

# Share Your Thoughts



Improve Our Customer Service



# Share Your Thoughts to Improve Our Customer Service!

At WPS Health Insurance, our goal is to provide you with top-notch customer service. We know it's what you have come to expect from us. To ensure that we continue to offer the kind of service you deserve, we randomly survey our customers to learn more about their experience with us.

We've come a long way at WPS in our nearly 60 years of doing business. Many of the improvements we've made to our Customer Service Department have been the result of constructive feedback from these surveys.

Please take a few minutes to answer the following questions regarding WPS TRICARE for Life claims processing and the service provided by our Customer Service Department. When you have completed the survey, simply detach the postage paid reply card and drop it in the mail.

We're eager to hear from you. Help us to serve you even better!



21603-097-0805 Persons under 18 years of age will not be surveyed.  
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**1. Please rate our performance on a scale from “1” (Poor) to “5” (Excellent) in each of the following service areas:**

1) Are your TRICARE claim(s) processed timely?	①	②	③	④	⑤
2) Are your TRICARE claim(s) processed accuracy?	①	②	③	④	⑤
3) How would you rate Customer Service Accessibility?	①	②	③	④	⑤
4) How would you rate Customer Service response time?	①	②	③	④	⑤
5) Do you believe the TRICARE Explanation of Benefits is clear and understandable?	①	②	③	④	⑤
6) How would you rate your overall service?	①	②	③	④	⑤

**2. Comments:** \_\_\_\_\_

\_\_\_\_\_

**3. Would you like someone from TDEFIC Customer Service to contact you about any concerns you may have?**  No  Yes

If Yes, Name (please print): \_\_\_\_\_

If Yes, Daytime Phone #: (    )    -

# Outstanding Online Service is in Sight — An Enhanced WPS Website is Here!

At WPS TRICARE for Life, we pride ourselves on outstanding customer service. We understand too that sometimes it is more convenient to serve yourself. Now you can with an enhanced TRICARE4U website. Access information instantly from the comfort of your home or office! Based on feedback from customers like you, we have designed the website to be both easy to navigate and informative:

- View the status of claims and download your Explanation of Benefits
- Update your other health insurance
- Verify your eligibility or the out-of-pocket expenses for you or your family
- Contact Customer Service in a secure environment
- And more!



**TRICARE for Life**  
**P.O. Box 14513**  
**Madison, WI 53708-0513**



Visit [www.TRICARE4U.com](http://www.TRICARE4U.com) today  
and make full use of its many  
exciting features!



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