



Health Care Survey of DoD Beneficiaries

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

January 2016

Military Health Care Survey:

Adult Questionnaire

January 2016

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

Question 2: By which of the following health plans are you currently covered?

MARK ALL THAT APPLY

Variable names: 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	45.8%
TRICARE Extra or Standard (CHAMPUS)	H16002C	13.3%
TRICARE Plus	H16002N	0.8%
TRICARE for Life	H16002O	30.6%
TRICARE Supplemental Insurance	H16002P	0.8%
TRICARE Reserve Select	H16002Q	3.3%
TRICARE Retired Reserve	H16002S	1.5%
TRICARE Young Adult Prime	H16002T	0.4%
TRICARE Young Adult Extra or Standard	H16002V	0.5%
Uniformed Services Family Health Plan (USFHP)	H16002K	1.4%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)	H16002U	0.1%

Other Health Plans

Response	Variable Name	Percent Marked
Medicare	H16002F	30.5%
Federal Employees Health Benefit Program (FEHBP)	H16002G	2.5%
Medicaid	H16002H	0.8%
A civilian HMO (such as Kaiser)	H16002I	1.2%
Other civilian health insurance (such as Blue Cross)	H16002J	6.5%
The Veterans Administration (VA)	H16002M	7.4%
Government health insurance from a country other than the U.S.	H16002R	0.1%
Not sure	H16002L	3.4%

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	44.2%
TRICARE Extra or Standard (CHAMPUS)		3	9.7%
TRICARE Plus		11	0.9%
TRICARE Reserve Select		12	3.2%
TRICARE Retired Reserve		14	0.8%
TRICARE Young Adult Prime		15	0.3%
TRICARE Young Adult Extra or Standard		17	0.2%
Uniformed Services Family Health Plan (USFHP)		9	1.2%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)		16	0.1%
Medicare (may include TRICARE for Life)		4	25.2%
Federal Employees Health Benefit Program (FEHBP)		5	1.5%
Medicaid		6	0.4%
A civilian HMO (such as Kaiser)		7	1.0%
Other civilian health insurance (such as Blue Cross)		8	5.2%
The Veterans Administration (VA)		10	3.6%
Government health insurance from a country other than the U.S.		13	0.2%
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: H16004

Editing notes: See Note 1

Response	Value	Percent
Less than 6 months	1	1.0%
6 up to 12 months	2	4.8%
12 up to 24 months	3	9.1%
2 up to 5 years	4	20.7%
5 up to 10 years	5	19.1%
10 or more years	6	45.3%

Many beneficiaries who are eligible for TRICARE also have the opportunity to obtain other civilian health insurance through other means, including the state or federal Health Insurance Marketplace, their job or a family member’s job, COBRA, retirement coverage from a previous job, government programs, or a private plan.

COBRA lets beneficiaries pay to keep their coverage temporarily when they leave their job.

Question 5: Do you currently have the opportunity to obtain civilian health insurance coverage for yourself through a civilian plan?

Variable name: S16J01

Editing notes: None

Response	Value	Percent
Yes	1	28.0%
No	2	72.0%

Question 6: Do you currently have the opportunity to obtain civilian health insurance coverage for yourself through a civilian plan obtained through the state or federal Health Insurance Exchange, Health Insurance Marketplace, or Healthcare.gov?

Variable name: S16J13

Editing notes: See Note 1_J1

Response	Directions	Value	Percent
Yes		1	20.1%
No	Go to Question 18	2	79.9%

Question 7: What options do you have for obtaining civilian coverage?

MARK ALL THAT APPLY

Variable names: S16J02A-S16J02K

Editing notes: See Note 1_J1

Response	Variable Name	Percent Marked
Through my current employer	S16J02A	38.5%
Through COBRA from my previous employer	S16J02B	0.8%
Through retirement coverage from my previous employer	S16J02C	11.6%
Through a family member’s current employer	S16J02D	11.0%
Through COBRA from a family member’s previous employer	S16J02E	0.1%
Through retirement coverage from a family member’s previous employer	S16J02F	4.0%
Through another organization	S16J02G	3.1%
Through an individual or private plan	S16J02J	13.8%
Through a government program (e.g. Medicaid, Medicare)	S16J02H	18.8%
Other option	S16J02K	1.9%
Don’t know	S16J02I	10.9%

Question 8: Are you alone or are you and others in your household now covered by a civilian policy?

Variable name: S16J03

Editing notes: See Note 1_J1 and Note 1_J2

Response	Directions	Value	Percent
Yes, I alone am covered		1	17.3%
Yes, I and at least one other person in my household are covered		2	28.4%
No	Go to Question 11	4	54.3%

Question 9: For your civilian coverage, do you or your family member pay all or part of the insurance premium?

Variable name: S16J04

Editing notes: See Note 1_J1, Note 1_J2, and Note 1_J3

Response	Directions	Value	Percent
Yes, I or my family members pay all of the premium		1	33.5%
Yes, I or my family members pay part of the premium		2	29.5%
No, coverage is available at no cost	Go to Question 11	3	22.1%
Don't know	Go to Question 11	-5	14.9%

Question 10: How much per month do you or your family member pay for this coverage? If you do not know the exact amount, please indicate the approximate amount.

Variable name: S16J05

Editing notes: See Note 1_J1, Note 1_J2, and Note 1_J3

Response	Example dollars	Percent of responses
Please give your answer in dollars.	\$456	4.8%

Question 11: Have you used civilian coverage for any of your health care in the past 12 months?

Variable name: S16J06

Editing notes: See Note 1_J1 and Note 1_J4

Response	Directions	Value	Percent
Yes	Go to Question 13	1	32.6%
No		2	67.4%

Question 12: Why haven't you used civilian coverage?

MARK ALL THAT APPLY

Variable names: S16J07A-S16J07P

Editing notes: See Note 1_J1 and Note 1_J4

Response	Variable Name	Percent Marked
Civilian coverage is not available to me	S16J07A	2.4%
I have a better choice of doctors with TRICARE	S16J07B	24.4%
My personal doctor is only available to me through TRICARE	S16J07F	10.9%
I prefer to use military doctors	S16J07I	16.8%
I prefer military hospitals	S16J07J	16.0%
I want to be sure I can always use military health care	S16J07G	21.5%
I get better customer service with TRICARE	S16J07D	20.2%
Civilian benefits are poor compared to TRICARE	S16J07E	13.9%
I do not want to pay the premium for civilian coverage	S16J07C	47.9%
I do not want to pay the deductible for civilian coverage	S16J07P	37.3%
My employer provides an incentive for opting-out of employee coverage	S16J07M	0.2%
My family member's employer provides an incentive for opting-out of employee coverage	S16J07N	0.1%
I pay less for TRICARE than I would for civilian care	S16J07H	7.5%
I have access to better quality care through TRICARE	S16J07O	3.6%
I have not needed health care	S16J07K	1.2%
Another reason	S16J07L	1.5%

Question 13: Have you used TRICARE for any health care (except for prescription drugs) in the past 12 months?

Variable name: S16J08

Editing notes: See Note 1_J1 and Note 1_J5

Response	Directions	Value	Percent
Yes	Go to Question 15	1	81.4%
No		2	18.6%

Question 14: Why haven't you used TRICARE?

MARK ALL THAT APPLY

Variable names: S16J09A-S16J09L

Editing notes: See Note 1_J1 and Note 1_J5

Response	Variable Name	Percent Marked
I have a greater choice of doctors with my civilian plan	S16J09A	15.2%
My personal doctor is not available to me through TRICARE	S16J09D	10.1%
I prefer civilian doctors	S16J09I	7.2%
I prefer civilian hospitals	S16J09J	8.3%
There are no military facilities near me	S16J09H	12.9%
I get better customer service with civilian plans	S16J09C	3.8%
TRICARE benefits are poor compared to my civilian plan	S16J09E	7.6%
It is easier for me to get care through my civilian plan	S16J09F	22.4%
I do not want to pay the premium for TRICARE	S16J09B	4.3%
I pay less for civilian care than I would for TRICARE	S16J09G	6.3%
I have not needed health care	S16J09K	33.6%
Another reason	S16J09L	24.3%

Question 15: Have you dropped civilian coverage in the past 12 months?

Variable name: S16J10

Editing notes: See Note 1_J1 and Note 1_J6

Response	Directions	Value	Percent
Yes		1	8.4%
No	Go to Question 18	2	91.6%

**Question 16: Which of the following are reasons you dropped civilian coverage in the past 12 months?
MARK ALL THAT APPLY**

Variable names: S16J11A-S16J11O

Editing notes: See Note 1_J1 and Note 1_J6

Response	Variable Name	Percent Marked
I lost my job	S16J11A	4.3%
My family member lost their job, and I was on their plan	S16J11B	0.8%
I changed jobs	S16J11C	5.5%
My family member changed jobs, and I was on their plan	S16J11D	1.0%
I retired from a job	S16J11E	12.9%
My family member retired from a job, and I was on their plan	S16J11F	2.3%
I moved to new location	S16J11G	3.1%
I am or my family member is Select Reserves and became active	S16J11H	5.1%
I am or my family member is a Reservist and returned to Select Reserve	S16J11I	0.0%
My or my family member's employer changed plans	S16J11J	1.5%
I found a less expensive health plan	S16J11K	5.0%
I married, divorced, or am widowed	S16J11L	17.4%
I became eligible for Medicare or Medicaid	S16J11M	38.8%
I or my family member experienced problems with health plan	S16J11N	0.7%
I no longer qualified for the civilian plan	S16J11O	5.9%

**Question 17: Can you explain the main reason you dropped civilian coverage in the past 12 months?
MARK ONLY ONE**

Variable names: S16J12

Editing notes: See Note 1_J1 and Note 1_J6

Response	Value	Percent
I lost my job	1	5.6%
My family member lost their job, and I was on their plan	2	0.5%
I changed jobs	3	7.6%
My family member changed jobs, and I was on their plan	4	0.4%
I retired from a job	5	6.3%
My family member retired from a job, and I was on their plan	6	2.2%
I moved to new location	7	3.1%
I am or my family member is Select Reserves and became active	8	5.7%
I am or my family member is a Reservist and returned to Select Reserve	9	0.4%
My or my family member's employer changed plans	10	5.9%
I found a less expensive health plan	11	17.8%
I married, divorced, or am widowed	12	34.5%
I became eligible for Medicare or Medicaid	13	0.9%
I or my family member experienced problems with health plan	14	9.1%
I no longer qualified for the civilian plan	15	5.6%

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 18: 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	35.8%
A civilian facility – This includes: Doctor’s office Clinic Hospital Civilian TRICARE contractor	2	55.6%
Uniformed Services Family Health Plan facility (USFHP)	3	0.7%
Veterans Affairs (VA) clinic or hospital	4	4.5%
I went to none of the listed types of facilities in the last 12 months	5	3.3%

Question 19: 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	44.8%
No	Go to Question 22	2	55.2%

Question 20: 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	2.8%
Sometimes	2	11.1%
Usually	3	19.4%
Always	4	66.7%
I didn’t need care right away for an illness, injury or condition in the last 12 months	-6	

Question 21: 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	62.1%
1 day	2	13.7%
2 days	3	7.5%
3 days	4	4.1%
4-7 days	5	5.2%
8-14 days	6	3.1%
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 22: 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	86.2%
No	Go to Question 25	2	13.8%

Question 23: 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	17.0%
Usually	3	25.2%
Always	4	54.4%
I had no appointments in the last 12 months	-6	

Question 24: 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	9.2%
1 day	2	10.0%
2-3 days	3	23.9%
4-7 days	4	22.3%
8-14 days	5	16.7%
15-30 days	6	11.9%
31 days or longer	7	6.1%
I had no appointments in the last 12 months	-6	

Question 25: 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	73.2%
1	2	17.2%
2	3	5.7%
3	4	2.2%
4	5	1.1%
5 to 9	6	0.5%
10 or more	7	0.0%

Question 26: 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 32	1	11.6%
1		2	10.4%
2		3	18.0%
3		4	15.5%
4		5	14.9%
5 to 9		6	20.0%
10 or more		7	9.5%

Question 27: 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	12.2%
Sometimes	2	27.7%
Usually	3	30.4%
Always	4	29.7%

Question 28: 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	55.9%
No	Go to Question 31	2	44.1%

Question 29: 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	68.6%
Somewhat yes	2	27.5%
Somewhat no	3	3.1%
Definitely no	4	0.8%

Question 30: 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	59.8%
Somewhat yes	2	31.7%
Somewhat no	3	5.7%
Definitely no	4	2.9%

Question 31: 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	0.7%
1	1	0.5%
2	2	0.8%
3	3	2.2%
4	4	1.9%
5	5	5.3%
6	6	4.7%
7	7	11.0%
8	8	20.2%
9	9	20.8%
10 – Best health care possible	10	32.0%
I had no visits in the last 12 months	-6	

YOUR PERSONAL DOCTOR

Question 32: 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	80.1%
No	Go to Question 42	2	19.9%

Question 33: 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 38	0	8.1%
1		1	18.8%
2		2	25.5%
3		3	18.7%
4		4	13.9%
5 to 9		5	12.2%
10 or more		6	2.9%

Question 34: 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	1.4%
Sometimes	2	5.9%
Usually	3	16.9%
Always	4	75.9%
I had no visits in the last 12 months	-6	

Question 35: 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	0.9%
Sometimes	2	4.2%
Usually	3	17.3%
Always	4	77.6%
I had no visits in the last 12 months	-6	

Question 36: 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	4.6%
Usually	3	14.1%
Always	4	80.2%
I had no visits in the last 12 months	-6	

Question 37: 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	2.0%
Sometimes	2	7.1%
Usually	3	23.7%
Always	4	67.2%
I had no visits in the last 12 months	-6	

Question 38: 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	73.0%
No	Go to Question 40	2	27.0%

Question 39: 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	7.6%
Sometimes	2	13.2%
Usually	3	31.5%
Always	4	47.6%

Question 40: 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	0.6%
2	2	0.7%
3	3	1.4%
4	4	1.2%
5	5	4.4%
6	6	2.8%
7	7	7.4%
8	8	16.6%
9	9	25.0%
10 – Best personal doctor possible	10	39.4%
I don't have a personal doctor	-6	

Question 41: 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 43	1	30.3%
No		2	69.7%

Question 42: 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	13.3%
A small problem	2	21.3%
Not a problem	3	65.4%

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 43: 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	62.1%
No	Go to Question 47	2	37.9%

Question 44: 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	6.0%
Sometimes	2	12.8%
Usually	3	28.6%
Always	4	52.6%
I didn't need a specialist in the last 12 months	-6	

Question 45: 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 47	0	2.8%
1 specialist		1	40.6%
2		2	31.8%
3		3	13.7%
4		4	6.7%
5 or more specialists		5	4.3%

Question 46: 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	0.7%
1	1	0.9%
2	2	0.7%
3	3	1.0%
4	4	0.7%
5	5	3.3%
6	6	2.6%
7	7	6.8%
8	8	15.9%
9	9	25.5%
10 – Best specialist possible	10	41.8%
I didn't see a specialist in the last 12 months	-6	

Question 47: In general, how would you rate your overall mental or emotional health?

Variable name: S16B01

Editing notes: None

Response	Value	Percent
Excellent	1	41.7%
Very good	2	31.2%
Good	3	18.7%
Fair	4	6.8%
Poor	5	1.6%

Question 48: 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	13.7%
No	Go to Question 51	2	86.3%

Question 49: 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	17.3%
A small problem	2	13.6%
Not a problem	3	69.0%

Question 50: 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	4.5%
1	1	1.0%
2	2	1.6%
3	3	3.2%
4	4	2.1%
5	5	8.1%
6	6	4.3%
7	7	10.4%
8	8	12.4%
9	9	20.4%
10 – Best treatment or counseling possible	10	31.9%
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 51: 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	74.5%
No	Go to Question 53	2	25.5%

Question 52: 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	3.3%
Sometimes	2	9.1%
Usually	3	25.4%
Always	4	62.2%
I didn't need care, tests, or treatment through my health plan in the last 12 months	-6	

Question 53: 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	31.1%
No	Go to Question 55	2	68.9%

Question 54: 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	7.1%
Sometimes	2	27.2%
Usually	3	42.5%
Always	4	23.1%
I didn't look for information from my health plan in the last 12 months	-6	

Question 55: 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	15.1%
No	Go to Question 57	2	84.9%

Question 56: 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	20.4%
Sometimes	2	24.4%
Usually	3	25.6%
Always	4	29.7%
I didn't need a health care service or equipment from my health plan in the last 12 months	-6	

Question 57: 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	19.1%
No	Go to Question 59	2	80.9%

Question 58: 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	14.8%
Sometimes	2	18.6%
Usually	3	26.0%
Always	4	40.6%
I didn't need prescription medications from my health plan in the last 12 months	-6	

Question 59: 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	26.4%
No	Go to Question 62	2	73.6%

Question 60: 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	7.3%
Sometimes	2	19.4%
Usually	3	26.7%
Always	4	46.6%
I didn't call my health plan's customer service in the last 12 months	-6	

Question 61: 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	2.3%
Sometimes	2	9.3%
Usually	3	21.9%
Always	4	66.5%
I didn't call my health plan's customer service in the last 12 months	-6	

Question 62: 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	23.7%
No	Go to Question 64	2	76.3%

Question 63: 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	3.1%
Sometimes	2	12.4%
Usually	3	44.4%
Always	4	40.1%
I didn't have any experiences with paperwork for my health plan in the last 12 months	-6	

Question 64: 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	48.7%
No	Go to Question 67	2	32.6%
Don't know	Go to Question 67	-5	18.7%

Question 65: 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	6.7%
Usually	3	30.1%
Always	4	47.6%
Don't know	-5	12.8%
No claims were sent for me in the last 12 months	-6	

Question 66: 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	1.8%
Sometimes	2	6.0%
Usually	3	27.7%
Always	4	53.2%
Don't know	-5	11.3%
No claims were sent for me in the last 12 months	-6	

Question 67: 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	0.9%
1	1	0.6%
2	2	0.8%
3	3	1.4%
4	4	1.8%
5	5	6.2%
6	6	5.2%
7	7	11.6%
8	8	18.1%
9	9	20.3%
10 – Best health plan possible	10	33.0%

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

Variable name: H16049

Editing notes: None

Response	Value	Percent
Less than 12 months ago	3	93.4%
1 to 2 years ago	2	4.7%
More than 2 years ago	1	1.9%

Question 69: 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	16.5%
No, it is not too high	2	79.0%
Don't know	3	4.5%

Question 70: When did you last have a cholesterol screening, that is, a test to determine the level of cholesterol in your blood?

Variable name: S16015

Editing notes: none

Response	Value	Percent
Less than 12 months ago	5	61.7%
1 to 2 years ago	4	14.6%
More than 2 but less than 5 years ago	3	5.5%
5 or more years ago	2	2.6%
Never had a cholesterol screening	1	15.6%

Question 71: When did you last have a flu shot?

Variable name: H16051

Editing notes: None

Response	Value	Percent
Less than 12 months ago	4	70.2%
1 to 2 years ago	3	10.1%
More than 2 years ago	2	11.1%
Never had a flu shot	1	8.6%

Question 72: Have you ever smoked at least 100 cigarettes in your entire life?

Variable name: H16052

Editing notes: None

Response	Value	Percent
Yes	1	36.5%
No	2	61.7%
Don't know	-5	1.8%

Question 73: 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	5.5%
Some days		3	4.5%
Not at all	Go to Question 84	2	89.2%
Don't know	Go to Question 84	-5	0.8%

Question 74: 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	23.4%
Sometimes	2	18.8%
Usually	3	22.8%
Always	4	35.0%

Question 75: 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	47.6%
Sometimes	2	19.6%
Usually	3	16.4%
Always	4	16.4%

Question 76: 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	49.4%
Sometimes	2	20.1%
Usually	3	17.1%
Always	4	13.4%

Question 77: 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	71.1%
Dip, chewing tobacco, snuff or snus	H16057B	18.8%
Cigars	H16057C	12.5%
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	5.3%

Question 78: 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	74.3%
No	Go to Question 84	2	24.3%
Don't know	Go to Question 84	-5	1.4%

Question 79: 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	52.8%
No	Go to Question 84	2	47.2%
Don't know	Go to Question 84	-5	

Question 80: 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	39.1%
11 – 20	2	11.2%
21 – 50	3	17.7%
Over 50 times	4	29.2%
Don't know	-5	2.8%

Question 81: 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	6.7%
Some days		2	24.3%
Not at all	Go to Question 84	3	68.9%
Don't know	Go to Question 84	-5	

Question 82: 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	72.5%
No	2	22.1%
Don't know	-5	5.5%
I didn't use any electronic cigarettes in the past 30 days	-6	

Question 83: 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	46.4%
No	2	53.6%

Question 84: Are you male or female?

Variable name: H16058

Editing notes: See Note 19A

Response	Directions	Value	Percent
Male	Go to Question 91	1	48.8%
Female		2	51.2%

Question 85: 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	35.2%
1 to 2 years ago	5	28.5%
More than 2 but less than 3 years ago	4	10.9%
More than 3 but less than 5 years ago	3	7.1%
5 or more years ago	2	14.0%
Never had a pap smear test	1	4.3%

Question 86: Are you under age 40?**Variable name:** H16060**Editing notes:** See Notes 19A, 19B, and 20

Response	Directions	Value	Percent
Yes	Go to Question 88	1	37.8%
No		2	62.2%

Question 87: 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	61.7%
1 to 2 years ago	4	20.9%
More than 2 but less than 5 years ago	3	7.0%
5 or more years ago	2	6.0%
Never had a mammogram	1	4.5%

Question 88: 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 90	2	5.7%
No, I am not currently pregnant, and have not been pregnant in the past 12 months	Go to Question 91	3	90.8%

Question 89: 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 91	1	20.3%
Second trimester (13 th through 27 th week)		2	51.9%
Third trimester (28 th week until delivery)		3	27.8%

Question 90: 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	86.4%
Second trimester (13 th through 27 th week)	3	5.2%
Third trimester (28 th week until delivery)	2	3.4%
Did not receive prenatal care	1	5.0%

ABOUT YOU

Question 91: 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	39.2%
Good	3	31.8%
Fair	2	8.9%
Poor	1	2.0%

Question 92: Now thinking about your physical health, which includes physical illness and injury, for how many days during the past 30 days was your physical health not good?

Variable name: S16BG01

Editing notes: See Note 21_BG1

Response	Value	Percent
Number of days	1-30	49.7%
None	0	50.3%

Question 93: Now thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?

Variable name: S16BG02

Editing notes: See Note 21_BG2

Response	Value	Percent
Number of days	1-30	32.2%
None	0	67.8%

Question 94: During the past 30 days, for about how many days did poor physical or mental health keep you from doing your usual activities, such as self-care, work, or recreation?

Variable name: S16BG03

Editing notes: See Note 21_BG3

Response	Value	Percent
Number of days	1-30	29.8%
None	0	70.2%

Question 95: 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	32.0%
No	2	68.0%

Question 96: 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	40.6%
No	Go to Question 98	2	59.4%

Question 97: 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	83.0%
No	2	17.0%

Question 98: 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	64.0%
No	Go to Question 100	2	36.0%

Question 99: 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	94.5%
No	2	5.5%

Question 100: 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	94.6%

Question 101: 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	95.0%

Question 102: 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	0.3%
Some high school, but did not graduate	2	1.6%
High school graduate or GED	3	19.4%
Some college or 2-year degree	4	39.2%
4-year college graduate	5	18.2%
More than 4-year college degree	6	21.4%

Question 103: 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	87.6%
Yes, Mexican, Mexican American, Chicano	H16073B	2	3.4%
Yes, Puerto Rican	H16073C	3	2.5%
Yes, Cuban	H16073D	4	0.4%
Yes, other Spanish, Hispanic, or Latino	H16073E	5	3.9%

Question 104: 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	11.7%
American Indian or Alaska Native	SRRACEC	2.2%
Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)	SRRACED	6.6%
Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian or Chamorro)	SRRACEE	1.2%

Question 105: What is your age now?

Variable name: SRAGE

Editing notes: None

Response	Value	Percent
18 to 24	1	11.1%
25 to 34	2	17.0%
35 to 44	3	13.5%
45 to 54	4	9.6%
55 to 64	5	17.9%
65 to 74	6	17.7%
75 or older	7	13.3%

Question 106: Are you currently covered by Medicare?

Variable name: H16074

Editing notes: See Note 25

Response	Directions	Value	Percent
Yes		1	33.4%
No	Go to Question 112	2	59.7%
Don't know	Go to Question 112	-5	6.9%

Question 107: 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	92.7%
No, I am not covered by Medicare Part A	2	7.3%

Question 108: 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	92.1%
No, I am not covered by Medicare Part B	2	7.9%

Question 109: 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	2.5%
No	2	83.6%
Don' t know	-5	13.9%

Question 110: 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	13.3%
No, I am not covered by Medicare supplemental insurance	2	86.7%

Question 111: 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	8.6%
No	2	80.6%
Don' t know	-5	10.9%

Question 112: 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	5.3%
Disagree	2	5.2%
Neither agree nor disagree	3	9.7%
Agree	4	41.1%
Strongly agree	5	38.8%

Question 113: 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	3.6%
Somewhat dissatisfied	2	4.8%
Neither satisfied nor dissatisfied	3	6.4%
Somewhat satisfied	4	23.4%
Completely satisfied	5	61.8%

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.