

Variable Name	MR Screen Name	Question Type	Question Text/Description	Code List	Routing
			<p>BENEFICIARY KNOWLEDGE AND INFORMATION NEEDS QUESTIONNAIRE SPECIFICATIONS</p> <p><u>CRITERIA</u> INTTYPE=C001, C002, C004, C005, C006, C007 SPALIVE=1 SEASON=WINTER SPPROXY=SP or PROXY Other: N/A</p> <p><u>PLACEMENT</u> Administer after CVQ.</p>		
KNINTR	KNINTRO	no entry	<p>Now I have some questions that ask how you get information about the Medicare program [for (SP)]. Your answers will help Medicare provide the information that people need.</p> <p>Keep in mind that, generally, there are no right or wrong answers to these questions. Your opinions and experiences are important to us.</p>	(01) CONTINUE (-7) Empty	KN1 - KNOWMC
KNOWMC	KN1	code 1	<p>SHOW CARD KN1</p> <p>Overall, how easy or difficult do you think the Medicare program is to understand?</p> <p>[PROBE IF NECESSARY: Would you say it is very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?]</p>	(01) VERY EASY (02) SOMEWHAT EASY (03) SOMEWHAT DIFFICULT (04) VERY DIFFICULT (-8) Don't Know (-9) Refused	KN2 - KCARKNOW
KCARKNOW	KN2	code 1	<p>SHOW CARD KN2</p> <p>How much do you think you know about the Medicare program?</p> <p>Do you know just about everything you need to know, most of what you need to know, some of what you need to know, a little of what you need to know or almost none of what you need to know about the Medicare program?</p>	(01) JUST ABOUT EVERYTHING YOU NEED TO KNOW (02) MOST OF WHAT YOU NEED TO KNOW (03) SOME OF WHAT YOU NEED TO KNOW (04) A LITTLE OF WHAT YOU NEED TO KNOW (05) ALMOST NONE OF WHAT YOU NEED TO KNOW (-8) Don't Know (-9) Refused	KN25B1 - KNINFMCR
KNINFMCR	KN25B1	yes/no	<p>In the past year, have you tried to find any information [for (SP)] about Medicare?</p>	(01) YES (02) NO (-8) Don't Know (-9) Refused	KN25C - KNINTMCR
KNINTMCR	KN25C	code 1	<p>SHOW CARD KN3</p> <p>How interested are you in getting (more) information [for (SP)] about Medicare?</p>	(01) VERY INTERESTED (02) SOMEWHAT INTERESTED (03) NOT VERY INTERESTED (04) NOT AT ALL INTERESTED (-8) Don't Know (-9) Refused	KN25D-KNCOVOPT
KNCOVOPT	KN25D	code 1	<p>SHOW CARD KN4</p> <p>How easy or difficult would you say it is for [you/(SP)] to review and compare [your/his/her] Medicare coverage options? Would you say it is ...</p>	(01) Very easy (02) Somewhat easy (03) Somewhat difficult (04) Very difficult (05) DOES NOT MAKE DECISIONS ON HEALTH INSURANCE (-8) Don't Know (-9) Refused	KN25E-KNCOVREV
KNCOVREV	KN25E	code 1	<p>SHOW CARD KN5</p> <p>How often [do you/does (SP)] review or compare [your/his/her] Medicare coverage options? Would that be at least once every year, once every few years, rarely, or never?</p>	(01) AT LEAST ONCE EVERY YEAR (02) ONCE EVERY FEW YEARS (03) RARELY (04) NEVER (05) ONLY ONCE WHEN FIRST SIGNED UP FOR DRUG PLAN (06) ONLY ONCE WHEN FIRST SIGNED UP FOR MEDICARE (07) JUST SIGNED UP FOR MEDICARE (-8) DON'T KNOW (-9) REFUSED	KN35F-KNCOVINP

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KNCOVINF	KN25F	code 1	SHOW CARD KN6 To what extent do you agree or disagree with the following statement: [I have/(SP) has] the information [I need/he needs/she needs] to make an informed comparison among different health insurance choices. Would you say you ...	(01) Completely agree (02) Somewhat agree (03) Somewhat disagree (04) Completely disagree (05) DOES NOT MAKE DECISIONS ON HEALTH INSURANCE (-8) Don't Know (-9) Refused	KN26 - KNFOSATI
KNFOSATI	KN26	code 1	SHOW CARD KN7 How satisfied are you in general with the availability of information about the Medicare program when you need it [for (SP)]?	(01) VERY SATISFIED (02) SATISFIED (03) DISSATISFIED (04) VERY DISSATISFIED (05) NOT APPLICABLE (-8) Don't Know (-9) Refused	KN27INT - KN27IN
KN27IN	KN27INT	no entry	Now I would like to ask you about publications that are available to you [and (SP)] about the Medicare program.	(01) CONTINUE (-7) Empty	KN27 - KBOKRECD
KBOKRECD	KN27	yes/no	SHOW CARD KN8 Did [you/(SP)] receive in the mail or view on the Medicare website a book called "Medicare and You [CURRENT YEAR]?" This book gives an overview of the Medicare program and is sent to Medicare beneficiaries every fall. The cover looks like this.	(01) YES (02) NO (-8) Don't Know (-9) Refused	(01) KN28 - KBOKREAD (02) KN50A- COMPDESK (-8) KN50A- COMPDESK (-9) KN50A- COMPDESK
KBOKREAD	KN28	code 1	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?	(01) READ IT THOROUGHLY (02) READ PARTS OF IT (03) HAVEN'T READ IT AT ALL (-8) Don't Know (-9) Refused	(01) KN29 - KBOKUNDR (02) KN29 - KBOKUNDR (03) KN50A-COMPDESK (-8) KN50A- COMPDESK (-9) KN50A- COMPDESK
KBOKUNDR	KN29	code 1	SHOW CARD KN9 How easy or difficult did you find (the parts you read/this book) to understand? [PROBE IF NECESSARY: Would you say (they were/it was) very easy to understand, somewhat easy to understand, somewhat difficult to understand, or very difficult to understand?]	(01) VERY EASY (02) SOMEWHAT EASY (03) SOMEWHAT DIFFICULT (04) VERY DIFFICULT (-8) Don't Know (-9) Refused	KN50A- COMPDESK
COMPDESK	KN50A	grid	Next, I'd like to ask about [your/(SP's)] use of computers. [Do you/Does (SP)] own or use any of the following types of computers? Please tell me yes or no for each item I list. Desktop or laptop	(01) YES (02) NO (-8) Don't Know (-9) Refused	KN50A- COMPPHON
COMPPHON	KN50A	grid	Next, I'd like to ask about [your/(SP's)] use of computers. [Do you/Does (SP)] own or use any of the following types of computers? Please tell me yes or no for each item I list. Smartphone	(01) YES (02) NO (-8) Don't Know (-9) Refused	KN50A- COMPTAB
COMPTAB	KN50A	grid	Next, I'd like to ask about [your/(SP's)] use of computers. [Do you/Does (SP)] own or use any of the following types of computers? Please tell me yes or no for each item I list. Tablet or other portable wireless computer	(01) YES (02) NO (-8) Don't Know (-9) Refused	KN51INT - KN51IN
KN51IN	KN51INT	no entry	Some people use the Internet to get different kinds of information. The next questions ask about the Internet. [EXPLAIN IF NECESSARY: The Internet includes web sites, e-mail, newsgroups, and other forums.]	(01) CONTINUE (-7) Empty	INTERNET-INTERNET

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INTERNET	INTERNET	yes/no	[Do you/ Does (SP)] have access to the internet?	(01) YES (02) NO (-8) Don't Know (-9) Refused	(01) KN51A-USENET (02) KN51B- SOMELNET (-8) KN51B- SOMELNET (-9) KN51B- SOMELNET
USENET	KN51A	code 1	[Do you/Does (SP)] personally ever use the Internet to get information of any kind?	(01) YES (02) NO (-8) Don't Know (-9) Refused	(01) KN51C - OFTNNET (02) KN51B - SOMELNET (-8) AUDIOVID (-9) AUDIOVID
SOMELNET	KN51B	yes/no	[Do you/Does(SP)] have someone else, such as a friend, relative, or anyone else, get information for (you/him/her) on the Internet?	(01) YES (02) NO (-8) Don't Know (-9) Refused	(01) KN51C - OFTNNET (02) AUDIOVID (-8) AUDIOVID (-9) AUDIOVID
OFTNNET	KN51C	code 1	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.	(01) EVERY DAY (02) A FEW TIMES A WEEK (03) A FEW TIMES PER MONTH (04) A FEW TIMES PER YEAR OR LESS (-8) Don't Know (-9) Refused	AUDIOVID
AUDIOVID	AUDIOVID	yes/no	Since (REFERENCE DATE), [have you/ has (SP)] participated in video or voice calls or conferencing over the internet, such as with Zoom, Skype or FaceTime?	(01) YES (02) NO (-8) Don't Know (-9) Refused	BOX KN7
	BOX KN7	routing	IF SP DID NOT REPORT VISITING OR ACCESSING THE OFFICAL WEBSITE FOR MEDICARE INFORMATION IN ANY PREVIOUS ROUND (SAMPLE_PERSON.P_KVSTSITE^=1) GO TO KN53 - KVSTSITE. ELSE GO TO KN53A-KCOMINTE		
KVSTSITE	KN53	yes/no	(Has anyone/[Have you/Has (SP)]) ever visited or ever accessed the official website for Medicare information - www.medicare.gov (for [you/(SP)])?	(01) YES (02) NO (-8) Don't Know (-9) Refused	KN53A-KCOMINTE
KCOMINTE	KN53A	Grid	Now I have some questions that ask about how Medicare beneficiaries use the Internet to access health care related information. During the past 12 months, [has anyone/have you/has (SP)] used the Internet to Look up health information (for [you/(SP)])?	(01) YES (02) NO (-8) Don't Know (-9) Refused	KN53A -KCOMPRES
KCOMPRES	KN53A	Grid	Now I have some questions that ask about how Medicare beneficiaries use the Internet to access health care related information. During the past 12 months, [has anyone/have you/has (SP)] used the Internet to Fill a prescription (for [you/(SP)])?	(01) YES (02) NO (-8) Don't Know (-9) Refused	KN53A -KCOMAPPO
KCOMAPPO	KN53A	Grid	Now I have some questions that ask about how Medicare beneficiaries use the Internet to access health care related information. During the past 12 months, [has anyone/have you/has (SP)] used the Internet to Schedule an appointment with a health care provider (for [you/(SP)])?	(01) YES (02) NO (-8) Don't Know (-9) Refused	KN53A -KCOMCOMM
KCOMCOMM	KN53A	Grid	Now I have some questions that ask about how Medicare beneficiaries use the Internet to access health care related information. During the past 12 months, [has anyone/have you/has (SP)] used the Internet to Communicate with a health care provider (for [you/(SP)])?	(01) YES (02) NO (-8) Don't Know (-9) Refused	BOX KN8

Variable Name	MR Screen Name	Question Type	Question Text/Description	Code List	Routing
	BOX KN8	routing	IF PROXY IS RESPONDENT, GO TO USEMSP. ELSE GO TO KN54 - KCHIHHELP.		
KCHIHHELP	KN54	code 1	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?	(01) MAKES DECISIONS ON OWN (02) GETS HELP ON DECISIONS (03) SOMEONE ELSE MAKES DECISIONS (-8) Don't Know (-9) Refused	USEMSP
USEMSP	USEMSP	yes/no	We're interested in learning about how Medicare beneficiaries navigate certain programs available to help them pay for their health care costs. As you may know, the government has a set of programs, called Medicare Savings Programs (MSP), that help beneficiaries pay for the costs associated with Medicare, such as Part A (Hospital Insurance) or Part B (Medical Insurance) premiums, deductibles, coinsurance, and copayments. Unlike additional insurance plans that require a monthly premium, Medicare Savings Programs provide financial help at no cost to eligible beneficiaries who have limited income and resources. We're going to ask you a few questions about these programs, and what [your/(SP)'s] experience, if any, has been with them. [Are you/Is (SP)] receiving any assistance from a Medicare Savings Program (MSP) to help pay for [your/his/her] (CURRENT YEAR) health care costs? [EXPLAIN IF NECESSARY: Medicare Savings Programs pay for remaining costs (premiums, deductibles, coinsurance, and copayments) not covered by Medicare. These programs are different from additional insurance plans, such as Medicare Supplement Insurance (Medigap) or private insurance plans, in that beneficiaries will not pay for this extra financial help. Instead, beneficiaries must be eligible (i.e., have limited resources or income) and apply to receive this financial assistance from an MSP.	(01) YES (02) NO (-8) Don't Know (-9) Refused	(01) BOX KN9 (02) APPLYMSP (-8) APPLYMSP (-9) APPLYMSP
APPLYMSP	APPLYMSP	yes/no	Did [you/(SP)] apply to the [STATE] Medicare office for help with (CURRENT YEAR) expenses?	(01) YES (02) NO (-8) Don't Know (-9) Refused	BOX KN9
	BOX KN9	routing	IF SP HAS NOT BEEN ASKED KREELINE IN A PREVIOUS ROUND (SAMPLE_PERSON.P_KREELINE = .), GO TO KREELINE. ELSE GO TO BOX KN10.		
KREELINE	KN56	yes/no	Before today, were you aware of the 1-800-MEDICARE toll-free line?	(01) YES (02) NO (-8) Don't Know (-9) Refused	(01) KN57 - KCPHINFO (02) RGHTAPL (-8) RGHTAPL (-9) RGHTAPL
	BOX KN10	routing	IF SP DID NOT REPORT CALLING 1-800-MEDICARE TO GET INFORMATION ABOUT MEDICARE IN ANY PREVIOUS ROUND (SAMPLE_PERSON.P_KCPHINFO ^= 1) GO TO KN57 - KCPHINFO. ELSE GO TO RGHTAPL		
KCPHINFO	KN57	yes/no	Have you ever called 1-800-MEDICARE to get information about Medicare?	(01) YES (02) NO (-8) Don't Know (-9) Refused	RGHTAPL
RGHTAPL	RGHTAPL	yes/no	Everyone covered by Medicare has certain rights and protections under their Medicare coverage. These rights include the right to file a complaint or appeal any decision or action made by a medical provider if you think you are being unfairly denied coverage, or denied adequate and complete treatment of your condition. If [you/(SP)] had concerns about the quality of care [you were/[he/she was]] receiving from a healthcare provider or facility, would [you/he/she] know how to file a complaint or an appeal with Medicare?	(01) YES (02) NO (-8) Don't Know (-9) Refused	KN58-OEINTRO1
OEINTRO1	KN58	no entry	Now I would like to ask you about comparisons [you/(SP)] may have made during the last Medicare Open Enrollment Period, which is sometimes called the Annual Election Period or Annual Coordinated Enrollment Period. The Open Enrollment Period runs each year from mid-October to early-December.	(01) CONTINUE	KN58A - RVWCOST

Variable Name	MR Screen Name	Question Type	Question Text/Description	Code List	Routing
RVWCOST	KN58A	code 1	<p>During the last open enrollment period, did [you/(SP)] review [your/his/her] Medicare insurance coverage to see if there were going to be changes in [your/his/her] monthly premium, deductibles, co-payments, or other out of pocket expenses?</p> <p>[EXPLAIN IF NECESSARY: The Open Enrollment Period – sometimes called the Annual Election Period or Annual Coordinated Enrollment Period – runs each year from mid-October to early-December.]</p> <p>[PLEASE INCLUDE SITUATIONS WHERE A PROXY OR SOMEONE ELSE REVIEWS THE RESONDENT'S MEDICARE INSURANCE COVERAGE FOR OR WITH THEM.]</p>	(01) YES (02) NO (03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE (-8) DON'T KNOW (-9) REFUSED	KN58B - RVWSRVC
RVWSRVC	KN58B	code 1	<p>During the last open enrollment period, did [you/(SP)] review [your/his/her] Medicare insurance coverage to see if the kinds of treatment, drugs, and services covered will meet [your/his/her] health care needs?</p> <p>[EXPLAIN IF NECESSARY: The Open Enrollment Period – sometimes called the Annual Election Period or Annual Coordinated Enrollment Period – runs each year from mid-October to early-December.]</p> <p>[PLEASE INCLUDE SITUATIONS WHERE A PROXY OR SOMEONE ELSE REVIEWS THE RESONDENT'S MEDICARE INSURANCE COVERAGE FOR OR WITH THEM.]</p>	(01) YES (02) NO (03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE (-8) DON'T KNOW (-9) REFUSED	KN58C - CMPRPLN
CMPRPLN	KN58C	code 1	<p>As you know, Medicare beneficiaries can choose different types of Medicare insurance plans. During the last open enrollment period, did [you/(SP)] compare [your/his/her] Medicare insurance plan with other Medicare plans that were available?</p> <p>[EXPLAIN IF NECESSARY: The Open Enrollment Period – sometimes called the Annual Election Period or Annual Coordinated Enrollment Period – runs each year from mid-October to early-December.]</p> <p>[PLEASE INCLUDE SITUATIONS WHERE A PROXY OR SOMEONE ELSE REVIEWS THE RESONDENT'S MEDICARE INSURANCE COVERAGE FOR OR WITH THEM.]</p>	(01) YES (02) NO (03) NOT APPLICABLE, JUST SIGNED UP FOR MEDICARE (-8) DON'T KNOW (-9) REFUSED	(01) KN58D - CPLNTYPE (02) KN59 - KCSUGGST (03) KN59 - KCSUGGST (-8) KN59 - KCSUGGST (-9) KN59 - KCSUGGST
CPLNTYPE	KN58D	select all	<p>SHOW CARD KN10</p> <p>What types of Medicare plans did [you/(SP)] compare with [your/his/her] Medicare insurance plan?</p> <p>[EXPLAIN IF NECESSARY: -Medicare Parts A and B, commonly referred to as "Original Medicare," provide hospital and medical insurance. -Medicare Part C includes Medicare Advantage plans. These are plans offered to Medicare beneficiaries by private companies (approved by Medicare) and provide beneficiaries with their Part A and B benefits. Medical Advantage is an alternative to Original Medicare. -Part D covers prescription drugs -- this type of plan is also known as an MPDP. Prescription drug plans are offered by private companies (approved by Medicare). - Medigap is a supplemental insurance plan sold by private companies for use with Original Medicare. It cannot be used with Medicare Advantage. Medigap plans help pay some of the health care costs that Original Medicare doesn't cover, like copayments, coinsurance and deductibles.]</p> <p>[PLEASE INCLUDE SITUATIONS WHERE A PROXY OR SOMEONE ELSE REVIEWS THE RESONDENT'S MEDICARE INSURANCE COVERAGE FOR OR WITH THEM.]</p>	(01) Medicare Parts A and B (Original Medicare) (02) Medicare Part C, Medicare Advantage (MA) Plans (03) Medicare Part D, Medicare Prescription Drug Plans (MPDPs) (04) Medigap Plans (-8) DON'T KNOW (-9) REFUSED	KN59 - KCSUGGST
KCSUGGST	KN59	verbatim text	<p>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?</p> <p>RECORD VERBATIM.</p>	(01) R DOES NOT HAVE SUGGESTIONS OR CONCERNS (02) RECORD ALL OTHER RESPONSES VERBATIM (-8) Don't Know (-9) Refused	(01) BOX KNEND (02) KN58 - KCSUGGVB (-8) BOX KNEND (-9) BOX KNEND
KCSUGGVB	KN59	verbatim text			BOX KNEND
	BOX KNEND	routing	GO TO USQ.		