Summary of Faculty Health Benefits Survey

Fall 2016

General information:

- N = 128 faculty members (colleges were not identified)
- Of those who responded, 125 use the health benefits, 3 do not
- 60.2% (n= 77) are interested in learning about what other health insurance carriers have to offer

Overall Satisfaction:

- 62.5% were ‘satisfied’ or ‘very satisfied’ with the benefits package
- Comments (selected for representativeness):
  - Routine lab work not covered
  - Co-pays are too high (several noted that the co-pays for PT are very high due to the need for repeated visits in a short time frame)
  - Customer service is not helpful
  - Concerned about going to a participating facility and not knowing that all services will be covered.
  - Should look into the coverage that GHP offers
  - Need health promotion coverage (gym memberships, etc)
  - Increase in co-pays has been frustrating

Primary Health Benefits:

- 92.2% (n= 118) of respondents have accessed the health benefit since the transition to Highmark
- 38.8% ( n= 49) of respondents have experienced issues with their health coverage since the transition to Highmark
- Satisfaction with health benefits: 62.9% (n=66) were ‘satisfied’, 13.3% (n = 14) were ‘neither satisfied nor dissatisfied’, 18.1% (n = 19) were ‘unsatisfied’, and 5.7% (n = 6) were ‘very unsatisfied.’ (no respondents were ‘very satisfied.’)
- Comments:
  - Please include the following in our health benefits:
    - Hearing aids
    - Wellness services
    - Ambulance service choices
    - Dental implants
    - Massage coverage
Vision benefits:

- 51.6% (n=66) have accessed the vision benefits since the transition to Highmark
- 43.1% (n=25) were ‘satisfied’, 27.6% (n=16) were ‘neither satisfied nor dissatisfied,’
  22.4% (n=13) were ‘dissatisfied’, and 6.9% (n=4) were ‘very dissatisfied.’ No one was
  ‘very satisfied.’
- Comments:
  - Not enough services are covered
  - Need check-ups annually
  - Coverage for glasses and contacts is poor – out of pocket expenses are too high
  - We have lost several places that used to be participating
  - Contact lens evaluations are required annually but are not covered
  - The coverage does not align with what optometrists recommend at visits
  - Coverage for glasses and contacts should renew annually

Dental coverage:

- 81.3% (n=104) have accessed the benefit since the transition
- 27.3% (n=27) were ‘very satisfied’, 55.6% (n=55) were ‘satisfied’, 9.1% (n=9) were
  ‘neither satisfied nor dissatisfied’, 5.1% (n=5) were ‘dissatisfied’, and 3.0% (n=3)
  were ‘very dissatisfied’.
- Comments:
  - Participants were assured that a certain service would be covered and then
    received a bill
  - Need coverage for adult fluoride treatments, bridges, implants, adult
    orthodontics, night guards (for teeth grinding) and appliances for sleep apnea
  - Need increased reimbursement for orthodontics and crowns

Human Resources:

- 28.1% (n=36) of respondents have contacted HR regarding their benefits since the
  transition to Highmark
- 5.5% (n=7) had issues or problems with HR handling the issue; 21.9% (n=28) had no
  issue.
- Most respondents (71.4%) were either satisfied or very satisfied with the ability of the
  HR staff to answer their questions.
- Comments:
  - Took a long time to get answers or a resolution to the issue
  - Very courteous and knowledgeable
  - Re-directed to Highmark customer service, (not helpful)