

myTOTAL
REWARDS

Annual Enrollment Performance Report



DATA SUPPLEMENT

2015



Table of Contents

Introduction	3
---------------------	----------

2	Demographics	
2.1	Fully-benefit eligible faculty & staff as 100 people	6
2.2	Enrollment in 2015 insurance plans	7
2.3	Enrollment in 2015 medical plans	8
2.4	Enrollment by age	9
2.5	Enrollment by job type	10
2.6	Enrollment by insurance coverage level	12

3	Strategies & Results	
3.1	Communications and education	14
3.2	Informed decision-making	16
3.3	Increase in wellness incentive	24

4	Feedback	
4.1	About the survey	26
4.2	Employee feedback	27
4.3	Quiz results	31

Introduction

This document exists to serve as a data supplement to the University of Missouri System Total Rewards Department's *Annual Enrollment Performance Report 2015*. Data herein is organized according to the same structure as the *Annual Enrollment Performance Report* and is provided as postscript without further interpretation. For conclusions and discussion of this data, please consult the principal report.

In understanding the data within, please note that the number of UM System faculty and staff members who were considered fully benefit-eligible for 2015 totaled 18,777. "Fully benefit-eligible" means those employees who were eligible to enroll in all benefit plans, including medical, dental, vision, life, long-term disability, health savings plans (health savings account (HSA) or flexible spending account (FSA)), and more. See HR-101: Employee Status in the UM System Human Resources Policy Manual for more details about fully benefit-eligible faculty and staff. Other statistics throughout this report were based on the 18,777 total fully benefit-eligible population (e.g., percentage of people who selected the Healthy Savings Plan equals number of Healthy Savings enrollees divided by the total fully benefit-eligible population).

Also note that a few additional faculty and staff members were marked as benefit-eligible in the Total Rewards tracking system during 2015 Annual Enrollment for whom the enrollment process was not appropriate. They did not engage in the enrollment process for various reasons—e.g., in a layoff status, job appointment was ending in 2014, etc. Because it is not possible or pertinent to accurately classify these people in any given enrollment category, they remain outside of the statistics used in this report.

Furthermore, we do not consider medically eligible faculty and staff in the benefit-eligible population since they are not eligible for all benefits offered by the university. Only page 23 discusses data related to this population.



2

Demographics

To understand annual enrollment is—in part—to understand the people that comprise an institution. The University of Missouri (UM) System's annual enrollment is about offering peace of mind to faculty and staff by 1) helping to maintain healthy and active lives, and 2) preparing for health issues that may arise.

The data herein concerns the UM System faculty and staff that enrolled in benefits during the 2015 Annual Enrollment process.



2.1 Fully-benefit eligible faculty & staff as 100 people

Note: The “Benefit-Eligible Faculty and Staff as 100 People” graphic was created based on inspiration from “The World as 100 People,” designed by Jack Hagley, shared by Jack Hagley on May 25, 2013, and accessed on 12/17/2014 on the website visual.ly at <http://visual.ly/world-100-people>.

MEDICAL PLAN		
Medical choice	# of people	% of population
PPO	7553	40.22%
Custom Network	6069	32.32%
Healthy Savings	3617	19.26%
Waive	1538	8.19%
Totals	18777	100.00%

AGE		
Age group	# of people	% of population
>30	2663	14.18%
30s	4525	24.10%
40s	4142	22.06%
50s	4874	25.96%
60s	2366	12.60%
70s	202	1.08%
80s	5	0.03%
Totals	18777	100.00%

GENDER		
Gender	# of people	% of population
Female	10904	58.07%
Male	7873	41.93%
Totals	18777	100.00%

BUSINESS UNIT		
Campus	# of people	% of population
MU	8643	46.03%
MUHC	4259	22.68%
UM	457	2.43%
UMKC	2648	14.10%
S&T	1273	6.78%
UMSL	1497	7.97%
Totals	18777	100.00%

SALARY PLAN		
Job type	# of people	% of population
Faculty	5124	27.29%
Staff (non-Union)	12111	64.50%
Union	1542	8.21%
Totals	18777	100.00%

PAY GRADE (GGS ONLY)		
Grade level	# of people	% of population
002 - 004	203	2.64%
005 - 007	2790	36.35%
008 - 010	3099	40.38%
011 - 013	1108	14.44%
014 - 016	177	2.31%
E1 - E3	50	0.65%
MKT	248	3.23%
Totals	7675	100.00%

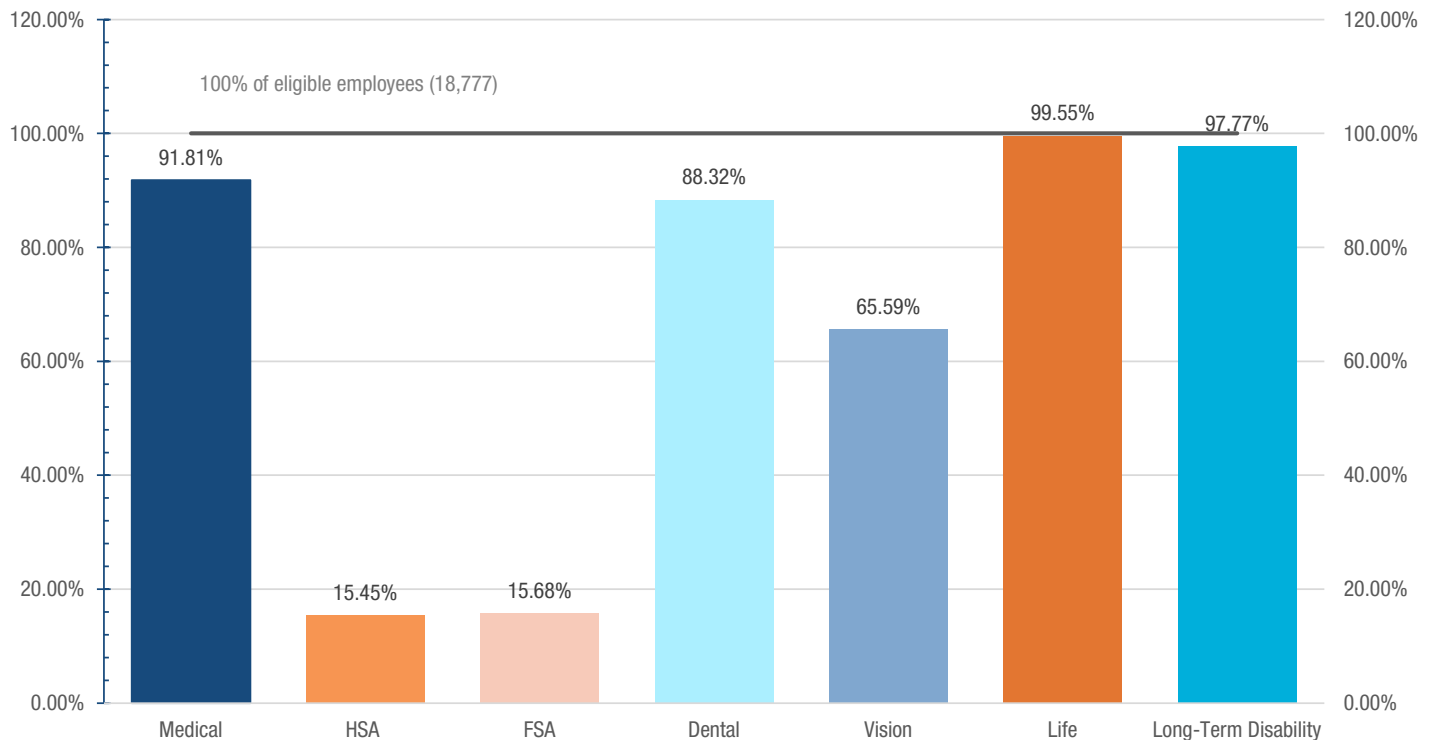
COVERAGE LEVEL		
Coverage level	# of people	% of population
Self	7691	44.61%
Self & Spouse	2593	15.04%
Self & Child(ren)	2951	17.12%
Self & Spouse & Child(ren)	4004	23.23%
Totals	17239	100.00%

TOOK ACTION VS. DEFAULTED		
Action	# of people	% of population
Actively enrolled in a medical plan	17182	91.51%
Actively waived coverage	1538	8.19%
Defaulted	57	0.30%
Totals	18777	100.00%

myHR VS. PAPER FORM		
Method	# of people	% of population
myHR	~18720	99.70%
Paper	~57	0.30%
Totals	~18777	100.00%

2.2 Enrollment in our 2015 insurance plans

Percentage of enrollees, by plan



BENEFIT-ELIGIBLE FACULTY AND STAFF, BY CAMPUS, AND THEIR ENROLLMENT CHOICES

Campus	MU	MUHC	UM	UMKC	S&T	UMSL	Totals
# of Benefit-eligible employees	8,643	4,259	457	2,648	1,273	1,497	18,777
PLAN ENROLLMENT							
Medical	8,106	3,873	434	2,331	1,147	1,348	17,239
	93.79%	90.94%	94.97%	88.03%	90.10%	90.05%	91.81%
HSA	1,172	524	84	590	266	265	2,901
	13.56%	12.30%	18.38%	22.28%	20.90%	17.70%	15.45%
FSA	1,513	496	112	400	154	269	2,944
	17.51%	11.65%	24.51%	15.11%	12.10%	17.97%	15.68%
Dental	7,815	3,723	417	2,217	1,096	1,315	16,583
	90.42%	87.41%	91.25%	83.72%	86.10%	87.84%	88.32%
Vision	5,590	2,832	313	1,762	864	955	12,316
	64.68%	66.49%	68.49%	66.54%	67.87%	63.79%	65.59%
Life	8,595	4,221	457	2,648	1,273	1,497	18,692
	99.44%	99.11%	100.00%	100.00%	100.00%	100.00%	99.55%
Long-Term Disability	8,446	4,085	454	2,623	1,265	1,486	18,359
	97.72%	95.91%	99.34%	99.06%	99.37%	99.27%	97.77%

2.3 Enrollment in 2015 medical plans

OVERALL: MEDICAL PLAN ENROLLMENT					
Previous Enrollment	PPO	Custom Network	Healthy Savings	Waive	Totals
2014 myOptions	7323	5422	1559	135	14439
2014 myChoice	145	481	1868	25	2519
No plan/waive	85	166	190	1378	1819
Totals	7553	6069	3617	1538	18777

ELIGIBLE FOR CUSTOM NETWORK: MEDICAL PLAN ENROLLMENT					
Previous Enrollment	PPO	Custom Network	Healthy Savings	Waive	Totals
2014 myOptions	3688	5422	846	91	10047
2014 myChoice	69	481	1131	20	1701
No plan/waive	41	166	101	774	1082
Totals	3798	6069	2078	885	12830

NOT ELIGIBLE FOR CUSTOM NETWORK: MEDICAL PLAN ENROLLMENT					
Previous Enrollment	PPO	Custom Network	Healthy Savings	Waive	Totals
2014 myOptions	3635	0	713	44	4392
2014 myChoice	76	0	737	5	818
No plan/waive	44	0	89	604	737
Totals	3755	0	1539	653	5947

MU: MEDICAL PLAN ENROLLMENT				
PPO	Custom Network	Healthy Savings	Waive	Totals
2941	3729	1436	537	8643
34.03%	43.14%	16.61%	6.21%	100.00%

MUHC: MEDICAL PLAN ENROLLMENT				
PPO	Custom Network	Healthy Savings	Waive	Totals
1032	2168	673	386	4259
24.23%	50.90%	15.80%	9.06%	100.00%

UM: MEDICAL PLAN ENROLLMENT				
PPO	Custom Network	Healthy Savings	Waive	Totals
179	162	93	23	457
39.17%	35.45%	20.35%	5.03%	100.00%

UMKC: MEDICAL PLAN ENROLLMENT				
PPO	Custom Network	Healthy Savings	Waive	Totals
1562	6	763	317	2648
58.99%	0.23%	28.81%	11.97%	100.00%

S&T: MEDICAL PLAN ENROLLMENT				
PPO	Custom Network	Healthy Savings	Waive	Totals
830	1	316	126	1273
65.20%	0.08%	24.82%	9.90%	100.00%

UMSL: MEDICAL PLAN ENROLLMENT				
PPO	Custom Network	Healthy Savings	Waive	Totals
1009	3	336	149	1497
67.40%	0.20%	22.44%	9.95%	100.00%

2.4 Enrollment by age

MEDICAL PLAN ENROLLMENT BY AGE GROUP					
Age Group	Custom Network	Healthy Savings	PPO	Waive	Totals
<30	883	851	534	395	2663
30s	1564	1064	1552	345	4525
40s	1484	723	1654	281	4142
50s	1535	735	2273	331	4874
60s	568	228	1408	162	2366
70s	35	16	128	23	202
80s	0	0	4	1	5
Totals	6069	3617	7553	1538	18777
*Medical only					

PERCENTAGE ENROLLED IN MEDICAL PLANS BY AGE GROUP					
Age group	Custom Network	Healthy Savings	PPO	Waive	Totals
<30	33.16%	31.96%	20.05%	14.83%	100.00%
30s	34.56%	23.51%	34.30%	7.62%	100.00%
40s	35.83%	17.46%	39.93%	6.78%	100.00%
50s	31.49%	15.08%	46.64%	6.79%	100.00%
60s	24.01%	9.64%	59.51%	6.85%	100.00%
70s	17.33%	7.92%	63.37%	11.39%	100.00%
80s	0.00%	0.00%	80.00%	20.00%	100.00%



2.5 Enrollment by job type

MEDICAL PLAN ENROLLMENT BY SALARY PLAN					
Salary Plan Group	Custom Network	Healthy Savings	PPO	Waive	Totals
Faculty	1116	1172	2439	397	5124
	21.78%	22.87%	47.60%	7.75%	100%
Staff (non-Union)	4342	2234	4526	1009	12111
	35.85%	18.45%	37.37%	8.33%	100%
Union	611	211	588	132	1542
	39.62%	13.68%	38.13%	8.56%	100%
Totals	6069	3617	7553	1538	18777
*Medical only					

MEDICAL PLAN ENROLLMENT BY PAY GRADE (GGS ONLY)					
Grade	Custom Network	Healthy Savings	PPO	Waive	Totals
MKT	61	69	111	7	248
002	1	2	0	1	4
003	4	10	18	6	38
004	35	38	65	23	161
005	144	127	266	73	610
006	366	223	522	109	1220
007	325	193	370	72	960
008	349	246	515	109	1219
009	255	231	449	70	1005
010	253	164	389	69	875
011	171	99	262	37	569
012	125	69	196	21	411
013	35	21	65	7	128
014	19	22	63	4	108
015	6	12	21	2	41
016	2	14	12	0	28
EXEC	2	17	31	0	50
Totals	2153	1557	3355	610	7675

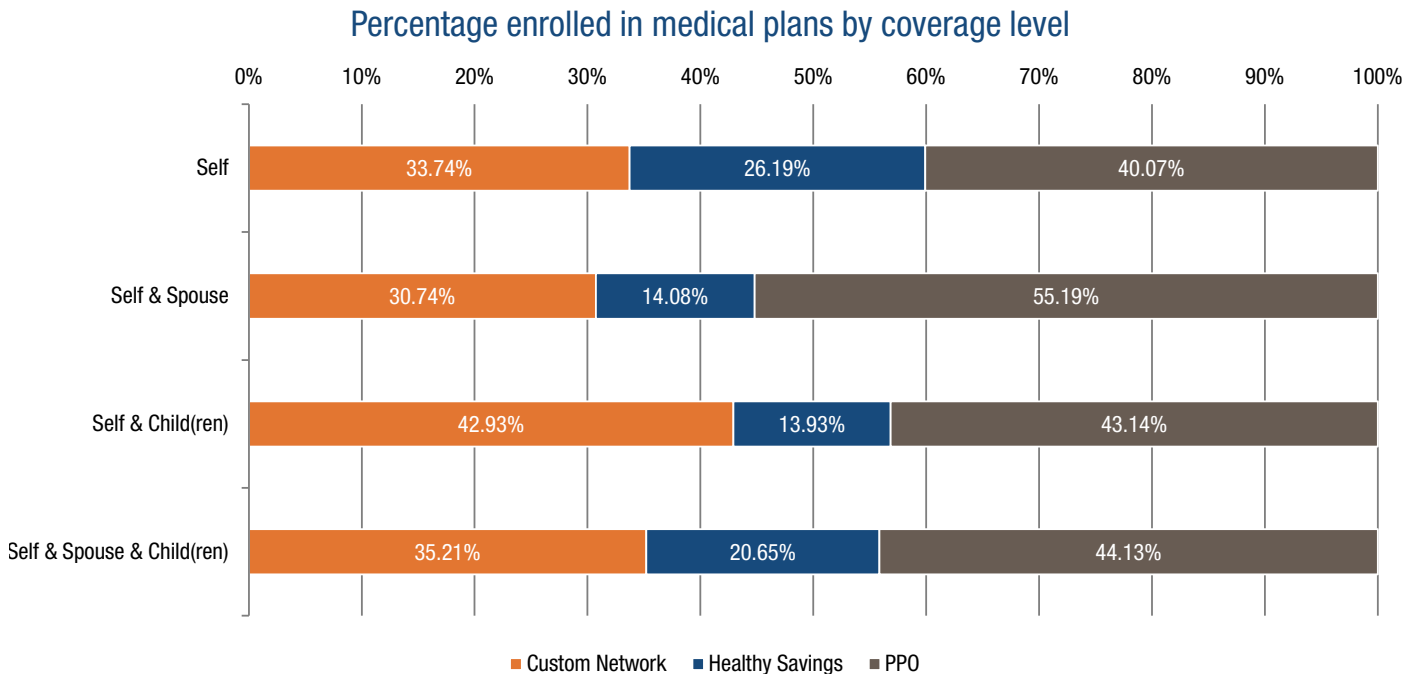
Pay grades and corresponding pay ranges are available publicly from the Total Rewards Compensation site. Please visit the Pay Matrices page at https://www.umsystem.edu/totalrewards/compensation/pay_matrices/ for more information.

Job Family Description	Custom Network	Healthy Savings	PPO	Waive	Totals
Academic Administrators	34	15	47	6	102
	33.33%	14.71%	46.08%	5.88%	100.00%
Advancement	23	38	80	11	152
	15.13%	25.00%	52.63%	7.24%	100.00%
Athletics	38	69	89	3	199
	19.10%	34.67%	44.72%	1.51%	100.00%
Business Administration	526	264	695	116	1601
	32.85%	16.49%	43.41%	7.25%	100.00%
Communications	126	135	196	37	494
	25.51%	27.33%	39.68%	7.49%	100.00%
Craft, Service, & Maintenance	665	249	805	165	1884
	35.30%	13.22%	42.73%	8.76%	100.00%
Dining/Hospitality/Retail Serv	101	37z	23	20	181
	55.80%	20.44%	12.71%	11.05%	100.00%
Executive	236	89	172	20	517
	45.65%	17.21%	33.27%	3.87%	100.00%
Finance	38	32	76	20	166
	22.89%	19.28%	45.78%	12.05%	100.00%
Healthcare	4	33	78	9	124
	3.23%	26.61%	62.90%	7.26%	100.00%
Hospital - Licensed Nursing	655	176	402	151	1384
	47.33%	12.72%	29.05%	10.91%	100.00%
Hospital- Allied Health	241	82	136	37	496
	48.59%	16.53%	27.42%	7.46%	100.00%
Hospital Non-Licensed Patient	254	72	130	56	512
	49.61%	14.06%	25.39%	10.94%	100.00%
Human Resources	44	35	48	11	138
	31.88%	25.36%	34.78%	7.97%	100.00%
Information Technology	336	181	374	56	947
	35.48%	19.11%	39.49%	5.91%	100.00%
Legal	3	4	4		11
	27.27%	36.36%	36.36%	0.00%	100.00%
Librarians	26	12	36	1	75
	34.67%	16.00%	48.00%	1.33%	100.00%
Library/Reference Svcs/Museum	1	1	7	1	10
	10.00%	10.00%	70.00%	10.00%	100.00%
Non-Hospital Health Related	10	3	7	6	26
	38.46%	11.54%	26.92%	23.08%	100.00%
Office & Admin Support	898	359	916	204	2377
	37.78%	15.10%	38.54%	8.58%	100.00%
Research and Engineering	285	160	267	64	776
	36.73%	20.62%	34.41%	8.25%	100.00%
Student Support Services	220	233	493	114	1060
	20.75%	21.98%	46.51%	10.75%	100.00%
Teaching & Research Faculty	1032	933	2209	331	4505
	22.91%	20.71%	49.03%	7.35%	100.00%
Technician - Miscellaneous	43	9	24	12	88
	48.86%	10.23%	27.27%	13.64%	100.00%
#N/A	230	396	239	87	952
	24.16%	41.60%	25.11%	9.14%	100.00%
Totals	6069	3617	7553	1538	18777

2.6 Enrollment by insurance coverage level

MEDICAL PLAN ENROLLMENT BY COVERAGE LEVEL				
Coverage Level	Custom Network	Healthy Savings	PPO	Totals
Self	2595	2014	3082	7691
Self & Spouse	797	365	1431	2593
Self & Child(ren)	1267	411	1273	2951
Self & Spouse & Child(ren)	1410	827	1767	4004
Totals	6069	3617	7553	17239

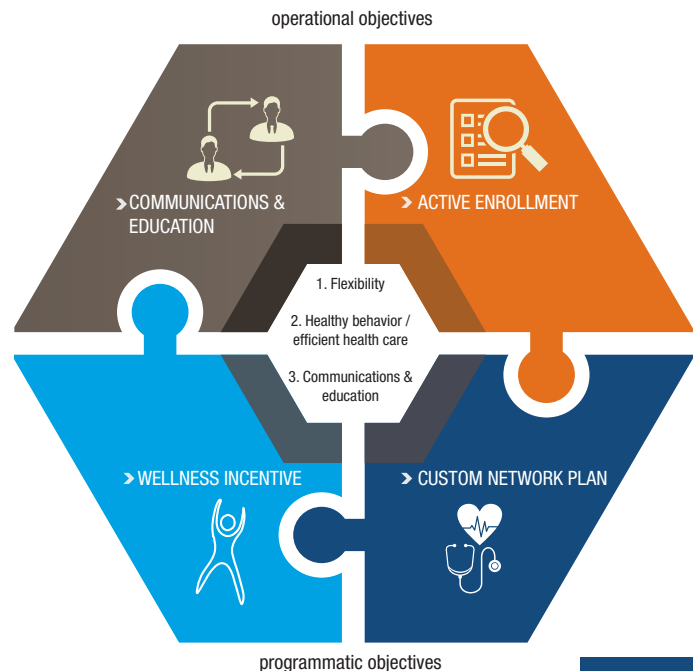
PERCENTAGE ENROLLED IN MEDICAL PLANS BY COVERAGE LEVEL				
Coverage Level	Custom Network	Healthy Savings	PPO	Totals
Self	33.74%	26.19%	40.07%	100.00%
Self & Spouse	30.74%	14.08%	55.19%	100.00%
Self & Child(ren)	42.93%	13.93%	43.14%	100.00%
Self & Spouse & Child(ren)	35.21%	20.65%	44.13%	100.00%



3

Strategies & Results

Formed in 2013, the Total Rewards Ad Hoc Task Force assisted the Vice President for Human Resources in developing and communicating recommendations to improve the university's Total Rewards program offerings. The Task Force published eight recommendations in April 2014, three of which relate to and were advanced by 2015 Annual Enrollment. The Task Force's full report and additional details are available at www.umssystem.edu/totalrewards/reimagining.



3.1 Communications and Education

3.1.1 In-person education

IN-PERSON EDUCATION: NUMBER OF ATTENDEES							
	MU	MUHC	UMKC	S&T	UMSL	UM	Totals
One-on-ones	927	240	120	151	50	30	1518
Leadership Mtgs.	315	173	85	177	231	47	1028
Departmental Mts.	3986	2339	412	350	612	180	7879
Town Halls	290	591	372	119	218	47	1637
HR Service Center	2153	683	158	74	105	60	3233
Totals	7671	4026	1147	871	1216	364	15295

IN-PERSON EDUCATION: ATTENDEES, AS PERCENTAGE OF BENEFIT-ELIGIBLE EMPLOYEES							
	MU	MUHC	UMKC	S&T	UMSL	UM	Totals
One-on-ones	10.73%	5.64%	4.53%	11.86%	3.34%	6.56%	8.08%
Leadership Mtgs.	1.15%	4.06%	3.21%	13.90%	15.43%	10.28%	5.47%
Departmental Mts.	14.54%	54.92%	15.56%	27.49%	40.88%	39.39%	41.96%
Town Halls	1.06%	13.88%	14.05%	9.35%	14.56%	10.28%	8.72%
HR Service Center	24.91%	16.04%	5.97%	5.81%	7.01%	13.13%	17.22%
TOTALS	88.75%	94.53%	43.32%	68.42%	81.23%	79.65%	81.46%

IN-PERSON EDUCATION: NUMBER OF EVENTS							
	MU	MUHC	UMKC	S&T	UMSL	UM	Totals
One-on-ones	826	221	114	133	50	26	1370
Leadership Mtgs.	10	3	4	5	6	4	32
Departmental Mts.	86	69	23	21	21	10	230
Town Halls	20	17	8	4	4	4	57
HR Service Center	2153	683	158	74	105	60	3233
TOTALS	3095	993	307	237	186	104	4922

IN-PERSON EDUCATION: AVERAGE NUMBER OF ATTENDEES PER EVENT							
	MU	MUHC	UMKC	S&T	UMSL	UM	Totals
One-on-ones	1	1	1	1	1	1	1
Leadership Mtgs.	32	58	21	35	39	12	32
Departmental Mts.	46	34	18	17	29	18	34
Town Halls	15	35	47	30	55	12	29
HR Service Center	1	1	1	1	1	1	1
TOTALS	2	4	4	4	7	4	3

3.1.2 Communication tools

REACH OF COMMUNICATION TOOLS		
Tool	Reach	Measure
Total Rewards website	300657	unique pageviews over 3.5 months
myBenefit Decision Center	6422	users over 2 months
Mass emails	157111	recipients via 8 emails
Social media (blog, Facebook, Twitter)	4830	impressions with 40 posts
Videos	6367	views of 2 videos
Direct mailings	57410	recipients via 3 mailings
Automated phone calls	66015	contacts via 6 calls
Totals	598812	

UNIQUE PAGEVIEWS OF TOTAL REWARDS WEBSITE		
Date	Total Rewards site	Annual Enrollment webpage *
Jul-14	31914	519
Aug-14	40255	3233
Sep-14	84922	11960
Oct-14	143566	23514
Totals	300657	39226
* The Annual Enrollment webpage was posted on 07/15/2014		



3.2 Informed decision-making

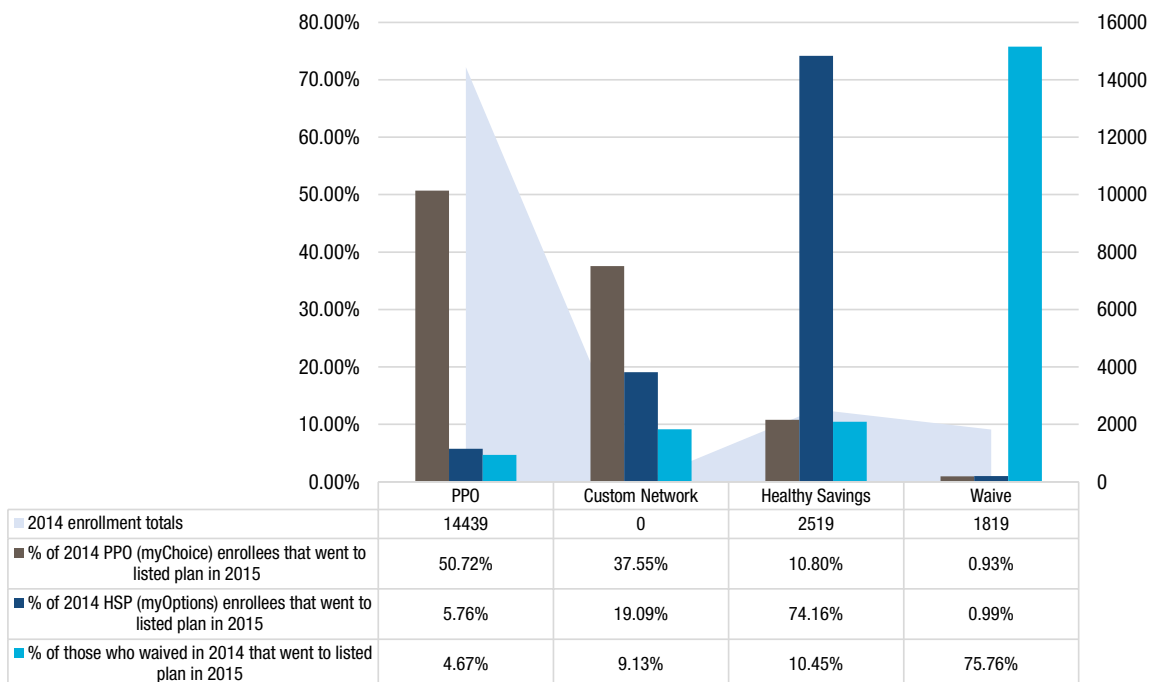
MIGRATION TO A NEW MEDICAL PLAN

Medical plan enrollees in 2014 & 2015 who stayed in same plan	10569
% of medical plan enrollees who stayed	56.29%
Medical plan enrollees in 2014 & 2015 who migrated to another plan	8208
% of medical plan enrollees who migrated	43.71%

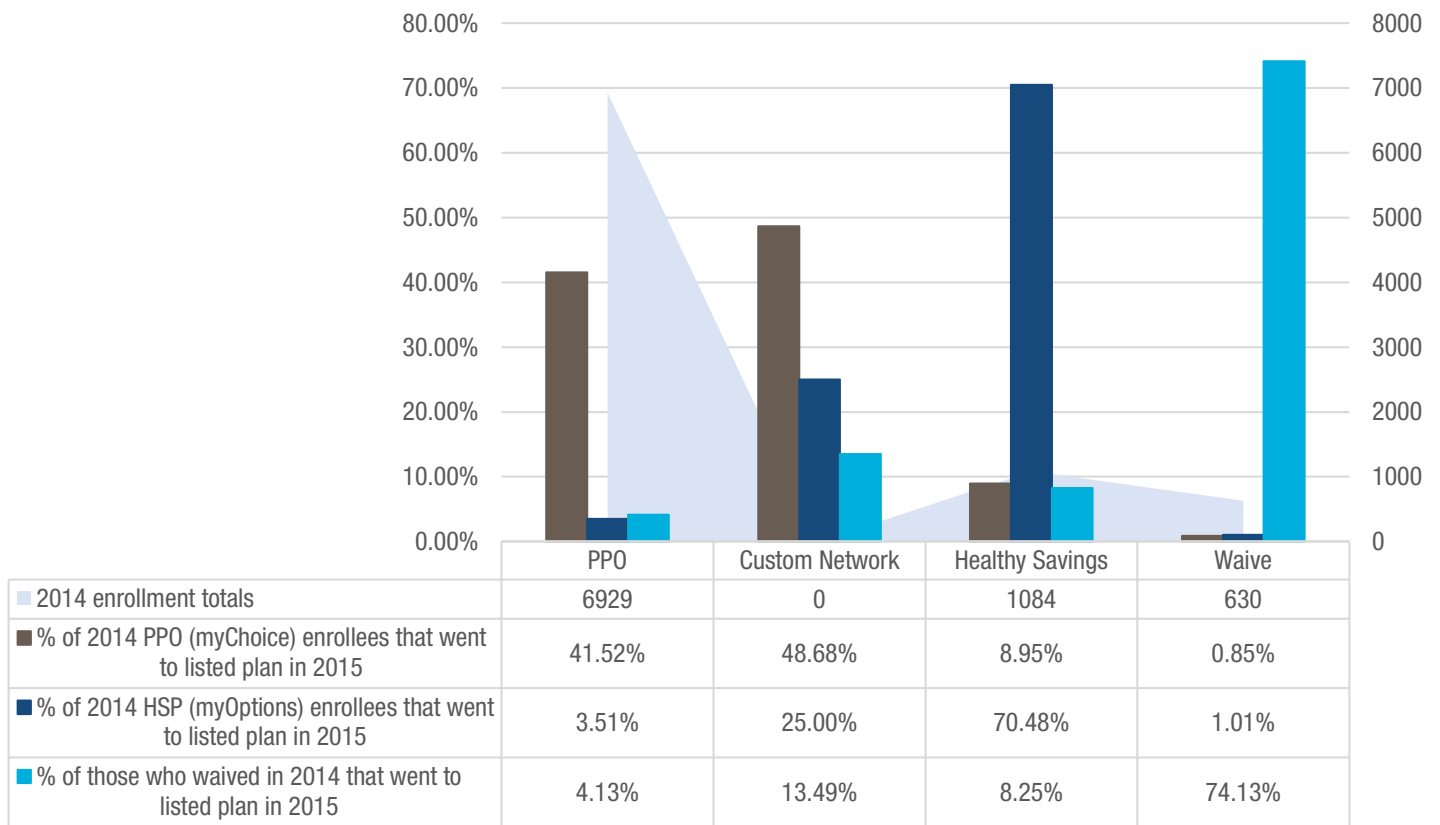
MEDICAL PLAN MIGRATION, WHERE 2014 ENROLLEES ENDED UP IN 2015

	PPO	Custom Network	Healthy Savings	Waive	Totals
2014 enrollment totals	14439	0	2519	1819	18777
2015 enrollment:					
2015 enrollees; were in PPO (myChoice) in 2014	7323	5422	1559	135	14439
% of 2014 PPO (myChoice) enrollees that went to listed plan in 2015	50.72%	37.55%	10.80%	0.93%	100.00%
2015 enrollees; were in HSP (myOptions) in 2014	145	481	1868	25	2519
% of 2014 HSP (myOptions) enrollees that went to listed plan in 2015	5.76%	19.09%	74.16%	0.99%	100.00%
2015 enrollees; waived in 2014	85	166	190	1378	1819
% of those who waived in 2014 that went to listed plan in 2015	4.67%	9.13%	10.45%	75.76%	100.00%
Totals	7553	6069	3617	1538	18777

Medical plan migration, 2014 to 2015



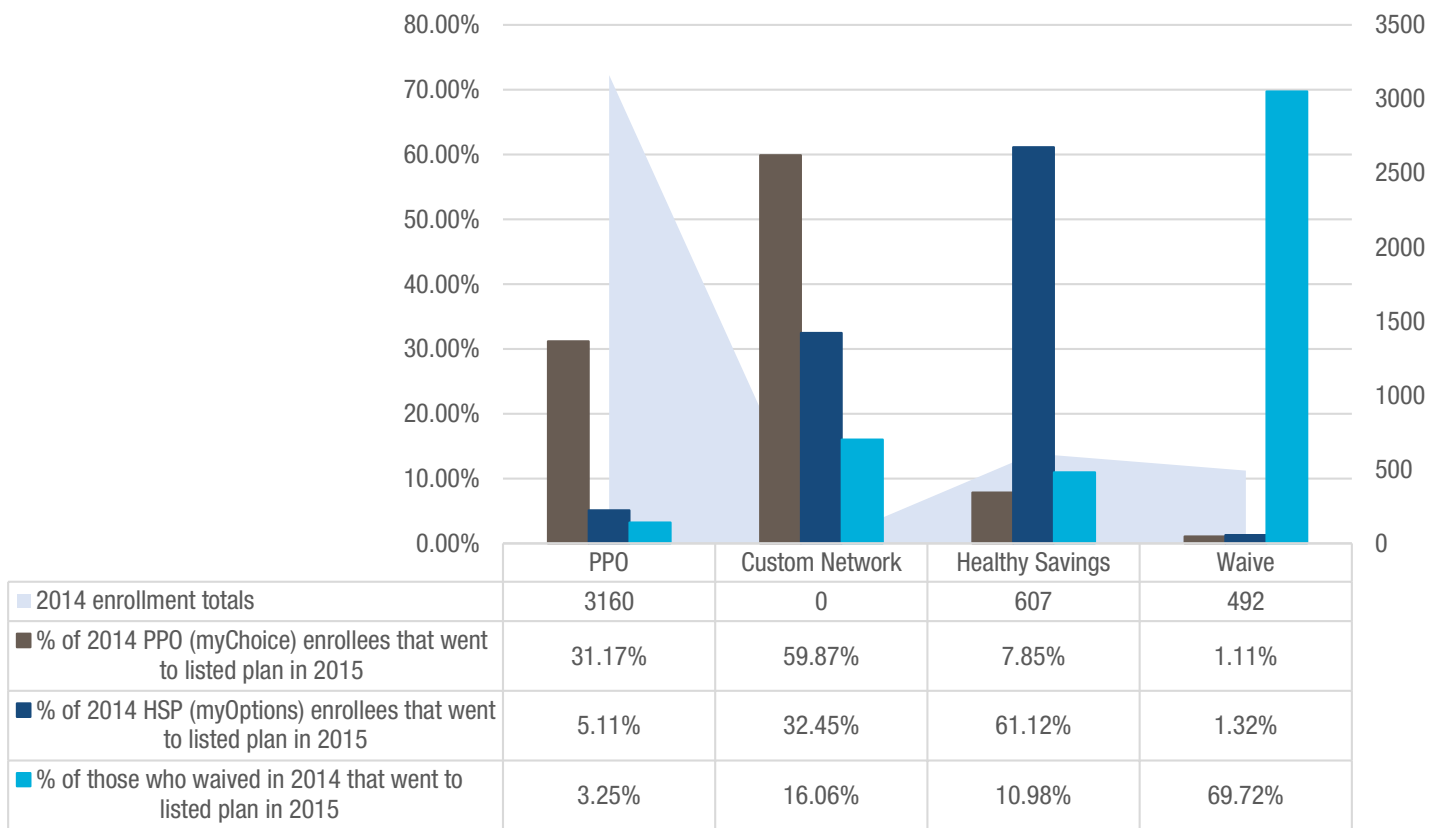
MU medical plan migration, 2014 to 2015



MU: MEDICAL PLAN MIGRATION, WHERE 2014 ENROLLEES ENDED UP IN 2015

	PPO	Custom Network	Healthy Savings	Waive	Totals
2014 enrollment totals	6929	0	1084	630	8643
2015 enrollment:					
2015 enrollees; were in PPO (myChoice) in 2014	2877	3373	620	59	6929
% of 2014 PPO (myChoice) enrollees that went to listed plan in 2015	41.52%	48.68%	8.95%	0.85%	100.00%
2015 enrollees; were in HSP (myOptions) in 2014	38	271	764	11	1084
% of 2014 HSP (myOptions) enrollees that went to listed plan in 2015	3.51%	25.00%	70.48%	1.01%	100.00%
2015 enrollees; waived in 2014	26	85	52	467	630
% of those who waived in 2014 that went to listed plan in 2015	4.13%	13.49%	8.25%	74.13%	100.00%
Totals	2941	3729	1436	537	8643

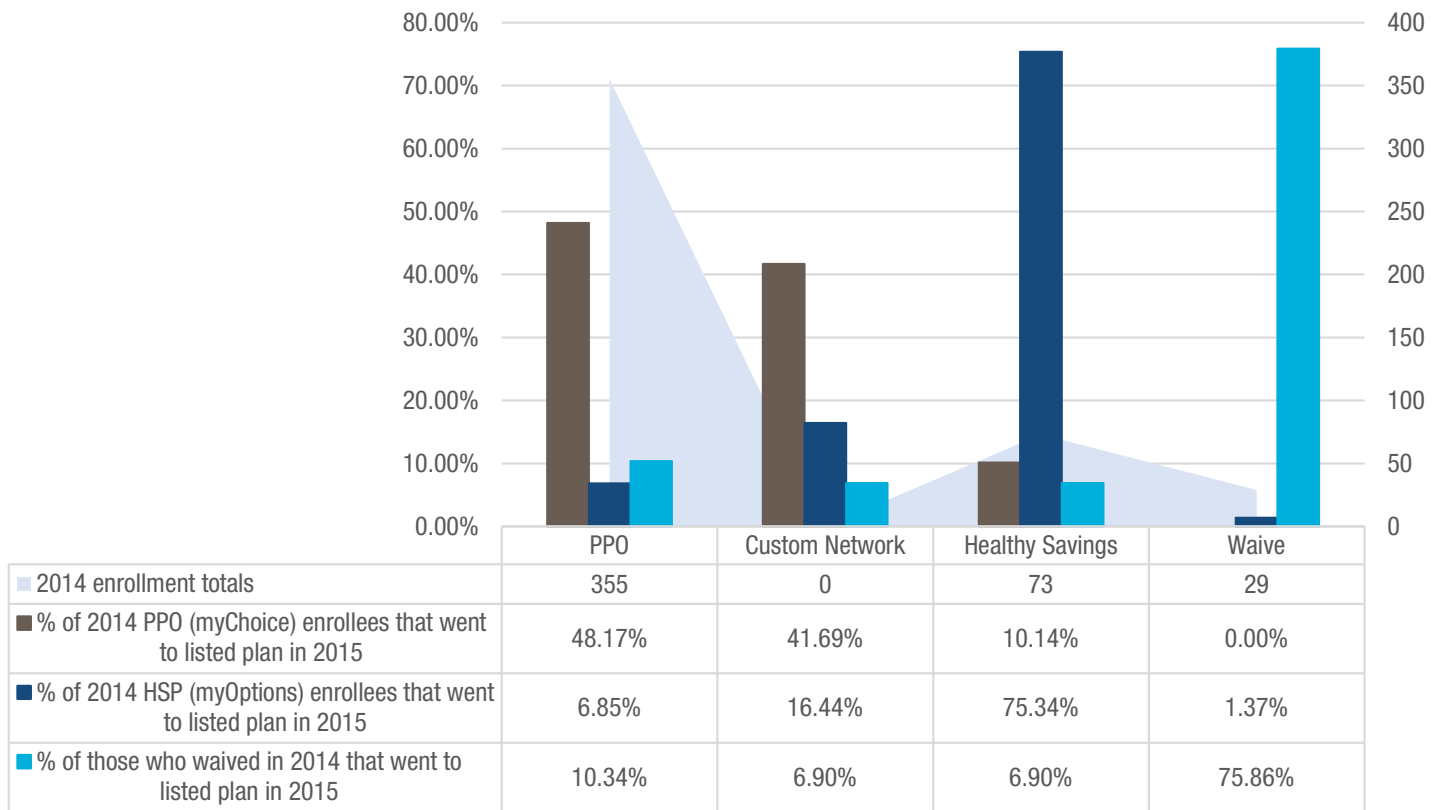
MUHC medical plan migration, 2014 to 2015



MUHC: MEDICAL PLAN MIGRATION, WHERE 2014 ENROLLEES ENDED UP IN 2015

	PPO	Custom Network	Healthy Savings	Waive	Totals
2014 enrollment totals	3160	0	607	492	4259
2015 enrollment:					
2015 enrollees; were in PPO (myChoice) in 2014	985	1892	248	35	3160
% of 2014 PPO (myChoice) enrollees that went to listed plan in 2015	31.17%	59.87%	7.85%	1.11%	100.00%
2015 enrollees; were in HSP (myOptions) in 2014	31	197	371	8	607
% of 2014 HSP (myOptions) enrollees that went to listed plan in 2015	5.11%	32.45%	61.12%	1.32%	100.00%
2015 enrollees; waived in 2014	16	79	54	343	492
% of those who waived in 2014 that went to listed plan in 2015	3.25%	16.06%	10.98%	69.72%	100.00%
Totals	1032	2168	673	386	4259

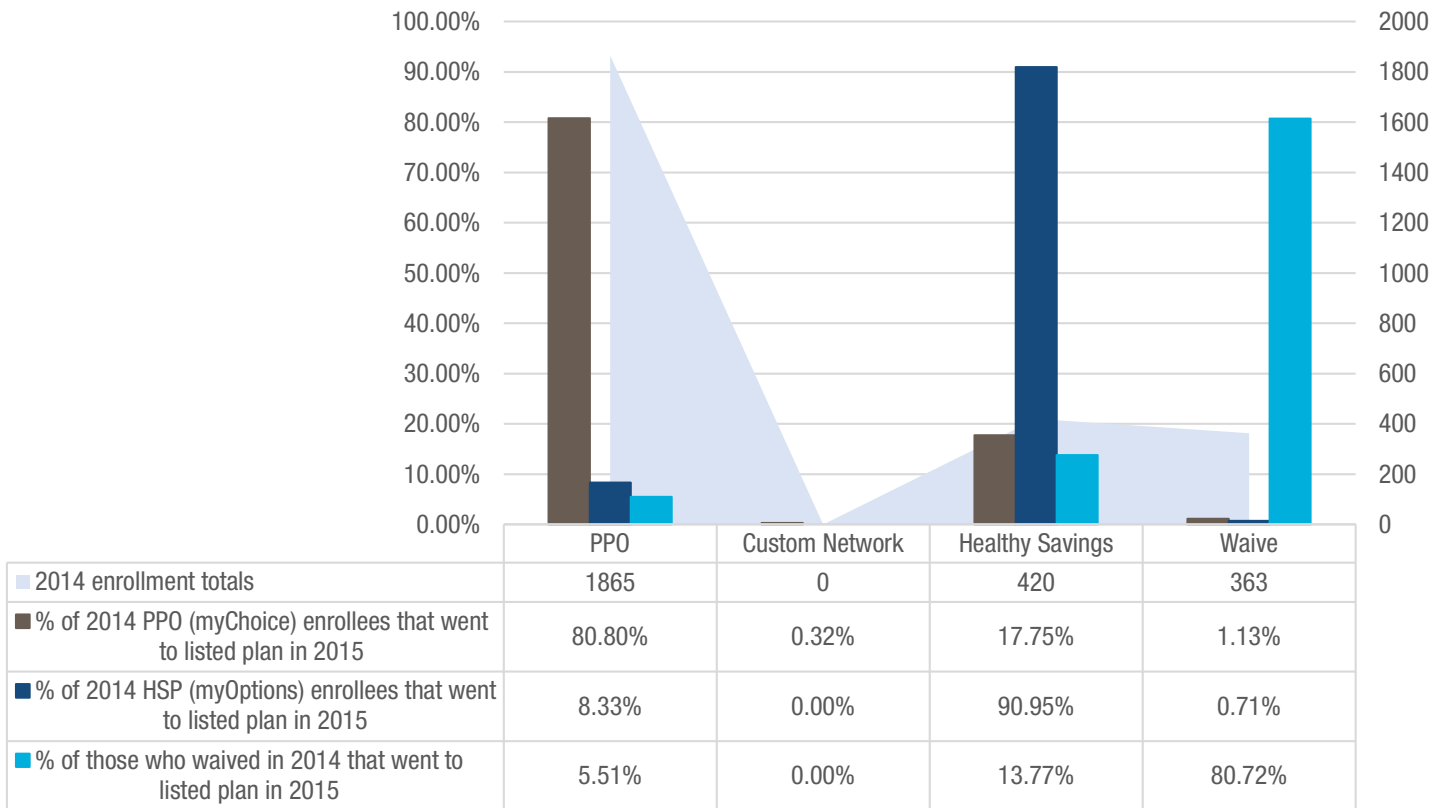
UM System medical plan migration, 2014 to 2015



UM SYSTEM: MEDICAL PLAN MIGRATION, WHERE 2014 ENROLLEES ENDED UP IN 2015

	PPO	Custom Network	Healthy Savings	Waive	Totals
2014 enrollment totals	3160	0	607	492	4259
2015 enrollment:					
2015 enrollees; were in PPO (myChoice) in 2014	985	1892	248	35	3160
% of 2014 PPO (myChoice) enrollees that went to listed plan in 2015	31.17%	59.87%	7.85%	1.11%	100.00%
2015 enrollees; were in HSP (myOptions) in 2014	31	197	371	8	607
% of 2014 HSP (myOptions) enrollees that went to listed plan in 2015	5.11%	32.45%	61.12%	1.32%	100.00%
2015 enrollees; waived in 2014	16	79	54	343	492
% of those who waived in 2014 that went to listed plan in 2015	3.25%	16.06%	10.98%	69.72%	100.00%
Totals	1032	2168	673	386	4259

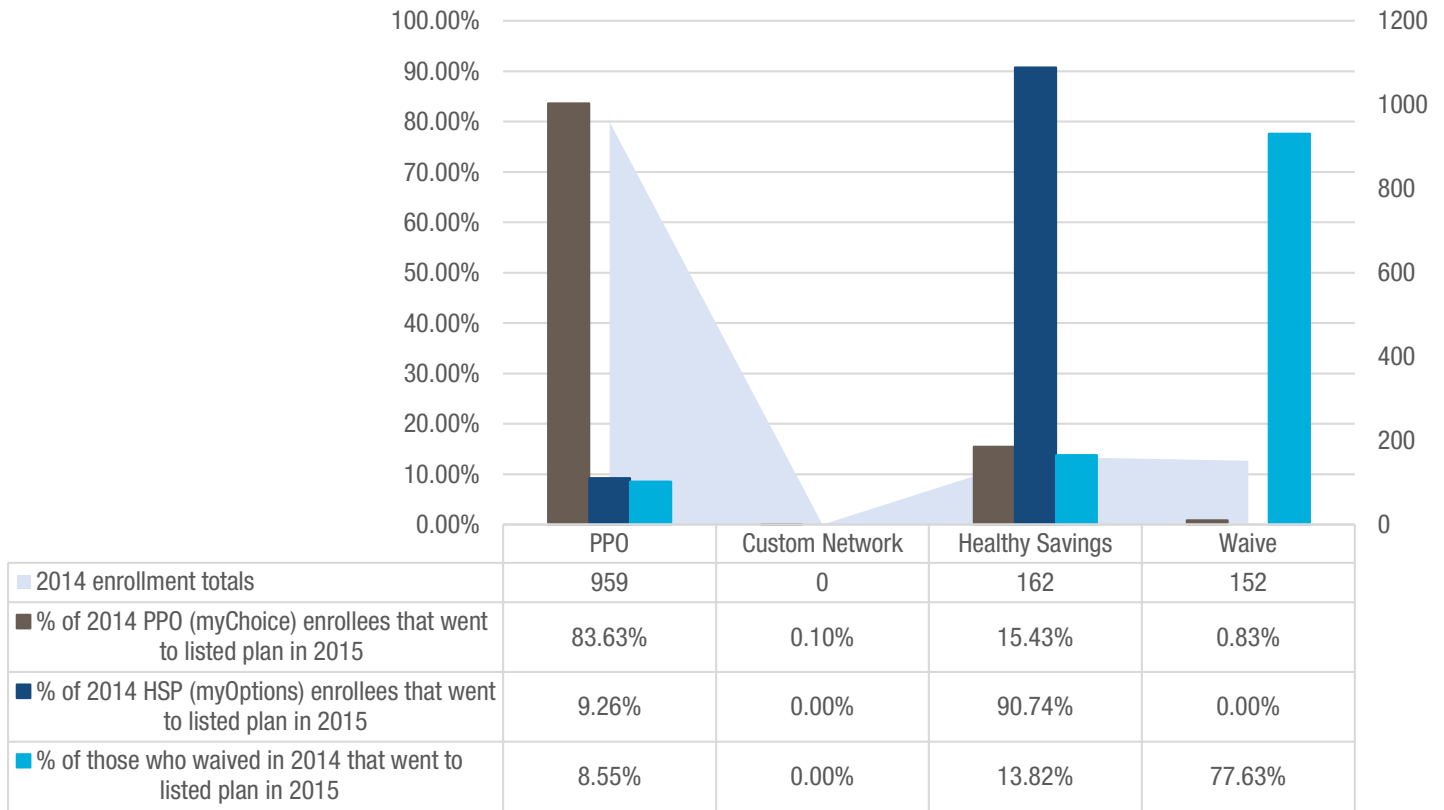
UMKC medical plan migration, 2014 to 2015



UMKC: MEDICAL PLAN MIGRATION, WHERE 2014 ENROLLEES ENDED UP IN 2015

	PPO	Custom Network	Healthy Savings	Waive	Totals
2014 enrollment totals	1865	0	420	363	2648
2015 enrollment:					
2015 enrollees; were in PPO (myChoice) in 2014	1507	6	331	21	1865
% of 2014 PPO (myChoice) enrollees that went to listed plan in 2015	80.80%	0.32%	17.75%	1.13%	100.00%
2015 enrollees; were in HSP (myOptions) in 2014	35	0	382	3	420
% of 2014 HSP (myOptions) enrollees that went to listed plan in 2015	8.33%	0.00%	90.95%	0.71%	100.00%
2015 enrollees; waived in 2014	20	0	50	293	363
% of those who waived in 2014 that went to listed plan in 2015	5.51%	0.00%	13.77%	80.72%	100.00%
Totals	1562	6	763	317	2648

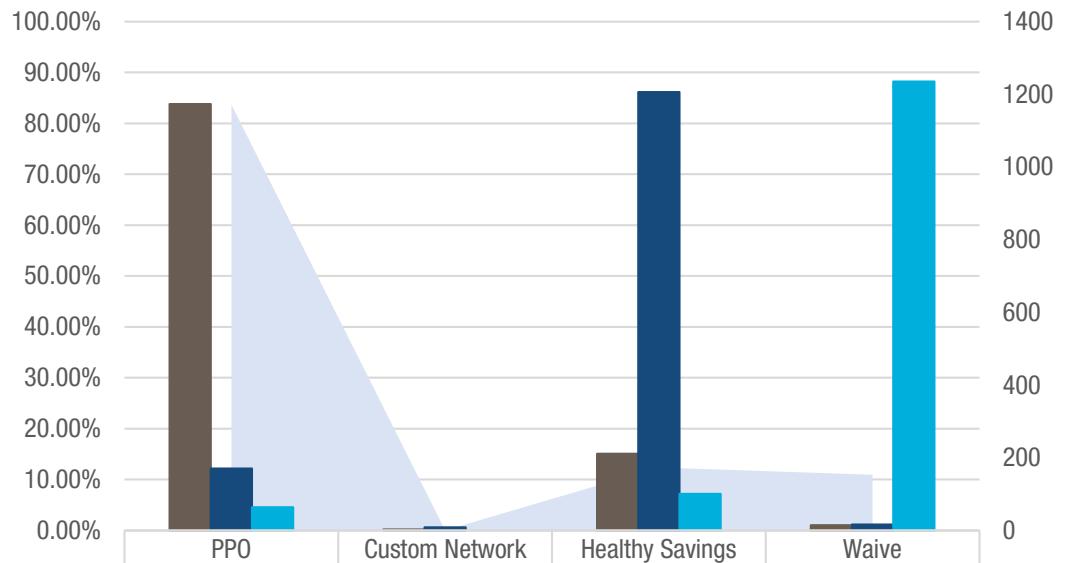
S&T medical plan migration, 2014 to 2015



S&T: MEDICAL PLAN MIGRATION, WHERE 2014 ENROLLEES ENDED UP IN 2015

	PPO	Custom Network	Healthy Savings	Waive	Totals
2014 enrollment totals	959	0	162	152	1273
2015 enrollment:					
2015 enrollees; were in PPO (myChoice) in 2014	802	1	148	8	959
% of 2014 PPO (myChoice) enrollees that went to listed plan in 2015	83.63%	0.10%	15.43%	0.83%	100.00%
2015 enrollees; were in HSP (myOptions) in 2014	15	0	147	0	162
% of 2014 HSP (myOptions) enrollees that went to listed plan in 2015	9.26%	0.00%	90.74%	0.00%	100.00%
2015 enrollees; waived in 2014	13	0	21	118	152
% of those who waived in 2014 that went to listed plan in 2015	8.55%	0.00%	13.82%	77.63%	100.00%
Totals	830	1	316	126	1273

UMSL medical plan migration, 2014 to 2015



2014 enrollment totals	1171	0	173	153
% of 2014 PPO (myChoice) enrollees that went to listed plan in 2015	83.77%	0.17%	15.03%	1.02%
% of 2014 HSP (myOptions) enrollees that went to listed plan in 2015	12.14%	0.58%	86.13%	1.16%
% of those who waived in 2014 that went to listed plan in 2015	4.58%	0.00%	7.19%	88.24%

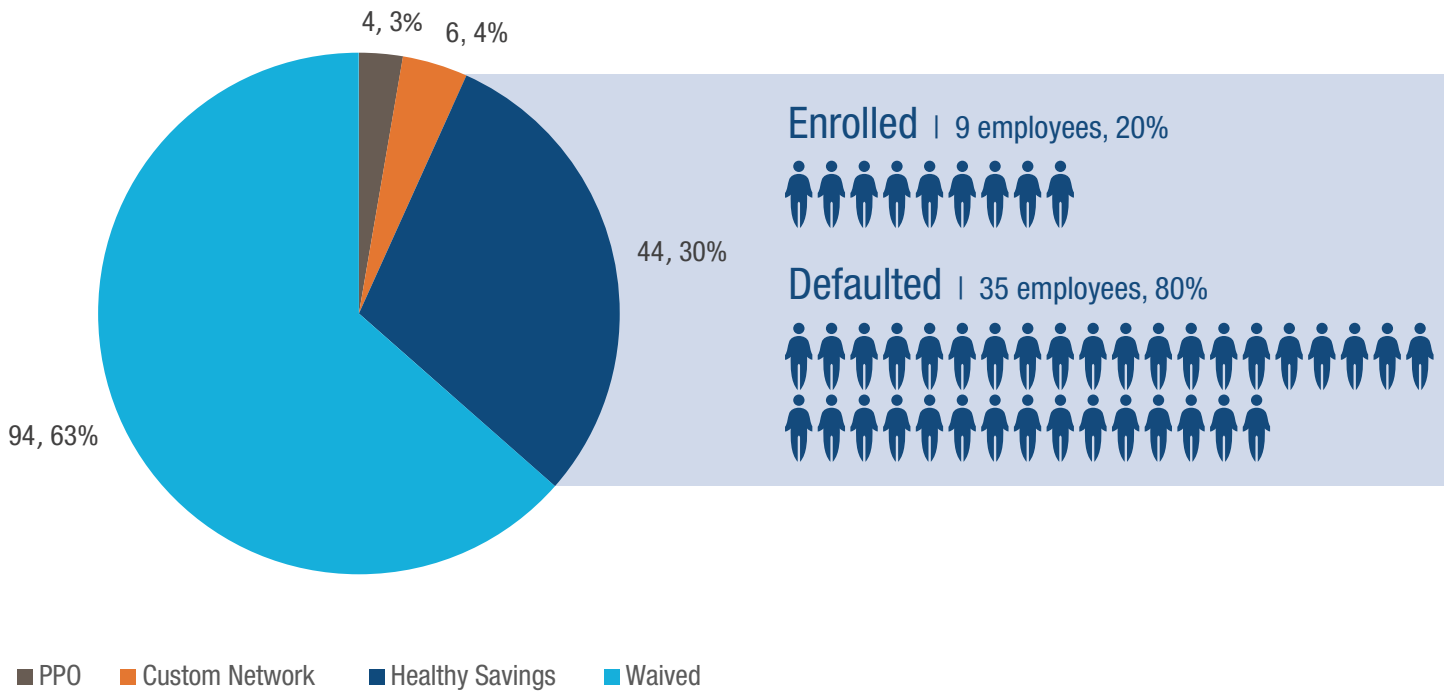
UMKC: MEDICAL PLAN MIGRATION, WHERE 2014 ENROLLEES ENDED UP IN 2015

	PPO	Custom Network	Healthy Savings	Waive	Totals
2014 enrollment totals	1171	0	173	153	1497
2015 enrollment:					
2015 enrollees; were in PPO (myChoice) in 2014	981	2	176	12	1171
% of 2014 PPO (myChoice) enrollees that went to listed plan in 2015	83.77%	0.17%	15.03%	1.02%	100.00%
2015 enrollees; were in HSP (myOptions) in 2014	21	1	149	2	173
% of 2014 HSP (myOptions) enrollees that went to listed plan in 2015	12.14%	0.58%	86.13%	1.16%	100.00%
2015 enrollees; waived in 2014	7	0	11	135	153
% of those who waived in 2014 that went to listed plan in 2015	4.58%	0.00%	7.19%	88.24%	100.00%
Totals	1009	3	336	149	1497

HEALTH SAVINGS ACCOUNT (HSA) ENROLLMENT & PLEDGES

	2014	2015
Elected HSA	2106	2904
Total \$ pledged	\$1,796,728.13	\$3,178,875.80
Average \$ pledged	\$853.14	\$1,094.65

Enrollment by medically eligible employees



ENROLLMENT BY MEDICALLY ELIGIBLE EMPLOYEES

Enrolled in a plan				Waived	Totals
PPO	Custom Network	Healthy Savings			
4	6	44		94	148
		Enrolled	Defaulted		
		9	35		

3.3 Increase in Wellness Incentive

WELLNESS INCENTIVE PARTICIPATION	
2014	
Completed Wellness Incentive	5,191
2015	
Signed Wellness Pledge in myHR during AE (Yes)	14,056
Total who enrolled in a medical plan	17,239
% of enrollees who accepted the Wellness Pledge	81.54%
Increase over 2014	2.707763437

4

Feedback

As a follow up to this year's enrollment process, a survey of fully benefit-eligible faculty and staff was conducted to learn what employees would recommend improving in future years.



4.1 About the Survey

“WHAT INSTITUTION DO YOU WORK FOR?”		
Response selected	# of responses	% of responses
University of Missouri-Columbia	1,547	48%
University of Missouri Health Care	488	15%
University of Missouri-Kansas City	412	13%
Missouri University of Science and Technology	190	6%
University of Missouri-St. Louis	241	8%
University of Missouri Extension	178	6%
University of Missouri System	134	4%
Total	3,190	100%

“WHAT IS YOUR AGE RANGE?”		
Response selected	# of responses	% of responses
18 - 24 years old	40	1%
25 - 34 years old	539	17%
35 - 44 years old	625	20%
45 - 54 years old	864	27%
55 - 64 years old	962	30%
65 - 74 years old	149	5%
75 years or older	5	<1%
Total	3,181	100%

“WHAT IS YOUR SALARY RANGE?”		
Response selected	# of responses	% of responses
Less than \$50,000	1,639	53%
\$50,000 - \$74,999	881	28%
\$75,000 - \$99,999	301	10%
\$100,000 or more	274	9%
Total	3,095	100%

“ARE YOU A FACULTY OR A STAFF MEMBER?”		
Response selected	# of responses	% of responses
Faculty	680	22%
Staff	2,471	78%
Total	3,152	100%

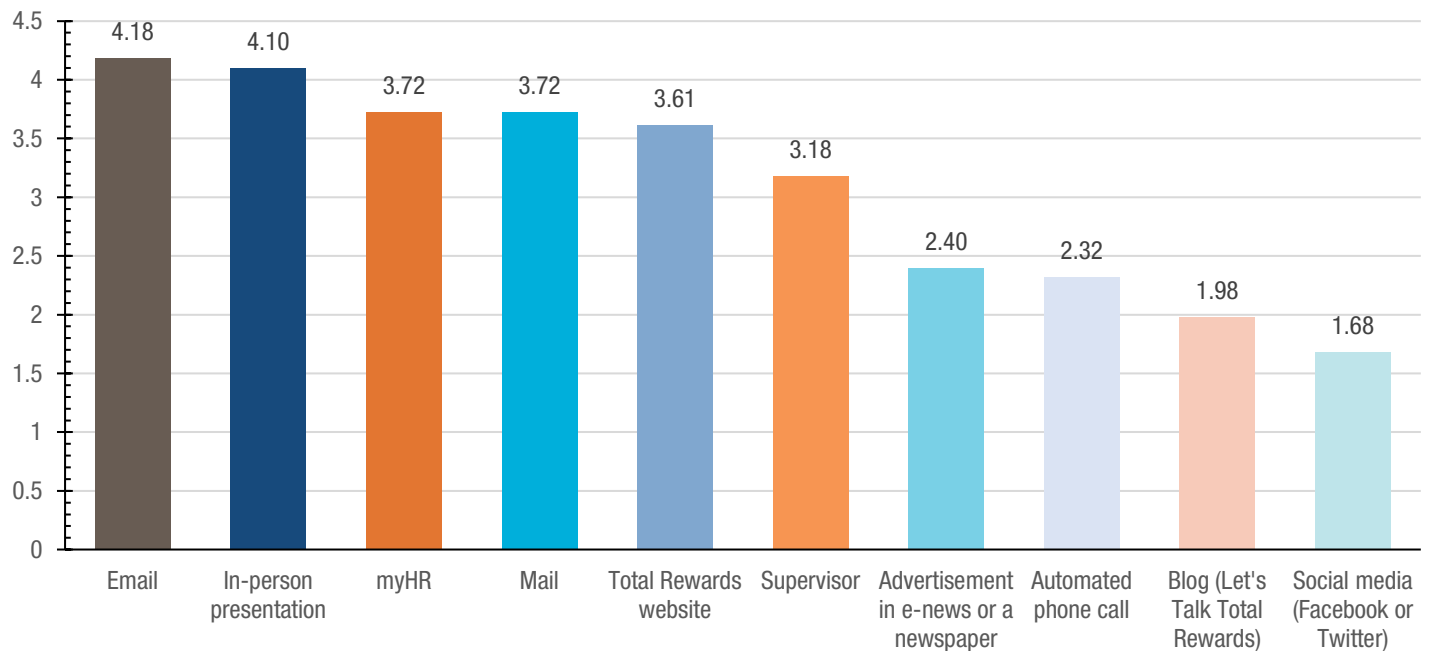
“DID YOU ENROLL THROUGH myHR?”		
Response selected	# of responses	% of responses
Yes	3,342	99%
No	36	1%
Total	3,378	100%

“WHAT IS YOUR GENDER?”		
Response selected	# of responses	% of responses
Female	2,243	71%
Male	935	29%
Total	3,178	100%

“WHAT MEDICAL INSURANCE PLAN DID YOU CHOOSE?”		
Response selected	# of responses	% of responses
Healthy Savings	582	19%
Custom Network	1,119	36%
PPO	1,329	42%
Waived Coverage	106	3%
Total	3,136	100%

4.2 Employee feedback on communication and education efforts, and the enrollment process

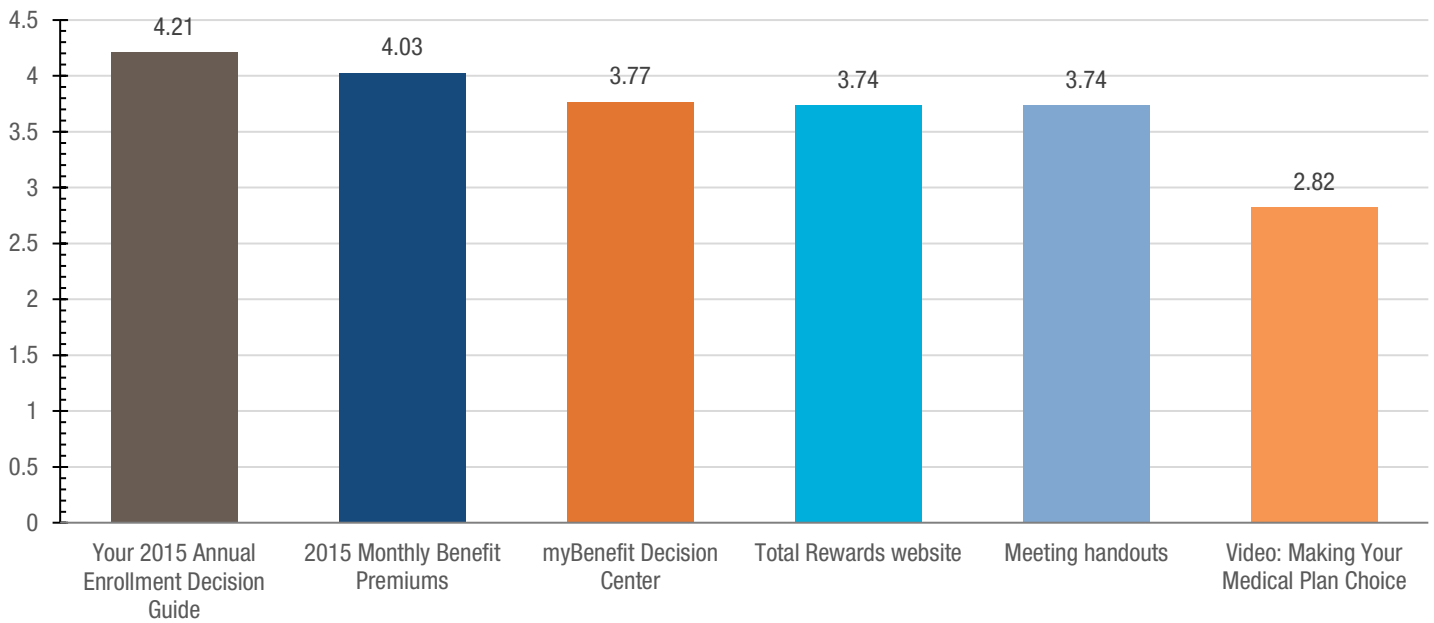
Mean helpfulness of Annual Enrollment communication tools



“OF THE WAYS YOU HEARD ABOUT THIS YEAR’S ANNUAL ENROLLMENT PROCESS, HOW HELPFUL WAS EACH? (WITH 1 BEING ‘NOT HELPFUL’ AND 5 BEING ‘VERY HELPFUL’)”

Response selected	1	2	3	4	5	# of responses	Avg. response
Email	106	189	496	971	1,859	3,621	4.18
In-person presentation	171	134	303	541	1,343	2,492	4.10
myHR	270	242	691	976	1,086	3,265	3.72
Mail	378	301	586	849	1,359	3,473	3.72
Total Rewards website	323	299	689	883	1,018	3,212	3.61
Supervisor	585	269	535	554	678	2,621	3.18
Advertisement in e-news or a newspaper	892	370	471	280	252	2,265	2.40
Automated phone call	1,457	430	450	385	416	3,138	2.32
Blog (Let's Talk Total Rewards)	980	287	290	150	116	1,823	1.98
Social media (Facebook or Twitter)	1,134	229	203	86	70	1,722	1.68

Mean helpfulness of Annual Enrollment research tools



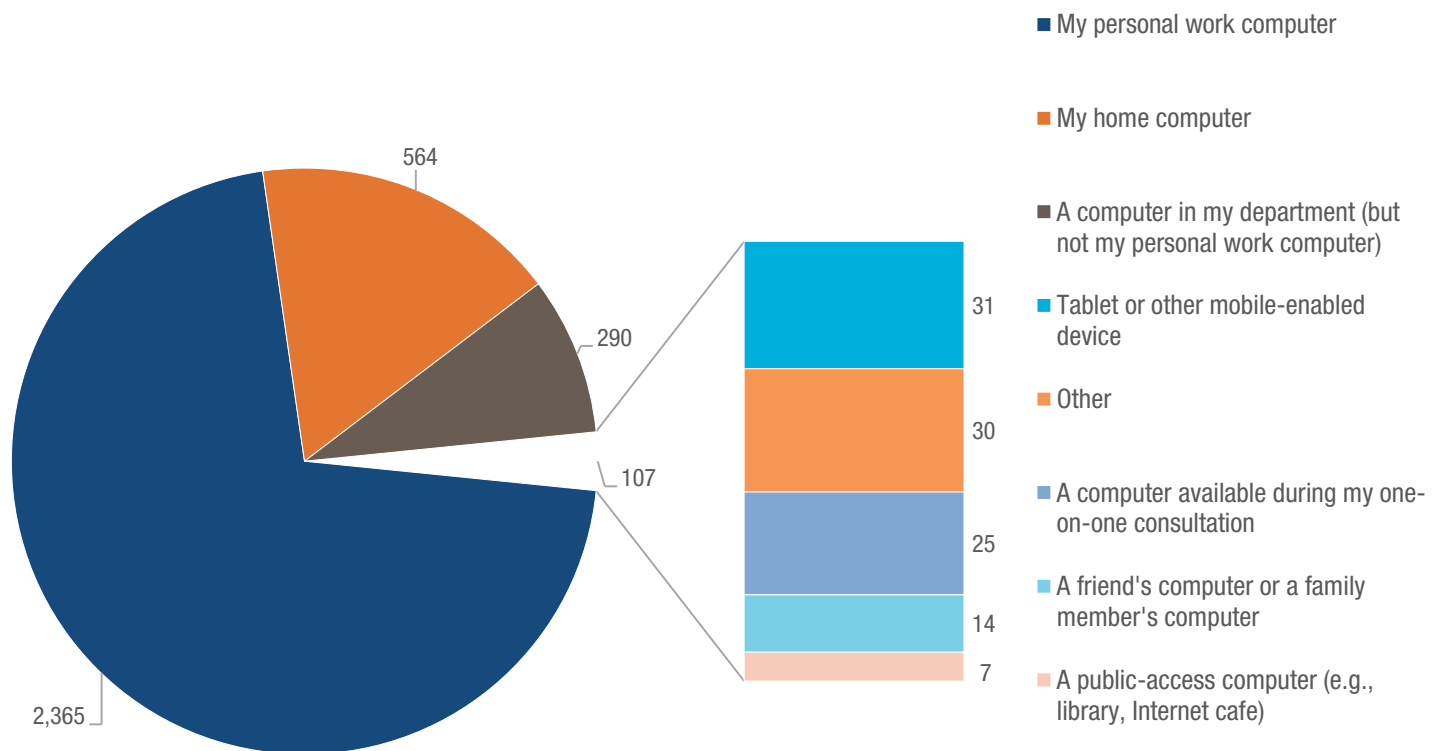
“OF THE COMMUNICATIONS MATERIALS YOU COULD HAVE USED TO RESEARCH YOUR MEDICAL PLAN CHOICES, HOW USEFUL WAS EACH? (WITH 1 BEING ‘NOT HELPFUL’ AND 5 BEING ‘VERY HELPFUL’)”

Response selected	1	2	3	4	5	# of responses	Avg. response
Your 2015 Annual Enrollment Decision Guide	104	149	453	919	1,777	3,402	4.21
2015 Monthly Benefit Premiums	146	175	501	842	1,367	3,031	4.03
myBenefit Decision Center	214	262	602	929	1,054	3,061	3.77
Total Rewards website	221	258	655	978	1,011	3,123	3.74
Meeting handouts	223	184	461	662	865	2,395	3.74
Video: Making Your Medical Plan Choice	550	301	431	366	343	1,991	2.82

“OF THE OUTREACH EFFORTS YOU COULD HAVE USED TO RESEARCH YOUR MEDICAL PLAN CHOICES, HOW USEFUL WAS EACH? (WITH 1 BEING ‘NOT HELPFUL’ AND 5 BEING ‘VERY HELPFUL’)”

Response selected	1	2	3	4	5	# of responses	Avg. response
Departmental meeting	238	142	320	451	865	2,016	3.76
One-on-one consultation with a Benefit Advocate	197	101	200	223	526	1,247	3.63
Phone call or email to your Campus Benefits Representative	244	105	260	268	497	1,374	3.49
Phone call or email to the HR Service Center	258	133	293	241	448	1,373	3.36
Town hall	308	171	271	273	446	1,469	3.26

Location from which respondents reported enrolling



“ON WHAT COMPUTER DID YOU ENROLL?”

Response selected	# of responses	% of response
My personal work computer	2,365	71.17%
My home computer	564	16.97%
A computer in my department (but not my personal work computer)	290	8.67%
Tablet or other mobile-enabled device	31	0.93%
Other	30	0.90%
A computer available during my one-on-one consultation	25	0.75%
A friend's computer or a family member's computer	14	0.40%
A public-access computer (e.g., library, Internet cafe)	7	0.21%
Totals	3,323	100%

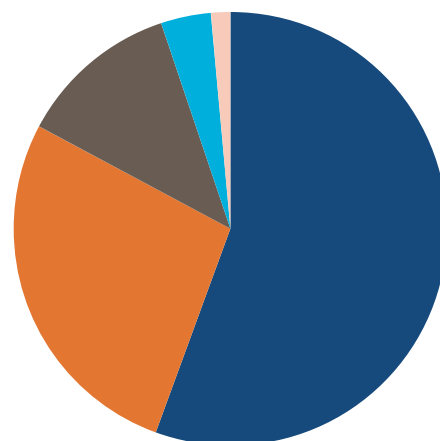
“WERE THERE ANY TECHNICAL DIFFICULTIES WHEN YOU WERE ENROLLING?”

Response selected	# of responses	% of responses
Yes	260	8%
No	3,009	92%
Total	3,269	100%

“HOW EASY WAS IT TO ENROLL IN BENEFITS USING myHR? (WITH 1 BEING ‘VERY DIFFICULT’ AND 5 BEING ‘VERY EASY’)”

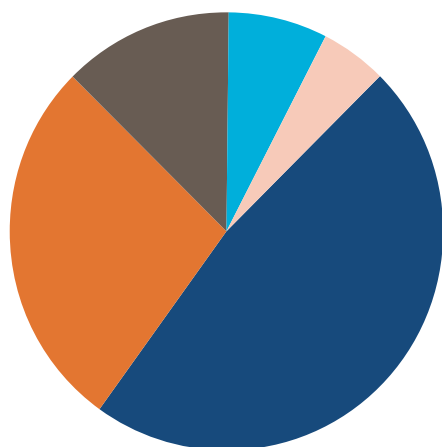
Response selected	# of responses	% of responses
5 - Very easy	1,847	56%
4	905	27%
3	399	12%
2	124	4%
1 - Very difficult	48	1%
Total	3,323	100%

Ease of enrolling on myHR



■ 5 - Very easy ■ 4 ■ 3 ■ 2 ■ 1 - Very difficult

Clarity of whether enrollment had been submitted

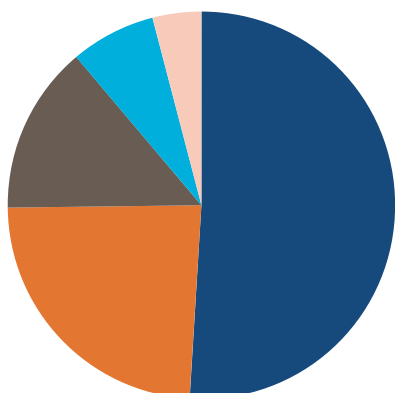


■ 5 - Very clear ■ 4 ■ 3 ■ 2 ■ 1 - Not clear at all

“WHEN ENROLLING IN myHR, HOW CLEAR WAS IT THAT YOU HAD SUBMITTED YOUR PLAN CHOICES? (WITH 1 BEING ‘NOT CLEAR AT ALL’ AND 5 BEING ‘VERY CLEAR’)”

Response selected	# of responses	% of responses
5 - Very clear	1,546	47%
4	897	28%
3	414	13%
2	241	7%
1 - Not clear at all	161	5%
Total	3,259	100%

Ease of making changes to dependent enrollments



■ 5 - Very easy ■ 4 ■ 3 ■ 2 ■ 1 - Very difficult

“HOW EASY WAS IT TO ADD, REMOVE, OR OTHERWISE MAKE CHANGES TO YOUR DEPENDENT ENROLLMENTS? (WITH 1 BEING ‘VERY DIFFICULT’ AND 5 BEING ‘EASY’)”

Response selected	# of responses	% of responses
5 - Very easy	840	51%
4	393	24%
3	231	14%
2	117	7%
1 - Very difficult	67	4%
Total	1,648	100%

4.3 Quiz results

“WHAT WAS DIFFERENT ABOUT THIS YEAR’S ANNUAL ENROLLMENT?”

Response selected	# of responses	% of responses
The medical plan names were changed	22	1%
A third medical plan was added in the Columbia-area	36	2%
Benefit-eligible employees had to select a medical plan, or waive coverage, or they would be defaulted to the after-tax Healthy Savings Plan	297	13%
All of the above	1,940	85%
Total	2,295	100%

“WHICH PLANS(S) ALLOWS YOU TO ENROLL IN A HEALTH SAVINGS ACCOUNT (HSA)?”

Response selected	# of responses	% of responses
Healthy Savings Plan	1,742	76%
All of the above	442	19%
PPO Plan	41	2%
Custom Network Plan	27	1%
None of the above	25	1%
Total	2,277	100%

“OF THESE TWO MEDICAL PLANS, WHICH HAS THE LOWER MONTHLY PREMIUMS?”

Response selected	# of responses	% of responses
Healthy Savings Plan	2,143	94%
PPO Plan	125	6%
Total	2,268	100%

“OF THESE TWO MEDICAL PLANS, WHICH HAS A LOWER ANNUAL DEDUCTIBLE?”

Response selected	# of responses	% of responses
Healthy Savings Plan	507	22%
PPO Plan	1,763	78%
Total	2,270	100%

“HOW MUCH CAN ELIGIBLE FACULTY AND STAFF EARN WITH THE 2015 WELLNESS INCENTIVE?”

Response selected	# of responses	% of responses
\$450	2,210	97%
\$100	50	2%
\$275	18	1%
\$725	4	0%
Total	2,282	100%

If you would like more interpretation and explanation of this data or 2015 Annual Enrollment, or if have questions, please consult the principal document “Annual Enrollment Performance Report, 2015” available at www.umsystem.edu/totalrewards, or by contacting the Total Rewards office:

1000 West Nifong Boulevard
Building 7, Suite 210
Columbia, Missouri 65203

Phone: (573) 882-2146
Email: HRservicecenter@umsystem.edu
Web: www.umsystem.edu/totalrewards

Report prepared by Total Rewards People Data and Communication and Education teams.



