

## Psychometric Performance of MCAHPS Survey Items

This document contains a list of MCAHPS survey items that have poor psychometric performance for contract-level measurement. Caution should be employed in using these items for other research purposes as well.

In each case, we note the last survey year in which the item appeared and the location of the item on the survey (i.e., item number). We also note the first year of the survey in which the item no longer appeared.

- How satisfied are you with the help you got from your personal doctor's office to manage your care among these different providers and services in the last 6 months? (2012 MA-Only question 31, MA-PD Question 31; dropped from survey in 2013)  
*Response options: Very dissatisfied/Somewhat dissatisfied/Neither dissatisfied nor satisfied/Somewhat satisfied/Very satisfied*
- In the last 6 months, did you phone a doctor's office or clinic with a medical question after regular office hours? (2016 MA-Only Question 9, MA-PD Question 9; dropped from survey in 2017)  
*Response options: Yes/No*
- In the last 6 months, when you phoned a doctor's office or clinic after regular office hours, how often did you get an answer to your medical question as soon as you needed? (2016 MA-Only Question 10, MA-PD Question 10; dropped from survey in 2017)  
*Response options: Never/Sometimes/Usually/Always*
- In the last 6 months, when you phoned a doctor's office or clinic after regular office hours, how long did it take for someone to call you back? (2016 MA-Only Question 11, MA-PD Question 11; dropped from survey in 2017)  
*Response options: Less than 1 hour/1 to 3 hours/More than 3 hours but less than 6 hours/More than 6 hours/I did not ask for a return call/I did not get a return call/I was told to go to the Emergency Room*
- Doctors may use computers or handheld devices during an office visit to do things like look up your information or order prescription medicines. In the last 6 months, did your personal doctor use a computer or handheld device during any of your visits? (2016 MA-Only Question 26, MA-PD Question 26; dropped from survey in 2017)  
*Response options: Yes/No*
- During your visits in the last 6 months, was your personal doctor's use of a computer or handheld device helpful to you? (2016 MA-Only Question 27, MA-PD Question 27; dropped from survey in 2017)  
*Response options: Yes, a lot/Yes, a little/No, not at all*

## Psychometric Performance of MCAHPS Survey Items

- During your visits in the last 6 months, did your personal doctor's use of a computer or handheld device make it harder or easier for you to talk to him or her? (2016 MA-Only Question 28, MA-PD Question 28; dropped from survey in 2017)  
*Response options: Harder/Not harder or easier/Easier*
- Visit notes sum up what was talked about on a visit to a doctor's office. Visit notes may be available on paper, on a website or by e-mail. In the last 6 months, did anyone in your personal doctor's office offer you visit notes? (2016 MA-Only Question 32, MA-PD Question 32; dropped from survey in 2017)  
*Response options: Yes/No*
- In the last 6 months, did anyone from a doctor's office or your health plan contact you to follow up about your hospital stay? (2016 MA-Only Question 49, MA-PD survey Question 49; dropped from survey in 2017)  
*Response options: Yes/No*
- In the last 6 months, have you ever asked anyone at your health plan to reconsider a decision not to provide or pay for health care or services? (2016 MA-Only Question 51, MA-PD Question 51; dropped from survey in 2017)  
*Response options: Yes/No/Don't know*
- When you spoke to your health plan about the decision not to provide care or services, did they...Please mark one or more. (2016 MA-Only Question 52, MA-PD Question 52; dropped from survey in 2017)  
*Response options:*  
*Tell you that you can file an appeal*  
*Offer to send you forms that you need in order to file an appeal*  
*Suggest how to resolve your complaint*  
*Listen to your complaint but did not help to resolve it*  
*Discourage you from taking action*  
*Do none of these things*
- Thinking about the complaint process, regardless of whether you agree or disagree with the final outcome, how satisfied are you with how your health plan handled your complaint? (2016 MA-Only Question 54, MA-PD Question 54, PDP Question 14; dropped from survey in 2017)  
*Response options: Very dissatisfied/Somewhat dissatisfied/Neither dissatisfied nor satisfied/Somewhat satisfied/Very satisfied*
- How long did it take for your health plan to settle your complaint? (2016 MA-Only Question 55, MA-PD Question 55, PDP Question 15; dropped from survey in 2017)  
*Response options: Same day/1 week/2 weeks/3 weeks/4 or more weeks/I am still waiting for it to be settled*

## Psychometric Performance of MCAHPS Survey Items

- Was your complaint or problem settled to your satisfaction? (2016 MA-Only Question 56, MA-PD Question 56, PDP Question 16; dropped from survey in 2017)  
*Response options: Yes/No/I am still waiting for it to be settled*
- In the last 6 months, how often did your prescription drug plan's customer service give you the information or help you needed about prescription drugs? (2016 MA-PD Question 58, PDP Question 4; dropped from survey in 2017)  
*Response options: Never/Sometimes/Usually/Always/I did not try to get information or help from my prescription drug plan's customer service in the last 6 months*
- In the last 6 months, 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? (2016 MA-PD Question 59, PDP Question 5; dropped from survey in 2017)  
*Response options: Never/Sometimes/Usually/Always/I did not try to get information or help from my prescription drug plan's customer service in the last 6 months*
- In the last 6 months, how often did your prescription drug plan's customer service give you all the information you needed about which prescription medicines were covered? (2016 MA-PD Question 61, PDP Question 7; dropped from survey in 2017)  
*Response options: Never/Sometimes/Usually/Always/I did not try to get information or help from my prescription drug plan's customer service in the last 6 months*
- In the last 6 months, 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 medicines? (2016 MA-PD Question 63, PDP Question 9; dropped from survey in 2017)  
*Response options: Never/Sometimes/Usually/Always/I did not try to get information or help from my prescription drug plan's customer service in the last 6 months*
- When this happened, did you contact your prescription drug plan to ask them to cover the medicine your doctor prescribed? (2016 MA-PD Question 66, PDP Question 12; dropped from survey in 2017)  
*Response options: Yes/No/All my prescribed medicines are covered*

## Psychometric Performance of MCAHPS Survey Items

- When you contacted your prescription drug plan about the decision not to cover a prescription medicine did they...Please mark one or more. (2016 MA-PD Question 67, PDP Question 13; dropped from survey in 2017)

*Response options:*

*Tell you that you can file an appeal*

*Offer to send you forms that you need in order to file an appeal*

*Suggest how to resolve your complaint*

*Listen to your complaint but did not help to resolve it*

*Discourage you from taking action*

*Do none of the above*

*All my prescribed medicines were covered*

- In the last 6 months, how often did you feel that the specialists you saw had all the information they needed to provide your care? (2010 MA-Only Question 29, MA-PD Question 29; dropped from survey in 2011)

*Response options: Never/Sometimes/Usually/Always*

- How satisfied are you with the help you received to coordinate your care in the last 6 months? (2010 MA-Only Question 30, MA-PD Question 30; dropped from survey in 2011)

*Response options: Very dissatisfied/Somewhat dissatisfied/Neither/Somewhat satisfied/Very satisfied*

- Medicare has a special program to give extra help to individuals with low or limited incomes to pay for prescription drug costs, like plan premiums and co-pays for prescribed medicines. Have you signed up for this extra help program? (2010 MA-PD Question 68, FFS-PD Question 57; dropped from survey in 2011)

*Response options: Yes/No/Don't know*

- In the last 6 months, how often were you able to use Medicare's extra help program when you refilled a prescription for a medicine you had taken before? (2010 MA-PD Question 69, FFS-PD Question 58; removed from survey in 2011)

*Response options: Never/Sometimes/Usually/Always/I did not refill any prescription in the past 6 months*

- In the last 6 months, did pharmacy staff tell you that you needed to provide proof that you qualify for Medicare's extra help program? (2010 MA-PD Question 70, FFS-PD Question 59; removed from survey in 2011)

*Response options: Yes/No*

- In the last 6 months, have you ever gone without a prescribed medicine because the pharmacy's records did not show you were signed up for Medicare's extra help program? (2010 MA-PD Question 71, FFS-PD Question 60; removed from survey in 2011)

*Response options: Yes/No*

## Psychometric Performance of MCAHPS Survey Items

- In the last 6 months, how often was it easy to get the special therapy you needed through <YOUR HEALTH PLAN>? (2009 MA-Only Question 13, MA-PD Question 13, FFS-PD Question 13, FFS-Only Question 13; removed from survey in 2010)  
*Response options: Never/Sometimes/Usually/Always*
- Considering what you pay, how satisfied are you with the value of the health care you get? (2008 MA-Only Question 33, MA-PD Question 33, FFS-PD Question 33, FFS-Only Question 33; removed from survey in 2009)  
*Response options: Very dissatisfied/Somewhat dissatisfied/Neither/Somewhat satisfied/Very satisfied*
- If your health plan does not cover a prescription medicine that a doctor prescribes for you, you have the right to ask your plan to cover that medicine. In the last 6 months, did your health plan give you information about how to ask the health plan to cover a medicine? (2007 MA-PD Question 43, 2007 FFS-PD Question 40; removed from survey in 2008)  
*Response options: Yes/No/I don't know*