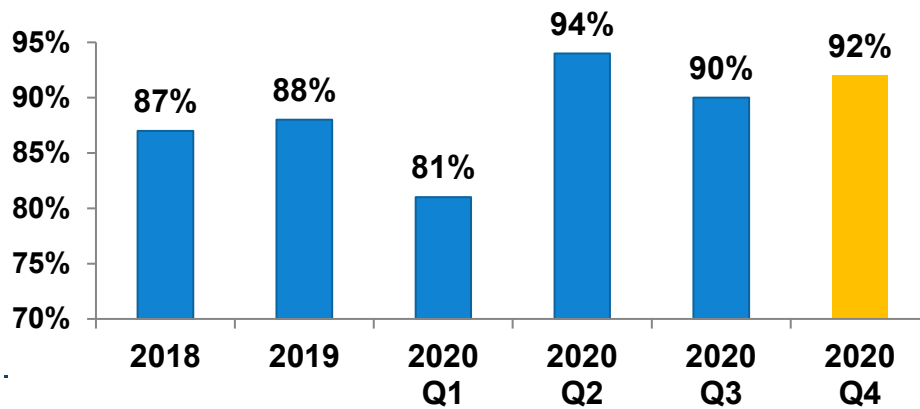


SHIBA Customer Satisfaction Survey Results – 2020 Q4

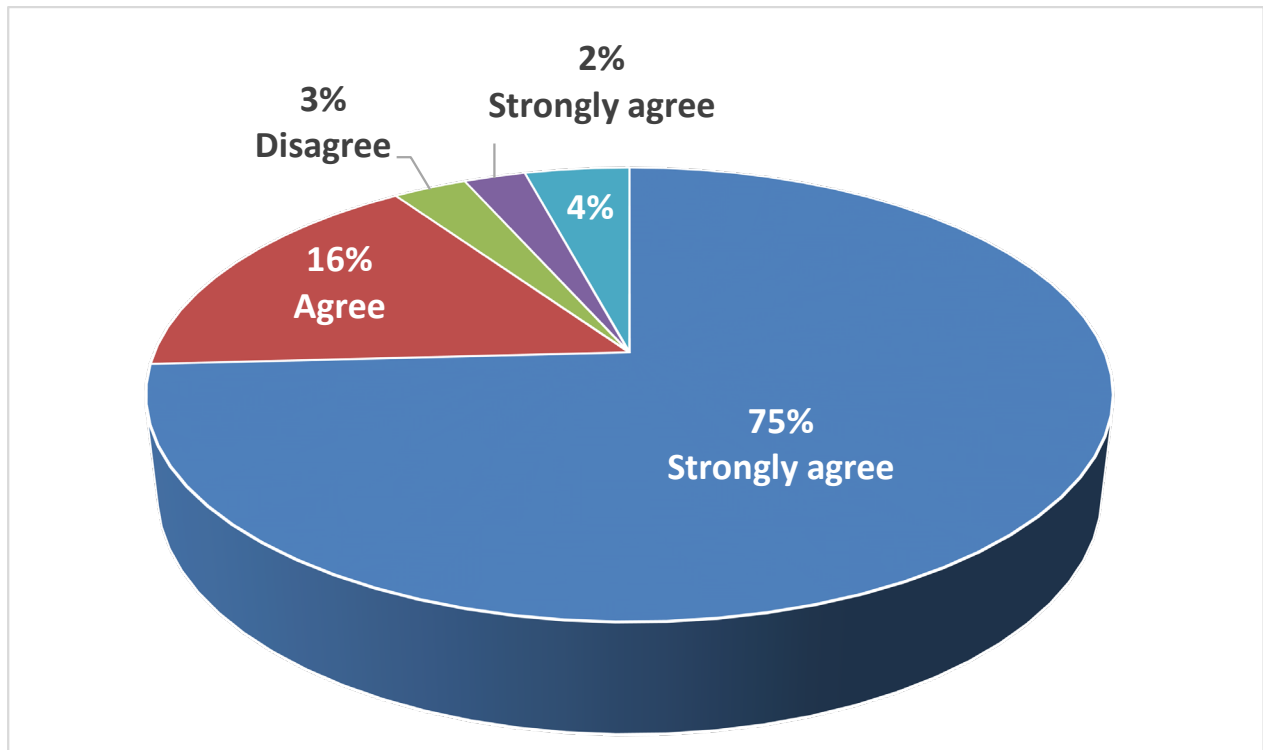
Overall satisfaction



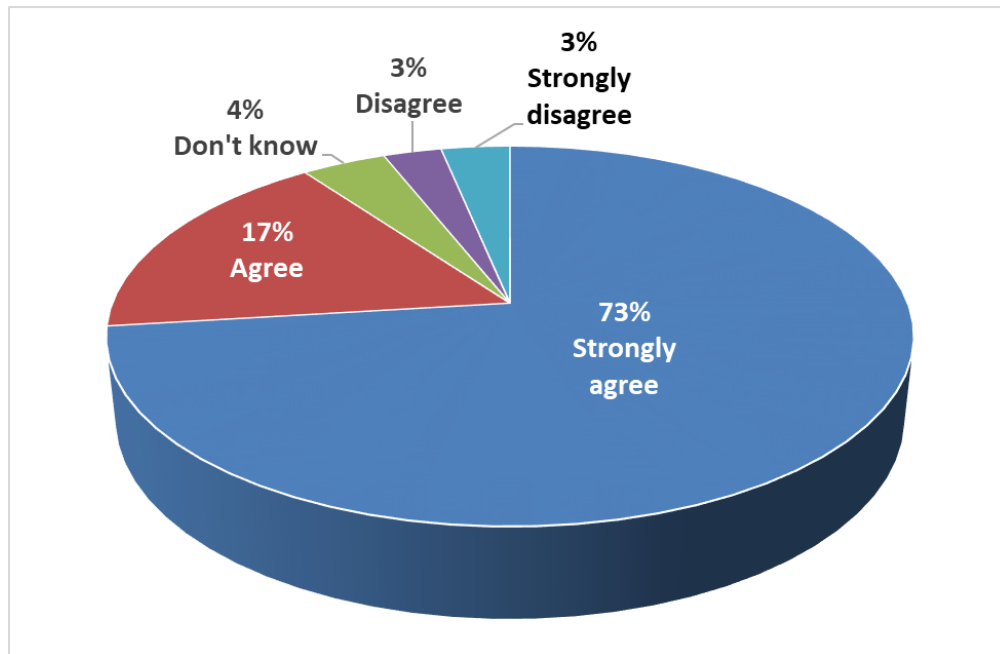
392 customer surveys were completed out of 2,816 survey requests sent = **14%**

213 out of 392 customers gained access to healthcare, prescriptions, and/or savings = **54%**

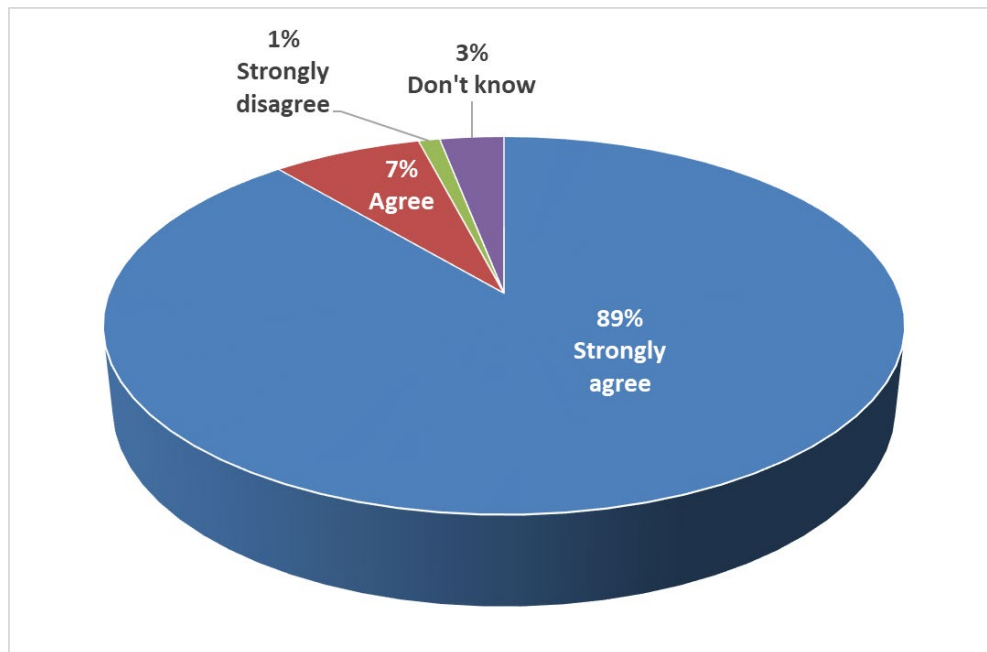
SHIBA response in reasonable amount of time



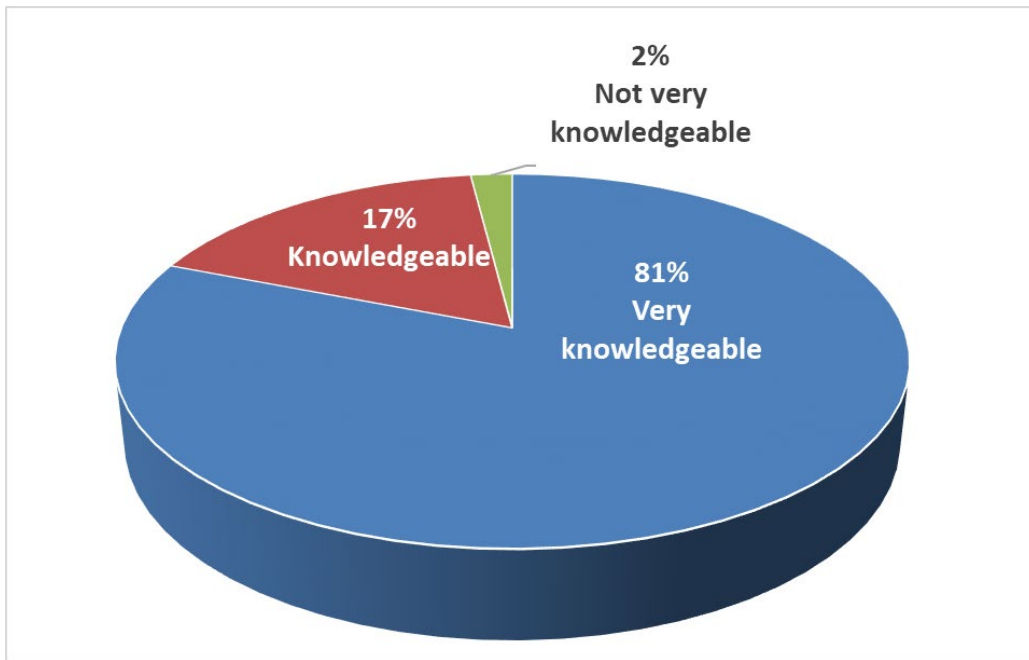
SHIBA volunteer/staff provided information needed



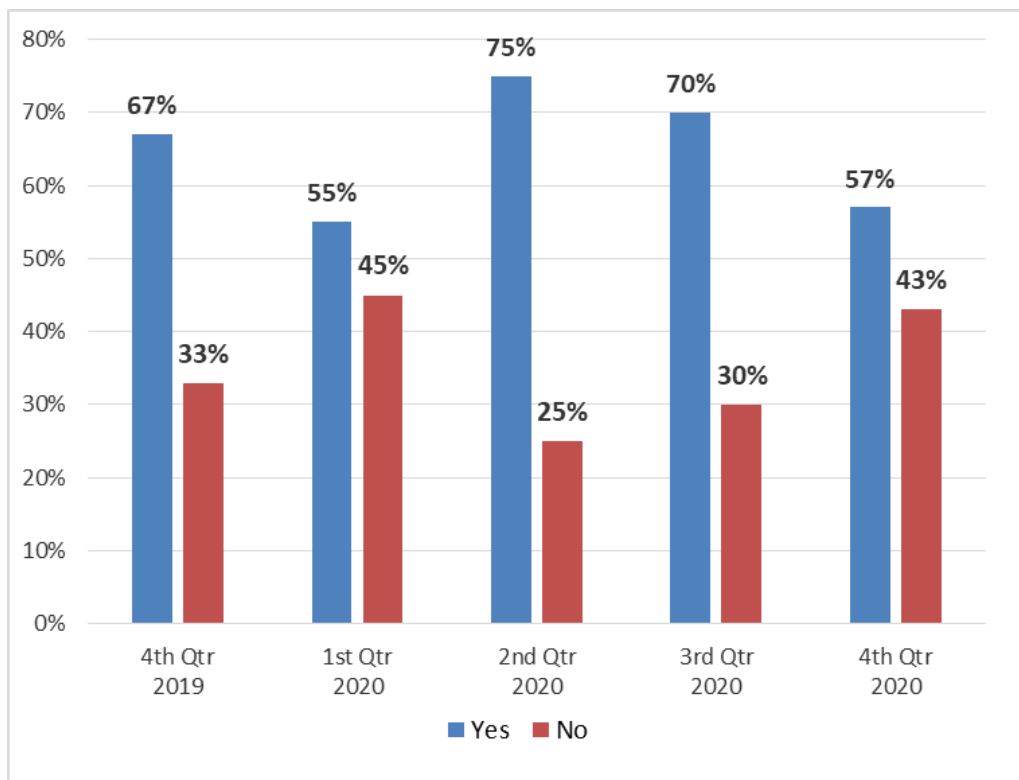
OIC staff or volunteers were courteous



Volunteers were knowledgeable



Internet – Did you find what you were looking for?



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 staff)
Took too long to get back to me. I had to keep pestering.
Waited for more than 2 weeks for response
I sent an e-mail and indicated in a follow-up message that my hearing is compromised over the phone and asked for future contacts to be done through texts or e-mail. I continued to get phone messages and voicemail over a week long period.
But very condesending
Our questions were atypical, the first person knew she did not know, so tried to hook us up with someone who did. some information was helpful and some only added to the confusion from information from Medicare itself
Hard to get through to anyone
Several calls were required
I am still confused and would like a chance to to speak with someone else. I would really like to speak with Pam whom I have spoken with in previous years. She is very clear to me.
I had a question relative to changing my Medicare plan, and it took more than four days to get an answer.
Long phone wait times.
No help
Not the help I need & I had contacted via email first with some specifics. / /
somewhat but I know lots of people were calling in so I was ok
There wasn't anything he could do for me.
Your Rep talked over me as if he already knew the situation
She sounded frustrated because I was asking questions and I felt she didnt want to talk anymore
I live in XXXXXXXXX County but had to contact Whatcom County for timely help. Received no help from the XXXXXXXXX office and had called a couple of times.
I contacted the office several weeks ago. A volunteer first contacted me after two weeks with a question about my birthdate, then a week later about Medicare, and has not gotten back to me since. Time is running out
not being able to sit down in person caused delays
We ran out of time.

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I'm not sure which call you're asking about. I talked to someone in September or early October. She was helpful. My husband called for someone 2 weeks ago and call not returned. I called once with no return call/message.
Took several days but turned out to be worth the wait
Evidently they had my info for awhile and it should never have been sent to them. Plus, they were not helpful at all. Just delayed the process.
I waited on the phone a long time before I left a message to return call.
It's been 4 days and I haven't received a call yet.
They helped but only to find out I'm not eligible for anything
Kudos
I received a return call the same day, and excellent support to choose a medicare part D plan.
The time was taken to research all avenues and then sent to me via email.
The consultant was prompt (called at scheduled time) and was informative.
Nancy was beyond helpful. I had lost my insurance and medicare card. She got me to the proper people to get replacement cards.
The volunteer could not answer my questions regarding who pays for costs not covered by Medicare if you are on Medicaid (whether I need to secure a Medigap insurance), but she said that she would contact her supervisor and get back to me. She was very prompt and professional. I really appreciate her willingness to assist.
Very kind man that took the time to call twice when he did not reach me the first time.
I got a call-back very soon, sooner than I'd expected. And Janis Rich was very knowledgeable and took time to talk about any point I brought up. I learned ASAP what I had to do first and next.
Excellent response time.
She was willing to go above and beyond. Treated me with respect.

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 local sponsors and SHIBA staff)
I am not finding medigap premiums from all the carriers offering Plans in thurston county for January-March 21 and April -December 21. Why is it so hard to get that information?
i am trying to find out info to get my mother home health care
I asked for assistance with the calls I have been receiving requesting personal info. The Shiba office returned my request and kindly told me she could not assist with my request.
I typed in a question
I want to know why Pend Oreille County does not have any Medicare Advantage plans? We are in a low income county but not all of us are on Medicaid.

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I wanted to speak with someone, realtime or by e-mail, about my mother who's just moved to Washington from Missouri. No live person has reached out.
I'm getting screwed by fraudulent medical billing. The OIC's office has proven to be useless.
No one ever called me
Not sure
The issue we were having was billing with Lifewise. Not something I would expect to find on the SHIBA web pages.
Too confusing
what is shiba
Kudos
I received a return call the same day, and excellent support to choose a medicare part D plan.
e-mail of list Of Pierce County Medicare Part D plans helped
I sent an email and a representative replied to it
I took an on-line class through the community college and their handouts were excellent

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 local sponsors and SHIBA staff)
All it did was refer me to [sponsor name] in [sponsor's city] which administers many different programs but was not able to answer this question
Did not specifically address the question I was researching
For other reasons
I requested a consultation for my mother in [county name] County but no one ever got back to me.
I wanted to speak with someone, realtime or by e-mail, about my mother who's just moved to Washington from Missouri. No live person has reached out.
It gave me the number to call but 4 days later I still haven't talked to anyone that can answer my questions.
No
No, they make it sound like the OIC actually [expletive] about Washingtonians.
partially
Please see above. Hard to make an informed decision without basic information. Should not have to call each carrier.
See above. Actually too long ago and too many other sites visited for specifics
Too general, the topic is complicated
Kudos
Gave the phone number and email address to use. It also gave me the form for a complaint, which I used for my complaint.
compared my ins. plan to what is currently available.

The questions were asked and answered concisely

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 am a retired Federal employee. I was trying to figure out whether I should get Medicare Part B. I read articles that if you are a retired Fed, you have good insurance and the cost of Part B is not justifiable. I spoke with retired co-workers who told me they did not take Part B. Only the military veterans had to take it. / / The representative I spoke with was ADAMANT that I should get Part B. I explained that I was a retired FED. The representative didn't seem to "get it." They were still adamant that I get Part B. what they should have done was show me a cost comparison of getting Part B versus not getting Part B. Instead, they were all ADAMANT about me getting Part B. / / The representative did not seem to understand that Retired Feds are not obligated to get Part B. / / / /
insurance staff was incomplete. someone named [advisor name] laughed at me.
Provide text or email access for those who prefer alternative methods of contact / Also, questions I asked involved whether a particular insurance company had any complaints or issues with the Washington State Insurance office. I was told that kind of information wasn't available.
I never got a email or anything at all. Still don't have answers for my Medicare questions and my Medicare benefits start March2021. And I have no idea what I'm supposed to do.
I was told Open Enrollment starts 10/15 so I have to wait. She suggested I may qualify for welfare.
Understand that we are contacting you because we either don't understand or are confused about a topic. I had originally contacted Medicare and received some of what I thought was misinformation, so essentially I had 2 questions and did not need nor want a lecture.
Due to the pandemic, I was not able to meet with the SHIBA representative in person...I hope that this procedure changes soon...I am the type of person that benefits from in person meetings.
Still confused about the Part D Silver Script Rx (PDP).. Advice doesn't seem to match website details. . . may have to email my SHIBA volunteer for more clarification.
Contact from website request was quick. Contact from calling office in [sponsor city name] got no response.
The volunteer did not have access to the information she needed to help me. I was left on my own to try to navigate Medicare's labyrinth. I could not find the info I needed, so I am left with keeping the same policy I had last year and don't know if it is the right one for me..
Volunteer said she would send me some additional information which did not arrive - but that may have been difficulty with my email program. Then I didn't know how to let someone know I didn't get it.

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<p>All went well. However, one question remains: there is still confusion about the finer points of Health Savings Accounts. Specifically, if only the employer contributes, how does this affect Medicare? / / Thank you for your help. /</p>
<p>Do what you say you'll do, or let me know that I need to find someone else to help me find Medicare plan.</p>
<p>Having this help allowed me to get the appropriate health insurance. I am a single woman with MS on SSDI and had just gone an entire year paying money I didn't have for insurance I couldn't use. It was awful. Now, thanks to Sheba, I have insurance that will pay for some of my medications and some of my yearly visits. It still isn't enough for me to have MS meds anymore and I hope the state will work out soon this terrible affliction of making just enough money to be stuck in the donut hole yet cannot afford to make it out. Its shameful. I worked over 20 years helping run homeless shelters in King County. I have a masters degree. And thanks to my service I am in a situation where I have no access to health insurance that allows me affordable medication to treat Multiple Sclerosis. SO it goes untreated.</p>
<p>I am used to see the same guy every year in person. In person is better for me and this is second best due to virus. Thank you very much.</p>
<p>I believe that my volunteer really tried to make me understand the new changes and tried to give me the info I needed to make an informed decision on my supplement plan. However, I still have questions on the Rx plans and which one is best for me. She did explain these to me and sent me a chart of 3 plans to compare, but there are 29 plans and I am unsure of what to choose and I am very confused. She spoke too fast for me to understand her and I had to ask her to slow down a lot, but I still need more help. Someone who listens and answers my questions and allows me the time to ask those questions instead of talking all the time. Please have someone else call me back. Thanks, [client name and phone number]</p>
<p>I tried talking with a very nice lady on the phone but I hung up still not knowing exactly what I have to do. I realize we can't have any seminars or face to face because of Covid but lets not force us to pick a plan when we don't know what we're doing and why. This is my first time signing up for prescription coverage (part D) and I'm clueless on why I need to have it if it's cheaper for me to use Good RX (Example). I'm a face to face person where I can look someone in the eye's and expect good answers, not listen to them by phone not knowing if they're even showing any regards to my needs. Oh, and I still am not signed up!</p>
<p>I would like to know who pays for the health care services that are not covered by Medicare if you are on Medicaid (the 20% that is normally covered by supplemental Medicare insurance). Some people told me that Medicaid covers it and others say that it is written off by the provider; that Medicaid does not pay the 20% not covered by Medicare.</p>
<p>It's been a few weeks since I sent an email to the SHIBA office asking for information but they haven't responded yet. / You could at least respond that you received my request and that someone will get back to me.</p>
<p>Listen first. Provide options for corrective actions rather than depend on us to explain what we want</p>

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<p>Mine was not a personal complaint but a systems complaint about the approval of United as a Medicare Advantage plan provider in Washington State. I observed on TV an attempt to deceive the viewing audience. This tendency was noted in general in a NYT article. I am a health policy analyst who has worked both for Washington State and, as health policy staffer, for a Florida Congressman. I was pleased that the complaint was recognized as one for Medicare as well and was referred on to them. The state has a responsibility to monitor these Medicare Advantage programs so that they accurately inform prospective clients about their services, and, in particular, the scope of their physician and hospital networks. Nothing is said about that in their commercials as they attempt to entice viewers with benefits such as free glasses. Any disclaimers are in unreadable print at the bottom of the screens. Commissioner Kreidler has always been a strong advocate for consumers. He needs to look at the United case.</p>
<p>My contacts were with both a volunteer and then a staff member. They were clear that because my issue was through PEBB health insurance , they could not help me. / Even so, they were professional, read the info I'd emailed, and listened to my problem.</p>
<p>My issue wasn't resolved but I have to file an appeal which I'm dreading</p>
<p>Nothing comes to mind. Previous experience with state websites has not been successful, particularly the Dept. of Agriculture. Please do not fix what is not broken about your website.</p>
<p>Response could have been faster, but given the situation with COVID it's understandable</p>
<p>The first time I contacted SHIBA, I never heard back. The second time, everything worked as advertised /</p>
<p>The volunteer was very nice and knowledgeable however in addition to wanting to compare med. advantage plans and cost I wanted to know if any included all inclusive dental I can afford. I understand Apple Care does but I am on Medicare and don't qualify for that and income level. Perhaps WA state could add a dental rider for those of us on Medicare and base Apple qualifications not on gross income on net after rent and other necessary expenses. All Medicare Advantage Plans with dental is a joke - please take a look. / / Of course Medicare itself should include all dental care - its a necessary component of good health and in many cases even getting a job. / / Thanks for what you do ... so far. /</p>
<p>took a while to call me but it is understandable</p>
<p>I wanted to speak with someone, realtime or by e-mail, about my mother who's just moved to Washington from Missouri. No live person has reached out.</p>
<p>The information she provided had some misinformation in it as she had put one medication down wrong and made one much more expensive than it is for me. .</p>
<p>Volunteer went hunting for 2 was and told me too contact her later</p>
<p>I contacted a volunteer on email..I ended up calling because no answered my email the second time. A volunteer answered the phone but sounded frustrated with my question s. I told her I dont process well from head injury but finally I need call. My husband had questions too but again she sounded irritated. I finally called another agency who is helping. He has patience with my question s , called 2nd time to follow up.. A much better experience.</p>

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Better staff the [sponsor city name] office
Just have a FAQ page that can provide answers to other questions.
Am POA for my brother. His SW & Benefits specialist advised I had to enroll him in PDP prior to Medicare Part D deadline. I enrolled Silver Script Choice on 12/2/20. On 12/4/20 HHS I received letter from HHS in Baltimore-enrolled Express Scripts Medicare-Value PDP,Extra Help Limited Income Net Program. I called that # & rep. refused to speak to me--he was "disenrolled"--no explanation. I try to call Silver Scrips Choice & line is always busy. What to do? What went very wrong? Help us, please. [client name and contact information]
Full disclosure of plan details. Eg periodontal disease details of coverage. Can this plan be primary and or secondary to maximize coverage.
My specific question was asking information on any dentist that offers services on a sliding scale. I received a list of dentists'. After contacting some on the list, none offered sliding scale, so I spent 2 hours searching with mo results
The phone system is a little off. I prefer State volunteers rather than local county ones. Depending on how the call is answered someone may be connected to local volunteers who don't have as much knowledge & expertise. That may become a deterrent to someone who needs the most detailed & accurate explanations in order to feel comfortable changing plans or choosing one that best meets their needs, without the risk of choosing a plan that could end up costing them. I know the expertise of local volunteers varies from county to county, but some of the services in my local county can fall far below par. Thank you
I am new to Washington and could really use some help!
Issue with Lifewise is finally resolved (after nearly 6 months and dozens of contacts with them, Washington Marketplace, and yourselves.
It is impossible to say whether or not the volunteers are very knowledgeable unless I can find the same information in print from an official source which confirms what the SHIBA volunteers told me. I don't know whether it's true that because no additional Medigap F policies can be sold, (and therefore their pool of insureds will shrink) that Medigap F policy premiums will rise more rapidly in the future than Medigap policy G premiums.
Have staff actually follow up on requests for assistance in evaluating Medicare options.
Very informative. The volunteer was knowledgeable, courteous, and patient with a person who is fairly ignorant of the workings of medicare insurance. He dispelled some of the misconceptions I had, and explained in detail the advantages - and disadvantages- of each medicare plan. My only complaint would be that my email requests were never responded to, but a phone inquiry was promptly returned.

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<p>Volunteer called me at the correct appointment time. The volunteer did not know that the option she was highly rating was not available anymore and when I let her and her supervisor know this, they did not receive this information well. Premera Medicare Supplement Plan F Retired was not available to newcomers on 1/1/20. After I found this out from several authorities, I let SHIBA know- but they would not engage with me to find out how I knew this. Only Premera Medicare Supplement Plan G Retired is available as of 1/1/20. Also, they did not know anything about the new options of United Healthcare (MA-PD) PEBB Complete or UnitedHealthcare (MA-PD) PEBB Balance. It is unfortunate that these folks can't be giving a heads up on new options coming available-this is not their fault.</p>
<p>My husband had a lot of trouble getting switched from Plan F to Plan G with same company. He finally did it, but had hoped to talk with SHIBA representative first because he was worried that they could reject the change of plan. They required a long application. He has few health problems. Can people be rejected when they are already with a company for similar plan?</p>
<p>[sponsor county location] Service - trouble with ZOOM technology, they could see and hear us, we had voice only. For a brief second we had both visual and verbal communication but quickly lost the visual. / As we have not experienced this technical difficulty with our Doctor contacts (wife and self) it would be interesting to know if others in Snohomish County were also experiencing similar difficulties. The SHIBA group was working out of the Edmond's Senior Center. Otherwise, the service was excellent.</p>
<p>The volunteer that called was very nice and somewhat helpful. She got me going in the right direction which was really all I needed. She didn't know the answers to some questions and sometimes kept saying the same thing over and over when that was not what I was asking.</p>
<p>None at this time. Thank you.</p>
<p>The SHIBA volunteer was mentoring someone who was participating by Zoom and it was difficult for me to hear that person. Perhaps the SHIBA volunteer should set up a Zoom conference to avoid audio issues if a third party is going to be involved.</p>
<p>The volunteer I spoke to was not informed on an important issue I was calling to verify. I had been told by our sales agent that as first time advantage customers, if we switch from Supplement to Advantage plan we have 12 months trial period in which we can go back to a supplement at the first of any month within the 12 months. The volunteer said, "that is NOT correct". I then verified it on the Medicare website under "guaranteed issue rights". Then she asked me to send that to her. /</p>
<p>I am searching for a physician to care for me. My husband and I are moving to Thurston County from Benton County. So far we haven't been able to find one who is taking new patients. AARGH!</p>
<p>I think the in person contact is easier to provide the information used to run the comparisons. I felt rushed and forgot some of the things I had questions about. Also I think the dollar value of the premium is not the only thing to consider.</p>
<p>I tried twice to get information and never received help</p>

SHIBA Customer Satisfaction Survey Results
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I was wanting more info regarding the service offered by non original medicare as opposed to original medicare with a supplement. I do not have have any of the bells and whistles with my plan that is being advertised with the alternative and the staff member did not believe the advertisement. Should have had info in order to compare.
I was contacted by two SHIBA volunteers AFTER I had already been helped. That is great service. I just would feel bad if that was taking away from others who were waiting for their call back. / Also, better distribution/advertising of your name, number and service provided would be good. Thanks!
I called the number on the web site and received a call back telling me the matter was being transferred to the [sponsor city name] office. I received a call from them and the lady told me she would have to find someone that knew about PEBB retirees on Medicare. Four days later I still haven't received a call. I then called the first number again and they gave me the number for the Yakima office. I called and left a voice message still haven't had a call back.
Kudos
I miss being able to talk in person with Rita Newman, who has been a big help always.
Asked for a link to Medicap supplemental plans. Link was provided in email.
Dick is knowledgeable and a filled with great information. Most importantly, he is a great communicator and easy to understand. Highly recommend.
Call back was within 24 hours. Kim Younger was very knowledgeable, and walked me through researching Plan D options. Narrowed options down, then sent email with specifics, so I could take my time to read and analyze. Made a frustrating job, less stressful.
She took her time and answered every question and provided a PDF for Follow up. She even contacted me later with additional information that helped with my decision.
It's all good. Awesome interaction/communication
THE PERSON WE WORKED WITH WAS WAY PAST EXCELLENT IN TERMS OF KNOWLEDGE AND WAY PAST EXCELLENT IN HER MANAGEMENT OF OUR WAXING AND WANING ATTENTION SPANS. SHE REALLY WAS GREAT!
There was a constant communication with accurate data as well as numbers to call. My questions were answered very quickly via phone or email
They took a very heavy weight off my shoulders in this annual event. Very stressful without their help.
This is an invaluable service.
Top marks!
SHIBA volunteer helped me understand how to evaluate medicare supplement plans and costs.
I contacted Dick Anderson. I had known him previously when I was a SHIBA volunteer. He is extremely knowledgable and very efficient. I can tell he loves this work.
the call I got from your local representative was the most helpful.

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I was helped by Annette and she was extremely knowledgeable and gave a good understanding so I could make the appropriate decision for me. Thank you for making her services available.
Annette Barca was extremely knowledgeable and helped us make a change of insurance companies. She is a tremendous asset to Island County and SHIBA!
Annette Barcca was extremely helpful, walking me through all of the steps and helping me find the best possible program for both myself and my husband. She is truly a phenomenal asset to SHIBA!!
Annette was extremely helpful
As a widow who's husband took care of most of the 'business' of marriage SHIBA is a GOD-send.
Fabulous volunteer Mr. John Russell helped me with all question on how to sign up for Medicare B. He also explained how drug plan (part D) works, how to choose one and i have a followup appt. with him next week when enrollment starts for this. He also explained part G plans since i wanted to be in a PPO, not HMO. Anither lady volunteer helped me select a Medicare HMO plan for my mom in 2017 ane she was wonderful but i dont recall her name. That is how my husband and I first heard about Shiba. My plan is to get training to be a shiba volunteer in 2021 when I am retired. Thank you for this service, it has been a Godsend.
Finn and Anette were so helpful and helped me to find what I needed and reduced my stress. Can't say enough wonderful things about them.
get the word out about SHIBA! People need to realize that this is a free service with no agenda and not a broker who is pushing their brand to make money.
great staff and they were very helpful. Follow up was fast and on target.
I feel so grateful and privileged to have received this service. Judy was fantastic; prompt, courteous, straightforward, compassionate, knowledgeable, generous with her time and patient. She, and you all, is/are truly making this world a better place. Thank you so very much.
I spoke to two different people. Both were very knowledgeable and answered all my questions. Both called back quickly. I am highly impressed with SHIBA. I appreciated all the help.
It's great. Knowledgeable, unbiased.
Jean was extremely helpful. She provided me with information and insights that I would never have considered.
Shiba persons tried very hard to help. The returned calls and followed up. It's just that everything is so compartmentalized between Medicare and Medicaid it's hard for a person with dual eligibility. We ended up contacting the HCA ourselves but had ammunition to discuss intelligently for our case. Thanks
The person with whom I worked, Jean Mathison, was wonderful in every way.

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<p>Volunteer was very helpful, and checked further into my current Medicare plan through Kaiser. She had someone call me the next day from the Insurance Commission office, who agreed with her first assessment, that the plan I have is the best I qualify for.</p>
<p>We got an immediate confirmation of when our Zoom appointment would be and communication to help us prepare. The Zoom call worked very well and we were able to see the volunteer as well as visually see comparisons on the screen with our current plan and other options. The volunteer was extremely knowledgeable and took all the time we needed to answer questions.</p>
<p>Would highly recommend people use their help.</p>
<p>My volunteer was exceptionally knowledgeable, and was very clear about wanting me to feel comfortable with working with her. I felt total trust for her and her work.</p>
<p>Nancy the volunteer I worked with helped me get settled into a new prescription drug plan. I really appreciate this program, I just wish it is easier to find them. I have always gone to the the SHIBA workshop only this year it was a mystery to get to them. I found them anyways, so glad I have.</p>
<p>OLYCAP was who i contacted initially...took several calls to finally be put in touch with my shiba rep. cannot say enough good things about my shiba rep...i requested her specifically as she was who i met with to get signed up for medicare 3 years ago...professional but friendly, very knowledgeable, and came thru with everything she promised. i recommended a friend to her and my friend was every bit as impressed with her as i have been.</p>
<p>Our family will save almost \$1000 this year because of the help you provided to us. We can't thank you enough for the wonderful service you provided. Thank you!</p>
<p>SHIBA has been instrumental in helping us get programs fit to our needs for several years now. Thanks for this program.</p>
<p>The volunteer took my information over the phone, researched on his computer and sent me a screen shot of what he discovered which made it easy for me to enroll. I had two follow-up questions which he answered promptly and courteously. This is a wonderful service which I've used before and recommend to others. Thank you to the trainers and especially the volunteers!</p>
<p>This is a wonderful service: much needed and well-executed. Many thanks!</p>
<p>Very helpful, very knowledgeable.</p>
<p>Very knowledgeable and helpful on the phone and the followup email!</p>
<p>We were going to contact our volunteer from our last review and Nancy contacted us. I don't take any prescription medicines on a regular basis. I thought I had a pretty good deal with my old supplemental insurance company, that had only gone up a little bit, but Nancy found and even better deal! We cannot say enough good things about the job she did for us. My husband was helped by the same volunteer. His insurance is considerably more because he takes several medications. SHIBA volunteers do a wonderful service to the aging community in our county! Thank you! And special thanks to Nancy McDonagle!! /</p>

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<p>During this time of change, I am grateful to have help which was clear and which I can trust. Nothing was overlooked. Thank you.</p>
<p>After initially leaving a VM, I was called back and discussed my inquiry with a volunteer who followed up with an email with the info link that was what I was searching. / Thank you /</p>
<p>Arleen has been very helpful, and always gets back to me quickly. Very nice volunteer.</p>
<p>Can excellence be improved? SHIBA volunteer Dave Reynolds is an asset to SHIBA. He is knowledgeable, knows his business, courteous, and outgoing. On a scale of 10, I give him 15. And he enjoys what he does. CSRS Retiree Purhar</p>
<p>Dave Reynolds provided information not offered elsewhere, neither from the vendor I am using nor independent brokers I contacted. In the end, at least for another year, it makes economic sense for me to remain with my current Medicare Advantage program.</p>
<p>Exceptional service in all areas.</p>
<p>Extremely positive experience. I was very impressed with the volunteer's depth of knowledge and his ability to convey this knowledge to me in an understandable way.</p>
<p>great service !</p>
<p>Great to have this readily available and if I have more questions I will for sure be checking back. The person on the phone was very friendly and helpful, it really made a difference as I try to wade through a confusing set of insurance questions.</p>
<p>I asked for help in 2 different occasions, and both times, the volunteer contacted me in a very short time, and provided all the information I needed to make a decision. Many thanks!</p>
<p>I cannot think of a way to improve it. Nice seamless transition to 'no contact' assistance for those of us who are concerned about safety with Covid. Thank you, I am so grateful!</p>
<p>I left a voicemail and received a return call the next day. The initial conversation was very helpful; the SHIBA volunteer working with me was extremely knowledgeable and courteous. He followed up promptly via email with a comprehensive recap of our conversation and additional resources. I am still in communication with him and expect to continue to be until all questions are answered and I'm confident of enrollment decisions. It's a great relief to have competent, impartial, one-on-one help after attempting to navigate the Medicare maze online!</p>
<p>I moved to king county from out of state right before I was to sign up for Medicare. I feel so lucky that when I called I worked with Michael. He is very knowledgeable and thorough. He has given me all the information I need to make smart choices. Thank you for this service!!! I am so appreciative!</p>
<p>I received a call back within a day of contacting SHIBA. The person I spoke to gave me the information I needed about signing up for Medicare for the first time. He was able to confirm the research I'd done into this rather complex process and helped reassure me that I was understanding the information correctly. I appreciated his help and generous nature.</p>
<p>I stumbled onto SHIBA. Even now, I can't remember how I found the link for SHIBA. Wished I had known about SHIBA early in my Medicare research</p>

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<p>I was impressed with how fast my issue was followed up on by staff. I recieved a phone call right away. Unfortunately, there was nothing that could be done about it because I guess it's a state law that the services I need are not covered by Medicare at all in my county and Medicaid is no help with that either. It's frustrating to still not have access to what I need but I do not think that is the fault of shiba. They were really good at trying to advocate for me but it is obvious that we need systemic change for access to happen. I am still grateful that I had them help advocate and even though I'm not getting what I need I now have more information about why and I can move to a different state that does cover what I need. Thank you for your help.</p>
<p>I worked with J. Bronersky who helped resolve a complex issue with my partners health insurance which involved Apple Health, Medicare, QMB and Part D assignments. / My personal issues were more straightforward and found a reasonable plan for much less money and more coverage.</p>
<p>I worked with Pam Ryan and I cannot say enough good about my experience with her. She was very knowledgeable and went above and beyond making sure I understood my options and provided me with all that were available. When I needed more information, she graciously provided it in a very timely manner. She was very professional. This was the first time I have worked with SHIBA and I am so impressed I have recommended your services several times during my process and will continue to do. Thank you very much for providing this service which made my experience in navigating this overwhelming task. / Vickie</p>
<p>I would not have been able to accomplish this without the Volunteer's assistance. I very much / appreciate her knowledge and support.</p>
<p>I've worked with Judy Ellis for several years and she was especially helpful when I first retired and she helped me navigate the differences between supplemental and Advantage plans. This year I decided to stick with the same coverage so we didn't the same amount of interaction.</p>
<p>Karla was fabulous! Professional, friendly and of great help!!! Couldn't have navigated through the Medicare jungle without her. Thanks Karla!!!!!!!!!!!!!!!!!!!!</p>
<p>Karla was very patient with me with all of my questions. This was my first time to get my own insurance while I try to let go of my dependence on my (soon to be ex) husband's health insurance. I was overwhelmed but she was very supportive and helpful while I try to navigate the whole complicated process. I am grateful for SHIBA!!</p>
<p>Larry was knowledgeable, quick and very courteous and was able to answer all of / my questions. He was very helpful.</p>
<p>Liz Mercer was extremely helpful and gave me excellent advice.</p>
<p>Liz Mercer was wonderful! She knew the information I needed and knew where to find it; she sent me the information in writing by email. She was so helpful, pleasant, and skilled. Thank you so much for this service. It was so good to talk to someone who knows, can un-complicate, and is not trying to sell you something. It was just what I needed, straightforward and informational.</p>

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<p>Martha was a tremendous help to me and gave me tons of information that not only helped me choose my healthcare for the rest of 2020, but will also inform my choices for 2021 and beyond. We first spoke late on a Friday afternoon about an insurance decision I wanted to make by Monday, and she sent me helpful information and replied to my questions throughout the weekend. I've already recommended SHIBA to two of my friends' parents who are struggling with making choices about their Medicare because of the wonderful assistance I received.</p>
<p>Mr. Orouke has been very helpful in all my insurance needs and questions. / He is always friendly and always responds to my emails in a timely manner. it is a pleasure working with him for the past 3 or 4 years.</p>
<p>My advisor, named Dave, was very professional and helpful.</p>
<p>My volunteer was great. She clarified what I needed to do and was both calming and helpful.</p>
<p>My volunteer was very patient and explained various options available especially for my husband who has a number of health issues.</p>
<p>My volunteer was/is very knowledgeable; his name is John Orourke (sp?) /</p>
<p>Our national healthcare system needs work to improve. You're doing as well as possible within the existing system.</p>
<p>Resolved almost overnight after your offices contacted the Rx Plan provider. Outstanding help from your staff!</p>
<p>Sandy, my volunteer called me back several times and was always cordial and informative. She was very helpful. /</p>
<p>she gave me an appointment for a zoom meeting, sent me links to read, but with all that she has to do i did a little research on my own like calling medicare to get my card and number ect.. witch she was more than willing to help me getting the medicare number, but it's one less thing she will have to do Karla was a great help.</p>
<p>She made several efforts to call me after we had missed each other</p>
<p>Shiba is a lifelong for good information about Medicare, services and resources!</p>
<p>SHIBA is the best state agency I've ever dealt with, special thanks to Doc.</p>
<p>Thank you for the information provided to me.</p>
<p>Thanks! We greatly appreciated the analysis and assistance.</p>
<p>The volunteer I spoke with was extremely knowledgeable, very professional and amiable. He was a rock star, if you can tell who it was please pass on my compliments. Thank you.</p>
<p>The volunteer's name is Suzi Haugen. She was very helpful, and very pleasant to talk to. She gave me plenty of time, so I was able to tell her about my problem. Also, she advised me so knowledgeably and wisely. I was very content and thankful. It was a privilege for me to "meet" (on the phone) Suzi Haugen. Thank you Suzi!</p>
<p>They were very helpful and kind and worked hard to get me the Information I needed.</p>
<p>This is a great service, I ma so impressed. Thank you for your help!</p>
<p>Very Happy with the information provided, was extremely helpful in making my decision.</p>
<p>we had a very nice conversation and I learned a lot</p>

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Your volunteer was very professional. / He (correctly) identified me as a "risk averse" person and directed my attention to comprehensive plans available to me. / He was both knowledgeable and polite = SHIBA is a great service. / Thanks.
Since I didn't have an actual valid complaint, I was pretty sure the answer would be negative, but it allowed me to vent frustration regarding the issue. I have used that office before and received positive feedback and it assisted my issue at the time. If nothing else I have received positive assistance each time I contacted this office.
The answer was prompt and I appreciated the help
I am a Shiba volunteer and I used my unique ID to get access to specific Medicare status for my disabled client. He and his advocate family member didn't know what insurance plan he had, since he had recently enrolled over the phone then tried to cancel the policy. The end of Open Enrollment was nearing and they were nervous. We got an answer right away and put his mind to rest. Soooo thankful that you are there!
I am very pleased about this service and the volunteers. I have told other people to use this nice helpful service. Thank you so much
Man I spoke with was very knowledgeable and helpful. He researched other options and called me back with great information. Most other government agencies never do.
Answered all my questions, very knowledgeable
Got great advice
Janis Rich was very helpful, was very knowledgeable. She answered all my question with language that was very easy to understand.
Thank you for your help in getting me signed up for Medicare.
This is an exceptional service, and Linda was wonderful.
Annette Barca was fantastic, knowledgeable, and helpful.
Our SHIBA volunteer was excellent, she put us at ease by answering our questions and provided information we didn't know about. Thanks!!
Shelley, SHIBA volunteer responded to my questions and requests with much concern. She contacted me several times with follow up information after my initial call to SHIBA. Thank you, Shelley for going "the extra mile" to help a concerned senior make informed choices during Medicare open enrollment period.
The person I worked with was so helpful & knowledgeable that I do not see what you could do to improve your services.
We consult with our local SHIBA volunteer every year and find her help very valuable.
I am very satisfied wit the service I got and thank you for providing it.
I check my supplemental insurance every year when i check my medicare drug plan, knowing rates often change at the first of the year. Its easy to check the drug plans, all the information is online. Its hard to check the supplemental plans, as they must bemcalled individually. It would be ideal if the state had a system for supplemental plans similar to the federal one, so i could look up and compare the supplemental plan costs online. However, a short call with

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<p>one of your excellent volunteers is not hard, and accomplishes this for me as well. Thanks for that!</p>
<p>I would hope for other enrollees that their SHIBA volunteer is as knowledgeable as the one who worked with me.</p>
<p>My Medigap policy had increased by quite a bit, the volunteer was able to provide me with information about who to contact to save almost \$50 a month. Thank you</p>
<p>Our SHIBA person Pegi Groundwater is extremely helpful and knowledgeable. She is an invaluable resource and very efficient with her help. I can't say enough.</p>
<p>This is a GREAT SERVICE and I have consistently been given very helpful information which has influenced my decision making on Medicare Supplement and Prescription Drug coverage. Thank you so much for this service. / / [client name] Friday Harbor, WA. San Juan County</p>
<p>As a newcomer to the state, this service was a great help for finding the best Medicare drug and gap plans to fit my needs. Will also soon help my husband, who is a newcomer to Medicare. Thank you for providing these services!</p>
<p>Bruce was wonderful. Lots of knowledge. Enjoyed talking with him.</p>
<p>I asked Pat two additional questions after she had addressed my original question. She was very gracious and answered my questions. She went out of her way to find some contact information.</p>
<p>I cant express highly enough of the SHIBA program in every way. It to me is the best money our state spends. I have recommended it to may people. At some point of my life I would like to be a SHIBA volunteer.</p>
<p>Julie at Island Hospital in Anacortes was extremely helpful in outlining the process and sending documents for review. She set up an appointment with Pat who took the time to really explain things and answer my questions!! / Great...they both seemed to have the time and didn't rush through! /</p>
<p>My initial contact was with Julie Mckee via phone. She was very courteous, gathered the info and told me what would be happening and that I would have an in depth interview with someone and an appt would be set up. As Julie said an appt was made and my husband I spoke with a counslor named Sandi. She also was very courteous, explained everything clearly and was very comprehensive.</p>
<p>My questions were answered. I had needed paperwork (sent from Resource Office by Julie, employee). Stephen (SHIBA rep) called me at home at the designated time. He knew his topic and after we talked, I knew what to do to get set up with my Part D needs met. I made the call (finally got through to the insurance company) and all is set to go for 2021 coverage. I am a happy senior.</p>
<p>Our volunteer was great! He knew his stuff and was friendly and courteous. Free. What's not to like???</p>

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<p>Peter the shiba volunteer was very patient and helpful, I was on the phone with him roughly 90 minutes as I had numerous questions and he never made me feel hurried, such a nice and generally knowledgeable man!</p>
<p>Shiba assistance is first rate. Every year we use this service and are grateful we have such support.</p>
<p>SHIBA volunteers have met with and helped me every year for at least the last 7 or 8. With insurance companies shifting coverages every year, I am grateful for the volunteers who can show me their latest dance steps and keep me ahead of their games. Often my choice of companies has remained the same, but a few times I have saved money by changing providers. I have enjoyed working with the SHIBA volunteers and am grateful for their knowledge, time, and service to our community. I have recommended SHIBA to friends, who also feel the same, and have also saved money with SHIBA.</p>
<p>Thank you so much for providing these services- we use them every year and learn something new every time!</p>
<p>The gentleman that helped me was very very helpful, understanding and did not rush me. Excellent person. Thank u</p>
<p>This was a great help and every contact was friendly and caring.</p>
<p>Very helpful and I am completely satisfied with the service received. Keep up the good work!</p>
<p>Chris Douglas was a very good presenter. And patient with the entire group.</p>
<p>Excellent!!</p>
<p>I got all of the information I needed to make an informed choice. /</p>
<p>I liked using Zoom to talk with Shiba volunteer. Made the conversation more personal. Staying at home and not having to drive to somewhere was nice.</p>
<p>I would rather meet face-to-face but cannot due to COVID. I thank all SHIBA volunteers as they do a phenomenal job.</p>
<p>Information provided generated additional questions after my first Zoom meeting. I am pursuing answers to additional questions now. The follow up opportunity is very much appreciated.</p>
<p>My Rep was very nice, friendly, knowledgeable, and ready to help anytime.</p>
<p>Nora Davis was very helpful with my questions and we got into a conference call with Soc Sec to get more answers to my questions. I ultimately got the answers I needed and she gave me a plan of action for later, for something to fall back on should my current situation change. This made me feel better as I was a little hesitant with my new (but better) insurance plan. Having a plan to fall back on made me feel confident with my first choice. This is my 2nd time with SHIBA helping me and I will continue to come back to you for help should I need it. Thank you!</p>
<p>Provided additional information that I found helpful.</p>
<p>So grateful for your prompt attention. Kindness and effectiveness. Thank you</p>
<p>The OIC directed me to the Social Security website and I found the webpage to enroll in Medicare quicker than she did. That said, she was courteous and helpful.</p>

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The person we spoke to on Zoom was professional & helpful. We will recommend this service to friends & family.
The SHIBA volunteers always provide me with the knowledge I need on the spot. I love you guys and have been using your service for 15 years.
This is a wonderful service. I applaud your volunteers for taking the time to answering all my concerns and getting back with me on any issues I had. / Thank you, [client name]
We are moving back into Washington state after a couple of years in Rhode Island. I worked for about a dozen years as a Project Manager for the state Department of Health and I am aware of how difficult it is to organize and manage an information service for the general public. This was prompt, professional, and efficient.
wonderful experience, she provided all the information and forms to solve my issue
Appreciated the steps SHIBA volunteer showed me in finding online list of Prescription Drug Plans via Medicare.gov website. Also appreciated the handout volunteer emailed to me comparing the various Plans (Plans F, G, etc.)
I'm not sure you can improve your services. The problem for me was generated from the sales person representing the Providence advantage medicare plan. [sales rep name] He told me I could keep my main doctor, who works for providence health care. Not. I was informed by a letter that I could not. This caused much anxiety for me, so I switched back to original Medicare. In addition, I was unsure of what Part D. I should sign up for. However, Jim Fontana from Spokane Wa. was very helpful. The problems that arise, are from sales people who are driven by greed. [client name]
Michael Ball was extremely helpful and patient with me. He's FANTASTIC!
Monica Kudrna was great! Got the information to me quickly which I have already used to get a lower price on my 2021 Medigap.
Mr. Jim Fontana, the SHIBA volunteer who assisted me, was very helpful! I so appreciate it! / / He guided me through the process and made the process very easy (I had thought it would be very difficult). / / Thanks so much to Jim Fontana and SHIBA! / / [client name]
She was very sweet.
Thank very much for the quick response and information. Greatly appreciated. SHIBA is the best.
Thank you
Great service keep it up thanks
I have always received excellent advice from SHIBA volunteers. It is so helpful to discuss my options with a knowledgeable person.
My phone call with this programs volunteer pointed out an option for a Medicare health plan that I did not know about. Massively helpful. Thank you!
My SHIBA Volunteer Staff: Janis Rich was wonderful, knowledgable and so helpful. I was able to obtain an email link to the application I needed for the Medicare Savings Program. Online this application was NOT working complete it and she kindly provided me this assistance. I just received notice that I was accepted and am very happy.

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SHIBA volunteer was extremely helpful and assisted me in every way possible... Unfortunately, the Covid-19 situation has backed up government agencies for getting immediate help...
Tell Janis Rich she is a gem, so rational and thorough in her answers.
The volunteer provided relevant information and was succinct, clear, courteous and thorough. Thank you!
excellent service!
EXCELLENT SERVICE!! SHIBA HAS HELPED US (HUSBAND & I) CHOOSE DRUG PLANS THAT SAVE US \$\$\$\$\$. SORRY THE BELLINGHAM OFFICE HAS CLOSED, BUT VERY GLAD THAT PHONE HELP FROM LOCAL EXPERT, WHO IS VERY KNOWLEDGEABLE ABOUT MEDICARE DRUG PLANS AND LOCAL PHARMACIES, IS STILL AVAILABLE. SURE DO HOPE THIS SERVICE IS CONTINUED!!! /
I did not wait as long as I expected for a call back. / / The volunteer quickly grasp my questions and had good suggestions for me to explore.
I initially contacted SHIBA by phone and they called back with an opening for an advisor who was extremely knowledgeable and helpful. I appreciate the unbiased information provided in order for me to make an informed decision.
I needed help comparing Medicare plans and the rep was very helpful
I was very impressed with the speedy response to my question.
Scott was my counselor and he was very professional and knowledgeable. He understood the complexity off the issues and gave me a plan to go forward and I was able to obtain an acceptable solution. / [client name and phone number]
The information is excellent!
The office staff person responded to me immediately. She was knowledgeable and very pleasant. The volunteer who called me was very knowledgeable and gave me more than enough time to explore my questions and resolve my issues. /
The representative was adept at maneuvering through our questions and giving us clear and simple answers. Thank you!
She was sympathetic
Nancy Thad me send her all the information. She had time to look at it and show me my best options.