

INTRO SCREEN:

Welcome

Thank you for taking time to participate in this important survey!

Enter Your User ID:

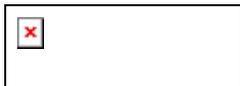
And Password:

(Your password can be found in the invitation that we sent you)

NEXT SCREEN →

CELL	HEALTH PLAN
20	ANTHEM BCBS NORTHWEST
1	ANTHEM BCBS SOUTHEAST
19	ARISE HEALTH PLAN
3	DEAN HEALTH PLAN
4	GHC EAU CLAIRE
5	GHC-SCW
6	GUNDERSEN LUTHERAN HEALTH PLAN
7	HEALTH TRADITION
8	HUMANA EASTERN
9	HUMANA WESTERN
10	MEDICAL ASSOCIATES HEALTH PLAN
11	MERCYCARE HEALTH PLAN
12	NETWORK HEALTH PLAN
13	PHYSICIANS PLUS
23	SECURITY HEALTH PLAN
14	SMP
15	STANDARD PLAN
16	UNITEDHEALTHCARE NE
21	UNITEDHEALTHCARE SE
17	UNITY COMMUNITY
18	UNITY UW HEALTH
22	WPS PATIENT CHOICE

NEXT SCREEN →



Welcome!

Morpace Inc. is conducting a study on behalf of The State of Wisconsin Department of Employee Trust Funds to find out how satisfied people are with {cell}. We have selected you at random to represent people in {cell}.

The results of the study will help people compare health plans including yours, the next time they choose health insurance. Your answers are very important to our study. You may choose to participate or not participate, however your participation would be greatly appreciated and your responses will be kept confidential. If another adult (18 years or older) on your health insurance policy has had more contact or experience with your health plan, you may forward this survey to him or her to complete the survey.

The questions should take about 10 - 15 minutes to complete. You can click on the "Previous" button to be taken back to the last answered question. You can also exit the survey at any time and re-enter to resume where you left off. However, to go back to a previously answered question once you have resumed taking the survey you will need to click on the "View Completed Sections" button, rather than the "Previous" button. This link will display the survey sections with the corresponding questions that you have previously completed. To go back to a desired question, click on the corresponding Section Heading.

Once you have completed the survey and are confident of your responses please click the "Submit" button. Once the "Submit" button is clicked you no longer have access to your survey responses.

NEXT SCREEN →

SECTION 1: HEALTH PLAN ENROLLMENT (Q1-Q2a)

Q1. Our records show that you are now in {cell}. Is that right?

- 1 Yes **(GO TO Q2a)**
- 2 No **(GO TO Q2)**
- 3 Currently have no insurance **(GO TO SUBMIT)**

NEXT SCREEN →

Q2. What is the name of your health plan?

CELL	HEALTH PLAN
20	ANTHEM BCBS NORTHWEST
1	ANTHEM BCBS SOUTHEAST
19	ARISE HEALTH PLAN
3	DEAN HEALTH PLAN
4	GHC EAU CLAIRE
5	GHC-SCW



- 6 GUNDERSEN LUTHERAN HEALTH PLAN
 - 7 HEALTH TRADITION
 - 8 HUMANA EASTERN
 - 9 HUMANA WESTERN
 - 10 MEDICAL ASSOCIATES HEALTH PLAN
 - 11 MERCYCARE HEALTH PLAN
 - 12 NETWORK HEALTH PLAN
 - 13 PHYSICIANS PLUS MERITER & UW (formerly Physicians Plus)
 - 23 SECURITY HEALTH PLAN
 - 14 SMP
 - 15 STANDARD PLAN
 - 16 UNITEDHEALTHCARE NE
 - 21 UNITEDHEALTHCARE SE
 - 17 UNITY COMMUNITY
 - 18 UNITY UW HEALTH
 - 22 WPS PATIENT CHOICE
- Other (**GO TO Q2_OTH**)

NEXT SCREEN →

Q2_OTH What is the name of your plan?

NEXT SCREEN →

Q2a. How many years in a row have you been in this health plan?

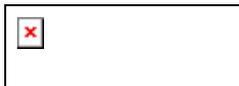
- 1 Less than 1 year
- 2 At least 1 year but less than 2 years
- 3 At least 2 years but less than 5 years
- 4 5 or more years

NEXT SCREEN →**SECTION 2: EVALUATION OF HEALTH CARE (Q3-Q12c)**

The next 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.

Q3. In the last 12 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room or doctor's office?

- 1 Yes (**GO TO Q4**)
- 2 No (**GO TO Q5**)



NEXT SCREEN →

Q4. In the last 12 months, when you needed care right away, how often did you get care as soon as you thought you needed?

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

NEXT SCREEN →

Q5 In the last 12 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?

- 1 Yes (**GO TO Q6**)
- 2 No (**GO TO Q7**)

NEXT SCREEN →

Q6 In the last 12 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?

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

NEXT SCREEN →

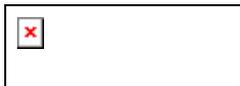
Q7 In the last 12 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get care for yourself?

- | | | |
|---|------------|---------------------|
| 0 | None | (GO TO Q12a) |
| 1 | 1 | (GO TO Q8) |
| 2 | 2 | (GO TO Q8) |
| 3 | 3 | (GO TO Q8) |
| 4 | 4 | (GO TO Q8) |
| 5 | 5 to 9 | (GO TO Q8) |
| 6 | 10 or more | (GO TO Q8) |

NEXT SCREEN →

Q8 In the last 12 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- 1 Never
- 2 Sometimes
- 3 Usually



4 Always

NEXT SCREEN→

Q9 Choices for your treatment or health care can include choices about medicine, surgery, or other treatment. In the last 12 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?

- 1 Yes (**GO TO Q10**)
- 2 No (**GO TO Q12**)

NEXT SCREEN→

Q10 In the last 12 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?

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

NEXT SCREEN→

Q11 In the last 12 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you?

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

NEXT SCREEN→

Q12 Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 12 months?

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

NEXT SCREEN→

12a In the last 12 months, do you feel you have received unsafe health care in...? (Select all that apply)

- 1 Clinic
- 2 Hospital
- 3 Urgent care
- 4 Surgicenter
- 5 I do not feel that I received unsafe health care

PROGRAMMER NOTE: Do not accept '5' with other responses (1-4).
Error message: **Please deselect 'I do not feel that I received unsafe health care' or adjust your answer**

NEXT SCREEN→

12b In the last 12 months, did you need any treatment or counseling for a personal or family problem?

- 1 Yes (**GO TO Q12c**)
- 2 No (**GO TO Q13**)

NEXT SCREEN→

12c In the last 12 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?

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

NEXT SCREEN→**SECTION 3: PERSONAL DOCTOR (Q13-Q21)**

Q13 A personal doctor is the one you see if you need a check-up, want advice about a health problem, or get sick or hurt.

Do you have a personal doctor?

- 1 Yes (**GO TO Q14**)
- 2 No (**GO TO Q22**)

NEXT SCREEN→

Q14 In the last 12 months, how many times did you visit your personal doctor to get care for yourself?

- 0 None (**GO TO Q21**)
- 1 1 (**GO TO Q14a**)
- 2 2 (**GO TO Q14a**)
- 3 3 (**GO TO Q14a**)
- 4 4 (**GO TO Q14a**)
- 5 5-9 (**GO TO Q14a**)

6 10 or more (**GO TO Q14a**)

NEXT SCREEN →

Q14a In the last 12 months, when you visited your doctor's office or clinic, how often were you able to see your provider and receive care and/or medical tests in a timely manner?

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

NEXT SCREEN →

Q14b In the last 12 months, how typical was the number of visits you made to your doctor compared to previous years?

- 1 Similar to past years
- 2 Much lower than past years
- 3 Much higher than past years

NEXT SCREEN →

Q15 In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?

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

NEXT SCREEN →

Q16 In the last 12 months, how often did your personal doctor listen carefully to you?

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

NEXT SCREEN →

Q17 In the last 12 months, how often did your personal doctor show respect for what you had to say?

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

NEXT SCREEN →

Q18 In the last 12 months, how often did your personal doctor spend enough time with you?

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

NEXT SCREEN →

Q19 In the last 12 months, did you get care from a doctor or other health provider besides your personal doctor?

- 1 Yes (**GO TO Q20**)
- 2 No (**GO TO Q21**)

NEXT SCREEN →

Q20 In the last 12 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

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

NEXT SCREEN →

Q21 Using any number from 0 to 10, where 0 is the worst personal doctor and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

- 0 Worst personal doctor or nurse possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best personal doctor or nurse possible

NEXT SCREEN →

SECTION 4: SPECIALISTS (Q22-Q25)

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

Q22 Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

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

- 1 Yes (GO TO Q23)
- 2 No (GO TO Q26)

NEXT SCREEN →

Q23 In the last 12 months, how often was it easy to get appointments with specialists?

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

NEXT SCREEN →

Q24 How many specialists have you seen in the last 12 months?

- 0 None (GO TO Q26)
- 1 1 (GO TO Q25)
- 2 2 (GO TO Q25)
- 3 3 (GO TO Q25)
- 4 4 (GO TO Q25)
- 5 5 or more specialists (GO TO Q25)

NEXT SCREEN →

Q25 We want to know your rating of the specialist you saw most often in the last 12 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0 Worst specialist possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best specialist possible

NEXT SCREEN →



SECTION 5: HEALTH PLAN (Q26-Q42e)

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

Q26 In the last 12 months, did you try to get any kind of care, tests, or treatment through your health plan?

- 1 Yes (**GO TO Q27**)
- 2 No (**GO TO Q28**)

NEXT SCREEN→

Q27 In the last 12 months, how often was it easy to get the care, tests or treatment you thought you needed through your health plan?

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

NEXT SCREEN→

Q28 In the last 12 months, did you look for any information in written materials or on the Internet about how your health plan works?

- 1 Yes (**GO TO Q29**)
- 2 No (**GO TO Q34**)

NEXT SCREEN→

Q29 In the last 12 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

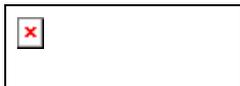
- 1 Never
- 2 Sometimes
- 3 Usually
- 4 Always

NEXT SCREEN→

[PROGRAMMER NOTE: QUESTIONS 30 THROUGH 33 ARE EXCLUDED FROM THIS SURVEY.]

Q34 In the last 12 months, did you try to get information or help from your health plan's customer service?

- 1 Yes (**GO TO Q35**)
- 2 No (**GO TO Q37**)



NEXT SCREEN →

Q35 In the last 12 months, how often did your health plan's customer service give you the information or help you needed?

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

NEXT SCREEN →

Q36 In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?

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

NEXT SCREEN →

Please state your level of agreement with the following statements about your most recent experience with a customer service representative.

Q36a The customer service representative was helpful in answering my questions.

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree

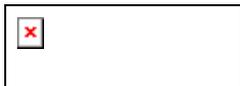
Q36b The customer service representative resolved my issue in a timely manner.

- 1 Strongly agree
- 2 Agree
- 3 Disagree
- 4 Strongly disagree

NEXT SCREEN →

Q37 In the last 12 months, did your health plan give you any forms to fill out?

- 1 Yes (**GO TO Q38**)
- 2 No (**GO TO Q39**)



NEXT SCREEN →

Q38 In the last 12 months, how often were the forms from your health plan easy to fill out?

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

NEXT SCREEN →

Q39 Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you. In the last 12 months, did you or anyone else send in any claims for your care to your health plan?

- 1 Yes (**GO TO Q40**)
- 2 No (**GO TO Q42**)
- 3 Don't know (**GO TO Q42**)

NEXT SCREEN →

Q40 In the last 12 months, how often did your health plan handle your claims quickly?

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

NEXT SCREEN →

Q41 In the last 12 months, how often did your health plan handle your claims correctly?

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

NEXT SCREEN →

Q41a In the last 12 months, did you contact your plan to resolve a claim issue?

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

NEXT SCREEN→

Q41b Do you know how to use your health plan's grievance process to resolve a problem with a claim?

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

NEXT SCREEN→

Q42 Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

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

NEXT SCREEN→

Q42a In the last 12 months, did your plan's overall performance get better, stay the same, or get worse?

- 1 Got better
- 2 Stayed the same
- 3 Got worse

NEXT SCREEN→

Q42b How would you rate your plan's effort to provide you or your family with educational information on health and wellness issues such as smoking cessation, weight loss, and mammograms, etc.?

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

NEXT SCREEN→



Q42c How would you rate your understanding of your health plan's referral/prior authorization and pre-certification requirements?

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

NEXT SCREEN →

Q42d Would you recommend your health plan to your family or friends?

- 1 Definitely Yes
- 2 Probably Yes
- 3 Probably Not
- 4 Definitely Not

NEXT SCREEN →

Q42e Do you intend to switch to a different health plan when you next have an opportunity?

- 1 Definitely Not
- 2 Probably Not
- 3 Probably Yes
- 4 Definitely Yes

NEXT SCREEN →

SECTION 6: ABOUT YOU (Q43-Q57)

The next questions ask about you.

Q43 In general, how would you rate your overall health?

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

NEXT SCREEN →

Q44 Have you had a flu shot since September 1, 2007?

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



NEXT SCREEN →

Q44a In the last 12 months, did a doctor, nurse, or other health care professional ask you about your dietary habits?

- 1 Yes
- 2 No
- 3 Don't know
- 4 I had no visits in the last 12 months

NEXT SCREEN →

Q44b In the last 12 months, did a doctor, nurse, or other health care professional ask you about your exercise habits?

- 1 Yes
- 2 No
- 3 Don't know
- 4 I had no visits in the last 12 months

NEXT SCREEN →

Q44c In the past 12 months, did a doctor, nurse, or other health care professional ask whether or not you smoke or use tobacco in any form?

- 1 Yes
- 2 No
- 3 Don't know
- 4 I had no visits in the last 12 months

NEXT SCREEN →

Q45 Do you now smoke cigarettes...

- 1 Every day (GO TO Q46)
- 2 Some days (GO TO Q46)
- 3 Not at all (GO TO Q49)
- 4 Don't know (GO TO Q49)

NEXT SCREEN →

Q46 In the last 12 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?

- 0 None (GO TO Q47)
- 1 1 visit (GO TO Q47)
- 2 2 to 4 visits (GO TO Q47)
- 3 5 to 9 visits (GO TO Q47)
- 4 10 or more visits (GO TO Q47)
- 5 I had no visits in the last 12 months (GO TO Q49)

NEXT SCREEN →

Q47 On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?

- 0 None **(GO TO Q48)**
- 1 1 visit **(GO TO Q48)**
- 2 2 to 4 visits **(GO TO Q48)**
- 3 5 to 9 visits **(GO TO Q48)**
- 4 10 or more visits **(GO TO Q48)**
- 5 I had no visits in the last 12 months **(GO TO Q49)**

NEXT SCREEN →

Q48 On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?

- 0 None
- 1 1 visit
- 2 2 to 4 visits
- 3 5 to 9 visits
- 4 10 or more visits
- 5 I had no visits in the last 12 months

NEXT SCREEN →

Q49 In the last 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem? Do not include pregnancy or menopause.

- 1 Yes **(GO TO Q50)**
- 2 No **(GO TO Q51)**

NEXT SCREEN →

Q50 Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

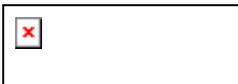
- 1 Yes
- 2 No

NEXT SCREEN →

Q51 Do you now need or take medicine prescribed by a doctor? Do not include birth control. Do not include medications associated with pregnancy or menopause.

- 1 Yes **(GO TO Q52)**
- 2 No **(GO TO Q53)**

NEXT SCREEN →



Q52 Is this to treat a condition that has lasted for at least 3 months? Do not include medications associated with pregnancy or menopause.

- 1 Yes
- 2 No

NEXT SCREEN →

Q53 What is your age?

- 1 18 to 24
- 2 25 to 34
- 3 35 to 44
- 4 45 to 54
- 5 55 to 64
- 6 65 to 74
- 7 75 or older

NEXT SCREEN →

Q53a How are you related to the policyholder?

- 1 I am the policyholder
- 2 Spouse
- 3 Adult Child (18 years or older)
- 4 Other

NEXT SCREEN →

Q54 Are you a...

- 1 Male
- 2 Female

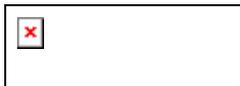
NEXT SCREEN →

Q55 What is the highest grade or level of school that you have completed?

- 1 8th grade or less
- 2 Some high school, but did not graduate
- 3 High school graduate or GED
- 4 Some college or 2-year degree
- 5 4-year college graduate
- 6 More than 4-year college degree

NEXT SCREEN →

Q56 Are you of Hispanic or Latino origin or descent?



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

NEXT SCREEN →

Q57 What is your race? Please select one or more.

- 1 White
- 2 Black or African-American
- 3 Asian
- 4 Native Hawaiian or other Pacific Islander
- 5 American Indian or Alaska Native
- 6 Other

NEXT SCREEN →**SECTION 7: HEALTH PLAN REPORT CARD (Q58a)**

Q58a Have you ever used the Health Plan Report Card published in the *It's Your Choice* book when making decisions about changing health plans?

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

NEXT SCREEN →

Q58b Please indicate the way(s) in which you use the Health Plan Report Card. Select all that apply.

- 1 Look up performance information on my health plan
- 2 Compare performance of all my health plan choices
- 3 Look up health information
- 4 Look up clinical scores for a health plan or health plans (HEDIS®)
- 5 Look up consumer opinions about a health plan or health plans (CAHPS®)
- 6 Look up complaint statistics of a health plan or health plans

NEXT SCREEN →**SECTION 8: NAVITUS HEALTH SOLUTIONS (Q59a-e)**

Thank you for answering questions about the service provided by your health plan. The next questions ask about your experiences with Navitus Health Solutions over the last 12 months. Navitus is the company that manages your pharmacy benefit.

Q59a Have you needed to fill a prescription for yourself or a family member in the last 12 months?

- 1 Yes **(GO TO Q59b)**
- 2 No **(GO TO Q59c)**

NEXT SCREEN →

Q59b Thinking about the person on your policy that had the most prescriptions filled in the past month. Over the past month would you say this person had filled...

- 1 Zero prescriptions
- 2 One prescription
- 3 Two prescriptions
- 4 Three or more prescriptions

NEXT SCREEN →

Q59c In the last 12 months, did you try to get information or help from Navitus customer service?

- 1 Yes **(GO TO Q59d)**
- 2 No **(GO TO Q60a)**

NEXT SCREEN →

(Q59d – Q59e)

Please state your level of agreement with the following statements about your most recent experience with a Navitus customer service representative.

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)
Q59d The customer service representative was helpful in answering my questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q59e The customer service representative resolved my issue in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

NEXT SCREEN →

SECTION 9: HEALTH INSURANCE BENEFIT INFORMATION FROM EMPLOYEE TRUST FUNDS (ETF) (Q60a-Q60d)

Now we have a few questions about the information provided to you by ETF via the ETF website and through the *It's Your Choice* benefits booklet provided to employees and retirees each October. For your reference, the ETF website can be found at <http://etf.wi.gov> and the *It's Your Choice* benefits booklet can be found at http://etf.wi.gov/members/health_ins.htm

Q60a In the last 12 months, did you (or the contract holder if you are the spouse or adult child) receive the *It's Your Choice* benefits booklet through your employer (including as an email link) or through the mail?

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



NEXT SCREEN →

Q60b Overall, how useful is the information in the *It's Your Choice* benefits booklet?

- 1 Very Useful
- 2 Somewhat Useful
- 3 Not At All Useful
- 4 I do NOT look for information in the booklet

NEXT SCREEN →

Please rate each section of the booklet listed below in terms of how important it is to you on a scale of 0 to 10, where 0 means not at all important and 10 means extremely important.

	Not at all Important 0	1	2	3	4	5	6	7	8	9	Extremely Important 10	Not Applicable
(Q60c) Information about premium rates, tiering, and coverage areas (Section A)												
(Q60d) Common Questions and Answers (Section C)												
(Q60e) Description/Schedule of Benefits (Section D)												
(Q60f) Health Plan Report Cards (Section E)												
(Q60g) Health Plan Description Pages (Section G)												

NEXT SCREEN →

Q60h In the last 12 months, did you look for any information on the ETF website about your health insurance benefits?

- 1 Yes
- 2 No **(Skip Q60i)**
- 3 Don't know

NEXT SCREEN →

Q60i In the last 12 months, how often did the information on the ETF website provide the information you needed about your health insurance benefits?

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



DO NOT ASK Q60_OE IF Q60a = 2 "NO" AND Q60h = 2 "NO"

Q60_OE. Is there anything else you would like to tell ETF about the information provided in the *It's Your Choice* booklet or the ETF website?

Please limit your response to 100 words or less.

Programmer: Do not enforce a limit on number of characters

997 No comment

NEXT SCREEN →

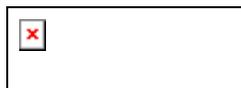
In 2007, ETF collected survey participants comments regarding overall experience with your health plan and/or health care. The most commonly mentioned experiences with your health plan and/or health care are listed on the next two screens. We would like to know your level of agreement with the statements made by participants about their health plan and their health care.

NEXT SCREEN →

Q64 a-g Considering the last 12 months, please rate much you agree with each statement about your health plan below. If a statement is not relevant to you, please select "does not apply".

	Strongly Agree	Agree	Disagree	Strongly Disagree	Does not Apply
HEALTH PLAN RATINGS					
a. My overall experiences with my health plan were positive.					
b. I had at least one positive experience with my health plan.					
c. I had at least one negative experience with my health plan.					
d. Overall, I am satisfied with how my health plan handled my claims.					
e. Overall, I was able to easily get referrals when I needed them.					
f. Overall, my experiences with my health plan's customer service department were positive.					
g. Overall, I am pleased with the level of access to my medical records my health plan made available to me through the Internet.					

NEXT SCREEN →



Q65a-m Considering the last 12 months, please rate much you agree with each statement about your health care below. If a statement is not relevant to you, please select “does not apply”.

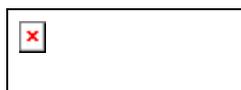
	Strongly Agree	Agree	Disagree	Strongly Disagree	Does not Apply
HEALTH CARE RATINGS					
a. My overall experiences with primary care were positive.					
b. I had at least one positive experience with a primary care provider .					
c. I had at least one negative experience with a primary care provider .					
d. My overall experiences with specialists were positive.					
e. I had at least one positive experience with a specialist .					
f. I had at least one negative experience with a specialist .					
g. Overall, I had an adequate selection of providers offered through my health plan.					
h. Overall, I was able to easily obtain follow-up care when I needed it.					
i. Overall, I was able to make appointments with my primary care provider within a reasonable amount of time.					
j. Overall, I was able to make appointments with specialists within a reasonable amount of time.					
k. Overall, I was able to make appointments with a primary care provider located within a reasonable distance from where I live or work.					
l. Overall, I was able to make appointments with specialists located within a reasonable distance from where I live or work.					
m. Overall, I was able to receive medical attention through urgent care when I needed it.					

NEXT SCREEN →

SECTION 10: ASSISTANCE WITH SURVEY (Q62-Q63)

Q61 Did someone help you complete this survey?

- 1 Yes **(GO TO Q62)**
- 2 No **(GO TO SUBMIT)**



NEXT SCREEN →

Q62 How did that person help you? Select all that apply.

- 1 Read the questions to me
- 2 Filled out the answers I gave
- 3 Answered the questions for me
- 4 Translated the questions into my language
- 5 Helped in some other way **(GO TO Q63_OTH)**

[PROGRAMMER NOTE: IF Q63 = 1, 2, 3, or 4, GO TO SUBMIT]

NEXT SCREEN →

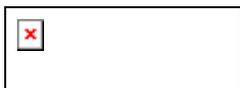
[PROGRAMMER NOTE: ASK Q63_OTH ONLY FOR THOSE WHO MENTIONED '5' AT Q63]

Q63_OTH In what other way did that person help you?

NEXT SCREEN →

SUBMIT You now have completed the survey. In order to submit your answers, please click on the 'Submit' button below. Once you have done this, you will not be able to re-enter the survey.

"SUBMIT" →



CLOSE **Thank you for your time and participation. Your opinions are VERY important!
Your answers have been recorded.**

You can simply close the window to exit the survey.

WELCOMEBACK **[PROGRAMMER NOTE: USE WHEN RESPONDENT RE-ENTERS THE SURVEY]**

“WELCOME BACK!

This is the question you left off on when you exited the survey. If you now want to go back to a previously answered question, please click on the ‘View Completed Sections’ button rather than the ‘Previous’ button.

CONFIRM

[PROGRAMMER NOTE: ASK RIGHT AFTER THE RESPONDENT LEAVES A QUESTION A BLANK]

It appears that you did not answer the previous question. Would you like to go back and provide an answer or continue to the next question?

- 1 Yes, go back
- 2 No, continue on to the next question

