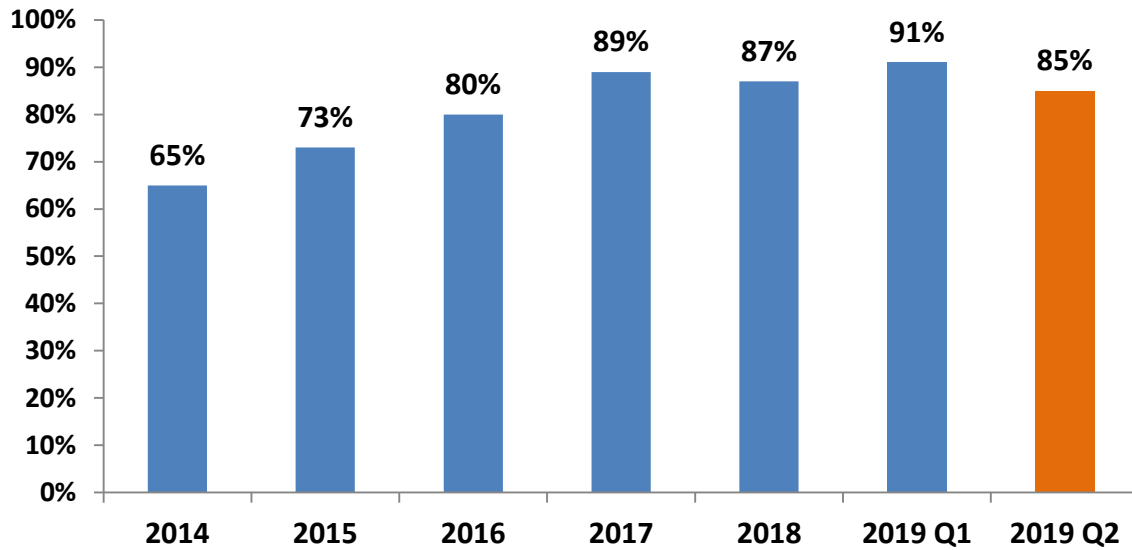


- 151 customer surveys were completed out of 1087 survey requests sent = 14%
- 55 of 151 customers gained access to healthcare, prescriptions, and/or savings = 36%

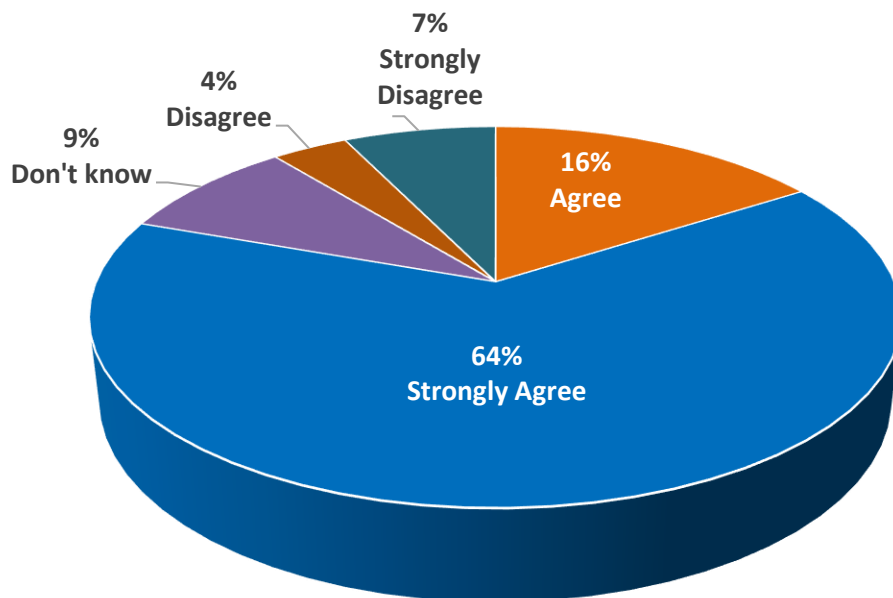
SHIBA Overall Satisfaction



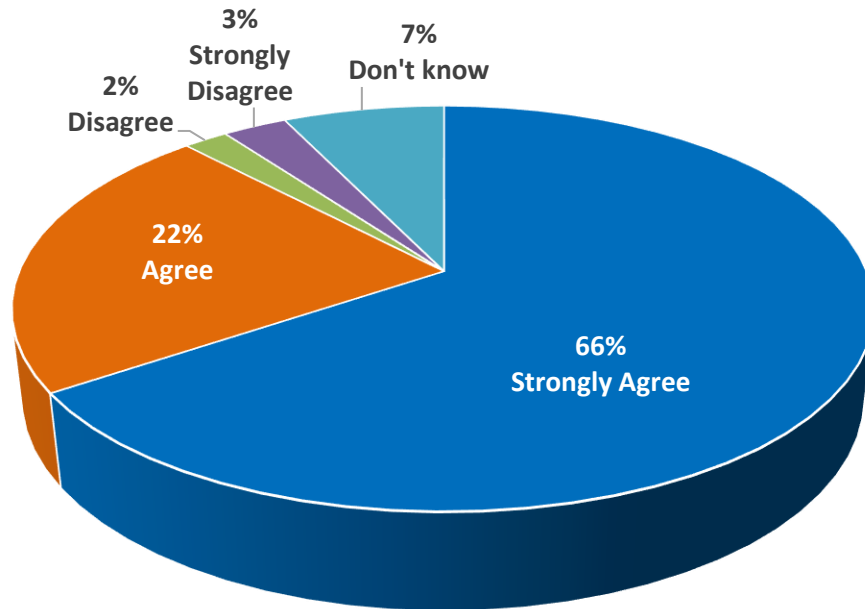
FY18 Baseline = 89%

FY19 Baseline = 88%

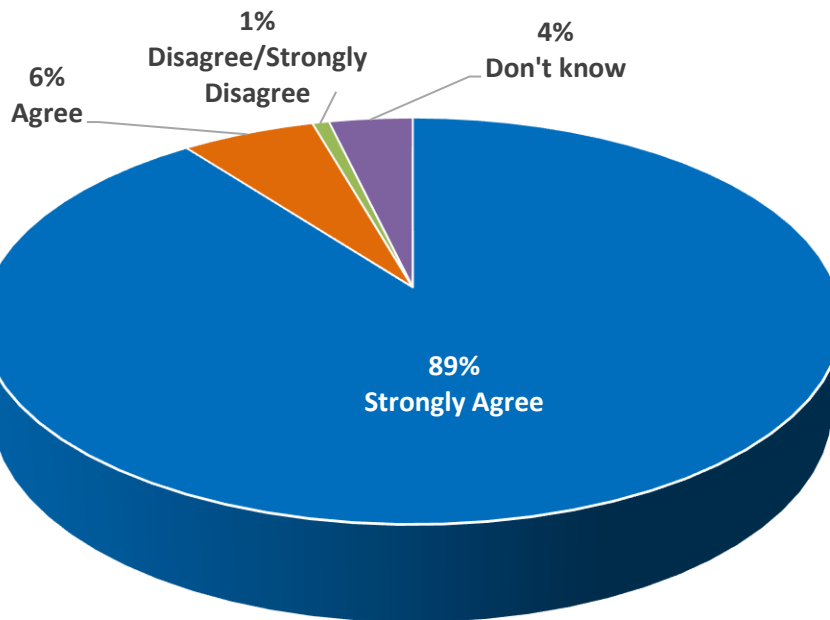
SHIBA volunteer/staff provided information needed



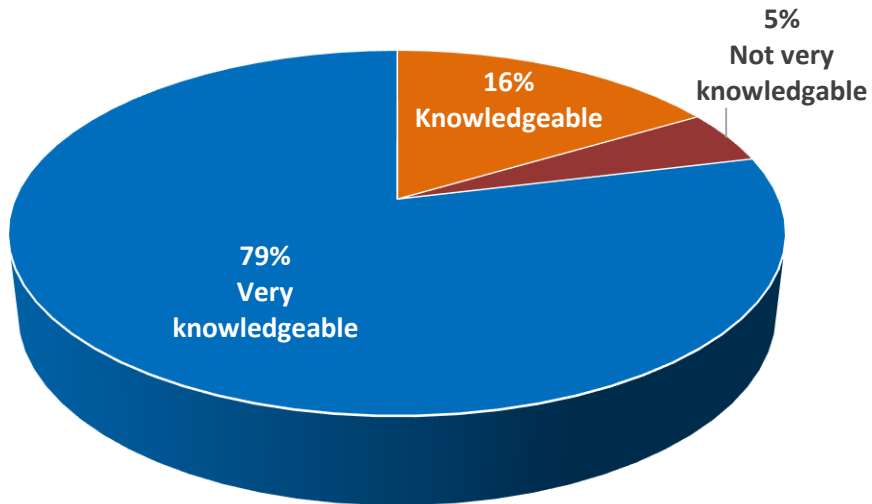
SHIBA response in reasonable amount of time



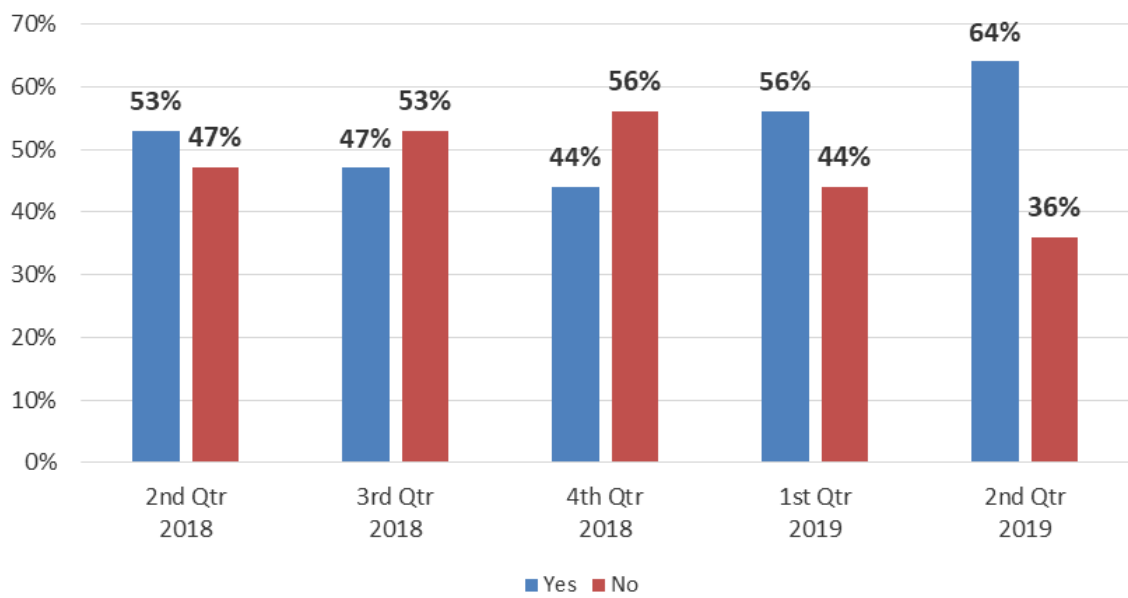
OIC staff or volunteers were courteous



Volunteers were knowledgeable



Internet - Did you find what you are 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 field staff)
No one called me back
I didn't get the email she sent with dental information needed for crowns I need for these broken teeth. My insurance is basic and doesn't cover crowns. Please send this to me again!
Insurance information is always hard, and we get referred to so many different sources that we can't even remember if you were one of them.
I have attempted to volunteer even though I am employed. It has been a VERY difficult journey with little flexibility. If you truly want folks registered, then please consider training volunteers on the weekend or on the evening. I work in Olympia yet live in Pierce County. When I catch the bus back to my county it's well after SHIBA offices have closed. I'm trying
It took up to a week to have receive a callback.
It was apparent that the volunteer did not read my email before responding.
They couldn't help me. My insurance agent is appealing to Medicare.
I thought this office was supposed to help people having problems with their Medicare Advantage insurer who isn't following their plan or isn't providing access to local providers. Apparently this office does nothing but give lip service.
Kudos
He was very helpful, provided us with much needed information. I really appreciate it. Thank you!
I heard from Karla Starr. She called me in the early evening, so knowledgeable, so willing to help, even went above and beyond with giving me general info about things in my area to help us settle in. / She is an asset that should have a 10 star rating by her name (no pun intended!)
quick response
Gave excellent advice and guidance

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

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

Opportunities for improvements (Shared with SHIBA staff)
No comments

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

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

Opportunities for improvements (Shared with SHIBA staff)
I had requested an application and information about becoming a Shiba volunteer by mail. I have not yet received it.
I sent an email to SHIBA and never received a response.
I submitted a request to be contacted using your "contact us" portal e-mail about a problem my dad was experiencing with his Medicare Advantage plan. I did not realize my request got lost until I received this survey wanting to know how things had gone.
I was trying to locate and make request for a SHIBA representative to host a table at my CCRC's annual health fair. I've not been able to get any response to my knowledge.
No contact was made
The Volunteer told me that I was not able to get medicare because I was not old enough. My age is 74.
There is no solution for my problem.

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

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

Opportunity for Improvement (Shared with SHIBA staff)
Did not use
I have some specific questions about informing my client base in a general way about Medicare etc. but have not had luck talking my thoughts through with a rep. Would love to, though!
I sent an email to SHIBA and never received a response.
I was directed to info I had already seen. It seemed clear that there is no solution for the gouging of the dental industry.

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)
Have an updated phone number for all the local SHIBA volunteers/office.
I called twice and left messages to call after 3pm, yet received no contact back. I then left an email. This is the first communication we have had. Suggestions would be to more available. 3 days a week for 4 hours a day isnt enough time to get help for aging disabled parents.
I live on Camano Island, it is a small island with one very small doctor office which is part of a larger clinic in Stanwood. There is no drug store on Camano Island. The closest medical facility and drug store is in Stanwood, which is in Snohomish county.

<p>Snohomish county or Skagit county is where I need to go for medical doctors, hospitals and drug stores. I should not be required to buy a medicare plan and part D plan for Island county. Other islands have medical facilities and drug stores but Camano Island does not. I am hours away from medical and drug stores in Island county. People on Camano Island need to be able to purchase plans where they need to go for medical attention and to purchase prescriptions.</p>
<p>Turns out the information I want, a statement of premium payments from CMS, not claims, is not available to insures.</p>
<p>I sent an email to SHIBA and never received a response. I did, however, receive this survey, which suggests that my email arrived but simply was never addressed.</p>
<p>Look, they're volunteers! As a result, their expertise is limited. I only contracted SHIBA because my diligent search of the POMS left me with questions about how Medicare premiums would ACTUALLY be determined following a one-year spike in my income. I suppose it was unreasonable to expect any detailed information form a volunteer work force. I felt that I knew more than my volunteer. Not helpful. She was pleasant and clearly knew answers to general questions, just not mine.</p>
<p>So, this is the SECOND survey I have filled out for the SAME call to SHIBA! I only answered questions to get to this page so I could point out your INTERNAL INEFFICIENCIES. Either "SHIBA central" should send a survey request OR the OIC volunteer should send the request, NOT BOTH! / / This matters because if you want to get reliable data from the survey, you don't want to give those with extreme views a chance to "vote" twice! / Please fix your protocols! Otherwise, you risk fueling the criticism that government programs are, by their nature, wasteful. (Or, careless, or inefficient, or pencil-pushing... fill in your own unflattering description!)</p>
<p>Social Security had to undo and redo a couple of the items that the SHIBA person filled in on my online questionnaire that she helped me with. I'm not sure why she didn't realize I wasn't qualified for the item she checked off.</p>
<p>The person who contacted me did not seem to have basic knowledge of Medicare</p>
<p>The volunteer was extremely unhelpful and passive-aggressive when confronted on his failure to follow-up on questions (volunteer name). My questions were ignored in several cases. Others he completely mis-characterized them to avoid dealing with the subject - such as looking at a Medicaid Supplemental program, I asked what happens when a county you live in only has one practice of a specialty I need to access. After previous unethical behavior and poor treatment they will no see me and I would not return under any circumstances. I asked him what would I do in that case, how is it handled, would it be possible to see another practice farther away? He would respond with the statement he cannot make recommendations on finding seeing a specific doctor. Not at all the the same question. After requesting that I be transferred to another representative he responded and told me that his supervisor has had supposedly reviewed our messages and said he was completely correct in his behavior. So I wasn't transferred to someone else as requested and it seems the office is not going to offer me any help. They were rude, arrogant, unhelpful, and have left me hanging with no help on these matters. As a person recently found to have full disability from the SSA and trying to understand my Medicare options in a</p>

<p>limited amount of time, this is depressing and disappointing. This office was of no help and I would strong suggest releasing [volunteer name] from his volunteer work in this area.</p>
<p>After my initial request via the OIC portal requesting contact (which was lost in your office), I then left a message with the local Area on Agency office in Port Orchard in late March. The staff there responded on March 30 and left a voicemail from a blocked number with no contact information to reach her. I finally talked to Terri O in the SHIBA office on April 1 who informed me that the deadline to change Medadvantage plans has passed. / / Terri was very helpful in finally helping me resolve my dad's insurance problem, but had to file an appeal with CMS to do so. I do appreciate her help and the fact that she kept me in the loop at every point along the way.</p>
<p>As long as the dental industry is allowed to profit from its monopoly, there is nothing anyone can do. Clearly dental services should be a part of Medicare.</p>
<p>I didn't get the email for the dental entities to contact that can possibly help me with crowns since my dental insurance doesn't cover them.</p>
<p>Sorry, we can't recall this contact.</p>
<p>I attended a training in Fife. I didn't really understand the info and would need to hear it three or four times to get the gist of the info. Nice lady. Very full and fast passed agenda with assumptions that I understood the material BEFORE I arrived. I did not.</p>
<p>I was out of the office for several weeks, I've checked in my junk mail etc. I have not received any details as of May 17th</p>
<p>No knowledge of state premium reimbursement program, healthcare for workers with disabilities or which plans are eligible for those (must be outside the marketplace I was told). I was told to contact shiba to find out where I might find coverage that was eligible for premium reimbursement by HWD and the people who contacted me knew nothing-and when I followed up cause they read my questions wrong they gave me more wrong answers. Not impressed.</p>
<p>the only thing I would recommend would be printable questioner that I would fill out about my main needs to bring with me to the meeting.</p>
<p>I had to call twice before getting a return call. But to be fair we did have some snow days and the folks are volunteers. Maybe more internet interview/scheduling would be helpful.</p>
<p>They had no suggestions as to how the Insurance Commissioner could help me.</p>
<p>The information offered by SHIBA volunteers should be checked for accuracy by others on the SHIBA staff.</p>
<p>I have been dealing with United Health Care for over a year. The bill is at collections. I feel that United Health Care is dragging this out so I will give up and pay the bill. I am a new senior citizen and I still have my mind. This is taking advantage of the elderly and United Health Care are not paying Doctor bills that they are responsible for. When I was called x2 from United Health Health Care and was told the bill was taken care.</p>
<p>The reason 'we're' not finished is that I need to do more research - -</p>

The insurance company which I had a grievance with was not in any way held accountable for its unethical actions. I assume it will continue to dupe others as a result.
Kudos
The gentleman who walked me through the site to explain all the different possibilities was more than helpful, patient and thorough.
Attended the Welcome to Medicare class via Clark College/Vancouver in March. It was FANTASTIC -- SHIBA staff / volunteer provided answers to questions we had not been able to find info on. Info provided saved hours and hours of research and confusion. Class gave my husband and I confidence about how to make the right choices for us, and how to avoid costly mistakes. I only wish the class had lasted another 30 minutes....2 hours is not quite long enough.
I received a call back within the day I called and all my questions were answered. I was able to receive a packet with all possible insurance plans within a timely manner and they were willing to go over the plans in more detail.
The person I spoke with was very helpful and nice.
We attended an introduction to Medicare seminar at Clark College on 5/18. The two instructors did an outstanding job of covering material, being friendly & open to interaction during & after class. Material was well done & is great as longer term reference. They made it clear that SHIBA was there to help now & later. / Well spent time for us to see what is ahead in Medicare & how we should prepare
I'm so appreciative of this program. / Thank you so much!
Jean Mastensen, SHIBA volunteer, helped me quickly to settle a SSA issue with Medicare Part B that had been a problem for over 5 months.
The person who assisted me got right back to me and was very lovely and knowledgeable and helpful. I recommend SHIBA without reservation.
Very nice session and informative.
I have a difficult time with instructions. Martha was generous with her time, knowledge and patience. I hope I can remember half of what she said.
Again, Larry Cole was excellent; very patient, knowledgeable, helpful. Would recommend him specifically to anyone!
couldn't be more pleased in the knowledge of the volunteer and the time she spent with me.
Good services. / / / / / / / / /
Great service. Keep it up.
I appreciate the possibility of getting in touch with someone that I can follow up with. Thank you!
I have an unusual timing issue regarding my initial Medicare enrollment period, my birth date, the end of my current health care and Medicare Supplemental Plan F availability ending in 2019. i received help from SHIBA.on where to chase down the answer. The only reason I answered neutral to one of the survey questions, I'll try to verify the answer I received from Social Security with SHIBA.
I have been on disability for a couple years, and was recently told it would be ending. Shiba was very helpful and provided me with much needed information.

<p>Thank you very much. I didn't get a business card from him, but I THINK his name was Tom. I have memory loss, so can't be sure. Thank you so much for the help. / Kristi</p>
<p>I needed more specific information about plans available. I ended up calling the insurance company directly (Regence). They were very helpful. The volunteer really did try to find the info.</p>
<p>I received three separate phone calls from a single request. Each was helpful.</p>
<p>I was very happy with the information I received from Larry who helped me! / / Thank you for such a great service!</p>
<p>I'm very grateful for this excellent service. Especial thanks to volunteers</p>
<p>Medicare is a complicated issue, especially for someone approaching 65 who is still working full-time and has health insurance through their employer. My situation is even more complicated because I have a Health Savings Account and I was astonished at how little my employer, or my tax person knows about the requirements and options. / / I came very close to making some serious mistakes that would have ruined prevented me from continuing with my HSA which I feel is a valuable benefit I want continue contributing to as long as I am working. Thanks to the expert advice from your volunteer I learned that I DO NOT have to apply for Medicare Part A right now, and that in fact, by doing so I would have immediately been locked out of making any further contributions to my HSA. / / When various government agencies to not communicate with one another, it results in great confusion when services that are provided overlap between different agencies. / Your volunteer was amazing and I am grateful for his quality advice.</p>
<p>Ms. Karla Starr should be in charge of orientation, or reorientation, of all volunteers. / Professional, polite, font of information. / She currently works remotely / and is able to accommodate at her own pace. / Probably an improvement, and volunteers should be given this option.</p>
<p>Outstanding service. Volunteer very informed and was patient and able to make a very confusing subject understandable. Thank you so much.</p>
<p>Pam Ryan at SHIBA was exceptional, in every way. She took me from confused and concerned to knowledgeable and able to take action quickly, kindly, efficiently and with humor. She is amazing and I can't thank her enough!</p>
<p>Pam Ryan was INCREDIBLY HELPFUL. I requested contact online. She called the next day. I missed that first call but she left a HELPFUL voicemail stating she would attempt to contact me three times, and there was unfortunately not a way to call her back directly. So I *knew* to answer the next "unknown caller." THAT IS IMPORTANT. We spoke the next day. She took a SIGNIFICANT amount of time explaining this brand new world of Medicare on SSDI I've been tossed into at 51 years old. She ASKED if I had to time to go through each section of questions or information. She explained everything clearly and concisely. She made sure I was aware of other resources and made sure I had ALL the info I needed and then some. Pam left no stone unturned. Pam did all this with patience, compassion, professionalism, and courtesy I haven't seen in DECADES. Especially in the last six years I've been fighting through the BRUTAL, overly complicated and overly burdensome Social Security Disability system. I cannot overstate how helpful Pam Ryan was to me... and how big a difference she made in</p>

<p>my life over the course of one phone call. Please give that woman a medal, a huge bouquet of flowers, a party, and a RAISE. Thank you, thank you, thank you!</p>
<p>Pam was patient as I learned what to do to sign up for Medicare.</p>
<p>Plan comparison sheets, one on one coaching with Janey. The group presentation in downtown Seattle along with the question / and answer session. Being able to ask questions and receiving responses within a reasonable period of time especially in the days / Immediately following meetings and presentations once a person has had a chance to review materials and options that were presented and how these options will affect each persons particular situation. Thanks .</p>
<p>Rather than setting a time for a call they call randomly which resulted in missing their calls and having to call back to get the 3 attempts started again a couple of times. However when I did finally talk to a volunteer he was great and very helpful.</p>
<p>SHIBA volunteer Jerry was great. Very knowledgeable</p>
<p>super responsive all around! what great volunteers! very appreciative. /</p>
<p>Thank goodness for the volunteers who help so many with very important life decisions.</p>
<p>the information was much appreciated.</p>
<p>The volunteer we worked with was enjoyable and ensured we understood things.</p>
<p>Volunteer provided additional details I probably would not have found myself. The additional detail helped me make a better and lower cost decision concerning supplemental insurance.</p>
<p>Both my husband and I spoke to Marilyn Gremse about Medicare and she was absolutely WONDERFUL! Her explanation of Medicare was amazing....she simplified it so it was SO easy to understand. Her handouts were amazing. She spent SO much time with us, she answered EVERY question...and we had many. I have never talked to anyone seeking information like this who could provide clear, precise and to the point information. We are actually excited about Medicare now and prior to meeting with Marilyn we were dreading it! She was excellent in every way and it was SO nice of her to spend so much time with us.</p>
<p>I attended a Medicare meeting in Pt Orchard, then later an individualized help session also in Pt Orchard. Both were excellent. I have already and will continue to talk SHIBA up to family and friends, of course not like I'm gonna go all pushy on them, just when related topics arise :-)</p>
<p>I do really appreciate the way I received the information, the person I talked with clarify the way things will be for me from now on.</p>
<p>The lady with whom I spoke was interested, knowledgeable and courteous. / I was unable to complete our interview as a result of a complication on my end. / I was later given the opportunity to continue the application for health ins assistance. / Thank you for your volunteers time in service to SHIBA. /</p>
<p>Excellent service!!!</p>
<p>Professional. / / I am still working, so until retire, suggested to sign up for Part A only. I have full med benefits from my employer.</p>

<p>Still hoping for information. I have had a real hassle between Soc Sec and Medicare re a Part D drug coverage over the past 5 months. / THus, liked the idea of helping others through such a maze. Finally solved.</p>
<p>I have used their services many years ago and have been impressed then and now that this is such an incredible service; just knowing where to look, how to use sites or get the help I need WITHOUT spending tons of time myself trying to figure out how to access what I need, invaluable. Plus they are always so patient and seem to genuinely enjoy what they do and helping;</p>
<p>The SHIBA staff was excellent providing information and explanations of services. The volunteer was thorough and made sure that all the information was understood, It was a tremendous help making medicare decisions. This is a great program that I will recommend to friends and family.</p>
<p>Helpful in what they could do...provided info as to what to do next.</p>
<p>I appreciated the availability of expert knowledge without any conflict of interest such as might be the case if they were also involved in sales of insurance products.</p>
<p>I believe my situation was a little unusual and confusing. There were balance forwarding issues, change in coding issues and bill corrections almost a year late. I will monitor the billing system closer in the future.</p>
<p>John Russell was extremely helpful in assisting me with a somewhat unique situation regarding Medicare, PEBB and Tricare for Life insurance options. Between both of our efforts, we were able to determine what options were available to me as far enrolling or waiving Part B while still employed by UW Bothell without jeopardizing eligibility for Tricare for Life. In the end, I was able to make the appropriate decisions that will save me a significant amount of money both in the near term and after I actually retire in late 2020.</p>
<p>Some of the answers above were kind of in the "don't know" area. I was able to get through to an investigator named Philip Hartshorn. I called him more than once.[.....] So far, I have a favorable impression of your work and I think you do want to help consumers, particularly Seniors.</p>
<p>I am turning 65 next week, so I signed up for Medicare. My mailbox was overflowing with mail from Medicare, the State of WA, County medical organizations, insurance companies and other entities sending me information pertaining to Medicare. I have an advanced stage of a very aggressive cancer, and I suffer from "chemo brain," a condition that makes it difficult to think clearly and make decisions. So I was overwhelmed by all of the mail, and I was confused about what I needed to do. / / I called SHIBA for information about Medicare Parts A, B and D. I had the privilege of speaking to Mr. Phillip Hartshorn. Mr. Hartshorn went above and beyond the scope of his normal responsibilities to help me. / / Mr. Hartshorn stayed on the phone with me for a long time--in fact at least 45 minutes after he was scheduled to finish work. He very patiently listened to all of my questions and answered each one so that I understood his answers and learned what all of the medical acronyms stand for. In addition to kindly answering all of my questions, Mr. Hartshorn even called me back with further information that occurred to him after we had ended our first conversation. After that, he emailed me additional information that is extremely helpful (a list of Medicare Advantage Plans in Spokane County). / / Mr. Hartshorn's</p>

<p>help was exceptional and I hope he is rewarded for his most excellent work. Give that man a raise and a promotion--he deserves it!</p>
<p>We have talked to SHIBA reps in a seminar, in the Spokane office, and by phone. They have all been very helpful, knowledgeable, and detailed. I know they have saved us time and money with multiple Medicare issues. Thanks to all for this great service! We tell all our friends about SHIBA.</p>
<p>I am now with a different insurance which so far I have no problems, thanks to information I received from SHIBA. I am just disappointed that there is nothing which they did to discourage the dishonest practices that I was put through, thus allowing them to repeat with others.</p>
<p>I couldn't get to this page w/o participating in the survey. My contact with SHIBA pertained to the closure of Whatcom Alliance for Health Advancement and the discontinuation of WAHA has a SHIBA provider. Todd Dixon (I think that's his name) and Ron _____ ? from the same office were very helpful. I am a volunteer in Whatcom County related to healthcare/access issues -- that's my interest. / / I believe a well-funded, cohesive public education program on HEALTH LITERACY (as defined by the 2010 ACA, Title V) is an imperative. So much information that the public needs (specifically the under-served, but everyone) is fragmented, difficult to find, and poorly delivered. / / My experience with the OIC has been positive, however. / / I'm just venting. Our system(s) are broken!</p>
<p>i have attended 3 of the workshops that WAHA/SHIBA has sponsored through WCC- & each has been incredibly informative: having the opportunity to follow up for questioning has been a gift in helping me make appropriate choices as i transition into medicare: i work with the elderly population in our community hospital. EVERYDAY, i see our seniors undereducated about their medicare benefits/insurance options. i would like to see SHIBA extend/expand their presence, knowledge & unbiased information to those who may not have internet access or the ability to attend community classes.</p>
<p>the people in the office were excellent in helping my friend !</p>
<p>Would have liked to stay longer with more questions but it was a wonderful service. Thank you</p>