            | 78.1%          |

**Question 22: In the last 12 months, how much of a problem, if any, was it to get the special therapy you needed through your health plan?**

**Variable name:** S14C12

**Editing notes:** See Note 5\_C2

| <b>Response</b>                                     | <b>Value</b> | <b>Percent</b> |
|---|--------------|----------------|
| A big problem                                       | 1            | 7.9%           |
| A small problem                                     | 2            | 16.4%          |
| Not a problem                                       | 3            | 75.7%          |
| I didn't need special therapy in the last 12 months | -6           |                |

**Question 23: Home health care or assistance means home nursing, help with bathing or dressing, and help with basic household tasks. In the last 12 months, did you need someone to come into your home to give you home health care or assistance?**

**Variable name:** S14C13

**Editing notes:** See Note 5\_C3

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             |                   | 1            | 2.4%           |
| No              | Go to Question 25 | 2            | 97.6%          |

**Question 24: In the last 12 months, how much of a problem, if any, was it to get the home health care you needed through your health plan?**

**Variable name:** S14C14

**Editing notes:** See Note 5\_C3

| <b>Response</b>  | <b>Value</b> | <b>Percent</b> |
|--|--------------|----------------|
| A big problem  | 1            | 11.7%          |
| A small problem  | 2            | 16.7%          |
| Not a problem  | 3            | 71.6%          |
| I didn't need home health care or assistance 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     | 78.9%   |
| No       | Go to Question 35 | 2     | 21.1%   |

**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     | 6.6%    |
| 1          |                   | 1     | 15.7%   |
| 2          |                   | 2     | 25.7%   |
| 3          |                   | 3     | 18.4%   |
| 4          |                   | 4     | 16.3%   |
| 5 to 9     |                   | 5     | 14.2%   |
| 10 or more |                   | 6     | 3.2%    |

**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     | 1.0%    |
| Sometimes                             | 2     | 5.7%    |
| Usually                               | 3     | 16.3%   |
| Always                                | 4     | 77.1%   |
| 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     | 0.4%    |
| Sometimes                             | 2     | 4.2%    |
| Usually                               | 3     | 18.0%   |
| Always                                | 4     | 77.4%   |
| 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

| <b>Response</b>                       | <b>Value</b> | <b>Percent</b> |
|---------------------------------------|--------------|----------------|
| Never                                 | 1            | 1.2%           |
| Sometimes                             | 2            | 3.6%           |
| Usually                               | 3            | 14.2%          |
| Always                                | 4            | 81.0%          |
| 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

| <b>Response</b>                       | <b>Value</b> | <b>Percent</b> |
|---------------------------------------|--------------|----------------|
| Never                                 | 1            | 1.6%           |
| Sometimes                             | 2            | 7.5%           |
| Usually                               | 3            | 24.5%          |
| Always                                | 4            | 66.5%          |
| 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

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             |                   | 1            | 75.7%          |
| No              | Go to Question 33 | 2            | 24.3%          |

**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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Never           | 1            | 6.9%           |
| Sometimes       | 2            | 11.9%          |
| Usually         | 3            | 33.4%          |
| Always          | 4            | 47.9%          |

**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 your personal doctor?**

**Variable name:** H14027

**Editing notes:** See Note 6

| <b>Response</b>                    | <b>Value</b> | <b>Percent</b> |
|------------------------------------|--------------|----------------|
| 0 – Worst personal doctor possible | 0            | 0.7%           |
| 1                                  | 1            | 0.5%           |
| 2                                  | 2            | 0.5%           |
| 3                                  | 3            | 1.0%           |
| 4                                  | 4            | 1.2%           |
| 5                                  | 5            | 3.7%           |
| 6                                  | 6            | 3.0%           |
| 7                                  | 7            | 7.3%           |
| 8                                  | 8            | 17.4%          |
| 9                                  | 9            | 24.9%          |
| 10 – Best personal doctor possible | 10           | 39.9%          |
| 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

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             | Go to Question 36 | 1            | 30.7%          |
| No              |                   | 2            | 69.3%          |

**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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| A big problem   | 1            | 10.9%          |
| A small problem | 2            | 22.6%          |
| Not a problem   | 3            | 66.5%          |

## 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     | 60.6%   |
| No       | Go to Question 40 | 2     | 39.4%   |

**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     | 4.8%    |
| Sometimes  | 2     | 12.5%   |
| Usually  | 3     | 29.1%   |
| Always   | 4     | 53.5%   |
| 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     | 39.6%   |
| 2                     |                   | 2     | 33.3%   |
| 3                     |                   | 3     | 15.4%   |
| 4                     |                   | 4     | 5.9%    |
| 5 or more specialists |                   | 5     | 3.7%    |



**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     | 0.3%    |
| 1   | 1     | 0.3%    |
| 2   | 2     | 0.6%    |
| 3   | 3     | 0.8%    |
| 4   | 4     | 0.8%    |
| 5   | 5     | 2.8%    |
| 6   | 6     | 3.5%    |
| 7   | 7     | 7.6%    |
| 8   | 8     | 18.0%   |
| 9   | 9     | 24.7%   |
| 10 – Best specialist possible                   | 10    | 40.6%   |
| 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     | 44.0%   |
| Very good | 2     | 31.1%   |
| Good      | 3     | 18.0%   |
| Fair      | 4     | 5.7%    |
| Poor      | 5     | 1.2%    |

**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     | 10.2%   |
| No       | Go to Question 46 | 2     | 89.8%   |

**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     | 14.0%   |
| A small problem | 2     | 18.1%   |
| Not a problem   | 3     | 67.9%   |

**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

| <b>Response</b>  | <b>Value</b> | <b>Percent</b> |
|--|--------------|----------------|
| 0 – Worst treatment or counseling possible             | 0            | 3.8%           |
| 1  | 1            | 0.7%           |
| 2  | 2            | 2.1%           |
| 3  | 3            | 2.8%           |
| 4  | 4            | 2.3%           |
| 5  | 5            | 8.1%           |
| 6  | 6            | 5.4%           |
| 7  | 7            | 14.4%          |
| 8  | 8            | 18.3%          |
| 9  | 9            | 16.1%          |
| 10 – Best treatment or counseling possible             | 10           | 26.0%          |
| 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     | 73.7%   |
| No       | Go to Question 46 | 2     | 26.3%   |

**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     | 2.4%    |
| Sometimes  | 2     | 8.7%    |
| Usually  | 3     | 25.5%   |
| Always   | 4     | 63.4%   |
| 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     | 33.4%   |
| No       | Go to Question 48 | 2     | 66.6%   |

**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     | 3.7%    |
| Sometimes   | 2     | 25.0%   |
| Usually   | 3     | 49.2%   |
| Always  | 4     | 22.0%   |
| 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     | 13.7%   |
| No       | Go to Question 50 | 2     | 86.3%   |

**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     | 11.2%   |
| Sometimes  | 2     | 25.2%   |
| Usually  | 3     | 36.2%   |
| Always   | 4     | 27.4%   |
| 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     | 20.5%   |
| No       | Go to Question 52 | 2     | 79.5%   |

**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     | 6.5%    |
| Sometimes  | 2     | 14.8%   |
| Usually  | 3     | 35.0%   |
| Always   | 4     | 43.7%   |
| 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

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             |                   | 1            | 27.3%          |
| No              | Go to Question 55 | 2            | 72.7%          |

**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

| <b>Response</b>   | <b>Value</b> | <b>Percent</b> |
|---|--------------|----------------|
| Never   | 1            | 7.4%           |
| Sometimes   | 2            | 17.2%          |
| Usually   | 3            | 31.5%          |
| Always  | 4            | 43.8%          |
| 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

| <b>Response</b>   | <b>Value</b> | <b>Percent</b> |
|---|--------------|----------------|
| Never   | 1            | 2.9%           |
| Sometimes   | 2            | 8.7%           |
| Usually   | 3            | 20.4%          |
| Always  | 4            | 68.0%          |
| 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

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             |                   | 1            | 24.0%          |
| No              | Go to Question 57 | 2            | 76.0%          |

**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

| <b>Response</b>   | <b>Value</b> | <b>Percent</b> |
|---|--------------|----------------|
| Never   | 1            | 4.1%           |
| Sometimes   | 2            | 11.2%          |
| Usually   | 3            | 43.3%          |
| Always  | 4            | 41.5%          |
| 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

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             |                   | 1            | 50.1%          |
| No              | Go to Question 60 | 2            | 30.5%          |
| Don't know      | Go to Question 60 | -5           | 19.4%          |

**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

| <b>Response</b>                                  | <b>Value</b> | <b>Percent</b> |
|--|--------------|----------------|
| Never  | 1            | 2.8%           |
| Sometimes  | 2            | 6.1%           |
| Usually  | 3            | 29.0%          |
| Always   | 4            | 46.7%          |
| Don't know                                       | -5           | 15.4%          |
| 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

| <b>Response</b>                                  | <b>Value</b> | <b>Percent</b> |
|--|--------------|----------------|
| Never  | 1            | 1.8%           |
| Sometimes  | 2            | 4.6%           |
| Usually  | 3            | 25.0%          |
| Always   | 4            | 55.5%          |
| Don't know                                       | -5           | 13.2%          |
| 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

| <b>Response</b>                | <b>Value</b> | <b>Percent</b> |
|--------------------------------|--------------|----------------|
| 0 – Worst health plan possible | 0            | 0.7%           |
| 1                              | 1            | 0.5%           |
| 2                              | 2            | 0.9%           |
| 3                              | 3            | 1.3%           |
| 4                              | 4            | 1.6%           |
| 5                              | 5            | 5.8%           |
| 6                              | 6            | 5.2%           |
| 7                              | 7            | 12.8%          |
| 8                              | 8            | 18.6%          |
| 9                              | 9            | 20.9%          |
| 10 – Best health plan possible | 10           | 31.8%          |

## RESERVISTS

The following questions concern health care coverage provided to reservists (National Guard and Reserves) and members of their immediate families. An immediate family member is a reservist's TRICARE eligible spouse or child.

**Question 61: Are you or your spouse or parent a reservist who was on active duty for more than 30 consecutive days in support of contingency operations during the past 12 months (e.g. Operation New Dawn, Operation Iraqi Freedom, Noble Eagle/Enduring Freedom, Kosovo, Bosnia)?**

**Variable name:** S14G18

**Editing notes:** See Note 17\_G1

| Response   | Directions        | Value | Percent |
|------------|-------------------|-------|---------|
| Yes        |                   | 1     | 2.1%    |
| No         | Go to Question 75 | 2     | 92.6%   |
| Don't know | Go to Question 75 | -5    | 5.3%    |

**Question 62: Are you a reservist who was activated for contingency operations for more than 30 consecutive days during the past 12 months?**

**Variable name:** S14G19

**Editing notes:** See Note 17\_G1

| Response  | Value | Percent |
|---|-------|---------|
| Yes, I am a reservist who is currently on active duty for a contingency operation                                       | 1     | 24.5%   |
| Yes, I am a reservist who has been on active duty for a contingency operation but was deactivated in the past 12 months | 2     | 29.3%   |
| No, I am a reservist but I have not been on active duty for a contingency operation in the past 12months                | 3     | 0.5%    |
| No, I am not a reservist  | 4     | 45.7%   |

**Question 63: Is your spouse or parent a reservist who was activated for contingency operations for more than 30 consecutive days during the past 12 months?**

**Variable name:** S14G23

**Editing notes:** See Note 17\_G1

| Response  | Value | Percent |
|---|-------|---------|
| Yes, my spouse or parent is a reservist who is currently on active duty for a contingency operation                               | 1     | 28.3%   |
| Yes, my reservist spouse or parents had been on active duty for a contingency operation but was deactivated in the past 12 months | 2     | 27.6%   |
| No, my spouse or parent is a reservist but has not been on active duty for a contingency operation in the past 12months           | 3     | 1.5%    |
| No, my spouse or parent is not a reservist  | 4     | 42.5%   |



**Question 64: Before becoming eligible for TRICARE Prime, Standard/Extra or transitional coverage due to your activation or your parent's or spouse's activation, were you covered by civilian health insurance?**

**Variable name:** S14G27

**Editing notes:** See Note 17\_G1

| Response  | Value | Percent |
|---|-------|---------|
| Yes, through my own policy                              | 1     | 34.8%   |
| Yes, through the policy of a reservist spouse or parent | 2     | 22.2%   |
| Yes, through the policy of a non-reservist in my family | 3     | 8.8%    |
| No, I had no civilian coverage                          | 4     | 34.2%   |

**Question 65: Which of the following describes your current health care coverage?**

**Variable name:** S14G28

**Editing notes:** See Notes 17\_G1 and 17\_G2

| Response                                 | Directions        | Value | Percent |
|--|-------------------|-------|---------|
| I use only TRICARE                       | Go to Question 68 | 1     | 56.0%   |
| I use both TRICARE and civilian coverage | Go to Question 67 | 2     | 25.8%   |
| I use only civilian coverage             | Go to Question 66 | 3     | 12.9%   |
| Don't know                               | Go to Question 69 | -5    | 5.3%    |

**Question 66: Why don't you use TRICARE?**

**MARK ALL THAT APPLY**

**Variable names:** S14G29A-S14G29K

**Editing notes:** See Notes 17\_G1 and 17\_G2

| Response  | Variable Name | Percent Marked |
|---|---------------|----------------|
| I have a greater choice of doctors with my civilian plan      | S14G29A       | 31.4%          |
| I get better customer service with civilian plans             | S14G29B       | 23.0%          |
| My personal doctor is not available to me through TRICARE     | S14G29C       | 8.1%           |
| TRICARE benefits are poor compared to my civilian plan        | S14G29D       | 14.2%          |
| It is easier for me to get care through my civilian plan      | S14G29E       | 34.9%          |
| I pay less for civilian care than I would for TRICARE         | S14G29F       | 13.1%          |
| There are no military facilities near me                      | S14G29G       | 30.0%          |
| I prefer civilian doctors                                     | S14G29H       | 6.6%           |
| I prefer civilian hospitals                                   | S14G29I       | 4.3%           |
| I am happy with my civilian plan and have no reason to change | S14G29J       | 21.4%          |
| Another reason  | S14G29K       | 45.7%          |

**Question 67: Do you or the policy-holder now pay all or part of the premium for your civilian health insurance?**

**Variable name:** S14G30

**Editing notes:** See Notes 17\_G1 and 17\_G2

| <b>Response</b>    | <b>Value</b> | <b>Percent</b> |
|--------------------|--------------|----------------|
| Yes, we pay all    | 1            | 42.0%          |
| Yes, we pay part   | 3            | 10.1%          |
| No, we pay nothing | 2            | 45.2%          |
| Don't know         | -5           | 2.8%           |

**Question 68: When you became eligible for TRICARE due to activation, how much of a problem was it to get information about your TRICARE benefits?**

**Variable name:** S14G31

**Editing notes:** See Note 17\_G1

| <b>Response</b>                                | <b>Value</b> | <b>Percent</b> |
|--|--------------|----------------|
| A big problem                                  | 1            | 14.0%          |
| A small problem                                | 2            | 25.1%          |
| Not a problem                                  | 3            | 60.9%          |
| I did not try to get information about TRICARE | -6           |                |

**Question 69: Is the doctor you consider your personal doctor a civilian?**

**Variable name:** S14G32

**Editing notes:** See Notes 17\_G1 and 17\_G3

| <b>Response</b>                 | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|---------------------------------|-------------------|--------------|----------------|
| Yes                             |                   | 1            | 85.7%          |
| No                              | Go to Question 71 | 2            | 14.3%          |
| I do not have a personal doctor | Go to Question 72 | -6           |                |

**Question 70: Does your personal doctor accept TRICARE?**

**Variable name:** S14G33

**Editing notes:** See Notes 17\_G1 and 17\_G3

| <b>Response</b>                 | <b>Value</b> | <b>Percent</b> |
|---------------------------------|--------------|----------------|
| Yes                             | 1            | 86.1%          |
| No                              | 2            | 4.4%           |
| Don't know                      | -5           | 9.5%           |
| I do not have a personal doctor | -6           |                |

**Question 71: Since you became eligible for TRICARE due to activation, how often was it easy to get appointments with your personal doctor?**

**Variable name:** S14G34

**Editing notes:** See Notes 17\_G1 and 17\_G3

| <b>Response</b>                 | <b>Value</b> | <b>Percent</b> |
|---------------------------------|--------------|----------------|
| Never                           | 1            | 7.1%           |
| Sometimes                       | 2            | 5.6%           |
| Usually                         | 3            | 28.4%          |
| Always                          | 4            | 58.9%          |
| I do not have a personal doctor | -6           |                |

**Question 72: Since you became eligible for TRICARE due to activation, how often was it easy to get appointments with specialists?**

**Variable name:** S14G35

**Editing notes:** See Notes 17\_G1

| <b>Response</b>            | <b>Value</b> | <b>Percent</b> |
|----------------------------|--------------|----------------|
| Never                      | 1            | 9.6%           |
| Sometimes                  | 2            | 16.9%          |
| Usually                    | 3            | 31.9%          |
| Always                     | 4            | 41.6%          |
| I didn't need a specialist | -6           |                |

**Question 73: TRICARE Reserve Select (TRS) is a premium-based TRICARE health plan available for purchase by qualified members of the Selected Reserve. Are you aware of this program?**

**Variable name:** S14G40

**Editing notes:** See Notes 17\_G1 and 17\_G4

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             |                   | 1            | 73.1%          |
| No              | Go to Question 75 | 2            | 26.9%          |

**Question 74: In the past 12 months, have you (or your sponsor) been eligible to purchase coverage under TRICARE Reserve Select?**

**Variable name:** S14G41

**Editing notes:** See Note 17\_G1 and 17\_G4

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Yes             | 1            | 60.7%          |
| No              | 2            | 20.3%          |
| Don't know      | -5           | 19.0%          |

## GETTING PRESCRIPTIONS FROM A PHARMACY

The next questions ask about the maintenance medications you may use. Maintenance medications are prescription drugs that you have taken regularly for 3 or more months, or expect to take for that long.

**Question 75: Do you currently take any maintenance medications (such as for asthma, diabetes, high blood pressure, birth control, or depression)?**

**Variable name:** S14BD1

**Editing notes:** See Note 17\_BD1

| Response | Directions        | Value | Percent |
|----------|-------------------|-------|---------|
| Yes      |                   | 1     | 64.8%   |
| No       | Go to Question 79 | 2     | 35.2%   |

**Question 76: How often do you use each of the following types of pharmacies to fill your maintenance medication(s)?**

**Variable names:** S14BD2-S14BD4

**Editing notes:** See Notes 17\_BD1, 17\_BD2, 17\_BD3, 17\_BD4, and 17\_BD5

| Response                                      | Variable Name | Value Never | Value Sometimes | Value Always | Pct Never | Pct Sometimes | Pct Always |
|---|---------------|-------------|-----------------|--------------|-----------|---------------|------------|
| Military Pharmacy                             | S14BD2        | 1           | 2               | 3            | 38.3%     | 18.2%         | 43.5%      |
| Retail Pharmacy (e.g.: CVS, Rite Aid, Rexall) | S14BD3        | 1           | 2               | 3            | 21.0%     | 50.7%         | 28.3%      |
| Mail Order Pharmacy (home delivery)           | S14BD4        | 1           | 2               | 3            | 42.9%     | 19.6%         | 37.5%      |

{SHOW ONLY PHARMACIES WHERE RESPONDENT MARKED "Sometimes" or "Always" in Q76}

**Question 77: Why do you fill your regularly prescribed maintenance medication(s) at each type of pharmacy?**

**MARK ALL THAT APPLY**

**Variable names:** S14BD5A-S14BD5G, S14BD6A-S14BD6G, S14BD7A-S14BD7G

**Editing notes:** See Notes 17\_BD1, 17\_BD2, 17\_BD3, and 17\_BD4

| Response  | Var Name Military Pharmacy | Var Name Retail Pharmacy | Var Name Mail Order Pharmacy | Percent Military Pharmacy | Percent Retail Pharmacy | Percent Mail Order Pharmacy |
|---|----------------------------|--------------------------|------------------------------|---------------------------|-------------------------|-----------------------------|
| Out-of-pocket cost  | S14BD5A                    | S14BD6A                  | S14BD7A                      | 44.7%                     | 14.0%                   | 41.7%                       |
| Convenient location   | S14BD5B                    | S14BD6B                  | S14BD7B                      | 35.4%                     | 48.6%                   | 16.4%                       |
| Turnaround time to receive medication(s)  | S14BD5C                    | S14BD6C                  | S14BD7C                      | 30.5%                     | 40.0%                   | 19.3%                       |
| Ease of use   | S14BD5D                    | S14BD6D                  | S14BD7D                      | 37.0%                     | 36.1%                   | 40.3%                       |
| Service from pharmacy staff (for example, availability of pharmacist to answer questions) | S14BD5E                    | S14BD6E                  | S14BD7E                      | 28.2%                     | 32.3%                   | 11.6%                       |
| Number of prescriptions   | S14BD5F                    | S14BD6F                  | S14BD7F                      | 30.2%                     | 11.7%                   | 30.2%                       |
| Days supply/quantity of medication supplied   | S14BD5G                    | S14BD6G                  | S14BD7G                      | 32.0%                     | 15.1%                   | 41.3%                       |

{DO NOT SHOW IF RESPONDENT MARKED “Mail Order Pharmacy = Always” AND “Military Pharmacy = Never” AND “Retail Pharmacy = Never” in Q76}

**Question 78: Why do you get your regularly prescribed maintenance medication(s) from places other than a mail order pharmacy?**

**MARK ALL THAT APPLY**

**Variable names:** S14BD8A-S14BD8L

**Editing notes:** See Notes 17\_BD1 and 17\_BD5

| <b>Response</b>  | <b>Variable Name</b> | <b>Percent Marked</b> |
|--|----------------------|-----------------------|
| I cannot get the medication(s) as quickly as I need from a mail order pharmacy   | S14BD8A              | 30.2%                 |
| Medication(s) might cost more than I expect from a mail order pharmacy   | S14BD8B              | 8.1%                  |
| The process of getting my medication(s) from a “brick and mortar” pharmacy is easier   | S14BD8C              | 25.3%                 |
| I prefer the service I receive from a pharmacist at a “brick and mortar” pharmacy (e.g. considers my ability to pay, resolves problems related to obtaining medications, evaluates my medication plan) | S14BD8D              | 19.9%                 |
| I prefer to speak face-to-face with a pharmacist   | S14BD8E              | 23.7%                 |
| A mail order pharmacy may not send me the exact medication that my provider ordered (e.g. I may receive generic version)   | S14BD8F              | 10.4%                 |
| I would lose the choice of pharmacy to fill the prescription(s)  | S14BD8G              | 7.1%                  |
| Mail order medications could be lost or stolen   | S14BD8H              | 14.5%                 |
| Mail order medications could be affected by excessive heat, cold, or moisture  | S14BD8I              | 12.4%                 |
| I do not want to waste medications when they are changed or discontinued   | S14BD8J              | 8.2%                  |
| I had not considered using a mail order pharmacy to fill my regularly prescribed medication(s)   | S14BD8K              | 21.0%                 |
| None of the above  | S14BD8L              | 27.8%                 |

## 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 79: When did you last have a blood pressure reading?**

**Variable name:** H14049

**Editing notes:** None

| <b>Response</b>         | <b>Value</b> | <b>Percent</b> |
|-------------------------|--------------|----------------|
| Less than 12 months ago | 3            | 93.7%          |
| 1 to 2 years ago        | 2            | 4.5%           |
| More than 2 years ago   | 1            | 1.7%           |

**Question 80: Do you know if your blood pressure is too high?**

**Variable name:** H14050

**Editing notes:** None

| <b>Response</b>        | <b>Value</b> | <b>Percent</b> |
|------------------------|--------------|----------------|
| Yes, it is too high    | 1            | 17.4%          |
| No, it is not too high | 2            | 77.6%          |
| Don't know             | 3            | 5.0%           |

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

**Variable name:** H14051

**Editing notes:** None

| <b>Response</b>         | <b>Value</b> | <b>Percent</b> |
|-------------------------|--------------|----------------|
| Less than 12 months ago | 4            | 73.6%          |
| 1 – 2 years ago         | 3            | 7.3%           |
| More than 2 years ago   | 2            | 12.0%          |
| Never had a flu shot    | 1            | 7.2%           |

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

**Variable name:** H14052

**Editing notes:** None

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Yes             | 1            | 39.5%          |
| No              | 2            | 58.5%          |
| Don't know      | -5           | 2.0%           |

**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

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Every day       | Go to Question 84 | 4            | 7.6%           |
| Some days       | Go to Question 84 | 3            | 4.8%           |
| Not at all      | Go to Question 88 | 2            | 87.0%          |
| Don't know      | Go to Question 88 | -5           | 0.7%           |

**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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Never           | 1            | 18.7%          |
| Sometimes       | 2            | 25.5%          |
| Usually         | 3            | 19.0%          |
| Always          | 4            | 36.9%          |

**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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Never           | 1            | 43.3%          |
| Sometimes       | 2            | 27.7%          |
| Usually         | 3            | 14.3%          |
| Always          | 4            | 14.7%          |

**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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Never           | 1            | 44.2%          |
| Sometimes       | 2            | 24.7%          |
| Usually         | 3            | 13.9%          |
| Always          | 4            | 17.3%          |

**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

| <b>Response</b>   | <b>Variable Name</b> | <b>Percent Marked</b> |
|---|----------------------|-----------------------|
| Cigarettes  | H14057A              | 60.3%                 |
| Dip, chewing tobacco, snuff or snus   | H14057B              | 19.5%                 |
| Cigars  | H14057C              | 7.3%                  |
| 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              | 5.9%                  |

**Question 88: Are you male or female?**

**Variable name:** H14058

**Editing notes:** See Note 19A

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Male            | Go to Question 95 | 1            | 50.9%          |
| Female          |                   | 2            | 49.1%          |

**Question 89: When did you last have a Pap smear test?**

**Variable name:** H14059B

**Editing notes:** See Notes 19A and 19B

| <b>Response</b>                       | <b>Value</b> | <b>Percent</b> |
|---------------------------------------|--------------|----------------|
| Within the last 12 months             | 6            | 38.8%          |
| 1 to 2 years ago                      | 5            | 26.2%          |
| More than 2 but less than 3 years ago | 4            | 8.9%           |
| More than 3 but less than 5 years ago | 3            | 6.5%           |
| 5 or more years ago                   | 2            | 14.4%          |
| Never had a pap smear test            | 1            | 5.3%           |

**Question 90: Are you under age 40?**

**Variable name:** H14060

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

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             | Go to Question 92 | 1            | 33.5%          |
| No              |                   | 2            | 66.5%          |



**Question 91: When was the last time your breasts were checked by mammography?****Variable name:** H14061**Editing notes:** See Notes 19A, 19B, and 20

| <b>Response</b>                       | <b>Value</b> | <b>Percent</b> |
|---------------------------------------|--------------|----------------|
| Within the last 12 months             | 5            | 65.2%          |
| 1 to 2 years ago                      | 4            | 18.6%          |
| More than 2 but less than 5 years ago | 3            | 8.0%           |
| 5 or more years ago                   | 2            | 5.5%           |
| Never had a mammogram                 | 1            | 2.7%           |

**Question 92: 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

| <b>Response</b>   | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|---|-------------------|--------------|----------------|
| Yes, I am currently pregnant  | Go to Question 93 | 1            | 3.0%           |
| No, I am not currently pregnant, but have been pregnant in the past 12 months     | Go to Question 94 | 2            | 4.9%           |
| No, I am not currently pregnant, and have not been pregnant in the past 12 months | Go to Question 95 | 3            | 92.1%          |

**Question 93: In what trimester is your pregnancy?****Variable name:** H14063**Editing notes:** See Notes 19A, 19B, and 21

| <b>Response</b>   | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|---|-------------------|--------------|----------------|
| First trimester (up to 12 weeks after 1 <sup>st</sup> day of last period) | Go to Question 95 | 1            | 22.5%          |
| Second trimester (13 <sup>th</sup> through 27 <sup>th</sup> week)         |                   | 2            | 51.1%          |
| Third trimester (28 <sup>th</sup> week until delivery)                    |                   | 3            | 26.4%          |

**Question 94: In which trimester did you first receive prenatal care?****Variable name:** H14064**Editing notes:** See Notes 19A, 19B, and 21

| <b>Response</b>   | <b>Value</b> | <b>Percent</b> |
|---|--------------|----------------|
| First trimester (up to 12 weeks after 1 <sup>st</sup> day of last period) | 4            | 84.5%          |
| Second trimester (13 <sup>th</sup> through 27 <sup>th</sup> week)         | 3            | 8.9%           |
| Third trimester (28 <sup>th</sup> week until delivery)                    | 2            | 0.0%           |
| Did not receive prenatal care   | 1            | 6.7%           |

## ABOUT YOU

**Question 95: In general, how would you rate your overall health?**

**Variable name:** H14065

**Editing notes:** None

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Excellent       | 5            | 19.1%          |
| Very good       | 4            | 40.4%          |
| Good            | 3            | 29.9%          |
| Fair            | 2            | 9.2%           |
| Poor            | 1            | 1.4%           |

**Question 96: Are you limited in any way in any activities because of any impairment or health problem?**

**Variable name:** H14066

**Editing notes:** None

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Yes             | 1            | 32.5%          |
| No              | 2            | 67.5%          |

**Question 97: 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

| <b>Response</b> | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|-------------------|--------------|----------------|
| Yes             |                   | 1            | 41.1%          |
| No              | Go to Question 99 | 2            | 58.9%          |

**Question 98: 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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Yes             | 1            | 84.2%          |
| No              | 2            | 15.8%          |

**Question 99: Do you now need or take medicine prescribed by a doctor? Do not include birth control.**

**Variable name:** H14069

**Editing notes:** See Note 23

| <b>Response</b> | <b>Directions</b>  | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------------|--------------|----------------|
| Yes             |                    | 1            | 65.8%          |
| No              | Go to Question 101 | 2            | 34.2%          |

**Question 100: 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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Yes             | 1            | 95.0%          |
| No              | 2            | 5.0%           |

**Question 101: 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

| <b>Response</b>  | <b>Example feet</b> | <b>Example inches</b> | <b>Percent of responses</b> |
|--|---------------------|-----------------------|-----------------------------|
| Please give your answer in feet and inches. Please write one number in each box. | 5                   | 06                    | 100.0%                      |

**Question 102: How much do you weigh without your shoes on? Please give your answer in pounds.**

**Variable name:** H14072

**Editing notes:** See Note 23\_WT

| <b>Response</b>   | <b>Example pounds</b> | <b>Percent of responses</b> |
|---|-----------------------|-----------------------------|
| Please give your answer in pounds. Please write one number in each box. | 152                   | 99.6%                       |

**Question 103: What is the highest grade or level of school that you have completed?**

**Variable name:** SREDA

**Editing notes:** None

| <b>Response</b>                        | <b>Value</b> | <b>Percent</b> |
|--|--------------|----------------|
| 8 <sup>th</sup> grade or less          | 1            | 0.4%           |
| Some high school, but did not graduate | 2            | 1.4%           |
| High school graduate or GED            | 3            | 19.2%          |
| Some college or 2-year degree          | 4            | 39.3%          |
| 4-year college graduate                | 5            | 17.9%          |
| More than 4-year college degree        | 6            | 21.8%          |

**Question 104: 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            | 88.5%          |
| Yes, Mexican, Mexican American, Chicano | H14073B       | 2            | 3.3%           |
| Yes, Puerto Rican                       | H14073C       | 3            | 1.5%           |
| Yes, Cuban                              | H14073D       | 4            | 0.4%           |
| Yes, other Spanish, Hispanic, or Latino | H14073E       | 5            | 3.1%           |

**Question 105: 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       | 10.7%          |
| American Indian or Alaska Native  | SRRACEC       | 2.3%           |
| Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)     | SRRACED       | 5.7%           |
| Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian or Chamorro) | SRRACEE       | 1.0%           |

**Question 106: What is your age now?**

**Variable name:** SRAGE

**Editing notes:** none

| Response    | Value | Percent |
|-------------|-------|---------|
| 18 to 24    | 1     | 11.8%   |
| 25 to 34    | 2     | 16.3%   |
| 35 to 44    | 3     | 13.0%   |
| 45 to 54    | 4     | 10.3%   |
| 55 to 64    | 5     | 19.0%   |
| 65 to 75    | 6     | 18.3%   |
| 75 or older | 7     | 11.2%   |

**Question 107: Are you currently covered by Medicare?**

**Variable name:** H14074

**Editing notes:** See Note 25

| Response   | Directions         | Value | Percent |
|------------|--------------------|-------|---------|
| Yes        |                    | 1     | 33.2%   |
| No         | Go to Question 113 | 2     | 60.1%   |
| Don't know | Go to Question 113 | -5    | 6.8%    |

**Question 108: 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

| <b>Response</b>                          | <b>Value</b> | <b>Percent</b> |
|--|--------------|----------------|
| Yes, I am now covered by Medicare Part A | 1            | 90.8%          |
| No, I am not covered by Medicare Part A  | 2            | 9.2%           |

**Question 109: 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

| <b>Response</b>                          | <b>Value</b> | <b>Percent</b> |
|--|--------------|----------------|
| Yes, I am now covered by Medicare Part B | 1            | 86.5%          |
| No, I am not covered by Medicare Part B  | 2            | 13.5%          |

**Question 110: 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

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Yes             | 1            | 2.6%           |
| No              | 2            | 82.7%          |
| Don't know      | -5           | 14.7%          |

**Question 111: 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

| <b>Response</b>  | <b>Value</b> | <b>Percent</b> |
|--|--------------|----------------|
| Yes, I am now covered by Medicare supplemental insurance | 1            | 13.0%          |
| No, I am not covered by Medicare supplemental insurance  | 2            | 87.0%          |

**Question 112: Are you enrolled in Medicare Part D, also known as the Medicare Prescription Drug Plan?**

**Variable name:** H14079

**Editing notes:** See Note 25

| <b>Response</b> | <b>Value</b> | <b>Percent</b> |
|-----------------|--------------|----------------|
| Yes             | 1            | 8.1%           |
| No              | 2            | 82.1%          |
| Don' t know     | -5           | 9.8%           |

**Question 113: Using a scale of 1 to 5, with 1 being “strongly disagree” and 5 being “strongly agree”, how much do you agree with the following statement: In general, I am able to see my provider(s) when needed?**

**Variable name:** S14011

**Editing notes:** None

| <b>Response</b>            | <b>Value</b> | <b>Percent</b> |
|----------------------------|--------------|----------------|
| Strongly disagree          | 1            | 4.8%           |
| Disagree                   | 2            | 4.0%           |
| Neither agree nor disagree | 3            | 9.2%           |
| Agree                      | 4            | 40.9%          |
| Strongly agree             | 5            | 41.1%          |

**Question 114: Using a scale of 1 to 5, with 1 being “completely dissatisfied” and 5 being “completely satisfied”, how satisfied are you, overall, with the health care you received during your last visit?**

**Variable name:** S14014

**Editing notes:** None

| <b>Response</b>                    | <b>Value</b> | <b>Percent</b> |
|------------------------------------|--------------|----------------|
| Completely dissatisfied            | 1            | 3.3%           |
| Somewhat dissatisfied              | 2            | 4.0%           |
| Neither satisfied nor dissatisfied | 3            | 6.6%           |
| Somewhat satisfied                 | 4            | 23.0%          |
| Completely satisfied               | 5            | 63.1%          |

**Question 115: If you were free to choose between civilian and military facilities for all of your health care, which would you prefer? Would you say...**

**Variable name:** S14N11

**Editing notes:** See Note 25\_N1

| <b>Response</b>  | <b>Directions</b> | <b>Value</b> | <b>Percent</b> |
|--|-------------------|--------------|----------------|
| All care from military facilities                              |                   | 1            | 12.9%          |
| All care from civilian facilities                              |                   | 2            | 36.2%          |
| Some care from military and some care from civilian facilities |                   | 3            | 36.6%          |
| Or, no preference  | Go to END         | 4            | 14.4%          |

**Question 116: Why do you prefer {FILL TYPE OF FACILITY FROM Q115}?**

**MARK ALL THAT APPLY**

**Variable names:** S14N12A-S14N12M

**Editing notes:** See Note 25\_N1

| <b>Response</b>  | <b>Variable Name</b> | <b>Percent Marked</b> |
|--|----------------------|-----------------------|
| I have a greater choice of doctors at my preferred type of facility                  | S14N12A              | 45.6%                 |
| My chosen personal doctor is at my preferred type of facility                        | S14N12B              | 40.3%                 |
| My chosen specialist is at my preferred type of facility                             | S14N12C              | 29.5%                 |
| There are no military facilities near me   | S14N12D              | 22.0%                 |
| I have to travel too far to a civilian facility                                      | S14N12E              | 2.2%                  |
| I have to travel too far to a military facility                                      | S14N12F              | 26.8%                 |
| It is easier to get care at my preferred type of facility                            | S14N12G              | 38.8%                 |
| I was told I must get my care from a military facility                               | S14N12H              | 5.9%                  |
| The care at my preferred type of facility is a good value for my out-of-pocket costs | S14N12I              | 18.9%                 |
| My out-of-pocket costs are less at my preferred type of facility                     | S14N12J              | 11.7%                 |
| I have not needed health care  | S14N12K              | 2.1%                  |
| Another reason   | S14N12L              | 16.6%                 |
| No preference  | S14N12M              | 7.1%                  |

**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.**