



# MARATHON HEALTH'S EMPLOYEE & EMPLOYER HEALTHCARE SURVEY

**Overview:** Marathon Health surveyed more than 1,100 full-time employees and 430 HR decision-makers across the U.S. to examine attitudes towards healthcare and healthcare benefits. Responses from full-time employees were balanced by age, gender and location based on the U.S. Census to ensure an accurate representation of the American working population. The research was conducted in June 2021. Following are key highlights:



## TOP FINDINGS

**1** As Americans transition into the post-pandemic workplace, healthcare benefits remain mission critical, with the vast majority of **employees (80%)** and **employers (70%)** citing healthcare coverage as the most important benefit offered by their organization -- and the one most in need of change.

Which of these are the three most important benefits that your employer provides / you provide to your employees?



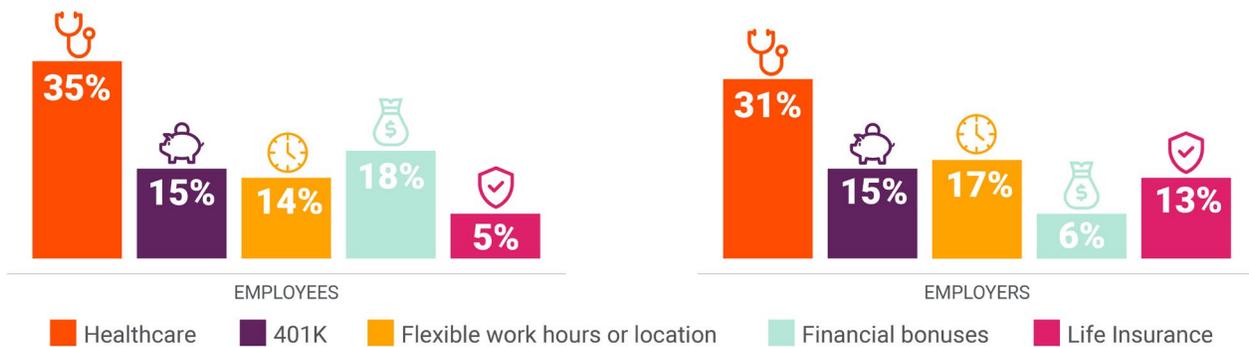
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## Top Findings

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However, both **employees (35%)** and **employers (31%)** also said healthcare is the benefit that needs the most improvement.

Which of these benefits needs the most improvement?



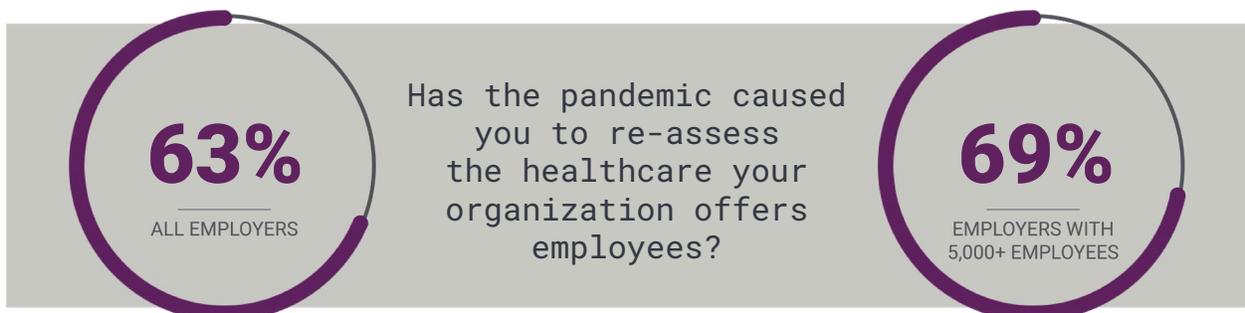
While most survey respondents believe healthcare is the most crucial benefit, employees (35%) and employers (31%) also believe it is the benefit that needs the most improvement. Employees saw healthcare benefits needing the most improvement ahead of financial bonuses (18%) and 401K/retirement benefits (15%).

Meanwhile, 17% of employers believe flexible work benefits need the next most improvement, followed by 401K/retirement benefits (15%).

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Over 63% of employers say the pandemic has caused them to re-assess their healthcare offerings (69% among organizations with 5,000+ employees).

Over 40% of employees say the pandemic caused their family to re-assess the healthcare provided by their employer.



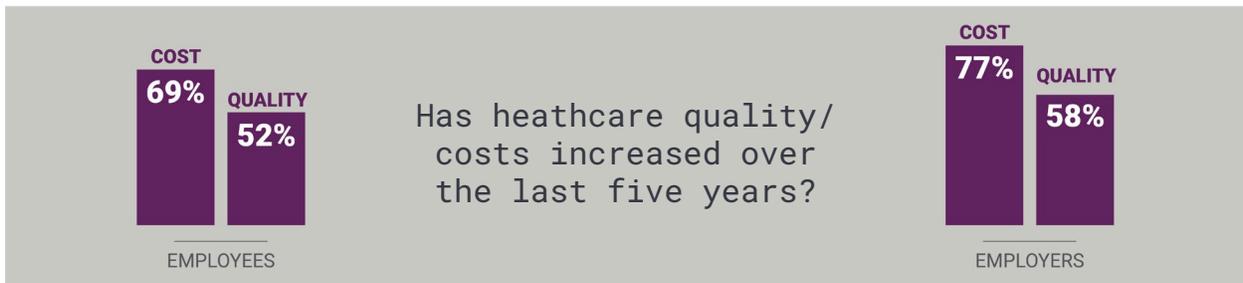
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## Top Findings

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Cost is the biggest challenge for both employees and employers – and cost is outpacing quality of care.

- 50% of employees and 43% of employers say the high cost of out-of-pocket expenses needs improving.
- For smaller companies this is even more important:
  - Companies <100 Employees: 66% say the out of pocket costs of employee healthcare/ health insurance needs to be improved.
  - Companies +5,000 Employees: 44% say the out of pocket costs of employee healthcare/ health insurance needs to be improved.
- Nearly 70% of employees say out of pocket costs have gone up over the past 5 years, but less than 53% say the quality of care has improved.
  - Similarly for employers, 77% have seen increased healthcare costs while less than 59% say the quality of care available to their employees has improved.



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Post-COVID, mental health is a top priority in the workplace.

- 63% of employees reported the pandemic increasing their stress.
- Employers reported increased employee healthcare claims regarding anxiety (54%) and depression (50%) amid the pandemic.
- In addition, 50% of employers would like to provide mental health services post-pandemic and 45% of employees said they'd like better access to these types of services

Have challenges from the pandemic caused you any of the following issues?



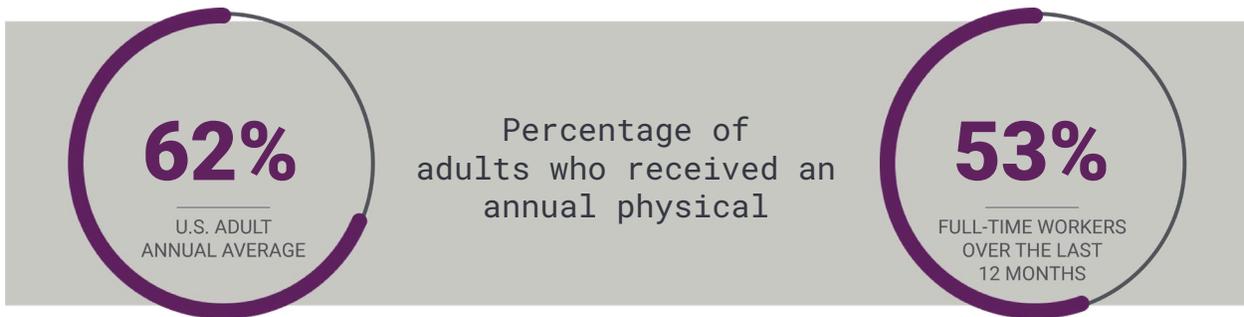
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## Top Findings

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People are getting back on track with basic healthcare (which was deferred during the pandemic), but the majority still want help with preventative care.

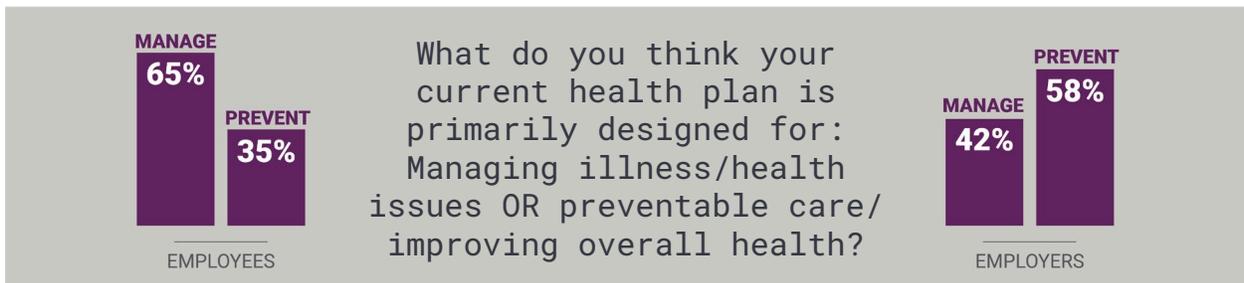
- An average of 53% of full-time employees received a physical in the last 12 months
  - (57% for women; 50% for men).
  - **\*Kaiser Health Tracking Poll** shows 62% of the population get annual physicals so our figure is below average.
- But 77% of employees noted they would like more preventative help determining health issues such as diabetes and hypertension before they start.



7

Yet there is a disconnect between what employers think their company health plan delivers and what employees actually experience.

- 65% of employees think their current health plan is primarily designed for managing illness/health issues vs. 35% saying it's designed for improving their overall health.
- Alternatively, for employers, only 42% say their health plan is primarily designed for managing employee illness and health issues as they arise, and 58% state their offering is primarily designed for providing preventative care and managing the overall health of employees.



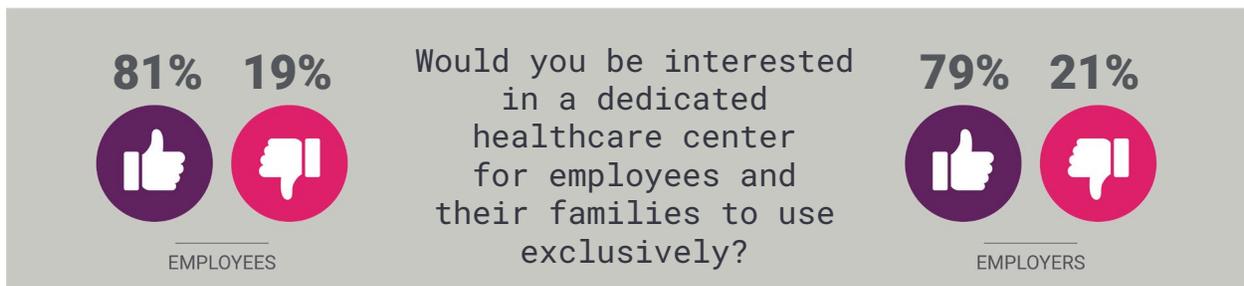
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## Top Findings

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Both employers and employees did express interest in more immediate and direct healthcare solutions made available through employers.

- 79% of employers say they would be interested in offering a dedicated healthcare center for employees and their families to use exclusively -- either on-site, near your office, or virtually.
- Nearly 81% of employees say they would take advantage of this kind of dedicated healthcare center offer.
- The least popular employee options for receiving care in the future were at pharmacies and big-box retailers.



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Employees want a stronger relationship and more time with their doctor and are increasingly open to hybrid solutions for building those relationships.

- 74% say a stronger relationship with their doctor and more time during each visit would help manage their health better.
- 41% of employees said their ideal option for seeing a doctor included at least some aspect of telemedicine/virtual care availability.

