



Coast Healthcare Management, LLC

Management Company for

Alamitos IPA • Alliance Physicians Medical Group • Brookshire IPA

Lakewood IPA • Pioneer Provider Network • Primary Care Associates of California • St. Mary IPA

4909 LAKEWOOD BLVD., SUITE 200, LAKEWOOD, CA 90712

P: (562) 602-1563 • [] • www.coasthealthcare.net

Please note that this survey is for Coast Healthcare Management's customer service department and does not apply to physician offices, hospitals, radiology departments etc.

Date: _____

Caller's First and Last Name: _____

Member's Name _____
(If different than above)

Help Us To Deliver Excellent Customer Services To Our Members: We Want *Your* Feedback!

If you have recently contacted Coast Healthcare Management's customer service department, please take time from your busy schedule to complete the survey shown below and mail it to Coast Healthcare Management, attention Customer Service Manager, 4909 Lakewood Blvd., Ste. 200, Lakewood, CA 90712, or e-mail it to ava.ervin@coasthealthcare.net or fax it to (562) 602-1516. Your answers will be kept private and confidential and will only be used to improve the services that our customer service department provides to our members. Thank you for your time!

Customer Service Survey Form

Directions: For each question, please circle the response you feel most describes your experience. We value your honest responses.

PLEASE RATE THE FOLLOWING:	Excellent	Very Good	Good	Fair	Poor	Does Not Apply or Don't Know
Thinking about your most recent contact, how would you rate the wait time for a representative to answer your call?	5	4	3	2	1	N/A
How would you rate the Customer Service Rep's ability to help you?	5	4	3	2	1	N/A
How would you rate the Customer Service Rep's knowledge of your questions or issues?	5	4	3	2	1	N/A
How would you rate the Customer Service Rep's ability to resolve your issues within a reasonable timeframe?	5	4	3	2	1	N/A
How would you rate the Customer Service Rep on being courteous and their willingness to assist you?	5	4	3	2	1	N/A
How would you rate your overall experience during your last contact with the Customer Service department?	5	4	3	2	1	N/A

Comments:



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MEMBER ADVOCACY PROGRAM:

Coast Healthcare Management has a “Member Advocacy Program” to provide members with quick and responsive services. When members contact Coast Healthcare Management, they will be directed to a live person during business hours. Our customer services team will handle the call from start to finish. They have been trained to look up information and answer most questions. When issues require involvement with other departments, they will coordinate with those departments and get back with you. Their goal is to get your question answered as soon as possible and to make sure that you are updated on the status of the research.

Please feel free to contact our customer service department with assistance with any of the following issues:

- 1) Bills from physicians, and unpaid claims
- 2) Pending referrals
- 3) Unable to scheduled an appointment with a specialist or primary care physicians
- 4) Direct referral to specialists
- 5) After hour care centers
- 6) Change primary care physicians and stay within IPA network
- 7) Any other inquiries

Our member service team would like to hear from you with any comments or concerns. You can contact them by calling (562) 602-1563 ext. 706

Our normal hours of operation are: **Monday – Friday 8:30a.m. – 5:00p.m.**