NOTE about colors in tables:

Colors in the question text, variable name and question number indicate shifts in wording of the question. For each variation of the question, a row was added to show the alternative text in a new color. Color is consistent within a question only and is not meant to be consistent by version or survey year across questions.

Getting care quickly

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

RELATED ITEMS - NOT INCLUDED IN THE SCORE CALCULATION

		VARIABL	E NAME							CAHPS v4.	0						CAHPS v3.0				(CAHPS v2.0	САНР	PS v1.0	
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	ʻ09	'08	ʻ07	'05	'04	'03	ʻ02	'01	ʻ00	ʻ99	'98	'97
<u>Item A</u> phone doctors office	When you called during regular office hours, how often did you get the help or advice you needed?		ca_getadvc															Q16	Q18	Q19	Q18	Q14			

FFS (2011-2019)

RELATED ITEMS - NOT INCLUDED IN THE SCORE CALCULATION

		VARIABL	E NAME	CAHPS v4.0														CAHP	°S v3.0		(CAHPS v2.	0	САНР	PS v1.0
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	ʻ09	ʻ08	'07	'05	'04	'03	'02	'01	·00	ʻ99	'98	'97
<u>Item A</u> phone doctors office	When you phoned a doctor's office or clinic <u>after</u> regular office hours, how often did you get an answer to your medical question as soon as you needed?	ca_emeransr					Q10	Q10	Q10	Q10															

Medicare Advantage Only (MA-Only; 1997-2005, 2007-2019)

RELATED ITEMS - NOT INCLUDED IN THE SCORE CALCULATION

		VARIABL	E NAME	CAHPS v4.0														CAHP	PS v3.0		(CAHPS v2.	CAH	PS v1.0	
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	·09	ʻ08	ʻ07	'05	'04	ʻ03	·02	ʻ01	'00	ʻ99	'98	ʻ97
<u>ltem A</u>	When you phoned a doctor's office or clinic <u>after</u> regular office hours, how often did you get an answer to your medical question as soon as you needed?	ca_emeransr					Q10	Q10	Q10	Q10	Q10	Q10	Q9												
phone doctors office	When you called during regular office hours, how often did you get the help or advice you needed?		ca_getadvc														Q16	Q16	Q19	Q21	Q20	Q21	Q20	Q20	
	How often did you get the medical help or advice you needed when you phoned the doctor's office of clinic during the day Monday to Friday?		ca_getadvc																						Q17

Medicare Advantage Prescription Drug Plan (MA-PD; 2007-2019)

RELATED ITEMS - NOT INCLUDED IN THE SCORE CALCULATION

		VARIABL	E NAME							CAHPS v4.	0						CAHPS v3.0				c	CAHPS v2.	CAHP	PS v1.0	
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	·09	ʻ08	ʻ07	'05	ʻ04	ʻ03	ʻ02	ʻ01	ʻ00ʻ	ʻ99	ʻ98	'97
<u>Item A</u> phone doctors office	When you phoned a doctor's office or clinic <u>after</u> regular office hours, how often did you get an answer to your medical question as soon as you needed?	ca_emeransr					Q10	Q10	Q10	Q10	Q10	Q10	Q9												

Medicare Advantage Preferred Provider	Organization (PPO; 2009-2012)
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RELATED ITEMS - NOT INCLUDED IN THE SCORE CALCULATION

		VARIABL	E NAME							CAHPS v4.	0							CAHP	S v3.0		C	CAHPS v2.0	CAHP	'S v1.0	
	COMPOSITE ITEMS: CMS survey	2007-2019	1997-2005	'19	'18	'17	'16	'15	'14	'13	'12	'11	'10	ʻ09	'08	'07	'05	'04	'03	ʻ02	'01	ʻ00ʻ	'99	ʻ98	'97
<u>Item A</u> phone doctors office	When you phoned a doctor's office or clinic <u>after</u> regular office hours, how often did you get an answer to your medical question as soon as you needed?	ca_emeransr									Q10	Q10	Q9												