

HEALTH BENEFITS SATISFACTION SURVEY GUIDE



Do Your Benefits Work For Your Employees?

Why Should You Conduct a Satisfaction Survey?

The first step in understanding the needs of your employees is to ask them! Satisfaction surveys help increase transparency and can be an invaluable source of input for how your health care strategy meets employee needs.

What Should Your Survey Cover?

Satisfaction surveys should address utilization and experience with a health care plan. Below are some insightful data points to start, and these can be customized based on your plan and employee population. Remember to include both your existing benefits and any additions you are considering.

- › Satisfaction with health benefit options
- › Satisfaction with network
- › Current plan utilization
- › Preventive care engagement
- › Prevalence of chronic conditions
- › Understanding of health benefits
- › Satisfaction with enrollment process
- › Requests for benefit plan changes and enhancements

Types of Responses

Y/N

Close Ended

1-5

Rating Scale



Open Ended



How To Get The Right Insight From A Benefits Satisfaction Survey

Make sure you customize your questions to the specific employee benefits you want to address. What objectives are you trying to achieve with your benefits strategy? Increased preventive care? Helping employees lead a healthier lifestyle?

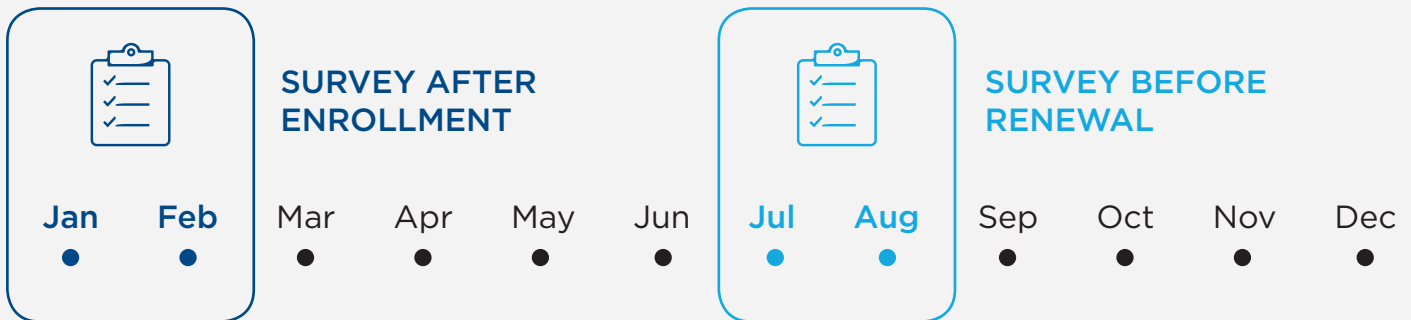
Your survey should be a valuable source of data for measuring the success of your strategy.



Remember, when you send out a link to the survey, make sure it's an **anonymous survey**.

When Should You Conduct A Survey

A good rule of thumb is to survey your population before renewal, so you can factor their feedback into your decision making. Also consider collecting feedback after enrollment and if you review your health care benefits strategy more than once a year.



Sample timeline for January 1 renewal



Communicating Survey Results With Employees

Communication is critical to making satisfaction surveys feel transparent and worthwhile for employees. Your message should acknowledge your population's input and inform them how their feedback influenced the health care strategy and decision making.



Sample Survey

How satisfied are you with the health benefit choices being offered?

1. Not satisfied 2. Somewhat dissatisfied 3. Neutral 4. Satisfied 5. Extremely satisfied
-

Do you understand the health benefits that are available to you?

- Yes No
-

How satisfied are you with the network of health care providers included in your plan?

1. Not satisfied 2. Somewhat dissatisfied 3. Neutral 4. Satisfied 5. Extremely satisfied
-

How satisfied were you with the enrollment process?

1. Never 2. Rarely 3. Sometimes 4. Regularly 5. Often
-

How much are you currently utilizing your plan?

1. Never 2. Rarely 3. Sometimes 4. Regularly 5. Often
-

Did you receive or do you plan on receiving an annual checkup or preventive screenings this year?

- Yes No
-

Do you have a chronic health condition?

- Yes No
-

If so, does your current plan satisfy your health needs for this condition?

- Yes No

Please explain:

Are there specific benefits that you would like included in future benefits plans?

- Yes No

Please explain:



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