

**2021 Medicare Supplement Insurance Plan Satisfaction**  
**Posted Questionnaire**  
**n=1002 adults 65+ unless otherwise noted**  
**\*-less than 0.5%**

**Screener**

**Q101. 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 “of New York”), correct?**

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

**Q102. Are you...**

	%
50 to 64	-
65 or older	100
Refused (VOL)	-

**Q103. Record (Gender):**

	%
Male	44
Female	56

## Main Questionnaire

### Enrollment/Membership Status

**Q201. How long have you been enrolled in this AARP Medicare Supplement Plan, insured by UnitedHealthcare Insurance Company? Has it been...**

	%
One year or less	8
More than one year but less than three years	11
Three to less than five years	14
Five years or more	65
Don't know/Don't remember (VOL)	3

### Overall Satisfaction with Your Plan

**Q202. Now, overall, would you say you are satisfied or not satisfied with your AARP Medicare Supplement Plan?**

	%
Satisfied	94
Not satisfied	4
Not sure (VOL)	2

**Q202A. Now, thinking of your overall satisfaction with your AARP Medicare Supplement Plan, using a rating of 1 to 5, what rating would you give your AARP Medicare Supplement Plan, with 5 being very satisfied and 1 being not satisfied?**

	%
5 Very satisfied	66
4	26
3	7
2	1
1 Not satisfied at all	1

**Q203. 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	83
Would not renew	3
Not sure (VOL)	13

**Q204. 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	90
Would definitely not recommend the plan	6
Not sure (VOL)	5

### Call Center

**Q205. 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 <u>when you were applying for a plan</u>	23	70	8
To ask a question or get information <u>about your current plan</u>	27	70	3

### Customer Service

**Q206. Did you call to ask a question or to get information about your current plan within the past 12 months?**

<b>Base: Have called customer service n=266</b>	%
Yes	53
No	47

**Q207. Was that because...**

<b>Base: Have called customer service to get information about their current plan but not in past 12 months n=125</b>	Yes
	%
You didn't have any questions or had no reason to call	62
You sought answers to your question on the AARP Medicare Supplement Plan website	6
The information you received in the mail gave you sufficient information	19
Other	14

**Q208. Would you say you are satisfied or not satisfied with each of the following? Beginning with...**

<b>Base: Have called customer service in the past 12 months n=142</b>	Satisfied	Not satisfied	Don't know (VOL)
	%	%	%
Understanding the menu option on the automated telephone system	70	20	9
Reaching a licensed customer service representative	87	9	5

**Q209. 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...**

<b>Base: Have called customer service in the past 12 months n=142</b>	%
Satisfied	86
Not satisfied	11
Not sure (VOL)	4

**Q210. 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?**

<b>Base: Have called customer service in the past 12 months n=142</b>	%
Satisfied	94
Not satisfied	4
Not sure (VOL)	2

**Q211.** 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...

<b>Base: Have called customer service in the past 12 months n=142</b>	Agree	Disagree	Don't know (VOL)
	%	%	%
Was genuinely concerned about my needs	88	9	4
Was pleasant	98	1	1
Was able to answer all my questions	90	9	1
Gave me accurate information	92	6	2
Exceeded my expectations	68	28	4

**Q212.** 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...

<b>Base: Have called customer service in the past 12 months n=142</b>	%
Agree	90
Disagree	8
Don't know (VOL)	2

**Q213.** 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...

<b>Base: Have called customer service in the past 12 months n=142</b>	%
Satisfied	88
Not satisfied	11
Not sure (VOL)	1

### Enrollment

**Q214.** When you called about applying did you call...? Check as many as apply.

<b>Base: Have called customer service about applying for a plan n=226</b>	%
To request information on Medicare or Medicare Supplement Plans in general in order to make a purchase decision	46
To find information on AARP Medicare Supplement Plan options	54
Not sure (VOL)	26

**Q215A/B. When you called [INSERT YES RESPONSE FROM Q214] did you receive the information you needed on the first call?**

<b>Base Varies</b>	Yes	No	Don't know (VOL)
	%	%	%
To request information on Medicare or Medicare Supplement Plans in general in order to make a purchase decision (n=103)	89	7	4
To find information on AARP Medicare Supplement Plan options (n=123)	90	7	3

**Q216. Thinking of when you called about applying, were you satisfied or not satisfied with how long it took to receive the information you requested?**

<b>Base: Have called customer sales about applying for a plan n=226</b>	%
Satisfied	90
Not satisfied	4
Not sure (VOL)	5

**Q217. Were you satisfied or not satisfied with the courtesy and professionalism of the customer service representative who handled your call?**

<b>Base: Have called customer service about applying for a plan n=226</b>	%
Satisfied	96
Not satisfied	1
Not sure (VOL)	3

**Q218. 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..."**

<b>Base: Have called customer service about applying for a plan n=226</b>	Agree	Disagree	Don't know (VOL)
	%	%	%
Was genuinely concerned about my needs	91	3	7
Was pleasant	95	*	4
Was able to answer all my questions	90	5	4
Exceeded my expectations	71	20	9
Provided information and support that helped me to feel confident in my AARP Medicare Supplement Plan selection	93	3	4
Provided me with accurate information	91	4	6

Satisfaction with Plan Characteristics

**Q219. 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)
	%	%	%	%
The benefits and coverage provided	90	4	4	2
The amount you pay for a doctor's visit	87	3	6	5
The amount you pay for an emergency room visit	59	2	30	9
The level of coverage you receive	90	4	4	2
The fact that there are no network constraints	81	1	12	6
The ability to choose the doctor you want <b>who accepts Medicare patients</b>	96	1	3	1

**Q220. Which of the following features are you most satisfied with? Is it...**

<b>Base: those who selected 'Don't know' were removed from base n=820</b>	%
The benefits and coverage provided	16
The amount you pay for a doctor's visit	7
The amount you pay for an emergency room visit	1
The level of coverage you receive	15
The fact that there are no network constraints	13
The ability to choose the doctor you want <b>who accepts Medicare patients</b>	49
Don't know/No response (VOL) (removed from base)	18

**Q221. 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 (VOL)	5

**Q222A. Was a claim filed automatically or by you as the result of medical care received?**

<b>Base: Received benefits for covered medical care n=784</b>	<b>%</b>
Yes	91
No	6
Don't know/Not sure (VOL)	4

**Q222B. Overall, are you satisfied or not satisfied with the Plan's claim processing for the medical services received in the past 12 months?**

<b>Base: Claim filed automatically or by respondent n=710</b>	<b>%</b>
Satisfied	96
Not satisfied	2
Service too recent for payment to have been processed (VOL)	1
Don't know (VOL)	2



## Demographics

Now just a few more questions for classification purposes.

**Q301. How would you evaluate the general condition of your health compared to others your age? Would you say it is...**

	%
Excellent	14
Very good	32
Good	32
Fair	17
Poor	4
Prefer not to answer (VOL)	2

**Q302. Including yourself, how many adults 18 or older live in your household?**

Mean	1.6
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**Q303. What is the last grade of school you completed?**

	%
Less than high school graduate	2
High school graduate	24
Some college	23
Graduated college	25
Post-college graduate school	21
Other	4
Prefer not to answer (VOL)	1

**Q304. Which of the following best describes you? Are you...**

	%
Working full-time	3
Working part-time	4
Self-employed	4
Unemployed	1
Full-time student	0
Retired	83
Homemaker	3
Other	2
Prefer not to answer (VOL)	1

**Q305. Would you please tell me which of the following categories most closely represents your annual household income?**

	%
Under \$30,000	14
\$30,000-less than \$40,000	13
\$40,000-less than \$50,000	11
\$50,000-less than \$75,000	14
\$75,000-less than \$100,000	10
\$100,000-less than \$125,000	5
\$125,000-less than \$150,000	3
\$150,000 and over	6
Prefer not to answer (VOL)	25

**Q306. Are you of Spanish, Hispanic, or Latino origin?**

	%
Yes	3
No	94
Prefer not to answer (VOL)	3

**Q304B. What is your race?**

	%
White or Caucasian	88
Black or African American	4
Asian	1
American Indian or Alaska Native	*
Native Hawaiian or Other Pacific Islander	*
Other	3
Prefer not to answer (VOL)	5