

Lessons Learned from a Global Pandemic

TWO YEARS LATER



Hosted By:



Becky Seefeldt
Benefit Resource
VP of Strategy



Jeff Thoms
Benefit Resource
CRO

Panelists:



Nance Lee Mosquera
City of St. Paul
Benefits Manager



Bill Riegner
USI Insurance Services
Vice President, Employee Benefits



Douglas Nagel
HUB International
Executive Vice President, Employee Benefits

Lessons Learned

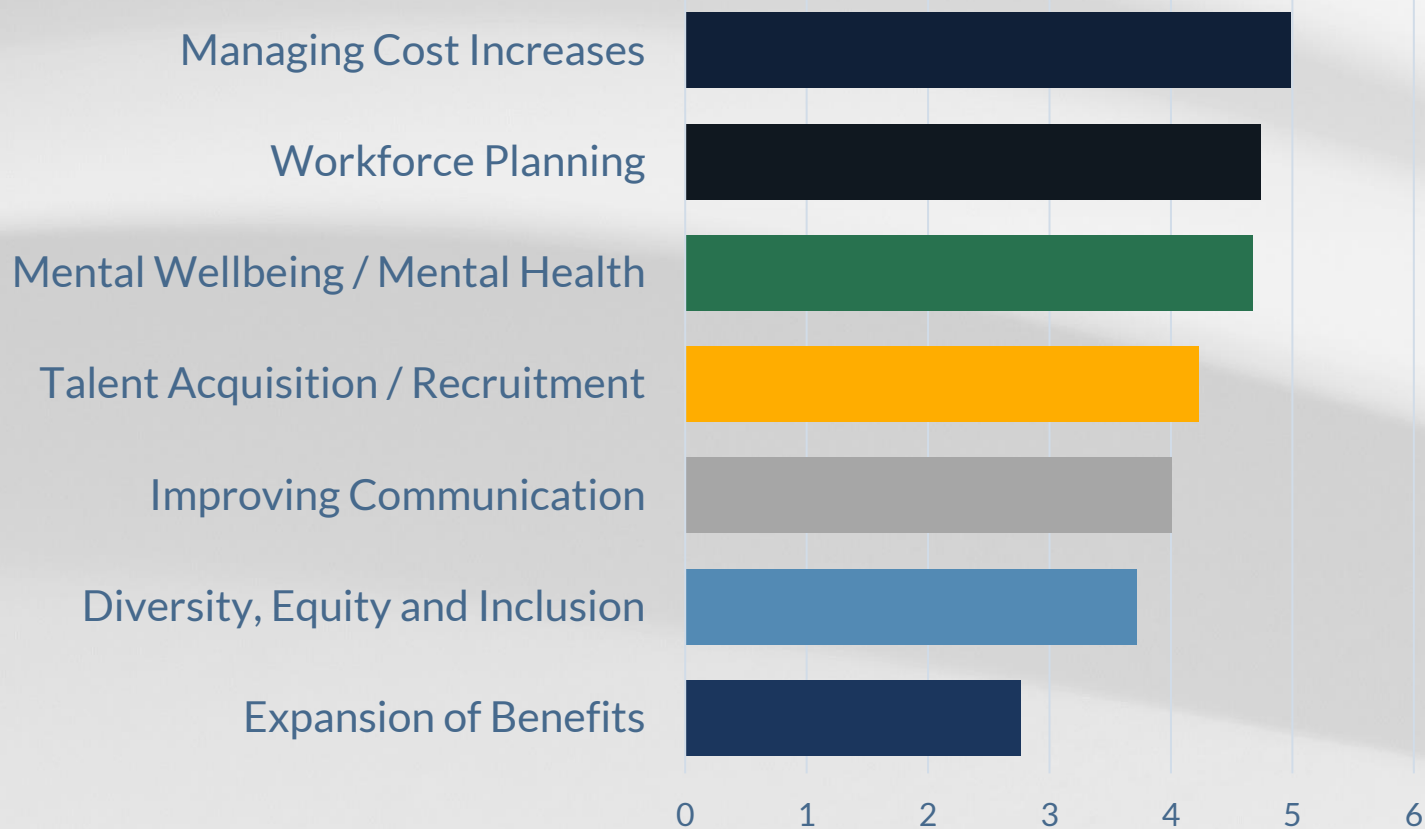
Areas of discussion

1. Benefits and Compensation
2. Healthcare Utilization
3. The Way We Work



Benefits and Compensation

Top HR Priorities Ranked



Source: *Benefit Resource Pain Points Survey* conducted online August 1 - 13, 2021

Areas of Increased Focus

- Mental Health
- Price Transparency
- Pay Equity / Benchmarking
- Benefits Personalization / Targeting

Healthcare Utilization

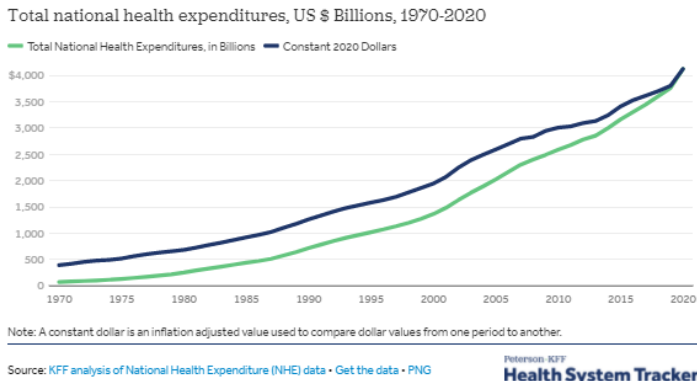
2020

2021

2022

Total Health Expenditures Increased Steeply in 2020; however, 32.5% of increase attributed to Federal and State public health

→ Overall, Health Services revenue through Q2 2021 remained below projected levels



↑ **9%**

Mastercard health care spend data indicates total spend increased 9% from 2020 to 2021; volume of transactions up 5%; average transaction amount up 3%



21%

BRI spend per participant increased 21% in Q1-2022 compared to Q1-2021

	\$ Spend/PPT	Count/PPT	Ave. \$
Chiropractic	Up 52%	Up 30%	Up 17%
Dental	Up 15%	Up 7%	Up 7%
Hospitals	Up 92%	Up 85%	Up 4%
Lab Test	Up 27%	Up 20%	Up 5%
Overall Health	Up 21%	Up 13%	

The Way We Work



Decreased Focus on Location

59% of workers indicated they would consider a new position or job that allows them to work from a location of their choosing. – Gartner Survey



Increase in DEI

3 out of 4 job seekers and employees report that a diverse workforce is an important factor when evaluating companies and job offers – GlassDoor



More Flexibility

20-25% of workforce could work remotely 3-5 days a week without losing effectiveness. Additional, 17% could work remotely 1-2 days per week – McKinsey: The Future of work after COVID-19



Intentional Communication

→ Ensure regular internal communication
→ Leveraging communication tools for collaboration
→ Leveraging Storytelling to inspire, motivate and share good stories.





Thank You!

ANY QUESTIONS?