

2016 Aflac Open Enrollment Survey

Top employee findings



Education

The open enrollment window is a critical time period for employee education:

58%

58 percent of respondents spent the most time learning about their benefits during open enrollment, as opposed to another time or event throughout the year.

Many admit they're in the dark when it comes to health plan details:

59%

59 percent of respondents say there are at least some things they don't understand about their overall policies, including things like deductibles, copays or providers in their network.

Employees need more education about high-deductible health plans:

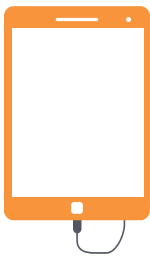
52%

Many report negative experiences with HDHPs. **52 percent** regret choosing an HDHP, nearly 3 in 5 (**59 percent**) said an HDHP was financially detrimental for them and/or their family, and **51 percent** did not understand how an HDHP works.¹

Benefits mistakes can be costly:

54%

54 percent estimate they waste up to \$750 each year because of mistakes they make during open enrollment with their insurance benefits.



Technology

Employees want simpler benefits information and tools:

72 percent of employees say reading about benefits is long, complicated or stressful. In an ideal world, **50 percent** say they'd prefer their benefits enrollment process to be more like Amazon.com, with easy-to-compare options online.

Time spent

Most people are on autopilot when it comes to benefits selection:



93 percent choose the same benefits year after year, and many spend little time researching their benefits.

In fact, **57 percent** spent less than 30 minutes during their last enrollment.

Benefits advice

Employees value subject matter experts for benefits advice:

49 percent say they trust an insurance agent or an HR person at their workplace most about the need for insurance benefits.

Many employees want one-on-one benefits assistance:



If given the chance, **49 percent** of respondents who didn't have the option to speak with someone face to face or over the phone said they would take advantage of the opportunity.

¹Respondents somewhat agree, completely agree or strongly agree with each statement.

The 2016 Aflac Open Enrollment survey is a review of employees' views on a range of workplace benefits topics, with a focus on major medical and health insurance options during benefits open enrollment. The survey was conducted online within the United States from June 16 – July 5, 2016, among 1,900 adults ages 18 and older who are employed full or part time. The sample was nationally representative and fielded to match U.S. census demographics. No theoretical sampling error can be calculated; a full methodology is available.