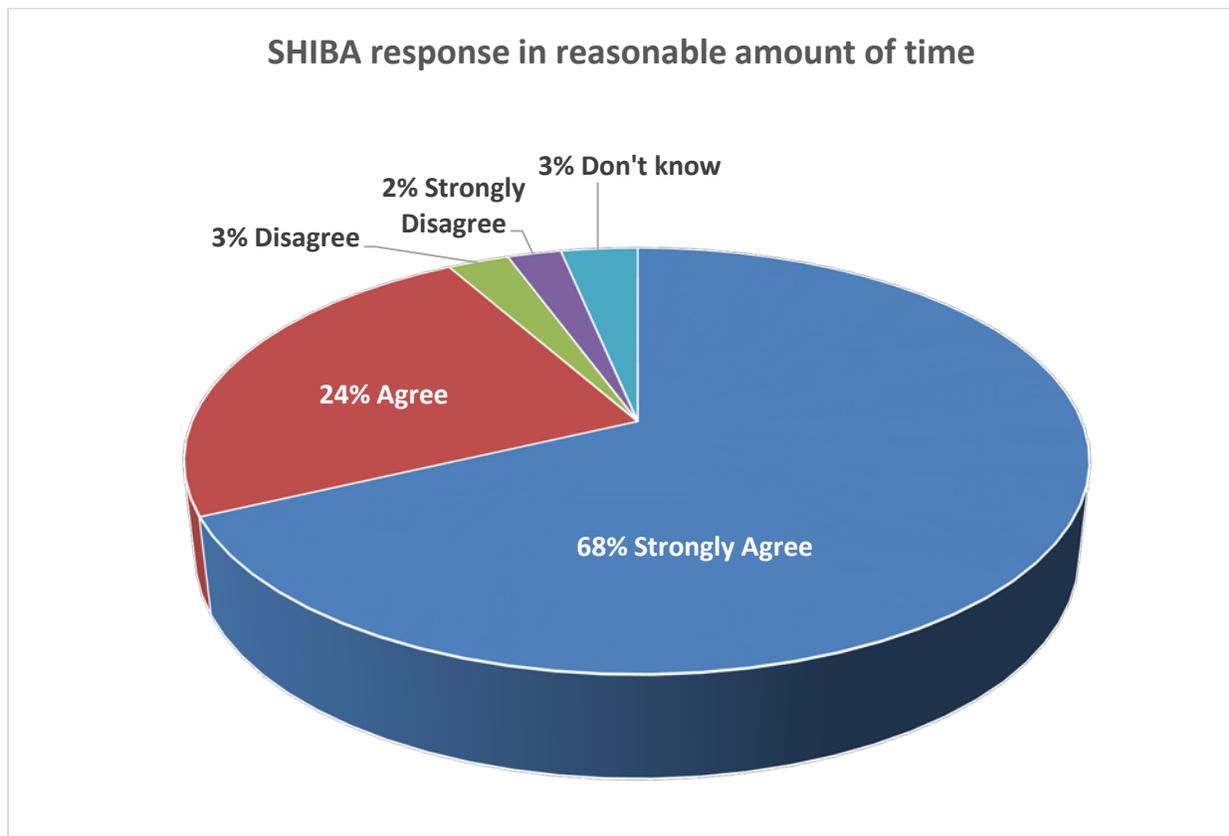
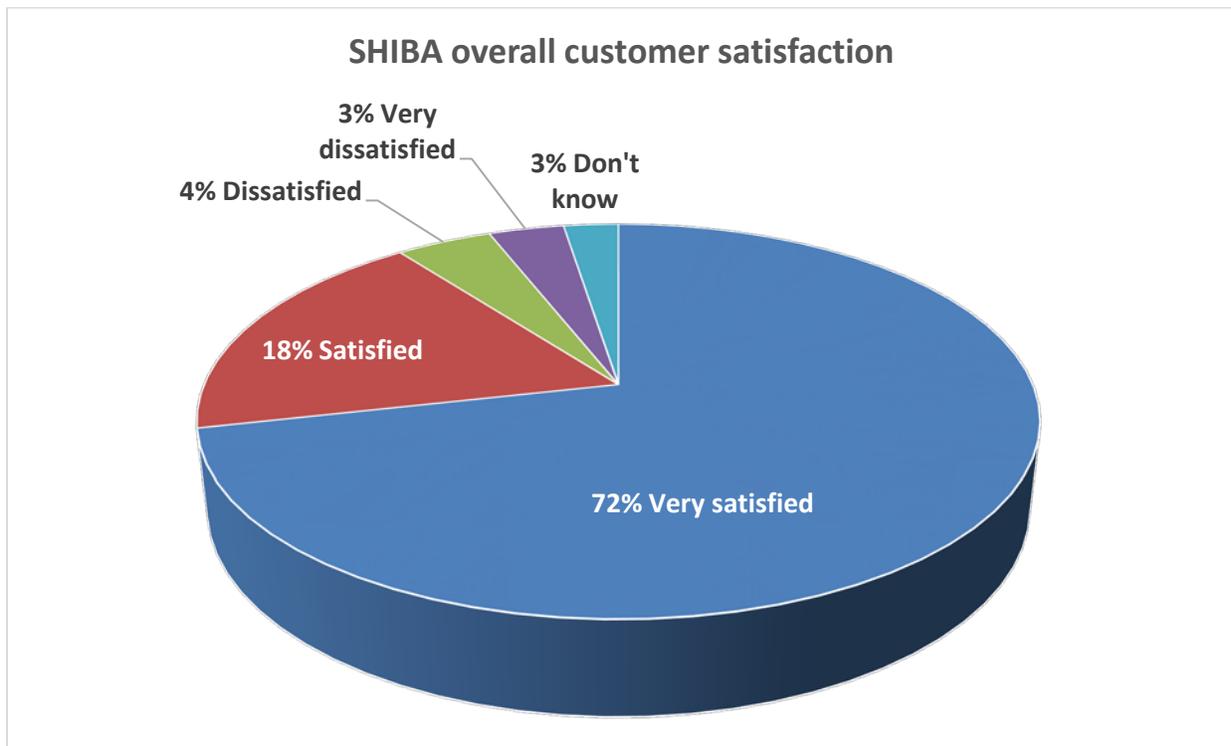


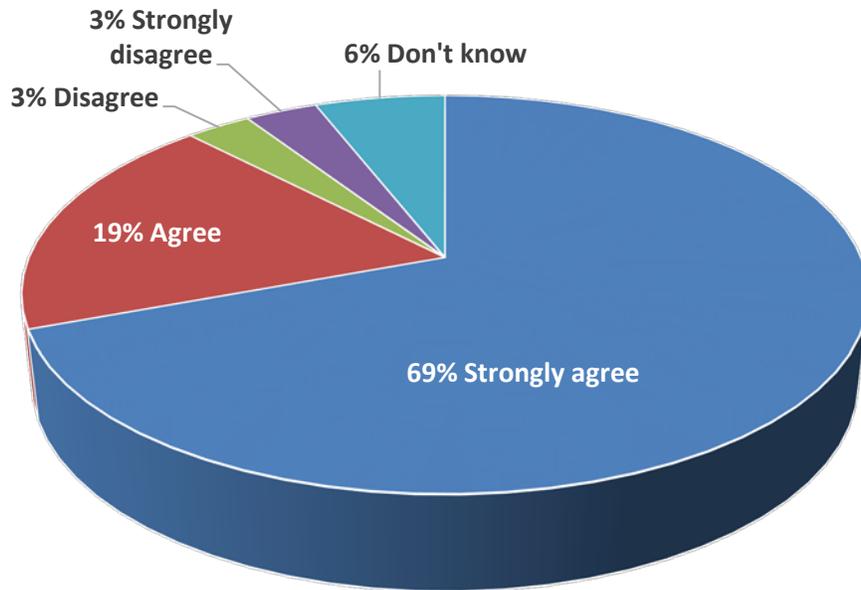
SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

334 customer surveys were completed out of 1614 survey requests sent = 21%

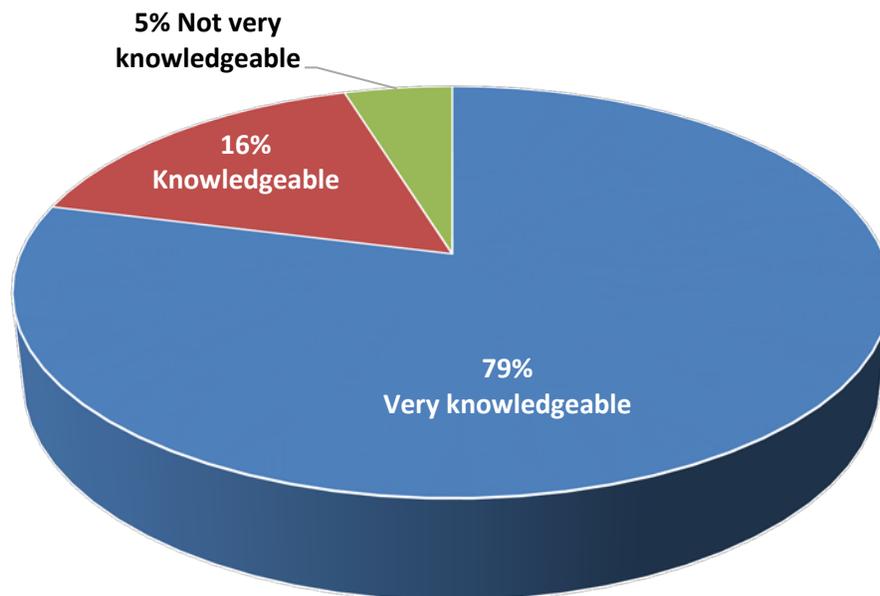


SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

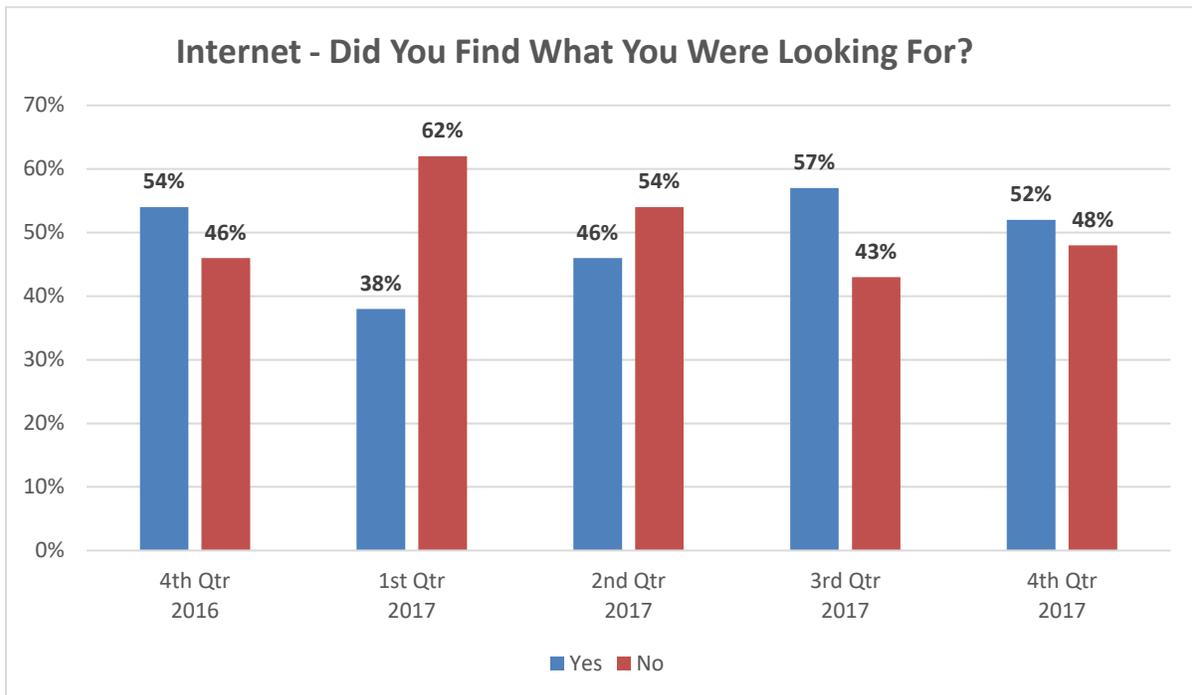
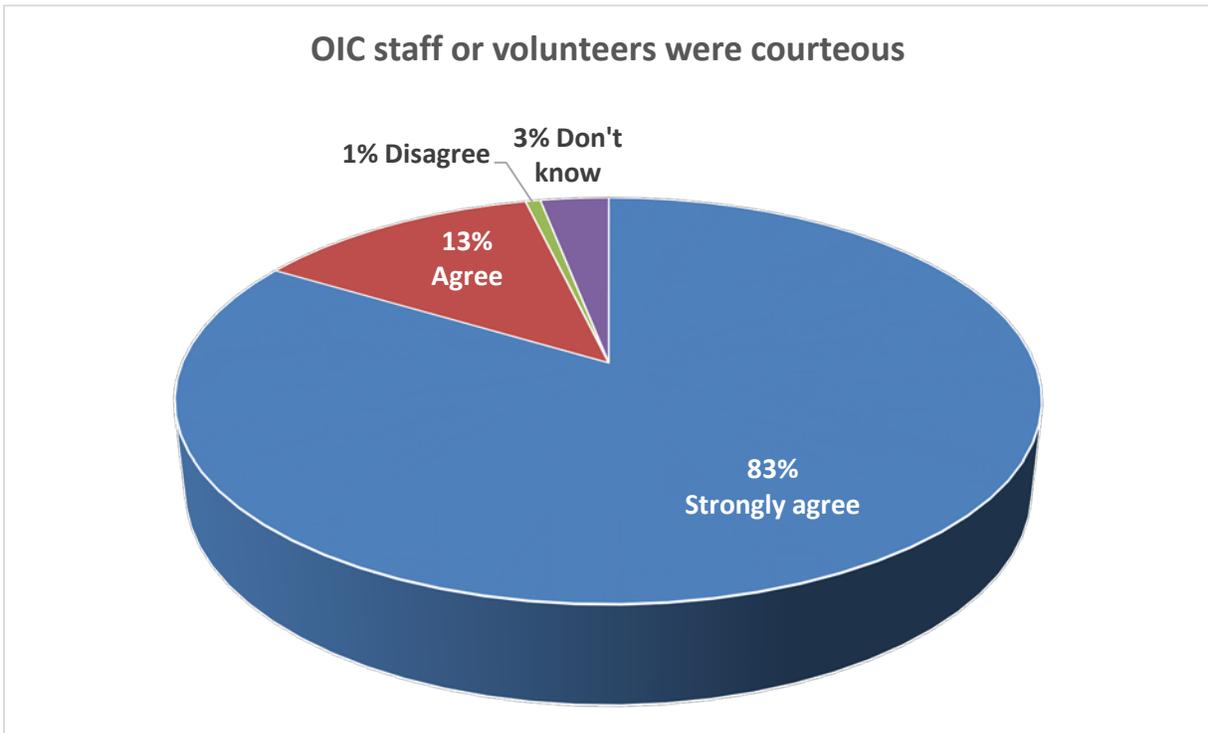
SHIBA volunteer provided information needed



SHIBA volunteer knowledge base



SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017



SHIBA CUSTOMER SURVEY RESULTS

OCTOBER 2017 – DECEMBER 2017

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)
I repeatedly called only to find the phone lines closed. After weeks (weeks!) I finally got through, and then had a 50 minute wait time. Meanwhile, e-mails and phone messages were never answered. Never.
Very good workshop at Clark College on Medicare presented by SHEIBA and Office of the Insurance Commissioner. / One Hour session in SHEIBA office in (name of city) was a waste of time.
I didnt' know when I would hear back and then I had to play phone tag since I was contacted when I was not always available to immediately pick up the phone.
A woman at the Insurance Commissioner's office transferred me to the Shiba info line. I was on hold for about 20 minutes and then was disconnected. I also emailed Shiba with my question but (approx. a five-six days later) have not yet heard from them. I know this is the busiest time of year and they are volunteers. I don't mean to be too critical.
I had spoken with a volunteer previously and asked them to call me later that week. We did not connect and this new volunteer called me a week later. It was worth the wait because she was extremely knowledgeable and helpful.
I had to wait because all the volunteers were running behind. My session ended rather abruptly because we had to move to another room so it didn't feel like we finished.
I received a phone call message which I could hardly hear and the promise of another call to ask me some questions before sending me an application. The followup call never happened. I prefer e-mail contact or in person contact because my hearing aids do not work well on my cell phone, particularly if the caller is not a clear speaker. Also, I generally do not answer calls if the # is unknown. I did try to return the call after listening to the fuzzy message when I learned your org was the caller. Previously I met with the SR Rights person at my Sr Ctr and he referred me to SHIBA. It's been almost 2 weeks now.
I sent my questions via the internet; Can't recall if it was an email or if they have their own form to submit questions. I wish they would have answered via email instead of trying to get me by phone, which is what they did. They then talked to my wife who tried to pass what they said on to me later.
It took two days and I was feeling pressure of deadline. also they call you back and it was not at a convenient time. I was in the doctors waiting room.
It was OK, however I was looking for answer asap to help me make a decision but it took 2 days to get a all but the website says that so they were within the time frame. That kind of time frame does not help however when you are trying to make a decision for that day.
My call was returned after three days. The staff person was unable to answer any question that I had about Medicare advantage programs.
Shiba rep called....I couldn't answer phone in time..I couldn't call her back because she didn't leave a call back number. I see this as rude!
The still haven't helped me!
Took several weeks of back and forth voicemails to schedule an appointment
Was not the volunteer's fault he needed more info. I'm saying no only because I still don't have an answer.
Was several days before my phone call was returned.

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

The information requested was incorrect on both calls I made. They were VERY insistent on the incorrect information they gave! The calls made to my doctor and coverage confirmed the opposite of what I was told by SHIBA!
Did no receive the necessary information to determine my choice for health insurance for 2018. I was told to call Medicare or social security. Of which I had already spoken with both agencies more than ontwice each. I did find out relatively quickly that the staff member could not assist me.
Had an appointment time, but still had to wait 35 min.
I had an appt. For the previous day at the housing authority office and no one was there, the SHIBA volunteer left as u walked in, 10 minutes prior to my appt. Time. I called Michelle who I had made the appt. With and she said I had the day and time correct and I was on the schedule, so she got me in the next day for an appt. But it wasn't as convenient for me. I didn't have alot of time.
It took a week to get the appointment and she wasn't prepared, had not reviewed information.
Left voice message, never got a return call. Always got recording at local SHIBA office.
Had to wait 20 to 30 mins.
Some information was incorrect, like information provided about available Dental Insurance. In addition, Drug benefit suggested was a higher cost than what is available.
Too long of a wait
They were packed. They were trying to assist many folks. I didn't completely understand stuff, but didn't want to monopolize their time.
Didn't provide anything useful. They ended the call rather shortly, after waiting two days to get a call after my initial request.
I did have to leave a message for a call back later.
It was several days.
Not really unsatisfied. only been two weeks yet. I have been called. difficult to find volunteer where I live
All I've done so far is speak with someone on the phone to set up an appt. I haven't been to their office - next week.
to clarify above, I was told if I take a Medicare Plan F, I needed to check with my DR. to see if they accept payment from the corresponding insurance company. But the insurance company told me it makes no difference WHO I get a Plan F from as all payments go through Medicare anyway so ANY company's Plan F is fine, regardless of whether my DR will bill that specific company.
Nobody contacted me
Kudos
Earlier I replied in a very negative manner. I was commenting on the phone lines at PEBB. My interaction with the volunteer here in Asotin County were 100% positive.
Judith Bendersky was able to get thru to PEBB when I was not
I have only message phone. Ended up scheduling a call with Stowe. She has been excellent! Am following up on email. If I could nominate her for Volunteer of the Year, I would. Thank you.
I was contacted by the agency without any prompting and I was provided with all of the analysis necessary to make a decision on a timely basis.
Judy was thorough, thank you. This survey has glitches, I say yes, it wants me to change my answer. Not right for Judy, the rep who was nice and did good service.
Beth called me back right away, was very nice.

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

Our local hospital Island Hospital in Anacortes schedules an hour for time spent with volunteer to go over the different possibilities for Health care. I was not very informed and gained a bit of knowledge from my meeting.
Stella was very efficient with her use of time, and I didn't have to wait at all for my appointment with her.
I had results in less than a week.
They were helpful with no problem, I was not happy to hear what they told me about my healthcare plan when things should have been different if the healthcare plan did not drop the ball on me.

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

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

Opportunity for Improvement – no responses
I have Uniform Medical Plan as my supplemental plan to Medicare. I could get no help on this. [SHIBA working with HCA/PEBB to establish counseling guidelines]

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)
But, I requested information about becoming a SHIBA volunteer without a response.
Cost of mess for 2018
didn't look
I wanted to talk to someone.
I called SHIBA (800-562-0241) and talked with NBCC front desk to find two very helpful SHIB advisors.
I filed a formal complaint and have not heard anything back as of yet. So I really am no judge of service. Its great that you have this in place for feedback
I had a medicare fraud question
I needed to know if I was going to get a cost of living increase on my Disability payment after January 1, 2018. If you cannot tell me; to whom do I go to find out this information?
No direct answer to my question
No info on Medicare discrimination against Naturopathic medicine.
No options for young disabled women such as myself
Since Medicare pays first with Uniform Medical Plan, I have been unable to find a doctor accepting new Medicare patients. What good is this plan?
Speaking with the volunteer provided the most information.
The only SHIBA web pages I found were information about how to contact them.
Was looking for Approved pharmacies for Kaiser Permanente and ended up on this site.

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

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)
Data not available on cialis
I couldn't ask my questions.
I needed to know to whom I go to, to find out whether I am going to get a cost of living increase on my disability payment in 2018.
It led me in the right direction, but that direction was a dead end.
It's been so long ago I don't remember
too many health providers tell clients that they will no longer take certain medigap plans, even though they do accept medicare assignments. I think these providers mis-inform patients because they are confused about not having contracts with a certain insurance company, like UHC for maybe their advantage plans or some such; Then they tell all patients they no longer accept UHC even the UHC Medigap plans. I do not think this is legal for them to say if they accept medicare assignment. Please add very clear information about this subject to the website. Explain how health care providers bill and get paid for medigap coverage in addition to the medicare payments they receive. If a provider accepts medicare assignment don't they automatically also accept any medigap insurance carrier and plan A-N?

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)
I will be meeting with a volunteer on 11-17- 17.
Do not rely on volunteers to provide accurate information.
I am still in touch and receiving help from this volunteer. She is following up with me.
Judith was the second staff member I talked to, the first person gave me wrong info. I don't know who she was. Judith stayed with my situation until I was satisfied. She is amazing!
All information provided was useful now and also will be as time goes on.
I appreciate the help and follow-up
I highly recommend them. Used them last year also. Thank you for having them.
I'm a little unclear as to whether this survey pertains to the SHIBA counselor I saw at my senior ctr. / in Oak Harbor or via phone w/staff member in Mt. Vernon...in both cases the individuals who helped / me deserve the accolades I've expressed here...what needs to improve is the phone system for / actually reaching someone LIVE in Mt. Vernon...unless a caller already has an extension # for a / staff member it is nearly impossible, and very frustrating, to reach someone at the number given on / computer generated form letters which state the 'help' phone number...fortunately , I persisted and / made contact with Jill and rec'd enormous help in solving the issue I had...for others, especially those / without full faculties I believe it presents a hurdle which is disgrace
Issue is not yet resolved.
put in a little effort. Humanize your site . Questions are to vague and all you want to do is sell this is my health that you are trying to control and you are being paid... So put in the effort /
1. If the inquiry to SHIBA is by email/Internet SHIBA form please answer the question by email, and maybe include a call back number and name to SHIBA if the email answer is not clear. / or / at least add a question to the SHIBA online contact form asking how the person submitting

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

<p>the question wants to receive the response, and what the best call back time of day would be if a call back is required. In my case they called me back twice in the mid mornings, but I am never available until afternoons, so never did get to talk to the SHIBA person. So they left a partial message with my wife who didn't know what I had really requested. The SHIBA online form I am referring to is the one at https://www.insurance.wa.gov/contact-washington-state-shiba-program/ / 2. Why are Cigna's medigap plans not included on the Wa state PDF list of medigap carriers compare list, even though it is probably the best medigap price being offered in the state of Wa? Please get CIGNA's plans added to the list of medigap carriers available in Wa. see https://www.insurance.wa.gov/sites/default/files/documents/medicare-supp-plans_0.pdf</p>
<p>Couldn't help me and sent me to another web site.</p>
<p>I am very complimentary of the Sr Rights rep that I work with at my Sr Ctr who referred me directly to SHIBA--but I am not happy with the lack of follow up.</p>
<p>I don't understand their purpose. After waiting three days for them to return my call, I simply wanted a clearer explanation on various Medicare advantage programs, they could not help me AT ALL. A waste of time. I will have to rely on what I pull up from the internet and go into each Medicare Advantage program to try to see what works best for me..</p>
<p>If you could somehow create a single payer health care system in the country there would be much less need for your services!</p>
<p>It would be nice to be able to schedule the call back from a SHIBA volunteer so that I can be sure to be available.</p>
<p>My question was about my partner's eligibility to postpone signing up for medicare part B at 65 without penalty because he will be covered under my employer's insurance. This is in question because we are not legally married under Washington State marriage and domestic partner laws. Your knowledgeable and helpful as possible service agent kindly sent me the forms that medicare requires to sign up, but there was nothing that addressed deferring part B enrollment. So I am still at a loss. (A far less knowledgeable Medicare agent could not help me at all with this, and made no offer to send me the same forms).</p>
<p>My meeting was at the (name of Senior Center). Maybe it would have been better at another location.</p>
<p>The volunteer I met with did not have an understanding how Medicare and State Medicaid worked together for low income clients and being 65+ as I will turn 65 soon. / / Also had questions for my mom who has Federal Employee Health Benefit Medicare Advantage as an Annuitant and person didn't really know anything about this. /</p>
<p>My reason for contact was about Medicare. I was able to meet with a volunteer who was extremely helpful. The only thing that could have been improved was the room in the location - the session started in one room, then had to switch to another. I think the center could have known best so the session would have been scheduled in the second room in the first place. The reason this was a hassle is because the computers, internet connection, etc all had to be done again and that impacted on the time for appointments. But I had a great time and will be back next year because medicare and the health plans are too complicated for one human being to understand. I also wish the state of WA could do something about the enormous price we pay for drugs in the this state/the USA. Its shocking the price asked for some drugs that are so cheap in other countries. Drug companies are not hurting for profit. It's time they distribute the greed backwards and lower the prices.</p>
<p>My request was referred to 2 supervisors; no one could find the info before 2018 / Made me promise to follow up to them after our plan was pursued on Jan 2, 2018</p>
<p>No actual contact, only voicemails with no way to get back in touch.</p>

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

<p>The woman I spoke to at the Insurance Commissioner's Office was very courteous and pleasant. I just haven't been able to get in touch with Shiba at this point.</p>
<p>While the initial response (and filing of the complaint) was upbeat and timely, there was no follow-up, and I never got any feedback as to whether the complaint had any consequences for the company, / and whether the solution asked for was implemented.</p>
<p>My first experience, several weeks ago, was not at satisfactory. I was directed to a local meeting, which, it turns out, was not at all what I needed. When I found I was not able to attend, I let the representative know. She had no response to my request for another meeting. As I see it, she could very well have provided an opportunity for a meeting with her to discuss my issues. IN CONTRAST, the representative I spoke to this time was diligent, asking me about my issues, providing me with ways that I could obtain the information I needed, and helped me form a plan of action to be able to avoid problems when I turn 65 in less than 3 months. I am very happy to have connected with her. I was also assisted by a representative of the insurance commissioner's office, who helped me understand what assistance was available to me.</p>
<p>The social worker assigned to me here on Bainbridge has been truly lovely and very determined to assist me, but it seems clear that there are many things she has not truly understood about this process. Especially in how to navigate the medicare/social security website. In my case, the whole procedure has become very complex- an error in the system about my "refusal" of "part B" which has required that a form be filed with a Federal office by mail, much additional documentation required because of my low income status- which I was unaware of until a vague and general letter arrived about a "refusal" of health benefits from WA DSHS, and other issues as well. None of this was apparent from the outset- phone calls and queries to the maybe 5 different agencies involved in this have been required so far. And somehow it seems as though everyone has their own take on what the system requires.. / / Better training in the Byzantine ways of Medicare and it's website, as well as Medicare's interface with WA DSHS and Apple Health would probably be helpful. I feel like things are moving along, but I will be relieved when this initial sign up period is over, and basic benefits are established. Thank you!</p>
<p>You need work on returning calls</p>
<p>First contact I was given wrong information. Second contact gave the correct information. It was seriously wrong info the first time.</p>
<p>I just feel they should be prepared to help. My husband took off work to go and we waited a week for the appointment. When I tried to schedule another appointment there was no answer for 2 days, no message machine.</p>
<p>Had a chance to see a "cheat sheet" summary of 2017 Medicare Plans when I met with my SHIBA volunteer about 2018. I was told it was prepared internally by a SHIBA volunteer. Each plan available got 1 page....seems this could be a useful handout for the public. / / My SHIBA advisor and I both have the same Group Health Plan but he goes to Everett Clinic in Everett and I go group health in Everett...I think he gets his PRESCRIPTIONS through the mail from the Group Health pharmacy. I get my PRESCRIPTIONS in person from the Everett Group Health Pharmacy. / / After three years of Medicare, I do not understand how these permutations are "possible"....I feel I'd like to have a written explanation (or a really well done video) that would explain the insurance product and who produces the product and it's relationship to parts C & D of Medicare. / / I find it confusing to understand how Group Health can be an insurance company and the provider of the medical care. (And for that matter a co-operative and a foundation.)</p>
<p>It wasn't easy to get an appointment. I left several messages at the phone number I was given from PEBB to connect with SHEBA without getting a response. After someone finally responded so I could make an appointment, the process was smooth and efficient. My experience with the volunteer in person was great!</p>

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

Keep the appts made.
I didn't see why I needed to write down the medications/dosages I was taking on a piece of paper upon signing in, it was never looked at during meeting. Although I did verbally provide the information. Most of the same information given was/is available online and since I do not qualify for any discounts (I'm one of the people that kicks in for others who did not plan well for retirement) I'm afraid the volunteer was less than interested in helping to reduce my cost, which may be why I was steered to a high cost drug plan, which she said is the only one that has my drugs available, which is definitely not the case. She was very polite, but not very helpful in this regard.
I don't want this to sound prejudice.but feel it may be useful information to you. I was paired with a volunteer with a thick accent. He was certainly very nice but I just couldn't understand what he was saying. I would need to return again and hopefully get another person I would be able to communicate with.
(volunteer name) just directed me to go online AND compare 3 plans. She was not interested or in any way helpful in my specific questions. She only focused on drug plans, not the medical plans. I wasted my time with her. I had different experience last year when I spoke with employee Janet who was extremely knowledgeable.
I live in Snohomish County, but no offices for Medicare counseling were listed (at least for mid-November and December), so I went to an office in King County (Crossroads, in Bellevue). I think it would be good if Medicare counseling could be available in Snohomish County.
I still do not understand the relationship and interaction of Medicare, Medicaid, and the VA pension system. I have been told that my dad will give up \$646 in social security when my mom gets on Medicaid, but my mom will then get some home care to compensate for the \$1,000 a month my parents pay for private caregiving four hours a day five days a week. So far my dad's DSHS caregivers are going to send him an invoice for \$646 but my mom still does not have any Medicaid help. /
I would have liked to get answers to the questions I asked. I can't answer most of the questions as no one came back to me.
Perhaps extending the period of support offered to the growing number of individuals (seniors) who are seeking advice offered in selecting appropriate insurance options for them during or before the "open enrollment period.
When you call there is not an option for folks who want info regarding insurance who are eligible to retire. It makes it sound like SHIBA is only for medicaid and medicare. I wanted to know if PEBB insurance was available for PERS 3 employees with 30 years of work who want to separate service and then actually retire several years later. The tricky part was getting info associated with separation vs retirement.
some insurance information was not updated...(some info was for 2017...and my insurance quest was for 2018)
Still not signed up to any insurance. Wished they could have helped me with that part
Very conscientious about making multiple calls until they finally reached me
I am not contacting SHIBA for advice. I contacted SHIBA to inquire about training to become a volunteer. No one has contacted me except for an automated response stating my form had been received.
I spoke to the 800 number for pharmacy benefits change from Pennsylvania to Washington they were very helpful. I called the local SHIBA office number on post st in Spokane it took 4 days to a call back from the message I left x2. Then when they did call back they could not answer questions about hmo ppo plans in Spokane county all he would do is mail me a print out of insurance companies that do offer it in my area but I did not know more than when first called. Dhss Office said they would answer my questions but they did not. The man was short with me he was too busy to help me or answer any questions.
I have never been contacted

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

I was specific in my questions, but was given only answers available on your website. Not what I needed.
See previous comments. The woman I spoke with was very pleasant and spoke like she knew what she was talking about. But as noted, the insurance company agent I spoke with contradicted her advice, so it seems she was probably mistaken or ill-informed on this matter.
Shiba was very helpful helping me navigate my mom's change of county and obtain new coverage. I just felt a higher level of trust than trying to figure it out on my own. My only suggestion is the voicemail message is very long, if you could put the bypass option on it would be nice.
The day I went to the SHIBA meeting on November 29th, 2017, Please forgive me I forgotten the lady name. She was surprised on what she read on the note from my healthcare plan and she said they drop the ball on me for whatever reason and which is why I said I was hoping to find out what and why they did that? I am sure I will never find out because I am having to pay more money out of my pocket for my new healthcare plan which is forcing me to go over my income. But over all the staff did what they could do for me even tho I didn't have a ASL interpreter. / / Thank you tho [sending email to all SHIBA volunteer coordinators and regional training consultants regarding availability of LanguageLink services for advisors to assist ESL clients]
Kudos
Dave was outstanding!
A gentleman, Mr. Hand , was my contact person , very professional , knowledgeable , and took time to make sure I understood my options. / Mr. Hand saved me over \$40 . per month .
Cared about my questions and concerns
The staff was very friendly and courteous to me, even when I started rambling about how the Tri-Cities has changed in the last 58 years! They are great!
Dick Anderson was so helpful. He walked me through getting my mother's prescription drug plan and completely explained the Medicare program to me for when I turn 65 in two years. What a great service. Thanks
I met with Dick Anderson and he was exceptionally knowledgeable, friendly, and helpful. I got the information I needed and he made it very clear he was available for further assistance if I have questions as I work through this process. He is a Gem! (: / Thank you, / Barbara Larkin
Dick anderson was the very best.. been to him twice the folks at wenatchee senior center...not so muh
SHIBA volunteer was fastastic.
The staff who helped me was very straight forward and helpful. She found what we needed to know and printed the information for me.
Very responsible, personable, knowledgeable staff, my visit was very pleasant and helped me understand the choices available to me. Jean was awesome!
very, very good. I have used SHIBA volunteers every year for the past 10+ and will continue. / Every year I have been able to get the best Rx plan thru the SHIBA volunteers. Thank you all. /
I appreciated all the material provided and how the volunteer when through it and then made sure to answer any questions I had. Also useful was the volunteer noting down of my 'drug plan' Id and password so I could access the same plans from home that we'd looked at online. The 'hands-on' help and take-home material helped me pick the best plan for me. I was completely overwhelmed with choices beforehand, but at no time did I feel my volunteer was steering me to any specific plan. I was given information and tools to make my own decision. Thank you sincerely for having this well run and highly useful service.
Great help by Judith and Stowe!
Great service!
Great service!!!

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

<p>I did not receive a call back when I was home and could take it and therefore missed several calls with no return number. This was very frustrating and it should be noted that not all Medicare recipients are off work and home all day. I pursued calling and reached Stowe (first name) and found my savior. She was knowledgeable and when she did not know what the answer was, was willing to find out. I was so frustrated by then that her patience was even more appreciated. The agents need more training on how to merge from Medicaid with an L&I temporary income to getting on Medicare. This process was exhausting and confusing but getting in touch with her got me through with some faith that someone truly cares and has knowledge. Thank you Stowe!</p>
<p>I was trying to sign up for Medicare for the first time. The first time I called was first week of December and the woman made it clear that I should call back later since open enrollment did not affect me. My deadline was the end of December. I talked with two people over a week and a half (after open enrollment). The quality of help varied greatly. One man was extremely helpful and seemed to care about my situation. He even sent a followup email related to one of my questions. The other man was marginally helpful with rote answers.</p>
<p>I have got a solution to my problem!</p>
<p>I have worked successfully with SHIBA for five years.</p>
<p>I think most people will visit several times in order to understand a very complex issue. The SHIBA volunteers are great! /</p>
<p>I was very impressed that they tried me back 3 times after I missed their first 2 callbacks. The quality of the information that was shared with me was way beyond what I expected. I am very impressed and appreciative. Thank you.</p>
<p>I was cut off from ABD as approved for SSDI so no income from Sept 30 to Nov and now have only message phone. Initial volunteers were left gruff messages wanting a time that I could be reached by phone. / / Ended up scheduling a longer call with Stowe after I lost my phone svc. / / She helped me fix system problems. She made a call with me to get application started for supplemental ins. She referred me to a program for basic needs. She helped me get prescriptions. / / She has been excellent! Am following up with her on email. If I could nominate her for Volunteer of the Year, I would. Thank you.</p>
<p>I was impressed with the speedy response to my inquiry and was contacted by 2 volunteers to ensure I did get the information I needed. They were very detailed in the messages they left for me and I was impressed with their dedication to providing helpful information. They were great!</p>
<p>It was very helpful to my sense of responsiveness that the SHIBA volunteer office recorded phone message stated that it would take a couple of business days for them to return my call. / The volunteer was very helpful and sent very useful information, helping to limit the amount of further research I had to do myself. I had already visited the Medicare website for basic information. / Please keep up the good work!</p>
<p>My wife and I were very impressed with the level of help we received from Stowe, who works as a volunteer in the Seattle facility located on 2nd St. She was extremely knowledgeable and helped us greatly in learning what we need to do to get the best Medigap coverage for us.</p>
<p>Judy Ellis has helped me this year and last, much to my benefit. Thank you, Judy!</p>
<p>Ms. Janey Elliott is the best: courteous, patient, knowledgeable, and professional. I already highly recommended her to friends and relatives.</p>
<p>The volunteer I met with, Kathryn McGuire, was incredibly helpful, knowledgeable, and friendly. I was impressed that I was able to get in with her a week and a half after I made the initial phone call to make the appointment even though I called in mid-October and it was so close to open enrollment. She spent an hour and a half with me making a plan A, a plan B, and a plan C, and I left the meeting feeling confident that I could navigate the Medicare system. My one and only criticism is that the location is a bit difficult to get to for those of us with</p>

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

<p>disabilities as it is a far walk from the parking lot and there are pretty steep stairs at the Mercer Island (Luther Burbank) youth and family services, and no elevator. This has absolutely no reflection on my advisor, as I found her to be an incredible asset in my choosing of an insurance plan. She also took the time to email me extra information and has reached out to me to make sure that I don't have anymore questions or concerns; I'd say that she has really gone above and beyond to make a confusing and complicated process as painless and easy as possible. The world needs more of her in it; I can't believe that she is a volunteer, you're lucky to have her!</p>
<p>Please keep up the good work.....Happy Holidays!</p>
<p>Schedule phone call appointments. / Pam Ryan, the Volunteer that helped me is patient and super knowledgeable... a real life saver in troubled waters.</p>
<p>Set up online appointment booking system to avoid wasted phone voicemail exchanges</p>
<p>Stowe was awesome, she explained several options, compared plans and costs based on my requirements, answered questions I didn't even know to ask, and sent me very helpful links. I have already recommended her to several friends. What a great service!</p>
<p>Thank You !</p>
<p>The staff that answer the phone were helpful...not the person who left the message /</p>
<p>The volunteer who helped me, Stowe Sprague, was amazingly knowledgeable, friendly, courteous, and above all, honest. I first contacted her in the spring about changing from MedAdvantage to a MediGap policy, and after giving me all the info I would need, she advised me to contact her again in October, during open enrollment. She then proceeded to give me tips on how to navigate the system. As a result, I am now enrolled in a MediGap policy, and I have Stowe to thank for that. Really, she is a gem to deal with. Bless her heart for volunteering her time to help others! I am totally impressed with OIC!</p>
<p>The volunteer woman (forgot her name) was amazing!!! Super helpful. She worked part time (Mon & Tues, I think--maybe it was Sheila, not sure) and she made phone appmts, followed up, even sent me a bunch of helpful attachments. You're the best!!!</p>
<p>The volunteers I spoke with (Bob and Pam, I think) were wonderful. I got excellent information that will save me money and headache later down the line.</p>
<p>This service was very helpful for me. I was able to get the info needed to sign up for / the insurance plan that was right for my circumstances. Thank you.</p>
<p>Very polite, patient- answering questions even though it was the next to the last day. The only reason I answered "no" to -did it help me save money- is because I told her the wrong name of a medication, and I called a part D plan other than the one I have been on. / / It is a wonderful service for seniors and disabled citizens.</p>
<p>Volunteer was knowledgeable, although he seemed more intent on correcting my choice of words that actually grasping the concern I was expressing. He sent me two pamphlets, which I will try to decipher.</p>
<p>Wonderful experience and I would highly recommend SHIBA to others</p>
<p>Wonderful service SHIBA provides! And it's free! Very helpful. Thank you.</p>
<p>Wonderful service. I used it in California too and have recommended that others use the spun-biased service.</p>
<p>I actually have an appointment to discuss my Medicare options on Friday October 27.</p>
<p>I got the answers that I needed to the questions I asked. I am pleased at how quickly I was contacted. This is the third time I have contacted SHEBA. Every time I have been pleased. The best plans for me, and plans with excellent coverage. Thank you for all your hard work. Thumbs up!!</p>
<p>If all your volunteers are as caring and knowledgeable as Carel Edgerly I can make no suggestions to improve your service. She was excellent.</p>
<p>I was interested in getting Hyperbaric Oxygen Therapy covered for Fibromyalgia, because in my case it eliminated all pain and all other symptoms for a period of about 18 weeks. They</p>

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

<p>helped me understand that what I want is for the FDA to approve HBOT for fibromyalgia and for Medicare to pay for it, and the best way to pursue that was to contact my legislators. Great service.</p>
<p>Thanks for providing this valuable service. It is truly a blessing.</p>
<p>Confirmation and completeness of common coverage, including but not limited to; / / Insurance coverage / Medicaid / Medicare / County laws, rules and regulations /</p>
<p>Shiva volunteer was very patient, supportive, and empathetic which was exactly what I needed at that time. / / I was very favorably impressed and grateful.</p>
<p>The staff/volunteer who called didn't even know what naturopathic medicine was.</p>
<p>Completely satisfied ! / / Thank you for your service.</p>
<p>I contacted the SHIBA office to invite a volunteer/staff member to our Retired Public Employees Chapter 19 in Kitsap County. I am president of that chapter and received very positive feedback from our members who attended the meeting. We represent 259 members just in Kitsap County. We were all very happy with the staff members presentation and her knowledge base for the questions our members asked during her visit.</p>
<p>The service could provide options for clients with complicated situation or other resources where we may turn when stuck in a loop within the system</p>
<p>Excellent service. Timely. Extremely knowledgeable. Eased a lot of our stress.</p>
<p>I can't thank these volunteers enough! They helped me navigate the massive number of options and decisions necessary in medicare enrollment. I feel so much more knowledgeable and in control in this complex environment. Thank heaven there are volunteers like this.</p>
<p>My adviser, Pegi Groundwater, was exceptionally knowledgeable. I hope that this program continues given uncertainties in the federal budget. It is an extremely important service.</p>
<p>Volunteer very patient and thorough. He made sure he helped me fill out forms correctly. Very pleasant person. I needed help and he was helpful and some of my anxieties floated away. I very much appreciated his kind assistance. /</p>
<p>We have been guided by Curt, the insurance volunteer and each time we meet with him we learn so much. He easily explains complex details; it is a great benefit to work with a skilled and local counselor.</p>
<p>Everything went very well once the volunteer staff got organized. My appointment was one of the first ones of the day so it did take a few minutes for the volunteers to get organized.</p>
<p>Excellent service, especially at this time of changing health insurance options.</p>
<p>I have already recommended this service to friends. Thank you so much for providing this service. I left my consultation with Stella being so much clearer on the best option for me and my husband for next year. I especially appreciated her expertise in PEBB issues,</p>
<p>It was very useful information, as I am new to medicare. I needed to find out what would happen when I retire and what supplemental insurance options I had.</p>
<p>Thank you for providing this wonderful service. The volunteers are always so gracious and patient in explaining things and helping us with our questions.</p>
<p>Every thing went well. The volunteer who helped us was very informed and able to answer my questions.</p>
<p>I feel that Shiba is an very important tool to help navigate us through the Medicare program. With out it, what would I do? Thank you to all the Staff and Volunteers!</p>
<p>Laura Ballard was exceptional in her assistance for me. I had a complicated issue enrolling in Medicare and she went the extra mile in sorting it out and contacting the OIC. And I now have Drug coverage until my general enrollment next year!! Amazing! Thank you!!</p>
<p>Our representative was very helpful. We looked at several different plans. The plan we are currently on remains the best for us.</p>
<p>She gave me lots of information so I could decided AARP plan 2 for Part C. Very very helpful for me. Thanks very much.</p>

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

Thank you. I count on meeting with the advisors each year.
The volunteer did a great job to educate me on the Advantage plan selection process and the provider options I choose to evaluate! Very worthwhile process! Thanks for providing the service!
I worked with Janey Elliott. She was great.
Thank you for the annual list of Medicare providers for our county. It helps to make health care decisions.
The volunteers I sat with were able to simplify for me without talking down to me.
Amazingly knowledgable, able to assist in a timely fashion without seeming pushy.
I called and left a message with my name and phone number because I assume no staff were available. They called back a few days later, maybe 2 or 3. I was not home so I called again and left a message and received a return call that day or the next. Linda called me back and was very helpful. She did a great job of providing information and directing me to websites of Medicare and OIC.
I contacted Shiba about my medicare plans and RX plans. I wanted to know if I could save on my prescriptions. Janice and Tina were VERY helpful! They took the time to answer questions, look at the different plans and give me quotes. They even mailed me what they did so I had a visual plan in front of me. / They could not guarantee anything because it was before the 15th of October. I will call them back this week to confirm their findings.
I was impressed with the knowledge of the contact. She answered all my questions and provided guidance that will save me roughly \$2,400 this year alone. Thank you for providing this service. Trying to navigate the legalese was near impossible, I could not have done it without SHIBA's help.
Knowledgeable and addressed question right away. Specifically, once one leaves insurance provided by/through retired state employees one can never go back to that insurance.
Maureen Hill at the Senior Center Olympia, WA downtown is professional, comprehensive intelligent, intuitive, patient and in this day of technology and a culture of "give me your money...I don't want to talk to you," Maureen Hill is A HUMAN BEING and acknowledges you are one as well. Thank you so much for helping me...and being available to other seniors in the area. We never needed you more. And, THANK GOD there are still people like Maureen Hill
SHIBA folks called me several times, as I was not available for a couple of days. When we did connect, she was extremely helpful. I currently am under my husband's health insurance, so my questions were not a matter of saving money, just informational. Thanks so much for this service. I am sure I will use it again!
Thanks! I was given misleading information regarding switching my Medigap J to Medigap F by my insurance company. SHIBA volunteer worked with experts at Insurance Commissioner's office to get me a correct answer.
The volunteer was way more knowledgeable than I was---but that's not saying much. This is such a complex issue, you need to have very sharp people...and you need to advertise. I can't tell you how many people just in my acquaintance that don't have a clue about what they have much less about what they need.
You could just tell by the tone used in the e-mail this is the right person for the job. Even though they could not directly answer my question, they left me with a further pursuit phone number. I ended up using the AG office contact I have to try and see if I could get closer to a specific contact before trying the number she gave me. I wish every contact I had was so nice.
Couldn't ask for more!
I am delighted that Washington is not Texas. You and the commissioner do very good work.
1. Your end of life health care directives availability is totally appreciated. Please keep this service. / 2. I also used your yearly Medicare supplemental insurance review. Please keep this service. / Thank you for what you make available.

SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2017 – DECEMBER 2017

Australia was unbelievably helpful. As a result of that meeting I felt extremely confident re. my decision as to what Medicare program was best suited for me.
I used to work in the insurance business (now a swamp of corruption and money first) so think any help anyone with some skill and info can give is beneficial. You would need a Ph.D. to understand the Medicare tome and the Part D semi-tome that is sent out to seniors. It is so clear by the language and the volume of confusing materials that the insurance companies and of course, Congress and their lobby friends don't want seniors to know much or what they won't get covered. It's a national disgrace if not criminal that a single payer system is the law of the land - like every other country. So SHIBA serves a wonderful purpose and volunteers are a blessing.
nothing to add. volunteer was very helpful and well informed
Service was excellent and successful in continuing my health insurance. Thanks Laird.
The SHIBA person that talked to me was very informed and helpful! Having sold Medicare insurance for the past 7 1/2 years, I was well versed in Medicare, Medicare advantage plans, and Medigaps (supplements). I learned that I wouldn't be eligible for state assistance, but she gave me information about how I might be able to get help through the VA or Rx assistance programs. Super helpful, courteous, and kind.
We have used the expertise of Australia Cosby at the Bellingham office more than once to help us set up health insurance for our son who has schizoaffective disorder. She is so good that I have recommended her to others.
Our insurance issue was resolved thanks to your office's assistance. Thank you.
It was a big help with understanding it all.
Your staff did a great job.