

## Customer Satisfaction Survey

### How are we doing?

Please take a few minutes to answer some questions about how we are doing. Your answers will be kept confidential and will help us better serve you. You can also take this survey online at <https://www.DCHealthyFamilies.com>.

**Call us if you do not speak or read English.**

**Amharic:** ከእኛ ጋር ማንኛውንም ጥያቄ ለማቅረብ ወይንም ለማግኘት ይጻፉ።  
**Chinese:** 如果您不會講英語或不會閱讀英語，請打電話告訴我們。  
**French:** Appelez-nous si vous ne parlez pas ou ne savez pas lire l'anglais.  
**Korean:** 영어로 말하거나 읽는데 어려움이 있으면 전화하십시오.  
**Spanish:** Llámennos si no habla ni lee inglés.  
**Vietnamese:** Hãy gọi chúng tôi nếu quý vị không nói hoặc đọc tiếng Anh.

Today's date:

How did you sign up for DC Healthy Families?

- By phone
- By fax
- By mail
- Online
- At the enrollment center
- At a place in the community

What is your current health plan?

- AmeriHealth
- CareFirst Community Health Plan of DC
- MedStar Family Choice DC

Below is a list of statements about your experience with DC Healthy Families enrollment services. Please tell us how strongly you agree or disagree with each statement. If a statement does not apply to your situation, check N/A. (Please choose only one response for each statement.)

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
Staff treated me with courtesy and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff explained my choices for a health plan and doctor clearly and in language I could understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff helped me choose a health plan and doctor that was best for me and/or my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff listened to me and answered my questions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signing up for a health plan and choosing a doctor was easy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The printed materials about the DC Healthy Families program were easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The DC Healthy Families website was easy to understand and navigate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the help I received from staff at the DC Healthy Families program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What could we have done better?

Would you like a supervisor to contact you about your experience?

- Yes
- No

Name

Phone Number

*Thank you for sharing your feedback with us!*