



**Grand Valley Health Plan – Health Information Line
Member Satisfaction Survey**

Please check the way that you used GVHP's Health Information Line this past year

by telephone on the GVHP website both ways

	Definitely Yes	Somewhat Yes	Somewhat No	Definitely No	
1. Accessing the Health Information Line was easy for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. My question was answered within a reasonable time frame	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. The answer was explained in a way that I could understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. The answer I received was helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Excellent	Very Good	Good	Fair	Poor
5. Overall satisfaction with the Health Information Line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments

THANK YOU! IT IS OUR PLEASURE TO SERVE YOU!

After filling out, please mail to:

**Grand Valley Health Plan
829 Forest Hill Avenue SE
Grand Rapids, MI 49546**

**If you have further questions OR need additional assistance,
please call Customer Services at 616-949-2410**