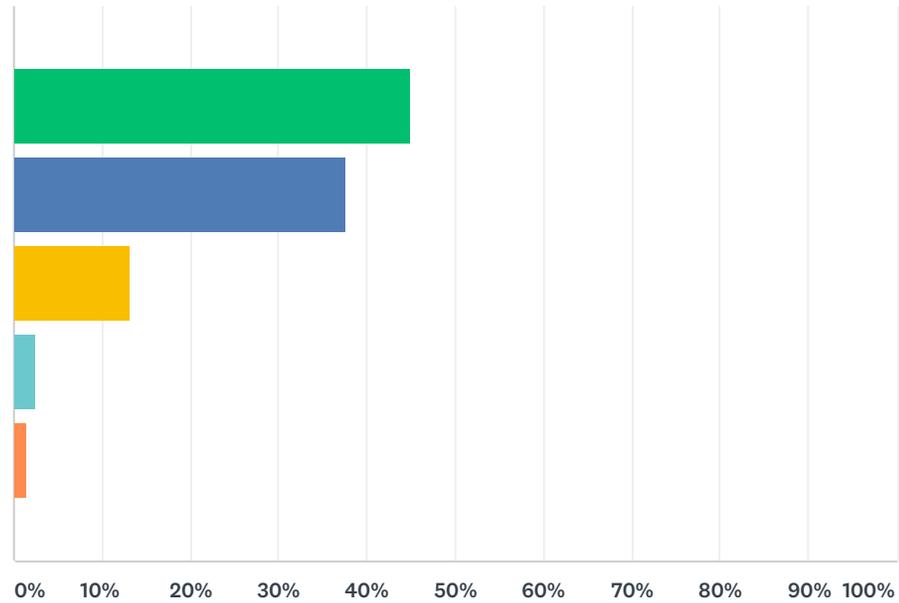


KENTUCKY RETIREMENT SYSTEMS 2019 MEDICARE PLANS SURVEY

Q1 How would you rate your overall satisfaction with Humana as your current KRS health plan administrator?

Answered: 4,520 Skipped: 14



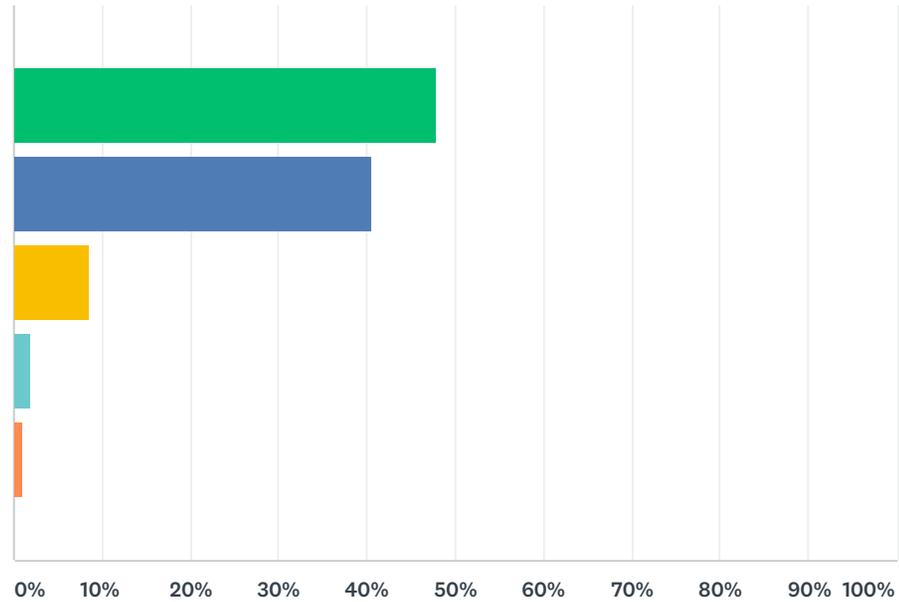
■ 10-9 very satisfied
 ■ 8-7 satisfied
 ■ 6-5 somewhat satisfied/dissatisfied
■ 4-3 dissatisfied
 ■ 2-1 very dissatisfied

10-9 VERY SATISFIED	8-7 SATISFIED	6-5 SOMEWHAT SATISFIED/DISSATISFIED	4-3 DISSATISFIED	2-1 VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
45.02%	37.63%	13.27%	2.57%	1.50%	4,520	1.78
2,035	1,701	600	116	68		

KENTUCKY RETIREMENT SYSTEMS 2019 MEDICARE PLANS SURVEY

Q2 How do you rate your overall satisfaction with Humana's claims processing?

Answered: 4,503 Skipped: 31



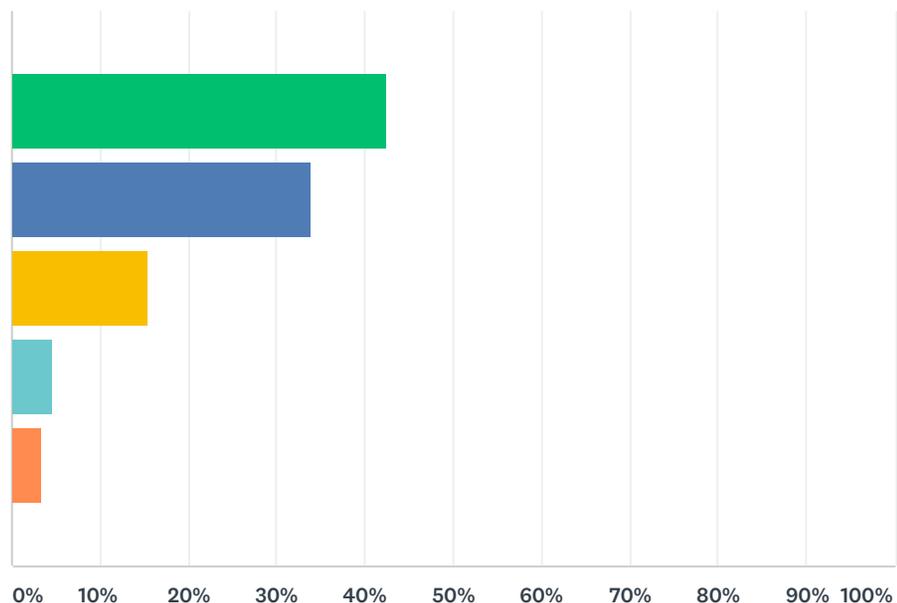
■ 10-9 very satisfied
 ■ 8-7 satisfied
 ■ 6-5 somewhat satisfied/dissatisfied
■ 4-3 dissatisfied
 ■ 2-1 very dissatisfied

10-9 VERY SATISFIED	8-7 SATISFIED	6-5 SOMEWHAT SATISFIED/DISSATISFIED	4-3 DISSATISFIED	2-1 VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
47.92%	40.66%	8.48%	1.91%	1.02%	4,503	1.67
2,158	1,831	382	86	46		

KENTUCKY RETIREMENT SYSTEMS 2019 MEDICARE PLANS SURVEY

Q3 Paying a copayment for office visits, rather than having to meeting the \$500 deductible was financially beneficial to me?

Answered: 4,468 Skipped: 66



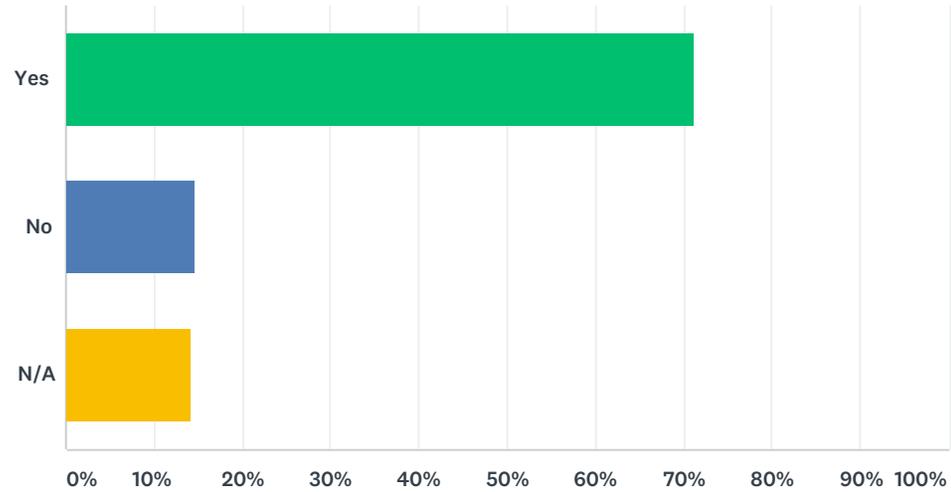
■ 10-9 very satisfied
 ■ 8-7 satisfied
 ■ 6-5 somewhat satisfied/dissatisfied
■ 4-3 dissatisfied
 ■ 2-1 very dissatisfied

10-9 VERY SATISFIED	8-7 SATISFIED	6-5 SOMEWHAT SATISFIED/DISSATISFIED	4-3 DISSATISFIED	2-1 VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
42.48%	33.97%	15.56%	4.63%	3.36%	4,468	1.92
1,898	1,518	695	207	150		

KENTUCKY RETIREMENT SYSTEMS 2019 MEDICARE PLANS SURVEY

Q4 The copayment benefit was beneficial.

Answered: 4,475 Skipped: 59

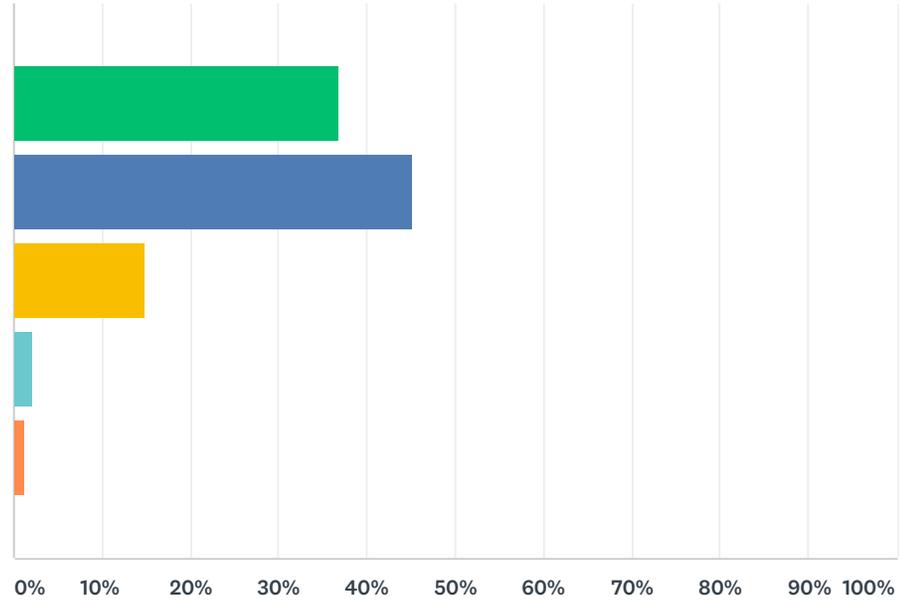


ANSWER CHOICES	RESPONSES	
Yes	71.13%	3,183
No	14.75%	660
N/A	14.26%	638
Total Respondents: 4,475		

KENTUCKY RETIREMENT SYSTEMS 2019 MEDICARE PLANS SURVEY

Q5 How do you rate the Humana Customer Service Line?

Answered: 4,358 Skipped: 176



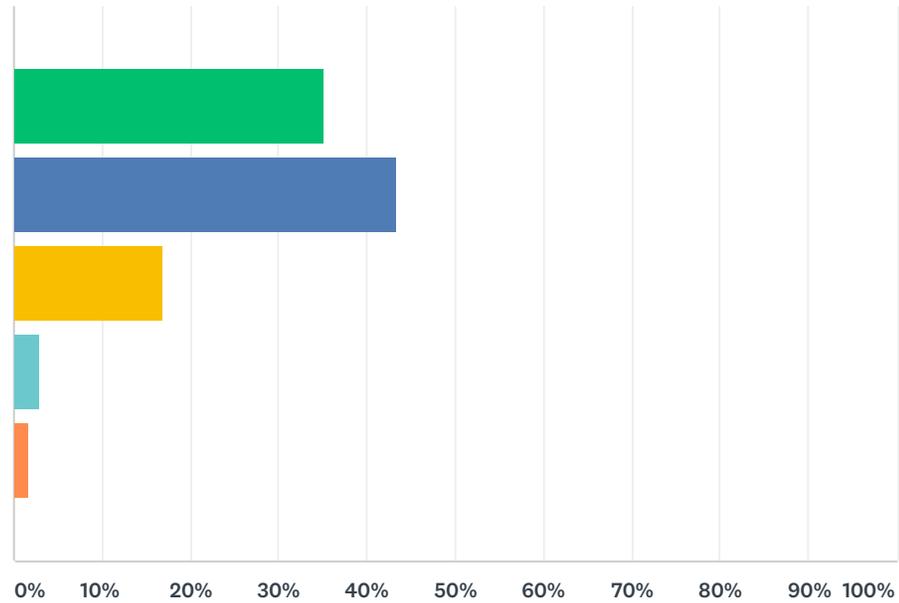
■ 10-9 very satisfied
 ■ 8-7 satisfied
 ■ 6-5 somewhat satisfied/dissatisfied
■ 4-3 dissatisfied
 ■ 2-1 very dissatisfied

10-9 VERY SATISFIED	8-7 SATISFIED	6-5 SOMEWHAT SATISFIED/DISSATISFIED	4-3 DISSATISFIED	2-1 VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
36.78%	45.09%	14.78%	2.07%	1.28%	4,358	1.86
1,603	1,965	644	90	56		

KENTUCKY RETIREMENT SYSTEMS 2019 MEDICARE PLANS SURVEY

Q6 When you contacted Humana's customer service line were you completely satisfied with the time it took to resolve your issue?

Answered: 4,299 Skipped: 235



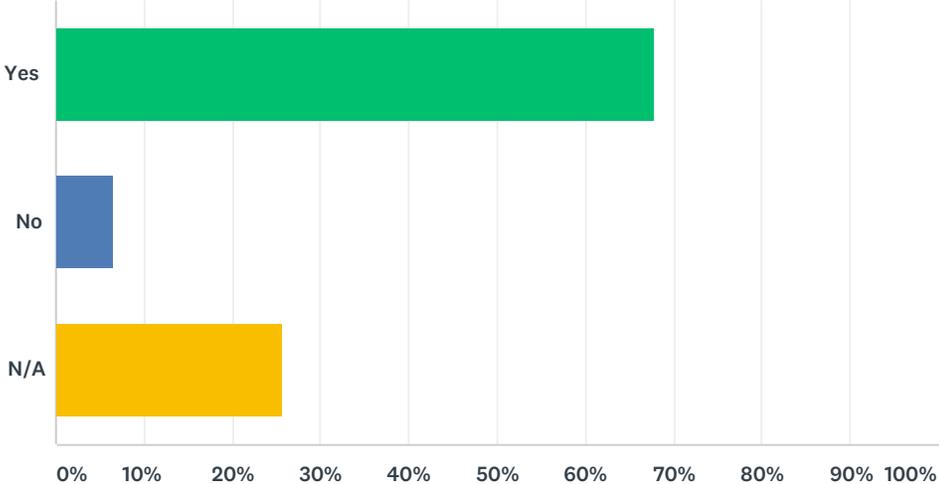
■ 10-9 very satisfied
 ■ 8-7 satisfied
 ■ 6-5 somewhat satisfied/dissatisfied
■ 4-3 dissatisfied
 ■ 2-1 very dissatisfied

10-9 VERY SATISFIED	8-7 SATISFIED	6-5 SOMEWHAT SATISFIED/DISSATISFIED	4-3 DISSATISFIED	2-1 VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
35.17%	43.38%	16.86%	2.86%	1.72%	4,299	1.93
1,512	1,865	725	123	74		

KENTUCKY RETIREMENT SYSTEMS 2019 MEDICARE PLANS SURVEY

Q7 Was your answer resolved in a timely manner?

Answered: 4,377 Skipped: 157



ANSWER CHOICES	RESPONSES	
Yes	67.79%	2,967
No	6.58%	288
N/A	25.82%	1,130
Total Respondents: 4,377		