

>int1< Hello, my name is \_\_\_\_\_, and I'm calling from RKM Research and Communications on behalf of the State of New Hampshire, Department of Health and Human Services and Department of Insurance. We're conducting a survey of families in New Hampshire to learn more about their access to health insurance. Please be assured that this is not a sales call.

I would like to speak to the person who is responsible for, or shares responsibility, for making health care decisions for your household.

"Would that be you?" or "Is someone in your household that I could speak with?"

<1>	Yes - eligible respondent	Continue
<2>	Call back	Setup an appointment
<8>	Language barrier	Thank and terminate
<9>	Refusal	Thank and terminate

>int2< Thank you very much for helping us with this important study. We really appreciate your help.

Before we begin I want to assure you that all of your answers are strictly confidential. They will be combined with answers from other people from across the state. Your telephone number was randomly selected from all families in New Hampshire. This call may be monitored for quality assurance.

Can you confirm that this is a residential household, not a group home, vacation home, institution or business?

<1>	Yes - residential household	
<2>	No - group home	[thank and terminate]
<3>	No - vacation home	[thank and terminate]
<4>	No - institution	[thank and terminate]
<5>	No - business	[thank and terminate]

>q01< For the purpose of this interview, I would like to ask you questions about the people who live in your household and are part of what we call your health insurance family, which is limited to you, your spouse (or legally recognized partner) and your children, including stepchildren and adopted children. Anyone else living in your home would not be considered a member of your health insurance family.

First, I would like to ask a few basic questions about you. What is your age?

<18-64> Age in years

<65> 65 or older [thank and terminate]

<99> Refused [goto q01a]

>q01a< Which of the following best describes your age?

Read responses:

<1> 18 to 24 [goto q01b] <4> 45 to 54

<2> 25 to 34 <5> 55 to 64

<3> 35 to 44 <6> 65+ [thank and terminate]

<99> Refused [thank and terminate]

>q01b< Are you currently enrolled in college or training program on a full-time basis?

<1> Yes [thank and terminate]

<2> No [goto q02]

<99> Refused [thank and terminate]

>q02< Record gender: ("I would like to confirm that I am speaking to a male/female?")

<1> Male

<2> Female

>q03< Which of the following best describes your health insurance status?

Read responses:

<1> Insured through your employer (or workplace union)

<2> Insured through your spouse's employer (or workplace union)

<3> Insured through Medicare

<4> Insured through Medicaid

<5> Insured through VA, Champus or other military plan

<6> Insured through a plan you purchase on your own

<7> Insured through a COBRA plan

<8> You do NOT have health insurance

<0> Other (specify)

<99> Refused

>q04< Do you have a spouse that lives in your household?

<1> Yes [goto q05]

<2> No [goto q08]

<99> Refused [goto q08]

>q05< What is your spouse's age?

<18-64> Age in years

<65> 65 or older [thank and terminate]

<99> Refused [goto q05a]

>q05a< Which of the following best describes your spouse's age?

Read responses:

<1> 18 to 24 <4> 45 to 54

<2> 25 to 34 <5> 55 to 64

<3> 35 to 44 <6> 65+

>q06< Record gender of spouse:

<1> Male

<2> Female

>q07< Which of the following best describes your spouse's health insurance status?

Read responses:

<1> Insured through your employer (or workplace union)

<2> Insured through your spouse's employer (or workplace union)

<3> Insured through Medicare

<4> Insured through Medicaid

<5> Insured through VA, Champus or other military plan

<6> Insured through a plan you purchase on your own

<7> Insured through a COBRA plan

<8> He / she does NOT have health insurance

<0> Other (specify)

<99> Refused

>q08< How many children age 18 or younger currently live in your household, if any?  
(If shared custody: Please include all the children for whom you are the parent with primary responsibility for providing health care)

<0> None [goto q09]

<1-8> Children in household

<99> Refused [goto q09]

>yc1a< I'm going to ask you about each child, starting with the oldest child age 18 or younger?

How old is your oldest child?

<0> Infant (< 1 year)

<1-18> Age in years

<99> Refused

>yc1b< What is the gender of your oldest child?

<1> Male

<2> Female

>yc1c< Which of the following best describes the health insurance status of your oldest child, age 18 or younger?

Read responses:

<1> Insured through a plan available through your employer

<2> Insured through a plan available through your spouse's employer (former spouse)

<3> Insured through New Hampshire Healthy Kids [goto yc1d]

<4> Insured through Medicare

<5> Insured through Katie Beckett Medicaid

<6> Insured through VA, Champus or other military plan

<7> Insured through a plan you purchase on your own (including COBRA)

<8> He / she does NOT have health insurance

<0> Other (specify)

<99> Refused

>yc1d< Do you pay a monthly premium for health insurance through Healthy Kids?

<1> Yes (Healthy Kids Silver)

<2> No (Healthy Kids Gold)

<98> Don't know / unsure

<99> Refused

Repeat series for all children in household age 18 or younger:

>q09< How many children age 19-22 do you have that are currently enrolled in college, or other type of post-secondary education, if any?

Please exclude any children age 19 or older who live in your home who are not enrolled in college full-time).

<0> None [goto q10]

<1-8> Children in college

<99> Refused [goto q10]

>oc1a< I'm going to ask you about each child, starting with the oldest child in college.

How old is your oldest child who is currently in college?

<19-22> Age in years

>oc1b< What is the gender of that child?

<1> Male

<2> Female

>oc1c< Which of the following best describes the health insurance status of your oldest child, age 19-22?

Read responses:

<1> Insured through a plan available through your employer

<2> Insured through a plan available through your spouse's employer (former spouse)

<3> Insured through Medicare

<4> Insured through Medicaid

<5> Insured through VA, Champus or other military plan

<6> Insured through a plan you purchase on your own (including COBRA)

<8> He / she does NOT have health insurance

<0> Other (specify)

<99> Refused

Repeat series for all children age 19-22 enrolled in college:

**Primary Commercial Insurance Policy:**

If respondent or spouse has a workplace insurance plan, or purchase plan on own (or COBRA):

>q10< Now I would like you to think about your family's primary private insurance plan that you get through your employer, your spouse's employer or purchase on your own. If you have more than 1 private insurance plan, think about the one that you use most often to cover medical expenses. Is this plan offered through your employer, your spouse's employer, or do you purchase insurance on your own?

<1> Respondent's employer [goto q11]

<2> Spouse's employer [goto q11]

<3> Purchase on own [goto q12]

<99> Refused [goto q12]

>q11< What percentage of the monthly premium is paid by [your / your spouse's] employer or union?

<0> 0% (nothing - employees pay all of the cost)

<1-99> percent paid by employer

<100> 100% (everything - employer pays all of the cost)

<998> Don't know / unsure

<999> Refused

>q12< What is the dollar amount that [you / your spouse] contribute or pay out-of-pocket for your health plan each month?

<1-1200> Dollar amount

<9998> Don't know / unsure

<9999> Refused

[If the plan provides dependent coverage, goto q14]

>q13< In addition to providing insurance for [you / your spouse], can this plan be extended to provide health insurance coverage for [you / your spouse] or for your children?

<1> Yes

<2> No

<98> Don't know / unsure

<99> Refused

>q14< What is the name of your current health plan?

Do not read: (If Blue Cross Blue Shield: "Is that in NH or MA?")

- <1> Aetna US Healthcare
- <2> American Republic
- <3> Anthem Blue Cross Blue Shield of NH (Blue Choice or Matthew Thornton Health Plan)
- <4> Blue Cross Blue Shield of MASSACHUSETTS
- <5> Cigna Healthcare (Healthsource)
- <6> Harvard Pilgrim
- <7> Healthlink
- <8> Greater Derry Community Health Services
- <9> Mutual of Omaha
- <10> Seacoast Healthcare
- <11> Tufts Health Plan
- <0> Other [specify]
- <99> Refused

>q15< Is your family's primary health insurance plan a:

Read responses:

- <1> A traditional indemnity plan, or fee-for-service plan [goto q15a]
- <2> A Health Maintenance Organization, or HMO
- <3> A Point-of-Service plan, or POS
- <4> A Preferred Provider Option, or PPO
- <8> Other (specify)
- <98> Don't know / unsure
- <99> Refused

>q15a< What is the amount of the annual deductible for major medical coverage?

"How much does each individual have to pay out-of-pocket each year before the plan starts to a portion of your medical bills?"

- <0> No deductible
- <1> \$100 or less
- <2> \$101-\$200
- <3> \$201-\$300
- <4> \$301-\$400
- <5> \$401-\$500
- <6> \$501-\$1000
- <7> > \$1000
- <98> Unsure
- <99> Refused

>q16< Apart from the specific job [you / your spouse does], which of the following best describes the type of industry [you / your spouse] works in?

Read responses:

- |     |  |      |                                |
|-----|--|------|--------------------------------|
| <1> | Agriculture, forestry or mining                                    | <6>  | Healthcare                     |
| <2> | Childcare  | <7>  | Manufacturing                  |
| <3> | Communication or High-Tech   | <8>  | Retail service or food service |
| <4> | Construction   | <9>  | Transportation or Utilities    |
| <5> | Financial services<br>(investing, banking, real estate, insurance) | <0>  | Other (specify)                |
|     |  | <97> | Retired                        |
|     |  | <98> | Don't know / unsure            |
|     |  | <99> | Refused                        |

>q17< How many employees work at the location where [you / your spouse] [is / are] employed?

Note.- include full- and part-time employees

- |          |                     |
|----------|---------------------|
| <1>      | Self-employed       |
| <2-1000> | Number of employees |
| <9998>   | Don't know / unsure |
| <9999>   | Refused             |

>q18< Please tell me whether your health plan pays for the following types of care.

Counseling?

<1> Yes

<2> No

<98> Don't know / unsure

<99> Refused

>q19< Does your *health plan* provide dental care, including dental checkups?

<1> Yes

<2> No

<98> Don't know / unsure

<99> Refused

>q20< Prescriptions?

<1> Yes

<2> No

<98> Don't know / unsure

<99> Refused

>q21< Vision care, including vision checkups?

<1> Yes

<2> No

<98> Don't know / unsure

<99> Refused

>q22< Preventive health services, such as mammograms and immunizations?

<1> Yes

<2> No

<98> Don't know / unsure

<99> Refused

**Employment characteristics of the uninsured:**

>q23< Are you currently employed or not employed?

<1> Employed [goto q24]

<2> Not employed [goto q30]

<98> Refused [goto q30]

>q24< Approximately how many hours do you work each week?

<1-60> Hours work per week

<99> Refused

>q25< Which of the following best describes your workplace health insurance situation:

Read responses:

<1> There is a workplace health plan that you are eligible to participate in

<2> There is a workplace health plan, but you are not eligible to participate in

<3> There is NOT a workplace health plan

<98> Don't know / unsure [goto q27]

<99> Refused [goto q27]

If not eligible: (q25=1)

>q26a< Are you not eligible to participate in your workplace health plan because:

Read responses:

<1> You do not work enough hours each week

<2> You have not worked there long enough to be eligible

<8> Other (specify)

>q27< Which of the following types of industries do you work in?

Read responses:

- |  |                                    |
|--|------------------------------------|
| <1> Agriculture, forestry or mining                                    | <6> Healthcare                     |
| <2> Childcare  | <7> Manufacturing                  |
| <3> Communication or High-Tech   | <8> Retail service or food service |
| <4> Construction   | <9> Transportation or Utilities    |
| <5> Financial services<br>(investing, banking, real estate, insurance) | <0> Other (specify)                |
|  | <97> Retired                       |
|  | <98> Don't know / unsure           |
|  | <99> Refused                       |

>q28< Would you describe your current job as:

Read responses:

- <1> Seasonal
- <2> Temporary
- <3> Regular, on-going employment
- <0> Other (specify)
- <99> Refused

>q29< How many employees work at the location where you are employed?

- <1> Self-employed
  - <2-1000> Number of employees
  - <9998> Don't know / unsure
  - <9999> Refused
- ===>[goto q31]

>q30< What is the primary reason, or reasons, why you are not currently employed?

Do not read: (Circle all mentioned)

- <1> Enrolled in school (high school, college, NH Community Technical College)
- <2> Enrolled in training program
- <3> Pregnant / responsible for child care or dependent care
- <4> Health or disability
- <5> Temporary laid off
- <6> Leaving the area
- <7> Waiting for new job to start
- <8> Have no transportation
- <9> Can't find a job / have given up
- <10> No particular reason
- <0> Other (specify)
- <98> Don't know / unsure
- <99> Refused

If spouse in household:

- >q31< Is your spouse currently employed or not employed?
- <1> Employed [goto q32]
  - <2> Not employed [goto q38]
  - <99> Refused [goto q38]

- >q32< Approximately how many hours does [he / she] work each week?
- <1-60> Hours work per week
  - <99> Refused

>q33< Which of the following best describes your spouse's workplace health insurance situation:

Read responses:

- <1> There is a workplace health plan that [he / she] is eligible to participate in
- <2> There is a workplace health plan, but [he / she] is not eligible to participate in
- <3> There is NOT a workplace health plan
- <98> Don't know / unsure [goto q35]
- <99> Refused [goto q35]

If not eligible: (q33=1)

>q34a< Is [he / she] not eligible to participate in their workplace health plan because:

Read responses:

- <1> [He / she] does not work enough hours each week
- <2> [He / she] has not worked there long enough to be eligible
- <3> Other (specify)

>q35< Which of the following types of industries does your spouse work in?

Read responses:

- |  |                                    |
|--|------------------------------------|
| <1> Agriculture, forestry or mining                                    | <6> Healthcare                     |
| <2> Childcare  | <7> Manufacturing                  |
| <3> Communication or High-Tech   | <8> Retail service or food service |
| <4> Construction   | <9> Transportation or Utilities    |
| <5> Financial services<br>(investing, banking, real estate, insurance) | <0> Other (specify)                |
|  | <98> Don't know / unsure           |
|  | <99> Refused                       |

>q36< Would you describe your spouse's current job as:

Read responses:

- <1> Seasonal
- <2> Temporary
- <3> Regular, on-going employment
- <0> Other (specify)
- <99> Refused

>q37< How many employees work at the location where you are employed?

- <1> Self-employed
  - <2-1000> Number of employees
  - <9998> Don't know / unsure
  - <9999> Refused
- ====>[goto q39]

>q38< What is the primary reason, or reasons, why your spouse is not currently employed?

Do not read: (Circle all mentioned)

- <1> Enrolled in school (high school, college, NH Community Technical College)
- <2> Enrolled in training program
- <3> Pregnant / responsible for child care
- <4> Health or disability
- <5> Temporary laid off
- <6> Leaving the area
- <7> Waiting for new job to start
- <8> Have no transportation
- <9> Can't find a job / have given up
- <10> No particular reason
- <88> Other (specify)
- <98> Don't know / unsure
- <99> Refused

**Families with Uninsured Adults:**

If respondent is uninsured:

>q39< You mentioned that [fill you do] not have health insurance.

What is the single most important reason why you are not currently covered by a health insurance plan?

Do not read:

(Circle all mentioned)

- <1> Employer (or spouse's employer) does not offer health insurance
- <2> Respondent or spouse not eligible for workplace insurance
- <3> Respondent or spouse lost job
- <4> Respondent or spouse cut back to part-time employment
- <5> Benefits from employer (or previous employer) ran out
- <6> Cannot afford to pay for health insurance
- <7> Insurance company refused coverage
- <8> Cannot find a benefit plan to meet needs
- <9> COBRA ran out
- <10> Not eligible for Medicaid or Medicare
- <11> Recently divorced or separated
- <12> Can obtain healthcare at a community health center
  
- <0> Other (specify)
- <99> Don't know / unsure

>q40< At any time during the past 6 months were you covered by any type of health insurance plan?

<1> Yes [goto q41]

<2> No [goto q43]

<98> Don't know / unsure [goto q43]

<99> Refused [goto q43]

>q41< What types of health insurance coverage did you have during the past 6 months?

Do not read: (Circle all mentioned)

<1> Insured through your spouse's employer

<2> Insured through Medicare

<3> Insured through Medicaid

<4> Insured through VA, Champus or other military plan

<5> Insured through a plan you purchase on your own (including COBRA)

<98> Don't know / unsure

<99> Refused

>q42< For how many of the past 6 months were you covered by any of these health insurance plans?

<1-6> Number of months

<98> Don't know / unsure

<99> Refused

If spouse in household does not have health insurance:

>43< You mentioned that your spouse does not have health insurance.

What is the single most important reason why your spouse is not currently covered by a health insurance plan?

Do not read:

(Circle all mentioned)

- <1> Employer (or spouse's employer) does not offer health insurance
- <2> Respondent or spouse not eligible for workplace insurance
- <3> Respondent or spouse lost job
- <4> Respondent or spouse cut back to part-time employment
- <5> Benefits from employer (or previous employer) ran out
- <6> Cannot afford to pay for health insurance
- <7> Insurance company refused coverage
- <8> Cannot find a benefit plan to meet needs
- <9> COBRA ran out
- <10> Not eligible for Medicaid or Medicare
- <11> Recently divorced or separated
- <12> Can obtain healthcare at a community health center
  
- <88> Other (specify)
- <99> Don't know / unsure

>q44< At any time during the past 6 months was your spouse covered by any type of health insurance plan?

- <1> Yes [goto q45]
- <2> No [goto uc1a]
  
- <98> Don't know / unsure [goto uc1a]
- <99> Refused [goto uc1a]

>q45< What types of health insurance coverage did your spouse have during the past 6 months?

Do not read: (Circle all mentioned)

- <1> Insured through your spouse's employer
- <2> Insured through Medicare
- <3> Insured through Medicaid
- <4> Insured through VA, Champus or other military plan
- <5> Insured through a plan you purchase on your own (including COBRA)
  
- <98> Don't know / unsure
- <99> Refused

>q46< For how many of the past 6 months was your spouse covered by any of these health insurance plans?

- <1-6> Number of months
  
- <98> Don't know / unsure
- <99> Refused

**Families with Uninsured Children:**

**Chronic and episodic uninsurance:**

For each child (0-22) identified as not having health insurance:

>uc1a< You mentioned that your [fill oldest] child does not have health insurance.

What are the primary reasons why [fill oldest child ] is not currently covered by a health insurance plan?

Do not read:

(Circle all mentioned)

- <1> Employer (or spouse's employer) does not offer health insurance
- <2> Respondent or spouse not eligible for workplace insurance
- <3> Respondent or spouse lost job
- <4> Respondent or spouse cut back to part-time employment
- <5> Benefits from employer (or previous employer) ran out
- <6> Cannot afford to pay for health insurance
- <7> Insurance company refused coverage
- <8> Cannot find a benefit plan to meet needs
- <9> COBRA ran out
- <10> Not eligible for Medicaid or Medicare or NH Healthy Kids
- <11> Recently divorced or separated
- <12> Can obtain healthcare at a community health center
  
- <0> Other (specify)
- <98> Don't know / unsure
- <99> Refused

If either parent is employed (and workplace insurance is available):

>uc1b< What is the primary reason why your child is not covered by a health plan that is available to [you / your spouse's] through work?

Do not read:

- <1> Not eligible because not work enough hours
- <2> Not eligible because not worked long enough
- <3> Workplace plan does not pay for dependent coverage
- <4> Workplace plan is available for dependents, but cannot afford premium
- <8> Other (specify)
  
- <98> Don't know / unsure
- <99> Refused

>uc1c< At any time during the past 6 months was [fill your oldest child] covered by any type of health insurance plan?

- <1> Yes [goto uc1d]
- <2> No [goto q47]
  
- <98> Don't know / unsure [goto q47]
- <99> Refused [goto q47]

>uc1d< What type, or types, of health insurance coverage did [fill your oldest child] have during the past 6 months?

Do not read: (Circle all mentioned)

- <1> Insured through a plan available through your employer
- <2> Insured through a plan available through your spouse's employer (former spouse)
- <3> Insured through New Hampshire Healthy Kids [goto uc1e]
- <4> Insured through Medicare
- <5> Insured through Katie Beckett Medicaid
- <6> Insured through VA, Champus or other military plan
- <7> Insured through a plan you purchase on your own (including COBRA)
  
- <0> Other (specify)

>uc1e< Do you pay a monthly premium for health insurance through Healthy Kids?

- <1> Yes (Healthy Kids Silver)
- <2> No (Healthy Kids Gold)
  
- <98> Don't know / unsure
- <99> Refused

>uc1f< For how many of the past 6 months was [fill your oldest child] covered by these health insurance plans?

- <1-6> Number of months
  
- <98> Don't know / unsure
- <99> Refused

Repeat uc1a - uc1e for all children **without** insurance:

## New Hampshire Healthy Kids:

If any uninsured children age 0-18 in family:

>q47< Have you ever heard of a state-sponsored health insurance program for children called New Hampshire Healthy Kids?

<1> Yes

<2> No

<98> Don't know / unsure

<99> Refused

>q48< How likely is it that you would enroll your child in a state-sponsored health insurance program for children if the monthly premium for each child were \$90?

Read responses:

<1> Definitely would [goto q52]

<2> Probably would [goto q49]

<3> Probably would not [goto q49]

<4> Definitely would not [goto q49]

<98> Don't know / unsure [goto q49]

<99> Refused [goto q49]

>q49< How likely is it that you would enroll your child in a state-sponsored health insurance program for children if the monthly premium for each child were \$40?

Read responses:

<1> Definitely would [goto q52]

<2> Probably would [goto q50]

<3> Probably would not [goto q50]

<4> Definitely would not [goto q50]

<98> Don't know / unsure [goto q50]

<99> Refused [goto q50]

>q50< How likely is it that you would enroll your child in a state-sponsored health insurance program for children if the monthly premium for each child were \$20?

Read responses:

- <1> Definitely would
- <2> Probably would
- <3> Probably would not
- <4> Definitely would not
  
- <98> Don't know / unsure
- <99> Refused

If not enroll at \$20:

>q51< What is the primary reason you would not want to enroll your child in a state-sponsored health insurance program if he or she were eligible?

Do not read:

- <1> Application process (too confusing or takes too much effort)
- <2> Too expensive (cannot afford)
- <3> Not comfortable with public programs (not comfortable accepting charity)
- <4> Not comfortable with Welfare
- <5> Would make the child feel stigmatized
- <6> Child does not need health insurance
- <7> Provider not in network
- <8> Not interested
  
- <0> Other (specify)
  
- <98> Don't know / unsure
- <99> Refused

**State-Sponsored Program for Adults:**

If uninsured adults in family:

>q52< Suppose for a moment there were a public-private partnership established in New Hampshire to help provide health insurance for adults who are not insured?

How likely is it that you or your spouse would enroll in a partnership program if the premium were \$90 per person per month?

Read responses:

- |      |                      |            |
|------|----------------------|------------|
| <1>  | Definitely would     | [goto q56] |
| <2>  | Probably would       | [goto q53] |
| <3>  | Probably would not   | [goto q53] |
| <4>  | Definitely would not | [goto q53] |
| <98> | Don't know / unsure  | [goto q53] |
| <99> | Refused              | [goto q53] |

>q53< How likely is it that the uninsured adults in your family would enroll in a partnership program if the monthly premium for an individual adult were \$60?

Read responses:

- |      |                      |            |
|------|----------------------|------------|
| <1>  | Definitely would     | [goto q56] |
| <2>  | Probably would       | [goto q54] |
| <3>  | Probably would not   | [goto q54] |
| <4>  | Definitely would not | [goto q54] |
| <98> | Don't know / unsure  | [goto q54] |
| <99> | Refused              | [goto q54] |

>q54< How likely is it that the uninsured adults in your family would enroll in a partnership program if the monthly premium for an individual adult were \$30?

Read responses:

- <1> Definitely would
- <2> Probably would
- <3> Probably would not
- <4> Definitely would not
  
- <98> Don't know / unsure
- <99> Refused

If not enroll at \$30:

>q55< What is the primary reason you or your spouse would not want to enroll in a state-sponsored health insurance program?

Do not read:

- <1> Application process (too confusing or takes too much effort)
- <2> Too expensive (cannot afford)
- <3> Not comfortable with public programs (not comfortable accepting charity)
- <4> Not comfortable with Welfare
- <5> Would make the adult feel stigmatized
- <6> Adult does not need health insurance
- <7> Provider not in network
- <8> Not interested
  
- <0> Other (specify)
  
- <98> Don't know / unsure
- <99> Refused

## Access to Medical Care:

If adults NOT insured:

>q56< For the adults in your family who are not insured, how many times have they obtained medical care at any of the following health care facilities in the past 6 months.

Read responses:

- Ammonoosuc Community Health Services
- Avis Goodwin Community Health Center
- Capitol Region Family Health Center
- Coos County Family Health Services
- Families First of the Greater Seacoast
- Family Health Center
- Health First Family Care Centre
- Lamprey Health Care
- Manchester Community Health Center
- Partners in Health Care
- Littleton
- Dover and Rochester
- Concord
- Berlin
- Portsmouth
- Conway
- Franklin
- Newmarket, Raymond, Nashua
- Manchester
- Newport

<0> None  
<1-50> Times adults used in past 6 months

<98> Don't know / unsure  
<99> Refused

>q56a< Thinking about all of the visits to the facilities we just talked about in the past 6 months made by adults in your family who are not insured, how much did you spend out-of-pocket for the care you received?

<0> Nothing  
<1-5000> Dollars spent at a CHC in past 6 months

<9998> Don't know / unsure  
<99> Refused

>q57< For the adults in your family who are not insured, how many times have they obtained medical care at the office of a private physician?

<0> None  
<1-50> Times adults used in past 6 months  
<98> Don't know / unsure  
<99> Refused

>q58< For the adults in your family who are not insured, how many times have they obtained medical care at a hospital emergency room - for a medical condition that could have been treated by a doctor or nurse in a non-emergency setting?

<0> None  
<1-50> Times adults used in past 6 months  
<98> Don't know / unsure  
<99> Refused

If children NOT insured:

>q59< For the children in your family who are not insured, how many times have they obtained medical care at any of the following health care facilities in the past 6 months.

- Ammonoosuc Community Health Services
- Avis Goodwin Community Health Center
- Capitol Region Family Health Center
- Coos County Family Health Services
- Families First of the Greater Seacoast
- Family Health Center
- Health First Family Care Centre
- Lamprey Health Care
- Manchester Community Health Center
- Partners in Health Care
- Littleton
- Dover and Rochester
- Concord
- Berlin
- Portsmouth
- Conway
- Franklin
- Newmarket, Raymond, Nashua
- Manchester
- Newport

- <0> None
- <1-50> Times children used in past 6 months
- <98> Don't know / unsure
- <99> Refused

>q59a< Thinking about all of the visits to the facilities we just talked about in the past 6 months made by children in your family who are not insured, how much did you spend out-of-pocket for the care you received?

- <0> Nothing
- <1-5000> Dollars spent at a CHC in past 6 months
- <9998> Don't know / unsure
- <99> Refused

>q60< For the children in your family who are not insured, how many times have they obtained medical care at the office of a private physician?

- <0> None
- <1-50> Times children used in past 6 months
- <98> Don't know / unsure
- <99> Refused

>q61< For the children in your family who are not insured, how many times have they obtained medical care at a hospital emergency room - for a medical condition that could have been treated by a doctor or nurse in a non-emergency setting?

- <0> None
- <1-50> Times children used in past 6 months
- <98> Don't know / unsure
- <99> Refused

**Unmet Medical Need (Adults):**

>q62< Please tell me how many times you personally **needed or wanted** to obtain any type of medical care in the past 6 months but did not or could not get the care you needed or wanted, for any reason?

- <0> None
- <1-50> Number of adult visits NOT obtained
  
- <98> Don't know / unsure
- <99> Refused

>q63< What is the primary reason why you were unable to obtain needed medical care?

Do not read: (Circle all mentioned)

- <1> Could not afford it
- <2> Not insurance
- <3> Not covered by insurance (have insurance, but did not pay, or not pay enough)
- <4> Could not get time off work
- <5> Medical condition was not serious enough
- <6> Could not get a referral from primary care physician
- <7> Doctor did not accept Medicaid, or other insurance plan
- <8> No doctors in area accepting new patients
- <9> Do not like, trust or believe doctors, or medical providers
- <10> Did not know where to go to get medical care
- <11> Could not get there (no transportation)
- <12> Could not schedule a convenient time for an appointment
- <13> Clinic or doctor too far away, or not convenient location
  
- <0> Other (specify)
  
- <98> Don't know / unsure
- <99> Refused

If spouse in household:

>q64< Please tell me how many times your spouse **needed or wanted** to obtain any type of medical care in the past 6 months but did not or could not get the care you needed or wanted, for any reason?

- <0> None
- <1-50> Number of adult visits NOT obtained
  
- <98> Don't know / unsure
- <99> Refused

>q65< What is the primary reason why your spouse was unable to obtain needed medical care?

Do not read: (Circle all mentioned)

- <1> Could not afford it
- <2> Not insurance
- <3> Not covered by insurance (have insurance, but did not pay, or not pay enough)
- <4> Doctor did not accept Medicaid, or other insurance plan
- <5> No doctors in area accepting new patients
- <6> Medical condition was not serious enough
- <7> Do not like, trust or believe doctors, or medical providers
- <8> Did not know where to go to get medical care
- <9> Could not get there (no transportation)
- <10> Could not get time off work
- <11> Could not schedule a convenient time for an appointment
- <12> Clinic or doctor too far away, or not convenient location
- <13> Could not get a referral from primary care physician
  
- <0> Other (specify)
  
- <98> Don't know / unsure
- <99> Refused

If any children in household:

>q66< Please tell me how many times your children **needed or wanted** to obtain any type of medical care in the past 6 months but did not or could not get the care you needed or wanted, for any reason?

<0> None

<1-50> Number of adult visits NOT obtained

>q67< What is the primary reason why your children were unable to obtain needed medical care?

Do not read:

(Circle all mentioned)

<1> Could not afford it

<2> Not insurance

<3> Not covered by insurance (have insurance, but did not pay, or not pay enough)

<4> Doctor did not accept Medicaid, or other insurance plan

<5> No doctors in area accepting new patients

<6> Medical condition was not serious enough

<7> Do not like, trust or believe doctors, or medical providers

<8> Did not know where to go to get medical care

<9> Could not get there (no transportation)

<10> Could not get time off work

<11> Could not schedule a convenient time for an appointment

<12> Clinic or doctor too far away, or not convenient location

<13> Could not get a referral from primary care physician

<0> Other (specify)

<98> Don't know / unsure

<99> Refused

**Weighting Information:**

>q68< Not counting any business lines you might have in your home, or cellular phones, how many residential telephone numbers do you have?

(Note.- do not include residential 1-800 numbers)

<1> One

<2-8> Number of residential numbers

<98> Don't know / unsure

<99> Refused

>q69< Apart from any minor service interruptions, or moves, was there a time in the last 12 months that you did not have telephone service?

<1> Yes [goto q70]

<2> No [goto d01]

<98> Don't know / unsure [goto d01]

<99> Refused [goto d01]

>q70< For how many weeks or months were you without telephone service?

Weeks 1 <1-52>

Months 2 <1-12>

<998> Don't know / unsure

<999> Refused

**Classification Data:**

>d01<           What is the highest grade or year in school you completed?

Do not read:

- <1>    Less than high school
- <2>    Graduated high school
- <3>    Some college or vocational training
- <4>    Graduated vocational/technical college (2-year Associate Degree)
- <5>    Graduated college (4-year Bachelor Degree)
- <6>    Attended Graduate or Professional school (Masters, Ph.D, MPA, Lawyer)
  
- <98>   Don't know / unsure
- <99>   Refused

>d02<           Do you currently own or rent the place where you live?

- <1>    Own
- <2>    Rent
- <3>    Other (specify)
  
- <98>   Don't know / unsure
- <99>   Refused

>d03<           What is your race or ethnic background?

Read responses:

- <1>    White
- <2>    Black
- <3>    Hispanic
- <4>    Asian (or Pacific Islander)
- <5>    Native American
- <6>    Other
  
- <98>   Don't know / unsure
- <99>   Refused

>d04<           How many years have you lived at your current place of residence?

- <0>            Less than 1 year
- <1-64>        Number of years
  
- <98>           Don't know / unsure
- <99>           Refused

>d05< In what city or town do you live?

<1> Enter city or town [\_\_\_\_\_]

<98> Don't know / unsure

<99> Refused

>d06< The next question is about income. It is extremely important part of this study because it helps to explain whether people can afford the health care they need. What was your total annual income for 2000.

NOTE: Total income includes everything that comes into the house: wages and salaries from jobs, net incomes from farms or businesses, interest or dividends, pensions, social security, SSI, veterans benefits, income from rental property, estates or trusts, public assistance, welfare, unemployment compensation, alimony, child support, and other sources.

Please be assured that your responses are completely confidential and anonymous and will help ensure the success of this study.

\$\_\_\_\_\_ Annual income for 2000

<NA> Refused [goto d07]

>d07< Was your total family income above or below [300% poverty] per year before taxes?

<1> Above [300%]

<2> Below [300%]

<98> Don't know / unsure

<99> Refused

=====>[goto d08]

NOTE: Computations for federal poverty guidelines (February 2001)

Family size	300% of poverty
-------------	-----------------

1	\$25,770
2	\$34,830
3	\$43,890
4	\$52,950
5	\$62,010
6	\$71,070
7	\$80,130
8	\$89,190

>d08< Apart for the members of your insurance family that we have talked about already, is there anyone else age 18-64 who lives in your household? This would include any children who are 18 or older but who are not currently attending college.

If yes: How many other adults age 18-64 currently live in your house?

<0> No - none [goto conc]  
<1> Yes [goto d09]

>d09< Can I have the first name of the oldest adult who is not a member of your insurance family?

<1> Yes - record name

>d10< Can that person be reached at the same telephone number that I used to contact you?

<1> Yes  
<2> No

**Conclusion:**

>conc< Thank you very much for being a part of this survey. Your answers have been very helpful and will be used to improve the health care system and health care insurance.

[Interviewer: REPEAT NUMBER IF NECESSARY. Only give the name and number of Christina Purdum if respondent expresses strong desire to discuss this survey. "You can call Christina Purdum at 1-800-852-3345, extension 4301, if you have questions about this survey."]

[This statement is only for Current\_FIU with persons under age 18.] If you have any questions about your eligibility for health insurance for children, you can call the toll-free number 1-800-852-3345, extension 4301.

[Termination screen for those households with only 65-plus: Thank you for your help. We are currently not surveying those over the age of 65. The New Hampshire Department of Elderly and Adult Services has several studies to assess health care services for those over the age of 65.]