2012 FPDR Member Survey

1. Have you phoned FPDR or visited the FPDR Office in the last year?

Active Members -- Electronic Survey			Retired/Disabled Members -- Mail			All Members		
Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	45.4%	109	Yes	39.0%	69	Yes	42.7%	178
No	54.6%	131	No	61.0%	108	No	57.3%	239
	answered question	240		answered question	177		answered question	417
	skipped question	0		skipped question	2		skipped question	2

2. Was the person who served you courteous and professional?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	95.0%	95	Yes	95.5%	64	Yes	95.2%	159
No	5.0%	5	No	4.5%	3	No	4.8%	8
	answered question	100		answered question	67		answered question	167
	skipped question	140		skipped question	112		skipped question	252

3. Did you receive the information or document you requested?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	90.0%	90	Yes	95.4%	62	Yes	92.1%	152
No	10.0%	10	No	4.6%	3	No	7.9%	13
	answered question	100		answered question	65		answered question	165
	skipped question	140		skipped question	114		skipped question	254

4. Was the information or document you received timely and easy to understand?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	70.0%	70	Yes	93.7%	59	Yes	79.1%	129
No	22.0%	22	No	6.3%	4	No	16.0%	26
Not applicable	8.0%	8	Not applicable	0.0%	0	Not applicable	0.0%	0
	answered question	100		answered question	63		answered question	163
	skipped question	140		skipped question	116		skipped question	256

5. What was your call or visit regarding?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Disability benefits	56.0%	56	Disability benefits	10.4%	7	Disability benefits	38.7%	63
Pension benefits	29.0%	29	Pension benefits	37.3%	25	Pension benefits	33.1%	54
Changing personal	4.0%	4	Changing personal	22.4%	15	Changing personal	11.7%	19
Other (please specify)	11.0%	11	Other (please specify)	29.9%	20	Other (please specify)	19.0%	31
	answered question	100		answered question	67		answered question	167
	skipped question	140		skipped question	112		skipped question	252

2012 FPDR Member Survey

6. Have you visited FPDR's web site on PortlandOnline in the last year?

Active Members -- Electronic Survey			Retired/Disabled Members -- Mail			All Members		
Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	35.5%	81	Yes	9.8%	17	Yes	24.4%	98
No	64.5%	147	No	90.2%	156	No	75.6%	303
	answered question	228		answered question	173		answered question	401
	skipped question	12		skipped question	6		skipped question	18

7. Did you find the information you were seeking?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	89.9%	71	Yes	92.9%	13	Yes	90.3%	84
No	10.1%	8	No	7.1%	1	No	9.7%	9
	answered question	79		answered question	14		answered question	93
	skipped question	161		skipped question	165		skipped question	326

8. Was the information you were seeking easily found?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	64.6%	51	Yes	86.7%	13	Yes	68.1%	64
No	35.4%	28	No	13.3%	2	No	31.9%	30
	answered question	79		answered question	15		answered question	94
	skipped question	161		skipped question	164		skipped question	325

9. Was the information helpful?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	82.3%	65	Yes	100.0%	14	Yes	48.5%	79
No	7.6%	6	No	0.0%	0	No	3.7%	6
Not applicable	10.1%	8	Not Applicable	0.0%	0	Not applicable	0.0%	0
	answered question	79		answered question	14		answered question	93
	skipped question	161		skipped question	165		skipped question	326

10. If you did NOT find the information, what information were you seeking?

See open-ended answer list

11. Did you receive any service from FPDR in the last year?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	35.4%	79	Yes	54.0%	94	Yes	43.6%	173
No	64.6%	144	No	46.0%	80	No	56.4%	224
	answered question	223		answered question	174		answered question	397
	skipped question	17		skipped question	5		skipped question	22

2012 FPDR Member Survey

12. What was your FIRST point of contact for the service you received in the last year?

Active Members -- Electronic Survey			Retired/Disabled Members -- Mail			All Members		
Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
FPDR staff	46.7%	35	FPDR staff	39.1%	36	FPDR staff	42.5%	71
FPDR web site	0.0%	0	FPDR web site	2.2%	2	FPDR web site	1.2%	2
Fire or Police liaison	20.0%	15	Fire or Police liaison	5.4%	5	Fire or Police liaison	12.0%	20
Your supervisor	24.0%	18	Your supervisor	1.1%	1	Your supervisor	11.4%	19
Received mail	5.3%	4	Received mail	50.0%	46	Received mail	29.9%	50
Other (please	4.0%	3	Other (please	2.2%	2	Other (please	3.0%	5
	answered question	75		answered question	92		answered question	167
	skipped question	165		skipped question	87		skipped question	252

13. Overall, how was the service you received from FPDR in the last year?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Excellent	48.0%	36	Excellent	76.9%	70	Excellent	63.9%	106
Satisfactory	36.0%	27	Satisfactory	20.9%	19	Satisfactory	27.7%	46
Poor	16.0%	12	Poor	2.2%	2	Poor	8.4%	14
	answered question	75		answered question	91		answered question	166
	skipped question	165		skipped question	88		skipped question	253

14. If you filed a disability claim with FPDR in the last year, how was the service you received on your claim?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Excellent	17.3%	13	Excellent	10.8%	4	Excellent	15.2%	17
Satisfactory	33.3%	25	Satisfactory	0.0%	0	Satisfactory	22.3%	25
Poor	20.0%	15	Poor	2.7%	1	Poor	14.3%	16
Not applicable	29.3%	22	Not applicable	86.5%	32	Not applicable	48.2%	54
	answered question	75		answered question	37		answered question	112
	skipped question	165		skipped question	142		skipped question	307

15. If you retired in the last year, how was the service you received on your pension estimates and application?

Answer Options	Response Percent	Response Count
Excellent	19.4%	7
Satisfactory	2.8%	1
Poor	0.0%	0
Not Applicable	77.8%	28
	answered question	36
	skipped question	143

16. If you rated the service you received [on a disability claim or pension] as poor, please tell us why.

See open-ended answer list

2012 FPDR Member Survey

17. How well do you understand your FPDR benefits?

Active Members -- Electronic Survey			Retired/Disabled Members -- Mail			All Members		
Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Very well	5.0%	11	Very well	31.9%	53	Very well	16.7%	64
Pretty well	49.5%	108	Pretty well	59.0%	98	Pretty well	53.6%	206
Not well	45.4%	99	Not well	9.0%	15	Not well	29.7%	114
	answered question	**218**		**answered question**	**166**		**answered question**	**384**
	skipped question	**22**		**skipped question**	**13**		**skipped question**	**35**

18. If you responded not well, do you know where to get the information when you need it?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Yes	44.4%	44	Yes	50.0%	7	Yes	45.1%	51
No	55.6%	55	No	50.0%	7	No	54.9%	62
	answered question	**99**		**answered question**	**14**		**answered question**	**113**
	skipped question	**141**		**skipped question**	**165**		**skipped question**	**306**

19. How could we at FPDR improve our service to you?

See open-ended answer list

20. Are you a Fire or Police member?

Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count	Answer Options	Response Percent	Response Count
Fire	37.1%	79	Fire	46.8%	80	Fire	41.4%	159
Police	62.9%	134	Police	53.2%	91	Police	58.6%	225
	answered question	**213**		**answered question**	**171**		**answered question**	**384**
	skipped question	**27**		**skipped question**	**8**		**skipped question**	**35**

Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
10. If you did NOT find the information, what information were you seeking?	
prior contracts	Proposed charter changes.
Retirement calculations, system was off line at the time.	

15. If you rated the service you received [on a disability claim or pension] as poor, please tell us why.	
barely satisfactory. not all the way down to poor though.	Errors in pension calculation causing additional tax filing. Not offering any help or further information
Dealt with <name>. Very unprofessional, did not return calls. When actually reached said she could not talk and would call back but never returned calls. Rude and condescending.	I so appreciate <name> and <name> for fixing the problem of paying my accupuncturist even though she did not follow the rules. My interaction with <name> finds him to be rude rather than kind.
Felt like I had to defend my claim. That it took months to "investigate" even with prior claims by others already approved.	Poor communication, apparent bias. <Name> has poor people skills. Get a second opinion, not just one from your IME employed by you. I was denied disability benefits.
FPDR service uses substandard medical treatment group/provider list that makes the most effective treatment hard or discoragingly difficult to obtain, with extrodinaryly long delays in approval for treatment and protracted IMEs that effectivly put treatment on hold by holding the member as a financial hostage waiting for approval.of claims.	You continued to deduct my contributions long after it expired causing me extra taxes intevert and and penalties ith the IRS
i contacted FPDR to ask about my claim that they were in the process of closing, i never received a call back to explain to me what was being done.	
I injured myself on duty. I started receiving bills. I called FPDR and provided the bill. A month later I had to repeat the process for the same process as the doctor's office was threatening to send me to claims for non-payment. I re-sent info to FPDR about a week ago and we'll see if the issue is fixed or not. Also, your personnel contacted me regularly up front when the injury was fresh. however, when I started making complaints about the bills I was receiving, no one called me. I had to re-call your people. Not very good customer service. Had similar issues years ago with FPDR so I guess nothing has changed.	
I realize poeple are busy however an extension was required to approve a claim that is listed as a presumptie disability. All the negative I had heard as a PPA board member were experienced by me and my claim. I was schocked when I had to call on the 120th day to find out my claim was approved several days earlier but never received a phone call. I then was told to pay for my prescriptions and submitt forms for reimbursement. Anticipating delays consistant with the first 120 days I asked if there was another way since prescriptions are expensive and I was taking several meds related to the diagnosed disability. The response was, "yes, we will send you information to contact a third party and there will be no out of pocket expense. I wonder why that was not offered without asking?	

Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
Is it poor service if my legitimate claim was denied, but the people that I spoke with came across as nice? I believe that your organization spent 10x more to fight my claim than the cost of the 48 hours of sick leaver that I was asking for; this is poor service to taxpayers and the people that FPDR serves. I was told by <name> that I have just as good of chance of catching MRSA in a grocery store that I do at work. This is not the reality in our job.	
It took multiple calls and contacts to get the information on which doctors or treatments I could get. Not clear on the paperwork.	
Never got a call back, just a denial in the mail.	
Nothing but flaming hoops and lack of support. It was far better when things were done in-house and not contracted out to leaches like Insurance Compensation Investigators etc.	
service was not really satisfactory, but it was not all the way down to poor.	
slow to callback	
The person managing the claim was confrontational and not nice. She repeatedly asked questions that should have been directed to my Dr.	
timeliness of approval	

19. How could we at FPDR improve our service to you?

A little more timeliness.	?
ABIDE BY YOUR MISSION STATEMENT WITH HONOR,HONESTY, & INTEGRITY	? Things have went well.
Approve claims that should be approved instead of forcing members to get an attorney to get them approved. FPDR has taken a very adversarial role lately, and I have no confidence that my valid work related claim will be approved without me having to fight the board to do the right thing.	Ask another retiree!! Angry about the overpayment
Approve injury claims in a timely manner without a burden and additional stress to the person injured	By including "final bell' when guys worked with for 20-30 years pass on.
approve legitimate claims	Contacts prior to last year have been good. Oops this should have been above.
Approve pneumonia which used to be automatic. Your reputation is awful like a ferret or a weasel.	Continue to put forth the good effort
automatic yearly retirement projections	CONTINUE WITH THE SAME SERVICE
Bargain our benefits.	Convince all members to work for the service and support of Fire and Police members rather than serve as politically motivated puppets for <name>. I feel very betrayed and constantly under attack by the other side. There should be only one side. Let's have all members step up to do the right thing. The members are not the bad guys or the enemy.

2012 FPDR Member Survey

Open-ended Answers

Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
Basically, we should be treated as customers. My last experience needing service was that the money meant more than my getting better. I'm not angry, just walked away from the experience hoping I don't get hurt on the job and make retirement. It used to not be that way.	Eat the poor math errors and pay back the money.
be honest and open about what is being done to deny our claims. the rules keep changing and no one will give me a straight answer.	End the payback crap
Be more in tune with the needs of the members. I have spoken with many members (over 20+) that feel FPD&R is ineffective and trying to deny legit claims because of past abuses. They feel no one is listening and no one in FPD&R has the power to make a "Common sense" decision. It's more about the process and not the product.	Excellent service. Keep up the good work.
Better communication. Better follow up.	Exceptionally pleasant and effective. Raise the wages of <names> to make sure they don't leave for a better job.
Better education on the process and more opportunities for preventative work.	Good job.
Better explain disability process, when it applies, who we have to notify. I hear the information from word of mouth and usually after something happens.	I find it fascinating that until <name> go there, no one knew about the error in retirement calculations and it only took <name> three months to figure it out when she had the entire system to learn and worry about.
by providing good internal customer service and simplifying all processes.	I have never had one problem with FPDR
care more, or at least act like it.	I haven't visited the office in years but have called for information & tax change forms. Results have been excellent. Courtesy & knowable
Change to policy about spouse benefits if the members dies in a non-duty related accident BEFORE the member would have been elgible to retire, and what the payment amount is!	I think it's just fine. I have always received fine service.
color code forms- i.e. make a purple folder online to coordinate with the folders we get at the station	I think the service is just fine the way it is.
Come visit the precincts and tell us what you are doing	I think you are doing a fine job.
Confused on how injuries that are long term are asked by FPDR to be case closed. FPDR asked my doc if I was released to work, I never missed work but the injury is not 100 % and never will be, it may get worse and if it does I feel it will be a fight with FPDR to get care.	If FPDR makes a mistake in payments, it should cover it, not take it from our payments.
Continuing updates regarding the Board's activities concerning the upcoming pension reform ballot measure.	Jut keep showing me the money and give me parity with my brother <name>'s pension. I always worked harder.
Cover some of the diseases that we come in contact with on a daily basis. I would love to see an FPDR employee come tour a hoarder house and see the kind of calls that we go on. Also, I believe that we could invest more in prevention of some of the more costly injuries.	Keep doing what <names> did and for many years
Disban and put people in who really care and want to see Fire and Police members treated and given the services they need vs trying to avoid paying for anything.	Keep up the good work

2012 FPDR Member Survey

Open-ended Answers

Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
Do things more openly with fire and police and in a much more timely fashion.	Keep up the great work. Excellent service.
don't know	Leave the COLA alone!!!
Don't know.	More details mail
educate so have better understanding of disability benefits.	More info on tier one retirees lawsuit.
expand provider list, and allow referrals to outside providers when necessary in a expiditions fashion.	No change
First, I find it rather insultive that the their is a need for bullet proof glass in the lobby. Second, it is painfully obvious that staff in that office, including tghe director lacks the ability to us common sense, good judgement and serve the police and fire fighters the program is designed for. Never have I seen such a negative bunch of people.	No change necessary. You are doing fine.
FPDR needs to start working for us and not against us.	Nothing
Get a different FPDR DR. regarding aggravated injuries sustained in the line of duty. They are perceived as unknowledgeable ot police work duties and the effects on the human body. Also consider past injury log entries for those of us who have been on a while and were told this was how we documented our injuries in the past. This is not taken into consideration on aggravated injuries and should not be held against the officer who needs to get body parts treated from repetetive abuse in the line of duty.	Occasionally I recieve a notification of direct deposit that indicates a direct deposit on the first of the month. If this is a weekend, my financial institution doesn't post this until after the weekend or holiday. Therefore, your notification is in error and should indicate the proper date this will be posted to my account
Get rid of the "your guilty until proven inocent attitude" towards our injury claims. There has been a dramatic change in the pensions attitude towards our members when they get hurt. In the past the board was there to help us. Now it seems they are there to disprove any injury we suffer or pin it on something else. I understand the need for making sure it is on the job injury but it goes way past that in my experience of 26 years. Dealing with the pension office is a whole new game when you are injured and it shouldn't be that way. You should be there to help us and provide compassion not try to make it look like we are taking advantage of the system. I get the sense that we are now just a number to the pension and how do we limited helping the number. It never was that way in the past....	Provide automatic deductions from our pension checks for organizations such as the Highland Guard/ Z Man foundation
give me a warning e-mail when you are sending additional forms out to my doctor and explain what FDPR needs in plain language	Respond to my note.

2012 FPDR Member Survey

Open-ended Answers

Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
Go back to the "old days" (20+ yrs ago), when FPDR was a support division, rather than an adversarial one. Budgets are tight everywhere, but the current state of affairs, RE the relationship between FPDR and members, is pathetic, beyond all belief. We put our lives on the line for this city and its citizens, and are made to jump through unreasonable hoops just to be provided basic care when we are injured on duty. Reasonable hoops are expected, but for the past 15+ yrs, it always feels as if FPDR tries to deflect responsibility to care for a number of our members, or minimize exposure to costs associated with completely legitimate claims. Sorry, but despite having received decent service from FPDR over the years, that has been the prevailing theme for some time now. I wish I could sign my name, but don't feel I could do so and still provide honest feedback.	Seems very good to me.
have more time for member questions and be specific with answers	Stop threatening to give no cost of living raise. Bring us nearer PERS like you are supposed to.
Have someone explain the benefits and deadlines to submit papers. Ask members what they need and if they are ready to come back to work, instead of forcing doctors appointment at the last minute with threats to cut off benefits.	Thank you for 25 years of great service to me from everyone at FPDR. I am most grateful.
Have the employee's best interest in mind. Processes should be simplfied not bureaucratic	Thank you for good work. I had no need to call.
Heave a better understanding of how likely we are to get injured on the job, or have job realated injuries and illnesses. The majority of what we do and who we come into contact with is vastly different from the "normal" public and what they (and you) do.	This was the best newsletter. More retiree benefits
I believe the reputation of the office is in serious decline! I think that most FF's think the they are not doing their job and that is to take care of us! and there are examples to support this. There is a feeling that claims are just automatically denied and then it is up to the member to fight for payment.	You are doing fine. Thanks
I could probably find the info - (last question) but didn't know off hand.	You guys are great, take great care of us
I don't know.	You guys provide pretty good service but please dont make math errors anymore in the benefit calculations. I retired based on your calculations and no I'm receiving less and having to pay back. Don't do that again.
I personally have not needed services yet but feel I could get information if needed. I do think the "injury" packets are well prepared and user friendly. The members do have a responsiblility to make sure things are done properly.	You need to lose our class action lawsuit. Lose our class action lawsuit against you. Surrender

2012 FPDR Member Survey

Open-ended Answers

Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
I think providing the member with an EOB for services covered by FPDR will help the member understand how much he / she is costing the Fund and to ensure what was billed was actually done / used. example - I refused sedation - was the fund charged??	You should have a case supervisor available until 5 pm every day. On a Friday around 4:15 I called and everyone was gone except for the receptionist or no case managers, no supervisors, no director. It would not hurt to have a case manager on call 24 hours. They could take turns as a tight time frame on med refills or denial of benefits due to errors cause problems and no one to reach till Monday. A cell phone and schedule is all you need.
If we have a claim number is their any way we can check on-line to see the forms we sent you. DILD, WSR etc. We send them in and hope that you get them. It would be nice to confirm eveery document and have to ability to look at those forms on line	
If we weren't here, you wouldn't have a job.	
If you were unable to attend one of the retirement seminars maybe some FAQ's could be mailed to potential retirees.	
i'm not sure	
it seems that contact with staff at FPDR is often in an accusiatory or "we don't believe you/your claim" sort of tone. It feels like you have to be on the defense with them.	
It would be nice to have a representative visit roll calls and explain reporting procedures, trends in care, and how to go through the processes- especially if injured on duty.	
its seems like most claims related to occupational illness or injury are rejected without appropriate cause.	
Let Officers know that if they die in their first 10 years that their spouse will not get any benefits.Or, change the charter so members families are covered after 5 years, or some other equitable change.	
Make the injury packets digital and allow access to the website via the MDC and Station computer. Then make that accessable to the medical providers. This might reduce the need for the injury packet.	
Many of my coworkers have complained about the difficulty in recieving owed benefits.	
Minimize the paperwork	
More Exposure, Maybe show up for shift briefing?	
More informationals greared for new and middle of career members, instead of always the retirees.	
More retirement info.	
N A	
N/A	
None. I need to take more time on my end to understand them better.	
Not denie our claims as if we made them up.	

2012 FPDR Member Survey

Open-ended Answers

Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
not sure	
not sure	
Outstanding service. Stories from coworkers had me thinking it would be a nightmare but my experience was surprisingly wonderful. Even exceeded my hopes when I did need help! Great! If members, like myself, knew they would take a pay cut when injured and on disability they might not work so hard to prevent injury. Maybe let them know early on so they can slow down and save themselves and FPDR some money.	
Pleae understand that the pension is written that shows the burden of proof of disability belongs to the Pension. When a claim is made it must be considered to be true unless proven false by the pension. It is not the members duty to prove the claim to be true. Example; if a member steps off the fire engine and turns his ankle, then makes a claim and properly documents the incident the claim is to be approved unless the pension can prove that the claim is false. I have heard many members complain that simple incidents as discribed above turn into a battle trying to prvoe the claim.	
Please protect the Police and Firefighters who serve the City of Portland selflessly and NOT deny claims for service that are proven to be service related.	
police have zero faith in you	
Pretend to work for us and not against us.	
Provide a narrative of how to apply for disability treatment/benefits for on duty injuries.	
Provide accurate benefit assessments. Or allow self assessments via your website.	
provide more education concerning retirement benefit calculation.	
Quicker response, be more personable and understanding of person with claim.	
Quit jerking members around. While the board 'serves the public' they are also there to serve the members. When a member is in need of service it should be rapid, accurate and lean toward the member. Hopefully the pending change in board leadership will be a positive one and reverse a good deal of animosity brought about by the most recent chair.	
quit treating officers like they lie about injuries they suffer on duty/ Scrap the whole organization.	
Reinforce F&P benfits. Since the City switched over to PERS there is concern about the solvency of F&P retirement in the near future	

2012 FPDR Member Survey

Open-ended Answers

Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
Rule changes impacting firefighters and police officers are not clearly communicated and members do not understand the system (as it changes). The personnel at the pension board do an excellent job assisting injured fire and police, however it has been my experience that the addition of Caremark as a third party entity that attempts to be a judge and dispenser of medical care and procedures injures is nothing more than second guessing the primary care physician based on file notes and statistics, not on physical examination and interviews as performed by the treating physician. In my experience delay in decisions by Caremark have created uneccesary delays in approving Dr. ordered procedures that cost additional time off and adds time loss cost to the city, defeating the cost savings. I had one additional week of lost time and almost incurred a second week due to communications breakdown between the primary care physician and Caremark. In short it was much more time effective the last time I was off when FPD&R was able to preview treating physician care orders and make approvals, Most treating physicians know what is best for their patients	
Send information out on what you do and how to access you.	
Staff the board with people who care about us. Get rid of <name>.	
Start becoming more supportivae and facilitating to Members! Until that comes back, I see no positive service change. FPDR members are in very unique poistions that should not be weighed on the same level as Private Insurance Companies and Investigators think they should. Put Board members back in charge of reviewing claims.	
Start paying the ligitimate claims when they come in instead of; Deny first, Fight second, and then maybe pay but usually deny again.	
stop being an arm of the city government and trying save money at our expense.	
Stop denying every claim.	
the printout form could be simplier	
The process could be more streamlined and take less time.	
Treat members as customers and not suspects. Respond ina timely manner and provide complete and accurated direction. I told my claims person thatI received a letter that said we are exercising our right to take an additional 30 days to review your claim and if you do not hear from us in 120 days assume your claim was denied. I was told no one lese ever found that letter offensive.	
When I needed FPDR a little over a year ago, I found you helpful and had my questions answered.	
you are doing fine	

Active Members -- Electronic Survey	Retired/Disabled Members -- Mail
You could start by fullfilling your mission to take care of police and firefighters. You should be ashamed of how you are treating people. Denying a claim for timeliness? Nice way to aviod taking care of someone using a technicality. I would rather be on the worker's comp plan. In your quest to rightfully get rid of those abusing the system you have hurt honest hardworking people. Do you have any idea how your decisions negatively affect workers? Do you sleep well at night?	
You need to remember that FPDR is here to help our injured police officers and firefighters. While we need to be responsible with taxpayer money, you must not loose sight of the good men and women who serve this community. There is an overwhelming belief that FPDR is not an advocate for us, but rather an advocary.	
Your gaining a reputation for treating Firefighters as if they are trying to game the system. Please treat us as innocent until proven guilty. Take care of us as we'd take care of you. We're not your adversaries. The vast majority of firefighters are honest, please remember that while you do your job.	