

The Massachusetts Health Reform Survey

**Survey Instrument
Round 7 – Fall 2013**

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MASSACHUSETTS HEALTH REFORM SURVEY – 2013

CELL PHONE SCREENER

Hello, my name is _____. I'm calling from SSRS. This is NOT a sales call. We are offering a \$10 thank you for completing a survey about the Massachusetts health care system.

(IF RESPONDENT THINKS WE HAVE INCORRECTLY DIALED BECAUSE WE HAVE REACHED HER/HIM ON CELL PHONE, READ: We are including cell phone numbers in the survey so we can include the widest selection of people possible.)

(IF RESPONDENT IS GOING TO HANG UP: Before you hang up could you please just tell me if you are between the ages of 19-64 ((PAUSE FOR ANSWER) and if you live in Massachusetts; INTERVIEWER: IF NO TO AGE 19-64 AND/OR NOT LIVE IN MA, CODE AS TERMINATE; IF YES, CODE ACCORDINGLY)

CELL1. So that I can ask you the right questions, could you please tell me if you are less than age 19, between the ages of 19 and 64, or older than 64?

- 1 Less than 19 years (0 to 18) THANK AND TERMINATE
- 2 19 to 64 years GO TO CELL2
- 3 Older than 64 (65 or older) THANK AND TERMINATE
- R Refused

CELL2. Are you currently living in Massachusetts?

- 1 Yes GO TO CELL3
- 2 No THANK AND TERMINATE
- R Refused

(IF CELL1 = R AND CELL2 = 1 OR R, RECORD AS REFQCELL1)

(IF CELL 1 = 2 AND CELL2 = R, RECORD AS REFQCELL2)

ZIP1. And could you please tell me your home zip code?

- 01 Response given _____
- RR (DO NOT READ) Refused

(P.N. – IF ZIP CODE IS NOT IN LIST OR RR, PLEASE INCLUDE ZIP CODE CONFIRMATION FOR INTERVIEWER)

CELL3. Before we continue, are you driving (OPTIONAL: and unable to complete the survey)?

- 1 Continue, on cell phone and not driving GO TO Q.A1
- 2 Respondent is driving/cannot continue SET UP CALL BACK
- R Refused

(IF CELL1, CELL2 AND CELL3 = RR, THANK & END. RECORD AS RQCELL3)

RDD HOUSEHOLD SCREENER

Hello, my name is _____. I'm calling from SSRS. This is NOT a sales call. We are offering a \$10 thank you for completing a survey about the Massachusetts health care system.

HH1. May I speak to an adult who lives in the household?

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH1 = 1 GO TO HH2

IF Q.HH1 = 2 REPEAT INTRO AND THEN GO TO Q.HH2

IF Q.HH1 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH1 = D OR R, THANK AND TERMINATE

HH2. Your participation is important in helping us understand how well the health care system is working in Massachusetts. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study. All of your answers are completely confidential. We're offering a \$10 thank you to each eligible household that completes the survey.

IF NEEDED: It should take less than 25 minutes.

IF NEEDED: You may have received a letter explaining that we would be calling to talk with you. We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

- 1 Yes (respondent will continue)
- 2 No (Not a good time for survey/callback)
- R Refused to continue

IF Q.HH2 = 1 GO TO Q.HH3

IF Q.HH2 = 2 SCHEDULE CALL BACK

IF Q.HH2 = R, THANK AND TERMINATE

(ASK AFTER 1st REFUSAL)

What reasons did the respondent give for not wanting to participate in this survey?

- 1 Not interested
- 2 Too busy
- 3 Bad time (dinner, family time, etc.)
- 4 I don't do surveys
- 5 Wanted more info about study or SSRS
- 6 Didn't like subject matter
- 7 Just hung up
- 8 Other reason (specify)

(PN: IN SPANISH AND PORTUGUESE INTERVIEWS, DO NOT SHOW HH3, SKIP TO HH3a)

HH3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English
- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

HH3a. How many adults age 19 or older live in your household? Please include yourself and all the adults who live with you. Please do NOT include anyone living somewhere else now, such as at school or away in the service.

_____ (0-7)

08 8 or more

RR (DO NOT READ) Refused

HH3b. How many adults age 65 or older live in your household?

_____ (0-7)

08 8 or more

RR (DO NOT READ) Refused

(P.N. – GENERATE RESPONSE OF Q.HH3a MINUS Q.HH3b INTO Q.HH4 WITHOUT ASKING Q.HH4)

HH4. How many adults between 19 and 64 live in your household?

_____ # ADULTS AGE 19-64

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

IF Q.HH4 = 0 THANK AND TERMINATE

IF Q.HH4 = 1 GO TO Q.HH5

IF Q.HH4 > 1 GO TO Q.HH9a

IF Q.HH4 = DD OR RR ASK FOR NEW RESPONDENT

HH5. Are you that person who is between the ages of 19 and 64 or is it someone else?

1 Yes, it is that person

2 No, it is someone else

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.HH5 = 1 GO TO Q.A4

IF Q.HH5 = 2 GO TO Q.HH10

IF Q.HH5 = D OR R THANK AND TERMINATE

(Qs.HH6 THRU Q.HH9 DELETED 2012)

HH9a. How many of the adults between 19 and 64 are male?

_____ # ADULTS MALES AGE 19-64

NN (DO NOT READ) None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

Q.HH9b DELETED 2012

(ASK Q.HH10 IF (Q.HH4 = 1 AND Q.HH5 = 2))

HH10. May I speak to the adult between 19 and 64 who lives in your household?

- 1 New respondent comes to phone
- 2 New respondent not available
- 3 Respondent unable to come to the phone (disabled/unable to talk)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH10 = 1 GO TO Q.A1

IF Q.HH10 = 2 GET NAME AND SCHEDULE CALL BACK

IF Q.HH10 = 3 GO TO Q.A3a

IF Q.HH10 = D OR R, THANK AND TERMINATE

ASK QHH11 IF Q.HH4>1

IF HH9a=0, NN, DD, RR INSERT "ADULT"

IF HH9a=HH4 INSERT "ADULT"

IF HH4-HH9a>0 INSERT "MALE" 60% OF THE TIME AND "FEMALE" 40% OF THE TIME

HH11. May I speak to the (male/female/adult) between 19 and 64 in your household who has had the most recent birthday?

(P.N.: IF ONLY 1 MALE OR 1 FEMALE IN HH, READ):

May I speak to the (male/female) between 19 and 64 in your household?

(P.N.: IF MORE THAN 1 MALE OR MORE THAN 1 FEMALE IN HH RR, READ):

May I speak to the (male/female) between 19 and 64 in your household who has had the most recent birthday?

(INTERVIEWER NOTE: IF ONLY 1 MALE OR 1 FEMALE IN HH, PLEASE READ:

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH11 = 1 GO TO Q.A4

IF Q.HH11 = 2 GO TO Q.A1

IF Q.HH11 = 4, GO TO Q.A3a

IF Q.HH11 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH11 = D OR R, THANK AND TERMINATE

Q.HH12 & Q.HH13 DELETED 2012

Section A: INTRODUCTION

(ASK Q.A1 IF CELL PHONE SAMPLE AND NEW RESPONDENT OR Q.HH10 = 1 OR Q.HH11=2)

(IF CELL SAMPLE INSERT ‘person’, IF LL INSERT ‘household’)

A1. (IF NEW RESPONDENT IN HH10-HH11: Hello, my name is _____. I’m calling from SSRS. We are conducting a study of Massachusetts’ health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study.

Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential. We’re offering a \$10 thank you to each eligible (person/household) that completes the survey.

IF NEEDED: It should take less than 25 minutes.

IF NEEDED: ~~You may have received a letter explaining that we would be calling to talk with you.~~ We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

A1a. (IF CELL RESPONDENT AND NOT NEW RESPONDENT: We are conducting a study of Massachusetts’ health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study.

Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential.

IF NEEDED: It should take less than 25 minutes.

IF NEEDED: ~~You may have received a letter explaining that we would be calling to talk with you.~~ We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

(PN: IN SPANISH AND PORTUGUESE INTERVIEWS, DO NOT SHOW Q.A3, SKIP TO Q.A4)

(ASK Q.A3 IF CELL PHONE SAMPLE OR Q.HH10 = 1 OR Q.HH11=2)

A3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English
- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.A3 = 2 GO TO INSTRUCTION ABOVE Q.A3a IN SPANISH INTERVIEW; ELSE CONTINUE WITH ENGLISH

(ASK Q.A3a IF Q.H10 = 3 OR Q.H11 = 4)

A3a. Would you be able to answer some questions about his/her healthcare?

- 1 Yes GO TO Q.A3d
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.A3b IF Q.A3a = 2, D, OR R)

A3b. Is there another adult living in your household who you think would be able to answer these questions?

- 1 Yes
- 2 No TERMINATE
- D (DO NOT READ) Don't know TERMINATE
- R (DO NOT READ) Refused TERMINATE

(ASK Q.A3c IF Q.A3b = 1)

A3c. May I please speak with them now or would there be a better time to call back?

- 1 Available now ASK FOR NAME
- 2 Call another time SET UP CALLBACK

(IF Q.A3c = 1, READ:)

Hello, my name is _____. I'm calling from SSRS.

We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your responses will be kept confidential. Since you are familiar with the healthcare experiences of (INSERT NAME), we would like you to answer for that person as best you can.

(ASK Q.A3d IF Q.A3a OR Q.A3c = 1)

(IF QA3c = 1 INSERT NAME FROM A3c)

A3d. Since I will be talking to you, just to make the interview a little easier, could you please tell me what is the relationship of (this person between the ages of 19 and 64/ (INSERT NAME FROM A3c)) to you?

(DO NOT READ LIST. ENTER ONE ONLY)

- 01 Spouse (wife/husband)
- 02 Unmarried partner
- 03 Boyfriend
- 04 Girlfriend
- 05 Friend
- 06 Significant other
- 07 Son
- 08 Stepson
- 09 Daughter
- 10 Stepdaughter
- 11 Grandson
- 12 Granddaughter
- 13 Mother
- 14 Father
- 15 Brother
- 16 Sister
- 17 Grandmother
- 18 Grandfather
- 19 Aunt
- 20 Uncle
- 21 Niece
- 22 Nephew
- 23 Cousin
- 24 Mother-in-law
- 25 Father-in-law
- 26 Brother-in-law
- 27 Sister-in-law
- 28 Son-in-law
- 29 Daughter-in-law
- 30 Other relative
- 31 Roommate/housemate

- 32 Respondent is Employee (maid, nanny, au pair, housekeeper, etc.) (use “the person between 19 and 64 yrs old”)
- 33 Respondent is professional caregiver (nurse, aide, etc) (use “the person between 19 and 64 yrs old”)
- 34 Fiancé
- 97 (DO NOT READ) Other (SPECIFY) _____
- DD (DO NOT READ) Don’t Know (use “the person between 19 and 64 yrs old”)
- RR (DO NOT READ) Refused (use “the person between 19 and 64 yrs old”)

IF Q.A3a OR Q.A3c = 1, ASK QUESTION USING VERBIAGE IN PARENS
 (IF Q.A3d = 03,07,08,11,14,15,18,20,22,25,26,28, GEN IN CODE 1; IF Q.A3d =
 04,09,10,12,13,16,17,19,21,24,27,29, GEN IN CODE 2)

A4. RECORD RESPONDENT GENDER:

(Is your (INSERT RELATIONSHIP FROM Q.A3d)...?

- 1 Male, or
- 2 Female
- R (DO NOT READ) Refused

CREATE A VARIABLE FOR FEMALE=1 TO USE TO SCREEN IN LATER QS

(P.N. –GEN IN WHETHER “SELECTED RESPONDENT” OR “PROXY”)

- 0 SELECTED PERSON (Respondent)
- 1 PROXY

SET FILLS APPROPRIATELY FOR SELF OR PROXY (your RELATIONSHIP IN Q.A3d)

Q.HHx1 DELETED 2012

Q.HHx2 DELETED 2012

Section C: ACCESS AND USE

IF INTERVIEWING “SELECTED RESPONDENT” INSERT, “your/you/go/are”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP’s /goes/he/is/his”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP’s /goes/she/is/her”

C1. I’d like to start by asking about (your/ your RELATIONSHIP’s) recent health care experiences. Is there a place where (you/ your RELATIONSHIP’s) usually (go/goes) when (you/he/she) (are/is) sick or when (you/he/she) need advice about (your/(his/her)) health?

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK Q.C2 IF Q.C1 = 1)

(SCRAMBLE 1-5)

C2. What kind of place is it? Is it....?
(READ LIST. ENTER ONE ONLY)

- 1 A doctor’s office or private clinic
- 2 A community health center or other public clinic
- 3 A hospital outpatient department
- 4 A hospital emergency room
- 5 An urgent care center
- 6 Or, some other place (SPECIFY)
- 7 (DO NOT READ) Doesn’t go to one place most often
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK Q.C2a IF Q.C2 = 1-6)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "have you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your
RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your
RELATIONSHIP/her"

C2a. How long (have you/has your RELATIONSHIP) been going there for (your/his/her)
health care?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 1 year
- 2 1 year to less than 2 years
- 3 2 years to less than 5 years
- 4 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C2B, C2C DELETED 2010

Q.C2a1 DELETED 2012

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

The next questions are about the health care (you/ your RELATIONSHIP) received in the past 12 months, that is, since (INSERT MONTH/YEAR 12 MONTHS PRIOR TO TODAY).

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a. In the past 12 months, how many times did (you/ your RELATIONSHIP) receive care in a hospital emergency room?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a1 IF Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a1. The last time (you/your RELATIONSHIP) went to a hospital emergency room, was it for a condition that (you/your RELATIONSHIP) thought could have been treated by a regular doctor if he or she had been available?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a2 IF Q.C3a1=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you were/you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP's/your

RELATIONSHIP was/him/her)

(SCRAMBLE ITEMS)

C3a2.I'm going to read you a list of reasons why some people go to the emergency room.

Please tell me if any of these were important reasons for (your/your RELATIONSHIP's) last visit to a hospital emergency room. (INSERT ITEMS). Was this an important reason?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. (You were/your RELATIONSHIP was) unable to get an appointment at the doctor's office or clinic as soon as (you/your RELATIONSHIP) thought one was needed
- b. (You/Your RELATIONSHIP) needed care after office hours at the doctor's office or clinic
- c. DELETED 2010
- d. It was more convenient to go to the hospital emergency room
- e. (You/Your RELATIONSHIP) called the doctor's office or clinic and they told (you/him/her) to go to the emergency room.

(ASK Q.C3a3 IF MORE THAN ONE ITEM WAS "YES" TO Q.C3a2)

(SHOW ONLY OPTIONS WHERE Q.C3a2=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP's/your

RELATIONSHIP was/him/her)

C3a3.Which of those was the MOST important reason for (your/your RELATIONSHIP's) last emergency room visit?

(ENTER ONE ONLY)

1 Unable to get an appointment as soon as needed

2 Needed care after normal doctor's office/clinic hours

3 More convenient to go to the emergency room

4 Told by doctor's office or clinic to go to the emergency room

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3b. In the past 12 months, were (you/your RELATIONSHIP) a patient in a hospital overnight?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

ASK Q3b1 IF Q.C3b = 1 AND Q.A4 = 2

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3b1. In the past 12 months, were (you/your RELATIONSHIP) a patient in a hospital overnight OTHER than to have a baby?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3B1, C3B2 DELETED 2010

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3c. In the past 12 months, how many times did (you/your RELATIONSHIP) visit a general doctor who treats a variety of illnesses? For example, a doctor in general practice, family medicine or internal medicine.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3c1 IF Q.C3c = 1-4)

IF Q.C3c = 1, INSERT "Was this visit"; IF Q.C3c = 2-4, INSERT "Were any of those visits"

C3c1.(Was this visit/Were any of those visits) for a check-up, physical examination or for other preventive care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3C2, C3C2A DELETED 2010

INSERT "midwife" IF Q.A4 = 2

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3c2. In the past 12 months, how many times did (you/ your RELATIONSHIP) see a nurse practitioner, physician assistant, or (midwife) RATHER than a general doctor for (your/his/her) health care visit?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d. In the past 12 months, how many times did (you/ your RELATIONSHIP) visit a specialist? Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3d1 if Q.C3c>0 OR Q.C3c2>0 OR Q.C3d>0)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d1. In the past 12 months, did (you/your RELATIONSHIP) visit more than one doctor's office or clinic for (your/(his/her)) health care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3d2 IF Q.C3d1=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d2. In the past 12 months, did someone at one of the doctor's offices or clinics (you/he/she) visited help (you/your RELATIONSHIP) coordinate the health care (you/he/she) received from different health care providers? For example, did he or she help (you/your RELATIONSHIP) set up an appointment with another doctor or clinic or check on the results from a medical test or follow-up care with another doctor or clinic?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3f. In the past 12 months, did (you/ your RELATIONSHIP) see a dentist or a dental hygienist?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3F1, C3F2 DELETED 2010

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3g. In the past 12 months, did (you/ your RELATIONSHIP) take any prescription drugs on a regular basis?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/you were"
IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP has/your
RELATIONSHIP/your RELATIONSHIP was"

(SCRAMBLE ITEMS)

C3h. Next, I'm going to read you a list of problems some people experience when they try to get health care. Please tell me if (you have/your RELATIONSHIP has) had these problems in the past 12 months. (INSERT ITEMS). Has this happened to (you/your RELATIONSHIP) in the past 12 months?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting PATIENTS with (your/your RELATIONSHIP's) type of health insurance
- b. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting new patients
- c. DELETED 2012

(ASK Q.C3i if Q.C3h = 1 FOR ANY OF a,b)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3i. For this question, I'd like you to think about the times that (you/your RELATIONSHIP) had those kinds of problems. Did (you/your RELATIONSHIP) have a problem when (you were/(he/she) was) trying to see a general doctor who treats a variety of illnesses or when (you were/(he/she) was) trying to see a doctor who specializes in a particular medical disease or problem?

- 1 General doctor
- 2 Specialist
- 3 Both general doctor and specialist
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Q.C3j DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT "was your RELATIONSHIP/he/she"

C3k. In the past 12 months, how often (were you/was your RELATIONSHIP) able to get an appointment with a general doctor as soon as (you/he/she) thought it was needed?

Would you say:

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 (DO NOT READ) Did not make/try to make appointment
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Q.C3j2 DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT "was your RELATIONSHIP/he/she"

C3k2. In the past 12 months, how often (were you/was your RELATIONSHIP) able to get an appointment with a specialist as soon as (you/he/she) thought it was needed? Would you say:

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 (DO NOT READ) Did not make/try to make appointment
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4)

(SCRAMBLE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT “your RELATIONSHIP/he/she”

FOR ITEM c IF Q.A4 = 2, INSERT “or a mammogram”

C4 Still thinking about the past 12 months, was there any time that (you/ your RELATIONSHIP) did not (INSERT)?

(FOR 2ND THRU 6TH ITEMS READ):

Was there a time that (you/your RELATIONSHIP) did not get (INSERT)?

- 1 Yes, did not get care
 - 2 No, got care
 - 3 (DO NOT READ) Care not needed
 - D (DO NOT READ) Don't know
 - R (DO NOT READ) Refused
-
- a. Fill a prescription for medicine
 - b. Get a medical test, treatment or follow-up recommended by a doctor
 - c. Get a preventive care screening that (you/he/she) needed, such as colon cancer screening (or a mammogram)
 - d. Get doctor care that (you/she/he) needed
 - e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors who specialize in one area of health care.
 - f. Get dental care that (you/he/she) needed
 - g. DELETED

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT “your RELATIONSHIP/he/she”

C4a1. Did (you/your RELATIONSHIP) NOT (INSERT) because of costs or because of some other reason?

(READ IF NECESSARY: Why (you/he/she) did not (INSERT))?

- 1 Costs
- 2 Some other reason
- 3 (DO NOT READ) Both
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get a preventive care screening that (you/he/she) needed
- d. Get doctor care that (you/he/she) needed
- e. Get specialist care that (you/he/she) needed
- f. Get dental care that (you/he/she) needed
- g. DELETED

Q.C4a2 DELETED 2012

(ASK Q.C5 IF Q.C4a1(b-f) = 2 or 3 TO ANY)

(SCRAMBLE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP /he”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP /she”

C5. Earlier you told me that there were reasons besides cost (you/ your RELATIONSHIP) did not get some of the health care that (you/he/she) needed in the past 12 months. Did (you/ your RELATIONSHIP) ever not get care that you needed because (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Of trouble finding a doctor or other health care provider who would see (you/him/her)
- b. Of trouble getting an appointment with a doctor or other health care provider
- c. It was hard to get to the place where the care is located
- d. The hours that care was available were not convenient for (you/him/her)
- e. DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT “your RELATIONSHIP”

C5e. “After-hours care” is health care when the doctor’s office or clinic is closed. In the last 12 months, did (you/YOUR RELATIONSHIP) need “after-hours care”?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C5e1 IF Q.C5e=1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT “your RELATIONSHIP”

C5e1. Thinking about the last time (you/your RELATIONSHIP) needed “after-hours care”, was it because (you/he/she) needed care right away or because you were/(he/she was) not able to get to a doctor’s office or clinic during normal office hours?

- 1 Needed care right away
- 2 Not able to get to doctor during office hours
- 3 Other
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C5e2 IF Q.C5e=1)

(SCRAMBLE 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C5e2. Still thinking about the last time (you/your RELATIONSHIP) needed "after-hours care", where did (you/he/she) go to get that "after-hours care"?

- 1 A hospital emergency room
- 2 An urgent care center
- 3 A clinic at retail store or drug store, such as a clinic at Wal-Mart or CVS
- 4 A community health center or other public clinic
- 5 Or, some other place (SPECIFY)
- 6 (DO NOT READ) DID NOT GET CARE AFTER HOURS
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C6. Thinking about all of the care that (you/ your RELATIONSHIP) received in the past 12 months, would (you/he/she) say that the health care (you/he/she) received was...?
(READ LIST. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

1. **EVERYONE IS ASKED QNC7A.**
 - IF QNC7A=3, THE REST OF QNC7(B,D,E) WILL BE A GEN'D IN 3, ALL OF QNC8(A-C) WILL BE A GEN'D IN 4, AND ALL OF C10(A-C) WILL BE A GEN'D IN 4.
 - IF QNC7A≠3 AND QNC7B=3, THE REST OF QNC7(D,E) WILL BE A GEN'D IN 3, QNC8(A-C) WILL BE A GEN'D IN 4, AND C10(A-C) WILL BE A GEN'D IN 4.
 - IF QNC7A≠3 AND QNC7B≠3 AND QNC7D=3, THEN QNC7E WILL BE A GEN'D IN 3, QNC8(A-C) WILL BE GEN'D IN 4, AND c10(A-C) WILL BE GEN'D IN 4.
 - IF QNC7A≠3 AND QNC7B≠3 AND QNC7D≠3 AND QNC7E=3, QNC8(A-C) WILL BE GEN'D IN 4, AND C10(A-C) WILL BE GEN'D IN 4.

2. **IF QNC7A≠3 & QNC7B≠3 & QNC7D≠3 & QNC7E≠3.**
 - ASK QNC8A- IF QNC8A=4, GEN IN QNC8B=QNC8C=4- THEN ASK QNC10A , OTHERWISE CONTINUE TO...
 - ASK QNC8B- IF QNC8B=4, GEN IN QNC8=4- THEN ASK QNC10A , OTHERWISE CONTINUE TO...
 - ASK QNC8C AND CONTINUE TO...
 - ASK QNC10A- IF QNC10A=4, GEN IN QNC10B=QNC10C=4- THEN ASK QNC11 , OTHERWISE CONTINUE TO...
 - ASK QNC10B- IF QNC10B=4, GEN IN QNC10=4- THEN ASK QNC10C , OTHERWISE CONTINUE TO...
 - ASK QNC10C AND CONTINUE TO QNC11

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/she"

C7. When people are choosing a health care provider, such as a doctor or hospital, they may get information about the provider from different sources. The last time (you/your RELATIONSHIP) chose a health care provider, did (you/she/he) get information (INSERT)?

(P.N. – IF CODE 3 IS ENTERED FOR ITEM a, GEN IN "3" FOR ITEMS b-f AND SKIP TO C11 WITHOUT ASKING REMAINING ITEMS)

1 Yes

2 No

3 (DO NOT READ) Haven't chosen a health care provider

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. From a health plan
- b. From a doctor or other health care provider
- c. DELETED 20212
- d. From a state or government agency
- e. From the internet
- f. DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

(P.N. – IF CODE 4 IS ENTERED, SKIP TO Q.C10 WITHOUT ASKING REMAINING ITEMS)

C8. Now I'm going to read several factors some people consider in choosing a doctor. For each one, please tell me if it was a major factor, a minor factor, or not a factor for (you/your RELATIONSHIP) the last time (you/he/she) chose a doctor. How about (INSERT)? Was this a...?
(READ LIST. ENTER ONE ONLY)

- 1 Major factor
- 2 Minor factor
- 3 Not a factor
- 4 (DO NOT READ) Haven't chosen a doctor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. The cost of the care provided by the doctor
- b. The quality of the care provided by the doctor
- c. The doctor's ranking or rating

Q.C9 DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP /he”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP /she”

C10. Now I’m going to read several factors some people consider in choosing a hospital. For each one, please tell me if it was a major factor, a minor factor, or not a factor for (you/your RELATIONSHIP) the last time (you/he/she) chose a hospital. How about (INSERT)? Was this a...?

(READ LIST. ENTER ONE ONLY)

(P.N. – IF CODE 4 IS ENTERED, SKIP TO NEXT Q WITHOUT ASKING REMAINING ITEMS)

- 1 Major factor
- 2 Minor factor
- 3 Not a factor
- 4 (DO NOT READ) Haven’t chosen a hospital
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

- a. The cost of the care provided by the hospital
- b. The quality of the care provided by the hospital
- c. The hospital’s ranking or rating

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP”

C11. Massachusetts has a website that compares quality and cost ratings for hospitals and medical groups across the state. The website is called My Health Care Options. Have (you/your RELATIONSHIP) ever used that website to get information?

(INTERVIEWER NOTE: IF RESPONDENT REQUESTS IT, THE WEBSITE IS – hcqcc.hcf.state.ma.us)

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

Section D: SET-UP FOR SURVEY

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

D1. Now I'd like to ask you a few background questions so that I can set up the next part of the survey to ask the questions that are right for (you/ your RELATIONSHIP). First, may I have (your/ your RELATIONSHIP's) age?

_____ YEARS (range: 19-64)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.D1a IF Q.D1 = DD OR RR)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP is"

D1a. It would be helpful if you could tell me whether (you are/ your RELATIONSHIP is)...?
(READ LIST. ENTER ONE ONLY)

1 19 to 25 years old,

2 26 to 34 years old,

3 35 to 49 year old, or

4 50 to 64 years old

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

D2 (Are you/Is your RELATIONSHIP) married, widowed, divorced, separated, never married, or living with a partner?

1 Married

2 Widowed

3 Divorced

4 Separated

5 Never been married

6 Living with a partner

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

P.N. - CREATE MARRIED=1 (D2=1 OR 6) TO USE TO SCREEN IN LATER QS

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “do/you”
IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “does/ your
RELATIONSHIP/him”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “does/ your
RELATIONSHIP/her”

D3 (Do/Does) (you/ your RELATIONSHIP) have any children or stepchildren who live
with (you/(him/her))? Please include all natural, adopted and stepchildren who live
with (you/ your RELATIONSHIP).

IF NEEDED: Remember, your answers are confidential and will only be used for the
purposes of this study.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.D3a IF Q.D3 = 1)

D3a. How many of those children are aged 18 or younger?

_____ (1-14) NUMBER OF CHILDREN

15 15+

00 None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

P.N.:

CREATE PARENT=1 (D3a= 1+) FOR SCREEN FOR LATER QS

CREATE FAMILY=1 (“MARRIED”=1 OR “PARENT”=1) FOR SCREEN FOR
LATER QS

CREATE NUMKIDS (D3a) FOR SCREEN FOR LATER QS

Section E: OOP COSTS/FINANCIAL PROBLEMS

(ASK EVERYONE)

(SCRAMBLE A-B, ASK C LAST)

(P.N. – IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP /he”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP /her”

IF “FAMILY=1” AND SELECTED RESPONDENT, INSERT “and your family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 1, INSERT “and his family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 2, INSERT “and her family”

E1 My next questions are about the health care costs that (you/ your RELATIONSHIP) (and your family/ and (his/her) family) had in the past 12 months. First, I’d like to ask about how much (you/ your RELATIONSHIP) (and your family/and (his/her) family) spent “out of pocket” for health care. “Out of pocket” is the amount of money (you/he/she) pay(s) that is not covered by any insurance or special assistance that you might have. It does not include any premiums you pay for your health insurance or any health care costs that (you/he/she) will be reimbursed for.

How much did (you/ your RELATIONSHIP) (and your family/and (his/her) family) spend “out of pocket” in the past 12 months for (INSERT)...?

(IF NECESSARY: The premium is the price you pay for the insurance policy)

PROBE: Your best estimate is fine.

_____ (\$1-\$9999)

00 None/Nothing

LL \$10000 or more

DD (DO NOT READ) Don’t know

RR (DO NOT READ) Refused

- a. Prescription medicines
- b. Dental and vision care
- c. All other medical expenses, including for doctors, hospitals, tests and equipment

(IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP /he”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP /her”

IF “FAMILY=1” AND SELECTED RESPONDENT, INSERT “and your family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 1, INSERT “and his family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 2, INSERT “and her family”

E1a. Was it...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$200
- 2 \$200 to under \$500
- 3 \$500 to under \$1,000
- 4 \$1,000 to under \$3,000
- 5 \$3,000 to under \$5,000
- 6 \$5,000 to under \$10,000
- 7 \$10,000 or more
- 8 (DO NOT READ) DID NOT USE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Prescription medicines
- b. Dental and vision care
- c. All other medical expenses, including for doctors, hospitals, tests and equipment

~~(Q.E1ad DELETED 9/21/12)~~

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” AND FAMILY = 1, INSERT “your family is/your family”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 AND FAMILY = 1, INSERT, “your RELATIONSHIP’s family is/his family

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 AND FAMILY = 1, INSERT, “your RELATIONSHIP’s family is/her family

IF INTERVIEWING “SELECTED RESPONDENT” AND FAMILY NE 1, INSERT “you are/you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 AND FAMILY NE 1, INSERT, “your RELATIONSHIP is/him

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 AND FAMILY NE 1, INSERT, “your RELATIONSHIP is/her

E1ae. Has the amount that (you are/your RELATIONSHIP is)/(your family is/your RELATIONSHIP’s family is) spending on health care this year caused financial problems for (you /him/her)/(your family/his/her family)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK IF Q.E1ae=1)

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY = 1, INSERT "your family is/has your family"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY = 1, INSERT, "your RELATIONSHIP's family is/has his family"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY = 1, INSERT, "your RELATIONSHIP's family is/has her family"

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY NE 1, INSERT "you are/have you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY NE 1, INSERT, "your RELATIONSHIP is/has he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY NE 1, INSERT, "your RELATIONSHIP is/has she"

(SCRAMBLE A-E, ALWAYS KEEP A-B TOGETHER IN THAT ORDER, ALWAYS KEEP F-G TOGETHER AND ASK LAST)

E1af. Because of the amount that (your family is/your RELATIONSHIP'S family is)/(you are/your RELATIONSHIP is) spending for different types of health care this year, (has your family/has his/her family)/(have you/has he/she) (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. Cut back on health care spending
- b. Cut back on other types of spending
- c. Cut back on savings or taken money out of savings
- d. Added hours at current job or taken another job to help cover the cost of health care
- e. Had to borrow or take on credit card debt
- f. Had to declare bankruptcy
- g. Made some other changes (SPECIFY)

IF INTERVIEWING “SELECTED RESPONDENT” AND FAMILY = 1, INSERT
 “your family/was your family”
 IF INTERVIEWING “A PROXY” AND FAMILY = 1, INSERT, “your RELATIONSHIP’s
 family/was your RELATIONSHIP’s family”
 IF INTERVIEWING “SELECTED RESPONDENT” AND FAMILY NE 1, INSERT “you
 /were you”
 IF INTERVIEWING “A PROXY” AND Q.A4 = 1 AND FAMILY NE 1, INSERT, “your
 RELATIONSHIP/was he”
 IF INTERVIEWING “A PROXY” AND Q.A4 = 2 AND FAMILY NE 1, INSERT, “your
 RELATIONSHIP /was she”
 IF “FAMILY=1” AND SELECTED RESPONDENT, INSERT “you/were/your/your
 IF “FAMILY=1” AND PROXY AND Q.A4 = 1, INSERT “your RELATIONSHIP
 /was/his/his”
 IF “FAMILY=1” AND PROXY AND Q.A4 = 2, INSERT “your RELATIONSHIP/
 was/her/her ””

E2. In the past 12 months, did (you/ your RELATIONSHIP)/(your family/your
 RELATIONSHIP’s family) have any problems paying or (were you/was he/she)/(was
 your family/was your RELATIONSHIP’s family) unable to pay any medical bills?
 This would include doctor or hospital bills, dentist bills, bills for prescription drugs,
 nursing home bills, or home care bills.

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

—(Q.E2a DELETED 9/21/12)

(ASK Q.E2b IF Q.E2 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

(SCRAMBLE A-F, ASK G LAST)

E2b. What types of medical services led to those medical? Was it (INSERT)...

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Emergency care
- b. An on-going treatment for a chronic or long-term health condition or health problem
- c. A medical test or surgical procedure
- d. The birth of a child
- e. Dental care
- f. Prescription drugs
- g. Something else (SPECIFY)

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY = 1, INSERT "Does your family"

IF INTERVIEWING "A PROXY" AND FAMILY = 1, INSERT, "Does your RELATIONSHIP's family"

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY NE 1, INSERT "Do you"

IF INTERVIEWING "A PROXY" AND FAMILY NE 1, INSERT, "Does your RELATIONSHIP"

E3. (Do you/Does your RELATIONSHIP)/(Does your family/Does your RELATIONSHIP's family) currently have any medical bills that are being paid off over time? This could include medical bills you are paying off with your credit card, through personal loans, or bill paying arrangements with hospitals or other providers. The bills can be from earlier years as well as this year.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.E3a IF Q.E3 = 1)

E3a. How much are the medical bills that are being paid off over time?

PROBE: Your best estimate is fine.

_____ AMOUNT (\$1-\$9999)

LL \$10,000 or more

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.E3a1 IF Q.E3a = DD OR RR)

E3a1. Was it...?

(READ LIST. ENTER ONE ONLY)

1 Less than \$2,000

2 \$2,000 to under \$4,000

3 \$4,000 to under \$8,000

4 \$8,000 to under \$10,000

5 \$10,000 or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Q.E3b DELETED 2006

(ASK Q.E3b IF Q.E3=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

E3b. When were (you/your RELATIONSHIP) first unable to pay the medical bills that (you/he/she) (is/are) now paying off over time? Was it within the last year, a year to less than 2 years ago, 2 to less than 5 years ago, or 5 years ago or more?

1 Within the last year

2 A year to less than 2 years ago

3 2 to less than 5 years ago

4 5 years ago or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.E3c IF Q.E3=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

E3c. In the past 12 months, (have you/has your RELATIONSHIP) ever been contacted by a collection agency about owing money for medical bills?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP /and her family"

E4. At any time in the past 12 months, did (you/ your RELATIONSHIP) (and your family/and (his/her) family) have any problem paying mortgage, rent or utility bills?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you get/have/are you/your"

IF PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP gets/has/is he/his"

IF PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP gets/has/is she/her"

E4a. If (you get/your RELATIONSHIP gets) sick or (have/has) an accident, how worried (are you/ is he/she) about being able to pay (your/his/her) medical bills? (Are you/Is he/she)...?

(READ LIST. ENTER ONE ONLY)

- 1 Very worried
- 2 Somewhat worried
- 3 Not at all worried
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section F: HEALTH INSURANCE COVERAGE

(IF SAMPLE ADULT IS SAME AS HH RESPONDENT READ:)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”

My next questions focus on (your/ your RELATIONSHIP’s) current health insurance coverage. In answering these questions, I’d like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I’d also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Safety Net.

(IF SAMPLE ADULT IS NOT SAME AS HH RESPONDENT READ:)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”

The next questions are about (your/ your RELATIONSHIP’s) current health insurance coverage. In answering these questions, I’d like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I’d also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health ~~Care~~ Safety Net ~~Fund~~.

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “are you/your”

IF INTERVIEWING “A PROXY” INSERT, “is your RELATIONSHIP / your RELATIONSHIP’s”

F1. (Are you/Is your RELATIONSHIP) covered by health insurance provided through an employer or union? This could be insurance through a current job, a former job, (your/ your RELATIONSHIP’s) job or someone else’s job.

IF NEEDED: I’m sorry but I have to ask each type of insurance question for the survey.

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(ASK Q.F1a IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "MARRIED=1" INSERT "(your/ your RELATIONSHIP's) spouse's or partner's name"

IF Q.D1 = <26 OR Q.D1a = 1 INSERT "(your/ your RELATIONSHIP's) parent's name"

F1a. Is the health insurance plan in (your/ your RELATIONSHIP's) name, ((your/ your RELATIONSHIP's) spouse or partner's name), ((your/ your RELATIONSHIP's) parent's name) or someone else's name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF "MARRIED=1" OR (Q.D1<26 OR Q.D1a = 1)

- 1 Own name
- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1b IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F1b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1c IF Q.F1a = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F1c. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ Your RELATIONSHIP) and other family members?
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F2. Medicare is a health insurance program for people 65 years and older and for people with certain disabilities. (Are you/Is your RELATIONSHIP) covered by Medicare?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F2a IF Q.F2 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F2a. How long have (you/your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “are you/you”
IF INTERVIEWING “A PROXY” INSERT, “is your RELATIONSHIP / your
RELATIONSHIP²”

(DISPLAY VERBIAGE IN PARENS IF Q.F1= 2 AND QF2 = 2

F3. Massachusetts has a number of programs that help low and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. (You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. (You/ your RELATIONSHIP) could be enrolled in MassHealth or Commonwealth Care through the Boston Medical Center HealthNet Plan, Network Health, the Neighborhood Health Plan, the Primary Care Clinician Plan, the Fallon Community Health Plan, Health New England, or Celticare.)
(Are you/Is your RELATIONSHIP) covered by MassHealth or Commonwealth Care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F3a IF Q.F3 = 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “Are you”

IF INTERVIEWING “A PROXY” INSERT, “Is your RELATIONSHIP”

F3a. Which program (are you/is your RELATIONSHIP) covered by?
(READ LIST IF NECESSARY)

- 1 MassHealth or Medicaid
- 2 CommonHealth, Family Assistance or Insurance Partnership
- 3 Commonwealth Care or CHIP
- 4 Commonwealth Choice through the Connector (Commonwealth Health Insurance Connector)
- 7 OTHER (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F3b IF Q.F3 = 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “have you”

IF INTERVIEWING “A PROXY” INSERT, “has your RELATIONSHIP”

F3b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK F4 IF QF3a = 1,2,3,7, D,R)

(PN: GEN IN “1” AND DON'T ASK IF Q.F3a=4)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “Are you”

IF INTERVIEWING “A PROXY” INSERT, “Is your RELATIONSHIP”

F4. (Are you /Is your RELATIONSHIP) covered by a health insurance plan through the Commonwealth Choice program that was purchased through the Commonwealth Health Insurance Connector, also called the Connector?

IF NECESSARY: The Commonwealth Health Insurance Connector is a state agency that helps individuals purchase health insurance coverage.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4a IF Q.F4 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F4a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4b IF Q.F4 = 1 AND Q.F3a NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F4b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(DO NOT ASK IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F5. (Are you/Is your RELATIONSHIP) covered by a health insurance plan that was purchased directly from an insurance company or an insurance agent, that is, a plan NOT offered through a current or past employer or union?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a1 IF Q.F5 = 1)

F5a1. Is that coverage part of a program, such as MassHealth or Commonwealth Care? You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a IF Q.F5 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F5a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5b IF Q.F5 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F5b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F6 IF Q.F1 NE 1 AND Q.F2 NE 1 AND Q.F3 NE 1 AND Q.F4 NE 1 AND Q.F5 NE 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F6. (Are you/Is your RELATIONSHIP) covered by some other type of health insurance?
For example, coverage for military personnel and their families, such as CHAMPUS,
TRICARE, CHAMP-VA and VA?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – COVERAGE=1 IF Q.F1=1 OR Q.F2=1 OR Q.F3=1 OR Q.F4 = 1 OR Q.F5=1 OR Q.F6=1)

(P.N. – COVERAGE=2 IF Q.F1=2 AND Q.F2=2 AND Q.F3=2 AND Q.F4 = 2 Q.F5=2 AND Q.F6=2)

(ASK Q.F7 IF COVERAGE=2)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you/do”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP/does”

F7. According to the information you have provided, (you/ your RELATIONSHIP) (do/does) not have ANY health insurance now. Is that correct?
(IF NEEDED: Again, I’d like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs and the UCP program, the Free Care Pool or the Health Safety Net.)

- 1 Yes, have no health insurance
- 2 No, have health insurance
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(P.N. – RECODE COVERAGE=1 IF Q.F7=2)

(ASK Q.F8 IF Q.F7 = 2; ELSE GO TO INSTRUCTION ABOVE Q.F8a)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “do you”

IF INTERVIEWING “A PROXY” INSERT, “does your RELATIONSHIP/”

F8. What kind of insurance coverage (do/does) (you/ your RELATIONSHIP) have?
(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- DD (DO NOT READ) Don’t know
- RR (DO NOT READ) Refused

(ASK Q.F8a IF Q.F6 = 1 OR Q.F7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "MARRIED=1" INSERT "(your/ your RELATIONSHIP's) spouse's or partner's name"

IF Q.D1 = <26 OR Q.D1a = 1 INSERT "(your/ your RELATIONSHIP's) parent's name"

F8a. Is the health insurance plan in (your/ your RELATIONSHIP's) name, ((your/ your RELATIONSHIP's) spouse or partner name), ((your/ your RELATIONSHIP's) parent's name) or someone else's name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF "MARRIED=1" OR (Q.D1<26 OR Q.D1a = 1)

- 1 Own name
- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F8b IF (Q.F8 = 01 AND "FAMILY=1") OR (Q.F8a = 1 AND "FAMILY=1"))

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8b. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ Your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F8c IF Q.F7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8c. How long have (you/your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F9 IF COVERAGE = 1 AND Q.F1b NE 4 AND Q.F2a NE 4 AND Q.F3b NE 4 AND Q.F4b NE 4 AND Q.F5b NE 4 AND Q.F8c NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F9. During the past 12 months, did (you/ your RELATIONSHIP) have health insurance ALL the time, or was there a time during the year that (you/ your RELATIONSHIP) DID NOT have any health coverage?

- 1 Insured all the time
- 2 Had a time without insurance
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F9a IF Q.F9=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

F9a. How many months has it been since (you/your RELATIONSHIP) had a period where (you were/(he/she)was) WITHOUT insurance coverage?

- _____ Months (1-12)
- D (DO NOT READ) Don't know
 - R (DO NOT READ) Refused

(ASK Q.F9b IF Q.F9=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

F9b. What was the MAIN reason that (you are /your RELATIONSHIP is) obtained health insurance coverage at that time?

(DO NOT READ LIST. ENTER ONE ONLY)
(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 09 Became eligible for coverage
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F10 IF COVERAGE=2 OR Q.F9 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10. How many months were (you/ your RELATIONSHIP) uninsured in the past 12 months? Count a month as uninsured if (you/ your RELATIONSHIP) were uninsured for even one day in the month.

_____ MONTHS UNINSURED (Range = 1-12)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

F10A, F10B, F10C DELETED 2010

(ASK IF Q.F10b IF COVERAGE=2 AND Q.F10<12)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F10b. How many months has it been since (you/your RELATIONSHIP) last had insurance coverage?

_____ Months

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F11 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F11. When (you/ your RELATIONSHIP) last had health insurance coverage, what kind of insurance coverage did (you/ your RELATIONSHIP) have?

(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union (including COBRA)
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- 00 (DO NOT READ) Never had insurance
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F11d IF COVERAGE=2 AND Q.F11 = 1-7, D, R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F11d. What is the MAIN reason that (you are /your RELATIONSHIP is) no longer covered by that insurance?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 08 Costs too much
- 09 Became eligible for other coverage
- 10 Became ineligible for coverage
- 97 Other
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F11a IF COVERAGE=1 AND Q.F1b NE 4 AND Q.F2a NE 4 AND Q.F3b NE 4 AND Q.F4b NE 4 AND Q.F5b NE 4 AND Q.F8c NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/have/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/has/his/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/has/her/she"

F11a. Earlier you told me that (you/your RELATIONSHIP) (have/has) had (your/his/her) current insurance coverage for less than a year. Did (you/he/she) have any insurance coverage just before that or were (you/he/she) uninsured before (you/he/she) obtained (your/his/her) current insurance coverage? (IF NEEDED: By just before I mean in the month before you started your current health insurance coverage.)

- 1 Yes, had coverage just before
- 2 No, uninsured just before
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F11b IF Q.F11a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/her"

F11b. What kind of insurance coverage did (you/your RELATIONSHIP) have just before (your/his/her) current coverage?

(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union (including COBRA)
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

F11C DELETED 2010

(ASK Q.F11c IF Q.F11a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F11c. What was the MAIN reason (you/your RELATIONSHIP) changed insurance plans at that time?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 08 Costs too much
- 09 Became eligible for other coverage
- 10 Became ineligible for coverage
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10a. At any time in the past 12 months, (have you/has your RELATIONSHIP) received care under the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Safety Net?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F12 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/he/she/his/her

F12. Thinking about the future, how confident (are you/is your RELATIONSHIP) that (you/he/she) will be able to keep (your/(his/her))current health insurance coverage in the coming year? (Are you/is(he/she) very confident, somewhat confident, not too confident, or not confident at all?

- 1 Very confident
- 2 Somewhat confident
- 3 Not too confident
- 4 Not confident at all
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section G: CHARACTERISTICS OF CURRENT COVERAGE

(ASK Q.G1 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's /your RELATIONSHIP is"

G1. Now I'd like to ask you a few questions about (your/ your RELATIONSHIP's) current health insurance coverage. Is there a "network" or list of doctors, hospitals and other medical providers that (you are / your RELATIONSHIP is) encouraged to use? (IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G2 IF Q.G1 = 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”

G2. Under (your/ your RELATIONSHIP’s) current health insurance coverage, if (you/ your RELATIONSHIP) see a doctor who is not part of (your/ his/her) health plan’s network, does (your/his/her) health plan pay for any of those costs?
(IF NECESSARY: A “network” is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK Q.G3 IF COVERAGE = 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”

G3. Under (your/your RELATIONSHIP’s) current health insurance coverage, (do/does) (you/ your RELATIONSHIP) need to get a referral from a primary care physician, sometimes called a PCP or a personal physician, in order to see a specialist?
(IF NECESSARY: Specialists are doctors like a surgeon, heart doctor, allergy doctor, skin doctor and others who specialize in one area of health care. Do not include visits for mental health care or counseling)

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

ASK Q.G3a if COVERAGE=1

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G3a. Sometimes health plans encourage the use of lower cost providers by charging lower co-payments, lower co-insurance, or a lower deductible for those providers. This is sometimes called a "tiered [TEAR-ed] network".

Does (your/your RELATIONSHIP'S) health plan charge (you/him/her) lower co-payments, lower co-insurance, or a lower deductible when (you/he/she) use(s) (INSERT)?

(INTERVIEWER NOTE: READ STEM ONLY FOR 2ND ITEM)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. Doctors who provide care at lower cost
- b. Hospitals that provide care at lower costs

(ASK Q.G3b IF Q.G3aa==1 OR Q.G3ab==1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "Does your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "Does your RELATIONSHIP/her"

G3b. (Do you/Does your RELATIONSHIP) know how to get information about which providers would qualify for the lower co-payments, lower co-insurance, or lower deductible in your health plan?

(IF NEEDED: For example, information from (your/his/her) health plan or doctor)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G3c IF Q.G3b=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Have you"

IF INTERVIEWING "A PROXY" INSERT, "Has your RELATIONSHIP"

G3c. (Have you/Has your RELATIONSHIP) used that information in choosing a doctor or a hospital?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G4 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP's /has"

G4. Does (your/ your RELATIONSHIP's) current health coverage have an annual deductible for medical care? A deductible is the amount (you/ your RELATIONSHIP) (have/has) to pay before the insurance plan will start paying (your/ your RELATIONSHIP's) medical bills.

IF NEEDED: The deductible is different from a co-pay. A co-pay is the payment for a doctor visit or other medical service and a deductible is the amount you pay before your insurance plan will start paying (your/his/her) medical bills.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.G4 = 2, D, OR R, GO TO Q.G10

(ASK Q.G5 IF G4 = 1 AND [D2 = 1, 4, OR 6] OR D3 = 1)

G5. Is there a separate annual deductible for each family member covered?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Qs.G6, G7a AND G7b DELETED 2012

(ASK Q.G8 IF Q.G4 = 1)

IF Q.G1 = 1, INSERT “within you plan’s network”

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP”

IF Q.G5 = 1, INSERT “per person”

G8. For my next question, I’d like you to focus on the annual deductible that applies to physician and hospital care (within (your/your RELATIONSHIP) plan’s network). How much is the annual deductible (per person) under (your/ your RELATIONSHIP’s) current health insurance coverage?

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST AMOUNT AND GO TO G9; OTHERWISE ENTER DD OR RR AND GO TO Q.8a

_____ AMOUNT (\$1-\$9,999)

LL \$10,000 or more

DD (DO NOT READ) Don’t know

RR (DO NOT READ) Refused

(ASK Q.G8a IF Q.G8 = DD OR RR)

G8a. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

1 Less than \$100

2 \$100 to under \$500

3 \$500 to under \$1,000

4 \$1,000 to under \$2,000

5 \$2,000 to under \$3,000

6 \$3,000 to under \$5,000

7 \$5000 to under \$10,000

8 \$10,000 or more

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(ASK Q.G9 IF Q.G8 = 1000+ OR Q.G8a = 4-8)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G9. Special Health Savings Accounts or HSAs are accounts that are devoted solely to health expenses and used with a high deductible health insurance policy. They can also be used to supplement retirement if you are healthy because the money can stay in the account and grow with tax advantages. (Do/Does) (you/ your RELATIONSHIP) have a Health Savings Account?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G10 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/do you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's /does your RELATIONSHIP"

G10. Now I'd like to ask about the premiums under (your/ your RELATIONSHIP's) current health insurance coverage. (Do you/Does your RELATIONSHIP) pay any premiums for your health insurance? This includes money deducted from a paycheck as well as money (you/your relationship) pay(s) directly to an insurance company.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G10a IF Q.G10 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP"

G10a. (Do you/Does your RELATIONSHIP) pay premiums for individual coverage or family coverage?

(INTERVIEWER NOTE: IF RESPONDENT SAYS "Employee plus one", CODE AS 2)

- 1 Individual
- 2 Family
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G11 IF Q.G10 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G11. How often do (you/ your RELATIONSHIP) make premium payments?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

01 Once a week

02 Every two weeks

03 Twice a month

04 Once a month

05 Once every three months (QUARTERLY)

06 Once every six months (TWICE A YEAR; BIANNUALLY; SEMIANNUALLY)

07 Once a year

97 (DO NOT READ) SOME OTHER TIMING

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.G11a IF Q.G11 = ANY OF 01-97)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does she"

IF Q.G11 = 97, INSERT "when you make EACH payment"

G11a. About how much (do you/does he/does she) pay (INSERT RESPONSE FROM Q.G11/when you make EACH payment) in premiums, including any amount deducted from a paycheck?

IF NEEDED: This is the premium you pay for the whole plan, even if it covers other family members.

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST AMOUNT AND GO TO G12; OTHERWISE ENTER DD OR RR AND GO TO Q.11b

_____ AMOUNT (\$1-100K)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.G11a1 IF Q.G11a = DD OR RR)

G11a1. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

(P.N. - \$ AMOUNT TO BE FILLED IN BASED ON TIME PERIOD FROM Q.G11 (CODES 01-07))

- 01 Less than (INSERT AMT1)
- 02 (INSERT AMT1) to under (INSERT AMT2)
- 03 (INSERT AMT2) to under (INSERT AMT3)
- 04 (INSERT AMT3) to under (INSERT AMT4)
- 05 (INSERT AMT4) to under (INSERT AMT5)
- 06 (INSERT AMT5) to under (INSERT AMT6)
- 07 (INSERT AMT6) to under (INSERT AMT7)
- 08 (INSERT AMT7) to under (INSERT AMT8)
- 09 (INSERT AMT8) to under (INSERT AMT9)
- 10 (INSERT AMT9) to under (INSERT AMT10)
- 11 (INSERT AMT10) or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

FILLS FOR PREMIUM PAYMENTS							
	G11=01 Week	G11=02 Two weeks	G11=03 Twice per month	G11=04 Month	G11=05 Three month	G11=06 Six months	G11=07 Year
AMT1	10	20	20	40	125	250	500
AMT2	30	60	65	125	375	750	1500
AMT3	60	115	125	250	750	1500	3000
AMT4	90	175	190	375	1125	2250	4500
AMT5	115	230	250	500	1500	3000	6000
AMT6	155	310	335	670	2000	4000	8000
AMT7	190	385	420	835	2500	5000	10000
AMT8	230	460	500	1000	3000	6000	12000
AMT9	290	580	625	1250	3750	7500	15000
AMT10	385	770	835	1670	5000	10000	20000

(ASK Q.G11a2 IF Q.G10 = 1 AND (Q.F1 = 1 OR Q.F4 = 1 OR Q.F5 = 1 OR Q.F8 = 1, 2 OR 3)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “Do you”

IF INTERVIEWING “A PROXY” INSERT, “Does your RELATIONSHIP”

G11a2. (Do you/Does your RELATIONSHIP) pay that premium under a Section 125 plan or “cafeteria” plan? Under a Section 125 plan, employers can allow their employees to pay health insurance premiums on a pre-tax basis.

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

Q.G12 AND Q.G12a DELETED 2011

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “do you”

IF INTERVIEWING “A PROXY” INSERT, “does your RELATIONSHIP”

G13. Health care flexible spending accounts let you have money deducted from your paycheck to pay for out-of-pocket medical costs. (Do you/Does your RELATIONSHIP) have a health care flexible spending account?

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

Q.G14 AND Q.G14b1 DELETED 2011

(ASK Q.G15 IF COVERAGE=1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your/you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1, INSERT, “his/your RELATIONSHIP’s /your RELATIONSHIP”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2, INSERT, “her/your RELATIONSHIP’s /your RELATIONSHIP”

G15. The next questions ask about (your/his/her) rating of (your/his/her) current health insurance coverage on several different factors. How would (you/ your RELATIONSHIP) rate the range of services available under (your/ his/her) current health insurance coverage? Would (you/ your RELATIONSHIP) say excellent, very good, good, fair or poor?

(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK Q.G16 IF COVERAGE=1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your/you”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s / your RELATIONSHIP/his/her”

G16. How would (you/ your RELATIONSHIP) rate the CHOICE of doctors and other providers available under (your/his/her) current health insurance coverage?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK Q.G16a IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her"

G16a. How would (you/your RELATIONSHIP) rate the LOCATION of the doctors and other providers available under (your/ (his/her)) current health insurance coverage?
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G16b IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her/he needs/she needs/his/her"

G16b. How would (you/your RELATIONSHIP) rate (your/(his/her)) ability to get the SPECIALIST care (you need/(he/she) needs) under (your/ (his/her)) current health insurance coverage?
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G16c IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her"

G16c. Health insurance can provide protection from high medical bills when people have a serious illness or injury. How would (you/your RELATIONSHIP) rate the protection against high medical bills provided by (your/(his/her)) current health insurance coverage?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G17 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP"

G17. How would (you/your RELATIONSHIP) rate the QUALITY of care available under (your/his/her) current health insurance coverage?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

G18, G18A, G18B DELETED 2010

(ASK Q.G19 IF COVERAGE=1)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/your/you were"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP has/he/him/he was"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP has/she/her/she was"

G19. I'm going to read you a list of problems some people experience with their health insurance coverage. Please tell me if (you have/your RELATIONSHIP has) had these problems with (your/his/her) health insurance coverage in the past 12 months.

(INSERT ITEM). Has this happened to (you/him/her)?

- 1 Yes, happened in the past 12 months
- 2 No, has not happened in the past 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You/He/She) had expensive medical bills for services NOT covered by (your/his/her) health insurance
- b. A doctor charged (you/him/her) a lot more than (your/his/her) health insurance would pay and (you/him/her) had to pay the difference
- c. A doctor's office told (you/him/her) they do not accept (your/his/her) health insurance
- d. (You/He/She) had to contact (your/his/her) health insurance company because they did not pay a bill promptly or denied payment
- e. DELETED

(ASK Q.G20 IF COVERAGE=1)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/she"

G20. The last time (you/your RELATIONSHIP) enrolled in a health plan, did (you/he/she) have a choice from among more than one health plan?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK ITEM a IF Q.G20 = 1)

(ASK ITEM b IF Q.20 = 1 AND [Q.G3a ITEMS a & b = 2, D, OR R)

G21. Thinking about the different health plans that (you/your RELATIONSHIP) could choose between. Were any of those (INSERT)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. A plan that has a smaller network of doctors or hospitals available to enrollees as a way to keep premiums lower? This is sometimes called a "limited network" plan
- b. A plan that has a larger network of doctors or hospitals available to enrollees but encourages the use of lower-cost providers by charging enrollees lower co-payments, lower co-insurance, or lower deductibles for those providers? This is sometimes called a "tiered [TEAR-ed] network"

Section H: HEALTH STATUS

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

H1. Now I'd like to ask you a few questions about (your/your RELATIONSHIP's) health. In general, would (you/ your RELATIONSHIP) say (your/(his/her)) health is....? (READ LIST. ENTER ONE ONLY)

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "is your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "is your RELATIONSHIP /she"

H2. (Are you/ Is your RELATIONSHIP) limited in the kind or amount of work that (you/he/she) can do because of a physical, mental, or emotional problem?

- 1 Yes, limited in work
- 2 No, not limited in work
- 3 (DO NOT READ) UNABLE TO WORK
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H3. (Have you/Has your RELATIONSHIP) EVER been told by a doctor or other health professional that (you/he/she) (have/has) (INSERT 1ST ITEM)?
How about (INSERT NEXT ITEM)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. hypertension or high blood pressure
- b. heart disease or congestive heart failure
- c. diabetes or sugar diabetes
- d. asthma

H4 DELETED 2010

(ASK Q.H5 IF Q.H3a-d = 1 TO ANY AND Q.C3a = 1-4)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you/your”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP / your RELATIONSHIP’s”

IF Q.C3a = 1 INSERT “was/visit”

IF Q.C3a = 2-4 INSERT “were any of/visits”

IF Q.H3a-d = 1 TO ONLY 1 ITEM, INSERT THAT ITEM

IF Q.H3a-d = 1 TO MORE THAN 1 ITEM, INSERT “any of the problems we just talked about? That is, because of ITEMS”

H5. Earlier you told me (you/ your RELATIONSHIP) had received care in a hospital emergency room in the past 12 months. (Was/Were any of (your/ your RELATIONSHIP’s) emergency room (visit/visits) in the past 12 months because of (ITEM FROM Q.H3/any of the problems we just talked about? That is, because of (INSERT Q.H3 ITEMS))?)

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “have you/you/have”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “has your RELATIONSHIP /he/has”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “has your RELATIONSHIP /she/has”

H6. Beyond the health problems and conditions we’ve already talked about, (have you/has your RELATIONSHIP) EVER been told by a doctor or other health professional that (you/he/she) ((have/has) any other chronic or long-term health conditions or health problems?

IF NEEDED: This could include, for example, arthritis, cancer, depression, migraines or osteoporosis among many other conditions.

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK Q.H7 IF Q.A4 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT, "was she"

H7. (Were you/Was she) pregnant at any time in the past 12 months?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section I: DEMOGRAPHICS AND INCOME

My next questions are to help us describe the people who took part in our study.

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I1. What is the highest level of school (you/ your RELATIONSHIP) have completed or the highest degree (you/ your RELATIONSHIP) have received?
(DO NOT READ. ENTER ONE ONLY)

- 1 Less than high school (grades 1-11, grade 12 but no diploma)
- 2 High school graduate or equivalent (e.g. GED)
- 3 Some college but no degree (incl. 2 year occupational, vocational, trade school)
- 4 Associates Degree (not occupation or vocational programs)
- 5 College graduate (e.g. BA, AB, BS)
- 6 Postgraduate (e.g. MA, MS, MEng, Med, MSW, MBA, MD, DDs, PhD, JD, LLB, DVM)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I2. (Are you/Is your RELATIONSHIP) of Latino or Hispanic descent, such as Mexican, Puerto Rican, Cuban or some other Latin American background?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your RELATIONSHIP /himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does your RELATIONSHIP /herself"

I3. (Do you/Does your RELATIONSHIP) consider (yourself/(himself/herself)) white, black or African American, Asian or Pacific Islander, some other race or mixed race?

- 1 White
- 2 Black or African American
- 3 Asian or Pacific Islander
- 4 Some other race (SPECIFY) _____
- 5 Mixed race (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I4. (Are you/Is your RELATIONSHIP) currently working for pay or self-employed?

- 1 Yes, working or self-employed
- 2 No, not working
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.I4=2, D, OR R AND COVERAGE=2 GO TO Q.I17

IF Q.I4=2, D, OR R AND COVERAGE=1 GO TO Q.I19b1

(ASK Q.I5 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I5. (Are you/Is your RELATIONSHIP) working at one job or more than one job?

- 1 One job
- 2 More than one job
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP's/he/has your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP's/she/has your RELATIONSHIP /her"

IF Q.I5 = 2, INSERT "I'd like you to answer the next questions about (your/ your
RELATIONSHIP's) main job, that is, the job in which (you/he/she) currently works the
most hours"

I6. (I'd like you to answer the next questions about (your/ your RELATIONSHIP's) main
job, that is, the job in which (you/he/she) currently works the most hours.) How long
(have you/has your RELATIONSHIP) been working at (your/(his/her)) job?
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 6 months
- 2 6 months to less than 12 months
- 3 1 year to less than 2 years
- 4 2 years to less than 5 years
- 5 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I7 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/are you/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "his/is your
RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "her/is your
RELATIONSHIP /she"

IF Q.I5 = 2, INSERT "Thinking about (your/his/her) main job"

I7. (Thinking about (your/(his/her) main job,) (Are you/Is your RELATIONSHIP) self-
employed, or do (you/he/she) work for someone else?

IF NEEDED: By self-employed we mean (do/does) (you/he/she) work for profit,
fees or salary in (your/his/her) own business, shop or farm.

- 1 Self-employed
- 2 Worked for employer
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I8 IF Q.I7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I8. Including (you/your RELATIONSHIP), about how many people work for (your/ your RELATIONSHIP's) (main) employer? Include both part-time and full-time workers at all locations and worksites.

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most hours.

PROBE: Your best guess is fine.

(READ ONLY IF NECESSARY. ENTER ONE ONLY)

- 1 1 (Self-employed with no employees)
- 2 2 to 10
- 3 11 to 25
- 4 26 to 50
- 5 51 to 100
- 6 101 to 500
- 7 501 to 1,000
- 8 1,001 or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I8a IF Q.I8 = D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF Q.I5 = 2, INSERT "main"

I8a. Can you tell me whether or not more than 50 people are working for (your/ your RELATIONSHIP's) (main) employer ?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I9 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/does your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your
RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /
your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I9. About how many hours per week (do you/ does your RELATIONSHIP) typically work
at (your/ your RELATIONSHIP's) (main) job?

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most
hours.

PROBE: Your best guess is fine.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 20 hours
- 2 20 hours to less than 35 hours
- 3 35 hours or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO Q.I11)

(ASK Q.I10 IF Q.I4 = 1 AND Q.I7 = 2 AND F1a=2,D,R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP's/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP's/her"

IF Q.I5 = 2, INSERT "main"

I10. At (your/ your RELATIONSHIP's) (main) job, does (your/his/her) employer offer
health insurance coverage to ANY of its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I11 IF (Q.F1a = 1 OR IF Q.I10 = 1) AND QNI7(2) ELSE GO TO Q.I19b1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I11. Does (your/ your RELATIONSHIP's) employer pay any of the premium for its health insurance plan for its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO CHECK FOR Q.I19b1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/she"

I12. Could (you/ your RELATIONSHIP) be covered by (your/ your RELATIONSHIP's) employer's health insurance plan if (you\(\he\she)) wanted to be?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I13a IF Q.I12 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are/your"

IF INTERVIEWING "A PROXY" INSERT, "ADULT is/ your RELATIONSHIP's"

I13a. What is the MAIN reason (you are/ your RELATIONSHIP is) not covered by (your/ your RELATIONSHIP's) employer's health insurance plan?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Enrollment only possible at certain times
- 04 Benefit package doesn't meet needs
- 05 Traded insurance for another benefit or higher pay
- 06 Have other coverage
- 07 Haven't worked there long enough
- 08 Job category doesn't qualify
- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I13b IF Q.I12 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

I13b. What is the MAIN reason (you/ your RELATIONSHIP) cannot be covered by (your/ your RELATIONSHIP's) employer's health insurance plan?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Enrollment only possible at certain times
- 04 Benefit package doesn't meet needs
- 05 Traded insurance for another benefit or higher pay
- 06 Have other coverage
- 07 Haven't worked there long enough
- 08 Job category doesn't qualify
- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I14 IF "FAMILY=1" AND Q.F1c = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/his/ your RELATIONSHIP"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/her/ your RELATIONSHIP"

I14. Could (your/ your RELATIONSHIP's) family be covered by (your/his/her) employer's health insurance plan if (you\ your RELATIONSHIP) wanted them to be?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I15, I16 DELETED 2010

(ASK Q.I17 IF COVERAGE = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I17. What is the MAIN reason (you do/ your RELATIONSHIP does) not have health insurance coverage? Is it because it costs too much, because you don't need insurance, or for some other reason?

- 1 It costs too much
- 2 (You/your relationship) don't need insurance or don't get sick
- 3 Something else (SPECIFY)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I18, I18A, I19, I19A, I19B DELETED 2010

I19b1, I19b2, I19b3, I19c, I19d, DELETED 2012

I19E DELETED 2010

I20 THRU Q.I23 DELETED 2012

I24. Now I have a few questions to find out whether people can afford the health care they need.

(IF “MARRIED=1” AND “PARENT = 1”, READ:)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your/you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP’s/
your RELATIONSHIP /his”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP’s/
your RELATIONSHIP /her”

I’m interested in (your/ your RELATIONSHIP’s) family income, that is (your/ your RELATIONSHIP’s) income PLUS the income of (your/his/her) immediate family. By immediate family I mean your/(his/her)) spouse and the children or stepchildren under 19 who are living with (you/ your RELATIONSHIP). For these questions, I’d like you to think back to 2012. During 2012, did (you/ your RELATIONSHIP) or any of (your/his/her) family members receive any income from wages or salary?

(IF “MARRIED=1” AND “PARENT=0”, READ:)

I’m interested in (your/ your RELATIONSHIP’s) family income, that is (your/ your RELATIONSHIP’s) income PLUS the income of (your/his/her) spouse. For these questions, I’d like you to think back to 2012. During 2012, did (you/ your RELATIONSHIP) or any of (your/his/her) family members receive any income from wages or salary?

(IF “MARRIED=0” AND “PARENT=1”, READ:)

I’m interested in (your/ADULT’s) family income, that is (your/ your RELATIONSHIP’s) income PLUS the income of the children or stepchildren under 19 who are living with (you/ your RELATIONSHIP). For these questions, I’d like you to think back to 2012. During 2012, did (you/ your RELATIONSHIP) or any of (your/(his/her)) family members receive any income from wages or salary?

(IF “MARRIED=0” AND “PARENT=0”, READ:)

For these questions, I’d like you to think back to 2012. During 2012, did (you/ your RELATIONSHIP) receive any income from wages or salary?

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(SCRAMBLE A-B, ASK C LAST)

(IF ITEM b = 1 AND "FAMILY=1", IMMEDIATELY ASK Q.I25b1 BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" INSERT "or any of (your/his/her) family members"

I25. During 2012, did (you/ your RELATIONSHIP) (or any of (your his/her) family members) receive (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. Any dividend income or any interest income from savings accounts, bonds, money market accounts, or similar types of investments
- b. Supplemental Security Income or SSI
- c. Income from any other sources? This could include income from self-employment, alimony, child support, unemployment compensation, worker's compensation or veteran's payments, Social Security or pensions, or contributions from friends or other family members, for example

(ASK Q.I25b1 IF "FAMILY=1" AND Q.I25b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I25b1. Who in the family received that?

(ENTER ALL THAT APPLY)

1 You/ your RELATIONSHIP

2 Spouse

3 Child

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(P.N. – HOUSEHOLD SIZE CRITERIA IS DEFINED AS:
IF MARRIED DEFINE AS # OF CHILDREN IN HH + 2
IF NOT MARRIED DEFINE AS # OF CHILDREN IN HH + 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you/your”
IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP / your
RELATIONSHIP’S”
IF “FAMILY=1”, INSERT “and (your/ your RELATIONSHIP’S) immediate
family/families”

I26. Thinking about all the different sources of income (you/ your RELATIONSHIP) (and
(your/ your RELATIONSHIP’S) immediate family) received in 2012, what was the
combined total income from all sources before taxes and other deductions? Was it
under (INSERT AMT3 FOR FAMILY SIZE) or was it (INSERT AMT3 FOR
FAMILY SIZE) or more?

PROBE: Your best estimate is fine.

- 1 Under (INSERT AMT3)
- 2 (INSERT AMT3) or more
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK Q.I26b IF Q.I26 = 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”
IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’S”
IF “FAMILY=1”, INSERT “family”

I26b. Now, just stop me when I get to the right category. Was (your/ your
RELATIONSHIP’S) total (family) income ...?

IF NEEDED: The computer gives me different income values for the question
depending on the size of your family.

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 Less than (INSERT AMT1)
- 2 (INSERT AMT1) to (INSERT AMT1A)
- 3 (INSERT AMT1A) to under (INSERT AMT1B)
- 4 (INSERT AMT1B) to under (INSERT AMT2)
- 5 (INSERT AMT 2) to under (INSERT AMT3)
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

NOW GO TO Q.I26d

(ASK Q.I26c IF Q.I26 = 2)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’S”

IF “FAMILY=1”, INSERT “family”

I26c. Now, just stop me when I get to the right category. Was (your/ your RELATIONSHIP’S) total (family) income ...?

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

1 (INSERT AMT3) to under (INSERT AMT4)

2 (INSERT AMT4) to under (INSERT AMT5)

3 (INSERT AMT5) to under (INSERT AMT6)

4 (INSERT AMT6) or more

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

2012 Poverty Guidelines, rounded up to nearest thousand								
	100%	139%	150%	200%	300%	400%	500%	600%
FAMSIZE	AMT1	AMT1A	AMT1B	AMT2	AMT3	AMT4	AMT5	AMT6
1	12000	16000	17000	23000	34000	45000	56000	68000
2	16000	21000	23000	31000	46000	61000	76000	91000
3	20000	27000	29000	39000	58000	77000	96000	115000
4	24000	32000	35000	47000	70000	93000	116000	139000
5	28000	38000	41000	55000	82000	109000	136000	163000
6	31000	43000	47000	62000	93000	124000	155000	186000
7	35000	49000	53000	70000	105000	140000	175000	210000
8	39000	54000	59000	78000	117000	156000	195000	234000
9	43000	60000	65000	86000	129000	172000	215000	258000
10	47000	65000	71000	94000	141000	188000	235000	281000
11	51000	71000	77000	102000	153000	204000	254000	305000
12	55000	76000	83000	110000	165000	219000	274000	329000
13	59000	81000	89000	118000	177000	235000	294000	353000
14	63000	87000	94000	126000	188000	251000	314000	376000
15	67000	92000	100000	134000	200000	267000	334000	400000
16	71000	98000	106000	142000	212000	283000	353000	424000
17	75000	103000	112000	150000	224000	299000	373000	448000

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/his/her"

I26d. Thinking back to earlier this year, did (you/your RELATIONSHIP) pay a penalty in (your/his/her) taxes in 2013 for not having insurance coverage in 2012?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I17 DELETED 2010

Q.I28 DELETED 2011

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I29. Were (you/ your RELATIONSHIP) born in the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I29a IF Q.I29 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I29a. How long have (you/your RELATIONSHIP) lived in the US?

- _____ # YEARS
- LL Less than 1 year
 - DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

(ASK Q.I29b IF Q.I29 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT, "Does your RELATIONSHIP"

I29b. (Do you/Does your RELATIONSHIP) speak a language other than English at home?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I29c IF Q.I29b = 1)
I29c. What is that language?
(DO NOT READ)

- 1 Spanish
- 2 Portuguese
- 7 Something else
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I30 IF Q.I29 = 2, D, OR R)
IF INTERVIEWING "SELECTED RESPONDENT" INSERT " are you"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"
I30. (Are you/Is your RELATIONSHIP) a citizen of the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I30a IF Q.I30 = 2)
IF INTERVIEWING "SELECTED RESPONDENT" INSERT " were you"
IF INTERVIEWING "A PROXY" INSERT, "was your RELATIONSHIP"
I30a. In what country (were you/was your RELATIONSHIP) born? (DO NOT READ)
CHOICE SET IS BASED ON TOP 10 COUNTRIES FOR MA IN CPS—

- 01 Brazil
- 02 Canada
- 03 China
- 04 Columbia
- 05 Dominican Republic
- 06 El Salvador
- 07 Honduras
- 08 India
- 09 Japan
- 10 Vietnam
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

Section J: TELEPHONES & ADDRESS FOR INCENTIVE PAYMENT

(ASK FOR CELL PHONE SAMPLE)

JHH3a. Including yourself, how many adults age 19 or older are there in your household?

_____ (1-7)

08 8 or more

RR (DO NOT READ) Refused

(ASK FOR CELL PHONE SAMPLE)

JHH3b. How many of those adults are over the age of 64?

_____ (0-7)

08 8 or more

RR (DO NOT READ) Refused

(ASK EVERYONE)

J1. Is the telephone number I reached you on a cell phone number or a regular landline number? Landline numbers are for phones that plug into outlets in the walls of your home.

1 Cell phone number

2 Regular landline number

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.J2 IF Q.J1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/her"

J2. How many regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached (you/him/her) on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.J3 IF Q.J1 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 1, "your
RELATIONSHIP/his/him"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 2, "your
RELATIONSHIP/her/her"

J3. Besides the telephone number I reached you on, how many other regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached (you/him/her) on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE
DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

J2, J3, J3B DELETED 2010

Q.J3a DELETED 2012

(ASK Q.J4 IF Q.J1=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT "Does your RELATIONSHIP"

J4. (Do you/Does your RELATIONSHIP) currently have a working cell phone?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.J4a IF J4=2 AND HH4>1 OR JHH3a>1)

J4a. Do any other ADULT members of your household currently have a working cell phone?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

ASK Q.J5 IF Q.J4=1 OR Q.J1=1)

INSERT "or other adults in your household" IF HH3a = 2+ OR JHH3a = 2+

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/do you/your"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/does your RELATIONSHIP/his/her"

J5. For this question, I'd like you to think about all the working cell phones that (you/your RELATIONSHIP) (and the other ADULTS in (your/his/her) household) have. How many working cell phones (do you/does your RELATIONSHIP) (and the other ADULTS in (your/his/her) household) have?

(INTERVIEWER NOTE: 1 ADULT WITH 1 WORKING CELL + 1 OTHER ADULT WITH 2 WORKING CELLS = 3 CELL PHONES)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

Q.J6 DELETED 2012

ZIP2. And could you please tell me your zip code?

01 Response given _____

RR (DO NOT READ) Refused

(P.N. – IF ZIP CODE IS NOT IN LIST OR RR, PLEASE INCLUDE ZIP CODE CONFIRMATION FOR INTERVIEWER)

(ASK IF ZIP CODE NOT IN LIST OR RR)

ZIP2a. Are you currently living in Massachusetts?

1 Yes

GO TO HH3

2 No

THANK AND TERMINATE

R Refused

THANK & TERMINATE

(ASK EVERYONE)

J7. Those are all the questions I have. Now I just need your name and address to send the \$10 thank you check we have for you for completing our survey.

May I please have your name?
(VERIFY SPELLING)

1 Answer given (SPECIFY) _____
R (DO NOT READ) Refused

May I please have your address?
(VERIFY SPELLING)

1 Street: _____
2 City: _____
3 State: _____
4 Zip code: _____
R (DO NOT READ) Don't know

Thank you so much for your time and cooperation.

(ASK OF A RANDOM 50% OF NON-PROXY RESPONDENTS)

K1. We may follow-up with some survey participants to gather more in-depth information on their health care experiences in Massachusetts. Could we contact you again to ask a few more questions or to see if you would you be interested in being on a focus group panel on Massachusetts's health care system?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.K2 IF Q.K1=1)

K2. What would be the best way to reach you in the future?
(RECORD ALL INFORMATION ACCURATELY)

Name:

Phone number for recontact: -----

Email for recontact: _____

Thank you again. Have a pleasant day.