

#1 - Regarding feedback on Open Enrollment rollout -
1/21/15

Mostly everyone had virtually no reports of problems or complaints.

That said, these issues were ones offering an improvement or tweaking of the process and what went well.

- Would be helpful to provide an app/utility for side-by-side comparison of plans.
- ID correlation of old and new plan names (yes there was a note in the orientation. Apparently not visible enough for some
- Updating the "Find a Doctor" page to include accurate Tier One and Tier Two status designations online...It was slowly progressive, lagging behind the registration dates. Calling would help, but even there, disparities in explanations varied from agent to agent/source
- Questions regarding the not-yet-complete protocols for Biometric Screenings, particularly this year. Yes, the email went out just before Christmas. Evidently it was buried in all the final grading, testing and parent-teacher-student administrative activity. Could possibly improve communications if it were sent out again now that things are "just a bit" slower than end-of-semester stuff
- Some misunderstanding or difficulty in defining use and status in rates of OOP, Deductions and Co-pays between Tier One and Two
- Give Benefits Committee members substitutes so they can help with Open Enrollment
- Prefer reps coming to campuses
- Most were happy for the change to UHC, but some were not due to some medications not being covered
- Send out a reminder for the Biometric Screening schedule so the dates will not pass
- Expand dates to enroll next year. Time frame is too short
- If no changes, no action necessary to enroll
- Lack of Communication with employees from Administration-answering questions
- Concerns with Physicians on plan
- Improve on link that lists all doctors in network
- List of doctors in your participating plan
- Earlier meetings before enrollment deadline
- Helpful that if everything stayed the same, it would roll over
- Improve on clarity of explanation regarding extra charge or not for adding spouse, prices for employees, especially RX prices
- Improve on short window to look at information
- Some thought that the tiered plan was not explained well
- Helpful to have at least one person on campuses that is available to respond to any questions people may have
- It would be helpful with enrollment for Tier 1 vs. Tier 2
- Need clear explanations of plans and the differences
- Improve on fewer attachments per email
- Script information

- Some confusion/conflicts with switching from our insurance to spouses
- Need more time than 2 weeks
- Aflac needed in more locations
- Materials were not read by employees (emails, going to website)

What went well?

- More informed due to the Committee Meetings
- Everyone was happy with mammogram on the bus
- Many like the flexibility of the Biometric Screening schedule
- Easy interface & transition to new carrier
- User friendly on-line access
- Limited questions because of information provided
- Helpful that they had matching passwords for my selfserve
- Benefits folks friendly
- It was helpful that the transition was done before the enrollment
- Happy to have EAP back
- Frequent reminders helped planning