

BENEFITS

OPEN ENROLLMENT SURVEY 2019

Purdue is committed to engaging faculty and staff in their personal healthcare journey.

Our strategy is centered around education and arming you with the tools you need to make wise decisions related to your healthcare benefits. We take the feedback you provide in our post open enrollment survey seriously and strive to improve how we structure and communicate our plan benefits and costs. Thank you to all who participated in this year's survey. Below is some of the feedback we received and a list of steps we are taking to address changes employees hope to see in the future.



*Management, Police, Fire, and Skilled Trades, Executive and Other

FAVORITE THINGS ABOUT PURDUE BENEFITS:

- COMPREHENSIVE COVERAGE** (HEALTH, DENTAL, VISION)
- PLAN OPTIONS & IN-NETWORK OPTIONS**
- AFFORDABILITY & HEALTH SAVINGS ACCOUNT**
- HEALTHY BOILER PROGRAM & INCENTIVES**
- LARGE NUMBER OF IN-NETWORK DOCTORS**
- LOW-COST SERVICE AT CENTER FOR HEALTHY LIVING**
- PRESCRIPTION DRUG COVERAGE WITH CVS**

CHANGES EMPLOYEES HOPE TO SEE IN THE FUTURE:

- MORE TIME TO REVIEW PLAN INFORMATION**
- EXPANSION OF MENTAL HEALTH RESOURCES**
- MODIFIED TIER STRUCTURE FOR PREMIUMS**
- EXPANSION OF HOURS AND SERVICES AT CENTER FOR HEALTHY LIVING**
- WORK-LIFE INTEGRATION (FLEXIBILITY, ABILITY TO WORK REMOTELY)**
- IMPROVEMENT OF HEALTHY BOILER WELLNESS PORTAL**
- MORE COST CONTROL WHILE STILL OFFERING QUALITY BENEFITS**
- MORE AVAILABILITY OF NUTRITIOUS FOOD ON CAMPUS**
- CONTINUED AVAILABILITY OF SPOUSAL COVERAGE**

TOP-RATED COMMUNICATION METHODS:

BENEFITS WEBSITE



CAMPUS MAILED BENEFIT GUIDE

HOME MAILED BENEFIT GUIDE



PURDUE TODAY ARTICLES

RESPONSE

HOW WE ARE ADDRESSING FEEDBACK

1

We continue to improve the **Healthy Boiler portal** to make it easier for you to login, upload your biometrics, and utilize all of the resources the portal offers. Some changes have already been rolled out and more improvements will follow this year. We have produced a video that provides a tour of the portal and provide instructions on how to use it.

2

We want to make it more convenient for you to take advantage of the Healthy Boiler incentive program and earn your additional HSA contribution. So, this year we will be conducting **biometric screenings** in multiple locations around campus through your **benefit ambassador**. Watch for more information about dates and locations.

3

This fall, we will be providing you with **2020 plan information and costs** well in advance of our open enrollment period so that you and your family have ample time to review your options. We are also changing our open enrollment dates so there will be **two full weekends** during the enrollment period giving you and your family more time to review your options together.

4

Working with our partner, LHD Benefit Advisors, we are conducting a **benchmark survey** to compare healthcare plan options. This data will help us evaluate the competitiveness of our plans. We expect this to be completed mid-summer.

5

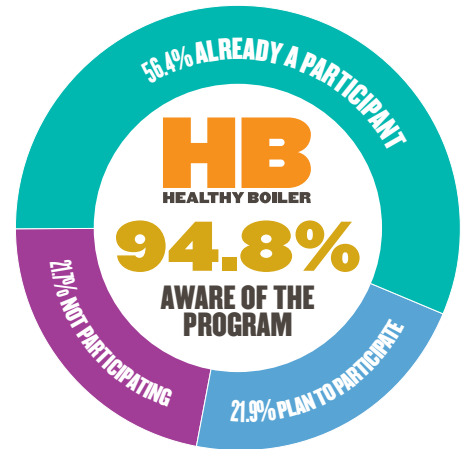
We are committed to providing transparency in our plan designs and have been meeting **regularly with campus committees** to get direct feedback and input.

6

Expanding capacity at the CHL – including additional providers and services – is also among our goals as we move forward. We have been meeting with community healthcare groups and reviewing how we can expand our services in connection with them to better serve you.

7

We are evaluating **options for spousal coverage**, including a surcharge in order to allow spousal coverage to continue.



LIVEHEALTH ONLINE USAGE

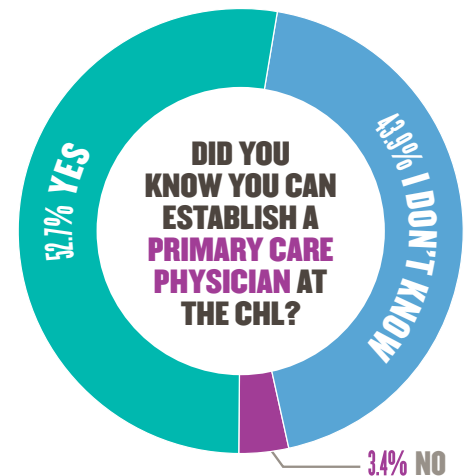
4.6%

68.9% NO USAGE * 26.5% UNAWARE OF SERVICE

TELEPHONIC COACHING USAGE

1.0%

71.0% NO USAGE * 28% UNAWARE OF SERVICE



24.2%

PREVIOUSLY HAD A PRIMARY CARE APPOINTMENT AT CHL

72.2% NO APPOINTMENT * 3.7% DON'T KNOW

24.4%

PREVIOUSLY HAD A WELLNESS APPOINTMENT AT CHL

69.1% NO APPOINTMENT * 6.5% DON'T KNOW