

FINAL TOPLINE

Still Searching: How People Use Health Care Price Information in the United States, New York State, Florida, Texas and New Hampshire

RESEARCH BRIEF

How People in New York State Use Health Care Price Information

RESEARCH BRIEF

How Texans Use Health Care Price Information

RESEARCH BRIEF

How Floridians Use Health Care Price Information

RESEARCH BRIEF

How New Hampshire Residents Use Health Care Price Information

July 29 through
September 1, 2016,
National General Public
Survey and State General
Public Surveys on Health
Care Price Data Use

Data Collected by
Social Science Research
Solutions, Inc.

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[www.publicagenda.org/
pages/still-searching](http://www.publicagenda.org/pages/still-searching)

The survey results below appear in the Public Agenda report, "Still Searching," and in the set of four research briefs on how residents of New York State, Texas, Florida and New Hampshire use health care price data. The data are based on a nationally representative survey of 2,062 U.S. adults ages 18 and older and representative surveys of 808 adults in Texas, 802 adults in New York State, 819 adults in Florida and 826 adults in New Hampshire. Interviews were conducted from July 29 through September 1, 2016, for each of the states and for the national survey, which included the 50 states and the District of Columbia. Each survey was conducted by telephone, including cell phones, and online.

The project was funded by a grant to Public Agenda from the Robert Wood Johnson Foundation. The research in New York State was funded by the New York State Health Foundation. The survey was fielded by Social Science Research Solutions, Inc. (SSRS). SSRS was responsible for data collection only. Public Agenda designed the survey instrument and analyzed the data. When using these data, please cite Public Agenda.

The survey was designed to be compatible with web and phone interviews. Respondents to both could refuse to answer any question. Questions that allowed the telephone respondent to volunteer “Don’t know” as a response included “Don’t know” as an explicit response category in the web version. This topline represents the survey version presented to telephone interviewees.

Respondents could choose to complete the survey in English or Spanish. Data for both surveys were collected through 40 percent phone interviews, including cell phones, and 60 percent online surveys. The phone response rate for the national survey was 12.8 percent using the American Association for Public Opinion Research’s Response Rate Three (RR3) formula. For the state surveys, the telephone response rates were calculated to be the following using the same formula: 12.1 percent for Florida, 10.0 percent for New Hampshire, 10.4 percent for New York and 14.4 percent for Texas. Response rates did not differ between landline and cell phone interviews.

For all surveys, the final data were weighted to correct for variance in the likelihood of selection for a given case and to balance the sample to known population parameters to correct for systematic under- or overrepresentation of key demographics. Phone and online samples were combined using propensity score matching and were weighted to general population demographics. The weight-adjusted margin of error is +/-2.6 percentage points for the national survey, +/- 4.1 percentage points for New York, +/- 4.2 percentage points for Texas, +/- 4.2 percentage points for Florida and +/-3.9 percentage points for New Hampshire at the 95 percent confidence level. It is higher, however, for questions that were not asked of all respondents and for subgroup results. This topline indicates total and subgroup sample sizes for each question. Findings related to subgroups smaller than n=100 should be interpreted with caution.

A survey result of less than 0.5 percent is signified by an asterisk, and a result of zero is signified by a dash. Unless otherwise stated, “Don’t know” and “Refused” are responses volunteered by participants that were not explicitly offered to them. Responses may not always total 100 percent due to rounding.

FULL SURVEY RESULTS

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
QA/B. What is your age? [QA. Open ended; IF QA Refused, QB: Could you please tell me if you are...? Screening question: under 18 and Refused were terminated.]					
18-24	10%	11%	14%	11%	10%
25-29	11%	10%	9%	7%	8%
30-49	34%	34%	38%	32%	32%
50-64	26%	26%	24%	26%	30%
65+	19%	19%	16%	25%	20%
	N=2,062	N=802	N=808	N=819	N=826
Q1. Do you currently have any form of health insurance, either through your employer, through Medicaid or Medicare, insurance that you buy on your own, or any other type of health insurance, or do you not have health insurance? [Screening question: Don't know and Refused were terminated.]					
Yes	86%	88%	77%	79%	91%
No	14%	12%	23%	21%	10%
	N=2,062	N=802	N=808	N=819	N=826
Q2. Have you ever been covered by health insurance? [Base: Do not currently have health insurance]					
Yes	66%	67%	60%	72%	80%
No	30%	31%	38%	27%	20%
Don't know	3%	--	1%	--	--
Refused	1%	2%	2%	*	1%
	n=209	n=69	n=146	n=128	n=67
Q3. Do you have a deductible under your current health insurance plan or not? A deductible is the amount you have to pay before your health insurance starts paying your medical bills. [Base: Currently have health insurance]					
Yes	58%	48%	63%	56%	64%
No	33%	41%	27%	38%	29%
Don't know	10%	10%	10%	6%	7%
Refused	*	1%	*	*	--
	n=1,853	n=733	n=662	n=691	n=759

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q4. How much is your deductible per year? Is it...? [Base: Have a deductible]					
Less than \$500	21%	28%	19%	22%	22%
\$500 to \$1000	23%	26%	27%	20%	26%
\$1001 to \$3000	27%	18%	25%	23%	23%
More than \$3000	11%	10%	17%	15%	15%
I have one, but I'm not sure of the amount	11%	9%	8%	14%	9%
Don't know	7%	8%	4%	5%	4%
Refused	*	*	1%	1%	1%
	n=1,110	n=378	n=438	n=403	n=492
Q5. How close does the following statement come to describing you: When I am sick, I spend a lot of time looking for information about my condition. Is it...?					
Very close	23%	24%	24%	25%	20%
Somewhat close	32%	28%	33%	32%	37%
Not very close	22%	21%	19%	19%	22%
Not close at all	22%	24%	23%	22%	21%
Don't know	1%	2%	1%	2%	1%
Refused	*	2%	1%	1%	*
	N=2,062	N=802	N=808	N=819	N=826
Q6. No question					
Q6b. Which of the following statements comes closest to your view? [Each respondent gets a random one: doctors, hospitals or insurance companies]					
Generally speaking (INSERT: doctors/ hospitals/ insurance companies) mostly have patients' best interest in mind	43%	45%	44%	39%	43%
Generally speaking (INSERT: doctors/ hospitals/ insurance companies) are mostly interested in making money	45%	44%	46%	52%	48%
Don't know	11%	9%	9%	9%	7%
Refused	1%	2%	1%	1%	2%
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q7-8. No question					
Q9. Thinking about the doctors covered by your insurance plan, would you say (they charge pretty much the same price for the same service), or (some doctors charge more than others for the same service)? [Phrases were rotated; Base: One half of respondents who currently have health insurance, split sample with Q9b]					
They charge pretty much the same prices	37%	33%	36%	27%	25%
Some charge more than others	45%	43%	47%	49%	56%
Don't know	18%	22%	17%	24%	18%
Refused	1%	2%	1%	*	1%
	n=925	n=371	n=335	n=332	n=384
Q9b. Thinking about the doctors covered by your insurance plan, would you say (their prices are pretty much the same price for the same service), or (some doctors have higher prices than others for the same service)? [Phrases were rotated; Base: One half of respondents who currently have health insurance, split sample with Q9]					
Their prices are pretty much the same	34%	28%	32%	30%	30%
Some have higher prices than others	47%	49%	53%	50%	51%
Don't know	20%	22%	14%	21%	19%
Refused	*	1%	*	--	--
	n=928	n=362	n=327	n=359	n=375
Q10. Thinking about the doctors in your area, would you say (they charge pretty much the same price for the same service), or (some doctors charge more than others for the same service)? [Phrases were rotated; Base: One half of respondents who do not currently have health insurance, split sample with Q10b]					
They charge pretty much the same prices	36%	35%	23%	21%	44%
Some charge more than others	36%	47%	60%	47%	40%
Don't know	26%	17%	17%	32%	16%
Refused	1%	2%	--	--	--
	n=100	n=35	n=75	n=62	n=35

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q10b. Thinking about the doctors in your area, would you say (their prices are pretty much the same for the same service), or (some doctors have higher prices than others for the same service)? [Phrases were rotated; Base: One half of respondents who do not currently have health insurance, split sample with Q10]					
Their prices are pretty much the same	17%	31%	24%	26%	21%
Some have higher prices than others	59%	42%	56%	60%	36%
Don't know	23%	27%	16%	13%	43%
Refused	*	--	4%	1%	--
	n=109	n=34	n=71	n=66	n=32
Q11-12. No question					
Q12b. Thinking about the hospitals covered by your insurance plan, would you say (they charge pretty much the same price for the same service), or (some hospitals charge more than others for the same service)? [Phrases were rotated; Base: One half of respondents who currently have health insurance, split sample with Q12c]					
They charge pretty much the same prices	32%	31%	32%	31%	22%
Some charge more than others	46%	42%	46%	48%	62%
Don't know	22%	27%	22%	21%	16%
Refused	*	1%	1%	--	--
	n=925	n=371	n=335	n=332	n=384
Q12c. Thinking about the hospitals covered by your insurance plan, would you say (their prices are pretty much the same for the same service), or (some hospitals have higher prices than others for the same service)? [Phrases were rotated; Base: One half of respondents who currently have health insurance, split sample with Q12b]					
Their prices are pretty much the same	30%	26%	28%	24%	22%
Some have higher prices than others	48%	49%	54%	50%	61%
Don't know	21%	24%	18%	25%	18%
Refused	1%	1%	*	*	*
	n=928	n=362	n=327	n=359	n=375

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q12d. Thinking about the hospitals in your area, would you say (they charge pretty much the same price for the same service), or (some hospitals charge more than others for the same service)? [Phrases were rotated; Base: One half of respondents who do not currently have health insurance, split sample with Q12e]					
They charge pretty much the same prices	27%	41%	26%	37%	56%
Some charge more than others	40%	42%	53%	44%	32%
Don't know	30%	16%	21%	18%	13%
Refused	3%	1%	--	1%	--
	n=100	n=36	n=74	n=63	n=34
Q12e. Thinking about the hospitals in your area, would you say (their prices are pretty much the same for the same service), or (some hospitals have higher prices than others for the same service)? [Phrases were rotated; Base: One half of respondents who do not currently have health insurance, split sample with Q12d]					
Their prices are pretty much the same	20%	32%	35%	25%	23%
Some have higher prices than others	57%	33%	39%	52%	45%
Don't know	21%	34%	21%	17%	33%
Refused	1%	--	5%	6%	--
	n=109	n=33	n=72	n=65	n=33
Q13. Have you ever been surprised by how much a doctor, hospital or medical facility charged you (IF CURRENTLY OR EVER INSURED: or your insurance company)?					
Yes	67%	67%	69%	71%	77%
No	28%	28%	27%	25%	21%
Don't know	5%	4%	4%	4%	2%
Refused	*	1%	1%	*	--
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q14. Was the charge...? [Base: Surprised by how much a doctor, hospital or medical facility has charged them]					
Higher than you expected	88%	89%	87%	86%	89%
Lower than you expected	1%	3%	2%	4%	2%
Or have both happened to you?	10%	8%	10%	9%	9%
Don't know	1%	1%	1%	1%	1%
Refused	*	*	--	1%	--
	n=1,448	n=564	n=581	n=591	n=654
Q15. When it comes to your health care costs, would you say you worry about these costs...?					
A great deal	32%	27%	38%	35%	35%
Some	29%	32%	31%	30%	30%
Only a little	19%	18%	17%	17%	18%
Not at all	18%	20%	12%	17%	16%
Don't know	2%	2%	2%	1%	1%
Refused	1%	1%	1%	--	*
	N=2,062	N=802	N=808	N=819	N=826
Q16. A lot of Americans are looking for ways to save money or better plan their health care spending. How much do you think each of the following would help you with your health care spending? (INSERT ITEM) Would it help a lot, some, only a little or not at all with your health care spending? [Items were randomized]					
Q16A-B. No question					
Q16C. A website that would show you how much different doctors charge.					
A lot	40%	40%	50%	45%	47%
Some	26%	25%	23%	24%	25%
Only a little	13%	14%	11%	10%	11%
Not at all	15%	13%	11%	15%	15%
Don't know	6%	6%	4%	6%	2%
Refused	1%	2%	1%	*	*
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q16D. Notifications from your insurance company about less expensive doctors. [Base: Currently have health insurance]					
A lot	32%	30%	38%	36%	36%
Some	28%	27%	25%	24%	27%
Only a little	15%	19%	13%	14%	17%
Not at all	18%	18%	17%	20%	18%
Don't know	6%	5%	7%	6%	3%
Refused	1%	2%	1%	*	*
	n=1,853	n=733	n=662	n=691	n=759
Q16E. Discounts on your insurance premium or cash back from your insurance company if you choose a less expensive doctor. [Base: Currently have health insurance]					
A lot	30%	29%	36%	35%	35%
Some	27%	25%	27%	24%	29%
Only a little	16%	18%	13%	15%	15%
Not at all	18%	21%	17%	19%	17%
Don't know	8%	7%	6%	6%	4%
Refused	1%	2%	1%	1%	*
	n=1,853	n=733	n=662	n=691	n=759
Q16F. A phone number printed on your insurance card for a government agency that can help people resolve problems with health care bills. [Base: Currently have health insurance]					
A lot	30%	31%	33%	31%	30%
Some	25%	26%	28%	29%	26%
Only a little	18%	18%	13%	14%	19%
Not at all	20%	17%	18%	21%	21%
Don't know	7%	7%	8%	5%	3%
Refused	1%	1%	1%	1%	*
	n=1,853	n=733	n=662	n=691	n=759

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q17. If one doctor charged less than another doctor for the same service, would you think that the less expensive doctor is providing lower quality care, or would you not think that? [Base: Quarter sample with Q18, Q53 and Q54]					
Yes, I would think that	22%	32%	25%	30%	20%
No, I would not think that	59%	44%	54%	53%	59%
Don't know	18%	22%	21%	17%	20%
Refused	1%	2%	*	--	1%
	n=518	n=187	n=208	n=203	n=212
Q18. If one doctor charged more than another doctor for the same service, would you think that the more expensive doctor is providing higher quality care, or would you not think that? [Base: Quarter sample with Q17, Q53 and Q54]					
Yes, I would think that	21%	23%	22%	22%	19%
No, I would not think that	62%	61%	63%	67%	68%
Don't know	17%	15%	15%	10%	13%
Refused	*	2%	--	1%	1%
	n=503	n=195	n=210	n=233	n=191
Q53. Would you say higher prices are typically a sign of better quality medical care, or not? [Base: Quarter sample with Q17, Q18 and Q54]					
Yes	17%	20%	23%	18%	13%
No	70%	68%	63%	73%	79%
Don't know	14%	12%	12%	9%	7%
Refused	1%	*	2%	--	1%
	n=529	n=211	n=195	n=190	n=203
Q54. Would you say lower prices are typically a sign of lower quality medical care, or not? [Base: Quarter sample with Q17, Q18 and Q53]					
Yes	30%	26%	29%	29%	18%
No	53%	59%	58%	52%	67%
Don't know	17%	15%	14%	19%	14%
Refused	*	--	--	--	1%
	n=512	n=209	n=195	n=193	n=220

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q19-21. No question					
Q22. Which of the following statements comes closest to your view? [Choices were rotated]					
Insurance companies should be required to make public how much they pay doctors for medical services.	67%	69%	71%	72%	77%
It is not reasonable to require insurance companies to make public how much they pay doctors for medical services.	19%	17%	17%	18%	15%
Don't know	13%	13%	11%	10%	8%
Refused	1%	1%	1%	1%	1%
	N=2,062	N=802	N=808	N=819	N=826
Q23. Which of the following statements comes closest to your view? [Choices were rotated]					
Patients should be expected to compare prices across different doctors before getting medical care.	46%	49%	52%	52%	42%
It is not reasonable to expect patients to compare prices across different doctors before getting medical care.	42%	40%	37%	36%	48%
Don't know	11%	10%	10%	10%	9%
Refused	1%	1%	1%	2%	1%
	N=2,062	N=802	N=808	N=819	N=826
Q24. Are you registered online with your insurer's website, or not? [Base: Currently have health insurance]					
I am registered online with my insurer's website	51%	48%	55%	56%	50%
I am not registered online with my insurer's website	40%	42%	34%	35%	41%
Don't know	9%	9%	10%	8%	8%
Refused	1%	1%	1%	*	*
	n= 1,853	n=733	n=662	n=691	n=759

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q25-27. No question					
Q28. Have you ever disputed a bill with a doctor or medical facility or asked them for a lower price, or have you not done that? [Base: Never insured; and split sample of those currently or ever insured with Q34]					
I have	25%	27%	23%	29%	36%
I have not	71%	70%	75%	70%	63%
Don't know	4%	2%	1%	1%	1%
Refused	1%	1%	1%	1%	--
	n=1,059	n=431	n=413	n=422	n=411
Q29-31. No question					
Q34. Have you ever disputed a claim with a health insurance company, or have you not done that? [Base: Split sample of those currently or ever insured with Q28]					
I have	23%	28%	25%	25%	30%
I have not	75%	70%	73%	72%	69%
Don't know	2%	1%	1%	3%	1%
Refused	*	1%	1%	*	--
	n=995	n=369	n=393	n=396	n=414
Q32b. Has a doctor or their staff ever brought up in conversation with you the price of a test, procedure or referral to a specialist before doing or ordering it, or have they not done that?					
They have	28%	24%	33%	30%	28%
They have not	66%	72%	62%	66%	70%
Don't know	5%	3%	4%	4%	2%
Refused	1%	1%	1%	*	*
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q31b. Has a doctor or their staff ever gone online together with you to look for information about the price of a test, procedure or referral to a specialist before doing or ordering it, or have they not done that?					
They have	10%	10%	10%	11%	8%
They have not	85%	86%	86%	85%	90%
Don't know	5%	4%	3%	3%	2%
Refused	*	1%	1%	*	--
	N=2,062	N=802	N=808	N=819	N=826
Q32b. Moved before Q31b.					
Q32c. Generally speaking, do you think it is a good idea for doctors and their staff to discuss prices with patients before ordering or doing tests, procedures or referral to a specialist or do you not think so, or are you not sure?					
Yes, I think it's a good idea	70%	66%	78%	74%	76%
No, I don't think it's a good idea	12%	13%	9%	11%	9%
Don't know	17%	21%	13%	15%	14%
Refused	1%	1%	1%	*	1%
	N=2,062	N=802	N=808	N=819	N=826
Q33. Have you ever compared drug prices or discussed drug prices with a doctor, before filling a prescription, or have you not done that?					
I have	42%	36%	46%	45%	53%
I have not	56%	59%	52%	53%	46%
Don't know	2%	4%	1%	3%	1%
Refused	*	1%	1%	*	*
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q33b. Have you ever used or tried to find coupons or discounts for prescription drugs, or have you not done that?					
I have	35%	34%	43%	39%	38%
I have not	62%	63%	56%	59%	60%
Don't know	3%	3%	*	2%	1%
Refused	*	1%	1%	*	--
	N=2,062	N=802	N=808	N=819	N=826
Q34. Moved before Q28.					
Q35. No question					
Q36. For each of the following, please tell me whether or not you have ever done this before getting medical care. Have you ever tried to find out in advance... (INSERT) [Items A-D were randomized.]					
Q36A. ...how much a visit to a primary care doctor would cost you out-of-pocket, not including a copay, or have you not done that?					
IF NECESSARY: A copay is a fixed amount of money that you might have to pay when you visit the doctor or get a medical service.					
Out-of-pocket costs are expenses for medical care that aren't reimbursed by insurance.					
Primary care doctors provide routine health care including check-ups, prevention and treatment for common illnesses.					
Yes	32%	30%	45%	38%	36%
No	61%	64%	49%	57%	61%
Don't know	6%	6%	6%	4%	3%
Refused	*	*	1%	1%	*
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q36B. ...how much a visit to a specialist doctor would cost you out-of-pocket, not including a copay, or have you not done that? IF NECESSARY: A copay is a fixed amount of money that you might have to pay when you visit the doctor or get a medical service. Out-of-pocket costs are expenses for medical care that aren't reimbursed by insurance. Specialist physicians provide care in a specific area of medicine, like cardiology or dermatology.					
Yes	34%	35%	42%	42%	38%
No	60%	58%	52%	53%	58%
Don't know	6%	6%	6%	4%	3%
Refused	*	1%	1%	1%	1%
	N=2,062	N=802	N=808	N=819	N=826
Q36C. ...how much a hospital stay would cost you out-of-pocket, not including a copay, or have you not done that? IF NECESSARY: A copay is a fixed amount of money that you might have to pay when you visit the doctor or get a medical service. Out-of-pocket costs are expenses for medical care that aren't reimbursed by insurance.					
Yes	24%	22%	30%	26%	27%
No	69%	71%	65%	70%	69%
Don't know	6%	6%	5%	4%	4%
Refused	1%	1%	1%	*	*
	N=2,062	N=802	N=808	N=819	N=826
Q36D. ...how much a medical test would cost you out-of-pocket, not including a copay, or have you not done that? IF NECESSARY: A copay is a fixed amount of money that you might have to pay when you visit the doctor or get a medical service. Out-of-pocket costs are expenses for medical care that aren't reimbursed by insurance.					
Yes	36%	33%	44%	40%	44%
No	58%	59%	51%	55%	53%
Don't know	6%	7%	5%	5%	4%
Refused	1%	1%	1%	1%	*
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q36E. ... how much your insurance company would have to pay a doctor or hospital, even if it didn't affect your out-of-pocket costs, or have you not done that? [Base: Currently insured or ever insured]					
IF NECESSARY: Out-of-pocket costs are expenses for medical care that aren't reimbursed by insurance.					
Yes	21%	21%	25%	22%	20%
No	72%	72%	68%	73%	75%
Don't know	7%	7%	6%	4%	5%
Refused	*	1%	*	1%	*
	n=1,999	n=781	n=753	n=786	n=813
Q37. You said that you tried to find out in advance how much (a primary care doctor, a specialist doctor, a hospital stay, a medical test) would cost you (or your insurance company). Would you say you have tried to find out this type of information...? [Phrases offered based on answers in Q36A-E. Base: Tried to find price information before getting medical care in advance]					
Once or twice	63%	58%	55%	57%	59%
Three to five times	21%	27%	26%	25%	24%
More than five times	13%	11%	13%	12%	14%
Never	3%	3%	4%	4%	2%
Don't know	3%	2%	1%	2%	2%
Refused	*	--	*	*	--
	n=1,052	n=394	n=494	n=477	n=481
Q38. Did you try to find price information before or after meeting your deductible, or both? [Base: Have a deductible and tried to find price information before getting medical care]					
IF NECESSARY: A deductible is the amount you have to pay before your health insurance starts paying your medical bills.					
Before	49%	45%	45%	46%	49%
After	11%	14%	8%	13%	9%
Both	33%	35%	43%	34%	37%
Don't know (vol.)	7%	6%	4%	7%	4%
Refused (vol.)	--	--	1%	*	1%
	n=615	n=201	n=286	n=263	n=297

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q39. When you were trying to find information about how much (a primary care doctor, a specialist doctor, a hospital stay, a medical test) would cost you (or your insurance company), did you ever try to compare prices for two or more health care providers for the same service? [Phrases offered based on answers in Q36A-E. Base: Tried to find price information before getting medical care]					
Yes	40%	42%	49%	43%	42%
No	57%	54%	47%	52%	54%
Don't know (vol.)	3%	4%	3%	5%	4%
Refused (vol.)	*	--	*	--	*
	n=1,019	n=382	n=476	n=462	n=475
Q39a. And did you find enough information to compare prices for two or more health care providers or not? [Base: Compared prices of two or more health care providers for the same service when they were searching for price information before getting care]					
Yes	63%	64%	68%	67%	67%
No	35%	35%	32%	29%	32%
Don't know (vol.)	2%	1%	1%	2%	1%
Refused (vol.)	*	--	--	2%	--
	n=384	n=148	n=216	n=188	n=199
Q39b. For each of the following statements, please tell me how close it comes to your view? (INSERT ITEM). Is it...? [Items B-F were randomized. Base: Did not compare prices of two or more health care providers for the same services when they were searching for price information before getting care]					
Q39bA. No question					
Q39bB. Comparing prices before getting medical services is NOT a priority for me.					
Very close	16%	15%	11%	10%	13%
Somewhat close	31%	33%	26%	26%	31%
Not too close	27%	24%	24%	32%	31%
Not at all close to your view	24%	24%	35%	31%	23%
Don't know (vol.)	3%	3%	4%	1%	2%
Refused (vol.)	*	1%	--	--	1%
	n=603	n=219	n=242	n=250	n=259

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q39bC. I am not sure how to compare prices of medical services in advance					
Very close	28%	22%	19%	17%	19%
Somewhat close	30%	35%	30%	30%	38%
Not too close	19%	15%	20%	22%	21%
Not at all close to your view	22%	24%	29%	29%	21%
Don't know (vol.)	2%	3%	3%	2%	2%
Refused (vol.)	--	1%	--	--	--
	n=603	n=219	n=242	n=250	n=259
Q39bD. I would like to compare prices of medical services in advance					
Very close	37%	29%	35%	35%	35%
Somewhat close	38%	39%	39%	41%	39%
Not too close	15%	21%	13%	11%	13%
Not at all close to your view	9%	9%	8%	11%	11%
Don't know (vol.)	2%	3%	5%	2%	2%
Refused (vol.)	--	--	--	--	--
	n=603	n=219	n=242	n=250	n=259
Q39bE. If I compared prices in advance, I would choose a less expensive doctor					
Very close	23%	19%	25%	28%	17%
Somewhat close	35%	36%	33%	33%	35%
Not too close	18%	19%	20%	16%	19%
Not at all close to your view	16%	18%	17%	15%	18%
Don't know (vol.)	7%	7%	6%	7%	11%
Refused (vol.)	*	1%	--	--	*
	n=603	n=219	n=242	n=250	n=259

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q39bF. It has never occurred to me to compare prices of medical services in advance					
Very close	16%	17%	14%	15%	15%
Somewhat close	28%	29%	26%	27%	25%
Not too close	23%	21%	25%	27%	29%
Not at all close to your view	31%	30%	34%	31%	30%
Don't know (vol.)	2%	2%	2%	1%	*
Refused (vol.)	*	*	--	--	--
	n=603	n=219	n=242	n=250	n=259
Q40. Did that information influence your choice of health care provider or not? [Base: Compared prices of two or more health care providers for the same service when they were searching for price information before getting care]					
Yes	75%	79%	83%	74%	72%
No	24%	19%	15%	22%	25%
Don't know (vol.)	2%	2%	2%	3%	2%
Refused (vol.)	--	--	--	2%	2%
	n=384	n=148	n=216	n=188	n=199
Q41. Have you ever used price information to decide whether or not to see a doctor, or get treatment at all, or have you not done that? [Base: Tried to find price information before getting medical care]					
Yes	47%	45%	52%	51%	53%
No	51%	51%	46%	46%	46%
Don't know (vol.)	2%	4%	1%	3%	2%
Refused (vol.)	*	--	1%	*	--
	n=1,019	n=382	n=476	n=462	n=475
Q41b. Have you ever used price information to choose a less expensive doctor, hospital, medical test or treatment, or have you not done that? [Base: Tried to find price information before getting medical care]					
Yes	34%	37%	46%	38%	38%
No	64%	61%	52%	58%	59%
Don't know (vol.)	2%	2%	2%	4%	3%
Refused (vol.)	*	--	*	1%	*
	n=1,019	n=382	n=476	n=462	n=475

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q41c. Have you ever used price information to negotiate with a doctor, hospital, or medical facility about how much you would have to pay for your care, or have you not done that? [Base: Tried to find price information before getting medical care]					
Yes	20%	24%	24%	24%	23%
No	78%	73%	73%	74%	76%
Don't know (vol.)	2%	2%	2%	2%	1%
Refused (vol.)	1%	--	1%	1%	*
	n=1,019	n=382	n=476	n=462	n=475
Q41d. Have you ever used price information to negotiate with an insurance company about how much you would have to pay for care, or have you not done that? [Base: Tried to find price information before getting medical care]					
Yes	17%	19%	21%	25%	16%
No	81%	77%	77%	74%	82%
Don't know (vol.)	1%	4%	1%	1%	2%
Refused (vol.)	*	--	1%	1%	*
	n=1,019	n=382	n=476	n=462	n=475
Q42. Please tell me whether or not you have done any of the following in order to find out prices before getting medical care, not including prescription drugs. (INSERT ITEM) Have you ever done this before getting care, or not? [Items randomized with A-C and D-E always together, with F always after E and with I always last. Base: Tried to find price information before getting medical care]					
Q42A. Asked a nurse about prices.					
Yes	29%	28%	35%	24%	26%
No	70%	71%	63%	74%	74%
Don't know (vol.)	1%	1%	2%	2%	*
Refused (vol.)	*	--	--	1%	--
	n=1,019	n=382	n=476	n=462	n=475

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q42B. Asked a receptionist or other staff in your doctor's office about prices.					
Yes	45%	49%	56%	46%	44%
No	54%	50%	43%	52%	55%
Don't know (vol.)	1%	2%	1%	2%	1%
Refused (vol.)	*	--	--	*	--
	n=1,019	n=382	n=476	n=462	n=475
Q42C. Asked your doctor personally about prices.					
Yes	46%	44%	49%	39%	48%
No	52%	54%	50%	57%	51%
Don't know (vol.)	2%	2%	*	4%	1%
Refused (vol.)	*	--	--	*	--
	n=1,019	n=382	n=476	n=462	n=475
Q42D. Called your insurance company or looked on your insurance company's website for prices.					
Yes	48%	50%	51%	49%	52%
No	49%	48%	48%	49%	47%
Don't know (vol.)	2%	2%	1%	2%	1%
Refused (vol.)	*	1%	--	1%	--
	n=997	n=376	n=448	n=447	n=470
Q42E. Searched the internet for prices (IF CURRENTLY INSURED: other than your insurance company's website).					
Yes	20%	18%	23%	14%	23%
No	76%	76%	73%	80%	73%
Don't know (vol.)	3%	4%	3%	3%	4%
Refused (vol.)	1%	2%	1%	3%	*
	n=1,019	n=382	n=476	n=462	n=475

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q42F. What is the name of this website or websites, or are you not sure? [Open-ended. Base: Searched the internet for prices]					
Used a search engine/Google/Yahoo (not specified)	14%	22%	20%	20%	28%
WebMD	3%	3%	2%	3%	4%
The provider's website	3%	2%	1%	--	3%
Retailer's website (Walmart, etc.)	1%	--	4%	2%	*
Called your insurance company or looked on your insurance company's website for prices	7%	4%	5%	5%	8%
Other	13%	17%	11%	4%	12%
Have not done this	--	--	--	--	--
Don't know	59%	53%	59%	67%	51%
Refused	2%	2%	1%	--	--
	n=204	n=75	n=109	n=73	n=105
Q42G. Called a hospital's billing department for prices.					
Yes	31%	34%	37%	29%	37%
No	68%	65%	61%	69%	63%
Don't know (vol.)	1%	1%	1%	2%	*
Refused (vol.)	*	--	1%	*	--
	n=1,019	n=382	n=476	n=462	n=475
Q42H. Talked to a friend, relative or colleague about prices.					
Yes	55%	49%	60%	52%	58%
No	44%	49%	39%	44%	41%
Don't know (vol.)	1%	1%	1%	4%	1%
Refused (vol.)	*	--	*	1%	--
	n=1,019	n=382	n=476	n=462	n=475

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q42I. Used a mobile phone app to search for prices.					
Yes	17%	19%	23%	16%	12%
No	81%	80%	75%	81%	87%
Don't know (vol.)	1%	1%	2%	2%	1%
Refused (vol.)	1%	1%	*	*	*
	n=1,019	n=382	n=476	n=462	n=475
Q43. What other sources, if any, have you used to get price information before getting medical care, not including prescription drugs? [Open-ended. Base: Tried to find price information before getting medical care]					
The internet/website(s) (non-specific)	4%	4%	6%	5%	7%
Used a search engine/Google/Yahoo to find information	3%	2%	3%	3%	3%
WebMD	*	1%	*	--	*
Insurance website	1%	1%	*	1%	2%
Provider's websites	*	--	*	1%	*
Other internet sources mentions	1%	2%	1%	1%	1%
Doctor (s)	2%	1%	2%	2%	*
Pharmacist	*	*	1%	*	*
Other medical professionals mentions	*	*	*	*	*
From the hospital(s)	*	--	1%	1%	1%
From health care provider's office/staff (general)	1%	1%	1%	2%	1%
From doctor's office (s)/ staff (general)	1%	1%	1%	1%	*
From lab (s)	*	--	--	*	--
Other health care providers mentions	*	*	1%	2%	1%
Family/ friends	1%	2%	3%	3%	3%
Word of mouth (non-specific)	1%	1%	1%	1%	2%
Ask people who have already had this care/ previous patients	--	--	--	--	--

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Other word of mouth mentions	1%	*	*	*	*
Pharmacies	*	*	--	1%	1%
By phone/ phone calls (non-specific)	2%	1%	1%	2%	1%
From insurance company (general)	2%	1%	2%	2%	2%
Miscellaneous printed material mentions (pamphlets/ books/ magazines/ etc.)	*	1%	2%	*	1%
Retail stores	*	*	*	--	1%
Phone app	*	1%	*	1%	--
From employer (human resources, etc.)	*	--	*	*	*
Other	1%	2%	3%	4%	2%
None	70%	71%	62%	60%	62%
Don't know	9%	11%	10%	9%	11%
Refused	1%	1%	2%	3%	1%
	n=1,019	n=382	n=476	n=462	n=475

Q44. (IF MORE THAN ONE SOURCE: Thinking about all the different ways you have tried to get price information.) Would you say the information you received was generally very helpful, somewhat helpful, not too helpful, not helpful at all or did you not receive any information about prices? [Base: Tried to find price information before getting medical care and who mention whether or not it was helpful]

Very helpful	26%	25%	28%	25%	20%
Somewhat helpful	45%	50%	49%	50%	48%
Not too helpful	16%	12%	12%	12%	16%
Not helpful at all	4%	4%	2%	2%	6%
Did not receive any information about prices	8%	6%	7%	9%	8%
Don't know (vol.)	2%	3%	1%	2%	1%
Refused (vol.)	--	--	*	1%	*
	n= 1,019	n=382	n=476	n=462	n=475

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q44b. (IF MORE THAN ONE SOURCE: Thinking about all the different ways you have tried to get price information,) Would you say the information you received was generally very accurate, somewhat accurate, not too accurate or not accurate at all, or are you not sure? [Base: Tried to find price information before getting medical care]					
Very accurate	26%	28%	28%	24%	23%
Somewhat accurate	50%	48%	50%	53%	53%
Not too accurate	9%	10%	8%	10%	11%
Not accurate at all	1%	3%	1%	1%	2%
Not sure	14%	11%	13%	13%	10%
Refused (vol.)	*	--	*	--	--
	n= 916	n=339	n=437	n=401	n=428
Q45. When you tried to find out the price of medical services in advance, would you say you ultimately saved money or not? [Base: Tried to find price information before getting medical care]					
Yes	38%	38%	52%	42%	38%
No	49%	49%	36%	41%	49%
Don't know (vol.)	13%	13%	12%	15%	12%
Refused (vol.)	*	*	*	2%	1%
	n=1,019	n=382	n=476	n=462	n=475
Q46. Which of the following statements comes closest to your view? [Choices were rotated. Base: Tried to find price information before getting medical care]					
Overall, there is not enough information about how much medical services cost.	66%	66%	70%	73%	80%
Overall, there is enough information about how much medical services cost.	27%	28%	24%	21%	15%
Don't know (vol.)	7%	6%	6%	5%	5%
Refused (vol.)	*	--	*	1%	*
	n= 1,019	n=382	n=476	n=462	n=475

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q46b. How important do you think it is for patients to be able to compare prices across different doctors before getting medical care? [Base: Tried to find price information before getting medical care]					
Very important	62%	57%	68%	66%	66%
Somewhat important	31%	33%	28%	27%	29%
Not too important	3%	5%	1%	3%	2%
Not at all important	1%	2%	1%	3%	1%
Not sure (vol.)	2%	3%	1%	2%	1%
Refused (vol.)	*	--	*	*	*
	n= 1,019	n=382	n=476	n=462	n=475
Q47. The next time you need to get medical care, how likely is it that you will try to compare prices across different health care providers before getting medical care? [Base: Tried to find price information before getting medical care]					
Very likely	32%	30%	41%	37%	29%
Somewhat likely	36%	40%	36%	31%	35%
Not too likely	16%	18%	14%	18%	19%
Not likely at all	11%	8%	7%	9%	12%
Don't know (vol.)	5%	4%	2%	5%	4%
Refused (vol.)	*	--	1%	*	1%
	n= 1,019	n=382	n=476	n=462	n=475
Q47b. Here are some websites that can help people find information about the price of medical services. Please tell me for each, whether you have heard of this website, whether you have not heard of this website, or are you not sure? [Items rotated and each respondent asked a random 4 items, unless they are in a state which has a state run website, then asked item A and another random 3 items. Base: Tried to find price information before getting medical care]					
Q47bA. [NAME OF WEBSITE] [Base: Only for residents of Arkansas, California, Colorado, Florida, Iowa, Illinois, Kentucky, Louisiana, Massachusetts, Maine, Minnesota, North Carolina, New Hampshire, Nevada, Ohio, Oregon, South Dakota, Utah, Virginia, Vermont or Wisconsin]					
Have heard of it	25%			30%	24%
Have not heard of it	69%			63%	72%
Don't know	6%			7%	4%
Refused (vol.)	*			*	--
	n= 470			n=462	n=475

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q47bB. Castlight health					
Have heard of it	14%	11%	10%	13%	7%
Have not heard of it	82%	85%	88%	81%	90%
Don't know	4%	3%	2%	6%	2%
Refused (vol.)	--	*	--	--	--
	n=536	n=220	n=278	n=192	n=211
Q47bC. Healthcare Blue Book					
Have heard of it	21%	25%	21%	15%	10%
Have not heard of it	76%	73%	75%	79%	86%
Don't know	3%	2%	5%	7%	4%
Refused (vol.)	*	*	--	--	--
	n=503	n=240	n=269	n=188	n=206
Q47bD. Clear Health Costs					
Have heard of it	16%	20%	12%	15%	8%
Have not heard of it	82%	77%	82%	79%	90%
Don't know	2%	3%	6%	6%	2%
Refused (vol.)	*	--	*	*	--
	n=543	n=199	n=275	n=209	n=202
Q47bE. Fair Health					
Have heard of it	16%	16%	12%	17%	10%
Have not heard of it	81%	82%	81%	79%	88%
Don't know	3%	3%	7%	4%	2%
Refused (vol.)	--	--	--	*	--
	n=481	n=217	n=282	n=211	n=205

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q47bF. Pricing Health Care					
Have heard of it	14%	22%	18%	11%	10%
Have not heard of it	81%	76%	77%	83%	86%
Don't know	5%	2%	4%	5%	4%
Refused (vol.)	*	*	1%	*	--
	n=528	n=227	n=281	n=191	n=221
Q47bG. Guroo					
Have heard of it	17%	13%	13%	18%	12%
Have not heard of it	78%	85%	84%	75%	86%
Don't know	5%	2%	3%	7%	2%
Refused (vol.)	--	--	--	1%	--
	n=525	n=213	n=251	n=193	n=198
Q47bH. New Choice Health					
Have heard of it	17%	19%	17%	12%	10%
Have not heard of it	80%	78%	78%	84%	84%
Don't know	3%	3%	5%	4%	6%
Refused (vol.)	*	*	--	--	--
	n=490	n=212	n=268	n=202	n=182
Q47c. Have you used (INSERT NAME OF WEBSITE), or have you not used it, or are you not sure? [Base: Tried to find price information before getting medical care and are in a state which has a state run website and they have heard of it]					
Have used it	29%			43%	29%
Have not used it	54%			48%	60%
Don't know	18%			8%	11%
Refused (vol.)	--			--	--
	n=103			n=125	n=113

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q48. For each of the following statements, please tell me how close it comes to your view? (INSERT ITEM) Is it...? [Items were randomized. Base: Have not tried to find price information before getting medical care]					
Q48A. No question					
Q48B. Knowing prices before getting medical services is <i>not</i> a priority for me.					
Very close	22%	24%	20%	27%	25%
Somewhat close	24%	26%	23%	19%	25%
Not too close	20%	20%	20%	17%	20%
Not at all close to your view	23%	20%	26%	29%	25%
Don't know (vol.)	10%	7%	10%	7%	4%
Refused (vol.)	1%	3%	1%	1%	1%
	n=1,043	n=420	n=332	n=357	n=351
Q48C. I am not sure how to find out the price of medical services in advance					
Very close	26%	29%	29%	28%	34%
Somewhat close	25%	24%	26%	21%	24%
Not too close	16%	11%	13%	14%	14%
Not at all close to your view	22%	24%	19%	27%	24%
Don't know (vol.)	10%	10%	13%	10%	5%
Refused (vol.)	1%	3%	1%	1%	--
	n=1,043	n=420	n=332	n=357	n=351
Q48D. I would like to know the price of medical services in advance					
Very close	31%	27%	36%	35%	32%
Somewhat close	26%	30%	30%	23%	28%
Not too close	12%	12%	7%	12%	15%
Not at all close to your view	20%	20%	16%	22%	22%
Don't know (vol.)	10%	10%	10%	6%	3%
Refused (vol.)	1%	2%	2%	2%	1%
	n=1,043	n=420	n=332	n=357	n=351

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q48E. If I knew prices in advance, I would choose a less expensive doctor.					
Very close	17%	18%	24%	19%	20%
Somewhat close	22%	18%	21%	23%	21%
Not too close	16%	15%	11%	14%	18%
Not at all close to your view	27%	29%	27%	33%	32%
Don't know (vol.)	17%	17%	16%	11%	9%
Refused (vol.)	1%	3%	1%	*	*
	n=1,043	n=420	n=332	n=357	n=351
Q48F. It has never occurred to me to find out the price of medical services in advance.					
Very close	27%	30%	25%	24%	30%
Somewhat close	26%	25%	25%	20%	25%
Not too close	17%	14%	15%	18%	16%
Not at all close to your view	21%	23%	23%	30%	26%
Don't know (vol.)	9%	6%	10%	7%	4%
Refused (vol.)	1%	2%	1%	1%	*
	n=1,043	n=420	n=332	n=357	n=351
Q49. Which of the following statements comes closest to your view? [Choices were rotated. Base: Have not tried to find price information before getting medical care]					
Overall, there is not enough information about how much medical services cost.	61%	65%	65%	65%	72%
Overall, there is enough information about how much medical services cost.	20%	14%	16%	17%	16%
Don't know (vol.)	19%	18%	18%	18%	12%
Refused (vol.)	1%	3%	1%	1%	*
	n=1,043	n=420	n=332	n=357	n=351

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q49b. How important do you think it is for patients to be able to compare prices across different doctors before getting medical care? [Base: Have not tried to find price information before getting medical care]					
Very important	38%	41%	49%	46%	42%
Somewhat important	39%	34%	33%	31%	39%
Not too important	9%	9%	7%	9%	9%
Not at all important	6%	8%	6%	9%	7%
Don't know (vol.)	8%	8%	5%	5%	4%
Refused (vol.)	1%	1%	1%	*	*
	n=1,043	n=420	n=332	n=357	n=351
Q50. Please tell me how likely you are to do each of the following if you wanted to find out prices before getting medical care, not including prescription drugs. (INSERT ITEM) Would you say you are (READ LIST) to do this if you wanted to find out prices before getting medical care? [Items were randomized with B always after A, C always after B, E always after D and I always last. Base: Have not tried to find price information before getting medical care]					
Q50A. Ask a nurse about prices.					
Very likely	10%	10%	7%	8%	6%
Somewhat likely	18%	15%	23%	15%	19%
Not too likely	20%	21%	22%	25%	24%
Not at all likely	43%	44%	38%	46%	48%
Don't know (vol.)	7%	8%	8%	6%	3%
Refused (vol.)	2%	2%	1%	*	--
	n=1,043	n=420	n=332	n=357	n=351
Q50B. Ask a receptionist or other staff in your doctor's office about prices.					
Very likely	12%	13%	14%	12%	9%
Somewhat likely	22%	23%	26%	21%	21%
Not too likely	19%	21%	18%	19%	26%
Not at all likely	39%	35%	33%	42%	42%
Don't know (vol.)	7%	7%	9%	6%	3%
Refused (vol.)	1%	1%	1%	*	--
	n=1,043	n=420	n=332	n=357	n=351

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q50C. Ask your doctor personally about prices.					
Very likely	18%	17%	16%	23%	17%
Somewhat likely	24%	28%	29%	20%	31%
Not too likely	18%	16%	18%	17%	18%
Not at all likely	32%	30%	28%	35%	31%
Don't know (vol.)	6%	8%	9%	6%	3%
Refused (vol.)	1%	2%	1%	*	--
	n=1,043	n=420	n=332	n=357	n=351
Q50D. Call your insurance company or look on your insurance company's website for prices. [Base: Have ever been covered by health insurance]					
Very likely	19%	21%	21%	25%	19%
Somewhat likely	27%	29%	27%	31%	29%
Not too likely	18%	14%	17%	15%	21%
Not at all likely	27%	26%	25%	24%	29%
Don't know (vol.)	7%	8%	9%	4%	2%
Refused (vol.)	1%	2%	1%	1%	--
	n=1,002	n=405	n=305	n=339	n=343
Q50E. Search the Internet for prices (IF CURRENTLY OR EVER INSURED: other than your insurance company's website).					
Very likely	15%	15%	17%	12%	17%
Somewhat likely	18%	20%	25%	30%	20%
Not too likely	20%	20%	20%	16%	20%
Not at all likely	38%	35%	26%	35%	40%
Don't know (vol.)	8%	8%	12%	7%	3%
Refused (vol.)	1%	2%	1%	*	--
	n=1,043	n=420	n=332	n=357	n=351

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q50F. Call a hospital's billing department for prices.					
Very likely	13%	13%	15%	16%	17%
Somewhat likely	20%	21%	28%	19%	22%
Not too likely	23%	22%	21%	25%	24%
Not at all likely	34%	34%	28%	35%	35%
Don't know (vol.)	8%	7%	7%	5%	2%
Refused (vol.)	1%	2%	1%	--	--
	n=1,043	n=420	n=332	n=357	n=351
Q50G. Talk to a friend, relative or colleague about prices.					
Very likely	14%	16%	13%	17%	15%
Somewhat likely	23%	23%	31%	21%	21%
Not too likely	19%	16%	18%	18%	25%
Not at all likely	34%	37%	29%	37%	37%
Don't know (vol.)	8%	6%	8%	6%	3%
Refused (vol.)	1%	2%	1%	*	--
	n=1,043	n=420	n=332	n=357	n=351
Q50I. Use a mobile phone app to search for prices.					
Very likely	10%	8%	15%	13%	8%
Somewhat likely	13%	13%	15%	18%	13%
Not too likely	16%	15%	16%	15%	20%
Not at all likely	52%	53%	45%	46%	56%
Don't know (vol.)	8%	10%	8%	7%	2%
Refused (vol.)	1%	2%	1%	1%	1%
	n=1,043	n=420	n=332	n=357	n=351

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q50b. Here are some websites that can help people find information about the price of medical services. Please tell me for each, whether you have heard of this website, whether you have not heard of this website, or are you not sure? [Items rotated and each respondent asked a random 4 items, unless they are in a state which has a state run website, then asked item A and another random 3 items. Base: Have not tried to find price information before getting medical care]					
Q50bA. [NAME OF WEBSITE] [Base: Only for residents of Arkansas, California, Colorado, Florida, Iowa, Illinois, Kentucky, Louisiana, Massachusetts, Maine, Minnesota, North Carolina, New Hampshire, Nevada, Ohio, Oregon, South Dakota, Utah, Virginia, Vermont or Wisconsin]					
Have heard of it	11%			13%	11%
Have not heard of it	82%			81%	82%
Don't know	8%			6%	7%
Refused (vol.)	*			*	*
	n=497			n=357	n=351
Q50bB. Castlight health					
Have heard of it	4%	7%	1%	4%	3%
Have not heard of it	90%	86%	89%	94%	92%
Don't know	6%	6%	10%	2%	4%
Refused (vol.)	*	1%	*	--	--
	n=515	n=257	n=189	n=155	n=145
Q50bC. Healthcare Blue Book					
Have heard of it	10%	11%	7%	10%	6%
Have not heard of it	81%	85%	83%	81%	87%
Don't know	8%	4%	8%	8%	7%
Refused (vol.)	1%	*	1%	1%	1%
	n=530	n=256	n=186	n=156	n=149

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q50bD. Clear Health Costs					
Have heard of it	4%	2%	3%	4%	1%
Have not heard of it	87%	90%	92%	92%	90%
Don't know	8%	6%	6%	4%	9%
Refused (vol.)	1%	2%	*	*	1%
	n=524	n=238	n=194	n=146	n=145
Q50bE. Fair Health					
Have heard of it	3%	3%	3%	11%	1%
Have not heard of it	90%	86%	93%	84%	94%
Don't know	7%	9%	4%	5%	4%
Refused (vol.)	*	2%	*	1%	1%
	n=508	n=236	n=194	n=142	n=169
Q50bF. Pricing Health Care					
Have heard of it	6%	4%	6%	2%	7%
Have not heard of it	88%	90%	83%	93%	90%
Don't know	6%	5%	10%	5%	3%
Refused (vol.)	*	2%	2%	--	--
	n=527	n=233	n=201	n=167	n=145
Q50bG. Guroo					
Have heard of it	6%	5%	9%	3%	3%
Have not heard of it	86%	87%	83%	91%	93%
Don't know	7%	6%	6%	6%	4%
Refused (vol.)	*	2%	3%	--	*
	n=544	n=225	n=188	n=154	n=145

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q50bH. New Choice Health					
Have heard of it	5%	5%	2%	7%	3%
Have not heard of it	86%	89%	89%	87%	91%
Don't know	10%	6%	8%	5%	6%
Refused (vol.)	*	1%	2%	1%	--
	n=527	n=235	n=176	n=151	n=155
Q51. No question					
Q52. The next time you need to get medical care, how likely is it that you will try to compare prices across different health care providers before getting medical care? [Base: Have not tried to find price information before getting medical care]					
Very likely	11%	13%	21%	14%	7%
Somewhat likely	22%	24%	24%	25%	28%
Not too likely	23%	24%	18%	16%	27%
Not at all likely	31%	28%	26%	34%	34%
Don't know (vol.)	13%	10%	11%	11%	4%
Refused (vol.)	*	1%	*	*	1%
	n=1,043	n=420	n=332	n=357	n=351
Q52a. How important do you think it is for your state government to provide people with information that allows them to compare medical care prices before getting care?					
Very important	48%	48%	56%	55%	53%
Somewhat important	32%	32%	27%	30%	33%
Not too important	8%	7%	5%	6%	6%
Not at all important	6%	7%	6%	5%	5%
Don't know (vol.)	7%	6%	5%	6%	3%
Refused (vol.)	*	1%	1%	*	*
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q52b. In general, how easy or difficult has it been for you to get each of the following: [Items A and B split sample, all respondents asked items C and D. Base: Residents of New York State]					
Q52bA. Information about the quality of doctors [Base: Split sample with item B]					
Very easy	25%	19%			
Somewhat easy	37%	27%			
Somewhat difficult	10%	24%			
Very difficult	8%	7%			
I have never tried	13%	20%			
Don't know (vol.)	6%	3%			
Refused (vol.)	--	1%			
	n=61	n=404			
Q52bB. Information about the quality of hospitals [Base: Split sample with item A]					
Very easy	14%	19%			
Somewhat easy	14%	27%			
Somewhat difficult	13%	17%			
Very difficult	6%	5%			
I have never tried	47%	28%			
Don't know (vol.)	7%	3%			
Refused (vol.)	--	2%			
	n=67	n=398			

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q52bC. Information about the prices of health care services					
Very easy	8%	11%			
Somewhat easy	21%	22%			
Somewhat difficult	16%	20%			
Very difficult	13%	11%			
I have never tried	34%	31%			
Don't know (vol.)	7%	5%			
Refused (vol.)	1%	1%			
	n=128	n=802			
Q52bD. Your own personal health information, such as your records or lab results					
Very easy	25%	31%			
Somewhat easy	29%	32%			
Somewhat difficult	17%	12%			
Very difficult	3%	5%			
I have never tried	20%	16%			
Don't know (vol.)	6%	2%			
Refused (vol.)	--	2%			
	n=128	n=802			
Q52c. When it comes to finding out about the prices of medical care, how much do you or would you trust each of the following sources? [Each respondent asked random seven items]					
Q52cA. Federal, state or local government agencies					
A great deal	18%	21%	22%	17%	22%
Some	34%	35%	32%	37%	37%
Only a little	22%	20%	20%	20%	19%
Not at all	19%	18%	18%	21%	19%
Don't know (vol.)	7%	5%	7%	5%	4%
Refused (vol.)	*	1%	1%	1%	--
	n=1,121	n=437	n=437	n=466	n=452

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q52cB. My doctors					
A great deal	38%	39%	37%	39%	39%
Some	40%	35%	37%	36%	39%
Only a little	10%	12%	16%	11%	12%
Not at all	7%	8%	7%	9%	6%
Don't know (vol.)	5%	5%	2%	6%	4%
Refused (vol.)	1%	2%	1%	--	*
	n=1,114	n=452	n=441	n=437	n=449
Q52cC. Friends, relatives and co-workers					
A great deal	24%	27%	26%	25%	22%
Some	34%	36%	35%	36%	40%
Only a little	21%	16%	19%	18%	20%
Not at all	15%	14%	13%	14%	16%
Don't know (vol.)	6%	7%	6%	5%	2%
Refused (vol.)	1%	1%	1%	1%	*
	n=1,113	n=415	n=433	n=427	n=463
Q52cD. Patient reviews					
A great deal	22%	19%	30%	23%	21%
Some	35%	36%	29%	36%	39%
Only a little	23%	21%	19%	23%	22%
Not at all	13%	18%	12%	12%	14%
Don't know (vol.)	7%	6%	9%	6%	3%
Refused (vol.)	1%	1%	*	*	*
	n=1,124	n=445	n=444	n=464	n=417

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q52cE. A nurse, nurse practitioner or physician's assistant in my doctor's office					
A great deal	29%	26%	33%	22%	30%
Some	36%	38%	33%	42%	40%
Only a little	19%	18%	17%	16%	16%
Not at all	11%	13%	9%	13%	10%
Don't know (vol.)	5%	4%	7%	6%	4%
Refused (vol.)	1%	1%	1%	1%	--
	n=1,078	n=434	n=441	n=456	n=452
Q52cF. My insurance company [Base: Currently insured]					
A great deal	28%	30%	28%	33%	29%
Some	40%	35%	36%	36%	39%
Only a little	16%	20%	22%	12%	19%
Not at all	10%	10%	9%	14%	8%
Don't know (vol.)	6%	4%	4%	4%	3%
Refused (vol.)	*	1%	*	1%	1%
	n=995	n=406	n=351	n=392	n=446
Q52cG. A receptionist or other staff in my doctor's office					
A great deal	20%	22%	29%	17%	16%
Some	36%	33%	36%	39%	35%
Only a little	23%	22%	19%	20%	26%
Not at all	15%	15%	10%	18%	18%
Don't know (vol.)	6%	8%	6%	5%	4%
Refused (vol.)	*	1%	1%	1%	*
	n=1,154	n=429	n=413	n=435	n=465

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q52cH. Advocacy groups or other non-profit organizations that provide education and support for patients					
A great deal	26%	22%	32%	30%	30%
Some	36%	32%	36%	37%	44%
Only a little	20%	20%	13%	16%	14%
Not at all	11%	14%	9%	12%	9%
Don't know (vol.)	7%	10%	9%	5%	2%
Refused (vol.)	*	2%	1%	*	*
	n=1,127	n=427	n=464	n=442	n=466
Q52cI. Companies and organizations that rate health care providers and hospitals					
A great deal	18%	23%	28%	21%	24%
Some	44%	40%	39%	47%	45%
Only a little	20%	18%	16%	12%	19%
Not at all	11%	10%	11%	12%	10%
Don't know (vol.)	7%	8%	6%	7%	2%
Refused (vol.)	1%	1%	*	1%	*
	n=1,154	n=439	n=458	n=452	n=446
Q52cJ. Private companies that provide price information					
A great deal	16%	14%	18%	20%	15%
Some	40%	38%	40%	34%	41%
Only a little	22%	22%	24%	19%	23%
Not at all	13%	18%	12%	21%	18%
Don't know (vol.)	9%	7%	7%	6%	4%
Refused (vol.)	1%	1%	1%	1%	*
	n=1,129	n=441	n=452	n=443	n=432

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q52cK. Pharmacists					
A great deal	27%	32%	32%	29%	34%
Some	40%	39%	39%	39%	41%
Only a little	18%	11%	14%	13%	13%
Not at all	9%	9%	9%	12%	9%
Don't know (vol.)	6%	8%	5%	6%	3%
Refused (vol.)	*	1%	1%	1%	*
	n=1,144	n=435	n=443	n=457	n=416
Q52cL. My hospital					
A great deal	26%	22%	29%	29%	30%
Some	42%	44%	41%	39%	43%
Only a little	17%	17%	13%	16%	16%
Not at all	10%	10%	8%	10%	9%
Don't know (vol.)	6%	5%	8%	5%	3%
Refused (vol.)	1%	2%	1%	2%	*
	n=1,124	n=408	n=443	n=435	n=439
Q52cM. My employer					
A great deal	15%	13%	19%	12%	14%
Some	28%	28%	27%	26%	30%
Only a little	15%	16%	21%	15%	20%
Not at all	18%	16%	15%	21%	19%
Not employed/self-employed (vol.)	17%	18%	13%	21%	14%
Don't know (vol.)	6%	7%	5%	5%	4%
Refused (vol.)	1%	2%	--	1%	*
	n=1,176	n=452	n=447	n=451	n=441
Q53-54. Moved to after Q17-18.					
Q55. No question					

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q56. Now changing topics, do you make health care decisions for an adult family member, such as your spouse, partner, parent or adult child, or not?					
Yes	30%	31%	36%	34%	27%
No	68%	64%	61%	65%	71%
Don't know (vol.)	2%	3%	1%	1%	1%
Refused (vol.)	*	2%	2%	1%	1%
	N=2,062	N=802	N=808	N=819	N=826
Q57. (IF YES IN Q56) Have you ever tried to find out the prices of medical care in advance for the person for whom you make health care decisions, or not? [Base: Make health care decisions for an adult family member]					
Yes	47%	50%	47%	45%	46%
No	51%	50%	53%	53%	53%
Don't know (vol.)	1%	1%	--	2%	1%
Refused (vol.)	*	--	--	--	--
	n=615	n=237	n=292	n=282	n=230
Q58. No question					
Q59a. Please tell me, are you the parent or guardian of a child under the age of 18, or not?					
Yes	26%	30%	36%	29%	25%
No	74%	69%	63%	71%	75%
Refused (vol.)	*	1%	1%	*	1%
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q59b. Including yourself, how many people are there living in your household?					
1	21%	23%	17%	17%	20%
2	35%	31%	30%	38%	37%
3	16%	19%	17%	17%	19%
4	14%	12%	16%	15%	14%
5	7%	8%	10%	6%	5%
6	3%	3%	3%	2%	2%
7	1%	*	2%	1%	1%
8 or more	1%	2%	1%	1%	1%
Don't know (vol.)	1%	1%	1%	*	*
Refused (vol.)	1%	1%	3%	2%	2%
	N=2,062	N=802	N=808	N=819	N=826
Q60. What kind of health insurance do you have? Is it Medicare, Medicaid, insurance through your employer, insurance that you buy on your own, or some other type? (IF NECESSARY: either directly from a health plan or insurance company or a state or federal marketplace) or some other type? [All that apply. Base: Currently insured]					
Insurance through your employer	47%	48%	48%	35%	53%
Medicare	29%	29%	26%	39%	30%
Medicaid	17%	24%	16%	14%	14%
Direct purchase	15%	10%	15%	18%	13%
Other	5%	4%	7%	10%	5%
Don't know (vol.)	1%	1%	1%	1%	1%
Refused (vol.)	1%	1%	1%	*	1%
	n=1,853	n=733	n=662	n=691	n=759

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q61. Are you the only person covered under your insurance policy or are other family members also covered under the same policy? [Base: Currently insured]					
Only me	53%	53%	48%	58%	50%
Other people, too	45%	44%	49%	40%	50%
Don't know (vol.)	1%	2%	1%	2%	1%
Refused (vol.)	1%	1%	2%	1%	1%
	n=1,853	n=733	n=662	n=691	n=759
Q62. Do you have health insurance through your parents? [Base: Under age 32 and currently insured]					
Yes	30%	26%	27%	31%	34%
No	68%	70%	68%	66%	66%
Don't know (vol.)	2%	2%	3%	3%	--
Refused (vol.)	1%	2%	2%	--	1%
	n=301	n=120	n=114	n=84	n=117
Q63. Thinking about your health insurance coverage over the past 12 months, would you say that you had health insurance...					
Six months or less	5%	7%	10%	8%	6%
More than six months but less than 12 months	9%	8%	6%	11%	6%
All 12 months	75%	76%	65%	66%	81%
Did not have health insurance at all	9%	6%	16%	13%	6%
Don't know (vol.)	2%	2%	2%	2%	*
Refused (vol.)	*	2%	2%	1%	1%
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q63a. Since you turned 18 years old, was there ever a time when you were not covered by health insurance for six months or more? [Base: Covered by health insurance at least 6 months out of the past 12 months]					
Yes	40%	34%	47%	46%	49%
No	55%	59%	47%	49%	48%
Don't know	5%	6%	5%	4%	3%
Prefer not to say	1%	1%	2%	1%	1%
	n=1,840	n=728	n=649	n=692	n=744
Q63b. Have you ever been a patient in a hospital overnight or longer?					
Yes	68%	66%	69%	72%	74%
No	31%	32%	29%	28%	25%
Don't know	1%	1%	*	*	*
Prefer not to say	1%	1%	1%	*	*
	N=2,062	N=802	N=808	N=819	N=826
Q63c/63d. Were you a patient in a hospital overnight or longer...? (READ LIST) [Base: Have been a patient in a hospital overnight or longer]					
Less than a year ago	9%	10%	12%	13%	10%
One to five years ago	35%	37%	36%	36%	35%
Six or more years ago	34%	31%	30%	32%	31%
Don't know (vol.)	1%	*	1%	2%	*
Refused (vol.)	*	1%	*	1%	*
	n=1,465	n=554	n=597	n=621	n=641
Q64. Are you, yourself, now receiving regular medical treatment or making regular doctor visits for any chronic health problem--such as asthma, high blood pressure or cancer, or not?					
Yes	38%	36%	36%	40%	41%
No	60%	60%	62%	58%	57%
Don't know (vol.)	1%	2%	1%	*	*
Refused (vol.)	1%	2%	1%	1%	1%
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q65. In the last 12 months, how many times did you go to a doctor's office, clinic or hospital to get health care for yourself (IF PARENT: or for your child/children), not including a dentist? Would you say you went once or twice, three to five times, more than five times, or have you not gone to a doctor's office, clinic or hospital in the past 12 months?					
Never	14%	12%	16%	17%	11%
Once or twice	34%	32%	30%	32%	33%
Three to five times	27%	30%	26%	27%	28%
More than five times	23%	24%	25%	22%	27%
Don't know (vol.)	1%	1%	2%	2%	1%
Refused (vol.)	1%	1%	1%	*	1%
	N=2,062	N=802	N=808	N=819	N=826
Q66-67. No question					
Q68. What is the last grade of school you completed? Stop me when you hear the correct choice.					
Less than high school graduate or GED	10%	13%	16%	11%	7%
High school graduate or GED	29%	26%	26%	30%	29%
Some college but no degree	18%	15%	19%	19%	16%
Technical school/other	5%	4%	5%	4%	5%
Graduated from a two-year college (Associate's degree)	8%	8%	8%	9%	8%
Graduated from a four-year college (Bachelor's degree)	19%	20%	17%	17%	21%
Graduate school or more	11%	14%	9%	9%	12%
Other (vol.)	*	*	*	1%	*
Refused (vol.)	1%	1%	1%	1%	1%
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q69. Currently, are you yourself employed full time, part-time, self-employed, or not employed?					
Full-time	38%	42%	38%	33%	41%
Part-time	10%	10%	10%	11%	12%
Self-employed	7%	6%	9%	9%	8%
Not employed/self-employed (vol.)	45%	41%	43%	46%	38%
Refused (vol.)	1%	1%	1%	2%	1%
	N=2,062	N=802	N=808	N=819	N=826
Q70. Are you...? [Base: Not employed]					
Retired	44%	47%	35%	54%	51%
Temporarily unemployed	14%	12%	14%	14%	13%
A homemaker	20%	18%	22%	13%	16%
Disabled/handicapped (vol.)	14%	12%	16%	13%	17%
A student	5%	10%	11%	5%	2%
Other (vol.)	2%	1%	2%	1%	2%
Don't know (vol.)	*	--	--	*	*
Refused (vol.)	*	*	--	*	--
	n=943	n=330	n=351	n=386	n=327
Q71/72. I am going to read some ranges of income. Stop me when I get to the range that best describes your total annual household income from all sources, before taxes.					
Less than \$30,000	30%	29%	32%	33%	25%
\$30,000 but less than \$40,000	12%	11%	15%	12%	10%
\$40,000 but less than \$50,000	10%	5%	9%	8%	11%
\$50,000 but less than \$75,000	17%	16%	15%	19%	17%
\$75,000 but less than \$100,000	11%	13%	10%	9%	14%
\$100,000 and over	14%	18%	12%	12%	16%
Don't know (vol.)	2%	2%	2%	2%	1%
Refused (vol.)	4%	6%	5%	4%	6%
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q73. Are you of Hispanic origin or background?					
Yes	14%	17%	34%	22%	2%
No	85%	81%	65%	77%	97%
Don't know (vol.)	*	*	*	1%	--
Refused (vol.)	1%	2%	1%	1%	1%
	N=2,062	N=802	N=808	N=819	N=826
Q74. Would you consider yourself to be White, Black or of some other race?					
White	73%	64%	68%	72%	94%
Black or African-American	12%	16%	13%	15%	1%
Asian/Oriental/Chinese/Japanese	5%	7%	3%	2%	1%
Native American/American Indian/ Alaska Native	1%	*	1%	1%	1%
Native Hawaiian and other Pacific Islander	*	*	*	1%	1%
Mixed	4%	3%	3%	4%	2%
Hispanic/Latino	2%	5%	10%	2%	*
Other	1%	2%	--	1%	*
Refused (vol.)	2%	3%	2%	3%	2%
	N=2,062	N=802	N=808	N=819	N=826
Q75. Generally speaking, do you usually think of yourself as ...?					
A Democrat	33%	39%	27%	34%	22%
An independent	34%	29%	33%	29%	48%
A Republican	21%	20%	27%	24%	21%
Libertarian	*	*	*	*	*
Other (vol.)	*	1%	1%	*	1%
No affiliation/Don't know	1%	1%	1%	1%	1%
Don't know (vol.)	5%	5%	7%	6%	3%
Refused (vol.)	5%	5%	5%	6%	5%
	N=2,062	N=802	N=808	N=819	N=826

	National N=2,062	New York N=802	Texas N=808	Florida N=819	New Hampshire N=826
Q76. Do you work or have you ever worked in the health care or health insurance industry?					
Yes	18%	15%	19%	19%	21%
No	82%	83%	80%	79%	78%
Don't know (vol.)	*	*	1%	*	*
Refused (vol.)	1%	1%	*	1%	1%
	N=2,062	N=802	N=808	N=819	N=826
Q77. Gender					
Male	48%	47%	48%	47%	49%
Female	52%	53%	52%	53%	52%
	N=2,062	N=802	N=808	N=819	N=826

METHODOLOGY

SUMMARY

The findings in “Still Searching” are based on a nationally representative survey of 2,062 adults (ages 18+) and a set of representative surveys in four states: one survey of 802 adults in New York, one of 808 adults in Texas, one of 819 adults in Florida and one of 826 adults in New Hampshire. Interviews were conducted from July 29 through September 1, 2016, for each of the states and for the national survey, which included the 50 states and the District of Columbia. Each survey was conducted by telephone, including cell phones, and online. Respondents had the option to complete the survey in English or Spanish.

The surveys were designed by Public Agenda and fielded by Social Science Research Solutions Inc. (SSRS). The reports based on these surveys can be found at <http://www.publicagenda.org/pages/still-searching>.

Public Agenda also conducted two pre-survey focus groups with demographically diverse groups of adults (ages 18+).

This work was funded through grants to Public Agenda from the Robert Wood Johnson Foundation and the New York State Health Foundation. It follows up on a national survey by Public Agenda—fielded in 2014 and published in 2015—that was funded by the Robert Wood Johnson Foundation. The methodology of this survey is similar to that of the previous survey to ensure comparability of results over time and to minimize the possibility that any stability or change in findings over time could be attributed to methodological differences. The methodology differs only in that, in this survey, 39 percent of interviews were completed through probability-based phone sampling and the remainder were completed through a nonprobability-based, opt-in web panel. In the survey published in 2015, 33 percent of interviews were completed through probability-based phone sampling and the remainder through a nonprobability-based, opt-in web panel. This survey asks most of the same questions that were asked in the previous one, as well as several new questions. Complete methodology, full question wordings, topline findings and sample characteristics for our first study can be found at <http://www.publicagenda.org/pages/how-much-will-it-cost>.

THE SURVEY

This study used a multi-modal design. Data were collected via telephone interviews, including cell phone interviews, and online. A total of 2,062 interviews were completed for the national survey with U.S. adults (ages 18+), of which 1,260 were conducted by web and 802 were completed by phone. For the state surveys, the breakdown was as follows:

- In New York, a total of 802 interviews were completed with adults (ages 18+), of which 481 were conducted by web and 321 were completed by phone.
- In Texas, a total of 808 interviews were completed with adults, of which 486 were conducted by web and 322 were completed by phone.
- In Florida, a total of 819 interviews were completed with adults, of which 497 were conducted by web and 322 were completed by phone.
- In New Hampshire, a total of 826 interviews were completed with adults, of which 505 were conducted by web and 321 were completed by phone.

Phone sample

To collect data by telephone, this survey used an overlapping RDD (random digit dialing) dual-frame (landline and cell phone) design. The RDD landline sample was generated by SSRS's sister company, Marketing Systems Group (MSG), no more than five business days before the commencement of data collection; this provided the most up-to-date sample possible by maximizing the number of valid telephone extensions. The RDD sample was prepared using MSG's proprietary GENESYS IDplus procedure, which not only limits sample to non-zero banks, but also identifies and eliminates approximately 90 percent of all nonworking and business numbers and ported cell phones.

About half the interviews for each of the surveys in this study were completed with respondents reached by cell phone. As with the landline sample, MSG generated a list of cell phone telephone numbers in a random fashion. Nonworking numbers were removed using MSG's CellWINS procedure. The national survey covered the 50 states and the District of Columbia.

Web sample

To collect data online, this survey was administered through a nonprobability-based, opt-in web panel including residents of the 50 states and the District of Columbia and provided to SSRS by ResearchNow. All web respondents were asked to complete the entire survey immediately after completing the eligibility screening questions.

Fielding

The survey was designed to be compatible with web and telephone interviews. Respondents to either could refuse to answer any question. Questions that allowed the telephone respondent to volunteer "don't know" as a response included "don't know" as an explicit response category in the web version.

Before the field period, the survey was programmed using CfMC computer-assisted telephone interviewing (CATI) software. The software was used to produce both a web and CATI version of the survey. SSRS and members of Public Agenda’s research team checked the programs extensively to ensure skip patterns followed the design of the questionnaire. In addition, both the phone and web versions of the questionnaire were translated into Spanish.

The fielding began with a slow rollout of the survey. First-night interviews were completed with 28 respondents. A Public Agenda staff member, along with SSRS project managers, reviewed a set of recorded interviews from the first night of fielding. Following the review, the wording of a few questions was modified slightly.

The field period for this survey was July 29 through September 1, 2016. Telephone interviewers received both written materials on the survey and formal training. These included detailed explanations of why questions were being asked, the meanings and pronunciations of key terms, and pointers on potential obstacles to be overcome in getting good answers to questions and respondent problems that could be anticipated, as well as strategies for addressing the potential problems.

Within each landline household, a single respondent was selected through the following selection process: first, interviewers asked to speak with the youngest adult male/female at home. The term “male” appeared first for a randomly selected half of the cases and “female” for the other random half. If no males/females were at home during that time, interviewers asked to speak with the youngest female/male at home. Since cell phones were treated as individual devices and the interview might take place outside the respondent’s home, each cell phone interview was conducted with the person answering the phone.

To maximize survey response, the following procedures were enacted:

- Six follow-up attempts were made on average to contact nonresponsive numbers.
- Each nonresponsive number was contacted multiple times, with a programmed differential call rule used to vary the times of day and the days of the week of the callbacks.
- Respondents were allowed to set the schedule for callbacks.
- Specially trained interviewers contacted households where the initial calls resulted in refusal to attempt to convert the refusals into completed interviews.
- Respondents could choose to be interviewed in English or Spanish.

The telephone response rate for the national survey was calculated to be 12.8 percent using the American Association for Public Opinion Research Response Rate Three (RR3) formula and did not differ between landline and cell phone interviews. For the state surveys, the telephone response rates were calculated to be the following using the same formula: 12.1 percent for Florida, 10.0 percent for New Hampshire, 10.4 percent for New York and 14.4 percent for Texas.

Invitations to complete the web survey for both the national and state surveys were sent directly to potential respondents by the web panel company. In addition, reminder invites were sent to nonresponders to the web survey after a two-day period of nonparticipation. Of the 18,120 people on the panel who were invited to participate in the survey, we attained for the national survey 1,260 completes and 9 terminates, which meant 7 percent of people who were invited actually responded. For the state surveys, we had the following:

- In New York, 6,590 were invited to participate in the survey. We attained 481 completes and 10 terminates, meaning 7.5 percent of people who were invited actually responded.
- In Texas, 7,890 were invited. We attained 486 completes and 14 terminates, meaning 6.3 percent responded.
- In Florida, 6,800 were invited. We attained 497 completes and 6 terminates, meaning 7.4 percent responded.
- In New Hampshire, 3,260 were invited. We attained 505 completes and 2 terminates, meaning 15.6 percent responded.

Weighting

The final data for each of the surveys were weighted to correct for variance in the likelihood of selection for a given case and to balance the sample to known population parameters to correct for systematic under- or overrepresentation of meaningful social categories.

The weighting procedure involved the following steps:

First, a base weight was calculated for the telephone sample to correct (a) for the fact that, in an overlapping dual-frame design, respondents whose households answer both landlines and cell phones have a higher likelihood of inclusion than those in cell phone-only or landline-only households and (b) for the fact that respondents in households with just one qualifying adult are more likely to be included than those in households with more than one qualifying adult. In the case of (a), dual-frame households were assigned a weight equal to half the weight assigned to single-mode households. In the case of (b), landline cases from households with a single qualifying adult received a weight of 1, and those with two or more qualifying adults received a weight of 2; in households for which no information was available about the number of adults, respondents were assigned the mean weight; and cell phone respondents received a weight of 1, as there was no within-household selection on the cell phones.

Second, the telephone sample was weighted to census population targets utilizing “raking”—that is, the iterative proportional fitting (IPF) process. Parameter estimates for the national adult population and the adult population in each surveyed state were drawn from the U.S. Census Bureau’s 2014 American Community Survey (ACS). For the national survey, data were balanced to resemble the population distribution for adults nationally along the following parameters: gender by region, gender by age, education, ethnicity and phone status (that is, cell phone only, not cell phone only).⁵² For the state surveys, data were balanced to resemble the population distribution for adults within each state along the following parameters: gender by age, education, ethnicity and phone status.

Third, to combine the online sample with the telephone sample, a propensity weight was created that modeled the online sample against the telephone survey. The propensity model included the following matching variables: gender, ethnicity, age, education, insurance status, political ideology, region, employment status, income and having ever worked in the health care industry. To reduce variance, this procedure included converting the continuous propensity weight into a five-class weight. The final base weight for the online sample was calculated by multiplying the propensity weight by the regular base weight (derived from the telephone sample).

Fourth, post-stratification weighting was conducted on the entire sample with final base weight applied. Data were “raked” using the IPF process to resemble the population distribution for adults along the following parameters: gender, age, education, ethnicity and phone status. Parameter estimates for the adult population both nationally and in each of the four states were drawn from the 2014 ACS.

The design effect for the national survey was 1.44, and the weight-adjusted margin of sampling error was +/-2.6 percentage points at the 95 percent confidence level. For the state surveys, the design effect and the weight-adjusted margin of sampling error were as follows:

- 1.43 and +/-4.1 percentage points for New York
- 1.45 and +/-4.2 percentage points for Texas
- 1.52 and +/-4.2 percentage points for Florida
- 1.30 and +/-3.9 percentage points for New Hampshire

As in all surveys, question order effects and other nonsampling sources of error could affect the results. Steps were taken to minimize these issues, including pretesting the survey instrument and randomizing order within question wordings as well as the order in which questions were asked.

PRE-SURVEY FOCUS GROUPS

Before developing the state survey instruments, we conducted two focus groups with demographically diverse participants, one in May 2016 in Dallas, Texas, and the other in June 2016 in Manchester, New Hampshire. These states were chosen for their approaches to providing health care price information, discussed in more detail in the introduction to this report. In total, 21 people participated in these focus groups.

More information about this study can be obtained at <http://www.publicagenda.org/pages/still-searching> or by emailing research@publicagenda.org.