

Post-Enrollment Survey

As wraps up its enrollment season, we'd like to know how to best support you and your open enrollment experience in the future. Specifically, we'd like to know what went well, what could improve and other comments you believe are important to share.

Please take a few minutes to complete this survey and help us with our open enrollment process. **Please return the completed survey to [insert name].**

Thank you!

1. How would you rate's open enrollment process? **Select one.**

- Excellent
- Above average
- Average
- Below average
- Poor

2. **Please explain your above rating.** For example, what are some pros and cons of the open enrollment information you received?

3. In your opinion, which of the following terms best describes the information you received from ahead of open enrollment? **Select all that apply.**

- | | |
|---|---|
| <input type="checkbox"/> Timely | <input type="checkbox"/> Not relevant to me or my benefits selections |
| <input type="checkbox"/> Important to me | <input type="checkbox"/> Too frequent |
| <input type="checkbox"/> Informative | <input type="checkbox"/> Not enough variety (e.g., posters, videos, articles) |
| <input type="checkbox"/> Helpful for my understanding | <input type="checkbox"/> Confusing |
| <input type="checkbox"/> Too infrequent | <input type="checkbox"/> Easy to understand |

4. How could improve its pre-enrollment communications?

5. How satisfied were you with 's benefits offerings this year? **Select one.**

- Very satisfied
- Satisfied
- No opinion
- Dissatisfied
- Very dissatisfied

6. Of the benefits offered to you, how many did you elect? **Select one.**

- All of them
- Some of them
- Only one
- None

7. **Please explain your above response.** Were the offered benefits not useful to you? Were they too expensive? Are you enrolled in similar benefits through a spouse?

Including such details will help inform which future benefits options to provide.

8. What changes or additional benefits options would help improve your level of **satisfaction** for next year's open enrollment?

9. Did you feel adequately **prepared** by to make informed benefits selections this year?

Yes

No

10. Did you know whom to **contact** with any open enrollment questions?

Yes

No

11. How could have **helped** you feel more prepared to make benefits selections?

12. If you could make any **change** to the process (i.e., information resources, communication schedule, benefits options, enrollment method), what would you suggest?

13. Please include any additional comments you believe will be beneficial for improving your overall open enrollment experience.

Thank you again for taking the time to complete this survey!

We greatly appreciate your feedback.



AssuredPartners