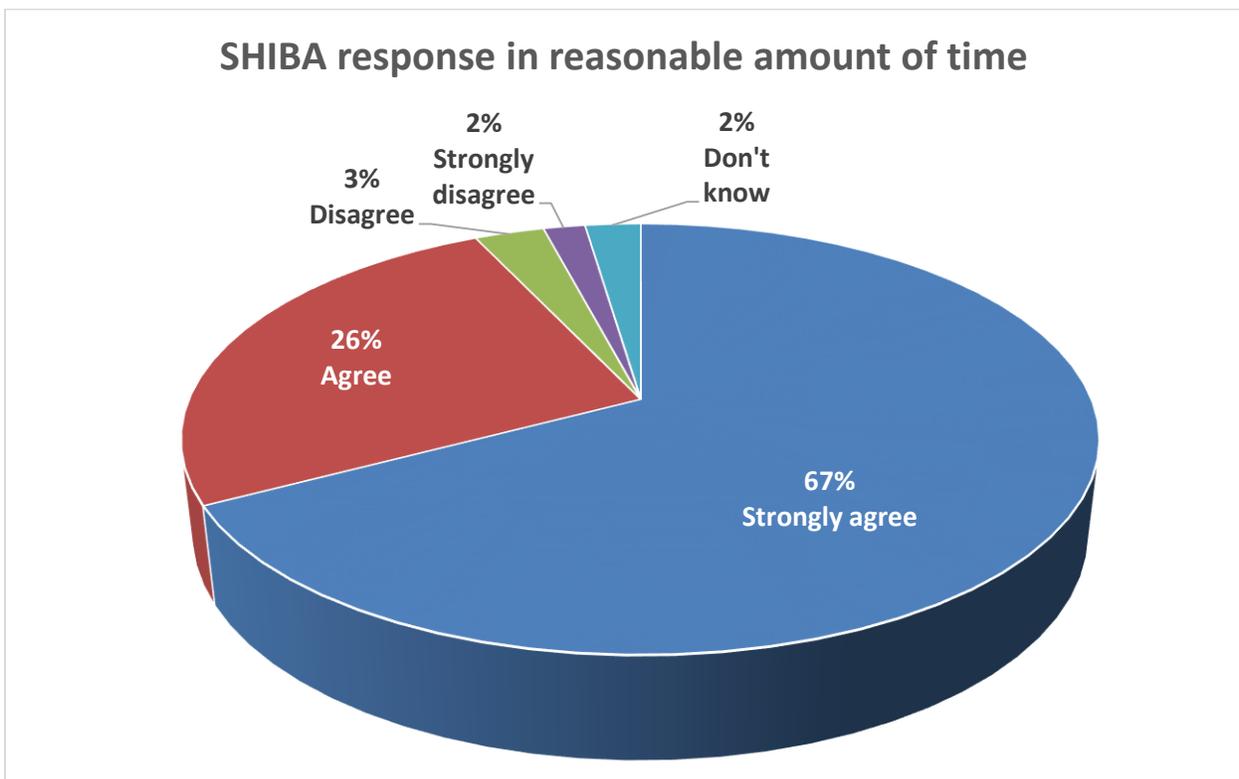
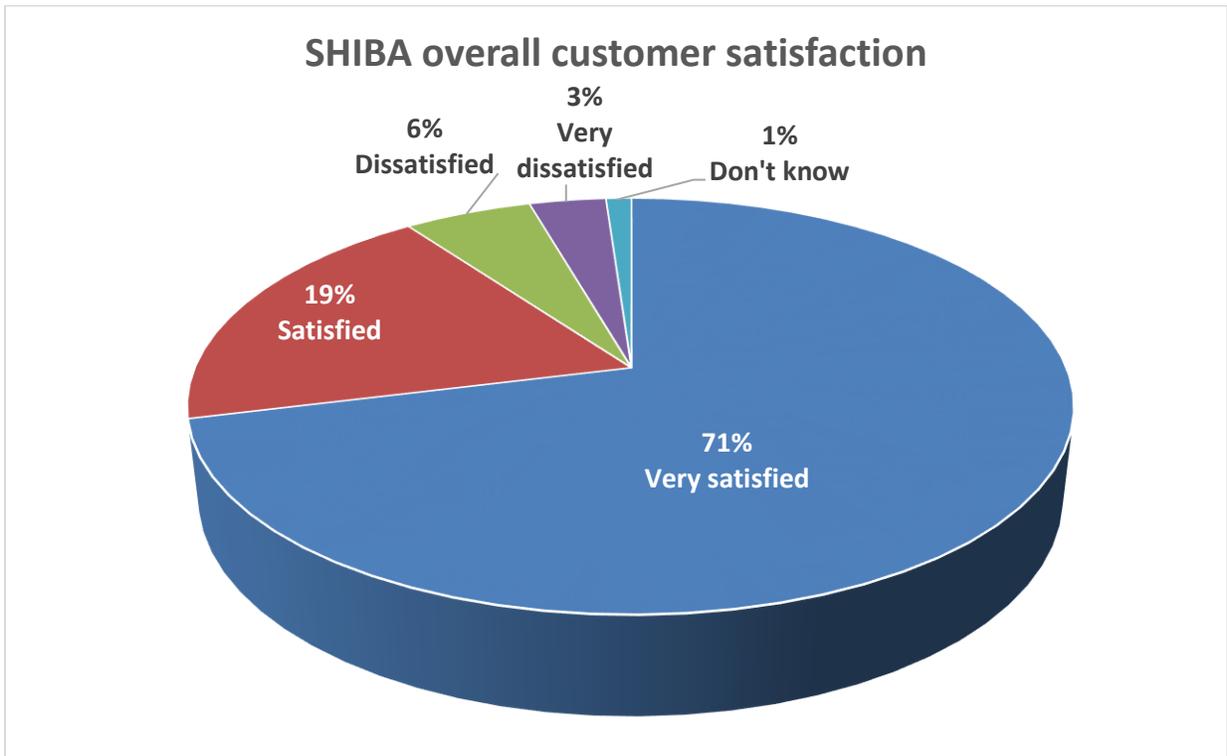


SHIBA CUSTOMER SURVEY RESULTS JULY 2017 – SEPTEMBER 2017

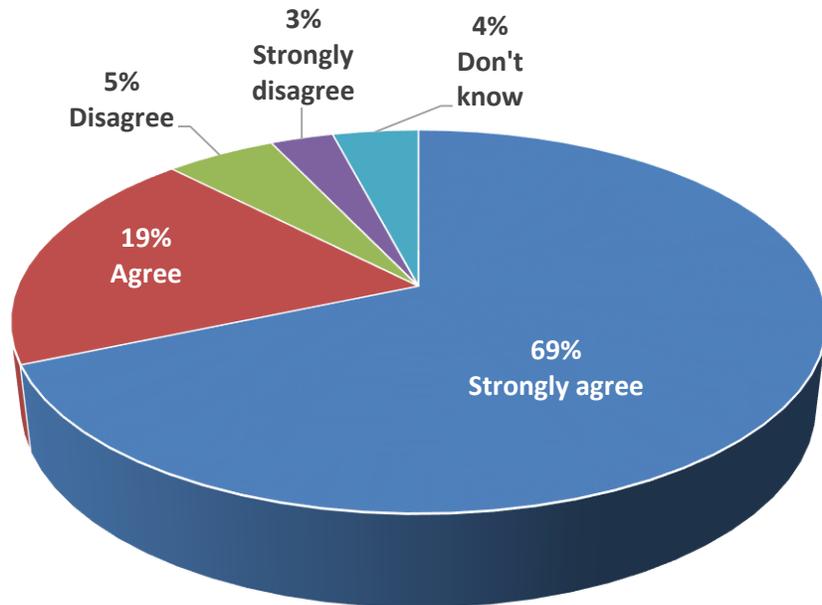
180 customer surveys were completed out of 825 survey requests sent = 22%



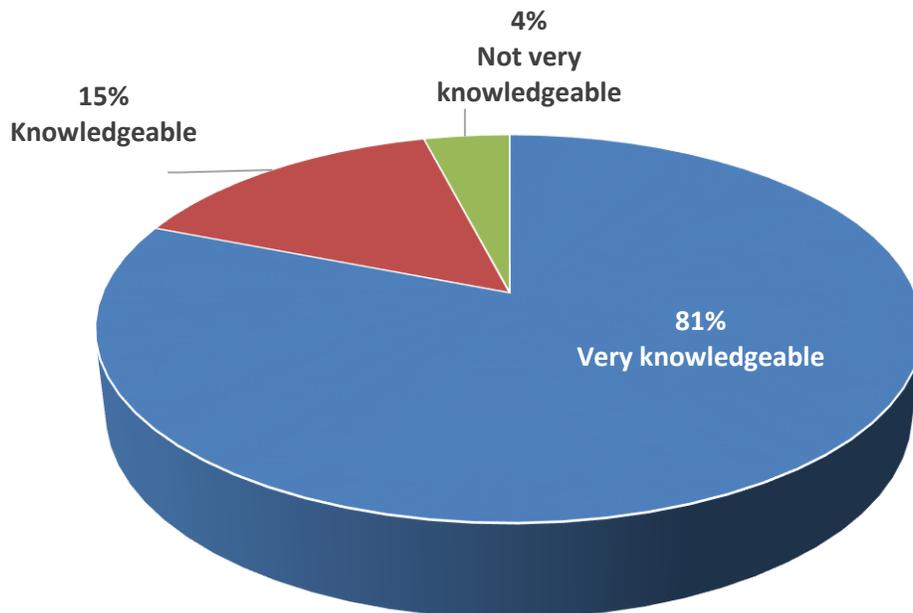
SHIBA CUSTOMER SURVEY RESULTS

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SHIBA volunteer provided information needed

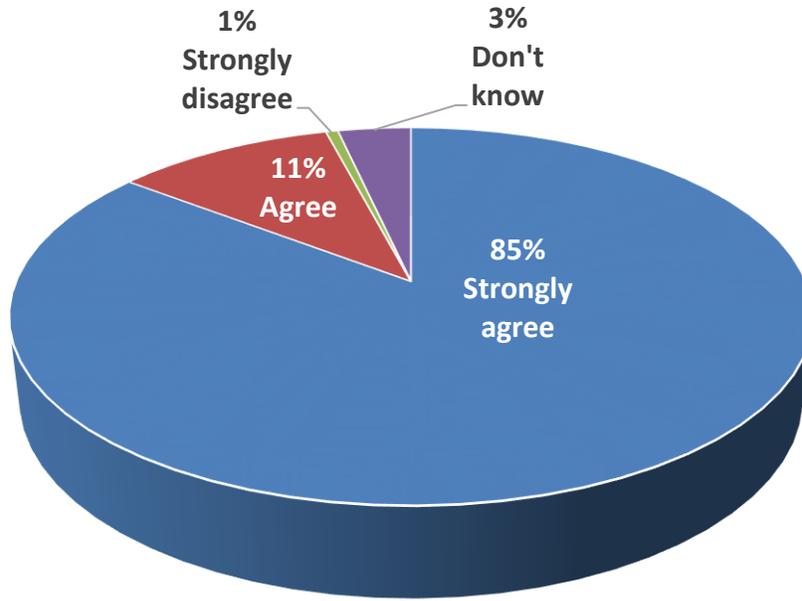


SHIBA volunteer knowledge base

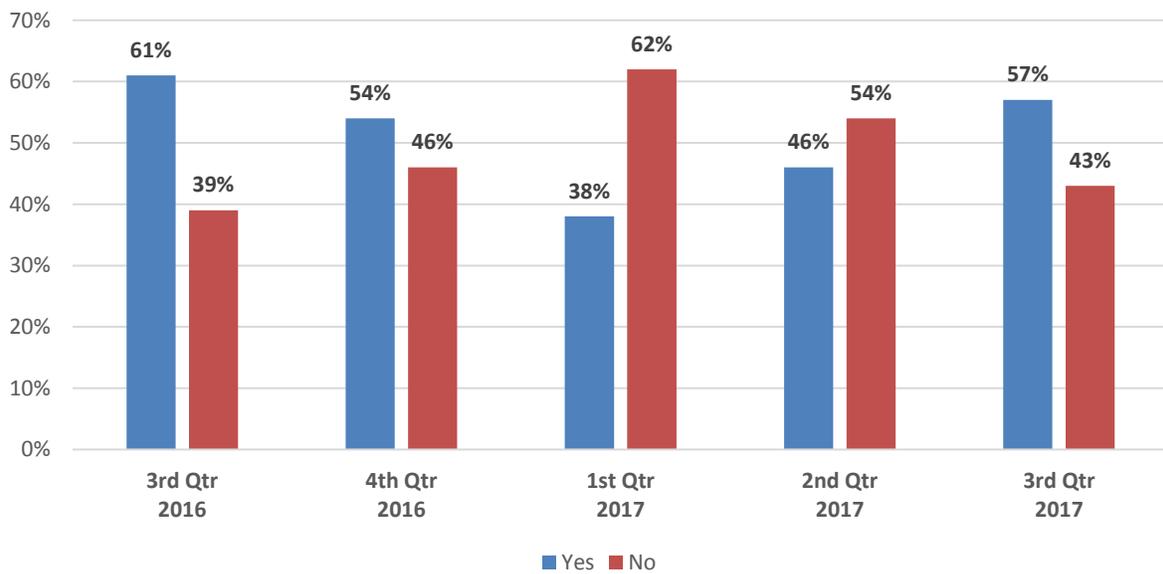


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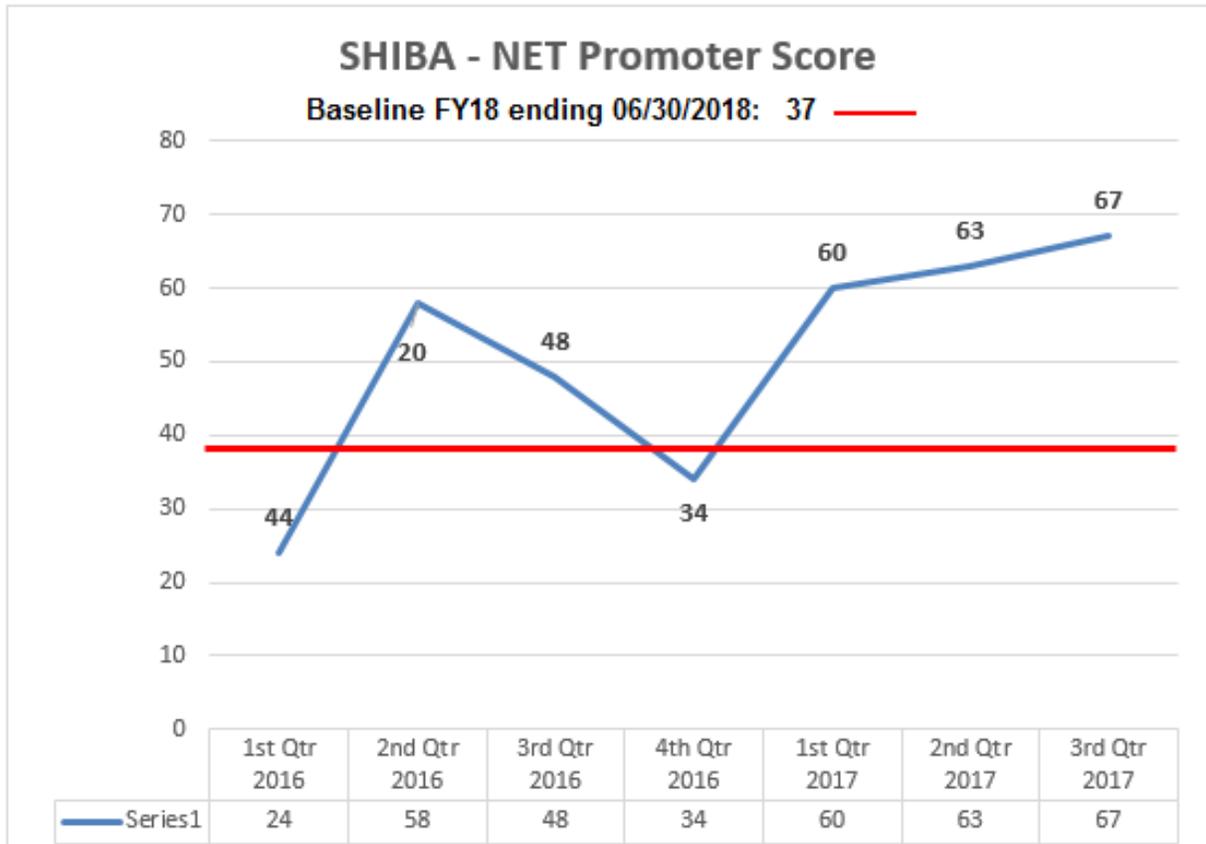
OIC staff or volunteers were courteous



Internet - Did You Find What You Were Looking For?



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COMMENTS

Question 5: Were you satisfied with the length of time it took to get help?

(Responses are listed exactly as entered by the User.)

Opportunity for Improvement (Shared with local sponsors and SHIBA field staff)
But not with the amount of time the volunteer was willing to take with me. She agreed to take a walk in while I was there and interrupted our appointment several times to talk to other people.
Did not tell us anything new, that we already knew.
Had to go to three people and still didn't get the information I needed.
I called the voice mail 3X to get an appt. But they never called back. I met reps twice at Everett Senior Center and I Am grateful for their advice. Without their unbiased advice, I didn't have a clue which or what to sign with for health care coverage.
I just received Humana billing summary after I responded to this same survey earlier today. Humana still has it wrong: Humana is billing me 20% coinsurance for an eye health screening with Vision Plus. There should be no copay, coinsurance for this "preventative service" screening per Humana's "2016 Plan Coverage Package, page 69. Humana continues to get it wrong.
I was unable to make contact Pierce County after multiple tries. However, I was put in contact with Judith Bendersky who provided a wealth of valuable information.

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It was extremely difficult to get in contact with staff. You leave your number and just wait for someone to call you. They don't leave a number for you to call back so if you are not home all day long, sitting by the phone it is almost impossible to get help. Very unsatisfying!!
I've consulted with several volunteers in person and on the phone to get help for a complicated problem with Medicare. Most of the people were not familiar with the problem and gave varying degrees of help. Only one took the time to fully comprehend the situation and offer genuine help. It required multiple meetings via phone, emails and in person.
OIC contact with Humana seems to have influenced Humana to pay previously denied claims. But Humana never notified me of such 45 days and counting. I did call both providers today. They each confirmed Humana payment in full. Humana should have paid without appeal, without OIC involvement, and Humana should have notified me of such. Did OIC follow through with Humana so that Humana will not repeat with others?
Person's English was so poor could not understand anything he said
Rep said she would call me back with answers and additional information. She never did
The information was wrong. They researched questions they did not know (seems really wrong to not have them). Supervisor returned call was rude and still could not explain why there was no help/hope for our situation.
Took a long time and they gave me miss information now Medicare wants me to pay for part B when I didn't want part B don't need part B because I have group health insurance.

Question 7: Was the information from the publication(s) useful?

(Responses are listed exactly as entered by the User.)

Opportunity for Improvement – no responses

Question 8: Did you find what you were looking for on the SHIBA web pages?

(Responses are listed exactly as entered by the User.)

Opportunity for Improvement (Shared with SHIBA staff)
Didn't know it existed. Saw add on internet.
I am deaf. I stated that I communicate via internet or need in-person consultation, not phone calls. But I kept receiving voicemails and not the communication mode I require.
I did not look at the SHIBA website. My internet contact was just regarding my appointment.
I didn't really use the web pages.
I didn't use the SHIBA web site - I did read all the links that the volunteer emailed to me - all of them were very helpful.
I never received a response to my inquiry! Which leads me to believe you care more about the providers of insurance than the clients.
Looking for a volunteer application
Medicare supplementary programs
Kudos
The agent was helpful
I needed specific information about medicare coverage and incarceration. The person who called me was able to provide this information.

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Question 9: Was the information from the SHIBA web pages helpful?

(Responses are listed exactly as entered by the User.)

Opportunity for Improvement (Shared with SHIBA staff)
Did not use the web pages, but a volunteer sent info to me in an email.
Didn't know it existed. Saw add on internet.
It had me fill out the general info form to request a volunteer application. No one ever got back to me.
Need personal consultation.

Question 15: Please provide any additional comments or feedback about what worked well or what we may do to improve our services.

(Responses are listed exactly as entered by the User.)

Opportunity for Improvement (Shared with local sponsors and SHIBA staff)
After speaking with the SHIBA volunteer, I contacted my company's Insurance Broker, to let them know what I was told about working for a company with less than 20 Employees and turning 65 in November. The insurance company disagreed with the SHIBA volunteer and called up SHIBA to find out for themselves and frankly, I am more confused than before about what to do and who to believe.
Become educated on consumer needs in the real world instead of just providing the same policy, process, and terms of the bureaucracy of state and federal and private services. I still go without the health care I need and they say there is nothing can be done. I hope this office goes away before any more benefits go.
Feel very uncomfortable with current health insurance in the United States. By the time it is in a useful position, I will probably be dead as I am 74 now and our system is so slow to respond to real needs of citizens. It seems to me that citizens and customers are the last to be served and the first to be axed. Thank you for responding. I believe that your office is doing the very best to serve citizens of the State of Washington. I'm glad the settlers went to Tumwater when Oregon locked them out because of the free black family on that wagon train.
Humana is the problem. SHIBA and WA State Insurance Commissioner dod cause Humana to reconsider their denial, but Humana still tries to charge me coinsurance when their own coverage book tells me no copay or coinsurance is due. I asked Vision Plus for an eye health screening. Humana told me in a phone call, that this eye health screening would have no copay or coinsurance. The effort it takes to get Humana to honor their side of the Medicare contract is ridiculous. The State Insurance Commissioner should discipline Humana for breach of contract.
I got a call about SHIBA and then I asked if someone could answer a general question, I was referred promptly to a person in the Insurance Co. Office and they got back to me right away. My question was why do insurance co still rate by county when counties are no longer a line for people work or dr. The person did not know. So far no luck anywhere. It certainly would say everyone money with a different approach to rating.
I have to wait till december.15 to change my midicare plan.I am not happy with Kaiser.
I just want a volunteer application
I was told not to let my insurance company in Oregon know that I was getting insurance here in Washington where we have relocated, until the Washington insurance took effect. But Medicare notified them immediately and they cut off my medical and prescription insurance and I didn't know that. / It took 3 weeks for Premera to take effect because my attachments and emails didn't get through their wall. / It was extremely stressful to be uncovered and

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<p>unable to get through to Premera with proof of previous coverage. They could have called Blue Cross in Oregon with our ID numbers and proven coverage in 5 minutes! / SHIBA needs to warn people that Medicare will notify previous insurance companies and they will cut off coverage immediately. Terrifying experience!</p>
<p>I was unable to reach anyone when I was referred to Pierce County. When I was put through to / / Judith Bendersky at the Commissioner's Office, she provided excellent information.</p>
<p>It is too bad there is only one insurance co for disabled and retired people in Benton county. The price is so expensive. There should be more companies to make it more competitive.</p>
<p>It seems everyone connected with the HEALTH INSUR PROGRAMS has a different answer for the SAME question ?? Now, as a consumer, not well educated to the different programs, how does one make the correct choice for their individual needs. IE: I asked the Social Services HR person for Providence Elder Place (KING CT) WEST SEATTLE BR. - where I was a Participant/Member - if I got a part-time job, would I be able to keep the money ? (NO, was the answer) - her answer was wrong ...According to DSHS, you get to keep slightly over half your earnings - to supplement your SS. / Then , I asked the "knowledgeable" Sales Gal for MOLINAHEALTHCARE, and she said I definitely get to keep all my part-time salary at HOME DEPOT! (she was wrong) - only slightly more than 1/2, buy a DSHS "FORMULA"NEITHER GAL, WHO WERE SUPPOSE TO KNOW THE RULES IN THEIR FIELD, warned me I'd lose my \$100.00 in Food Stamp Allotments, and should factor in the WAGE/JOB TAXES AND FEES ! NOR DID THE SHIBA, GAL - WHO I'D SOUGHT HELP FROM !! / NOWI'M PRESENTED WITH THE DELIMA, THAT SINCE I DIS-ENROLLED WITH PEP/PACE, I'M RESPONSIBLE OF \$1,039.00 OF "TROOP'S" :-)SO, MY ONE MONTH, PART-TIME CASHIER JOB @ THE HOME DEPOT (PAY \$13.00/HR.) ended up netting me \$1.40/hr.(for 32 hrs.); lost \$100.00/month in ood stamps, and now owe an additional \$1,039.00 in "TROOPS" MONEY. WHY IS IT WHEN A PERSON ATTEMPTS TO GET OFF THE "DOLE" AND FURTHER HIS FINANCIAL "POSITION"....WITH THE HELP OF (3) "EXPERTS", IN THE MEDICARE/MEDICAID FIELD AND HEALTH INSUR FIELD, can be "LED" so far OUT INTO "LEFT FIELD" ???? AM I UNHAPPY, YES I AM. AND, SO VERY DIS-ENCHANTED WITH A NON-FUNCTIONAL SYSTEM. / WHY ARE THEY PAID TO LEAD ME DOWN THE GOLDEN-PATH TO CONFUSION, INEQUITIES, AND PENALTIES, ESP. AT AGE 87Y, AND IN MY "GOLDEN-YEARS" ??? (PII deleted) "EXTRA-HELP WA STATE MEDICAIDE" - / RETIRED (3Y) US-NAVY VET. - WAS MARRIED 44Y, NOW DECEASED - AND RAISED (3) MARRIED GROWN LAW-ABIDING KIDSTELL ME WHY I CAN BE SOOOOO MISINFORMED AND CONFUSED ?????? ENOUGH !</p>
<p>If you're going to follow up with a customer, and say so, do it!</p>
<p>Medicare is so complicated and the woman I spoke to knew basic information well and also a little beyond basic. But she didn't really know the answers to somewhat more complex or unexpected issues. So meeting with her cleared up some issues but really wasn't that helpful. I am still left with figuring this out on my own. It is frustrating.</p>
<p>Overall the information on starting Medicare was useful. I was given some wrong information, that I had to apply in person at the SSA office. That trip entailed a long wait and was ineffective. I later completed the process online and by phone. /</p>
<p>Person who is helping should be able to give helpful information. /</p>
<p>The information the volunteer provided was actually incorrect. I had to confirm with the insurance company. I was trying to verify information that was provided by a different volunteer to a client and found that they both provided the wrong information. This is very disappointing.</p> <p>The volunteer that supplied info was not sure of the Mason County difficulties of choices being that we only have one option for Part C. She was able to give us print outs but was unable to answer many of our questions. / Ultimately we chose to contact Compare USA an unbiased insurance broker that answered all our questions with a Medicare 101 course that lasted 1 1/2</p>

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hour in a classroom at a nearby hospital clinic. For additional questions a one on one home visits were offered to go over personalized needs.
The volunteer was surprised that it took over a month to hear back from SHIBA after I left my first message requesting an appointment.
Unfortunately, I received information that was very inaccurate. The representative provided completely wrong information about the Uniform medical plan for PEEB employees, stating that the plan included copays and did not provide out-of-state coverage. She strongly recommended another plan. After checking with Uniform (administered by Regence) I learned that most of what she had told me was inaccurate. Based on my experience, I would not be able to recommend SHIBA to others.
When you wait two weeks to hear from someone and then they don't leave any contact information getting assistance is almost impossible. There should be a better way to reach them. They won't use email, unclear why.
You need to be more accommodating for people with communication disabilities.
They gave me wrong information on how to apply for and get Medicare part A. They told me to sign up for A and then deny B when my card came and Medicare won't let me deny part B. They are making me pay for it when I don't need it. I followed SHIBAS instructions and it was wrong.
Volunteers kept telling me that they simply provide information and can't assist in helping me to make decisions. The volunteer appeared to be interested in giving surface information only, which I can get on the internet. I was used to Oregon SHIBA volunteers who were more hands on and assisted to review your situation. I was asking for someone to review, give feedback on whether I had all the info, understood the choices, and possibly assistance in use of computer systems to evaluate options, like the Medicare website. I had complex decisions to make with a limited retiree option, possible changing health, and was looking at dental options. I would recommend SHIBA for the initial group intro to Medicare but my experience with a personal appointment was disappointing. As the State Insurance office refers most all questions to SHIBA it was very frustrating to find information and to evaluate options.
Kudos
Beth Stenwick was very informed about Medicare and much more helpful than the man I spoke to in the Medicare office!
Brilliant! I'm very grateful!
Curt Van Hyning has been so available, personable, courteous and a wealth of information for many years that I have known of and I have referred many people to him; now as I approach 65 I was SO HAPPY he is still here doing this SERVICE with a capital S! It is more complicated than I thought for my mind and he made it very easy with lots of advice for future situations that could come up where changes might benefit me. I felt I will have great supplemental coverage and save \$ while I can with only coverage I need at this time. thank you for funding this service!
Dick Anderson the volunteer was very helpful. He had a nice board in the background with a thorough presentation of the information I needed. I also felt that during the time with him he was on my side, very supportive. He handed out really helpful pamphlets with excellent information. Overall I had an excellent experience and left feeling good that I had the information I needed.
Everyone's knowledge and customer service was phenomenal. Thank you
Everything was really good with two suggested tweaks: Several volunteers ended up calling me back after I first requested support via voicemail, and those who called seemed not to know that others had called before them. Seemed like contact/communication records could be improved. Also it was a little frustrating that if I missed a call I could not call back to

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<p>reach that caller or anyone in real time, could only leave a voicemail. I wonder if that is necessary or if there could be a more efficient way to streamline the communication loop. I reiterate that overall I was very pleased and grateful for the support I ultimately received. Thank you for what you are doing. I don't know how I'd have gotten through the first steps without this help.</p>
<p>Excellent service. thanks</p>
<p>Gave me the overview and groundwork I needed to do further research on my own. Attended a Medicare workshop to get additional questions answered about Medicare in general. Ready to meet with a rep and sign up for a plan. Thank you for your help! Your staff are qualified and amazing!</p>
<p>I am so grateful for the help I got from SHIBA, particularly Deborah Wilson. I live in CA & my mother just moved to Yakima. I needed to get her insurance set up & I had no idea where to start. Deborah's help was a God-send. I was so lost I don't know what I would have done without her help. She spent two long conversations on the phone with me helping me to understand how it all works & what our options were. She sent me information that was helpful & necessary. I am so thankful that your organization exists!</p>
<p>I am so thankful for the volunteers/staff, I was able to get an understanding in order to make a choice of insurance. Also there was an error in the spelling of my name within the system, and after the volunteer cleared up the issue she found that I had insurance I didn't know about. YAY SHIBA!</p>
<p>I attended a meeting to get help finding Medicare insurance. I recently went off of Medicaid and would no longer have a Medicare/Medicaid plan. / The SHIBA staff/volunteers were wonderful. They made sure I had the best information for my situation and therefore I was able to choose the plan that best met my needs and finances. / I have and will continue to refer others to SHIBA. / Thank you for your great service. It is greatly needed by many.</p>
<p>I contacted in August (busy time of year for vacations) probably should have started sooner. There were no overview. Meetings I could attend before mid Oct. I needed to decide Nov 1. SHIBA sent me all info and offered personal consultation which I would have done if needed. I attended an overview at AAA in August and with SHIBA info was able to figure it all out. I would have attended a group meeting through SHIBA if available. Thank you</p>
<p>I did not call because I received replying email from the office very soon after sending my email to it. I appreciate the service that was provided by the office.</p>
<p>I have been referring friends to the SHIBA phone number.</p>
<p>I looked through the phone book, and on the internet, and didn't immediately find a listing on Medicare programs. I contacted the Mason County Senior Center and they gave me the phone number. If I had any concern at all, it was finding the number. Once I left a message, which also had the hours of operation, the service was timely and very good.</p>
<p>I must commend Janey Elliott, the SHIBA volunteer, who went out of her way to assist me with my problem. She is knowledgeable and willing to spend extra time to get answers and provide real help and guidance. Most of the volunteers I saw or spoke with are not used to dealing with situations that are not the usual ones. The system is set up for routine issues, not complicated ones such as the appeal process Medicare has. Medicare system is confusing and not set up for working on complex issues so SHIBA can augment with real help dealing these types of issues. I was fortunate to have gotten Janey Elliott at Shoreline Library who was willing to take on my problem. / /</p>
<p>I needed information on Medi-Gap plans. Gerry at the RSVP office in Ellensburg promptly contacted me and set up meeting. She was very informative and offered much information to make my decision. Kudos to this office and her!!!</p>
<p>I never spoke to the volunteer but he left a detailed message and answered my exact question. My one criticism was that as I work I could not access the volunteer to ask any question that might come up. Luckily he assumed certain things and those things pertained</p>

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<p>to my circumstances. So it was a great experience but useless if I had more detailed questions.</p>
<p>I really appreciate Medicare, but I felt carpet bombed with all of the related mail and penalty threats. The related stack of insurance layers to restore the range of coverage I had previously with my employer is like drinking out of a fire hose. This is an awful experience! For the non-insurance educated, where do you start and how do you compare one alternative to the next. Dick Hinton guided me through that whole process and kept checking back to make sure I stayed on track. Amazing service. I had no idea this was available.</p>
<p>I spoke with Volunteer Janey .She was very knowledgeable, provided me with the information I needed , also advised me to attend medicare plan class held by the community college. The information Janey provided helped me decide which insurance will best work for me. Thanks to Janey.</p>
<p>I thank God for these very dedicated, knowledgeable, and good-hearted people that helped me understand the complexities of the Medicare system. It actually took 3 trips to SHIBA before I finally completely understood my options, but that is NO reflection on the volunteers ability to explain or answer my questions, but rather my lack of ability to comprehend all the information that I needed to make an informed decision. THANK YOU!!!</p>
<p>I think you are doing a marvelous job.</p>
<p>I was calling on behalf of a client, and the SHIBA representative asked for their phone number so he could help them further. We were both very happy with his service.</p>
<p>I was confirming what I needed to do regarding my Medicare options since I will be 65 in August, 2017 but I am still covered by employer health coverage. I wanted to know if signing up for Part A would be available and that is all I am required to do at the current time until I no longer have employer-provided health insurance. The volunteer provided all the information I needed and what I need to do when I retire from my work and no longer have employer-provided health insurance.</p>
<p>I was so pleased with the help I received from the volunteer who helped me better understand my options. / I later had questions on the "spend down" from DSHS and I never quite got a reasonable answer from a different rep. She had to ask someone else for an answer, was very polite about it but in the end i am still uneasy about the answer.</p>
<p>I was very impressed with Jennifer and the help/information she provided. I'm new to medicare and was confused about my options. Jennifer was the first person of many I called that was really knowledgeable.</p>
<p>I was very impressed with the help I received.</p>
<p>I was very impressed with the willingness of the person on the phone to answer my questions and elaborate where it was necessary. It didn't matter how trivial or how complex the question evolved into, the SHIBA contact remained cheerful and helpful. I wish everyone's customer service folks were as good as yours. Knowledgeable and pleasant, two key aspects of a great customer service representative. Kudos!</p>
<p>I was very, very impressed with the volunteer that helped me. She was knowledgeable and helpful and went the extra mile to help me out. She deserves a raise!</p>
<p>I would like to personally thank Marion for her knowledge, kindness and service. Such a good experience.</p>
<p>I would not have been able to make my decision regarding supplemental health insurance without the aid of SHIBA. Can't thank you enough. /</p>
<p>Janey was very professional and helpful with information. Her guide made it very easy to process everything.</p>
<p>Judy Ellis was wonderful! In addition she gave me confidence to challenge IRMAA. Thank you, Judy.</p>

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<p>Judy was extremely helpful. I had a very short time frame to choose a plan that would have best coverage for my unexpected cancer diagnosis and treatment. I had thought I would get a Medicare Advantage plan, but she was able to show me how a medigap would be a better option. She even knew my clinic had changed their policy of only accepting Medicare Advantage, which was not yet on the clinic website. She even gave me her home phone, let me call her in the evening to arrange an appointment with her. She is outstanding, you are lucky to have her as a volunteer</p>
<p>Keep up with the good work. / Thanks</p>
<p>My SHIBA volunteer helped me with a confusing and tangled series of events. She was able to track the root causes of problems that caused Medicare to deny my benefits, and gave me advice on how to reapply for reimbursement. She was kind, and patient with my ignorance. I highly recommend her service and efforts.</p>
<p>My volunteer assistant was Stowe. She was SO knowledgeable about all aspects of Medicare and benefits. You have a truly competent and dedicated volunteer in this individual. She should be highly commended for her knowledge of the system and the variety and nuances of choices to be made. She gave me so much direction in the maze of information in which I was wandering.</p>
<p>None, very responsive, actually called me back over the week-end.</p>
<p>Person who took the time to talk was very helpful and knowledgeable. Appreciate the help. She was extremely professional and courteous.</p>
<p>SHIBA volunteers were very knowledgeable and helpful.</p>
<p>So appreciate that they could give me costs on plans to compare.</p>
<p>So glad to have found SHIBA, I have already shared contact info with friends who are planning retirement.</p>
<p>Terri only volunteers once a week so I had to wait for her but she tried yo help me, gave me all the info she had including phone numbers and email addresses. She told me to contact OIC to file a complaint. Terri was great and warm and I needed that because of my mental illness and the big problems with Medicare I am experiencing.</p>
<p>Thank you so much - you were awesome Stowe! Your help sure reduced my anxiety level about navigating the complexities of Medicare. And saved me some much-needed money</p>
<p>the person I spoke with was very helpful and answered all my questions. She was very nice and even followed up on our conversation a couple of days later!!</p>
<p>the SHIBA person who called me was great! She also followed up quickly every time I had a question or left her a message. She was well informed and helped me understand the Medicare benefits my client was having trouble accessing. I was very grateful for this service. Thank you.</p>
<p>The SHIBA volunteer provided me with the info on the health insurance company I was inquiring about, and then I contacted the Ins. co. and they came out to visit me today. They answered my questions, and I signed up with them while the agent was here. Thank you very much for your help, SHIBA!</p>
<p>The staff at SHIBA were extremely helpful and diligent in researching my very complex insurance needs to ensure I had the level of coverage I require while still trying to save me money whenever they were able to. Special Thanks to Stowe Sprague for going the extra mile to assist me on several occasions. I am quite certain that without their help that I would have missed many of the nuances of this complicated process. We are fortunate to have this service in Washington state.</p>
<p>The staff members I meet with were very knowledgeable, welcoming, patient, friendly & professional!!</p>
<p>The volunteer (Carel Edgerly) was very knowledgeable, thorough, and patient. She represented your office very well. Through her help, I was able to obtain a health plan that is perfect for me.</p>

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<p>The volunteer I met with was the most completely knowledgeable person concerning everything to do with the process of applying for Medicare I had ever met. He was very clear and concise. He went above and beyond several times to reply to additional questions. Unfortunately, I still did not completely understand the information from the website provided nor could I follow to a satisfactory end. I made a semi-educated guess on which program would benefit me and it seems as if it will not. (For the last 13 years I have had primary medical care from a Naturopath, one of two of my only prescription medications is not found in the Medicare formulary [Armour Thyroid], and although the Premera Managed Care program I chose provides vision care, the optometrists' office I have had excellent care from for 13 years doesn't take the Medicare version of Premera, although they do take Premera if provided by an employer.) So I am left wondering, what am I paying for? Part A is free and for doctor's visits I will have to continue to pay privately. So I am very satisfied with the advice and help I got, I am not with Medicare's lack of breadth in providing for everyone's health.</p>
<p>The volunteer Stowe was fabulous!</p>
<p>The volunteer was so helpful. Several questions had to be researched, and he got back to me the next day.</p>
<p>The volunteer who called me, Ms. Harris, was wonderful & so helpful!!! Don't believe I could have effectively navigated this process without her!! I am grateful to her & OIC for having this program in place!!!</p>
<p>The woman I worked with was just super friendly, helpful, and very knowledgeable. Thank you for providing this service!!</p>
<p>This is a fabulous program. The presentation ty college was excellent. The volunteer on the phone, Stowe, has been excellent - always answered our questions within a very reasonable time. WE felt that she was very knowledgeable.</p>
<p>This person was very knowledgeable and helpful. It was especially gratifying to talk to someone who didn't have an ulterior motive (e.g. sell me insurance.)</p>
<p>Try to provide extended help even faster than currently available. I know that you are short-staffed and the legislators are busy spending money on the pharmaceutical companies rather than their constituents (especially the children), but please keep harassing them to provide this vital service to the people! Mike Kreidler is my hero!</p>
<p>Very responsive staff and knowledgeable volunteer who were willing to go out of the way to help the public. The health care dynamics is complicated even for those in the field and the ability to approach someone else to get additional and second opinion is very useful and welcome. After all, it is the responsibility of any government to provide all the necessary help to all our citizens and most notably to the vulnerable amongst us. I am very happy that the state of Washington has this facility available to be used by all.</p>
<p>Wonderful advice on many concerns, which I intend to follow up on.</p>
<p>This is my first contact for information regarding health insurance coverage - Medicare et al - in our county .</p>
<p>Was so very helpful.</p>
<p>Very friendly and knowledgeable volunteer. Was able to provide and or look up for additional information.</p>
<p>Wonderful man helped me. I don't remember his name. Very knowledgeable.</p>
<p>Very helpful</p>
<p>very patient with us</p>
<p>This was an initial meeting. We will come back for more advise before the end of the year. I feel bad for the staff and volunteer who have to work all day in a basement. The office we met in had no windows and the air quality was stuffy. / / The staff who served us did a superb job.</p>
<p>Volunteers were very patient and provided me with excellent information.</p>