

2002 Health Confidence Survey Wave V

Hello, my name is **[FIRST AND LAST NAME]**. I am calling from National Research, a research firm in Washington, D.C. May I speak to the youngest male, 21 years old or older, who lives in the household? **[ACCEPT PERSON ON PHONE IF 21 YEARS OR OLDER AND YOUNGEST MALE NOT AVAILABLE.]**

[WHEN APPROPRIATE PERSON IS ON THE PHONE:] We are calling **(tonight/ today)** to ask people like yourself some questions about some important issues of concern to Americans today. This is not a sales call.

[IF NECESSARY: This is a national survey; your telephone number was selected at random.]

[IF NECESSARY: The length of the survey varies depending on your responses to the questions. We generally find that this survey takes about 20 minutes.]

D1. **[RECORD GENDER. DON'T ASK – JUST RECORD.]**

	(n=1000)
Male	48%
Female	52

D2. To begin, I need to ask you a few questions so that I can determine the set of questions on the survey that best applies to you. First, in what year were you born?

[IF 1981 OR LATER OR DON'T KNOW/REFUSED, THANK AND TERMINATE.]

Age Group	(n=1000)
Under 25	8%
25 to 34	20
35 to 44	24
45 to 54	19
55 to 64	12
65 to 74	9
75 or older	8

1. Which one of the following issues do you believe is the most critical in America today? **[READ AND ROTATE 1 – 7. ACCEPT ONLY ONE RESPONSE.]**

	(n=1000)
Terrorism and national security	29%
Health care	19
Education	18
The economy	13
Social Security	8
Taxes	7
The budget deficit	2
[VOL] Don't know	4
[VOL] Refused	1

2. How would you rate the health care system in America today? Would you say it is . . . **[READ 5 – 1]**?

	(n=1000)
Excellent	4%
Very good	11
Good	29
Fair	30
Poor	24
[VOL] Don't know	2
[VOL] Refused	--

3. Now I would like to ask you about some specific aspects of the health care you have received over the past two years. If you have not had any experience with any particular aspect of health care during this time, please let me know. What about **[READ A, THEN READ AND ROTATE B – F]**. Would you say you are extremely satisfied, very satisfied, somewhat satisfied, not too satisfied or not at all satisfied with that aspect?

[FIRST PROBE ON DON'T KNOW: Is that because you have not had any experience with it?]

[SECOND PROBE: Which of those categories would you lean toward?]

	Extremely Satis.	Very Satis.	Some-what Satis.	Not Too Satis.	Not at All Satis.	[VOL] DK	[VOL] REF	[VOL] NA
a. The care you have received in the last two years, in general (n=1,000)	10%	32	38	8	4	2	1	6
(n=942, b-f)								[SKIP TO Q4]
b. The ability to choose your doctor	18%	39	25	7	11	*	--	*
c. The quality of medical care you received	13%	41	36	5	3	1	*	1
d. The cost of your health insurance	9%	18	29	16	23	2	*	3
e. Costs of health care services not covered by your insurance	6%	16	28	19	25	4	--	3
f. Your control over health care services and treatment decisions	9%	29	35	14	11	2	*	1

* Less than 0.5%
May 23, 2002

[IF D2 > 1936, RANDOMLY DIVIDE SAMPLE IN 3 AND ASK 1/3 SAMPLE Q4-5, 1/3 SAMPLE Q6-7, AND 1/3 SAMPLE 8-9. IF D2<= 1936, RANDOMLY DIVIDE SAMPLE IN 2 AND ASK 1/2 SAMPLE Q4-5 AND 1/2 SAMPLE Q6-7.]

- 4. I am going to read you a list of characteristics you might consider when judging the quality of a doctor. First, **[READ AND ROTATE A – H]**. Do you think that is very important, somewhat important, or not important in judging the quality of a doctor?
- 5. Which characteristic do you feel is most important? **[READ AND ROTATE EACH VERY IMPORTANT IN Q4. IF NO VERY, READ EACH SOMEWHAT. THEN READ I.]**

(n=393)	<u>Q4</u>					<u>Q5</u>
	Very Impt.	Swhat Impt.	Not Impt.	[VOL] DK	[VOL] REF	Most Impt.
a. Their skill, experience, and training	92%	6	1	*	--	39%
b. Their personal manner, sensitivity, and respect	84%	15	1	*	--	8
c. Their communication skills and willingness to listen and explain thoroughly	90%	8	1	*	--	27
d. The ability to get timely appointments	72%	26	2	*	*	4
e. The waiting time at the doctor's office	45%	43	11	1	--	2
f. The competence of the office staff	75%	24	1	--	--	3
g. Their attitude toward referrals	71%	24	2	2	--	2
h. The degree to which they involve you in the decisions made regarding your health care	86%	12	1	*	--	11
i. Or is there something else that is most important? [IF YES: What is that? _____]						1
[VOL] Don't know						3
[VOL] Refused						1

* Less than 0.5%

6. I am going to read you a list of characteristics you might consider when judging the quality of a hospital. First, **[READ AND ROTATE A – I]**. Do you think that is very important, somewhat important, or not important in judging the quality of a hospital?
7. Which characteristic do you feel is most important? **[READ AND ROTATE EACH VERY IMPORTANT IN Q6. IF NO VERY, READ EACH SOMEWHAT. THEN READ J.]**

(n=345)		<u>Q6</u>					<u>Q7</u>
		Very Impt.	Sw hat Impt.	Not Impt.	[VOL] DK	[VOL] REF	Most Impt.
a.	The medical staff's skill, experience, and training	97%	2	*	1	--	45%
b.	The sensitivity, courtesy, and respect shown by hospital staff	88%	11	*	1	*	6
c.	The doctor who referred you to the hospital	67%	24	9	1	--	4
d.	How well the staff explains tests, treatments, and what to expect	87%	11	*	1	*	12
e.	The hospital's reputation	76%	19	4	1	--	6
f.	Your out-of-pocket costs, such as co-payments	55%	30	12	3	--	4
g.	The responsiveness of the nursing staff	88%	11	1	*	--	3
h.	The cleanliness and the condition of the facility	96%	4	--	1	--	3
i.	The degree to which they involve you in the decisions made regarding your health care	90%	9	*	*	*	6
j.	Or is there something else that is most important? [IF YES: What is that? _____]						2
	[VOL] Don't know						10
	[VOL] Refused						*

* Less than 0.5%

8. I am going to read you a list of characteristics you might consider when judging the quality of a health plan. First, **[READ AND ROTATE A – I]**. Do you think that is very important, somewhat important, or not important in judging the quality of a health plan?

9. Which characteristic do you feel is most important? **[READ AND ROTATE EACH VERY IMPORTANT IN Q8. IF NO VERY, READ EACH SOMEWHAT. THEN READ J.]**

	(n=262)	Q8					Q9
		Very Impt.	Swhat Impt.	Not Impt.	[VOL] DK	[VOL] REF	Most Impt.
a.	The ease of getting routine care	82%	15	3	1	--	5%
b.	Access to emergency care	90%	9	*	--	--	17
c.	The range of services covered by the plan	85%	14	1	--	--	15
d.	The doctors available through the plan	85%	14	1	*	--	14
e.	The ease of getting referrals	72%	21	5	2	--	3
f.	The ability to get the care your doctor recommends	92%	8	--	--	--	27
g.	Simplicity of paperwork	57%	33	10	*	--	2
h.	Customer service	74%	24	2	*	--	1
i.	The costs you personally have to pay for	67%	30	2	1	--	9
j.	Or is there something else that is most important? [IF YES: What is that? _____]						3
	[VOL] Don't know						3
	[VOL] Refused						--

D3. Now I have a few more questions about you and your household, so I can determine which questions best apply to you. What is your current marital status? Are you . . . **[READ 1 – 5]?**
[ACCEPT ONLY ONE RESPONSE. IF NOT MARRIED, LIVING WITH PARTNER AND (DIVORCED, SEPARATED, WIDOWED OR SINGLE), CODE AS 2.]

	(n=1000)
Married	59%
Single, never married	17
Divorced or separated	12
Widowed	8
Not married, living with a partner	4
[VOL] Don't know	--
[VOL] Refused	--

* Less than 0.5%

D4. How many children under the age of 18 do you have some financial responsibility for?

	(n=1000)
None	58%
One	16
Two	16
Three	7
Four or more	4
[VOL] Don't know	--
[VOL] Refused	*

D6. Which of the following best describes your current employment status? Are you . . . **[READ 1 – 9]? [ACCEPT ONLY ONE RESPONSE. IF EMPLOYED AND (RETIRED, HOMEMAKER, STUDENT OR SOMETHING ELSE), CODE AS EMPLOYED.]**

	(n=1000)
Employed full-time	47%
Employed part-time	9
Self-employed	8
Retired	19
A homemaker	7
A full-time student	2
Disabled	5
Unemployed or temporarily laid off, or Something else [PROBE: And what is that?]	3
[VOL] Don't know	*
[VOL] Refused	--

[IF MARRIED (D3 = 1), ASK:]

D7. Is your spouse employed?

	(n=587)
Yes	70%
No	30
[VOL] Don't know	--
[VOL] Refused	*

* Less than 0.5%

10. Are you, yourself, currently covered by any form of health insurance? **[IF RESPONDENT HESITATES OR RESPONDS NO/DK/REF, CONTINUE:** This would include a Health Maintenance Organization or HMO, a Preferred Provider Organization or PPO, Blue Cross Blue Shield plan, Medicare, Medicaid or some other plan?]

	(n=1000)
Yes	86%
No	14
[VOL] Don't know	*
[VOL] Refused	--

[IF COVERED BY HEALTH INSURANCE (Q10 = 1), ASK:]

11. Do you receive your primary health insurance coverage through . . . **[IF D2 > 1936, READ 1 – 9 AS APPROPRIATE. IF D2 ≤ 1936, READ 6 – 8, 1 – 5 AS APPROPRIATE, THEN 9. ACCEPT ONLY ONE RESPONSE.]**

	(n=863)
[IF EMPLOYED OR RETIRED (D6 = 1 – 4), READ:]	
Your current employer or union	41%
[IF SPOUSE EMPLOYED (D7 = 1), READ:]	
Your spouse's employer or union	17
A former employer or union	5
Someone else's employer or union	3
A plan you bought yourself, not through an employer	5
Medicare	22
Medicaid	3
Another government program	2
Or some other way [PROBE: And what is that?]	1
[VOL] Don't know	1
[VOL] Refused	*

[IF COVERED THROUGH EMPLOYER OR UNION (Q11 = 1 – 4), ASK:]

12. Is that through an employer or through a union?

	(n=584)
Employer	92%
Union	7
[VOL] Don't know	1
[VOL] Refused	--

* Less than 0.5%

[IF MARRIED (D3 = 1) OR IF FINANCIALLY RESPONSIBLE FOR CHILDREN (0 < D4 < 98), ASK:]

13. Are any members of your immediate family not covered by health insurance?

	(n=715)
Yes	14%
No	84
[VOL] Don't know	1
[VOL] Refused	1

14. Many people are concerned about the number of Americans who do not have health insurance. In order to make sure all Americans have access to health insurance, would you support or oppose the following **[READ AND ROTATE A – D]**?

[FOLLOW UP: Would that be strongly or somewhat (support/oppose)?]

(n=1000)

	Strongly Support	Some-what Support	Some-what Oppose	Strongly Oppose	[VOL] Depends	[VOL] DK	[VOL] REF
a. Expanding government programs, such as Medicare or Medicaid	53%	28	7	8	2	2	--
b. Requiring all employers to offer health insurance to employees	63%	19	9	7	1	1	*
c. Allowing uninsured people to buy into government programs	44%	33	9	5	1	7	*
d. Tax credits to help people pay for employer coverage	47%	32	7	8	1	5	--

* Less than 0.5%

15. How confident are you about the following aspects of the health care system today? First...
[READ AND ROTATE A – E.] Would you say you are extremely confident, very confident, somewhat confident, not too confident or not at all confident with that aspect?

[FIRST PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

[SECOND PROBE: If you had to choose one category which would you choose?]

(n=1000)

	Extremely Confid.	Very Confid.	Some- what Confid.	Not Too Confid.	Not at All Confid.	[VOL] DK	[VOL] REF
a. You are able to get the treatments you need.	21%	34	32	6	6	1	--
b. You are able to afford health care without financial hardship.	14%	21	33	13	18	1	*
c. You have enough choice about who provides your medical care.	20%	25	35	10	8	1	--
d. You are able to afford prescription drugs without financial hardship.	17%	22	33	10	16	1	*
e. Your medical records are confidential.	21%	24	34	10	9	2	*

* Less than 0.5%

16. **[IF D2 BETWEEN 1937 AND 1946 AND NOT ON MEDICARE (Q11 ≠ 6), ASK:]** Next, I would like to know how confident you are about certain aspects of health care from now until you are eligible for Medicare. First, **[READ AND ROTATE A – D]**. Would you say you are extremely confident, very confident, somewhat confident, not too confident or not at all confident about that?

[ALL OTHERS, ASK:] Next, I would like to know how confident you are about certain aspects of health care during the next ten years. First, **[READ AND ROTATE A – D]**. Would you say you are extremely confident, very confident, somewhat confident, not too confident or not at all confident about that?

[FIRST PROBE ON DON'T KNOW: Which of those categories would you lean towards?]
[SECOND PROBE: If you had to choose one category which would you choose?]

(n=1000)

		Extremely Confid.	Very Confid.	Some- what Confid.	Not Too Confid.	Not at All Confid.	[VOL] DK	[VOL] REF
a.	You will be able to get the treatments you need.	10%	24	44	11	10	1	--
b.	You will be able to afford health care without financial hardship.	8%	17	38	17	18	1	--
c.	You will have enough choice about who provides your medical care.	10%	20	40	15	14	1	--
d.	You will be able to afford prescription drugs without financial hardship.	7%	17	37	19	17	2	--

[IF D2 ≥ 1937 AND NOT ON MEDICARE (Q11 ≠ 6) ASK:]

17. Next, I would like to know how confident you are about certain aspects of health care once you become eligible for Medicare. First, **[READ AND ROTATE A – D]**. Would you say you are extremely, very, somewhat, not too or not at all confident about that?

[FIRST PROBE ON DON'T KNOW: Which of those categories would you lean towards?]
[SECOND PROBE: If you had to choose one category which would you choose?]

(n=800)

		Extremely Confid.	Very Confid.	Some- what Confid.	Not Too Confid.	Not at All Confid.	[VOL] DK	[VOL] REF
a.	You will be able to get the treatments you need.	6%	15	43	16	17	3	--
b.	You will be able to afford health care without financial hardship.	6%	12	36	20	25	2	--
c.	You will have enough choice about who provides your medical care.	5%	12	39	22	20	2	--
d.	You will be able to afford prescription drugs without financial hardship.	5%	12	36	19	25	2	--

* Less than 0.5%

[UNINSURED SECTION – IF RESPONDENT NOT COVERED BY HEALTH INSURANCE (Q10 ≠ 1), CONTINUE. ELSE SKIP TO INSTRUCTIONS BEFORE Q26.]

18. About how long have you been without health insurance coverage? **[DO NOT READ LIST.]**

	(n=137)
Less than 3 months	9%
3 to 6 months	10
7 to 11 months	13
1 to 2 years	21
3 to 4 years	11
5 to 9 years	11
10 to 19 years	4
20 years or more	4
[VOL] Always/ never had health insurance	14
[VOL] Don't know	2
[VOL] Refused	1

19. **[IF NEVER HAD COVERAGE (Q18 = 97), ASK:]** Has an employer or union ever offered you any health insurance coverage that you decided not to take?

[ALL OTHERS, ASK:] Since you discontinued or lost your health insurance coverage, has an employer or union offered you any coverage that you decided not to take?

	(n=137)
Yes	20%
No	78
[VOL] Don't know	*
[VOL] Refused	1

* Less than 0.5%

20. How much would you be willing to pay for health insurance so that you could get affordable health care for yourself when you needed it? Would you be willing to pay \$50 a month?

- [IF NO:] Would you be willing to pay \$10 a month?
- [IF NO:] Would you be willing to pay anything for health insurance coverage?
- [IF YES:] Would you be willing to pay \$25 a month?
- [IF YES:] Would you be willing to pay \$150 a month?
- [IF NO:] Would you be willing to pay \$100 a month?
- [IF YES:] Would you be willing to pay \$200 a month?

	(n=137)
Nothing	*
\$1 to \$9	--
\$10 to \$24	2%
\$25 to \$49	8
\$50 to \$99	33
\$100 to \$149	18
\$150 to \$199	18
\$200 or more	14
[VOL] Don't know	7
[VOL] Refused	--

21. Suppose you were going to get health insurance on your own. Which would you be most concerned about covering: hospital costs, doctor visits, prescription drugs, or something else? **[ACCEPT ONLY ONE RESPONSE. IF NECESSARY, PROBE: Which one of these are you most concerned about?]**

	(n=137)
Hospital costs	54%
Doctor visits	21
Prescription drugs	13
All of them	5
Emergency/accident costs	2
Something else [SPECIFY:]	2
[VOL] Don't know	5
[VOL] Refused	--

22. Please tell me how concerned you are about each of the following. First, **[READ AND ROTATE A – E]**. Are you extremely concerned, very concerned, somewhat concerned, not too concerned, or not at all concerned about it?

[FIRST PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

[SECOND PROBE: If you had to choose one category which would you choose?]

(n=137)

	Extreme Concern	Very Concern	Some-what Concern	Not Too Concern	Not at All Concern	[VOL] DK	[VOL] REF
a. Being able to afford routine health care	24%	33	32	8	3	--	--
b. Being able to afford emergency health care	36%	34	26	3	*	--	--
c. Being denied health care	36%	25	24	12	3	--	--
d. Getting poorer quality health care	36%	32	22	7	2	--	--
e. Being able to afford prescription drugs	22%	35	31	10	3	--	--

23. **[IF WITHOUT HEALTH INSURANCE FOR MORE THAN TWO YEARS, ASK:]** In the past two years, have you ever delayed getting or decided not to get health care when you thought you needed it?

[ALL OTHERS, ASK:] Since you discontinued or lost your health insurance coverage, have you ever delayed getting or decided not to get health care when you thought you needed it?

[IF YES, PROBE: Did you delay getting care or not get care at all?]

	(n=137)
Yes, delayed care	24%
Yes, decided not to get care	22
Yes, both delayed and decided not to get care	6
No	47
[VOL] Don't know	1
[VOL] Refused	--

* Less than 0.5%

24. **[IF WITHOUT HEALTH INSURANCE FOR MORE THAN TWO YEARS, ASK:]** In the past two years, have medical bills been a major source of financial stress, a minor source of financial stress, or not a source of financial stress?

[ALL OTHERS, ASK:] Since you discontinued or lost your health insurance coverage, have medical bills been a major source of financial stress, a minor source of financial stress, or not a source of financial stress?

	(n=137)
Major source	31%
Minor source	27
Not a source	42
[VOL] Don't know	1
[VOL] Refused	--

25. Have you ever heard about any low-cost or free insurance programs for uninsured adults or children in your state?

	(n=137)
Yes	35%
No	63
[VOL] Don't know	2
[VOL] Refused	--

[INSURED SECTION – IF RESPONDENT COVERED BY HEALTH INSURANCE (Q10 = 1), CONTINUE. ELSE SKIP TO Q38.]

Now I would like to ask you some questions specifically about your current health insurance plan.

26. Does your health plan pay for or reimburse you for all or part of your prescription drug expenses?

	(n=863)
Yes	78%
No	20
[VOL] Don't know	2
[VOL] Refused	*

[IF ON MEDICARE (Q11 = 6) OR D2 ≤ 1936, SKIP TO Q31.]

27. Some health plans charge less if you use a doctor from a list. They allow you to go to a doctor who is not on the list; however, you pay more to do this. Does your current plan work this way or not?

	(n=672)
Yes	57%
No	35
[VOL] Don't know	9
[VOL] Refused	--

28. Some health plans require you to sign up with one specific primary care doctor or group of doctors who provide all of your routine health care. Does your current plan work this way or not?

	(n=672)
Yes	53%
No	44
[VOL] Don't know	3
[VOL] Refused	--

29. Some health plans require you to have approval before they will pay for any of your costs for visiting a doctor who is not in the plan. Does your current plan work this way or not?

	(n=672)
Yes	51%
No	39
[VOL] Don't know	11
[VOL] Refused	--

* Less than 0.5%

30. Some health plans require you to have a referral by a primary care doctor before you can see a specialist. Does your current plan work this way or not?

	(n=672)
Yes	66%
No	28
[VOL] Don't know	7
[VOL] Refused	--

31. Overall, how satisfied are you with your current health insurance plan? Would you say you are . . . **[READ 5 – 1]**?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

	(n=863)
Extremely satisfied	13%
Very satisfied	39
Somewhat satisfied	34
Not too satisfied, or	7
Not at all satisfied	6
[VOL] Don't know	1
[VOL] Refused	--

[IF HAVE EMPLOYER-BASED COVERAGE (Q11 = 1 – 4), CONTINUE. ELSE SKIP TO Q38.]

32. How confident are you that (your / your spouse's / the) (employer / union) has selected the best available health insurance for its workers? Would you say you are . . . **[READ 5 – 1]**?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

	(n=571)
Extremely confident	16%
Very confident	30
Somewhat confident	35
Not too confident, or	8
Not at all confident	9
[VOL] Don't know	1
[VOL] Refused	*

* Less than 0.5%

33. How confident are you that (your / your spouse's / the) (employer / union) will continue to offer health insurance for its workers? Are you . . . **[READ 5 – 1]**?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

	(n=571)
Extremely confident	27%
Very confident	34
Somewhat confident	27
Not too confident, or	7
Not at all confident	4
[VOL] Don't know	1
[VOL] Refused	--

34. If (your / your spouse's / the) (employer / union) stopped offering health insurance, how confident are you that you could choose the best available health insurance plan for yourself? Would you say you are . . . **[READ 5 – 1]**?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

	(n=571)
Extremely confident	8%
Very confident	19
Somewhat confident	35
Not too confident, or	16
Not at all confident	21
[VOL] Don't know	1
[VOL] Refused	--

[RANDOMLY SPLIT SAMPLE. ASK HALF Q35A, HALF Q35B.]

- 35.A If (your / your spouse's / the) (employer / union) stopped offering you health insurance, how likely would you be to purchase it on your own? Would you be . . . **[READ 5 – 1]**?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

	(n=280)
Extremely likely	29%
Very likely	26
Somewhat likely	18
Not too likely, or	7
Not at all likely	17
[VOL] Don't know	2
[VOL] Refused	*

* Less than 0.5%

35.B If (your / your spouse's / the) (employer / union) stopped offering you health insurance, and did not increase your salary to help you pay for it yourself, how likely would you be to purchase it on your own? Would you be . . . [READ 5 – 1]?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

	(n=289)
Extremely likely	19%
Very likely	26
Somewhat likely	27
Not too likely, or	8
Not at all likely	18
[VOL] Don't know	*
[VOL] Refused	1

36. If (your / your spouse's / the) (employer / union) gave you money to buy health insurance, how likely would you be to purchase it on your own? Would you be . . . [READ 5 – 1]?

[PROBE ON DON'T KNOW: Which of those categories would you lean towards?]

	(n=571)
Extremely likely	47%
Very likely	32
Somewhat likely	13
Not too likely, or	3
Not at all likely	3
[VOL] Don't know	2
[VOL] Refused	--

[IF LIKELY TO PURCHASE HEALTH INSURANCE ON OWN WHEN EMPLOYER PROVIDES MONEY (Q36 = 3 – 5), ASK:]

37. How confident are you that if (your / your spouse's / the) (employer / union) gave you the money that it now spends to buy your health insurance, you would be able to purchase health insurance that has at least the same amount of benefits as what you have now? Would you be . . . [READ 5 – 1]?

	(n=528)
Extremely confident	11%
Very confident	17
Somewhat confident	34
Not too confident, or	20
Not at all confident	16
[VOL] Don't know	2
[VOL] Refused	--

* Less than 0.5%

38. **[IF INSURED (Q10 = 1), ASK:]** Are you now, or have you ever been, in a managed care health plan? **[DO NOT READ LIST.]**

[IF YES, PROBE: Are you in a managed care plan now or were you in one before?]

[ELSE ASK:] Have you ever been in a managed care health plan? **[DO NOT READ LIST.]**

	(n=1000)
Yes, currently enrolled	15%
Yes, previously enrolled	12
Yes, both now and previously	3
No, never in a managed care plan	58
[VOL] Don't know	13
[VOL] Refused	*

39. How familiar would you say you are with managed care health plans? Would you say you are . . . **[READ 5 – 1]?**

	(n=1000)
Extremely familiar	5%
Very familiar	12
Somewhat familiar	23
Not too familiar, or	20
Not at all familiar	38
[VOL] Don't know	1
[VOL] Refused	--

40. Many people say that choice is important to them when evaluating health care and health care plans. When you consider choice in health care, how important is **[READ AND ROTATE A – G]**? Is it extremely important, very important, somewhat important, not too important, or not at all important?

(n=1000)		Extremely Impt.	Very Impt.	Some-what Impt.	Not Too Impt.	Not at All Impt.	[VOL] DK	[VOL] REF
a.	The ability to choose from many doctors	34%	48	16	2	*	*	--
b.	The ability to choose from many hospitals	32%	45	18	3	1	*	--
c.	The ability to choose non-traditional medicine, such as acupuncture or chiropractors	16%	23	31	16	11	2	*
d.	The ability to choose your own doctor or hospital	45%	44	9	1	*	*	--
e.	The ability to choose insurance that covers particular prescription drugs that you take	37%	42	16	3	1	1	*
f.	The ability to choose from several different health plan options	29%	43	22	2	2	2	--
g.	The cost of health insurance or health care	46%	44	9	1	*	*	--

41. Which type of system would you prefer... **[READ AND ROTATE A-C]**?

	(n=1000)
A. One in which you get health insurance through an employer,	48%
B. One in which you get health insurance from the government, OR	25
C. One in which you get health insurance directly from an insurance company	19
[VOL] Don't know	8
[VOL] Refused	*

* Less than 0.5%

[IF COVERED BY HEALTH INSURANCE (Q10 = 1), CONTINUE. ELSE SKIP TO INSTRUCTION BEFORE Q45.]

42. Does your employer or health plan provide any of the following? **[READ AND ROTATE A – E]?**

[FOR EACH NO IN Q42, IMMEDIATELY ASK Q43]

43. Would you like your employer or health plan to provide **[READ EDUCATION TYPE]?**

[FOR EACH YES IN Q42, IMMEDIATELY ASK Q44]

44. Is that provided through the Internet?

	<u>Q42</u>					<u>Q43</u>					<u>Q44</u>				
	(n)	Yes	No	[VOL] DK	[VOL] REF	(n)	Yes	No	[VOL] DK	[VOL] REF	(n)	Yes	No	[VOL] DK	[VOL] REF
a. Prevention and wellness information	(863)	60%	29	10	*	(255)	70%	26	4	--	(519)	36%	39	25	--
b. A nurse advice line or call center	(863)	43%	41	15	*	(356)	59%	39	3	--	(372)	34%	34	32	*
c. Information on health conditions that helps you decide when to see a health professional	(863)	42%	45	13	*	(388)	55%	43	2	--	(360)	33%	36	30	--
d. Information or assistance in filing a claim for coverage	(863)	64%	25	11	*	(218)	64%	33	2	1	(549)	32%	35	32	--
e. Information on the quality of doctors or hospitals	(863)	37%	51	12	--	(442)	71%	26	3	--	(321)	38%	35	27	*

* Less than 0.5%

[IF EMPLOYED (D6 = 1,2,3), CONTINUE. ELSE SKIP TO INSTRUCTION BEFORE Q53.]

I'd like to switch gears a little now and talk about health care and retirement.

45. At what age do you expect to retire? **[ACCEPT SPECIFIC AGE ONLY -- NO RANGES.]**

	(n=638)
Under 55	7%
55 to 59	13
60 to 61	10
62 to 64	9
65	30
66 to 69	5
70 or older	10
[VOL] Don't know	13
[VOL] Refused	1

46. When determining what age you expect to retire, how much do you think about access to health insurance benefits? Would you say you think about it **[READ 3 -1.]**?

	(n=638)
A lot,	48%
A little, or	36
None	15
[VOL] Don't know	1
[VOL] Refused	--

47. During your retirement, do you expect to receive health insurance coverage through a former employer or union?

	(n=638)
Yes	50%
No	45
[VOL] Don't know	5
[VOL] Refused	--

[IF EXPECT TO RECEIVE COVERAGE (Q47 = 1) AND EXPECT TO RETIRE BEFORE AGE 65 (Q45 < 65), ASK:]

48. Would you retire before you are eligible for Medicare if a former employer or union did not provide health insurance benefits for retirees?

	(n=150)
Yes	31%
No	60
[VOL] Don't know	10
[VOL] Refused	--

[IF EXPECT TO RETIRE BEFORE AGE 65 (Q45 < 65), ASK:]

49. How do you expect to get health insurance between **[AGE GIVEN IN Q45]** and when you are eligible to receive Medicare? **[READ 1 – 9.] [PROBE TWICE BEFORE ACCEPTING DON'T KNOW OR REFUSED.]**

	(n=255)
Your former employer or union	33%
A private plan you buy yourself	29
Your spouse's employer or union	10
Personal savings / your own money	8
COBRA	5
Buy-in to Medicare	4
Medicaid or other government plan	4
Go without coverage	1
Someone else's employer or union	*
[VOL] Don't know	6
[VOL] Refused	--

50. During the time you have been employed at your current work place, has your employer or union made any changes in the way it provides retiree health coverage?

	(n=638)
Yes	21%
No	62
[VOL] Don't know	16
[VOL] Refused	1

[IF CHANGED COVERAGE (Q50 = 1), ASK:]

51. Did your employer or union **[READ AND ROTATE A-C. READ D LAST.]?**

(n=137)				[VOL]	[VOL]
	Yes	No	DK	REF	
a. Change the plan or the structure of the program	73%	20	7	--	
b. Change the eligibility age or years of service requirements	33%	59	8	--	
c. Change the amount or percentage the retiree pays toward coverage	68%	23	9	--	
d. Make some other change [SPECIFY:] _____	10%	65	17	1	
Changed companies	7%				

[IF CHANGED COVERAGE (Q50 = 1), ASK:]

52. Do you think the change in retiree health coverage will delay the age at which you will retire?

	(n=137)
Yes	39%
No	53
[VOL] Don't know	5
[VOL] Refused	3

* Less than 0.5%

[IF RETIRED OR DISABLED (D6 = 4 OR 7), CONTINUE. ELSE SKIP TO TEXT BEFORE Q60.]

I'd like to switch gears a little now and talk about health care and retirement.

53. At what age did you (retire/ leave the labor force)? **[ACCEPT SPECIFIC AGE ONLY -- NO RANGES.]**

	(n=240)
Under 55	24%
55 to 59	17
60 to 61	8
62 to 64	22
65	9
66 to 69	3
70 or older	7
[VOL] Don't know	6
[VOL] Refused	3

[IF RETIRED (D6 = 4), ASK:]

54. When determining what age to retire, how much did you think about access to health insurance benefits? Would you say you thought about it **[READ 3 – 1.]?**

	(n=188)
A lot,	54%
A little, or	25
None	20
[VOL] Don't know	1
[VOL] Refused	--

[IF RETIRED OR DISABLED (D6 = 4 OR 7) BEFORE 65 (Q53 < 65) AND 65 OR OLDER (D2 ≤ 1936), ASK:]

55. How did you get health insurance between **[AGE GIVEN IN Q53]** and when you were eligible to receive Medicare? **[READ 1 – 9.] [PROBE TWICE BEFORE ACCEPTING DON'T KNOW OR REFUSED.]**

	(n=79)
Your former employer or union	44%
Your spouse's employer or union	21
Went without coverage	11
Medicaid or other government plan	7
Buy-in to Medicare	6
A private plan you bought yourself	5
Personal savings / your own money	3
Someone else's employer or union	--
COBRA	--
[VOL] Don't know	1
[VOL] Refused	--

[IF RECEIVE HEALTH FROM FORMER EMPLOYER OR UNION (Q11= 3), ASK:]

56. Earlier in the survey you said you get health insurance from a former (employer/ union). Is this through retiree health benefits, through some form of government mandated buy-in such as COBRA, or something else?

	(n=30)
Retiree health	n=20
Government mandate	n=5
Something else [SPECIFY:]	n=5
[VOL] Don't know	n=1
[VOL] Refused	--

[IF RECEIVE RETIREE HEALTH THROUGH EMPLOYER OR UNION (Q56 = 1), ASK:]

57. During the time you were employed at the firm that provides your retiree health coverage, did your employer or union make any changes in the way it provides retiree health coverage?

	(n=20)
Yes	n=10
No	n=9
[VOL] Don't know	--
[VOL] Refused	--

[IF CHANGED COVERAGE (Q57 = 1), ASK:]

58. Did your employer or union **[READ AND ROTATE A – C. READ D LAST.]?**

(n=10)	Yes	No	[VOL]	[VOL]
	(n)	(n)	DK	REF
	(n)	(n)	(n)	(n)
a. Change the plan or the structure of the program	7	1	2	--
b. Change the eligibility age or years of service requirements	--	8	2	--
c. Change the amount or percentage the retiree pays toward coverage	8	1	1	--
d. Make another change [SPECIFY:] _____	4	4	1	--

[IF CHANGED COVERAGE (Q57 = 1), ASK:]

59. Do you think the change in retiree health coverage delayed the age at which you retired?

	(n=10)
Yes	n=2
No	n=8
[VOL] Don't know	--
[VOL] Refused	--

Now, I have some questions about prescription drugs.

60. When you get a prescription filled, how confident are you that you receive the most appropriate drug? Are you **[READ 5-1]**?

	(n=1000)
Extremely confident	25%
Very confident	43
Somewhat confident	25
Not too confident, or	4
Not at all confident	2
[VOL] Don't know	2
[VOL] Refused	*

[IF NOT CONFIDENT (Q60 = 1, 2), ASK:]

61. Why are you not confident? **[DO NOT READ LIST. ACCEPT MULTIPLE RESPONSES.]**

	(n=59)
Had a bad experience with a drug before	24%
I'm given the generic brands	14%
General lack of knowledge	11%
Prescription drugs are too expensive	9%
Lack of confidence in the doctor	7%
Pharmacist changes the drug	6%
Medicine prescribed doesn't work	5%
Insurance company insists on another drug	4%
Other [SPECIFY:]	15%
[VOL] Don't know	3%
[VOL] Refused	--

Now, I have a few questions about your health.

D8. In general, how would you rate your health? Would you say it is . . . **[READ 5 – 1]**?

	(n=1000)
Excellent	19%
Very good	38
Good	26
Fair	10
Poor	6
[VOL] Don't know	*
[VOL] Refused	*

D9. And over the past five years, would you say your health has gotten better, stayed the same, or gotten worse?

	(n=1000)
Gotten better	13%
Stayed the same	61
Gotten worse	25
[VOL] Don't know	1
[VOL] Refused	*

D10. Have you, or any member of your family who lives with you, had a serious illness, chronic condition, injury or disability that has required extensive medical care in the last 12 months?

	(n=1000)
Yes	26%
No	73
[VOL] Don't know	*
[VOL] Refused	*

Finally, I have just a few questions for statistical purposes.

D11. First, what was the highest grade of school or year of college that you completed? **[DO NOT READ LIST.]**

	(n=1000)
Some high school or less	15%
High school graduate	34
Some college	23
Trade or business school	4
College graduate	14
Post graduate work	3
Graduate degree	8
[VOL] Don't know	*
[VOL] Refused	*

D12. Are you of Hispanic, Spanish, Latino or Puerto Rican origin or descent?

	(n=1000)
Yes	7%
No	92
[VOL] Don't know	1
[VOL] Refused	*

D13. Do you consider yourself: African American or Black, Asian or Pacific Islander, White or of some other racial background?

	(n=1000)
White	82%
African American/ Black	9
Asian/ Pacific Islander	3
Other [SPECIFY:]	2
[VOL] Hispanic/Latino	4
[VOL] Don't know	1
[VOL] Refused	1

* Less than 0.5%

D14. Finally, in 2001, was your total household income, before taxes, over or under \$35,000? **[IF EXACTLY AMOUNT, CODE AS OVER.]**

[IF UNDER:] Was it over or under \$15,000?

[IF UNDER:] Was it over or under \$10,000?

[IF OVER:] Was it over or under \$25,000?

[IF OVER:] Was it over or under \$75,000?

[IF UNDER:] Was it over or under \$50,000?

[IF OVER:] Was it over or under \$100,000?

	(n=1000)
Less than \$10,000	6%
\$10,000 - \$14,999	8
\$15,000 - \$24,999	13
\$25,000 - \$34,999	13
\$35,000 - \$49,999	16
\$50,000 - \$74,999	15
\$75,000 - \$99,999	10
\$100,000 or more	9
[VOL] Don't know	5
[VOL] Refused	5

[RECORD RESPONDENT NAME FOR VERIFICATION.]

[RECORD TELEPHONE NUMBER AND STATE FROM SAMPLE.]

[THANK RESPONDENT AND TERMINATE INTERVIEW.]