

# Customer Satisfaction Survey

*Please tell us what you think.*

Your opinion matters! Please take a moment to answer a few questions. Your answers will help us better serve you. Your answers are completely confidential.

For each question below, please check the box that best gives your opinion about your experience with South Carolina Healthy Connections Choices.

## Enrollment materials

1. How helpful were the enrollment materials we mailed to you in helping you choose your **health plan**?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't read the enrollment materials
2. How helpful were the enrollment materials we mailed to you in helping you choose your **doctor**?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't read the enrollment materials
3. How helpful were the enrollment materials we mailed to you in helping you **get answers to your questions**, such as where to find your health plan's phone number or what benefits are provided?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't read the enrollment materials

## Website

4. How helpful was the website in helping you choose your **health plan**?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't visit the website
5. How helpful was the website in helping you choose your **doctor**?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't visit the website

6. How helpful was the website in helping you **get answers to your questions**, such as where to find your health plan's phone number or what benefits are provided?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't visit the website

## Customer Service Center—Phone number: 1-877-552-4642

7. How helpful was the Customer Service Center in helping you choose your **health plan**?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't call the Customer Service Center
8. How helpful was the Customer Service Center in helping you choose your **doctor**?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't call the Customer Service Center
9. How helpful was the Customer Service Center in helping you **get answers to your questions**, such as where to find your health plan's phone number or what benefits are covered?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't call the Customer Service Center

**Videos**

- 10. How helpful were the videos you watched either online or on your smartphone in helping you choose your **health plan**?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't watch the videos
- 11. How helpful were the videos you watched either online or on your smartphone in helping you choose your **doctor**?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't watch the videos
- 12. How helpful were the videos you watched either online or on your smartphone in helping you **get answers to your questions**, such as where to find your health plan's number or what benefits are covered?
  - Very helpful
  - Somewhat helpful
  - Neither helpful nor unhelpful
  - Somewhat unhelpful
  - Not helpful at all
  - I didn't watch the videos

**Overall satisfaction**

- 13. Overall, how satisfied are you with the help you got from **South Carolina Healthy Connections Choices**?
  - Very satisfied
  - Somewhat satisfied
  - Neither satisfied nor unsatisfied
  - Somewhat unsatisfied
  - Totally unsatisfied

**Please tell us a little more about you...**

- 14. What is the way you prefer to get information from South Carolina Healthy Connections Choices?
  - Online
  - Text messages
  - E-mail
  - Over the phone
  - Watching videos
  - Letters through the mail
- 15. How do you prefer to access the Internet?
  - At home
  - On my smartphone
  - At work
  - At the library
  - At school
  - I don't use the Internet

- 16. How old are you?
  - 18 – 25
  - 26 – 35
  - 36 – 45
  - 46 – 60
  - 61+
- 17. What is your gender?
  - Male
  - Female
- 18. What language do you primarily speak?
  - English
  - Spanish
  - Other
- 19. Where do you live?
  - City or town
  - Rural area
- 20. How can we do a better job? \_\_\_\_\_  
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***Thanks for your opinion!***  
***Please mail this survey back to us in the envelope provided. No postage is needed.***