

# CAHPS<sup>®</sup> Health Plan Surveys: Overview of the Questionnaires

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## Available Surveys

In the *CAHPS Health Plan Surveys and Instructions*, you can find both the 4.0 and 5.0 versions of the CAHPS Health Plan Surveys. For each version, the following questionnaires are available:

- Adult Commercial Questionnaire (39 items)
- Adult Medicaid Questionnaire (39 items)
- Child Commercial Questionnaire (41 items)
- Child Medicaid Questionnaire (41 items) (plus the CAHPS Item Set for Children With Chronic Conditions)

All questionnaires are available in both English and Spanish. They are formatted and suitable for mailing.

## Core Items

The Medicaid and commercial questionnaires contain core items only. **Core items** are questions that are included in every questionnaire to ensure standardization and comparability; they are applicable across populations, payers, and delivery systems.

- **Exhibit 1a** lists the topics covered by the core items in the 5.0 version of the Health Plan Surveys.
- **Exhibit 1b** lists the topics covered by the core items in the 4.0 version of the Health Plan Surveys.

The only difference between the commercial and Medicaid questionnaires is that the commercial questionnaire asks about patients' experiences in the previous 12 months, whereas the Medicaid questionnaire refers to the previous 6 months.

One exception to the use of core items only is the Child Medicaid Questionnaire 4.0, which includes items designed to support the needs of survey sponsors who want information on the experiences of children with and without special health care needs. Read about this set of supplemental items for children with chronic conditions:

- Web page: <https://www.cahps.ahrq.gov/Surveys-Guidance/Item-Sets/Children-with-Chronic-Conditions.aspx>
- *About the Item Set for Children with Chronic Conditions* (Document No. 102): [https://www.cahps.ahrq.gov/Surveys-Guidance/HP/~media/Files/SurveyDocuments/HP/Commercial/Get\\_Surveys/102\\_Children\\_with\\_Chronic\\_Conditions\\_Set\\_2008.pdf](https://www.cahps.ahrq.gov/Surveys-Guidance/HP/~media/Files/SurveyDocuments/HP/Commercial/Get_Surveys/102_Children_with_Chronic_Conditions_Set_2008.pdf)

The CAHPS Consortium is currently reviewing the supplemental items for children with chronic conditions. The updated items will be released at a later date. Users who wish to incorporate the 4.0 version of the Children with Chronic Conditions Item Set into the Child Surveys 5.0 should contact the CAHPS Help line at 800-492-9261 for guidance.

## Supplemental Items

To customize the core questionnaires, survey sponsors may add supplemental items that cover various topics. **Supplemental items** address issues of interest for certain audiences, payers, or delivery systems, such as questions about pregnancy care or interpreter services. The choice of topics for the supplemental questions was based on wide experience with field tests and other development work. Supplemental items are available for both the adult and child surveys in English and Spanish.

At this time, only version 4.0 of the CAHPS supplemental items is available; the CAHPS team is in the process of developing the 5.0 version. **Exhibit 2** lists the topics covered by the supplemental items in the Health Plan Survey 4.0.

To learn about using the supplemental items, read **Preparing a Questionnaire Using the CAHPS Health Plan Survey 4.0** (Document No. 1012) at [http://www.cahps.ahrq.gov/Surveys-Guidance/HP/~media/Files/SurveyDocuments/HP/Commercial/Admin\\_Survey/1012\\_Preparing\\_Questionnaire\\_HP40\\_2008.pdf](http://www.cahps.ahrq.gov/Surveys-Guidance/HP/~media/Files/SurveyDocuments/HP/Commercial/Admin_Survey/1012_Preparing_Questionnaire_HP40_2008.pdf).

To download the core surveys and the supplemental items, go to **Health Plan Surveys and Instructions**: <http://www.cahps.ahrq.gov/Surveys-Guidance/HP/Get-Surveys-and-Instructions.aspx>

To learn more about the Health Plan Surveys, visit <http://www.cahps.ahrq.gov/Surveys-Guidance/HP/About-HP.aspx>.

## What's New About the 5.0 Version

The 5.0 version of the CAHPS Health Plan Surveys incorporates some minor changes into the wording of core items, a change in the placement of one core item that also resulted in the deletion of a screener item, and the addition of a new item on self-reported mental health. These updates to the Health Plan Surveys address recent findings from the CAHPS Team's development and testing of the Clinician & Group Surveys.

The list below summarizes the changes to the 5.0 version of the Health Plan Surveys. For details, please refer to a crosswalk of the 4.0 and 5.0 versions of the Health Plan Surveys in Exhibit 3.

- **The items about access to urgent and non-urgent appointment items** were modified to ask respondents if they were able to get an appointment as soon as they needed, as opposed to as soon as they *thought* they needed. Non-urgent appointments are described as *a check-up or routine care* rather than *health care*. In addition, the phrase, “...not counting the times you needed care right away” was deleted from these questions. These revisions simplify the items and make them consistent with questions in other CAHPS surveys.
- **The item about how often it was easy to get appointments with specialists** was revised to ask respondents if they got an appointment to see a specialist as soon as they needed. This revision makes the item consistent with other CAHPS items that ask about access to care.

- **The item about how often it was easy to get care, tests, or treatment** was moved from the Your Health Plan section to the Your Health Care in the Last 12 Months section because respondents had difficulty attributing this item to the health plan.
- **The screener item about getting care, tests, or treatment through the health plan** was deleted because the subsequent question was moved to an earlier section of the survey and no longer required a screener.
- **The items that identify chronic conditions** were simplified and standardized across CAHPS surveys.
- **An item on self-reported mental or emotional health status** was added to the core items. Like the overall health status item, this item has been shown to be a significant case-mix adjuster.
- **The skip instructions associated with each item were updated** to reflect the item numbering in the 5.0 version of the surveys.

## Exhibit 1a: Topics Covered by the Core Items in the 5.0 Version

Topic	Short Item Title	Item Number in Adult Questionnaires	Item Number in Child Questionnaires
<b>Confirmation of enrollment/coverage</b>	Covered by xx health plan	1	1
	Fill in name of health plan	2	2
<b>Access to care</b> <ul style="list-style-type: none"> <li>• Getting Needed Care</li> <li>• Getting Care Quickly</li> </ul>	Got care for illness/injury as soon as needed	4	4
	Got non-urgent appointment as soon as needed	6	6
	How often it was easy to get necessary care, tests, or treatment	9	9
	Have a personal doctor	10	10
	Got appointment with specialists as soon as needed	18	21
<b>Global ratings</b>	Rating of all health care	8	8
	Rating of personal doctor	16	19
	Rating of specialist	20	23
	Rating of health plan	26	29
<b>Utilization</b>	Times visited doctor's office or clinic	7	7
	Times visited personal doctor for care	11	11
	Number of specialists seen	19	22
<b>How well doctors communicate</b>	Doctor explained things in a way that was easy to understand	12	12
	Doctor listened carefully to enrollee/[respondent]	13	13
	Doctor showed respect for what enrollee/[respondent] had to say	14	14
	Doctor explained things in a way that was easy for child to understand		16
	Doctor spent enough time with enrollee/[child]	15	17
	Doctor talked about how child feeling, growing, or behaving		18

## Exhibit 1a: Topics Covered by the Core Items in the 5.0 Version

Topic	Short Item Title	Item Number in Adult Questionnaires	Item Number in Child Questionnaires
Plan administration	Customer service gave necessary information/help	22	25
	Customer service staff courteous and respectful	23	26
	Forms easy to fill out	25	28
Health status	Rating of overall health	27	30
Mental and emotional health status	Rating of overall mental or emotional health	28	31
Screener items for patients with chronic conditions	Enrollee got health care 3 or more times for the same condition or problem	29	Note: The CAHPS Item Set for Children with Chronic Conditions has its own screener to identify respondents.
	Condition has lasted for at least 3 months	30	
	Enrollee needs or takes prescription medicine	31	
	Medicine was for condition that lasted for at least 3 months	32	
Demographic Items	Child age		32
	Child male or female		33
	Child Hispanic or Latino		34
	Child race		35
	Enrollee/Respondent age	33	36
	Enrollee/Respondent male or female	34	37
	Enrollee/Respondent highest grade level completed	35	38
	Enrollee Hispanic or Latino	36	
	Enrollee race	37	
	Respondent relationship to child		39

**Exhibit 1a: Topics Covered by the Core Items in the 5.0 Version**

Topic	Short Item Title	Item Number in Adult Questionnaires	Item Number in Child Questionnaires
<b>Proxy respondent items</b>	Someone helped enrollee/[respondent] complete survey	38	40
	How that person helped	39	41

**Exhibit 1b: Topics Covered by the Core Items in the 4.0 Version**

Topic	Short Item Title	Item Number in Adult Questionnaires	Item Number in Child Questionnaires
<b>Confirmation of enrollment/coverage</b>	Covered by xx health plan	1	1
	Fill in name of health plan	2	2
<b>Access to care</b> <ul style="list-style-type: none"> <li>• Getting Needed Care</li> <li>• Getting Care Quickly</li> </ul>	Got care for illness/injury as soon as needed	4	4
	Got non-urgent appointment as soon as needed	6	6
	Have a personal doctor	9	9
	How often it was easy to get appointments with specialists	17	20
	How often it was easy to get necessary care, tests, or treatment	21	24
<b>Global ratings</b>	Rating of all health care	8	8
	Rating of personal doctor	15	18
	Rating of specialist	19	22
	Rating of health plan	27	30
<b>Utilization</b>	Times visited doctor's office or clinic	7	7
	Times visited personal doctor for care	10	10
	Number of specialists seen	18	21

**Exhibit 1b: Topics Covered by the Core Items in the 4.0 Version**

<b>Topic</b>	<b>Short Item Title</b>	<b>Item Number in Adult Questionnaires</b>	<b>Item Number in Child Questionnaires</b>
<b>How well doctors communicate</b>	Doctor explained things in a way that was easy to understand	11	11
	Doctor listened carefully to enrollee/[respondent]	12	12
	Doctor showed respect for what enrollee/[respondent] had to say	13	13
	Doctor explained things in a way that was easy for child to understand		15
	Doctor spent enough time with enrollee/[child]	14	16
	Doctor talked about how child feeling, growing, or behaving		17
<b>Plan administration</b>	Customer service gave necessary information/help	23	26
	Customer service staff courteous and respectful	24	27
	Forms easy to fill out	26	29
<b>Health status</b>	Rating of overall health	28	31
<b>Screeners items for patients with chronic conditions</b>	Enrollee saw doctor or health provider 3 or more times for same condition or problem	29	Note: The Child Medicaid Questionnaire includes the CAHPS Item Set for Children with Chronic Conditions, which has its own screener to identify respondents.
	Condition has lasted for at least 3 months	30	
	Enrollee needs or takes prescription medicine	31	
	Medicine was for condition that lasted for at least 3 months	32	

## Exhibit 1b: Topics Covered by the Core Items in the 4.0 Version

Topic	Short Item Title	Item Number in Adult Questionnaires	Item Number in Child Questionnaires
<b>Demographic Items</b>	Child age		32
	Child male or female		33
	Child Hispanic or Latino		34
	Child race		35
	Enrollee/Respondent age	33	36
	Enrollee/Respondent male or female	34	37
	Enrollee/Respondent highest grade level completed	35	38
	Enrollee Hispanic or Latino	36	
	Enrollee race	37	
	Respondent relationship to child		39
<b>Proxy respondent items</b>	Someone helped enrollee/[respondent] complete survey	38	40
	How that person helped	39	41

## Exhibit 2: Topics Covered by the Supplemental Items (4.0 Version)

Topic	Short Item Title	Item Number
<b>Behavioral health</b> (adult only)	Rating of overall mental or emotional health (Excellent to Poor scale)	MH1
	Needed treatment or counseling for a personal or family problem	MH2
	Easy to get necessary treatment or counseling through health plan	MH3
	Overall rating of treatment or counseling (0 to 10 scale)	MH4
<b>Chronic conditions</b> (adult only; child items available in Child Medicaid Questionnaire)	Whether personal doctor is general doctor or specialist	CC1
	Number of months or years with personal doctor	CC2
	Physical or medical condition that seriously interferes with ability to work, attend school, or manage day-to-day activities	CC3
	Personal doctor understands how any health problems affect day-to-day life	CC4
	Number of visits to specialists	CC5
	Any decisions about health care	CC6
	Consumer involved in decisions about health care	CC7
	Easy to get doctors or other health providers to agree with consumer on the best way to manage health conditions or problems	CC8
	Needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment	CC9
	Easy to get special medical equipment through health plan	CC10
	Needed special therapy, such as physical, occupational, or speech therapy	CC11
	Easy to get the special therapy through health plan	CC12
	Needed someone to come into home to give home health care or assistance	CC13
	Easy to get home health care or assistance through health plan	CC14
	Needed the help of other persons with personal care needs or getting around the house because of an impairment or health problem	CC15

## Exhibit 2: Topics Covered by the Supplemental Items (4.0 Version)

Topic	Short Item Title	Item Number
	Needed help with routine needs or getting around for other purposes because of an impairment or health problem	CC16
	Have physical or medical condition(s) that seriously interferes with independence, participation in the community, or quality of life	CC17
	Patient in a hospital overnight or longer	CC18
	Has seen doctor or provider 3 or more times for same condition or problem in last 12 months	CC19
	Condition or problem has lasted for at least 3 months	CC20
	Takes prescription medicine	CC21
	Medicine for condition(s) lasting at least 3 months	CC22
<b>Claims processing</b> (both adult and child)	Any claims sent to health plan	CP1
	How often health plan handled claims correctly	CP2
	How often health plan made it clear how much consumer would have to pay before care received	CP3
<b>Communication</b> (C1 in both adult and child; C2-C5 in child only)	Hard time speaking with or understanding doctor because you spoke different languages	C1
	Child had hard time speaking with or understanding doctor because they spoke different languages	C2
	Whether had questions or concerns about child's health or health care	C3
	Doctors made it easy to discuss questions or concerns	C4
	Got specific information needed from doctors	C5
<b>Cost sharing</b> (adult only)	Consumer or family pay any part of the cost of health plan	CSH1
<b>Covered by multiple plans</b> (both adult and child)	Consumer covered by another health plan, not counting dental insurance	MP1

## Exhibit 2: Topics Covered by the Supplemental Items (4.0 Version)

Topic	Short Item Title	Item Number
<b>Dental care</b> (both adult and child)	Got care from a dentist's office or dental clinic	D1
	Number of visits for dental care	D2
	Overall rating of dental care (0 to 10 scale)	D3
<b>Health plan</b> (HP1-HP3 in adult and child; rest are adult only)	Number of months or years in a row enrolled in health plan	HP1
	Looked for information on how health plan works in written materials or on Internet	HP2
	How often these materials provided needed information about how health plan works	HP3
	Looked for information from health plan on cost of health care service or equipment	HP4
	Was able to find out from health plan cost of health care service or equipment	HP5
	Looked for information from health plan on cost of specific prescription medications	HP6
	Was able to find out from health plan cost of specific prescription medications	HP7
<b>HEDIS® Set</b> (adult only)	Consumer and doctor or provider talked about specific things to prevent illness	H1
	Doctor or provider told consumer there was more than one choice for treatment/care	H2
	Doctor or provider discussed pros and cons of each choice for treatment/care	H3
	Doctor or provider asked consumer which treatment/care choice he/she thought was best	H4
	Got care from doctor or provider other than personal doctor	H5
	Doctor or provider seemed informed and up-to-date about care received from other doctors/providers	H6
	Looked for information in written materials or on Internet	H7
	How often these materials provided needed information about how health plan works	H8

## Exhibit 2: Topics Covered by the Supplemental Items (4.0 Version)

Topic	Short Item Title	Item Number
	Looked for information from health plan on cost of health care service or equipment	H9
	Was able to find out from health plan cost of health care service or equipment	H10
	Looked for information from health plan on cost of specific prescription medications	H11
	Was able to find out from health plan cost of specific prescription medications	H12
	Sent health plan claims for health care	H13
	How often health plan handled claims quickly	H14
	How often health plan handled claims correctly	H15
	Had a flu shot since September 1 of [ <i>previous year</i> ]	H16
	Currently smoke every day, some days, or not at all	H17
	Number of visits consumer was advised to quit smoking	H18
	Number of visits medication was recommended or discussed to help consumer quit smoking	H19
	Number of visits doctor or provider discussed methods and strategies for quitting smoking with consumer	H20
<b>Interpreter</b> (both adult and child; see specific items)	Needed interpreter to help speak with doctors or other health providers	I1 (both)
	How often got an interpreter when needed one	I2 (both)
	Child needed interpreter	I3 (child)
	How often child got an interpreter	I4 (child)
	Language mainly spoken at home	I3 (adult) I5 (child)
	Language mainly spoken at home by child	I6 (child)

## Exhibit 2: Topics Covered by the Supplemental Items (4.0 Version)

Topic	Short Item Title	Item Number
<b>Medicaid enrollment</b> (ME1-ME4 in both adult and child; ME5 in child only)	Enrolled in Medicaid managed care plan	ME1
	Choice of health plan or automatic assignment to health plan	ME2
	Got information about health plan before signed up	ME3
	How much of the information you got before signing up for plan was correct	ME4
	Listed as child's payee or guardian on Medicaid records	ME5
<b>People with mobility impairments</b> (adult only)	Visited personal doctor	IM1
	How often examined on examination table	IM2
	How often someone tried to weigh you at doctor's office	IM3
	Whether tried to use restroom at doctor's office	IM4
	Easy to move around restroom at doctor's office	IM5
	Whether you and personal doctor talked about pain	IM6
	How often pain limited ability to do things	IM7
	Personal doctor understood impact of pain	IM8
	How often fatigue limited ability to do things	IM9
	Personal doctor understood impact of fatigue	IM10
	Needed physical or occupational therapy	IM11
	Easy to get physical or occupational therapy	IM12
	Needed speech therapy	IM13
	Easy to get speech therapy	IM14
	Whether used any mobility equipment	IM15
	Tried to get mobility equipment repaired through health plan	IM16
	Easy to get mobility equipment repaired through health plan	IM17
	Tried to get or replace mobility equipment through health plan	IM18
	Easy to get or replace mobility equipment that was needed through health plan	IM19
	Ability to walk a quarter mile	IM20
	Had difficulty or needed assistance to walk that far	IM21

## Exhibit 2: Topics Covered by the Supplemental Items (4.0 Version)

Topic	Short Item Title	Item Number
<b>Personal doctor</b> (both adult and child)	Had same personal doctor before joining plan	PD1
	Easy to get personal doctor you were happy with	PD2
<b>Pregnancy care</b> (adult only)	Screen for gender	P1
	Consumer is currently pregnant	P2
	Visited a doctor or other health provider for a pregnancy care check-up for this pregnancy	P3
<b>Prescription medicine</b> (adult only)	Got new prescription medicines or refilled a prescription	PM1
	Easy to get prescription medicine from health plan	PM2
	How often got needed prescription medicine through health plan	PM3
<b>Quality Improvement</b> (both adult and child)	Reasons it was not easy to get appointment with specialist	AS1
	Days wait time between making appointment and seeing provider	AR1
	How often had to wait for appointment because of provider's lack of hours/availability	AR2
	Got care from doctor or provider besides personal doctor	OHP1
	How often personal doctor seemed up to date about care from other providers	OHP2
	Whether there was coordination of care among different doctors/providers	OHP3
	Who coordinated care	OHP4
	Satisfaction with help received to coordinate care	OHP5
	Visited doctor's office/clinic for after hours care	AH1
	How easy it was to get after hours care	AH2
	Reasons it was not easy to get after hours care	AH3
	Called doctor's office during regular hours for help	CO1
	How often got needed help when called during regular office hours	CO2

## Exhibit 2: Topics Covered by the Supplemental Items (4.0 Version)

Topic	Short Item Title	Item Number
	Called doctor's office after regular hours for help	CO3
	How often got needed help when called after regular office hours	CO4
	Reasons consumer didn't get needed help when called after regular office hours	CO5
	Looked for information on how health plan works in written materials or on Internet	PW1
	How often these materials provided needed information about how health plan works	PW2
	How often was easy to use or understand this information on how health plan works	PW3
	What kind of information was not easy to understand or use	PW4
	Where consumer got that information	PW5
	Whether consumer went to plan's Web site looking for information	PW6
	Usefulness of information on Web site	PW7
	Whether consumer used information on Web site to choose doctor, specialist, or group of providers	PW8
	Reasons consumer didn't get needed help or information from customer service	CS1
	Number of calls it took to get needed help or information from customer service	CS2
	<b>Referrals</b> (both adult and child)	Easy to get a referral to a specialist
<b>Relation to policyholder</b> (adult only)	Sampled consumer is policyholder	RP1

## Exhibit 2: Topics Covered by the Supplemental Items (4.0 Version)

Topic	Short Item Title	Item Number
<b>Specialized services</b> (child only)	Needed someone to come into home to give child home health care or assistance	SS1
	Easy to get home health care or assistance for child through health plan	SS2
<b>Transportation</b> (both adult and child)	Phoned health plan to get help with transportation	T1
	How often got needed help with transportation from health plan	T2
	How often health plan's help with transportation met needs	T3
<b>Utilization</b> (both adult and child)	Times visited emergency room	UT1
	Was specialist consumer saw most often same as personal doctor	UT2
<b>Well-child care</b> (child only)	Child is 2 years or younger	WC1
	Got reminders to bring child in for check-up, shots, or drops	WC2
	Child has gone to doctor or other health provider for check-up, shots, or drops	WC3
	Got appointment for check-up, shots, or drops as soon as needed	WC4

## Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys

Health Plan Survey 5.0 Item #	Health Plan Survey 4.0 Item #	Health Plan Survey 5.0 Question Wording	Health Plan Survey 4.0 Question Wording	Reason for Change
1	1	Our records show that you are now in {INSERT HEALTH PLAN NAME}. Is that right?  [Yes → If Yes, go to #3/ No]	Our records show that you are now in {INSERT HEALTH PLAN NAME}. Is that right?  [Yes → If Yes, go to #3/ No]	No change
2	2	What is the name of your health plan? (Please print)	What is the name of your health plan? (Please print)	No change
3	3	In the last 12 months, did you have an illness, injury, or condition that <b>needed care right away</b> in a clinic, emergency room, or doctor's office?  [Yes/ No → If No, go to #5]	In the last 12 months, did you have an illness, injury, or condition that <b>needed care right away</b> in a clinic, emergency room, or doctor's office?  [Yes/ No → If No, go to #5]	No change
4	4	In the last 12 months, when you <b>needed care right away</b> , how often did you get care as soon as you needed?  [Never/ Sometimes/ Usually/ Always]	In the last 12 months, when you <b>needed care right away</b> , how often did you get care as soon as you thought you needed?  [Never/ Sometimes/ Usually/ Always]	Revision simplifies wording and makes it consistent with other CAHPS items.

## Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys

Health Plan Survey 5.0 Item #	Health Plan Survey 4.0 Item #	Health Plan Survey 5.0 Question Wording	Health Plan Survey 4.0 Question Wording	Reason for Change
5	5	In the last 12 months, did you make any appointments for a <b>check-up or routine care</b> at a doctor's office or clinic?  [Yes/ No → If No, go to #7]	In the last 12 months, <b>not</b> counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?  [Yes/ No → If No, go to #7]	Revision simplifies wording and makes it consistent with other CAHPS items.
6	6	In the last 12 months, how often did you get an appointment for a <b>check-up or routine care</b> at a doctor's office or clinic as soon as you needed?  [Never/ Sometimes/ Usually/ Always]	In the last 12 months, <b>not</b> 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?  [Never/ Sometimes/ Usually/ Always]	Revision simplifies wording and makes it consistent with other CAHPS items.
7	7	In the last 12 months, <b>not</b> 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?  [None → If None, go to #10 /1 time/2/3/4/5 to 9/10 or more times]	In the last 12 months, <b>not</b> 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?  [None → If None, go to #9 /1/2/3/4/5 to 9/10 or more]	Revision increases response category specificity.  Updated skip instruction reflects changes in the numbering of core items.

**Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys**

Health Plan Survey 5.0 Item #	Health Plan Survey 4.0 Item #	Health Plan Survey 5.0 Question Wording	Health Plan Survey 4.0 Question Wording	Reason for Change
8	8	<p>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?</p> <p>[0 Worst health care possible/1/2/3/4/5/6/7/8/9/10 Best health care possible]</p>	<p>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?</p> <p>[0/1/2/3/4/5/6/7/8/9/10]</p>	No change
10	9	<p>A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?</p> <p>[Yes/ No → If No, go to #17]</p>	<p>A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?</p> <p>[Yes/ No → If No, go to #16]</p>	<p>No change to item</p> <p>Updated skip instruction reflects changes in the numbering of core items.</p>
11	10	<p>In the last 12 months, how many times did you visit your personal doctor to get care for yourself?</p> <p>[None → If None, go to #16 /1time /2/3/4/5 to 9/10 or more times]</p>	<p>In the last 12 months, how many times did you visit your personal doctor to get care for yourself?</p> <p>[None → If None, go to #15 on Next Page/1/2/3/4/5 to 9/10 or more]</p>	<p>Revision increases response category specificity.</p> <p>Updated skip instruction reflects changes in the numbering of core items.</p>

**Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys**

<b>Health Plan Survey 5.0 Item #</b>	<b>Health Plan Survey 4.0 Item #</b>	<b>Health Plan Survey 5.0 Question Wording</b>	<b>Health Plan Survey 4.0 Question Wording</b>	<b>Reason for Change</b>
12	11	In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?  [Never/ Sometimes/ Usually/ Always]	In the last 12 months, how often did your personal doctor explain things in a way that was easy to understand?  [Never/ Sometimes/ Usually/ Always]	No change
13	12	In the last 12 months, how often did your personal doctor listen carefully to you?  [Never/ Sometimes/ Usually/ Always]	In the last 12 months, how often did your personal doctor listen carefully to you?  [Never/ Sometimes/ Usually/ Always]	No change
14	13	In the last 12 months, how often did your personal doctor show respect for what you had to say?  [Never/ Sometimes/ Usually/ Always]	In the last 12 months, how often did your personal doctor show respect for what you had to say?  [Never/ Sometimes/ Usually/ Always]	No change
15	14	In the last 12 months, how often did your personal doctor spend enough time with you?  [Never/ Sometimes/ Usually/ Always]	In the last 12 months, how often did your personal doctor spend enough time with you?  [Never/ Sometimes/ Usually/ Always]	No change

## Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys

Health Plan Survey 5.0 Item #	Health Plan Survey 4.0 Item #	Health Plan Survey 5.0 Question Wording	Health Plan Survey 4.0 Question Wording	Reason for Change
16	15	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor? [0/1/2/3/4/5/6/7/8/9/10]	Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor? [0/1/2/3/4/5/6/7/8/9/10]	No change
17	16	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 make any appointments to see a specialist? [Yes/ No → If No, go to #21]	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? [Yes/ No → If No, go to #20]	Revision simplifies wording and makes it consistent with other CAHPS items.  Updated skip instruction reflects changes in the numbering of core items.
18	17	In the last 12 months, how often did you get an appointment to see a specialist as soon as you needed? [Never/ Sometimes/ Usually/ Always]	In the last 12 months, how often was it easy to get appointments with specialists? [Never/ Sometimes/ Usually/ Always]	Revision simplifies wording and makes it consistent with other CAHPS items.

**Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys**

Health Plan Survey 5.0 Item #	Health Plan Survey 4.0 Item #	Health Plan Survey 5.0 Question Wording	Health Plan Survey 4.0 Question Wording	Reason for Change
19	18	<p>How many specialists have you seen in the last 12 months?</p> <p>[None → If None, go to #21 /1 specialist/2/3/4/5 to 9 specialists]</p>	<p>How many specialists have you seen in the last 12 months?</p> <p>[None → If None, go to #20 /1 specialist/2/3/4/5 to 9 specialists]</p>	<p>No change</p> <p>Updated skip instruction reflects changes in the numbering of core items.</p>
20	19	<p>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 the specialist?</p> <p>[0/1/2/3/4/5/6/7/8/9/10]</p>	<p>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 the specialist?</p> <p>[0/1/2/3/4/5/6/7/8/9/10]</p>	<p>No change</p>
	20	<p>Item deleted</p>	<p>In the last 12 months, did you try to get any kind of care, tests, or treatment through your health plan?</p> <p>[Yes/ No → If No, go to #22]</p>	<p>Moved and reworded subsequent question; screener item no longer needed.</p>

**Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys**

Health Plan Survey 5.0 Item #	Health Plan Survey 4.0 Item #	Health Plan Survey 5.0 Question Wording	Health Plan Survey 4.0 Question Wording	Reason for Change
9	21	<p>In the last 12 months, how often was it easy to get the care, tests, or treatment you needed?</p> <p>[Never/ Sometimes/ Usually/ Always]</p>	<p>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?</p> <p>[Never/ Sometimes/ Usually/ Always]</p>	<p>Revision simplifies wording. Change in item placement increases clarity about who is providing care, tests, or treatment.</p>
21	22	<p>In the last 12 months, did you get information or help from your health plan's customer service?</p> <p>[Yes/ No → If No, go to #24]</p>	<p>In the last 12 months, did you try to get information or help from your health plan's customer service?</p> <p>[Yes/ No → If No, go to #25]</p>	<p>Revision simplifies wording and makes it consistent with other CAHPS items.</p> <p>Updated skip instruction reflects changes in the numbering of core items.</p>
22	23	<p>In the last 12 months, how often did your health plan's customer service give you the information or help you needed?</p> <p>[Never/ Sometimes/ Usually/ Always]</p>	<p>In the last 12 months, how often did your health plan's customer service give you the information or help you needed?</p> <p>[Never/ Sometimes/ Usually/ Always]</p>	<p>No change</p>

**Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys**

Health Plan Survey 5.0 Item #	Health Plan Survey 4.0 Item #	Health Plan Survey 5.0 Question Wording	Health Plan Survey 4.0 Question Wording	Reason for Change
23	24	<p>In the last 12 months, how often did your health plan’s customer service staff treat you with courtesy and respect?</p> <p>[Never/ Sometimes/ Usually/ Always]</p>	<p>In the last 12 months, how often did your health plan’s customer service staff treat you with courtesy and respect?</p> <p>[Never/ Sometimes/ Usually/ Always]</p>	No change
24	25	<p>In the last 12 months, did your health plan give you any forms to fill out?</p> <p>[Yes/ No → If No, go to #27]</p>	<p>In the last 12 months, did your health plan give you any forms to fill out?</p> <p>[Yes/ No → If No, go to #27]</p>	No change
25	26	<p>In the last 12 months, how often were the forms from your health plan easy to fill out?</p> <p>[Never/ Sometimes/ Usually/ Always]</p>	<p>In the last 12 months, how often were the forms from your health plan easy to fill out?</p> <p>[Never/ Sometimes/ Usually/ Always]</p>	No change
26	27	<p>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?</p> <p>[0/1/2/3/4/5/6/7/8/9/10]</p>	<p>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?</p> <p>[0/1/2/3/4/5/6/7/8/9/10]</p>	No change

Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys

Health Plan Survey 5.0 Item #	Health Plan Survey 4.0 Item #	Health Plan Survey 5.0 Question Wording	Health Plan Survey 4.0 Question Wording	Reason for Change
27	28	In general, how would you rate your overall health?  [Excellent/Very Good/Good/Fair/Poor]	In general, how would you rate your overall health?  [Excellent/Very Good/Good/Fair/Poor]	No change
28		In general, how would you rate your overall <b>mental or emotional</b> health?  [Excellent/Very Good/Good/Fair/Poor]		Item added to broaden measure of patient health.
29	29	In the past 12 months, did you get health care 3 or more times for the same condition or problem?  [Yes/ No → If No, go to #31]	In the past 12 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?  [Yes/ No → If No, go to #31]	Item was simplified and standardized across CAHPS surveys.
30	30	Is this a condition or problem that has lasted for at least 3 months? Do <b>not</b> include pregnancy or menopause.  [Yes/No]	Is this a condition or problem that has lasted for at least 3 months? Do <b>not</b> include pregnancy or menopause.  [Yes/No]	No change

**Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys**

Health Plan Survey 5.0 Item #	Health Plan Survey 4.0 Item #	Health Plan Survey 5.0 Question Wording	Health Plan Survey 4.0 Question Wording	Reason for Change
31	31	Do you now need or take medicine prescribed by a doctor? Do <b>not</b> include birth control.  [Yes/ No → If No, go to #33]	Do you now need or take medicine prescribed by a doctor? Do <b>not</b> include birth control.  [Yes/ No → If No, go to #33]	No change
32	32	Is this medicine to treat a condition that has lasted for at least 3 months? Do <b>not</b> include pregnancy or menopause.  [Yes/ No]	Is this medicine to treat a condition that has lasted for at least 3 months? Do <b>not</b> include pregnancy or menopause.  [Yes/ No]	No change
33	33	What is your age?  [18 to 24/ 25 to 34/ 35 to 44/ 45 to 54/ 55 to 64/ 65 to 74/ 75 or older]	What is your age?  [18 to 24/ 25 to 34/ 35 to 44/ 45 to 54/ 55 to 64/ 65 to 74/ 75 or older]	No change
34	34	Are you male or female?  [Male/Female]	Are you male or female?  [Male/Female]	No change

**Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys**

Health Plan Survey 5.0 Item #	Health Plan Survey 4.0 Item #	Health Plan Survey 5.0 Question Wording	Health Plan Survey 4.0 Question Wording	Reason for Change
35	35	<p>What is the highest grade or level of school that you have completed?</p> <p>[8th grade or less/ Some high school, but did not graduate/ High school graduate or GED/ Some college or 2-year degree/ 4-year college graduate/ More than 4-year college degree]</p>	<p>What is the highest grade or level of school that you have completed?</p> <p>[8th grade or less/ Some high school, but did not graduate/ High school graduate or GED/ Some college or 2-year degree/ 4-year college graduate/ More than 4-year college degree]</p>	No change
36	36	<p>Are you of Hispanic or Latino origin or descent?</p> <p>[Yes, Hispanic or Latino/ No, Not Hispanic or Latino]</p>	<p>Are you of Hispanic or Latino origin or descent?</p> <p>[Yes, Hispanic or Latino/ No, Not Hispanic or Latino]</p>	No change
37	37	<p>What is your race? Mark one or more.</p> <p>[White/ Black or African American/ Asian/ Native Hawaiian or Other Pacific Islander/ American Indian or Alaska Native/ Other]</p>	<p>What is your race? Please mark one or more.</p> <p>[White/ Black or African American/ Asian/ Native Hawaiian or Other Pacific Islander/ American Indian or Alaska Native/ Other]</p>	Item was standardized across CAHPS surveys.

**Exhibit 3: Crosswalk of 5.0 and 4.0 Versions of the Health Plan Surveys**

<b>Health Plan Survey 5.0 Item #</b>	<b>Health Plan Survey 4.0 Item #</b>	<b>Health Plan Survey 5.0 Question Wording</b>	<b>Health Plan Survey 4.0 Question Wording</b>	<b>Reason for Change</b>
38	38	<p>Did someone help you complete this survey?</p> <p>[Yes / No → Thank you. Please return the completed survey in the postage-paid envelope]</p>	<p>Did someone help you complete this survey?</p> <p>[Yes / No → Thank you. Please return the completed survey in the postage-paid envelope]</p>	No change
39	39	<p>How did that person help you? Mark one or more.</p> <p>[Read the questions to me/ Wrote down the answers I gave/ Answered the questions for me/ Translated the questions into my language/ Helped in some other way (Please print)]</p>	<p>How did that person help you? Check all that apply.</p> <p>[Read the questions to me/ Wrote down the answers I gave/ Answered the questions for me/ Translated the questions into my language/ Helped in some other way (Please print)]</p>	Item was standardized across CAHPS surveys.