#### 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.

#### PRESCRIPTION DRUG PLAN INFORMATION, CUSTOMER SERVICE

(4 questions) Reference time-last 6 months (Does not apply to FFS, FFS-Only or MA-Only)

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

		VARIAB	LE NAME		CAHPS V						0							САНР	S v3.0		(	CAHPS v2.	0	CAHF	PS v1.0
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'19	'18	'17	'16	'15	<sup>1</sup> 14	'13	'12	'11	'10	.09	'08	'07	'05	'04	'03	'02	'01	'00	'99	'98	'97
Item 1	How often did <health plan="">'s customer service give you the information or help you needed about prescription drugs?</health>		pd_csgetinfo										Q40												
customer service give information or help related to <u>prescription</u> drugs	How often did your plan's customer service give you the information or help you needed?	pd_csgetinfo	pd_csgetinfo											Q36	Q37										
	How often did drug customer service give you the information or help you needed?	pd_csgetinfo	pd_csgetinfo													Q26									
ltem 2	How often did <health plan="">'s customer service staff treat you with courtesy and respect when you tried to get information or help about prescription drugs?</health>		pd_csrespect										Q41												
Item 2 customer service staff courteous and respectful related to prescription drugs	How often did your <u>plan's</u> customer service staff treat you with courtesy and respect?	pd_csrespect	pd_csrespect											Q37	Q38										
	How often did drug customer service staff treat you with courtesy and respect?	pd_csrespect	pd_csrespect													Q27									

	How often did <u>plan</u> give you all the information you needed about which prescription medicines were covered?	pd_getcovinf	pd_getcovinf					Q43 plan								
Item 3 customer service give information about prescription drug coverage	How often did your plan give you all the information you needed about which prescription medicines were covered?	pd_getcovinf	pd_getcovinf						Q39 your plan	Q40						
	How often did drug give you all the information you needed about which prescription medicines were covered?	pd_getcovinf	pd_getcovinf								Q29 your drug plan					
	How often did <u>plan</u> give you all the information you needed about how much you would have to pay for your prescription medicine?	pd_getcostinf	pd_getcostinf					Q45 plan								
Item 4 customer service give information about prescription drug cost	much you would have to pay for your	pd_getcostinf	pd_getcostinf						Q41 your plan	Q42						
	How often did your drug plan give you all the information you needed about how much you would have to pay for your prescription medicine?	pd_getcostinf	pd_getcostinf								Q31 your drug plan					

### Prescription Drug Plan (2011-2019)

									Т	נוטוו טו	<del>ug : .u</del>	\		,											
		VARIABI	LE NAME						(	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
Item 1 customer service give information or help related to prescription drugs	How often did your prescription drug plan's customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo					Q4	Q4	Q4	Q4	Q4	Q4													
ltem 2 customer service staff courteous and respectful related to prescription drugs	How often did your prescription drug plan's customer service staff treat you with courtesy and respect when you tried to get information or help about prescription drugs?	pd_csrespect					Q5	Q5	Q5	Q5	Q5	Q5													
Item 3 customer service give information about prescription drug coverage	How often did your prescription drug plan's customer service give you all the information you needed about which prescription medicines were covered?	pd_getcovinf					Q7	Q7	Q7	Q7	Q7	Q7													
Item 4 customer service give information about prescription drug cost	How often did your prescription drug plan's customer service give you all the information you needed about how much you would have to pay for your prescription medicine?	pd_getcostinf					Q9	Q9	Q9	Q9	Q9	Q9													

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

		VARIABI	LE NAME							CAHPS v4.	0							CAHP	PS v3.0		(	CAHPS v2.	.0	САНБ	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 your PDP's customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo					Q58	Q58	Q58	Q57	Q54	Q45													
customer service give information or help related to prescription	How often did your <u>plan's</u> customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo											Q51	Q37	Q38										
drugs H ct in pr	How often did your health plan's customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo														Q29									
	How often did your PDP's customer service staff treat you with courtesy & respect when you tried to get information or help about prescription drugs?	pd_csrespect					Q59	Q59	Q59	Q58	Q55	Q46													
customer service staff courteous and respectful related to prescription drugs	How often did your <u>plan's</u> customer service staff treat you with courtesy & respect when you tried to get information or help about prescription drugs?	pd_csrespect											Q52	Q38	Q39										
prescription drugs	How often did your health plan's customer service staff treat you with courtesy & respect when you tried to get information or help about prescription drugs?	pd_csrespect														Q30									
Item 3  PDP customer service give information about drug coverage	How often did your PDP customer service give you all the information you needed about which prescription medicines were covered?	pd_getcovinf					Q61	Q61	Q61	Q60	Q57	Q48	Q54	Q40	Q41	Q32									
Item 4 customer service give information about drug cost	How often did your PDP customer service give you all the information you needed about how much you would have to pay for your prescription medicine?	pd_getcostinf					Q63	Q63	Q63	Q62	Q59	Q50	Q56	Q42	Q43	Q34									

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

		VARIABI	od_csgetinfo  od_csgetinfo  od_csrespect  od_csrespect					antage		CAHPS v4.				`	-	,		CAHP	°S 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 your PDP's customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo									Q58	Q49													
related to prescription drugs	How often did your <u>plan's</u> customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo											Q49	Q40											
	How often did your PDP's customer service treat you with courtesy & respect when you tried to get information or help about prescription drugs?	pd_csrespect									Q59	Q50													
Item 2 customer service staff courteous and respectful related to prescription drugs	How often did your plan's customer service staff treat you with courtesy & respect when you tried to get information or help about prescription drugs?	pd_csrespect											Q50												
	How often did your plan's customer service staff treat you with courtesy & respect when you tried to get information or help about prescription drugs?	pd_csrespect												Q41											
<u>ltem 3</u> PDP customer service	How often did your PDP customer service give you all the information you needed about which prescription medicines were covered?	pd_getcovinf									Q61	Q52													
give information about drug coverage	How often did Health Net Medicare Advantage give you all the information you needed about which prescription medicines were covered?	pd_getcovinf											Q52	Q43											

Item 4 PDP customer service	have to pay for your prescription	pd_getcostinf					Q63	Q54								
give information about drug cost		pd_getcostinf							Q54	Q45						