

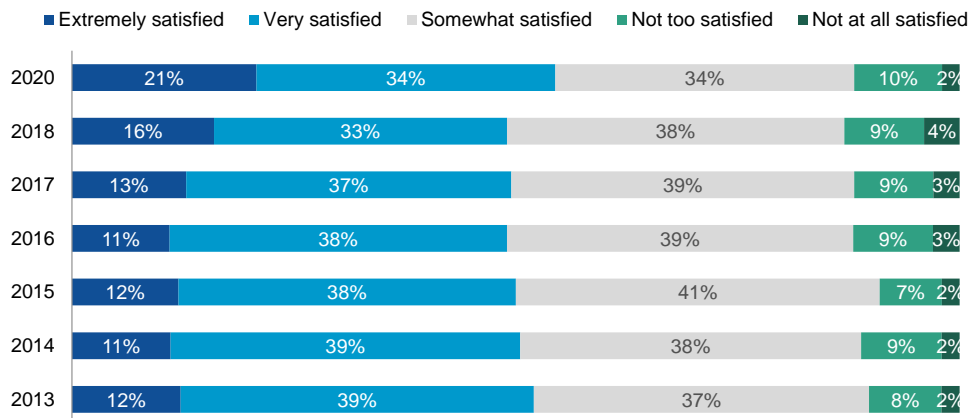
## Worker Satisfaction With Health Benefits Has Increased During COVID-19 Pandemic

Worker satisfaction with various aspects of health benefits rose markedly in 2020: The percentage of workers reporting that they were extremely or very satisfied with health benefits increased from 49 percent in 2018 to 55 percent in 2020 (Figure 1).

Figure 1

**Nearly all employees continue to be at least somewhat satisfied with their current health plan. More than half are very or extremely satisfied, up from 2018.**

Overall, how satisfied are you with your current health insurance plan? (Has health insurance coverage: 2020 n=724)



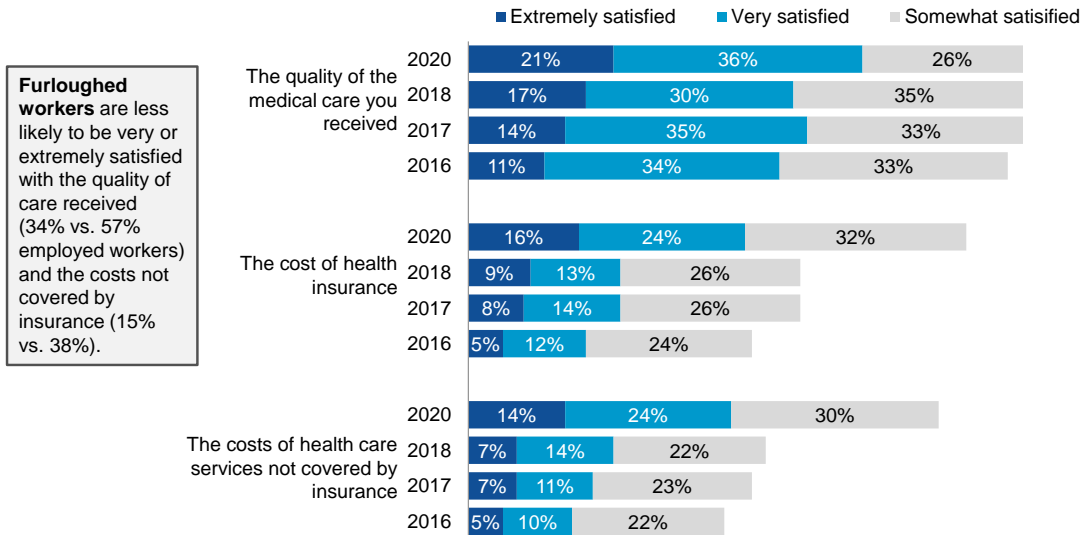
In the recently released [Workplace Wellness Survey](#), the Employee Benefit Research Institute (EBRI) and Greenwald Research examined a broad spectrum of worker attitudes toward financial wellbeing, employment-based health insurance, and retirement benefit issues. The survey found that satisfaction with quality of medical care received soared in every category.

- The percentage of workers reporting that they were extremely or very satisfied with quality of medical care received increased from 47 percent to 57 percent between 2018 and 2020 (Figure 2).
- Those extremely satisfied with the cost of health insurance increased from 9 percent in 2018 to 16 percent in 2020; those very satisfied jumped from 13 percent to 24 percent in 2020.
- Workers reporting that they were extremely satisfied with the costs of health care services not covered by insurance doubled from 7 percent to 14 percent between 2018 and 2020; the percentage reporting that they were very satisfied increased from 14 percent to 24 percent over that same time period.
- Even the percentage reporting that they were somewhat satisfied with the costs of health care services not covered by insurance increased from 22 percent to 30 percent.

Figure 2

**Employees continue to be more satisfied with the quality of their medical care than the costs, yet satisfaction is up.**

Please rate your satisfaction with some specific aspects of the health care you have received over the past two years. (Employer offers at least one benefit:\* 2020 n=780)



**Furloughed workers** are less likely to be very or extremely satisfied with the quality of care received (34% vs. 57% employed workers) and the costs not covered by insurance (15% vs. 38%).

These findings may be due to the timing of the survey. In July 2020, when the survey was fielded, many employers were covering telemedicine with no cost sharing, even for workers who had not yet met their health plan’s deductible. Furthermore, use of health care services dropped considerably in 2020 because of the pandemic.

Also, it should be noted that furloughed workers reported being much less satisfied with the quality of care received (34 percent were extremely or very satisfied, vs. 57 percent of employed workers). They were also less likely to be extremely or very satisfied with health care costs not covered by insurance (15 percent vs. 38 percent).

The EBRI report, “2020 Workplace Wellness Survey,” was published as the September 2020 EBRI Chartbook and is available online [here](#).

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