

East Baton Rouge Parish School System

Humana Retiree Satisfaction

Listed below are satisfaction results for 2014 and Q1 2015. These results are gathered through Humana's ECHO tool which allows members to take a survey following calls into our member services line. Results are on a five point scale with 1 being Very Dissatisfied and 5 being Very Satisfied. The percentages below indicate those members answering 4 (Satisfied) or 5 (Very Satisfied).

	Completed Surveys	Agent Courteous	Agent Knowledge	Agent Satisfaction	Humana Satisfaction
2014	292	97.66%	93.63%	90.38%	83.00%
Q1 2015	72	97.57%	97.57%	95.61%	94.42%

As you can see, EBRPSS members overwhelmingly rate Humana highly in both overall satisfaction and in satisfaction with our customer service team. As is common with a new group, EBRPSS retirees' satisfaction with Humana has grown over time with the Q1 results noticeably higher than those from 2014 on most metrics.

In addition to these results, we continue to see enrollment in the Humana MA plan rise over time, increasing from 3,368 members at the initial enrollment in 2014 to more than 3,612 members in 2015. We believe this points to positive word of mouth amongst your retiree population.