

Medicare Account Manager Satisfaction Survey Questions

Question Title

1. What is your combined Medicare enrollment?

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

Question Title

2. My Account Manager is readily accessible and responsive.

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



Comments

Question Title

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

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



Comments

Question Title

4. My Account Manager effectively facilitates the resolution of questions/issues and/or directs me to the appropriate resource (this may be a mailbox) to obtain an answer.

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

Comments 

Question Title

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

- ☐ Exceeded expectations
- ☐ Met expectations
- ☐ Below expectations

Other (please specify) 

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Question Title

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

- ☐ Yes
- ☐ No

Other (please specify) 