

## - Attachment 1 -

### CAHPS® 3.0H Adult Questionnaire (COMMERCIAL) SURVEY INSTRUCTIONS

- Answer all the questions by checking the box to the left of your answer.
- You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

Yes → **Go to Question 1**

No

{This box should be placed on the Cover Page}

***All information that would let someone identify you or your family will be kept private. {SURVEY VENDOR NAME} will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.***

***You may notice a number on the cover of this survey. This number is ONLY used to let us know if you returned your survey so we don't have to send you reminders.***

***If you want to know more about this study, please call {SURVEY VENDOR TOLL-FREE TELEPHONE NUMBER}.***

1. Our records show that you are now in {Health Plan Name}. Is that right?

<sup>1</sup>  Yes →Go to Question 3

<sup>2</sup>  No →Go to Question 2

2. What is the name of your health plan? (please print)

---

3. How many months or years in a row have you been in this health plan?

<sup>1</sup>  Less than 1 year

<sup>2</sup>  At least 1 year but less than 2 years

<sup>3</sup>  At least 2 years but less than 5 years

<sup>4</sup>  5 or more years

## YOUR PERSONAL DOCTOR OR NURSE

---

The next questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

4. A personal doctor or nurse is the health provider who knows you best. This can be a general doctor, a specialist doctor, a nurse practitioner, or a physician assistant.

Do you have one person you think of as your personal doctor or nurse?

<sup>1</sup>  Yes →Go to Question 5

<sup>2</sup>  No →Go to Question 7

5. Using any number from 0 to 10, where 0 is the worst personal doctor or nurse possible and 10 is the best personal doctor or nurse possible, what number would you use to rate your personal doctor or nurse?

<sup>00</sup>  0 Worst personal doctor or nurse possible

<sup>01</sup>  1

<sup>02</sup>  2

<sup>03</sup>  3

<sup>04</sup>  4

<sup>05</sup>  5

<sup>06</sup>  6

<sup>07</sup>  7

<sup>08</sup>  8

<sup>09</sup>  9

<sup>10</sup>  10 Best personal doctor or nurse possible

6. Did you have the same personal doctor or nurse before you joined this health plan?

<sup>1</sup>  Yes →Go to Question 8

<sup>2</sup>  No →Go to Question 7

7. Since you joined your health plan, how much of a problem, if any, was it to get a personal doctor or nurse you are happy with?

<sup>1</sup>  A big problem

<sup>2</sup>  A small problem

<sup>3</sup>  Not a problem

**Option: Insert additional questions about personal doctor or nurse here.**

## GETTING HEALTH CARE FROM A SPECIALIST

---

When you answer the next questions, do not include dental visits.

8. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of health care.

In the last 12 months, did you or a doctor think you needed to see a specialist?

<sup>1</sup>  Yes →Go to Question 9

<sup>2</sup>  No →Go to Question 10

9. In the last 12 months, how much of a problem, if any, was it to see a specialist that you needed to see?

<sup>1</sup>  A big problem

<sup>2</sup>  A small problem

<sup>3</sup>  Not a problem

10. In the last 12 months, did you see a specialist?

<sup>1</sup>  Yes →Go to Question 11

<sup>2</sup>  No →Go to Question 13

11. We want to know your rating of the specialist you saw most often in the last 12 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate the specialist?

- <sup>00</sup>  0 Worst specialist possible  
<sup>01</sup>  1  
<sup>02</sup>  2  
<sup>03</sup>  3  
<sup>04</sup>  4  
<sup>05</sup>  5  
<sup>06</sup>  6  
<sup>07</sup>  7  
<sup>08</sup>  8  
<sup>09</sup>  9  
<sup>10</sup>  10 Best specialist possible

12. In the last 12 months, was the specialist you saw most often the same doctor as your personal doctor?

- <sup>1</sup>  Yes  
<sup>2</sup>  No

**Option: Insert additional questions about specialist care here.**

## YOUR HEALTH CARE IN THE LAST 12 MONTHS

---

13. In the last 12 months, did you call a doctor's office or clinic during regular office hours to get help or advice for yourself?

- <sup>1</sup>  Yes →Go to Question 14  
<sup>2</sup>  No →Go to Question 15

14. In the last 12 months, when you called during regular office hours, how often did you get the help or advice you needed?

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

15. In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

- <sup>1</sup>  Yes →Go to Question 16  
<sup>2</sup>  No →Go to Question 18

16. In the last 12 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?

- <sup>1</sup>  Never  
<sup>2</sup>  Sometimes  
<sup>3</sup>  Usually  
<sup>4</sup>  Always

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

- <sup>01</sup>  Same day
- <sup>02</sup>  1 day
- <sup>03</sup>  2 days
- <sup>04</sup>  3 days
- <sup>05</sup>  4-7 days
- <sup>06</sup>  8-14 days
- <sup>07</sup>  15 days or longer

18. A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse, or anyone else you would see for health care.

In the last 12 months, not counting the times you needed health care right away, did you make any appointments with a doctor or other health provider for health care?

- <sup>1</sup>  Yes →Go to Question 19
- <sup>2</sup>  No →Go to Question 21

19. In the last 12 months, not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?

- <sup>1</sup>  Never
- <sup>2</sup>  Sometimes
- <sup>3</sup>  Usually
- <sup>4</sup>  Always

20. In the last 12 months, not counting the times you needed health care right away, how many days did you usually have to wait between making an appointment and actually seeing a provider?

- <sup>01</sup>  Same day
- <sup>02</sup>  1 day
- <sup>03</sup>  2-3 days
- <sup>04</sup>  4-7 days
- <sup>05</sup>  8-14 days
- <sup>06</sup>  15-30 days
- <sup>07</sup>  31 days or longer

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

- <sup>0</sup>  None
- <sup>1</sup>  1
- <sup>2</sup>  2
- <sup>3</sup>  3
- <sup>4</sup>  4
- <sup>5</sup>  5 to 9
- <sup>6</sup>  10 or more

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

- <sup>0</sup>  None →Go to Question 35
- <sup>1</sup>  1 →Go to Question 23
- <sup>2</sup>  2 →Go to Question 23
- <sup>3</sup>  3 →Go to Question 23
- <sup>4</sup>  4 →Go to Question 23
- <sup>5</sup>  5 to 9 →Go to Question 23
- <sup>6</sup>  10 or more →Go to Question 23

23. In the last 12 months, did you or a doctor believe you needed any care, tests, or treatment?

<sup>1</sup>  Yes →Go to Question 24

<sup>2</sup>  No →Go to Question 25

24. In the last 12 months, how much of a problem, if any, was it to get the care, tests, or treatment you or a doctor believed necessary?

<sup>1</sup>  A big problem

<sup>2</sup>  A small problem

<sup>3</sup>  Not a problem

25. In the last 12 months, did you need approval from your health plan for any care, tests, or treatment?

<sup>1</sup>  Yes →Go to Question 26

<sup>2</sup>  No →Go to Question 27

26. In the last 12 months, how much of a problem, if any, were delays in health care while you waited for approval from your health plan?

<sup>1</sup>  A big problem

<sup>2</sup>  A small problem

<sup>3</sup>  Not a problem

27. In the last 12 months, how often were you taken to the exam room within 15 minutes of your appointment?

<sup>1</sup>  Never

<sup>2</sup>  Sometimes

<sup>3</sup>  Usually

<sup>4</sup>  Always

28. In the last 12 months, how often did office staff at a doctor's office or clinic treat you with courtesy and respect?

<sup>1</sup>  Never

<sup>2</sup>  Sometimes

<sup>3</sup>  Usually

<sup>4</sup>  Always

29. In the last 12 months, how often were office staff at a doctor's office or clinic as helpful as you thought they should be?

<sup>1</sup>  Never

<sup>2</sup>  Sometimes

<sup>3</sup>  Usually

<sup>4</sup>  Always

30. In the last 12 months, how often did doctors or other health providers listen carefully to you?

<sup>1</sup>  Never

<sup>2</sup>  Sometimes

<sup>3</sup>  Usually

<sup>4</sup>  Always

31. In the last 12 months, how often did doctors or other health providers explain things in a way you could understand?

<sup>1</sup>  Never

<sup>2</sup>  Sometimes

<sup>3</sup>  Usually

<sup>4</sup>  Always

32. In the last 12 months, how often did doctors or other health providers show respect for what you had to say?

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

33. In the last 12 months, how often did doctors or other health providers spend enough time with you?

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always

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

- <sup>00</sup> 0 Worst health care possible
- <sup>01</sup> 1
- <sup>02</sup> 2
- <sup>03</sup> 3
- <sup>04</sup> 4
- <sup>05</sup> 5
- <sup>06</sup> 6
- <sup>07</sup> 7
- <sup>08</sup> 8
- <sup>09</sup> 9
- <sup>10</sup> 10 Best health care possible

**Option: Insert additional questions about general health care here.**

## YOUR HEALTH PLAN

---

The next questions ask about your experience with your health plan.

35. Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you.

In the last 12 months, did you or anyone else send in any claims to your health plan?

- <sup>1</sup> Yes →Go to Question 36
- <sup>2</sup> No →Go to Question 39
- <sup>3</sup> Don't know →Go to Question 39

36. In the last 12 months, how often did your health plan handle your claims in a reasonable time?

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always
- <sup>5</sup> Don't know

37. In the last 12 months, how often did your health plan handle your claims correctly?

- <sup>1</sup> Never
- <sup>2</sup> Sometimes
- <sup>3</sup> Usually
- <sup>4</sup> Always
- <sup>5</sup> Don't know

38. In the last 12 months, before you went for care, how often did your health plan make it clear how much you would have to pay?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 Don't know

39. In the last 12 months, did you look for any information about how your health plan works in written material or on the Internet?

- 1 Yes →Go to Question 40
- 2 No →Go to Question 41

40. In the last 12 months, how much of a problem, if any, was it to find or understand this information?

- 1 A big problem
- 2 A small problem
- 3 Not a problem

41. In the last 12 months, did you call your health plan's customer service to get information or help?

- 1 Yes →Go to Question 42
- 2 No →Go to Question 43

42. In the last 12 months, how much of a problem, if any, was it to get the help you needed when you called your health plan's customer service?

- 1 A big problem
- 2 A small problem
- 3 Not a problem

43. In the last 12 months, have you called or written your health plan with a complaint or problem?

- 1 Yes →Go to Question 44
- 2 No →Go to Question 47

44. How long did it take for the health plan to resolve your complaint?

- 1 Same day →Go to Question 45
- 2 2-7 days →Go to Question 45
- 3 8-14 days →Go to Question 45
- 4 15-21 days →Go to Question 45
- 5 More than 21 days  
→Go to Question 45
- 6 I am still waiting for it to be settled →Go to Question 46

45. Was your complaint or problem settled to your satisfaction?

- 1 Yes →Go to Question 47
- 2 No →Go to Question 47

46. How long have you been waiting for your health plan to resolve your complaint?

- 1 1-7 days
- 2 8-14 days
- 3 15-21 days
- 4 More than 21 days

47. In the last 12 months, did you have to fill out any paperwork for your health plan?

- 1 Yes →Go to Question 48
- 2 No →Go to Question 49

48. In the last 12 months, how much of a problem, if any, did you have with paperwork for your health plan?

- A big problem
- A small problem
- Not a problem

49. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- 0 Worst health plan possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best health plan possible

**Option: Insert additional questions about the health plan here.**

## ABOUT YOU

---

50. In general, how would you rate your overall health now?

- Excellent
- Very good
- Good
- Fair
- Poor

51. Have you had a flu shot since September 1, 2005?

- Yes
- No
- Don't know

52. Do you now smoke cigarettes every day, some days, or not at all?

- Every day →Go to Question 53
- Some days →Go to Question 53
- Not at all →Go to Question 56
- Don't know →Go to Question 56

53. In the last 12 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

- None
- 1 visit
- 2 to 4 visits
- 5 to 9 visits
- 10 or more visits
- I had no visits in the last 12 months

54. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?

- None
- 1 visit
- 2 to 4 visits
- 5 to 9 visits
- 10 or more visits
- I had no visits in the last 12 months

55. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?

- None
- 1 visit
- 2 to 4 visits
- 5 to 9 visits
- 10 or more visits
- I had no visits in the last 12 months

56. What is your age now?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

57. Are you male or female?

- Male
- Female

58. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

59. Are you of Hispanic or Latino origin or descent?

- <sup>1</sup>  Yes, Hispanic or Latino  
<sup>2</sup>  No, not Hispanic or Latino

60. What is your race? Please mark one or more.

- <sup>a</sup>  White  
<sup>b</sup>  Black or African-American  
<sup>c</sup>  Asian  
<sup>d</sup>  Native Hawaiian or other Pacific Islander  
<sup>e</sup>  American Indian or Alaska Native  
<sup>f</sup>  Other

61. Did someone help you complete this survey?

- <sup>1</sup>  Yes → Go to Question 62  
<sup>2</sup>  No → Please return the survey in the postage-paid envelope

62. How did that person help you? Check all that apply.

- <sup>a</sup>  Read the questions to me  
<sup>b</sup>  Wrote down the answers I gave  
<sup>c</sup>  Answered the questions for me  
<sup>d</sup>  Translated the questions into my language  
<sup>e</sup>  Helped in some other way

---

---

**Option: Insert other member specific or other general questions here.**

**THANK YOU**

***Please return the completed survey in the postage paid envelope.***

