

AIR Consumer Survey: Early Care Experiences Under the Affordable Care Act

Participant ID:

Instructions:

Answer each question by marking the box to the left of your answer.

You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes
 No → **If No, go to #1**

Your Health Care since January 1, 2014

These questions ask about your own health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.

1. Since January 1, 2014, did you make any appointments for a **check-up or routine care** at a doctor's office or clinic? (AC/HP5-AM-5)

- ¹ Yes
² No → **If No, go to #3**

2. Since January 1, 2014, how often did you get an appointment for a **check-up or routine care** at a doctor's office or clinic as soon as you needed? (AC/HP5-AM-6)

- ¹ Never
² Sometimes
³ Usually
⁴ Always

3. Since January 1, 2014, **not** counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself? (UT/HP5-AM-7)

- None → **If None, go to #9**
 1 time
 2
 3
 4

- 5 to 9 times
- 10 or more times

4. Thinking about the care you have received since January 1, 2014, how often did your doctor(s) explain things in a way that was easy to understand? **(DC/HP5-AM-12)**

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

5. Thinking about the care you have received since January 1, 2014, how often did your doctor(s) listen carefully to you? **(DC/HP5-AM-13)**

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

6. Thinking about the care you have received since January 1, 2014, how often did your doctor(s) show respect for what you had to say? **(DC/HP5-AM-14)**

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

7. Thinking about the care you have received since January 1, 2014, how often did your doctor(s) spend enough time with you? **(DC/HP5-AM-15)**

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

8. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care since January 1, 2014? **(GR/HP5-AM-8)**

- 0 Worst health care possible
- 1
- 2
- 3
- 4
- 5

- 6
- 7
- 8
- 9
- 10 Best health care possible

9. Since January 1, 2014, how often was it easy to get the care, tests, or treatment you needed?
(AC/HP5-AM-9)

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

10. An interpreter is someone who helps you talk with others who do not speak your language. Since January 1, 2014, did you need an interpreter to help you speak with anyone at your doctor's office or clinic? (CuC/S,T/ HP5-AS-New_Q#)

- ¹ Yes
- ² No → **If No, go to #12**

11. Since January 1, 2014, when you needed an interpreter at your doctor's office or clinic, how often did you get one?(CuC/S,T/ HP5-AS-New_Q#)

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

Your Health Plan

12. Since January 1, 2014, did you look for any information in written materials or on the Internet about your health plan? (AI/L,F/HP4-AS-mH7)

- ¹ Yes
- ² No → **If No, go to #14**

13. Since January 1, 2014, how often did the written materials or the Internet provide the information you needed about how your health plan works? (AI/L,F/HP4-AS-H8)

- ¹ Never
- ² Sometimes
- ³ Usually

⁴ Always

14. Since January 1, 2014, did you get information or help from your health plan's customer service?
(PA/HP5-AM-21)

¹ Yes

² No → **If No, go to #18**

15. Since January 1, 2014, how often did your health plan's customer service give you the information or help you needed? (PA/HP5-AM-22)

¹ Never

² Sometimes

³ Usually

⁴ Always

16. Since January 1, 2014, how often did your health plan's customer service staff treat you with courtesy and respect? (PA/HP5-AM-23)

¹ Never

² Sometimes

³ Usually

⁴ Always

17. Since January 1, 2014, how often did the time that you waited to talk to your health plan's customer service staff take longer than you expected?(PA/C)

¹ Never

² Sometimes

³ Usually

⁴ Always

18. Since January 1, 2014, before you went for care, how often did your health plan make it clear how much you would have to pay? (CO/L,S/HP4-AS-CP3)

¹ Never

² Sometimes

³ Usually

⁴ Always

19. Since January 1, 2014, how often did your health plan not pay for a service? (CO/L,S)

¹ Never

² Sometimes

³ Usually

⁴ Always

20. Since January 1, 2014, how often did you have to pay out of your own pocket for care that you thought your health plan would pay for? **(CO/F,T)**

¹ Never

² Sometimes

³ Usually

⁴ Always

21. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan since January 1, 2014? **(GR/HP5-AM-26)**

0 Worst health plan possible

1

2

3

4

5

6

7

8

9

10 Best health plan possible

22. Would you recommend this health plan to your friends and family? **(GR/OMB30/H-m22)**

¹ Yes, definitely

² Yes, somewhat

³ No