

**2015 Medicare Supplement Plan Satisfaction
Posted Questionnaire
N=1,001 adults 65+ unless otherwise posted
*- less than .05%**

Screener

S1. Just to confirm, our records indicate that you are currently enrolled in an AARP Medicare Supplement Insurance Plan insured by UnitedHealthcare Insurance Company (IF NY RESIDENT READ IN UnitedHealthcare Insurance Company of New York), correct?

	%
Yes	100
No	-
Don't know/Not sure	-

S2. Are you...

	%
50 to 64	-
65 or older	100
Refused	-

S3. Record:

	%
Male	41
Female	59

Main Questionnaire

Enrollment/Membership Status

1. **How long have you been enrolled in this AARP Medicare Supplement Plan, insured by UnitedHealthcare Insurance Company? Has it been...**

	%
One year or less	2
More than one year but less than three years	17
Three to less than five years	17
Five years or more	62
Don't know/Don't remember	3

Overall Satisfaction with your plan

2. **Overall, would you say you are satisfied or not satisfied with your AARP Medicare Supplement Plan?**

	%
Satisfied	96
Not Satisfied	2
Not sure	2

3. **The next time you have the opportunity to choose a Medicare supplement plan, if you were offered a choice of several plans, including the AARP Medicare Supplement Plan, would you renew your Plan or would you not renew your Plan?**

	%
Would renew	85
Would not renew	3
Not sure	11

4. **Would you recommend your AARP Medicare Supplement Plan to a friend or family member or would you not recommend it?**

	%
Would definitely recommend the plan	93
Would definitely not recommend the plan	4
Not sure	3

5. Have you called a customer service representative for the AARP Medicare Supplement Plan insured by UnitedHealthcare for either of the following reasons?

	Yes	No	Don't Know (VOL)
To ask questions or get information when you were applying for a plan	25	68	7
To ask a question or get information about your current plan	25	73	3

Customer Service

6. Did you call to ask a question or to get information about your current plan within the past 12 months?

Have called customer service N=247	%
Yes	41
No	59

7. Was that because ...

Base: Have called customer service to get information about their current plan but not in past 12 months N=145	
	%
You didn't have any questions or had no reason to call	73
You sought answers to your questions on the AARP Medicare Supplement Plan website	-
The information you received in the mail gave you sufficient information	17
Other	10

8. **Would you say you are satisfied or not satisfied with each of the following? Beginning with...**

Base: Have called customer service in the past 12 months N=102	Satisfied	Not satisfied	Don't Know (Do not read)
Understanding the menu options on the automated telephone system	86	5	9
Reaching a licensed customer service representative	93	6	1

9. **Thinking of your most recent call to Customer Service, would you say you are satisfied or not satisfied with how long it took for your question to be answered or your problem to be resolved? Are you...**

Base: Have called customer service in the past 12 months N=102	%
Satisfied	86
Not Satisfied	13
Not sure	1

10. **Would you say you are satisfied or not satisfied with the courtesy and professionalism of the customer service representative who handled your most recent call?**

Base: Have called customer service in the past 12 months N=102	%
Satisfied	97
Not Satisfied	3
Not sure	-

11. **I am now going to read you several statements about the customer service representative who handled your most recent call. For each one I read, please tell me if you agree or disagree with each statement about the customer service representative. Let's begin with "The representative..."**

Base: Have called customer service in the past 12 months N=102	Agree	Disagree	Don't Know (VOL)
Was genuinely concerned about my needs	92	7	1
Was pleasant	95	5	-
Was able to answer all my questions	90	9	1
Gave me accurate information	94	6	-
Exceeded my expectations	70	24	7

12. **Now thinking of the total experience, please tell me if you agree or disagree with the following statement: "Customer service for the AARP Medicare Supplement Plan insured by UnitedHealthcare Insurance Company is easy to do business with." Do you...**

Base: Have called customer service in the past 12 months N=102	%
Agree	92
Disagree	7
Don't know	1

13. Continuing to think about your total experience with customer service, overall are you satisfied or not satisfied as a result of your most recent contact? Are you...

Base: Have called customer service N=102		%
Satisfied		92
Not Satisfied		7
Not sure		1

Enrollment

14. When you called about applying did you call...? Check as many as apply.

Base: Have called customer sales about applying for a plan N=248		%
1	To request information on Medicare in general in order to make a purchase decision	39
2	To find information on AARP Medicare Supplement Plan options	46
9	Not sure	22

15. When you called [INSERT YES RESPONSE FROM Q14] did you receive the information you needed on the first call?

Base Varies	Yes	No	Don't Know (VOL)
To request information on Medicare or Medicare supplement plans in general, in order to make a purchase decision	88	5	6
To find information on AARP Medicare Supplement Plan options	93	4	3

16. Thinking of when you called about applying, were you satisfied or not satisfied with how long it took to receive the information you requested?

Base: Have called customer sales about applying for a plan N=248		%
Satisfied		92
Not Satisfied		5
Not sure		4

17. Were you satisfied or not satisfied with the courtesy and professionalism of the customer service representative who handled your call?

Base: Have called customer sales about applying for a plan N=248		%
Satisfied		96
Not Satisfied		2
Not sure		3

18. I am now going to read you several statements about the customer service representative who you spoke to. For each one I read, please tell me if you agree or disagree with each statement about the customer service representative. Let's begin with "the customer service representative..."

Base: Have called customer sales about applying for a plan N=248	Agree	Disagree	Don't Know (VOL)
Was genuinely concerned about my needs	94	3	3
Was pleasant	97	2	1
Was able to answer all my questions	94	6	1
Exceeded my expectations	79	15	6
Provided information and support that helped me to feel confident in my AARP Medicare Supplement Plan selection	96	2	1
Provided me with accurate information	97	2	1

Satisfaction With Plan Characteristics

19. Are you satisfied or not satisfied with your AARP Medicare Supplement Plan on each of the following? If you have no experience with something or aren't familiar with it, please let me know that as well. And again, please focus only on your AARP Medicare Supplement Plan. Let's begin with...

		Satisfied	Not satisfied	I am not familiar with this part of my plan	Don't Know (VOL)
1	The benefits and coverage provided	90	3	5	2
2	The amount you pay for a doctor's visit	90	3	4	3
3	The amount you pay for an emergency room visit	61	2	31	6
4	The level of coverage you receive	93	2	3	1
5	The fact that there are no network constraints	76	1	18	5
6	The ability to choose the doctor you want who accepts Medicare patients.	96	1	3	1

20. Which of the following features are you most satisfied with? Is it...

	%
The benefits and coverage provided	14
The amount you pay for each doctor's visit	7
The amount you pay for each emergency room visit	2
The level of coverage you receive	10
The fact that there are no network constraints	7
The ability to choose the doctor you want who accepts Medicare patients.	36
Don't know/No Response	24

21. Did you receive any benefits for covered medical care through your Plan in the past 12 months?

	%
Yes	78
No	17
Don't know/Not sure	5

22. Was a claim filed automatically or by you as the result of medical care received?

Base: Received benefits for covered medical care N=780	%
Yes	87
No	6
Don't know/Not sure	7

23. Overall, are you satisfied or not satisfied with the Plan's claim processing for the medical services received in the past 12 months?

Base: Claimed filed automatically or by respondent N=679	%
Satisfied	98
Not Satisfied	1
Service too recent for payment to have been processed	-
Don't know	1

Demographics

Now just a few more questions for classification purposes

D1. How would you evaluate the general condition of your health compared to others your age? Would you say it is..

	%
Excellent	20
Very good	34
Good	30
Fair	11
Poor	4
Prefer not to answer	2

D2. Including yourself, how many adults 18 or older live in your household?

MEAN	1.5

D3. What is the last grade of school you completed?

	%
Less than high school graduate	7
High school graduate	31
Some college	26
Graduated college	20
Post-college graduate school	13
Other	2
Prefer not to answer	2

D4. Which of the following best describes you? Are you . . .

	%
Working full-time	3
Working part-time	3
Self-employed	4
Unemployed	1
Full-time student	-
Retired	83
Homemaker	3
Other	1
Prefer not to answer	1

D5. Would you please tell me which of the following categories most closely represents your annual household income?

	%
Under \$30,000	27
\$30,000-Less Than \$40,000	13
\$40,000-Less Than \$50,000	9
\$50,000-Less Than \$75,000	12
\$75,000-Less Than \$100,000	6
\$100,000-Less Than \$125,000	3
\$125,000-Less Than \$150,000	2
\$150,000 and over	2
Prefer not to answer	27
Mean	\$51,300
Median	\$47,400

D6. Are you of Spanish, Hispanic, or Latino origin?

	%
Yes	1
No	95
Prefer not to answer	4

D7. What is your race?

	%
White or Caucasian	90
Black or African American	4
Asian	1
American Indian or Alaska Native	1
Native Hawaiian or Other Pacific Islander	-
Other	1
Prefer not to answer	4