

NOTE about colors in tables:

Colors in the question text, variable name and question number indicate shifts in wording of the question. For each variation of the question, a row was added to show the alternative text in a new color. Color is consistent within a question only and is not meant to be consistent by version or survey year across questions.

**INFORMATION, CUSTOMER SERVICE, PAPERWORK**  
**(4 question for MA only, 3 questions for other survey types) Reference time-last 6 months**

**FFS-Only (2000-2004, 2007-2010)**

		VARIABLE NAME		CAHPS v4.0															CAHPS v3.0				CAHPS v2.0				CAHPS v1.0	
	COMPOSITE ITEMS: CMS survey	2007-2022	1997-2005	'22	'21	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	'09	'08	'07	'05	'04	'03	'02	'01	'00	'99	'98	'97	
Item 1 customer service give information or help	How often did Medicare's customer service give you the information or help you needed?	cs_csgetinfo																Q29	Q28	Q28	Q23							
	How much of a problem, if any, was it to find or understand this information?		pl_probinfo																		Q49	Q50	Q47					
	How much of a problem, if any, was it to find or understand information in the <b>written materials</b> ?		pl_probinfo																					Q44	Q43			
Item 2 customer service staff courteous and respectful	How often did Medicare's customer service staff treat you with courtesy and respect?	cs_crespect																Q30	Q29	Q29	Q24							
	How much of a problem, if any, was it to get the help you needed when you <b>called</b> Medicare customer service?		cs_probcall																		Q51	Q52	Q49	Q46	Q45			
Item 3 easy to fill out paperwork for medicare	How often were forms from Medicare easy to fill out?	pl_ezpaper																Q32	Q31	Q31	Q26							
	How much of a problem, if any, did you have with <b>paperwork</b> for Medicare?		pl_probpage																		Q53	Q54	Q51					
	How much of a problem, if any, did you have with <b>this</b> paperwork for Medicare?		pl_probpage																					Q48	Q41			

**FFS+PDP (2007-2010)**

		VARIABLE NAME		CAHPS v4.0															CAHPS v3.0				CAHPS v2.0				CAHPS v1.0	
	COMPOSITE ITEMS: CMS survey	2007-2022	1997-2005	'22	'21	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	'09	'08	'07	'05	'04	'03	'02	'01	'00	'99	'98	'97	
Item 1 customer service give information or help	How often did Medicare customer service give you the information or help you needed?	cs_csgetinfo																Q26	Q28	Q28								

## FFS (2011-2022)

## Medicare Advantage Only (MA-Only; 1997-2005, 2007-2022)

**\*Has 1 additional question**

Item 1 customer service give information or help	How often did your plan's customer service give you the information or help you needed?	cs_csgetinfo																										
	How much of a problem, if any, was it to find or understand this information?		pl_probinfo																			Q50	Q50					
	How much of a problem, if any, was it to find or understand this information?		pl_probinfo																			Q52	Q49					
	How much of a problem, if any, was it to find or understand information in the written materials?		pl_probinfo																			Q47	Q48	Q47	Q47			
	How often did you get all the information or other help you needed when you called your health plan's customer service?		cs_allinfo																							Q53		
Item 2 customer service staff courteous and respectful	How often did your health plan's customer service staff treat you with courtesy and respect?	cs_csrespect		Q35	Q35	Q35	Q35	Q35	Q43	Q43	Q43	Q42	Q42	Q34	Q35	Q29	Q29	Q24										
	How much of a problem, if any, was it to get the help you needed when you called your Medicare health plan's customer service?		cs_probcall																		Q52	Q52	Q54	Q49	Q50	Q49	Q49	
	How much of a problem, if any, was it to get the help you needed when you called the Sterling Life Insurance Company's customer service?		cs_probcall																			Q51						
Item 3 easy to fill out paperwork for Medicare	How often were forms from your health plan easy to fill out?	pl_ezpaper		Q37	Q37	Q37	Q37	Q37	Q45	Q45	Q45	Q44	Q44	Q36	Q37	Q31	Q31	Q26										
	How much of a problem, if any, did you have with paperwork for your Medicare health plan?		pl_probpage																		Q58		Q60	Q55	Q63	Q55	Q55	
Item 3 easy to fill out paperwork for Medicare	How much of a problem, if any, did you have with paperwork for [Health Plan Name]?		pl_probpage																			Q58						
	How much of a problem, if any, did you have with paperwork for the Sterling Life Insurance Company?		pl_probpage																			Q57						
	How often did you have more forms to fill out for your health plan than you thought was reasonable?		pl_probpage_oft																							Q48		
Item 4* helpful customer service	How often were the people at Medicare customer service as helpful as they should be?		cs_hlpfl																		Q53	Q53	Q55	Q50	Q51	Q50	Q50	
	How often were the people at the Sterling Life Insurance Company's customer service as helpful as they should be?		cs_hlpfl																			Q52						
	How often were the people at your health plan's customer service as helpful as they should be?		cs_hlpfl																								Q54	

		VARIABLE NAME		CAHPS v4.0																		CAHPS v3.0				CAHPS v2.0				CAHPS v1.0	
	COMPOSITE ITEMS: CMS survey	2007-2022	1997-2005	'22	'21	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	'09	'08	'07	'05	'04	'03	'02	'01	'00	'99	'98	'97				
<u>Item 1</u> customer service give information or help	How often did your health plan's service give you the information or help you needed?	cs_csgetinfo		Q34	Q34	Q34	Q34	Q34	Q42	Q42	Q42	Q41	Q41	Q33	Q34	Q28	Q28														
<u>Item 2</u> customer service staff courteous and respectful	How often did Medicare's customer service staff treat you with courtesy and respect?	cs_csrespect		Q35	Q35	Q35	Q35	Q35	Q43	Q43	Q43	Q42	Q42	Q34	Q35	Q29	Q29														
<u>Item 3</u> easy to fill out paperwork for Medicare	How often were forms from your health plan easy to fill out?	pl_ezpaper		Q37	Q37	Q37	Q37	Q37	Q45	Q45	Q45	Q44	Q44	Q36	Q37	Q31	Q31	Q23													

#### Medicare Advantage Preferred Provider Organization (PPO; 2009-2012)

		VARIABLE NAME		CAHPS v4.0																		CAHPS v3.0				CAHPS v2.0				CAHPS v1.0	
	COMPOSITE ITEMS: CMS survey	2007-2022	1997-2005	'22	'21	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	'09	'08	'07	'05	'04	'03	'02	'01	'00	'99	'98	'97				
<u>Item 1</u> customer service give information or help	How often did your health plan's customer service give you the information or help you needed?	cs_csgetinfo																Q45	Q37												
<u>Item 2</u> customer service staff courteous and respectful	How often did your health plan's customer service staff treat you with courtesy and respect?	cs_csrespect																Q46	Q38												
<u>Item 3</u> easy to fill out paperwork for Medicare	How often were forms from your health plan easy to fill out?	pl_ezpaper																Q48	Q40												

/\* Create composites; code used in years 2005+ \*/

/\* Composite calc: 0-100 scale \*/

gic4 = 100\*(cs\_csgetinfo - 1)/(4-1);

rc4 = 100\*(cs\_csrespect - 1)/(4-1);

```
epc4 = 100*(pl_ezpaper - 1)/(4-1);
cmp_cstsrv = mean(gic4, rc4, epc4);
```