

# Healthcare Expenses 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 interaction about the cost of care in the past three months. Every question is optional. Do not include diagnoses, account numbers, bill amounts, payment details or personal identifiers. Use the organization's direct billing or care contact for help with your own situation.

## 1. What was the main purpose of that interaction?

- ☐ Ask about expected costs before care
- ☐ Understand a bill after care
- ☐ Ask what a cost estimate included
- ☐ Find the right billing contact
- ☐ Ask about available support information
- ☐ Another purpose
- ☐ No interaction in the past three months

## 2. At the time you needed it, how easy was it to find cost information?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither easy nor difficult
- ☐ Somewhat easy
- ☐ Very easy
- ☐ I did not look for information
- ☐ Not applicable

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## 3. How clear was the explanation of what the information did and did not cover?

- ☐ Very unclear
- ☐ Somewhat unclear
- ☐ Neither clear nor unclear
- ☐ Somewhat clear
- ☐ Very clear
- ☐ No explanation was given
- ☐ Not applicable

## 4. How easy was it to find someone who could address your cost question?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither easy nor difficult
- ☐ Somewhat easy
- ☐ Very easy
- ☐ I did not try
- ☐ Not applicable

## 5. After the interaction, how clear was your next step?

- ☐ Very unclear
- ☐ Somewhat unclear
- ☐ Neither clear nor unclear
- ☐ Somewhat clear
- ☐ Very clear
- ☐ No next step was needed
- ☐ Not applicable

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## 6. What would have been most useful during that interaction?

- ☐ A plain-language explanation
- ☐ A written summary
- ☐ A clear contact for follow-up
- ☐ Information earlier in the process
- ☐ Language or format support
- ☐ Something else
- ☐ Nothing more was needed
- ☐ Not sure

## 7. What is one change that would make cost information easier to understand?

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