

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															

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
Item A 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	Q9												
	When you called <u>during regular office hours</u> , how often did you <u>get the help or advice you</u> needed?		ca_getadvc																Q16	Q16	Q19	Q21	Q20	Q21	Q20	Q20	
	<u>How often did you get the medical help or advice you needed when you phoned the doctor's office of clinic during the day Monday to Friday?</u>		ca_getadvc																								Q17

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

RELATED ITEMS – NOT INCLUDED IN THE SCORE CALCULATION

[illegible]

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

RELATED ITEMS – NOT INCLUDED IN THE SCORE CALCULATION

[illegible]