

Employee Experience Survey Results

Overview:

Number of respondents: 157

User status: Renewal (50%), First timer (50%)

Year born: Prior to '46 (0%), '46-'64 (29%), '65-'80 (39%), '81-'00 (27%), '01+ (0%), Prefer not to say (5%)

Role: Selected benefits myself (87%), Selected with someone else (13%)

Communications: Received info (54%), Attended meeting (63%), Did not attend (8%), Not offered (20%)

Benefits selected*: Same as last year (26%), slightly modified (66%), Very different (8%)

Marketplace Experience	iSelect	Total
Overall satisfaction with marketplace	93%	92%
Satisfied with shopping and enrollment experience	92%	92%
Satisfied with variety of choices available	94%	89%
Satisfaction with benefits last year*	91%	90%
Helpfulness of recommendations	83%	80%
More aware of medical costs	85%	83%
Understand health insurance better	82%	80%
Understand other benefits better	85%	81%
More engaged in health care decisions	87%	83%
More aware of company contribution	86%	85%
Value benefits more	79%	77%
Value company's contribution more	85%	81%
More likely to continue employment	76%	71%


Choices	iSelect	Total
Too many choices	10%	13%
Just the right amount	70%	58%
I would have liked more choices	20%	29%
Prefer to choose own benefits	98%	95%

Benefit Selection Process	iSelect	Total
Reasons for Selecting Different Portfolio*		
Financial assessment	48%	40%
Personal assessment	57%	54%
System recommended	5%	8%
Didn't like plan chosen last year	7%	8%
Other reason(s)	3%	8%
Reasons for Selecting Portfolio**		
System recommended	18%	17%
They provided right level of coverage	64%	56%
They had the lowest cost	31%	29%
They were similar to what I had last year	22%	32%
Other reason(s)	8%	7%

Time Spent Selecting Benefits	iSelect	Total
Not enough time	4%	6%
Appropriate amount	85%	80%
Too much time	11%	14%

Educational Tools	iSelect	Total
Helped	55%	59%
Did not help	11%	11%
Tools not used	34%	30%

*Renewal. ** First time user.

 denotes top box score 5 percentage points higher than total.

Total performance based on employees that went through Open Enrollment between April and December 2015.

Source: Liazon 2016 Employee Survey Report

For more information, please contact us at (877) 683-6945