

2014 Consumer Health Care Survey



**Si gusta recibir la versión en español de esta encuesta,
favor llamar al 1-877-650-2362.**

THIS QUESTIONNAIRE WAS ADAPTED FROM THE CAHPS HEALTH PLAN SURVEY,
WHICH WAS DEVELOPED AND FUNDED BY THE AGENCY FOR HEALTHCARE RESEARCH AND QUALITY, ROCKVILLE, MD.

DATA COLLECTION AND ANALYSIS BY


Arkansas Foundation
for Medical CareSM
www.afmc.org

Survey Instructions

IMPORTANT: Please read before answering questions!

Answer the questions by checking the box to the left of your answer.

You may be asked to skip some questions that don't apply to you. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

1 Yes

2 NO → [Go to question 13](#)

Your privacy is protected. All information that would let someone identify you or your family will be kept private. Your responses to this survey are also completely **confidential**. You may notice a number on the cover of the survey. This number is used **only** to let us know if you returned your survey so we don't have to send you reminders. Neither the Arkansas Foundation for Medical Care (AFMC) nor your insurance company will see your name or other information. All surveys are anonymous.

We appreciate your help in completing the survey.

If you choose not to, however, it will not affect the benefits you get.

If you have questions about this survey or want to know more about this study, please call toll-free 1-877-650-2362.

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Your health care in the last 6 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.

- 1) In the last 6 months, did you have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?
- 1 Yes
2 **NO** → [Go to Question 4](#)
- 2) In the last 6 months, when you **needed care right away**, how often did you get care as soon as you needed?
- 1 Never
2 Sometimes
3 Usually
4 Always
- 3) In the last 6 months, how many times did you go to an emergency room?
- 0 None
1 1 time
2 2
3 3
4 4
5 5 to 9
6 10 or more times

- 4) In the last 6 months, did you make any appointments for a **check-up or routine care** at a doctor's office or clinic?
- 1 Yes
2 **NO** → [Go to Question 6](#)
- 5) In the last 6 months, how often did you get an appointment for a **check-up or routine care** at a doctor's office or clinic as soon as you needed?
- 1 Never
2 Sometimes
3 Usually
4 Always
- 6) In the last 6 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 health care for yourself?
- 0 **NONE** → [Go to Question 12](#)
1 1 time
2 2
3 3
4 4
5 5 to 9
6 10 or more times
- 7) In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
- 1 Yes
2 No

8) 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 6 months?

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

9) In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

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

10) An interpreter is someone who helps you talk with others who do not speak your language. In the last 6 months, did you need an interpreter to help you speak with anyone at your doctor's office or clinic?

- 1 Yes
- 2 **NO** → **Go to Question 12**

11) In the last 6 months, when you needed an interpreter at your doctor's office or clinic, how often did you get one?

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

Your personal doctor

These questions are about your personal doctor or health care provider. For this survey, consider your personal doctor as anyone you see for your regular health care, including nurse practitioners and physician assistants.

12) A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- 1 Yes
- 2 **NO** → **Go to Question 31**

13) Check who you consider to be your personal doctor.

- 1 Physician (MD or DO)
- 2 Nurse practitioner (APN)
- 3 Physician assistant (PA)
- 4 Other (**Please specify. Please print.**)

14) In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- 0 **NONE** → **Go to Question 25**
- 1 1 time
- 2 2
- 3 3
- 4 4
- 5 5 to 9
- 6 10 or more times

15) In the last 6 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

16) In the last 6 months, how often did your personal doctor listen carefully to you?

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

17) In the last 6 months, how often did your personal doctor show respect for what you had to say?

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

18) In the last 6 months, how often did your personal doctor spend enough time with you?

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

19) When you visited your personal doctor for a scheduled appointment in the last 6 months, how often did he or she have your medical records or other information about your care?

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

20) In the last 6 months, did your personal doctor order a blood test, x-ray, or other test for you?

- 1 Yes
- 2 **NO** → [Go to Question 23](#)

21) In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those results?

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

22) In the last 6 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did you get those results as soon as you needed them?

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

23) In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- 1 Yes
- 2 **NO** → [Go to Question 25](#)

24) In the last 6 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
- 2 Sometimes
- 3 Usually
- 4 Always

25) 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?

- 00 0 Worst personal doctor possible
- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 06 6
- 07 7
- 08 8
- 09 9
- 10 10 Best personal doctor possible

26) In the last 6 months, did you take any prescription medicine?

- 1 Yes
- 2 **NO** → [Go to Question 28](#)

27) In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?

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

28) In the last 6 months, did you get care from more than one kind of health care provider or use more than one kind of health care service?

- 1 Yes
- 2 **NO** → [Go to Question 31](#)

29) In the last 6 months, did you need help from anyone in your personal doctor's office to manage your care among these different providers and services?

- 1 Yes
- 2 **NO** → [Go to Question 31](#)

30) In the last 6 months, how often did you get the **help that you needed** from your personal doctor's office to manage your care among these different providers and services?

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

Getting health care from specialists

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

31) 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 6 months, did you make any appointments to see a specialist?

- 1 Yes
- 2 **NO** → [Go to Question 35](#)

32) In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

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

33) How many specialists have you seen in the last 6 months?

- 0 **NONE** → [Go to Question 35](#)
- 1 1 specialist
- 2 2
- 3 3
- 4 4
- 5 5 or more specialists

34) We want to know your rating of the specialist you saw most often in the last 6 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 that specialist?

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

Getting information in person

The following questions ask about your experiences when you met in person with anyone from an agency or organization that helps people get health insurance through the Health Insurance Marketplace between October 1, 2013, and September 30, 2014.

35) Between October 1, 2013, and September 30, 2014, did you meet in person with anyone from an organization that helps people get health insurance through the Health Insurance Marketplace?

- 1 **YES** → [Go to Question 37](#)
- 2 No

36) Between October 1, 2013, and September 30, 2014, did you want in-person help but were unable to get it because the building was not accessible for persons with disabilities?

- 1 **YES** → [Go to Question 46](#)
- 2 **NO** → [Go to Question 46](#)

37) Who helped you get health insurance through the Health Insurance Marketplace?

Mark one or more.

- A Insurance agent
- B Guide or navigator
- C Certified application counselor
- D Other (**Please specify. Please print.**)

38) Between October 1, 2013, and September 30, 2014, how often did you get the information or help you needed when you met in person with someone about getting health insurance from the Health Insurance Marketplace?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 **ALWAYS** → Go to Question 40

39) Were any of the following a reason why you did **not** get the information or help you needed when you met in person with someone about getting health insurance from the Health Insurance Marketplace? **Mark one or more.**

Did **not** get the information or help because:

- A There was not enough time
- B They did not have the information you needed
- C The information they gave you was hard to understand
- D The information they gave you was wrong
- E You could not talk or sign to someone in the language you prefer
- F Some other reason

(Please specify. Please print.)

40) Between October 1, 2013, and September 30, 2014, how often was it easy to understand the information you got when you met in person with someone about getting health insurance from the Health Insurance Marketplace?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 **ALWAYS** → Go to Question 42

41) What kind of information was **not** easy to understand when you met in person with someone about getting health insurance from the Health Insurance Marketplace?

Mark one or more.

Not easy to understand:

- A How to get help paying for your health insurance
- B Important deadlines
- C Benefits and coverage for doctor or specialist visits
- D Benefits and coverage for prescription drugs
- E Benefits and coverage for prenatal care or childbirth
- F How much you would have to pay for each health plan
- G How much you would have to pay out-of-pocket for health care services in each health plan
- H What is included in a “wellness visit” and what you would have to pay
- I Which doctors are in each health plan
- J What you would have to pay if you used a doctor outside of the health plan
- K How to figure out your family size or income
- L Which doctors in each health plan have offices that are accessible for people with disabilities
- M How to find a health plan that meets your family’s needs
- N Something else

(Please specify. Please print.)

42) Between October 1, 2013, and September 30, 2014, how often were the persons you met with about getting health insurance from the Health Insurance Marketplace as helpful as you thought they should be?

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

43) Between October 1, 2013, and September 30, 2014, how often did the persons you met with about getting health insurance from the Health Insurance Marketplace use words or phrases you did not understand?

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

44) Between October 1, 2013, and September 30, 2014, how often did the persons you met with about getting health insurance from the Health Insurance Marketplace treat you with courtesy and respect?

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

45) We want to know your rating of the in-person assistance you got to help you use the Health Insurance Marketplace between October 1, 2013, and September 30, 2014. Using any number from 0 to 10, where 0 is the worst in-person assistance possible and 10 is the best in-person assistance possible, what number would you use to rate the assistance you got when you met in person with someone about getting health insurance from the Health Insurance Marketplace?

- 00 0 Worst in-person assistance possible
- 01 1
- 02 2
- 03 3
- 04 4
- 05 5
- 06 6
- 07 7
- 08 8
- 09 9
- 10 10 Best in-person assistance possible

Choosing a health plan

The following questions ask about your experience choosing a health plan through the Health Insurance Marketplace between October 1, 2013, and September 30, 2014.

46) Between October 1, 2013, and September 30, 2014, were you looking for health insurance for yourself or for another family member through the Health Insurance Marketplace?

- 1 Yes
- 2 No

47) Between October 1, 2013, and September 30, 2014, did you consider the services covered by the health plans available to you in the Health Insurance Marketplace and how much you would have to pay?

- 1 Yes
- 2 **NO** → [Go to Question 50](#)

48) Between October 1, 2013, and September 30, 2014, how often was it easy to understand the services covered by the health plans available to you?

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

49) Between October 1, 2013, and September 30, 2014, how often was it easy to understand how much you would have to pay?

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

50) Between October 1, 2013, and September 30, 2014, did you try to find out which plans in the Health Insurance Marketplace had the doctors or hospitals you wanted?

- 1 Yes
- 2 **NO** → [Go to Question 52](#)

51) Between October 1, 2013, and September 30, 2014, how often was it easy to understand which health plans had the doctors or hospitals you wanted?

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

52) Did you choose a health plan through the Health Insurance Marketplace?

- 1 Yes
- 2 **NO** → [Go to Question 54](#)

53) Was it easy to choose a health plan?

- 1 Yes, definitely
- 2 Yes, somewhat
- 3 No

Your health plan

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

54) Between the time you turned 18 and December 31, 2013, have you ever had any kind of health insurance?

- 1 Yes, individual insurance plan
- 2 Yes, under parent's plan
- 3 Yes, under parent's plan and individual insurance plan
- 4 No, this is my first insurance plan
→ **Go to Question 56**

55) In the 6 months **before you enrolled** in the Health Insurance Marketplace, were you covered by **health** insurance?

- 1 Yes
- 2 No
- 3 Not applicable

56) In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- 1 Yes
- 2 **NO** → **Go to Question 58**

57) In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

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

58) 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 6 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 Yes
- 2 **NO** → **Go to Question 60**

59) In the last 6 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 Never
- 2 Sometimes
- 3 Usually
- 4 Always

60) 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 6 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines before you got them?

- 1 Yes
- 2 **NO** → **Go to Question 62**

61) In the last 6 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines?

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

62) In the last 6 months, did you get information or help from your health plan's customer service?

- 1 Yes
- 2 **NO** → **Go to Question 65**

63) In the last 6 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

64) In the last 6 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

65) In the last 6 months, did your health plan give you any forms to fill out?

- 1 Yes
- 2 **NO** → **Go to Question 70**

66) In the last 6 months, how often were the forms from your health plan easy to fill out?

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

67) In the last 6 months, how often were the forms that you had to fill out available in the language you prefer?

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

68) In the last 6 months, did you need the forms in a different format, such as large print or braille?

- 1 Yes
- 2 **NO** → **Go to Question 70**

69) In the last 6 months, how often were the forms that you had to fill out available in the format you needed, such as large print or braille?

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

70) Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may send them to your health plan for you. In the last 6 months, did you or anyone else send in any claims for payment of your health care costs to your health plan?

- 1 Yes
- 2 **NO** → **Go to Question 73**
- 3 **Don't know** → **Go to Question 73**

71) In the last 6 months, how often did your health plan handle your claims quickly?

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

72) In the last 6 months, how often did your health plan handle your claims correctly?

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

73) 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?

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

74) In the last 6 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

75) In the last 6 months, how often did your health plan not pay for a service that your doctor said you needed?

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

76) In the last 6 months, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for?

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

77) In the last 6 months, did you delay or not visit a doctor because you were worried about the cost? Do **not** include dental care.

- 1 Yes
- 2 No

78) In the last 6 months, did you delay or not visit a doctor because you could not afford to miss time off from work to go to the doctor?

- 1 Yes
- 2 No

79) In the last 6 months, did you delay or not fill a prescription because you were worried about the cost?

- 1 Yes
- 2 No

About you

80) In general, how would you rate your overall health?

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

81) In general, how would you rate your overall **mental or emotional health**?

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

82) Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- 1 Every day
- 2 Some days
- 3 **Not at all** → **Go to Question 86**
- 4 **Don't know** → **Go to Question 86**

83) In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

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

84) In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

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

85) In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

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

86) Do you take aspirin daily or every other day?

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

87) Do you have a health problem or take medication that makes taking aspirin unsafe for you?

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

88) Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- 1 Yes
- 2 No

89) Are you aware that you have any of the following conditions? **Mark one or more.**

- A High cholesterol
- B High blood pressure
- C Parent or sibling with heart attack before the age of 60

90) Has a doctor ever told you that you have any of the following conditions? **Mark one or more.**

- A A heart attack
- B Angina or coronary heart disease
- C A stroke
- D Any kind of diabetes or high blood sugar

91) In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- 1 Yes
- 2 **NO** → **Go to Question 93**

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

- 1 Yes
- 2 No

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

- 1 Yes
- 2 **NO** → **Go to Question 95**

94) 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

95) What is the highest grade or level of school that you have completed?

- 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

96) What **best** describes your employment status? Are you: **[Mark only ONE.]**

- 1 Employed full-time
- 2 Employed part-time
- 3 A homemaker
- 4 A full-time student
- 5 Retired
- 6 Unable to work for health reasons
- 7 Unemployed
- 8 Other

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

- 1 Yes, Hispanic or Latino
- 2 No, not Hispanic or Latino

98) What is your race? **Mark one or more.**

- A White
- B Black or African American
- C Asian
- D Native Hawaiian or
Other Pacific Islander
- E American Indian or Alaska Native
- F Other **(Please specify. Please print.)**

99) What is your preferred language?

- 1 English
If English → Go to Question 101
- 2 Spanish
- 3 Chinese
- 4 Other **(Please specify. Please print.)**

100) How well do you speak English?

- 1 Very well
- 2 Well
- 3 Not well
- 4 Not at all

101) Did someone help you complete this survey?

- 1 **YES → Go to Question 102**
- 2 **NO → Thank you.**

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

102) How did that person help you?

Mark one or more.

- A Read the questions to me
- B Wrote down the answers I gave
- C Answered the questions for me
- D Translated the questions into
my language
- E Helped in some other way
(Please specify. Please print.)

THANK YOU!

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



Arkansas
HEALTH 
CONNECTOR