

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.

INFORMATION, CUSTOMER SERVICE, PAPERWORK
(4 question for MA only, 3 questions for other survey types) Reference time-last 6 months

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

		VARIABLE NAME		CAHPS v4.0													CAHPS v3.0				CAHPS v2.0			CAHPS v1.0		
		2007-2019	1997-2005	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	'09	'08	'07	'05	'04	'03	'02	'01	'00	'99	'98	'97	
	COMPOSITE ITEMS: CMS survey																									
Item 1 customer service give information or help	How often did Medicare's customer service give you the information or help you needed?	cs_csgetinfo											Q29	Q28	Q28	Q23										
	How much of a problem, if any, was it to find or understand this information?	pl_probinfo																Q49	Q50	Q47						
	How much of a problem, if any, was it to find or understand information in the written materials?	pl_probinfo																			Q44	Q43				
Item 2 customer service staff courteous and respectful	How often did Medicare's customer service staff treat you with courtesy and respect?	cs_csrespect											Q30	Q29	Q29	Q24										
	How much of a problem, if any, was it to get the help you needed when you called Medicare customer service?	cs_probcall																	Q51	Q52	Q49	Q46	Q45			
Item 3 easy to fill out paperwork for medicare	How often were forms from Medicare easy to fill out?	pl_ezpaper											Q32	Q31	Q31	Q26										
	How much of a problem, if any, did you have with paperwork for Medicare?	pl_probpape																	Q53	Q54	Q51					
	How much of a problem, if any, did you have with this paperwork for Medicare?	pl_probpape																				Q48	Q41			

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

		VARIABLE NAME		CAHPS v4.0													CAHPS v3.0				CAHPS v2.0			CAHPS v1.0	
		2007-2019	1997-2005	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	'09	'08	'07	'05	'04	'03	'02	'01	'00	'99	'98	'97
COMPOSITE ITEMS: CMS survey																									
Item 1 customer service give information or help	How often did your health plan's customer service give you the information or help you needed?	cs_csgetinfo									Q45	Q37													
Item 2 customer service staff courteous and respectful	How often did your health plan's customer service staff treat you with courtesy and respect?	cs_csrespect									Q46	Q38													
Item 3 easy to fill out paperwork for Medicare	How often were forms from your health plan easy to fill out?	pl_ezpaper									Q48	Q40													

```

/* Create composites; code used in years 2005+ */
/* Composite calc: 0-100 scale */
gic4 = 100*(cs_csgetinfo - 1)/(4-1);
rc4 = 100*(cs_csrespect - 1)/(4-1);
epc4 = 100*(pl_ezpaper - 1)/(4-1);
cmp_cstsrsv = mean(gic4, rc4, epc4);

```