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)

		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 related to prescription drugs	How often did \<health plan\>'s customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo	pd_csgetinfo												Q40												
	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									
Item 2 customer service staff courteous and respectful related to prescription drugs	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?	pd_csrespect	pd_csrespect												Q41												
	How often did your plan's 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									
Item 3 customer service give information about prescription drug coverage	How often did plan give you all the information you needed about which prescription medicines were covered?	pd_getcovinf	pd_getcovinf												Q43 plan												
	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										

Item 4 — customer service give information about prescription drug cost (continued)

Item	Question	2007-2022	1997-2005	'10	'09	'08	'07
	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
Item 4 customer service give information about prescription drug cost	How often did plan 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			
	How often did your plan give you all the information you needed about how much you would have to pay for your prescription medicine?	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 (2011-2022)

		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 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													
Item 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	Question	Variable name (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 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; 2007-2022)

		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 related to prescription drugs	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													
	How often did your plan's customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo													Q51	Q37	Q38										
	How often did your health plan's customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo																Q29									
Item 2 customer service staff courteous and respectful related to prescription drugs	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													
	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													Q52	Q38	Q39										

	COMPOSITE ITEMS	VARIABLE NAME 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
	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)

		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 related to prescription drugs	How often did your PDP's customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo											Q58	Q49													
	How often did your plan's customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo													Q49	Q40											
Item 2 customer service staff courteous and respectful related to prescription drugs	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													
	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											

Item	Question	Variable													Col A	Col B	Col C	Col D							
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	Q52									
	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 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	Q54									
	How often did Health Net Medicare Advantage give you all the information you needed about how much you would have to pay for your prescription medicine?	pd_getcostinf															Q54	Q45							

```
/* Create composites; code used in years 2005+  */
  /* Composite calc: 0-100 scale */
gic5            = 100*(pd_csgetinfo   - 1)/(4-1);
  rc5   = 100*(pd_csrespect   - 1)/(4-1);
  cvc5          = 100*(pd_getcovinf   - 1)/(4-1);
  csc5          = 100*(pd_getcostinf  - 1)/(4-1);
cmp_pdcstsrv = mean(gic5, rc5, cvc5, csc5);
```