

AS PART OF OUR EFFORTS TO EVALUATE AND TO IMPROVE OUR EMPLOYEE BENEFITS, WE NEED YOUR INPUT ON MEDICAL PROGRAM (Please check the response which most closely conforms to your opinion.)

1. The Preferred Provider Physicians are competent.
a. Strongly Agree___ b. Agree___ c. No Opinion___ d. Disagree___
e. Strongly Disagree___

2. The Preferred Provider Physicians are available for appointments.
a. Strongly Agree___ b. Agree___ c. No Opinion___ d. Disagree ___
e. Strongly Disagree___

3. Laboratory Services are done in an efficient manner.
a. Strongly Agree___ b. Agree___ c. No Opinion___ d. Disagree___
e. Strongly Disagree___

4. Getting Prescriptions filled at the pharmacy is not a problem.
a. Strongly Agree___ b. Agree___ c. No Opinion___ d. Disagree___
e. Strongly Disagree___

5. Getting Prescriptions through the mail order service is not a problem.
a. Strongly Agree___ b. Agree___ c. No Opinion___ d. Disagree___
e. Strongly Disagree___

6. The Member Services 800 Number is easy to get through.
a. Strongly Agree___ b. Agree___ c. No Opinion___ d. Disagree___
e. Strongly Disagree___

7. The Member Services 800 Number Staff is courteous and knowledgeable.
a. Strongly Agree___ b. Agree___ c. No Opinion___ d. Disagree___
e. Strongly Disagree___

8. Claims are processed within the Preferred Provider network in an efficient manner.
a. Strongly Agree___ b. Agree___ c. No Opinion___ d. Disagree___
e. Strongly Disagree___

9. When I submit claims from a Nonpreferred Provider they are processed accurately and in a reasonable amount of time.
a. Strongly Agree___ b. Agree___ c. No Opinion___ d. Disagree___
e. Strongly Disagree___

10. Overall, how would you rate our medical program.
a. Excellent___ b. Good___ c. Average___ d. Poor___ e. Very Poor___

Please use the space below or the other side to elaborate on any of the above statements or to address issues not covered in this survey.