



## Community Outreach Survey

Recently you received in-person assistance from the Senior LinkAge Line™. Please take a moment to respond to the following questions in order to help us provide a quality service.

1. How did the Senior LinkAge Line™ in-person representative assist you?

<input type="checkbox"/> Organized bills and statements	<input type="checkbox"/> Compared health insurance options
<input type="checkbox"/> MN Healthcare program application	<input type="checkbox"/> Insurance appeal
<input type="checkbox"/> Researched a billing error or claim	<input type="checkbox"/> Other
<input type="checkbox"/> Help with prescription drug saving options	<div style="border: 1px solid black; width: 350px; height: 20px;"></div>
<input type="checkbox"/> Long-term care insurance planning	
  
2. Were you satisfied with the in-person assistance you received from the Senior LinkAge Line™?  
 Yes  
 No
  
3. Did the in-person assistance received from the Senior LinkAge Line™ improve your understanding of health insurance benefits?  
 Yes  
 No  
 Not applicable
  
4. Did you receive information on how to identify healthcare fraud, abuse and errors?  
 Yes  
 No
  
5. After you called the Senior LinkAge Line™, how long did you wait for an in-person appointment?  
 Less than 3 days  
 One week  
 More than a week
  
6. Would you recommend the Senior LinkAge Line™ in-person assistance to someone else?  
 Yes  
 No
  
7. Additional comments are appreciated. If you would like a response to your comments, please include your name and phone number below.

Thank you!