PULSE SURVEY
ADDITIONAL BENEFIT OFFERINGS
We are committed to understanding and anticipating our network’s needs - especially during times of uncertainty. To help gauge observations, experiences and expectations surrounding the Coronavirus pandemic, we executed a Pulse Survey series.

This presentation presents results from the Additional Benefit Offerings pulse survey.
SURVEY RESPONSES

Has your organization considered adding any new benefits at your next annual enrollment that could assist employees' individual needs directly related to the pandemic?

*Question Type: Single Select  ● Answered: 34  ● Skipped: 0*

- Yes, we will be reevaluating our benefits: 15%
- No, we will be making no changes: 12%
- Unsure at this time: 74%

*All response percentages have been rounded up to the nearest whole number.*
SURVEY RESPONSES

Does your organization currently offer voluntary/worksite type products?

*Question Type: Single Select  ● Answered: 34  ● Skipped: 0*

- Yes, we currently offer voluntary/worksite plans to our employees: 56%
- No, we currently don't offer but are interested in exploring options: 21%
- No, we currently don't offer and have no interest in offering to our employees: 6%
- Unsure: 18%

*All response percentages have been rounded up to the nearest whole number.*
SURVEY RESPONSES

Select all plans that are currently offered:

*Question Type: Multi-Select*  |  *Answered: 34*  |  *Skipped: 0*

- **Accident**: 77%
- **Critical Illness**: 65%
- **Cancer Indemnity**: 39%
- **Hospital Indemnity**: 39%
- **Prepaid Legal**: 27%
- **Identity Protection**: 39%
- **Discount Plans**: 42%
- **Pet Insurance**: 39%
- **Other (please specify)**: 27%

*See Appendix A for responses in the ‘Other’ category.*

All response percentages have been rounded up to the nearest whole number.
Due to the pandemic, which of the following plans do you believe would have provided the most value to your employees?

*Question Type: Multi-Select  Answered: 34  Skipped: 0*

- Hospital Indemnity: 27%
- Critical Illness: 33%
- Identity Protection: 6%
- Prepaid Legal: 6%
- Health Advocate: 45%
- Telemedicine: 68%
- College Assistance Program: 12%
- Discount RX: 24%
- Discount Plans: 24%
- Backup Care: 33%

*All response percentages have been rounded up to the nearest whole number.*
Do you think that your employees could benefit from more education around the following benefits that could assist them moving forward?

*Question Type: Multi-Select  • Answered: 34  • Skipped: 0*

- **EAP**: 80%
- **Telemedicine**: 77%
- **Financial Health & Wellness**: 50%
- **FSA/HSA**: 33%
- **401K Education**: 48%
- **Medical Plan**: 33%
- **Disability Plan**: 30%
- **Leave Policies**: 53%

*All response percentages have been rounded up to the nearest whole number.*
Does your organization have a disruption management plan in place? (e.g., Playbook that provides guidance/guidelines to respond to a catastrophic event)

Question Type: Single Select  ● Answered: 34  ● Skipped: 0

- Yes, we had one in place prior to the current pandemic: 39%
- No, we don't have one in place but plan to implement one: 39%
- Unsure at this time: 24%

All response percentages have been rounded up to the nearest whole number.
# Survey Responses

As a result of the pandemic, what new changes to your policy and procedures will your organization implement?

*Question Type: Free Text  ● Answered: 27 ● Skipped: 7*

## Key Takeaways

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<th>Most changes include distancing: 6 ft. apart, staggering workforce presence, and wearing masks</th>
<th>7 respondents are unsure of or have not made any changes to their policy and procedures</th>
<th>8 respondents expect greater work from home flexibility</th>
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SURVEY RESPONSES

What additional products and/or services may be of interest that we have not addressed?

*Question Type: Free Text  ●  Answered: 13  ●  Skipped: 21*

**Key Products/Services**

- Auto, Home Owners and Rental Insurance
- Coaching Testing Services
- Pandemic Insurance
- Additional help for people working from home
SURVEY RESPONSES

What is your industry?

Question Type: Single Select  ● Answered: 34  ● Skipped: 0

20+ Industries

Highest Responses:
Manufacturing (11.76%)
Education (8.82%)
Retail (8.82%)

Accounting
Advertising
Business/Professional Services
Business Services (Hotels, Lodging Places)
Computers (Hardware, Desktop Software)
Construction/Home Improvement
Education
Energy
Engineering/Architecture
Finance/Banking
Government/Military

Import/Export
Insurance
Internet
Legal
Manufacturing
Non-Profit
Real Estate
Retail
Telecommunications
Transportation/Distribution
SURVEY RESPONSES

Participating Companies

Question Type: Free Text  • Answered: 34  • Skipped: 0

33 Companies Represented
Important Considerations & Findings

**Policy & Procedure Updates**
- 8 respondents intend to incorporate work from home flexibility into policy and procedures.
- Additional respondents emphasized the importance of social distancing in the office setting.

**Responding to a Crisis**
- 50% of respondents do not have a plan in place to respond to a crisis situation at this time, but are working to develop this procedure.
- 24% are unsure of any planning at this time.

**Benefit Planning for the Future**
- 68% of respondents believe that Telemedicine would have greatly benefited their employee population during the pandemic.
- There is a large trend around increased education of Telemedicine and Employee Assistance Program (EAP) benefits among respondents.
APPENDIX A

- Telemedicine
- Employee Assistance Program (EAP)
- Back up care, Health Advocate
- Voluntary Life
- Short Term Disability
- Voluntary Long Term Disability
- Eligible Employee, Spouse, and Child Life