

Premier

Managed Care Services, Inc.

EMPLOYER QUALITY IMPROVEMENT SURVEY

RE: Satisfaction Questionnaire

We value your opinion on the quality of services provided to you by Premier. We are committed to providing expert workers' compensation managed care in a timely manner. In order to help us improve, please take a few moments to complete the following questions and return it in the business reply envelope provided or fax it back to us. If you are completing this survey via the Premier website, please click submit after finishing the survey. Thank you for taking the time to help us improve our service to you.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
1. You are able to easily reach a Premier staff member by telephone.	1	2	3	4	5
2. Your phone calls were promptly returned by a Premier staff member.	1	2	3	4	5
3. Premier staff was helpful and able to provide information, or answer questions in a timely fashion.	1	2	3	4	5
4. Premier staff was professional, courteous & knowledgeable.	1	2	3	4	5
5. I am satisfied with my overall experience with Premier Managed Care Services.	1	2	3	4	5

Additional comments or suggestions:

Employer Name or Policy #: _____

Thank you for completing this questionnaire, your comments are important! Contact Premier if you need further assistance or if you have concerns not listed above.

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