



## **MetLife Health Insurance Satisfaction Survey - Fall 2019**

Prepared by: Office of Strategy Management and Institutional Effectiveness

# METLIFE HEALTH INSURANCE SATISFACTION SURVEY - FALL 19

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## INTRODUCTION

The purpose of this survey is to provide AUC with valuable feedback that will help inform the university's planning, services, and way forward with regards to the medical plan coverage and continuation.

## METHODOLOGY

This survey is developed by the Office of Strategy Management and Institutional Effectiveness in cooperation with the Office of Human Resources.

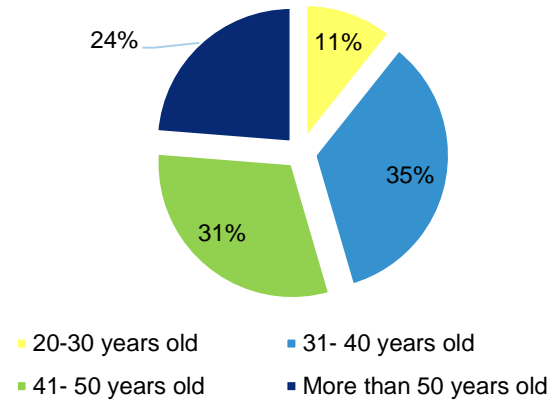
The Office of Strategy Management and Institutional Effectiveness sent out 1614 invitations for the MetLife survey on November 24<sup>th</sup>, 2019. A reminder was sent out to those who did not respond to the survey on December 1<sup>st</sup>, 2019. The survey was closed on December 8<sup>th</sup>, 2019. A total Responses of 299 were received.

# **METLIFE HEALTH CARE RESULTS**

*Q1- Please indicate your age range.*

Answer choices	Percentage
20-30 years old	11%
31- 40 years old	35%
41- 50 years old	31%
More than 50 years old	24%

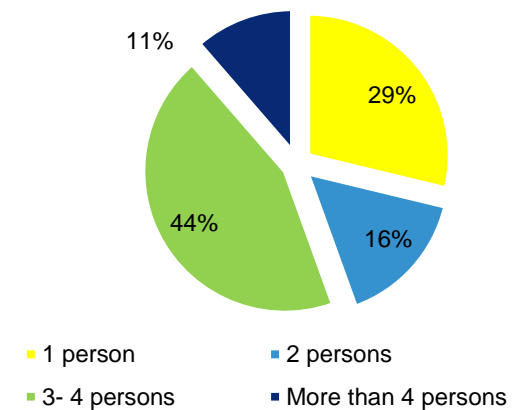
Answered: 299  
Skipped: 0



*Q2- Please indicate the number of family members (including yourself) using MetLife.*

Answer choices	Percentage
1 person	29%
2 persons	16%
3-4 persons	44%
More than 4 persons	11%

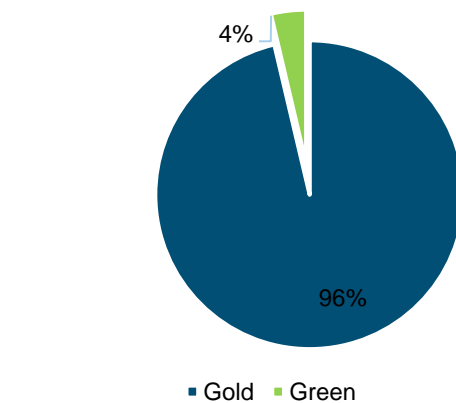
Answered: 299  
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*Q3- Please indicate your MetLife contract type.*

Answer choices	Percentage
Gold	96%
Green	4%

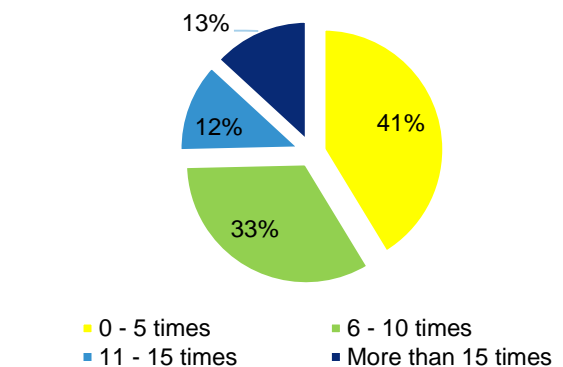
Answered: 299  
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*Q4- Approximately, how many times during this year last did you and/or any member of your family visit a MetLife healthcare provider?*

Answer choices	Cigna
0 - 5 times	41%
6 - 10 times	33%
11 - 15 times	12%
More than 15 times	13%

Answered: 213  
Skipped: 86



*Q5- Please indicate your level of agreement with following statements related to your appointments with physicians within the network:*

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Weighted Average
Appointments are usually available within reasonable amount of time.	16%	44%	28%	9%	3%	3.61
Waiting time in reception is reasonable most of the time.	9%	36%	32%	15%	8%	3.23

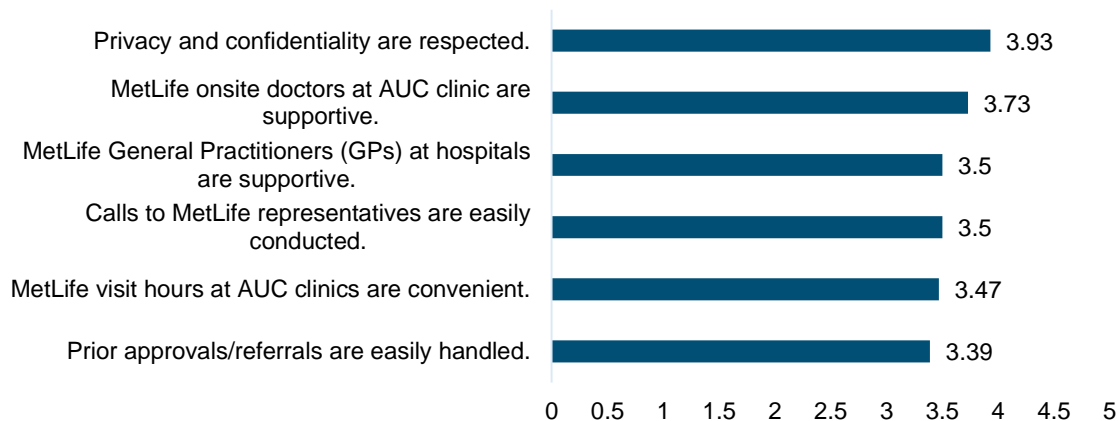
*Answered: 213  
Skipped: 86*



*Q6- Please indicate your level of agreement with the following statements related to MetLife Services.*

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Weighted Average
Prior approvals/referrals are easily handled.	20%	37%	18%	14%	12%	3.39
Calls to MetLife representatives are easily conducted.	18%	39%	24%	10%	8%	3.5
MetLife General Practitioners (GPs) at hospitals are supportive.	13%	40%	34%	8%	5%	3.5
MetLife visit hours at AUC clinics are convenient.	12%	45%	29%	9%	6%	3.47
MetLife onsite doctors at AUC clinic are supportive.	23%	40%	27%	7%	3%	3.73
Privacy and confidentiality are respected.	27%	44%	25%	2%	2%	3.93

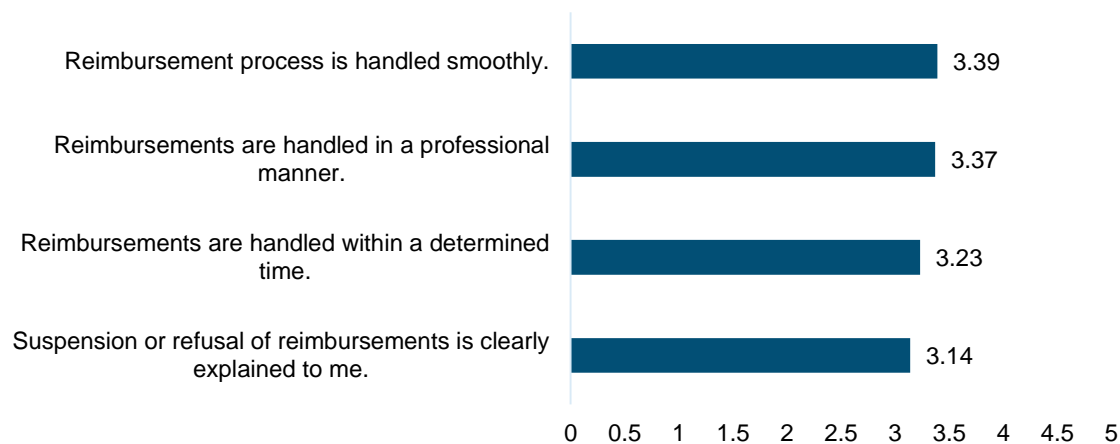
*Answered: 213  
Skipped: 86*



*Q7- Please indicate your level of agreement with following statements related to your experience with claims and reimbursement (out of MetLife network)*

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Weighted Average
Reimbursement process is handled smoothly.	13%	35%	38%	8%	7%	3.39
Reimbursements are handled in a professional manner.	13%	32%	41%	5%	8%	3.37
Suspension or refusal of reimbursements is clearly explained to me.	11%	25%	42%	11%	11%	3.14
Reimbursements are handled within a determined time.	12%	25%	44%	11%	8%	3.23

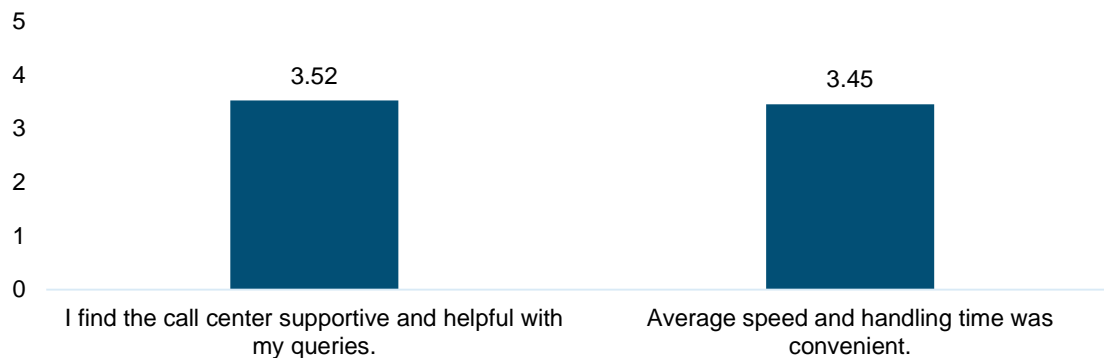
*Answered: 213  
Skipped: 86*



*Q8- Please indicate your level of agreement with following statements related to your experience with MetLife call center.*

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Weighted Average
I find the call center supportive and helpful with my queries.	17%	38%	30%	9%	6%	3.52
Average speed and handling time was convenient.	15%	37%	33%	8%	8%	3.45

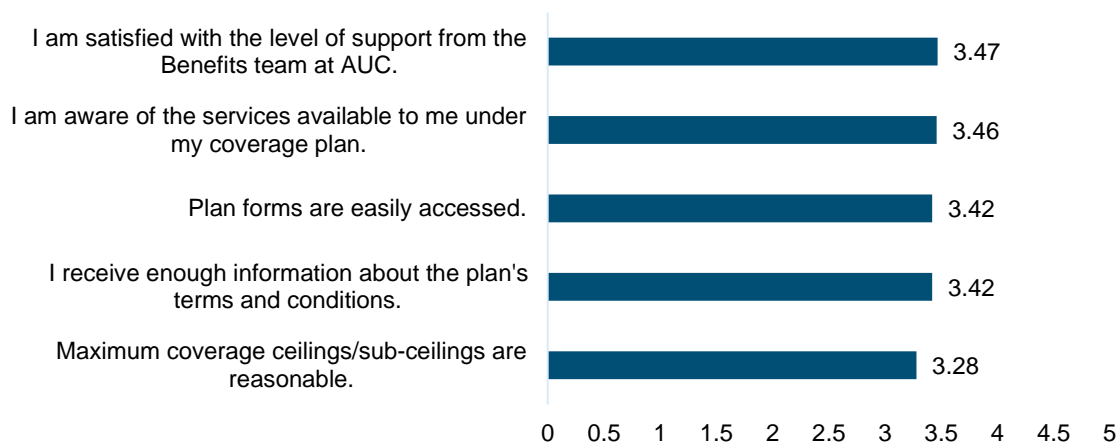
*Answered: 213  
Skipped: 86*



*Q9- Please indicate your level of agreement with following statements related to your awareness about plan terms and conditions.*

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Weighted Average
I receive enough information about the plan's terms and conditions.	14%	43%	21%	16%	7%	3.42
Maximum coverage ceilings/sub-ceilings are reasonable.	12%	38%	25%	14%	10%	3.28
Plan forms are easily accessed.	13%	42%	29%	9%	8%	3.42
I am aware of the services available to me under my coverage plan.	16%	41%	23%	13%	7%	3.46
I am satisfied with the level of support from the Benefits team at AUC.	18%	41%	21%	11%	9%	3.47

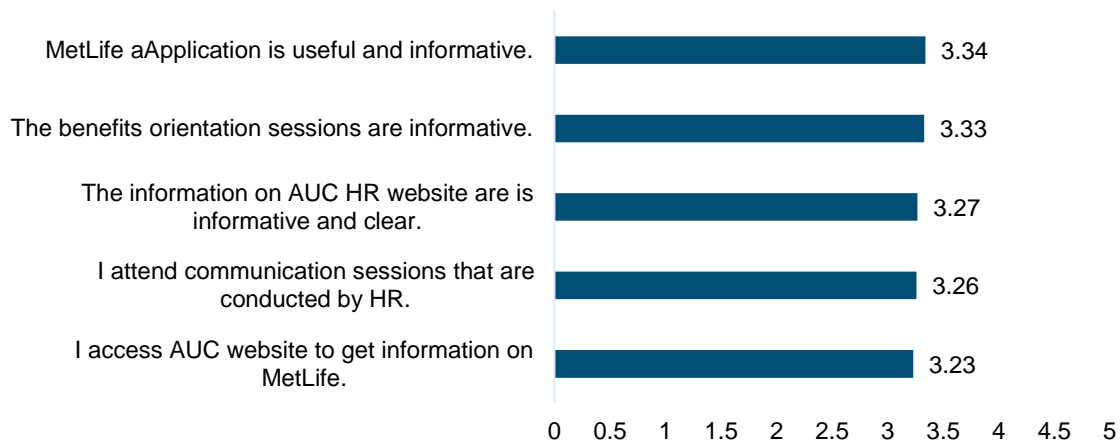
*Answered: 213  
Skipped: 86*



*Q10- Please indicate your level of agreement with following statements related to MetLife communication.*

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Weighted Average
I access AUC website to get information on MetLife.	12%	32%	32%	14%	9%	3.23
The information on AUC HR website are is informative and clear.	11%	31%	39%	11%	8%	3.27
I attend communication sessions that are conducted by HR.	11%	35%	31%	18%	6%	3.26
The benefits orientation sessions are informative.	15%	28%	41%	8%	8%	3.33
MetLife application is useful and informative.	15%	29%	40%	7%	9%	3.34

*Answered: 213  
Skipped: 86*



*Q11- Please indicate your overall satisfaction with the following.*

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Weighted Average
MetLife health care services	21%	43%	16%	9%	10%	3.56
MetLife network providers	20%	41%	20%	11%	8%	3.54

*Answered: 213  
Skipped: 86*

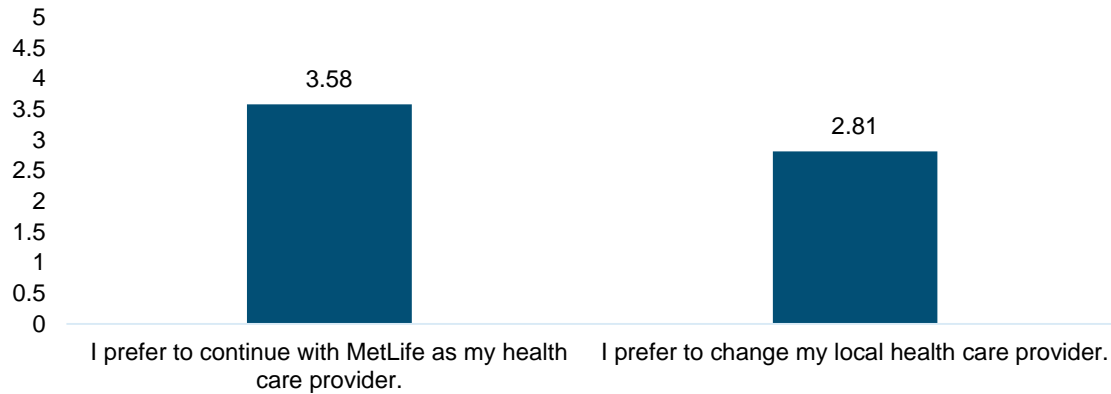




*Q12- Please indicate your level of agreement with the following.*

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Weighted Average
I prefer to continue with MetLife as my health care provider.	30%	34%	13%	10%	13%	3.58
I prefer to change my local health care provider.	16%	18%	19%	25%	22%	2.81

*Answered: 213  
Skipped: 86*



*Q13- Which of the following areas do you believe need enhancements or improvements with regards to your local health care provider (check all that apply)?*

Answer choices	Responses
Network	49%
Coverage ceilings and sub-ceilings	43%
Covered Services	54%
General terms & conditions	28%
Referral system	30%
Online tools	33%
Other (please specify)	24%

*Answered: 213  
Skipped: 86*

