

Health Insurance Choice Support Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about your most recent attempt to review or compare health insurance in the past three months. You may answer even if you did not make a choice. All questions are optional. Do not include policy numbers, medical details or financial records. This is feedback about information support, not an insurance application or recommendation.

1. Where are you in reviewing or comparing health insurance?

- ☐ I have not started
- ☐ I looked for information but paused
- ☐ I am comparing options
- ☐ I made a choice after comparing
- ☐ I kept my current arrangement without comparing
- ☐ I did not have a choice to make
- ☐ Prefer not to answer

2. How easy was it to find information relevant to your situation?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor difficult
- ☐ Somewhat difficult
- ☐ Very difficult
- ☐ I did not look for information
- ☐ Prefer not to answer

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3. Which part was hardest to compare?

- ☐ Regular payments
- ☐ What I might pay when using care
- ☐ Services included or excluded
- ☐ Which care providers I could use
- ☐ How to get questions answered
- ☐ The steps needed to enroll or change
- ☐ Nothing was difficult to compare
- ☐ I did not compare options
- ☐ Another part
- ☐ Prefer not to answer

4. What was your main source of help during that review?

- ☐ Official plan or insurer information
- ☐ An independent advice service
- ☐ An employer or benefits team
- ☐ Family or friends
- ☐ Online search or comparison material
- ☐ Another source
- ☐ I did not use help
- ☐ Prefer not to answer

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5. What most limited your ability to continue comparing?

- ☐ Unfamiliar terms
- ☐ Too much information
- ☐ Too little relevant information
- ☐ Lack of time
- ☐ Difficulty accessing the information format
- ☐ No available person to ask
- ☐ I did not need to continue
- ☐ Nothing limited me
- ☐ Another reason
- ☐ Prefer not to answer

6. Which kind of support would be most useful next?

- ☐ A plain-language explanation of terms
- ☐ A side-by-side explanation of comparable features
- ☐ A conversation with a qualified support person
- ☐ Instructions for the next administrative step
- ☐ Accessible or translated information
- ☐ No further support
- ☐ Not sure
- ☐ Another kind of support
- ☐ Prefer not to answer

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7. What question would you want an information service to explain more clearly?
