

State Health Insurance Assistance Program (SHIP) Customer Satisfaction Survey – *Job Aid*

The Administration for Community Living (ACL) contracted with a private vendor to develop and conduct a national SHIP Medicare beneficiary survey about Medicare counseling services.

Survey purpose

This effort is part of the SHIP network's commitment to provide the best possible service to Medicare beneficiaries through counseling services.

When will the survey occur?

The survey will cover counseling that occurred between Nov. 1, 2018 and Dec. 7, 2018, and again between March 4, 2019 and March 22, 2019. Survey calls will be made shortly after the counseling occurred.

What volunteers need to do

After you finish counseling a client about Medicare make sure:

- The session is documented in STARS as a Beneficiary Contact Form (BCF).
- The BCF includes a complete **first name, last name** and **valid phone number (with area code)**.

What to tell counseled clients about the survey

At the end of a counseling session, tell the client they may be chosen by the national SHIP program to participate in a 12-question phone survey to measure their satisfaction with SHIBA's counseling services.

Share with the client that if they are called, the caller ID will read "Salt Lake City - (385) 770-7018."

The survey caller will say:

"I am calling to ask some questions about your experience with the State Health Insurance Assistance Program, or SHIP. You may know this program as SHIBA."

To participate in the survey, the ***potential survey candidate*** must:

- Answer the phone;
- Agree to take the survey; and
- Be able to recall the general timeframe and topic of the counseling session.