

Health Plan Survey for Employers



This survey has been designed for employers to assess the effectiveness of health plan offerings among their participants.

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Not Sure	Not Applicable
My Employer's Health Plan						
I value my employer's health plan as an important benefit.						
I am satisfied with my employer's health benefit features including plan options and the employee share of premium.						
Health Readiness Indicators						
I understand my (and my family's) health benefit needs.						
I have a roadmap for balancing my premium and out-of-pocket affordability.						
I know that my preferred doctor(s) and hospital are included in my plan's network.						
I am confident that my health plan meets my (and my family's) health care needs.						
Planning Tools & Educational Resources						
Overall I am satisfied with the planning tools and educational resources offered by the health plan.						
The health plan's online planning tools and educational resources are helpful and meet my needs.						
The educational meetings and seminars offered have been helpful for me to plan and make informed decisions about the health plan.						
I can contact a benefits advisor if I have questions about my health care coverage.						
Plan Services / Account Management						
Overall I am satisfied with the health plan's website and customer services.						
The website is easy to navigate and obtain information and/or process my requests.						
The automated telephone system is easy to use, obtain information and process requests.						
The telephone contact center representatives are courteous, professional and provide me with the assistance that I need.						
My health plan account statements, or explanation of benefits, are timely and accurate.						
My employer provides a description of the different plan options my employer provides.						
My employer provides a comparison of costs of the health plans offered.						
Options						
I am knowledgeable about premiums, out-of-pocket costs, benefits, and provider networks and prefer to manage my health care options on my own.						
My employer has notified me about all of my health care options including the Individual Exchange where I can buy health care.						
I understand that starting in 2014, I am required to have health care coverage or pay a tax penalty.						

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