

Feedback on Recent Provider Change Experience

Date: [Insert Date]

To: [Provider's Name]

From: [Your Name]

Dear [Provider's Name],

I hope this message finds you well. I am writing to provide feedback regarding my recent experience with the transition to a new provider. While I appreciate the need for change, I encountered several issues that I believe are important to bring to your attention.

First and foremost, the communication during the transition was less than satisfactory. There were delays in receiving important information, which left me feeling unsure about my coverage and options.

Secondly, I faced several challenges accessing my medical records and previous prescriptions. It was frustrating not to have these readily available when needed.

Finally, the customer service experience has been inconsistent. On multiple occasions, I reached out for assistance and received conflicting information, which added to the confusion surrounding the change.

I believe that addressing these issues can significantly enhance the experience for future clients undergoing similar transitions.

Thank you for considering my feedback. I look forward to your response and any updates you can provide on the measures being taken to improve this process.

Sincerely,

[Your Name]

[Your Contact Information]