

Choosing Medicare: Understanding the Decision Making- Process of Current Medicare Beneficiaries and Coming-of- Agers: Annotated Questionnaire

**STUDY
POPULATION:**

Adults age 64-80

FIELD DATES:

February 23 thru March 16, 2023

**DATA
COLLECTION
VENDOR:**

Braun Research, Inc. (overseen by ANR Market Research Consultants)

**TOTAL SAMPLE
SIZE (and breakout
of any subgroups):**

N=1,210 total beneficiaries
N=473 Original Medicare beneficiaries (OM)
N=737 Medicare Advantage beneficiaries (MA)
N=205 Coming-of-Agers (COA)

**MOE or
appropriate
estimate of error:**

± 2.8 pct pts for total population
± 4.5 pct pts for Original Medicare beneficiaries
± 3.6 pct pts for Medicare Advantage beneficiaries
± 6.8 pct pts for Coming-of-Agers

NOTES:

- Data are weighted to represent U.S. adults age 64-80; COAs (age 64) are weighted separately from beneficiaries (age 65-80)
- Percentages maybe not add to 100% due to rounding
- Cell values of “-” mean insufficient base

Screening Questions

S1. How old are you? Online, add: Please enter a whole number: _____ [Coded]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
<64 [TERMINATE]	0	0	0	0
64	0	0	0	100
65-69	42	39	43	0
70-74	33	35	32	0
75-80	25	26	24	0
>80 [TERMINATE]	0	0	0	0
Refused [TERMINATE]	0	0	0	0

S2. Do you share in or are you the primary decision maker for health insurance coverage in your household? Phone, add: Would you say...? [Phone: Read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
You are the primary decision-maker	69	64	72	70
You share in the decision-making	31	37	28	30
Someone else makes these decisions [TERMINATE]	0	0	0	0
Don't know [TERMINATE]	0	0	0	0
Refused [TERMINATE]	0	0	0	0

S3. [If S1 > 65] Do you currently have Medicare?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	0
Yes	100	100	100	0
No [TERMINATE]	0	0	0	0
Don't know [TERMINATE]	0	0	0	0
Refused [Phone only] [TERMINATE]	0	0	0	0

S4. [If S3=1 (i.e., Beneficiary)] How do you currently get your Medicare coverage? Do you have...? [Randomize 1-2] [Phone: Read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	0
Original Medicare - sometimes called Traditional Medicare or “the 80/20 plan” or “Fee-for-Service Medicare”	38	100	0	0
A Medicare Advantage plan - like an HMO or PPO	62	0	100	0
Don't know [Phone: Do not read] [TERMINATE]	0	0	0	0
Refused [Phone only] [TERMINATE]	0	0	0	0

S5. [If S4=1 (Original Medicare)] Do you have a supplemental plan, also called a Medigap plan, that helps cover the healthcare costs that Original Medicare doesn't cover, like copayments, coinsurance, and deductibles?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	473	473	0	0
Yes	79	79	0	0
No	21	21	0	0
Don't know	<1	<1	0	0
Refused [Phone only]	0	0	0	0

S7. [If S3=1 (i.e., Beneficiary)] Do you also purchase a separate Medicare prescription drug plan (called a Part D plan)?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	0
Yes	54	79	39	0
No	43	20	56	0
Don't know	3	1	5	0
Refused [Phone only]	0	0	0	0

S8. [If S3=1 (i.e., Beneficiary)] Do you also currently have access to health insurance coverage through any of the following? Online, add: Select all that apply. [Phone: Read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	0
Medicaid or state assistance	9	7	10	0
Coverage from Veteran's Administration – the VA – or another military program, like TRICARE [TERMINATE]	0	0	0	0
A group plan from your current or former employer [TERMINATE]	0	0	0	0
A group plan from your spouse or partner's current or former employer [TERMINATE]	0	0	0	0
None of these	91	93	90	0
Don't know [Phone: Do not read] [TERMINATE]	0	0	0	0
Refused [Phone only; do not read] [TERMINATE]	0	0	0	0

S9. [If S1=64 (i.e., coming-of-ager or COA)] Do you currently have health insurance?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	0	0	0	205
Yes	0	0	0	100
No [TERMINATE]	0	0	0	0
Don't know [TERMINATE]	0	0	0	0
Refused [Phone only] [TERMINATE]	0	0	0	0

S10. [If S1=64 (i.e., COA)] How do you currently get health insurance to cover your hospital expenses or doctor's visits? Phone, add: Do you get it through...? [Phone: Read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	0	0	0	205
Your current or former employer	0	0	0	50
Your spouse or partner's current or former employer	0	0	0	9
A plan you purchase on your own, directly from a health insurance company	0	0	0	10
COBRA	0	0	0	2
A plan you purchased through the Health Insurance Marketplace or HealthCare.gov	0	0	0	16
Medicaid or state assistance	0	0	0	14
Coverage from Veteran's Administration – the VA – or another military program, like TRICARE [TERMINATE]	0	0	0	0
Some other way [TERMINATE]	0	0	0	0
Don't know [Phone: Do not read] [TERMINATE]	0	0	0	0
Refused [Phone only; do not read]	0	0	0	0

S11. [If S1=64 (i.e., COA)] Do you plan to enroll in Medicare in the next year?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	0	0	0	205
Yes	0	0	0	100
No [TERMINATE]	0	0	0	0
Don't know [TERMINATE]	0	0	0	0
Refused [Phone only] [TERMINATE]	0	0	0	0

S12. [If S1=64 (i.e., COA)] Do you have a spouse or partner who is already enrolled in Medicare?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	0	0	0	205
Yes	0	0	0	32
No	0	0	0	69
Don't know	0	0	0	0
Refused [Phone only]	0	0	0	0

Main Questionnaire

Pre-Medicare Coverage

Q1. [If Segment=2 (Beneficiary)] Which of the following best describes your primary health insurance coverage prior to turning 65? [Phone: Read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	0
Your current or former employer	46	45	46	0
Your spouse or partner's current or former employer	13	19	9	0
A plan you purchase on your own, directly from a health insurance company	14	14	13	0
COBRA	2	3	1	0
A plan you purchased through the Health Insurance Marketplace or HealthCare.gov	11	6	14	0
Medicaid or state assistance	7	5	8	0
Something else (specify)	7	5	8	0
Don't know [Phone: Do not read]	2	3	2	0
Refused [Phone only; do not read]	0	<1	0	0

Q2. Which of the following best describes the type of health insurance coverage you [If Segment=1 (COA): currently have; If Segment=2 (Beneficiary): had prior to turning 65]? [Randomize] [Phone: Read list and do not probe]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Fee-for-service (80/20)	7	11	5	10
HMO (also known as a Health Maintenance Organization)	26	14	33	29
PPO (also known as Preferred Provider Organization)	41	46	38	50
Other (specify)	9	8	9	3
Don't know [Phone: Do not read]	17	21	14	7
Refused [Phone only; do not read]	0	0	0	<1

Introduction

In this survey, we will be asking you questions about different types of Medicare coverage available to you: Original Medicare (also known as Traditional Medicare or Fee-for-Service Medicare) with or without supplemental (Medigap) coverage and Medicare Advantage. If you are not familiar with both plan types, that's fine – we just want your opinions.

Choosing Plans

Q3. [If Segment=2 (Beneficiary): When you first enrolled in Medicare, how much time and effort did you spend; If Segment=1 (COA): How much time and effort have you spent] comparing the features of Original Medicare with a supplement, Original Medicare without a supplement, and Medicare Advantage plans? Phone, add: Would you say...?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
None	12	14	12	45
A little	17	18	16	20
Some	34	31	36	13
A lot	32	30	32	17
Did not know these plan types existed	3	3	2	5
Don't remember	3	4	2	<1
Refused	<1	<1	<1	<1

Q4. How familiar are you with the differences between Original Medicare and Medicare Advantage plans? Phone, add: Would you say...?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Not at all familiar	6	7	5	36
Not very familiar	13	16	11	14
Somewhat familiar	49	47	51	29
Very familiar	32	29	33	20
Don't know	1	1	1	2
Refused	0	0	0	0

Q5. [If Segment=2 (Beneficiary)] Thinking back to when you first enrolled in Medicare, did you feel like you had enough information to make an informed decision about what type of plan to enroll in? Phone, add: Would you say...?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	0
Yes	59	67	54	0
No	15	11	18	0
Somewhat	24	20	27	0
Don't know	2	3	1	0
Refused	0	0	0	0

Q6. [If Segment=2 (Beneficiary)] What was the hardest part about making the decision of which plan type to enroll in? [Open-end; do not probe]

Q7. [If Segment=2 (Beneficiary)] When people enroll in Medicare, they usually have to decide whether to get additional coverage to pay for things Medicare does not cover. Thinking back to when you first enrolled in Medicare, how easy or difficult was it to learn and understand each of the following? Phone, add: Would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to learn and understand [insert first item]? [Randomize a-c; random reverse first 4 answer choices]

a. The details of Medicare Part A and Part B

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	0
Very difficult	8	6	8	0
Somewhat difficult	24	20	26	0
Somewhat easy	39	37	40	0
Very easy	27	34	23	0
Don't know	3	3	3	0
Refused	<1	0	<1	0

b. Deciding between enrolling in a Medicare Advantage plan or Original Medicare with or without a supplement

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	0
Very difficult	10	10	9	0
Somewhat difficult	23	23	24	0
Somewhat easy	34	30	36	0
Very easy	28	30	27	0
Don't know	5	6	4	0
Refused	<1	<1	<1	0

c. The additional coverage options that help pay for things Medicare does not cover

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	0
Very difficult	12	11	13	0
Somewhat difficult	29	25	31	0
Somewhat easy	32	32	33	0
Very easy	23	28	21	0
Don't know	4	4	3	0
Refused	<1	<1	<1	0

Q8. [If Segment=2 (Beneficiary)] During the decision-making process, how strongly did you consider each of the following types of Medicare plans? Phone, add: [Read first item] Did you not consider this type of plan, somewhat consider it, or strongly consider it? [Randomize a-c; Random reverse first 3 answer choices]

a. [Skip if Segment_plan=2] Medicare Advantage

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	473	473	0	0
Did not consider	47	47	0	0
Somewhat considered	35	35	0	0
Strongly considered	12	12	0	0
Don't remember	6	6	0	0
Refused	<1	<1	0	0

b. [Skip if Segment_plan=3] Original Medicare with a supplement

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	830	93	737	0
Did not consider	20	26	19	0
Somewhat considered	27	28	26	0
Strongly considered	48	40	50	0
Don't remember	5	6	5	0
Refused	0	0	0	0

c. [Skip if Segment_plan=4] Original Medicare without a supplement

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1120	383	737	0
Did not consider	59	62	58	0
Somewhat considered	19	11	23	0
Strongly considered	16	24	13	0
Don't remember	6	3	7	0
Refused	<1	1	0	0

Q9. [If Segment=2 (Beneficiary)] Thinking back to when you first enrolled in Medicare, what type of plan did you decide to enroll in? Was it...? [Phone: Read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	0
Medicare Advantage	41	5	63	0
Original Medicare with a supplement	42	74	22	0
Original Medicare without a supplement	15	19	12	0
Don't remember	3	2	3	0
Refused	0	<1	0	0

Q10. [If Q9=1-3] What is the main reason you chose [insert Q9 response]? [Open-end; Phone: Do not probe] [Online: Include checkbox for Don't know/don't remember; Phone: Also include Refused]

Q11. [If Q9=1-3] Looking back, based on your experience with your [insert Q9 response] plan, do you think you made the right decision choosing that plan over other options?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1177	462	715	0
Yes	85	86	85	0
No	8	6	10	0
Don't know	6	8	6	0
Refused	<1	0	<1	0

Q12. [If Q11=2] Why do you think other options might have been better? [Open-end; Phone: Do not probe]

Q13a. [If Q8a=1] Earlier, you said that you did not consider Medicare Advantage when you first enrolled in Medicare. What is the main reason you did not consider a Medicare Advantage plan? [Online: Open-end; code on back end] [Phone: Do not read list; accept multiple responses]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	231	231	0	0
Cost	17	17	0	0
Coverage	22	22	0	0
Doctor not covered/wanted more choices for doctors	21	21	0	0
Specialists or specific medical needs not covered	3	3	0	0
Never heard of it/ did not know enough about it	10	10	0	0
Other (specify)	36	36	0	0
Don't know	4	4	0	0
Refused	0	0	0	0

Q13b. [If Q8b=1] Earlier, you said that you did not consider Original Medicare with a supplement when you first enrolled in Medicare. What is the main reason you did not consider Original Medicare with a supplement? [Online: Open-end; code on back end] [Phone: Do not read list; accept multiple responses]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	168	25	143	0
Cost	35	-	38	0
Coverage	18	-	19	0
Doctor not covered/wanted more choices for doctors	2	-	2	0
Specialists or specific medical needs not covered	3	-	4	0
Never heard of it/ did not know enough about it	8	-	7	0
Other (specify)	33	-	30	0
Don't know	6	-	6	0
Refused	0	-	0	0

Q13c. [If Q8c=1] Earlier, you said that you did not consider Original Medicare without a supplement when you first enrolled in Medicare. What is the main reason you did not consider Original Medicare without a supplement? [Online: Open-end; code on back end] [Phone: Do not read list; accept multiple responses]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	676	240	436	0
Cost	14	15	14	0
Coverage	64	69	62	0
Doctor not covered/wanted more choices for doctors	2	2	3	0
Specialists or specific medical needs not covered	4	3	4	0
Never heard of it/ did not know enough about it	2	1	3	0
Other (specify)	16	13	17	0
Don't know	4	5	4	0
Refused	<1	0	<1	0

Q14. [If Segment=2 (Beneficiary)] Earlier, you said you currently have a/an [insert Segment_Plan] plan. How satisfied are you with your current plan? Would you say you are...? [Phone: Read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	0
Not at all satisfied	1	1	1	0
Not very satisfied	2	3	2	0
Somewhat satisfied	22	22	22	0
Very satisfied	73	72	74	0
Don't know	1	1	1	0
Refused	<1	1	<1	0

Q15. [If Segment_Plan=2] Do you think your Medicare Advantage plan will fit your needs well into the future as you age?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	737	0	737	0
Yes	72	0	72	0
No	6	0	6	0
Don't know	22	0	22	0
Refused	<1	0	<1	0

Q17a. [If Segment_Plan=2 and Q9=1 (i.e., currently enrolled in and originally enrolled in Medicare Advantage)] In the future, would you consider switching from Medicare Advantage to an Original Medicare plan if your health insurance needs changed?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	467	0	467	0
Yes	19	0	19	0
No	51	0	51	0
Don't know	31	0	31	0
Refused	0	0	0	0

Q17b. [If Segment_Plan=3-5 and Q9=2-3 (i.e., currently enrolled in and originally enrolled in Original Medicare with/without a supplement OR unsure of supplement)] In the future, would you consider switching from Original Medicare to Medicare Advantage plan if your health insurance needs changed?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	441	441	0	0
Yes	25	25	0	0
No	50	50	0	0
Don't know	24	24	0	0
Refused	0	0	0	0

Plan Comparison/Switching

Every year, from October 15th to December 7th, there is a period called Open Enrollment when you can review and make changes to your Medicare plan.

Q18. Before today, were you aware of Open Enrollment?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Yes	97	95	98	85
No	2	4	2	12
Don't know	1	1	<1	3
Refused	0	0	0	0

Q19. [If Segment_Plan=2 and S1 > 66 (i.e., currently enrolled in Medicare Advantage and age 66+)] Since joining Medicare, during Open Enrollment, how often do you compare the costs and coverage associated with your plan to other Medicare Advantage plans that are available? Phone, add: Would you say every year, every other year, every few years, or never? [Phone: Do not read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	701	0	701	0
Every year	58	0	58	0
Every other year	8	0	8	0
Every few years	11	0	11	0
Never	20	0	20	0
Don't know	4	0	4	0
Refused	0	0	0	0

Q20. [If Q19=1-3] Have you ever switched to a different Medicare Advantage plan?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	532	0	532	0
Yes	42	0	42	0
No	57	0	57	0
Don't know	1	0	1	0
Refused	0	0	0	0

Q21. [If S4=1 and S7=1 and S1 > 66 (i.e., currently enrolled in Original Medicare with Part D and age 66+)] Since joining Medicare, during Open Enrollment, how often do you compare the costs and coverage associated with your Part D drug plan to other Part D plans that are available? Phone, add: Would you say every year, every other year, every few years, or never? [Phone: Do not read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	356	356	0	0
Every year	60	60	0	0
Every other year	6	6	0	0
Every few years	12	12	0	0
Never	19	19	0	0
Don't know	4	4	0	0
Refused	0	0	0	0

Q22. [If Q21=1-3] Have you ever switched to a different Part D drug plan?

	All Benes (%)	OM (%)	MA (%)	COA (%)
Unweighted n	275	275	0	0
Yes	49	49	0	0
No	50	50	0	0
Don't know	1	1	0	0
Refused	0	0	0	0

Trade-Offs *(online respondents only)*

In this next exercise, we want to understand what's most important to you in choosing a Medicare plan.

Here's how it will work:

- You'll see a series of screens, each of which will show 3 factors you might consider when selecting a Medicare plan.
- On each screen, select the factor that is the most important to you when considering selecting a Medicare plan and the least important.
- Some factors will appear on more than one screen. This is intentional. However, each group will be a unique combination you haven't seen before.

Please consider how important these features are when selecting a Medicare plan. Considering only these 3 features, which is the Most Important and which is the Least Important?

(Select one response under each column.)

Most important		Least important
<input type="radio"/>	<Item 1>	<input type="radio"/>
<input type="radio"/>	<Item 2>	<input type="radio"/>
<input type="radio"/>	<Item 3>	<input type="radio"/>

Information Sources

Next, we have a few questions about information sources.

Q23. What resources [if Segment=1 (i.e., COAs): do you plan to use when you are; if Segment=2 (i.e., Beneficiaries): did you use when you were] considering Medicare coverage options? Will you/Did you use...? [Phone: Read list] [Accept multiple responses] [Randomize]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Spouse or partner	18	21	16	24
Family members other than your spouse or partner	19	21	18	24
Friends or neighbors	23	24	22	18
An insurance broker or agent	49	48	50	34
Online searches	27	28	26	38
Commercials on TV or radio	9	7	10	13
Medicare seminars	13	10	14	16
The Medicare & You Handbook	37	38	37	40
A SHIP counselor	5	5	5	11
YouTube	3	4	3	8
Organizations like AARP	23	23	22	30
Podcasts	1	1	1	5
The Medicare website	36	38	34	45
Other (specify)	6	7	6	7
Don't know/ don't remember	6	8	4	11
Refused	<1	0	<1	1

Q23. How trustworthy are each of the following resources for providing you with information about Medicare? [Phone, add: [Read first item] Would you say this resource is not at all trustworthy, not very trustworthy, somewhat trustworthy, or very trustworthy? [Randomize; random reverse first 4 choices]

a. Centers for Medicare and Medicaid Services

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Not at all trustworthy	2	2	2	4
Not very trustworthy	5	4	6	4
Somewhat trustworthy	36	34	37	32
Very trustworthy	39	43	37	37
Don't know	18	16	19	22
Refused	<1	1	0	<1

b. Social Security Administration

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Not at all trustworthy	3	4	2	5
Not very trustworthy	6	6	6	7
Somewhat trustworthy	37	34	38	34
Very trustworthy	41	44	39	38
Don't know	14	13	14	15
Refused	<1	0	<1	<1

c. AARP

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Not at all trustworthy	7	8	6	10
Not very trustworthy	9	7	10	8
Somewhat trustworthy	37	37	37	36
Very trustworthy	32	33	31	26
Don't know	16	15	16	20
Refused	<1	<1	<1	<1

d. A SHIP counselor

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Not at all trustworthy	5	5	5	8
Not very trustworthy	5	5	5	7
Somewhat trustworthy	14	12	16	14
Very trustworthy	10	11	9	8
Don't know	66	67	66	62
Refused	<1	0	<1	1

e. Your doctor

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Not at all trustworthy	3	3	3	9
Not very trustworthy	4	4	5	3
Somewhat trustworthy	30	27	32	32
Very trustworthy	47	50	45	46
Don't know	16	16	15	11
Refused	<1	1	<1	<1

f. An insurance agent or broker

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Not at all trustworthy	5	5	4	11
Not very trustworthy	11	11	11	11
Somewhat trustworthy	43	40	45	43
Very trustworthy	31	31	32	22
Don't know	11	13	9	13
Refused	<1	1	0	1

Q24. [If Q3=2-4 (i.e., expended at least a little effort to learn)] When you were considering various Medicare coverage options, would you say it was very difficult, somewhat difficult, somewhat easy, or very easy to find helpful information on...[Phone, add: Read first item]? [Phone: Do not read list] [Randomize; random reverse first 4 answer choices]

a. Coverage when traveling

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	999	378	621	102
Very difficult	5	5	5	6
Somewhat difficult	18	17	19	18
Somewhat easy	32	32	32	25
Very easy	16	17	15	15
Don't know/ don't remember	29	29	29	35
Refused	<1	0	<1	0

b. Types of services that are covered versus not covered

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	999	378	621	102
Very difficult	8	8	8	10
Somewhat difficult	26	29	24	29
Somewhat easy	41	37	44	34
Very easy	22	22	22	17
Don't know/ don't remember	3	4	2	10
Refused	<1	<1	0	0

c. Doctors/specialists that are covered versus not covered

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	999	378	621	102
Very difficult	5	4	6	5
Somewhat difficult	21	22	21	31
Somewhat easy	41	42	41	29
Very easy	28	25	29	22
Don't know/ don't remember	5	7	4	12
Refused	0	0	0	0

d. Prescription drug coverage

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	999	378	621	102
Very difficult	5	4	6	7
Somewhat difficult	19	22	17	27
Somewhat easy	41	37	43	41
Very easy	32	31	32	16
Don't know/ don't remember	4	5	3	9
Refused	<1	0	<1	0

e. A comparison of the pros and cons of enrolling in each plan type

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	999	378	621	102
Very difficult	9	8	10	19
Somewhat difficult	30	33	28	30
Somewhat easy	37	32	40	25
Very easy	19	21	18	18
Don't know/ don't remember	4	6	4	8
Refused	0	0	<1	0

Q25. [If Q3=2-4 (i.e., expended at least a little effort to learn)] Is there any other information that was difficult to find when you were considering various Medicare coverage options?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	999	378	621	102
Yes (specify)	10	11	10	15
No	69	68	69	64
Don't know/ don't remember	21	21	21	22
Refused	0	0	0	0

AARP

Q27. What is your overall opinion of AARP [Phone interviewer: spell out A-A-R-P]? Phone, add: Would you say your overall opinion is very unfavorable, somewhat unfavorable, somewhat favorable, or very favorable? [Phone: Do not read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Very unfavorable	11	13	9	11
Somewhat unfavorable	13	13	14	13
Somewhat favorable	35	34	35	33
Very favorable	34	33	34	26
Never heard of AARP	1	1	<1	<1
Don't know	7	6	9	16
Refused	0	0	0	0

Q28. Are you or your spouse a current member of AARP?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Yes	54	56	52	44
No	46	43	47	55
Don't know	1	1	1	1
Refused	<1	<1	0	0

Q29. [Skip if Q27=7] How would you want to receive information about Medicare from AARP?
Online, add: Select all that apply. [Phone: Read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1204	469	735	204
Print publications	43	47	40	32
Television	13	9	15	13
Radio	5	5	5	3
Websites	24	26	22	29
Social media sites like Facebook or Twitter	4	4	4	8
Email	36	36	36	29
Post cards in the mail	24	23	25	23
Other (specify)	2	3	1	1
None of the above	21	20	21	39
Don't know	0	0	0	0
Refused	<1	1	<1	1

Q30. Do you have access to high-speed Internet?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Yes	92	90	92	92
No	8	9	7	7
Don't know	1	1	1	1
Refused	<1	<1	0	0

Demographics

Our last few questions are for statistical purposes only.

D2. Are your day-to-day activities limited because of a long-term health problem or disability?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Yes	23	24	23	23
No	76	75	76	77
Don't know	1	1	1	0
Refused	<1	<1	0	0

D3. How do you identify your gender?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Male	47	47	46	48
Female	53	53	54	51
Non-binary/ something else	<1	<1	0	0
Don't know	0	0	0	1
Refused	0	0	0	0

D4. What is your current marital status? [Phone: Read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Married	52	61	47	59
Living with a partner	4	3	4	5
Widowed	16	13	17	7
Divorced or separated	20	15	23	16
Never married	9	7	10	11
Other	<1	1	0	1
Don't know	0	0	0	1
Refused	<1	<1	0	1

D5. What is the highest degree or level of school you have completed? [Phone: Read if needed]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
0 through 12 th grade (no diploma)	3	3	3	5
High school graduate (or equivalent)	21	23	20	19
Post-high school vocational or technical training	6	4	7	9
Some college (no degree), Associate's degree, or 2-year college degree	40	37	42	35
College graduate (4-year degree)	16	17	15	14
Post-graduate study	2	2	3	3
Graduate or professional degrees (Master's degree/ PhD/ Law)	12	15	10	13
Don't know	0	0	0	1
Refused	<1	1	<1	1

D6. Are you of Hispanic or Latino origin or descent?

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Yes	9	7	10	10
No	91	93	90	88
Don't know	<1	0	<1	2
Refused	<1	1	<1	0

D7. What race do you consider yourself? [Phone: Read list if needed] [Accept multiple responses]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
American Indian	1	1	1	1
Alaska Native	<1	<1	0	0
Asian	4	3	5	4
Black	7	4	8	9
African American	5	3	5	3
Native Hawaiian	<1	1	0	0
Other Pacific Islander	<1	0	1	0
White	83	87	80	82
Some other race (specify)	2	2	1	1
Don't know	<1	<1	<1	1
Refused	1	1	1	1

D8. [If D6=1] What is the primary language that you speak at home? Phone, add: Would you say mostly English, mostly Spanish, or both equally? [Phone: Do not read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	106	31	75	21
Mostly English	74	69	76	-
Mostly Spanish	16	24	13	-
Both equally	10	7	12	-
Other	0	0	0	-
Don't know	0	0	0	-
Refused	0	0	0	-

D9. Do you consider yourself to be a Democrat, a Republican, an Independent, or something else? [Phone: Do not read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Democrat	35	35	36	30
Republican	33	32	33	27
Independent	24	25	24	27
Something else	5	4	5	13
Don't know	2	2	2	3
Refused	2	2	2	1

D11. Online: What was your total pre-tax household income from all sources in 2022? Phone: Please stop me when I get to the category that includes your total pre-tax household income from all sources in 2022. [Phone: Read list]

	All Benes (%)	OM (%)	MA (%)	COA (%)
<i>Unweighted n</i>	1210	473	737	205
Less than \$15,000	5	4	5	8
\$15,000 to just under \$25,000	14	9	17	11
\$25,000 to just under \$35,000	17	15	18	6
\$35,000 to just under \$45,000	11	12	11	8
\$45,000 to just under \$55,000	12	11	13	12
\$55,000 to just under \$75,000	13	14	13	15
\$75,000 to just under \$100,000	11	14	9	14
\$100,000 or more	11	13	10	14
Don't know	3	4	2	7
Refused	3	5	2	5

D12. Lastly, what is your 5-digit zip code? _____ [For phone, include option for Refused – do not read]

Closing

Thank you for your participation in this survey. We appreciate your time and input!