

TOPLINE REPORT

Phase 2: Securian Benefits Survey

September 2017

Background

Document Overview

This memo summarizes the results of the Phase 2, Securian Benefits survey. This document contains an overview of key findings and topline data for all survey questions.

Research Methodology

KRC Research conducted an online survey of adults 18+ from September 14 to September 17, 2017. A total of 1,009 survey respondents answered the first question and the remainder of the survey was answered by a base of 566 survey respondents who participate in a health insurance plan provided by an employer or their spouse's employer.

KEY FINDINGS

As seen in the previous research, a majority of Americans participate in a health insurance plan provided by their employer or a spouses' employer.

- Three-fourths (76%) of Americans making \$75,000 or more participate in an employer health insurance plan. Only a third (30%) of lower income Americans (making less than \$35,000 per year) have health insurance through an employer.
- College graduates (72%) are more likely to have employer provided insurance than those who only have some college (55%) or a high school degree (44%).

Most Americans with employer-covered health insurance think group accident insurance covers costs incurred by a personal injury, but fewer know it also covers ambulance rides or a child's injury, such as a broken bone in a football game.

- Over half of baby boomers believe group accident insurance covers costs involving personal injury, including medical costs from a broken bone (65%), medical costs from a child breaking their arm (54%), and an ambulance ride (57%) – this is significantly more than Gen-Xers and Millennials.
- There's clearly a need for further education on group accident insurance as one-fifth (22%) don't think group accident insurance covers any of the options listed. There's also an issue with misinformation as some think group accident insurance covers vehicle damage (21%), house repairs (14%) and boat repairs (9%).

For the upcoming enrollment period, Americans are most concerned about out-of-pocket costs increasing, more so than other insurance coverage concerns.

- Nearly two-thirds (63%) of Americans on employer health insurance are concerned their out-of-pocket costs will increase during open enrollment, more so than an employer not offering enough benefits (47%) or providing enough information on benefit options (40%).
- Half of lower income Americans (making less than \$35,000) are concerned during open-enrollment that their employer will not offer enough benefit options.

Americans use a range of emotions to describe their attitude towards open enrollment, with most saying they are either indifferent or thoughtful.

- Lower income Americans (30%) and Millennials (23%) are more likely than other income classes and generations to describe their attitude towards open-enrollment as eager.

Almost half of all parents (44%) have had a child experience a major injury.

- Of those parents who have had a child experience a major injury, the most common incident is an emergency room trip due to an injury or accident. Other major injuries parents have had their child go through include a broken bone, or a laceration resulting in stitches.
- As a result of these injuries, most (71%) ended up paying \$2,000 or less out of pocket in medical costs. One-in-ten (8%) report paying more than \$5,000 to cover the medical expenses.

Topline Data

Below, please find the full topline results for this study. This topline is designed to be an easy to read and easy to review representation of the data.

Within this document, we show the responses of the total number of participants who took this survey.

While reading this document, please note:

- Percentages may not sum to 100 due to rounding

Screening Question

1. Do you currently participate in a health insurance plan provided by an employer or your spouse's employer?

| | Total |
|--|------------|
| Base | n=1,009 |
| NET: Has employer-provided plan | 56% |
| Yes, a plan provided by my employer | 42% |
| Yes, a plan provided by my spouse's employer | 14% |
| No | 44% |

(Remainder of the survey is among those who currently participate in a health insurance plan provided by an employer or spouse's employer)

Survey Questions







2. More employers are offering group accident insurance to their employees. Which of the following do you think this insurance can help cover? Please select all that apply.

| | Total |
|--|------------|
| Reduced Base | n=566 |
| Any of the below | 78% |
| Medical costs of a broken bone after falling from a ladder | 55% |
| Ambulance ride to the hospital after being injured in an automobile accident | 47% |
| Medical costs due to a child breaking his arm in a football game | 47% |
| Vehicle damage after an automobile accident | 21% |
| Home repairs after a house fire | 14% |
| Boat repairs after accidentally hitting a dock on a lake | 9% |
| None of the above | 22% |

3. How concerned are you about the following occurring during the upcoming workplace benefits open enrollment period?

| | <i>NET: Very/Smwt Concerned</i> | Very Concerned | Somewhat Concerned | A little Concerned | Not at all Concerned |
|--|---|----------------|--------------------|--------------------|----------------------|
| Reduced Base, n=566 | | | | | |
| My health insurance plan's out-of-pocket costs (deductibles, copays, coinsurance) increasing | 63% | 33% | 30% | 23% | 14% |
| My employer not offering enough benefit options | 47% | 21% | 26% | 27% | 27% |
| My employer not providing enough information/guidance about the available benefit options | 40% | 16% | 25% | 27% | 33% |

4. Which emoji best describes your attitude toward open enrollment? Please select one.

| | | Total |
|---------------------|---|--------------|
| Reduced Base | | n=566 |
| Indifferent |  | 30% |
| Thoughtful |  | 29% |
| Eager |  | 15% |
| Confused |  | 10% |
| Annoyed |  | 8% |
| Overwhelmed |  | 8% |

5. If you have children living at home, have they experienced any of the following conditions? Please select all that apply.

| | Parents* |
|---|------------|
| Reduced Base | n=288 |
| NET: Any condition | 44% |
| Emergency room treatment due to an injury or accident | 23% |
| Broken bone | 16% |
| Laceration resulting in stitches | 11% |
| Hospital stay due to an injury or accident | 10% |
| Surgery due to an injury or accident | 9% |
| 2nd or 3rd degree burn | 7% |
| Dislocated bone | 7% |
| Other injury | 2% |
| None of the above | 56% |
| I don't have children | - |

*n=288 employer-insured Americans who have ever had children in their household.

6. How much did you pay out-of-pocket in medical costs as result of their injury(ies)?

(Asked if children have experiences an incident in Q5)

| | Total |
|-------------------------------|------------|
| Reduced Base | n=127 |
| NET: Less than \$2,000 | 71% |
| NET: More than \$2,000 | 29% |
| Less than \$500 | 34% |
| \$500 to less than \$1,000 | 21% |
| \$1,000 to less than \$2,000 | 17% |
| \$2,000 to less than \$3,000 | 11% |
| \$3,000 to less than \$4,000 | 8% |
| \$4,000 to less than \$5,000 | 2% |
| More than \$5,000 | 8% |