

# How's Our Driving? Paylogix® Employer Survey



Please take a few minutes to answer the following questions for submission to our database. This survey is designed to compile your thoughts, complaints and suggestions so we may better serve you in the future. We hold all information in strict confidence. Responses to any questions posed are entirely optional. [Driving - 032404]

## Paylogix® Online Billing and Reconciliation...

Does the billing system reduce your time spent handling employee benefits?  Y  N  
If yes, by how much less time?  
 80-100%  70-80%  60-70%  
 50-60%  40-50%  10-40%

Has the billing system allowed you to increase the providers you offer?  Y  N  
If yes, by how many?  
 1  2  3  4  5  6-9  10+

Has the system allowed you to save labor, office and/or monetary resources?  Y  N  
If yes, where is the relief most apparent?  
 Labor resources (productivity, manhours, etc.)  
 Office resources (supplies, postage, etc.)  
 Monetary resources (bottom-line revenue)

Is participant information in the database usually accurate and up-to-date?  Y  N  
If yes, the information is accurate...  
 Always  Mostly  Often  
If no, this is due to...  
 Employer not updating information  
 Provider not updating information  
 Paylogix error

Does your statement total usually match your intended payment?  Y  N  
If yes, the total matches...  
 Always  Mostly  Often  
If no, the total matches...  
 Unoften  Rarely  Never

When your total doesn't match, is it easy to reconcile it (make it match)?  Y  N  
The most common reasons for statement differences are (check all that apply)...  
 Premium changes  Products added  
 Retroactive changes  Products removed  
 Carry-over from prior stmt.  Providers added  
 Participants added  Providers removed  
 Participants removed  Paylogix error

## System Evaluation...

Assuming you have a fast internet connection, is the system's speed adequate?  Y  N  
If no, pages appear on average within...  
 5-10 sec  10-30 sec  30-60 sec  
 1-2 min  2-5 min  5+ min

Have you ever encountered a page 'freezing' or other 'server' errors?  Y  N  
If yes, this happens...  
 Frequently  Sometimes  Seldomly

Have the help resources at Paylogix® sufficiently solved problems you've had?  Y  N  
The resource you've found most helpful is...  
 Customer Service Representatives  
 Online User Manual  
 Online Support Chat

Were you aware of the other services in addition to billing available to you?  Y  N  
If yes, the most common services you make use of are (check all that apply)...  
 Sum-ER-EE™ statements  Overdue report  
 DocuServ® images  Upload utility  
 Participant report  Download utility  
 Election/Compliance report  Export utility  
 Premiums Paid report  Acct. Mgmt. tools

Overall, has your experience with Paylogix® and the Premium Solutions® billing system been...  
 Perfect  Good  Poor  
 Excellent  Average  Very poor  
 Very good  Acceptable  Terrible

Please tell us what can be done to improve the service as well as other thoughts you may have:

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OPTIONAL - Your name is: \_\_\_\_\_  
Your title is: \_\_\_\_\_  
With (Co. name): \_\_\_\_\_  
May we contact your company for more information regarding your thoughts?  Y  N