

Benefits Literacy: What Employees Don't Know Might Be Hurting Them

Key findings on how well employees understand benefits, and what you can do to help.

Employees are confused about their benefits, but some are more confused than others.

Our MyChoiceSM Recommendation Engine Benefits Insights Report found that while some employees feel knowledgeable about their benefits, most know just enough to get by. The rest are downright confused.



But, that's the average, across a very large sample.¹

¹Results are based on approximately 500k MyChoice Recommendation Engine users during 2019 Annual Enrollment.

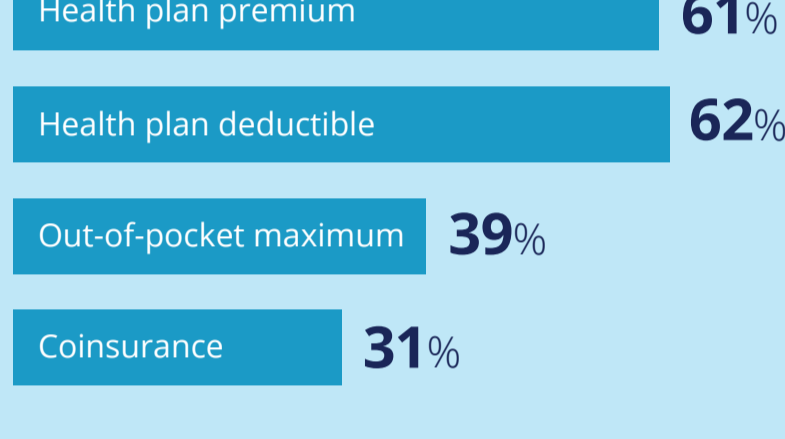
When you dig into the numbers, it's possible to see which groups are most and least confused.

	Most confused	Least confused
Gender	Men 57%	Women 43%
Generation	Millennials 35%	Boomers 24%
Income	Less than \$30k 43%	More than \$100k 22%

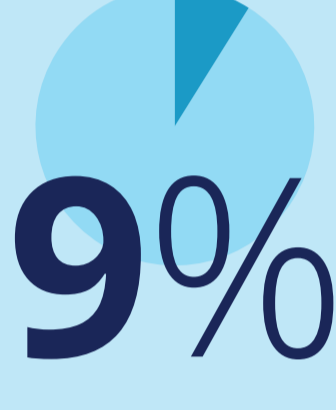
While there's a wide gap between the most and least confused in all these groups, the numbers are still no cause to celebrate.

A United Healthcare study reinforced that employees don't understand the basic concepts necessary to compare health plan options and use them wisely.

Understood the definition of the term:



Understood the definition of all four terms:



And, employees aren't spending a lot of time making important benefits choices that can have a significant financial impact.

Time spent enrolling in benefits:

17 minutes*



*Businessolver data.

These findings can serve as a starting point to help employers benchmark their workforce to determine just how large a benefits literacy issue they likely have.



Why is benefits literacy important?



Supports informed employee decision-making.



Safeguards employees and employers against unnecessary costs.



Helps employees understand the value of benefits.

Use these statistics to understand where your workforce may fall on the comprehension continuum. Then, consider these action steps.



Review your benefits data. Understanding if employees in these groups are making different choices can help pinpoint areas of confusion.



Think critically about how you communicate. Are you using the most appropriate methods for these groups? Experiment with other ways to get the message out.



Take stock of your platform and processes. Address confusion with an easy-to-use, intuitive process that includes decision guidance.

Benefits are confusing, and some employees are struggling more than others. Bring clarity to your workforce by understanding who's most befuddled and then implementing an action plan to help.

Want more insights about employees' health, wealth and benefits knowledge?

Read the full MyChoiceSM Recommendation Engine Benefits Insights Report.

[Read the Report](#) →

