



Health Care Survey of DoD Beneficiaries

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

April 2015

Military Health Care Survey:

Adult Questionnaire

April 2015

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

Response	Directions	Value	Percent
Yes	Go to Question 2	1	99.6%
No	Please give this questionnaire to the person addressed on the cover letter.	2	0.4%

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**

Response	Variable Name	Percent Marked
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)	H15002A	46.7%
TRICARE Extra or Standard (CHAMPUS)	H15002C	13.9%
TRICARE Plus	H15002N	0.6%
TRICARE for Life	H15002O	30.4%
TRICARE Supplemental Insurance	H15002P	0.5%
TRICARE Reserve Select	H15002Q	2.9%
TRICARE Retired Reserve	H15002S	1.4%
TRICARE Young Adult Prime	H15002T	0.5%
TRICARE Young Adult Extra or Standard	H15002V	0.4%
Uniformed Services Family Health Plan (USFHP)	H15002K	1.4%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)	H15002U	0.1%

Other Health Plans

Response	Variable Name	Percent Marked
Medicare	H15002F	30.6%
Federal Employees Health Benefit Program (FEHBP)	H15002G	2.5%
Medicaid	H15002H	1.2%
A civilian HMO (such as Kaiser)	H15002I	1.2%
Other civilian health insurance (such as Blue Cross)	H15002J	6.7%
The Veterans Administration (VA)	H15002M	7.0%
Government health insurance from a country other than the US	H15002R	0.2%
Not sure	H15002L	4.3%

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

Response	Directions	Value	Percent
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)		1	44.6%
TRICARE Extra or Standard (CHAMPUS)		3	10.2%
TRICARE Plus		11	0.5%
TRICARE Reserve Select		12	2.7%
TRICARE Retired Reserve		14	1.0%
TRICARE Young Adult Prime		15	0.2%
TRICARE Young Adult Extra or Standard		17	0.2%
Uniformed Services Family Health Plan (USFHP)		9	1.3%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)		16	0.0%
Medicare (may include TRICARE for Life)		4	25.8%
Federal Employees Health Benefit Program (FEHBP)		5	1.6%
Medicaid		6	0.4%
A civilian HMO (such as Kaiser)		7	1.1%
Other civilian health insurance (such as Blue Cross)		8	4.7%
The Veterans Administration (VA)		10	3.3%
Government health insurance from a country other than the US		13	0.1%
Not sure	Go to Question 5	-5	2.3%
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

Response	Value	Percent
Less than 6 months	1	1.3%
6 up to 12 months	2	6.3%
12 up to 24 months	3	8.9%
2 up to 5 years	4	18.9%
5 up to 10 years	5	19.9%
10 or more years	6	44.6%

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

Variable name: H15005

Editing notes: None

Response	Value	Percent
A military facility – This includes: Military clinic Military hospital PRIMUS clinic NAVCARE clinic	1	36.5%
A civilian facility – This includes: Doctor’s office Clinic Hospital Civilian TRICARE contractor	2	54.5%
Uniformed Services Family Health Plan facility (USFHP)	3	0.8%
Veterans Affairs (VA) clinic or hospital	4	5.0%
I went to none of the listed types of facilities in the last 12 months	5	3.2%

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	44.6%
No	Go to Question 9	2	55.4%

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	2.5%
Sometimes	2	12.3%
Usually	3	20.6%
Always	4	64.6%
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

Response	Value	Percent
Same day	1	61.5%
1 day	2	15.1%
2 days	3	7.1%
3 days	4	3.4%
4-7 days	5	6.0%
8-14 days	6	3.4%
15 days or longer	7	3.5%
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

Response	Directions	Value	Percent
Yes		1	86.9%
No	Go to Question 12	2	13.1%

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

Response	Value	Percent
Never	1	3.2%
Sometimes	2	15.9%
Usually	3	26.6%
Always	4	54.3%
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	8.8%
1 day	2	10.4%
2-3 days	3	23.9%
4-7 days	4	22.4%
8-14 days	5	16.7%
15-30 days	6	12.0%
31 days or longer	7	5.7%
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: H15012

Editing notes: None

Response	Value	Percent
None	1	71.4%
1	2	18.3%
2	3	6.4%
3	4	2.0%
4	5	1.1%
5 to 9	6	0.6%
10 or more	7	0.2%

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: H15013

Editing notes: See Note 4

Response	Directions	Value	Percent
None	Go to Question 19	1	11.6%
1		2	11.3%
2		3	17.8%
3		4	15.0%
4		5	14.3%
5 to 9		6	19.4%
10 or more		7	10.6%

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: H15014

Editing notes: See Note 4

Response	Value	Percent
Never	1	12.9%
Sometimes	2	27.2%
Usually	3	29.3%
Always	4	30.6%

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: H15015

Editing notes: See Notes 4 and 5

Response	Directions	Value	Percent
Yes		1	57.6%
No	Go to Question 18	2	42.4%

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: H15016

Editing notes: See Notes 4 and 5

Response	Value	Percent
Definitely yes	1	64.7%
Somewhat yes	2	30.3%
Somewhat no	3	3.2%
Definitely no	4	1.8%

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: H15017

Editing notes: See Notes 4 and 5

Response	Value	Percent
Definitely yes	1	56.7%
Somewhat yes	2	33.1%
Somewhat no	3	7.0%
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: H15018

Editing notes: See Note 4

Response	Value	Percent
0 – Worst health care possible	0	0.5%
1	1	0.6%
2	2	1.0%
3	3	1.6%
4	4	1.9%
5	5	5.4%
6	6	5.0%
7	7	11.9%
8	8	20.0%
9	9	20.2%
10 – Best health care possible	10	31.8%
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: S15C09

Editing notes: See Note 5_C1

Response	Directions	Value	Percent
Yes		1	14.4%
No	Go to Question 21	2	85.6%

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: S15C10

Editing notes: See Note 5_C1

Response	Value	Percent
A big problem	1	9.5%
A small problem	2	15.7%
Not a problem	3	74.8%
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: S15C11

Editing notes: See Note 5_C2

Response	Directions	Value	Percent
Yes		1	20.5%
No	Go to Question 23	2	79.5%

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: S15C12

Editing notes: See Note 5_C2

Response	Value	Percent
A big problem	1	8.2%
A small problem	2	16.3%
Not a problem	3	75.6%
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: S15C13

Editing notes: See Note 5_C3

Response	Directions	Value	Percent
Yes		1	3.1%
No	Go to Question 25	2	96.9%

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: S15C14

Editing notes: See Note 5_C3

Response	Value	Percent
A big problem	1	11.1%
A small problem	2	11.7%
Not a problem	3	77.2%
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: H15019

Editing notes: See Note 6

Response	Directions	Value	Percent
Yes		1	79.1%
No	Go to Question 35	2	20.9%

Question 26: 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 33	0	8.5%
1		1	17.5%
2		2	23.9%
3		3	18.2%
4		4	15.1%
5 to 9		5	13.6%
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: H15021

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	1.0%
Sometimes	2	5.6%
Usually	3	18.0%
Always	4	75.4%
I had no visits in the last 12 months	-6	

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

Variable name: H15022

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	0.7%
Sometimes	2	3.9%
Usually	3	18.2%
Always	4	77.2%
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: H15023

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	1.1%
Sometimes	2	4.4%
Usually	3	14.4%
Always	4	80.1%
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: H15024

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	1.8%
Sometimes	2	6.8%
Usually	3	23.2%
Always	4	68.2%
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: H15025

Editing notes: See Notes 6, 7, and 8

Response	Directions	Value	Percent
Yes		1	74.3%
No	Go to Question 33	2	25.7%

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: H15026

Editing notes: See Notes 6, 7, and 8

Response	Value	Percent
Never	1	9.0%
Sometimes	2	14.6%
Usually	3	30.0%
Always	4	46.4%

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: H15027

Editing notes: See Note 6

Response	Value	Percent
0 – Worst personal doctor possible	0	0.4%
1	1	0.4%
2	2	0.8%
3	3	1.2%
4	4	1.4%
5	5	4.3%
6	6	3.4%
7	7	7.7%
8	8	15.5%
9	9	22.3%
10 – Best personal doctor possible	10	42.6%
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: S15009

Editing notes: See Notes 6 and 8_01

Response	Directions	Value	Percent
Yes	Go to Question 36	1	32.8%
No		2	67.2%

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

Variable name: S15010

Editing notes: See Note 8_01

Response	Value	Percent
A big problem	1	11.9%
A small problem	2	23.2%
Not a problem	3	64.9%

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: H15028

Editing notes: See Note 9

Response	Directions	Value	Percent
Yes		1	58.3%
No	Go to Question 40	2	41.7%

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: H15029

Editing notes: See Note 9

Response	Value	Percent
Never	1	6.2%
Sometimes	2	14.2%
Usually	3	30.5%
Always	4	49.1%
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: H15030

Editing notes: See Notes 9 and 10

Response	Directions	Value	Percent
None	Go to Question 40	0	3.4%
1 specialist		1	40.6%
2		2	30.7%
3		3	15.4%
4		4	5.5%
5 or more specialists		5	4.4%

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: H15031

Editing notes: See Notes 9 and 10

Response	Value	Percent
0 – Worst specialist possible	0	0.5%
1	1	0.3%
2	2	0.9%
3	3	1.0%
4	4	1.2%
5	5	4.1%
6	6	3.2%
7	7	8.0%
8	8	16.5%
9	9	24.0%
10 – Best specialist possible	10	40.3%
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: S15B01

Editing notes: None

Response	Value	Percent
Excellent	1	41.9%
Very good	2	31.5%
Good	3	17.8%
Fair	4	7.0%
Poor	5	1.8%

Question 41: 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	13.7%
No	Go to Question 44	2	86.3%

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: S15B03

Editing notes: See Note 10_B1

Response	Value	Percent
A big problem	1	14.7%
A small problem	2	19.1%
Not a problem	3	66.2%

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: S15B04

Editing notes: See Note 10_B1

Response	Value	Percent
0 – Worst treatment or counseling possible	0	2.7%
1	1	2.3%
2	2	3.0%
3	3	1.9%
4	4	5.8%
5	5	9.0%
6	6	5.1%
7	7	9.8%
8	8	13.8%
9	9	18.8%
10 – Best treatment or counseling possible	10	27.7%
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: H15032

Editing notes: See Note 11

Response	Directions	Value	Percent
Yes		1	67.7%
No	Go to Question 46	2	32.3%

Question 45: 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	2.9%
Sometimes	2	9.8%
Usually	3	26.2%
Always	4	61.1%
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: H15034

Editing notes: See Note 12

Response	Directions	Value	Percent
Yes		1	29.0%
No	Go to Question 48	2	71.0%

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: H15035

Editing notes: See Note 12

Response	Value	Percent
Never	1	5.9%
Sometimes	2	26.4%
Usually	3	47.2%
Always	4	20.6%
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: H15036

Editing notes: See Note 13

Response	Directions	Value	Percent
Yes		1	14.8%
No	Go to Question 50	2	85.2%

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

Variable name: H15037

Editing notes: See Note 13

Response	Value	Percent
Never	1	21.0%
Sometimes	2	23.7%
Usually	3	29.7%
Always	4	25.5%
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: H15038

Editing notes: See Note 14

Response	Directions	Value	Percent
Yes		1	19.4%
No	Go to Question 52	2	80.6%

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

Variable name: H15039

Editing notes: See Note 14

Response	Value	Percent
Never	1	13.6%
Sometimes	2	20.3%
Usually	3	28.7%
Always	4	37.4%
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: H15040

Editing notes: See Note 15

Response	Directions	Value	Percent
Yes		1	26.0%
No	Go to Question 55	2	74.0%

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: H15041

Editing notes: See Note 15

Response	Value	Percent
Never	1	7.3%
Sometimes	2	19.9%
Usually	3	28.1%
Always	4	44.7%
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: H15042

Editing notes: See Note 15

Response	Value	Percent
Never	1	1.1%
Sometimes	2	9.3%
Usually	3	23.8%
Always	4	65.9%
I didn't call my health plan's customer service in the last 12 months	-6	

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

Variable name: H15043

Editing notes: See Note 16

Response	Directions	Value	Percent
Yes		1	22.4%
No	Go to Question 57	2	77.6%

Question 56: 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

Response	Value	Percent
Never	1	4.1%
Sometimes	2	12.6%
Usually	3	42.1%
Always	4	41.2%
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: H15045

Editing notes: See Note 17

Response	Directions	Value	Percent
Yes		1	48.5%
No	Go to Question 60	2	33.8%
Don't know	Go to Question 60	-5	17.7%

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

Variable name: H15046

Editing notes: See Note 17

Response	Value	Percent
Never	1	2.2%
Sometimes	2	7.5%
Usually	3	29.5%
Always	4	47.2%
Don't know	-5	13.6%
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: H15047

Editing notes: See Note 17

Response	Value	Percent
Never	1	1.3%
Sometimes	2	5.8%
Usually	3	26.6%
Always	4	53.4%
Don't know	-5	12.9%
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: H15048

Editing notes: None

Response	Value	Percent
0 – Worst health plan possible	0	0.6%
1	1	0.3%
2	2	0.8%
3	3	1.4%
4	4	1.3%
5	5	7.3%
6	6	5.4%
7	7	12.1%
8	8	18.4%
9	9	20.0%
10 – Best health plan possible	10	32.4%

REFERRALS TO SPECIALISTS

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

Question 61: Does the plan you use for all or most of your healthcare require you to get a referral from a doctor in order to see a specialist?

Variable name: S15R01

Editing notes: See Note 17_R1

Response	Directions	Value	Percent
Yes		1	62.8%
No	Go to Question 63	2	37.2%

Question 62: In the last 12 months did a doctor refer you to a specialist?

Variable name: S15R02

Editing notes: See Note 17_R1

Response	Value	Percent
Yes	1	59.6%
No	2	40.4%

Question 63: In the last 12 months how did you select the specialist(s) you saw?

MARK ALL THAT APPLY

Variable names: S15R03A-S15R03E

Editing notes: See Note 17_R2

Response	Directions	Variable Name	Percent Marked
I did not see a specialist in the last 12 months	Go to Question 76	S15R03A	12.1%
My doctor told me what specialist to see		S15R03B	45.7%
I received a suggestion from a friend or relative		S15R03C	5.9%
I picked the specialist from a list supplied by TRICARE or my health plan		S15R03D	11.4%
I picked the specialist on my own		S15R03E	15.1%

Question 64: In the last 12 months, when you needed to see a specialist, how did you make an appointment?

MARK ALL THAT APPLY

Variable names: S15R04A-S15R04G

Editing notes: See Note 17_R2

Response	Variable Name	Percent Marked
Contacted the appointment line or referral desk	S15R04A	16.0%
Called an MTF	S15R04B	1.7%
Called my personal doctor's office	S15R04C	5.5%
Called the specialist's office	S15R04D	36.8%
Asked my personal doctor to make the appointment	S15R04E	4.3%
My personal doctor made the appointment for me	S15R04F	16.1%
Other	S15R04G	5.0%

Question 65: In the last 12 months, how much of a problem, if any, was it to understand the process you needed to follow to see a specialist?

Variable name: S15R05

Editing notes: See Note 17_R2

Response	Value	Percent
A big problem	1	4.0%
A small problem	2	16.2%
Not a problem	3	79.8%

Question 66: In the last 12 months, were you referred to any civilian specialists?

Variable name: S15R06

Editing notes: See Notes 17_R2 and 17_R3

Response	Directions	Value	Percent
Yes		1	75.8%
No	Go to Question 71	2	24.2%

Question 67: How much of a problem, if any, was your wait time to see a civilian specialist?

Variable name: S15R07

Editing notes: See Notes 17_R2 and 17_R3

Response	Value	Percent
A big problem	1	6.2%
A small problem	2	17.4%
Not a problem	3	76.4%

Question 68: In the last 12 months, what is the longest time you spent traveling (round-trip) to see a civilian specialist?

Variable name: S15R08

Editing notes: See Notes 17_R2 and 17_R3

Response	Value	Percent
Less than ½ hour	1	35.7%
½ hour to less than 1 hour	2	34.7%
1 hour to less than 2 hours	3	18.2%
2 hours to less than 4 hours	4	7.7%
4 hours to less than 8 hours	5	2.5%
8 hours or more	6	1.3%

Question 69: In the last 12 months did you travel more than 100 miles (one way) to see a civilian specialist?

Variable name: S15R09

Editing notes: See Notes 17_R2 and 17_R3

Response	Value	Percent
Yes	1	6.0%
No	2	94.0%

Question 70: In the past 12 months, how often did your doctor seem informed and up-to-date about the care you got from these civilian specialists?

Variable name: S15R10

Editing notes: See Notes 17_R2 and 17_R3

Response	Value	Percent
Never	1	10.3%
Sometimes	2	13.7%
Usually	3	32.2%
Always	4	43.8%

Question 71: In the last 12 months, were you referred to a specialist at an MTF?

Variable name: S15R11

Editing notes: See Notes 17_R2 and 17_R4

Response	Directions	Value	Percent
Yes		1	82.0%
No	Go to Question 76	2	18.0%

Question 72: How much of a problem, if any, was your wait time to see a specialist at an MTF?

Variable name: S15R12

Editing notes: See Notes 17_R2 and 17_R4

Response	Value	Percent
A big problem	1	13.3%
A small problem	2	24.8%
Not a problem	3	61.9%

Question 73: In the last 12 months, what is the longest time you spent traveling (round-trip) to see a specialist at an MTF?

Variable name: S15R13

Editing notes: See Notes 17_R2 and 17_R4

Response	Value	Percent
Less than ½ hour	1	40.5%
½ hour to less than 1 hour	2	32.1%
1 hour to less than 2 hours	3	16.0%
2 hours to less than 4 hours	4	7.3%
4 hours to less than 8 hours	5	3.3%
8 hours or more	6	0.9%

Question 74: In the last 12 months did you travel more than 100 miles (one way) to see a specialist at an MTF?

Variable name: S15R14

Editing notes: See Notes 17_R2 and 17_R4

Response	Value	Percent
Yes	1	4.4%
No	2	95.6%

Question 75: In the past 12 months, how often did your doctor seem informed and up-to-date about the care you got from these specialists at an MTF?

Variable name: S15R15

Editing notes: See Notes 17_R2 and 17_R4

Response	Value	Percent
Never	1	17.1%
Sometimes	2	18.8%
Usually	3	27.7%
Always	4	36.4%

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

Variable name: H15049

Editing notes: None

Response	Value	Percent
Less than 12 months ago	3	94.0%
1 to 2 years ago	2	4.5%
More than 2 years ago	1	1.5%

Question 77: 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	15.8%
No, it is not too high	2	78.5%
Don't know	3	5.6%

Question 78: When did you last have a cholesterol screening, that is, a test to determine the level of cholesterol in your blood?

Variable name: S15015

Editing notes: none

Response	Value	Percent
Less than 12 months ago	5	64.1%
1 to 2 years ago	4	14.1%
More than 2 but less than 5 years ago	3	5.2%
5 or more years ago	2	2.2%
Never had a cholesterol screening	1	14.4%

Question 79: When did you last have a flu shot?

Variable name: H15051

Editing notes: None

Response	Value	Percent
Less than 12 months ago	4	71.9%
1 – 2 years ago	3	9.1%
More than 2 years ago	2	9.4%
Never had a flu shot	1	9.6%

Question 80: Have you ever smoked at least 100 cigarettes in your entire life?

Variable name: H15052

Editing notes: None

Response	Value	Percent
Yes	1	36.5%
No	2	61.5%
Don't know	-5	2.0%

Question 81: Do you now smoke cigarettes or use tobacco every day, some days or not at all?

Variable name: H15053

Editing notes: See Note 18

Response	Directions	Value	Percent
Every day		4	7.4%
Some days		3	5.0%
Not at all	Go to Question 86	2	87.2%
Don't know	Go to Question 86	-5	0.4%

Question 82: 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

Response	Value	Percent
Never	1	24.6%
Sometimes	2	21.5%
Usually	3	21.5%
Always	4	32.5%

Question 83: 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

Response	Value	Percent
Never	1	50.2%
Sometimes	2	21.8%
Usually	3	14.1%
Always	4	13.8%

Question 84: 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

Response	Value	Percent
Never	1	48.5%
Sometimes	2	26.0%
Usually	3	12.5%
Always	4	12.9%

Question 85: 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

Response	Variable Name	Percent Marked
Cigarettes	H15057A	60.5%
Dip, chewing tobacco, snuff or snus	H15057B	18.5%
Cigars	H15057C	11.4%
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.)	H15057D	2.6%

Question 86: Are you male or female?

Variable name: H15058

Editing notes: See Note 19A

Response	Directions	Value	Percent
Male	Go to Question 93	1	50.2%
Female		2	49.8%

Question 87: When did you last have a Pap smear test?

Variable name: H15059B

Editing notes: See Notes 19A and 19B

Response	Value	Percent
Within the last 12 months	6	37.4%
1 to 2 years ago	5	24.7%
More than 2 but less than 3 years ago	4	9.9%
More than 3 but less than 5 years ago	3	7.4%
5 or more years ago	2	16.3%
Never had a pap smear test	1	4.3%

Question 88: Are you under age 40?**Variable name:** H15060**Editing notes:** See Notes 19A, 19B, and 20

Response	Directions	Value	Percent
Yes	Go to Question 90	1	33.9%
No		2	66.1%

Question 89: When was the last time your breasts were checked by mammography?**Variable name:** H15061**Editing notes:** See Notes 19A, 19B, and 20

Response	Value	Percent
Within the last 12 months	5	62.8%
1 to 2 years ago	4	17.2%
More than 2 but less than 5 years ago	3	8.3%
5 or more years ago	2	7.1%
Never had a mammogram	1	4.6%

Question 90: 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

Response	Directions	Value	Percent
Yes, I am currently pregnant		1	2.9%
No, I am not currently pregnant, but have been pregnant in the past 12 months	Go to Question 92	2	7.2%
No, I am not currently pregnant, and have not been pregnant in the past 12 months	Go to Question 93	3	89.9%

Question 91: In what trimester is your pregnancy?**Variable name:** H15063**Editing notes:** See Notes 19A, 19B, and 21

Response	Directions	Value	Percent
First trimester (up to 12 weeks after 1 st day of last period)	Go to Question 93	1	17.9%
Second trimester (13 th through 27 th week)		2	45.0%
Third trimester (28 th week until delivery)		3	37.0%

Question 92: In which trimester did you first receive prenatal care?**Variable name:** H15064**Editing notes:** See Notes 19A, 19B, and 21

Response	Value	Percent
First trimester (up to 12 weeks after 1 st day of last period)	4	88.5%
Second trimester (13 th through 27 th week)	3	6.0%
Third trimester (28 th week until delivery)	2	0.3%
Did not receive prenatal care	1	5.2%

ABOUT YOU

Question 93: In general, how would you rate your overall health?

Variable name: H15065

Editing notes: None

Response	Value	Percent
Excellent	5	18.1%
Very good	4	39.1%
Good	3	31.0%
Fair	2	9.6%
Poor	1	2.2%

Question 94: Are you limited in any way in any activities because of any impairment or health problem?

Variable name: H15066

Editing notes: None

Response	Value	Percent
Yes	1	34.1%
No	2	65.9%

Question 95: 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

Response	Directions	Value	Percent
Yes		1	42.0%
No	Go to Question 97	2	58.0%

Question 96: 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

Response	Value	Percent
Yes	1	83.6%
No	2	16.4%

Question 97: Do you now need or take medicine prescribed by a doctor? Do not include birth control.

Variable name: H15069

Editing notes: See Note 23

Response	Directions	Value	Percent
Yes		1	66.3%
No	Go to Question 99	2	33.7%

Question 98: 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

Response	Value	Percent
Yes	1	94.0%
No	2	6.0%

Question 99: 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

Response	Example feet	Example inches	Percent of responses
Please give your answer in feet and inches. Please write one number in each box.	5	06	95.0%

Question 100: How much do you weigh without your shoes on? Please give your answer in pounds.

Variable name: H15072

Editing notes: See Note 23_WT

Response	Example pounds	Percent of responses
Please give your answer in pounds. Please write one number in each box.	152	94.7%

Question 101: What is the highest grade or level of school that you have completed?

Variable name: SREDA

Editing notes: None

Response	Value	Percent
8 th grade or less	1	0.6%
Some high school, but did not graduate	2	1.6%
High school graduate or GED	3	21.7%
Some college or 2-year degree	4	39.7%
4-year college graduate	5	16.5%
More than 4-year college degree	6	19.9%

Question 102: 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

Response	Variable Name	H14073 Value	Percent Marked
No, not Spanish, Hispanic, or Latino	H14073A	1	86.9%
Yes, Mexican, Mexican American, Chicano	H14073B	2	3.8%
Yes, Puerto Rican	H14073C	3	2.3%
Yes, Cuban	H14073D	4	0.1%
Yes, other Spanish, Hispanic, or Latino	H14073E	5	3.4%

Question 103: What is your race?

MARK ALL THAT APPLY

Variable names: SRRACEA-SRRACEE

Editing notes: None

Response	Variable Name	Percent Marked
White	SRRACEA	79.1%
Black or African American	SRRACEB	10.7%
American Indian or Alaska Native	SRRACEC	2.0%
Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)	SRRACED	6.1%
Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian or Chamorro)	SRRACEE	0.9%

Question 104: What is your age now?

Variable name: SRAGE

Editing notes: none

Response	Value	Percent
18 to 24	1	12.8%
25 to 34	2	16.2%
35 to 44	3	12.1%
45 to 54	4	9.9%
55 to 64	5	18.3%
65 to 75	6	16.7%
75 or older	7	14.0%

Question 105: Are you currently covered by Medicare?**Variable name:** H15074**Editing notes:** See Note 25

Response	Directions	Value	Percent
Yes		1	34.4%
No	Go to Question 111	2	58.8%
Don't know	Go to Question 111	-5	6.8%

Question 106: 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

Response	Value	Percent
Yes, I am now covered by Medicare Part A	1	93.0%
No, I am not covered by Medicare Part A	2	7.0%

Question 107: 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

Response	Value	Percent
Yes, I am now covered by Medicare Part B	1	91.6%
No, I am not covered by Medicare Part B	2	8.4%

Question 108: 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

Response	Value	Percent
Yes	1	3.1%
No	2	78.3%
Don't know	-5	18.6%

Question 109: 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

Response	Value	Percent
Yes, I am now covered by Medicare supplemental insurance	1	15.1%
No, I am not covered by Medicare supplemental insurance	2	84.9%

Question 110: Are you enrolled in Medicare Part D, also known as the Medicare Prescription Drug Plan?

Variable name: H15079

Editing notes: See Note 25

Response	Value	Percent
Yes	1	9.7%
No	2	80.1%
Don' t know	-5	10.2%

Question 111: 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

Response	Value	Percent
Strongly disagree	1	5.4%
Disagree	2	4.5%
Neither agree nor disagree	3	10.0%
Agree	4	40.5%
Strongly agree	5	39.5%

Question 112: 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

Response	Value	Percent
Completely dissatisfied	1	4.2%
Somewhat dissatisfied	2	4.7%
Neither satisfied nor dissatisfied	3	6.9%
Somewhat satisfied	4	23.2%
Completely satisfied	5	61.0%

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.