Wellness in the Workplace: Findings From the 2021 WWS

EBRI Webinar
February 2, 2022
EBRI and Greenwald would like to thank the 2021 Workplace Wellness Survey sponsors who helped shape this year’s survey.
Speakers

Paul Fronstin, Director of the Health Research and Education Program, EBRI

Sander Domaszewicz, Principal and Senior Consultant, Mercer

Rodney Bolden, Field Engagement Specialist, Financial Wellness, Morgan Stanley

Lisa Greenwald, CEO, Greenwald Research

Moderator: Ali Ahmed, Director, Thought Leadership, Fidelity Investments
2021
Workplace Wellness Survey
2021 Workplace Wellness Survey
Methodology Overview

• 2nd year of the Workplace Wellness Survey which builds on research going back to 1998.
• Surveyed 2,016 American full-time and part-time workers ages 21-64.
  • This year included a national sample of 1,000 workers and an oversample of 503 completed surveys among Black workers and 513 completed surveys among Hispanic workers (bringing the totals to 587 Black and 662 Hispanic workers).
• Information for this study was gathered through 20-minute online interviews conducted July 7 – July 27, 2021 using Dynata.
• Data is weighted by race, age, gender, and income to reflect employed Americans ages 21-64.

A big thanks to our 2021 sponsors!

Please note percentages in the following tables and charts may not total to 100 due to rounding and/or missing categories. Any trend changes or differences in subgroups noted in text are statistically significant; if no trend changes are noted, there were no significant differences.
Financial Well-Being
Half of employees are concerned about their household’s financial well-being and more are highly concerned than last year.

Please rate your level of concern about your household’s financial well-being. (2021 n=2,016)

Concern About Household’s Financial Well-Being

Mean Level of Concern: 6.1
2020: 6.0

- High concern (9-10)
- Moderate concern (7-8)
- Low concern (1-6)

2021:
- 29% High concern
- 20% Moderate concern
- 51% Low concern

2020:
- 19% High concern
- 27% Moderate concern
- 54% Low concern

Source: Employee Benefit Research Institute and Greenwald Research, 2020-2021 Workplace Wellness Survey
Arrows=Up/Down significantly from 2020
Half also report feeling concerned about their emotional well-being/mental health and their physical well-being.

Please rate your level of concern about your emotional well-being/mental health and physical well-being/health. (2021 n=2,016)

Source: Employee Benefit Research Institute and Greenwald Research, 2021 Workplace Wellness Survey
New question in 2021
More than six in ten employees say thinking about their financial future makes them feel stressed, and almost half say worrying about finances distracts them from work.

To what extent do you agree or disagree with the following statements? (2021 n=2,016)

Source: Employee Benefit Research Institute and Greenwald Research, 2020-2021 Workplace Wellness Survey

Arrows=Up/Down significantly from 2020
Just over half struggle managing multiple financial priorities at the same time. The most common priorities are having enough savings for emergencies, paying monthly bills, and saving enough for retirement.


*“Other” and “None” are not shown. New question in 2021.*
Which of the following financial issues personally causes you the most stress? Select the top 3.
(2021 n=2,016)


- Saving enough for retirement: 39%
- Having savings in case of an emergency: 32%
- Job/income security: 28%
- Paying my monthly bills: 27%
- The amount of debt I have (e.g., credit card debt, car loans, personal loans): 22%
- A medical issue that will deplete my savings/put me in a bad place financially: 19%
- Financially supporting a loved one who doesn't live with me: 10%
- Affording my children's college tuition: 10%
- Affording childcare or caregiving for an adult: 9%
- Student loan repayment: 9%
- Other: 1%
- None: 15%

• The oldest age group (50-64) cite saving enough for retirement is the greatest cause of stress (46% vs. 31% age 21-34).

• Those 50-64 are less stressed about saving for an emergency (24%) whereas approximately one third of those between 21-49 believe it is stressful.

• Those in the youngest age bracket (21-34) are the most stressed about job/income security (34%) compared to only approximately one quarter for older age brackets.

• One in 10 of those 35-49 and 12% of those 21-34 are stressed by student loans, while only 5% of those in the older bracket (50-64) find this to be a stressor.
Two in three employees describe their level of debt as a problem with one in four calling it a *major* problem.

Thinking about your current financial situation, how would you describe your level of debt? (2021 n=2,106)

Source: Employee Benefit Research Institute and Greenwald Research, 2020-2021 Workplace Wellness Survey
Among employees with a debt problem, three in four describe their credit card debt as a problem. Six in ten say the same about medical debt and half say the same for student loan debt.

How would you describe your household’s level of...? (Debt is a problem: 2021 n=1,460)

- **Credit card debt**
  - A major problem: 28%
  - A minor problem: 48%
  - Not a problem: 24%

- **Medical or health-related debt**
  - A major problem: 21%
  - A minor problem: 41%
  - Not a problem: 37%

- **Student loan debt**
  - A major problem: 25%
  - A minor problem: 29%
  - Not a problem: 46%

The younger segments are most impacted by student loan debt, as 31% of those who are 21-34, and 27% of those who are 35-49 believe it is a “major problem.” This contrasts with 15% of those between 50 and 64 years of age.

New question in 2021
Employer Impact
Three in ten employees feel their employer’s efforts to help manage employees’ overall well-being since the pandemic began has increased. Six in ten say efforts have stayed the same.

Since the start of the COVID-19 pandemic began, do you feel that your employer’s efforts to help employees manage their overall well-being have…? (2021 n=2,016)

- Stayed the same: 61% (2021) vs. 61% (2020)
- Increased: 28% (2021) vs. 31% (2020)
- Decreased: 9% (2021) vs. 9% (2020)

Source: Employee Benefit Research Institute and Greenwald Research, 2020-2021 Workplace Wellness Survey
Up from last year, nearly half of employees rate their employer’s efforts to improve their financial well-being as very good or excellent. Very few rate the efforts poorly.

How would you rate your employer’s efforts to help employees improve their financial well-being? (2021 n=2,016)

Source: Employee Benefit Research Institute and Greenwald Research, 2018, 2020-2021 Workplace Wellness Surveys

*2018 asked only if employer offers financial wellness program. Arrows=Up/Down significantly from 2020
Half of employees rate their employer’s efforts to improve their emotional well-being and their physical well-being as excellent or very good.

How would you rate your employer’s efforts to help employees improve their emotional well-being/mental health? (2021 n=2,016)

How would you rate your employer’s efforts to help employees improve their physical well-being/health? (2021 n=2,016)

Source: Employee Benefit Research Institute and Greenwald Research, 2020-2021 Workplace Wellness Survey
Arrows=Up/Down significantly from 2020
Seven in ten or more believe their employer has a responsibility to ensure employees are mentally, physically, and financially well.

To what extent do you agree or disagree with the following statements? (2021 n=2,015)

“Your employer has a responsibility to make sure employees are...”

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly agree</th>
<th>Somewhat agree</th>
<th>Somewhat disagree</th>
<th>Strongly disagree</th>
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</thead>
<tbody>
<tr>
<td>Mentally healthy and emotionally well</td>
<td>28%</td>
<td>48%</td>
<td>18%</td>
<td>6%</td>
</tr>
<tr>
<td>Healthy and physically well</td>
<td>27%</td>
<td>47%</td>
<td>18%</td>
<td>8%</td>
</tr>
<tr>
<td>Financially secure and well</td>
<td>24%</td>
<td>45%</td>
<td>24%</td>
<td>7%</td>
</tr>
</tbody>
</table>


New question in 2021
Of the seven in ten who say their employer has a responsibility to make sure employees are financially secure, one in three say higher wages are the best way to do so, followed by retirement contributions.


New question in 2021

To what extent do you agree or disagree with the following statements? (2021 n=2,015)

How can your employer best make sure employees are financially secure and well? Please select only one. (Employer has responsibility to make sure employees are financially secure and well: 2021 n=1,395)

- Offer higher wages: 33%
- Contribute to a retirement savings plan: 22%
- Offer more benefits: 19%
- Educate employees on savings and budgeting: 17%
- Offer richer benefits: 9%
- Other: 1%

New question in 2021
Retirement benefits and health insurance continue to contribute the most to employees’ feelings of financial security. Paid time off also contributes a great deal to feeling secure.

How does each of the following benefits offered by your employer contribute to your feeling of financial security? (Employer offers benefit)

<table>
<thead>
<tr>
<th>Benefit</th>
<th>2021 (n=1,317)</th>
<th>2020 (n=625)</th>
<th>2018 (n=762)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retirement savings plans</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2021</td>
<td>60% ↑</td>
<td>55%</td>
<td>49%</td>
</tr>
<tr>
<td>2020</td>
<td>34%</td>
<td>36%</td>
<td>39%</td>
</tr>
<tr>
<td>2018</td>
<td>6%</td>
<td>9%</td>
<td>12%</td>
</tr>
<tr>
<td>Health insurance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2021</td>
<td>63% ↓</td>
<td>63%</td>
<td>55%</td>
</tr>
<tr>
<td>2020</td>
<td>29%</td>
<td>28%</td>
<td>34%</td>
</tr>
<tr>
<td>2018</td>
<td>8%</td>
<td>8%</td>
<td>11%</td>
</tr>
<tr>
<td>Paid Time Off/Paid Leave*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2021</td>
<td>53%</td>
<td>36%</td>
<td>11%</td>
</tr>
<tr>
<td>Financial wellness program</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2021</td>
<td>48% ↑</td>
<td>41%</td>
<td>11%</td>
</tr>
<tr>
<td>2020</td>
<td>39%</td>
<td>44%</td>
<td>17%</td>
</tr>
<tr>
<td>Life insurance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2021</td>
<td>48% ↑</td>
<td>39% ↓</td>
<td>13%</td>
</tr>
<tr>
<td>2020</td>
<td>42%</td>
<td>45%</td>
<td>14%</td>
</tr>
<tr>
<td>2018</td>
<td>41%</td>
<td>40%</td>
<td>19%</td>
</tr>
<tr>
<td>Disability insurance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2021</td>
<td>40% ↑</td>
<td>43%</td>
<td>17%</td>
</tr>
<tr>
<td>2020</td>
<td>33%</td>
<td>46%</td>
<td>21%</td>
</tr>
<tr>
<td>2018</td>
<td>32%</td>
<td>45%</td>
<td>23%</td>
</tr>
</tbody>
</table>

Source: Employee Benefit Research Institute and Greenwald Research, 2018, 2020-2021 Workplace Wellness Surveys
*New in 2021. Arrows=Up/Down significantly from 2020
1) Employees’ concern about their financial well-being has intensified, as have views that financial stress distract from work.

2) Half struggle to manage competing financial priorities. Monthly bills, emergency savings, and retirement preparation top the list of financial tasks competing for mind- and wallet-share.

3) 2 in 3 employees describe debt as a problem, with 1 in 4 calling it a “major problem.” Credit card debt is seen as especially problematic, even among younger workers who struggle about equally with student loans.

4) Same as last year, about 3 in 10 say their employer has increased efforts to improve employee wellbeing overall. However, the proportion of employees who highly rate their employer’s efforts to improve their financial and emotional well-being is up from last year.

   This could mean that the same share of employees are benefiting from employers’ improved efforts, but we’re not necessarily reaching more employees.

5) Retirement benefits, health insurance, and paid time off continue to contribute to employees feeling secure. Higher wages and retirement contributions were cited as top ways to improve financial security among employees.

   Financial wellness programs contribute to feeling financially secure, but fewer than 2 in 10 cite savings/budgeting education as the best way to improve employee wellbeing.
2021 Workplace Wellness Survey

Benefit Offerings and Satisfaction with Benefits
Benefit Offerings
Eight in ten employees are offered health insurance, while about two in three are offered a retirement savings plan, dental insurance, and vision insurance.

Which of the following employee benefits does your employer currently offer you? (2021 n=2,016)
Which of the following benefits do you, yourself, currently have through your employer? (Employer offers benefit)

Source: Employee Benefit Research Institute and Greenwald Research, 2021 Workplace Wellness Survey
Three in four employees are offered paid vacation time, though fewer are offered paid sick or maternity leave. Half are offered the ability to work from home.

Does your employer offer employees any of the following? (2021 n=2,016)

- Paid vacation time: 77%
- Paid sick time: 66%
- Paid maternity leave: 54%
- The ability to work from home/tele-work: 49%
- Covid-related time off (separate from traditional paid time off): 47%
- Paid paternity leave: 39%
- Paid time off or paid leave for caregiving (child or elder care): 34%
- Childcare assistance: 25%
- Eldercare assistance: 21%

Source: Employee Benefit Research Institute and Greenwald Research, 2021 Workplace Wellness Survey
When considering whether to stay in your current job or choosing a new job, which benefits are most important in your decision? Select the top 3. (2021 n=1,009)

- Health insurance: 70%
- Retirement savings plan, such as a 401(k), 403(b), 457 or profit sharing plan: 53%
- Paid sick/vacation leave: 28%
- Traditional pension or defined benefit plan: 22%
- Dental or vision insurance: 18%
- Life insurance: 16%
- Tele-work and/or flexible work arrangements: 10%

Following greater employer financial contributions, employees cite more flexibility and more benefits to help with financial well-being as the most valuable improvements to their benefit program.

Which of the following, if any, would be the most valuable improvements to your employer’s employee benefits programs and offerings? Please select all that apply. (2021 n=2,016)


New question in 2021
Employees feel they understand their benefits fairly well and are confident in their ability to make benefit decisions.

- Seven in ten employees understand their health benefits extremely or very well; fewer – just over half – express the same level of understanding about other benefits.
- Employees are confident in their ability to make informed decisions about employee benefits with two in three (64%) very or extremely confident.
- Four in ten rely on information from a spouse or partner when making decisions about their benefits and one in four look to their employer or Human Resources department.
- Just under six in ten say they would take advantage of advice from an online program.

Usefulness of Various Employee Benefit Programs, Among Workers Not Offered Benefit

Source: Employee Benefit Research Institute and Greenwald Research, 2021 Workplace Wellness Survey
Satisfaction With Benefits
Eight in ten continue to be at least somewhat satisfied with the benefits package offered by their employer. Half are very or extremely satisfied.

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2020</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely satisfied</td>
<td>20%</td>
<td>19%</td>
<td>19%</td>
<td></td>
</tr>
<tr>
<td>Very satisfied</td>
<td>31%</td>
<td>28%</td>
<td>32%</td>
<td>33%</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>32%</td>
<td>34%</td>
<td>30%</td>
<td>36%</td>
</tr>
<tr>
<td>Not too satisfied</td>
<td>10%</td>
<td>9%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Not at all satisfied</td>
<td>7%</td>
<td>9%</td>
<td>9%</td>
<td>6%</td>
</tr>
</tbody>
</table>

Four in ten employees take advantage of offered education and advice about benefits. Those that do have higher levels of understanding and satisfaction.

Have you personally taken advantage of any of the education or advice your employer or benefits companies offer? (Offered education or advice on any benefits: 2021 n=1,586)

Source: Employee Benefit Research Institute and Greenwald Research, 2020-2021 Workplace Wellness Surveys

*New scale in 2021. Previous waves: Very easy to Very difficult. Arrows=Up/Down significantly from 2020
About six in ten are satisfied with the amount of paid time off they receive. One in six would rather have more paid time and lower wages.

Which one of the following statements would you say is closest to the way you feel about the amount of paid time off and paid leave you currently receive through your employer? (2021 n=2,016)

- You are satisfied with the amount of paid time off you receive now: 58%
- You would rather have more paid time off and lower wages: 17%
- You would rather have less paid time off and higher wages: 25%

Just over six in ten employees with an employer-sponsored retirement savings plan are very or extremely satisfied with their current retirement benefits.

Overall, how satisfied are you with your current retirement benefits? (Have an employer-sponsored retirement savings plan: 2021 n=998)

Source: Employee Benefit Research Institute and Greenwald Research, 2020-2021 Workplace Wellness Surveys

Arrows=Up/Down significantly from 2020
Nearly all employees continue to be at least somewhat satisfied with their current health plan. Up from 2020, more than six in ten are very or extremely satisfied.

Overall, how satisfied are you with your current health insurance plan? (Has health insurance coverage: 2021 n=1,633)


Arrows=Up/Down significantly from 2020
Six in ten employees are satisfied with the health benefits they receive now and would not want to trade their benefits with their wages.

Which one of the following statements would you say is closest to the way you feel about the health benefits you currently receive through (your/your spouse’s) employer or union? (Has healthcare coverage through employer or union: 2021 n=1,483)

Half of employees are satisfied with the financial wellness benefits they currently receive. Just over one in three would rather have fewer benefits with higher wages.

Which one of the following statements would you say is closest to the way you feel about the financial wellness benefits you currently receive through (your/your spouse’s/partner’s) employer or union? (2021 n=2,016)

- You are satisfied with the financial wellness benefits you receive now
- You would rather have more financial wellness benefits and lower wages
- You would rather have fewer financial wellness benefits and higher wages

Source: Employee Benefit Research Institute and Greenwald Research, 2020-2021 Workplace Wellness Survey

Arrows=Up/Down significantly from 2020
State of the Workplace
Financial Benefits Study
Employees want help to manage financial challenges, but HR Executives say their companies have fallen short

HR Executives agree that employers should be more involved in navigating their employees’ personal financial troubles. However, for many, the availability of such personalized resources simply isn’t there.

**Employee View**

Employers should be more involved helping with specific employee financial troubles N=1,000

- Completely disagree: 3%
- Strongly disagree: 3%
- Somewhat disagree: 10%
- Somewhat agree: 27%
- Strongly agree: 26%
- Completely agree: 30%

**HR Executives View**

But nearly 4 in 5 of HR Executives say employees have requested support that the company does not offer N=600

- 23% No, never
- 29% Yes, once
- 49% Yes, more than once

78% HR Executives say employees have requested support that would fall under financial benefits that their company does not offer
The majority (71%) of HR executives do not think they’re on a good path, and 51% say that despite improvements, current company financial benefits are not competitive.
Employees and employers agree on the need to prioritize a review of their financial benefits in 2022

How much of a priority should it be for your company to review its financial benefits in 2022?

**Employee View:**
(Among employees whose company provides a benefits package, N=773)

**HR Executives View:**
(Among HR executives whose company provides a benefits package, N=577)

**HR Executives say companies update employee benefits when...**

- 65% HR finds a new offering that would benefit staff
- 54% Benefits pricing changes
- 52% There are enough employees requesting to do so
- 33% There is a lot of [staff] turnover

Nearly 4 in 5 HR executives (79%) say employees will leave for another job if their company does not offer financial benefits.
HR Executives have taken notice of employee financial hardship

Over half (59%) say employees regularly* mentioned experiences where they were facing financial issues.

How often employees bring up financial hardships

N=600

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>4%</td>
</tr>
<tr>
<td>Rarely</td>
<td>11%</td>
</tr>
<tr>
<td>Sometimes</td>
<td>27%</td>
</tr>
<tr>
<td>Often</td>
<td>43%</td>
</tr>
<tr>
<td>All the time</td>
<td>16%</td>
</tr>
</tbody>
</table>

* Regularly means all the time or often.

Financial issues experienced over the past year

(Asked among those who have heard employees bring up financial hardships or challenges N=579)

- Financial crisis: 43%
- Drawing on emergency savings: 40%
- Unable to manage money & finances: 40%
- Not having emergency savings: 40%
- Challenges paying off debt or loan: 37%
- Reducing 401(k) contributions: 34%
- Irresponsible spending: 32%
- Not knowing how to utilize equity comp or stock: 25%
Contributions across savings accounts are down

59% U.S. employees have needed to reduce contributions to savings or debt or loan payments due to the economic impacts of COVID-19.

U.S. employees reduced contributions to the following accounts due to COVID-19 N=1,000

- 29% 401k
- 28% Long-term savings
- 25% Emergency and short-term savings
- 25% Paying off debts and loans
- 19% Health savings accounts
- 29% Contributing to a college savings fund
Employees and HR Executives alike see the impact of personal financial stress on work productivity and performance

COVID-19 has blurred personal and professional boundaries, which may account for greater visibility of specific financial hardships. COVID-19 has also had an enormous reach in negatively affecting employee economic situations, leading HR executives to call for benefits to help employees better manage financial stress.

64% of U.S. Employees report financial stress is negatively affecting their work and personal life.

82% of HR Executives are worried that employees’ financial issues outside of the office affects their productivity.

87% of HR Execs say benefits to help Employees financial stress are more important today compared to before COVID-19.
The result: increased responsibility for employers to help staff maximize the financial benefits offered to them

87% of U.S. Employees
say their companies must help them understand how to maximize their employer-provided financial benefits

93% of HR Executives
agree their company must do a better job helping employees maximize the financial benefits offered to them

Attention paid by employees to review financial benefits
(Among those whose company provides a benefits package, N=773)

84% of HR Executives
say their employees give more attention to reviewing their financial benefits now vs. a year ago

61% More attention (net)
36% About the same amount of attention
3% Less attention (net)
Financial Wellbeing:  
Greater focus and support, but is it enough?

EBRI Wellness in the Workplace  
February 2, 2022  
Presenter: Sander Domaszewicz
## Employers’ focus on financial well-being increases

### Employers wellbeing priorities

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral health</td>
<td>75%</td>
</tr>
<tr>
<td>Diabetes</td>
<td>49%</td>
</tr>
<tr>
<td>Financial well-being</td>
<td>48%</td>
</tr>
<tr>
<td>Nutrition/weight management</td>
<td>40%</td>
</tr>
<tr>
<td>Physical activity</td>
<td>39%</td>
</tr>
<tr>
<td>Cardiovascular health</td>
<td>28%</td>
</tr>
<tr>
<td>Musculoskeletal</td>
<td>26%</td>
</tr>
<tr>
<td>Cancer</td>
<td>23%</td>
</tr>
<tr>
<td>Family planning and support (including pregnancy/infertility)</td>
<td>14%</td>
</tr>
<tr>
<td>Social determinants of health</td>
<td>8%</td>
</tr>
<tr>
<td>Senior care</td>
<td>4%</td>
</tr>
<tr>
<td>None of the above</td>
<td>9%</td>
</tr>
</tbody>
</table>

2020 Mercer National Survey of Employer-Sponsored Health Plans

### The Pillars of Wellbeing are becoming more balanced

<table>
<thead>
<tr>
<th>Pillar</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional</td>
<td>72%</td>
</tr>
<tr>
<td>Physical</td>
<td>72%</td>
</tr>
<tr>
<td>Financial</td>
<td>62%</td>
</tr>
<tr>
<td>Social/community</td>
<td>54%</td>
</tr>
<tr>
<td>Purpose/spiritual</td>
<td>28%</td>
</tr>
</tbody>
</table>

*Percentage of employers that consider each aspect of well-being a “strong focus” for the organization*

* Employers with 500 or more employees
Health equity starts with affordability. But some employees are less confident they can afford the healthcare they need.

Percent of employees who are confident they can afford needed healthcare

<table>
<thead>
<tr>
<th>if household income is...</th>
<th>if gender is...</th>
<th>if work status is...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Above median:</td>
<td>Male:</td>
<td>Full time:</td>
</tr>
<tr>
<td>83%</td>
<td>78%</td>
<td>77%</td>
</tr>
<tr>
<td>At or below median:</td>
<td>Female:</td>
<td>Part time:</td>
</tr>
<tr>
<td>60%</td>
<td>69%</td>
<td>58%</td>
</tr>
</tbody>
</table>

N=418
* Mercer’s Health on Demand survey
After rising for decades, deductibles start to come down a bit

Median individual, in-network deductible

<table>
<thead>
<tr>
<th>Employers with 500 or more employees</th>
<th>Employers with 50-499 employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPO plans</td>
<td>HSA-eligible plans</td>
</tr>
<tr>
<td>$750</td>
<td>$2,000</td>
</tr>
<tr>
<td>$750</td>
<td>$1,850</td>
</tr>
<tr>
<td>$1,000</td>
<td>$900</td>
</tr>
<tr>
<td>$2,800</td>
<td>$2,800</td>
</tr>
</tbody>
</table>
Full replacement CDHP strategies have decreased in recent years, but CDHP enrollment is still rising

*Based on employers with 50 or more employees
# Employer actions to assist low-wage earners in health

<table>
<thead>
<tr>
<th>Action</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salary-banded contributions</td>
<td>25%</td>
</tr>
<tr>
<td>Health navigators that provide members with information about lower-cost options</td>
<td>19%</td>
</tr>
<tr>
<td>Onsite health services</td>
<td>15%</td>
</tr>
<tr>
<td>Different plan design for low-wage workers, such as a copay-based plan</td>
<td>6%</td>
</tr>
<tr>
<td>Steer to retail clinics with lower/waived copays</td>
<td>5%</td>
</tr>
<tr>
<td>Provide information about free or low-cost community-based services</td>
<td>2%</td>
</tr>
<tr>
<td>Have not taken action to assist low-wage workers</td>
<td>47%</td>
</tr>
</tbody>
</table>

*Employers with 5,000 or more employees*

*Mercer’s 10 Minute Survey*
Employers are adding voluntary benefits help to fill benefit gaps, meet diverse needs and improve financial wellbeing

<table>
<thead>
<tr>
<th>Offer VBs that supplement the health benefit</th>
<th>Offer VBs that help personalize the benefit package</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2020</strong></td>
<td><strong>2021</strong></td>
</tr>
<tr>
<td>39%</td>
<td>43%</td>
</tr>
<tr>
<td><strong>Hospital indemnity</strong></td>
<td><strong>Pet insurance</strong></td>
</tr>
<tr>
<td>60%</td>
<td>62%</td>
</tr>
<tr>
<td><strong>Cancer/critical illness</strong></td>
<td><strong>Student loan refinancing/repayment</strong></td>
</tr>
<tr>
<td>67%</td>
<td>69%</td>
</tr>
<tr>
<td><strong>Accident</strong></td>
<td><strong>ID theft</strong></td>
</tr>
<tr>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td><strong>Individual disability</strong></td>
<td><strong>Legal benefits</strong></td>
</tr>
</tbody>
</table>

* Employers with 500 or more employees
Family-friendly benefits are differentiators now – and they may soon become table stakes

<table>
<thead>
<tr>
<th>Parental leave</th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paid maternity leave (beyond paid disability)</td>
<td>63%</td>
<td>56%</td>
</tr>
<tr>
<td>Paid paternity leave</td>
<td>66%</td>
<td>57%</td>
</tr>
<tr>
<td>Paid adoption leave</td>
<td>52%</td>
<td>52%</td>
</tr>
<tr>
<td>Paid foster child leave</td>
<td>29%</td>
<td>25%</td>
</tr>
<tr>
<td>Paid surrogacy leave</td>
<td>11%</td>
<td>10%</td>
</tr>
<tr>
<td>Phased back-to-work programs for new parents</td>
<td>11%</td>
<td>7%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Parental benefits</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fertility treatment coverage for LBGTQ+ or single individuals</td>
<td>30%</td>
<td>25%</td>
</tr>
<tr>
<td>Adoption assistance</td>
<td>55%</td>
<td>51%</td>
</tr>
<tr>
<td>Foster care assistance</td>
<td>3%</td>
<td>4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Working mother benefits:</th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Onsite lactation room</td>
<td>65%</td>
<td>76%</td>
</tr>
<tr>
<td>Breast milk shipping services for business travel</td>
<td>19%</td>
<td>17%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Child care assistance:</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Child care referral / consultations</td>
<td>39%</td>
<td>34%</td>
</tr>
<tr>
<td>Subsidized child care services</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td>Access to backup child care services</td>
<td>31%</td>
<td>24%</td>
</tr>
<tr>
<td>Child care cost reimbursement for business travel, working late or overtime</td>
<td>5%</td>
<td>4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Elder care assistance:</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Elder care / caregiver referral / consultations</td>
<td>40%</td>
<td>32%</td>
</tr>
<tr>
<td>Access to backup elder care services</td>
<td>24%</td>
<td>19%</td>
</tr>
<tr>
<td>Elder care / caregiver leave</td>
<td>8%</td>
<td>8%</td>
</tr>
</tbody>
</table>

* Employers with 5,000 or more employees

* Mercer’s 10 Minute Survey
Employers add support for financial health in well-being programs

- Offer financial tools, advice or guidance beyond support for retirement planning

2020 Mercer National Survey of Employer-Sponsored Health Plans
Financial well-being solutions are expanding
Driven by pandemic, performance and retention

FWB Programs Expanded Immediately Post-pandemic

- More participant-focused communications
- Financial coaching
- Reviewing retirement plan design
- Fraud-protection solutions
- Contributions toward emergency savings
- Retiree-focused solutions

*Among the 51% of employers who expanded offerings

COVID-19 Spot Survey, 2020, as of 7/6/2020

Employers getting creative to around employees financial well-being

Some examples:

- **Supporting Emergency Relief**
  - Addressing employee emergency needs during the pandemic and beyond

- **Revisiting Educational Support**
  - From student loan support, refinancing and repayment to tuition assistance and skills acquisition

- **Leveraging Designated Accounts**
  - Life accounts for taxable or tax free money to support a wide variety of employee needs
Upcoming Events

**February 23** — Making Workplace Wellness Programs Fit the Needs of Black and Hispanic Workers: Findings From the 2021 WWS

**March 9** — Members-Only Research Round-Up Webinar

Please visit ebri.org for more information.
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