

**APPENDIX A**  
**DIRIGOCHOICE MEMBER SURVEY**

# QUESTIONS

Q1

Option

How did you first hear about Dirigo Choice?  
(DO NOT READ)

Q1	1 MY EMPLOYER	Q3
Q1	2 HEALTH CARE PROVIDER	Q3
Q1	3 NEWSPAPER/RADIO/TV	Q3
Q1	4 LEAFLET SENT HOME FROM SCHOOL	Q3
Q1	5 OTHER	NEXT
Q1	8 DK	Q3
Q1	9 NA	Q3

Q2

Text Entry

OTHER SOURCE:

Q2	0 SOURCE (98=DK, 99=NA)	NEXT
----	-------------------------	------

Q3

Option

When you enrolled in the Dirigo health plan, were you covered by any health insurance plan, including HMOs, government plans, MaineCare and so on?

Q3	1 YES	NEXT
Q3	2 NO	Q9
Q3	8 DK	Q9
Q3	9 NA	Q9

Q4

Multiple Check

What was that coverage?

IWER NOTE! IF R DOESN'T MENTION COBRA, ALWAYS ASK "Did you have COBRA?"  
(CHECK ALL THAT APPLY)

Q4	1 MEDICARE ONLY	Q8
Q4	2 MEDICARE PLUS SUPPLEMENTAL	Q8
Q4	3 MAINECARE/MEDICAID	Q8
Q4	4 CUB CARE	Q8
Q4	5 MILITARY OR VA	Q8
Q4	6 AETNA	NEXT
Q4	7 ANTHEM/BLUE CROSS/BLUE SHIELD	NEXT
Q4	8 CIGNA	NEXT
Q4	9 COBRA	Q7
Q4	10 OTHER COVERAGE	NEXT
Q4	98 DK	NEXT
Q4	99 NA	NEXT
Q4	11 Other	NEXT

Q5

Option

Was that coverage obtained through an employer?

Q5	1 YES	NEXT
Q5	2 NO	Q8
Q5	8 DK	Q8
Q5	9 NA	Q8

Q6

Option

Was that employer the same as your current employer?

Q6	1 YES	Q8
Q6	2 NO	Q8
Q6	8 DK	Q8
Q6	9 NA	Q8

Q7

Option

Did you choose Dirigo Choice because your COBRA coverage would end soon?

Q7	1 YES	NEXT
Q7	2 NO	NEXT
Q7	3 DIDN'T HAVE COBRA	NEXT
Q7	8 DK	NEXT
Q7	9 NA	NEXT

Q8

Option

Thinking about the year before you enrolled in Dirigo, was there any time during that year that you were NOT covered by any health insurance plan?

Q8	1 YES	Q11
Q8	2 NO	Q11
Q8	8 DK	Q11
Q8	9 NA	Q11

Q9

Option

Thinking about the year before you enrolled in Dirigo, was there any time during that year that you WERE covered by any health insurance plan?

Q9	1 YES	NEXT
Q9	2 NO	Q21
Q9	8 DK	Q21
Q9	9 NA	Q21

Q10

Multiple Check

What was that coverage?  
(CHECK ALL THAT APPLY)

Q10	1 MEDICARE ONLY	NEXT
Q10	2 MEDICARE PLUS SUPPLEMENTAL	NEXT
Q10	3 MAINECARE/MEDICAID	NEXT
Q10	4 CUB CARE	NEXT
Q10	5 MILITARY OR VA	NEXT
Q10	6 AETNA	NEXT
Q10	7 ANTHEM/BLUE CROSS/BLUE SHIELD	NEXT
Q10	8 CIGNA	NEXT
Q10	10 OTHER COVERAGE	NEXT
Q10	98 DK	NEXT
Q10	99 NA	NEXT
Q10	11 Other	NEXT
Q10	9 COBRA	NEXT

Q11

Option

Was your previous health insurance coverage just for you, or were other family members covered on the same plan?

Q11	1 INDIVIDUAL	NEXT
Q11	2 FAMILY	NEXT
Q11	8 DK	NEXT
Q11	9 NA	NEXT

Q12 Option  
 Did your PREVIOUS insurance cover any of the following:  
 First, routine check-ups . . .if you met the deductible, were routine check-ups covered?

Q12	1 YES	NEXT
Q12	2 NO	NEXT
Q12	8 DK	NEXT
Q12	9 NA	NEXT

Q13 Option  
 (Did your PREVIOUS insurance cover . . . )  
 Screenings such as blood tests, cholesterol tests, etc. . . .if you met the deductible, were screenings covered?

Q13	1 YES	NEXT
Q13	2 NO	NEXT
Q13	8 DK	NEXT
Q13	9 NA	NEXT

Q14 Option  
 (Did your PREVIOUS insurance cover . . . )  
 Prescription drugs . . .(if you met the deductible, were prescriptions covered?)

Q14	1 YES	NEXT
Q14	2 NO	NEXT
Q14	8 DK	NEXT
Q14	9 NA	NEXT

Q15 Option  
 (Did your PREVIOUS insurance cover . . . )  
 Mental health care . . .(if you met the deductible, was mental health care covered?)

Q15	1 YES	NEXT
Q15	2 NO	NEXT
Q15	8 DK	NEXT
Q15	9 NA	NEXT

Q16 Option  
 How much was your DEDUCTIBLE on that health insurance plan?

Q16	1 NO DEDUCTIBLE, NONE	NEXT
Q16	2 \$500 OR LESS	NEXT
Q16	3 \$501- \$1000	NEXT
Q16	4 \$1001- \$2500	NEXT
Q16	5 \$2501- \$5000	NEXT
Q16	6 MORE THAN \$5000	NEXT
Q16	8 DK/ DON'T REMEMBER	NEXT
Q16	9 NA	NEXT

Q17

Option

How much was your OUT-OF-POCKET LIMIT on that health insurance plan?

- |     |                      |      |
|-----|----------------------|------|
| Q17 | 1 NO LIMIT, NONE     | NEXT |
| Q17 | 2 \$1- \$2000        | NEXT |
| Q17 | 3 \$2001- \$10,000   | NEXT |
| Q17 | 4 \$10,001- \$20,000 | NEXT |
| Q17 | 5 OVER \$20,000      | NEXT |
| Q17 | 8 DK/ DON'T REMEMBER | NEXT |
| Q17 | 9 NA                 | NEXT |

Q18

Option

While you were enrolled in that insurance, was there ever a time you thought you needed medical care, but did NOT get it?

(IWER: IF R ANSWERS "NO", PROBE "Do you mean you needed care and got it (CHECK 2), or you didn't need care?" (CHECK

- |     |                                       |      |
|-----|---------------------------------------|------|
| Q18 | 1 YES, NEEDED CARE BUT DID NOT GET IT | NEXT |
| Q18 | 2 NEEDED CARE AND GOT IT              | Q21  |
| Q18 | 3 DID NOT NEED CARE                   | Q21  |
| Q18 | 8 DK                                  | Q21  |
| Q18 | 9 NA                                  | Q21  |

Q19

Multiple Check

Why didn't you get that medical care?

IWER NOTE: IF R ANSWERS "COST" AND ANYTHING ELSE, ASK "What was the main reason?"

- |     |  |     |
|-----|--|-----|
| Q19 | 1 COST   | Q20 |
| Q19 | 2 THOUGHT I WOULD GET BETTER ANYWAY                        | Q21 |
| Q19 | 3 COULDN'T GET TIME OFF FROM WORK                          | Q21 |
| Q19 | 4 DID NOT HAVE TIME TO GO                                  | Q21 |
| Q19 | 5 COULDN'T GET AN APPOINTMENT FOR SOON ENOUGH              | Q21 |
| Q19 | 6 NO WAY TO GET THERE (TRANSPORTATION)                     | Q21 |
| Q19 | 7 OFFICE/CLINIC WASN'T OPEN WHEN NEEDED                    | Q21 |
| Q19 | 8 DIDN'T KNOW WHERE TO GO TO GET CARE                      | Q21 |
| Q19 | 9 COULDN'T GET A REFERRAL/REFERRAL PROCESS TOO COMPLICATED | Q21 |
| Q19 | 11 OTHER REASON  | Q21 |
| Q19 | 12 Other   | Q21 |
| Q19 | 98 DK  | Q21 |
| Q19 | 99 NA  | Q21 |
| Q19 | 10 HEALTH INSURANCE DIDN'T COVER IT                        | Q21 |

Q20

Multiple Check

What is it that you felt cost too much?  
(DO NOT READ, CHECK ALL THAT APPLY)

Q20	1 COPAY	NEXT
Q20	2 DEDUCTIBLE	NEXT
Q20	3 OTHER EXPENSE	NEXT
Q20	4 Other	NEXT
Q20	8 DK	NEXT
Q20	9 NA	NEXT

Q21

Option

Now we have some questions about each person in your household who is covered under your Dirigo health plan. According to our records, at the time you enrolled in the Dirigo health plan, you also enrolled \3. Is this correct?

Q21	1 YES	NEXT
Q21	2 NO	Q24
Q21	8 DK	Q24
Q21	9 NA	Q24

Q22

Option

And she/he is your \4. Is this correct?

Q22	1 YES	NEXT
Q22	2 NO	NEXT
Q22	8 DK	NEXT
Q22	9 NA	NEXT

Q23

Option

When you enrolled in DIRIGO, was \3, covered by any health insurance plan, including HMOs, government plans, MaineCare, Medicare and so on?

Q23	1 YES	NEXT
Q23	2 NO	NEXT
Q23	8 DK	NEXT
Q23	9 NA	NEXT

Q24

Option

And now, how about \5? According to our records, at the time you enrolled in the Dirigo health plan, you also enrolled him/her. Is this correct?

Q24	1 YES	NEXT
Q24	2 NO	Q27
Q24	8 DK	Q27
Q24	9 NA	Q27

Q25

Option

And she/he is your \6. Is this correct?

Q25	1 YES	NEXT
Q25	2 NO	NEXT
Q25	8 DK	NEXT
Q25	9 NA	NEXT

Q26

Option

When you enrolled in Dirigo, was \5 covered by any health insurance plan, including HMOs, government plans, MaineCare, Medicare and so on?

Q26	1 YES	NEXT
Q26	2 NO	NEXT
Q26	8 DK	NEXT
Q26	9 NA	NEXT

Q27

Option

And now, how about \7? According to our records, at the time you enrolled in the Dirigo health plan, you also enrolled him/her. Is this correct?

Q27	1 YES	NEXT
Q27	2 NO	Q30
Q27	8 DK	Q30
Q27	9 NA	Q30

Q28

Option

And she/he is your \8. Is this correct?

Q28	1 YES	NEXT
Q28	2 NO	NEXT
Q28	8 DK	NEXT
Q28	9 NA	NEXT

Q29

Option

When you enrolled in Dirigo, was \7 covered by any health insurance plan, including HMOs, government plans, MaineCare, Medicare and so on?

Q29	1 YES	NEXT
Q29	2 NO	NEXT
Q29	8 DK	NEXT
Q29	9 NA	NEXT



Q30

Option

And now, how about \9? According to our records, at the time you enrolled in the Dirigo health plan, you also enrolled him/her. Is this correct?

Q30	1 YES	NEXT
Q30	2 NO	Q33
Q30	8 DK	Q33
Q30	9 NA	Q33

Q31

Option

And she/he is your \10. Is this correct?

Q31	1 YES	NEXT
Q31	2 NO	NEXT
Q31	8 DK	NEXT
Q31	9 NA	NEXT

Q32

Option

When you enrolled in Dirigo, was \9 covered by any health insurance plan, including HMOs, government plans, MaineCare, Medicare and so on?

Q32	1 YES	NEXT
Q32	2 NO	NEXT
Q32	8 DK	NEXT
Q32	9 NA	NEXT

Q33

Option

And now, how about \11? According to our records, at the time you enrolled in the Dirigo health plan, you also enrolled him/her. Is this correct?

Q33	1 YES	NEXT
Q33	2 NO	Q36
Q33	8 DK	Q36
Q33	9 NA	Q36

Q34

Option

And she/he is your \12. Is this correct?

Q34	1 YES	NEXT
Q34	2 NO	NEXT
Q34	8 DK	NEXT
Q34	9 NA	NEXT

Q35

Option

When you enrolled in Dirigo, was \11 covered by any health insurance plan, including HMOs, government plans, MaineCare, Medicare and so on?

Q35	1 YES	NEXT
Q35	2 NO	NEXT
Q35	8 DK	NEXT
Q35	9 NA	NEXT

Q36

Option

And now, how about \13? According to our records, at the time you enrolled in the Dirigo health plan, you also enrolled him/her. Is this correct?

Q36	1 YES	NEXT
Q36	2 NO	Q39
Q36	8 DK	Q39
Q36	9 NA	Q39

Q37

Option

And she/he is your \14. Is this correct?

Q37	1 YES	NEXT
Q37	2 NO	NEXT
Q37	8 DK	NEXT
Q37	9 NA	NEXT

Q38

Option

When you enrolled in Dirigo, was \13 covered by any health insurance plan, including HMOs, government plans, MaineCare, Medicare and so on?

Q38	1 YES	NEXT
Q38	2 NO	NEXT
Q38	8 DK	NEXT
Q38	9 NA	NEXT

Q39

Option

Now think of all the people who you just told me were previously enrolled in some health insurance plan. While they were enrolled in that insurance, was there ever a time any of them needed medical care, but did NOT get it? (IWER: IF R ANSWERS "NO", PROBE "Do you mean he/she needed care and got it (CHECK 2), or he/she didn't need care?"(CHECK 3))

Q39	1 YES, NEEDED CARE BUT DID NOT GET IT	NEXT
Q39	2 NEEDED CARE AND GOT IT	Q42
Q39	3 DID NOT NEED CARE	Q42
Q39	8 DK	Q42
Q39	9 NA	Q42

Q40

Multiple Check

Why didn't he/she get that medical care?

IWER NOTE: IF R ANSWERS "COST" AND ANYTHING ELSE, ASK "What was the main reason?"

- Q40 1 COST NEXT
- Q40 2 THOUGHT HE/SHE WOULD GET BETTER Q42  
ANYWAY
- Q40 3 COULDN'T GET TIME OFF FROM WORK Q42
- Q40 4 DID NOT HAVE TIME TO GO Q42
- Q40 5 COULDN'T GET AN APPOINTMENT FOR SOON Q42  
ENOUGH
- Q40 6 NO WAY TO GET THERE Q42  
(TRANSPORTATION)
- Q40 7 OFFICE/CLINIC WASN'T OPEN WHEN NEEDED Q42
- Q40 8 DIDN'T KNOW WHERE TO GO TO GET CARE Q42
- Q40 9 COULDN'T GET A REFERRAL/REFERRAL Q42  
PROCESS TOO COMPLICATED
- Q40 11 OTHER REASON Q42
- Q40 12 Other Q42
- Q40 98 DK Q42
- Q40 99 NA Q42
- Q40 10 HEALTH INSURANCE DIDN'T COVER IT Q42

Q41

Multiple Check

What is it that you felt cost too much?

(DO NOT READ, CHECK ALL THAT APPLY)

- Q41 1 COPAY NEXT
- Q41 2 DEDUCTIBLE NEXT
- Q41 3 OTHER NEXT
- Q41 4 Other NEXT
- Q41 8 DK NEXT
- Q41 9 NA NEXT

Q42

Option

Do you currently have a spouse or partner living with you?

- Q42 1 YES NEXT
- Q42 2 NO NEXT
- Q42 8 DK NEXT
- Q42 9 NA NEXT

Q43

Option

Do you currently have any children living in your home?

Q43	1 YES	NEXT
Q43	2 NO	NEXT
Q43	8 DK	NEXT
Q43	9 NA	NEXT

Q44

Option

Is there anyone currently living in your household who is NOT covered on your Dirigo policy?

Q44	1 YES	NEXT
Q44	2 NO	Q51
Q44	8 DK	Q51
Q44	9 NA	Q51

Q45

Option

Is your spouse/partner covered on your health insurance plan?

Q45	1 YES	Q48
Q45	2 NO	NEXT
Q45	8 DK	Q48
Q45	9 NA	Q48

Q46

Option

Is he/she covered under any health insurance plan?

Q46	1 YES	Q48
Q46	2 NO	NEXT
Q46	8 DK	Q48
Q46	9 NA	Q48

Q47

Multiple Check

Why not?

Q47	1 TOO EXPENSIVE	NEXT
Q47	8 DK	NEXT
Q47	9 NA	NEXT
Q47	2 NOT ELIGIBLE/ DENIED COVERAGE	NEXT
Q47	3 DON'T QUALIFY YET	NEXT
Q47	4 OTHER REASON	NEXT
Q47	5 Other	NEXT

Q48

Option

Are there any children living in your household who are not covered under your health insurance plan?

Q48	1 YES	NEXT
Q48	2 NO	Q51
Q48	8 DK	Q51
Q48	9 NA	Q51

Q49

Option

Is he/she (are they) covered under any health insurance plan?

Q49	1 YES	Q51
Q49	2 NO	NEXT
Q49	8 DK	Q51
Q49	9 NA	Q51

Q50

Multiple Check

Why not?

Q50	4 Other	NEXT
Q50	1 TOO EXPENSIVE	NEXT
Q50	2 EX-SPOUSE SHOULD PROVIDE COVERAGE, BUT DOESN'T	NEXT
Q50	8 DK	NEXT
Q50	9 NA	NEXT
Q50	3 OTHER REASON	NEXT

Q51

Option

Overall, how does the COST for Dirigo compare to your family's previous health insurance costs? Would you say it costs.

Q51	6 NEVER HAD HEALTH INSURANCE	NEXT
Q51	1 much less	NEXT
Q51	2 somewhat less	NEXT
Q51	3 about the same	NEXT
Q51	4 somewhat more, or	NEXT
Q51	5 much more than your previous coverage	NEXT
Q51	8 DK	NEXT
Q51	9 NA	NEXT

Q52

Option

Overall, how does COVERAGE under Dirigo compare to your family's previous coverage? Would you say it is . . .

- Q52 6 DIDN'T HAVE HEALTH INSURANCE NEXT
- Q52 1 much better NEXT
- Q52 2 somewhat better NEXT
- Q52 3 about the same NEXT
- Q52 4 somewhat worse, or NEXT
- Q52 5 much worse NEXT
- Q52 8 DK NEXT
- Q52 9 NA NEXT

Q53

Option

And now I have just a few more questions.

In general, would you say your health is . . .

- Q53 1 excellent NEXT
- Q53 2 good NEXT
- Q53 3 fair, or NEXT
- Q53 4 poor NEXT
- Q53 8 DK NEXT
- Q53 9 NA NEXT

Q54

Option

Did you complete a health risk assessment?

(IWER NOTE: IF NECESSARY, EXPLAIN: That's part of the Healthy Me Incentive Program)

- Q54 1 YES NEXT
- Q54 2 NO NEXT
- Q54 8 DK NEXT
- Q54 9 NA NEXT

Q55

Option

What do you like best about Dirigo Choice?

- Q55 1 COST Q57
- Q55 2 COVERAGE Q57
- Q55 3 PREVENTIVE CARE Q57
- Q55 4 WOULDN'T HAVE HEALTH CARE WITHOUT IT Q57
- Q55 5 OTHER NEXT
- Q55 8 DK Q57
- Q55 9 NA Q57

Q56

Text Entry

What is it that you like best?

Q56

0 DESCRIPTION (98=DK, 99=NA)

NEXT

Q57

Option

What is your biggest concern about Dirigo Choice?

Q57

1 COST

END

Q57

2 COVERAGE

END

Q57

3 WILL IT LAST/ STILL BE IN BUSINESS/  
SUSTAINABILITY

END

Q57

4 OTHER

NEXT

Q57

8 DK

END

Q57

9 NA

END

Q58

Text Entry

BIGGEST CONCERN:

Q58

0 CONCERN (98=DK, 99=NA)

END