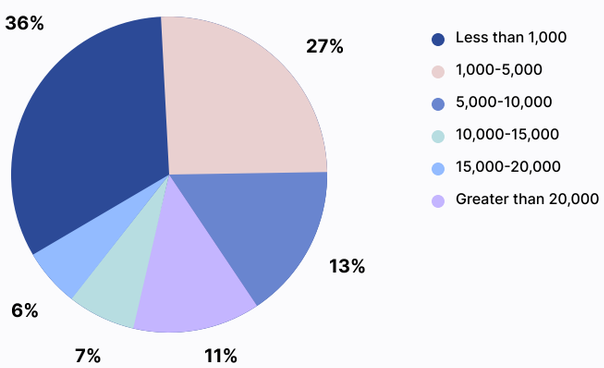
Nayya

Unpacking the Healthcare Crisis: 2022 HR and Benefits Leadership Trends

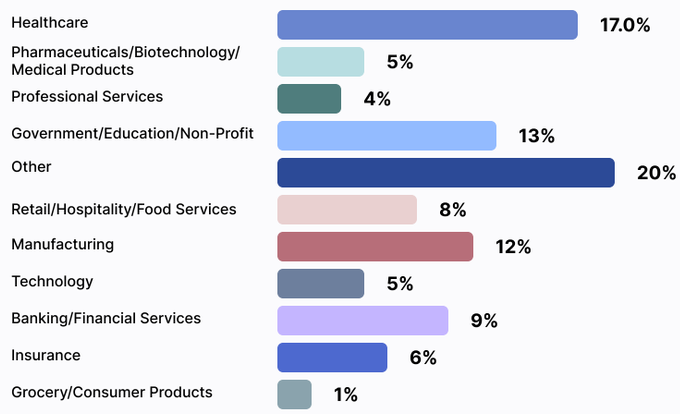
Millions of Americans are facing health and financial challenges stemming from a lack of understanding and confidence in healthcare selection and navigation. We've surveyed 100+ HR and benefits leaders nationwide to unpack the ways that HR teams are combating these challenges through their approach to benefits in 2022.

Who Was Surveyed

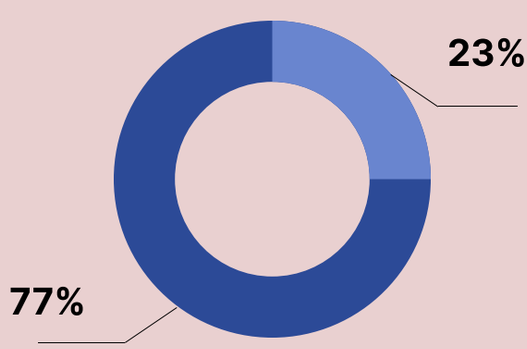
Organization size (by employees)



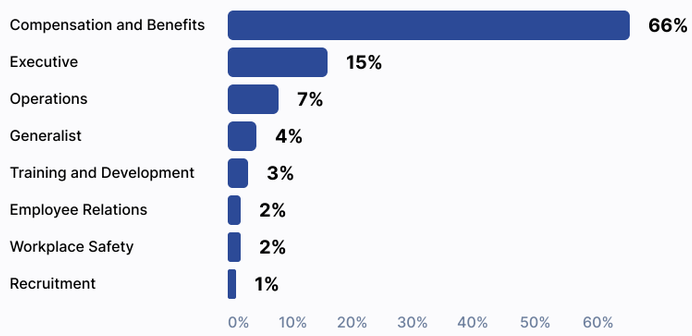
Industry



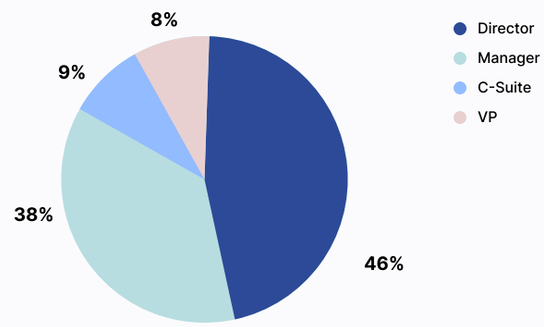
Is your organization part of the Fortune 1000?



Functional Responsibility

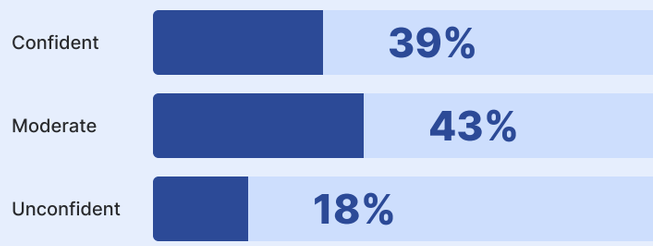


Title Breakdown



Understanding HR's Perception of Employee Confidence in Understanding Benefits

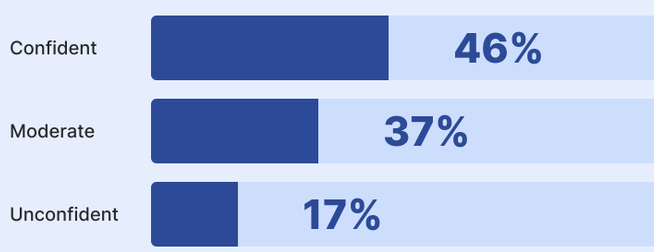
HR Leaders



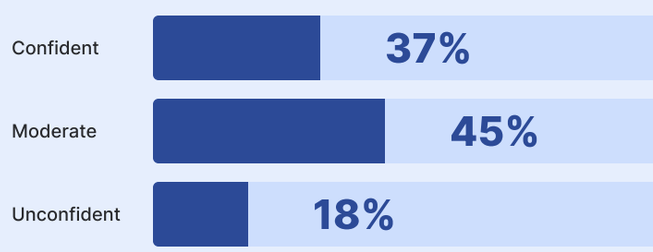
How confident do you feel that your employees understand their benefits?

Our research found that HR leaders in Fortune 1000 businesses have higher levels of perceived confidence in employee benefits understanding.

Fortune 1000



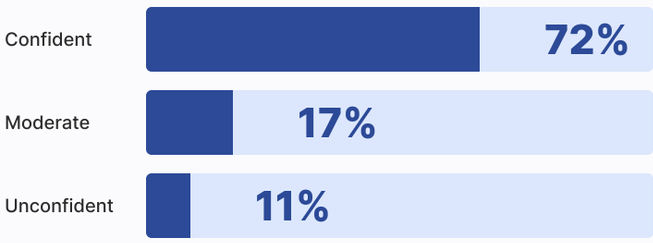
Non-Fortune 1000



How confident do you feel that your employees understand their benefits?

Confidence in Supporting Employee Benefits Decisions

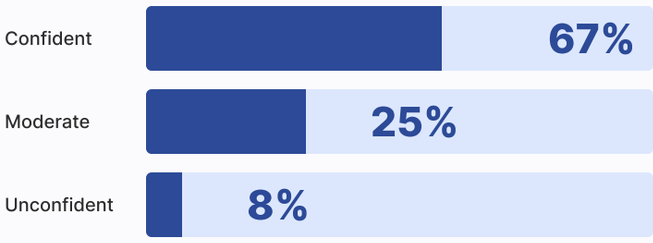
HR Leaders



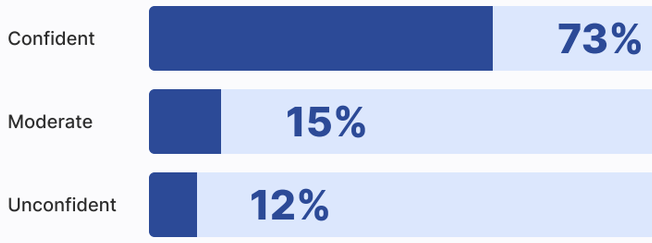
How confident do you feel in supporting employee's benefits decisions?

Our research found that HR leaders in non-Fortune 1000 businesses have more confidence in supporting employee benefits decisions.

Fortune 1000



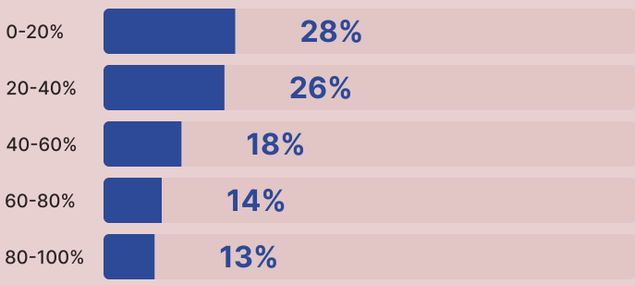
Non-Fortune 1000



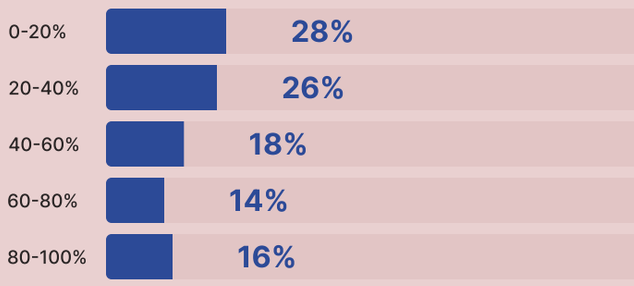
How confident do you feel in supporting employee's benefits decisions?

HR Time Invested in Employee Education

Our research found a direct correlation between time spent on education and answering employee questions and HR's perceived confidence on employee understanding of benefits. Meaning, HR leaders believe that the more time spent on education and answering questions, the more confident they are that employees understand their benefits.

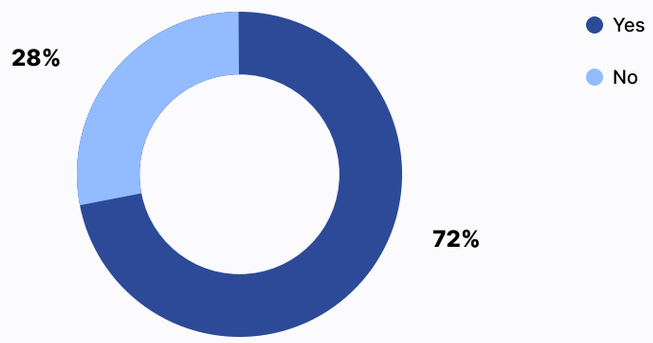


During open enrollment, what percentage of your HR team's time is dedicated to providing benefits-related education for employees?



During open enrollment, what percentage of your HR team's time is dedicated to responding to employee questions about benefits?

Has your educational approach to open enrollment and benefits changed due to prolonged COVID-19 impact?



Biggest Benefits Challenges?

To better understand the benefits challenges HR is facing, we posed the question, **which of the following do you believe to be the biggest benefits-related and open enrollment challenges?**

1. Driving employee engagement and communication
2. Voluntary benefits awareness and utilization
3. In / out of network care steerage
4. Managing changes due to qualifying life event
5. Benefits participation

Top-ranked **benefits challenges**, in order of most challenging to least.

1. Reminding employees to submit elections
2. Ensuring employee participation
3. Training and education
4. Driving employee engagement
5. Responding to employee questions on a 1-to-1 basis

Top-ranked **open enrollment challenges**, in order of most challenging to least.

Your Employees: Challenges & Demographics

Which of the following has occured to your employee population?

61% Unplanned Medical Events

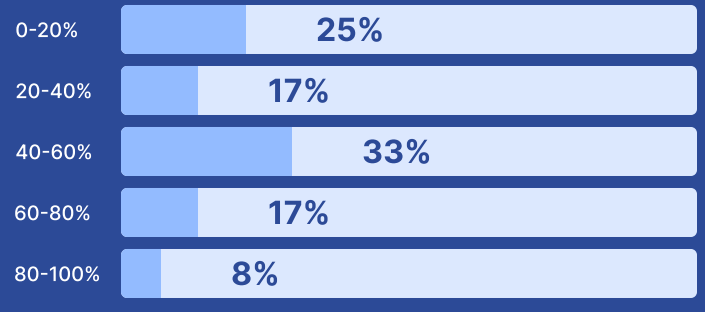
56% Unforseen Medical Expenses

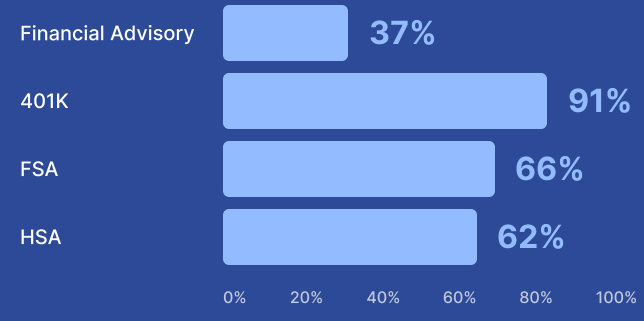
30% Out-of-Network Billing

4% Medical Bankruptcy

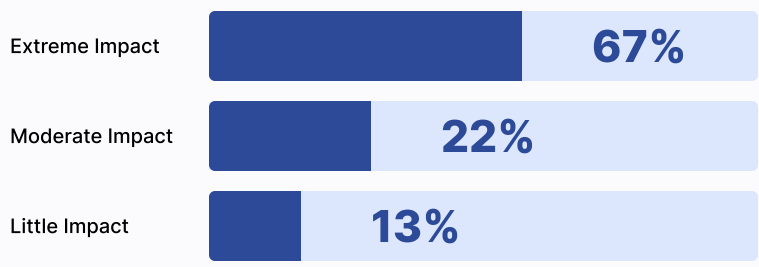
What percentage of your employees are on a high deductible health plan (HDHP)?

What types of savings programs does your organization offer?





The Great Resignation: The Impact Benefits Have



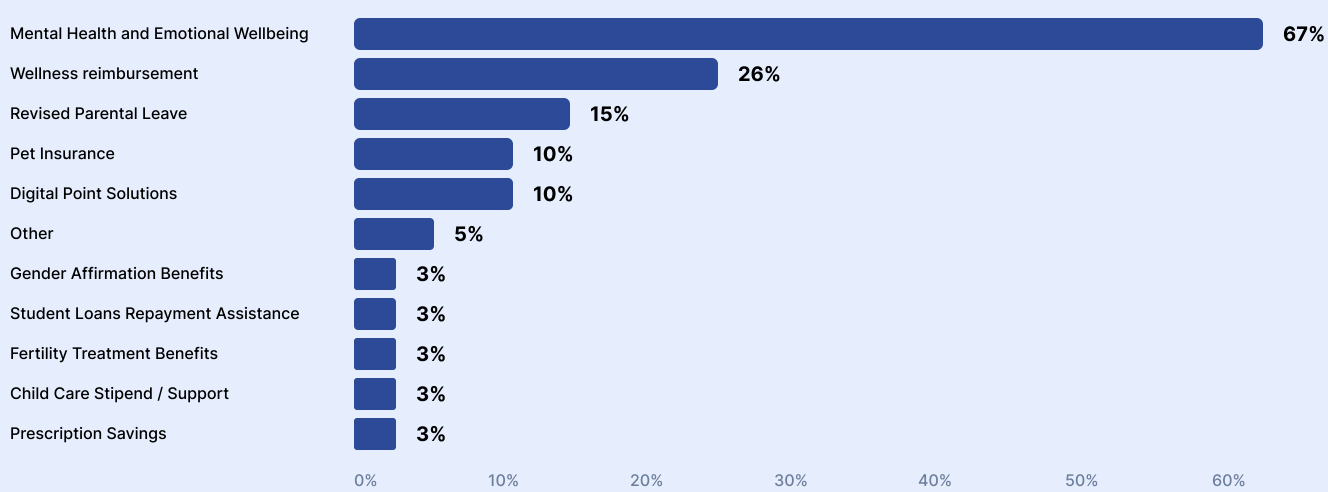
How much of an impact do you believe benefits have on employee retention and attracting new talent?

Despite the extreme impact many HR Leaders reported benefits having on retention and attraction:

only **37%** of organizations are offering new benefits in 2022.

and only **32%** plan to publicly share their benefits in an effort to increase transparency and equity.

Of the 37% of organizations offering new benefits in 2022, we asked "what types of new benefits programs are you introducing?" Here's what we found:



What This All Means

The reality is, many Americans are currently facing record high inflation, medical debt, and a severe lack of understanding in the selection and application of benefits. Despite best efforts from businesses and HR teams, benefits planning and strategies are not meeting consumer needs. We need to bridge this gap, and support employees across America with education and confidence around benefits so that consumers across the nation can achieve health and financial equity.

Access our Employee Analysis

Full Employee Findings

Access our Combined Highlights Report

Combined Highlights Report