

The Massachusetts Health Reform Survey

Methodology Report

Round 1 – Fall 2006

Round 2 – Fall 2007

Round 3 – Fall 2008

Round 4 – Fall 2009

Round 5 – Fall 2010

Round 6 – Fall 2012

Round 7 – Fall 2013

Round 8 – Fall 2015

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I. Overview of the Massachusetts Health Reform Survey

In April 2006, Massachusetts passed a comprehensive health care reform bill entitled An Act Providing Access To Affordable, Quality, Accountable Health Care (Chapter 58 of the Acts of 2006), that sought to move the state to near universal coverage. In order to track the impacts of Chapter 58, the Blue Cross Blue Shield of Massachusetts Foundation began funding an annual telephone survey of nonelderly adults in the Commonwealth in fall 2006, just prior to the implementation of key elements of the law. That survey, called the Massachusetts Health Reform Survey (MHRS), has been fielded in the fall of 2006-2010, 2012 and 2013. The survey is funded by the Blue Cross Blue Shield of Massachusetts Foundation, with support for selected years from the Commonwealth Fund (2006-2008) and the Robert Wood Johnson Foundation (2006-2008, 2012, 2013). The MHRS is fielded by Social Science Research Solutions (SSRS, formerly International Communications Research) in conjunction with the Urban Institute.

Public use files for the 2015 MHRS will be available through the Inter-university Consortium for Political and Social Research (<http://www.icpsr.umich.edu/icpsrweb/landing.jsp>) in early 2016.

Sample design. The MHRS sample was designed by Marketing Systems Group (MSG), using the GENESYS IDplus and CSS procedures to eliminate non-working and business landline numbers from the sample.

Survey samples. The MHRS is conducted with a random sample of working-age adults in Massachusetts in each year. In the initial years of the survey (2006–2009), “working-age” was defined as ages 18 to 64; in 2010 the definition was changed to ages 19 to 64 to establish consistency with the definition used by the Massachusetts Division of Health Care Finance and Policy, now the Center for Health Information and Analysis (CHIA).

The 2006 MHRS was based on a stratified random sample of households with a landline telephone. The survey oversampled low and moderate-income populations targeted by many of the elements of Massachusetts’ health reform initiative. The oversamples included uninsured adults, low-income adults with family income below 300 percent of the federal poverty level (FPL), and moderate-income adults with family income between 300 and 500 percent of the FPL. The same basic design was used in the 2006-2009 rounds of the MHRS. In the 2008 MHRS, additional oversamples were added based on geographic areas and selected minority populations (African American and Hispanic adults). In the 2010 MHRS, a random sample of cell phones was added to the survey to supplement the landline telephone sample to reduce the coverage issues associated with a landline-only survey. Finally, in the 2012 MHRS, the oversample of uninsured adults was dropped from the survey to reduce survey fielding costs.

The decision to change the survey design in 2010 to include both landline telephones and cell phones reflects the rapid increase in the share of cell phone-only households in Massachusetts and the nation over the last few years. Estimates based on the National Health Interview Survey (NHIS) showed a nationwide increase in the percentage of adults in cell phone-only households

from 9.6 percent in January–June 2006 to 27.8 percent in July–December 2010.^{1 2} Estimates for Massachusetts also showed a large gain in the percentage of adults in cell phone-only households, increasing from 7.9 percent in January–December 2007 to 16.8 percent in July 2009–June 2010.³

As shown in Table 1, the sample size for each round of the MHRS between 2006 and 2013 was roughly 3,000 nonelderly adults. The larger sample size in 2008 reflects the additional oversamples by geographic region and for African American and Hispanic adults in the 2008 MHRS. In 2015 the sample size was reduced to roughly 2,000 nonelderly adults to reduce survey fielding costs.

Table 1: MHRS Sample Sizes, 2006-2015				
Year	Landline Sample	Cell Phone Sample	Total	Margin of Error*
2006	3,010	-	3,010	+/- 2.4%
2007	2,938	-	2,938	+/-2.6%
2008	4,046	-	4,046	+/-2.8%
2009	3,165	-	3,165	+/-2.6%
2010	2,418	622	3,040	+/-2.5%
2012	2,411	749	3,160	+/-2.5%
2013	2,151	873	3,024	+/-2.5%
2015	1,214	800	2,014	+/-3.0%

*Weighted margin of error at the 95 percent confidence level

Oversamples in the landline sample. As noted above, the landline sample in the MHRS has included oversamples of uninsured adults (2006-2010), low- and moderate-income adults (all years), and, in 2008, adults in specific geographic areas and in specific minority population groups.

Oversample of uninsured adults. In order to identify uninsured adults for the uninsured oversamples in 2006-2010, the survey included a set of screening questions that asked whether any household members in the appropriate age range (18 to 64 in the pre-2010 years of the survey and 19 to 64 in the 2010 MHRS) were currently covered by any type of health insurance. Based on the responses to those questions, one working-age adult was selected at random from

¹ Blumberg, S.J. and Luke, J.V. Wireless Substitution: Early Release of Estimates Based on Data from the National Health Interview Survey, July–December 2006. Hyattsville, MD: National Center for Health Statistics, 2007. Available at www.cdc.gov/nchs/nhis.htm.

² Blumberg, S.J. and Luke, J.V. Wireless Substitution: Early Release of Estimates from the National Health Interview Survey, July–December 2010. Hyattsville, MD: National Center for Health Statistics, 2011. Available at www.cdc.gov/nchs/nhis.htm.

³ The estimates for Massachusetts (and the remaining states) are based on small-area statistical modeling techniques. For a discussion of the methods and the estimates, see Blumberg, S.J., Luke, J.V., Ganesh, N., et al. Wireless Substitution: State-level Estimates from the National Health Interview Survey, January 2007–June 2010. National Health Statistics Reports, no 39. Hyattsville, MD: National Center for Health Statistics, 2011. Available at www.cdc.gov/nchs/data/nhsr/nhsr039.pdf.

each eligible household to complete the full survey, with an oversample of the adults who are reported to be uninsured. The full survey included more detailed insurance questions to identify specific types of coverage. In the 2012, 2013, and 2015 MHRS, the oversample of uninsured adults was eliminated to reduce the cost of fielding the survey. The screening questions on insurance status were dropped from the survey instrument in 2012. The sample sizes of uninsured adults in the MHRS are summarized in Table 2.

Table 2: MHRS Sample Sizes for Uninsured Nonelderly Adults, 2006-2015		
Year	Uninsured Adults	Margin of error*
2006	703	+/- 5.6%
2007	402	+/-6.7%
2008	448	+/-8.3%
2009	382	+/-8.2%
2010	304	+/-9.3%
2012	130	+/-10.8%
2013	100	+/-13.9%
2015	63	+/-24.5%

*Weighted margin of error at the 95 percent confidence level

Oversamples of low- and moderate-income adults. The oversamples of low- and moderate-income adults are based on a geographic sampling strategy whereby local telephone exchanges are divided into three groups to reflect areas with high, moderate, and low concentrations of low- and moderate-income households. Disproportionate shares of the sample were drawn from blocks of telephone exchanges in the state with high concentrations of low- and moderate-income households. Table 3 summarizes the sample sizes for low- and moderate-income adults (before imputation), with low-income defined as those with family income below 300 percent of the FPL and moderate income defined as family income between 300 and 500 percent of the FPL.

Table 3: MHRS Sample Sizes for Low-Income Nonelderly Adults, 2006-2015				
Year	Low-Income Adults	Margin of error*	Moderate-Income Adults	Margin of Error*
2006	1,381	+/- 3.6%	702	+/- 5.0%
2007	1,234	+/-4.6%	607	+/-5.1%
2008	2,055	+/- 4.4%	854	+/-5.1%
2009	1,424	+/-4.4%	672	+/-5.3%
2010	1,640	+/-3.5%	641	+/-5.2%
2012	1,320	+/-3.7%	626	+/-5.8%
2013	1,245	+/-4.0%	554	+/-5.3%
2015	878	+/-4.4%	364	+/-6.8%

*Weighted margin of error at the 95 percent confidence level

Oversamples by geographic area and for racial/ethnic minorities in the 2008 MHRS. As noted above the 2008 MHRS included two additional oversamples. The geographic oversample was obtained by selecting additional survey sample from telephone exchanges that were specific to each of the areas. The African American and Hispanic oversamples were obtained by selecting additional samples in areas with high concentrations of African American and Hispanic households. The sample sizes by region and racial/ethnicity groups in 2008 are summarized in Table 4.

Table 4: MHRS Sample Sizes by Region and Racial/Ethnic Group, 2008					
Oversample	Sample from Core Survey	Margin of Error: Core Survey*	Sample from Targeted Oversamples	Total Sample	Margin of Error: Total*
Southeast region	763	7.4%	--	850	7.2%
Central region	475	6.3%	128	643	5.7%
Northeast region	492	6.5%	109	667	6.1%
MetroWest region	298	7.8%	125	499	6.1%
Western region	672	6.4%	--	745	6.1%
Boston region	380	8.5%	44	642	6.6%
African American	253	10.1%	305	581	7.1%
Hispanic	304	11.9%	255	581	7.3%

*Weighted margin of error at the 95 percent confidence level

Survey fielding. The field period for the 2015 MHRS was September 8 to November 8, 2015, which is somewhat earlier and shorter than the October to January period of earlier rounds of the survey. All interviews are conducted using the Computer Assisted Telephone Interviewing (CATI) system. The CATI system ensured that questions followed logical skip patterns and that the listed attributes automatically rotated, eliminating “question position” bias. Extensive checking of the program was conducted to assure that skip patterns and sample splits followed the design of the questionnaire.

The survey was translated into Spanish to increase the survey’s coverage by including non-English speaking respondents in the survey. Of the 2,014 interviews in the 2015 MHRS, 77 were completed in Spanish.

CATI interviewers received written survey materials and formal training on administering the survey instrument. The written materials were provided prior to the beginning of the field period and included an annotated questionnaire that contained information about the goals of the study as well as detailed explanations of why questions were being asked, the meaning and pronunciation of key terms, potential obstacles to be overcome in getting good answers to questions, and anticipated respondent problems, along with strategies for addressing them.

Prior to the beginning of the field period, pre-test interviews were conducted to ensure that the questionnaire and CATI program were working properly. The 2015 MHRS pre-test

demonstrated that the instrument was running longer than supported by the 2015 budget(discussed below), and on the basis of this finding, several modifications were made to the questionnaire to shorten the length of the interview. Additional pre-test interviews were conducted to check the modifications to the questionnaire.

Interviewer training was conducted immediately before the survey was officially launched. Call center supervisors and interviewers were walked through each question in the questionnaire. Interviewers were given instructions to help them maximize response rates and ensure accurate data collection.

Survey content. In addition to questions on health insurance coverage, the MHRS includes questions that focus on the individual's access to and use of health care and health care affordability, as well as health and disability status. With few exceptions, the MHRS relies on questions drawn from established, well-validated surveys.⁴ While we sought to maintain consistency with those prior surveys, some questions were modified to ensure that they address the issues of particular concern in Massachusetts. In addition, we developed new questions for some issues specific to the context of Massachusetts' reform initiative. The survey questionnaires for each year of the MHRS are included as an appendix to this report.

Over time there have been changes to the content of the survey to add questions on emerging issues and, in order to keep the survey at a reasonable length, to eliminate questions that are deemed to be less useful. Table 5 indicates the questions that have changed (based on question numbers in the questionnaires in the appendix). As shown in Table 5, a number of questions were dropped to shorten the survey in order to reduce fielding costs. The only additions in the 2015 MHRS were questions insurance that covers dental care.

Like all survey-based research, the MHRS relies on self-reported information. The quality of the data depends on the survey respondent's ability to understand the questions and the response categories, to remember the relevant information, and to report the information accurately. We would expect the quality of the information reported by the respondent to be better for more recent circumstances and events and for events with greater saliency (e.g., current insurance status). Problems with recall are more likely for events that are more distant in time (e.g., number of doctor visits over the past year), while problems with misreporting are more likely for sensitive or embarrassing questions (e.g., problems paying medical bills) or questions that are more difficult to answer (e.g., the amount of out-of-pocket health care spending over the past year).

⁴ These include government-sponsored surveys, such as the National Health Interview Survey (NHIS), the Medical Expenditure Panel Survey (MEPS), and Consumer Assessment of Healthcare Providers and Systems (CAHPS), and special surveys such as the Massachusetts Division of Health Care Finance and Policy's Survey of Health Insurance Status, the Commonwealth Fund's Biennial Health Insurance Survey and Consumerism in Health Care Survey, the Kaiser Family Foundation's Low-income Survey, the Urban Institute's National Survey of America's Families, and the RAND Corporation's Survey of Individual Market Candidates in California, among others.

Table 5: Summary of MHRS Questionnaire Changes Over Time

Question Number	Change
CELL1	2010: Question added
CELL2	2010: Question added
CELL3	2010: Question added
HHx1	2007: Question deleted
HHx2	2012: Question deleted
HH6	2012: Question deleted
HH3a	2007: Question added
HH6a	2012: Question deleted
HH7	2012: Question deleted
HH7a	2012: Question deleted
HH8	2012: Question deleted
HH8a	2012: Question deleted
HH8b	2012: Question deleted
HH9	2012: Question deleted
HH9a	2007: Question added; 2012: Question modified
HH9b	2007: Question added; 2012: Question deleted
HH12	2012: Question deleted
HH13	2012: Question deleted
C2	2010: Question modified
C2a	2007: Question added; 2012: Question modified; 2015: Question deleted
C2a1	2010: Question added; 2012: Question deleted
C2b	2009: Question added; 2010: Question deleted
C2c	2009: Question added; 2010: Question deleted
C3a2	2008: Question added; 2010: Question modified; 2015: item d deleted
C3a3	2012: Question added; 2015: Question deleted
C3b	2015: Question deleted
C3b1	2009: Question added; 2010: Question deleted; 2012: Question replaced with new question; 2015: Question deleted
C3b2	2009: Question added; 2010: Question deleted
C3c	2015: Question deleted
C3c1	2015: Question deleted
C3c2	2010: Question deleted; 2015: Question deleted
C3c2a	2007: Question added; 2009: Question modified; 2010: Question deleted
C3d	2010: Questions modified; 2015: Question deleted
C3d1	2010: Question added; 2015: Question deleted

Question Number	Change
C3d2	2010: Question added; 2015: Question deleted
C3f	2015: Question deleted
C3f1	2009: Question added; 2010: Question deleted
C3f2	2009: Question added; 2010: Question deleted
C3g	2015: Question deleted
C3h	2008: Question added
C3hc	2012: Question deleted
C3i	2008: Question added; 2010: Question modified; 2015: Question deleted
C3j	2010: Question added; 2012: Question deleted
C3k	2010: Question added; 2012: Question deleted
C3k2	2012: Question added
C4	2012: Questions modified; 2015: Question modified
C4a2	2010: Question added; 2012: Question deleted
C5	2010: Question added; 2012: Question modified; 2015: Question deleted
C5e	2010: Question added; 2012: Question deleted; 2015: Question deleted
C5e1	2010: Question added; 2015: Question deleted
C5e2	2010: Question added; 2015: Question deleted
C6	2015: Question deleted
C7	2012: Question added; 2015: Question deleted
C8	2012: Question added; 2015: Question deleted
C9	2012: Question deleted
C10	2012: Question added; 2015: Question deleted
C11	2012: Question added; 2015: Question deleted
D1a	2010: Question modified
E1	2010: Question modified; 2015: Question deleted
E1a	2010: Questions modified; 2015: Question deleted
E1ad	2010: Question added; 2012: Question deleted
E1ae	2010: Question added
E1af	2010: Question added; 2012: Question modified; 2015: item g deleted
E2a	2009: Question added; 2012: Question deleted
E2b	2010: Question added; 2012: Question modified; 2015: Question deleted
E3a	2015: Question deleted
E3a1	2015: Question deleted
E3b	2010: Question added; 2015: Question deleted
E3c	2012: Question added
E4a	2010: Question added; 2012: Question replaced with new question
F1a	2015: Question deleted
F1b	2015: Question deleted
F1c	2015: Question deleted

Question Number	Change
F2a	2015: Question deleted
F3	2015: Question modified
F3a	2015: Question deleted
F3b	2015: Question deleted
F4	2007: Question added; 2015 Question deleted
F4a	2007: Question added; 2015 Question deleted
F4b	2007: Question added; 2015: Question deleted
F5	2015: Question deleted
F5a1	2007: Question added; 2015: Question deleted
F5a	2015: Question deleted
F5b	2015: Question deleted
F8	2015: Question modified
F8a	2015: Question deleted
F8b	2015: Question deleted
F8c	2015: Question deleted
F9a	2010: Question added; 2015: Question deleted
F9b	2010: Question added; 2015: Question deleted
F9	2015: Question modified
F9aa	2015: Question added
F10	2015: Question deleted
F10b	2008: Question added; 2010: Question replaced with new question; 2015: Question deleted
F11	2015: Question deleted
F11d	2010: Question added; 2015: Question deleted
F11c	2010: Question replaced with new question
F12	2010: Question added
F10a	2015: Question deleted
F10c	2008: Question added; 2010: Question deleted
F11a	2007: Question added; 2015: Question deleted
F11b	2007: Question added; 2015: Question deleted
F11c	2009: Question added; 2015: Question deleted
G1	2015: Question deleted
G2	2015: Question deleted
G3	2015: Question deleted
G3a	2012: Question added; 2015: Question deleted
G3b	2012: Question added; 2015: Question deleted
G3c	2012: Question added; 2015: Question deleted
G4	2015: Question modified
G5	2015: Question deleted

Question Number	Change
G6	2007: Question deleted
G7a	2007: Question deleted
G7b	2007: Question deleted
G8	2015: Question deleted
G8a	2015: Question deleted
G9	2015: Question deleted
G10	2015: Question deleted
G10a	2015: Question deleted
G11	2015: Question deleted
G11a	2015: Question deleted
G11a1	2015: Question deleted
G11a2	2007: Question added; 2015: Question deleted
G12	2009: Question deleted
G12a	2009: Question deleted
G13	2015: Question deleted
G14	2009: Question deleted
G14b1	2009: Question deleted
G15	2015: Question deleted
G16	2015: Question deleted
G16a	2010: Question added; 2015: Question deleted
G16b	2010: Question added; 2015: Question deleted
G16c	2010: Question added
G17	2015: Question deleted
G18	2010: Question deleted
G18a	2007: Question added; 2010: Question deleted
G18b	2007: Question added; 2010: Question deleted
G19	2015: Question deleted
G20	2012: Question added; 2015: Question deleted
G21a	2012: Question added; 2015: Question deleted
G21b	2012: Question added; 2015: Question deleted
G22	2015: Question added
G23	2015: Question added
G24	2015: Question added; 2015: Question deleted
G25	2015: Question added; 2015: Question deleted
H4	2010: Question deleted
H7	2015: Question deleted
I6	2015: Question deleted
I7	2015: Question deleted

Question Number	Change
I8	2015: Question deleted
I8a	2015: Question deleted
I11	2015: Question deleted
I13a	2015: Question deleted
I13b	2015: Question deleted
I14	2015: Question deleted
I15	2007: Question modified
I15a	2010: Question deleted
I15b	2010: Question deleted
I16	2007: Question modified; 2010: Question deleted
I17	2010: Question modified; 2015: Question deleted
I18	2010: Question deleted
I18a	2010: Question deleted
I19	2010: Question deleted
I19a	2007: Question added; 2010: Question deleted
I19b	2007: Question added; 2008: Question deleted
I19b1	2008: Question added; 2012: Question deleted
I19b2	2008: Question added; 2012: Question deleted
I19b3	2008: Question added; 2012: Question deleted
I19c	2007: Question added; 2012: Question deleted
I19d	2007: Question added; 2012: Question deleted
I19e	2007: Question added; 2008: Question deleted
I20	2007: Question deleted
I20a	2007: Question deleted
I21	2007: Question deleted
I22	2007: Question deleted
I23	2007: Question deleted
I25b1	2015: Question deleted
I26b	2010: Question modified
I26c	2010: Question modified
I26d	2008: Question added; 2015: Question deleted
I27	2010: Question deleted
I28	2009: Question deleted
I29a	2015: Question deleted
I29b	2008: Question added; 2015 Question deleted
I29c	2008: Question added; 2015 Question deleted
I30a	2007: Question added; 2015: Question deleted
J1a	2007: Question added

Question Number	Change
J1b	2007: Question added
J3	2007: Question added
J3a	2007: Question deleted
J3b	2007: Question added
J4a	2012: Question added
J6	2012: Question deleted
J7	2015: Question modified
K1	2012: Question added; 2015: Question modified
K2	2012: Question added

Survey response rate. The 2015 MHRS employed a number of strategies to increase the response rate to the survey. First, a \$5 incentive is offered to all who complete the survey. In addition, telephone numbers with no answers or voice messages are called at least 10 times, with attempts made at different times and days of the week. The 10 call attempts also include a rest period of at least seven days between the sixth and seventh calls. Finally, refusal conversion attempts are made on all initial refusals in order to encourage cooperation. These attempts follow a rest period of at least a week after the refusal occurred.

As part of the effort to reduce fielding costs in 2015, a number of changes were made to the strategies used to increase the response rate to the survey. This included shortening the field period, dropping advance letters, reducing the incentive from \$10 to \$5, and reducing call attempts from 12 to 10. Given these changes, we would expect a lower response rate in 2015 than in prior years. Also contributing to the lower response rate in 2015 is the shift toward a higher share of the total sample from cell phones, where the response rate tends to be lower.

Table 6 reports on the final sample dispositions for the 2015 MHRS, with separate tabulations for the landline and cell phone samples. The overall response rate for the survey in the 2015 MHRS was 20.6 percent, which combines the response rates for the landline telephone sample (24.0 percent) and the cell phone sample (17.2 percent). This calculation is based on the response rate calculation formula (RR3) recommended by the American Association for Public Opinion Research (AAPOR). This formula is set to determine the percent of completed interviews out of all eligible cases in the sample. While responses rates for cell phone samples can be lower than those for landline samples, the cell phone sample captures a part of the population (adults in cell phone-only households) that is missed completely in surveys that focus only on the population with a landline telephone.

Table 6: Sample Dispositions for 2015 MHRS			
	Landline Sample	Cell Phone Sample	Total
Eligible, Interview (Category 1)			
Complete	1,214	800	2,014
Eligible, non-interview (Category 2)			
Refusal	2,612	980	3,593
Physically/mentally incompetent	313	56	369
Language problem	465	284	749
No interviewer available for needed language	820	885	1,705
Unknown eligibility, non-interview (Category 3)			
Always busy	1,159	52	1,211
No answer	21,095	9,665	30,760
Answering machine-don't know if household	9,926	10,938	20,864
Call blocking	493	35	528
Technical phone problems	1,500	2	1,502
No screener completed	2,915	2,924	5,839
Not eligible (Category 4)			
Fax/data line	3,936	119	4,055
Non-working number	71,527	8,011	79,538
Business, government office, other organizations	5,367	787	6,154
No eligible respondent	657	1,664	2,321
TOTAL	123,999	37,202	161,201

As noted above, changes to the fielding of the 2015 MHRS likely contributed to a lower response rate in 2015 relative to earlier year (Table 7). However, the response rates to other social science and health surveys are also declining.^{5 6} Survey response rates have been declining for both government and non-government surveys for more than 20 years, as contacting sample members becomes more difficult and more of the sample members who are contacted refuse to complete surveys.^{7 8} For example, the response rate for the Survey of Public Participation in the Arts, a supplement to the Current Population Survey, dropped by 15 percentage points between 2008 and 2012⁹ and the response rate for the Pew Research Center's People and the Press polls

⁵ Davern, M., McAlpine, D., Beebe, T.J., Ziegenfuss, J., Rockwood, T., and Call, K.C. Are Lower Response Rates Hazardous to Your Health Survey? An Analysis of Three State Telephone Health Surveys. Health Services Research, 2010, 45(5, Part 1):1324-44.

⁶ Tourangeau, Roger, and Plewes, Thomas J. (eds.2013). Nonresponse in Social Science Surveys: A Research Agenda. A report by the National Research Council of the National Academies. Washington, DC; National Academies Press

⁷ Atrostic, B.K., Bates, N., Burt, G., and Silberstein, A. Nonresponse in U.S. Government Household Surveys: Consistent Measures, Recent Trends, and New Insights, Journal of Official Statistics, 2001, 17(2): 209-26.

⁸ Curtin, R, Presser, S., and Singer, E. Changes in Telephone Survey Nonresponse Over the Past Quarter Century, Public Opinion Quarterly, 2005, 69(1 Spring):87-98.

⁹ Triplett, T., and Silber, B. A Decade of Arts Engagement: Findings from the Survey of Public Participation in the Arts, 2002-2012" National Endowment of the Arts Research Report No. 58. Washington D.C.: National Endowment for the Arts, January 2015

fell from 36 percent in 1997 to 25 percent in 2003 to 9 percent in 2012.¹⁰ The National Research Council noted many other trends in its report on nonresponse.¹¹ For example, the National Household Education Survey found response rates declining from 81 percent to 53 percent from 1991 to 2007; the National Immunization Survey from 87 percent to 64 percent from 1995 to 2010; and the BRFSS from as high as 65 percent to the mid-30 percent range from 1996 to 2010. Because of concerns about the declining response rates across surveys, AAPOR has created a special task force report on the issue of survey refusals.¹²

Table 7: MHRS Response Rates, 2006-2015			
Year	Landline Sample	Cell Phone Sample	Total
2006	48.9%	-	48.9%
2007	45.2%	-	45.2%
2008	43.8%	-	43.8%
2009	45.5%	-	45.5%
2010	42.4%	30.6%	38.2%
2012	37.0%	25.7%	33.1%
2013	36.6%	23.9%	30.4%
2015	24.0%	17.2%	20.6%

Sample weights. All tabulations based on the survey data were prepared using weights that adjust for the complex design of the survey, for undercoverage, and for survey nonresponse. Separate weights were constructed for the landline sample and for the combined landline and cell phone samples. The relative weights of the landline and cell phone samples for Massachusetts were determined using National Health Interview Survey estimates of the share of Massachusetts adults in households with landlines and cell phones.¹³

The final weights were constructed from a base weight for each adult that reflects his or her probability of selection for the survey and a post-stratification adjustment to ensure that the characteristics of the overall sample were consistent with the characteristics of the Massachusetts population as projected by the U.S. Census Bureau.¹⁴ Specifically, the final weights include an adjustment to ensure that the age, sex, race/ethnicity, education, number of adults 19 to 64, and

¹⁰ Kohut, A., Keeter, S., Dimrock, M., Doherty, C. and Christian, L.M. Assessing the Representativeness of Public Opinion Surveys, Pew Research Center. Pew Research Center, 2012.

¹¹ Tourangeau, Roger, and Plewes, Thomas J. (eds. 2013). Nonresponse in Social Science Surveys: A Research Agenda. A report by the National Research Council of the National Academies. Washington, DC; National Academies Press.

¹² Current Knowledge and Considerations Regarding Survey Refusals. AAPOR Task Force on Survey Refusals, Sept. 8, 2014.

¹³ Blumberg, S.J., Luke, J.V., Ganesh, N., et al. Wireless Substitution: State-level Estimates from the National Health Interview Survey, 2010-2011. National Health Statistics Reports, no 61. Hyattsville, MD: National Center for Health Statistics, 2012. Available at <http://www.cdc.gov/nchs/data/nhsr/nhsr061.pdf>.

¹⁴ For a discussion of the derivation of the population control totals generated by the U.S. Census Bureau for the Current Population Survey, see Appendix D (Derivation of Independent Population Controls) of the Current

the geographic distribution of the sample are consistent with the distribution of the population in Massachusetts. This adjustment is needed since some adults are less likely than others to be included in the survey, resulting in their being under-represented in the sample. The overall design effect for the final weights (after the post-stratification adjustments) was 1.90 in the 2015 MHRS. The MHRS design effect was higher in 2008, which reflects the African American and Hispanic oversampling that was done only in 2008.

Table 8: MHRS Design Effects, 2006-2015	
Year	Design Effect
2006	1.91
2007	1.97
2008	2.38
2009	2.02
2010	1.98
2012	2.04
2013	2.03
2015	1.90

Variance estimation. Variance estimation procedures have been developed for most standard software packages to account for design effects due to complex survey designs. We provide a replicate stratum (strata) and primary sampling unit (psu) variable on the survey data files that can be used with the appropriate weight variable to obtain corrected standard errors using a Taylor series approximation (or other related linearization method). Users interested in using a linearization method can choose to use SUDAAN, the “SVY” commands in Stata, the “PROC SURVEYMEANS” and “PROC SURVEYREG” commands in SAS, or the “CSELECT” complex samples procedures in the SPSS complex samples module.

Item nonresponse. For the most part, survey respondents answered all the questions in the survey. As a result, there was very little missing data or item nonresponse. An exception to this was the family income measure: between four and six percent of the sample either did not know or would not provide any information on family income and another three to five percent would only provide information on whether their family income was above or below 300 percent of the FPL. We used hot deck procedures to assign values for the missing income data based on the individual’s age, sex, marital status, family type (parent or childless adult), educational attainment, and, where available, income category (above or below 300 percent of the FPL). Because of an error in the question on family income in 2010, there was a more elaborate adjustment to the income measure in that survey year.¹⁵

Population Survey Technical Paper 63RV: Design and Methodology [Internet]. Washington, DC: U.S. Census Bureau, 2002. Available at www.census.gov/prod/2002pubs/tp63rv.pdf.

¹⁵ The data error and the adjustment for the data error are described in Long, S.K., Stockley, K., and Dahlen, H. Health Reform in Massachusetts as of Fall 2010: Getting Ready for the Affordable Care Act & Addressing Affordability. Boston, MA: Blue Cross Blue Shield of Massachusetts Foundation, 2012. Available at <http://bluecrossmafoundation.org/sites/default/files/MHRS%20Report%20Jan2012.pdf>

Defining health insurance coverage. Survey respondents were asked a series of “yes/no” questions about whether they had each of the different types of insurance coverage available in the state, including Medicare, employer-sponsored insurance (ESI), and non-group coverage, as well as the range of publicly funded programs.¹⁶ Respondents were told to exclude health care plans that covered a single type of care (e.g., dental care, prescription drugs). Individuals who received care under the state’s uncompensated care program were counted as uninsured.

The primary insurance coverage questions in the MHRS focus on insurance coverage at the time of the survey (i.e., current insurance coverage); however, the survey also asks those who are currently insured whether they were uninsured at any time in the prior year and asks those who are currently uninsured whether they were insured at any time in the prior year. Thus, there are three measures of insurance coverage available from the survey: the individuals’ current insurance coverage, whether the individual was ever uninsured over the past year, and whether the individual was ever insured over the past year. Unless otherwise noted, we use “uninsured” in the text to refer to individuals who are uninsured at the time of the survey.

While most people are believed to report accurately whether they have insurance coverage in surveys, there is evidence of some misreporting of coverage type.^{17 18} As this raises concerns about the accuracy of the reporting of coverage type for the various public programs and direct purchase, the analysis of source of coverage is limited to ESI coverage and all other types of insurance. An individual reporting both public coverage and ESI coverage (perhaps because they have coverage through the Insurance Partnership program under MassHealth or wraparound services under MassHealth) would be assigned to ESI coverage. Among lower-income adults the “public and other coverage” category is generally reported to be public coverage, while for higher-income adults, this category is more likely to represent direct purchase or Commonwealth Choice.

¹⁶ One advantage of the MHRS relative to national surveys is the ability to ask detailed questions about the range of insurance options available in Massachusetts. In addition, the survey also asks about other sources of care that are available in the state, such as the Health Safety Net/Uncompensated Care/Free Care program. Those types of care are excluded from the MHRS measures of insurance coverage.

¹⁷ Call, K.T., Davidson, G., Sommers, A.S., Feldman, R., Farseth, P., and Rockwood, T. Uncovering the Missing Medicaid Cases and Assessing Their Bias for Estimates of the Uninsured. *Inquiry*, 2001–2002, 38(4):396–408.

¹⁸ Cantor, J.C., Monheit, A.C., Brownlee, S., and Schneider, C. The Adequacy of Household Survey Data for Evaluating the Nongroup Health Insurance Market. *Health Services Research*, 2007, 42(4):1739–1757.

MASSACHUSETTS HEALTH REFORM SURVEY – 2006

HOUSEHOLD SCREENER

Hello, my name is _____. I'm calling from International Communications Research. We are conducting a study of Massachusetts' health care system. Our work is in partnership with several private foundations that support research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study.

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

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

IF Q.HH1 = 1 GO TO HH2

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

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

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

HH2. Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential. We're offering a \$10 payment to each eligible household that completes the survey as a thank you.

IF NEEDED: It should take less than 25 minutes for most households.

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

- 1 Yes
- 2 No
- 3 Did not receive letter and wants to receive one
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH2 = 1 GO TO Q.HH3

IF Q.HH2 = 3 GET CONTACT INFORMATION AND SEND NEW LETTER,
SCHEDULE CALL BACK

IF Q.HH1 = 2 SCHEDULE CALL BACK

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

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

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

IF Q.HH3 = 2 GO TO Q.HHx1 IN SPANISH INTERVIEW; ELSE CONTINUE WITH ENGLISH

(Q.HHx1 AND Q.HHx2 HAVE BEEN MOVED TO AFTER Q.A4)

HH4. Our study is focusing on the health care experiences of adults in Massachusetts. That is, adults who are at least 18 years old and no more than 64 years old. How many adults between 18 and 64 live in your household? Please include yourself and all the adults who live with you. Please do NOT include anyone living somewhere else now, such as at school or away in the service.

_____ # ADULTS AGE 18-64

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

IF Q.HH4 = 0 THANK AND TERMINATE

IF Q.HH4 = 1 GO TO Q.HH5

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

HH5. Are you that person who is between the ages of 18 and 64 or is it someone else?

1 Yes, it is that person

2 No, it is someone else

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.HH5 = 1 GO TO Q.HH6

IF Q.HH5 = 2 GO TO Q.HH7

IF Q.HH5 = D OR R THANK AND TERMINATE

(ASK Q.HH6 IF Q.HH4 = 1 AND Q.HH5 = 1)

HH6. Do you currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company, government programs like Medicare, MassHealth or Medicaid, and Commonwealth Care, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP as insurance coverage.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(P.N. - IF Q.HH6 = 1, THANK AND TERMINATE)

(ASK Q.HH6a IF Q.HH6 = 2)

HH6a. Just to confirm, you do NOT have ANY health insurance now. Is that correct?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(P.N. - IF Q.HH6a = 2, RECODE Q.HH6 AS "1")

(P.N. - IF Q.HH6 OR Q.HH6a = D OR R, THANK AND TERMINATE)

(ASK Q.HH7 IF Q.HH4 = 1 AND Q.HH5 = 2)

HH7. Thinking about the adult between 18 and 64 who lives in your household, does he or she currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company, government programs like Medicare, MassHealth or Medicaid, and Commonwealth Care, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP as insurance coverage.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(P.N. - IF Q.HH7 = 1, THANK AND TERMINATE)

(ASK Q.HH7a1 IF Q.HH7 = DD)

HH7a1. May I please speak with the adult between 18 and 64 who lives in your household?

- | | | |
|---|----------------------|-------------------------------------|
| 1 | Yes, coming to phone | REPEAT INTRO AND REASK Qs.HH2 – HH5 |
| 2 | No, not available | SET UP CALLBACK |
| R | Refused | THANK AND TERMINATE |

(ASK Q.HH7a IF Q.HH7 = 2)

HH7a. Just to confirm, he or she does NOT have ANY health insurance now. Is that correct?

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

(P.N. – IF Q.HH7a = 2, RECODE Q.HH7 AS "1")

(P.N. – IF Q.HH7 OR Q.HH7a = D OR R, THANK AND TERMINATE)

(ASK Q.HH8 IF Q.HH4 = 2+)

HH8. Thinking about all the adults between 18 and 64 who live in your household, do they ALL currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company, government programs like Medicare, MassHealth or Medicaid, and Commonwealth Care, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP as insurance coverage.

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

(ASK Q.HH8a IF Q.HH8 = 1)

HH8a. Just to confirm, ALL of the adults between 18 and 64 who live in your household have health insurance now. Is that correct?

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

(P.N. – IF Q.HH8a = 2, RECODE Q.HH8 AS "2")

(P.N. – IF Q.HH8 OR Q.HH8a = D OR R, THANK AND TERMINATE)

(P.N. – IF Q.HH8a = 1, THANK AND TERMINATE)

(ASK Q.HH8b IF Q.HH8 = 2)

HH8b. Just to confirm, ONE OR MORE of the adults between 18 to 64 who live in your household, do NOT have ANY health insurance now. Is that correct?

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

(P.N. – IF Q.HH8b = 2, RECODE Q.HH8 AS "1")

(P.N – IF HOUSEHOLD IS “MIXED”, Q.HH8b = 1, ALWAYS TAKE UNINSURED RESPONDENT)

IF Q.HH8 = 2 GO Q.HH9;

HH9. How many of the adults between 18 to 64 who live in your household do NOT have ANY health insurance now?

(P.N. – RESPONSE CANNOT BE GREATER THAN RESPONSE IN Q.HH4)

_____ # ADULTS 18 TO 64 UNINSURED

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(P.N. – IF Q.HH9 = DD OR RR, THANK AND TERMINATE)

NOW GO TO SAMPLE BOX TO SELECT ADULT FOR SURVEY

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

HH10. May I speak to the adult between 18 and 64 who lives in your household?

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

IF Q.HH10 = 1 GO TO Q.A1

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

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

(ASK Q.HH11 IF Q.HH4 = 2+ AND Q.HH9 RESPONSE EQUALS RESPONSE IN Q.HH4)

HH11. May I speak to the adult between 18 and 64 in your household who has had the most recent birthday?

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

IF Q.HH11 = 1 GO TO Q.A4

IF Q.HH11 = 2 GO TO Q.A1

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

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

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

(ASK Q.HH12 IF Q.HH4 = 2 + AND Q.HH8 = 2 AND SAMPLING UNINSURED ADULT)

(IF ONLY 1 ADULT UNINSURED IN HOUSEHOLD READ ALTERNATE QUESTION IN PARENS)

HH12. Thinking about the (INSERT RESPONSE FROM Q.HH9) adults between 18 and 64 in your household who do NOT have ANY health insurance now, may I speak to the one who has had the most recent birthday?

(May I please speak to the adult between 18 and 64 who does NOT have ANY health insurance now?)

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

IF Q.HH12 = 1 GO TO Q.A4
 IF Q.HH12 = 2 GO TO Q.A1
 IF Q.HH12 = 4, GO TO Q.A3a
 IF Q.HH12 = 3 GET NAME AND SCHEDULE CALL BACK
 IF Q.HH12 = D OR R, THANK AND TERMINATE

(ASK Q.HH13 IF Q.HH4 = 2+ AND Q.HH8 = 2 AND SAMPLING INSURED ADULT)

P.N. – # OF INSURED ADULTS FROM Q.HH4 THRU Q.HH9 NEEDS TO BE CALCULATED AS FOLLOWS:

- IF Q.HH4=2+ AND Q.HH8 = 2, GEN IN # OF ADULTS AS Q.HH4 MINUS Q.HH9
- HH13. Thinking about the (INSERT # OF INSURED ADULTS FROM Q.HH-4 THRU Q.HH9) adults between 18 and 64 in your household who HAVE health insurance now, may I speak to the one who has had the most recent birthday?

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

IF Q.HH13 = 1 GO TO Q.A4
 IF Q.HH13 = 2 GO TO A1
 IF Q.HH13 = 4, GO TO Q.A3a
 IF Q.HH13 = 3 GET NAME AND SCHEDULE CALL BACK
 IF Q.HH13 = D OR R, THANK AND TERMINATE

SAMPLE ADULT INTERVIEW

Section A: INTRODUCTION

A1. Hello, my name is _____. I'm calling from International Communications Research. We are conducting a study of Massachusetts' health care system. Our work is in partnership with several private foundations that support research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study.

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

IF NEEDED: It should take less than 25 minutes for most households.

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

- 1 Yes

- 2 No
- 3 Did not receive letter and wants to receive one
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.A1 = 1 GO TO Q.A3

IF Q.A1 = 3 GET CONTACT INFORMATION AND SEND NEW LETTER;
SCHEDULE CALL BACK

IF Q.A1 = D OR R, THANK AND TERMINATE

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

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

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

(ASK Q.A3a IF Q.H11, H12, OR H13 = 4)

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

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

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

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

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

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

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

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

(IF Q.A3c = 1, READ:)

Hello, my name is _____. I'm calling from International Communications Research.

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

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

A3d. Since I will be talking to you, just to make the interview a little easier, could you please tell me what is the relationship of this person between the ages of 18 and 64 to you?

(DO NOT READ LIST. ENTER ONE ONLY)

- 01 Spouse (wife/husband)
- 02 Unmarried partner
- 03 Boyfriend
- 04 Girlfriend
- 05 Friend
- 06 Significant other
- 07 Son
- 08 Stepson
- 09 Daughter
- 10 Stepdaughter
- 11 Grandson
- 12 Granddaughter
- 13 Mother
- 14 Father
- 15 Brother
- 16 Sister
- 17 Grandmother
- 18 Grandfather
- 19 Aunt
- 20 Uncle
- 21 Niece
- 22 Nephew
- 23 Cousin
- 24 Mother-in-law
- 25 Father-in-law
- 26 Brother-in-law
- 27 Sister-in-law
- 28 Son-in-law
- 29 Daughter-in-law
- 30 Other relative
- 31 Roommate/housemate
- 32 Respondent is Employee (maid, nanny, au pair, housekeeper, etc.) (use "the person between 18 and 64 yrs old")
- 33 Respondent is professional caregiver (nurse, aide, etc) (use "the person between 18 and 64 yrs old")
- 34 Fiancé
- 97 (DO NOT READ) Other (SPECIFY) _____
- DD (DO NOT READ) Don't Know (use "the person between 18 and 64 yrs old")
- RR (DO NOT READ) Refused (use "the person between 18 and 64 yrs old")

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

A4. RECORD RESPONDENT GENDER:

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

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

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

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

- 0 SELECTED PERSON (Respondent)
- 1 PROXY

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

(ROTATE 1-4/4-1)

HHx1. Which of these statements do you think best describes the health care system in Massachusetts today?
(READ LIST. ENTER ONE ONLY)

- 1 It is in a state of crisis
- 2 It has major problems
- 3 It has minor problems
- 4 It does not have any problems
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

HHx2. As you may know, Governor Mitt Romney and the Massachusetts Legislature recently approved a new law that is aimed at providing health insurance for all Massachusetts residents. Given what you know about it, in general, do you support or oppose this new Massachusetts Universal Health Insurance Law

- 1 Support
- 2 Oppose
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

Section C: ACCESS AND USE

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "your/you/go/are"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's /goes/he/is/his"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's /goes/she/is/her"

C1. My next questions ask about [your/ your RELATIONSHIP's] recent health care experiences. Is there a place where [you/ your RELATIONSHIP's] usually [go/goes] when [you/ (he/she)] [are/is] sick or when [you/ (he/she)] need advice about [your/ (his/her)] health?

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

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

(SCRAMBLE 1-5)

C2. What kind of place is it? Is it....?

(READ LIST. ENTER ONE ONLY)

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

(READ LIST IF NECESSARY. ENTER ONE ONLY)

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

IF Q.A4 = 2, INSERT "other than to have a baby"

C3b. In the past 12 months, were [you/ your RELATIONSHIP] a patient in a hospital overnight (other than to have a baby)?

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

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

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

(ASK Q.C3c1 THRU Q.C3c2 IF Q.C3c = 1-4)

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

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

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

(ASK Q.C3c1 THRU Q.C3c2 IF Q.C3c = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

C3c2. Thinking about the LAST time (you/your RELATIONSHIP) went to see a general doctor, how quickly could (you/he/she) get an appointment? Did you get an appointment...?
(READ LIST. ENTER ONE ONLY)

- 1 On the same day,
- 2 The next day,
- 3 In 2 to 5 days, or
- 4 In 6 or more days
- 5 (DO NOT READ) NEVER ABLE TO GET APPOINTMENT
- 6 (DO NOT READ) DID NOT TRY TO GET APPOINTMENT
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

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

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

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

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

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

1 Yes, did not get

2 Yes, postponed getting

3 Yes, both did not get and postponed getting

4 (DO NOT READ) No, no unmet need or delayed care

5 (DO NOT READ) Not needed

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

a. Filling a prescription for medicine

b. Getting a medical test, treatment or follow-up recommended by a doctor

c. Getting preventive care screening such as colon cancer screening (or a mammogram)

d. Getting doctor care that you needed

e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care. Do not include visits for mental health care or counseling)

f. Getting dental care that you needed

g. DELETE

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1 OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

(READ IF NECESSARY: Why you did not [INSERT])?

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

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get preventive care screening such as colon cancer screening (or a mammogram)
- d. Get doctor care that you needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care. Do not include visits for mental health care or counseling)
- f. Get dental care that you needed
- g. DELETE

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

- C5. Earlier you told me that there were reasons besides cost you [you/ your RELATIONSHIP] did not get or postponed getting the health care that [you/(he/she)] needed in the past 12 months. Did [you/ your RELATIONSHIP] ever not get or postpone getting care that you needed because (INSERT)?

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

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

(ASK Q.C6 IF Q.C3a = 1-4 OR Q.C3b = 1 OR Q.C3c = 1-4 OR Q.C3d = 1 OR Q.C3f = 1 OR Q.C3g = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

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

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

Section D: SET-UP FOR SURVEY

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

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

_____ YEARS (range: 18-64)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

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

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

(READ LIST. ENTER ONE ONLY)

1 18 to 25 years old,

2 26 to 34 years old,

3 35 to 49 year old, or

4 50 to 64 years old

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

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

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

1 Married

2 Widowed

3 Divorced

4 Separated

5 Never been married

6 Living with a partner

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

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

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

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

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

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

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

1 Yes

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

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

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

- _____ NUMBER OF CHILDREN
- 00 None
 - DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

P.N.:

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

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

CREATE NUMKIDS (D3a) FOR SCREEN FOR LATER QS

Section E: OOP COSTS/FINANCIAL PROBLEMS

(ASK EVERYONE)

(SCRAMBLE)

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

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

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

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

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

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

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

PROBE: Your best estimate is fine.

- _____ (\$1-\$4999)
- 00 None/Nothing
 - LL \$5000 or more
 - DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

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

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

ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

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

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

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

E1a. How much did [you/ your RELATIONSHIP] (and your family/and [his/her] family) spend "out of pocket" in the past 12 months for (INSERT)...?

Was it...?

(READ LIST. ENTER ONE ONLY)

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

a. Prescription medicines

b. Dental and vision care

c. All other medical expenses, including for doctors, hospitals, tests and equipment

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/were/your families"

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

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

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

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

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

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

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

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

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

R (DO NOT READ) Refused

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

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

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

E3a. How much are the medical bills (you are/he is/she is) paying off over time?

PROBE: Your best estimate is fine.

_____ AMOUNT (\$1-\$9999)

LL \$10,000 or more

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

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

E3a1. Was it...?

(READ LIST. ENTER ONE ONLY)

1 Less than \$2,000

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

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

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

5 \$10,000 or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Q.E3b DELETED 10/10/06)

(ASK EVERYONE)

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

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

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

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

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Section F: HEALTH INSURANCE COVERAGE

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

Earlier I asked you a general question about health insurance coverage. Now I'd like to focus in more detail on [your/ your RELATIONSHIP's] current health insurance coverage.

In answering these questions, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP.

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

The next questions are about [your/ your RELATIONSHIP's] current health insurance coverage. In answering these questions, I'd like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP.

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

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

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

IF "MARRIED=1" INSERT "[your/ your RELATIONSHIP's] spouse's or partner's name"

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

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

(ENTER ALL THAT APPLY)

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

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

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

(READ LIST. ENTER ONE ONLY)

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

F1c. Who is covered by that health insurance plan? Is it...?
(READ LIST. ENTER ONE ONLY)

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

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

F2a. How long have (you/your RELATIONSHIP) had that insurance coverage?
(READ LIST. ENTER ONE ONLY)

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

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

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

F3. Massachusetts has a number of programs that help low and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. Remember, for this study, we're not including the Uncompensated Care Pool or UCP as insurance coverage. (Are you/Is your RELATIONSHIP) covered by MassHealth or Commonwealth Care?

(IF RESPONDENT ANSWERS "NO", READ BEFORE ACCEPTING RESPONSE:

(You/ your RELATIONSHIP) could be enrolled in MassHealth through the Boston Medical Center HealthNet Plan, Network Health or the Primary Care Clinician Plan. Some MassHealth enrollees are also enrolled in the Neighborhood Health Plan or the Fallon Community Health Plan.)

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

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

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

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

(Q.F4 AND Q.F4a DELETED 9/26)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

F5a. Who is covered by that health insurance plan? Is it...?
(READ LIST. ENTER ONE ONLY)

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

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

F5b. How long (have you/has your RELATIONSHIP) had that insurance coverage?
(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months

- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

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

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

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

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

(ASK Q.F7 IF COVERAGE=2)

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

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

F7. According to the information you have provided, [you/ your RELATIONSHIP] [do/does] not have ANY health insurance now. Is that correct?

(IF NEEDED: Again, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs and the UCP program.)

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

(P.N. – RECODE COVERAGE=1 IF Q.F7=2)

(ASK Q.F8 IF Q.F7 = 2; ELSE GO TO Q.F10)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

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

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

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

(ASK Q.F8a IF Q.F8 = 01)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

IF "MARRIED=1" INSERT "[your/ your RELATIONSHIP's] spouse's or partner's name"

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

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

(ENTER ALL THAT APPLY)

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

(READ LIST. ENTER ONE ONLY)

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

(ASK F8c IF Q.F7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

(READ LIST. ENTER ONE ONLY)

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

(ASK Q.F9 IF Q.F1b NE 4 AND Q.F2b NE 4 AND Q.F3b NE 4 AND Q.F5b NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

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

(ASK Q.F10 IF COVERAGE=2 OR Q.F9 = 2; ELSE GO TO SECTION G)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

_____ MONTHS UNINSURED (Range = 1-12)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.F10a IF COVERAGE = 2 OR Q.F9 = 2)

F10a. At any time in the past 12 months, have you received care under the Uncompensated Care Pool or UCP?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F11 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

F11. When [you/ your RELATIONSHIP] last had health insurance coverage, what kind of insurance coverage did (you/ your RELATIONSHIP) have?
(DO NOT READ. ENTER ALL THAT APPLY)

01 Insurance from employer or union

02 Insurance from Commonwealth Health Insurance Connector

03 Insurance purchased directly from a company/agent

04 Medicare

05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or
some other public coverage

06 Champus, Tricare, Champ-VA, VA or some other military health care

07 Something else (SPECIFY) _____

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

IF COVERAGE=1 GO TO SECTION G

IF COVERAGE=2 GO TO SECTION H

Section G: CHARACTERISTICS OF CURRENT COVERAGE

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

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

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

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

G2 Under [your/ your RELATIONSHIP's] current health coverage, if [you/ your RELATIONSHIP] see a doctor who is not part of [your/ your RELATIONSHIP's] health plan's network, does [your/ your RELATIONSHIP's] health plan pay for any of those costs?

(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G3 IF Q.G1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

G3 Under [your/your RELATIONSHIP's] current health coverage, [do/does] [you/ your RELATIONSHIP] need to get a referral from a primary care physician, sometimes called a PCP or a personal physician, in order to see a specialist?

(IF NECESSARY: A specialists is a doctors like a surgeons, heart doctor, allergy doctor, skin doctor and others who specialize in one area of health care. Do not include visits for mental health care or counseling)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G4 IF COVERAGE=1)

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

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

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

IF NEEDED: The deductible is different from a co-pay. A co-pay is the payment for a doctor visit or other medical service and a deductible is the amount you pay before your insurance plan will start paying [your/ your RELATIONSHIP's] medical bills.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

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

(ASK Q.G5 IF Q.G4 = 1)

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

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G6 IF Q.G4 = 1 AND HAVE FAMILY COVERAGE [Q.F1c = 2 OR Q.F5a =

2))

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

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

G6. (Do you/Does your RELATIONSHIP) have one annual deductible or more than one annual deductible?

- 1 One annual deductible
- 2 More than one annual deductible
- 3 DELETED
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G7a IF Q.G6 = 1)

IF Q.G1 = 1, INSERT "within your plan's network"

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

G7a. Does (your/your RELATIONSHIP's) annual deductible apply to BOTH hospital care and doctor care (within your plan's network)?

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

(ASK Q.G7b IF Q.G6 = 2, D, OR R)

IF Q.G1 = 1, INSERT "within [your/his/her] plan's network"

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

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

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

G7b. (Do you/Does your RELATIONSHIP) have an annual deductible that applies to BOTH hospital care and doctor care (within [your/his/her] plan's network)?

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

(ASK Q.G8 IF Q.G7a OR Q.G7b = 1)

IF Q.G1 = 1, INSERT "within you plan's network"

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

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

PROBE: Your best estimate is fine.

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

_____ AMOUNT (\$1-\$10K)

- LL \$10,000 or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

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

G8a. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$100
- 2 \$100 to under \$500
- 3 \$500 to under \$1,000
- 4 \$1,000 to under \$2,000
- 5 \$2,000 to under \$3,000
- 6 \$3,000 to under \$5,000
- 7 \$5000 to under \$10,000
- 8 \$10,000 or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

G9 Special Health Savings Accounts or HSAs are accounts that are devoted solely to health expenses and used with a high deductible health insurance policy. They can also be used to supplement retirement if you are healthy because the money can stay in the account and grow with tax advantages. Health Savings Accounts are fairly new since they were only signed into law in December of 2003. Did [you/ your RELATIONSHIP] have a Health Savings Account or HSA?

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

(ASK Q.G10 IF COVERAGE=1)

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

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

G11 How often do (you/ your RELATIONSHIP) make premium payments?
(READ LIST. ENTER ONE ONLY)

- 01 Once a week
- 02 Every two weeks
- 03 Twice a month
- 04 Once a month
- 05 Once every three months (QUARTERLY)
- 06 Once every six months (TWICE A YEAR; BIANNUALLY; SEMIANNUALLY)
- 07 Once a year
- 97 (DO NOT READ) SOME OTHER TIMING
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.G11a IF Q.G11 = ANY OF 01-07)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do your"

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

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

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

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

PROBE: Your best estimate is fine.

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

_____ AMOUNT (\$1-\$20K)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

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

G11a1. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

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

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

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

(ASK Q.G12 IF Q.G10 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

G12 Do [you/ your RELATIONSHIP] receive any help paying the premium?

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

R (DO NOT READ) Refused

(ASK Q.G12a IF Q.G12 = 1)

(ROTATE a-b)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

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

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

G12a. (Do you/Does he/she) receive help from (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

a. Family or friends

b. A government program, such as MassHealth or Medicaid, or Commonwealth Care or CHIP

c. Someone else (SPECIFY) _____

(ASK Q.G13 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

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

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

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

(P.N. – IF Q.G14b = 1, IMMEDIATELY ASK Q.G14b1 BEFORE ASKING NEXT ITEM)

G14. Next, I'd like to focus on the benefits covered under [your/ your RELATIONSHIP's] current health coverage. Does [your/ your RELATIONSHIP's] current health coverage include (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

a. Inpatient hospital care

b. Doctor visits

c. Mental health care or counseling

d. Dental care

e. Prescription drugs

(ASK Q.G14b1 IF Q.G14b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

G14b1. Does (your/his/her) health insurance place any limits on the number of times (you/he/she) can go to the doctor each year?

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

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

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

G15. How would you rate the range of services covered by [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?

(ENTER ONE ONLY)

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

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

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

G16. How would you rate the choice of doctors and other providers available under [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?

(ENTER ONE ONLY)

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

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

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

G17. How would you rate quality of care available under [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?

(ENTER ONE ONLY)

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

- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

G18. Thinking back to when (you/your RELATIONSHIP) enrolled in your current health insurance coverage, did (you/he/she) have a choice of health plans to pick from or was only one health plan available to (you/him/her)?

- 1 Had a choice
- 2 Only one plan
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

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

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

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

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

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

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

Section H: HEALTH STATUS

(ASK EVERYONE)

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

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

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

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

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

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

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

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

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

- 1 Limited in work
- 2 Not limited in work
- 3 (DO NOT READ) UNABLE TO WORK
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

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

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

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

H3. (Have you/Has your RELATIONSHIP) EVER been told by a doctor or other health professional that [you/(he/she)] [have/has] (INSERT)?

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

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

(ASK Q.H4 IF Q.H3a-d = 1 TO ANY AND Q.C3b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

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

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

H4. Earlier you told me (you/your RELATIONSHIP) had stayed overnight in a hospital in the past 12 months. Was [your/ your RELATIONSHIP's] hospital stay in the past 12 months because of (ITEM FROM Q.H3/any of the problems we just talked about? That is, because of [INSERT Q.H3 = 1 ITEMS])?

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

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

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

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

IF Q.C3a = 1 INSERT "was/visit"

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

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

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

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

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

(ASK EVERYONE)

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

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

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

H6. Beyond the health problems and conditions we've already talked about, (have you/has your RELATIONSHIP) EVER been told by a doctor or other health professional that [you/(he/she)] ([have/has) any other chronic or long-term health conditions or health problems? IF NEEDED: This could include, for example, arthritis, cancer, depression, migraines or osteoporosis among many other conditions.

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

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

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

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

Section I: DEMOGRAPHICS AND INCOME

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

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

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

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

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

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

I4. (Are you/Is your RELATIONSHIP) currently working for pay?

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

IF Q.I4=2, D, OR R GO TO Q.I15 CHECK

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

IF Q.I5 = 2, INSERT "main"

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

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

PROBE: Your best guess is fine.

(DO NOT READ LIST. ENTER ONE ONLY)

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

(ASK Q.18a IF Q.18 = D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

IF Q.15 = 2, INSERT "main"

- 18a. Can you tell me whether or not more than 50 people are working for (your/ your RELATIONSHIP's) (main) employer ?

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

(ASK Q.16 IF Q.14 = 1)

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

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

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

IF Q.15 = 2, INSERT "main"

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

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

PROBE: Your best guess is fine.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 20 hours
- 2 20 hours to less than 35 hours
- 3 More than 36 hours
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO Q.111)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

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

RELATIONSHIP's/her"

IF Q.I5 = 2, INSERT "main"

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

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

(ASK Q.I11 IF Q.F1a = 1 OR IF Q.I10 = 1; ELSE GO TO Q.I15)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

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

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

(IF Q.F1a = 1, GO TO CHECK FOR Q.I15)

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

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

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

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

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

(ASK Q.I13 IF Q.I12 = 1)

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

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

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

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

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

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

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

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

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

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

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

RR (DO NOT READ) Refused

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

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

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

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

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

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

I15 CHECK

IF ESI (Q.F1 = 1) OR PUBLIC (Q.F2, F3, OR F6 = 1 OR Q.F8=4, 5, OR 6) GO TO Q.I20

IF NON-GROUP (Q.F5 = 1 OR Q.F8= 2 OR 3) GO TO I15

IF UNINSURED (Q.F7 = 1) GO TO I16

(ASK Q.I15 IF NON-GROUP [Q.F5 = 1 OR Q.F8= 2 OR 3])

(ROTATE)

I15. Earlier you told me you had bought health insurance on your own, that is, directly from a health insurance company or insurance agent. How difficult was it to find (INSERT)? Was it...?

(READ LIST. ENTER ONE ONLY)

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

- a. A plan with the type of coverage you need
- b. A plan you could afford

NOW GO TO Q.I18

(ASK Q.I16 IF COVERAGE=2)

I16. Some people buy health insurance on their own, that is, directly from a health insurance company or insurance agent. In the past 12 months, have you ever thought about buying health insurance on your own or tried to buy it on your own?

- 1 Yes, thought about
- 2 Yes, tried
- 3 No, never though about it or tried to buy it
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I17 IF Q.I16 = 1, 2, OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

IF Q.I16 = 1 OR 2, INSERT "did not buy"

IF Q.I16 = 3, INSERT "have not thought of buying")

I17. What is the MAIN reason [you/ your RELATIONSHIP] (did not buy/have not thought of buying) health insurance on your own? Is it because (INSERT FROM BELOW)
(DO NOT READ LIST. ENTER ONE ONLY)
(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 1 Costs too much
- 2 Don't need/don't get sick
- 3 Turned down by insurance company because of health
- 4 Turned down by insurance company for other reasons
- 5 Benefit package doesn't meet needs
- 6 Have other coverage
- 7 Don't know how to get insurance
- 8 Other (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I18 IF Q.F7 = 1 OR [Q.F5 = 1 OR Q.F8 = 2 OR 3])

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

I18. Massachusetts has a number of programs that help low- and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. Had (you/your RELATIONSHIP) heard about MassHealth or any of these other programs before today?

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

(ASK Q.I18a IF Q.I18 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

I18a. In the past 12 months, have (you/your RELATIONSHIP) ever thought about enrolling in one of the state's programs or tried to enroll in one of the state's programs?

- 1 Yes, thought about
- 2 Yes, tried
- 3 No, never thought about it or tried to
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I19 IF Q.I18a = 1, 2, OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

IF Q.I18a = 1 OR 2, INSERT "did not enroll"

IF Q.I18a = 3, INSERT "have not thought about enrolling")

I19. What is the MAIN reason (you/ your RELATIONSHIP) (did not enroll/have not thought about enrolling) in one of the state's programs?
(DO NOT READ LIST. ENTER ONE ONLY)
(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much

- 02 Don't need/don't get sick
- 03 Not eligible
- 04 Don't want welfare/public assistance
- 05 Have other coverage
- 06 Don't know how to enroll
- 07 Too hard to enroll
- 08 Never heard of program
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

IF PARENT=1 GO TO I20
ELSE GO TO I24

(ASK Q.I20 IF Q.D3a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

I20. Earlier you told me that [you/ your RELATIONSHIP] had a child under the age of 18 who was living with [you/ your RELATIONSHIP]. Does that child currently have health insurance?

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

(ASK Q.I20a IF Q.D3a = 2+)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

I20a. Earlier you told me that [you/ your RELATIONSHIP] had (INSERT # OF CHILDREN FROM Q.D3a) children under the age of 18 who were living with [you/ your RELATIONSHIP]. Thinking about their current health insurance coverage, are all of those children insured, some of those children insured, or none of those children insured?

- 1 All insured
- 2 Some insured
- 3 None insured
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I21 IF Q.D3a = 1+ AND Q.I18 NOT ASKED)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

I21. Massachusetts has a number of programs that help low- and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. Had (you/ your RELATIONSHIP) heard about MassHealth or any of these other programs before today?

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

(ASK Q.I22 IF Q.I20 = 1 OR Q.I20a = 1 OR 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

I22. Are any of (your/your RELATIONSHIP's) children currently enrolled in MassHealth ?
(IF RESPONDENT SAYS NO: You may know MassHealth under other names, such as Medicaid, Family Assistance or the Insurance Partnership. The children could be enrolled in MassHealth through the Boston Medical Center HealthNet Plan, Network Health or the Primary Care Clinician Plan. Some MassHealth enrollees are also enrolled in the Neighborhood Health Plan or the Fallon Community Health Plan.)

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

(ASK Q.I23 IF Q.I20 = 2 OR Q.I20a = 2 OR 3)

(IF Q.I20a = 2, INSERT VERBIAGE IN PARENS)

I23. What is the MAIN reason (some of) the children do not currently have insurance?
(DO NOT READ LIST. ENTER ONE ONLY)
(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Not eligible
- 04 Don't want welfare/public assistance
- 05 Have other coverage
- 06 Never heard of program
- 07 Don't know how to enroll
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

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

(IF "MARRIED=1" AND "PARENT = 1", READ:)

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

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

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

I'm interested in [your/ your RELATIONSHIP's] family income, that is [your/ your RELATIONSHIP's] income PLUS the income of [your/his/her] immediate family. By immediate family I mean your/(his/her) spouse and the children or stepchildren under 19 who are living with [you/ your RELATIONSHIP]. For these questions, I'd like you to think back to 2005. During 2005, did [you/ your RELATIONSHIP] or any of [your/his/her family members receive any income from wages or salary?

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

I'm interested in (your/ your RELATIONSHIP's) family income, that is [your/ your RELATIONSHIP's] income PLUS the income of [your/his/her] spouse. For these questions, I'd like you to think back to 2005. During 2005, did [you/ your RELATIONSHIP] or any of [your/his/her] family members receive any income from wages or salary?

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

I'm interested in [your/ADULT's] family income, that is [your/ your RELATIONSHIP's] income PLUS the income of the children or stepchildren under 19 who are living with [you/ your RELATIONSHIP]. For these questions, I'd like you to think back to 2005. During 2005, did

[you/ your RELATIONSHIP] or any of [your/(his/her)] family members receive any income from wages or salary?

(IF "MARRIED=0" AND "PARENT=0", READ:)

For these questions, I'd like you to think back to 2005. During 2005, did [you/ your RELATIONSHIP] receive any income from wages or salary?

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

(SCRAMBLE)

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

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

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

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

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

I25. During 2005, did [you/ your RELATIONSHIP] (or any of [your his/her] family members) receive (INSERT)?

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

- a. Any dividend income or any interest income from savings accounts, bonds, money market accounts, or similar types of investments
- b. Supplemental Security Income or SSI
- c. Income from any other sources, such as self-employment, alimony, child support, contributions from family or others, unemployment compensation, worker's compensation or veteran's payments, Social Security or pensions, or anything else

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

I25b1. Who in the family received that?

(ENTER ALL THAT APPLY)

- 1 You/ your RELATIONSHIP
- 2 Spouse
- 3 Child
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – HOUSEHOLD SIZE CRITERIA IS DEFINED AS:

IF MARRIED DEFINE AS # OF CHILDREN IN HH + 2

IF NOT MARRIED DEFINE AS # OF CHILDREN IN HH + 1)

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

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

IF "FAMILY=1", INSERT "and [your/ your RELATIONSHIP's] immediate

family/families”

I26. Thinking about all the different sources of income [you/ your RELATIONSHIP] (and [your/ your RELATIONSHIP's] immediate family) received in 2005, what was the combined total income from all sources before taxes and other deductions? Was it under (INSERT AMT3 FOR FAMILY SIZE) or was it (INSERT AMT3 FOR FAMILY SIZE) or more?

PROBE: Your best estimate is fine.

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

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

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”

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

IF “FAMILY=1”, INSERT “family”

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

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

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

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

NOW GO TO Q.I27

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

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”

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

IF “FAMILY=1”, INSERT “family”

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

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 (INSERT AMT3) to under (INSERT AMT4)
- 2 (INSERT AMT4) to under (INSERT AMT5)
- 3 (INSERT AMT5) or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

	2005 Poverty Guidelines, rounded up to nearest thousand				
	100%	200%	300%	400%	500%
FAMSIZE	AMT1	AMT2	AMT3	AMT4	AMT5
1	10000	20000	29000	39000	48000
2	13000	26000	39000	52000	65000
3	17000	33000	49000	65000	81000

4	20000	39000	59000	78000	97000
5	23000	46000	68000	91000	114000
6	26000	52000	78000	104000	130000
7	30000	59000	88000	117000	146000
8	33000	65000	98000	130000	162000
9	36000	72000	107000	143000	179000
10	39000	78000	117000	156000	195000
11	43000	85000	127000	169000	211000
12	46000	91000	137000	182000	228000
13	49000	98000	147000	195000	244000
14	52000	104000	156000	208000	260000
15	56000	111000	166000	221000	277000
16	59000	117000	176000	234000	293000
17	62000	124000	186000	247000	309000

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/I'm"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/your
RELATIONSHIP is"

I27. For the next question, I'm going to read you a statement and I'd like you to tell me how true it is for (you/your RELATIONSHIP). "(I'm/your RELATIONSHIP is) more likely to take risks than the average person." Is that...?
(READ LIST. ENTER ONE ONLY)

- 1 Definitely true,
- 2 Mostly true
- 3 Mostly false, or
- 4 Definitely false for you?
- 5 (DO NOT READ) NEITHER TRUE NOR FALSE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP has"

I28. Now I'm going to name some things that people sometimes have difficulty reading and understanding. I'd like you to tell me how often (you have/ your RELATIONSHIP has) difficulty reading or understanding (INSERT). Would you say...?
(READ LIST. ENTER ONE ONLY)

- 1 All of the time,
- 2 Most of the time,
- 3 Some of the time, or
- 4 Never
- 5 (DO NOT READ) DOES NOT APPLY
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. A newspaper
- b. The nutrition labels on food packages such as breads, cereals, canned foods, and snacks

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"
I29. Were [you/ your RELATIONSHIP] born in the United States?

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"
I29a. How long have (you/your RELATIONSHIP) lived in the US?

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

(ASK Q.I30 IF Q.I29 = 2, D, OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT " are you"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"
I30. (Are you/Is your RELATIONSHIP) a citizen of the United States?

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

Section J: TELEPHONES & ADDRESS FOR INCENTIVE PAYMENT

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"
J1. Besides the telephone number I reached you on, how many other telephone numbers if any, does (your/your RELATIONSHIP) have that I could have reached you on?

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

- _____ (Range:1-97)
- DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"
J2. Are any of the telephone numbers in (your/your RELATIONSHIP's) home only used for business purposes?

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

J3. During the past 12 months, has (your/your RELATIONSHIP's) household been without telephone service for 1 week or more?

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

(ASK Q.J3a IF Q.J3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

J3a. For how long was (your/your RELATIONSHIP's) household without telephone service in the last 12 months?

- 1 Answer given in DAYS (SPECIFY) _____ (1-365)
- 2 Answer given in WEEKS (SPECIFY) _____ (1-52)
- 3 Answer given in MONTHS (SPECIFY) _____ (1-12)
- 4 Answer given in YEARS (SPECIFY) _____ (1)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.J4)

J4. Those are all the questions I have. Now I just need your name and address to send the \$10 thank you check we have for you for completing our survey.

May I please have your name?
(VERIFY SPELLING)

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

May I please have your address?
(VERIFY SPELLING)

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

Thank you so much for your time and cooperation. Have a pleasant day/evening.

MASSACHUSETTS HEALTH REFORM SURVEY – 2007

HOUSEHOLD SCREENER

Hello, my name is _____. I'm calling from International Communications Research. We are offering a \$10 payment for completing a survey about the Massachusetts health care system.

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

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

IF Q.HH1 = 1 GO TO HH2

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

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

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

HH2. Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential. We're offering a \$10 payment to each eligible household that completes the survey as a thank you.

IF NEEDED: It should take less than 25 minutes for most households.

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

- 1 Yes
- 2 No
- 3 Did not receive letter and wants to receive one
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH2 = 1 GO TO Q.HH3

IF Q.HH2 = 3 GET CONTACT INFORMATION AND SEND NEW LETTER,
SCHEDULE CALL BACK

IF Q.HH1 = 2 SCHEDULE CALL BACK

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

(ASK AFTER 1st REFUSAL)

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

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

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

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

(Q.HHx1 AND Q.HHx2 HAVE BEEN MOVED TO AFTER Q.A4)

HH3a.How many adults age 18 or older are there in your household?

- _____ (0-7)
- 08 8 or more
 - RR (DO NOT READ) Refused

HH3b.How many of those adults are over the age of 64?

- _____ (0-7)
- 08 8 or more
 - RR (DO NOT READ) Refused

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

HH4. Our study is focusing on the health care experiences of adults in Massachusetts. That is, adults who are at least 18 years old and no more than 64 years old. How many adults between 18 and 64 live in your household? Please include yourself and all the adults who live with you. Please do NOT include anyone living somewhere else now, such as at school or away in the service.

_____ # ADULTS AGE 18-64

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

IF Q.HH4 = 0 THANK AND TERMINATE

IF Q.HH4 = 1 GO TO Q.HH5

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

HH5. Are you that person who is between the ages of 18 and 64 or is it someone else?

1 Yes, it is that person

2 No, it is someone else

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.HH5 = 1 GO TO Q.HH6

IF Q.HH5 = 2 GO TO Q.HH7

IF Q.HH5 = D OR R THANK AND TERMINATE

(ASK Q.HH6 IF Q.HH4 = 1 AND Q.HH5 = 1)

HH6. Do you currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, and Commonwealth Care, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(P.N. - IF Q.HH6 = 1, THANK AND TERMINATE)

(ASK Q.HH6a IF Q.HH6 = 2)

HH6a. Just to confirm, you do NOT have ANY health insurance now. Is that correct?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(P.N. – IF Q.HH6a = 2, RECODE Q.HH6 AS "1")

(P.N. – IF Q.HH6 OR Q.HH6a = D OR R, THANK AND TERMINATE)

(ASK Q.HH7 IF Q.HH4 = 1 AND Q.HH5 = 2)

HH7. Thinking about the adult between 18 and 64 who lives in your household, does he or she currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, and Commonwealth Care, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

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

(P.N. - IF Q.HH7 = 1, THANK AND TERMINATE)

(ASK Q.HH7a1 IF Q.HH7 = DD)

HH7a1. May I please speak with the adult between 18 and 64 who lives in your household?

- | | | |
|---|----------------------|-------------------------------------|
| 1 | Yes, coming to phone | REPEAT INTRO AND REASK Qs.HH2 – HH5 |
| 2 | No, not available | SET UP CALLBACK |
| R | Refused | THANK AND TERMINATE |

(ASK Q.HH7a IF Q.HH7 = 2)

HH7a. Just to confirm, he or she does NOT have ANY health insurance now. Is that correct?

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

(P.N. – IF Q.HH7a = 2, RECODE Q.HH7 AS “1”)

(P.N. – IF Q.HH7 OR Q.HH7a = D OR R, THANK AND TERMINATE)

(ASK Q.HH8 IF Q.HH4 = 2+)

HH8. Thinking about all the adults between 18 and 64 who live in your household, do they ALL currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, and Commonwealth Care, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

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

(ASK Q.HH8a IF Q.HH8 = 1)

HH8a. Just to confirm, ALL of the adults between 18 and 64 who live in your household have health insurance now. Is that correct?

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

(P.N. – IF Q.HH8a = 2, RECODE Q.HH8 AS “2”)

(P.N. – IF Q.HH8 OR Q.HH8a = D OR R, THANK AND TERMINATE)

(P.N. - IF Q.HH8a = 1, THANK AND TERMINATE)

(ASK Q.HH8b IF Q.HH8 = 2)

HH8b. Just to confirm, ONE OR MORE of the adults between 18 to 64 who live in your household, do NOT have ANY health insurance now. Is that correct?

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

(P.N. – IF Q.HH8b = 2, RECODE Q.HH8 AS “1”)
(P.N – IF HOUSEHOLD IS “MIXED”, Q.HH8b = 1, ALWAYS TAKE UNINSURED
RESPONDENT)
IF Q.HH8 = 2 GO Q.HH9;

HH9. How many of the adults between 18 to 64 who live in your household do NOT have ANY health insurance now?

(P.N. – RESPONSE CANNOT BE GREATER THAN RESPONSE IN Q.HH4)

_____ # ADULTS 18 TO 64 UNINSURED

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(P.N. – IF Q.HH9 = DD OR RR, THANK AND TERMINATE)

(ASK Q.HH9a IF UNINSURED INTERVIEW IS SELECTED AND Q.HH9 >1)

HH9a. How many of the uninsured adults between 18 and 64 are male?

_____ # ADULTS UNISURED MALES AGE 18-64

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.HH9b IF UNINSURED INTERVIEW IS SELECTED AND (Q.HH8 = 1 AND Q.HH4 >1) OR (Q.HH4 MINUS Q.HH9 >1)

HH9b. How many of the insured adults between 18 and 64 are male?

_____ # ADULTS UNISURED MALES AGE 18-64

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(Q.INC1 THROUGH Q.INC3c DELETED 8/28)

NOW GO TO SAMPLE BOX TO SELECT ADULT FOR SURVEY

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

HH10. May I speak to the adult between 18 and 64 who lives in your household?

1 New respondent comes to phone

2 New respondent not available

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.HH10 = 1 GO TO Q.A1

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

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

(ASK Q.HH11 IF Q.HH4 = 2+ AND Q.HH9 RESPONSE EQUALS RESPONSE IN Q.HH4)

IF Q.HH8 = 1 AND [(Q.HH4 MINUS Q.HH9b = 0) OR Q.HH9b = 0, DD, or RR]

INSERT “ADULT”

ELSE IF Q.HH8 = 1 AND Q.HH9b >0 AND (Q.HH4 MINUS Q.HH9b >0 INSERT
“MALE” 60% OF THE TIME/“FEMALE” 40% OF THE TIME

IF Q.HH8 = 2 AND [(Q.HH4 MINUS Q.HH9a = 0] OR Q.HH9a = 0, DD, or RR)

INSERT "ADULT"

ELSE IF Q.HH8 = 2 AND Q.HH9a > 0 AND (Q.HH4 MINUS Q.HH9a > 0) INSERT

"MALE" 60% OF THE TIME/"FEMALE" 40% OF THE TIME

HH11. May I speak to the (male/female/adult) between 18 and 64 in your household who has had the most recent birthday?

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

IF Q.HH11 = 1 GO TO Q.A4

IF Q.HH11 = 2 GO TO Q.A1

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

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

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

(ASK Q.HH12 IF Q.HH4 = 2 + AND Q.HH8 = 2 AND SAMPLING UNINSURED ADULT)

(IF ONLY 1 ADULT UNINSURED IN HOUSEHOLD READ ALTERNATE QUESTION IN PARENS)

IF Q.HH9 = Q.HH9a OR Q.HH9a = 0, DD, OR RR INSERT ONE AND Q.HH9

INSERT RESPONSE FROM Q.HH9 AND "ONE"

ELSE IF Q.HH9 MINUS Q.HH9a > 0 INSERT **RESPONSE FROM Q.HH9a AND

"MALE" 60% OF THE TIME/RESPONSE FROM (Q.HH9 MINUS Q.HH9a) AND

"FEMALE" 40% OF THE TIME**

HH12. Thinking about the (INSERT RESPONSE FROM Q.HH9a/Q.HH9 MINUS Q.HH9a/Q.HH9)

adults between 18 and 64 in your household who do NOT have ANY health insurance now,

may I speak to the (male/female/one) who has had the most recent birthday?

(May I please speak to the adult between 18 and 64 who does NOT have ANY health insurance now?)

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

IF Q.HH12 = 1 GO TO Q.A4

IF Q.HH12 = 2 GO TO Q.A1

IF Q.HH12 = 4, GO TO Q.A3a

IF Q.HH12 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH12 = D OR R, THANK AND TERMINATE

(ASK Q.HH13 IF Q.HH4 = 2+ AND Q.HH8 = 2 AND SAMPLING INSURED ADULT)

P.N. - # OF INSURED ADULTS FROM Q.HH4 THRU Q.HH9 NEEDS TO BE CALCULATED AS FOLLOWS:

- IF Q.HH4=2+ AND Q.HH8 = 2, GEN IN # OF ADULTS AS Q.HH4 MINUS Q.HH9

IF Q.HH4 = Q.HH9b OR Q.HH9b = 0, DD, OR RR INSERT RESPONSE FROM (Q.HH4 MINUS Q.HH9) AND "ONE"

ELSE IF Q.HH4 MINUS Q.HH9b > 0 INSERT **Q.HH9b AND "MALE" 60% OF THE TIME/(Q.HH9 MINUS Q.HH9b) AND "FEMALE" 40% OF THE TIME**

HH13. Thinking about the (INSERT # OF INSURED ADULTS FROM Q.HH4 MINUS Q.HH9)/Q.HH9b/Q.HH9 MINUS Q.HH9b) adults between 18 and 64 in your household who HAVE health insurance now, may I speak to the (male/female/one) who has had the most recent birthday?

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

IF Q.HH13 = 1 GO TO Q.A4

IF Q.HH13 = 2 GO TO A1

IF Q.HH13 = 4, GO TO Q.A3a

IF Q.HH13 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH13 = D OR R, THANK AND TERMINATE

SAMPLE ADULT INTERVIEW

Section A: INTRODUCTION

- A1. Hello, my name is _____. I'm calling from International Communications Research. We are conducting a study of Massachusetts' health care system. Our work is in partnership with several private foundations that support research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study.

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

IF NEEDED: It should take less than 25 minutes for most households.

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

- 1 Yes
- 2 No
- 3 Did not receive letter and wants to receive one
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.A1 = 1 GO TO Q.A3

IF Q.A1 = 3 GET CONTACT INFORMATION AND SEND NEW LETTER;

SCHEDULE CALL BACK

IF Q.A1 = D OR R, THANK AND TERMINATE

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

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

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

(ASK Q.A3a IF Q.H11, H12, OR H13 = 4)

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

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

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

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

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

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

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

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

(IF Q.A3c = 1, READ:)

Hello, my name is _____. I'm calling from International Communications Research.
We are conducting a study of Massachusetts' health care system. Our work is in
partnership with several private foundations that support research on health and social
issues and make grants to improve health care. Your responses will be kept confidential.
Since you are familiar with the healthcare experiences of (INSERT NAME), we would like
you to answer for that person as best you can.

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

A3d. Since I will be talking to you, just to make the interview a little easier, could you please tell me
what is the relationship of this person between the ages of 18 and 64 to you?
(DO NOT READ LIST. ENTER ONE ONLY)

- 01 Spouse (wife/husband)
- 02 Unmarried partner
- 03 Boyfriend
- 04 Girlfriend
- 05 Friend
- 06 Significant other
- 07 Son
- 08 Stepson
- 09 Daughter
- 10 Stepdaughter
- 11 Grandson
- 12 Granddaughter
- 13 Mother
- 14 Father
- 15 Brother
- 16 Sister
- 17 Grandmother

- 18 Grandfather
- 19 Aunt
- 20 Uncle
- 21 Niece
- 22 Nephew
- 23 Cousin
- 24 Mother-in-law
- 25 Father-in-law
- 26 Brother-in-law
- 27 Sister-in-law
- 28 Son-in-law
- 29 Daughter-in-law
- 30 Other relative
- 31 Roommate/housemate
- 32 Respondent is Employee (maid, nanny, au pair, housekeeper, etc.) (use "the person between 18 and 64 yrs old")
- 33 Respondent is professional caregiver (nurse, aide, etc) (use "the person between 18 and 64 yrs old")
- 34 Fiancé
- 97 (DO NOT READ) Other (SPECIFY) _____
- DD (DO NOT READ) Don't Know (use "the person between 18 and 64 yrs old")
- RR (DO NOT READ) Refused (use "the person between 18 and 64 yrs old")

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

A4. RECORD RESPONDENT GENDER:
 (Is your [INSERT RELATIONSHIP FROM Q.A3d)...?

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

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

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

- 0 SELECTED PERSON (Respondent)
- 1 PROXY

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

(Q.HHx1 DELETED 8/28)

HHx2. As you may know, Massachusetts has a new law that is aimed at providing health insurance for all Massachusetts residents. Given what you know about it, in general, do you support or oppose this new Massachusetts Universal Health Insurance Law

- 1 Support
- 2 Oppose
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

Section C: ACCESS AND USE

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "your/you/go/are"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's
/goes/he/is/his"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's
/goes/she/is/her"

C1. My next questions ask about [your/ your RELATIONSHIP's] recent health care experiences. Is there a place where [you/ your RELATIONSHIP's] usually [go/goes] when [you/(he/she)] [are/is] sick or when [you/(he/she)] need advice about [your/(his/her)] health?

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

(ASK Q.C2 IF Q.C1 = 1)
(SCRAMBLE 1-5)

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

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

(ASK Q.C2a IF Q.C2 = 1, 2, 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "have you/your"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP/his"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP/her"

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time

- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

IF Q.A4 = 2, INSERT "other than to have a baby"

C3b. In the past 12 months, were [you/ your RELATIONSHIP] a patient in a hospital overnight (other than to have a baby)?

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

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

(ASK Q.C3c1 THRU Q.C3c2 IF Q.C3c = 1-4)

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

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

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

(ASK Q.C3c1 THRU Q.C3c2 IF Q.C3c = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/she"

C3c2. Thinking about the LAST time (you/your RELATIONSHIP) went to see a general doctor, how quickly could (you/he/she) get an appointment? Did you get an appointment...?
(READ LIST. ENTER ONE ONLY)

- 1 On the same day,
- 2 The next day,
- 3 In 2 to 5 days, or
- 4 In 6 or more days
- 5 (DO NOT READ) NEVER ABLE TO GET APPOINTMENT
- 6 (DO NOT READ) DID NOT TRY TO GET APPOINTMENT
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/she"

C3c2a. Now I'd like you to think about the past 12 months. Not counting the times (you/your relationship) needed care right away, how often did (you/he/she) get an appointment for health care at a doctor's office or clinic as soon as (you/he/she) thought (you/he/she) needed?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 (DO NOT READ) NEVER ABLE TO GET APPOINTMENT
- 6 (DO NOT READ) DID NOT TRY TO GET APPOINTMENT
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

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

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

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

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

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

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

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

- 1 Yes, did not get
- 2 Yes, postponed getting
- 3 Yes, both did not get and postponed getting
- 4 (DO NOT READ) No, no unmet need or delayed care
- 5 (DO NOT READ) Not needed
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Filling a prescription for medicine
- b. Getting a medical test, treatment or follow-up recommended by a doctor
- c. Getting preventive care screening such as colon cancer screening (or a mammogram)
- d. Getting doctor care that you needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care. Do not include visits for mental health care or counseling)
- f. Getting dental care that you needed
- g. DELETE

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1 OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

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

(READ IF NECESSARY: Why you did not [INSERT])?

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

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get preventive care screening such as colon cancer screening (or a mammogram)
- d. Get doctor care that you needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care. Do not include visits for mental health care or counseling)
- f. Get dental care that you needed

g. DELETE

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

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

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

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

a. Of trouble finding a doctor or other health care provider who would see you

b. Of trouble getting an appointment with a doctor or other health care provider

c. It was hard to get to the place where the care is located

d. The hours that care was available were not convenient for you

(ASK Q.C6 IF Q.C3a = 1-4 OR Q.C3b = 1 OR Q.C3c = 1-4 OR Q.C3d = 1 OR Q.C3f = 1 OR Q.C3g = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

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

1 Excellent,

2 Very good,

3 Good,

4 Fair, or

5 Poor

7 (DO NOT READ) DID NOT RECEIVE CARE

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Section D: SET-UP FOR SURVEY

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

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

_____ YEARS (range: 18-64)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

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

D1a. It would be helpful if you could tell me whether (you are/ your RELATIONSHIP is)...

(READ LIST. ENTER ONE ONLY)

- 1 18 to 25 years old,
- 2 26 to 34 years old,
- 3 35 to 49 year old, or
- 4 50 to 64 years old
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

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

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

- 1 Married
- 2 Widowed
- 3 Divorced
- 4 Separated
- 5 Never been married
- 6 Living with a partner
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

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

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

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

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

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

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

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

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

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

_____ NUMBER OF CHILDREN

- 00 None
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

P.N.:

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

CREATE FAMILY=1 ("MARRIED "=1 OR "PARENT "=1) FOR SCREEN FOR
LATER QS
CREATE NUMKIDS (D3a) FOR SCREEN FOR LATER QS

Section E: OOP COSTS/FINANCIAL PROBLEMS

(ASK EVERYONE)

(SCRAMBLE)

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

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

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

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

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

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

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

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

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

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

PROBE: Your best estimate is fine.

_____ (\$1-\$4999)

00 None/Nothing

LL \$5000 or more

DD (DO NOT READ) Don’t know

RR (DO NOT READ) Refused

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

(IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)
 IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
 IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"
 IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"
 IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "and your family"
 IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "and his family"
 IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "and her family"
 E1a. How much did [you/ your RELATIONSHIP] (and your family/and [his/her] family) spend "out of pocket" in the past 12 months for (INSERT)...?
 Was it...?
 (READ LIST. ENTER ONE ONLY)

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

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

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/were/your families"
 IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /was/his families"
 IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP/ was/and her families"

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

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

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

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

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

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

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

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

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

E3a. How much are the medical bills (you are/he is/she is) paying off over time?

PROBE: Your best estimate is fine.

_____ AMOUNT (\$1-\$9999)

LL \$10,000 or more

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

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

E3a1. Was it...?

(READ LIST. ENTER ONE ONLY)

1 Less than \$2,000

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

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

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

5 \$10,000 or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Q.E3b DELETED 10/10/06)

(ASK EVERYONE)

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

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

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

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

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Section F: HEALTH INSURANCE COVERAGE

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

Earlier I asked you a general question about health insurance coverage. Now I'd like to focus in more detail on [your/ your RELATIONSHIP's] current health insurance coverage.

In answering these questions, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund.

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

The next questions are about [your/ your RELATIONSHIP's] current health insurance coverage. In answering these questions, I'd like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs.

I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund.

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/your"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your
RELATIONSHIP's"

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

IF "MARRIED=1" INSERT "[your/ your RELATIONSHIP's] spouse's or partner's name"

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

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

(ENTER ALL THAT APPLY)

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

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

F1b. How long (have you/has your RELATIONSHIP) had that insurance coverage?
(READ LIST. ENTER ONE ONLY)

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

F1c. Who is covered by that health insurance plan? Is it...?
(READ LIST. ENTER ONE ONLY)

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

R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

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

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

(READ LIST. ENTER ONE ONLY)

1 Less than 3 months

2 3 to 6 months

3 7 to 12 months

4 More than 12 months

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your
RELATIONSHIP's"

F3. Massachusetts has a number of programs that help low and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. Remember, for this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage. (Are you/Is your RELATIONSHIP) covered by MassHealth or Commonwealth Care?
(IF RESPONDENT ANSWERS "NO", READ BEFORE ACCEPTING RESPONSE:
(You/ your RELATIONSHIP) could be enrolled in MassHealth or Commonwealth Care through the Boston Medical Center HealthNet Plan, Network Health or the Primary Care Clinician Plan. Some MassHealth enrollees are also enrolled in the Neighborhood Health Plan or the Fallon Community Health Plan.)

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"
IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

F4. [Are you /Is your RELATIONSHIP] covered by a health insurance plan that was purchased through the Commonwealth Health Insurance Connector, also called the Connector?
IF NECESSARY: The Commonwealth Health Insurance Connector is a state agency that helps individuals purchase health insurance coverage if they do not have access to health insurance through a job.

- 1 Yes

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

(READ LIST. ENTER ONE ONLY)

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

(ASK Q.F4b IF Q.F4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

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

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

(READ LIST. ENTER ONE ONLY)

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

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

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

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

(READ LIST. ENTER ONE ONLY)

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

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

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

(READ LIST. ENTER ONE ONLY)

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

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

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

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

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

(ASK Q.F7 IF COVERAGE=2)

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

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

F7. According to the information you have provided, [you/ your RELATIONSHIP] [do/does] not have ANY health insurance now. Is that correct?

(IF NEEDED: Again, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs and the UCP program, the Free Care Pool or the Health Care Safety Net Fund.)

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

(P.N. – RECODE COVERAGE=1 IF Q.F7=2)

(ASK Q.F8 IF Q.F7 = 2; ELSE GO TO Q.F10)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

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

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

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

(ASK Q.F8a IF Q.F8 = 01)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

IF "MARRIED=1" INSERT "[your/ your RELATIONSHIP's] spouse's or partner's name"

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

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

(ENTER ALL THAT APPLY)

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

(READ LIST. ENTER ONE ONLY)

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

(ASK F8c IF Q.F7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

(READ LIST. ENTER ONE ONLY)

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

(ASK Q.F9 IF Q.F1b NE 4 AND Q.F2b NE 4 AND Q.F3b NE 4 AND Q.F5b NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

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

(ASK Q.F10 IF COVERAGE=2 OR Q.F9 = 2; ELSE GO TO SECTION G)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

_____ MONTHS UNINSURED (Range = 1-12)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.F10a IF COVERAGE = 2 OR Q.F9 = 2)

F10a. At any time in the past 12 months, have you received care under the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund?

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

(ASK Q.F11 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

F11. When [you/ your RELATIONSHIP] last had health insurance coverage, what kind of insurance coverage did (you/ your RELATIONSHIP) have?
(DO NOT READ. ENTER ALL THAT APPLY)

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

(ASK Q.F11a IF Q.F1b <4 OR Q.F2a <4 OR Q.F3b <4 OR Q.F4b <4 OR Q.F5b <4)

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

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

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

F11a. Earlier you told me that (you/your RELATIONSHIP) (have/has) had (your/his/her) current insurance coverage for less than a year. Did (you/he/she) have any insurance coverage before that?

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

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

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

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

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

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

(DO NOT READ. ENTER ALL THAT APPLY)

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

IF COVERAGE=1 GO TO SECTION G

IF COVERAGE=2 GO TO SECTION H

Section G: CHARACTERISTICS OF CURRENT COVERAGE

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

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

G1 Now I'd like to ask you a few questions about [your/ your RELATIONSHIP's] current health insurance coverage. Is there a "network" or list of doctors, hospitals and other medical providers that [you are / your RELATIONSHIP is] encouraged to use?

(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

G2 Under [your/ your RELATIONSHIP's] current health coverage, if [you/ your RELATIONSHIP] see a doctor who is not part of [your/ your RELATIONSHIP's] health plan's network, does [your/ your RELATIONSHIP's] health plan pay for any of those costs?

(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care

services to members of that health plan.)

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

(ASK Q.G3 IF Q.G1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

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

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

(ASK Q.G4 IF COVERAGE=1)

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

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

G4 Does [your/ your RELATIONSHIP's] current health coverage have an annual deductible for medical care? A deductible is the amount [you/ your RELATIONSHIP] [have/has] to pay before the insurance plan will start paying [your/ your RELATIONSHIP's] medical bills.
IF NEEDED: The deductible is different from a co-pay. A co-pay is the payment for a doctor visit or other medical service and a deductible is the amount you pay before your insurance plan will start paying [your/ your RELATIONSHIP's] medical bills.

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

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

(ASK Q.G5 IF Q.G4 = 1)

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

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

(Qs.G6, G7a AND G7b DELETED 8/28)

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

IF Q.G1 = 1, INSERT "within you plan's network"

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

IF Q.G5 = 1, INSERT "per person"

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

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

_____ AMOUNT (\$1-\$10K)

- LL \$10,000 or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

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

G8a. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$100
- 2 \$100 to under \$500
- 3 \$500 to under \$1,000
- 4 \$1,000 to under \$2,000
- 5 \$2,000 to under \$3,000
- 6 \$3,000 to under \$5,000

- 7 \$5000 to under \$10,000
- 8 \$10,000 or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

G9 Special Health Savings Accounts or HSAs are accounts that are devoted solely to health expenses and used with a high deductible health insurance policy. They can also be used to supplement retirement if you are healthy because the money can stay in the account and grow with tax advantages. Health Savings Accounts are fairly new since they were only signed into law in December of 2003. Did [you/ your RELATIONSHIP] have a Health Savings Account or HSA?

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

(ASK Q.G10 IF COVERAGE=1)

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

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

(READ LIST. ENTER ONE ONLY)

- 01 Once a week
- 02 Every two weeks
- 03 Twice a month
- 04 Once a month
- 05 Once every three months (QUARTERLY)
- 06 Once every six months (TWICE A YEAR; BIANNUALLY; SEMIANNUALLY)
- 07 Once a year
- 97 (DO NOT READ) SOME OTHER TIMING
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.G11a IF Q.G11 = ANY OF 01-07)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do your"

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

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

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

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

PROBE: Your best estimate is fine.

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

_____ AMOUNT (\$1-\$20K)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

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

G11a1. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

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

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

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

(ASK Q.G12 IF Q.G10 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

G12 Do [you/ your RELATIONSHIP] receive any help paying the premium?

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

(ASK Q.G12a IF Q.G12 = 1)

(ROTATE a-b)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

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

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

G12a. (Do you/Does he/she) receive help from (INSERT)?

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

- a. Family or friends
- b. A government program, such as MassHealth or Medicaid, or Commonwealth Care or CHIP
- c. Someone else (SPECIFY) _____

(ASK Q.G13 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

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

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

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

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

(P.N. – IF Q.G14b = 1, IMMEDIATELY ASK Q.G14b1 BEFORE ASKING NEXT ITEM)

G14. Next, I'd like to focus on the benefits covered under [your/ your RELATIONSHIP's] current health coverage. Does [your/ your RELATIONSHIP's] current health coverage include (INSERT)?

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

- a. Inpatient hospital care
- b. Doctor visits
- c. Mental health care or counseling
- d. Dental care
- e. Prescription drugs

(ASK Q.G14b1 IF Q.G14b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

G14b1. Does (your/his/her) health insurance place any limits on the number of times (you/he/she) can go to the doctor each year?

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

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

G15. How would you rate the range of services covered by [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

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

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

G16. How would you rate the choice of doctors and other providers available under [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

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

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

G17. How would you rate quality of care available under [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/he/him"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/she/her"

G18. Thinking back to when (you/your RELATIONSHIP) enrolled in your current health insurance coverage, did (you/he/she) have a choice of health plans to pick from or was only one health plan available to (you/him/her)?

- 1 Had a choice
- 2 Only one plan
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G18a IF Q.G18 = 1)

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

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

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

G18a. Based on what (you/your RELATIONSHIP) (have/has) heard, read, or experienced, (do you/does he/does she) think there were big differences, small differences, or no differences in the health plans that were available to (you/him/her)?

- 1 Big differences
- 2 Small differences
- 3 No differences
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G18b IF Q.G18 = 1)

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

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

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

G18b. In choosing (your/his/her) health plan, which of the following was MOST important to (you/your RELATIONSHIP)? Was it MOST important to:

- 1 Keep premiums low
- 2 Keep deductible and co-payments for services low
- 3 Have a wide range of benefits or a particular benefit that (you need/he needs/she needs)
- 4 Have a plan with a wide range of doctors
- 7 Other (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

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

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

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

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

- 1 Yes, happened in the past 12 months
 - 2 No, has not happened in the past 12 months
 - D (DO NOT READ) Don't know
 - R (DO NOT READ) Refused
-
- a. (You/He/She) had expensive medical bills for services NOT covered by (your/his/her) health insurance
 - b. (Your/His/Her) doctor charged (you/him/her) a lot more than (your/his/her) health insurance would pay and (you/him/her) had to pay the difference
 - c. The doctor's office told (you/him/her) they do not accept (your/his/her) health insurance
 - d. (You/He/She) had to contact (your/his/her) health insurance company because they did not pay a bill promptly or denied payment
 - e. DELETED

Section H: HEALTH STATUS

(ASK EVERYONE)

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

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

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

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

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

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

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

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

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

- 1 Limited in work
- 2 Not limited in work
- 3 (DO NOT READ) UNABLE TO WORK
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

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

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

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

H3. (Have you/Has your RELATIONSHIP) EVER been told by a doctor or other health professional that [you/(he/she)] [have/has] (INSERT)?

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

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

(ASK Q.H4 IF Q.H3a-d = 1 TO ANY AND Q.C3b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

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

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

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

H4. Earlier you told me (you/your RELATIONSHIP) had stayed overnight in a hospital in the past 12 months. Was [your/ your RELATIONSHIP's] hospital stay in the past 12 months because of (ITEM FROM Q.H3/any of the problems we just talked about. That is, because of [INSERT Q.H3 = 1 ITEMS])?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

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

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

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

IF Q.C3a = 1 INSERT "was/visit"

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

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

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

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

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK EVERYONE)

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

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

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

H6. Beyond the health problems and conditions we've already talked about, (have you/has your RELATIONSHIP) EVER been told by a doctor or other health professional that [you/(he/she)] ([have/has) any other chronic or long-term health conditions or health problems?
IF NEEDED: This could include, for example, arthritis, cancer, depression, migraines or osteoporosis among many other conditions.

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

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

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

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

Section I: DEMOGRAPHICS AND INCOME

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

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

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

- 1 Yes
- 2 No

- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

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

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

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

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

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

I4. (Are you/Is your RELATIONSHIP) currently working for pay?

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

IF Q.I4=2, D, OR R GO TO Q.I15 CHECK

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

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

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

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

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

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

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

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

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

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

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

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

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

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

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

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "her/is your
RELATIONSHIP /she"

IF Q.I5 = 2, INSERT "Thinking about (your/his/her) main job"

I7. (Thinking about [your/(his/her) main job,] (Are you/Is your RELATIONSHIP) self-employed, or
do (you/he/she) work for someone else?

IF NEEDED: By self-employed we mean did (you/he/she) work for profit, fees or
salary in (your/his/her) own business, shop or farm.

- 1 Self-employed
- 2 Worked for employer
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I8 IF Q.I7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

18. Including (you/your RELATIONSHIP), about how many people work for (your/ your RELATIONSHIP's) (main) employer? Include both part-time and full-time workers at all locations and worksites.

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most hours.

PROBE: Your best guess is fine.

(DO NOT READ LIST. ENTER ONE ONLY)

- 1 1 (Self-employed with no employees)
- 2 2 to 10
- 3 11 to 25
- 4 26 to 50
- 5 51 to 100
- 6 101 to 500
- 7 501 to 1,000
- 8 1,001 or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.18a IF Q.18 = D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF Q.15 = 2, INSERT "main"

- 18a. Can you tell me whether or not more than 50 people are working for (your/ your RELATIONSHIP's) (main) employer ?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/does your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your

RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /

your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I9. About how many hours per week (do you/ does your RELATIONSHIP) typically work at (your/ your RELATIONSHIP's) (main) job?

IF NECESSARY: By main job, I mean the job in which (you/(he/she)) work the most hours.

PROBE: Your best guess is fine.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 20 hours
- 2 20 hours to less than 35 hours
- 3 More than 36 hours
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO Q.I11)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/her"

IF Q.I5 = 2, INSERT "main"

I10. At (your/ your RELATIONSHIP's) (main) job, does (your/his/her) employer offer health insurance coverage to ANY of its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I11 IF Q.F1a = 1 OR IF Q.I10 = 1; ELSE GO TO Q.I15)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I11. Does [your/ your RELATIONSHIP's] employer pay any of the premium for its health insurance plan for its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO CHECK FOR Q.I15)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/she"

I12. Could [you/ your RELATIONSHIP] be covered by [your/ your RELATIONSHIP's] employer's health insurance plan if [you/(he/she)] wanted to be?

- 1 Yes

- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I13 IF Q.I12 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are/your"

IF INTERVIEWING "A PROXY" INSERT, "ADULT is/ your RELATIONSHIP's"

I13a. What is the MAIN reason (you are/ your RELATIONSHIP is) not covered by (your/ your RELATIONSHIP's) employer 's health insurance plan?
(DO NOT READ LIST. ENTER ONE ONLY)
(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Enrollment only possible at certain times
- 04 Benefit package doesn't meet needs
- 05 Traded insurance for another benefit or higher pay
- 06 Have other coverage
- 07 Haven't worked there long enough
- 08 Job category doesn't qualify
- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I13b IF Q.I12 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

I13b. What is the MAIN reason (you/ your RELATIONSHIP) cannot be covered by (your/ your RELATIONSHIP's) employer 's health insurance plan?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Enrollment only possible at certain times
- 04 Benefit package doesn't meet needs
- 05 Traded insurance for another benefit or higher pay
- 06 Have other coverage
- 07 Haven't worked there long enough
- 08 Job category doesn't qualify
- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I14 IF "FAMILY=1" AND Q.F1c = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/his/ your RELATIONSHIP"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/her/ your RELATIONSHIP"

I14. Could (your/ your RELATIONSHIP's) family be covered by (your/his/her) employer's health insurance plan if (you\ your RELATIONSHIP) wanted them to be?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I15 CHECK

IF ESI (Q.F1 = 1) OR PUBLIC (Q.F2, F3, OR F6 = 1 OR Q.F8=4, 5, OR 6) GO TO Q.I20

IF NON-GROUP (Q.F5 = 1 OR Q.F8= 2 OR 3) GO TO I15

IF UNINSURED (Q.F7 = 1) GO TO I16

(ASK Q.I15 IF NON-GROUP [Q.F5 = 1 OR Q.F8= 2 OR 3])

(ROTATE)

I15. Earlier you told me you had bought health insurance on your own, that is, directly from a health insurance company or insurance agent, or from the Commonwealth Health Insurance Connector. How difficult was it to find (INSERT)? Was it...?

(READ LIST. ENTER ONE ONLY)

- 1 Very difficult
- 2 Somewhat difficult
- 3 Not too difficult
- 4 Not at all difficult
- 5 (DO NOT READ) NOT POSSIBLE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. A plan with the type of coverage you need
- b. A plan you could afford

NOW GO TO Q.I18

(ASK Q.I16 IF COVERAGE=2)

I16. Some people buy health insurance on their own, that is, directly from a health insurance company or insurance agent, or from the Commonwealth Health Insurance Connector. In the past 12 months, have you ever thought about buying health insurance on your own or tried to buy it on your own?

- 1 Yes, thought about
- 2 Yes, tried
- 3 No, never though about it or tried to buy it
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I17 IF Q.I16 = 1, 2, OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

IF Q.I16 = 1 OR 2, INSERT "did not buy"

IF Q.I16 = 3, INSERT "have not thought of buying")

I17. What is the MAIN reason [you/ your RELATIONSHIP] (did not buy/have not thought of buying) health insurance on your own? Is it because (INSERT FROM BELOW)

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 1 Costs too much
- 2 Don't need/don't get sick
- 3 Turned down by insurance company because of health
- 4 Turned down by insurance company for other reasons
- 5 Benefit package doesn't meet needs
- 6 Have other coverage
- 7 Don't know how to get insurance
- 8 Other (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I18 IF Q.F7 = 1 OR [Q.F5 = 1 OR Q.F8 = 2 OR 3])

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I18. Massachusetts has a number of programs that help low- and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. Had (you/your RELATIONSHIP) heard about MassHealth or any of these other programs before today?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I18a IF Q.I18 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I18a. In the past 12 months, have (you/your RELATIONSHIP) ever thought about enrolling in one of the state's programs or tried to enroll in one of the state's programs?

- 1 Yes, thought about
- 2 Yes, tried
- 3 No, never thought about it or tried to
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I19 IF Q.I18a = 1, 2, OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

IF Q.I18a = 1 OR 2, INSERT "did not enroll"

IF Q.I18a = 3, INSERT "have not thought about enrolling"

I19. What is the MAIN reason (you/ your RELATIONSHIP) (did not enroll/have not thought about enrolling) in one of the state's programs?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Not eligible
- 04 Don't want welfare/public assistance
- 05 Have other coverage
- 06 Don't know how to enroll
- 07 Too hard to enroll
- 08 Never heard of program
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK EVERYONE)

I19a. Massachusetts now requires that residents of the state either purchase health insurance or pay a fine. The requirement applies to everyone except people that a state agency determines can't afford the cost of a policy. Have you heard or read about this new requirement? It is called the individual mandate.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I19b IF Q.I19a = 1 AND COVERAGE=2)

I19b. Based on what you know about the individual mandate, do you think this new requirement applies to you?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I19c IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/herself"

I19c. How much, if anything, would it cost per month for (you/your RELATIONSHIP) to get health insurance for (yourself/himself/herself)? PROBE: Your best guess is fine.

- _____per month
- DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

(ASK Q.I19d IF Q.I19c NE D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/herself"

I19d. How easy or difficult would it be for (you/your RELATIONSHIP) to come up with that much money to get health insurance for (yourself/himself/herself)? Would it be: very easy, somewhat easy, somewhat difficult, or very difficult?

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK I19e IF Q.I19a = 1 AND COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's"

I19e. Did this new requirement influence (your/your RELATIONSHIP's) decision to obtain health insurance coverage?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.120 THRU Q.I23 DELETED 8/28)

I24. Now I have a few questions to find out whether people can afford the health care they need.

(IF "MARRIED=1" AND "PARENT = 1", READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/
your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/
your RELATIONSHIP /her"

I'm interested in [your/ your RELATIONSHIP's] family income, that is [your/ your RELATIONSHIP's] income PLUS the income of [your/his/her] immediate family. By immediate family I mean your/(his/her) spouse and the children or stepchildren under 19 who are living with [you/ your RELATIONSHIP]. For these questions, I'd like you to think back to 2006. During 2006, did [you/ your RELATIONSHIP] or any of [your/his/her family members receive any income from wages or salary?

(IF "MARRIED=1" AND "PARENT=0", READ:)

I'm interested in (your/ your RELATIONSHIP's) family income, that is [your/ your RELATIONSHIP's] income PLUS the income of [your/his/her] spouse. For these questions, I'd like you to think back to 2006. During 2006, did [you/ your RELATIONSHIP] or any of [your/his/her] family members receive any income from wages or salary?

(IF "MARRIED=0" AND "PARENT=1", READ:)

I'm interested in [your/ADULT's] family income, that is [your/ your RELATIONSHIP's] income PLUS the income of the children or stepchildren under 19 who are living with [you/ your RELATIONSHIP]. For these questions, I'd like you to think back to 2006. During 2006, did [you/ your RELATIONSHIP] or any of [your/(his/her)] family members receive any income from wages or salary?

(IF "MARRIED=0" AND "PARENT=0", READ:)

For these questions, I'd like you to think back to 2006. During 2006, did [you/ your RELATIONSHIP] receive any income from wages or salary?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

(IF ITEM b = 1 AND "FAMILY=1", IMMEDIATELY ASK Q.I25b1 BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" INSERT "or any of (your/his/her) family members"

I25. During 2006, did [you/ your RELATIONSHIP] (or any of [your his/her] family members) receive (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Any dividend income or any interest income from savings accounts, bonds, money market accounts, or similar types of investments
- b. Supplemental Security Income or SSI
- c. Income from any other sources, such as self-employment, alimony, child support, contributions from family or others, unemployment compensation, worker's compensation or veteran's payments, Social Security or pensions, or anything else

(ASK Q.I25b1 IF "FAMILY=1" AND Q.I25b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I25b1. Who in the family received that?
(ENTER ALL THAT APPLY)

- 1 You/ your RELATIONSHIP
- 2 Spouse
- 3 Child
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – HOUSEHOLD SIZE CRITERIA IS DEFINED AS:

IF MARRIED DEFINE AS # OF CHILDREN IN HH + 2

IF NOT MARRIED DEFINE AS # OF CHILDREN IN HH + 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

IF "FAMILY=1", INSERT "and [your/ your RELATIONSHIP's] immediate family/families"

I26. Thinking about all the different sources of income [you/ your RELATIONSHIP] (and [your/ your RELATIONSHIP's] immediate family) received in 2006, what was the combined total income from all sources before taxes and other deductions? Was it under (INSERT AMT3 FOR FAMILY SIZE) or was it (INSERT AMT3 FOR FAMILY SIZE) or more?
 PROBE: Your best estimate is fine.

- 1 Under (INSERT AMT3)
- 2 (INSERT AMT3) or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I26b IF Q.I26 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "FAMILY=1", INSERT "family"

I26b. Now, just stop me when I get to the right category. Was [your/ your RELATIONSHIP'S] total (family) income ...?

IF NEEDED: The computer gives me different income values for the question depending on the size of your family.

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 Less than (INSERT AMT1)
- 2 (INSERT AMT1) to (INSERT AMT1A)
- 3 (INSERT AMT1A) to under (INSERT AMT2)
- 4 (INSERT AMT 2) to under (INSERT AMT3)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

NOW GO TO Q.I27

(ASK Q.I26c IF Q.I26 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "FAMILY=1", INSERT "family"

I26c. Now, just stop me when I get to the right category. Was [your/ your RELATIONSHIP'S] total (family) income ...?

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 (INSERT AMT3) to under (INSERT AMT4)
- 2 (INSERT AMT4) to under (INSERT AMT5)
- 3 (INSERT AMT5) or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

	2006 Poverty Guidelines, rounded up to nearest thousand					
	100%	150%	200%	300%	400%	500%
FAMSIZE	AMT1	AMT1A	AMT2	AMT3	AMT4	AMT5
1	10000	15000	20000	30000	40000	49000
2	14000	20000	27000	40000	53000	66000
3	17000	25000	34000	50000	67000	83000
4	20000	30000	40000	60000	80000	100000

5	24000	36000	47000	71000	94000	117000
6	27000	41000	54000	81000	108000	134000
7	31000	46000	61000	91000	121000	151000
8	34000	51000	68000	101000	135000	168000
9	37000	56000	74000	111000	148000	185000
10	41000	61000	81000	122000	162000	202000
11	44000	66000	88000	132000	176000	219000
12	48000	71000	95000	142000	189000	236000
13	51000	76000	102000	152000	203000	253000
14	54000	81000	108000	162000	216000	270000
15	58000	87000	115000	173000	230000	287000
16	61000	92000	122000	183000	244000	304000
17	65000	97000	129000	193000	257000	321000

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/I'm"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/your RELATIONSHIP is"

- I27. For the next question, I'm going to read you a statement and I'd like you to tell me how true it is for (you/your RELATIONSHIP). "(I'm/your RELATIONSHIP is) more likely to take risks than the average person." Is that...?
(READ LIST. ENTER ONE ONLY)

- 1 Definitely true,
- 2 Mostly true
- 3 Mostly false, or
- 4 Definitely false for you?
- 5 (DO NOT READ) NEITHER TRUE NOR FALSE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP has"

- I28. Now I'm going to name some things that people sometimes have difficulty reading and understanding. I'd like you to tell me how often (you have/ your RELATIONSHIP has) difficulty reading or understanding (INSERT). Would you say...?
(READ LIST. ENTER ONE ONLY)

- 1 All of the time,
- 2 Most of the time,
- 3 Some of the time, or
- 4 Never
- 5 (DO NOT READ) DOES NOT APPLY
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. A newspaper
- b. The nutrition labels on food packages such as breads, cereals, canned foods, and snacks

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

- I29. Were [you/ your RELATIONSHIP] born in the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I29a IF Q.I29 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I29a. How long have (you/your RELATIONSHIP) lived in the US?

_____ # YEARS

- LL Less than 1 year
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I30 IF Q.I29 = 2, D, OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I30. (Are you/Is your RELATIONSHIP) a citizen of the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I30a IF Q.I30 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT, "was your RELATIONSHIP"

I30a. In what country (were you/was your RELATIONSHIP) born? (DO NOT READ)

CHOICE SET IS BASED ON TOP 10 COUNTRIES FOR MA IN CPS—Add more??

- 01 Brazil
- 02 Canada
- 03 China
- 04 Columbia
- 05 Dominican Republic
- 06 El Salvador
- 07 Honduras
- 08 India
- 09 Japan
- 10 Vietnam
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

Section J: TELEPHONES & ADDRESS FOR INCENTIVE PAYMENT

- J1a. Is the telephone number I reached you on a cell phone number or a regular landline number?
Landline numbers are for phones that plug into outlets in the walls of your home.

- 1 Cell phone number
- 2 Regular landline number
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.J1b IF Q.J1a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/her"

- J1b. How many regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached you on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-97)

- NN None
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.J1 IF Q.J1a = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 1, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 2, "your RELATIONSHIP/her"

- J1. Besides the telephone number I reached you on, how many other regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached you on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-97)

- NN None
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.J2 IF Q.J1 = 1+ OR Q.J1b = 1+)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

- J2. Are any of the regular, landline telephone numbers in (your/your RELATIONSHIP's) home only used for business purposes?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's/they/their"

- J3. Thinking about all the people who live in (your/your RELATIONSHIP's) household, how many different cell phone numbers do (you/they) and the other members of (your/their) household have? Please don't count cell phones numbers used by students who are living away at school.

_____ (Range:1-97)

- NN None

DD (DO NOT READ) Don't know
RR (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

J3b. Is this house, apartment or mobile home...?
(READ LIST. ENTER ONE ONLY)

- 1 Owned by (you/your RELATIONSHIP) or someone in this household with a mortgage or loan
- 2 Owned by (you/your RELATIONSHIP) or someone in this household free and clear (without a mortgage or loan)
- 3 Rented for cash rent
- 4 Occupied without payments of cash rent
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.J3a DELETED 8/28)

(ASK Q.J4)

J4. Those are all the questions I have. Now I just need your name and address to send the \$10 thank you check we have for you for completing our survey.

May I please have your name?
(VERIFY SPELLING)

- 1 Answer given (SPECIFY) _____
- R (DO NOT READ) Refused

May I please have your address?
(VERIFY SPELLING)

- 1 Street: _____
- 2 City: _____
- 3 State: _____
- 4 Zip code: _____
- R (DO NOT READ) Don't know

Thank you so much for your time and cooperation. Have a pleasant day/evening.

MASSACHUSETTS HEALTH REFORM SURVEY – 2008

HOUSEHOLD SCREENER

Hello, my name is _____. I'm calling from International Communications Research. We are offering a \$10 payment for completing a survey about the Massachusetts health care system.

HH1. May I speak to an adult who lives in the household?

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH1 = 1 GO TO HH2

IF Q.HH1 = 2 REPEAT INTRO AND THEN GO TO Q.HH2

IF Q.HH1 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH1 = D OR R, THANK AND TERMINATE

HH2. Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential. We're offering a \$10 payment to each eligible household that completes the survey as a thank you.

IF NEEDED: It should take less than 25 minutes for most households.

IF NEEDED: We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH2 = 1 GO TO Q.HH3

IF Q.HH2 = 2 SCHEDULE CALL BACK

IF Q.HH2 = D OR R, THANK AND TERMINATE

(ASK AFTER 1st REFUSAL)

What reasons did the respondent give for not wanting to participate in this survey?

- 1 Not interested
- 2 Too busy
- 3 Bad time (dinner, family time, etc.)
- 4 I don't do surveys
- 5 Wanted more info about study or ICR
- 6 Didn't like subject matter
- 7 Just hung up
- 8 Other reason (specify)

HH3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English

- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.HHx1 AND Q.HHx2 HAVE BEEN MOVED TO AFTER Q.A4)

HH3a. How many adults age 18 or older are there in your household?

- _____ (0-7)
- 08 8 or more
 - RR (DO NOT READ) Refused

HH3b. How many of those adults are over the age of 64?

- _____ (0-7)
- 08 8 or more
 - RR (DO NOT READ) Refused

(P.N. – GEN RESPONSE OF Q.HH3a MINUS Q.HH3b INTO Q.HH4 WITHOUT ASKING Q.HH4)

HH4. Our study is focusing on the health care experiences of adults in Massachusetts. That is, adults who are at least 18 years old and no more than 64 years old. How many adults between 18 and 64 live in your household? Please include yourself and all the adults who live with you. Please do NOT include anyone living somewhere else now, such as at school or away in the service.

- _____ # ADULTS AGE 18-64
- DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

IF Q.HH4 = 0 THANK AND TERMINATE

IF Q.HH4 = 1 GO TO Q.HH5

IF Q.HH4 = DD OR RR ASK FOR NEW RESPONDENT

HH5. Are you that person who is between the ages of 18 and 64 or is it someone else?

- 1 Yes, it is that person
- 2 No, it is someone else
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH5 = 1 GO TO Q.HH6

IF Q.HH5 = 2 GO TO Q.HH7

IF Q.HH5 = D OR R THANK AND TERMINATE

(ASK Q.HH6 IF Q.HH4 = 1 AND Q.HH5 = 1)

HH6. Do you currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, and Commonwealth Care, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. - IF Q.HH6 = 1, THANK AND TERMINATE)

(ASK Q.HH6a IF Q.HH6 = 2)

HH6a. Just to confirm, you do NOT have ANY health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH6a = 2, RECODE Q.HH6 AS “1”)

(P.N. – IF Q.HH6 OR Q.HH6a = D OR R, THANK AND TERMINATE)

(ASK Q.HH7 IF Q.HH4 = 1 AND Q.HH5 = 2)

HH7. Thinking about the adult between 18 and 64 who lives in your household, does he or she currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, and Commonwealth Care, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. - IF Q.HH7 = 1, THANK AND TERMINATE)

(ASK Q.HH7a1 IF Q.HH7 = DD)

HH7a1. May I please speak with the adult between 18 and 64 who lives in your household?

- | | |
|------------------------|-------------------------------------|
| 1 Yes, coming to phone | REPEAT INTRO AND REASK Qs.HH2 – HH5 |
| 2 No, not available | SET UP CALLBACK |
| R Refused | THANK AND TERMINATE |

(ASK Q.HH7a IF Q.HH7 = 2)

HH7a. Just to confirm, he or she does NOT have ANY health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH7a = 2, RECODE Q.HH7 AS “1”)

(P.N. – IF Q.HH7 OR Q.HH7a = D OR R, THANK AND TERMINATE)

(ASK Q.HH8 IF Q.HH4 = 2+)

HH8. Thinking about all the adults between 18 and 64 who live in your household, do they ALL currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, and Commonwealth Care, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.HH8a IF Q.HH8 = 1)

HH8a. Just to confirm, ALL of the adults between 18 and 64 who live in your household have health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH8a = 2, RECODE Q.HH8 AS "2")

(P.N. – IF Q.HH8 OR Q.HH8a = D OR R, THANK AND TERMINATE)

(P.N. - IF Q.HH8a = 1, THANK AND TERMINATE)

(ASK Q.HH8b IF Q.HH8 = 2)

HH8b. Just to confirm, ONE OR MORE of the adults between 18 to 64 who live in your household, do NOT have ANY health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH8b = 2, RECODE Q.HH8 AS “1”)
(P.N – IF HOUSEHOLD IS “MIXED”, Q.HH8b = 1, ALWAYS TAKE UNINSURED
RESPONDENT)
IF Q.HH8 = 2 GO Q.HH9

HH9. How many of the adults between 18 to 64 who live in your household do NOT have ANY health insurance now?

(P.N. – RESPONSE CANNOT BE GREATER THAN RESPONSE IN Q.HH4)

_____ # ADULTS 18 TO 64 UNINSURED

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(P.N. – IF Q.HH9 = DD OR RR, THANK AND TERMINATE)

(ASK Q.HH9a IF UNINSURED INTERVIEW IS SELECTED AND Q.HH9 >1)

HH9a. How many of the uninsured adults between 18 and 64 are male?

_____ # ADULTS UNISURED MALES AGE 18-64

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.HH9b IF UNINSURED INTERVIEW IS SELECTED AND (Q.HH8 = 1 AND Q.HH4 >1) OR (Q.HH4 MINUS Q.HH9 >1)

HH9b. How many of the insured adults between 18 and 64 are male?

_____ # ADULTS UNISURED MALES AGE 18-64

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(Q.INC1 THROUGH Q.INC3c DELETED 8/28)

NOW GO TO SAMPLE BOX TO SELECTE ADULT FOR SURVEY

(ASK Q.HH10 IF (Q.HH4 = 1 AND Q.HH5 = 2)

HH10. May I speak to the adult between 18 and 64 who lives in your household?

- 1 New respondent comes to phone
- 2 New respondent not available
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH10 = 1 GO TO Q.A1

IF Q.HH10 = 2 GET NAME AND SCHEDULE CALL BACK

IF Q.HH10 = D OR R, THANK AND TERMINATE

(ASK Q.HH11 IF Q.HH4 = 2+ AND Q.HH9 RESPONSE EQUALS RESPONSE IN Q.HH4)

IF Q.HH8 = 1 AND [(Q.HH4 MINUS Q.HH9b = 0) OR Q.HH9b = 0, DD, or RR]

INSERT "ADULT"

ELSE IF Q.HH8 = 1 AND Q.HH9b > 0 AND (Q.HH4 MINUS Q.HH9b > 0) INSERT
"MALE" 60% OF THE TIME/"FEMALE" 40% OF THE TIME

IF Q.HH8 = 2 AND [(Q.HH4 MINUS Q.HH9a = 0) OR Q.HH9a = 0, DD, or RR]

INSERT "ADULT"

ELSE IF Q.HH8 = 2 AND Q.HH9a > 0 AND (Q.HH4 MINUS Q.HH9a > 0) INSERT
"MALE" 60% OF THE TIME/"FEMALE" 40% OF THE TIME

HH11. May I speak to the (male/female/adult) between 18 and 64 in your household who has had the most recent birthday?

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH11 = 1 GO TO Q.A4

IF Q.HH11 = 2 GO TO Q.A1

IF Q.HH11 = 4, GO TO Q.A3a

IF Q.HH11 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH11 = D OR R, THANK AND TERMINATE

(ASK Q.HH12 IF Q.HH4 = 2 + AND Q.HH8 = 2 AND SAMPLING UNINSURED ADULT)
 (IF ONLY 1 ADULT UNINSURED IN HOUSEHOLD READ ALTERNATE QUESTION IN PARENS)
 IF Q.HH9 = Q.HH9a OR Q.HH9a = 0, DD, OR RR INSERT ONE AND Q.HH9
 INSERT RESPONSE FROM Q.HH9 AND "ONE"
 ELSE IF Q.HH9 MINUS Q.HH9a > 0 INSERT **RESPONSE FROM Q.HH9a AND
 "MALE" 60% OF THE TIME/RESPONSE FROM (Q.HH9 MINUS Q.HH9a) AND
 "FEMALE" 40% OF THE TIME**
 HH12. Thinking about the (INSERT RESPONSE FROM Q.HH9a/Q.HH9 MINUS Q.HH9a/Q.HH9)
 adults between 18 and 64 in your household who do NOT have ANY health insurance now,
 may I speak to the (male/female/one) who has had the most recent birthday?
 (May I please speak to the adult between 18 and 64 who does NOT have ANY health insurance
 now?)

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH12 = 1 GO TO Q.A4
 IF Q.HH12 = 2 GO TO Q.A1
 IF Q.HH12 = 4, GO TO Q.A3a
 IF Q.HH12 = 3 GET NAME AND SCHEDULE CALL BACK
 IF Q.HH12 = D OR R, THANK AND TERMINATE

(ASK Q.HH13 IF Q.HH4 = 2+ AND Q.HH8 = 2 AND SAMPLING INSURED ADULT)
 P.N. – # OF INSURED ADULTS FROM Q.HH4 THRU Q.HH9 NEEDS TO BE
 CALCULATED AS FOLLOWS:
 • IF Q.HH4=2+ AND Q.HH8 = 2, GEN IN # OF ADULTS AS Q.HH4 MINUS Q.HH9
 IF Q.HH4 = Q.HH9b OR Q.HH9b = 0, DD, OR RR INSERT RESPONSE FROM
 (Q.HH4 MINUS Q.HH9) AND "ONE"
 ELSE IF Q.HH4 MINUS Q.HH9b > 0 INSERT **Q.HH9b AND "MALE" 60% OF
 THE TIME/(Q.HH9 MINUS Q.HH9b) AND "FEMALE" 40% OF THE TIME**
 HH13. Thinking about the (INSERT # OF INSURED ADULTS FROM Q.HH4 MINUS
 Q.HH9)/Q.HH9b/Q.HH9 MINUS Q.HH9b) adults between 18 and 64 in your household who
 HAVE health insurance now, may I speak to the (male/female/one) who has had the most
 recent birthday?

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH13 = 1 GO TO Q.A4
 IF Q.HH13 = 2 GO TO A1
 IF Q.HH13 = 4, GO TO Q.A3a
 IF Q.HH13 = 3 GET NAME AND SCHEDULE CALL BACK
 IF Q.HH13 = D OR R, THANK AND TERMINATE

SAMPLE ADULT INTERVIEW

Section A: INTRODUCTION

- A1. Hello, my name is _____. I'm calling from International Communications Research. We are conducting a study of Massachusetts' health care system. Our work is in partnership with several private foundations that support research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study.

Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential. We're offering a \$10 payment to each eligible household that completes the survey as a thank you.

IF NEEDED: It should take less than 25 minutes for most households.

IF NEEDED: You should have received a letter explaining that we would be calling to talk with you. We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

- 1 Yes
- 2 No
- 3 Did not receive letter and wants to receive one
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.A1 = 1 GO TO Q.A3

IF Q.A1 = 3 GET CONTACT INFORMATION AND SEND NEW LETTER;
SCHEDULE CALL BACK

IF Q.A1 = D OR R, THANK AND TERMINATE

- A3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English
- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.A3 = 2 GO TO INSTRUCTION ABOVE Q.A3a IN SPANISH INTERVIEW; ELSE
CONTINUE WITH ENGLISH

(ASK Q.A3a IF Q.H11, H12, OR H13 = 4)

A3a. Would you be able to answer some questions about his/her healthcare?

- 1 Yes GO TO Q.A3d
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.A3b IF Q.A3a = 2, D, OR R)

A3b. Is there another adult living in your household who you think would be able to answer these questions?

- 1 Yes
- 2 No TERMINATE
- D (DO NOT READ) Don't know TERMINATE

R (DO NOT READ) Refused

TERMINATE

(ASK Q.A3c IF Q.A3b = 1)

A3c. May I please speak with them now or would there be a better time to call back?

1 Available now

ASK FOR NAME

2 Call another time

SET UP CALLBACK

(IF Q.A3c = 1, READ:)

Hello, my name is _____. I'm calling from International Communications Research.

We are conducting a study of Massachusetts' health care system. Our work is in partnership with several private foundations that support research on health and social issues and make grants to improve health care. Your responses will be kept confidential. Since you are familiar with the healthcare experiences of (INSERT NAME), we would like you to answer for that person as best you can.

(ASK Q.A3d IF Q.A3a OR Q.A3c = 1)

A3d. Since I will be talking to you, just to make the interview a little easier, could you please tell me what is the relationship of this person between the ages of 18 and 64 to you?

(DO NOT READ LIST. ENTER ONE ONLY)

- 01 Spouse (wife/husband)
- 02 Unmarried partner
- 03 Boyfriend
- 04 Girlfriend
- 05 Friend
- 06 Significant other
- 07 Son
- 08 Stepson
- 09 Daughter
- 10 Stepdaughter
- 11 Grandson
- 12 Granddaughter
- 13 Mother
- 14 Father
- 15 Brother
- 16 Sister
- 17 Grandmother
- 18 Grandfather
- 19 Aunt
- 20 Uncle
- 21 Niece
- 22 Nephew
- 23 Cousin
- 24 Mother-in-law
- 25 Father-in-law
- 26 Brother-in-law
- 27 Sister-in-law
- 28 Son-in-law
- 29 Daughter-in-law
- 30 Other relative
- 31 Roommate/housemate
- 32 Respondent is Employee (maid, nanny, au pair, housekeeper, etc.) (use "the person between 18 and 64 yrs old")
- 33 Respondent is professional caregiver (nurse, aide, etc) (use "the person between 18 and 64 yrs old")
- 34 Fiancé
- 97 (DO NOT READ) Other (SPECIFY) _____
- DD (DO NOT READ) Don't Know (use "the person between 18 and 64 yrs old")
- RR (DO NOT READ) Refused (use "the person between 18 and 64 yrs old")

IF Q.A3a OR Q.A3c = 1, ASK QUESTION USING VERBIAGE IN PARENS
(IF Q.A3d = 03,07,08,11,14,15,18,20,22,25,26,28, GEN IN CODE 1; IF Q.A3d =
04,09,10,12,13,16,17,19,21,24,27,29, GEN IN CODE 2)

A4. RECORD RESPONDENT GENDER:

(Is your [INSERT RELATIONSHIP FROM Q.A3d])...?

- 1 Male, or
- 2 Female
- R (DO NOT READ) Refused

CREATE A VARIABLE FOR FEMALE=1 TO USE TO SCREEN IN LATER QS

(P.N. –GEN IN WHETHER “SELECTED RESPONDENT” OR “PROXY”)

- 0 SELECTED PERSON (Respondent)
- 1 PROXY

***SET FILLS APPROPRIATELY FOR SELF OR PROXY (your RELATIONSHIP IN
Q.A3d)***

(Q.HHx1 DELETED 8/28)

HHx2. As you may know, Massachusetts has a new law that is aimed at providing health insurance for all Massachusetts residents. Given what you know about it, in general, do you support or oppose this new Massachusetts Universal Health Insurance Law

- 1 Support
- 2 Oppose
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

Section C: ACCESS AND USE

IF INTERVIEWING “SELECTED RESPONDENT” INSERT, “your/you/go/are”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP’s
/goes/he/is/his”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP’s
/goes/she/is/her”

C1. My next questions ask about [your/ your RELATIONSHIP’s] recent health care experiences. Is there a place where [you/ your RELATIONSHIP’s] usually [go/goes] when [you/(he/she)] [are/is] sick or when [you/(he/she)] need advice about [your/(his/her)] health?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C2 IF Q.C1 = 1)

(SCRAMBLE 1-5)

C2. What kind of place is it? Is it....?

(READ LIST. ENTER ONE ONLY)

- 1 A doctor’s office or private clinic
- 2 A community health center or other public clinic
- 3 A hospital outpatient department
- 4 A hospital emergency room

- 5 An urgent care center
- 6 Or, some other place
- 7 (DO NOT READ) Doesn't go to one place most often
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C2a IF Q.C2 = 1, 2, 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "have you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP/her"

C2a. How long (have you/has your RELATIONSHIP) been going there for (your/his/her) health care?

- 1 Less than 1 year
- 2 1 year to less than 2 years
- 3 2 years to less than 3 years
- 4 3 years to less than 5 years
- 5 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

The next questions are about the health care [you/ your RELATIONSHIP] received in the past 12 months, that is, since (INSERT MONTH/YEAR 12 MONTHS PRIOR TO TODAY).

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a. In the past 12 months, how many times did [you/ your RELATIONSHIP] receive care in a hospital emergency room?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a1 IF Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a1. The last time (you/your RELATIONSHIP) went to a hospital emergency room, was it for a condition that (you/your RELATIONSHIP) thought could have been treated by a regular doctor if he or she had been available?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a2 IF Q.C3a1=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you were/you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP's/your

RELATIONSHIP was/him/her)

(SCRAMBLE ITEMS)

C3a2. I'm going to read you a list of reasons why some people go to the emergency room. Please tell me if any of these were important reasons for (your/your RELATIONSHIP's) last visit to a hospital emergency room. (INSERT ITEMS). Was this an important reason?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You were/your RELATIONSHIP was) unable to get an appointment at the doctor's office or clinic as soon as (you/TARGET) thought one was needed
- b. (You/Your RELATIONSHIP) needed care after normal operating hours at the doctor's office or clinic
- c. (You/Your RELATIONSHIP) owed money to the doctor's office or clinic
- d. It was more convenient to go to the hospital emergency room
- e. (You/Your RELATIONSHIP) called the doctor's office or clinic and they told (you/him/her) to go to the emergency room.

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

IF Q.A4 = 2, INSERT "other than to have a baby"

C3b. In the past 12 months, were [you/ your RELATIONSHIP] a patient in a hospital overnight (other than to have a baby)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3c. In the past 12 months, how many times did [you/ your RELATIONSHIP] visit a general doctor who treats a variety of illnesses? For example, a doctor in general practice, family medicine or internal medicine.

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3c1 THRU Q.C3c2 IF Q.C3c = 1-4)

IF Q.C3c = 1, INSERT "Was this visit"; IF Q.C3c = 2-4, INSERT "Were any of those visits"

C3c1. (Was this visit/Were any of those visits) for a check-up, physical examination or for other preventive care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3c1 THRU Q.C3c2 IF Q.C3c = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/she"

C3c2. Thinking about the LAST time (you/your RELATIONSHIP) went to see a general doctor, how quickly could (you/he/she) get an appointment? Did you get an appointment...?
(READ LIST. ENTER ONE ONLY)

- 1 On the same day,
- 2 The next day,
- 3 In 2 to 5 days, or
- 4 In 6 or more days
- 5 (DO NOT READ) NEVER ABLE TO GET APPOINTMENT
- 6 (DO NOT READ) DID NOT TRY TO GET APPOINTMENT
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/she"

C3c2a. Now I'd like you to think about the past 12 months. Not counting the times (you/your relationship) needed care right away, how often did (you/he/she) get an appointment for health care at a doctor's office or clinic as soon as (you/he/she) thought (you/he/she) needed?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 (DO NOT READ) NEVER ABLE TO GET APPOINTMENT
- 6 (DO NOT READ) DID NOT TRY TO GET APPOINTMENT
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d. In the past 12 months, did [you/ your RELATIONSHIP] visit a specialist? Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3f. In the past 12 months, did [you/ your RELATIONSHIP] see a dentist or a dental hygienist?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3g. In the past 12 months, did [you/ your RELATIONSHIP] take any prescription drugs on a regular basis?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/you were"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP has/your

RELATIONSHIP/your RELATIONSHIP was"

(SCRAMBLE ITEMS)

C3h. Next, I'm going to read you a list of problems some people experience when they try to get health care. Please tell me if (you have/your RELATIONSHIP has) had these problems in the past 12 months. (INSERT ITEMS). Has this happened to (you/your RELATIONSHIP) in the past 12 months?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting patients with (your/your RELATIONSHIP's) type of health insurance
- b. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting new patients
- c. (You/Your RELATIONSHIP) had to change to a new doctor's office or clinic because of a change in your health insurance plan

(ASK Q.C3i if Q.C3h = 1 FOR ANY OF a,b,c)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3i. Did (you/your RELATIONSHIP) have a problem when you were trying to see a general doctor who treats a variety of illnesses (a doctor in general practice, family medicine, or internal medicine) or when you were trying to see a doctor who specializes in a particular medical disease or problem?

- 1 General doctor
- 2 Specialist
- 3 Both general doctor and specialist
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

FOR ITEM c IF Q.A4 = 2, INSERT "or a mammogram"

C4 Still thinking about the past 12 months, was there any time that [you/ your RELATIONSHIP] did not get or postponed (INSERT)?

- 1 Yes, did not get
- 2 Yes, postponed getting
- 3 Yes, both did not get and postponed getting

- 4 (DO NOT READ) No, no unmet need or delayed care
- 5 (DO NOT READ) Not needed
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Filling a prescription for medicine
- b. Getting a medical test, treatment or follow-up recommended by a doctor
- c. Getting preventive care screening such as colon cancer screening (or a mammogram)
- d. Getting doctor care that you needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care. Do not include visits for mental health care or counseling)
- f. Getting dental care that you needed
- g. DELETE

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1 OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C4a1. Did (you/your RELATIONSHIP) NOT get the care because of costs or because of some other reason?

(READ IF NECESSARY: Why you did not [INSERT])?

- 1 Costs
- 2 Some other reason
- 3 (DO NOT READ) Both
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get preventive care screening such as colon cancer screening (or a mammogram)
- d. Get doctor care that you needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care. Do not include visits for mental health care or counseling)
- f. Get dental care that you needed
- g. DELETE

(ASK Q.C5 IF Q.C4a1(b-f) = 2 or 3 TO ANY)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C5. Earlier you told me that there were reasons besides cost you [you/ your RELATIONSHIP] did not get or postponed getting the health care that [you/(he/she)] needed in the past 12 months. Did [you/ your RELATIONSHIP] ever not get or postpone getting care that you needed because (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Of trouble finding a doctor or other health care provider who would see you
- b. Of trouble getting an appointment with a doctor or other health care provider

- c. It was hard to get to the place where the care is located
- d. The hours that care was available were not convenient for you

(ASK Q.C6 IF Q.C3a = 1-4 OR Q.C3b = 1 OR Q.C3c = 1-4 OR Q.C3d = 1 OR Q.C3f = 1 OR Q.C3g = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C6. Thinking about all of the care that [you/ your RELATIONSHIP] received in the past 12 months, would [you/(he/she)] say that the health care [you/(he/she)] received was...?
(READ LIST. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section D: SET-UP FOR SURVEY

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

D1. Now I'd like to ask you a few background questions so that I can set up the next part of the survey to ask the questions that are right for you. First, may I have [your/ your RELATIONSHIP's] age?

_____ YEARS (range: 18-64)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.D1a IF Q.D1 = DD OR RR)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP is"

D1a. It would be helpful if you could tell me whether (you are/ your RELATIONSHIP is)...

(READ LIST. ENTER ONE ONLY)

1 18 to 25 years old,

2 26 to 34 years old,

3 35 to 49 year old, or

4 50 to 64 years old

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

D2 [Are you/Is your RELATIONSHIP] married, widowed, divorced, separated, never married, or living with a partner?

1 Married

2 Widowed

3 Divorced

4 Separated

5 Never been married

6 Living with a partner

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

P.N. - CREATE MARRIED=1 (D2=1 OR 6) TO USE TO SCREEN IN LATER QS

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do/you"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does/ your
RELATIONSHIP/him"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does/ your
RELATIONSHIP/her"

D3 (Do/Does) [you/ your RELATIONSHIP] have any children or stepchildren who live with
[you/(him/her)]? Please include all natural, adopted and stepchildren who live with [you/ your
RELATIONSHIP].

IF NEEDED: Remember, your answers are confidential and will only be used for the
purposes of this study.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.D3a IF Q.D3 = 1)

D3a. How many of those children are aged 18 or younger?

_____ NUMBER OF CHILDREN

- 00 None
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

P.N.:

CREATE PARENT=1 (D3a= 1+) FOR SCREEN FOR LATER QS

CREATE FAMILY=1 ("MARRIED"=1 OR "PARENT"=1) FOR SCREEN FOR
LATER QS

CREATE NUMKIDS (D3a) FOR SCREEN FOR LATER QS

Section E: OOP COSTS/FINANCIAL PROBLEMS

(ASK EVERYONE)

(SCRAMBLE)

(P.N. – IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT
ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP
/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP
/her"

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "and her family"

E1 My next questions are about the health care costs that [you/ your RELATIONSHIP] (and your
family/ and [his/her]family) had in the past 12 months. First, I'd like to ask about how much
[you/ your RELATIONSHIP] (and your family/and [his/her] family) spent "out of pocket" for
health care in the past 12 months. "Out of pocket" is the amount of money you pay that is not
covered by any insurance or special assistance that you might have. It does not include any
premiums you pay for your health insurance or any health care costs that [you/(he/she)] will be
reimbursed for.

How much did [you/ your RELATIONSHIP] (and your family/and [his/her] family)
spend "out of pocket" in the past 12 months for (INSERT)...?

(IF NECESSARY: The premium is the price you pay for the insurance policy)

PROBE: Your best estimate is fine.

_____ (\$1-\$4999)
00 None/Nothing
LL \$5000 or more
DD (DO NOT READ) Don't know
RR (DO NOT READ) Refused

- a. Prescription medicines
- b. Dental and vision care
- c. All other medical expenses, including for doctors, hospitals, tests and equipment

(IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "and her family"

E1a. How much did [you/ your RELATIONSHIP] (and your family/and [his/her] family) spend "out of pocket" in the past 12 months for (INSERT)...?
Was it...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$200
- 2 \$200 to under \$500
- 3 \$500 to under \$1,000
- 4 \$1,000 to under \$3,000
- 5 \$3,000 to under \$5,000
- 6 \$5,000 or more
- 7 (DO NOT READ) DID NOT USE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Prescription medicines
- b. Dental and vision care
- c. All other medical expenses, including for doctors, hospitals, tests and equipment

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/were/your families"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /was/his families"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP/ was/and her families"

E2 In the past 12 months, did [you/ your RELATIONSHIP] have any problems paying or [were/was] [you/ADULT] unable to pay any of [your/(his/her)] family's] medical bills? This would include doctor or hospital bills, dentist bills, bills for prescription drugs, nursing home bills, or home care bills.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "do/you/and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP /and her family"

E3 [Do/Does] [you/ your RELATIONSHIP] (and your family/and [his/her] family) currently have any medical bills that you are paying off over time? This could include medical bills you are paying off with your credit card, through personal loans, or bill paying arrangements with hospitals or other providers. The bills can be from earlier years as well as this year.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.E3a IF Q.E3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "he is"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "she is"

E3a. How much are the medical bills (you are/he is/she is) paying off over time?

PROBE: Your best estimate is fine.

_____ AMOUNT (\$1-\$9999)

- LL \$10,000 or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.E3a1 IF Q.E3a = DD OR RR)

E3a1. Was it...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$2,000
- 2 \$2,000 to under \$4,000
- 3 \$4,000 to under \$8,000
- 4 \$8,000 to under \$10,000
- 5 \$10,000 or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.E3b DELETED 10/10/06)

(ASK EVERYONE)

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP /and her family"

E4. At any time in the past 12 months, did [you/ your RELATIONSHIP] (and your family/and [his/her] family) have any problem paying mortgage, rent or utility bills?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section F: HEALTH INSURANCE COVERAGE

(IF SAMPLE ADULT IS SAME AS HH RESPONDENT READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

Earlier I asked you a general question about health insurance coverage. Now I'd like to focus in more detail on [your/ your RELATIONSHIP's] current health insurance coverage.

In answering these questions, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund.

(IF SAMPLE ADULT IS NOT SAME AS HH RESPONDENT READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

The next questions are about [your/ your RELATIONSHIP's] current health insurance coverage. In answering these questions, I'd like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs.

I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund.

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/your"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your RELATIONSHIP's"

F1. (Are you/Is your RELATIONSHIP] covered by health insurance provided through an employer or union? This could be insurance through a current job, a former job, [your/ your RELATIONSHIP's] job or someone else's job.

IF NEEDED: I'm sorry but I have to ask each type of insurance question for the survey.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F1a IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "MARRIED=1" INSERT "[your/ your RELATIONSHIP's] spouse's or partner's name"

IF Q.D1 = <26 OR Q.D1a = 1 INSERT "[your/ your RELATIONSHIP's] parent's name"

F1a. Is the health insurance plan in (your/ your RELATIONSHIP's) name, ([your/ your RELATIONSHIP's] spouse or partner's name), ([your/ your RELATIONSHIP's] parent's name) or someone else's name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF "MARRIED=1" OR [Q.D1<26 OR Q.D1a = 1])

- 1 Own name
- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1b IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F1b. How long (have you/has your RELATIONSHIP) had that insurance coverage?
(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1c IF Q.F1a = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F1c. Who is covered by that health insurance plan? Is it...?
(READ LIST. ENTER ONE ONLY)

- 1 Only [you/ your RELATIONSHIP] or
- 2 [You/ Your RELATIONSHIP] and other family members?
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F2. Medicare is a health insurance program for people 65 years and older and for people with certain disabilities. (Are you/Is your RELATIONSHIP) covered by Medicare?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F2a IF Q.F2 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F2a. How long have (you/your RELATIONSHIP) had that insurance coverage?
(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your RELATIONSHIP's"

F3. Massachusetts has a number of programs that help low and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. Remember, for this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage. (Are you/Is your RELATIONSHIP) covered by MassHealth or Commonwealth Care?
(IF RESPONDENT ANSWERS "NO", READ BEFORE ACCEPTING RESPONSE:
(You/ your RELATIONSHIP) could be enrolled in MassHealth or Commonwealth Care through the Boston Medical Center HealthNet Plan, Network Health or the Primary Care Clinician Plan. Some MassHealth enrollees are also enrolled in the Neighborhood Health Plan or the Fallon Community Health Plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F3a IF Q.F3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F3a. Which program (are you/is your RELATIONSHIP) covered by?
(READ LIST IF NECESSARY)

- 1 MassHealth or Medicaid
- 2 CommonHealth, Family Assistance or Insurance Partnership
- 3 Commonwealth Care or CHIP
- 4 The Connector (Commonwealth Health Insurance Connector)
- 7 OTHER (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F3b IF Q.F3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F3b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F4. [Are you /Is your RELATIONSHIP] covered by a health insurance plan that was purchased through the Commonwealth Health Insurance Connector, also called the Connector?
IF NECESSARY: The Commonwealth Health Insurance Connector is a state agency that helps individuals purchase health insurance coverage if they do not have access to health insurance through a job.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4a IF Q.F4 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F4a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only [you/ your RELATIONSHIP] or
- 2 [You/ your RELATIONSHIP] and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4b IF Q.F4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F4b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F5. (Are you/Is your RELATIONSHIP) covered by a health insurance plan that was purchased directly from an insurance company or an insurance agent, that is, a plan not offered through a current or past employer or union?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a1 IF Q.F5 = 1)

F5a1. Is that coverage part of a program, such as MassHealth or Commonwealth Care? You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a IF Q.F5 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F5a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only [you/ your RELATIONSHIP] or
- 2 [You/ your RELATIONSHIP] and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5b IF Q.F5 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F5b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F6 IF Q.F1 NE 1 AND Q.F2 NE 1 AND Q.F3 NE 1 AND Q.F5 NE 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F6. (Are you/Is your RELATIONSHIP) covered by some other type of health insurance? For example, coverage for military personnel and their families, such as CHAMPUS, TRICARE, CHAMP-VA and VA?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – COVERAGE=1 IF Q.F1=1 OR Q.F2=1 OR Q.F3=1 OR Q.F5=1 OR Q.F6=1)

(P.N. – COVERAGE=2 IF Q.F1=2 AND Q.F2=2 AND Q.F3=2 AND Q.F5=2 AND Q.F6=2)

(ASK Q.F7 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/do"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/does"

F7. According to the information you have provided, [you/ your RELATIONSHIP] [do/does] not have ANY health insurance now. Is that correct?

(IF NEEDED: Again, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs and the UCP program, the Free Care Pool or the Health Care Safety Net Fund.)

1 Yes, have no health insurance.

2 No, have health insurance.

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(P.N. – RECODE COVERAGE=1 IF Q.F7=2)

(ASK Q.F8 IF Q.F7 = 2; ELSE GO TO Q.F10)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP/"

F8. What kind of insurance coverage (do/does) [you/ your RELATIONSHIP] have?

(DO NOT READ. ENTER ALL THAT APPLY)

01 Insurance from employer or union

02 Insurance from the Connector (Commonwealth Health Insurance Connector)

03 Insurance purchased directly from a company/agent

04 Medicare

05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage

06 Champus, Tricare, Champ-VA, VA or some other military health care

07 Something else (SPECIFY) _____

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.F8a IF Q.F8 = 01)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "MARRIED=1" INSERT "[your/ your RELATIONSHIP's] spouse's or partner's name"

IF Q.D1 = <26 OR Q.D1a = 1 INSERT "[your/ your RELATIONSHIP's] parent's name"

F8a. Is the health insurance plan in [your/ your RELATIONSHIP's] name, ([your/ your RELATIONSHIP's] spouse or partner name), ([your/ your RELATIONSHIP's] parent's name) or someone else's name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF "MARRIED=1" OR [Q.D1<26 OR Q.D1a = 1])

- 1 Own name
- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F8b IF [Q.F8 = 01 AND "FAMILY=1"] OR [Q.F8a = 1 AND "FAMILY=1"])

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8b. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only [you/ your RELATIONSHIP] or
- 2 [You/ Your RELATIONSHIP] and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK F8c IF Q.F7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8c. How long have (you/your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F9 IF Q.F1b NE 4 AND Q.F2b NE 4 AND Q.F3b NE 4 AND Q.F5b NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F9. During the past 12 months, did [you/ your RELATIONSHIP] have health insurance ALL the time, or was there a time during the year that [you/ your RELATIONSHIP] DID NOT have any health coverage?

- 1 Insured all the time
- 2 Had a time without insurance
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F10 IF COVERAGE=2 OR Q.F9 = 2; ELSE GO TO INSTRUCTION ABOVE Q.F10b)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10. How many months were [you/ your RELATIONSHIP] uninsured in the past 12 months? Count a month as uninsured if [you/ your RELATIONSHIP] were uninsured for even one day in the month.

_____ MONTHS UNINSURED (Range = 1-12)

- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F10a IF COVERAGE = 2 OR Q.F9 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10a. At any time in the past 12 months, have (you/your RELATIONSHIP) received care under the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F10b UNLESS Q.F3a=4 or Q.F4=1 or QF8=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F10b. At any time in the past 12 months, did [you /your RELATIONSHIP] obtain or try to obtain information on health insurance through the Commonwealth Health Insurance Connector, also called the Connector?

IF NECESSARY: The Commonwealth Health Insurance Connector is a state agency that helps individuals obtain health insurance coverage if they do not have access to health insurance through a job.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F10c if Q.F10b=1)

F10c. How easy or difficult was it to obtain information on the different health insurance plans available through the Connector? Was it very easy, somewhat easy, somewhat difficult, or very difficult?

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F11 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F11. When [you/ your RELATIONSHIP] last had health insurance coverage, what kind of insurance coverage did (you/ your RELATIONSHIP) have?
(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union
- 02 Insurance from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F11a IF Q.F1b <4 OR Q.F2a <4 OR Q.F3b <4 OR Q.F4b <4 OR Q.F5b <4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/have/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/has/his/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/has/her/she"

F11a. Earlier you told me that (you/your RELATIONSHIP) (have/has) had (your/his/her) current insurance coverage for less than a year. Did (you/he/she) have any insurance coverage before that?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F11b IF Q.F11a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/her"

F11b. What kind of insurance coverage did (you/your RELATIONSHIP) have before (your/his/her) current coverage?

(DO NOT READ. ENTER ALL THAT APPLY)

01 Insurance from employer or union

02 Insurance from the Connector (Commonwealth Health Insurance Connector)

03 Insurance purchased directly from a company/agent

04 Medicare

05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or
some other public coverage

06 Champus, Tricare, Champ-VA, VA or some other military health care

07 Something else (SPECIFY) _____

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

IF COVERAGE=1 GO TO SECTION G

IF COVERAGE=2 GO TO SECTION H

Section G: CHARACTERISTICS OF CURRENT COVERAGE

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's /your RELATIONSHIP is"

G1 Now I'd like to ask you a few questions about [your/ your RELATIONSHIP's] current health insurance coverage. Is there a "network" or list of doctors, hospitals and other medical providers that [you are / your RELATIONSHIP is] encouraged to use?
(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G2 IF Q.G1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G2 Under [your/ your RELATIONSHIP's] current health coverage, if [you/ your RELATIONSHIP] see a doctor who is not part of [your/ your RELATIONSHIP's] health plan's network, does [your/ your RELATIONSHIP's] health plan pay for any of those costs?
(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G3 IF Q.G1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G3 Under [your/your RELATIONSHIP's] current health coverage, [do/does] [you/ your RELATIONSHIP] need to get a referral from a primary care physician, sometimes called a PCP or a personal physician, in order to see a specialist?
(IF NECESSARY: A specialists is a doctors like a surgeons, heart doctor, allergy doctor, skin doctor and others who specialize in one area of health care. Do not include visits for mental health care or counseling)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G4 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP's /has"

G4 Does [your/ your RELATIONSHIP's] current health coverage have an annual deductible for medical care? A deductible is the amount [you/ your RELATIONSHIP] [have/has] to pay before the insurance plan will start paying [your/ your RELATIONSHIP's] medical bills.
IF NEEDED: The deductible is different from a co-pay. A co-pay is the payment for a doctor visit or other medical service and a deductible is the amount you pay before

your insurance plan will start paying [your/ your RELATIONSHIP's] medical bills.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.G4 = 2, D, OR R, GO TO Q.G10

(ASK Q.G5 IF Q.G4 = 1)

G5. Is there a separate annual deductible for each family member covered?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Qs.G6, G7a AND G7b DELETED 8/28)

(ASK Q.G8 IF Q.G4 = 1)

IF Q.G1 = 1, INSERT "within you plan's network"

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

IF Q.G5 = 1, INSERT "per person"

G8 For my next question, I'd like you to focus on the annual deductible that applies to physician and hospital care (within your plan's network). How much is the annual deductible (per person) under (your/ your RELATIONSHIP's) current health coverage?

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST AMOUNT AND GO TO G9; OTHERWISE ENTER DD OR RR AND GO TO Q.8a

_____ AMOUNT (\$1-\$10K)

- LL \$10,000 or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.G8a IF Q.G8 = DD OR RR)

G8a. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$100
- 2 \$100 to under \$500
- 3 \$500 to under \$1,000
- 4 \$1,000 to under \$2,000
- 5 \$2,000 to under \$3,000
- 6 \$3,000 to under \$5,000
- 7 \$5000 to under \$10,000
- 8 \$10,000 or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G9 IF Q.G8 = 1000+ OR Q.G8a = 4-8)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G9 Special Health Savings Accounts or HSAs are accounts that are devoted solely to health expenses and used with a high deductible health insurance policy. They can also be used to supplement retirement if you are healthy because the money can stay in the account and grow with tax advantages. Health Savings Accounts are fairly new since they were only signed into law in December of 2003. Did [you/ your RELATIONSHIP] have a Health Savings Account or HSA?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G10 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/do you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's /does your RELATIONSHIP"

G10. Now I'd like to ask about the premiums under (your/ your RELATIONSHIP's) current health coverage. (Do you/Does your RELATIONSHIP) pay any premiums for your health insurance? This includes money deducted from a paycheck as well as money you pay directly to an insurance company.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G10a IF Q.G10 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP"

G10a. (Do you/Does your RELATIONSHIP) pay premiums for individual coverage or family coverage?

- 1 Individual
- 2 Family
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G11 IF Q.G10 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G11 How often do (you/ your RELATIONSHIP) make premium payments?
(READ LIST. ENTER ONE ONLY)

- 01 Once a week
- 02 Every two weeks
- 03 Twice a month
- 04 Once a month
- 05 Once every three months (QUARTERLY)
- 06 Once every six months (TWICE A YEAR; BIANNUALLY; SEMIANNUALLY)
- 07 Once a year
- 97 (DO NOT READ) SOME OTHER TIMING
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.G11a IF Q.G11 = ANY OF 01-07)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does she"

G11a. About how much (do you/does he/does she) pay (INSERT RESPONSE FROM Q.G11) in premiums, including any amount deducted from a paycheck?

IF NEEDED: This is the premium you pay for the whole plan, even if it covers other family members.

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST AMOUNT AND GO TO G12; OTHERWISE ENTER DD OR RR AND GO TO Q.11b

_____ AMOUNT (\$1-\$20K)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.G11a1 IF Q.G11a = DD OR RR)

G11a1. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

(P.N. - \$ AMOUNT TO BE FILLED IN BASED ON TIME PERIOD FROM Q.G11 [CODES 01-07])

- 01 Less than (INSERT AMT1)
- 02 (INSERT AMT1) to under (INSERT AMT2)
- 03 (INSERT AMT2) to under (INSERT AMT3)
- 04 (INSERT AMT3) to under (INSERT AMT4)
- 05 (INSERT AMT4) to under (INSERT AMT5)
- 06 (INSERT AMT5) to under (INSERT AMT6)
- 07 (INSERT AMT6) to under (INSERT AMT7)
- 08 (INSERT AMT7) to under (INSERT AMT8)
- 09 (INSERT AMT8) to under (INSERT AMT9)
- 10 (INSERT AMT9) to under (INSERT AMT10)
- 11 (INSERT AMT10) or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

FILLS FOR PREMIUM PAYMENTS							
	G11=01 Week	G11=02 Two weeks	G11=03 Twice per month	G11=04 Month	G11=05 Three month	G11=06 Six months	G11=07 Year
AMT1	10	20	20	40	125	250	500
AMT2	30	60	65	125	375	750	1500
AMT3	60	115	125	250	750	1500	3000
AMT4	90	175	190	375	1125	2250	4500
AMT5	115	230	250	500	1500	3000	6000
AMT6	155	310	335	670	2000	4000	8000
AMT7	190	385	420	835	2500	5000	10000
AMT8	230	460	500	1000	3000	6000	12000
AMT9	290	580	625	1250	3750	7500	15000
AMT10	385	770	835	1670	5000	10000	20000

(ASK Q.G11a2 IF Q.G10 = 1 AND (Q.F1 = 1 OR Q.F4 = 1 OR Q.F5 = 1 OR Q.F8 = 1, 2 OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT, "Does your RELATIONSHIP"

G11a2. (Do you/Does your RELATIONSHIP) pay that premium under a Section 125 plan or "cafeteria" plan? Under a Section 125 plan, employers can allow their employees to pay health insurance premiums on a pre-tax basis.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G12 IF Q.G10 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G12 Do [you/ your RELATIONSHIP] receive any help paying the premium?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G12a IF Q.G12 = 1)

(ROTATE a-b)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does she"

G12a. (Do you/Does he/she) receive help from (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Family or friends
- b. A government program, such as MassHealth or Medicaid, or Commonwealth Care or CHIP
- c. Someone else (SPECIFY) _____

(ASK Q.G13 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP"

G13. Health care flexible spending accounts let you have money deducted from your paycheck to pay for out-of-pocket medical costs. (Do you/Does your RELATIONSHIP) have a health care flexible spending account?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

(P.N. – IF Q.G14b = 1, IMMEDIATELY ASK Q.G14b1 BEFORE ASKING NEXT ITEM)

G14. Next, I'd like to focus on the benefits covered under [your/ your RELATIONSHIP's] current health coverage. Does [your/ your RELATIONSHIP's] current health coverage include (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Inpatient hospital care
- b. Doctor visits
- c. Mental health care or counseling
- d. Dental care
- e. Prescription drugs

(ASK Q.G14b1 IF Q.G14b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "his/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "her/she"

G14b1. Does (your/his/her) health insurance place any limits on the number of times (you/he/she) can go to the doctor each year?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your
RELATIONSHIP"

G15. How would you rate the range of services covered by [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your
RELATIONSHIP"

G16. How would you rate the choice of doctors and other providers available under [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your
RELATIONSHIP"

G17. How would you rate quality of care available under [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?

(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/he/him"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/she/her"

G18. Thinking back to when (you/your RELATIONSHIP) enrolled in your current health insurance coverage, did (you/he/she) have a choice of health plans to pick from or was only one health plan available to (you/him/her)?

- 1 Had a choice
- 2 Only one plan
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G18a IF Q.G18 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/have/do you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1, INSERT "your
RELATIONSHIP/has/does he/him"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2, INSERT "your
RELATIONSHIP/has/does she/her"

G18a. Based on what (you/your RELATIONSHIP) (have/has) heard, read, or experienced, (do you/does he/does she) think there were big differences, small differences, or no differences in the health plans that were available to (you/him/her)?

- 1 Big differences
- 2 Small differences
- 3 No differences
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G18b IF Q.G18 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/you need"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1, INSERT "his/ your
RELATIONSHIP/he needs"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2, INSERT "her/ your
RELATIONSHIP/she needs"

G18b. In choosing (your/his/her) health plan, which of the following was MOST important to (you/your
RELATIONSHIP)? Was it MOST important to:

- 1 Keep premiums low
- 2 Keep deductible and co-payments for services low
- 3 Have a wide range of benefits or a particular benefit that (you need/he needs/she
needs)
- 4 Have a plan with a wide range of doctors
- 7 Other (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/your/you
were"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP has/he/him/he was"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP has/she/her/she was"

G19. I'm going to read you a list of problems some people experience with their health insurance
coverage. Please tell me if (you have/your RELATIONSHIP has) had these problems with
(your/his/her) health insurance coverage in the past 12 months. (INSERT ITEM). Has this
happened to (you/him/her) in the past 12 months?

- 1 Yes, happened in the past 12 months
 - 2 No, has not happened in the past 12 months
 - D (DO NOT READ) Don't know
 - R (DO NOT READ) Refused
-
- a. (You/He/She) had expensive medical bills for services NOT covered by (your/his/her)
health insurance
 - b. (Your/His/Her) doctor charged (you/him/her) a lot more than (your/his/her) health
insurance would pay and (you/him/her)
had to pay the difference
 - c. The doctor's office told (you/him/her) they do not accept (your/his/her) health
insurance
 - d. (You/He/She) had to contact (your/his/her) health insurance company because they
did not pay a bill promptly or denied payment
 - e. DELETED

Section H: HEALTH STATUS

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

H1. Now I'd like to ask you a few questions about (your/your RELATAIONSHIP's) health. In general, would [you/ your RELATIONSHIP] say [your/(his/her)] health is....?
(READ LIST. ENTER ONE ONLY)

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "is your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "is your RELATIONSHIP /she"

H2. (Are you/ Is your RELATIONSHIP) limited in the kind or amount of work that [you/(he/she)] can do because of a physical, mental, or emotional problem?

- 1 Limited in work
- 2 Not limited in work
- 3 (DO NOT READ) UNABLE TO WORK
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H3. (Have you/Has your RELATIONSHIP) EVER been told by a doctor or other health professional that [you/(he/she)] [have/has] (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. hypertension or high blood pressure
- b. heart disease or congestive heart failure
- c. diabetes or sugar diabetes
- d. asthma

(ASK Q.H4 IF Q.H3a-d = 1 TO ANY AND Q.C3b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF Q.H3a-d = 1 TO ONLY 1 ITEM, INSERT THAT ITEM

IF Q.H3a-d = 1 TO MORE THAN 1 ITEM, INSERT "any of the problems we just talked about? That is, because of ITEMS"

H4. Earlier you told me (you/your RELATIONSHIP) had stayed overnight in a hospital in the past 12 months. Was [your/ your RELATIONSHIP's] hospital stay in the past 12 months because of (ITEM FROM Q.H3/any of the problems we just talked about? That is, because of [INSERT Q.H3 = 1 ITEMS])?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.H5 IF Q.H3a-d = 1 TO ANY AND Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

IF Q.C3a = 1 INSERT "was/visit"

IF Q.C3a = 2-4 INSERT "were any of/visits"

IF Q.H3a-d = 1 TO ONLY 1 ITEM, INSERT THAT ITEM

IF Q.H3a-d = 1 TO MORE THAN 1 ITEM, INSERT "any of the problems we just talked about? That is, because of ITEMS"

H5. Earlier you told me [you/ your RELATIONSHIP] had received care in a hospital emergency room in the past 12 months. (Was/Were any of [your/ your RELATIONSHIP's] emergency room (visit/visits) in the past 12 months because of (ITEM FROM Q.H3/any of the problems we just talked about? That is, because of [INSERT Q.H3 ITEMS])?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H6. Beyond the health problems and conditions we've already talked about, (have you/has your RELATIONSHIP) EVER been told by a doctor or other health professional that [you/(he/she)] ([have/has) any other chronic or long-term health conditions or health problems? IF NEEDED: This could include, for example, arthritis, cancer, depression, migraines or osteoporosis among many other conditions.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.H7 IF Q.A4 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT, "was she"

H7 (Were you/Was she) pregnant at any time in the past 12 months?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Section I: DEMOGRAPHICS AND INCOME

My next questions are to help us describe the people who took part in our study.

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I1. What is the highest level of school [you/ your RELATIONSHIP] have completed or the highest degree [you/ your RELATIONSHIP] have received?
(DO NOT READ. ENTER ONE ONLY)

- 1 Less than high school (grades 1-11, grade 12 but no diploma)
- 2 High school graduate or equivalent (e.g. GED)
- 3 Some college but no degree (incl. 2 year occupational or vocational programs)
- 4 Associates Degree (not occupation or vocational programs)
- 5 College graduate (e.g. BA, AB, BS)
- 6 Postgraduate (e.g. MA, MS, MEng, Med, MSW, MBA, MD, DDs, PhD, JD, LLB, DVM)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I2. (Are you/Is your RELATIONSHIP) of Latino or Hispanic descent, such as Mexican, Puerto Rican, Cuban or some other Latin American background?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your
RELATIONSHIP /himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does your
RELATIONSHIP /herself"

I3. (Do you/Does your RELATIONSHIP) consider (yourself/[himself/herself]) white, black or African
American, Asian or Pacific Islander, some other race or mixed race?

- 1 White
- 2 Black or African American
- 3 Asian or Pacific Islander
- 4 Some other race (SPECIFY) _____
- 5 Mixed race (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I4. (Are you/Is your RELATIONSHIP) currently working for pay?

- 1 Yes, working
- 2 No, not working
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.I4=2, D, OR R GO TO Q.I15 CHECK

(ASK Q.I5 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I5. (Are you/Is your RELATIONSHIP) working at one job or more than one job?

- 1 One job
- 2 More than one job
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your

RELATIONSHIP's/he/has your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your

RELATIONSHIP's/she/has your RELATIONSHIP /her"

IF Q.I5 = 2, INSERT "I'd like you to answer the next questions about (your/ your RELATIONSHIP's) main job, that is, the job in which (you/he/she) currently works the most hours"

I6. (I'd like you to answer the next questions about [your/ your RELATIONSHIP's] main job, that is, the job in which [you/(he/she)] currently works the most hours.) How long (have you/has your RELATIONSHIP) been working at [your/(his/her)] job?

- 1 Less than 6 months
- 2 6 months to less than 12 months
- 3 1 year to less than 2 years
- 4 2 years to less than 5 years
- 5 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/are you/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "his/is your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "her/is your RELATIONSHIP /she"

IF Q.I5 = 2, INSERT "Thinking about (your/his/her) main job"

I7. (Thinking about [your/(his/her) main job,] (Are you/Is your RELATIONSHIP) self-employed, or do (you/he/she) work for someone else?

IF NEEDED: By self-employed we mean did (you/he/she) work for profit, fees or salary in (your/his/her) own business, shop or farm.

- 1 Self-employed
- 2 Worked for employer
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.18 IF Q.17 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your

RELATIONSHIP/your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your

RELATIONSHIP/your RELATIONSHIP's/she"

IF Q.15 = 2, INSERT "main"

18. Including (you/your RELATIONSHIP), about how many people work for (your/ your RELATIONSHIP's) (main) employer? Include both part-time and full-time workers at all locations and worksites.

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most hours.

PROBE: Your best guess is fine.

(DO NOT READ LIST. ENTER ONE ONLY)

1 1 (Self-employed with no employees)

2 2 to 10

3 11 to 25

4 26 to 50

5 51 to 100

6 101 to 500

7 501 to 1,000

8 1,001 or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.18a IF Q.18 = D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF Q.15 = 2, INSERT "main"

18a. Can you tell me whether or not more than 50 people are working for (your/ your RELATIONSHIP's) (main) employer ?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/does your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your

RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /

your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I9. About how many hours per week (do you/ does your RELATIONSHIP) typically work at (your/ your RELATIONSHIP's) (main) job?

IF NECESSARY: By main job, I mean the job in which (you/(he/she)) work the most hours.

PROBE: Your best guess is fine.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 20 hours
- 2 20 hours to less than 35 hours
- 3 More than 36 hours
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO Q.I11)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/her"

IF Q.I5 = 2, INSERT "main"

I10. At (your/ your RELATIONSHIP's) (main) job, does (your/his/her) employer offer health insurance coverage to ANY of its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I11 IF Q.F1a = 1 OR IF Q.I10 = 1; ELSE GO TO Q.I15)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I11. Does [your/ your RELATIONSHIP's] employer pay any of the premium for its health insurance plan for its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO CHECK FOR Q.I15)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/she"

I12. Could [you/ your RELATIONSHIP] be covered by [your/ your RELATIONSHIP's] employer's health insurance plan if [you/(he/she)] wanted to be?

- 1 Yes

- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I13 IF Q.I12 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are/your"

IF INTERVIEWING "A PROXY" INSERT, "ADULT is/ your RELATIONSHIP's"

I13a. What is the MAIN reason (you are/ your RELATIONSHIP is) not covered by (your/ your RELATIONSHIP's) employer 's health insurance plan?
(DO NOT READ LIST. ENTER ONE ONLY)
(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Enrollment only possible at certain times
- 04 Benefit package doesn't meet needs
- 05 Traded insurance for another benefit or higher pay
- 06 Have other coverage
- 07 Haven't worked there long enough
- 08 Job category doesn't qualify
- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I13b IF Q.I12 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

I13b. What is the MAIN reason (you/ your RELATIONSHIP) cannot be covered by (your/ your RELATIONSHIP's) employer 's health insurance plan?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Enrollment only possible at certain times
- 04 Benefit package doesn't meet needs
- 05 Traded insurance for another benefit or higher pay
- 06 Have other coverage
- 07 Haven't worked there long enough
- 08 Job category doesn't qualify
- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I14 IF "FAMILY=1" AND Q.F1c = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/his/ your RELATIONSHIP"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/her/ your RELATIONSHIP"

I14. Could (your/ your RELATIONSHIP's) family be covered by (your/his/her) employer's health insurance plan if (you\ your RELATIONSHIP) wanted them to be?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I15 CHECK

IF ESI (Q.F1 = 1) OR PUBLIC (Q.F2, F3, OR F6 = 1 OR Q.F8=4, 5, OR 6) GO TO Q.I20

IF NON-GROUP (Q.F5 = 1 OR Q.F8= 2 OR 3) GO TO I15

IF UNINSURED (Q.F7 = 1) GO TO I16

(ASK Q.I15 IF NON-GROUP [Q.F5 = 1 OR Q.F8= 2 OR 3])

(ROTATE)

I15. Earlier you told me you had bought health insurance on your own, that is, directly from a health insurance company or insurance agent, or from the Commonwealth Health Insurance Connector. How difficult was it to find (INSERT)? Was it...?

(READ LIST. ENTER ONE ONLY)

- 1 Very difficult
- 2 Somewhat difficult
- 3 Not too difficult
- 4 Not at all difficult
- 5 (DO NOT READ) NOT POSSIBLE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. A plan with the type of coverage you need
- b. A plan you could afford

NOW GO TO Q.I18

(ASK Q.I16 IF COVERAGE=2)

I16. Some people buy health insurance on their own, that is, directly from a health insurance company or insurance agent, or from the Commonwealth Health Insurance Connector. In the past 12 months, have you ever thought about buying health insurance on your own or tried to buy it on your own?

- 1 Yes, thought about
- 2 Yes, tried
- 3 No, never though about it or tried to buy it
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I17 IF Q.I16 = 1, 2, OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

IF Q.I16 = 1 OR 2, INSERT "did not buy"

IF Q.I16 = 3, INSERT "have not thought of buying")

I17. What is the MAIN reason [you/ your RELATIONSHIP] (did not buy/have not thought of buying) health insurance on your own? Is it because {INSERT FROM BELOW}
(DO NOT READ LIST. ENTER ONE ONLY)
(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 1 Costs too much
- 2 Don't need/don't get sick
- 3 Turned down by insurance company because of health
- 4 Turned down by insurance company for other reasons
- 5 Benefit package doesn't meet needs
- 6 Have other coverage
- 7 Don't know how to get insurance
- 8 Other (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I18 IF Q.F7 = 1 OR [Q.F5 = 1 OR Q.F8 = 2 OR 3])

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I18. Massachusetts has a number of programs that help low- and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. Had (you/your RELATIONSHIP) heard about MassHealth or any of these other programs before today?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I18a IF Q.I18 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I18a. In the past 12 months, have (you/your RELATIONSHIP) ever thought about enrolling in one of the state's programs or tried to enroll in one of the state's programs?

- 1 Yes, thought about
- 2 Yes, tried
- 3 No, never thought about it or tried to
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I19 IF Q.I18a = 1, 2, OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

IF Q.I18a = 1 OR 2, INSERT "did not enroll"

IF Q.I18a = 3, INSERT "have not thought about enrolling")

I19. What is the MAIN reason (you/ your RELATIONSHIP) (did not enroll/have not thought about enrolling) in one of the state's programs?
(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Not eligible
- 04 Don't want welfare/public assistance
- 05 Have other coverage
- 06 Don't know how to enroll
- 07 Too hard to enroll
- 08 Never heard of program
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK EVERYONE)

I19a. Massachusetts now requires that residents of the state either purchase health insurance or pay a fine. The requirement applies to everyone except people that a state agency determines can't afford the cost of a policy. Have you heard or read about this requirement? It is called the individual mandate.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF COVERAGE = 1 AND Q.I19a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I19b1. Which of the following best describes the affect of the individual mandate on (your/your RELATIONSHIP's) current health insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 The individual mandate had no effect because (you/your RELATIONSHIP) already had coverage
- 2 (You/Your RELATIONSHIP) obtained coverage because of the individual mandate.
- 3 Something else (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF COVERAGE = 2 AND Q.I19a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's/he/she"

I19b2. Which of the following best describes the affect of the individual mandate on (your/TARGET's) current health insurance coverage?

- 1 (You/Your RELATIONSHIP) tried to obtain coverage because of the individual mandate but could not find coverage (you/he/she) could afford
- 2 (You/TARGET) decided not to obtain coverage and will just pay the penalty
- 3 Something else (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF COVERAGE = 2 AND Q.I19a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Have you"

IF INTERVIEWING "A PROXY" INSERT, "Has your RELATIONSHIP's"

I19b3. (Have you/Has TARGET) ever requested an exemption from the individual mandate or filed a hardship appeal of the individual mandate?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I19c IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/herself"

I19c. How much, if anything, would it cost per month for (you/your RELATIONSHIP) to get health insurance for (yourself/himself/herself)? PROBE: Your best guess is fine.

- _____ per month
- DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

(ASK Q.I19d IF Q.I19c NE D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/herself"

I19d. How easy or difficult would it be for (you/your RELATIONSHIP) to come up with that much money to get health insurance for (yourself/himself/herself)? Would it be: very easy, somewhat easy, somewhat difficult, or very difficult?

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I24. Now I have a few questions to find out whether people can afford the health care they need.

(IF "MARRIED=1" AND "PARENT = 1", READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/ your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/ your RELATIONSHIP /her"

I'm interested in [your/ your RELATIONSHIP's] family income, that is [your/ your RELATIONSHIP's] income PLUS the income of [your/his/her] immediate family. By immediate family I mean your/(his/her) spouse and the children or stepchildren under 19 who are living with [you/ your RELATIONSHIP]. For these questions, I'd like you to think back to 2007. During 2007, did [you/ your RELATIONSHIP] or any of [your/his/her family members receive any income from wages or salary?

(IF "MARRIED=1" AND "PARENT=0", READ:)

I'm interested in (your/ your RELATIONSHIP's) family income, that is [your/ your RELATIONSHIP's] income PLUS the income of [your/his/her] spouse. For these questions, I'd like you to think back to 2007. During 2007, did [you/ your RELATIONSHIP] or any of [your/his/her] family members receive any income from wages or salary?

(IF "MARRIED=0" AND "PARENT=1", READ:)

I'm interested in [your/ADULT's] family income, that is [your/ your RELATIONSHIP's] income PLUS the income of the children or stepchildren under 19 who are living with [you/ your RELATIONSHIP]. For these questions, I'd like you to think back to 2007. During 2007, did [you/ your RELATIONSHIP] or any of [your/(his/her)] family members receive any income from wages or salary?

(IF "MARRIED=0" AND "PARENT=0", READ:)

For these questions, I'd like you to think back to 2007. During 2007, did [you/ your RELATIONSHIP] receive any income from wages or salary?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

(IF ITEM b = 1 AND "FAMILY=1", IMMEDIATELY ASK Q.I25b1 BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" INSERT "or any of (your/his/her) family members"

I25. During 2007, did [you/ your RELATIONSHIP] (or any of [your his/her] family members) receive (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Any dividend income or any interest income from savings accounts, bonds, money market accounts, or similar types of investments
- b. Supplemental Security Income or SSI
- c. Income from any other sources, such as self-employment, alimony, child support, contributions from family or others, unemployment compensation, worker's compensation or veteran's payments, Social Security or pensions, or anything else

(ASK Q.I25b1 IF "FAMILY=1" AND Q.I25b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I25b1. Who in the family received that?

(ENTER ALL THAT APPLY)

- 1 You/ your RELATIONSHIP
- 2 Spouse
- 3 Child
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – HOUSEHOLD SIZE CRITERIA IS DEFINED AS:
IF MARRIED DEFINE AS # OF CHILDREN IN HH + 2
IF NOT MARRIED DEFINE AS # OF CHILDREN IN HH + 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your
RELATIONSHIP's"
IF "FAMILY=1", INSERT "and [your/ your RELATIONSHIP's] immediate
family/families"

I26. Thinking about all the different sources of income [you/ your RELATIONSHIP] (and [your/ your
RELATIONSHIP's] immediate family) received in 2007, what was the combined total income
from all sources before taxes and other deductions? Was it under (INSERT AMT3 FOR
FAMILY SIZE) or was it (INSERT AMT3 FOR FAMILY SIZE) or more?
PROBE: Your best estimate is fine.

- 1 Under (INSERT AMT3)
- 2 (INSERT AMT3) or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I26b IF Q.I26 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"
IF "FAMILY=1", INSERT "family"

I26b. Now, just stop me when I get to the right category. Was [your/ your RELATIONSHIP'S] total
(family) income ...?

IF NEEDED: The computer gives me different income values for the question
depending on the size of your family.

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 Less than (INSERT AMT1)
- 2 (INSERT AMT1) to (INSERT AMT1A)
- 3 (INSERT AMT1A) to under (INSERT AMT2)
- 4 (INSERT AMT 2) to under (INSERT AMT3)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

NOW GO TO Q.I27

(ASK Q.I26c IF Q.I26 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "FAMILY=1", INSERT "family"

I26c. Now, just stop me when I get to the right category. Was [your/ your RELATIONSHIP'S] total (family) income ...?

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 (INSERT AMT3) to under (INSERT AMT4)
- 2 (INSERT AMT4) to under (INSERT AMT5)
- 3 (INSERT AMT5) or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

	2007 Poverty Guidelines, rounded up to nearest thousand					
	100%	150%	200%	300%	400%	500%
FAMSIZE	AMT1	AMT1A	AMT2	AMT3	AMT4	AMT5
1	11000	16000	21000	31000	41000	52000
2	14000	21000	28000	42000	55000	69000
3	18000	26000	35000	52000	69000	86000
4	21000	31000	42000	62000	83000	104000
5	25000	37000	49000	73000	97000	121000
6	28000	42000	56000	83000	111000	139000
7	32000	47000	63000	94000	125000	156000
8	35000	52000	70000	104000	139000	173000
9	39000	58000	77000	115000	153000	191000
10	42000	63000	84000	125000	167000	208000
11	46000	68000	91000	136000	181000	226000
12	49000	73000	97000	146000	194000	243000
13	52000	78000	104000	156000	208000	260000
14	56000	84000	111000	167000	222000	278000
15	59000	89000	118000	177000	236000	295000
16	63000	94000	125000	188000	250000	313000
17	66000	99000	132000	198000	264000	330000

(ASK Q.I26d IF EVER UNINSURED IN THE PAST YEAR [Q.F9 = 2 OR COVERAGE = 2])

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/his/her"

I26d. Thinking back to earlier this year, did (you/your RELATIONSHIP) pay a penalty in (your/his/her) taxes in 2008 for not having insurance coverage by December 31, 2007?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/I'm"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/your RELATIONSHIP is"

127. For the next question, I'm going to read you a statement and I'd like you to tell me how true it is for (you/your RELATIONSHIP). "(I'm/your RELATIONSHIP is) more likely to take risks than the average person." Is that...?
(READ LIST. ENTER ONE ONLY)

- 1 Definitely true,
- 2 Mostly true
- 3 Mostly false, or
- 4 Definitely false for you?
- 5 (DO NOT READ) NEITHER TRUE NOR FALSE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP has"

128. Now I'm going to name some things that people sometimes have difficulty reading and understanding. I'd like you to tell me how often (you have/ your RELATIONSHIP has) difficulty reading or understanding (INSERT). Would you say...?
(READ LIST. ENTER ONE ONLY)

- 1 All of the time,
- 2 Most of the time,
- 3 Some of the time, or
- 4 Never
- 5 (DO NOT READ) DOES NOT APPLY
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

a. A newspaper

b. The nutrition labels on food packages such as breads, cereals, canned foods, and snacks

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

129. Were [you/ your RELATIONSHIP] born in the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.129a IF Q.129 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

129a. How long have (you/your RELATIONSHIP) lived in the US?

_____ # YEARS

- LL Less than 1 year
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.129b IF Q.129 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT, "Does your RELATIONSHIP"

129b. (Do you/Does your RELATIONSHIP) speak a language other than English at home?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I29c IF Q.I29b = 1)
I29c. What is that language?
(DO NOT READ)

- 1 Spanish
- 2 Portuguese
- 3 Something else
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I30 IF Q.I29 = 2, D, OR R)
IF INTERVIEWING "SELECTED RESPONDENT" INSERT " are you"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"
I30. (Are you/Is your RELATIONSHIP) a citizen of the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I30a IF Q.I30 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT, "was your RELATIONSHIP"

I30a. In what country (were you/was your RELATIONSHIP) born? (DO NOT READ)

CHOICE SET IS BASED ON TOP 10 COUNTRIES FOR MA IN CPS—Add more??

01 Brazil

02 Canada

03 China

04 Columbia

05 Dominican Republic

06 El Salvador

07 Honduras

08 India

09 Japan

10 Vietnam

97 Other (SPECIFY) _____

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

Section J: TELEPHONES & ADDRESS FOR INCENTIVE PAYMENT

J1a. Is the telephone number I reached you on a cell phone number or a regular landline number?

Landline numbers are for phones that plug into outlets in the walls of your home.

1 Cell phone number

2 Regular landline number

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.J1b IF Q.J1a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/her"

J1b. How many regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached you on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-97)

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.J1 IF Q.J1a = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 1, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 2, "your RELATIONSHIP/her"

- J1. Besides the telephone number I reached you on, how many other regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached you on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-97)

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.J2 IF Q.J1 = 1+ OR Q.J1b = 1+)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

- J2. Are any of the regular, landline telephone numbers in (your/your RELATIONSHIP's) home only used for business purposes?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's/they/their"

- J3. Thinking about all the people who live in (your/your RELATIONSHIP's) household, how many different cell phone numbers do (you/they) and the other members of (your/their) household have? Please don't count cell phones numbers used by students who are living away at school.

_____ (Range:1-97)

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

J3b. Is this house, apartment or mobile home...?

(READ LIST. ENTER ONE ONLY)

- 1 Owned by (you/your RELATIONSHIP) or someone in this household with a mortgage or loan
- 2 Owned by (you/your RELATIONSHIP) or someone in this household free and clear (without a mortgage or loan)
- 3 Rented for cash rent
- 4 Occupied without payments of cash rent
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.J3a DELETED 8/28)

(ASK Q.J4)

J4. Those are all the questions I have. Now I just need your name and address to send the \$10 thank you check we have for you for completing our survey.

May I please have your name?

(VERIFY SPELLING)

- 1 Answer given (SPECIFY) _____
- R (DO NOT READ) Refused

May I please have your address?

(VERIFY SPELLING)

- 1 Street: _____
- 2 City: _____
- 3 State: _____
- 4 Zip code: _____
- R (DO NOT READ) Don't know

Thank you so much for your time and cooperation. Have a pleasant day/evening.

MASSACHUSETTS HEALTH REFORM SURVEY – 2009

HOUSEHOLD SCREENER

Hello, my name is _____. I'm calling from SSRS. We are offering a \$10 payment for completing a survey about the Massachusetts health care system.

HH1. May I speak to an adult who lives in the household?

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH1 = 1 GO TO HH2

IF Q.HH1 = 2 REPEAT INTRO AND THEN GO TO Q.HH2

IF Q.HH1 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH1 = D OR R, THANK AND TERMINATE

HH2. Your participation is important in helping us understand how well the health care system is working in Massachusetts. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. All of your answers are completely confidential. We're offering a \$10 payment to each eligible household that completes the survey as a thank you.

IF NEEDED: It should take less than 25 minutes for most households.

IF NEEDED: We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH2 = 1 GO TO Q.HH3

IF Q.HH1 = 2 SCHEDULE CALL BACK

IF Q.HH1 = D OR R, THANK AND TERMINATE

(ASK AFTER 1st REFUSAL)

What reasons did the respondent give for not wanting to participate in this survey?

- 1 Not interested
- 2 Too busy
- 3 Bad time (dinner, family time, etc.)
- 4 I don't do surveys
- 5 Wanted more info about study or ICR
- 6 Didn't like subject matter
- 7 Just hung up
- 8 Other reason (specify)

HH3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English

- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.HHx1 AND Q.HHx2 HAVE BEEN MOVED TO AFTER Q.A4)

HH3a. How many adults age 18 or older are there in your household?

- _____ (0-7)
- 08 8 or more
 - RR (DO NOT READ) Refused

HH3b. How many of those adults are over the age of 64?

- _____ (0-7)
- 08 8 or more
 - RR (DO NOT READ) Refused

(P.N. – GEN RESPONSE OF Q.HH3a MINUS Q.HH3b INTO Q.HH4 WITHOUT ASKING Q.HH4)

HH4. Our study is focusing on the health care experiences of adults in Massachusetts. That is, adults who are at least 18 years old and no more than 64 years old. How many adults between 18 and 64 live in your household? Please include yourself and all the adults who live with you. Please do NOT include anyone living somewhere else now, such as at school or away in the service.

- _____ # ADULTS AGE 18-64
- DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

IF Q.HH4 = 0 THANK AND TERMINATE

IF Q.HH4 = 1 GO TO Q.HH5

IF Q.HH4 = DD OR RR ASK FOR NEW RESPONDENT

HH5. Are you that person who is between the ages of 18 and 64 or is it someone else?

- 1 Yes, it is that person
- 2 No, it is someone else
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH5 = 1 GO TO Q.HH6

IF Q.HH5 = 2 GO TO Q.HH7

IF Q.HH5 = D OR R THANK AND TERMINATE

(ASK Q.HH6 IF Q.HH4 = 1 AND Q.HH5 = 1)

HH6. Do you currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, Commonwealth Care and Commonwealth Choice, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. - IF Q.HH6 = 1, THANK AND TERMINATE)

(ASK Q.HH6a IF Q.HH6 = 2)

HH6a. Just to confirm, you do NOT have ANY health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH6a = 2, RECODE Q.HH6 AS “1”)

(P.N. – IF Q.HH6 OR Q.HH6a = D OR R, THANK AND TERMINATE)

(ASK Q.HH7 IF Q.HH4 = 1 AND Q.HH5 = 2)

HH7. Thinking about the adult between 18 and 64 who lives in your household, does he or she currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, Commonwealth Care and Commonwealth Choice, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. - IF Q.HH7 = 1, THANK AND TERMINATE)

(ASK Q.HH7a1 IF Q.HH7 = DD)

HH7a1. May I please speak with the adult between 18 and 64 who lives in your household?

- | | | |
|---|----------------------|-------------------------------------|
| 1 | Yes, coming to phone | REPEAT INTRO AND REASK Qs.HH2 – HH5 |
| 2 | No, not available | SET UP CALLBACK |
| R | Refused | THANK AND TERMINATE |

(ASK Q.HH7a IF Q.HH7 = 2)

HH7a. Just to confirm, he or she does NOT have ANY health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH7a = 2, RECODE Q.HH7 AS “1”)

(P.N. – IF Q.HH7 OR Q.HH7a = D OR R, THANK AND TERMINATE)

(ASK Q.HH8 IF Q.HH4 = 2+)

HH8. Thinking about all the adults between 18 and 64 who live in your household, do they ALL currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, Commonwealth Care and Commonwealth Choice, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.HH8a IF Q.HH8 = 1)

HH8a. Just to confirm, ALL of the adults between 18 and 64 who live in your household have health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH8a = 2, RECODE Q.HH8 AS “2”)
 (P.N. – IF Q.HH8 OR Q.HH8a = D OR R, THANK AND TERMINATE)
 (P.N. - IF Q.HH8a = 1, THANK AND TERMINATE)

(ASK Q.HH8b IF Q.HH8 = 2)
 HH8b. Just to confirm, ONE OR MORE of the adults between 18 to 64 who live in your household, do NOT have ANY health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH8b = 2, RECODE Q.HH8 AS “1”)
 (P.N – IF HOUSEHOLD IS “MIXED”, Q.HH8b = 1, ALWAYS TAKE UNINSURED RESPONDENT)
 IF Q.HH8 = 2 GO Q.HH9

HH9. How many of the adults between 18 to 64 who live in your household do NOT have ANY health insurance now?
 (P.N. – RESPONSE CANNOT BE GREATER THAN RESPONSE IN Q.HH4)

_____ # ADULTS 18 TO 64 UNINSURED
 DD (DO NOT READ) Don't know
 RR (DO NOT READ) Refused

(P.N. – IF Q.HH9 = DD OR RR, THANK AND TERMINATE)

(ASK Q.HH9a IF UNINSURED INTERVIEW IS SELECTED AND Q.HH9 >1)
 HH9a. How many of the uninsured adults between 18 and 64 are male?

_____ # ADULTS UNISURED MALES AGE 18-64
 DD (DO NOT READ) Don't know
 RR (DO NOT READ) Refused

(ASK Q.HH9b IF UNINSURED INTERVIEW IS SELECTED AND (Q.HH8 = 1 AND Q.HH4 >1) OR (Q.HH4 MINUS Q.HH9 >1)
 HH9b. How many of the insured adults between 18 and 64 are male?

_____ # ADULTS UNISURED MALES AGE 18-64
 DD (DO NOT READ) Don't know
 RR (DO NOT READ) Refused

(Q.INC1 THROUGH Q.INC3c DELETED 8/28)

NOW GO TO SAMPLE BOX TO SELECT ADULT FOR SURVEY

(ASK Q.HH10 IF (Q.HH4 = 1 AND Q.HH5 = 2)
 HH10. May I speak to the adult between 18 and 64 who lives in your household?

- 1 New respondent comes to phone
- 2 New respondent not available
- 3 Respondent unable to come to the phone (disabled/unable to talk)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH10 = 1 GO TO Q.A1
 IF Q.HH10 = 2 GET NAME AND SCHEDULE CALL BACK
 IF H10 = 3 GO TO Q.A3a
 IF Q.HH10 = D OR R, THANK AND TERMINATE

(ASK Q.HH11 IF Q.HH4 = 2+ AND Q.HH9 RESPONSE EQUALS RESPONSE IN Q.HH4)

IF Q.HH8 = 1 AND [(Q.HH4 MINUS Q.HH9b = 0) OR Q.HH9b = 0, DD, or RR]
 INSERT "ADULT"
 ELSE IF Q.HH8 = 1 AND Q.HH9b >0 AND (Q.HH4 MINUS Q.HH9b >0) INSERT
 ***"MALE" 60% OF THE TIME/"FEMALE" 40% OF THE TIME**
 IF Q.HH8 = 2 AND [(Q.HH4 MINUS Q.HH9a = 0) OR Q.HH9a = 0, DD, or RR]
 INSERT "ADULT"
 ELSE IF Q.HH8 = 2 AND Q.HH9a >0 AND (Q.HH4 MINUS Q.HH9a >0) INSERT
 ***"MALE" 60% OF THE TIME/"FEMALE" 40% OF THE TIME**

HH11. May I speak to the (male/female/adult) between 18 and 64 in your household who has had the most recent birthday?

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH11 = 1 GO TO Q.A4
 IF Q.HH11 = 2 GO TO Q.A1
 IF Q.HH11 = 4, GO TO Q.A3a
 IF Q.HH11 = 3 GET NAME AND SCHEDULE CALL BACK
 IF Q.HH11 = D OR R, THANK AND TERMINATE

(ASK Q.HH12 IF Q.HH4 = 2 + AND Q.HH8 = 2 AND SAMPLING UNINSURED ADULT)
 (IF ONLY 1 ADULT UNINSURED IN HOUSEHOLD READ ALTERNATE QUESTION IN PARENS)

IF Q.HH9 = Q.HH9a OR Q.HH9a = 0, DD, OR RR INSERT ONE AND Q.HH9
 INSERT RESPONSE FROM Q.HH9 AND "ONE"
 ELSE IF Q.HH9 MINUS Q.HH9a > 0 INSERT **RESPONSE FROM Q.HH9a AND
 "MALE" 60% OF THE TIME/RESPONSE FROM (Q.HH9 MINUS Q.HH9a) AND
 "FEMALE" 40% OF THE TIME**

HH12. Thinking about the (INSERT RESPONSE FROM Q.HH9a/Q.HH9 MINUS Q.HH9a/Q.HH9)
 adults between 18 and 64 in your household who do NOT have ANY health insurance now,
 may I speak to the (male/female/one) who has had the most recent birthday?
 (May I please speak to the adult between 18 and 64 who does NOT have ANY health insurance
 now?)

- 1 Continue with current respondent
- 2 New respondent comes to phone

- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH12 = 1 GO TO Q.A4
IF Q.HH12 = 2 GO TO Q.A1
IF Q.HH12 = 4, GO TO Q.A3a
IF Q.HH12 = 3 GET NAME AND SCHEDULE CALL BACK
IF Q.HH12 = D OR R, THANK AND TERMINATE

(ASK Q.HH13 IF Q.HH4 = 2+ AND Q.HH8 = 2 AND SAMPLING INSURED ADULT)

P.N. – # OF INSURED ADULTS FROM Q.HH4 THRU Q.HH9 NEEDS TO BE CALCULATED AS FOLLOWS:

- IF Q.HH4=2+ AND Q.HH8 = 2, GEN IN # OF ADULTS AS Q.HH4 MINUS Q.HH9
IF Q.HH4 = Q.HH9b OR Q.HH9b = 0, DD, OR RR INSERT RESPONSE FROM (Q.HH4 MINUS Q.HH9) AND "ONE"

ELSE IF Q.HH4 MINUS Q.HH9b > 0 INSERT **Q.HH9b AND "MALE" 60% OF THE TIME/(Q.HH9 MINUS Q.HH9b) AND "FEMALE" 40% OF THE TIME**

HH13.Thinking about the (INSERT # OF INSURED ADULTS FROM Q.HH4 MINUS

Q.HH9)/Q.HH9b/Q.HH9 MINUS Q.HH9b) adults between 18 and 64 in your household who HAVE health insurance now, may I speak to the (male/female/one) who has had the most recent birthday?

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH13 = 1 GO TO Q.A4

IF Q.HH13 = 2 GO TO A1

IF Q.HH13 = 4, GO TO Q.A3a

IF Q.HH13 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH13 = D OR R, THANK AND TERMINATE

SAMPLE ADULT INTERVIEW

Section A: INTRODUCTION

A1. Hello, my name is _____. I'm calling from SSRS. We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study. Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential. We're offering a \$10 payment to each eligible household that completes the survey as a thank you.

IF NEEDED: It should take less than 25 minutes for most households.

IF NEEDED: You should have received a letter explaining that we would be calling to talk with you. We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

- 1 Yes
- 2 No
- 3 Did not receive letter and wants to receive one
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.A1 = 1 GO TO Q.A3

IF Q.A1 = 3 GET CONTACT INFORMATION AND SEND NEW LETTER;
SCHEDULE CALL BACK

IF Q.A1 = D OR R, THANK AND TERMINATE

A3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English
- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.A3 = 2 GO TO INSTRUCTION ABOVE Q.A3a IN SPANISH INTERVIEW; ELSE
CONTINUE WITH ENGLISH

(ASK Q.A3a IF Q.H10 = 3 OR Q.H11, H12, OR H13 = 4)

A3a. Would you be able to answer some questions about his/her healthcare?

- 1 Yes GO TO Q.A3d
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.A3b IF Q.A3a = 2, D, OR R)

A3b. Is there another adult living in your household who you think would be able to answer these questions?

- 1 Yes
- 2 No TERMINATE
- D (DO NOT READ) Don't know TERMINATE
- R (DO NOT READ) Refused TERMINATE

(ASK Q.A3c IF Q.A3b = 1)

A3c. May I please speak with them now or would there be a better time to call back?

- 1 Available now ASK FOR NAME
- 2 Call another time SET UP CALLBACK

(IF Q.A3c = 1, READ:)

Hello, my name is _____. I'm calling from SSRS.

We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your responses will be kept confidential. Since you are familiar with the healthcare experiences of (INSERT NAME), we would like you to answer for that person as best you can.

(ASK Q.A3d IF Q.A3a OR Q.A3c = 1)

A3d. Since I will be talking to you, just to make the interview a little easier, could you please tell me what is the relationship of this person between the ages of 18 and 64 to you?
(DO NOT READ LIST. ENTER ONE ONLY)

- 01 Spouse (wife/husband)
- 02 Unmarried partner
- 03 Boyfriend
- 04 Girlfriend
- 05 Friend
- 06 Significant other
- 07 Son
- 08 Stepson

- 09 Daughter
- 10 Stepdaughter
- 11 Grandson
- 12 Granddaughter
- 13 Mother
- 14 Father
- 15 Brother
- 16 Sister
- 17 Grandmother
- 18 Grandfather
- 19 Aunt
- 20 Uncle
- 21 Niece
- 22 Nephew
- 23 Cousin
- 24 Mother-in-law
- 25 Father-in-law
- 26 Brother-in-law
- 27 Sister-in-law
- 28 Son-in-law
- 29 Daughter-in-law
- 30 Other relative
- 31 Roommate/housemate
- 32 Respondent is Employee (maid, nanny, au pair, housekeeper, etc.) (use "the person between 18 and 64 yrs old")
- 33 Respondent is professional caregiver (nurse, aide, etc) (use "the person between 18 and 64 yrs old")
- 34 Fiancé
- 97 (DO NOT READ) Other (SPECIFY) _____
- DD (DO NOT READ) Don't Know (use "the person between 18 and 64 yrs old")
- RR (DO NOT READ) Refused (use "the person between 18 and 64 yrs old")

IF Q.A3a OR Q.A3c = 1, ASK QUESTION USING VERBIAGE IN PARENS
 (IF Q.A3d = 03,07,08,11,14,15,18,20,22,25,26,28, GEN IN CODE 1; IF Q.A3d =
 04,09,10,12,13,16,17,19,21,24,27,29, GEN IN CODE 2)

A4. RECORD RESPONDENT GENDER:

(Is your [INSERT RELATIONSHIP FROM Q.A3d)...?

- 1 Male, or
- 2 Female
- R (DO NOT READ) Refused

****CREATE A VARIABLE FOR FEMALE=1 TO USE TO SCREEN IN LATER QS****

(P.N. –GEN IN WHETHER "SELECTED RESPONDENT" OR "PROXY")

- 0 SELECTED PERSON (Respondent)
- 1 PROXY

SET FILLS APPROPRIATELY FOR SELF OR PROXY (your RELATIONSHIP IN Q.A3d)

(Q.HHx1 DELETED 8/28)

HHx2. As you may know, Massachusetts has a ~~new~~ law that is aimed at providing health insurance for all Massachusetts residents. Given what you know about it, in general, do you support or oppose this ~~new~~ Massachusetts Universal Health Insurance Law?

- 1 Support
- 2 Oppose
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

Section C: ACCESS AND USE

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "your/you/go/are"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's
/goes/he/is/his"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's
/goes/she/is/her"

C1. My next questions ask about [your/ your RELATIONSHIP's] recent health care experiences. Is there a place where [you/ your RELATIONSHIP's] usually [go/goes] when [you/(he/she)] [are/is] sick or when [you/(he/she)] need advice about [your/(his/her)] health?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C2 IF Q.C1 = 1)

(SCRAMBLE 1-5)

C2. What kind of place is it? Is it....?
(READ LIST. ENTER ONE ONLY)

- 1 A doctor's office or private clinic
- 2 A community health center or other public clinic
- 3 A hospital outpatient department
- 4 A hospital emergency room
- 5 An urgent care center
- 6 Or, some other place
- 7 (DO NOT READ) Doesn't go to one place most often
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C2a IF Q.C2 = 1, 2, 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "have you/your"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your
RELATIONSHIP/his"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your
RELATIONSHIP/her"

C2a. How long (have you/has your RELATIONSHIP) been going there for (your/his/her) health care?

- 1 Less than 1 year
- 2 1 year to less than 2 years
- 3 2 years to less than 3 years
- 4 3 years to less than 5 years
- 5 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C2b IF Q.C2 = 1, 2, 3, 5, 6, D, R)

C2b. To the best of your knowledge, is it a place that offers medical care at low cost or no cost to people who are uninsured or who have low incomes?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C2c IF Q.C2b = 1)

C2c. Is it a place that mostly sees people who are uninsured or who have low incomes?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

The next questions are about the health care [you/ your RELATIONSHIP] received in the past 12 months, that is, since (INSERT MONTH/YEAR 12 MONTHS PRIOR TO TODAY).

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a. In the past 12 months, how many times did [you/ your RELATIONSHIP] receive care in a hospital emergency room?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a1 IF Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a1. The last time (you/your RELATIONSHIP) went to a hospital emergency room, was it for a condition that (you/your RELATIONSHIP) thought could have been treated by a regular doctor if he or she had been available?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a2 IF Q.C3a1=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you were/you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP's/your RELATIONSHIP was/him/her)

(SCRAMBLE ITEMS)

C3a2. I'm going to read you a list of reasons why some people go to the emergency room. Please tell me if any of these were important reasons for (your/your RELATIONSHIP's) last visit to a hospital emergency room. (INSERT ITEMS). Was this an important reason?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You were/your RELATIONSHIP was) unable to get an appointment at the doctor's office or clinic as soon as (you/TARGET) thought one was needed
- b. (You/Your RELATIONSHIP) needed care after normal operating hours at the doctor's office or clinic
- c. (You/Your RELATIONSHIP) owed money to the doctor's office or clinic
- d. It was more convenient to go to the hospital emergency room
- e. (You/Your RELATIONSHIP) called the doctor's office or clinic and they told (you/him/her) to go to the emergency room.

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

IF Q.A4 = 2, INSERT "other than to have a baby"

C3b. In the past 12 months, were [you/ your RELATIONSHIP] a patient in a hospital overnight (other than to have a baby)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3b1 IF Q.C3b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3b1. Did any of those hospitals stays follow an emergency room visit? In other words, were (you/your RELATIONSHIP) admitted to the hospital from the emergency room at any time in the past 12 months?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3b2 IF Q.C3b1 = 1 AND Q.C3a = 2, 3, OR 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Were you/your"

IF INTERVIEWING "A PROXY" INSERT "Was your RELATIONSHIP/your RELATIONSHIP"

C3b2. (Were you/Was your RELATIONSHIP) admitted to the hospital from the emergency room at (your/your RELATIONSHIP'S) most recent emergency room visit?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3c. In the past 12 months, how many times did [you/ your RELATIONSHIP] visit a general doctor who treats a variety of illnesses? For example, a doctor in general practice, family medicine or internal medicine.

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3c1 ~~THRU Q.C3c2~~ IF Q.C3c = 1-4)

IF Q.C3c = 1, INSERT "Was this visit"; IF Q.C3c = 2-4, INSERT "Were any of those visits"

C3c1. (Was this visit/Were any of those visits) for a check-up, physical examination or for other preventive care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3c2 IF Q.C3c = 1-4 AND Q.C1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "you/you/go/your/you/you go/you/are/you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he/his/he/he/goes/he/is/he/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's /she/her/she/she/goes/she/is/she/her"

C3c2. Thinking about the LAST time (you/your RELATIONSHIP) went to see a general doctor, did [you/(he/she)] go to [(your/(his/her))] usual source of care? That is, did [you/(he/she)] go to the place where [you/(he/she)] usually [go/goes] when [you/(he/she)] [are/is] sick or when [you/(he/she)] need advice about [your/(his/her)] health?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3c2A IF Q.C3c2 = 2)

(SCRAMBLE 1-5)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/she"

C3c2a. The LAST time (you/your RELATIONSHIP) went to see a general doctor, what kind of place did [you/(he/she)] go to? Was it...

(READ LIST. ENTER ONE ONLY)

- 1 A doctor's office or private clinic
- 2 A community health center or other public clinic
- 3 A hospital outpatient department
- 4 A hospital emergency room
- 5 An urgent care center
- 6 Or, some other place

- 7 (DO NOT READ) Doesn't go to one place most often
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d. In the past 12 months, did [you/ your RELATIONSHIP] visit a specialist? Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3f. In the past 12 months, did [you/ your RELATIONSHIP] see a dentist or a dental hygienist?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3f1. Thinking about the care (you/your RELATIONSHIP) received in the past 12 months, did (you/your RELATIONSHIP) ever get care at a place that offers medical care at low cost or no cost to people who are uninsured or who have low incomes? Please do not include emergency room visits or hospital stays.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3f2 IF C3f1 = 1)

(ASK ITEM e IF Q.HH3 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/he/she"

SCRAMBLE

C3f2. People go to places for medical care for many different reasons. Did (you/your RELATIONSHIP) go to this place for any of the following reasons? Did [(you /(he/she)] go because (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. It is convenient
- b. It is affordable
- c. (You/Your RELATIONSHIP) had problems getting an appointment at another place
- d. Other services besides medical care are also offered there
- e. They have staff who speak (your/your RELATIONSHIP's) language

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3g. In the past 12 months, did [you/ your RELATIONSHIP] take any prescription drugs on a regular basis?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/you were"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP has/your RELATIONSHIP/your RELATIONSHIP was"

(SCRAMBLE ITEMS)

C3h. Next, I'm going to read you a list of problems some people experience when they try to get health care. Please tell me if (you have/your RELATIONSHIP has) had these problems in the past 12 months. (INSERT ITEMS). Has this happened to (you/your RELATIONSHIP) in the past 12 months?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting patients with (your/your RELATIONSHIP's) type of health insurance
- b. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting new patients
- c. (You/Your RELATIONSHIP) had to change to a new doctor's office or clinic because of a change in your health insurance plan

(ASK Q.C3i if Q.C3h = 1 FOR ANY OF a,b,c)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3i. Did (you/your RELATIONSHIP) have a problem when you were trying to see a general doctor who treats a variety of illnesses (a doctor in general practice, family medicine, or internal medicine) or when you were trying to see a doctor who specializes in a particular medical disease or problem?

- 1 General doctor
- 2 Specialist
- 3 Both general doctor and specialist
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

FOR ITEM c IF Q.A4 = 2, INSERT "or a mammogram"

C4 Still thinking about the past 12 months, was there any time that [you/ your RELATIONSHIP] did not get or postponed (INSERT)?

- 1 Yes, did not get

- 2 Yes, postponed getting
- 3 Yes, both did not get and postponed getting
- 4 (DO NOT READ) No, no unmet need or delayed care
- 5 (DO NOT READ) Not needed
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Filling a prescription for medicine
- b. Getting a medical test, treatment or follow-up recommended by a doctor
- c. Getting preventive care screening such as colon cancer screening (or a mammogram)
- d. Getting doctor care that you needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care. Do not include visits for mental health care or counseling)
- f. Getting dental care that you needed
- g. DELETE

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1 OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C4a1. Did (you/your RELATIONSHIP) NOT get the care because of costs or because of some other reason?

(READ IF NECESSARY: Why you did not [INSERT])?

- 1 Costs
- 2 Some other reason
- 3 (DO NOT READ) Both
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get preventive care screening such as colon cancer screening (or a mammogram)
- d. Get doctor care that you needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care. Do not include visits for mental health care or counseling)
- f. Get dental care that you needed
- g. DELETE

(ASK Q.C5 IF Q.C4a1(b-f) = 2 or 3 TO ANY)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C5. Earlier you told me that there were reasons besides cost you [you/ your RELATIONSHIP] did not get or postponed getting the health care that [you/(he/she)] needed in the past 12 months. Did [you/ your RELATIONSHIP] ever not get or postpone getting care that you needed because (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Of trouble finding a doctor or other health care provider who would see you
- b. Of trouble getting an appointment with a doctor or other health care provider
- c. It was hard to get to the place where the care is located
- d. The hours that care was available were not convenient for you

(ASK Q.C6 IF Q.C3a = 1-4 OR Q.C3b = 1 OR Q.C3c = 1-4 OR Q.C3d = 1 OR Q.C3f = 1 OR Q.C3g = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C6. Thinking about all of the care that [you/ your RELATIONSHIP] received in the past 12 months, would [you/(he/she)] say that the health care [you/(he/she)] received was...?
(READ LIST. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section D: SET-UP FOR SURVEY

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

D1. Now I'd like to ask you a few background questions so that I can set up the next part of the survey to ask the questions that are right for you. First, may I have [your/ your RELATIONSHIP's] age?

_____ YEARS (range: 18-64)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.D1a IF Q.D1 = DD OR RR)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP is"

D1a. It would be helpful if you could tell me whether (you are/ your RELATIONSHIP is)...?
(READ LIST. ENTER ONE ONLY)

- 1 18 to 25 years old,
- 2 26 to 34 years old,
- 3 35 to 49 year old, or
- 4 50 to 64 years old
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

D2 [Are you/Is your RELATIONSHIP] married, widowed, divorced, separated, never married, or living with a partner?

- 1 Married
- 2 Widowed
- 3 Divorced
- 4 Separated
- 5 Never been married
- 6 Living with a partner
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

P.N. - CREATE MARRIED=1 (D2=1 OR 6) TO USE TO SCREEN IN LATER QS

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does/ your RELATIONSHIP/him"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does/ your RELATIONSHIP/her"

D3 (Do/Does) [you/ your RELATIONSHIP] have any children or stepchildren who live with [you/(him/her)]? Please include all natural, adopted and stepchildren who live with [you/ your RELATIONSHIP].

IF NEEDED: Remember, your answers are confidential and will only be used for the purposes of this study.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.D3a IF Q.D3 = 1)

D3a. How many of those children are aged 18 or younger?

_____ NUMBER OF CHILDREN

- 00 None
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

P.N.:

CREATE PARENT=1 (D3a= 1+) FOR SCREEN FOR LATER QS

CREATE FAMILY=1 ("MARRIED"=1 OR "PARENT"=1) FOR SCREEN FOR LATER QS

CREATE NUMKIDS (D3a) FOR SCREEN FOR LATER QS

Section E: OOP COSTS/FINANCIAL PROBLEMS

(ASK EVERYONE)

(SCRAMBLE)

(P.N. – IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "and her family"

- E1 My next questions are about the health care costs that [you/ your RELATIONSHIP] (and your family/ and [his/her]family) had in the past 12 months. First, I'd like to ask about how much [you/ your RELATIONSHIP] (and your family/and [his/her] family) spent "out of pocket" for health care in the past 12 months. "Out of pocket" is the amount of money you pay that is not covered by any insurance or special assistance that you might have. It does not include any premiums you pay for your health insurance or any health care costs that [you/(he/she)] will be reimbursed for.

How much did [you/ your RELATIONSHIP] (and your family/and [his/her] family) spend "out of pocket" in the past 12 months for (INSERT)...?

(IF NECESSARY: The premium is the price you pay for the insurance policy)

PROBE: Your best estimate is fine.

_____ (\$1-\$4999)

00 None/Nothing

LL \$5000 or more

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

- a. Prescription medicines
- b. Dental and vision care
- c. All other medical expenses, including for doctors, hospitals, tests and equipment

(IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "and her family"

- E1a. How much did [you/ your RELATIONSHIP] (and your family/and [his/her] family) spend "out of pocket" in the past 12 months for (INSERT)...?

Was it...?

(READ LIST. ENTER ONE ONLY)

1 Less than \$200

2 \$200 to under \$500

3 \$500 to under \$1,000

4 \$1,000 to under \$3,000

5 \$3,000 to under \$5,000

6 \$5,000 or more

7 (DO NOT READ) DID NOT USE CARE

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. Prescription medicines
- b. Dental and vision care
- c. All other medical expenses, including for doctors, hospitals, tests and equipment

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/were/your families"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /was/his families"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP/

was/and her families”

E2 In the past 12 months, did [you/ your RELATIONSHIP] have any problems paying or [were/was] [you/ADULT] unable to pay any of [your/(his/her)] family's] medical bills? This would include doctor or hospital bills, dentist bills, bills for prescription drugs, nursing home bills, or home care bills.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.E2a IF Q.E2 = 1)

E2a. What were those medical bills for? Were they (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. doctor bills
- b. hospital bills
- c. bills for dental care
- d. bills for vision care
- e. bills for prescription drugs
- f. some other kind of medical bill

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "do/you/and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP /and her family"

E3 [Do/Does] [you/ your RELATIONSHIP] (and your family/and [his/her] family) currently have any medical bills that you are paying off over time? This could include medical bills you are paying off with your credit card, through personal loans, or bill paying arrangements with hospitals or other providers. The bills can be from earlier years as well as this year.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.E3a IF Q.E3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "he is"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "she is"

E3a. How much are the medical bills (you are/he is/she is) paying off over time?

PROBE: Your best estimate is fine.

_____ AMOUNT (\$1-\$9999)

- LL \$10,000 or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.E3a1 IF Q.E3a = DD OR RR)

E3a1. Was it...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$2,000
- 2 \$2,000 to under \$4,000
- 3 \$4,000 to under \$8,000
- 4 \$8,000 to under \$10,000
- 5 \$10,000 or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.E3b DELETED 10/10/06)

(ASK EVERYONE)

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP /and her family"

E4. At any time in the past 12 months, did [you/ your RELATIONSHIP] (and your family/and [his/her] family) have any problem paying mortgage, rent or utility bills?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section F: HEALTH INSURANCE COVERAGE

(IF SAMPLE ADULT IS SAME AS HH RESPONDENT READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

Earlier I asked you a general question about health insurance coverage. Now I'd like to focus in more detail on [your/ your RELATIONSHIP's] current health insurance coverage.

In answering these questions, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund.

(IF SAMPLE ADULT IS NOT SAME AS HH RESPONDENT READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

The next questions are about [your/ your RELATIONSHIP's] current health insurance coverage. In answering these questions, I'd like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs.

I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund.

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/your"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your RELATIONSHIP's"

F1. (Are you/Is your RELATIONSHIP] covered by health insurance provided through an employer or union? This could be insurance through a current job, a former job, [your/ your RELATIONSHIP's] job or someone else's job.

IF NEEDED: I'm sorry but I have to ask each type of insurance question for the survey.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1a IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "MARRIED=1" INSERT "[your/ your RELATIONSHIP's] spouse's or partner's name"

IF Q.D1 = <26 OR Q.D1a = 1 INSERT "[your/ your RELATIONSHIP's] parent's name"

F1a. Is the health insurance plan in (your/ your RELATIONSHIP's) name, ([your/ your RELATIONSHIP's] spouse or partner's name), ([your/ your RELATIONSHIP's] parent's name) or someone else's name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF "MARRIED=1" OR [Q.D1<26 OR Q.D1a = 1])

- 1 Own name
- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1b IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F1b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1c IF Q.F1a = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F1c. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only [you/ your RELATIONSHIP] or
- 2 [You/ Your RELATIONSHIP] and other family members?
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F2. Medicare is a health insurance program for people 65 years and older and for people with certain disabilities. (Are you/Is your RELATIONSHIP) covered by Medicare?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F2a IF Q.F2 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F2a. How long have (you/your RELATIONSHIP) had that insurance coverage?
(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your RELATIONSHIP's"

F3. Massachusetts has a number of programs that help low and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. Remember, for this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage. (Are you/Is your RELATIONSHIP) covered by MassHealth or Commonwealth Care?
(IF RESPONDENT ANSWERS "NO", READ BEFORE ACCEPTING RESPONSE:
(You/ your RELATIONSHIP) could be enrolled in MassHealth or Commonwealth Care through the Boston Medical Center HealthNet Plan, Network Health or the Primary Care Clinician Plan. Some MassHealth enrollees are also enrolled in the Neighborhood Health Plan or the Fallon Community Health Plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F3a IF Q.F3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F3a. Which program (are you/is your RELATIONSHIP) covered by?
(READ LIST IF NECESSARY)

- 1 MassHealth or Medicaid
- 2 CommonHealth, Family Assistance or Insurance Partnership
- 3 Commonwealth Care or CHIP
- 4 Commonwealth Choice through the Connector (Commonwealth Health Insurance Connector)
- 7 OTHER (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F3b IF Q.F3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F3b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F4. [Are you /Is your RELATIONSHIP] covered by a health insurance plan through the Commonwealth Choice program that was purchased through the Commonwealth Health Insurance Connector, also called the Connector?

IF NECESSARY: The Commonwealth Health Insurance Connector is a state agency that helps individuals purchase health insurance coverage if they do not have access to health insurance through a job.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4a IF Q.F4 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F4a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only [you/ your RELATIONSHIP] or
- 2 [You/ your RELATIONSHIP] and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4b IF Q.F4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F4b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F5. (Are you/Is your RELATIONSHIP) covered by a health insurance plan that was purchased directly from an insurance company or an insurance agent, that is, a plan not offered through a current or past employer or union?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a1 IF Q.F5 = 1)

F5a1. Is that coverage part of a program, such as MassHealth or Commonwealth Care? You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a IF Q.F5 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F5a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only [you/ your RELATIONSHIP] or
- 2 [You/ your RELATIONSHIP] and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5b IF Q.F5 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F5b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F6 IF Q.F1 NE 1 AND Q.F2 NE 1 AND Q.F3 NE 1 AND Q.F5 NE 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F6. (Are you/Is your RELATIONSHIP) covered by some other type of health insurance? For example, coverage for military personnel and their families, such as CHAMPUS, TRICARE, CHAMP-VA and VA?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – COVERAGE=1 IF Q.F1=1 OR Q.F2=1 OR Q.F3=1 OR Q.F4 = 1 OR Q.F5=1 OR Q.F6=1)

(P.N. – COVERAGE=2 IF Q.F1=2 AND Q.F2=2 AND Q.F3=2 AND Q.F4 = 2 Q.F5=2 AND Q.F6=2)

(ASK Q.F7 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/do"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/does"

F7. According to the information you have provided, [you/ your RELATIONSHIP] [do/does] not have ANY health insurance now. Is that correct?

(IF NEEDED: Again, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs and the UCP program, the Free Care Pool or the Health Care Safety Net Fund.)

1 Yes, have no health insurance.

2 No, have health insurance.

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(P.N. – RECODE COVERAGE=1 IF Q.F7=2)

(ASK Q.F8 IF Q.F7 = 2; ELSE GO TO Q.F10)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP/"

F8. What kind of insurance coverage (do/does) [you/ your RELATIONSHIP] have?
(DO NOT READ. ENTER ALL THAT APPLY)

01 Insurance from employer or union

02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)

03 Insurance purchased directly from a company/agent

04 Medicare

05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage

06 Champus, Tricare, Champ-VA, VA or some other military health care

07 Something else (SPECIFY) _____

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.F8a IF Q.F8 = 01)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "MARRIED=1" INSERT "[your/ your RELATIONSHIP's] spouse's or partner's name"

IF Q.D1 = <26 OR Q.D1a = 1 INSERT "[your/ your RELATIONSHIP's] parent's name"

F8a. Is the health insurance plan in [your/ your RELATIONSHIP's] name, ([your/ your RELATIONSHIP's] spouse or partner name), ([your/ your RELATIONSHIP's] parent's name) or someone else's name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF "MARRIED=1" OR [Q.D1<26 OR Q.D1a = 1])

- 1 Own name
- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F8b IF [Q.F8 = 01 AND "FAMILY=1"] OR [Q.F8a = 1 AND "FAMILY=1"])

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8b. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only [you/ your RELATIONSHIP] or
- 2 [You/ Your RELATIONSHIP] and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK F8c IF Q.F7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8c. How long have (you/your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F9 IF Q.F1b NE 4 AND Q.F2b NE 4 AND Q.F3b NE 4 AND Q.F5b NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F9. During the past 12 months, did [you/ your RELATIONSHIP] have health insurance ALL the time, or was there a time during the year that [you/ your RELATIONSHIP] DID NOT have any health coverage?

- 1 Insured all the time
- 2 Had a time without insurance
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F10 IF COVERAGE=2 OR Q.F9 = 2; ELSE GO TO INSTRUCTION ABOVE Q.F10b)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10. How many months were [you/ your RELATIONSHIP] uninsured in the past 12 months? Count a month as uninsured if [you/ your RELATIONSHIP] were uninsured for even one day in the month.

_____ MONTHS UNINSURED (Range = 1-12)

- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10a. At any time in the past 12 months, have (you/your RELATIONSHIP) received care under the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F10b UNLESS Q.F3a=4 or Q.F4=1 or Q.F8=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F10b. At any time in the past 12 months, did [you /your RELATIONSHIP] obtain or try to obtain information on health insurance through Commonwealth Choice or through the Commonwealth Health Insurance Connector, also called the Connector?

IF NECESSARY: The Commonwealth Health Insurance Connector is a state agency that helps individuals obtain health insurance coverage if they do not have access to health insurance through a job.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F10c if Q.F10b=1 OR Q.F3a = 4 OR Q.F4 = 1 OR Q.F8 = 2)

F10c. How easy or difficult was it to obtain information on the different health insurance plans available through the Connector? Was it very easy, somewhat easy, somewhat difficult, or very difficult?

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F11 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F11. When [you/ your RELATIONSHIP] last had health insurance coverage, what kind of insurance coverage did (you/ your RELATIONSHIP) have?
(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F11a IF Q.F1b <4 OR Q.F2a <4 OR Q.F3b <4 OR Q.F4b <4 OR Q.F5b <4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/have/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/has/his/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/has/her/she"

F11a. Earlier you told me that (you/your RELATIONSHIP) (have/has) had (your/his/her) current insurance coverage for less than a year. Did (you/he/she) have any insurance coverage before that?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F11b IF Q.F11a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/her"

F11b. What kind of insurance coverage did (you/your RELATIONSHIP) have before (your/his/her) current coverage?

(DO NOT READ. ENTER ALL THAT APPLY)

01 Insurance from employer or union

02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)

03 Insurance purchased directly from a company/agent

04 Medicare

05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage

06 Champus, Tricare, Champ-VA, VA or some other military health care

07 Something else (SPECIFY) _____

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.F11c IF Q.F11a = 1 OR F11=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP is"

F11c. What is the MAIN reason (you are/your RELATIONSHIP is) no longer covered by that insurance?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 08 Costs too much
- 09 Became eligible
- 10 Became ineligible
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

IF COVERAGE=1 GO TO SECTION G

IF COVERAGE=2 GO TO SECTION H

Section G: CHARACTERISTICS OF CURRENT COVERAGE

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's /your RELATIONSHIP is"

G1 Now I'd like to ask you a few questions about [your/ your RELATIONSHIP's] current health insurance coverage. Is there a "network" or list of doctors, hospitals and other medical providers that [you are / your RELATIONSHIP is] encouraged to use?

(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G2 IF Q.G1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G2 Under [your/ your RELATIONSHIP's] current health coverage, if [you/ your RELATIONSHIP] see a doctor who is not part of [your/ your RELATIONSHIP's] health plan's network, does [your/ your RELATIONSHIP's] health plan pay for any of those costs?

(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G3 IF Q.G1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G3 Under [your/your RELATIONSHIP's] current health coverage, [do/does] [you/ your RELATIONSHIP] need to get a referral from a primary care physician, sometimes called a PCP or a personal physician, in order to see a specialist?

(IF NECESSARY: A specialists is a doctors like a surgeons, heart doctor, allergy doctor, skin doctor and others who specialize in one area of health care. Do not include visits for mental health care or counseling)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G4 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP's /has"

G4 Does [your/ your RELATIONSHIP's] current health coverage have an annual deductible for medical care? A deductible is the amount [you/ your RELATIONSHIP] [have/has] to pay before the insurance plan will start paying [your/ your RELATIONSHIP's] medical bills.

IF NEEDED: The deductible is different from a co-pay. A co-pay is the payment for a doctor visit or other medical service and a deductible is the amount you pay before your insurance plan will start paying [your/ your RELATIONSHIP's] medical bills.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.G4 = 2, D, OR R, GO TO Q.G10

(ASK Q.G5 IF Q.G4 = 1)

G5. Is there a separate annual deductible for each family member covered?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Qs.G6, G7a AND G7b DELETED 8/28)

(ASK Q.G8 IF Q.G4 = 1)

IF Q.G1 = 1, INSERT "within you plan's network"

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

IF Q.G5 = 1, INSERT "per person"

G8 For my next question, I'd like you to focus on the annual deductible that applies to physician and hospital care (within your plan's network). How much is the annual deductible (per person) under (your/ your RELATIONSHIP's) current health coverage?

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST AMOUNT AND GO TO G9; OTHERWISE ENTER DD OR RR AND GO TO Q.8a

_____ AMOUNT (\$1-\$10K)

- LL \$10,000 or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.G8a IF Q.G8 = DD OR RR)

G8a. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$100
- 2 \$100 to under \$500
- 3 \$500 to under \$1,000
- 4 \$1,000 to under \$2,000
- 5 \$2,000 to under \$3,000
- 6 \$3,000 to under \$5,000
- 7 \$5000 to under \$10,000
- 8 \$10,000 or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G9 IF Q.G8 = 1000+ OR Q.G8a = 4-8)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G9 Special Health Savings Accounts or HSAs are accounts that are devoted solely to health expenses and used with a high deductible health insurance policy. They can also be used to supplement retirement if you are healthy because the money can stay in the account and grow with tax advantages. Health Savings Accounts are fairly new since they were only signed into law in December of 2003. Did [you/ your RELATIONSHIP] have a Health Savings Account or HSA?

- 1 Yes

- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G10 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/do you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's /does your RELATIONSHIP"

G10. Now I'd like to ask about the premiums under (your/ your RELATIONSHIP's) current health coverage. (Do you/Does your RELATIONSHIP) pay any premiums for your health insurance? This includes money deducted from a paycheck as well as money you pay directly to an insurance company.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G10a IF Q.G10 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP"

G10a. (Do you/Does your RELATIONSHIP) pay premiums for individual coverage or family coverage?

- 1 Individual
- 2 Family
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G11 IF Q.G10 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G11 How often do (you/ your RELATIONSHIP) make premium payments?
(READ LIST. ENTER ONE ONLY)

- 01 Once a week
- 02 Every two weeks
- 03 Twice a month
- 04 Once a month
- 05 Once every three months (QUARTERLY)
- 06 Once every six months (TWICE A YEAR; BIANNUALLY; SEMIANNUALLY)
- 07 Once a year
- 97 (DO NOT READ) SOME OTHER TIMING
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.G11a IF Q.G11 = ANY OF 01-07)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does she"

G11a. About how much (do you/does he/does she) pay (INSERT RESPONSE FROM Q.G11) in premiums, including any amount deducted from a paycheck?

IF NEEDED: This is the premium you pay for the whole plan, even if it covers other family members.

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST

AMOUNT AND GO TO G12; OTHERWISE ENTER DD OR RR AND GO TO Q.11b

_____ AMOUNT (\$1-\$20K)
 DD (DO NOT READ) Don't know
 RR (DO NOT READ) Refused

(ASK Q.G11a1 IF Q.G11a = DD OR RR)

G11a1. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

(P.N. - \$ AMOUNT TO BE FILLED IN BASED ON TIME PERIOD FROM Q.G11 [CODES 01-07])

- 01 Less than (INSERT AMT1)
- 02 (INSERT AMT1) to under (INSERT AMT2)
- 03 (INSERT AMT2) to under (INSERT AMT3)
- 04 (INSERT AMT3) to under (INSERT AMT4)
- 05 (INSERT AMT4) to under (INSERT AMT5)
- 06 (INSERT AMT5) to under (INSERT AMT6)
- 07 (INSERT AMT6) to under (INSERT AMT7)
- 08 (INSERT AMT7) to under (INSERT AMT8)
- 09 (INSERT AMT8) to under (INSERT AMT9)
- 10 (INSERT AMT9) to under (INSERT AMT10)
- 11 (INSERT AMT10) or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

FILLS FOR PREMIUM PAYMENTS							
	G11=01 Week	G11=02 Two weeks	G11=03 Twice per month	G11=04 Month	G11=05 Three month	G11=06 Six months	G11=07 Year
AMT1	10	20	20	40	125	250	500
AMT2	30	60	65	125	375	750	1500
AMT3	60	115	125	250	750	1500	3000
AMT4	90	175	190	375	1125	2250	4500
AMT5	115	230	250	500	1500	3000	6000
AMT6	155	310	335	670	2000	4000	8000
AMT7	190	385	420	835	2500	5000	10000
AMT8	230	460	500	1000	3000	6000	12000
AMT9	290	580	625	1250	3750	7500	15000
AMT10	385	770	835	1670	5000	10000	20000

(ASK Q.G11a2 IF Q.G10 = 1 AND (Q.F1 = 1 OR Q.F4 = 1 OR Q.F5 = 1 OR Q.F8 = 1, 2 OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT, "Does your RELATIONSHIP"

G11a2. (Do you/Does your RELATIONSHIP) pay that premium under a Section 125 plan or "cafeteria" plan? Under a Section 125 plan, employers can allow their employees to pay health insurance premiums on a pre-tax basis.

- 1 Yes

- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.G12 AND Q.G12a DELETED 9/11)

(ASK Q.G13 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP"

G13. Health care flexible spending accounts let you have money deducted from your paycheck to pay for out-of-pocket medical costs. (Do you/Does your RELATIONSHIP) have a health care flexible spending account?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.G14 AND Q.G14b1 DELETED 9/11)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP"

G15. How would you rate the range of services covered by [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?

(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP"

G16. How would you rate the choice of doctors and other providers available under [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?

(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP"

RELATIONSHIP"

G17. How would you rate quality of care available under [your/ your RELATIONSHIP's] current health insurance coverage? Would [you/ your RELATIONSHIP] say excellent, very good, good, fair or poor?

(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he/him"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/she/her"

G18. Thinking back to when (you/your RELATIONSHIP) enrolled in your current health insurance coverage, did (you/he/she) have a choice of health plans to pick from or was only one health plan available to (you/him/her)?

- 1 Had a choice
- 2 Only one plan
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G18a IF Q.G18 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/have/do you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1, INSERT "your RELATIONSHIP/has/does he/him"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2, INSERT "your RELATIONSHIP/has/does she/her"

G18a. Based on what (you/your RELATIONSHIP) (have/has) heard, read, or experienced, (do you/does he/does she) think there were big differences, small differences, or no differences in the health plans that were available to (you/him/her)?

- 1 Big differences
- 2 Small differences
- 3 No differences
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G18b IF Q.G18 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/you need"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1, INSERT "his/ your RELATIONSHIP/he needs"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2, INSERT "her/ your RELATIONSHIP/she needs"

G18b. In choosing (your/his/her) health plan, which of the following was MOST important to (you/your RELATIONSHIP)? Was it MOST important to:

- 1 Keep premiums low
- 2 Keep deductible and co-payments for services low

- 3 Have a wide range of benefits or a particular benefit that (you need/he needs/she needs)
- 4 Have a plan with a wide range of doctors
- 7 Other (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/your/you were"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP has/he/him/he was"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP has/she/her/she was"

G19. I'm going to read you a list of problems some people experience with their health insurance coverage. Please tell me if (you have/your RELATIONSHIP has) had these problems with (your/his/her) health insurance coverage in the past 12 months. (INSERT ITEM). Has this happened to (you/him/her) in the past 12 months?

- 1 Yes, happened in the past 12 months
 - 2 No, has not happened in the past 12 months
 - D (DO NOT READ) Don't know
 - R (DO NOT READ) Refused
-
- a. (You/He/She) had expensive medical bills for services NOT covered by (your/his/her) health insurance
 - b. (Your/His/Her) doctor charged (you/him/her) a lot more than (your/his/her) health insurance would pay and (you/him/her) had to pay the difference
 - c. The doctor's office told (you/him/her) they do not accept (your/his/her) health insurance
 - d. (You/He/She) had to contact (your/his/her) health insurance company because they did not pay a bill promptly or denied payment
 - e. DELETED

Section H: HEALTH STATUS

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

H1. Now I'd like to ask you a few questions about (your/your RELATAIONSHIP's) health. In general, would [you/ your RELATIONSHIP] say [your/(his/her)] health is....?
(READ LIST. ENTER ONE ONLY)

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "is your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "is your RELATIONSHIP /she"

H2. (Are you/ Is your RELATIONSHIP) limited in the kind or amount of work that [you/(he/she)] can do because of a physical, mental, or emotional problem?

- 1 Limited in work
- 2 Not limited in work
- 3 (DO NOT READ) UNABLE TO WORK
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H3. (Have you/Has your RELATIONSHIP) EVER been told by a doctor or other health professional that [you/(he/she)] [have/has] (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. hypertension or high blood pressure
- b. heart disease or congestive heart failure
- c. diabetes or sugar diabetes
- d. asthma

(ASK Q.H4 IF Q.H3a-d = 1 TO ANY AND Q.C3b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF Q.H3a-d = 1 TO ONLY 1 ITEM, INSERT THAT ITEM

IF Q.H3a-d = 1 TO MORE THAN 1 ITEM, INSERT "any of the problems we just talked about? That is, because of ITEMS"

H4. Earlier you told me (you/your RELATIONSHIP) had stayed overnight in a hospital in the past 12 months. Was [your/ your RELATIONSHIP's] hospital stay in the past 12 months because of (ITEM FROM Q.H3/any of the problems we just talked about? That is, because of [INSERT Q.H3 = 1 ITEMS])?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.H5 IF Q.H3a-d = 1 TO ANY AND Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

IF Q.C3a = 1 INSERT "was/visit"

IF Q.C3a = 2-4 INSERT "were any of/visits"

IF Q.H3a-d = 1 TO ONLY 1 ITEM, INSERT THAT ITEM

IF Q.H3a-d = 1 TO MORE THAN 1 ITEM, INSERT "any of the problems we just talked about? That is, because of ITEMS"

H5. Earlier you told me [you/ your RELATIONSHIP] had received care in a hospital emergency room in the past 12 months. (Was/Were any of [your/ your RELATIONSHIP's] emergency room (visit/visits) in the past 12 months because of (ITEM FROM Q.H3/any of the problems we just talked about? That is, because of [INSERT Q.H3 ITEMS])?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H6. Beyond the health problems and conditions we've already talked about, (have you/has your RELATIONSHIP) EVER been told by a doctor or other health professional that [you/(he/she)] ([have/has) any other chronic or long-term health conditions or health problems? IF NEEDED: This could include, for example, arthritis, cancer, depression, migraines or osteoporosis among many other conditions.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.H7 IF Q.A4 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT, "was she"

H7 (Were you/Was she) pregnant at any time in the past 12 months?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Section I: DEMOGRAPHICS AND INCOME

My next questions are to help us describe the people who took part in our study.

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I1. What is the highest level of school [you/ your RELATIONSHIP] have completed or the highest degree [you/ your RELATIONSHIP] have received?
(DO NOT READ. ENTER ONE ONLY)

- 1 Less than high school (grades 1-11, grade 12 but no diploma)
- 2 High school graduate or equivalent (e.g. GED)
- 3 Some college but no degree (incl. 2 year occupational or vocational programs)
- 4 Associates Degree (not occupation or vocational programs)
- 5 College graduate (e.g. BA, AB, BS)
- 6 Postgraduate (e.g. MA, MS, MEng, Med, MSW, MBA, MD, DDs, PhD, JD, LLB, DVM)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

- I2. (Are you/Is your RELATIONSHIP) of Latino or Hispanic descent, such as Mexican, Puerto Rican, Cuban or some other Latin American background?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your RELATIONSHIP /himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does your RELATIONSHIP /herself"

- I3. (Do you/Does your RELATIONSHIP) consider (yourself/[himself/herself]) white, black or African American, Asian or Pacific Islander, some other race or mixed race?

- 1 White
- 2 Black or African American
- 3 Asian or Pacific Islander
- 4 Some other race (SPECIFY) _____
- 5 Mixed race (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

- I4. (Are you/Is your RELATIONSHIP) currently working for pay?

- 1 Yes, working
- 2 No, not working
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.I4=2, D, OR R GO TO Q.I15 CHECK

(ASK Q.I5 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

- I5. (Are you/Is your RELATIONSHIP) working at one job or more than one job?

- 1 One job
- 2 More than one job
- D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your

RELATIONSHIP's/he/has your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your

RELATIONSHIP's/she/has your RELATIONSHIP /her"

IF Q.I5 = 2, INSERT "I'd like you to answer the next questions about (your/ your RELATIONSHIP's) main job, that is, the job in which (you/he/she) currently works the most hours"

I6. (I'd like you to answer the next questions about [your/ your RELATIONSHIP's] main job, that is, the job in which [you/(he/she)] currently works the most hours.) How long (have you/has your RELATIONSHIP) been working at [your/(his/her)] job?

- 1 Less than 6 months
- 2 6 months to less than 12 months
- 3 1 year to less than 2 years
- 4 2 years to less than 5 years
- 5 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/are you/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "his/is your

RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "her/is your

RELATIONSHIP /she"

IF Q.I5 = 2, INSERT "Thinking about (your/his/her) main job"

I7. (Thinking about [your/(his/her) main job,] (Are you/Is your RELATIONSHIP) self-employed, or do (you/he/she) work for someone else?

IF NEEDED: By self-employed we mean did (you/he/she) work for profit, fees or salary in (your/his/her) own business, shop or farm.

- 1 Self-employed
- 2 Worked for employer
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I8 IF Q.I7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your

RELATIONSHIP/your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your

RELATIONSHIP/your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I8. Including (you/your RELATIONSHIP), about how many people work for (your/ your RELATIONSHIP's) (main) employer? Include both part-time and full-time workers at all locations and worksites.

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most hours.

PROBE: Your best guess is fine.

(DO NOT READ LIST. ENTER ONE ONLY)

- 1 1 (Self-employed with no employees)

- 2 2 to 10
- 3 11 to 25
- 4 26 to 50
- 5 51 to 100
- 6 101 to 500
- 7 501 to 1,000
- 8 1,001 or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I8a IF Q.I8 = D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF Q.I5 = 2, INSERT "main"

I8a. Can you tell me whether or not more than 50 people are working for (your/ your RELATIONSHIP's) (main) employer ?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/does your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I9. About how many hours per week (do you/ does your RELATIONSHIP) typically work at (your/ your RELATIONSHIP's) (main) job?

IF NECESSARY: By main job, I mean the job in which (you/(he/she)) work the most hours.

PROBE: Your best guess is fine.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 20 hours
- 2 20 hours to less than 35 hours
- 3 More than 36 hours
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO Q.I11)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/her"

IF Q.I5 = 2, INSERT "main"

I10. At (your/ your RELATIONSHIP's) (main) job, does (your/his/her) employer offer health insurance coverage to ANY of its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I11 IF Q.F1a = 1 OR IF Q.I10 = 1; ELSE GO TO Q.I15)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I11. Does [your/ your RELATIONSHIP's] employer pay any of the premium for its health insurance plan for its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO CHECK FOR Q.I15)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/she"

I12. Could [you/ your RELATIONSHIP] be covered by [your/ your RELATIONSHIP's] employer's health insurance plan if [you\ (he\she)] wanted to be?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I13 IF Q.I12 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are/your"

IF INTERVIEWING "A PROXY" INSERT, "ADULT is/ your RELATIONSHIP's"

I13a. What is the MAIN reason (you are/ your RELATIONSHIP is) not covered by (your/ your RELATIONSHIP's) employer's health insurance plan?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Enrollment only possible at certain times
- 04 Benefit package doesn't meet needs
- 05 Traded insurance for another benefit or higher pay
- 06 Have other coverage
- 07 Haven't worked there long enough
- 08 Job category doesn't qualify
- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I13b IF Q.I12 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

I13b. What is the MAIN reason (you/ your RELATIONSHIP) cannot be covered by (your/ your RELATIONSHIP's) employer 's health insurance plan?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Enrollment only possible at certain times
- 04 Benefit package doesn't meet needs
- 05 Traded insurance for another benefit or higher pay
- 06 Have other coverage
- 07 Haven't worked there long enough
- 08 Job category doesn't qualify
- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I14 IF "FAMILY=1" AND Q.F1c = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/his/ your RELATIONSHIP"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/her/ your RELATIONSHIP"

I14. Could (your/ your RELATIONSHIP's) family be covered by (your/his/her) employer's health insurance plan if (you\ your RELATIONSHIP) wanted them to be?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I15 CHECK

IF ESI (Q.F1 = 1) OR PUBLIC (Q.F2, F3, OR F6 = 1 OR Q.F8=4, 5, OR 6) GO TO Q.I20

IF NON-GROUP (Q.F5 = 1 OR Q.F8= 2 OR 3) GO TO I15

IF UNINSURED (Q.F7 = 1) GO TO I16

(ASK Q.I15 IF NON-GROUP [Q.F5 = 1 OR Q.F8= 2 OR 3])

(ROTATE)

I15. Earlier you told me you had bought health insurance on your own, that is, directly from a health insurance company or insurance agent, or from the Commonwealth Health Insurance Connector. How difficult was it to find (INSERT)? Was it...?

(READ LIST. ENTER ONE ONLY)

- 1 Very difficult
- 2 Somewhat difficult
- 3 Not too difficult
- 4 Not at all difficult
- 5 (DO NOT READ) NOT POSSIBLE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. A plan with the type of coverage you need
- b. A plan you could afford

NOW GO TO Q.I18

(ASK Q.I16 IF COVERAGE=2)

I16. Some people buy health insurance on their own, that is, directly from a health insurance company or insurance agent, or from the Commonwealth Health Insurance Connector. In the past 12 months, have you ever thought about buying health insurance on your own or tried to buy it on your own?

- 1 Yes, thought about
- 2 Yes, tried
- 3 No, never thought about it or tried to buy it
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I17 IF Q.I16 = 1, 2, OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

IF Q.I16 = 1 OR 2, INSERT "did not buy"

IF Q.I16 = 3, INSERT "have not thought of buying")

I17. What is the MAIN reason [you/ your RELATIONSHIP] (did not buy/have not thought of buying) health insurance on your own? Is it because (INSERT FROM BELOW)

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 1 Costs too much
- 2 Don't need/don't get sick
- 3 Turned down by insurance company because of health
- 4 Turned down by insurance company for other reasons
- 5 Benefit package doesn't meet needs
- 6 Have other coverage
- 7 Don't know how to get insurance
- 8 Other (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I18 IF Q.F7 = 1 OR [Q.F5 = 1 OR Q.F8 = 2 OR 3])

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I18. Massachusetts has a number of programs that help low- and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. Had (you/your RELATIONSHIP) heard about MassHealth or any of these other programs before today?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I18a IF Q.I18 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I18a. In the past 12 months, have (you/your RELATIONSHIP) ever thought about enrolling in one of the state's programs or tried to enroll in one of the state's programs?

- 1 Yes, thought about
- 2 Yes, tried
- 3 No, never thought about it or tried to
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I19 IF Q.I18a = 1, 2, OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

IF Q.I18a = 1 OR 2, INSERT "did not enroll"

IF Q.I18a = 3, INSERT "have not thought about enrolling"

I19. What is the MAIN reason (you/ your RELATIONSHIP) (did not enroll/have not thought about enrolling) in one of the state's programs?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Not eligible
- 04 Don't want welfare/public assistance
- 05 Have other coverage
- 06 Don't know how to enroll
- 07 Too hard to enroll
- 08 Never heard of program
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK EVERYONE)

I19a. Massachusetts now requires that residents of the state either purchase health insurance or pay a fine. The requirement applies to everyone except people that a state agency determines can't afford the cost of a policy. Have you heard or read about this requirement? It is called the individual mandate.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF COVERAGE = 1 AND Q.I19a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I19b1. Which of the following best describes the affect of the individual mandate on (your/your RELATIONSHIP's) current health insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 The individual mandate had no effect because (you/your RELATIONSHIP) already had coverage
- 2 (You/Your RELATIONSHIP) obtained coverage because of the individual mandate
- 3 Something else (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF COVERAGE = 2 AND Q.I19a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's/he/she"

I19b2. Which of the following best describes the affect of the individual mandate on (your/TARGET's) current health insurance coverage?

- 1 (You/Your RELATIONSHIP) tried to obtain coverage because of the individual mandate but could not find coverage (you/he/she) could afford
- 2 (You/TARGET) decided not to obtain coverage and just pay the penalty
- 3 Something else (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I19b3. Did (you/your RELATIONSHIP) request an exemption from the individual mandate or file a hardship appeal of the individual mandate this year?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I19c IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/herself"

I19c. How much, if anything, would it cost per month for (you/your RELATIONSHIP) to get health insurance for (yourself/himself/herself)? PROBE: Your best guess is fine.

_____per month

- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I19d IF Q.I19c NE D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/herself"

I19d. How easy or difficult would it be for (you/your RELATIONSHIP) to come up with that much money to get health insurance for (yourself/himself/herself)? Would it be: very easy, somewhat easy, somewhat difficult, or very difficult?

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.120 THRU Q.123 DELETED 8/28)

I24. Now I have a few questions to find out whether people can afford the health care they need.

(IF "MARRIED=1" AND "PARENT = 1", READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/
your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/
your RELATIONSHIP /her"

I'm interested in [your/ your RELATIONSHIP's] family income, that is [your/ your RELATIONSHIP's] income PLUS the income of [your/his/her] immediate family. By immediate family I mean your/(his/her) spouse and the children or stepchildren under 19 who are living with [you/ your RELATIONSHIP]. For these questions, I'd like you to think back to 2008. During 2008, did [you/ your RELATIONSHIP] or any of [your/his/her family members receive any income from wages or salary?

(IF "MARRIED=1" AND "PARENT=0", READ:)

I'm interested in (your/ your RELATIONSHIP's) family income, that is [your/ your RELATIONSHIP's] income PLUS the income of [your/his/her] spouse. For these questions, I'd like you to think back to 2008. During 2008, did [you/ your RELATIONSHIP] or any of [your/his/her] family members receive any income from wages or salary?

(IF "MARRIED=0" AND "PARENT=1", READ:)

I'm interested in [your/ADULT's] family income, that is [your/ your RELATIONSHIP's] income PLUS the income of the children or stepchildren under 19 who are living with [you/ your RELATIONSHIP]. For these questions, I'd like you to think back to 2008. During 2008, did [you/ your RELATIONSHIP] or any of [your/(his/her)] family members receive any income from wages or salary?

(IF "MARRIED=0" AND "PARENT=0", READ:)

For these questions, I'd like you to think back to 2008. During 2008, did [you/ your RELATIONSHIP] receive any income from wages or salary?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

(IF ITEM b = 1 AND "FAMILY=1", IMMEDIATELY ASK Q.I25b1 BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" INSERT "or any of (your/his/her) family members"

I25. During 2008, did [you/ your RELATIONSHIP] (or any of [your his/her] family members) receive (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Any dividend income or any interest income from savings accounts, bonds, money market accounts, or similar types of investments
- b. Supplemental Security Income or SSI
- c. Income from any other sources, such as self-employment, alimony, child support, contributions from family or others, unemployment compensation, worker's compensation or veteran's payments, Social Security or pensions, or anything else

(ASK Q.I25b1 IF "FAMILY=1" AND Q.I25b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I25b1. Who in the family received that?

(ENTER ALL THAT APPLY)

- 1 You/ your RELATIONSHIP
- 2 Spouse
- 3 Child
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – HOUSEHOLD SIZE CRITERIA IS DEFINED AS:
IF MARRIED DEFINE AS # OF CHILDREN IN HH + 2
IF NOT MARRIED DEFINE AS # OF CHILDREN IN HH + 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you/your”
IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP / your
RELATIONSHIP’s”
IF “FAMILY=1”, INSERT “and [your/ your RELATIONSHIP’s] immediate
family/families”

I26. Thinking about all the different sources of income [you/ your RELATIONSHIP] (and [your/ your
RELATIONSHIP’s] immediate family) received in 2008, what was the combined total income
from all sources before taxes and other deductions? Was it under (INSERT AMT3 FOR
FAMILY SIZE) or was it (INSERT AMT3 FOR FAMILY SIZE) or more?
PROBE: Your best estimate is fine.

- 1 Under (INSERT AMT3)
- 2 (INSERT AMT3) or more
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK Q.I26b IF Q.I26 = 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”
IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”
IF “FAMILY=1”, INSERT “family”

I26b. Now, just stop me when I get to the right category. Was [your/ your RELATIONSHIP’S] total
(family) income ...?

IF NEEDED: The computer gives me different income values for the question
depending on the size of your family.

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 Less than (INSERT AMT1)
- 2 (INSERT AMT1) to (INSERT AMT1A)
- 3 (INSERT AMT1A) to under (INSERT AMT2)
- 4 (INSERT AMT 2) to under (INSERT AMT3)
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

NOW GO TO Q.I27

(ASK Q.I26c IF Q.I26 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "FAMILY=1", INSERT "family"

I26c. Now, just stop me when I get to the right category. Was [your/ your RELATIONSHIP'S] total (family) income ...?

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 (INSERT AMT3) to under (INSERT AMT4)
- 2 (INSERT AMT4) to under (INSERT AMT5)
- 3 (INSERT AMT5) or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

	2008 Poverty Guidelines, rounded up to nearest thousand					
	100%	150%	200%	300%	400%	500%
FAMSIZE	AMT1	AMT1A	AMT2	AMT3	AMT4	AMT5
1	11000	16000	21000	32000	42000	52000
2	14000	21000	28000	42000	56000	70000
3	18000	27000	36000	53000	71000	88000
4	22000	32000	43000	64000	85000	106000
5	25000	38000	50000	75000	100000	124000
6	29000	43000	57000	86000	114000	142000
7	32000	48000	64000	96000	128000	160000
8	36000	54000	72000	107000	143000	178000
9	40000	59000	79000	118000	157000	196000
10	43000	65000	86000	129000	172000	214000
11	47000	70000	93000	140000	186000	232000
12	50000	75000	100000	150000	200000	250000
13	54000	81000	108000	161000	215000	268000
14	58000	86000	115000	172000	229000	286000
15	61000	92000	122000	183000	244000	304000
16	65000	97000	129000	194000	258000	322000
17	68000	102000	136000	204000	272000	340000

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/his/her"

I26d. Thinking back to earlier this year, did (you/your RELATIONSHIP) pay a penalty in (your/his/her) taxes in 2009 for not having insurance coverage in 2008?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/I'm"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/your RELATIONSHIP is"

I27. For the next question, I'm going to read you a statement and I'd like you to tell me how true it is for (you/your RELATIONSHIP). "(I'm/your RELATIONSHIP is) more likely to take risks than the average person." Is that...?
(READ LIST. ENTER ONE ONLY)

- 1 Definitely true,
- 2 Mostly true
- 3 Mostly false, or
- 4 Definitely false for you?
- 5 (DO NOT READ) NEITHER TRUE NOR FALSE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.I28 DELETED 9/11)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I29. Were [you/ your RELATIONSHIP] born in the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I29a IF Q.I29 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I29a. How long have (you/your RELATIONSHIP) lived in the US?

_____ # YEARS

LL Less than 1 year

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.I29b IF Q.I29 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT, "Does your RELATIONSHIP"

I29b. (Do you/Does your RELATIONSHIP) speak a language other than English at home?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.I29c IF Q.I29b = 1)

I29c. What is that language?

(DO NOT READ)

1 Spanish

2 Portuguese

3 Something else

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.I30 IF Q.I29 = 2, D, OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I30. (Are you/Is your RELATIONSHIP) a citizen of the United States?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.I30a IF Q.I30 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT, "was your RELATIONSHIP"

I30a. In what country (were you/was your RELATIONSHIP) born? (DO NOT READ)

CHOICE SET IS BASED ON TOP 10 COUNTRIES FOR MA IN CPS—Add more??

01 Brazil

02 Canada

03 China

04 Columbia

05 Dominican Republic

06 El Salvador

07 Honduras

08 India

09 Japan

10 Vietnam

97 Other (SPECIFY) _____

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

Section J: TELEPHONES & ADDRESS FOR INCENTIVE PAYMENT

J1a. Is the telephone number I reached you on a cell phone number or a regular landline number?

Landline numbers are for phones that plug into outlets in the walls of your home.

1 Cell phone number

2 Regular landline number

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.J1b IF Q.J1a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/her"

J1b. How many regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached you on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-97)

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.J1 IF Q.J1a = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 1, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 2, "your RELATIONSHIP/her"

- J1. Besides the telephone number I reached you on, how many other regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached you on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-97)

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.J2 IF Q.J1 = 1+ OR Q.J1b = 1+)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

- J2. Are any of the regular, landline telephone numbers in (your/your RELATIONSHIP's) home only used for business purposes?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's/they/their"

- J3. Thinking about all the people who live in (your/your RELATIONSHIP's) household, how many different cell phone numbers do (you/they) and the other members of (your/their) household have? Please don't count cell phones numbers used by students who are living away at school.

_____ (Range:1-97)

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

J3b. Is this house, apartment or mobile home...?

(READ LIST. ENTER ONE ONLY)

- 1 Owned by (you/your RELATIONSHIP) or someone in this household with a mortgage or loan
- 2 Owned by (you/your RELATIONSHIP) or someone in this household free and clear (without a mortgage or loan)
- 3 Rented for cash rent
- 4 Occupied without payments of cash rent
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.J3a DELETED 8/28)

(ASK Q.J4)

J4. Those are all the questions I have. Now I just need your name and address to send the \$10 thank you check we have for you for completing our survey.

May I please have your name?

(VERIFY SPELLING)

- 1 Answer given (SPECIFY) _____
- R (DO NOT READ) Refused

May I please have your address?

(VERIFY SPELLING)

- 1 Street: _____
- 2 City: _____
- 3 State: _____
- 4 Zip code: _____
- R (DO NOT READ) Don't know

Thank you so much for your time and cooperation. Have a pleasant day/evening.

MASSACHUSETTS HEALTH REFORM SURVEY – 2010

CELL PHONE SCREENER

Hello, my name is _____. I'm calling from SSRS. This is NOT a sales call. We are offering a \$10 payment for completing a survey about the Massachusetts health care system.

(IF RESPONDENT THINKS WE HAVE INCORRECTLY DIALED BECAUSE WE HAVE REACHED HER/HIM ON CELL PHONE, READ: We are including cell phone numbers in the survey so we can include the widest selection of people possible.)

(IF RESPONDENT IS GOING TO HANG UP: Before you hang up could you please just tell me if you are between the ages of 19-64 ((PAUSE FOR ANSWER) and if you live in Massachusetts; INTERVIEWER: IF NO TO AGE 19-64 AND/OR NOT LIVE IN MA, CODE AS INELIGIBLE; IF YES, CODE ACCORDINGLY)

CELL1. So that I can ask you the right questions, could you please tell me if you are less than age 19, between the ages of 19 and 64, or older than 64?

- | | | |
|---|------------------------------|---------------------|
| 1 | Less than 19 years (0 to 18) | THANK AND TERMINATE |
| 2 | 19 to 64 years | GO TO CELL2 |
| 3 | Older than 64 (65 or older) | THANK AND TERMINATE |
| R | Refused | |

CELL2. Are you currently living in Massachusetts?

- | | | |
|---|---------|---------------------|
| 1 | Yes | GO TO CELL3 |
| 2 | No | THANK AND TERMINATE |
| R | Refused | |

CELL3. Before we continue, are you driving (OPTIONAL: and unable to complete the survey)?

- | | | |
|---|---|------------------|
| 1 | Continue, on cell phone and not driving | GO TO A1 |
| 2 | Respondent is driving/cannot continue | SET UP CALL BACK |
| R | Refused | |

RDD HOUSEHOLD SCREENER

Hello, my name is _____. I'm calling from SSRS. This is NOT a sales call. We are offering a \$10 payment for completing a survey about the Massachusetts health care system.

HH1. May I speak to an adult who lives in the household?

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH1 = 1 GO TO HH2

IF Q.HH1 = 2 REPEAT INTRO AND THEN GO TO Q.HH2

IF Q.HH1 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH1 = D OR R, THANK AND TERMINATE

HH2. Your participation is important in helping us understand how well the health care system is working in Massachusetts. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study. All of your answers are completely confidential. We're offering a \$10 payment to each eligible household that completes the survey as a thank you.

IF NEEDED: It should take less than 25 minutes.

IF NEEDED: You may have received a letter explaining that we would be calling to talk with you. We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

- 1 Yes (respondent will continue)
- 2 No (Not a good time for survey/callback)
- R Refused to continue

IF Q.HH2 = 1 GO TO Q.HH3

IF Q.HH2 = 2 SCHEDULE CALL BACK

IF Q.HH2 = R, THANK AND TERMINATE

(ASK AFTER 1st REFUSAL)

What reasons did the respondent give for not wanting to participate in this survey?

- 1 Not interested
- 2 Too busy
- 3 Bad time (dinner, family time, etc.)
- 4 I don't do surveys
- 5 Wanted more info about study or SSRS
- 6 Didn't like subject matter
- 7 Just hung up
- 8 Other reason (specify)

(PN: IN SPANISH AND PORTUGUESE INTERVIEWS, DO NOT SHOW HH3, SKIP TO HH3a)

HH3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English

- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.HHx1 AND Q.HHx2 HAVE BEEN MOVED TO AFTER Q.A4)

HH3a.How many adults age 19 or older are there in your household?

- _____ (0-7)
- 08 8 or more
 - RR (DO NOT READ) Refused

HH3b.How many of those adults are over the age of 64?

- _____ (0-7)
- 08 8 or more
 - RR (DO NOT READ) Refused

(P.N. – GEN RESPONSE OF Q.HH3a MINUS Q.HH3b INTO Q.HH4 WITHOUT ASKING Q.HH4)

HH4. Our study is focusing on the health care experiences of adults in Massachusetts. That is, adults who are at least 19 years old and no more than 64 years old. How many adults between 19 and 64 live in your household? Please include yourself and all the adults who live with you. Please do NOT include anyone living somewhere else now, such as at school or away in the service.

- _____ # ADULTS AGE 19-64
- DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

IF Q.HH4 = 0 THANK AND TERMINATE

IF Q.HH4 = 1 GO TO Q.HH5

IF Q.HH4 = DD OR RR ASK FOR NEW RESPONDENT

HH5. Are you that person who is between the ages of 19 and 64 or is it someone else?

- 1 Yes, it is that person
- 2 No, it is someone else
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH5 = 1 GO TO Q.HH6

IF Q.HH5 = 2 GO TO Q.HH7

IF Q.HH5 = D OR R THANK AND TERMINATE

(ASK Q.HH6 IF Q.HH4 = 1 AND Q.HH5 = 1)

HH6. Do you currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, Commonwealth Care and Commonwealth Choice, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. - IF UNINSURED PROGRAM AND Q.HH6 = 1, THANK AND TERMINATE)

(ASK Q.HH6a IF Q.HH6 = 2)

HH6a. Just to confirm, you do NOT have ANY health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH6a = 2, RECODE Q.HH6 AS “1” FOR UNINSURED PROGRAM)

(P.N. – IF Q.HH6 OR Q.HH6a = D OR R, THANK AND TERMINATE)

(ASK Q.HH7 IF Q.HH4 = 1 AND Q.HH5 = 2)

HH7. Thinking about the adult between 19 and 64 who lives in your household, does he or she currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, Commonwealth Care and Commonwealth Choice, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. - IF UNINSURED PROGRAM AND Q.HH7 = 1, THANK AND TERMINATE)

(ASK Q.HH7a1 IF Q.HH7 = DD)

HH7a1. May I please speak with the adult between 19 and 64 who lives in your household?

- | | |
|------------------------|-------------------------------------|
| 1 Yes, coming to phone | REPEAT INTRO AND REASK Qs.HH2 – HH5 |
| 2 No, not available | SET UP CALLBACK |
| R Refused | THANK AND TERMINATE |

(ASK Q.HH7a IF Q.HH7 = 2)

HH7a. Just to confirm, he or she does NOT have ANY health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH7a = 2, RECODE Q.HH7 AS “1” FOR UNINSURED PROGRAM)

(P.N. – IF Q.HH7 OR Q.HH7a = D OR R, THANK AND TERMINATE)

(ASK Q.HH8 IF Q.HH4 = 2+)

HH8. Thinking about all the [INSERT # HH3a MINUS HH3b] adults between 19 and 64 who live in your household, do they ALL currently have health insurance?

I'm interested in all types of health insurance, including insurance obtained through a job or purchased directly from an insurance company or the Commonwealth Health Insurance Connector, government programs like Medicare, MassHealth or Medicaid, Commonwealth Care and Commonwealth Choice, and programs that provide health care to military personnel and their families. For this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage.

IF NECESSARY: Please remember that your answers are completely confidential

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.HH8a IF Q.HH8 = 1)

HH8a. Just to confirm, ALL of the adults between 19 and 64 who live in your household have health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH8a = 2, RECODE Q.HH8 AS "2")

(P.N. – IF Q.HH8 OR Q.HH8a = D OR R, THANK AND TERMINATE)

(P.N. - IF Q.HH8a = 1, THANK AND TERMINATE FOR UNINSURED PROGRAM)

(ASK Q.HH8b IF Q.HH8 = 2)

HH8b. Just to confirm, ONE OR MORE of the adults between 19 to 64 who live in your household, do NOT have ANY health insurance now. Is that correct?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – IF Q.HH8b = 2, RECODE Q.HH8 AS "1")

(P.N – IF HOUSEHOLD IS "MIXED", Q.HH8b = 1, ALWAYS TAKE UNINSURED RESPONDENT)

IF Q.HH8 = 2 GO Q.HH9

HH9. How many of the adults between 19 to 64 who live in your household do NOT have ANY health insurance now?

(P.N. – RESPONSE CANNOT BE GREATER THAN RESPONSE IN Q.HH4)

_____ # ADULTS 19 TO 64 UNINSURED

- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(P.N. – IF Q.HH9 = DD OR RR, THANK AND TERMINATE)

(ASK Q.HH9a IF UNINSURED INTERVIEW IS SELECTED AND Q.HH9 >1)

HH9a. How many of the uninsured adults between 19 and 64 are male?

_____ # ADULTS UNINSURED MALES AGE 19-64
NN (DO NOT READ) None
DD (DO NOT READ) Don't know
RR (DO NOT READ) Refused

(ASK Q.HH9b IF UNINSURED INTERVIEW IS SELECTED AND (Q.HH8 = 1 AND Q.HH4 >1) OR (Q.HH4 MINUS Q.HH9 >1)
HH9b.How many of the insured adults between 19 and 64 are male?

_____ # ADULTS INSURED MALES AGE 19-64
NN (DO NOT READ) None
DD (DO NOT READ) Don't know
RR (DO NOT READ) Refused

(Q.INC1 THROUGH Q.INC3c DELETED 8/28)

Selection process from I1159 deleted 10/10

(ASK Q.HH10 IF (Q.HH4 = 1 AND Q.HH5 = 2)
HH10.May I speak to the adult between 19 and 64 who lives in your household?

- 1 New respondent comes to phone
- 2 New respondent not available
- 3 Respondent unable to come to the phone (disabled/unable to talk)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH10 = 1 GO TO Q.A1
IF Q.HH10 = 2 GET NAME AND SCHEDULE CALL BACK
IF H10 = 3 GO TO Q.A3a
IF Q.HH10 = D OR R, THANK AND TERMINATE

(ASK Q.HH11 IF Q.HH4 = 2+ AND Q.HH9 RESPONSE EQUALS RESPONSE IN Q.HH4) OR HH8=1)
IF Q.HH8 = 1 AND ((Q.HH4 MINUS Q.HH9b = 0) OR Q.HH9b = 0, DD, or RR)
INSERT "ADULT"

ELSE IF Q.HH8 = 1 AND Q.HH9b >0 AND (Q.HH4 MINUS Q.HH9b >0) INSERT
"MALE" 60% OF THE TIME/"FEMALE" 40% OF THE TIME

IF Q.HH8 = 2 AND ((Q.HH4 MINUS Q.HH9a = 0) OR Q.HH9a = 0, DD, or RR)
INSERT "ADULT"

ELSE IF Q.HH8 = 2 AND Q.HH9a >0 AND (Q.HH4 MINUS Q.HH9a >0) INSERT
"MALE" 60% OF THE TIME/"FEMALE" 40% OF THE TIME

HH11.May I speak to the (male/female/adult) between 19 and 64 in your household who has had the most recent birthday?

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH11 = 1 GO TO Q.A4
IF Q.HH11 = 2 GO TO Q.A1
IF Q.HH11 = 4, GO TO Q.A3a

IF Q.HH11 = 3 GET NAME AND SCHEDULE CALL BACK
IF Q.HH11 = D OR R, THANK AND TERMINATE

FOR MIXED HOUSEHOLDS (HAVE AT LEAST 1 PERSON WHO IS UNINSURED AND AT LEAST 1 PERSON WHO IS INSURED) RANDOMLY SELECT UNINSURED OR INSURED PERSON IN HOUSEHOLD (IF RANDOMLY SELECTED UNINSURED PERSON ASK HH12, IF RANDOMLY SELECTED INSURED PERSON ASK HH13).

FOR UNINSURED PROGRAM ALWAYS CHOOSE UNINSURED PERSON IN HH

(ASK Q.HH12 IF Q.HH4 = 2 + AND Q.HH8 = 2 AND SAMPLING UNINSURED ADULT)

(IF ONLY 1 ADULT UNINSURED IN HOUSEHOLD READ ALTERNATE QUESTION IN PARENS)

IF Q.HH9 = Q.HH9a OR Q.HH9a = 0, DD, OR RR INSERT ONE AND Q.HH9
INSERT RESPONSE FROM Q.HH9 AND "ONE"

ELSE IF Q.HH9 MINUS Q.HH9a > 0 INSERT **RESPONSE FROM Q.HH9a AND
"MALE" 60% OF THE TIME/RESPONSE FROM (Q.HH9 MINUS Q.HH9a) AND
"FEMALE" 40% OF THE TIME**

HH12. Thinking about the (INSERT RESPONSE FROM Q.HH9a/Q.HH9 MINUS Q.HH9a/Q.HH9)
adults between 19 and 64 in your household who do NOT have ANY health insurance now,
may I speak to the (male/female/one) who has had the most recent birthday?
(May I please speak to the adult between 19 and 64 who does NOT have ANY health insurance
now?)

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH12 = -1 GO TO Q.A4

IF Q.HH12 = 2 GO TO Q.A1

IF Q.HH12 = 4, GO TO Q.A3a

IF Q.HH12 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH12 = D OR R, THANK AND TERMINATE

(ASK Q.HH13 IF Q.HH4 = 2+ AND Q.HH8 = 2 AND SAMPLING INSURED ADULT)
P.N. – # OF INSURED ADULTS FROM Q.HH4 THRU Q.HH9 NEEDS TO BE CALCULATED AS FOLLOWS:
IF Q.HH4=2+ AND Q.HH8 = 2, GEN IN # OF ADULTS AS Q.HH4 MINUS Q.HH9
IF Q.HH4 = Q.HH9b OR Q.HH9b = 0, DD, OR RR INSERT RESPONSE FROM (Q.HH4 MINUS Q.HH9) AND “ONE”
ELSE IF Q.HH4 MINUS Q.HH9b > 0 INSERT **Q.HH9b AND “MALE” 60% OF THE TIME/(Q.HH9 MINUS Q.HH9b) AND “FEMALE” 40% OF THE TIME**
HH13. Thinking about the (INSERT # OF INSURED ADULTS FROM Q.HH4 MINUS Q.HH9)/Q.HH9b/Q.HH9 MINUS Q.HH9b adults between 19 and 64 in your household who HAVE health insurance now, may I speak to the (male/female/one) who has had the most recent birthday?

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH13 = 1 GO TO Q.A4
IF Q.HH13 = 2 GO TO A1
IF Q.HH13 = 4, GO TO Q.A3a
IF Q.HH13 = 3 GET NAME AND SCHEDULE CALL BACK
IF Q.HH13 = D OR R, THANK AND TERMINATE

Section A: INTRODUCTION

(ASK A1 IF CELL PHONE SAMPLE OR HH10 = 1 OR HH11=2 OR HH12 = 2 OR HH13 =2)

(IF CELL SAMPLE INSERT 'person', IF LL INSERT 'household')

A1. (IF NEW RESPONDENT IN HH10- HH13: Hello, my name is _____. I'm calling from SSRs.) We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study.

Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential. We're offering a \$10 payment to each eligible (person/household) that completes the survey as a thank you.

IF NEEDED: It should take less than 25 minutes.

IF NEEDED: You may have received a letter explaining that we would be calling to talk with you. We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

(PN: IN SPANISH AND PORTUGUESE INTERVIEWS, DO NOT SHOW A3, SKIP TO A4)

(ASK A3 IF CELL PHONE SAMPLE OR HH10 = 1 OR HH11=2 OR HH12 = 2 OR HH13 =2)

A3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English

- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.A3 = 2 GO TO INSTRUCTION ABOVE Q.A3a IN SPANISH INTERVIEW; ELSE
CONTINUE WITH ENGLISH

(ASK Q.A3a IF Q.H10 = 3 OR Q.H11, H12, OR H13 = 4)

A3a. Would you be able to answer some questions about his/her healthcare?

- 1 Yes GO TO Q.A3d
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.A3b IF Q.A3a = 2, D, OR R)

A3b. Is there another adult living in your household who you think would be able to answer these questions?

- 1 Yes
- 2 No TERMINATE
- D (DO NOT READ) Don't know TERMINATE
- R (DO NOT READ) Refused TERMINATE

(ASK Q.A3c IF Q.A3b = 1)

A3c. May I please speak with them now or would there be a better time to call back?

- 1 Available now ASK FOR NAME
- 2 Call another time SET UP CALLBACK

(IF Q.A3c = 1, READ:)

Hello, my name is _____. I'm calling from SSRS.

We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your responses will be kept confidential. Since you are familiar with the healthcare experiences of (INSERT NAME), we would like you to answer for that person as best you can.

(ASK Q.A3d IF Q.A3a OR Q.A3c = 1)

(IF QA3c = 1 INSERT NAME FROM A3c)

A3d. Since I will be talking to you, just to make the interview a little easier, could you please tell me what is the relationship of (this person between the ages of 19 and 64/ (INSERT NAME FROM A3c)) to you?

(DO NOT READ LIST. ENTER ONE ONLY)

- 01 Spouse (wife/husband)
- 02 Unmarried partner
- 03 Boyfriend
- 04 Girlfriend
- 05 Friend
- 06 Significant other
- 07 Son
- 08 Stepson
- 09 Daughter

- 10 Stepdaughter
- 11 Grandson
- 12 Granddaughter
- 13 Mother
- 14 Father
- 15 Brother
- 16 Sister
- 17 Grandmother
- 18 Grandfather
- 19 Aunt
- 20 Uncle
- 21 Niece
- 22 Nephew
- 23 Cousin
- 24 Mother-in-law
- 25 Father-in-law
- 26 Brother-in-law
- 27 Sister-in-law
- 28 Son-in-law
- 29 Daughter-in-law
- 30 Other relative
- 31 Roommate/housemate
- 32 Respondent is Employee (maid, nanny, au pair, housekeeper, etc.) (use "the person between 19 and 64 yrs old")
- 33 Respondent is professional caregiver (nurse, aide, etc) (use "the person between 19 and 64 yrs old")
- 34 Fiancé
- 97 (DO NOT READ) Other (SPECIFY) _____
- DD (DO NOT READ) Don't Know (use "the person between 19 and 64 yrs old")
- RR (DO NOT READ) Refused (use "the person between 19 and 64 yrs old")

IF Q.A3a OR Q.A3c = 1, ASK QUESTION USING VERBIAGE IN PARENS
 (IF Q.A3d = 03,07,08,11,14,15,18,20,22,25,26,28, GEN IN CODE 1; IF Q.A3d =
 04,09,10,12,13,16,17,19,21,24,27,29, GEN IN CODE 2)

A4. RECORD RESPONDENT GENDER:
 (Is your (INSERT RELATIONSHIP FROM Q.A3d)...?)

- 1 Male, or
- 2 Female
- R (DO NOT READ) Refused

****CREATE A VARIABLE FOR FEMALE=1 TO USE TO SCREEN IN LATER QS****

(P.N. –GEN IN WHETHER "SELECTED RESPONDENT" OR "PROXY")

- 0 SELECTED PERSON (Respondent)
- 1 PROXY

***SET FILLS APPROPRIATELY FOR SELF OR PROXY (your RELATIONSHIP IN
 Q.A3d)***

(Q.HHx1 DELETED 8/28)

HHx2. As you may know, Massachusetts passed a law in 2006 that was aimed at providing health insurance for all Massachusetts residents. Given what you know about it, in general, do you support or oppose the Massachusetts Universal Health Insurance Law?

- 1 Support
- 2 Oppose
- D (DO NOT READ) Don't Know
- R (DO NOT READ) Refused

Section C: ACCESS AND USE

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "your/you/go/are"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's
/goes/he/is/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's
/goes/she/is/her"

C1. My next questions ask about (your/ your RELATIONSHIP's) recent health care experiences. Is there a place where (you/ your RELATIONSHIP's) usually (go/goes) when (you/he/she) (are/is) sick or when (you/he/she) need advice about (your/(his/her)) health?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C2 IF Q.C1 = 1)

(SCRAMBLE 1-5)

C2. What kind of place is it? Is it...?
(READ LIST. ENTER ONE ONLY)

- 1 A doctor's office or private clinic
- 2 A community health center or other public clinic
- 3 A hospital outpatient department
- 4 A hospital emergency room
- 5 An urgent care center
- 6 Or, some other place (SPECIFY)
- 7 (DO NOT READ) Doesn't go to one place most often
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C2a IF Q.C2 = 1-6, ~~2, 3~~)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "have you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your
RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your
RELATIONSHIP/her"

C2a. How long (have you/has your RELATIONSHIP) been going there for (your/his/her) health care?

- 1 Less than 1 year
- 2 1 year to less than 2 years
- 3 2 years to less than 3 years
- 4 3 years to less than 5 years
- 5 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C2b, C2c deleted 10/10

(ASK Q.C2a1 IF C2 = 1-6)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/he/she"

(SCRAMBLE A-G, ASK H LAST)

C2a1. People go to places for medical care for many different reasons. (Do you/ Does your RELATIONSHIP) go to this place for any of the following reasons? ((Do you /Does (he/she)) go (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Because the location is convenient
- b. Because the hours it is open are convenient
- c. Because it costs less than other places
- d. Because it is easier to get an appointment there than at other places
- e. Because it offers services besides medical care, such as translation services, transportation, or social services
- f. Because there are people who work there who speak (your/your RELATIONSHIP's) language
- g. Because of the quality of care is better than other places
- h. For some other reason (SPECIFY)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

The next questions are about the health care (you/ your RELATIONSHIP) received in the past 12 months, that is, since (INSERT MONTH/YEAR 12 MONTHS PRIOR TO TODAY).

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a. In the past 12 months, how many times did (you/ your RELATIONSHIP) receive care in a hospital emergency room?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a1 IF Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a1. The last time (you/your RELATIONSHIP) went to a hospital emergency room, was it for a condition that (you/your RELATIONSHIP) thought could have been treated by a regular doctor if he or she had been available?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a2 IF Q.C3a1=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you were/you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP's/your RELATIONSHIP was/him/her)

(SCRAMBLE ITEMS)

C3a2. I'm going to read you a list of reasons why some people go to the emergency room. Please tell me if any of these were important reasons for (your/your RELATIONSHIP's) last visit to a hospital emergency room. (INSERT ITEMS). Was this an important reason?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You were/your RELATIONSHIP was) unable to get an appointment at the doctor's office or clinic as soon as (you/your RELATIONSHIP ~~TARGET~~) thought one was needed
- b. (You/Your RELATIONSHIP) needed care after normal operating hours at the doctor's office or clinic
- c. deleted 10/10
- d. It was more convenient to go to the hospital emergency room
- e. (You/Your RELATIONSHIP) called the doctor's office or clinic and they told (you/him/her) to go to the emergency room.

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

IF Q.A4 = 2, INSERT "other than to have a baby"

C3b. In the past 12 months, were (you/your RELATIONSHIP) a patient in a hospital overnight (other than to have a baby)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3b1, C3b2 deleted 10/10

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3c. In the past 12 months, how many times did (you/your RELATIONSHIP) visit a general doctor who treats a variety of illnesses? For example, a doctor in general practice, family medicine or internal medicine.

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3c1 IF Q.C3c = 1-4)

IF Q.C3c = 1, INSERT "Was this visit"; IF Q.C3c = 2-4, INSERT "Were any of those visits"

C3c1. (Was this visit/Were any of those visits) for a check-up, physical examination or for other preventive care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3c2, C3c2a deleted 10/10

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3c2. In the past 12 months, how many times did (you/ your RELATIONSHIP) see a nurse practitioner, physician assistant, or midwife RATHER than a general doctor for (your/his/her) health care visit?

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d. In the past 12 months, how many times did (you/ your RELATIONSHIP) visit a specialist?

Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care.

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK C3d1 if Q.C3c>0 OR C3c2>0 OR C3d>0)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d1. In the past 12 months, did (you/your RELATIONSHIP) visit more than one doctor's office or clinic for (your/(his/her)) health care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF C3d1=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d2. In the past 12 months, did someone at one of the doctor's offices or clinics (you/he/she) visited help (you/your RELATIONSHIP) coordinate the health care (you/he/she) received from different health care providers? For example, did he or she help (you/your RELATIONSHIP) set up an appointment with another doctor or clinic or check on the results from a medical test or follow-up care with another doctor or clinic?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3f. In the past 12 months, did (you/ your RELATIONSHIP) see a dentist or a dental hygienist?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3f1, C3f2 deleted 10/10

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3g. In the past 12 months, did (you/ your RELATIONSHIP) take any prescription drugs on a regular basis?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/you were"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP has/your

RELATIONSHIP/your RELATIONSHIP was"

(SCRAMBLE ITEMS)

C3h. Next, I'm going to read you a list of problems some people experience when they try to get health care. Please tell me if (you have/your RELATIONSHIP has) had these problems in the past 12 months. (INSERT ITEMS). Has this happened to (you/your RELATIONSHIP) in the past 12 months?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting PATIENTS with (your/your RELATIONSHIP's) type of health insurance
- b. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting new patients
- c. (You/Your RELATIONSHIP) had to change to a new doctor's office or clinic because of a change in your health insurance plan

(ASK Q.C3i if Q.C3h = 1 FOR ANY OF a,b,c)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3i. For this question, I'd like you to think about the times that (you/your RELATIONSHIP) had those kinds of problems. Did (you/your RELATIONSHIP) have a problem when (you were/(he/she) was) trying to see a general doctor who treats a variety of illnesses (a doctor in general practice, family medicine, or internal medicine) or when (you were/(he/she) was) trying to see a doctor who specializes in a particular medical disease or problem?

- 1 General doctor
- 2 Specialist
- 3 Both general doctor and specialist
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK C3j IF C3c = 0,D,R AND C3c2 = 0, D, R AND C3d = 0, D, R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3j. In the past 12 months, did (you/your RELATIONSHIP) ever make or try to make any appointments for (your/(his/her)) health care at a doctor's office or clinic?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK C3k IF C3j=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3k. In the past 12 months, how often (were you/was your RELATIONSHIP) able to get an appointment at a doctor's office or clinic as soon as (you/he/she) thought it was needed?

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1 OR 3, THEN (ASK C4a1 and C4a2 IN A SERIES FOR EACH IF ANY C4a1 a-f = 1 OR 3)
(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

FOR ITEM c IF Q.A4 = 2, INSERT "or a mammogram"

C4 Still thinking about the past 12 months, was there any time that (you/ your RELATIONSHIP) did not get or postponed (INSERT)?

(INTERVIEWER: IF RESPONDENT SAYS 'postponed forever' OR 'postponed indefinitely' CODE AS '1' (Yes, did not get))

- 1 Yes, did not get
- 2 Yes, postponed getting
- 3 Yes, both did not get and postponed getting
- 4 (DO NOT READ) No, no unmet need or delayed care
- 5 (DO NOT READ) Not needed
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Filling a prescription for medicine
- b. Getting a medical test, treatment or follow-up recommended by a doctor
- c. Getting a preventive care screening such as colon cancer screening (or a mammogram)
- d. Getting doctor care that you needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care. Do not include visits for mental health care or counseling)
- f. Getting dental care that you needed
- g. DELETE

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1 OR 3, THEN (ASK C4a1 and C4a2 IN A SERIES FOR EACH IF ANY C4a1 a-f = 1 OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C4a1. Did (you/your RELATIONSHIP) NOT (INSERT) because of costs or because of some other reason?

(READ IF NECESSARY: Why you did not (INSERT))?

- 1 Costs
- 2 Some other reason
- 3 (DO NOT READ) Both
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor

- c. Get a preventive care screening such as colon cancer screening (or a mammogram)
- d. Get doctor care that you needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care. Do not include visits for mental health care or counseling)
- f. Get dental care that you needed
- g. DELETE

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1 OR 3, THEN (ASK C4a1 and C4a2 IN A SERIES FOR EACH IF ANY C4a1 a-f = 1 OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C4a2. Thinking about the times (you/your RELATIONSHIP) did NOT (INSERT) because of costs. Did (you/your RELATIONSHIP) NOT do that because the service wasn't covered by insurance or because the co-pay (you/he/she) would have had to pay was too high, or for some other reason?

- 1 Not covered
- 2 Co-pay too high
- 3 (DO NOT READ) Both because not covered and co-pay too high
- 4 (DO NOT READ) Uninsured at time of care
- 5 Some other reason (SPECIFY)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get a preventive care screening such as colon cancer screening (or a mammogram)
- d. Get doctor care that you needed
- e. Get specialist care that you needed
- f. Get dental care that you needed

(ASK Q.C5 IF Q.C4a1(b-f) = 2 or 3 TO ANY)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C5. Earlier you told me that there were reasons besides cost (you/ your RELATIONSHIP) did not get or postponed getting some of the health care that (you/he/she) needed in the past 12 months. Did (you/ your RELATIONSHIP) ever not get or postpone getting care that you needed because (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Of trouble finding a doctor or other health care provider who would see (you/him/her)
- b. Of trouble getting an appointment with a doctor or other health care provider
- c. It was hard to get to the place where the care is located
- d. The hours that care was available were not convenient for (you/him/her)
- e. (You/he/she) didn't know how to get the care that was needed

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C5e. "After-hours care" is health care when the doctor's office or clinic is closed. In the last 12 months, did (you/YOUR RELATIONSHIP) need "after-hours care"?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK C5e1 IF C5e=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C5e1. Thinking about the last time (you/your RELATIONSHIP) needed "after-hours care", was it because (you/he/she) needed care right away or because you were/(he/she was) not able to get to a doctor's office or clinic during normal operating hours?

- 1 Needed care right away
- 2 Not able to get to doctor during normal operating hours
- 3 Other (Specify)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK C5e2 IF C5e=1)

(SCRAMBLE 4-3 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C5e2. Still thinking about the last time (you/your RELATIONSHIP) needed "after-hours care", where did (you/he/she) go to get that "after-hours care"?

- 1 A hospital emergency room
- 2 An urgent care center
- 3 A clinic at retail store or drug store, such as a clinic at Wal-Mart or CVS
- 4 A community health center or other public clinic
- 5 Or, some other place (SPECIFY)
- 6 (DO NOT READ) DID NOT GET CARE AFTER HOURS
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C6 IF Q.C3a = 1-4 OR Q.C3b = 1 OR Q.C3c = 1-4 OR Q.C3d = 1-4 OR C3c2 = 1-4 OR Q.C3f = 1 OR Q.C3g = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C6. Thinking about all of the care that (you/ your RELATIONSHIP) received in the past 12 months, would (you/he/she) say that the health care (you/he/she) received was...?

(READ LIST. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,

3 Good,
4 Fair, or
5 Poor
7 (DO NOT READ) DID NOT RECEIVE CARE
D (DO NOT READ) Don't know
R (DO NOT READ) Refused

Section D: SET-UP FOR SURVEY

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

D1. Now I'd like to ask you a few background questions so that I can set up the next part of the survey to ask the questions that are right for (you/ your RELATIONSHIP). First, may I have (your/ your RELATIONSHIP's) age?

_____ YEARS (range: 19-64)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.D1a IF Q.D1 = DD OR RR)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP is"

D1a. It would be helpful if you could tell me whether (you are/ your RELATIONSHIP is)...

(READ LIST. ENTER ONE ONLY)

1 19 to 25 years old,

2 26 to 34 years old,

3 35 to 49 year old, or

4 50 to 64 years old

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

D2 (Are you/Is your RELATIONSHIP) married, widowed, divorced, separated, never married, or living with a partner?

1 Married

2 Widowed

3 Divorced

4 Separated

5 Never been married

6 Living with a partner

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

P.N. - CREATE MARRIED=1 (D2=1 OR 6) TO USE TO SCREEN IN LATER QS

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do/you"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does/ your
RELATIONSHIP/him"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does/ your
RELATIONSHIP/her"

D3 (Do/Does) (you/ your RELATIONSHIP) have any children or stepchildren who live with
(you/(him/her))? Please include all natural, adopted and stepchildren who live with (you/ your
RELATIONSHIP).

IF NEEDED: Remember, your answers are confidential and will only be used for the
purposes of this study.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.D3a IF Q.D3 = 1)

D3a. How many of those children are aged 18 or younger?

_____ (1-14) NUMBER OF CHILDREN

- 15 15+
- 00 None
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

P.N.:

CREATE PARENT=1 (D3a= 1+) FOR SCREEN FOR LATER QS

CREATE FAMILY=1 ("MARRIED"=1 OR "PARENT"=1) FOR SCREEN FOR
LATER QS

CREATE NUMKIDS (D3a) FOR SCREEN FOR LATER QS

Section E: OOP COSTS/FINANCIAL PROBLEMS

(ASK EVERYONE)

(SCRAMBLE A-B, ASK C LAST)

(P.N. – IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP /he”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP /her”

IF “FAMILY=1” AND SELECTED RESPONDENT, INSERT “and your family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 1, INSERT “and his family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 2, INSERT “and her family”

E1 My next questions are about the health care costs that (you/ your RELATIONSHIP) (and your family/ and (his/her)family) had in the past 12 months. First, I’d like to ask about how much (you/ your RELATIONSHIP) (and your family/and (his/her) family) spent “out of pocket” for health care in the past 12 months. “Out of pocket” is the amount of money (you/he/she) pay(s) that is not covered by any insurance or special assistance that you might have. It does not include any premiums you pay for your health insurance or any health care costs that (you/he/she) will be reimbursed for.

How much did (you/ your RELATIONSHIP) (and your family/and (his/her) family) spend “out of pocket” in the past 12 months for (INSERT)...?

(IF NECESSARY: The premium is the price you pay for the insurance policy)

PROBE: Your best estimate is fine.

_____ (\$1-\$9999)

00 None/Nothing

LL \$10000 or more

DD (DO NOT READ) Don’t know

RR (DO NOT READ) Refused

- a. Prescription medicines
- b. Dental and vision care
- c. All other medical expenses, including for doctors, hospitals, tests and equipment

(IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "and her family"

E1a. How much did (you/ your RELATIONSHIP) (and your family/and (his/her) family) spend "out of pocket" in the past 12 months for (INSERT)...?

Was it...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$200
- 2 \$200 to under \$500
- 3 \$500 to under \$1,000
- 4 \$1,000 to under \$3,000
- 5 \$3,000 to under \$5,000
- 6 \$5,000 to under \$10,000
- 7 \$10,000 or more
- 8 (DO NOT READ) DID NOT USE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Prescription medicines
- b. Dental and vision care
- c. All other medical expenses, including for doctors, hospitals, tests and equipment

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

E1ad. For my next two questions, please think about the total amount that (you / your RELATIONSHIP) and (your family/and (his/her) family) (are/is) spending on health care this year, including any out-of-pocket spending and any spending on health insurance premiums. Is the total amount that (you are /(he/she) is) spending on health care this year more, less, or about the same as what (you were/(he/she was) spending last year?

- 1 More than last year
- 2 Less than last year
- 3 About the same as last year
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

E1ae. Has the amount that (you are/your RELATIONSHIP is) spending on health care this year caused financial problems for (you (your family)/your RELATIONSHIP (and (his/her) family)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF E1ae=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

(SCRAMBLE A-D, ALWAYS KEEP A-B TOGETHER IN THAT ORDER, ASK E LAST)

E1af. Because of the amount that (you/he/she) (your/his/her) family) are spending on health care this year, has (your/(his/her) family) (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Cut back on health care spending
- b. Cut back on other types of spending
- c. Cut back on savings or taken money out of savings
- d. Added hours at current job or took another job to help cover the cost of health care
- e. Made some other changes (SPECIFY)

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/were/your/your

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /was/his/his"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP/ was/her/her "

E2. In the past 12 months, did (you/ your RELATIONSHIP) have any problems paying or (were/was) (you/ your RELATIONSHIP) unable to pay any of (your/(his/her)) family's)-medical bills? This would include doctor or hospital bills, dentist bills, bills for prescription drugs, nursing home bills, or home care bills.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.E2a IF Q.E2 = 1)

E2a. What were those medical bills for? Were they (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. doctor bills
- b. hospital bills
- c. bills for dental care
- d. bills for vision care
- e. bills for prescription drugs
- f. some other kind of medical bill

(ASK IF Q.E2=1 E2aa=1 OR E2ab=1 OR E2af=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

(SCRAMBLE A-F, ASK G LAST)

E2b. What type of medical services led to the medical bills (you have /your RELATIONSHIP has) had difficulty paying? Was it (INSERT)...

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Emergency care
- b. On-going treatment for a chronic or long-term health condition or health problem
- c. A medical test or surgical procedure
- d. The birth of a child
- e. deleted 10/10
- f. deleted 10/10
- g. Something else (SPECIFY)

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "do/you/and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP /and her family"

E3. (Do/Does) (you/ your RELATIONSHIP) (and your family/and (his/her) family) currently have any medical bills that (you/he/she) are paying off over time? This could include medical bills you are paying off with your credit card, through personal loans, or bill paying arrangements with hospitals or other providers. The bills can be from earlier years as well as this year.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.E3a IF Q.E3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "he is"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "she is"

E3a. How much are the medical bills (you are/he is/she is) paying off over time?

PROBE: Your best estimate is fine.

_____ AMOUNT (\$1-\$9999)

LL \$10,000 or more

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.E3a1 IF Q.E3a = DD OR RR)

E3a1. Was it...?

(READ LIST. ENTER ONE ONLY)

1 Less than \$2,000

2 \$2,000 to under \$4,000

3 \$4,000 to under \$8,000

4 \$8,000 to under \$10,000

5 \$10,000 or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Q.E3b DELETED 10/10/06)

(ASK E3b IF E3=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

E3b. When were (you/your RELATIONSHIP) first unable to pay the medical bills that (you/he/she) are now paying off over time? Was it within the last year, a year to less than 2 years ago, 2 to less than 5 years ago, or 5 years ago or more?

1 Within the last year

2 A year to less than 2 years ago

3 2 to less than 5 years ago

4 5 years ago or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK EVERYONE)

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP /and her family"

E4. At any time in the past 12 months, did (you/ your RELATIONSHIP) (and your family/and (his/her) family) have any problem paying mortgage, rent or utility bills?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's/is your RELATIONSHIP "

E4a. Thinking about the future, how confident (are you/is your RELATIONSHIP) that (you/he/she) and (your/his/her) family will be able to afford all the health care services (you/they) will need in the coming year? (Are you/Is he/she) very confident, somewhat confident, not too confident, or not confident at all?

1 Very confident

2 Somewhat confident

3 Not too confident

4 Not confident at all

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Section F: HEALTH INSURANCE COVERAGE

(IF SAMPLE ADULT IS SAME AS HH RESPONDENT READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

Earlier I asked you a general question about health insurance coverage. Now I'd like to focus in more detail on (your/ your RELATIONSHIP's) current health insurance coverage. In answering these questions, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund.

(IF SAMPLE ADULT IS NOT SAME AS HH RESPONDENT READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

The next questions are about (your/ your RELATIONSHIP's) current health insurance coverage. In answering these questions, I'd like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund.

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/your"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your"

RELATIONSHIP's"

F1. (Are you/Is your RELATIONSHIP) covered by health insurance provided through an employer or union? This could be insurance through a current job, a former job, (your/ your RELATIONSHIP's) job or someone else's job.

IF NEEDED: I'm sorry but I have to ask each type of insurance question for the survey.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1a IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "MARRIED=1" INSERT "(your/ your RELATIONSHIP's) spouse's or partner's name"

IF Q.D1 = <26 OR Q.D1a = 1 INSERT "(your/ your RELATIONSHIP's) parent's name"

F1a. Is the health insurance plan in (your/ your RELATIONSHIP's) name, ((your/ your RELATIONSHIP's) spouse or partner's name), ((your/ your RELATIONSHIP's) parent's name) or someone else's name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF "MARRIED=1" OR (Q.D1<26 OR Q.D1a = 1)

- 1 Own name
- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1b IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F1b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1c IF Q.F1a = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F1c. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ Your RELATIONSHIP) and other family members?

- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F2. Medicare is a health insurance program for people 65 years and older and for people with certain disabilities. (Are you/Is your RELATIONSHIP) covered by Medicare?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F2a IF Q.F2 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F2a. How long have (you/your RELATIONSHIP) had that insurance coverage?
(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your RELATIONSHIP's"

F3. Massachusetts has a number of programs that help low and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. Remember, for this study, we're not including the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund as insurance coverage. (Are you/Is your RELATIONSHIP) covered by MassHealth or Commonwealth Care?

(IF RESPONDENT ANSWERS "NO", READ BEFORE ACCEPTING RESPONSE:

(You/ your RELATIONSHIP) could be enrolled in MassHealth or Commonwealth Care through the Boston Medical Center HealthNet Plan, Network Health or the Primary Care Clinician Plan. Some MassHealth enrollees are also enrolled in the Neighborhood Health Plan or the Fallon Community Health Plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F3a IF Q.F3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

F3a. Which program (are you/is your RELATIONSHIP) covered by?
(READ LIST IF NECESSARY)

- 1 MassHealth or Medicaid
- 2 CommonHealth, Family Assistance or Insurance Partnership

- 3 Commonwealth Care or CHIP
- 4 Commonwealth Choice through the Connector (Commonwealth Health Insurance Connector)
- 7 OTHER (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F3b IF Q.F3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F3b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK F4 IF QF3a = 1,2,3,7, D,R)

(PN: GEN IN "1" AND DON'T ASK IF QF3a=4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

F4. (Are you /Is your RELATIONSHIP) covered by a health insurance plan through the Commonwealth Choice program that was purchased through the Commonwealth Health Insurance Connector, also called the Connector?

IF NECESSARY: The Commonwealth Health Insurance Connector is a state agency that helps individuals purchase health insurance coverage if they do not have access to health insurance through a job.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4a IF Q.F4 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F4a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4b IF Q.F4 = 1 AND F3a NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F4b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months

D (DO NOT READ) Don't know
R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F5. (Are you/Is your RELATIONSHIP) covered by a health insurance plan that was purchased directly from an insurance company or an insurance agent, that is, a plan not offered through a current or past employer or union?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a1 IF Q.F5 = 1)

F5a1. Is that coverage part of a program, such as MassHealth or Commonwealth Care? You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a IF Q.F5 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F5a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5b IF Q.F5 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F5b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F6 IF Q.F1 NE 1 AND Q.F2 NE 1 AND Q.F3 NE 1 AND Q.F4 NE 1 AND Q.F5 NE 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F6. (Are you/Is your RELATIONSHIP) covered by some other type of health insurance? For example, coverage for military personnel and their families, such as CHAMPUS, TRICARE, CHAMP-VA and VA?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – COVERAGE=1 IF Q.F1=1 OR Q.F2=1 OR Q.F3=1 OR Q.F4 = 1 OR
Q.F5=1 OR Q.F6=1)
(P.N. – COVERAGE=2 IF Q.F1=2 AND Q.F2=2 AND Q.F3=2 AND Q.F4 = 2
Q.F5=2 AND Q.F6=2)

(ASK Q.F7 IF COVERAGE=2)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you/do”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP/does”

F7. According to the information you have provided, (you/ your RELATIONSHIP) (do/does) not have ANY health insurance now. Is that correct?

(IF NEEDED: Again, I’d like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs and the UCP program, the Free Care Pool or the Health Care Safety Net Fund.)

- 1 Yes, have no health insurance.
- 2 No, have health insurance.
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(P.N. – RECODE COVERAGE=1 IF Q.F7=2)

(ASK Q.F8 IF Q.F7 = 2; ELSE GO TO Q.F10)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “do you”

IF INTERVIEWING “A PROXY” INSERT, “does your RELATIONSHIP/”

F8. What kind of insurance coverage (do/does) (you/ your RELATIONSHIP) have?
(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- DD (DO NOT READ) Don’t know
- RR (DO NOT READ) Refused

(ASK Q.F8a IF Q.F8 = 01)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”

IF “MARRIED=1” INSERT “(your/ your RELATIONSHIP’s) spouse’s or partner’s name”

IF Q.D1 = <26 OR Q.D1a = 1 INSERT “(your/ your RELATIONSHIP’s) parent’s name”

F8a. Is the health insurance plan in (your/ your RELATIONSHIP’s) name, ((your/ your RELATIONSHIP’s) spouse or partner name), ((your/ your RELATIONSHIP’s) parent’s name) or someone else’s name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF “MARRIED=1” OR (Q.D1<26 OR Q.D1a = 1)

- 1 Own name

- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F8b IF (Q.F8 = 01 AND "FAMILY=1") OR (Q.F8a = 1 AND "FAMILY=1"))

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8b. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ Your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK F8c IF Q.F7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8c. How long have (you/your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F9 IF COVERAGE = 1 AND Q.F1b NE 4 AND Q.F2a NE 4 AND Q.F3b NE 4 AND Q.F4b NE 4 AND Q.F5b NE 4 AND Q.F8c NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F9. During the past 12 months, did (you/ your RELATIONSHIP) have health insurance ALL the time, or was there a time during the year that (you/ your RELATIONSHIP) DID NOT have any health coverage?

- 1 Insured all the time
- 2 Had a time without insurance
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF F9=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

F9a. How many months has it been since (you/your RELATIONSHIP) had a period where (you were/(he/she)was) WITHOUT insurance coverage?

_____ Months (1-12)

- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF F9=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

F9b. What was the MAIN reason that (you are /your RELATIONSHIP is) obtained health insurance coverage at that time?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 09 Became eligible for coverage
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F10 IF COVERAGE=2 OR Q.F9 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10. How many months were (you/ your RELATIONSHIP) uninsured in the past 12 months? Count a month as uninsured if (you/ your RELATIONSHIP) were uninsured for even one day in the month.

_____ MONTHS UNINSURED (Range = 1-12)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

F10a, F10b, F10c deleted 10/10

(ASK IF COVERAGE=2 and F10<12)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F10b. How many months has it been since (you/your RELATIONSHIP) last had insurance coverage?

_____ Months

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F11 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F11. When (you/ your RELATIONSHIP) last had health insurance coverage, what kind of insurance coverage did (you/ your RELATIONSHIP) have?

(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- 00 (DO NOT READ) Never had insurance
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F11d IF COVERAGE=2 AND QF11 = 1-7, D, R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F11d. What is the MAIN reason that (you are /your RELATIONSHIP is) no longer covered by that insurance?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 08 Costs too much
- 09 Became eligible for other coverage
- 10 Became ineligible for coverage
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F11a IF COVERAGE=1 AND Q.F1b NE 4 AND Q.F2a NE 4 AND Q.F3b NE 4 AND Q.F4b NE 4 AND Q.F5b NE 4 AND Q.F8c NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/have/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/has/his/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/has/her/she"

F11a. Earlier you told me that (you/your RELATIONSHIP) (have/has) had (your/his/her) current insurance coverage for less than a year. Did (you/he/she) have any insurance coverage just before that or were (you/he/she) uninsured before (you/he/she) obtained (your/his/her) current insurance coverage? (IF NEEDED: By just before I mean in the month before you started your current health insurance coverage.)

- 1 Yes, had coverage just before
- 2 No, uninsured just before
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F11b IF Q.F11a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/her"

F11b. What kind of insurance coverage did (you/your RELATIONSHIP) have just before (your/his/her) current coverage?

(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

F11c deleted 10/10

(ASK Q.F11c IF Q.F11a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F11c. What was the MAIN reason (you/your RELATIONSHIP) changed insurance plans at that time?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 08 Costs too much
- 09 Became eligible for other coverage
- 10 Became ineligible for coverage
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10a. At any time in the past 12 months, (have you/has your RELATIONSHIP) received care under the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Care Safety Net Fund?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/he/she/his/her"

F12. Thinking about the future, how confident (are you/is your RELATIONSHIP) that (you/he/she) will be able to keep (your/(his/her))current health insurance coverage in the coming year? (Are you/is(he/she) very confident, somewhat confident, not too confident, or not confident at all?)

- 1 Very confident
- 2 Somewhat confident
- 3 Not too confident
- 4 Not confident at all
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section G: CHARACTERISTICS OF CURRENT COVERAGE

(ASK G1 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's /your"

RELATIONSHIP is"

G1. Now I'd like to ask you a few questions about (your/ your RELATIONSHIP's) current health insurance coverage. Is there a "network" or list of doctors, hospitals and other medical providers that (you are / your RELATIONSHIP is) encouraged to use?
(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G2 IF Q.G1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G2. Under (your/ your RELATIONSHIP's) current health coverage, if (you/ your RELATIONSHIP) see a doctor who is not part of (your/ his/her) health plan's network, does (your/his/her) health plan pay for any of those costs?
(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G3 IF Q.G1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G3. Under (your/your RELATIONSHIP's) current health coverage, (do/does) (you/ your RELATIONSHIP) need to get a referral from a primary care physician, sometimes called a PCP or a personal physician, in order to see a specialist?
(IF NECESSARY: Specialists are doctors like a surgeon, heart doctor, allergy doctor, skin doctor and others who specialize in one area of health care. Do not include visits for mental health care or counseling)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G4 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP's /has"

G4. Does (your/ your RELATIONSHIP's) current health coverage have an annual deductible for medical care? A deductible is the amount (you/ your RELATIONSHIP) (have/has) to pay before the insurance plan will start paying (your/ your RELATIONSHIP's) medical bills.
IF NEEDED: The deductible is different from a co-pay. A co-pay is the payment for a doctor visit or other medical service and a deductible is the amount you pay before your insurance plan will start paying (your/his/her) medical bills.

- 1 Yes

- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.G4 = 2, D, OR R, GO TO Q.G10

(ASK Q.G5 IF Q.G4 = 1)

G5. Is there a separate annual deductible for each family member covered?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Qs.G6, G7a AND G7b DELETED 8/28)

(ASK Q.G8 IF Q.G4 = 1)

IF Q.G1 = 1, INSERT "within you plan's network"

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

IF Q.G5 = 1, INSERT "per person"

G8. For my next question, I'd like you to focus on the annual deductible that applies to physician and hospital care (within (your/your RELATIONSHIP) plan's network). How much is the annual deductible (per person) under (your/ your RELATIONSHIP's) current health coverage?

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST AMOUNT AND GO TO G9; OTHERWISE ENTER DD OR RR AND GO TO Q.8a

_____ AMOUNT (\$1-\$9,999 ~~40K~~)

- LL \$10,000 or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.G8a IF Q.G8 = DD OR RR)

G8a. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$100
- 2 \$100 to under \$500
- 3 \$500 to under \$1,000
- 4 \$1,000 to under \$2,000
- 5 \$2,000 to under \$3,000
- 6 \$3,000 to under \$5,000
- 7 \$5000 to under \$10,000
- 8 \$10,000 or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G9 IF Q.G8 = 1000+ OR Q.G8a = 4-8)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G9. Special Health Savings Accounts or HSAs are accounts that are devoted solely to health expenses and used with a high deductible health insurance policy. They can also be used to supplement retirement if you are healthy because the money can stay in the account and grow with tax advantages. Health Savings Accounts are fairly new since they were only signed into

law in December of 2003. (Do/Does) (you/ your RELATIONSHIP) have a Health Savings Account or HSA?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G10 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/do you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's /does your RELATIONSHIP"

G10. Now I'd like to ask about the premiums under (your/ your RELATIONSHIP's) current health coverage. (Do you/Does your RELATIONSHIP) pay any premiums for your health insurance? This includes money deducted from a paycheck as well as money (you/your relationship) pay(s) directly to an insurance company.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G10a IF Q.G10 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP"

G10a. (Do you/Does your RELATIONSHIP) pay premiums for individual coverage or family coverage?

- 1 Individual
- 2 Family
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G11 IF Q.G10 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G11. How often do (you/ your RELATIONSHIP) make premium payments?
(READ LIST. ENTER ONE ONLY)

- 01 Once a week
- 02 Every two weeks
- 03 Twice a month
- 04 Once a month
- 05 Once every three months (QUARTERLY)
- 06 Once every six months (TWICE A YEAR; BIANNUALLY; SEMIANNUALLY)
- 07 Once a year
- 97 (DO NOT READ) SOME OTHER TIMING
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.G11a IF Q.G11 = ANY OF 01-07)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does she"

G11a. About how much (do you/does he/does she) pay (INSERT RESPONSE FROM Q.G11) in premiums, including any amount deducted from a paycheck?

IF NEEDED: This is the premium you pay for the whole plan, even if it covers other family members.

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST AMOUNT AND GO TO G12; OTHERWISE ENTER DD OR RR AND GO TO Q.11b

_____ AMOUNT (\$1-100K)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.G11a1 IF Q.G11a = DD OR RR)

G11a1. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

(P.N. - \$ AMOUNT TO BE FILLED IN BASED ON TIME PERIOD FROM Q.G11 (CODES 01-07))

- 01 Less than (INSERT AMT1)
- 02 (INSERT AMT1) to under (INSERT AMT2)
- 03 (INSERT AMT2) to under (INSERT AMT3)
- 04 (INSERT AMT3) to under (INSERT AMT4)
- 05 (INSERT AMT4) to under (INSERT AMT5)
- 06 (INSERT AMT5) to under (INSERT AMT6)
- 07 (INSERT AMT6) to under (INSERT AMT7)
- 08 (INSERT AMT7) to under (INSERT AMT8)
- 09 (INSERT AMT8) to under (INSERT AMT9)
- 10 (INSERT AMT9) to under (INSERT AMT10)
- 11 (INSERT AMT10) or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

FILLS FOR PREMIUM PAYMENTS							
	G11=01 Week	G11=02 Two weeks	G11=03 Twice per month	G11=04 Month	G11=05 Three month	G11=06 Six months	G11=07 Year
AMT1	10	20	20	40	125	250	500
AMT2	30	60	65	125	375	750	1500
AMT3	60	115	125	250	750	1500	3000
AMT4	90	175	190	375	1125	2250	4500
AMT5	115	230	250	500	1500	3000	6000
AMT6	155	310	335	670	2000	4000	8000
AMT7	190	385	420	835	2500	5000	10000
AMT8	230	460	500	1000	3000	6000	12000
AMT9	290	580	625	1250	3750	7500	15000
AMT10	385	770	835	1670	5000	10000	20000

(ASK Q.G11a2 IF Q.G10 = 1 AND (Q.F1 = 1 OR Q.F4 = 1 OR Q.F5 = 1 OR Q.F8 = 1, 2 OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT, "Does your RELATIONSHIP"

G11a2. (Do you/Does your RELATIONSHIP) pay that premium under a Section 125 plan or "cafeteria" plan? Under a Section 125 plan, employers can allow their employees to pay health insurance premiums on a pre-tax basis.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.G12 AND Q.G12a DELETED 9/11)

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP"

G13. Health care flexible spending accounts let you have money deducted from your paycheck to pay for out-of-pocket medical costs. (Do you/Does your RELATIONSHIP) have a health care flexible spending account?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.G14 AND Q.G14b1 DELETED 9/11)

(ASK G15 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP"

G15. How would (you/ your RELATIONSHIP) rate range of services available under (your/ his/her) current health insurance coverage? Would (you/ your RELATIONSHIP) say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK G15 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP/his/her"

G16. How would (you/ your RELATIONSHIP) rate the CHOICE of doctors and other providers available under (your/his/her) current health insurance coverage? Would (you/ your RELATIONSHIP) say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her"

G16a. How would (you/your RELATIONSHIP) rate the LOCATION of the doctors and other providers available under (your/ (his/her)) current health insurance coverage? Would (you/ your RELATIONSHIP) say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her/he needs/she needs/his/her"

G16b. How would (you/your RELATIONSHIP) rate (your/(his/her)) ability to get the SPECIALIST care (you need/(he/she) needs) under (your/ (his/her)) current health insurance coverage? Would (you/ your RELATIONSHIP) say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her"

G16c. Health insurance can provide protection from high medical bills when people have a serious illness or injury. How would (you/your RELATIONSHIP) rate the protection against high medical bills provided by (your/(his/her)) current health insurance coverage? Would (you/ your RELATIONSHIP) say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP"

G17. How would (you/your RELATIONSHIP) rate the QUALITY of care available under (your/his/her) current health insurance coverage? Would (you/ your RELATIONSHIP) say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

G18, G18a, G18b deleted 10/10

(ASK IF COVERAGE=1)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/your/you were"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP has/he/him/he was"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP has/she/her/she was"

G19. I'm going to read you a list of problems some people experience with their health insurance coverage. Please tell me if (you have/your RELATIONSHIP has) had these problems with (your/his/her) health insurance coverage in the past 12 months. (INSERT ITEM). Has this happened to (you/him/her) in the past 12 months?

- 1 Yes, happened in the past 12 months
- 2 No, has not happened in the past 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You/He/She) had expensive medical bills for services NOT covered by (your/his/her) health insurance
- b. A doctor charged (you/him/her) a lot more than (your/his/her) health insurance would pay and (you/him/her) had to pay the difference
- c. A doctor's office told (you/him/her) they do not accept (your/his/her) health insurance
- d. (You/He/She) had to contact (your/his/her) health insurance company because they did not pay a bill promptly or denied payment
- e. DELETED

Section H: HEALTH STATUS

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

H1. Now I'd like to ask you a few questions about (your/your RELATIONSHIP's) health. In general, would (you/ your RELATIONSHIP) say (your/(his/her)) health is....?
(READ LIST. ENTER ONE ONLY)

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "is your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "is your RELATIONSHIP /she"

H2. (Are you/ Is your RELATIONSHIP) limited in the kind or amount of work that (you/he/she) can do because of a physical, mental, or emotional problem?

- 1 Limited in work
- 2 Not limited in work
- 3 (DO NOT READ) UNABLE TO WORK
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H3. (Have you/Has your RELATIONSHIP) EVER been told by a doctor or other health professional that (you/he/she) (have/has) (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. hypertension or high blood pressure
- b. heart disease or congestive heart failure
- c. diabetes or sugar diabetes
- d. asthma

H4 deleted 10/10

(ASK Q.H5 IF Q.H3a-d = 1 TO ANY AND Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

IF Q.C3a = 1 INSERT "was/visit"

IF Q.C3a = 2-4 INSERT "were any of/visits"

IF Q.H3a-d = 1 TO ONLY 1 ITEM, INSERT THAT ITEM

IF Q.H3a-d = 1 TO MORE THAN 1 ITEM, INSERT "any of the problems we just talked about? That is, because of ITEMS"

H5. Earlier you told me (you/ your RELATIONSHIP) had received care in a hospital emergency room in the past 12 months. (Was/Were any of (your/ your RELATIONSHIP's) emergency room (visit/visits) in the past 12 months because of (ITEM FROM Q.H3/any of the problems we just talked about? That is, because of (INSERT Q.H3 ITEMS))?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H6. Beyond the health problems and conditions we've already talked about, (have you/has your RELATIONSHIP) EVER been told by a doctor or other health professional that (you/he/she) ((have/has) any other chronic or long-term health conditions or health problems?
IF NEEDED: This could include, for example, arthritis, cancer, depression, migraines or osteoporosis among many other conditions.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.H7 IF Q.A4 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT, "was she"

H7. (Were you/Was she) pregnant at any time in the past 12 months?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Section I: DEMOGRAPHICS AND INCOME

My next questions are to help us describe the people who took part in our study.

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

- I1. What is the highest level of school (you/ your RELATIONSHIP) have completed or the highest degree (you/ your RELATIONSHIP) have received?
(DO NOT READ. ENTER ONE ONLY)

- 1 Less than high school (grades 1-11, grade 12 but no diploma)
- 2 High school graduate or equivalent (e.g. GED)
- 3 Some college but no degree (incl. 2 year occupational, vocational, trade school)
- 4 Associates Degree (not occupation or vocational programs)
- 5 College graduate (e.g. BA, AB, BS)
- 6 Postgraduate (e.g. MA, MS, MEng, Med, MSW, MBA, MD, DDs, PhD, JD, LLB, DVM)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

- I2. (Are you/Is your RELATIONSHIP) of Latino or Hispanic descent, such as Mexican, Puerto Rican, Cuban or some other Latin American background?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your RELATIONSHIP /himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does your RELATIONSHIP /herself"

- I3. (Do you/Does your RELATIONSHIP) consider (yourself/(himself/herself)) white, black or African American, Asian or Pacific Islander, some other race or mixed race?

- 1 White
- 2 Black or African American
- 3 Asian or Pacific Islander
- 4 Some other race (SPECIFY) _____
- 5 Mixed race (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

- I4. (Are you/Is your RELATIONSHIP) currently working for pay or self-employed?

- 1 Yes, working or self-employed
- 2 No, not working
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.I4=2, D, OR R AND COVERAGE=2 GO TO Q.I17
IF Q.I4=2, D, OR R AND COVERAGE=1 GO TO Q.I19b1

(ASK Q.I5 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I5. (Are you/Is your RELATIONSHIP) working at one job or more than one job?

- 1 One job
- 2 More than one job
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP's/he/has your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP's/she/has your RELATIONSHIP /her"

IF Q.I5 = 2, INSERT "I'd like you to answer the next questions about (your/ your
RELATIONSHIP's) main job, that is, the job in which (you/he/she) currently works the
most hours"

I6. (I'd like you to answer the next questions about (your/ your RELATIONSHIP's) main job, that is,
the job in which (you/he/she) currently works the most hours.) How long (have you/has your
RELATIONSHIP) been working at (your/(his/her)) job?

- 1 Less than 6 months
- 2 6 months to less than 12 months
- 3 1 year to less than 2 years
- 4 2 years to less than 5 years
- 5 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/are you/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "his/is your
RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "her/is your
RELATIONSHIP /she"

IF Q.I5 = 2, INSERT "Thinking about (your/his/her) main job"

I7. (Thinking about (your/(his/her) main job,) (Are you/Is your RELATIONSHIP) self-employed, or
do (you/he/she) work for someone else?

IF NEEDED: By self-employed we mean (do/does) (you/he/she) work for profit,
fees or salary in (your/his/her) own business, shop or farm.

- 1 Self-employed
- 2 Worked for employer
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I8 IF Q.I7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your"

RELATIONSHIP/your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your

RELATIONSHIP/your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I8. Including (you/your RELATIONSHIP), about how many people work for (your/ your RELATIONSHIP's) (main) employer? Include both part-time and full-time workers at all locations and worksites.

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most hours.

PROBE: Your best guess is fine.

(DO NOT READ LIST. ENTER ONE ONLY)

1 1 (Self-employed with no employees)

2 2 to 10

3 11 to 25

4 26 to 50

5 51 to 100

6 101 to 500

7 501 to 1,000

8 1,001 or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.I8a IF Q.I8 = D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF Q.I5 = 2, INSERT "main"

I8a. Can you tell me whether or not more than 50 people are working for (your/ your RELATIONSHIP's) (main) employer ?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/does your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I9. About how many hours per week (do you/ does your RELATIONSHIP) typically work at (your/ your RELATIONSHIP's) (main) job?

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most hours.

PROBE: Your best guess is fine.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 20 hours
- 2 20 hours to less than 35 hours
- 3 35 hours or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO Q.I11)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/her"

IF Q.I5 = 2, INSERT "main"

I10. At (your/ your RELATIONSHIP's) (main) job, does (your/his/her) employer offer health insurance coverage to ANY of its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I11 IF Q.F1a = 1 OR IF Q.I10 = 1; ELSE GO TO Q.I19b1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I11. Does (your/ your RELATIONSHIP's) employer pay any of the premium for its health insurance plan for its employees?

- 1 Yes
- 2 No

- D (DO NOT READ) Don't know
R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO CHECK FOR Q.I19b1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /
your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /
your RELATIONSHIP's/she"

I12. Could (you/ your RELATIONSHIP) be covered by (your/ your RELATIONSHIP's) employer's
health insurance plan if (you/(he/she)) wanted to be?

- 1 Yes
2 No
D (DO NOT READ) Don't know
R (DO NOT READ) Refused

(ASK Q.I13 IF Q.I12 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are/your"

IF INTERVIEWING "A PROXY" INSERT, "ADULT is/ your RELATIONSHIP's"

I13a. What is the MAIN reason (you are/ your RELATIONSHIP is) not covered by (your/ your
RELATIONSHIP's) employer's health insurance plan?
(DO NOT READ LIST. ENTER ONE ONLY)
(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
02 Don't need/don't get sick
03 Enrollment only possible at certain times
04 Benefit package doesn't meet needs
05 Traded insurance for another benefit or higher pay
06 Have other coverage
07 Haven't worked there long enough
08 Job category doesn't qualify
09 Don't work enough hours/weeks
10 Have pre-existing condition
97 Other (SPECIFY) _____
DD (DO NOT READ) Don't know
RR (DO NOT READ) Refused

(ASK Q.I13b IF Q.I12 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your
RELATIONSHIP's"

I13b. What is the MAIN reason (you/ your RELATIONSHIP) cannot be covered by (your/ your
RELATIONSHIP's) employer's health insurance plan?
(DO NOT READ LIST. ENTER ONE ONLY)
(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
02 Don't need/don't get sick
03 Enrollment only possible at certain times
04 Benefit package doesn't meet needs
05 Traded insurance for another benefit or higher pay
06 Have other coverage
07 Haven't worked there long enough
08 Job category doesn't qualify

- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I14 IF "FAMILY=1" AND Q.F1c = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP's/his/ your RELATIONSHIP"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP's/her/ your RELATIONSHIP"

I14. Could (your/ your RELATIONSHIP's) family be covered by (your/his/her) employer's health insurance plan if (you\ your RELATIONSHIP) wanted them to be?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I15, I16 deleted 10/10

(ASK Q.I17 IF COVERAGE = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I17. What is the MAIN reason (you do/ your RELATIONSHIP does) not have health insurance coverage? Is it because it costs too much, because you don't need insurance, or for some other reason?

- 1 It costs too much
- 2 (You/your relationship) don't need insurance or don't get sick
- 3 Something else (SPECIFY)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I18, I18a, I19, I19a, I19b deleted 10/10

(ASK IF COVERAGE = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I19b1. Massachusetts now requires that most residents of the state either purchase health insurance or pay a fine under a requirement that is referred to as the individual mandate. Which of the following best describes the effect of this individual mandate on (your/your RELATIONSHIP's) current health insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 The individual mandate had no effect because (you/your RELATIONSHIP) already had coverage
- 2 (You/Your RELATIONSHIP) obtained coverage because of the individual mandate
- 3 (DO NOT READ) Something else (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK IF COVERAGE = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's/he/she"

I19b2. Massachusetts now requires that most residents of the state either purchase health insurance or pay a fine under a requirement that is referred to as the individual mandate. Which of the following best describes the effect of this individual mandate on (your/your RELATIONSHIP's) current health insurance coverage?

- 1 (You/Your RELATIONSHIP) tried to obtain coverage because of the individual mandate but could not find coverage (you/he/she) could afford
- 2 (You/Your RELATIONSHIP) (were/was) exempt from the individual mandate
- 3 (You/ Your RELATIONSHIP) decided not to obtain coverage and just pay the penalty
- 4 (DO NOT READ) Something else (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I19b3. Did (you/your RELATIONSHIP) request an exemption from the individual mandate or file a hardship appeal of the individual mandate this year?

- 1 Yes
- 2 No

D (DO NOT READ) Don't know
R (DO NOT READ) Refused

(ASK Q.I19c IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/herself"

I19c. How much, if anything, would it cost per month for (you/your RELATIONSHIP) to get health insurance for (yourself/himself/herself)? PROBE: Your best guess is fine.

_____per month

DD (DO NOT READ) Don't know
RR (DO NOT READ) Refused

(ASK Q.I19d IF Q.I19c NE D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/herself"

I19d. How easy or difficult would it be for (you/your RELATIONSHIP) to come up with that much money to get health insurance for (yourself/himself/herself)? Would it be: very easy, somewhat easy, somewhat difficult, or very difficult?

- 1 Very easy
- 2 Somewhat easy
- 3 Somewhat difficult
- 4 Very difficult
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I19e deleted 10/10

(Q.120 THRU Q.123 DELETED 8/28)

I24. Now I have a few questions to find out whether people can afford the health care they need.

(IF "MARRIED=1" AND "PARENT = 1", READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/
your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/
your RELATIONSHIP /her"

I'm interested in (your/ your RELATIONSHIP's) family income, that is (your/ your RELATIONSHIP's) income PLUS the income of (your/his/her) immediate family. By immediate family I mean your/(his/her) spouse and the children or stepchildren under 19 who are living with (you/ your RELATIONSHIP). For these questions, I'd like you to think back to 2009 ~~2008~~. During 2009 ~~2008~~, did (you/ your RELATIONSHIP) or any of (your/his/her) family members receive any income from wages or salary?

(IF "MARRIED=1" AND "PARENT=0", READ:)

I'm interested in (your/ your RELATIONSHIP's) family income, that is (your/ your RELATIONSHIP's) income PLUS the income of (your/his/her) spouse. For these questions, I'd

like you to think back to 2009 ~~2008~~. During 2009 ~~2008~~, did (you/ your RELATIONSHIP) or any of (your/his/her) family members receive any income from wages or salary?

(IF "MARRIED=0" AND "PARENT=1", READ:)

I'm interested in (your/ADULT's) family income, that is (your/ your RELATIONSHIP's) income PLUS the income of the children or stepchildren under 19 who are living with (you/ your RELATIONSHIP). For these questions, I'd like you to think back to 2009 ~~2008~~. During 2009 ~~2008~~, did (you/ your RELATIONSHIP) or any of (your/(his/her)) family members receive any income from wages or salary?

(IF "MARRIED=0" AND "PARENT=0", READ:)

For these questions, I'd like you to think back to 2009 ~~2008~~. During 2009 ~~2008~~, did (you/ your RELATIONSHIP) receive any income from wages or salary?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE A-B, ASK C LAST)

(IF ITEM b = 1 AND "FAMILY=1", IMMEDIATELY ASK Q.I25b1 BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" INSERT "or any of (your/his/her) family members"

I25. During 2009 ~~2008~~, did (you/ your RELATIONSHIP) (or any of (your his/her) family members) receive (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Any dividend income or any interest income from savings accounts, bonds, money market accounts, or similar types of investments
- b. Supplemental Security Income or SSI
- c. Income from any other sources, such as self-employment, alimony, child support, contributions from family or others, unemployment compensation, worker's compensation or veteran's payments, Social Security or pensions, or anything else

(ASK Q.I25b1 IF "FAMILY=1" AND Q.I25b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I25b1. Who in the family received that?

(ENTER ALL THAT APPLY)

- 1 You/ your RELATIONSHIP
- 2 Spouse
- 3 Child
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – HOUSEHOLD SIZE CRITERIA IS DEFINED AS:
IF MARRIED DEFINE AS # OF CHILDREN IN HH + 2
IF NOT MARRIED DEFINE AS # OF CHILDREN IN HH + 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your
RELATIONSHIP's"
IF "FAMILY=1", INSERT "and (your/ your RELATIONSHIP's) immediate
family/families"

I26. Thinking about all the different sources of income (you/ your RELATIONSHIP) (and (your/ your
RELATIONSHIP's) immediate family) received in 2009 ~~2008~~, what was the combined total
income from all sources before taxes and other deductions? Was it under (INSERT AMT3 FOR
FAMILY SIZE) or was it (INSERT AMT3 FOR FAMILY SIZE) or more?
PROBE: Your best estimate is fine.

- 1 Under (INSERT AMT3)
- 2 (INSERT AMT3) or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I26b IF Q.I26 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"
IF "FAMILY=1", INSERT "family"

I26b. Now, just stop me when I get to the right category. Was (your/ your RELATIONSHIP'S) total
(family) income ...?

IF NEEDED: The computer gives me different income values for the question
depending on the size of your family.

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 Less than (INSERT AMT1)
- 2 (INSERT AMT1) to (INSERT AMT1A)
- 3 (INSERT AMT1A) to under (INSERT AMT1B 2)
- 4 (INSERT AMT1B) to under (INSERT AMT2)
- 5 (INSERT AMT 2) to under (INSERT AMT3)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

NOW GO TO Q.I26d

(ASK Q.I26c IF Q.I26 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "FAMILY=1", INSERT "family"

I26c. Now, just stop me when I get to the right category. Was (your/ your RELATIONSHIP'S) total (family) income ...?

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 (INSERT AMT3) to under (INSERT AMT4)
- 2 (INSERT AMT4) to under (INSERT AMT5)
- 3 (INSERT AMT5) to under (INSERT AMT6)
- 4 (INSERT AMT6) or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

2009 Poverty Guidelines, rounded up to nearest thousand								
	100%	139%	150%	200%	300%	400%	500%	600%
FAMSIZE	AMT1	AMT1A	AMT1B	AMT2	AMT3	AMT4	AMT5	AMT6
1	15000	21000	22000	30000	44000	59000	73000	88000
2	19000	26000	28000	37000	55000	74000	92000	110000
3	23000	31000	34000	45000	67000	89000	111000	133000
4	26000	36000	39000	52000	78000	104000	129000	155000
5	30000	42000	45000	60000	89000	119000	148000	178000
6	34000	47000	50000	67000	100000	134000	167000	200000
7	38000	52000	56000	75000	112000	149000	186000	223000
8	41000	57000	62000	82000	123000	163000	204000	245000
9	45000	62000	67000	89000	134000	178000	223000	267000
10	49000	67000	73000	97000	145000	193000	241000	289000
11	52000	72000	78000	104000	156000	207000	259000	311000
12	56000	77000	83000	111000	166000	222000	277000	332000
13	59000	82000	89000	118000	177000	236000	295000	354000
14	63000	87000	94000	125000	188000	250000	313000	375000
15	67000	92000	100000	133000	199000	265000	331000	397000
16	70000	97000	105000	140000	210000	279000	349000	419000
17	74000	102000	110000	147000	220000	294000	367000	440000

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/his/her"

I26d. Thinking back to earlier this year, did (you/your RELATIONSHIP) pay a penalty in (your/his/her) taxes in 2010 ~~2009~~ for not having insurance coverage in 2009 ~~2008~~?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I17 deleted 10/10

(Q.I28 DELETED 9/11)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"
I29. Were (you/ your RELATIONSHIP) born in the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I29a IF Q.I29 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"
I29a. How long have (you/your RELATIONSHIP) lived in the US?

- _____ # YEARS
- LL Less than 1 year
 - DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

(ASK Q.I29b IF Q.I29 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"
IF INTERVIEWING "A PROXY" INSERT, "Does your RELATIONSHIP"
I29b. (Do you/Does your RELATIONSHIP) speak a language other than English at home?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I29c IF Q.I29b = 1)

I29c. What is that language?
(DO NOT READ)

- 1 Spanish
- 2 Portuguese
- 7 Something else
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I30 IF Q.I29 = 2, D, OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT " are you"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"
I30. (Are you/Is your RELATIONSHIP) a citizen of the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I30a IF Q.I30 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT " were you"
IF INTERVIEWING "A PROXY" INSERT, "was your RELATIONSHIP"
I30a. In what country (were you/was your RELATIONSHIP) born? (DO NOT READ)
CHOICE SET IS BASED ON TOP 10 COUNTRIES FOR MA IN CPS—Add more??

- 01 Brazil
- 02 Canada
- 03 China
- 04 Columbia
- 05 Dominican Republic
- 06 El Salvador
- 07 Honduras
- 08 India
- 09 Japan
- 10 Vietnam
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

Section J: TELEPHONES & ADDRESS FOR INCENTIVE PAYMENT

(ASK FOR CELL PHONE SAMPLE)

JHH3a. Including yourself, how many adults age 19 or older are there in your household?

- _____ (1-7)
- 08 8 or more
 - RR (DO NOT READ) Refused

(ASK FOR CELL PHONE SAMPLE)

JHH3b. How many of those adults are over the age of 64?

- _____ (0-7)
- 08 8 or more
 - RR (DO NOT READ) Refused

(ASK EVERYONE)

J1. Is the telephone number I reached you on a cell phone number or a regular landline number?
Landline numbers are for phones that plug into outlets in the walls of your home.

- 1 Cell phone number
- 2 Regular landline number
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.J2 IF Q.J1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/her"

J2. How many regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in
(your/his/her) home that I could have reached (you/him/her) on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX
MACHINES OR MODEMS)

- _____ (Range:1-7)
- 8 8 or more
 - NN None
 - DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

(ASK Q.J3 IF Q.J1 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 1, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 2, "your RELATIONSHIP/her"

J3. Besides the telephone number I reached you on, how many other regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached you on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

J2, J3, J3b deleted 10/10

(Q.J3a DELETED 8/28)

(ASK Q.J4 IF Q.J1=2)

J4. Do you (or any other ADULT members of your household) currently have a working cell phone?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

ASK Q.J5 IF Q.J4=1 OR Q.J1=1)

INSERT "or other adults in your household" IF HH3a = 2+ OR JHH3a = 2+

J5. For this question, I'd like you to think about all the working cell phones that (you/your RELATIONSHIP) (and the other ADULTS in (your/his/her) household) have. How many working cell phones do (you/your RELATIONSHIP) (and the other ADULTS in (your/his/her) household) have?

(INTERVIEWER NOTE: 1 ADULT WITH 1 WORKING CELL + 1 OTHER ADULT WITH 2 WORKING CELLS = 3 CELL PHONES)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASKQ. IF (Q.J1 = 1 AND J2 = 1+) OR (Q.J1 = 2 AND Q.J4 = 1)

INSERT "and other adults in your household" IF HH3a = 2+ OR JHH3a = 2+

J6. Of all the phone calls that (you/your RELATIONSHIP) (and the other ADULTS in (your/his/her) household) receive, about how many are received on a cell phone? Would you say...?

(READ LIST. ENTER ONE ONLY)

1 All or almost all calls received on cell phones

2 Some received on cell phones and some on regular phones

3 Very few or none on cell phones

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK EVERYONE)

J7. Those are all the questions I have. Now I just need your name and address to send the \$10 thank you check we have for you for completing our survey.

May I please have your name?

(VERIFY SPELLING)

1 Answer given (SPECIFY) _____

R (DO NOT READ) Refused

May I please have your address?

(VERIFY SPELLING)

1 Street: _____

2 City: _____

3 State: _____

4 Zip code: _____

R (DO NOT READ) Don't know

Thank you so much for your time and cooperation. Have a pleasant day.

MASSACHUSETTS HEALTH REFORM SURVEY – 2012

CELL PHONE SCREENER

Hello, my name is _____. I'm calling from SSRS. This is NOT a sales call. We are offering a \$10 thank you for completing a survey about the Massachusetts health care system.

(IF RESPONDENT THINKS WE HAVE INCORRECTLY DIALED BECAUSE WE HAVE REACHED HER/HIM ON CELL PHONE, READ: We are including cell phone numbers in the survey so we can include the widest selection of people possible.)

(IF RESPONDENT IS GOING TO HANG UP: Before you hang up could you please just tell me if you are between the ages of 19-64 ((PAUSE FOR ANSWER) and if you live in Massachusetts; INTERVIEWER: IF NO TO AGE 19-64 AND/OR NOT LIVE IN MA, CODE AS TERMINATE; IF YES, CODE ACCORDINGLY)

CELL1. So that I can ask you the right questions, could you please tell me if you are less than age 19, between the ages of 19 and 64, or older than 64?

- | | | |
|---|------------------------------|---------------------|
| 1 | Less than 19 years (0 to 18) | THANK AND TERMINATE |
| 2 | 19 to 64 years | GO TO CELL2 |
| 3 | Older than 64 (65 or older) | THANK AND TERMINATE |
| R | Refused | |

CELL2. Are you currently living in Massachusetts?

- | | | |
|---|---------|---------------------|
| 1 | Yes | GO TO CELL3 |
| 2 | No | THANK AND TERMINATE |
| R | Refused | |

(IF CELL1 = R AND CELL2 = 1 OR R, RECORD AS REFQCELL1)

(IF CELL 1 = 2 AND CELL2 = R, RECORD AS REFQCELL2)

ZIP1. And could you please tell me your home zip code?

- 01 Response given _____
- RR (DO NOT READ) Refused

(P.N. – IF ZIP CODE IS NOT IN LIST OR RR, PLEASE INCLUDE ZIP CODE
CONFIRMATION FOR INTERVIEWER)

CELL3. Before we continue, are you driving (OPTIONAL: and unable to complete the survey)?

- 1 Continue, on cell phone and not driving GO TO Q.A1
- 2 Respondent is driving/cannot continue SET UP CALL BACK
- R Refused

(IF CELL1, CELL2 AND CELL3 = RR, THANK & END. RECORD AS RQCELL3)

RDD HOUSEHOLD SCREENER

Hello, my name is _____. I'm calling from SSRS. This is NOT a sales call. We are offering a \$10 thank you for completing a survey about the Massachusetts health care system.

HH1. May I speak to an adult who lives in the household?

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH1 = 1 GO TO HH2

IF Q.HH1 = 2 REPEAT INTRO AND THEN GO TO Q.HH2

IF Q.HH1 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH1 = D OR R, THANK AND TERMINATE

HH2. Your participation is important in helping us understand how well the health care system is working in Massachusetts. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study. All of your answers are completely confidential. We're offering a \$10 thank you to each eligible household that completes the survey.

IF NEEDED: It should take less than 25 minutes.

IF NEEDED: You may have received a letter explaining that we would be calling to talk with you. We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

- 1 Yes (respondent will continue)
- 2 No (Not a good time for survey/callback)
- R Refused to continue

IF Q.HH2 = 1 GO TO Q.HH3

IF Q.HH2 = 2 SCHEDULE CALL BACK

IF Q.HH2 = R, THANK AND TERMINATE

(ASK AFTER 1st REFUSAL)

What reasons did the respondent give for not wanting to participate in this survey?

- 1 Not interested
- 2 Too busy
- 3 Bad time (dinner, family time, etc.)
- 4 I don't do surveys
- 5 Wanted more info about study or SSRS
- 6 Didn't like subject matter
- 7 Just hung up
- 8 Other reason (specify)

(PN: IN SPANISH AND PORTUGUESE INTERVIEWS, DO NOT SHOW HH3, SKIP TO HH3a)

HH3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English
- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

READ: Our study is focusing on the health care experiences of adults in Massachusetts.

HH3a. How many adults age 19 or older live in your household? Please include yourself and all the adults who live with you. Please do NOT include anyone living somewhere else now, such as at school or away in the service.

_____ (0-7)
08 8 or more
RR (DO NOT READ) Refused

HH3b. How many adults age 65 or older live in your household?

_____ (0-7)
08 8 or more
RR (DO NOT READ) Refused

(P.N. – GENERATE RESPONSE OF Q.HH3a MINUS Q.HH3b INTO Q.HH4 WITHOUT ASKING Q.HH4)

HH4. How many adults between 19 and 64 live in your household?

_____ # ADULTS AGE 19-64

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

IF Q.HH4 = 0 THANK AND TERMINATE

IF Q.HH4 = 1 GO TO Q.HH5

IF Q.HH4 > 1 GO TO Q.HH9a

IF Q.HH4 = DD OR RR ASK FOR NEW RESPONDENT

HH5. Are you that person who is between the ages of 19 and 64 or is it someone else?

1 Yes, it is that person

2 No, it is someone else

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.HH5 = 1 GO TO Q.A4

IF Q.HH5 = 2 GO TO Q.HH10

IF Q.HH5 = D OR R THANK AND TERMINATE

(Qs.HH6 THRU Q.HH9 DELETED 9/7/12)

HH9a. How many of the adults between 19 and 64 are male?

_____ # ADULTS MALES AGE 19-64

NN (DO NOT READ) None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(Q.HH9b DELETED 9/7/12)

(ASK Q.HH10 IF (Q.HH4 = 1 AND Q.HH5 = 2))

HH10. May I speak to the adult between 19 and 64 who lives in your household?

- 1 New respondent comes to phone
- 2 New respondent not available
- 3 Respondent unable to come to the phone (disabled/unable to talk)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH10 = 1 GO TO Q.A1

IF Q.HH10 = 2 GET NAME AND SCHEDULE CALL BACK

IF Q.HH10 = 3 GO TO Q.A3a

IF Q.HH10 = D OR R, THANK AND TERMINATE

ASK QHH11 IF Q.HH4>1

IF HH9a=0, NN, DD, RR INSERT "ADULT"

IF HH9a=HH4 INSERT "ADULT"

IF HH4-HH9a>0 INSERT "MALE" 60% OF THE TIME AND "FEMALE" 40% OF THE TIME

HH11. May I speak to the (male/female/adult) between 19 and 64 in your household who has had the most recent birthday?

(P.N.: IF ONLY 1 MALE OR 1 FEMALE IN HH, READ):

May I speak to the (male/female) between 19 and 64 in your household?

(P.N.: IF MORE THAN 1 MALE OR MORE THAN 1 FEMALE IN HH

RR, READ):

May I speak to the (male/female) between 19 and 64 in your household who has had the most recent birthday?

(INTERVIEWER NOTE: IF ONLY 1 MALE OR 1 FEMALE IN HH, PLEASE READ:

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH11 = 1 GO TO Q.A4

IF Q.HH11 = 2 GO TO Q.A1

IF Q.HH11 = 4, GO TO Q.A3a

IF Q.HH11 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH11 = D OR R, THANK AND TERMINATE

(Q.HH12 & Q.HH13 DELETED 9/7/12)

Section A: INTRODUCTION

(ASK Q.A1 IF CELL PHONE SAMPLE AND NEW RESPONDENT OR Q.HH10 = 1 OR Q.HH11=2)

(IF CELL SAMPLE INSERT 'person', IF LL INSERT 'household')

A1. (IF NEW RESPONDENT IN HH10-HH11: Hello, my name is _____. I'm calling from SSRS. We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study.

Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential. We're offering a \$10 thank you to each eligible (person/household) that completes the survey ~~as a thank you~~.

IF NEEDED: It should take less than 25 minutes.

IF NEEDED: You may have received a letter explaining that we would be calling to talk with you. We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

- A1a. (IF CELL RESPONDENT AND NOT NEW RESPONDENT: We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study. Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential.

IF NEEDED: It should take less than 25 minutes.

IF NEEDED: You may have received a letter explaining that we would be calling to talk with you. We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

(PN: IN SPANISH AND PORTUGUESE INTERVIEWS, DO NOT SHOW Q.A3, SKIP TO Q.A4)

(ASK Q.A3 IF CELL PHONE SAMPLE OR Q.HH10 = 1 OR Q.HH11=2)

A3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English
- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.A3 = 2 GO TO INSTRUCTION ABOVE Q.A3a IN SPANISH INTERVIEW; ELSE CONTINUE WITH ENGLISH

(ASK Q.A3a IF Q.H10 = 3 OR Q.H11 = 4)

A3a. Would you be able to answer some questions about his/her healthcare?

- 1 Yes GO TO Q.A3d
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.A3b IF Q.A3a = 2, D, OR R)

A3b. Is there another adult living in your household who you think would be able to answer these questions?

- 1 Yes
- 2 No TERMINATE
- D (DO NOT READ) Don't know TERMINATE
- R (DO NOT READ) Refused TERMINATE

(ASK Q.A3c IF Q.A3b = 1)

A3c. May I please speak with them now or would there be a better time to call back?

- 1 Available now ASK FOR NAME
- 2 Call another time SET UP CALLBACK

(IF Q.A3c = 1, READ:)

Hello, my name is _____. I'm calling from SSRS.

We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your responses will be kept confidential. Since you are familiar with the healthcare experiences of (INSERT NAME), we would like you to answer for that person as best you can.

(ASK Q.A3d IF Q.A3a OR Q.A3c = 1)

(IF QA3c = 1 INSERT NAME FROM A3c)

A3d. Since I will be talking to you, just to make the interview a little easier, could you please tell me what is the relationship of (this person between the ages of 19 and 64/ (INSERT NAME FROM A3c)) to you?

(DO NOT READ LIST. ENTER ONE ONLY)

- 01 Spouse (wife/husband)
- 02 Unmarried partner
- 03 Boyfriend
- 04 Girlfriend
- 05 Friend
- 06 Significant other
- 07 Son
- 08 Stepson
- 09 Daughter
- 10 Stepdaughter
- 11 Grandson
- 12 Granddaughter
- 13 Mother
- 14 Father
- 15 Brother
- 16 Sister
- 17 Grandmother
- 18 Grandfather
- 19 Aunt
- 20 Uncle
- 21 Niece
- 22 Nephew
- 23 Cousin
- 24 Mother-in-law
- 25 Father-in-law
- 26 Brother-in-law
- 27 Sister-in-law
- 28 Son-in-law
- 29 Daughter-in-law
- 30 Other relative
- 31 Roommate/housemate
- 32 Respondent is Employee (maid, nanny, au pair, housekeeper, etc.) (use "the person between 19 and 64 yrs old")
- 33 Respondent is professional caregiver (nurse, aide, etc) (use "the person between 19 and 64 yrs old")
- 34 Fiancé
- 97 (DO NOT READ) Other (SPECIFY) _____
- DD (DO NOT READ) Don't Know (use "the person between 19 and 64 yrs old")
- RR (DO NOT READ) Refused (use "the person between 19 and 64 yrs old")

IF Q.A3a OR Q.A3c = 1, ASK QUESTION USING VERBIAGE IN PARENS

(IF Q.A3d = 03,07,08,11,14,15,18,20,22,25,26,28, GEN IN CODE 1; IF Q.A3d = 04,09,10,12,13,16,17,19,21,24,27,29, GEN IN CODE 2)

A4. RECORD RESPONDENT GENDER:

(Is your (INSERT RELATIONSHIP FROM Q.A3d)...?

1 Male, or

2 Female

R (DO NOT READ) Refused

CREATE A VARIABLE FOR FEMALE=1 TO USE TO SCREEN IN LATER QS

(P.N. –GEN IN WHETHER “SELECTED RESPONDENT” OR “PROXY”)

0 SELECTED PERSON (Respondent)

1 PROXY

SET FILLS APPROPRIATELY FOR SELF OR PROXY (your RELATIONSHIP IN Q.A3d)

(Q.HHx1 DELETED 8/28)

(Q.HHx2 DELETED 9/7/12)

Section C: ACCESS AND USE

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "your/you/go/are"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's
/goes/he/is/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's
/goes/she/is/her"

C1. I'd like to start by asking about (your/ your RELATIONSHIP's) recent health care experiences.

Is there a place where (you/ your RELATIONSHIP's) usually (go/goes) when (you/he/she)
(are/is) sick or when (you/he/she) need advice about (your/(his/her)) health?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C2 IF Q.C1 = 1)

(SCRAMBLE 1-5)

C2. What kind of place is it? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 A doctor's office or private clinic
- 2 A community health center or other public clinic
- 3 A hospital outpatient department
- 4 A hospital emergency room
- 5 An urgent care center
- 6 Or, some other place (SPECIFY)
- 7 (DO NOT READ) Doesn't go to one place most often
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C2a IF Q.C2 = 1-6)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "have you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your
RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your
RELATIONSHIP/her"

C2a. How long (have you/has your RELATIONSHIP) been going there for (your/his/her) health care?
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 1 year
- 2 1 year to less than 2 years
- 3 2 years to less than 5 years
- 4 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C2B, C2C DELETED 10/10

Q.C2a1 DELETED 9/21/12

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

The next questions are about the health care (you/ your RELATIONSHIP) received in the past 12 months, that is, since (INSERT MONTH/YEAR 12 MONTHS PRIOR TO TODAY).

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a. In the past 12 months, how many times did (you/ your RELATIONSHIP) receive care in a hospital emergency room?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a1 IF Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a1. The last time (you/your RELATIONSHIP) went to a hospital emergency room, was it for a condition that (you/your RELATIONSHIP) thought could have been treated by a regular doctor if he or she had been available?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a2 IF Q.C3a1=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you were/you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP's/your

RELATIONSHIP was/him/her)

(SCRAMBLE ITEMS)

C3a2. I'm going to read you a list of reasons why some people go to the emergency room. Please tell me if any of these were important reasons for (your/your RELATIONSHIP's) last visit to a hospital emergency room. (INSERT ITEMS). Was this an important reason?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. (You were/your RELATIONSHIP was) unable to get an appointment at the doctor's office or clinic as soon as (you/your RELATIONSHIP) thought one was needed
- b. (You/Your RELATIONSHIP) needed care after office hours at the doctor's office or clinic
- c. deleted 10/10
- d. It was more convenient to go to the hospital emergency room
- e. (You/Your RELATIONSHIP) called the doctor's office or clinic and they told (you/him/her) to go to the emergency room.

(ASK Q.C3a3 IF MORE THAN ONE ITEM WAS "YES" TO Q.C3a2)

(SHOW ONLY OPTIONS WHERE Q.C3a2=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP's/your

RELATIONSHIP was/him/her)

C3a3. Which of those was the MOST important reason for (your/your RELATIONSHIP's) last emergency room visit?

(ENTER ONE ONLY)

1 Unable to get an appointment as soon as needed

2 Needed care after normal doctor's office/clinic hours

3 More convenient to go to the emergency room

4 Told by doctor's office or clinic to go to the emergency room

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3b. In the past 12 months, were (you/your RELATIONSHIP) a patient in a hospital overnight?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

ASK Q3b1 IF Q.C3b = 1 AND Q.A4 = 2

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3b1. In the past 12 months, were (you/your RELATIONSHIP) a patient in a hospital overnight
OTHER than to have a baby?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3B1, C3B2 DELETED 10/10

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3c. In the past 12 months, how many times did (you/your RELATIONSHIP) visit a general doctor
who treats a variety of illnesses? For example, a doctor in general practice, family medicine or
internal medicine.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3c1 IF Q.C3c = 1-4)

IF Q.C3c = 1, INSERT "Was this visit"; IF Q.C3c = 2-4, INSERT "Were any of those visits"

C3c1. (Was this visit/Were any of those visits) for a check-up, physical examination or for other preventive care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3C2, C3C2A DELETED 10/10

INSERT "midwife" IF Q.A4 = 2

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3c2. In the past 12 months, how many times did (you/ your RELATIONSHIP) see a nurse practitioner, physician assistant, or (midwife) RATHER than a general doctor for (your/his/her) health care visit?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d. In the past 12 months, how many times did (you/ your RELATIONSHIP) visit a specialist? Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3d1 if Q.C3c>0 OR Q.C3c2>0 OR Q.C3d>0)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d1. In the past 12 months, did (you/your RELATIONSHIP) visit more than one doctor's office or clinic for (your/(his/her)) health care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3d2 IF Q.C3d1=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d2. In the past 12 months, did someone at one of the doctor's offices or clinics (you/he/she) visited help (you/your RELATIONSHIP) coordinate the health care (you/he/she) received from different health care providers? For example, did he or she help (you/your RELATIONSHIP) set up an appointment with another doctor or clinic or check on the results from a medical test or follow-up care with another doctor or clinic?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3f. In the past 12 months, did (you/ your RELATIONSHIP) see a dentist or a dental hygienist?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3F1, C3F2 DELETED 10/10

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3g. In the past 12 months, did (you/ your RELATIONSHIP) take any prescription drugs on a regular basis?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/you were"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP has/your
RELATIONSHIP/your RELATIONSHIP was"

(SCRAMBLE ITEMS)

C3h. Next, I'm going to read you a list of problems some people experience when they try to get health care. Please tell me if (you have/your RELATIONSHIP has) had these problems in the past 12 months. (INSERT ITEMS). Has this happened to (you/your RELATIONSHIP) in the past 12 months?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting PATIENTS with (your/your RELATIONSHIP's) type of health insurance
- b. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting new patients
- c. DELETED 9/21/12

(ASK Q.C3i if Q.C3h = 1 FOR ANY OF a,b,e)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3i. For this question, I'd like you to think about the times that (you/your RELATIONSHIP) had those kinds of problems. Did (you/your RELATIONSHIP) have a problem when (you were/(he/she) was) trying to see a general doctor who treats a variety of illnesses or when (you were/(he/she) was) trying to see a doctor who specializes in a particular medical disease or problem?

- 1 General doctor
- 2 Specialist
- 3 Both general doctor and specialist
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Q.C3j DELETED 9/20/12

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT "was your RELATIONSHIP/he/she"

C3k. In the past 12 months, how often (were you/was your RELATIONSHIP) able to get an appointment with a general doctor as soon as (you/he/she) thought it was needed? Would you say:

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 (DO NOT READ) Did not make/try to make appointment
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Q.C3j2 DELETED 9/20/12

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT "was your RELATIONSHIP/he/she"

C3k2. In the past 12 months, how often (were you/was your RELATIONSHIP) able to get an appointment with a specialist as soon as (you/he/she) thought it was needed? Would you say:

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 (DO NOT READ) Did not make/try to make appointment
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/he/she"

FOR ITEM c IF Q.A4 = 2, INSERT "or a mammogram"

C4 Still thinking about the past 12 months, was there any time that (you/ your RELATIONSHIP) did not (INSERT)?

(FOR 2ND THRU 6TH ITEMS READ):

Was there a time that (you/your RELATIONSHIP) did not get (INSERT)?

- 1 Yes, did not get care
- 2 ~~(DO NOT READ)~~ No, got care
- 3 (DO NOT READ) Care not needed
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get a preventive care screening that (you/he/she) needed, such as colon cancer screening (or a mammogram)
- d. Get doctor care that (you/she/he) needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors who specialize in one area of health care.
- f. Get dental care that (you/he/she) needed
- g. DELETE

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1
IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/he/she"
C4a1. Did (you/your RELATIONSHIP) NOT (INSERT) because of costs or because of some other reason?

(READ IF NECESSARY: Why (you/he/she) did not (INSERT))?

- 1 Costs
- 2 Some other reason
- 3 (DO NOT READ) Both
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get a preventive care screening that (you/he/she) needed
- d. Get doctor care that (you/he/she) needed
- e. Get specialist care that (you/he/she) needed
- f. Get dental care that (you/he/she) needed
- g. DELETE

(Q.C4a2 DELETED 9/21/12)

(ASK Q.C5 IF Q.C4a1(b-f) = 2 or 3 TO ANY)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C5. Earlier you told me that there were reasons besides cost (you/ your RELATIONSHIP) did not get some of the health care that (you/he/she) needed in the past 12 months. Did (you/ your RELATIONSHIP) ever not get care that you needed because (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Of trouble finding a doctor or other health care provider who would see (you/him/her)
- b. Of trouble getting an appointment with a doctor or other health care provider
- c. It was hard to get to the place where the care is located
- d. The hours that care was available were not convenient for (you/him/her)
- e. DELETED 9/21/12

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C5e. "After-hours care" is health care when the doctor's office or clinic is closed. In the last 12 months, did (you/YOUR RELATIONSHIP) need "after-hours care"?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C5e1 IF Q.C5e=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C5e1. Thinking about the last time (you/your RELATIONSHIP) needed "after-hours care", was it because (you/he/she) needed care right away or because you were/(he/she was) not able to get to a doctor's office or clinic during normal office hours?

- 1 Needed care right away
- 2 Not able to get to doctor during office hours
- 3 Other
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C5e2 IF Q.C5e=1)

(SCRAMBLE 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C5e2. Still thinking about the last time (you/your RELATIONSHIP) needed "after-hours care", where did (you/he/she) go to get that "after-hours care"?

- 1 A hospital emergency room
- 2 An urgent care center
- 3 A clinic at retail store or drug store, such as a clinic at Wal-Mart or CVS

- 4 A community health center or other public clinic
- 5 Or, some other place (SPECIFY)
- 6 (DO NOT READ) DID NOT GET CARE AFTER HOURS
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C6. Thinking about all of the care that (you/ your RELATIONSHIP) received in the past 12 months, would (you/he/she) say that the health care (you/he/she) received was...?
(READ LIST. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

1. Everyone is asked qnc7a.
 If qnc7a=3, the rest of qnc7(b,d,e) will be a gen'd in 3, all of qnc8(a-c) will be a gen'd in 4, and all of G10(a-c) will be a gen'd in 4.
 If qnc7a≠3 and qnc7b=3, the rest of qnc7(d,e) will be a gen'd in 3, qnc8(a-c) will be a gen'd in 4, and G10(a-c) will be a gen'd in 4.
 If qnc7a≠3 and qnc7b≠3 and qnc7d=3, then qnc7e will be a gen'd in 3, qnc8(a-c) will be gen'd in 4, and G10(a-c) will be gen'd in 4.
 If qnc7a≠3 and qnc7b≠3 and qnc7d≠3 and qnc7e=3, qnc8(a-c) will be gen'd in 4, and G10(a-c) will be gen'd in 4.
2. If qnc7a≠3 & qnc7b≠3 & qnc7d≠3 & qnc7e≠3.
 - Ask qnc8a- if qnc8a=4, gen in qnc8b=qnc8c=4- then ask qnc10a , otherwise continue to...
 - Ask qnc8b- if qnc8b=4, gen in qnc8=4- then ask qnc10a , otherwise continue to...
 - Ask qnc8c and continue to...
 - Ask qnc10a- if qnc10a=4, gen in qnc10b=qnc10c=4- then ask qnc11 , otherwise continue to...
 - Ask qnc10b- if qnc10b=4, gen in qnc10=4- then ask qnc10c , otherwise continue to...
 - Ask qnc10c and continue to qnc11

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/she"

- C7. When people are choosing a health care provider, such as a doctor or hospital, they may get information about the provider from different sources. The last time (you/your RELATIONSHIP) chose a health care provider, did (you/she/he) get information (INSERT)?
 (P.N. – IF CODE 3 IS ENTERED FOR ITEM a, GEN IN "3" FOR ITEMS b-f AND SKIP TO C11 WITHOUT ASKING REMAINING ITEMS)

- 1 Yes
- 2 No
- 3 (DO NOT READ) Haven't chosen a health care provider
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. From a health plan
- b. From a doctor or other health care provider
- c. DELETED 9/21/12
- d. From a state or government agency
- e. From the internet
- f. DELETED 9/21/12

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

(P.N. – IF CODE 4 IS ENTERED, SKIP TO Q.C10 WITHOUT ASKING REMAINING ITEMS)

C8. Now I'm going to read several factors some people consider in choosing a doctor. For each one, please tell me if it was a major factor, a minor factor, or not a factor for (you/your RELATIONSHIP) the last time (you/he/she) chose a doctor. How about (INSERT)? Was this a...?

(READ LIST. ENTER ONE ONLY)

- 1 Major factor
- 2 Minor factor
- 3 Not a factor
- 4 (DO NOT READ) Haven't chosen a doctor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. The cost of the care provided by the doctor
- b. The quality of the care provided by the doctor
- c. The doctor's ranking or rating

Q.C9 DELETED 9/20/12

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C10. Now I'm going to read several factors some people consider in choosing a hospital. For each one, please tell me if it was a major factor, a minor factor, or not a factor for (you/your RELATIONSHIP) the last time (you/he/she) chose a hospital. How about (INSERT)? Was this a...?

(READ LIST. ENTER ONE ONLY)

(P.N. – IF CODE 4 IS ENTERED, SKIP TO NEXT Q WITHOUT ASKING REMAINING ITEMS)

- 1 Major factor
- 2 Minor factor
- 3 Not a factor
- 4 (DO NOT READ) Haven't chosen a hospital
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. The cost of the care provided by the hospital
- b. The quality of the care provided by the hospital
- c. The hospital's ranking or rating

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP"

C11. Massachusetts has a website that compares quality and cost ratings for hospitals and medical groups across the state. The website is called My Health Care Options. Have (you/your RELATIONSHIP) ever used that website to get information?

(INTERVIEWER NOTE: IF RESPONDENT REQUESTS IT, THE WEBSITE IS –
hcqcc.hcf.state.ma.us)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section D: SET-UP FOR SURVEY

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

D1. Now I'd like to ask you a few background questions so that I can set up the next part of the survey to ask the questions that are right for (you/ your RELATIONSHIP). First, may I have (your/ your RELATIONSHIP's) age?

_____ YEARS (range: 19-64)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.D1a IF Q.D1 = DD OR RR)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP is"

D1a. It would be helpful if you could tell me whether (you are/ your RELATIONSHIP is)...?

(READ LIST. ENTER ONE ONLY)

1 19 to 25 years old,

2 26 to 34 years old,

3 35 to 49 year old, or

4 50 to 64 years old

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

D2 (Are you/Is your RELATIONSHIP) married, widowed, divorced, separated, never married, or living with a partner?

1 Married

2 Widowed

3 Divorced

4 Separated

5 Never been married

6 Living with a partner

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

P.N. - CREATE MARRIED=1 (D2=1 OR 6) TO USE TO SCREEN IN LATER QS

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do/you"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does/ your
RELATIONSHIP/him"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does/ your
RELATIONSHIP/her"

D3 (Do/Does) (you/ your RELATIONSHIP) have any children or stepchildren who live with
(you/(him/her))? Please include all natural, adopted and stepchildren who live with (you/ your
RELATIONSHIP).

IF NEEDED: Remember, your answers are confidential and will only be used for the
purposes of this study.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.D3a IF Q.D3 = 1)

D3a. How many of those children are aged 18 or younger?

_____ (1-14) NUMBER OF CHILDREN

- 15 15+
- 00 None
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

P.N.:

CREATE PARENT=1 (D3a= 1+) FOR SCREEN FOR LATER QS

CREATE FAMILY=1 ("MARRIED"=1 OR "PARENT"=1) FOR SCREEN FOR
LATER QS

CREATE NUMKIDS (D3a) FOR SCREEN FOR LATER QS

Section E: OOP COSTS/FINANCIAL PROBLEMS

(ASK EVERYONE)

(SCRAMBLE A-B, ASK C LAST)

(P.N. – IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP /he”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP /her”

IF “FAMILY=1” AND SELECTED RESPONDENT, INSERT “and your family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 1, INSERT “and his family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 2, INSERT “and her family”

E1 My next questions are about the health care costs that (you/ your RELATIONSHIP) (and your family/ and (his/her) family) had in the past 12 months. First, I'd like to ask about how much (you/ your RELATIONSHIP) (and your family/and (his/her) family) spent “out of pocket” for health care. “Out of pocket” is the amount of money (you/he/she) pay(s) that is not covered by any insurance or special assistance that you might have. It does not include any premiums you pay for your health insurance or any health care costs that (you/he/she) will be reimbursed for.

How much did (you/ your RELATIONSHIP) (and your family/and (his/her) family) spend “out of pocket” in the past 12 months for (INSERT)...?

(IF NECESSARY: The premium is the price you pay for the insurance policy)

PROBE: Your best estimate is fine.

_____ (\$1-\$9999)

00 None/Nothing

LL \$10000 or more

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

- a. Prescription medicines
- b. Dental and vision care
- c. All other medical expenses, including for doctors, hospitals, tests and equipment

(IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "and her family"

E1a. Was it...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$200
- 2 \$200 to under \$500
- 3 \$500 to under \$1,000
- 4 \$1,000 to under \$3,000
- 5 \$3,000 to under \$5,000
- 6 \$5,000 to under \$10,000
- 7 \$10,000 or more
- 8 (DO NOT READ) DID NOT USE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

a. Prescription medicines

b. Dental and vision care

c. All other medical expenses, including for doctors, hospitals, tests and equipment

(Q.E1ad DELETED 9/21/12)

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY = 1, INSERT "your family is/your family"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY = 1, INSERT, "your RELATIONSHIP's family is/his family"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY = 1, INSERT, "your RELATIONSHIP's family is/her family"

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY NE 1, INSERT "you are/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY NE 1, INSERT, "your RELATIONSHIP is/him"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY NE 1, INSERT, "your RELATIONSHIP is/her"

E1ae. Has the amount that (you are/your RELATIONSHIP is)/(your family is/your RELATIONSHIP's family is) spending on health care this year caused financial problems for (you /him/her)/(your family/his/her family)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK IF Q.E1ae=1)

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY = 1, INSERT "your family is/has your family"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY = 1, INSERT, "your RELATIONSHIP's family is/has his family"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY = 1, INSERT, "your RELATIONSHIP's family is/has her family"

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY NE 1, INSERT "you are/have you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY NE 1, INSERT, "your RELATIONSHIP is/has he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY NE 1, INSERT, "your RELATIONSHIP is/has she"

(SCRAMBLE A-E, ALWAYS KEEP A-B TOGETHER IN THAT ORDER, ALWAYS KEEP F-G TOGETHER AND ASK LAST)

E1af. Because of the amount that (your family is/your RELATIONSHIP'S family is)/(you are/your RELATIONSHIP is) spending for different types of health care this year, (has your family/has his/her family)/(have you/has he/she) (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. Cut back on health care spending
- b. Cut back on other types of spending
- c. Cut back on savings or taken money out of savings
- d. Added hours at current job or taken another job to help cover the cost of health care
- e. Had to borrow or take on credit card debt
- f. Had to declare bankruptcy
- g. Made some other changes (SPECIFY)

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY = 1, INSERT
 "your family/was your family"
 IF INTERVIEWING "A PROXY" AND FAMILY = 1, INSERT, "your RELATIONSHIP's
 family/was your RELATIONSHIP's family"
 IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY NE 1, INSERT "you
 /were you"
 IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY NE 1, INSERT, "your
 RELATIONSHIP/was he"
 IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY NE 1, INSERT, "your
 RELATIONSHIP /was she"
 IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/were/your/your
 IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP
 /was/his/his"
 IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP/
 was/her/her "

E2. In the past 12 months, did (you/ your RELATIONSHIP)/(your family/your RELATIONSHIP's
 family) have any problems paying or (were you/was he/she)/(was your family/was your
 RELATIONSHIP's family) unable to pay any medical bills? This would include doctor or
 hospital bills, dentist bills, bills for prescription drugs, nursing home bills, or home care bills.

1 Yes
 2 No
 D (DO NOT READ) Don't know
 R (DO NOT READ) Refused

(Q.E2a DELETED 9/21/12)

(ASK Q.E2b IF Q.E2 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

(SCRAMBLE A-F, ASK G LAST)

E2b. What types of medical services led to those medical? Was it (INSERT)...

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Emergency care
- b. An on-going treatment for a chronic or long-term health condition or health problem
- c. A medical test or surgical procedure
- d. The birth of a child
- e. Dental care
- f. Prescription drugs
- g. Something else (SPECIFY)

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY = 1, INSERT "Does your family"

IF INTERVIEWING "A PROXY" AND FAMILY = 1, INSERT, "Does your RELATIONSHIP's family"

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY NE 1, INSERT "Do you"

IF INTERVIEWING "A PROXY" AND FAMILY NE 1, INSERT, "Does your RELATIONSHIP"

E3. (Do you/Does your RELATIONSHIP)/(Does your family/Does your RELATIONSHIP's family) currently have any medical bills that are being paid off over time? This could include medical bills you are paying off with your credit card, through personal loans, or bill paying arrangements with hospitals or other providers. The bills can be from earlier years as well as this year.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.E3a IF Q.E3 = 1)

E3a. How much are the medical bills that are being paid off over time?

PROBE: Your best estimate is fine.

_____ AMOUNT (\$1-\$9999)

LL \$10,000 or more

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.E3a1 IF Q.E3a = DD OR RR)

E3a1. Was it...?

(READ LIST. ENTER ONE ONLY)

1 Less than \$2,000

2 \$2,000 to under \$4,000

3 \$4,000 to under \$8,000

4 \$8,000 to under \$10,000

5 \$10,000 or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Q.E3b DELETED 10/10/06)

(ASK Q.E3b IF Q.E3=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

E3b. When were (you/your RELATIONSHIP) first unable to pay the medical bills that (you/he/she) (is/are) now paying off over time? Was it within the last year, a year to less than 2 years ago, 2 to less than 5 years ago, or 5 years ago or more?

1 Within the last year

2 A year to less than 2 years ago

3 2 to less than 5 years ago

4 5 years ago or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.E3c IF Q.E3=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

E3c. In the past 12 months, (have you/has your RELATIONSHIP) ever been contacted by a collection agency about owing money for medical bills?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP /and her family"

E4. At any time in the past 12 months, did (you/ your RELATIONSHIP) (and your family/and (his/her) family) have any problem paying mortgage, rent or utility bills?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you get/have/are you/your"

IF PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP gets/has/is he/his"

IF PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP gets/has/is she/her"

E4a. If (you get/your RELATIONSHIP gets) sick or (have/has) an accident, how worried (are you/ is he/she) about being able to pay (your/his/her) medical bills? (Are you/Is he/she)...?
(READ LIST. ENTER ONE ONLY)

- 1 Very worried
- 2 Somewhat worried
- 3 Not at all worried
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section F: HEALTH INSURANCE COVERAGE

(IF SAMPLE ADULT IS SAME AS HH RESPONDENT READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

My next questions focus on (your/ your RELATIONSHIP's) current health insurance coverage. In answering these questions, I'd like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Safety Net.

(IF SAMPLE ADULT IS NOT SAME AS HH RESPONDENT READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

The next questions are about (your/ your RELATIONSHIP's) current health insurance coverage. In answering these questions, I'd like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I'd also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health ~~Care~~ Safety Net ~~Fund~~.

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/your"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your RELATIONSHIP's"

F1. (Are you/Is your RELATIONSHIP) covered by health insurance provided through an employer or union? This could be insurance through a current job, a former job, (your/ your RELATIONSHIP's) job or someone else's job.

IF NEEDED: I'm sorry but I have to ask each type of insurance question for the survey.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F1a IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "MARRIED=1" INSERT "(your/ your RELATIONSHIP's) spouse's or partner's name"

IF Q.D1 = <26 OR Q.D1a = 1 INSERT "(your/ your RELATIONSHIP's) parent's name"

F1a. Is the health insurance plan in (your/ your RELATIONSHIP's) name, ((your/ your RELATIONSHIP's) spouse or partner's name), ((your/ your RELATIONSHIP's) parent's name) or someone else's name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF "MARRIED=1" OR (Q.D1<26 OR Q.D1a = 1)

- 1 Own name
- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1b IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F1b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1c IF Q.F1a = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F1c. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ Your RELATIONSHIP) and other family members?
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F2. Medicare is a health insurance program for people 65 years and older and for people with certain disabilities. (Are you/Is your RELATIONSHIP) covered by Medicare?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F2a IF Q.F2 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F2a. How long have (you/your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your
RELATIONSHIP's"

(DISPLAY VERBIAGE IN PARENS IF Q.F1= 2 AND QF2 = 2

F3. Massachusetts has a number of programs that help low and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. (You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. (You/ your RELATIONSHIP) could be enrolled in MassHealth or Commonwealth Care through the Boston Medical Center HealthNet Plan, Network Health, the Neighborhood Health Plan, the Primary Care Clinician Plan, the Fallon Community Health Plan, Health New England, or Celticare.)

(Are you/Is your RELATIONSHIP) covered by MassHealth or Commonwealth Care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F3a IF Q.F3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

F3a. Which program (are you/is your RELATIONSHIP) covered by?
(READ LIST IF NECESSARY)

- 1 MassHealth or Medicaid
- 2 CommonHealth, Family Assistance or Insurance Partnership
- 3 Commonwealth Care or CHIP
- 4 Commonwealth Choice through the Connector (Commonwealth Health Insurance Connector)
- 7 OTHER (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F3b IF Q.F3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F3b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK F4 IF QF3a = 1,2,3,7, D,R)

(PN: GEN IN "1" AND DON'T ASK IF Q.F3a=4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

F4. (Are you /Is your RELATIONSHIP) covered by a health insurance plan through the Commonwealth Choice program that was purchased through the Commonwealth Health Insurance Connector, also called the Connector?

IF NECESSARY: The Commonwealth Health Insurance Connector is a state agency that helps individuals purchase health insurance coverage.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4a IF Q.F4 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F4a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4b IF Q.F4 = 1 AND Q.F3a NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F4b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(DO NOT ASK IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F5. (Are you/Is your RELATIONSHIP) covered by a health insurance plan that was purchased directly from an insurance company or an insurance agent, that is, a plan NOT offered through a current or past employer or union?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a1 IF Q.F5 = 1)

F5a1. Is that coverage part of a program, such as MassHealth or Commonwealth Care? You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a IF Q.F5 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F5a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5b IF Q.F5 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F5b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F6 IF Q.F1 NE 1 AND Q.F2 NE 1 AND Q.F3 NE 1 AND Q.F4 NE 1 AND Q.F5 NE 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F6. (Are you/Is your RELATIONSHIP) covered by some other type of health insurance? For example, coverage for military personnel and their families, such as CHAMPUS, TRICARE, CHAMP-VA and VA?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – COVERAGE=1 IF Q.F1=1 OR Q.F2=1 OR Q.F3=1 OR Q.F4 = 1 OR Q.F5=1 OR Q.F6=1)

(P.N. – COVERAGE=2 IF Q.F1=2 AND Q.F2=2 AND Q.F3=2 AND Q.F4 = 2 Q.F5=2 AND Q.F6=2)

(ASK Q.F7 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/do"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/does"

F7. According to the information you have provided, (you/ your RELATIONSHIP) (do/does) not have ANY health insurance now. Is that correct?

(IF NEEDED: Again, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs and the UCP program, the Free Care Pool or the Health Safety Net.)

1 Yes, have no health insurance

2 No, have health insurance

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(P.N. – RECODE COVERAGE=1 IF Q.F7=2)

(ASK Q.F8 IF Q.F7 = 2; ELSE GO TO INSTRUCTION ABOVE Q.F8a)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP/"

F8. What kind of insurance coverage (do/does) (you/ your RELATIONSHIP) have?

(DO NOT READ. ENTER ALL THAT APPLY)

01 Insurance from employer or union

02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)

03 Insurance purchased directly from a company/agent

04 Medicare

05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage

06 Champus, Tricare, Champ-VA, VA or some other military health care

07 Something else (SPECIFY) _____

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.F8a IF Q.F6 = 1 OR Q.F7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "MARRIED=1" INSERT "(your/ your RELATIONSHIP's) spouse's or partner's name"

IF Q.D1 = <26 OR Q.D1a = 1 INSERT "(your/ your RELATIONSHIP's) parent's name"

F8a. Is the health insurance plan in (your/ your RELATIONSHIP's) name, ((your/ your RELATIONSHIP's) spouse or partner name), ((your/ your RELATIONSHIP's) parent's name) or someone else's name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF "MARRIED=1" OR (Q.D1<26 OR Q.D1a = 1))

- 1 Own name
- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F8b IF (Q.F8 = 01 AND "FAMILY=1") OR (Q.F8a = 1 AND "FAMILY=1"))

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8b. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ Your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F8c IF Q.F7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8c. How long have (you/your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F9 IF COVERAGE = 1 AND Q.F1b NE 4 AND Q.F2a NE 4 AND Q.F3b NE 4 AND Q.F4b NE 4 AND Q.F5b NE 4 AND Q.F8c NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F9. During the past 12 months, did (you/ your RELATIONSHIP) have health insurance ALL the time, or was there a time during the year that (you/ your RELATIONSHIP) DID NOT have any health coverage?

- 1 Insured all the time
- 2 Had a time without insurance
- D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F9a IF Q.F9=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

F9a. How many months has it been since (you/your RELATIONSHIP) had a period where (you were/(he/she)was) WITHOUT insurance coverage?

_____ Months (1-12)

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F9b IF Q.F9=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

F9b. What was the MAIN reason that (you are /your RELATIONSHIP is) obtained health insurance coverage at that time?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

01 Lost job or working less hours

02 Got a job or working more hours

03 Changed jobs

04 Got married

05 Got divorced

06 Had a child

07 Got sick or injured

09 Became eligible for coverage

97 Other (SPECIFY) _____

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.F10 IF COVERAGE=2 OR Q.F9 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10. How many months were (you/ your RELATIONSHIP) uninsured in the past 12 months? Count a month as uninsured if (you/ your RELATIONSHIP) were uninsured for even one day in the month.

_____ MONTHS UNINSURED (Range = 1-12)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

F10A, F10B, F10C DELETED 10/10

(ASK IF Q.F10b IF COVERAGE=2 AND Q.F10<12)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F10b. How many months has it been since (you/your RELATIONSHIP) last had insurance coverage?

_____ Months

D (DO NOT READ) Don't know
R (DO NOT READ) Refused

(ASK Q.F11 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F11. When (you/ your RELATIONSHIP) last had health insurance coverage, what kind of insurance coverage did (you/ your RELATIONSHIP) have?

(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union (including COBRA)
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- 00 (DO NOT READ) Never had insurance
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F11d IF COVERAGE=2 AND Q.F11 = 1-7, D, R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F11d. What is the MAIN reason that (you are /your RELATIONSHIP is) no longer covered by that insurance?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 08 Costs too much
- 09 Became eligible for other coverage
- 10 Became ineligible for coverage
- 97 Other
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F11a IF COVERAGE=1 AND Q.F1b NE 4 AND Q.F2a NE 4 AND Q.F3b NE 4 AND Q.F4b NE 4 AND Q.F5b NE 4 AND Q.F8c NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/have/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/has/his/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/has/her/she"

F11a. Earlier you told me that (you/your RELATIONSHIP) (have/has) had (your/his/her) current insurance coverage for less than a year. Did (you/he/she) have any insurance coverage just before that or were (you/he/she) uninsured before (you/he/she) obtained (your/his/her) current insurance coverage? (IF NEEDED: By just before I mean in the month before you started your current health insurance coverage.)

- 1 Yes, had coverage just before
- 2 No, uninsured just before
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F11b IF Q.F11a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/her"

F11b. What kind of insurance coverage did (you/your RELATIONSHIP) have just before (your/his/her) current coverage?

(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union (including COBRA)
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

F11C DELETED 10/10

(ASK Q.F11c IF Q.F11a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F11c. What was the MAIN reason (you/your RELATIONSHIP) changed insurance plans at that time?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 08 Costs too much
- 09 Became eligible for other coverage
- 10 Became ineligible for coverage
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10a. At any time in the past 12 months, (have you/has your RELATIONSHIP) received care under the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Safety Net?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F12 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/he/she/his/her

F12. Thinking about the future, how confident (are you/is your RELATIONSHIP) that (you/he/she) will be able to keep (your/(his/her))current health insurance coverage in the coming year? (Are you/is(he/she) very confident, somewhat confident, not too confident, or not confident at all?

- 1 Very confident
- 2 Somewhat confident
- 3 Not too confident
- 4 Not confident at all
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section G: CHARACTERISTICS OF CURRENT COVERAGE

(ASK Q.G1 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's /your RELATIONSHIP is"

G1. Now I'd like to ask you a few questions about (your/ your RELATIONSHIP's) current health insurance coverage. Is there a "network" or list of doctors, hospitals and other medical providers that (you are / your RELATIONSHIP is) encouraged to use?
(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G2 IF Q.G1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G2. Under (your/ your RELATIONSHIP's) current health insurance coverage, if (you/ your RELATIONSHIP) see a doctor who is not part of (your/ his/her) health plan's network, does (your/his/her) health plan pay for any of those costs?

(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G3 IF COVERAGE = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G3. Under (your/your RELATIONSHIP's) current health insurance coverage, (do/does) (you/ your RELATIONSHIP) need to get a referral from a primary care physician, sometimes called a PCP or a personal physician, in order to see a specialist?

(IF NECESSARY: Specialists are doctors like a surgeon, heart doctor, allergy doctor, skin doctor and others who specialize in one area of health care. Do not include visits for mental health care or counseling)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

ASK Q.G3a if COVERAGE=1

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G3a. Sometimes health plans encourage the use of lower cost providers by charging lower co-payments, lower co-insurance, or a lower deductible for those providers. This is sometimes called a "tiered [TEAR-ed] network".

Does (your/your RELATIONSHIP'S) health plan charge (you/him/her) lower co-payments, lower co-insurance, or a lower deductible when (you/he/she) use(s) (INSERT)?

(INTERVIEWER NOTE: READ STEM ONLY FOR 2ND ITEM)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Doctors who provide care at lower cost
- b. Hospitals that provide care at lower costs

(ASK Q.G3b IF Q.G3aa==1 OR Q.G3ab==1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "Does your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "Does your RELATIONSHIP/her"

G3b. (Do you/Does your RELATIONSHIP) know how to get information about which providers would qualify for the lower co-payments, lower co-insurance, or lower deductible in your health plan?
(IF NEEDED: For example, information from (your/his/her) health plan or doctor)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G3c IF Q.G3b=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Have you"

IF INTERVIEWING "A PROXY" INSERT, "Has your RELATIONSHIP"

G3c. (Have you/Has your RELATIONSHIP) used that information in choosing a doctor or a hospital?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G4 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP's /has"

G4. Does (your/ your RELATIONSHIP's) current health coverage have an annual deductible for medical care? A deductible is the amount (you/ your RELATIONSHIP) (have/has) to pay before the insurance plan will start paying (your/ your RELATIONSHIP's) medical bills. IF NEEDED: The deductible is different from a co-pay. A co-pay is the payment for a doctor visit or other medical service and a deductible is the amount you pay before your insurance plan will start paying (your/his/her) medical bills.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.G4 = 2, D, OR R, GO TO Q.G10

(ASK Q.G5 IF G4 = 1 AND [D2 = 1, 4, OR 6] OR D3 = 1)

G5. Is there a separate annual deductible for each family member covered?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Qs.G6, G7a AND G7b DELETED 8/28)

(ASK Q.G8 IF Q.G4 = 1)

IF Q.G1 = 1, INSERT "within you plan's network"

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

IF Q.G5 = 1, INSERT "per person"

G8. For my next question, I'd like you to focus on the annual deductible that applies to physician and hospital care (within (your/your RELATIONSHIP) plan's network). How much is the annual deductible (per person) under (your/ your RELATIONSHIP's) current health insurance coverage?

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST AMOUNT AND GO TO G9; OTHERWISE ENTER DD OR RR AND GO TO Q.8a

_____ AMOUNT (\$1-\$9,999)

LL \$10,000 or more

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.G8a IF Q.G8 = DD OR RR)

G8a. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

1 Less than \$100

2 \$100 to under \$500

3 \$500 to under \$1,000

4 \$1,000 to under \$2,000

5 \$2,000 to under \$3,000

6 \$3,000 to under \$5,000

7 \$5000 to under \$10,000

8 \$10,000 or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G9 IF Q.G8 = 1000+ OR Q.G8a = 4-8)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G9. Special Health Savings Accounts or HSAs are accounts that are devoted solely to health expenses and used with a high deductible health insurance policy. They can also be used to supplement retirement if you are healthy because the money can stay in the account and grow with tax advantages. (Do/Does) (you/ your RELATIONSHIP) have a Health Savings Account?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G10 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/do you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's /does your RELATIONSHIP"

G10. Now I'd like to ask about the premiums under (your/ your RELATIONSHIP's) current health insurance coverage. (Do you/Does your RELATIONSHIP) pay any premiums for your health insurance? This includes money deducted from a paycheck as well as money (you/your relationship) pay(s) directly to an insurance company.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G10a IF Q.G10 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP"

G10a. (Do you/Does your RELATIONSHIP) pay premiums for individual coverage or family coverage?

1 Individual

2 Family

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G11 IF Q.G10 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G11. How often do (you/ your RELATIONSHIP) make premium payments?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

01 Once a week

02 Every two weeks

03 Twice a month

04 Once a month

05 Once every three months (QUARTERLY)

06 Once every six months (TWICE A YEAR; BIANNUALLY; SEMIANNUALLY)

07 Once a year

97 (DO NOT READ) SOME OTHER TIMING

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.G11a IF Q.G11 = ANY OF 01-97)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does she"

IF Q.G11 = 97, INSERT "when you make EACH payment"

G11a. About how much (do you/does he/does she) pay (INSERT RESPONSE FROM Q.G11/when you make EACH payment) in premiums, including any amount deducted from a paycheck?

IF NEEDED: This is the premium you pay for the whole plan, even if it covers other family members.

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST AMOUNT AND GO TO G12; OTHERWISE ENTER DD OR RR AND GO TO Q.11b

_____ AMOUNT (\$1-100K)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.G11a1 IF Q.G11a = DD OR RR)

G11a1. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

(P.N. - \$ AMOUNT TO BE FILLED IN BASED ON TIME PERIOD FROM Q.G11
(CODES 01-07))

- 01 Less than (INSERT AMT1)
- 02 (INSERT AMT1) to under (INSERT AMT2)
- 03 (INSERT AMT2) to under (INSERT AMT3)
- 04 (INSERT AMT3) to under (INSERT AMT4)
- 05 (INSERT AMT4) to under (INSERT AMT5)
- 06 (INSERT AMT5) to under (INSERT AMT6)
- 07 (INSERT AMT6) to under (INSERT AMT7)
- 08 (INSERT AMT7) to under (INSERT AMT8)
- 09 (INSERT AMT8) to under (INSERT AMT9)
- 10 (INSERT AMT9) to under (INSERT AMT10)
- 11 (INSERT AMT10) or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

FILLS FOR PREMIUM PAYMENTS							
	G11=01 Week	G11=02 Two weeks	G11=03 Twice per month	G11=04 Month	G11=05 Three month	G11=06 Six months	G11=07 Year
AMT1	10	20	20	40	125	250	500
AMT2	30	60	65	125	375	750	1500
AMT3	60	115	125	250	750	1500	3000
AMT4	90	175	190	375	1125	2250	4500
AMT5	115	230	250	500	1500	3000	6000
AMT6	155	310	335	670	2000	4000	8000
AMT7	190	385	420	835	2500	5000	10000
AMT8	230	460	500	1000	3000	6000	12000
AMT9	290	580	625	1250	3750	7500	15000
AMT10	385	770	835	1670	5000	10000	20000

(ASK Q.G11a2 IF Q.G10 = 1 AND (Q.F1 = 1 OR Q.F4 = 1 OR Q.F5 = 1 OR Q.F8 = 1, 2 OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT, "Does your RELATIONSHIP"

G11a2. (Do you/Does your RELATIONSHIP) pay that premium under a Section 125 plan or "cafeteria" plan? Under a Section 125 plan, employers can allow their employees to pay health insurance premiums on a pre-tax basis.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.G12 AND Q.G12a DELETED 9/11)

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP"

G13. Health care flexible spending accounts let you have money deducted from your paycheck to pay for out-of-pocket medical costs. (Do you/Does your RELATIONSHIP) have a health care flexible spending account?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.G14 AND Q.G14b1 DELETED 9/11)

(ASK Q.G15 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1, INSERT, "his/your RELATIONSHIP's
/your RELATIONSHIP"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2, INSERT, "her/your RELATIONSHIP's
/your RELATIONSHIP"

G15. The next questions ask about (your/his/her) rating of (your/his/her) current health insurance coverage on several different factors. How would (you/ your RELATIONSHIP) rate the range of services available under (your/ his/her) current health insurance coverage? Would (you/ your RELATIONSHIP) say excellent, very good, good, fair or poor?
(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G16 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your
RELATIONSHIP/his/her"

G16. How would (you/ your RELATIONSHIP) rate the CHOICE of doctors and other providers available under (your/his/her) current health insurance coverage?
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G16a IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her"

G16a. How would (you/your RELATIONSHIP) rate the LOCATION of the doctors and other providers available under (your/ (his/her)) current health insurance coverage?
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G16b IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her/he needs/she needs/his/her"

G16b. How would (you/your RELATIONSHIP) rate (your/(his/her)) ability to get the SPECIALIST care (you need/(he/she) needs) under (your/ (his/her)) current health insurance coverage?
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G16c IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her"

G16c. Health insurance can provide protection from high medical bills when people have a serious illness or injury. How would (you/your RELATIONSHIP) rate the protection against high medical bills provided by (your/(his/her)) current health insurance coverage?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G17 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP"

G17. How would (you/your RELATIONSHIP) rate the QUALITY of care available under (your/his/her) current health insurance coverage?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

G18, G18A, G18B DELETED 10/10

(ASK Q.G19 IF COVERAGE=1)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/your/you were"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP has/he/him/he was"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP has/she/her/she was"

G19. I'm going to read you a list of problems some people experience with their health insurance coverage. Please tell me if (you have/your RELATIONSHIP has) had these problems with (your/his/her) health insurance coverage in the past 12 months. (INSERT ITEM). Has this happened to (you/him/her) ~~in the past 12 months?~~

- 1 Yes, happened in the past 12 months
- 2 No, has not happened in the past 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You/He/She) had expensive medical bills for services NOT covered by (your/his/her) health insurance
- b. A doctor charged (you/him/her) a lot more than (your/his/her) health insurance would pay and (you/him/her) had to pay the difference
- c. A doctor's office told (you/him/her) they do not accept (your/his/her) health insurance
- d. (You/He/She) had to contact (your/his/her) health insurance company because they did not pay a bill promptly or denied payment
- e. DELETED

(ASK Q.G20 IF COVERAGE=1)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/she"

G20. The last time (you/your RELATIONSHIP) enrolled in a health plan, did (you/he/she) have a choice from among more than one health plan?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK ITEM a IF Q.G20 = 1)

(ASK ITEM b IF Q.20 = 1 AND [Q.G3a ITEMS a & b = 2, D, OR R])

G21. Thinking about the different health plans that (you/your RELATIONSHIP) could choose between. Were any of those (INSERT)

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. A plan that has a smaller network of doctors or hospitals available to enrollees as a way to keep premiums lower? This is sometimes called a "limited network" plan
- b. A plan that has a larger network of doctors or hospitals available to enrollees but encourages the use of lower-cost providers by charging enrollees lower co-payments, lower co-insurance, or lower deductibles for those providers? This is sometimes called a "tiered [TEAR-ed] network"

Section H: HEALTH STATUS

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

H1. Now I'd like to ask you a few questions about (your/your RELATIONSHIP's) health. In general, would (you/ your RELATIONSHIP) say (your/(his/her)) health is....?
(READ LIST. ENTER ONE ONLY)

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "is your RELATIONSHIP
/he"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "is your RELATIONSHIP
/she"

H2. (Are you/ Is your RELATIONSHIP) limited in the kind or amount of work that (you/he/she) can
do because of a physical, mental, or emotional problem?

- 1 Yes, limited in work
- 2 No, not limited in work
- 3 (DO NOT READ) UNABLE TO WORK
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP
/he/has"
IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP
/she/has"

H3. (Have you/Has your RELATIONSHIP) EVER been told by a doctor or other health professional
that (you/he/she) (have/has) (INSERT 1ST ITEM)?
How about (INSERT NEXT ITEM)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. hypertension or high blood pressure
- b. heart disease or congestive heart failure
- c. diabetes or sugar diabetes
- d. asthma

H4 deleted 10/10

(ASK Q.H5 IF Q.H3a-d = 1 TO ANY AND Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

IF Q.C3a = 1 INSERT "was/visit"

IF Q.C3a = 2-4 INSERT "were any of/visits"

IF Q.H3a-d = 1 TO ONLY 1 ITEM, INSERT THAT ITEM

IF Q.H3a-d = 1 TO MORE THAN 1 ITEM, INSERT "any of the problems we just talked about? That is, because of ITEMS"

H5. Earlier you told me (you/ your RELATIONSHIP) had received care in a hospital emergency room in the past 12 months. (Was/Were any of (your/ your RELATIONSHIP's) emergency room (visit/visits) in the past 12 months because of (ITEM FROM Q.H3/any of the problems we just talked about? That is, because of (INSERT Q.H3 ITEMS))?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H6. Beyond the health problems and conditions we've already talked about, (have you/has your RELATIONSHIP) EVER been told by a doctor or other health professional that (you/he/she) ((have/has) any other chronic or long-term health conditions or health problems?

IF NEEDED: This could include, for example, arthritis, cancer, depression, migraines or osteoporosis among many other conditions.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.H7 IF Q.A4 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT, "was she"

H7. (Were you/Was she) pregnant at any time in the past 12 months?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section I: DEMOGRAPHICS AND INCOME

My next questions are to help us describe the people who took part in our study.

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I1. What is the highest level of school (you/ your RELATIONSHIP) have completed or the highest degree (you/ your RELATIONSHIP) have received?
(DO NOT READ. ENTER ONE ONLY)

- 1 Less than high school (grades 1-11, grade 12 but no diploma)
- 2 High school graduate or equivalent (e.g. GED)
- 3 Some college but no degree (incl. 2 year occupational, vocational, trade school)
- 4 Associates Degree (not occupation or vocational programs)
- 5 College graduate (e.g. BA, AB, BS)
- 6 Postgraduate (e.g. MA, MS, MEng, Med, MSW, MBA, MD, DDs, PhD, JD, LLB, DVM)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I2. (Are you/Is your RELATIONSHIP) of Latino or Hispanic descent, such as Mexican, Puerto Rican, Cuban or some other Latin American background?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your
RELATIONSHIP /himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does your
RELATIONSHIP /herself"

I3. (Do you/Does your RELATIONSHIP) consider (yourself/(himself/herself)) white, black or African American, Asian or Pacific Islander, some other race or mixed race?

- 1 White
- 2 Black or African American
- 3 Asian or Pacific Islander
- 4 Some other race (SPECIFY) _____
- 5 Mixed race (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I4. (Are you/Is your RELATIONSHIP) currently working for pay or self-employed?

- 1 Yes, working or self-employed
- 2 No, not working
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.I4=2, D, OR R AND COVERAGE=2 GO TO Q.I17

IF Q.I4=2, D, OR R AND COVERAGE=1 GO TO Q.I19b1

(ASK Q.I5 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I5. (Are you/Is your RELATIONSHIP) working at one job or more than one job?

- 1 One job
- 2 More than one job
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.16 IF Q.14 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP's/he/has your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP's/she/has your RELATIONSHIP /her"

IF Q.15 = 2, INSERT "I'd like you to answer the next questions about (your/ your
RELATIONSHIP's) main job, that is, the job in which (you/he/she) currently works the
most hours"

I6. (I'd like you to answer the next questions about (your/ your RELATIONSHIP's) main job, that is,
the job in which (you/he/she) currently works the most hours.) How long (have you/has your
RELATIONSHIP) been working at (your/(his/her)) job?
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 6 months
- 2 6 months to less than 12 months
- 3 1 year to less than 2 years
- 4 2 years to less than 5 years
- 5 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.17 IF Q.14 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/are you/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "his/is your
RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "her/is your
RELATIONSHIP /she"

IF Q.15 = 2, INSERT "Thinking about (your/his/her) main job"

I7. (Thinking about (your/(his/her) main job,) (Are you/Is your RELATIONSHIP) self-employed, or
do (you/he/she) work for someone else?
IF NEEDED: By self-employed we mean (do/does) (you/he/she) work for profit,
fees or salary in (your/his/her) own business, shop or farm.

- 1 Self-employed
- 2 Worked for employer
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.18 IF Q.17 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your

RELATIONSHIP/your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your

RELATIONSHIP/your RELATIONSHIP's/she"

IF Q.15 = 2, INSERT "main"

18. Including (you/your RELATIONSHIP), about how many people work for (your/ your RELATIONSHIP's) (main) employer? Include both part-time and full-time workers at all locations and worksites.

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most hours.

PROBE: Your best guess is fine.

(READ ONLY IF NECESSARY. ENTER ONE ONLY)

1 1 (Self-employed with no employees)

2 2 to 10

3 11 to 25

4 26 to 50

5 51 to 100

6 101 to 500

7 501 to 1,000

8 1,001 or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.18a IF Q.18 = D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF Q.15 = 2, INSERT "main"

18a. Can you tell me whether or not more than 50 people are working for (your/ your RELATIONSHIP's) (main) employer ?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.I9 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/does your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your

RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /

your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I9. About how many hours per week (do you/ does your RELATIONSHIP) typically work at (your/ your RELATIONSHIP's) (main) job?

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most hours.

PROBE: Your best guess is fine.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 20 hours
- 2 20 hours to less than 35 hours
- 3 35 hours or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO Q.I11)

(ASK Q.I10 IF Q.I4 = 1 AND Q.I7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/her"

IF Q.I5 = 2, INSERT "main"

I10. At (your/ your RELATIONSHIP's) (main) job, does (your/his/her) employer offer health insurance coverage to ANY of its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I11 IF (Q.F1a = 1 OR IF Q.I10 = 1) AND QNI7(2) ELSE GO TO Q.I19b1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I11. Does (your/ your RELATIONSHIP's) employer pay any of the premium for its health insurance plan for its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO CHECK FOR Q.I19b1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/she"

I12. Could (you/ your RELATIONSHIP) be covered by (your/ your RELATIONSHIP's) employer's health insurance plan if (you/(he/she)) wanted to be?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I13a IF Q.I12 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are/your"

IF INTERVIEWING "A PROXY" INSERT, "ADULT is/ your RELATIONSHIP's"

I13a. What is the MAIN reason (you are/ your RELATIONSHIP is) not covered by (your/ your RELATIONSHIP's) employer's health insurance plan?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Enrollment only possible at certain times
- 04 Benefit package doesn't meet needs
- 05 Traded insurance for another benefit or higher pay
- 06 Have other coverage
- 07 Haven't worked there long enough
- 08 Job category doesn't qualify
- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I13b IF Q.I12 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

I13b. What is the MAIN reason (you/ your RELATIONSHIP) cannot be covered by (your/ your RELATIONSHIP's) employer's health insurance plan?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much

- 02 Don't need/don't get sick
- 03 Enrollment only possible at certain times
- 04 Benefit package doesn't meet needs
- 05 Traded insurance for another benefit or higher pay
- 06 Have other coverage
- 07 Haven't worked there long enough
- 08 Job category doesn't qualify
- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I14 IF "FAMILY=1" AND Q.F1c = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP's/his/ your RELATIONSHIP"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP's/her/ your RELATIONSHIP"

I14. Could (your/ your RELATIONSHIP's) family be covered by (your/his/her) employer's health insurance plan if (you\ your RELATIONSHIP) wanted them to be?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I15, I16 DELETED 10/10

(ASK Q.I17 IF COVERAGE = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I17. What is the MAIN reason (you do/ your RELATIONSHIP does) not have health insurance coverage? Is it because it costs too much, because you don't need insurance, or for some other reason?

- 1 It costs too much
- 2 (You/your relationship) don't need insurance or don't get sick
- 3 Something else (SPECIFY)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I18, I18A, I19, I19A, I19B DELETED 10/10

I19b1, I19b2, I19b3, I19c, I19d, DELETED 9/7/12

I19E DELETED 10/10

(Q.120 THRU Q.123 DELETED 8/28)

124. Now I have a few questions to find out whether people can afford the health care they need.

(IF "MARRIED=1" AND "PARENT = 1", READ:)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/
your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/
your RELATIONSHIP /her"

I'm interested in (your/ your RELATIONSHIP's) family income, that is (your/ your RELATIONSHIP's) income PLUS the income of (your/his/her) immediate family. By immediate family I mean your/(his/her) spouse and the children or stepchildren under 19 who are living with (you/ your RELATIONSHIP). For these questions, I'd like you to think back to 2011. During 2011, did (you/ your RELATIONSHIP) or any of (your/his/her) family members receive any income from wages or salary?

(IF "MARRIED=1" AND "PARENT=0", READ:)

I'm interested in (your/ your RELATIONSHIP's) family income, that is (your/ your RELATIONSHIP's) income PLUS the income of (your/his/her) spouse. For these questions, I'd like you to think back to 2011. During 2011, did (you/ your RELATIONSHIP) or any of (your/his/her) family members receive any income from wages or salary?

(IF "MARRIED=0" AND "PARENT=1", READ:)

I'm interested in (your/ADULT's) family income, that is (your/ your RELATIONSHIP's) income PLUS the income of the children or stepchildren under 19 who are living with (you/ your RELATIONSHIP). For these questions, I'd like you to think back to 2011. During 2011, did (you/ your RELATIONSHIP) or any of (your/(his/her)) family members receive any income from wages or salary?

(IF "MARRIED=0" AND "PARENT=0", READ:)

For these questions, I'd like you to think back to 2011. During 2011, did (you/ your RELATIONSHIP) receive any income from wages or salary?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(SCRAMBLE A-B, ASK C LAST)

(IF ITEM b = 1 AND "FAMILY=1", IMMEDIATELY ASK Q.I25b1 BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" INSERT "or any of (your/his/her) family members"

I25. During 2011, did (you/ your RELATIONSHIP) (or any of (your his/her) family members) receive (INSERT)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Any dividend income or any interest income from savings accounts, bonds, money market accounts, or similar types of investments
- b. Supplemental Security Income or SSI
- c. Income from any other sources? This could include income from self-employment, alimony, child support, unemployment compensation, worker's compensation or veteran's payments, Social Security or pensions, or contributions from friends or other family members, for example

(ASK Q.I25b1 IF "FAMILY=1" AND Q.I25b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I25b1. Who in the family received that?

(ENTER ALL THAT APPLY)

- 1 You/ your RELATIONSHIP
- 2 Spouse
- 3 Child
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – HOUSEHOLD SIZE CRITERIA IS DEFINED AS:
IF MARRIED DEFINE AS # OF CHILDREN IN HH + 2
IF NOT MARRIED DEFINE AS # OF CHILDREN IN HH + 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your
RELATIONSHIP's"
IF "FAMILY=1", INSERT "and (your/ your RELATIONSHIP's) immediate
family/families"

I26. Thinking about all the different sources of income (you/ your RELATIONSHIP) (and (your/ your
RELATIONSHIP's) immediate family) received in 2011, what was the combined total income
from all sources before taxes and other deductions? Was it under (INSERT AMT3 FOR
FAMILY SIZE) or was it (INSERT AMT3 FOR FAMILY SIZE) or more?
PROBE: Your best estimate is fine.

- 1 Under (INSERT AMT3)
- 2 (INSERT AMT3) or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I26b IF Q.I26 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"
IF "FAMILY=1", INSERT "family"

I26b. Now, just stop me when I get to the right category. Was (your/ your RELATIONSHIP'S) total
(family) income ...?

IF NEEDED: The computer gives me different income values for the question
depending on the size of your family.

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 Less than (INSERT AMT1)
- 2 (INSERT AMT1) to (INSERT AMT1A)
- 3 (INSERT AMT1A) to under (INSERT AMT1B)
- 4 (INSERT AMT1B) to under (INSERT AMT2)
- 5 (INSERT AMT 2) to under (INSERT AMT3)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

NOW GO TO Q.I26d

(ASK Q.I26c IF Q.I26 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "FAMILY=1", INSERT "family"

I26c. Now, just stop me when I get to the right category. Was (your/ your RELATIONSHIP'S) total (family) income ...?

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 (INSERT AMT3) to under (INSERT AMT4)
- 2 (INSERT AMT4) to under (INSERT AMT5)
- 3 (INSERT AMT5) to under (INSERT AMT6)
- 4 (INSERT AMT6) or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

2011 Poverty Guidelines, rounded up to nearest thousand								
	100%	139%	150%	200%	300%	400%	500%	600%
FAMSIZE	AMT1	AMT1A	AMT1B	AMT2	AMT3	AMT4	AMT5	AMT6
1	11000	16000	17000	22000	33000	44000	55000	66000
2	15000	21000	23000	30000	45000	59000	74000	89000
3	19000	26000	28000	38000	56000	75000	93000	112000
4	23000	31000	34000	45000	68000	90000	112000	135000
5	27000	37000	40000	53000	79000	105000	131000	158000
6	30000	42000	45000	60000	90000	120000	150000	180000
7	34000	47000	51000	68000	102000	136000	170000	203000
8	38000	52000	57000	76000	113000	151000	189000	226000
9	42000	58000	63000	83000	125000	166000	208000	249000
10	46000	63000	68000	91000	136000	182000	227000	272000
11	50000	68000	74000	99000	148000	197000	246000	299000
12	53000	74000	80000	106000	159000	212000	265000	318000
13	57000	79000	86000	114000	171000	227000	284000	341000
14	61000	84000	91000	122000	182000	243000	303000	364000
15	65000	89000	97000	129000	194000	258000	322000	387000
16	69000	95000	103000	137000	205000	273000	341000	410000
17	73000	100000	109000	145000	217000	289000	361000	433000

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/his/her"

I26d. Thinking back to earlier this year, did (you/your RELATIONSHIP) pay a penalty in (your/his/her) taxes in 2012 for not having insurance coverage in 2011?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I17 DELETED 10/10

(Q.I28 DELETED 9/11)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I29. Were (you/ your RELATIONSHIP) born in the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I29a IF Q.I29 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I29a. How long have (you/your RELATIONSHIP) lived in the US?

- _____ # YEARS
- LL Less than 1 year
 - DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

(ASK Q.I29b IF Q.I29 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT, "Does your RELATIONSHIP"

I29b. (Do you/Does your RELATIONSHIP) speak a language other than English at home?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I29c IF Q.I29b = 1)
I29c. What is that language?
(DO NOT READ)

- 1 Spanish
- 2 Portuguese
- 7 Something else
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I30 IF Q.I29 = 2, D, OR R)
IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"
I30. (Are you/Is your RELATIONSHIP) a citizen of the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I30a IF Q.I30 = 2)
IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"
IF INTERVIEWING "A PROXY" INSERT, "was your RELATIONSHIP"
I30a. In what country (were you/was your RELATIONSHIP) born? (DO NOT READ)
CHOICE SET IS BASED ON TOP 10 COUNTRIES FOR MA IN CPS—

- 01 Brazil
- 02 Canada
- 03 China
- 04 Columbia
- 05 Dominican Republic
- 06 El Salvador
- 07 Honduras
- 08 India
- 09 Japan
- 10 Vietnam
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

Section J: TELEPHONES & ADDRESS FOR INCENTIVE PAYMENT

(ASK FOR CELL PHONE SAMPLE)

JHH3a. Including yourself, how many adults age 19 or older are there in your household?

_____ (1-7)

08 8 or more

RR (DO NOT READ) Refused

(ASK FOR CELL PHONE SAMPLE)

JHH3b. How many of those adults are over the age of 64?

_____ (0-7)

08 8 or more

RR (DO NOT READ) Refused

(ASK EVERYONE)

J1. Is the telephone number I reached you on a cell phone number or a regular landline number?
Landline numbers are for phones that plug into outlets in the walls of your home.

1 Cell phone number

2 Regular landline number

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.J2 IF Q.J1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/her"

J2. How many regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in
(your/his/her) home that I could have reached (you/him/her) on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX
MACHINES OR MODEMS)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.J3 IF Q.J1 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 1, "your
RELATIONSHIP/his/him"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 2, "your
RELATIONSHIP/her/her"

J3. Besides the telephone number I reached you on, how many other regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached (you/him/her) on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

J2, J3, J3B DELETED 10/10

(Q.J3a DELETED 8/28)

(ASK Q.J4 IF Q.J1=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT "Does your RELATIONSHIP"

J4. (Do you/Does your RELATIONSHIP) currently have a working cell phone?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.J4a IF J4=2 AND HH4>1 OR JHH3a>1)

J4a. Do any other ADULT members of your household currently have a working cell phone?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

ASK Q.J5 IF Q.J4=1 OR Q.J1=1)

INSERT "or other adults in your household" IF HH3a = 2+ OR JHH3a = 2+

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/do you/your"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/does your RELATIONSHIP/his/her"

J5. For this question, I'd like you to think about all the working cell phones that (you/your RELATIONSHIP) (and the other ADULTS in (your/his/her) household) have. How many working cell phones (do you/does your RELATIONSHIP) (and the other ADULTS in (your/his/her) household) have?

(INTERVIEWER NOTE: 1 ADULT WITH 1 WORKING CELL + 1 OTHER ADULT WITH 2 WORKING CELLS = 3 CELL PHONES)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

Q.J6 DELETED 9/20/12

ZIP2. And could you please tell me your zip code?

01 Response given _____

RR (DO NOT READ) Refused

(P.N. – IF ZIP CODE IS NOT IN LIST OR RR, PLEASE INCLUDE ZIP CODE CONFIRMATION FOR INTERVIEWER)

(ASK IF ZIP CODE NOT IN LIST OR RR)

ZIP2a. Are you currently living in Massachusetts?

1 Yes

GO TO HH3

2 No

THANK AND TERMINATE

R Refused

THANK & TERMINATE

(ASK EVERYONE)

J7. Those are all the questions I have. Now I just need your name and address to send the \$10 thank you check we have for you for completing our survey.

May I please have your name?

(VERIFY SPELLING)

1 Answer given (SPECIFY) _____

R (DO NOT READ) Refused

May I please have your address?

(VERIFY SPELLING)

1 Street: _____

2 City: _____

3 State: _____

4 Zip code: _____

R (DO NOT READ) Don't know

Thank you so much for your time and cooperation.

(ASK OF A RANDOM 50% OF NON-PROXY RESPONDENTS)

K1. We may follow-up with some survey participants to gather more in-depth information on their health care experiences in Massachusetts. Could we contact you again to ask a few more questions or to see if you would be interested in being on a focus group panel on Massachusetts's health care system?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.K2 IF Q.K1=1)

K2. What would be the best way to reach you in the future?
(RECORD ALL INFORMATION ACCURATELY)

Name:

Phone number for recontact: -----

Email for recontact: _____

Thank you again. Have a pleasant day.

MASSACHUSETTS HEALTH REFORM SURVEY – 2013

CELL PHONE SCREENER

Hello, my name is _____. I'm calling from SSRS. This is NOT a sales call. We are offering a \$10 thank you for completing a survey about the Massachusetts health care system.

(IF RESPONDENT THINKS WE HAVE INCORRECTLY DIALED BECAUSE WE HAVE REACHED HER/HIM ON CELL PHONE, READ: We are including cell phone numbers in the survey so we can include the widest selection of people possible.)

(IF RESPONDENT IS GOING TO HANG UP: Before you hang up could you please just tell me if you are between the ages of 19-64 ((PAUSE FOR ANSWER) and if you live in Massachusetts; INTERVIEWER: IF NO TO AGE 19-64 AND/OR NOT LIVE IN MA, CODE AS TERMINATE; IF YES, CODE ACCORDINGLY)

CELL1. So that I can ask you the right questions, could you please tell me if you are less than age 19, between the ages of 19 and 64, or older than 64?

- | | | |
|---|------------------------------|---------------------|
| 1 | Less than 19 years (0 to 18) | THANK AND TERMINATE |
| 2 | 19 to 64 years | GO TO CELL2 |
| 3 | Older than 64 (65 or older) | THANK AND TERMINATE |
| R | Refused | |

CELL2. Are you currently living in Massachusetts?

- | | | |
|---|---------|---------------------|
| 1 | Yes | GO TO CELL3 |
| 2 | No | THANK AND TERMINATE |
| R | Refused | |

(IF CELL1 = R AND CELL2 = 1 OR R, RECORD AS REFQCELL1)

(IF CELL 1 = 2 AND CELL2 = R, RECORD AS REFQCELL2)

ZIP1. And could you please tell me your home zip code?

01 Response given _____

RR (DO NOT READ) Refused

(P.N. – IF ZIP CODE IS NOT IN LIST OR RR, PLEASE INCLUDE ZIP CODE
CONFIRMATION FOR INTERVIEWER)

CELL3. Before we continue, are you driving (OPTIONAL: and unable to complete the
survey)?

1 Continue, on cell phone and not driving

GO TO Q.A1

2 Respondent is driving/cannot continue

SET UP CALL BACK

R Refused

(IF CELL1, CELL2 AND CELL3 = RR, THANK & END. RECORD AS RQCELL3)

RDD HOUSEHOLD SCREENER

Hello, my name is _____. I'm calling from SSRS. This is NOT a sales call. We are
offering a \$10 thank you for completing a survey about the Massachusetts health care system.

HH1. May I speak to an adult who lives in the household?

1 Continue with current respondent

2 New respondent comes to phone

3 New respondent not available

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.HH1 = 1 GO TO HH2

IF Q.HH1 = 2 REPEAT INTRO AND THEN GO TO Q.HH2

IF Q.HH1 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH1 = D OR R, THANK AND TERMINATE

HH2. Your participation is important in helping us understand how well the health care system is working in Massachusetts. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study. All of your answers are completely confidential. We're offering a \$10 thank you to each eligible household that completes the survey.

IF NEEDED: It should take less than 25 minutes.

IF NEEDED: You may have received a letter explaining that we would be calling to talk with you. We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

- 1 Yes (respondent will continue)
- 2 No (Not a good time for survey/callback)
- R Refused to continue

IF Q.HH2 = 1 GO TO Q.HH3

IF Q.HH2 = 2 SCHEDULE CALL BACK

IF Q.HH2 = R, THANK AND TERMINATE

(ASK AFTER 1st REFUSAL)

What reasons did the respondent give for not wanting to participate in this survey?

- 1 Not interested
- 2 Too busy
- 3 Bad time (dinner, family time, etc.)
- 4 I don't do surveys
- 5 Wanted more info about study or SSRS
- 6 Didn't like subject matter
- 7 Just hung up
- 8 Other reason (specify)

(PN: IN SPANISH AND PORTUGUESE INTERVIEWS, DO NOT SHOW HH3, SKIP TO HH3a)

HH3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English
- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

HH3a. How many adults age 19 or older live in your household? Please include yourself and all the adults who live with you. Please do NOT include anyone living somewhere else now, such as at school or away in the service.

_____ (0-7)

08 8 or more

RR (DO NOT READ) Refused

HH3b. How many adults age 65 or older live in your household?

_____ (0-7)

08 8 or more

RR (DO NOT READ) Refused

(P.N. – GENERATE RESPONSE OF Q.HH3a MINUS Q.HH3b INTO Q.HH4 WITHOUT ASKING Q.HH4)

HH4. How many adults between 19 and 64 live in your household?

_____ # ADULTS AGE 19-64

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

IF Q.HH4 = 0 THANK AND TERMINATE

IF Q.HH4 = 1 GO TO Q.HH5

IF Q.HH4 > 1 GO TO Q.HH9a

IF Q.HH4 = DD OR RR ASK FOR NEW RESPONDENT

HH5. Are you that person who is between the ages of 19 and 64 or is it someone else?

1 Yes, it is that person

2 No, it is someone else

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.HH5 = 1 GO TO Q.A4

IF Q.HH5 = 2 GO TO Q.HH10

IF Q.HH5 = D OR R THANK AND TERMINATE

(Qs.HH6 THRU Q.HH9 DELETED 2012)

HH9a. How many of the adults between 19 and 64 are male?

_____ # ADULTS MALES AGE 19-64

NN (DO NOT READ) None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

Q.HH9b DELETED 2012

(ASK Q.HH10 IF (Q.HH4 = 1 AND Q.HH5 = 2))

HH10. May I speak to the adult between 19 and 64 who lives in your household?

- 1 New respondent comes to phone
- 2 New respondent not available
- 3 Respondent unable to come to the phone (disabled/unable to talk)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH10 = 1 GO TO Q.A1

IF Q.HH10 = 2 GET NAME AND SCHEDULE CALL BACK

IF Q.HH10 = 3 GO TO Q.A3a

IF Q.HH10 = D OR R, THANK AND TERMINATE

ASK QHH11 IF Q.HH4>1

IF HH9a=0, NN, DD, RR INSERT "ADULT"

IF HH9a=HH4 INSERT "ADULT"

IF HH4-HH9a>0 INSERT "MALE" 60% OF THE TIME AND "FEMALE" 40% OF THE TIME

HH11. May I speak to the (male/female/adult) between 19 and 64 in your household who has had the most recent birthday?

(P.N.: IF ONLY 1 MALE OR 1 FEMALE IN HH, READ):

May I speak to the (male/female) between 19 and 64 in your household?

(P.N.: IF MORE THAN 1 MALE OR MORE THAN 1 FEMALE IN HH

RR, READ):

May I speak to the (male/female) between 19 and 64 in your household who has had the most recent birthday?

(INTERVIEWER NOTE: IF ONLY 1 MALE OR 1 FEMALE IN HH, PLEASE READ:

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH11 = 1 GO TO Q.A4

IF Q.HH11 = 2 GO TO Q.A1

IF Q.HH11 = 4, GO TO Q.A3a

IF Q.HH11 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH11 = D OR R, THANK AND TERMINATE

Q.HH12 & Q.HH13 DELETED 2012

Section A: INTRODUCTION

(ASK Q.A1 IF CELL PHONE SAMPLE AND NEW RESPONDENT OR Q.HH10 = 1 OR Q.HH11=2)

(IF CELL SAMPLE INSERT 'person', IF LL INSERT 'household')

A1. (IF NEW RESPONDENT IN HH10-HH11: Hello, my name is _____. I'm calling from SSRS. We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study.

Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential. We're offering a \$10 thank you to each eligible (person/household) that completes the survey.

IF NEEDED: It should take less than 25 minutes.

IF NEEDED: ~~You may have received a letter explaining that we would be~~

~~calling to talk with you.~~ We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

A1a. (IF CELL RESPONDENT AND NOT NEW RESPONDENT: We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study.

Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential.

IF NEEDED: It should take less than 25 minutes.

IF NEEDED: ~~You may have received a letter explaining that we would be~~

~~calling to talk with you.~~ We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

(PN: IN SPANISH AND PORTUGUESE INTERVIEWS, DO NOT SHOW Q.A3, SKIP TO Q.A4)

(ASK Q.A3 IF CELL PHONE SAMPLE OR Q.HH10 = 1 OR Q.HH11=2)

A3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English
- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.A3 = 2 GO TO INSTRUCTION ABOVE Q.A3a IN SPANISH INTERVIEW; ELSE CONTINUE WITH ENGLISH

(ASK Q.A3a IF Q.H10 = 3 OR Q.H11 = 4)

A3a. Would you be able to answer some questions about his/her healthcare?

- 1 Yes GO TO Q.A3d
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.A3b IF Q.A3a = 2, D, OR R)

A3b. Is there another adult living in your household who you think would be able to answer these questions?

- 1 Yes
- 2 No TERMINATE
- D (DO NOT READ) Don't know TERMINATE
- R (DO NOT READ) Refused TERMINATE

(ASK Q.A3c IF Q.A3b = 1)

A3c. May I please speak with them now or would there be a better time to call back?

- 1 Available now ASK FOR NAME
- 2 Call another time SET UP CALLBACK

(IF Q.A3c = 1, READ:)

Hello, my name is _____. I'm calling from SSRS.

We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your responses will be kept confidential. Since you are familiar with the healthcare experiences of (INSERT NAME), we would like you to answer for that person as best you can.

(ASK Q.A3d IF Q.A3a OR Q.A3c = 1)

(IF QA3c = 1 INSERT NAME FROM A3c)

A3d. Since I will be talking to you, just to make the interview a little easier, could you please tell me what is the relationship of (this person between the ages of 19 and 64/ (INSERT NAME FROM A3c)) to you?

(DO NOT READ LIST. ENTER ONE ONLY)

- 01 Spouse (wife/husband)
- 02 Unmarried partner
- 03 Boyfriend
- 04 Girlfriend
- 05 Friend
- 06 Significant other
- 07 Son
- 08 Stepson
- 09 Daughter
- 10 Stepdaughter
- 11 Grandson
- 12 Granddaughter
- 13 Mother
- 14 Father
- 15 Brother
- 16 Sister
- 17 Grandmother
- 18 Grandfather
- 19 Aunt
- 20 Uncle
- 21 Niece
- 22 Nephew
- 23 Cousin
- 24 Mother-in-law
- 25 Father-in-law
- 26 Brother-in-law
- 27 Sister-in-law
- 28 Son-in-law
- 29 Daughter-in-law
- 30 Other relative
- 31 Roommate/housemate

- 32 Respondent is Employee (maid, nanny, au pair, housekeeper, etc.) (use “the person between 19 and 64 yrs old”)
- 33 Respondent is professional caregiver (nurse, aide, etc) (use “the person between 19 and 64 yrs old”)
- 34 Fiancé
- 97 (DO NOT READ) Other (SPECIFY) _____
- DD (DO NOT READ) Don’t Know (use “the person between 19 and 64 yrs old”)
- RR (DO NOT READ) Refused (use “the person between 19 and 64 yrs old”)

IF Q.A3a OR Q.A3c = 1, ASK QUESTION USING VERBIAGE IN PARENS
 (IF Q.A3d = 03,07,08,11,14,15,18,20,22,25,26,28, GEN IN CODE 1; IF Q.A3d = 04,09,10,12,13,16,17,19,21,24,27,29, GEN IN CODE 2)

A4. RECORD RESPONDENT GENDER:

(Is your (INSERT RELATIONSHIP FROM Q.A3d)...?

- 1 Male, or
- 2 Female
- R (DO NOT READ) Refused

CREATE A VARIABLE FOR FEMALE=1 TO USE TO SCREEN IN LATER QS

(P.N. –GEN IN WHETHER “SELECTED RESPONDENT” OR “PROXY”)

- 0 SELECTED PERSON (Respondent)
- 1 PROXY

SET FILLS APPROPRIATELY FOR SELF OR PROXY (your RELATIONSHIP IN Q.A3d)

Q.HHx1 DELETED 2012

Q.HHx2 DELETED 2012

Section C: ACCESS AND USE

IF INTERVIEWING “SELECTED RESPONDENT” INSERT, “your/you/go/are”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP’s
/goes/he/is/his”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP’s
/goes/she/is/her”

C1. I’d like to start by asking about (your/ your RELATIONSHIP’s) recent health care experiences. Is there a place where (you/ your RELATIONSHIP’s) usually (go/goes) when (you/he/she) (are/is) sick or when (you/he/she) need advice about (your/(his/her)) health?

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(ASK Q.C2 IF Q.C1 = 1)

(SCRAMBLE 1-5)

C2. What kind of place is it? Is it....?

(READ LIST. ENTER ONE ONLY)

1 A doctor’s office or private clinic

2 A community health center or other public clinic

3 A hospital outpatient department

4 A hospital emergency room

5 An urgent care center

6 Or, some other place (SPECIFY)

7 (DO NOT READ) Doesn’t go to one place most often

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(ASK Q.C2a IF Q.C2 = 1-6)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT, "have you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your
RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your
RELATIONSHIP/her"

C2a. How long (have you/has your RELATIONSHIP) been going there for (your/his/her)
health care?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 1 year
- 2 1 year to less than 2 years
- 3 2 years to less than 5 years
- 4 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C2B, C2C DELETED 2010

Q.C2a1 DELETED 2012

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

The next questions are about the health care (you/ your RELATIONSHIP) received in the past 12 months, that is, since (INSERT MONTH/YEAR 12 MONTHS PRIOR TO TODAY).

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a. In the past 12 months, how many times did (you/ your RELATIONSHIP) receive care in a hospital emergency room?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

0 None

1 1 time

2 2 times

3 3 times

4 More than 3 times

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.C3a1 IF Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a1. The last time (you/your RELATIONSHIP) went to a hospital emergency room, was it for a condition that (you/your RELATIONSHIP) thought could have been treated by a regular doctor if he or she had been available?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.C3a2 IF Q.C3a1=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you were/you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP's/your
RELATIONSHIP was/him/her)

(SCRAMBLE ITEMS)

C3a2.I'm going to read you a list of reasons why some people go to the emergency room.

Please tell me if any of these were important reasons for (your/your
RELATIONSHIP's) last visit to a hospital emergency room. (INSERT ITEMS). Was
this an important reason?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. (You were/your RELATIONSHIP was) unable to get an appointment at the doctor's office or clinic as soon as (you/your RELATIONSHIP) thought one was needed
- b. (You/Your RELATIONSHIP) needed care after office hours at the doctor's office or clinic
- c. DELETED 2010
- d. It was more convenient to go to the hospital emergency room
- e. (You/Your RELATIONSHIP) called the doctor's office or clinic and they told (you/him/her) to go to the emergency room.

(ASK Q.C3a3 IF MORE THAN ONE ITEM WAS "YES" TO Q.C3a2)

(SHOW ONLY OPTIONS WHERE Q.C3a2=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP's/your
RELATIONSHIP was/him/her)

C3a3.Which of those was the MOST important reason for (your/your RELATIONSHIP's)
last emergency room visit?

(ENTER ONE ONLY)

1 Unable to get an appointment as soon as needed

2 Needed care after normal doctor's office/clinic hours

3 More convenient to go to the emergency room

4 Told by doctor's office or clinic to go to the emergency room

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3b. In the past 12 months, were (you/your RELATIONSHIP) a patient in a hospital overnight?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

ASK Q3b1 IF Q.C3b = 1 AND Q.A4 = 2

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3b1. In the past 12 months, were (you/your RELATIONSHIP) a patient in a hospital overnight OTHER than to have a baby?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3B1, C3B2 DELETED 2010

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3c. In the past 12 months, how many times did (you/your RELATIONSHIP) visit a general doctor who treats a variety of illnesses? For example, a doctor in general practice, family medicine or internal medicine.
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3c1 IF Q.C3c = 1-4)

IF Q.C3c = 1, INSERT "Was this visit"; IF Q.C3c = 2-4, INSERT "Were any of those visits"

C3c1.(Was this visit/Were any of those visits) for a check-up, physical examination or for other preventive care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3C2, C3C2A DELETED 2010

INSERT "midwife" IF Q.A4 = 2

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3c2. In the past 12 months, how many times did (you/ your RELATIONSHIP) see a nurse practitioner, physician assistant, or (midwife) RATHER than a general doctor for (your/his/her) health care visit?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d. In the past 12 months, how many times did (you/ your RELATIONSHIP) visit a specialist? Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors and others who specialize in one area of health care.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3d1 if Q.C3c>0 OR Q.C3c2>0 OR Q.C3d>0)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d1. In the past 12 months, did (you/your RELATIONSHIP) visit more than one doctor's office or clinic for (your/(his/her)) health care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3d2 IF Q.C3d1=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3d2. In the past 12 months, did someone at one of the doctor's offices or clinics (you/he/she) visited help (you/your RELATIONSHIP) coordinate the health care (you/he/she) received from different health care providers? For example, did he or she help (you/your RELATIONSHIP) set up an appointment with another doctor or clinic or check on the results from a medical test or follow-up care with another doctor or clinic?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3f. In the past 12 months, did (you/ your RELATIONSHIP) see a dentist or a dental hygienist?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

C3F1, C3F2 DELETED 2010

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3g. In the past 12 months, did (you/ your RELATIONSHIP) take any prescription drugs on a regular basis?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/you were"
IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP has/your
RELATIONSHIP/your RELATIONSHIP was"

(SCRAMBLE ITEMS)

C3h. Next, I'm going to read you a list of problems some people experience when they try to get health care. Please tell me if (you have/your RELATIONSHIP has) had these problems in the past 12 months. (INSERT ITEMS). Has this happened to (you/your RELATIONSHIP) in the past 12 months?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting PATIENTS with (your/your RELATIONSHIP's) type of health insurance
- b. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting new patients
- c. DELETED 2012

(ASK Q.C3i if Q.C3h = 1 FOR ANY OF a,b)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3i. For this question, I'd like you to think about the times that (you/your RELATIONSHIP) had those kinds of problems. Did (you/your RELATIONSHIP) have a problem when (you were/(he/she) was) trying to see a general doctor who treats a variety of illnesses or when (you were/(he/she) was) trying to see a doctor who specializes in a particular medical disease or problem?

- 1 General doctor
- 2 Specialist
- 3 Both general doctor and specialist
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Q.C3j DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT "was your RELATIONSHIP/he/she"

C3k. In the past 12 months, how often (were you/was your RELATIONSHIP) able to get an appointment with a general doctor as soon as (you/he/she) thought it was needed?

Would you say:

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 (DO NOT READ) Did not make/try to make appointment
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Q.C3j2 DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT "was your RELATIONSHIP/he/she"

C3k2. In the past 12 months, how often (were you/was your RELATIONSHIP) able to get an appointment with a specialist as soon as (you/he/she) thought it was needed? Would you say:

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 (DO NOT READ) Did not make/try to make appointment
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4)

(SCRAMBLE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT “your RELATIONSHIP/he/she”

FOR ITEM c IF Q.A4 = 2, INSERT “or a mammogram”

C4 Still thinking about the past 12 months, was there any time that (you/ your RELATIONSHIP) did not (INSERT)?

(FOR 2ND THRU 6TH ITEMS READ):

Was there a time that (you/your RELATIONSHIP) did not get (INSERT)?

- 1 Yes, did not get care
- 2 No, got care
- 3 (DO NOT READ) Care not needed
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get a preventive care screening that (you/he/she) needed, such as colon cancer screening (or a mammogram)
- d. Get doctor care that (you/she/he) needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors who specialize in one area of health care.
- f. Get dental care that (you/he/she) needed
- g. DELETED

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/he/she"

C4a1.Did (you/your RELATIONSHIP) NOT (INSERT) because of costs or because of some other reason?

(READ IF NECESSARY: Why (you/he/she) did not (INSERT))?

- 1 Costs
- 2 Some other reason
- 3 (DO NOT READ) Both
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get a preventive care screening that (you/he/she) needed
- d. Get doctor care that (you/he/she) needed
- e. Get specialist care that (you/he/she) needed
- f. Get dental care that (you/he/she) needed
- g. DELETED

Q.C4a2 DELETED 2012

(ASK Q.C5 IF Q.C4a1(b-f) = 2 or 3 TO ANY)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C5. Earlier you told me that there were reasons besides cost (you/ your RELATIONSHIP) did not get some of the health care that (you/he/she) needed in the past 12 months. Did (you/ your RELATIONSHIP) ever not get care that you needed because (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. Of trouble finding a doctor or other health care provider who would see (you/him/her)
- b. Of trouble getting an appointment with a doctor or other health care provider
- c. It was hard to get to the place where the care is located
- d. The hours that care was available were not convenient for (you/him/her)
- e. DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C5e. "After-hours care" is health care when the doctor's office or clinic is closed. In the last 12 months, did (you/YOUR RELATIONSHIP) need "after-hours care"?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.C5e1 IF Q.C5e=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C5e1. Thinking about the last time (you/your RELATIONSHIP) needed "after-hours care", was it because (you/he/she) needed care right away or because you were/(he/she was) not able to get to a doctor's office or clinic during normal office hours?

1 Needed care right away

2 Not able to get to doctor during office hours

3 Other

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.C5e2 IF Q.C5e=1)

(SCRAMBLE 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C5e2. Still thinking about the last time (you/your RELATIONSHIP) needed "after-hours care", where did (you/he/she) go to get that "after-hours care"?

- 1 A hospital emergency room
- 2 An urgent care center
- 3 A clinic at retail store or drug store, such as a clinic at Wal-Mart or CVS
- 4 A community health center or other public clinic
- 5 Or, some other place (SPECIFY)
- 6 (DO NOT READ) DID NOT GET CARE AFTER HOURS
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

C6. Thinking about all of the care that (you/ your RELATIONSHIP) received in the past 12 months, would (you/he/she) say that the health care (you/he/she) received was...?
(READ LIST. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

1. **EVERYONE IS ASKED QNC7A.**
 - IF QNC7A=3, THE REST OF QNC7(B,D,E) WILL BE A GEN'D IN 3, ALL OF QNC8(A-C) WILL BE A GEN'D IN 4, AND ALL OF C10(A-C) WILL BE A GEN'D IN 4.
 - IF QNC7A≠3 AND QNC7B=3, THE REST OF QNC7(D,E) WILL BE A GEN'D IN 3, QNC8(A-C) WILL BE A GEN'D IN 4, AND C10(A-C) WILL BE A GEN'D IN 4.
 - IF QNC7A≠3 AND QNC7B≠3 AND QNC7D=3, THEN QNC7E WILL BE A GEN'D IN 3, QNC8(A-C) WILL BE GEN'D IN 4, AND c10(A-C) WILL BE GEN'D IN 4.
 - IF QNC7A≠3 AND QNC7B≠3 AND QNC7D≠3 AND QNC7E=3, QNC8(A-C) WILL BE GEN'D IN 4, AND C10(A-C) WILL BE GEN'D IN 4.

2. **IF QNC7A≠3 & QNC7B≠3 & QNC7D≠3 & QNC7E≠3.**
 - ASK QNC8A- IF QNC8A=4, GEN IN QNC8B=QNC8C=4- THEN ASK QNC10A , OTHERWISE CONTINUE TO...
 - ASK QNC8B- IF QNC8B=4, GEN IN QNC8=4- THEN ASK QNC10A , OTHERWISE CONTINUE TO...
 - ASK QNC8C AND CONTINUE TO...
 - ASK QNC10A- IF QNC10A=4, GEN IN QNC10B=QNC10C=4- THEN ASK QNC11 , OTHERWISE CONTINUE TO...
 - ASK QNC10B- IF QNC10B=4, GEN IN QNC10=4- THEN ASK QNC10C , OTHERWISE CONTINUE TO...
 - ASK QNC10C AND CONTINUE TO QNC11

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP/he”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP/she”

C7. When people are choosing a health care provider, such as a doctor or hospital, they may get information about the provider from different sources. The last time (you/your RELATIONSHIP) chose a health care provider, did (you/she/he) get information (INSERT)?

(P.N. – IF CODE 3 IS ENTERED FOR ITEM a, GEN IN “3” FOR ITEMS b-f AND SKIP TO C11 WITHOUT ASKING REMAINING ITEMS)

1 Yes

2 No

3 (DO NOT READ) Haven’t chosen a health care provider

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

a. From a health plan

b. From a doctor or other health care provider

c. DELETED 20212

d. From a state or government agency

e. From the internet

f. DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /she"

(P.N. – IF CODE 4 IS ENTERED, SKIP TO Q.C10 WITHOUT ASKING REMAINING ITEMS)

C8. Now I'm going to read several factors some people consider in choosing a doctor. For each one, please tell me if it was a major factor, a minor factor, or not a factor for (you/your RELATIONSHIP) the last time (you/he/she) chose a doctor. How about (INSERT)? Was this a...?
(READ LIST. ENTER ONE ONLY)

- 1 Major factor
- 2 Minor factor
- 3 Not a factor
- 4 (DO NOT READ) Haven't chosen a doctor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. The cost of the care provided by the doctor
- b. The quality of the care provided by the doctor
- c. The doctor's ranking or rating

Q.C9 DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP /he”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP /she”

C10. Now I’m going to read several factors some people consider in choosing a hospital. For each one, please tell me if it was a major factor, a minor factor, or not a factor for (you/your RELATIONSHIP) the last time (you/he/she) chose a hospital. How about (INSERT)? Was this a...?

(READ LIST. ENTER ONE ONLY)

(P.N. – IF CODE 4 IS ENTERED, SKIP TO NEXT Q WITHOUT ASKING REMAINING ITEMS)

- 1 Major factor
- 2 Minor factor
- 3 Not a factor
- 4 (DO NOT READ) Haven’t chosen a hospital
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

- a. The cost of the care provided by the hospital
- b. The quality of the care provided by the hospital
- c. The hospital’s ranking or rating

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP”

C11. Massachusetts has a website that compares quality and cost ratings for hospitals and medical groups across the state. The website is called My Health Care Options. Have (you/your RELATIONSHIP) ever used that website to get information?

(INTERVIEWER NOTE: IF RESPONDENT REQUESTS IT, THE WEBSITE IS –
hcqcc.hcf.state.ma.us)

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

Section D: SET-UP FOR SURVEY

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

D1. Now I'd like to ask you a few background questions so that I can set up the next part of the survey to ask the questions that are right for (you/ your RELATIONSHIP). First, may I have (your/ your RELATIONSHIP's) age?

_____ YEARS (range: 19-64)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.D1a IF Q.D1 = DD OR RR)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP is"

D1a. It would be helpful if you could tell me whether (you are/ your RELATIONSHIP is)...?
(READ LIST. ENTER ONE ONLY)

1 19 to 25 years old,

2 26 to 34 years old,

3 35 to 49 year old, or

4 50 to 64 years old

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

D2 (Are you/Is your RELATIONSHIP) married, widowed, divorced, separated, never married, or living with a partner?

1 Married

2 Widowed

3 Divorced

4 Separated

5 Never been married

6 Living with a partner

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

P.N. - CREATE MARRIED=1 (D2=1 OR 6) TO USE TO SCREEN IN LATER QS

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “do/you”
IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “does/ your
RELATIONSHIP/him”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “does/ your
RELATIONSHIP/her”

D3 (Do/Does) (you/ your RELATIONSHIP) have any children or stepchildren who live
with (you/(him/her))/? Please include all natural, adopted and stepchildren who live
with (you/ your RELATIONSHIP).

IF NEEDED: Remember, your answers are confidential and will only be used for the
purposes of this study.

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(ASK Q.D3a IF Q.D3 = 1)

D3a. How many of those children are aged 18 or younger?

_____ (1-14) NUMBER OF CHILDREN

15 15+

00 None

DD (DO NOT READ) Don’t know

RR (DO NOT READ) Refused

P.N.:

CREATE PARENT=1 (D3a= 1+) FOR SCREEN FOR LATER QS

CREATE FAMILY=1 (“MARRIED”=1 OR “PARENT”=1) FOR SCREEN FOR
LATER QS

CREATE NUMKIDS (D3a) FOR SCREEN FOR LATER QS

Section E: OOP COSTS/FINANCIAL PROBLEMS

(ASK EVERYONE)

(SCRAMBLE A-B, ASK C LAST)

(P.N. – IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP /he”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP /her”

IF “FAMILY=1” AND SELECTED RESPONDENT, INSERT “and your family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 1, INSERT “and his family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 2, INSERT “and her family”

E1 My next questions are about the health care costs that (you/ your RELATIONSHIP) (and your family/ and (his/her) family) had in the past 12 months. First, I’d like to ask about how much (you/ your RELATIONSHIP) (and your family/and (his/her) family) spent “out of pocket” for health care. “Out of pocket” is the amount of money (you/he/she) pay(s) that is not covered by any insurance or special assistance that you might have. It does not include any premiums you pay for your health insurance or any health care costs that (you/he/she) will be reimbursed for.

How much did (you/ your RELATIONSHIP) (and your family/and (his/her) family) spend “out of pocket” in the past 12 months for (INSERT)...?

(IF NECESSARY: The premium is the price you pay for the insurance policy)

PROBE: Your best estimate is fine.

_____ (\$1-\$9999)

00 None/Nothing

LL \$10000 or more

DD (DO NOT READ) Don’t know

RR (DO NOT READ) Refused

- a. Prescription medicines
- b. Dental and vision care
- c. All other medical expenses, including for doctors, hospitals, tests and equipment

(IF Q.E1 = DD OR RR, IMMEDIATELY ASK E1a BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP /he”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP /her”

IF “FAMILY=1” AND SELECTED RESPONDENT, INSERT “and your family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 1, INSERT “and his family”

IF “FAMILY=1” AND PROXY AND Q.A4 = 2, INSERT “and her family”

E1a. Was it...?

(READ LIST. ENTER ONE ONLY)

- 1 Less than \$200
- 2 \$200 to under \$500
- 3 \$500 to under \$1,000
- 4 \$1,000 to under \$3,000
- 5 \$3,000 to under \$5,000
- 6 \$5,000 to under \$10,000
- 7 \$10,000 or more
- 8 (DO NOT READ) DID NOT USE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Prescription medicines
- b. Dental and vision care
- c. All other medical expenses, including for doctors, hospitals, tests and equipment

~~—(Q.E1ad DELETED 9/21/12)~~

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” AND FAMILY = 1, INSERT “your family is/your family”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 AND FAMILY = 1, INSERT, “your RELATIONSHIP’s family is/his family

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 AND FAMILY = 1, INSERT, “your RELATIONSHIP’s family is/her family

IF INTERVIEWING “SELECTED RESPONDENT” AND FAMILY NE 1, INSERT “you are/you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 AND FAMILY NE 1, INSERT, “your RELATIONSHIP is/him

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 AND FAMILY NE 1, INSERT, “your RELATIONSHIP is/her

E1ae. Has the amount that (you are/your RELATIONSHIP is)/(your family is/your RELATIONSHIP’s family is) spending on health care this year caused financial problems for (you /him/her/)/(your family/his/her family)?

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(ASK IF Q.E1ae=1)

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY = 1, INSERT "your family is/has your family"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY = 1, INSERT, "your RELATIONSHIP's family is/has his family"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY = 1, INSERT, "your RELATIONSHIP's family is/has her family"

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY NE 1, INSERT "you are/have you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY NE 1, INSERT, "your RELATIONSHIP is/has he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY NE 1, INSERT, "your RELATIONSHIP is/has she"

(SCRAMBLE A-E, ALWAYS KEEP A-B TOGETHER IN THAT ORDER, ALWAYS KEEP F-G TOGETHER AND ASK LAST)

E1af. Because of the amount that (your family is/your RELATIONSHIP'S family is)/(you are/your RELATIONSHIP is) spending for different types of health care this year, (has your family/has his/her family)/(have you/has he/she) (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. Cut back on health care spending
- b. Cut back on other types of spending
- c. Cut back on savings or taken money out of savings
- d. Added hours at current job or taken another job to help cover the cost of health care
- e. Had to borrow or take on credit card debt
- f. Had to declare bankruptcy
- g. Made some other changes (SPECIFY)

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY = 1, INSERT
 "your family/was your family"
 IF INTERVIEWING "A PROXY" AND FAMILY = 1, INSERT, "your RELATIONSHIP's
 family/was your RELATIONSHIP's family"
 IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY NE 1, INSERT "you
 /were you"
 IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY NE 1, INSERT, "your
 RELATIONSHIP/was he"
 IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY NE 1, INSERT, "your
 RELATIONSHIP /was she"
 IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/were/your/your
 IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP
 /was/his/his"
 IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP/
 was/her/her ""
 E2. In the past 12 months, did (you/ your RELATIONSHIP)/(your family/your
 RELATIONSHIP's family) have any problems paying or (were you/was he/she)/(was
 your family/was your RELATIONSHIP's family) unable to pay any medical bills?
 This would include doctor or hospital bills, dentist bills, bills for prescription drugs,
 nursing home bills, or home care bills.

1 Yes
 2 No
 D (DO NOT READ) Don't know
 R (DO NOT READ) Refused

—(Q.E2a DELETED 9/21/12)

(ASK Q.E2b IF Q.E2 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

(SCRAMBLE A-F, ASK G LAST)

E2b. What types of medical services led to those medical? Was it (INSERT)...

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

a. Emergency care

b. An on-going treatment for a chronic or long-term health condition or health problem

c. A medical test or surgical procedure

d. The birth of a child

e. Dental care

f. Prescription drugs

g. Something else (SPECIFY)

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY = 1, INSERT "Does your family"

IF INTERVIEWING "A PROXY" AND FAMILY = 1, INSERT, "Does your RELATIONSHIP's family"

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY NE 1, INSERT "Do you"

IF INTERVIEWING "A PROXY" AND FAMILY NE 1, INSERT, "Does your RELATIONSHIP"

E3. (Do you/Does your RELATIONSHIP)/(Does your family/Does your RELATIONSHIP's family) currently have any medical bills that are being paid off over time? This could include medical bills you are paying off with your credit card, through personal loans, or bill paying arrangements with hospitals or other providers. The bills can be from earlier years as well as this year.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.E3a IF Q.E3 = 1)

E3a. How much are the medical bills that are being paid off over time?

PROBE: Your best estimate is fine.

_____ AMOUNT (\$1-\$9999)

LL \$10,000 or more

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.E3a1 IF Q.E3a = DD OR RR)

E3a1. Was it...?

(READ LIST. ENTER ONE ONLY)

1 Less than \$2,000

2 \$2,000 to under \$4,000

3 \$4,000 to under \$8,000

4 \$8,000 to under \$10,000

5 \$10,000 or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Q.E3b DELETED 2006

(ASK Q.E3b IF Q.E3=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

E3b. When were (you/your RELATIONSHIP) first unable to pay the medical bills that (you/he/she) (is/are) now paying off over time? Was it within the last year, a year to less than 2 years ago, 2 to less than 5 years ago, or 5 years ago or more?

1 Within the last year

2 A year to less than 2 years ago

3 2 to less than 5 years ago

4 5 years ago or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.E3c IF Q.E3=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

E3c. In the past 12 months, (have you/has your RELATIONSHIP) ever been contacted by a collection agency about owing money for medical bills?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP /and her family"

E4. At any time in the past 12 months, did (you/ your RELATIONSHIP) (and your family/and (his/her) family) have any problem paying mortgage, rent or utility bills?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you get/have/are you/your"

IF PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP gets/has/is he/his"

IF PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP gets/has/is she/her"

E4a. If (you get/your RELATIONSHIP gets) sick or (have/has) an accident, how worried (are you/ is he/she) about being able to pay (your/his/her) medical bills? (Are you/Is he/she)...?

(READ LIST. ENTER ONE ONLY)

- 1 Very worried
- 2 Somewhat worried
- 3 Not at all worried
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section F: HEALTH INSURANCE COVERAGE

(IF SAMPLE ADULT IS SAME AS HH RESPONDENT READ:)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”

My next questions focus on (your/ your RELATIONSHIP’s) current health insurance coverage. In answering these questions, I’d like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I’d also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Safety Net.

(IF SAMPLE ADULT IS NOT SAME AS HH RESPONDENT READ:)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”

The next questions are about (your/ your RELATIONSHIP’s) current health insurance coverage. In answering these questions, I’d like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I’d also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health ~~Care~~ Safety Net ~~Fund~~.

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “are you/your”

IF INTERVIEWING “A PROXY” INSERT, “is your RELATIONSHIP / your RELATIONSHIP’s”

F1. (Are you/Is your RELATIONSHIP) covered by health insurance provided through an employer or union? This could be insurance through a current job, a former job, (your/ your RELATIONSHIP’s) job or someone else’s job.

IF NEEDED: I’m sorry but I have to ask each type of insurance question for the survey.

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(ASK Q.F1a IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "MARRIED=1" INSERT "(your/ your RELATIONSHIP's) spouse's or partner's name"

IF Q.D1 = <26 OR Q.D1a = 1 INSERT "(your/ your RELATIONSHIP's) parent's name"

F1a. Is the health insurance plan in (your/ your RELATIONSHIP's) name, ((your/ your RELATIONSHIP's) spouse or partner's name), ((your/ your RELATIONSHIP's) parent's name) or someone else's name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF "MARRIED=1" OR (Q.D1<26 OR Q.D1a = 1)

- 1 Own name
- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1b IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F1b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F1c IF Q.F1a = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F1c. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ Your RELATIONSHIP) and other family members?
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F2. Medicare is a health insurance program for people 65 years and older and for people with certain disabilities. (Are you/Is your RELATIONSHIP) covered by Medicare?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F2a IF Q.F2 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F2a. How long have (you/your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

1 Less than 3 months

2 3 to 6 months

3 7 to 12 months

4 More than 12 months

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your
RELATIONSHIP's"

(DISPLAY VERBIAGE IN PARENS IF Q.F1= 2 AND QF2 = 2

F3. Massachusetts has a number of programs that help low and moderate-income people get health insurance coverage. This would include MassHealth and Commonwealth Care. (You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership. You may know Commonwealth Care as CHIP. (You/ your RELATIONSHIP) could be enrolled in MassHealth or Commonwealth Care through the Boston Medical Center HealthNet Plan, Network Health, the Neighborhood Health Plan, the Primary Care Clinician Plan, the Fallon Community Health Plan, Health New England, or Celticare.)
(Are you/Is your RELATIONSHIP) covered by MassHealth or Commonwealth Care?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F3a IF Q.F3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

F3a. Which program (are you/is your RELATIONSHIP) covered by?

(READ LIST IF NECESSARY)

- 1 MassHealth or Medicaid
- 2 CommonHealth, Family Assistance or Insurance Partnership
- 3 Commonwealth Care or CHIP
- 4 Commonwealth Choice through the Connector (Commonwealth Health Insurance Connector)
- 7 OTHER (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F3b IF Q.F3 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F3b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK F4 IF QF3a = 1,2,3,7, D,R)

(PN: GEN IN "1" AND DON'T ASK IF Q.F3a=4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

F4. (Are you /Is your RELATIONSHIP) covered by a health insurance plan through the Commonwealth Choice program that was purchased through the Commonwealth Health Insurance Connector, also called the Connector?

IF NECESSARY: The Commonwealth Health Insurance Connector is a state agency that helps individuals purchase health insurance coverage.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4a IF Q.F4 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F4a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F4b IF Q.F4 = 1 AND Q.F3a NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F4b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(DO NOT ASK IF Q.F1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F5. (Are you/Is your RELATIONSHIP) covered by a health insurance plan that was purchased directly from an insurance company or an insurance agent, that is, a plan NOT offered through a current or past employer or union?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a1 IF Q.F5 = 1)

F5a1. Is that coverage part of a program, such as MassHealth or Commonwealth Care? You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or the Insurance Partnership.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5a IF Q.F5 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F5a. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F5b IF Q.F5 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you"

IF INTERVIEWING "A PROXY" INSERT, "has your RELATIONSHIP"

F5b. How long (have you/has your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F6 IF Q.F1 NE 1 AND Q.F2 NE 1 AND Q.F3 NE 1 AND Q.F4 NE 1 AND Q.F5 NE 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F6. (Are you/Is your RELATIONSHIP) covered by some other type of health insurance?
For example, coverage for military personnel and their families, such as CHAMPUS,
TRICARE, CHAMP-VA and VA?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – COVERAGE=1 IF Q.F1=1 OR Q.F2=1 OR Q.F3=1 OR Q.F4 = 1 OR
Q.F5=1 OR Q.F6=1)

(P.N. – COVERAGE=2 IF Q.F1=2 AND Q.F2=2 AND Q.F3=2 AND Q.F4 = 2
Q.F5=2 AND Q.F6=2)

(ASK Q.F7 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/do"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/does"

F7. According to the information you have provided, (you/ your RELATIONSHIP) (do/does) not have ANY health insurance now. Is that correct?
(IF NEEDED: Again, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs and the UCP program, the Free Care Pool or the Health Safety Net.)

- 1 Yes, have no health insurance
- 2 No, have health insurance
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – RECODE COVERAGE=1 IF Q.F7=2)

(ASK Q.F8 IF Q.F7 = 2; ELSE GO TO INSTRUCTION ABOVE Q.F8a)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP/"

F8. What kind of insurance coverage (do/does) (you/ your RELATIONSHIP) have?
(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F8a IF Q.F6 = 1 OR Q.F7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF "MARRIED=1" INSERT "(your/ your RELATIONSHIP's) spouse's or partner's name"

IF Q.D1 = <26 OR Q.D1a = 1 INSERT "(your/ your RELATIONSHIP's) parent's name"

F8a. Is the health insurance plan in (your/ your RELATIONSHIP's) name, ((your/ your RELATIONSHIP's) spouse or partner name), ((your/ your RELATIONSHIP's) parent's name) or someone else's name?

(ENTER ALL THAT APPLY)

(DISPLAY CODES 2 AND 3 ONLY IF "MARRIED=1" OR (Q.D1<26 OR Q.D1a = 1)

- 1 Own name
- 2 Spouse/partner's name
- 3 Parent's name
- 4 Someone else's name
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F8b IF (Q.F8 = 01 AND "FAMILY=1") OR (Q.F8a = 1 AND "FAMILY=1"))

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8b. Who is covered by that health insurance plan? Is it...?

(READ LIST. ENTER ONE ONLY)

- 1 Only (you/ your RELATIONSHIP) or
- 2 (You/ Your RELATIONSHIP) and other family members
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F8c IF Q.F7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F8c. How long have (you/your RELATIONSHIP) had that insurance coverage?

(READ LIST. ENTER ONE ONLY)

- 1 Less than 3 months
- 2 3 to 6 months
- 3 7 to 12 months
- 4 More than 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F9 IF COVERAGE = 1 AND Q.F1b NE 4 AND Q.F2a NE 4 AND Q.F3b NE 4 AND Q.F4b NE 4 AND Q.F5b NE 4 AND Q.F8c NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F9. During the past 12 months, did (you/ your RELATIONSHIP) have health insurance ALL the time, or was there a time during the year that (you/ your RELATIONSHIP) DID NOT have any health coverage?

- 1 Insured all the time
- 2 Had a time without insurance
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F9a IF Q.F9=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

F9a. How many months has it been since (you/your RELATIONSHIP) had a period where (you were/(he/she)was) WITHOUT insurance coverage?

- _____ Months (1-12)
- D (DO NOT READ) Don't know
 - R (DO NOT READ) Refused

(ASK Q.F9b IF Q.F9=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

F9b. What was the MAIN reason that (you are /your RELATIONSHIP is) obtained health insurance coverage at that time?

(DO NOT READ LIST. ENTER ONE ONLY)
(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 09 Became eligible for coverage
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F10 IF COVERAGE=2 OR Q.F9 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10. How many months were (you/ your RELATIONSHIP) uninsured in the past 12 months? Count a month as uninsured if (you/ your RELATIONSHIP) were uninsured for even one day in the month.

_____ MONTHS UNINSURED (Range = 1-12)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

F10A, F10B, F10C DELETED 2010

(ASK IF Q.F10b IF COVERAGE=2 AND Q.F10<12)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F10b. How many months has it been since (you/your RELATIONSHIP) last had insurance coverage?

_____ Months

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F11 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F11. When (you/ your RELATIONSHIP) last had health insurance coverage, what kind of insurance coverage did (you/ your RELATIONSHIP) have?

(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union (including COBRA)
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- 00 (DO NOT READ) Never had insurance
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F11d IF COVERAGE=2 AND Q.F11 = 1-7, D, R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F11d. What is the MAIN reason that (you are /your RELATIONSHIP is) no longer covered by that insurance?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 08 Costs too much
- 09 Became eligible for other coverage
- 10 Became ineligible for coverage
- 97 Other
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.F11a IF COVERAGE=1 AND Q.F1b NE 4 AND Q.F2a NE 4 AND Q.F3b NE 4 AND Q.F4b NE 4 AND Q.F5b NE 4 AND Q.F8c NE 4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/have/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/has/his/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/has/her/she"

F11a. Earlier you told me that (you/your RELATIONSHIP) (have/has) had (your/his/her) current insurance coverage for less than a year. Did (you/he/she) have any insurance coverage just before that or were (you/he/she) uninsured before (you/he/she) obtained (your/his/her) current insurance coverage? (IF NEEDED: By just before I mean in the month before you started your current health insurance coverage.)

- 1 Yes, had coverage just before
- 2 No, uninsured just before
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F11b IF Q.F11a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/her"

F11b. What kind of insurance coverage did (you/your RELATIONSHIP) have just before (your/his/her) current coverage?

(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union (including COBRA)
- 02 Insurance through Commonwealth Choice from the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, Commonwealth Care Health Insurance Plan (CHIP) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

F11C DELETED 2010

(ASK Q.F11c IF Q.F11a = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

F11c. What was the MAIN reason (you/your RELATIONSHIP) changed insurance plans at that time?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Lost job or working less hours
- 02 Got a job or working more hours
- 03 Changed jobs
- 04 Got married
- 05 Got divorced
- 06 Had a child
- 07 Got sick or injured
- 08 Costs too much
- 09 Became eligible for other coverage
- 10 Became ineligible for coverage
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F10a. At any time in the past 12 months, (have you/has your RELATIONSHIP) received care under the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Safety Net?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.F12 IF COVERAGE=1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you/you”

IF INTERVIEWING “A PROXY” INSERT “your RELATIONSHIP/he/she/his/her

F12. Thinking about the future, how confident (are you/is your RELATIONSHIP) that (you/he/she) will be able to keep (your/(his/her))current health insurance coverage in the coming year? (Are you/is(he/she) very confident, somewhat confident, not too confident, or not confident at all?

- 1 Very confident
- 2 Somewhat confident
- 3 Not too confident
- 4 Not confident at all
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

Section G: CHARACTERISTICS OF CURRENT COVERAGE

(ASK Q.G1 IF COVERAGE=1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your/you are”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s /your RELATIONSHIP is”

G1. Now I’d like to ask you a few questions about (your/ your RELATIONSHIP’s) current health insurance coverage. Is there a “network” or list of doctors, hospitals and other medical providers that (you are / your RELATIONSHIP is) encouraged to use? (IF NECESSARY: A “network” is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

- 1 Yes
- 2 No
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK Q.G2 IF Q.G1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G2. Under (your/ your RELATIONSHIP's) current health insurance coverage, if (you/ your RELATIONSHIP) see a doctor who is not part of (your/ his/her) health plan's network, does (your/his/her) health plan pay for any of those costs?

(IF NECESSARY: A "network" is a group of providers, such as physicians, hospitals, and pharmacies, who contract with a health plan to provide health care services to members of that health plan.)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G3 IF COVERAGE = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G3. Under (your/your RELATIONSHIP's) current health insurance coverage, (do/does) (you/ your RELATIONSHIP) need to get a referral from a primary care physician, sometimes called a PCP or a personal physician, in order to see a specialist?

(IF NECESSARY: Specialists are doctors like a surgeon, heart doctor, allergy doctor, skin doctor and others who specialize in one area of health care. Do not include visits for mental health care or counseling)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

ASK Q.G3a if COVERAGE=1

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G3a. Sometimes health plans encourage the use of lower cost providers by charging lower co-payments, lower co-insurance, or a lower deductible for those providers. This is sometimes called a "tiered [TEAR-ed] network".

Does (your/your RELATIONSHIP'S) health plan charge (you/him/her) lower co-payments, lower co-insurance, or a lower deductible when (you/he/she) use(s) (INSERT)?

(INTERVIEWER NOTE: READ STEM ONLY FOR 2ND ITEM)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. Doctors who provide care at lower cost
- b. Hospitals that provide care at lower costs

(ASK Q.G3b IF Q.G3aa==1 OR Q.G3ab==1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "Does your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "Does your RELATIONSHIP/her"

G3b. (Do you/Does your RELATIONSHIP) know how to get information about which providers would qualify for the lower co-payments, lower co-insurance, or lower deductible in your health plan?

(IF NEEDED: For example, information from (your/his/her) health plan or doctor)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G3c IF Q.G3b=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Have you"

IF INTERVIEWING "A PROXY" INSERT, "Has your RELATIONSHIP"

G3c. (Have you/Has your RELATIONSHIP) used that information in choosing a doctor or a hospital?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G4 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP's /has"

G4. Does (your/ your RELATIONSHIP's) current health coverage have an annual deductible for medical care? A deductible is the amount (you/ your RELATIONSHIP) (have/has) to pay before the insurance plan will start paying (your/ your RELATIONSHIP's) medical bills.

IF NEEDED: The deductible is different from a co-pay. A co-pay is the payment for a doctor visit or other medical service and a deductible is the amount you pay before your insurance plan will start paying (your/his/her) medical bills.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.G4 = 2, D, OR R, GO TO Q.G10

(ASK Q.G5 IF G4 = 1 AND [D2 = 1, 4, OR 6] OR D3 = 1)

G5. Is there a separate annual deductible for each family member covered?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Qs.G6, G7a AND G7b DELETED 2012

(ASK Q.G8 IF Q.G4 = 1)

IF Q.G1 = 1, INSERT “within you plan’s network”

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP”

IF Q.G5 = 1, INSERT “per person”

G8. For my next question, I’d like you to focus on the annual deductible that applies to physician and hospital care (within (your/your RELATIONSHIP) plan’s network). How much is the annual deductible (per person) under (your/ your RELATIONSHIP’s) current health insurance coverage?

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST AMOUNT AND GO TO G9; OTHERWISE ENTER DD OR RR AND GO TO Q.8a

_____ AMOUNT (\$1-\$9,999)

LL \$10,000 or more

DD (DO NOT READ) Don’t know

RR (DO NOT READ) Refused

(ASK Q.G8a IF Q.G8 = DD OR RR)

G8a. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

1 Less than \$100

2 \$100 to under \$500

3 \$500 to under \$1,000

4 \$1,000 to under \$2,000

5 \$2,000 to under \$3,000

6 \$3,000 to under \$5,000

7 \$5000 to under \$10,000

8 \$10,000 or more

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(ASK Q.G9 IF Q.G8 = 1000+ OR Q.G8a = 4-8)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G9. Special Health Savings Accounts or HSAs are accounts that are devoted solely to health expenses and used with a high deductible health insurance policy. They can also be used to supplement retirement if you are healthy because the money can stay in the account and grow with tax advantages. (Do/Does) (you/ your RELATIONSHIP) have a Health Savings Account?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G10 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/do you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's /does your RELATIONSHIP"

G10. Now I'd like to ask about the premiums under (your/ your RELATIONSHIP's) current health insurance coverage. (Do you/Does your RELATIONSHIP) pay any premiums for your health insurance? This includes money deducted from a paycheck as well as money (you/your relationship) pay(s) directly to an insurance company.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G10a IF Q.G10 = 1 AND "FAMILY=1")

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP"

G10a. (Do you/Does your RELATIONSHIP) pay premiums for individual coverage or family coverage?

(INTERVIEWER NOTE: IF RESPONDENT SAYS "Employee plus one", CODE AS 2)

1 Individual

2 Family

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.G11 IF Q.G10 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

G11. How often do (you/ your RELATIONSHIP) make premium payments?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

01 Once a week

02 Every two weeks

03 Twice a month

04 Once a month

05 Once every three months (QUARTERLY)

06 Once every six months (TWICE A YEAR; BIANNUALLY; SEMIANNUALLY)

07 Once a year

97 (DO NOT READ) SOME OTHER TIMING

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.G11a IF Q.G11 = ANY OF 01-97)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does she"

IF Q.G11 = 97, INSERT "when you make EACH payment"

G11a. About how much (do you/does he/does she) pay (INSERT RESPONSE FROM Q.G11/when you make EACH payment) in premiums, including any amount deducted from a paycheck?

IF NEEDED: This is the premium you pay for the whole plan, even if it covers other family members.

PROBE: Your best estimate is fine.

INTERVIEWER: IF RESPONDENT GIVES RANGE, RECORD LOWEST AMOUNT AND GO TO G12; OTHERWISE ENTER DD OR RR AND GO TO Q.11b

_____ AMOUNT (\$1-100K)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.G11a1 IF Q.G11a = DD OR RR)

G11a1. Would you say it is...?

(READ LIST. ENTER ONE ONLY)

(P.N. - \$ AMOUNT TO BE FILLED IN BASED ON TIME PERIOD FROM Q.G11
(CODES 01-07))

- 01 Less than (INSERT AMT1)
- 02 (INSERT AMT1) to under (INSERT AMT2)
- 03 (INSERT AMT2) to under (INSERT AMT3)
- 04 (INSERT AMT3) to under (INSERT AMT4)
- 05 (INSERT AMT4) to under (INSERT AMT5)
- 06 (INSERT AMT5) to under (INSERT AMT6)
- 07 (INSERT AMT6) to under (INSERT AMT7)
- 08 (INSERT AMT7) to under (INSERT AMT8)
- 09 (INSERT AMT8) to under (INSERT AMT9)
- 10 (INSERT AMT9) to under (INSERT AMT10)
- 11 (INSERT AMT10) or more
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

FILLS FOR PREMIUM PAYMENTS							
	G11=01 Week	G11=02 Two weeks	G11=03 Twice per month	G11=04 Month	G11=05 Three month	G11=06 Six months	G11=07 Year
AMT1	10	20	20	40	125	250	500
AMT2	30	60	65	125	375	750	1500
AMT3	60	115	125	250	750	1500	3000
AMT4	90	175	190	375	1125	2250	4500
AMT5	115	230	250	500	1500	3000	6000
AMT6	155	310	335	670	2000	4000	8000
AMT7	190	385	420	835	2500	5000	10000
AMT8	230	460	500	1000	3000	6000	12000
AMT9	290	580	625	1250	3750	7500	15000
AMT10	385	770	835	1670	5000	10000	20000

(ASK Q.G11a2 IF Q.G10 = 1 AND (Q.F1 = 1 OR Q.F4 = 1 OR Q.F5 = 1 OR Q.F8 = 1, 2 OR 3)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT, "Does your RELATIONSHIP"

G11a2. (Do you/Does your RELATIONSHIP) pay that premium under a Section 125 plan or "cafeteria" plan? Under a Section 125 plan, employers can allow their employees to pay health insurance premiums on a pre-tax basis.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Q.G12 AND Q.G12a DELETED 2011

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP"

G13. Health care flexible spending accounts let you have money deducted from your paycheck to pay for out-of-pocket medical costs. (Do you/Does your RELATIONSHIP) have a health care flexible spending account?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

Q.G14 AND Q.G14b1 DELETED 2011

(ASK Q.G15 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1, INSERT, "his/your RELATIONSHIP's /your RELATIONSHIP"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2, INSERT, "her/your RELATIONSHIP's /your RELATIONSHIP"

G15. The next questions ask about (your/his/her) rating of (your/his/her) current health insurance coverage on several different factors. How would (you/ your RELATIONSHIP) rate the range of services available under (your/ his/her) current health insurance coverage? Would (you/ your RELATIONSHIP) say excellent, very good, good, fair or poor?

(ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G16 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP/his/her"

G16. How would (you/ your RELATIONSHIP) rate the CHOICE of doctors and other providers available under (your/his/her) current health insurance coverage?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G16a IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her"

G16a. How would (you/your RELATIONSHIP) rate the LOCATION of the doctors and other providers available under (your/ (his/her)) current health insurance coverage?
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G16b IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her/he needs/she needs/his/her"

G16b. How would (you/your RELATIONSHIP) rate (your/(his/her)) ability to get the SPECIALIST care (you need/(he/she) needs) under (your/ (his/her)) current health insurance coverage?
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G16c IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her"

G16c. Health insurance can provide protection from high medical bills when people have a serious illness or injury. How would (you/your RELATIONSHIP) rate the protection against high medical bills provided by (your/(his/her)) current health insurance coverage?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G17 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP"

G17. How would (you/your RELATIONSHIP) rate the QUALITY of care available under (your/his/her) current health insurance coverage?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- 7 (DO NOT READ) DID NOT RECEIVE CARE
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

G18, G18A, G18B DELETED 2010

(ASK Q.G19 IF COVERAGE=1)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/your/you were"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP has/he/him/he was"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP has/she/her/she was"

G19. I'm going to read you a list of problems some people experience with their health insurance coverage. Please tell me if (you have/your RELATIONSHIP has) had these problems with (your/his/her) health insurance coverage in the past 12 months.

(INSERT ITEM). Has this happened to (you/him/her)?

- 1 Yes, happened in the past 12 months
- 2 No, has not happened in the past 12 months
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. (You/He/She) had expensive medical bills for services NOT covered by (your/his/her) health insurance
- b. A doctor charged (you/him/her) a lot more than (your/his/her) health insurance would pay and (you/him/her) had to pay the difference
- c. A doctor's office told (you/him/her) they do not accept (your/his/her) health insurance
- d. (You/He/She) had to contact (your/his/her) health insurance company because they did not pay a bill promptly or denied payment
- e. DELETED

(ASK Q.G20 IF COVERAGE=1)

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/she"

G20. The last time (you/your RELATIONSHIP) enrolled in a health plan, did (you/he/she) have a choice from among more than one health plan?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK ITEM a IF Q.G20 = 1)

(ASK ITEM b IF Q.20 = 1 AND [Q.G3a ITEMS a & b = 2, D, OR R)

G21. Thinking about the different health plans that (you/your RELATIONSHIP) could choose between. Were any of those (INSERT)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. A plan that has a smaller network of doctors or hospitals available to enrollees as a way to keep premiums lower? This is sometimes called a "limited network" plan
- b. A plan that has a larger network of doctors or hospitals available to enrollees but encourages the use of lower-cost providers by charging enrollees lower co-payments, lower co-insurance, or lower deductibles for those providers? This is sometimes called a "tiered [TEAR-ed] network"

Section H: HEALTH STATUS

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

H1. Now I'd like to ask you a few questions about (your/your RELATIONSHIP's) health. In general, would (you/ your RELATIONSHIP) say (your/(his/her)) health is....? (READ LIST. ENTER ONE ONLY)

1 Excellent

2 Very good

3 Good

4 Fair, or

5 Poor

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "is your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "is your RELATIONSHIP /she"

H2. (Are you/ Is your RELATIONSHIP) limited in the kind or amount of work that (you/he/she) can do because of a physical, mental, or emotional problem?

- 1 Yes, limited in work
- 2 No, not limited in work
- 3 (DO NOT READ) UNABLE TO WORK
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H3. (Have you/Has your RELATIONSHIP) EVER been told by a doctor or other health professional that (you/he/she) (have/has) (INSERT 1ST ITEM)?
How about (INSERT NEXT ITEM)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. hypertension or high blood pressure
- b. heart disease or congestive heart failure
- c. diabetes or sugar diabetes
- d. asthma

H4 DELETED 2010

(ASK Q.H5 IF Q.H3a-d = 1 TO ANY AND Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

IF Q.C3a = 1 INSERT "was/visit"

IF Q.C3a = 2-4 INSERT "were any of/visits"

IF Q.H3a-d = 1 TO ONLY 1 ITEM, INSERT THAT ITEM

IF Q.H3a-d = 1 TO MORE THAN 1 ITEM, INSERT "any of the problems we just talked about? That is, because of ITEMS"

H5. Earlier you told me (you/ your RELATIONSHIP) had received care in a hospital emergency room in the past 12 months. (Was/Were any of (your/ your RELATIONSHIP's) emergency room (visit/visits) in the past 12 months because of (ITEM FROM Q.H3/any of the problems we just talked about? That is, because of (INSERT Q.H3 ITEMS))?)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H6. Beyond the health problems and conditions we've already talked about, (have you/has your RELATIONSHIP) EVER been told by a doctor or other health professional that (you/he/she) ((have/has) any other chronic or long-term health conditions or health problems?

IF NEEDED: This could include, for example, arthritis, cancer, depression, migraines or osteoporosis among many other conditions.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.H7 IF Q.A4 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT, "was she"

H7. (Were you/Was she) pregnant at any time in the past 12 months?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section I: DEMOGRAPHICS AND INCOME

My next questions are to help us describe the people who took part in our study.

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I1. What is the highest level of school (you/ your RELATIONSHIP) have completed or the highest degree (you/ your RELATIONSHIP) have received?
(DO NOT READ. ENTER ONE ONLY)

- 1 Less than high school (grades 1-11, grade 12 but no diploma)
- 2 High school graduate or equivalent (e.g. GED)
- 3 Some college but no degree (incl. 2 year occupational, vocational, trade school)
- 4 Associates Degree (not occupation or vocational programs)
- 5 College graduate (e.g. BA, AB, BS)
- 6 Postgraduate (e.g. MA, MS, MEng, Med, MSW, MBA, MD, DDs, PhD, JD, LLB, DVM)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I2. (Are you/Is your RELATIONSHIP) of Latino or Hispanic descent, such as Mexican, Puerto Rican, Cuban or some other Latin American background?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your
RELATIONSHIP /himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does your
RELATIONSHIP /herself"

I3. (Do you/Does your RELATIONSHIP) consider (yourself/(himself/herself)) white, black
or African American, Asian or Pacific Islander, some other race or mixed race?

- 1 White
- 2 Black or African American
- 3 Asian or Pacific Islander
- 4 Some other race (SPECIFY) _____
- 5 Mixed race (SPECIFY) _____
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I4. (Are you/Is your RELATIONSHIP) currently working for pay or self-employed?

- 1 Yes, working or self-employed
- 2 No, not working
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.I4=2, D, OR R AND COVERAGE=2 GO TO Q.I17

IF Q.I4=2, D, OR R AND COVERAGE=1 GO TO Q.I19b1

(ASK Q.I5 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I5. (Are you/Is your RELATIONSHIP) working at one job or more than one job?

- 1 One job
- 2 More than one job
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I6 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP's/he/has your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP's/she/has your RELATIONSHIP /her"

IF Q.I5 = 2, INSERT "I'd like you to answer the next questions about (your/ your
RELATIONSHIP's) main job, that is, the job in which (you/he/she) currently works the
most hours"

I6. (I'd like you to answer the next questions about (your/ your RELATIONSHIP's) main
job, that is, the job in which (you/he/she) currently works the most hours.) How long
(have you/has your RELATIONSHIP) been working at (your/(his/her)) job?
(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 6 months
- 2 6 months to less than 12 months
- 3 1 year to less than 2 years
- 4 2 years to less than 5 years
- 5 5 years or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I7 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/are you/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "his/is your
RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "her/is your
RELATIONSHIP /she"

IF Q.I5 = 2, INSERT "Thinking about (your/his/her) main job"

I7. (Thinking about (your/(his/her) main job,) (Are you/Is your RELATIONSHIP) self-
employed, or do (you/he/she) work for someone else?

IF NEEDED: By self-employed we mean (do/does) (you/he/she) work for profit,
fees or salary in (your/his/her) own business, shop or farm.

- 1 Self-employed
- 2 Worked for employer
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I8 IF Q.I7 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP/your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP/your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I8. Including (you/your RELATIONSHIP), about how many people work for (your/ your
RELATIONSHIP's) (main) employer? Include both part-time and full-time workers at
all locations and worksites.

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most
hours.

PROBE: Your best guess is fine.

(READ ONLY IF NECESSARY. ENTER ONE ONLY)

1 1 (Self-employed with no employees)

2 2 to 10

3 11 to 25

4 26 to 50

5 51 to 100

6 101 to 500

7 501 to 1,000

8 1,001 or more

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.I8a IF Q.I8 = D OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

IF Q.I5 = 2, INSERT "main"

I8a. Can you tell me whether or not more than 50 people are working for (your/ your
RELATIONSHIP's) (main) employer ?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.I9 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/does your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your
RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /
your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I9. About how many hours per week (do you/ does your RELATIONSHIP) typically work
at (your/ your RELATIONSHIP's) (main) job?

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most
hours.

PROBE: Your best guess is fine.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 20 hours
- 2 20 hours to less than 35 hours
- 3 35 hours or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO Q.I11)

(ASK Q.I10 IF Q.I4 = 1 AND Q.I7 = 2 AND F1a=2,D,R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP's/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP's/her"

IF Q.I5 = 2, INSERT "main"

I10. At (your/ your RELATIONSHIP's) (main) job, does (your/his/her) employer offer
health insurance coverage to ANY of its employees?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I11 IF (Q.F1a = 1 OR IF Q.I10 = 1) AND QNI7(2) ELSE GO TO Q.I19b1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

I11. Does (your/ your RELATIONSHIP's) employer pay any of the premium for its health insurance plan for its employees?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(IF Q.F1a = 1, GO TO CHECK FOR Q.I19b1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP / your RELATIONSHIP's/she"

I12. Could (you/ your RELATIONSHIP) be covered by (your/ your RELATIONSHIP's) employer's health insurance plan if (you\he\she) wanted to be?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.I13a IF Q.I12 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are/your"

IF INTERVIEWING "A PROXY" INSERT, "ADULT is/ your RELATIONSHIP's"

I13a. What is the MAIN reason (you are/ your RELATIONSHIP is) not covered by (your/ your RELATIONSHIP's) employer's health insurance plan?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

01 Costs too much

02 Don't need/don't get sick

03 Enrollment only possible at certain times

04 Benefit package doesn't meet needs

05 Traded insurance for another benefit or higher pay

06 Have other coverage

07 Haven't worked there long enough

08 Job category doesn't qualify

09 Don't work enough hours/weeks

10 Have pre-existing condition

97 Other (SPECIFY) _____

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.I13b IF Q.I12 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

I13b. What is the MAIN reason (you/ your RELATIONSHIP) cannot be covered by (your/ your RELATIONSHIP's) employer's health insurance plan?

(DO NOT READ LIST. ENTER ONE ONLY)

(MAY READ RESPONSE BACK TO RESPONDENT TO CONFIRM)

- 01 Costs too much
- 02 Don't need/don't get sick
- 03 Enrollment only possible at certain times
- 04 Benefit package doesn't meet needs
- 05 Traded insurance for another benefit or higher pay
- 06 Have other coverage
- 07 Haven't worked there long enough
- 08 Job category doesn't qualify
- 09 Don't work enough hours/weeks
- 10 Have pre-existing condition
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(ASK Q.I14 IF "FAMILY=1" AND Q.F1c = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP's/his/ your RELATIONSHIP"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP's/her/ your RELATIONSHIP"

I14. Could (your/ your RELATIONSHIP's) family be covered by (your/his/her) employer's health insurance plan if (you\ your RELATIONSHIP) wanted them to be?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I15, I16 DELETED 2010

(ASK Q.I17 IF COVERAGE = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I17. What is the MAIN reason (you do/ your RELATIONSHIP does) not have health insurance coverage? Is it because it costs too much, because you don't need insurance, or for some other reason?

1 It costs too much

2 (You/your relationship) don't need insurance or don't get sick

3 Something else (SPECIFY)

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

I18, I18A, I19, I19A, I19B DELETED 2010

I19b1, I19b2, I19b3, I19c, I19d, DELETED 2012

I19E DELETED 2010

I20 THRU Q.I23 DELETED 2012

I24. Now I have a few questions to find out whether people can afford the health care they need.

(IF “MARRIED=1” AND “PARENT = 1”, READ:)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your/you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP’s/
your RELATIONSHIP /his”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP’s/
your RELATIONSHIP /her”

I’m interested in (your/ your RELATIONSHIP’s) family income, that is (your/ your RELATIONSHIP’s) income PLUS the income of (your/his/her) immediate family. By immediate family I mean your/(his/her)) spouse and the children or stepchildren under 19 who are living with (you/ your RELATIONSHIP). For these questions, I’d like you to think back to 2012. During 2012, did (you/ your RELATIONSHIP) or any of (your/his/her) family members receive any income from wages or salary?

(IF “MARRIED=1” AND “PARENT=0”, READ:)

I’m interested in (your/ your RELATIONSHIP’s) family income, that is (your/ your RELATIONSHIP’s) income PLUS the income of (your/his/her) spouse. For these questions, I’d like you to think back to 2012. During 2012, did (you/ your RELATIONSHIP) or any of (your/his/her) family members receive any income from wages or salary?

(IF “MARRIED=0” AND “PARENT=1”, READ:)

I’m interested in (your/ADULT’s) family income, that is (your/ your RELATIONSHIP’s) income PLUS the income of the children or stepchildren under 19 who are living with (you/ your RELATIONSHIP). For these questions, I’d like you to think back to 2012. During 2012, did (you/ your RELATIONSHIP) or any of (your/(his/her)) family members receive any income from wages or salary?

(IF “MARRIED=0” AND “PARENT=0”, READ:)

For these questions, I’d like you to think back to 2012. During 2012, did (you/ your RELATIONSHIP) receive any income from wages or salary?

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(SCRAMBLE A-B, ASK C LAST)

(IF ITEM b = 1 AND "FAMILY=1", IMMEDIATELY ASK Q.I25b1 BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

IF "FAMILY=1" INSERT "or any of (your/his/her) family members"

I25. During 2012, did (you/ your RELATIONSHIP) (or any of (your his/her) family members) receive (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. Any dividend income or any interest income from savings accounts, bonds, money market accounts, or similar types of investments
- b. Supplemental Security Income or SSI
- c. Income from any other sources? This could include income from self-employment, alimony, child support, unemployment compensation, worker's compensation or veteran's payments, Social Security or pensions, or contributions from friends or other family members, for example

(ASK Q.I25b1 IF "FAMILY=1" AND Q.I25b = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I25b1. Who in the family received that?

(ENTER ALL THAT APPLY)

1 You/ your RELATIONSHIP

2 Spouse

3 Child

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(P.N. – HOUSEHOLD SIZE CRITERIA IS DEFINED AS:
IF MARRIED DEFINE AS # OF CHILDREN IN HH + 2
IF NOT MARRIED DEFINE AS # OF CHILDREN IN HH + 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you/your”
IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP / your
RELATIONSHIP’s”
IF “FAMILY=1”, INSERT “and (your/ your RELATIONSHIP’s) immediate
family/families”

I26. Thinking about all the different sources of income (you/ your RELATIONSHIP) (and
(your/ your RELATIONSHIP’s) immediate family) received in 2012, what was the
combined total income from all sources before taxes and other deductions? Was it
under (INSERT AMT3 FOR FAMILY SIZE) or was it (INSERT AMT3 FOR
FAMILY SIZE) or more?

PROBE: Your best estimate is fine.

- 1 Under (INSERT AMT3)
- 2 (INSERT AMT3) or more
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK Q.I26b IF Q.I26 = 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”
IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”
IF “FAMILY=1”, INSERT “family”

I26b. Now, just stop me when I get to the right category. Was (your/ your
RELATIONSHIP’S) total (family) income ...?

IF NEEDED: The computer gives me different income values for the question
depending on the size of your family.

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 Less than (INSERT AMT1)
- 2 (INSERT AMT1) to (INSERT AMT1A)
- 3 (INSERT AMT1A) to under (INSERT AMT1B)
- 4 (INSERT AMT1B) to under (INSERT AMT2)
- 5 (INSERT AMT 2) to under (INSERT AMT3)
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

NOW GO TO Q.I26d

(ASK Q.I26c IF Q.I26 = 2)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’S”

IF “FAMILY=1”, INSERT “family”

I26c. Now, just stop me when I get to the right category. Was (your/ your RELATIONSHIP’S) total (family) income ...?

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

1 (INSERT AMT3) to under (INSERT AMT4)

2 (INSERT AMT4) to under (INSERT AMT5)

3 (INSERT AMT5) to under (INSERT AMT6)

4 (INSERT AMT6) or more

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

2012 Poverty Guidelines, rounded up to nearest thousand								
	100%	139%	150%	200%	300%	400%	500%	600%
FAMSIZE	AMT1	AMT1A	AMT1B	AMT2	AMT3	AMT4	AMT5	AMT6
1	12000	16000	17000	23000	34000	45000	56000	68000
2	16000	21000	23000	31000	46000	61000	76000	91000
3	20000	27000	29000	39000	58000	77000	96000	115000
4	24000	32000	35000	47000	70000	93000	116000	139000
5	28000	38000	41000	55000	82000	109000	136000	163000
6	31000	43000	47000	62000	93000	124000	155000	186000
7	35000	49000	53000	70000	105000	140000	175000	210000
8	39000	54000	59000	78000	117000	156000	195000	234000
9	43000	60000	65000	86000	129000	172000	215000	258000
10	47000	65000	71000	94000	141000	188000	235000	281000
11	51000	71000	77000	102000	153000	204000	254000	305000
12	55000	76000	83000	110000	165000	219000	274000	329000
13	59000	81000	89000	118000	177000	235000	294000	353000
14	63000	87000	94000	126000	188000	251000	314000	376000
15	67000	92000	100000	134000	200000	267000	334000	400000
16	71000	98000	106000	142000	212000	283000	353000	424000
17	75000	103000	112000	150000	224000	299000	373000	448000

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/his/her"

I26d. Thinking back to earlier this year, did (you/your RELATIONSHIP) pay a penalty in (your/his/her) taxes in 2013 for not having insurance coverage in 2012?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

I17 DELETED 2010

Q.I28 DELETED 2011

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I29. Were (you/ your RELATIONSHIP) born in the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I29a IF Q.I29 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

I29a. How long have (you/your RELATIONSHIP) lived in the US?

- _____ # YEARS
- LL Less than 1 year
 - DD (DO NOT READ) Don't know
 - RR (DO NOT READ) Refused

(ASK Q.I29b IF Q.I29 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT, "Does your RELATIONSHIP"

I29b. (Do you/Does your RELATIONSHIP) speak a language other than English at home?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I29c IF Q.I29b = 1)
I29c. What is that language?
(DO NOT READ)

- 1 Spanish
- 2 Portuguese
- 7 Something else
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I30 IF Q.I29 = 2, D, OR R)
IF INTERVIEWING "SELECTED RESPONDENT" INSERT " are you"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"
I30. (Are you/Is your RELATIONSHIP) a citizen of the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I30a IF Q.I30 = 2)
IF INTERVIEWING "SELECTED RESPONDENT" INSERT " were you"
IF INTERVIEWING "A PROXY" INSERT, "was your RELATIONSHIP"
I30a. In what country (were you/was your RELATIONSHIP) born? (DO NOT READ)
CHOICE SET IS BASED ON TOP 10 COUNTRIES FOR MA IN CPS—

- 01 Brazil
- 02 Canada
- 03 China
- 04 Columbia
- 05 Dominican Republic
- 06 El Salvador
- 07 Honduras
- 08 India
- 09 Japan
- 10 Vietnam
- 97 Other (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

Section J: TELEPHONES & ADDRESS FOR INCENTIVE PAYMENT

(ASK FOR CELL PHONE SAMPLE)

JHH3a. Including yourself, how many adults age 19 or older are there in your household?

_____ (1-7)

08 8 or more

RR (DO NOT READ) Refused

(ASK FOR CELL PHONE SAMPLE)

JHH3b. How many of those adults are over the age of 64?

_____ (0-7)

08 8 or more

RR (DO NOT READ) Refused

(ASK EVERYONE)

J1. Is the telephone number I reached you on a cell phone number or a regular landline number? Landline numbers are for phones that plug into outlets in the walls of your home.

1 Cell phone number

2 Regular landline number

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.J2 IF Q.J1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/her"

J2. How many regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached (you/him/her) on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE
DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.J3 IF Q.J1 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 1, "your
RELATIONSHIP/his/him"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 2, "your
RELATIONSHIP/her/her"

J3. Besides the telephone number I reached you on, how many other regular, landline
telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home
that I could have reached (you/him/her) on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE
DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

J2, J3, J3B DELETED 2010

Q.J3a DELETED 2012

(ASK Q.J4 IF Q.J1=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT "Does your RELATIONSHIP"

J4. (Do you/Does your RELATIONSHIP) currently have a working cell phone?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.J4a IF J4=2 AND HH4>1 OR JHH3a>1)

J4a. Do any other ADULT members of your household currently have a working cell phone?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

ASK Q.J5 IF Q.J4=1 OR Q.J1=1)

INSERT "or other adults in your household" IF HH3a = 2+ OR JHH3a = 2+

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/do you/your"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/does your RELATIONSHIP/his/her"

J5. For this question, I'd like you to think about all the working cell phones that (you/your RELATIONSHIP) (and the other ADULTS in (your/his/her) household) have. How many working cell phones (do you/does your RELATIONSHIP) (and the other ADULTS in (your/his/her) household) have?

(INTERVIEWER NOTE: 1 ADULT WITH 1 WORKING CELL + 1 OTHER ADULT WITH 2 WORKING CELLS = 3 CELL PHONES)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

Q.J6 DELETED 2012

ZIP2. And could you please tell me your zip code?

01 Response given _____

RR (DO NOT READ) Refused

(P.N. – IF ZIP CODE IS NOT IN LIST OR RR, PLEASE INCLUDE ZIP CODE CONFIRMATION FOR INTERVIEWER)

(ASK IF ZIP CODE NOT IN LIST OR RR)

ZIP2a. Are you currently living in Massachusetts?

1 Yes

GO TO HH3

2 No

THANK AND TERMINATE

R Refused

THANK & TERMINATE

(ASK EVERYONE)

J7. Those are all the questions I have. Now I just need your name and address to send the \$10 thank you check we have for you for completing our survey.

May I please have your name?
(VERIFY SPELLING)

1 Answer given (SPECIFY) _____
R (DO NOT READ) Refused

May I please have your address?
(VERIFY SPELLING)

1 Street: _____
2 City: _____
3 State: _____
4 Zip code: _____
R (DO NOT READ) Don't know

Thank you so much for your time and cooperation.

(ASK OF A RANDOM 50% OF NON-PROXY RESPONDENTS)

K1. We may follow-up with some survey participants to gather more in-depth information on their health care experiences in Massachusetts. Could we contact you again to ask a few more questions or to see if you would you be interested in being on a focus group panel on Massachusetts's health care system?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.K2 IF Q.K1=1)

K2. What would be the best way to reach you in the future?

(RECORD ALL INFORMATION ACCURATELY)

Name:

Phone number for recontact: -----

Email for recontact: _____

Thank you again. Have a pleasant day.

MASSACHUSETTS HEALTH REFORM SURVEY – 2015

CELL PHONE SCREENER

Hello, my name is _____. I'm calling from SSRS. This is NOT a sales call. We are offering a \$5 thank you for completing a survey about the Massachusetts health care system.

(IF RESPONDENT THINKS WE HAVE INCORRECTLY DIALED BECAUSE WE HAVE REACHED HER/HIM ON CELL PHONE, READ: We are including cell phone numbers in the survey so we can include the widest selection of people possible.)

(IF RESPONDENT IS GOING TO HANG UP: Before you hang up could you please just tell me if you are between the ages of 19-64 ((PAUSE FOR ANSWER) and if you live in Massachusetts; INTERVIEWER: IF NO TO AGE 19-64 AND/OR NOT LIVE IN MA, CODE AS TERMINATE; IF YES, CODE ACCORDINGLY)

CELL1. So that I can ask you the right questions, could you please tell me if you are less than age 19, between the ages of 19 and 64, or older than 64?

- | | | |
|---|------------------------------|---------------------|
| 1 | Less than 19 years (0 to 18) | THANK AND TERMINATE |
| 2 | 19 to 64 years | GO TO CELL2 |
| 3 | Older than 64 (65 or older) | THANK AND TERMINATE |
| R | Refused | |

CELL2. Are you currently living in Massachusetts?

- | | | |
|---|---------|---------------------|
| 1 | Yes | GO TO CELL3 |
| 2 | No | THANK AND TERMINATE |
| R | Refused | |

(IF CELL1 = R AND CELL2 = 1 OR R, RECORD AS REFQCELL1)

(IF CELL 1 = 2 AND CELL2 = R, RECORD AS REFQCELL2)

ZIP1. And could you please tell me your home zip code?

01 Response given _____

RR (DO NOT READ) Refused

(P.N. – IF ZIP CODE IS NOT IN LIST OR RR, PLEASE INCLUDE ZIP CODE
CONFIRMATION FOR INTERVIEWER)

CELL3. Before we continue, are you driving (OPTIONAL: and unable to complete the
survey)?

1 Continue, on cell phone and not driving

GO TO Q.A1

2 Respondent is driving/cannot continue

SET UP CALL BACK

R Refused

(IF CELL1, CELL2 AND CELL3 = RR, THANK & END. RECORD AS RQCELL3)

RDD HOUSEHOLD SCREENER

Hello, my name is _____. I'm calling from SSRS. This is NOT a sales call. We
are offering a \$5 thank you for completing a survey about the Massachusetts
health care system.

HH1. May I speak to an adult who lives in the household?

1 Continue with current respondent

2 New respondent comes to phone

3 New respondent not available

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.HH1 = 1 GO TO HH2

IF Q.HH1 = 2 REPEAT INTRO AND THEN GO TO Q.HH2

IF Q.HH1 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH1 = D OR R, THANK AND TERMINATE

HH2. Your participation is important in helping us understand how well the health care system is working in Massachusetts. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study. All of your answers are completely confidential. We're offering a \$5 thank you to each eligible household that completes the survey.

IF NEEDED: It should take less than 15 minutes.

IF NEEDED: We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

- 1 Yes (respondent will continue)
- 2 No (Not a good time for survey/callback)
- R Refused to continue

IF Q.HH2 = 1 GO TO Q.HH3

IF Q.HH2 = 2 SCHEDULE CALL BACK

IF Q.HH2 = R, THANK AND TERMINATE

(ASK AFTER 1st REFUSAL)

What reasons did the respondent give for not wanting to participate in this survey?

- 1 Not interested
- 2 Too busy
- 3 Bad time (dinner, family time, etc.)
- 4 I don't do surveys
- 5 Wanted more info about study or SSRS
- 6 Didn't like subject matter
- 7 Just hung up
- 8 Other reason (specify)

(PN: IN SPANISH AND PORTUGUESE INTERVIEWS, DO NOT SHOW HH3, SKIP TO HH3a)

(INTERVIEWER NOTE: ASK IF THINK RESPONDENT WOULD RATHER CONDUCT SURVEY IN SPANISH [I.E. – RESPONDENT HAS A HEAVY ACCENT])

HH3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English
- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

HH3a. How many adults age 19 or older live in your household? Please include yourself and all the adults who live with you. Please do NOT include anyone living somewhere else now, such as at school or away in the service.

_____ (0-7)
08 8 or more
RR (DO NOT READ) Refused

HH3b. How many adults age 65 or older live in your household?

_____ (0-7)
08 8 or more
RR (DO NOT READ) Refused

(P.N. – GENERATE RESPONSE OF Q.HH3a MINUS Q.HH3b INTO Q.HH4 WITHOUT ASKING Q.HH4)

HH4. How many adults between 19 and 64 live in your household?

_____ # ADULTS AGE 19-64
DD (DO NOT READ) Don't know
RR (DO NOT READ) Refused

IF Q.HH4 = 0 THANK AND TERMINATE

IF Q.HH4 = 1 GO TO Q.HH5

IF Q.HH4 > 1 GO TO Q.HH9a

IF Q.HH4 = DD OR RR ASK FOR NEW RESPONDENT

HH5. Are you that person who is between the ages of 19 and 64 or is it someone else?

- 1 Yes, it is that person
- 2 No, it is someone else
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH5 = 1 GO TO Q.A4

IF Q.HH5 = 2 GO TO Q.HH10

IF Q.HH5 = D OR R THANK AND TERMINATE

(Qs.HH6 THRU Q.HH9 DELETED 2012)

HH9a. How many of the adults between 19 and 64 are male?

_____ # ADULTS MALES AGE 19-64

NN (DO NOT READ) None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

Q.HH9b DELETED 2012

(ASK Q.HH10 IF (Q.HH4 = 1 AND Q.HH5 = 2))

HH10. May I speak to the adult between 19 and 64 who lives in your household?

- 1 New respondent comes to phone
- 2 New respondent not available
- 3 Respondent unable to come to the phone (disabled/unable to talk)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH10 = 1 GO TO Q.A1

IF Q.HH10 = 2 GET NAME AND SCHEDULE CALL BACK

IF Q.HH10 = 3 GO TO Q.A3a

IF Q.HH10 = D OR R, THANK AND TERMINATE

ASK QHH11 IF Q.HH4>1

IF HH9a=0, NN, DD, RR INSERT "ADULT"

IF HH9a=HH4 INSERT "ADULT"

IF HH4-HH9a>0 INSERT "MALE" 60% OF THE TIME AND "FEMALE" 40% OF THE TIME

HH11. May I speak to the (male/female/adult) between 19 and 64 in your household who has had the most recent birthday?

(P.N.: IF ONLY 1 MALE OR 1 FEMALE IN HH, READ):

May I speak to the (male/female) between 19 and 64 in your household?

(P.N.: IF MORE THAN 1 MALE OR MORE THAN 1 FEMALE IN HH RR, READ):

May I speak to the (male/female) between 19 and 64 in your household who has had the most recent birthday?

(INTERVIEWER NOTE: IF ONLY 1 MALE OR 1 FEMALE IN HH, PLEASE READ:

- 1 Continue with current respondent
- 2 New respondent comes to phone
- 3 New respondent not available
- 4 New respondent unable to come to phone
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.HH11 = 1 GO TO Q.A4

IF Q.HH11 = 2 GO TO Q.A1

IF Q.HH11 = 4, GO TO Q.A3a

IF Q.HH11 = 3 GET NAME AND SCHEDULE CALL BACK

IF Q.HH11 = D OR R, THANK AND TERMINATE

Q.HH12 & Q.HH13 DELETED 2012

Section A: INTRODUCTION

(ASK Q.A1 IF CELL PHONE SAMPLE AND NEW RESPONDENT OR Q.HH10 = 1 OR Q.HH11=2)

(IF CELL SAMPLE INSERT 'person', IF LL INSERT 'household')

A1. (IF NEW RESPONDENT IN HH10-HH11: Hello, my name is _____. I'm calling from SSRS. We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study. Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential. We're offering a \$5 thank you to each eligible (person/household) that completes the survey.

IF NEEDED: It should take less than 15 minutes.

IF NEEDED: We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

A1a. (IF CELL RESPONDENT AND NOT NEW RESPONDENT: We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your telephone number has been selected at random to be included in our study. Your participation is important in helping us understand how well the health care system is working in Massachusetts. All of your answers are completely confidential.

IF NEEDED: It should take less than 15 minutes.

IF NEEDED: We have a toll-free telephone line you can call if you have any questions about our study. The number is 1-800-633-1986.

(PN: IN SPANISH AND PORTUGUESE INTERVIEWS, DO NOT SHOW Q.A3, SKIP TO Q.A4)

(ASK Q.A3 IF CELL PHONE SAMPLE OR Q.HH10 = 1 OR Q.HH11=2)

(INTERVIEWER NOTE: ASK IF THINK RESPONDENT WOULD RATHER CONDUCT SURVEY IN SPANISH [I.E. – RESPONDENT HAS A HEAVY ACCENT])

A3. We're giving people a choice of being interviewed in English or Spanish. Would you like to continue in English, or would you rather be interviewed in Spanish?

- 1 English
- 2 Spanish
- 3 Doesn't matter/No preference
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF Q.A3 = 2 GO TO INSTRUCTION ABOVE Q.A3a IN SPANISH INTERVIEW; ELSE CONTINUE WITH ENGLISH

(ASK Q.A3a IF Q.H10 = 3 OR Q.H11 = 4)

A3a. Would you be able to answer some questions about his/her healthcare?

- 1 Yes GO TO Q.A3d
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.A3b IF Q.A3a = 2, D, OR R)

A3b. Is there another adult living in your household who you think would be able to answer these questions?

- 1 Yes
- 2 No TERMINATE
- D (DO NOT READ) Don't know TERMINATE
- R (DO NOT READ) Refused TERMINATE

(ASK Q.A3c IF Q.A3b = 1)

A3c. May I please speak with them now or would there be a better time to call back?

- 1 Available now ASK FOR NAME
- 2 Call another time SET UP CALLBACK

(IF Q.A3c = 1, READ:)

Hello, my name is _____. I'm calling from SSRS.

We are conducting a study of Massachusetts' health care system. Our work is in partnership with a private foundation that supports research on health and social issues and make grants to improve health care. Your responses will be kept confidential. Since you are familiar with the healthcare experiences of (INSERT NAME), we would like you to answer for that person as best you can.

(ASK Q.A3d IF Q.A3a OR Q.A3c = 1)

(IF QA3c = 1 INSERT NAME FROM A3c)

A3d. Since I will be talking to you, just to make the interview a little easier, could you please tell me what is the relationship of (this person between the ages of 19 and 64/ (INSERT NAME FROM A3c)) to you?

(DO NOT READ LIST. ENTER ONE ONLY)

- 01 Spouse (wife/husband)
- 02 Unmarried partner
- 03 Boyfriend
- 04 Girlfriend
- 05 Friend
- 06 Significant other
- 07 Son
- 08 Stepson
- 09 Daughter
- 10 Stepdaughter
- 11 Grandson
- 12 Granddaughter
- 13 Mother
- 14 Father
- 15 Brother
- 16 Sister
- 17 Grandmother
- 18 Grandfather
- 19 Aunt
- 20 Uncle
- 21 Niece
- 22 Nephew
- 23 Cousin
- 24 Mother-in-law
- 25 Father-in-law
- 26 Brother-in-law
- 27 Sister-in-law
- 28 Son-in-law
- 29 Daughter-in-law
- 30 Other relative
- 31 Roommate/housemate

- 32 Respondent is Employee (maid, nanny, au pair, housekeeper, etc.) (use “the person between 19 and 64 yrs old”)
- 33 Respondent is professional caregiver (nurse, aide, etc) (use “the person between 19 and 64 yrs old”)
- 34 Fiancé
- 97 (DO NOT READ) Other (SPECIFY) _____
- DD (DO NOT READ) Don’t Know (use “the person between 19 and 64 yrs old”)
- RR (DO NOT READ) Refused (use “the person between 19 and 64 yrs old”)

IF Q.A3a OR Q.A3c = 1, ASK QUESTION USING VERBIAGE IN PARENS
 (IF Q.A3d = 03,07,08,11,14,15,18,20,22,25,26,28, GEN IN CODE 1; IF Q.A3d = 04,09,10,12,13,16,17,19,21,24,27,29, GEN IN CODE 2)

A4. RECORD RESPONDENT GENDER:

(Is your (INSERT RELATIONSHIP FROM Q.A3d)...?

- 1 Male, or
- 2 Female
- R (DO NOT READ) Refused

CREATE A VARIABLE FOR FEMALE=1 TO USE TO SCREEN IN LATER QS

(P.N. –GEN IN WHETHER “SELECTED RESPONDENT” OR “PROXY”)

- 0 SELECTED PERSON (Respondent)
- 1 PROXY

SET FILLS APPROPRIATELY FOR SELF OR PROXY (y4our RELATIONSHIP IN Q.A3d)

Q.HHx1 DELETED 2012

Q.HHx2 DELETED 2012

Section C: ACCESS AND USE

IF INTERVIEWING “SELECTED RESPONDENT” INSERT, “your/you/go/are”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP’s
/goes/he/is/his”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP’s
/goes/she/is/her”

C1. I’d like to start by asking about (your/ your RELATIONSHIP’s) recent health care experiences. Is there a place where (you/ your RELATIONSHIP’s) usually (go/goes) when (you/he/she) (are/is) sick or when (you/he/she) need advice about (your/(his/her)) health?

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(ASK Q.C2 IF Q.C1 = 1)

(SCRAMBLE 1-5)

C2. What kind of place is it? Is it....?

(READ LIST. ENTER ONE ONLY)

1 A doctor’s office or private clinic

2 A community health center or other public clinic

3 A hospital outpatient department

4 A hospital emergency room

5 An urgent care center

6 Or, some other place (SPECIFY)

7 (DO NOT READ) Doesn’t go to one place most often

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(Q.C2a DELETED 2015)

C2B, C2C DELETED 2010

Q.C2a1 DELETED 2012

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

The next questions are about the health care (you/ your RELATIONSHIP) received in the past 12 months, that is, since (INSERT MONTH/YEAR 12 MONTHS PRIOR TO TODAY).

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a. In the past 12 months, how many times did (you/ your RELATIONSHIP) receive care in a hospital emergency room?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 0 None
- 1 1 time
- 2 2 times
- 3 3 times
- 4 More than 3 times
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a1 IF Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP"

C3a1. The last time (you/your RELATIONSHIP) went to a hospital emergency room, was it for a condition that (you/your RELATIONSHIP) thought could have been treated by a regular doctor if he or she had been available?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C3a2 IF Q.C3a1=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you were/you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP's/your

RELATIONSHIP was/him/her)

(SCRAMBLE ITEMS)

C3a2.I'm going to read you a list of reasons why some people go to the emergency room.

Please tell me if any of these were important reasons for (your/your RELATIONSHIP's) last visit to a hospital emergency room. (INSERT ITEMS). Was this an important reason?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. (You were/your RELATIONSHIP was) unable to get an appointment at the doctor's office or clinic as soon as (you/your RELATIONSHIP) thought one was needed
- b. (You/Your RELATIONSHIP) needed care after office hours at the doctor's office or clinic
- c. DELETED 2010
- d. DELETED 2015
- e. (You/Your RELATIONSHIP) called the doctor's office or clinic and they told (you/him/her) to go to the emergency room.

(Q.C3a3 DELETED 2015)

(Q.C3b THRU Q.C3g DELETED 2015)

C3B1, C3B2 DELETED 2010

C3C2, C3C2A DELETED 2010

C3F1, C3F2 DELETED 2010

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you have/you/you were"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP has/your
RELATIONSHIP/your RELATIONSHIP was"

(SCRAMBLE ITEMS)

C3h. Next, I'm going to read you a list of problems some people experience when they try to get health care. Please tell me if (you have/your RELATIONSHIP has) had these problems in the past 12 months. (INSERT ITEMS). Has this happened to (you/your RELATIONSHIP) in the past 12 months?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting PATIENTS with (your/your RELATIONSHIP's) type of health insurance
- b. (You were/Your RELATIONSHIP was) told by a doctor's office or clinic that they weren't accepting new patients
- c. DELETED 2012

(Q.C3i DELETED 2015)

Q.C3j DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT "was your RELATIONSHIP/he/she"

C3k. In the past 12 months, how often (were you/was your RELATIONSHIP) able to get an appointment with a general doctor as soon as (you/he/she) thought it was needed?

Would you say:

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 (DO NOT READ) Did not make/try to make appointment
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Q.C3j2 DELETED 2012

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT "was your RELATIONSHIP/he/she"

C3k2. In the past 12 months, how often (were you/was your RELATIONSHIP) able to get an appointment with a specialist as soon as (you/he/she) thought it was needed? Would you say:

- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always
- 5 (DO NOT READ) Did not make/try to make appointment
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4)

(SCRAMBLE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT “your RELATIONSHIP/he/she”

FOR ITEM c IF Q.A4 = 2, INSERT “or a mammogram”

C4 Still thinking about the past 12 months, was there any time that (you/ your RELATIONSHIP) did not (INSERT)?

(FOR 2ND THRU 6TH ITEMS READ):

Was there a time that (you/your RELATIONSHIP) did not (INSERT)?

- 1 Yes, did not get care
- 2 No, got care
- 3 (DO NOT READ) Care not needed
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get a preventive care screening that (you/he/she) needed, such as colon cancer screening (or a mammogram)
- d. Get doctor care that (you/she/he) needed
- e. Get specialist care that you needed. (IF NECESSARY: Specialists are doctors who specialize in one area of health care.
- f. Get dental care that (you/he/she) needed
- g. DELETED

(ASK Q.C4 AND Q.C4a1 IN A SERIES FOR EACH Q.C4 = 1

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/he/she"

C4a1.Did (you/your RELATIONSHIP) NOT (INSERT) because of costs or because of some other reason?

(READ IF NECESSARY: Why (you/he/she) did not (INSERT))?

- 1 Costs
- 2 Some other reason
- 3 (DO NOT READ) Both
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. Fill a prescription for medicine
- b. Get a medical test, treatment or follow-up recommended by a doctor
- c. Get a preventive care screening that (you/he/she) needed
- d. Get doctor care that (you/he/she) needed
- e. Get specialist care that (you/he/she) needed
- f. Get dental care that (you/he/she) needed
- g. DELETED

Q.C4a2 DELETED 2012

(Q.C5 THRU Q.C6 DELETED 2015)

(Q.C7 THRU Q.C11 DELETED 2015)

Q.C9 DELETED 2012

Section D: SET-UP FOR SURVEY

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

D1. Now I'd like to ask you a few background questions so that I can set up the next part of the survey to ask the questions that are right for (you/ your RELATIONSHIP). First, may I have (your/ your RELATIONSHIP's) age?

_____ YEARS (range: 19-64)

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.D1a IF Q.D1 = DD OR RR)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you are"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP is"

D1a. It would be helpful if you could tell me whether (you are/ your RELATIONSHIP is)...?
(READ LIST. ENTER ONE ONLY)

1 19 to 25 years old,

2 26 to 34 years old,

3 35 to 49 year old, or

4 50 to 64 years old

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "Is your RELATIONSHIP"

D2 (Are you/Is your RELATIONSHIP) married, widowed, divorced, separated, never married, or living with a partner?

- 1 Married
- 2 Widowed
- 3 Divorced
- 4 Separated
- 5 Never been married
- 6 Living with a partner
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

P.N. - CREATE MARRIED=1 (D2=1 OR 6) TO USE TO SCREEN IN LATER QS

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do/you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does/ your RELATIONSHIP/him"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does/ your RELATIONSHIP/her"

D3 (Do/Does) (you/ your RELATIONSHIP) have any children or stepchildren who live with (you/(him/her))? Please include all natural, adopted and stepchildren who live with (you/ your RELATIONSHIP).

IF NEEDED: Remember, your answers are confidential and will only be used for the purposes of this study.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.D3a IF Q.D3 = 1)

D3a. How many of those children are aged 18 or younger?

_____ (1-14) NUMBER OF CHILDREN

- 15 15+
- 00 None
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

P.N.:

CREATE PARENT=1 (D3a= 1+) FOR SCREEN FOR LATER QS

CREATE FAMILY=1 (“MARRIED”=1 OR “PARENT”=1) FOR SCREEN FOR
LATER QS

CREATE NUMKIDS (D3a) FOR SCREEN FOR LATER QS

Section E: FINANCIAL PROBLEMS

(Q.E1 AND Q.E1a DELETED 2015)

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” AND FAMILY = 1, INSERT “your family is/your family”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 AND FAMILY = 1, INSERT, “your RELATIONSHIP’s family is/his family

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 AND FAMILY = 1, INSERT, “your RELATIONSHIP’s family is/her family

IF INTERVIEWING “SELECTED RESPONDENT” AND FAMILY NE 1, INSERT “you are/you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 AND FAMILY NE 1, INSERT, “your RELATIONSHIP is/him

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 AND FAMILY NE 1, INSERT, “your RELATIONSHIP is/her

E1ae. Has the amount that (you are/your RELATIONSHIP is)/(your family is/your RELATIONSHIP’s family is) spending on health care this year caused financial problems for (you /him/her/)/(your family/his/her family)?

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(ASK IF Q.E1ae=1)

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY = 1, INSERT "your family is/has your family"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY = 1, INSERT, "your RELATIONSHIP's family is/has his family"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY = 1, INSERT, "your RELATIONSHIP's family is/has her family"

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY NE 1, INSERT "you are/have you"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY NE 1, INSERT, "your RELATIONSHIP is/has he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY NE 1, INSERT, "your RELATIONSHIP is/has she"

(SCRAMBLE A-E, ALWAYS KEEP A-B TOGETHER IN THAT ORDER, ALWAYS KEEP F-G TOGETHER AND ASK LAST)

E1af. Because of the amount that (your family is/your RELATIONSHIP'S family is)/(you are/your RELATIONSHIP is) spending for different types of health care this year, (has your family/has his/her family)/(have you/has he/she) (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

- a. Cut back on health care spending
- b. Cut back on other types of spending
- c. Cut back on savings or taken money out of savings
- d. Added hours at current job or taken another job to help cover the cost of health care
- e. Had to borrow or take on credit card debt
- f. Had to declare bankruptcy
- g. DELETED 2015

IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY = 1, INSERT
 "your family/was your family"
 IF INTERVIEWING "A PROXY" AND FAMILY = 1, INSERT, "your RELATIONSHIP's
 family/was your RELATIONSHIP's family"
 IF INTERVIEWING "SELECTED RESPONDENT" AND FAMILY NE 1, INSERT "you
 /were you"
 IF INTERVIEWING "A PROXY" AND Q.A4 = 1 AND FAMILY NE 1, INSERT, "your
 RELATIONSHIP/was he"
 IF INTERVIEWING "A PROXY" AND Q.A4 = 2 AND FAMILY NE 1, INSERT, "your
 RELATIONSHIP /was she"
 IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/were/your/your
 IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP
 /was/his/his"
 IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP/
 was/her/her ""
 E2. In the past 12 months, did (you/ your RELATIONSHIP)/(your family/your
 RELATIONSHIP's family) have any problems paying or (were you/was he/she)/(was
 your family/was your RELATIONSHIP's family) unable to pay any medical bills?
 This would include doctor or hospital bills, dentist bills, bills for prescription drugs,
 nursing home bills, or home care bills.

1 Yes
 2 No
 D (DO NOT READ) Don't know
 R (DO NOT READ) Refused

(Q.E2b DELETED 2015)

IF INTERVIEWING “SELECTED RESPONDENT” AND FAMILY = 1, INSERT “Does your family”

IF INTERVIEWING “A PROXY” AND FAMILY = 1, INSERT, “Does your RELATIONSHIP’s family”

IF INTERVIEWING “SELECTED RESPONDENT” AND FAMILY NE 1, INSERT “Do you”

IF INTERVIEWING “A PROXY” AND FAMILY NE 1, INSERT, “Does your RELATIONSHIP”

E3. (Do you/Does your RELATIONSHIP)/(Does your family/Does your RELATIONSHIP’s family) currently have any medical bills that are being paid off over time? This could include medical bills you are paying off with your credit card, through personal loans, or bill paying arrangements with hospitals or other providers. The bills can be from earlier years as well as this year.

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(Q.E3a AND Q.E3a1 DELETED 2015)

(Q.E3b DELETED 2015)

(ASK Q.E3c IF Q.E3=1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “have you”

IF INTERVIEWING “A PROXY” INSERT, “has your RELATIONSHIP”

E3c. In the past 12 months, (have you/has your RELATIONSHIP) ever been contacted by a collection agency about owing money for medical bills?

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(ASK EVERYONE)

IF "FAMILY=1" AND SELECTED RESPONDENT, INSERT "you/and your family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP /and his family"

IF "FAMILY=1" AND PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP /and her family"

E4. At any time in the past 12 months, did (you/ your RELATIONSHIP) (and your family/and (his/her) family) have any problem paying mortgage, rent or utility bills?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you get/have/are you/your"

IF PROXY AND Q.A4 = 1, INSERT "your RELATIONSHIP gets/has/is he/his"

IF PROXY AND Q.A4 = 2, INSERT "your RELATIONSHIP gets/has/is she/her"

E4a. If (you get/your RELATIONSHIP gets) sick or (have/has) an accident, how worried (are you/ is he/she) about being able to pay (your/his/her) medical bills? (Are you/Is he/she)...?

(READ LIST. ENTER ONE ONLY)

- 1 Very worried
- 2 Somewhat worried
- 3 Not at all worried
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section F: HEALTH INSURANCE COVERAGE

(IF SAMPLE ADULT IS SAME AS HH RESPONDENT READ:)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”

My next questions focus on (your/ your RELATIONSHIP’s) current health insurance coverage. In answering these questions, I’d like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I’d also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Safety Net.

(IF SAMPLE ADULT IS NOT SAME AS HH RESPONDENT READ:)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”

The next questions are about (your/ your RELATIONSHIP’s) current health insurance coverage. In answering these questions, I’d like you to exclude insurance plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs. I’d also like you to exclude coverage through the Uncompensated Care Pool or UCP, the Free Care Pool or the Health Safety Net.

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “are you/your”

IF INTERVIEWING “A PROXY” INSERT, “is your RELATIONSHIP / your RELATIONSHIP’s”

F1. (Are you/Is your RELATIONSHIP) covered by health insurance provided through an employer or union? This could be insurance through a current job, a former job, (your/ your RELATIONSHIP’s) job or someone else’s job.

IF NEEDED: I’m sorry but I have to ask each type of insurance question for the survey.

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(Q.F1a THRU Q.F1c DELETED 2015)

(ASK Q.F2 IF Q.F1 NE 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F2. Medicare is a health insurance program for people 65 years and older and for people with certain disabilities. (Are you/Is your RELATIONSHIP) covered by Medicare?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Q.F2a DELETED 2015)

(ASK Q.F3 IF Q.F1 NE 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your RELATIONSHIP's"

(DISPLAY VERBIAGE IN PARENS IF Q.F1= 2 AND QF2 = 2

F3. Massachusetts has a number of programs that help low and moderate-income people get health insurance coverage. This would include MassHealth and ConnectorCare. (You may know MassHealth under other names, such as Medicaid, CommonHealth, Family Assistance or CarePlus. (You/ your RELATIONSHIP) could be enrolled in MassHealth or ConnectorCare through the Boston Medical Center HealthNet Plan, Tufts Health Plan-Network Health, the Neighborhood Health Plan, the Primary Care Clinician Plan, the Fallon Community Health Plan, Health New England, or Celticare.) (Are you/Is your RELATIONSHIP) covered by MassHealth or ConnectorCare?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Q.F3a DELETED 2015)

(Q.F3b THRU Q.F5b DELETED 2015)

(ASK Q.F6 IF Q.F1 NE 1 AND Q.F2 NE 1 AND Q.F3 NE 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

F6. (Are you/Is your RELATIONSHIP) covered by some other type of health insurance?
For example, coverage for military personnel and their families, such as CHAMPUS,
TRICARE, CHAMP-VA and VA?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(P.N. – COVERAGE=1 IF Q.F1=1 OR Q.F2=1 OR Q.F3=1 OR Q.F6=1)

(P.N. – COVERAGE=2 IF Q.F1=2 AND Q.F2=2 AND Q.F3=2 AND Q.F6=2)

(ASK Q.F7 IF COVERAGE=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/do"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP/does"

F7. According to the information you have provided, (you/ your RELATIONSHIP) (do/does) not have ANY health insurance now. Is that correct?
(IF NEEDED: Again, I'd like you to exclude plans that only cover one type of service, like dental care plans or plans that pay for prescription drugs and the UCP program, the Free Care Pool or the Health Safety Net.)

- 1 Yes, have no health insurance
- 2 No, have health insurance
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(P.N. – RECODE COVERAGE=1 IF Q.F7=2)

(ASK Q.F8 IF Q.F7 = 2; ELSE GO TO INSTRUCTION ABOVE Q.F9)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you"

IF INTERVIEWING "A PROXY" INSERT, "does your RELATIONSHIP/"

F8. What kind of insurance coverage (do/does) (you/ your RELATIONSHIP) have?

(DO NOT READ. ENTER ALL THAT APPLY)

- 01 Insurance from employer or union
- 02 Insurance under a Qualified Health Plan or QHP through the Connector (Commonwealth Health Insurance Connector)
- 03 Insurance purchased directly from a company/agent
- 04 Medicare
- 05 MassHealth, Medicaid, CommonHealth, Family Assistance, CarePlus, ConnectorCare) or some other public coverage
- 06 Champus, Tricare, Champ-VA, VA or some other military health care
- 07 Something else (SPECIFY) _____
- DD (DO NOT READ) Don't know
- RR (DO NOT READ) Refused

(Q.F8a THRU Q.F8c DELETED 2015)

(ASK Q.F9 IF COVERAGE = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"

F9. During the past 12 months, did (you/ your RELATIONSHIP) have health insurance
ALL the time?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.F9aa IF COVERAGE = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "were you"

IF INTERVIEWING "A PROXY" INSERT, "was your RELATIONSHIP"

F9aa. During the past 12 months (were you/was your RELATIONSHIP) uninsured ALL of
the time?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Q.F9a AND Q.F9b DELETED 2015)

(Q.F10 DELETED 2015)

(Q.F10b THRU Q.F11c DELETED 2015)

(Q.F10a DELETED 2015)

(ASK Q.F12 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/you"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/he/she/his/her

F12. Thinking about the future, how confident (are you/is your RELATIONSHIP) that (you/he/she) will be able to keep (your/(his/her))current health insurance coverage in the coming year? (Are you/is(he/she) very confident, somewhat confident, not too confident, or not confident at all?

- 1 Very confident
- 2 Somewhat confident
- 3 Not too confident
- 4 Not confident at all
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

Section G: CHARACTERISTICS OF CURRENT COVERAGE

(Q.G1 THRU Q.G3c DELETED 2015)

(ASK Q.G4 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you/have"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's / your RELATIONSHIP's /has"

G4. Now I'd like to ask you a few questions about (your/your RELATIONSHIP's) current health insurance coverage. Does (your/ your RELATIONSHIP's) current health coverage have an annual deductible for medical care? A deductible is the amount (you/ your RELATIONSHIP) (have/has) to pay before the insurance plan will start paying (your/ your RELATIONSHIP's) medical bills.

IF NEEDED: The deductible is different from a co-pay. A co-pay is the payment for a doctor visit or other medical service and a deductible is the amount you pay before your insurance plan will start paying (your/his/her) medical bills.

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.G5 DELETED 2015)

(Q.G9 THRU Q.G16b DELETED 2015)

Q.G12 AND Q.G12a DELETED 2011

Q.G14 AND Q.G14b1 DELETED 2011

(ASK Q.G16c IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your/you"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP his/her"

G16c. Health insurance can provide protection from high medical bills when people have a serious illness or injury. How would (you/your RELATIONSHIP) rate the protection against high medical bills provided by (your/(his/her)) current health insurance coverage?

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Excellent,
- 2 Very good,
- 3 Good,
- 4 Fair, or
- 5 Poor
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.G17 THRU Q.G21 DELETED 2015)

G18, G18A, G18B DELETED 2010

(ASK Q.G22 IF COVERAGE=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/your"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP / your RELATIONSHIP's"

G22. (Are you/Is your RELATIONSHIP) currently covered by any type of insurance that covers dental care?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.G23 IF Q.G22=1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP's"

G23. Sometimes insurance for dental care is limited to emergency care. Does (your/your RELATIONSHIP's) insurance cover any of the costs for routine dental care visits?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Q.G24 AND Q.G25 DELETED 2015)

Section H: HEALTH STATUS

(ASK EVERYONE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /her"

H1. Now I'd like to ask you a few questions about (your/your RELATIONSHIP's) health.

In general, would (you/ your RELATIONSHIP) say (your/(his/her)) health is....?

(READ LIST. ENTER ONE ONLY)

1 Excellent

2 Very good

3 Good

4 Fair, or

5 Poor

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you/you"
IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "is your RELATIONSHIP /he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "is your RELATIONSHIP /she"

H2. (Are you/ Is your RELATIONSHIP) limited in the kind or amount of work that (you/he/she) can do because of a physical, mental, or emotional problem?

- 1 Yes, limited in work
- 2 No, not limited in work
- 3 (DO NOT READ) UNABLE TO WORK
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(SCRAMBLE)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H3. (Have you/Has your RELATIONSHIP) EVER been told by a doctor or other health professional that (you/he/she) (have/has) (INSERT 1ST ITEM)?
How about (INSERT NEXT ITEM)?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

- a. hypertension or high blood pressure
- b. heart disease or congestive heart failure
- c. diabetes or sugar diabetes
- d. asthma

H4 DELETED 2010

(ASK Q.H5 IF Q.H3a-d = 1 TO ANY AND Q.C3a = 1-4)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP / your RELATIONSHIP's"

IF Q.C3a = 1 INSERT "was/visit"

IF Q.C3a = 2-4 INSERT "were any of/visits"

IF Q.H3a-d = 1 TO ONLY 1 ITEM, INSERT THAT ITEM

IF Q.H3a-d = 1 TO MORE THAN 1 ITEM, INSERT "any of the problems we just talked about? That is, because of ITEMS"

H5. Earlier you told me (you/ your RELATIONSHIP) had received care in a hospital emergency room in the past 12 months. (Was/Were any of (your/ your RELATIONSHIP's) emergency room (visit/visits) in the past 12 months because of (ITEM FROM Q.H3/any of the problems we just talked about? That is, because of (INSERT Q.H3 ITEMS))?)

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.H6 IF Q.H3 NE 1 TO ANY)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "have you/you/have"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "has your RELATIONSHIP /he/has"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "has your RELATIONSHIP /she/has"

H6. Beyond the health problems and conditions we've already talked about, (have you/has your RELATIONSHIP) EVER been told by a doctor or other health professional that (you/he/she) ((have/has) any other chronic or long-term health conditions or health problems?

IF NEEDED: This could include, for example, arthritis, cancer, depression, migraines or osteoporosis among many other conditions.

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Q.H7 DELETED 2015)

Section I: DEMOGRAPHICS AND INCOME

My next questions are to help us describe the people who took part in our study.

(ASK EVERYONE)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP”

II. What is the highest level of school (you/ your RELATIONSHIP) have completed or the highest degree (you/ your RELATIONSHIP) have received?

(DO NOT READ. ENTER ONE ONLY)

- 1 Less than high school (grades 1-11, grade 12 but no diploma)
- 2 High school graduate or equivalent (e.g. GED)
- 3 Some college but no degree (incl. 2 year occupational, vocational, trade school)
- 4 Associates Degree (not occupation or vocational programs)
- 5 College graduate (e.g. BA, AB, BS)
- 6 Postgraduate (e.g. MA, MS, MEng, Med, MSW, MBA, MD, DDs, PhD, JD, LLB, DVM)
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I2. (Are you/Is your RELATIONSHIP) of Latino or Hispanic descent, such as Mexican, Puerto Rican, Cuban or some other Latin American background?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.I3 IF Q.I2 = 2, D, OR R)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/yourself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your RELATIONSHIP /himself"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "does your RELATIONSHIP /herself"

I3. (Do you/Does your RELATIONSHIP) consider (yourself/(himself/herself)) white, black or African American, Asian or Pacific Islander, some other race or mixed race?

1 White

2 Black or African American

3 Asian or Pacific Islander

4 Some other race (SPECIFY) _____

5 Mixed race (SPECIFY) _____

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I4. (Are you/Is your RELATIONSHIP) currently working for pay or self-employed?

1 Yes, working or self-employed

2 No, not working

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

IF Q.I4=2, D, OR R AND COVERAGE=2 GO TO Q.I24

IF Q.I4=2, D, OR R AND COVERAGE=1 GO TO Q.I24

(ASK Q.I5 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "are you"

IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"

I5. (Are you/Is your RELATIONSHIP) working at one job or more than one job?

- 1 One job
- 2 More than one job
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.I6 THRU Q.I8a DELETED 2015)

(ASK Q.I9 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "do you/does your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "does your
RELATIONSHIP / your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /
your RELATIONSHIP's/she"

IF Q.I5 = 2, INSERT "main"

I9. About how many hours per week (do you/ does your RELATIONSHIP) typically work
at (your/ your RELATIONSHIP's) (main) job?

IF NECESSARY: By main job, I mean the job in which (you/he/she) work the most
hours.

PROBE: Your best guess is fine.

(READ LIST IF NECESSARY. ENTER ONE ONLY)

- 1 Less than 20 hours
- 2 20 hours to less than 35 hours
- 3 35 hours or more
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(ASK Q.I10 IF Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your
RELATIONSHIP's/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your
RELATIONSHIP's/her"

IF Q.I5 = 2, INSERT "main"

I10. At (your/ your RELATIONSHIP's) (main) job, does (your/his/her) employer offer
health insurance coverage to ANY of its employees?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Q.I11 DELETED 2015)

(ASK Q.I12 IF Q.F1 = 2, D, OR R AND Q.F8 NE 1 AND Q.I4 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP /
your RELATIONSHIP's/he"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP /
your RELATIONSHIP's/she"

I12. Could (you/ your RELATIONSHIP) be covered by (your/ your RELATIONSHIP's)
employer's health insurance plan if (you\ (he\she)) wanted to be?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(Q.I13a DELETED 2015)

(Q.I13b DELETED 2015)

(Q.I14 DELETED 2015)

I15, I16 DELETED 2010

(Q.I17 DELETED 2015)

I18, I18A, I19, I19A, I19B DELETED 2010

I19b1, I19b2, I19b3, I19c, I19d, DELETED 2012

I19E DELETED 2010

I20 THRU Q.I23 DELETED 2012

I24. Now I have a few questions to find out whether people can afford the health care they need.

(IF “MARRIED=1” AND “PARENT = 1”, READ:)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your/you”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP’s/
your RELATIONSHIP /his”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP’s/
your RELATIONSHIP /her”

I’m interested in (your/ your RELATIONSHIP’s) family income, that is (your/ your RELATIONSHIP’s) income PLUS the income of (your/his/her) immediate family. By immediate family I mean your/(his/her)) spouse and the children or stepchildren under 19 who are living with (you/ your RELATIONSHIP). For these questions, I’d like you to think back to 2014. During 2014, did (you/ your RELATIONSHIP) or any of (your/his/her) family members receive any income from wages or salary?

(IF “MARRIED=1” AND “PARENT=0”, READ:)

I’m interested in (your/ your RELATIONSHIP’s) family income, that is (your/ your RELATIONSHIP’s) income PLUS the income of (your/his/her) spouse. For these questions, I’d like you to think back to 2014. During 2014, did (you/ your RELATIONSHIP) or any of (your/his/her) family members receive any income from wages or salary?

(IF “MARRIED=0” AND “PARENT=1”, READ:)

I’m interested in (your/ADULT’s) family income, that is (your/ your RELATIONSHIP’s) income PLUS the income of the children or stepchildren under 19 who are living with (you/ your RELATIONSHIP). For these questions, I’d like you to think back to 2014. During 2014, did (you/ your RELATIONSHIP) or any of (your/(his/her)) family members receive any income from wages or salary?

(IF “MARRIED=0” AND “PARENT=0”, READ:)

For these questions, I’d like you to think back to 2014. During 2014, did (you/ your RELATIONSHIP) receive any income from wages or salary?

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

(SCRAMBLE A-B, ASK C LAST)

(IF ITEM b = 1 AND “FAMILY=1”, IMMEDIATELY ASK Q.I25b1 BEFORE GOING TO NEXT ITEM)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you/your”

IF INTERVIEWING “A PROXY” AND Q.A4 = 1 INSERT, “your RELATIONSHIP /his”

IF INTERVIEWING “A PROXY” AND Q.A4 = 2 INSERT, “your RELATIONSHIP /her”

IF “FAMILY=1” INSERT “or any of (your/his/her) family members”

I25. During 2014, did (you/ your RELATIONSHIP) (or any of (your his/her) family members) receive (INSERT)?

1 Yes

2 No

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

- a. Any dividend income or any interest income from savings accounts, bonds, money market accounts, or similar types of investments
- b. Supplemental Security Income or SSI
- c. Income from any other sources? This could include income from self-employment, alimony, child support, unemployment compensation, worker’s compensation or veteran’s payments, Social Security or pensions, or contributions from friends or other family members, for example

(Q.I25b1 DELETED 2015)

(P.N. – HOUSEHOLD SIZE CRITERIA IS DEFINED AS:
IF MARRIED DEFINE AS # OF CHILDREN IN HH + 2
IF NOT MARRIED DEFINE AS # OF CHILDREN IN HH + 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “you/your”
IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP / your
RELATIONSHIP’s”
IF “FAMILY=1”, INSERT “and (your/ your RELATIONSHIP’s) immediate
family/families”

I26. Thinking about all the different sources of income (you/ your RELATIONSHIP) (and
(your/ your RELATIONSHIP’s) immediate family) received in 2014, what was the
combined total income from all sources before taxes and other deductions? Was it
under (INSERT AMT3 FOR FAMILY SIZE) or was it (INSERT AMT3 FOR
FAMILY SIZE) or more?

PROBE: Your best estimate is fine.

- 1 Under (INSERT AMT3)
- 2 (INSERT AMT3) or more
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

(ASK Q.I26b IF Q.I26 = 1)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”
IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’s”
IF “FAMILY=1”, INSERT “family”

I26b. Now, just stop me when I get to the right category. Was (your/ your
RELATIONSHIP’S) total (family) income ...?

IF NEEDED: The computer gives me different income values for the question
depending on the size of your family.

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

- 1 Less than (INSERT AMT1)
- 2 (INSERT AMT1) to (INSERT AMT1A)
- 3 (INSERT AMT1A) to under (INSERT AMT1B)
- 4 (INSERT AMT1B) to under (INSERT AMT2)
- 5 (INSERT AMT 2) to under (INSERT AMT3)
- D (DO NOT READ) Don’t know
- R (DO NOT READ) Refused

NOW GO TO Q.I29

(ASK Q.I26c IF Q.I26 = 2)

IF INTERVIEWING “SELECTED RESPONDENT” INSERT “your”

IF INTERVIEWING “A PROXY” INSERT, “your RELATIONSHIP’S”

IF “FAMILY=1”, INSERT “family”

I26c. Now, just stop me when I get to the right category. Was (your/ your RELATIONSHIP’S) total (family) income ...?

PROBE: Your best estimate is fine.

(READ LIST. ENTER ONE ONLY)

1 (INSERT AMT3) to under (INSERT AMT4)

2 (INSERT AMT4) to under (INSERT AMT5)

3 (INSERT AMT5) to under (INSERT AMT6)

4 (INSERT AMT6) or more

D (DO NOT READ) Don’t know

R (DO NOT READ) Refused

2014 Poverty Guidelines, rounded up to nearest thousand								
	100%	139%	150%	200%	300%	400%	500%	600%
FAMSIZE	AMT1	AMT1A	AMT1B	AMT2	AMT3	AMT4	AMT5	AMT6
1	12000	17000	18000	24000	36000	47000	59000	71000
2	16000	22000	24000	32000	48000	63000	79000	95000
3	20000	28000	30000	40000	60000	80000	99000	119000
4	24000	33000	36000	48000	72000	96000	120000	144000
5	28000	39000	42000	56000	84000	112000	140000	168000
6	32000	45000	48000	64000	96000	128000	160000	192000
7	37000	50000	55000	73000	109000	145000	181000	217000
8	41000	56000	61000	81000	121000	161000	201000	241000
9	45000	61000	67000	89000	133000	177000	221000	265000
10	49000	67000	73000	97000	145000	193000	242000	290000
11	53000	73000	79000	105000	157000	210000	262000	314000
12	57000	78000	85000	113000	169000	226000	282000	338000
13	61000	84000	91000	121000	182000	242000	302000	363000
14	65000	89000	97000	129000	194000	258000	323000	387000
15	69000	95000	103000	138000	206000	275000	343000	412000
16	73000	101000	109000	146000	218000	291000	363000	436000
17	77000	106000	115000	154000	230000	307000	384000	460000

(Q.I26d DELETED 2015)

I17 DELETED 2010

Q.I28 DELETED 2011

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you"
IF INTERVIEWING "A PROXY" INSERT, "your RELATIONSHIP"
I29. Were (you/ your RELATIONSHIP) born in the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.I29a, b, AND c DELETED 2015)

(ASK Q.I30 IF Q.I29 = 2, D, OR R)
IF INTERVIEWING "SELECTED RESPONDENT" INSERT " are you"
IF INTERVIEWING "A PROXY" INSERT, "is your RELATIONSHIP"
I30. (Are you/Is your RELATIONSHIP) a citizen of the United States?

- 1 Yes
- 2 No
- D (DO NOT READ) Don't know
- R (DO NOT READ) Refused

(Q.I30a DELETED 2015)

Section J: TELEPHONES & ADDRESS FOR INCENTIVE PAYMENT

(ASK FOR CELL PHONE SAMPLE)

JHH3a. Including yourself, how many adults age 19 or older are there in your household?

_____ (1-7)

08 8 or more

RR (DO NOT READ) Refused

(ASK FOR CELL PHONE SAMPLE)

JHH3b. How many of those adults are over the age of 64?

_____ (0-7)

08 8 or more

RR (DO NOT READ) Refused

(ASK EVERYONE)

J1. Is the telephone number I reached you on a cell phone number or a regular landline number? Landline numbers are for phones that plug into outlets in the walls of your home.

1 Cell phone number

2 Regular landline number

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.J2 IF Q.J1 = 1)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" AND Q.A4 = 1 INSERT, "your RELATIONSHIP/his"

IF INTERVIEWING "A PROXY" AND Q.A4 = 2 INSERT, "your RELATIONSHIP/her"

- J2. How many regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached (you/him/her) on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

(ASK Q.J3 IF Q.J1 = 2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/your"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 1, "your RELATIONSHIP/his/him"

IF INTERVIEWING "A PROXY" INSERT AND Q.A4 = 2, "your RELATIONSHIP/her/her"

- J3. Besides the telephone number I reached you on, how many other regular, landline telephone numbers if any, do (you/your RELATIONSHIP) have in (your/his/her) home that I could have reached (you/him/her) on?

(DO NOT INCLUDE CELLPHONES OR PHONE NUMBERS THAT ARE DEDICATED TO FAX MACHINES OR MODEMS)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

J2, J3, J3B DELETED 2010

Q.J3a DELETED 2012

(ASK Q.J4 IF Q.J1=2)

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "Do you"

IF INTERVIEWING "A PROXY" INSERT "Does your RELATIONSHIP"

J4. (Do you/Does your RELATIONSHIP) currently have a working cell phone?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.J4a IF J4=2 AND HH4>1 OR JHH3a>1)

J4a. Do any other ADULT members of your household currently have a working cell phone?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

ASK Q.J5 IF Q.J4=1 OR Q.J1=1)

INSERT "or other adults in your household" IF HH3a = 2+ OR JHH3a = 2+

IF INTERVIEWING "SELECTED RESPONDENT" INSERT "you/do you/your"

IF INTERVIEWING "A PROXY" INSERT "your RELATIONSHIP/does your RELATIONSHIP/his/her"

J5. For this question, I'd like you to think about all the working cell phones that (you/your RELATIONSHIP) (and the other ADULTS in (your/his/her) household) have. How many working cell phones (do you/does your RELATIONSHIP) (and the other ADULTS in (your/his/her) household) have?

(INTERVIEWER NOTE: 1 ADULT WITH 1 WORKING CELL + 1 OTHER ADULT WITH 2 WORKING CELLS = 3 CELL PHONES)

_____ (Range:1-7)

8 8 or more

NN None

DD (DO NOT READ) Don't know

RR (DO NOT READ) Refused

Q.J6 DELETED 2012

ZIP2. And could you please tell me your zip code?

01 Response given _____

RR (DO NOT READ) Refused

(P.N. – IF ZIP CODE IS NOT IN LIST OR RR, PLEASE INCLUDE ZIP CODE
CONFIRMATION FOR INTERVIEWER)

(ASK IF ZIP CODE NOT IN LIST OR RR)

ZIP2a. Are you currently living in Massachusetts?

- | | | |
|---|---------|---------------------|
| 1 | Yes | GO TO HH3 |
| 2 | No | THANK AND TERMINATE |
| R | Refused | THANK & TERMINATE |

(ASK EVERYONE)

J7. Those are all the questions I have. If you'd like the \$5 thank you check for completing our survey, now I just need your name and address.

May I please have your name?

(VERIFY SPELLING)

1 Answer given (SPECIFY) _____

R (DO NOT READ) Refused

May I please have your address?

(VERIFY SPELLING)

1 Street: _____

2 City: _____

3 State: _____

4 Zip code: _____

R (DO NOT READ) Don't know

Thank you so much for your time and cooperation.

(ASK OF 50% OF ALL NON-PROXY RESPONDENTS)

K1. As part of a related study, we may follow-up with some survey participants to gather more in-depth information. Could we contact you again for a study of Massachusetts' health care system?

1 Yes

2 No

D (DO NOT READ) Don't know

R (DO NOT READ) Refused

(ASK Q.K2 IF Q.K1=1)

K2. What would be the best way to reach you in the future?
(RECORD ALL INFORMATION ACCURATELY)

Name:

Phone number for recontact: -----

Email for recontact: _____

Thank you again. Have a pleasant day.