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Do what matters

2025 AARP Medicare Supplement Insurance Plans from UnitedHealthcare Insurance Company, or UnitedHealthcare Insurance Company of America, Or UnitedHealthcare Insurance Company of New York all collectively known as "UnitedHealthcare."
Satisfaction Posted Questionnaire

Sampling:
n=1,110 Medicare Supplement (MS) Members
Fielded 3/12/2025 to 4/9/2025
Report Prepared May 2025

Screener

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

	MS %
Yes	100
No	-
Don't know/Not sure	-

Q102. How old are you?

	MS %
20 to 40	-
41 to 64	-
65 to 66	9
67 to 74	47
75 or older	44

Q103. Are you…

	MS %
Male	49
Female	47
Other/Prefer not to answer	3

Medicare Supplement Plan Information

Plan Letter

	MS %
Plan G	42
Plan F	37
Plan N	12
Other	9

NLE vs. ELE State

	MS %
NLE	38
ELE	62

NLE vs. ELE Plan

	MS %
NLE	5
ELE in NLE state	33
ELE in ELE-only state	62

Main Questionnaire

Enrollment/Membership Status

Q201. When answering the following questions, please think of your own experience with your AARP Medicare Supplement 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	7
More than one year but less than three years	18
Three to less than five years	20
Five years or more	56

Overall Satisfaction with Your Plan

Q202. Overall, would you say you are satisfied or not satisfied with your AARP Medicare Supplement plan from UnitedHealthcare?

	MS %
Satisfied	94
Not satisfied	6

Q202A. How would you rate your overall satisfaction with your AARP Medicare Supplement plan from UnitedHealthcare?

	MS %
5 - Very satisfied	63
4	26
3	7
2	3
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 plan from UnitedHealthcare, would you continue with your plan or would you not continue with your plan?

	MS %
Would continue with my plan	93
Would not continue with my plan	7

Q205. Based on your experiences with UnitedHealthcare, do you intend to continue with a plan insured by UnitedHealthcare, even if you were to switch plans in the future?

	MS %
Intend to continue with a plan insured by UnitedHealthcare	93
Do not intend to continue with a plan insured by UnitedHealthcare	7

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

	MS %
Would recommend the plan	91
Would not recommend the plan	9

Satisfaction with Plan Characteristics

Q206. Now thinking of your experience with your AARP Medicare Supplement plan from UnitedHealthcare, please tell me if you agree or disagree with the following statements:

UnitedHealthcare provides me with accurate information.	MS %
Agree	95
Disagree	5

UnitedHealthcare consistently provides reliable support when I need it.	MS %
Agree	92
Disagree	8

UnitedHealthcare is easy to work with.	MS %
Agree	92
Disagree	8

UnitedHealthcare gives me confidence I have the right plan for my needs.	MS %
Agree	90
Disagree	10

My AARP Medicare Supplement plan from UnitedHealthcare helps me better predict my medical out of pocket costs.	MS %
Agree	88
Disagree	12

Q208. Now, please tell me if you agree or disagree with the following statement: I look to UnitedHealthcare for guidance on getting the most from my AARP Medicare Supplement plan from UnitedHealthcare

	MS %
Agree	78
Disagree	22

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

The ability to choose the doctor you want **who accepts Medicare patients**	MS %
Satisfied	98
Not satisfied	2

The ability to see any specialist **who accepts Medicare** without a referral	MS %
Satisfied	98
Not satisfied	2

The ability to get care in any facility **that accepts Medicare** because there are no network constraints	MS %
Satisfied	98
Not satisfied	2

The plan's consistent coverage that does not change after enrolling	MS %
Satisfied	96
Not satisfied	4

The amount you pay for an emergency room visit	MS %
Satisfied	95
Not satisfied	5

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

The level of coverage you receive	MS %
Satisfied	94
Not satisfied	6

The benefits and coverage provided	MS %
Satisfied	93
Not satisfied	7

Q221. Please select if you agree or disagree whether the following Medicare Supplement plan characteristics influenced you to choose a Medicare Supplement plan?

The ability to choose the doctor you want **who accepts Medicare patients**	MS %
Agree	99
Disagree	1

The ability to see any specialist **who accepts Medicare** without a referral	MS %
Agree	98
Disagree	2

The ability to get care in any facility **that accepts Medicare** because there are no network constraints	MS %
Agree	98
Disagree	2

The plan's consistent coverage that does not change after enrolling	MS %
Agree	95
Disagree	5

Q223. Are you confident that your AARP Medicare Supplement Plan from UnitedHealthcare will provide you the same coverage anywhere in the United States?

	MS %
Yes	93
No	7

Q225. Were you able to keep your preferred doctors when enrolling in your AARP Medicare Supplement plan from UnitedHealthcare?

	MS %
Yes	98
No	2

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

	MS %
Yes	31
No	69

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 Members who said yes to Q209, "Since enrolling, have you contacted customer service with questions about your plan?")

	MS %
Satisfied	87
Not satisfied	13

Q212. Now thinking of the total experience, please tell me if you agree or disagree with the following statement: "Customer service from UnitedHealthcare is easy to do business with." Do you… (Among Members who said yes to Q209, "Since enrolling, have you contacted customer service with questions about your plan?")

	MS %
Agree	82
Disagree	18

Q213. Now thinking of the total experience, please rate the quality of UnitedHealthcare's customer service? (Among Members who said yes to Q209, "Since enrolling, have you contacted customer service with questions about your plan?")

	MS %
Excellent	42
Very Good	32
Good	14
Fair	8
Poor	4

Q222b. Overall, are you satisfied or not satisfied with the Plan's claim processing for the medical services received in the past 12 months? (Those who haven't had a claim processed in the past 12 months are not included in the results)

	MS %
Satisfied	96
Not satisfied	4

Demographics

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

	MS %
Yes	2
No	94
Prefer not to answer	4

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Q304B. What is your race?

	MS %
White or Caucasian	92
Black or African American	1
Asian	1
American Indian or Alaska Native	<1
Native Hawaiian or Other Pacific Islander	<1
Other	1
Prefer not to answer	5