

CUSTOMER SERVICE AND WELLNESS SURVEY

2018

Survey Respondents = 10,835



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Director of Operations
(PEBB, OEBC)



Public Employees' Benefit Board

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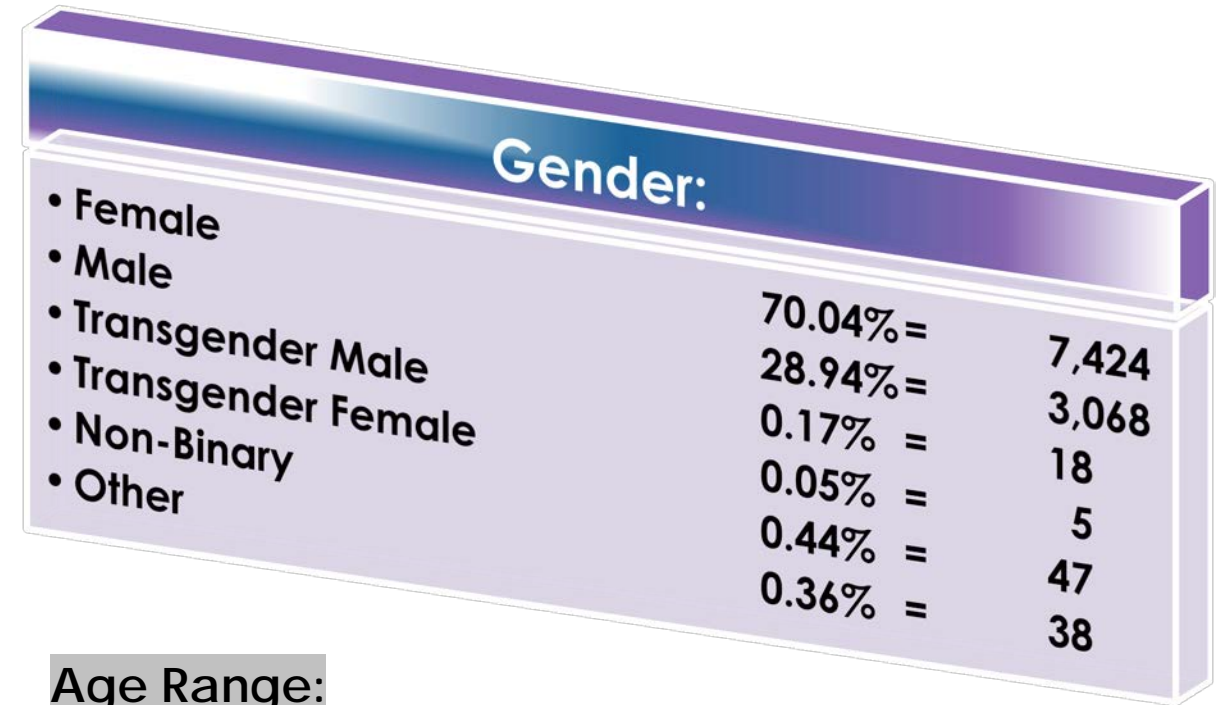
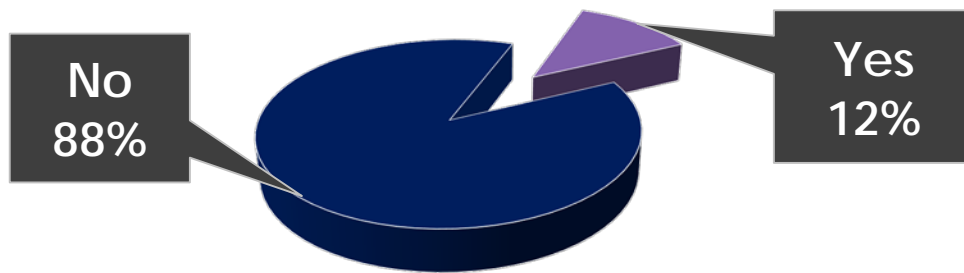


Demographics:

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

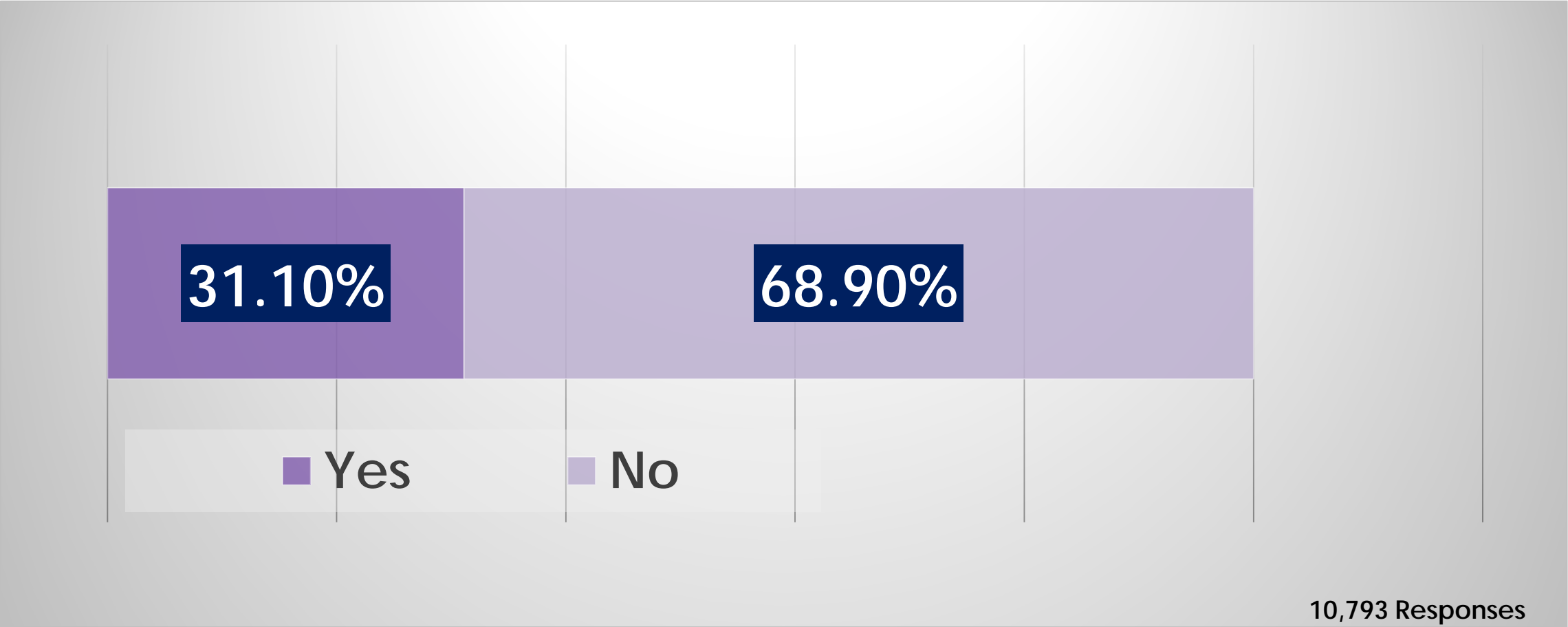
Other Insurance Benefits?



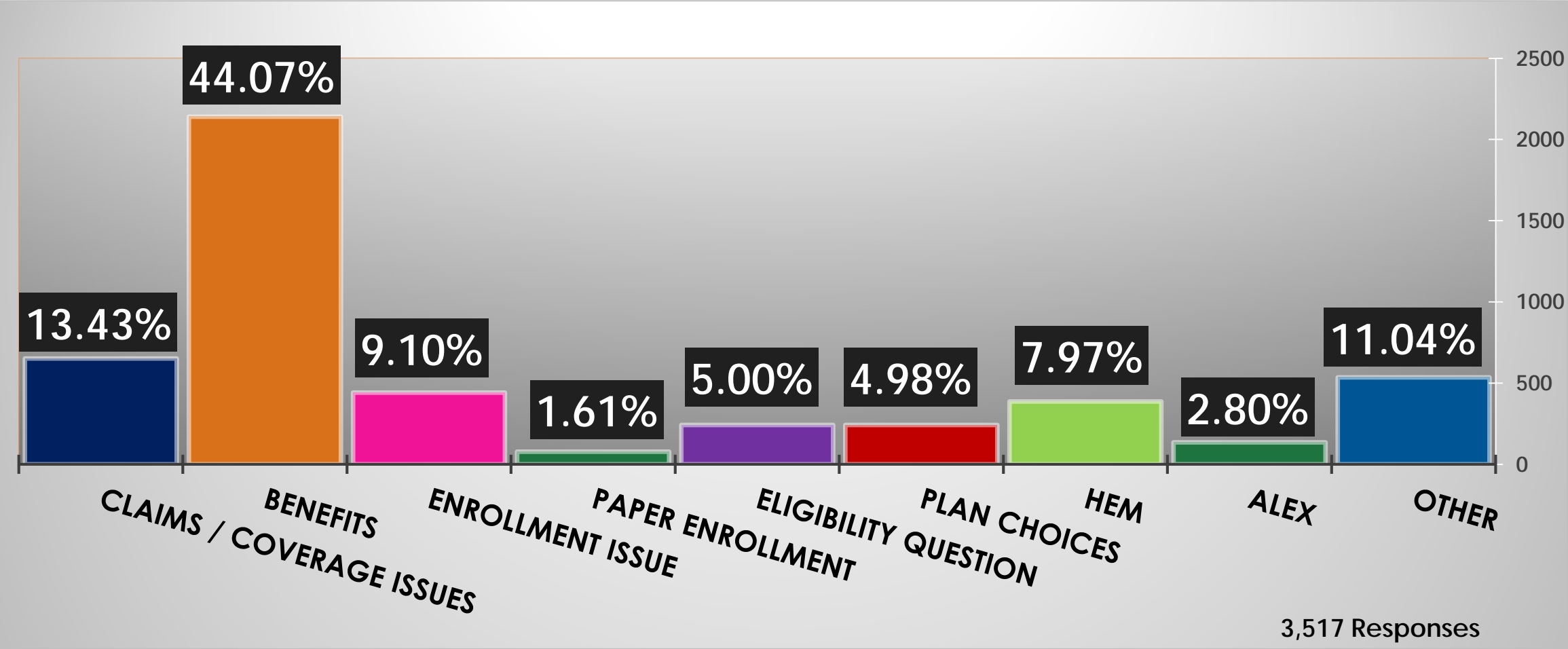
Age Range:

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

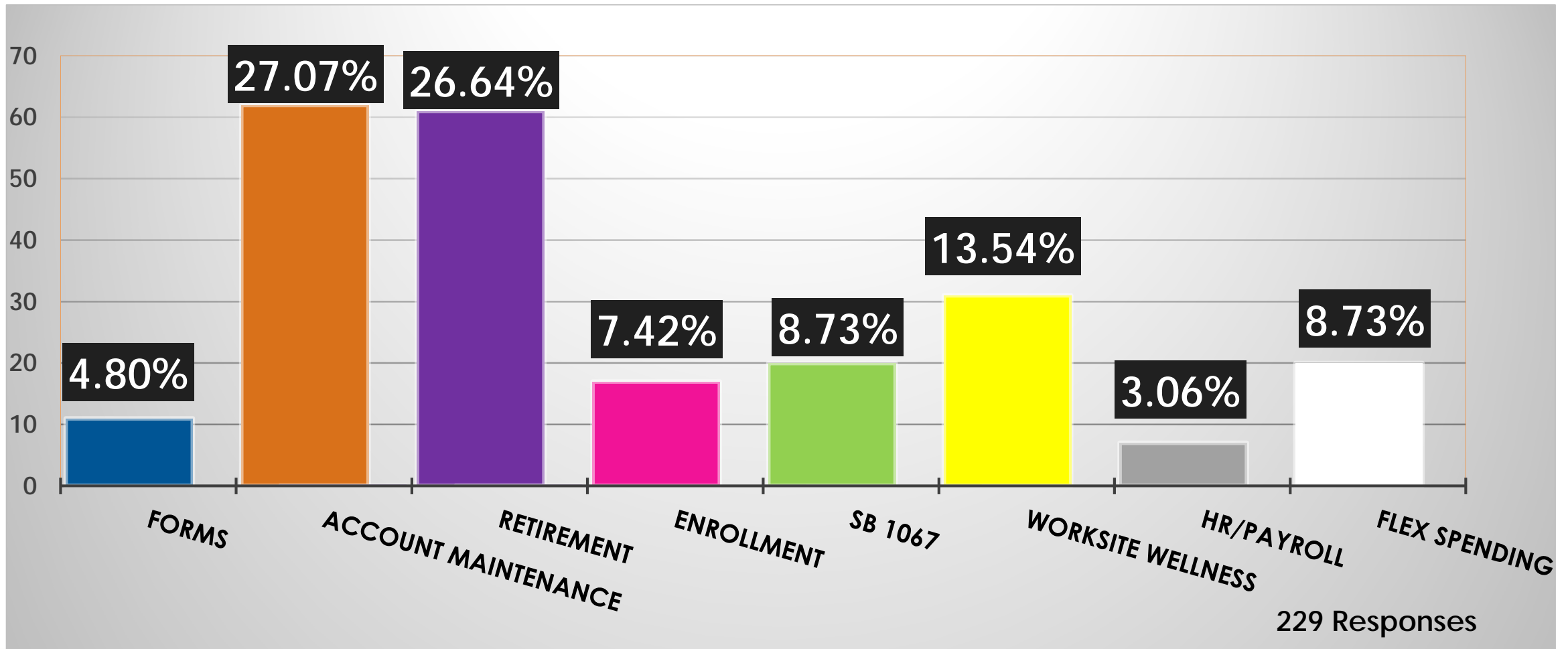
Have you contacted PEBB in the last 12 months?



What did you call PEBB about?

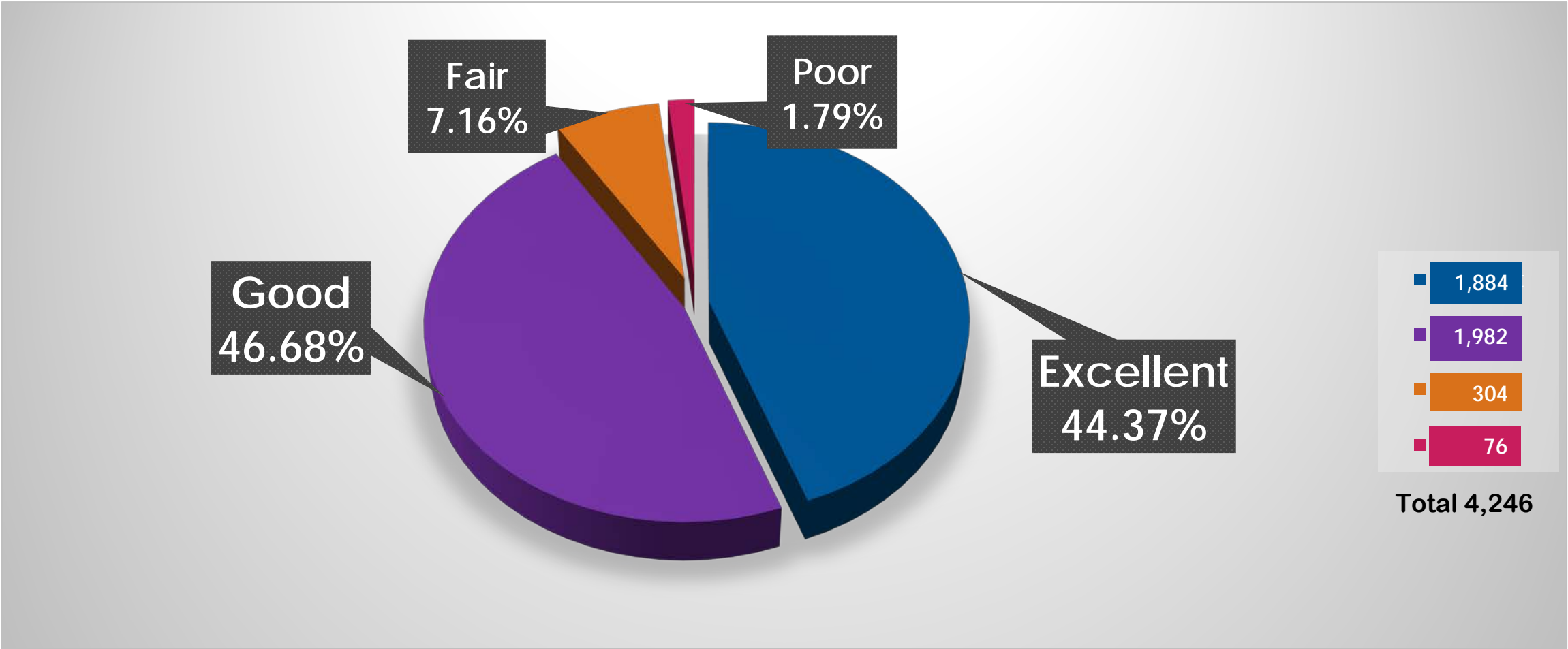


What did you call PEBB about? – The ‘Other’ Section

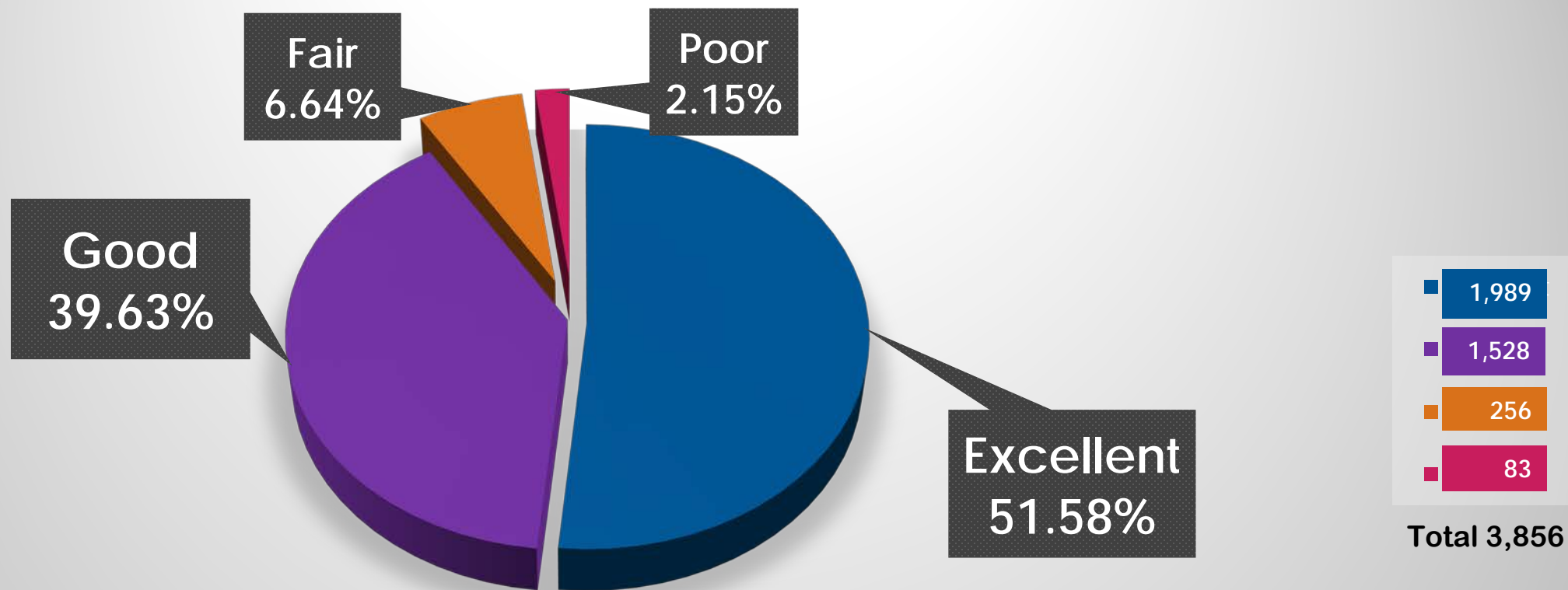




Timeliness of the services provided by PEBB employees?

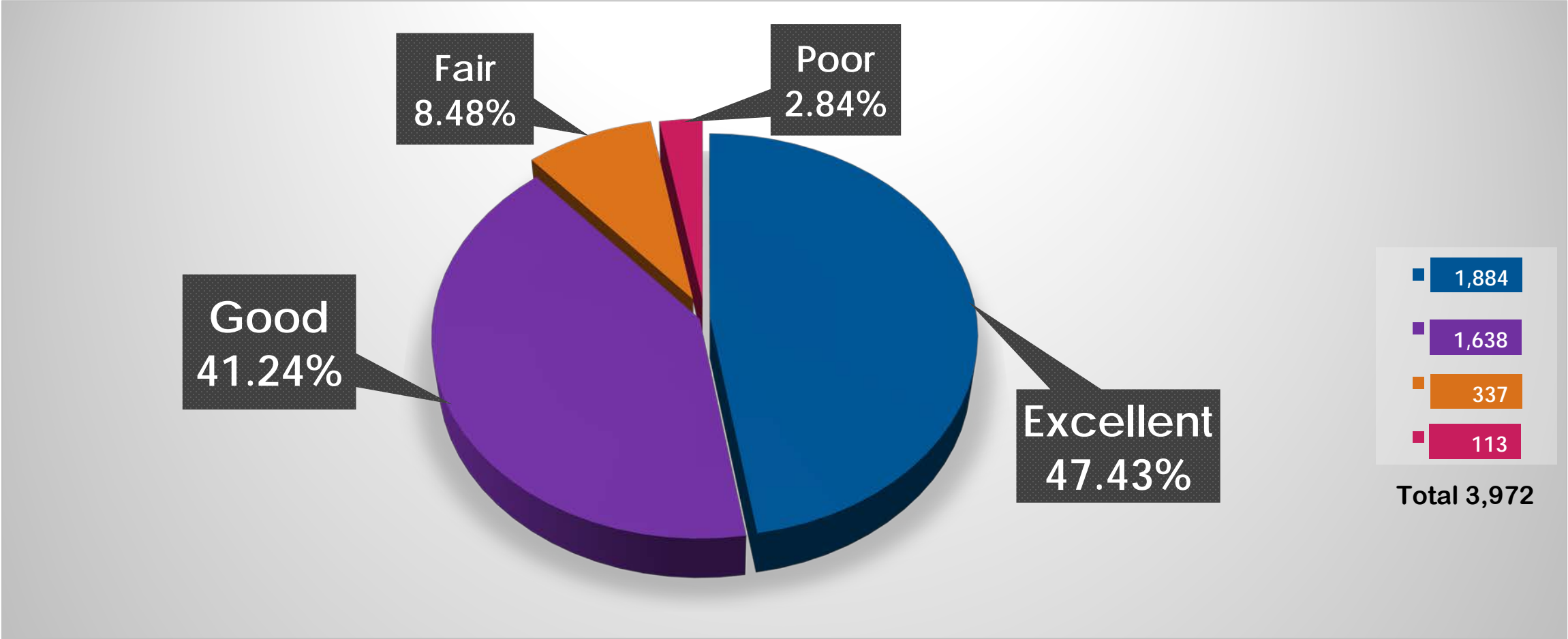


Was response time prompt



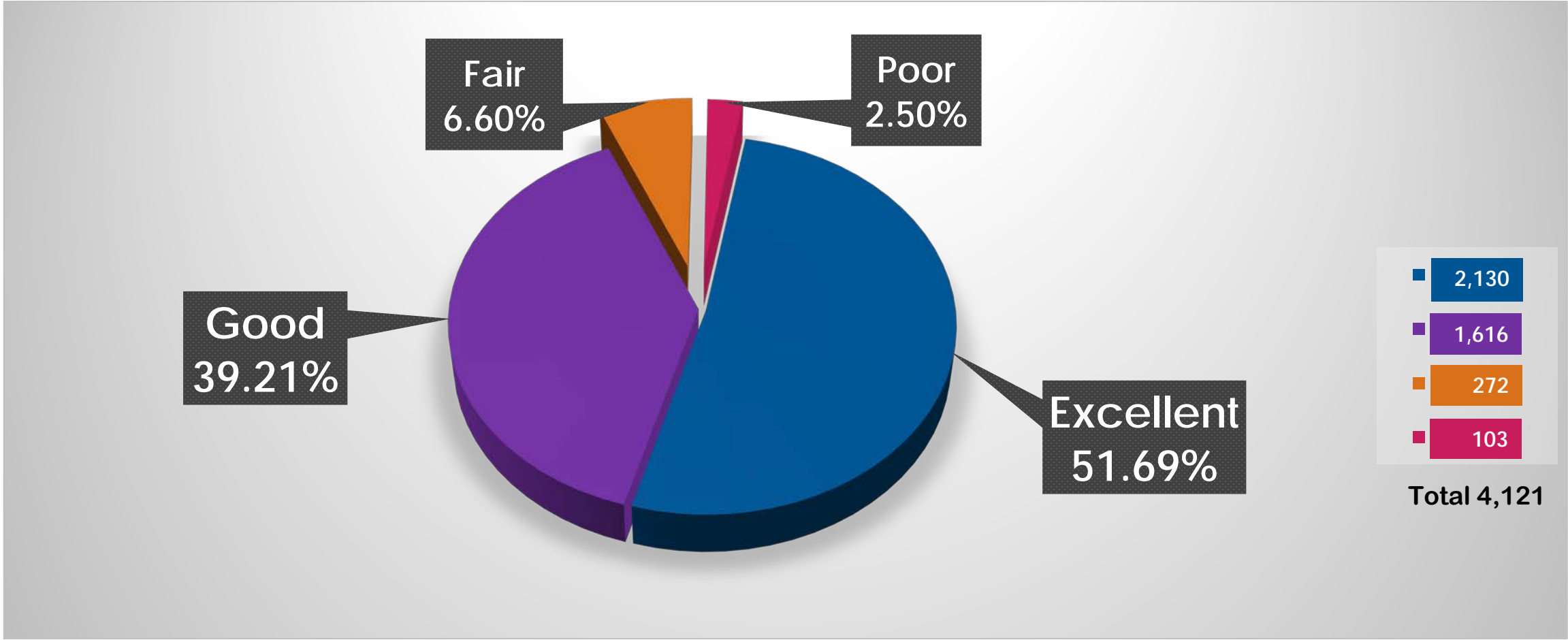


Provided services correctly the first time



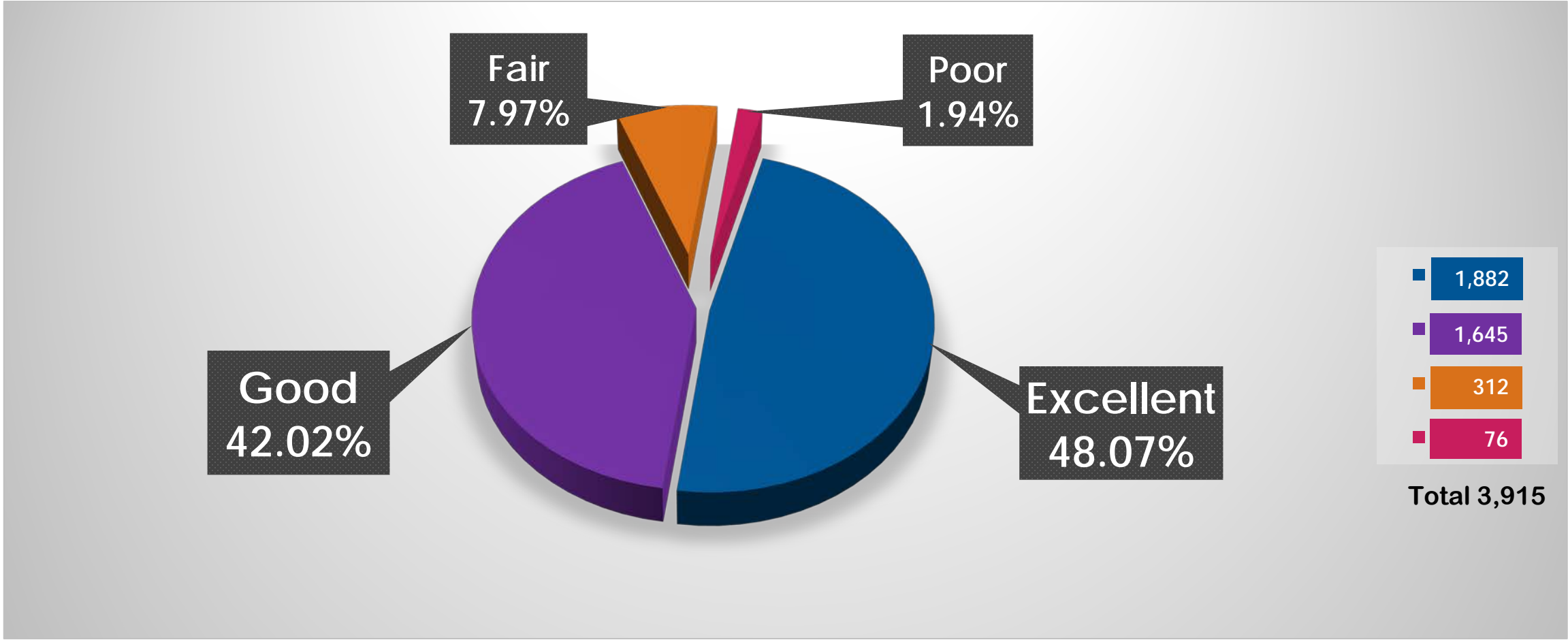


Helpfulness of PEBB Employees



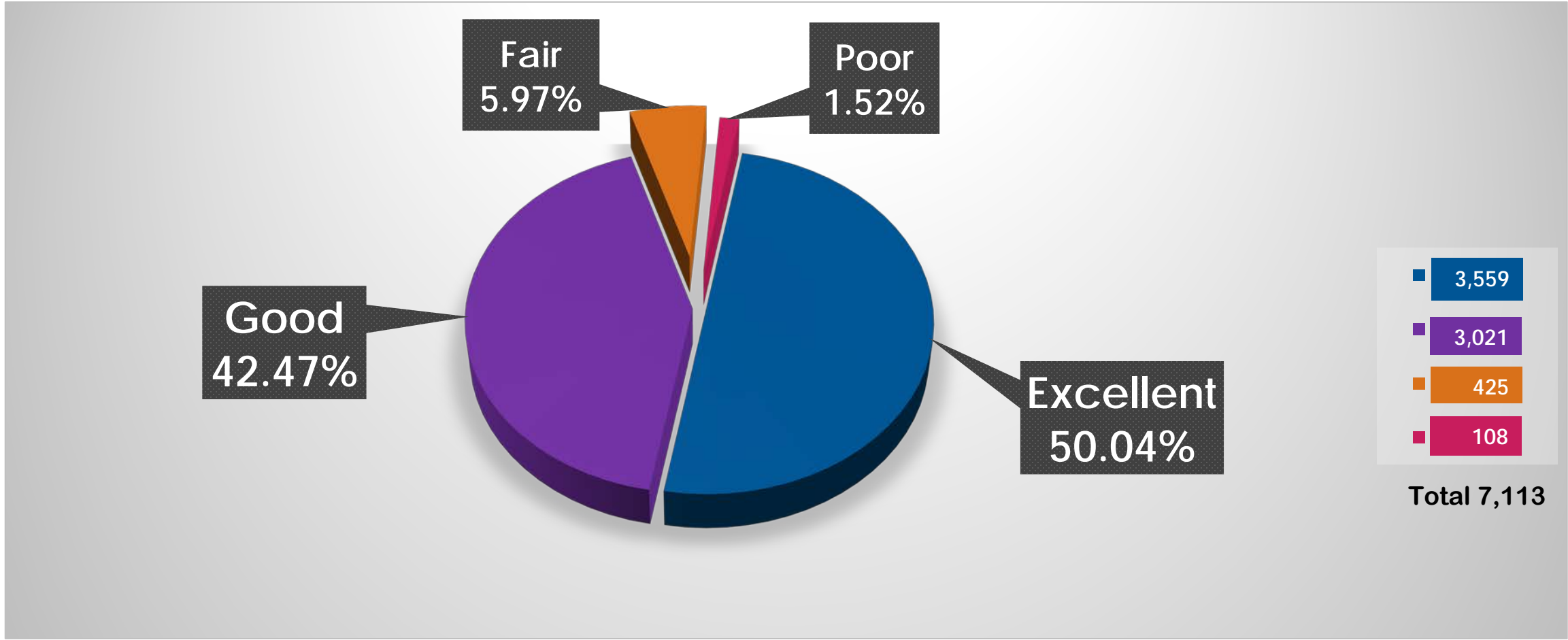


Rate knowledge and expertise

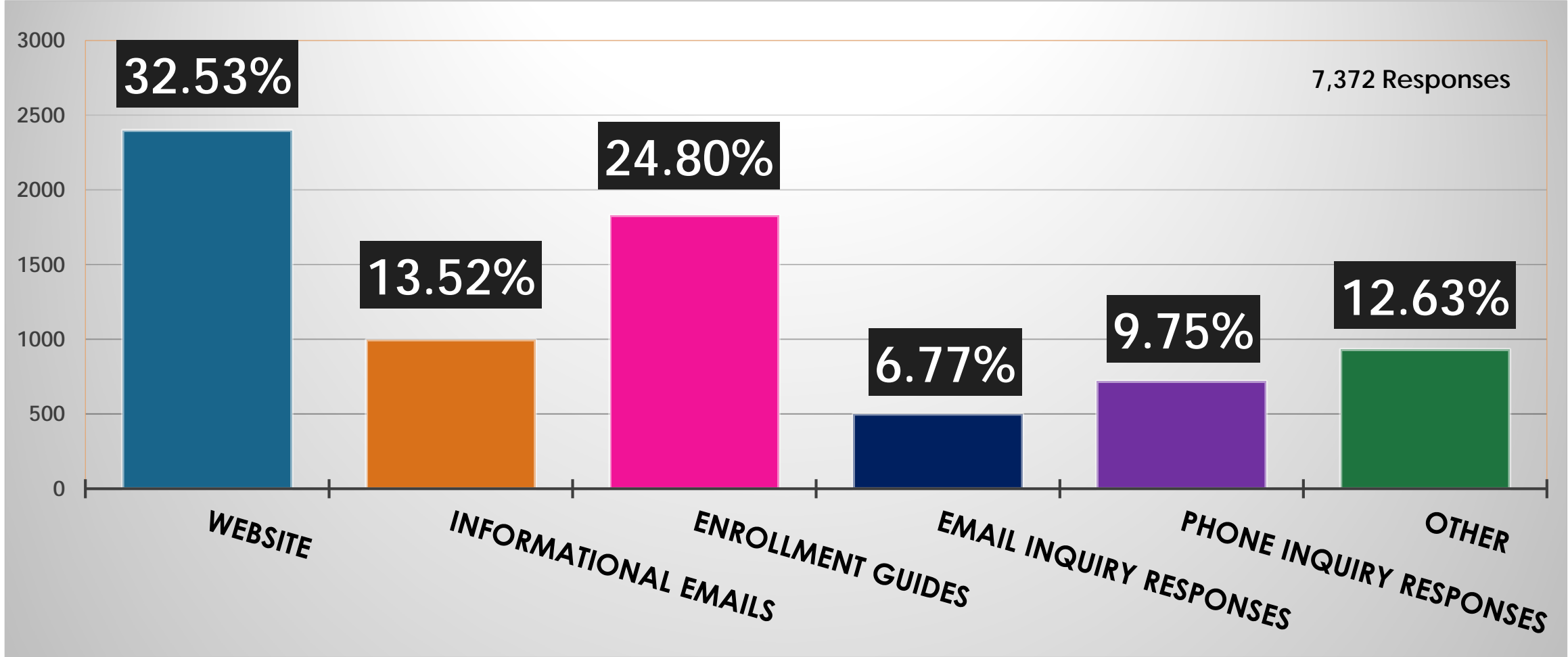




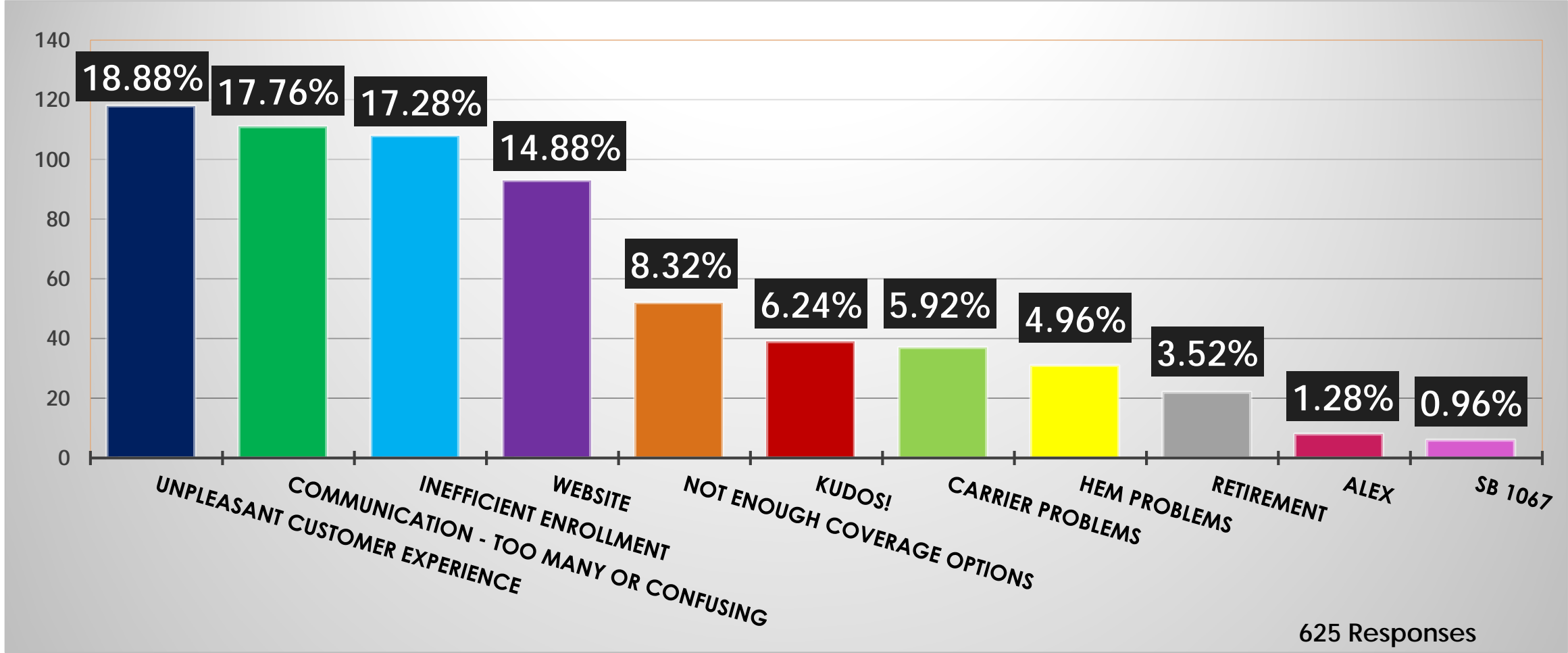
Overall Quality of Service from PEBB



How could we improve?

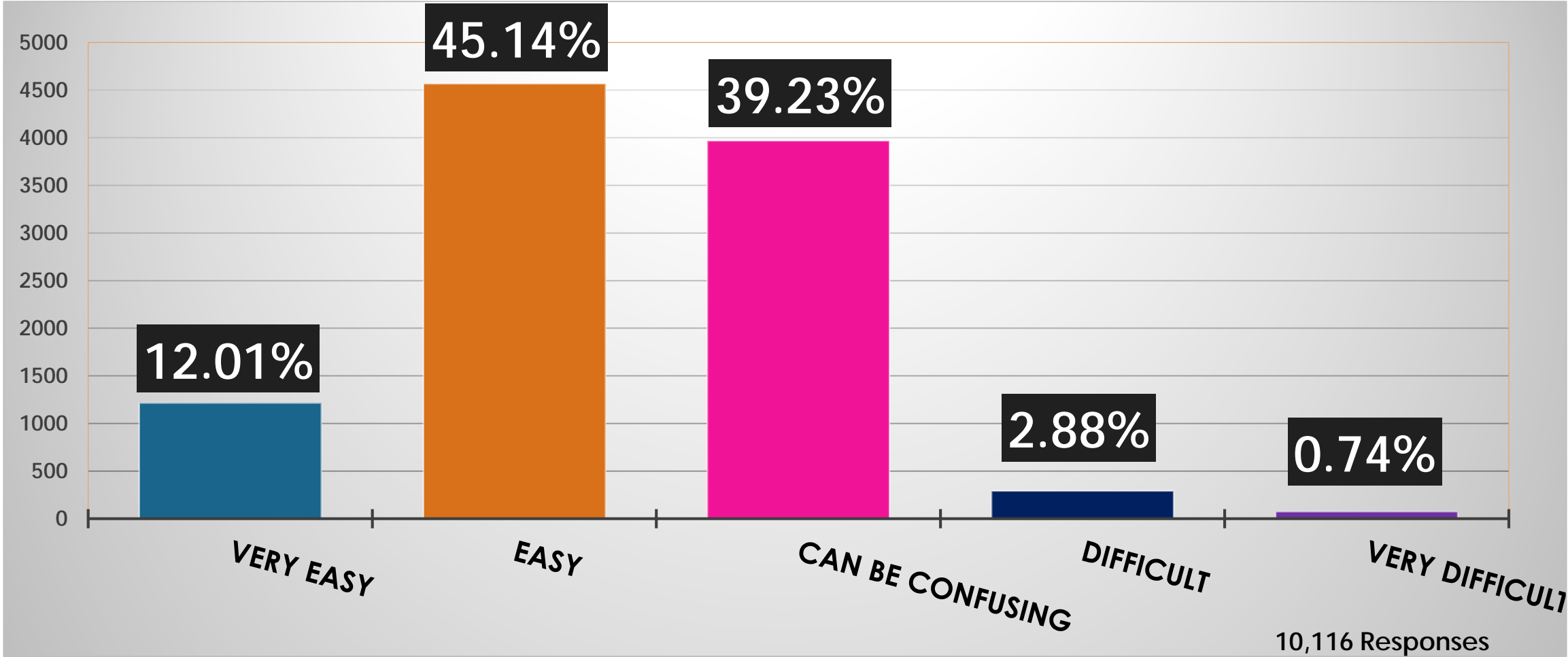


How could we improve – The ‘Other’ Section



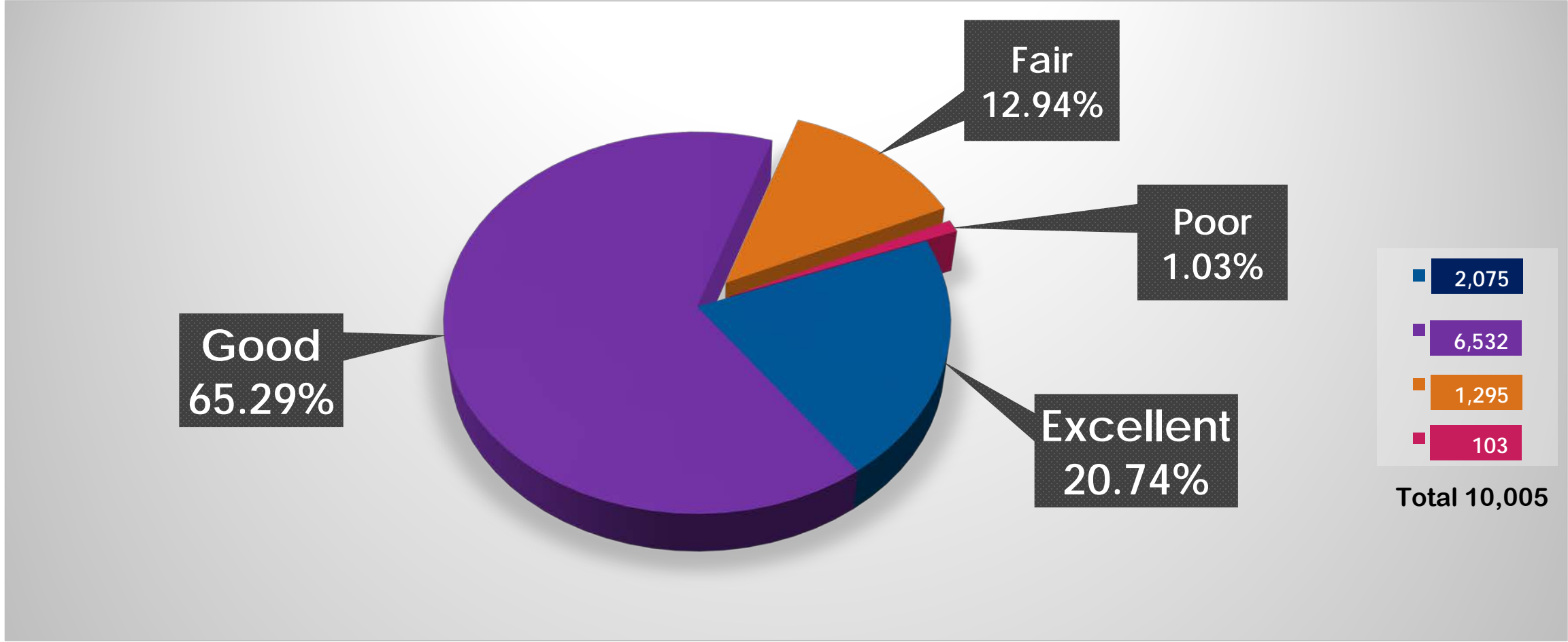


How easy is it to understand PEBB information?



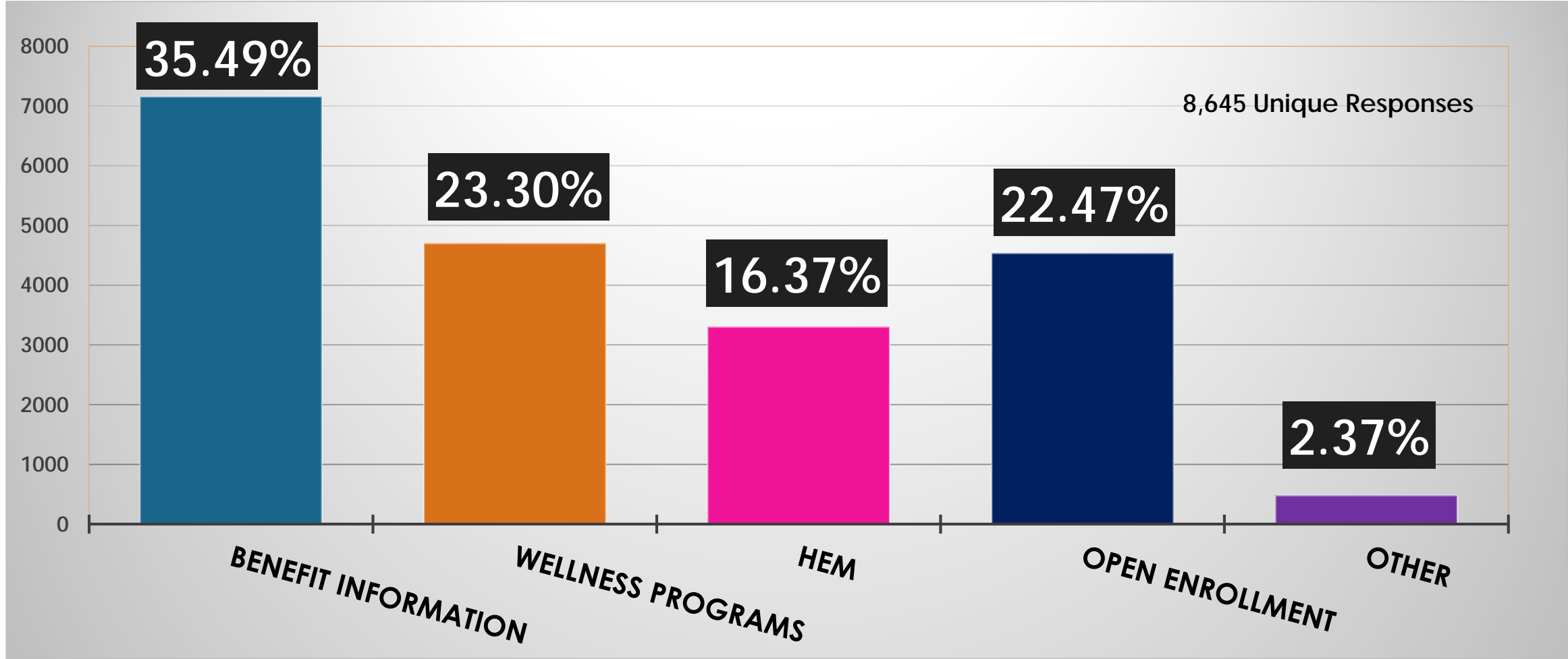


Availability of PEBB Information



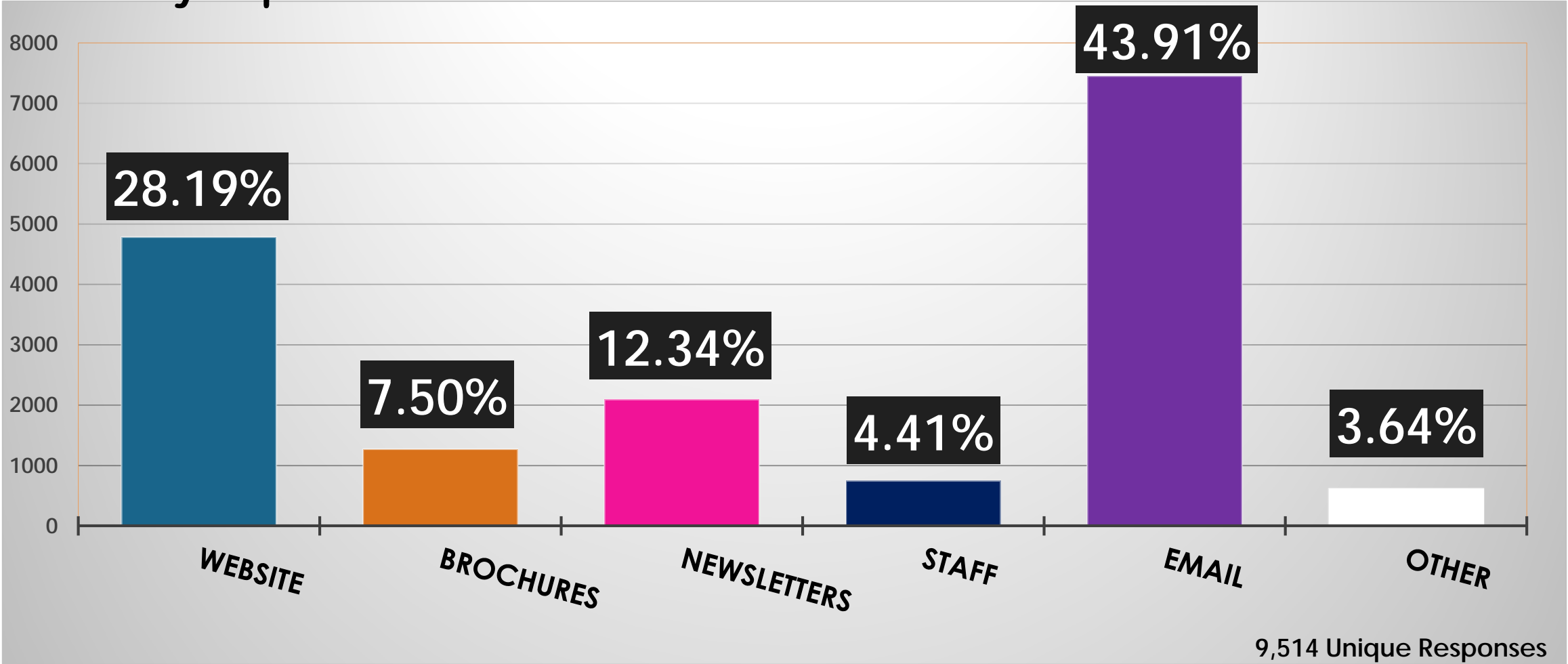


What *type* of information are you interested in?

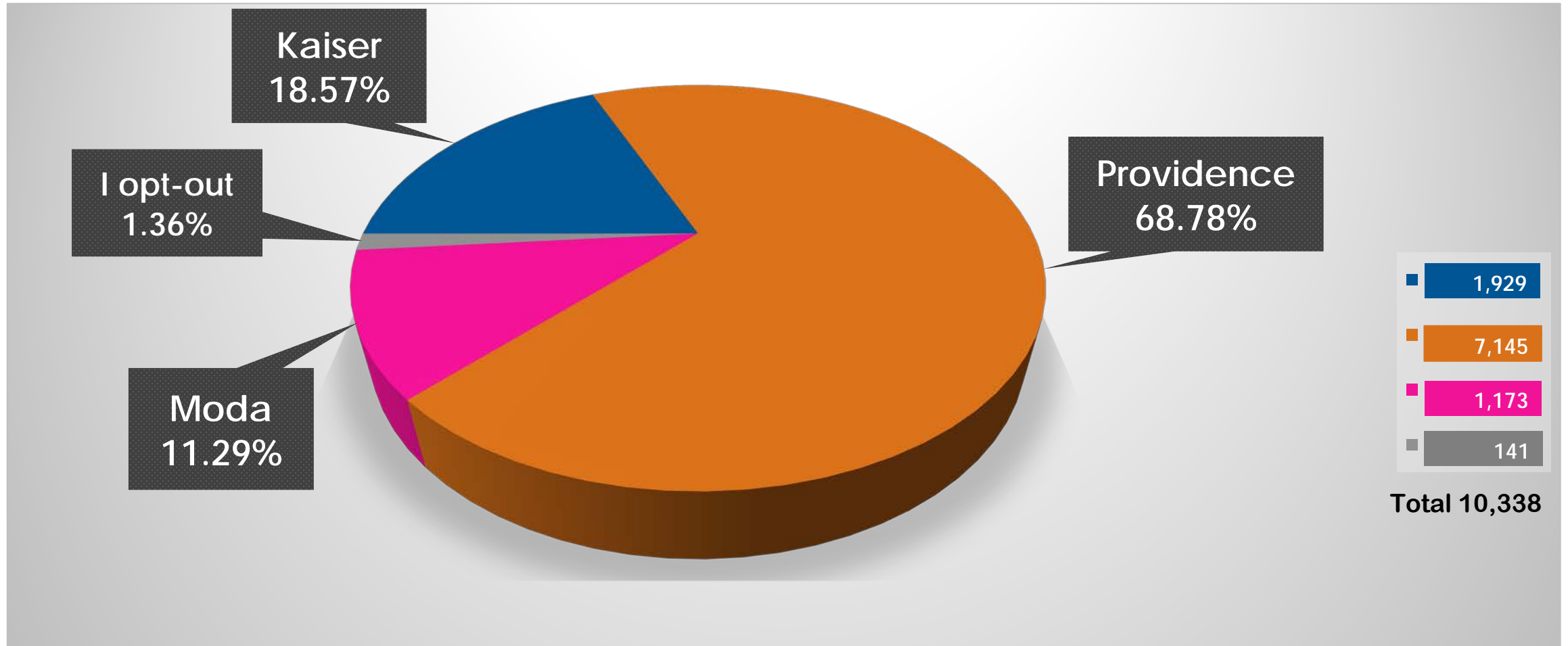




How do you prefer to receive that information?

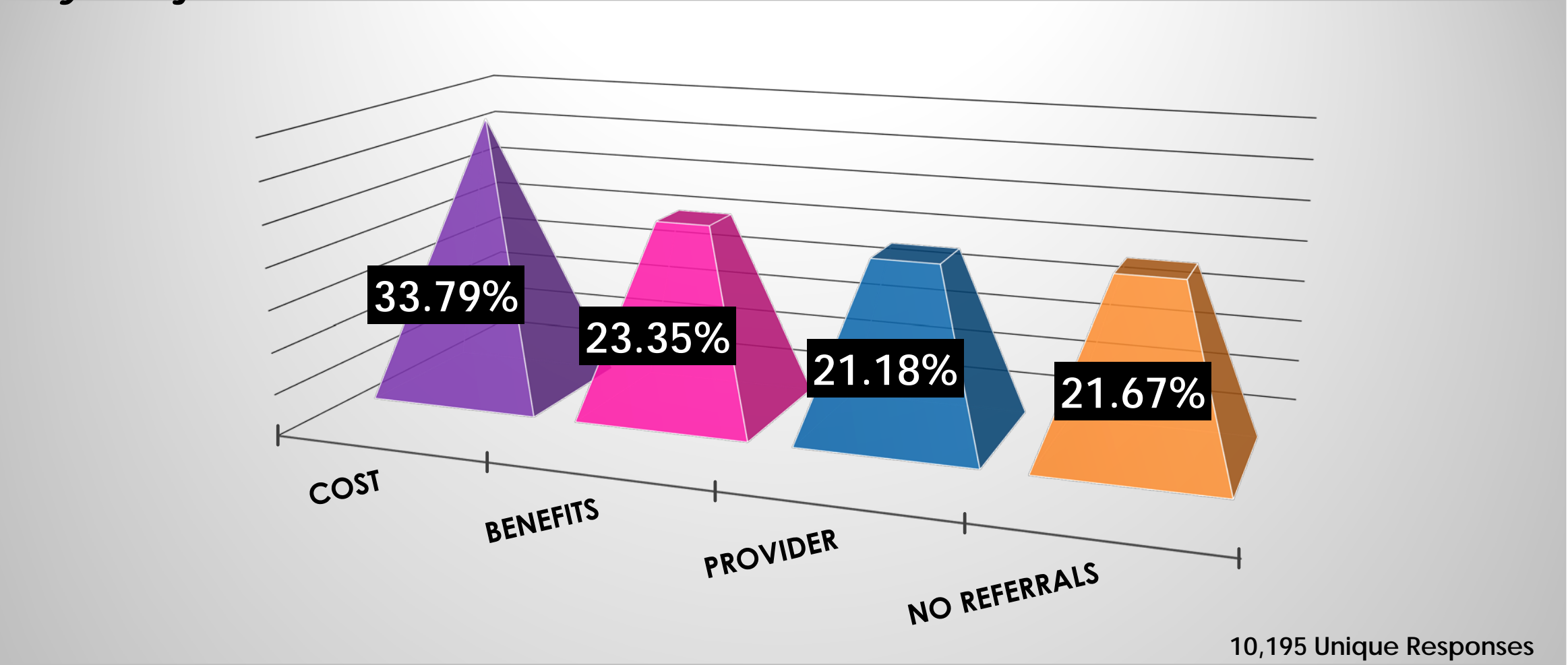


Who is your healthcare carrier?





Why did you choose this carrier?

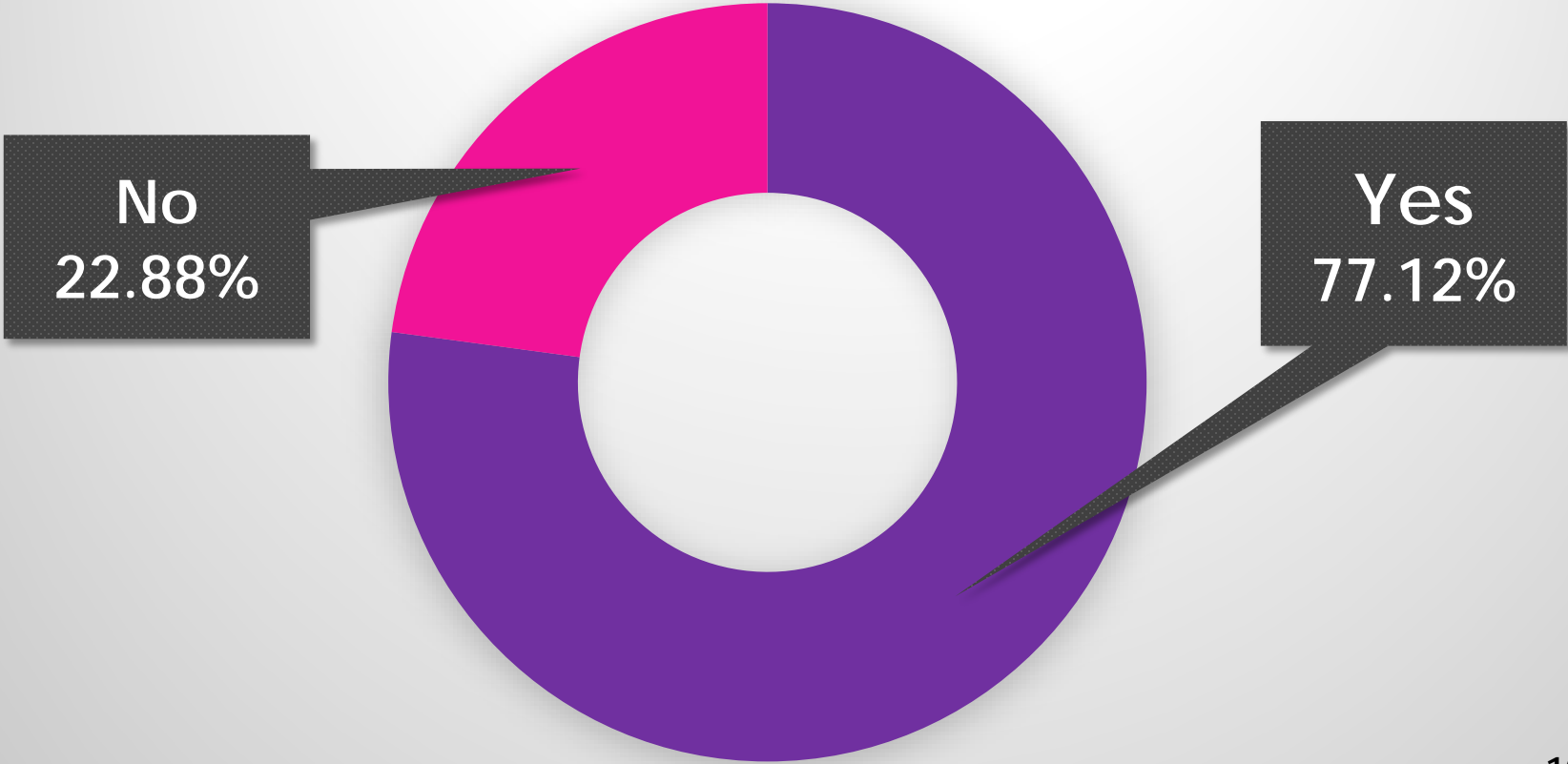


Do you use your carrier's *health and wellness programs*?



10,231 Responses

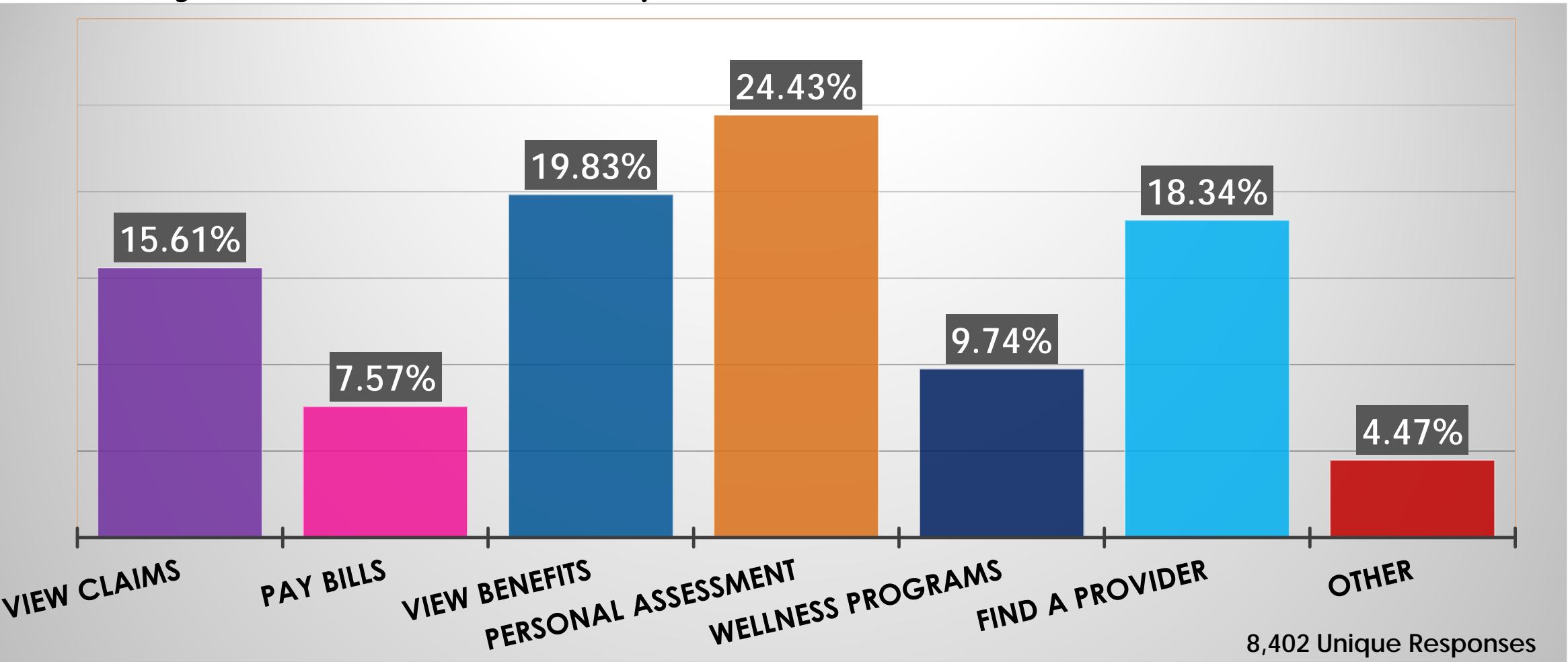
Do you use your carrier's *member portal*?



10,276 Responses

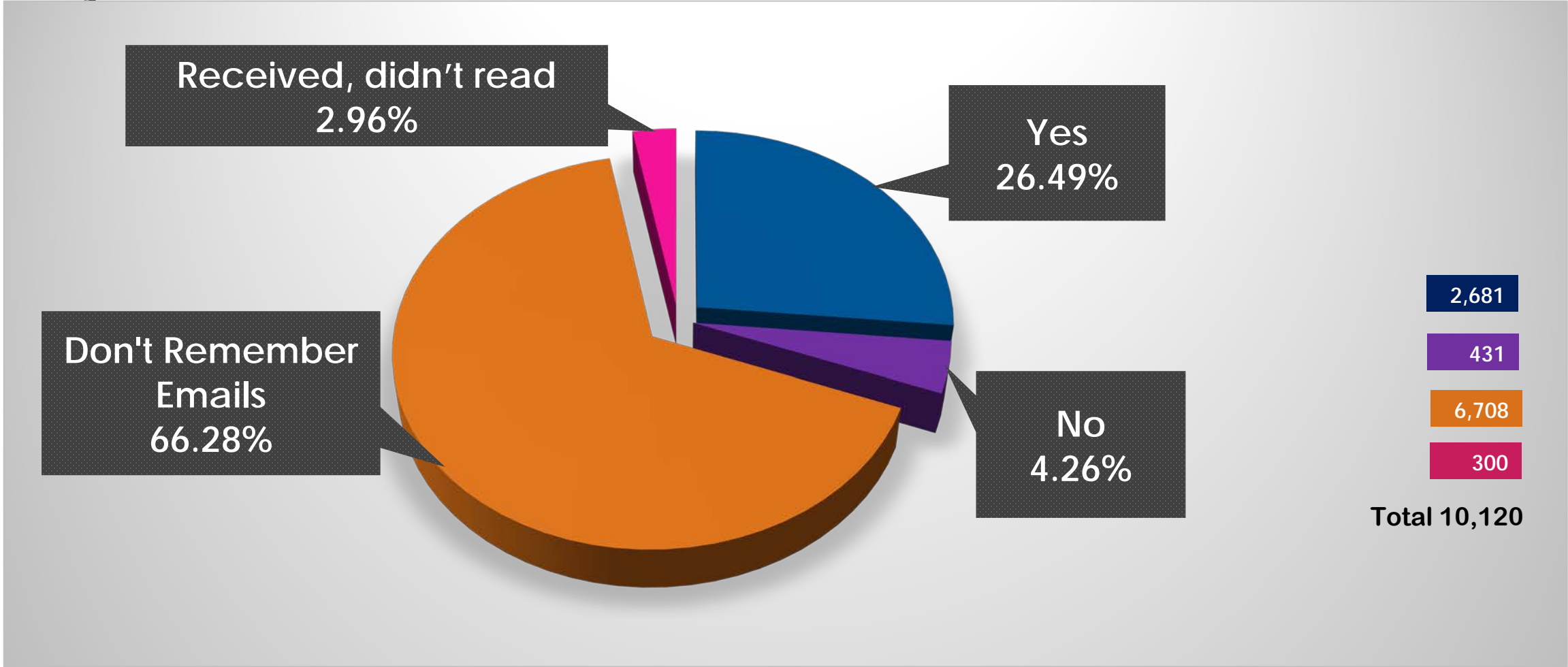


What do you use their member portal for?

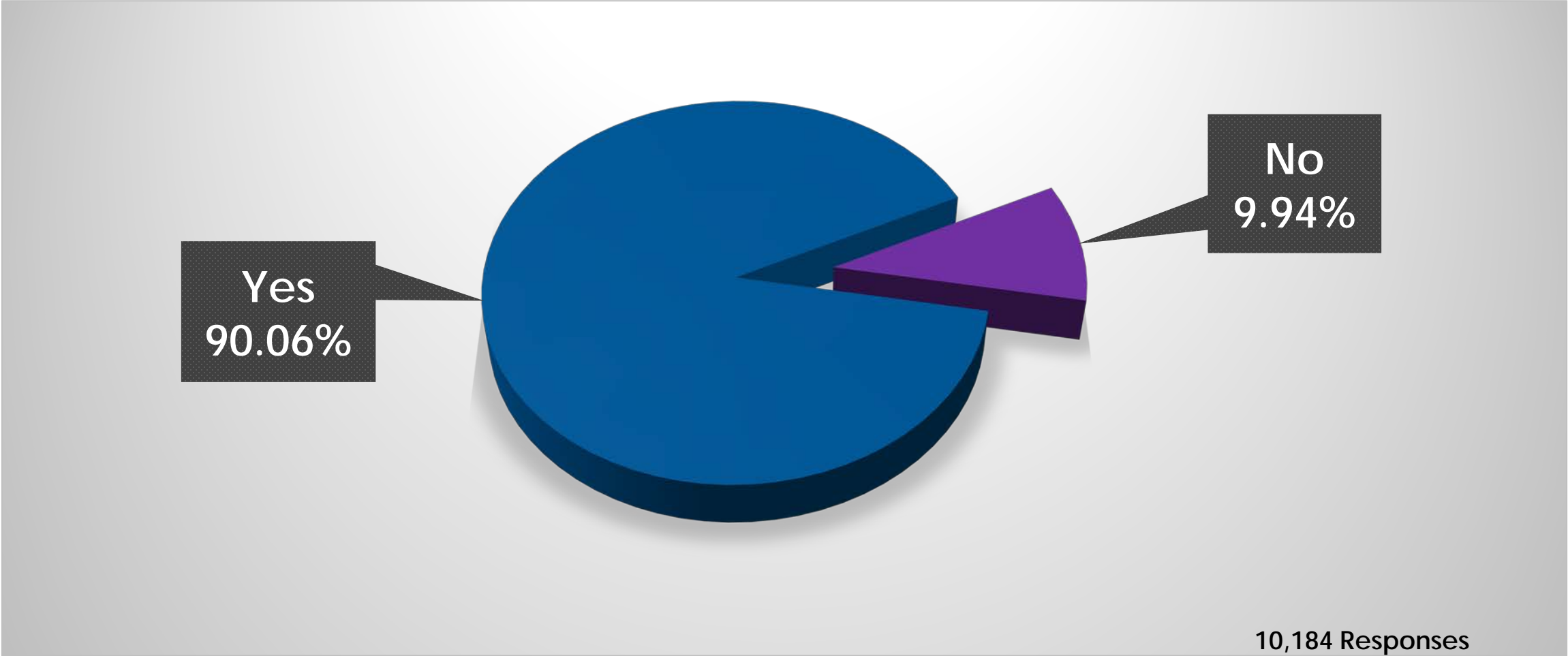




Did you find PMAC emails useful?

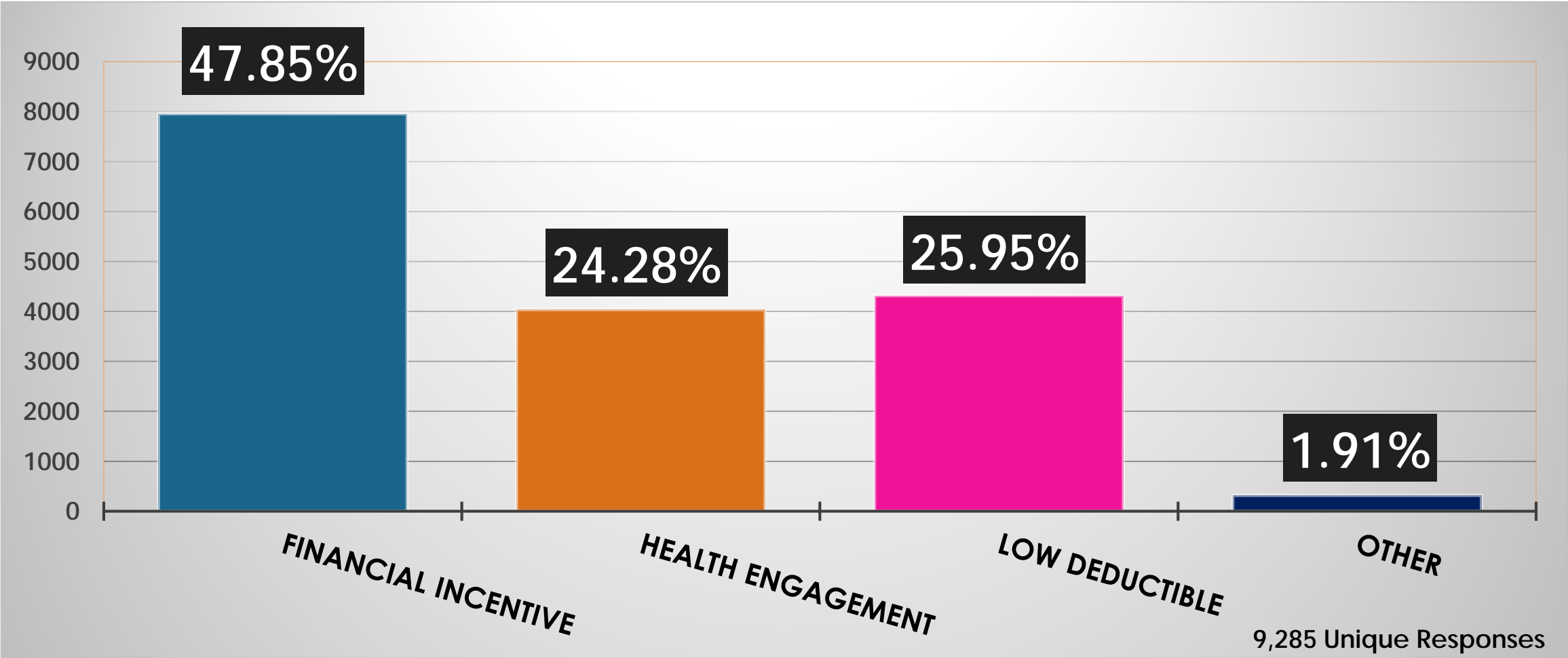


Did you Participate in HEM?



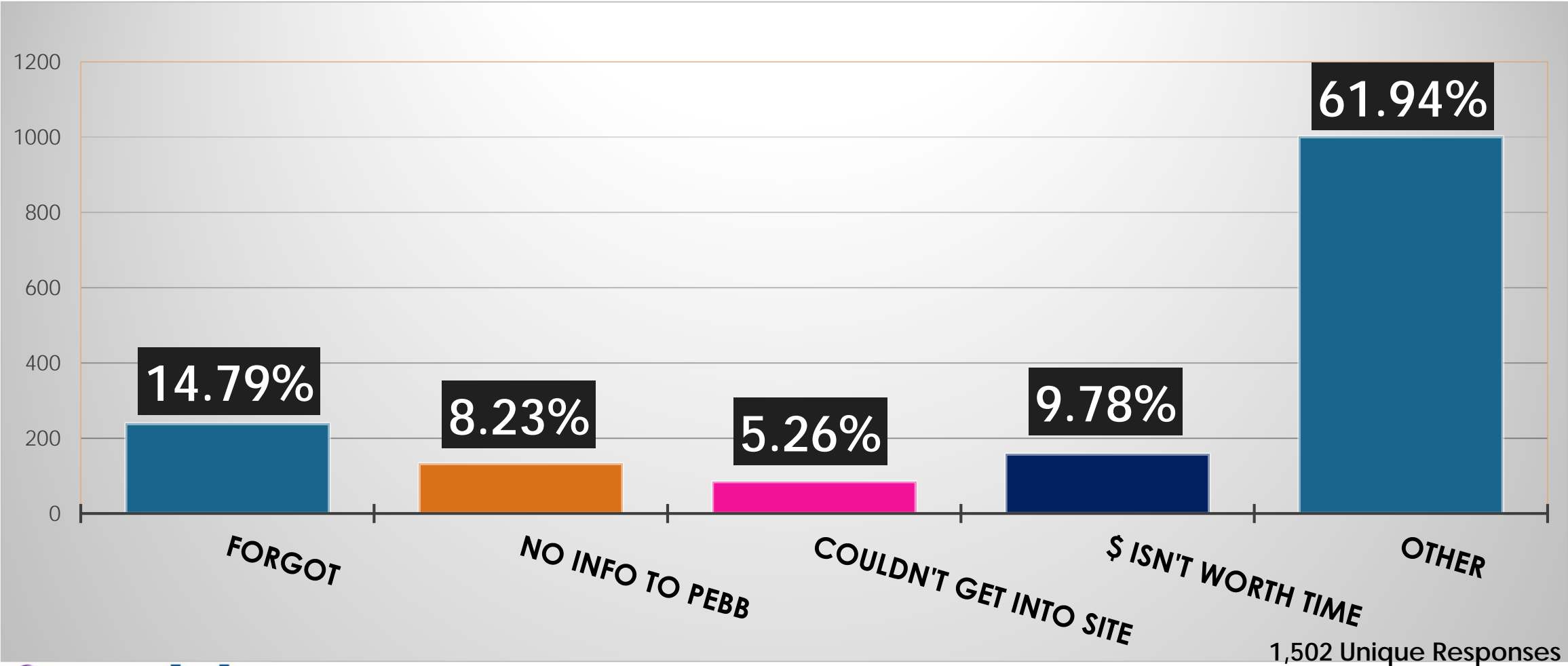


Why *did* you participate in HEM?

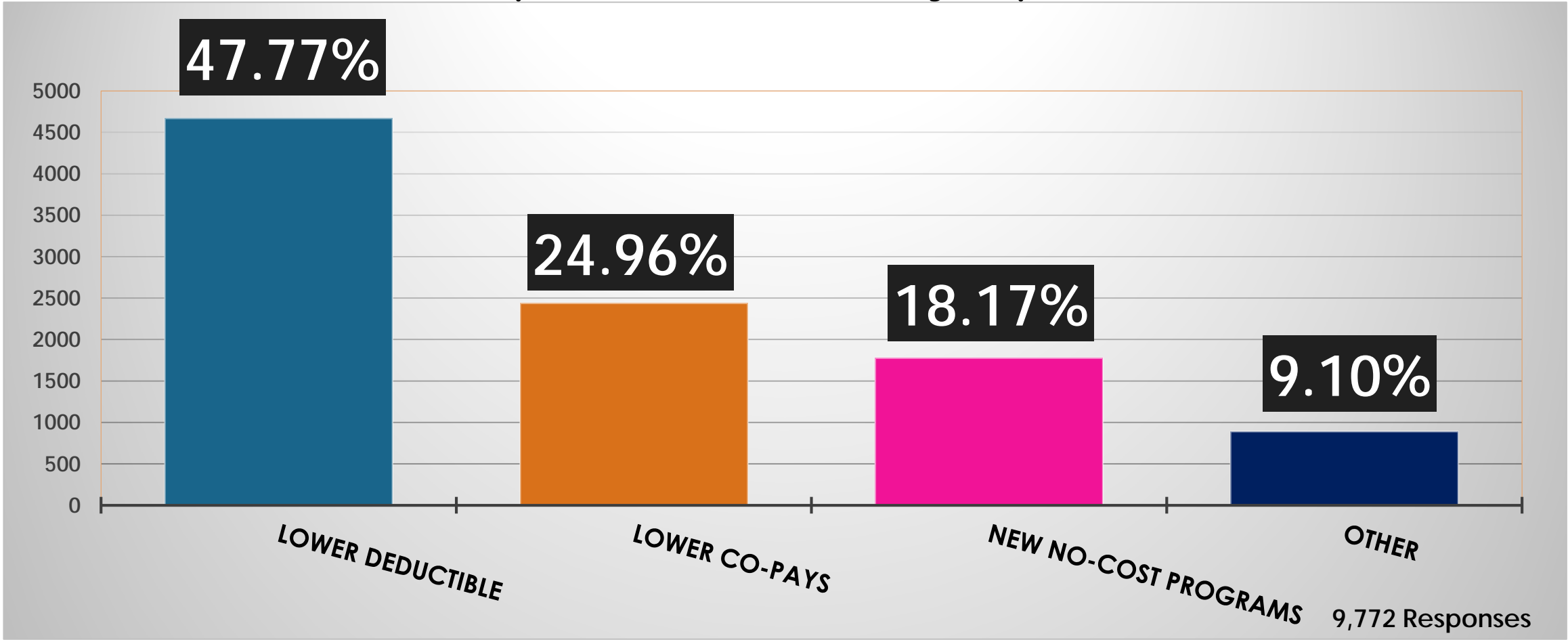




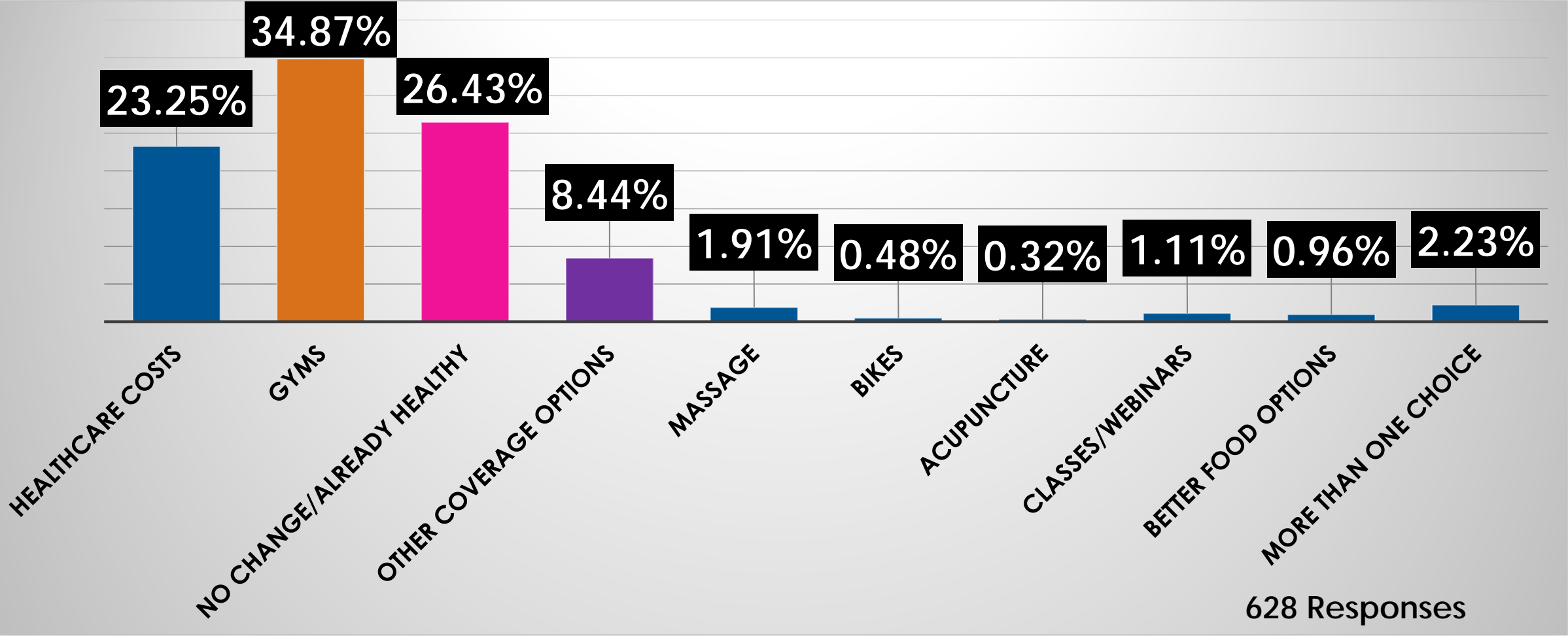
Why *didn't* you Participate in HEM?



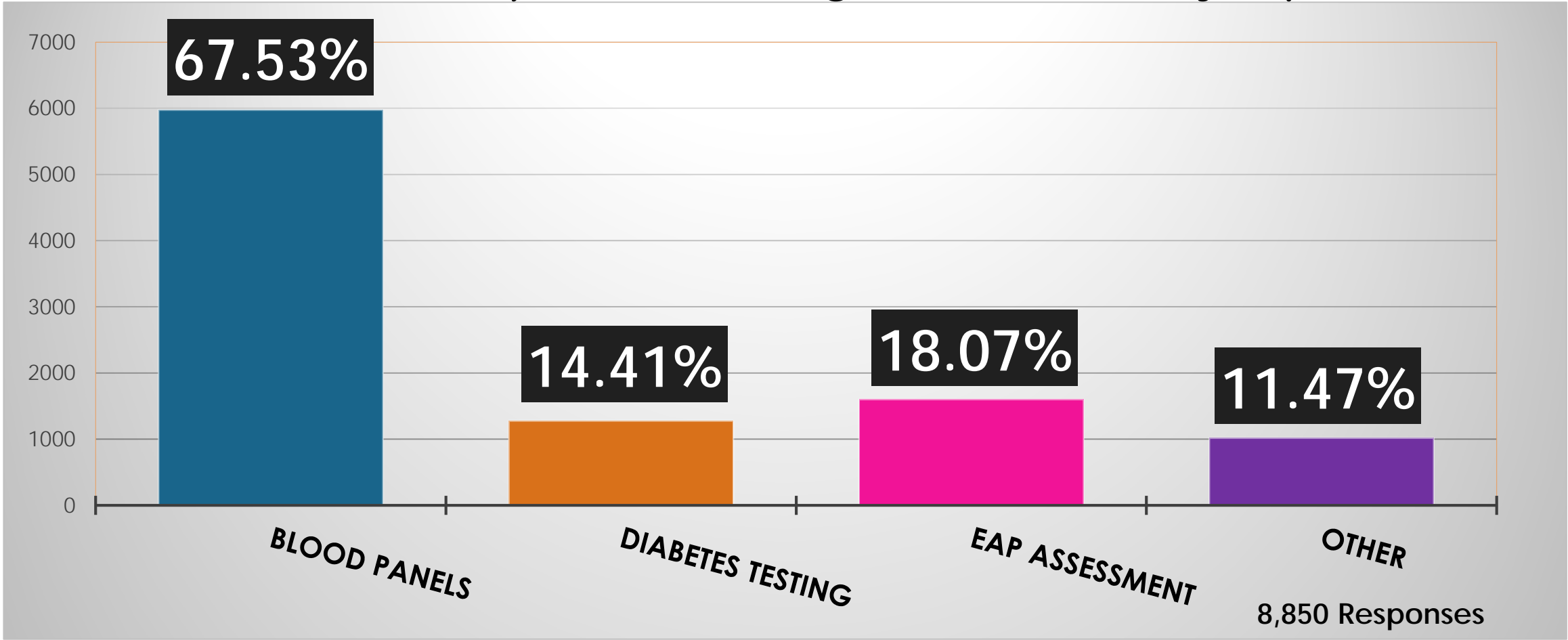
If HEM *incentive* were replaced, what would you prefer instead?



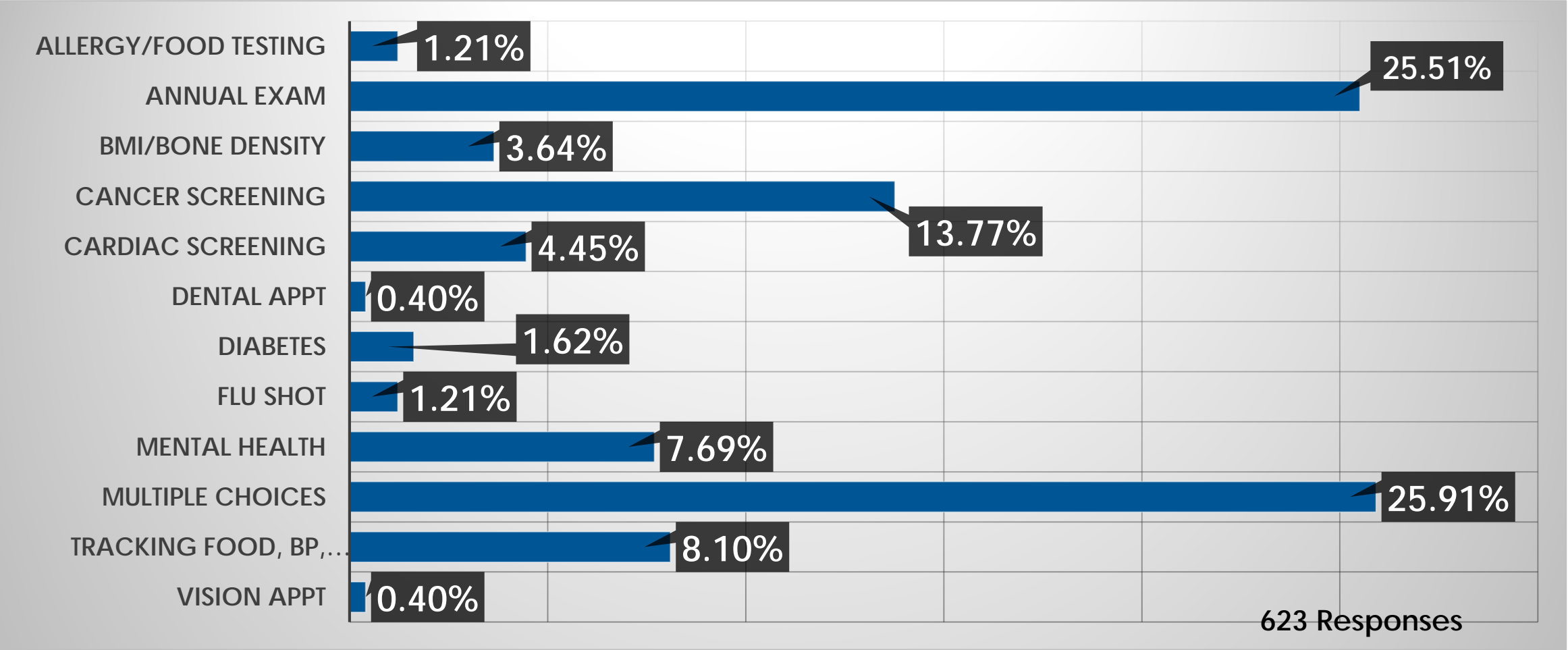
If HEM *incentive* were replaced? – The ‘Other’ Section



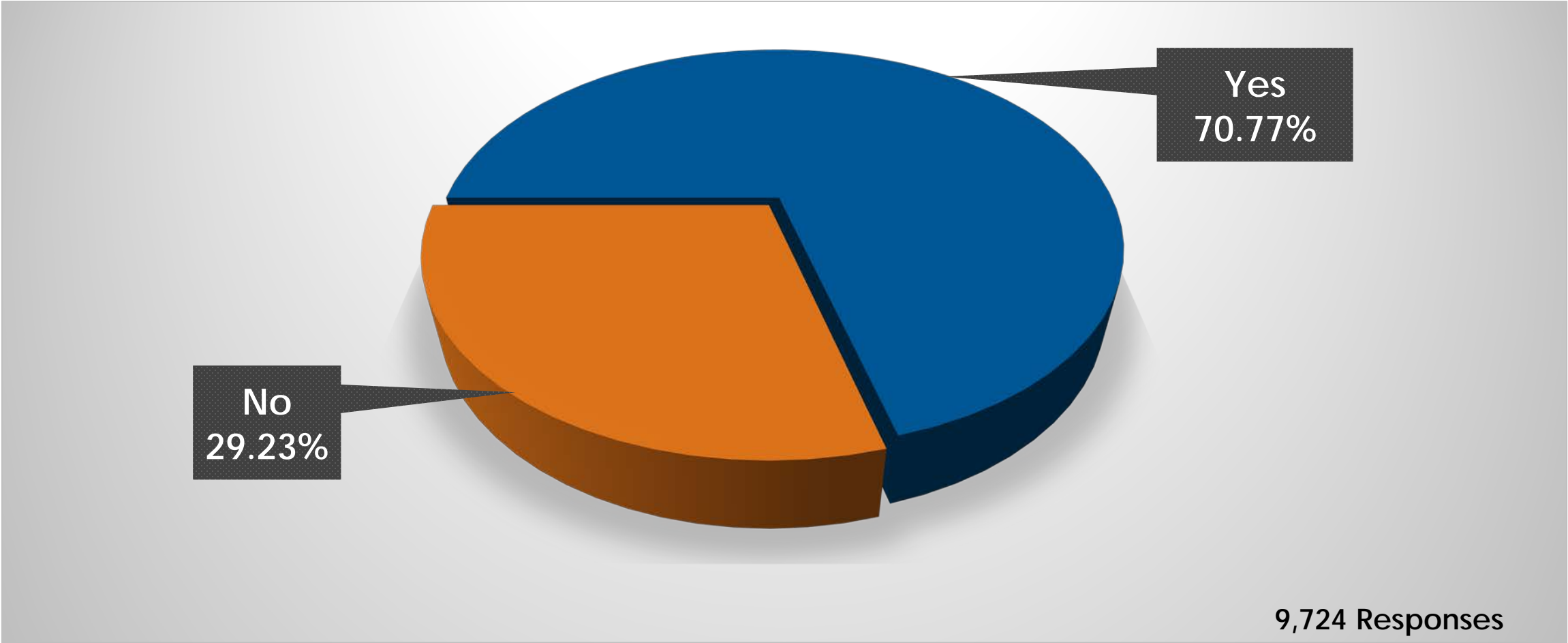
If a HEM assessment *requirement* changed, which would you prefer?



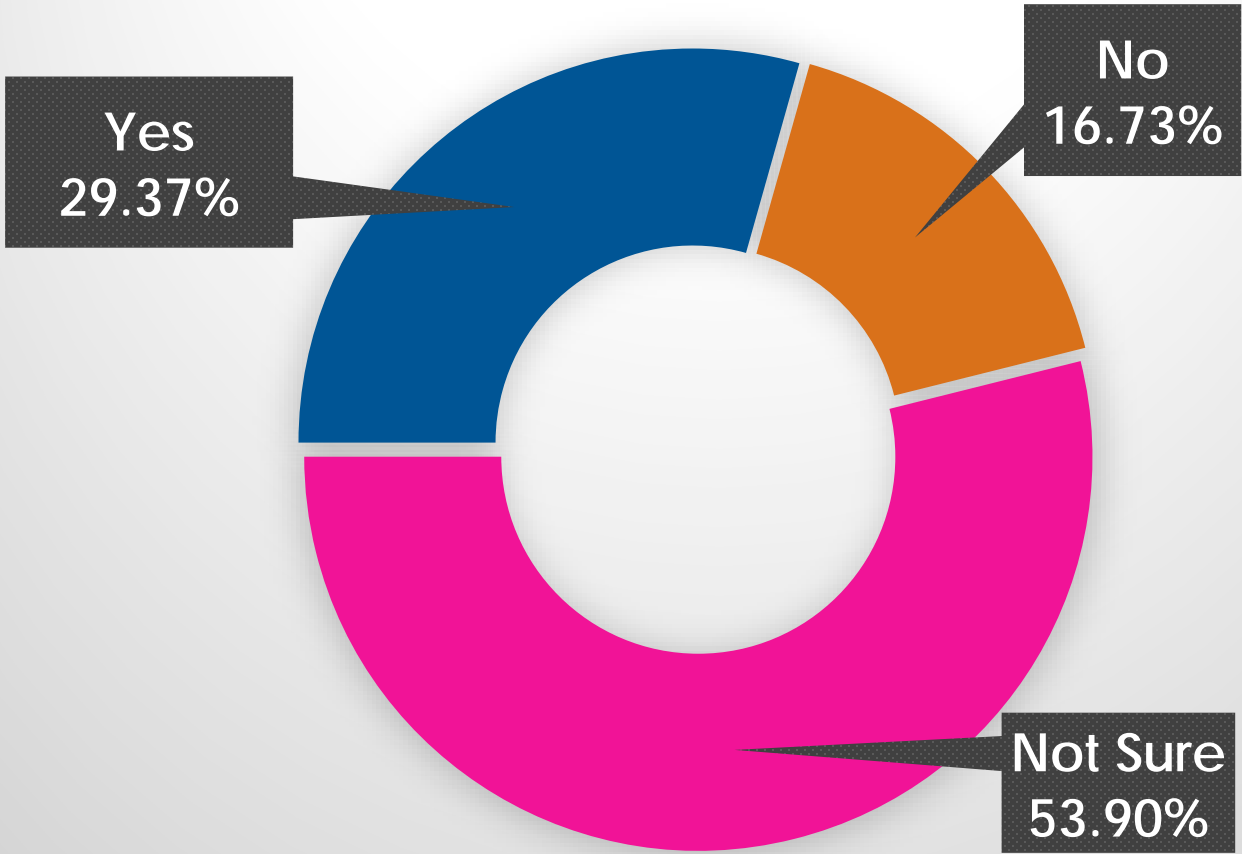
If a HEM assessment *requirement* changed? - The 'Other' Section



Does your worksite support your health?

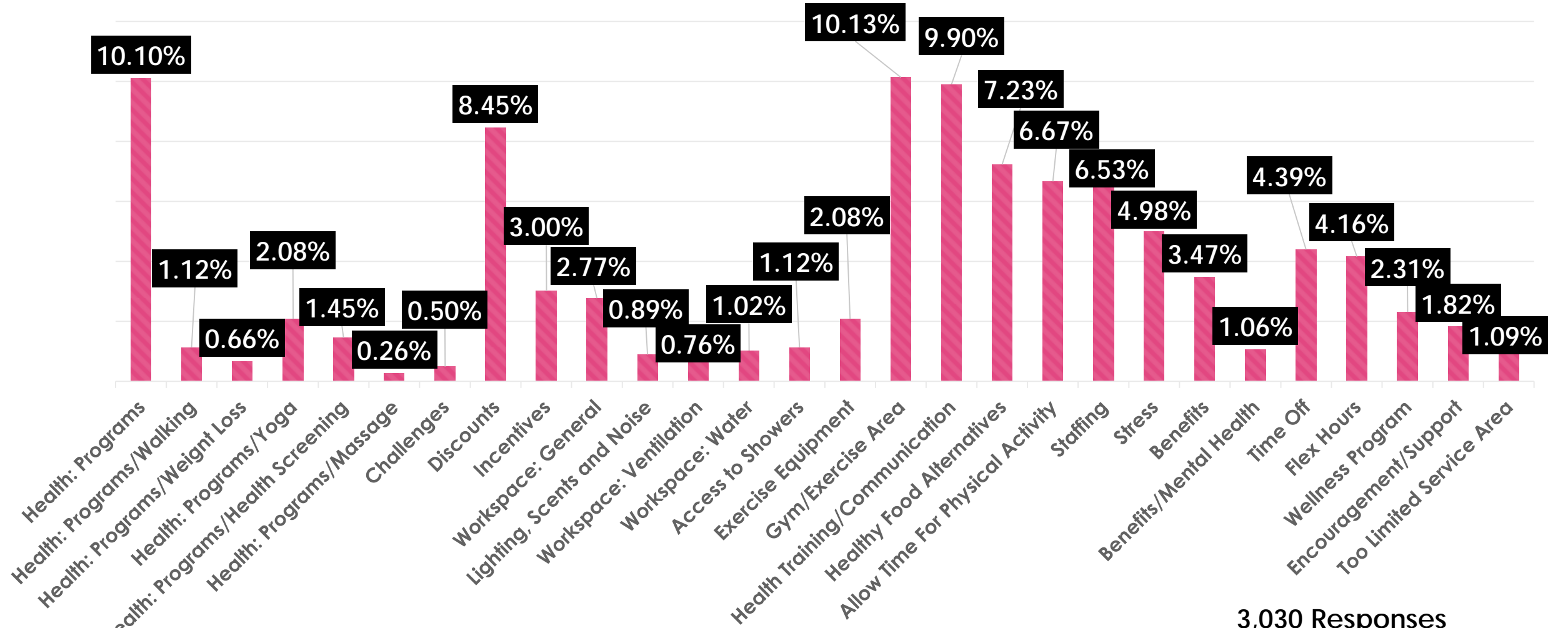


Does your agency have a worksite wellness plan?



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
Keep up the great work and initiatives!
Be bold. Keep up the good work
My office does not currently have a break room that meets the needs of employees. We have about 20
Please add Adventist health i will want Pebb to encourage a one on one interaction, to enable members understand what their optio
It would be very helpful to be able to opt-out of physical mailings and only receive information via
Thank you!" I appreciate all PEBB does for us even though I use the services so seldom.
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
Make this applicable to retirees as well I prefer the 17.50 incentive, especially since most of the health benefits are already free or great
Thank you I am happy to be a PEBB member im a full time seasonal employee, and struggle to keep the 625.00 per mo premium. any help
keep it simple A mandatory training upon hire about pebb. The OHA and PHD orientations are both pretty unhelpful.
"I LOVE what we have Seems like you waste a lot of paper sending huge volumes of reminders about open enrollment. Emails
Thanks for promoting preventative health! Keep up the good works Keep up the great work!
able to cover my parent with my health insurance since she is my dependent.
Great job offering good medical plans at reasonable cost! Please add Vision therapy to the covered services
more wellness programs, maybe like Nutrisystem Good job! Keep employees hydrated, paid parental leave
Being a new hire employee, I find it difficult to understand what exactly PEBB is and what steps I should
I had been a seasonal employee for 12 years prior to this job rotation employing me over the winter.
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
I'm happy with PEBB Can you add free or reduced rates for meditation apps like Headspace or 10% Happier to the list of H
Make Behavioral Health claims online? Is there any evidence that the HEM program changes anything at all? If not, do away with it.
great job! It would seem that prices go up and choices, and quality of health care goes down. Not sure what the
Not enough is being done by our managers and leadership with advocating for workplace wellness. Th
20 years in private sector as insurance agent, benefits are absolutely phenomenal Keep up the great work!
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 b
Also, my husband's company uses TASC rather than ASI for flexible spending. The website and customer The constant emails about checking benefits I signed up for have made me paranoid. How often am I su
I would like also, workers reunions just for fun talking to strengthen the relation among co-workers Good Job everybody!!!!
Good job! Multiple sites for information is difficult to manage. (Having to link to multiple provider websites I would like acupuncture to receive more importance in terms of the deductible and copays. Acupuncture
Wellness committee bring food catering service that will introduce healthy foods to try Encourage agencies to promote exercise.
Thanks for all you do! Very caring and professional I'm so grateful for my benefits!! Please help us be healthier!
The university has an excellent recreational center with many classes, but it is expensive. I have p
My office is dusty, poorly lit, poorly heated and generally not a place I would say has anything hea
Advocate more strongly for member and service direct provider relations, vs insurance "company" dema the support is good
I am confused about how everything ties together. There are several websites and computer things we
The PEBB cost structure is confusing for those of us without a background in economics. It should be
Thank you for supporting the food drive you are really down on drinking/smoking but the state employs the most overweight people great job
If we are able to send excess monies back to the general fund, then we are taxing the employees inst
Do you have a mobile app? I like everything so far Encourage exercise during the work day. PEBB benefits election site needs work
I appreciate all the work the board does to keep things going well for employees. Benefits are a ver
It would be nice to get some help in paying for our member ship to a health club of our choice. lik

