

The Utah Health Exchange

*Results
of the*

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Limited Launch



Enrollment Stats



136 Employers registered (2,333 employees)

99 Employers approved by the carriers

Average business size is 17 employees

66 Plans submitted

1248 employees from 80 groups completed the health application

There will be 13 groups (161 employees) that will have coverage effective 01/01/2010

Exchange Employer Survey Results



Question:

“We want to know more about why you decided not to use the Exchange. Please tell us how relevant each of the following were to your decision.”



“How did the prices you were quoted in the Exchange compare to your current premiums?”

- 3.2% - Somewhat lower
- 32.3% - Somewhat higher
- 45.2% - Much higher

- 32.2% - About the same or Lower



21 of 66 groups did not participate for reasons other than higher rates.



What were some of the other reasons groups decided not to participate?

- The Universal Health Application
- The plan selection process
- The time line
- Plan choice and quality



“The Universal Health application was very difficult and hard complete.”

- 54.8% - Strongly agreed or agreed

“Choosing a health plan was not an easy process.”

- 54.8% - Strongly agreed or agreed



“There were not enough quality plans to choose from.”

- 32.3% - Strongly agreed or agreed

“There were not enough HSA (Health Savings Account) plan choices.”

- 25.8% - Strongly agreed or agreed



“My employees did not have enough time to select a health plan.”

- 29% - Strongly agreed or agreed

“I did not have enough time to select the default plan or defined contribution amounts.”

- 48.4% - Strongly agreed or agreed



“Our agent/broker helped us through the entire enrollment process.”

- 74% - Strongly agreed or agreed
- 23% - Strongly disagreed or disagreed



“I was highly disappointed in the product offerings of the exchange. There wasn't even a plan similar to my current plan for those employees that would have wanted to stay status quo.”



“The Universal Health application was NOT AT ALL user friendly.”



“The time frames were hard to follow for each step. I would receive an e-mail, and had to drop what ever I was doing to meet the deadline.”



The Good News?

We Can Fix All of These Issues!