

Jan 2024

OASSIS Annual Survey Results

As part of our efforts towards continuous improvement, OASSIS conducts an annual customer survey

Here are the results:

98.7%

of survey respondents say they would recommend OASSIS!

89%

of survey respondents agree or strongly agree that the cost of the OASSIS Benefit Plan is competitive with the marketplace

84%

of survey respondents agree or strongly agree that the coverage in their plan meets the needs of their employees

The top 3 reasons why you stay with OASSIS:

1. Rates are stable, year over year
2. The OASSIS benefits plan offering is comprehensive
3. Customer service is responsive to your needs

Some survey comments... and answers

1. "Stop raising rates – keep them low. Stop the deductibles for drugs, etc."

Most plan design changes OASSIS implements, such as removing deductibles, has a direct cost impact for employers and employees. Recognizing that our

not-for-profit clients are extremely cost-sensitive, we are very cautious about making changes to the Plan that might make it unaffordable for our clients.

2. “Provide better integration with the Green Shield website or be able to make claims directly through OASSIS”

OASSIS partners with Green Shield Canada to pay health and dental claims. They use a very comprehensive, complex claims payment system that has important features like fraud detection and prevention, along with many other critical components. However, Green Shield is launching a new platform mid-2024 that will make navigation and claims payment even simpler for plan members – stay tuned!

3. “Stop asking for a Doctor’s note for a massage. This is a barrier for accessing the benefit.”

We have heard this comment before and understand how this can be viewed as a barrier to access. In keeping with emerging best practices, we will be removing this requirement for all pooled plans effective April 1 2024.

4. “Why do health benefits not kick in immediately after effective day?”

Employers designate the effective date of benefits for each employee. As soon as the plan is effective for an employee, their benefits are available to be used – there should be no delay.

5. “Is there coverage for retirees?”

Yes! Although these benefits would be 100% employee paid, OASSIS does partner with Prosum Health to offer a variety of options for retirees to choose from within 30 days of their retirement.

And... some positive responses

- “We’ve been well served by OASSIS and in the 13 years I’ve been in this organization, I haven’t heard one negative comment about the plan being offered to our employees. The accessibility for claims and ease of obtaining information from competent staff is next to none!”
- “Employees are happy with the benefits, and costs are lower than they were with our previous benefits provider”