

Voice of the Physician in Benefits Management

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#NatAllForum



The doctors are in: Clinician perspectives on improving employee health benefits



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About the research

A first-of-its-kind research initiative to understand clinicians' perspectives on how health benefits are working for employees

An online survey of

750 practicing clinicians

including physicians, nurse practitioners, physician assistants, and mental health therapists

Two separate online surveys of

~**1,500 U.S. consumers**

with employer-sponsored health coverage

Heart of the matter

Employers are investing heavily in health-related benefits, but clinicians who care for the workforce say there are opportunities to maximize the clinical return on these investments.

Clinicians give practical strategies employers can consider to increase employee satisfaction and support the well-being of their workforce.



Fidelity
INVESTMENTS

FIDELITY HEALTHSM

The doctors are in:
Clinician perspectives on improving employee health benefits

Employers are investing heavily in health-related benefits, but is this investment paying off with healthier employees? The medical professionals on the frontlines of caring for the workforce may be able to provide some answers.

In a first-of-its-kind research initiative, Fidelity Health Thought Leadership surveyed doctors, nurses, and mental health professionals to better understand clinicians' perspectives on how benefits are working for employees. The findings are clear: Employers have myriad opportunities to improve the employee experience—such as preparing employees to discuss benefits with their doctors or providing more hands-on benefits education in the workplace. Capitalizing on these opportunities could increase employee satisfaction and maximize the clinical return on investment in these benefits.

This insight sheds light on what clinicians are seeing firsthand in patient interactions and gives practical strategies employers can consider that will help clinicians more effectively treat their patients.

FIDELITY HEALTH THOUGHT LEADERSHIP

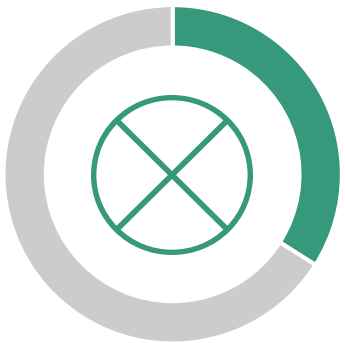
13 CLINICIAN PERSPECTIVES

Clinicians report the biggest employee health benefit concern is cost.



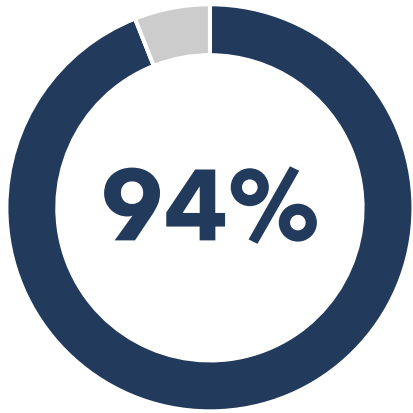
54% of all **patient complaints** to their clinicians regarding their health benefits were related to the **cost of care**;

AND



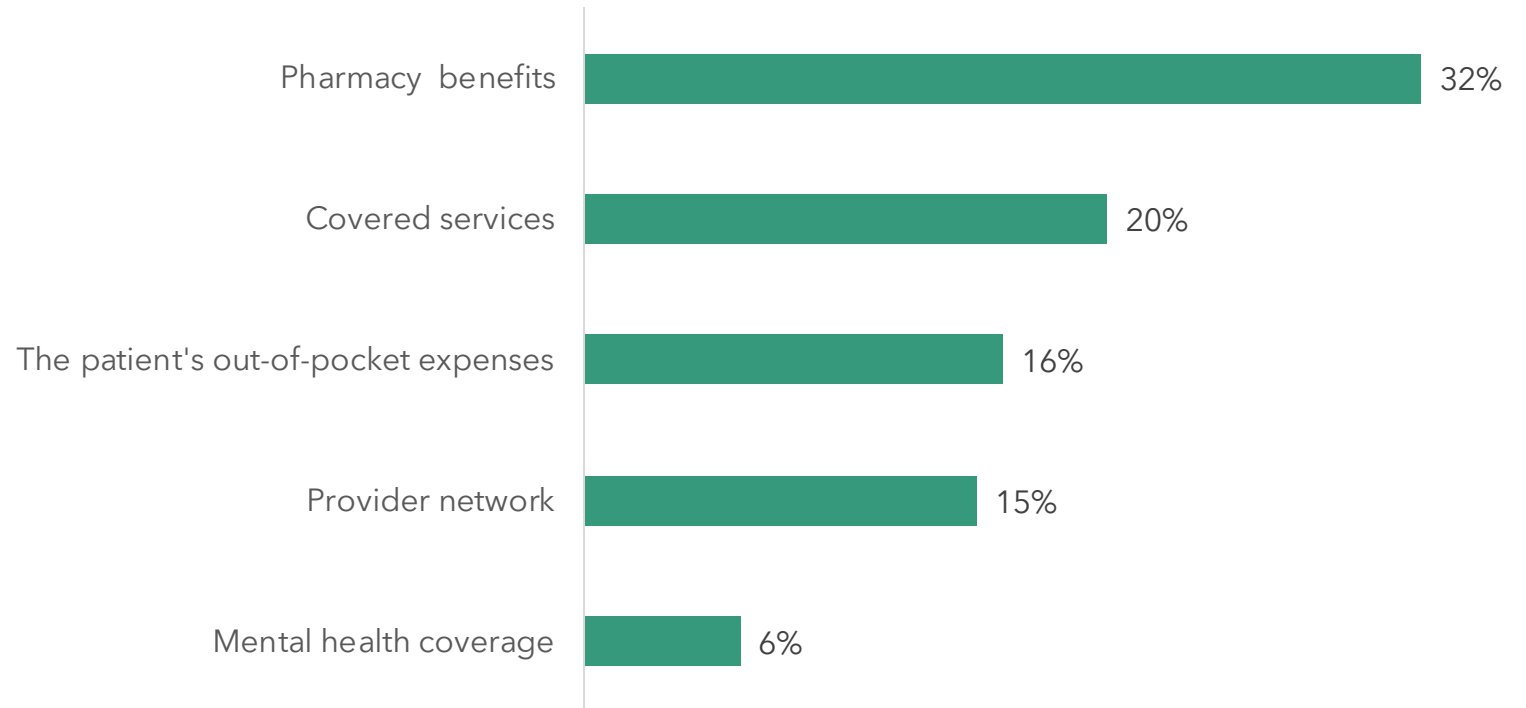
34% of employees said they have **delayed and/or skipped care** in the past two years due to cost.

Clinicians could craft better treatment plans if they understood their patients' health coverage—particularly their pharmacy benefits.



94%
of health care providers said that knowing what other employer benefits their patients have would be at least somewhat helpful.

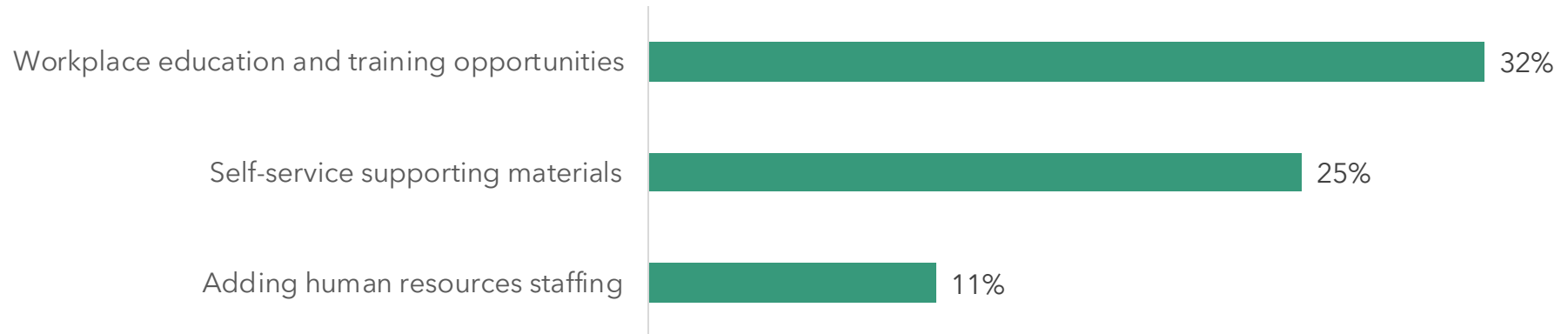
Health-related benefits clinicians want to know about



Clinicians think high-touch support can help employees better take advantage of their benefits.

Employees aren't getting enough information from employers about how their benefits work.

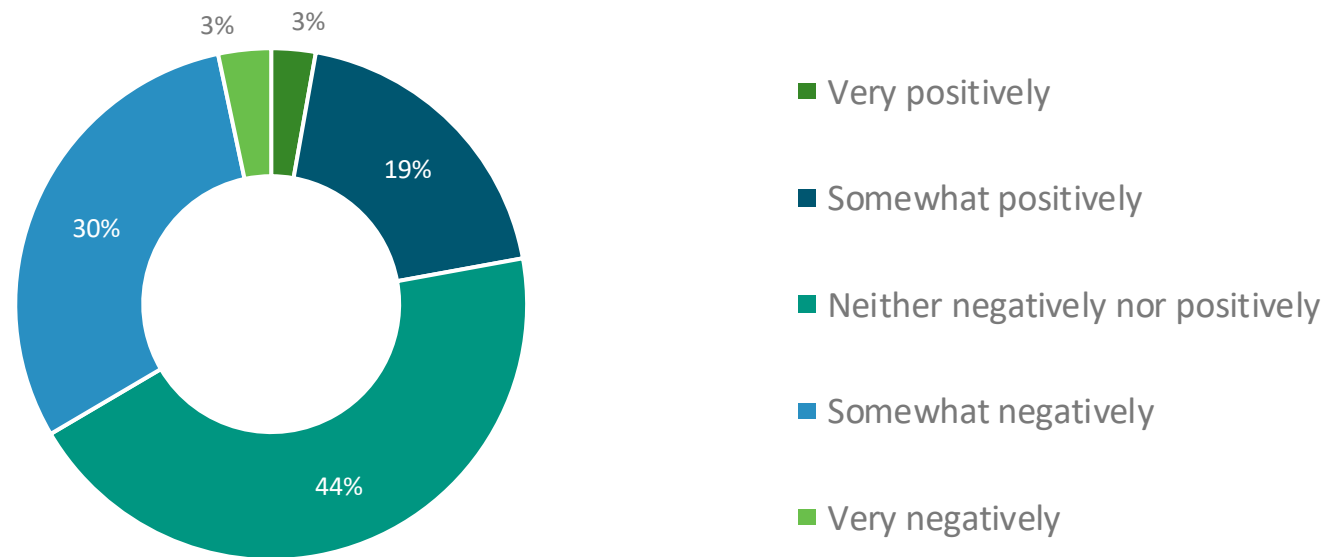
Percentage of clinicians who recommend the following ways to help employees better understand their benefits



Clinicians see value in supplemental health benefits but stress the need for care coordination.

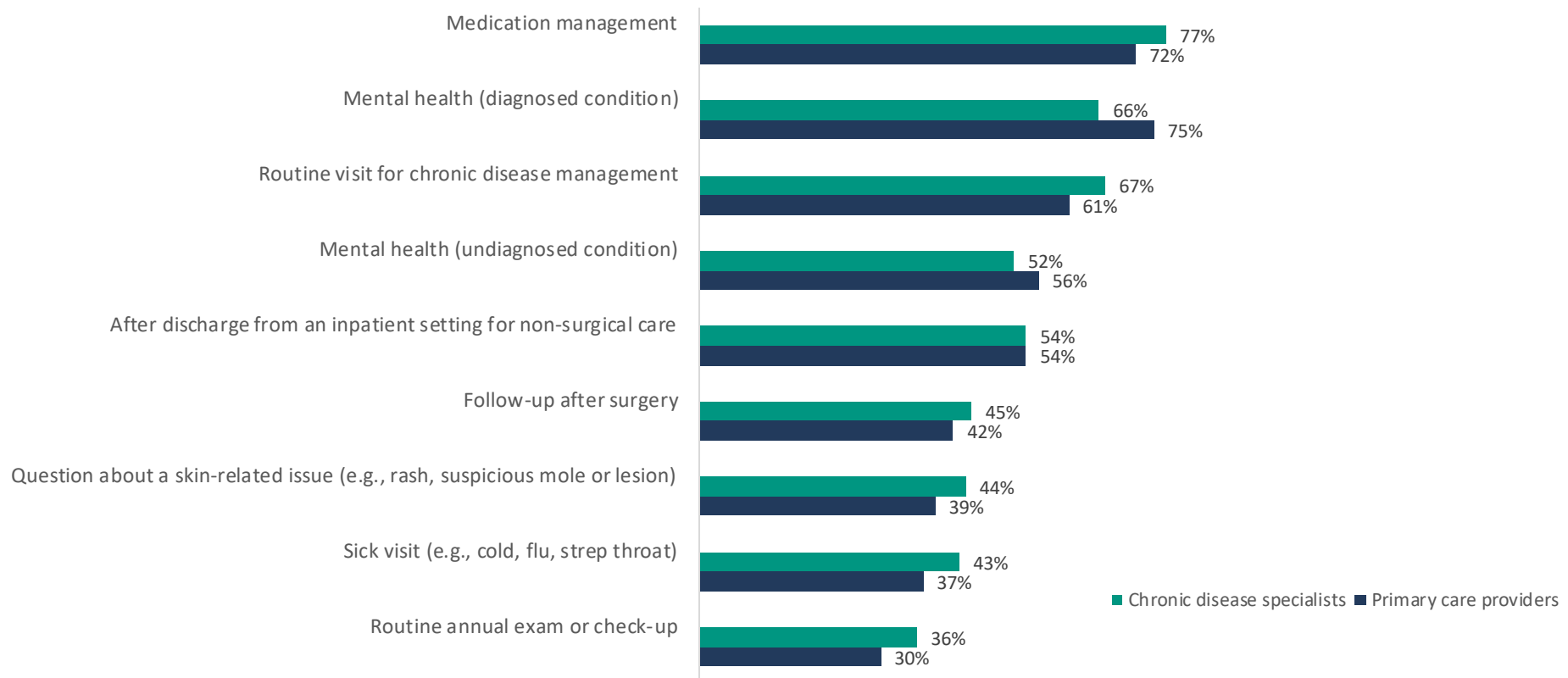
Effect of the growing number of care options on coordination:

For your patients using multiple providers and employer point solutions, how negatively or positively does this affect care coordination?



Clinicians deem telehealth the health benefit with the most promise, but employees may not be aware of its most effective uses.

Percentage of clinicians who believe telehealth is effective for the following types of care



Clinicians think employers should get the message out about free health services that are going unused.

Patients are eschewing services that manage existing conditions and may prevent future illness.

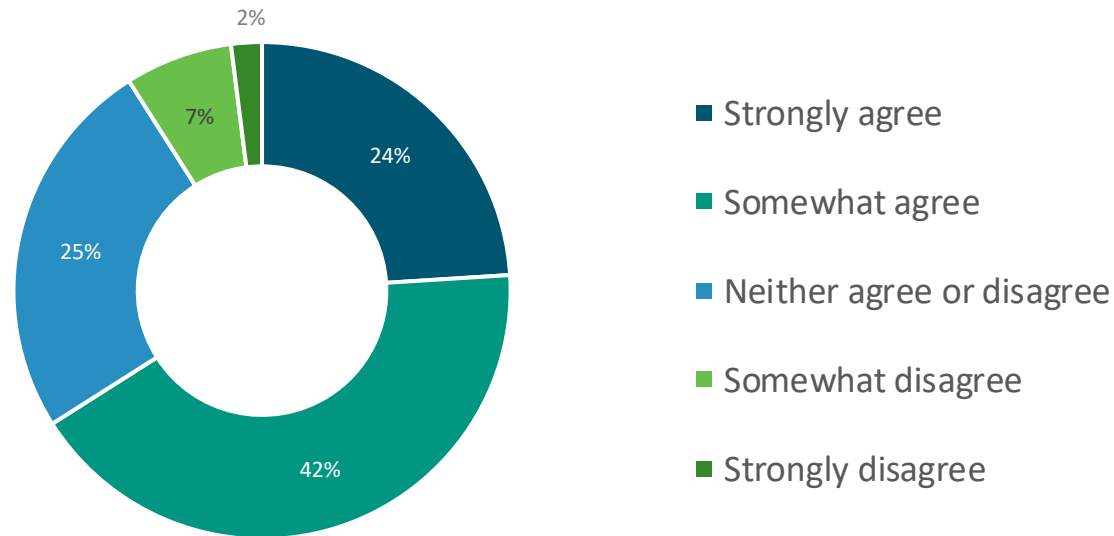
Percentage of clinicians who had patients frequently forgo the following care due to cost



Clinicians uncover opportunities for employers to improve health benefits equity.

Employers can support employees' foundational needs.

How strongly do you disagree or agree that employers should have a role in helping employees address the social determinants of health?

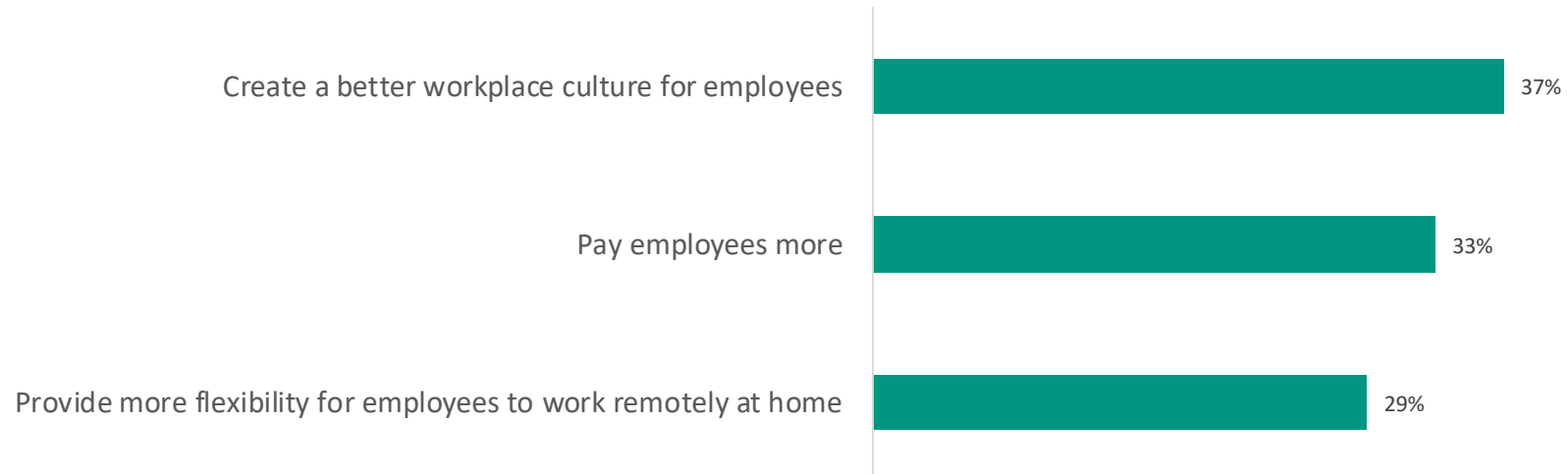


Clinicians say employer mental health strategies should transcend benefits.

The role of the workplace in employee mental health

Rank the following employer-led interventions as to their influence in reducing mental health issues for employees.

Percentage of mental health professionals who ranked the following strategies as a top 1 or 2 choice:



Recommendations



Enable the free flow of **benefits information** to clinicians.



Invest in **high-touch support** to ensure employees are prepared to get the most out of their benefits.



Meet employees where they are; **inclusive benefits** can help clinicians provide the right care for each unique employee.

For more information



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