

# UnderStandingAmericaStudy

UAS 390: HEALTHCARE DECISIONMAKING



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# 1 INTRODUCTION

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This UAS panel survey, titled "UAS390: Healthcare Decisionmaking" asks respondents a variety of health and health care related questions. They also get to make choices about what aspects of their health care are more important to them. This survey is no longer in the field. Respondents were paid \$11 to complete the survey.

## 1.1 Topics

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This survey contains questions (among others) on the following topics: Health, Health Insurance. A complete survey topic categorization for the UAS can be found [here](#).

## 1.2 Experiments

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This survey includes experiment(s) of the following type(s): Auxiliary Randomization. Please refer to explanatory comments in the Routing section for detailed information. A complete survey experiment categorization for the UAS can be found [here](#).

## 1.3 Citation

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Each publication, press release or other document that cites results from this survey must include an acknowledgment of UAS as the data source and a disclaimer such as, 'The project described in this paper relies on data from survey(s) administered by the Understanding America Study, which is maintained by the Center for Economic and Social Research (CESR) at the University of Southern California. The content of this paper is solely the responsibility of the authors and does not necessarily represent the official views of USC or UAS.' For any questions or more information about the UAS, contact Tania Gutsche, Project and Panel Manager, Center for Economic and Social Research, University of Southern California, at [tgutsche@usc.edu](mailto:tgutsche@usc.edu).

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## 2 SURVEY RESPONSE AND DATA

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### 2.1 Sample selection and response rate

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The sample selection for this survey was:

All respondents who completed UAS209 were selected.

As such, this survey was made available to 1487 UAS participants. Of those 1487 participants, 1280 completed the survey and are counted as respondents. Of those who are not counted as respondents, 9 started the survey without completing and 198 did not start the survey. The overall response rate was 86.08%.

Note: We are unable to provide sample weights for a small number of UAS members (see the Sample weighting section below for details). If they completed the survey, these members are included in the data set with a weight of zero, but accounted for in the computation of total sample size and survey response rate.%.

The detailed survey response rate is as follows:

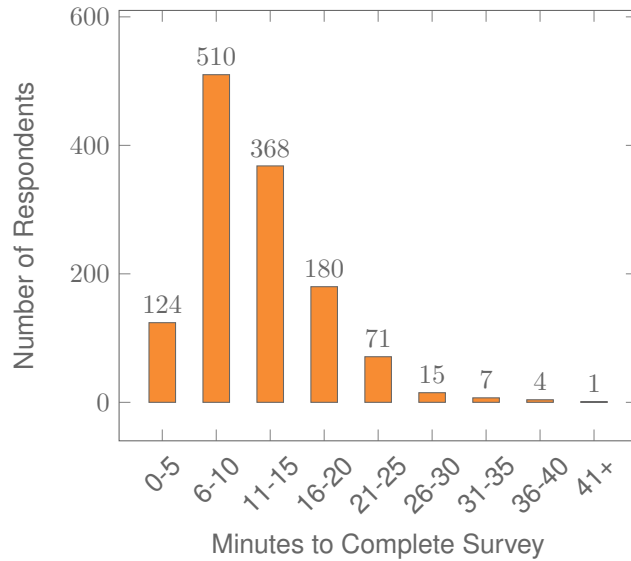
UAS390 - Response Overview	
Size of selected sample	1487
Completed the survey	1280
Started but did not complete the survey	9
Did not start the survey	198
Response rate	86.08%

### 2.2 Timings

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The survey took respondents an average of 12 minutes, and the full distribution of survey response times is available in the figure below. Times per question are available upon request.

Distribution of Respondents' Survey Response Times



### 2.3 Sample & Weighting

Sample weights for this survey are computed following the general UAS Weighting Procedure. Specifically, we use a two-step process where we first compute base weights, which correct for unequal probabilities of sampling UAS members, and then generate final, post-stratification weights, which align the sample to the reference population along certain socio-economic dimensions. These are gender (male/female), race and ethnicity (White/Black/Other/Hispanic/Native American), age (18-39/40-49/50/59/60+), education (High school or less/Some college/Bachelor or more), Census regions (Northeast/Midwest/West, excl. CA/CA, excl. LAC, LAC). Benchmark distributions for these variables are derived from the 6 most recent available Current Population Survey (CPS) Basic Monthly Survey with respect to the survey's completion date. The reference population considered for the weights is the U.S. population of adults age 18 and older.

This survey dataset may contain respondents with a weight of zero. These respondents belong to a small group of UAS members for whom sample weights cannot be computed due to non-probability recruitment for special projects. Hence, while they are accounted for in the total number of survey respondents, they do not contribute to any statistics using sample weights. More information is available from the UAS Weighting Procedure. Please contact UAS staff with any questions.

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### 3 STANDARD VARIABLES

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Each Understanding America Study data contains a series of standard variables, consisting of individual, household and sample identifiers, language indicator, time stamps and a rating by the respondent of how much he or she liked the survey:

- **uasid**: the identifier of the respondent. This identifier is assigned to a respondent at recruitment and stays with the respondent throughout each and every survey he/she participates in. When analyzing data from multiple surveys, the 'uasid' can be used to merge data sets.
- **uashhid**: the household identifier of the respondent. Every member is assigned a household identifier, stored in the variable 'uashhid'. For the primary respondent this identifier equals his or her 'uasid'. All other eligible members of the primary respondent's household (everyone who is 18 or older in the household) who become UAS respondents receive the 'uasid' of the primary respondent as their household identifier. The identifier 'uashhid' remains constant over time for all respondents. Thus it is always possible to find the original UAS household of an UAS panel member (even after they, for example, have moved out to form another household).
- **survhhid**: uniquely identifies the household a UAS panel member belongs to in a given survey. For instance, if the primary respondent and his/her spouse are both UAS members at the time of a given survey, they both receive the same 'survhhid' identifier for that survey. If they subsequently split, they receive two different 'survhhid' in subsequent surveys. They, however, always share the same 'uashhid'. The identifier 'survhhid' is set to missing (.) if no other household members are UAS panel members at the time of the survey. Since individuals can answer the same survey at different points in time (which can be relatively far apart if the survey is kept in the field for a prolonged time), it may be possible that, within the same data set, household members have different 'survhhid' reflecting different household compositions at the time they answered the survey. For instance, suppose that the primary respondent and his/her spouse are both UAS members. If the primary respondent answers the survey when he/she is living with the spouse, but the spouse answers the survey when the couple has split, they receive different 'survhhid'. Hence, the variable 'survhhid' identifies household membership of UAS panel members, at the time the respondent answers the survey. Note: in the My Household survey 'survhhid' is set to unknown (.u) for respondents who last participated in the My Household survey prior to January 21, 2015.
- **uasmembers**: is the number of other household members who are also UAS panel members at the time of the survey. Since individuals can answer the same survey at different points in time (which can be relatively far apart is the survey is kept in the field for a prolonged time), it may be possible that, within the same data set, the primary respondent of a household has a value of '0', whereas the second UAS household respondent has a value of '1'. Therefore 'uasmembers' should be interpreted as the

number of household and UAS panel members at the time the respondent answers the survey. Note: in the My Household survey 'uasmembers' is set to unknown (.u) for respondents who last participated in the My Household survey prior to January 21, 2015.

- **sampleframe**: indicates the sampling frame from which the household of the respondent was recruited. All UAS recruitment is done through address based sampling (ABS) in which samples are acquired based on postal records. Currently, the variable 'sampleframe' takes on four values reflecting four distinct sample frames used by the UAS over the year (in future data sets the number of sample frames used for recruitment may increase if additional specific populations are targeted in future recruitment batches):
  1. U.S. National Territory: recruited through ABS within the entire U.S.
  2. Areas high concentration Nat Ame: recruited through ABS in areas with a high concentration of Native Americans in the zip-code. Within these batches, individuals who are not Native Americans are not invited to join the UAS.
  3. Los Angeles County: recruited through ABS within Los Angeles County.
  4. California: recruited through ABS within California.

Note: prior to March 6, 2024 this variable was called sampletype and had the following value labels for the above list in UAS data sets:

1. Nationally Representative Sample: recruited through ABS within the entire U.S.
  2. Native Americans: recruited through ABS in areas with a high concentration of Native Americans. Within these batches, individuals who are not Native Americans are not invited to join the UAS.
  3. LA County: recruited through ABS within Los Angeles County.
  4. California: recruited through ABS within California.
- **batch**: indicates the batch from which the respondent was recruited. Currently, this variable takes the following values (in future data sets the number of batches may increase as new recruitment batches are added to the UAS):
    1. ASDE 2014/01
    2. ASDE 2014/01
    3. ASDE 2014/01
    4. Public records 2015/05
    5. MSG 2015/07
    6. MSG 2016/01
    7. MSG 2016/01
    8. MSG 2016/01
    9. MSG 2016/02

10. MSG 2016/03
11. MSG 2016/04
12. MSG 2016/05
13. MSG 2016/08
14. MSG 2017/03
15. MSG 2017/11
16. MSG 2018/02
17. MSG 2018/08
18. MSG 2019/04
19. MSG 2019/05
20. MSG 2019/11
21. MSG 2020/08
22. MSG 2020/10
23. MSG 2021/02
24. MSG 2021/08
25. MSG 2021/08
26. MSG 2022/02
27. MSG 2022/02
28. MSG 2022/08
29. MSG 2022/11
30. MSG 2022/11
31. MSG 2023/01
32. MSG 2023/06
33. MSG 2023/09
34. MSG 2023/10

Note: prior to March 6, 2024 this variable had the following value labels for the above list in UAS data sets:

1. ASDE 2014/01 Nat.Rep.
2. ASDE 2014/01 Native Am.
3. ASDE 2014/11 Native Am.
4. LA County 2015/05 List Sample
5. MSG 2015/07 Nat.Rep.
6. MSG 2016/01 Nat.Rep. Batch 2
7. MSG 2016/01 Nat.Rep. Batch 3



8. MSG 2016/01 Nat.Rep. Batch 4
9. MSG 2016/02 Nat.Rep. Batch 5
10. MSG 2016/03 Nat.Rep. Batch 6
11. MSG 2016/04 Nat.Rep. Batch 7
12. MSG 2016/05 Nat.Rep. Batch 8
13. MSG 2016/08 LA County Batch 2
14. MSG 2017/03 LA County Batch 3
15. MSG 2017/11 California Batch 1
16. MSG 2018/02 California Batch 2
17. MSG 2018/08 Nat.Rep. Batch 9
18. MSG 2019/04 LA County Batch 4
19. MSG 2019/05 LA County Batch 5
20. MSG 2019/11 Nat. Rep. Batch 10
21. MSG 2020/08 Nat. Rep. Batch 11
22. MSG 2020/10 Nat. Rep. Batch 12
23. MSG 2021/02 Nat. Rep. Batch 13
24. MSG 2021/08 Nat. Rep. Batch 15
25. MSG 2021/08 Nat. Rep. Batch 16
26. MSG 2022/02 Nat. Rep. Batch 17 (priority)
27. MSG 2022/02 Nat. Rep. Batch 17 (regular)
28. MSG 2022/08 Nat. Rep. Batch 18
29. MSG 2022/11 LA County Batch 6
30. MSG 2022/11 Nat. Rep. Batch 20
31. MSG 2023/01 Nat. Rep. Batch 21
32. MSG 2023/06 Nat. Rep. Batch 22
33. MSG 2023-09 Native Am. Batch 3
34. MSG 2023-10 Nat. Rep. Batch 23

- **primary\_respondent**: indicates if the respondent was the first person within the household (i.e. to become a member or whether s/he was added as a subsequent member. A household in this regard is broadly defined as anyone living together with the primary respondent. That is, a household comprises individuals who live together, e.g. as part of a family relationship (like a spouse/child/parent) or in context of some other relationship (like a roommate or tenant).
- **hardware**: indicates whether the respondent ever received hardware or not. Note: this variable should not be used to determine whether a respondent received hardware at a given point in time and/or whether s/he used the hardware to participate in a survey. Rather, it indicates whether hardware was ever provided:

1. None
  2. Tablet (includes Internet)
- **language**: the language in which the survey was conducted. This variable takes a value of 1 for English and a value of 2 for Spanish.
  - **start\_date (start\_year, start\_month, start\_day, start\_hour, start\_min, start\_sec)**: indicates the time at which the respondent started the survey.
  - **end\_date (end\_year, end\_month, end\_day, end\_hour, end\_min, end\_sec)**: indicates the time at which the respondent completed the survey.
  - **cs\_001**: indicates how interesting the respondent found the survey.

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## 4 BACKGROUND DEMOGRAPHICS

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Every UAS survey data set includes demographic variables, which provide background information about the respondent and his/her household. Demographic information such as age, ethnicity, education, marital status, work status, state of residence, family structure is elicited every quarter through the “My Household” survey. The demographic variables provided with each survey are taken from the most recent ‘MyHousehold’ survey answered by the respondent. If at the time of a survey, the information in “My Household” is more than three months old, a respondent is required to check and update his or her information before being able to take the survey.

The following variables are available in each survey data set:

- **gender**: the gender of the respondent.
- **dateofbirth\_year**: the year of birth of the respondent.
- **age**: the age of the respondent at the start of the survey.
- **agerange**: if the respondent’s age cannot be calculate due to missing information, ‘agerange’ indicates the approximate age. Should a value for both the ‘age’ and ‘agerange’ be present, then ‘age’ takes precedence over ‘agerange’.
- **citizenus**: indicates whether the respondent is a U.S. citizen.
- **bornus**: indicates whether the respondent was born in the U.S.
- **stateborn**: indicates the state in which the respondent was born. This is set to missing (.) if the respondent was not born in the U.S.
- **countryborn**: indicates the country in which the respondent was born. This is set to missing (.) if the respondent was born in the U.S.
- **countryborn\_other**: indicates the country of birth if that country is not on the drop down list of countries shown to the respondent’.
- **statereside**: the state in which the respondent is living.
- **immigration\_status**: indicates whether the respondent is an immigrant. It takes one of the following values: 0 Non-immigrant, 1 First generation immigrant (immigrant who migrated to the U.S), 2 Second generation immigrant (U.S.-born children of at least one foreign-born parent), 3 Third generation immigrant (U.S.-born children of at least one U.S.-born parent, where at least one grandparent is foreign-born), or 4 Unknown immigrant status.
- **maritalstatus**: the marital status of the respondent.
- **livewithpartner**: indicates whether the respondent lives with a partner.

- **education**: the highest level of education attained by the respondent.
- **hisplativo**: indicates whether the respondent identifies him or herself as being Hispanic or Latino. This variable is asked separately from race.
- **hisplatinogroup**: indicates which Hispanic or Latino group a respondent identifies him or herself with. This is set to missing (.) if the respondent does not identify him or herself as being Hispanic or Latino.
- **white**: indicates whether the respondent identifies him or herself as white (Caucasian).
- **black**: indicates whether the respondent identifies him or herself as black (African-American).
- **nativeamer**: indicates whether the respondent identifies him or herself as Native American (American Indian or Alaska Native).
- **asian**: indicates whether the respondent identifies him or herself as Asian (Asian-American).
- **pacific**: indicates whether the respondent identifies him or herself as Native Hawaiian or Other Pacific Islander.
- **race**: indicates the race of the respondent as singular (e.g., '1 White' or '2 Black') or as mixed (in case the respondent identifies with two or more races). The value '6 Mixed' that the respondent answered 'Yes' to at least two of the single race categories. This variable is generated based on the values of the different race variables (white, black, nativeamer, asian, pacific). This composite measure is not conditional on hisplativo, so an individual may identify as Hispanic or Latino, and also as a member of one or more racial groups.
- **working**: indicates whether the respondent is working for pay.
- **sick\_leave**: indicates whether the respondent is not working because sick or on leave.
- **unemp\_layoff**: indicates whether the respondent is unemployed or on lay off.
- **unemp\_look**: indicates whether the respondent is unemployed and looking for a job.
- **retired**: indicates whether the respondent is retired.
- **disabled**: indicates whether the respondent has a disability.
- **If\_other**: specifies other labor force status.
- **laborstatus**: indicates the labor force status of the respondent as singular (e.g., '1 Working for pay' or '2 On sick or other leave') or as mixed (in case the respondent selects two or more labor statuses). The value '8 Mixed' indicates that the respondent answered 'Yes' to at least two of the single labor force status variables. This variable is generated based on the values of the different labor status variables (working, sick\_leave, unempl\_layoff, unempl\_look, retired, disabled, If\_other).

- **employmenttype**: indicates the employment type of the respondent (employed by the government, by a private company, a nonprofit organization, or self-employed). This is set to missing (.) if the respondent is not currently working or currently on sick or other leave.
- **workfullpart**: indicates whether the respondent works full or part-time. This is set to missing (.) if the respondent is not currently working or currently on sick or other leave.
- **hourswork**: indicates the number of hours the respondent works per week. This is set to missing (.) if the respondent is not currently working or currently on sick or other leave.
- **hhincome**: is the total combined income of all members of the respondent's household (living in their household) during the past 12 months.
- **anyhhmember**: indicates whether there were any members in the respondent's household at the time he/she answered the survey as reported by the respondent.
- **hhmembervnumber**: indicates the number of household members in the respondent's household at the time of the survey as reported by the respondent. It may be that 'anyhhmember' is 'Yes', but 'hhmembervnumber' is missing if the respondent did not provide the number of household members at the time of the survey.
- **hhmemberin\_#**: indicates whether a household member is currently in the household as reported by the respondent. Household members are never removed from the stored household roster and their information is always included in survey data sets. The order of the roster is the same order in which household members were specified by the respondent in the 'MyHousehold' survey. The order is identified by the suffix \_# (e.g., \_1 indicates the first household member, \_2 the second household member, etc.).

As an example, if the first household member is in the household at the time of the survey, 'hhmemberin\_1' is set to '1 HH Member 1 is in the HH'; if he/she has moved out, 'hhmemberin\_1' is set to '0 HH member 1 is no longer in the HH'. Since information of other household members (stored in the variables listed below) is always included in survey data sets, information about 'hhmemberin\_1' is available whether this person is still in the household or has moved out.

- **hhmembergen\_#**: indicates the gender of another household member as reported by the respondent.
- **hhmemberage\_#**: indicates the age of another household member. The age is derived from the month and year of birth of the household member as reported by the respondent.
- **hhmemberrel\_#**: indicates the relationship of the respondent to the other household member as reported by the respondent.

- **hhmemberuasid\_#**: is the 'uasid' of the other household member if this person is also a UAS panel member. It is set to missing (.) if this person is not a UAS panel member at the time of the survey. Since this identifier is directly reported by the respondent (chosen from a preloaded list), it may differ from the actual (correct) 'uasid' of the UAS member it refers to because of reporting error. Also, this variable should not be used to identify UAS members in a given household at the time of the survey. This is because the variables 'hhmemberuasid\_#' are taken from the most recent 'My Household' and changes in household composition involving UAS members may have occurred between the time of the respondent answered 'My Household' and the time the respondent answers the survey. To follow UAS members of a given household, it is advised to use the identifiers 'uashhid' and 'survhhid'.
- **lastmyhh\_date**: the date on which the demographics variables were collected through the 'My Household' survey.

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## 5 MISSING DATA CONVENTIONS

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Data files provide so-called clean data, that is, answers given to questions that are not applicable anymore at survey completion (for example because a respondent went back in the survey and skipped over a previously answered question) are treated as if the questions were never asked. In the data files all questions that were asked, but not answered by the respondent are marked with (.e). All questions never seen by the respondent (or any dirty data) are marked with (.a). The latter may mean that a respondent did not view the question because s/he skipped over it; or alternatively that s/he never reached that question due to a break off. If a respondent did not complete a survey, the variables representing survey end date and time are marked with (.c). Household member variables are marked with (.m) if the respondent has less household members (e.g. if the number of household members is 2, any variables for household member 3 and up are marked with (.m)).

UAS provides data in STATA and CSV format. Stata data sets come with include variable labels that are not available in the CSV files. Value labels are provided for single-response answer option. In STATA these labels will include the labels 'Not asked' and 'Not answered' for (.a) and (.e), and will show in tabulations such as 'tab q1, missing'. For multiple-response questions a binary variable is created for each answer option indicating whether the option was selected or not. A summary variable is also provided in string format reflecting which options were selected and in which order. For example, if a question asked about favorite animals with options cat, dog, and horse, then if a respondent selected horse and then cat, the binary variables for horse and cat will be set to yes, while the overall variable would have a string value of '3-1'. If no answer was given, all binary variables and the summary variable will be marked with '.e'.

Questions that are asked multiple times are often implemented as so-called array questions. Supposing the name of such question was Q1 and it was asked in 6 different instances, your data set would contain the variables Q1\_1\_ to Q1\_6\_. To illustrate, if a survey asked the names of all children, then child\_1\_ would contain the name of the first child the respondent named and so on.

More information about the UAS data in general can be found on the UAS Data Pages web site.

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## 6 ROUTING SYNTAX

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The survey with routing presented in the next section includes all of the questions that make up this survey, the question answers when choices were provided, and the question routing. The routing includes descriptions of when questions are grouped, conditional logic that determines when questions are presented to the respondent, randomization of questions and answers, and fills of answers from one question to another.

If you are unfamiliar with conditional logic statements, they are typically formatted so that **if** the respondent fulfills some condition (e.g. they have a cellphone or a checking account), **then** they are presented with some other question or the value of some variable is changed. If the respondent does not fulfill the condition (e.g. they are not a cellphone adopter or they do not have a checking account), something **else** happens such as skipping the next question or changing the variable to some other value. Some of the logic involved in the randomization of questions or answers being presented to the respondent is quite complex, and in these instances there is documentation to clarify the process being represented by the routing.

Because logic syntax standards vary, here is a brief introduction to our syntax standards. The syntax used in the conditional statements is as follows: '=' is equal to, '<' is less than, '>' is greater than, and '!= ' is used for does not equal. When a variable is set to some number N, the statement looks like 'variable := N'.

The formatting of the questions and routing are designed to make it easier to interpret what is occurring at any given point in the survey. Question ID is the bold text at the top of a question block, followed by the question text and the answer selections. When a question or variable has associated data, the name links to the appropriate data page, so you can easily get directly to the data. Text color is used to indicate the routing: **red** is conditional logic, **gold** is question grouping, **green** is looping, and **orange** is used to document randomization and other complex conditional logic processes. The routing is written for a computer to parse rather than a human to read, so when the routing diverges significantly from what is displayed to the respondent, a screenshot of what the respondent saw is included.

The name of the randomization variables are defined in proximity to where they are put into play, and like the question ID the names of the randomization variables can be used to link directly to the associated data page.



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## 7 SURVEY WITH ROUTING

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**intro1** (intro in section Base)

This survey asks you a variety of health and health care related questions.

Start of section **Preferences**

/\* In this section respondents are asked to make a choice in 10 different tasks. Each task consists of four health care attributes and respondents have to indicate which of those they find most and least important. The potential health care attributes are:

- 1 Option to consult with a doctor through a video visit
- 2 Easy email or telephone communication to follow-up with my doctor, nurse, or other health care provider
- 3 Transmission of my health record through a secure electronic communications system to another provider (usually a specialist) to aid in my diagnosis or treatment plan
- 4 Access to connected electronic tools to record my health and medical data for review by my doctor or other health care provider
- 5 All my doctors are in-network
- 6 Doctors and other providers who communicate with each other and coordinate my treatment
- 7 Access to a doctor or other health care provider that is close to my house or work
- 8 Access to providers for mental/emotional health
- 9 Saving money by receiving my medications through the mail
- 10 Low out-of-pocket costs for both generic and brand-name prescription drugs
- 11 Getting to speak to a pharmacist about my medications
- 12 Option to complete a genetic screening to understand my overall health and potential health risks
- 13 Option to participate in a wellness coaching program to achieve weight loss, stop smoking, or other lifestyle health improvements
- 14 An app or online portal to make appointments with my doctor and complete check-in prior to appointment time
- 15 An online consult with a medical coordinator to determine the right doctor, hospital, or treatment facility for my specific situation

- 16 A customer service online portal to submit claims or complete an administrative task
- 17 A customer service representative or billing agent who will work on an issue until it is completely resolved
- 18 Access to reliable information about quality (medical outcomes, surgical success rates, hospital readmissions) when choosing a health care provider or hospital
- 19 A health care provider who uses electronic medical records, personal health records, or prescription ordering systems
- 20 A doctor or other health care provider who listens to me, cares about me, and does not rush through my exam
- 21 A doctor or health care provider who clearly explains what s/he is doing during my exam and what I need to do after the visit
- 22 An online database or pamphlet showing the out-of-pocket costs I will have to pay for different providers, hospitals, and health care services
- 23 An online portal to obtain real-time and automated approval for referrals and prior authorizations
- 24 An affordable, fixed out-of-pocket cost for every visit to the doctor's office for any service I receive
- 25 Option of interacting with a provider via a video visit to help direct my care at a lower cost than going to my regular doctor or emergency room

The exact tasks and their attributes that are presented depend on the variable `group_randomizer` with values:

- Group 1
- Group 2
- Group 3
- Group 4
- Group 5

The exact health care attributes per respondent are captured in the `round_options` variables. These variables contain the attributes per task in the following manner as exemplified for task 1: `round_options_1_1_` to `round_options_1_4_` contain the attributes presented for scenario 1 with `_1_1_` being the first attribute shown and `_1_4_` the last attribute shown.

The order of the tasks themselves is randomly assigned per respondent as described in the `task_order` with values:

- 1 Task 1
- 2 Task 2
- 3 Task 3
- 4 Task 4
- 5 Task 5
- 6 Task 6
- 7 Task 7
- 8 Task 8
- 9 Task 9
- 10 Task 10

However, the responses for each task are stored independent of the order in which they are asked. For example, variable `q001_most_important_1_` always contains the respondent's most important attribute for task 1. In the same way variable `q001_least_important_1` contains the respondent's least important attribute for task 1.

Lastly, prior to the first task respondents are presented with an example. In this example four health care attributes are randomly chosen to be displayed and a fictive "Tom" indicates his choices. Those random attributes are contained within the `round_options_11_1_` to `round_options_11_4_` variables. \*/

```
IF group_randomizer = EMPTY THEN
```

```
| group_randomizer := mt_rand(1,5)
```

```
END OF IF
```

```
IF sizeof(round_options) = 0 THEN
```

```
| round_options(11) := getExampleOptionsPerRound()
```

```
END OF IF
```

```
round := 11
```

```
q001(round,round_options(round,2)) := 1
```

```
q002(round,round_options(round,4)) := 1
```

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**instructions** (Section Preferences)

In this section, you will be asked several questions. In each question, you will see four features of a health care experience. For each question, consider only those features on

the screen at the time and select the feature that is the **most important** and the feature that is the **least important** for you to have a positive health care experience.

Here is an example. Tom thinks that **(round options(11, 2))** is the most important to him having a positive health care experience, so he checks the second box on the left. Tom thinks that **(round options(11,4))** is the least important so he checks the last box on the right.

### Tom's Example

**choice\_intro\_dummy** (Section Preferences)

**q001** (most important in section Preferences)  
1 Yes

**q002** (least important in section Preferences)  
1 Yes

**q001** (most important in section Preferences)  
1 Yes

**q002** (least important in section Preferences)  
1 Yes

**q001** (most important in section Preferences)  
1 Yes

**q002** (least important in section Preferences)  
1 Yes

**q001** (most important in section Preferences)  
1 Yes

**q002** (least important in section Preferences)  
1 Yes

**Figure 1:** Example for Tom

In this section, you will be asked several questions. In each question, you will see four features of a health care experience. For each question, consider only those features on the screen at the time and select the feature that is the **most important** and the feature that is the **least important** for you to have a positive health care experience.

Here is an example. Tom thinks that **Access to connected electronic tools to record my health and medical data for review by my doctor or other health care provider** is the most important to him having a positive health care experience, so he checks the second box on the left. Tom thinks that **Doctors and other providers who communicate with each other and coordinate my treatment** is the least important so he checks the last box on the right.

Tom's Example

Most important		Least important
<input type="radio"/>	All my doctors are in-network	<input type="radio"/>
<input checked="" type="radio"/>	Access to connected electronic tools to record my health and medical data for review by my doctor or other health care provider	<input type="radio"/>
<input type="radio"/>	Access to providers for mental/emotional health	<input type="radio"/>
<input type="radio"/>	Doctors and other providers who communicate with each other and coordinate my treatment	<input checked="" type="radio"/>

## END OF GROUP

IF sizeof(task\_order) = 0 THEN

```
task_order := shuffleArray(array(1 →1, 2 →2, 3 →3, 4 →4, 5 →5, 6 →6, 7 →7, 8 →8, 9 →9, 10 →10))
```

END OF IF

LOOP FROM 1 TO 10

```
round := task_order(cnt)
```

IF (sizeof(round\_options(round)) = 0) THEN

```
round_options(round) := getOptionsPerRound(group_randomizer, round)
```

END OF IF

## GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**instructions\_dummy** (Section Preferences)

**choice\_intro** (Section Preferences)

Which of these is the **most important** and which is the **least important** for you to have a **positive health care experience**?

**q001** (most important in section Preferences)

1 Yes

q002 (least important in section Preferences)

1 Yes

q001 (most important in section Preferences)

1 Yes

q002 (least important in section Preferences)

1 Yes

q001 (most important in section Preferences)

1 Yes

q002 (least important in section Preferences)

1 Yes

q001 (most important in section Preferences)

1 Yes

q002 (least important in section Preferences)

1 Yes

**Figure 2: Example**

Which of these is the **most important** and which is the **least important** for you to have a **positive health care experience**?

Most important		Least important
<input type="radio"/>	All my doctors are in-network	<input type="radio"/>
<input type="radio"/>	Access to connected electronic tools to record my health and medical data for review by my doctor or other health care provider	<input type="radio"/>
<input type="radio"/>	Low out-of-pocket costs for both generic and brand-name prescription drugs	<input type="radio"/>
<input type="radio"/>	Option to participate in a wellness coaching program to achieve weight loss, stop smoking, or other lifestyle health improvements	<input type="radio"/>

**END OF GROUP**

```

IF      (q001(round,round_options(round,1))      =      RESPONSE
OR      q001(round,round_options(round,2))      =      RESPONSE
OR      q001(round,round_options(round,3))      =      RESPONSE
OR      q001(round,round_options(round,4))      =      response)      AND
(q002(round,round_options(round,1))      =      RESPONSE      OR
q002(round,round_options(round,2))      =      RESPONSE      OR

```

```

q002(round,round_options(round,3)) = RESPONSE OR
q002(round,round_options(round,4)) = response) THEN
|
ELSE
| in_warning (Section Preferences)
| Please go back and select both "a most important" and "a least important" feature.
END OF IF

IF q001(round,round_options(round,1)) = 1 THEN
| q001_most_important(round) := round_options(round,1)
ELSEIF q001(round,round_options(round,2)) = 1 THEN
| q001_most_important(round) := round_options(round,2)
ELSEIF q001(round,round_options(round,3)) = 1 THEN
| q001_most_important(round) := round_options(round,3)
ELSEIF q001(round,round_options(round,4)) = 1 THEN
| q001_most_important(round) := round_options(round,4)
END OF IF

IF q002(round,round_options(round,1)) = 1 THEN
| q001_least_important(round) := round_options(round,1)
ELSEIF q002(round,round_options(round,2)) = 1 THEN
| q001_least_important(round) := round_options(round,2)
ELSEIF q002(round,round_options(round,3)) = 1 THEN
| q001_least_important(round) := round_options(round,3)
ELSEIF q002(round,round_options(round,4)) = 1 THEN

```

| q001\_least\_important(round) := round\_options(round,4)

END OF IF

END OF LOOP

End of section **Preferences**

Start of section **Utilization**

**util\_intro** (Section Utilization)

This section has several questions. We will ask you about your experience with various health care encounters or services.

**th\_yr** (telehealth encounter in last year in section Utilization)

A telehealth encounter is a virtual visit with your doctor or other health care provider where you are interacting with your provider by video, telephone, or an online portal. Have you had a telehealth encounter with your health care provider **in the last year**?

1 Yes

2 No

IF th\_yr = 2 THEN

**interest\_PCPv** (how interested in video visit in section Utilization)

How interested would you be to see your primary care provider over video for some appropriate visits?

1 Very interested

2 Somewhat interested

3 Neutral

4 Not very interested

5 Not at all interested

IF interest\_PCPv IN (1,2) THEN

**interest\_PCPv\_why** (why appealing video visit in section Utilization)

Thinking about why a video visit with your doctor is appealing to you, please choose all that apply.

1 Time savings/convenience

2 Faster service

3 Cost savings

4 Safety concerns during COVID

5 Better access to health care providers that are not in my area

6 Only way to see a provider during COVID

END OF IF

ELSEIF th\_yr = 1 THEN



**th\_type** (provider interact most recent telehealth encounter in section Utilization)

What type of provider did you interact with for your most recent telehealth encounter?

- 1 Urgent care, on demand
- 2 Primary care provider for a preventive/wellness check-up
- 3 Existing specialist
- 4 New specialist

th\_type\_dummy := th\_type

**th\_modality** (modality most recent telehealth encounter in section Utilization)

Thinking about your most recent telehealth encounter (provider interact most recent telehealth encounter()), what kind of interaction best describes this visit?

- 1 Video visit
- 2 Telephone/audio only (no video)
- 3 Online chat or other exchange (no video and no audio)
- 4 Other

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**th\_satisfied\_intro** (Section Utilization)

Thinking about your most recent telehealth encounter (provider interact most recent telehealth encounter()), how much do you agree with the following statements?

#### SUBGROUP OF QUESTIONS

**th\_satisfied** (Overall, I was satisfied with my telehealth encounter in section Utilization)

Overall, I was satisfied with my telehealth encounter

- 1 Strongly Agree
- 2 Agree
- 3 Neutral
- 4 Disagree
- 5 Strongly Disagree

**th\_satisfied\_same** (My telehealth encounter was as satisfactory as an in-person encounter would have been in section Utilization)

My telehealth encounter was as satisfactory as an in-person encounter would have been

- 1 Strongly Agree
- 2 Agree
- 3 Neutral
- 4 Disagree
- 5 Strongly Disagree

| END OF SUBGROUP

END OF GROUP

**th\_OOP** (How much pay out-of-pocket for telehealth visit in section Utilization)  
How much did you pay out-of-pocket for the telehealth visit?  
RANGE 0..2000

**th\_OOP\_comp** (compare how much pay out-of-pocket for telehealth visit in section Utilization)  
Is that more, less, or the same as what you typically pay out-of-pocket for an in-person visit?  
1 More than what I usually pay for an in-person visit  
2 Less than what I usually pay for an in-person visit  
3 The same as what I usually pay for an in-person visit

**th\_6m** (plan to use telehealth again in the next six months in section Utilization)  
Do you plan to use telehealth again in the next six months?  
1 Yes  
2 No

**th\_future** (how often expect to use telehealth in the future in section Utilization)  
How often do you expect to use telehealth in the future?  
1 Much more than before the COVID-19 pandemic  
2 Somewhat more than before the COVID-19 pandemic  
3 About the same as before the COVID-19 pandemic  
4 I will not use telehealth

**th\_family** (consider scheduling telehealth visit for members of family in section Utilization)  
Would you consider scheduling a telehealth visit for members of your family?  
1 Yes  
2 No  
3 Maybe  
4 Not applicable

IF th\_family IN (1,3) THEN

**th\_family\_who** (who schedule telehealth visit in section Utilization)  
For whom? Please check all that apply.  
1 Spouse  
2 Child  
3 Parent

END OF IF

END OF IF

**expectpay\_v** (expect to pay for video visit in section Utilization)

Consider the typical amount you pay out-of-pocket for an in-person visit. Would you expect to pay more, less, or the same for a video visit?

- 1 Pay more for the video visit
- 2 Pay less for the video visit
- 3 Pay the same

IF **expectpay\_v** IN (1,2) THEN

Fill code of question FLMore executed

**WTP\_v** (how much expect to pay for video visit in section Utilization)

How much (more/less) would you expect to pay for a video visit?

RANGE 0..2000

IF **WTP\_v** = EMPTY THEN

**WTP\_vcat** (categorical how much expect to pay for video visit in section Utilization)

Your answers are important to us.

How much (more/less) would you expect to pay for a video visit?

- 1 \$10
- 2 \$11-\$20
- 3 \$21-\$30
- 4 Over \$30

END OF IF

END OF IF

**mailrx\_ever** (ever used a mail-order pharmacy service for prescriptions in section Utilization)

Have you **ever** used a mail-order pharmacy service for prescriptions, such as regular deliveries of your prescriptions to your home?

- 1 Yes
- 2 No

IF **mailrx\_ever** = 1 THEN

**mailrx\_satisfied** (how satisfied with mail-order pharmacy service in section Utilization)

How satisfied were you with the mail-order pharmacy service?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat dissatisfied
- 5 Very dissatisfied

**END OF IF**

**HRA\_ever** (ever completed a health risk assessment or biometric screening with insurance plan in section Utilization)

Have you **ever** completed a health risk assessment or biometric screening associated with your health insurance plan?

- 1 Yes
- 2 No

**IF HRA\_ever = 1 THEN**

**HRA\_satisfied** (how satisfied with with health risk assessment in section Utilization)

How satisfied were you with your health risk assessment?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat dissatisfied
- 5 Very dissatisfied

**HRA\_disc** (risk assessment receive discount on premium, co-payments, or other financial incentive in section Utilization)

Did you receive a discount on your premium, co-payments, or other financial incentive for participating in this health risk assessment or biometric screening?

- 1 Yes
- 2 No
- 3 Unsure / don't remember

**END OF IF**

**wp\_ever** (evr participated in wellness program with health insurance plan in section Utilization)

Have you **ever** participated in a wellness program associated with your health insurance plan; such as a program to stop smoking, lose weight, or other lifestyle or behavioral coaching program?

- 1 Yes
- 2 No

**IF wp\_ever = 1 THEN**

**wp\_satisfied** (how satisfied with wellness program in section Utilization)

How satisfied were you with your wellness program?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat dissatisfied
- 5 Very dissatisfied

**wp\_disc** (wellness program receive discount on premium, co-payments, or other financial incentive in section Utilization)

Did you receive a discount on your premium, co-payments, or other financial incentive for participating in this wellness program?

- 1 Yes
- 2 No
- 3 Unsure / don't remember

END OF IF

End of section **Utilization**

Start of section **Telehealth**

**tele\_intro** (Section Telehealth)

This section has four questions. We will ask you about whether you would prefer an in-person visit or a video visit for various types of doctor's visits and costs. We will also ask you whether you would consider certain aspects of care in your home.

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**match\_intro** (Section Telehealth)

Imagine you have a health insurance plan that has a \$20 co-payment for either an in-person visit or a video visit.

For each type of medical encounter below, would you prefer to see the doctor in-person or via a video visit?

#### SUBGROUP OF QUESTIONS

**match\_pcp** (Wellness check with primary care provider in section Telehealth)

Wellness check with primary care provider

- 1 Prefer In-Person Visit (\$20)
- 2 Prefer Video Visit (\$20)

**match\_mh** (Regular mental health visits in section Telehealth)

Regular mental health visits

- 1 Prefer In-Person Visit (\$20)
- 2 Prefer Video Visit (\$20)

**match\_rx** (Prescription renewal visits in section Telehealth)

Prescription renewal visits

- 1 Prefer In-Person Visit (\$20)
- 2 Prefer Video Visit (\$20)

**match\_urgent** (Urgent care in section Telehealth)

Urgent care

- 1 Prefer In-Person Visit (\$20)
- 2 Prefer Video Visit (\$20)

**match\_newdr** (Initial meeting with a doctor in section Telehealth)

Initial meeting with a doctor

- 1 Prefer In-Person Visit (\$20)
- 2 Prefer Video Visit (\$20)

**match\_chronic** (Chronic care check-ins in section Telehealth)

Chronic care check-ins

- 1 Prefer In-Person Visit (\$20)
- 2 Prefer Video Visit (\$20)

**match\_surgicalfu** (Post-discharge surgery follow-up in section Telehealth)

Post-discharge surgery follow-up

- 1 Prefer In-Person Visit (\$20)
- 2 Prefer Video Visit (\$20)

END OF SUBGROUP

END OF GROUP

IF **match\_pcp = 1** THEN

**match\_pcp\_t** (when prefer Wellness check with primary care provider in section Telehealth)

Now think about how long it could take to travel to the doctor's office. At what point would you prefer a video visit with your doctor instead of traveling for an in-person visit for a **wellness check with your primary care provider**.

I would prefer a video visit if it takes me this long to travel to the doctor's office:

- 1 0-15 minutes
- 2 16-30 minutes
- 3 31-45 minutes
- 4 46-60 minutes
- 5 > 60 minutes
- 6 Travel time is not a factor/ I prefer an in-person visit regardless of travel

END OF IF

IF **match\_mh = 1** THEN

**match\_mh\_t** (when prefer Regular mental health visits in section Telehealth)

Now think about how long it could take to travel to the doctor's office. At what point would you prefer a video visit with your doctor instead of traveling for an in-person visit for **regular mental health visits**.

I would prefer a video visit if it takes me this long to travel to the doctor's office:

- 1 0-15 minutes
- 2 16-30 minutes
- 3 31-45 minutes
- 4 46-60 minutes
- 5 > 60 minutes
- 6 Travel time is not a factor/ I prefer an in-person visit regardless of travel

END OF IF

IF match\_rx = 1 THEN

**match\_rx.t** (when prefer Prescription renewal visits in section Telehealth)

Now think about how long it could take to travel to the doctor's office. At what point would you prefer a video visit with your doctor instead of traveling for an in-person visit for **prescription renewal visits**.

I would prefer a video visit if it takes me this long to travel to the doctor's office:

- 1 0-15 minutes
- 2 16-30 minutes
- 3 31-45 minutes
- 4 46-60 minutes
- 5 > 60 minutes
- 6 Travel time is not a factor/ I prefer an in-person visit regardless of travel

END OF IF

IF match\_urgent = 1 THEN

**match\_urgent.t** (when prefer Urgent care in section Telehealth)

Now think about how long it could take to travel to the doctor's office. At what point would you prefer a video visit with your doctor instead of traveling for an in-person visit for **urgent care**.

I would prefer a video visit if it takes me this long to travel to the doctor's office:

- 1 0-15 minutes
- 2 16-30 minutes
- 3 31-45 minutes
- 4 46-60 minutes
- 5 > 60 minutes
- 6 Travel time is not a factor/ I prefer an in-person visit regardless of travel

END OF IF

IF match\_newdr = 1 THEN

**match\_newdr.t** (when prefer Initial meeting with a doctor in section Telehealth)

Now think about how long it could take to travel to the doctor's office. At what point would you prefer a video visit with your doctor instead of traveling for an in-person visit for **an**

**initial meeting with a doctor.**

I would prefer a video visit if it takes me this long to travel to the doctor's office:

- 1 0-15 minutes
- 2 16-30 minutes
- 3 31-45 minutes
- 4 46-60 minutes
- 5 > 60 minutes
- 6 Travel time is not a factor/ I prefer an in-person visit regardless of travel

END OF IF

**IF match\_chronic = 1 THEN**

**match\_chronic\_t** (when prefer Chronic care check-ins in section Telehealth)

Now think about how long it could take to travel to the doctor's office. At what point would you prefer a video visit with your doctor instead of traveling for an in-person visit for **chronic care check-ins**.

I would prefer a video visit if it takes me this long to travel to the doctor's office:

- 1 0-15 minutes
- 2 16-30 minutes
- 3 31-45 minutes
- 4 46-60 minutes
- 5 > 60 minutes
- 6 Travel time is not a factor/ I prefer an in-person visit regardless of travel

END OF IF

**IF match\_surgicalfu = 1 THEN**

**match\_surgicalfu\_t** (when prefer Post-discharge surgery follow-up in section Telehealth)

Now think about how long it could take to travel to the doctor's office. At what point would you prefer a video visit with your doctor instead of traveling for an in-person visit for a **post-discharge surgery follow-up**.

I would prefer a video visit if it takes me this long to travel to the doctor's office:

- 1 0-15 minutes
- 2 16-30 minutes
- 3 31-45 minutes
- 4 46-60 minutes
- 5 > 60 minutes
- 6 Travel time is not a factor/ I prefer an in-person visit regardless of travel

END OF IF

**IF match\_pcp = 2 THEN**



**match\_pcp\_pm** (pay more Wellness check with primary care provider in section Telehealth)

Remember that this health insurance plan has a \$20 co-payment for a video visit. Would you be willing to pay more than \$20 for a video visit for **a wellness check with your primary care provider?**

1 Yes

2 No

**IF match\_pcp\_pm = 1 THEN**

**LOOP FROM 1 TO 5**

**match\_pcp\_amt** (how much more Wellness check with primary care provider in section Telehealth)

How much would you be willing to pay out-of-pocket for the video visit for **a wellness check with your primary care provider?**

RANGE 21..2000

**IF match\_pcp\_amt = RESPONSE THEN**

amount := match\_pcp\_amt  
diff := amount - 20

**warning** (Section Telehealth)

You said you would pay \$(entered amount()). That is \$(difference amount()) more than the \$20 co-payment for the in-person visit. Is that what you meant?

1 Yes

2 No

**IF warning(1) = 1 THEN**

warning(1) := empty

**ELSE**

match\_pcp\_cnt := match\_pcp\_cnt + 1  
warning(1) := empty

**END OF IF**

**ELSE**

|

**END OF IF**

```
| | END OF LOOP
| END OF IF
END OF IF
```

```
IF match_mh = 2 THEN
```

```
  match_mh_pm (pay more Regular mental health visits in section Telehealth)
  Remember that this health insurance plan has a $20 co-payment for a video visit. Would
  you be willing to pay more than $20 for a video visit for regular mental health visits?
  1 Yes
  2 No
```

```
IF match_mh_pm = 1 THEN
```

```
  LOOP FROM 1 TO 5
```

```
    match_mh_amt (how much more Regular mental health visits in section Telehealth)
    How much would you be willing to pay out-of-pocket for the video visit for regular
    mental health visits?
    RANGE 21..2000
```

```
    IF match_mh_amt = RESPONSE THEN
```

```
      amount := match_mh_amt
      diff := amount - 20
```

```
      warning (Section Telehealth)
      You said you would pay $(entered amount()). That is $(difference amount()) more
      than the $20 co-payment for the in-person visit. Is that what you meant?
      1 Yes
      2 No
```

```
      IF warning(2) = 1 THEN
```

```
        warning(2) := empty
```

```
      ELSE
```

```
        match_mh_cnt := match_mh_cnt + 1
        warning(2) := empty
```

```
      END OF IF
```

```
    ELSE
```

```
    |
```

```
| | END OF IF
| | END OF LOOP
| END OF IF
END OF IF
```

```
IF match_rx = 2 THEN
```

```
  match_rx_pm (pay more Prescription renewal visits in section Telehealth)
  Remember that this health insurance plan has a $20 co-payment for a video visit. Would
  you be willing to pay more than $20 for a video visit for prescription renewal visits?
  1 Yes
  2 No
```

```
IF match_rx_pm = 1 THEN
```

```
  LOOP FROM 1 TO 5
```

```
    match_rx_amt (how much more Prescription renewal visits in section Telehealth)
    How much would you be willing to pay out-of-pocket for the video visit for prescription
    renewal visits?
    RANGE 21..2000
```

```
    IF match_rx_amt = RESPONSE THEN
```

```
      amount := match_rx_amt
      diff := amount - 20
```

```
      warning (Section Telehealth)
      You said you would pay $(entered amount()). That is $(difference amount()) more
      than the $20 co-payment for the in-person visit. Is that what you meant?
      1 Yes
      2 No
```

```
      IF warning(3) = 1 THEN
```

```
        warning(3) := empty
```

```
      ELSE
```

```
        match_rx_cnt := match_rx_cnt + 1
        warning(3) := empty
```

```
      END OF IF
```

```
    ELSE
```



```

| | END OF IF
| | ELSE
| | |
| | END OF IF
| END OF LOOP
END OF IF
END OF IF

```

```
IF match_newdr = 2 THEN
```

```

match_newdr_pm (pay more Initial meeting with a doctor in section Telehealth)
Remember that this health insurance plan has a $20 co-payment for a video visit. Would
you be willing to pay more than $20 for a video visit for an initial meeting with a doctor?
1 Yes
2 No

```

```
IF match_newdr_pm = 1 THEN
```

```
LOOP FROM 1 TO 5
```

```

match_newdr_amt (how much more Initial meeting with a doctor in section Tele-
health)
How much would you be willing to pay out-of-pocket for the video visit for an initial
meeting with a doctor?
RANGE 21..2000

```

```
IF match_newdr_amt = RESPONSE THEN
```

```

amount := match_newdr_amt
diff := amount - 20

```

```

warning (Section Telehealth)
You said you would pay $(entered amount()). That is $(difference amount()) more
than the $20 co-payment for the in-person visit. Is that what you meant?
1 Yes
2 No

```

```
IF warning(5) = 1 THEN
```

```
| warning(5) := empty
```

```
ELSE
```

```

| match_newdr_cnt := match_newdr_cnt + 1
| warning(5) := empty
|
| END OF IF
|
| ELSE
|
| I
|
| END OF IF
|
| END OF LOOP
|
| END OF IF
|
| END OF IF

```

IF match\_chronic = 2 THEN

**match\_chronic\_pm** (pay more Chronic care check-ins in section Telehealth)  
Remember that this health insurance plan has a \$20 co-payment for a video visit. Would you be willing to pay more than \$20 for a video visit for **chronic care check-ins**?  
1 Yes  
2 No

IF match\_chronic\_pm = 1 THEN

LOOP FROM 1 TO 5

**match\_chronic\_amt** (how much more Chronic care check-ins in section Telehealth)  
How much would you be willing to pay out-of-pocket for the video visit for **chronic care check-ins**?  
RANGE 21..2000

IF match\_chronic\_amt = RESPONSE THEN

```

| amount := match_chronic_amt
| diff := amount - 20

```

**warning** (Section Telehealth)  
You said you would pay \$(entered amount()). That is \$(difference amount()) more than the \$20 co-payment for the in-person visit. Is that what you meant?  
1 Yes  
2 No

IF warning(6) = 1 THEN

```

| warning(6) := empty

```

```

ELSE
  match_chronic_cnt := match_chronic_cnt + 1
  warning(6) := empty
END OF IF
ELSE
  I
END OF IF
END OF LOOP
END OF IF
END OF IF

```

IF match\_surgicalfu = 2 THEN

**match\_surgicalfu\_pm** (pay more Post-discharge surgery follow-up in section Telehealth)  
Remember that this health insurance plan has a \$20 co-payment for a video visit. Would you be willing to pay more than \$20 for a video visit for **a post-discharge surgery follow-up?**

- 1 Yes
- 2 No

IF match\_surgicalfu\_pm = 1 THEN

LOOP FROM 1 TO 5

**match\_surgicalfu\_amt** (how much more Post-discharge surgery follow-up in section Telehealth)  
How much would you be willing to pay out-of-pocket for the video visit for **a post-discharge surgery follow-up?**  
RANGE 21..2000

IF match\_surgicalfu\_amt = RESPONSE THEN

amount := match\_surgicalfu\_amt  
diff := amount - 20

**warning** (Section Telehealth)  
You said you would pay \$(entered amount()). That is \$(difference amount()) more than the \$20 co-payment for the in-person visit. Is that what you meant?

- 1 Yes
- 2 No

```

IF warning(7) = 1 THEN
  warning(7) := empty
ELSE
  match_surgicalfu_cnt := match_surgicalfu_cnt + 1
  warning(7) := empty
END OF IF
ELSE
  I
END OF IF
END OF LOOP
END OF IF
END OF IF

```

IF match\_pcp = 1 OR match\_mh = 1 OR match\_rx = 1 OR match\_urgent = 1 OR match\_newdr = 1 OR match\_chronic = 1 OR match\_surgicalfu = 1 THEN

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

##### **savings\_intro** (Section Telehealth)

Now imagine that the health insurance plan charges a \$20 co-payment for an in-person visit, but charges no co-payment (\$0) for a video visit.

Which type of visit would you prefer?

#### SUBGROUP OF QUESTIONS

IF match\_pcp = 1 THEN

##### **savings\_pcp** (savings Wellness check with primary care provider in section Telehealth)

Wellness check with primary care provider

1 Prefer In-Person Visit (\$20)

2 Prefer Video Visit (\$0)

END OF IF

IF match\_mh = 1 THEN



**savings\_mh** (savings Regular mental health visits in section Telehealth)

Regular mental health visits

1 Prefer In-Person Visit (\$20)

2 Prefer Video Visit (\$0)

END OF IF

IF match\_rx = 1 THEN

**savings\_rx** (savings Prescription renewal visits in section Telehealth)

Prescription renewal visits

1 Prefer In-Person Visit (\$20)

2 Prefer Video Visit (\$0)

END OF IF

IF match\_urgent = 1 THEN

**savings\_urgent** (savings Urgent care in section Telehealth)

Urgent care

1 Prefer In-Person Visit (\$20)

2 Prefer Video Visit (\$0)

END OF IF

IF match\_newdr = 1 THEN

**savings\_newdr** (savings Initial meeting with a doctor in section Telehealth)

Initial meeting with a doctor

1 Prefer In-Person Visit (\$20)

2 Prefer Video Visit (\$0)

END OF IF

IF match\_chronic = 1 THEN

**savings\_chronic** (savings Chronic care check-ins in section Telehealth)

Chronic care check-ins

1 Prefer In-Person Visit (\$20)

2 Prefer Video Visit (\$0)

END OF IF

IF match\_surgicalfu = 1 THEN

**savings\_surgicalfu** (savings Post-discharge surgery follow-up in section Telehealth)

Post-discharge surgery follow-up

1 Prefer In-Person Visit (\$20)

2 Prefer Video Visit (\$0)

END OF IF

END OF SUBGROUP

END OF GROUP

END OF IF

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**ip\_prefer** (why prefer in-person over video in section Telehealth)

Are there any attributes below that would make you prefer an in-person visit over a video visit? Please check all that apply.

1 Free parking at my doctor's office or clinic

2 My doctor's office is close to my home or work

3 My doctor's office feels safe and clean

4 I need something done in person (like a blood test or x-ray)

5 Add in your own:

6 None of the above

**ip\_prefer\_other** (other why prefer in-person over video in section Telehealth)

STRING

END OF GROUP

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**home\_intro** (Section Telehealth)

Connected electronic devices have made some aspects of care available in the home. Some medical encounters require a provider to come to your home with the device and some aspects of care may be accomplished through wearable devices.

Thinking about the location for each type of medical encounter below, would you prefer to complete the service in the doctor's office/at a hospital or in your home?

#### SUBGROUP OF QUESTIONS

**home\_IV** (Outpatient intravenous (IV) therapy and injections in section Telehealth)

Outpatient intravenous (IV) therapy and injections

1 Prefer Care In The Doctor's Office or Hospital

2 Prefer Care In My Home

**home\_OT** (Occupational therapy in section Telehealth)

Occupational therapy

1 Prefer Care In The Doctor's Office or Hospital

2 Prefer Care In My Home

**home\_chronic** (Chronic condition monitoring in section Telehealth)

Chronic condition monitoring

1 Prefer Care In The Doctor's Office or Hospital

2 Prefer Care In My Home

**home\_PT** (Rehabilitation/Physical therapy in section Telehealth)

Rehabilitation/Physical therapy

1 Prefer Care In The Doctor's Office or Hospital

2 Prefer Care In My Home

END OF SUBGROUP

END OF GROUP

End of section **Telehealth**

Start of section **Future**

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**fut\_intro** (Section Future)

This section has several questions about various features of a health plan and genetic testing. Please answer each question on a scale from very likely to very unlikely.

Some health plans are exploring options that could help to lower your monthly premiums.

How likely are you to choose a plan that has the following features if it meant lower premiums?

**Health plan features with lower monthly premiums...**

SUBGROUP OF QUESTIONS

**likely\_mailorder** (required you to fill generic prescriptions using an online mail-order pharmacy service in section Future)

Required you to fill generic prescriptions using an online mail-order pharmacy service before filling any other prescription for your condition

- 1 Very likely
- 2 Somewhat likely
- 3 Neither likely nor unlikely
- 4 Somewhat unlikely
- 5 Very unlikely

**likely\_rxlimit** (Limited your choice of brand-name drugs that are not medically necessary in section Future)

Limited your choice of brand-name drugs that are not medically necessary

- 1 Very likely
- 2 Somewhat likely
- 3 Neither likely nor unlikely
- 4 Somewhat unlikely
- 5 Very unlikely

**likely\_reqwp** (Required you to use an app that provides coaching services in section Future)

Required you to use an app that provides coaching services to improve your health behavior (like weight management, quitting tobacco, etc.)

- 1 Very likely
- 2 Somewhat likely
- 3 Neither likely nor unlikely
- 4 Somewhat unlikely
- 5 Very unlikely

**likely\_wearable** (Required you to wear a device that is connected to your medical record to monitor chronic conditions in section Future)

Required you to wear a device that is connected to your medical record to monitor chronic conditions, such as blood sugar for diabetes or blood pressure for hypertension

- 1 Very likely
- 2 Somewhat likely
- 3 Neither likely nor unlikely
- 4 Somewhat unlikely
- 5 Very unlikely

**likely\_chosenprovider** (Required you to have a video visit with a nurse or doctor in section Future)

Required you to have a video visit with a nurse or doctor to explain your non-emergent health concerns and if necessary, he/she would schedule a visit to a provider chosen for you

- 1 Very likely
- 2 Somewhat likely
- 3 Neither likely nor unlikely
- 4 Somewhat unlikely

5 Very unlikely

**likely\_hybridmodel** (Both in-person visits and video visits are covered, but only visits that require a physical exam are covered in the office in section Future)

Both in-person visits and video visits are covered, but only visits that require a physical exam are covered in the office. You would pay out-of-pocket to see a provider in-person for certain types of visits

- 1 Very likely
- 2 Somewhat likely
- 3 Neither likely nor unlikely
- 4 Somewhat unlikely
- 5 Very unlikely

END OF SUBGROUP

END OF GROUP

IF RDgroup = EMPTY THEN

RDgroup := mt\_rand(1,2)

END OF IF

Fill code of question FL\_genforwp executed

Fill code of question FL\_genfortx executed

Fill code of question FL\_genscreen executed

**genforwp** (how likely to take a genetic test nutrition and exercise in section Future)

(Genetic testing can provide information on the best approaches for diet and exercise for you. )How likely would you be to take a genetic test to receive a personalized nutrition and exercise plan via a virtual health coach?

- 1 Very likely
- 2 Somewhat likely
- 3 Neither likely nor unlikely
- 4 Somewhat unlikely
- 5 Very unlikely

**genfortx** (how likely to take a genetic test for treatment plan in section Future)

(Sometimes, genetic testing can help your doctor determine the best course of treatment for you. )How likely would you be to take a genetic test if it helped determine the best course of treatment for you?

- 1 Very likely
- 2 Somewhat likely
- 3 Neither likely nor unlikely
- 4 Somewhat unlikely
- 5 Very unlikely

**IF genfortx IN (1,2,3) THEN**

**genfortx\_prem** (pay higher premium if covers genetic testing for treatment in section Future)

Would you pay a higher premium for a health plan that covers genetic testing to determine the best course of treatment?

- 1 Yes
- 2 No

**END OF IF**

**genscreen** (how likely to annual blood test to detect cancers in section Future)

(Survival rates are higher when cancer is diagnosed at earlier stages. However, effective early screening only exists for a few cancer types. )How likely would you be to take an annual blood test that could detect most cancers at an early stage?

- 1 Very likely
- 2 Somewhat likely
- 3 Neither likely nor unlikely
- 4 Somewhat unlikely
- 5 Very unlikely

**IF genscreen IN (1,2,3) THEN**

**genscreen\_prem** (pay higher premium if covers genetic testing cancer detection in section Future)

Would you pay a higher premium for a health plan that covers genetic testing for early detection of most cancers?

- 1 Yes
- 2 No

**IF genscreen\_prem = 1 THEN**

**genscreen\_OOP** (how much pay out of pocket detect most cancers in section Future)

How much would you pay out-of-pocket for an annual blood test that could detect most cancers at an early stage?

RANGE 0..2000

**IF genscreen\_OOP = EMPTY THEN**

**OOPcat** (categorical how likely to annual blood test to detect cancers in section Future)

Your answers are important to us.

How much would you pay out-of-pocket for an annual blood test that could detect most cancers at an early stage?

- 1 \$100 or less
- 2 \$101-\$250
- 3 \$251-\$500

```
4 $501-$1000
5 More than $1000
END OF IF
END OF IF
END OF IF
```

End of section **Future**

Start of section **Satisfaction**

**satisfaction\_intro** (Section Satisfaction)

This section has six questions. We will ask you some questions about your satisfaction with your current health plan, access to care, and your health status.

**hp\_satisfied** (satisfied current health plan in section Satisfaction)

Overall, how satisfied are you with your current health plan?

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat dissatisfied
- 5 Very dissatisfied

IF **hp\_satisfied** IN (1,2) THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**hp\_satisfied\_why** (why satisfied in section Satisfaction)

Why? (Check all that apply):

- 1 Providers I want to go to are covered
- 2 Low out-of-pocket spending
- 3 Low premiums
- 4 Good customer service
- 5 Claims are paid quickly
- 6 No problems or issues
- 7 Good coverage
- 8 Other, please specify:

**hp\_satisfied\_why\_other** (other why satisfied in section Satisfaction)

STRING

END OF GROUP

ELSEIF **hp\_satisfied** IN (4,5) THEN

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**hp\_satisfied\_why\_not** (why not satisfied in section Satisfaction)

Why? (Check all that apply):

- 1 Providers I want to go are not covered
- 2 High out-of-pocket spending
- 3 High premiums
- 4 Poor customer service
- 5 My claims are rejected
- 6 My prescriptions are not covered
- 7 Poor medical coverage
- 8 Other, please specify:

**hp\_satisfied\_why\_not\_other** (other why not satisfied in section Satisfaction)

STRING

END OF GROUP

END OF IF

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**sat\_intro** (satisfied overall in section Satisfaction)

How satisfied are you with the quality, cost, and convenience of your health care?

SUBGROUP OF QUESTIONS

**quality\_satisfied** (Quality of my health care in section Satisfaction)

Quality of my health care

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat dissatisfied
- 5 Very dissatisfied

**cost\_satisfied** (Cost of my health care in section Satisfaction)

Cost of my health care

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Somewhat dissatisfied
- 5 Very dissatisfied

**convenience\_satisfied** (Convenience of my health care in section Satisfaction)

Convenience of my health care

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied



- 4 Somewhat dissatisfied
- 5 Very dissatisfied

END OF SUBGROUP

END OF GROUP

**notaffordable** (any time needed medical care, could not afford in section Satisfaction)  
In the last two years, was there any time when you needed medical care, but did not get it because you couldn't afford it?

- 1 Yes
- 2 No

**health** (overall health in section Satisfaction)  
In general, how would you rate your overall health?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

**mental\_health** (overall health in section Satisfaction)  
In general, how would you rate your overall **mental or emotional** health?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Fair
- 5 Poor

End of section **Satisfaction**

Start of section **Comorbidities**

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**q028\_intro** (Section Comorbidities)  
As far as you know, do you have any of the following health conditions at the **present time**?

SUBGROUP OF QUESTIONS

**CCI\_asthma** (Asthma, emphysema, or chronic bronchitis in section Comorbidities)  
Asthma, emphysema, or chronic bronchitis

- 1 Yes

2 No

**CCI\_arth** (Arthritis or rheumatism in section Comorbidities)

Arthritis or rheumatism

1 Yes

2 No

**CCI\_kidney** (Kidney disease in section Comorbidities)

Kidney disease

1 Yes

2 No

**CCI\_liver** (Liver problems (such as cirrhosis) in section Comorbidities)

Liver problems (such as cirrhosis)

1 Yes

2 No

**CCI\_stroke** (Stroke in section Comorbidities)

Stroke

1 Yes

2 No

**CCI\_cancer** (Cancer, diagnosed in the past 3 years in section Comorbidities)

Cancer, diagnosed in the past 3 years

1 Yes

2 No

**CCI\_diab** (Diabetes in section Comorbidities)

Diabetes

1 Yes

2 No

**CCI\_digestive** (Digestive problems (such as ulcer, colitis, or gallbladder disease) in section Comorbidities)

Digestive problems (such as ulcer, colitis, or gallbladder disease)

1 Yes

2 No

**CCI\_heart** (Heart trouble (such as angina, congestive heart failure, or coronary artery disease) in section Comorbidities)

Heart trouble (such as angina, congestive heart failure, or coronary artery disease)

1 Yes

2 No

**CCI\_immune** (Immunocompromised condition in section Comorbidities)

Immunocompromised condition

1 Yes

2 No

**CCI\_other** (Other problems in section Comorbidities)

Other medical problems (please write in):

Please write a brief description of this/these other medical problem(s). Please select the Yes answer choice to the right if you specified one or more medical problems in the text boxes.

1 Yes

2 No

#### END OF SUBGROUP

**CCI.text** (other diseases in section Comorbidities)

STRING

**CCI.text** (other diseases in section Comorbidities)

STRING

**CCI.text** (other diseases in section Comorbidities)

STRING

#### END OF GROUP

IF CCI\_asthma = 1 OR CCI\_arth = 1 OR CCI\_kidney = 1 OR CCI\_liver = 1 OR CCI\_stroke = 1 OR CCI\_cancer = 1 OR CCI\_diab = 1 OR CCI\_digestive = 1 OR CCI\_heart = 1 OR CCI\_immune = 1 OR CCI\_other = 1 THEN

Fill code of question FL\_q028n\_other executed

#### GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**q029\_intro** (Section Comorbidities)

Do you receive treatment for any of these health conditions?

#### SUBGROUP OF QUESTIONS

IF CCI\_asthma = 1 THEN

**CCI\_asthma.tx** (treatment Asthma, emphysema, or chronic bronchitis in section Comorbidities)

Asthma, emphysema, or chronic bronchitis

1 Yes

| 2 No

END OF IF

IF CCI\_arth = 1 THEN

| **CCI\_arth\_tx** (treatment Arthritis or rheumatism in section Comorbidities)  
Arthritis or rheumatism  
1 Yes  
2 No

END OF IF

IF CCI\_cancer = 1 THEN

| **CCI\_cancer\_tx** (treatment Cancer, diagnosed in the past 3 years in section Comorbidities)  
Cancer, diagnosed in the past 3 years  
1 Yes  
2 No

END OF IF

IF CCI\_diab = 1 THEN

| **CCI\_diab\_tx** (treatment Diabetes in section Comorbidities)  
Diabetes  
1 Yes  
2 No

END OF IF

IF CCI\_digestive = 1 THEN

| **CCI\_digestive\_tx** (treatment Digestive problems (such as ulcer, colitis, or gallbladder disease) in section Comorbidities)  
Digestive problems (such as ulcer, colitis, or gallbladder disease)  
1 Yes  
2 No

END OF IF

IF CCI\_heart = 1 THEN

**CCI\_heart\_tx** (treatment Heart trouble (such as angina, congestive heart failure, or coronary artery disease) in section Comorbidities)

Heart trouble (such as angina, congestive heart failure, or coronary artery disease)

1 Yes

2 No

END OF IF

IF CCI\_immune = 1 THEN

**CCI\_immune\_tx** (treatment Immunocompromised condition in section Comorbidities)

Immunocompromised condition

1 Yes

2 No

END OF IF

IF CCI\_stroke = 1 THEN

**CCI\_stroke\_tx** (treatment Stroke in section Comorbidities)

Stroke

1 Yes

2 No

END OF IF

IF CCI\_liver = 1 THEN

**CCI\_liver\_tx** (treatment Liver problems (such as cirrhosis) in section Comorbidities)

Liver problems (such as cirrhosis)

1 Yes

2 No

END OF IF

IF CCI\_kidney = 1 THEN

**CCI\_kidney\_tx** (treatment Kidney disease in section Comorbidities)

Kidney disease

1 Yes

2 No

END OF IF

IF CCI\_other = 1 THEN

**CCI\_other\_tx** (treatment Other problems in section Comorbidities)  
Other condition(s):(^CCI\_text(1)/^CCI\_text(2)/^CCI\_text(3))  
1 Yes  
2 No

END OF IF

END OF SUBGROUP

END OF GROUP

GROUP OF QUESTIONS PRESENTED ON THE SAME SCREEN

**q030\_intro** (Section Comorbidities)  
Do any of these health problems limit your activities?

SUBGROUP OF QUESTIONS

IF CCI\_asthma = 1 THEN

**CCI\_asthma\_1a** (limit Asthma, emphysema, or chronic bronchitis in section Comorbidities)  
Asthma, emphysema, or chronic bronchitis  
1 Yes  
2 No

END OF IF

IF CCI\_arth = 1 THEN

**CCI\_arth\_1a** (limit Arthritis or rheumatism in section Comorbidities)  
Arthritis or rheumatism  
1 Yes  
2 No

END OF IF

IF CCI\_cancer = 1 THEN

**CCI\_cancer\_1a** (limit Cancer, diagnosed in the past 3 years in section Comorbidities)  
Cancer, diagnosed in the past 3 years  
1 Yes  
2 No

END OF IF

IF CCI\_diab = 1 THEN

**CCI\_diab\_la** (limit Diabetes in section Comorbidities)

Diabetes

1 Yes

2 No

END OF IF

IF CCI\_digestive = 1 THEN

**CCI\_digestive\_la** (limit Digestive problems (such as ulcer, colitis, or gallbladder disease) in section Comorbidities)

Digestive problems (such as ulcer, colitis, or gallbladder disease)

1 Yes

2 No

END OF IF

IF CCI\_heart = 1 THEN

**CCI\_heart\_la** (limit Heart trouble (such as angina, congestive heart failure, or coronary artery disease) in section Comorbidities)

Heart trouble (such as angina, congestive heart failure, or coronary artery disease)

1 Yes

2 No

END OF IF

IF CCI\_immune = 1 THEN

**CCI\_immune\_la** (limit Immunocompromised condition in section Comorbidities)

Immunocompromised condition

1 Yes

2 No

END OF IF

IF CCI\_stroke = 1 THEN

**CCI\_stroke\_la** (limit Stroke in section Comorbidities)

Stroke

1 Yes

```

| 2 No
|
| END OF IF
|
| IF CCI_liver = 1 THEN
|
|   CCI_liver_la (limit Liver problems (such as cirrhosis) in section Comorbidities)
|   Liver problems (such as cirrhosis)
|   1 Yes
|   2 No
|
| END OF IF
|
| IF CCI_kidney = 1 THEN
|
|   CCI_kidney_la (limit Kidney disease in section Comorbidities)
|   Kidney disease
|   1 Yes
|   2 No
|
| END OF IF
|
| IF CCI_other = 1 THEN
|
|   CCI_other_la (limit Other problems in section Comorbidities)
|   Other condition(s):(^CCI_text(1)/^CCI_text(2)/^CCI_text(3))
|   1 Yes
|   2 No
|
| END OF IF
|
| END OF SUBGROUP
|
| END OF GROUP
|
| END OF IF

End of section Comorbidities

Start of section Closing

CS_001 (HOW PLEASANT INTERVIEW in section Closing)
Could you tell us how interesting or uninteresting you found the questions in this interview?
1 Very interesting
2 Interesting
3 Neither interesting nor uninteresting

```



4 Uninteresting  
5 Very uninteresting

**CS\_003** (comments in section Closing)

Do you have any other comments on the interview? Please type these in the box below. (If you have no comments, please click next to complete this survey.)

STRING

End of section **Closing**

*/\* Please note that although question CS\_003 is listed in the routing, the answers are not included in the microdata in the event identifiable information is captured. Cleaned responses are available by request. \*/*