



RCPS Employee Survey: **ALEX Virtual Insurance Counselor Program**

- Last year, when RCPS began offering more than one option for health insurance plans, Human Resources provided a **virtual benefits counselor program called ALEX**. This program allows employees to input information about their personal health needs to help them make a decision about which insurance plan choice would be their best option.
- Given the significant cost of the ALEX program (over \$37,000), **the School Board wanted to know whether or not the program was useful and valuable to the employees who used it.**
- Employee survey conducted March 7-12, with daily reminder emails sent out

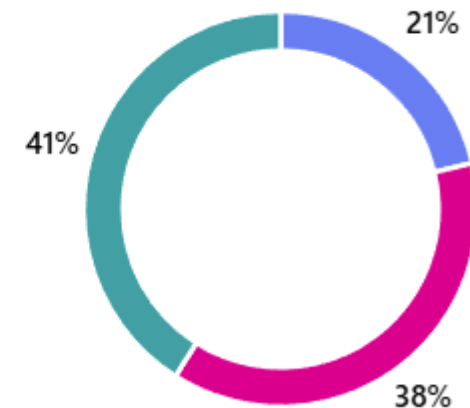


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SUMMARY OF SURVEY RESULTS

- 760 total responses (663 of respondents on RCPS health insurance)
- Of the 663 respondents on RCPS health insurance:
 - 21% used ALEX last year
 - 38% said they were aware of ALEX but did not use it
 - 41% said they were not aware of ALEX

● Yes	141
● No. I was aware of the availability of this service, but did not use it.	250
● No. I was not aware of the availability of this service.	272

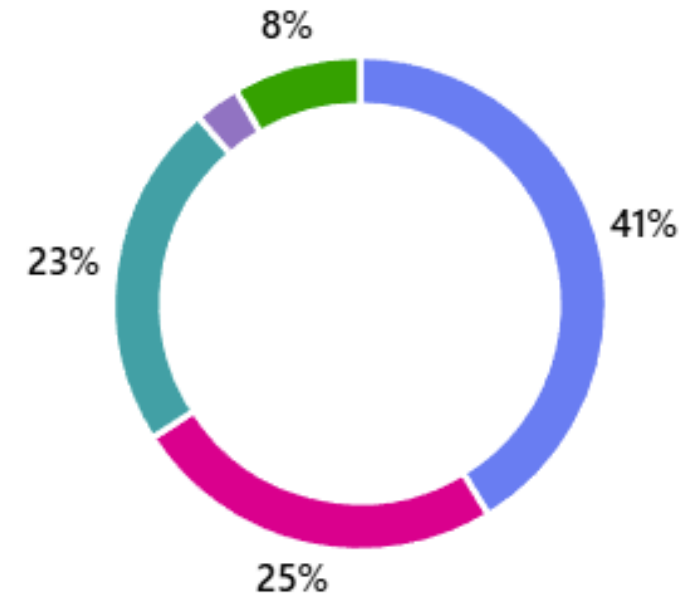




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If you did use Alex last year, please rate: how easy was it to use? (choose a rating from 5 to 1)

● 5 (it was very easy to use)	69
● 4	41
● 3	38
● 2	5
● 1 (it was very difficult to use)	14

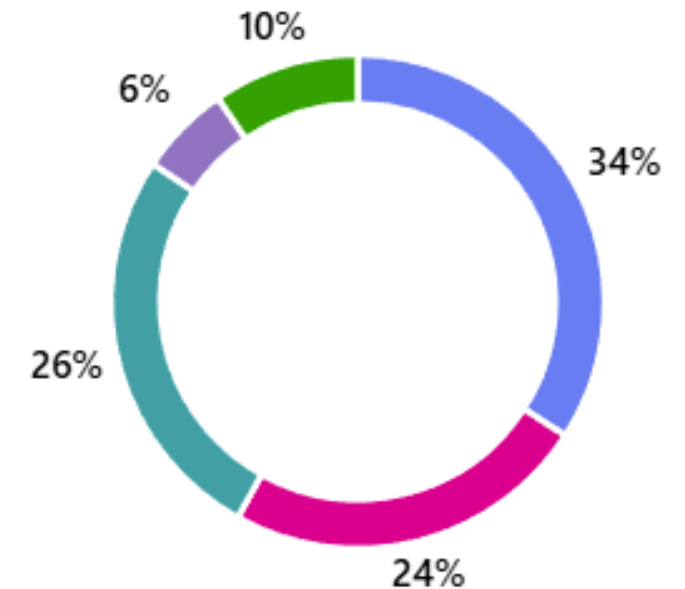




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If you did use Alex last year, please rate: how clearly was the information explained? (choose a rating from 5 to 1)

● 5 (the information was very clearly explained)	57
● 4	40
● 3	44
● 2	10
● 1 (the information was not clearly explained)	16

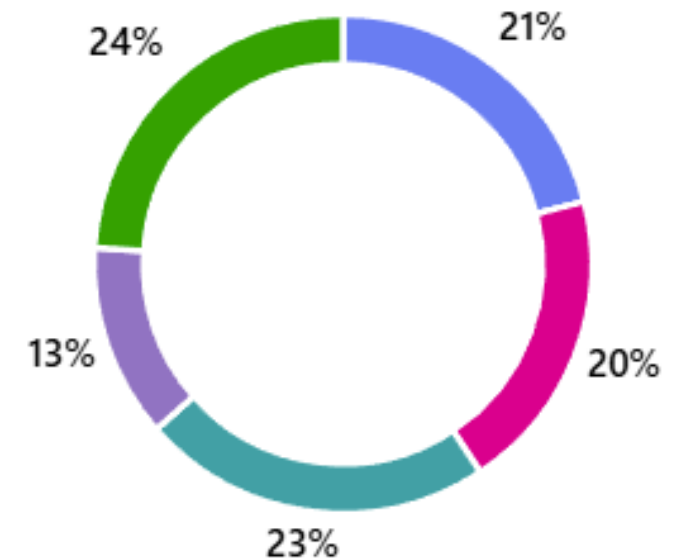




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5. If you did use Alex last year, please rate: how helpful was it in making your decision?

● 5 (it was very helpful)	35
● 4	33
● 3	38
● 2	21
● 1 (it was not at all helpful)	40





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OBSERVATIONS AND CONCLUSIONS

- Last year, overall usage was relatively low.
- Low usage and high number of employees responding that they did not know about ALEX may indicate that there was a low level of concern about choosing between very similar health plans.
- This year, the plan choices will expand with significant new options such as high deductible HSA option and HMO options.
- Respondents seemed evenly split about how helpful ALEX was last year.
- The cost of ALEX is significant at over \$37,000.
- HR staff is available to answer questions about the differences among the 3 plan options and an informational video will be produced to show at faculty meetings.
- Employees are encouraged to do their homework and make the choices best for their individual circumstances.