



North Carolina
State Health Plan
FOR TEACHERS AND STATE EMPLOYEES



HBR Implementation Satisfaction Survey Results

Board of Trustees Meeting

September 27, 2013

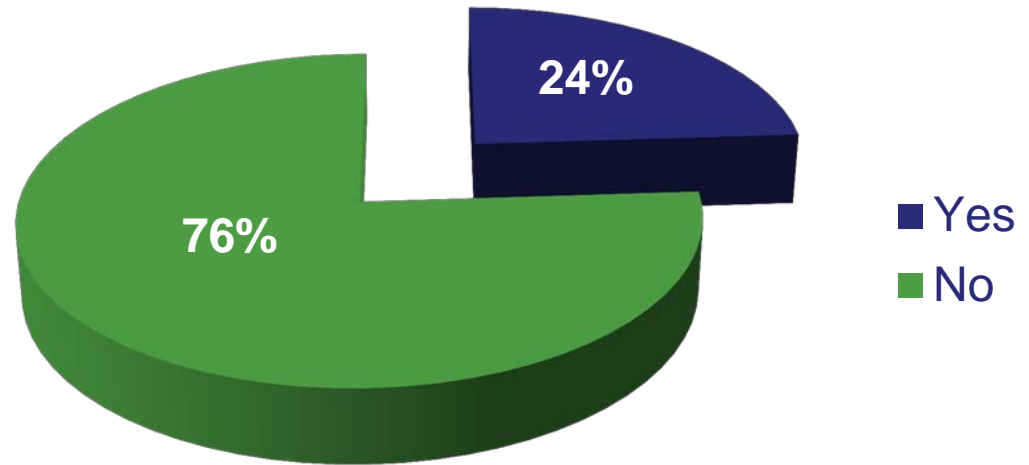
A Division of the Department of State Treasurer

HBR Survey Results Summary

- Out of approximately 200 implemented agencies, 492 HBRs were surveyed, 50 responded
- Received 10% response rate
- Eight questions were asked
- Seven were “yes/no” – one was open-ended
- Not all questions answered
- Of those answered, “*Implementation newsletter helpful*” scored best with 87.5% (#5) stating “Yes”
- Of those answered, “*Account Manager engagement during process*” (#3) performed worst with approximately 48% indicating “No”
- Least responded question was open-ended question

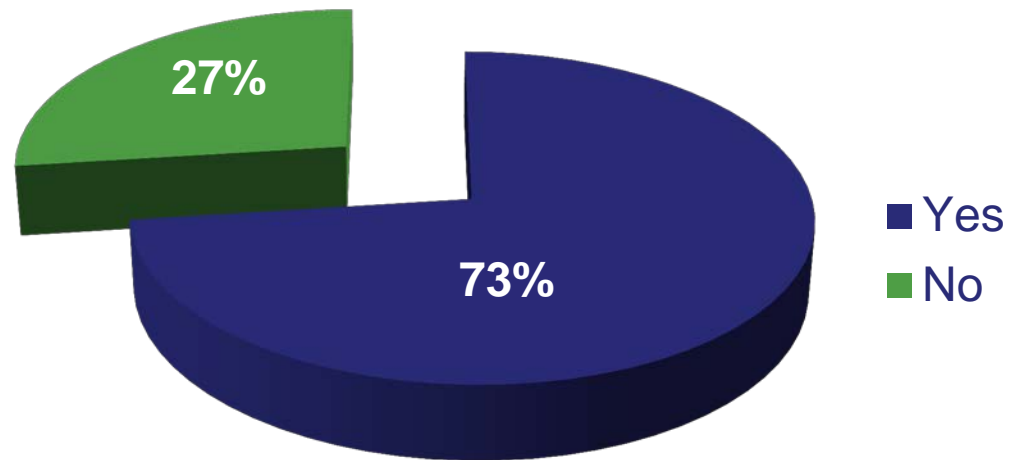
Question #1

- **Does your employing unit have any outstanding issues relating to implementation that still need to be addressed?**
 - **24% answered “Yes”**
 - **76% answered “No”**



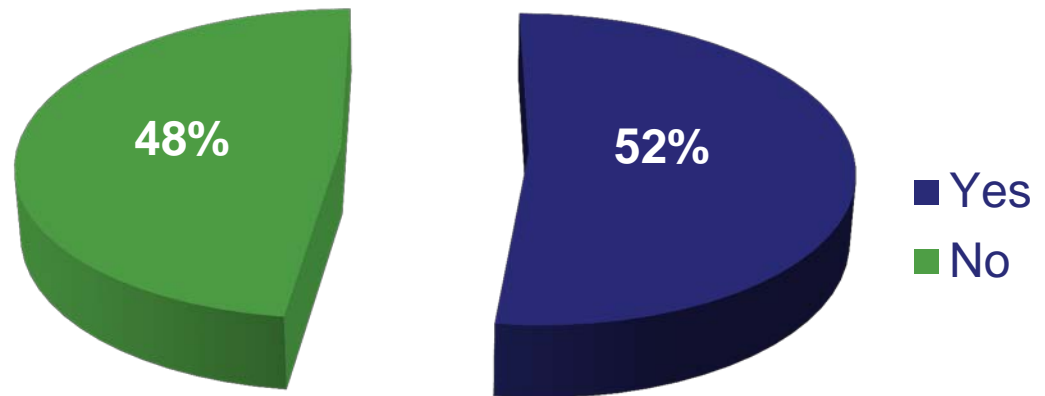
Question #2

- Was your eEnroll Account Manager helpful during this process?
 - 73% answered “Yes”
 - 27% answered “No”



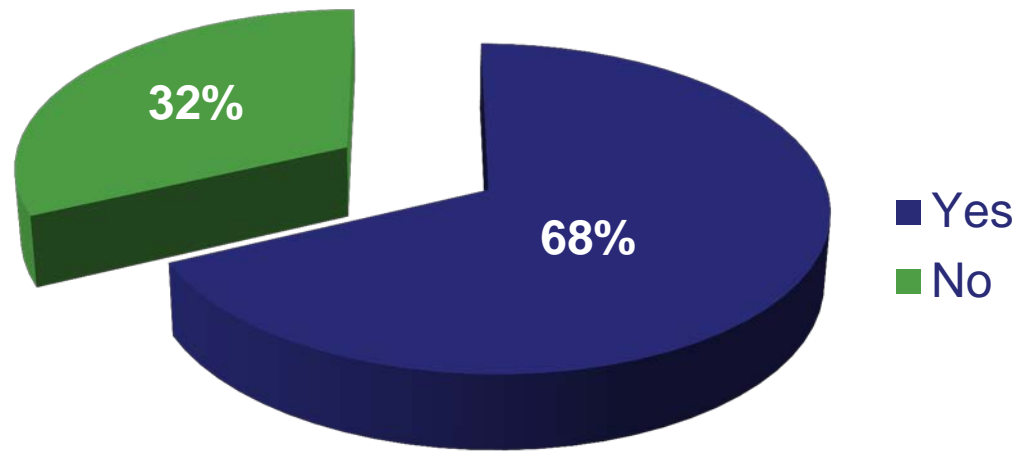
Question #3

- **Did your eEnroll Account Manager engage you and your unit during this process?**
 - **52% answered “Yes”**
 - **48% answered “No”**



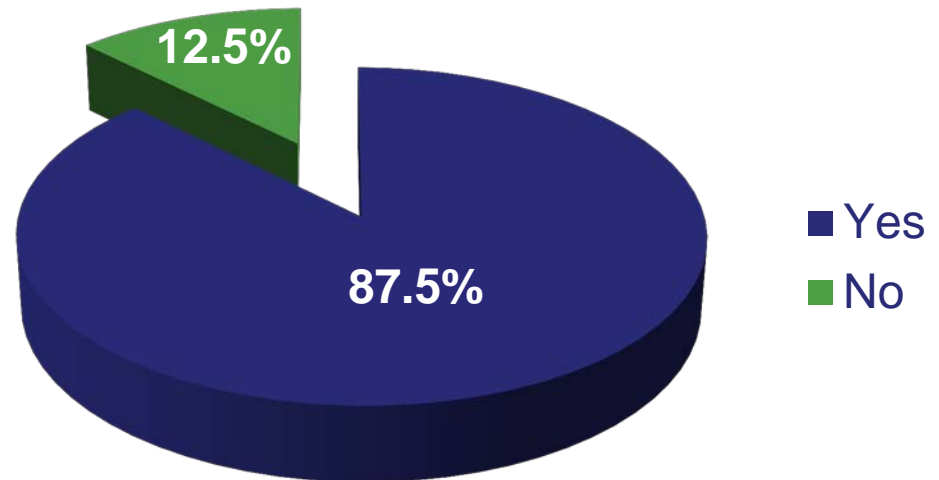
Question #4

- **Do you feel the communication during the implementation process was sufficient?**
 - **68% answered “Yes”**
 - **32% answered “No”**



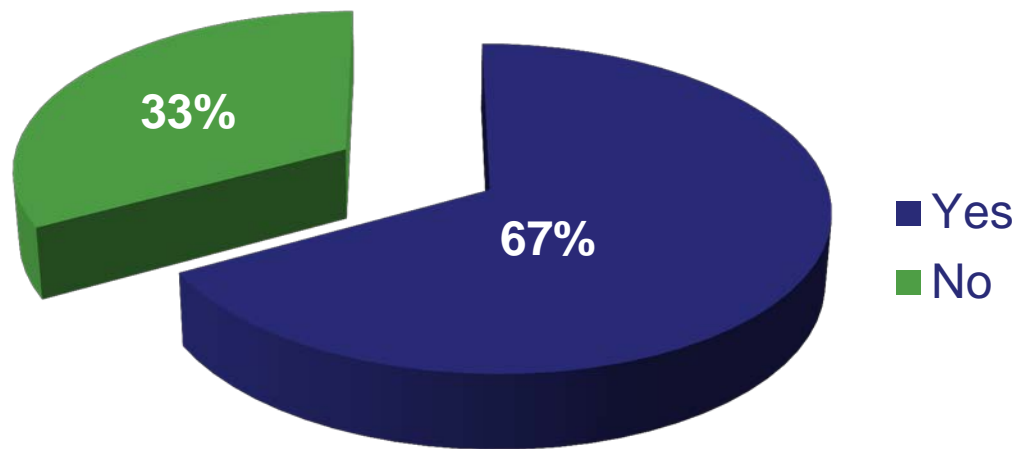
Question #5

- **Did you find the Implementation Update newsletters helpful?**
 - **87.5% answered “Yes”**
 - **12.5% answered “No”**



Question #7

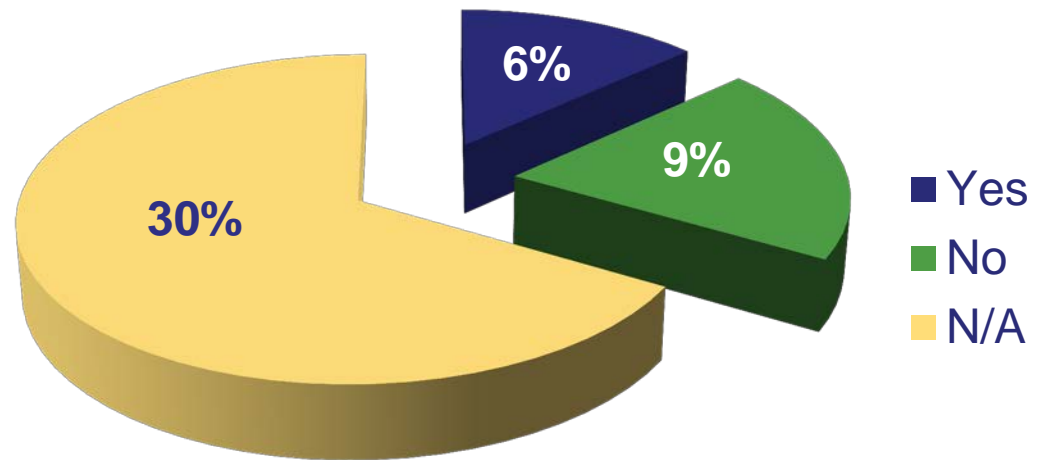
- **Do you feel your eEnroll Account Manager responded to your questions or concerns in a timely manner?**
 - **67% answered “Yes”**
 - **33% answered “No”**



Question #8

- **If your agency offers NCFlex benefits, does your employing unit have any outstanding issues relating to the NCFlex implementation that still need to be addressed?**

- **6% answered “Yes”**
- **9% answered “No”**
- **30% answered “N/A”**





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HBR Implementation Survey Results Appendix

Question #6 (Open Ended)

- **Do you have any other comments regarding how this implementation was conducted?**
- **Nine people responded averaging about 20% of total surveyed**
 - *“As an employer, we used to have a contact at BCBS that could help us with problems. We no longer have that and have to email everything. We need an individual contact when we have problems. We have a contact with eBenefits, and I can contact her with eBenefits and she is awesome. ... If you call the number, you get transferred over and over...”*
 - *“Well done.”*
 - *“Need more information sent early to employees.”*

Question #6 (Open Ended) *continued*

- *“In reference to question #5, are you talking about HBR Alert or was there something else? BenefitFocus did not seem to have an implementation and testing plan for my university and as a result, our resources did most of the testing and facilitating of implementation. I don’t feel that BenefitFocus had the appropriate resources dedicated to this project. NCFlex did not actively participate in this process. Overall, lack of communication and engagement of all parties involved. My account manager never seemed to know where the SHP was on certain issues, and as mentioned, NCFlex was non-existent and that should have been raised with senior leadership at State level. And BenefitFocus ...found it difficult to communicate timelines, testing procedures, file deadlines, etc. to us. I still feel that our eEnroll account manager is spread to thin.”*
- *“We should not have had a balance forward from the June invoice due to the over/shortage report making it balance. This made balancing our first invoice difficult because we had a balance forward and also a retro credit.”*

Question #6 (Open Ended) *continued*

- *“The implementation was handled in a hurry of a fashion. More time was needed for testing to insure the change was smooth and that minor details were worked out. It felt like little guidance was given to eBN regarding expectations and knowing the product they were representing. Our account manager was great when you could reach her, but she wasn’t likely to return calls from a voice mail request.”*
- *“Too little information, too late in the process, everything felt incredibly rushed.”*
- *“Never spoke to my eEnroll Account Manager.”*
- *“There are agencies other than the State enrolled in this plan. There are items that are not applicable to them. It would be very refreshing to have communications that deal with those agencies.”*