**APPENDIX**

**Table A1. Covariates balance-checking results after propensity score matching.**

| | Respondents randomly assigned to the mixed-mode design group who chose web and assigned to the telephone-only design group with high propensity for web | | | | Respondents randomly assigned to the mixed-mode design group who chose telephone and assigned to the telephone-only design group with high propensity for telephone | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | Standardized Mean Difference (SMD) | | Chi-square tests / t-tests & significance | | Standardized Mean Difference (SMD) | | Chi-square tests / t-tests & significance | |
| | Before matching | After matching | Before matching | After matching | Before matching | After matching | Before matching | After matching |
| Age[#] | 0.11 | 0.09 | 2.71** | 1.50 | 0.09 | 0.05 | 1.49 | 0.40 |
| Relationship to SP | 0.18 | 0.12 | 9.07 | 3.56 | 0.27 | 0.05 | 25.23*** | 0.4316 |
| SP Vital Status | 0.06 | 0.04 | 0.91 | 0.47 | 0.07 | 0.05 | 1.82 | 0.4801 |
| Gender | 0.004 | 0.05 | 0.00 | 0.77 | 0.12 | 0.05 | 4.41* | 0.4256 |
| Education | 0.31 | 0.12 | 32.60*** | 3.97 | 0.22 | 0.12 | 11.13* | 3.2517 |
| Marital Status | 0.13 | 0.10 | 4.53 | 2.68 | 0.23 | 0.11 | 11.23* | 2.6964 |
| Whether have children under 18 | 0.08 | 0.10 | 2.60 | 2.41 | 0.11 | 0.00 | 0.62 | 0.0000 |
| Race / ethnicity | 0.26 | 0.17 | 21.46*** | 7.34 | 0.31 | 0.24 | 23.84*** | 11.73* |
| Address info available | 0.35 | 0.04 | 33.87*** | 0.37 | 0.17 | 0.01 | 10.27** | 0.0085 |
| Phone info available | 0.07 | 0.07 | 1.52 | 1.24 | 0.06 | 0.03 | 1.51 | 0.2545 |
| Email info available | 0.22 | 0.06 | 16.31*** | 0.98 | 0.52 | 0.12 | 69.56*** | 2.9495 |
| Metro status | 0.02 | 0.00 | 0.16 | 0.00 | 0.06 | 0.01 | 1.02 | 0.0286 |
| Whether living with SP | 0.03 | 0.05 | 0.53 | 0.78 | 0.06 | 0.07 | 1.39 | 0.9665 |
| Household size[#] | 0.01 | 0.04 | 0.20 | 0.72 | 0.06 | 0.04 | 1.02 | 0.61 |
| n | 1497 | 1056 | 1497 | 1056 | 1383 | 836 | 1383 | 836 |

Note. [#] t-test and significance are provided and the remaining numbers provided in the table are based on chi-square tests. * $p < 0.05$; ** $p < 0.01$; *** $p < 0.001$.

**Table A2. Respondent characteristics for unmatched NSOC sample and matched samples.**

| Mean / % | NSOC sample (unmatched)[#] | | | | Matched sample between web vs. phone | Matched sample between those who choose phone vs. those who were assigned to phone-only design |
|---|---|---|---|---|---|---|
| | Overall | Telephone-only | Mixed-mode phone | Mixed-mode web | | |
| Age | 61.7 | 62.0 | 64.1 | 59.4 | 62.3 | 64.9 |
| Relationship to care recipient | | | | | | |
|     Spouse | 19.4 | 19.4 | 22.9 | 16.6 | 16.5 | 22.0 |
|     Children | 54.3 | 54.8 | 43.6 | 61.6 | 66.7 | 51.2 |
|     Grandchildren, Nieces/Nephews | 11.7 | 11.9 | 9.7 | 12.8 | 10.7 | 9.0 |
|     Other relatives | 4.6 | 5.5 | 6.3 | 2.0 | 2.4 | 6.0 |
|     Other non-relatives | 10.0 | 8.4 | 17.5 | 7.0 | 3.8 | 11.8 |
| Care recipient deceased | 15.0 | 16.7 | 13.8 | 13.1 | 15.2 | 14.2 |
| Gender: Female | 64.6 | 65.9 | 59.2 | 66.7 | 70.7 | 65.0 |
| Education | | | | | | |
|     Below high school | 6.8 | 7.9 | 9.9 | 2.7 | 3.0 | 9.7 |
|     High school | 22.0 | 24.1 | 24.6 | 16.4 | 18.0 | 29.6 |
|     Below college | 52.9 | 50.7 | 47.9 | 60.5 | 58.8 | 48.0 |
|     College or above | 15.4 | 14.9 | 13.4 | 17.9 | 19.6 | 12.4 |
|     Missing | 2.9 | 24.8 | 4.2 | 2.6 | 0.6 | 0.4 |
| Marital Status | | | | | | |
|     Married | 58.4 | 59.3 | 50.4 | 6.3 | 63.3 | 52.2 |
|     Living with a partner | 5.6 | 583 | 6.3 | 4.7 | 3.5 | 4.1 |
|     Separated | 1.6 | 16.9 | 17.5 | 14.2 | 2.3 | 3.4 |
|     Divorced | 10.3 | 90.8 | 11.4 | 11.3 | 10.7 | 11.8 |
|     Widowed | 9.1 | 91.5 | 12.3 | 6.7 | 7.6 | 12.3 |
|     Never married | 13.0 | 13.2 | 13.8 | 11.9 | 12.7 | 16.3 |
|     Missing | 2.1 | 17.5 | 4.1 | 1.0 | 0.0 | 0.0 |
| Whether have children under 18 | 12.5 | 11.4 | 10.7 | 15.9 | 11.4 | 11.7 |
| Race / ethnicity | | | | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| White, non-Hispanic | 70.4 | 68.3 | 65.6 | 77.4 | 70.9 | 54.6 |
| Black, non-Hispanic | 11.6 | 11.5 | 15.6 | 84.9 | 19.6 | 32.5 |
| Other race/ethnicity | 3.4 | 2.1 | 3.3 | 5.7 | 2.4 | 1.8 |
| Hispanic | 10.6 | 14.7 | 8.9 | 5.2 | 5.9 | 8.4 |
| More than two | 0.1 | 0.2 | 0.3 | 0.0 | 0.0 | 0.0 |
| Don't know / refusal | 3.9 | 3.2 | 0.6 | 3.1 | 1.2 | 2.8 |
| Address info available | 88.6 | 86.9 | 81.2 | 96.9 | 97.6 | 83.1 |
| Phone info available | 94.8 | 96.0 | 93.6 | 93.8 | 96.1 | 95.6 |
| Email info available | 38.9 | 40.9 | 19.0 | 50.7 | 56.1 | 23.3 |
| Live in metropolitan area | 80.0 | 81.5 | 79.7 | 77.7 | 79.6 | 78.7 |
| Whether living with SP | 37.5 | 38.2 | 36.8 | 37.0 | 39.2 | 41.4 |
| Household size | 2.4 | 2.4 | 2.2 | 2.5 | 2.46 | 2.35 |
| n | 1,938 | 942 | 441 | 555 | 1,056 | 836 |

[#]Means or percentages for NSOC sample are all weighted, while unweighted for matched sample.

**Table A3. Evaluation of randomization of NSOC experimental design**

| | Mixed-mode (%/mean) | Phone-only (%/mean) | Chi-square / t | Cramer's V / Cohen's D |
|---|---|---|---|---|
| Caregiver gender: Male | 38.0 | 34.3 | 4.62 | 0.038 |
| Caregiver relationship to SP | | | 5.96 | 0.043 |
|     Spouse / partners | 19.3 | 19.9 | | |
|     Children | 53.4 | 55.2 | | |
|     Other relatives | 16.2 | 16.3 | | |
|     Non-relatives | 11.2 | 8.6 | | |
| SP age | 82.9 | 83.2 | 0.72 | 0.046 |
| SP gender: Male | 31.2 | 34.4 | 3.70 | 0.034 |
| SP Education | | | 12.14 | 0.062 |
|     Below high school | 22.7 | 24.0 | | |
|     High school | 30.1 | 24.6 | | |
|     Above high school | 47.1 | 51.3 | | |
| SP race/ethnicity | | | 11.51 | 0.060 |
|     Non-Hispanic White | 74.5 | 71.6 | | |
|     Non-Hispanic Black | 12.7 | 12.3 | | |
|     Hispanic | 8.8 | 12.6 | | |
|     Other | 3.9 | 3.5 | | |
| Caregiver telephone # provided | 84.1 | 86.0 | 2.33 | 0.027 |
| Caregiver mail address provided | 81.0 | 75.8 | 12.88* | 0.063 |
| Caregiver email provided | 32.0 | 33.6 | 0.88 | 0.017 |

Note. NHATS weights were used.

**Table A4. Percentage of items with significant differences in survey estimates and effect size for telephone respondents by whether there was a mode choice**

|  | % | Estimates | |
|---|---|---|---|
|  |  | % items with significant difference[a] | Effect size |
| Overall | - | 0.0 | 0.07 |
| Question types |  |  |  |
|     Objective | 26.5 | 0.0 | 0.07 |
|     Subjective | 73.5 | 0.0 | 0.06 |
| Response scale types |  |  | *** |
|     Binary | 54.7 | 0.0 | 0.05 |
|     Ordinal | 36.8 | 0.0 | 0.09 |
|     Nominal & others | 8.5 | 0.0 | 0.08 |
| Number of response options |  |  | *** |
|     2 (Binary) | 55.6 | 0.0 | 0.05 |
|     3 | 11.2 | 0.0 | 0.07 |
|     4 | 16.1 | 0.0 | 0.08 |
|     5+ | 17.0 | 0.0 | 0.11 |

[a]Based on Benjamini-Hochberg-adjusted chi-square tests. n=223 categorical items.