

MCBS MAIN STUDY - ROUND 50, WINTER 2008

COMMUNITY COMPONENT

KN. BENEFICIARY KNOWLEDGE AND INFORMATION NEEDS SUPPLEMENT

BOX KN1	IF THE SP IS ALIVE AND NOT INSTITUTIONALIZED (INS1 = 1), GO TO KNINTRO. IF SP IS DECEASED OR IF THE SP IS ALIVE AND INSTITUTIONALIZED (INS1 ≠ 1), GO TO BOX CL1 .
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KNINTRO. Now I have some questions about how you get information about the Medicare program. Your answers will help Medicare provide the information that people need.

Keep in mind that, generally, there are no right or wrong answers to these questions. Your opinions and experiences are important to us.

[PRESS ENTER TO CONTINUE.]

KN1. Overall, how easy or difficult do you think the Medicare program is to understand? Would you say it is very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?

SHOW CARD KN1

KNOWMC

VERY EASY 1
SOMEWHAT EASY 2
SOMEWHAT DIFFICULT 3
VERY DIFFICULT 4
REFUSED -7
DON'T KNOW -8

KN2. How much do you think you know about the Medicare program? Do you know . . .

SHOW CARD KN2

KCARKNOW

just about everything you need to know, 1
most of what you need to know, 2
some of what you need to know, 3
a little of what you need to know, or 4
almost none of what you need to know
about the Medicare program? 5
REFUSED -7
DON'T KNOW -8

KN3INT OMITTED IN ROUND 47.

KN3 OMITTED IN ROUND 47.

KN4 OMITTED IN ROUND 44.

KN4a OMITTED IN ROUND 47.

KN5 OMITTED IN ROUND 47.

KN5a OMITTED IN ROUND 47.

KN5b OMITTED IN ROUND 47.

KN5c OMITTED IN ROUND 47.

KN6 OMITTED IN ROUND 47.

KN7 OMITTED IN ROUND 44.

KN7a OMITTED IN ROUND 47.

KN8 OMITTED IN ROUND 47.

KN9 OMITTED IN ROUND 47.

KN10 OMITTED IN ROUND 44.

KN10a OMITTED IN ROUND 47.

KN11 OMITTED IN ROUND 47.

KN12 OMITTED IN ROUND 44.

KN12a OMITTED IN ROUND 47.

KN13 OMITTED IN ROUND 44.

KN13a OMITTED IN ROUND 47.

KN14 OMITTED IN ROUND 47.

BOX KN2 OMITTED IN ROUND 47.

KN15 OMITTED IN ROUND 47.

KN16 OMITTED IN ROUND 44.

KN16a OMITTED IN ROUND 47.

KN17 OMITTED IN ROUND 47.

BOX KN3 OMITTED IN ROUND 47.

KN18 OMITTED IN ROUND 47.

KN19 OMITTED IN ROUND 44.

KN19a OMITTED IN ROUND 47.

KN20 OMITTED IN ROUND 47.

KN21 OMITTED IN ROUND 47.

KN22 OMITTED IN ROUND 44.

KN23 OMITTED IN ROUND 44.

KN24 OMITTED IN ROUND 44.

KN24a. This card lists different health care topics and programs. Which of these topics would be the most important for you to have more information about? Which would be the next most important? Which would be the next most important?

[PROBE FOR TOP THREE. PRESS CTRL/L TO LEAVE SCREEN.]

SHOW CARD KN4	TOPICKN1	DOESN'T WANT/NEED ANY OF THIS INFORMATION	96
	TOPICKN2	HOW MUCH [YOU/SP] WOULD HAVE TO PAY FOR	
	TOPICKN3	MEDICAL SERVICES.....	1
		INFORMATION ABOUT MEDICARE PRESCRIPTION	
		DRUG COVERAGE.....	2
		MEDICARE'S <u>NEW</u> BENEFITS OR <u>CHANGES</u>	3
		WHAT SERVICES MEDICARE DOES OR DOESN'T	
		COVER.....	4
		THE BENEFITS OF MEDICARE ADVANTAGE PLANS	5
		MEDIGAP OR SUPPLEMENTAL INSURANCE	6
		MEDICAID	7
		CHOOSING OR FINDING A DOCTOR OR OTHER	
		HEALTH CARE PROVIDER.....	8
		STAYING HEALTHY	9
		QUALITY OF CARE FROM HEALTH CARE PROVIDERS.....	10
		CHOOSING A NURSING HOME.....	11
		REFUSED	-7
		DON'T KNOW	-8

KN25 OMITTED IN ROUND 47.

KN25a. This card lists some sources of information that people might use to keep up with developments in Medicare. Looking at this card, please tell me all of the sources you would prefer to use to keep up with Medicare.

[PROBE: Any other source?]

[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

SHOW CARD KN9	KNUPNNE	DOESN'T WANT/NEED THIS INFORMATION	96	(KN26)
	KNUPFAML	FRIENDS OR FAMILY	1	(KN25b)
	KNUPPROF	MEDICAL PROFESSIONAL (DOCTOR, NURSE, CLINIC, ETC.)	2	(KN25b)
	KNUPPHAR	PHARMACIST	3	(KN25b)
	KNUPMCRE	MEDICARE, CMS	4	(KN25b)
	KNUPSEC	SOCIAL SECURITY	5	(KN25b)
	KNUPSTMD	STATE MEDICAID AGENCY	6	(KN25b)
	KNUPGACY	ANOTHER GOVERNMENT AGENCY	7	(KN25b)
	KNUPINSR	INSURANCE COMPANY, INCLUDING MEDIGAP, MEDICARE ADVANTAGE, MEDICARE PRESCRIPTION DRUG		
		PLAN COMPANIES	8	(KN25b)
	KNUPEMP	CURRENT OR FORMER EMPLOYER OR UNION	9	(KN25b)
	KNUPAARP	AARP OR SENIOR ORGANIZATIONS	10	(KN25b)
	KNUPMDIA	MEDIA (NEWSPAPER, TV, RADIO, MAGAZINE)	11	(KN25b)
	KNUPOTR	ANY OTHER PERSON OR PLACE (SPECIFY)	91	(KN25b)
	KNUPOTR	REFUSED	-7	(KN25b)
	KNUPOTOS	DON'T KNOW	-8	(KN25b)

KN25b. This card lists different ways that some people prefer to use to keep up with developments in Medicare. Looking at this card, please tell me all of the ways you would prefer to use to keep up with Medicare.

[PROBE IF NECESSARY: As this card indicates, we're interested in knowing the methods of receiving information, such as talking to someone, reading something, etc.]

[PROBE: Any other way?]

[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

SHOW CARD KN10	KNPREPER	TALK WITH SOMEONE IN PERSON	1
	KNPREPHN	TALK WITH SOMEONE ON THE TELEPHONE	2
	KNPREMAI	RECEIVE INFORMATION IN THE MAIL	3
	KNPRENET	USE THE INTERNET OR A COMPUTER	4
	KNPREVID	WATCH AN INFORMATIONAL TV SHOW OR A VIDEO/DVD	5
	KNPREAUD	LISTEN TO AN AUDIOTAPE	6
	KNPRECLS	ATTEND A SEMINAR OR INFORMATIONAL CLASS OR DISCUSSION	7
	KNPREOTH	SOME OTHER WAY (SPECIFY)	91
	KNPREOS	REFUSED	-7
		DON'T KNOW	-8

KN26. How satisfied are you in general with the availability of information about the Medicare program when you need it [for (SP)]?

SHOW CARD KN6	KNFOSATI	VERY SATISFIED	1
		SATISFIED	2
		DISSATISFIED	3
		VERY DISSATISFIED	4
		NOT APPLICABLE	5
		REFUSED	-7
		DON'T KNOW	-8

KN27INT. We've talked about different topics that you [or (SP)] may have wanted information about and how you [or (he/she)] may want to receive information. Now I would like to ask you about publications that are available to you [and (SP)] about the Medicare program.

[PRESS ENTER TO CONTINUE.]

KN27. Did [you/(SP)] receive a copy of this book, called Medicare and You 2008, which gives an overview of the Medicare program? This handbook is sent to Medicare beneficiaries every fall, and the cover looks like this.

SHOW CARD KN7	KBOKRECD	YES	1 (KN28)
		NO	2 (KN29g)
		REFUSED	-7 (KN29g)
		DON'T KNOW	-8 (KN29g)

KN28. Would you say you have read this book thoroughly, that you have read parts of it, or that you haven't read it at all?

KBOKREAD	READ IT THOROUGHLY	1
	READ PARTS OF IT	2
	HAVEN'T READ IT AT ALL	3
	REFUSED	-7
	DON'T KNOW	-8

BOX KN4	IF KN28 = 1 OR 2, GO TO KN29. OTHERWISE, GO TO KN29g.
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KN29. How easy to understand did you find (this book/the parts you looked at) – would you say (it was/they were) very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?

SHOW CARD KN1	KBOKUNDR	VERY EASY	1
		SOMEWHAT EASY	2
		SOMEWHAT DIFFICULT	3
		VERY DIFFICULT	4
		REFUSED	-7
		DON'T KNOW	-8

KN29g. Medicare is always looking for better ways to provide information. If you had the option, would you consider getting the Medicare and You handbook electronically rather than getting a printed copy in the mail? Getting it electronically could mean by email or on the Internet.

KNEMAIL	YES	1 (KN29h)
	NO	2 (KN29j)
	REFUSED	-7 (KN29j)
	DON'T KNOW	-8 (KN29j)

KN29h. Would you prefer to get the Handbook electronically rather than getting a printed copy in the mail?

KNPRINT	YES	1 (KN34b)
	NO	2 (KN34b)
	REFUSED	-7 (KN34b)
	DON'T KNOW	-8 (KN34b)

KN29j. If you knew that sending the Handbook to you electronically would save the government printing and mailing costs, as much as five million dollars, would you choose to receive it electronically?

KNSAVCST	YES	1
	NO	2
	REFUSED	-7
	DON'T KNOW	-8

KN29a OMITTED IN ROUND 47.

KN29b OMITTED IN ROUND 47.

BOX KN4A OMITTED IN ROUND 44.

KN29c OMITTED IN ROUND 44.

KN29d OMITTED IN ROUND 44.

KN29e OMITTED IN ROUND 47.

KN29f OMITTED IN ROUND 47.

KN30 OMITTED IN ROUND 47.

BOX KN5 OMITTED IN ROUND 35.

KN31 – KN33 OMITTED IN ROUND 35.

BOX KN4B OMITTED IN ROUND 41.

KN34INT OMITTED IN ROUND 47.

KN34a OMITTED IN ROUND 44.

KN34 OMITTED IN ROUND 44.

KN34b. We're interested in what people covered by Medicare understand about the Medicare program. I'm going to read a list of health care services. Please tell me whether Medicare covers the service, or does not cover it.
[READ IF NECESSARY: This is not a test. Your answers allow the Medicare agency to know how well information about the program is understood. At the end of the interview, I'll give you a fact sheet that explains these issues.]

Does Medicare cover...

		<u>YES</u>	<u>NO</u>
MDCOVAMAM	a. an annual mammogram for women?	1	2
MDCOVPSA	b. an annual PSA test for men (a blood test to detect prostate cancer)?	1	2
MDCOVDNT	c. a routine dental exam?	1	2
MDCOVFLU	d. an annual flu shot?	1	2
MDCOVCOL	e. colon cancer screening?	1	2
MDCOVCRD	f. cardiovascular screenings, including cholesterol tests?	1	2
MDCOVEYE	g. a routine eye exam?	1	2
MDCOVDBT	h. diabetes screening?	1	2

KN35 OMITTED IN ROUND 44.

KN36 OMITTED IN ROUND 44.

KN36a OMITTED IN ROUND 47.

KN36a REINSTATED IN ROUND 50.

KN37 OMITTED IN ROUND 41.

KN37 REINSTATED IN ROUND 50.

KN38 OMITTED IN ROUND 41.

KN39 MOVED TO BE KN49a IN ROUND 41.

KN40 OMITTED IN ROUND 41.

KN41 OMITTED IN ROUND 41.

KN42 OMITTED IN ROUND 41.

KN42a OMITTED IN ROUND 44.

KN42INT. I'm going to read a series of statements about Medicare. For each one, please tell me whether you think it is true or false, or whether you aren't sure.

[PRESS ENTER TO CONTINUE.]

KN36a. People are eligible for Medicare because they have low or moderate incomes.
[PROBE: Do you think this is true or false, or are you not sure?]

KNELIG	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN37. Most people covered by Medicare can select among different kinds of health plan options within Medicare.
[PROBE: Do you think this is true or false, or are you not sure?]

KNPLNCHC	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

MK7 REINSTATED AS KN37a (WITH NEW VARIABLE NAME) IN ROUND 50.

KN37a. The premium or monthly payment for Medicare Part B that beneficiaries have to pay, can change at any time during the year.
[EXPLAIN IF NECESSARY: Medicare Part B covers doctors' visits and other medical services.]
[PROBE: Do you think this is true or false, or are you not sure?]

KNPREMI	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN42b. Medicare Advantage plans, such as HMOs and PPOs, often cover more health services, like eye exams or hearing aids, than original Medicare.
[PROBE: Do you think this is true or false, or are you not sure?]

KNADVTG	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN42c OMITTED IN ROUND 50.

KN43 OMITTED IN ROUND 44.

KN44 OMITTED IN ROUND 41.

KN45 OMITTED IN ROUND 44.

KN45 REINSTATED IN ROUND 50.

KN46 OMITTED IN ROUND 44.

KN46 REINSTATED IN ROUND 50.

KN47 OMITTED IN ROUND 41.

KN48 OMITTED IN ROUND 41.

KN49 OMITTED IN ROUND 44.

KN49 REINSTATED IN ROUND 50.

KN49. People can report complaints to Medicare about their Medicare Advantage plans or supplemental insurance policies if they are not satisfied with them.
[PROBE: Do you think this is true or false, or are you not sure?]

KNRPTHMO	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN49a OMITTED IN ROUND 44.

KN49b OMITTED IN ROUND 44.

KN49b REINSTATED IN ROUND 47.

KN49b OMITTED IN ROUND 50.

KN49c OMITTED IN ROUND 44.

KN49c REINSTATED IN ROUND 47.

- KN49c. No matter which Medicare health insurance option you choose, your out-of-pocket costs will be the same.
[PROBE: Do you think this is true or false, or are you not sure?]

KNOUTPOC	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN49d OMITTED IN ROUND 44.

KN49e OMITTED IN ROUND 44.

- KN45. If your Medicare Advantage plan leaves the Medicare program and you do not choose another one, you will be covered by the Original Medicare plan.
[PROBE: Do you think this is true or false, or are you not sure?]

KNCOVORG	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

- KN46. A Medicare Advantage plan can raise its fees or change its benefits each year.
[PROBE: Do you think this is true or false, or are you not sure?]

KNRAISE	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

- KN49fINT. The next series of statements are about Medicare prescription drug coverage. Again, for each one, please tell me whether you think it is true or false, or whether you aren't sure.

[PRESS ENTER TO CONTINUE.]

- KN49f. Everyone with Medicare can choose to enroll in the voluntary Medicare prescription drug coverage regardless of their income or health.
[PROBE: Do you think this is true or false, or are you not sure?]

KNVOLMED	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

- KN49i. If you join a Medicare prescription drug plan, you must go to pharmacies that are part of the plan.
[PROBE: Do you think this is true or false, or are you not sure?]

KNPHRPLN	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

- KN49g. Everyone in Medicare has at least two Medicare prescription drug plans to choose from.
[PROBE: Do you think this is true or false, or are you not sure?]

KNTWOPLN	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

- KN49g1. All Medicare prescription drug plans cover the same list of prescription drugs.
[PROBE: Do you think this is true or false, or are you not sure?]

KNRXLIST	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN49i OMITTED IN ROUND 47.

KN49i REINSTATED IN ROUND 50.

KN49i1 OMITTED IN ROUND 50.

- KN49j. Medicare prescription drug plans can change the list of prescription drugs that they cover at any time during the year.
[PROBE: Do you think this is true or false, or are you not sure?]

KNCHGLST	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

- KN49h. Medicare prescription drug plans can change the price of prescription drugs only once per year.
[PROBE: Do you think this is true or false, or are you not sure?]

KNCHGCST	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN49k OMITTED IN ROUND 47.

KN49l. If you have limited income and resources, you may get extra help to cover prescription drugs for little or no cost to you.

[PROBE: Do you think this is true or false, or are you not sure?]

KNLIMINC	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN49m. Generally, once you join a Medicare prescription drug plan, you can only change to another plan during the “Open Enrollment period” each year.

[EXPLAIN IF NECESSARY: “Open Enrollment period” is each fall, from mid-November to the end of December.]

[PROBE: Do you think this is true or false, or are you not sure?]

KNONLCHG	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN49n. Out-of-pocket costs are the same in all Medicare prescription drug plans.

[PROBE: Do you think this is true or false, or are you not sure?]

KNOUTPKT	TRUE.....	1
	FALSE.....	2
	NOT SURE.....	3
	REFUSED	-7

KN49oINT. Please look at this card. Of the three statements listed on the card, please tell me which one you think is best.

SHOW CARD KN12

[PRESS ENTER TO CONTINUE.]

KN49o. Can anyone on Medicare sign up for Part D, the Medicare prescription drug insurance program; or can only low-income people on Medicare sign up for Part D; or is neither statement true?

SHOW CARD KN12

KNPARTD	ANYONE ON MEDICARE CAN SIGN UP FOR PART D	1
	ONLY LOW-INCOME PEOPLE ON MEDICARE CAN SIGN UP FOR PART D.	2
	NEITHER STATEMENT IS TRUE	3
	DON'T KNOW	-8
	REFUSED	-7

KN50. Next, I'd like to ask about (your/SP's) use of computers.

(Do you/Does SP) have a personal computer in (your/his/her) home?

KNHAVCOM	YES	1
	NO	2
	REFUSED	-7
	DON'T KNOW	-8

KN51INT. Some people use the Internet to get different kinds of information. The next questions ask about the Internet.
[EXPLAIN IF NECESSARY: The Internet is sometimes called the World Wide Web. Users may access the Internet by going "on-line".]
[PRESS ENTER TO CONTINUE.]

KN51 OMITTED IN ROUND 47.

BOX KN6 OMITTED IN ROUND 47.

KN52 OMITTED IN ROUND 47.

KN51a. (Do you/Does SP) personally ever use the Internet to get information of any kind?

KNETPERS	YES	1 (KN51c)
	NO	2 (KN51b)
	NEVER HEARD OF THE INTERNET	3 BOX KN8
	REFUSED	-7 BOX KN8
	DON'T KNOW	-8 BOX KN8

KN51b. (Do you/Does SP) have someone else, such as a friend, relative, or anyone else, get information for (you/SP) on the Internet?

KNETFRND	YES	1 (KN51c)
	NO	2 BOX KN8
	REFUSED	-7 BOX KN8
	DON'T KNOW	-8 BOX KN8

KN51c. How often (do you/does SP) access the Internet to seek information, either on (your/his/her) own or with someone else's help? Please do not include any time spent reading or sending e-mail.

KNETOFTN	EVERY DAY	1
	A FEW TIMES A WEEK	2
	A FEW TIMES PER MONTH	3
	A FEW TIMES PER YEAR OR LESS	4
	REFUSED	-7
	DON'T KNOW	-8

BOX KN7	IF ANY PREVIOUS ROUND KN53 = 1, GO TO BOX KN8 . OTHERWISE, GO TO KN53.
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KN53. (Have you/Has SP/Has anyone) ever visited or ever accessed the official website for Medicare information – www.medicare.gov [for (you/SP)]?

KN53FLG	YES	1
KVSITWEB	NO	2
	REFUSED	-7
	DON'T KNOW	-8

BOX KN8	IF PROXY INTERVIEW, GO TO BOX KN9 . OTHERWISE, GO TO KN54.
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KN54. Most of the time, do you make decisions about Medicare health insurance on your own, do you get help from someone in making these decisions, or do you rely on someone else to make decisions about health insurance for you?

KCHHELP	MAKES DECISIONS ON OWN	1
	GETS HELP ON DECISIONS	2
	SOMEONE ELSE MAKES DECISIONS	3
	REFUSED	-7
	DON'T KNOW	-8

KN55 OMITTED IN ROUND 35.

BOX KN9	IF KN56 ASKED IN ANY PREVIOUS ROUND, GO TO BOX KN10 . OTHERWISE, GO TO KN56.
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KN56. Before today, were you aware of the 1-800-MEDICARE toll-free line?

KN56FLG	YES	1 (KN57)
KREELINE	NO	2 (KN57a)
	REFUSED	-7 (KN57a)
	DON'T KNOW	-8 (KN57a)

BOX KN10	IF KN57 = 1 IN ANY PREVIOUS ROUND, GO TO KN57a. OTHERWISE, GO TO KN57.
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KN57. Have you ever called 1-800-MEDICARE to get information about Medicare?

KN57FLG	YES	1
KCPHINFO	NO	2
	REFUSED	-7
	DON'T KNOW	-8

KN57a. This card lists some things that the Medicare program might consider offering to beneficiaries. Please tell me whether you would have an interest in any of the items listed on the card.

[PROBE: Anything else?]

[CODE ALL THAT APPLY. PRESS CTRL/L TO LEAVE SCREEN.]

<div style="border: 1px solid black; padding: 2px; display: inline-block;"> SHOW CARD KN11 </div>	KNNOTINT	DOESN'T WANT/NEED ANY OF THESE ITEMS	96
	KNGENREM	GENERAL REMINDERS FOR GETTING PREVENTIVE SERVICES, SUCH AS SCREENING TESTS FOR COLON, BREAST, OR PROSTATE CANCER	1
	KNPERREM	PERSONALIZED REMINDERS FOR GETTING PREVENTIVE SERVICES, SUCH AS SCREENING TESTS FOR CANCER	2
	KNHCTOOL	MEDICARE HEALTH MANAGEMENT TIPS & TOOLS	3
	KNREMOTH	ANY OTHER TYPE OF HELPFUL REMINDERS OR UPDATES (SPECIFY)	91
	KNREMOS	REFUSED	-7
		DON'T KNOW	-8

KN58. As you know, this survey is sponsored by the Centers for Medicare and Medicaid Services, which is the government agency that runs Medicare. What are your suggestions or concerns about Medicare?

KCSUGGST	R DOES NOT HAVE SUGGESTIONS OR CONCERNS	1
	RECORD ALL OTHER RESPONSES VERBATIM BELOW	91

INVBRNDC	REFUSED	-7
INVBTEXT	DON'T KNOW	-8
INFOQUES		

KNEND. INTERVIEWER: HAND THE "MEDICARE INFORMATION (JANUARY, 2008)" SHEET TO THE RESPONDENT. IT PROVIDES ANSWERS TO SOME OF THE QUESTIONS ASKED DURING THIS SUPPLEMENT.

[PRESS ENTER TO CONTINUE.]

KN Addendum

Segment: KNOW

