Engaging a Transforming Workforce in the New Age of Health Reform



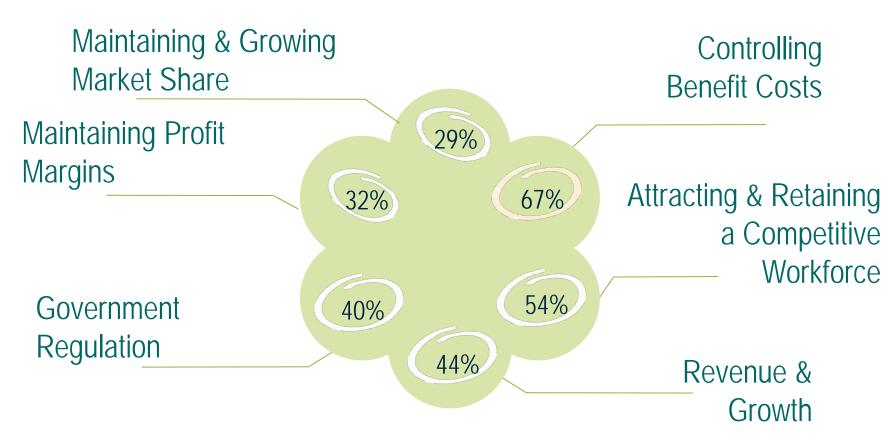








Top Business Overall Challenges*



*Arthur J. Gallagher & Co.'s Benefits Strategy & Benchmarking Survey, US National Report, 2014









Employers & Employees with the ACA











Employee-focused companies (49%) are more likely than cost-focused employers (34%) to feel they have successfully prepared for the ACA.

Cost-focused employers (71%) are more likely than those who are employee-focused (56%) to believe reform will lead to increased health insurance costs.

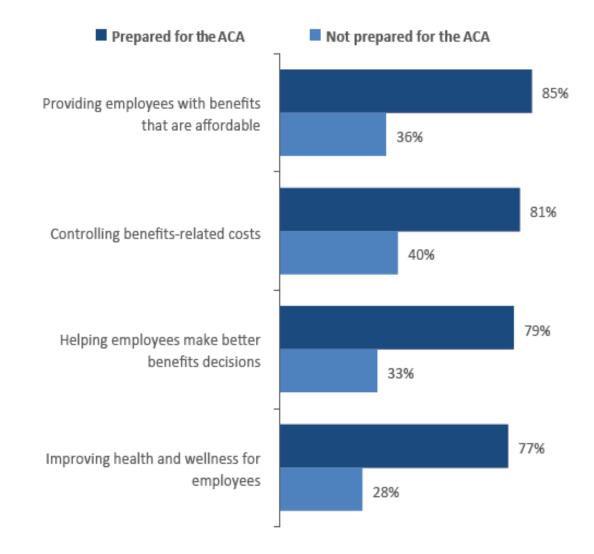








Success Against Benefits Objectives By Self-Reported Level of ACA Preparedness











One in six employers that plan to offer medical benefits in 2015 are already using an exchange and another 4% say they are likely to use one in the coming year.











Employer Plans for Moving to an Exchange

Will offer plans from the state/ federal exchanges 46% Will offer plans from a private exchange 54%









Public Marketplace?



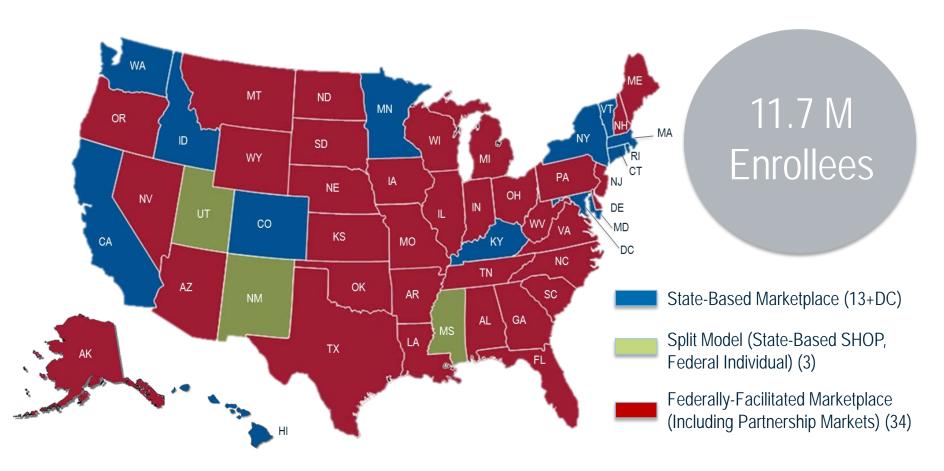








Exchange Models and Enrollment



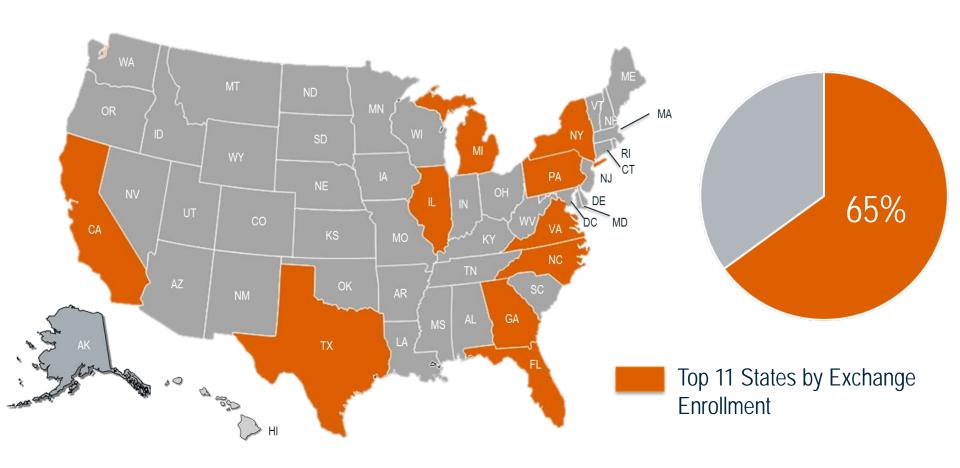








Exchange Models and Enrollment





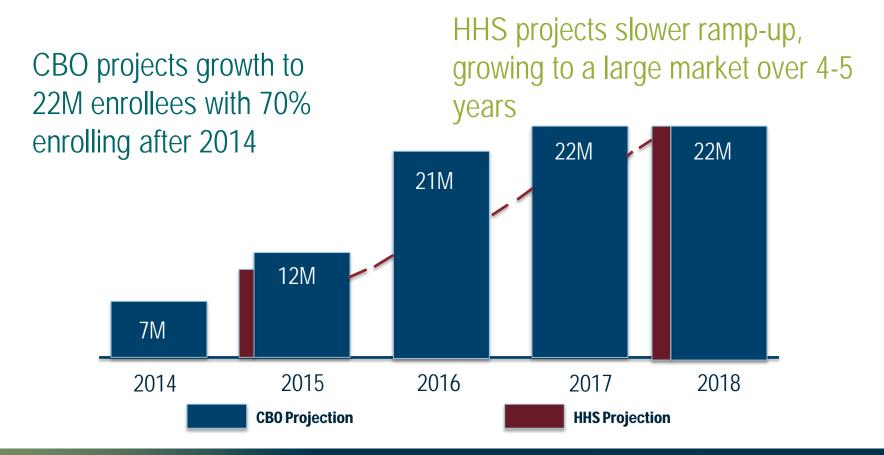






Long Term Exchange Market Growth

Projections Differ on Ramp-Up Timing but Agree on Strong Market Growth



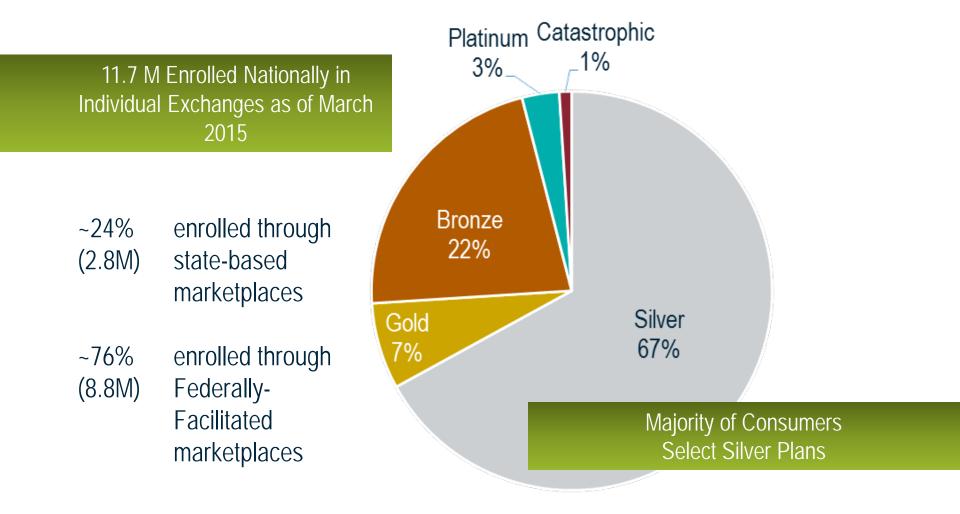








Exchanges: Plan Selections in 2015







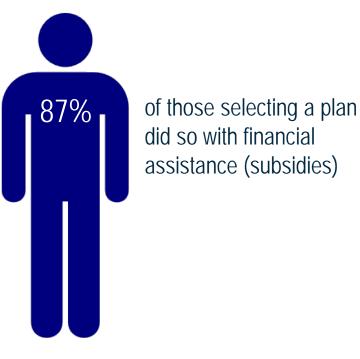




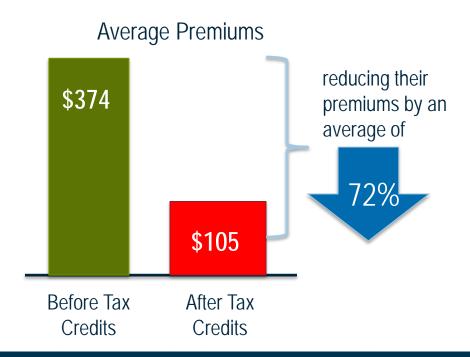
Exchanges: What We Know So Far

Majority of Consumers Are Lower Income, and Medicaid

In 2015, Premiums Are Reduced By An Average 72% After Applying APTC



Source: National Data as Reported by HHS through March 10, 2015





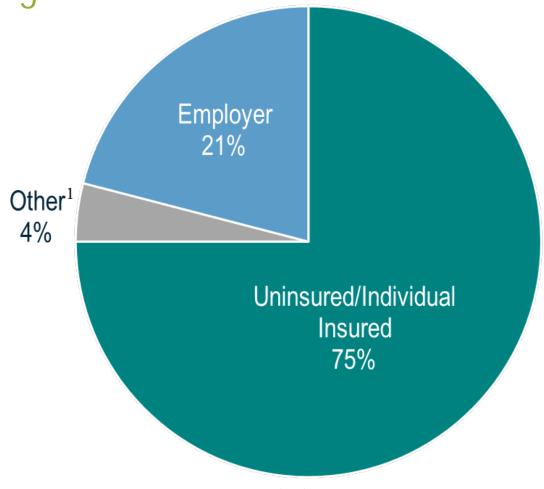






Sources of Exchange Growth

Majority of
Exchange
Membership
Projected to
Come from the
Uninsured



Optum study: Sanctioned by Society of Actuaries, "Cost of the Future Newly Insured under the Affordable Care Act (ACA)", March 2013. Assumes full Medicaid expansion.

¹ High risk pool/Medicaid









Employer & Benefits Landscape











History of Benefits

Benefits noun | ben-e-fit \'be-na-fit\

Something extra (such as vacation time or health insurance) that is given by an employer to workers in addition to their regular pay*

- Existed since colonial times**
- Were <u>voluntarily</u> offered by businesses
- Intended to promote economic security
- Provided access to certain services

*www.Merriam-Webster.com/dictionary/benefits

**Employee Benefits Research Institute, Fundamentals of Employee Benefits Programs; Part One, Chapter One: Employee Benefits in the United States

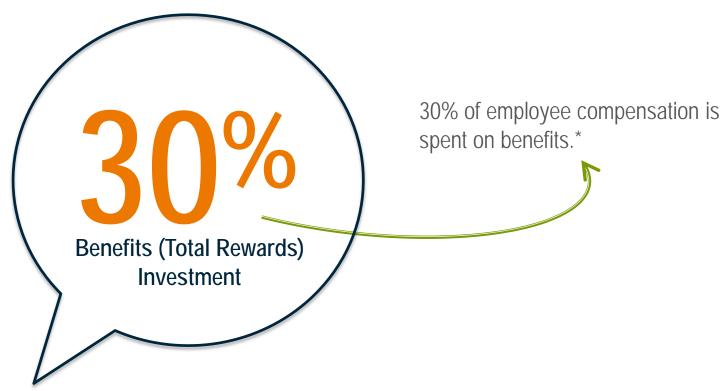








Where Are We Today?



How are you managing this investment?

*Bureau of Labor Statistics US Department of Labor, New Release, Employment Cost Index - March 2015, http://www.bls.gov/news.release/pdf/eci.pdf





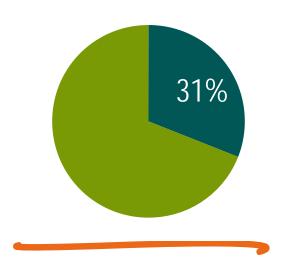




Legislation in Benefits

Lawmakers have changed the course of benefits many times.

- Employee Retirement Income Security Act of 1974 (ERISA)
- Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)
- Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Patient Protection and Affordable Care Act of 2010 (PPACA)



Only 31% of employers have quantified the potential impact of healthcare reform.*

*Arthur J. Gallagher & Co.'s Benefits Strategy & Benchmarking Survey, US National Report, 2014









Employers are Striving to become

"Employers of Choice"

- Inspiring leadership
- Commitment to communication
- Alignment of organizational brand and employee value proposition
- Meaningful career development opportunities
- Competitive, fair and equitable total reward programs
- Focus on thought leadership
- Clear culture, vision and mission
- Good co-worker and management relationships







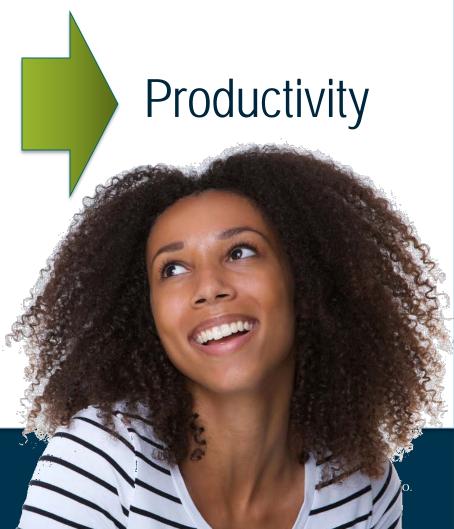




What High Performing Employers are Striving for...

Happy
Healthy
Educated
Engaged

Loyal



High Performance Organization Profile

No longer enough to have competitive salary & benefits...



Become an Employer of Choice



Stronger Employee Value Proposition



Early Adoption of Emerging Trends









Using Data to Make Decisions...

















High Performing Employer Health Plans

Employers with Problems

15-20%

Average Employer

9-11%

Best in Class Employers

2-4%

High
Performing
Health Plan
<1%

Righ Perkorming Employers







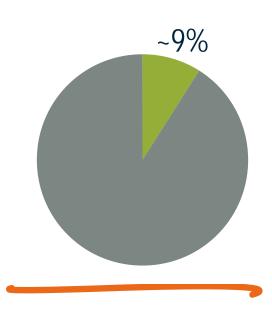




What Are Employers Doing Today?

"Thinking Strategically About Benefits"

- Aligning benefits strategy with business objectives
- Creating a stronger Employee Value
 Proposition
- Using and Mining Data to Make Decisions
- Making Employees Healthier
- Investing in Engaging Communications



Only 9% of employers have a measurable strategic or total rewards plan.*

*Arthur J. Gallagher & Co.'s Benefits Strategy & Benchmarking Survey, US National Report, 2014

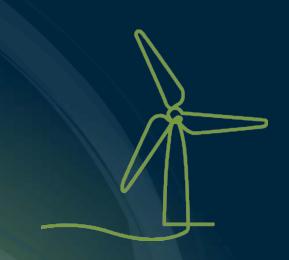








Aligning Benefits Strategy with Business Objectives Sustainability Modeling



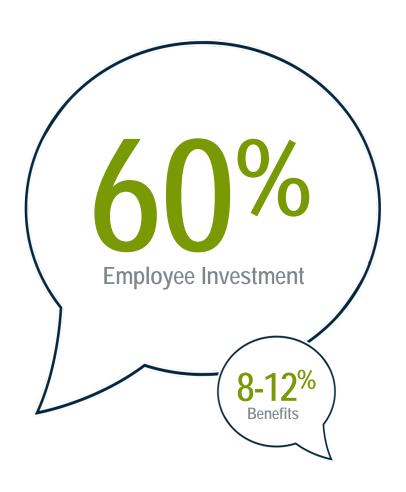








Sustainable Comp & Benefits



What conversation should companies be having today?









Using Health Data

Data Drives DecisionsTM

- Identification of the underlying issues affecting the cost and performance of the plan
- Explains where, how and to what extent healthcare dollars are being spent
- Helps determine the most cost effective plan changes
- Identifies underlying disease burdens



Claims

Trends

Cost Drivers

Key Metrics









Aligning Benefits Strategy with Business Objectives Workforce Evaluation











Understanding Your Workforce

Entry Level



















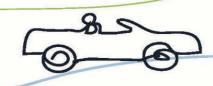


Financial Priorities

Steady Income

Affordable Health Insurance

Time with Family









Entry Level

- · Career growth
- Income
- Recognition

Mid-Career

- Income
- Time off/flex time
- Career growth

Established

- Time off/flex time
- Health & Wellbeing
- Savings & Income protection

Pre-Retiree

- Health & Wellbeing
- Savings
- Career accomplishment









Aligning benefits strategy with business objectives

Emerging Trends

















Creating a Stronger Employee Value Proposition











Employer Human Capital Challenges

- Labor Gap...
- People are not Retiring
- Fastest Set of Shrinking Jobs = Low Skilled
- Fastest Set of Growing Jobs = Highly Skilled
- Employee Loyalty is at an all time low









Definition of Engagement engagement

noun | en-gage-ment \in- 'gāj-ment, en-\

- A formal agreement to get married
- An arrangement to do something at a fixed time
- The action of engaging Participate & become involved
 - A fight or battle between armed forces

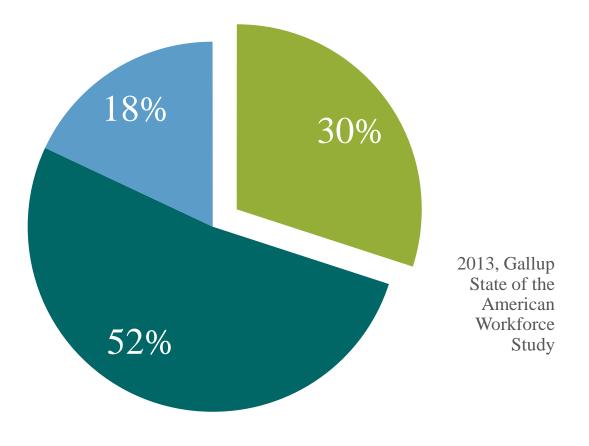








Employee Engagement Among US Working Population



■ Engaged ■ Not Engaged ■ Actively Disengaged









Erosion of employee loyalty may mean retention risk

- Employers have become used to relatively low employee turnover – but this may be changing
- Employee loyalty is not recession-proof

Source: MetLife's Annual Study of Employee Benefits Trends



More than **one** in **three (34%)** surveyed employees hopes to be working elsewhere in the next 12 months.



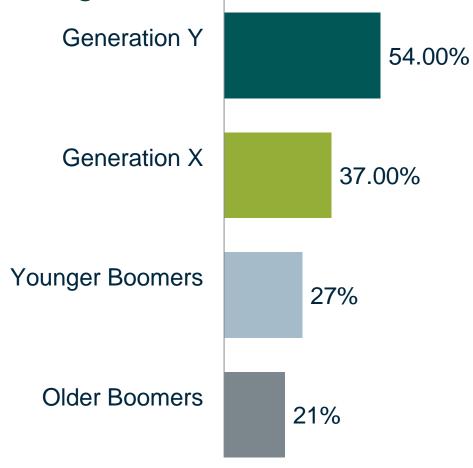






Retention Risks for Younger Workers

More than half of Gen Y workers agree that given the choice they hope to be working for another employer



Source: MetLife's Annual Study of Employee Benefits Trends









The Florida Market Place











Florida Employer / Employee Surveys

Employers believe benefits are extremely or very influential on:

- Job satisfaction 49%
- Loyalty to employer 45%
- Decision to leave 31%
- Willingness to refer a friend –
 31%
- Work productivity 42%

Employees believe benefits are extremely or very important to:

- Job satisfaction 78%
- Loyalty to employer 68%
- Decision to leave 57%
- Willingness to refer a friend –52%
- Work productivity 66%

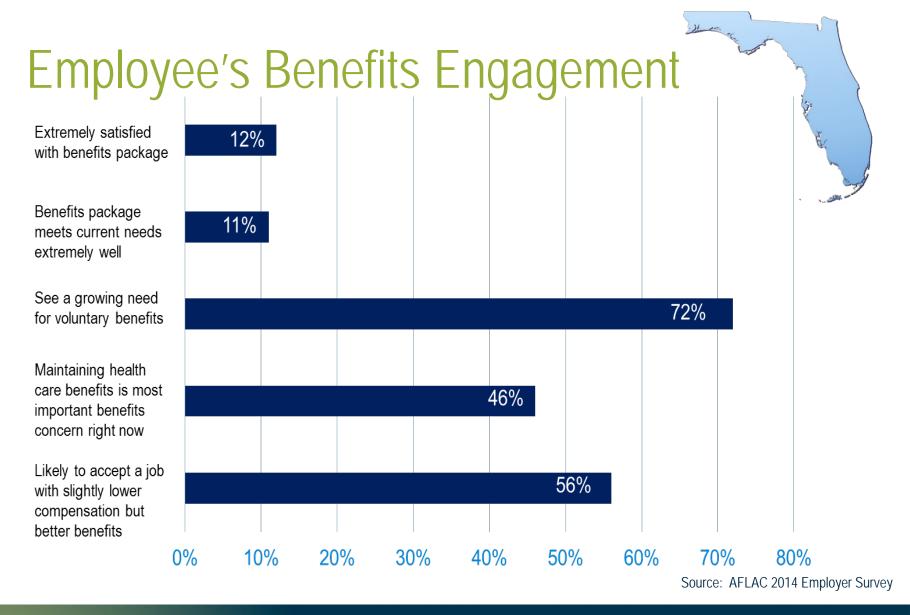
Source: AFLAC 2014 Employer Survey













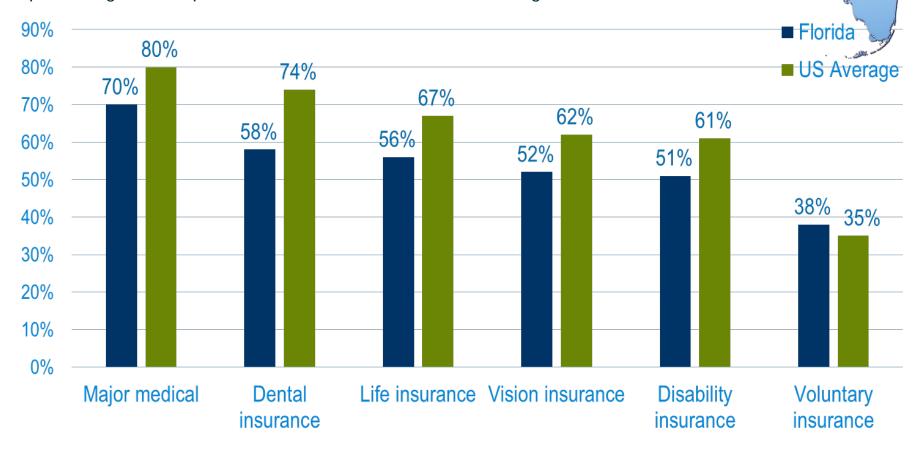






Company Benefits Offerings

The percentage of Florida companies offering each type of benefit compared to the percentage of companies across the United States offering the same benefit.



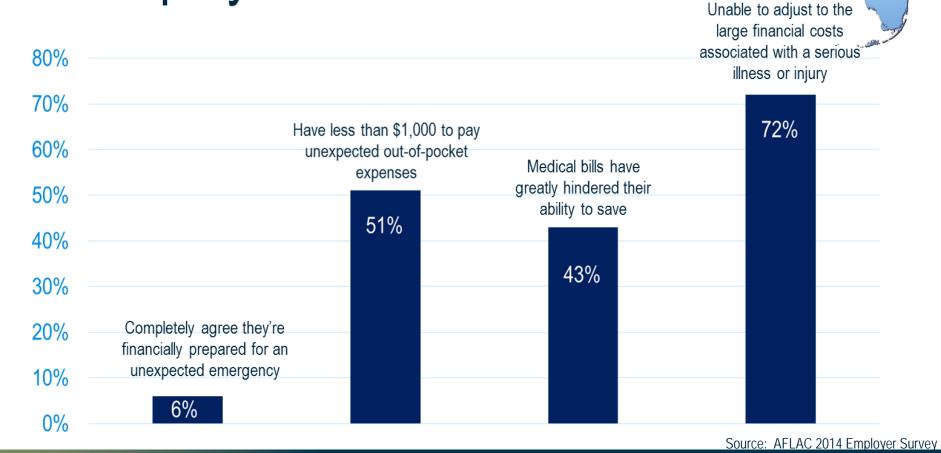








Financial Preparedness of Employees











Employee Value Proposition

The balance of the rewards and benefits that are received by employees in return for their performance at the workplace.*

Why should an employee choose your company over your competitor?









Containing Healthcare Costs + Attracting and Retaining Employees

Employer Perspective

- Attract/Retain
- Engage and satisfy
- A perception of value
- Workforce productivity
- Business results
- Allocation of spend



Employee Perspective

- Fair
- Understandable
- Equitable
- Financial security
- Professional growth
- Choice

How are you balancing an engaged workforce with a healthy bottom line?









Engagement Strategies

Keys to a Strong Employee Value Proposition:



Using Data to Drive Decisions



Providing
Relevant Choices



Communication & Education

Employee Value Proposition

the balance of the rewards and benefits that are received by employees in return for their performance at the workplace.¹

1 · "The Employee Value Proposition: 6 Things You Need to Know".

Recruiters Network, Retrieved 05-06 2008.









What Are Employers Doing...

...to strengthen perceived value and increase loyalty?



23% of employers will consider a *defined contribution* approach with a private exchange platform.*

71% of employers believe that voluntary benefits improve worker morale and satisfaction.**









Engagement and Satisfaction



Participation in wellness programs increases job satisfaction*



Businesses with positive employee satisfaction have lower turnover**



Cost to replace an employee due to turnover = 20% of salary***

^{***}There Are Significant Business Costs to Replacing Employees, Center of American Progress, Nov 16, 2012., https://www.americanprogress.org/wp-content/uploads/2012/11/CostofTurnover.pdf







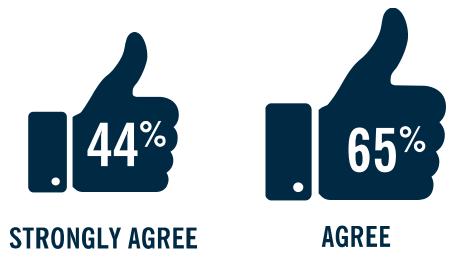


^{*}Kizzy M. Parks and Lisa A. Steelman, Organizational Wellness Programs: A Meta-Analysis, Journal of Occupational Health Psychology, 2008, Vol. 13, No. 1, 58-68

^{**}Dong Liu, et al, When Employees Are Out of Step with Coworkers: How Job Satisfaction Trajectory and Dispersion Influence Individual-and Unit-Level Voluntary Turnover ACAD MANAGE J December 2-12 55:6 1360-1380

More Choice, More Value, More Loyalty

Employees who say having benefits customized to meet my needs would increase my loyalty.*





*12th Annual MetLife U.S. Employee Benefits Trends Study

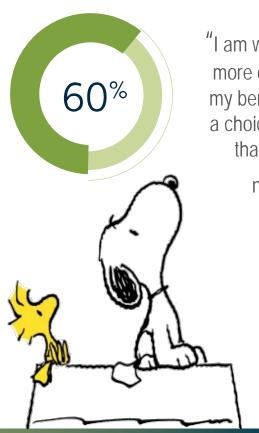








More Choice, More Value, More Loyalty



"I am willing to bear more of the cost of my benefits to have a choice of benefits that meet my needs."



"I would value more personalized benefits geared to my individual circumstances and age."*

*12th Annual MetLife U.S. Employee Benefits Trends Study



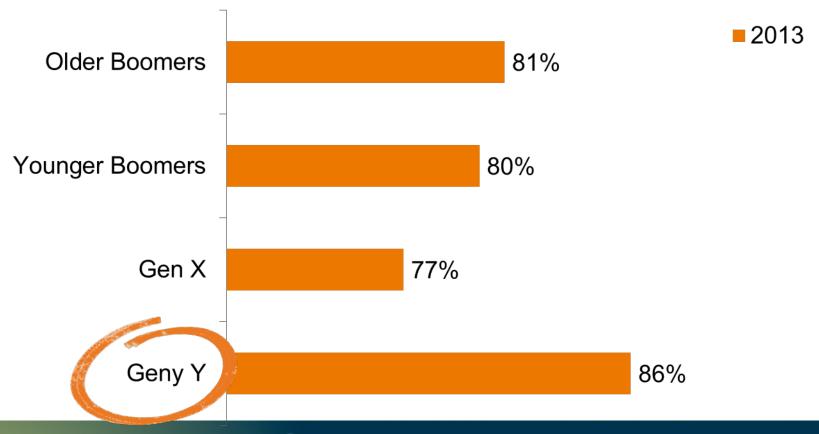






Preferences by Generation

Younger employees especially value having benefits **personalized** to meet their individual circumstances and age.











Are Employers Getting it Wrong?

When employees were given a choice...*

100%

Chose a different benefits "package"

80%

Chose a different health plan

90%

Bought something less expensive

*Liazon study conducted on the first 300k transactions on a private exchange platform













Private Exchange Your online benefits store...



The Private Exchange Model

Provide a robust offering of benefits falling into 3 categories.



Health



Medical

Supplemental Health

Dental

Vision

Wellness

Telemedicine

Wealth



FSA

- Transit
- Parking
- Dependent Care

Protection



Life Insurance

Disability (LTD and STD)

Legal Services

Identity Theft Protection

Pet Insurance

Employees create a unique portfolio of benefits that work together, rather than selecting individual benefits one at a time.

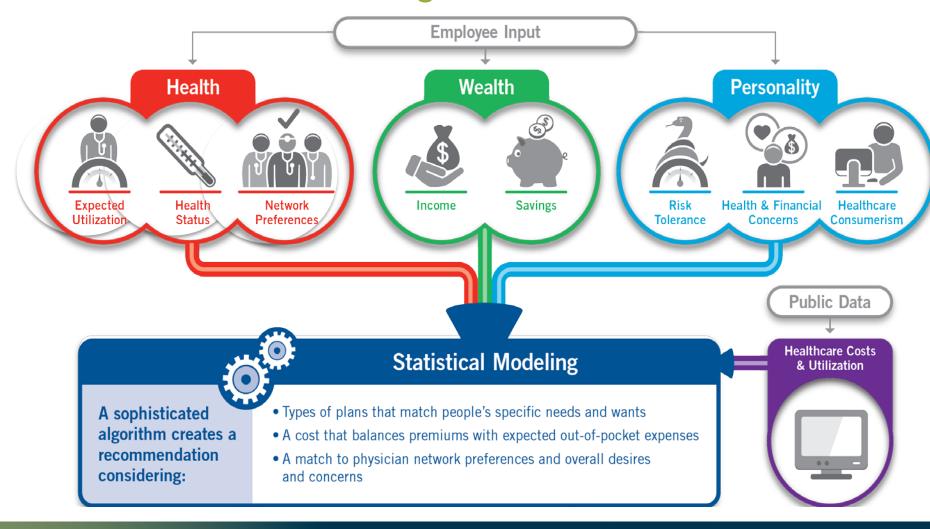








Recommended Engines











Takeaways From ~240k Transactions In 5 Years

In Year 2: 65% remain the same, 25% evolve, 10% make radical changes

- ~ 100% Different benefits package
- ~ 80% Different health insurance plan
 - 90% buy something cheaper
 - People rarely cluster into one or two plans
- ~ 71% Dental Insurance
 - Even distribution across plans
- ~ 70% Disability Insurance (40% STD; 45% LTD)
 - Even distribution across plans

- ~ 52% HSA qualified plans
 - 90% open an HSA
- ~ 48% Vision Insurance
- ~ 40% Life Insurance
 - Dramatic increases in policy amount
- 30% Supplemental Health Insurance (accident, CI, hospital)
- ~ 15% Pet, Telemedicine, Legal, Wellness, etc.









Is a Private Exchange Right For You?

- Do you want to manage/limit your employer share of healthcare costs through a defined contribution model?
- Do you wish to improve the engagement of your employees in their healthcare decisions by offering more choices?
- Are you comfortable with your employees making their own benefit decisions.?
- Are you able to implement decision support technology and support new employee education and communication strategies?
- Are you looking for way to impact your employee engagement?









Employer Individual Insurance Strategies











Employees Populations for Consideration

- Pre & Post Medicare Eligibles
- Retirees
- Dependents not eligible for Employer Plan
- Dependents who cannot afford Employer Plan
- Part Time Employees
- COBRA Beneficiaries
- Small Employer Groups



















Making Employees Healthier











"Engagement –is social learning, usually within peer groups, that typically leads to the development of behavioral norms and social pressure to enforce those norms"

Alex Pentland, PhD MIT Media Lab









Participation

Ongoing Programs

- Staying Active
- Tracking Activity
- Challenges
- Social Wellness

One-Time Programs

- HRA
- Biometric Screenings
- Health Coaching*
- Health Fairs
- Health Education

Engagement









Healthy Culture Delivers Outcomes

- health improvement
- E engagement
- A accountability
- linking physician strategies
- technology
- healthy environment

2.2% cost trend







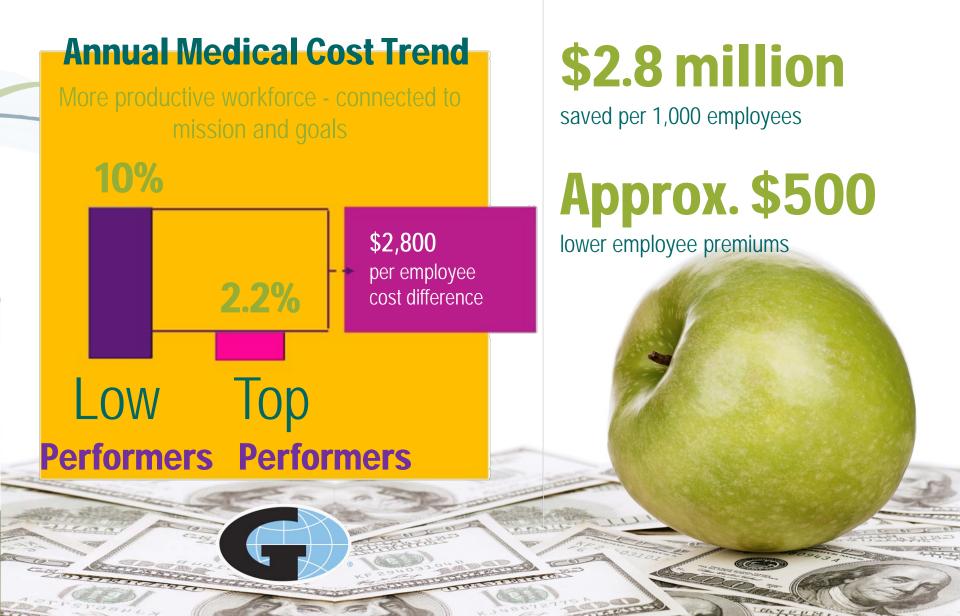








Healthy Culture Pays Dividends



The Correlation between **WELLNESS** & **Job Satisfaction**

of companies that offer wellness programs say promoting healthy behaviors is a very important benefits strategy ¹

¹ MetLife 12th Annual Study of Employee Benefits Trends





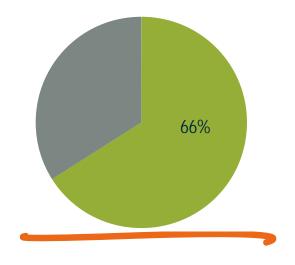




Health Improvements

Cost Containment v Cost Shifting

- Strategy aimed at specific cost drivers in the plan
- Cultural shift encouraging healthy lifestyles and intrinsic motivation
- Education, communication and policy change
- Health has a critical impact on the success of a company



66% of Best-in-Class Employers offer a wellness program vs. 44% of average employers.*

*Arthur J. Gallagher & Co.'s Benefits Strategy & Benchmarking Survey, US National Report, 2014, Best-in-Class Analysis

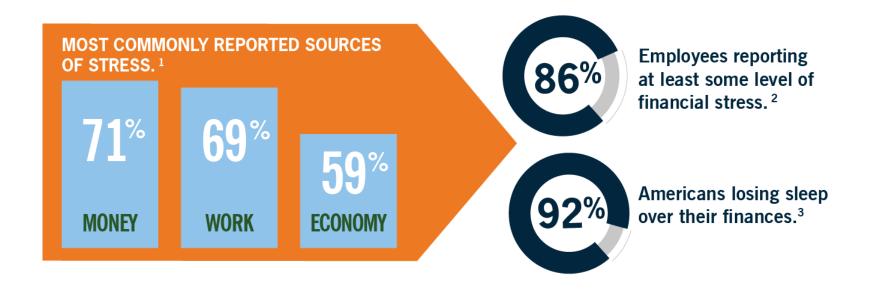








Finances – Top Stress Factor For Employees



- 1. American Psychological Association, Stress in America™ 2013 Highlights: Are Teens Adopting Adults' Stress Habits
- 2. Financial Finesse Reports, 2014 Research Financial Stress http://www.financialfinesse.com/research-best-practices/2014-financial-stress-research-2/
- 3. ComPsych Poll: Vast Majority of Employees Losing Sleep Over Financial Worries, ComPsych, October 27, 2008









Financial Stress & Your Bottom Line















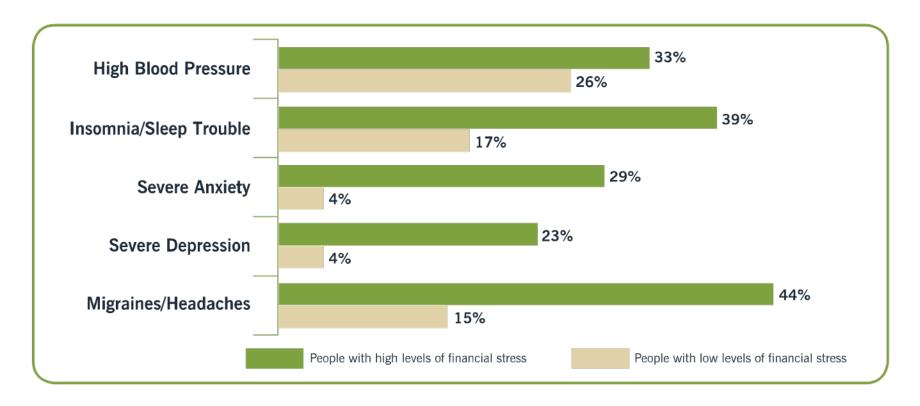








Financial Stress Impact on Health*



*AP-AOL Health Poll: Debt Stress: The Toll Owing Money Takes on the Body

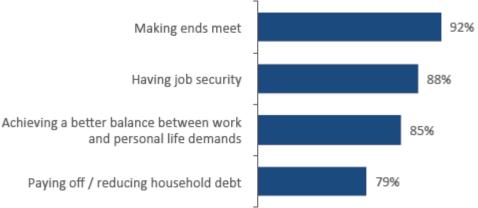




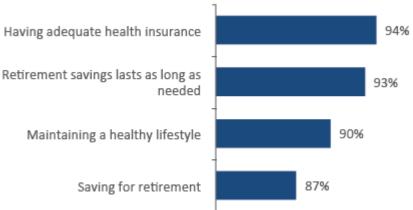




Early Entrants' Top Personal & Financial Concerns



Near Retirees' Top Personal & Financial Concerns



Source: GUARDIAN 2015 WORKPLACE BENEFITS STUDYINTRODUCTION









Health & Engagement

- Encourage health accountability
- Educate on total wellbeing
- Utilize technology to drive favorable outcomes



ASSESS current state of engagement



CREATE
blueprint for longterm plan



LEVERAGE internal and external resources



MEASURE outcomes & collect feedback









Integrating Absence Management & Wellness Total Wollhoing



Successful integration will reduce incidents and absence duration









Got Data?

- 1 Have you analyzed your workforce demographics?
- 2 Do you look at your data in a comprehensive way?
- 3 Are you incorporating your findings into your long-term strategy?







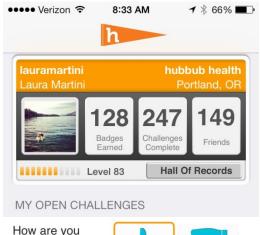


Driving Engagement









Socialized Wellness

Gamification

Fitness Trackers

Incentive **Strategies**



View Today's Mood 100 Push-Up Challenge

Currently in 25th place Week 3 of 6

Check In



Check In



doing today?













The use of game mechanics & rewards for non-game applications in order to increase engagement

[gay-m*uh*-fi-kay-sh*uh*n], noun





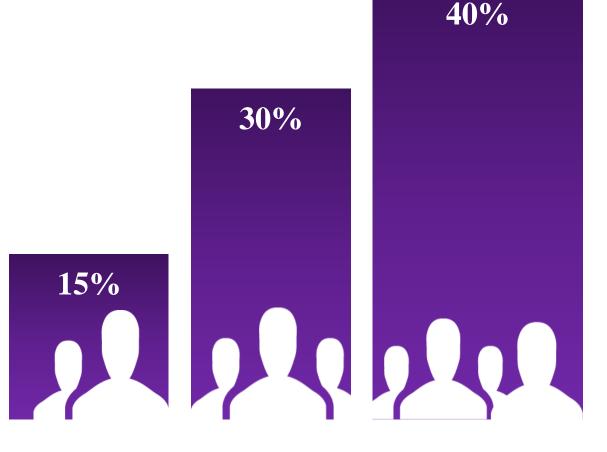




The Socializing Effects...

The effects of exposure to peer behaviors are roughly the same size as the influence of genes on behavior or IQ on academic performance

 Alex Pentland, PhD MIT Media Lab



"Social reinforcement from multiple health buddies made participants much more willing to adopt the behavior,"

Damon Centola, PhD MIT









75%

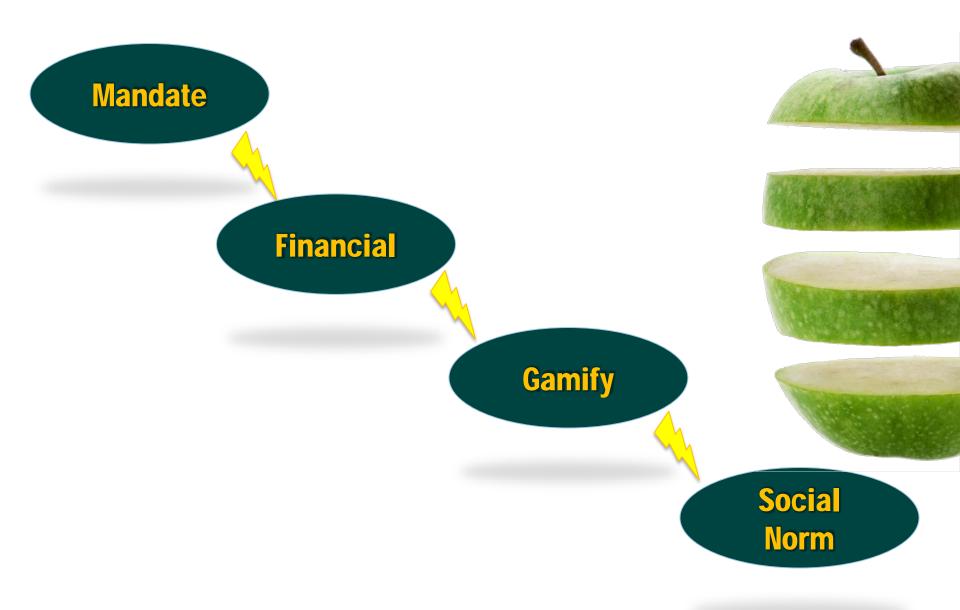
Of employees join a challenge because they get invited by another employee



















Clinical Care

Telemedicine

- Client characteristics
- Convenience, access to rural locations
- Limited primary care access

On-site Clinics

- Full-time for 500 employees+
- Multiple staffing and scope models

Near-site Clinics

- Shared between multiple employers or locations
- Capitated rate
- More primary care focused













Incentives

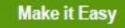
- Incentives continue to grow
- Intrinsic vs. Extrinsic

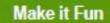
Culture Trumps All!





























Investing in Engaging Communications











Why Leverage Communication Tools?

Ensure Employees Understand Your Investment in Their Health



Strengthen the perceived value of your benefits without increasing costs



Empower employees to make sound decisions based on their specific needs



Increase interest in value-added benefits for employees and their families



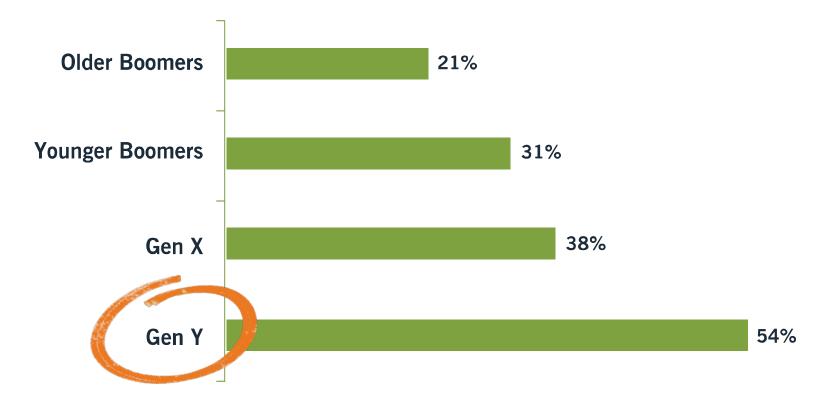






Employees Want to Be Educated

Employees who strongly agree that they need more help understanding how their benefits work and how these options help meet their needs.*



*12th Annual MetLife U.S. Employee Benefits Trends Study





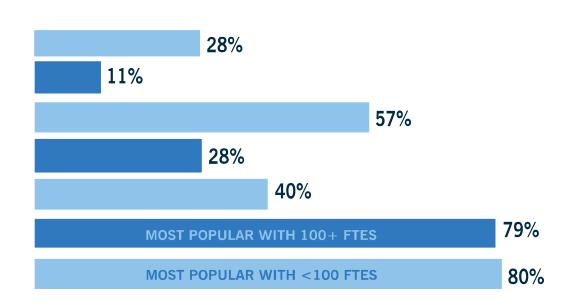




If You Can Reach Them... You Can Teach Them

Methods Employers Are Using to Communicate and Educate*

Health & Benefit Fairs
Webcasts or E-Learns
Employee Letters and Mailings
Dedicated Benefits Intranet
Personalized Benefits Booklets
Email Announcements
Employee Group Meetings



*Arthur J. Gallagher & Co.'s Benefits Strategy & Benchmarking Survey, US National Report, 2014









Compensation Statements

Highly creative design. You can add your logo and change the colours reflect your preferred or company palette.





A set of pre-defined images will appear throughout the statement.

Pre-drafted content for 20 recognized employee benefits. You can edit the content as you wish, within a pre-defined word count per section.



\$1 plus

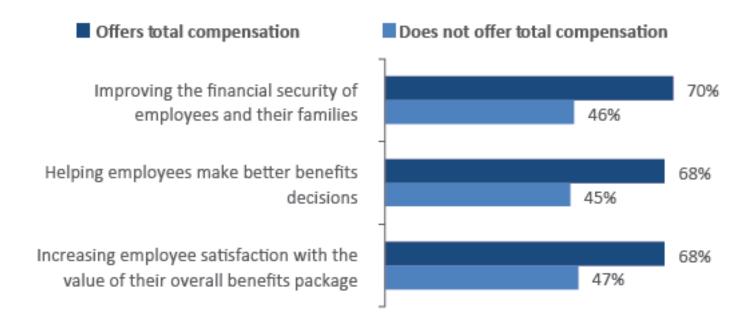








Employer Success in Achieving Benefits Objectives By Those Offering vs. Not Offering Total Compensation Statements



Source: GUARDIAN 2015 WORKPLACE BENEFITS STUDYINTRODUCTION

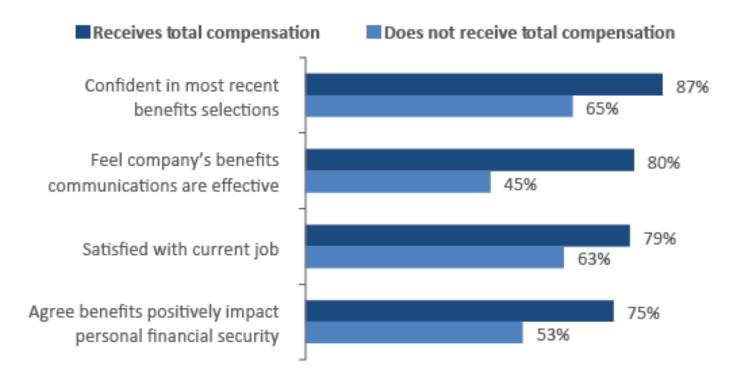








Employee Attitudes Towards Benefits By Those Receiving vs. Not Receiving Total Compensation Statements



Source: GUARDIAN 2015 WORKPLACE BENEFITS STUDYINTRODUCTION









Trends to Watch*



9% currently utilizing,17% expect to introduce this channel

12% utilizing, 20% plan to introduce this channel





67% already offer these tools for financial planning and retirement, growing in popularity in benefits space

*Arthur J. Gallagher & Co.'s Benefits Strategy & Benchmarking Survey, US National Report, 2014









Additional Trends







Care Coordination & Specialized Concierge

Services



Alternative Funding Strategies



Consumer-Driven Plans









Is Decision Support Right For You?

- Do employees REALLY understand their plan options?
- Do you want to introduce a new option but fear employee perception?
- Do employees hate having to pick a plan at open enrollment?
- Post open enrollment meetings, do your employees still have unanswered questions?
- Is there a tool that helps them to model their personal situation?









Summarizing Engagement Strategies











Engagement is tough

Why do programs lack ongoing engagement?

- Lack of Executive Leadership Support
- Poor marketing & rewards tactics
- Lack of real-time & actionable feedback
- Lack of individualized support
- Lack of social influence





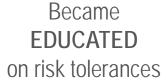




Engagement Outcomes

How did employees PARTICIPATE or become INVOLVED?







Drove
CONSUMERISM
& behavior change



Member
ACCOUNTABILITY for selecting benefits



Increased LOYALTY and attract talent









Engagement needs to be All Day, Everyday











Regulatory Compliance & Health Care Reform



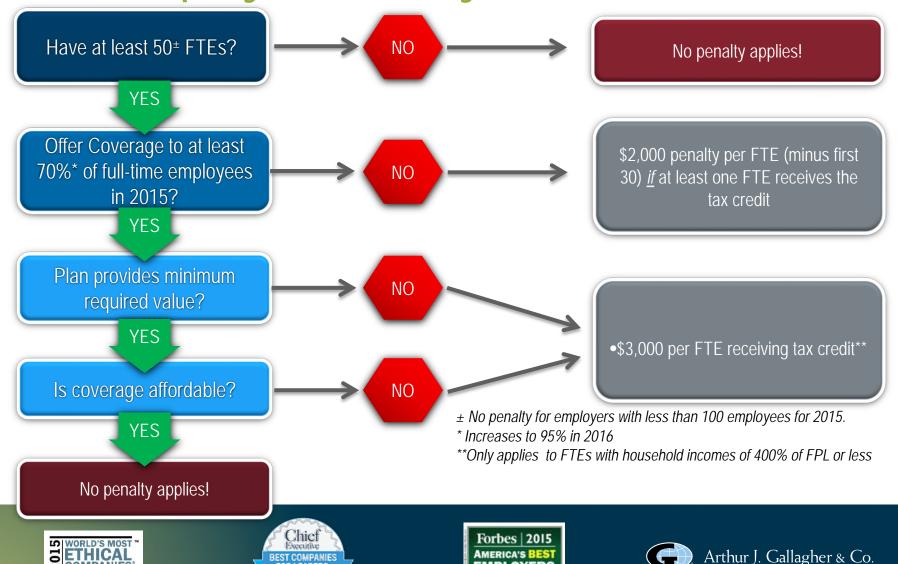








Employer Penalty Overview



AMERICA'S BES

Arthur J. Gallagher & Co. BUSINESS WITHOUT BARRIERS

Minimum Essential Coverage and Affordability

- "Minimum value" means the actuarial value of the Employer's out-ofpocket cost share (based on plan provisions) must be at least 60%
 - IRS and HHS provide options to determine 60%
 - Value calculator
 - Safe harbor plan designs
 - Actuarial certification
- "Affordability" of employer's group health plan is based solely on whether employee's cost for employee only coverage for the least expensive plan is less than 9.5% of their pay. What are safe harbors for determining pay.
 - W-2: Employee premium is less than 9.5% of the employee's W-2 wages as reported in Box 1 from the employer
 - Rate of pay: Monthly premium is less than 9.5% of: (1) For Hourly employees: rate of pay x 130 hours; or (2) For salaried: monthly salary
 - Federal poverty level: Monthly premium is less than 9.5% of the monthly amount of the federal poverty level in effect 6 months prior to start of plan year (\$11,770 for 2015)









Continuing to Offer Coverage: Planning/Strategy

Assuming employer chooses to offer coverage, how does employer minimize potential penalties?

Offering/Maintaining minimum essential coverage

Keeping/making coverage "affordable"

Identifying your "Full Time" employees and Doing Cost/Benefit Analysis

60% Actuarial Value: Make sure have one plan that meets this minimum Premium for employeeonly coverage is less than 9.5% of wages/pay Any employee working 30 or more hours per week on average. Penalty is \$3,000 (or \$250/month) per "full time" employee.









Types of Employees

- "Full Time": Reasonably expected to work on average at least 30 hours per week
 - This is different than how the employer defines "full time" for any other purpose
- "Part Time": Reasonably expected to work less than 30 hours per week
- "Variable Hour": Cannot be ascertained whether the employee will work at least 30 hours per week
- "Seasonal": Customary annual employment is 6 months or less
- For purposes of determining who is "full time" for penalty purposes:
 - Variable hour and seasonal employee can be subject to a lookback "measurement period" of up to 12 months before they're considered to be full time. If they work on average 30+ hours during measurement period, then they're considered "full time" for penalty purposes in the immediately following "stability period" (basically, 12 month period or plan year).







Measurement Period Example

- Employer has a medical plan that operates on a January 1 December 31 Plan Year
- John is a "variable hour" employee.
- Employer has a lookback measurement period from November 1 October 31 each year.
- During November 1, 2014 through October 31, 2015, John works an average of 35 hours per week.
- For the plan year that begins January 1, 2016, John is considered a "full time" employee under ACA.
- If Employer does not offer John medical insurance for the 2016 plan year, the employer could face penalties under ACA.









Cadillac Tax

- This is an excise tax on high-cost health coverage
- Starting in 2018, an employer will owe an excise tax if the value of the employer's health insurance coverage for an employee exceeds a threshold amount
 - 40% of aggregate value in excess of threshold
 - 2018 Threshold:
 - \$10,200 single
 - \$27,500 family
 - Future years, multiplied by health cost adjustment percentage and increased by age and gender adjusted excess premium amount
 - Increased threshold for non-Medicare eligible early retirees and high-risk professionals
- Example: Employer offers a plan with a value for a single employee of \$14,200. For each employee that elects single coverage, the employer will owe an excise tax of \$1,600, which is \$14,200 \$10,200 x 40%.









Reporting

- Starting in 2016, the IRS is collecting information from insurers and large employers about individuals' health insurance coverage.
- Large employers must report information about the coverage they offer, and whether or not it was elected by, the employee and their dependents, by month, to:
 - The employee, by January 31st
 - The IRS, by February 28th (or March 31st if filing electronically)
- You'll here this referred to as 6055/6056 reporting and/or 1094/1095 reporting









Action Items for Employers

- Review medical plans for minimum value and affordability
- Evaluate workforce, classify employees, and fully understand who is "full time" as defined by ACA
- Review value of medical plans to prepare for potential Cadillac Tax issues
- Understand and plan for upcoming IRS reporting by:
 - Understanding what needs to be reported and by whom
 - Conducting gap analysis to see what you do and don't have
 - Identifying who will be responsible for each step of the reporting process

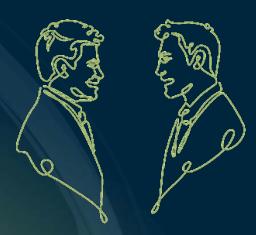








Upcoming Events











2015 Arthur J. Gallagher National Employer Benchmarking Survey Results and Executive Summary

- Over 3,000 participants
- Largest survey in the market
- Results will be released in August











Wellbeing Webinar &

Roundtable Employer

Educational

Series















