

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.

PRESCRIPTION DRUG PLAN INFORMATION, CUSTOMER SERVICE
(4 questions) Reference time-last 6 months
(Does not apply to FFS, FFS-Only or MA-Only)

FFS+PDP (2007-2010)

	COMPOSITE ITEMS: CMS survey	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
Item 1 customer service give information or help related to <u>prescription drugs</u>	How often did <health plan>'s customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo	pd_csgetinfo										Q40												
	How often did your plan's customer service give you the information or help you needed?	pd_csgetinfo	pd_csgetinfo											Q36	Q37										
	How often did drug customer service give you the information or help you needed?	pd_csgetinfo	pd_csgetinfo													Q26									
Item 2 customer service staff courteous and respectful related to <u>prescription drugs</u>	How often did <health plan>'s customer service staff treat you with courtesy and respect when you tried to get information or help about prescription drugs?	pd_csrespect	pd_csrespect										Q41												
	How often did your plan's customer service staff treat you with courtesy and respect?	pd_csrespect	pd_csrespect											Q37	Q38										
	How often did drug customer service staff treat you with courtesy and respect?	pd_csrespect	pd_csrespect														Q27								

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
Item 1 customer service give information or help related to prescription drugs	How often did your PDP's customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo									Q58	Q49													
	How often did your plan's customer service give you the information or help you needed about prescription drugs?	pd_csgetinfo												Q49	Q40										
Item 2 customer service staff courteous and respectful related to prescription drugs	How often did your PDP's customer service treat you with courtesy & respect when you tried to get information or help about prescription drugs?	pd_csrespect									Q59	Q50													
	How often did your plan's customer service staff treat you with courtesy & respect when you tried to get information or help about prescription drugs?	pd_csrespect												Q50											
	How often did your plan's customer service staff treat you with courtesy & respect when you tried to get information or help about prescription drugs?	pd_csrespect														Q41									
Item 3 PDP customer service give information about drug coverage	How often did your PDP customer service give you all the information you needed about which prescription medicines were covered?	pd_getcovinf									Q61	Q52													
	How often did Health Net Medicare Advantage give you all the information you needed about which prescription medicines were covered?	pd_getcovinf												Q52	Q43										

Item 4 PDP customer service give information about drug cost	How often did your PDP customer service give you all the information you needed about how much you would have to pay for your prescription medicine?	pd_getcostinf									Q63	Q54													
	How often did Health Net Medicare Advantage give you all the information you needed about how much you would have to pay for your prescription medicine?	pd_getcostinf												Q54	Q45										

```

/* Create composites; code used in years 2005+ */
/* Composite calc: 0-100 scale */
gic5      = 100*(pd_csgetinfo - 1)/(4-1);
rc5       = 100*(pd_csrespect - 1)/(4-1);
cvc5      = 100*(pd_getcovinf - 1)/(4-1);
csc5      = 100*(pd_getcostinf - 1)/(4-1);
cmp_pdcstsrsv = mean(gic5, rc5, cvc5, csc5);

```