1109 employees participating in medical benefits out of 1212 eligible

1109 employees participating in medical with 552 covered dependents

Average Age of Covered employees = 50

Survey Conducted in September 2019

431 survey responses out of 1212 eligible to participate. Statistically significant.
Tier Participation

- Employee Only: 77%
- Employee Child(ren): 11%
- Spouse/Partner: 6%
- Family: 6%
Q1 - Which of the following benefits provided by Palm Beach State College have you or a family member used in the past twelve months?
Q2 - Overall, are your out of pocket costs for your visits what you expected?

- Higher than expected: 55%
- Lower than expected: 2%
- What I expected: 37%
- Did not know what to expect: 5%
Q3 - How satisfied are you with the Provider Network (i.e. Primary, Specialist, Hospitals) you can choose from under your medical plan?
Q4 - Have you or a family member ever utilized Teladoc? (A 24/7/365 telehealth phone or video consultation with a US Board Certified Doctor)
Q5 - Would you utilize Teladoc again?

Yes: 86%
No: 14%
Q6 - Based on your knowledge of medical insurance in the Florida market, your monthly premium (payroll deduction) is:

- Higher than expected: 40%
- Lower than I expected: 10%
- What I expected: 51%
Q7 - Which three insurance benefits already offered by PBSC are most important to you and your family?

- Medical: 34%
- Retirement: 26%
- Dental: 18%
- Group Employer Paid Life Insurance: 8%
- Long Term Disability: 7%
- Vision: 7%
- EAP: 1%
Q8 - What is your preferred pharmacy available within our network?

- Walgreens: 49%
- Publix: 35%
- Other: 6%
- Walmart: 5%
- Costco: 2%
- Mail order: 2%
Q9 - Why is it your preferred pharmacy?

- Location: 54%
- Cost: 21%
- Service level: 19%
- Other: 6%
Q10 - What is your level of satisfaction with the prescription coverage provided by Florida Blue for you and/or your family?

- Extremely satisfied: 12%
- Very satisfied: 23%
- Satisfied: 52%
- Not very satisfied: 11%
- Not at all satisfied: 2%
Q11 - Which dental coverage did you choose, DHMO or DPPO?

- DHMO: 49%
- DPPO: 51%
Q12 - Why did you choose your current dental plan?

- Cost: 48%
- Dental network providers: 35%
- Other: 11%
- No cap: 4%
- Orthodontia: 2%
Q13 - Please choose the three voluntary benefits most important to you and your family.
Q14 - How much do you agree with the following statement? The current employee benefits meet your and/or your family's needs.

- Strongly agree: 9%
- Agree: 47%
- Neither agree nor disagree: 25%
- Disagree: 13%
- Strongly disagree: 6%
Q15 - How long have you been with the College?

- 0 - 5 years: 36%
- 6 - 10 years: 21%
- 11 - 15 years: 16%
- More than 15 years: 26%
Overall, are your out of pocket costs for your visits what you expected?

- Higher than expected: 55%
- Lower than expected: 2%
- What I expected: 37%
- Did not know what to expect: 5%
What is your level of satisfaction with the prescription coverage provided by Florida Blue for you and/or your family?

- Extremely satisfied: 12%
- Very satisfied: 23%
- Satisfied: 52%
- Not very satisfied: 11%
- Not at all satisfied: 2%
How much do you agree with the following statement? The current employee benefits meet your and/or your family's needs.

- **Strongly agree**: 9%
- **Agree**: 47%
- **Neither agree nor disagree**: 25%
- **Disagree**: 13%
- **Strongly disagree**: 6%