

Questions for which comments are provided. ("x" under the product line indicates the product line for which the following questions are applicable)	FFS	MA	MAPD	PDP	ACTION: Support, Do Not Support, Support with Modification
Proposed question for MAPD 8. Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?			X		Modify this question so it is consistent with the MA question re: wait time. See question 8 for MA.
Proposed question for MA 8. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time?		X			Support this current question
Proposed question for FFS 9. In the last 6 months, did you phone a doctor's office or clinic with a medical question after regular office hours?	X				Support –this ensures consistency with MAPD and MA, question 9. Same question for both
Proposed question for FFS 10. In the last 6 months, when you phoned a doctor's office or clinic with a medical question after regular office hours how often did you get an answer to your medical question as soon as you needed?	X				Support –this ensures consistency with MAPD and MA question 10.
Proposed question for FFS 11. In the last 6 months, when you phoned a doctor's office or clinic with a medical question after regular office hours how long did it take for someone to call you back	X				Support –this ensures consistency among the MA and MAPD question 11.
Existing question suggested for removal. Currently Q 13 for MA and MAPD, Q 10 for FFS In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, oxygen equipment, or diabetic supplies and equipment?	X	X	X		Support removing this question
Existing question suggested for removal. Currently Q 14 for MA and MAPD, Q 11 for FFS	X	X	X		Support removing this question

In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?					
Existing question not in the proposed list of questions 25. In the last 6 months, did you see your personal doctor for a specific illness or for any health conditions?	X				Support removing this question
Existing question not in the proposed list of questions 26. In the last 6 months, how often did your personal doctor give you easy to understand instructions about what to do to take care of this illness or health condition?	X				Support removing this question
Existing question not in the proposed list of questions 27. In the last 6 months, how often did your personal doctor ask you to describe how you were going to follow these instructions?	X				Support removing this question
Proposed question 26. Doctors may use computers or handheld devices during an office visit to do things like look up your information or order prescription medicines. In the last 6 months, did your personal doctor use a computer or handheld device during any of your visits?	X	X	X		Support with modification - This question introduces the topic for the next question and also provides the Plans information regarding the use of technology within the office. Modify the question into 2 questions - use of computer, use of hand held device since they are used differently.
Proposed question 27. During your visits in the last 6 months, was your personal doctor's use of a computer or handheld device helpful to you?	X	X	X		Do not support. This question does not define "useful" to the client/patient. Consider listing how "useful" could be defined and permit the member to select. Examples- Used pictures to describe what was being said Had medical history on hand Ordered tests Ordered prescriptions
Proposed question	X	X	X		Support

28. During your visits in the last 6 months, did your personal doctor's use of a computer or handheld device make it harder or easier for you to talk to him or her?					
Existing question not in the proposed list of questions 31. How satisfied are you with the help you got from your personal doctor's office to manage your care among these different providers and services in the last 6 months?		X	X		Support removing this question for both MA and MAPD
Proposed question 33. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Is your personal doctor a specialist?	X	X	X		Support. It also may cause the member to reflect on the experiences in preparation for responding to Rating of Specialist a few questions later. Also gives idea of how many members may be seeing/consider specialist as PCP.
Proposed question 34. In the last 6 months, did you try to make any appointments to see a specialist?	X	X	X		Support
Proposed question 39. How likely are you to change doctors if you are dissatisfied with the way you and your doctor communicate?	X				Support and consider including in MA and MAPD
Proposed question 40. How likely are you to tell your doctor when you disagree with him or her?	X				Support and consider including in MA and MAPD
Proposed question 41. In the last 6 months, how often did you leave your doctor's office feeling that all of your concerns or questions were fully answered?	X				Support and consider including in MA and MAPD

Proposed question 42. In the last 6 months, how often did you make sure you understood the results of any medical test or procedure such as x-ray, blood test, or EKG for heart conditions?	X				Support and consider including in MA and MAPD
Proposed question 47 for MA and MAPD, 51 for FFS In the last 6 months, did anyone from a doctor's office or your health plan contact (Question 51 or Medicare) you: a. To remind you to make appointments for tests or treatment? b. To remind you to get a flu shot or other immunization? c. To remind you about screening tests such as breast cancer or colorectal cancer screening?	X	X	X		Support- This valuable information will help plans in planning interventions. It may be helpful to split this question into reminders from providers, and reminders from health plan
Proposed question 48 for MA and MAPD, 52 for FFS In the last 6 months, did you spend one or more nights in a hospital?	X	X	X		Do not support. Combine with question 49 MA and MAPD, and 53 for FFS
Proposed question 49 for MA and MAPD, 53 for FFS In the last 6 months, did anyone from a doctor's office or your health plan (or Medicare for FFS) contact you to follow up about your hospital stay?	X	X	X		Support with modification- If you spent one or more days in the hospital in the past 6 months, did anyone from a doctor's office
Proposed question 58 for MA, 77 for MAPD, 26 for PDP, 62 for FFS In general, how would you rate your overall mental or emotional health?	X	X	X	X	Support adding emotional health to the question
Proposed question 61 for MA, 80 for MAPD, 29 for PDP, 65 for FFS Do you now need or take any medicine prescribed by a doctor for any condition?	X	X	X	X	Support adding for any condition to the question

<p>Proposed question 67 for MA, 84 for MAPD, 33 for PDP, 77 for FFS</p> <p>Has a doctor ever told you that you had any of the following conditions?</p> <p>a. A heart attack?</p> <p>b. Angina or coronary heart disease?</p> <p>c. Hypertension or high blood pressure?</p> <p>d. Cancer, other than skin cancer?</p> <p>e. Emphysema, asthma or COPD (chronic obstructive pulmonary disease)?</p> <p>7f. Any kind of diabetes or high blood sugar?</p>	X	X	X	X	<p>Support removing stroke from prior question and adding high blood pressure</p> <p>Support adding depression</p>
<p>Proposed question 68 for MA, 85 for MAPD, 34 for PDP, 78 for FFS</p> <p>Have you had a flu shot since July 1, 2015?</p>	X	X	X	X	<p>Do Not Support using the data from the responses toward the CAHPS score. Propose keeping the question in the survey, but omitting from the score.</p> <p>Although receipt of flu shots is critical to member health, reporting of this information could be better addressed via claims information. Self-reported rates are unreliable.</p>
<p>Existing question not in the proposed list of questions</p> <p>67 for MA, 83 for MAPD, 36 for PDP, 67 for FFS</p> <p>What is your age?</p>	X	X	X	X	<p>Do not support removal of this question. The demographics are useful to trend responses over time by age, thereby better understanding members' responses.</p>
<p>Existing question not in the proposed list of questions</p> <p>68 for MA, 84 for MAPD 37 for PDP, 68 for FFS</p> <p>Are you male or female?</p>	X	X	X	X	<p>Do not support removal of this question. The demographics are useful to trend responses over time by gender, thereby better understanding members' responses.</p>
<p>Existing question not in the proposed list of questions</p> <p>74 for MA, 90 for MAPD, 43 for PDP, 74 for FFS</p> <p>Do you live alone?</p>	X	X	X	X	<p>Support removing question if question regarding how many people live in your household is included. See question below.</p>
<p>Proposed question 75 for MA, 92 for MAPD, 41 for PDP, 85 for FFS</p>	X	X	X	X	<p>Support. This will provide information</p>

How many people live in your household now, including yourself?					regarding caregivers.
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PDP	Recommendations
Proposed question 13: When you contacted your prescription drug plan about the decision not to cover a prescription medicine did they.....	Add an option that complaint was resolved over the telephone
Proposed new question: What is your primary language?	What is the primary language spoken in your household?