

ACA Account Manager Satisfaction Survey

Questions – PRA 2023

Question Title

1. What is your combined ACA enrollment?

- ☐ Less than 50,000 members
- ☐ Between 50,000 to 100,000 members
- ☐ Between 100,000 to 500,000 members
- ☐ Greater than 500,000 members

2. My Account Manager is readily accessible.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

Comments

3. Routine conversations with my Account Manager are collaborative and educational.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

Comments

4. My Account Manager effectively facilitates the resolution of questions/issues and/or directs me to the appropriate resource to obtain an answer.

☐ Strongly agree

☐ Agree

☐ Neither agree nor disagree

☐ Disagree

☐ Strongly disagree

Comments

5. How would you rate your experience with your Account Manager ?

☐ Exceeded expectations

☐ Met expectations

☐ Below expectations

Comments

6. Do you have any suggestions on how ACA Account Management could be improved?

☐ Yes

☐ No

Comments

PRA Disclosure Statement The purpose of the PRA package is to conduct a survey of ACA (Affordable Care Act) issuers and obtain information about their satisfaction with their CMS account manager. The results of the survey will be used to improve

the customer experience. Completion of the survey is voluntary. Under the Privacy Act of 1974 any personally identifying information obtained will be kept private to the extent of the law.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1185 (CMS-10748). The time required to complete this information collection is estimated to average 10 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.