CUSTOMER SERVICE AND WELLNESS SURVEY

2018
Survey Respondents = 10,835

Cindy Bowman
Director of Operations
(PEBB, OEBB)
**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?

- **No**: 88%
- **Yes**: 12%

### Gender:

- Female: 70.04% = 7,424
- Male: 28.94% = 3,068
- Transgender Male: 0.17% = 18
- Transgender Female: 0.05% = 5
- Non-Binary: 0.44% = 47
- Other: 0.36% = 38

### 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?

- Yes: 31.10%
- No: 68.90%

10,793 Responses
What did you call PEBB about?

- BENEFITS: 44.07%
- ENROLLMENT ISSUE: 13.43%
- PAPER ENROLLMENT: 9.10%
- ELIGIBILITY QUESTION: 1.61%
- PLAN CHOICES: 5.00%
- HEM: 4.98%
- ALEX: 7.97%
- OTHER: 2.80%
- CLAIMS / COVERAGE ISSUES: 11.04%

Total responses: 3,517
What did you call PEBB about? – The ‘Other’ Section

- Forms: 4.80%
- Account Maintenance: 27.07%
- Retirement: 26.64%
- Enrollment: 7.42%
- SB 1067: 8.73%
- Worksite Wellness: 13.54%
- HR/Payroll: 3.06%
- Flex Spending: 8.73%

229 Responses
Timeliness of the services provided by PEBB employees?

- Excellent: 44.37%
- Good: 46.68%
- Fair: 7.16%
- Poor: 1.79%

Total 4,246
Was response time prompt

- Excellent: 51.58%
- Good: 39.63%
- Fair: 6.64%
- Poor: 2.15%

Total 3,856
Provided services correctly the first time

- Excellent: 47.43%
- Good: 41.24%
- Fair: 8.48%
- Poor: 2.84%

Total 3,972
Helpfulness of PEBB Employees

- Excellent: 51.69% (2,130)
- Good: 39.21% (1,616)
- Fair: 6.60% (272)
- Poor: 2.50% (103)

Total: 4,121
Rate knowledge and expertise

- Excellent: 48.07%
- Good: 42.02%
- Fair: 7.97%
- Poor: 1.94%

Total 3,915
Overall Quality of Service from PEBB

- Excellent: 50.04%
- Good: 42.47%
- Fair: 5.97%
- Poor: 1.52%

Total 7,113
How could we improve?

- **Website**: 32.53%
- **Informational Emails**: 24.80%
- **Enrollment Guides**: 13.52%
- **Email Inquiry Responses**: 6.77%
- **Phone Inquiry Responses**: 9.75%
- **Other**: 12.63%

7,372 Responses
How could we improve – The ‘Other’ Section

- 18.88%
- 17.76%
- 17.28%
- 14.88%
- 8.32%
- 6.24%
- 5.92%
- 4.96%
- 3.52%
- 1.28%
- 0.96%

625 Responses

- INEFFECTIVE ENROLLMENT
- WEBSITE
- NOT ENOUGH COVERAGE OPTIONS
- KUDOS!
- CARRIER PROBLEMS
- HEM PROBLEMS
- RETIREMENT
- ALEX
- SB 1067

Unsatisfactory Public Employees' Benefit Board
How easy is it to understand PEBB information?

- Very Easy: 12.01%
- Easy: 45.14%
- Can Be Confusing: 39.23%
- Difficult: 2.88%
- Very Difficult: 0.74%

10,116 Responses
Availability of PEBB Information

- **Excellent**: 20.74%
- **Good**: 65.29%
- **Fair**: 12.94%
- **Poor**: 1.03%

Total 10,005
What *type* of information are you interested in?
How do you prefer to receive that information?

- **WEBSITE**: 28.19%
- **BROCHURES**: 7.50%
- **NEWSLETTERS**: 12.34%
- **STAFF**: 4.41%
- **EMAIL**: 43.91%
- **OTHER**: 3.64%

9,514 Unique Responses
Who is your healthcare carrier?

- Kaiser: 18.57%
- Providence: 68.78%
- Moda: 11.29%
- I opt-out: 1.36%

Total: 10,338
Why did you choose this carrier?

- **COST**: 33.79%
- **BENEFITS**: 23.35%
- **PROVIDER**: 21.18%
- **NO REFERRALS**: 21.67%

- 10,195 Unique Responses
Do you use your carrier’s *health and wellness programs*?

Yes 63.99%

No 36.01%

10,231 Responses
Do you use your carrier’s *member portal*?

- **Yes**: 77.12% (10,276 Responses)
- **No**: 22.88%
What do you use their member portal for?

- View Claims: 15.61%
- Pay Bills: 7.57%
- View Benefits: 19.83%
- Personal Assessment: 24.43%
- Wellness Programs: 9.74%
- Find a Provider: 18.34%
- Other: 4.47%

8,402 Unique Responses
What do you use their member portal for? – The ‘Other Section’
Did you find PMAC emails useful?

- Yes: 26.49% (2,681)
- No: 4.26% (670)
- Don't Remember Emails: 66.28% (6,708)
- Received, didn’t read: 2.96% (431)

Total 10,120
Did you Participate in HEM?

- Yes: 90.06%
- No: 9.94%

10,184 Responses
Why did you participate in HEM?

- Financial Incentive: 47.85%
- Health Engagement: 24.28%
- Low Deductible: 25.95%
- Other: 1.91%

9,285 Unique Responses
Why *didn’t* you Participate in HEM?

- **FORGOT**: 14.79%
- **NO INFO TO PEBB**: 8.23%
- **COULDN’T GET INTO SITE**: 5.26%
- **$ ISN’T WORTH TIME**: 9.78%
- **OTHER**: 61.94%

1,502 Unique Responses
If HEM *incentive* were replaced, what would you prefer instead?

- **LOWER DEDUCTIBLE**: 47.77%
- **LOWER CO-PAYS**: 24.96%
- **NEW NO-COST PROGRAMS**: 18.17%
- **OTHER**: 9.10%

9,772 Responses
If HEM incentive were replaced? – The ‘Other’ Section

- **GYMS**: 34.87%
- **OTHER COVERAGE OPTIONS**: 26.43%
- **HEALTHCARE COSTS**: 23.25%
- **MASSAGE**: 8.44%
- **BIKES**: 1.91%
- **ACUPUNCTURE**: 0.48%
- **CLASSES/WEBINARS**: 0.32%
- **BETTER FOOD OPTIONS**: 1.11%
- **MORE THAN ONE CHOICE**: 0.96%
- **2.23%**

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

- **Blood Panels**: 67.53%
- **Diabetes Testing**: 14.41%
- **EAP Assessment**: 18.07%
- **Other**: 11.47%

8,850 Responses
### If a HEM assessment *requirement* changed? - The ‘Other’ Section

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergy/ Food Testing</td>
<td>1.21%</td>
</tr>
<tr>
<td>Annual Exam</td>
<td>25.51%</td>
</tr>
<tr>
<td>BMI/ Bone Density</td>
<td>3.64%</td>
</tr>
<tr>
<td>Cancer Screening</td>
<td>13.77%</td>
</tr>
<tr>
<td>Cardiac Screening</td>
<td>4.45%</td>
</tr>
<tr>
<td>Dental Appointment</td>
<td>0.40%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>1.62%</td>
</tr>
<tr>
<td>Flu Shot</td>
<td>1.21%</td>
</tr>
<tr>
<td>Mental Health</td>
<td>7.69%</td>
</tr>
<tr>
<td>Multiple Choices</td>
<td>25.91%</td>
</tr>
<tr>
<td>Tracking Food, BP, ...</td>
<td>8.10%</td>
</tr>
<tr>
<td>Vision Appointment</td>
<td>0.40%</td>
</tr>
</tbody>
</table>

623 Responses
Does your worksite support your health?

- Yes: 70.77%
- No: 29.23%

9,724 Responses
Does your agency have a worksite wellness plan?

- Yes: 29.37%
- No: 16.73%
- Not Sure: 53.90%

10,024 Responses
How can your workplace better support your health?

1. Health: Programs
2. Health: Programs/Walking
3. Health: Programs/Weight Loss
4. Health: Programs/Yoga
5. Health: Programs/Health Screening
6. Challenges
7. Discounts
8. Incentives
9. Workspace; General
10. Lighting; Scents and Noise
11. Workspace; Ventilation
12. Access to Showers
13. Exercise Equipment
14. Gym/Exercise Area
15. Health Training/Communication
16. Healthy Food Alternatives
17. Allow Time For Physical Activity
18. Staffing
19. Stress
20. Benefits
21. Benefits/Mental Health
22. Time Off
23. Flex Hours
24. Wellness Program
25. Encouragement/Support
26. Too Limited Service Area

3,030 Responses
Anything else you’d like to tell the Board?

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

Keep up the great work and initiatives!

Please add Adventist health

When PEBB documentation is based on an obsolete Kaiser Permanente website, it makes PEBB look bad. Better training on retirement information like what steps they should be taking before they retire.

Thank you!

Please make this applicable to retirees as well.

Thank you. I am happy to be a PEBB member. I am a full time seasonal employee, and struggle to keep the $624.00 per month premium. Any help is greatly appreciated.

A mandatory training program about pebb. The OHA and PHD orientations are both pretty unhelpful.

Seems like you waste a lot of paper sending huge volumes of reminders about open enrollment. Emails ability to cover my parent with my health insurance since she is my dependent.

Great job on doing a good job.

I LOVE what we have.

More wellness programs, maybe like Nutrisystem. Good job!

Keep employees hydrated. Paid parental leave.

I had been a seasonal employee for 12 years prior to this job rotation and never got a chance to go on vacation.

Focus on providing Holistic Wellness Program, in particular massage services and access to free "get"

It would seem that things go up and down, and quality of care goes down. Not sure what the next steps should be.

Great job on the new wellness care.

Not enough is being done by our managers and leadership with advocating for workplace wellness Thank you!

20 years in private sector as insurance agent, benefits are absolutely phenomenal.

I feel like small offices are forgotten. So much of the info we receive does not apply. Everyone see.

I would like also, worker's healing just for fun talking to strengthen the relationship among co-workers.

Good job!

Multiple sites for information is difficult to manage. (Hoping to link to multiple provider websites)

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 am so grateful for my benefits!! Please help us be healthier!

My office is dusty, poorly lit, poorly heated and generally not a place I would say has anything hea

I am confused about how everything ties together. There is several websites and computer things we are really down on drinking/smoking but the state employs the most overweight people.

Do you have a mobile app? I like everything so far.

Encourage exercise during the work day.

I appreciate all the work the board does to keep things going well for employees. Benefits are a very