

## Overview

In June 2010 Health Service System (HSS) members were invited to provide feedback via an informal online survey. One hundred and sixty-six members replied. This response represents 2.4% of the total 7,005 members who made benefit election changes during 2010 Open Enrollment.

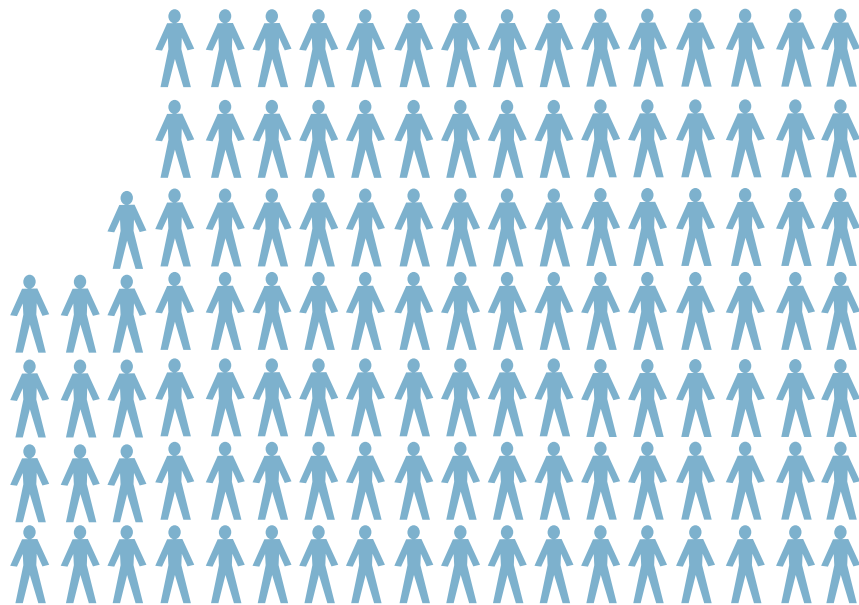
72.9% of the survey respondents are active employees. Retirees make up 27.1% of the survey respondents. (By comparison, active employees equal 62%, and retirees represent 38%, of all HSS members.) While this survey is not a statistically significant representation of the number of members who made Open Enrollment changes, the results offer anecdotal insight into how HSS members perceived the 2010 Open Enrollment experience.

Most respondents rated the service and materials provided during 2010 Open Enrollment as excellent to very good. The most common suggestion offered by this group of respondents was for online enrollment to be offered in the future on the HSS website. This reflects the familiarity that many people, particularly members who have opted to receive email communications from HSS, have with the transactional (versus informational) nature of the Internet.

At the same time, the majority of respondents rated the printed packet mailed to their homes as either essential or very helpful. And a significant number of this small group of members were not in favor of eliminating the paper guides. This was particularly true of the retiree respondents, indicating that any transition away from the paper guides to online distribution of Open Enrollment materials should be carefully phased in over time.

The survey also revealed that members liked the convenience of faxing applications, appreciated receiving email confirmations, and were in favor of the telephone option for EBS flexible credit allocation. An ongoing commitment to implementing these types of low cost process improvements each year will continue to enhance our members' experience of Open Enrollment.

## SURVEY RESPONDENTS



**ACTIVE EMPLOYEES**

121 respondents 72.9%

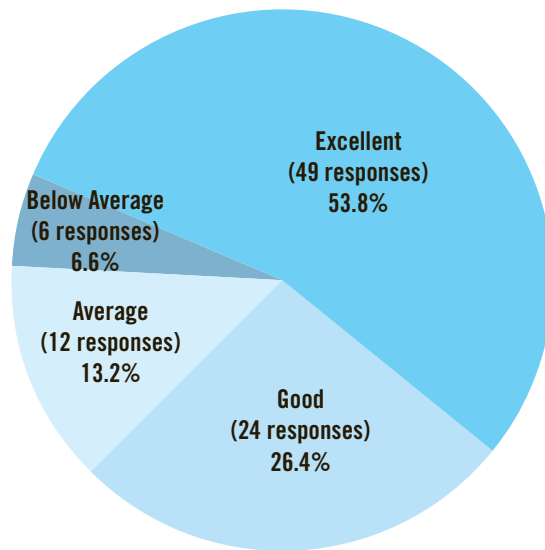


**RETIREES**

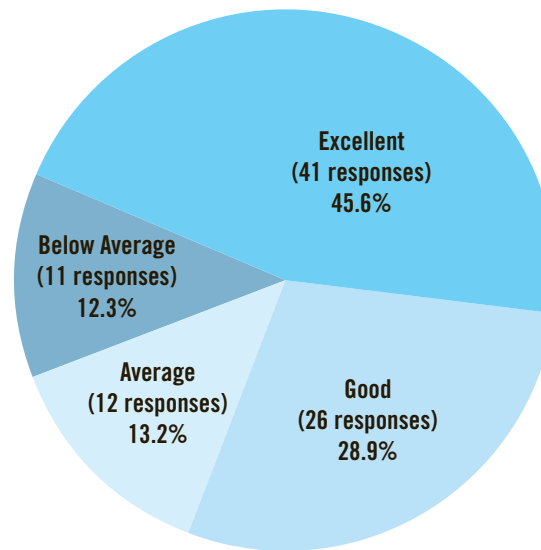
45 respondents 27.1%

166 total respondents: 2.4% of 7,005 Open Enrollment 2010 member participants

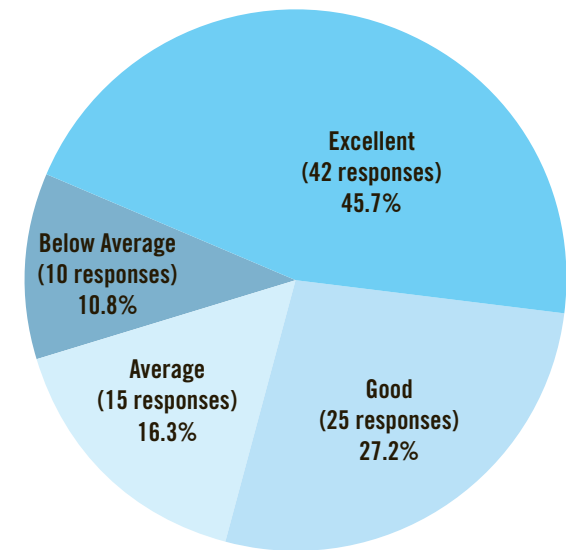
## HSS PHONE AND IN-PERSON SERVICE



**Politeness**



**Accuracy**



**Thoroughness**

93 total respondents: 1.3% of 7,005 Open Enrollment 2010 member participants

## OPEN ENROLLMENT RESOURCES

	Essential. I could not make a decision without this.	Very helpful. Offered most, but not all, of the information I needed.	Somewhat helpful, but it was not my main source of information.	Not helpful at all.	I did not use this.	Total respondents
HSS Benefits Guide	46.3% (74)	28.1% (45)	10.0% (16)	1.3% (2)	14.3% (23)	160
myhss.org	12.0% (18)	19.3% (29)	14.7% (22)	3.3% (5)	50.7% (76)	150
Blue Shield, Kaiser and UnitedHealthcare printed materials	22.0% (33)	18.0% (27)	14.0% (21)	2.0% (3)	44.0% (66)	150
Blue Shield, Kaiser and UnitedHealthcare websites	12.2% (18)	17.0% (25)	10.2% (15)	3.4% (5)	57.2% (84)	147
Phone call to the Health Service System	11.3% (17)	9.3% (14)	11.9% (18)	7.3% (11)	60.2% (91)	151
Visit to the Health Service System Office	17.5% (26)	9.4% (14)	4.1% (6)	1.4% (2)	67.6% (100)	148
Advice from coworkers, family or friends	11.3% (17)	17.3% (26)	17.3% (26)	1.3% (2)	52.8% (79)	150

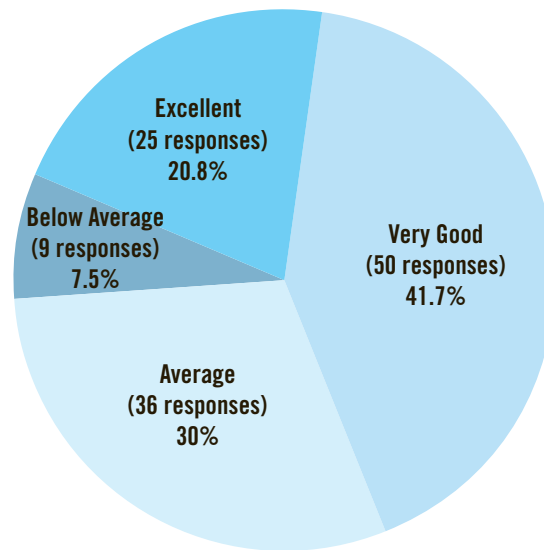
160 total respondents; 2.3% of 7,005 Open Enrollment 2010 member participants

## OPEN ENROLLMENT FEATURES

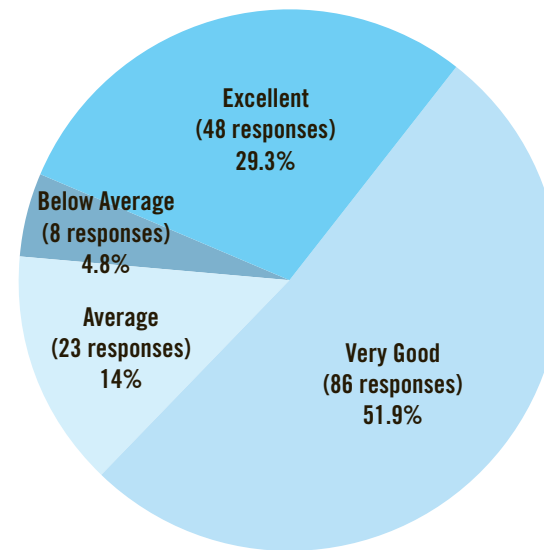
	Essential	Very helpful	Somewhat helpful	Not helpful	No opinion	Total respondents
Option to fax Open Enrollment application	31.5% (49)	22.4% (35)	7.7% (12)	8.3% (13)	30.1% (47)	156
Open Enrollment packet mailed to your home	59.5% (97)	20.2% (33)	9.8% (16)	2.5% (4)	8.0% (13)	163
Ability to visit HSS office for in-person service	22.7% (35)	24.7% (38)	7.8% (12)	5.2% (8)	39.6% (61)	154
Ability to call HSS for telephone support	25.0% (39)	20.5% (32)	12.8% (20)	6.4% (10)	35.3% (55)	156
Ability to speak with plan vendors at HSS office	20.4% (31)	19.7% (30)	11.2% (17)	7.2% (11)	41.5% (63)	152

94 total respondents; 1.3% of 7,005 Open Enrollment 2010 member participants

## COMMUNICATION ELEMENTS



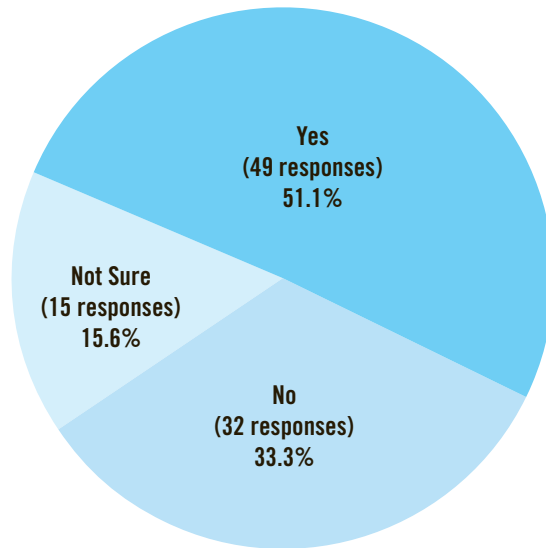
Website



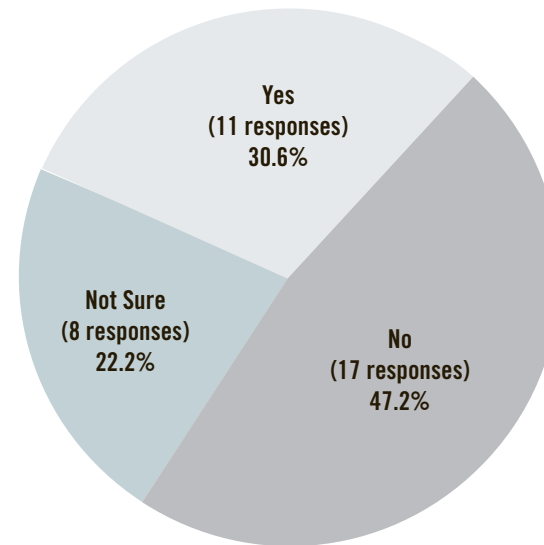
Benefits Guides

166 total respondents: 2.4% of 7,005 Open Enrollment 2010 member participants

To reduce printing costs, would you be in favor of eliminating the printed guide and accessing next year's Benefits Guide and plan information online?



Active Employees



Retirees

## Survey Respondent Comments

"I'd like to make changes online instead of faxing the open enrollment form back."

"I think the website is great. Easy to find what I need."

"It will be nice if we could fill out our application online next year so we don't have to go to a site or fax (since many of us don't have fax machines)."

"The ability to change my benefits and my address on the website."

"Allow online sign-up."

"Online open enrollment would be great in the future."

"Ability to enroll via the website."

"Being able to ask questions and get responses by email during Open Enrollment and throughout the year."

"Excellent customer service! My hats off to all staff at HSS!"

"I strongly agree with offering open enrollment information online, b/c I'm sure I'm not alone in the fact that I don't change anything but sign up for the flex spending account each year."

"I like the idea that you get confirmation two days after faxing."

"I have been very pleased with HSS responses. Thank you."

"Offer an option of "No Change" on the form so that we can feel safe changing the other parts of the plan."

"Extend the enrollment period. It's too short!"

"Too few real choices left....3 companies not enough....."

## Survey Respondent Comments

“Confirmation of receipt of the enrollment form should be given quickly whether mailed, faxed or given in person.”

“Keep up the good work.”

“I would greatly value the ability to email specific questions to HSS.”

“I appreciate having the booklet/guide for comparison as well as being able to speak to someone in person at the enrollment fair.”

“Re printed open enrollment guide: At least some of the information seems essential, but perhaps it could be shortened. Or perhaps made available only at your office and/or only to those who request it.”

“Publish the the upper limit for City Plan out-of-pocket expenses. That "85%" et al. coverage statement is scary if you don't know there's a limit.”

“Why does there need to be an open enrollment window? It should be whenever you need to, you can enroll or change your plan.”

“Why weren't the rate increases explained in more detail?”

“Not having to make an in-person appointment with EBS about my benefits was an ENORMOUS improvement. Thank you!”