



2022 Wellness Benefits Survey

December 2022



About McGriff

McGriff is a subsidiary of Truist Insurance Holdings, the seventh largest insurance broker in the world.¹ Truist Insurance Holdings is a subsidiary of Truist Financial Corporation, one of the nation's largest financial institutions. McGriff provides a full suite of employee benefits programs, consulting, brokerage services, and risk management solutions. Our offerings also include commercial property and casualty, corporate bonding and surety services, cyber, management liability, captives and alternative risk transfer programs, small business, title insurance, and personal lines.

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About Our Survey

As a supplement to our National Benefit Trends Survey, McGriff has launched a survey series designed to dig deeper into certain aspects of employer strategies. The first installment in the series asked employers their opinions on the current strategies for wellness and well-being benefits. We heard from 232 employers in all major industries and geographies. Sixteen percent of respondents have 500 or more employees, and 60% have over 100 employees. With the current employment environment and employee burnout seemingly at an all-time high, employers are keenly aware of the need to support their employees' needs both physically and mentally. Sixty percent of employers said they do offer a formal wellness program for their employees, and many of the details of those plans are based on answers from that subset of respondents.

¹Source: Truist IH ranking as listed in *BusinessInsurance.com*. July 2022



Key Findings

1

When asked to name the top obstacles preventing employees from engaging in healthier lifestyle habits, the top responses were intrinsic factors, such as perceived lack of time (55%), difficulty maintaining healthy habits (47%), and a lack of motivation/interest (47%), over extrinsic factors, such as barriers to healthcare access due to finances (8%) or geographic location (2%).

2

50% of employers offering a wellness program say the program supports recruitment and retention efforts; an additional 24% say they would like to enhance offerings to support those efforts.

3

While measurements for wellness plan success vary widely, 81% agree that reduced healthcare costs are very important, highest among all factors.

4

Crafting a meaningful and holistic wellness program is important, and objectives differ across organizations. Some of the most popular areas of focus are stress and resiliency tools (53%), and social well-being support programs (47%). Work/life balance evaluation is continuing to grow in popularity, with 55% of employers saying they don't currently offer it, but are interested in pursuing.

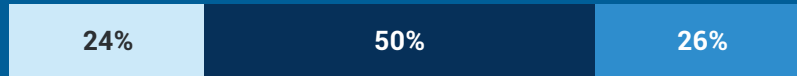
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When choosing a wellness vendor partner, the top three considerations cited by employers, in order, were pricing, scope of services, and personalized member support.

6

Of the 66% of employers providing incentives tied to their wellness program, 92% say those additional costs represented a worthwhile value on investment.

Recruitment and retention were ranked as top priorities for employers. Half of employers who responded to our wellness survey said they see their wellness program as a tool to help support those efforts, and an additional 24% of respondents plan to enhance those offerings to further promote recruitment and retention.



- Yes
- No, but we would like to enhance offerings to promote recruitment and retention
- No, our wellness program is primarily a way to support other organizational goals



Our self-perceptions have as much influence on our well-being as our environment. As employers seek to provide the right support for the health and well-being of their workforce, a clear understanding of the barriers that can impede healthy behavior change is critical.

What are the top 2 obstacles preventing employees from engaging in healthier lifestyle habits?

55% Lack of time or perceived lack of time

47% Difficulty with maintaining healthy habits

41% Lack of motivation or interest

20% Stress/Anxiety

14% Uncertainty on how to make better choices

13% Social and environmental factors

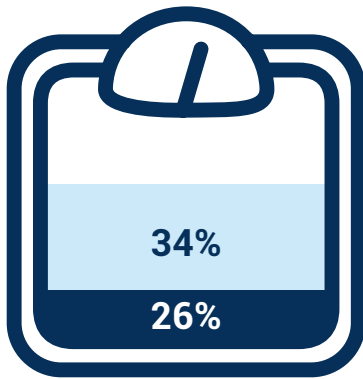
8% Problems with access to health care due to financial reasons

2% Problems with access to health care due to geographical location

Wellness Program Prevalence

Reduced healthcare spend is not the only potential cost-savings benefit from comprehensive health promotion programs. Wellness programs can offer a great value proposition for employees to actively engage in their health and well-being as a primary means to a healthier and happier life. Savings can also result from decreases in absenteeism and improved productivity, retention, and recruitment.

Do you offer a wellness program for your employees?



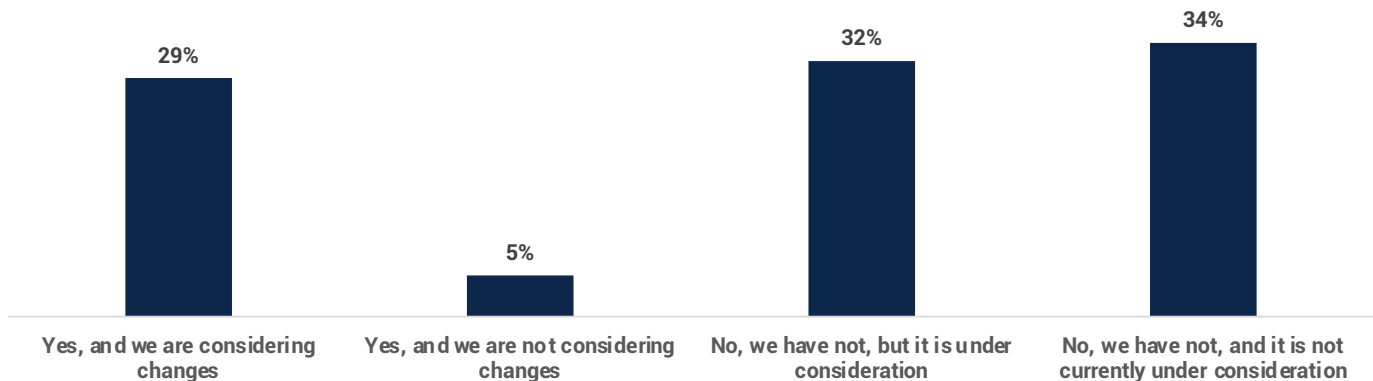
26% say they offer a wellness program for their employees on the medical plan only; 34% offer one for all employees.

60%

Yes, we offer a wellness program for employees

Out of those that responded yes – 49% say that spouses are also eligible to participate, with another 8% considering including them in the future.

Are you currently evaluating or considering evaluating the impacts of burnout/overwork in the workplace, and possible solutions?



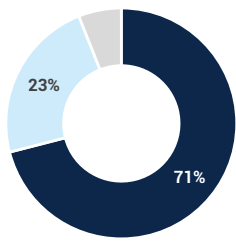
Burnout is defined as a form of ongoing, pervasive stress in the workplace that results in diminished productivity, reduced work happiness and a general lower sense of value. If burnout isn't addressed, employers can face increased turnover and challenges with morale. Addressing burnout can be complex, and requires consideration of employee feedback and organizational/cultural support, along with tools for mental well-being and stress management.

Wellness Program – Measurements of Success

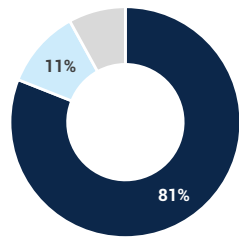
While there are many factors to consider in evaluating and defining wellness program success, establishing key goals and metrics can help to steer ongoing strategic development and demonstrate the value of the investment. Not surprisingly, employers cited reduced healthcare costs as the most common metric of success. Following closely behind was employee satisfaction with the wellness program and positive support of company culture.

● Very Important ● Slightly Important

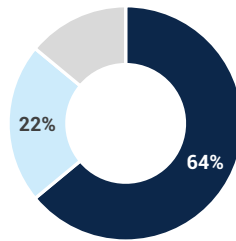
Positive Support of Company Culture



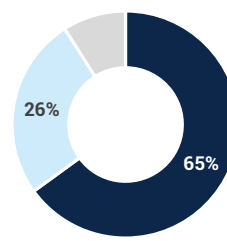
Reduced Healthcare Costs



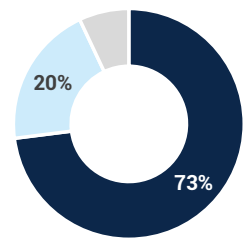
Increased Employee Productivity Through Reduced Absence



Overall Employee Engagement and Participation in Programs



Employee Satisfaction with the Program



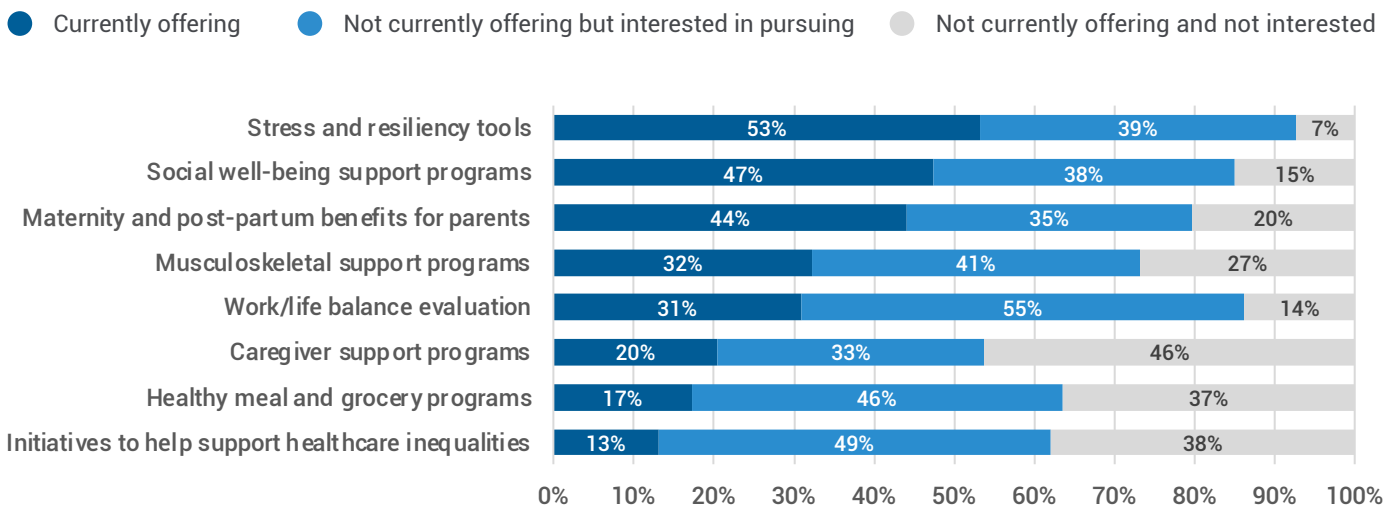
Based on the results of our national survey earlier this year, we learned about the popularity of certain general aspects of employer wellness programs.



Source: 2022 McGriff National Benefit Trends Survey

When selecting tools and resources to support health initiatives, it is important that they align with established objectives related to key health risks and areas of opportunity. While these key areas can vary among employers, certain wellness initiatives are more popular than others. Among topics that are gaining interest, work-life balance evaluation and initiatives to help support healthcare inequalities ranked highest.

Prevalence of Wellness Program Components



Wellness Partner Evaluation

When evaluating a vendor, employers overwhelmingly said they prefer working with solutions that address multiple conditions under the same platform. This can help simplify administration as well as communication and engagement with targeted employees.

When vetting carve-out solutions for specific conditions, do you prefer standalone solutions, or solutions that can be pulled under one platform?



- Prefer carve-out vendors with several condition solutions under one platform
- Prefer standalone carve-out vendors who focus on one condition
- Do not have these solutions, nor are we considering them

When evaluating a potential wellness vendor, there are several factors to consider. The most important factors named by employers were pricing, scope of services, and personalized member/employee support.

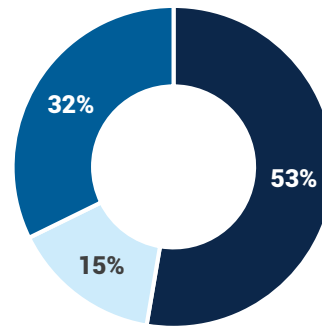
| | |
|---|---|
| 1 | Pricing |
| 2 | Scope of services |
| 3 | Personalized member/employee support |
| 4 | Ability to adapt to changing needs |
| 5 | Integration and technology |
| 6 | Capabilities for engagement aggregation |
| 7 | Virtual employee/member support |
| 8 | Reporting and results |
| 9 | On-site employee/member support |



Wellness Program Incentives

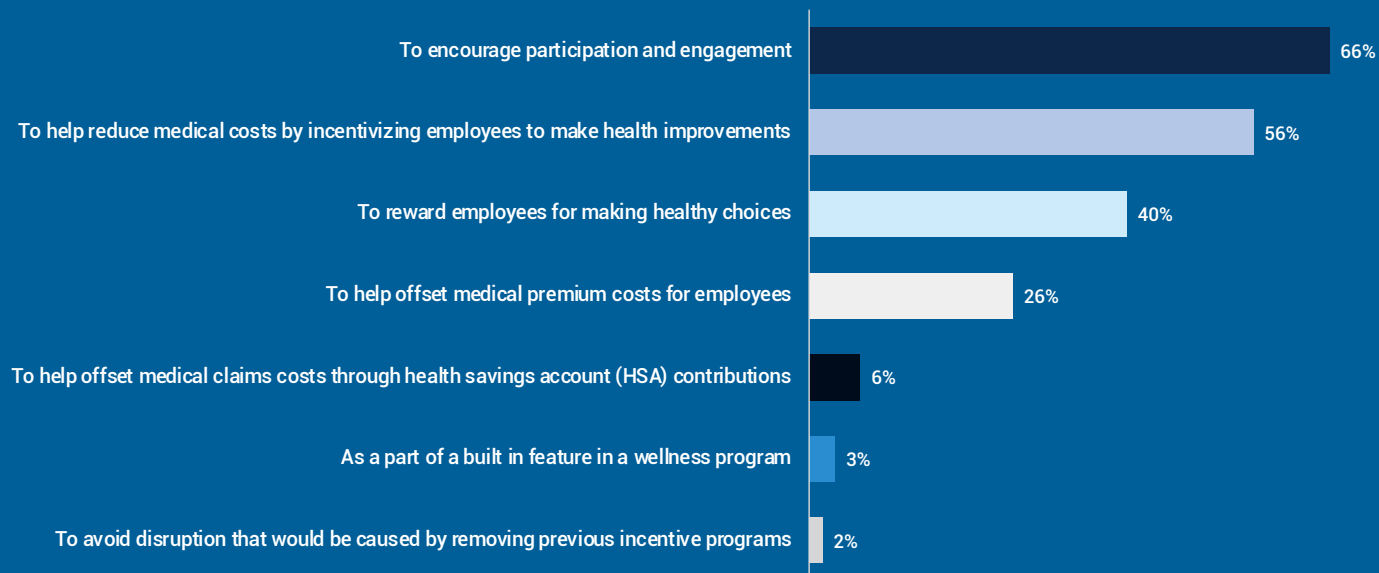
Adopting a healthier lifestyle can be daunting for anyone, especially if they've struggled with it in the past. The field of understanding motivation and behavior change is always evolving, and fresh insights can help optimize incentives attached to wellness programs. Extrinsic rewards, such as cash, gift cards, and premium differentials can help to generate interest and awareness, which in turn, can fuel the motivation to maintain momentum with healthy changes.

Around 2/3 of employers who have a wellness program say they offer incentives associated with it. These incentives can be for participation in the program (53%) and/or for achieving certain health metrics (15%).



- Yes, for participation in activities and programs
- Yes, for achieving certain health metrics (ex: tobacco-free, BMI, blood pressure, and cholesterol levels)
- No, we do not have incentives tied to a wellness program

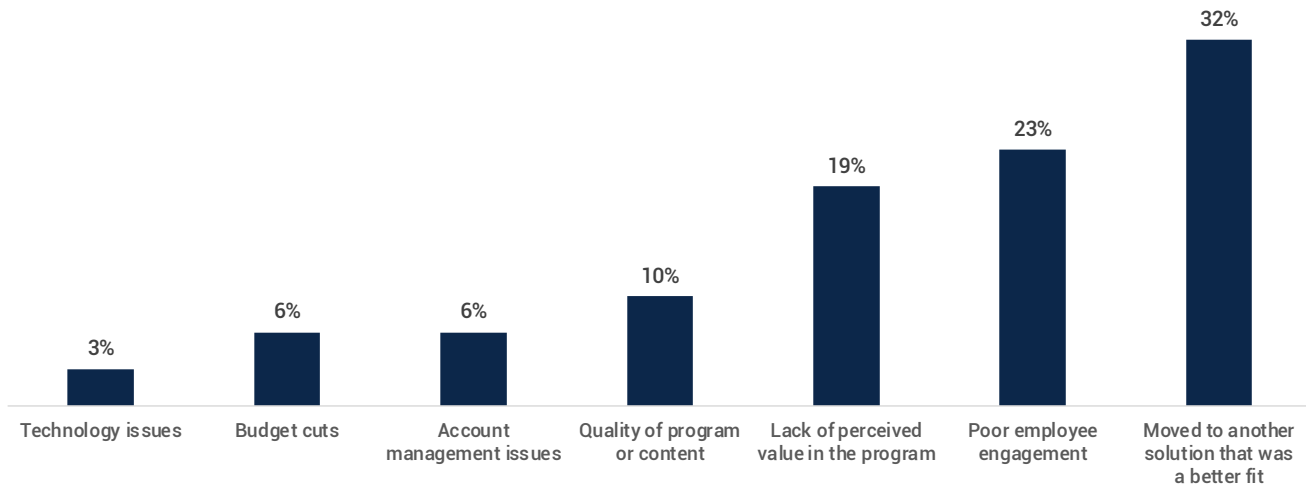
Of the companies providing incentives, 92% say they're a valuable investment. However, specific goals for providing incentives vary. When asked to define their top goals for providing incentives, encouraging participation (66%) and helping to reduce medical costs (56%) were at the top of the list.



Vendor Re-evaluation and Strategy

Finally, we asked employers if they had ever terminated services with a wellness provider. While the majority (86%) reported that they had not, employers who terminated services said the most common reasons were switching to another solution that was a better fit (32%), poor employee engagement (23%), and a lack of perceived value from the program (19%).

What was the primary reason for terminating the vendor(s)?



Creating a plan of action from data insights can be a challenge, and we are here to help. McGriff has invested heavily in resources to help our clients mitigate risks, contain costs, and create a culture of wellness. McGriff's National Wellness Practice team is a dedicated group of employee benefits experts with decades of experience developing strategies tailored to the needs of each of our clients. With an understanding of different health risks and industry specific concerns, we are able to more precisely identify areas of concern and opportunities for improvement. For more details on the results of this survey and to find out how McGriff can assist your organization, please contact your local McGriff representative or visit www.mcgriff.com.



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