



MetLife Satisfaction Survey
Evaluation Report
Fall 2022

The Office of Strategy Management and Institutional Effectiveness (SMIE)

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Introduction

The survey was designed by the Office of Human Resources and administered by the Office of Strategy Management and Institutional Effectiveness (SMIE) to measure satisfaction with the healthcare insurance provider: MetLife. This report provides a results-based presentation of the MetLife respondents' experiences to inform strategic decisions on the medical plan coverage and continuation.

Administrative Summary

Survey invitations were sent to 1,872 MetLife participants on November 16th, 2022. Three reminder emails were later sent to non-respondents on November 20th, 22nd, and 24th, 2022. A total of 487 responses were received, representing a response rate of 26%.¹

¹ This and all percentages that follow are rounded up to the nearest digit.

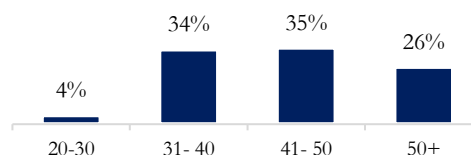
Respondent Demographics

Age Ranges

Q: Please indicate your age range:

Age Ranges	Responses	
	%	C
20-30 years old	4%	20
31- 40 years old	34%	167
41- 50 years old	35%	171
More than 50 years old	26%	128
Total Responses	100%	486

Age Ranges (%)

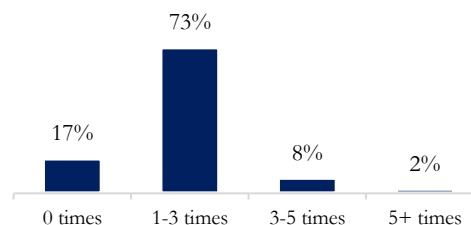


Frequency of Card Use

Q: On average, how often do you use your medical insurance card every month?

Frequency of Card Use	Responses	
	%	C
0 times	17%	83
1-3 times per month	73%	348
3-5 times per month	8%	37
More than 5 times per month	2%	11
Total Responses	100%	479

Monthly Card Use (%)

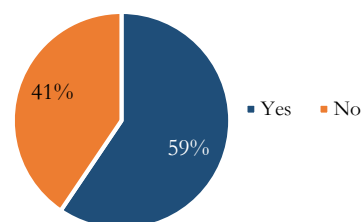


Familiarity with Mobile App

Q: Have you downloaded the MetLife mobile application?

Mobile App Download	Responses	
	%	C
Yes	59%	286
No	41%	195
Total Responses	100%	481

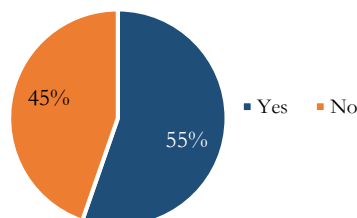
Mobile App Download (%)



Q: Do you know how to use the MetLife mobile application?

Mobile App Download	Responses	
	%	C
Yes	55%	265
No	45%	214
Total Responses	100%	479

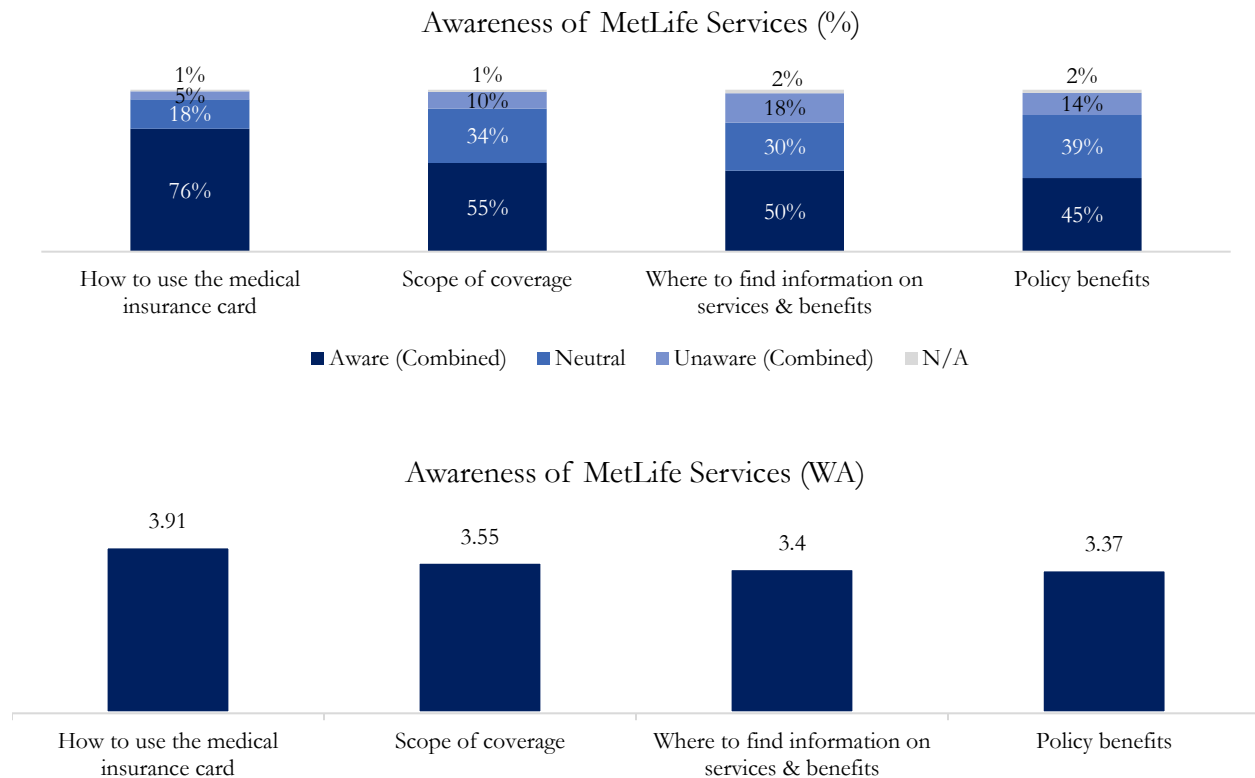
Mobile App Use (%)



Overall Awareness & Use of MetLife Services

Awareness of MetLife Aspects

Q: How aware are you of the following MetLife aspects?

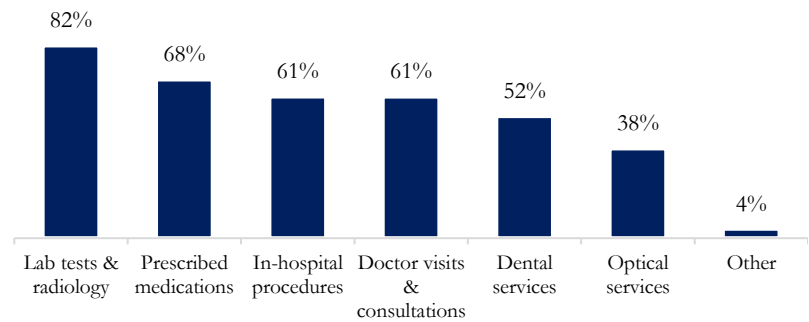


Aspects	Entirely Aware		Aware		Fairly Aware		Unaware		Entirely Unaware		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
How to use the medical insurance card	20%	94	55%	255	18%	84	4%	17	1%	6	1%	4	460	3.91
Scope of coverage	12%	52	43%	194	34%	151	8%	36	2%	10	1%	6	449	3.55
Where to find information on services & benefits	11%	52	39%	179	30%	137	14%	65	4%	19	2%	10	462	3.4
Policy benefits	8%	39	37%	170	39%	179	10%	47	3%	16	2%	9	460	3.37

MetLife Services Used

Q: What services have you used your medical insurance for? (Check all that apply)

Use of Services	Responses	
	%	C
Lab tests & radiology	82%	385
Prescribed medications	68%	317
In-hospital procedures	61%	283
Doctor visits & consultations	61%	283
Dental services	52%	244
Optical (eye care) services	38%	179
Other	4%	19
Total Responses		467

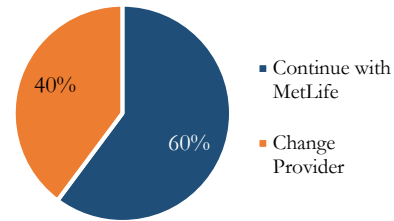


Satisfaction with MetLife

Preference of Continuation

Q: Would you prefer to continue with MetLife as your care provider, or change to another healthcare provider?

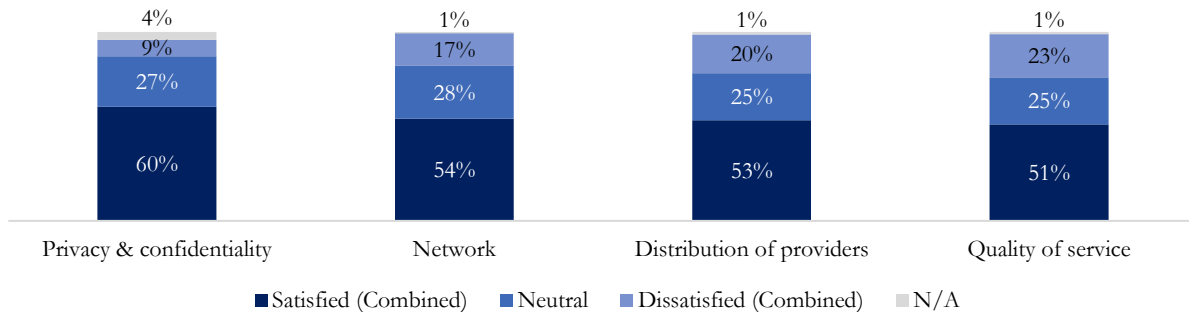
MetLife Preference	Responses	
	%	C
I prefer to remain under MetLife coverage	60%	248
I prefer to change to another healthcare provider	40%	164
Total Responses	100%	412



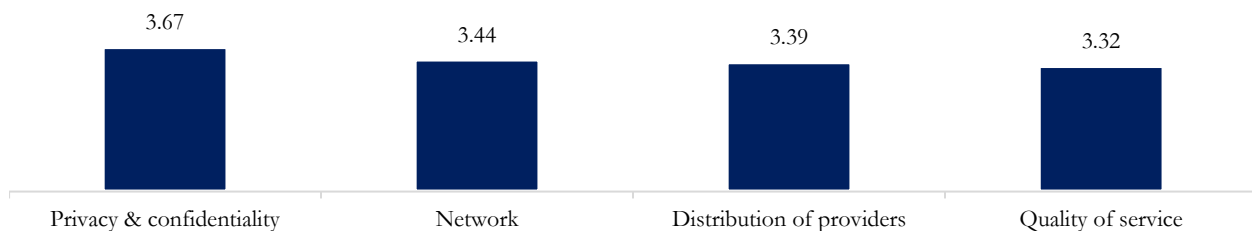
Overall Satisfaction

Q: Please rate the following overall MetLife aspects:

Overall Satisfaction with MetLife (%)



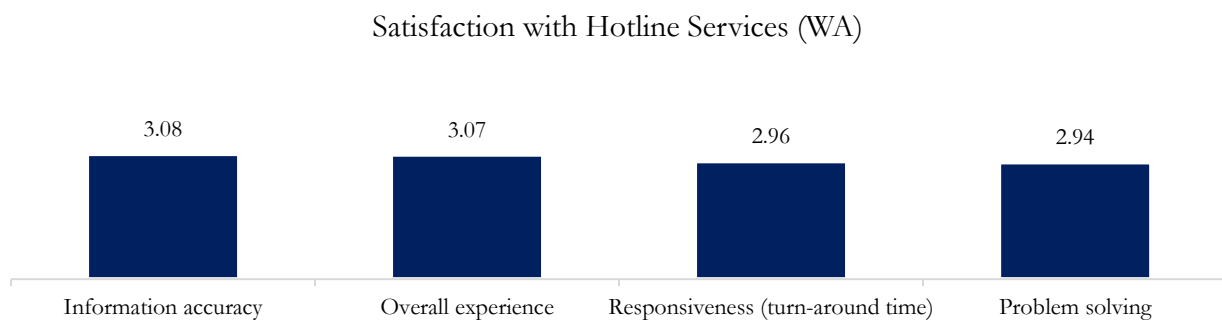
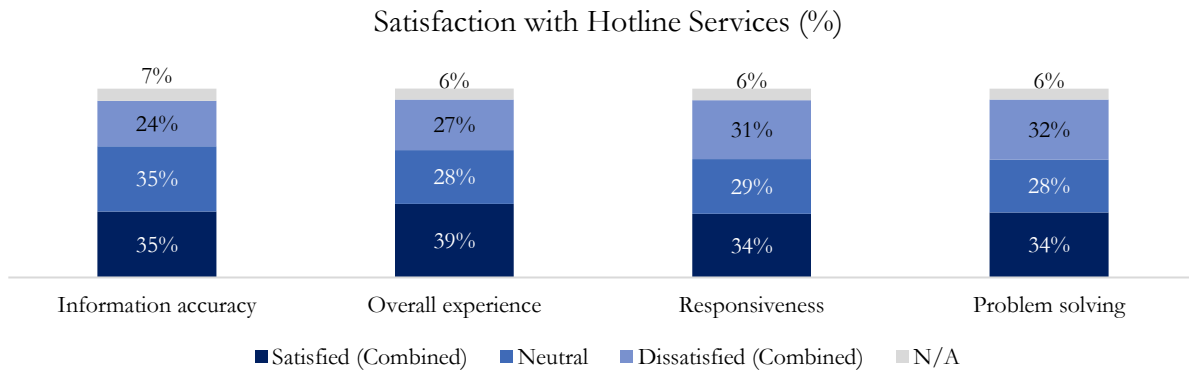
Overall Satisfaction with MetLife (WA)



Aspects	Excellent		Good		Neutral		Poor		Very Poor		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
Privacy and confidentiality	16%	73	44%	196	27%	120	5%	21	4%	17	4%	19	446	3.67
Network of service providers	14%	62	40%	183	28%	126	10%	45	7%	33	1%	3	452	3.44
Geographical distribution of service providers	13%	57	41%	181	25%	111	13%	59	7%	32	1%	6	446	3.39
Quality of service provided	12%	53	39%	177	25%	112	15%	67	8%	36	1%	5	450	3.32

Satisfaction with Hotline Services

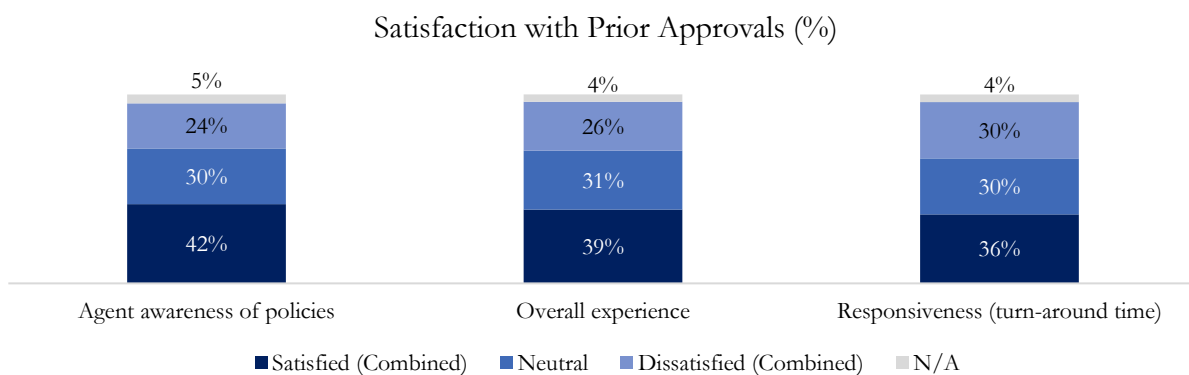
Q: Please rate the following Customer Service Hotline aspects:



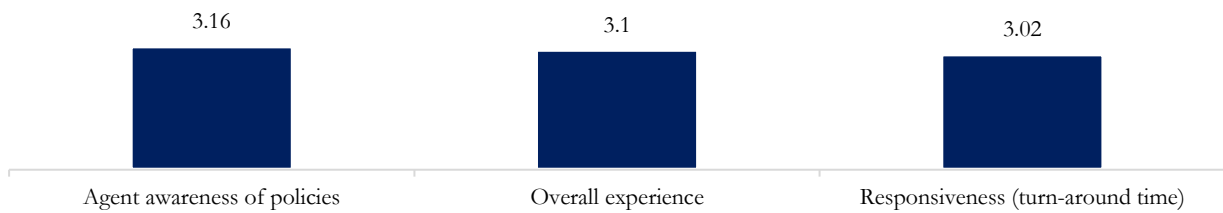
Aspects	Excellent		Good		Neutral		Poor		Very Poor		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
Information accuracy	7%	31	28%	125	35%	154	13%	60	11%	47	7%	29	446	3.08
Overall experience	7%	30	32%	144	28%	127	14%	63	13%	56	6%	26	446	3.07
Responsiveness (turn-around time)	7%	30	27%	120	29%	129	18%	80	13%	59	6%	27	445	2.96
Problem solving	6%	26	29%	128	28%	125	18%	80	14%	62	6%	26	447	2.94

Satisfaction with Prior Approvals

Q: Please rate the following Prior Approval aspects:



Satisfaction with Prior Approvals (WA)

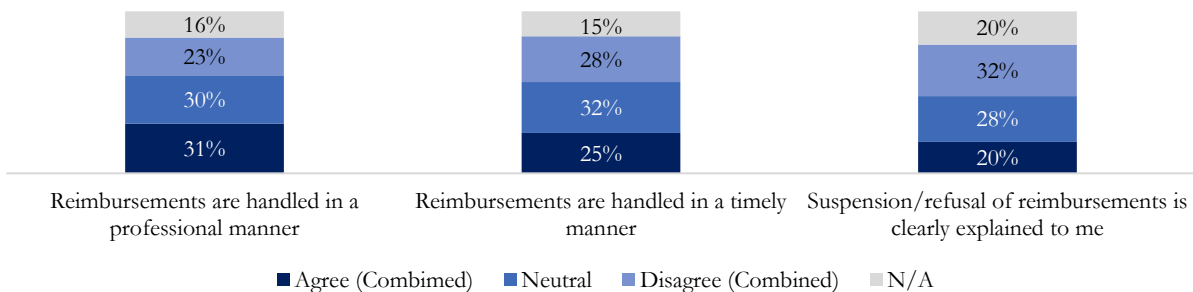


Aspects	Excellent		Good		Neutral		Poor		Very Poor		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C		
Agent awareness of policies	6%	29	35%	159	30%	133	15%	67	9%	40	5%	21	449	3.16
Overall experience	8%	35	31%	140	31%	140	14%	63	12%	53	4%	17	448	3.1
Responsiveness (turn-around time)	7%	32	29%	131	30%	133	18%	81	12%	52	4%	18	447	3.02

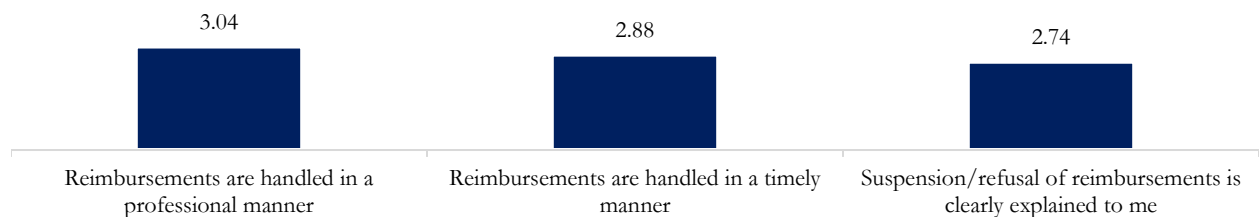
Satisfaction with Claims & Reimbursements

Q: To what extent do you agree with the following aspects of claims and reimbursement (out of MetLife network)?

Satisfaction with Claims & Reimbursements (%)



Satisfaction with Claims & Reimbursements (WA)

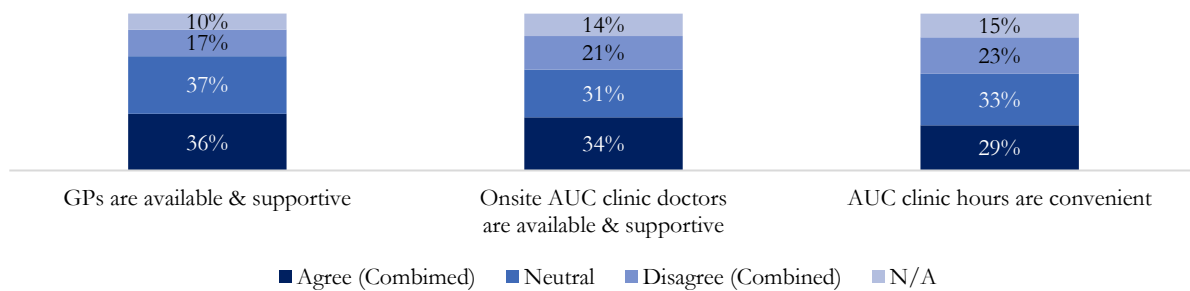


Aspects	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C	C	
Reimbursements are handled in a professional manner	6%	27	24%	102	30%	126	13%	53	11%	45	16%	68	421	3.04
Reimbursements are handled in a timely manner	5%	20	20%	85	32%	133	17%	70	12%	49	15%	65	422	2.88
Suspension/refusal of reimbursements is clearly explained to me	4%	18	15%	64	28%	118	19%	80	13%	54	20%	86	420	2.74

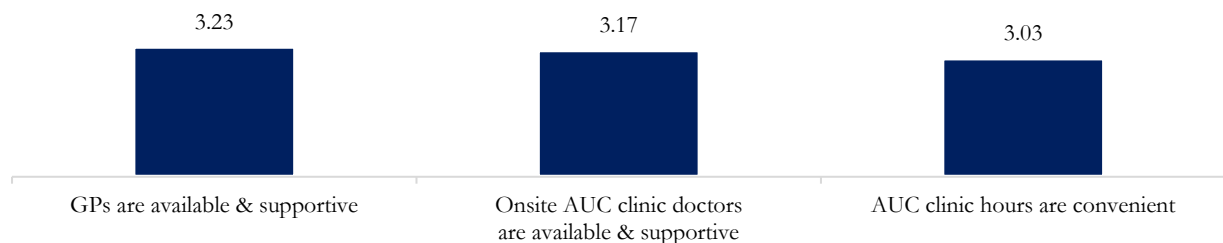
Experiences with General Practitioners

Q: To what extent do you agree with the following on experiences with MetLife general practitioners?

Experiences with General Practitioners (%)



Experiences with General Practitioners (WA)



Aspects	Strongly Agree		Agree		Neutral		Disagree		Strongly Disagree		N/A		Total	WA
	%	C	%	C	%	C	%	C	%	C	%	C	C	
MetLife general practitioners are available and supportive	7%	31	29%	124	37%	158	11%	49	6%	24	10%	44	430	3.23
Onsite MetLife doctors at AUC clinics are available and supportive	9%	37	25%	108	31%	131	15%	65	6%	27	14%	61	429	3.17
MetLife visiting hours at AUC clinics are convenient	5%	21	24%	103	33%	141	16%	67	8%	33	15%	65	430	3.03

Suggestions for Improvement

Areas that Need Improvement

Q: Which of the following areas need improvements with regard to your local health care provider? (Check all that apply)

Areas	Responses	
	%	C
Covered services	70%	291
Coverage ceilings and sub-ceilings	61%	254
Network	47%	195
General terms & conditions	44%	183
Referral system	42%	174
Online tools	41%	172
Other	18%	76
Total Responses		415

