



Health Care Survey of DoD Beneficiaries

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

October 2015

**Military Health Care Survey:
Adult Questionnaire
October 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.

The Department relies on benchmark data to report on quality and service, as well as making apples-to-apples comparisons of the TRICARE health plan performance with other civilian health plans.

This survey and most of its questions are closely modeled on the most widely used and nationally recognized patient experience survey in the U.S.—The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) developed by the Department of Health and Human Services. That is why we use it.

We realize that some of the questions may not seem to specifically apply to you, but your ratings are important to us so we can compare TRICARE to civilian health plans.

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: H16001

Editing notes: None

Response	Directions	Value	Percent
Yes	Go to Question 2	1	99.5%
No	Please give this questionnaire to the person addressed on the cover letter.	2	0.5%

Question 2: By which of the following health plans are you currently covered?**MARK ALL THAT APPLY****Variable names:** H16002A, H16002C, H16002F-H16002V**Editing notes:** None**Military Health Plans**

Response	Variable Name	Percent Marked
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)	H16002A	45.0%
TRICARE Extra or Standard (CHAMPUS)	H16002C	12.7%
TRICARE Plus	H16002N	0.6%
TRICARE for Life	H16002O	30.9%
TRICARE Supplemental Insurance	H16002P	0.7%
TRICARE Reserve Select	H16002Q	3.1%
TRICARE Retired Reserve	H16002S	1.8%
TRICARE Young Adult Prime	H16002T	0.9%
TRICARE Young Adult Extra or Standard	H16002V	0.5%
Uniformed Services Family Health Plan (USFHP)	H16002K	1.6%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)	H16002U	0.0%

Other Health Plans

Response	Variable Name	Percent Marked
Medicare	H16002F	30.0%
Federal Employees Health Benefit Program (FEHBP)	H16002G	2.1%
Medicaid	H16002H	1.0%
A civilian HMO (such as Kaiser)	H16002I	1.9%
Other civilian health insurance (such as Blue Cross)	H16002J	6.2%
The Veterans Administration (VA)	H16002M	7.3%
Government health insurance from a country other than the US	H16002R	0.3%
Not sure	H16002L	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: H16003

Editing notes: See Note 1

Response	Directions	Value	Percent
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)		1	43.4%
TRICARE Extra or Standard (CHAMPUS)		3	8.7%
TRICARE Plus		11	0.5%
TRICARE Reserve Select		12	3.0%
TRICARE Retired Reserve		14	0.8%
TRICARE Young Adult Prime		15	0.7%
TRICARE Young Adult Extra or Standard		17	0.3%
Uniformed Services Family Health Plan (USFHP)		9	1.7%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)		16	0.0%
Medicare (may include TRICARE for Life)		4	25.3%
Federal Employees Health Benefit Program (FEHBP)		5	1.5%
Medicaid		6	0.3%
A civilian HMO (such as Kaiser)		7	1.7%
Other civilian health insurance (such as Blue Cross)		8	5.0%
The Veterans Administration (VA)		10	3.8%
Government health insurance from a country other than the US		13	0.1%
Not sure	Go to Question 5	-5	3.0%
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: H16004

Editing notes: See Note 1

Response	Value	Percent
Less than 6 months	1	1.6%
6 up to 12 months	2	5.3%
12 up to 24 months	3	9.7%
2 up to 5 years	4	19.7%
5 up to 10 years	5	19.6%
10 or more years	6	44.1%

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

Variable name: H16005

Editing notes: None

Response	Value	Percent
A military facility – This includes: Military clinic Military hospital PRIMUS clinic NAVCARE clinic	1	35.4%
A civilian facility – This includes: Doctor’s office Clinic Hospital Civilian TRICARE contractor	2	54.9%
Uniformed Services Family Health Plan facility (USFHP)	3	1.3%
Veterans Affairs (VA) clinic or hospital	4	5.1%
I went to none of the listed types of facilities in the last 12 months	5	3.3%

Question 6: In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor’s office?

Variable name: H16006

Editing notes: See Note 2

Response	Directions	Value	Percent
Yes		1	46.1%
No	Go to Question 9	2	53.9%

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: H16007

Editing notes: See Note 2

Response	Value	Percent
Never	1	2.6%
Sometimes	2	11.3%
Usually	3	21.9%
Always	4	64.3%
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: H16008

Editing notes: See Note 2

Response	Value	Percent
Same day	1	62.2%
1 day	2	14.0%
2 days	3	7.0%
3 days	4	3.5%
4-7 days	5	6.2%
8-14 days	6	3.3%
15 days or longer	7	3.8%
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: H16009

Editing notes: See Note 3

Response	Directions	Value	Percent
Yes		1	87.0%
No	Go to Question 12	2	13.0%

Question 10: In the last 12 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

Variable name: H16010

Editing notes: See Note 3

Response	Value	Percent
Never	1	3.4%
Sometimes	2	16.8%
Usually	3	27.7%
Always	4	52.1%
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: H16011

Editing notes: See Note 3

Response	Value	Percent
Same day	1	7.7%
1 day	2	10.6%
2-3 days	3	22.5%
4-7 days	4	23.2%
8-14 days	5	18.1%
15-30 days	6	12.4%
31 days or longer	7	5.5%
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: S16BC01A-S16BC01D

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	S16BC01A	28.9%
Yes, by using TRICARE Online or secure messaging (i.e. "Relay Health")	Go to Question 14	S16BC01B	7.0%
Yes, in person by walking in	Go to Question 14	S16BC01C	7.3%
No, I did not try to make an appointment at an MTF		S16BC01D	62.9%

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

MARK ALL THAT APPLY

Variable names: S16BC04A-S16BC04G

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	S16BC04A	12.1%
I would not have been able to get an appointment when I needed care	Go to Question 17	S16BC04B	7.0%
I would not have been able to schedule the appointment at a convenient time	Go to Question 17	S16BC04C	4.1%
I did not have the referral needed to make an appointment with a specialist at the MTF	Go to Question 17	S16BC04D	6.3%
The MTF location is inconvenient	Go to Question 17	S16BC04E	40.6%
I only use civilian providers	Go to Question 17	S16BC04F	31.7%
I prefer to receive health care from a civilian provider	Go to Question 17	S16BC04G	27.6%

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

MARK ALL THAT APPLY

Variable names: S16BC02A-S16BC02D

Editing notes: See Note 3_BC2

Response	Variable Name	Percent Marked
I needed primary care for a new illness, condition, or injury (e.g. family practice, general medicine, internal medicine, aerospace/flight/submarine medicine)	S16BC02A	49.4%
My primary care provider referred me for specialist care (e.g. specialty clinic, physical therapy, occupational therapy)	S16BC02B	27.6%
For a routine wellness visit (e.g. routine physical exam, routine eye exam, mammography, pap smear, prostate exam)	S16BC02C	46.7%
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)	S16BC02D	41.3%

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: S16BC03A-S16BC03E

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

Response	Directions	Variable Name	Percent Marked
I did not make an appointment because no appointments were available		S16BC03A	6.6%
I did not make an appointment because the only appointments available were too far in the future		S16BC03B	7.2%
I did not make an appointment because no convenient appointment times were available		S16BC03C	3.3%
I made an appointment for a time that was not convenient for me	Go to Question 17	S16BC03D	23.4%
I was always able to make an appointment at a time that was convenient for me	Go to Question 17	S16BC03E	61.0%

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

Variable name: S16BC09

Editing notes: See Note 3_BC2 and Note 3_BC4

Response	Value	Percent
Yes	1	60.2%
No	2	39.8%

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: S16BC05A-S16BC05D

Editing notes: See Note 3_BC5 and Note 3_BC6

Response	Directions	Variable Name	Percent Marked
Yes, by phone	Go to Question 19	S16BC05A	60.7%
Yes, online	Go to Question 19	S16BC05B	3.8%
Yes, in person by walking in	Go to Question 19	S16BC05C	8.2%
No, I did not try to make an appointment with a civilian health provider		S16BC05D	33.7%

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: S16BC08A-S16BC08F

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	S16BC08A	30.0%
I receive all my health care from an MTF	Go to Question 22	S16BC08B	54.3%
I would not have been able to get an appointment when I needed care	Go to Question 22	S16BC08C	2.3%
I would not have been able to schedule the appointment at a convenient time	Go to Question 22	S16BC08D	2.5%
I did not have the referral needed to make an appointment with a specialist	Go to Question 22	S16BC08E	14.8%
The location of the civilian health care provider is inconvenient	Go to Question 22	S16BC08F	4.3%

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

MARK ALL THAT APPLY

Variable names: S16BC06A-S16BC06D

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)	S16BC06A	39.9%
My primary care provider referred me for specialist care (e.g. specialty clinic, physical therapy, occupational therapy)	S16BC06B	36.2%
For a routine wellness visit (e.g. routine physical exam, routine eye exam, mammography, pap smear, prostate exam)	S16BC06C	48.6%
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)	S16BC06D	47.8%

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: S16BC07A-S16BC07E

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		S16BC07A	1.1%
I did not make an appointment because the only appointments available were too far in the future		S16BC07B	1.4%
I did not make an appointment because no convenient appointment times were available		S16BC07C	0.8%
I made an appointment for a time that was not convenient for me	Go to Question 22	S16BC07D	8.5%
I was always able to make an appointment at a time that was convenient for me	Go to Question 22	S16BC07E	85.5%

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

Variable name: S16BC10

Editing notes: See Note 3_BC6 and Note 3_BC8

Response	Value	Percent
Yes	1	41.1%
No	2	58.9%

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

Variable name: H16012

Editing notes: None

Response	Value	Percent
None	1	71.0%
1	2	19.0%
2	3	6.2%
3	4	2.5%
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: H16013

Editing notes: See Note 4

Response	Directions	Value	Percent
None	Go to Question 29	1	14.3%
1		2	9.8%
2		3	16.2%
3		4	15.1%
4		5	13.7%
5 to 9		6	20.4%
10 or more		7	10.5%

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: H16014

Editing notes: See Note 4

Response	Value	Percent
Never	1	10.8%
Sometimes	2	25.9%
Usually	3	29.9%
Always	4	33.5%

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: H16015

Editing notes: See Notes 4 and 5

Response	Directions	Value	Percent
Yes		1	58.6%
No	Go to Question 28	2	41.4%

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: H16016

Editing notes: See Notes 4 and 5

Response	Value	Percent
Definitely yes	1	71.4%
Somewhat yes	2	24.9%
Somewhat no	3	2.5%
Definitely no	4	1.1%

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: H16017

Editing notes: See Notes 4 and 5

Response	Value	Percent
Definitely yes	1	63.9%
Somewhat yes	2	25.4%
Somewhat no	3	6.8%
Definitely no	4	3.8%

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: H16018

Editing notes: See Note 4

Response	Value	Percent
0 – Worst health care possible	0	0.5%
1	1	0.5%
2	2	1.0%
3	3	1.6%
4	4	1.9%
5	5	5.3%
6	6	4.7%
7	7	10.5%
8	8	20.8%
9	9	20.0%
10 – Best health care possible	10	33.2%
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: H16019

Editing notes: See Note 6

Response	Directions	Value	Percent
Yes		1	78.6%
No	Go to Question 40	2	21.4%

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

Variable name: H16020

Editing notes: See Notes 6 and 7

Response	Directions	Value	Percent
None	Go to Question 35	0	8.5%
1		1	18.6%
2		2	23.3%
3		3	19.0%
4		4	13.6%
5 to 9		5	13.7%
10 or more		6	3.4%

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

Variable name: H16021

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	0.8%
Sometimes	2	5.3%
Usually	3	17.3%
Always	4	76.6%
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: H16022

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	0.6%
Sometimes	2	3.5%
Usually	3	17.9%
Always	4	77.9%
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: H16023

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	1.1%
Sometimes	2	4.3%
Usually	3	14.4%
Always	4	80.3%
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: H16024

Editing notes: See Notes 6 and 7

Response	Value	Percent
Never	1	1.9%
Sometimes	2	6.9%
Usually	3	21.7%
Always	4	69.5%
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: H16025

Editing notes: See Notes 6, 7, and 8

Response	Directions	Value	Percent
Yes		1	75.4%
No	Go to Question 37	2	24.6%

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: H16026

Editing notes: See Notes 6, 7, and 8

Response	Value	Percent
Never	1	6.8%
Sometimes	2	13.4%
Usually	3	31.5%
Always	4	48.2%

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: H16027

Editing notes: See Note 6

Response	Value	Percent
0 – Worst personal doctor possible	0	0.6%
1	1	0.4%
2	2	0.6%
3	3	0.8%
4	4	1.1%
5	5	4.0%
6	6	3.0%
7	7	7.3%
8	8	16.2%
9	9	23.7%
10 – Best personal doctor possible	10	42.3%
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: S16009

Editing notes: See Notes 6 and 8_01

Response	Directions	Value	Percent
Yes	Go to Question 40	1	30.6%
No		2	69.4%

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: S16010

Editing notes: See Note 8_01

Response	Value	Percent
A big problem	1	12.1%
A small problem	2	21.8%
Not a problem	3	66.1%

GETTING HEALTH CARE FROM A SPECIALIST

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

Question 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: H16028

Editing notes: See Note 9

Response	Directions	Value	Percent
Yes		1	60.8%
No	Go to Question 44	2	39.2%

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: H16029

Editing notes: See Note 9

Response	Value	Percent
Never	1	4.8%
Sometimes	2	11.9%
Usually	3	31.0%
Always	4	52.2%
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: H16030

Editing notes: See Notes 9 and 10

Response	Directions	Value	Percent
None	Go to Question 44	0	2.5%
1 specialist		1	40.0%
2		2	29.5%
3		3	15.5%
4		4	7.2%
5 or more specialists		5	5.3%

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: H16031

Editing notes: See Notes 9 and 10

Response	Value	Percent
0 – Worst specialist possible	0	0.6%
1	1	0.6%
2	2	0.7%
3	3	0.9%
4	4	1.1%
5	5	4.1%
6	6	2.8%
7	7	6.9%
8	8	15.6%
9	9	22.0%
10 – Best specialist possible	10	44.6%
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: S16B01

Editing notes: None

Response	Value	Percent
Excellent	1	42.7%
Very good	2	29.9%
Good	3	18.3%
Fair	4	7.1%
Poor	5	2.0%

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

Variable name: S16B02

Editing notes: See Note 10_B1

Response	Directions	Value	Percent
Yes		1	14.6%
No	Go to Question 48	2	85.4%

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: S16B03

Editing notes: See Note 10_B1

Response	Value	Percent
A big problem	1	13.1%
A small problem	2	15.6%
Not a problem	3	71.3%

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: S16B04

Editing notes: See Note 10_B1

Response	Value	Percent
0 – Worst treatment or counseling possible	0	2.2%
1	1	3.1%
2	2	1.5%
3	3	1.6%
4	4	2.9%
5	5	6.8%
6	6	6.0%
7	7	8.7%
8	8	15.8%
9	9	14.0%
10 – Best treatment or counseling possible	10	37.4%
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: H16032

Editing notes: See Note 11

Response	Directions	Value	Percent
Yes		1	75.5%
No	Go to Question 50	2	24.5%

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

Variable name: H16033

Editing notes: See Note 11

Response	Value	Percent
Never	1	2.9%
Sometimes	2	8.7%
Usually	3	25.1%
Always	4	63.3%
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: H16034

Editing notes: See Note 12

Response	Directions	Value	Percent
Yes		1	31.9%
No	Go to Question 52	2	68.1%

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: H16035

Editing notes: See Note 12

Response	Value	Percent
Never	1	7.4%
Sometimes	2	26.9%
Usually	3	38.7%
Always	4	26.9%
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: H16036

Editing notes: See Note 13

Response	Directions	Value	Percent
Yes		1	17.0%
No	Go to Question 54	2	83.0%

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: H16037

Editing notes: See Note 13

Response	Value	Percent
Never	1	21.6%
Sometimes	2	20.0%
Usually	3	29.7%
Always	4	28.6%
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: H16038

Editing notes: See Note 14

Response	Directions	Value	Percent
Yes		1	24.2%
No	Go to Question 56	2	75.8%

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: H16039

Editing notes: See Note 14

Response	Value	Percent
Never	1	17.2%
Sometimes	2	16.1%
Usually	3	25.7%
Always	4	41.0%
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: H16040

Editing notes: See Note 15

Response	Directions	Value	Percent
Yes		1	26.7%
No	Go to Question 59	2	73.3%

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: H16041

Editing notes: See Note 15

Response	Value	Percent
Never	1	7.8%
Sometimes	2	18.2%
Usually	3	27.3%
Always	4	46.7%
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: H16042

Editing notes: See Note 15

Response	Value	Percent
Never	1	3.0%
Sometimes	2	6.7%
Usually	3	21.6%
Always	4	68.7%
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: H16043

Editing notes: See Note 16

Response	Directions	Value	Percent
Yes		1	23.5%
No	Go to Question 61	2	76.5%

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

Variable name: H16044

Editing notes: See Note 16

Response	Value	Percent
Never	1	4.2%
Sometimes	2	13.8%
Usually	3	40.9%
Always	4	41.1%
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: H16045

Editing notes: See Note 17

Response	Directions	Value	Percent
Yes		1	48.2%
No	Go to Question 64	2	33.3%
Don't know	Go to Question 64	-5	18.5%

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

Variable name: H16046

Editing notes: See Note 17

Response	Value	Percent
Never	1	2.8%
Sometimes	2	5.6%
Usually	3	30.4%
Always	4	47.6%
Don't know	-5	13.7%
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: H16047

Editing notes: See Note 17

Response	Value	Percent
Never	1	2.2%
Sometimes	2	4.6%
Usually	3	26.1%
Always	4	54.0%
Don't know	-5	13.1%
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: H16048

Editing notes: None

Response	Value	Percent
0 – Worst health plan possible	0	0.8%
1	1	0.5%
2	2	0.8%
3	3	1.0%
4	4	1.6%
5	5	6.8%
6	6	5.2%
7	7	11.8%
8	8	18.4%
9	9	20.6%
10 – Best health plan possible	10	32.4%

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

Variable name: H16049

Editing notes: None

Response	Value	Percent
Less than 12 months ago	3	94.5%
1 to 2 years ago	2	3.8%
More than 2 years ago	1	1.7%

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

Variable name: H16050

Editing notes: None

Response	Value	Percent
Yes, it is too high	1	17.5%
No, it is not too high	2	78.4%
Don't know	3	4.1%

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

Variable name: H16051

Editing notes: None

Response	Value	Percent
Less than 12 months ago	4	69.2%
1 – 2 years ago	3	14.0%
More than 2 years ago	2	9.4%
Never had a flu shot	1	7.4%

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

Variable name: H16052

Editing notes: None

Response	Value	Percent
Yes	1	36.8%
No	2	61.6%
Don't know	-5	1.5%

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

Variable name: H16053

Editing notes: See Note 18

Response	Directions	Value	Percent
Every day		4	6.8%
Some days		3	4.9%
Not at all	Go to Question 80	2	87.7%
Don't know	Go to Question 80	-5	0.6%

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: H16054

Editing notes: See Note 18

Response	Value	Percent
Never	1	22.0%
Sometimes	2	23.5%
Usually	3	21.8%
Always	4	32.8%

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: H16055

Editing notes: See Note 18

Response	Value	Percent
Never	1	49.0%
Sometimes	2	26.1%
Usually	3	11.6%
Always	4	13.3%

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: H16056

Editing notes: See Note 18

Response	Value	Percent
Never	1	48.9%
Sometimes	2	24.6%
Usually	3	16.1%
Always	4	10.5%

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: H16057A-H16057D

Editing notes: See Note 18

Response	Variable Name	Percent Marked
Cigarettes	H16057A	64.5%
Dip, chewing tobacco, snuff or snus	H16057B	19.6%
Cigars	H16057C	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.)	H16057D	5.9%

Question 74: Electronic cigarettes, or e-cigarettes as they are often called, are battery-operated devices that simulate smoking a cigarette, but do not involve the burning of tobacco. The heated vapor produced by an e-cigarette often contains nicotine. Before today, had you ever heard of electronic cigarettes or e-cigarettes?

Variable name: S16BF1

Editing notes: See Note 18_BF1

Response	Directions	Value	Percent
Yes		1	83.8%
No	Go to Question 80	2	15.3%
Don't know	Go to Question 80	-5	0.9%

Question 75: Have you ever used an electronic cigarette, even just one time in your entire life?

Variable name: S16BF2

Editing notes: See Note 18_BF1

Response	Directions	Value	Percent
Yes		1	46.5%
No	Go to Question 80	2	52.9%
Don't know	Go to Question 80	-5	0.6%

Question 76: How many times in total do you think you have used an electronic cigarette during your lifetime?

Variable name: S16BF3

Editing notes: See Note 18_BF1

Response	Value	Percent
1 - 10	1	44.7%
11 – 20	2	10.1%
21 – 50	3	10.4%
Over 50 times	4	32.8%
Don't know	-5	2.0%

Question 77: Do you now use electronic cigarettes every day, some days, or not at all?

Variable name: S16BF4

Editing notes: See Notes 18_BF1 and 18_BF2

Response	Directions	Value	Percent
Every day		1	7.6%
Some days		2	25.6%
Not at all	Go to Question 80	3	66.5%
Don't know	Go to Question 80	-5	0.3%

Question 78: Were any of the electronic cigarettes that you used in the past 30 days flavored to taste like menthol, mint, clove, spice, candy, fruit, chocolate, or other sweets?

Variable name: S16BF5

Editing notes: See Notes 18_BF1 and 18_BF2

Response	Value	Percent
Yes	1	84.0%
No	2	15.3%
Don't know	-5	0.7%
I didn't use any electronic cigarettes in the past 30 days	-6	

Question 79: At any time during the past 12 months, did you completely switch from smoking traditional cigarettes to using electronic or e-cigarettes?

Variable name: S16BF6

Editing notes: See Notes 18_BF1 and 18_BF2

Response	Value	Percent
Yes	1	53.3%
No	2	46.7%

Question 80: Are you male or female?

Variable name: H16058

Editing notes: See Note 19A

Response	Directions	Value	Percent
Male	Go to Question 87	1	50.3%
Female		2	49.7%

Question 81: When did you last have a Pap smear test?

Variable name: H16059B

Editing notes: See Notes 19A and 19B

Response	Value	Percent
Within the last 12 months	6	36.3%
1 to 2 years ago	5	24.3%
More than 2 but less than 3 years ago	4	9.9%
More than 3 but less than 5 years ago	3	8.2%
5 or more years ago	2	16.2%
Never had a pap smear test	1	5.2%

Question 82: Are you under age 40?**Variable name:** H16060**Editing notes:** See Notes 19A, 19B, and 20

Response	Directions	Value	Percent
Yes	Go to Question 84	1	33.4%
No		2	66.6%

Question 83: When was the last time your breasts were checked by mammography?**Variable name:** H16061**Editing notes:** See Notes 19A, 19B, and 20

Response	Value	Percent
Within the last 12 months	5	65.7%
1 to 2 years ago	4	17.0%
More than 2 but less than 5 years ago	3	7.4%
5 or more years ago	2	6.1%
Never had a mammogram	1	3.9%

Question 84: Have you been pregnant in the last 12 months or are you pregnant now?**Variable name:** H16062**Editing notes:** See Notes 19A, 19B, and 21

Response	Directions	Value	Percent
Yes, I am currently pregnant		1	3.5%
No, I am not currently pregnant, but have been pregnant in the past 12 months	Go to Question 86	2	3.6%
No, I am not currently pregnant, and have not been pregnant in the past 12 months	Go to Question 87	3	92.8%

Question 85: In what trimester is your pregnancy?**Variable name:** H16063**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 87	1	29.3%
Second trimester (13 th through 27 th week)		2	44.1%
Third trimester (28 th week until delivery)		3	26.6%

Question 86: In which trimester did you first receive prenatal care?**Variable name:** H16064**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	86.9%
Second trimester (13 th through 27 th week)	3	10.1%
Third trimester (28 th week until delivery)	2	0.2%
Did not receive prenatal care	1	2.9%

ABOUT YOU

Question 87: In general, how would you rate your overall health?

Variable name: H16065

Editing notes: None

Response	Value	Percent
Excellent	5	18.1%
Very good	4	37.9%
Good	3	32.1%
Fair	2	10.1%
Poor	1	1.7%

Question 88: Are you limited in any way in any activities because of any impairment or health problem?

Variable name: H16066

Editing notes: None

Response	Value	Percent
Yes	1	36.2%
No	2	63.8%

Question 89: In the last 12 months, did you get health care 3 or more times for the same condition or problem?

Variable name: H16067

Editing notes: See Note 22

Response	Directions	Value	Percent
Yes		1	43.2%
No	Go to Question 91	2	56.8%

Question 90: Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

Variable name: H16068

Editing notes: See Note 22

Response	Value	Percent
Yes	1	85.4%
No	2	14.6%

Question 91: Do you now need or take medicine prescribed by a doctor? Do not include birth control.

Variable name: H16069

Editing notes: See Note 23

Response	Directions	Value	Percent
Yes		1	67.6%
No	Go to Question 93	2	32.4%

Question 92: Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

Variable name: H16070

Editing notes: See Note 23

Response	Value	Percent
Yes	1	94.1%
No	2	5.9%

Question 93: How tall are you without your shoes on? Please give your answer in feet and inches.

Variable name: H16071F, H16071I

Editing notes: See Note 23_HT

Response	Example feet	Example inches	Percent of responses
Please give your answer in feet and inches. Please write one number in each box.	5	06	94.7%

Question 94: How much do you weigh without your shoes on? Please give your answer in pounds.

Variable name: H16072

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 95: 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	0.7%
Some high school, but did not graduate	2	1.8%
High school graduate or GED	3	18.3%
Some college or 2-year degree	4	40.3%
4-year college graduate	5	18.8%
More than 4-year college degree	6	20.1%

Question 96: Are you of Hispanic or Latino origin or descent? (Mark "NO" if not Spanish/Hispanic/Latino.)

MARK ALL THAT APPLY

Variable names: H16073A-H16073E, H16073

Editing notes: See Note 24

Response	Variable Name	H16073 Value	Percent Marked
No, not Spanish, Hispanic, or Latino	H16073A	1	87.3%
Yes, Mexican, Mexican American, Chicano	H16073B	2	2.9%
Yes, Puerto Rican	H16073C	3	2.8%
Yes, Cuban	H16073D	4	0.2%
Yes, other Spanish, Hispanic, or Latino	H16073E	5	3.3%

Question 97: What is your race?

MARK ALL THAT APPLY

Variable names: SRRACEA-SRRACEE

Editing notes: None

Response	Variable Name	Percent Marked
White	SRRACEA	78.4%
Black or African American	SRRACEB	10.2%
American Indian or Alaska Native	SRRACEC	2.3%
Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)	SRRACED	6.5%
Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian or Chamorro)	SRRACEE	0.8%

Question 98: What is your age now?

Variable name: SRAGE

Editing notes: None

Response	Value	Percent
18 to 24	1	12.0%
25 to 34	2	15.6%
35 to 44	3	12.5%
45 to 54	4	10.1%
55 to 64	5	18.8%
65 to 74	6	17.1%
75 or older	7	13.9%

Question 99: Are you currently covered by Medicare?

Variable name: H16074

Editing notes: See Note 25

Response	Directions	Value	Percent
Yes		1	34.2%
No	Go to Question 105	2	58.3%
Don't know	Go to Question 105	-5	7.5%

Question 100: 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: H16075

Editing notes: See Note 25

Response	Value	Percent
Yes, I am now covered by Medicare Part A	1	92.9%
No, I am not covered by Medicare Part A	2	7.1%

Question 101: 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: H16076

Editing notes: See Note 25

Response	Value	Percent
Yes, I am now covered by Medicare Part B	1	91.0%
No, I am not covered by Medicare Part B	2	9.0%

Question 102: 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: H16077

Editing notes: See Note 25

Response	Value	Percent
Yes	1	3.9%
No	2	80.5%
Don't know	-5	15.6%

Question 103: 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: H16078

Editing notes: See Note 25

Response	Value	Percent
Yes, I am now covered by Medicare supplemental insurance	1	13.9%
No, I am not covered by Medicare supplemental insurance	2	86.1%

Question 104: Are you enrolled in Medicare Part D, also known as the Medicare Prescription Drug Plan?

Variable name: H16079

Editing notes: See Note 25

Response	Value	Percent
Yes	1	10.0%
No	2	79.1%
Don' t know	-5	10.9%

Question 105: 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: S16011

Editing notes: None

Response	Value	Percent
Strongly disagree	1	4.8%
Disagree	2	5.0%
Neither agree nor disagree	3	8.9%
Agree	4	41.9%
Strongly agree	5	39.4%

Question 106: 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: S16014

Editing notes: None

Response	Value	Percent
Completely dissatisfied	1	3.7%
Somewhat dissatisfied	2	3.8%
Neither satisfied nor dissatisfied	3	7.5%
Somewhat satisfied	4	22.6%
Completely satisfied	5	62.4%

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.