

**2023 AARP Medicare Supplement Plan from UnitedHealthcare, or UnitedHealthcare of America,  
or UnitedHealthcare of NY all collectively known as UnitedHealthcare Satisfaction  
Posted Questionnaire**

Sampling:  
n=750 Medicare Supplement (MS) Members  
Fielded 3/21/2023 – 4/20/2023

**Screener**

**Q101. Just to confirm, our records indicate that you are currently enrolled in the following plan, correct? (Shown AARP Medicare Supplement Insurance plan from UnitedHealthcare)**

|                           | % MS |
|---------------------------|------|
| Yes                       | 100  |
| No                        | -    |
| Don't know/Not sure (VOL) | -    |

**Q102. How old are you?**

|             | % MS |
|-------------|------|
| 20 to 40    | 0    |
| 41 to 64    | 0    |
| 65 to 66    | 8    |
| 67 to 74    | 48   |
| 75 or older | 44   |

**Q103. Are you...**

|                            | % MS |
|----------------------------|------|
| Male                       | 52   |
| Female                     | 44   |
| Other/Prefer not to answer | 4    |

**Main Questionnaire**

**Enrollment/Membership Status**

**Q201. When answering the following questions, please think of your own experience with your AARP Medicare Supplement Insurance plan from UnitedHealthcare, and not those experiences of other members in your family or your experiences with other policies, including prescription drug coverage. How long have you been enrolled in this plan? Has it been...**

|  | % MS |
|--|------|
| One year or less                             | 8    |
| More than one year but less than three years | 15   |
| Three to less than five years                | 17   |
| Five years or more                           | 61   |

**Overall Satisfaction with Your Plan**

**Q202. Now, overall, would you say you are satisfied or not satisfied with your AARP Medicare Supplement Insurance plan from UnitedHealthcare?**

|               | % MS |
|---------------|------|
| Satisfied     | 95   |
| Not satisfied | 5    |

**Q202A. Now, how would you rate your overall satisfaction with your AARP Medicare Supplement Insurance plan from UnitedHealthcare?**

|                          | % MS |
|--------------------------|------|
| 5 - Very satisfied       | 69   |
| 4                        | 23   |
| 3                        | 6    |
| 2                        | 2    |
| 1 - Not satisfied at all | 1    |

**Additional Key Metrics**

**Q203. The next time you have the opportunity to choose a healthcare plan, if you were offered a choice of plans, including your AARP Medicare Supplement Insurance plan from UnitedHealthcare, would you continue with your plan or would you not continue with your plan?**

|                                 | % MS |
|---------------------------------|------|
| Would continue with my plan     | 95   |
| Would not continue with my plan | 5    |

**Q205. Based on your experiences with UnitedHealthcare, do you intend to continue with an AARP Medicare Supplement Insurance plan from UnitedHealthcare, even if you were to switch plans in the future?**

|   | % MS |
|---|------|
| Intend to continue with a plan insured by UnitedHealthcare        | 96   |
| Do not intend to continue with a plan insured by UnitedHealthcare | 4    |

**Q204. Would you recommend your AARP Medicare Supplement Insurance plan from UnitedHealthcare to a friend or family member, or would you not recommend it?**

|   | % MS |
|---|------|
| Would definitely recommend the plan     | 94   |
| Would definitely not recommend the plan | 6    |

**Satisfaction with Plan Characteristics**

**Q219. Are you satisfied or not satisfied with your AARP Medicare Supplement Insurance plan from UnitedHealthcare on each of the following? Again, please focus only on your current plan. (Those who said they're unfamiliar with the plan characteristic are not included in results)**

|                                    |      |
|------------------------------------|------|
| The benefits and coverage provided | % MS |
| Satisfied                          | 95   |
| Not satisfied                      | 5    |

|   |      |
|---|------|
| The amount you pay for a doctor's visit | % MS |
| Satisfied                               | 95   |
| Not satisfied                           | 5    |

|  |      |
|--|------|
| The amount you pay for an emergency room visit | % MS |
| Satisfied                                      | 96   |
| Not satisfied                                  | 4    |

|                                   |      |
|-----------------------------------|------|
| The level of coverage you receive | % MS |
| Satisfied                         | 95   |
| Not satisfied                     | 5    |

|  |      |
|--|------|
| The fact that there are no network constraints | % MS |
| Satisfied                                      | 99   |
| Not satisfied                                  | 1    |

|  |      |
|--|------|
| The ability to choose the doctor you want <b>who accepts Medicare patients</b> | % MS |
| Satisfied  | 100  |
| Not satisfied  | <1   |

**Q220. Which of the following features are you most satisfied with? Is it...**

|  |      |
|--|------|
|  | % MS |
| The benefits and coverage provided   | 31   |
| The amount you pay for a doctor's visit  | 3    |
| The amount you pay for an emergency room visit                                 | <1   |
| The level of coverage you receive  | 13   |
| The fact that there are no network constraints                                 | 18   |
| The ability to choose the doctor you want <b>who accepts Medicare patients</b> | 35   |

**Additional Feedback**

**Q209. Since enrolling, have you contacted UnitedHealthcare's customer service with questions about your plan?**

|     | % MS |
|-----|------|
| Yes | 32   |
| No  | 68   |

**Q210. Would you say you are satisfied or not satisfied with the courtesy and professionalism of the customer service representative who handled your most recent call? (Among only MS Members who said yes to Q220 "Have you contacted anyone with questions about your plan?")**

|               | % MS |
|---------------|------|
| Satisfied     | 90   |
| Not Satisfied | 11   |

**Q212. Now thinking of the total experience, please tell me if you agree or disagree with the following statement: "Customer service for the AARP Medicare Supplement Insurance Plan from UnitedHealthcare is easy to do business with." Do you... (Among only MS Members who said yes to Q220 "Have you contacted anyone with questions about your plan?")**

|          | % MS |
|----------|------|
| Agree    | 85   |
| Disagree | 15   |

**Q222b. Overall, are you satisfied or not satisfied with the Plan's claim processing for the medical services received in the past 12 months?**

|               | % MS |
|---------------|------|
| Satisfied     | 96   |
| Not Satisfied | 4    |

## Demographics

**Q306. Are you of Spanish, Hispanic, or Latino origin?**

|                      | % MS |
|----------------------|------|
| Yes                  | 2    |
| No                   | 96   |
| Prefer not to answer | 2    |

**Q304B. What is your race?**

|   | % MS |
|---|------|
| White or Caucasian                        | 92   |
| Black or African American                 | 2    |
| Asian                                     | 1    |
| American Indian or Alaska Native          | 1    |
| Native Hawaiian or Other Pacific Islander | 0    |
| Other                                     | 1    |
| Prefer not to answer                      | 4    |