



# Health Care Survey of DoD Beneficiaries

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

April 2020

**Military Health Care Survey:**

**Adult Questionnaire**

**April 2020**

**Privacy Advisory**

Providing information in this Survey is voluntary. There is no penalty nor will your benefits be affected if you choose not to respond, although maximum participation is encouraged so that the data will be complete and representative.

The Survey was written so that answers should not require you to provide any personally identifiable information (PII), but please be assured that any PII provided will be treated as confidential. Your responses are collected via a secure system which does not collect any information that could be used to determine your identity.

Answering the questions is voluntary; you may stop the Survey at any time.

According to the Privacy Act of 1974 (5 U.S.C. §552a), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

**Authority:** 10 U.S.C. §1074 (Medical and Dental Care for Members and Certain Former Members, as amended by National Defense Authorization Act of 1993, Public Law 102-484, §706); 10 U.S.C. §1074f (Medical Tracking System for Members Deployed Overseas); 32 C.F.R. §199.17 (TRICARE Program); 45 C.F.R. Part 160 Subparts A and E of Part 164 (Health Insurance Portability and Accountability Act of 1996, Privacy Rule); DoD 6025.18-R (Department of Defense Health Information Privacy Regulation); DoD 6025.13-R (Military Health System Clinical Quality Assurance Program Regulation); 64 FR 22837 (DHA 08 – Health Affairs Survey Data Base, April 28, 1999); and, E.O. 9397 (as amended, November 20, 2008, for SSN collection).

**Purpose:** This survey helps health policy makers gauge beneficiary satisfaction with the current military health care system and provides valuable input from beneficiaries that will be used to improve the Military Health System.

**Routine Uses:** None.

**Disclosure:** Participation is voluntary. Failure to respond will not result in any penalty to the respondent; however maximum participation is encouraged so that data will be as complete and representative as possible.

## **SURVEY INSTRUCTIONS**

Thank you for taking the time to participate in this online survey.

Please note, if the survey is idle for more than 5 minutes, you will be logged out automatically to protect your privacy. If that happens, simply wait 15 minutes and log back in. Please keep your password because you may need it later.

During the survey, please do not use your browser's FORWARD and BACK buttons. Instead, please always use the buttons below to move backward and forward through the survey.

To begin, just click on the "Next" button below. This will take you right into the survey.

## SURVEY STARTS HERE

As an eligible TRICARE beneficiary, please complete this survey even if you did not receive your health care from a military facility.

Please recognize that some specific questions about TRICARE benefits may not apply to you, depending on your entitlement and particular TRICARE program.

This survey is about the health care of the person whose name appears on the cover letter. The questionnaire should be completed by that person. If you are not the addressee, please give this survey to that person.

**Question 1: Are you the person whose name appears on the cover letter?**

**Variable name:** H20001

**Editing notes:** None

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

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

**MARK ALL THAT APPLY**

**Variable names:** H20002A, H20002C, H20002F-H20002V

**Editing notes:** None

**Military Health Plans**

<b>Response</b>	<b>Variable Name</b>	<b>Percent Marked</b>
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)	H20002A	44.9%
TRICARE Select (previously known as TRICARE Extra or Standard (CHAMPUS))	H20002C	12.5%
TRICARE Plus	H20002N	1.1%
TRICARE for Life	H20002O	31.8%
TRICARE Supplemental Insurance	H20002P	1.1%
TRICARE Reserve Select	H20002Q	3.9%
TRICARE Retired Reserve	H20002S	1.7%
TRICARE Young Adult Prime	H20002T	0.2%
TRICARE Young Adult Select	H20002V	0.3%
Uniformed Services Family Health Plan (USFHP)	H20002K	2.2%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)	H20002U	0.0%

**Other Health Plans**

<b>Response</b>	<b>Variable Name</b>	<b>Percent Marked</b>
Medicare	H20002F	31.4%
Federal Employees Health Benefit Program (FEHBP)	H20002G	2.8%
Medicaid or other state health insurance	H20002H	0.7%
A civilian HMO (such as Kaiser)	H20002I	0.6%
Other civilian health insurance (such as Blue Cross)	H20002J	5.1%
The Veterans Administration (VA)	H20002M	8.5%
Government health insurance from a country other than the U.S.	H20002R	0.3%
Not sure	H20002L	5.1%

**Question 3: Which health plan did you use for all or most of your healthcare in the last 12 months?**

**MARK ONLY ONE ANSWER**

**Variable name:** H20003

**Editing notes:** See Note 1

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
TRICARE Prime (including most Active Duty, TRICARE Prime Remote, and TRICARE Overseas)		1	40.0%
TRICARE Select (previously known as TRICARE Extra or Standard (CHAMPUS))		3	8.6%
TRICARE Plus		11	0.8%
TRICARE Supplemental Insurance		19	0.3%
TRICARE Reserve Select		12	3.6%
TRICARE Retired Reserve		14	0.9%
TRICARE Young Adult Prime		15	0.1%
TRICARE Young Adult Select		17	0.3%
Uniformed Services Family Health Plan (USFHP)		9	1.9%
Continued Health Care Benefit Program (CHCBP) (a COBRA-like premium-based health care program)		16	0.2%
Medicare		4	27.1%
Federal Employees Health Benefit Program (FEHBP)		5	1.6%
Medicaid or other state health insurance		6	0.6%
A civilian HMO (such as Kaiser)		7	0.5%
Other civilian health insurance (such as Blue Cross)		8	4.6%
The Veterans Administration (VA)		10	4.7%
Government health insurance from a country other than the U.S.		13	0.2%
Not sure	Go to Question 5	-5	4.1%
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:** H20004

**Editing notes:** See Note 1

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Less than 6 months	1	1.2%
At least 6 months but less than 12 months	2	3.6%
At least 12 months but less than 24 months	3	7.7%
At least 2 years but less than 5 years	4	19.4%
At least 5 years but less than 10 years	5	20.8%
10 or more years	6	47.3%

## 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:** H20005

**Editing notes:** None

Response	Value	Percent
A military facility – This includes: Military clinic Military hospital PRIMUS clinic NAVCARE clinic	1	33.1%
A civilian facility – This includes: Doctor’s office Clinic Hospital Civilian TRICARE contractor	2	56.4%
Uniformed Services Family Health Plan facility (USFHP)	3	1.3%
Veterans Affairs (VA) clinic or hospital	4	6.0%
I went to none of the listed types of facilities in the last 12 months	5	3.2%

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

**Variable name:** H20006

**Editing notes:** See Note 2

Response	Directions	Value	Percent
Yes		1	41.1%
No	Go to Question 9	2	58.9%

**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:** H20007

**Editing notes:** See Note 2

Response	Value	Percent
Never	1	2.6%
Sometimes	2	8.5%
Usually	3	17.7%
Always	4	71.2%
I didn’t need care right away for an illness, injury or condition in the last 12 months	-6	

**Question 8: In the last 12 months, when you needed care right away for an illness, injury, or condition, how long did you usually have to wait between trying to get care and actually seeing a provider?**

**Variable name:** H20008

**Editing notes:** See Note 2

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Same day	1	62.2%
1 day	2	12.7%
2 days	3	6.6%
3 days	4	4.8%
4-7 days	5	7.1%
8-14 days	6	3.5%
15 days or longer	7	3.1%
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:** H20009

**Editing notes:** See Note 3

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	85.9%
No	Go to Question 12	2	14.1%

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

**Variable name:** H20010

**Editing notes:** See Note 3

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	3.3%
Sometimes	2	18.2%
Usually	3	27.0%
Always	4	51.5%
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:** H20011

**Editing notes:** See Note 3

Response	Value	Percent
Same day	1	7.1%
1 day	2	8.5%
2-3 days	3	19.4%
4-7 days	4	24.8%
8-14 days	5	19.1%
15-30 days	6	14.2%
31 days or longer	7	6.9%
I had no appointments in the last 12 months	-6	

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

**Variable name:** H20012

**Editing notes:** None

Response	Value	Percent
None	1	71.7%
1	2	19.3%
2	3	6.1%
3	4	1.7%
4	5	0.6%
5 to 9	6	0.6%
10 or more	7	0.0%

**Question 13: In the last 12 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get health care for yourself?**

**Variable name:** H20013

**Editing notes:** See Note 4

Response	Directions	Value	Percent
None	Go to Question 18	1	11.9%
1		2	13.3%
2		3	17.2%
3		4	16.1%
4		5	14.4%
5 to 9		6	18.6%
10 or more		7	8.6%

**Question 14: In the last 12 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?**

**Variable name:** H20014

**Editing notes:** See Note 4

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	13.6%
Sometimes	2	24.8%
Usually	3	28.4%
Always	4	33.2%

**Question 15: Choices for your treatment or health care can include choices about medicine, surgery, or other treatment. In the last 12 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?**

**Variable name:** H20015

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

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	59.3%
No	Go to Question 18	2	40.7%

**Question 16: In the last 12 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?**

**Variable name:** H20016

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

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Definitely yes	1	71.4%
Somewhat yes	2	25.3%
Somewhat no	3	2.3%
Definitely no	4	1.0%

**Question 17: In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?**

**Variable name:** H20017

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

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Definitely yes	1	61.2%
Somewhat yes	2	31.3%
Somewhat no	3	4.8%
Definitely no	4	2.7%

**Question 18: Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 12 months?**

**Variable name:** H20018

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
0 – Worst health care possible	0	0.6%
1	1	0.2%
2	2	0.6%
3	3	1.2%
4	4	1.6%
5	5	5.4%
6	6	5.0%
7	7	10.2%
8	8	20.0%
9	9	20.7%
10 – Best health care possible	10	34.5%
I had no visits in the last 12 months	-6	

**Question 19: In the last 12 months, how often was it easy to get the care, tests, or treatment you needed?**

**Variable name:** H20033

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	3.0%
Sometimes	2	14.3%
Usually	3	34.7%
Always	4	48.0%

## YOUR PERSONAL DOCTOR

**Question 20: 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:** H20019

**Editing notes:** See Note 6

Response	Directions	Value	Percent
Yes		1	77.0%
No	Go to Question 30	2	23.0%

**Question 21: In the last 12 months, how many times did you visit your personal doctor to get care for yourself?**

**Variable name:** H20020

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

Response	Directions	Value	Percent
None	Go to Question 28	0	8.4%
1		1	21.4%
2		2	26.0%
3		3	17.4%
4		4	13.8%
5 to 9		5	11.5%
10 or more		6	1.6%

**Question 22: In the last 12 months, how often did your personal doctor listen carefully to you?**

**Variable name:** H20021

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

Response	Value	Percent
Never	1	0.8%
Sometimes	2	4.7%
Usually	3	16.2%
Always	4	78.4%
I had no visits in the last 12 months	-6	

**Question 23: In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?**

**Variable name:** H20022

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

Response	Value	Percent
Never	1	0.4%
Sometimes	2	3.5%
Usually	3	16.3%
Always	4	79.8%
I had no visits in the last 12 months	-6	

**Question 24: In the last 12 months, how often did your personal doctor show respect for what you had to say?**

**Variable name:** H20023

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

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	0.7%
Sometimes	2	3.5%
Usually	3	12.5%
Always	4	83.3%
I had no visits in the last 12 months	-6	

**Question 25: In the last 12 months, how often did your personal doctor spend enough time with you?**

**Variable name:** H20024

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

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	1.3%
Sometimes	2	5.9%
Usually	3	21.8%
Always	4	71.0%
I had no visits in the last 12 months	-6	

**Question 26: In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?**

**Variable name:** H20025

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

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	73.2%
No	Go to Question 28	2	26.8%

**Question 27: 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:** H20026

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

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	4.5%
Sometimes	2	12.0%
Usually	3	31.5%
Always	4	52.0%

**Question 28: 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:** H20027

**Editing notes:** See Note 6

<b>Response</b>	<b>Value</b>	<b>Percent</b>
0 – Worst personal doctor possible	0	0.3%
1	1	0.1%
2	2	0.6%
3	3	0.7%
4	4	1.0%
5	5	3.9%
6	6	2.4%
7	7	6.0%
8	8	14.7%
9	9	23.6%
10 – Best personal doctor possible	10	46.5%
I don't have a personal doctor	-6	

**Question 29: Did you have the same personal doctor before you joined this health plan?**

**Variable name:** S20009

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

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes	Go to Question 31	1	31.7%
No		2	68.3%

**Question 30: 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:** S20010

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

<b>Response</b>	<b>Value</b>	<b>Percent</b>
A big problem	1	11.1%
A small problem	2	21.3%
Not a problem	3	67.6%

## 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 31:** 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:** H20028

**Editing notes:** See Note 9

Response	Directions	Value	Percent
Yes		1	61.3%
No	Go to Question 35	2	38.7%

**Question 32:** In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed?

**Variable name:** H20029

**Editing notes:** See Note 9

Response	Value	Percent
Never	1	4.9%
Sometimes	2	16.0%
Usually	3	28.7%
Always	4	50.3%
I didn't need a specialist in the last 12 months	-6	

**Question 33:** How many specialists have you seen in the last 12 months?

**Variable name:** H20030

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

Response	Directions	Value	Percent
None	Go to Question 35	0	3.3%
1 specialist		1	36.4%
2		2	33.7%
3		3	16.2%
4		4	5.1%
5 or more specialists		5	5.3%

**Question 34: 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:** H20031

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

Response	Value	Percent
0 – Worst specialist possible	0	0.3%
1	1	0.2%
2	2	0.2%
3	3	1.2%
4	4	0.6%
5	5	2.3%
6	6	3.9%
7	7	6.2%
8	8	15.8%
9	9	25.7%
10 – Best specialist possible	10	43.8%
I didn't see a specialist in the last 12 months	-6	

**Question 35: Would you say that in general your mental or emotional health is excellent, very good, good, fair, or poor?**

**Variable name:** S20B01

**Editing notes:** None

Response	Value	Percent
Excellent	1	38.7%
Very good	2	32.0%
Good	3	19.0%
Fair	4	8.3%
Poor	5	2.0%

**Question 36: In the last 12 months, did you need any treatment or counseling for a personal or family problem?**

**Variable name:** S20B02

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

Response	Directions	Value	Percent
Yes		1	13.2%
No	Go to Question 39	2	86.8%



**Question 37: 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:** S20B03

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

<b>Response</b>	<b>Value</b>	<b>Percent</b>
A big problem	1	16.9%
A small problem	2	22.0%
Not a problem	3	61.2%

**Question 38: 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:** S20B04

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

<b>Response</b>	<b>Value</b>	<b>Percent</b>
0 – Worst treatment or counseling possible	0	2.5%
1	1	0.8%
2	2	1.5%
3	3	2.6%
4	4	2.0%
5	5	8.1%
6	6	6.3%
7	7	11.8%
8	8	14.9%
9	9	16.2%
10 – Best treatment or counseling possible	10	33.3%
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 39: 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:** H20034

**Editing notes:** See Note 12

Response	Directions	Value	Percent
Yes		1	31.2%
No	Go to Question 41	2	68.8%

**Question 40: 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:** H20035

**Editing notes:** See Note 12

Response	Value	Percent
Never	1	3.5%
Sometimes	2	26.3%
Usually	3	42.9%
Always	4	27.3%
I didn't look for information from my health plan in the last 12 months	-6	

**Question 41: 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:** H20036

**Editing notes:** See Note 13

Response	Directions	Value	Percent
Yes		1	16.4%
No	Go to Question 43	2	83.6%

**Question 42: 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:** H20037

**Editing notes:** See Note 13

Response	Value	Percent
Never	1	13.4%
Sometimes	2	22.3%
Usually	3	33.0%
Always	4	31.3%
I didn't need a health care service or equipment from my health plan in the last 12 months	-6	

**Question 43: 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:** H20038

**Editing notes:** See Note 14

Response	Directions	Value	Percent
Yes		1	17.7%
No	Go to Question 45	2	82.3%

**Question 44: 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:** H20039

**Editing notes:** See Note 14

Response	Value	Percent
Never	1	13.4%
Sometimes	2	17.7%
Usually	3	25.7%
Always	4	43.3%
I didn't need prescription medications from my health plan in the last 12 months	-6	

**Question 45: In the last 12 months, did you try to get information or help from your health plan's customer service?**

**Variable name:** H20040

**Editing notes:** See Note 15

Response	Directions	Value	Percent
Yes		1	21.9%
No	Go to Question 48	2	78.1%

**Question 46: In the last 12 months, how often did your health plan's customer service give you the information or help you needed?**

**Variable name:** H20041

**Editing notes:** See Note 15

Response	Value	Percent
Never	1	5.7%
Sometimes	2	21.2%
Usually	3	29.7%
Always	4	43.3%
I didn't call my health plan's customer service in the last 12 months	-6	

**Question 47: In the last 12 months, how often did your health plan’s customer service staff treat you with courtesy and respect?**

**Variable name:** H20042

**Editing notes:** See Note 15

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	1.5%
Sometimes	2	7.4%
Usually	3	19.0%
Always	4	72.1%
I didn’t call my health plan’s customer service in the last 12 months	-6	

**Question 48: In the last 12 months, did your health plan give you any forms to fill out?**

**Variable name:** H20043

**Editing notes:** See Note 16

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	17.5%
No	Go to Question 50	2	82.5%

**Question 49: In the last 12 months, how often were the forms from your health plan easy to fill out?**

**Variable name:** H20044

**Editing notes:** See Note 16

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	2.0%
Sometimes	2	12.6%
Usually	3	44.2%
Always	4	41.2%
I didn’t have any experiences with paperwork for my health plan in the last 12 months	-6	

**Question 50: 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:** H20045

**Editing notes:** See Note 17

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	42.7%
No	Go to Question 53	2	37.1%
Don’t know	Go to Question 53	-5	20.2%

**Question 51: In the last 12 months, how often did your health plan handle your claims quickly?**

**Variable name:** H20046

**Editing notes:** See Note 17

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	2.2%
Sometimes	2	6.9%
Usually	3	31.5%
Always	4	47.5%
Don't know	-5	11.9%
No claims were sent for me in the last 12 months	-6	

**Question 52: In the last 12 months, how often did your health plan handle your claims correctly?**

**Variable name:** H20047

**Editing notes:** See Note 17

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	1.3%
Sometimes	2	6.2%
Usually	3	26.1%
Always	4	55.3%
Don't know	-5	11.2%
No claims were sent for me in the last 12 months	-6	

**Question 53: 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:** H20048

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
0 – Worst health plan possible	0	0.7%
1	1	0.1%
2	2	0.4%
3	3	1.0%
4	4	1.3%
5	5	5.7%
6	6	4.8%
7	7	10.8%
8	8	18.5%
9	9	22.9%
10 – Best health plan possible	10	33.7%

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

**Variable name:** H20049

**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	1.8%

**Question 55: Do you know if your blood pressure is too high?**

**Variable name:** H20050

**Editing notes:** None

Response	Value	Percent
Yes, it is too high	1	16.8%
No, it is not too high	2	77.8%
Don't know	3	5.4%

**Question 56: When did you last have a flu shot?**

**Variable name:** H20051

**Editing notes:** None

Response	Value	Percent
Less than 12 months ago	4	75.5%
1 to 2 years ago	3	7.1%
More than 2 years ago	2	10.8%
Never had a flu shot	1	6.6%

**Question 57: Have you ever smoked at least 100 cigarettes in your entire life?**

**Variable name:** H20052

**Editing notes:** None

Response	Value	Percent
Yes	1	34.6%
No	2	63.8%
Don't know	-5	1.5%

**Question 58: Do you now smoke cigarettes or use tobacco every day, some days or not at all?**

**Variable name:** H20053

**Editing notes:** See Note 18

Response	Directions	Value	Percent
Every day		4	5.2%
Some days		3	4.0%
Not at all	Go to Question 63	2	90.2%
Don't know	Go to Question 63	-5	0.5%

**Question 59: 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:** H20054

**Editing notes:** See Note 18

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	23.3%
Sometimes	2	21.7%
Usually	3	20.0%
Always	4	35.0%

**Question 60: 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:** H20055

**Editing notes:** See Note 18

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	46.4%
Sometimes	2	26.2%
Usually	3	12.6%
Always	4	14.7%

**Question 61: 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:** H20056

**Editing notes:** See Note 18

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Never	1	51.3%
Sometimes	2	20.6%
Usually	3	15.8%
Always	4	12.3%

**Question 62: On the days you smoke or use tobacco products, what type of product do you smoke or use?**

**MARK ALL THAT APPLY**

**Variable names:** H20057A-H20057D

**Editing notes:** See Note 18

<b>Response</b>	<b>Variable Name</b>	<b>Percent Marked</b>
Cigarettes	H20057A	57.3%
Dip, chewing tobacco, snuff or snus	H20057B	20.1%
Cigars	H20057C	14.2%
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.)	H20057D	2.4%

**Question 63: 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. You may also know them as e-cigs, vapes, vape-pens, hookah-pens, e-hookahs, or mods. Some brand examples include JUUL, Blu, Vuse, and Puff Bar. Have you ever vaped or used an e-cigarette, even just one time in your entire life?**

**Variable name:** S20BF2

**Editing notes:** See Note 18\_BF1

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes		1	13.8%
No	Go to Question 69	2	85.6%
Don't know	Go to Question 69	-5	0.6%

**Question 64: How old were you when you first tried vaping or using an e-cigarette, even once or twice?**

**Variable name:** S20BF7

**Editing notes:** See Note 18\_BF1

<b>Response</b>	<b>Value</b>	<b>Percent</b>
17 years old or younger	1	10.3%
18 – 24 years old	2	41.7%
25 – 34 years old	3	20.9%
35 – 44 years old	4	7.8%
45 – 54 years old	5	6.9%
55 – 64 years old	6	10.4%
65 years old or older	7	1.9%



**Question 65: How many times in total do you think you have vaped or used an e-cigarette?**

**Variable name:** S20BF3

**Editing notes:** See Note 18\_BF1

<b>Response</b>	<b>Value</b>	<b>Percent</b>
1 – 10	1	42.6%
11 – 20	2	13.1%
21 – 50	3	8.7%
Over 50 times	4	28.7%
Don't know	-5	7.0%

**Question 66: Do you now vape or use e-cigarettes every day, some days, or not at all?**

**Variable name:** S20BF4

**Editing notes:** See Note 18\_BF1 and Note18\_BF2

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Every day	1	9.8%
Some days	2	12.4%
Not at all	3	76.2%
Don't know	-5	1.6%

**Question 67: Were any of the e-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:** S20BF5

**Editing notes:** See Note 18\_BF1 and Note18\_BF2

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Yes	1	88.5%
No	2	9.1%
Don't know	-5	2.4%
I didn't use any e-cigarettes in the past 30 days	-6	

**Question 68: What are the reasons you have vaped or used e-cigarettes?**

**MARK ALL THAT APPLY**

**Variable names:** S20BF8A-S20BF8J

**Editing notes:** See Note 18\_BF1 and Note18\_BF2

<b>Response</b>	<b>Variable Name</b>	<b>Percent Marked</b>
Friend or family member used them	S20BF8A	15.7%
To try to quit using other tobacco products, such as cigarettes	S20BF8B	42.5%
They cost less than other tobacco products	S20BF8C	24.4%
They are easier to get than other tobacco products	S20BF8D	5.3%
They are less harmful than other forms of tobacco products	S20BF8E	23.7%
They are available in flavors, such as mint, candy, fruit, or chocolate	S20BF8F	22.7%
They can be used in areas where other tobacco products are not allowed	S20BF8G	21.2%
There is no lasting odor	S20BF8H	38.8%
The vapor from e-cigarettes causes less harm to friends and family than secondhand smoke	S20BF8I	23.7%
I use them for some other reason	S20BF8J	12.9%

**Question 69: Do you think you will vape or use an e-cigarette in the next year? Would you say...?**

**Variable name:** S20BF9

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Definitely yes	1	0.8%
Probably yes	2	2.6%
Probably not	3	7.1%
Definitely not	4	89.5%

**Question 70: How much do you think people risk harming themselves if they vape or use e-cigarettes regularly (almost daily)?**

**Variable name:** S20BF10

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
No risk	1	0.7%
Slight risk	2	4.3%
Moderate risk	3	15.4%
Great risk	4	67.8%
Not sure	5	11.8%

**Question 71: How much do you think people risk harming themselves if they smoke one or more packs of cigarettes per day?**

**Variable name:** S20BF11

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
No risk	1	0.3%
Slight risk	2	0.6%
Moderate risk	3	8.4%
Great risk	4	87.0%
Not sure	5	3.7%

**Question 72: Are you male or female?**

**Variable name:** H20058

**Editing notes:** See Note 19A

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Male	Go to Question 79	1	50.6%
Female		2	49.4%

**Question 73: When did you last have a Pap smear test?****Variable name:** H20059B**Editing notes:** See Notes 19A and 19B

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Within the last 12 months	6	31.0%
1 to 2 years ago	5	25.1%
More than 2 but less than 3 years ago	4	9.5%
More than 3 but less than 5 years ago	3	8.5%
5 or more years ago	2	18.9%
Never had a Pap smear test	1	6.9%

**Question 74: Are you under age 40?****Variable name:** H20060**Editing notes:** See Notes 19A, 19B, and 20

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes	Go to Question 76	1	36.7%
No		2	63.3%

**Question 75: When was the last time your breasts were checked by mammography?****Variable name:** H20061**Editing notes:** See Notes 19A, 19B, and 20

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Within the last 12 months	5	61.6%
1 to 2 years ago	4	18.9%
More than 2 but less than 5 years ago	3	6.6%
5 or more years ago	2	8.2%
Never had a mammogram	1	4.6%

**Question 76: Have you been pregnant in the last 12 months or are you pregnant now?****Variable name:** H20062**Editing notes:** See Notes 19A, 19B, and 21

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
Yes, I am currently pregnant		1	3.0%
No, I am not currently pregnant, but have been pregnant in the past 12 months	Go to Question 78	2	4.3%
No, I am not currently pregnant, and have not been pregnant in the past 12 months	Go to Question 79	3	92.7%

**Question 77: In what trimester is your pregnancy?**

**Variable name:** H20063

**Editing notes:** See Notes 19A, 19B, and 21

<b>Response</b>	<b>Directions</b>	<b>Value</b>	<b>Percent</b>
First trimester (up to 12 weeks after 1 <sup>st</sup> day of last period)	Go to Question 79	1	18.9%
Second trimester (13 <sup>th</sup> through 27 <sup>th</sup> week)		2	35.9%
Third trimester (28 <sup>th</sup> week until delivery)		3	45.3%

**Question 78: In which trimester did you first receive prenatal care?**

**Variable name:** H20064

**Editing notes:** See Notes 19A, 19B, and 21

<b>Response</b>	<b>Value</b>	<b>Percent</b>
First trimester (up to 12 weeks after 1 <sup>st</sup> day of last period)	4	87.0%
Second trimester (13 <sup>th</sup> through 27 <sup>th</sup> week)	3	8.2%
Third trimester (28 <sup>th</sup> week until delivery)	2	0.0%
Did not receive prenatal care	1	4.9%

## ABOUT YOU

**Question 79: Would you say that in general your health is excellent, very good, good, fair, or poor?**

**Variable name:** H20065

**Editing notes:** None

Response	Value	Percent
Excellent	5	18.0%
Very good	4	39.3%
Good	3	29.6%
Fair	2	11.1%
Poor	1	2.1%

**Question 80: How tall are you without your shoes on? Please give your answer in feet and inches.**

**Variable name:** H20071F, H20071I

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

Response	Example feet	Example inches	Percent of responses
Please give your answer in feet and inches. Please write one number in each box.	5	06	95.1%

**Question 81: How much do you weigh without your shoes on? Please give your answer in pounds.**

**Variable name:** H20072

**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	95.2%

**Question 82: What is the highest grade or level of school that you have completed?**

**Variable name:** SREDA

**Editing notes:** None

Response	Value	Percent
8 <sup>th</sup> grade or less	1	0.5%
Some high school, but did not graduate	2	0.8%
High school graduate or GED	3	19.3%
Some college or 2-year degree	4	34.8%
4-year college graduate	5	19.5%
More than 4-year college degree	6	25.1%

**Question 83: Are you of Hispanic or Latino origin or descent? (Mark "NO" if not Spanish/Hispanic/Latino.)**

**MARK ALL THAT APPLY**

**Variable names:** H20073A-H20073E, H20073

**Editing notes:** See Note 24

<b>Response</b>	<b>Variable Name</b>	<b>H20073 Value</b>	<b>Percent Marked</b>
No, not Spanish, Hispanic, or Latino	H20073A	1	84.8%
Yes, Mexican, Mexican American, Chicano	H20073B	2	5.4%
Yes, Puerto Rican	H20073C	3	3.0%
Yes, Cuban	H20073D	4	0.2%
Yes, other Spanish, Hispanic, or Latino	H20073E	5	4.6%

**Question 84: What is your race?**

**MARK ALL THAT APPLY**

**Variable names:** SRRACEA-SRRACEE

**Editing notes:** None

<b>Response</b>	<b>Variable Name</b>	<b>Percent Marked</b>
White	SRRACEA	77.0%
Black or African American	SRRACEB	12.6%
American Indian or Alaska Native	SRRACEC	2.5%
Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)	SRRACED	7.2%
Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian or Chamorro)	SRRACEE	1.1%

**Question 85: What is your age now?**

**Variable name:** SRAGE

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
18 to 24	1	13.3%
25 to 34	2	15.3%
35 to 44	3	12.8%
45 to 54	4	8.1%
55 to 64	5	18.8%
65 to 74	6	18.3%
75 or older	7	13.4%

**Question 86: 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:** S20011

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Strongly disagree	1	5.1%
Disagree	2	4.5%
Neither agree nor disagree	3	10.4%
Agree	4	40.4%
Strongly agree	5	39.7%

**Question 87: 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:** S20014

**Editing notes:** None

<b>Response</b>	<b>Value</b>	<b>Percent</b>
Completely dissatisfied	1	3.3%
Somewhat dissatisfied	2	3.7%
Neither satisfied nor dissatisfied	3	6.5%
Somewhat satisfied	4	23.0%
Completely satisfied	5	63.5%

**THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY!**

**Your generous contribution will greatly aid efforts to improve the health of our military community.**