

August 2018

OASSIS Annual Survey Results

We value your opinion of us!

Thank you for taking the time to respond

Here are the results:

87%

Of survey respondents say the Benefits Administration team is knowledgeable and responsive to their needs

94%

Of survey respondents say they would recommend OASSIS

80%

Of survey respondents say their budget has either stayed the same or decreased since last year

Based on your ranking, our top 3 services are:

1. Benefits administrator
2. Online self-administration system
3. Disability Coordinator

The top 3 reasons why you stay with OASSIS:

1. OASSIS not-for-profit status
2. Rates are stable, year over year
3. Customer service is responsive to your needs

Some survey comments.... and answers

1. The Green Shield health benefits are limited and have a deductible that is bothersome to our employees.

Consider either our Made 2 Measure Plan, which allows you to choose a plan with no deductible and more eligible items, or the OASSIS Enhanced + Plan. Our Sales Team would be happy to help you with a quote.

2. I would like more coverage on glasses. \$200 is not enough to cover most prescription lenses.

We hear this comment a lot. Our plan, like most others, has not kept pace with inflation on items like prescription glasses. Coverage for things like glasses tends to be a “dollar for dollar” benefit. In other words, for every dollar of coverage your employer adds, the insurance company adds a dollar in premiums – because they know most people will maximize the benefit. Reimbursement is meant to help defray **some** of the expense but not fully cover it. And in a time of increasing premiums, we know many of our employers simply can’t afford to increase coverage.

3. It seems silly to require a prescription from a medical doctor to have massages covered. Almost any doctor will write a script – seems like an unnecessary burden on the healthcare system.

The requirement for a referral for massage therapy is a standard practice of most insurance companies. This is to avoid misuse and abuse of this benefit. Plans that don’t have a referral requirement tend to have much higher usage, and therefore much higher premiums. If you feel you would benefit from massage therapy, ask your doctor for a referral when you go for your annual physical to avoid an additional appointment throughout the year. Once you have submitted the referral with Green Shield, you do not need to get another referral in future (unless you have not used the service for more than 2 years).

And ... some positive responses

- We are a small non profit with no changes in funding. OASSIS’ affordable programs allow us to ensure that staff have health benefits!
- The service is spectacular, the cost is affordable and the plans are flexible.
- First there are no brokerage fees. It is one of the best Companies out there. Employees seem to be very happy with OASSIS. Rates are good compared to other companies. Save us money so we can give more to our employees, who help make our agency great. We all work together to help each other reach our goals.
- As a not for profit organization, OASSIS understands the need and realities that non-profits face.