



# Health Care Survey of DoD Beneficiaries

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

December 2014

**Military Health Care Survey:**

**Adult Questionnaire**

**December 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:** H15001

**Editing notes:** None

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes	Go to Question 2	1	99.7%
No	Please give this questionnaire to the person addressed on the cover letter.	2	0.3%

**Question 2: By which of the following health plans are you currently covered?****MARK ALL THAT APPLY****Variable names:** H15002A, H15002C, H15002F-H15002V**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)	H15002A	46.1%
TRICARE Extra or Standard (CHAMPUS)	H15002C	12.4%
TRICARE Plus	H15002N	0.8%
TRICARE for Life	H15002O	30.2%
TRICARE Supplemental Insurance	H15002P	0.5%
TRICARE Reserve Select	H15002Q	2.6%
TRICARE Retired Reserve	H15002S	1.6%
TRICARE Young Adult Prime	H15002T	0.7%
TRICARE Young Adult Extra or Standard	H15002V	0.5%
Uniformed Services Family Health Plan (USFHP)	H15002K	1.6%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)	H15002U	0.1%

**Other Health Plans**

<b>Response</b>	<b>Variable Name</b>	<b>Percent Marked</b>
Medicare	H15002F	29.3%
Federal Employees Health Benefit Program (FEHBP)	H15002G	2.5%
Medicaid	H15002H	0.7%
A civilian HMO (such as Kaiser)	H15002I	1.1%
Other civilian health insurance (such as Blue Cross)	H15002J	7.6%
The Veterans Administration (VA)	H15002M	6.5%
Government health insurance from a country other than the US	H15002R	0.2%
Not sure	H15002L	4.1%

**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:** H15003**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	44.7%
TRICARE Extra or Standard (CHAMPUS)		3	8.5%
TRICARE Plus		11	24.9%
TRICARE Reserve Select		12	1.6%
TRICARE Retired Reserve		14	0.5%
TRICARE Young Adult Prime		15	1.4%
TRICARE Young Adult Extra or Standard		17	6.2%
Uniformed Services Family Health Plan (USFHP)		9	1.6%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)		16	3.1%
Medicare (may include TRICARE for Life)		4	0.7%
Federal Employees Health Benefit Program (FEHBP)		5	2.4%
Medicaid		6	0.1%
A civilian HMO (such as Kaiser)		7	1.1%
Other civilian health insurance (such as Blue Cross)		8	0.5%
The Veterans Administration (VA)		10	0.2%
Government health insurance from a country other than the US		13	2.5%
Not sure	Go to Question 5	-5	44.7%
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:** H15004**Editing notes:** See Note 1

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Less than 6 months	1	1.6%
6 up to 12 months	2	5.0%
12 up to 24 months	3	10.3%
2 up to 5 years	4	21.2%
5 up to 10 years	5	19.8%
10 or more years	6	42.1%

## 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:** H15005

**Editing notes:** None

Response	Value	Percent
A military facility – This includes: Military clinic Military hospital PRIMUS clinic NAVCARE clinic	1	35.8%
A civilian facility – This includes: Doctor’s office Clinic Hospital Civilian TRICARE contractor	2	56.2%
Uniformed Services Family Health Plan facility (USFHP)	3	0.8%
Veterans Affairs (VA) clinic or hospital	4	4.1%
I went to none of the listed types of facilities in the last 12 months	5	3.1%

**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:** H15006

**Editing notes:** See Note 2

Response	Directions	Value	Percent
Yes		1	42.7%
No	Go to Question 9	2	57.3%

**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:** H15007

**Editing notes:** See Note 2

Response	Value	Percent
Never	1	2.6%
Sometimes	2	10.8%
Usually	3	19.5%
Always	4	67.1%
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:** H15008

**Editing notes:** See Note 2

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Same day	1	64.3%
1 day	2	12.7%
2 days	3	7.1%
3 days	4	3.5%
4-7 days	5	4.6%
8-14 days	6	3.4%
15 days or longer	7	4.3%
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:** H15009

**Editing notes:** See Note 3

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	87.9%
No	Go to Question 12	2	12.1%

**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:** H15010

**Editing notes:** See Note 3

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	3.2%
Sometimes	2	16.1%
Usually	3	27.2%
Always	4	53.4%
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:** H15011

**Editing notes:** See Note 3

Response	Value	Percent
Same day	1	7.9%
1 day	2	10.3%
2-3 days	3	23.4%
4-7 days	4	22.3%
8-14 days	5	16.8%
15-30 days	6	13.5%
31 days or longer	7	5.8%
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:** S15BC01A-S15BC01D

**Editing notes:** See Note 3\_BC1 and Note 3\_BC2

Response	Directions	Variable Name	Percent Marked
Yes, by calling the MTF	Go to Question 14	S15BC01A	29.7%
Yes, by using TRICARE Online or secure messaging (i.e. "Relay Health")	Go to Question 14	S15BC01B	6.6%
Yes, in person by walking in	Go to Question 14	S15BC01C	7.3%
No, I did not try to make an appointment at an MTF		S15BC01D	62.4%

**Question 13: What are the reasons why you did not try to make an appointment at an MTF?**

**MARK ALL THAT APPLY**

**Variable names:** S15BC04A-S15BC04G

**Editing notes:** See Note 3\_BC1, Note 3\_BC2, and Note 3\_BC4

Response	Directions	Variable Name	Percent Marked
I didn't need health care in the last 12 months	Go to Question 17	S15BC04A	11.6%
I would not have been able to get an appointment when I needed care	Go to Question 17	S15BC04B	6.7%
I would not have been able to schedule the appointment at a convenient time	Go to Question 17	S15BC04C	3.2%
I did not have the referral needed to make an appointment with a specialist at the MTF	Go to Question 17	S15BC04D	5.9%
The MTF location is inconvenient	Go to Question 17	S15BC04E	40.8%
I only use civilian providers	Go to Question 17	S15BC04F	29.5%
I prefer to receive health care from a civilian provider	Go to Question 17	S15BC04G	27.7%



**Question 14: Why did you try to make the appointment(s) at an MTF?**

**MARK ALL THAT APPLY**

**Variable names:** S15BC02A-S15BC02D

**Editing notes:** See Note 3\_BC2

<b>Response</b>	<b>Variable Name</b>	<b>Percent Marked</b>
I needed primary care for a new illness, condition, or injury (e.g. family practice, general medicine, internal medicine, aerospace/flight/submarine medicine)	S15BC02A	49.6%
My primary care provider referred me for specialist care (e.g. specialty clinic, physical therapy, occupational therapy)	S15BC02B	27.5%
For a routine wellness visit (e.g. routine physical exam, routine eye exam, mammography, pap smear, prostate exam)	S15BC02C	46.0%
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)	S15BC02D	40.7%

**Question 15: 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:** S15BC03A-S15BC03E

**Editing notes:** See Note 3\_BC2, Note 3\_BC3, and Note 3\_BC4

<b>Response</b>	<b>Directions</b>	<b>Variable Name</b>	<b>Percent Marked</b>
I did not make an appointment because no appointments were available		S15BC03A	8.1%
I did not make an appointment because the only appointments available were too far in the future		S15BC03B	8.6%
I did not make an appointment because no convenient appointment times were available		S15BC03C	4.4%
I made an appointment for a time that was not convenient for me	Go to Question 17	S15BC03D	23.7%
I was always able to make an appointment at a time that was convenient for me	Go to Question 17	S15BC03E	58.4%

**Question 16: Were you asked to call back at a future date when appointments might be available?**

**Variable name:** S15BC09

**Editing notes:** See Note 3\_BC2 and Note 3\_BC4

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Yes	1	65.7%
No	2	34.3%

**Question 17: 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:** S15BC05A-S15BC05D

**Editing notes:** See Note 3\_BC5 and Note 3\_BC6

Response	Directions	Variable Name	Percent Marked
Yes, by phone	Go to Question 19	S15BC05A	62.4%
Yes, online	Go to Question 19	S15BC05B	3.9%
Yes, in person by walking in	Go to Question 19	S15BC05C	8.8%
No, I did not try to make an appointment with a civilian health provider		S15BC05D	32.4%

**Question 18: 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:** S15BC08A-S15BC08F

**Editing notes:** See Note 3\_BC5, Note 3\_BC6, and Note 3\_BC8

Response	Directions	Variable Name	Percent Marked
I didn't need health care in the last 12 months	Go to Question 22	S15BC08A	28.3%
I receive all my health care from an MTF	Go to Question 22	S15BC08B	55.5%
I would not have been able to get an appointment when I needed care	Go to Question 22	S15BC08C	2.1%
I would not have been able to schedule the appointment at a convenient time	Go to Question 22	S15BC08D	1.5%
I did not have the referral needed to make an appointment with a specialist	Go to Question 22	S15BC08E	15.2%
The location of the civilian health care provider is inconvenient	Go to Question 22	S15BC08F	3.3%

**Question 19: Why did you try to make the appointment(s) with a civilian health care provider?**

**MARK ALL THAT APPLY**

**Variable names:** S15BC06A-S15BC06D

**Editing notes:** See Note 3\_BC6

Response	Variable Name	Percent Marked
I needed primary care for a new illness, condition, or injury (e.g. family practice, general medicine, internal medicine)	S15BC06A	41.4%
My primary care provider referred me for specialist care (e.g. specialty clinic, physical therapy, occupational therapy)	S15BC06B	35.5%
For a routine wellness visit (e.g. routine physical exam, routine eye exam, mammography, pap smear, prostate exam)	S15BC06C	52.8%
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)	S15BC06D	45.2%

**Question 20: 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:** S15BC07A-S15BC07E

**Editing notes:** See Note 3\_BC6, Note 3\_BC7 and Note 3\_BC8

Response	Directions	Variable Name	Percent Marked
I did not make an appointment because no appointments were available		S15BC07A	1.0%
I did not make an appointment because the only appointments available were too far in the future		S15BC07B	1.1%
I did not make an appointment because no convenient appointment times were available		S15BC07C	0.7%
I made an appointment for a time that was not convenient for me	Go to Question 22	S15BC07D	9.9%
I was always able to make an appointment at a time that was convenient for me	Go to Question 22	S15BC07E	86.0%

**Question 21: Were you asked to call back at a future date when appointments might be available?**

**Variable name:** S15BC10

**Editing notes:** See Note 3\_BC6 and Note 3\_BC8

Response	Value	Percent
Yes	1	42.1%
No	2	57.9%

**Question 22: In the last 12 months, how many times did you go to an emergency room to get care for yourself?**

**Variable name:** H15012

**Editing notes:** None

Response	Value	Percent
None	1	72.9%
1	2	17.9%
2	3	6.0%
3	4	1.8%
4	5	0.8%
5 to 9	6	0.4%
10 or more	7	0.1%

**Question 23: 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:** H15013

**Editing notes:** See Note 4

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
None	Go to Question 29	1	12.9%
1		2	9.2%
2		3	15.4%
3		4	15.7%
4		5	13.7%
5 to 9		6	23.1%
10 or more		7	10.1%

**Question 24: 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:** H15014

**Editing notes:** See Note 4

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	11.2%
Sometimes	2	26.0%
Usually	3	30.2%
Always	4	32.6%

**Question 25: 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:** H15015

**Editing notes:** See Notes 4 and 5

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	60.1%
No	Go to Question 28	2	39.9%

**Question 26: 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:** H15016

**Editing notes:** See Notes 4 and 5

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Definitely yes	1	70.9%
Somewhat yes	2	26.0%
Somewhat no	3	2.3%
Definitely no	4	0.9%

**Question 27: 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:** H15017

**Editing notes:** See Notes 4 and 5

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Definitely yes	1	62.0%
Somewhat yes	2	29.4%
Somewhat no	3	5.6%
Definitely no	4	3.0%

**Question 28: 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:** H15018

**Editing notes:** See Note 4

<b>Response</b>	<b>Value</b>	<b>Percent</b>
0 – Worst health care possible	0	0.4%
1	1	0.6%
2	2	1.1%
3	3	1.5%
4	4	1.7%
5	5	4.5%
6	6	4.2%
7	7	10.2%
8	8	19.6%
9	9	22.3%
10 – Best health care possible	10	33.9%
I had no visits in the last 12 months	-6	

## YOUR PERSONAL DOCTOR

**Question 29: 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:** H15019

**Editing notes:** See Note 6

Response	Directions	Value	Percent
Yes		1	76.8%
No	Go to Question 39	2	23.2%

**Question 30: In the last 12 months, how many times did you visit your personal doctor to get care for yourself?**

**Variable name:** H15020

**Editing notes:** See Notes 6 and 7

Response	Directions	Value	Percent
None	Go to Question 37	0	6.9%
1		1	17.6%
2		2	24.1%
3		3	18.9%
4		4	14.6%
5 to 9		5	14.9%
10 or more		6	3.0%

**Question 31: In the last 12 months, how often did your personal doctor listen carefully to you?**

**Variable name:** H15021

**Editing notes:** See Notes 6 and 7

Response	Value	Percent
Never	1	0.7%
Sometimes	2	5.2%
Usually	3	17.2%
Always	4	76.9%
I had no visits in the last 12 months	-6	

**Question 32: In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?**

**Variable name:** H15022

**Editing notes:** See Notes 6 and 7

Response	Value	Percent
Never	1	0.6%
Sometimes	2	2.8%
Usually	3	18.1%
Always	4	78.4%
I had no visits in the last 12 months	-6	



**Question 33: In the last 12 months, how often did your personal doctor show respect for what you had to say?**

**Variable name:** H15023

**Editing notes:** See Notes 6 and 7

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	0.7%
Sometimes	2	4.0%
Usually	3	14.7%
Always	4	80.7%
I had no visits in the last 12 months	-6	

**Question 34: In the last 12 months, how often did your personal doctor spend enough time with you?**

**Variable name:** H15024

**Editing notes:** See Notes 6 and 7

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	1.6%
Sometimes	2	5.9%
Usually	3	22.9%
Always	4	69.6%
I had no visits in the last 12 months	-6	

**Question 35: In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?**

**Variable name:** H15025

**Editing notes:** See Notes 6, 7, and 8

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	73.4%
No	Go to Question 37	2	26.6%

**Question 36: 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:** H15026

**Editing notes:** See Notes 6, 7, and 8

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	6.3%
Sometimes	2	12.5%
Usually	3	32.1%
Always	4	49.1%

**Question 37: 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:** H15027

**Editing notes:** See Note 6

<b>Response</b>	<b>Value</b>	<b>Percent</b>
0 – Worst personal doctor possible	0	0.6%
1	1	0.4%
2	2	0.4%
3	3	0.9%
4	4	1.1%
5	5	3.6%
6	6	2.9%
7	7	7.1%
8	8	16.1%
9	9	25.4%
10 – Best personal doctor possible	10	41.6%
I don't have a personal doctor	-6	

**Question 38: Did you have the same personal doctor before you joined this health plan?**

**Variable name:** S15009

**Editing notes:** See Notes 6 and 8\_01

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes	Go to Question 40	1	33.0%
No		2	67.0%

**Question 39: 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:** S15010

**Editing notes:** See Note 8\_01

<b>Response</b>	<b>Value</b>	<b>Percent</b>
A big problem	1	12.9%
A small problem	2	22.4%
Not a problem	3	64.7%

## 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 40:** 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:** H15028

**Editing notes:** See Note 9

Response	Directions	Value	Percent
Yes		1	62.0%
No	Go to Question 44	2	38.0%

**Question 41:** In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?

**Variable name:** H15029

**Editing notes:** See Note 9

Response	Value	Percent
Never	1	4.8%
Sometimes	2	12.7%
Usually	3	27.1%
Always	4	55.3%
I didn't need a specialist in the last 12 months	-6	

**Question 42:** How many specialists have you seen in the last 12 months?

**Variable name:** H15030

**Editing notes:** See Notes 9 and 10

Response	Directions	Value	Percent
None	Go to Question 44	0	2.3%
1 specialist		1	38.8%
2		2	31.1%
3		3	17.2%
4		4	7.0%
5 or more specialists		5	3.5%

**Question 43: 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:** H15031

**Editing notes:** See Notes 9 and 10

Response	Value	Percent
0 – Worst specialist possible	0	0.4%
1	1	0.3%
2	2	0.5%
3	3	0.9%
4	4	1.9%
5	5	2.7%
6	6	2.2%
7	7	7.0%
8	8	16.6%
9	9	25.3%
10 – Best specialist possible	10	42.4%
I didn't see a specialist in the last 12 months	-6	

**Question 44: In general, how would you rate your overall mental or emotional health?**

**Variable name:** S15B01

**Editing notes:** None

Response	Value	Percent
Excellent	1	42.8%
Very good	2	32.7%
Good	3	16.1%
Fair	4	6.3%
Poor	5	2.1%

**Question 45: In the last 12 months, did you need any treatment or counseling for a personal or family problem?**

**Variable name:** S15B02

**Editing notes:** See Note 10\_B1

Response	Directions	Value	Percent
Yes		1	11.6%
No	Go to Question 48	2	88.4%

**Question 46: 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:** S15B03

**Editing notes:** See Note 10\_B1

Response	Value	Percent
A big problem	1	17.4%
A small problem	2	19.9%
Not a problem	3	62.7%

**Question 47: 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:** S15B04

**Editing notes:** See Note 10\_B1

<b>Response</b>	<b>Value</b>	<b>Percent</b>
0 – Worst treatment or counseling possible	0	1.9%
1	1	1.5%
2	2	1.5%
3	3	2.3%
4	4	3.6%
5	5	7.8%
6	6	7.4%
7	7	13.7%
8	8	15.0%
9	9	18.3%
10 – Best treatment or counseling possible	10	26.9%
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 48:** In the last 12 months, did you try to get any kind of care, tests, or treatment through your health plan?

**Variable name:** H15032

**Editing notes:** See Note 11

Response	Directions	Value	Percent
Yes		1	76.0%
No	Go to Question 50	2	24.0%

**Question 49:** In the last 12 months, how often was it easy to get the care, tests, or treatment you needed?

**Variable name:** H15033

**Editing notes:** See Note 11

Response	Value	Percent
Never	1	2.7%
Sometimes	2	8.5%
Usually	3	24.3%
Always	4	64.5%
I didn't need care, tests, or treatment through my health plan in the last 12 months	-6	

**Question 50:** 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:** H15034

**Editing notes:** See Note 12

Response	Directions	Value	Percent
Yes		1	31.8%
No	Go to Question 52	2	68.2%

**Question 51:** 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:** H15035

**Editing notes:** See Note 12

Response	Value	Percent
Never	1	2.7%
Sometimes	2	27.7%
Usually	3	46.6%
Always	4	23.0%
I didn't look for information from my health plan in the last 12 months	-6	

**Question 52: 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:** H15036

**Editing notes:** See Note 13

Response	Directions	Value	Percent
Yes		1	14.3%
No	Go to Question 54	2	85.7%

**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 a health care service or equipment?**

**Variable name:** H15037

**Editing notes:** See Note 13

Response	Value	Percent
Never	1	11.5%
Sometimes	2	26.5%
Usually	3	30.1%
Always	4	31.9%
I didn't need a health care service or equipment from my health plan in the last 12 months	-6	

**Question 54: 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:** H15038

**Editing notes:** See Note 14

Response	Directions	Value	Percent
Yes		1	19.5%
No	Go to Question 56	2	80.5%

**Question 55: 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:** H15039

**Editing notes:** See Note 14

Response	Value	Percent
Never	1	7.2%
Sometimes	2	17.5%
Usually	3	27.7%
Always	4	47.6%
I didn't need prescription medications from my health plan in the last 12 months	-6	

**Question 56: In the last 12 months, did you try to get information or help from your health plan's customer service?**

**Variable name:** H15040

**Editing notes:** See Note 15

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	24.9%
No	Go to Question 59	2	75.1%

**Question 57: In the last 12 months, how often did your health plan's customer service give you the information or help you needed?**

**Variable name:** H15041

**Editing notes:** See Note 15

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	5.9%
Sometimes	2	20.1%
Usually	3	26.8%
Always	4	47.2%
I didn't call my health plan's customer service in the last 12 months	-6	

**Question 58: In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?**

**Variable name:** H15042

**Editing notes:** See Note 15

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	1.2%
Sometimes	2	8.2%
Usually	3	23.5%
Always	4	67.1%
I didn't call my health plan's customer service in the last 12 months	-6	

**Question 59: In the last 12 months, did your health plan give you any forms to fill out?**

**Variable name:** H15043

**Editing notes:** See Note 16

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	23.0%
No	Go to Question 61	2	77.0%



**Question 60: In the last 12 months, how often were the forms from your health plan easy to fill out?**

**Variable name:** H15044

**Editing notes:** See Note 16

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	2.8%
Sometimes	2	13.7%
Usually	3	45.5%
Always	4	38.0%
I didn't have any experiences with paperwork for my health plan in the last 12 months	-6	

**Question 61: 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:** H15045

**Editing notes:** See Note 17

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	50.4%
No	Go to Question 64	2	31.2%
Don't know	Go to Question 64	-5	18.4%

**Question 62: In the last 12 months, how often did your health plan handle your claims quickly?**

**Variable name:** H15046

**Editing notes:** See Note 17

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	2.3%
Sometimes	2	6.6%
Usually	3	30.9%
Always	4	46.1%
Don't know	-5	14.0%
No claims were sent for me in the last 12 months	-6	

**Question 63: In the last 12 months, how often did your health plan handle your claims correctly?**

**Variable name:** H15047

**Editing notes:** See Note 17

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	1.3%
Sometimes	2	5.3%
Usually	3	26.5%
Always	4	54.8%
Don't know	-5	12.1%
No claims were sent for me in the last 12 months	-6	

**Question 64: 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:** H15048

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
0 – Worst health plan possible	0	0.6%
1	1	0.4%
2	2	0.6%
3	3	1.7%
4	4	1.6%
5	5	5.9%
6	6	5.1%
7	7	10.7%
8	8	19.3%
9	9	22.5%
10 – Best health plan possible	10	31.5%

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

**Variable name:** H15049

**Editing notes:** None

Response	Value	Percent
Less than 12 months ago	3	94.2%
1 to 2 years ago	2	4.1%
More than 2 years ago	1	1.7%

**Question 66: Do you know if your blood pressure is too high?**

**Variable name:** H15050

**Editing notes:** None

Response	Value	Percent
Yes, it is too high	1	17.1%
No, it is not too high	2	78.3%
Don't know	3	4.7%

**Question 67: When did you last have a flu shot?**

**Variable name:** H15051

**Editing notes:** None

Response	Value	Percent
Less than 12 months ago	4	73.0%
1 – 2 years ago	3	9.5%
More than 2 years ago	2	9.4%
Never had a flu shot	1	8.0%

**Question 68: Have you ever smoked at least 100 cigarettes in your entire life?**

**Variable name:** H15052

**Editing notes:** None

Response	Value	Percent
Yes	1	36.9%
No	2	61.7%
Don't know	-5	1.4%

**Question 69: Do you now smoke cigarettes or use tobacco every day, some days or not at all?**

**Variable name:** H15053

**Editing notes:** See Note 18

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Every day		4	6.6%
Some days		3	4.7%
Not at all	Go to Question 74	2	88.4%
Don't know	Go to Question 74	-5	0.2%

**Question 70: 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:** H15054

**Editing notes:** See Note 18

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	16.8%
Sometimes	2	21.1%
Usually	3	24.3%
Always	4	37.7%

**Question 71: 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:** H15055

**Editing notes:** See Note 18

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	46.7%
Sometimes	2	23.0%
Usually	3	15.9%
Always	4	14.4%

**Question 72: 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:** H15056

**Editing notes:** See Note 18

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	48.5%
Sometimes	2	22.6%
Usually	3	16.1%
Always	4	12.7%

**Question 73: On the days you smoke or use tobacco products, what type of product do you smoke or use?**

**MARK ALL THAT APPLY**

**Variable names:** H15057A-H15057D

**Editing notes:** See Note 18

<b>Response</b>	<b>Variable Name</b>	<b>Percent Marked</b>
Cigarettes	H14057A	64.9%
Dip, chewing tobacco, snuff or snus	H14057B	18.9%
Cigars	H14057C	9.4%
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	6.0%

**Question 74: Are you male or female?**

**Variable name:** H15058

**Editing notes:** See Note 19A

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Male	Go to Question 81	1	49.5%
Female		2	50.5%

**Question 75: When did you last have a Pap smear test?**

**Variable name:** H15059B

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

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Within the last 12 months	6	39.3%
1 to 2 years ago	5	25.4%
More than 2 but less than 3 years ago	4	9.6%
More than 3 but less than 5 years ago	3	5.7%
5 or more years ago	2	14.2%
Never had a pap smear test	1	5.7%

**Question 76: Are you under age 40?**

**Variable name:** H15060

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

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes	Go to Question 78	1	36.5%
No		2	63.5%

**Question 77: When was the last time your breasts were checked by mammography?****Variable name:** H15061**Editing notes:** See Notes 19A, 19B, and 20

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Within the last 12 months	5	63.4%
1 to 2 years ago	4	19.8%
More than 2 but less than 5 years ago	3	7.0%
5 or more years ago	2	7.1%
Never had a mammogram	1	2.8%

**Question 78: Have you been pregnant in the last 12 months or are you pregnant now?****Variable name:** H15062**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		1	3.0%
No, I am not currently pregnant, but have been pregnant in the past 12 months	Go to Question 80	2	5.4%
No, I am not currently pregnant, and have not been pregnant in the past 12 months	Go to Question 81	3	91.7%

**Question 79: In what trimester is your pregnancy?****Variable name:** H15063**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 81	1	16.5%
Second trimester (13 <sup>th</sup> through 27 <sup>th</sup> week)		2	27.3%
Third trimester (28 <sup>th</sup> week until delivery)		3	56.1%

**Question 80: In which trimester did you first receive prenatal care?****Variable name:** H15064**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	81.8%
Second trimester ( 13 <sup>th</sup> through 27 <sup>th</sup> week)	3	13.4%
Third trimester (28 <sup>th</sup> week until delivery)	2	1.4%
Did not receive prenatal care	1	3.3%

## ABOUT YOU

**Question 81: In general, how would you rate your overall health?**

**Variable name:** H15065

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Excellent	5	18.3%
Very good	4	41.3%
Good	3	29.7%
Fair	2	8.8%
Poor	1	1.9%

**Question 82: Are you limited in any way in any activities because of any impairment or health problem?**

**Variable name:** H15066

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Yes	1	35.8%
No	2	64.2%

**Question 83: In the last 12 months, did you get health care 3 or more times for the same condition or problem?**

**Variable name:** H15067

**Editing notes:** See Note 22

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	41.3%
No	Go to Question 85	2	58.7%

**Question 84: Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.**

**Variable name:** H15068

**Editing notes:** See Note 22

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Yes	1	90.7%
No	2	9.3%

**Question 85: Do you now need or take medicine prescribed by a doctor? Do not include birth control.**

**Variable name:** H15069

**Editing notes:** See Note 23

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	65.7%
No	Go to Question 87	2	34.3%

**Question 86: Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.**

**Variable name:** H15070

**Editing notes:** See Note 23

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Yes	1	95.2%
No	2	4.8%

**Question 87: How tall are you without your shoes on? Please give your answer in feet and inches.**

**Variable name:** H15071F, H15071I

**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	94.8%

**Question 88: How much do you weigh without your shoes on? Please give your answer in pounds.**

**Variable name:** H15072

**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	94.2%

**Question 89: 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	0.6%
Some high school, but did not graduate	2	1.2%
High school graduate or GED	3	18.7%
Some college or 2-year degree	4	41.1%
4-year college graduate	5	17.1%
More than 4-year college degree	6	21.4%



**Question 90: Are you of Hispanic or Latino origin or descent? (Mark "NO" if not Spanish/Hispanic/Latino.)**

**MARK ALL THAT APPLY**

**Variable names:** H15073A-H15073E, H15073

**Editing notes:** See Note 24

<b>Response</b>	<b>Variable Name</b>	<b>H14073 Value</b>	<b>Percent Marked</b>
No, not Spanish, Hispanic, or Latino	H14073A	1	87.3%
Yes, Mexican, Mexican American, Chicano	H14073B	2	3.8%
Yes, Puerto Rican	H14073C	3	2.7%
Yes, Cuban	H14073D	4	0.3%
Yes, other Spanish, Hispanic, or Latino	H14073E	5	3.5%

**Question 91: What is your race?**

**MARK ALL THAT APPLY**

**Variable names:** SRRACEA-SRRACEE

**Editing notes:** None

<b>Response</b>	<b>Variable Name</b>	<b>Percent Marked</b>
White	SRRACEA	79.1%
Black or African American	SRRACEB	11.3%
American Indian or Alaska Native	SRRACEC	2.7%
Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)	SRRACED	5.8%
Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian or Chamorro)	SRRACEE	1.0%

**Question 92: What is your age now?**

**Variable name:** SRAGE

**Editing notes:** none

<b>Response</b>	<b>Value</b>	<b>Percent</b>
18 to 24	1	12.2%
25 to 34	2	16.8%
35 to 44	3	11.3%
45 to 54	4	10.4%
55 to 64	5	18.9%
65 to 75	6	18.3%
75 or older	7	12.1%

**Question 93: Are you currently covered by Medicare?****Variable name:** H15074**Editing notes:** See Note 25

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	32.6%
No	Go to Question 99	2	59.8%
Don't know	Go to Question 99	-5	7.6%

**Question 94: 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:** H15075**Editing notes:** See Note 25

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

**Question 95: 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:** H15076**Editing notes:** See Note 25

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Yes, I am now covered by Medicare Part B	1	92.3%
No, I am not covered by Medicare Part B	2	7.7%

**Question 96: 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:** H15077**Editing notes:** See Note 25

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Yes	1	3.4%
No	2	85.0%
Don't know	-5	11.7%

**Question 97: 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:** H15078**Editing notes:** See Note 25

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Yes, I am now covered by Medicare supplemental insurance	1	12.5%
No, I am not covered by Medicare supplemental insurance	2	87.5%

**Question 98: Are you enrolled in Medicare Part D, also known as the Medicare Prescription Drug Plan?**

**Variable name:** H15079

**Editing notes:** See Note 25

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Yes	1	9.8%
No	2	81.6%
Don' t know	-5	8.6%

**Question 99: 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:** S15011

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Strongly disagree	1	6.4%
Disagree	2	3.8%
Neither agree nor disagree	3	9.0%
Agree	4	40.9%
Strongly agree	5	39.8%

**Question 100: 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:** S15014

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Completely dissatisfied	1	3.3%
Somewhat dissatisfied	2	4.2%
Neither satisfied nor dissatisfied	3	6.4%
Somewhat satisfied	4	23.6%
Completely satisfied	5	62.5%

**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.**