

Executive Summary of the 2008 OEBB Open Enrollment Survey

Survey Parameters

In October 2008, the Oregon Educators Benefit Board (OEBB) published a member survey following the first open enrollment period. The survey covered topics ranging from the quality of open enrollment meetings and benefits, the user-ability of the MyOEBB Enrollment System, and the effectiveness of OEBB communications. It also provided space for members to post candid comments about how OEBB might improve its operations in the future.

Information gathered from the survey will be used by the Board and staff to identify member concerns related to OEBB services and communication efforts. The feedback will help guide improvements in benefit programs, enrollment system enhancements and communication materials for future enrollment periods.

The survey was e-mailed to more than 49,700 members who provided an e-mail address as part of their contact information while enrolling in the MyOEBB Enrollment System. Of those members, 10,891 people responded to the survey.

Survey Results

Questions were categorized by Open Enrollment Meetings, Enrolling for Benefits, OEBB Customer Service, Plan Selection Materials, Communications and Member Satisfaction Surveys.

I. Open Enrollment Meetings

Of the 32.2 percent of respondents who attended an open enrollment meeting, more than 77 percent found the information presented helpful. The top suggestions given by those who did not find the information helpful included:

- Hold meetings on multiple meeting dates
- Provide more specific details regarding the OEBB plans, focus on OEBB plans, not organizational information of the agency
- Hold smaller meetings to address more specific issues
- Representatives need more training and knowledge about the plans offered

II. Online Enrollment

More than 98 percent of respondents indicated they enrolled for benefits using the on-line enrollment system, MyOEBB. More than 83 percent reported it took them 20 minutes or less to complete the enrollment process and more than 93 percent found that MyOEBB was an acceptable method for enrolling, with nearly 70 percent saying the system was easy or very easy to use. Of the 20 percent of respondents who indicated they encountered problems while enrolling, 32 percent had troubles logging into the system and registering.

III. OEGB Customer Service

Though more than 70 percent of respondents said they did not contact OEGB during open enrollment, of those that did, 89 percent said the information they received from OEGB customer service was always or usually timely.

IV. Plan Selection Materials and Communications

Of all the materials provided to members during open enrollment, 82 percent of respondents said the OEGB plan comparison sheets were the most valuable source of information followed by 77 percent of members who indicated the educational entity plan cost sheets were the most valuable information they received. More than 55 percent of the respondents said the plan summary documents posted on the OEGB Web site were valuable to their selection of benefits.

Regarding OEGB's communication materials distributed to members, more than 80 percent of all respondents thought the quality of the information provided were either excellent or good and the top suggestions for improving the communications materials included:

- Continue to update the Web site
- Provide written communications such as the plan summary documents
- Send occasional e-mails regarding open enrollment and plan changes
- Carriers and OEGB present plan details using the same "language"

V. Member Satisfaction Ratings

Members rated the following OEGB services from 1 (excellent) to 5 (poor) including:

Benefits Offered

Of the benefits offered through the OEGB benefits program, more than 71 percent of respondents indicated the benefits were either excellent or good.

Carrier Options

Of the carrier options offered through the OEGB benefits program including ODS Health Plan, Kaiser Permanente, Willamette Dental, and Providence Health Plan, more than 63 percent of respondents indicated the options were either excellent or good.

Access to services

Regarding access to providers and facilities, nearly 70 percent of respondents indicated that access was either excellent or good.

Online Enrollment System

When rating the MyOEGB on-line enrollment system, more than 80 percent of respondents indicated the system was either excellent or good.