

# CLIENT SATISFACTION SURVEY



*Blount Specialty Pharmacy is fully committed to providing unsurpassed levels of service and superior patient care to achieve optimal therapy outcomes. Meeting and/or surpassing expectations of the health care providers, such as BCBS, with whom we partner to provide patient benefits is crucial in achieving our goals. Your feedback is invaluable in measuring our performance. If you could please take a moment to complete the following survey, your assessment will help up further improve all aspects of our service. Thank-you!*

1.) The overall prescription fill rate by Blount Discount Pharmacy and its subsidiaries have met or exceeded the program requirements of the plan. Please indicate a rating:

1	2	3	4	5
Not at all	Below Expectations	At Expectations	Exceeds Expectations	Superior Performance

2.) Blount Discount Pharmacy and its subsidiaries have fully executed all elements of the carriers designated enrollment form prior to providing covered services for the patient.

1	2	3	4	5
Not at all	Below Expectations	At Expectations	Exceeds Expectations	Superior Performance

3.) Blount Discount Pharmacy and its subsidiaries have maintained sufficient facilities and personnel to provide covered services to participants in a timely and appropriate manner.

1	2	3	4	5
Not at all	Below Expectations	At Expectations	Exceeds Expectations	Superior Performance

4.) All pharmacy staff at Blount Discount Pharmacy and its subsidiaries have met or exceeded the education requirements of the plan.

1	2	3	4	5
Not at all	Below Expectations	At Expectations	Exceeds Expectations	Superior Performance

5.) Blount Discount Pharmacy and its subsidiaries have demonstrated adherence to HIPPA regulations and the maintenance of confidentiality of patient information.

1	2	3	4	5
Not at all	Below Expectations	At Expectations	Exceeds Expectations	Superior Performance

6.) Blount Discount Pharmacy and its subsidiaries have fully cooperated in all reviews and audits conducted by the plan.

1	2	3	4	5
Not at all	Below	At	Exceeds	Superior
	Expectations	Expectations	Expectations	Performance

7.) The pharmacy staff at Blount Discount Pharmacy and its subsidiaries have exercised professional judgement, and counseled participants as indicated.

1	2	3	4	5
Not at all	Below	At	Exceeds	Superior
	Expectations	Expectations	Expectations	Performance

8.) Blount Discount Pharmacy and its subsidiaries have maintained and operate equipment that sufficiently meets or exceeds the needs for transmission of claims.

1	2	3	4	5
Not at all	Below	At	Exceeds	Superior
	Expectations	Expectations	Expectations	Performance

9.) Blount Discount Pharmacy and its subsidiaries has maintained a signature log that meets or exceeds the requirements to produce evidencing of participant receipt of covered services.

1	2	3	4	5
Not at all	Below	At	Exceeds	Superior
	Expectations	Expectations	Expectations	Performance

10.) Blount Discount Pharmacy and its subsidiaries have collected the applicable copayments, deductibles, or coinsurance in accordance with the participants service agreement at our reasonable and customary retail charges.

1	2	3	4	5
Not at all	Below	At	Exceeds	Superior
	Expectations	Expectations	Expectations	Performance

11.) Blount Discount Pharmacy and its subsidiaries have demonstrated sound communication regarding: pharmacy locations, responses to all on-line edits, resolution of participant clinical grievances, all service related issues, any malpractice suits or liability settlements, and the cancellation of any malpractice insurance coverage or a pharmacist convicted of a felony.

1	2	3	4	5
Not at all	Below	At	Exceeds	Superior
	Expectations	Expectations	Expectations	Performance