



Health Care Survey of DoD Beneficiaries

July 2010



According to the Privacy Act of 1974 (5 U.S.C. §552a), 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. §1074 (Medical and Dental Care for Members and Certain Former Members, as amended by National Defense Authorization Act of 1993, Public Law 102-484, §706); 10 U.S.C. §1074f (Medical Tracking System for Members Deployed Overseas); 32 C.F.R. §199.17 (TRICARE Program); 45 C.F.R. Part 160 Subparts A and E of Part 164 (Health Insurance Portability and Accountability Act of 1996, Privacy Rule); DoD 6025.18-R (Department of Defense Health Information Privacy Regulation); DoD 6025.13-R (Military Health System Clinical Quality Assurance Program Regulation); 64 FR 22837 (DHA 08 – Health Affairs Survey Data Base, April 28, 1999); and, E.O. 9397 (as amended, November 20, 2008, for SSN collection).

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: Participation is 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.

YOUR PRIVACY

Your participation in this survey effort is very important. Your responses are confidential and your participation is voluntary. The number on the back of this survey is ONLY used to let us know if you returned your survey so we don't have to send you reminders.

This is your opportunity to tell officials of your opinions and experiences with the current military health care system. It is also an opportunity to provide feedback and identify areas where improvements are needed.

The survey processing center removes all identifying information before sending the results to the Department of Defense.

Your information is grouped with others and no individual information is shared. Only group statistics will be compiled and reported. No information about you as an individual will be disclosed.

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 42**
- No

Please return the completed questionnaire in the enclosed postage-paid envelope within **seven days**. If the envelope is missing, please send to:

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

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

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 whose name appears on the cover letter. The questionnaire should be completed by that person. If you are not the addressee, please give this survey to that person.

1. Are you the person whose name appears on the cover letter?

H10001

- 1 Yes → **Go to Question 2**
- 2 No → Please give this questionnaire to the person addressed on the cover letter.

2. By which of the following health plans are you currently covered?

H10002A-H10002R

MARK ALL THAT APPLY.

Military Health Plans

- A TRICARE Prime (including TRICARE Prime Remote and TRICARE Overseas)
- C TRICARE Extra or Standard (CHAMPUS)
- N TRICARE Plus
- O TRICARE for Life
- P TRICARE Supplemental Insurance
- Q TRICARE Reserve Select

Other Health Plans

- F Medicare
- G Federal Employees Health Benefit Program (FEHBP)
- H Medicaid
- I A civilian HMO (such as Kaiser)
- J Other civilian health insurance (such as Blue Cross)
- K Uniformed Services Family Health Plan (USFHP)
- M The Veterans Administration (VA)
- R Government health insurance from a country other than the US
- L Not sure

3. Which health plan did you use for all or most of your health care in the last 12 months?

H10003

MARK ONLY ONE ANSWER.

See Note 1

- 1 TRICARE Prime
- 3 TRICARE Extra or Standard (CHAMPUS)
- 11 TRICARE Plus
- 12 TRICARE Reserve Select
- 4 Medicare (may include TRICARE for Life)
- 5 Federal Employees Health Benefit Program (FEHBP)
- 6 Medicaid
- 7 A civilian HMO (such as Kaiser)
- 8 Other civilian health insurance (such as Blue Cross)
- 9 Uniformed Services Family Health Plan (USFHP)
- 10 The Veterans Administration (VA)
- 13 Government health insurance from a country other than the US
- 5 Not sure
- 6 Did not use any health plan in the last 12 months → [Go to Question 5](#)

For the remainder of this questionnaire, the term health plan refers to the plan you indicated in Question 3.

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

H10004

See Note 1

- 1 Less than 6 months
- 2 6 up to 12 months
- 3 12 up to 24 months
- 4 2 up to 5 years
- 5 5 up to 10 years
- 6 10 or more years

YOUR HEALTH CARE IN THE LAST 12 MONTHS

These 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.

5. In the last 12 months, where did you go most often for your health care?

H10005

MARK ONLY ONE ANSWER.

- 1 A military facility – This includes: Military clinic, Military hospital, PRIMUS clinic, NAVCARE clinic
- 2 A civilian facility – This includes: Doctor's office, Clinic, Hospital, Civilian TRICARE contractor
- 3 Uniformed Services Family Health Plan facility (USFHP)
- 4 Veterans Affairs (VA) clinic or hospital
- 5 I went to none of the listed types of facilities in the last 12 months

6. 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?

H10006

See Note 2

- 1 Yes
- 2 No → [Go to Question 9](#)

7. In the last 12 months, when you needed care right away, how often did you get care as soon as you thought you needed?

H10007

See Note 2

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 6 I didn't need care right away for an illness, injury or condition in the last 12 months

8. 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?

H10008

See Note 2

- 1 Same day
- 2 1 day
- 3 2 days
- 4 3 days
- 5 4-7 days
- 6 8-14 days
- 7 15 days or longer
- 6 I didn't need care right away for an illness, injury or condition in the last 12 months

9. In the last 12 months, not counting the times you needed health care right away, did you make any appointments for your health care at a doctor's office or clinic?

1 Yes

2 No → [Go to Question 12](#)

H10009

See Note 3

10. In the last 12 months, not counting times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

H10010

See Note 3

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 6 I had no appointments in the last 12 months

11. 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?

H10011

See Note 3

- 1 Same day
- 2 1 day
- 3 2-3 days
- 4 4-7 days
- 5 8-14 days
- 6 15-30 days
- 7 31 days or longer
- 6 I had no appointments in the last 12 months

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

- 1 None
- 2 1
- 3 2
- 4 3
- 5 4
- 6 5 to 9
- 7 10 or more

H10012

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

- 1 None → [Go to Question 19](#)
- 2 1
- 3 2
- 4 3
- 5 4
- 6 5 to 9
- 7 10 or more

H10013

See Note 4

14. In the last 12 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

H10014

See Note 4

15. Choices for your treatment or health care can include choices about medicine, surgery, or other treatment. In the last 12 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

- 1 Yes
- 2 No → [Go to Question 18](#)

H10015

See Notes 4,5

16. In the last 12 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

- 1 Definitely yes
- 2 Somewhat yes
- 3 Somewhat no
- 4 Definitely no

H10016

See Notes 4,5

17. In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice you thought was best for you?

- 1 Definitely yes
- 2 Somewhat yes
- 3 Somewhat no
- 4 Definitely no

H10017

See Notes 4,5

18. 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?

- 0 0 Worst health care possible
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 Best health care possible
- 6 I had no visits in the last 12 months

H10018

See Note 4

YOUR PERSONAL DOCTOR

19. A personal doctor is the one you would see if you need a checkup, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- 1 Yes
- 2 No → [Go to Question 29](#)

H10019

See Note 6_q4

20. In the last 12 months, how many times did you visit your personal doctor to get care for yourself?

- 0 None → [Go to Question 27](#)
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5 to 9
- 6 10 or more

H10020

See Notes 6_q4,7

21. In the last 12 months, how often did your personal doctor listen carefully to you?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 6 I had no visits in the last 12 months

H10021

See Notes 6_q4,7

22. In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 6 I had no visits in the last 12 months

H10022

See Notes 6_q4,7

23. In the last 12 months, how often did your personal doctor show respect for what you had to say?

- 1 Never H10023
- 2 Sometimes
- 3 Usually See Notes 6_q4,7
- 4 Always
- 6 I had no visits in the last 12 months

24. In the last 12 months, how often did your personal doctor spend enough time with you?

- 1 Never H10024
- 2 Sometimes See Notes 6_q4,7
- 3 Usually
- 4 Always
- 6 I had no visits in the last 12 months

25. In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?

- 1 Yes H10025
- 2 No → Go to Question 27 See Notes 6_q4,7,8

26. In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- 1 Never H10026
- 2 Sometimes
- 3 Usually See Notes 6_q4,7,8
- 4 Always

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

- 0 0 Worst personal doctor possible
- 1 1 H10027
- 2 2
- 3 3 See Note 6_q4
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 Best personal doctor possible
- 6 I don't have a personal doctor

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

- 1 Yes → Go to Question 30 S10009
- 2 No See Notes 6_q4, 8A1

29. 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?

- 1 A big problem S10010
- 2 A small problem
- 3 Not a problem See Note 8A1

GETTING HEALTH CARE FROM A SPECIALIST

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

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

In the last 12 months, did you try to make any appointments to see a specialist?

- 1 Yes H10028
- 2 No → Go to Question 34 See Note 9

31. In the last 12 months, how often was it easy to get appointments with specialists?

- 1 Never H10029
- 2 Sometimes
- 3 Usually See Note 9
- 4 Always
- 6 I didn't need a specialist in the last 12 months

32. How many specialists have you seen in the last 12 months?

- 0 None → Go to Question 34
- 1 1 specialist H10030
- 2 2
- 3 3 See Notes 9, 10
- 4 4
- 5 5 or more specialists

33. 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?

- 0 0 Worst specialist possible
- 1 1 H10031
- 2 2
- 3 3 See Notes 9, 10
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 Best specialist possible
- 6 I didn't see a specialist in the last 12 months

34. In general, how would you rate your overall mental or emotional health?
- | | | |
|---|------------------------------------|--------|
| 1 | <input type="checkbox"/> Excellent | S10B01 |
| 2 | <input type="checkbox"/> Very good | |
| 3 | <input type="checkbox"/> Good | |
| 4 | <input type="checkbox"/> Fair | |
| 5 | <input type="checkbox"/> Poor | |
35. In the last 12 months, did you need any treatment or counseling for a personal or family problem?
- | | | |
|---|---|---------------|
| 1 | <input type="checkbox"/> Yes | S10B02 |
| 2 | <input type="checkbox"/> No → Go to Question 38 | See Note 10A1 |
36. In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?
- | | | |
|---|--|---------------|
| 1 | <input type="checkbox"/> A big problem | S10B03 |
| 2 | <input type="checkbox"/> A small problem | See Note 10A1 |
| 3 | <input type="checkbox"/> Not a problem | |
37. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate your treatment or counseling in the last 12 months?
- | | | |
|----|---|---------------|
| 0 | <input type="checkbox"/> 0 Worst treatment or counseling possible | |
| 1 | <input type="checkbox"/> 1 | S10B04 |
| 2 | <input type="checkbox"/> 2 | |
| 3 | <input type="checkbox"/> 3 | See Note 10A1 |
| 4 | <input type="checkbox"/> 4 | |
| 5 | <input type="checkbox"/> 5 | |
| 6 | <input type="checkbox"/> 6 | |
| 7 | <input type="checkbox"/> 7 | |
| 8 | <input type="checkbox"/> 8 | |
| 9 | <input type="checkbox"/> 9 | |
| 10 | <input type="checkbox"/> 10 Best treatment or counseling possible | |
| -6 | <input type="checkbox"/> I had no treatment or counseling in the last 12 months | |

YOUR HEALTH PLAN

The next questions ask about your experience with your health plan. By your health plan, we mean the health plan you marked in Question 3.

38. In the last 12 months, did you try to get any kind of care, tests, or treatment through your health plan?
- | | | |
|---|---|-------------|
| 1 | <input type="checkbox"/> Yes | H10032 |
| 2 | <input type="checkbox"/> No → Go to Question 40 | See Note 11 |

39. In the last 12 months, how often was it easy to get the care, tests or treatment you thought you needed through your health plan?
- | | | |
|----|--|-------------|
| 1 | <input type="checkbox"/> Never | H10033 |
| 2 | <input type="checkbox"/> Sometimes | See Note 11 |
| 3 | <input type="checkbox"/> Usually | |
| 4 | <input type="checkbox"/> Always | |
| -6 | <input type="checkbox"/> I didn't need care, tests or treatment through my health plan in the last 12 months | |
40. In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?
- | | | |
|---|---|--------------|
| 1 | <input type="checkbox"/> Yes | H10034B |
| 2 | <input type="checkbox"/> No → Go to Question 42 | See Note 11B |
41. In the last 12 months, how often did the written material or the Internet provide the information you needed about how your plan works?
- | | | |
|----|--|--------------|
| 1 | <input type="checkbox"/> Never | H10034 |
| 2 | <input type="checkbox"/> Sometimes | See Note 11B |
| 3 | <input type="checkbox"/> Usually | |
| 4 | <input type="checkbox"/> Always | |
| -6 | <input type="checkbox"/> I didn't look for information from my health plan in the last 12 months | |
42. Sometimes people need services or equipment beyond what is provided in a regular or routine office visit, such as care from a specialist, physical therapy, a hearing aid, or oxygen. In the last 12 months, did you look for information from your health plan on how much you would have to pay for a health care service or equipment?
- | | | |
|---|---|-------------|
| 1 | <input type="checkbox"/> Yes | H10035 |
| 2 | <input type="checkbox"/> No → Go to Question 44 | See Note 12 |
43. In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment?
- | | | |
|----|---|-------------|
| 1 | <input type="checkbox"/> Never | H10036 |
| 2 | <input type="checkbox"/> Sometimes | See Note 12 |
| 3 | <input type="checkbox"/> Usually | |
| 4 | <input type="checkbox"/> Always | |
| -6 | <input type="checkbox"/> I didn't need a health care service or equipment from my health plan in the last 12 months | |
44. In some health plans, the amount you pay for a prescription medicine can be different for different medicines, or can be different for prescriptions filled by mail instead of at the pharmacy. In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?
- | | | |
|---|---|-------------|
| 1 | <input type="checkbox"/> Yes | H10037 |
| 2 | <input type="checkbox"/> No → Go to Question 46 | See Note 13 |

45. In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medications?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 6 I didn't need prescription medications from my health plan in the last 12 months

H10038
See Note 13

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

- 1 Yes
- 2 No → [Go to Question 49](#)

H10039
See Note 14

47. In the last 12 months, how often did your health plan's customer service give you the information or help you needed?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 6 I didn't call my health plan's customer service in the last 12 months

H10040
See Note 14

48. In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 6 I didn't call my health plan's customer service in the last 12 months

H10041
See Note 14

49. In the last 12 months, did your health plan give you any forms to fill out?

- 1 Yes
- 2 No → [Go to Question 51](#)

H10042
See Note 15

50. In the last 12 months, how often were the forms from your health plan easy to fill out?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 6 I didn't have any experiences with paperwork for my health plan in the last 12 months

H10043
See Note 15

51. 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?

- 1 Yes
- 2 No → [Go to Question 54](#)
- 5 Don't know → [Go to Question 54](#)

H10044
See Note 16

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

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 Don't know
- 6 No claims were sent for me in the last 12 months

H10045
See Note 16

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

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 Don't know
- 6 No claims were sent for me in the last 12 months

H10046
See Note 16

54. 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 0 Worst health plan possible
- 1 1
- 2 2
- 3 3
- 4 4
- 5 5
- 6 6
- 7 7
- 8 8
- 9 9
- 10 10 Best health plan possible

H10047

REFERRALS TO SPECIALISTS

The following questions ask about your experiences getting referrals to specialists. *Specialists* are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and others who specialize in one area of healthcare. Beneficiaries enrolled in TRICARE Prime must get a referral before seeing a specialist, while other health plans may have different requirements.

55. Does the plan you use for all or most of your healthcare require you to get a referral from a doctor in order to see a specialist?

- 1 Yes
2 No → [Go to Question 57](#)

S10R01

See Note 16B1

56. In the last 12 months, did a doctor refer you to a specialist?

- 1 Yes
2 No

S10R02

See Note 16B1

57. In the last 12 months, how did you select the specialist(s) you saw?

MARK ALL THAT APPLY.

- A I did not see a specialist in the last 12 months → [Go to Question 70](#)
B My doctor told me what specialist to see
C I received a suggestion from a friend or relative
D I picked the specialist from a list supplied by TRICARE or my health plan
E I picked the specialist on my own

S10R03A-S10R03E

See Note 16B2

58. In the last 12 months, when you needed to see a specialist, how did you make an appointment?

MARK ALL THAT APPLY.

- A Contacted the appointment line or referral desk
B Called an MTF
C Called my personal doctor's office
D Called the specialist's office
E Asked my personal doctor to make the appointment
F My personal doctor made the appointment for me
G Other

S10R04A-S10R04G

See Note 16B2

59. In the last 12 months, how much of a problem, if any, was it to understand the process you needed to follow to see a specialist?

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

S10R05

See Note 16B2

60. In the last 12 months, were you referred to any civilian specialists?

- 1 Yes
2 No → [Go to Question 65](#)

S10R06

See Notes 16B2, 16B3

61. How much of a problem, if any, was your wait time to see a civilian specialist?

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

S10R07

See Notes 16B2, 16B3

62. In the last 12 months, what is the longest time you spent traveling (round-trip) to see a civilian specialist?

- 1 Less than ½ hour
2 ½ hour to less than 1 hour
3 1 hour to less than 2 hours
4 2 hours to less than 4 hours
5 4 hours to less than 8 hours
6 8 hours or more

S10R08

See Notes 16B2, 16B3

63. In the last 12 months, did you travel more than 100 miles (one way) to see a civilian specialist?

- 1 Yes
2 No

S10R09

See Notes 16B2, 16B3

64. In the last 12 months, how often did your doctor seem informed and up-to-date about the care you got from these civilian specialists?

- 1 Never
2 Sometimes
3 Usually
4 Always

S10R10

See Notes 16B2, 16B3

65. In the last 12 months, were you referred to a specialist at an MTF?

- 1 Yes
2 No → [Go to Question 70](#)

S10R11

See Notes 16B2, 16B4

66. How much of a problem, if any, was your wait time to see a specialist at an MTF?

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

S10R12

See Notes 16B2, 16B4

67. In the last 12 months, what is the longest time you spent traveling (round-trip) to see a specialist at an MTF?
- | | | |
|---|---|----------------------|
| 1 | <input type="checkbox"/> Less than ½ hour | S10R13 |
| 2 | <input type="checkbox"/> ½ hour to less than 1 hour | See Notes 16B2, 16B4 |
| 3 | <input type="checkbox"/> 1 hour to less than 2 hours | |
| 4 | <input type="checkbox"/> 2 hours to less than 4 hours | |
| 5 | <input type="checkbox"/> 4 hours to less than 8 hours | |
| 6 | <input type="checkbox"/> 8 hours or more | |
68. In the last 12 months, did you travel more than 100 miles (one way) to see a specialist at an MTF?
- | | | |
|---|------------------------------|----------------------|
| 1 | <input type="checkbox"/> Yes | S10R14 |
| 2 | <input type="checkbox"/> No | See Notes 16B2, 16B4 |
69. In the last 12 months, how often did your doctor seem informed and up-to-date about the care you got from these specialists at an MTF?
- | | | |
|---|------------------------------------|----------------------|
| 1 | <input type="checkbox"/> Never | S10R15 |
| 2 | <input type="checkbox"/> Sometimes | See Notes 16B2, 16B4 |
| 3 | <input type="checkbox"/> Usually | |
| 4 | <input type="checkbox"/> Always | |

PREVENTIVE CARE

Preventive care is medical care you receive that is intended to maintain your good health or prevent a future medical problem. A physical or blood pressure screening are examples of preventive care.

70. When did you last have a blood pressure reading?
- | | | |
|---|--|--------|
| 3 | <input type="checkbox"/> Less than 12 months ago | H10048 |
| 2 | <input type="checkbox"/> 1 to 2 years ago | |
| 1 | <input type="checkbox"/> More than 2 years ago | |
71. Do you know if your blood pressure is too high?
- | | | |
|---|---|--------|
| 1 | <input type="checkbox"/> Yes, it is too high | H10049 |
| 2 | <input type="checkbox"/> No, it is not too high | |
| 3 | <input type="checkbox"/> Don't know | |
72. When did you last have a flu shot?
- | | | |
|---|--|--------|
| 4 | <input type="checkbox"/> Less than 12 months ago | H10050 |
| 3 | <input type="checkbox"/> 1-2 years ago | |
| 2 | <input type="checkbox"/> More than 2 years ago | |
| 1 | <input type="checkbox"/> Never had a flu shot | |

73. Have you ever smoked at least 100 cigarettes in your entire life?
- | | | |
|---|-------------------------------------|---------------------|
| 1 | <input type="checkbox"/> Yes | H10051 |
| 2 | <input type="checkbox"/> No | → Go to Question 78 |
| 5 | <input type="checkbox"/> Don't know | → Go to Question 78 |
74. Do you now smoke cigarettes every day, some days or not at all?
- | | | |
|--------|-------------------------------------|---------------------|
| | | See Note 17 |
| H10052 | | |
| 4 | <input type="checkbox"/> Every day | → Go to Question 75 |
| 3 | <input type="checkbox"/> Some days | → Go to Question 75 |
| 2 | <input type="checkbox"/> Not at all | → Go to Question 78 |
| 5 | <input type="checkbox"/> Don't know | → Go to Question 78 |
| | | See Note 17 |
75. 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?
- | | | |
|---|--|------------------|
| 1 | <input type="checkbox"/> None | H10053 |
| 2 | <input type="checkbox"/> 1 visit | See Notes 17, 18 |
| 3 | <input type="checkbox"/> 2 to 4 visits | |
| 4 | <input type="checkbox"/> 5 to 9 visits | |
| 5 | <input type="checkbox"/> 10 or more visits | |
| 6 | <input type="checkbox"/> I had no visits in the last 12 months | |
76. 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)?
- | | | |
|---|--|------------------|
| 1 | <input type="checkbox"/> None | H10054 |
| 2 | <input type="checkbox"/> 1 visit | See Notes 17, 18 |
| 3 | <input type="checkbox"/> 2 to 4 visits | |
| 4 | <input type="checkbox"/> 5 to 9 visits | |
| 5 | <input type="checkbox"/> 10 or more visits | |
| 6 | <input type="checkbox"/> I had no visits in the last 12 months | |
77. 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?
- | | | |
|---|--|------------------|
| 1 | <input type="checkbox"/> None | H10055 |
| 2 | <input type="checkbox"/> 1 visit | See Notes 17, 18 |
| 3 | <input type="checkbox"/> 2 to 4 visits | |
| 4 | <input type="checkbox"/> 5 to 9 visits | |
| 5 | <input type="checkbox"/> 10 or more visits | |
| 6 | <input type="checkbox"/> I had no visits in the last 12 months | |

78. Do you currently smoke any tobacco products other than cigarettes, such as cigars, pipes, bidis, kreteks, or any other tobacco product?

Note: Bidis are small, brown, hand-rolled cigarettes from India and other southeast Asian countries. Kreteks are clove cigarettes made in Indonesia that contain clove extract and tobacco.

- 1 Yes
- 2 No
- 5 Don't know

S10D03

79. Do you currently use smokeless tobacco products such as dip, chewing tobacco, snuff or snus every day, some days, or not at all?

- 1 Every day
- 2 Some days
- 3 Not at all

S10D02

80. If you use tobacco products other than cigarettes, on how many visits in the last 12 months were you advised to quit by a doctor or other health provider in your plan?

- 1 None
- 2 1 visit
- 3 2 to 4 visits
- 4 5 to 9 visits
- 5 10 or more visits
- 6 I had no visits in the last 12 months
- 7 I do not use other tobacco products

S10D05

81. Are you male or female?

- 1 Male → [Go to Question 88](#)
- 2 Female

H10056

See Note 19A

82. When did you last have a Pap smear test?

- 5 Within the last 12 months
- 4 1 to 3 years ago
- 3 More than 3 but less than 5 years ago
- 2 5 or more years ago
- 1 Never had a Pap smear test

H10057

See Notes 19A, 19B

83. Are you under age 40?

- 1 Yes → [Go to Question 85](#)
- 2 No

H10058

See Notes 19A, 19B, 20

84. When was the last time your breasts were checked by mammography?

- 5 Within the last 12 months
- 4 1 to 2 years ago
- 3 More than 2 years ago but less than 5 years ago
- 2 5 or more years ago
- 1 Never had a mammogram

H10059

See Notes 19A, 19B, 20

85. Have you been pregnant in the last 12 months or are you pregnant now?

See Notes 19A, 19B, 21

H10060

- 1 Yes, I am currently pregnant → [Go to Question 86](#)
- 2 No, I am not currently pregnant, but have been pregnant in the past 12 months → [Go to Question 87](#)
- 3 No, I am not currently pregnant, and have not been pregnant in the past 12 months → [Go to Question 88](#)

86. In what trimester is your pregnancy?

H10061

- 1 First trimester (up to 12 weeks after 1st day of last period) → [Go to Question 88](#)
- 2 Second trimester (13th through 27th week)
- 3 Third trimester (28th week until delivery)

See Notes 19A, 19B, 21

87. In which trimester did you first receive prenatal care?

See Notes 19A, 19B, 21

H10062

- 4 First trimester (up to 12 weeks after 1st day of last period)
- 3 Second trimester (13th through 27th week)
- 2 Third trimester (28th week until delivery)
- 1 Did not receive prenatal care

ABOUT YOU

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

- 5 Excellent
- 4 Very good
- 3 Good
- 2 Fair
- 1 Poor

H10063

89. Are you limited in any way in any activities because of any impairment or health problem?

- 1 Yes
- 2 No

H10064

90. In the last 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?

- 1 Yes
- 2 No → [Go to Question 92](#)

H10065

See Note 22

91. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- 1 Yes
- 2 No

H10066

See Note 22

92. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

H10067

1 Yes

2 No → *Go to Question 94*

See Note 23

93. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

1 Yes

2 No

H10068

See Note 23

94. How tall are you without your shoes on?

Please give your answer in feet and inches.

H10069F H10069I

Example:

Height	
Feet	Inches
<u>5</u>	<u>6</u>
<input type="checkbox"/> 1	<input type="checkbox"/> 0
<input type="checkbox"/> 2	<input type="checkbox"/> 1
<input type="checkbox"/> 3	<input type="checkbox"/> 2
<input type="checkbox"/> 4	<input type="checkbox"/> 3
<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 4
<input type="checkbox"/> 6	<input type="checkbox"/> 5
<input type="checkbox"/> 7	<input checked="" type="checkbox"/> 6
	<input type="checkbox"/> 7
	<input type="checkbox"/> 8
	<input type="checkbox"/> 9
	<input type="checkbox"/> 10
	<input type="checkbox"/> 11

Your answer:

Height	
Feet	Inches
<input type="checkbox"/> 1	<input type="checkbox"/> 0
<input type="checkbox"/> 2	<input type="checkbox"/> 1
<input type="checkbox"/> 3	<input type="checkbox"/> 2
<input type="checkbox"/> 4	<input type="checkbox"/> 3
<input type="checkbox"/> 5	<input type="checkbox"/> 4
<input type="checkbox"/> 6	<input type="checkbox"/> 5
<input type="checkbox"/> 7	<input type="checkbox"/> 6
	<input type="checkbox"/> 7
	<input type="checkbox"/> 8
	<input type="checkbox"/> 9
	<input type="checkbox"/> 10
	<input type="checkbox"/> 11

95. How much do you weigh without your shoes on?

Please give your answer in pounds.

H10070

Example:

Weight		
Pounds		
<u>1</u>	<u>6</u>	<u>0</u>
<input type="checkbox"/> 0	<input type="checkbox"/> 0	<input checked="" type="checkbox"/> 0
<input checked="" type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
	<input type="checkbox"/> 4	<input type="checkbox"/> 4
	<input type="checkbox"/> 5	<input type="checkbox"/> 5
	<input checked="" type="checkbox"/> 6	<input type="checkbox"/> 6
	<input type="checkbox"/> 7	<input type="checkbox"/> 7
	<input type="checkbox"/> 8	<input type="checkbox"/> 8
	<input type="checkbox"/> 9	<input type="checkbox"/> 9

Your Answer:

Weight		
Pounds		
<input type="checkbox"/> 0	<input type="checkbox"/> 0	<input type="checkbox"/> 0
<input type="checkbox"/> 1	<input type="checkbox"/> 1	<input type="checkbox"/> 1
<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2
<input type="checkbox"/> 3	<input type="checkbox"/> 3	<input type="checkbox"/> 3
	<input type="checkbox"/> 4	<input type="checkbox"/> 4
	<input type="checkbox"/> 5	<input type="checkbox"/> 5
	<input type="checkbox"/> 6	<input type="checkbox"/> 6
	<input type="checkbox"/> 7	<input type="checkbox"/> 7
	<input type="checkbox"/> 8	<input type="checkbox"/> 8
	<input type="checkbox"/> 9	<input type="checkbox"/> 9

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

SREDA

1 8th grade or less

2 Some high school, but did not graduate

3 High school graduate or GED

4 Some college or 2-year degree

5 4-year college graduate

6 More than 4-year college degree

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

(Mark "NO" if not Spanish/Hispanic/Latino.)

See Note 24

A No, not Spanish, Hispanic, or Latino

B Yes, Mexican, Mexican American, Chicano

C Yes, Puerto Rican

D Yes, Cuban

E Yes, other Spanish, Hispanic, or Latino

H10071A-H10071E, H10071

98. What is your race?

(Mark ONE OR MORE races to indicate what you consider yourself to be.)

SRRACEA-SRRACEE

A White

B Black or African American

C American Indian or Alaska Native

D Asian (e.g., Asian Indian, Chinese, Filipino, Japanese, Korean, Vietnamese)

E Native Hawaiian or other Pacific Islander (e.g., Samoan, Guamanian, or Chamorro)

99. What is your age now?

SRAGE

1 18 to 24

2 25 to 34

3 35 to 44

4 45 to 54

5 55 to 64

6 65 to 74

7 75 or older

100. Currently, are you covered by Medicare Part A? *Medicare is the federal health insurance program for people aged 65 or older and for certain persons with disabilities. Medicare Part A helps pay for inpatient hospital care.*

H10072

1 Yes, I am now covered by Medicare Part A

2 No, I am not covered by Medicare Part A

101. Currently, are you covered by Medicare Part B? *Medicare is the federal health insurance program for people aged 65 or older and for certain persons with disabilities. Medicare Part B helps pay for doctor's services, outpatient hospital services, and certain other services.*

H10073

1 Yes, I am now covered by Medicare Part B

2 No, I am not covered by Medicare Part B

102. Currently, are you covered by Medicare supplemental insurance? *Medicare supplemental insurance, also called Medigap or MediSup, is usually obtained from private insurance companies and covers some of the costs not paid for by Medicare.*

H10074

- 1 Yes, I am now covered by Medicare supplemental insurance
- 2 No, I am not covered by Medicare supplemental insurance

103. Using a scale of 1 to 5, with 1 being "strongly disagree" and 5 being "strongly agree", how much do you agree with the following statement: In general, I am able to see my provider(s) when needed?

S10011

- 1 1 Strongly disagree
- 2 2 Disagree
- 3 3 Neither agree nor disagree
- 4 4 Agree
- 5 5 Strongly agree

104. Using a scale of 1 to 5, with 1 being "completely dissatisfied" and 5 being "completely satisfied", how satisfied are you, overall, with the health care you received during your last visit?

S10014

- 1 1 Completely dissatisfied
- 2 2 Somewhat dissatisfied
- 3 3 Neither satisfied nor dissatisfied
- 4 4 Somewhat satisfied
- 5 5 Completely satisfied

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:

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

Questions about the survey?

Email: survey-dodq2@synovate.net

Toll-free phone (in the US, Puerto Rico and Canada):
1-877-236-2390, available 24 hours a day
Toll-free fax (in the US and Canada): 1-800-409-7681

International Toll-Free numbers:

Germany: 0 800 182 1532
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When calling or writing, please provide your 8-digit ID number printed in blue on the letter accompanying this survey.

Questions about your TRICARE coverage?

For additional information on TRICARE, or if you are not sure about your benefits, or if you don't have a primary care manager, contact the TRICARE Service Center in your region:

North: 1-877-874-2273
South: 1-800-444-5445
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The website is:

www.tricare.osd.mil/tricare-servicecenters

Veterans: Contact the US Department of Veterans Affairs at **1-877-222-VETS**; or go to www.va.gov