

Employee Survey on RxAmerica and Harris Health Trends, Inc.
Conducted by U of M AFSCME

In January, 2006, as part of the University's new health care coverage, UPlan changed to using one pharmacy, RxAmerica. The University also contracted Harris Health Trends to provide disease management services. We have heard many concerns and complaints regarding both RxAmerica and Harris Health Trends. As a union, AFSCME is spearheading the effort to hold the University accountable regarding health care for all employees. As part of that effort, we are conducting a survey for our members and co-workers regarding satisfaction with RxAmerica and Harris Health Trends. The survey will be presented to the University's Benefits Advisory Committee.

Please provide feedback on RxAmerica:

Do you think you have been charged the appropriate copay on your prescriptions?

- Yes No Not applicable

Have you been charged more by RxAmerica than last year's plan for the same prescriptions?

- Yes No Not applicable

Have you had difficulty with the mail order service? (Check all that apply)

- Medication not received Medication received late
 Wrong medication received Wrong dosage received
 Incorrect number of pills sent Other _____

Have you had difficulty reaching a knowledgeable customer service representative?

- Yes No Not applicable

What is the average length of time you have been placed on hold?

- 15 min. 30 min. 45 min. 60 min. more than 60 min.

Federal HIPAA (health care privacy) regulations state that a health care provider must not use or disclose an individual's health information unless authorized by that individual. Examples of violations would include receiving somebody else's insurance records, prescriptions, treatment plans or medical reimbursement checks. Do you believe that you have experienced violations of your HIPAA rights or the HIPAA rights of another employee by RxAmerica?

- Yes No Not applicable

If you answered yes, please explain without revealing specific medical information:

