

# Allsup Medicare Advisor<sup>SM</sup> Provides Assistance in Choosing the Right Medicare Coverage

Helping people make the right Medicare choice for their unique needs is what *Allsup Medicare Advisor* is all about. We are not a Medicare plan provider. Our experts research and review the best plan options available for each individual to simplify their selection process.

Whether someone is eligible for Medicare due to a disability, reaching retirement age or has already turned 65, it's necessary to begin considering Medicare options. Once eligible, each person must choose between a traditional Medicare plan with optional Medigap and Part D prescription drug supplements and a Medicare Advantage plan. But with so many available options, the selection process alone can be overwhelming and extremely confusing.

*Allsup Medicare Advisor* combines live, one-on-one expert guidance with secure web features that provide easy and convenient access via the Internet. A personalized written report is available online that prioritizes provider and coverage options based on comparable costs, quality and service ratings.

## Customer Satisfaction Survey

Allsup recently conducted a Customer Satisfaction Survey, which indicated that customers overall are very pleased with the *Allsup Medicare Advisor* service. In fact, average customer satisfaction ratings for *Allsup Medicare Advisor* benefits and value (on a scale of 1=very dissatisfied to 5=very satisfied) were:

- The look and organization of the written report (4.84\*)
- The ease of understanding the Medicare Advantage options presented in the written report (4.64\*)
- The usefulness of the information provided in the written report (4.86\*)
- The courteousness and respectfulness of the *Allsup Medicare Advisor* experts (5\*)
- The ability of *Allsup Medicare Advisor* experts to answer all the customer's questions (4.95\*)
- Communications with the customer throughout the process (4.89\*)
- Customer's overall satisfaction with the *Allsup Medicare Advisor* service (4.91\*)

Additionally, 100 percent of surveyed respondents would recommend *Allsup Medicare Advisor* to family, friends and neighbors.

*\*Indicates average ranking*

### Some of the comments from our surveyed customers include:

"I appreciated the ease of use with this service. It took all the stress out of the Medicare selection process."

"The Allsup Medicare Advisor service helped me get the truth without commercials and a sales pitch. I was able to get information about the best plans for me without worrying about someone trying to sell me something."

"The service was so valuable to me. I had no idea what plan to choose and the Allsup Medicare Advisor helped me understand my options. I had selected one plan based on the drug coverage and the Advisor helped me understand that another plan had drug benefits that better met my needs. I appreciated the guidance."

"This is an absolute necessity for anyone who is facing Medicare. You get to talk to a person who gets to know your unique situation and helps you identify the best plans for you. Then that same person talks to you about how each of the plans meets your needs and helps you weigh the pros and cons of each."

"They put together a comprehensive booklet of all the Medicare Advantage plans. It was so much easier to use the booklet than research all the plans myself. The information was at my fingertips."



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