

# **2016 SEARV Health Care Provider Survey**

## **Transamerica Premier: Medical Supplemental Carrier with Medicare**

SEARV is doing a detailed review of the services provided by Transamerica Premier Life, our medical provider which coverage is supplemental to Medicare. Following that review, the Trust will decide if it is necessary to investigate changing insurance carriers or discussing with them any required changes. Your experiences are critical to this process.

**Please rank on a scale of 1-5 with 1 being poor and 5 being exceptional**

Customer Service Responses to your Questions/Issues: Rating (1-5) \_\_\_\_\_

Benefits provided: Rating (1-5) \_\_\_\_\_

Overall Satisfaction: Rating (1-5) \_\_\_\_\_

SEARV Web Site has all needed information on this coverage? \_\_\_\_ yes \_\_\_\_ no

Would you support a change in insurance carrier for your Medicare Supplemental coverage?  
\_\_\_\_ yes \_\_\_\_ no

Comments (Positive & Negative):

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Print Name: \_\_\_\_\_

Your email address: \_\_\_\_\_

**Always let the SEARV Office know of any changes to your address or telephone number(s).**

Please return the completed survey in the enclosed self-addressed postage paid envelope to:

**SEARV, Three Gateway Center, Suite 1625, Pittsburgh, PA 15222**

**NOTE:** You can also return this completed Survey form by emailing it to [charlie@cwba.com](mailto:charlie@cwba.com) or by fax at (412) 325-2801