

**CCHRI 4.0 SUPPLEMENTAL QUESTIONS
PROPOSED FOR 2008**

The following questions will be added to the core 4.0 survey. If there are two question numbers, the first is for commercial and the second is Medicaid.

#	Question	Mapping
12a	<p>Using any number from 0 – 10, where 0 means extremely dissatisfied and 10 means extremely satisfied, in the last 12 months how satisfied were you with your ability to choose a personal doctor that you were happy with?</p> <p>0=extremely dissatisfied</p> <p>1 2 3 4 5 6 7 8 9 10= extremely satisfied</p> <p>11 I did not choose a personal doctor in the past 12 months</p>	
23a	<p>Were any of the following a reason it was difficult to get an appointment with a specialist?</p> <p>Mark all that apply</p> <p>a. Your doctor did not think you needed to see a specialist b. Your health plan approval or authorization was delayed c. You could not get a referral d. You weren't sure where to find a list of specialists in your health plan or network e. The specialists you had to choose from were too far away f. You did not have enough specialists to choose from g. The specialist you wanted did not belong to your health plan or network h. You could not get an appointment at a time that was convenient i. Some other reason (Please print)</p>	If 23 response is always go to Q24
27a	<p>Using any number from 0 – 10, where 0 means extremely dissatisfied and 10 means extremely satisfied, in the last 12 months please rate your satisfaction with your health plan's website..</p> <p>0 = extremely dissatisfied</p> <p>1 2 3 4 5 6 7 8 9 10 = extremely satisfied</p> <p>11 I have not used this health plans website in the last 12 months</p>	

36a	<p>Using any number from 0 – 10, where 0 means extremely dissatisfied and 10 means extremely satisfied, in the last 12 months, if you called or wrote your health plan customer service with a complaint or problem, how satisfied were you with how it was resolved?.</p> <p>0=extremely dissatisfied</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10 = extremely satisfied</p> <p>11 I am still trying to resolve complaint or problem</p> <p>12 I did not call or write my health plan in the last 12 months</p>	
6a	<p>In the last 12 months, when you called your doctor’s office <u>after regular office hours</u>, how often did you get the medical help or advice you needed?</p> <p><input type="radio"/> Never</p> <p><input type="radio"/> Sometimes</p> <p><input type="radio"/> Usually</p> <p><input type="radio"/> Always</p> <p><input type="radio"/> I did not call my doctor's office after regular office hours in the last 12 months.</p>	