

5 SAMPLE QUESTIONS TO INCLUDE IN YOUR RFP

- 1 Describe in detail your organization’s Medicare coordinator services.
- 2 Provide an overview of the available plan options for retirees. What level and type of choice can our retirees expect based on the census provided?
- 3 Does your service offering include client-specific communications materials and support? Provide information on your communications strategy. Does it include in-person retiree meetings?
- 4 Provide information on your customer service capabilities. What type of training do your customer service representatives receive? Do they receive any special training for working with a senior population?
- 5 Please provide satisfaction survey results.

▶ REQUEST a customizable Medicare coordinator section for your RFP today

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