

PRIDE Health Plans: Member Technology Use Survey

The Center for Health Care Strategies helped two health plans – [Independent Care Health Care \(iCare\)](#) (Wisconsin) and [CareSource](#) (Ohio) – participating in the [PRIDE \(PRomoting Integrated Care for Dual Eligibles\)](#) project to develop a survey that would inform their use of technology to engage dually eligible members. Health plan care managers and care coordinators distributed the following survey to 200 community-dwelling members during in-person visits. Most respondents completed the survey on their own, although some had a proxy or family member assist them.

1. Do you use any of these technologies?

- Phone (landline; a phone you can only use in your home)
- Mobile phone
- Smart phone (that lets you connect to the internet)
- Computer
- Tablet (like an iPad)
- Webcam on your computer
- Text messaging
- Television
- Smart television (a television that connects to the internet)
- None of these things

2. For each of the technologies above that you use, how often do you use them?

- Every day
- Sometimes
- Not a lot
- Never

3. Do you have internet at your house?

- Yes, I use it every day
- Yes, I use it sometimes
- Yes, but I don't use it a lot
- Yes, but I never use it
- No

4. Do you use the internet somewhere else (like at a friend's home or the library?)

- Yes, I use it every day
- Yes, I use it sometimes
- Yes, but I don't use it a lot
- Yes, but I never use it
- No

5. Do you use any of the technologies described in Question 1 to communicate with your doctor or doctor's office?

- Yes
- No

5a. If yes, how?

- I make appointments
- I get appointment reminders
- I get information about my health
- I get prescription reminders
- Other _____

5b. Which of these technologies do you use? _____

6. Sometimes doctors can use the internet to meet with patients from home. So, instead of going to the doctor's office, the doctor can talk to you over the internet or through your computer. If your doctor had the chance to visit with you this way, at least some of the time, would you like that option? You would still be able to visit your doctor in person, too.

- Yes. Why? _____
- No. Why? _____

7. How do you prefer to get information from us (your health plan)?

- Visiting our website on the internet?
- Calling customer service? Have you called customer service:
 - The last month?
 - The last six (6) months?
- Reading our member newsletter?
- Getting emails from us?
- Getting text messages from us?

8. Help finish this sentence. I understand health information from my doctor or health plan best when...

- I talk face to face
- I talk to someone over the phone
- I get papers through the mail
- I get emails
- I look information up on the computer
- I get a text message

9. Do you feel ok using the internet for information about your health care (Do you feel like your information is safe and no one can see it except you and your doctor or health plan)?

- Yes. Why? _____
- No. Why? _____