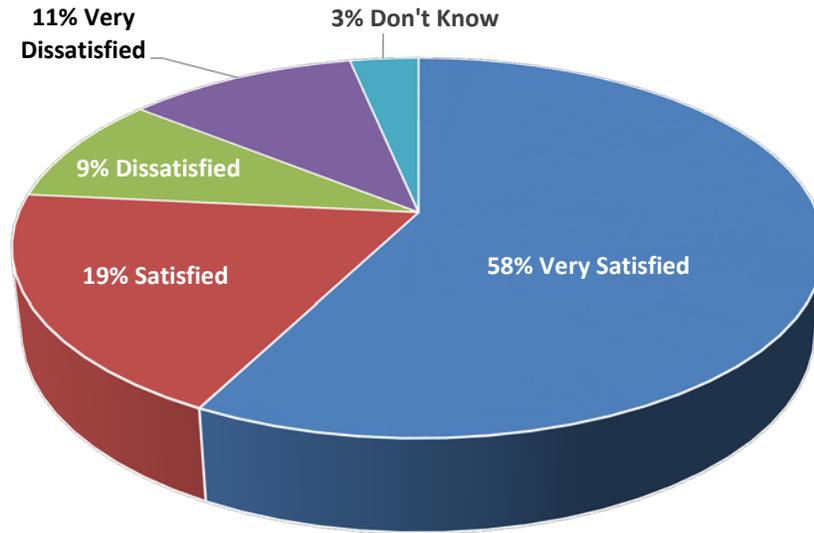


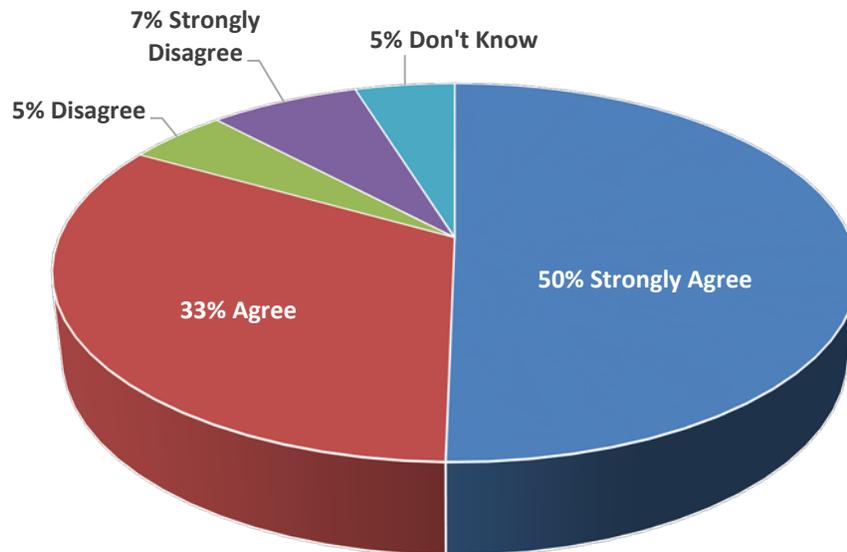
# SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016

184 customer surveys were completed out of 1491 survey requests sent = 12%

## SHIBA Overall Customer Satisfaction

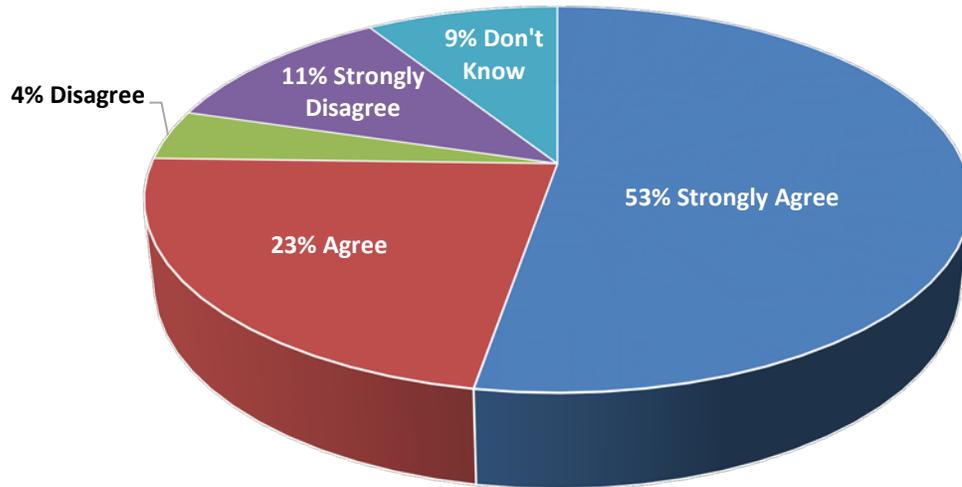


## SHIBA Response in Reasonable Amount of Time

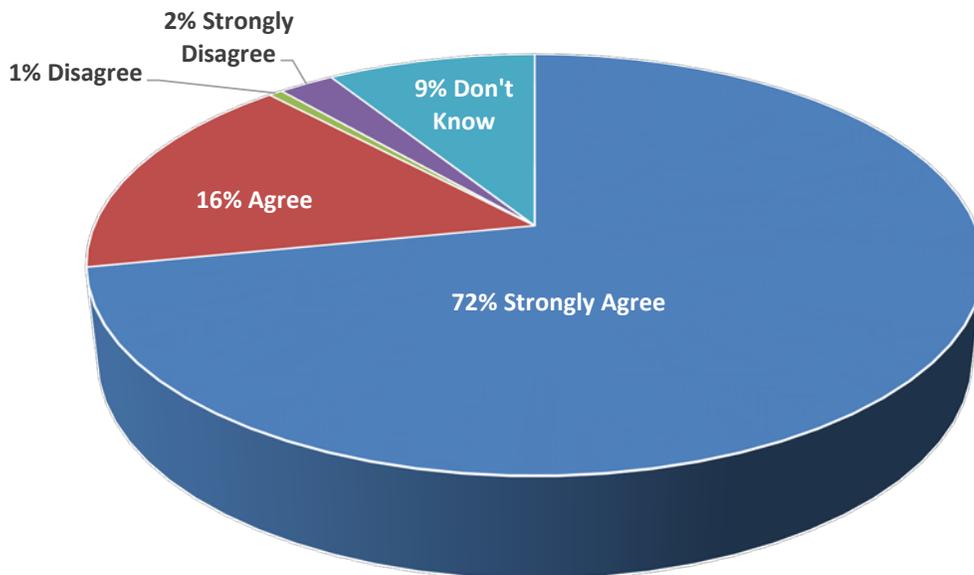


# SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016

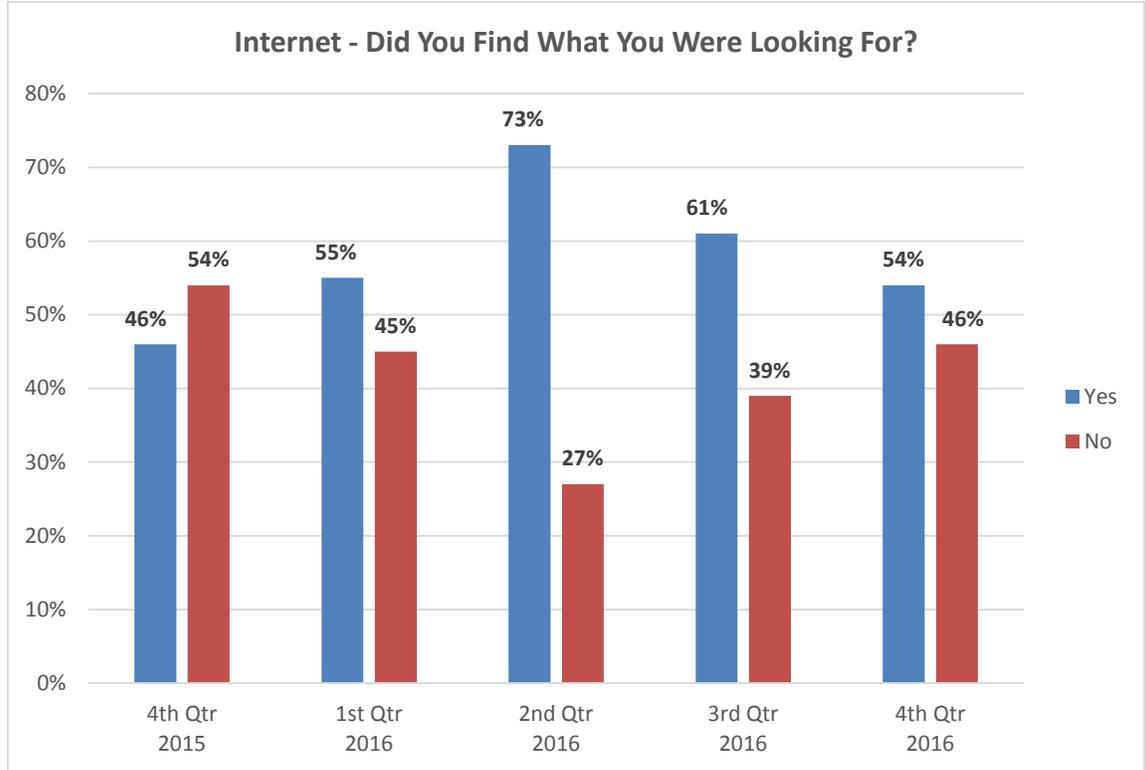
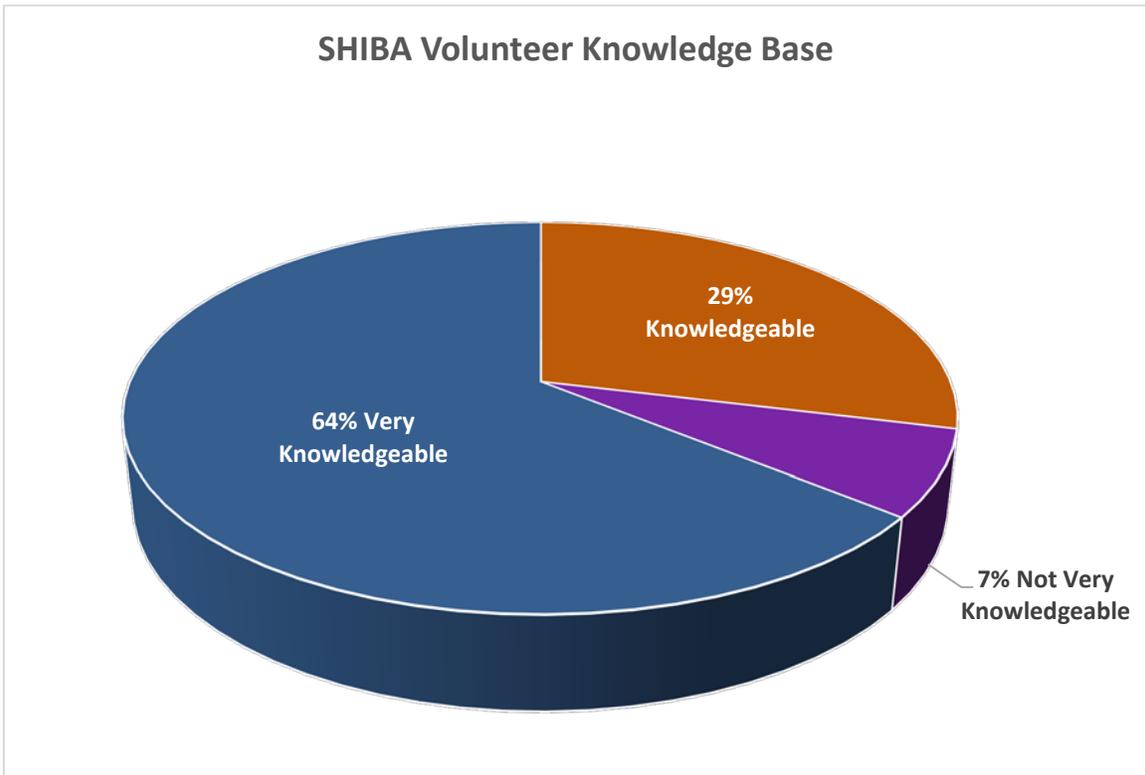
## SHIBA Volunteer Provided Information Needed



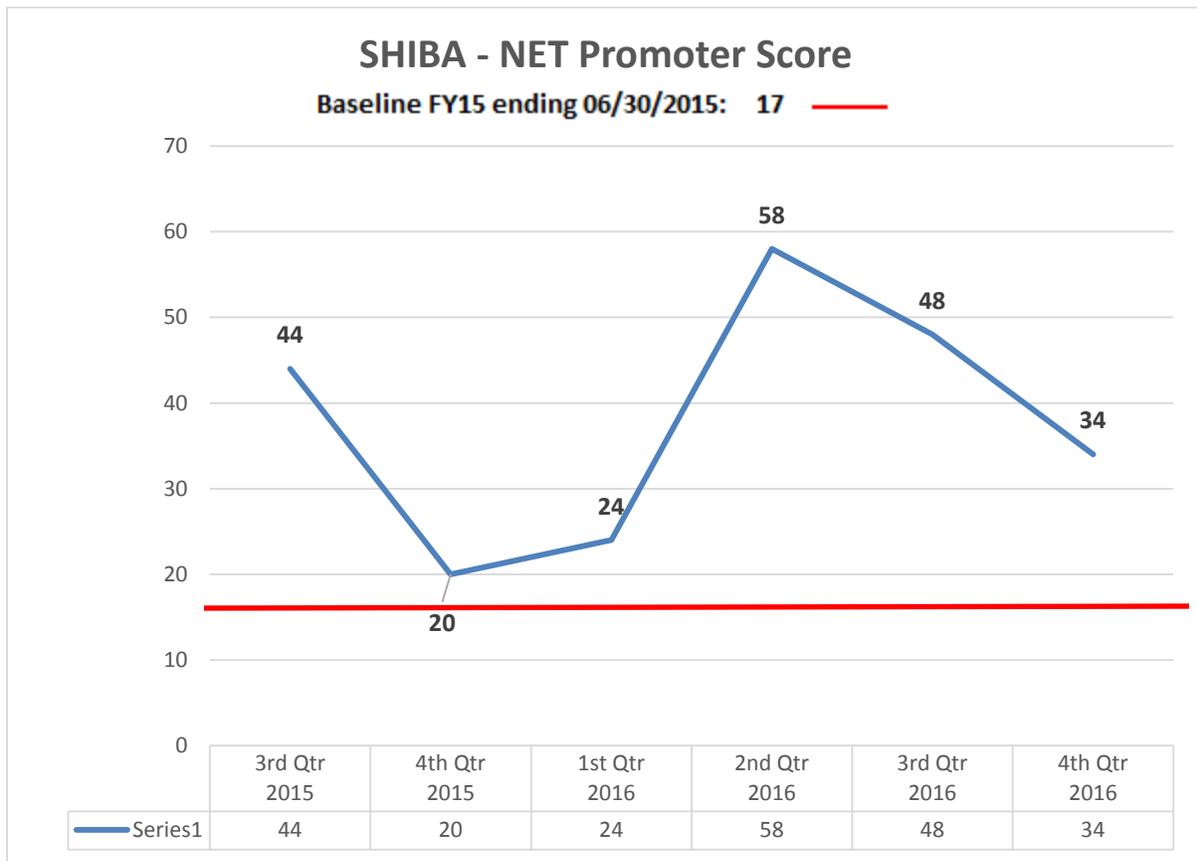
## SHIBA Staff/Volunteers were Courteous



# SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016



## SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016



### 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.)*

<b>Opportunity for Improvement</b> (Shared with local sponsors and SHIBA field staff)
didn't really get help
He didn't identify himself as a volunteer and didn't understand the question. He did send the list I needed, , though the conversation was frustrating.
I called and left a message 3 days before open enrollment ended to please call back to set up appointment for help. It's my first year on Medicare and I'm totally confused. No one called back and I haven't signed up for a plan yet. I have 5 hours left and doubt I'll get it done. Now I find out there is a penalty if I don't sign up during this time. I have very low fixed income and am starting to panic. I don't understand why they didn't call back! I called the XXX County office since that was closest to me.
I had to make multiple contacts with the SHIBA office because I was learning something new or getting corrected information from previous visits about the Medicare system. Since I am under a budget constraint, I needed a plan that had low monthly payment and without a high deductible. However, I was provided plans that were high monthly payments with no Out Of Pocket expense or I was provided a plan with zero monthly payment with a high deductible. Somehow your staff thought the zero monthly payment was a deal for me without thinking that \$6,000 deductible would force me into bankruptcy. If I can't afford a \$173/month payment how could I afford a deductible of \$6,000 that would require me to

## SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016

save about \$600/month until the \$6,000 deductible had been save. Both of these suggestions were unreasonable. These suggestions came from the volunteers and regular support person. I am not happy with the service provided. I feel there have been many other people who weren't given the best information from SHIBA office.
I haven't been able to talk with anyone yet but in the past I've gotten all the information I need.
I received call backs when I was not available and no way to state when I could be available. I finally spoke to someone a few weeks after my initial email, and they could not answer my questions. They said someone else would call. Several weeks later I received another call, but they couldn't help either.
It took 3 months to get very basic information about why I had been cancelled arbitrarily by Amerigroup health insurance.
It took some weeks, but it was helpful. I do not turn 65 until January so there was plenty of time.
It took several weeks of missed calls to finally connect.
It was very evident the SHIBA agent I worked with got extremely frustrated trying to see if a medication of mine would be covered or not. She got so frustrated she said to me let's just sign you up with a pharmacy insurance whether or not they cover my medication. This made me very uncomfortable. This has had me so stressed out because at this point I am signed up with a new insurance that I have no idea they will cover the med or not. I find this to be very unprofessional. I am very dissatisfied as well. There are still unresolved issues. I still don't know if my medication will be covered or not!!!!!!!
Left Message but never heard back. I actually live in AZ but planning to move to Clallam County in 2017
Long wait for appointment time.
Lots of playing phone tag. Can you hire more employees? Plus most staff are only knowledgeable about the ave. 65+ medicare patient and not disabled indiv. under age 65 that have medicare, medicaid, and other issues.
Never answered my question
Never got the help
no one, including staff at Medicare, seems to know why Medicare has deemed medications filled at Compounding Pharmacies, which CUSTOMIZE medications for patients, to be NOT COVERED by Medicare, instead insisting that Compounding Pharmacies produce drugs from BULK CHEMICALS not FDA approved. What does that mean? I think BIG RETAIL PHARMA has a lobby interest here... why isn't someone advocating for those of us whose doctors only fill meds at these pharmacies?
NOBODY contacted me
Question does not apply. I called to help them!
Received 2 voice calls with no call back number / We never talked
The volunteer was going to do research and get back to me and I decided it was easier just to do the additional research myself.
The volunteer was not helpful. The phone call was not worth the time.
The woman was very rude and basically accused me of lying about qualifying for Medicare. She made nasty comments about me not qualifying for Medicare too. And she would not answer my questions about Medicare part d.
Was expecting someone who could give advice on Medicare Supplements and Advantage Plans. She didn't seem that knowledgeable.

## SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016

<b>General</b>
The entities I contacted all reported at first to have benefits available, and then would say sorry - no preexisting conditions. One - united Healthcare- even changed their rules exactly at that time. Frustrating for me and for my volunteer.
It took longer than planned but info was helpful
<b>Kudos</b>
(Volunteer name) returned my multiple calls / She knows her stuff, answered my questions and set me straight
I had a unique situation that I needed to discuss with a knowledgeable person—(Volunteer name) went above and beyond with understanding what I needed and even researched the meds and sent me a complete packet of customized information--I appreciate that personalization very much!
I was called back in the timeframe I gave when I called to ask for assistance.

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

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

<b>Opportunity for Improvement</b>
I asked for the insurance commission why can't we have a state wide Advantage Medicare plan and his answer was contact SHIBA. This does nothing to help the people.
Wrong information ( <a href="#">Shared with SHIBA staff</a> )

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

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

<b>Opportunity for Improvement (<a href="#">Shared with SHIBA staff</a>)</b>
But had a specific question.
cannot find an online form comparing individual company supplemental (Medigap) coverage.
I wanted to sign up for the Medicare plus card. I got to the right site but never got the card.
I was looking for information about the PEBB programs vs AARP, and specifically info on the Premera program.
I'm being charged for medical services medicare should cover and can't afford to pay the charges that medicare will not cover. I filed an appeal for not being covered and have heard nothing back.
Need help with Medicare supplements and how to stop my insurance when Medicare happens in March.
No info . . . office closed Again!
No information on Medicare Advantage Programs
Someone else helped me look and we didn't find the details we needed, but did find the contact form and got help that way.
still trying to get to the first step - no one ever available and doesn't call back
Waste of time
Yes and no! The 6 page "10 Standard Medicare Supplement plans chart" I downloaded from the internet was helpful to have but not so helpful with the error I found on P.2. Loyal American, Plan G is stated at \$171 a month but it is \$158.40, making it the least expensive of the G offerings. I know as I signed up for it, effective 01/01/17. Also, should be noted that many plans increase their premiums mid-year. Loyal American, by Cigna does not. It

## SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016

guarantees the \$158.40 for 12 months; the entire year. I believe this premium information should be published but currently is not.

### **Kudos**

I called a number that I found on the page. Someone researched the question and got back to me.

### **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)**

I requested a call from someone. I received one or two emails that someone who call. No one ever did!

need help for my individual situation

Need someone to talk to. PEBB is useless and always busy.

NOTHING there, What is going on???

See above

see above answer--sometimes people need to talk to someone about their particular situation--the website was useful for general information

see above.

Sort of helpful, but mostly not. Could be more accurate and more complete, as explained above.

It would be helpful if the site was more mobile friendly.

### **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)**

Expand hours of contact.

For 16 years upon retirement, I have tried to contact SHIBA for information. Nobody to talk to . . . office ALWAYS closed.

Had some questions on Medicare gave all my personal info including SS# received no follow up. Took care of matter myself through other channels

After trying unsuccessfully to speak to someone on the phone, I made an appointment for a face-to-face meeting with someone at the Mt. Baker Community Center. This meeting was excellent and addressed the complex questions I had. / / In contrast, calling the SHIBA phone number 1-800-562-6900 and having someone call me back absolutely was a waste of time. There was no ability to arrange the day or time of call back. I think it was only a choice of morning or afternoon, or perhaps there was no choice, at all. / / I am not a person to sits at home waiting for the phone to ring. Someone called me back once, leaving a voicemail saying they would try, again. But no callback number. When they called again, they left information for which they thought addressed my question. But the information did not address my situation. The 3rd time, the caller left another voicemail message saying they had tried to get ahold of me without success. / / I appreciate that the person tried three times. However, I told the intake person that connecting with someone from SHIBA at a random day and time was unlikely to work. And, it didn't.

All was well and they went over many things, however, I am under 65 and they did not bring it to my attention that there are only 2 plans that I can use and they are VERY expensive. / One

## SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016

<p>thing he did help with was letting me know that I could apply for assistance on Prescriptions. Yea. However, I was covered my Premera before this and paid 300/mo and now I will have to pay 600 total including 353 for Premera, 121 for part B and 31 for Prescr Drugs. How in the world does the government think I can pay for this on disability income. What a sad day. It will have to come out of mu food. I am earning 90 too much to get assistance. Wow. this is not good. / I do appreciate SHIBA being available and they were very informative except for them not telling me about all the plans that I am not qualified for because of the State of Washington rules.</p>
<p>I am trying to find out how to stop my Uniform electronic payments and can never get a hold of PEBB. It took three days to get my email back and wasn't really answered. Also trying to find what type of supplement plan I need as it is all very confusing.</p>
<p>I called SHIBA to provide more accurate information. The state needs to provide better information and oversight regarding Medicare. Few people I have interviewed regarding Medigap and the numerous HMO and PPO programs understand the options open to them. They get on a program and as long as it is offered from year to year, they do not question it or try to learn if there is another program that may be better or equal at a lower premium. I believe it would be beneficial if the states could set up insurance offerings, like 6 or 8 HMO programs and as many PPO programs (much like Medigap is set up). Then it would be incumbent upon the insurance companies to comply and offer or not offer the program(s) and let the companies compete in setting premiums. As it is now, the consumer cannot completely compare coverage and premiums from one company to another. Not only are they all different, they all tend to change from year to year. The old people I speak with in many cases have no idea how this all works - they simply pick and sign up for something and find a degree of help in so doing, accept whatever that is, and let it ride. Of course this is not everyone and I am not saying it is. Change and financial details becomes difficult for many as they age and they do not like to admit that they are unable to deal with it or understand it!</p>
<p>I contacted shiba so I could inform you of the hardships generated by unprecedented escalation of prescription prices. I don't have any great expectations that prices will change any time soon unless the Federal government decides to act on behalf of citizens. I don't expect shiba to be of help either.</p>
<p>I did not receive a response to my request from anyone at SHIBA.</p>
<p>I don't remember ever contacting your office. I did attend a seminar on Medicare selections at Clark College East Campus, which was very informative- I still have a couple of years before I need to sign up, but wanted to learn about it ahead of time</p>
<p>I feel my request for help was totally ignored.</p>
<p>I first contacted (Volunteer coordinator name) a couple mos ago and she called me back to give me advice. However, left message a few weeks later and never got a call-back. I suspect it was related to Open Enrollment having begun for Medicare.</p>
<p>I have been trying to get in touch with someone for days and even left my name and phone number on the voice mail but no one is ever there or doesn't call back - frustrating it is always a voice mail and no one there.</p>
<p>I know Shiba can direct us but not exactly tell us what to do! That's what is so hard. Every year revisiting the same complex situation trying to find the right Supplemental Insurance for Medicare and then to pay it. I know there is a print out sheet online to compare the G plans at the right time of year. Actually I don't remember how to find that information. Wouldn't it be nice to get an email that told me exactly the date to choose a new insurance and which one is the cheapest. Then I just click agree and I'm done with it! No more junk mail...and confusing seniors to DEATH!</p>
<p>I reported a possible scam. I received less than satisfactory response to my concerns. As it was the problem I reported turned out to be an attempted ripoff of Medicare. We received a product we did not order with an attempt to have us bill Medicare for the products.</p>

## SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016

I should be able to access the tools I need to make my decision during my off hours.
I thought the volunteer I talked to about Medicare insurance and the process for signing up was very good. He gave me an email to contact him later too if I needed help as I proceeded with Medicare signup. I really appreciated his help. / I also took a class at South Seattle Community College put on by SHIBA - maybe in January or February 2016. I do not believe they ever mentioned anything about the need for early signup if your birthday was on the 1st of the month. I was surprised to find out later than I would have liked that I needed to sign up on Nov 1st because my birthday is on December 1st. That would have been nice to know and I think should have been mentioned in the class. The class seemed to be a bit disorganized. It was hard to know what questions to ask as I didn't know that much about signing up for Medicare. The material they presented was fine but perhaps a different approach would be better for the class. I haven't really given that much thought. But perhaps more interactive so that it was more like you were actually signing up, starting with the Social Security website signup. That would have been more helpful to me I think. I did refer back to the class material when I was signing up but it didn't seem to match exactly with what I had to do.... Anyway, just a thought.
I tried to answer your questions and could not do so because when I tapped to answer / Nothing registered
I was thoroughly impressed with the staff, presentation, and knowledge of the staff. Staff were friendly, understanding and all were a joy to talk to. The only wish I would have is that there maybe is a list of brokers. I have found so far it is far better to go to a broker who can go over all your medical needs and recommend a specific company and program that will fit a persons needs.
I was told by friends that you could take the list of my prescriptions and tell me which company is best for me to get my prescriptions through.
I was told I would be sent information which I did not receive. I was also told I could find the comparison information myself on line at medicare.com which I could not. /
I was unable to have a procedure for my hearing as I have private insurance that will always be the primary insurer and for some reason I need medicare part B to be the primary for the implant for my hearing so I'm disappointed but I believe all was done to make the decision I had to make.
I wrote a question on the "contact us" site, and this is the first response I've received.
It took a few days to hear back from someone who could initially answer my question. And the volunteer who was assigned to answer my question did not have an answer for me when she first spoke to me. But she did inquire from other staff and was very prompt in getting back to me.
It was kind of unclear that the person I talked with would contact someone and they would contact Medicare. I was told they would contact me to talk about it but that did not happen so I was kind of in the dark until I called in again and it was clarified.
It would help to have availability information about volunteers who are able to talk about specific topics, like COBRA and trying to get information from former Group coverage insurance.
It's useless, I guess no one cares about people who worked all their life and was never on any state aid who now on social security and have to pay outrageous payments for the so called insurance supplement plans and the RX plan's. Then fall into the so called donut hole and have to pay outrageous fee's for your medical RX. But if you are illegal or on welfare they not only get everything for free plus money from the state. If you really cared about the people, you would work to help not passing the buck.
Know your products. Know how to do the job thoroughly. Leave nothing unresolved. I still have no answers to my situation!

## SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016

Lobby for people with disabilities under 65 to be treated the same as people over 65. Equal access for the disabled.
My only concern is that United Healthcare will change their mind next year and ask for a refund.
My quarrel with the insurance company regarded very poor (non-existent) customer service and the inability on my part to just get straight information as to their actions against me! The larger issue was the confusion and inefficiency within health insurance companies (I also experienced this with United Health Care), and the resulting waste of funds and costs...Also, these companies regularly show a complete lack of respect for the public they are supposed to serve.
I have ended up getting the cheapest Medicare Part D plan that I could locate for my area, that is, the cheapest monthly premium, just to avoid the "penalty" that comes without having a plan at all, should I eventually need a medication that could be filled at a regular pharmacy. But for now, I only take bioidentical hormones (not available at retail pharmacies) and I must pay the full, expensive price myself, PLUS the monthly cost of a drug plan that is totally worthless to me. This is not right.
Repeatedly called the Grays Harbor office for information and never received a response of any kind. Whoever is operating that office was never available and did not return phone calls.I was referred to that office via the SHIBA 800 phone number. Thank you for the opportunity to voice my complaint.
Response to request was a little slow and the mailing took some time as well, but the need wasn't urgent. It's a valuable service! Thanks!
Since I have ESRD I just did not get the info I needed, as it seems that what I have is not covered or is to costly to get covered.
Still waiting for information back about a particular medicare plan prescription drug coverage. She was going to send me a list mainly toward open enrollment Ameragroup. Can't afford my other medicare plan and it was the only one with no premuim payment. My dr office and specialist at Harborview also take it. I will need to switch plans so when open enrollment opens up.
The inital person there, though knowledgable was very slow to get back with me. I was given an appointment time and then was part of a "group" of people receiving assistance from staff - which I felt to be awkward as how lots of questions about insurance, business, life situation are personal. FINALLY got an appointment with a staff/volunteer. They were somewhat helpful in finding a rx program for me. However, that person lacked knowledge about my situation - I am on apple health/due to disability/medicaid. After two years I will be on Medicare starting January. And am considered dual eligible. They did not seem to know about that. In spite of looking me up on the data base/computer and my giving them letters indicating information. I t hink overall they do okay. They do deal with a large volume of people with variety of situations, however the office feels chaotic and you aren't able to get back in touch with the person who helped you - only the person in charge there - and she is of course swamped. As glad as I am to have this organization in my community - SHIBA I think they could be more organized and trained. The individual that did help me pick a rx plan was professional, again perhaps needed more knowledge/understanding about people on SS disability who are not retirement age.
The staff was wonderful. They showed me many options. However, I was retiring from the school district. After studying the many options shown to me in detail I found out I was covered by PEBB: Public Employees Benefit Board. PEBB was of course my best option. So my only suggestion is that the volunteers are aware of PEBB and have their phone number available for those who are Public Employees. Knowing that option in the beginning would have save me a lot of time and you a lot of time.. Other than that the people I talked to were caring and courteous.

## SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016

The volunteer I spoke with knew less than I did and not been adequately trained to handle questions or conduct an interview.
The volunteer was nice and responded in a timely manner. She could not answer my questions and suggested other resources that might help.
The volunteers have to be better trained. The regular staff needs to be more helpful and stop providing short quick solutions that don't work.
There seems to be a disparity between some services offered and services actually rendered. There seem to be constant changes taking place that are not communicated in a timely way to your organization and /or others. Not your fault. The help I got from your volunteer was as good as anyone could give, and she was very re in her desire to help, as well as her chagrin over United Healthcare's changes.
they provided me with the info I needed, but what I didn't want to hear
This was a presentation on Medicare, which we will be eligible for in 3 years. Great to get advance info to make plans.
Too many format letters and NO help. What a waste of time.
Volunteer put my medications into the Medicare website. Medicare only gave us one choice and that was a WalMart Part D plan which is too far away from our home. It is in a another town. Walgreens, Rlte Aide and Safeway are closer to us in our town. I helped a friend with a prescription at the WalMart pharmacy. We had to wait a very long time to get it filled. From that experience, I don't want to deal with WalMart. The Shiba volunteer didn't give us any other choices of plans. Its not just getting my drugs at the cheapest cost that is important to me. I want ease of use such as how many of my Rxs will need prior authorization. My Doctor gets mad if each of my 6 drugs that I take need prior authorization. Some of my drugs are not on the WalMart list. I also didn't want to have to do mail order for some of my drugs that I take only "as needed". There are many things to consider, not just getting the cheapest drugs. I went home and went online with Part D drug companies that were rated as the best plans. I used the Medicare booklet, Medicare & You 2017 to help me.
was not contacted
We had some questions that did not get answered but got other information that WAS helpful. The timing of our visit did have an impact on the information since next years figures were not out yet. I will have to go back to get more information. The person was very nice but I worried about her health. / Thanks
Allow pre-Medicare correspondence
Why not make email appointments for calls
When asked my county on the survey, I wasn't able to enter Okanogan ( <a href="#">Shared with survey contractor</a> )
<b>Kudos</b>
A great service from the Whatcom office with expert, patient, and resourceful volunteer. Highly recommended. (Volunteer name) cut through the Gordian knot of insurance options. Maintain program funding!
I called with a question and left a message. In the past I've always gotten a great response. Thank you for your service!
Although the OIC staff/volunteer did not give me the information I needed, they did give me impertinent information and contacts to get the information I needed. I truly appreciate their assistance and guidance to understanding this very confusing situation.
Am thankful to be able to talk with the SHIBA volunteers who have knowledge and experience in areas that are new to most of us calling in for help.
I am so hejped by the volunteer. Thank you so much. He is a hero to me!

## SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016

<p>I can't think of anything to improve the service I received. (Volunteer name) - the woman that assisted me with my getting ready for collecting my Social Security Benefits and Medicare was tremendous. / / She was not only very knowledgeable, she was so nice to me and patient in guiding me along what for me, was not all that easy a road. Her assistance left me with the tools I needed and the confidence to go forward. / / She also made it clear she would be a phone call away if I needed her - which I took her up on on one occasion. I couldn't be happier with the help I received.</p>
<p>I decided to stay with Group Health because I am so familiar with it and like having the dental insurance. I would prefer to go to Plan F of Medicare because the coverage is so good, but cannot afford the premium. The out of pocket expenses for GH are too high for us, especially since I had breast cancer this year and am still paying off some of my expenses. I wish Medicare Advantage did not have such high out of pocket expenses. Your volunteer and I had a good discussion of this and I would definitely contact Shiba again if I have more questions. Thank you for the excellent service.</p>
<p>I didn't know that this service was available at first. The person that I dealt with was very knowledgeable. I was very happy because I was able to save a lot of money. I also changed my husband's coverage so starting January he will be on the same plan as I am. Thank you for providing support.</p>
<p>I feel comfortable with the information that I receive from SHIBA. I know I gain the right unbiased information and that helps me make the best decision I can for myself.</p>
<p>I found it very helpful to have an advocate when dealing with the Bellingham Social Security/Medicare office. I felt less alone, and was helped with a plan and advocacy so that I eventually received my benefits. The local office refused my application, lost papers, were very difficult to contact, and overall, made receiving my medicare benefits a nightmare. Eventually, I did receive them beginning November 1st....after an initial application in early July. When I heard about SHIBA through our WAHA program, everything changed and I was able to continue to advocate for my rights.</p>
<p>I had a very courteous and knowledgeable representative. She gave me the help I needed to make good choices.</p>
<p>I have been in the medical field both on the payer and provider side for 25 years, this volunteer was exceptional! Thank you</p>
<p>I met with (Volunteer name) in the Bellingham office and he went far above and beyond in terms of service, including giving me his personal home and cell phone numbers in case I had any questions that he hadn't answered. I was very thankful to have someone who discussed all the options, then followed up with a mailing of what he thought would be the best options (and pricing) for me to consider signing up for. Everyone should be as fortunate as I was to have this opportunity before signing up for Medicare for the first time! Thanks so very much!! /</p>
<p>I was just impressed that (Volunteer coordinator) returned my call.</p>
<p>I really appreciate the help both my husband and I received from the Snohomish County SHIBA program. I do like that they offer in-person help. /</p>
<p>I received good information that I am using to move forward in my quest for my best plan. / Thank You</p>
<p>I sorry that I don't recall the lady's name who contacted me, but enjoyed chatting and got the answer to my questions without any confusion. Thank you for your service. I think it's wonderful that there is an organization such as yours.</p>
<p>I'm planning a move to Bellingham and found these services very helpful.</p>
<p>(Volunteer name) was persistent, knowledgeable, and personable.</p>
<p>Keep up the good work.</p>

## SHIBA CUSTOMER SURVEY RESULTS OCTOBER 2016 – DECEMBER 2016

<p>Medicare.gov website kept NOT helping me re: Medicare Advantage programs available in my area. I was mystified....Also wanted an IMPARTIAL info source, as I was going through initial enrollment. (Volunteer name), your rep, helped me in less than 2 minutes AND forwarded a complete list of Medigap programs and their offerings that were available in my area (There were no Medicare Advantage programs available in my area !!! Hard to believe, but true! Where ELSE would I have been able to find this out so quickly ?! Outstanding service and RELIABLE info...That's important! THANKS !!</p>
<p>My wife and I are grateful for the continued help and accessibility to quality insurance guest ions provided by SHIBA through your volunteer staff, especially (Volunteer name). Thank you!</p>
<p>(Volunteer name) was very patient with understanding what I needed--I think that it will work out as I transition from Apple Care to Medicare (but I can't say for sure) but she gave me helpful and useful good advice.</p>
<p>She got us through a new process in a comfortable environment.</p>
<p>She was amazing. It was very helpful both times I made contact.</p>
<p>She was tuned in to my needs, explained options, costs, choices with easy to understand answers and I left feeling my concerns were addressed. Glad I got the same person twice and will call her in the future if I need help.</p>
<p>SHIBA had a volunteer call me who had the same ins. I had and was very helpful in her knowledge of what I needed to do. Thank you.</p>
<p>The fact that you didn't need the same drug plan for husband and spouse but the least expensive based on their individual drug list was very helpful.</p>
<p>The information I received was the best and most thorough I have ever received on the subject of healthcare and medicare. The meetings I had were the most pleasant and constructive I have ever had in all of my work history. Excellent is too small of a word. Superb. That's the word.</p>
<p>Thank you for prompt response and excellent advice.</p>
<p>Thank you for your service to the people of Washington. I appreciate you!</p>
<p>The representative I spoke with was patient, well informed, and answered all of my questions</p>
<p>The service and volunteer was exceptional, very friendly, helpful and understanding of our needs. I would recommend this service to everyone.</p>
<p>The SHIBA volunteer returned my call in about a half hour. She was very knowledgeable, and certainly helped me to understand medicare. I was just about to the point of tearing my hair, as the more I read, the more confused I became. Thank you so very much for explaining it all to me. I have already recommended SHIBA and passed the phone number along.</p>
<p>The volunteer who assisted me didn't have all the answers but I wouldn't expect her to know everything. She was helpful about helping me search medicare.gov for what she didn't know. The documents she sent such as the list of prices for all medigap plans were priceless.</p>
<p>The volunteer who contacted me was very helpful as well as a good listener, who was patient hearing my long tale. The person who responded to my complaint at the state level was knowledgeable and efficient. I'm now waiting to see if I'll receive some refunds from expenses that I paid out of pocket when my claims were denied because I was incorrectly listed as my Medicare being secondary instead of primary.</p>
<p>This was a presentation on Medicare, which we will be eligible for in 3 years. Great to get advance info to make plans.</p>
<p>Volunteer (name) was very helpful</p>
<p>Volunteer walked me through the computer program.</p>

**SHIBA CUSTOMER SURVEY RESULTS**  
**OCTOBER 2016 – DECEMBER 2016**

Volunteer was warm and personable. She was able to help me understand the options I could get to add coverage to Medicare. I have not yet decided on insurance due to financial uncertainty but will be talking with an insurance agent this week. I really appreciated the volunteer's ability to clarify a very complex system.

We were new to the world of medical insurance beyond former employer provided. I was new to Medicare, and although, my husband has been on Medicare and my insurance, the SHIBA representative walked us through the variety of programs and how they could benefit us.

You are all awesome. Thanks.