

**Medicare Supplement Plan Satisfaction
Posted Questionnaire
N=1,000 adults 65+ unless otherwise posted
* - less than .05%**

Main Questionnaire

Enrollment/Membership Status

When answering the following questions, please think of your own experience with your AARP Medicare Supplement Plan, and not those experiences of other members in your family or your experiences with other policies, including prescription drug coverage. First,

- 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	10
More than one year but less than three years	15
Three to less than five years	13
Five years or more	60
Don't know/Don't remember	2

Overall Satisfaction with your plan

Now,

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

	%
Satisfied	95
Not Satisfied	2
Not sure	3

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	12

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	92
Would definitely not recommend the plan	4
Not sure	4

Customer Service

Thinking now about your call center experience....

5. **Have you called Sales or Customer Service for the AARP Medicare Supplement Plan insured by UnitedHealthcare for any reason during the past 12 months?**

	%
Yes, customer service	11
Yes, sales	1
No, neither	84
Don't know/Not sure	5

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

Base: Have called customer service N=113	Satisfied	Not satisfied	Don't Know
	%	%	%
Understanding the menu options on the automated telephone system	79	13	7
Reaching a customer service representative or licensed insurance sales agent/producer	89	9	2

7. **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 N=113	%
Satisfied	90
Not Satisfied	10
Not sure	-

8. **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 N=113	%
Satisfied	97
Not Satisfied	3
Not sure	1

9. **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 N=113	Agree	Disagree	Don't Know
	%	%	%
Was genuinely concerned about my needs	91	5	3
Was pleasant	97	2	1
Was able to answer all my questions	86	12	2
Gave me accurate information	88	9	3
Exceeded my expectations	71	28	1

10. **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 N=113	%
1	Agree	90
2	Disagree	8
9	Don't know	2

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

	Base: Have called customer service N=113	%
1	Satisfied	89
2	Not Satisfied	9
9	Not sure	2

Now let's focus on any calls you made to the sales department...

12. When you called Sales did you call...? Check as many as apply

Base: Have called customer sales N=10		%
1	To request information on Medicare in general in order to make a purchase decision	29
2	To find information on AARP Medicare Supplement Plan options	71
9	Not sure	7

13. When you called [INSERT YES RESPONSE FROM Q12] did you receive the information you needed on the first call to Sales?

Base: Have called customer sales	Yes	No	Don't Know
	%	%	%
N=3 To request information on Medicare in general in order to make a purchase decision	100	-	-
N=7 To find information on AARP Medicare Supplement Plan options	100	-	-

14. Thinking of your most recent call to Sales, are you satisfied or not satisfied with how long it took to receive the information you requested?

Base: Have called customer sales N=10	%
Satisfied	100
Not Satisfied	-
Not sure	-

15. Are you satisfied or not satisfied with the courtesy and professionalism of the licensed sales agent who handled your most recent call?

Base: Have called customer sales N=10	%
Satisfied	100
Not Satisfied	-
Not sure	-

16. I am now going to read you several statements about the licensed sales agent who handled your most recent call. For each one I read, please tell me if you agree or disagree with each statement about the licensed sales agent. Let's begin with "the sales agent..."

Base: Have called customer sales N=10	Agree	Disagree	Don't Know
	%	%	%
Was genuinely concerned about my needs	86	-	14
Was pleasant	100	-	-
Was able to answer all my questions	100	-	-
Exceeded my expectations	89	-	11
Provided information and support that helped me to feel confident in my AARP Medicare Supplement Plan selection	100	-	-

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

	Base: Have called customer sales N=10	%
1	Agree	100
2	Disagree	-
9	Don't know	-

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

	Base: Have called customer sales N=10	%
1	Satisfied	100
2	Not Satisfied	-
9	Not sure	-

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
	%	%	%	%
The benefits and coverage provided	93	2	3	2
The amount you pay for each doctor's visit	85	3	8	4
The amount you pay for emergency room visit	54	3	35	8
The level of coverage you receive	91	2	4	2
The fact that there are no network constraints	71	1	20	8
The ability to choose the doctor you want who accepts Medicare patients.	95	1	3	1

IF SATISFIED TO MORE THAN ONE ITEM ASK:

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

	%
The benefits and coverage provided	15
The amount you pay for each doctor's visit	5
The amount you pay for each emergency room visit	2
The level of coverage you receive	12
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	22

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

	%
Yes	74
No	19
Don't know/Not sure	7

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

Base: Received benefits for covered medical care N=739	%
Yes	91
No	6
Don't know/Not sure	4

IF YES ASK

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=675	%
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? Would you say it is..

	%
Excellent	13
Very good	32
Good	33
Fair	16
Poor	4
Prefer not to answer	1

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	9
High school graduate	35
Some college	23
Graduated college	17
Post-college graduate school	12
Other	3
Prefer not to answer	2

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

	%
Working full-time	2
Working part-time	4
Self-employed	4
Unemployed	1
Full-time student	-
Retired	83
Homemaker	4
Other	2
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	32
\$30,000-Less Than \$40,000	12
\$40,000-Less Than \$50,000	8
\$50,000-Less Than \$75,000	10
\$75,000-Less Than \$100,000	5
\$100,000-Less Than \$125,000	2
\$125,000-Less Than \$150,000	1
\$150,000 and over	2
Prefer not to answer	27
Mean	\$47,300
Median	\$33,300

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

	%
Yes	3
No	95
Prefer not to answer	2

D7. What is your race?

	%
White or Caucasian	88
Black or African American	3
Asian	*
American Indian or Alaska Native	1
Native Hawaiian or Other Pacific Islander	*
Other (Specify: _____)	3
Prefer not to answer	5

S3. Record:

	%
Male	39
Female	61