

CUSTOMER SERVICE AND WELLNESS SURVEY

2018

Survey Respondents = 10,835



Cindy Bowman
Director of Operations
(PEBB, OEBC)



Public Employees' Benefit Board

Ευρική Εμπλοκή, Βελτίη Βοσική

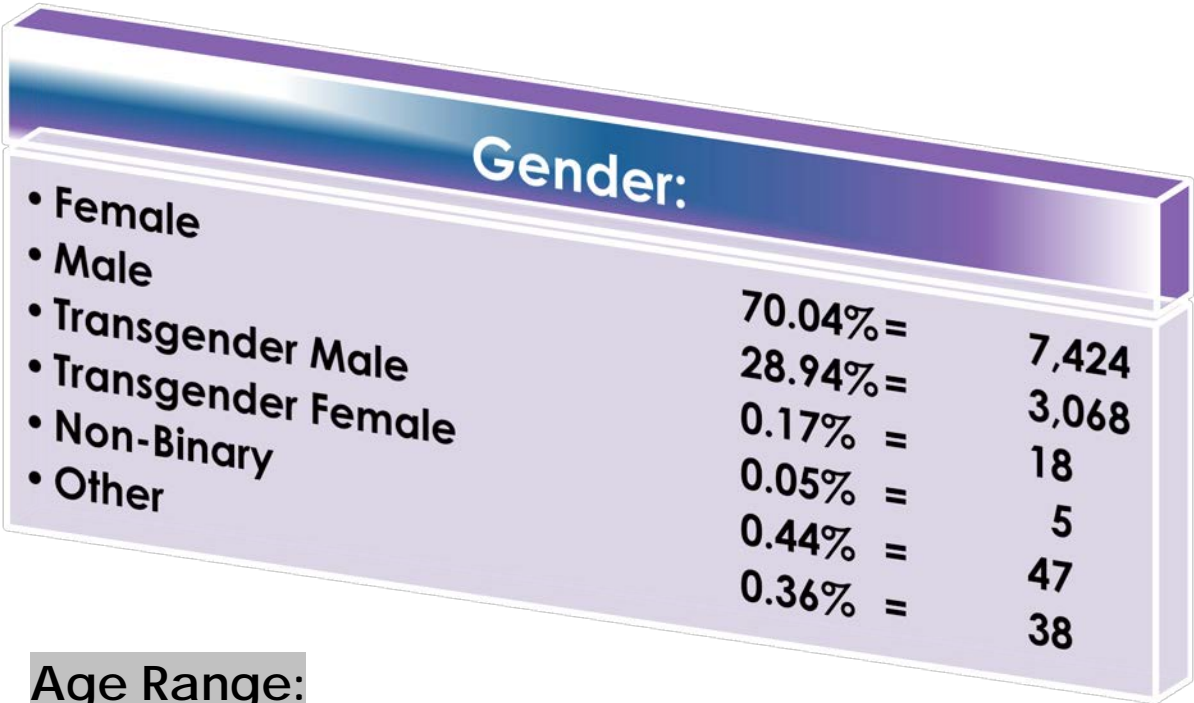
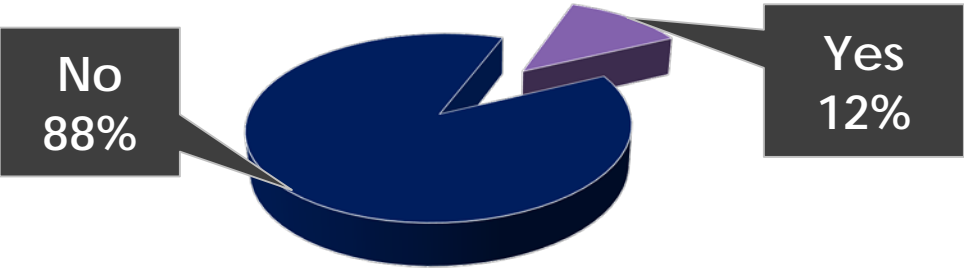


Demographics:

Member Longevity:

➤ 0 - 12 months	10.34%	=	1,118
➤ 1 - 5 years	26.52%	=	2,868
➤ 5 - 10 years	18.29%	=	1,978
➤ 10+ years	44.86%	=	4,852

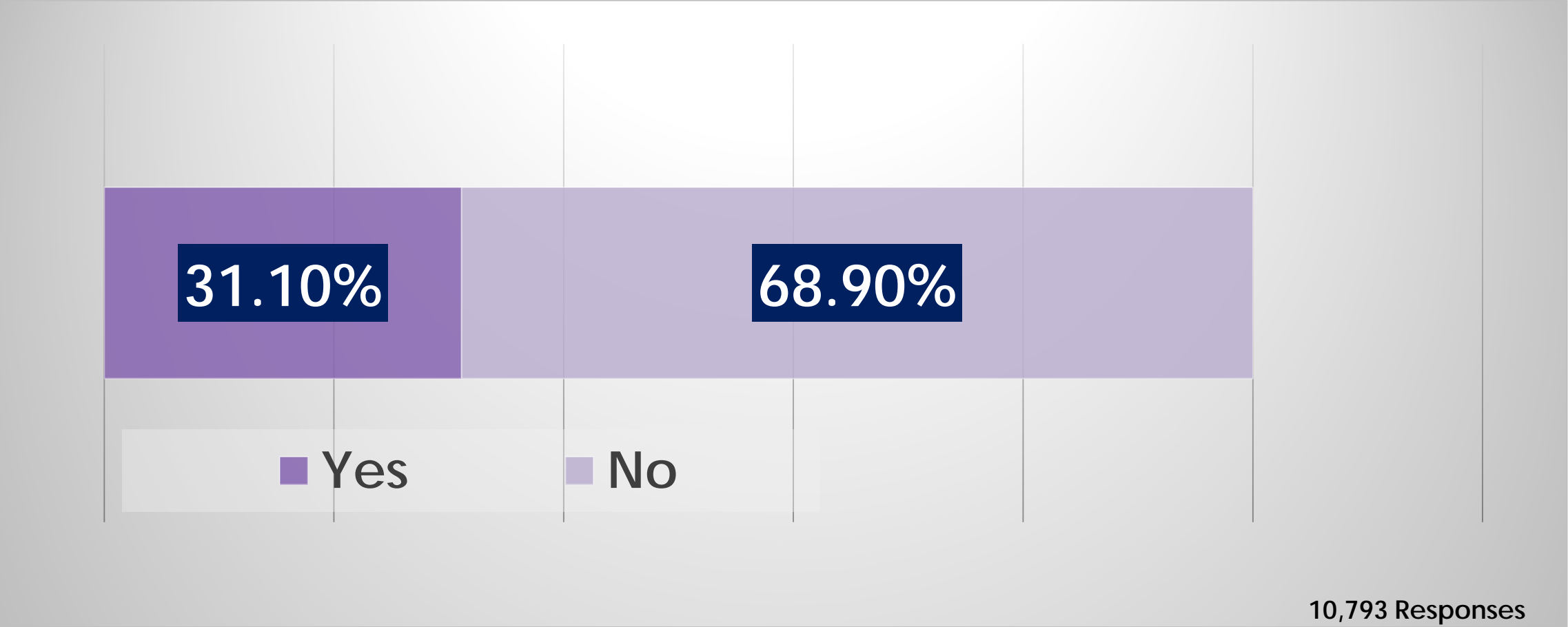
Other Insurance Benefits?



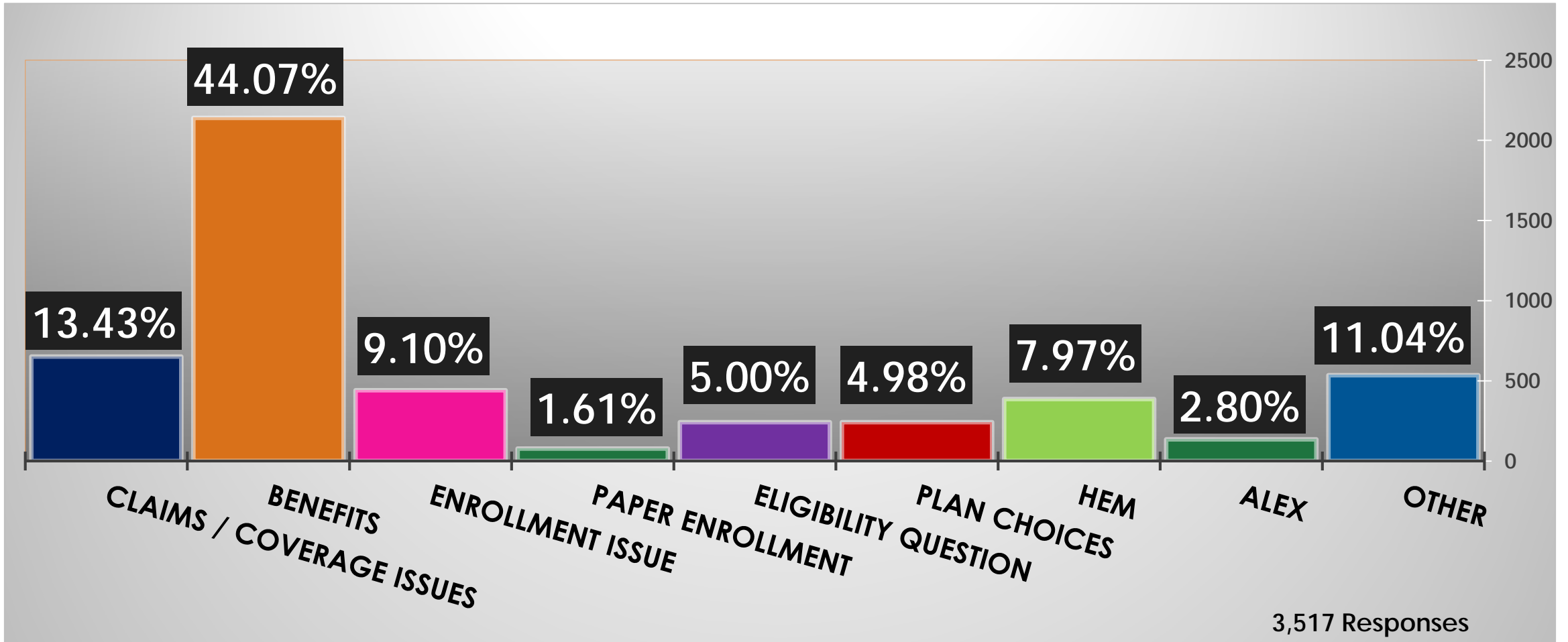
Age Range:

➤ 18-30 years old	8.22%	=	871
➤ 31-49 years old	46.21%	=	4,895
➤ 50+ years old	45.57%	=	4,827

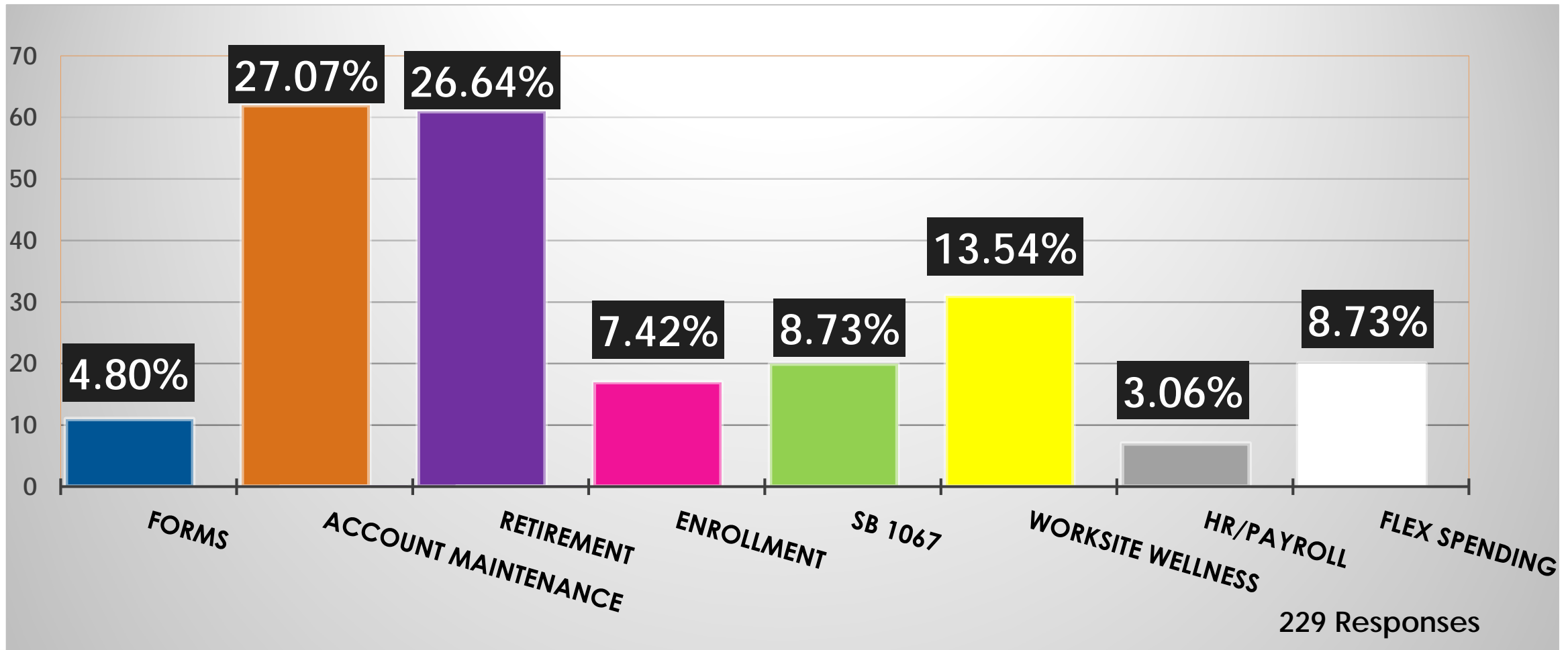
Have you contacted PEBB in the last 12 months?



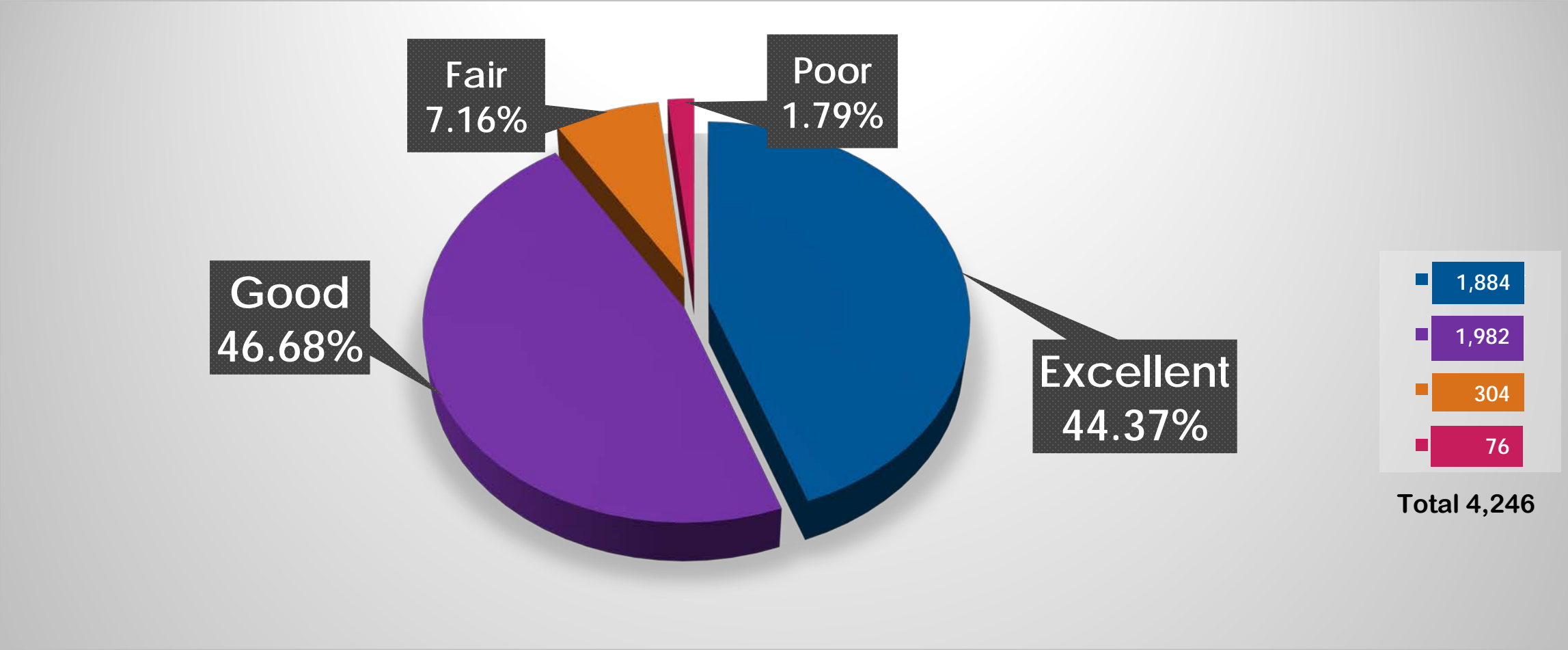
What did you call PEBB about?



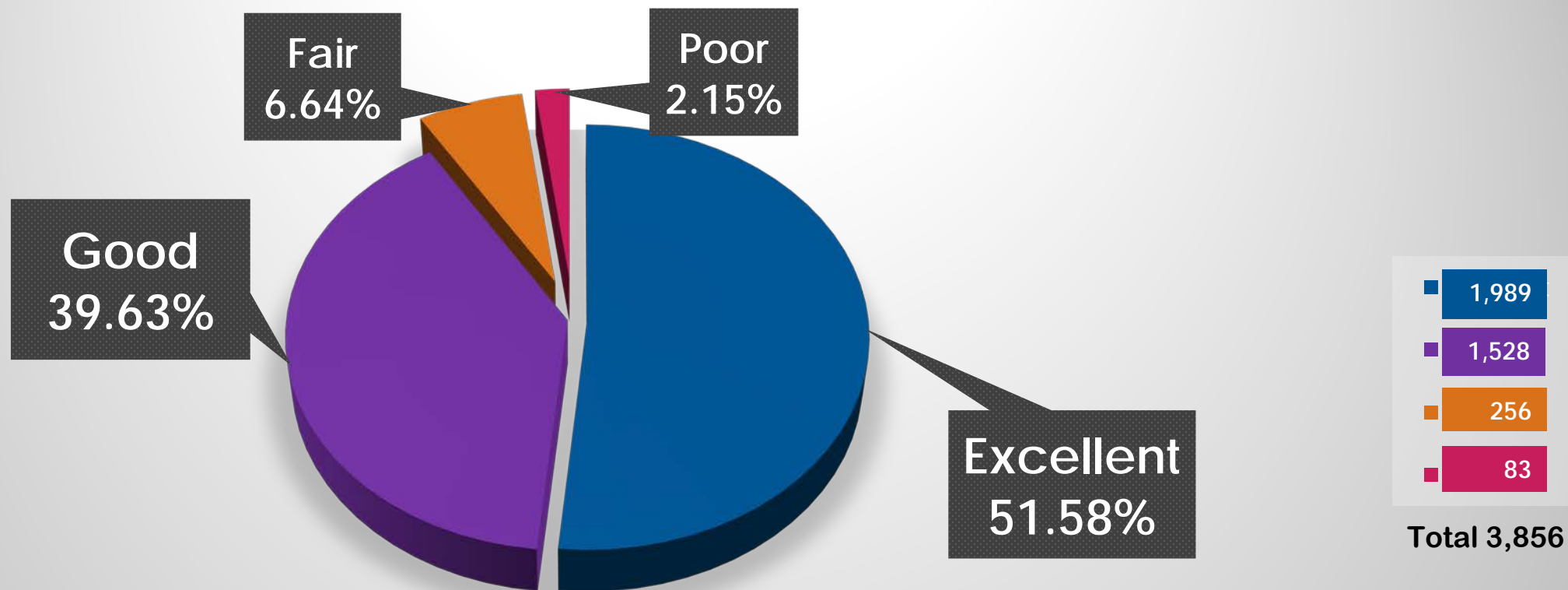
What did you call PEBB about? – The ‘Other’ Section



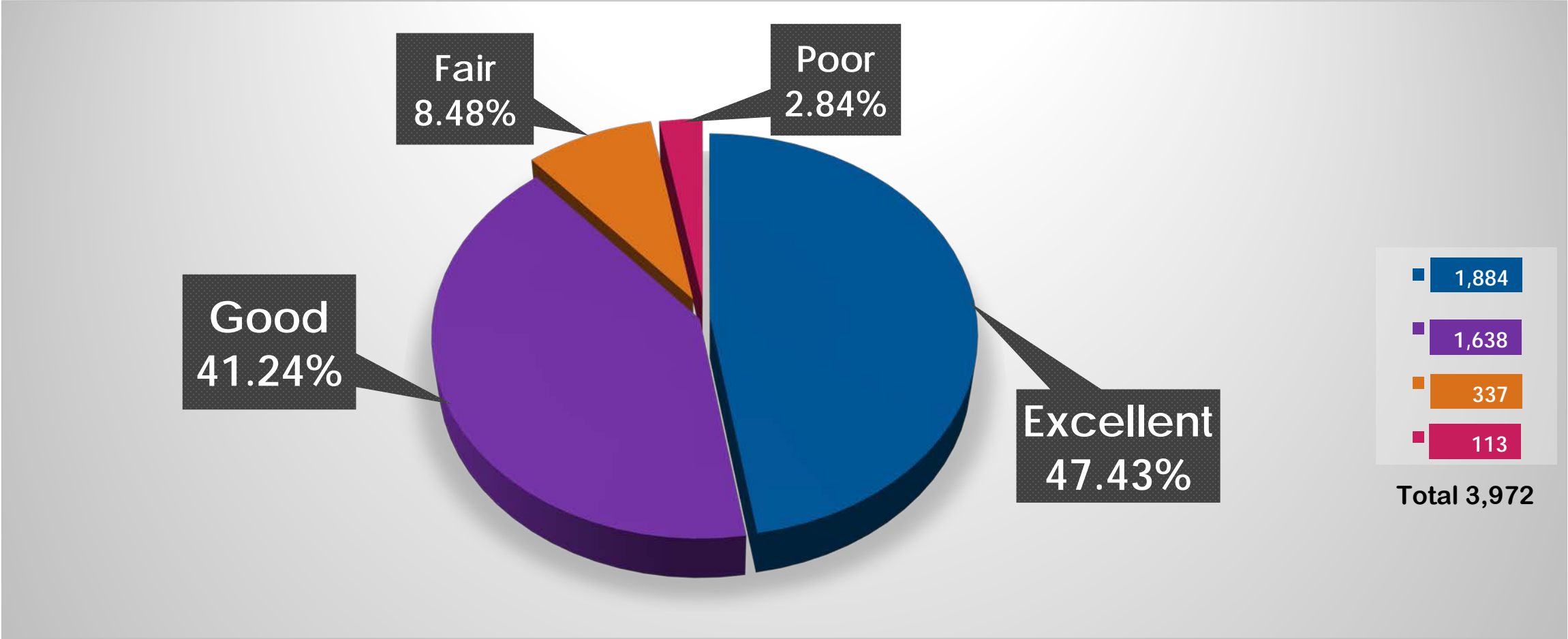
Timeliness of the services provided by PEBB employees?



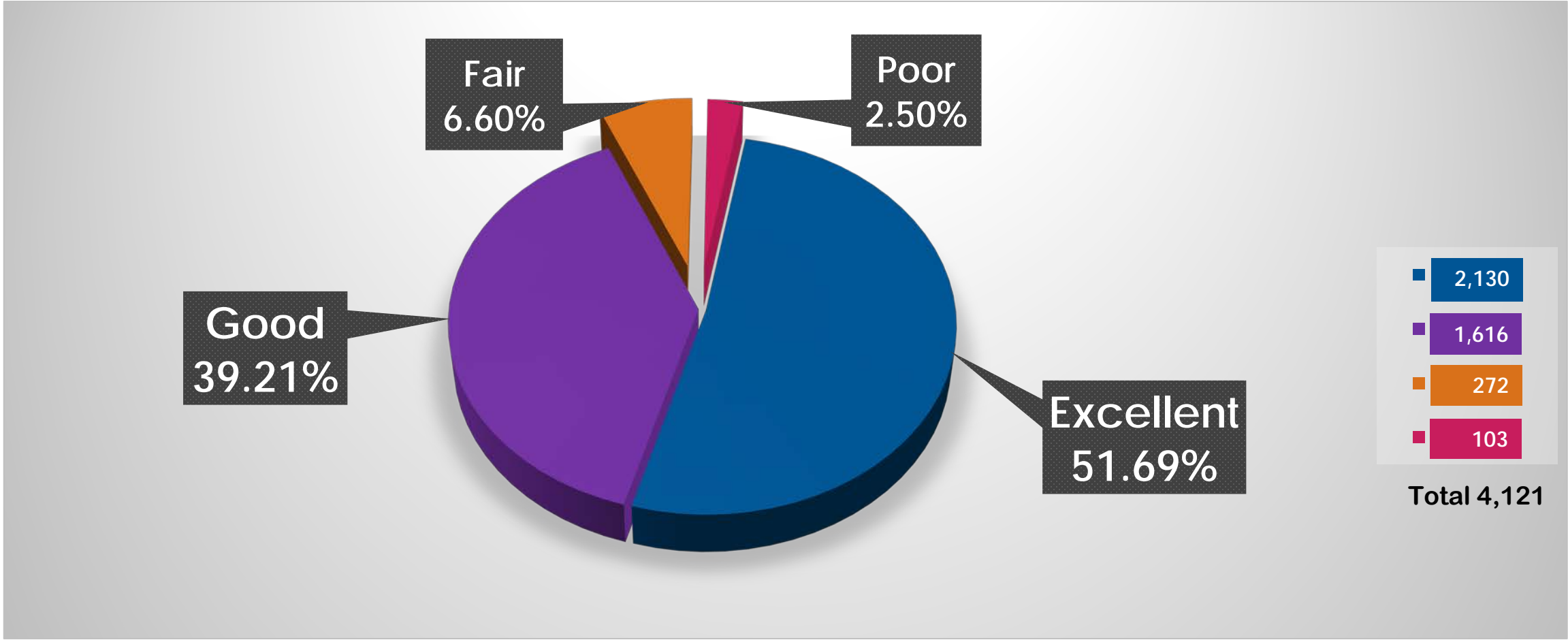
Was response time prompt



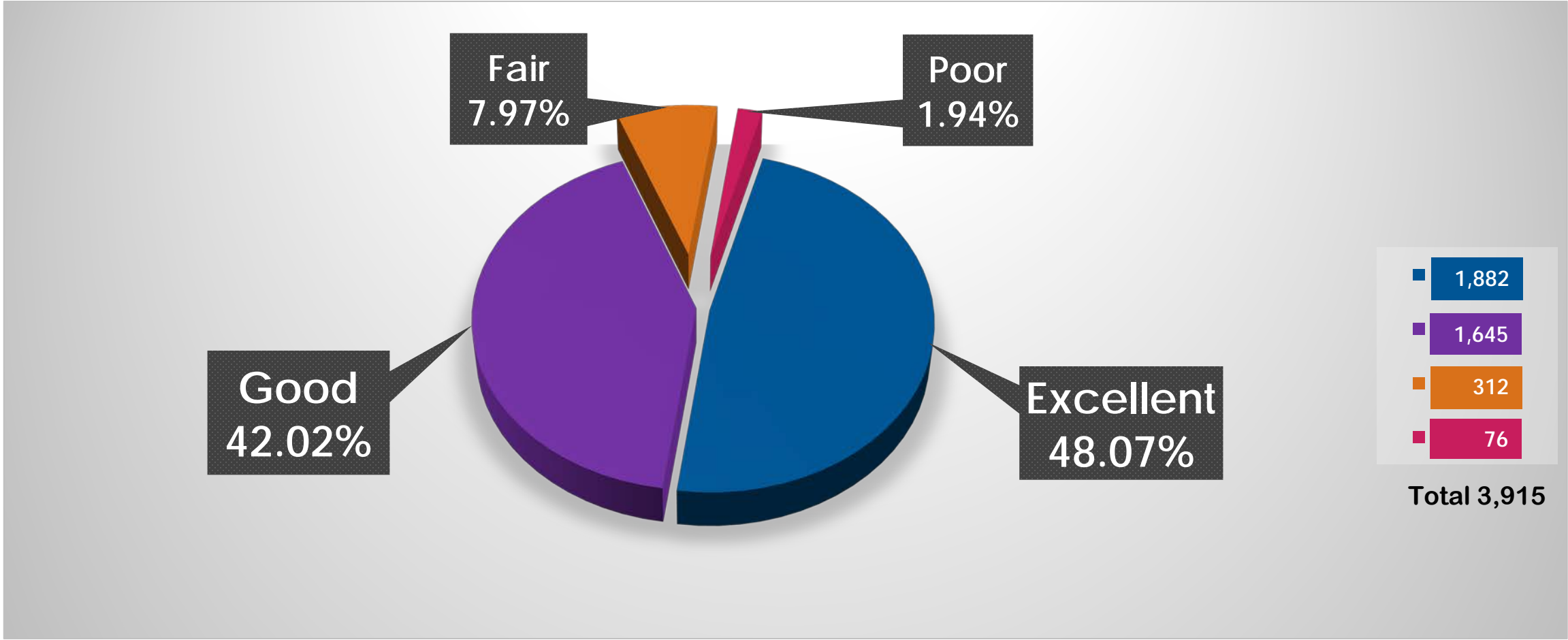
Provided services correctly the first time



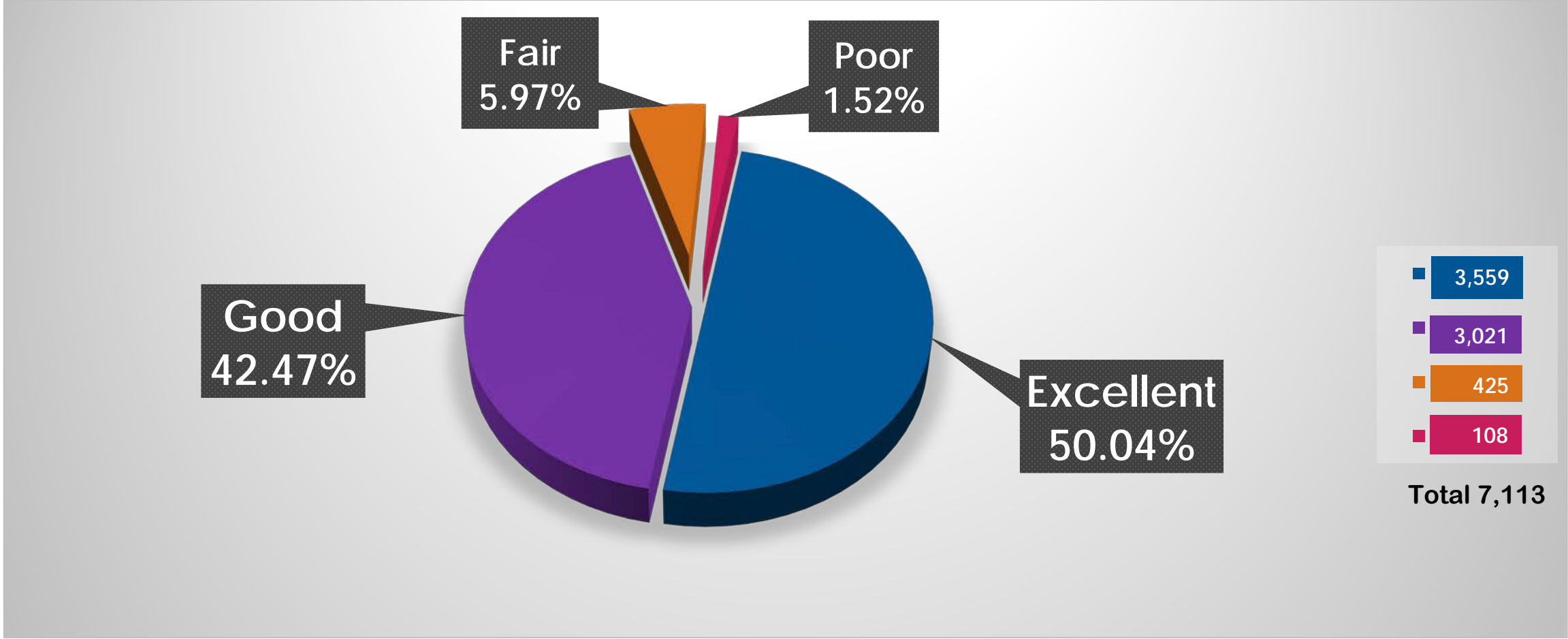
Helpfulness of PEBB Employees



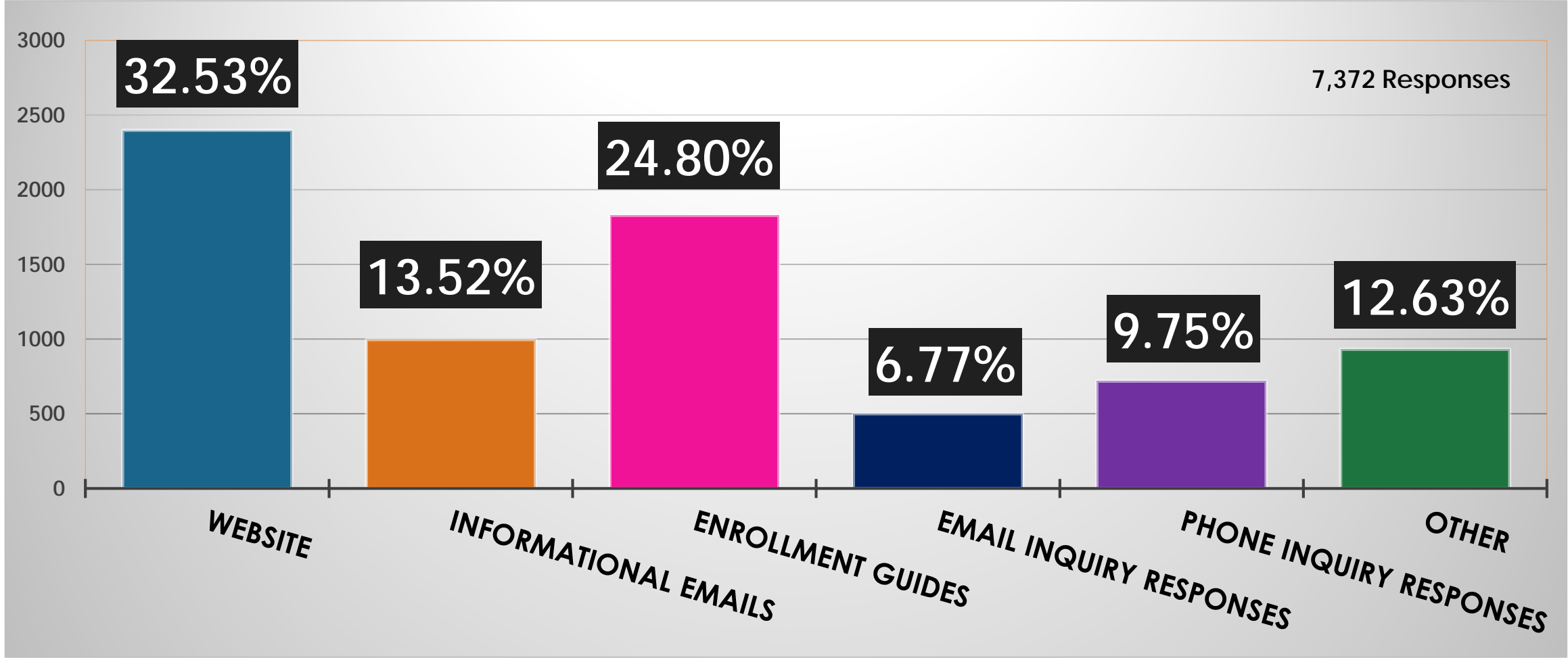
Rate knowledge and expertise



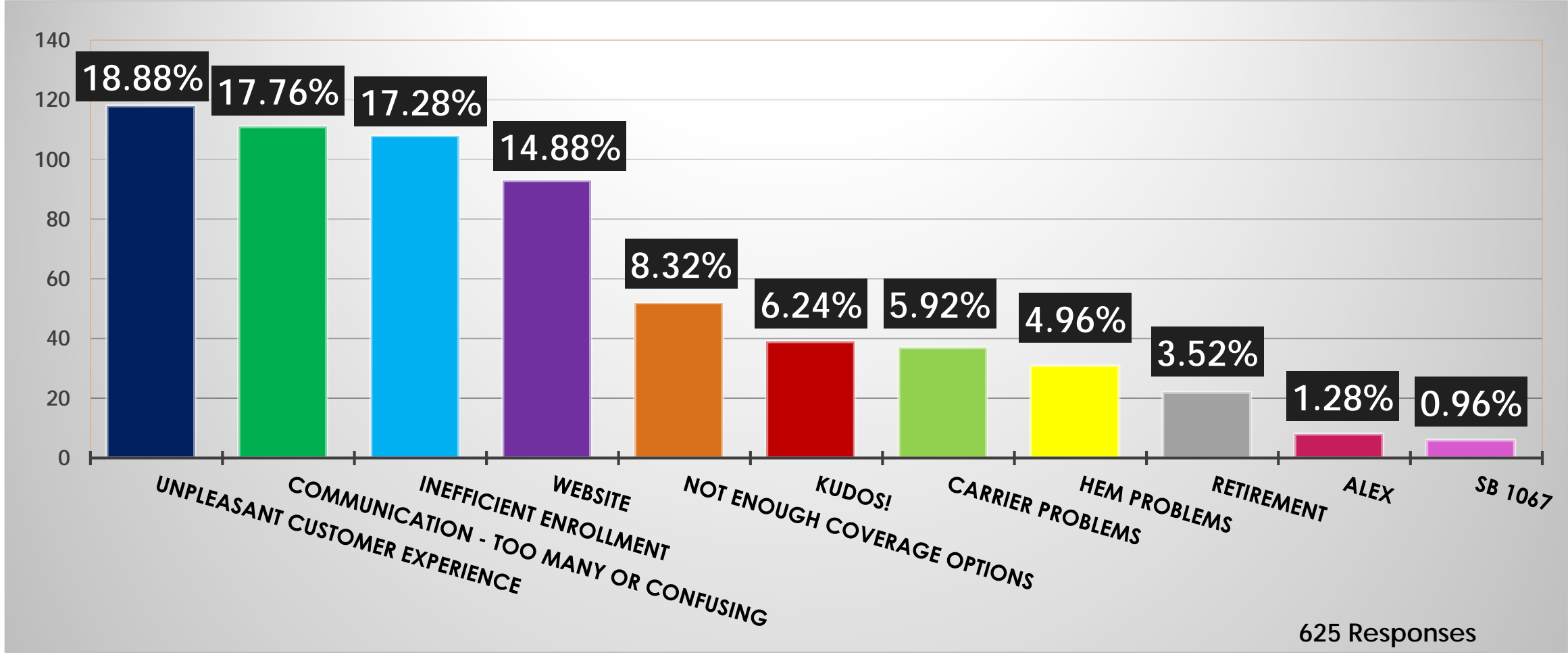
Overall Quality of Service from PEBB



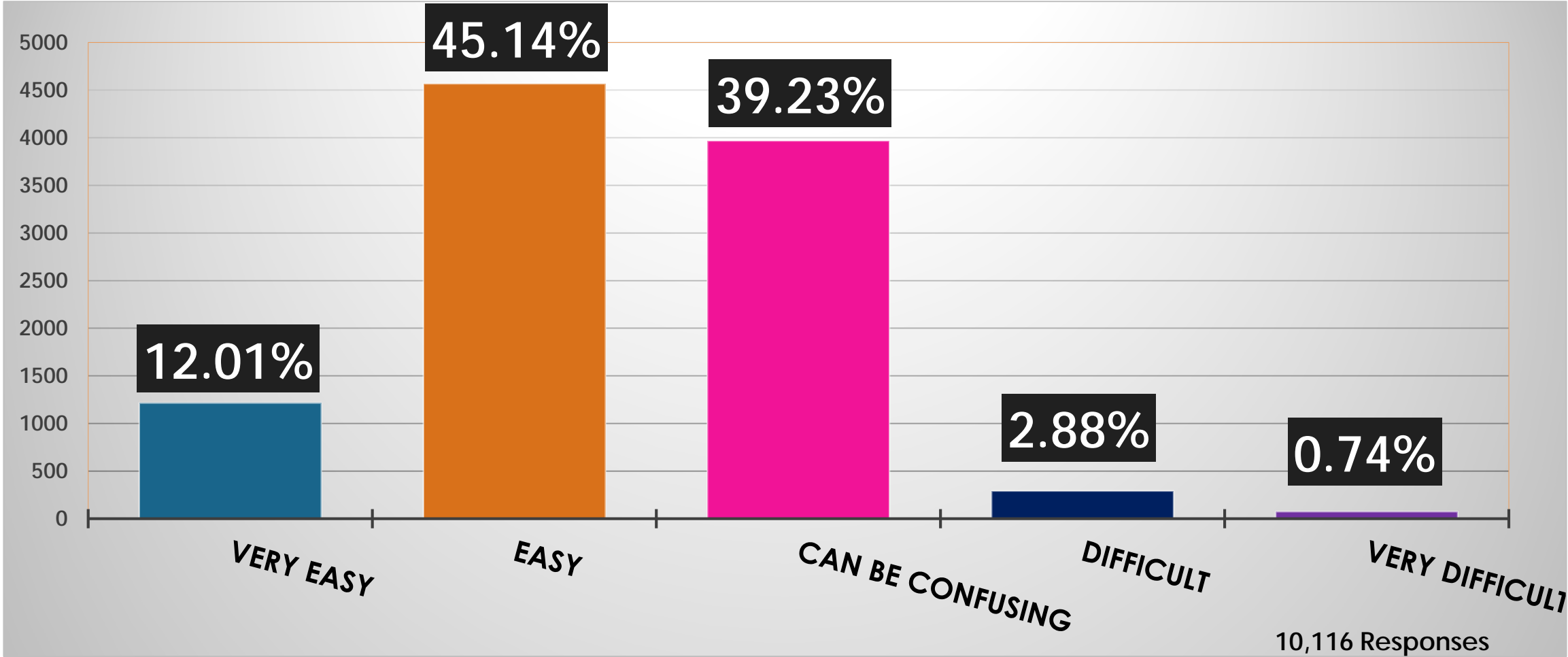
How could we improve?



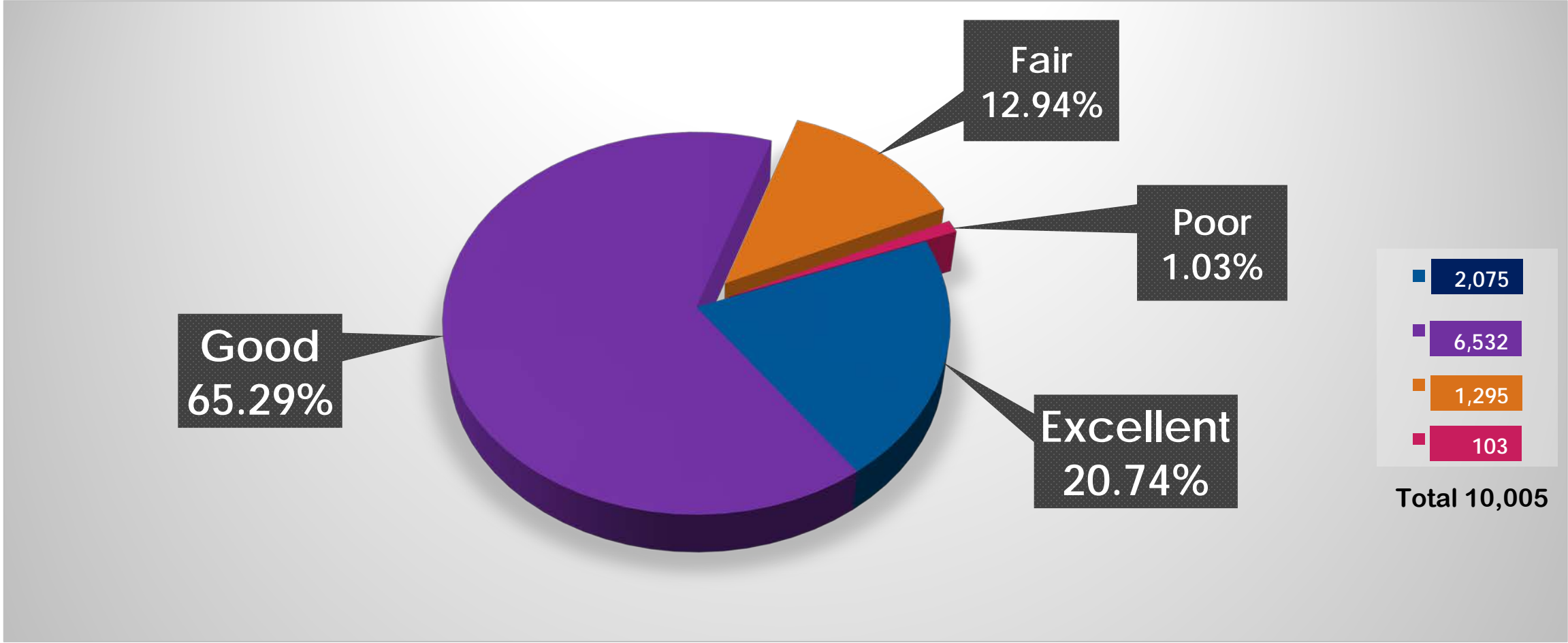
How could we improve – The ‘Other’ Section



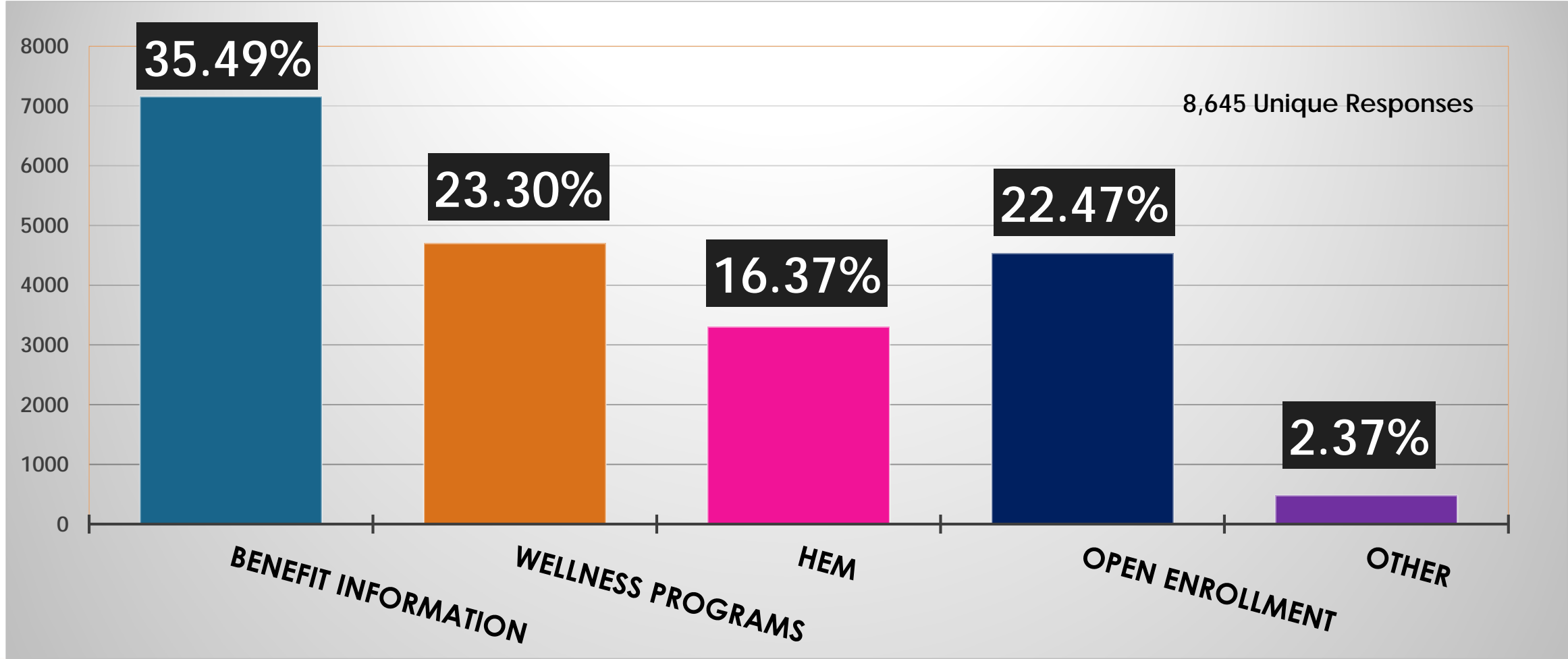
How easy is it to understand PEBB information?



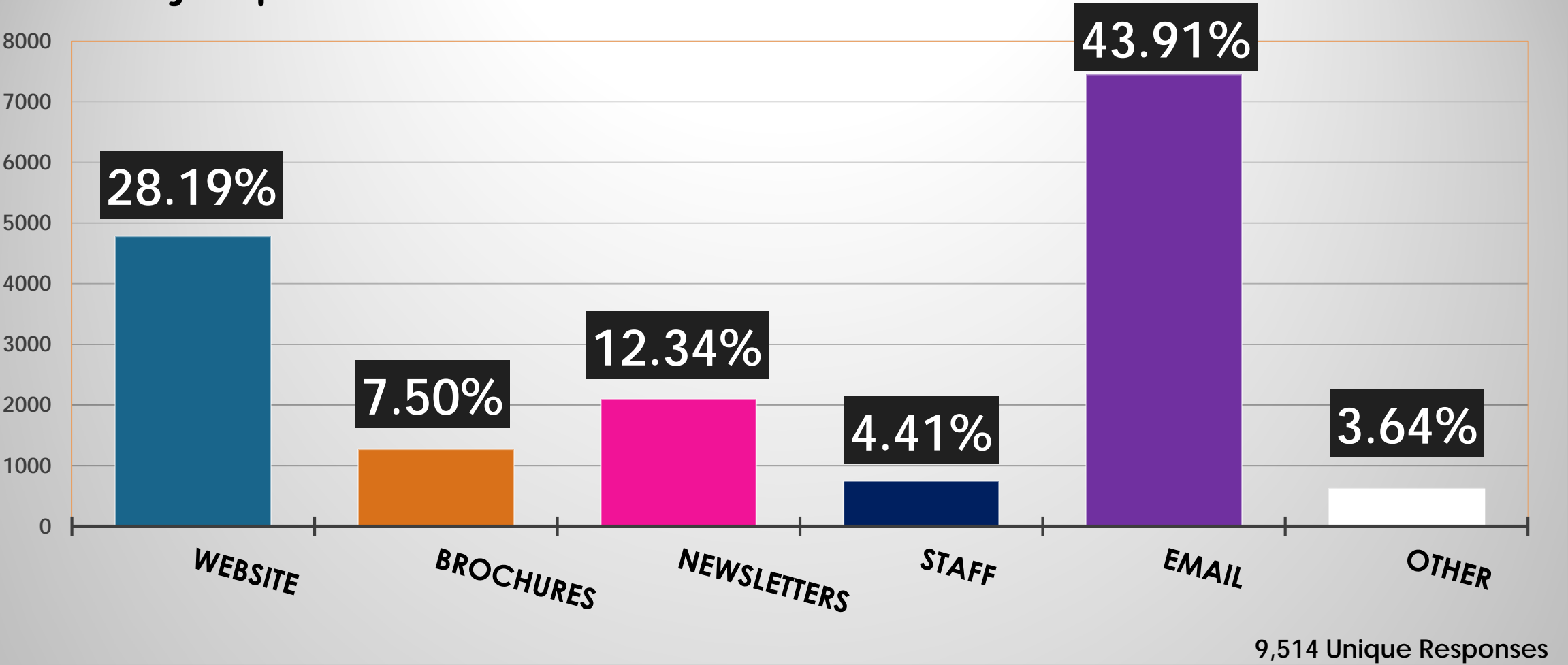
Availability of PEBB Information



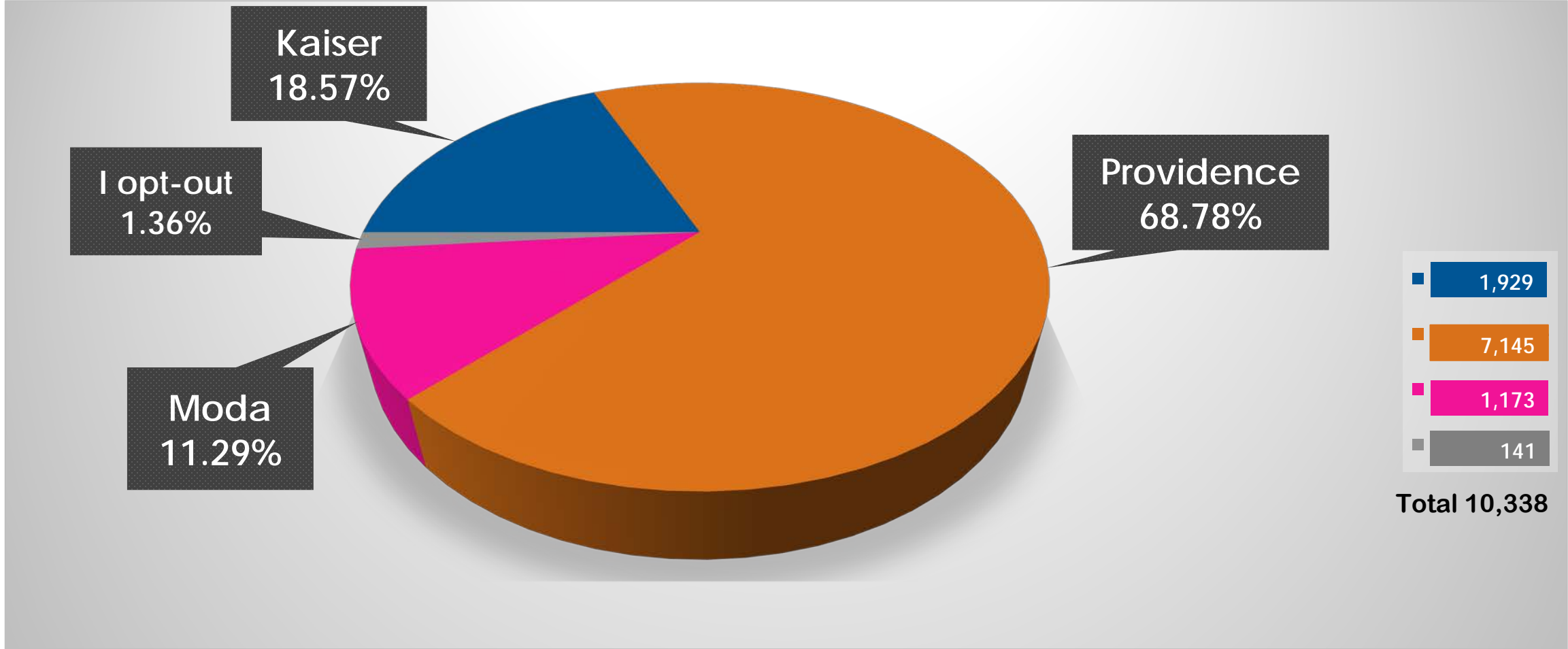
What *type* of information are you interested in?



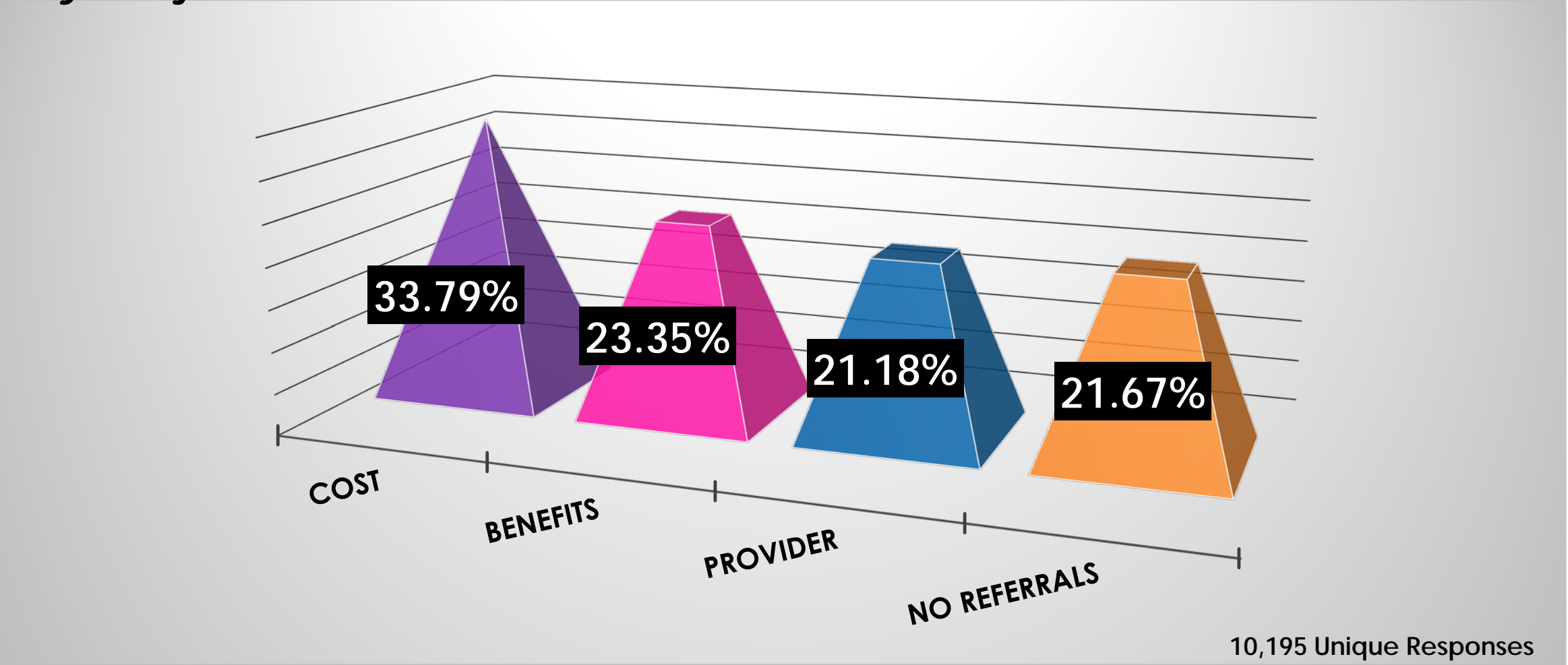
How do you prefer to receive that information?



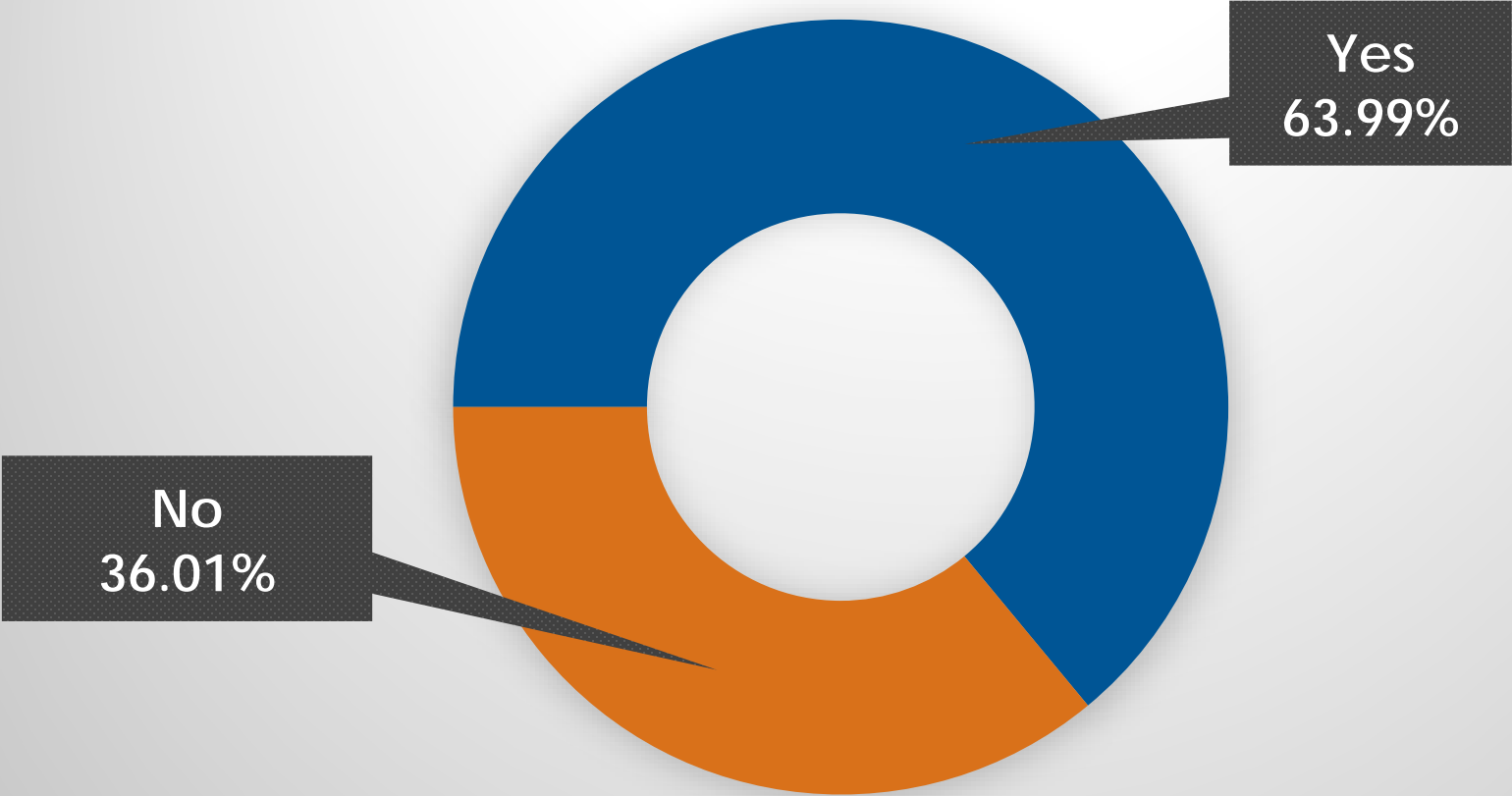
Who is your healthcare carrier?



Why did you choose this carrier?

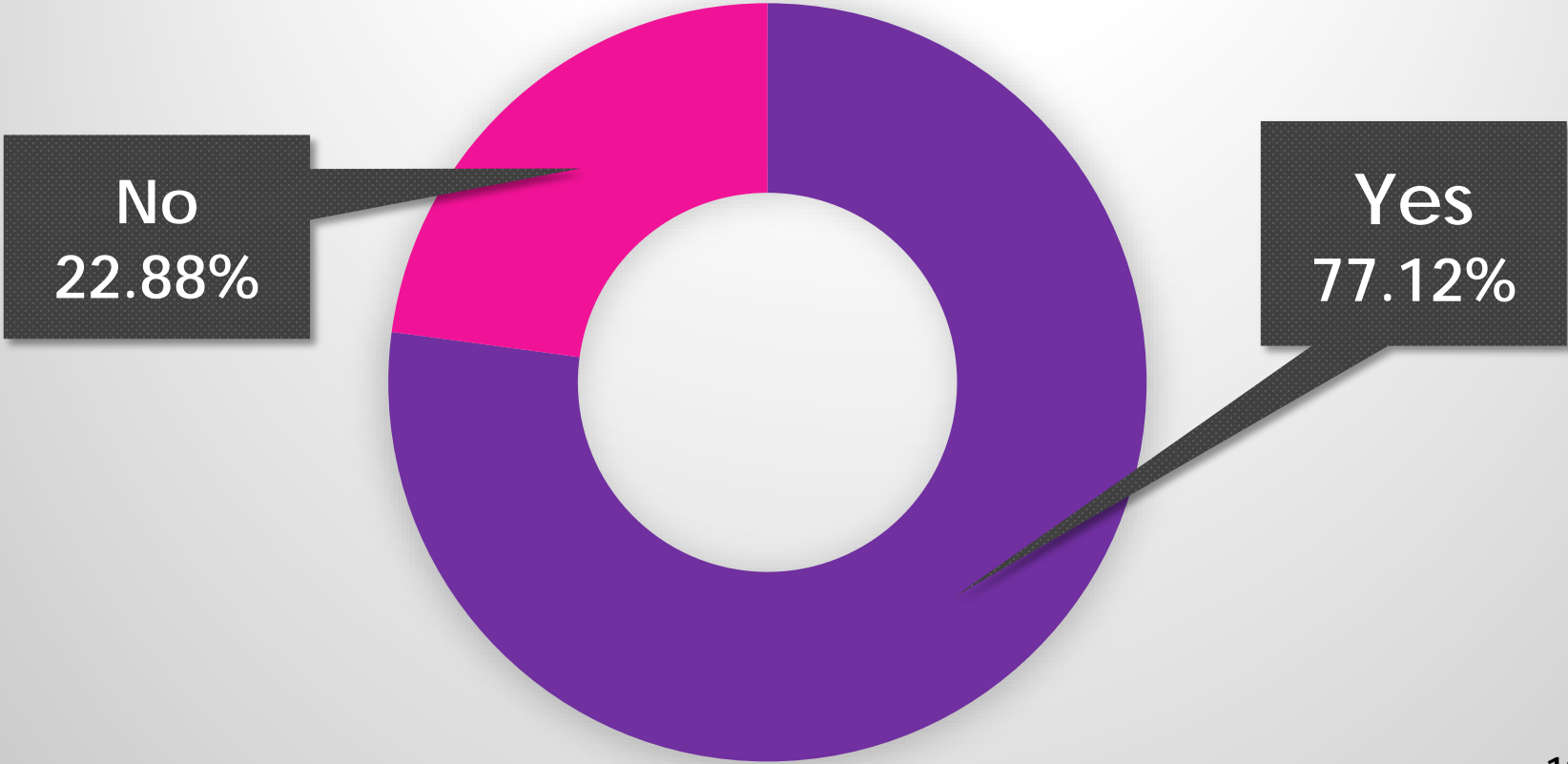


Do you use your carrier's *health and wellness programs*?



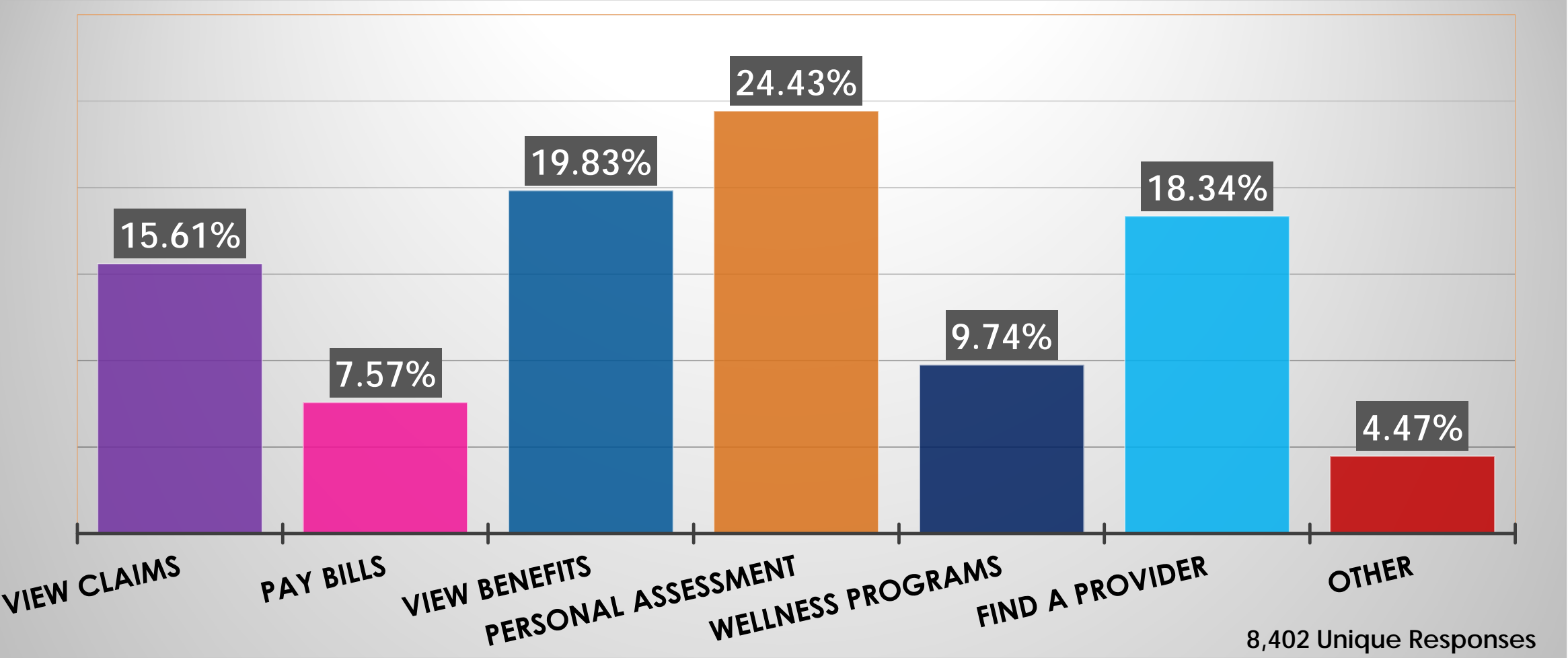
10,231 Responses

Do you use your carrier's *member portal*?



10,276 Responses

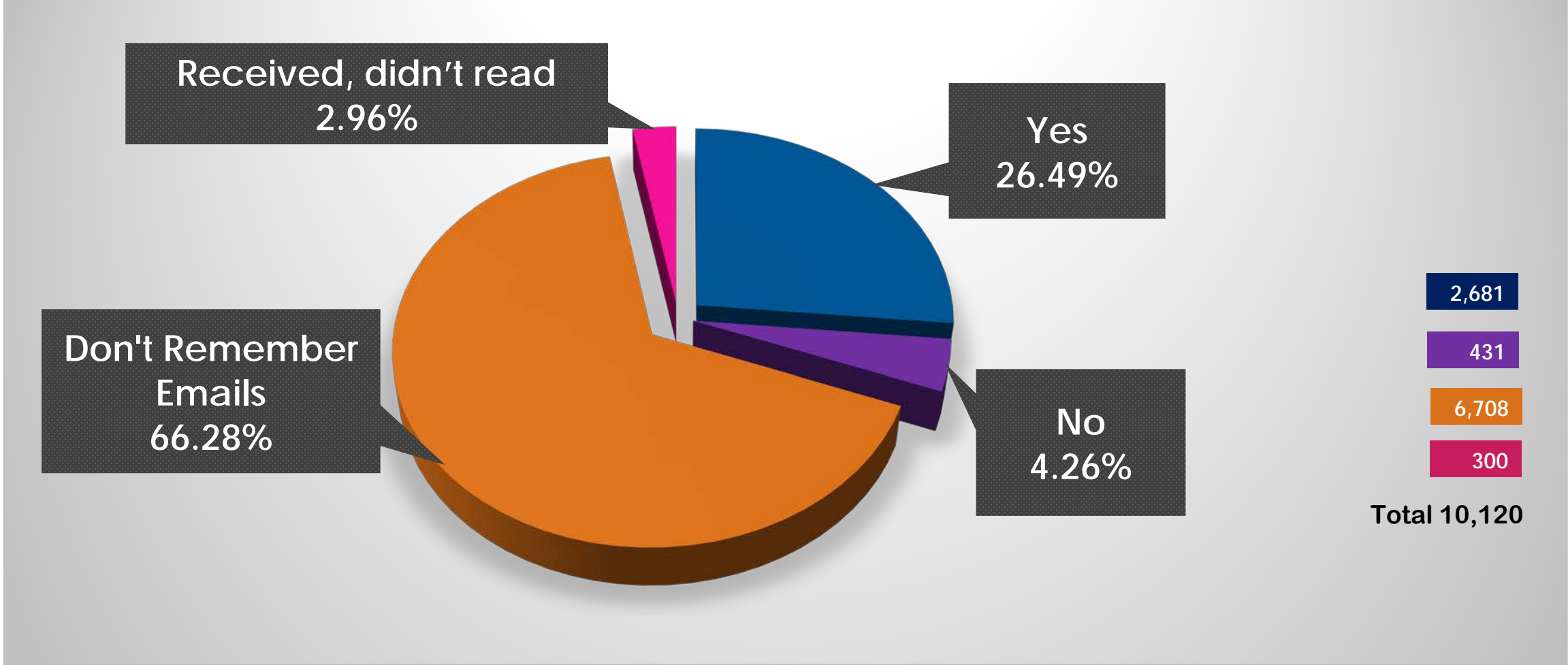
What do you use their member portal for?



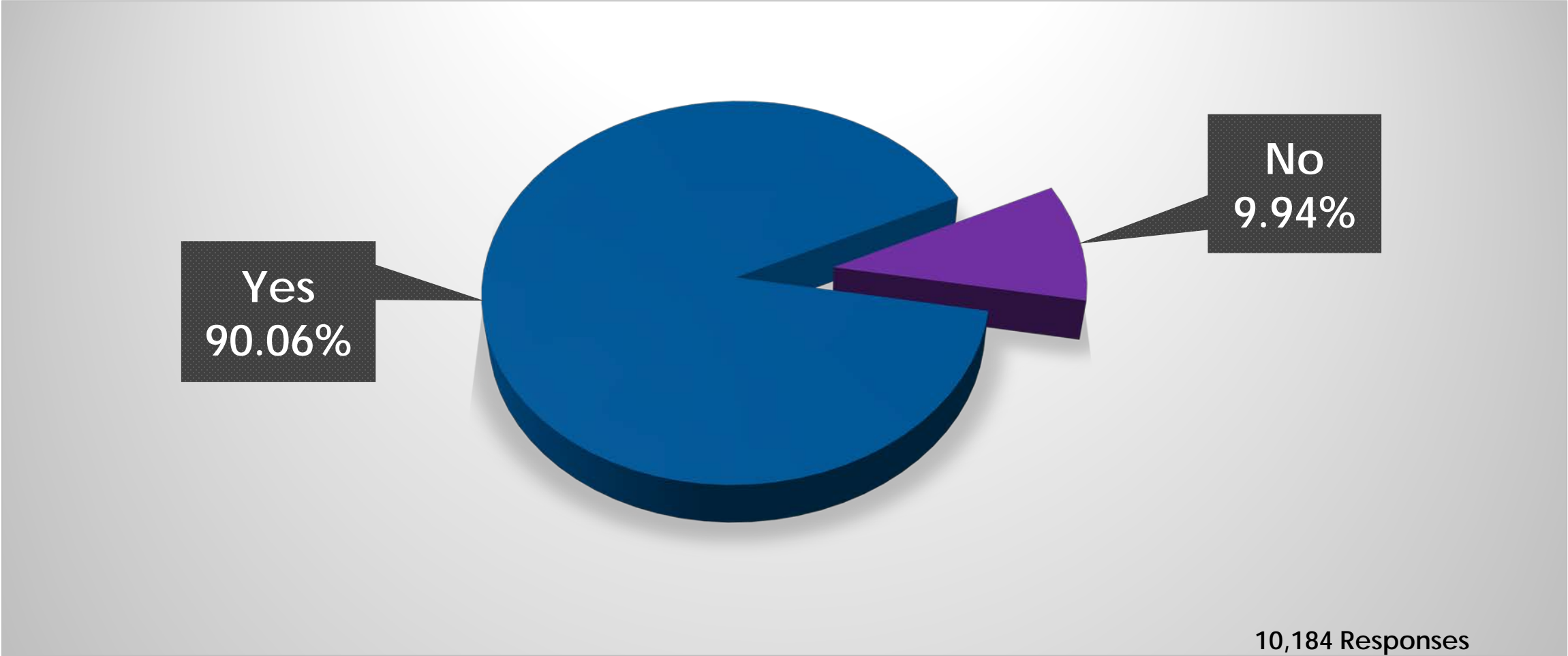
What do you use their member portal for? – The ‘Other Section’



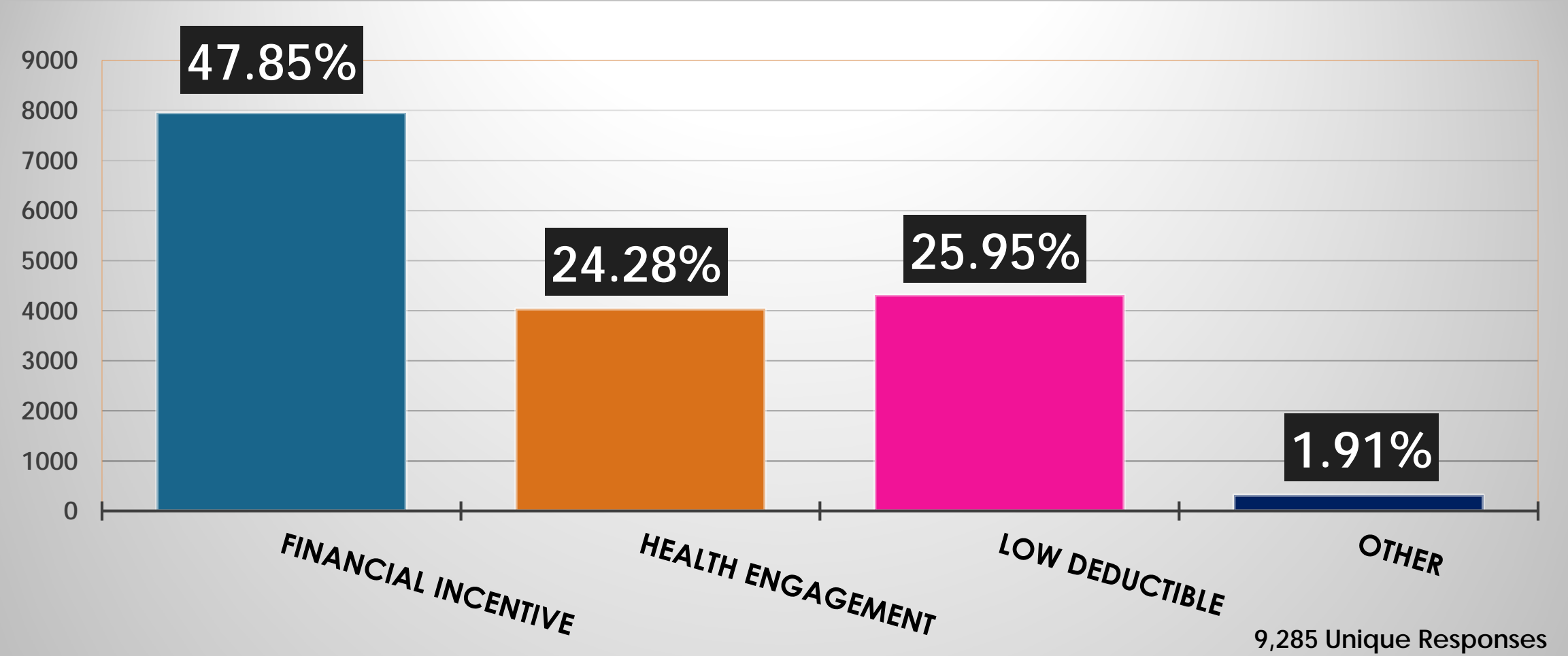
Did you find PMAC emails useful?



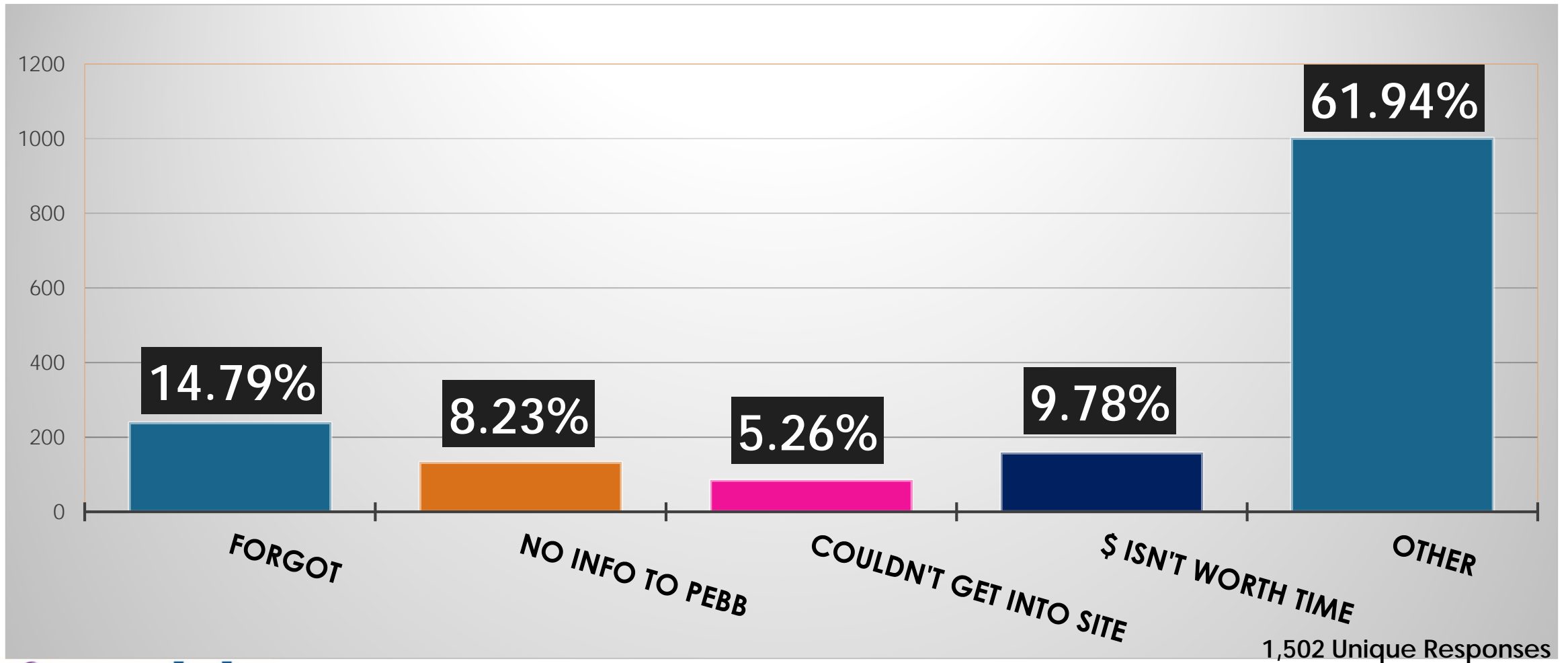
Did you Participate in HEM?



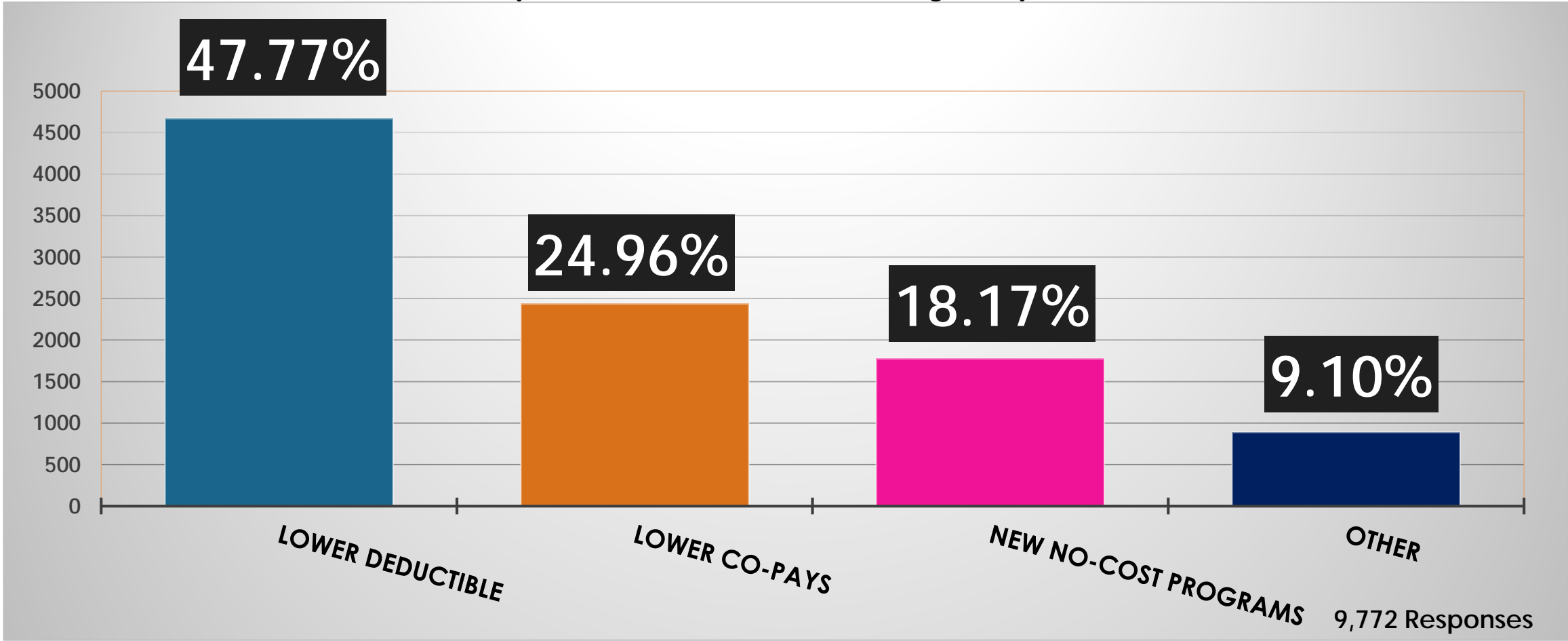
Why *did* you participate in HEM?



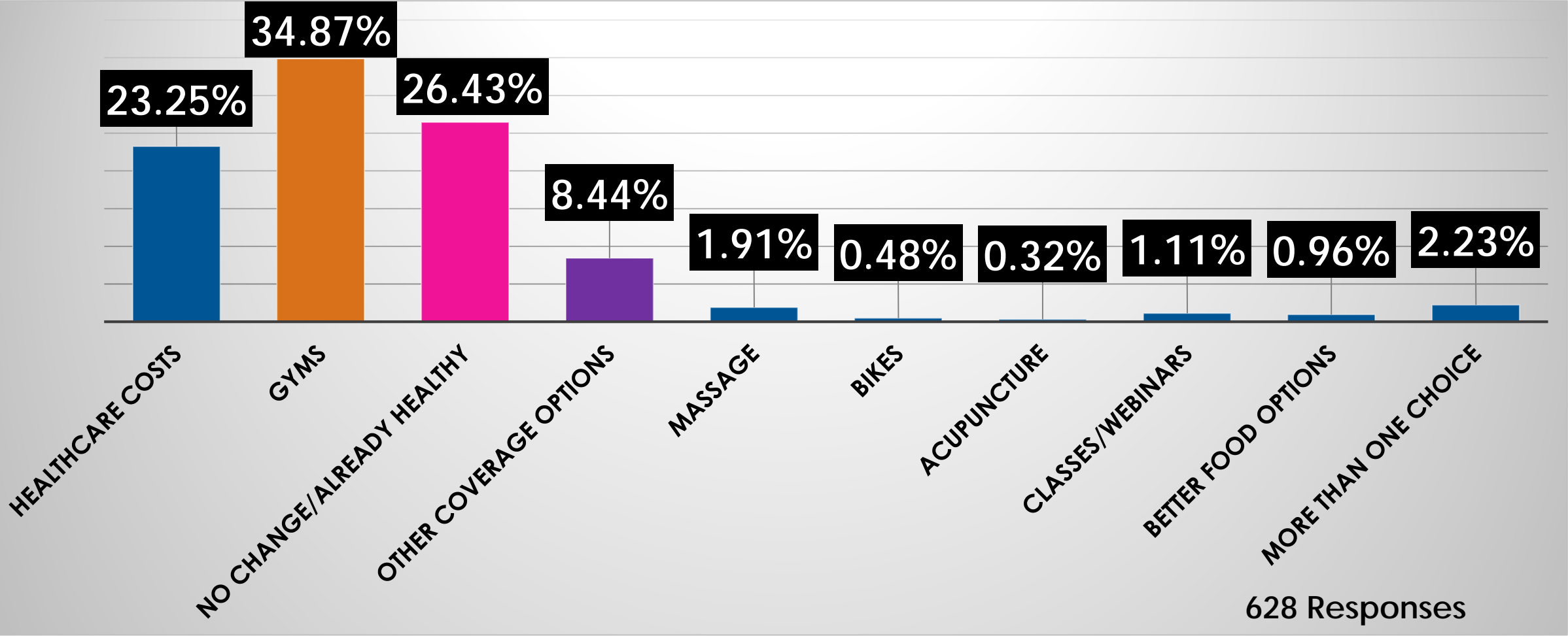
Why *didn't* you Participate in HEM?



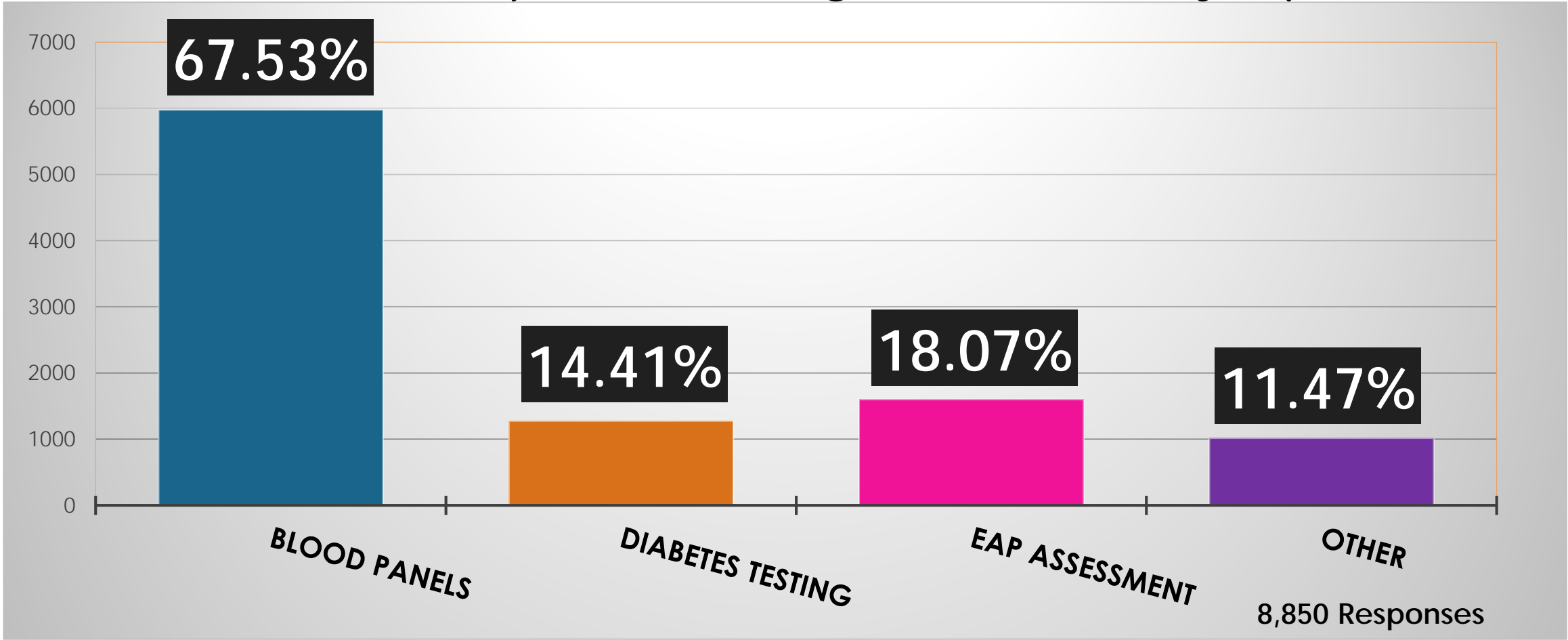
If HEM *incentive* were replaced, what would you prefer instead?



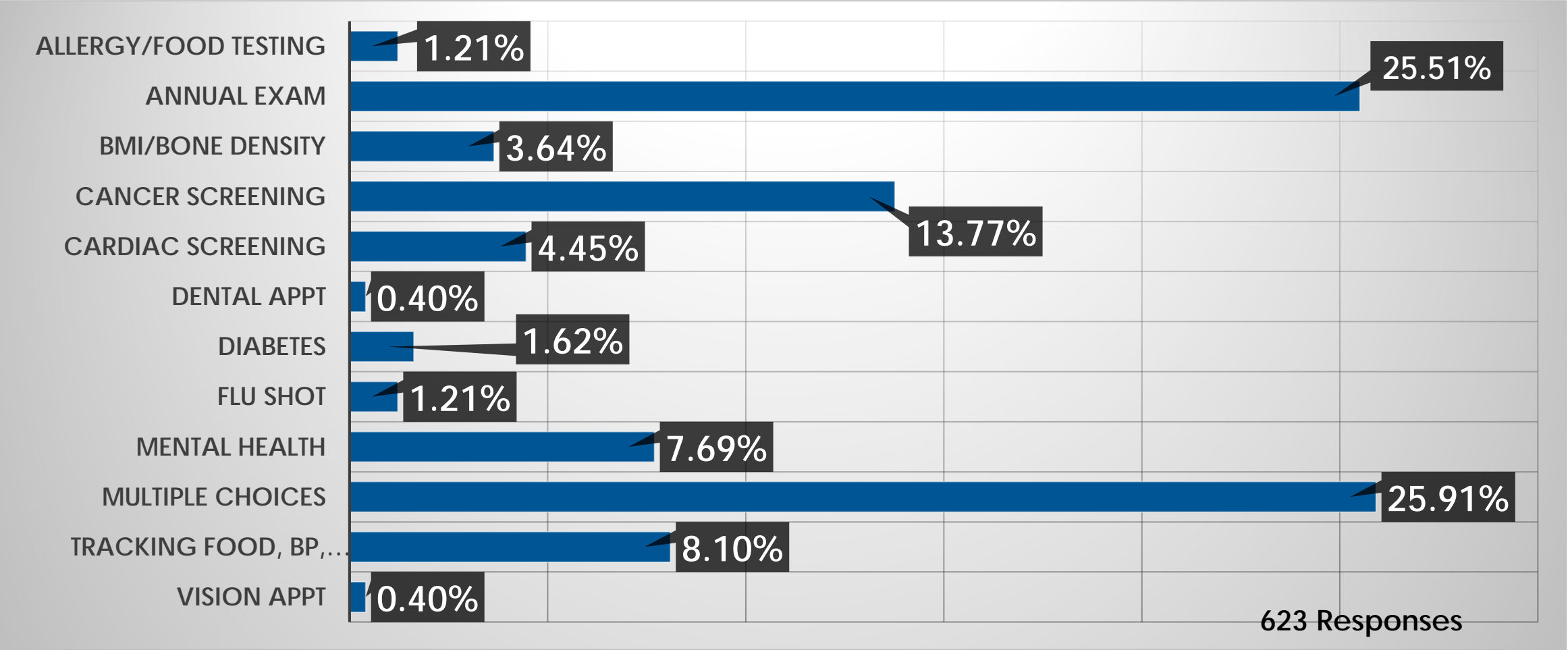
If HEM *incentive* were replaced? – The ‘Other’ Section



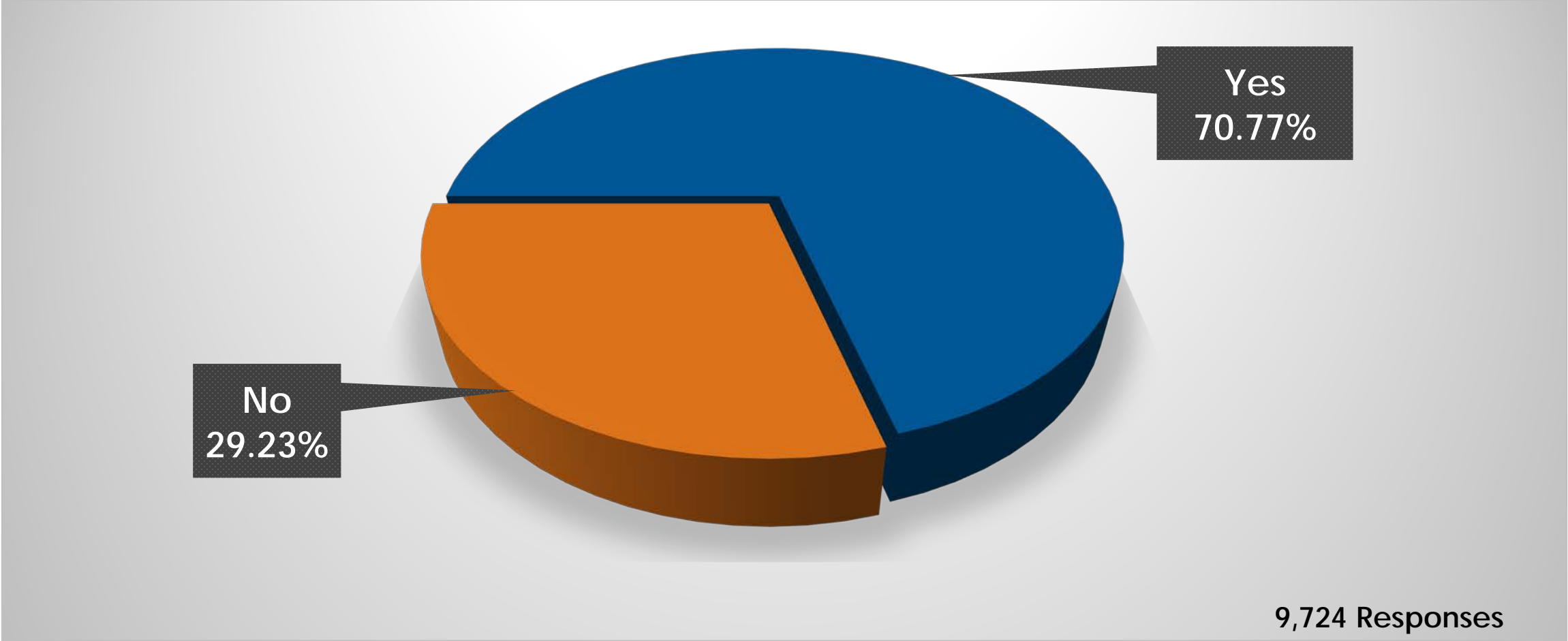
If a HEM assessment *requirement* changed, which would you prefer?



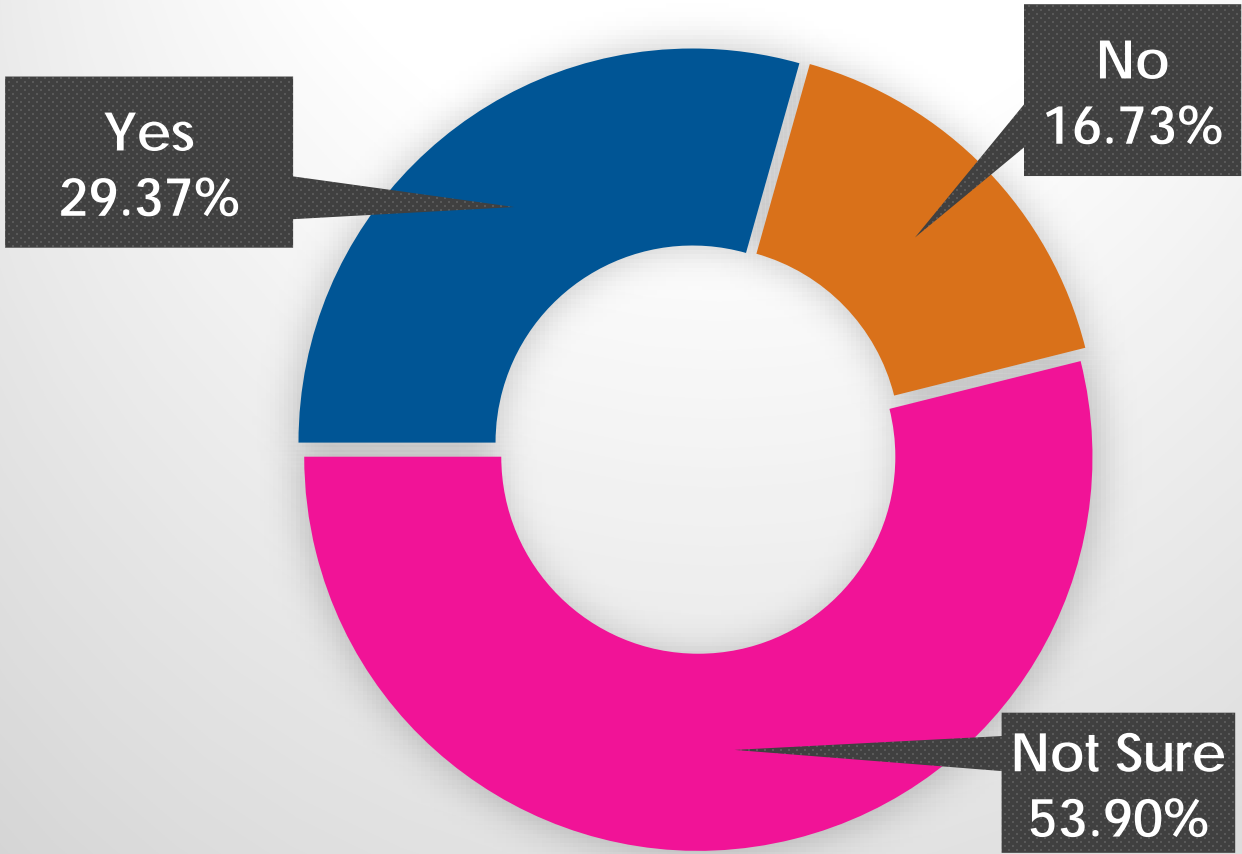
If a HEM assessment *requirement* changed? - The 'Other' Section



Does your worksite support your health?

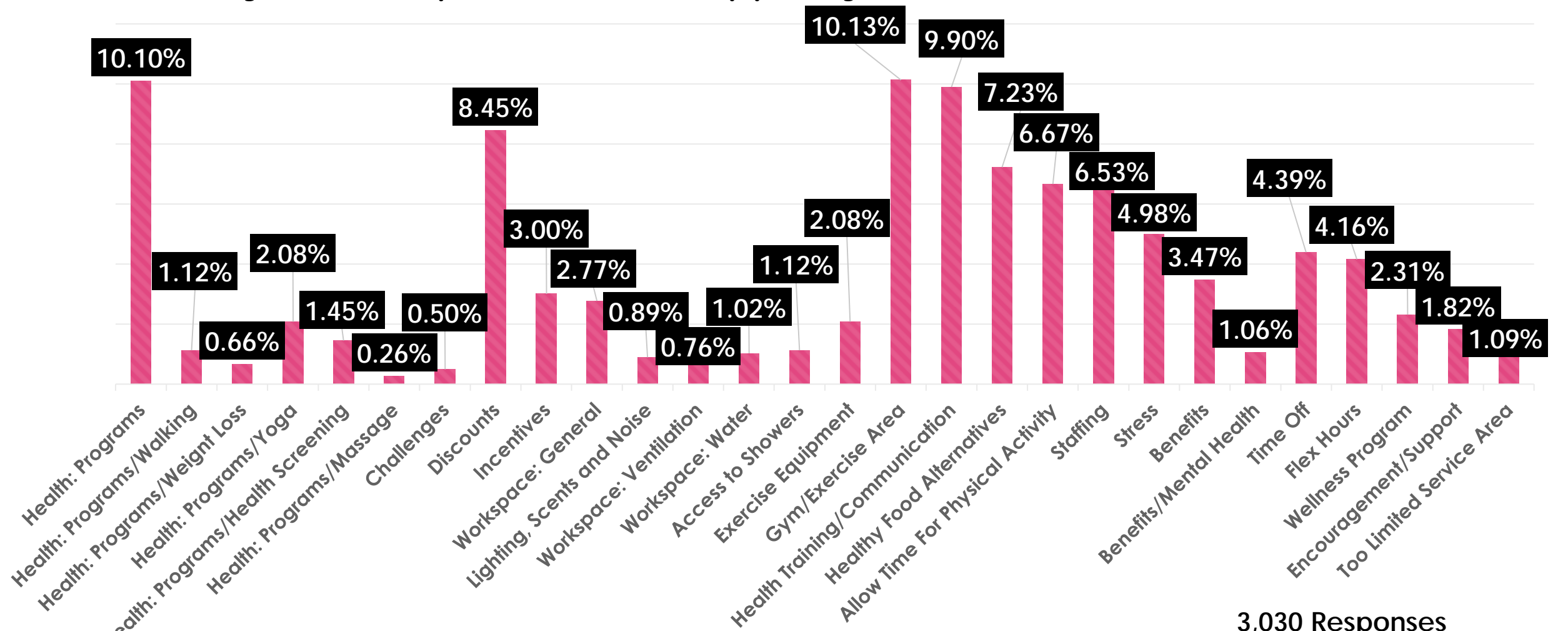


Does your agency have a worksite wellness plan?



10,024 Responses

How can your workplace better support your health?



3,030 Responses

Anything else you'd like to tell the Board?

How PEBB and all the programs have helped me. Thanks for letting me know that I signed up for a different ASI flex plan. I thought it was for the cost of domestic partner insurance is unfair. For example, if the premium for self-only is \$300 and I have a dependent, the premium is \$600. That's a lot of money. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Keep up the great work and initiatives! Keep up the good work. My office does not currently have a break room that meets the needs of employees. We have about 20 employees and no break room. It would be very helpful to be able to opt-out of physical mailings and only receive information via email. When PEBB's documentation is based on an obsolete Kaiser Permanente website, it makes PEBB look real. Better training on retirement information like what steps they should be taking before they retire. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Be bold. Thank you! I appreciate all PEBB does for us even though I use the services so seldom. I prefer the 17.50 incentive, especially since most of the health benefits are already free or great. I am happy to be a PEBB member. I am a full time seasonal employee, and struggle to keep the 625.00 per mo premium. any help would be appreciated. A mandatory training upon hire about pebb. The OHA and PHD orientations are both pretty unhelpful. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

"I LOVE what we have. Seems like you waste a lot of paper sending huge volumes of reminders about open enrollment. Emails are helpful. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Thanks for promoting preventative health! Keep up the good works. Keep up the great work! I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Great job offering good medical plans at reasonable costs! Please add Vision therapy to the covered services. I had been a seasonal employee for 12 years prior to this job rotation employing me over the winter. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Let retirees do Hem and lower their premium by 17.50 or have a way to do FSA. Focus on providing Holistic Wellness Program, in particular massage services and access to free "get it right" sessions. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

I'm happy with PEBB. Can you add free or reduced rates for meditation apps like Headspace or 10% Happier to the list of HSA eligible expenses? I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Make Behavioral Health claims online. Is there any evidence that the HEM program changes anything at all? If not, do away with it. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

great job! It would seem that prices go up and choices, and quality of health care goes down. Not sure what the board can do about this. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Keep up the good work! PEBB is doing a great job for all of us. PEBB's documentation must match current provider website layout, user instructions, etc. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

20 years in private sector as insurance agent, benefits are absolutely phenomenal. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

I feel the time invested to fully answer this question would be wasted in this forum. It is getting increasingly difficult to find a therapist who takes Providence. It used to be fine but now it's almost impossible. Thanks for all you do! The support shows and my family appreciates your great service! I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

I feel like small offices are forgotten. So much of the info we receive does not apply. Everyone sees a different version of the benefits. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Also, my husband's company uses TASC rather than ASI for flexible spending. The website and customer support are terrible. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Good job! I would like also, workers reunions just for fun talking to strengthen the relation among co-workers. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Multiple sites for information is difficult to manage. (Having to link to multiple provider websites) I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Wellness committee bring food catering service that will introduce healthy foods to try. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Thanks for all you do! Very caring and professional. I'm so grateful for my benefits!! Please help us be healthier! I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

The university has an excellent recreational center with many classes, but it is expensive. I have paid for a membership for a long time. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

My office is dusty, poorly lit, poorly heated and generally not a place I would say has anything healthy about it. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Advocate more strongly for member and service direct provider relations, vs insurance "company" demands. The support is good. I have been very pleased overall. The one thing that could use some improvement is with things like the PEBB cost structure is confusing for those of us without a background in economics. It should be simpler. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

I am confused about how everything ties together. There are several websites and computer things we have to use. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Thank you for supporting the food drive. You are really down on drinking/smoking but the state employs the most overweight people. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

If we are able to send excess monies back to the general fund, then we are taxing the employees instead of the state. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

Do you have a mobile app? I like everything so far. Encourage exercise during the work day. PEBB benefits election site needs work. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

I appreciate all the work the board does to keep things going well for employees. Benefits are a very important part of the job. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium. I would like to see a way to have a dependent on a self-only plan for a lower premium.

[illegible]