

COVID-19 Health Benefits Impact Study

September 2020



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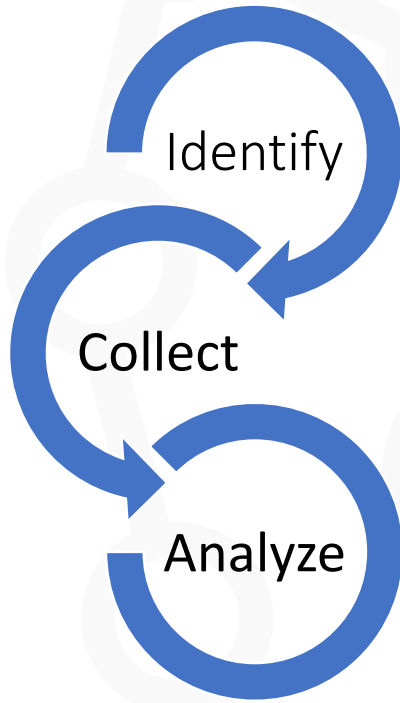
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Methodology



WorldatWork and i4cp invited its broader membership and customer base to participate in an electronic survey. Email invitations were sent directly to participants on 7/30/2020 and results were collected over a 15-day period.

A total of 1,334 responses were received, representing organizations of different sizes and across multiple industries. Results have not been weighted, but respondent profiles have been included to assist with interpretation of results. Results are skewed to be more representative of mid-large employers, but statistical differences have been highlighted when present.

Sample sizes vary by question. Please note that statistical reliability will fluctuate based on sample sizes.



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Key Findings

- The majority of organizations (82%) currently offer programs that enhance employee well-being
- Of these organizations, the most popular offerings are physical health, mental health and financial health
- The COVID-19 pandemic will have a significant impact on the emphasis of mental/emotional health in the next 12 months
- 61% of companies rate the level of their workforce well-being only as “Moderate”
- The majority of companies (89%) have not changed health plan providers in the last six months, and 59% don’t anticipate making changes specifically because of COVID-19
- The majority of companies are either satisfied or very satisfied with their provider's performance during the COVID-19 pandemic for the following areas:
 - Telehealth (78%)
 - Testing and treatment (75%)
 - Communications (72%)
- During the next renewal cycle, 38% of companies stated that having COVID-19 coverage will be either extremely important or very important when deciding on health care providers

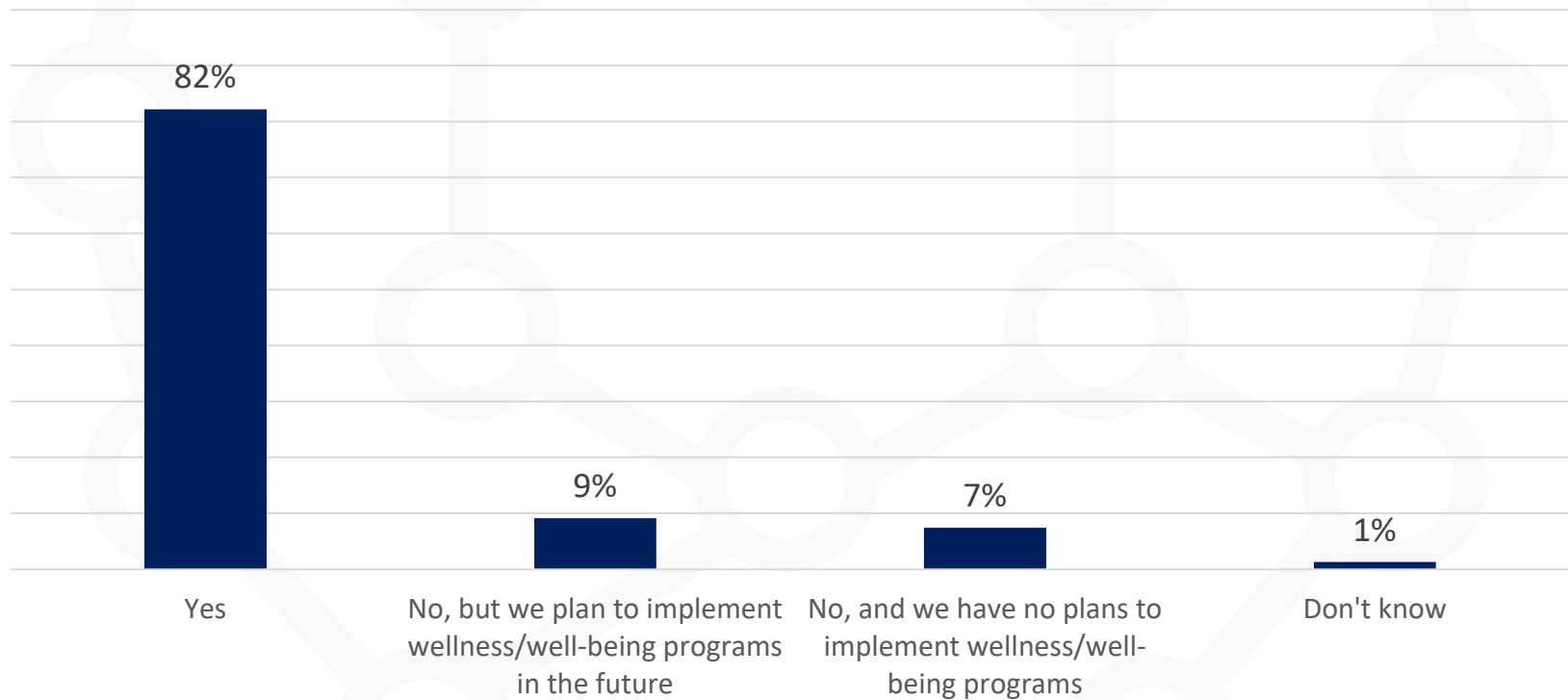


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Eight in 10 organizations provide benefits focusing on employee wellness/well-being

Does your organization provide benefits/programs that focus on enhancing employee wellness and/or well-being?



n = 1,150

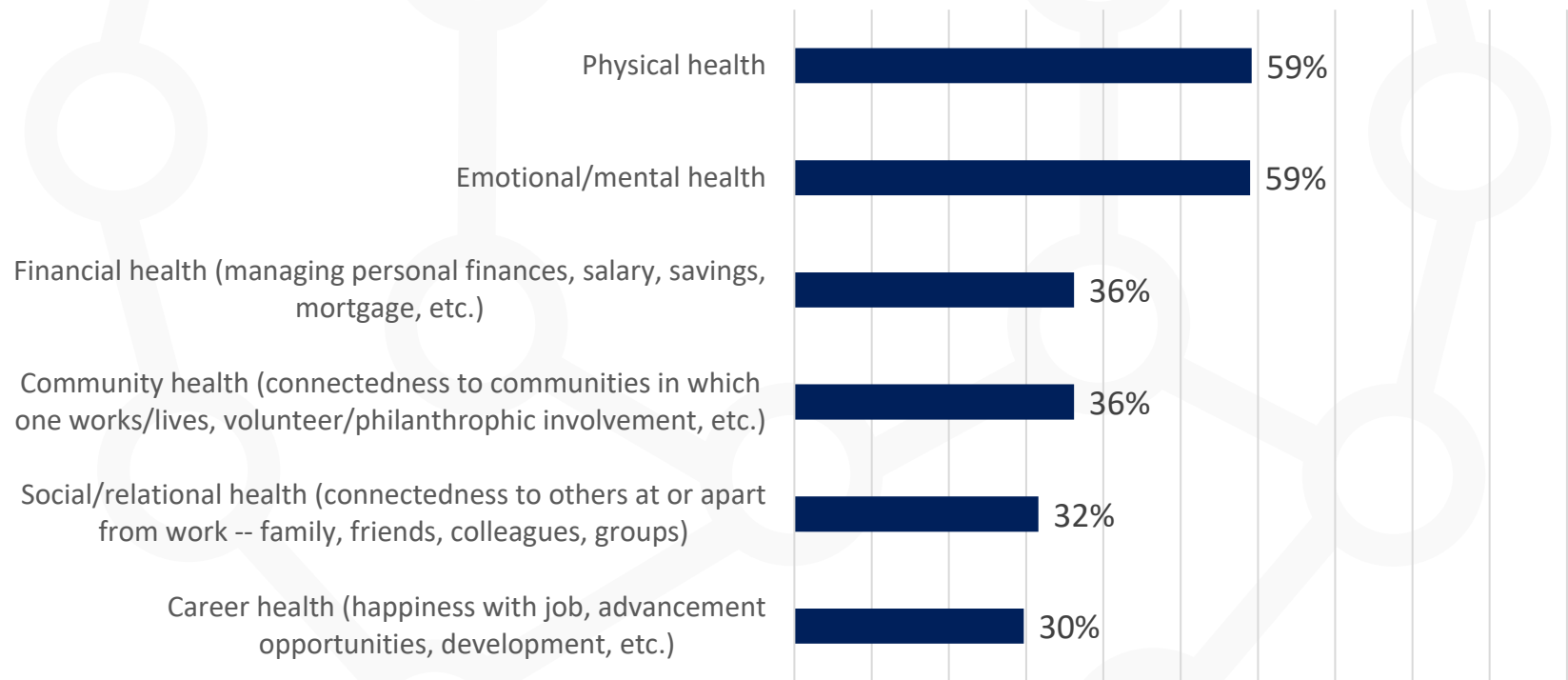


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Nearly 60% of organizations equally emphasize physical and emotional/mental health in programs

To what extent do your organization's current wellness/well-being programs/benefits emphasize the following? (Percent of respondents indicating "High" or "Very high" extent)



n = 877

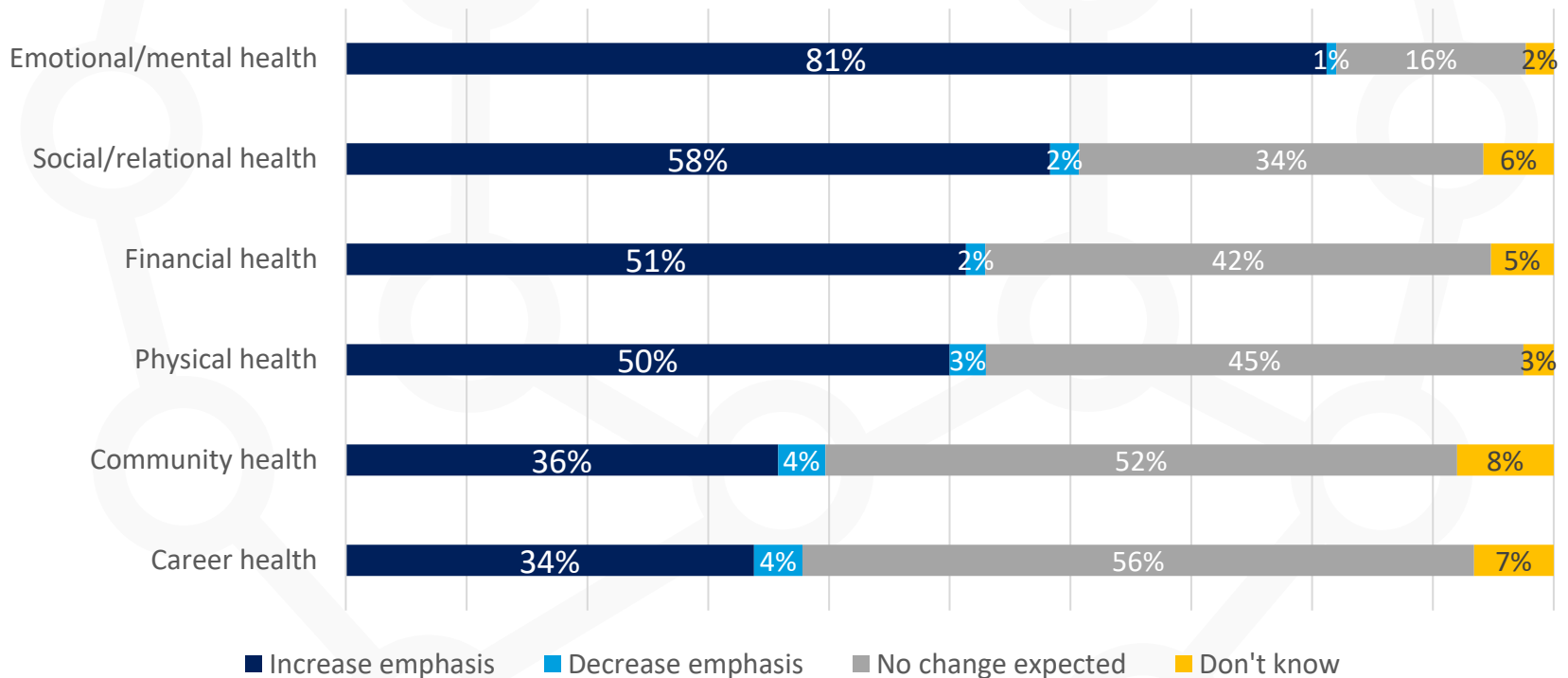


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The pandemic is significantly impacting emphasis on emotional/mental health programs

In the next 12 months, what effect do you anticipate the COVID-19 pandemic will have on your organization's emphasis on the following wellness/well-being programs/benefits?



n = 877

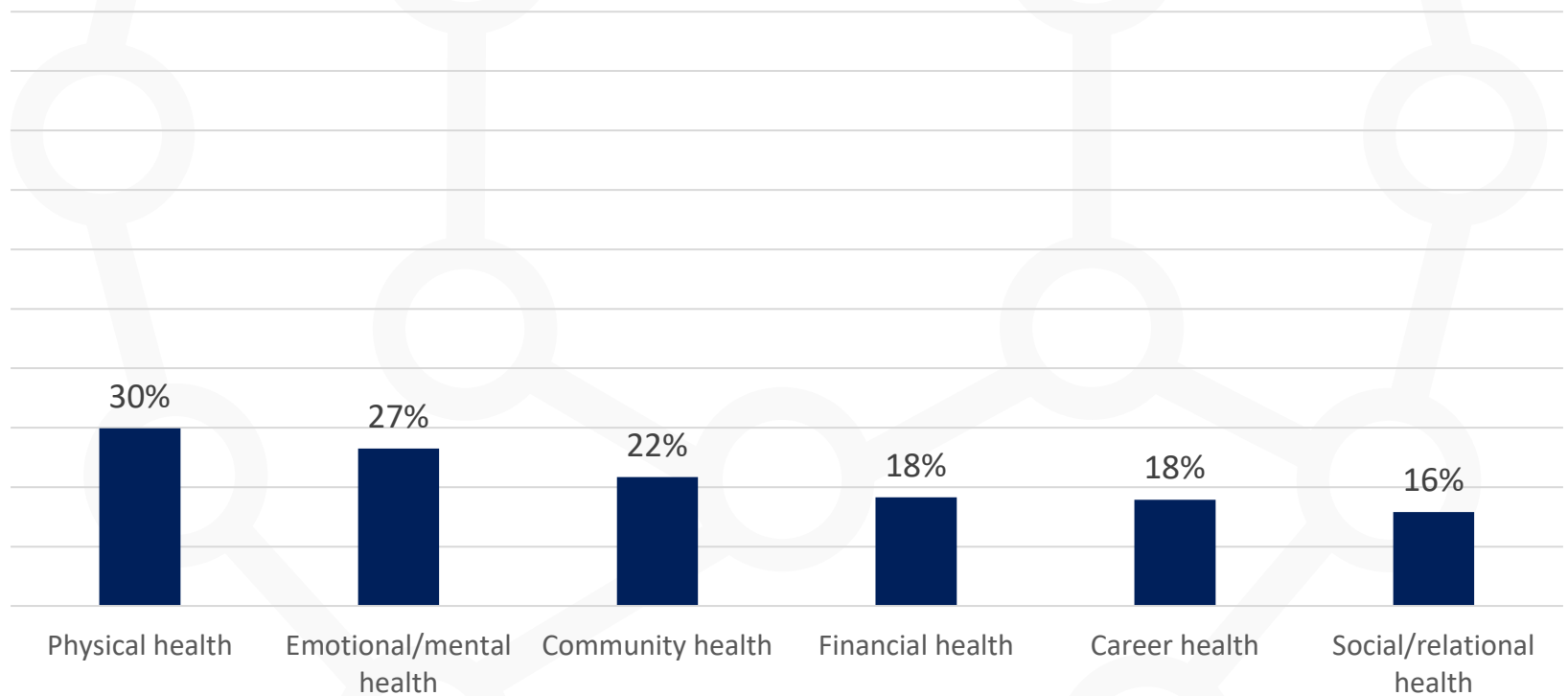


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Physical health is reported with a high or very high extent of effectiveness among well-being programs

*How effective are your organization's wellness/well-being programs in the following areas?
(Percent of respondents indicating "High" or "Very high" extent)*



n = 832

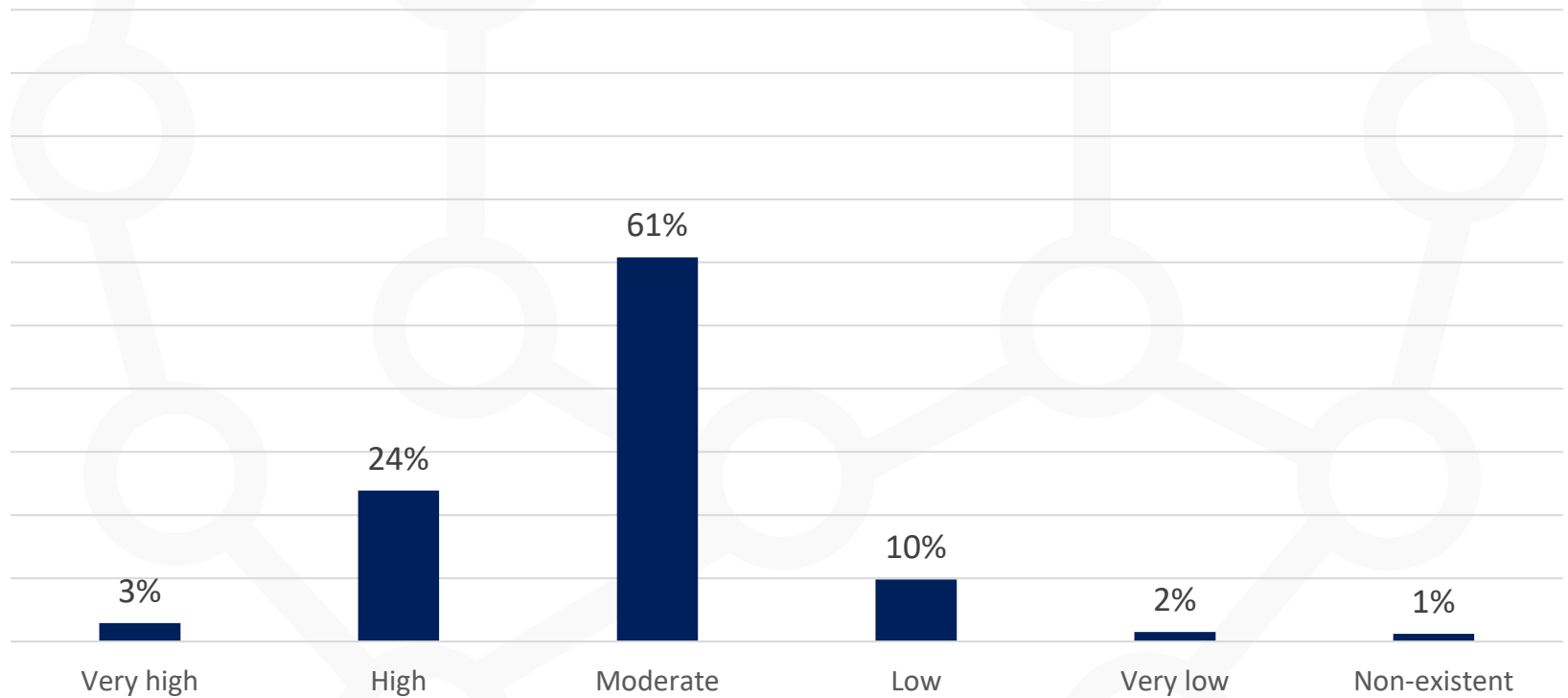


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61% of companies rate the level of their workforce well-being only as “Moderate”

How do you rate the current overall level of wellness/well-being of your organization’s workforce?



n = 1,019

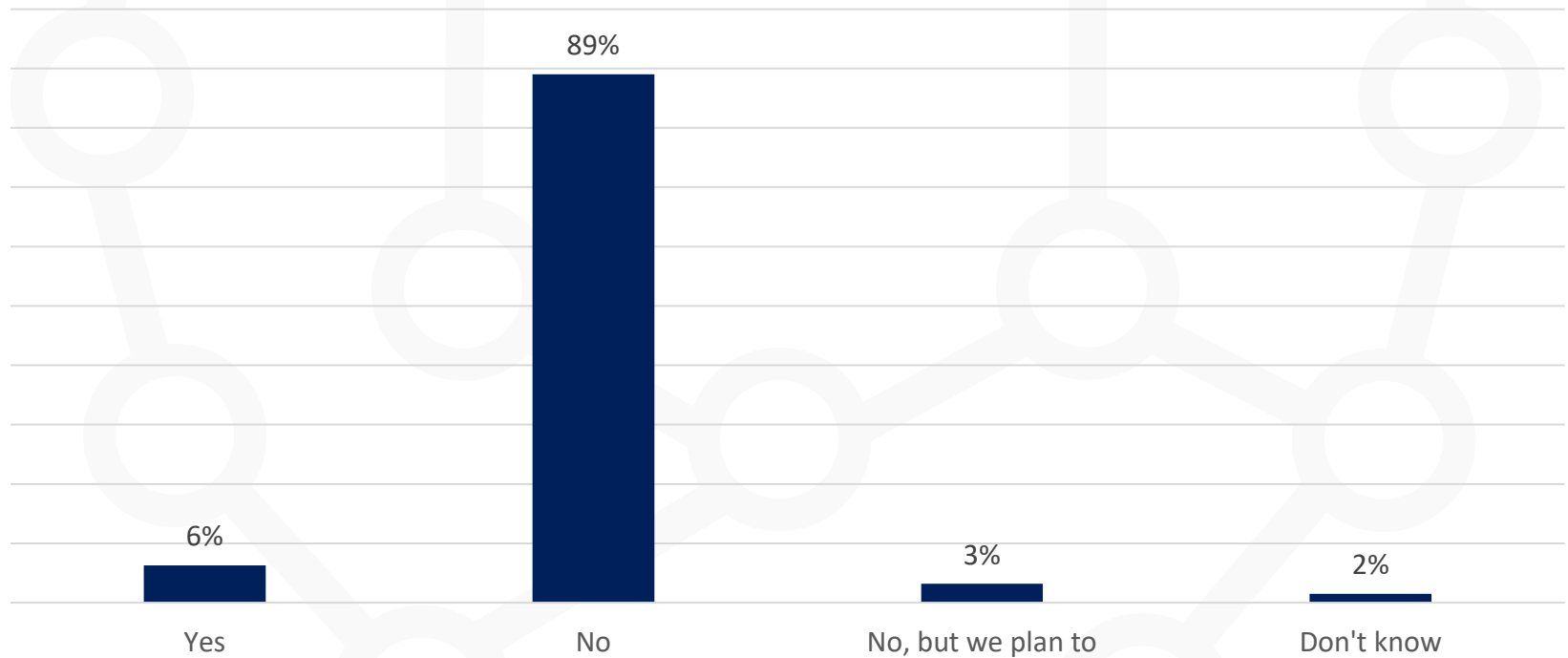


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Most organizations have not changed their health providers in the past six months

Has your organization changed health plan providers in the past six months?



n = 1,019

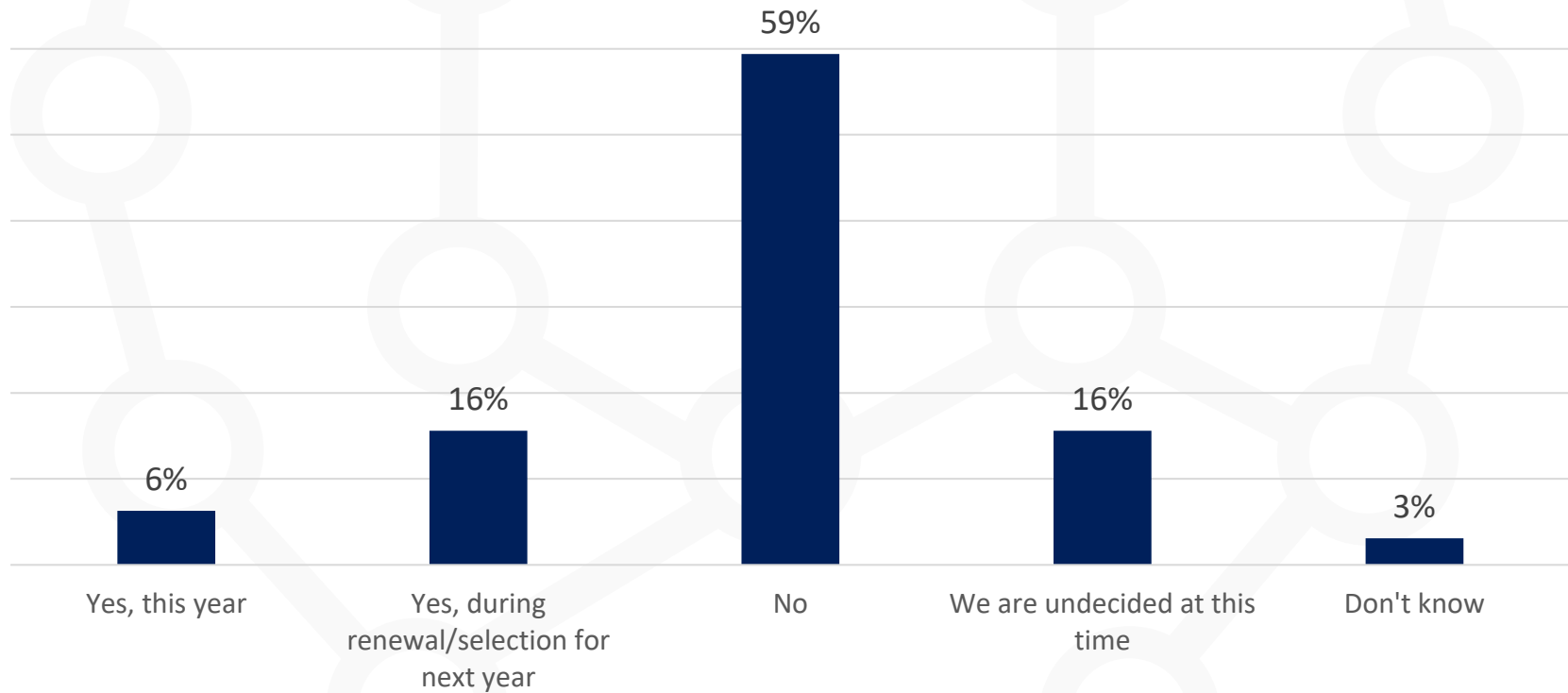


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Similarly to organizations not changing providers, nearly six in 10 do not plan to because of COVID-19

Does your organization anticipate making changes to your health plan specifically because of the COVID-19 pandemic?



n = 1,302

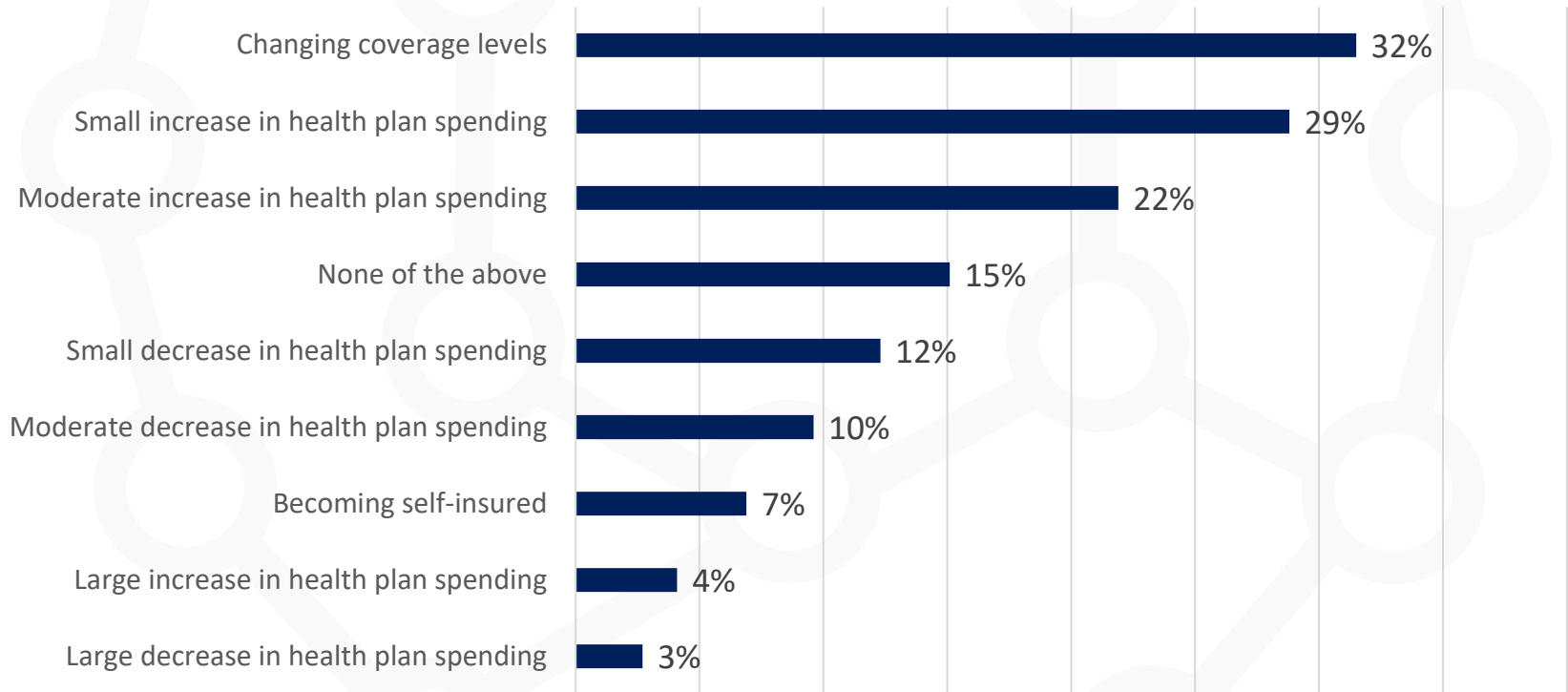


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Of those making or planning changes, adjustments to coverage levels is a priority

Please indicate the changes your organization has made or plans to make. (Check all that apply)



n = 1,261

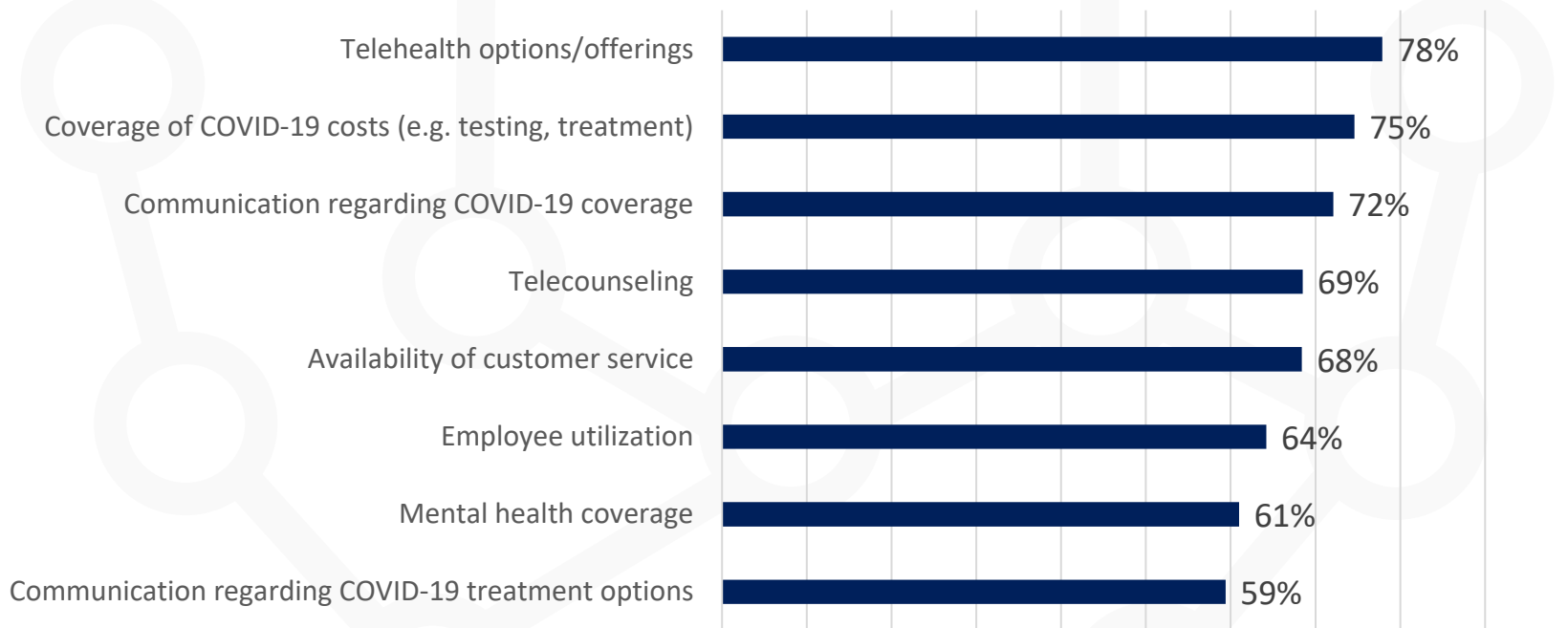


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Organizations are most satisfied with provider performance in telehealth options and coverage of pandemic costs

How satisfied are you with the following aspects of your health plan provider's performance during the COVID-19 pandemic? (Percent of respondents indicating "Satisfied" or "Very satisfied")



n = 917

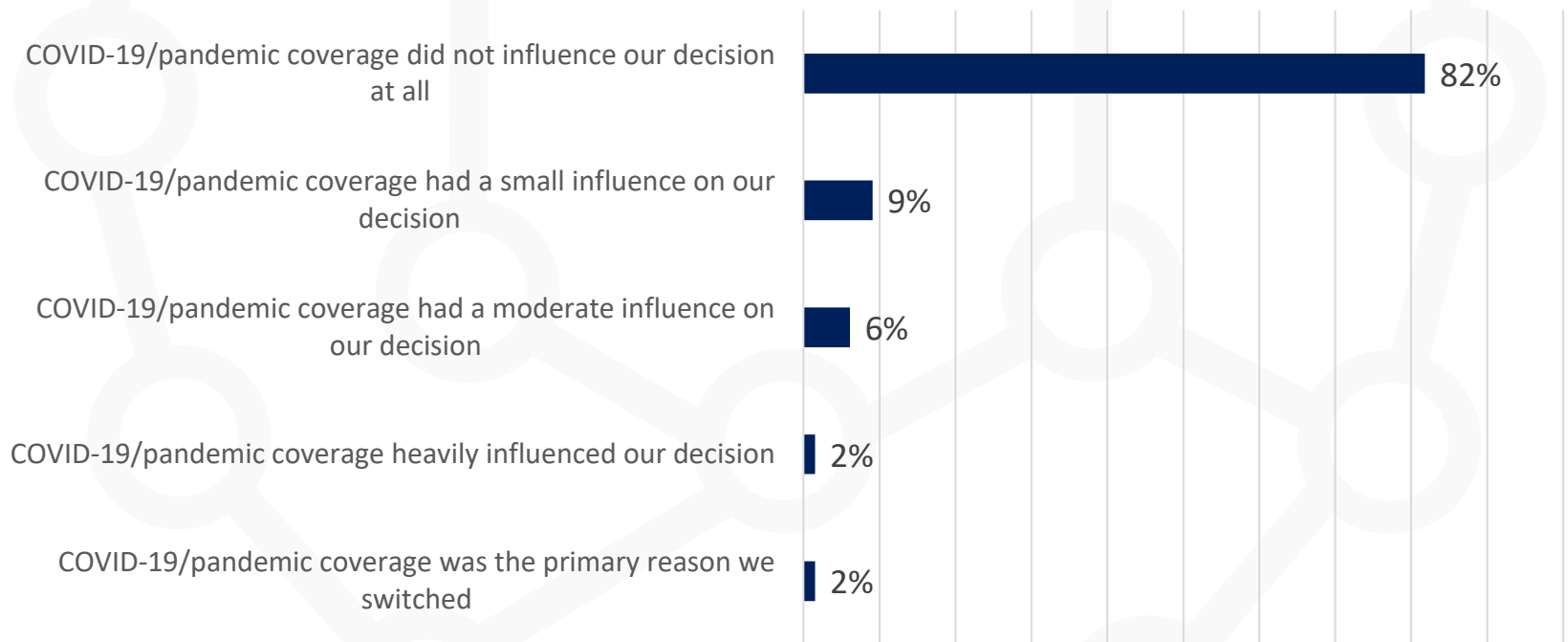


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In 82% of organizations, the pandemic coverage did not influence decisions to change providers

How influential was COVID-19 coverage on your decision to change health insurance providers?



n = 66

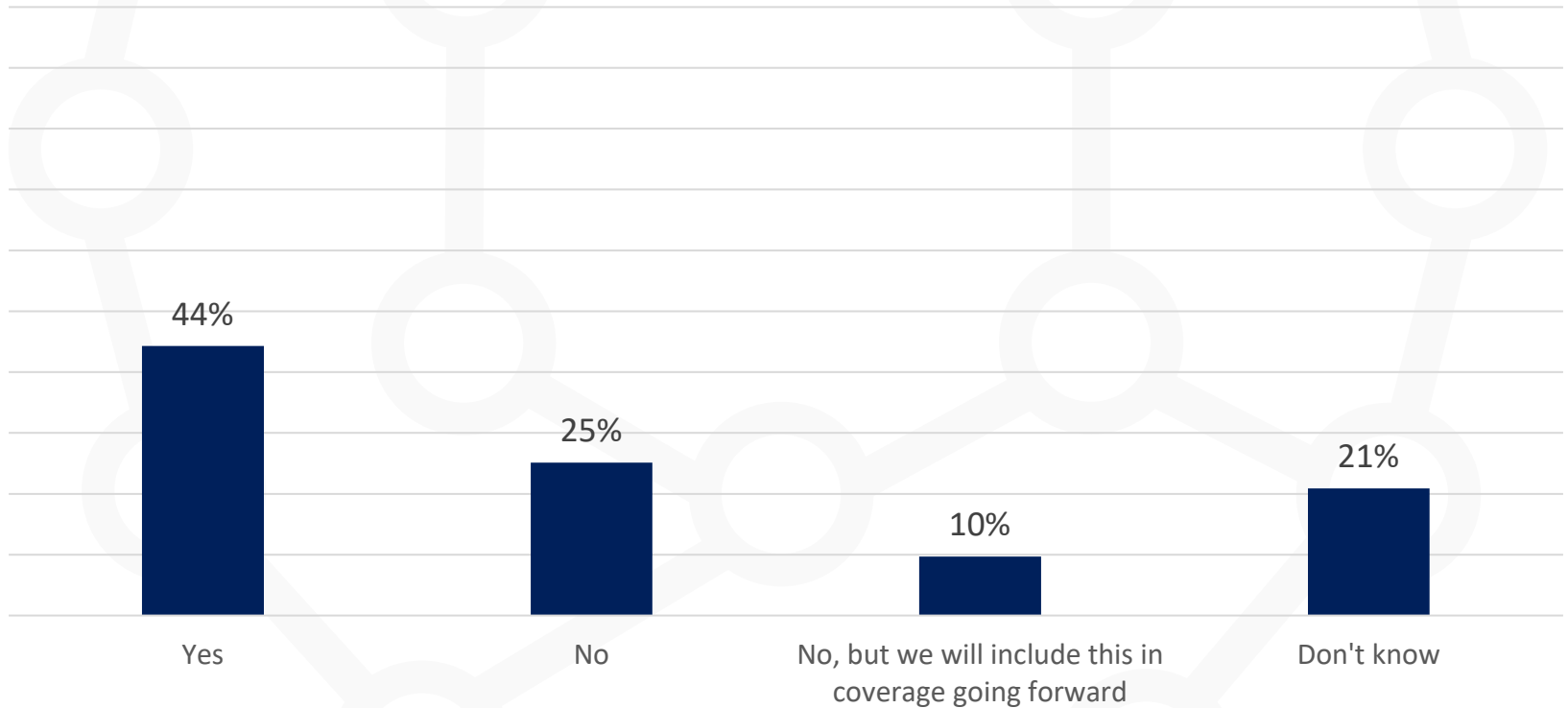


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44% of organizations current plans have specific policies to address pandemic coverage

Does your organization's current health plan have specific clauses/policies to address coverage during a pandemic or COVID-19?



n = 984

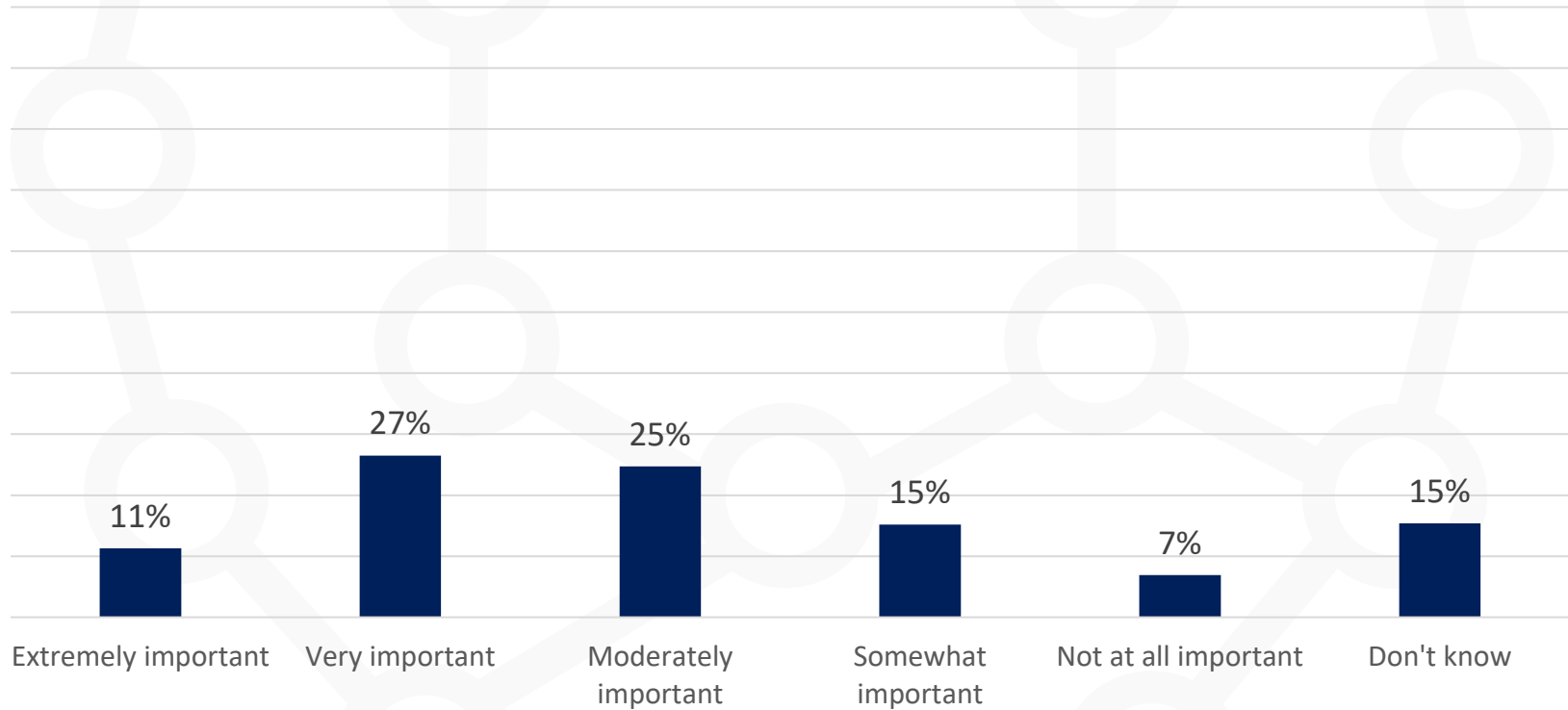


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During renewal or new provider selection, 38% of organizations consider pandemic coverage policies very or extremely important

During your next renewal or health plan provider selection cycle, how important will pandemic coverage be in your choice of policy/provider?



n = 984

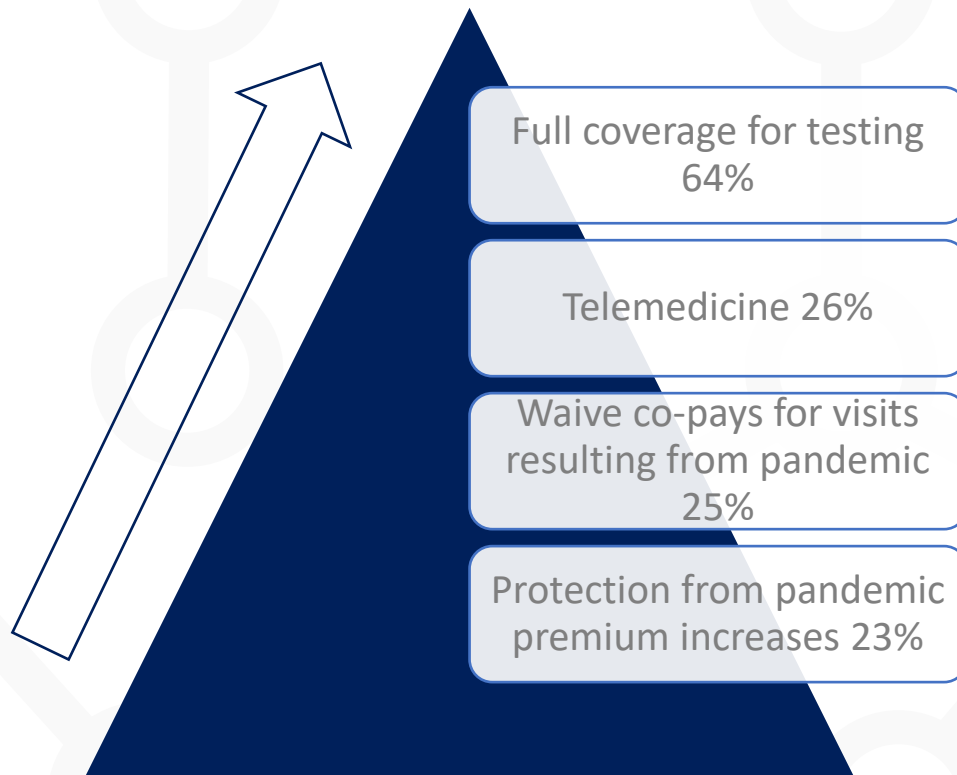


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With the pandemic in focus, organizations prioritize full coverage for testing

Thinking about pandemic coverage specifically, please rank the following attributes in order of their importance to your organization.



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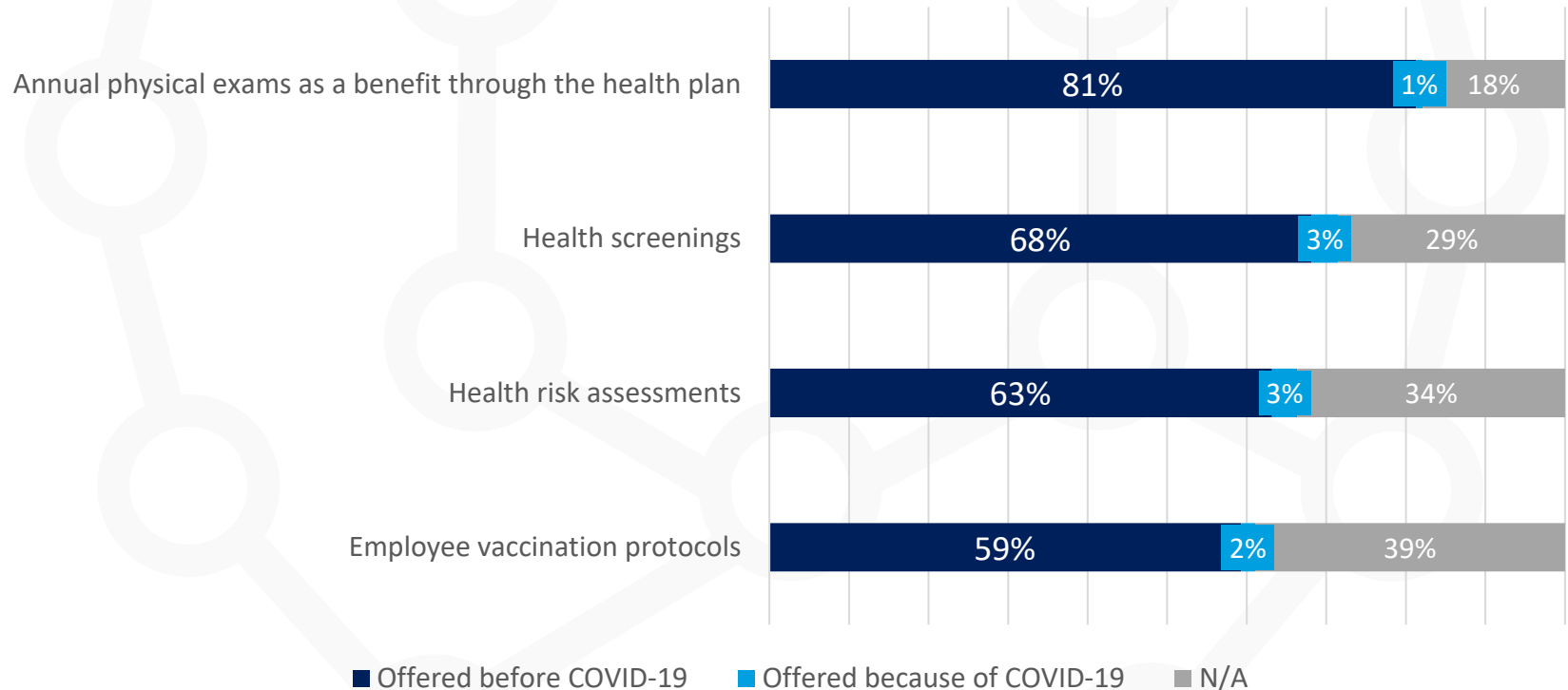


n = 569

Order represents percentage of respondents ranking top four items first or second in importance.

59% of organizations offered employee vaccination protocols prior to COVID-19

Please indicate if your organization had the following in place before COVID-19 or implemented/offered these as a result of COVID-19.



n = 928

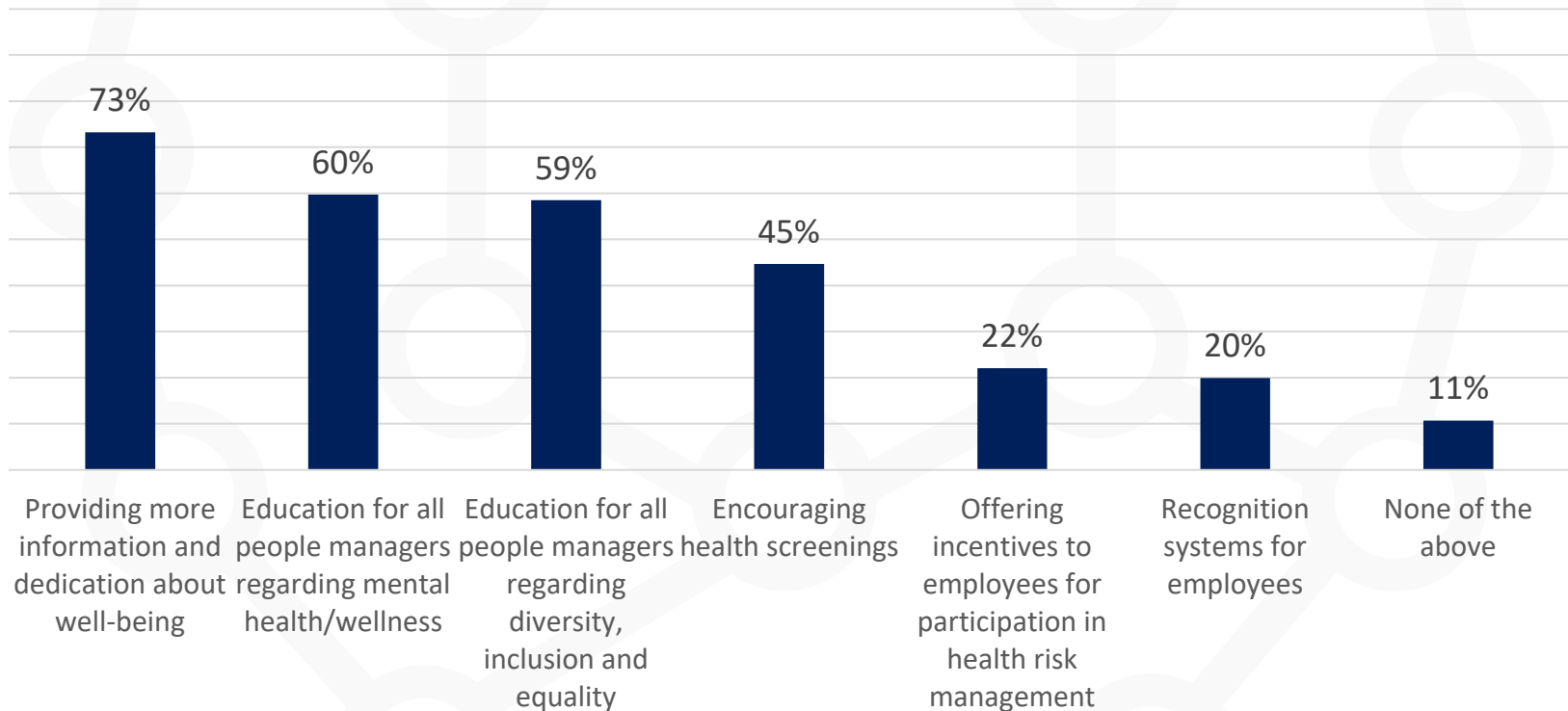


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Organizations are intentional about providing well-being communication and education among people managers

In what ways (if any) is your organization being more intentional about employee health and well-being? (Check all that apply)



n = 928

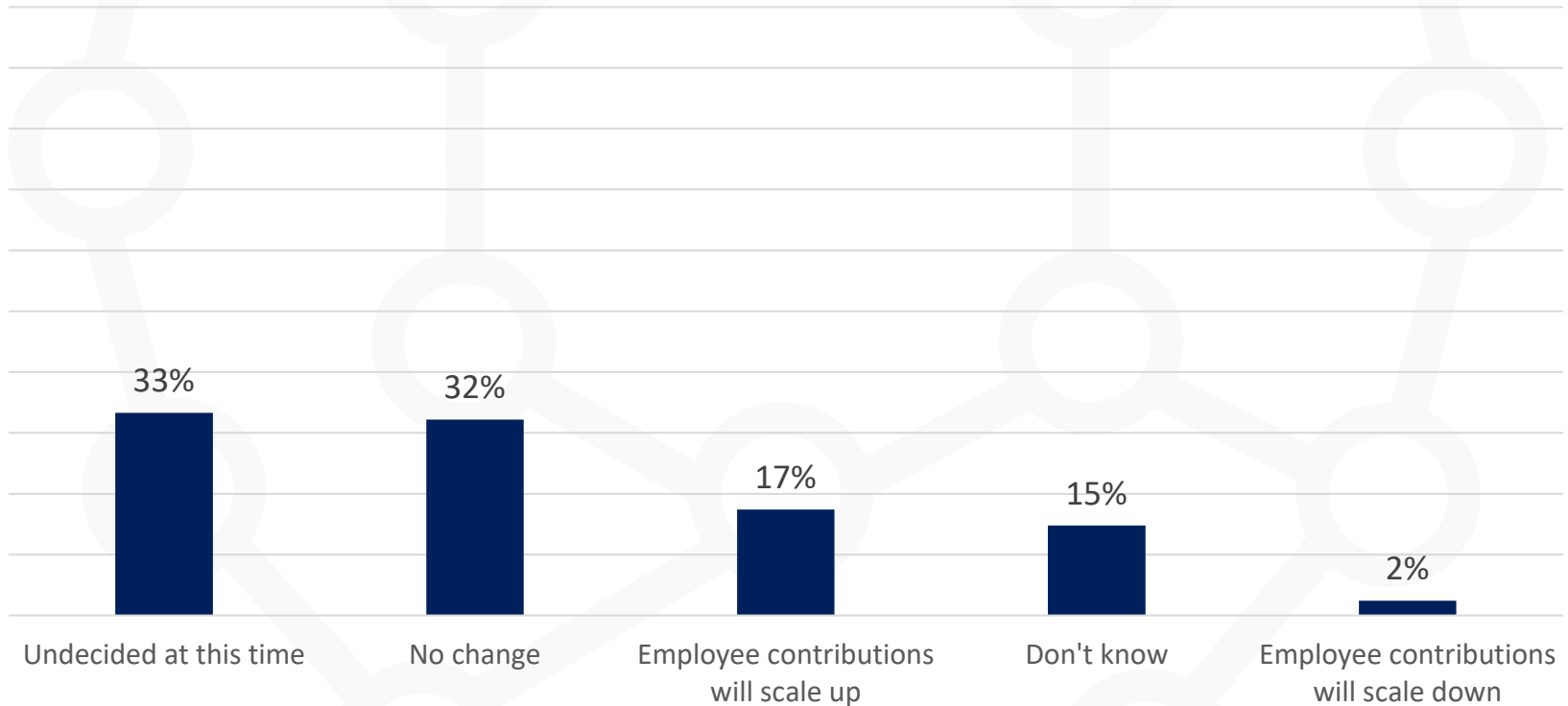


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65% of organizations anticipate no change in 2021 employee contributions or are undecided

What are the early indications of how employee contributions will be adjusted (if at all) in your organization in 2021?



n = 922



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Respondent Profile

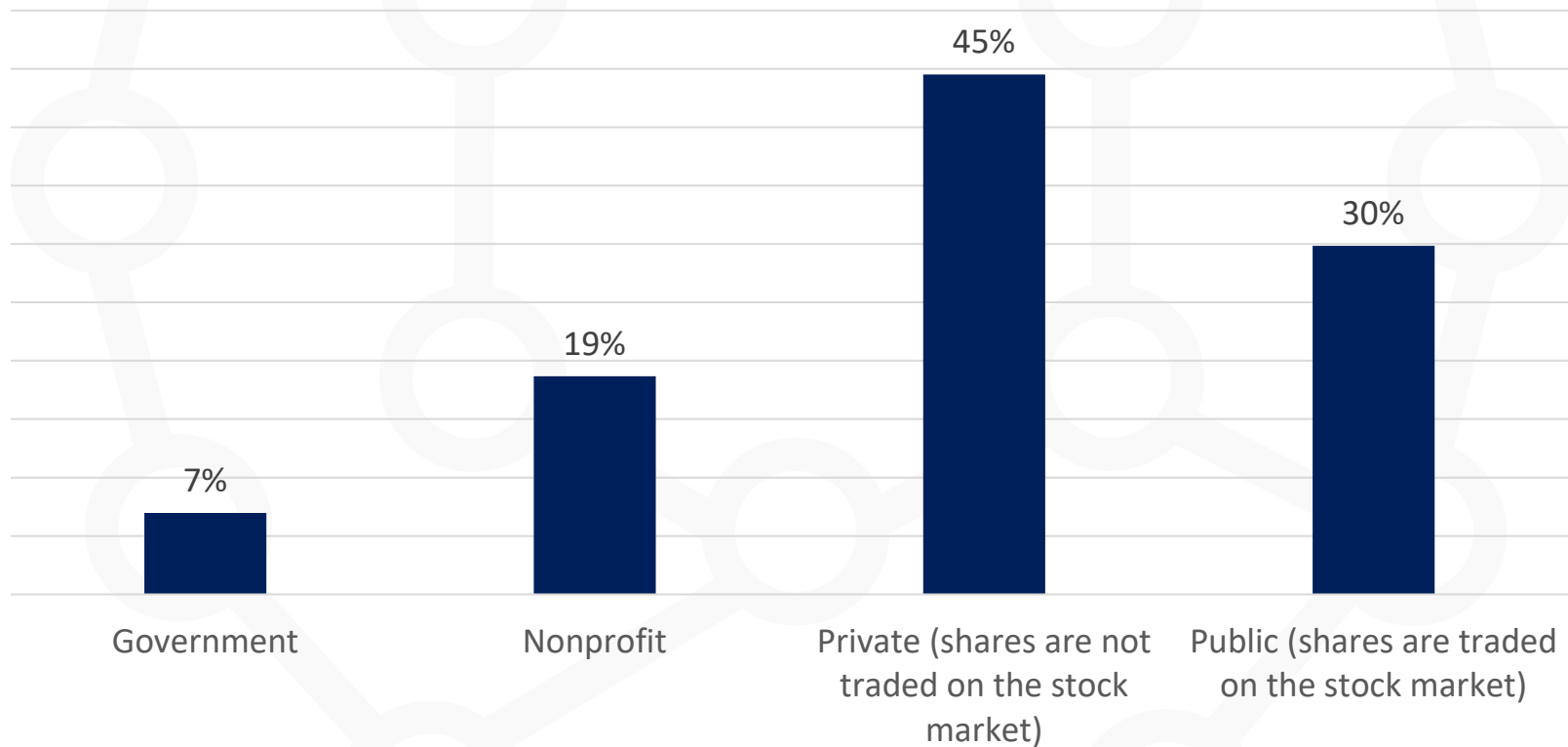


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Company Sector

Your organization is:



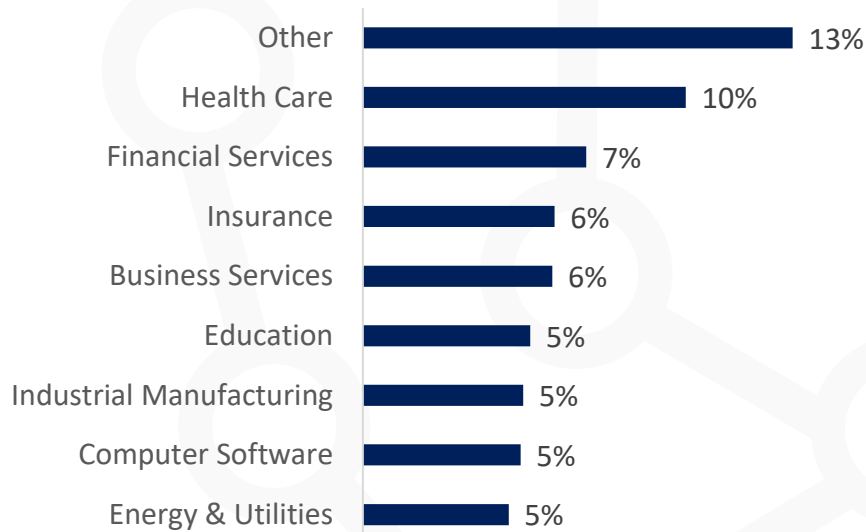
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n = 1,334

Company Industry and Size

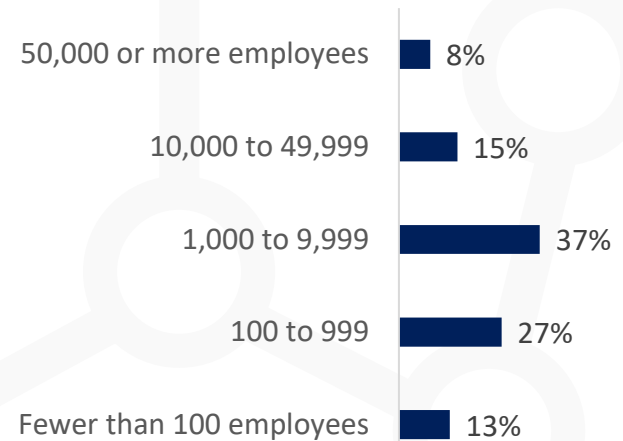
Under which industry does your organization fall?



Only industries with at least 5% of responding organizations are listed here.

n = 1,334

How many full-time equivalent (FTE) employees does your organization have?



n = 1,334



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Contact Us

WorldatWork Headquarters

14040 N. Northsight Blvd.
Scottsdale, AZ 85260

Telephone

877-951-9191 (United States and Canada)
+1 480-922-2020 (other countries)

Fax

480-483-8352

Email

customerrelations@worldatwork.org

Website

worldatwork.org

Institute for Corporate Productivity (i4cp)

411 First Ave., South
Suite 403
Seattle, WA 98104

Telephone

866-375-4427

Email

info@i4cp.com

Website

<https://www.i4cp.com>



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Sincerely,

The WorldatWork Research Team



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