

Business Survey for Carriers

How Are We Doing? Now that Maryland Health Benefit Exchange (MHBE) has completed three years, we would like to know ways we can improve and better interact with our carrier partners. Please take a few minutes to complete this survey. Thank you.

1. Is your carrier currently participating in Maryland Health Connection, the state marketplace?
 - Currently active
 - Previously participated

Comments:

2. How responsive is/was the Plan Services Department to your carrier's needs?
 - Extremely responsive
 - Very responsive
 - Moderately responsive
 - Slightly responsive
 - Not responsive

Comments:

3. How easy is/was the MHBE in general to work with as an agency?
 - Extremely easy
 - Very easy
 - Moderately easy
 - Slightly easy
 - Not easy

Comments:

4. How well were timelines and requirements communicated to your carrier partners?
 - Extremely well
 - Very well
 - Moderately well
 - Acceptable
 - Not well

Comments:

5. Does MHBE offer adequate opportunities to communicate and share information and ideas?
 - Extremely adequate
 - Very adequate
 - Moderately adequate
 - Not adequate enough
 - Inadequate

Comments:

6. How well does MHBE respond to carrier concerns and provide resolution to existing or perceived problems?
- Extremely responsive
 - Very responsive
 - Moderately responsive
 - Not responsive enough
 - Unresponsive

Comments:

7. Is MHBE's website user-friendly?
- Extremely user-friendly
 - Very user-friendly
 - Moderately user-friendly
 - Not user-friendly enough
 - Not user-friendly

Comments:

8. Is MHBE's website beneficial to carriers for locating up-to date information?
- Extremely beneficial
 - Very beneficial
 - Moderately beneficial
 - Not beneficial enough
 - Not beneficial

Comments:

9. Is the staff at MHBE courteous and accommodating?
- Extremely courteous and accommodating
 - Very courteous and accommodating
 - Moderately courteous and accommodating
 - Not courteous and accommodating enough
 - Discourteous and Unaccommodating

Comments:

10. Is the staff at MHBE knowledgeable about ACA rules and MHBE policies and procedures?
- Extremely knowledgeable
 - Very knowledgeable
 - Moderately knowledgeable
 - Not knowledgeable enough
 - Not knowledgeable

Comments:

11. Is the Plan Certification Process clear?

- Extremely clear
- Very clear
- Moderately clear
- Not clear enough
- Unclear

Comments:

12. Did the Plan Certification staff provide helpful assistance to your organization in meeting Plan Certification standards?

- Extremely helpful
- Very helpful
- Moderately helpful
- Not helpful enough
- Unhelpful

Comments:

13. Is the Electronic Data Interchange (EDI) process well supported?

- Extremely well supported
- Very well supported
- Moderately well supported
- Not supportive enough
- Unsupportive

Comments:

14. Is the Electronic Data Interchange (EDI) testing process sufficient, specific and clear?

- Extremely sufficient and clear
- Very sufficient and clear
- Moderately sufficient and clear
- Not sufficient or clear enough
- Insufficient or unclear

Comments:

15. Is the Electronic Data Interchange (EDI) staff knowledgeable and responsive?

- Extremely knowledgeable and responsive
- Very knowledgeable and responsive
- Moderately knowledgeable and responsive
- Not knowledgeable and responsive enough
- Not knowledgeable and unresponsive

Comments:

16. Please share with us ways in which MHBE can improve to maximize the carrier experience?