

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.

Getting care quickly

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

RELATED ITEMS – NOT INCLUDED IN THE SCORE CALCULATION

		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 A</u> phone doctors office	When you called during regular office hours, how often did you get the help or advice you needed?		ca_getadvc																Q16	Q18	Q19	Q18	Q14			

FFS (2011-2022)

RELATED ITEMS – NOT INCLUDED IN THE SCORE CALCULATION

		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 A</u> phone doctors office	When you phoned a doctor's office or clinic <u>after</u> regular office hours, how often did you get an answer to your medical question as soon as you needed?		ca_emeransr						Q10	Q10	Q10	Q10	Q10	Q10	Q10	Q10										

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

RELATED ITEMS – NOT INCLUDED IN THE SCORE CALCULATION

		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 A</u> phone doctors office	When you phoned a doctor's office or clinic <u>after</u> regular office hours, how often did you get an answer to your medical question as soon as you needed?		ca_emeransr						Q10	Q10	Q10	Q10	Q10	Q10	Q10	Q10										
	When you called <u>during regular office hours</u> , how often did you get the help or advice you needed?		ca_getadvc															Q16	Q16	Q19	Q21	Q20	Q21	Q20	Q20	
	How often did you get the medical help or advice you needed when you phoned the doctor's office or clinic during the day Monday to Friday?		ca_getadvc																						Q17	

Medicare Advantage Prescription Drug Plan (MA-PD; 2007-2022)

RELATED ITEMS – NOT INCLUDED IN THE SCORE CALCULATION

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

RELATED ITEMS – NOT INCLUDED IN THE SCORE CALCULATION