

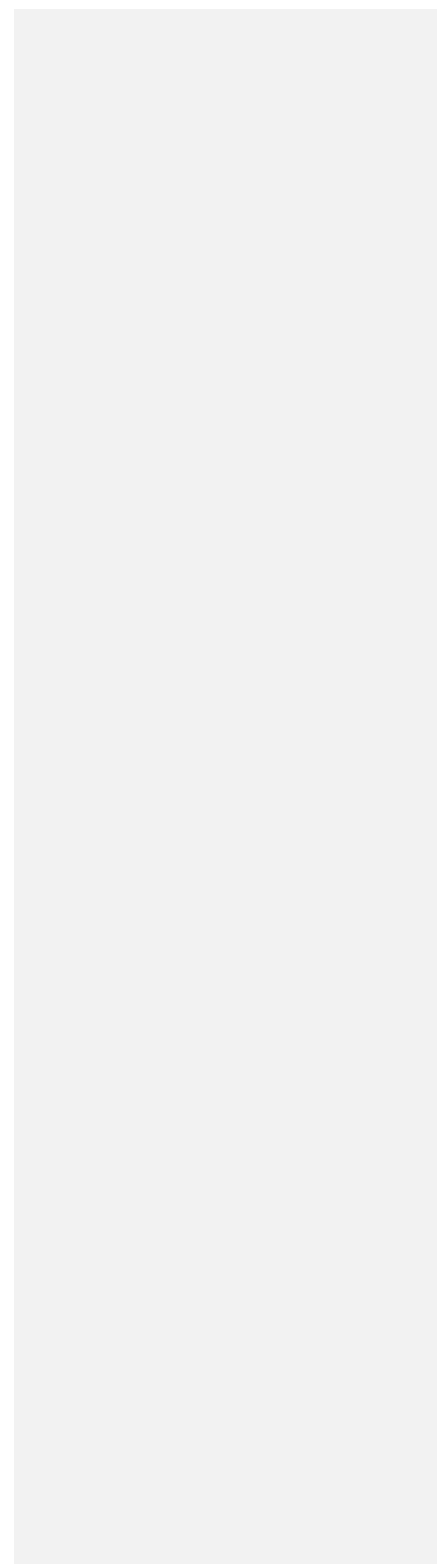


ADP TotalSource

Open Enrollment 2018–2019

Thought Leadership Article #2

January 15, 2018



Actionable Insights

The Results Are In

Your employees told us what they think. Now it's our turn to step up.

ADP TotalSource® recently surveyed worksite employees to get a better understanding of participants' behaviors and attitudes toward health care and the benefits we offer. Fifteen thousand employees responded with valuable insights that will allow *us* to provide greater support to you, and for *you* to offer more targeted support to your workforce.

When you meet with your Human Resource Business Partner in the coming weeks, you'll work out a practical action plan together.

As you read this article, you'll find some fascinating revelations that will give you a deeper comprehension of the various segments of your workforce. (For more information about methodology, refer to the "Background" section at the end of this article.)

Key Findings

For ease of reviewing, the key findings have been grouped into the following categories:

- Understanding benefits
- Cost factors
- Plan usage and actions

Understanding benefits

You can feel good about the fact that most employees (80 percent) agree that they know where to look for the best health care for the money and are confident in their ability to track and manage their health-care costs. That means we're doing a good job providing and promoting many of the resources that employees need.

The amount of resources and support employees say they need varies, but it's important to note that three in 10 want more hand-holding and say you can't give them too much information.

While the average amount of time spent reviewing their benefits — three hours — may sound like a lot, we think it shows that these employees are more engaged in working to understand their benefits. With cost increases becoming the norm, they are making a greater effort to research and choose the right plans. And their research is paying off; nearly eight in 10 feel good about their choices.

Employees get it	
80%	Know where to go to find the best health care for their money
31%	Need a lot of support (I want everything possible to be educated)
69%	Agree that ADP TotalSource is doing everything it can to educate and prepare them
3 hours	Average length of time spent reviewing benefits before making a decision

78%

Feel good about their choices

Cost factors

It's no surprise that cost is a hot button for health-care users. When it comes to choosing a medical plan, more respondents ranked paycheck premiums as the most important factor in the decision-making process.

Even though health care is expensive, the majority of employees wouldn't avoid care because of the cost. However, even one is too many, and three in 10 respondents say they didn't get care for themselves or a family member because they didn't have the money for it. Another 15% have seriously considered skipping a visit because they're short on funds.

It's not just about *care* anymore; it's about the *cost*

71%

Top factor when choosing a medical plan is amount I pay from each paycheck

50%

Not prepared for unexpected expenses

56%

Have not considered avoiding care due to costs

29%

Avoided care due to costs

Plan usage and actions

Our worksite employees tend to be more savvy and less passive than the average benefits plan participant. The majority have researched symptoms, brought questions to a doctor's visit, and checked on costs.

However, even though they have the tools and information to be smart health-care consumers, some say they've regretted a health-care decision. Among those who had regrets, the most common reasons were failure to compare costs, getting bad advice from a health-care professional, and jumping into treatment without asking enough questions.

Recommendations and Next Steps

We learned a lot by conducting the Employee Benefits Survey this year, and so much of the learning is actionable. When you meet with your Human Resource Business Partner (HRBP) in the coming weeks, you'll work out a practical action plan together. While your HRBP will provide results and recommendations specific to your employees, here are some ideas to start thinking about.

- The survey validated the fact that ADP TotalSource is providing your employees with the right information through the right channels at the right time. But the level of support employees need varies. That means there's work to do, namely getting in touch with your employees' demographic makeup to help you understand exactly what each segment needs.
- Employees aren't prepared for unexpected costs, and costs are a major factor in both their attitudes and behaviors toward health care. In addition, nearly three in 10 respondents say they avoided a health-care visit due to costs. Avoiding

the doctor could be a recipe for disaster, potentially leading to undiagnosed conditions and far higher medical bills in the long run.

ADP TotalSource offers many cost-saving opportunities and personalized, individual support your employees may not know about, such as Health Advocate™, telehealth, NurselineSM, specialized health support programs, Employee Assistance Program, and second-opinion expert medical advice. It's a wise idea to promote these services often and lift some financial stress off your workforce. In addition, encourage use of Health Savings Accounts or Flexible Spending Accounts for simple, tax-free health-care saving and spending.

- Because different segments have different needs, attitudes and behaviors, consider issuing personalized/targeted communications based on the demographics of your workforce. This is a perfect way to show your employees that you understand and care about them and can offer solutions to address their individual concerns.
- To help employees wade through all the available benefits information, think about issuing digestible “cheat sheets,” engaging tutorials, and live sessions where their questions can get answered on the spot.

Speak with your HRBP for more ideas and ways to take advantage of ADP TotalSource's vast resources.

Now that you see how valuable research can be, follow your employees' lead: Take the Benefits Planning Survey to help us understand your top concerns. The results of the Employee Benefits Survey prove that our partnership is working. Your answers to the Benefits Planning Survey can help us make it work even better.

Background

We invited all benefits-eligible worksite employees to complete an online survey between Oct. 30 and Nov. 17, 2017.* Fifteen thousand employees completed the survey. [View a copy](#) of the survey that was sent out.

We looked at the following demographic categories to compare and contrast responses:

- Industry segment
- Geographic market
- Annual salary
- Gender
- Length of service
- Age
- Health-care usage in the past 12 months
 - Low (0–3 visits)
 - Moderate (4–9 visits)
 - High (10 or more visits)

Not surprisingly, younger employees (under age 35) have lower health-care usage, while those between 35 and 54 have higher health-care usage. It levels off at moderate usage among those age 55 and older.

Those with less than a year of service tend to have lower health-care usage.

Salary seems to play a role as well. Employees earning less than \$60,000 have low health-care usage, while those earning \$100,000 or more have high usage.

Women have moderate health-care usage compared to men, who are more likely to have high usage.

In analyzing the data, we used two national studies for benchmarking purposes:

- Workforce Mindset® – Explores workplace experiences, total rewards, performance, communication and technology.
- Consumer Health Mindset® – Explores health attitudes, motivations and preferences.

Commented [NM1]: ADPTS: Can we link to a copy of the survey?

**The survey was independently conducted and analyzed by Alight Solutions, a leading provider of benefits administration and HR solutions.*

About Alight Solutions

As the leading provider of benefits administration and cloud-based HR and financial solutions, we enhance work and life through our service, technology and data. Our 22,000 colleagues across 14 global centers deliver an unrivaled consumer experience for our clients and their people. **We are Alight. Reimagining how people and organizations thrive.**

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