Benefits Open Enrollment: Postmortem

Administrator’s Forum
May 6, 2014
When did you enroll?

Date of Open Enrollment Completion

First completion = 7:25 am

Last completion = 11:57 pm

5% of completions happened after 5:00 pm on the last day!
We introduced a new and improved Esther open enrollment tool, thanks to Administrative Systems!

• Eligible faculty and staff = 3,198
• Eligible who visited the Esther site = 2,808 (87.8%)
• Eligible who visited and completed = 1,600 (50.0%)
• Eligible who visited but never started open enrollment (just viewed welcome and information pages) = 1,140 (35.6%)
• Eligible who visited and started but did not complete = 67 (2.1%)
• Eligible who completed but backed-out later without completion = 3
• Eligible who never started open enrollment (including both visited and not visited) = 1,530 (47.8%)
• Open enrollment clear/start over usages = 1,670
Enrollment Stats

Medical Plan Enrollment

HSA Enrollment = 22

14-Apr 14-Jul

ACO: 76 78
HMO: 1,705 1,692
POS: 775 873
PPO/HDHP: 223 76
CAT: 3
Opt Out: 476 463
Lessons Learned

- Please don’t wait until the last minute
- Pay attention to your email (and snail mail)
  - Remember to think about benefits each year around tax time
  - Continue to help us spread the word
- Ask questions of HR, not your coworkers
Don’t Forget!

• Everyone is getting new Aetna medical ID cards
  – Use current cards through June 30
  – Update providers with new information July 1 and one
  – Pharmacy information is on the back of your ID card

• Dental PPO is moving to Aetna July 1
  – No dental ID cards

• Use your health care resources wisely for better
  premium rates in 2015-2016

• Be responsible for your own health care decisions