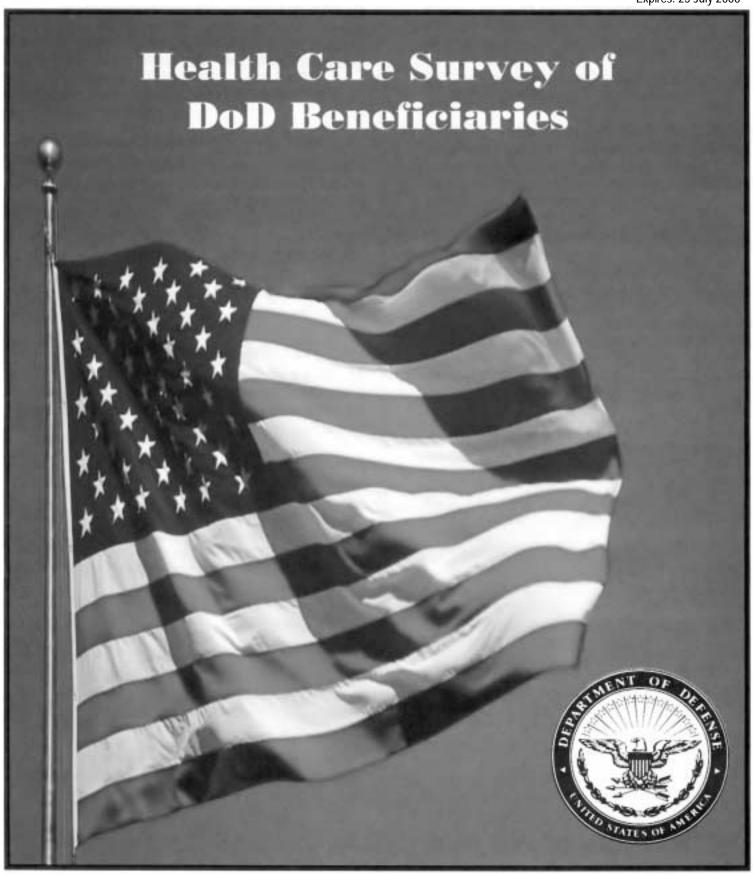
RCS: DD-HA(A) 1942 Expires: 25 July 2006



E597-04 OCTOBER 2005

YOUR PRIVACY

All information that would let someone identify you or your family will be kept private. Providing information in this questionnaire is voluntary. There is no penalty if you choose not to respond. You may notice a number on the last page 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.

According to the Privacy Act of 1974 (Public Law 93-579), the Department of Defense is required to inform you of the purposes and use of this survey. Please read it carefully.

Authority: 10 U.S.C., Chapter 55; Section 706, Public Law 102-484; E.O. 9397.

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

Routine Uses: None

Disclosure: Voluntary. Failure to respond will not result in any penalty to the respondent. However, maximum participation is encouraged so that data will be as complete and representative as possible.

SURVEY INSTRUCTIONS

Answer <u>all</u> 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 42

□ No

Please return the completed questionnaire in the enclosed postage-paid envelope within <u>seven days</u>. If you have misplaced the envelope, our address is:

Office of the Assistant Secretary of Defense (Health Affairs) c/o Synovate Survey Processing Center PO Box 5030 Chicago, IL 60680-4138

SURVEY STARTS HERE

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

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

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

	ine cove	rietter.
1.		the person whose name appears on the label of this envelope?
		Yes → Go to Question 2
	Ц	No Please give this questionnaire to the person addressed on the envelope.
2.		ch of the following health plans are you ly covered? MARK ALL THAT APPLY.
	Milita	ary Health Plans
		TRICARE Prime
		TRICARE Extra or Standard (CHAMPUS)
		TRICARE Plus
		TRICARE for Life
		TRICARE Supplemental Insurance
	Othe	r Health Plans
		Medicare
		Federal Employees Health Benefit Program (FEHBP)
		Medicaid
		A civilian HMO (such as Kaiser)
		Other civilian health insurance (such as Blue
		Cross) Uniformed Services Family Health Plan (USFHP)
		The Veterans Administration (VA)
		Not sure

3.	Medicar people a	tly, are you covered by Medicare Part A? The is the federal health insurance program for aged 65 or older and for certain persons with les. Medicare Part A helps pay for inpatient hospital
		Yes, I am now covered by Medicare Part A No, I am not covered by Medicare Part A
4.	Medicar people a disabilit	tly, are you covered by Medicare Part B? re is the federal health insurance program for aged 65 or older and for certain persons with ies. Medicare Part B helps pay for doctor's s, outpatient hospital services, and certain other s.
		Yes, I am now covered by Medicare Part B
		No, I am not covered by Medicare Part B
5.	insuran Mediga insuran	tly, are you covered by Medicare supplemental ice? Medicare supplemental insurance, also called or MediSup, is usually obtained from private ce companies and covers some of the costs not by Medicare.
		Yes, I am now covered by Medicare
		supplemental insurance
	Ш	No, I am not covered by Medicare supplemental insurance
6.		health plan did you use for all or most of your care in the last 12 months? MARK ONLY ONE.
		TRICARE Prime
		TRICARE Extra or Standard (CHAMPUS)
		TRICARE Plus
		Medicare
		Federal Employees Health Benefit Program (FEHBP)
		Medicaid
		A civilian HMO (such as Kaiser)
		Other civilian health insurance (such as Blue
		Cross) Uniformed Services Family Health Plan
		(USFHP)
		The Veterans Administration (VA)
		Not sure
		Did not use any health plan in the last 12 months → Go to Question 8
		HIGHLIS TO GO LO CUESTION 6

<u>plan</u> refers to the plan you indicated in Question 6.	you joined this health plan?						
7. How many months or years in a row have you been in this health plan?	☐ Yes → Go to Question 12 ☐ No						
☐ Less than 6 months ☐ 6 up to 12 months ☐ 12 up to 24 months ☐ 2 up to 5 years ☐ 5 up to 10 years ☐ 10 or more years	 11. 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? A big problem A small problem Not a problem 						
YOUR PERSONAL DOCTOR OR NURSE	GETTING HEALTH CARE FROM A SPECIALIST						
The next questions ask about <u>your own</u> health care. <u>Do</u> <u>not</u> include care you got when you stayed overnight in a hospital. <u>Do not</u> include the times you went for dental care visits.	When you answer the next questions, <u>do not</u> include dental visits.						
8. <u>A personal doctor or nurse</u> 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?	12. 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?						
☐ Yes☐ No → Go to Question 11	☐ Yes ☐ No → Go to Question 14						
9. 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? 0 Worst personal doctor or nurse possible 1	 13. In the last 12 months, how much of a problem, if any, was it to see a specialist that you needed to see? □ A big problem □ Not a problem □ I didn't need a specialist in the last 12 months. 14. In the last 12 months, did you see a specialist? □ Yes □ No → Go to Question 16 						
10 Best personal doctor or nurse possibleI don't have a personal doctor or nurse.							

YOUR HEALTH CARE IN THE LAST 12 MONTHS
18. 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?
☐ Yes
☐ No → Go to Question 21
D NO 3 GO to Question 21
19. 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?
□ Never
☐ Sometimes
☐ Usually

☐ Always
☐ I didn't need care right away for an illness,
injury or condition in the last 12 months.
20. In the last 12 months, when you needed care right
<u>away</u> for an illness, injury, or condition, how long did
you usually have to wait between trying to get care and
actually seeing a provider?
☐ Same day
☐ 1 day
_
☐ 2 days
☐ 3 days
☐ 4-7 days
☐ 8-14 days
☐ 15 days or longer
☐ I didn't need care right away for an illness,
injury or condition in the last 12 months.
, ,
21. A <u>health provider</u> 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?
☐ Yes
_
□ No → Go to Question 24

22.	health (ast 12 months, not counting times you needed care right away, how often did you get an tment for health care as soon as you wanted?	an eme	ast 12 months (not counting times you went to ergency room), how many times did you go to a 's office or clinic to get care for yourself?
23.	needed you us	Never Sometimes Usually Always I had no appointments in the last 12 months. ast 12 months, not counting the times you health care right away, how many days didually have to wait between making an tement and actually seeing a provider?		None → Go to Question 38 1 2 3 4 5 to 9 10 or more
	П	Samo day		last 12 months, did you or a doctor believe you d any care, tests, or treatment?
		Same day 1 day		Yes
		2-3 days		No → Go to Question 28
		4-7 days		TWO D GO to Education 25
		8-14 days		
		15-30 days		last 12 months, how much of a problem, if any,
		31 days or longer		to get the care, tests or treatment you or a believed necessary?
		I had no appointments in the last 12 months.		A hig problem
				A big problem A small problem
24.	In the la	ast 12 months, how many times did you go to an		Not a problem
	emerge	ency room to get care for yourself?		I had no visits in the last 12 months.
	П	None		
		1		
		2		ast 12 months, did you need approval from you
		3	health	plan for any care, tests, or treatment?
		4		Yes
		5 to 9		No → Go to Question 30
		10 or more		

29.	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?	33. In the last 12 months, how often did doctors or other health providers <u>listen carefully to you</u> ?				
	—	☐ Never				
	☐ A big problem	☐ Sometimes				
	☐ A small problem	☐ Usually				
	Not a problem	☐ Always				
	☐ I had no visits in the last 12 months.	☐ I had no visits in the last 12 months.				
30.	In the last 12 months, how often were you taken to the exam room within 15 minutes of your appointment?	34. In the last 12 months, how often did doctors or other health providers explain things in a way you could understand?				
	☐ Never					
	☐ Sometimes	☐ Never				
	☐ Usually	☐ Sometimes				
	☐ Always	☐ Usually				
	☐ I had no visits in the last 12 months.	☐ Always				
		☐ I had no visits in the last 12 months.				
31.	In the last 12 months, how often did office staff at a doctor's office or clinic treat you with <u>courtesy and respect</u> ?	35. In the last 12 months, how often did doctors or other health providers show respect for what you had to say?				
	☐ Never	-				
	☐ Sometimes	☐ Never				
	☐ Usually	☐ Sometimes				
	☐ Always	☐ Usually				
	☐ I had no visits in the last 12 months.	☐ Always				
		☐ I had no visits in the last 12 months.				
32.	In the last 12 months, how often were office staff at a doctor's office or clinic as <u>helpful</u> as you thought they should be?	36. In the last 12 months, how often did doctors or other				
	_	health providers spend enough time with you?				
	☐ Never	☐ Never				
	Sometimes	☐ Sometimes				
	Usually	☐ Usually				
	☐ Always	☐ Always				
	☐ I had no visits in the last 12 months.	☐ I had no visits in the last 12 months.				

37.			to 10, where 0 is the worst 0 is the best health care		YOUR HEALTH PLAN					
	possib	-	uld you use to rate all your					r experience with <u>your</u> we mean the health pla		
		0 Worst health	n care possible			d in Question 6				
		1 2 3 4 5		39.	send ir others	n the claims you may do this for	ırself, or you. In	n for payment. You may doctors, hospitals, or the last 12 months, did y claims to your health		
		6				Yes				
		7			Ц	No	→	Go to Question 42		
		8				Don't know	→	Go to Question 42		
		9 10 Best health I had no visits in	care possible the last 12 months.	40.		ast 12 months, your claims <u>in</u>		en did your health plan nable time?		
38.			re did you go most often RK ONLY ONE ANSWER. This includes: Military clinic Military hospital PRIMUS clinic			Never Sometimes Usually Always Don't know No claims we months.	ere sent	for me in the last 12		
		A civilian facility –	NAVCARE clinic This includes: Doctor's office Clinic Hospital	41.		ast 12 months, your claims <u>co</u>		en did your health plan		
		Uniformed Service Plan facility (USFI				Never Sometimes				
		Veterans Affairs (VA) clinic or hospital			Usually				
		I went to none of the listed types of facilities in the last 12 months.				Always				
						Don't know No claims w months.	vere sen	t for me in the last 12		

42.	about h		is, did you look for any <u>information</u> alth plan works <u>in written material or</u>	46.		ork fo	months, did you have to fill out any r your health plan?
		Yes No →	Go to Question 44			Yes No	→ Go to Question 48
				47.			months, how much of a problem, if any, with paperwork for your health plan?
43.		A big prob A small pro Not a prob I didn't loo	oblem			A sn Not	g problem nall problem a problem n't have any experiences with erwork for my health plan in the last 12 ths.
44.			ns, did you call your health plan's o get information or help?	48.	health	plan p le, wha	mber from 0 to 10, where 0 is the worst ossible and 10 is the best health plan at number would you use to rate your
			Go to Question 46			0 1	Worst health plan possible
45.	was it to	o get the he	hs, how much of a problem, if any, lp you needed when you called your mer service?			2 3 4	
			oblem			5 6 7 8 9 10	Best health plan possible

RESERVISTS	52. When were you activated for this contingency operation?				
The following questions concern health care coverage provided to reservists (National Guard and Reserves) and members of their immediate families. An immediate family member is a reservist's TRICARE eligible spouse or child.	 □ Less than 6 months ago □ At least 6 months ago but less than 12 months ago □ Twelve months ago or more 				
 49. Are you or your spouse or parent a reservist who was on active duty for more than 30 consecutive days in support of contingency operations during the past 12 months (e.g. Operation Iraqi Freedom, Noble Eagle/Enduring Freedom, Kosovo, Bosnia)? ☐ Yes ☐ No → Go to Question 71 	53. How long did the initial activation orders state that this activation would last? Less than 6 months At least 6 months but less than 12 months Twelve months or more				
50. Are you a reservist activated for contingency operations for more than 30 consecutive days during the past 12 months?	54. Is your spouse or parent a reservist who was activated for contingency operations for more than 30 consecutive days during the past 12 months?				
 Yes, I am a reservist who is currently on active duty for a contingency operation → Go to Question 51 Yes, I am a reservist who has been on active duty for a contingency operation but was deactivated in the past 12 months → Go to Question 51 No, I am a reservist but I have not been on active duty for a contingency operation in the past 12 months → Go to Question 54 No, I am not a reservist → Go to Question 54 	Yes, my spouse or parent is a reservist currently on active duty for a contingency operation → Go to Question 55 Yes, my reservist spouse or parent had been on active duty for a contingency operation but was deactivated within the past 12 months → Go to Question 55 No, my spouse or parent is a reservist but has not been on active duty for a contingency operation within the past 12 months → Go to Question 58 No, my spouse or parent is not a reservist → Go to Question 58				
51. For which operation were you most recently activated in support of contingency operations?	55. For which contingency operation was your reservist spouse or parent activated most recently?				

Operation Noble Eagle, Operation Enduring

Freedom, or Operation Iraqi Freedom

Another contingency Operation

Bosnia

Kosovo

10

Bosnia

Kosovo

Operation Noble Eagle, Operation Enduring Freedom, or Operation Iraqi Freedom

Another contingency Operation

56.	vas your reservist spouse or parent first ed for this operation?	60. Why don't you use TRICARE? MARK ALL THAT APPLY.			
	Less than 6 months ago At least 6 months ago but less than 12 months ago Twelve months ago or more Don't know		I have a greater choice of doctors with my civilian plan I get better customer service with civilian plans My personal doctor is not available to me through TRICARE		
57.	ng did the initial activation orders state that this pency activation would last? Less than 6 months At least 6 months but less than 12 months Twelve months or more Don't know		TRICARE benefits are poor compared to my civilian plan It is easier for me to get care through my civilian plan I pay less for civilian care than I would for TRICARE There are no military facilities near me I prefer civilian doctors I prefer civilian hospitals		
58.	becoming eligible for TRICARE, were you d by civilian health insurance?		I am happy with my civilian plan and have no reason to change Another reason		
	Yes, through my own policy Yes, through the policy of a reservist spouse or parent Yes, through the policy of a non-reservist in my family No, I had no civilian coverage		or the policy-holder now pay all or part of the im for your civilian health insurance? Yes, we pay all Yes, we pay part No, we pay nothing Don't know		
59.	of the following describes your current health verage? I use only TRICARE → Go to Question 62 I use both TRICARE and civilian coverage → Go to Question 61 I use only civilian coverage → Go to Question 60 Don't know → Go to Question 61	a probl	you became eligible for TRICARE, how much of lem was it to get information about your RE benefits? A big problem A small problem Not a problem I did not try to get information about TRICARE		

63.	Is the dicivilian	octor you consider your personal doctor a ? Yes No → Go to Question 65 I do not have a personal doctor → Go to Question 66	were y	ou eligible immediat duty? Yes No	for TRICA	RE co the res	verage for servist rep tion 70	
64.	Does yo	our personal doctor accept TRICARE? Yes No		ong were yons: Write	e the numb	er of o	lays in the	e shaded
		Don't know	numbe	er.				
		I do not have a personal doctor		Exampl	le:			
				Eligibil			Eligibil	ity
				Days	3		Days	3
65.	•	ou became eligible for TRICARE, how difficult is the personal doctor you want to see?		9	5			
	_			□0	□0		□0	□0
		It is now more difficult		1	□ 1		<u>□</u> 1	□1
		It is now less difficult		□ 2	□ 2		□ 2	□ 2
		It is about the same						
		I do not have a personal doctor		□3 □4	□3		□3	□3
				□4 	□4 		□4 	□4
66.	Since v	ou became eligible for TRICARE, how difficult is		□5	☑ 5		□5	□5
		the specialists you want to see?		□6	□6		□6	□6
	П	It is now more difficult		□7	□7		□7	□7
		It is now more difficult It is now less difficult		□8	□8		□8	□8
		It is about the same		☑9	□9		□9	□9
							•	
	Ц	I have not needed to see any specialists					Don't k	now
67.		ou or a reservist in your immediate family ated after November 6, 2003?		after you				r any period ediate famil
		Yes		Yes				
		No → Go to Question 70		No				
		Don't know → Go to Question 70		Don't kr	now			

PREVENTIVE CARE	76. How long has it been since you <u>quit smoking</u> cigarettes?
Preventive care is medical care you receive that is intended to maintain your good health or prevent a future medical problem. A physical or a cholesterol screening are examples of preventive care. 71. When did you last have a blood pressure reading?	Less than 12 months → Go to Question 77 12 months or more → Go to Question 80 Don't know → Go to Question 80
□ Less than 12 months ago□ 1 to 2 years ago□ More than 2 years ago	77. 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?
72. Do you know if your blood pressure is too high? Yes, it is too high No, it is not too high Don't know	 None 1 visit 2 to 4 visits 5 to 9 visits 10 or more visits I had no visits in the last 12 months.
73. When did you last have a flu shot? Less than 12 months ago 1-2 years ago More than 2 years ago Never had a flu shot	 78. 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
 74. Have you ever smoked at least 100 cigarettes in your entire life? ☐ Yes ☐ No → Go to Question 80 	2 to 4 visits 5 to 9 visits 10 or more visits I had no visits in the last 12 months
 □ Don't know → Go to Question 80 75. Do you now smoke every day, some days or not at all? 	79. 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

Every day - Go to Question 77

Not at all → Go to Question 76

Some days → Go to Question 77

Don't know → Go to Question 80

☐ 1 visit

2 to 4 visits

10 or more visits

I had no visits in the last 12 months

5 to 9 visits

80.	Are you	male or female?	85. In what trimester is your pregnancy?	
		Male → Go to Question 87 Female → Go to Question 81		First trimester (up to 12 weeks after 1st day of last period) → Go to Question 87 Second trimester (13th through 27th week)
81.	When d	id you last have a Pap smear test?		Third trimester (28th week until delivery)
82.	Are you	Within the last 12 months 1 to 3 years ago More than 3 but less than 5 years ago 5 or more years ago Never had a Pap smear test under age 40? Yes → Go to Question 84 No	86. In whice	h trimester did you first receive prenatal care? First trimester (up to 12 weeks after 1st day of last period) Second trimester (13th through 27th week) Third trimester (28th week until delivery) Did not receive prenatal care
83.		vas the last time your breasts were checked by ography?		ABOUT YOU
		Within the last 12 months 1 to 2 years ago More than 2 years ago but less than 5 years ago 5 or more years ago Never had a mammogram	87. In gene now?	eral, how would you rate <u>your overall health</u> Excellent Very good
84.		ou been pregnant in the last 12 months or are gnant now?		Good Fair Poor

For questions 89 and 90, please write your response on the lines provided, then check the matching box below each column. For example in question 89 if you are five feet and six inches tall, you would put a "5" on the first line and a "6" on the second line, and then check the box next to the "5" in the first column and check the box next to the "6" in the second column. For example:

5	Feet	6	_Inches
□ 1 □ 2 □ 3 □ 4 ☑ 5 □ 6 □ 7		□ 0 □ 1 □ 2 □ 3 □ 4 □ 5 ☑ 6 □ 7 □ 8 □ 9 □ 10 □ 11	

89. How tall are you without your shoes on? Please give your answer in feet and inches.

Example:

Height		
Feet	Inches	
5	6	
□1	0	
□2	1	
□3	□2	
□4	□3	
☑ 5	□4	
□6	□5	
□7	∑ 6	
	□7	
	□8	
	□9	
	□10	
	□11	

Height		
Feet	Inches	
□1	□0	
□2	□1	
□3	□2	
□4	□3	
□5	□4	
□6	□5	
□7	□6	
	□7	
	□8	
	□9	
	□10	
	□11	

90. How much do you weigh without your shoes on? Please give your answer in pounds.

Example:

Weight			
Pounds			
1	6	0	
□0	□0	☑0	
1	□1	□1	
□2	□2	□2	
□3	□3	□3	
	□4	□4	
	□5	□5	
☑ 6 □6			
□7 □7			
□8 □8			
□9 □9			

Weight			
	Pounds		
□0	□0	□0	
□1	□1	□1	
□2	□2	□2	
□3	□3	□3	
	□4	□4	
	□5	□5	
	□6	□6	
	□7	□7	
	□8	□8	
	□9	□9	

91. 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

92. Are you of Hispanic or Latino origin or descent? (Mark "NO" if not Spanish/Hispanic/Latino.)

Ш	No, not Spanish, Hispanic, or Latino
	Yes, Mexican, Mexican American, Chicano
	Yes, Puerto Rican
	Yes, Cuban
	Yes, other Spanish, Hispanic, or Latino

93. What is your race? (Mark ONE OR MORE races to indicate what you consider yourself to be.)		If you have any suggestions or comments that you would like to add, please neatly print your comments in question 95 on the lines provided.	
	White Black or African American American Indian or Alaska Native Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese) Native Hawaiian or other Pacific Islander	95. SUGGESTIONS AND COMMENTS:	
94. What is	(e.g., Samoan, Guamanian, or Chamorro) s your age now? 18 to 24		
	25 to 34 35 to 44 45 to 54 55 to 64 65 to 74 75 or older	THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY! Your generous contribution will greatly aid efforts to improve the health of our military community. Return your survey in the postage-paid envelope. If the envelope is missing, please send to: Synovate PO Box 5030 Chicago, IL 60680-4138	