**Supplemental Items for the CAHPS® Health Plan Survey 5.0**

**Topic: Health Literacy**

**Population Version: Adult**

**Language: English**

Users of the CAHPS® Health Plan Survey are free to incorporate supplemental items in order to meet the needs of their organizations, local markets, and/or audiences. Some items cover events that occur with low frequency in the general population. You should include them only if your sample design is likely to yield a sufficient number of responses to those questions for statistical analysis and reporting.

| **Questions** | **Placement and Other Instructions** |
| --- | --- |
| **P-HL1.** In the last 12 months, how often did your personal doctor ask if you had any questions about your health?  1 Never  2 Sometimes  3 Usually  4 Always | After core question 11 |
| **P-HL2.** In the last 12 months, how often did your personal doctor use medical words you did not understand?  1 Never  2 Sometimes  3 Usually  4 Always | After core question 16 |
| **P-HL3.** In the last 12 months, how often did your personal doctor talk too fast when talking with you?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL2 |
| **P-HL4.** In the last 12 months, did you talk with your personal doctor about any health questions or concerns?  1 Yes  2 No**→ If No, go to P-HL8** | After P-HL3 |
| **P-HL5.** In the last 12 months, how often did your personal doctor show interest in your questions or concerns?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL4  Must use P-HL4 if using this item |
| **P-HL6**. In the last 12 months, how often did your personal doctor give you easy to understand information about these health questions or concerns?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL5  Must use P-HL4 if using this item |
| **P-HL7.** In the last 12 months, how often did your personal doctor answer all of your questions?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL6  Must use P-HL4 if using this item |
| **P-HL8.** In the last 12 months, how often did your personal doctor give you all the information you wanted about your health?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL7 |
| **P-HL9.** In the last 12 months, did you see your personal doctor for a specific illness or for any health condition?  1 Yes  2 No**→ If No, go to P-HL13** | After P-HL8 |
| **P-HL10.** In the last 12 months, did your personal doctor give you instructions about what to do to take care of this illness or health condition?  1 Yes  2 No**→ If No, go to P-HL13** | After P-HL9  Must use P-HL9 if using this item |
| **P-HL11.** In the last 12 months, how often were these instructions easy to understand?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL10  Must use P-HL9 and P-HL10 if using this item |
| **P-HL12**. In the last 12 months, how often did your personal doctor ask you to describe how you were going to follow these instructions?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL11  Must use P-HL9 and P-HL10 if using this item |
| **P-HL13.** In the last 12 months, did you start a prescription medicine?  1 Yes  2 No**→ If No, go to P-HL16** | After P-HL12 |
| **P-HL14.** In the last 12 months, how often did your personal doctor give you easy to understand instructions about how to take your medicines?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL13  Must use P-HL13 if using this item |
| **P-HL15.** In the last 12 months, how often did your personal doctor explain the possible side effects of your medicines in a way that was easy to understand?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL14  Must use P-HL13 if using this item |
| **P-HL16.** In the last 12 months, did your personal doctor order a blood test, x-ray, or other test for you?  1 Yes  2 No**→ If No, go to core question 17** | After P-HL15 |
| **P-HL17.** In the last 12 months, before you had a blood test, x-ray, or other test, how often did your personal doctor explain what it was for?  1 Never**→ If Never, go to P-HL19**  2 Sometimes  3 Usually  4 Always | After P-HL16 |
| **P-HL18.** In the last 12 months, how often was the explanation of what the test was for easy to understand?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL17 |
| **P-HL19.** In the last 12 months, when your personal doctor ordered a blood test, x-ray, or other test for you, how often did someone from your personal doctor's office follow up to give you those test results?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL18  Must use with P-HL16 if using this item |
| **P-HL20.** In the last 12 months, how often were the results of your blood test, x-ray, or other test easy to understand?  1 Never  2 Sometimes  3 Usually  4 Always | After P-HL19 |
| **P-HL21.** In the last 12 months, how often was the information you got from your health plan's customer service easy to understand?  1 Never  2 Sometimes  3 Usually  4 Always | After core question 22 |
| **P-HL22.** In the last 12 months, did you look for any information about how your health plan works?  1 Yes  2 No**→ If No, go to P-HL32** | After core question 26  Do not use if using P-HL27 or P-HL53 |
| **P-HL23.** Did you find the information you needed about how your health plan works?  1 Yes  2 No**→ If No, go to P-HL32** | After P-HL22  Must use P-HL22 if using this item |
| **P-HL24.** Was the information about how your health plan works easy to understand?  1 Yes**→ If Yes, go to P-HL32**  2 No | After P-HL23  Must use P-HL22 and P-HL23 if using this item |
| **P-HL25.** Was there too much information about how your health plan works?  1 Yes  2 No | After P-HL24  Must use P-HL22, P-HL23, and P-HL24 if using this item |
| **P-HL26.** Was the information about how your health plan works confusing?  1 Yes  2 No | After P-HL25  Must use P-HL22, P-HL23, and P-HL24 if using this item |
| **P-HL27.** In the last 12 months, did you look for any information about your health plan's coverage and benefits?  1 Yes  2 No**→ If No, go to P-HL32** | After core question 26  Do not use if using P-HL22 or P-HL53 |
| **P-HL28.** Did you find the information you needed about your health plan’s coverage and benefits?  1 Yes  2 No**→ If No, go to P-HL32** | After P-HL27  Must use P-HL27 if using this item |
| **P-HL29.** Was the information about your health plan’s coverage and benefits easy to understand?  1 Yes**→ If Yes, go to P-HL32**  2 No | After P-HL28  Must use P-HL27 and P-HL28 if using this item |
| **P-HL30.** Was there too much information about your health plan’s coverage and benefits?  1 Yes  2 No | After P-HL29  Must use P-HL27, P-HL28, and P-HL29 if using this item |
| **P-HL31.** Was the information about your health plan’s coverage and benefits confusing?  1 Yes  2 No | After P-HL30  Must use P-HL27, P-HL28, and P-HL29 if using this item |
| **P-HL32.** In the last 12 months, did you look for any information from your health plan about how much you would have to pay for specific prescription medicines?  1 Yes  2 No**→ If No, go to P-HL37** | After P-HL26 or P-HL31 |
| **HL33.** Did you find the information you needed about how much you would have to pay for prescription medicines?  1 Yes  2 No**→ If No, go to P-HL37** | After P-HL32  Must use P-HL32 if using this item |
| **P-HL34.** Was the information about how much you would have to pay for prescription medicines easy to understand?  1 Yes**→ If Yes, go to P-HL37**  2 No | After P-HL33  Must use P-HL32 and P-HL33 if using this item |
| **P-HL35.** Was there too much information about how much you would have to pay for prescription medicines?  1 Yes  2 No | After P-HL34  Must use P-HL32, P-HL33, and P-HL34 if using this item |
| **P-HL36.** Was the information about how much you would have to pay for prescription medicines confusing?  1 Yes  2 No | After P-HL35  Must use P-HL32, P-HL33, and P-HL34 if using this item |
| **P-HL37.** Did you know you could make a complaint to your health plan about the care or services you received or decisions your health plan made?  1 Yes  2 No**→ If No, go to P-HL43** | After P-HL36  This item only recommended for use if the referenced health plan includes prescription drug coverage |
| **P-HL38.** In the last 12 months, did you look for any information about how to make a complaint to your health plan?  1 Yes  2 No**→ If No, go to P-HL43** | After P-HL37  Must use P-HL37 if using this item |
| **P-HL39.** Did you find the information you needed about how to make a complaint to your health plan?  1 Yes  2 No**→ If No, go to P-HL43** | After P-HL38  Must use P-HL37 and P-HL38 if using this item |
| **P-HL40.** Was the information about how to make a complaint to your health plan easy to understand?  1 Yes**→ If Yes, go to P-HL43**  2 No | After P-HL39  Must use P-HL37, P-HL38, and P-HL39 if using this item |
| **P-HL41.** Was there too much information about how to make a complaint?  1 Yes  2 No | After P-HL40  Must use P-HL37, P-HL38, P-HL39, and P-HL40 if using this item |
| **P-HL42.** Was the information about how to make a complaint confusing?  1 Yes  2 No | After P-HL41  Must use P-HL37, P-HL38, P-HL39, and P-HL40 if using this item |
| **P-HL43.** Sometimes people need special services or equipment such as care from a specialist, physical therapy, a hearing aid, or oxygen. In the last 12 months, did you look for any information from your health plan about how much you would have to pay for special services or equipment?  1 Yes  2 No**→ If No, go to P-HL48** | After P-HL42 |
| **P-HL44.** Did you find the information you needed about how much you would have to pay for special services or equipment?  1 Yes  2 No**→ If No, go to P-HL48** | After P-HL43  Must use P-HL43 if using this item |
| **P-HL45.** Was the information about how much you would have to pay for special services or equipment easy to understand?  1 Yes**→ If Yes, go to P-HL48**  2 No | After P-HL44  Must use P-HL43 and P-HL44 if using this item |
| **P-HL46.** Was there too much information about how much you would have to pay for special services or equipment?  1 Yes  2 No | After P-HL45  Must use P-HL43, P-HL44, and P-HL45 if using this item |
| **P-HL47.** Was the information about how much you would have to pay for special services or equipment confusing?  1 Yes  2 No | After P-HL46  Must use P-HL43, P-HL44, and P-HL45 if using this item |
| **P-HL48.** In the last 12 months, did you look for information from your health plan about how to stay healthy? Do not include information that was given to you at a doctor's office.  1 Yes  2 No**→ If No, go to P-HL53** | After P-HL47 |
| **P-HL49.** Did you find the information you needed about how to stay healthy?  1 Yes  2 No**→ If No, go to P-HL53** | After P-HL48  Must use P-HL48 if using this item |
| **P-HL50.** Was the information about how to stay healthy easy to understand?  1 Yes**→ If No, go to P-HL53**  2 No | After P-HL49  Must use P-HL48 and P-HL49 if using this item |
| **P-HL51.** Was there too much information about how to stay healthy?  1 Yes  2 No | After P-HL50  Must use P-HL48, P-HL49, and P-HL50 if using this item |
| **P-HL52.** Was the information about how to stay healthy confusing?  1 Yes  2 No | After P-HL51  Must use P-HL48, P-HL49, and P-HL50 if using this item |
| **P-HL53.** In the last 12 months, did you visit your health plan's Website to look for information?  1 Yes  2 No**→ If No, go to core question 27** | After P-HL52  Do not use if using P-HL22 or P-HL27 |
| **P-HL54.** Was the information on your health plan's Website easy to understand?  1 Yes  2 No | After P-HL53  Must use P-HL53 if using this item |
| **P-HL55.** In the last 12 months, was it easy to find the information you needed on your health plan's Website?  1 Yes  2 No | After P-HL54  Must use P-HL53 if using this item |