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)

-												T, 2001													
		VARIABI	LE NAME						(CAHPS v4.	0							САНР	S v3.0		Ó	CAHPS v2.	0	САНР	PS v1.0
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	.09	'08	'07	'05	'04	,03	'02	'01	,00	'99	'98	'97
ltem 1	How often did Medicare's customer service give you the information or help you needed?	cs_csgetinfo											Q29	Q28	Q28	Q23									
customer service give information or help	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 written materials?		pl_probinfo																		Q44	Q43			
ltem 2	How often did Medicare's customer service staff treat you with courtesy and respect?	cs_csrespect											Q30	Q29	Q29	Q24									
customer service staff courteous and respectful	How much of a problem, if any, was it to get the help you needed when you called Medicare customer service?		cs_probcall															Q51	Q52	Q49	Q46	Q45			
h 2	How often were forms from Medicare easy to fill out?	pl_ezpaper											Q32	Q31	Q31	Q26									
Item 3 easy to fill out paperwork for	How much of a problem, if any, did you have with paperwork for Medicare?		pl_probpape															Q53	Q54	Q51					
medicare	How much of a problem, if any, did you have with this paperwork for Medicare?		pl_probpape																		Q48	Q41			

FFS+PDP (2007-2010)

									-	FOTPL	- 1		,												
		VARIABI	LE NAME						C	CAHPS v4.	0							САНР	S v3.0		(CAHPS v2.	0	САНР	PS v1.0
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'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 Medicare customer service give you the information or help you needed?	cs_csgetinfo											Q26	Q28	Q28										
Item 2 customer service staff courteous and respectful	How often did Medicare customer service staff treat you with courtesy and respect?	cs_csrespect											Q27	Q29	Q29										
Item 3 easy to fill out paperwork for Medicare	How often were forms from Medicare easy to fill out?	pl_ezpaper											Q29	Q31	Q31	Q23									

FFS (2011-2019)

		VARIAB	LE NAME						(CAHPS v4.	0							CAHP	PS v3.0		(CAHPS v2.	0	CAHF	PS v1.0
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'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		Q38	Q38	Q38	Q46	Q46	Q46	Q41	Q41	Q31													
Item 2 customer service staff courteous and respectful	How often did Medicare's customer service staff treat you with courtesy and respect?	cs_csrespect		Q39	Q39	Q39	Q47	Q47	Q47	Q42	Q42	Q32													
Item 3 easy to fill out paperwork for Medicare	How often were forms from Medicare easy to fill out?	pl_ezpaper		Q41	Q41	Q41	Q49	Q49	Q49	Q44	Q44	Q34													

Medicare Advantage Only (MA-Only; 1997-2005, 2007-2019)

*Has 1 additional question

		VARIABI	LE NAME						(CAHPS v4.	0							САНР	S v3.0		Ó	CAHPS v2.	0	САНР	PS v1.0
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	.09	608	'07	'05	'04	.03	'02	'01	'00	'99	'98	'97
Item 1 customer service give	How often did your health plan's customer service give you the information or help you needed?	cs_csgetinfo		Q34	Q34	Q34	Q42	Q42	Q42	Q41	Q41	Q33	Q34		Q28										
information or help	How often did your plan's customer service give you the information or help you needed?	cs_csgetinfo												Q28		Q23									

ltem 1	How much of a problem, if any, was it to find or understand this information?		pl_probinfo														Q50	Q50							
customer service give information or help	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
	How often did your health plan's customer service staff treat you with courtesy and respect?	cs_csrespect		Q35	Q35	Q35	Q43	Q43	Q43	Q42	Q42	Q34	Q35	Q29	Q29	Q24									
tem 2 customer service staff courteous and	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	
respectful	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	How often were forms from your health plan easy to fill out?	pl_ezpaper		Q37	Q37	Q37	Q45	Q45	Q45	Q44	Q44	Q36	Q37	Q31	Q31	Q26									
easy to fill out paperwork for Medicare	How much of a problem, if any, did you have with paperwork for your Medicare health plan?		pl_probpape														Q58		Q60		Q55	Q63	Q55	Q55	
ltem 3	How much of a problem, if any, did you have with paperwork for [Health Plan Name]?		pl_probpape															Q58							
easy to fill out paperwork for Medicare	How much of a problem, if any, did you have with paperwork for the Sterling Life Insurance Company?		pl_probpape																	Q57					
	How often did you have more forms to fill out for your health plan than you thought was reasonable?		pl_probpape_oft																						Q48

	How often were the people at Medicare customer service as helpful as they should be?	cs_hlpfl							Q53	Q53	Q55		Q50	Q51	Q50	Q50	
ltem 4* helpful customer service	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

Medicare Advantage Prescription Drug Plan (MA-PD; 2007-2019)

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		VARIAB	LE NAME						(CAHPS v4.	0							CAHP	PS v3.0		Ó	CAHPS v2.	0	САНІ	PS v1.0
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'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	Q42	Q42	Q42	Q41	Q41	Q33	Q34	Q28	Q28										
Item 2 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	Q43	Q43	Q43	Q42	Q42	Q34	Q35	Q29	Q29										
ltem 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	Q45	Q45	Q45	Q44	Q44	Q36	Q37	Q31	Q31	Q23									

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

		VARIAB	LE NAME							CAHPS v4.	0							CAHF	PS v3.0			CAHPS v2.	0	САНР	PS v1.0
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'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 your health plan's customer service give you the information or help you needed?	cs_csgetinfo									Q45	Q37													
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									Q46	Q38													
Item3 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);
```